

2020

Community Needs Assessment Report Clinton County



In response to COVID-19 | April 2020

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Executive Summary

The Lycoming-Clinton Counties Commission for Community Action (STEP), Inc. is the Community Action Agency for Lycoming and Clinton counties and as such is required to complete a Community Needs Assessment every three years and upon any major change in the service area. The COVID-19 pandemic is a major community change, and thus STEP mobilized rather quickly to develop and coordinate a Community Needs Assessment survey for both Lycoming and Clinton counties. The Community Needs Assessment surveys were deployed digitally through SurveyMonkey. The community survey was deployed on April 15, 2020 and was open until May 16, 2020. While a Community Needs Assessment survey was developed for both counties, in order to better analyze the local needs, the questions mirrored one another. The key areas addressed in the Community Needs Assessment survey include: Employment, Education, Children & Youth, Housing, Health & Nutrition, Emergency Services, Senior Support Services, Disability Services, and Substance Abuse. Given the quick turnaround for the survey, the response rate was good with 262 respondents in Clinton County. The overwhelming theme of the data analysis was the community needs that were existent prior to the COVID-19 pandemic being amplified and heightened in our communities.

Demographics:

Of Clinton County's 29 municipalities, only 4 did not have any respondents to the community survey. The total number of respondents was 262. Before getting into the data analysis, there were some interesting trends of those who completed the survey. While STEP utilized various methods to get the information about the survey out, the majority of respondents were not from low-income households and noted though they did not have needs, they know families are struggling due to lay-offs and school closures. This can be seen with many respondents stating that they 'do not know' in response to the question about what other needs do you see as it relates to key areas and the COVID-19 pandemic. Nearly 70% of the respondents did not have children in their household. This illustrates that households with children that were juggling both home schooling and likely working from home did not have the time to complete the survey. Another 60% of respondents did not have anyone over the age of 60 in their household, so most of the individuals completing the survey were middle-aged working individuals. The survey was also coordinated through an online format. This may be another reason why low-income households, particularly in rural communities, were not able to engage. The lack of reliable internet access was a main theme in the responses. Typically, STEP's Community Needs Assessment draws many responses from low-income households and a main reason for this is the coordination through our non-profit partners, who work with their customers on completing the community survey. Due to the COVID-19 pandemic, many of our nonprofit partners were not open and/or were contacting their customers remotely.

Summary – Clinton County

In the open-ended question of ***what is the most important problem facing Clinton County*** that started off the community survey, the overwhelming response was **COVID-19/Pandemic** comments ranging from lack of personal protective equipment to lack of knowledge, issues with testing, and future outbreaks. This was followed by **Economy/Jobs, Poverty, and Unemployment**. During the time of the survey, Clinton County was in a stay at home order, so it is understandable that COVID-19/Pandemic was the most pressing problem. Economy/Jobs, Unemployment, and Poverty were all noted as major problems in the 2018 Community Needs Assessment.

Throughout the survey, major themes were seen intertwining the key areas:

Access to Reliable Internet/Technology was detailed as a major issue as it relates to education and remote learning, employment with work from home requirements, and telemedicine access. Many areas of Clinton County do not have access to reliable, affordable, internet services. Beyond the availability of internet access,

respondents also noted not having the technology, such as computers and smart phones with the capabilities to access the internet. This is a community-wide problem that has been known, yet the pandemic brought to light how challenging life can be without the equal access to technology, specifically for education and employment purposes.

Food Insecurity was also noted throughout the community survey as a major concern. This was discussed in multiple ways including the increased demand and the lack of supply in food products. Whether it is due to age, transportation issues, or lack of income, access to food is a struggle. Also, how to obtain access to food was also a barrier. The data showed that many of the households are unaware of the resources in the community as they never had to access them before. Beyond food products, cleaning supplies, personal protective equipment, and other basic needs were discussed as being an issue to secure. From the data provided, there is a concern about food insecurity moving forward for many respondents. This illustrates a long-term need for basic needs through the recovery.

Childcare Needs: Clinton County was in a childcare crisis prior to COVID-19 pandemic. The situation quickly spiraled out of control as essential workers needed childcare while many facilities shut down and did not have operations in place to allow for new enrollments. It was a struggle both for childcare providers, with a limited number of facilities receiving a waiver to stay open during the stay at home order, and for the large number of low-income essential workers who could not work without access to childcare.

Emergency Needs for Families In-Crisis: The needs of families are very individualized, differing based on their situation prior to COVID-19, and will change on how the pandemic proceeds. From the community survey, many households were not prepared for any emergency, including the pandemic. There is a lack of knowledge on resources that exist for families in-crisis and many do not want to be seen asking for assistance, even if they are in dire need. As Clinton County moves into recovery, some of the anticipated requests from families in crisis will likely be rental assistance, security deposits, utilities assistance, basic personal care needs, essential document costs, and transportation costs. Service coordination and connecting families with the various agencies to ensure they can return to self-sufficiency is necessary.

Safe & Affordable Housing: Prior to the COVID-19 pandemic, Clinton County was in need of safe and affordable housing options and this was highlighted through the community survey that there is still a need. Affordable housing is a complex issue and includes ensuring a community has a range of housing options that are safe and accessible to individuals at various income levels. As the eviction moratorium concludes, rental and other housing assistance are going to be critical in Clinton County. Specifically, housing for seniors and individuals with disabilities was noted as a continued need.

Social Isolation: With the stay-at-home order in place, social isolation was noted throughout the survey, particularly as it related to older adults. As Clinton County moves to recovery, this will still be a major concern for our most vulnerable populations, such as seniors, individuals dealing with addiction issues, and individuals with disabilities.

Substance Abuse Recovery Services: Prior to the COVID-19 pandemic, drug and alcohol abuse was a top concern in Clinton County behind the economy. The community survey illustrates a small uptick in substance abuse. The main problem identified as it relates to substance abuse is the lack of access to affordable recovery resources available to Clinton County residents.

Moving Forward:

The global and local situation as it relates to the COVID-19 pandemic is continually changing, STEP expects our local community needs to also change as the community moves into recovery. STEP intends to administer another Community Needs Assessment survey early Fall 2020 to see how needs have changed. This will also allow STEP to be responsive and diligent with future planning.

Understanding & Using this CNA Report

In order to have the CNA be a resource and tool for the greater community, provided below is a breakdown of the document into three key sections and a summary of each.

<p style="text-align: center;"><i>Purpose of CNA</i></p> <ul style="list-style-type: none"> • <i>Meet STEP requirements</i> • <i>Analyze comprehensive community needs</i> • <i>Provide CNA tool to the community</i> • <i>Respond to community change or crisis</i> 	<ul style="list-style-type: none"> • Lycoming-Clinton Counties Commission for Community Action (STEP), Inc. is required by many of its federal and state revenue sources to produce a CNA on a three-year time frame. • This CNA analyzed comprehensive needs through a community-wide survey. • The CNA report will be used by STEP, Inc. and other community stakeholders for strategic planning, grant writing, program development, and partnerships.
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<p style="text-align: center;"><i>CNA Organizational Structure</i></p> <ul style="list-style-type: none"> • <i>Critical need rankings</i> • <i>Key need categories with summary themes</i> • <i>Supporting data</i> 	<ul style="list-style-type: none"> • Critical need rankings provide relative importance of identified needs of Clinton County. • In each key need category section, category themes summarize findings. • Supporting data includes community-wide survey data. • Use findings and data to plan short- and long-range goals. • Use findings and data to support new program development and enhancement.
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<p style="text-align: center;"><i>Using the CNA</i></p> <ul style="list-style-type: none"> • <i>Strategic planning</i> • <i>Program development</i> • <i>Grant writing & resource development</i> • <i>Internal & external assessment</i> • <i>Resource management</i> 	<ul style="list-style-type: none"> • Collaborate with community partners to maximize community outcomes efficiently and effectively. • Justify funding requests with CNA content within and across need categories. • Utilize CNA as a foundation for developing and implementing assessment tools. • Measure effectiveness to achieve program effectiveness. • Manage human and financial resources to respond to valid community needs.
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Please note: Throughout the report the data is presented as percentages that have been rounded to the nearest whole percent.

