

Voices, Values and Vision

*From the Public and
Human Service Professionals*



*A Study of Centre County's
Human Service Needs*

1999

*VOICES, VALUES, AND VISION
FROM THE PUBLIC AND
HUMAN SERVICE PROFESSIONALS*

A STUDY OF CENTRE COUNTY'S HUMAN SERVICE NEEDS

1999

BASED ON A STUDY SPONSORED BY:

Centre County Community Foundation
Centre County Council for Human Services
Centre County Government
Centre County United Way
The John S. and James L. Knight Foundation
The Pennsylvania State University
The Borough of State College

CONDUCTED BY:

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A NOTE TO USERS OF THIS REPORT ...

This report is the result of the work of the Needs Assessment Task Force during 1998 and 1999. The report itself is presented in two parts — this booklet, *Voices, Values, and Vision*, and the *Needs Assessment Study Data Supplement*. *Voices, Values, and Vision* presents the planning behind the study, how information was obtained, survey results, conclusions from the study and recommendations for the future from the Needs Assessment Task Force. Tables containing survey results are included as an Appendix within this booklet. The *Data Supplement* contains more of the statistical information leading up to the conclusions and other data including demographic information.

Both booklets are available from the Centre County United Way. For copies, please write to the United Way at 2790 West College Avenue, State College, PA 16801, or call the office at (814) 238-8283.

The demographic data currently available is from the 1990 census and from projections. Because the 2000 census will be conducted soon, please contact the Centre County Planning Office at (814) 355-6768 for the most up-to-date information.

Available for use at the United Way office is a set of the cross tabulations generated from the telephone interview. It contains hundreds of pages of material and would be prohibitively expensive to duplicate.

For those interested in further analyzing the household survey data in more detail, a disk with that data in SPSS-PC format is available on loan from the United Way.

*Narrative by Alan Booth and Ellen Hull
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Booklet design by Kate Clark*

*Cover photo and the photos on pages 3, 9, 10 and 12 by Human Issues Collaborative
Photos on pages 7 and 17 courtesy of United Way*

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CENTRE COUNTY BACKGROUND

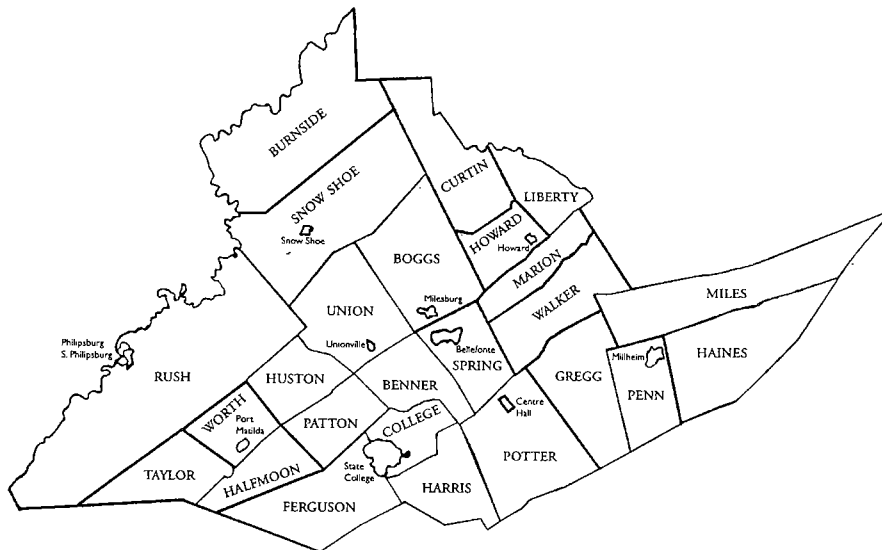
Founded at the turn of the 19th century, Centre County will celebrate its bicentennial in the year 2000. The past 200 years have brought significant growth to the county. With only 4,112 people in 1800, today more than 130,000 citizens live in the County's 1,115 square miles. The area is a mixture of farmlands, forests, and developed areas. The settlement patterns of people throughout Centre County are as diverse as the geography. Centre County hosts varying social, economic, environmental, and ethnic demographics.

This diversity challenges Centre County leaders to provide balanced and comprehensive services to its citizenry. Historically, various needs assessments have been conducted by local officials to obtain

people's perceptions about their quality of life, opinions on local issues, and priorities for community services. The results of these needs assessments enhance public decision-making, and ultimately affect all who live or visit Centre County.

