

# **BACKGROUND**

## **Needs Assessment Overview**

The Mifflin-Juniata County Human Service Needs Assessment project began in 2004 to identify critical areas where the assistance of the Human Services Department would be most beneficial for individuals, families and the community. Previously, funding decisions were made primarily based on outdated statistics. The Department recognized that the needs vocalized in the community were not always the ones being funded. Reliance on the perceptions of a few regarding where state and federal human service funding could best be used was not the best way to distribute funding in the community. It also became apparent that a majority of funding in the Mifflin-Juniata region was being placed into emergency-related services rather than into prevention and treatment. This manner of funding services was and continues to be outdated as more state and federal systems are shifting to performance-based monitoring and outcome-based measurements. Therefore, the Mifflin-Juniata County Human Service Department began to reevaluate the way services are provided to the most vulnerable populations in the community. Part of this evaluation includes determining what the highest priorities are for the community.

For the betterment of the whole community, it is the desire of the Mifflin-Juniata County Human Services Department, under the direction of the Mifflin and Juniata County Commissioners, to provide services that meet the needs of individuals and families in the most cost-effective and practical manner.

A financial reallocation in 2004 from the Human Services Development Fund (HSDF) made funding for the needs assessment possible. The Mifflin-Juniata County Human Services Department collaborated with Penn State University to create a six-tiered approach to the needs assessment. These six levels include:

- A random-sample general population survey of members of the community
- A strategic planning/team building session conducted with agency service providers
- Numerous community-based focus groups
- A survey of program clients
- Collection of relevant secondary data
- Development of system-wide recommendations

The Needs Assessment document was envisioned to be:

- A vision of what the Mifflin-Juniata Human Services Department can become and contribute to the community
- A dynamic document that will assist human services agencies across the two-county area to focus their priorities and help them to achieve their goals
- A way to measure the future effectiveness of programs that are receiving funding from the Human Services Department
- A guidepost for determining where funding is allocated in the community

## **Program Overview**

### History

In 2004, the Mifflin and Juniata County Commissioners entered into an agreement to merge the Human Services Departments for both counties into one single entity. From this union emerged the Mifflin-Juniata County Human Services Department. This Department serves as the administering agency for several human-service related grants received by the counties. The Mifflin-Juniata County Human Services Department also serves as a connection between the County Commissioners and both publicly- and privately-funded human service system providers.

The Human Services Department is responsible for promoting policies and programs that protect and support human service activities in the two-county region. The Department is in charge of planning for the human services needs of county residents, developing needed programs, administering funding, as well as monitoring and evaluating program performance. The department coordinates and facilitates the provision of services and programs that address economic self-sufficiency and promote the social well being of clients.

A major portion of these duties centers on activities related to the allocation, distribution, and administration of state and federal funds to provide comprehensive human service delivery in Mifflin and Juniata Counties. The funding categories in the Human Services Department include the Homeless Assistance Program (HAP), the Human Service Development Fund (HSDF), Community Service Block Grants (CSBG), the Emergency Food and Shelter Program (EFSP), the Emergency Food Assistance Program (TEFAP), the Medical Assistance Transportation Program (MATP), the Supported Work Program (SWP), and the State Food Purchase Program (SFPP). When this document refers to Human Services funding it is to these programs that it is referring. Please see the Appendices for further descriptions of each of these programs.

The Mifflin-Juniata County Human Services Department also coordinates the grant application process for county row offices. This includes researching sources of funding for new grants, writing grant proposals and/or concept papers, and submitting these applications for funding. The Department also provides grant-related technical assistance to municipalities, local and regional police departments, emergency services and nonprofit agencies serving county residents.

The Mifflin-Juniata County Human Services Department is a member of the Pennsylvania Association of County Human Services Administrators (PACHSA).

## Vision

The vision of the Mifflin-Juniata County Human Services Department is to meet the needs of the community and to empower individuals and families to be self-sufficient through the provision of accessible and responsive human services.

## Mission

The mission of the department is to endeavor to secure maximum self-sufficiency for individuals and families through the provision of comprehensive services. These currently include the following:

- Economic assistance services that meet the basic needs of individuals and families, such as food, shelter, utilities, clothing and rental/mortgage assistance
- Rehabilitative services that assist individuals to obtain services that enable them to develop a healthy lifestyle that is beneficial to their well-being and to achieve the highest level of self-sufficiency possible, including mental health and mental retardation services, and drug and alcohol counseling
- Family services that meet the needs of parents and/or children, including Children and Youth Services, after school programs, summer day camps, and mentoring programs
- Aging services that meet the needs of individuals in the community aged 55 and older, which include Call A Ride Service (CARS) and homemaker services that allow individuals to remain in their home in lieu of placement in a nursing home
- Employment related services to assist individuals to become and remain gainfully employed, including childcare and the supported work program

The Mifflin-Juniata County Human Services Department is dedicated to providing quality, client-focused and cost-effective services by:

- Promoting self-esteem, self-sufficiency, and maximum independence for clients
- Treating each individual with respect, integrity, and compassion
- Respecting and acknowledging diversity in individuals, families, and the community
- Providing leadership at the community and state levels by identifying human service issues and shaping policies and practices to respond to them.
- Promoting collaboration between the public and private sectors in dealing with human service-related issues in the community

## Goals

### **Mifflin-Juniata County Human Services (MJCHS)**

**M**aking a difference...one person at a time

**J**oining the community together

**C**ommitted to empower, support, and protect individuals and families in need

**H**elping to create stronger families and neighborhoods

**S**erving the needs of the residents of the county

# RECOMMENDATIONS

The Needs Assessment process has been enlightening; it will change the way human services are conducted in the county. At a minimum, agencies will see a change in the Request for Proposal (RFP) process for all county-administered grants. At best, it is hoped that all agencies will begin to look at data when considering programmatic changes.

As a starting point, the Human Services Department has set forth two categories of recommendations. One focuses on priority areas to be addressed, the other on departmental issues. It should be noted that this section will establish the Department's benchmarking and evaluation process for measuring activities and outcomes. These suggestions are meant to start a conversation in the community about the face of human services in the counties. They are not meant to be all inclusive; it is hoped that as agencies review the recommendations, they will ask themselves, "Where do we fit into this process?"

## Program Delivery Improvement

During various focus groups, agencies were asked: "How can the Human Service Department help you meet your own goals?" From their answers, the following four needs were identified:

- Assist in identifying and obtaining funding sources
- Support the coordination, collaboration and facilitation of agencies
- Assist in identifying human service needs
- Help in increasing awareness of services

From this list, the following goals were developed for the Department.

## Goals

1. Identify and make the community aware of human service needs.
  - Maintain benchmark data and update it regularly
  - Participate in collaborative efforts
  - Support programs that provide the following services:
    - Self-sufficiency
    - Improved living conditions
    - Empowerment of residents to assume a stake in their own community
    - Strengthened community partnerships
    - Increased agency capacity
    - Strengthened family systems
2. Use the combined resources of the Department and the community to create multiple opportunities for serving the needs of Mifflin and Juniata County residents.
  - Convene local human service decision-making boards
  - Encourage agencies to track program outcomes
  - Facilitate interagency cross training
3. Identify and obtain funding to support human service needs.
  - Provide assistance with grant writing to eligible agencies
  - Work to become a clearinghouse of grant information

## Human Service Issue Recommendations

The needs assessment process entailed the analysis of large amounts of statistical, focus group and client data as well as survey responses. As an outcome, the following areas were identified as the most pressing needs in our communities:

- In response to a series of questions regarding the most pressing issues facing the two-county area, residents who completed the survey highlighted as the most severe issues drug use by both teens and adults, followed closely by juvenile crime and vandalism, lack of youth programs, poverty, and houses in disrepair. Secondary data supports drug use as one of the top issues to be addressed.
- Consistent with their view of the most critical challenges, respondents rated as the highest or high priority programs to reduce drug and alcohol use among both teens and adults. Other issues considered high priorities include helping youth develop life skills, combating juvenile delinquency, strengthening families, and addressing the issues of sexual activity among teens, domestic violence or abuse, and affordable housing for the elderly.
- Employment training, mental health services, rehabilitation, drug and alcohol services, crisis information services, services for victims of abuse, and child care were cited the most often as the services most difficult for residents to access.

The following list was developed from these general statistics as the key areas which agencies should address when seeking to fill in the gaps in human services.

- **Need for healthy lifestyle education**
- **Inadequate or no health insurance, especially for the aging population**
- **Need for mental health program awareness/education**
- **Need for drug and alcohol programs, especially those targeted at youth**
- **Need for drug/alcohol treatment programs**
- **Need for more awareness/education around violence issues**
- **Need for greater emphasis on the value of education**
- **Need for homeless awareness education**
- **Need for more affordable housing, especially for low-income and elderly**
- **Need for changes to current emergency service programs**
- **Need for programs to address the following issues:**
  - **Children living in poverty**
  - **Teen pregnancy**
  - **Youth crime**
  - **Increase in drug related crimes**

Given this data, a strategic plan was developed (Appendix 5). This plan is intended to be a continually evolving working document.

# COUNTY PROFILES

## Juniata County - Population and Socioeconomic Profile

### Introduction

Juniata County is located in a rural and mountainous section of Pennsylvania, 45 minutes south of State College and 45 minutes north of Harrisburg. The county has an abundance of physical beauty and natural resources. The region boasts many quaint towns and villages and the Juniata River. A considerable majority (66.8 %) of residents of Juniata County consider it a “very desirable” place to live, according to a 1997 survey.. Juniata County has one of the highest levels of nativity among Pennsylvania’s sixty-seven counties, at 91.1 %. Of residents of Juniata County in 2000, about one out of every nine was born outside of the United States. The 1997 survey also cited critical areas of concern among residents including problems with unemployment, poverty, poor housing, and a modest rate of economic development.

### Age Structure

According to the 2004 Census, Juniata County has a total population of 23,065 (Table 1-1). Between the years of 1970 and 1990, the number of persons under the age of eighteen years decreased steadily. In 1970 there were 5,849 persons in this age group. In 1980, this number declined to 5,581, and in 1990 to 5,323. However, recently the numbers have begun to show an increase. The 2000 census shows the number of persons eighteen years or younger rose to 5,703, or 25% of the total number of residents (Table 1-2). This compares with a 23.5 % ratio for this age group for the Commonwealth.. Therefore, Juniata County currently has a slightly higher ratio of individuals eighteen years and younger residing in the county as compared to the state as a whole.

Juniata County mirrors many other rural counties with respect to its loss of working age residents. Although a number of adjacent counties have higher out-migration rates than Juniata, it still lost more persons aged 25-34 as a percent of total population than the Commonwealth and the United States. Table 1-3 shows the distribution of population by 10-year age cohorts from 1990 to 2000. The final analysis of these numbers shows that Juniata County had a loss of 9.6% of individuals in this age group during that time period. A loss of career-age residents without a balance of in-migration holds the potential to reduce future population growth because there will be fewer persons of childbearing age living in the county.

In 2000, the population over the age of sixty-five totaled 3,471 residents, or 15.2% of the total population in the county. At the same time, this age group represented 15.4% of the total population in the Commonwealth of Pennsylvania. . In 1990, Juniata County’s average age was 33.6 years, while the median age in Pennsylvania was 34. By 2000, the census data shows that the average age for a Juniata County resident rose to 37.7 years, but remained lower than the average age in both the Commonwealth (38.0 years) and in Mifflin County (38.8 years).

### Employment

The Juniata County business sector has a variety of both large and small businesses. The county, while rural in nature, is within the densely populated Northeast corridor that leads to Harrisburg and is situated just a few hours from other major metropolitan areas. As an area of limited industrial development, average unemployment in Juniata has traditionally run lower than the state average. In 2003, the unemployment rate for the county was 5.2% (Table 1-4).

## Gender and Race

In 2000, the male/female ratio in Juniata County was almost equal with 50.3 females for every 49.7 males (Table 1-5). In most neighboring counties, the ratio of females was slightly higher.

The 2000 census indicated that Pennsylvania's population was predominately white with 84 % of persons claiming that status. In Juniata County, 98.1% of the population claimed white ethnicity. . The numbers of African-Americans and persons of Hispanic origin in Juniata County are increasing, although these groups remain relatively small. The 1990 census showed that only 0.1 % of all residents in Juniata County were African-American while the 2000 census showed a considerable increase in this number to 0.4 %. The region surrounding Juniata County also had a smaller percentage of African-Americans and persons of Hispanic background, as shown in Table 1-6. In Mifflin County, the largest populations of African-Americans reside in Port Royal Borough and Spruce Hill Township where the residential totals are 1.3 % and 1.9 %, respectively. Hispanic and Latino populations have increased dramatically in this county. The largest populations of Hispanic persons, based on the 2000 census data, were in the boroughs of Mifflin (6.4 %) and Mifflintown (8.7%).

## Income and Poverty

The per capita incomes from the 2000 census data for Pennsylvania and Juniata County were \$20,880 and \$16,142, respectively. Juniata County had the lowest median household income in the region at \$34,698; the state's median household income was \$40,106. In terms of per capita income, Juniata County ranks 35<sup>th</sup> out of the 67 counties. Most of the counties surrounding Juniata also have relatively low incomes (Table 1-7).

In 1999, Juniata County had a lower poverty rate (Table 1-8) than other adjoining counties. A more recent update from the 2002 Economic Research Service (ERS) of the United States Department of Agriculture (USDA) shows that Juniata County had the fourteenth lowest percentage of people in poverty in Pennsylvania, at 8.0%. At the same time, Mifflin County's rate stood at 11.8 %. Poverty continues to be a substantial challenge in the older boroughs of Juniata County. Over 17% of the population in Mifflin Borough was in poverty in 2000. Mifflintown and Port Royal Borough reported poverty levels of 13.7% and 10.0%, respectively.

## Education

As of the latest census, 74.5% of the population of persons 25 years of age and older in Juniata County had at least a high school diploma. That number for Pennsylvania as a whole was 81.9% (Table 1-9). While Juniata County's post-secondary participation rates are lower than those of the state, they have been increasing over the past 20 years. The percentage of graduates who enter college after graduating high school is 9.5%, the lowest in the region, compared to 15.5% for Pennsylvania. The attainment rate for graduate and professional degrees is also lower in Juniata County with only 2.7% of the population over 25 receiving degrees in 2000. Those receiving graduate and professional degrees in Mifflin and Snyder Counties have representative rates of 4.6% and 3.9%, respectively.

According to the Pennsylvania Department of Education and the Juniata County School District, the county's graduation rate for the 2003-04 school year was almost 97% with an enrollment of 262 twelfth-grade students. Of the 254 total graduates that year, 170, or 66.9% of the students, went on to pursue post-secondary educational opportunities. The drop-out rate was very low during the same school year, at 0.9%. Future growth and economic expansion in Juniata County will depend on a highly-trained and well-educated work force. These employees will include young people who have pursued vocational training and business school education as well as those graduates with post-secondary degrees.

# **Mifflin County - Population and Socioeconomic Profile**

## Introduction

In 2000 there were 46,486 persons residing in Mifflin County (Table 1-1). The county is 431.1 square miles in area which translates to a population density of 107.5 persons per square mile. Mifflin County's population density is relatively low when compared to the state's density of 272.8 persons per square mile. Mifflin is comparable to Centre and Snyder counties, and twice as dense as Juniata County. Current estimates of population growth show that Pennsylvania and Mifflin County have recently lost residents while surrounding counties and states are gaining in population. Juniata County grew substantially between 1990 and 2000. The population of Mifflin County increased by only 0.6% during this same period when compared to adjacent counties such as Snyder (2.0 %) and Centre (15%).

## Age Structure

According to the 2003 census, Mifflin County has a higher percentage of younger and older persons than the Commonwealth as a whole (Table 1-2). In 1990, county residents under the age of 18 comprised 24.9% of the population and those older than 65 made up 16.0 %. The Commonwealth, by comparison, had 23.5% of its population below 18 and 15.4% over 65. Between 1990 and 2000 the median age of the state, as well as the majority of its counties, was rising.

Pennsylvania now ranks second among states for its share of Americans over the age of 65 (15.6%). Mifflin County is one of only a few counties in Pennsylvania where 17% of the population exceeds the age of 65, a percentage that has been increasing over the last several decades. If this trend continues, it is likely to precipitate a number of economic and social service related issues in the region.

The distribution of population by 10 year age cohorts in the United States, Pennsylvania, Mifflin and surrounding counties from 1990 to 2000, provided by the Census of Population and Housing, appears in Table 1-3. Pennsylvania lost more young workers during the 1990s than any other state. Of the 15-24 age cohort of Mifflin County, almost 1,000 left between 1990 and 2000, over 13 % for this age group. Not only is this area losing young people, but it is also losing its pool of educated workers as the elderly population continues to grow. Statistically, the 15-25 year old population is expected to have completed their secondary education by the time they reach 25, and begun entering the workforce and filling their community's higher paying positions. Instead, the data shows that these young people are leaving the county to live elsewhere. Other studies of migrating patterns indicate that the main reason for out-migration is the young adults' perception that economic opportunities will be greater elsewhere. As in Juniata County, this has the long term effect of decreasing the number of new business starts and reducing future population growth, since fewer persons of marrying age remain.

## Employment

For over 50 years, the largest textile company in Mifflin County was the American Viscose Corporation. The role of manufacturing changed dramatically after the flood of 1972 caused by Hurricane Agnes, which resulted in the closure of the plant as well as many other plant layoffs in the area, including Standard Steel. In 1970, manufacturing made up 42% of the employment

base, while in 1997 it represented 37 %. This accounts for a loss of about 14 %, or 2,000 jobs, in the manufacturing sector over a 27-year period. Beyond manufacturing, overall employment growth has lagged behind that for the state as a whole. Between 1992 and 2002, Pennsylvania ranked 47<sup>th</sup> out of 50 states in employment growth. As Pennsylvania and the nation continued to lose manufacturing jobs, Mifflin County did also. During this time, Mifflin County's unemployment rate had remained consistently higher than the state average. Employment figures for Mifflin County reflected an improvement for 2000. The data for that year showed Mifflin County had its highest employment, with 96% of its civilian labor force fully employed (Table 1-4).

