



United Way of Carlisle
& Cumberland County



United Way of Carlisle & Cumberland County Community Needs Assessment 2018

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About United Way of Carlisle & Cumberland County

Established in 1918, United Way of Carlisle & Cumberland County (UWCCC) is 100 years old. 2018 is our 100th fundraising campaign to address needs in the community. The mission of United Way of Carlisle & Cumberland County is to unite people and resources to build a stronger, healthier Carlisle & Cumberland County. We fight for the health, education, and financial stability for every person in our community.

The United Way of Carlisle & Cumberland County provides funding to 39 programs operated by 25 partner agencies. Since 1992, they have organized an annual Day of Caring to offer local community members the opportunity to volunteer at local nonprofits and learn more about services offered to those in need. The United Way's Women United helps raise funds for local summer camp scholarships and backpack and school supplies on an annual basis. The United Way also runs successful Success by 6, heating assistance, and prescription assistance programs.

By conducting regular Community Needs Assessments, the United Way of Carlisle & Cumberland County is able to assure donors that their donation to the United Way is used to address the community's most pressing needs.

Acknowledgements

This year-long project was made possible because of the considerable work of many individuals and the partnership between the United Way of Carlisle & Cumberland County (UWCCC) and Shippensburg University's Department of Social Work and Gerontology. Students from multiple social work classes contributed to the project. We are grateful for their time and effort. United Way partner agencies and community partners also contributed in many ways.

Summary of Findings

The 2018 United Way of Carlisle & Cumberland County Community Assessment (UWCCC) was completed in collaboration with Shippensburg University social work faculty and students during the 2017-2018 academic year. The last United Way of Carlisle & Cumberland County Community Assessment was published in 2011. The assessment focuses on the UWCCC geographic catchment area which includes Carlisle, New Kingston, Mount Holly Springs, Boiling Springs, Plainfield and Newville. The community assessment included a community-wide survey, interviews with community leaders, focus groups with residents who access social services, and existing demographic and service use data was reviewed from the U.S. Census Bureau, program wait lists, and 211. 211 is a nationwide service that connects people to human services. The Center for Survey Research at Penn State Harrisburg created the 2011 survey and was modified slightly for use in this updated assessment.

Thirteen focus groups were held in Fall 2017 and Spring 2018 with a total of 68 participants at 9 different partner agency locations.

Top 10 Community Needs/Issues Identified:

1. Substance abuse issues
2. Affordable housing and shelter availability
3. Gainful employment opportunities
4. Transportation
5. Mental health services and awareness
6. Assistance figuring out where to go for help
7. Affordable child care
8. Programs for older youth—middle & high school
9. Affordable medical services and medicine
10. Greater police presence in community

Twenty-four in-depth interviews were conducted which included representatives from local and federal government, service providers, and the business and faith-based communities.

Top 10 Community Needs/Issues Identified:

1. Mental health services
2. Housing
3. Affordable health care and assistance for medical debt
4. Substance abuse services
5. Family support: affordable child care, parent training, pre-K programs, programs for young and older youth
6. Transportation—especially to jobs and services
7. Poverty Reduction
8. Improvement of racial relations
9. Job preparation opportunities
10. Mental Health and Veterans Treatment Court



2018 Top Community Needs Identified

264 surveys were collected during Fall 2017 electronically and using paper surveys.

Top 10 Community Needs/Issues Identified:

1. Access to affordable mental health services
2. Affordability of medical services
3. Access to affordable housing
4. Services designated to reduce and prevent poverty
5. Reduction of crime in community
6. Availability and quality of affordable childcare centers
7. Services to reduce alcohol/tobacco/drug use
8. Services designated to reduce and prevent homelessness
9. Access to quality housing
10. Quality of the public school system

43 paper surveys were collected during Spring 2018 from seven different social service agencies' clients.

Top 10 Community Needs/Issues identified:

1. Access to affordable mental health services
2. Reduction of crime in community
3. Access to affordable housing
4. Affordability of medical services
5. Services designated to reduce and prevent poverty
6. Access to quality housing
7. Services designated to reduce and prevent homelessness
8. Availability of supervised after school youth activities
9. Availability and quality of affordable child care centers
10. Quality of the public school system

Community Survey

The community survey was designed to gather opinions about how satisfied residents are with the human service programs in the area and the importance of these programs and services. There were also questions to identify new ideas, current service use, and demographic information. Paper and online versions of the survey were distributed with the same questions. There were 308 surveys completed and included in the analysis (264 online and 44 paper). The survey results can be applied quite confidently because there were only very minor differences between the survey sample and the Census data for population of the service area for the United Way of Carlisle & Cumberland County.

