

Shippensburg, PA

Community Assessment

2014



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About Shippensburg Community Resource Coalition

The Shippensburg Community Resource Coalition (SCRC) is a collaborative effort to provide quality social services and youth programs that are accessible and safe and that recognize the dignity and worth of each person. Our goal is to help community members reach their full potential.

The Shippensburg Community Resource Coalition (SCRC) Committee developed from an ad hoc group of community stakeholders and has grown to a group of over 75 people who are interested in establishing the SCRC. The SCRC Board of Directors began meeting in July 2012 and now operates under the fiscal umbrella of the Shippensburg University Foundation, a 501(c)3 non-profit organization.

The purpose of the Shippensburg Community Resource Coalition is to provide a central location for access to social services, counseling and youth programming. The coalition could be a resource for a wide variety of community members, whether they are searching for tutoring, recreational activities, food, clothing, counseling or access to the county and private social service programs.

For additional information on the SCRC, visit shipresources.org.

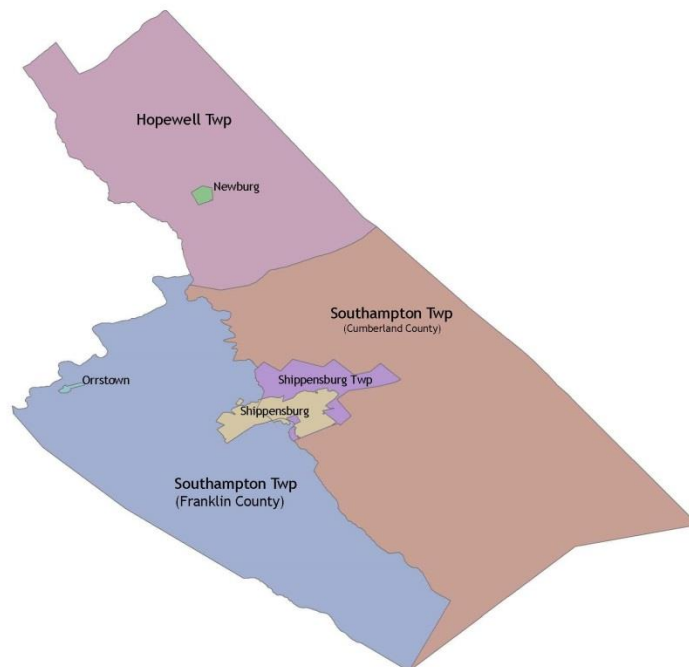
Acknowledgements

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Executive Summary

The Community Assessment was developed as a result of a strategic planning process of the Shippensburg Community Resource Coalition (SCRC) that occurred in 2013. There have been several community assessments in the surrounding areas that included Shippensburg, but were not exclusively focused on Shippensburg. The SCRC Board of Directors recognized the need to conduct an assessment that would help plan programs and secure funding for future endeavors. The SCRC Community Assessment Committee was formed and the planning ensued. Early in the planning process, the community was geographically defined by the lines of the Shippensburg Area School District (SASD). Throughout the report, this area will be identified as the "Shippensburg area." This Executive Summary provides a summarized version of the full report. The full report is available by contacting the SCRC or visiting www.shipresources.org.



The committee decided to collect data in multiple ways in order to understand more about the social service and youth programming needs of Shippensburg. These methods included a survey, focus groups and review of existing data. After developing the survey, which was adapted from the United Way of Carlisle and Cumberland County's Community Needs Assessment, there were several kickoff meetings to ask for assistance with survey distribution and spread awareness about the plans. The review of existing data occurred throughout the project timeframe. The other data was collected and analyzed as follows:

July - October 2013	Surveys distributed via at least 46 organizations.
October-November 2013	Focus groups conducted
February-May 2014	Survey & focus group results analyzed
May-October 2014	Final report written

Demographic Information

Most of the demographic information in this section is from the United States Census Bureau. Data from other sources is noted as such. The total population within the SASD boundaries in 2010 was 27,920 people, which is an increase of just over 4,000 people from 2000. The population of Shippensburg area has a younger median age (29.8 years) than the state median (40.1 years), perhaps because Shippensburg University is located in the town. However, the percentage of youth under the age of 18 is lower (10%) than that of the state (21.3%). It is a predominantly White/Caucasian area, with 93.2% of the population. The Black/African American population is 3.5% and Hispanic/Latino is 2.8%.

