

United Way of Lancaster County



Community Needs Assessment Survey

June 12, 2014



Survey Methodology

- Telephone survey administered to 601 Lancaster County residents. The survey results are representative of the adult population of Lancaster County.
- Random-digit dialing: landline and cellular phones
- Administered April 23 – May 5, 2014

Survey Demographics

		2009	2014
Age			
	18-24	9%	11%
	25-34	20%	18%
	35-44	17%	16%
	45-54	20%	21%
	55-64	11%	14%
	65 and older	23%	20%
Education			
	Non high school graduate	15%	14%
	High school graduate (or GED)	42%	42%
	Some college	13%	9%
	Two-year or tech degree	9%	6%
	Four year college degree	15%	18%
	Postgraduate degree	8%	12%
Marital Status			
	Married	65%	58%
	Single, never married	17%	25%
	Divorced	7%	8%
	Widower	9%	6%
	Separated	2%	3%
Race			
	White	89%	92%
	Black or African American	5%	4%
	Other	6%	6%

		2009	2014
Work Status			
	Full-time	52%	53%
	Retired	19%	18%
	Part-time	12%	13%
	Going to school	2%	5%
	Keeping house	8%	5%
	Disabled	2%	4%
	Unemployed	4%	3%
	Don't know	1%	0%
Income			
	Under \$25,000	17%	11%
	\$25-\$35,000	13%	12%
	\$35-\$50,000	15%	15%
	\$50-\$75,000	26%	25%
	\$75-\$100,000	15%	13%
	Over \$100,000	9%	15%
	Don't know	5%	9%
Gender			
	Male	48%	48%
	Female	52%	52%
Children in Public School*			
	Yes		75%
	No		17%
	Child/children are too young		8%

*Asked of those with children under 18 in the home (37% of respondents).

What do you think is the MOST IMPORTANT problem facing YOU and YOUR FAMILY today?

2009	2014	
46%	39%	Economy, personal finances, cost of living, unemployment
3%	2%	Taxes
0%	1%	Housing: affordable housing
0%	1%	Poverty, homelessness, lack of funding to help
9%	7%	Illness, health, old age, elder care, death
7%	6%	Healthcare, insurance
1%	0%	(Swine) flu, availability of vaccination
2%	2%	Education: cost of college tuition
1%	2%	Education: quality schools, programs and activities for kids
1%	3%	Elderly needs not met, retirement, social security
1%	3%	Time, too busy
1%	2%	Crime, drugs, violence, lack of police
2%	2%	Government, politicians
1%	2%	Values, morality, religion, teen pregnancy, single parents
0%	1%	No sense of community, people not friendly
2%	1%	Raising children, discipline
4%	5%	Nothing
5%	5%	Other
16%	18%	Do not know



Financial Stability		
2009	2014	
46%	39%	Economy, personal finances, cost of living, unemployment
3%	2%	Taxes
0%	1%	Housing: affordable housing
0%	1%	Poverty, homelessness, lack of funding to help
49%	43%	

Health		
2009	2014	
9%	7%	Illness, health, old age, elder care, death
7%	6%	Healthcare, insurance
1%	0%	(Swine) flu, availability of vaccination
17%	13%	

Education		
2009	2014	
2%	2%	Education: cost of college tuition
1%	2%	Education: quality schools, programs and activities for kids
3%	4%	

Other		
2009	2014	
1%	3%	Elderly needs not met, retirement, social security
1%	3%	Time, too busy
1%	2%	Crime, drugs, violence, lack of police
2%	2%	Government, politicians
1%	2%	Values, morality, religion, teen pregnancy, single parents
0%	1%	No sense of community, people not friendly
2%	1%	Raising children, discipline
4%	5%	Nothing
16%	18%	Do not know
28%	37%	

What would you say is the MOST IMPORTANT problem facing YOUR COMMUNITY today?

2009	2014	
30%	21%	Economy, personal finances, cost of living, unemployment
3%	5%	Poverty, homelessness, lack of funding to help
4%	3%	Taxes
0%	2%	Housing: affordable housing
4%	2%	Healthcare, insurance
5%	10%	Education: quality schools, programs and activities for kids
1%	3%	Environment, climate change, recycling
1%	0%	Lack of non-profit funding
3%	2%	Overdevelopment, loss of open space, farmland
13%	11%	Crime, drugs, violence, lack of police
4%	4%	Values, morality, religion, teen pregnancy, single parents
2%	2%	Government, politicians
2%	2%	No sense of community, people not friendly
1%	2%	Roads, infrastructure
0%	1%	Discrimination, prejudice
2%	1%	Traffic
1%	1%	Youth behavior, getting into trouble
1%	0%	Lack of motivation, personal responsibility
4%	5%	Nothing
5%	5%	Other
16%	18%	Do not know

Financial Stability		
2009	2014	
30%	21%	Economy, personal finances, cost of living, unemployment
3%	5%	Poverty, homelessness, lack of funding to help
4%	3%	Taxes
0%	2%	Housing: affordable housing
37%	31%	
Health		
2009	2014	
4%	2%	Healthcare, insurance
4%	2%	
Education		
2009	2014	
5%	10%	Education: quality schools, programs and activities for kids
5%	10%	
Other		
2009	2014	
13%	11%	Crime, drugs, violence, lack of police
4%	4%	Values, morality, religion, teen pregnancy, single parents
1%	3%	Environment, climate change, recycling
2%	2%	Government, politicians
2%	2%	No sense of community, people not friendly
1%	3%	Time, too busy
1%	2%	Roads, infrastructure
0%	1%	Discrimination, prejudice
2%	1%	Traffic
1%	1%	Youth behavior, getting into trouble
1%	0%	Lack of motivation, personal responsibility
1%	0%	Lack of non-profit funding
0%	5%	Nothing
6%	4%	Other
19%	21%	Do not know
54%	60%	



Most Important Problems

What do you think is the MOST IMPORTANT problem facing YOU and YOUR FAMILY today?

Financial Stability		
2009	2014	
46%	39%	Economy, personal finances, cost of living, unemployment
3%	2%	Taxes
0%	1%	Housing: affordable housing
0%	1%	Poverty, homelessness, lack of funding to help
49%	43%	

Health		
2009	2014	
9%	7%	Illness, health, old age, elder care, death
7%	6%	Healthcare, insurance
1%	0%	(Swine) flu, availability of vaccination
17%	13%	

Education		
2009	2014	
2%	2%	Education: cost of college tuition
1%	2%	Education: quality schools, programs and activities for kids
3%	4%	

Other		
2009	2014	
1%	3%	Elderly needs not met, retirement, social security
1%	3%	Time, too busy
1%	2%	Crime, drugs, violence, lack of police
2%	2%	Government, politicians
1%	2%	Values, morality, religion, teen pregnancy, single parents
0%	1%	No sense of community, people not friendly
2%	1%	Raising children, discipline
4%	5%	Nothing
16%	18%	Do not know
28%	37%	

What do you think is the MOST IMPORTANT problem facing YOUR COMMUNITY today?

