



Community Needs Assessment

Issued November 2015

**Approved & Accepted by the Community Action Commission Board of Directors
December 21, 2015 ~ H. Scott Johnson, President**

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Tri County Community Action Board of Directors' Planning & Evaluation Committee
The Pennsylvania Department of Community and Economic Development
The Community Action Association of Pennsylvania
Tri County Regional Planning Commission
Contact Helpline
The Community Action Partnership

Community Action Commission, now doing business as Tri County Community Action, and this needs assessment process are funded in part by the Pennsylvania Department of Community and Economic Development.

Introduction

Community Action agencies were created as a direct result of the Economic Opportunity Act of 1964, to **address the root causes of and ameliorate poverty** in our communities¹.

Community Action agencies, all working towards six (6) national goals, tailor their services to meet the unique needs of the communities they serve.

6 National Goals of Community Action agencies:

Goal 1: Low-income people become more self-sufficient.

Goal 2: The conditions in which low-income people live are improved.

Goal 3: Low-income people own a stake in their community.

Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.

Goal 5: Agencies increase their capacity to achieve results.

Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

Today, there are approximately 1,000 Community Action agencies serving in every state and territory of the United States.

Community Action Commission (CAC) was incorporated in Harrisburg, Pennsylvania on April 12, 1966 as a private, nonprofit, anti-poverty planning agency serving Cumberland, Dauphin, and Perry Counties. The purpose of the Community Action Commission is:²

- To study poverty in Cumberland, Dauphin and Perry Counties.
- To form strategies to reduce the causes of poverty.
- To involve meaningfully, neighborhood representatives and others in the resolution of community needs.
- To facilitate the delivery of services and resources.
- To evaluate programs and to change them as conditions warrant new approaches.

¹ http://www.communityactionpartnership.com/index.php?option=com_content&task=view&id=21&Itemid=50

² Articles of Incorporation, filed April 12, 1966.

- To inform the community of problems of poverty.
- To act as the coordinating mechanism to receive and distribute funds necessary for the operation of the many services logistically allied to this effort.

In January 2014, CAC began doing business as Tri County Community Action (TCCA) in order to better reflect its three county service area; Cumberland, Dauphin and Perry Counties, while also reinforcing Community Action's promise to change people's lives and improve communities.

The **mission** of Tri County Community Action is to create and maximize the resources necessary for individuals and families to achieve self-sufficiency throughout a multi-county region, consisting of Cumberland, Dauphin and Perry Counties.

Our Promise, the Promise of Community Action, is to change people's lives, embody the spirit of home, improve communities, and make America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Community Action uses a results oriented and outcome focused approach to promote self-sufficiency, family stability and community revitalization to eradicate poverty, through empowerment and helping people help themselves. Historically, the agency mobilized funding and established an array of programs and services to address its stated mission, to create and maximize the resources necessary to address and eliminate barriers that individuals and families face in achieving economic self-sufficiency. Fifty years after the organization was incorporated, it is still designated as the principle anti-poverty planning organization in the tri-county area.

In 2014, Tri County Community Action served **12,997** families representing **38,629** individuals in the region. These families received at least one of the myriad of services and programs available through Tri County Community Action, including:

- Community Development and Neighborhood Revitalization
- Family Center In-home and Group Parenting Education
- Fatherhood Programming
- Across Ages Youth Mentoring
- Self Sufficiency Case Management
- Supportive Services for Residents of Low/Moderate Income Properties
- Information and Referral Services
- Budgeting and Financial Literacy Education
- Housing Counseling

- Credit Repair Counseling
- PPL's OnTrack Program
- E Power Wise Energy Savings Education
- Growing Center Day Care Services

During that same time period, **586** community members were mobilized, participating in community revitalization and anti-poverty initiatives with Community Action staff and donating over **2,000** hours towards our collective efforts.

As we recognize our **50th year fighting the war on poverty**, we acknowledge that although the war is far from over, we have won many battles. Through a combination of direct services and supports, collaboration and partnership, community revitalization and development, advocacy and outreach, and improving our own capacity, we will eliminate poverty in our communities!

Executive Summary

As part of an ongoing assessment of community need, Tri County Community Action engaged in a comprehensive process of interviews, focus groups, surveys, data gathering and analysis to identify the root causes and conditions of poverty in Cumberland, Dauphin and Perry Counties.

While the priority of each specific need may vary by location, the primary needs of Employment, Housing, Income, Transportation, Child Care, Crime, Addiction and Mental Health, and Community Resources were identified by a broad cross-section of community organizations and partners, the general public, TCCA consumers, staff and Board of Directors.

The “typical” person served by Community Action is fairly representative of the citizens living in our tri-county region, with the exception of race. But, like the community at-large, the majority of participants served by Community Action are working but struggling to meet their household needs.

Our region has less than state or national average unemployment and poverty, but has a high amount of cost-burdened home owners and renters. In addition, access to transportation is a significant issue, with low usage of public transportation and in the case of Perry County, average work commute times are higher than regional, state and national averages.

Lack of income makes meeting household needs, accessing transportation and child care, affording safe housing and treating mental health and addiction issues more difficult. The assessment also identifies some communities in our region, including Shippensburg, Derry Township and Perry County, with indicators of additional challenges that may related to poverty and low average household income rates; and in the case of Perry County, low average wage and education rates.

At the most basic level, the best way to increase household income is through employment. However, low-income families in our region lack career paths. Instead, the focus is on getting someone a job, but the ongoing supports to allow for an improvement in that job are missing.

Recommendations for combating the causes and conditions of poverty include prioritizing cradle to career pathways; finding creative solutions to transportation; integrating direct services with community development; and focusing on priority regions including Shippensburg, Derry Township and Perry County, all of which are showing indicators of other challenges faced by low-income families. In addition, understanding affordable housing options and gaps more clearly, and understanding the unique challenges faced by families with cultural and/or language differences are identified needs that require further study.

This assessment process will inform Community Action’s next strategic plan and annual work plan, and will continue to be updated, evaluated and assessed.

Purpose of Report

The 1998 Community Services Block Grant Reauthorization Act requires that Community Action agencies complete comprehensive assessment of community needs which also assesses agency resources and identifies improvements and outcomes.

Additionally, Informational Memorandum 138, related to the Organizational Standards for Community Action agencies, requires a community assessment every three years, which includes relevant data, key findings and is accepted by the organization's governing board.³

Most importantly however, as part of Community Action's current strategic plan, the agency recognizes the need to not just fulfill a mandate and "check a box" but rather, engage in a meaningful process that will inform the agency's actions for the coming years.

As a result, the process utilized by the agency to complete the assessment was solely conducted by in-house staff and reviewed by the Board of Director's Planning and Evaluation Committee.

This assessment reports on the demographic profile of families living in Cumberland, Dauphin and Perry Counties, and the needs of our low-income residents.

It was approved and accepted by Community Action's Board of Directors on December 21, 2015.

³ http://www.communityactionpartnership.com/storage/cap/documents/im_138_csb_g_organizational_standards_fy_2015.pdf

Background

Federal poverty thresholds were originally developed in the 1960's by the Social Security Administration. At that time, a study showed that families of three or more persons facing some short-term hardships, used about one-third of their total money (after taxes) on food. Using "three times the cost of food" methodology, poverty thresholds were developed for families of all sizes. Since that time, updates have only been made in relation to the Consumer Price Index, and no other factors.⁴

Annually, the updated Federal Poverty Guidelines are issued by the Department of Health and Human Services.

The 2015 poverty guidelines are as follows⁵:

Family Size	100% of Poverty	125% of Poverty	150% of Poverty	200% of Poverty	250% of Poverty
1	\$ 11,770	\$ 14,713	\$ 17,655	\$ 23,540	\$ 29,425
2	\$ 15,930	\$ 19,913	\$ 23,895	\$ 31,860	\$ 39,825
3	\$ 20,090	\$ 23,895	\$ 30,135	\$ 40,180	\$ 50,225
4	\$ 24,250	\$ 30,313	\$ 36,375	\$ 48,500	\$ 60,625
5	\$ 28,410	\$ 35,513	\$ 42,615	\$ 56,820	\$ 71,025
6	\$ 32,570	\$ 40,713	\$ 48,855	\$ 65,140	\$ 81,425
7	\$ 36,730	\$ 45,913	\$ 55,095	\$ 73,460	\$ 91,825
8	\$ 40,890	\$ 51,113	\$ 61,335	\$ 81,780	\$ 102,225

Community Action agencies receive federal Community Services Block Grant (CSBG) dollars, designed to reduce poverty, revitalize low-income communities and to empower low-income families to become self-sufficient.⁶ This funding supports agency operations and administration, and direct service programming impacting those individuals and families at or below 125% of the federal poverty limit.

⁴ <http://aspe.hhs.gov/poverty/faq.cfm#developed>

⁵ Federal Register, January 22, 2015. Calculations for all percentages and rates other than 100% were made by TCCA

⁶ <http://www.nascsp.org/CSBG.aspx>

Poverty Wage versus Minimum Wage versus Living Wage

A “one size fits all” flat percentage defining poverty does not provide enough of, or the right kind of guidance needed to determine what a specific family type will require in household income to be truly self-sufficient. The chart below reflects the differences in living wage, poverty wage, and minimum wage for our tri-county region⁷.

Wages								
Hourly Wages	1 Adult	1 Adult, 1 Child	1 Adult, 2 Children	1 Adult, 3 Children	2 Adults	2 Adults, 1 Child	2 Adults, 2 Children	2 Adults, 3 Children
Living Wage	\$8.39	\$17.66	\$22.76	\$29.21	\$12.98	\$16.25	\$17.63	\$20.66
Poverty Wage	\$5.65	\$7.66	\$9.66	\$11.66	\$7.66	\$9.66	\$1.66	\$13.66
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25

Poverty Wage is calculated by dividing the income amount per the Federal Poverty Guidelines by a full-time schedule, 2080 hours annually.

Family of 1 adult and 3 children, is a family size of 4.

Total household income for 100% of poverty and a family size of 4 is \$24,250.

\$24,250 divided by 2080 hours = \$11.66 per hour poverty wage.

Living wage, although more difficult to calculate, is more reflective of the minimum amount a family must earn and still be considered self-sufficient in our region. Living wage varies based on family composition, region, and specific needs related to that family. Living wage takes fair market rent or mortgage, child care costs, food costs, transportation costs, and other daily and monthly expenses into consideration, along with the receipt of tax credits available. However, living wage assumes that families are budgeting for those tax credits and are including them in their annual household income, and not using them for payment on credit card bills, past due

⁷ <http://livingwage.mit.edu/states/42/locations>

payments or other major expenses that have been deferred over time. Living wage also does not consider the “extras”, such as costs of emergencies, holidays and gifts, travel or vacations, and other “normal expenses”.

In our region, living wage is significantly higher than minimum wage.

Family – Community – Agency Level Needs

Using Community Action’s ROMA (Results Oriented Management and Accountability) practices, needs identified in this assessment have been categorized as one of three levels; Family, Community, and Agency level.

Family level need is what human service or helping agencies are the most familiar with. These needs impact an individual or family, because a person has a barrier, challenge or deficiency that they are unable to resolve themselves. For example, some who lacks job skills and therefore can’t get a livable wage paying job, has a family level need. The resolution may be to provide the person with the job skills necessary.

But let’s say that individuals living in our communities have the adequate skills, but there aren’t enough employers for the available workforce. That’s a community level need. The community has a barrier, challenge or deficiency that needs resolution.

An agency level need is the ability of the community organizations/partners to come together to resolve either a family level or community level need. For example, new collaborations may need to be formed or services may have to be funded differently to impact the need on an organizational level.

Many needs can be at least partially categorized on each level. In the example of jobs, we may have a workforce that needs to learn new skills, but we also may need to attract new employers, and to accomplish both, we may need to create an innovative partnership to secure creative funding. But, by defining the need by level, we are better able to see the difference between a cause and a condition, and therefore can implement better interventions and ultimately achieve better outcomes.

Community Action agencies are charged with not only understanding the conditions of poverty in our communities, but also the causes; and then providing the type of services and supports to eradicate those causes at the root.

Methodology

Focus Groups & Interviews

In late 2012 and early 2013, Community Action facilitated several community and key stakeholder conversations to determine what the most pressing needs are in our communities. Those meetings were held with:

- Harrisburg Housing Authority
- Harrisburg Redevelopment Authority
- PA Department of Community and Economic Development
- Cumberland County Housing and Redevelopment Authorities
- Harrisburg Regional Chamber and CREDC
- Tri County Regional Planning Commission
- Dauphin County Poverty Forum
- West Shore Community Needs Forum
- Perry County Partnership Board
- Shippensburg Human Services Council
- Shippensburg Community Resource Coalition
- Pennsylvania Housing Finance Agency
- United Way of the Capital Region
- Dauphin County Housing Authority
- South Central Workforce Investment Board

Community Action also surveyed clients and program participants, agency staff and our Board of Directors regarding their perspective on needs in our communities.

Collectively, these groups identified a number of needs, however, analysis of responses clearly indicated five (5) core barriers to self-sufficiency:

- Employment
- Education
- Housing
- Transportation
- Child Care

In order to learn more about the causes of poverty and the level of need (Family, Agency or Community), TCCA engaged in a comprehensive assessment of need during 2015, which included the following:

- Gathering of core regional demographic data
- GIS mapping of regional demographic data
- Analysis of program participant data in comparison to regional data
- Conducting of surveys of need for both partners/organizations and the general public/program participants
- Compilation of data and results into this report

Also, as part of this process for understanding needs and the causes and conditions of poverty in our tri-county region, Community Action also completed an extensive internal evaluation of its current programs and services, utilizing the ROMA (Results Oriented Management & Accountability) process.

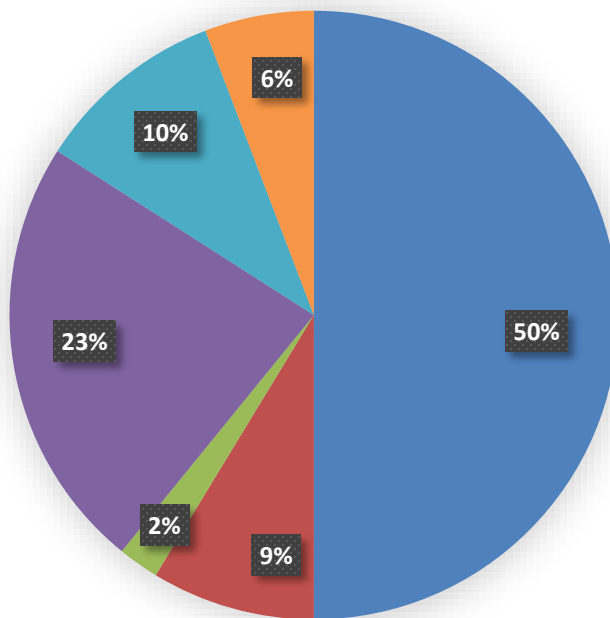
This evaluation allowed the agency to learn more about the impacts programs and services Community Action is making on the lives of individuals and families, and provided a foundation of understanding that will help shape and mold initiatives to meet ongoing and/or future needs in our communities.

Community Organization/Partner Surveys

Surveys were electronically distributed across a broad cross-section of community organizations and partners. Distribution lists included focused outreach to educational and private organizations, human service organizations, and others over a course of several months.

138 responses were received. Of those 19.6% represented Cumberland County, 36.2% represented Dauphin County, 15.2% represented Perry County, and 27.5% represented multiple counties, with the remaining not representing any area in our three-county region.

Percentage of Respondents by Type



- Community-based organization
- Faith-based organization
- Private organization
- Public organization
- Educational Institution
- Do not represent organization/private individual

General Public/Consumer Surveys

Surveys of the general public and individuals accessing one of Community Action's services or programs were also conducted, with 127 responses received. Although we did not specifically ask respondents to identify themselves by County, instead asking them to identify as a larger tri-county community, we did receive completed surveys from across the entire region, including northern Dauphin County, Perry County, and western Cumberland County.

Respondents were asked to identify basic demographics:

- 50% identified as African American/Black
- 31.5% identified as White/Caucasian
- 5.5% identified as "more than one race"
- 13% preferred to not disclose their race
- 17.3% described their ethnicity as Latino or Hispanic
- 55.8% described their ethnicity as not Latino or Hispanic
- 26.9% preferred to not disclose their ethnicity
- 1 respondent was age 17 or younger
- 9 respondents were between the ages of 18-23
- 52 respondents were between the ages of 24-44
- 17 respondents were between the ages of 45-54

The "typical" respondent was an African American/Black, non-Latina or Hispanic female between the ages of 24-44.

- 20 respondents were between the ages of 55-69
- 3 respondents were age 70 or older
- 5 respondents chose to not disclose their age
- 75.7% of respondents were female
- 18.7% of respondents were male
- 5.6% of respondents chose to not disclose their gender

Both Community Organizations/Partners and the General Public/Consumers were asked the same questions:

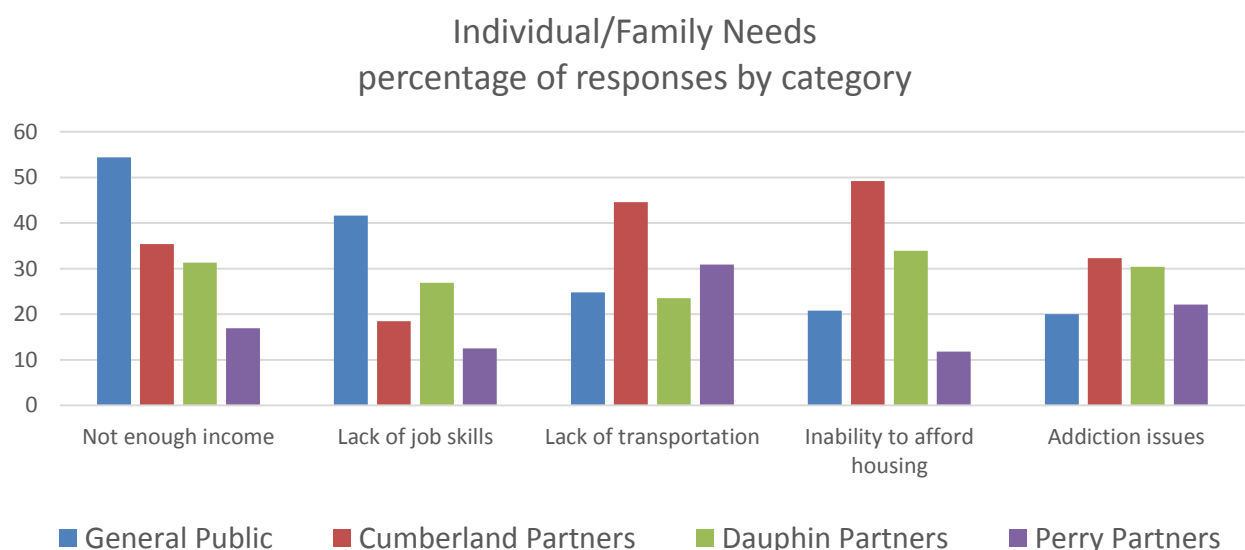
What are the biggest challenges facing individuals or families?
What are the biggest challenges facing communities?
What are the biggest challenges facing agencies?

Individual/Family Level Needs Identified

The general public/consumers surveyed in our region identified their top five family-level needs as:

1. Not enough household income to meet basic needs
2. Lack of skills needed for jobs available
3. Lack of reliable and/or affordable transportation
4. Inability to afford quality and/or safe housing
5. Drug/alcohol and/or addiction issues within the home

The following chart provides a comparison of the top five family-level needs identified by the general public/consumers in relation to how community organizations/partners prioritized them.



The preceding chart does not indicate what the top five family-level needs identified by the community organizations/partners in each county were, but instead only shows the comparison of the needs identified by the general public. Therefore the top five family-level needs identified by community organizations/partners were as follows:

Cumberland County

1. Inability to afford quality and/or safe housing
2. Lack of reliable and/or affordable transportation
3. Not enough housing income to meet basic needs
4. Drug/alcohol and/or addiction issues within the home
5. Untreated mental health issues

Dauphin County

1. Inability to afford quality and/or safe housing
2. Not enough housing income to meet basic needs
3. Drug/alcohol and/or addiction issues within the home
4. Lack of skills needed for jobs available
5. Lack of reliable and/or affordable transportation

Perry County

1. Lack of reliable and/or affordable transportation
2. Drug/alcohol and/or addiction issues within the home
3. Not enough housing income to meet basic needs
4. Untreated mental health issues
5. Lack of skills needed for jobs available

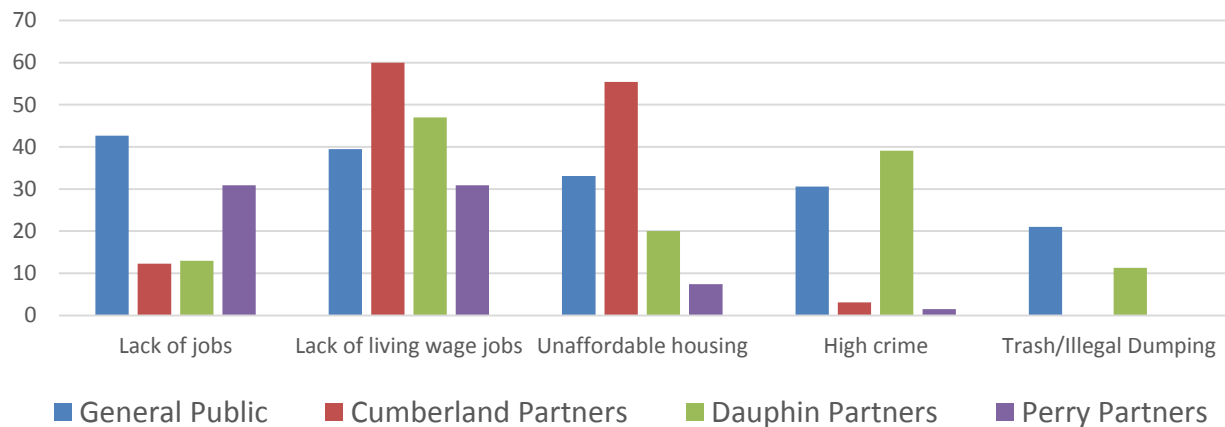
Community Level Needs Identified

The general public/consumers surveyed in our region identified their top five community-level needs as:

1. Lack of jobs available
2. Lack of livable wage jobs
3. Housing that isn't affordable
4. High crime in neighborhoods
5. Neighborhood trash and/or illegal dumping

The following chart provides a comparison of these top five needs in relation to how community organizations/partners prioritized them.

