COMMUNITY DEVELOPMENT

OUTLOOK SURVEY

2017

FEDERAL RESERVE BANK *of* ST. LOUIS

Contents: Data by Respondents

www.stlouisfed.org/cdos

Introduction

The Federal Reserve Bank of St. Louis' Community Development Outlook Survey (CDOS) collects original data that informs and guides the long-term programming of the St Louis Fed's Community Development staff and informs community development practitioners about trends and outlooks that affect low- and moderate-income (LMI) communities in the Eighth Federal Reserve District. The survey is an annual opinion poll that was sent to 3,703 community stakeholders in the seven states that comprise the Eighth District. Responses were received from 734 of those stakeholders between October 10 and November 2, 2017. The overall survey response rate was 19.8 percent. Please note that percentages have been rounded and may not equal 100 percent.

A variety of community stakeholders were invited to participate in the CDOS, including community and economic development organizations, educational institutions (K-12 and colleges or universities), financial institutions, government agencies, nonprofits, public officials, and other community organizations. The number and type of questions that a respondent received depended on their self-identified type of organization. Responses were grouped into policy areas (e.g. community and economic development finance; financial access, capability and empowerment; housing and neighborhood revitalization; small business; and workforce development), as well as metropolitan and rural categories.

Respondent Profiles

Survey data is based on 734 responses.

Respondent Breakdown by Place of Employment

- 28.4% Financial institution
- 26.4% Nonprofit/community-based organization
- 13.6% Government/public official
- 11.6% Community & economic development organization
- 11.1% Other
- 8.9% Education

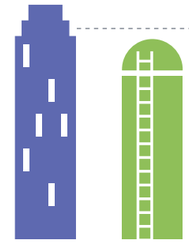
Respondent Breakdown by Policy Area

- 22.0% Housing & neighborhood revitalization
- 21.6% Financial Access, Capability and Empowerment
- 21.5% Community & economic development finance
- 19.8% Small business
- 15.1% Workforce development

Respondent Breakdown by States Represented

- 21.6% Missouri
- 19.1% Kentucky
- 16.9% Arkansas
- 15.2% Tennessee
- 14.2% Mississippi
- 9.1% Illinois
- 3.9% Indiana

Respondent Breakdown by Population Served



- 51.5% Metropolitan
- 48.5% Rural

QUESTIONS ANSWERED BY:

All Respondents

The State of LMI Communities Across the Eighth District

In 2017, 19.4 percent of respondents report that general economic conditions for LMI communities are improving, an increase from 2016 (17.6 percent of respondents). Additionally, 18.7 percent of respondents report a decline in economic conditions for LMI communities as compared with 2016 (20.9 percent). Finally, 61.9 percent of respondents report that economic conditions remained the same for LMI communities in 2017.

In **Arkansas**, 61 percent of respondents indicate that general economic conditions are staying the same for LMI communities (compared with 59.8 percent in 2016), while 21 percent indicate that they are improving (compared with 20.6 percent in 2016), and 18.1 percent indicate declining conditions (compared with 19.6 percent in 2016).

In **Illinois**, 63.6 percent of respondents indicate that general economic conditions are staying the same for LMI communities (compared with 51.7 percent in 2016), while 12.7 percent indicate that they are improving (compared with 15.5 percent in 2016), and 23.6 percent indicate declining conditions (compared with 32.8 percent in 2016).

In **Indiana**, 52.4 percent of respondents indicate that general economic conditions are staying the same for LMI communities (compared with 61.1 percent in 2016), while 33.3 percent indicate that they are improving (compared with 22.2 percent in 2016), and 14.3 percent indicate declining conditions (compared with 16.7 percent in 2016).

In **Kentucky**, 58.6 percent of respondents indicate that general economic conditions are staying the same for LMI communities (compared with 58.2 percent in 2016), while 25.9 percent indicate that they are improving (compared with 18.7 percent in 2016), and 15.5 percent indicate declining conditions (compared with 23.1 percent in 2016).

In **Mississippi**, 62.6 percent of respondents indicate that general economic conditions are staying the same for LMI communities (compared with 56.9 percent in 2016), while 15.7 percent indicate that they are improving (compared with 21.5 percent in 2016), and 21.7 percent indicate declining conditions (compared with 21.5 percent in 2016).

In **Missouri**, 70.5 percent of respondents indicate that general economic conditions are staying the same for LMI communities (compared with 68.4 percent in 2016), while 11.6 percent indicate that they are improving (compared with 11.8 percent in 2016), and 17.8 percent indicate declining conditions (compared with 19.7 percent in 2016).

In **Tennessee**, 55.3 percent of respondents indicate that general economic conditions are staying the same for LMI communities (compared with 65.8 percent in 2016), while 24.5 percent indicate that they are improving (compared with 18.8 percent in 2016), and 20.2 percent indicate declining conditions (compared with 15.4 percent in 2016).

1. Compared with one year ago, general economic conditions of the LMI communities you serve are:

ALL RESPONDENTS:
19.4% Improving | **61.9%** Staying the same | **18.7%** Declining

ARKANSAS:
21.0% Improving | **61.0%** Staying the same | **18.0%** Declining

ILLINOIS:
12.7% Improving | **63.6%** Staying the same | **23.6%** Declining

INDIANA:
33.3% Improving | **52.4%** Staying the same | **14.3%** Declining

KENTUCKY:
25.9% Improving | **58.6%** Staying the same | **15.5%** Declining

MISSISSIPPI:
15.7% Improving | **62.6%** Staying the same | **21.7%** Declining

MISSOURI:
11.6% Improving | **70.5%** Staying the same | **17.8%** Declining

TENNESSEE:
24.5% Improving | **55.3%** Staying the same | **20.2%** Declining

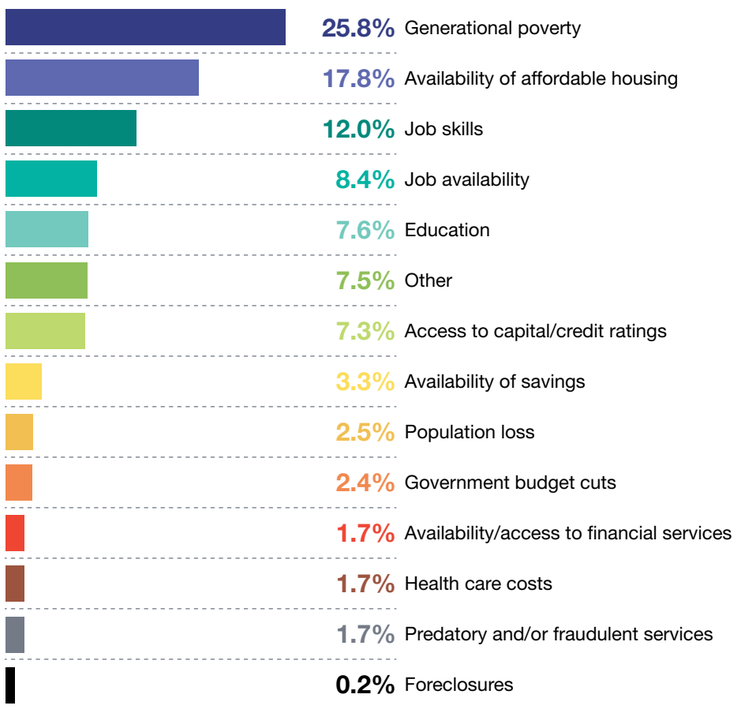
2. Compared with one year ago, the well-being of LMI individuals in your area and their ability to meet basic needs are:

14.2% Improving | **61.8%** Staying the same | **24.0%** Declining

3. In three to five years, what will be the status of LMI people and households in your community?

36.6% Better | **36.9%** Unchanged | **26.6%** Worse

4. What issue is having the greatest negative impact on LMI households and communities?



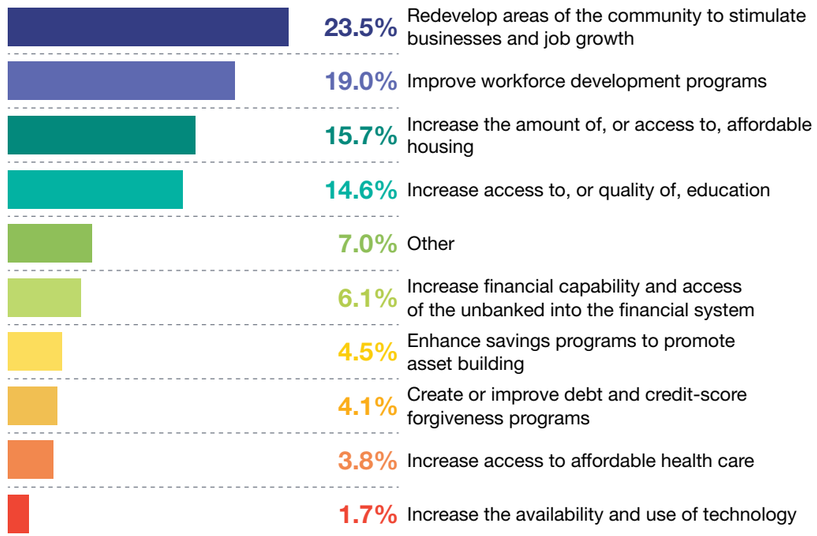
Top five issues across metropolitan areas:

1. Generational poverty
2. Availability of affordable housing
3. Job skills
4. Other
5. Access to capital/credit ratings

Top five issues across rural areas:

1. Generational poverty
2. Availability of affordable housing
3. Job availability
4. Job skills
5. Education

5. If funding were not a concern, what one best action could an organization or community take to improve the outlook for LMI individuals?



6. What is the leading contributing factor to generational poverty in the LMI communities you serve?

"We are learning in our work on rural poverty just how complex it is. So much goes into the issue, it is hard to pinpoint a leading factor. I do think quality early childhood education can be a huge contributor to reversing the trends."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Rural)

"Mind sets. Some of the locals have been down for so long that they have little faith or hope in anything. This is harder to fix than shortage of capital. Entrepreneurs find the capital; changing mind sets takes longer."
– Respondent, Other Sector (Ark. – Rural)

"Concentrations of poverty are probably the single largest contributing factor to generational poverty; mixed-income communities and the opportunities they can create would help break that cycle."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Highly concentrated poverty and segregated communities."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"The major contributing factor to generational poverty is the lack of basic financial management knowledge. You cannot do better if you don't know how to do better."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Lack of education and perceived lack of opportunities."
– Respondent, Government/Public Official Sector (Ky. – Rural)

"Geographic and social isolation."
– Respondent, Other Sector (Mo. – Metropolitan)

"Multiple factors contribute to the inability of individuals to break the cycle, including perceived lack of opportunity, poor education, lack of access to reliable transportation, systemic drug use often resulting in incarceration and lack of child care."
– Respondent, Government/Public Official Sector (Ark. – Rural)

"Lack of access to other ways in which to live accompanied with a blueprint on how you improve economic well being."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

Question 6: What is the leading contributing factor to generational poverty in the LMI communities you serve? cont.

"Lack of economic opportunities and low-wage jobs."
– Respondent, Community & Economic Development Organization Sector (Miss. – Rural)

"The leading contributor, in my opinion, is lack of a real knowledge of resources and how to utilize them to make a plan out of poverty. People have no idea about many of the resources out there. There are many eligible for vocational rehabilitation, for example, who do not know about it. We have to put aside our allegiances to self and work together for our communities and the people who make them great!"
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Jobs and transportation from urban areas to quality jobs."
– Respondent, Financial Institution Sector (Ill. – Metropolitan)

"Societal structures are in place that keep lower-income individuals from moving up the income ladder."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Rural)

"Lack of education; the majority of the people I come in contact with when doing outreach events in underserved communities are those whose highest level of education is high school or they dropped out before the 12th grade."
– Respondent, Nonprofit/Community-based Organization Sector (Ill. – Metropolitan)

"Lack of meaningful opportunities to succeed and inability to access the few opportunities that do exist."
– Respondent, Community & Economic Development Organization Sector (Mo. – Metropolitan)

"Structural inequities, redlining and barriers to homeownership."
– Respondent, Education Sector (Ky. – Metropolitan)

"Entrenched forces such as intergenerational poverty, lack of adequate education, poor planning and coaching on an individual basis to ensure individuals are matched to best-fit opportunities."
– Respondent, Other Sector (Ark. – Metropolitan)

"Poor financial education and spending habits at the consumer level. Entitlement."
– Respondent, Financial Institution Sector (Ill. – Rural)

"Lack of jobs means lack of income. Lack of income leads to health problems and even food and housing problems. Those problems, when more widespread in the community, lead to crime as an ever-present problem, which results in more flight by those who can go."
– Respondent, Education Sector (Mo. – Metropolitan)

"Focus on short-term support in form of affordable rental that locks families into reliance on government rather than investment in homeownership that breaks chain of poverty and allows families to build equity and benefit from appreciation to keep up with."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Lack of capital makes it exponentially more difficult to climb the economic ladder out of poverty. Wealth begets wealth. Having the financial luxury to invest, pay large down payments and avoid high interest and loan costs, move to good neighborhoods."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"Education – gaps in quality for low-income students and students of color in K-12; increasingly unaffordable postsecondary education."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Generational poverty is the result of cumulative barriers in social and financial systems preventing low-income families and individuals from being able to earn and accumulate wealth."
– Respondent, Government/Public Official Sector (Tenn. – Metropolitan)

"Lack of education and jobs for young adults."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Rural)

"Family structure and a general lack of education and initiative. Many people are stuck in a situation and do not have encouragement to see the possibilities."
– Respondent, Financial Institution Sector (Miss. – Rural)

"Lack of decent jobs and a government support system that sometimes acts as a ceiling instead of the safety net it was intended to be."
– Respondent, Financial Institution Sector (Tenn. – Rural)

"Families are in constant crisis management mode, which negatively impacts children's educational success and development of workforce skills."
– Respondent, Other Sector (Tenn. – Metropolitan)

Question 6: What is the leading contributing factor to generational poverty in the LMI communities you serve? cont.