Financial Stability		
2009	2014	
30%	21%	Economy, personal finances, cost of living, unemployment
3%	5%	Poverty, homelessness, lack of funding to help
4%	3%	Taxes
0%	2%	Housing: affordable housing
37%	31%	

Health		
2009	2014	
4%	2%	Healthcare, insurance
4%	2%	

Education		
2009	2014	
5%	10%	Education: quality schools, programs and activities for kids
5%	10%	

Other		
2009	2014	
13%	11%	Crime, drugs, violence, lack of police
4%	4%	Values, morality, religion, teen pregnancy, single parents
1%	3%	Environment, climate change, recycling
2%	2%	Government, politicians
2%	2%	No sense of community, people not friendly
1%	3%	Time, too busy
1%	2%	Roads, infrastructure
0%	1%	Discrimination, prejudice
2%	1%	Traffic
1%	1%	Youth behavior, getting into trouble
1%	0%	Lack of motivation, personal responsibility
1%	0%	Lack of non-profit funding
0%	5%	Nothing
6%	4%	Other
19%	21%	Do not know
54%	60%	



The Life Events Approach

Financial Hardships

- Were you let go or permanently laid off from your job?
- Were you unemployed and looking for work for as long as a month?
- Did you experience a reduction in pay for any reason?
- Did you fall behind in paying your rent or mortgage?
- Were you unable to purchase needed food because you couldn't afford it?
- Were you unable to pay utility bills on time?
- Did you have any utilities, such as water, heat, or electricity, shut off because you couldn't afford the bill?
- Did you lack health insurance coverage?
- Were you affected by a major decline in your financial situation?
- Were you evicted from your apartment or house?
- For financial reasons, did you have to temporarily live with others or in a shelter or on the street?
- Were you unable to afford or get access to needed transportation?

Crime/Violence Hardships

- Were you burglarized, or was your home or property broken into?
- Were you robbed, mugged, or held-up?
- Were you personally attacked with a weapon, assaulted, or beat up?
- Were you a victim of domestic violence, or abuse by a spouse or significant other?
- Were you a victim of racial or ethnic harassment?

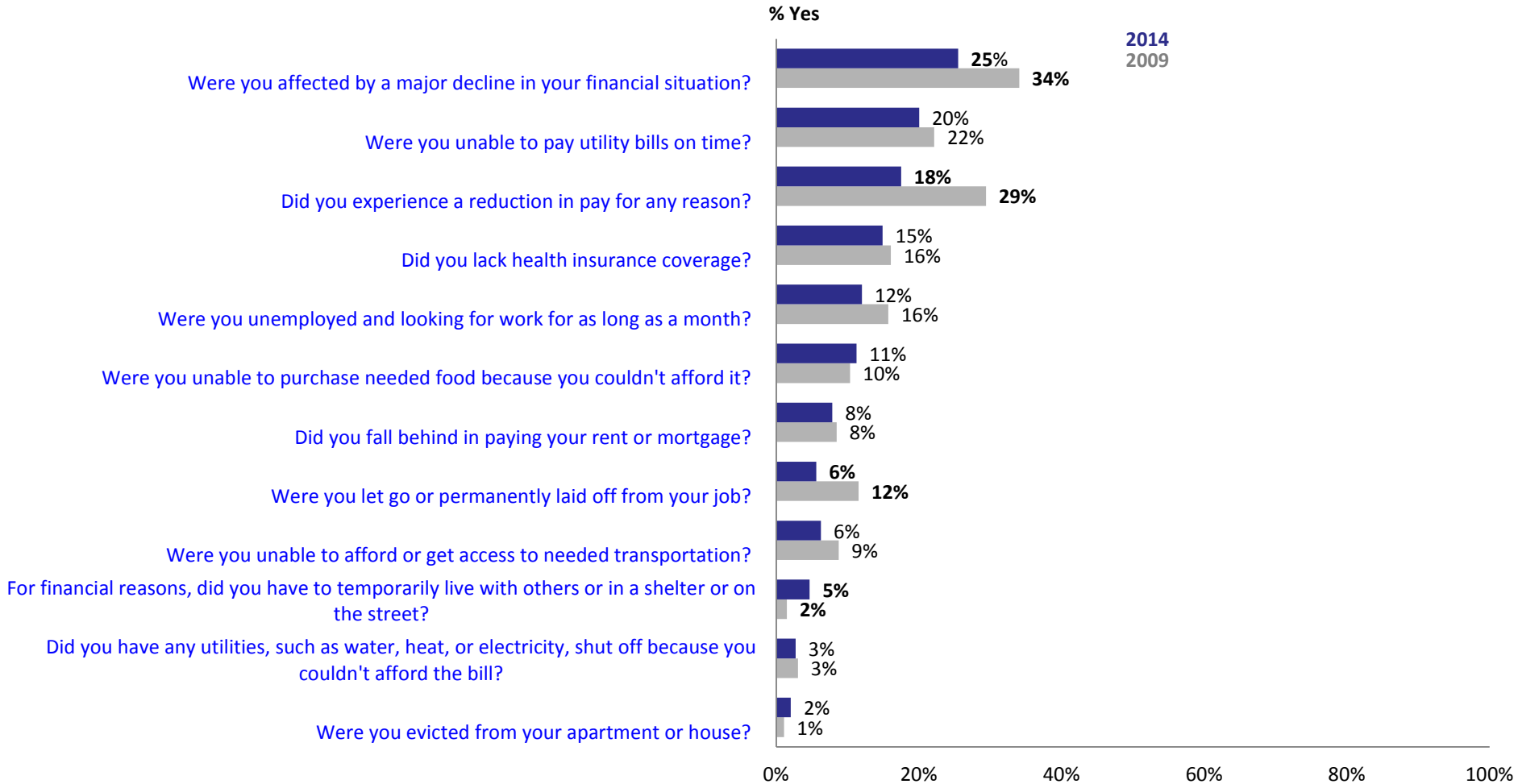
Emotional/Mental Health Hardships

- Did you have a drinking problem?
- Did you use illegal drugs one or more times?
- Did you experience a mental health or emotional problem?
- Were you discriminated against because of your race, nationality, or sex?
- Were you divorced or separated from your spouse?