The poverty rate for persons and families in the Shippensburg area is 19.75% (2008-2012) which is 7% higher than previous measures (2006-2010) and higher than the state's rate of 13.06%. According to the Annie E. Casey Foundation, the rate of children and teens who qualified for free or reduced lunches has increased every year since 2008-2009. In 2012-2013, 35.4% of students in the district qualified for free or reduced lunch rates. The numbers of individuals who qualify for medical assistance has also increased since 2008. In 2012, 14% of the population qualified for medical assistance. Finally, the median household income is \$47,314 which is lower than the state's median of \$52,267. The unemployment rate of the Shippensburg area, 4.5%, is lower than the state's rate of 8.5%.

The Shippensburg area is slightly less educated than the state with 20.4% of the population attaining a bachelor's degree or higher (27.0% for PA) and more of the population not completing 9th grade (6.4%) than Pennsylvania (3.8%). The school district is facing some of the same challenges as neighboring districts (Chambersburg and Carlisle) in not meeting Adequate Yearly Progress targets for Academic Performance and Graduation.

Community Survey

The survey questions were aimed at learning more about how satisfied residents are with the human services and youth programs that are available in Shippensburg and the importance of providing these programs and services. There were also questions designed to elicit ideas for new programs and services. There were 446 completed surveys. The surveys were available both online and in paper version. The survey results should be applied cautiously to the general population because there were several demographic differences between the survey sample and Census data.

Overall, survey respondents were satisfied with the services and opportunities in Shippensburg. The areas that had the highest levels of satisfaction included community safety, access to quality housing and quality of early childhood education. It was also clear that many residents feel there is a strong sense of community and that the educational institutions and community safety are strengths of the area.

The four items that indicated some level of dissatisfaction included indoor recreational facilities, shelters for people who are homeless, services specific to youth and availability of supervised after school youth activities. When asked about the biggest problem or issue in Shippensburg, the most common responses were lack of youth activities, human services and drug and alcohol services.

Survey respondents generally felt that it was important that all 24 of the services and programs listed on the survey were available within the Shippensburg area. Those with the highest level of importance included affordable medical services, employment opportunities for adults and quality early childhood education. Those identified as least important (but still identified as important according to respondents) were programs to improve ethnic and racial harmony, support groups, and opportunities for adult education.

In order to understand more about program and service needs in the Shippensburg area, we defined need as a service that is ranked as important, but that people indicate they are not satisfied with. By examining the services that had high importance scores, but lower satisfaction scores, we could more clearly identify needs. These included:

- services for youth, especially after school and recreational activities
- affordable mental and physical health care services
- services to increase employment and reduce poverty, especially among people who are homeless

Survey respondents were able to provide ideas for programs and services in Shippensburg, particularly related to youth programs, support groups and social services. Suggestions for support groups included:

- family support groups
- substance abuse support groups
- mental health support groups
- youth-related support groups
- grief support groups
- domestic violence support groups

When asked about youth-related services and programs, many survey respondents indicated that something needed to be done to help youth have something to do, but did not have specific ideas. There were mixed responses regarding sports-related programs. Some respondents said that they were needed, while others indicated that programs that were not sports-related were needed. Other ideas were offered such as:

- School-based after school programs
- Youth center/indoor recreation
- Training programs
- Summer programs
- Crime prevention programs
- Tutoring programs
- Mentoring programs
- Arts programs

Finally, the most popular suggestions for social service programs were as follows:

- Homeless and poverty-related services
- Services for older adults
- Mental health services

Focus Groups

Nine focus groups were conducted in order to learn more about what people already know about social services and youth programs, what their concerns are and what needs to be done to address these concerns. The focus groups were held in a variety of locations throughout Shippensburg in order to hear from a diverse group of residents and stakeholders.