### Gender and Race

In 1990, females in Mifflin County out-numbered males by slightly more than 52% to 48% (Table 1-5). This trend was comparable to Pennsylvania's figures. According to the 2000 Census, Mifflin County's white population was 98.5 % of the total population, compared to 85% for the state, and 75% for the nation. The percentage of the population made up of African-Americans or persons of Hispanic origin in Mifflin County was lower compared to the state average. For the decade from 1980 through 1990, only 0.2% of all residents in the county were of African-American heritage and there was no change in the numbers of this minority group for the ten years following 1990. The 2000 census reported that Mifflin had an increase in numbers to 0.5 %, compared to Pennsylvania's African-American numbers of 12.7 %. In the surrounding region, the population numbers for Hispanics are comparable to Mifflin County's (0.6 %) as displayed in the Appendix (Table 1-6). The largest concentration of African-American and Hispanic populations, based on the 1990 and 2000 census data, was in the Borough of Lewistown. In 1990 the data showed the minority population of Lewistown Borough to be 1%; ten years later that percentage had grown to 2.5%. Within the Borough, the largest ethnic group of Hispanic/Latino origin was nationals arriving from Puerto Rico. All of these persons are U.S. citizens although most would consider Puerto Rico their homeland.

### Income and Poverty

The 1999 per capita incomes for Pennsylvania and Mifflin were \$20,880 and \$15,553, respectively. While most of the counties surrounding Mifflin have relatively low income levels, Mifflin County had the lowest median household income in the region at \$32,175 (Table 1-7). For comparison, Pennsylvania's median income was \$40,106. The most current estimate from the USDA shows that Mifflin County ranks below the state and adjoining counties in this region in terms of median household income. In 2005, Mifflin County's median household income was \$32,945, compared to Pennsylvania's \$42,043. In direct correlation, Mifflin County also had a higher poverty rate than surrounding counties except for Centre County which included a high student population (Table-8).

The 2000 poverty rates for Pennsylvania and Mifflin County were 11.0% and 12.5%, respectively. A recent Economic Research Service study in 2002 showed that Mifflin County had the 18<sup>th</sup> highest poverty rate of any county in Pennsylvania. Poverty continues to be a problem in the Lewistown Borough which had over 20% of its population in poverty according to the 1990 census. The ten-year update from the 2000 census shows little or no improvement. At the same time, over 16% of Lewistown's families live in poverty and the per capita income of that borough's residents was \$14,733, 5 % lower than the county-wide figure.

## Education

The 2000 census data for Mifflin County indicates that 77.3% of all residents over the age of 25 have at least a high school diploma, up from 68.2 % in 1990 (Table 1-9). This is an increase of 13.2 % in the number of graduates with a high school diploma. According to the Department of Education and the Mifflin County School District, the county's public school graduation rate for the 2003-2004 school year was 89.1 %. Of the total number of graduates that year (393), 236 (60%) were pursuing post-secondary educational opportunities. Of the remaining 157 graduates, almost one-third were seeking vocational, military, or business training.

While educational attainment varies widely across the region and the state, it is important to note that in Mifflin County the number of persons pursuing post secondary education continues to increase. In 1990, 8.7 % of people 25 years and over sought secondary education while in 2000 this percentage increased to 10.9 %. Likewise, Pennsylvania showed a similar increase in post secondary education during the decade of the 1990's. The state data showed an increase in the number of people 25 years old and over with at least a high school diploma from 74.7% in 1990 to 81.9% in 2000. The number of Pennsylvanians over 25 years of age with a bachelor's degree rose from 17.9% to 22.4% during the same period. For Mifflin County to prosper and build its economic stability, it will have to depend on quality education for its young people. Mifflin County and the Commonwealth of Pennsylvania will have to make it attractive for educated young people to settle or relocate in our area. In addition, the local leadership will need to promote workforce opportunities within the region to attract and retain young talent.

# HUMAN SERVICE ISSUE AREAS

## Introduction

This section of the needs assessment study will review the major human service issue areas. These issues are highlighted either because they are recognized as concerns or are consistently funded areas in our region. It is important that each county is aware of each issue and is capable of responding to the issues. The issue areas section also provides an overview of relevant secondary data and highlights appropriate trends. Each issue area includes an overview which will provide the context of the issue and why it is highlighted. Data sources areas of concern or challenge are also discussed.

## Health

The demographics of Mifflin and Juniata Counties show that 15% of Juniata residents and 16% of Mifflin's are over the age of 65. It is a concern that health issues will have an increasingly important impact on the use of human service dollars. Currently, only a small percentage (1%) of human services dollars is allocated for aging services.

## Physical Health Care

Rural health care is receiving more attention from both the state and federal governments. Health care access and affordability remain priority issues across the state, especially for rural Pennsylvania's increasingly aged population. Although access to health care services in Pennsylvania's rural counties continues to lag behind that available in urban areas, there has been a slight increase in the number of health care professionals serving the rural population.

Respondents to the random survey stated that the cost of services was the greatest challenge in accessing services. Inadequate insurance and inconvenient hours also made access difficult. Of specific health-related questions concerning accessibility of family planning, prenatal services, nutrition services, childhood immunizations, screening/child development services for children five years and younger, hospice services, and rehabilitation (including physical, occupational and speech therapy), the only service that respondents ranked as having serious trouble accessing was rehabilitation. This issue area will grow in tandem with the expanding elderly population.

Areas for concern include the following:

- **Healthy lifestyle education.** On a positive note, under the area of program priorities, residents responding to the survey ranked education about healthy lifestyles a high priority. Currently, there is no up-to-date county resource guide for health programs.
- **Inadequate or no health insurance, especially for the aging population.** According to Census Bureau figures, 10% of Pennsylvanians had no health insurance coverage in recent years. The national rate is actually 6 points higher (14% in 2000 according to Trends in Rural PA, Center for Rural PA, January/February, 2003). This is echoed by respondents to the random survey who cited lack of adequate insurance coverage as the second most important reason for not being able to access services. The first reason was that services were too expensive. This, of course, is related to the lack of adequate health insurance. The one service that respondents ranked as having serious trouble accessing was rehabilitation. In Juniata (20,059) and Mifflin (41,434) Counties 89% of all individuals have some kind of health insurance. In each county, 11% have no health insurance at all, higher than the state average of 9.9%. As residents are forced to pay out of pocket for health care costs, they will have to make difficult choices about other necessities. This could put a drain on emergency services.

## Mental Health

The public mental health program in Pennsylvania is responsible only for adults with serious mental illness and children and adolescents with serious emotional issues. However, as the citizen survey showed, the perception of many residents about what is “mental health issues” is widely divergent.

Mental health issues have received much attention over the past year. Suicide among youth has been a particular concern much in the news. Juniata County started a collaborative effort called Project Alliance to help address the issue. Currently in Juniata County, 22% of funds received by the County Human Services Department are spent on counseling services, the second highest area of human service funding in that county. In contrast, Mifflin County spends none of its HSDF funds on mental health counseling services. There is funding directed to drug and alcohol counseling in both counties, but those funds are listed under the drug and alcohol issue area.

The current Integrated Children’s Service Plan initiative from the Department of Public Welfare mandates several state agencies to prepare county plans to address systematic concern. Currently, the Human Services Department is a partner in both Mifflin and Juniata Counties’ efforts to provide integrated services for children needing mental health services.

One area for concern includes:

- **The need for education/awareness concerning routine attention to life skills**

## **Drug and Alcohol**

Currently, Mifflin County and Juniata County spend 7% and 9%, respectively, of their total human service budgets addressing drug and alcohol issues. . These issues are constantly in the news since Mifflin County has gained some notoriety with its heroin abuse problem. Heroin, powder cocaine, crack cocaine and marijuana are the four most available, popular, and trafficked illegal drugs in Pennsylvania. However, manufactured drugs, such as methamphetamine, and club drugs are also readily available to users of various ages and socioeconomic backgrounds. Proximity to the drug trade is fueling the problem. The Philadelphia and Pittsburgh areas are the primary suppliers for both types of drugs. However, accessibility to other areas continues to increase. Pennsylvania’s largest city, Philadelphia, sits on the Interstate 95 corridor which runs from Boston through New York City to Miami. Philadelphia’s proximity to New York not only makes it a corner market, but also a source city for distributors operating throughout Pennsylvania and adjacent areas.

Residents who responded to the survey ranked teen and adult drug use the number one problem and the most critical challenge. Area residents ranked teenage drug use and adult drug use as the most severe problems facing the community, by a margin of 70.4% and 52.4%, respectively. Programs to reduce drug and alcohol use among both teens and adults were seen by most of the respondents as a high or the highest priority for the counties. However, drug and alcohol services were also rated as among the most difficult for residents to access when there was an urgent need. And whereas 65% of all respondents ranked programs that reduce drug and alcohol use by teens as being a program priority for the region, fewer than 52% ranked programs that reduce drug and alcohol use by adults as a priority for the region.

Areas for concern include the following:

- **Need for drug and alcohol programs, especially those targeted at youth.** Juniata County Assessment data from the Pennsylvania Department of Health shows an increase in the use of drugs, especially heroin and teenage smoking. Statistics support the need for programs to help reduce the use of these drugs; survey respondents ranked this issue area as one of the most important in the county.
- **Need for drug/alcohol treatment programs.** Neither Mifflin nor Juniata County has a detoxification center or a facility for drug and alcohol treatment. All in-patient treatment for drug and alcohol problems is handled by agencies located outside of the counties. In 2004, Mifflin County had 341 admissions to state-supported facilities and Juniata County had 162. State-wide there were 76,272 admissions. Of the clients from Mifflin County, 145 were diagnosed with drug abuse and 66 with alcohol abuse. Of the clients from Juniata County, 40 were diagnosed with drug abuse and 73 with alcohol abuse. Despite the high number of individuals from both counties receiving drug and alcohol treatment services, the need for a facility will need to reflect the community response. When asked to prioritize the need to provide transportation to a methadone clinic, only 8.7% of the respondents ranked it as being a high priority for the county; 27.9% and 25.4% ranked it as being a moderate or a low priority, respectively.

## **Domestic Violence**

Survey respondents assigned a high priority to addressing the issue of domestic violence and abuse. Currently Mifflin County spends 2% and Juniata County 1% of their human services budgets on domestic violence programming, primarily in the form of shelter services. Every three days, a citizen of Pennsylvania loses his or her life to domestic violence. This fiscal year, the Department of Public Welfare (DPW) will spend more than \$19 million in state and federal funds on direct services for victims of domestic violence and prevention activities. In Mifflin and Juniata Counties, The Abuse Network provides services to victims of domestic violence through a main office and a shelter, both located in Lewistown. The shelter provides seven beds and two cribs. The only criterion required to receive services through the shelter is to be a victim of domestic violence.

Nearly 40% of survey respondents ranked programs that address domestic violence or abuse as a priority area for the regional community. Respondents also reported having the most trouble accessing services for victims of abuse.

An area for concern includes:

- **Need for more awareness/education around violence issues.** There is a perception among agency personnel that expansion of services to target youth has been an excellent addition to the current services provided by the Abuse Network. Programs which address bullying and date rape, among other issues, have been well received in the schools. Yet, there was little or no recognition of this in the public surveys. In addition, although there is a local task force that meets to address all issues of abuse – elder, domestic, and child – there seems to be little public awareness of this activity.

## Education

The need for better education opportunities has been an issue in Mifflin and Juniata counties for a long time. There have recently been some discussion and news stories about establishing a community college in our area. In the 1989 – 1990 school year, the dropout rate for Juniata County was 3.2% and for Mifflin County 8.5%. The dropout rate for the state of Pennsylvania was 13.4%. When the area survey was conducted, most of those responding ranked high school drop-out rates and illiteracy as only moderate problems. However, during the Team Decision Making Day, agency representatives identified the need to place more value on education as the primary issue facing them. Secondary data supports this view. Over 25% of Juniata County residents and nearly 23% in Mifflin County do not have a high school diploma, much higher ratios than the state average of 18%. Currently, Mifflin County spends 13% and Juniata County 19% of their human service budgets on education issues. Supported programs include life skills, literacy and case management services such as budgeting education and conflict resolution skills.

Locally, our children fare better than those across the state in regard to poverty. Data from 1992 show that 3.8% of Juniata County students received Aid to Families with Dependent Children (AFDC), compared to Mifflin County's 8.5% and Pennsylvania's 13.4%. During the 2002 school year, only 0.7 % of students in Juniata County received Temporary Aide to Needy Families (TANF) while Mifflin County reported 3.2% and Pennsylvania as a whole 5.1%. Data from 2003 indicate that there were 1,113 Juniata County public school students (34.8%) who were eligible for free and reduced cost school lunches, compared to Mifflin County's 1,929 students (31.9%). In the state of Pennsylvania 572,262 students, or 33.0%, were eligible for the reduced cost lunch program.

Enrollment rates in both counties reflect the state trend towards younger families leaving the state. The Mifflin County School District, which operates two high schools, three middle schools and nine elementary schools, provided public educational services to 6,109 students in 2002-2003, a decrease of 1.9% from the 1992-1993 school year. The Mifflin District obtains leadership and educational services through the Tuscarora Intermediate Unite (TIU 11). Services provided include curriculum planning, instructional materials, continuing professional education, and special education to all local schools. In addition, the TIU operates the Juniata-Mifflin County Area Vocational-Technical School. The Juniata County School District provided public educational services to 3,257 students (2002-2003), a decrease of 6.8% from the 1992-1993 academic year.

The Juniata-Mifflin County Vocational-Technical School, located in Lewistown, offers eleven work force preparation courses for students in grades 10 through 12. Courses are divided into two program categories, including the Tech Prep Advanced Skills Preparation and Vocational Skills Preparation. The Tech Prep Advanced Skills category is designed for those students who are pursuing careers that require post secondary education. The Vocational Skills category is designed for students wishing to enter the workforce upon their graduation from high school.

In addition to public education facilities, the county has three private educational facilities: Sacred Heart Catholic School, Mifflin County Christian Academy, and Belleville Mennonite School. Enrollments (in Grades K – 12) recorded for the 2000-2001 academic year were 119 for Sacred Heart, 115 for the Mifflin Academy and 320 for the Belleville School.

Higher education needs within Mifflin County are supported by a variety of degree granting colleges, universities, and technical schools located throughout central Pennsylvania. These include The Pennsylvania State University (PSU), Bucknell University, Juniata College, Susquehanna University, and the Pennsylvania College of Technology, a wholly owned

affiliate of PSU. In addition, the South Hills School of Business and Technology recently opened a branch campus in Lewistown. Based in State College, the South Hills offers five Associate Specialized Business degree programs and three Associate Specialized Technology degree programs.

Areas for concern include:

- **Education programs for teen parents.** Whereas most of the respondents to the Mifflin - Juniata Human Services Needs Assessment survey ranked teen pregnancy as a moderate problem, in another section of the survey they ranked the need for education programs for teen parents as the highest and high priority areas (58.0%). Additionally, they ranked program priorities to address sexual activity among teens as the highest and high priority areas (68.3%).
- **A greater emphasis on the value of education.** Agencies listed this as the number one concern during the Team Decision Making Day. Dropout rates support the need for intervention efforts in this area.

Secondary data supports the need for intervention. In Juniata County in 2001, there were 293 reported pregnancies and in Mifflin County, there were 607. In Juniata and Mifflin Counties 2.0% and 4.3%, respectively, of the pregnant women were under the age of 18 years. The average for the state of Pennsylvania is 3.2% for pregnancies in women under the age of 18, according to the 2004 Health Profile by the Pennsylvania Department of Health. Of the pregnancies in Juniata County, 93.9% resulted in live birth, 1.7% resulted in fetal death, and 4.4% resulted in induced abortion. In Mifflin County, 90.9% resulted in live pregnancies, 1.3% ended in fetal death, and 7.7% ended in induced abortion. In Juniata and Mifflin Counties, 23.5% and 27%, respectively, of these babies were born to mothers who had received little or no prenatal care.

## **Housing**

Housing is a critical issue relative to the infrastructure for each community within our two county region. Besides providing shelter for its residents, housing consumes a large majority of the developed land in this region, and represents a large store of private wealth for many communities. Housing can also be directly influenced by public policy and planning. Proactive efforts by local and county governments can lead to the development of additional low- to moderate-income housing, as well as housing for senior citizens. Therefore, it is necessary to understand the characteristics of the existing housing stock to be able to plan for future changes. The availability of safe and adequate housing, whether through homeownership or rental, can provide stability in the community by giving its residents a sense of security and pride in their communities. Currently, Mifflin County spends 40% of its human service budget on housing-related issues, such as rental assistance, utility assistance, emergency shelter, and home repair. Juniata County spends 43% of its human service budget in this area. For both counties, housing-related issues are the number one human service expenditure.

The median monthly gross rent in Juniata County in 2000 was \$395.00 per month, an increase of 6.5% from 1990. The median monthly gross rent in Mifflin County in 2000 was \$384.00, an increase of 1.5% since 1990. The median monthly gross rent in the state of Pennsylvania in 2000 was \$531.00, actually representing a 6.7% decrease since 1990.

Survey respondents indicated that the cost of buying a home ranked as only a moderate issue or challenge within their communities. In 2000, Juniata County had 8,584 occupied housing units, Mifflin County had 18,413, and in Pennsylvania there were 4,777,003 occupied homes. Of those in Juniata County, 77.7% were owner-occupied and 22.3% were renter occupied. The median value of specified owner-occupied housing units was \$87,000.00, which was an increase in real median value since 1990 of 23.4%.