Medical Hardships

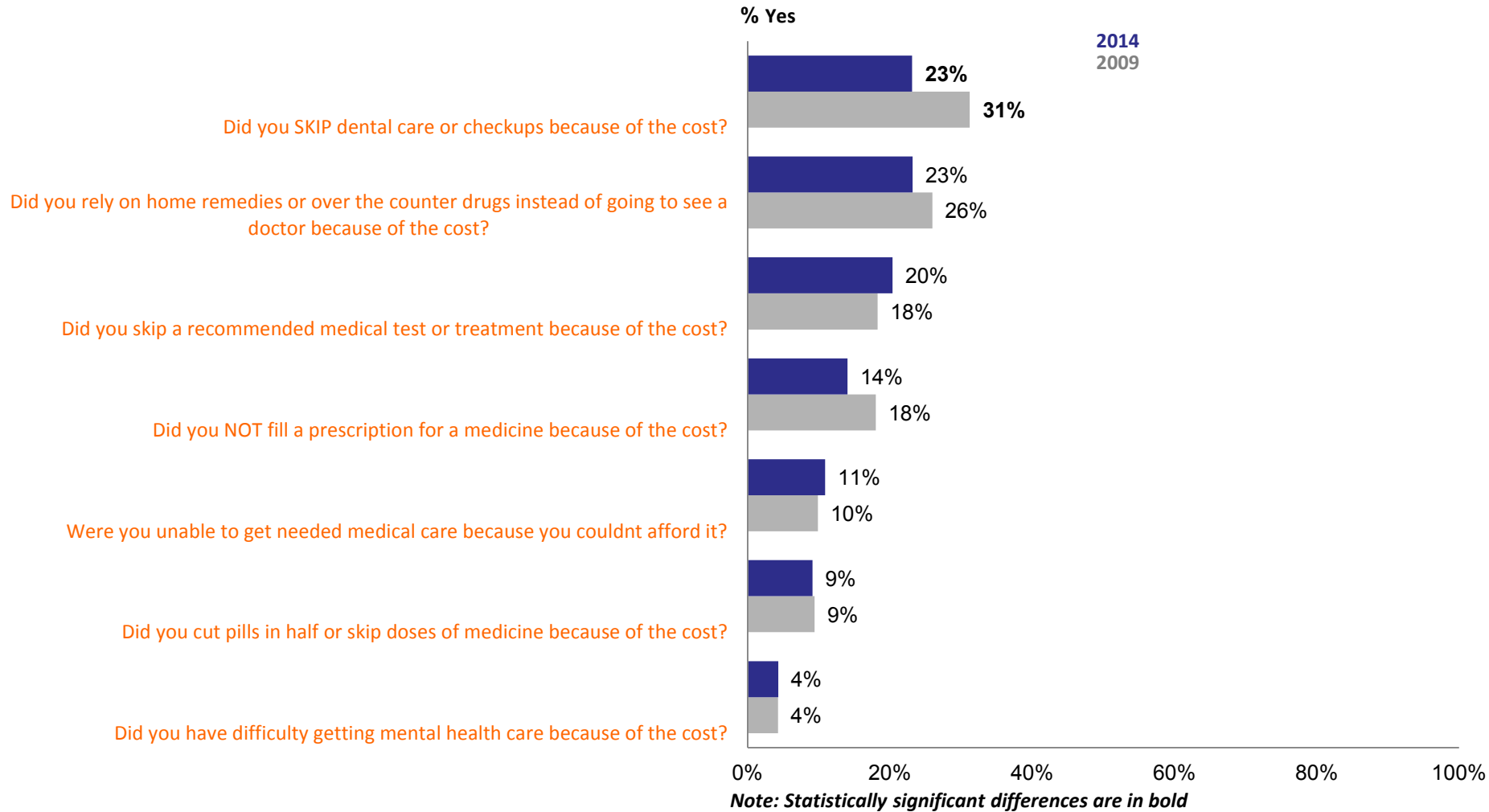
- Were you unable to get needed medical care because you couldn't afford it?
- Did you skip a recommended medical test or treatment because of the cost?
- Did you NOT fill a prescription for a medicine because of the cost?
- Did you cut pills in half or skip doses of medicine because of the cost?
- Did you have difficulty getting mental health care because of the cost?
- Did you SKIP dental care or checkups because of the cost?
- Did you rely on home remedies or over the counter drugs instead of going to see a doctor because of the cost?