The human service programs that focus group participants were most familiar with included King's Kettle, Shippensburg Produce and Outreach (SPO), Christ Among Neighbors and the free meals available at churches. The youth programs that participants most frequently identified included library programs, church youth groups and athletic programs. Participants generally seemed aware that there are few social services available and that transportation was necessary to get to most other types of social services in neighboring communities.

At times, there was lack of awareness and/or confusion about social services in terms of eligibility and how to access them. For example, at least one participant thought he had to be homeless to go to one of the free meals based on "word of mouth" information. There was also confusion about how to use the existing transportation, such as the Raider bus, and feedback that service was limited. Some participants identified barriers such as the difficulty of taking children along when waiting in food distribution lines and a sense of pride that prohibits people from asking for help. Overall, one of the clearest barriers to accessing social services is transportation because so many of the programs are located in other towns and the public transportation to the programs in town is limited or confusing.

The participants were asked to identify the most important need to address in Shippensburg. Limited transportation was the most commonly identified need. Transportation is related to employment, health care access, youth activities and participation in existing social service programs. Other needs that were identified included health services, services for senior citizens, services for people with disabilities, the need for community involvement and awareness, basic needs assistance and youth services.

Focus group participants identified several ideas for how to address problems in Shippensburg:

- Partnership efforts with Shippensburg University
- Church activities and opportunities
- Community volunteers
- Clear instructions for public transportation that is available
- Better advertisement of services and community activities

Recommendations

Based on the overall results of the community assessment, the following strengths of the Shippensburg area include:

- Strong sense of a safe community
- A large young adult population
- Existing institutions such as Shippensburg University, Shippensburg Area School District and the churches are viewed as helping to meet community needs and as potential solutions to problems and issues.

The following challenges are identified:

- Increasing poverty rates that are higher than the state average. Also, increasing numbers of children experiencing poverty.
- Limited transportation and lack of awareness about what is available
- Few social service programs available in Shippensburg and limited awareness about the programs that exist.
- No indoor, public recreational facility or community center for youth programs and social services.
- Homelessness is identified as an increasing problem.

The strengths can be helpful in addressing the challenges. For example, the strong sense of community and active participation of the community churches can be leveraged to increase awareness of existing social services and increase the number of youth programs. Shippensburg University, and the students who attend, provide an important partnership opportunity for youth programs and social services. The overall recommendations based on this report include:

- Increase awareness and access to existing social services available in Shippensburg.
- Increase awareness of how to access social services available in Chambersburg and Carlisle.
- Increase community awareness of how to use public transportation and continue working on strategies to help people get to work, appointments, programs, etc.
- Develop programs specifically related to poverty, employment and homelessness that are accessible within the town.
- Increase awareness and access to existing youth programs.
- Develop new youth programs, particularly related to mentoring and after school programs.
- Establish an indoor recreational facility that would be available to the community.
- Increase access to affordable mental and physical health opportunities. This may mean creating new services in town, such as support groups, or increasing access to nearby services.
- Continue to collect information about the need for services for older adults, survivors of domestic violence and drug/alcohol services.