Accordingly, needs assessments must be periodically updated to reflect societal changes, especially in light of recent federal and state reforms impacting the availability of and qualifications for public assistance.

The Centre County United Way, along with other community-minded agencies, has taken a unified and leadership role in conducting a needs assessment which will help determine the true state of need as Centre County enters the 21st Century.



FOREWORD

The current needs assessment study focuses on human service programs encompassing the areas of food, shelter, health, education and training, child care, social adjustment, recreation and the environment, and other supportive services. The responsibility for these services is shared by government and social service agencies through taxpayer and charitable dollars and is affected by many factors, including government funding, economic conditions, and family dynamics. A needs assessment study is a means of providing accountability for the allocation of available resources, including both financial and human resources.

To this end, Centre County United Way partnered with Centre County Community Foundation, Centre County Council for Human Services, Centre County Government, the Knight Foundation, The Pennsylvania State University, and the State College Borough Planning Office to plan, develop, implement, and evaluate the results of a needs assessment study. The impact of this study will help those who fund human services in Centre County understand and identify where unmet or undermet needs exist. This, in turn, provides a measure of accountability and will enable prudent decision-making for fund-raising and the allocation of these funds.

It will also provide critical information to human service agencies about how to most effectively spend their taxpayer and charitable allocations. These decisions will impact service delivery, either to increase or decrease existing services, or to design and implement new ones, based upon the identified needs.

continued

Ultimately, the needs assessment will impact consumers of human service programs. Resources will be allocated and services provided where the need is greatest, in effect spending limited dollars where they will do the most good for the most people.

In sum, the current needs assessment will determine the true status of need in Centre County. It is with great pleasure that we present *Voices, Values, & Vision...*



*Alan Booth, Co-Chair
Needs Assessment Task Force*



*Mildred Cornelison, Co-Chair
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GOALS FOR THE NEEDS ASSESSMENT STUDY

The goals of the study were to (1) identify human service needs in Centre County; (2) assign priority of these needs in terms of the severity of each need; and, (3) recommend the next steps to be taken to develop a plan to meet these needs.

HOW THE STUDY WAS CONDUCTED

Spearheaded by the Centre County United Way, a task force was appointed consisting of individuals who have a vested interest in the provision of human services. Members represent funding organizations, human service agencies, and other groups which are responsible for the coordination and distribution of these services. The Task Force identified three types of information necessary to help assess human service needs in Centre County:

Information obtained from Centre County households, including those who pay tax dollars that support human services and may include a household member in need of or utilizing human services;

Information obtained from human service agency staff who work directly with clients, as well as administrators of these agencies, through focus interviews and follow-up surveys;

Demographic information on Centre County residents.



INFORMATION FROM CENTRE COUNTY HOUSEHOLDS

The task force developed a list of human service needs based on previous needs assessments done in Centre County and the experience of task force members. A professional survey research organization was contracted to conduct telephone interviews of Centre County households. A sample of 800 households, representative of the population density of the municipalities in the County, was contacted. Survey questions were asked in random order during the interview so that responses were not biased by the order.

Questions were asked about the importance of each of the identified needs

and whether funds supporting that need should be increased, decreased, or maintained at the same rate. Respondents were also queried about their family's need for each human service item, and if a need existed, whether they were accessing local resources. Other information, such as age, marital status, education, income, racial and minority status, permanent residency status, and municipality, was also obtained.

A sample question set from the telephone survey is given below. The entire survey is reproduced in Section I of the *Needs Assessment Study Data Supplement*. Please see the *Data Supplement* for this and other information about how the telephone survey was conducted.

SAMPLE QUESTION SET FROM THE TELEPHONE SURVEY

STATEMENT: "CHILDREN NEED CARE WHILE THEIR PARENTS ARE WORKING OR GOING TO SCHOOL."

A. Would you say providing human services to meet this need in Centre County is:

Very Important	Somewhat Important	Not Very Important
Don't Know	Refused	

B. Should the resources allocated to meet these needs be:

Increased	Kept About the Same	Decreased
Don't Know	Refused	

C. Are these needs felt by yourself or someone in your household?

Yes	No	Don't Know	Refused
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D. Are you using local services to help meet these needs?