Community Needs percentage of responses by category



As with the individual/family chart, the above only represents the comparison of needs identified by the general public to the community organizations/partners. The top five community-level needs identified by community organizations/partners were as follows:

Cumberland County

1. Lack of livable wage jobs
2. Inadequate public transportation
3. Housing that isn't affordable
4. Lack of quality and/or affordable child care
5. Lack of jobs available

Dauphin County

1. Lack of livable wage jobs
2. High crime in neighborhoods
3. Substandard housing
4. Lack of quality schools
5. Housing that isn't affordable

Perry County

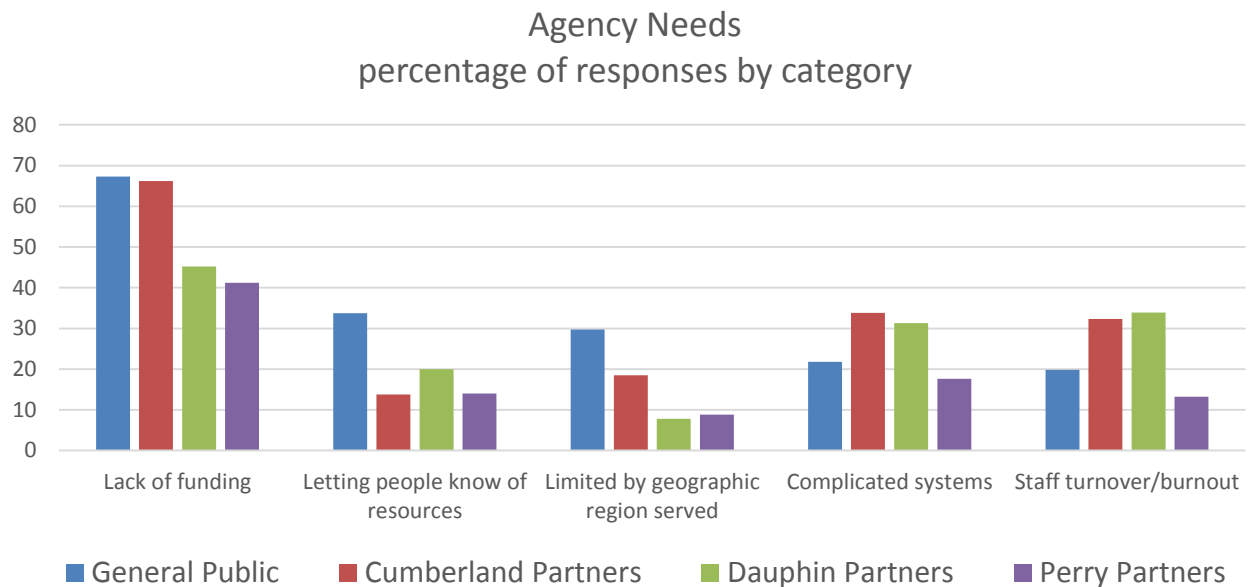
1. Inadequate public transportation
2. (tie) Lack of jobs available
2. (tie) Lack of livable wage jobs
3. Substandard housing
4. Housing that isn't affordable
5. Lack of quality and/or affordable child care

Agency Level Needs Identified

The general public/consumers surveyed in our region identified their top five agency-level needs as:

1. Lack of funding for services/supports
2. Inability to let those in need know about resources available
3. Agencies being limited to geographic regions for service
4. Complicated system for addressing needs
5. High staff burnout and/or turnover

The following chart provides a comparison of these top five needs in comparison to how community organizations/partners prioritized them.



As with the community level chart, the above only represents the comparison of needs identified by the general public to the community organizations/partners. The top five agency-level needs identified by community organizations/partners are as follows:

Cumberland County

1. Lack of funding for services/supports
2. Agencies operating in silos
3. Complicated system for addressing needs
4. High staff burnout and/or turnover
5. Agencies being limited to geographic regions for service

Dauphin County

1. Lack of funding for services/supports
2. High staff burnout and/or turnover
3. Complicated system for addressing needs
4. Inability to let those in need know about resources available
5. Agencies operating in silos

Perry County

1. Lack of funding for services/supports
2. Complicated system for addressing needs
3. Inability to let those in need know about resources available
4. High staff burnout and/or turnover
5. Agencies operating in silos

Core areas of identified need overlapped whether general public/consumer or community organization/partner responded. They are:

- Employment
 - Lack of jobs available
 - Lack of livable wage jobs
 - Lack of skills for jobs
- Housing
 - Lack of affordable and/or unsafe housing
 - Inability to afford quality/safe housing
- Income
 - Not enough income to meet household needs
- Transportation
 - Lack of reliable and/or affordable transportation
 - Inadequate public transportation
- Child Care
 - Lack of affordable and/or quality child care
- High crime in neighborhoods
- Addiction and/or Mental Health issues in the home
- Resources
 - Lack of funding for agencies
 - Inability to let people in need know of services
 - Complicated system for seeking assistance
 - Limited by geographic region
 - Burnout and/or turnover of staff
 - Operating in silos

*Needs identified by focus
groups in 2012 & 2013:*

*Employment
Education
Housing
Transportation
Child Care*

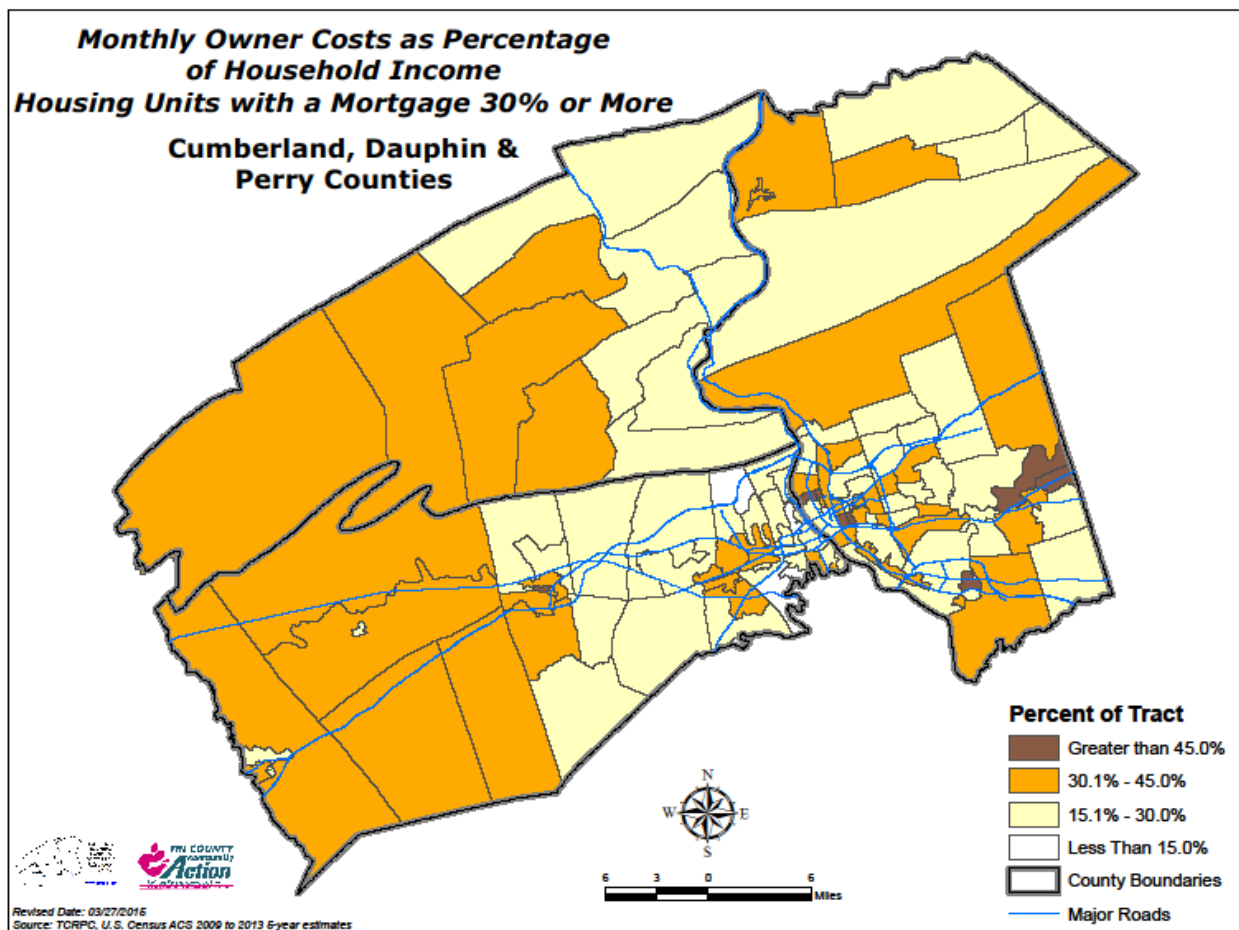
Profile of Our Region by Identified Need

Working with 2010 Census data and demographics from the 2013 American Community Survey, core demographic data in identified key need areas was mapped.

Housing

Cost-burdened status is a key indicator for family stability and financial success. A household that spends more than 30% of its gross income on maintaining their housing; including taxes, rent/mortgage, insurance, and basic utilities, is considered cost-burdened and therefore, has less income available for their other basic needs.

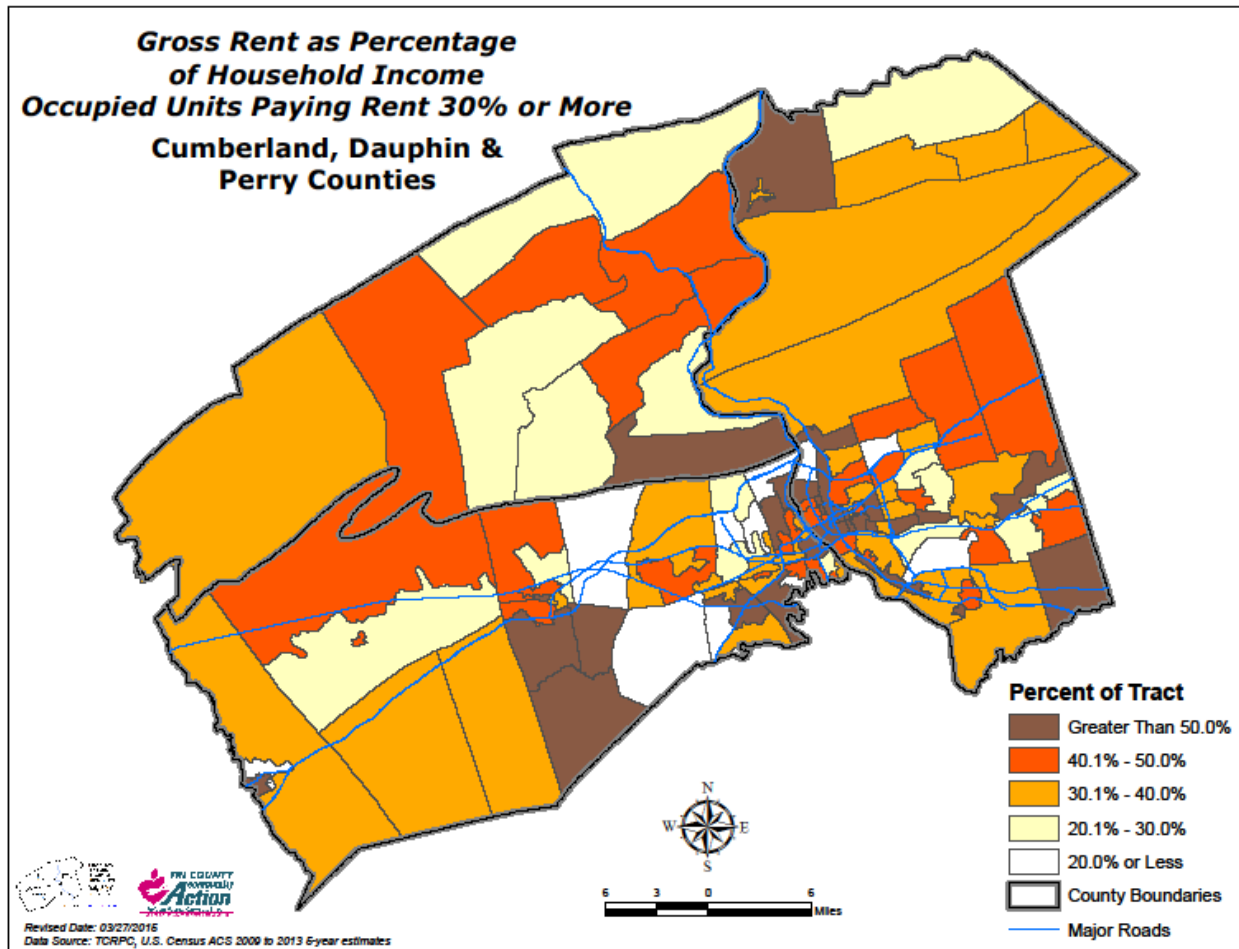
Cost-burdened status speaks to many of the needs identified in the survey process, including not having enough income to meet household needs, lack of affordable and/or quality housing and inability to afford quality/safe housing.



Significant portions of the tri-county region have greater than 15% of homeowners categorized as cost-burdened, with many areas seeing greater than 30% of all homeowners

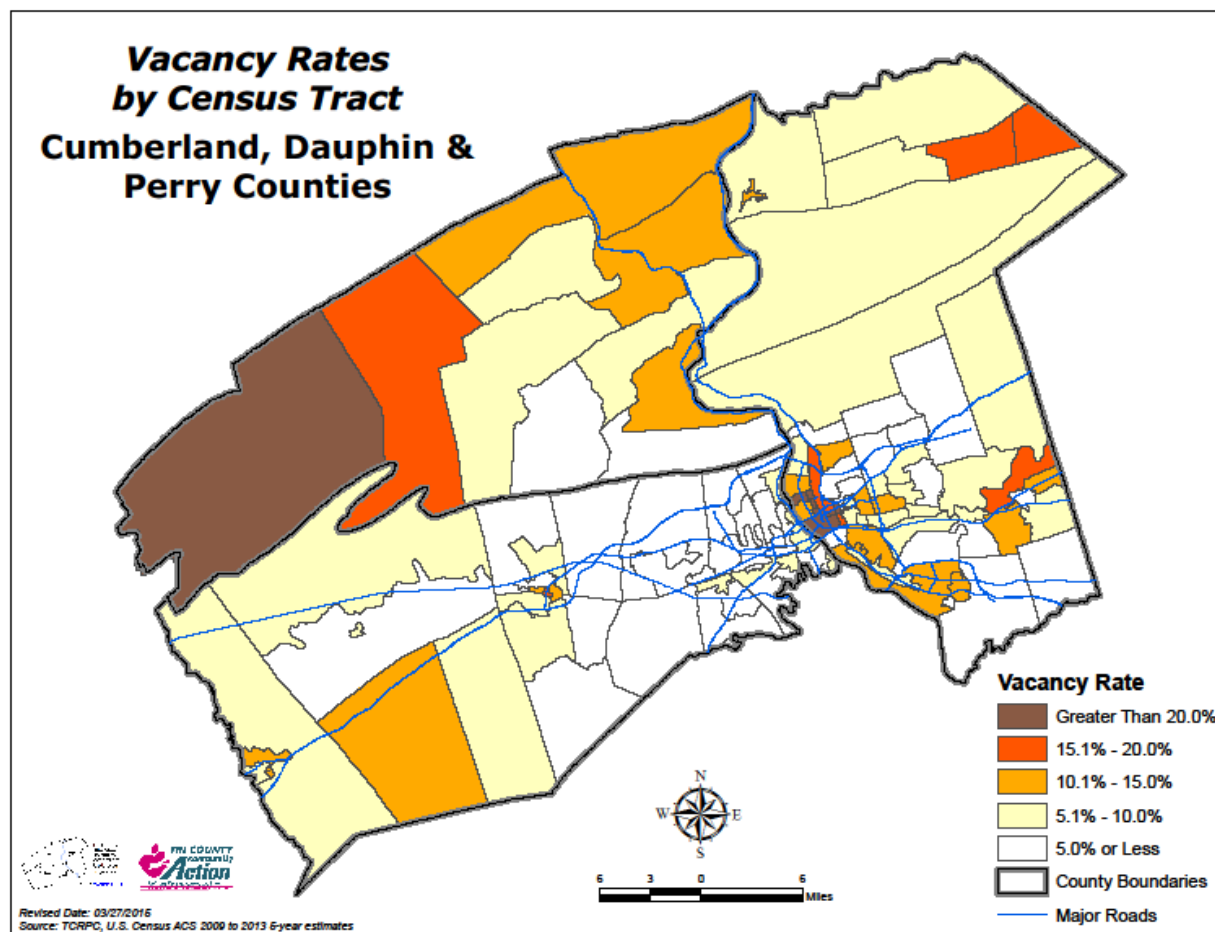
being cost-burdened. In addition, several census tracts in Dauphin and Cumberland County have greater than 45% of homeowners meeting cost-burdened status.

You'll note that those areas that reflected greater than 45% of homeowners as cost-burdened also have greater than 40% of renters meeting the same criteria.



As with homeowners, significant portions of the tri-county region also have cost-burdened renters, with several census tracts in all three counties showing more than 40% of all renters as cost-burdened.

As of March 2015, the vacancy rates for our communities were as follows:

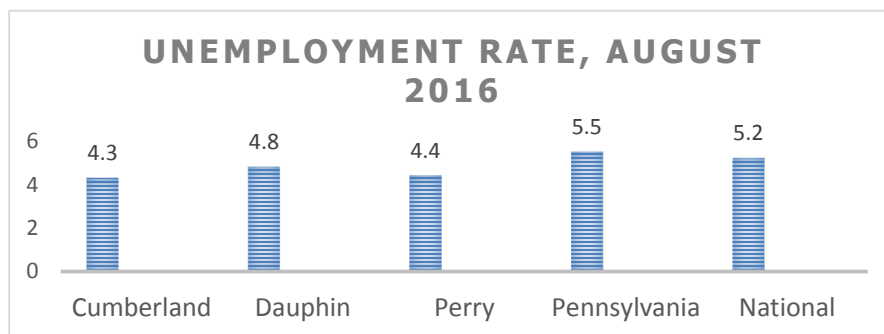


Employment & Transportation

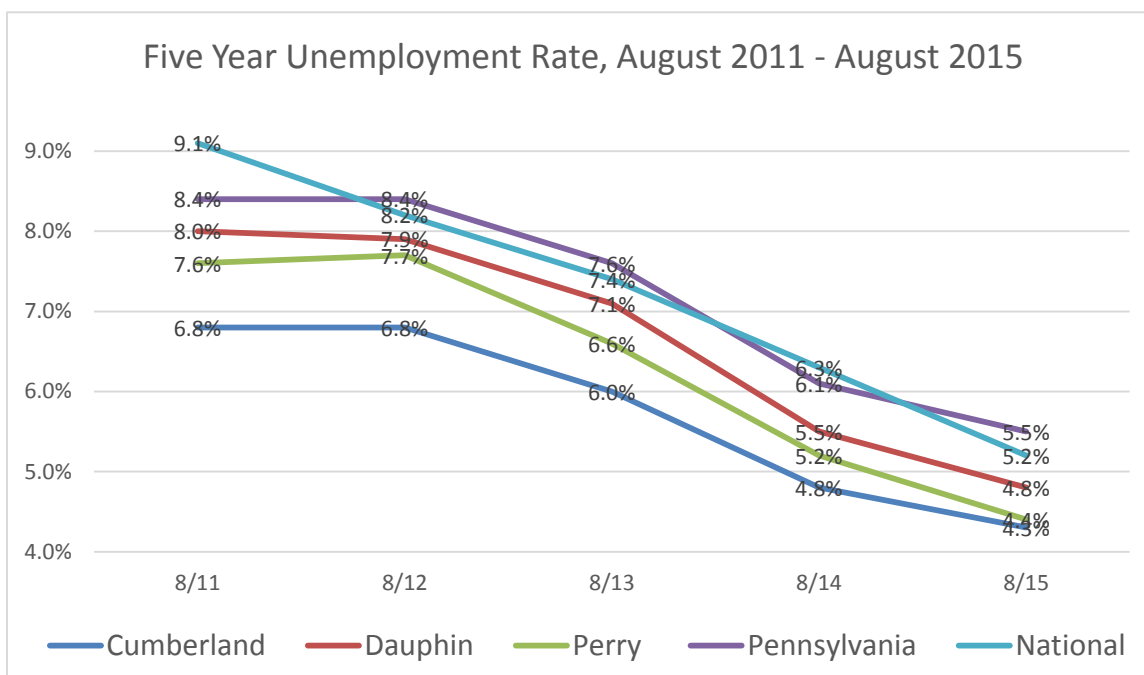
The living wage calculator helps us understand that in many cases, poverty wage and/or minimum wage aren't sufficient enough to support families living in our region. Adequate employment is key to families having enough resources to meet their needs.

Our region enjoys unemployment rates that are lower than state and national averages⁸, which means that many of the families living in our region have a job.

⁸ United States Department of Labor, Bureau of Labor Statistics, Local Area Unemployment Statistics, September 30, 2015.



Over the course of time, we've seen the unemployment rate decline⁹.



While over 80% of workers over the age of 16 drive alone to work, the number who use public transportation in the tri-county region are lower than state and national averages¹⁰.