"Loss of culture of homeownership and business ownership."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Rates of incarceration for African-American men."
– Respondent, Community & Economic Development Organization Sector (Mo. – Metropolitan)

"Lack of work skills and drug abuse."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Rural)

"People see no way out."
– Respondent, Government/Public Official Sector (Ky. – Rural)

"Lack of stable, affordable housing."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Generational poverty continues because of the years of institutionalized racism. Low-income communities have not had access to the proper resources to enhance their quality of life."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Lack of education and training."
– Respondent, Education Sector (Mo. – Metropolitan)

"Systemic and institutional racism."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Lack of social and criminal justice."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"There has never been a concentrated effort to address the issue; thus, it simply continues from one generation to the next. Excuse of "pull themselves up by the boot straps" and not understanding the lottery of birth and how very difficult it is to break the cycle of poverty."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Lack of education, financial literacy and basic understanding of the rewards of hard work within a system that removes barriers to lifelong prosperity and achievement."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Rural)

"Poor ability to make decisions that will lead to movement out of poverty due to many things: limited resources, limited access to role models/mentors/support systems, daily stress, lack of information needed to make good decisions."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Previous generational norms and how that affects decision-making of future generations."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Poor education and low literacy—including low financial literacy—resulting in lack of employability, workplace skills and capacity to achieve economic mobility."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Prevailing attitudes among those caught in the cycle that what they are experiencing is the best it will ever be for them and their families."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"Lack of living-wage jobs."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"No generational wealth, no savings for secondary education."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Lack of jobs and opportunities."
– Respondent, Education Sector (Miss. – Rural)

"Lack of education in wealth building and financial literacy, lack of attainable living-wage jobs in the area for high school graduates."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Education on how to move forward and avoid the traps of generational poverty."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Metropolitan)

"Lack of education and training, and weak work skills for even the entry-level jobs available here."
– Respondent, Community & Economic Development Organization Sector (Ark. – Rural)

"Lack of supports that help families succeed, including cash assistance, affordable housing, child care and early education."
– Respondent, Other Sector (Mo. – Metropolitan)

"There is not one factor. It is a combination of factors that are interrelated. Addressing one is not likely to have an impact. The three main factors are access to housing, health care and workforce development."
– Respondent, Education Sector (Mo. – Rural)

"Single-parent families struggling to live on one income."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

Question 6: What is the leading contributing factor to generational poverty in the LMI communities you serve? cont.

"Perception of no opportunities to break the cycle."
– Respondent, Community & Economic Development Organization Sector (Ark. – Metropolitan)

"Education and accessibility of services and programs to assist."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Lack of well-paying jobs."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Job availability."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Institutional racism, inferior educational quality and systemic housing patterns that cluster the most disadvantaged families together into cloistered communities."
– Respondent, Education Sector (Mo. – Metropolitan)

"Education and preparation for jobs that will change future generations' ability to move out of poverty."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Metropolitan)

"Poor public education and drop-out rates."
– Respondent, Government/Public Official Sector (Tenn. – Rural)

"Access to capital."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Services often focus only on one aspect of the family. We should have services focused not only on household heads, but on kids, too, for savings, in particular."
– Respondent, Other Sector (Ark. – Rural)

"Not being able to see yourself in a better situation and being constantly labeled as under-resourced versus being a valuable member of the community."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"The LMI community (people and families) have been in this category their complete life; very hard to improve or feel like they can do better. It may be an attitude/trust factor on both sides."
– Respondent, Financial Institution Sector (Ind. – Rural)

"Lack of educational opportunities and low wages."
– Respondent, Education Sector (Tenn. – Metropolitan)

"Lack of hope and vision."
– Respondent, Education Sector (Ky. – Rural)

"Availability of state services and support, the value of which is higher than entry-level jobs. The value of state services is estimated to be $14 an hour. It is a demotivator for someone to take a $10/hour job only to be weaned off their state assistance."
– Respondent, Other Sector (Ill. – Rural)

"Lack of obtaining a quality education. In too many instances, the lack of parental involvement in the child's education results in the child not being prepared for the job market. The inability to obtain a job that pays a fair wage and provides benefits."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Generational poverty is not by choice. It is infused by the systems that intentionally marginalize target groups of people, neighborhoods and schools. This happens when job opportunities are limited based on an individual's credit score, race, education."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Lack of solid K–12 education and access to postsecondary education."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"The shift of the public school system to get away from trade-school education to a pure college-prep program. College is not for everyone, and losing the ability for young adults to learn a trade is beginning to catch up to us."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

QUESTIONS ANSWERED BY RESPONDENTS IN:

Community & Economic Development Finance

7. Compared with one year ago, how would you describe the demand by institutions that serve LMI individuals and households for the community development financial products and services your organization offers?

55.3% Increasing | 34.7% Staying the same | 10.0% Decreasing

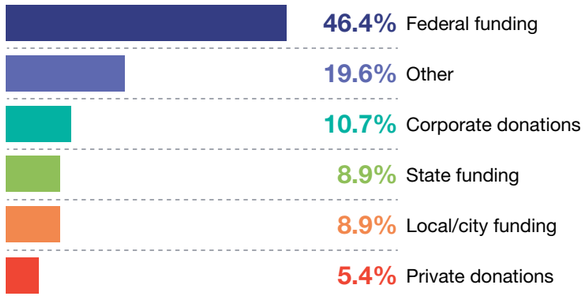
8. Compared with one year ago, how would you describe your organization's ability to deploy capital to the LMI community?

39.0% Increasing | 48.4% Staying the same | 12.6% Decreasing

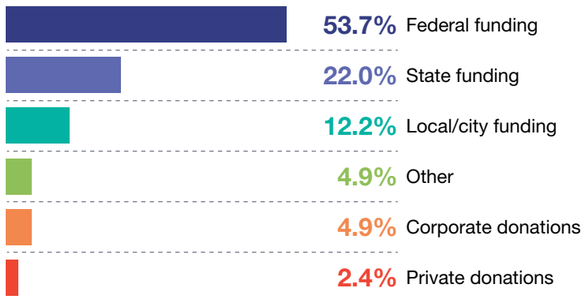
9. Compared with one year ago, have your funding sources for community development finance:

29.8% Increased | 46.8% Stayed the same | 23.4% Decreased

9A. Which *increased* funding source for community development finance has had the greatest positive impact on your organization's ability to help the LMI community?



9B. Which *decreased* funding source for community development finance has had the greatest negative impact on your organization's ability to help the LMI community?



10. What specific obstacle is affecting progress for community development finance in your LMI community?

"Organizational capacity; in order to develop a pipeline of projects that can help transform communities, organizations need to have sufficient capacity to think big instead of worrying about their next payroll."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Ability of CDFI organizations to generate equity capital, which can then be leveraged with other sources of financing to expand access to capital."
– Respondent, Community & Economic Development Organization Sector (Ark. – Rural)

"Employment opportunities; but this is connected to insufficient transportation systems, access to affordable child care and workforce development skills."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"We need more involvement from local, state and federal officials from all levels to see the needs in the LMI community and act upon those needs."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Metropolitan)

"The lack of education about how the process works and understanding how to go through the process."
– Respondent, Financial Institution Sector (Mo. – Rural)

Question 10: What specific obstacle is affecting progress for community development finance in your LMI community? cont.

"Lack of coordinated effort."
– Respondent, Government/Public Official Sector (Mo. – Metropolitan)

"Working through the all of the strings that are attached to the use of federal funds."
– Respondent, Other Sector (Ky. – Rural)

"Most state-influenced projects are focused on high-density populations. Cost is prohibitive to extend services to sparsely populated rural areas. Transportation to training opportunities is limited, at best."
– Respondent, Financial Institution Sector (Ky. – Rural)

"Shrinking local budget."
– Respondent, Financial Institution Sector (Ark. – Rural)

"Bank lending to small businesses has declined significantly since before the financial crisis, especially in LMI areas and communities of color. This reduces opportunities to create jobs."
– Respondent, Nonprofit/Community-based Organization Sector (Ill. – Metropolitan)

"Many individuals and businesses lack the collateral to secure financing."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Rural)

"Decreased Community Development Block Grant funding."
– Respondent, Community & Economic Development Organization Sector (Mo. – Metropolitan)

"Changes in budget priorities of the state."
– Respondent, Education Sector (Ark. – Metropolitan)

"Ability to borrow; not meeting criteria needed to get funding."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"Lack of seasoned competitive developers and access to capital."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Drawing viable businesses to the area."
– Respondent, Government/Public Official Sector (Ky. – Rural)

"Financial literacy; potential borrowers do not understand what type of information is required to come to a bank to start the process of borrowing money for a business."
– Respondent, Financial Institution Sector (Ark. – Rural)

"In the past year, the loss of HOME/CDBG has had a significant impact on projects. We have also lost tax credit equity due to the possibility of future tax reform. For projects underwritten and awarded credits prior to the 2016 election, this is a daunting combination of factors."
– Respondent, Financial Institution Sector (Ill. – Metropolitan)

"Excessive need."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"Lack of funding for operations; we have the funds to make loans but lack the resources to provide the related assistance and loan servicing at high enough capacity."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Lack of people with knowledge and expertise in community development finance."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Clients are not ready to utilize community development finance in most instances. We have to spend a great deal of time preparing clients for entrepreneurship and business ownership, improving job-readiness skills, improving credit scores, preparing clients for homeownership, as well as helping them through financial capability coaching."
– Respondent, Other Sector (Tenn. – Metropolitan)

"LMI residents are paying much more than 30 percent of their income on housing, leaving them little or no money for other issues like health care, food, etc."
– Respondent, Community & Economic Development Organization Sector (Ky. – Metropolitan)

"Certain communities have felt ignored or denied for so long without anyone willing to educate and help them with financial literacy. That is hindering an excessive increase in progress. Also, the community needs to feel that they can TRUST the financial institutions and that they're not attempting to help them just for their own personal gain."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"There is little profit for investors/developers."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"State not approving LIHTC projects that also need Historic or Brownfields tax credits."
– Respondent, Government/Public Official Sector (Mo. – Metropolitan)

"Lack or loss of businesses, decline in population, lack of employment possibilities."
– Respondent, Financial Institution Sector (Mo. – Rural)

Question 10: What specific obstacle is affecting progress for community development finance in your LMI community? cont.

"Lack of local private capital and CRA dollars being deployed in areas that are in greatest need of investment."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"We do not have an LMI census tract in our county; we have middle- and upper-income tracts. The obstacles in reaching the LMI population in our county are regulatory guidelines; the cost of living being much higher than their earnings, requiring many to enter a cycle of small loans with banks or financial institutions that charge higher interest rates; and debt-to-income (DTI) ratios being too high or declining credit scores, which prohibits us from helping them."
– Respondent, Financial Institution Sector (Miss. – Rural)

"Access to loans and capital that is controlled by community members."
– Respondent, Education Sector (Ky. – Metropolitan)

"Regulatory pressures create a very delicate balancing act between compliance, safety and soundness, and CRA."
– Respondent, Financial Institution Sector (Miss. – Rural)

"Operational capacity to manage the needs of our target market and the partner organizations we collaborate with to meet people where they live and work."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"No one knows what to do with the available capital due to lack of education and experience."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Education and access to capital to develop the entrepreneurial community in rural Kentucky."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"Having sufficient resources to meet the demands."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Metropolitan)

"The apathy—on all sides—and the belief that community conditions will not improve is a real obstacle to effecting change."
– Respondent, Financial Institution Sector (Miss. – Rural)

"Lack of individuals on the other side of the transaction who understand complex financing."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Local, state and federal funding sources, which were specifically designed for financial institutions, are decreasing or completely going away."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Federal budget cuts to HUD programs."
– Respondent, Government/Public Official Sector (Mo. – Metropolitan)

"Requirements of federal funding are very intense and often worthwhile projects are not able to be funded. Some borrowers cannot wait the length of time required to get a loan approved and funded (e.g., the 30-day wait for clearinghouse review and environmental reviews). People in rural areas often need loans quickly to address needs in their lives and businesses."
– Respondent, Other Sector (Ark. – Rural)

"Decrease in population, lack of programming to address the whole individual and that individual's role/responsibility in the overall process, which impacts the outcomes of existing programs and future funding options."
– Respondent, Education Sector (Miss. – Rural)

"Finding borrowers who can meet minimum qualifying standards to obtain funding."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Regulations are requiring more time and money that could be used elsewhere to help with progress in the LMI community."
– Respondent, Financial Institution Sector (Mo. – Rural)

"The changing requirements to access programs."
– Respondent, Community & Economic Development Organization Sector (Ark. – Metropolitan)

"Regulations have played the largest role in the lack of community development."
– Respondent, Financial Institution Sector (Ark. – Rural)

"We are concentrating on making BIG splashes and trying to hit home runs on every project. I would prefer several smaller projects in more neighborhoods. Spread projects around and be seen more."
– Respondent, Community & Economic Development Organization Sector (Ky. – Metropolitan)

"Getting the borrowers to the bank and getting their financial condition to the point of buying a home. Financial education."
– Respondent, Financial Institution Sector (Ind. – Metropolitan)

"The need for Community Reinvestment Act modernization."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Traditional financial institutions are unwilling/unable to take risks, pool funds, invest in CDFIs, be more creative, aggressive and collaborative in their approach to community development finance."
– Respondent, Community & Economic Development Organization Sector (Mo. – Metropolitan)

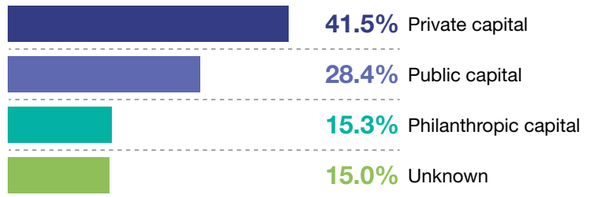
Question 10: What specific obstacle is affecting progress for community development finance in your LMI community? cont.