Financial Hardships by Year

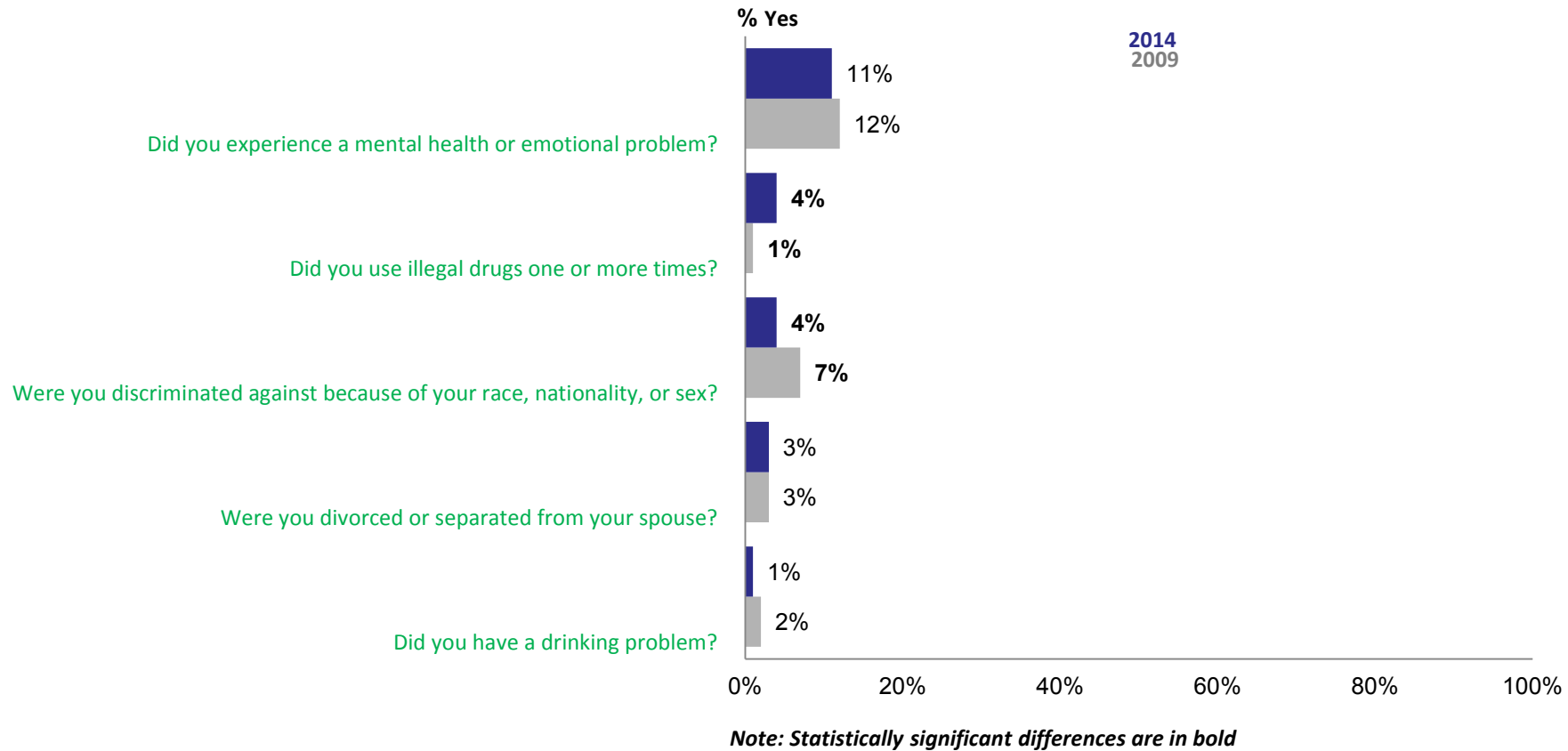


Note: Statistically significant differences are in bold

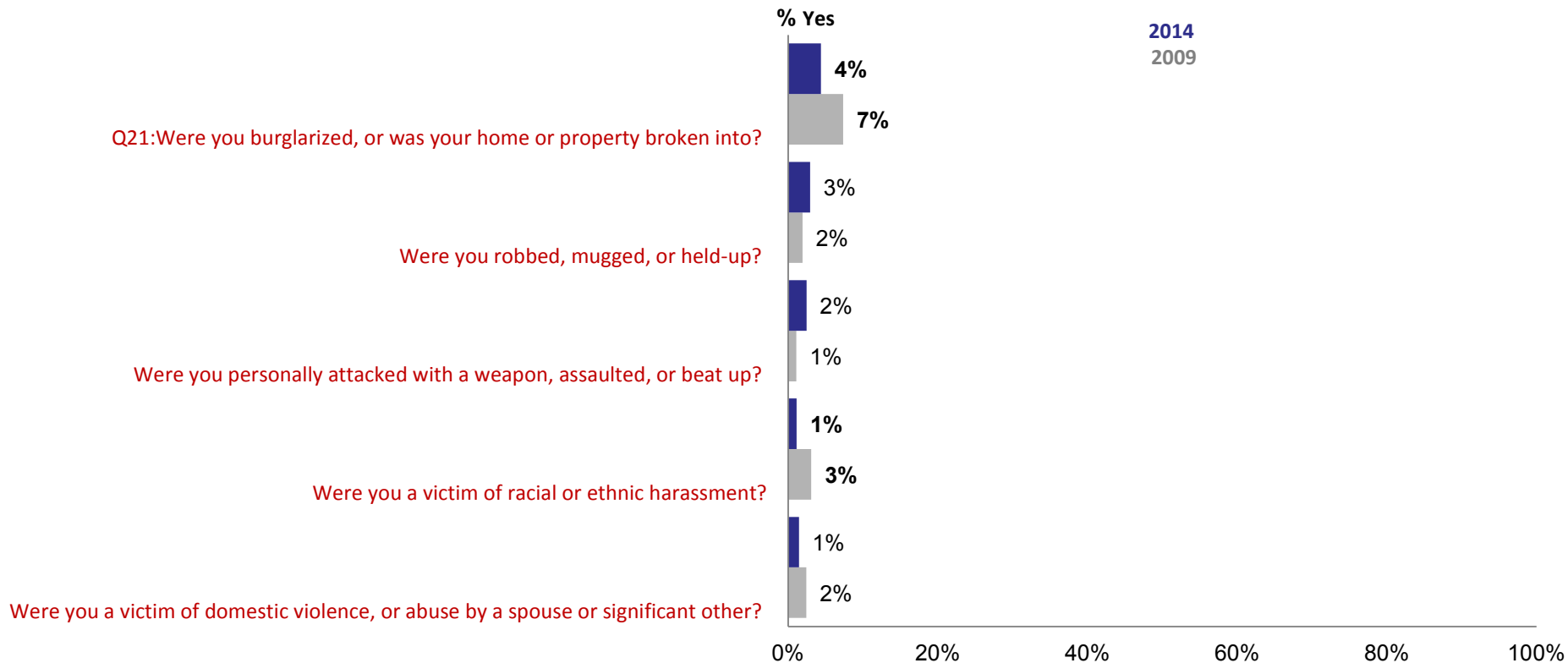
Medical Hardships by Year



Emotional/Mental Health Hardships by Year

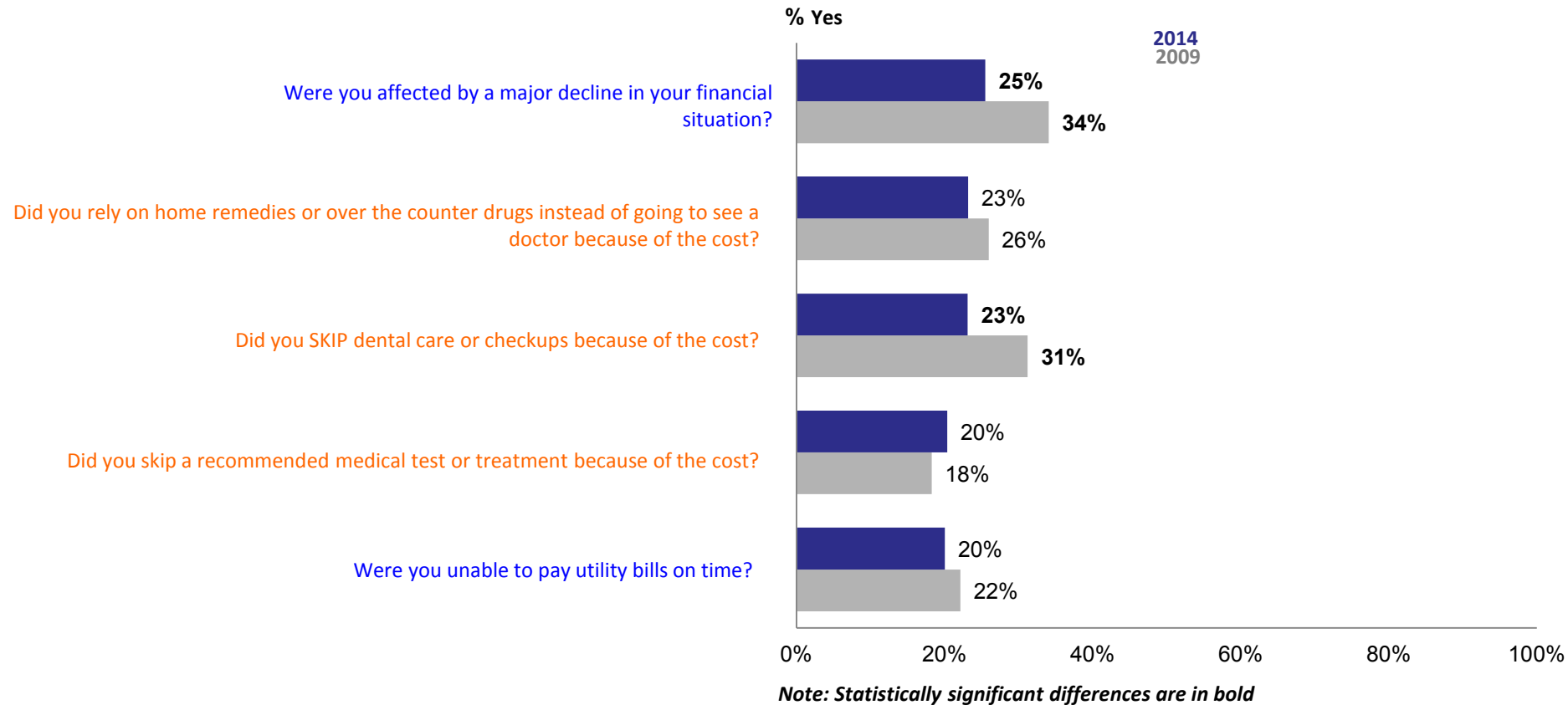


Crime/Violence Hardships by Year



Note: Statistically significant differences are in bold

Hardships with Highest % Yes



Hardships with Largest Net Change in % Yes

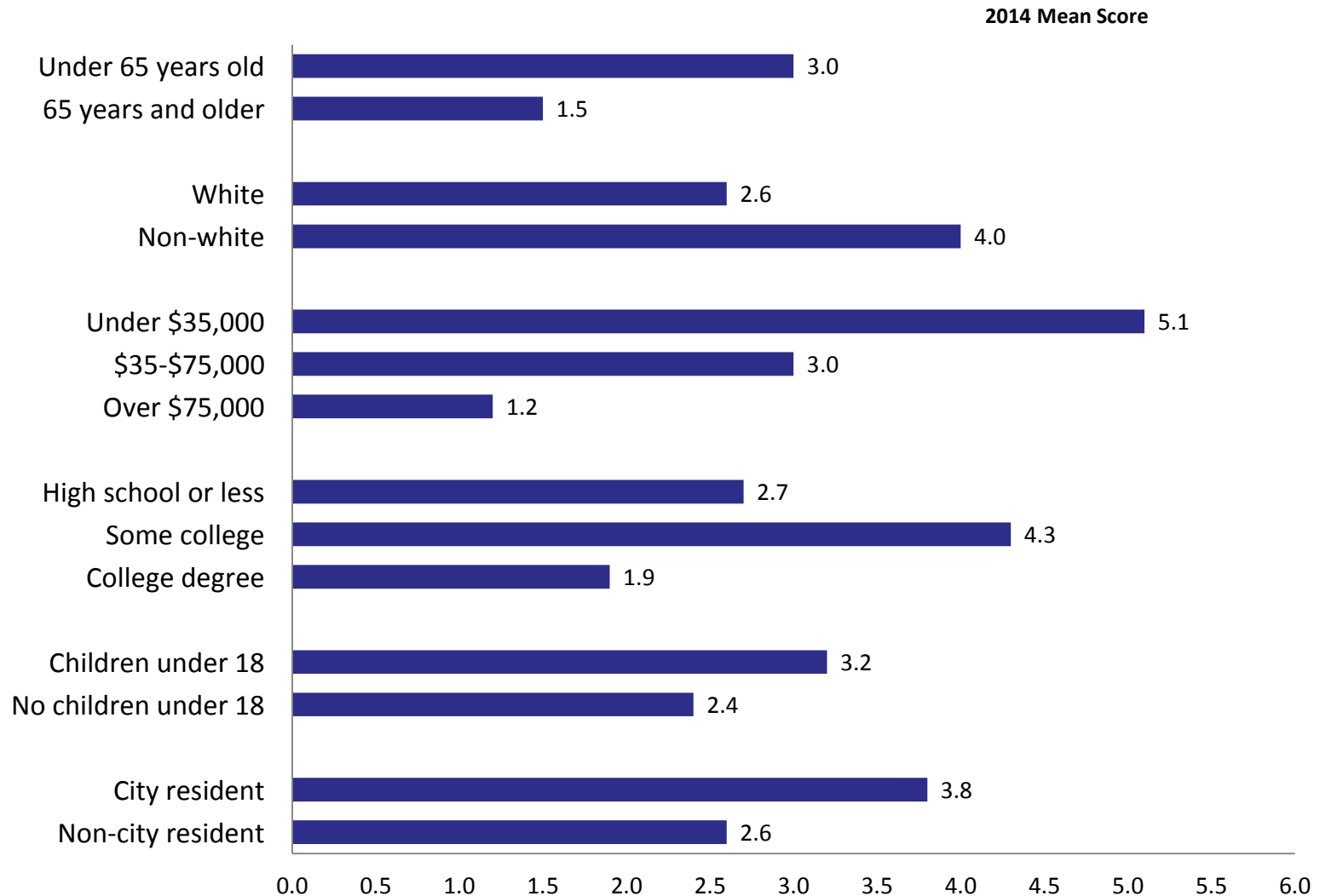
	2009	2014	Change
Did you experience a reduction in pay for any reason?	29%	18%	-12%
Were you affected by a major decline in your financial situation?	34%	25%	-9%
Did you SKIP dental care or checkups because of the cost?	31%	23%	-8%
Were you let go or permanently laid off from your job?	12%	6%	-6%
Did you NOT fill a prescription for a medicine because of the cost?	18%	14%	-4%