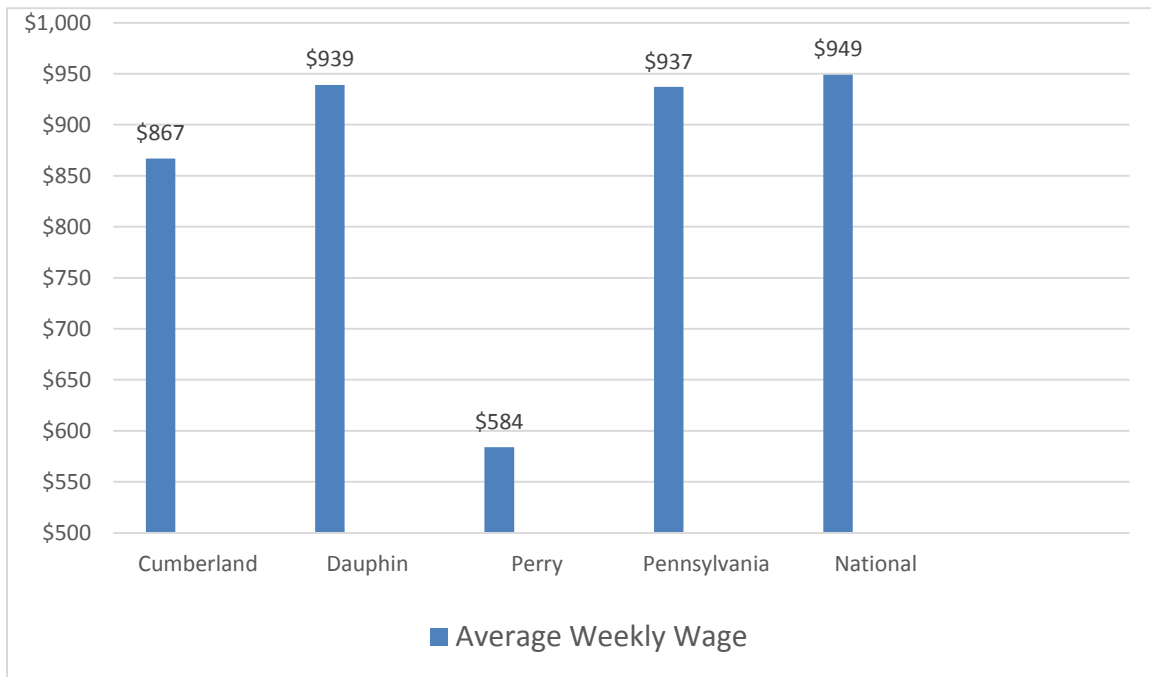
2.15% of workers in Dauphin County use public transportation, versus .68% in Cumberland County and .40% in Perry County. State and national averages are 5.41% and 5.01%, respectively.

Average employment commute time in Perry County is the longest at 30.22 minutes, with 20.28 and 20.75 in Cumberland and Dauphin Counties. Perry County commute times are greater than the state average of 24.91 minutes, and national average of 24.42

⁹ United States Department of Labor, Bureau of Labor Statistics, Local Area Unemployment Statistics, September 30, 2015.

¹⁰ United States Census Bureau, American Community Survey, 2013 Data Release, December 2014.

Average wages in the tri-county region tend to be less than state and national averages, with Perry County having the lowest average weekly wage for the tri-county region¹¹.



The top ten (10) employers in Cumberland County are:¹²

- Federal Government
- State Government
- Giant Food Stores LLC
- Holy Spirit Hospital
- Highmark Health Services
- Cumberland County
- Ahold Financial Services LLC
- Cumberland Valley School District
- Wal-Mart Associates Inc.

The top ten (10) employers in Dauphin County are:¹³

- State Government
- Milton S Hershey Medical Center
- Hershey Entertainment & Resorts Co

¹¹ United States Department of Labor, Bureau of Labor Statistics, Quarterly Census of Employment and Wages, Third Quarter 2014.

¹² 2nd Quarter 2013, Pennsylvania Department of Labor & Industry, Center for Workforce Information & Analysis.

¹³ 2nd Quarter 2013, Pennsylvania Department of Labor & Industry, Center for Workforce Information & Analysis.

- The Hershey Company
- Pinnacle Health Hospitals
- Federal Government
- PHEAA
- Tyco Electronics Corporation
- Pennsylvania State University
- Dauphin County

The top ten (10) employers in Perry County are¹⁴;

- H E Rohrer Inc.
- State Government
- West Perry School District
- Susquenita School District
- Perry County Commissioners
- Specialty Bakers LLS
- Newport School District
- Angels on Call LTD
- Mutzabaughs Market Inc.
- Giant Food Stores LLC

Workers in Perry County are traveling further, earning less and have more limited access to public transportation than their counterparts in Cumberland and Dauphin Counties.

In Perry County, workers are traveling on average five minutes more than their counterparts state-wide and nationally, and ten minutes more than those living in Cumberland and Dauphin Counties. Across the region, public transportation use is lower than state and national averages, and average wages for those living in our region are at or below state and national averages, with workers in Perry County earning significantly lower than their counterparts in Cumberland and Dauphin Counties.

Education & Child Care

Core to obtaining employment that will earn a worker a livable wage, is education. For the 2013-2014 academic year, local school districts saw 602 students leave school before graduation without transferring to another school or institution¹⁵.

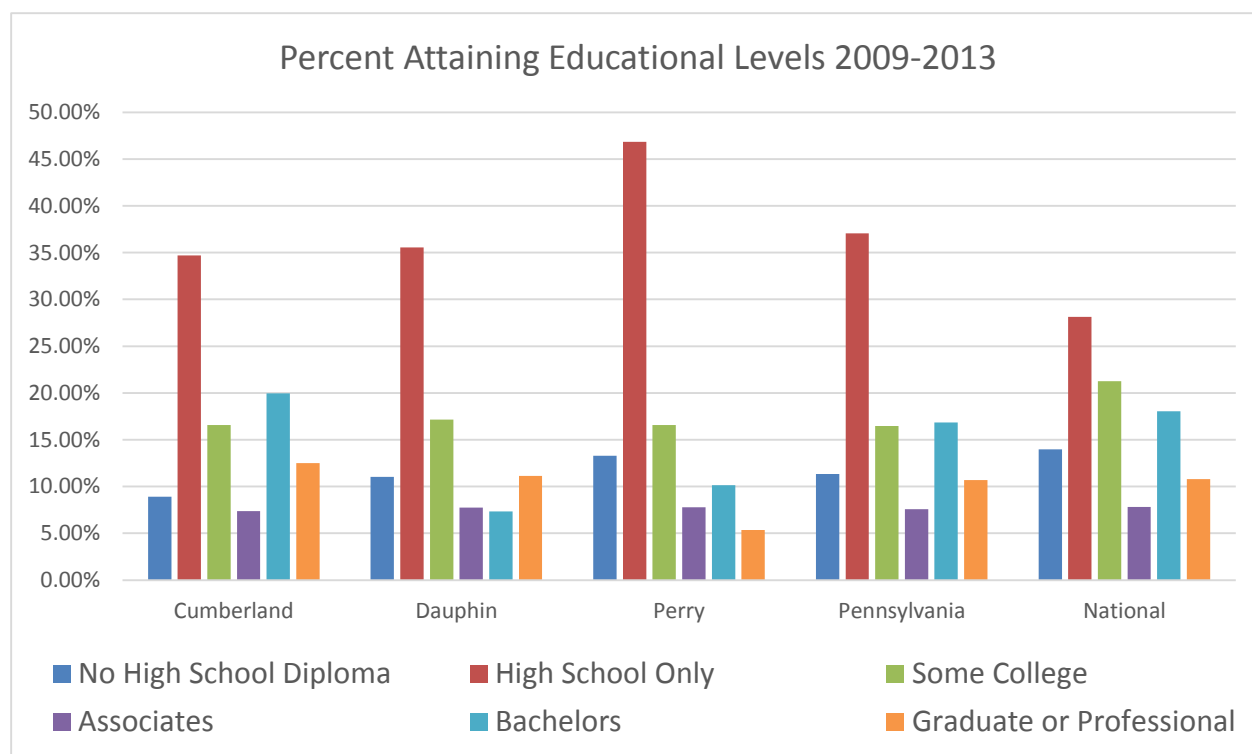
¹⁴ 2nd Quarter 2013, Pennsylvania Department of Labor & Industry, Center for Workforce Information & Analysis.

¹⁵ Dropouts Public by School 2013-2014, the Pennsylvania Department of Education.

Cumberland school districts had 121 total dropouts, for a 0.88% dropout rate. Dauphin school districts saw 448 students dropout, for a 2.08% dropout rate. Perry school districts had a dropout rate of 1.15% with 33 students leaving during the year.

Cumberland school districts had 75.55% of their students college bound, Dauphin had 63.22%, and Perry school districts had 63.82% of their students go to college. State average for college bound students is 69.8%.

Overall educational attainment for persons over 25 in our tri-county region is¹⁶:



Over half of Perry County residents have a high school diploma or less.

¹⁶ United States Census Bureau, American Community Survey, 2013 Data Release, December 2014.

The national average of adults over the age of 16 with low literacy skills is 12%. In Pennsylvania, 13% of adults over the age of 16 have low literacy skills. In our region, the percentages are as follows¹⁷:

- Cumberland County – 10% lack literacy skills
- Dauphin County – 13% lack literacy skills
- Perry County – 13% lack literacy skills

The former Pennsylvania Department of Public Welfare, now Department of Human Services, estimated that our region had 403 day care centers and group day care homes in 2012, with a total capacity for 17,875 youth.

The Pennsylvania Office of Child Development and Early Learning (OCDEL), lists 94 certified child care centers and 46 certified family or group child care homes in Cumberland County in January 2015. During that same time, there were 129 certified child care centers, and 148 certified family or group child care homes in Dauphin County. Perry County had 13 certified child care centers, and 13 certified family or group care homes.

As of January 2015, total child care capacity in Cumberland County is 7,283, Dauphin County is 10,353, and Perry County is 631.

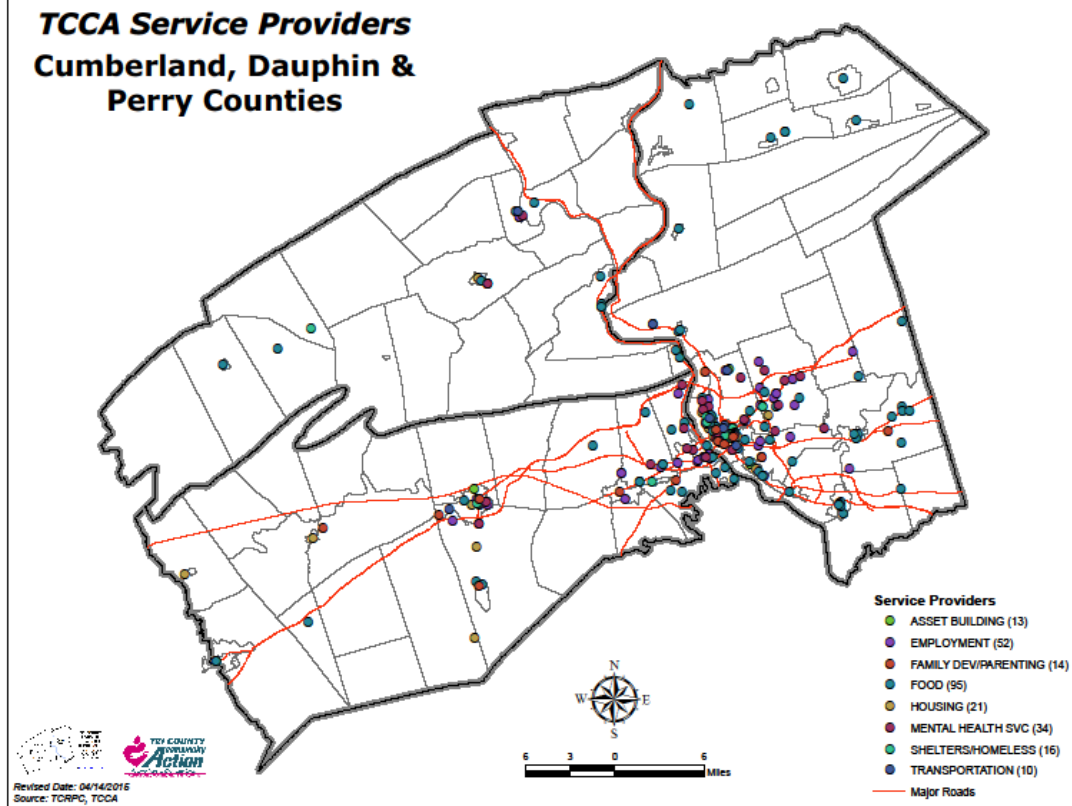
Resources

Both the general public/consumers and community organizations/partners identified needs related to resources. The maps below represent the main office location for key resources in our communities, but does not reflect their service region.

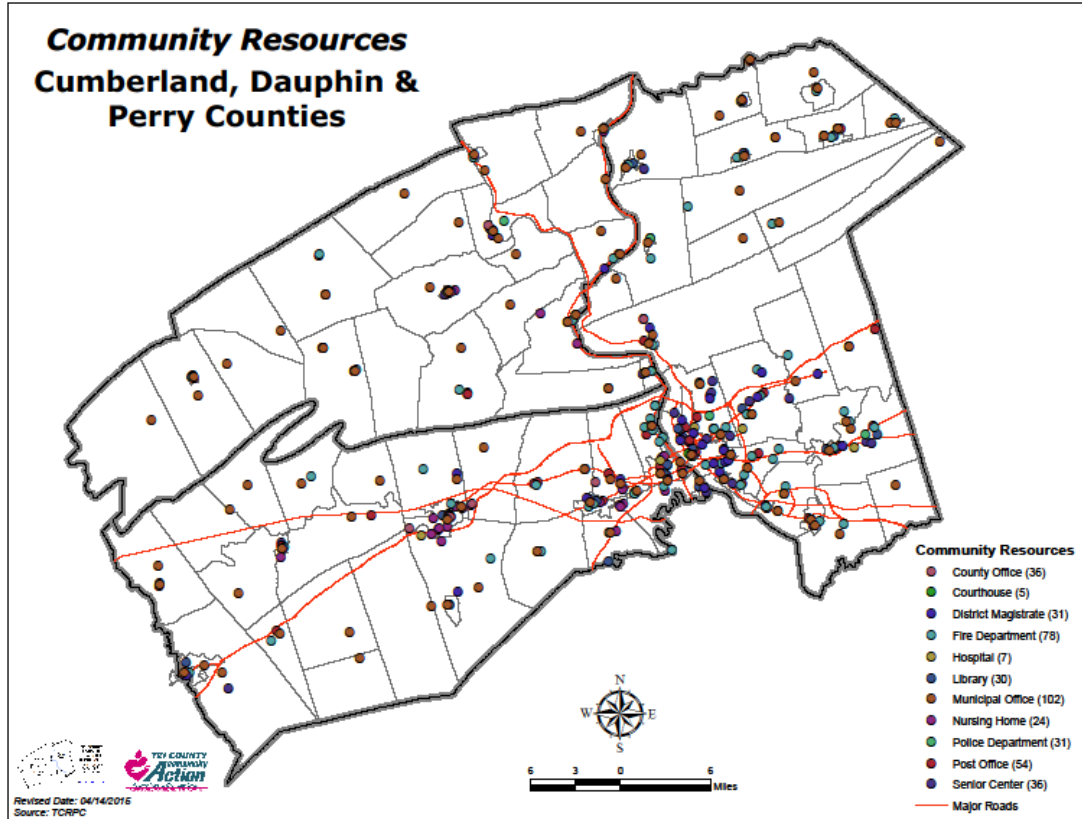
Identified resources include:

<i>County Offices</i>	<i>Libraries</i>	<i>Housing Providers</i>
<i>Municipal Offices</i>	<i>Courthouses</i>	<i>Transportation</i>
<i>Nursing Homes</i>	<i>District Magistrates</i>	<i>Senior Centers</i>
<i>Police Departments</i>	<i>Fire Departments</i>	<i>Mental Health Services</i>
<i>Family Development Programs</i>	<i>Employment Supports</i>	<i>Shelters/Homeless Providers</i>
<i>Asset Building Agencies</i>	<i>Food Providers</i>	<i>Hospitals</i>
<i>Post Offices</i>		

TCCA Service Providers Cumberland, Dauphin & Perry Counties



Community Resources Cumberland, Dauphin & Perry Counties

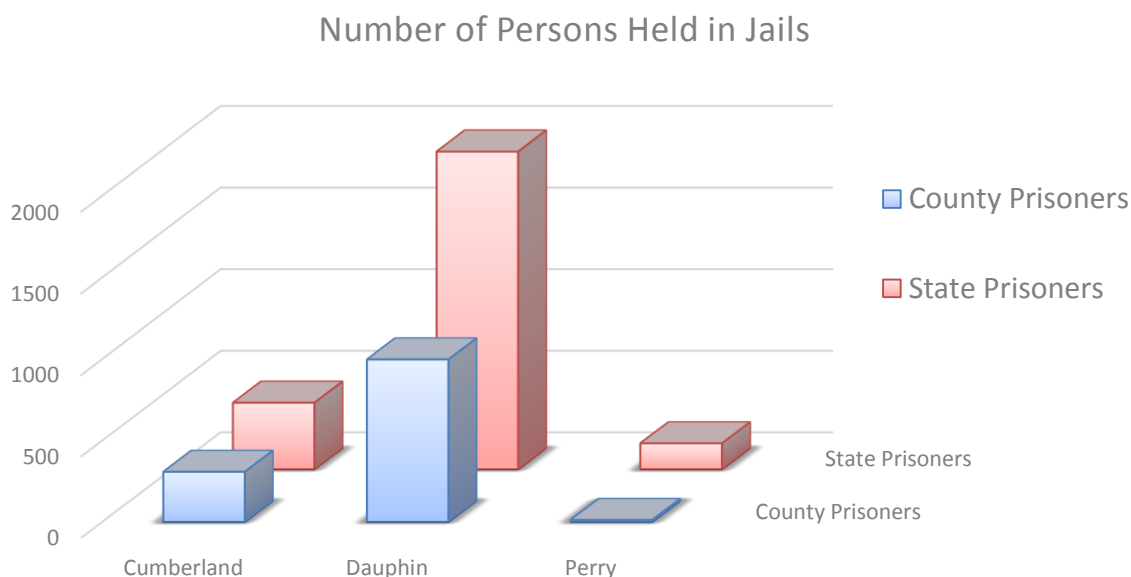


Community organizations/partners identified areas of our tri-county region as either under- or over-served by human service or helping organizations. Respondents in Cumberland County identified the western part of the county as underserved, while Carlisle as overserved. In Dauphin County, the entire northern Dauphin County region of the county was identified as underserved, while Harrisburg was identified as both being under- and over-served. In Perry County, while several respondents identified Newport and New Bloomfield as over-served, overall, most respondents identified the entire county as underserved by human service/helping organizations.

The preceding maps do reflect a concentration of providers in the Harrisburg area, and West Shore/Carlisle areas of Cumberland County; and support the feeling of under-service in northern Dauphin, western Cumberland and all of Perry Counties.

Crime

Survey results from the general public/consumers referenced high crime in some neighborhoods. In comparison to community organization/partner responses, only Dauphin County identified the same need as one of their top five priority areas. Neighborhood trash and/or illegal dumping was also identified as a need, and only in Dauphin County as well. This is likely due to a high concentration of responses from Community Action's main office located in the City of Harrisburg. However, all communities in the tri-county region do experience crime^{18 19 20}.

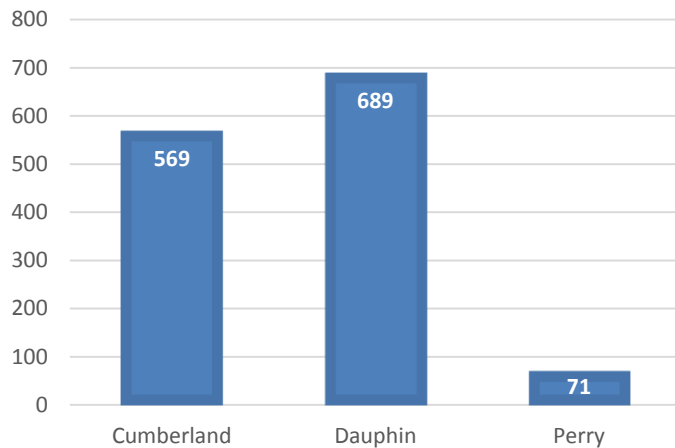


¹⁸ 2013 Monthly Population Reports, Pennsylvania Department of Corrections, Bureau of Planning, Research and Statistics.

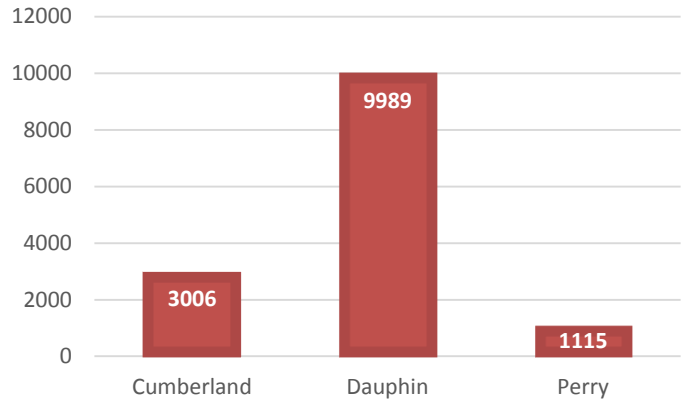
¹⁹ Pennsylvania Juvenile Delinquency Data Analysis Tool, 2013.

²⁰ Pennsylvania Board of Probation and Parole, Statistical Analysis and Evidence-Based Program Evaluation Office, 2014.

JUVENILE COURT REFERRALS

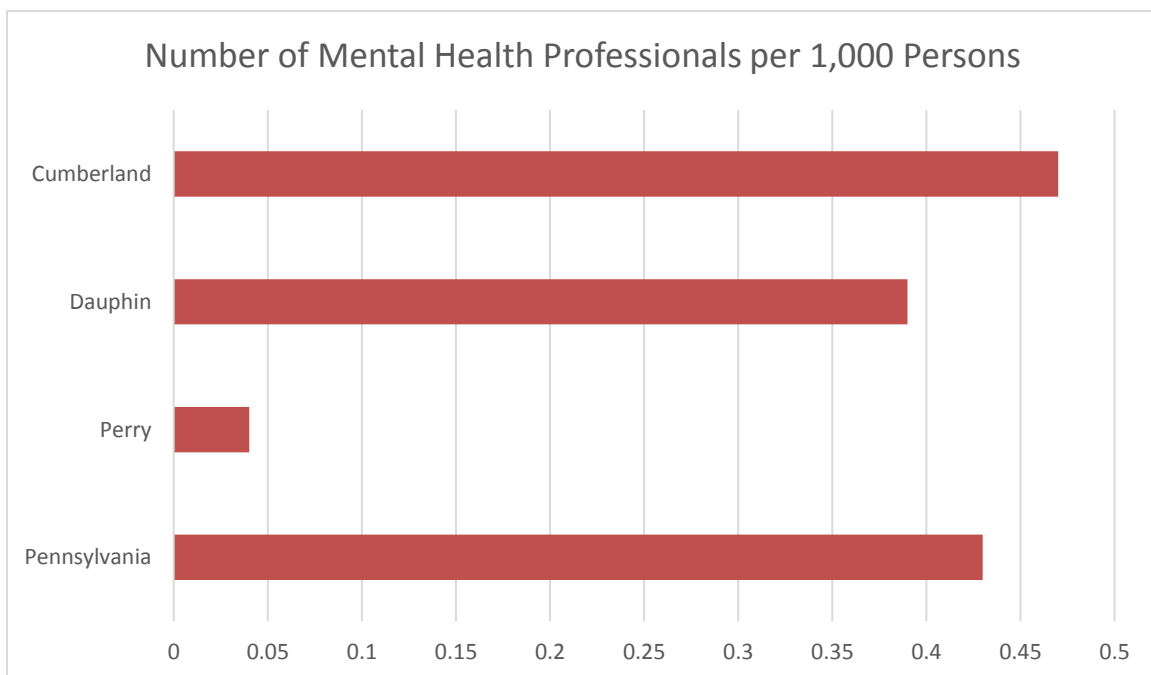


NUMBER OF PERSONS ON PROBATION/PAROLE



Mental Health/Addiction

While the need for mental health services continues to grow, the number of mental health professionals in our region remains at or below state averages²¹.