Shippensburg Community Assessment 2014

Demographic Overview



Population Under Age 18 years

Male	2010 Census	Female	2010 Census
Under 5	843	Under 5	801
5 to 9 years	815	5 to 9 years	804
10 to 14 years	851	10 to 14 years	820
15 to 17 years	504	15 to 17 years	483
18 to 19 years	1115	18 to 19 years	1624

Population by Gender

Population by Gender	Estimate	Percent
Total population	27,920	27,920
Male	13,604	48.7%
Female	14,316	51.3%

Population by Race

RACE	Estimate	Percent
White	26,018	93.2%
Black or African American	985	3.5%
American Indian and Alaska Native	16	0.1%
Asian	151	0.5%
Asian Indian	9	0.0%
Chinese	38	0.1%
Filipino	42	0.2%
Japanese	4	0.0%
Korean	15	0.1%
Vietnamese	20	0.1%
Other Asian	23	0.1%
Some other race	151	0.5%
Two or more races	599	2.1%
HISPANIC OR LATINO AND RACE		
Total population	27,920	27,920
Hispanic or Latino (of any race)	771	2.8%
Mexican	238	0.9%
Puerto Rican	317	1.1%
Cuban	9	0.0%
Other Hispanic or Latino	207	0.7%
Not Hispanic or Latino	27,149	97.2%

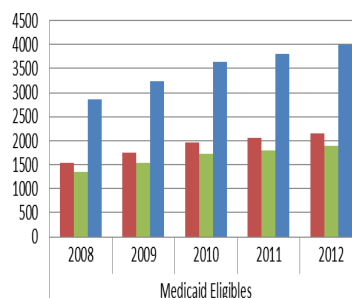
Population by Age

Age	Estimate	Percent
Under 5 years	1783	6.4%
5 to 9 years	1,609	5.8%
10 to 14 years	1,600	5.7%
15 to 19 years	3,339	12.0%
20 to 24 years	4,014	14.4%
25 to 34 years	3,187	11.4%
35 to 44 years	2,992	10.7%
45 to 54 years	3,231	11.6%
55 to 59 years	1,615	5.8%
60 to 64 years	1,194	4.3%
65 to 74 years	1,873	6.7%
75 to 84 years	1,155	4.1%
85 years and over	328	1.2%
Median age (years)	29.8	(X)

Population Below Poverty

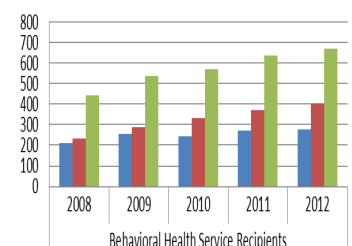
Years		Shippensburg Area School District	%	Pennsylvania	U.S.
2008-2012	Population in Poverty	5,032	19.75%	13.06%	14.88%
	Family in Poverty	565	8.91%	9.06%	10.92%
2006-2010	Population in Poverty	3,087	12.75%	12.38%	13.82%
	Family in Poverty	355	5.67%	8.54%	10.08%
2005-2009	Population in Poverty	3,270	13.84%	12.10%	13.47%
	Family in Poverty	341	5.61%	8.31%	9.86%

Medicaid Eligible Individuals



Adult	1548	1760	1961	2050	2154
Child/Adolescent	1344	1529	1716	1793	1882
Total	2857	3248	3631	3796	3985

Medicaid Individuals Who Received a Behavioral Health Service



Adult	211	253	244	270	278
Child/Adolescent	235	290	332	371	403
Total	442	536	576	641	681

Shippensburg Community Assessment 2014

Demographic Overview



Household Income 2011 (inflation of dollars)	Estimate	Percent
Total households	10,091	10,091
Less than \$10,000	778	7.7%
\$10,000 to \$14,999	680	6.7%
\$15,000 to \$24,999	990	9.8%
\$25,000 to \$34,999	1,223	12.1%
\$35,000 to \$49,999	1,573	15.6%
\$50,000 to \$74,999	2,044	20.3%
\$75,000 to \$99,999	1,422	14.1%
\$100,000 to \$149,999	1,066	10.6%
\$150,000 to \$199,999	249	2.5%
\$200,000 or more	66	0.7%
Median household income (dollars)	47,314	(X)
Mean household income (dollars)	56,700	(X)