Were you unemployed and looking for work for as long as a month?	16%	12%	-4%
Were you unable to afford or get access to needed transportation?	9%	6%	-3%
Did you rely on home remedies or over the counter drugs instead of going to see a doctor because of the cost?	26%	23%	-3%
Were you burglarized, or was your home or property broken into?	7%	4%	-3%
Were you discriminated against because of your race, nationality, or sex?	7%	4%	-3%
For financial reasons, did you have to temporarily live with others or in a shelter or on the street?	2%	5%	3%
Did you use illegal drugs one or more times?	1%	4%	3%

Average Hardship Scores

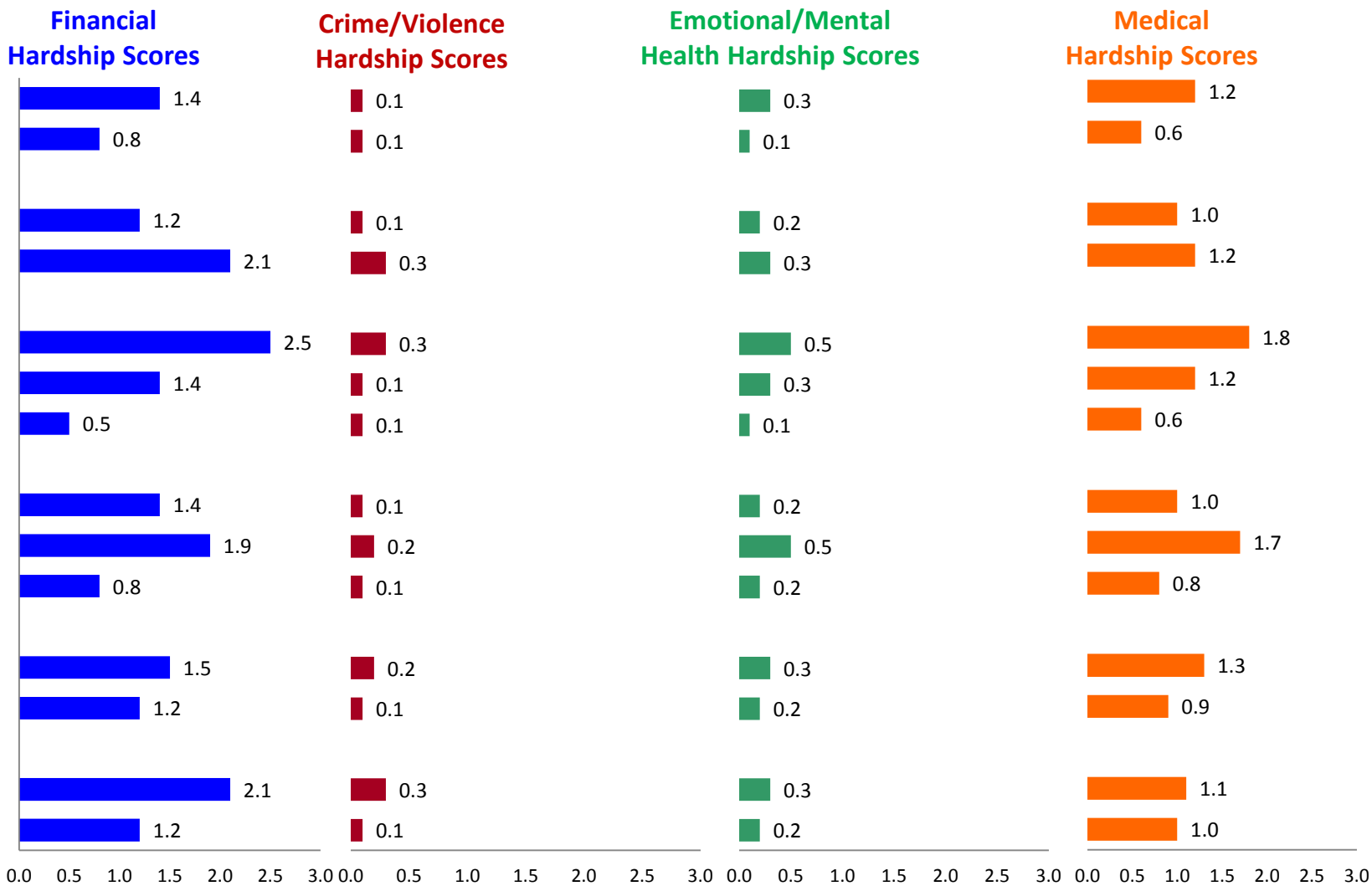
	2009	2014	Change
Financial Hardship Score (0-12)	1.6	1.3	-0.3
Crime/Violence Score (0-5)	0.2	0.1	0.0
Emotional/Mental Health Score (0-5)	0.3	0.2	0.0
Medical Hardship Score (0-7)	1.2	1.1	-0.1
Total Hardship Score (0-29)	3.1	2.7	-0.5

