

# Community Needs Assessment: Continuity and Change in the Needs of Lycoming County

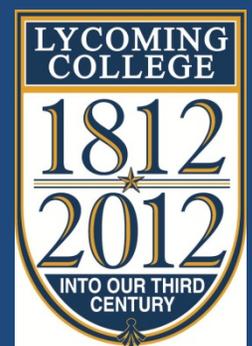
**Jonathan Williamson, Ph.D.**  
Director, CSCE  
Chair, Department of Political Science  
*Williams@lycoming.edu*

**Center for the Study of Community and the Economy (CSCE)**  
Lycoming College  
Williamsport, PA 17701

February 10, 2012



*A project for the  
Lycoming County  
United Way  
conducted by The  
Center for the Study  
of Community and  
the Economy (CSCE)  
at Lycoming College*



# Table of Contents

| <b>Section</b>                      | <b>Page</b> |
|-------------------------------------|-------------|
| Executive Summary                   | 2           |
| Important Issues                    | 6           |
| Affordable Housing and Homelessness | 9           |
| Families or Individuals in Crisis   | 11          |
| Children and Youth                  | 14          |
| Jobs                                | 16          |
| Healthcare                          | 18          |
| Senior Support Services             | 19          |
| Services for the Disabled           | 21          |
| Safe Communities                    | 23          |
| Transportation                      | 24          |
| Demographics                        | 25          |
| Methodology                         | 26          |
| Appendices: Survey Instruments      | 27          |

# *Continuity and Change in the Needs of Lycoming County*

## **Executive Summary**

The Center for the Study of Community and the Economy at Lycoming College with Jonathan Williamson as lead investigator, on behalf of the Lycoming County United Way conducted a community needs assessment for Lycoming County in early 2012, following up on a similar study conducted during the falls of 2005 and 2009. The 2012 project consisted of a telephone survey of a random sample of registered voters in the county and a paper survey of county social service agencies.

Two primary themes emerge from the results of these two surveys. First, the needs identified in prior surveys largely continue to be reflected in the 2012 results. The economic concerns evident in the 2009 needs assessment have improved somewhat, but remain at higher levels than the 2005 results. In addition, new issues have emerged in the county either directly or indirectly as a result of the growth of the natural gas industry in the area, primarily related to the pressure it has put on housing. Both the general public and representatives of the social service agencies express concern about the availability of affordable housing in the county and the growth of homelessness as a result of rising housing costs.

### **Important Issues**

- In 2012, as in the previous two surveys, telephone respondents most often indicated that the economy and jobs were the most important issue facing Lycoming County, although the percentage has declined to 30.2 percent from 42.2 percent in 2009, a time before the current level of Marcellus gas activity was felt and when the nation was experiencing a recession. In 2005, the percentage was 23.8.
- Responding to the effects of the natural gas industry in the county, second highest on the list of the most important problems facing the county were issues related to the natural gas industry. 17.4 percent of telephone respondents indicated natural gas industry related issues, which spanned a wide range of concerns which were not separately recorded. Natural gas issues did not appear as a major concern in the 2009 or 2005 surveys.
- Indirectly related to the natural gas industry, the 2012 survey saw a significant growth in the number of respondents indicating their concern with housing related issues, including homelessness. 9.9 percent of respondents indicated such concerns were the most important problem facing the county, up from a negligible 0.2 and 0.8 percent in 2009 and 2005 respectively.
- Also likely related to natural gas activity was the slight uptick of respondents indicating issues related to roads, trucks and traffic were the most important facing the county. In 2009, the figure was 1.2 percent; in 2012, it was 4.7 percent.
- Two related issues saw significantly fewer respondents ranking them as the county's most important problem in the 2012 survey. Both Crime and Drugs and Alcohol fell from double to single digits for the 2012 survey. In 2009, 20.2 percent ranked crime and 13.3 ranked drugs and alcohol as the most important problem facing the county. For 2012, 8.8 percent ranked crime and 4.6 percent ranked drugs and alcohol as the most important problem facing the County. It is unclear from the survey if the situation with crime, drugs and alcohol have measurably improved, or if respondents simply see other issues as relatively more important under current circumstances.
- Outside the areas mentioned, the 2012 telephone respondents provided a similar range of responses to the most important problem question as did respondents in prior surveys.
- The responses from representatives of social service agencies saw similar changes in their 2012 survey results when compared to 2009 and 2005. Housing and homelessness shot to first and third on the list for most important problems in the County, up from 12<sup>th</sup> and 9<sup>th</sup> respectively. Other areas seeing significantly higher rankings as important problems in 2012 compared to 2009 included teenage pregnancy (up to 13<sup>th</sup> from 26<sup>th</sup>), juvenile delinquency (up to 15<sup>th</sup> from 22<sup>nd</sup>) and transportation for the

elderly (up to 17<sup>th</sup> from 30<sup>th</sup>.) Further consideration will be needed to determine if these changes are due to substantively changing conditions on the issues in the County or simply due to changing priorities amongst respondents.

- Remaining high on the list were unemployment, underemployment, youths' and adults' use of alcohol and drugs, access to affordable health insurance and access to health care and prescription medications, child abuse and neglect and domestic abuse. Agency respondents ranked occupational training for the disabled, building access for the disabled, gender discrimination, AIDS/HIV, and transportation for the disabled as relatively less important issues for the county.
- Two areas saw significant drops in their rankings as important issues. Services for the needs of senior citizens and violence in schools were each ranked at least 10 places lower on the list in 2012 compared to 2009. It is unknown whether the changes reflect improvements in those areas or if other concerns are simply more prominent in respondents' minds.
- Agency respondents were also asked to indicate which issues were not receiving adequate attention by community groups. Looking at the top ten most important issues as ranked by the agency respondents, they expressed the most concern for the lack of adequate response to (in order) access to affordable health insurance, affordable housing, access to health care, unemployment, underemployment, access to affordable medications, consumption of drugs or alcohol by youth, child abuse or neglect, and homelessness. Among those top ten concerns, majorities of respondents felt there was adequate community response only for adult alcohol and drug abuse and domestic abuse.

### **Affordable Housing and Homelessness**

- The largest changes in respondents' perception appeared in questions related to housing. While the number of respondents indicating they or people like them did not have access to affordable housing was largely unchanged between 2005 and 2009 (16 percent and 13 percent respectively), that number was up considerably to 37 percent in 2012.
- While respondents did not directly report an increase in having difficulty finding money to pay the mortgage or rent (14.7 percent did in 2012 compared to 19.0 percent in 2009), a growing share knew someone in their community that had no place to live at some point in the last year. That number was up to 30.4 percent from 19.9 percent in 2009 and 12.1 percent in 2005.
- Amongst the small share (10.7 percent) of respondents who rent their homes, 28.4 percent reported their landlords increasing their rent in the last two years. Three fourths of those respondents paid the increase rent, where the remaining were forced to move to another community.
- Given a small share of the respondents were renters, more informative are the reports about those they know personally who were forced to move due to rent increases. 33.8 percent of respondents knew such people. Of those forced to move, 35 percent ended up in another place that was smaller or not as nice, 38 percent moved in with someone else, 20 percent moved to another community, 11 percent found another place that met their needs and 6 percent purchased a home.

### **Families or Individuals in Crisis**

- As one basic indicator of economic conditions in Lycoming, fewer respondents indicated they had a hard time making ends meet in 2012 (26.6 percent) than did in 2009 (36.0 percent).
- On the other hand, as measure of greater desperation, 14.5 percent of respondents knew someone who has gone hungry in the last year, up from 12.5 percent in 2009 and 8.3 percent in 2005.
- 34 percent of respondents indicated that domestic violence is a big problem in their community, essentially unchanged from the 36 percent in 2009 and 32 percent in 2005 who responded likewise.
- Also unchanged were the percentage of respondents personally aware of victims of physical abuse. (12.4 in 2012, 11.8 percent in 2009 and 12.7 percent in 2005)
- A majority (56.9 percent) of respondents know someone with a problem with drug or alcohol abuse in their community.

- Perceptions about access to affordable counseling services appears to be down slightly over the last eight years. In 2005, 61.7 percent indicated they had access; in 2009 that number was 59.2 percent and in 2012 the number was 55.0 percent.
- A majority of respondents continue to believe that parents need access to classes to help better raise their children. (2005: 54.5, 2009: 55.5, 2012: 56.2)

## **Children and Youth**

- The number of respondents knowing a victim of child abuse or neglect in their community returned to 2005 levels in this year's survey. The 2012 figure was 17.7 percent, compared to 21.9 percent in 2009 and 17.6 in 2005.
- Those respondents seeing teenage pregnancy as a big problem remained unchanged in 2012. (45 percent in 2012, compared to 47.8 percent in 2009, which was up from 29.1 percent in 2005.
- Parents continue to feel that their children have things to do after school. Only 7.2 percent felt they did not, down even from the low levels of 17.7 in 2009 and 17.2 percent of likeminded respondents in 2005.
- The number of parents expressing concern about the availability of affordable childcare remained low at 15.3 percent in 2012, compared to 13.9 percent in 2009 and 18.1 percent in 2005.

## **Jobs**

- The survey results on the job situation in Lycoming County indicate the growing natural gas industry has helped to overcome the weak national economic climate. The percentage of unemployed among respondents was down to 7.4 percent from 9.3 percent in 2009. The figure was 4.2 percent in 2005.
- Among those employed by someone else, the percentage employed full-time is up to 79.9 percent from 71.8 percent in 2009. In 2005, it was 83 percent.
- Among the unemployed, the percentage seeking employment (and therefore not voluntarily unemployed) was up to 65.0 percent from 60 percent in 2009 and 48.8 percent in 2005.
- Another way to look at the economic effect of unemployment is through lay-offs. In 2005, only 8.6 percent of respondents had had someone in their household laid off in the last year; in 2009, that number was up to 20.6 percent. In 2012, that number had come down to 12.1 percent.
- Among those with household lay-offs, the length of unemployment has not improved considerably. While the percentage of unemployed for less than 3 months has increased to 20.4 percent from 14.2 percent, the percentage of those laid off are still seeking work continues to increase. It was 53 percent for 2012, up from 45 percent in 2009 and 24.4 percent in 2005.
- The percentage of respondents indicating they had access to affordable job training services if needed has been largely unchanged. The number for 2012 was 49.1 percent compared to 51.0 percent in 2009 and 48.3 percent in 2005.

## **Healthcare**

- 19.4 percent of respondents indicated that they had avoided medical treatment due to cost, down slightly from prior numbers, which were 24.1 percent in 2009 and 23.0 percent in 2005.

## **Senior Support Services**

- Perceptions of services available to seniors were down slightly. 44.9 percent of the respondents felt seniors in their community received adequate services to meet their needs, compared to 48.3 percent in 2009 and 50.4 percent in 2005. 20.3 percent of respondents did not, compared to 20.3 and 17.1 percent the two prior surveys.
- Respondents who did not feel there were adequate services for seniors were asked which services are lacking. There was deterioration in perceptions of services for elder abuse and scam prevention, housing services and in home nursing care. Perceptions of meal services and health care improved slightly.

- A measure of the effects of an aging population is the percentage of Lycoming County residents caring for an elderly relative in the county. That number was largely unchanged at 21.9 percent compared to 24.8 percent in 2009 and 22.7 percent in 2005.

## **Services for the Disabled**

- Respondents were slightly less likely to agree that there are adequate services to meet the needs of the disabled than in past surveys. 42.5 percent of respondents agreed such services exist, compared to 51.4 percent in 2009 and 44.3 in 2005. While the change could be due to random variation in responses, if declining perceptions were to persist, efforts to determine whether the decline is due to actual deterioration in services or a lack of information about available services would be needed.
- Those respondents who indicated they did not feel adequate services were available to meet the needs of the disabled were asked which services they saw as lacking. Compared to prior years, respondents indicated that less concern about the availability of in home nursing and greater concern about housing, consistent with the emphasis on housing by respondents elsewhere in the survey.
- The number of respondents with a disabled member of the household was relatively stable at 19.4 percent, compared to 18.7 percent in 2009 and 16.2 percent in 2005. The disabled members of respondents' households ranged in age from 2 to 95, with 12.8 percent under the age of 18, 58.1 falling between the ages of 18 and 64 and 29.1 percent aged 65 or older. Two-thirds (69.0 percent) of the disabled household members had physical disabilities, 27.8 percent had mental disabilities and 3 percent had a combination of disabilities.