Q1: What do you feel is the most important problem facing Clinton County today?

Respondents: 207

Please note: Comments have been categorized into themes and some comments include two or more themes.

Theme	Responses	
Pandemic/COVID-19	30.43%	63
Economy/Jobs	18.36%	38
Poverty	11.11%	23
Unemployment	10.01%	21
Substance Abuse/Drugs	6.76%	14
Food Insecurity	6.28%	13
Affordable Housing Issues	5.80%	12
Transportation Issues	5.80%	12
Healthcare Needs	5.31%	11
Education Supports	3.86%	8
Financial Insecurity	3.38%	7
Mental Health Issues	2.90%	6
Personal Protective Equipment Needs	2.90%	6
Senior Needs	2.42%	5
Access to Resources	1.93%	4
Politics	1.93%	4
Taxes	1.93%	4
Disability Needs	1.45%	3
Family Stability	1.45%	3
Homelessness	1.45%	3
Recreational Needs	1.45%	3
Childcare	0.97%	2
Health-Related	0.97%	2
Internet Access/Technology	0.97%	2
Parenting Issues	0.97%	2
Youth	0.97%	2
Other	13.01%	27
		Total Responses
		207

Demographic Data

Q2: Please indicate what municipality in Clinton County you reside.

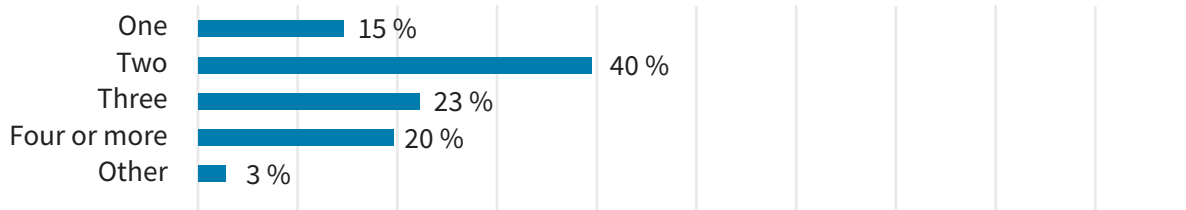
Respondents: 262

Municipality	Responses	
City of Lock Haven	20.61 %	54
Woodward Township	10.69 %	28
Pine Creek Township	9.16 %	24
Mill Hall Borough	8.02 %	21
Castanea Township	5.34 %	14
Lamar Township	4.58 %	12
Bald Eagle Township	4.58 %	12
Flemingtown Borough	4.58 %	12
Avis Borough	4.58 %	12
Crawford Township	4.20 %	11
Wayne Township	3.44 %	9
Porter Township	3.44 %	9
Dunnstable Township	3.05 %	8
Chapman Township	2.29 %	6
Colebrook Township	1.91 %	5
Beech Creek Twonship	1.91 %	5
Logan Township	1.53 %	4
Greene Township	1.15 %	3
South Renovo Borough	1.15 %	3
Renovo Borough	1.15 %	3
Gallagher Township	0.76 %	2
Loganton Borough	0.76 %	2
Beech Creek Borough	0.76 %	2
Noyes Township	0.38 %	1
Allison Township	0.38 %	1
West Keating Township	0.00 %	0
Leidy Township	0.00 %	0
Grugan Township	0.00 %	0
East Keating Township	0.00 %	0
		Total Responses
		262

Demographic Data

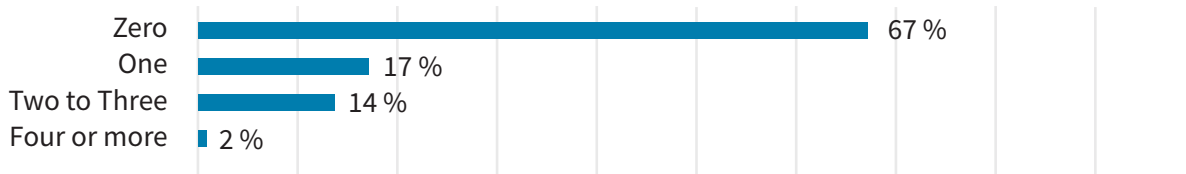
Q3: How many people are in your household?

Respondents: 261



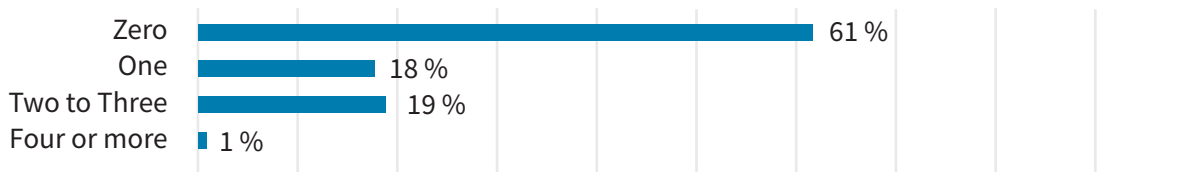
Q4: How many children under the age of 18 live with you in your household?

Respondents: 258



Q5: How many adults over the age of 60 live with you in your household?

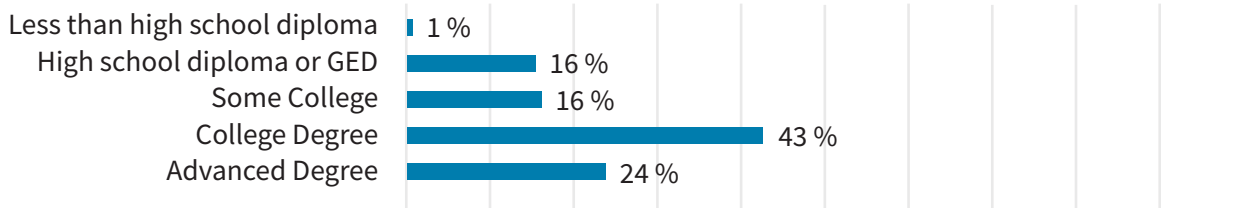
Respondents: 260



Demographic Data

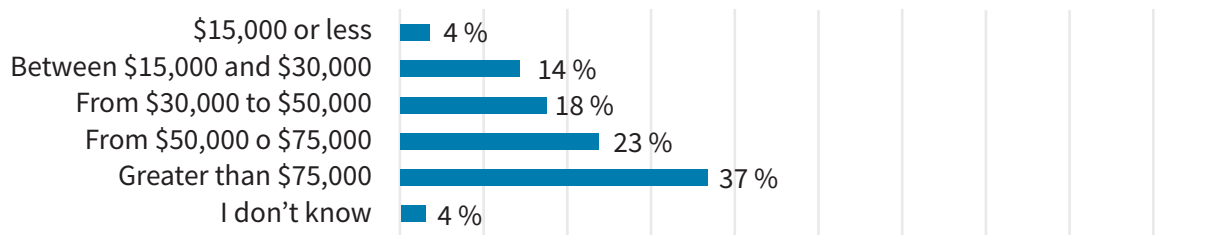
Q6: What is your highest level of education?