The survey results show a fairly consistent need for additional services to address mental health needs, medical needs, and housing needs. Present findings are in contrast to the 2011 findings that focused more on economic and employment concerns, although substance abuse persists as an ongoing concern in both assessments.

Clients of local social services generally identified more needs than those who were not clients. There was agreement between clients and non-clients in the areas of mental health services and affordable day care services. Clients were generally more concerned than non-clients about services focused on youth and issues such as homelessness and racial harmony.

Non-clients showed greater concern than clients in areas around crime/substance abuse, disability services, domestic violence services, and the public schools. There was a high level of disagreement about the needs of services for the LGBT community.

Qualitative survey responses suggest similar findings to the quantitative results, namely a need for increased services for those struggling with mental health, for more affordable housing/homeless services, and for needs that can generally be classified as medical needs. An interesting new need that emerged from these qualitative responses was in the area of transportation or public transportation, which many respondents identified as a need.

Interviews

Qualitative interviews with 24 community stakeholders and service providers were conducted by research team members. These stakeholders included political leaders, social service administrators, social service providers, judges, business owners, law enforcement offices, advocates, and even librarians. Results of these interviews generally mirrored those from the survey research, namely, that mental health, housing, and healthcare are major issues in Carlisle and Cumberland County. Additional areas identified as problematic for the community include transportation, poverty, and substance abuse, with the opiate epidemic specifically being singled out. Services that support families in various ways were also encouraged by the stakeholders. A large number of the stakeholders also had concerns about issues of social justice as they relate to some of the previously mentioned problems (poverty, mental health, etc.); as well as specific concerns about overt instances of racism and discrimination.

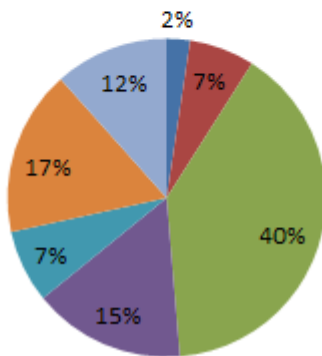
Census Data

The data presented in the demographic and socioeconomic profile for the United Way service area is from the U.S. Census Bureau’s American Community Survey (ACS). The ACS is the premier source for information about America’s changing population, housing and workforce. Unlike the every-10-year census, this survey continues all year, every year. The American Community Survey (ACS) is a monthly survey conducted by the Census Bureau to replace the census long form in 2010. However, the ACS is a 5 year estimate, unlike the decennial census. The demographic and socioeconomic data was pulled from the 2012-2016 ACS which was released on December 7, 2017. The United Way service area was defined by zip codes. Therefore, the figures in the demographic and socioeconomic profile for the United Way of Carlisle & Cumberland County service area is a compilation of the data pulled within each of the categories for the following zip codes in central Pennsylvania: 17007 - Boiling Springs; 17013 - Carlisle & Carlisle Barracks; 17015 - Carlisle & West Pennsboro; 17065 - Mount Holly Springs; 17072 - New Kingston; 17241 – Newville; and 17081 – Plainfield. The data is summarized in this section and details are available in the Demographic Overview tables.

The total population for the service area is 78,691 people. The median age for the area is 42 years, compared to the state median of 40.6 years. Approximately half of the population is between the ages of 20 and 59, which is in line with the state. The age distribution in the service area is very similar to the state. The area is not particularly racially diverse with 91.65% of the population identifying as white (81.4% for PA), followed by Black or African American at 3.15% (11.0% for PA). Slightly more than 3% of the service area identifies as Hispanic or Latino, compared to 6.6% for the state.