"The cycles of funding are somewhat challenging, especially to individuals and communities more involved with grant funds. The uncertainty of when funds will be made available has been a challenge for the LMI community in all areas."
– Respondent, Government/Public Official Sector (Tenn. – Rural)

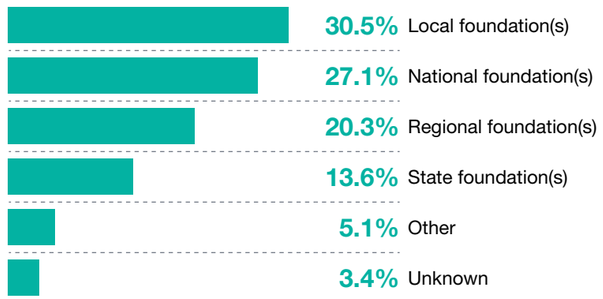
"Generational poverty, which has led to population decline and a loss of hope."
– Respondent, Community & Economic Development Organization Sector (Ark. – Rural)

"It is difficult to find a model that will be successful in rural communities. Models that work in other regions don't work here for some reason. We are trying to build the infrastructure to support funding but can't seem to find a way that works."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

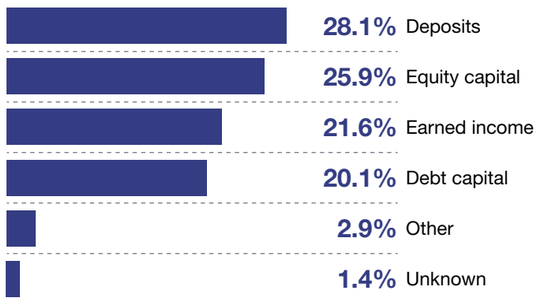
11. Regarding investments/loans made in LMI geographies, what is your primary source of capital?



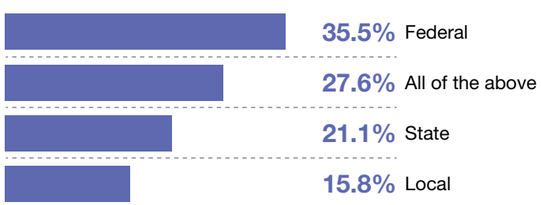
11A. What specific types of *philanthropic capital?* Select all that apply.



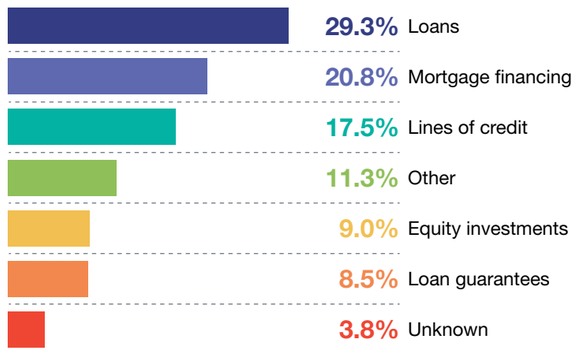
11B. What specific types of *private capital*? Select all that apply.



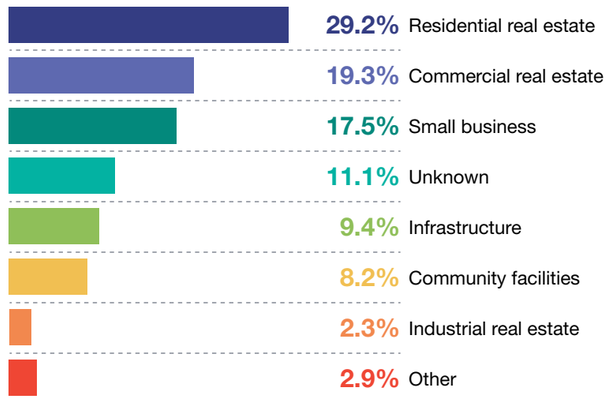
11C. From what unit(s) of government do you receive *public capital*? Select all that apply.



12. What financial products do you currently offer in LMI geographies? Select all that apply.



13. From your perspective, what type of project is attracting the most investment in LMI areas?



QUESTIONS ANSWERED BY RESPONDENTS IN:

Financial Access, Capability and Empowerment

14. Compared with one year ago, how would you describe the demand by LMI individuals and households for products and services to support financial health and security (e.g., programs to support asset building, financial capability and financial empowerment)

54.2% Increasing | 41.3% Staying the same | 4.5% Decreasing

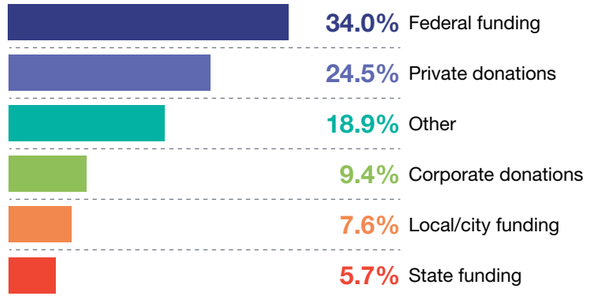
15. Compared with one year ago, how would you describe your organization's ability to provide direct assistance to the LMI community through products or services related to financial health and security?

46.0% Increasing | 41.4% Staying the same | 12.6% Decreasing

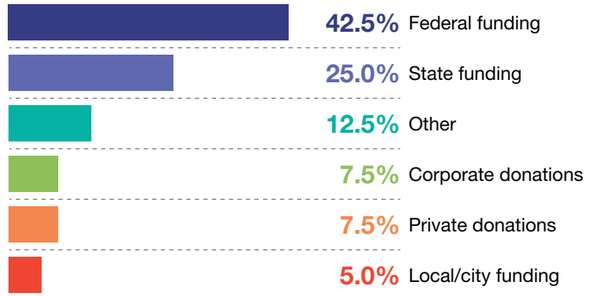
16. Compared with one year ago, have your funding sources to support products and services related to financial health and security:

46.6% Increased | 30.5% Stayed the same | 23.0% Decreased

16A. Which *increased* funding source for financial health and security services has had the greatest positive impact on your organization's ability to help the LMI community?



16B. Which *decreased* funding source for financial health and security services has had the greatest negative impact on your organization's ability to help the LMI community?



17. What specific obstacle is impeding progress of financial stability, capability and empowerment of individuals in your LMI community?

"Banking deserts and lack of financial institutions in rural communities."
– Respondent, Financial Institution Sector (Mo. – Rural)

"Our ability to offer asset-building programs, including financial and housing counseling and IDAs, is limited by the availability and reliability of grant funding (foundations and government grants).
– Respondent, Other Sector (Ark. – Rural)

"Lack of financial knowledge and access to affordable products, services and education."
– Respondent, Community & Economic Development Organization Sector (Miss. – Rural)

"Educational attainment needs improvement, there is a lack of universal mass transit for mobility to get to and from work, and access to acceptable health care remains a serious family issue for a large segment of the population."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Low-wage employment is not sufficient for market-rate housing, child care and basic needs."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Federal resources have diminished, while state and local governments have provided very little resources in this area. Most organizations rely on private funding for their support in this area."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Intense concentration of poverty and segregation in our community."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"Income volatility, lack of and chipping away at safety net, inability to increase savings, policies that are harmful in progressing empowerment for LMI communities."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Use of predatory products."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Metropolitan)

"Housing and education."
– Respondent, Financial Institution Sector (Ark. – Rural)

"We are not able to meet demand with limited staff and financial resources."
– Respondent, Community & Economic Development Organization Sector (Mo. – Metropolitan)

"Lack of access to financial institutions."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Philanthropy keeps changing and narrowing its priorities, making it more difficult to get grants."
– Respondent, Nonprofit/Community-based Organization Sector (Ill. – Metropolitan)

"The all-encompassing challenge of generational poverty, which affects transportation, housing, access to technology, health, education, and jobs presents a significant barrier for LMI individuals and families in Arkansas."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"The reluctance of financial institutions to take chances on new businesses."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Rural)

"Access to affordable housing."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Time and resources."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Lack of investors/developers seeking opportunity in LMI areas."
– Respondent, Community & Economic Development Organization Sector (Mo. – Metropolitan)

"Access to products that align with the needs of the LMI community, such as mortgage loans under $50,000 or home repair loans."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Staff capacity; clients who are too stressed to concentrate on their longer term financial needs."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"The most significant obstacle is changing behavioral patterns and mindsets when it comes to financial stability, capability and empowerment. For example, most unbanked and unbankable clients we serve have a habit of going to predatory lenders, such as payday lenders."
– Respondent, Other Sector (Tenn. – Metropolitan)

"Safety of their environment and education on their finances. If crime is frequent and severe in your neighborhood, you tend to focus on survival, not finances."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Metropolitan)

Question 17: What specific obstacle is impeding progress of financial stability, capability and empowerment of individuals in your LMI community? cont.

"Education but not classroom education. We have good public schools. It is a lack of education about banking and ways to keep credit acceptable to banks."
– Respondent, Financial Institution Sector (Miss. – Rural)

"Meeting the qualifications of our products."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Lack of knowledge and understanding of the financial system and how it works."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Inability to qualitatively assess credit risk for members of this demographic who have had a recession-based life cycle event that prohibits them from having an acceptable credit score to underwrite under Dodd-Frank."
– Respondent, Community & Economic Development Organization Sector (Mo. – Metropolitan)

"Wage growth, moreover the lack of. Employers still find little incentive to pay a living wage for 'low-priority' jobs (i.e., jobs once considered only for 'uneducated' people)."
– Respondent, Financial Institution Sector (Ky. – Rural)

"Lack of jobs, transportation and affordable housing."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"Poor credit scores, underemployment or no employment, not having the knowledge and tools to avoid the pitfall of predatory lending and the knowledge of wealth building."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Awareness. LMI individuals need to know and understand what financial stability and capability are in order to prioritize them in their lives."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Metropolitan)

"The lack of affordable rent or homeownership is the one specific obstacle that burdens our LMI community. Rents are going up as much as 200 percent, and now LMI families are paying 50 percent or more of their monthly income for rent."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Metropolitan)

"Income volatility makes it impossible for people to plan and to save."
– Respondent, Government/Public Official Sector (Mo. – Metropolitan)

"General knowledge of and understanding the services and products out there that can assist. Many people do not come into our doors, because they do not believe their current situation can change."
– Respondent, Government/Public Official Sector (Mo. – Metropolitan)

"Lack of education."
– Respondent, Financial Institution Sector (Ill. – Rural)

"Knowledge and understanding of these programs and the ability, as a financial institution, to meet the standards set out by regulatory agencies."
– Respondent, Financial Institution Sector (Miss. – Rural)

"The LMI community needs jobs that will provide a living wage. They need the education and skills necessary so they can get these jobs."
– Respondent, Other Sector (Ky. – Rural)

"Access to credit-building activities. How can you build credit if you cannot get into the system?"
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"There are opportunities, but no appropriate outreach and education to teach LMI communities how to take advantage of opportunities."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Lack of decent jobs, especially since we may lose power plant in a couple of years."
– Respondent, Financial Institution Sector (Ill. – Rural)

"Credit scores and savings are low. Many people find it difficult to meet the tighter financing standards in obtaining mortgages."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Rural)

"Wages and their stability are not keeping up with increased expenses in housing, health care, and other goods and services. Too many families are not getting financial education coaching to pull their credit report and understand how to build good credit."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"The extremely high level of poverty, and the persistent nature of the poverty in our region, results in a multitude of interlocking and compounding problems that make it extremely difficult for individuals to succeed."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

Question 17: What specific obstacle is impeding progress of financial stability, capability and empowerment of individuals in your LMI community? cont.