Respondents: 261



Q7: What was the total income of all persons in your household over the past year?

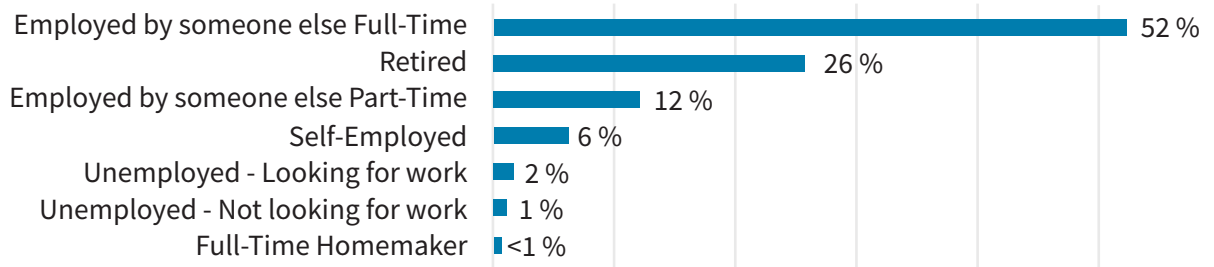
Respondents: 257



Employment

Q8: Which of the following best describes your employment status?

Respondents: 253



Q9: I have access to the internet, which allows me to continue my current employment.

Respondents: 218



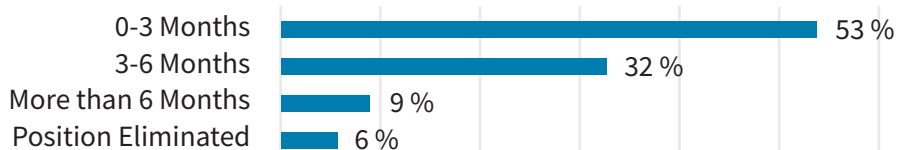
Q10: Has anyone in your household been laid off from a job at anytime in the past two months?

Respondents: 245



Q11: If someone in your house was/is laid off, how long is the layoff anticipated to last?

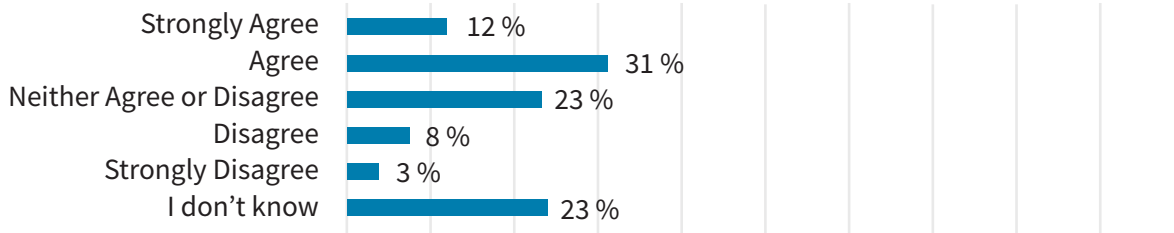
Respondents: 66



Employment

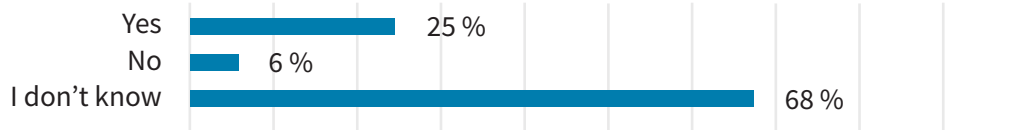
Q12: I have access to affordable job training services if I were to need them.

Respondents: 239



Q13: Are there other job-related needs brought on by the COVID-19 crisis that are lacking in your community?

Respondents: 242



If yes, please specify.

Respondents: 55

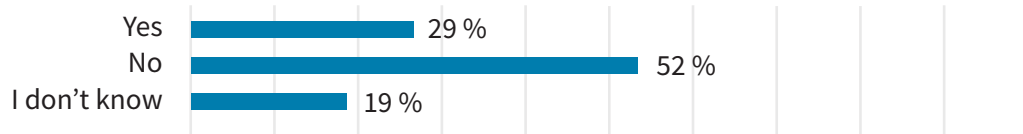
Please note: Comments have been categorized into themes and some comments include two or more themes.

Theme	Responses	
Pandemic/COVID-19	20%	11
Internet Access/Technology	20%	11
Unemployment Benefit Issues	9%	5
Personal Protective Equipment Needs	9%	5
Unemployment	7%	4
Small Business Assistance	7%	4
Finding Employment	7%	4
Financial Insecurity	7%	4
Food Insecurity	5%	3
Employee Safety/Personal Protective Equipment	5%	3
Childcare	5%	3
Education Supplies	4%	2
Business Related	4%	2
Other	9%	5

Education

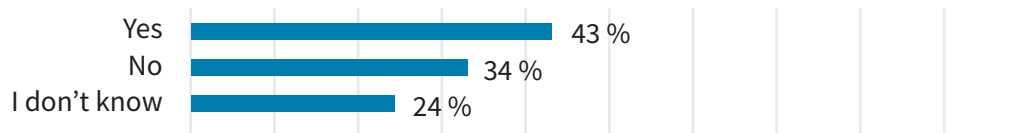
Q14: Are you aware of any adults in your community who cannot read?

Respondents: 245



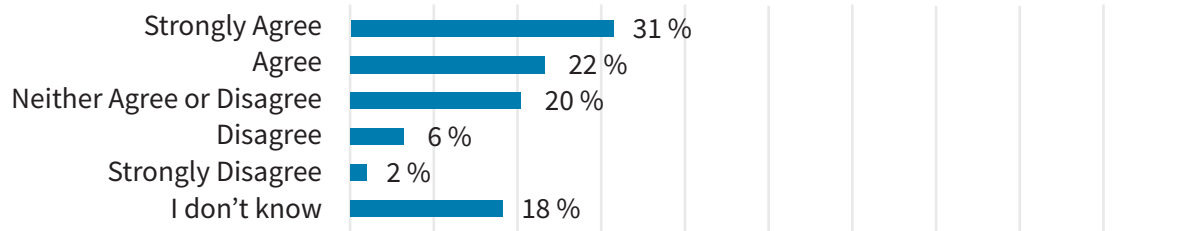
Q15: Currently, are your school-aged children required to participate in distance learning?

Respondents: 190



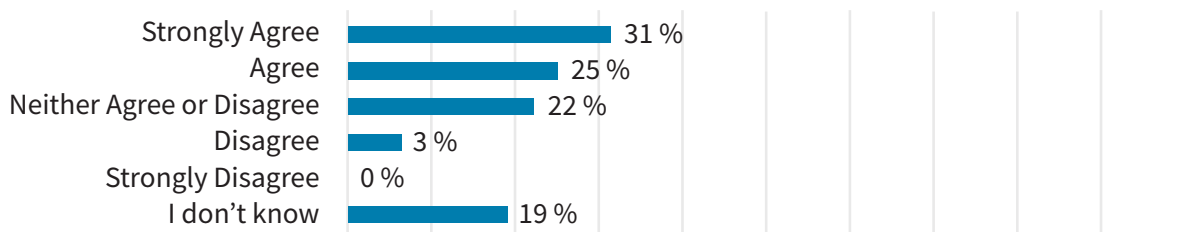
Q16: My children have the technology (computer, internet, phone) they need to continue to complete distance learning.

Respondents: 181



Q17: My children have the supplies (crayons, paper, pencils, etc.) they need to continue to complete distance learning requirements.