In Mifflin County, 74.0% of units were owner occupied and 26.0% were renter occupied. The median value of specified owner-occupied housing units was \$73,300.00, an increase in real median value of 28.0% between 1990 and 2000. Of all the occupied units in the state of Pennsylvania in 2000, 71.3% were owner occupied and 28.7% were renter occupied. The median value of specified owner-occupied housing units was \$97,000.00, an increase in real median value of 6.3% since 1990. On the Survey, respondents rated houses in disrepair the sixth most important issue highlighted as being most severe. Of the services that respondents were familiar with, home repair ranked at the lowest level of satisfaction compared to all other services.

Areas for concern include the following:

- **Changes to the current rental/mortgage assistance program.** Of the services that survey respondents had experience with, rental/mortgage assistance ranked low in satisfaction. A little over 50% of the respondents stated that rental-housing costs were a minor problem in the community. Conversely, accessing rent and/or mortgage assistance ranked high on the list of human services that respondents had serious problems accessing in the community. Of the respondents who utilized this type of assistance in the past, the rent/mortgage assistance program ranked low in program service and customer satisfaction. More investigation will tell if respondents were truly disgruntled with the level of service received or rather with the level of funding they received. As funding expectations change at all levels, less county dollars may be directed to this area. If that is the case, there will need to be some education to residents who have come to rely on these many programs.
- **Homeless awareness education.** A little over 50% of the survey respondents stated that homelessness was a minor problem in the community. Yet, 44% of the respondents ranked the need for emergency shelter as of the highest or a high priority for future programs in the community. Mifflin and Juniata Counties are served by one homeless shelter, the Shelter Services, Inc. The main shelter is located at 13 Depot Street near downtown Lewistown, in Mifflin County. Shelter Services, Inc. also owns one home in Juniata County that is sometimes used to house homeless families when the Lewistown facility is full. Shelter Services provides rooms, food and life skills counseling services for an average stay of thirty days in the Lewistown shelter location, which is furnished with 30 beds and two cribs. The shelter accepts males, females, and families.

In 2001 and 2002, 458 residents of Juniata and Mifflin Counties sought assistance through Shelter Services. This was an increase of 68.3% of individuals seeking assistance in Juniata County and an increase of 425.7% in Mifflin County (over what period?). One of the reasons for the increase in Mifflin County was additional funding provided by the Homeless Assistance Program (HAP) of the Department of Public Welfare.

- **Need for more affordable housing for elderly and low-income individuals.**  
Survey respondents stated that one of the most critical challenges for programs in the two-county area was affordable housing for the elderly. Of services received in either county, assisted living services for the elderly were ranked as satisfactory.

In January 2004, Juniata County had seven assisted rental housing developments, Mifflin County had thirteen and the state of Pennsylvania had 2,283. By 2004, Juniata developments comprised 195 assisted rental housing units, equal to 8 units per 1,000 inhabitants. Of these units, 73.3% were for the elderly, 20.0% were for families and general use and 6.7% were special needs units. In 2004, in Mifflin County there were 625 assisted rental housing units, equal to 13 units per 1,000 residents. Of these units, 57.6% were for the elderly, 38.1% were for families and general use, and 4.3% were special needs units. In 2004 in Pennsylvania there were 179,991 assisted rental units, representing 15 units per 1,000 residents. Of these, 40.5% were for the elderly, 54.2% were for family and general use, and 5.3% were special needs units. Survey respondents ranked high the need for programs to address affordable housing for low-income households in the community.

## **Transportation**

In any rural location, transportation is a programmatic issue. Currently, only 2% of Juniata County, and 1% of Mifflin County, human service funds are used to support transportation programs, and both programs provide service only to the aged population. This seems to fall in line with the survey results.

Those who responded to this issue on the survey rated transportation issues and priorities the least challenging among those facing the community. Included in the category of transportation were bus service, taxi service, and transportation to services. When respondents were asked what problems they had accessing services, transportation ranked low in difficulty of access. An issue not addressed in the survey was transportation of youth. This may be a challenge in the future.

Possible areas of concern include:

- **Youth transportation.** Schools and agencies provide many after-school programs but transportation and funding for transportation remains a barrier for a number of these programs.
- **Transportation to health care providers**
- **Transportation to places of employment.**
- **Transportation to Human Services agencies.**

## Changing Demographics

The composition of households needs to be considered when evaluating the needs of the community. The structure of families has been evolving significantly in Pennsylvania. Twenty years ago, the average household comprised a husband, a wife, and generally children. Now there are nearly equal numbers of single parent families – both male- and female- headed. In the year 2000, there were 8,584 households in Juniata County and 18,413 in Mifflin County. Of these, single person households made up 21.1% in Juniata County, 26% in Mifflin County, and 27.7% in Pennsylvania as a whole. . From 1990 to 2000, the increase in the number of single person households was 13% in Juniata County, 4% in Mifflin County and 6.3% for the state of Pennsylvania.

### Hispanic Populations

Both Juniata and Mifflin Counties have seen an increase in numbers of their respective Hispanic communities through the last three decades. The data through the 1990 Census shows Hispanic population levels ranging from 0.2 to 0.4%, compared to statewide levels of almost 2%. Data from the 2000 census, and more recent 2003 estimates, show this minority group as the fastest growing in both counties. Juniata shows a six fold increase since 1990 and Mifflin County a two fold increase during the same period. Most of our counties' immigrants enter the United States via Puerto Rico, travel through New York and then travel west into Pennsylvania.

The 2000 Census data shows that the largest Hispanic group in Pennsylvania, accounting for 60% of the total, is people of Puerto Rican origin, followed by those of Mexican origin. The most current data shows that Hispanic populations comprise 3.8% of Pennsylvania's total population as of the July 2004. This is an increase of 20.7% from the 2000 census data. Pennsylvania's population has increased by over 125,000 during this time period and approximately 65% of our state's new immigrants have been Hispanic. The Hispanic population trailed in all three income categories compared with other Pennsylvania earners in 2003. Median income levels for Hispanic families were \$30,029, compared to Pennsylvania's \$51,339. Median household income was \$28,584, compared to \$41,478 for all of Pennsylvania. And the average per capita income for the Hispanic population was \$13,581, compared to the state's average of \$22,427, placing that population 34.9% below Pennsylvania's earners overall.

These new arrivals are younger and often unmarried, and have related or unrelated children living in their homes. The combination of lower income and larger families leads to increases in poverty levels for this minority community. In 2003, 28.8% of all Hispanics living in Pennsylvania were in poverty. Compared to the statewide poverty level of 10.9%, half of the single-parent Hispanic families in Pennsylvania were in poverty according to the 2003 data. While the ratio of Hispanic households in Juniata and Mifflin counties is lower than that in the state as a whole, there are many other pressures to overcome in these two counties. While searching for a better life, new immigrants who lack language proficiency and have little skilled training must overcome many barriers to employment and education.

The 2000 census data showed that Lewistown Borough houses the largest Hispanic population in Mifflin County with 1.1%. The borough's per capita income level is less than \$15,000 and the poverty rate is high at 21.7%. In Juniata County, Mifflin Borough and Mifflintown have Hispanic populations of 6.4 and 8.7%, respectively. The per capita income in these communities was low compared to the state level of \$22,427. Mifflintown's level was \$14,394, with individual poverty at 13.7%, and Mifflin Borough had per capita income averaging \$12,843 with poverty levels at 17.7%. Pennsylvania's individual poverty level was 11.0%, and for the United States it was 12.4% according to the 2000 census data.

## **Children/Youth/Families**

Almost 70% of survey respondents ranked programs to strengthen families the highest or a high program priority in the community. Slightly over 75% gave the highest or a high priority ranking to programs to help youth develop life skills. Currently in Juniata County, only 2% of funds are spent on programs to help youth develop life skills while in Mifflin County, 15% of funds are directed to programs serving youth. Yet everyone recognizes that our youth are the future of our counties.

Areas of concern include:

- **Children living in poverty.**
- **Teen pregnancy.**

## **Public Safety**

Police protection is a service required for County residents and businesses. The traditional role of the police involves three functions: law enforcement, order maintenance, and community services. Law enforcement involves the application of legal sanctions, usually arrest, to persons who injure or deprive others of life or property. Order maintenance involves the handling of disputes. The third aspect of the police function, and the one most likely to occupy the major portion of an officer's time, varies from community to community according to tradition and local ordinances. These are activities not necessarily related to criminal acts and include such tasks as traffic control, education and other public services.

In 2005, the Mifflin County Regional Police Department served a residential population of 18,264, which is about 40% of the county's population. Other municipalities in the county are served by the Granville Police Department, the Armaugh Police Department, and the Oliver Township Police Department. The remainder of the county is served by the Pennsylvania State Police. The county also has a Mifflin County Drug Task Force (MCDTF), established to combat the problem of heroin use and other illegal drug sales in the community. Juniata County has no regional police effort and is served solely by the Pennsylvania State Police.

In Juniata County, 765 crimes were reported to police in 2003, of which 287 were classified as serious. In Mifflin County there were 2,621 reported crimes of which 854 were serious. Juniata County's total crimes per 100,000 residents were 3,345. The serious crimes were 1,255 per 100,000 residents. Mifflin County's total crimes per 100,000 residents were 5,639. The serious crimes were 1,837 per 100,000 residents. The change in total crimes from the year 1998-2003 was 43.8% and serious crimes changed by 106.5% in Juniata County. The change in total crimes from the years 1998 to 2003 was - 9.10% and 0.70% in serious crimes for Mifflin County.

Following drug use by teens and adults, juvenile crime and vandalism is the most pressing issue concerning citizens in Juniata and Mifflin Counties.

Areas for concern are:

- **Youth crime.**
- **Increase in drug related crimes.**

# PUBLIC INPUT

## A Survey to Assess Human Service Needs in Juniata and Mifflin Counties *Survey Results*

The survey was conducted during the months of April and May 2005. Questionnaires were mailed to 3,000 residents (1,500 per county) randomly selected from a listing of addresses. In accordance with established survey procedures, the overall sample was randomly drawn so as to afford each resident in the four municipalities an equal opportunity to receive a survey. Of the 3,000 surveys mailed, 252 surveys were undeliverable due to address changes, deaths and other factors. The actual sample size was therefore 2,748. A total of 903 usable surveys were returned for an effective response rate of 32.8%. Based on this response rate and the sampling techniques employed, findings from this survey can be considered representative of the entire population within plus or minus approximately 3.5 % points.

### Executive Summary

- In a series of questions asking residents their opinions regarding the most pressing issues facing the two county area, drug use by both teens and adults, followed closely by juvenile crime and vandalism, lack of youth programs, poverty, and houses in disrepair were highlighted as the most severe.
- Consistent with their view of the most critical challenges, most respondents ranked as a high or the highest priority programs to reduce drug and alcohol use among both teens and adults.. Other issues given high priority include helping youth develop life skills, combating juvenile delinquency, strengthening families, addressing sexual activity among teens, addressing domestic violence or abuse, and addressing the issue of affordable housing for the elderly.
- Of the services currently provided, residents cited most often difficulty accessing those related to employment training, mental health care, rehabilitation, drug and alcohol use, crisis information, support for victims of abuse, and child care..
- When asked about the challenges they most often encountered in accessing services in the area, service expense was the answer given most often, followed by either no, or inadequate, insurance and inconvenient hours.
- Of the services with which respondents had experience, the largest number rated as satisfactory were home repair, assisted living services for the elderly, and transportation for the elderly. Conversely, utility services appear to be at least somewhat problematic for some residents, as does rent/mortgage assistance and (somewhat counter-intuitively) home repair.
- Nearly two-thirds of area families with children (36.3% of all respondents) have those children come home after the school day is complete. Approximately 30% of all

- families with children, however, have their children going to either a friend's house, a relatives' house, or an after-school program.
- Of those families whose children go home after school, approximately 15% do not have an adult at home when their children arrive home at the end of the school day.
  - Of those families who have one child or more who participate in some type of child care, nearly 70% consider these services either excellent or very good – with slightly more than half of all respondents indicating that this care is excellent.
  - Approximately 7% of area households indicated some need for adult care services in the last year.

## **Issues, Challenges, and Priorities**

### Issues and Challenges

The first part of the survey asked residents how concerned they were about a wide range of local challenges and issues. As indicated in bold in the table below, drug use by both teens and adults is seen as the greatest challenge followed closely by juvenile crime and vandalism. It is important to realize that a number of other issues are also seen as fairly serious challenges by many respondents. As highlighted by the shaded boxes, lack of youth programs, poverty, and houses in disrepair were seen as either moderate or severe problems by a sizable majority of respondents. At the other end of the spectrum, bus and taxi service are seen as the least challenging issues. It should be noted, however, that each of these services, including “transportation to services,” is viewed by more than one-third of respondents as being problematic.<sup>1</sup>

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<sup>1</sup> In none of these categories was there more than a 3 % point differences between responses for either county.

**Table #1  
Issues and Challenges**

Service	Not Problem	Minor Problem	Moderate Problem	Severe Problem	Don't Know
Bus service	29.1	13.3	18.4	19.4	15
Taxi service	28.8	18.2	19.9	13.9	14.8
Transportation to services	22.3	17.9	24.1	12.9	17.2
Juvenile crime	2.6	7.9	38.7	<b>41.9</b>	5.3
High school drop out rates	2.8	17.2	36.8	16.2	23.3
Lack of youth programs	7.3	15.7	35.9	27.5	9.4
Violent crime	8.2	27.8	38.7	16.9	4.4
Teen pregnancy	1.4	15.6	40.0	21.1	17.7
Drug use by teens	.4	1.9	18.2	<b>70.4</b>	6.4
Drug use by adults	1.1	5.0	26.8	<b>52.4</b>	11.1
Vandalism	1.7	17.9	43.1	<b>31.6</b>	2.9
Homelessness	17.8	33.0	19.9	3.3	21.7
Rental housing costs	17.8	33.0	19.9	3.3	21.7
Costs of buying a home	11.0	24.4	32.7	17.8	10.7
Poverty	6.3	22.6	42.1	15.1	10.4
Illiteracy	6.2	25.8	36.0	9.7	18.1
Houses in disrepair	5.9	24.6	40.1	19.8	6.7
Abandoned buildings	15.4	33.2	24.2	13.7	9.4
Lack of assistance for senior citizens	13.1	23.4	30.4	14.1	15.4

**Most Critical Issues**

In order to augment our insight into residents’ perspectives regarding the most critical issues facing the area, the survey asked respondents to list the top three issues or most critical problems. Consistent with the findings highlighted above, drugs and crime prevention were the most often cited challenges facing the two counties. These were followed closely by the challenges of better employment and providing effective programs and services to youth. More law enforcement, recreation, and housing were also mentioned by at least 20% of survey respondents. Table #2 on the following page highlights these

**Program Priorities**

Consistent with their view of the most important challenges, highlighted in the chart above, programs to reduce drug and alcohol use among both teens (88.7%) and adults (80.9%) were given a high or the highest priority by the most respondents (see Table #2 below).. Other issues rated of high priority include (in order of combined percentages of high and highest priority): helping youth develop life skills (75.0%), combating juvenile delinquency (72.5%), strengthening families (69.6%), addressing sexual activity among teens (68.3%), addressing domestic violence or abuse (64.6%), and addressing the issue of affordable housing for the elderly (64.4%). Other issues that received priority ranking by a majority of residents include support services for the elderly (59.6%), education programs for teen parents (58.0%), affordable housing for low-income individuals (54.6%), and information about where to find services (53.9%). Providing transportation to the methadone clinic (64.3%), utility assistance (53.4%), and recreational activities for the elderly (52.7%) were reported by residents as a low priority.

**Table #2  
Program Priorities**

Service	Highest Priority	High Priority	Moderate Priority	Low Priority	Don't Know
Strengthen families?	37.4	32.2	17.8	3.7	4.7
Education about healthy lifestyles	18.2	37.1	31.3	6.3	3.4
Help youth develop life skills?	32.0	43.1	15.8	2.8	2.7
Recreational activities for youth?	17.8	36.7	33.2	5.8	2.9
Recreational activities for families?	14.3	31.9	38.0	8.7	3.1
Recreational activities for the elderly?	11.2	28.0	42.3	10.4	4.2
Support services for the elderly?	20.8	38.3	28.9	4.4	4.2
Affordable housing for the elderly?	26.2	38.2	24.1	4.6	3.8
Affordable housing for moderate income households?	16.1	33.9	33.8	8.9	4.0
Affordable housing for low income households	20.2	34.4	28.7	8.9	4.4
Rent and/or mortgage assistance?	12.4	23.4	37.6	14.6	7.9
Utility assistance	12.1	24.8	40.4	13.0	5.4
Emergency shelter?	17.2	27.2	36.2	10.7	5.0
Emergency food?	19.9	29.1	33.3	9.4	4.2
Address domestic violence or abuse?	25.7	38.9	24.0	3.7	4.6
Combat juvenile delinquency?	31.6	40.9	17.7	2.7	4.1
Mental health services?	13.2	32.6	38.7	5.9	5.9
Information regarding where to find services	23.8	30.1	30.1	8.9	3.9
Parent education?	15.2	32.8	34.7	7.9	4.2
Education programs for teen parents?	22.4	35.6	28.8	4.9	4.7
Affordable day care for children?	26.1	36.7	23.8	6.9	3.7
Day care for the elderly?	18.8	32.9	31.3	8.9	4.8
Support for family care givers for the elderly?	21.8	33.1	30.8	5.8	
Address sexual activity among teens?	30.2	35.3	21.8	4.9	3.8
Reduce drug and alcohol use among youth?	65.0	23.7	4.7	2.3	1.7
Reduce drug and alcohol abuse	51.6	29.3	10.7	3.2	2.3
Provide transportation to methadone clinic?	8.7	20.8	27.9	25.4	13.8

## Access to and Satisfaction with Human Services

### Program Access

We also wanted to get a sense of residents' need for, access to and satisfaction with various human services in the two-county area. Table #3 on the following page, details respondents' experiences with access to programs. Specifically, the survey asked residents to what extent they or someone who lives in their house had a problem obtaining the following services.