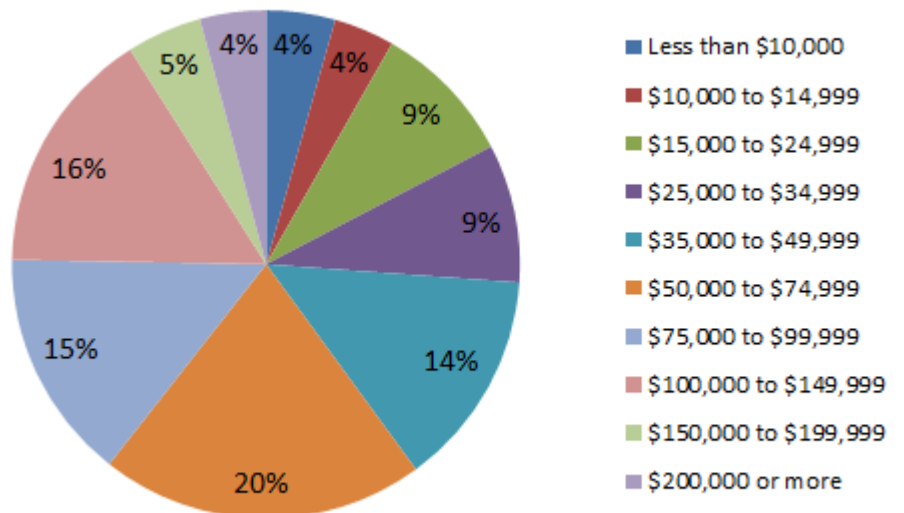
Educational Attainment

- Less than 9th grade
- 9th to 12th grade, no diploma
- High school graduate (includes equivalency)
- Some college, no degree
- Associate’s degree
- Bachelor’s degree
- Graduate or professional degree



The household median income in the area is \$47,314 which is lower than that of the state (\$54,895) and the household mean income is also lower than that of the state, with \$56,700 locally and \$75,235 for the state. The service area is similar to the state in terms of household types and educational attainment.

Household Income



UWCCC Community Needs Assessment 2018

Demographic Overview



Population by Age

Age	Estimate	Percent
Under 5 years	4,856	6.17%
5 to 9 years	4,165	5.29%
10 to 14 years	4,535	5.76%
15 to 19 years	5,448	6.92%
20 to 24 years	4,705	5.98%
25 to 34 years	9,921	12.61%
35 to 44 years	8,850	11.25%
45 to 54 years	11,662	14.82%
55 to 59 years	5,975	7.59%
60 to 64 years	5,025	6.39%
65 to 74 years	7,734	9.83%
75 to 84 years	4,060	5.16%
85 years and over	1,756	2.23%
Median age (years)	42	

Occupation

Occupation Type	Estimate	Percent
Civilian Employed Age 16+	39,001	100%
Management & Professional	13,588	34.84%
Service	6,689	17.15%
Sales and Office	9,269	23.77%
Construction, extraction, maintenance, and repair	3,259	8.36%
Production, transportation, and material moving	6,196	15.89%

Population by Gender

Population by Gender	Estimate	Percent
Total population	78,691	100%
Male	39,264	49.90%
Female	39,427	50.10%

Owner Costs with Mortgage as a Percent of Household Income

	Estimate	Percentage
Total	13,896	100%
Paying less than 20%	6,260	45.05%
Paying 20 to 24.9%	2,675	19.25%
Paying 25 to 29.9%	1,531	11.02%
Paying 30 to 34.9%	896	6.45%
Paying 35% or more	2,534	18.24%

Population by Race

RACE	Estimate	Percent
White	72,124	91.65%
Black or African American	2,476	3.15%
American Indian and Alaska Native	37	0.05%
Asian	1,497	1.90%
Asian Indian	330	0.42%
Chinese	441	0.56%
Filipino	108	0.14%
Japanese	23	0.03%
Korean	247	0.31%
Vietnamese	220	0.28%
Other Asian	128	0.16%
Some other race	498	0.63%
Two or more races	2059	2.62%
HISPANIC OR LATINO AND OTHER RACE		
Total population	78,691	100%
Hispanic or Latino (of any race)	2,453	3.12%
Mexican	955	1.21%
Puerto Rican	653	0.83%
Cuban	119	0.15%
Other Hispanic or Latino	726	0.92%
Not Hispanic or Latino	76,238	96.88%