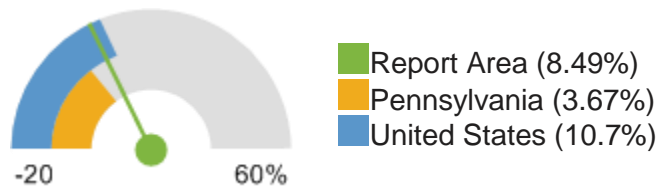


²¹ Pennsylvania Department of State, Bureau of Professional and Occupational Affairs. March 2015; and United States Census Bureau, American Community Survey, 2013 Data Release, December 2014.

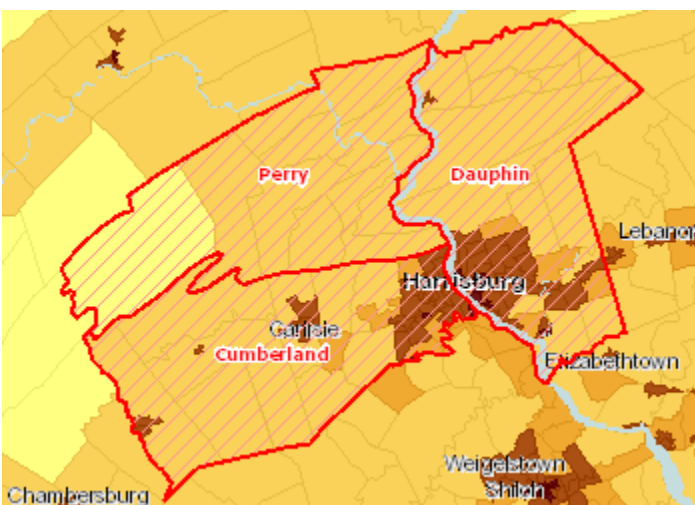
Demographics of Our Region

According to the US Census Bureau and the American Community Survey, Pennsylvania had a population of 12,281,054 persons in 2000, and the State's population increased by 3.67% to 12,731,381 in 2013. That increase in population growth was also realized in our three counties.

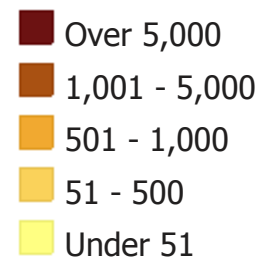
Percent Change in Population²²



Report Area	Total Population, 2013 ACS	Total Population, 2000 Census	Population Change from 2000-2013 Census/ACS	Percent Change from 2000-2013 Census/ACS
Cumberland	237,449	213,674	23,775	11.13%
Dauphin	269,035	251,798	17,237	6.85%
Perry	45,808	43,602	2,206	5.06%
Pennsylvania	12,731,381	12,281,054	450,327	3.67%
National	311,536,591	281,421,906	30,114,685	10.7%



Population Density (Persons per Sq. Mile) by Tract, ACS 2009-13

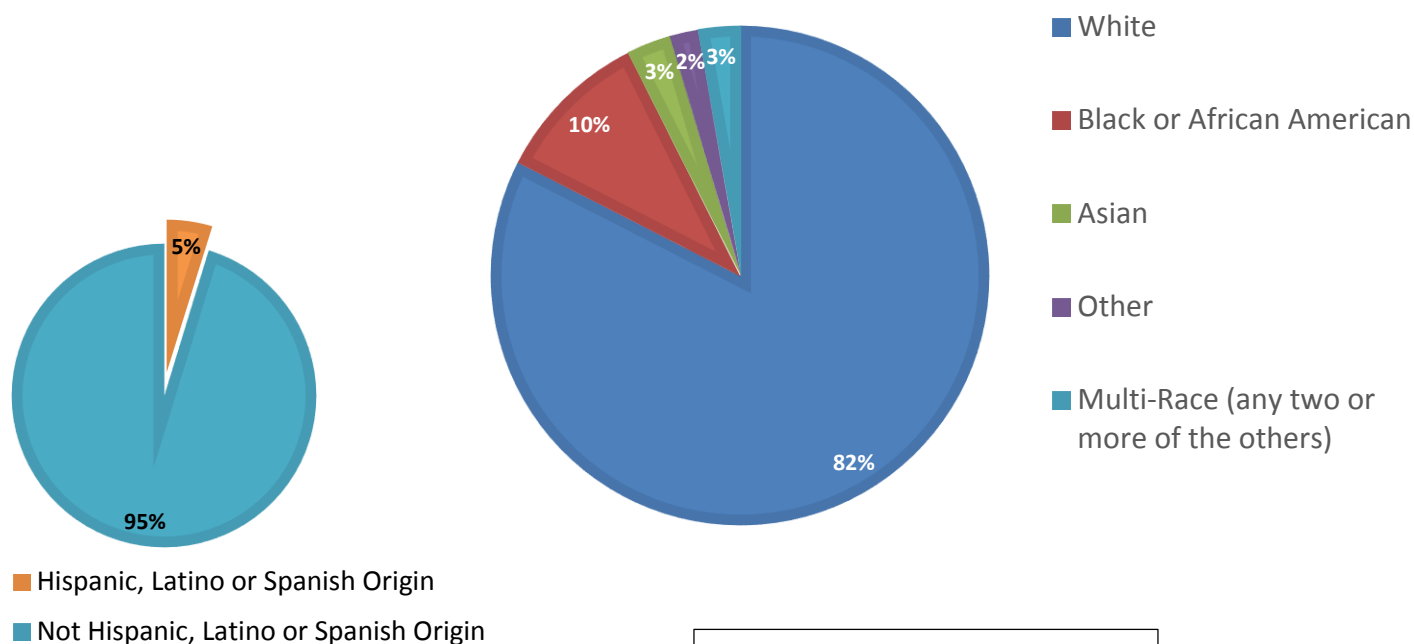


²² United States Census Bureau, American Community Survey, US Census Bureau, Decennial Census.

Population by gender within the report area is shown below²³. According to ACS 2009-2013 5-year population estimates for the report area, the female population comprised 51.51% of the report area, while the male population represented 48.49%.

Report Area	0 to 4 Male	0 to 4 Female	5 to 17 Male	5 to 17 Female	18 to 64 Male	18 to 64 Female	Over 64 Male	Over 64 Female
Cumberland	6,535	6,153	18,342	17,745	75,787	74,944	14,146	21,945
Dauphin	8,556	8,192	22,942	21,951	82,727	86,614	14,239	22,084
Perry	1,379	1,348	3,945	3,747	14,645	14,262	2,710	3,504
Pennsylvania	370,033	352,945	1,043,432	993,970	3,951,372	4,014,828	746,763	1,157,833

TRI-COUNTY REGION CHARACTERISTICS - RACE & ETHNICITY

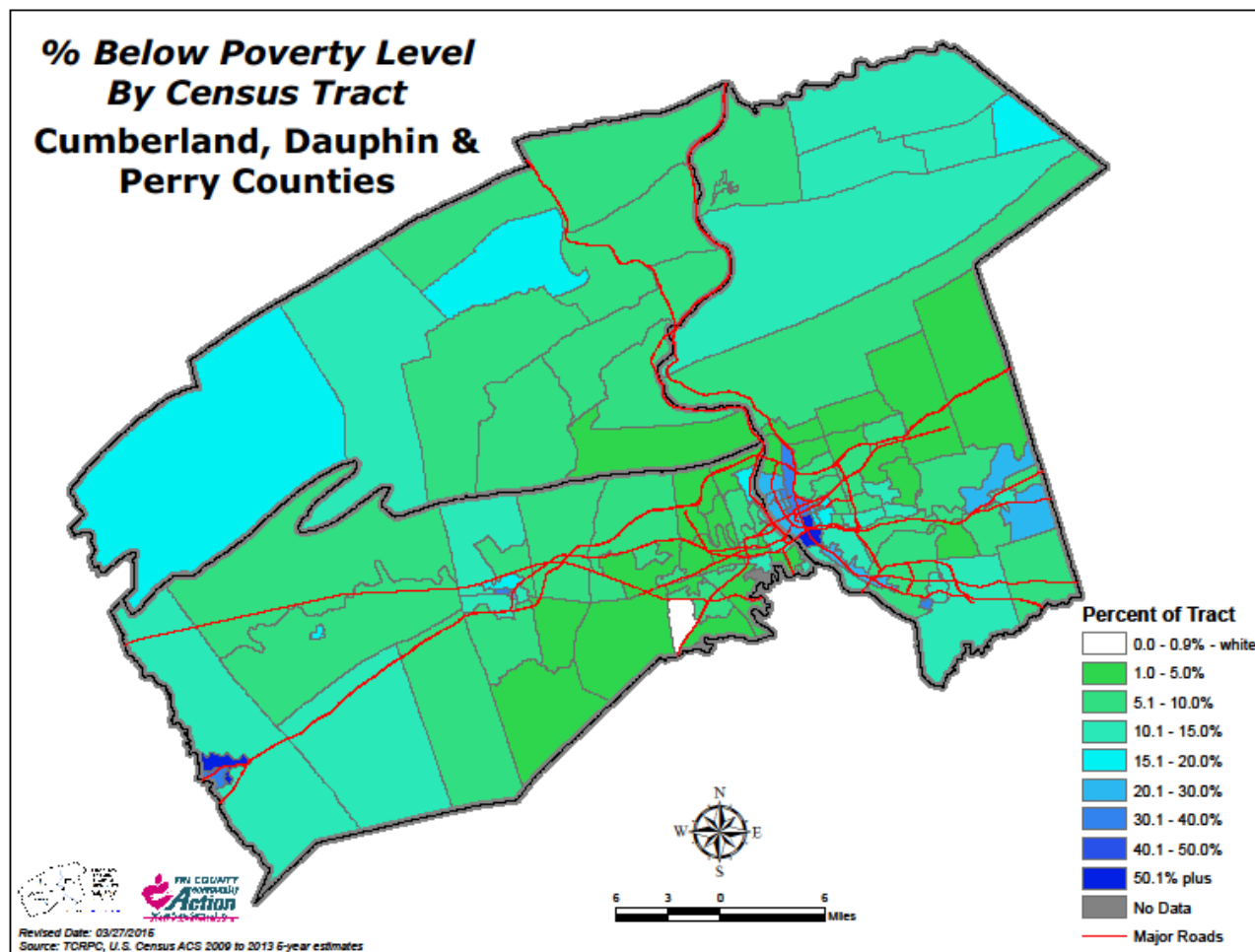


The "typical" person living in the tri-county region is White, non-Latina or Hispanic female between the ages of 25-64.

²³ United States Census Bureau, American Community Survey 2013.

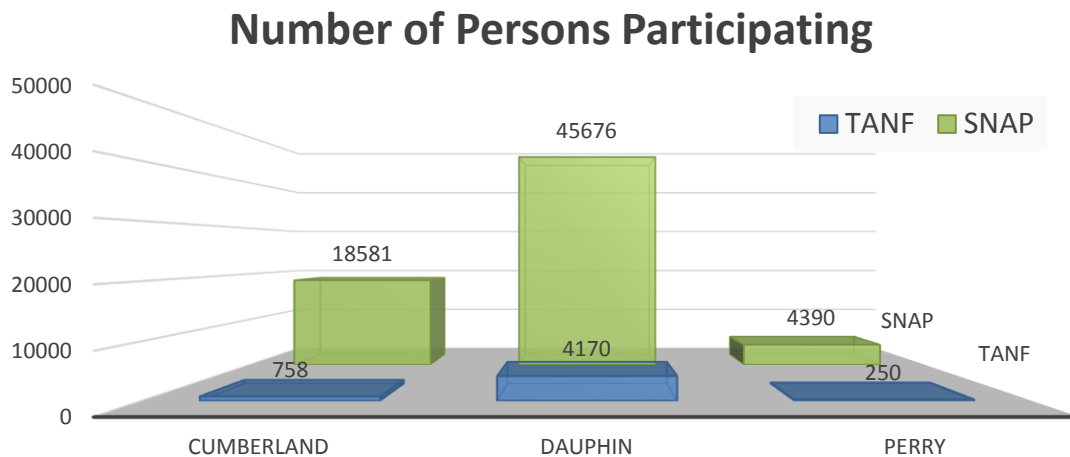
Our tri-county region has an overall poverty rate of 10.18%, with Cumberland County at 8.36%, Dauphin County at 12%, and Perry County at 8.76%. The state poverty rate is 12.76%, and nationally is 14.2%²⁴.

The map below highlights concentrations of poverty in our communities.



²⁴ United States Census Bureau, American Community Survey, 2013 Data Release, December 2014.

In our tri-county region, only a small portion of our residents participate in the Department of Human Service's Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP). As of September 2015, the total number of individuals in these programs were²⁵:



In our tri-county region, only 1% of individuals living here receive TANF supports, and only 12% receive SNAP benefits.

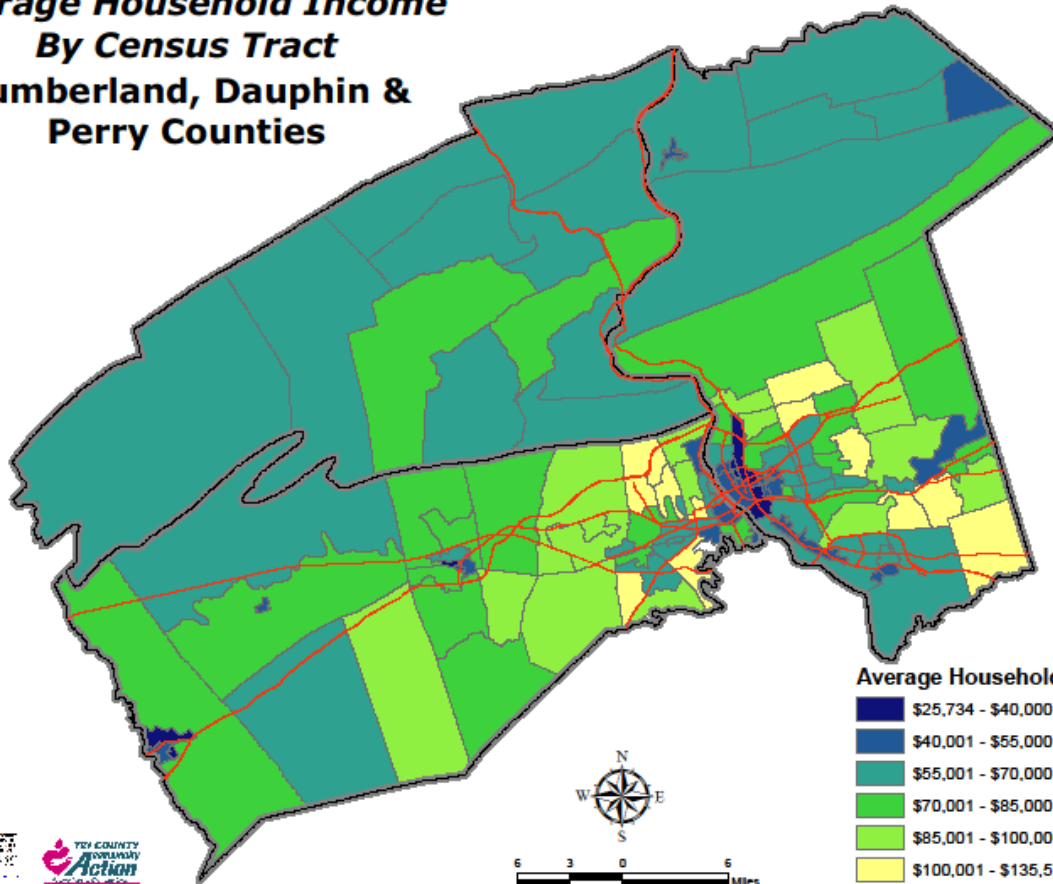
Average household income does not reflect if a family is living in poverty, because it does not take family size into consideration. However, in general, a family with low household income may be less likely to meet ongoing or unexpected needs due to limited resources.

The following charts map average household income by census tract in our region, and family sizes. The United States Census Bureau estimated that there were 220,290 households in our tri-county region in 2013. Over half of those homes were for two-person or less households²⁶.

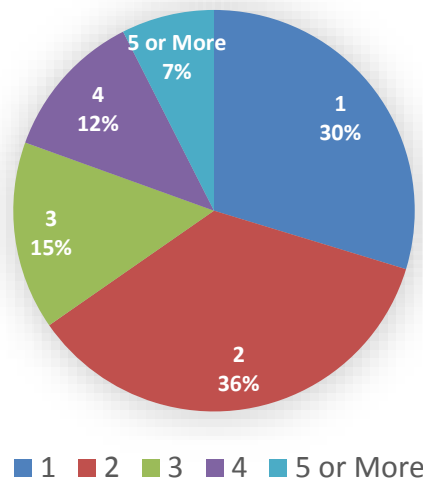
²⁵ Pennsylvania Department of Human Services, Data Release 10/15/2015.

²⁶ United States Census Bureau, American Community Survey, 2013 Data Release, December 2014.

Average Household Income By Census Tract Cumberland, Dauphin & Perry Counties

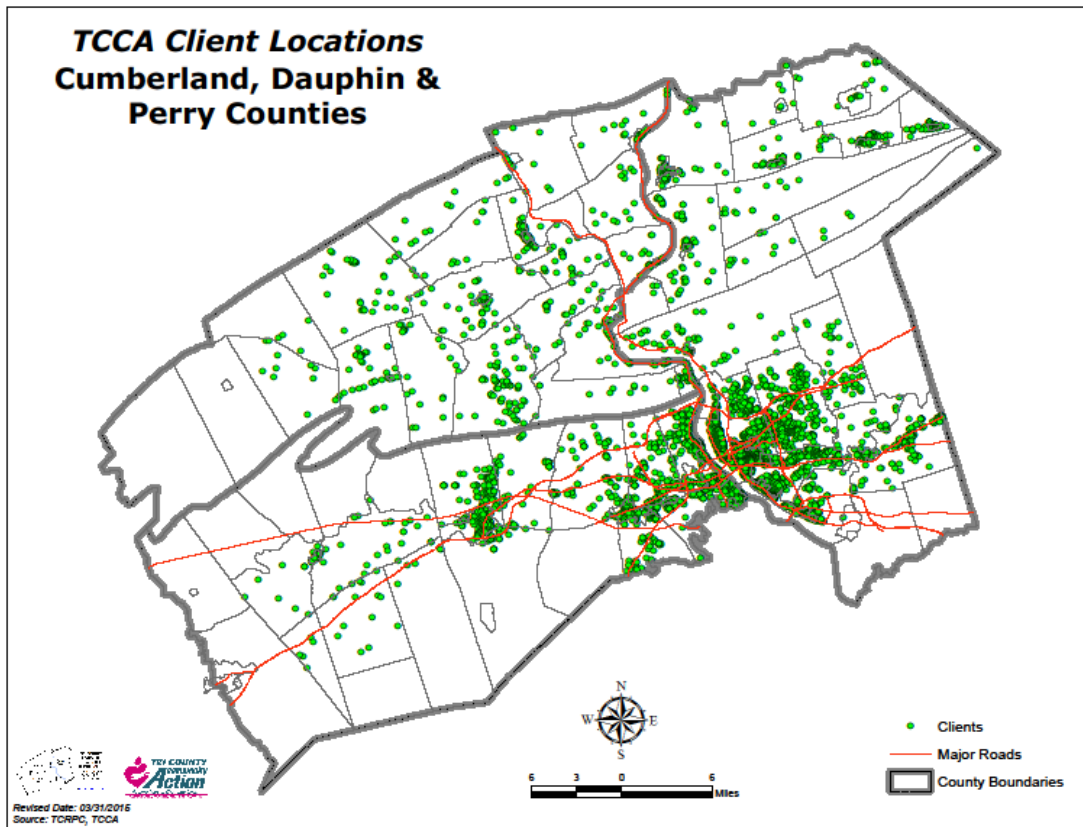


Tri-County Region Characteristics - Family Size



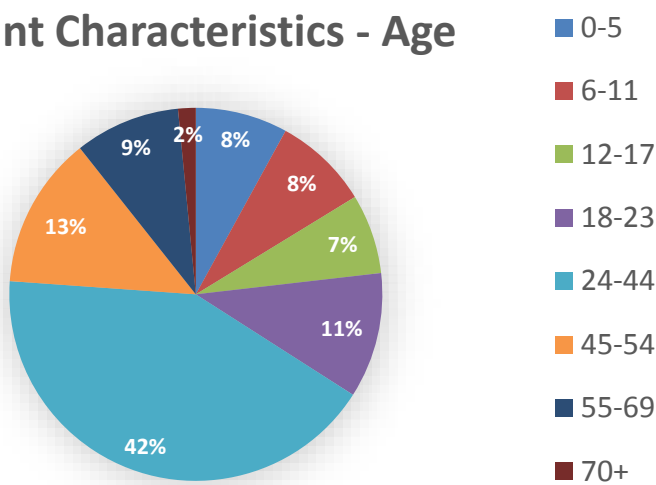
Demographic Profile of TCCA Consumers

The chart below represents where the families served by Tri County Community Action in 2014 live. Each "dot" on the map represents at least one individual person or family that enrolled in or was otherwise served by the agency's programming.