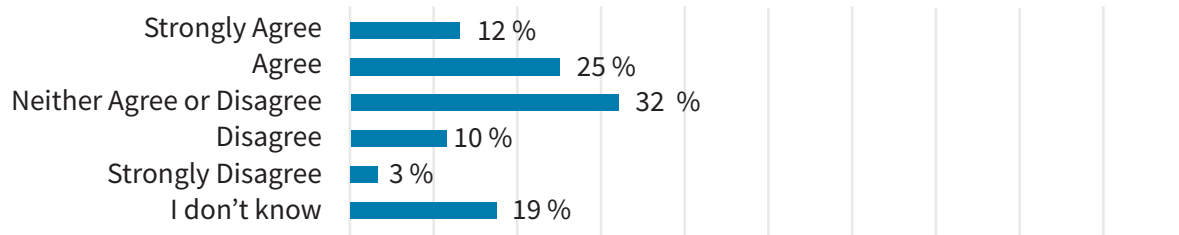
Respondents: 178



Education

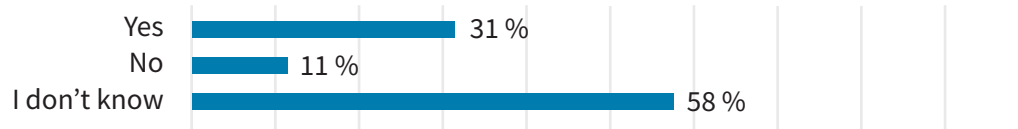
Q18: My children will be prepared for the 2020-2021 school year.

Respondents: 117



Q19: Are there other educational needs brought on by the COVID-19 crisis that are lacking in your community?

Respondents: 212



If yes, please specify.

Respondents: 67

Please note: Comments have been categorized into themes and some comments include two or more themes.

Theme	Responses	
Internet Access/Technology	57%	38
Parents as Teacher	18%	12
Distance Learning Quality	16%	11
Specific School Issues	10%	7
Social Service Needs	7%	5
Students Need Extra Help	4%	3
Social-Emotional Support	3%	2
Other	9%	6

Children & Youth

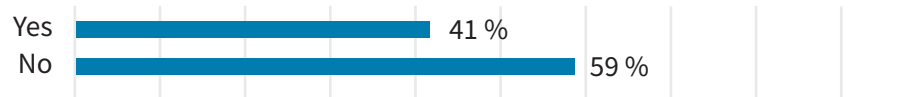
Q20: Are you aware of anyone in your community who has been the victim of child abuse or neglect in the last two months?

Respondents: 229



Q21: If yes, to question 20, did you report it to the proper authorities?

Respondents: 27



Q22: If you are an essential worker, are you having a difficult time finding appropriate childcare?

Respondents: 106



Q23: If you have children under your care, are you ever having to leave them unsupervised for any reason?

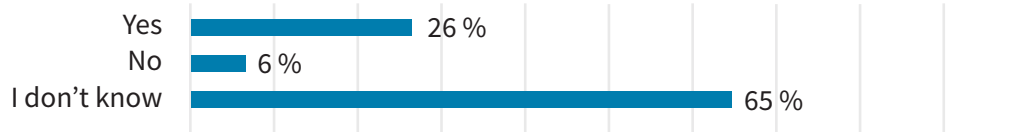
Respondents: 121



Children & Youth

Q24: Are there needs, specific to children, brought on by the COVID-19 crisis that are lacking in your community?

Respondents: 185



If yes, please specify.

Respondents: 67

Please note: Comments have been categorized into themes and some comments include two or more themes.

Theme	Responses	
Childcare	24%	16
Food Insecurity	16%	11
Education Supports	13%	9
Internet/Technology Issues	9%	6
Parenting Issues	9%	6
Child Abuse	6%	4
Recreational Needs	6%	4
Socialization	6%	4
Other	13%	9

Housing & Homelessness

Q25: Do you own or rent your home?

Respondents: 227



Q26: Housing and Homelessness: [multiple part question]

Respondents: 222

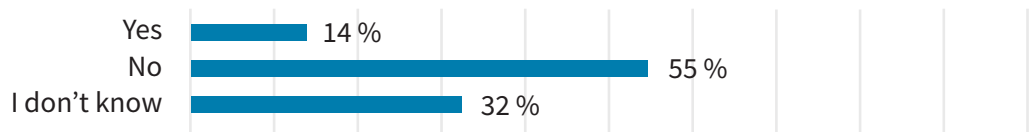
Have you or your family had difficulty finding money to pay your mortgage or rent at any time in the last two months?



Do you foresee having difficulty finding money to pay your mortgage or rent at any time in the next year?



Do you or someone you know in your community have no place to live?



Housing & Homelessness

Q27: Are you able to keep up with your utility payments, such as water, sewer, electric, gas, etc.?

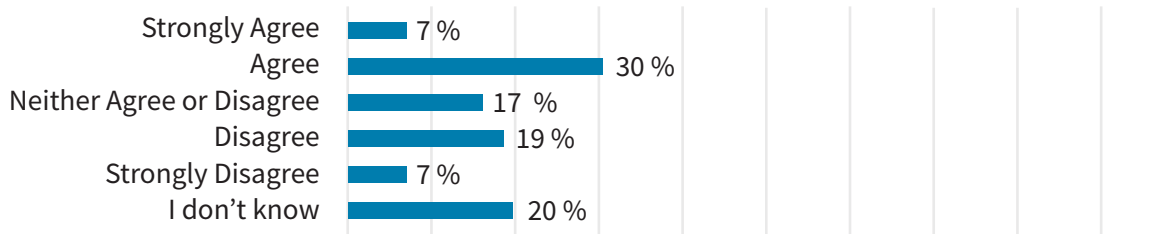
Respondents: 225



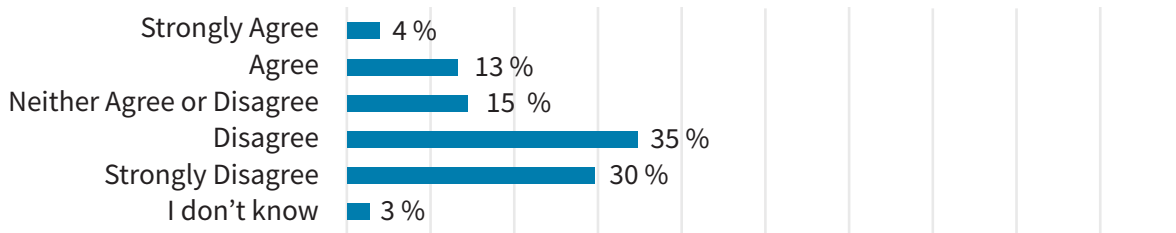
Q28: Housing and Homelessness: [multiple part question]

Respondents: 208

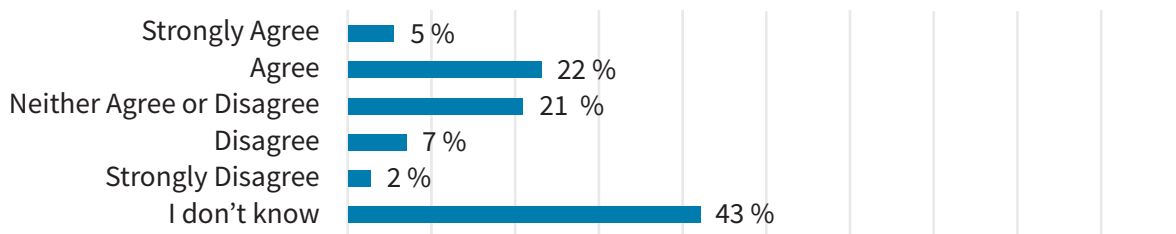
There is affordable housing available for me and others like me.