Yes	No	Don't Know	Refused
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INFORMATION FROM HUMAN SERVICE AGENCY STAFF

An experienced focus group facilitator from The Pennsylvania State University conducted the focus group discussions. Four focus groups were delineated, including two composed of skilled professionals who work directly with clients and two with administrators of human service agencies. A total of 37 different human service agencies throughout Centre County were represented in these focus groups.

Participants were asked to identify human service needs that were important but, in their opinion, not being met. The final listing included 22 needs. Discussion included their perceptions of why these needs were not being met, perceived barriers to meeting those needs and potential solutions. Additionally, focus group participants rated each item in terms of severity, taking the following into account:

- (1) the impact the need has on one's quality of life if services are not made available;
- (2) the extent to which, if unattended, the problem will escalate and financially impact the community;
- (3) the extent to which the problem threatens other members of the community if services are not provided;
- (4) the number of individuals and families that are affected in Centre County; and,
- (5) that funding for human services is limited.

DEMOGRAPHIC INFORMATION

In order to draw conclusions about our residents from the survey information, census data were assembled for Centre County as a whole and by municipality. Tables were constructed that included data on population, age, family and household types, and economic, poverty and employment status.

These census data were combined with the results of the telephone survey to help Task Force members estimate the total number of people in need in various parts of the County who might be especially vulnerable to short-falls in service (e.g., single parent families, those in poverty).





GENERAL OVERVIEW OF THE STUDY'S RESULTS

PUBLIC PERCEPTION

To obtain an overview of the importance people attach to human services, survey respondents were asked to indicate whether meeting the need is “very important,” “somewhat important,” or “not very important.” Identifying the importance the public assigns to meeting human service needs helps prioritize such services, and figures in resource allocation and fund raising efforts.

Table A of the Appendix shows the importance placed upon the item by the percentage of respondents. The majority (87%) assigned top priority to the protection of children and youth from neglect and abuse. This concern for Centre County young people was evident in three of the top five human service needs. Seventy percent of the respondents identified children in need of adoption or foster care as very important, and 69% placed top priority on children and youth needing supervision, positive role models, and youth development activities.

The public placed second highest priority on low-income elderly in need of 24-hour nursing care. Rounding out the top five priorities is concern for persons facing personal problems such as divorce, domestic abuse, unwanted pregnancy, rape, crime victimization, or suicide, who need crisis assistance or counseling.

HOUSEHOLDS WITH A NEEDY INHABITANT

While Table A prioritizes the public's opinion of need, the data give no indication of the extent to which the need actually exists. To examine this aspect, respondents were asked if they themselves or someone in the household felt the human service need. Table B provides data on the response to this question.

While the percentages appear to be low, this percentage should be applied to the total number of households (42,683) for a more accurate picture of the need. For example, the greatest need identified in the public survey is low-cost child care while parents are working or going to school (14%). When calculated for actual households [14% x 42,683 households = 5,976], nearly 6,000 households are in need of this service. Or, perhaps more easily understood, a single percentage point represents more than 400 homes.

PERCENT OF HOUSEHOLDS WITH NEEDY INHABITANT URGING RESOURCE INCREASE

It is important to keep in mind that the extent of need does not address whether the need is being met or not. Many of those households who have a need for child care may already have secured that service. It is important for service provision and those who fund such efforts to know the adequacy of resources.

To evaluate this component, respondents who reported that they or someone in their home

had a need were asked if the resources allocated to meet this need should be increased, kept about the same, or decreased. The results of this query were interpreted to mean that those who have the need and also urge an increase in funding, have an unmet need in this area. Table C shows this interpretation.

Once again, children and youth issues are paramount. The percent of households with a person in need of service and who urge increased funding of that service, gave the highest priority to children needing protection because they are abused or neglected (80%). Third place is also held by a children and youth issue, with 71% of households needing and urging increased funding for programs that provide supervision, positive role models, and youth development. Fifth place falls into the category also, as 63% indicate there is a need for both the service and increased funding for children who need low-cost care while their parents are working or going to school.

Placing second in the top five is support for disaster victims and low-income persons who need emergency assistance such as clothing, furniture, food, home heating fuel or gasoline. And, rounding out the top five is a critical need for services for people facing personal problems, such as divorce, domestic abuse, unwanted pregnancy, rape, crime victimization, or suicide who need crisis assistance or counseling.

Also notable in the public perceptions of unmet needs: nursing home care for low-income elderly, or in-home assistance so that they can remain independent; health information, prevention services, or health care for those who need these services; and special transportation for the elderly, the handicapped, or individuals who need transportation to and from work and to service providers.