"The reliance on high-cost sources of credit and lack of knowledge about personal finance."
– Respondent, Other Sector (Mo. – Metropolitan)

"Lack of job skills."
– Respondent, Community & Economic Development Organization Sector (Ark. – Metropolitan)

"Costs of basic needs far outweigh the household's income received."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Lack of employment skills."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Metropolitan)

18. What specific opportunity holds the most promise for improving financial stability, capability and empowerment of individuals in your LMI community?

"Organizational capacity; in order to develop a pipeline of projects that can help transform communities, organizations need to have sufficient capacity to think big instead of worrying about their next payroll."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Some of the big foundations are starting to consider funding for rural communities again. There are lots of opportunities that could be the vehicle for improving the finances of individuals and communities. Leadership and funding are needed. Here are a few ideas: jobs program focused on improving energy efficiency of homes, matched with homeownership incentives; community engagement around minority and prison re-entry entrepreneurship with funding for programs |and incentives."
– Respondent, Other Sector (Ark. – Rural)

"They need mentors, decent paying jobs, and hope that things can get better. Many of these people are totally on their own, many with children, and they feel hopeless and helpless."
– Respondent, Other Sector (Ky. – Rural)

"Educational attainment; there is no better income predictor than education level."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Establishment of financial programs for middle-class households and the redevelopment of extended case management/workforce development programs for low-income community families, which entails job skills training and homeownership opportunities."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"If more financial support was available to support strategies in this area, more families could be served. This is clearly an opportunity, considering the number of families who are currently on waiting lists in our area."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Community colleges are abundant and accessible in Arkansas for LMI adults, and the Career Pathways Initiative has shown incredible results and best practices for LMI adult learners. When combined with financial coaching and a two-generation approach to address the needs of the entire family, we can move more families out of generational poverty and into stable, family-supporting wages with a plan to develop assets."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"Affordable and quality education."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"The availability of financial education, access to low-cost credit-builder products and services, the use of financial coaches in working directly with individuals."
– Respondent, Community & Economic Development Organization Sector (Miss. – Rural)

"Providing affordable financial products (mortgages, matched savings, down-payment assistance, etc.) with long-term investment for nonprofits working in this space."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Direct funding of LMI individuals and organizations that demonstrates the necessary skill sets to be successful in improving local conditions (i.e., stop assuming that LMI individuals will allocate resources poorly, from a cultural/political standpoint)."
– Respondent, Other Sector (Ark. – Metropolitan)

"Lending to small businesses in LMI areas and communities of color that creates jobs."
– Respondent, Nonprofit/Community-based Organization Sector (Ill. – Metropolitan)

Question 18: What specific opportunity holds the most promise for improving financial stability, capability and empowerment of individuals in your LMI community? cont.

"The UNCF Career Pathways Initiative (https://uncf.org/cpi) has shown incredible results and best practices for LMI adult learners. When combined with financial coaching and a two-generation approach to address the needs of the entire family, we can move more families out of generational poverty and into stable, family-supporting wages with a plan to develop assets."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"Access to affordable small-dollar credit options."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Significant changes to policies relating to paid leave, basic job place protections for LMI families (e.g., fair work schedule practices, increase the minimum wage), increasing access to affordable health care (specifically eliminating those policies that seek to create barriers for women/eliminate family planning and choices for women), making college affordable and creating opportunities for student loan repayment/forgiveness programs, and investment in early childhood education (those that are affordable to LMI families)."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Working with urban areas to turn over vacant housing stock."
– Respondent, Financial Institution Sector (Ill. – Metropolitan)

"Banks creating unique partnerships with nonprofits to meet the needs of the community."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Multigenerational strategies that engage both young and older adults."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Financial literacy."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Down-payment assistance programs from Tennessee Housing Development Agency, USDA-Rural Development, CRA loans from banks, and other FHA-backed mortgage loan programs are the most promising for funding LMI families when they can purchase their first home."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Metropolitan)

"Connecting savings initiatives to existing programs."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Community-based organizations and nonprofits are taking the lead and providing opportunities for individuals to become more educated about money management for themselves and for their families. The desired outcome of this approach is to make financial stability, capability and empowerment actions that are promoted through each generation."
– Respondent, Other Sector (Miss. – Metropolitan)

"Create a fair and equitable tax system."
– Respondent, Education Sector (Ky. – Metropolitan)

"I believe we are missing the boat in training individuals with basic financial information in our school systems. Many high school graduates have no idea how to balance a checkbook or recognize the importance of paying your bills. I believe providing basic financial education as a high school requirement would be a promising opportunity to improve financial stability, etc."
– Respondent, Financial Institution Sector (Mo. – Rural)

"Mixed-income redevelopment of concentrated poverty housing."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Metropolitan)

"Start classes for high school students; it would be better to give them the knowledge and tools to keep from falling into the traps that await instead of trying to help them break bad habits and clean messes later. They in turn could pass the information on to parents and others in the household."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"Workforce development programs."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Implementing a program that would catch the child in the formative years—Head Start through third grade to change the mindset."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Quality employment/jobs paying above-average compensation including medical and retirement benefits. Presently, a large percentage of LMI individuals/families are college-educated with work experience. In recent years, they have exhausted their savings and eroded their financial capability. Quality jobs hold the most promise no matter where the individual may be on the LMI continuum."
– Respondent, Other Sector (Ill. – Metropolitan)

Question 18: What specific opportunity holds the most promise for improving financial stability, capability and empowerment of individuals in your LMI community? cont.

"We need a sheltered workshop in our community that will allow the undereducated and/or those who have felony convictions to be trained for decent-paying jobs. If they can't work, the poverty/crime cycle just repeats itself. They want to break the cycle, but without this type of help they will probably be unable to do so."
– Respondent, Other Sector (Ky. – Rural)

"Increased access to fund low- and moderate-income housing projects."
– Respondent, Community & Economic Development Organization Sector (Ky. – Rural)

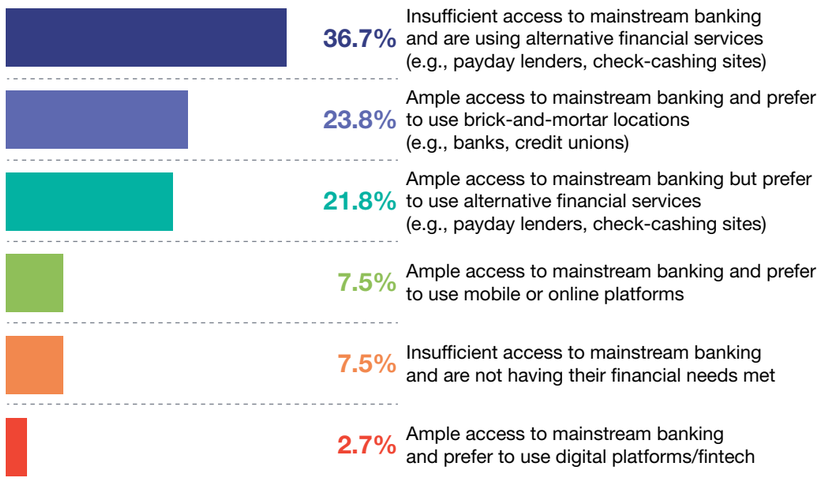
"One-on-one financial coaching and access to low-cost banking and lending products have the most promise for improving financial stability, capability and empowerment of LMI families."
– Respondent, Other Sector (Mo. – Metropolitan)

"Helping people understand the importance of saving and facilitating saving through matched savings accounts and other incentives. If they build emergency savings, they may not have to turn to payday lenders."
– Respondent, Other Sector (Ark. – Rural)

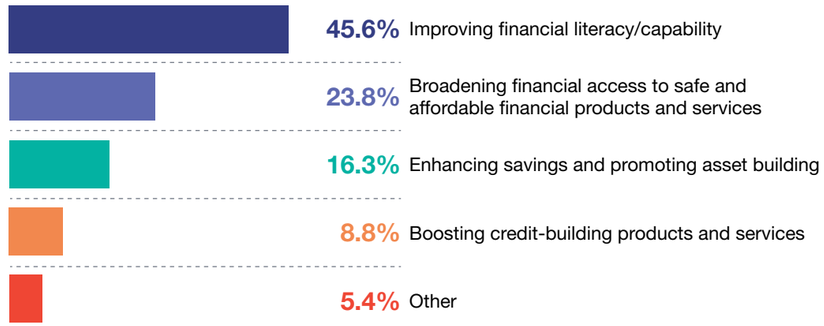
"We think homeownership (including repairing existing homeowner-occupied housing) is the best because it provides a direct benefit to the recipient as well as many collateral benefits to the community. For the owner, housing provides an opportunity to build wealth and a stable foundation on which to build a better life (studies show people in stable housing make better employees, do better in school, have better health outcomes, etc). For the community, building and repairing homes provides jobs, increases the local tax base, makes the community more attractive to business, reverses community blight, etc."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"Try to improve the effectiveness and quality of financial education."
– Respondent, Government/Public Official Sector (Tenn. – Rural)

19. When considering access to safe and affordable financial products and services (including credit and financial transactions) to meet their financial needs, individuals in your LMI community have:



20. The strategy that is most effective for improving the financial health and security of individuals in your LMI community is:



21. What factors influence financial decision-making and impact financial well-being for individuals and households in your LMI community?

"Organizational capacity; in order to develop a pipeline of projects that can help transform communities, organizations need to have sufficient capacity to think big instead of worrying about their next payroll."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Family upbringing, neighborhood context."
– Respondent, Financial Institution Sector (Mo. – Rural)

"If they earn a living wage, they are influenced by the needs of the family. This group is behind on most bills, so any earnings is getting them out of a hole; then what?"
– Respondent, Other Sector (Tenn. – Metropolitan)

"What they have to have right that minute. If it's a choice between renter's insurance and shoes for the children, which do you choose? Then a fire guts your apartment and you are homeless!"
– Respondent, Other Sector (Ky. – Rural)

"An aim to make it through the week, day by day – and reacting to the surprises that destroy budgets."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Awareness of mainstream banking products, understanding of credit score and its impact."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Access to goods and services is a major influence. Since public transportation has been an issue for years, LMI families rely on services that are either close to their homes or close to where they work."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Justifiable mistrust in authority and conventional financial institutions."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Often, LMI families make financial decisions during crisis and the immediate problem is what influences their decision-making."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"The availability of fringe products and services. Detrimental federal and state policies as they relate to resources for LMI individuals and families."
– Respondent, Community & Economic Development Organization Sector (Miss. – Rural)

"1. Living paycheck to paycheck
2. Lack of sufficient savings
3. Reliance on high-cost loan (payday, etc.)
4. High cost of housing"
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Insufficient savings or access to credit relative to the cost of emergency/disruptive events."
– Respondent, Other Sector (Ark. – Metropolitan)

"Word of mouth is still influential and referrals from within that community still dictate where many individuals turn. There is still a large crowd that would rather pay a large fee to stay anonymous."
– Respondent, Financial Institution Sector (Ky. – Rural)

Question 21: What factors influence financial decision-making and impact financial well-being for individuals and households in your LMI community? cont.

"Survival — keeping a roof over their heads and keeping jobs."
– Respondent, Financial Institution Sector (Ill. – Metropolitan)

"Job stability, access to child care, affordable health care options."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"How to pay for basic needs and bills first; often there is not much left over after these needs are met. Additionally, unexpected expenses."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Whether or not they have any funds left over to save or possibly invest after they have taken care of the bills."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"Wages, housing, access to financial services."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Low incomes often require decisions that meet an immediate need or address a crisis, but do not result in financial well-being over the longer term."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Survival; long-term decisions about financial well-being cannot be made without first meeting the most basic needs. Shelter, utilities, food and health care come first. Once those needs are met, people can begin to think about financial decision-making."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"Most struggle to make ends meet; a simple setback—car breaks down, child gets sick, divorce/separation, etc.—throws their finances into chaos."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Access to products that deal with their needs | (e.g., small-dollar products)."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"People tend to use products and strategies that are familiar to them; mistrust of financial institutions."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"I think a generational approach to using financial services impacts the thinking and usage of financial services and products."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Lack of employment opportunities, lack of understanding when it comes to how the financial system works, and convenience of services."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Lack of education on financial budgeting and saving."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Rural)

"The LMI community is concerned about maintaining the basics—a safe place to call home, steady employment, keeping the lights on and dependable transportation. Those items strongly influence financial decision-making and impact financial well-being."
– Respondent, Other Sector (Miss. – Metropolitan)

"Generally, it seems that in order to access services, this segment of our community must incur additional costs through the use of predatory lenders."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"The amount of household income compared to the amount of debt individuals have accumulated."
– Respondent, Financial Institution Sector (Mo. – Rural)

"Personal budgeting, income and access to good-paying jobs, properly managing expenses and insuring disposable income is available."
– Respondent, Financial Institution Sector (Miss. – Rural)

"Predictable and unpredictable income volatility."
– Respondent, Government/Public Official Sector (Mo. – Metropolitan)

"Living paycheck to paycheck, not being prepared for financial shocks."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"The notion of scarcity is at the forefront of financial decision-making and well-being for LMI individuals and households in my community. Even when there are funds available (e.g., income tax refunds, unexpected cash or credit), they operate from a deficit mindset."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Metropolitan)

"Whether they use the limited money they possess to buy food and clothes or pay the rent."
– Respondent, Other Sector (Ky. – Rural)

"Generally, it seems that in order to access services, this segment of our community must incur additional costs through the use of predatory lenders."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

Financial Access, Capability and Empowerment

Question 21: What factors influence financial decision-making and impact financial well-being for individuals and households in your LMI community? cont.