The demographic profile of these individuals is as follows:

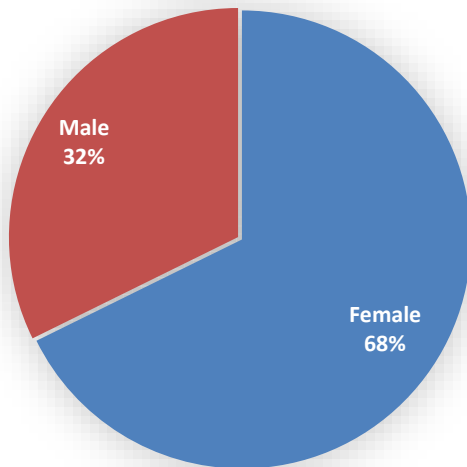
Participant Characteristics - Age



55% of all individuals served in 2014 were between the ages of 24-54; typically referred to as "working age".

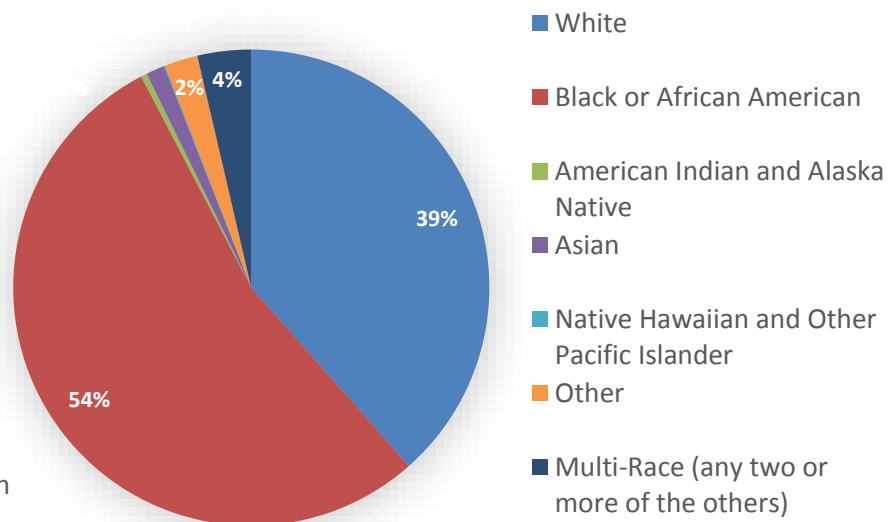
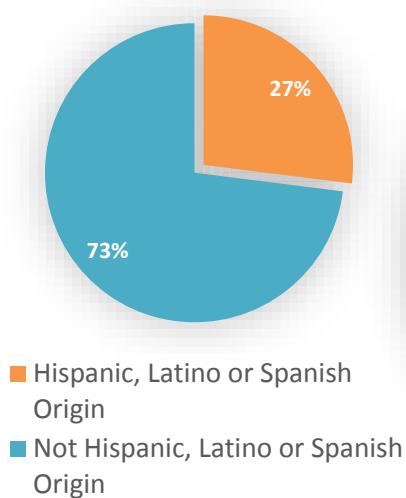
Despite not having targeted or focused senior programming, 11% of those served were age 55 or older.

Participant Characteristics - Gender

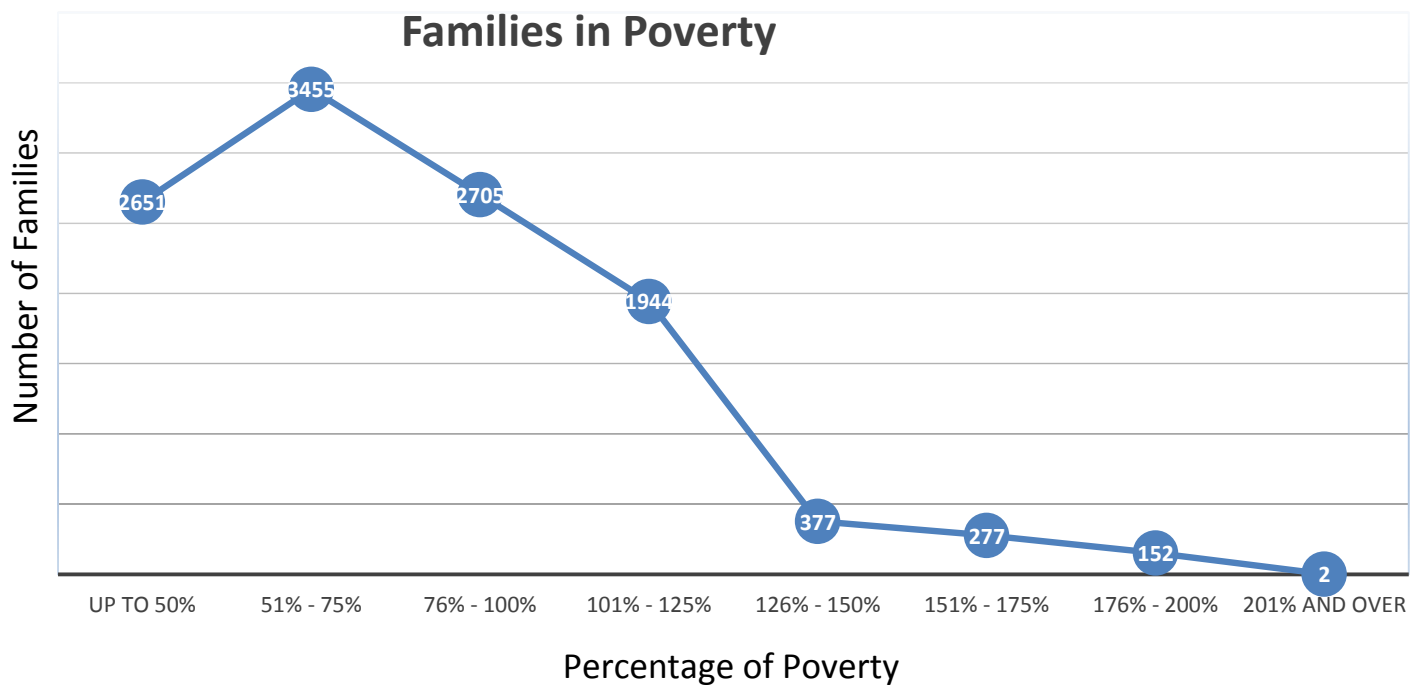


Two-thirds of all program participants are female.

Participant Characteristics - Race & Ethnicity

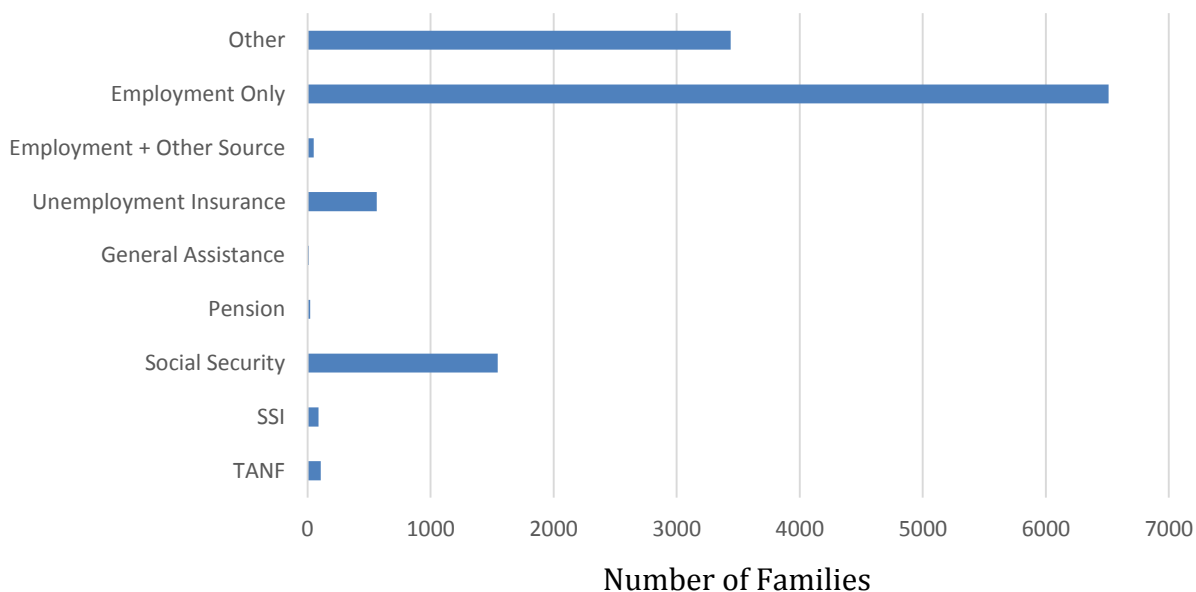


The "typical" participant is an African American/Black, non-Latina or Hispanic female between the ages of 24-55. While consumers and participants of Community Action's services and program are representative of the general public who completed needs surveys, the "typical" citizen in our tri-county region is actually a White, non-Latina or Hispanic female, between the ages of 25-64.



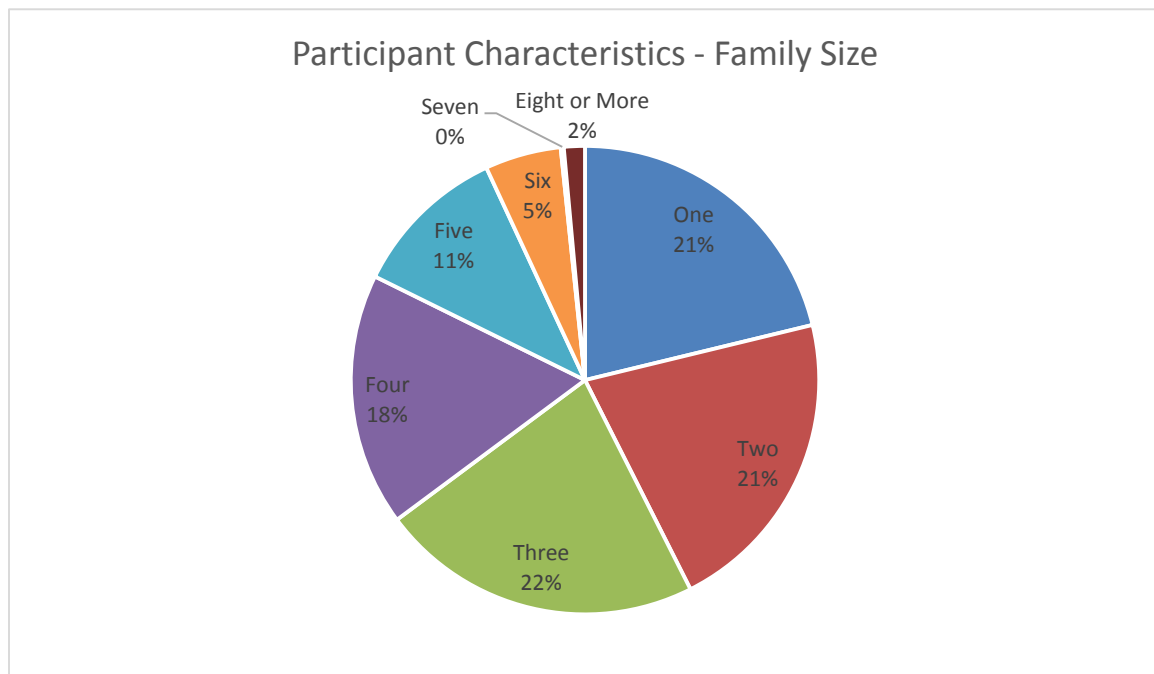
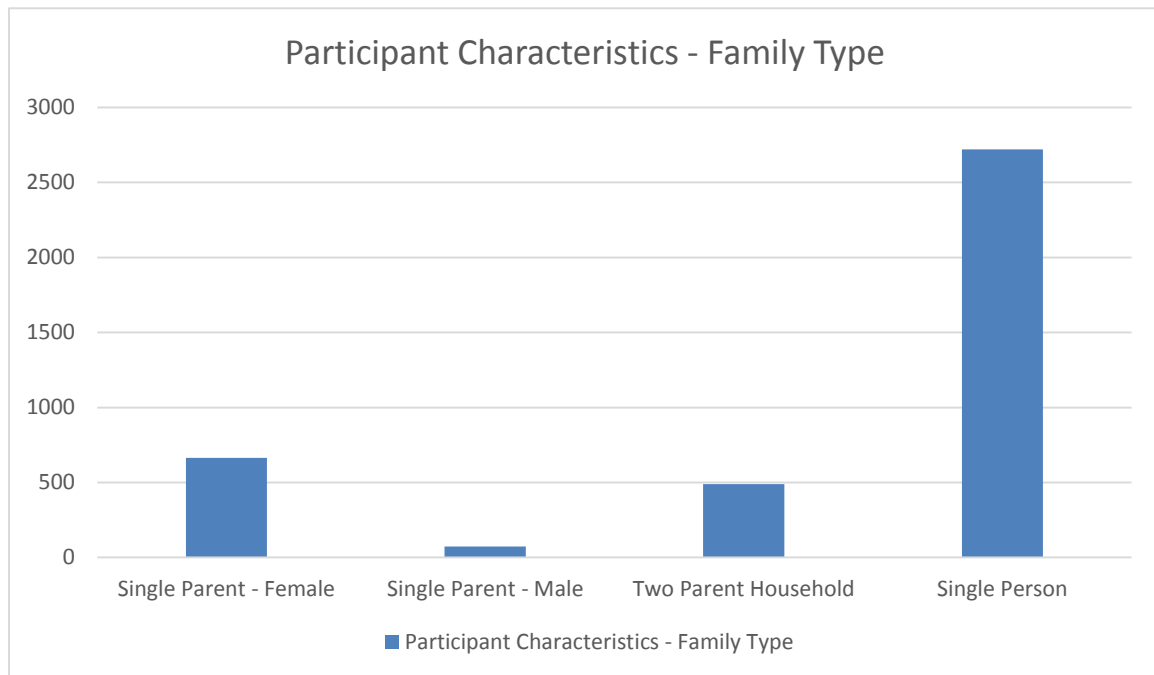
While not every family served provided verification of household income, of 11,563 families that did provide the information, 96% are at or below 150% of the Federal Poverty Guidelines.

Sources of Family Income



Of those families that provided income information, most families only source of income was from employment, with the next largest group being social security retirement. "Other" indicates some other combination or source of income not listed above.

Average families were single individuals, followed by single-parent females; and most households had four or fewer members.



Key Findings

Respondents of our surveys and participants of the focus group meetings were representative of the “typical” TCCA consumer. With the exception of race, with 54% of TCCA consumers identify themselves as Black or African American, participants in Community Action’s programming and services are representative of the overall tri-county region’s citizen base.

Our communities have relatively low unemployment rates, which means individuals are working. But we also have high rates of families who are cost-burdened with housing. The combination of low unemployment and high cost-burdened rates, means in our tri-county region, we have families that technically do not meet the criteria for “poverty” but are not earning enough income to meet their household needs, and risk having one incident or unplanned event catapult them into crisis.

Lack of income makes accessing reliable transportation, affording safe housing, securing quality child care, and treating mental health and addiction issues more difficult.

Affordable housing in particular was identified by all groups surveyed, and in all three counties, as one of the top five priority need areas.

Through the focus group, interview and surveying process, additional needs in our communities were also identified. While various stakeholders prioritized the other needs differently, fundamentally, they can be broken down into causes and conditions:

Conditions of Poverty

Families do not have enough household income to meet their basic needs. As a result, they are also unable to afford quality and/or safe housing, access reliable transportation, or secure quality child care. Agencies in our communities that work with low-income families have limited funds and complicated systems of support.

Causes of Poverty

At its most basic level, the way for a family to increase their household income is to increase their earnings. However, families in our region lack skills for higher paying jobs and/or are unable to get to the employers who pay livable wages due to a lack of transportation.

Also, it is important to note that when looking at concentrations of poverty, or indicators of struggling families in our communities, several key areas should be highlighted:

- Shippensburg, Cumberland County. Shippensburg has a strong concentration of individuals and families who are in poverty. In addition, the cost-burdened rates for home owners and renters is greater than 30%, and average household incomes are relatively low.

- Derry Township, Dauphin County. Derry Township has very high cost-burdened rates, at greater than 50% for both home owners and renters. In addition, over 20% of the residents are in poverty and/or have relatively low household incomes. While Derry Township has often been considered a more affluent area of our community, indicators reflect a struggling community.
- Perry County. In Perry County, workers have a significant wage inequity, earning far less than their Cumberland and Dauphin County counterparts, and less than state and national averages, while having longer than average commutes to and from work. In addition, over half of the residents have a high school diploma or less, which could make earning a higher paying job more difficult.

Recommendations & Next Steps

The needs assessment process is not a linear start-here, stop-there process. Instead, it is an ongoing assessment and evaluation of need and impact in our communities. But, based on the knowledge gained, several key recommendations for Tri County Community Action can be made:

- Affordable housing should be studied more. This assessment did not specifically identify where gaps in housing exist, or what potential solutions may be. Partnerships should be developed to increase Community Action's understanding and capacity to assist low-income families in securing and maintaining affordable housing. Community Action also needs to better define its role in affordable housing.
- Rather than just focus on getting an individual a job, the focus should shift to developing career paths so that as a person increases skills and knowledge, they can move into higher paying positions. Career paths should begin in the primary and secondary education arena, but can be developed for the under- and unemployed adults currently in our communities. Community Action should focus its long-term programming to support career paths and cradle to career opportunities.
- Coordinated public transportation cannot be the only answer to the transportation issue. Community Action should develop creative solutions that will help families not only get back and forth to work, but also for other household transportation needs.
- Community Action has a long history in economic development of challenged communities. While this assessment did not specifically study potential development areas, it did reflect that community building activities should integrate both community development and direct service programming in order to achieve better outcomes. Community Action should also consider if lessons learned and resources available can be leveraged to assist other communities in our tri-county region.
- Priority areas of Shippensburg, Derry Township, and Perry County should receive additional study and focus. These communities have conditions in place that may be impacting poverty, but not enough information is known about them. Community Action should develop the partnerships necessary to understand the needs of these communities.
- In fact, overall, Community Action should continue the needs assessment process, leveraging the resources in the community, so that together and collectively multiple agencies and organizations eradicate poverty.
- Community Action realizes there are families with cultural and language differences (i.e. English proficiency and social norms) that are additional barriers to achieving self-sufficiency. This needs assessment did not specifically address these challenges; therefore, additional study is required to determine the type and level of need, collaborative partnerships, and pathways to ensure their holistic and sustained success.

Community Action will use the knowledge gained through this process to develop a multi-year strategic plan, and annual work plans to combat poverty in our communities. To date, several programmatic changes have already been implemented including:

- After determining that operating a bricks and mortar child care center was not the best way to meet the child care needs across three counties, Community Action closed its Growing Center day care, and moved funds used to support that program into a scholarship fund for families enrolled in long-term case management with child care needs.
- Our long-term case management program is being enhanced to include the Getting Ahead curriculum, Bridges Out of Poverty training, and the ability to work with individuals as they move up to at least 200% of poverty, recognizing that although families may not meet the criteria for “poverty”, they may not be earning enough income to meet their household needs, and risk having one incident or unplanned event catapult them into crisis.

Finally, Community Action will continue to be a leader in understanding poverty in our region, disseminating demographic and other quantitative data, providing advocacy and outreach, and creating or joining in coalitions and partnerships that will help people and change lives.