UNMET NEEDS AS SEEN BY HUMAN SERVICE PROFESSIONALS

Human service professionals who work directly with clients, as well as those in management or supervisory roles, were involved in various activities to gain information about unmet human service needs in Centre County. These participants developed their own set of unmet needs based upon their experiences in the human service field. Twenty-two such needs were identified and ranked in order of severity. A follow-up survey was conducted to provide empirical data from this group.

The results of this ranking are provided in Table D. The most severe need was assigned a score of 100 and the remaining needs were calibrated accordingly.

These professionals rate the provision of affordable and reliable child care, especially during non-traditional hours, as the most pressing need in Centre County.

In contrast to public opinion, professionals in the field do not identify other children and youth issues as severe needs. Rather, these professionals give high priority to meeting basic economic and health needs: jobs that earn above minimum wage and include benefits, affordable and adequate housing, and access to medical and dental care. Their opinion appears to be that adequate income and benefits would go a long way to solving some of the other unmet needs identified in this survey.

Other areas of contrast include this group's identification of temporary shelter for special populations such as those suffering



from domestic violence, poor mental health, or drug and alcohol abuse issues as a high priority. Like the surveyed households, human service professionals in the field do recognize the need for transportation, especially in the outlying areas.

DEMOGRAPHIC DATA

Various census data was assembled for Centre County. The 1990 census count revealed a total population of 123,786 in Centre County, including 34,000 Penn State students in the 1990 census and 40,000 in 1999's estimates. An analysis of the County's population trend by the Pennsylvania State Data Center estimates the growth rate to be 6.6%, making Centre one of the fastest growing counties in the Commonwealth.

The County's Planning Office estimates the current population, including Penn State students, at 134,328, of which 18% is under the age of 18 and 13% is above the age of 60. It is anticipated that our growing population will have growing needs, including those within the human service arena. A breakdown of population by age is given in Figure 1 below.

CENTRE COUNTY POPULATION		
	1990*	(ESTIMATED) 1999**
0 to 17 years	22,619	24,545
18 to 59 years	85,896	93,211
60 to 84 years	14,199	15,408
85 years and older	<u>1,072</u>	<u>1,163</u>
Total Population	123,786	134,328
Percent of total pop. under 18 yrs.	18.3%	18.3%
Percent of total pop. 60 yrs.+	12.3%	12.3%

* Source: US Census Bureau, 1990
** Source: Centre County Government Planning Office

Figure 1

The U.S. Census (1990) data also shows that Centre County is composed of 42,683 households. Please note that “households” do not include those who live in group situations, such as dormitories or correctional settings. Nearly 25% of these households are composed of married couples without children, while another 30% are families with children. Of the Centre County families having children, 1,705 or 4% are single-parent homes with children. Please see Figure 2 below for more information on Centre County’s households.

NUMBER OF HOUSEHOLDS IN EACH HOUSEHOLD TYPE*		
HOUSEHOLD TYPE	NUMBER	PERCENT
Male-headed household (no wife present) with children	374	1.0%
Male-headed household (no wife present) without children	512	1.2%
Female-headed household (no husband present) with children	1,323	3.1%
Female-headed household (no husband present) without children	1,152	2.7%
Married couple family with children	10,471	24.5%
Married couple family without children	12,569	29.4%
Non-related households	<u>16,282</u>	<u>38.1%</u>
Total Households	42,683	100.0%

*Based on U.S. Census Data (1990)

Figure 2

CONCLUSIONS FROM THE NEEDS ASSESSMENT STUDY

An analysis of the data collected indicates that the most severe needs in Centre County fall into five categories:

CHILDREN AND YOUTH

Greatest priority was placed on issues impacting the lives of Centre County's children and youth. More services and resources appear to be needed for the care of children whose parents are working or going to school, children in need of adult role models, and children who are abused and/or neglected.

THOSE IN PERSONAL CRISIS

Greater efforts and funds need to be devoted to individuals and families facing personal crises. This includes services for disaster victims, and shelter for special populations such as victims of domestic violence, the mentally ill, and individuals with drug and/or alcohol abuse issues.

EMPLOYMENT AND HEALTH CARE

There is a need for jobs that pay more than minimum wage and provide benefits such as health insurance. With the absence of health insurance, there is a need for low-cost health care and preventative services so those with modest incomes can obtain needed medical care.