"Basic lack of income, limiting options and forcing the need for parasitic lending for short-term bridging to meet basic financial obligations, including utilities and food."
– Respondent, Financial Institution Sector (Ark. – Rural)

"1. Inability to effectively use mainstream financial services; 2. Income volatility; 3. Low wages; 4. Few messages from the community celebrating thrift and savings."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Survival is most critical to LMI community. They are making less than what is needed to get by. They are paying the must bills that keep the household running. All other bills are neglected, resulting in derogatory credit."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Seeing so many people unable to meet the credit scores required even though they have strong savings and spending habits. Building assets through home purchases is almost impossible for some clients because they have a hard time making a long-term commitment due to income volatility."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Rural)

"Unexpected expenses."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Trust in the local banking institutions."
– Respondent, Education Sector (Miss. – Rural)

"Cost of housing, health care and food coupled with credit challenges, including a lack of credit or being charged high interest rates, plus the incredibly low interest rate offered on savings accounts."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Family circumstances and income are most critical, as emergency financial needs tend to be what leads people to access payday lending and to get into financial crises. Empowering people to build savings could make a significant difference here."
– Respondent, Other Sector (Ark. – Rural)

"LMI households' financial decision-making is largely driven by 1) what they believe they can access (e.g., folks don't go to a bank because they don't think they will get approved); and 2) the speed of the transaction (I need cash today)."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"The crisis of the day."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Ease of access to financial resources and goods. LMI communities pay more for goods and services, including financial services, because those are the products they have easy access to."
– Respondent, Other Sector (Tenn. – Metropolitan)

"Past experience and a hesitancy to try new things, fear of rejection in approaching banks, lack of programs to inform and provide assistance."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"Basic access to safe and affordable financial services."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Most can't move beyond taking care of basic needs."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Credit scores are below standards due to lack of jobs or skill sets."
– Respondent, Financial Institution Sector (Tenn. – Rural)

QUESTIONS ANSWERED BY RESPONDENTS IN:

Housing & Neighborhood Revitalization

22. Compared with one year ago, how would you describe the demand by LMI individuals and households for the housing and neighborhood development services your organization offers?

67.8% Increasing | 29.3% Staying the same | 2.9% Decreasing

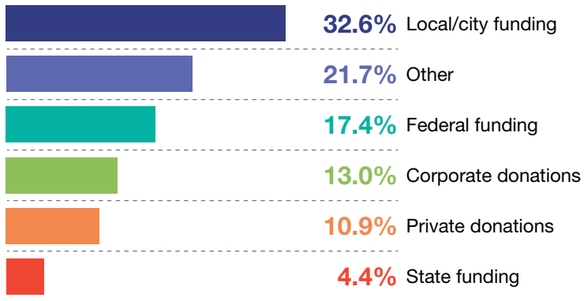
23. Compared with one year ago, how would you describe your organization's ability to provide direct assistance on housing and neighborhood development to the LMI community?

33.9% Increasing | 49.4% Staying the same | 16.7% Decreasing

24. Compared with one year ago, have your funding sources for housing and neighborhood development:

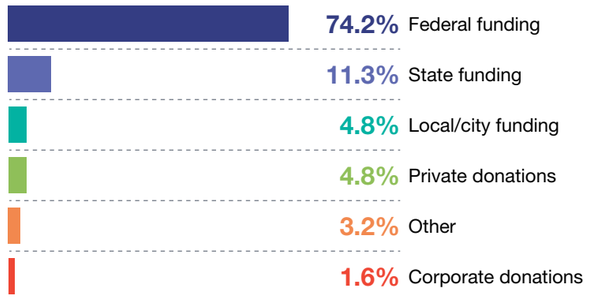
26.4% Increased | 37.4% Stayed the same | 36.2% Decreased

24A. Which *increased* funding source for housing and neighborhood development has had the greatest positive impact on your organization's ability to help the LMI community?



32.6% Local/city funding
21.7% Other
17.4% Federal funding
13.0% Corporate donations
10.9% Private donations
4.4% State funding

24B. Which *decreased* funding source for housing and neighborhood development has had the greatest negative impact on your organization's ability to help the LMI community?



74.2% Federal funding
11.3% State funding
4.8% Local/city funding
4.8% Private donations
3.2% Other
1.6% Corporate donations

25. What specific obstacle is affecting progress for housing and neighborhood development in your LMI community?

"I think we often default to developing and redeveloping single-family and not thinking about the amenities such as shops and restaurants. People want to live in vibrant communities."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"Vacancy; the significant number of vacant properties in the city hinder the efforts of organizations looking to bring reinvestment to targeted pockets."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Lack of quality and affordable housing."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Lack of landlords taking housing choice vouchers."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"The cost to obtain private financing from local banks to be able to build affordable housing has made it difficult to get. The bar to finance is higher, appraisals of potential projects are lower and building costs continue to increase."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Limited federal funding and lack of state funding."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Lack of sustained, institutionalized coordination among public, nonprofit, financial and philanthropic sectors."
– Respondent, Community & Economic Development Organization Sector (Mo. – Metropolitan)

"Lack of housing choices. All available funds are being directed to rental housing, which does not provide an avenue for individuals and families to build wealth through homeownership opportunities."
– Respondent, Community & Economic Development Organization Sector (Miss. – Rural)

"Our region lacks knowledge about tax-credit financing opportunities."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Rural)

"Banks now redline using area comps, which are all so depressed because of vacant, abandoned property density; then it is hard to get loans and nobody can get money (or necessarily want to spend) to renovate because the house after renovation will not be valued appropriately."
– Respondent, Other Sector (Ky. – Metropolitan)

"Availability of units to meet consumer demand."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Lack of holistic, place-based services."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Federal dollars are decreasing and being targeted for elimination while the regulations for using the funds that are available increase. This makes the use of those funds highly competitive and costly to administer."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Rural)

Question 25: What specific obstacle is affecting progress for housing and neighborhood development in your LMI community? cont.

"Lack of local jobs."
– Respondent, Financial Institution Sector (Ill. – Rural)

"Having more safe, affordable housing."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Rural)

"Funding."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Lack of quality education from pre-K through workforce skills."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"The loan-to-value of the homes in certain LMI areas as well as the lack of credit knowledge/credit score."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"The lack of leadership development, strategic planning and network building (across neighborhoods, cities and regions) in mobilizing people to solve their common problems."
– Respondent, Government/Public Official Sector (Tenn. – Rural)

"Lack of commitment to affordable housing as an option. Dollars going to market-rate development."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Funding for affordable housing and subsidies for the LMI community."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Rapidly rising rents are an incentive for the loss of affordable units. Also, dramatic construction cost increases."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Funding to build and repair LMI homes."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Rural)

"Lack of monetary support for maintaining and sustaining programs that offer housing and neighborhood improvement programs. Private foundations do not want to sustain ongoing efforts. Too few dollars to go around from state/local to support efforts needed to stabilize our communities."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Rural)

"Most rehabilitation projects are centered in high-population areas and rural deployment is not feasible. Too costly per head in rural America."
– Respondent, Financial Institution Sector (Ky. – Rural)

"Availability of tax credit financing."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Crime and safety concerns."
– Respondent, Other Sector (Tenn. – Metropolitan)

"Creating a revenue stream for the affordable housing trust fund."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"Properties are being bought in our LMI area and replaced with higher priced homes and/or condos."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"A combination of scarcity in development interest in vulnerable neighborhoods, including the ability to understand the return on investment for investors."
– Respondent, Other Sector (Ill. – Metropolitan)

"Lack of local government planning and assistance in housing development."
– Respondent, Government/Public Official Sector (Mo. – Metropolitan)

"Capital from financial institutions for small-dollar projects."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"The ability to engage the community to work together to develop a comprehensive neighborhood plan. Lack of resources to hire professionals to properly plan neighborhood and community development."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Funding to increase affordable housing availability."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"The biggest obstacle is costs to build, but we are also limited in having affordable mortgage financing in urban areas."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Rural)

"Funding models for rehab of existing houses and opportunities for new homeownership."
– Respondent, Community & Economic Development Organization Sector (Miss. – Rural)

"Housing affordability and perceived and/or real gentrification are two obstacles affecting housing and neighborhood development progress. Additionally, there is a lack of housing units available in our LMI communities to meet the level of demand."
– Respondent, Other Sector (Tenn. – Metropolitan)

Question 25: What specific obstacle is affecting progress for housing and neighborhood development in your LMI community? cont.

"Funding. If we had more funding, we could double, triple, even quadruple our production. The need and the demand are there. We simply don't have access to the subsidy needed."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"Community attitude."
– Respondent, Government/Public Official Sector (Ind. – Metropolitan)

"Lack of funding and opposition to affordable housing development."
– Respondent, Other Sector (Mo. – Metropolitan)

"Loss of industry and related full-time jobs has reduced opportunity for LMI households."
– Respondent, Government/Public Official Sector (Tenn. – Rural)

"Lack of funding, high crime rates, lack of quality housing."
– Respondent, Community & Economic Development Organization Sector (Ky. – Rural)

"The enormous volume of vacant lots and dilapidated buildings."
– Respondent, Other Sector (Mo. – Metropolitan)

"Gentrification, more competition for limited funds for housing development and very old housing stock needing significant investment."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"There is no money."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Rural)

26. What specific opportunity holds the most promise for affecting progress for housing and neighborhood development in your LMI community?

"Improving the quality of living via placemaking."
– Respondent, Community & Economic Development Organization Sector (Ark. – Rural)

"Increased employment opportunities."
– Respondent, Financial Institution Sector (Tenn. – Rural)

"Revamp of abandoned homes by the local government and redevelopment of communities into more structurally appealing communities."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Choice neighborhood grant."
– Respondent, Other Sector (Mo. – Metropolitan)

"Construction of affordable housing."
– Respondent, Government/Public Official Sector (Ky. – Rural)

"There has been an increase in efforts to coordinate responses to and solutions for handling vacant and abandoned property. If the momentum continues and |the political will exists, there are some real tools that could be brought to our city and help neighborhoods."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Employment opportunities."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Programs that support acquisition of affordable land."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Providing access to and funding asset-building programs."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Partnerships with private sector."
– Respondent, Government/Public Official Sector (Tenn. – Metropolitan)

"The CHOICE neighborhood grant from HUD."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"The conversion of vacant and abandoned property into productive assets, and making the homes available to a broader range of homebuyers. Resources used to help LMI communities need to be flexible and not be constrained to assisting only 60 percent AMI or lower."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

Question 26: What specific opportunity holds the most promise for affecting progress for housing and neighborhood development in your LMI community? cont.

"Workforce development coupled with affordable housing development."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Rural)

"Being a market trade area at least allows us to maintain a stable, albeit aging, population."
– Respondent, Financial Institution Sector (Ky. – Rural)

"Choice neighborhood grants."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Creating a revenue stream for the affordable housing trust fund."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"Neighborhood-based solutions created by neighbors."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Vacant property programs in cities that will turn over homes for a nominal fee to people wanting to buy them."
– Respondent, Financial Institution Sector (Ill. – Metropolitan)

"Holding more first-time homebuyers' sessions and financial literacy courses for young adults and to be present at more community-orchestrated events."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Funds made available to community benefits agreements."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Use of local funding and federal resources for development of mixed-income housing."
– Respondent, Government/Public Official Sector (Tenn. – Metropolitan)

"Neighborhood revitalization."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Education at an early age about the opportunities for employment in their living area. The education system is geared toward college prep and many individuals see no benefit to education for this reason."
– Respondent, Government/Public Official Sector (Ill. – Rural)

"The utilization of AmeriCorps members and faith-based organizations to fill some of the gaps in rehabilitating the affordable housing stock in the community."
– Respondent, Government/Public Official Sector (Ark. – Metropolitan)

"Strong neighborhoods, good housing and building stock, engaged citizens."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Reaching out to the community for partners willing to assist with the homebuilding process."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Partnerships with influential stakeholders who are proactively engaged in assessing and acting to bring about change through neighborhood development."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"More businesses and job opportunities brought to our areas. This will help to increase the population."
– Respondent, Financial Institution Sector (Mo. – Rural)

"Creating new, affordable, energy-efficient housing. This should be in conjunction with required budgeting education/classes for individuals who apply for housing."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Rural)

"The focus on creating more affordable housing."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Recognition of the needs, and the need to prioritize certain neighborhoods."
– Respondent, Other Sector (Mo. – Metropolitan)

"Increased affordable housing production."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"We have an aging community and an aging housing stock in an area with little available buildable land. Resources supporting rehab and repair of these homes present an opportunity to keep affordable housing as an option for our community."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Rural)

"There are many in the LMI community who would love to own their own homes rather than rent or lease. Financial institutions need more access to public programs to provide financing opportunities to these LMI communities."
– Respondent, Financial Institution Sector (Miss. – Rural)

"Financial education and available services."
– Respondent, Financial Institution Sector (Ill. – Metropolitan)

"We have brought employers together to provide funding for home maintenance and down-payment assistance."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Rural)

"Community redevelopment and the attraction of employers with higher-paying jobs."
– Respondent, Government/Public Official Sector (Tenn. – Rural)

Question 26: What specific opportunity holds the most promise for affecting progress for housing and neighborhood development in your LMI community? cont.