I have a hard time making ends meet (paying bills, groceries, etc.).



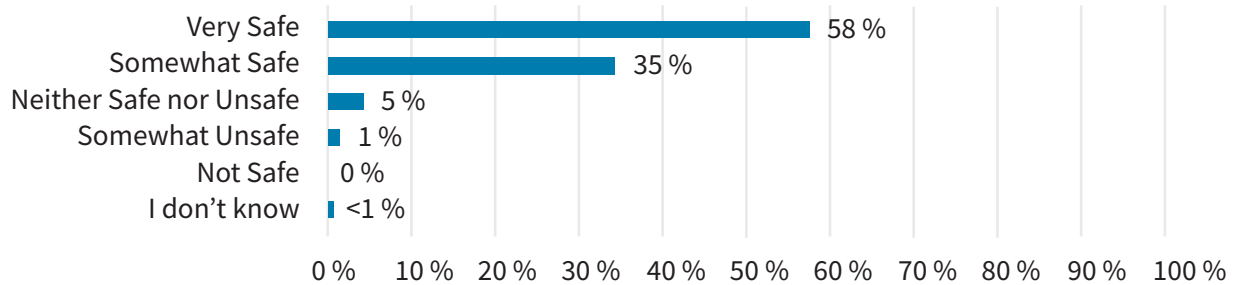
I have access to housing counseling services, if I needed them.



Housing & Homelessness

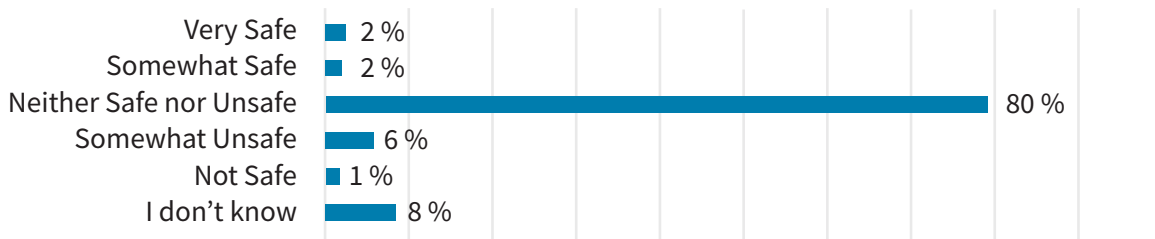
Q29: How safe is your neighborhood?

Respondents: 219



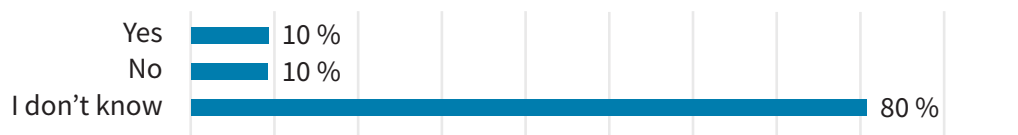
Q30: Over the last two months has the safety of your neighborhood changed?

Respondents: 216



Q31: Are there other housing needs brought on by the COVID-19 crisis that are lacking in your community?

Respondents: 216



If yes, please specify.

Respondents: 17

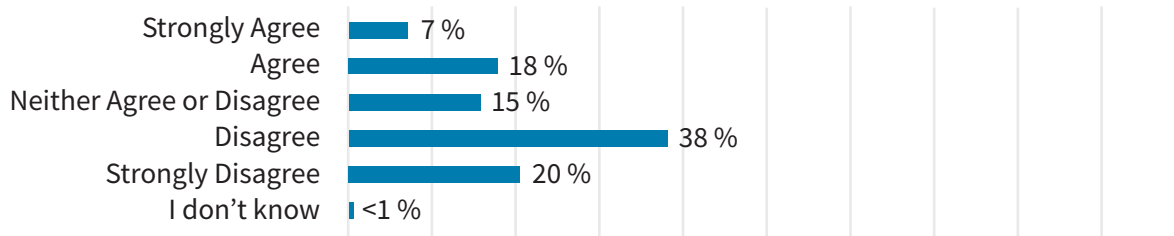
Please note: Comments have been categorized into themes and some comments include two or more themes.

Theme	Responses	
Affordable Housing Issue	29%	5
Finding Housing Options	29%	5
Rent/Mortgage Needs	18%	3
Shelter Intakes	12%	2
Other	35%	6

Health & Nutrition

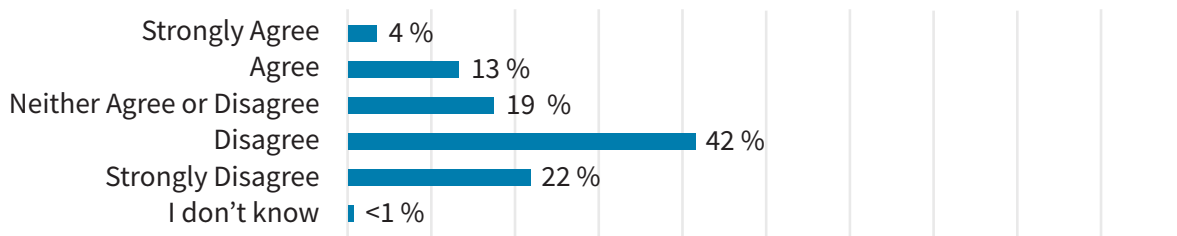
Q32: I have avoided medical treatment because it was too costly.

Respondents: 216



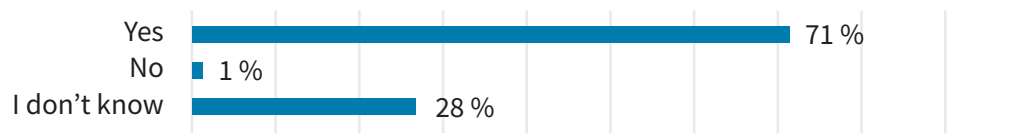
Q33: I did not receive treatment that I needed because I could not get in to a doctor.

Respondents: 215



Q34: Does your medical provider offer other options to be seen, such as telemedicine, nurse hotlines, or virtual appointments?

Respondents: 218



Q35: Do you have adequate health insurance for you and your family?

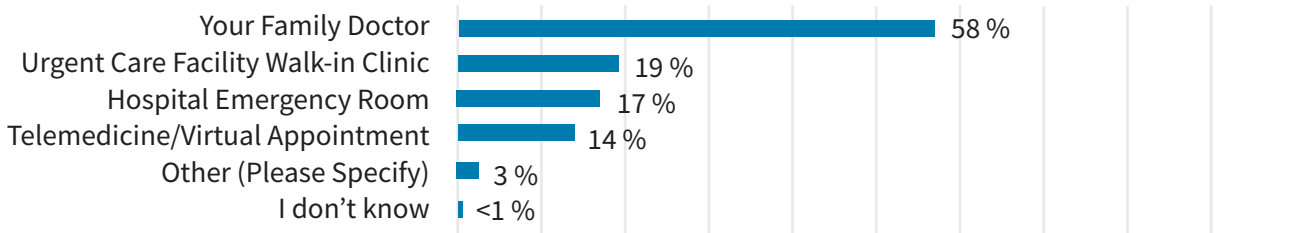
Respondents: 221



Health & Nutrition

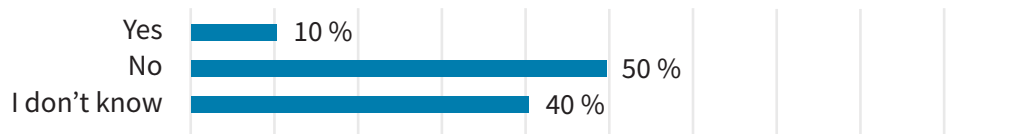
Q36: Which of the following would be your first choice if you or someone in your family became ill enough to seek medical help?