Note: Statistically significant differences are in bold

Total Hardship Scores by Selected Demographics



Summary of Hardships Scores by Selected Demographics



**Results of Significance Testing for Selected Variables
United Way Community Health Assessment Survey**

	Demographic Groups					
	Age	Race	Income	Education	Parent	City Resident
Financial Hardships						
Were you let go or permanently laid off from your job?						
Were you unemployed and looking for work for as long as a month?						
Did you experience a reduction in pay for any reason?						
Did you fall behind in paying your rent or mortgage?						
Were you unable to purchase needed food because you couldn't afford it?						
Were you unable to pay utility bills on time?						
Did you have any utilities, such as water, heat, or electricity, shut off because you						
Did you lack health insurance coverage?						
Were you affected by a major decline in your financial situation?						
Were you evicted from your apartment or house?						
For financial reasons, did you have to temporarily live with others or in a shelter or on						
Were you unable to afford or get access to needed transportation?						
Crime/Violence Hardships						
Were you burglarized, or was your home or property broken into?						
Were you robbed, mugged, or held-up?						
Were you personally attacked with a weapon, assaulted, or beat up?						
Were you a victim of domestic violence, or abuse by a spouse or significant other?						
Were you a victim of racial or ethnic harassment?						
Emotional/Mental Health Hardships						
Did you have a drinking problem?						
Did you use illegal drugs one or more times?						
Did you experience a mental health or emotional problem?						
Were you discriminated against because of your race, nationality, or sex?						
Were you divorced or separated from your spouse?						
Medical Hardships						
Were you unable to get needed medical care because you couldnt afford it?						
Did you skip a recommended medical test or treatment because of the cost?						
Did you NOT fill a prescription for a medicine because of the cost?						
Did you cut pills in half or skip doses of medicine because of the cost?						
Did you have difficulty getting mental health care because of the cost?						
Did you SKIP dental care or checkups because of the cost?						
Did you rely on home remedies or over the counter drugs instead of going to see a						
No significant difference	p. > .05					
Significantly different, weak association	p. < .05, sresid < 3					
Significantly different, moderate association	p. < .05, sresid > 3					
Significantly different, strong association	p. < .05, sresid > 4					

Conclusions and Next Steps

Many members of our community experience significant medical and health-related problems. This is true whether we use an open-ended or life-events approach.

The County has seen some improvement since 2009, notably in reduced financial hardships, but many problems persist at about the same levels. Another notable improvement is that Lancaster appears to be more tolerant as evidenced by less discrimination and harassment.

Hardships of all types are experienced throughout the county, but are also concentrated within specific demographic subgroups. Notable differences in hardships are evident in every category of hardship by age, race, education, income, and city residency, but the greatest differences appear to be driven by income.

Data Tools

Task	Indicators Generated	Data Frequency
Community Impact Survey (n=600)	<ul style="list-style-type: none">• Negative life events• Issue priorities• Identify demographic and geographic need• Compare to 2009 baseline and track in future surveys	Long Term 3 – 5 year updates
Strategy Map Indicators	<ul style="list-style-type: none">• Health• Early Education• Education• Financial Stability	Intermediate Annual
Social Media / News Monitoring	<ul style="list-style-type: none">• Identify social media conversations around topics of community importance• United Way brand	Short Term Daily

Questions or Comments?

**Berwood A. Yost, Director
Floyd Institute for Public Policy
Center for Opinion Research
Franklin & Marshall College**

berwood.yost@fandm.edu

What do you think is the MOST IMPORTANT problem facing YOU and YOUR FAMILY today?

<u>2009</u>	<u>2014</u>	
46%	39%	Economy, personal finances, cost of living, unemployment
9%	7%	Illness, health, old age, elder care, death
7%	6%	Healthcare, insurance
1%	3%	Elderly needs not met, retirement, social security
1%	3%	Time, too busy
1%	2%	Crime, drugs, violence, lack of police
2%	2%	Education: cost of college tuition
1%	2%	Education: quality schools, programs and activities for kids
2%	2%	Government, politicians
3%	2%	Taxes
1%	2%	Values, morality, religion, teen pregnancy, single parents
0%	1%	Housing: affordable housing
0%	1%	No sense of community, people not friendly
0%	1%	Poverty, homelessness, lack of funding to help
2%	1%	Raising children, discipline
1%	0%	(Swine) flu, availability of vaccination
4%	5%	Nothing
5%	5%	Other
16%	18%	Do not know

Hardship Scores by Selected Demographics

	Financial Hardship Score			Crime/Violence Score			Emotional/Mental Health Score			Medical Hardship Score			Total Hardship Score		
	(0-12)			(0-5)			(0-5)			(0-7)			(0-29)		
Total	2009	2014	Change	2009	2014	Change	2009	2014	Change	2009	2014	Change	2009	2014	Change
Total	1.6	1.3	-0.3	0.2	0.1	0.0	0.3	0.2	0.0	1.2	1.1	-0.1	3.1	2.7	-0.5
Age															
Under 65 years	1.9	1.4	-0.5	0.2	0.1	0.0	0.3	0.3	0.0	1.4	1.2	-0.2	3.7	3.0	-0.7
65 years and older	0.7	0.8	0.1	0.1	0.1	0.0	0.1	0.1	0.0	0.4	0.6	0.1	1.2	1.5	0.1
Race															
White	1.5	1.2	-0.2	0.1	0.1	0.0	0.2	0.2	0.0	1.0	1.0	0.0	2.7	2.6	-0.2
Non-white	2.9	2.1	-0.8	0.4	0.3	-0.1	0.8	0.3	-0.4	2.4	1.2	-1.1	6.4	4.0	-2.4
Income															
Under \$35,000	2.3	2.5	0.3	0.2	0.3	0.1	0.4	0.5	0.1	1.7	1.8	0.1	4.6	5.1	0.5
\$35-\$75,000	1.5	1.4	-0.1	0.2	0.1	-0.1	0.2	0.3	0.0	1.2	1.2	0.0	3.0	3.0	-0.2
Over \$75,000	1.1	0.5	-0.6	0.1	0.1	-0.1	0.1	0.1	0.0	0.7	0.6	-0.1	2.0	1.2	-0.8
Education															
High school or less	1.9	1.4	-0.5	0.1	0.1	0.0	0.3	0.2	-0.1	1.2	1.0	-0.2	3.3	2.7	-0.8
Some college	1.3	1.9	0.5	0.2	0.2	0.0	0.2	0.5	0.3	1.3	1.7	0.3	3.1	4.3	1.1
College degree	1.2	0.8	-0.4	0.1	0.1	0.0	0.2	0.2	0.0	0.9	0.8	-0.1	2.4	1.9	-0.5
Children under 18															
Yes	2.0	1.5	-0.5	0.2	0.2	-0.1	0.3	0.3	0.0	1.6	1.3	-0.3	4.0	3.2	-0.9
No	1.3	1.2	-0.2	0.1	0.1	0.0	0.2	0.2	0.0	0.9	0.9	0.0	2.4	2.4	-0.1
Adult Caregiver															
Yes	2.3	1.9	-0.4	0.3	0.3	-0.1	0.5	0.3	-0.2	2.0	1.7	-0.2	5.0	4.2	-0.9
No	1.5	1.2	-0.3	0.1	0.1	0.0	0.2	0.2	0.0	1.0	0.9	-0.1	2.6	2.4	-0.4