"The creation of an affordable housing trust fund."
– Respondent, Education Sector (Miss. – Rural)

"Buying, rehabbing and reselling existing housing stock in the community."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"Financial institutions offering specific housing programs that help neighborhoods and LMI individuals obtain financing."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Creating a culture of neighborhood-based community development corporations along with new, local CDFIs."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Fixing our core infrastructure and creating incentives for downtown development."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"Community and local government involvement."
– Respondent, Financial Institution Sector (Ill. – Metropolitan)

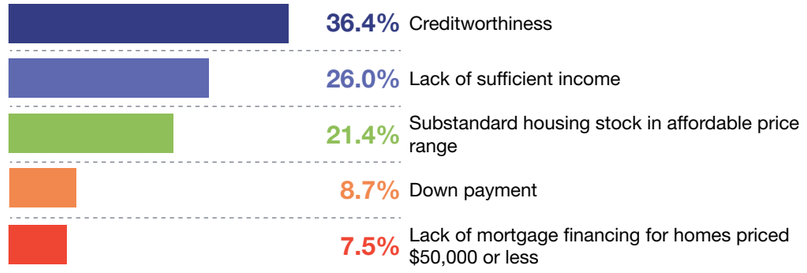
"Develop specialized housing for young adults, expand supportive housing options and provide small grants to existing homeowners to shore up their homes so they can stay in them longer."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Improve the community's attitude about developing low-income neighborhoods."
– Respondent, Government/Public Official Sector (Ind. – Metropolitan)

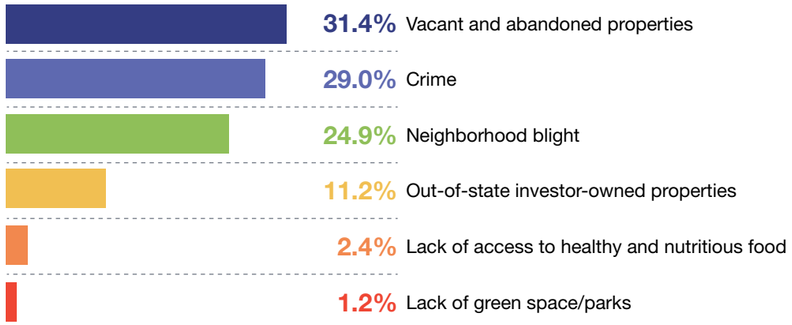
"Getting the unbanked to start banking, building up the confidence of the community in the financial system and fair lending to businesses and individuals of color."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"It would be great if our areas could create rich economic, educational and social opportunities that foster and encourage diversity."
– Respondent, Government/Public Official Sector (Tenn. – Rural)

27. Which one of these factors would you rate as the most significant barrier to homeownership for LMI individuals and households?



28. What is the greatest challenge facing LMI neighborhoods?



29. What tool, strategy, or policy do you think could have a positive impact on revitalizing distressed communities?

"Developing sources of capital that will allow consumer to purchase, rehab and occupy currently vacant and abandoned properties, especially for mixed-use purposes."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"To be open-minded to the concerns of the communities, to hear from individuals about what they would like to see happen in their neighborhoods."
– Respondent, Education Sector (Mo. – Metropolitan)

"Effective land banks."
– Respondent, Community & Economic Development Organization Sector (Ark. – Rural)

"Commitment by local government to address vacancy and not accept 'broken windows' in any neighborhood."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"Joint ventures. It would be great to see the financial community partner with the philanthropic community, business community and nonprofit community to focus its efforts one area at a time to revitalize communities."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Targeted economic and community development projects anchored with a quality, affordable grocery store."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Leveraging refugee resettlement agencies to revitalize communities, investment in housing for such clients."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Incentive programs for developers and buyers."
– Respondent, Financial Institution Sector (Tenn. – Rural)

"Homebuyer education and more down-payment assistance resources."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Programs incentivizing millennials and baby boomers to purchase in neighborhoods that need revitalization. Maybe forgiving some student loan debt or forgivable down-payment assistance to millennials."
– Respondent, Government/Public Official Sector (Ky. – Rural)

"Creating vibrant communities throughout mixed-income options and local retail that invite people to the area. Good lighting and safety also helps create an area where people want to be."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Community policing."
– Respondent, Financial Institution Sector (Ark. – Rural)

"A policy that specifically addresses housing in distressed areas, and a need for increased opportunities for housing choices in rural areas."
– Respondent, Community & Economic Development Organization Sector (Miss. – Rural)

"Demolition of houses not suitable to live in."
– Respondent, Government/Public Official Sector (Ark. – Rural)

Question 29: What tool, strategy, or policy do you think could have a positive impact on revitalizing distressed communities? cont.

"Educational training, down-payment assistance and affordable housing that people could really afford."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Improved community and police relations."
– Respondent, Community & Economic Development Organization Sector (Mo. – Metropolitan)

"State and municipal investment in development of affordable housing and retail that creates local jobs."
– Respondent, Nonprofit/Community-based Organization Sector (Ill. – Metropolitan)

"Revitalization of vacant and abandoned properties."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"Attacking the crime."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Rural)

"Collective partnerships with city, banks and nonprofits."
– Respondent, Financial Institution Sector (Ill. – Metropolitan)

"The purchase of vacant and blighted parcels for reuse, placed back on the tax rolls."
– Respondent, Government/Public Official Sector (Ark. – Metropolitan)

"Revitalizing city blocks one at a time versus one house at a time."
– Respondent, Other Sector (Ky. – Rural)

"Economic empowerment and poverty reduction for families who live in these neighborhoods. The income and creditworthiness of the individuals must improve to achieve greater results in this area."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Rural)

"Invest in the capacity of local community development corporations."
– Respondent, Financial Institution Sector (Ill. – Rural)

"Banks partnering with specific neighborhood groups to revitalize one neighborhood at a time."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Increased investment in rental assistance and financing programs for affordable housing."
– Respondent, Financial Institution Sector (Ill. – Metropolitan)

"Focus funds on improving schools and providing a safe community for people to live and raise their families."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Inclusionary zoning that incentivizes market-rate developers to build further into distressed communities while maintaining a continued ratio of affordable housing units through an active land trust."
– Respondent, Community & Economic Development Organization Sector (Mo. – Metropolitan)

"Focused efforts in the most distressed areas."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Removing derelict properties and substandard housing being utilized."
– Respondent, Government/Public Official Sector (Ill. – Rural)

"Mixed-income redevelopment of concentrated-poverty housing."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Metropolitan)

"Access to a dedicated local funding source to address blight or to redevelop neighborhoods."
– Respondent, Government/Public Official Sector (Ark. – Metropolitan)

"Low-interest loan or grant funds for rehabilitating or demolishing blighted structures."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Rural)

"Empowering the members of the community to voice the needs and concerns of THEIR community."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Metropolitan)

"Equitable economic development."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"In rural areas, local government leadership to address the strategies."
– Respondent, Community & Economic Development Organization Sector (Ky. – Rural)

"Being able to either purchase/rehab/resell to LMI families at an affordable price or tearing down and building new homes that are affordable."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"Develop a way for affordable housing developers to be granted vacant/abandoned properties that can be renovated for LMI individuals."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"There must be a specific and well-thought-out strategy that systematically and intentionally coordinates housing development, commercial development and transportation."
– Respondent, Government/Public Official Sector (Mo. – Metropolitan)

Housing & Neighborhood Revitalization

Question 29: What tool, strategy, or policy do you think could have a positive impact on revitalizing distressed communities? cont.

"Start with affordable housing."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"Neighborhood capacity building with creative financing that encourages cooperative ownership models for commercial and residential developments."
– Respondent, Education Sector (Ky. – Metropolitan)

"Municipalities gaining more authority to act on derelict property owners."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"Coordinated community development and affordable housing initiatives. Without coordinating and combining the limited available resources, disparate community revitalization efforts can be wasted."
– Respondent, Government/Public Official Sector (Tenn. – Metropolitan)

"Strategic planning for the area."
– Respondent, Government/Public Official Sector (Tenn. – Rural)

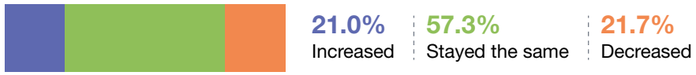
QUESTIONS ANSWERED BY RESPONDENTS IN:

Small Business

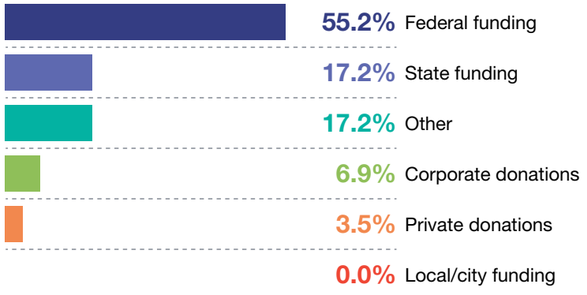
30. Compared with one year ago, how would you describe the demand by LMI individuals and households for the small-business development services your organization offers?

31. Compared with one year ago, how would you describe your organization's ability to provide direct assistance for small-business development to the LMI community?

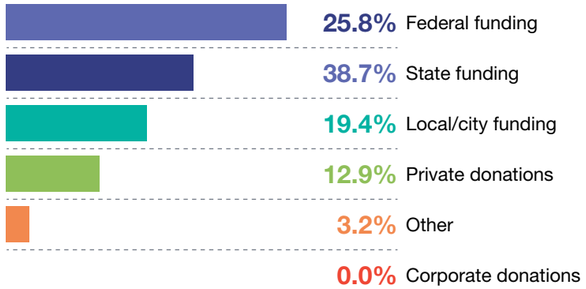
32. Compared with one year ago, have your funding sources for small-business development:



32A. Which *increased* funding source for small-business development has had the greatest positive impact on your organization's ability to help the LMI community?



32B. Which *decreased* funding source for small-business development has had the greatest negative impact on your organization's ability to help the LMI community?



33. What specific obstacle is affecting progress for small-business development in your LMI community?

"Lack of entrepreneurship knowledge/education."
– Respondent, Government/Public Official Sector (Ky. – Rural)

"Lack of collateral to support bank financing."
– Respondent, Other Sector (Tenn. – Metropolitan)

"Access to capital."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"Ability of financial organizations to understand the various programs and how they can best be leveraged to provide capital that fits the needs of communities."
– Respondent, Community & Economic Development Organization Sector (Ark. – Rural)

"The challenge of trying to start a small business while working a job that allows an LMI individual to pay bills and afford to live—it seems nearly impossible to balance present needs with future goals to become a small-business owner."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Lack of business training and weak financials."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Lack of systematic collaboration across all community capitals working toward a common goal of improving small-business climate and support in area."
– Respondent, Education Sector (Ind. – Rural)

"Ability to attract businesses to this market area. Ability to train skilled workforce."
– Respondent, Financial Institution Sector (Ill. – Rural)

"Lack of mentors (for marketing, websites, social media, business plans, etc.)."
– Respondent, Other Sector (Ky. – Metropolitan)

"Lack of bank lending to small businesses and lack of data on access to capital for women- and minority-owned small businesses."
– Respondent, Nonprofit/Community-based Organization Sector (Ill. – Metropolitan)

"Lack of education on operating a business."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Rural)

"Community support for local businesses."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Declining population."
– Respondent, Financial Institution Sector (Ky. – Rural)

"We get a great deal of calls and office visits from LMI community residents who want to start and/or expand small businesses, but many do not have a written plan, do not have experience running a business, and do not meet the criteria to obtain a loan."
– Respondent, Other Sector (Tenn. – Metropolitan)

"Lack of forgivable seed capital, lack of technology skills needed to drive organizational efficiency."
– Respondent, Other Sector (Ark. – Metropolitan)

Question 33: What specific obstacle is affecting progress for small-business development in your LMI community? cont.