## **Safe Communities**

- The number of respondents indicating their neighborhood was very safe or nearly so increased to 78.2 percent, up slightly from 76.6 percent in 2009 and 75.9 percent in 2005. The numbers are consistent with respondents reduced concern about crime, drugs and gangs seen elsewhere in the survey.

## **Transportation**

- Most respondents continue to indicate they and their family had access to adequate transportation. (69.7 percent in 2012 compared with 64.3 percent in 2009 and 69.9 percent in 2005)

In the final analysis, the results of the 2012 needs assessment indicate that the problems faced by those living in Lycoming County continue largely as they had four years ago. Improving economic conditions nationally and, in particular locally due to the growth of the natural gas industry, have created isolated areas of relief, but these changes are quite limited. The problems that existed in 2005 and 2009 largely continue exist, while new problems have also emerged especially in the areas of housing and homelessness. Therefore, the funding strategy adopted by the United Way based on prior year's assessments should largely continue, but with additional emphasis placed on housing solutions. It would be reasonable to conclude that United Way's funding strategy otherwise remain as it has over the last four years.

## **IMPORTANT ISSUES**

**What do you feel is the most important problem facing Lycoming County today? (Telephone Survey)**

|  | <b>2012<br/>(Percentage)</b> | <b>2009<br/>(Percentage)</b> | <b>2005<br/>(Percentage)</b> |
|--|------------------------------|------------------------------|------------------------------|
| Economy/Jobs                                   | 30.2                         | 42.2                         | 23.8                         |
| Natural gas industry related issues            | 17.4                         | *                            | *                            |
| Housing-related issues, including homelessness | 9.9                          | 0.2                          | 0.8                          |
| Crime  | 8.8                          | 20.2                         | 14.1                         |
| Taxes  | 5.4                          | 3.2                          | 14.3                         |
| Roads, Trucks and Traffic                      | 4.7                          | 1.2                          | 3                            |
| Drugs/Alcohol                                  | 4.6                          | 13.3                         | 11                           |
| Education                                      | 3.7                          | 1.1                          | 1.5                          |
| Roads  | 2.8                          | 1.2                          | 3                            |
| Flooding related issues                        | 1.1                          | *                            | *                            |
| Health Care                                    | 0.7                          | 1.3                          | 0.3                          |
| Gangs  | 0.4                          | 0.4                          | 2.9                          |
| Moral or Ethical Issues                        | 0.4                          | 0.3                          | 1.7                          |
| Local Race Issues                              | 0                            | 0.9                          | 3.4                          |
| Various Other                                  | 9.9                          | 15.9                         | 23.9                         |

\*Respondents did not provide this response in this survey.

**Agency Survey Responses: What are the most important issues facing Lycoming County?** Note: The table is sorted based on the ranking the issues in 2012 survey.

|   | 2012 |      | 2009 |      | 2005 |      |
|---|------|------|------|------|------|------|
|   | Rank | Mean | Rank | Mean | Rank | Mean |
| Affordable housing                            | 1    | 4.46 | T12  | 4.23 | 15   | 3.93 |
| Unemployment                                  | 2    | 4.35 | 2    | 4.52 | T6   | 4.13 |
| Homelessness                                  | 3    | 4.28 | T9   | 4.28 | 22   | 3.73 |
| Underemployment                               | 4    | 4.27 | 7    | 4.31 | T10  | 4.03 |
| Consumption of alcohol and/or drugs by youth  | 5    | 4.25 | 1    | 4.62 | 2    | 4.38 |
| Access to affordable health insurance         | 6    | 4.22 | 3    | 4.46 | 1    | 4.54 |
| Abuse of alcohol and/or drugs by adults       | T7   | 4.12 | 4    | 4.41 | T6   | 4.13 |
| Access to health care                         | T7   | 4.12 | 6    | 4.33 | 8    | 4.08 |
| Child abuse and neglect                       | 9    | 4.10 | 5    | 4.37 | 3    | 4.24 |
| Domestic abuse                                | T10  | 4.08 | 8    | 4.30 | T4   | 4.18 |
| Access to Affordable Prescription Medications | T10  | 4.08 | T9   | 4.28 |      | ***  |
| Access to Dental Care                         | 12   | 4.04 | 14   | 4.22 | 24   | 3.71 |
| Hunger  | T13  | 4.00 | 11   | 4.25 | 19   | 3.76 |
| Teenage pregnancy                             | T13  | 4.00 | 26   | 3.93 | 20   | 3.75 |
| Access to Substance Abuse Services            | T15  | 3.98 | T12  | 4.23 |      | ***  |
| Juvenile delinquency                          | T15  | 3.98 | T22  | 3.99 | 16   | 3.92 |
| Transportation for the elderly                | 17   | 3.96 | 30   | 3.73 | 28   | 3.54 |
| Health care for senior citizens               | 18   | 3.95 | 15   | 4.21 | 17   | 3.87 |
| Adult job training                            | 19   | 3.92 | T24  | 3.96 | 14   | 3.95 |
| Illiteracy                                    | 20   | 3.91 | 27   | 3.92 | T12  | 3.97 |
| Availability of counseling services           | T21  | 3.90 | 19   | 4.08 | T12  | 3.97 |
| Access to mental health services              | T21  | 3.90 | 29   | 3.84 | T4   | 4.18 |
| Affordable housing for seniors                | 23   | 3.89 | 20   | 4.05 | 21   | 3.74 |
| Availability of affordable child care         | 24   | 3.86 | 17   | 4.14 | 9    | 4.05 |
| Ethnic/racial discrimination                  | 25   | 3.84 | 34   | 3.65 | 25   | 3.67 |
| Services for the needs of senior citizens     | 26   | 3.71 | 18   | 4.09 | 23   | 3.72 |
| Availability of after school activities       | 27   | 3.65 | T22  | 3.99 | T10  | 4.03 |
| Elder abuse or neglect                        | T28  | 3.54 | 21   | 4.00 | 31   | 3.47 |
| Services for disabled children                | T28  | 3.54 | T24  | 3.96 | 18   | 3.81 |
| Age discrimination                            | T28  | 3.54 | 36   | 3.16 | 33   | 3.32 |
| Access to transportation for the disabled     | 31   | 3.53 | 32   | 3.67 | 27   | 3.58 |
| Violence in schools                           | 32   | 3.51 | 16   | 4.17 | 29   | 3.51 |
| AIDS/HIV                                      | 33   | 3.50 | 28   | 3.87 | 30   | 3.50 |
| Gender discrimination                         | 34   | 3.43 | 35   | 3.20 | 34   | 3.31 |
| Building access for the disabled              | 35   | 3.39 | 33   | 3.66 | 26   | 3.66 |
| Occupational training for the disabled        | 36   | 3.35 | 31   | 3.69 | 32   | 3.45 |

\*\*\* Not asked in survey

**Agency Survey Responses: Is the issue receiving adequate attention by community groups?**

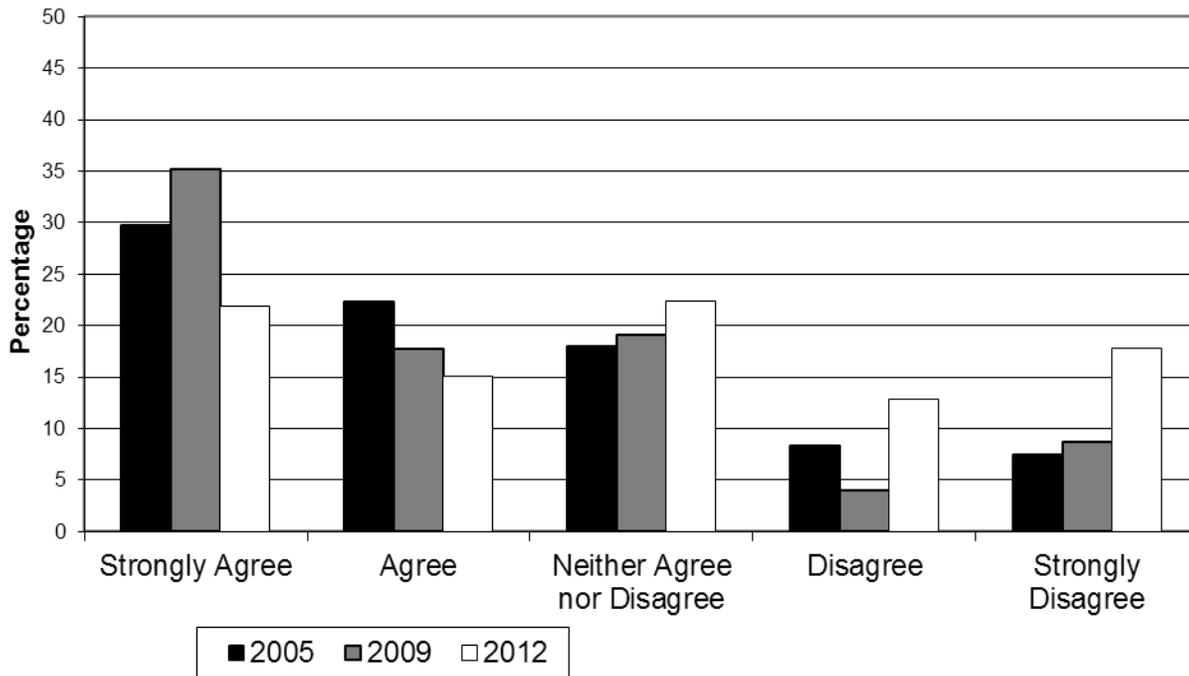
|   | 2012              | 2009 | 2005 |
|---|-------------------|------|------|
|   | % Responding "No" |      |      |
| Affordable housing                            | 77%               | 67%  | 75%  |
| Unemployment                                  | 64%               | 73%  | 65%  |
| Homelessness                                  | 53%               | 62%  | 47%  |
| Underemployment                               | 64%               | 80%  | 90%  |
| Consumption of alcohol and/or drugs by youth  | 62%               | 72%  | 54%  |
| Access to affordable health insurance         | 80%               | 79%  | 100% |
| Abuse of alcohol and/or drugs by adults       | 31%               | 58%  | 40%  |
| Access to health care                         | 66%               | 61%  | 68%  |
| Child abuse and neglect                       | 57%               | 72%  | 71%  |
| Domestic abuse                                | 40%               | 63%  | 44%  |
| Access to Affordable Prescription Medications | 64%               | 60%  | ***  |
| Access to Dental Care                         | 70%               | 76%  | 65%  |
| Hunger  | 37%               | 48%  | 33%  |
| Teenage pregnancy                             | 65%               | 71%  | 64%  |
| Access to Substance Abuse Services            | 37%               | 43%  | ***  |
| Juvenile delinquency                          | 60%               | 56%  | 72%  |
| Transportation for the elderly                | 21%               | 32%  | 20%  |
| Health care for senior citizens               | 42%               | 64%  | 67%  |
| Adult job training                            | 39%               | 41%  | 33%  |
| Illiteracy                                    | 41%               | 41%  | 17%  |
| Availability of counseling services           | 31%               | 42%  | 64%  |
| Access to mental health services              | 57%               | 63%  | 72%  |
| Affordable housing for seniors                | 64%               | 40%  | 61%  |
| Availability of affordable child care         | 81%               | 68%  | 63%  |
| Ethnic/racial discrimination                  | 48%               | 64%  | 53%  |
| Services for the needs of senior citizens     | 30%               | 28%  | 59%  |
| Availability of after school activities       | 67%               | 64%  | 65%  |
| Elder abuse or neglect                        | 38%               | 46%  | 60%  |
| Services for disabled children                | 17%               | 36%  | 46%  |
| Age discrimination                            | 50%               | 55%  | 70%  |
| Access to transportation for the disabled     | 19%               | 13%  | 31%  |
| Violence in schools                           | 52%               | 74%  | 69%  |
| AIDS/HIV                                      | 15%               | 30%  | 27%  |
| Gender discrimination                         | 45%               | 48%  | 56%  |
| Building access for the disabled              | 18%               | 23%  | 35%  |
| Occupational training for the disabled        | 24%               | 20%  | 42%  |

Notes:

- 1) The table only includes the responses for people who rated the level of importance for a particular issue as high or nearly high (4 or 5). A relatively high number indicates respondents who felt that issue was important also felt that not enough attention was being paid to that issue by community groups.
- 2) The number provided is the percentage of respondents who indicated something other than "Don't Know" than answered "No." The exclusion of "Don't Know" responses from this report is significant. Further study of the pattern of Don't Know responses would be warranted if resources were to be allocated to educate the community on the availability of particular services
- 3) The order in this table matches that in the previous table for ease of comparison.