Occupied Units Paying Rent

	Estimate	Percentage
Total	7,863	100%
Paying less than \$500	737	9.37%
Paying \$500 to \$999	4,835	61.49%
Paying \$1,000 to \$1,499	1,679	21.35%
Paying \$1,500 to \$1,999	337	4.29%
Paying \$2,000 to \$2,499	181	2.30%
Paying \$2,500 to \$2,999	94	1.20%
Paying \$3,000 or more	0	0%

UWCCC Community Needs Assessment 2018

Demographic Overview



Household Income 2016 (inflation-adjusted dollars)	Estimate	Percent
Total households	30,562	100%
Less than \$10,000	1,342	4.39%
\$10,000 to \$14,999	1,183	3.87%
\$15,000 to \$24,999	2,772	9.07%
\$25,000 to \$34,999	2,693	8.81%
\$35,000 to \$49,999	4,219	13.80%
\$50,000 to \$74,999	6,309	20.64%
\$75,000 to \$99,999	4,492	14.70%
\$100,000 to \$149,999	4,806	15.73%
\$150,000 to \$199,999	1,461	4.78%
\$200,000 or more	1,285	4.20%
Median household income	\$47,314	(X)
Mean household income	\$56,700	(X)

Families	20,847	100%
Less than \$10,000	534	2.56%
\$10,000 to \$14,999	505	2.42%
\$15,000 to \$24,999	1,071	5.14%
\$25,000 to \$34,999	1,665	7.99%
\$35,000 to \$49,999	2,460	11.80%
\$50,000 to \$74,999	4,212	20.20%
\$75,000 to \$99,999	3,717	17.83%
\$100,000 to \$149,999	4,234	20.31%
\$150,000 to \$199,999	462	2.22%
\$200,000 or more	1,186	5.69%
Median family income (dollars)	\$59,888	(X)
Mean family income (dollars)	\$69,821	(X)

Occupation 2016		
Population 16 years and over	64,111	100%
In labor force	41,444	64.64%
Civilian labor force	41,151	64.19%
Employed	39,001	60.83%
Unemployed	2,150	3.35%
Armed Forces	293	0.46%
Not in labor force	22,667	35.36%

Households by Type	Estimate	Percent
Total households	30,562	100%
Family households (families)	20,847	68.21%
With own children under 18 years	7,886	25.80%
Married-couple family	16,559	54.18%
With own children under 18 years	5,355	17.52%
Male householder, no wife present, family	1,467	4.80%
With own children under 18 years	891	2.92%
Female householder, no husband present, family	2,821	9.23%
With own children under 18 years	1,640	5.37%
Nonfamily households	9,715	31.79%
Householder living alone	8,122	26.58%
65 years and over	3,276	10.72%

Educational Attainment	Estimate	Percent
Population 25 years & over	54,982	100%
Less than 9th grade	1,301	2.37%
9th to 12th grade, no diploma	3,645	6.63%
High school graduate (includes equivalency)	21,817	39.68%
Some college, no degree	8,513	15.48%
Associate's degree	4,068	7.40%
Bachelor's degree	9,263	16.85%
Graduate or professional degree	6,375	11.59%

Assessment Area: United Way of Carlisle & Cumberland County Service Area 2011-2016 American Community Survey 5-year estimates

For the full 2018 Community Needs Assessment please visit:
www.uwcarlisle.org

211 Data

CONTACT Helpline provides the greater capital region with 24 hour listening, information and referral services. The helpline is answered by highly trained volunteers. Callers are assisted with finding health and human services resources in our community such as food, clothing, counseling and addiction services. The phone workers use the most comprehensive health and human service database which lists over 1,900 agencies and 3,000 programs for south central Pennsylvania. Callers are interviewed using a special technique called active listening and assisted with determining the best possible program for their needs. Many callers are seeking help for the first time and require support navigating the challenging human service system. The phone worker is able to provide insight and direction for the callers during very challenging times in their lives. In addition, callers are provided with the opportunity to discuss any issue or concern. The phone workers listen without judgment or giving advice, allowing the callers to share their most difficult problems in a safe environment. The helpline services are free, anonymous and available 24 hours a day.

CONTACT offers information and referral services as a part of the PA211 statewide initiative overseen by the United Way of Pennsylvania. Residents only need to dial three digits 2-1-1 for access to health and humans services information and referral 24 hours a day, 7 days a week. CONTACT is 1 of 7 call centers throughout Pennsylvania working together to ensure access to information and referral using the 211 number.