"Lack of resources to reinvest in the business. The organization will suffer because they cannot compete and hold on to talent. Marketing budget is low, so the masses do not know they exist."
– Respondent, Financial Institution Sector (Mo. – Metropolitan)

"People are not willing to locate in LMI areas, and those who are already there find it hard to get financial backing to support their small business."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"There is a lack of mentors in our area to sustain the next generation of small-business owners."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Rural)

"The decrease in population in some areas."
– Respondent, Financial Institution Sector (Mo. – Rural)

"We are dealing with the lack of funding to support small businesses and are having a difficult time dismantling negative narratives about the people who live here."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Lack of population to support business once opened."
– Respondent, Community & Economic Development Organization Sector (Ark. – Metropolitan)

"Lack of sufficient resources to provide development services before and after the loan."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Metropolitan)

"Small businesses are not sophisticated and it sometimes takes months to help them get to a place where they can effectively access financial products, even those that are more flexible. It also takes greater support for them to maintain."
– Respondent, Other Sector (Ark. – Rural)

"LMI individuals cannot afford to develop small businesses while meeting their basic financial needs—it's extremely challenging to start a small business if you have no savings and rely on your paycheck to support yourself and your family."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Availability of loans for those with subpar credit."
– Respondent, Community & Economic Development Organization Sector (Ark. – Rural)

"Lack of skill set in properly establishing the foundations of a business and growing the business, especially in face of decreasing population numbers, along with a desire to bring more diverse types of businesses."
– Respondent, Education Sector (Miss. – Rural)

"All of the funding is going toward high-visibility/high-growth entrepreneurship programs and ecosystem; not much funding sources for community-based businesses and business development agencies/programs."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"The lack of continued support to sustain the growth to establish longer than a six-month turnaround time."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Lack of strategic placement of several businesses at once."
– Respondent, Other Sector (Mo. – Metropolitan)

"No banks are lending. Period."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"Lack of resources for small business to start or expand."
– Respondent, Government/Public Official Sector (Tenn. – Rural)

"Need more microloans to increase local investment."
– Respondent, Community & Economic Development Organization Sector (Ky. – Metropolitan)

34. What specific opportunity holds the most promise for affecting progress for small-business development in your LMI community?

"Affordability and access to good health care; a healthy economy requires a healthy workforce that small businesses can depend on."
– Respondent, Government/Public Official Sector (Ky. – Rural)

"Creating a creative culture. Changing the outlook of people within the community by raising up their strengths."
– Respondent, Government/Public Official Sector (Ill. – Rural)

"Training coupled with mentoring."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"The community's knowledge that small business spurs job growth."
– Respondent, Other Sector (Tenn. – Metropolitan)

"Long-term investments that recognize the commitment that is required for progress in areas of long-term poverty and outmigration."
– Respondent, Community & Economic Development Organization Sector (Ark. – Rural)

"Slowly increasing desire by residents to buy from local businesses, once they learn of them."
– Respondent, Education Sector (Ind. – Rural)

"SBA loans offer good alternatives."
– Respondent, Financial Institution Sector (Ark. – Rural)

"The current trend to shop small businesses and online."
– Respondent, Community & Economic Development Organization Sector (Tenn. – Rural)

"Potential for tourism is spurring some development in areas of the Delta."
– Respondent, Financial Institution Sector (Miss. – Rural)

"Small-dollar, small-business financing."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Microloan programs with CDFIs are a better option because banks have a harder time approving loans unless a business is establish and/or highly capitalized."
– Respondent, Financial Institution Sector (Ill. – Metropolitan)

"Working with a CDFI that makes business loans not qualifying at banks."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Mentorship programs for up-and-coming small businesses."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Growing interest in small-business development at community level offers opportunity (which may or may not be utilized) to engage in more coordinated planning around types of small businesses needed, types of support needed to encourage development."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"We see tremendous opportunity in helping residents create businesses aligned with tourism. It is also important to note the increased interest from women of color to have their own business."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Entrepreneurship training, technical assistance and financial capability coaching has the most promise for affecting progress."
– Respondent, Other Sector (Tenn. – Metropolitan)

"The SBA loan guarantees are very helpful in bolstering opportunities for small-business development. More programs like this would be beneficial."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Rural)

"Developing venture capital groups interested in investment in small businesses."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"That there is high demand for entrepreneurship in the LMI community. Current and prospective entrepreneurs with excellent ideas and business models, if given the resources, can scale and create jobs."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Our economy is growing, with many small businesses opening over the past five years. We have an effective downtown revitalization program that helps with small businesses opening in the downtown district."
– Respondent, Financial Institution Sector (Miss. – Rural)

"The willingness of certain development entities to help with low-cost funding."
– Respondent, Financial Institution Sector (Ky. – Rural)

"Alternative sources of financing such as New Markets Tax Credits, government guaranteed lending."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

Question 34: What specific opportunity holds the most promise for affecting progress for small-business development in your LMI community? cont.

"Many individuals dream of the opportunity to own their on business. However, knowledge to do so and the capital and financing are limited."
– Respondent, Financial Institution Sector (Miss. – Rural)

"Educating the potential owners that even opening a small home-based business is a start. Rather than thinking on a grand scale, helping them understand that starting very small without a loan is just as successful."
– Respondent, Community & Economic Development Organization Sector (Ark. – Metropolitan)

"In order for small business to build and sustain the community, must be able to support it by having financial sustainability with their own jobs, residential surrounding homes, public schools and other businesses."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Realistic business loans for rural communities that have longer terms and more lenient terms, especially early on in the loan's life cycle."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"Programs that can provide comprehensive services, such as capital and technical assistance."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Flexible funding that can be responsive to immediate needs and comes with guarantees would be most helpful. Federal funding has many strings and can take months from need to closure."
– Respondent, Other Sector (Ark. – Rural)

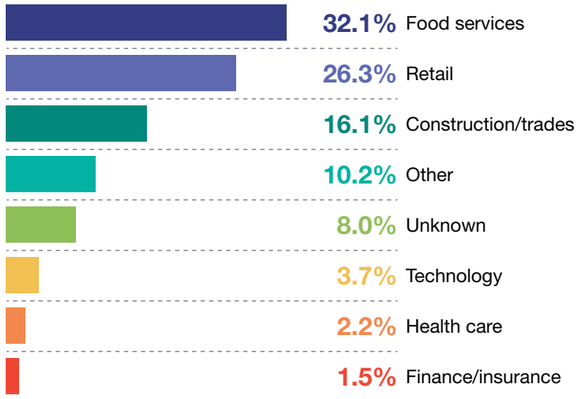
"Small-business incubator programs and revolving loan programs."
– Respondent, Community & Economic Development Organization Sector (Mo. – Rural)

"In order for small business to build and sustain the community, must be able to support it by having financial sustainability with their own jobs, residential surrounding homes, public schools and other businesses."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

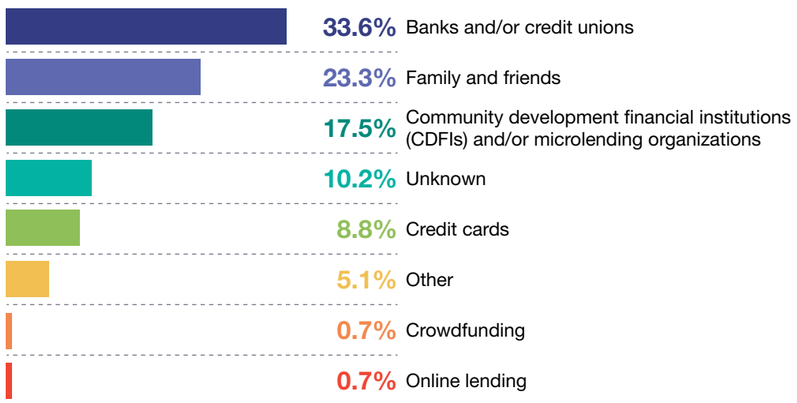
"More training for small-business owners."
– Respondent, Financial Institution Sector (Miss. – Rural)

"Technical assistance provided for business owners, federal and state funding."
– Respondent, Government/Public Official Sector (Tenn. – Rural)

35. In your experience, what is the primary small business your clients want to start in LMI areas?



36. What source of capital are most of your clients using to start small businesses in LMI areas?



QUESTIONS ANSWERED BY RESPONDENTS IN:

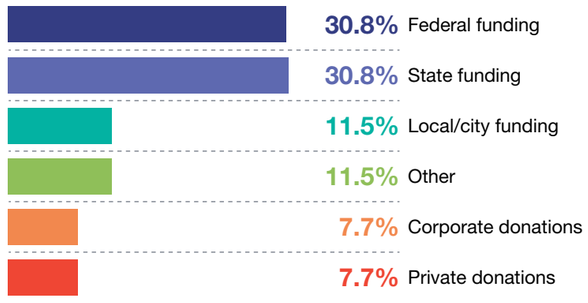
Workforce Development

37. Compared with one year ago, how would you describe the demand by LMI individuals and households for the workforce development services your organization offers?

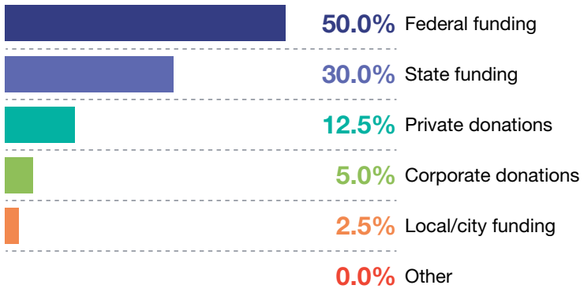
38. Compared with one year ago, how would you describe your organization's ability to provide direct assistance on workforce development to the LMI community?

39. Compared with one year ago, have your funding sources for workforce development:

39A. Which *increased* funding source for workforce development has had the greatest positive impact on your organization's ability to help the LMI community?



39B. Which *decreased* funding source for workforce development has had the greatest negative impact on your organization's ability to help the LMI community?



40. What specific obstacle is affecting progress for workforce development in your LMI community?

"Lack of workers. Low employment has left companies searching for employees."
– Respondent, Government/Public Official Sector (Ill. – Rural)

"Funding and transportation for participants."
– Respondent, Other Sector (Tenn. – Metropolitan)

"Many do not want to lose state-funded health care by taking a low-paying job."
– Respondent, Other Sector (Ill. – Rural)

"Concentration of employment opportunities around a specific skill set."
– Respondent, Government/Public Official Sector (Ky. – Rural)

"Minimal cooperation across agencies."
– Respondent, Education Sector (Ky. – Metropolitan)

"Helping people develop the skills they need for the jobs that are available."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"Access to funding for training/certifications."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Metropolitan)

"There are plenty of entry-level jobs for unskilled workers; however, there is no investment from companies to train, support and advance entry-level workers within businesses."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Interest in those sectors (e.g., construction, manufacturing, etc.) that offer living-wage employment and will have the most available job openings in our community. Dismantling the overall narrative that one must attend a four-year college and earn a bachelor's degree to succeed."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Transportation is the greatest obstacle, not only for workforce development but also for education and health care initiatives. We simply must find new and innovative ways to address the issues."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"We have numerous unfilled positions throughout the region. We also have great training opportunities. What we don't have are individuals with the soft skills necessary to obtain and retain employment. It is very difficult to find individuals that show up on time for work."
– Respondent, Government/Public Official Sector (Ill. – Metropolitan)

"Access and adequate training."
– Respondent, Education Sector (Mo. – Metropolitan)

"Lack of funding, poor one-stop centers, low-paying jobs."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Rural)

"Current approaches to workforce development do not account for the needs of the participants."
– Respondent, Other Sector (Mo. – Metropolitan)

Question 40: What specific obstacle is affecting progress for workforce development in your LMI community? cont.

"Unclear path from secondary to postsecondary achievement that connects to career."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"The need for better outreach and earlier workforce development. Most programs focus on adults; really need to start workforce development in teen years and incorporate into overall educational programs."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Youth still aggregating in the metropolitan areas with few returning to live in rural setting."
– Respondent, Financial Institution Sector (Ky. – Rural)

"Poor transportation to jobs and/or job training. Lack of awareness about job-training opportunities."
– Respondent, Education Sector (Mo. – Metropolitan)

"Our workforce development services focus on career pathways; a major obstacle is the ability of clients to access the training that will enable them to move into career pathways."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Workforce development obstacles consist of transportation, child and/or elder care, job skill and education levels, and jobs that pay livable wages."
– Respondent, Other Sector (Tenn. – Metropolitan)

"Lack of second-chance programs for persons with a criminal record."
– Respondent, Financial Institution Sector (Ark. – Metropolitan)

"Lack of access to reliable technology; none or very limited public transportation; limited effective drug treatment programs."
– Respondent, Community & Economic Development Organization Sector (Ky. – Rural)

"Lack of required skill sets among job seekers that align with workforce's current and projected needs."
– Respondent, Government/Public Official Sector (Ark. – Rural)

"Lack of jobs, and lack of programs that offer what is needed to LMI communities."
– Respondent, Community & Economic Development Organization Sector (Miss. – Rural)

"Having a primary leader instead of multiple individuals and companies having their own program."
– Respondent, Financial Institution Sector (Ind. – Rural)

"Quality of public education is inconsistent."
– Respondent, Government/Public Official Sector (Tenn. – Rural)

"Corporate hiring practices. For middle- and high-level jobs, this manifests in strict requirements of 3-5 years of experience, rather than bringing people in and training them up."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

"Stagnant population growth."
– Respondent, Financial Institution Sector (Ill. – Rural)

"Poor public education."
– Respondent, Other Sector (Tenn. – Metropolitan)

"Our community does not have a public transportation system and does not connect to the public transportation system in the adjacent county. LMI households in our community with no personal vehicle, or only one vehicle shared among driving adults, have difficulty getting to work."
– Respondent, Government/Public Official Sector (Mo. – Metropolitan)

41. What specific opportunity holds the most promise for affecting progress for workforce development in your LMI community?