Respondents: 219



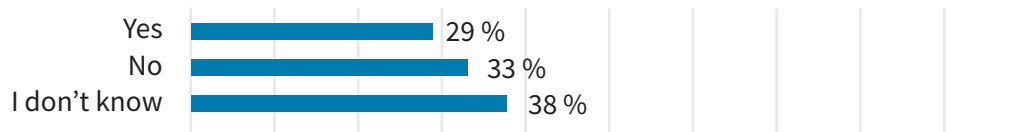
Q37: Have you or someone you know in your community gone without food for more than a day in the last two months because they could not afford it?

Respondents: 219



Q38: Do you foresee you or someone you know in your community going without food for more than a day over the next year because they could not afford it?

Respondents: 218



Health & Nutrition

Q39: Are there other health and nutrition needs brought on by the COVID-19 crisis that are lacking in your community?

Respondents: 216



If yes, please specify.

Respondents: 34

Please note: Comments have been categorized into themes and some comments include two or more themes.

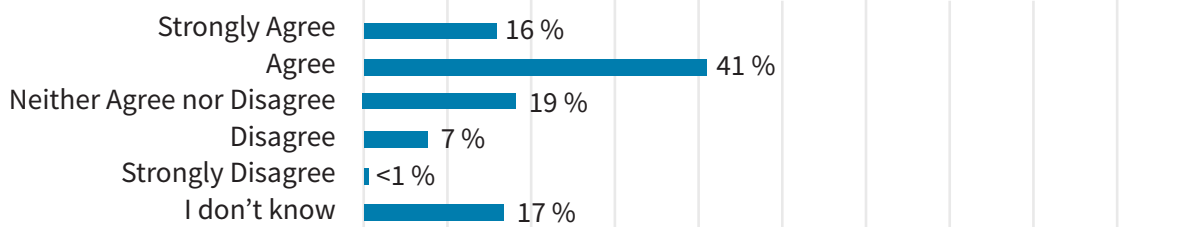
Theme	Responses	
Food Insecurity	38%	13
Food Shortages	18%	6
Pandemic/COVID-19	12%	4
Medication Needs	9%	3
Unhealthy Food	9%	3
Access to Healthcare	6%	2
Personal Protective Equipment Needs	6%	2
Senior Needs	6%	2
Other	18%	6

Emergency Services

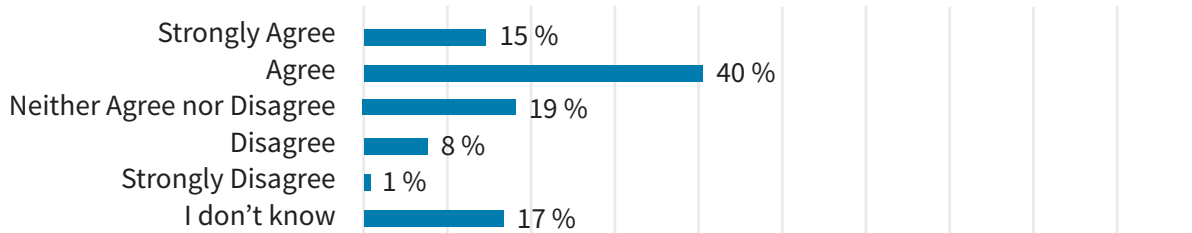
Q40: Emergency services: [multiple part question]

Respondents: 211

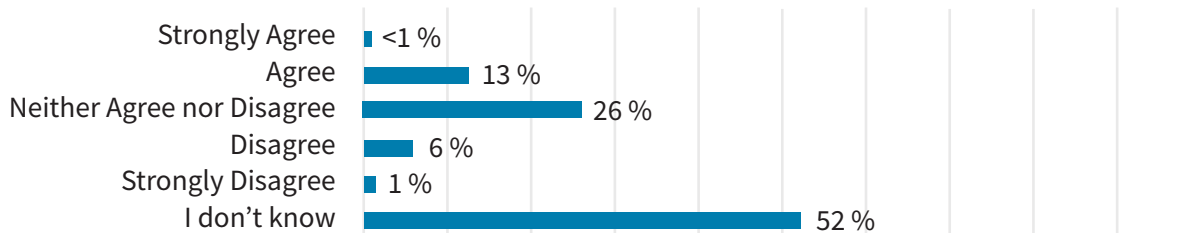
I have access to affordable individual and family counseling services if I were to need them.



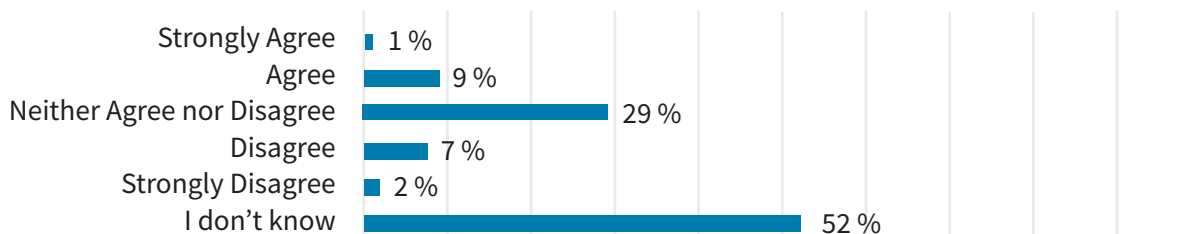
I have access to affordable mental health supports if I were to need them.



Domestic violence is on the rise in my community.



Child abuse is on the rise in my community.

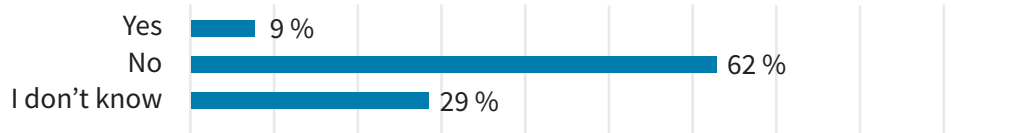


Emergency Services

Q41: Emergency Services: [multiple part question]

Respondents: 212

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



Have you or your family had difficulty finding the money to pay for the costs of heating, electricity, or water at any time in the last year?



Have you or your family had difficulty obtaining infant/toddler care supplies (diapers, wipes, formula, etc.) at any time in the last year?



Emergency Services

Q42: Are there other emergency services needs brought on by the COVID-19 crisis that are lacking in your community?

Respondents: 206



If yes, please specify.

Respondents: 14

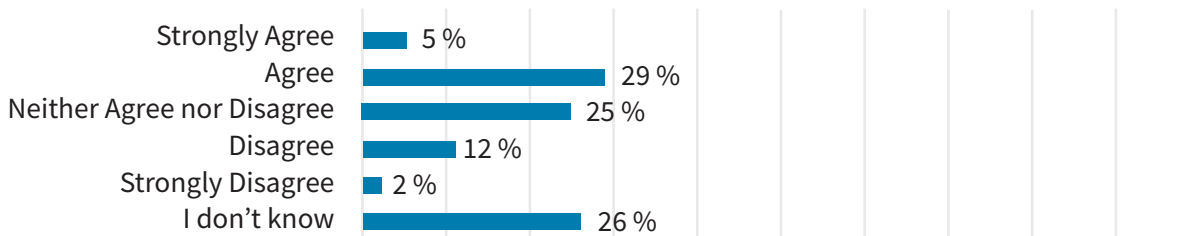
Please note: Comments have been categorized into themes and some comments include two or more themes.