TRANSPORTATION

Transportation for the elderly, handicapped, and rural residents is needed so that they can access health care and other human services, or travel to and from work.

SHELTER CARE

Nursing home care is needed for some low-income elderly, while others need support services to enable them to remain independent; affordable housing is needed for low-income persons; and temporary shelter needs to be provided to adults and families in crisis situations.

RECOMMENDATIONS FROM THE NEEDS ASSESSMENT TASK FORCE

In response to the needs identified, the Task Force recommends that professionals, experienced volunteers, and those responsible for funding human service programs, be organized to address the five categories highlighted in the Conclusions on Page 15. Using the information obtained by the survey and their professional expertise and personal backgrounds, these individuals should:

ASSESS THE ORIGINS OF THE PROBLEM(S) AND IDENTIFY SUBPOPULATIONS MOST LIKELY TO HAVE THE UNMET NEED;

REVIEW EXISTING PROGRAMS DESIGNED TO ADDRESS THE NEED WITH FOCUS ON IDENTIFYING SUCCESSES AND AREAS THAT NEED IMPROVEMENT;

RECOMMEND SPECIFIC WAYS THAT RESOURCES CAN BE INCREASED (COOPERATIVE VENTURES, REALLOCATIONS, EARMARKING NEW FUNDS) TO MEET THE NEED;

PROPOSE OTHER STRUCTURAL OR PROGRAMMATIC INNOVATIONS THAT WILL HELP MEET THE NEED; AND

SUGGEST SPECIFIC STEPS (NAMING PEOPLE AND ORGANIZATIONS) BY WHICH THE NEEDED CHANGES CAN BE MADE.

In sum, the Needs Assessment Task Force recommends that the Centre County United Way facilitate the establishment of new task force groups, one organized around each of the five categories and corresponding issues identified. These task forces should be comprised of members from the human services field and other major constituencies — skilled professionals from community development, business education and job training, human service agencies, and those responsible for planning and funding human services. These task forces must work collaboratively to complete their tasks during 2000. Members of the current Needs Assessment Task Force are available for consultation and assistance.

APPENDIX



TABLE A

PUBLIC PERCEPTIONS OF NEED:

PERCENT OF THE PUBLIC WHO RATE A NEED AS VERY IMPORTANT

NEED	PERCENT*
1. Children needing protection because they are abused or neglected.	87%
2. Low-income elderly in need of 24-hour nursing home care.	74%
3. Children in need of adoption or foster care.	70%
4. Children and youth needing supervision, positive role models, group experiences and other healthy outlets that encourage youth development or delinquency prevention.	69%
5. Persons facing personal problems, such as divorce, domestic abuse, unwanted pregnancy, rape, crime victimization or suicide who need crisis assistance or counseling.	69%
6. Disaster victims and low-income persons who need emergency assistance such as clothing, furniture, food, home heating fuel or gasoline.	69%
7. Physically disabled individuals who need job training or placement, special equipment, in-home nursing care or help to live independently.	65%
8. People such as children or the disabled who need someone to act on their behalf to ensure that they are treated fairly and receive the services to which they are entitled.	65%
9. Mentally retarded individuals who need job-training or placement, special housing, rehabilitation services or counseling.	62%
10. People who need special transportation, such as the elderly, the handicapped, or individuals who need transportation to and from work and to service providers.	61%
11. People in need of health information, prevention services, or health care.	61%
12. Adults and children with severe mental or emotional problems who need treatment, special housing or job-training placement.	60%
13. Children who need low-cost care while their parents are working or going to school.	59%

continued

TABLE A, CONTINUED

	NEED	PERCENT*
14.	Elderly who are in need of a place to get together with other people, hot meals or counseling to help them live independently.	59%
15.	Individuals who need in-home assistance with bathing, house cleaning or meals in order to live independently.	58%
16.	Children and youth needing residential care because they are pregnant, in trouble with the law, have run away from home or face other personal crises.	53%
17.	Individuals who need advice on where to go for help.	51%
18.	Adults and families needing temporary shelter, such as the homeless, transients and others.	48%
19.	Families, adults and children who need counseling to help them deal with their problems.	48%
20.	Drug and alcohol dependent persons who need treatment in a residential setting, rehabilitation, counseling or emergency assistance.	46%
21.	Women, minorities and others who have been discriminated against in employment, housing or other areas who need legal assistance, job training or counseling.	45%
22.	Individuals in need of employment whose needs might be met by counseling, training or work experience.	41%
23.	Individuals of all ages who need recreational, social and personal growth opportunities for the prevention of social and behavior problems.	38%
24.	Low-income people in need of help to pay for housing or housing improvements.	36%
25.	People who need help in recognizing and coping with relatives or co-workers who abuse drugs or alcohol, suffer from mental illness or have other problems.	36%
26.	Individuals who need legal assistance but are unable to meet the cost of retaining an attorney .	35%
27.	Individuals in need of volunteer opportunities whose needs might be met by training or work experience.	31%