**AFFORDABLE HOUSING AND HOMELESSNESS**

**There is affordable housing available for me and others like me**



**Have you or your family had difficulty finding the money to pay your mortgage or rent at any time in the last year?**

|            | 2009<br>(Percentage) | 2012<br>(Percentage) |
|------------|----------------------|----------------------|
| Yes        | 19.0                 | 14.7                 |
| No         | 80.1                 | 84.8                 |
| Don't Know | 1.0                  | 0.5                  |

**Have you or someone you know in your community had no place to live at some time in the last year?**

|            | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|------------|----------------------|----------------------|----------------------|
| Yes        | 12.1                 | 19.9                 | 30.4                 |
| No         | 84.9                 | 75.9                 | 67.9                 |
| Don't Know | 2.7                  | 4.2                  | 1.8                  |

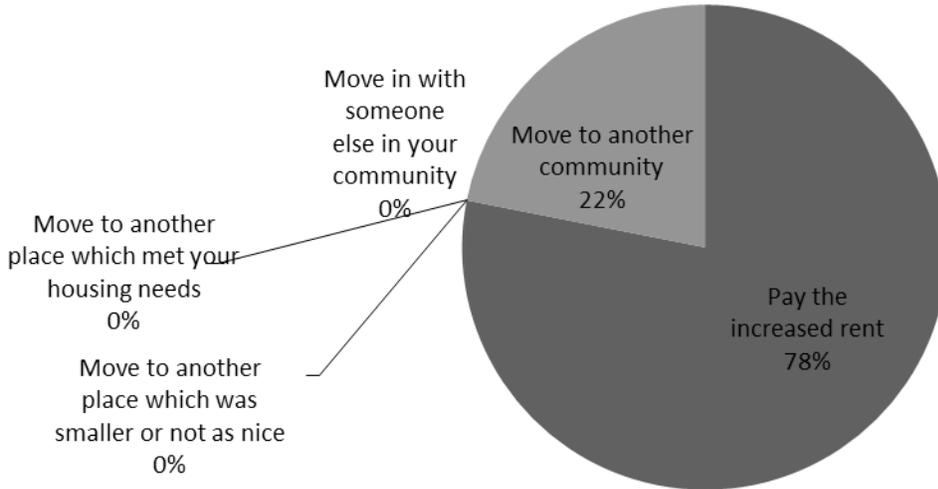
**Do you own or rent your home?**

|            | 2012<br>(Percentage) |
|------------|----------------------|
| Own        | 86.9                 |
| Rent       | 10.7                 |
| Don't Know | 1.6                  |

Amongst renters: **Thinking back to the last two years, has your landlord increased your rent?**

|            | 2012<br>(Percentage) |
|------------|----------------------|
| Yes        | 28.4                 |
| No         | 70.1                 |
| Don't Know | 1.5                  |

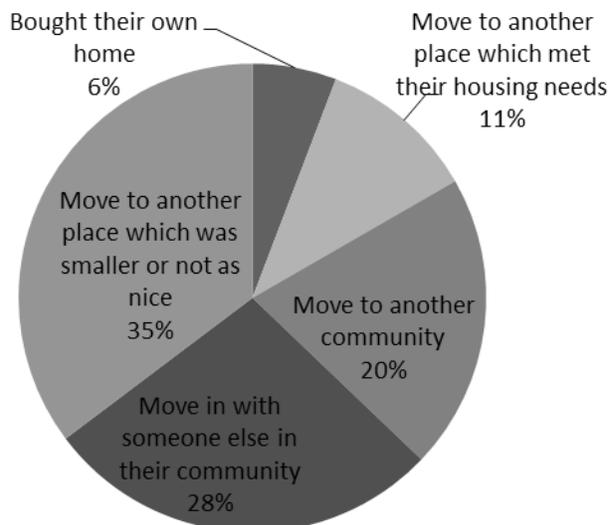
Amongst renters with increased rents: **Which of the following best describes what you did in response to the most recent increase in rent you experienced within the last two years?**



**Do you know someone personally who has been forced to move from their home within the last two years because that person's landlord has raised the rent more than they could afford?**

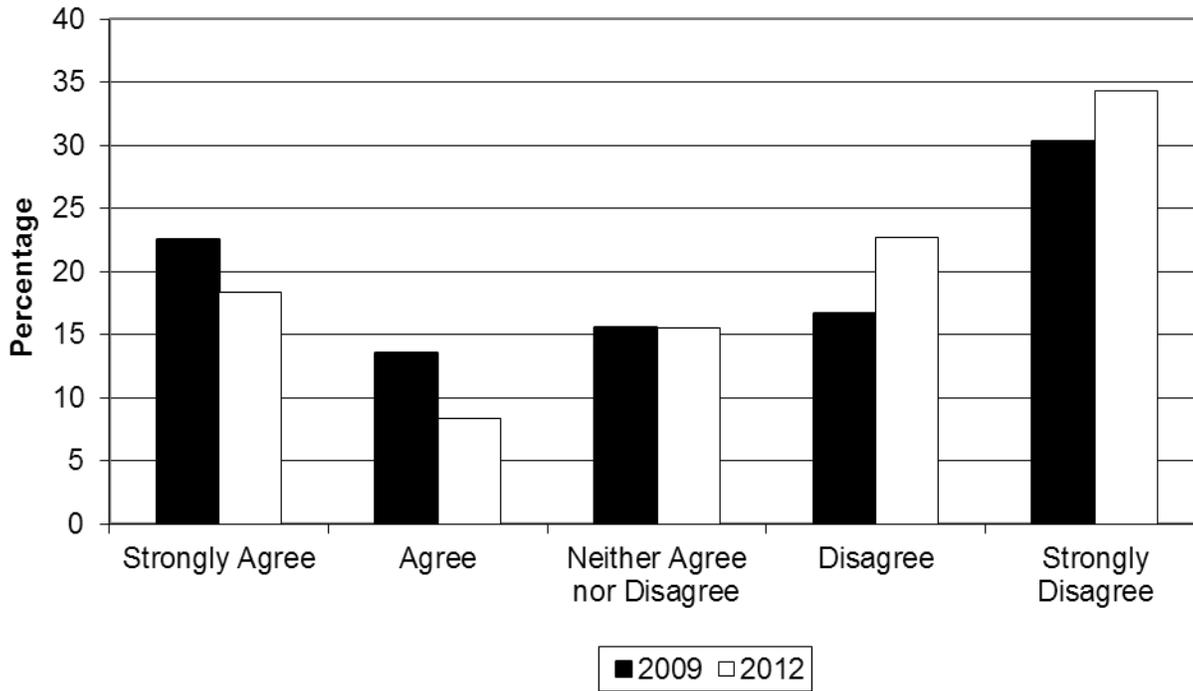
|            | 2012<br>(Percentage) |
|------------|----------------------|
| Yes        | 33.8                 |
| No         | 65.2                 |
| Don't Know | 0.9                  |

Amongst those knowing someone forced to move: **Which of the following best describes what that person did after moving?**



**FAMILIES OR INDIVIDUALS IN CRISIS**

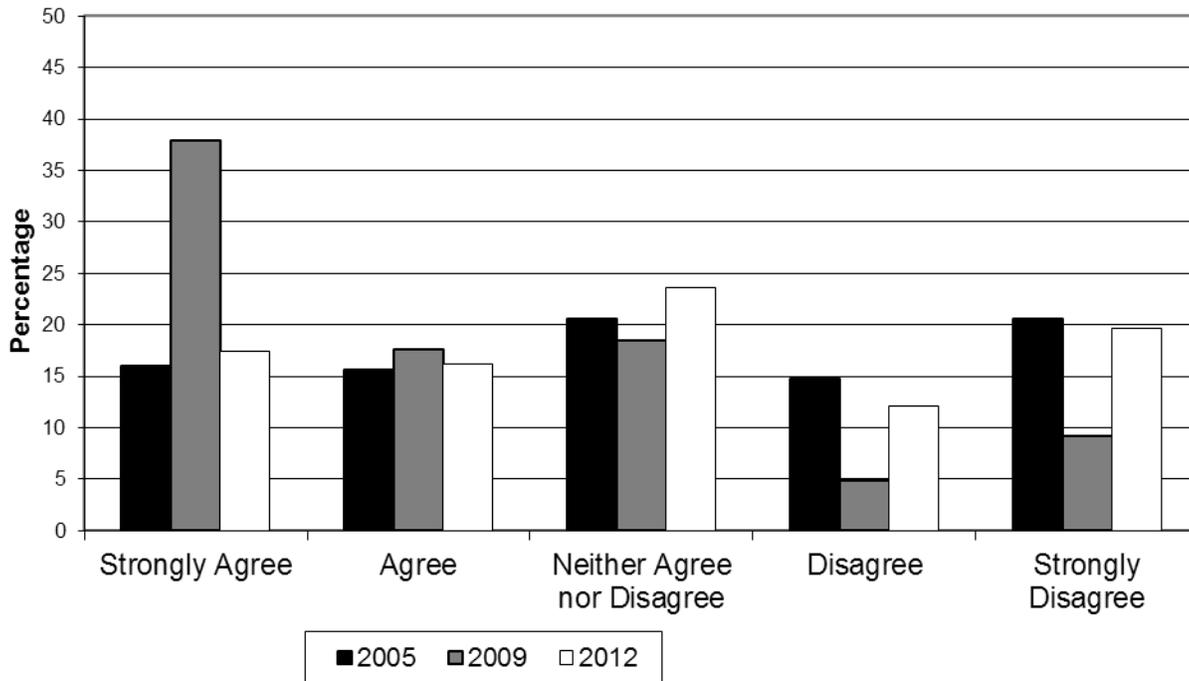
**I have a hard time making ends meet.**



**Have you or someone you know in your community gone without food for more than a day in the last year because they could not afford it?**

|            | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|------------|----------------------|----------------------|----------------------|
| Yes        | 8.3                  | 12.5                 | 14.5                 |
| No         | 86.7                 | 80.2                 | 81.9                 |
| Don't Know | 5.0                  | 7.3                  | 3.4                  |