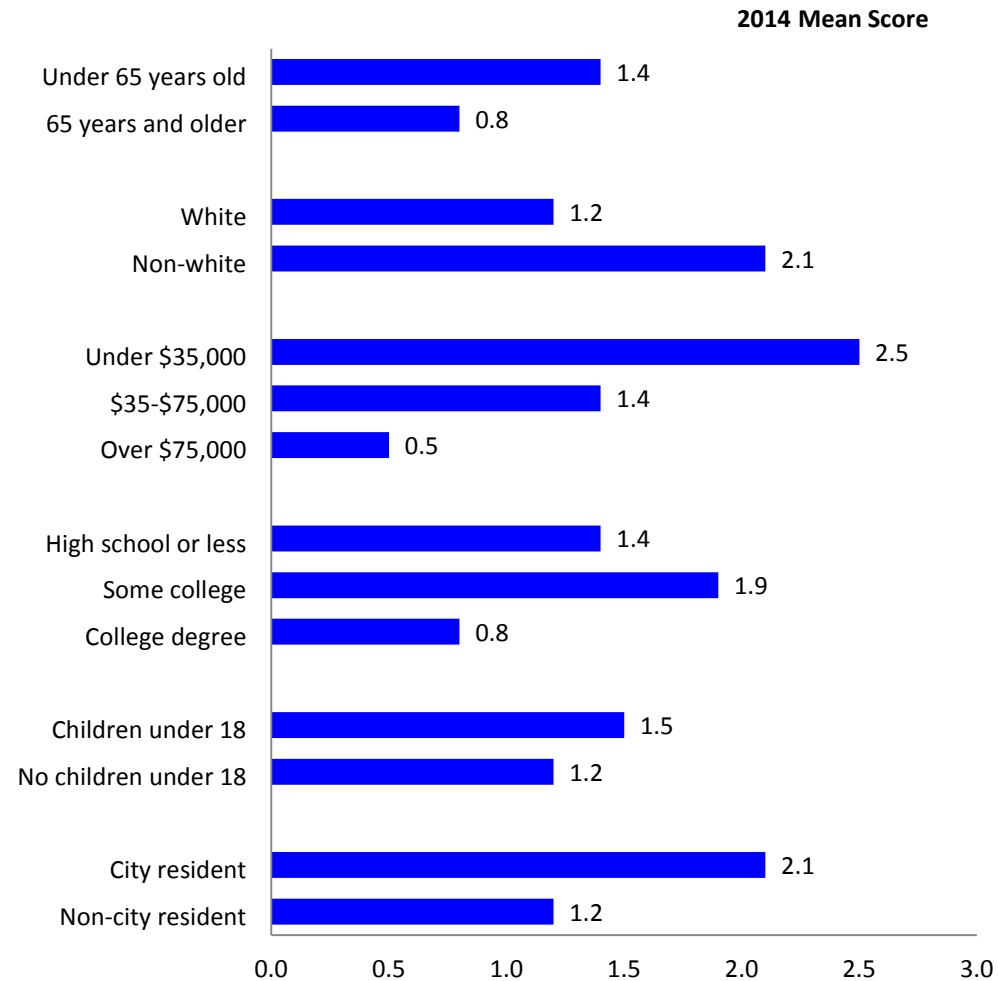
Note: Statistically significant differences are in bold

Hardship Scores by Selected Demographics cont.