Of the services respondents were asked to evaluate, none appears to be especially problematic for a large percentage of residents<sup>2</sup>. Services which the highest numbers of residents had “serious problems” accessing include: employment training (4.9%), mental health services (3.1%), rehabilitation (2.7%), drug and alcohol services (2.3%), crisis information services (2.3%), services for victims of abuse (2.2%) and child care (2.0%). In addition, rehabilitation, legal services, and child immunization were needed by the lowest percentage of survey respondents in the last three years.

Table #3  
Program Access

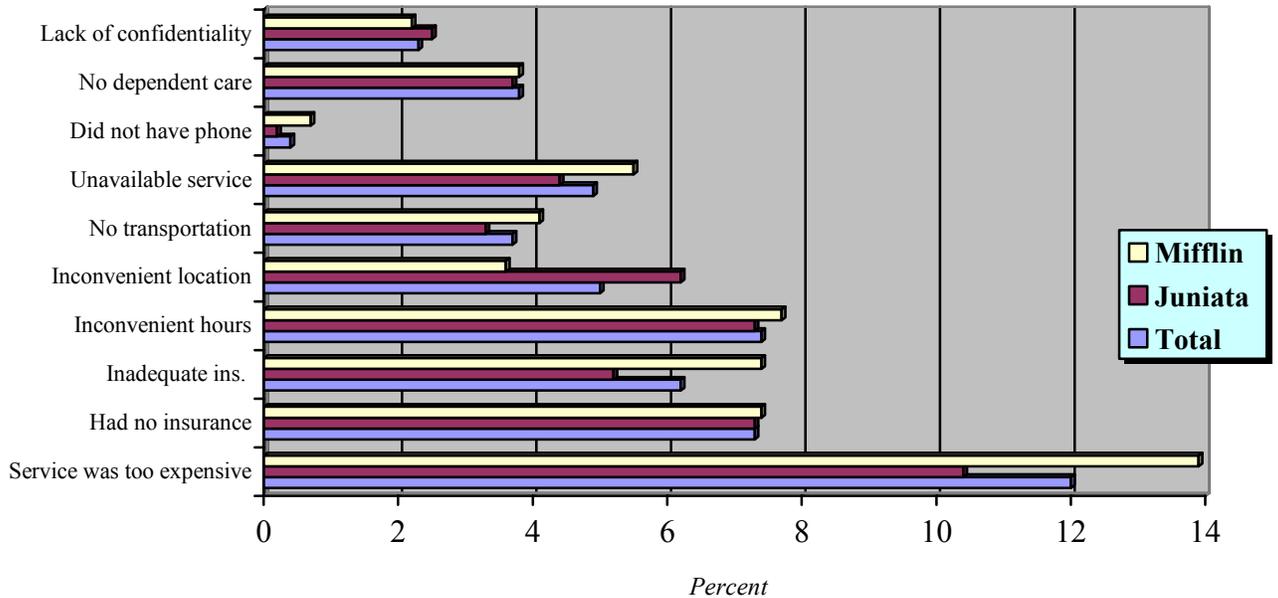
Service	No Problem	Some Problems	Serious Problem	Couldn't Obtain	Didn't Need
Family planning services?	16.9	2.8	1.2	.2	75.6
Prenatal services?	18.2	3.0	.9	.3	73.7
Nutrition services?	19.0	4.2	.9	.4	71.2
Childhood immunization?	26.1	2.8	.7	.4	66.1
Screening/child development services for children 5 & under	19.1	3.0	.6	.2	72.8
Mental health services?	15.3	5.7	3.1	.3	71.7
Drug and alcohol services?	13.0	4.1	2.3	.3	76.3
Services for victims of abuse?	12.2	3.1	2.2	.4	78.6
Hospice services?	18.1	3.9	.7	.3	73.0
Rehabilitation (physical/occupational/speech therapy)	25.4	6.1	2.7	.3	62.3
Child care?	16.2	5.8	2.0	.2	71.9
Adult day care?	12.7	4.6	1.6	.7	76.9
Crisis information services?	12.6	4.8	2.3	.6	76.0
Employment training?	13.7	6.2	4.9	.7	70.9
Food bank/food pantry services?	14.6	4.0	1.9	.7	74.9
Temporary or emergency housing?	11.8	3.3	1.3	.3	79.2
Legal services?	21.9	5.3	3.8	.8	64.8
Utility assistance (heat, electric., etc)	14.6	5.4	4.8	2.8	69.6
Rent/mortgage assistance?	12.3	4.0	3.3	1.8	75.2
Temporary housing	11.9	3.0	1.8	.2	79.4
Transportation services	12.8	5.0	3.3	1.9	73.8

### Problems Accessing Services

Residents were asked what problems they had obtaining various services. Chart #2 below highlights the challenges respondents indicated limited their access to services in the past. Clearly, service expense was the most frequently cited (approximately 12% of all respondents) followed by either no or inadequate insurance and inconvenient hours. As the chart indicates, while some differences exist between the two counties, they are relatively small.

<sup>2</sup> Note that even small percentages represent large numbers within the total population. For instance 4.9% of those over 18 (which was the population sample for this survey) – a total of 52,157 from both counties – accounts for approximately 2,600 residents for whom finding employment training has been a serious problem in the last three years

**Chart #2  
Problems Accessing Services**



Program Service and Satisfaction

An important element of this overall assessment is to look at residents’ experience with various services and how satisfied they have been with those with which they have come in contact. Table #4 below details respondents’ perspectives in this regard. While sizable majorities have not used any of the services identified, it is important to recognize the countervailing reality – that somewhere between 15% and 23% of all residents have at one time or another needed these services in the last three years. As indicated elsewhere, this represents a considerable number of residents in the general population. In addition, it is important to note that there seems to be a considerable gap between responses indicating a particular service was not needed and indicating that service was either provided or denied [check the previous sentence for accuracy]. It is therefore worth assessing whether or not there are relatively large numbers of residents who have needed, but not sought out, various services.

Of the services respondents did have experience with, home repair (5.1%), assisted living services for the elderly (4.1%), and transportation for the elderly (4.0%) were rated satisfactory by the greatest number of clients needing these services. Conversely, utility services appear to be at least somewhat problematic for some residents, as does rent/mortgage assistance and (somewhat counter-intuitively) home repair. This is likely an artifact of [which one?] being one the services that residents have the most experience with – and thus were more likely to have attracted the attention and responses of survey respondents.

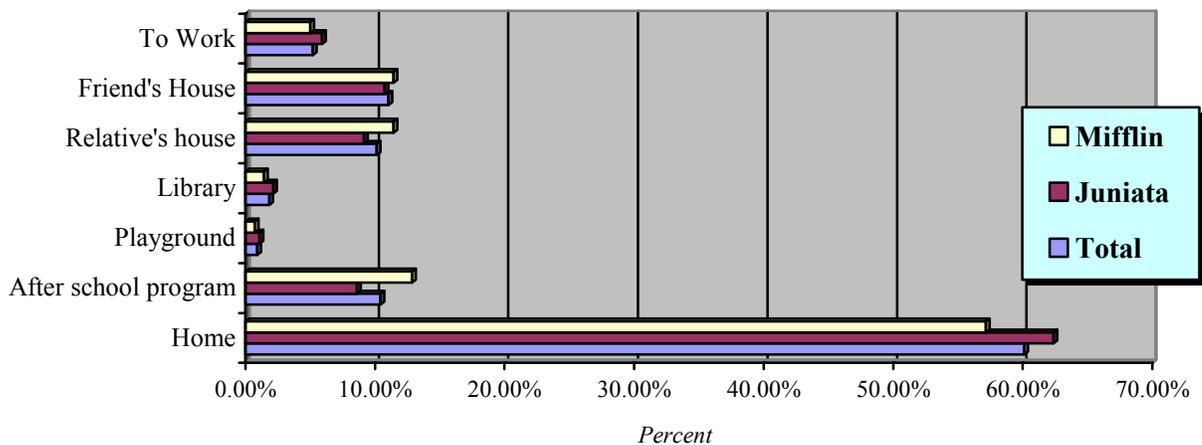
**Table #4  
Program Service and Satisfaction**

Service	Not Needed	Provided Service	Denied Referred	Satisfaction Poor	Satisfaction Fair	Satisfaction Good
Transportation for elderly	83.8	2.8	.3	2.6	3.1	4.0
Transportation for disabled	83.8	2.0	.7	2.7	2.4	3.2
Assisted living services for elderly	82.7	3.2	.2	2.2	2.7	4.1
Drug and alcohol counseling	84.8	2.3	.1	2.6	3.3	1.7
Youth after school programs	82.2	2.9	.1	2.8	2.7	2.9
Food bank/food pantry	82.8	3.2	.4	2.0	3.6	3.0
Youth mentoring programs	84.6	1.2	.2	2.8	1.9	1.3
Food distribution program	82.4	3.1	.4	1.9	2.6	3.6
Home repair	77.9	6.0	1.2	4.1	3.7	5.1
Emergency shelter	86.1	.6	.1	1.3	3.0	1.1
Literacy programs	85.3	1.1	.2	1.4	2.7	1.3
Rent/mortgage assistance	81.7	2.1	1.6	3.7	2.7	2.4
Life skills programs	85.2	.8	.2	1.4	3.2	1.1
Child care	81.1	3.8	.6	1.6	4.2	3.2
Utility assistance	78.2	5.0	1.8	4.7	3.6	3.3

**Child and Adult Care**  
After-School Destination

As indicated in Chart #3 below, nearly two-thirds of families with children (36.3% of all respondents) have those children come home after the school day is complete. Approximately 30% of all families with children, however, have their children going either to a friend’s house (11.0%), a relative’s house (10.1%), or an after-school program (10.4%).

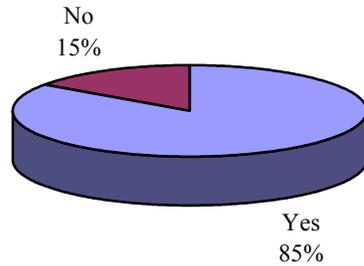
**Chart #3  
Problems Accessing Services**



## After-School Supervision

As detailed in the chart below, of those families whose children go home after school, approximately 15% do not have an adult at home when the child(ren) arrive(s) at home following the school day. The numbers are slightly different between the two counties in this case, however. While 17% of families in Mifflin County do not have someone at home at such times, this is the case for only 12% of families with children in Juniata County.

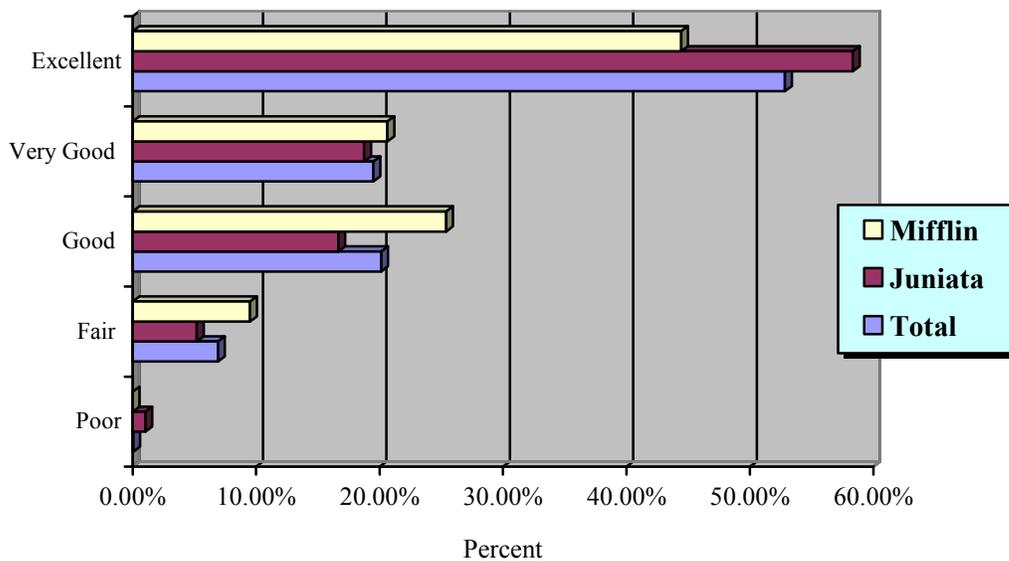
Chart #4  
After-School Supervision



## Satisfaction with Child Care

Of those families who have one child or more who participate in some type of child care, nearly 70% consider these services either excellent or very good – with slightly more than half of all respondents indicating that this care is excellent. As the chart indicates, however, this level of satisfaction – especially as it relates to the number of families who consider the care excellent – is somewhat lower in Mifflin County.

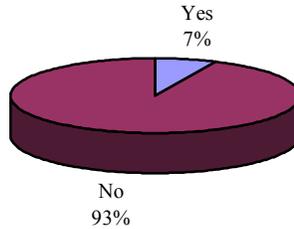
Chart #5  
Satisfaction with Child Care



## Need for Adult Care

The survey also asked residents about their need for adult care. As the chart below indicates, while this is the case for a relatively small portion of the population (7%) it represents a potentially large number of total households in the two-county area – 1,889 (26,997 households x .07). The percentages were identical for both counties.

Chart #6  
Need for Adult Care

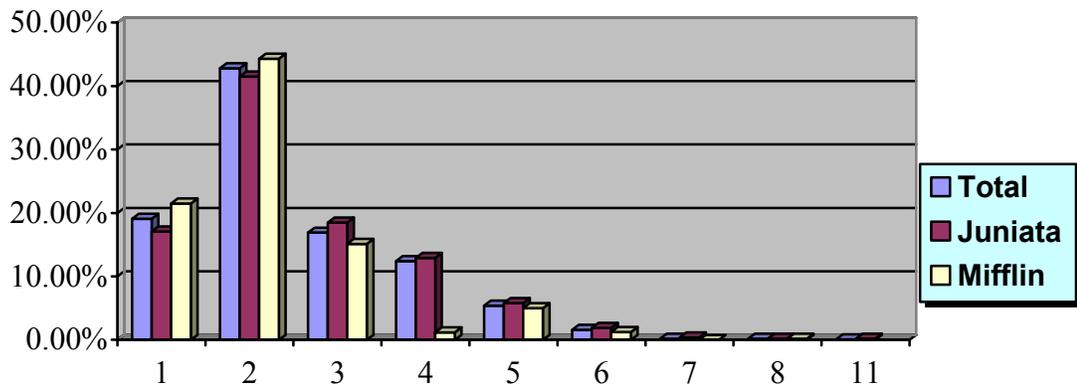


## Demographic Characteristics of Respondents

### Household Age Structure

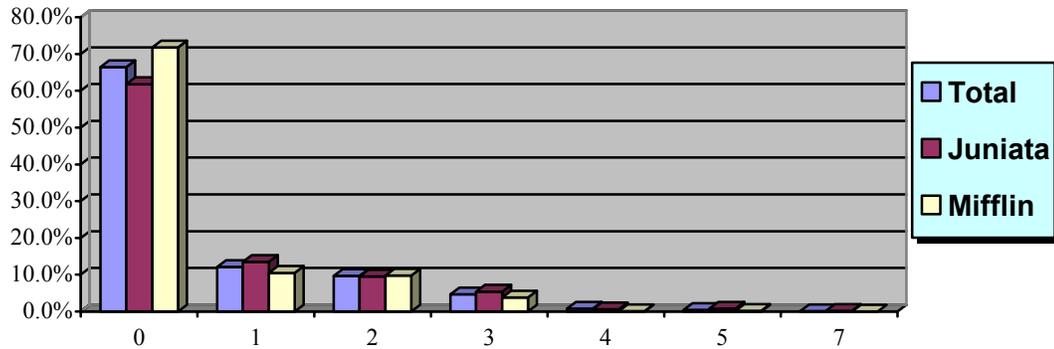
The charts presented here take a specific look at age and age structure in respondents' households. As we can see in Chart #7, more than 4 in 10 households are made up of 2 people while nearly one-fifth of area households have only one person.

Chart #7  
People per Household



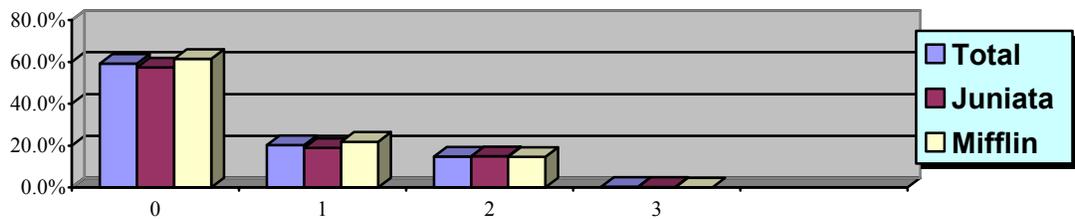
As indicated in Chart #8, more than two-thirds of area families do not have family members under the age of 18 living with them. Notably, however, nearly 40% of Juniata households have someone in this age group living with them, while less than 30% of Mifflin County households do.