**For more information on Table A, please see page 10 of this report.*

TABLE B
PERCENT OF HOUSEHOLDS WITH NEEDY INHABITANT
AS IDENTIFIED BY THE TELEPHONE SURVEY

NEED	PERCENT OF HOUSEHOLDS*
1. Children who need low-cost care while their parents are working or going to school.	14%
2. People in need of health information, prevention services, or health care	12%
3. Families, adults and children who need counseling to help them deal with their problems.	12%
4. Individuals who need advice on where to go for help.	12%
5. Persons facing personal problems, such as divorce, domestic abuse, unwanted pregnancy, rape, crime victimization or suicide who need crisis assistance or counseling.	12%
6. People who need special transportation, such as the elderly, the handicapped, or individuals who need transportation to and from work and to service providers.	11%
7. Individuals in need of employment whose needs might be met by counseling, training or work experience.	11%
8. Children and youth needing supervision, positive role models, group experiences and other healthy outlets that encourage youth development or delinquency prevention.	10%
9. Low-income people in need of help to pay for housing or housing improvements.	10%
10. Individuals of all ages who need recreational, social and personal growth opportunities for the prevention of social and behavior problems.	10%
11. Individuals in need of volunteer opportunities whose needs might be met by training or work experience.	10%
12. Individuals who need in-home assistance with bathing, house cleaning or meals in order to live independently.	9%
13. Disaster victims and low-income persons who need emergency assistance such as clothing, furniture, food, home heating fuel or gasoline.	9%

continued

TABLE B, CONTINUED

	NEED	PERCENT OF HOUSEHOLDS*
14.	Physically disabled individuals who need job training or placement, special equipment, in-home nursing care or help to live independently,	9%
15.	People such as children or the disabled who need someone to act on their behalf to ensure that they are treated fairly and receive the services to which they are entitled.	9%
16.	Women, minorities and others who have been discriminated against in employment, housing or other areas who need legal assistance, job training or counseling.	9%
17.	People who need help in recognizing and coping with relatives or co-workers who abuse drugs or alcohol, suffer from mental illness or have other problems.	9%
18.	Individuals who need legal assistance but are unable to meet the cost of retaining an attorney.	9%
19.	Low-income elderly in need of 24-hour nursing home care.	8%
20.	Elderly who are in need of a place to get together with other people, hot meals or counseling to help them live independently.	8%
21.	Adults and children with severe mental or emotional problems who need treatment, special housing or job training placement.	8%
22.	Mentally retarded individuals who need job training or placement, special housing, rehabilitation services or counseling.	8%
23.	Drug and alcohol dependent persons who need treatment in a residential setting, rehabilitation, counseling or emergency assistance.	8%
24.	Children needing protection because they are abused or neglected.	7%
25.	Children in need of adoption or foster care.	7%
26.	Adults and families needing temporary shelter, such as the homeless, transients and others.	7%
27.	Children and youth needing residential care because they are pregnant, in trouble with the law, have run away from home or face other personal crises.	6%

**Each percentage point is the equivalent of more than 400 households.
For more information about Table B, please see page 11 of this booklet.*