Theme	Responses	
Pandemic/COVID-19	43%	6
Food Insecurity	14%	2
Mental Health/Intellectual Disabilities Services	14%	2
Personal Protective Equipment Needs	7%	1
Medication Needs	7%	1
Homelessness	7%	1
Food Shortages	7%	1
Employee Safety/Personal Protective Equipment Needs	7%	1
Economy/Jobs	7%	1
Childcare	7%	1
Baby Care Items	7%	1
Other	7%	1

Senior Support Services

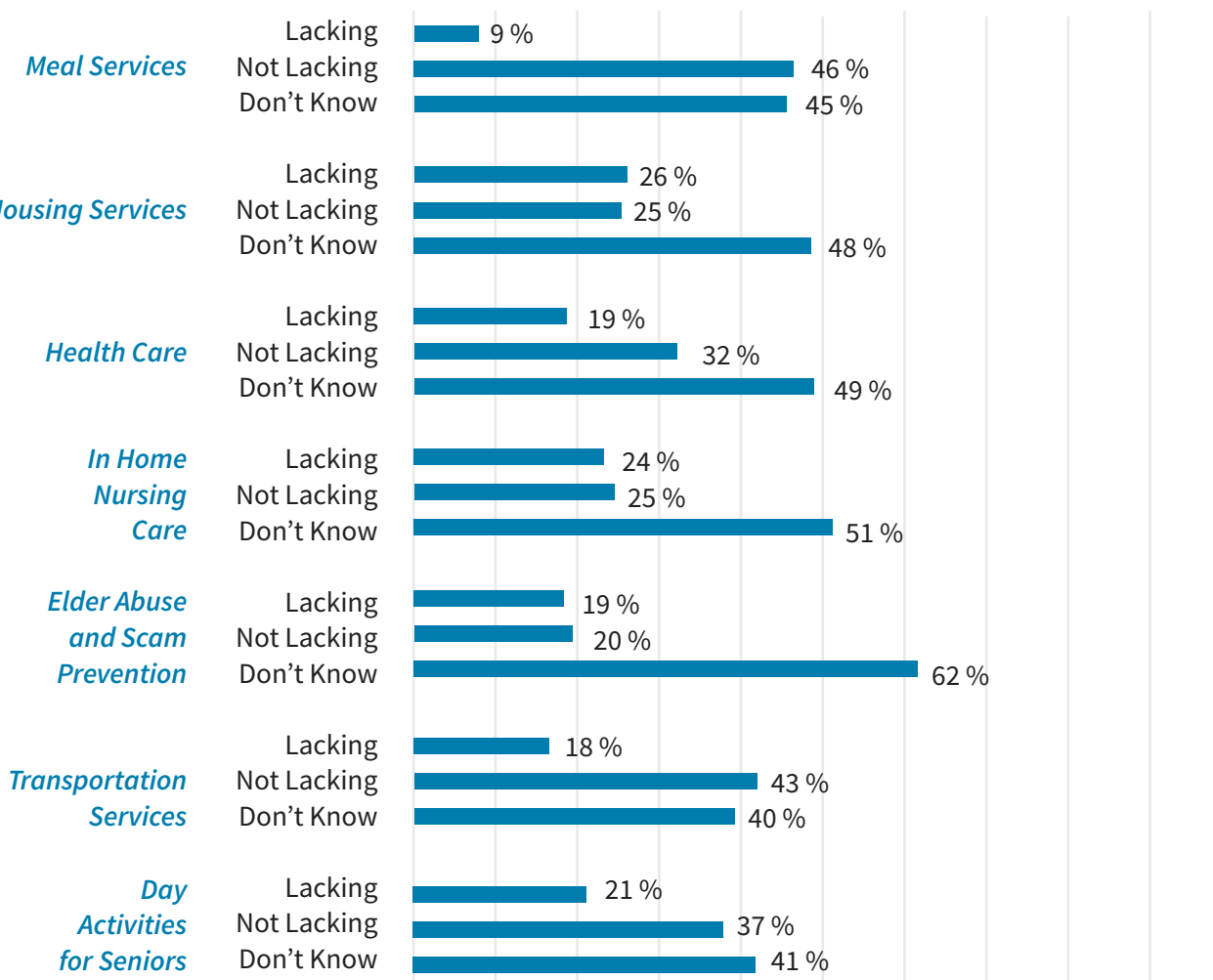
Q43: Seniors in my community receive adequate services to meet their needs.

Respondents: 208



Q44: Which of the following services are lacking in Clinton County?

Respondents: 206



Senior Support Services

Q45: Are there other needs, specific to the senior citizens, brought on by the COVID-19 crisis that are lacking in your community?

Respondents: 202



If yes, please specify.

Respondents: 17

Please note: Comments have been categorized into themes and some comments include two or more themes.

Theme	Responses	
Social/Isolation	29%	5
Senior Needs	18%	3
Food Insecurity	18%	3
Checking on Seniors	18%	3
Access to Resources	18%	3
Pandemic/COVID-19	12%	2
Other	12%	2

Services for the Disabled

Q46: Are you or anyone in your household disabled?

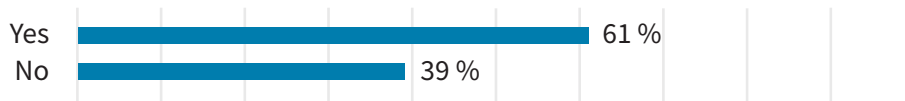
Respondents: 201



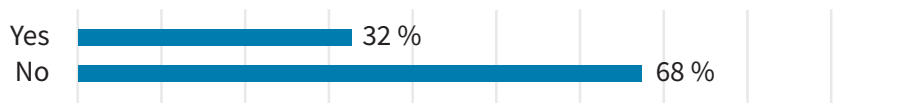
Q47: Services for the Disabled: [multiple part question]

Respondents: 201

Does the disabled person in your household have a physical disability?

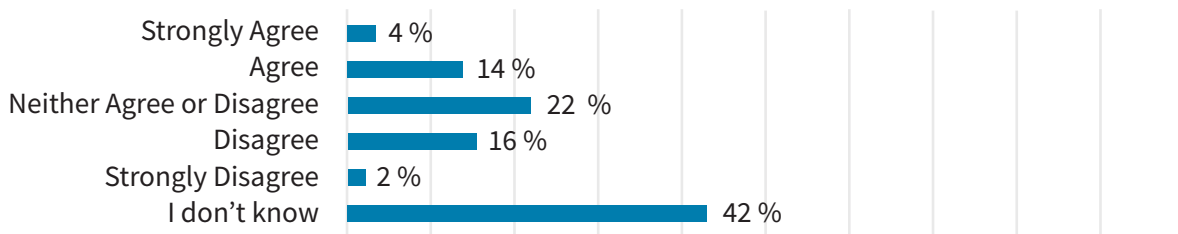


Does the disabled person in your household have a mental disability?



Q48: The disabled in my community receive adequate services to meet their needs.