### Domestic violence is a big problem in my community



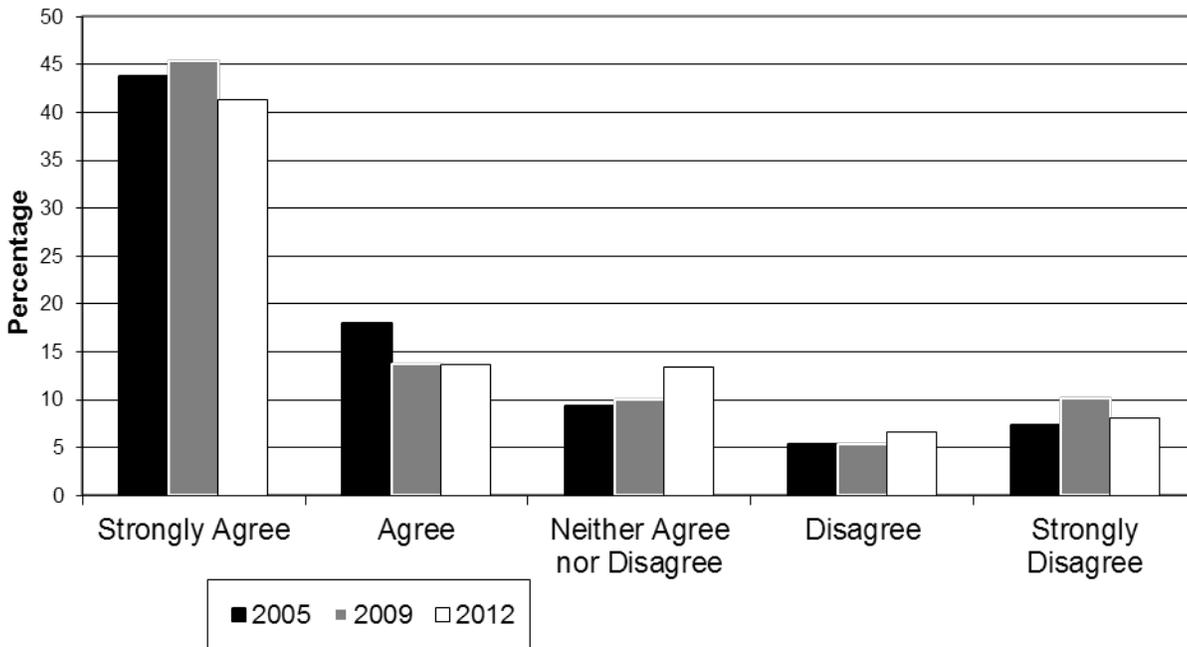
### Have you or someone you know in your community been the victim of physical abuse by a family member in the last year?

|            | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|------------|----------------------|----------------------|----------------------|
| Yes        | 12.7                 | 11.8                 | 12.4                 |
| No         | 85.8                 | 86.8                 | 86.6                 |
| Don't Know | 1.5                  | 1.3                  | 0.8                  |

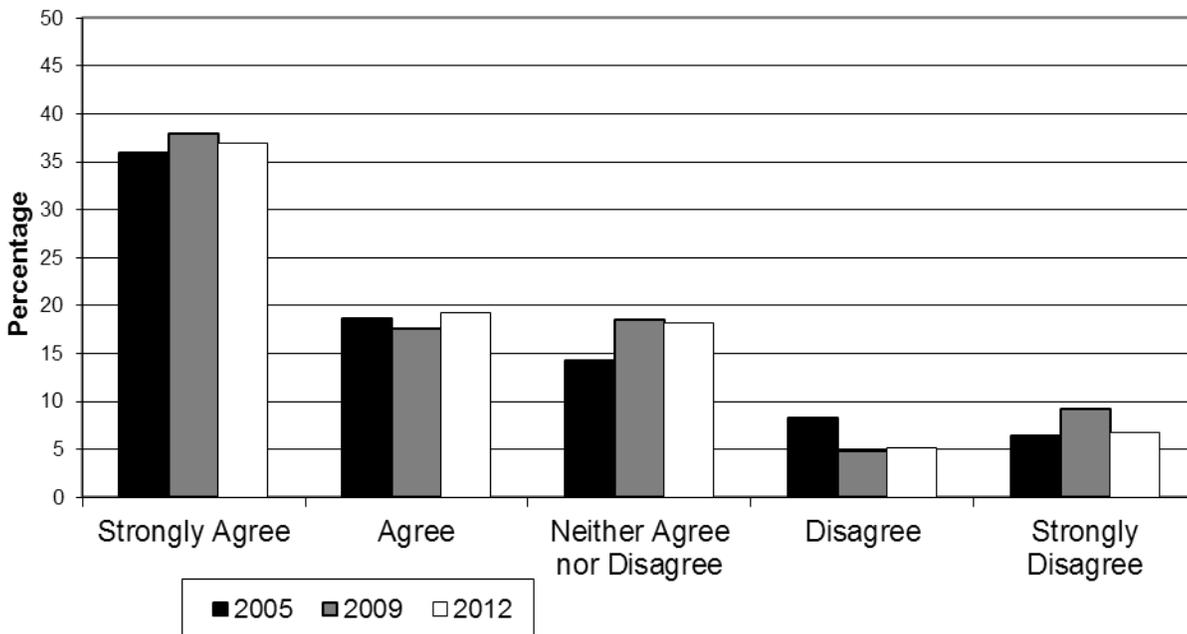
### Are you aware of anyone in your community who has a problem with drug or alcohol abuse?

|            | 2009<br>(Percentage) | 2012<br>(Percentage) |
|------------|----------------------|----------------------|
| Yes        | 54.7                 | 56.9                 |
| No         | 43.3                 | 42.7                 |
| Don't Know | 2.0                  | 0.2                  |

**I have access to affordable individual and family counseling services if I were to need them**



**Parents need better access to classes that can help them learn to better raise their children**

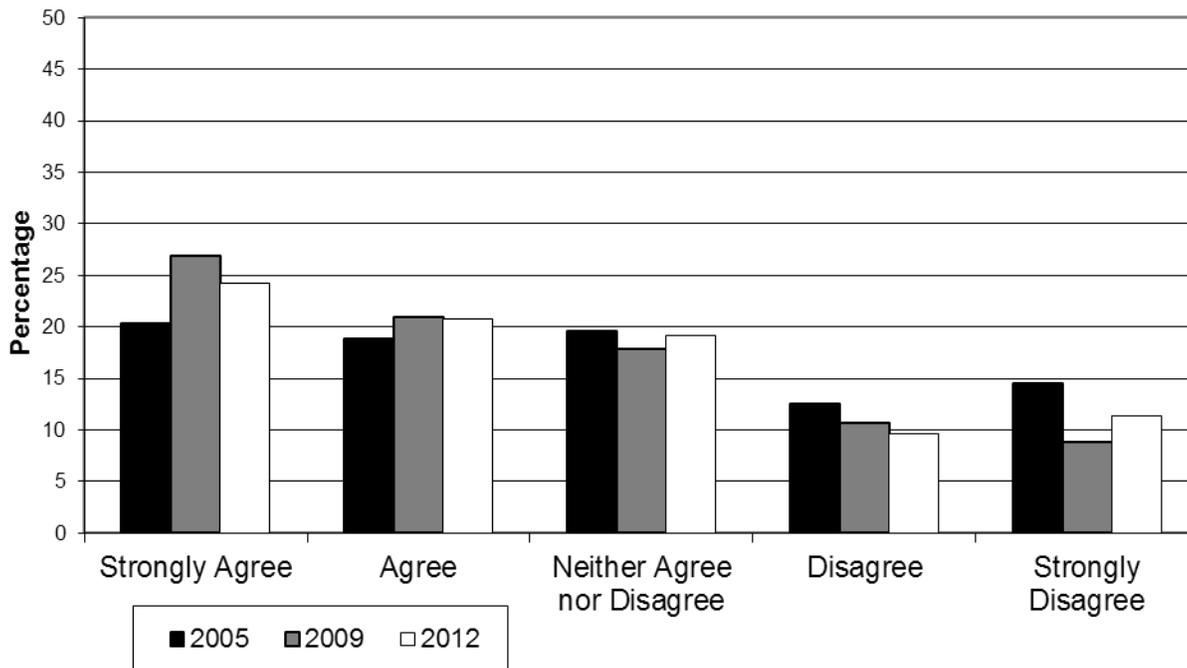


## CHILDREN AND YOUTH

Are you aware of anyone in your community who has been the victim of child abuse or neglect in the last year?

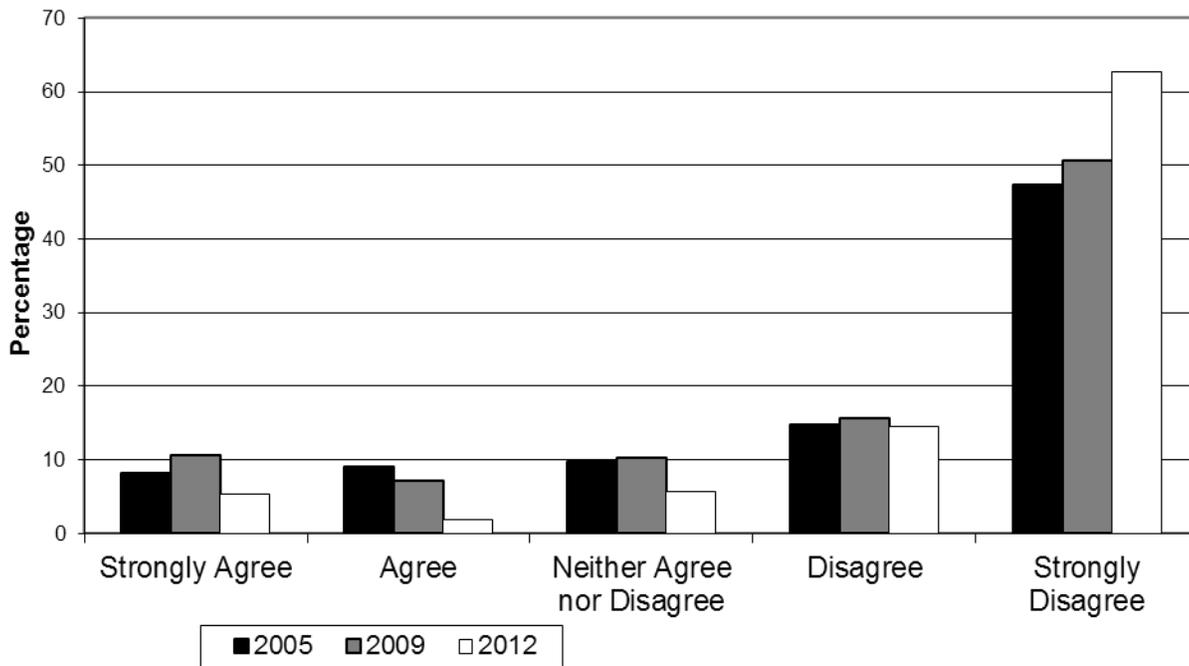
|            | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|------------|----------------------|----------------------|----------------------|
| Yes        | 17.6                 | 21.9                 | 17.7                 |
| No         | 81.3                 | 76.7                 | 81.8                 |
| Refused    | .2                   | 0.0                  | 0.2                  |
| Don't Know | .8                   | 1.4                  | 0.4                  |

### Teenage pregnancy is a big problem in my community



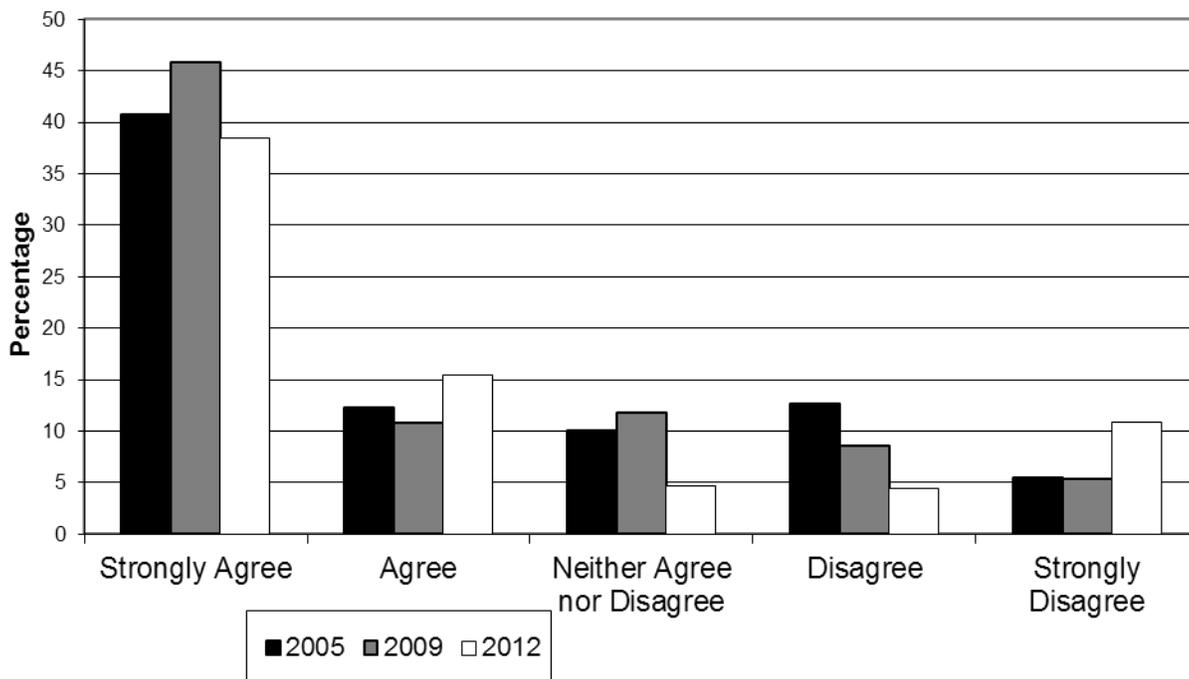
Those with children at home were also asked to respond to the following statement:

**My children have nothing to do after school**



Those with children at home were also asked to respond to the following statement:

**I have access to adequate childcare that I can afford**



## **JOBS**

**Which of the following best describes your employment status? Are you self-employed, employed by someone else, unemployed, retired, or are you a homemaker?**

|                          | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|--------------------------|----------------------|----------------------|----------------------|
| Self Employed            | 10.0                 | 10.8                 | 7.7                  |
| Employed by someone else | 45.9                 | 48.7                 | 52.3                 |
| Unemployed               | 4.2                  | 9.3                  | 7.4                  |
| Retired                  | 33.3                 | 23.0                 | 23.2                 |
| Homemaker                | 6.2                  | 6.9                  | 8.0                  |
| Refused                  | .2                   | .5                   | .2                   |
| Don't Know               | .1                   | .8                   | 1.2                  |

Those who were employed by someone else were also asked:  
**Is that employment full time or part time?**

|           | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|-----------|----------------------|----------------------|----------------------|
| Full time | 83.0                 | 71.8                 | 79.9                 |
| Part time | 17.0                 | 28.2                 | 20.1                 |

Those who were unemployed are also asked:  
**Are you currently seeking work?**

|     | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|-----|----------------------|----------------------|----------------------|
| Yes | 48.8                 | 60.0                 | 65.0                 |
| No  | 51.2                 | 40.0                 | 35.0                 |

**Has anyone in your household been laid off from a job at any time in the past year?**

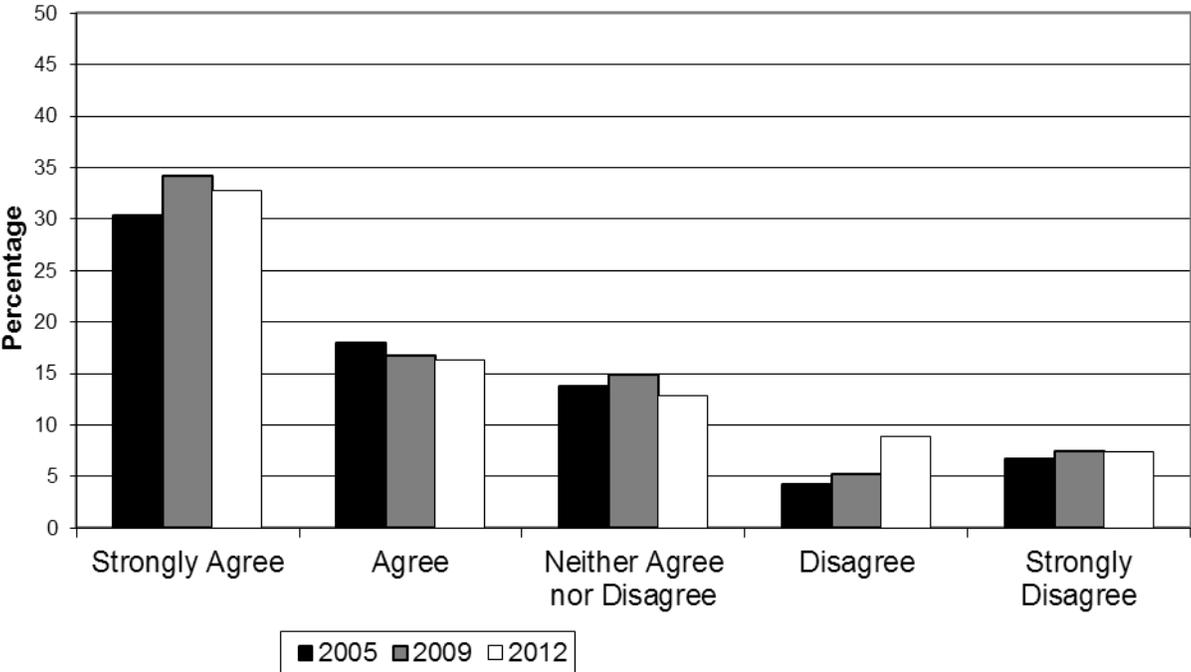
|            | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|------------|----------------------|----------------------|----------------------|
| Yes        | 8.6                  | 20.6                 | 12.1                 |
| No         | 90.7                 | 78.9                 | 87.4                 |
| Refused    | .6                   | 0.0                  | 0.0                  |
| Don't Know | .1                   | 0.4                  | 0.5                  |

Those who had been laid off were also asked:

**How long did it take that person to find another job – Less than three months, three to six months, more than six months, or is that person still unemployed?**

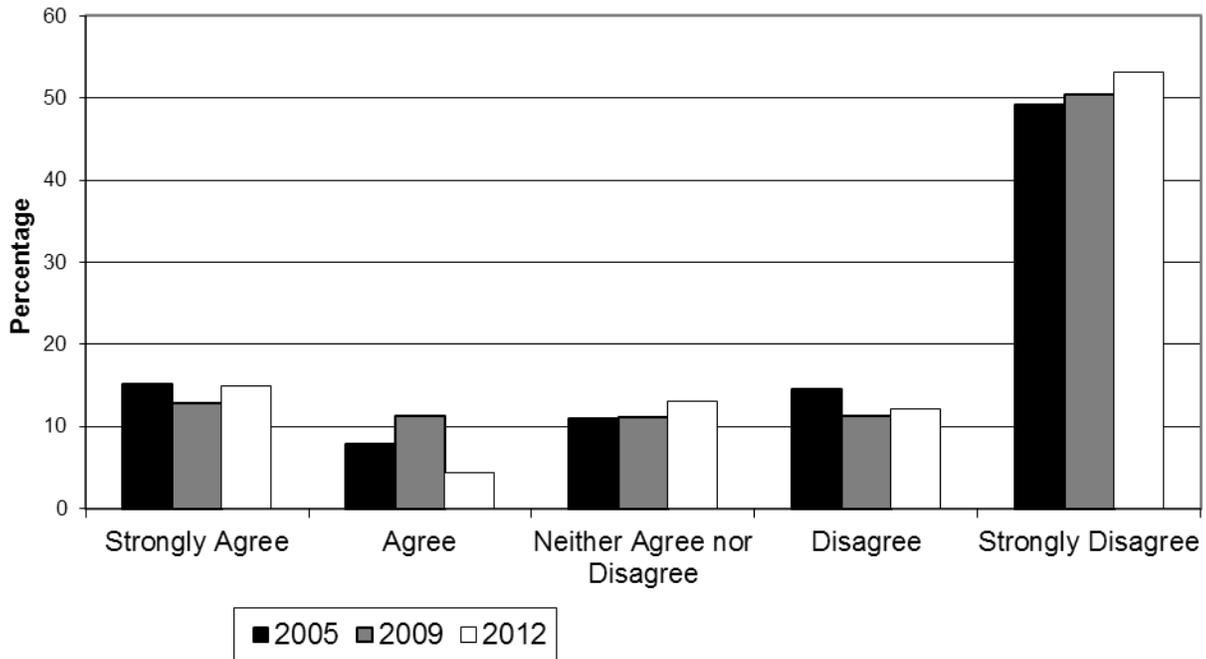
|                    | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|--------------------|----------------------|----------------------|----------------------|
| 0-3 months         | 27.8                 | 14.2                 | 20.4                 |
| 3-6 months         | 39.3                 | 37.6                 | 21.1                 |
| More than 6 months | 8.5                  | 3.2                  | 5.6                  |
| Still unemployed   | 24.4                 | 45.0                 | 53.0                 |