TABLE C
PERCENT OF HOUSEHOLDS WITH NEEDY INHABITANT
URGING RESOURCE INCREASE

NEED	PERCENT OF HOUSEHOLDS*
1. Children needing protection because they are abused or neglected.	80%
2. Disaster victims and low-income persons who need emergency assistance such as clothing, furniture, food, home heating fuel or gasoline.	72%
3. Children and youth needing supervision, positive role models, group experiences and other healthy outlets that encourage youth development or delinquency prevention.	71%
4. Persons facing personal problems, such as divorce, domestic abuse, unwanted pregnancy, rape, crime victimization or suicide who need crisis assistance or counseling.	67%
5. Children who need low-cost care while their parents are working or going to school.	63%
6. People in need of health information, prevention services, or health care.	63%
7. Low-income elderly in need of 24-hour nursing home care.	63%
8. People who need special transportation, such as the elderly, the handicapped, or individuals who need transportation to and from work and to service providers.	62%
9. Individuals who need in-home assistance with bathing, house cleaning or meals in order to live independently.	60%
10. Adults and families needing temporary shelter, such as the homeless, transients and others.	59%
11. Physically disabled individuals who need job training or placement, special equipment, in-home nursing care or help to live independently.	58%
12. Children in need of adoption or foster care.	57%
13. Adults and children with severe mental or emotional problems who need treatment, special housing or job training placement.	56%
14. Children and youth needing residential care because they are pregnant, in trouble with the law, have run away from home or face other personal crises.	54%

continued

TABLE C, CONTINUED

NEED	PERCENT OF HOUSEHOLDS*
15. Mentally retarded individuals who need job training or placement, special housing, rehabilitation services or counseling.	53%
16. People such as children or the disabled who need someone to act on their behalf to ensure that they are treated fairly and receive the services to which they are entitled.	52%
17. Individuals in need of employment whose needs might be met by counseling, training or work experience.	51%
18. Women, minorities and others who have been discriminated against in employment, housing or other areas who need legal assistance, job training or counseling.	49%
19. Low-income people in need of help to pay for their housing or housing improvements.	49%
20. Drug and alcohol dependent persons who need treatment in a residential setting, rehabilitation, counseling or emergency assistance.	49%
21. Elderly who are in need of a place to get together with other people, hot meals or counseling to help them live independently.	48%
22. Individuals who need legal assistance but are unable to meet the cost of retaining an attorney.	48%
23. Families, adults and children who need counseling to help them deal with their problems.	45%
24. People who need help in recognizing and coping with relatives or co-workers who abuse drugs or alcohol, suffer from mental illness or have other problems.	41%
25. Individuals in need of volunteer opportunities whose needs might be met by training or work experience.	42%
26. Individuals of all ages who need recreational, social and personal growth opportunities for the prevention of social and behavior problems.	40%
27. Individuals who need advice on where to go for help.	39%

**For more information on Table C, please see page 11 of this booklet.*

TABLE D
HUMAN SERVICE PROFESSIONALS' RATING
OF THE SEVERITY OF UNMET NEEDS

NEEDS	SEVERITY* RANKING
1. Affordable and reliable daycare, especially during nontraditional hours.	100
2. Transportation for residents in outlying communities, especially for medical or agency appointments, to go to work, to shop, etc.	98
3. Lack of affordable and/or adequate housing.	98
4. Families with insufficient income to meet basic needs.	90
5. Limited access to medical and dental benefits due to change in eligibility requirements.	89
6. Lack of middle income jobs that earn above the minimum wage, include benefits, and require a high school diploma/GED or specialized training.	87
7. Insufficient temporary shelter for special needs populations — drug and alcohol patients, those with mental health problems, and domestic violence victims.	85
8. Insufficient pay, lack of training, and high turnover for human service professionals.	75
9. Lack of resources for all in-home services for the elderly such as respite care givers, nursing home diversion services, weatherization, senior housing.	72
10. People with mental illnesses who may be unable to manage their medications or pay for expensive medications.	70
11. Lack of adequate education and training for people moving from welfare to work.	68
12. Lack of resources for drug and alcohol treatment.	68
13. Insufficient openings in sheltered facilities.	64
14. Limitations on case and food stamp assistance due to changes in eligibility requirements.	62
15. Lack of access to funding for medical treatment of HIV individuals.	61
16. Lack of education and training to help people find services they are eligible for.	60

continued

TABLE D, CONTINUED

NEEDS	SEVERITY* RANKING
17. Poor delivery of home meals outside the State College area.	58
18. Agencies cannot assist individuals if their income is outside set limits.	57
19. Need for attendants to accompany clients who cannot travel alone to appointments.	51
20. Lack of occupational and physical therapy for children beyond what the school provides.	50
21. Severe (but not necessarily crisis) cases requiring personal counseling caused by career issues.	45
22. Helping people relocate to communities where there is more employment.	43

**The severity of these needs were ranked by human service professionals. The most severe need is "100". For more information on Table D, please see page 12 of this booklet.*