Chart #8  
Households with Children Under 18 Years



Finally, as detailed in Chart #9, roughly 40% of area households are comprised of at least one member who is over 65 or older

Chart #9  
Households with Members 65 or Older



Lastly, in order to ascertain the degree to which survey respondents are representative of the county population, demographic information was requested from each respondent. Well within expected limits, these characteristics are detailed in the table below

**Table #5**  
**Survey Participant's Demographic Information**

<b>CHARACTERISTIC</b>	<i>Total</i>	<i>Juniata</i>	<i>Mifflin</i>	<b>JUNIATA</b>	<b>MIFFLIN</b>	<b>PENNA.</b>
<b>Average Age</b>	50.6					
<b>Length of residence in the county</b>						
Less than 2 years	1.6	1.9	1.2			
3 - 5 years	3.7	3.7	3.6			
5 - 9 years	4.1	5.2	2.9			
10 - 15 years	4.9	5.8	3.8			
More than 15 years but not born in county	21.8	22.6	20.8			
Born and raised in Juniata County	63.1	60.2	66.5			
<b>Gender</b>						
Male	47.7	46.1	51.2	49.7	48.2	48.3
Female	52.3	53.9	48.8	50.3	51.8	51.7
<b>Education</b>						
Did not complete high school	9.6	11.2	7.7			
Completed high school or equivalent	42.3	44.0	40.4	51.8	52.1	38.1
Had some college or vocational school	18.7	16.2	21.5	14.0	14.3	21.4
Completed a 4-year college degree	10.2	12.2	7.9	8.8	10.9	22.4
Some graduate work	7.1	5.6	8.9			
One or more graduate degrees	4.1	3.7	4.5			
<b>Employment</b>						
Employed full-time	39.0	38.6	39.5			
Self employed	10.8	12.4	8.9			
Employed part-time	10.1	9.1	11.2			
Homemaker	11.4	11.8	11.0			
Student	1.0	0.6	1.4			
Retired	36.7	36.7	36.6			
Unemployed	2.9	2.9	2.9			
<b>Place of Employment</b>						
Juniata County	20.7	36.3	2.6			
Mifflin County	24.3	6.6	44.7			
Harrisburg Area	7.0	11.8	1.4			
Centre County	2.2	1.2	3.3			
Other	7.6	6.8	8.4			
<b>Household Income</b>						
Less than \$10,000	6.1	5.2	7.1	8.6	13.2	9.7
\$10,000 - 14,999	7.9	7.5	8.4	7.2	8.9	7.0
\$15,000 - 24,999	15.6	17.2	13.9	16.6	16.7	13.8
\$25,000 - 49,999	39.9	37.0	42.3	38.9	36.2	20.2
\$50,000 - 74,999	14.1	15.8	12.2	18.6	16.3	19.5
\$75,000 - 99,999	5.0	6.6	4.3	6.3	5.4	9.6
\$100,000 or more	5.7	5.0	6.5	4.0	3.8	10.3

## **Service Provider Focus Groups - Management Decision Center**

### **Background**

An in-depth look at the priorities, concerns and recommendations of service providers and others working closely with residents was considered to be an important element of the overall needs assessment. In order to gather this input in the most efficient manner possible, an intensive computer-assisted and facilitated strategic planning session was designed in collaboration with Penn State Cooperative Extension and the staff at Penn State's Management Decision Making Center. Participants included 19 local government agencies, organizations and others working on the front lines of human service provision in the two-county area. A full list of the participants, as well as the complete results of this session is highlighted in [Appendix 2](#). The following pages provide a summary of these discussions and priorities.

Political, Economic and Social/Demographic Forces Affecting Human Service Delivery: Participants were asked to identify the most important factor shaping the future of human service delivery in the next 1 to 3 years.

#### Political Forces

In descending order the issues raised most often included:

- Decreasing funding support for human services at the state and federal levels,
- Changes in the national leadership in terms of politics and philosophy,
- Changes in the state government including a relatively new governor,
- Changing regulatory requirements, laws and programs, and
- Changes in county government leadership

#### Economic Forces

When participants were asked to identify the most salient economic forces shaping the future, job loss, loss of tax base, and a changing economic structure in the two-county area were cited as the most important considerations. Most frequently mentioned issues were:

1. Job loss, businesses closing down, etc.
2. Lack of economic opportunity
3. Downward wage pressure for jobs that do exist
4. Changing structure of the economy – away from manufacturing toward lower-wage service sector jobs
5. Erosion of the tax base
6. Increasing cost of living
7. Increased cost of providing services
8. Rising cost of health care
9. Lack of health insurance
10. Increased mismatch between current worker skills and job requirements
11. Increased economic decisions being made outside the county

## Social and Demographic Forces

Important issues identified in this category include:

1. Aging population
2. More diverse ethnic population/growing Hispanic population
3. Brain drain/loss of youth
4. Drug and alcohol abuse
5. Growth in single parent families
6. Increase in violent crime
7. Lack of personal and family responsibility
8. More working poor
9. More transient population

## Greatest Issues and Needs in the Two-County Area

Participants were also asked to both identify and prioritize the most pressing challenges facing the two counties. In order of importance, the following issues emerged:

<b>WEIGHTED SUM</b>	<b>ISSUE/NEED</b>
180	1. Need for placing a higher value on education
172	2. Need for more and better employment opportunities
155	3. Need for a safe and healthy environment
134	4. Need for an educated and skilled workforce
128	5. Need for affordable health care
116	6. Need for family support services
100	7. Need for awareness, accessibility and understanding of services
99	8. Need for child care services
95	9. Need for affordable housing
93	10. Need for integrated services
66	11. Need for cultural acceptance and respect
66	12. Need for public transportation

As clearly highlighted in the table above, education, better employment, a healthy and safe environment and improved workforce skills are considered the most critical issues that need to be addressed in the short term. It was on the basis of these findings and other discussions that subsequent focus groups were organized to discuss education, children and youth, and housing.

## Challenges and Barriers to Meeting Human Service Needs

The purpose of the third component of this part of the strategic plan was to assess participants' perspectives regarding those issues that present the greatest barriers to meeting the human service needs of residents. In order of greatest importance, the following were highlighted as the most challenging issues they face:

1. Decreasing program funding
2. Limited staff and qualified staff to meet needs
3. Excessive paperwork/regulatory reporting requirements
4. Lack of service integration
5. Lack of understanding about/awareness of services (on the part of residents)
6. Lack of public transportation
7. Service need versus service demand issues

### Most Important Assets

The converse of barriers was also of interest to us as a way of assessing the strengths that service providers could build on. The most frequently mentioned assets included:

1. Good cooperation and relationships between agencies
2. Good/dedicated agency employees
3. Recent collaboration and support between the two county governments
4. Faith-based organizations willing to assist efforts
5. Communities that Care
6. Good pool of community volunteers
7. Career Link, school system
8. The area as a good place to live

### Priorities for Mifflin-Juniata Human Services Office

As one of the most critical questions toward which our strategic planning effort has been geared, we wanted to understand better providers' perspectives regarding the priorities upon which the Human Service Office should focus greatest attention in the next 1 to 3 years. After identifying a wide range of issues and combining those with similar programmatic themes, participants then ranked the following in order of priority:

<b>WEIGHTED SUM</b>	<b>ISSUE/PRIORITY</b>
52	1. Assist in identifying and obtaining funding sources
50	2. Assist in coordination, collaboration and facilitation [of ??]
44	3. Assist in identifying human service needs
24	4. Assist in increasing awareness of services

### Summary

As highlighted in the table above, the four major areas identified as high priorities for the Human Service Office are consistent with many of the issues discussed throughout the day. While it seems clear that substantial challenges remain in meeting and ultimately reducing the human service needs in the two-county area, there is also a widely shared sense that there are a number of recent developments and opportunities that hold potential to make these efforts more successful in the coming years.

## Issues-Specific and General Public Focus Groups

### Background

In addition to the random sample survey and the service provider strategic planning session, we also gathered the perspectives of the general public and professionals associated with both general and several specific key topic areas, via five Focus Groups conducted during the month of June 2005. In addition to two focus groups geared toward the general public (one each per county) which looked at general human service needs, we also targeted professionals and constituents around three specific topical areas: education, children and youth, and housing. Each of these areas of concern was highlighted during the Service Provider Strategic Planning Session as a critical issue central to the human service needs of residents in the area.

Although there was clearly a more purposeful focus on specific topics at each of the three targeted sessions, the format for each session included identical questions posed to each group of participants. These included:

1. What are the most pressing (topically focused or general issue) needs or problems facing residents in Mifflin and Juniata Counties?
2. What (topically focused or general issue) social services, resources and solutions are needed most in the two-county area to address these challenges?
3. What are the ways that the Mifflin-Juniata County Human Services Office could best contribute its resources and efforts to address these challenges or help you be more successful in meeting the human service goals that you, your organization or community seek to accomplish?

A total of 47 people – representing a wide variety of professions, experiences, organizations and geographic perspectives – participated in one of these five focus groups. The following pages provide a summary of these discussions and priorities.

**General Public Sessions** -- This section highlights the findings from the two sessions held for the general public – one each held in Juniata and Mifflin counties.

### Most Pressing Challenges/Issues

In general, there was considerable overlap between the issues discussed in both counties. Common areas of concern are highlighted below:

- Lack of public transportation
- Changing values
- Drug and alcohol abuse
- Changing family structure
- Lack of appreciation for education
- Access to services
- Breakdown/lack of supportive families
- High costs/few opportunities
- Limited employment opportunities
- General antipathy/loss of hope
- Changing demographics/population
- Brain drain
- Lack of community support
- Lack of access to higher education/training

In addition to these common considerations, there were a number of different topics raised in each county. Geographic isolation, divisions within the community along caste, cliché groupings, religious, or residency lines, and mental health and illness were concerns raised in Juniata County but not in Mifflin County. Conversely, spousal abuse, racial diversity and the need to embrace it, high teenage pregnancy rates and increasing high school drop-out rates were discussed only in Mifflin County.

## Solutions and Programs to Best Address Challenges

This listing details the ideas raised in each county addressing solutions and needs.

### **JUNIATA COUNTY**

- Enhance Youth Center (DeLauter)
- Develop sports complexes or sports centers
- Eliminate duplication of services/ coordination of efforts to serve the same groups and/or same needs
- Balance follow through and the needed assistance
- Address hidden rooted issues, including: mental health;
- Follow up, assessment
- Pay attention to seasonal focus of assistance and charity
- Establish (?) Be Kind Program
- Expand transportation services
- Create willingness (on public's part) to pay for provision of REAL services

### **MIFFLIN COUNTY**

- Expand children services
- Expand behavioral evaluation and testing procedures and support
- Establish educational programs for both parents and kids to address high risk behaviors
- Better coordinate services
- Expand public transportation for wide range of clients and services
- Set up mentoring programs to engage at-risk youth
- Improve (?) before and after school care
- Establish programs to enhance sense of, and trust in, community
- Be proactive and purposeful
- Expand definition and commitments to education

## How will the Mifflin-Juniata County Human Services Office Contribute

In addition to specific ideas that emerged in each county, two primary themes evolved from discussions regarding ways the Human Service Office could be most effective. Among these are: 1) provide greater grant writing information, services and assistance; and 2) help to better coordinate services and program delivery across all agencies and organizations. The following table details these and other ideas that were discussed in each county.

### **JUNIATA COUNTY**

- Pay attention to family, school, and community
- Serve as alternative fiscal agent for organizations
- Provide grant writer and expand grant writing assistance
- Facilitate /coordinate: act as a community coordinator offering communication & leadership
- Help with/reinvigorate community collaborative efforts

### **MIFFLIN COUNTY**

- Assist with/play greater role in the administration of local programs
- Investigate laws and regulations that prevent greater efficiency and program delivery
- Coordinate and compile agency and organizations needs – especially with respect to grant writing
- Expand professional medical, dental, mental health and social services
- Focus on public transportation
- Help make community a more family friendly and trustful place
- Create youth social areas
- Create a grants clearing house/coordinator/grant writer
- Publish/community services/events

## **Children and Youth Issues**

This section highlights the findings from the Children and Youth Focus Group session.

### Most Pressing Children and Youth Related Challenges/Issues

Common areas of concern included:

- Safety
- Sense of Hope
- Lack of Family Unity
- Drugs & Alcohol
- Temptations
- High Risk Behavior
- Lack of Directions / Standards
- Poverty

### Solutions and Programs to Best Address Challenges

The following table details the ideas raised in response to question regarding solutions and needs to address the challenges raised above.

- |  |   |
|--|---|
| • Provide rug & alcohol counseling   | • Establish (?) school & Institutional Awareness, recognition   |
| • Expand community and family involvement                                  | • Change (?) tolerance policies   |
| • Set up prevention/early recognition programs                             | • Reintegrate – return at-risk youths to the classroom population   |
| • Enhance communication /awareness of problems                             | • Better coordinate services  |
| • Increase sense of hope/ownership   | • Change focus to case based from cookie cutter model of intervention                                     |
| • Provide parenting education  | • Reinforce parent accountability/recognition /awareness  |
| • Develop support services (Parenting classes)                             | • (already above)   |
| • Provide transportation   | • Review (?) high Cost of Individuals / Resource Allocation   |
| • Develop program awareness/diminishing stigma                             | • Declining state funding (?)   |
| • Enhance child support system - parents, grandparents, neighbors, friends | • Set up after school activities, especially non-athletic programs such as arts, drama, creative learning |

## How will the Mifflin-Juniata County Human Services Office Contribute

Several important areas for consideration emerged from this part of our discussion – many of which are consistent with ideas raised in other focus groups and the service provider strategic plan session. These include:

- Continue to develop an integrated child services plan,
- Educate agencies and organizations about what functions they should or may perform,
- Provide strategic planning implementation with coordination to affected agencies,
- Provide proactive orientation toward change and organizational development,
- Expand grant coordination services and information.
- Help children through their rehabilitation programs – with coordinated scheduling, referrals, and communications between agencies including the schools.

## How Can the Human Service Office Best Assist Program Coordination?

Participants in this session were also asked to address ways that the Human Services Office could best help the two counties coordinate services and information. Ideas and suggestions from this discussion are listed here:

- Coordinate discussions - ongoing and periodic,
- Work to decrease state mandated busy work, with more efficient paperwork requirements,
- Work to decrease or eliminate rule changes,
- Make planning for change more predictable,
- Increase community involvement,
- Increase community ownership (lack of affordable housing),
- Work to enhance inter-agency communications, education, and awareness,
- Build on existing community resources,
- Help to expand resources,
- Maintain energy and involvement
- Bring NEW people into the agency and retain workers,
- Create an air of excellence - from top to bottom,
- Assist with service coordination and integration.

## **Educational Issues**

This section highlights the findings from the Education Focus Group session.

### Most Pressing Education-Related Challenges/Issues

Important areas of concern include:

- Funding challenges
- Sustaining programs
- Access to post secondary options
- Program boundaries and limitations
- Poverty and low income population is growing
- Lack of affordable child care
- Local access to training – career development
- Missing high school attentiveness/options for students not academically focused
- Understanding connection between School and Work
- Character Traits
- Employers may not see their role, limited employer connectedness
- Need to empower the parents from

- Apathy – Emphasis on education is not delivered from the parents to the children
- Lack of education-focused motivation
- System is often intimidating
- the early years of child's development
- DRUGS: Substance abuse problems, including tobacco, alcohol, prescription & illegal drugs
- Parents' ability to navigate the system
- Wages and minimum wage locally depress incentives

### Solutions and Programs to Best Address Challenges

The following details the ideas that were raised in response to questions regarding solutions and needs to address the challenges discussed above.

- Encourage collaboration between the preschool and many other programs and the School District
- Juniata County Summer School "like" programs
- Expand grant writing efforts
- Address issues relative to diversity and language barriers
- Introduce (?)local training and care like the Lumina Center's program
- Improve facilitation with financial aid and other post secondary opportunities
- Improve program access and user friendliness
- Community College of Agricultural Sciences, Penn State Citizenship Training
- Expand extra curricular activities
- Expand teacher's staff development
- Demand personal accountability for the positive as well as the negative things in which we involve ourselves
- Support those people who are doing the right things and doing them well
- Be honest about the costs and realities of the programs – community needs to be willing to pay for excellence.
- Take advantage of local strength
- Increase economic competitiveness
- Increase family friendly employers
- Increase services for kids in school (TSS)
- Increase probation funding
- Expand community service options
- Document (?)transportation needs and challenges
- Address (?) parental control with respect to truancy
- Expand (?) after school programs
- Provide alternative school setting with different teacher skills and programs
- Promote the positive factors about your community
- Encourage parental involvement through the Middle School and High School levels
- Support Parents who do good jobs

## How will the Mifflin-Juniata County Human Services Office Contribute

Consistent with the discussions detailed above, several important areas of consideration emerged from this part of our discussions. These include:

- Improve grant collaboration by sharing common information
- Act as a resource for community needs assessment, gather data, and compile new information and research data.
- Set the example
- Communicate “why and how” we do human services
- Support collaborative and communicative efforts

**Housing Issues** -- This section highlights the findings from the Housing Focus Group session.

### Most Pressing Housing Related Challenges/Issues

Important areas of concern include:

- Lack of decent housing (affordability & quality)
- Systematic barriers
  - Criminal backgrounds- cannot apply for public housing
  - Homeless
  - Stereotyping
- Handicap accessible housing
- Transportation to services & shopping (*ex. Maybe a house in McVeytown or Reedsville, but no access to services/shopping*).
- Trouble with maintenance of a house once obtained
  - Budget (financial skills)
  - Housekeeping
  - Mental health issues
- Need for supported housing
- Need for better relationships with landlords
- Need for more section 8 vouchers
- Income and budgeting

Solutions and Programs to Best Address Challenges -- These are some ideas that were raised regarding solutions and needs to address the challenges raised above.