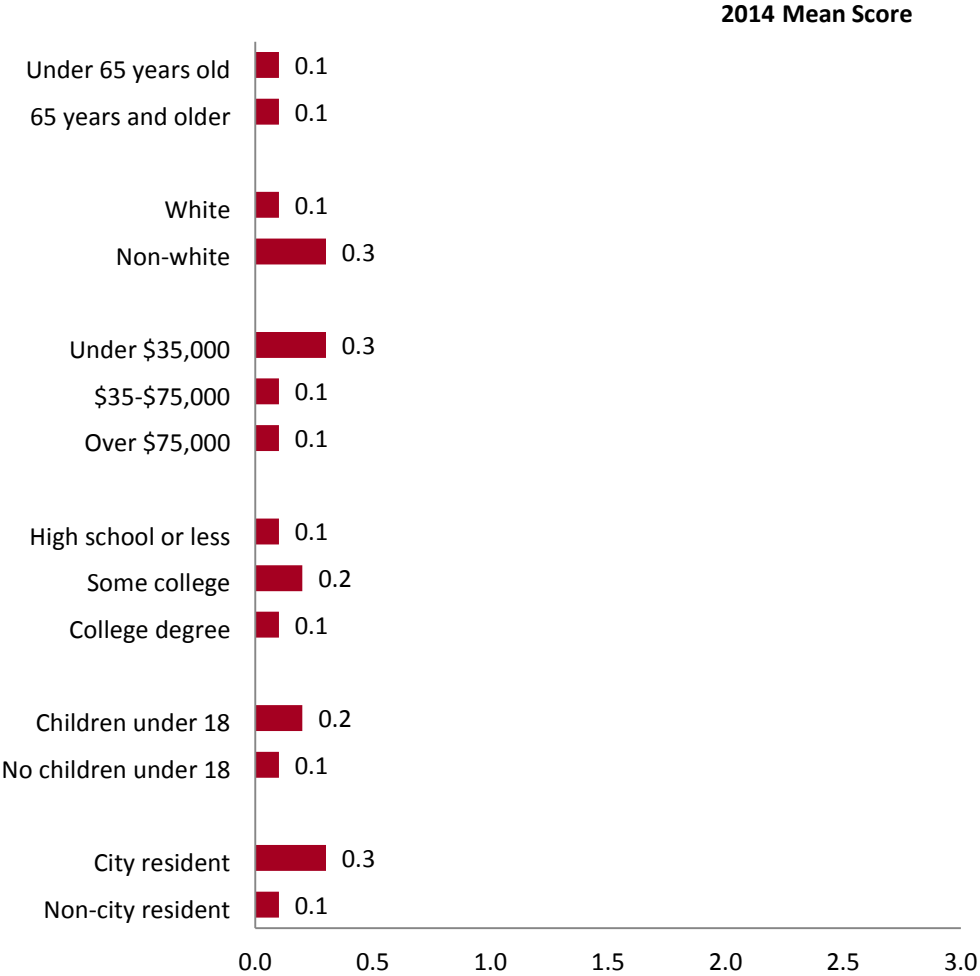
	Financial Hardship Score			Crime/Violence Score			Emotional/Mental Health Score			Medical Hardship Score			Total Hardship Score		
	(0-12)			(0-5)			(0-5)			(0-7)			(0-29)		
Total	2009	2014	Change	2009	2014	Change	2009	2014	Change	2009	2014	Change	2009	2014	Change
Total	1.6	1.3	-0.3	0.2	0.1	0.0	0.3	0.2	0.0	1.2	1.1	-0.1	3.1	2.7	-0.5
City Resident															
Yes	3.4	2.1	-1.3	0.5	0.3	-0.2	0.6	0.3	-0.3	2.2	1.1	-1.1	6.7	3.8	-2.9
No	1.4	1.2	-0.2	0.1	0.1	0.0	0.2	0.2	0.0	1.0	1.0	0.0	2.6	2.6	-0.2
School District															
Columbia	2.0	2.9	0.9	0.3	0.2	0.0	0.3	0.2	-0.1	1.5	1.9	0.4	4.0	5.2	1.2
Solanco	2.8	2.0	-0.8	0.0	0.3	0.0	0.5	0.5	0.0	1.9	2.1	1.0	5.4	4.8	-0.6
Lampeter-Strasburg	1.0	1.7	0.7	0.0	0.1	0.1	0.2	0.2	0.1	0.5	1.6	1.1	1.7	3.7	2.0
Lancaster	2.6	1.8	-0.8	0.4	0.2	-0.2	0.4	0.4	-0.1	1.8	1.2	-0.6	5.2	3.6	-1.7
Donegal	1.6	1.4	-0.2	0.3	0.2	-0.1	0.3	0.2	-0.1	1.7	1.6	-0.1	3.9	3.4	-0.5
Warwick	2.1	1.8	-0.3	0.2	0.0	-0.2	0.6	0.2	-0.4	1.3	1.1	-0.3	4.2	3.0	-1.2
Cocalico	1.2	1.2	0.1	0.1	0.1	0.0	0.1	0.3	0.2	0.5	1.4	0.9	1.9	3.0	1.2
E. Lancaster County	2.0	1.4	-0.6	0.0	0.0	0.0	0.1	0.2	0.2	0.8	1.2	0.4	2.9	2.8	-0.1
Conestoga Valley	2.2	1.1	-1.1	0.0	0.1	0.0	0.3	0.3	0.0	1.7	1.1	-0.7	4.3	2.6	-1.7
Ephrata	1.1	1.0	-0.1	0.1	0.1	0.0	0.1	0.2	0.1	1.0	1.1	0.1	2.3	2.4	0.1
Penn Manor	1.2	0.9	-0.3	0.1	0.2	0.1	0.2	0.2	0.0	1.0	0.9	-0.1	2.4	2.2	-0.2
Hempfield	1.5	1.0	-0.5	0.2	0.1	-0.1	0.1	0.2	0.1	0.9	0.7	-0.2	2.7	2.1	-0.7
Manheim Township	0.9	1.2	0.3	0.1	0.2	0.2	0.1	0.2	0.1	0.5	0.5	-0.1	1.5	2.0	0.4
Elizabethtown	1.4	0.8	-0.6	0.1	0.0	-0.1	0.2	0.1	-0.1	1.2	0.8	-0.4	2.9	1.7	-1.1
Pequea Valley	0.3	1.1	0.8	0.0	0.0	0.0	0.1	0.1	-0.1	0.8	0.4	-0.3	1.2	1.6	0.4
Manheim Central	1.1	0.7	-0.4	0.0	0.2	0.1	0.1	0.1	0.0	1.2	0.5	-0.7	2.3	1.5	-0.9

Note: Statistically significant differences are in bold

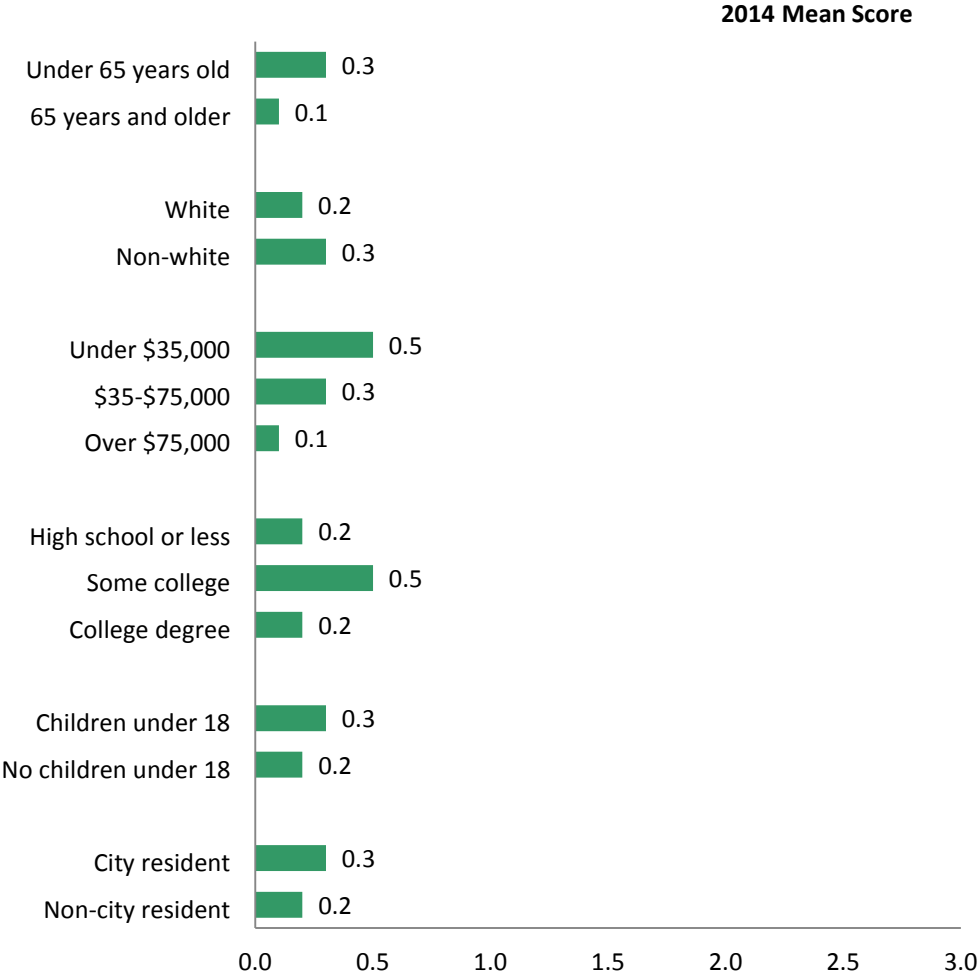
Financial Hardship Scores by Selected Demographics



Crime/Violence Hardship Scores by Selected Demographics



Emotional/Mental Health Hardship Scores by Selected Demographics



Medical Hardship Scores by Selected Demographics