Appendix

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Focus Group Summary

Meetings were held with the following during the months of November and December, 2012. Included were:

Senghor Manns and Darren Burrows, Harrisburg Housing Authority
Bryan Davis, Harrisburg Redevelopment Authority
Lynette Praster and Thomas Rawlings, PA Dept. of Community & Economic Development
Ben Laudermilch, Cumberland County Housing and Redevelopment Authority
David Black, Harrisburg Regional Chamber and CREDC
Tim Reardon and Diane Krug, Tri County Regional Planning Commission
Dauphin County Poverty Forum (27 attendees from human service providers in Dauphin County)
West Shore Community Needs Forum (24 attendees from providers on West Shore)
Perry County Partnership Board (35 attendees from Perry County service providers)
Shippensburg Human Services Leaders (16 attendees from Shippensburg service providers)
Brian Hudson, PA Housing Finance Agency
Tim Whelan, United Way of the Capital Region
Chuck Gassert, Leo Agresti and Fred Banuelos; Dauphin County Housing Authority
Terry Kaufman, South Central Workforce Investment Board

Following is a summary of input from these interviews and meetings:

1. EMERGING DIRECTIONS AND NEEDS

- (5) Limited affordable housing (and preserving existing)
- (5) Need for budgeting, financial education, credit counseling for consumers
- (5) Engagement of youth; growing number of youth unprepared for family-sustaining jobs; tutoring programs needed; target young males
- (5) Transportation (in every area of Dauphin, Cumberland and Perry Cos.)
- (3) More teen/single moms and kids "unattended" because parents are working later/more hours; child care funding declining; child care needs for those job seeking at area Career Links
- (4) Family self-sufficiency services critically important to break the cycle of generational poverty; region needs economic opportunities, stable housing, stable families and educational opportunities to break the cycle of poverty, career pathways
- (4) Emergency shelter and homeless prevention in Perry and Cumberland County
- (2) Supported services in tax credit program
- (2) Addressing abandoned properties and blight
- (2) Employment opportunities and support for ex-offenders; in prison/half-way house job readiness

Other:

- Residents staying in HHA properties for 10-15 years
- HUD is increasing regulation and decreasing funding
- Declining funding for housing agencies to provide programming
- Lack of funding for developing new housing stock
- More single parent families
- Disabled population (physical and mental) is increasing
- Hall Manor moving to campus-like setting with smaller “management” sites throughout the complex
- Licensing of mortgage brokers
- Impact of Marcellus Shale
- Demographics shift of poor to urban centers
- On state level, seeing changing thinking and focus to “community” of Community Action agencies
- Focus on training needs
- Work with the City and regional leaders to replicate community improvement strategies implemented in South Allison Hill.
- Relocation of Harrisburg/Dauphin residents to Perry County with limited access to services and isolation
- Identify partnership opportunities with corporate partners in community stabilization
- Changes in mindset and expectations of residents
- Create mixed income community using diversified funding and tax credit programs
- Immediate, short-term needs still prevalent
- Advocate for appropriate redevelopment incentives in South Allison Hill (ex., KOZ, Tax Abatement, etc.)
- Nutrition – access to healthy options
- Access to preventative health resources and education in Perry County
- Access to medication
- Family sustaining job opportunities in Shippensburg
- Mental Health resources for children
- Basic needs/cash assistance very limited
- Challenges in outreach to families
- Build on strength in self-sufficiency

2. ISSUES ON THE HORIZON

- (4) Coordinated applications for assistance to address housing needs, homelessness prevention and rapid rehousing
- (3) Limited jobs; lack of job skills; volunteer opportunities to teach employable skills

- (4) Need a conduit for Emergency Solutions grants to address emerging homeless population in rural areas
- (2) Opportunities to address entire Family education and programming (ex., Life Esteem Strengthening Family program), Family/Community support systems for families (ex., Circles)
- (2) State's emphasis on absorption of ex-offenders; CAC's willingness to work with people others might not

Other:

- MH/ID issues continue to rise, the resources to provide targeted services are declining
- Need to identify training tools and gaps between job skills and business community needs (WIB interested in working together on this initiative)
- Preparation for Work – Work Certified Training to include life skills, job skills assessment, adult literacy and basic math and applied math.
- The jobs that are available are low paying service jobs; this area needs manufacturing jobs, and individuals need skills to hold employment
- Assistance to link employers with job openings to match with potential employees with soft employment skills
- National trends related to tax credits, social enterprise and energy performance programs
- The system has dis-incentives or achieving self-sufficiency
- Outreach needed for landlords to have a willingness to take section 8 voucher holders in Perry County.
- Changes looming in asset development programs (like Family Savings Account)
- National focus on substantiation of outcomes and shifting performance standards
- CAC has opportunity to build on successes in community revitalization to other areas of service
- Transportation costs continue to rise
- Lack of understanding on the impacts of health care coverage changes/Affordable Care Act
- Building confidence in individuals to break the cycle of poverty
- Keeping seniors in their homes; maintenance services
- Aging population in Cumberland County
- Homeless population in Cumberland County
- Coordinated volunteer hub for those who need and provide services in Perry County.
- Lack of accessible affordable housing

- Bridge the gap between job training opportunities and transportation availability
- After school programming and activities
- Land next to Hamilton Health Center could be developed for assisted living
- New market financing would work with developers, potential foreclosures.
- Looking for “gateway” areas, such as Carlisle
- Perry County has developed priorities for development; upper Dauphin has the same needs
- More tax credits needed; CAC should advocate for this
- Creating stepping stones
- Affordable housing has a stigma
- Truancy in rural school districts

3. IMPROVING SERVICES; LOWERING COSTS; COLLABORATING; LEVERAGING EXISTING RESOURCES

- (4) Coordinate service delivery; database for referrals and partnerships; fee for service models for supported services; with small non-profits to avoid duplication of services
- (2) Focus on skills of each organization and collaborate for funding opportunities
- (2) Work together in advocacy roles (Understand the relationship between lobbying and advocacy)
- (2) Transportation collaboration and solutions with CAT to address needs in Dauphin County; coordinate van service to CAO
- (2) Linkages to affordable housing options; link to LHOT and CARPOA through LHOT membership
- (2) Collaborate to provide support services (and consider shared back office services)

Other:

- Focus on skills of each organization and collaborate for funding opportunities
- Using CAC programming for PREP new resident orientation, supportive services for HHA residents
- CAC models in Fayette County, STEP (Clinton County) on maximizing DCED resources for community growth
- Center for Education, Employment and Entrepreneurial Development is a model of sharing resources
- DCED housing programs being transferred to PHFA
- PECO Conserving Energy program to conduct energy audits and energy efficiency could be replicated here by PPL
- Use of cell phones, tablets, to stay connected with clients
- Automated case management system

- Identify housing opportunities for ex-offenders
- Jeffrey Canada's project in New York may be an adoptable model
- Advocate for open childcare network to open portal for job seekers and childcare opportunities
- Link volunteers with potential volunteer options in Perry County for transportation, providing work to gain employable skills, and assistance for elderly
- Use County senior centers as community spaces to link volunteers
- Circles Program in Adams County a great example of coordinated mentoring for families (Cumberland County interest)

4. OTHER IDEAS:

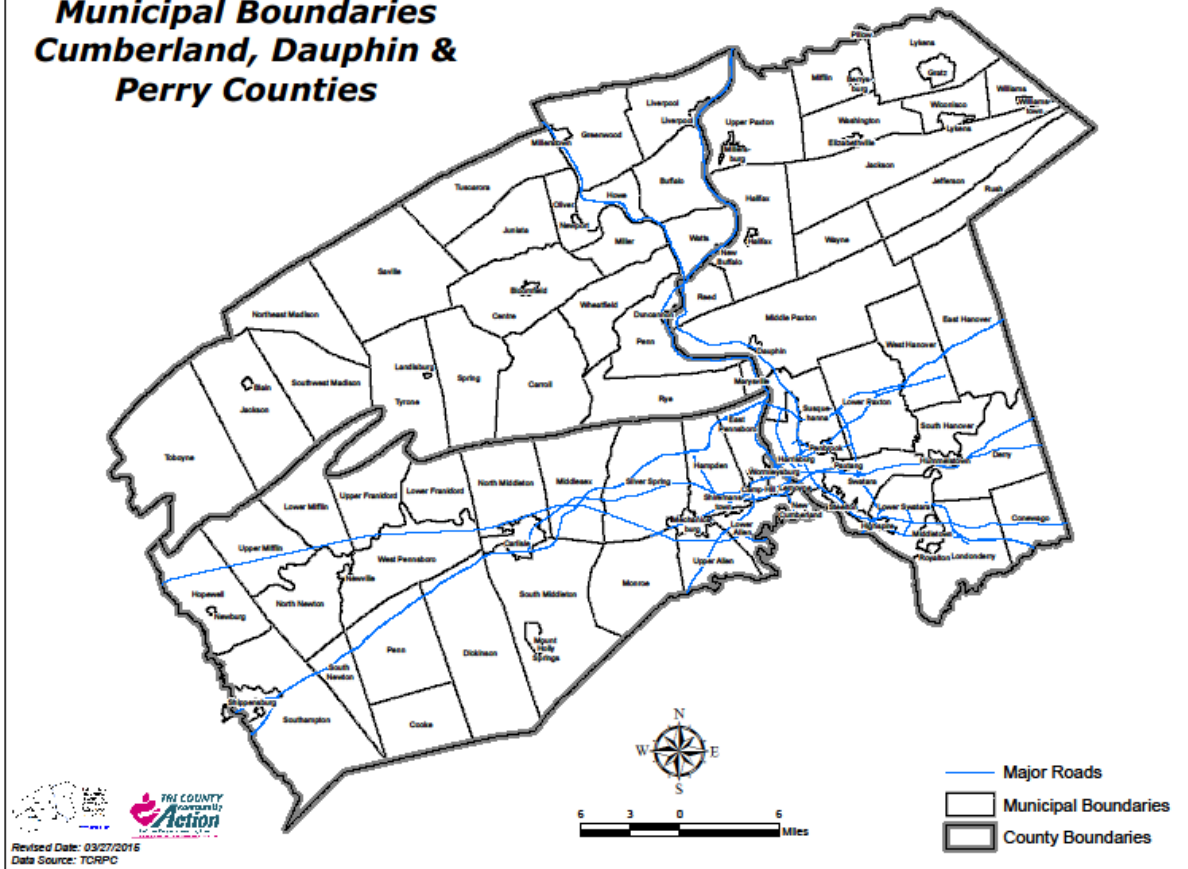
- (3) Education and advocacy are critical and CAC can play a role in educating the community regarding needs and the face of poverty
- (3) Youth focus and educational opportunities are needed to create change and to break the cycle of poverty; atmosphere of learning and comfort; engage school districts for targeted youth programming
- (2) The name sounds old, (Commission implied government.) Need more marketing and PR; work on brand identification – who are we? (CAC)
- (2) Provide a resource to educate officials and partners about need

Other:

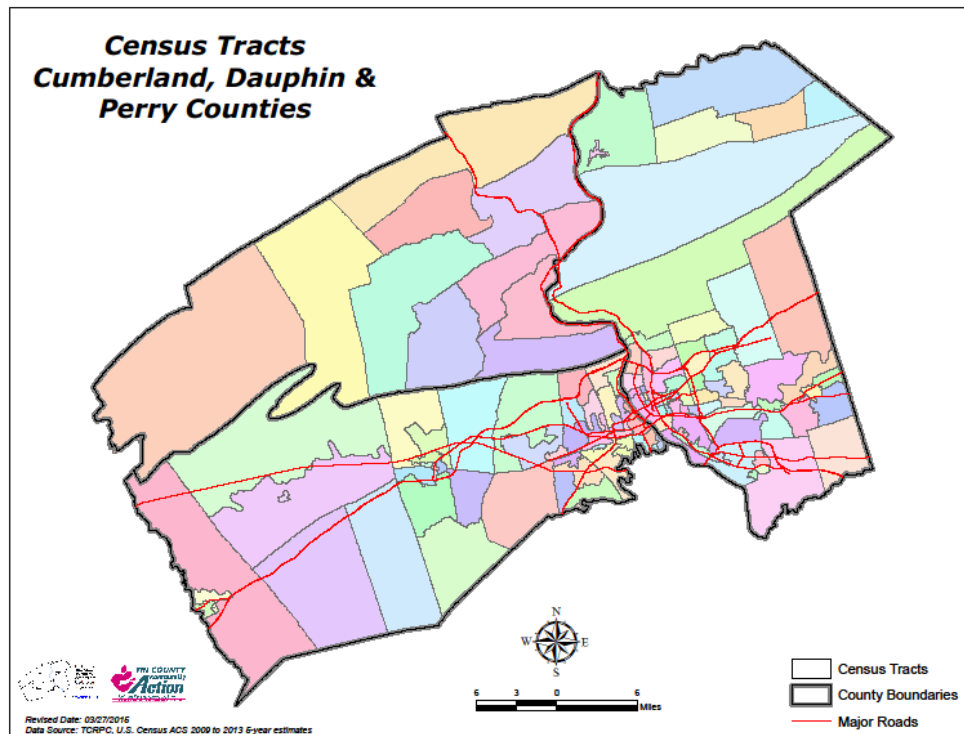
- Establish relationships with residents, providing information, resources, expectations and respect
- Nutritional status is poor because of fast food and junk food in neighborhood stores
- Tutoring programs tied to school lesson plans is needed
- Focus on mission and requirements of Community Action agencies in planning process. Does mission best encompass the root of the War on Poverty and amelioration of the root causes of poverty and barriers to self-sufficiency?
- Use media, radio, etc. for information sharing
- Add young people to decision making process (Ex. Youth Community Development Team of the Rotary Club)
- As developers come up, they should be partnering with CAC
- Small communities cannot overcome issues without economic revitalization
- Education is the key
- Community Action is well-regarded and more visible
- Fraud in affordable housing arena needs to be tackled
- The "welfare mentality" needs to be changed
- Use of "on track" as feeder

- Housing issues are bifurcated
- There should be a master plan for housing **and** social services
- Need to better meld business development with community development and social services
- Prepared landlord training is an option for CAC to pursue
- Weatherization and home modification programs for the disabled should be looked at
- This region needs “start your own business” opportunities

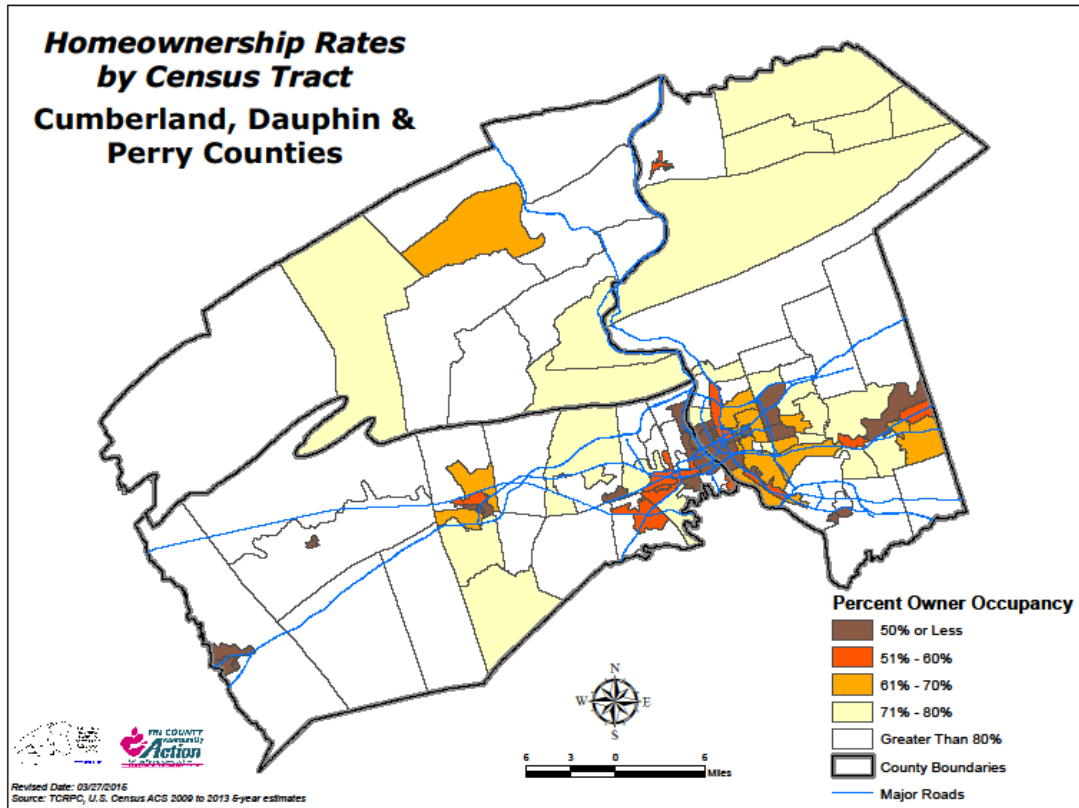
Municipal Boundaries Cumberland, Dauphin & Perry Counties



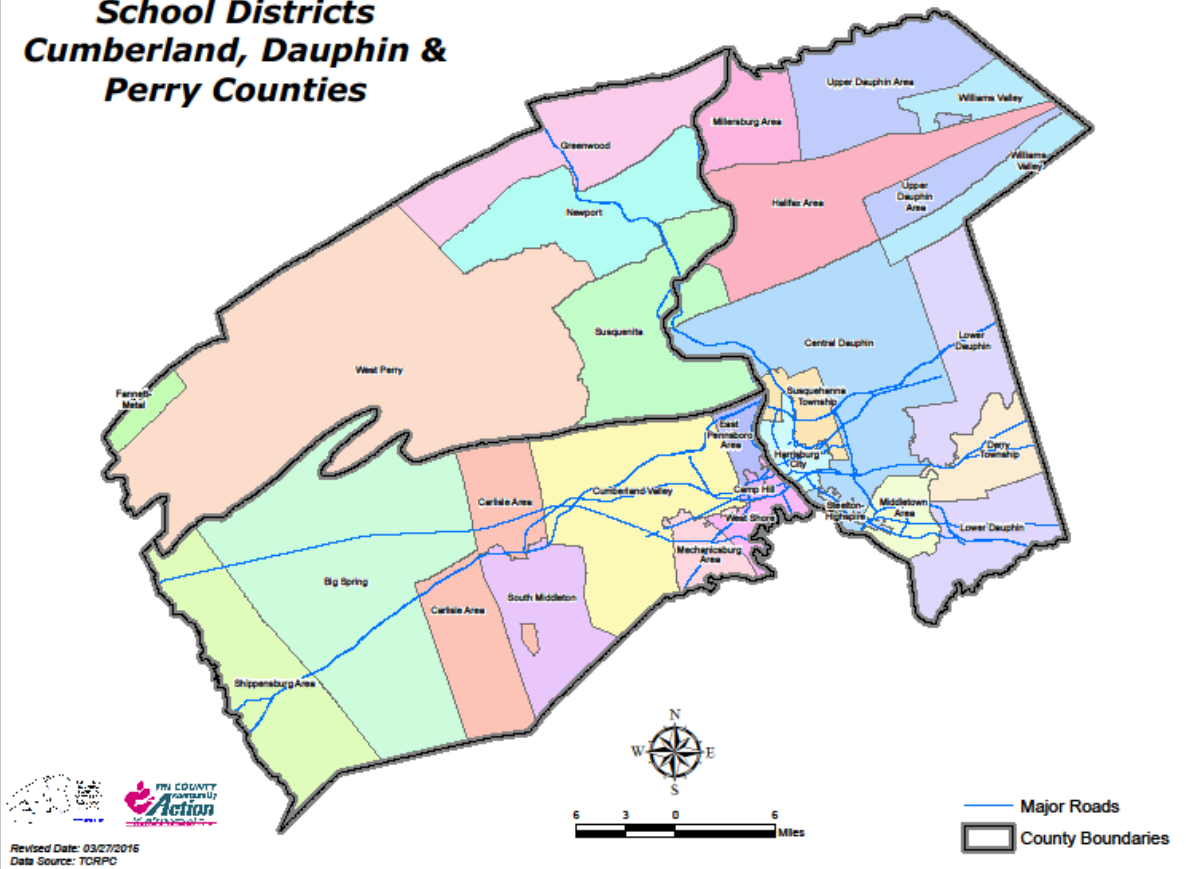
Census Tracts Cumberland, Dauphin & Perry Counties



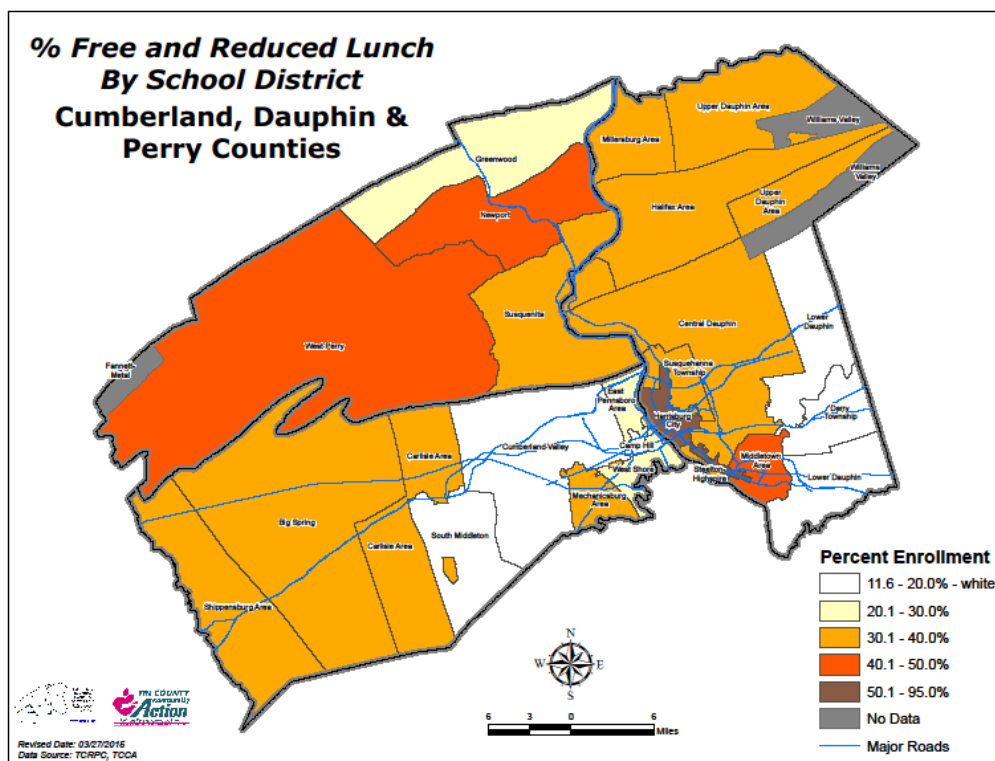
**Homeownership Rates
by Census Tract
Cumberland, Dauphin &
Perry Counties**



School Districts Cumberland, Dauphin & Perry Counties



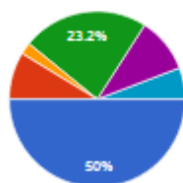
% Free and Reduced Lunch By School District Cumberland, Dauphin & Perry Counties



Community Organization/Partner Survey Responses

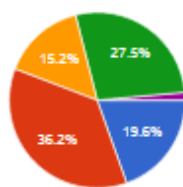
Summary

How would you describe your agency/organization?



Community-based organization (nonprofit or service related organization)	69	50%
Faith-based organization (Church or religious-based organization)	12	8.7%
Private organization (For profit, business, or non-human service organization)	3	2.2%
Public organization (government-based organization)	32	23.2%
Educational institution (primary or secondary school, accredited training/school program)	14	10.1%
I don't represent an agency/organization but live in the tri-county region	8	5.8%

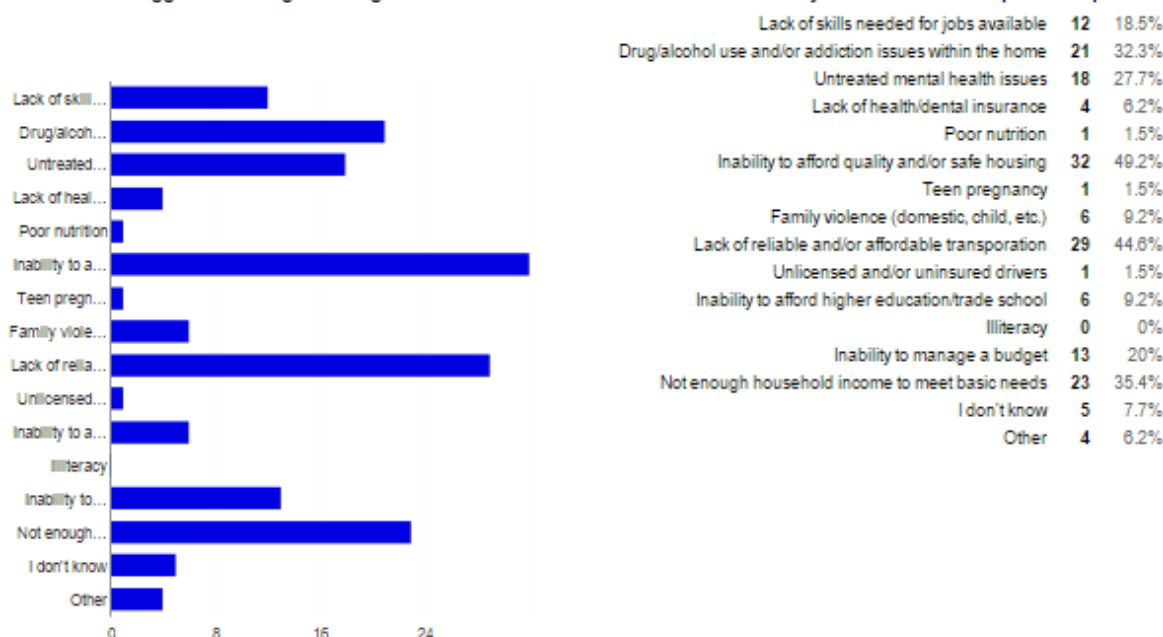
Based on your previous answer, what county or counties do you represent?