- Transportation to services and shopping
- Need to separate Services and Housing (result: more services available)
- HUD cooperation
- Expand funding beyond that for Basic Needs (Expand Resources)
- Stop revolving door
- Need for Elderly Transportation/Housing
- Need for agency publicity
- Need for better coordination and services
- Need to cooperate with churches
- Time and resources for expanding case management and other services
- ACT team (assertive community treatment)
- Mobile crisis team

## How will the Mifflin-Juniata County Human Services Office Contribute

Consistent with the issues detailed above, several important areas for consideration emerged from this part of our discussion. These include:

- Cross training among agencies
  - Inter-Agency
  - Resource availability
- Community spotlighting of agency efforts (in the media, let people know where money is going)
- Grant writing and resource coordination
- Grants-administration/fiscal management, etc.
- Clearing house- grants and services link
- Directory of services
- Needs assessment/ information sharing and data collection
- County investment with bricks and mortar
- Keep it all in perspective context- prioritizing needs
- Coordinate discussion with federal decision makers

### **Summary**

While there are clearly differences among the concerns raised in each county and issue-related session, the suggestions and issues raised throughout all five focus group sessions are similar in many ways – and importantly consistent with the findings highlighted in the random sample survey and the Service Providers Strategic Planning session. This is especially true with respect to the solutions and recommendations for the Human Service Office. Among the more salient of these are: a) need for greater resources; b) more coordinated grant writing and funding efforts; c) greater collaboration among and between service providers and programs; d) expanding the role and engagement of parents, businesses and community members; e) enhancing public awareness of human service issues and costs; f) removing regulatory and administrative barriers to seamless program delivery; and g) proactively seeking innovative and creative programs.

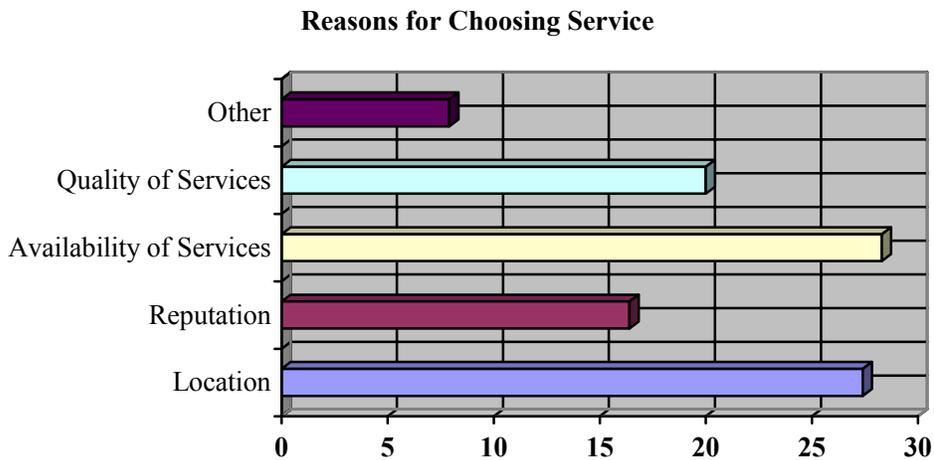
# Client Survey – Summary Results

## Introduction

An investigation of the human services needs and preferences of clientele who participate in local programs is also critical to forming accurate and comprehensive recommendations. Accordingly, two page questionnaires were distributed to thirty-seven agencies and organizations in the area during the months of July and August, 2005. A total of 471 surveys were returned with 174 coming from agencies serving Mifflin County, 96 from Juniata County based agencies and 201 from agencies or organizations that serve residents from both counties. More in-depth information can be found in [Appendix X](#)

### *Reasons for Choosing Service*

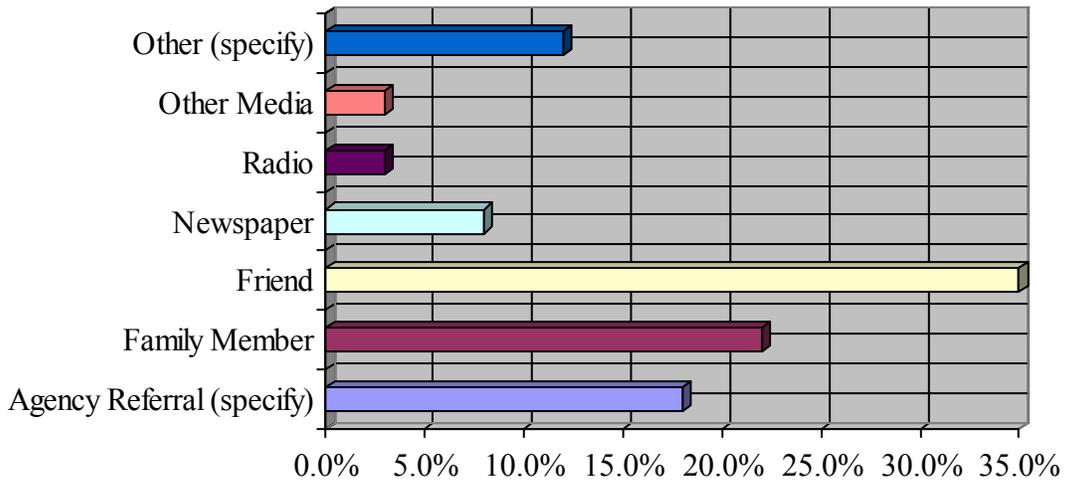
As detailed in the chart below, the reasons clientele chose a particular service were most often related to location and the availability of services. While a number of responses were offered for “other,” the most frequently cited were referrals from doctors or schools.



### *How Clientele Found Out About a Service*

As the chart below indicates, it is most often a friend or family member who was responsible for helping a client find a particular service. While a number of other agencies were identified in response to this part of the question, the hospital and the Area Agency on Aging and Dialysis Unit were mentioned most frequently.

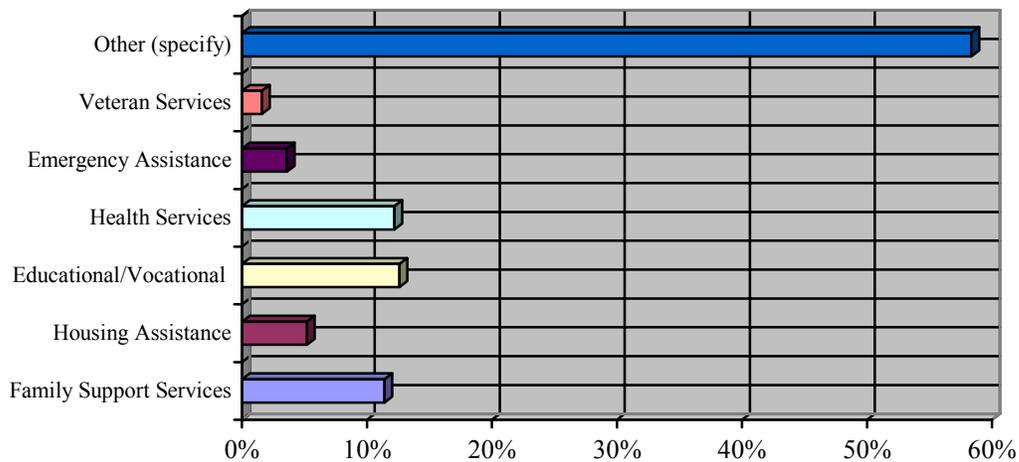
### How Client Found Out About a Service



### Services Accessed

When asked what services clients received on the day that they completed their questionnaire, educational, health and family support services were noted by the most respondents. It's important to recognize that more than half of all respondents received services other than those identified in the questionnaire. Responses, included in the order of most frequently mentioned were for: Home, Doctor, WIC, Senior Citizens, Adult Day Care, Job Search, and Child Care.

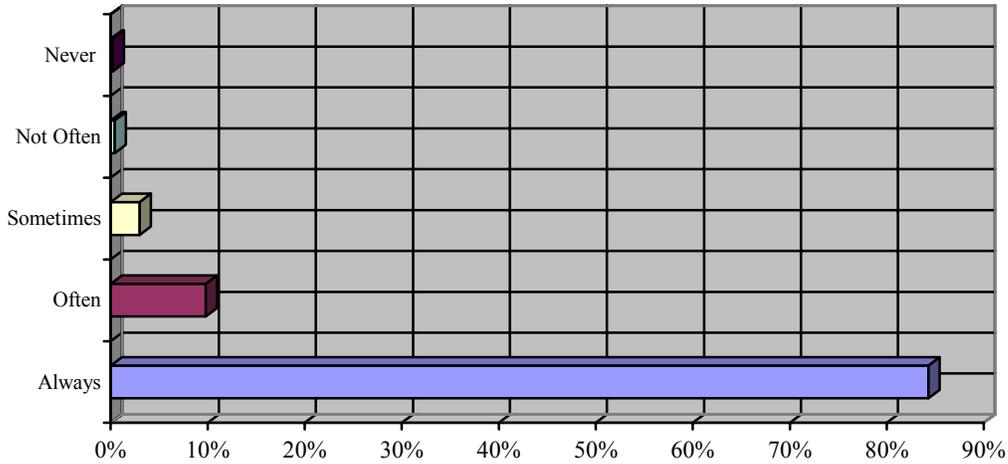
### Services Accessed



*Clientele Treatment*

When clientele were asked whether they were treated with dignity and respect, 84% said this was always the case while another 9.8% said they were often treated well. Less than 1% noted that they were not often or never treated with dignity and respect.

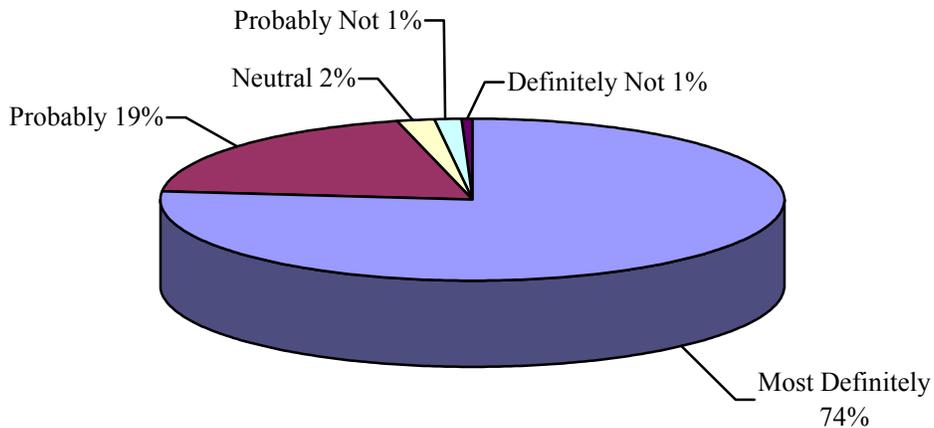
**Were You Treated with Dignity and Respect?**



*Return Preferences*

When asked whether they would return to the same agency if they needed these types of services again, 74% said ‘definitely’ and 19% said ‘probably’. Less than 2% said either definitely or probably not.

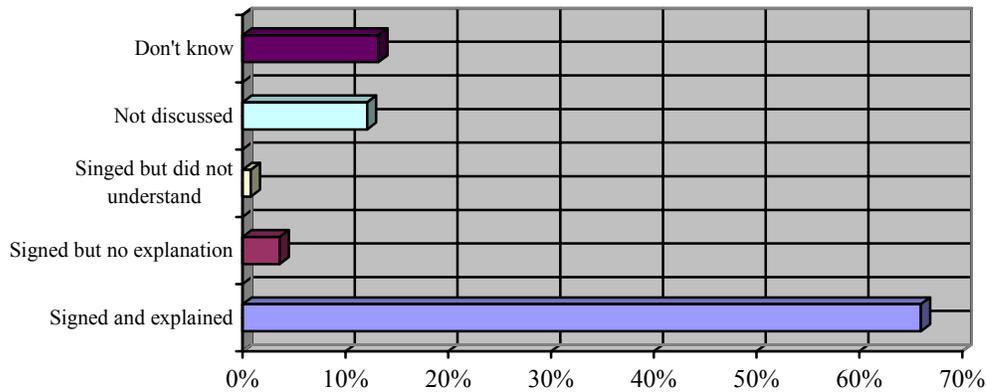
**Were You Treated with Dignity and Respect?**



### Confidentiality

We also asked clients about their experiences with the agency’s policy on confidentiality. Slightly more than two-thirds of respondents noted that they had signed a waiver and the policy was explained to them. Conversely, 12% noted that the policy had not been discussed at all.

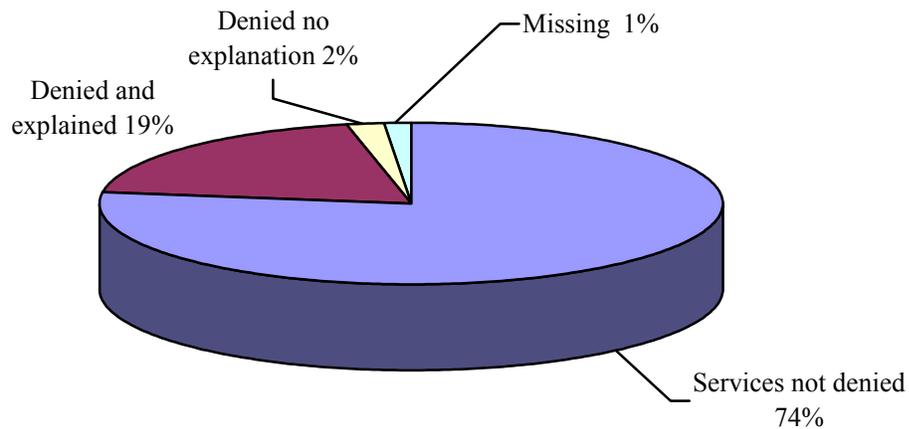
**Confidentiality Experience**



### Service Denial

When clients were asked about their experience with services being denied, the majority indicated that they (66%) were provided services. Twelve percent were denied services but an explanation was provided. Less than 1% of respondents indicated that they had been denied services and an explanation was not given.

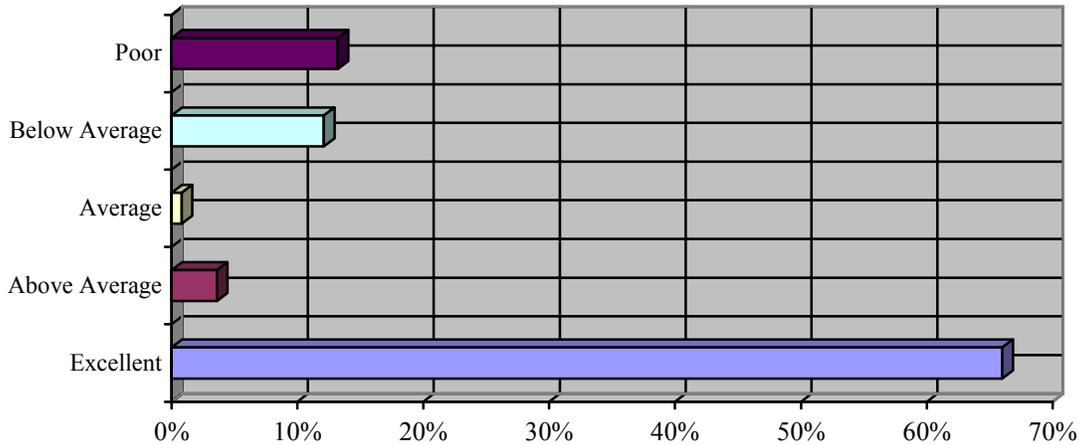
**If were denied services, did anyone explain why you were not eligible ?**



### Overall Quality of Service

In general, clients were very satisfied with the quality of the service they got from the agency or organization they visited, with 87% saying it was either excellent or above average.

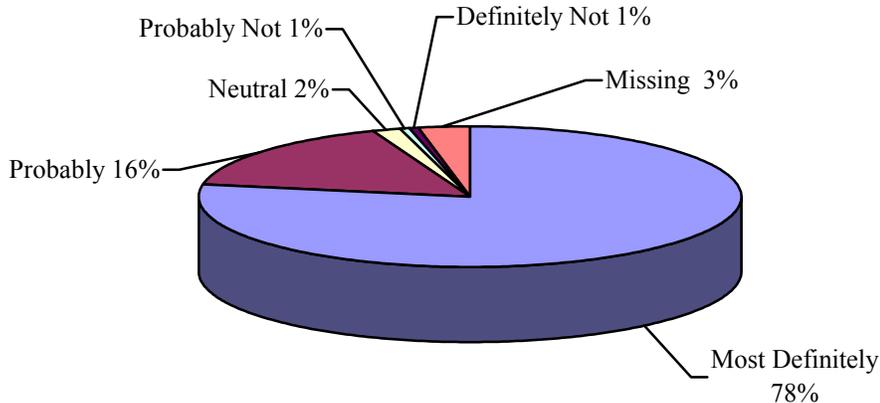
**Overall Quality of Service**



### Personal Recommendation

Finally, we asked clients how willing they would be to refer the services or agency they were visiting to others. As the chart highlights, 88% would 'definitely' refer others while another 16% would 'probably' make such a referral. Less than 2% would either 'probably not' or 'definitely not' refer someone else.

**Would you refer others for services to this agency or organization?**



### Summary

In general, clients in the two-county area were both satisfied and treated well. Other important findings include the fact that clients most often rely on family or friends to get information about services, and the availability and location of service are important determinants in why clients choose particular services.