"Workforce development needs to be more connected with the business and manufacturing community to make sure they are providing the training people need in order to find employment."
– Respondent, Financial Institution Sector (Ky. – Metropolitan)

"Subsidy to industry to provide on-the-job training for lowest level workers."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Better access to training funds."
– Respondent, Nonprofit/Community-based Organization Sector (Ind. – Metropolitan)

"Workforce Development Collaborative."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

Question 41: What specific opportunity holds the most promise for affecting progress for workforce development in your LMI community? cont.

"Continuing to inform job seekers of the importance of skills training and promoting the high volume of certification programs that may be completed in a relatively short period of time and still result in sustainable employment."
– Respondent, Government/Public Official Sector (Ark. – Rural)

"As contrary as it may seem, it is the transportation issue as well. IF we can get them there, we have a community of hard-working individuals who WANT to work!"
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Job skills training in the high-demand fields of advanced manufacturing, health care, IT and logistics."
– Respondent, Other Sector (Ky. – Metropolitan)

"Reaching out to a younger population to try and help develop the soft skills necessary to succeed."
– Respondent, Government/Public Official Sector (Ill. – Metropolitan)

"New businesses coming to the St. Louis community."
– Respondent, Education Sector (Mo. – Metropolitan)

"High schools getting on board with more job-ready training before graduation."
– Respondent, Government/Public Official Sector (Mo. – Metropolitan)

"Arkansas Career Pathways Initiative"
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"Increasing interest in young people about these sectors and providing pathways to earning a certificate or associate degree in these industries. Supporting innovative programs that provide this support and help reduce barriers for LMI people while attaining a certificate or associate degree."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Updating educational standards within our schools that focus on workforce development alongside college prep. Teach skills that allow for immediate impact upon graduating and that will lead to post-high school educational opportunities."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

"Business partnering with nonprofits to match unemployed or low-skilled workers with jobs that need to be filled."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"Beginning of coordination related to career pathways that hopefully will lead to more integration of best practices."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"The state of Tennessee has two new programs that provide free two-year community college education. Tennessee Reconnect provides opportunity for older adults to go back to school or get vocational training to improve their skill sets."
– Respondent, Other Sector (Tenn. – Metropolitan)

"Arkansas Workforce Development office and community college partnership"
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"Improve the participation, enthusiasm and customization of K-12 and community college education to address workforce demands."
– Respondent, Education Sector (Miss. – Rural)

"We must invest in broadening our transportation infrastructure so people can get to jobs."
– Respondent, Nonprofit/Community-based Organization Sector (Tenn. – Metropolitan)

"Technology advancement probably offers the most promise given our remote communities, unreliable transportation options and inability to relocate."
– Respondent, Community & Economic Development Organization Sector (Ky. – Rural)

"Community college."
– Respondent, Government/Public Official Sector (Mo. – Rural)

"Skill-based training programs with apprenticeship opportunities. For example, Better Family Life has started providing call center training to its TANF clients."
– Respondent, Nonprofit/Community-based Organization Sector (Mo. – Metropolitan)

"The state of Tennessee has two new programs that provide free two-year community college education and Tennessee Reconnect, which provides opportunity for older adults to go back to school or get vocational training to improve their skill sets."
– Respondent, Other Sector (Tenn. – Metropolitan)

"Apprenticeship programs and other innovations that combine work and education"
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Training opportunities and employment opportunities for ex-offenders."
– Respondent, Nonprofit/Community-based Organization Sector (Ky. – Metropolitan)

"Continued implementation of Tennessee's education reforms, which include rigorous academic standards and teacher accountability."
– Respondent, Government/Public Official Sector (Tenn. – Rural)

Question 41: What specific opportunity holds the most promise for affecting progress for workforce development in your LMI community? cont.

"The Capps Center in Indianola, Miss., is a great opportunity for workforce development."
– Respondent, Nonprofit/Community-based Organization Sector (Miss. – Rural)

"Funding from the U.S. Department of Labor through the Missouri Division of Workforce Development for workforce training and wage reimbursement through certified on-the-job (OJT) training programs and certified apprenticeship programs."
– Respondent, Government/Public Official Sector (Mo. – Metropolitan)

"Continuing to speak with our youth as they transition into adulthood in an attempt to dislodge preconceived notions regarding their capability for success."
– Respondent, Financial Institution Sector (Tenn. – Metropolitan)

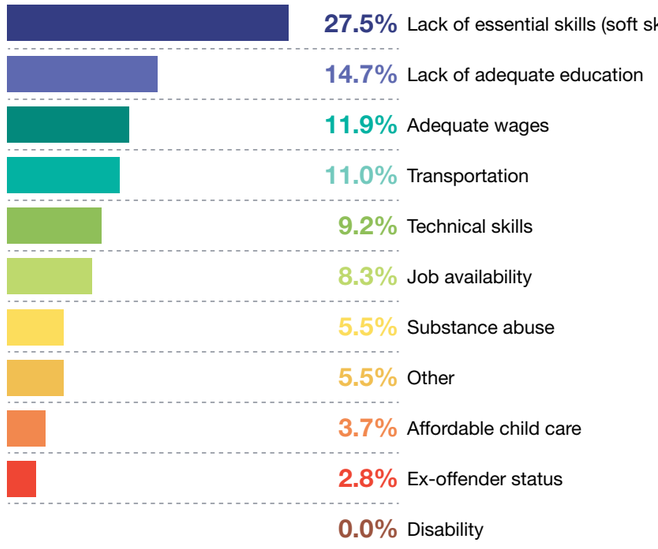
"Training entry-level apprentices."
– Respondent, Community & Economic Development Organization Sector (Miss. – Rural)

"Embed flexible, employer-focused short-term trainings into four-year college curricula."
– Respondent, Government/Public Official Sector (Ky. – Metropolitan)

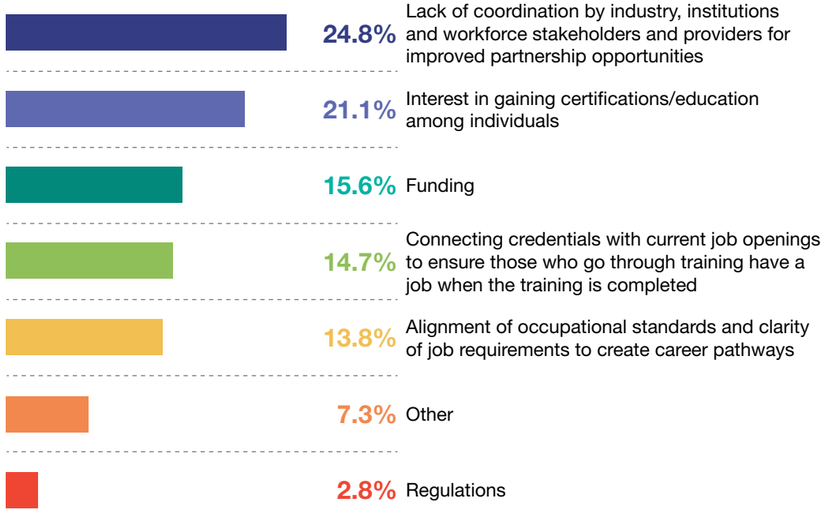
"Regional incentives for individuals, especially young people, to relocate here."
– Respondent, Nonprofit/Community-based Organization Sector (Ark. – Rural)

"Consolidation of public schools could lead to higher-quality education."
– Respondent, Community & Economic Development Organization Sector (Miss. – Rural)

42. What is the greatest employment barrier facing people living in LMI communities?

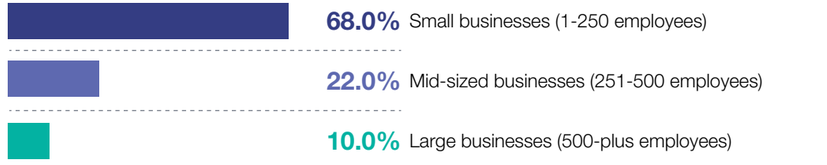


43. What is the most challenging issue related to training LMI individuals for the demands of the current workforce?

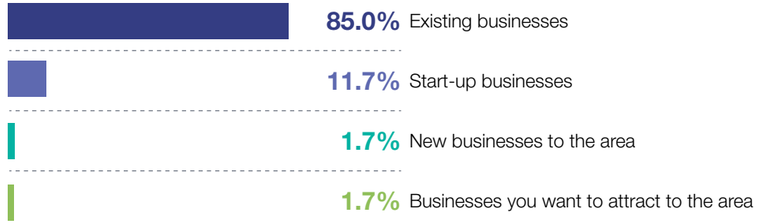


44. Does your workforce agency work directly with businesses on hiring or improving credentials of current employees?

44A. What size of business does your workforce organization predominately work/partner with to enhance employment skills so businesses have more "work-ready" employees?



44B. The businesses you are most engaged with on developing workforce programs are predominantly:



QUESTIONS ANSWERED BY RESPONDENTS IN:

Financial Institutions/ Community Reinvestment Act

45. Compared with one year ago, how would you describe demand for loans for community and/or economic development projects in the LMI communities your institution serves?

ALL RESPONDENTS:

29.1% Increasing | **48.8%** Staying the same | **15.8%** Decreasing | **6.3%** Unknown

METROPOLITAN RESPONDENTS:

32.8% Increasing | **50.8%** Staying the same | **9.8%** Decreasing | **6.6%** Unknown

RURAL RESPONDENTS:

25.8% Increasing | **47.0%** Staying the same | **21.2%** Decreasing | **6.1%** Unknown

46. How would you characterize the current access to credit?

ALL RESPONDENTS:

5.2% Excellent | **56.5%** Good | **32.2%** Fair | **4.4%** Marginal | **1.7%** Poor

METROPOLITAN RESPONDENTS:

3.6% Excellent | **50.0%** Good | **39.3%** Fair | **3.6%** Marginal | **3.6%** Poor

RURAL RESPONDENTS:

6.8% Excellent | **62.7%** Good | **25.4%** Fair | **5.1%** Marginal | **0.0%** Poor

47. Do you find it a challenge to meet the requirements of the Community Reinvestment Act (CRA) in your communities?

ALL RESPONDENTS:

37.4% Yes | **50.4%** No | **12.2%** Uncertain

METROPOLITAN RESPONDENTS:

50.0% Yes | **37.5%** No | **12.5%** Uncertain

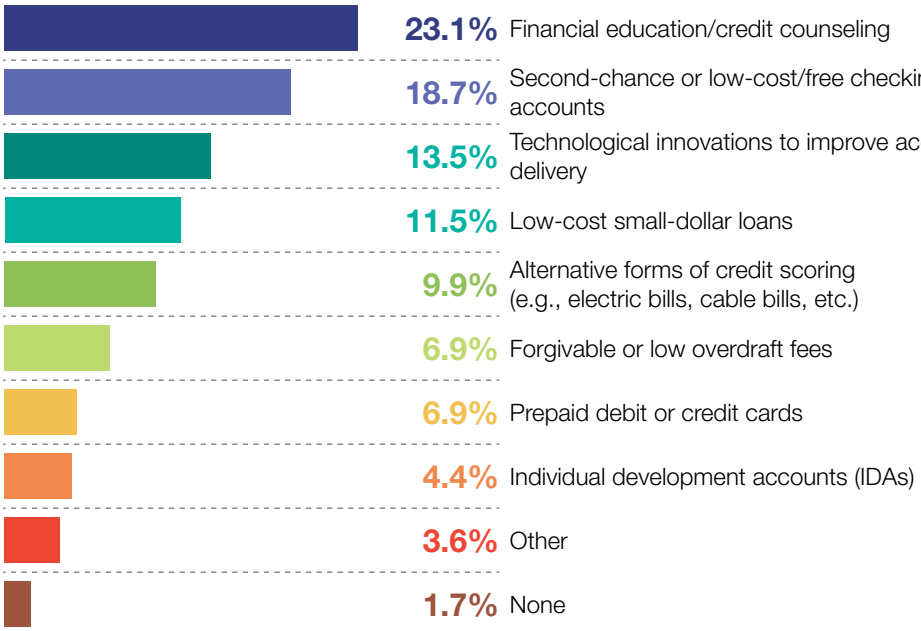
RURAL RESPONDENTS:

25.4% Yes | **62.7%** No | **11.9%** Uncertain

48. Indicate the measure to which you agree or disagree with the following statements. (1 = completely disagree; 5 = completely agree)

Regulation is burdensome.	3.9
Many members of the LMI community are unbanked and have no banking relationships.	3.3
It is difficult to find creditworthy LMI borrowers.	3.2
There is significant competition from alternative forms of financing/lending.	2.9
Loans in LMI communities are risky.	2.9
Our institution is not presented with an adequate amount of opportunity by the LMI community.	2.5
Lending standards are too tight.	2.5
Loans in LMI communities are not large enough to warrant underwriting loans.	2.0

49. What types of LMI financial products or services is your institution offering or planning to offer? Check all that apply.



FEDERAL RESERVE BANK of ST. LOUIS

If you have questions about this report or would like to participate in future surveys, please email:
communitydevelopment@stls.frb.org

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