Cumberland	27	19.6%
Dauphin	50	36.2%
Perry	21	15.2%
I represent multiple options listed above	38	27.5%
I don't represent any of the options listed above	2	1.4%

Cumberland County

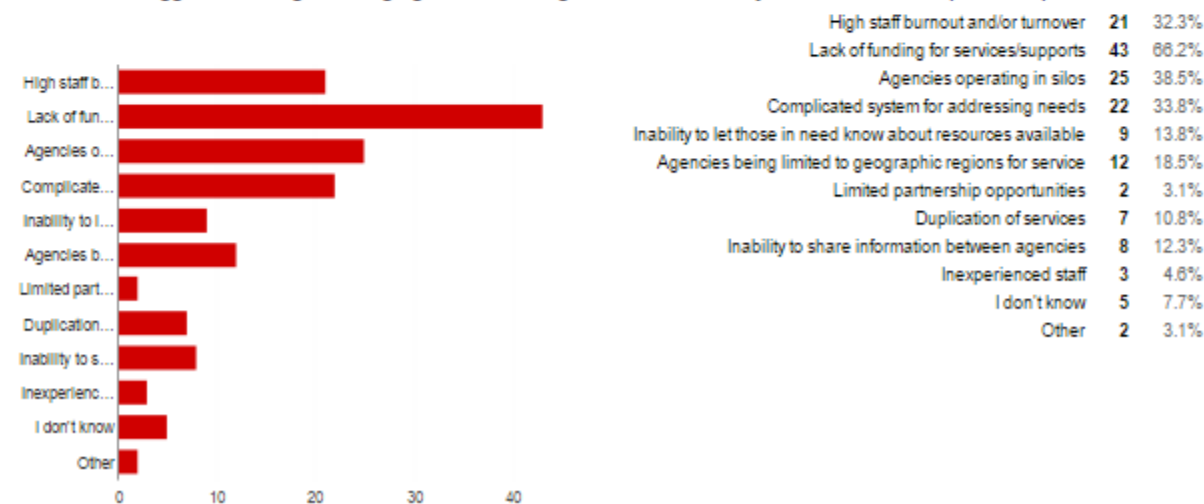
What are the biggest challenges facing individuals or families in Cumberland County? You can select up to 3 responses



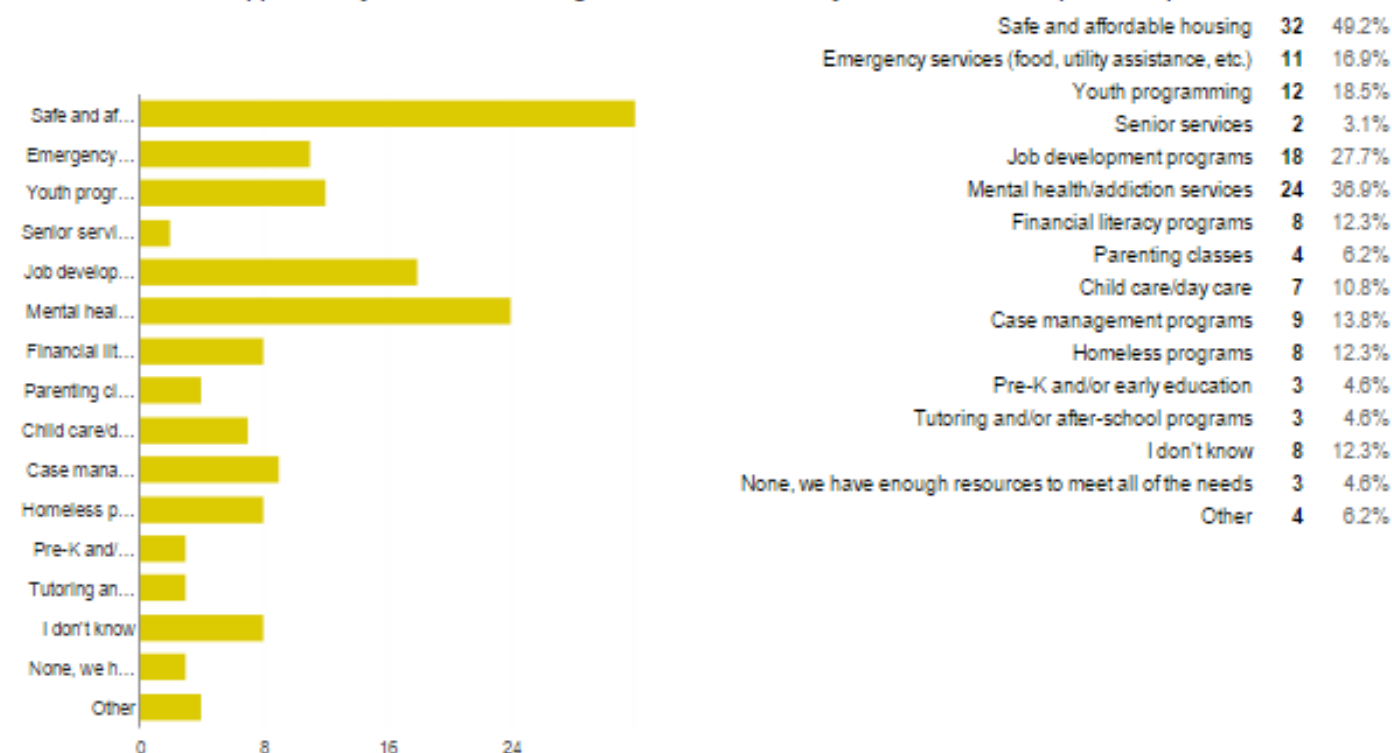
What are the biggest challenges facing communities in Cumberland County? You can select up to 3 responses.



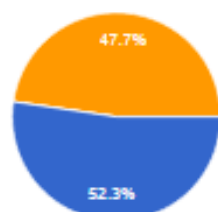
What are the biggest challenges facing agencies serving Cumberland County? You can select up to 3 responses.



What services or supports do you feel are lacking in Cumberland County? You can select up to 3 responses.



Are there geographic regions of Cumberland County that are UNDER-served by existing programs?

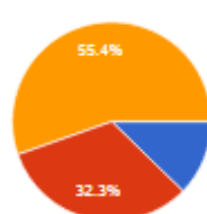


Yes	34	52.3%
No	0	0%
I don't know	31	47.7%

What areas of Cumberland County are UNDER-served?

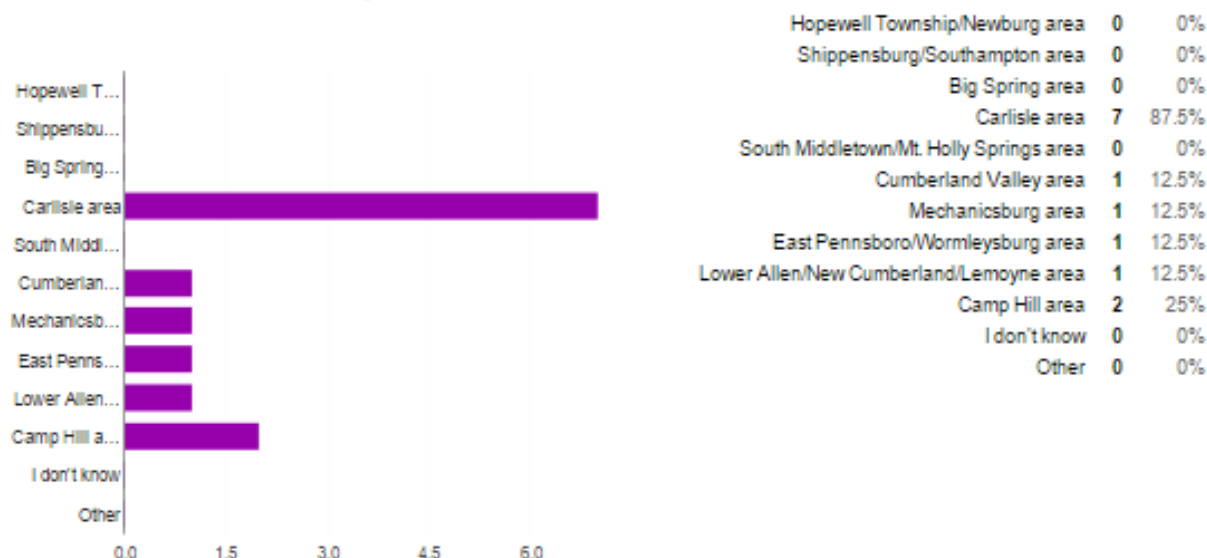


Are there geographic regions of Cumberland County that are OVER-served by existing programs?



Yes	8	12.3%
No	21	32.3%
I don't know	36	55.4%

What areas of Cumberland County are OVER-served?



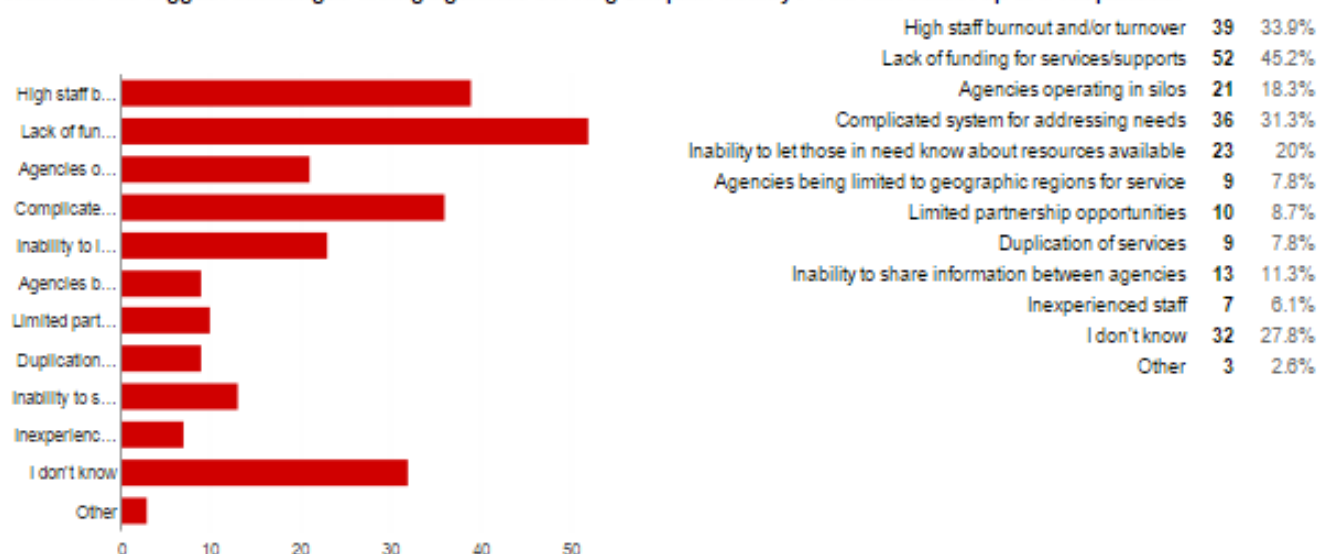
What are the biggest challenges facing individuals or families in Dauphin County? You can select up to 3 responses.



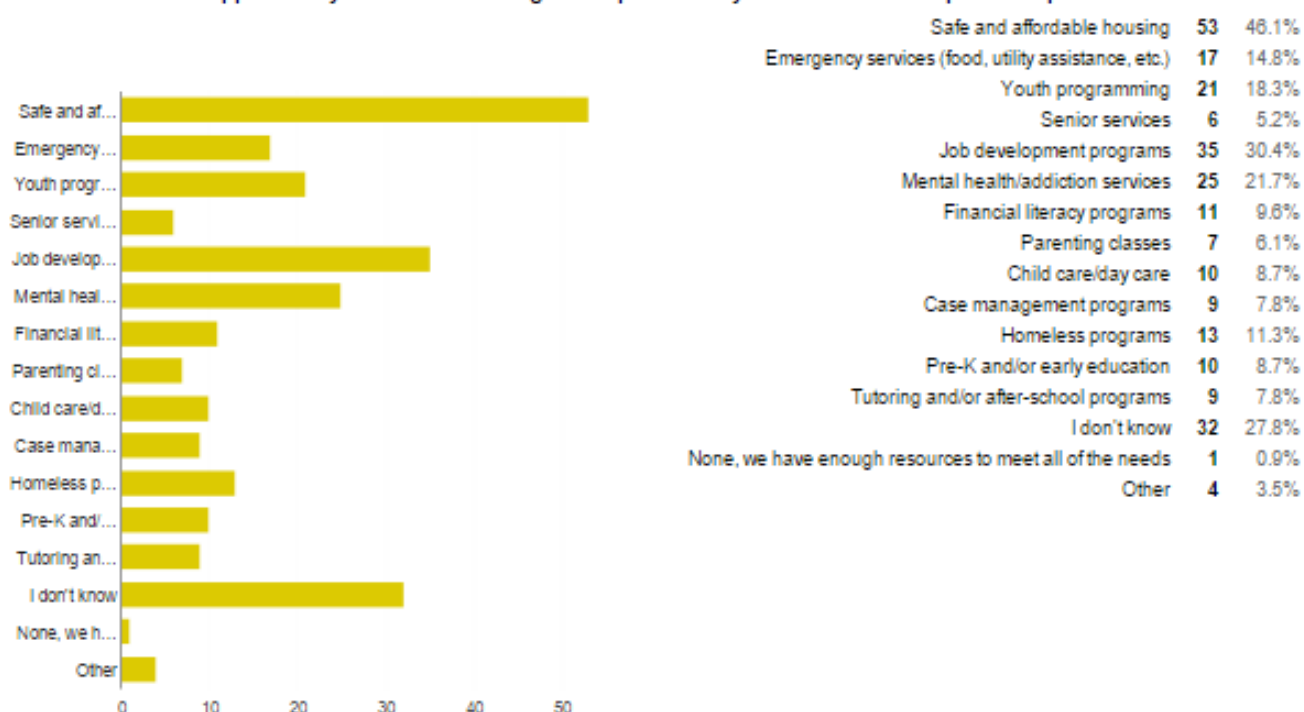
What are the biggest challenges facing communities in Dauphin County? You can select up to 3 responses.



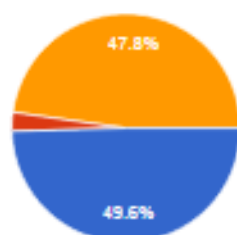
What are the biggest challenges facing agencies serving Dauphin County? You can select up to 3 responses.



What services or supports do you feel are lacking in Dauphin County? You can select up to 3 responses.

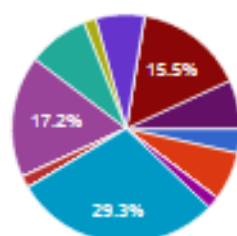


Are there portions of Dauphin County that are UNDER-served by existing programs?



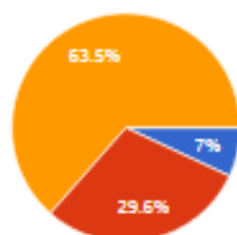
Yes	56	49.6%
No	3	2.7%
I don't know	54	47.8%

What portions of Dauphin County are UNDER-served?



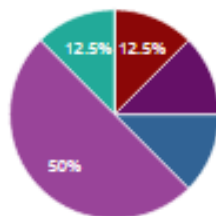
Halifax area	2	3.4%
Elizabethville/Berrysburg area	4	6.9%
Lykens/Gratz area	0	0%
Upper Paxton/Millersburg area	0	0%
Williamstown area	1	1.7%
Northern Dauphin County in general	17	29.3%
Dauphin/Middle Paxton area	0	0%
Derry Township/Hershey area	0	0%
West/East/South Hanover area	1	1.7%
Lower Paxton/Susquehanna Township area	0	0%
Harrisburg	10	17.2%
Steelton/Highspire area	5	8.6%
Swatara Township area	1	1.7%
Middletown/Royalton area	4	6.9%
Londonderry/Conewago area	0	0%
I don't know	9	15.5%
Other	4	6.9%

Are there portions of Dauphin County that are OVER-served by existing programs?



Yes	8	7%
No	34	29.6%
I don't know	73	63.5%

What portions of Dauphin County are OVER-served?



Halifax area	0	0%
Elizabethville/Berrysburg area	0	0%
Lykens/Gratz area	0	0%
Upper Paxton/Millersburg area	0	0%
Williamstown area	0	0%
Northern Dauphin County in general	0	0%
Dauphin/Middle Paxton area	0	0%
Derry Township/Hershey area	0	0%
West/East/South Hanover area	0	0%
Lower Paxton/Susquehanna Township area	1	12.5%
Harrisburg	4	50%
Steelton/Highspire area	1	12.5%
Swatara Township area	0	0%
Middletown/Royalton area	0	0%
Londonderry/Conewago area	0	0%
I don't know	1	12.5%
Other	1	12.5%

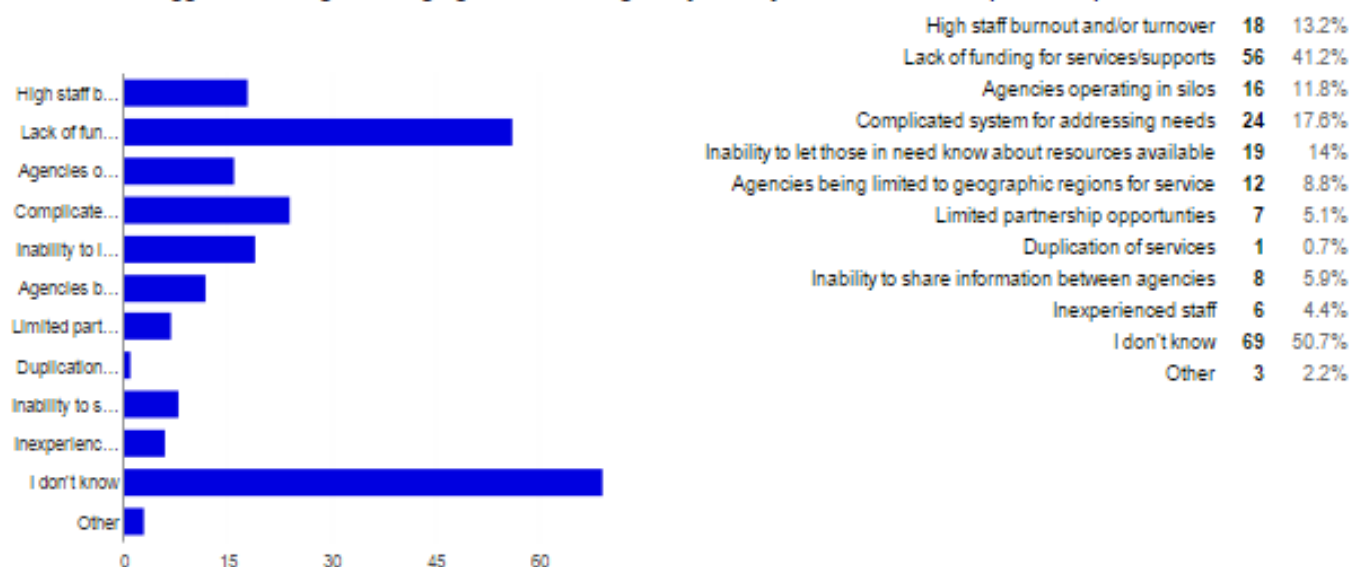
What are the biggest challenges facing individuals or families in Perry County? You can select up to 3 responses.



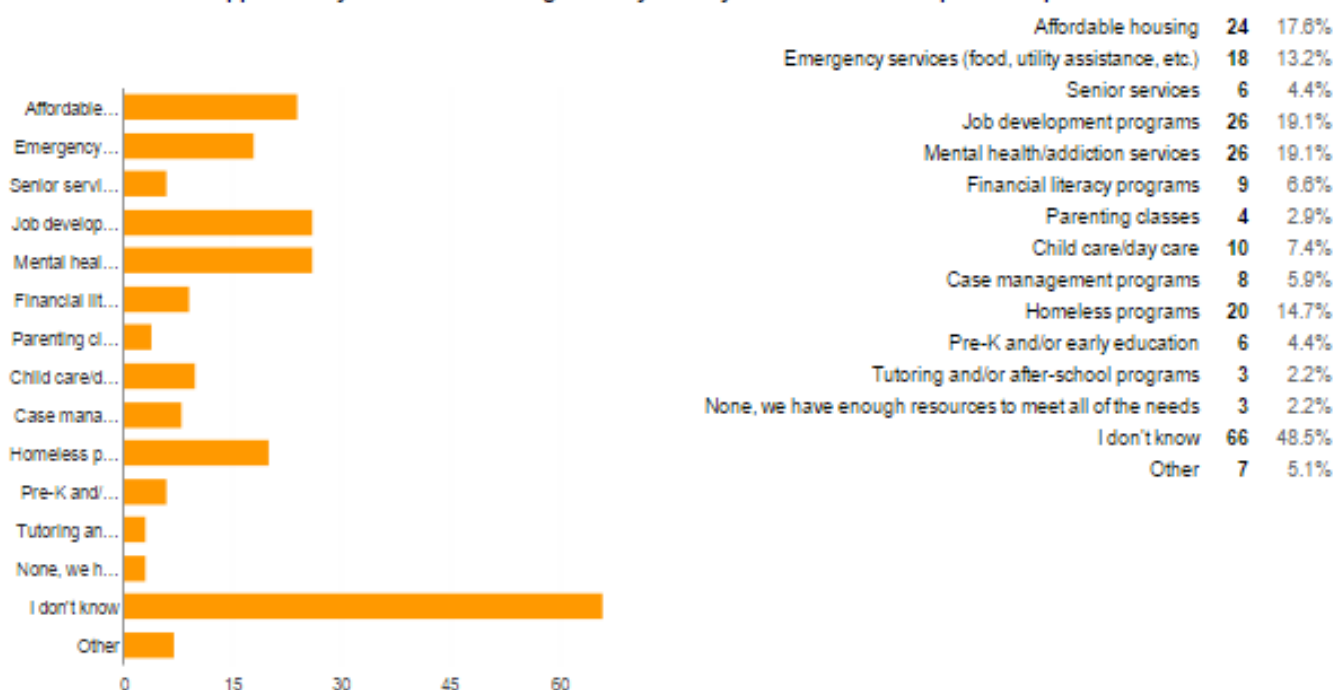
What are the biggest challenges facing communities in Perry County? You can select up to 3 responses.