I have access to affordable job training services if I were to need them



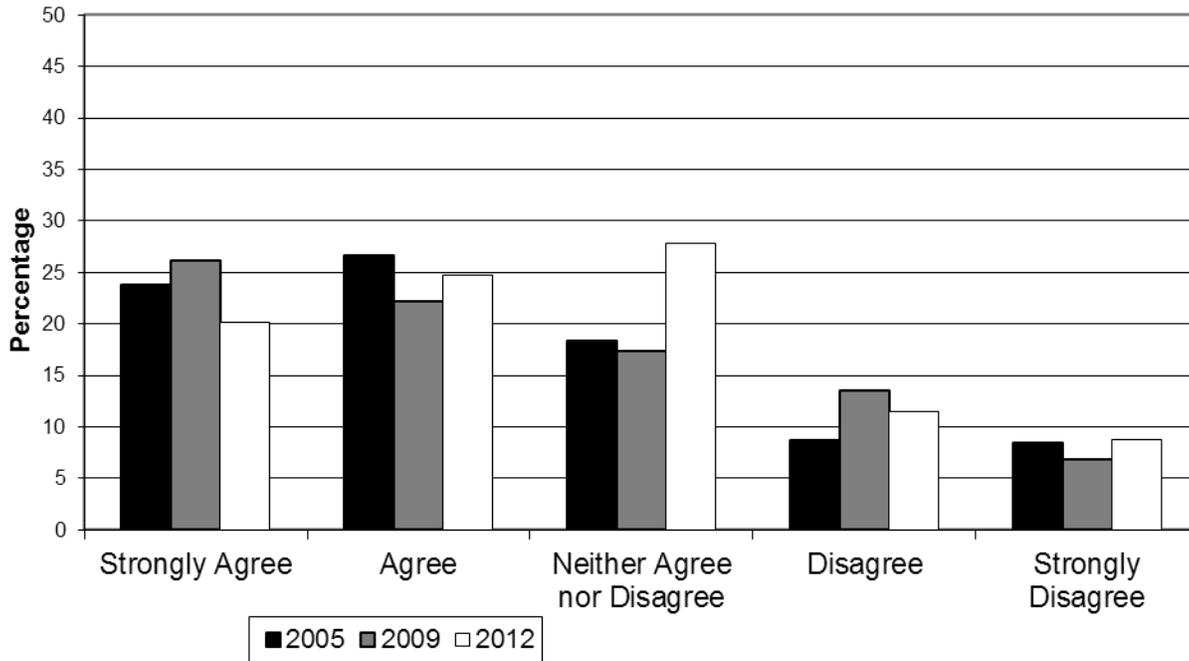
**HEALTHCARE**

**I have avoided medical treatment because it was too costly**



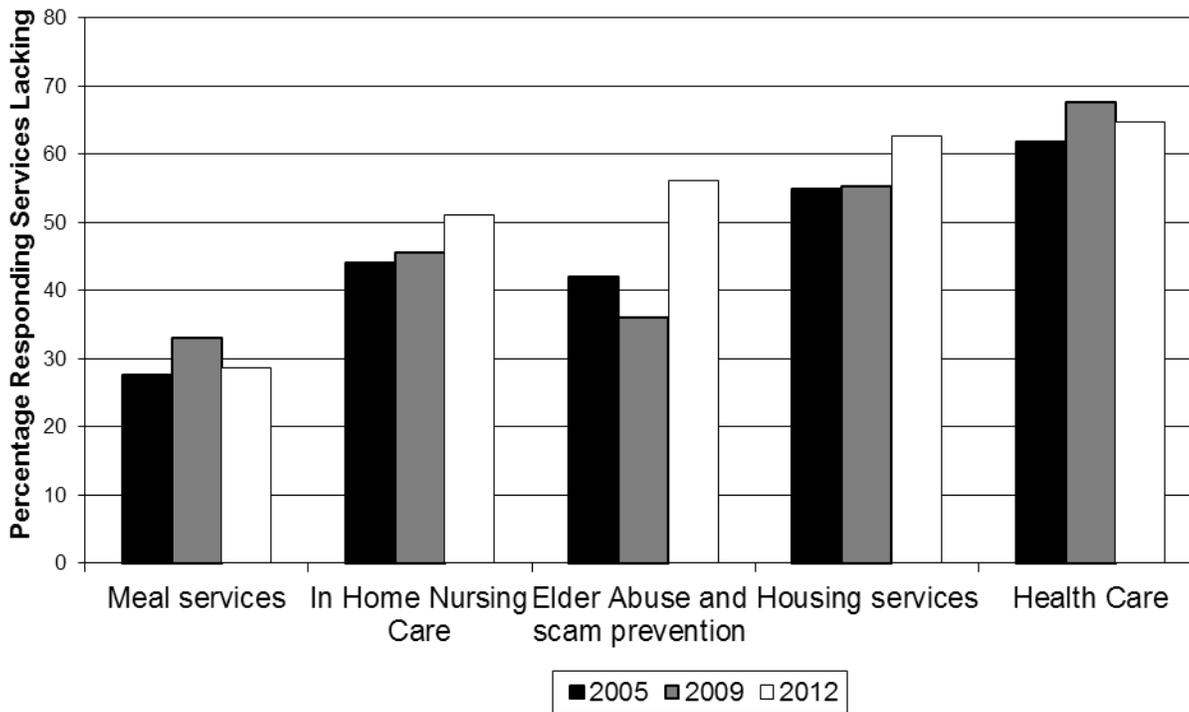
**SENIOR SUPPORT SERVICES**

**Seniors in my community receive adequate services to meet their needs**



Those who expressed dissatisfaction with the services for seniors were also asked:  
**Please indicate in each of the following areas whether services for seniors are lacking.**

Figures indicate percentage responding that services are lacking

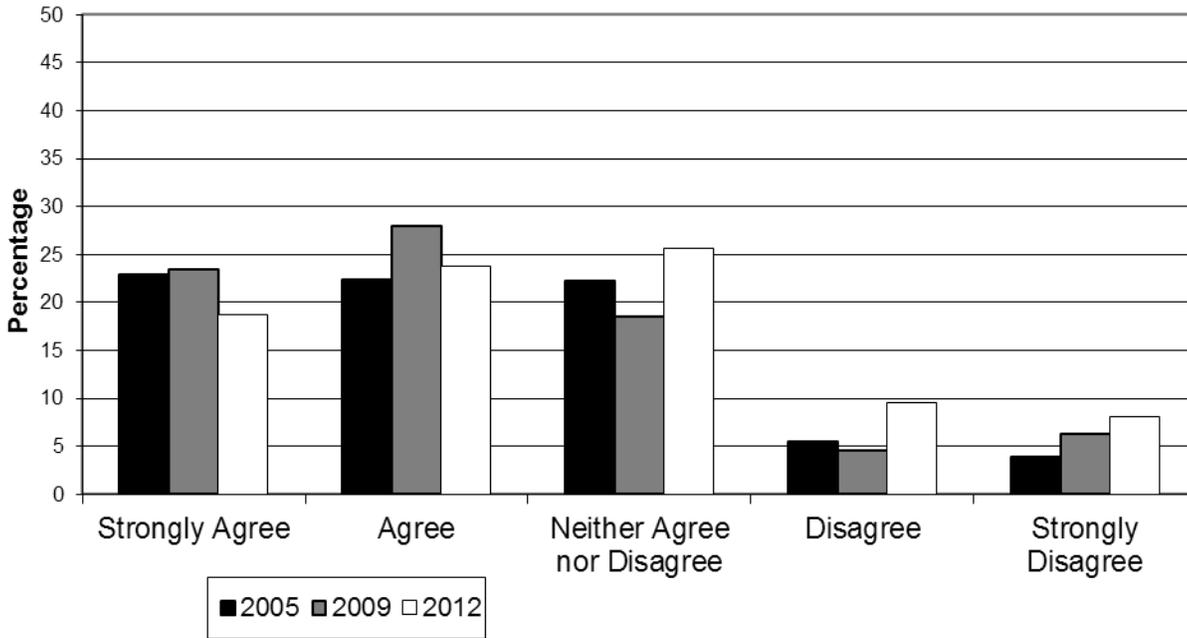


**Do you provide any assistance for an elderly relative in Lycoming County?**

|            | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|------------|----------------------|----------------------|----------------------|
| Yes        | 22.7                 | 24.8                 | 21.9                 |
| No         | 77.0                 | 74.8                 | 78.0                 |
| Refused    | .1                   | 0.0                  | 0.0                  |
| Don't Know | .1                   | 0.3                  | .1                   |

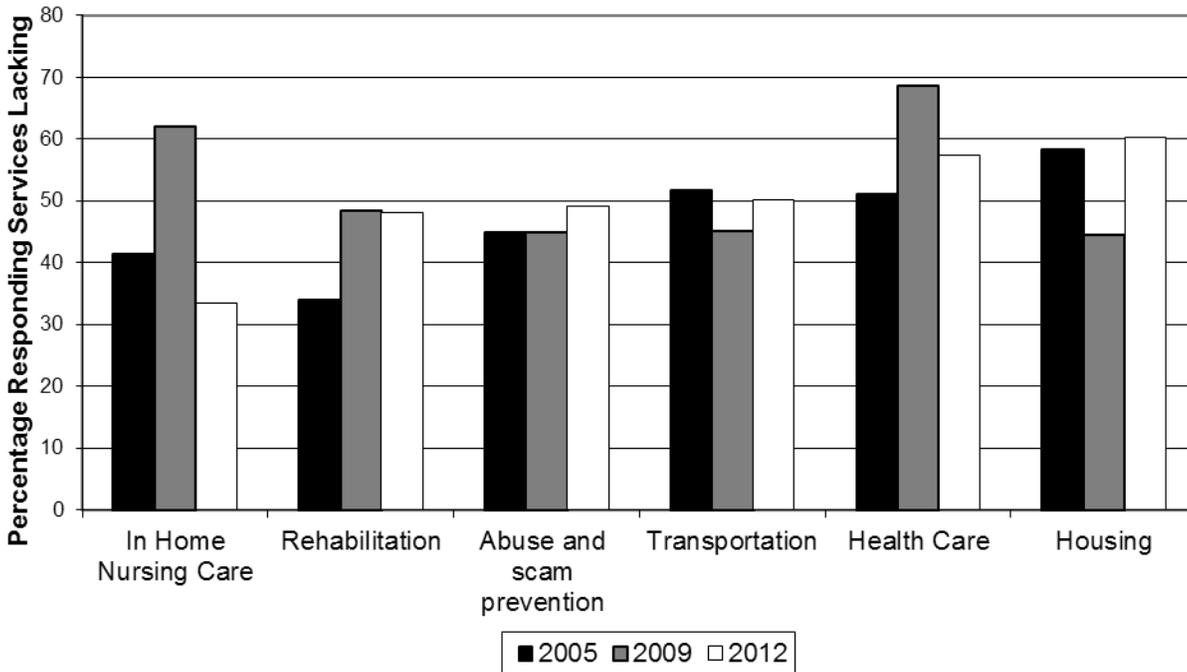
**SERVICES FOR THE DISABLED**

**The disabled in my community receive adequate services to meet their needs**



Those who expressed dissatisfaction with the services for the disabled were also asked:  
**Please indicate in each of the following areas whether services for the disabled are lacking or not lacking.**

Figures indicate percentage responding that services are lacking



**Are you or anyone in your household disabled?**

|            | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|------------|----------------------|----------------------|----------------------|
| Yes        | 16.2                 | 18.7                 | 19.4                 |
| No         | 83.5                 | 80.9                 | 80.1                 |
| Refused    | .3                   | 0.0                  | 0.2                  |
| Don't Know | 0.0                  | 0.4                  | 0.3                  |

Those who indicated there was someone with a disability in their household were also asked:

**What is the approximate age of that individual?**

|          | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|----------|----------------------|----------------------|----------------------|
| Under 18 | 3.5                  | 13.6                 | 12.8                 |
| 18-64    | 56.0                 | 69.7                 | 58.1                 |
| 65+      | 40.5                 | 16.7                 | 29.1                 |

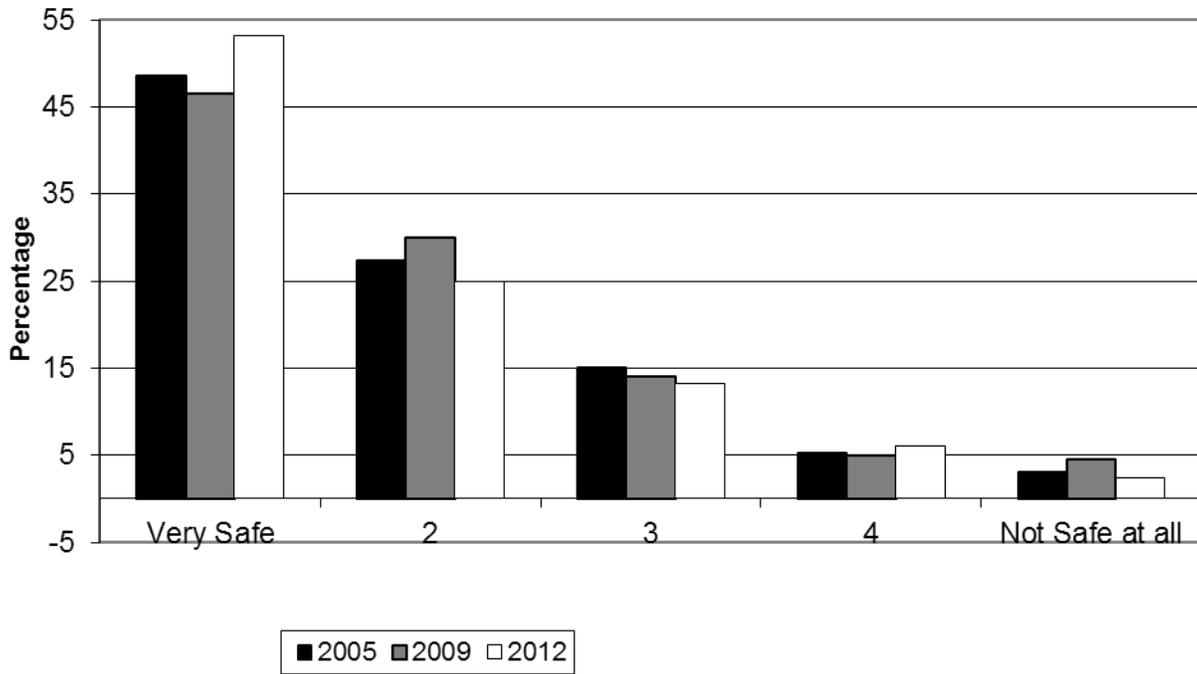
**Is that person's primary disability physical or mental?**

|          | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|----------|----------------------|----------------------|----------------------|
| Physical | 84.5                 | 74.7                 | 69.0                 |
| Mental   | 15.5                 | 15.1                 | 27.8                 |
| Both     | Option not offered   | 10.2                 | 3.1                  |