Kelly Gollick, MSW, Executive Director of CONTACT Helpline provided the top 20 caller concerns related to information and referral calls and top 20 caller concerns with active listening calls for 2017 in Cumberland County. This data helps indicate what services community members are seeking most and what challenges they are facing.

<u>Information & Referral Calls</u>	<u>Active Listening Calls</u>
Electric Service Payment Assistance	Loneliness/Reassurance
Information Services	Stress/Anxiety
Tax Organizations and Services	Marital/Partner
Legal Services	Depression
Food	Sexual Concerns
Transportation	Non-Family Relations
Aging Services	Teeline
Gas/Heating Fuel Service Payment Assistance	Anger
Water Service Payment Assistance	Compulsive Behavior
Housing/Long - Term	Housing/Emergency Shelter
Temporary Financial Assistance	Grief
Counseling Approaches	Happiness/Joy
VITA Programs	Electric Service Payment Assistance
Substance Abuse Services	Information Services
Furniture/Appliances	Tax Organizations and Services
Mental Health Support Services	Legal Services
Child Care	Food
General Medical Care	Transportation
Consumer Assistance & Protection	Safe Haven Baby Line
Individual Support Services	Aging Services

Waiting Lists

Waiting list data helped identify the demand for services. Information from programs that provide housing, rapid rehousing and emergency shelter, childcare, and technology services (including internet and Wi-Fi access) was reviewed. There are waiting lists for all of these programs, indicating that more people need these supports than there are programs and services available.

Focus Groups

Thirteen focus groups were held throughout the community, with a total of 68 participants, most of whom were currently accessing social services or had in the past. Consistent strengths identified by participants included community participation opportunities, strong sense of community, availability of social services, and quality of social services. Consistent challenges identified included concerns related to geographic location (traffic, crime), difficulty identifying social services, confusion and/or limitations regarding eligibility for and access to services, and limited availability of youth programming. Participants were also asked to identify the three most urgent issues in the community. The four most common issues identified were drug use, affordable housing and homeless services, stable jobs that pay well, and transportation.

Recommendations

The results from all methods of data collection indicate that there is general community consensus that there are many quality social services available in the UWCCC area, but that there are limitations in the quantity of services available and there may be other barriers to client access to services. These barriers include difficulty finding out about services, problems qualifying for services, and transportation to agencies. In particular, there is documented demand via the waiting lists for more services related to housing, homelessness, childcare, and internet/Wi-Fi access. There was also a clear theme in the focus groups related to individuals having difficulty finding out about services. In addition, the survey responses suggest there is a need to address the mental health, medical, and housing issues facing the residents of Carlisle and Cumberland County.

The United Way of Carlisle & Cumberland County will review the results of the community assessment and determine next steps for addressing community needs. The community has many strengths to build upon such as a strong sense of community, opportunities for community participation, and many social service agencies that provide quality services. Including the voices of social service participants should be an ongoing and important part of next steps. In addition, we recommend continuing to collect waiting list data to learn more about the demand for services. In addition, we recommend reviewing eligibility requirements to determine if there are ways to provide services to those “caught in the middle” who may not qualify for services, but do not earn enough money to fully address the issues that brought them to an agency. Finally, continuing the good work of “Taking it to the Streets” and other outreach events will help residents know more about where to get help when needed.

**Our mission is to unite people and resources to build a stronger,
healthier Carlisle & Cumberland County.**

2018-19 Partner Agencies

Amelia S. Givin Library	Hospice of Central PA
American Red Cross	Maranatha Financial Counseling
Big Brothers Big Sisters	MidPenn Legal Services
Bosler Memorial Library	Project SHARE
Carlisle C.A.R.E.S.	The RASE Project
Carlisle Early Education Center	Sadler Health Center
Carlisle Family YMCA	Safe Harbour
CONTACT Helpline	Salvation Army
CPARC	Summer Program for Youth
Domestic Violence Services	UCP of Central PA
Employment Skills Center	Victory Circle
Habitat for Humanity	YWCA Carlisle
Hope Station	



**United Way of Carlisle
& Cumberland County**



**145 South Hanover Street
Carlisle, PA 17013**

**For the full Community Needs Assessment, please visit our website
at uwcarlisle.org or call 717-243-4805 to request a copy.**