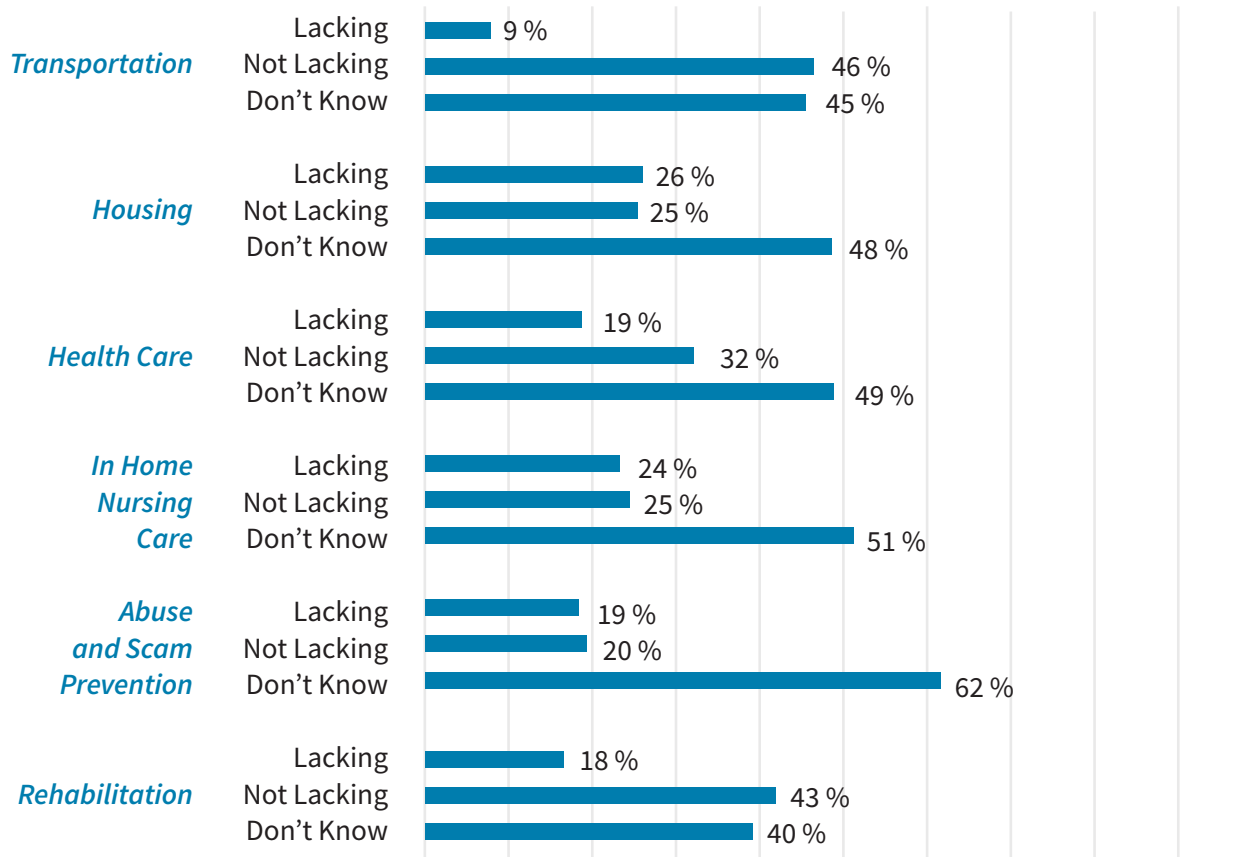
Respondents: 183



Services for the Disabled

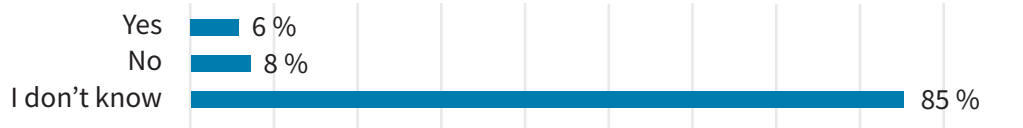
Q49: Which of the following Services are lacking in Clinton County?

Respondents: 192



Q50: Are there needs, specific to the disabled population, brought on by the COVID-19 crisis that are lacking in your community?

Respondents: 193



If yes, please specify.

Respondents: 10

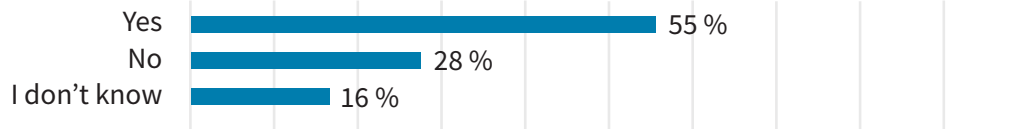
Please note: Comments have been categorized into themes and some comments include two or more themes.

Theme	Responses	
Access to Resources	30%	3
Disability Needs	30%	3
Food Insecurity	20%	2
Transportation Issues	20%	2
Internet Access/Technology	10%	1
Pandemic/COVID-19	10%	1
Social/Isolation	10%	1

Substance Abuse

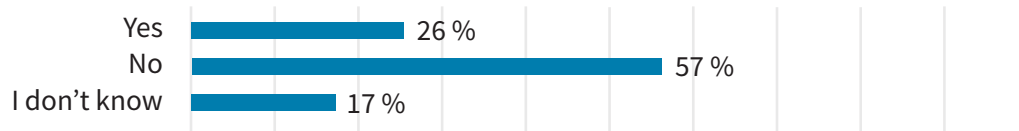
Q51: Are you aware of anyone in your community who has a problem with drug or alcohol abuse?

Respondents: 202



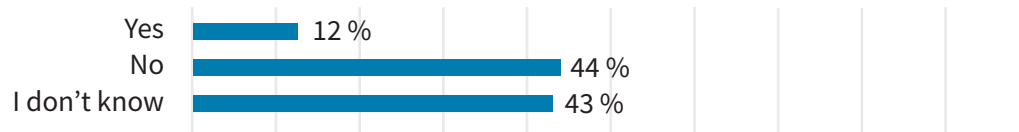
Q52: Are you personally aware of anyone in your community who has a problem with heroin or opioid addiction?

Respondents: 201



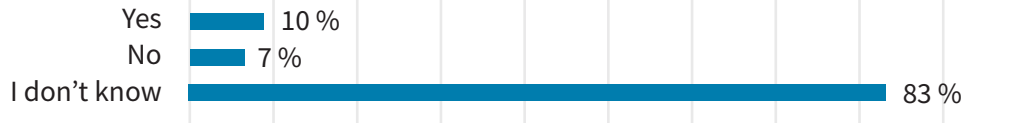
Q53: Have you noticed an increase in the use of drugs and/or alcohol in your community during the last two months?

Respondents: 201



Q54: Are there needs, specific to substance abuse, brought on by the COVID-19 crisis that are lacking in your community?

Respondents: 197



If yes, please specify.

Respondents: 12

Please note: Comments have been categorized into themes and some comments include two or more themes.

Theme	Responses	
Access to Resources	59%	7
Mental Health Issues	17%	2
Social/Isolation	17%	2
Pandemic/COVID-19	8%	1
Other	17%	2

Additional Information

Q55: Do you have any additional information about community needs in Clinton County?

Respondents: 48

Please note: Comments have been categorized into themes and some comments include two or more themes.

Theme	Responses	
Access to Resources	13%	6
Economy/Jobs	6%	3
Infrastructure Needs	6%	3
Financial Insecurity	4%	2
Food Insecurity	4%	2
Senior Needs	4%	2
Education	2%	1
Employee Safety/Personal Protective Equipment	2%	1
Health Related	2%	1
Homelessness	2%	1
Internet Access/Technology	2%	1
Limited Information	2%	1
Mental Health/Intellectual Disorder Services	2%	1
Pandemic/COVID-19	2%	1
Politics	2%	1
Social/Isolation	2%	1
Substance Abuse/Drugs	2%	1
Taxes	2%	1
Transportation Issues	2%	1
Youth	2%	1
Other	20%	24