## SAFE COMMUNITIES

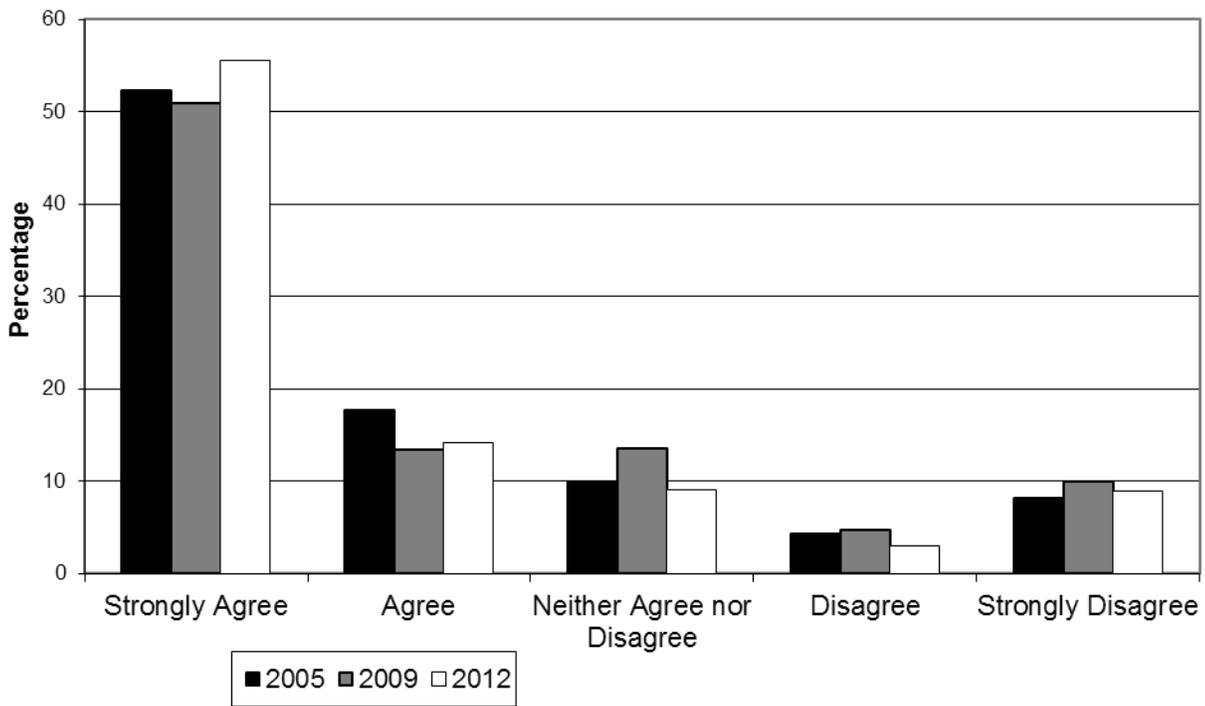
On a scale of 1 to 5, where 1 is very safe and 5 is not safe at all, how safe is your neighborhood.

How safe is your neighborhood?



**TRANSPORTATION**

**Adequate access to transportation is available to me and my family**



## **DEMOGRAPHICS**

### **Age of Respondents**

|       | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|-------|----------------------|----------------------|----------------------|
| 18-24 | 3.7                  | 9.2                  | 5.8                  |
| 25-34 | 8.9                  | 13.4                 | 13.0                 |
| 35-44 | 15.3                 | 14.7                 | 13.4                 |
| 45-59 | 33.0                 | 30.2                 | 31.3                 |
| 60+   | 39.2                 | 32.5                 | 36.5                 |

### **What was the total income of all persons in your household over the past year for all household members?**

|                       | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|-----------------------|----------------------|----------------------|----------------------|
| \$15,000 or less      | 9.7                  | 8.4                  | 4.5                  |
| \$15-30,000           | 21.1                 | 16.4                 | 15.2                 |
| \$30-50,000           | 22.5                 | 22.1                 | 20.8                 |
| \$50-75,000           | 24.0                 | 16.1                 | 21.6                 |
| Greater than \$75,000 | 16.9                 | 17.6                 | 18.7                 |
| Refused               | 5.2                  | 14.2                 | 11.2                 |
| Don't Know            | .7                   | 5.3                  | 8.1                  |

### **Gender of Respondents**

|        | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|--------|----------------------|----------------------|----------------------|
| Female | 57.8                 | 59.5                 | 53.5                 |
| Male   | 42.2                 | 40.5                 | 46.5                 |

### **Township of Respondents in Phone Survey**

|             | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |                 | 2005<br>(Percentage) | 2009<br>(Percentage) | 2012<br>(Percentage) |
|-------------|----------------------|----------------------|----------------------|-----------------|----------------------|----------------------|----------------------|
| ANTHONY     | .4                   | 1.1                  | 1.1                  | MIFFLIN         | .7                   | .9                   | .9                   |
| ARMSTRONG   | .5                   | 0                    | .6                   | MILL CREEK      | .3                   | .9                   | .9                   |
| BASTRESS    | .2                   | 0                    | 0                    | MONTGOMERY      | 1.1                  | 1.2                  | .8                   |
| BRADY       | .4                   | .4                   | .4                   | MONTOURSVILLE   | 5.0                  | 4.0                  | 3.4                  |
| BROWN       | .1                   | 0                    | 0                    | MORELAND        | .9                   | .8                   | .8                   |
| CASCADE     | .1                   | .5                   | .5                   | MUNCY BORO      | 2.2                  | 3.0                  | 2.9                  |
| CLINTON     | 1.7                  | 1.5                  | 1.6                  | MUNCY CREEK     | 2.6                  | 3.1                  | 2.7                  |
| COGAN HOUSE | .7                   | 1.0                  | .9                   | MUNCY TWP       | 1.1                  | .8                   | 1.5                  |
| CUMMINGS    | .2                   | .3                   | .2                   | NIPPENOSE       | .2                   | .5                   | .5                   |
| DUBOISTOWN  | 1.0                  | 1.6                  | 1.7                  | OLD LYCOMING    | 5.6                  | 5.3                  | 4.2                  |
| ELDRED      | 1.9                  | 0                    | 2.1                  | PENN            | .7                   | 1.1                  | .9                   |
| FAIRFIELD   | 2.8                  | 2.9                  | 2.3                  | PIATT           | 1.0                  | .8                   | 1.0                  |
| FRANKLIN    | .8                   | .7                   | .8                   | PICTURE ROCKS   | .5                   | .9                   | .7                   |
| GAMBLE      | .9                   | .7                   | .8                   | PINE            | .1                   | .2                   | .3                   |
| HEPBURN     | 2.6                  | 2.7                  | 2.3                  | PLUNKETTS CREEK | .7                   | .6                   | .8                   |

|              |      |      |     |                    |      |      |      |
|--------------|------|------|-----|--------------------|------|------|------|
| HUGHESVILLE  | 2.0  | 2.3  | 1.7 | PORTER             | 1.3  | 1.3  | 1.2  |
| JACKSON      | 0    | .3   | .3  | SALLADASBURG       | .1   | .2   | .1   |
| JERSEY SHORE | 3.1  | 3.4  | 3.5 | SHREWSBURY         | .2   | 0    | .3   |
| JORDAN       | .4   | .9   | 1.3 | SOUTH WILLIAMSPORT | 6.4  | 6.5  | 7.6  |
| LEWIS        | .8   | .9   | .6  | SUSQUEHANNA        | .7   | .9   | 1.2  |
| LIMESTONE    | 1.7  | 1.8  | 1.5 | UPPER FAIRFIELD    | 1.7  | 1.6  | 2.1  |
| LOYALSOCK    | 12.2 | 10.1 | 9.6 | WASHINGTON         | 1.3  | 1.6  | 1.4  |
| LYCOMING     | 1.6  | 1.4  | 1.2 | WATSON             | .5   | .5   | .4   |
| MCHENRY      | 0    | .1   | .1  | WILLIAMSPORT       | 24.0 | 22.9 | 24.0 |
| MCINTYRE     | .2   | 1.3  | .4  | WOLF               | 2.6  | 2.6  | 2.5  |
| MCNETT       | .1   | .1   | 0   | WOODWARD           | 1.9  | 2.0  | 1.7  |

## **Methodology**

The telephone survey included 478 respondents randomly selected from registered voters in Lycoming County. The margin of error for the survey is +/- 4.5%. It should be noted that the margin of error for subgroups can be significantly larger depending on each group's share of the total population. The methodology used here largely replicates that used in the 2005 and 2009 survey also referenced here.

Registered voters were selected to provide a broad cross-section of residents in the county and because the accompanying data that comes with a registration-based sample provided useful information for reporting purposes. The primary drawback of using a registration-based sample is that those residents who are not registered are likely to be different and hold different opinions than those who are registered. That the unregistered are likely to be among those more likely to need and use the services that the United Way funds should be taken into account when interpreting the results. Registered voters are older, more financially secure, less mobile and better educated on average than their unregistered counterparts.

In addition when comparing our sample to the universe of registered voters, we found that respondents were older than the population of registered voters and some townships in the county were overrepresented, while others were underrepresented. Therefore, the data was statistically weighted so that the results reflect the universe of registered voters on those two factors.

The agency mail surveys were sent to approximately 150 social service agencies in Lycoming County. 56 surveys were returned for a response rate of approximately 37 percent. The response rate is likely adequate to accurately gauge the perceptions of those engaged with problems United Way is looking to assess. While there is no reason to believe the responding agencies expressed substantially different views than nonresponding agencies, the possibility cannot be discounted.

# Appendices

|   |                         |         |
|---|-------------------------|---------|
| A | Telephone Survey Script | Page 28 |
| B | Agency Mail Survey      | Page 34 |

## Appendix A: Telephone Survey Script

Hello, may I please speak with \_\_\_\_\_.

My name is \_\_\_\_\_ from the Lycoming College Polling Institute. Lycoming College and the Lycoming County United Way are conducting a survey of residents of Lycoming County this evening. We are not selling anything nor are we asking for any money. I want to assure you that your responses will be confidential. Could I have 7 to 9 minutes of your time?

First I'd like to you to think about Lycoming County as a whole:

1. What do you feel is the most important problem facing Lycoming County today?

[Do not offer alternatives, Mark **ONLY** one based on respondent's comment]

- |                          |                                      |  |
|--------------------------|--------------------------------------|--|
| a. Abortion              | b. Budgets / Gov't Spending          | c. Crime                                   |
| d. Day Care Availability | e. Drugs/Alcohol                     | f. Economy/Jobs                            |
| g. Education             | h. Environment                       | i. Family Counseling Services Availability |
| j. Gangs                 | k. Gun Control                       | l. Health care                             |
| m. Homelessness          | n. Housing / Rent / Affordable homes | o. Hunger                                  |
| p. Homeland Security     | q. Racial Issues/Influx              | r. Morals/ Ethics                          |
| s. Natural gas industry  | t. Roads                             | u. Taxes                                   |
| v. Traffic/Trucks        | w. Welfare                           | x. Other_____                              |

Next, I'd like to get your opinion on a number of issues facing your community. For each item, on a scale from 1 to 5, where 1 is strongly agree and 5 is strongly disagree, please indicate your feelings about the following statements. If you don't know or haven't thought about a topic, please let me know and I'll move on.