# APPENDICES

## Appendix 1 – Data Sources

**Table 1-1  
Population by County**

	PA	Centre	Juniata	Mifflin	Snyder
AREA (sq. miles)	45,019.6	1,115.0	386.3	431.1	327.4
<b>Population:</b>					
1980	11,864,720	112,760	19,188	46,908	33,584
1990	11,881,643	123,786	20,625	46,197	36,680
2000	12,281,054	135,758	22,821	46,486	37,546
(estimate) 2003	12,365,455	141,636	23,065	46,335	38,105
<b>Density (per sq. mile):</b>					
1990	263.9	111.0	53.4	107.2	112.0
2000	272.8	127.0	59.1	107.5	114.7

Sources: Census of Population and Housing, 1980–2000. Population Estimates Program, U.S. Census Bureau  
Sources: Population for Counties of PA: Population Division, US Census Bureau Release Date: April 9, 2004

**Table 1-2  
Age Structure: Listed as a percentage of the total population**

Category	PA	Centre	Juniata	Mifflin	Snyder
Under 18 years old, 1990	23.5	18.3	25.8	24.9	25.4
<b>Under 18 years old, 2000</b>	<b>23.8</b>	<b>18.0</b>	<b>25.0</b>	<b>26.0</b>	<b>24.0</b>
65 years old & over, 1990	15.4	9.0	14.5	16.0	12.6
<b>65 years old &amp; over, 2000</b>	<b>15.6</b>	<b>10.4</b>	<b>15.2</b>	<b>17.0</b>	<b>14.0</b>
Median Age, 1990	34.0	26.0	33.6	34.7	31.6
<b>Median Age, 2000</b>	<b>38.0</b>	<b>28.7</b>	<b>37.7</b>	<b>38.8</b>	<b>36.7</b>

Source: U.S. Census Bureau, Census 2000 Summary File 1, Matrices P13 and PCT12.

**Table 1-3****Age Cohorts: 1990 / 15-24 years (compare with) 2000 / 25-34 years**

<b>1990 / 2000</b>	<b>USA</b>	<b>PA</b>	<b>Centre</b>	<b>Juniata</b>	<b>Mifflin</b>	<b>Snyder</b>
<b>Persons 15-24 in 1990</b>	36,774,327	1,681,065	20,824	3,239	6,798	5,686
<b>Persons 25-34 in 2000</b>	39,891,724	1,560,486	18,139	2,929	5,894	4,564
<b>Net Gain / Loss =</b>	3,117,397	-120,579	-2,685	-310	-904	1,122
<b>% Gain / Loss =</b>	<b>8.5%</b>	<b>-7.2%</b>	<b>-12.9%</b>	<b>-9.6%</b>	<b>-13.3%</b>	<b>-19.7%</b>

Source: Census of Population and Housing, 1990-2000

**Table 1-4****Unemployment Rate / Labor Force**

<b>Annual Average</b>	<b>PA</b>	<b>Juniata</b>	<b>Mifflin</b>
2003 Rate	5.6%	5.5%	7.5%
2002 Rate	5.7%	5.7%	9.0%
2001 Rate	4.7%	5.2%	7.0%
2000 Rate	4.2%	4.8%	4.5%
1999 Rate	4.4%	5.9%	6.7%
<b>Population over 16 years</b>			
<b>Labor Force:</b>	6,000,512	10,986	21,345
Armed Forces	7,626	12	2
Civilian:	5,992,886	10,974	21,343
Employed	5,653,500	10,584	20,466
Unemployed	339,386	390	877
<b>Not in Labor Force:</b>	3,692,528	6,744	14,935
<b>% Unemployed</b>	<b>5.7%</b>	<b>3.5%</b>	<b>4.1%</b>

Source: Pennsylvania Department of Labor &amp; Industries: Website

**Table 1-5**  
**Percentage of Total Gender, 1990-2000: Female Only**

	<b>PA</b>	<b>Centre</b>	<b>Juniata</b>	<b>Mifflin</b>	<b>Snyder</b>
Female Population, 1990	6,187,378	59,714	10,479	24,066	18,771
Percentage, <b>1990</b>	52.1	48.2	50.8	52.1	51.2
Female Population, 2000	6,351,391	66,436	11,468	24,079	19,194
Percentage, <b>2000</b>	51.7	48.9	50.3	51.8	
<b>Difference (increase) =</b>	164,013	6,722	989	13	423
<b>Change by Percentage=</b>	<b>2.7%</b>	<b>11.3%</b>	<b>9.4%</b>	<b>0.1%</b>	<b>2.3%</b>

Source: Census of Population and Housing, STF-1, 1990-2000

**Table 1-6**  
**Percentage of African-Americans & Hispanic / Latino, 1990-2000**

<b>Total Population</b>	<b>PA</b>	<b>Centre</b>	<b>Juniata</b>	<b>Mifflin</b>	<b>Snyder</b>
1990	11,881,643	123,786	20,625	46,197	36,680
2000	12,281,054	135,758	22,821	46,486	37,546
<b>African American</b>					
African American - <b>1990</b>	1,089,795 9.2%	2,801 2.3%	27 0.1%	108 0.2%	146 0.4%
African American - <b>2000</b>	1,224,612 10.0%	3,544 2.6%	85 0.4%	226 0.5%	307 0.8%
Change 1990 / 2000 Gain	<b>12%</b>	<b>27%</b>	<b>215%</b>	<b>109%</b>	<b>110%</b>
<b>Hispanic Origin</b>					
Hispanic Origin <b>1990</b>	232,262 2.0%	1,350 1.1%	49 0.2%	132 0.3%	148 0.4%
Hispanic Origin <b>2000</b>	394,088 3.2%	2,243 1.7%	369 1.6%	263 0.6%	368 1.0%
Change 1990 / 2000 Gain	<b>70%</b>	<b>66%</b>	<b>653%</b>	<b>99%</b>	<b>149%</b>
<b>White / Minority Race</b>					
<b>White Race 1990</b>	10,520,201	116,552	20,529	45,939	36,347
<b>Minority Race 1990</b>	1,361,442 11.5%	7,234 8.8%	96 0.5%	258 0.6%	333 0.9%
<b>White Race 2000</b>	10,484,203	124,134	22,376	45,803	36,768
<b>Minority Race 2000</b>	1,796,851 14.6%	11,624 8.6%	445 2.0%	683 1.5%	778 2.1%
<b>Increase in Minority Population 1990/2000</b>	<b>32%</b>	<b>61%</b>	<b>364%</b>	<b>165%</b>	<b>134%</b>
	<b>PA</b>	<b>Centre</b>	<b>Juniata</b>	<b>Mifflin</b>	<b>Snyder</b>

Source: Census of Population and Housing, STF-1, 1990-2000

**Table 1-7  
Household / Per Capita Income (compare 1989-1999)**

<b>2000-Census (1999 dollars)</b>	<b>PA</b>	<b>Centre</b>	<b>Juniata</b>	<b>Mifflin</b>	<b>Snyder</b>
<b>Median household income</b>	40,106	36,165	34,698	32,175	35,981
<b>Per capita Income in 1999</b>	20,880	18,020	16,142	15,553	16,756
<b>1990-Census (1989 dollars)</b>	<b>PA</b>	<b>Centre</b>	<b>Juniata</b>	<b>Mifflin</b>	<b>Snyder</b>
<b>Median household income</b>	29,069	26,060	25,359	22,778	25,864
<b>Per capita Income in 1989</b>	14,068	11,854	10,759	10,609	10,859
<b>Change /per capita Income 1989 / 1999</b>					
<b>Increase in Income</b>	\$6,812	\$6,166	\$5,383	\$4,944	\$5,897
<b>percentage =</b>	<b>48.4%</b>	<b>52.0%</b>	<b>50.0%</b>	<b>46.6%</b>	<b>54.3%</b>
<b>Male Median Income</b> (Full Time - Year Round Workers)	<b>\$37,051</b>	<b>\$33,745</b>	<b>\$29,678</b>	<b>\$30,732</b>	<b>\$30,550</b>
<b>Female Median Income</b> (Full Time - Year Round Workers)	<b>\$26,687</b>	<b>\$25,209</b>	<b>\$21,165</b>	<b>\$20,383</b>	<b>\$21,128</b>
<b>2002 Median household income (est.)</b>	\$42,043	\$37,064	\$37,249	\$32,945	\$36,600

**Table 1-8**  
**Poverty Status (compare 1989-1999 data)**

<b>1989 (1990-Census data )</b>	<b>PA</b>	<b>Centre</b>	<b>Juniata</b>	<b>Mifflin</b>	<b>Snyder</b>
<b>Total Persons</b>	11,536,049	108,636	20,196	45,515	34,402
<b>Total below Poverty</b>	1,283,629	19,748	1,974	6,079	3,789
<b>Percentage below Poverty Levels</b>	11.1%	18.2%	9.8%	13.4%	11.0%
<b>1999 (2000-Census data )</b>	<b>PA</b>	<b>Centre</b>	<b>Juniata</b>	<b>Mifflin</b>	<b>Snyder</b>
<b>Total Persons</b>	12,281,054	135,758	22,821	46,486	37,546
<b>Total below Poverty</b>	1,350,916	25,523	2,168	5,811	3,717
<b>Percentage below Poverty Levels</b>	11.0%	18.8%	9.5%	12.5%	9.9%
<b>Net change / 1989-1999</b>	67,287	5,775	194	-268	-72
<b>(percent change)</b>	5.2%	29.2%	9.8%	-4.4%	-1.9%
	increase	increase	increase	decrease	decrease

Data Set: [Census 2000 Summary File 3 \(SF 3\) - Sample Data](#). (Income Data and Poverty Data)  
Source: Poverty Data Source: U.S. Census Bureau, Small Area Income & Poverty Estimates (SAIPE);  
Prepared by: The Pennsylvania State Data Center on December 20, 2004.

**Table 1-9**  
**Highest Level of Educational Attainment**

	<b>PA</b>	<b>Juniata</b>	<b>Mifflin</b>
<b>Persons Age 25 Years &amp; Older, 2000</b>	<b>8,266,284</b>	<b>15,225</b>	<b>31,722</b>
<b>No High School Diploma</b>	<b>18.10%</b>	<b>25.50%</b>	<b>22.80%</b>
<b>High School Diploma or Equivalent</b>	<b>38.10%</b>	<b>51.80%</b>	<b>52.10%</b>
<b>Some College or Associate Degree</b>	<b>21.40%</b>	<b>14.00%</b>	<b>14.30%</b>
<b>Bachelor Degree or Higher</b>	<b>22.40%</b>	<b>8.80%</b>	<b>10.90%</b>

**Table 1-10  
Student Assistance & Performance**

	<b>PA</b>	<b>Juniata</b>	<b>Mifflin</b>
<b>Low Income Students</b>			
<b>Students Receiving AFDC, 1992</b>	<b>13.40%</b>	<b>3.80%</b>	<b>8.50%</b>
<b>Students Receiving TANF, 2002</b>	<b>5.10%</b>	<b>0.70%</b>	<b>3.20%</b>
<b>Public School Students Eligible for School Lunches, 2003</b>	<b>572,262</b>	<b>1,113</b>	<b>1,929</b>
<b>% Eligible</b>	<b>33.20%</b>	<b>34.80%</b>	<b>31.90%</b>
<b>Dropout and Post Secondary Education</b>			
<b>Dropout Rate, 1989-90</b>	<b>2.90%</b>	<b>3.20%</b>	<b>1.80%</b>
<b>Dropout Rate, 2002-03</b>	<b>2.10%</b>	<b>1.70%</b>	<b>2.90%</b>
<b>High School Grads who Plan on Post-secondary Education, 1989-90</b>	<b>59.60%</b>	<b>42.90%</b>	<b>43.70%</b>
<b>High School Grads who Plan on Post-secondary Education, 2002-03</b>	<b>74.80%</b>	<b>61.70%</b>	<b>68.90%</b>

**Table 1-11  
Rental Costs**

	<b>PA</b>	<b>Juniata</b>	<b>Mifflin</b>
Median Monthly Gross Rent (Occupied Units), 2000	\$531	\$395	\$384
Change in Real Median Gross Rent, 1990-2000 (adjusted)	-6.7%	6.5%	1.5%

**Table 1-12  
Housing**

	<b>PA</b>	<b>Juniata</b>	<b>Mifflin</b>
Housing Units, 2000	5,249,750	10,031	20,745
Change in Housing Units, 1990-2000	6.3%	17.9%	5.6%
Vacant Units (Includes Seasonal Use), 2000	9.0%	14.4%	11.2%
Estimated Housing Units, 2002	5,328,251	10,173	20,995

**Table 1-13  
Home Ownership**

	<b>PA</b>	<b>Juniata</b>	<b>Mifflin</b>
Occupied Units, 2000	4,777,003	8,584	18,413
Homeownership Rate (Owner-Occupied Units)	71.3%	77.7%	74.0%
Renter-Occupied	28.7%	22.3%	26.0%

**Table 1-14  
Housing Values**

	<b>PA</b>	<b>Juniata</b>	<b>Mifflin</b>
Median Value of Owner-Occupied Housing Units, 2000	\$97,000	\$87,000	\$73,300
Change in Real Median Value, 1990-2000 (adjusted)	6.3%	23.4%	28.0%

**Table 1-15  
Assisted Rental Housing**

	<b>PA</b>	<b>Juniata</b>	<b>Mifflin</b>
Assisted Rental Housing Developments, Jan. 2004	2,283	7	13
Assisted Rental Housing Units	179,991	195	625
Subsidized Units	30.0%	79.0%	47.5%
Total Units Per 1,000 Population	15	8.5	13
Change in Total Units, 1997-2004	-2.0%	0.0%	0.0%
Elderly Units	40.5%	73.3%	57.6%
Family and General Units	54.2%	20.0%	38.1%
Special Need Units	5.3%	6.7%	4.3%

**Table 1-16**  
**Crime Rate (compare 1998-2003)**

	<b>PA</b>	<b>Juniata</b>	<b>Mifflin</b>
Total Crimes Reported (Part 1 & 2) 2003	927,099	765	2,621
Serious Crimes Reported (Part 1)	321,093	287	854
Total Crimes Per 100,000 Residents	7,520	3,345	5,639
Serious Crimes Per 100,000 Residents	2,604	1,255	1,837
Change in Total Crimes, 1998-2003	-3.40%	43.80%	9.10%
Change in Serious Crimes, 1998-2003	-13.00%	106.50%	0.70%

**Table 1-17**  
**Suicide Rate (age-adjusted to 2000 population / 100,000)**

<u>Location</u>	<u>1999 / 2003</u>	<u>1998 / 2002</u>	<u>1997 / 2001</u>
<b>Mifflin</b>	11.7	10.6	9.3
<b>Juniata</b>	DSU	DSU	DSU
<b>Pennsylvania</b>	10.5	10.6	10.8

Pennsylvania Department of Health. DSU – Data Statistically Unreliable

**Table 1-18**  
**Health Insurance Information**

<u>Location</u>	All Ages -- Number Insured	Uninsured				Under Age 18 Number Insured	Uninsured			
		Number	Rank	%	Rank		Number	Rank	%	Rank
<b>PA</b>	10,870,725	1,193,079	xxx	9.9	xxx	2,626,575	200,566	xxx	7.1	xxx
<b>Juniata County</b>	20,059	2,489	60	11.0	20	5,045	455	60	8.3	21
<b>Mifflin County</b>	41,434	4,957	46	10.7	23	10,155	979	44	8.8	15

## **Appendix 2 – Needs Assessment Team**

### **The Mifflin-Juniata County Human Services Development Advisory Board**

Raymond Dodson, Tri-County Drug and Alcohol Abuse Commission  
Chris Wysocki, Juniata Tri-Valley MH/MR Program  
Marie Mulvihill, United Way  
Carlene Hack, Mifflin-Juniata Area Agency on Aging  
Nancy Records, Mifflin County Communities That Care  
Larry Wolfe, Mifflin County Probation Department

### **Team Building Center Participants**

#### **Focus Group Participants**

Michelle Lauver, Juniata Career Link  
Tom Parrish, Employee of Juniata Valley bank; a United Way representative - volunteer  
Sylvia Kepner – Accountant; volunteer work for many professional, church, and emergency service groups  
Dina Wagner – Volunteer on the United Way and Salvation Army Boards  
Beth Manbeck- (Home School) Community Representative  
Del Hart – Principal, East Juniata High School  
Jennifer Hess – Mifflin County Probation Department  
Mary Alyce Nelson - Lewistown Hospital School of Nursing  
Molly Kunkle - Big Brothers Big Sisters  
John Czerniakowski - Mifflin County Assistant Superintendent of Schools  
Christy Yoders - Mifflin County Communities That Care - Success by six  
Marie Havice - United Way Juniata/Mifflin Counties  
Kim McGinnis - Lewistown Hospital  
Adele Craig - TUI-11-Workforce Development & Summer School Program  
Helen Guisler - Family Services Director for TIU-11  
Mandy Cluck - Juniata County Career Link  
Michelle Lauver - Juniata County Career Link  
Amy McCahren- Even-start  
Penni Abram – Juniata County Children & Youth Services  
Helen Henry – Juniata County Children & Youth Services  
Lisa Albright – Mifflin County Children & Youth Services  
Nikki Warholak – Seven Mountains Academy  
Larry Wolfe – Mifflin County Domestic Relations/Mifflin County Probation & Parole  
Venus Shade – Seven Mountains Academy  
Allison Fisher – Director, Mifflin-Juniata County Human Services Department  
Kathie Graham – Mifflin-Juniata Area Agency on Aging, Inc.  
Wilda Fisher - Shelter Service Inc.  
Lori Hartman - Mifflin/Juniata MH/MR Base Service Unit  
Robert Henry - Juniata Valley MH/MR Program  
Bill Stuter - Huntingdon Base Service Unit  
Karen Swartwood - Juniata County Children and Youth Services  
Elizabeth Reed  
Jill Pecht - Clear Concepts Counseling  
Frank Hernandez - Community Volunteer  
Dawn R Try  
Shirley Zeiders - Lewistown Children's Center

## **Appendix 3**

**Survey Tools: Needs Assessment Survey is found on page 56.**

**Helping those Who Need It Most**

**A Survey to Assess  
Human Service Needs  
In  
Juniata and Mifflin Counties**

A collaborative project between the  
Mifflin/Juniata County Department of Human Services  
and  
Penn State Cooperative Extension

# Human Services Needs Assessment

## Mifflin and Juniata County

Q-1. How great a problem do you feel each of the following concerns are in the area where you live?