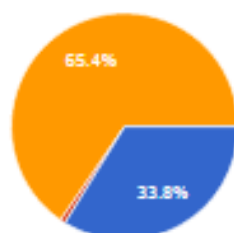
What are the biggest challenges facing agencies serving Perry County? You can select up to 3 responses.



What services or supports do you feel are lacking in Perry County? You can select up to 3 responses?

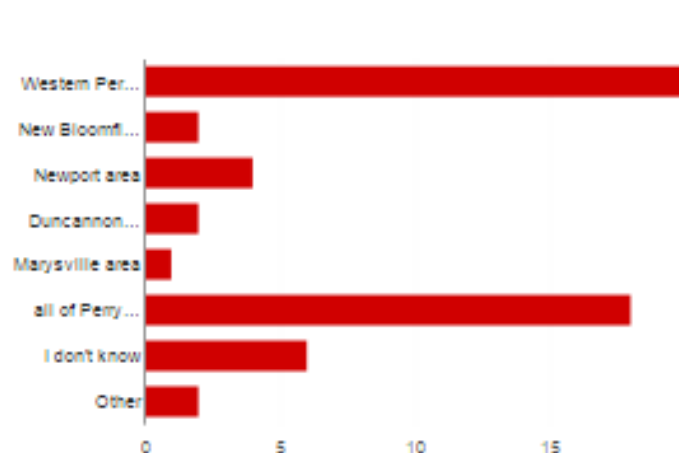


Are there portions of Perry County that are UNDER-served?



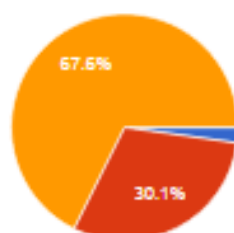
Yes	46	33.8%
No	1	0.7%
I don't know	89	65.4%

What areas of Perry County are UNDER-served?



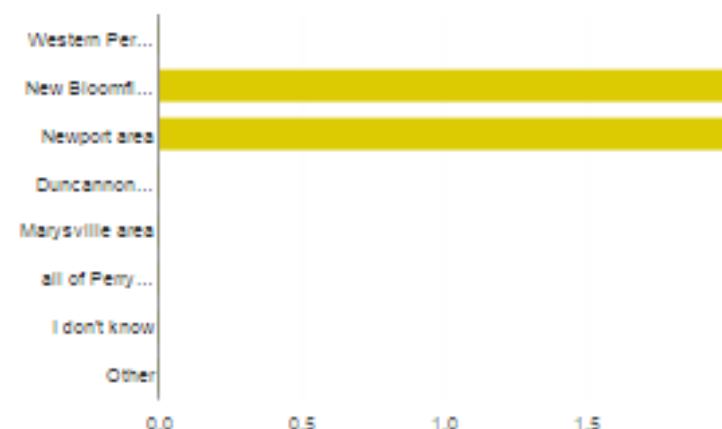
Western Perry County	20	43.5%
New Bloomfield/Central Perry County	2	4.3%
Newport area	4	8.7%
Duncannon area	2	4.3%
Marysville area	1	2.2%
all of Perry County	18	39.1%
I don't know	6	13%
Other	2	4.3%

Are there portions of Perry County that are OVER-served?



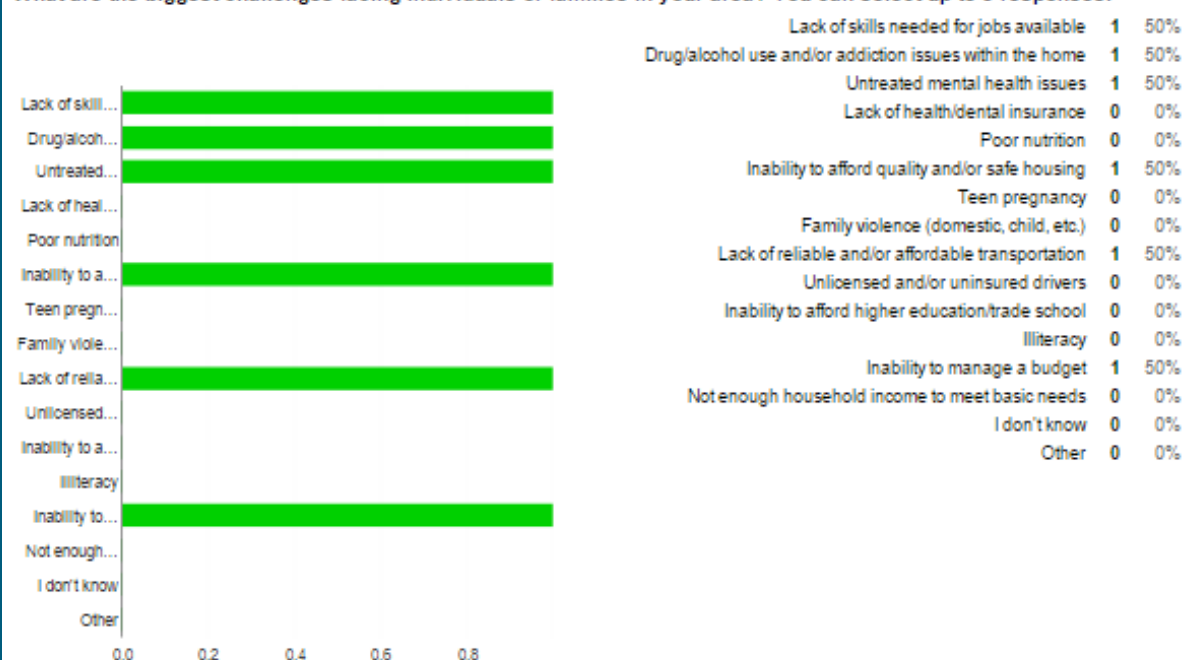
Yes	3	2.2%
No	41	30.1%
I don't know	92	67.6%

What areas of Perry County are OVER-served?



Western Perry County	0	0%
New Bloomfield/Central Perry County	2	66.7%
Newport area	2	66.7%
Duncannon area	0	0%
Marysville area	0	0%
all of Perry County	0	0%
I don't know	0	0%
Other	0	0%

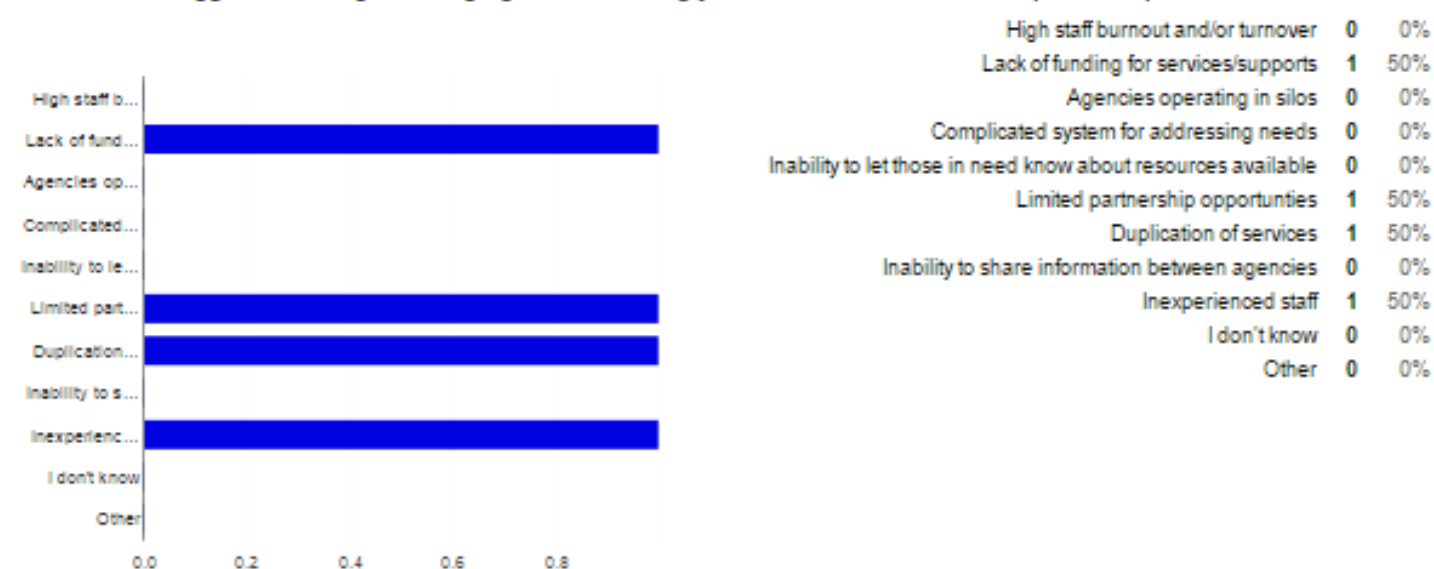
What are the biggest challenges facing individuals or families in your area? You can select up to 3 responses.



What are the biggest challenges facing communities in your area? You can select up to 3 responses.



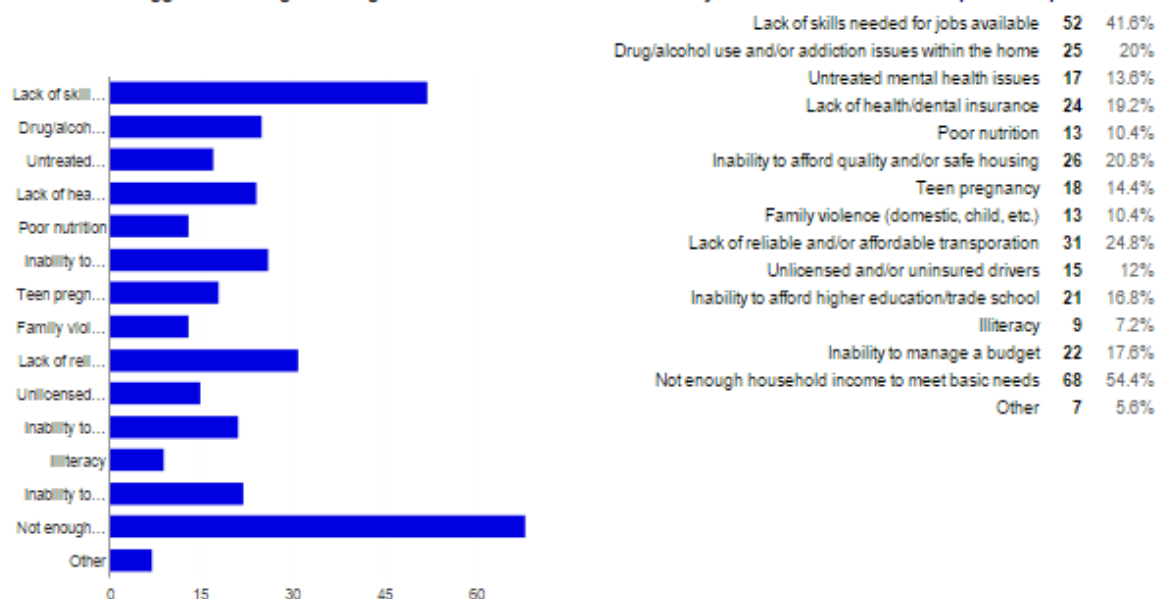
What are the biggest challenges facing agencies serving your area? You can select up to 3 responses.



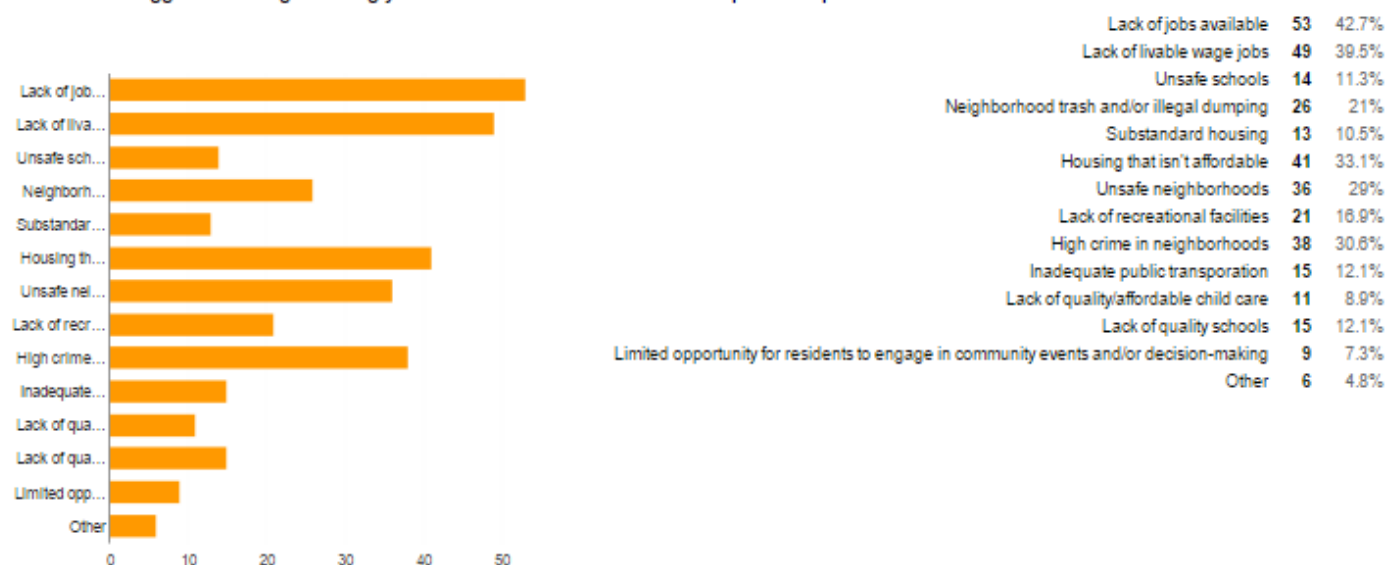
General Public/Consumer Survey Responses

Summary

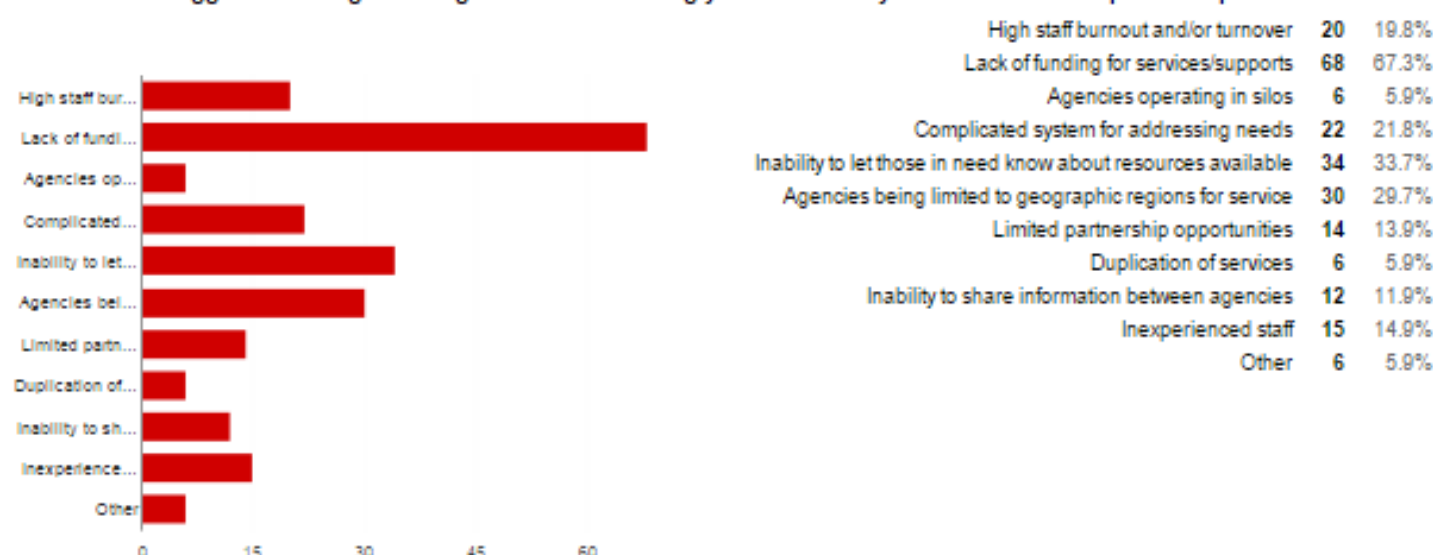
What are the biggest challenges facing INDIVIDUALS or FAMILIES where you live? Please choose up to 3 responses.



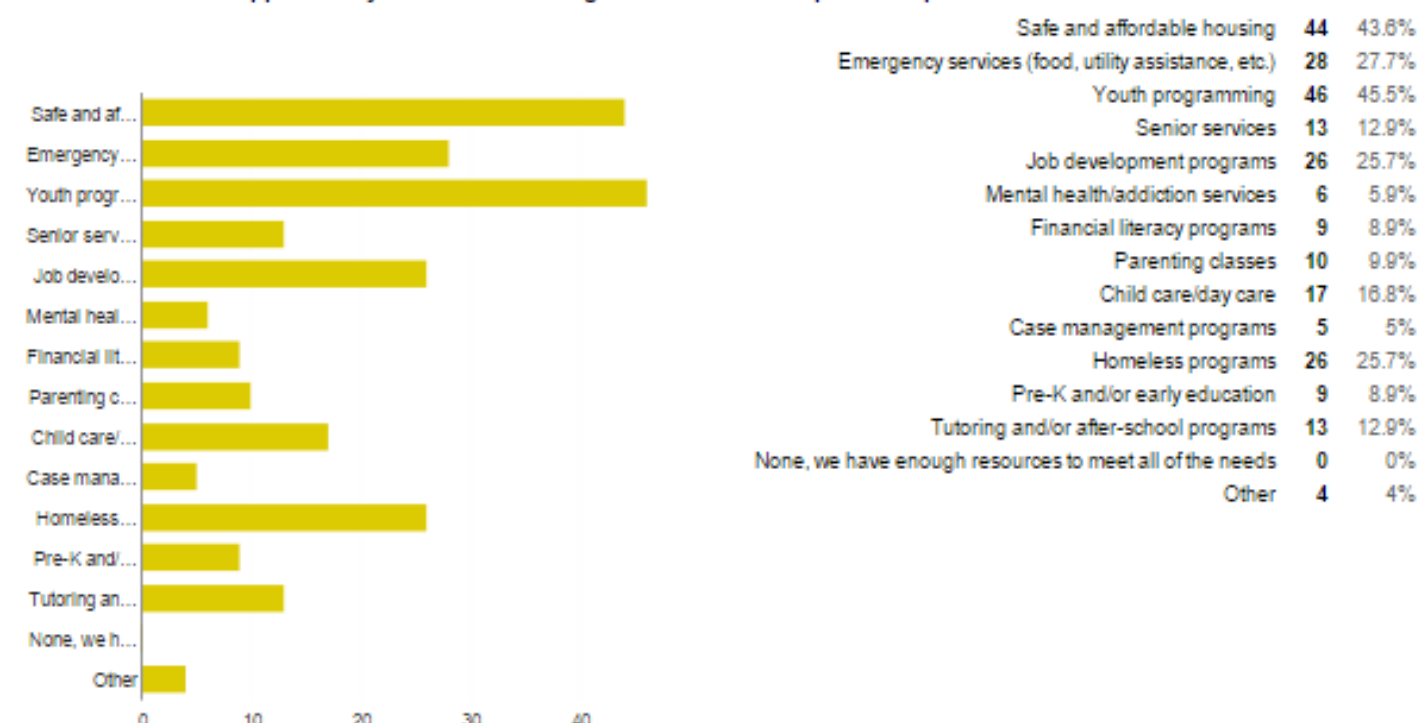
What are the biggest challenges facing your COMMUNITY? Please choose up to 3 responses.



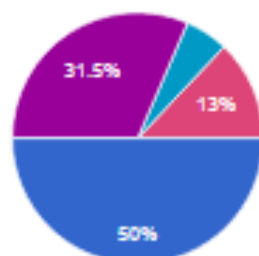
What are the biggest challenges facing AGENCIES serving your community? Please choose up to 3 responses.



What services or supports do you feel are lacking? Please choose up to 3 responses.

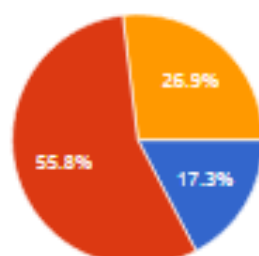


How would you describe your race?



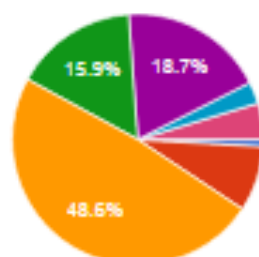
African American/Black	54	50%
American Indian/Native Alaskan	0	0%
Asian	0	0%
Native Hawaiian/Other Pacific Islander	0	0%
White/Caucasian	34	31.5%
More than one race	6	5.6%
I prefer to not disclose	14	13%

How would you describe your ethnicity?



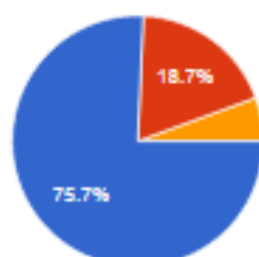
Latino/Hispanic	18	17.3%
Not Latino/Hispanic	58	55.8%
I prefer to not answer	28	26.9%

What is your age?



17 or younger	1	0.9%
18-23	9	8.4%
24-44	52	48.6%
45-54	17	15.9%
55-69	20	18.7%
70+	3	2.8%
I prefer to not disclose	5	4.7%

What is your gender?



Female	81	75.7%
Male	20	18.7%
I prefer to not disclose	6	5.6%

All information listed in this document is the opinion of Tri County Community Action unless otherwise cited and referenced. November 2015.