|  | 1.<br>Strongly<br>Agree | 2. | 3.<br>Neither<br>Agree nor<br>Disagree | 4. | 5.<br>Strongly<br>Disagree | 8.<br>Refused | 9.<br>Don't<br>Know |
|--|-------------------------|----|--|----|----------------------------|---------------|---------------------|
| 2. Adequate access to transportation is available to me and my family.                           |                         |    |  |    |                            |               |                     |
| 3. I have avoided medical treatment because it was too costly.                                   |                         |    |  |    |                            |               |                     |
| 4. There is affordable housing available for me and others like me.                              |                         |    |  |    |                            |               |                     |
| 5. I have access to affordable individual and family counseling services if I were to need them. |                         |    |  |    |                            |               |                     |
| 6. I have access to affordable job training services if I were to need them.                     |                         |    |  |    |                            |               |                     |

|  |            |                |            |               |  |  |  |
|--|------------|----------------|------------|---------------|--|--|--|
| 7. Parents need better access to classes that can help them learn to better raise their children.  |            |                |            |               |  |  |  |
| 8. I have a hard time making ends meet.  |            |                |            |               |  |  |  |
| 9. Domestic violence is a big problem in my community.   |            |                |            |               |  |  |  |
| 10. Teenage pregnancy is a big problem in my community.  |            |                |            |               |  |  |  |
| 11. Seniors in my community receive adequate services to meet their needs.   |            |                |            |               |  |  |  |
| <b>[If the answer to #12 is 4 or 5:]</b> Please indicate in each of the following areas whether services for seniors are lacking or not lacking. |            |                |            |               |  |  |  |
|  | 1. Lacking | 2. Not Lacking | 8. Refused | 9. Don't Know |  |  |  |
| i. Meal services   |            |                |            |               |  |  |  |
| ii. Housing services   |            |                |            |               |  |  |  |
| iii. Health Care   |            |                |            |               |  |  |  |
| iv. In Home Nursing Care   |            |                |            |               |  |  |  |
| v. Elder Abuse and scam prevention   |            |                |            |               |  |  |  |

[If the Lacking/Not Lacking Questions were asked] For the next question, once again indicate feelings from 1 to 5, where 1 is strongly agree and 5 is strongly disagree.

|   |                      |                |            |               |                         |            |               |
|---|----------------------|----------------|------------|---------------|-------------------------|------------|---------------|
|   | 1.<br>Strongly Agree | 2.             | 3.         | 4.            | 5.<br>Strongly Disagree | 8. Refused | 9. Don't Know |
| 12. The disabled in my community receive adequate services to meet their needs.   |                      |                |            |               |                         |            |               |
| <b>[If the answer to #13 is 4 or 5:]</b> Please indicate in each of the following areas whether services for the disabled are lacking or not lacking. |                      |                |            |               |                         |            |               |
|   | 1. Lacking           | 2. Not Lacking | 8. Refused | 9. Don't Know |                         |            |               |
| a) Transportation   |                      |                |            |               |                         |            |               |
| b) Housing  |                      |                |            |               |                         |            |               |
| c) Health Care  |                      |                |            |               |                         |            |               |
| d) In Home Nursing Care   |                      |                |            |               |                         |            |               |
| e) Abuse and scam prevention  |                      |                |            |               |                         |            |               |
| f) Rehabilitation   |                      |                |            |               |                         |            |               |

Now I would like to ask you about your experiences as a member of your community:

13. Are you aware of anyone in your community who has been the victim of child abuse or neglect in the last year?
1. Yes
  2. No
  8. Refused
  9. Don't Know

14. Have you or someone you know in your community been the victim of physical abuse by a family member in the last year?
1. Yes
  2. No
  8. Refused
  9. Don't Know
15. Are you aware of anyone in your community who has a problem with drug or alcohol abuse?
1. Yes
  2. No
  8. Refused
  9. Don't Know
16. Have you or someone you know in your community gone without food for more than a day in the last year because they could not afford it?
1. Yes
  2. No
  8. Refused
  9. Don't Know
17. Have you or someone you know in your community had no place to live at some time in the last year?
1. Yes
  2. No
  8. Refused
  9. Don't Know
18. On a scale of 1 to 5, where 1 is very safe and 5 is not safe at all, how safe is your neighborhood?
1. Very Safe
  - 2.
  - 3.
  - 4.
  5. Not Safe at All
  8. Refused
  9. Don't Know

Now I would like to ask you about the experiences of you and your family:

19. Do you own or rent your home?
1. Own [Go to Question 22]
  2. Rent [Go to Question 20]
  8. Don't Know [Go to Question 22]
  9. Refused [Go to Question 22]
20. Thinking back to the last two years, has your landlord increased your rent?
1. Yes [Go to Question 21]
  2. No [Go to Question 22]
  8. Don't Know [Go to Question 22]
  9. Refused [Go to Question 22]

21. Which of the following best describes what you did in response to the most recent increase in rent you experienced within the last two years? Did you pay the increased rent, OR did you move to another place in the same community which met your housing needs, OR did you move to another place in the same community which was smaller or not as nice, OR did you move in with someone else in the same community OR did you move to another community?
1. Pay the increased rent
  2. Move to another place which met your housing needs
  3. Move to another place which was smaller or not as nice
  4. Move in with someone else in your community
  5. Move to another community
  8. Don't know
  9. Refused
22. Do you know someone personally who has been forced to move from their home within the last two years because that person's landlord has raised the rent more than they could afford?
1. Yes [Go to Question 23]
  2. No [Go to Question 24]
  8. Don't Know [Go to Question 24]
  9. Refused [Go to Question 24]
23. Which of the following best describes what that person did after moving? Did they buy their own home, OR did they rent another place in the same community which met their housing needs, OR did they rent another place in the same community which was smaller or not as nice, OR did they move in with someone else in the same community, OR did they move to another community?
1. Bought their own home
  2. Move to another place which met your housing needs
  3. Move to another place which was smaller or not as nice
  4. Move in with someone else
  5. Move to another community
  8. Don't know
  9. Refused

Returning to questions about you and your family:

24. How many children under the age of 18 live with you in your household?
0. Zero
  1. One
  2. 2-3
  4. 4+

**If respondent indicates there ARE CHILDREN IN THE HOUSEHOLD:**

“Are you a parent or legal guardian of one of those minors?”

If “yes,” then read the paragraph starting “I’d now like to ask…” and Question 25 and 26.

If no, skip to Question 27

(For parents) I’d now like to ask your opinion, as a parent, on topics related to children. Once again, for each item, on a scale from 1 to 5 where 1 is strongly agree and 5 is strongly disagree, please

indicate your feelings about the following statements. If you don't know or haven't thought about a topic, please let me know and I'll move on.

|  | 1<br>Strongly<br>Agree | 2 | 3 | 4 | 5<br>Strongly<br>Disagree | 8.<br>Refused | 9.<br>Don't<br>Know |
|--|------------------------|---|---|---|---------------------------|---------------|---------------------|
| 25. My children have nothing to do after school.           |                        |   |   |   |                           |               |                     |
| 26. I have access to adequate childcare that I can afford. |                        |   |   |   |                           |               |                     |

27. Have you or your family had difficulty finding the money to pay your mortgage or rent at any time in the last year?
1. Yes
  2. No
  8. Refused
  9. Don't Know
28. Are you or anyone in your household disabled?
1. Yes
    - a) What is the approximate age of that individual? \_\_\_\_\_
    - b) Is that person's primary disability physical or mental? \_\_\_\_\_
  2. No
  8. Refused
  9. Don't Know
29. Do you provide any assistance for an elderly relative in Lycoming County?
1. Yes
  2. No
  8. Refused
  9. Don't Know
30. Which of the following best describes your employment status? Are you self-employed, employed by someone else, unemployed, retired, or are you a homemaker?
1. Self employed
  2. Employed by someone else—
    - a) Is that employment full time or part time?
      1. Full time
      2. Part time
  3. Unemployed –
    - a) Are you currently seeking work?
      1. Yes
      2. No
  4. Retired
  5. Full-time homemaker
  8. Refused
  9. Don't Know

31. Has anyone in your household been laid off from a job at any time in the past year?
1. Yes—a) How long did it take that person to find another job – Less than three months, three to six months, more than six months, or is that person still unemployed?
    1. 0-3 Months
    2. 3-6 Months
    3. More than 6 months
    4. Still unemployed
  2. No
  8. Refused
  9. Don't Know
32. Finally, in studies like this, households are sometimes grouped according to income. What was the total income of all persons in your household over the past year? Was it...[read options]
1. \$15,000 or less
  2. Between \$15,000 and \$30,000
  3. From \$30,000 to \$50,000
  4. From \$50,000 to \$75,000
  5. Greater than \$75,000
  8. Refused
  9. Don't Know

Thank you for your time in completing this survey. The Lycoming County United Way is in the process of assessing the needs of our county and appreciates your input. Good night.

## Appendix B: Agency Survey



**Lycoming County  
United Way**

### **Lycoming County Community Needs Survey**

December 12, 2011

Dear Community Service Agency:

The Lycoming County United Way requests your help to assess our county's needs. As you know, the responsibility of allocating resources to organizations and agencies is based on needs identified as critical in Lycoming County. As a community service provider, your organization serves as the eyes and ears most closely involved in understanding those needs. Your knowledge and perceptions of the human service needs faced by residents of our county are vital to this process.

Please take a few minutes to complete the enclosed survey and provide your perceptions of the problems faced by the entire county and the attention we as a community have devoted to those problems. The data will be used by both sponsoring organizations as they further develop and refine their funds distribution process.

**Please return the survey to the United Way not later than January 13, 2012. Thank you very much for your assistance in this project.**

If you have any questions or concerns or would like to receive a copy of the results of this survey, please contact Rosann Pelleschi at 323-9448.

Sincerely,

A handwritten signature in black ink that reads "Scott M. Lowery". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Scott Lowery  
Executive Director  
Lycoming County United Way

| What are the most important issues facing Lycoming County? On a scale of 1 to 5, indicate your opinion by circling the appropriate number for each issue. |                     |        |      |   |   |            | Is the issue receiving adequate attention by community groups? |    |            |
|---|---------------------|--------|------|---|---|------------|--|----|------------|
|   | Level of Importance |        |      |   |   |            | Adequate attention?  |    |            |
|   | Low                 | Medium | High |   |   | Don't Know | Yes  | No | Don't Know |
| <b>Children and Youth</b>   |                     |        |      |   |   |            |  |    |            |
| 1. Violence in schools  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 2. Child abuse and neglect  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 3. Teenage pregnancy  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 4. Juvenile delinquency   | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 5. Availability of after school activities  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 6. Availability of affordable child care  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| <b>Families or Individuals in Crisis</b>  |                     |        |      |   |   |            |  |    |            |
| 7. Domestic abuse   | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 8. Availability of counseling services  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| <b>Healthcare</b>   |                     |        |      |   |   |            |  |    |            |
| 9. Access to health care  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 10. Access to affordable health insurance   | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 11. Access to mental health services  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 12. Access to Dental Care   | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 13. AIDS/HIV  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 14. Access to affordable prescription medications   | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| <b>Senior Support Services</b>  |                     |        |      |   |   |            |  |    |            |
| 15. Elder abuse or neglect  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 16. Services for the needs of senior citizens   | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 17. Health care for senior citizens   | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 18. Affordable housing for seniors  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 19. Transportation for the elderly  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| <b>Economy</b>  |                     |        |      |   |   |            |  |    |            |
| 20. Unemployment  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 21. Underemployment   | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| <b>Substance Abuse</b>  |                     |        |      |   |   |            |  |    |            |
| 22. Abuse of alcohol and/or drugs by adults   | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 23. Consumption of alcohol and/or drugs by youth  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 24. Access to substance abuse services  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| <b>Hunger and Homelessness</b>  |                     |        |      |   |   |            |  |    |            |
| 25. Homelessness  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 26. Affordable housing  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 27. Hunger  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| <b>Services for the Disabled</b>  |                     |        |      |   |   |            |  |    |            |
| 28. Occupational training for the disabled  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 29. Building access for the disabled  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 30. Access to transportation for the disabled   | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 31. Services for disabled children  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| <b>Adult Education</b>  |                     |        |      |   |   |            |  |    |            |
| 32. Illiteracy  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 33. Adult job training  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| <b>Diversity</b>  |                     |        |      |   |   |            |  |    |            |
| 34. Ethnic/racial discrimination  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 35. Gender discrimination   | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |
| 36. Age discrimination  | 1                   | 2      | 3    | 4 | 5 | DK         |  |    | DK         |

37. I work or volunteer for a human service provider.  Yes  No  
 Even if it is not listed, please indicate what you feel is the single most critical problem facing Lycoming County.