<u>Not a Problem</u>	<u>Minor Problem</u>	<u>Somewhat of a Problem</u>	<u>Severe Problem</u>	<u>Don't Know</u>
--------------------------	--------------------------	----------------------------------	---------------------------	-----------------------

(Circle one answer for each item.)

- |   |   |   |   |   |    |
|---|---|---|---|---|----|
| a) Bus service                            | 1 | 2 | 3 | 4 | DK |
| b) Taxi service                           |   |   |   |   |    |
| c) Transportation to services             |   |   |   |   |    |
| d) Juvenile crime                         |   |   |   |   |    |
| e) High school drop out rates             |   |   |   |   |    |
| f) Lack of youth programs                 |   |   |   |   |    |
| g) Violent crime                          |   |   |   |   |    |
| h) Teen pregnancy                         |   |   |   |   |    |
| i) Drug use by teens                      |   |   |   |   |    |
| j) Drug use by adults                     |   |   |   |   |    |
| k) Vandalism                              |   |   |   |   |    |
| l) Homelessness                           |   |   |   |   |    |
| m) Rental housing costs                   |   |   |   |   |    |
| n) Costs of buying a home                 |   |   |   |   |    |
| o) Poverty                                |   |   |   |   |    |
| p) Illiteracy                             |   |   |   |   |    |
| q) Houses in disrepair                    |   |   |   |   |    |
| r) Abandoned buildings                    |   |   |   |   |    |
| s) Lack of assistance for senior citizens |   |   |   |   |    |
| t) Other (please specify)                 |   |   |   |   |    |

Q-2. What priority do you think should be given to programs that address the following concerns?

**Highest  
Priority**    **High  
Priority**    **Moderate  
Priority**    **Low  
Priority**    **Don't  
Know**

(Circle one answer for each item.)

- |  |   |   |   |   |    |
|--|---|---|---|---|----|
| a) Strengthen families                               | 1 | 2 | 3 | 4 | DK |
| b) Education about healthy lifestyles                |   |   |   |   |    |
| c) Help youth develop life skills                    |   |   |   |   |    |
| d) Recreational activities for youth                 |   |   |   |   |    |
| e) Recreational activities for families              |   |   |   |   |    |
| f) Recreational activities for the elderly           |   |   |   |   |    |
| g) Support services for the elderly                  |   |   |   |   |    |
| h) Affordable housing for the elderly                |   |   |   |   |    |
| i) Affordable housing for moderate income households |   |   |   |   |    |
| j) Affordable housing for low income households      |   |   |   |   |    |
| k. Rent and/or mortgage assistance                   |   |   |   |   |    |
| l. Utility assistance                                |   |   |   |   |    |
| m. Emergency shelter                                 |   |   |   |   |    |
| n. Emergency food                                    |   |   |   |   |    |
| o. Address domestic violence or abuse                |   |   |   |   |    |
| p. Combat juvenile delinquency                       |   |   |   |   |    |
| q. Mental health services                            |   |   |   |   |    |
| r. Information regarding where to<br>find services   |   |   |   |   |    |
| s. Parent education                                  |   |   |   |   |    |
| t. Education programs for teen parents               |   |   |   |   |    |
| u. Affordable day care for children                  |   |   |   |   |    |
| v. Day care for the elderly                          |   |   |   |   |    |
| w. Support for family care-givers for the elderly    |   |   |   |   |    |
| x. Address sexual activity among teens               |   |   |   |   |    |
| y. Reduce drug and alcohol use among youth           |   |   |   |   |    |
| aa. Reduce drug and alcohol abuse among adults       |   |   |   |   |    |
| bb. Provide transportation to methadone clinic       |   |   |   |   |    |

Q-3. During the last three years, to what extent did you, or someone who lives in your house, have a problem obtaining the following services? (Please circle only one answer.)

	<b>Highest Priority</b>	<b>High Priority</b>	<b>Moderate Priority</b>	<b>Low Priority</b>	<b>Don't Know</b>
a) Family planning services	1	2	3	4	DK
b) Prenatal services					
c) Nutrition services					
d) Childhood immunization					
e) Screening/child development services for children 5 and under					
f) Mental health services					
g) Drug and alcohol services					
h) Services for victims of abuse					
i) Hospice services					
j) Rehabilitation (physical / occupational / speech therapy)					
k) Child care					
l) Adult day care					
m) Crisis information services					
n) Employment training					
o) Food bank/food pantry services					
p) Temporary or emergency housing					
q) Legal services					
r) Utility assistance (heat, electric, etc)					
s) Rent/mortgage assistance					
t) Temporary housing					
u) Transportation services					

Q-4 We would like to also know if you have had any problems accessing the services listed above and why. Please note which of the following problems you've had accessing services in the last 3 years. (Please circle ALL that apply.)

- a) Service was too expensive
- b) Had no insurance
- c) Had inadequate insurance
- d) Inconvenient hours of services
- e) Inconvenient location of service
- f) Did not have transportation to services
- g) Unavailability of service due to wait list
- h) Did not have phone to communicate with, to find out more about service
- i) Had no one to care for dependent child(ren) or adults
- j) Lack of confidentiality at service
- k) Other \_\_\_\_\_

Q-5. We would like to also know how satisfied you are with the services listed below. Please check the box that describes your experience and circle how satisfied you were with that service.

Service	Have not needed service	Was provided service	Denied Service but Referred elsewhere	General satisfaction (Please circle one)
Transportation for elderly				
Transportation for disabled				
Assisted living services for elderly				
Drug and alcohol counseling				
Youth after school programs				
Food bank/food pantry				
Peer mentoring programs				
Food distribution program				
Home repair				
Emergency shelter				
Literacy programs				
Rent/mortgage assistance				
Life skills programs				
Child care				
Utility assistance				
Other				

Q-6. Where do your school age children go after school? (Please check all that apply.)  
 SKIP TO QUESTION #9 IF YOU HAVE NO SCHOOL AGE CHILDREN

- a) Home
- b) After school program
- c) To the playground
- d) To the library
- e) To a relative's house
- f) To a friend's house
- g) To work

Q-7. How would you rate the quality of your child care? (Circle one.)  
 SKIP TO QUESTION #9 IF YOU HAVE NO SCHOOL AGE CHILDREN

- a) Poor
- b) Fair
- c) Good
- d) Very Good
- e) Excellent

Q-8. If your children go home after school, is there an adult usually present?  
SKIP TO QUESTION #9 IF YOU HAVE NO SCHOOL AGE CHILDREN

- a) Yes
- b) No

Q-9. Do you have or need day care for your parents or older relatives?

- a) Yes
- b) No

Q-10. In your opinion, what should be the three greatest priorities for improving the quality of life in the county?

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**Lastly we would like to ask you a few questions about yourself. Again, all information is confidential and will not be identified with your name.**

Q-11. How long have you lived in the County?

- a) Less than 2 years
- b) 3 to 5 years
- c) 5 to 9 years
- d) 10 to 15 years
- e) More than 15 years, but not born/raised here
- f) Was born and raised here

Q-12. Are you?

- a) Male
- b) Female

Q-13. How old were you on your last birthday? \_\_\_\_\_ years

Q-14. How many people currently live in your household? \_\_\_\_\_ number

a. Of these, how many are less than 18 years old? \_\_\_\_\_ number

b. How many are 65 or older? \_\_\_\_\_ number

Q-15. What has been your educational experience?

- a) Did not complete high school
- b) Completed high school or equivalent (12th grade)
- c) Had some college or vocational school beyond high school
- d) Completed some vocational school beyond high school
- e) Completed a 4-year college degree program
- f) Some graduate work
- g) One or more graduate degrees

Q-16. What is your current employment? (Please circle ALL that apply to you.)

- a. Employed full-time
- b. Self Employed
- c. Employed part-time
- d. Homemaker
- e. Student
- f. Retired
- g. Unemployed

Q-17. What is your primary place of work?

- a) Juniata County
- b) Mifflin County
- c) Harrisburg area
- d) Centre County
- e) Other (please specify)

Q-18. In 2003, what was your total household income from all sources before taxes?

- a) Less than \$7,000
- b) \$7,000 - \$9,999
- c) \$10,000 - 14,999
- d) \$15,000 - 19,999
- e) \$20,000 - 24,999
- f) \$25,000 - 29,999
- g) \$30,000 - 39,999
- h) \$40,000 - 49,999
- i) \$50,000 - 74,999
- j) \$75,000 - 99,999
- k) \$100,000 or more

Q-19. What is your race? (Please circle one.)

- a) White
- b) Black or African American
- c) Hispanic or Latino
- d) American Indian and Alaska Native
- e) Asian
- f) Native Hawaiian and Other Pacific Islander
- g) Some other race

*Thank you for taking the time  
to complete this important survey!*

**This publication is available in alternative media on request.**

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## **Appendix 3**

**Survey Tools: Client Survey is found on page 63.**

## Your Satisfaction is Important to Us

As part of our on-going efforts to meet the needs of all our residents, we would like to ask you to complete this brief and confidential survey. It will take only a couple of minutes of your time and will greatly help us understand your needs and concerns. If you have any questions feel free to ask anyone in this office.

1) What factors helped you select this agency or organization? (Please check all that apply)

- Location
- Reputation
- Availability of Services
- Quality of Services
- Other (please specify)

2) How did you find out about this agency or organization? (Please check all that apply)

- Agency Referral
- Family Member
- Friend
- Newspaper
- Radio
- Other Media
- Other (please specify)

Agency who referred you:

3).What services did you access today? (Please check all that apply)

- Family Support Services
- Housing Assistance
- Educational / Vocational Training
- Health Services
- Emergency Assistance
- Veteran Services
- Other (please specify)

4) When visiting this agency were you treated with dignity and respect?

- Always
- Often
- Sometimes
- Not Often
- Never

5) If you ever needed assistance again, would seek out this same agency?

- Most Definitely
- Probably
- Neutral
- Probably Not
- Definitely Not

6) Were you told about the agency's policy on confidentiality and, did you sign a waiver to allow someone to review your files?

- Yes, and the policy was explained.
- Yes, but no one explained the policy.
- I don't understand the policy
- The policy was not discussed.
- Don't Know

7) If you were denied services, did anyone explain why you were not eligible?

- Services were not denied.
- Yes an explanation was given.
- An explanation was not given.

7a) Did they explain the appeals process?

- Yes, it was explained.
- No, it was not explained.

8) How would you rate the quality of service to from this agency or organization?

- Excellent
- Above Average
- Average
- Below Average
- Poor

9) Would you refer others for services this agency or organization?

- Most Definitely
- Probably
- Neutral
- Probably Not
- Definitely Not

Do you have any other comments you would like to share with us today?

***Please place your completed survey in the envelope provided. If you have questions about this survey, or would like a copy in another language or format, please contact the Mifflin-Juniata Human Service Office at 717-248-369***

## **Appendix 4 – Human Service Department Funding**

**Human Services Development Fund (HSDF)** provides funding for programs in Pennsylvania counties that help senior citizens stay healthy, keep people out of institutions, and nurture children, youth and families. If you, or someone you know has a low-income, has problems because of age, a mental, physical or emotional disability, or an addiction problem, please contact your County Human Service Office to get more information. Listed below are the most common HSDF services, but many more may be available depending on the county in which you live.

**Community Service Block Grant (CSBG)** program provides States and Federal and State-recognized Indian Tribes with funds to provide a range of services to address the needs of low income individuals to ameliorate the causes and conditions of poverty. The CSBG is administered by the Division of State Assistance in the Office of Community Services (OCS).

**Homeless Assistance Program (HAP)** makes available a continuum of services to homeless and near-homeless individuals and families. HAP funding is provided to county governments by the Department of Public Welfare. HAP funds help to assure: 1) homelessness can be avoided through a variety of prevention services assisting clients to maintain affordable housing; 2) people who are homeless can find refuge and care; and 3) homeless and near-homeless clients are assisted in moving toward self-sufficiency.

**Medical Assistance** consumers residing in Pennsylvania are entitled to transportation services necessary to secure medical care provided under the Medical Assistance program. Counties that accept the program must comply with the conditions set forth in this document and its attachments. The County assures that medical transportation services are provided to eligible County residents. Medical transportation services are defined as non-emergency transportation of Medical Assistance (MA) recipients to any MA compensable service for the purpose of receiving treatment, medical evaluation or purchasing prescription drugs or medical equipment. Medical transportation does not include transportation that would normally be provided by an ambulance.

**The Emergency Food Assistance Program (TEFAP)** is a Federal program that helps supplement the diets of low-income needy persons, including elderly people, by providing them with emergency food and nutrition assistance. USDA buys the food, including processing and packaging, and ships it to the States. The amount received by each State depends on its low-income and unemployed population. State agencies work out details of administration and distribution. They select local organizations that either directly distribute to households or serve meals, or distribute to other local organizations that perform these functions. Pennsylvania leads all states in providing food assistance for the needy under the

**State Food Purchase Program (SFPP)**. SFPP provides cash grants to counties for the purchase and distribution of food to low income individuals. The program is intended to supplement the food pantries, soup kitchens, food banks, feeding programs, shelters for the homeless and similar organizations to reduce hunger.

**The Emergency Food and Shelter National Board Program** was created in 1983 to supplement the work of local social service organizations within the United States, both private and governmental, to help people in need of emergency assistance. This collaborative effort between the private and public sectors has disbursed over \$2.3billion in Federal funds during its 21-year history.

## Appendix 5 – Human Service Department Strategic Plan

### Mifflin Juniata Human Services Department Strategic Plan

<b>Identified Issue Areas</b>	<b>Self-sufficiency</b>	<b>Improve living conditions</b>	<b>Give residents a stake in their own community</b>	<b>Strengthen community partnerships</b>	<b>Increase agencies capacity</b>	<b>Strengthen family systems</b>
<b>Lack of adequate health coverage especially for aging population</b>	Support programs that will subsidize health care costs so clients can better manage their own budgets	Improve access to services	Support programs in community so travel is lessened.  Involve consumers in data review and planning	Increase awareness of existing resources through media campaigns  Facilitate cross trainings  Connect to collaborative health boards	Identify current programs  Encourage the development of new programs to address gaps  Seek grants to cover media campaigns	Support healthy lifestyle education programs
<b>Need for increased awareness of mental health programs</b>			Support local programs  Involve consumers in data review and planning	Increase awareness of existing resources  Facilitate cross trainings  Continue connection to MHMR board	Identify current programs	Encourage participation in ICSP  Support mental health programs
<b>Need for more drug and alcohol abuse prevention programs, especially ones aimed at youth</b>	Support programs that encourage employment opportunities	Improve access to housing opportunities	Support local programs  Involve consumers in data review and planning	Increase awareness of existing resources  Facilitate cross trainings  Continue connection MC CTC;JC Project Alliance	Identify current programs  Encourage the development of new programs to address gaps  Seek grants to cover media campaigns	Encourage participation in ICSP and CTC process  Support drug and alcohol prevention programs

<b>Need for increased awareness regarding domestic violence services</b>	Support programs that promote awareness of domestic violence issues	Improve access to housing opportunities	Support local programs  Involve consumers in data review and planning	Increase awareness of existing resources  Facilitate cross trainings  Make connection to collaborative processes involving domestic violence issues	Identify current programs  Encourage the development of new programs to address gaps  Seek grants to cover media campaigns	Support domestic violence services
<b>Need to emphasize the value of education to all community members</b>	Support education programming		Support local programs  Involve consumers in data review and planning	Increase awareness of existing resources  Facilitate cross trainings  Make connection to collaborative processes	Identify current programs  Encourage the development of new programs to address gaps  Seek grants to cover media campaigns	Support education programs
<b>Need for increased awareness of homeless issues</b>	Support programs that move homeless clients towards self-sufficiency	Improve access to housing opportunities	Support local programs  Involve consumers in data review and planning	Increase awareness of existing resources  Facilitate cross trainings  Make connection to collaborative processes involving	Identify current programs  Encourage the development of new programs to address gaps  Seek grants to cover media campaigns	
<b>Need for changes to current emergency service programs</b>			Support local programs  Involve consumers in data review and planning	Increase awareness of existing resources  Facilitate cross trainings  Make connection to collaborative processes involving	Identify current programs  Encourage the development of new programs to address gaps  Seek grants to cover media campaigns	

<b>Need for affordable housing for elderly and low-income individuals</b>			<p>Support local programs</p> <p>Involve consumers in data review and planning</p>	<p>Increase awareness of existing resources</p> <p>Facilitate cross trainings</p> <p>Make connection to collaborative processes involving</p>	<p>Identify current programs</p> <p>Encourage the development of new programs to address gaps</p> <p>Seek grants to cover media campaigns</p>	
<b>Need to expand opportunities that support and promote safe and healthy families.</b>			<p>Support local programs</p> <p>Involve consumers in data review and planning</p>	<p>Increase awareness of existing resources</p> <p>Facilitate cross trainings</p> <p>Make connection to collaborative processes involving</p>	<p>Identify current programs</p> <p>Encourage the development of new programs to address gaps</p> <p>Seek grants to cover media campaigns</p>	
<b>Provide a safe and healthy environment for all residents</b>			<p>Support local programs</p> <p>Involve consumers in data review and planning</p>	<p>Increase awareness of existing resources</p> <p>Facilitate cross trainings</p> <p>Make connection to collaborative processes involving</p>	<p>Identify current programs</p> <p>Encourage the development of new programs to address gaps</p> <p>Seek grants to cover media campaigns</p>	