Families	6,408	6,408
Less than \$10,000	132	2.1%
\$10,000 to \$14,999	139	2.2%
\$15,000 to \$24,999	441	6.9%
\$25,000 to \$34,999	634	9.9%
\$35,000 to \$49,999	1,172	18.3%
\$50,000 to \$74,999	1,407	22.0%
\$75,000 to \$99,999	1,175	18.3%
\$100,000 to \$149,999	1,004	15.7%
\$150,000 to \$199,999	238	3.7%
\$200,000 or more	66	1.0%
Median family income (dollars)	61,615	(X)
Mean family income (dollars)	69,906	(X)

Occupation		
Population 16 years and over	22,583	22,583
In labor force	14,232	63.0%
Civilian labor force	14,192	62.8%
Employed	13,176	58.3%
Unemployed	1,016	4.5%
Armed Forces	40	0.2%
Not in labor force	8,351	37.0%

Households by Type	Esti- mate	Percent
Total households	10,091	10,091
Family households (families)	6,408	63.5%
With own children under 18 years	2,849	28.2%
Married-couple family	5,108	50.6%
With own children under 18 years	2,039	20.2%
Male householder, no wife present, family	454	4.5%
With own children under 18 years	303	3.0%
Female householder, no husband present, family	846	8.4%
With own children under 18 years	507	5.0%
Nonfamily households	3,683	36.5%
Householder living alone	2,645	26.2%
65 years and over	1,109	11.0%

Educational Attainment	Esti- mate	Per- cent
Population 25 years & over	15,575	15,575
Less than 9th grade	1,003	6.4%
9th to 12th grade, no di- ploma	1,740	11.2%
High school graduate (includes equivalency)	6,240	40.1%
Some college, no degree	2,299	14.8%
Associate's degree	1,113	7.1%
Bachelor's degree	1,855	11.9%
Graduate or professional degree	1,325	8.5%

Assessment Area: Shippensburg Area School District, Pennsylvania
2007-2010 American Community Survey 5-year estimates

For the full SCRC Community Assessment of Shippensburg, please
visit the SCRC website: www.shipresource.org

Demographic Information

Demographic Information

The service area for this report is defined by the boundaries of the Shippensburg Area School District. Efforts were made to derive demographic data utilizing those boundaries. The Shippensburg Area School District area is 129 square miles according to the Shippensburg Area School District website and is unique as it is located in both Cumberland and Franklin Counties in Pennsylvania. It is within 15 miles of the Franklin County seat of Chambersburg and approximately 20 miles from the Cumberland County seat of Carlisle. The school district area includes all or part of Hopewell Township, Newburg, Southampton Township, Orrstown, Shippensburg Township and Shippensburg Borough. The Shippensburg borough website describes the area as a rural community. There are two major highways, I-81 and I-76 (the Pennsylvania Turnpike), that run through the area. It is located close to many metropolitan areas including Washington D.C., Baltimore and Philadelphia. It is the most historical community in the Cumberland Valley, according to the Shippensburg Borough website. Shippensburg University, a member of the Pennsylvania State System of Higher Education (PASSHE), is located here. For additional demographic information, please see the Demographic Overview.

Total Population

The total population within the Shippensburg area in 2010 was 27,920 people. The total population of students was 3,400 people. In comparison, in 2000 the total population was 23,714 people and the total population of students was 3,138 people. Looking at population density, there are 230.28 people per square mile (Usa.com, 2014). This is lower than the state average of 275.81 people per square mile yet it is higher than the national average of 81.32 people per square mile.

Population by Age

The youth population (under age 18) was 10% of the population in 2010. The PA youth population in 2013 was 21.3%. The median age of the population is 29.8 years. The median age in Pennsylvania is 40.1 years.

Population by Race

The population in the service area is predominately white with 93.2% of the population (81.9% for PA). The black or African American population is 3.5% of the service area population (10.8% of PA). The Hispanic or Latino population accounts for 2.8% of the population in our service area (5.7% for PA).

Poverty and Homelessness

The poverty rate for persons and families in the service area is 19.75%, (2008-2012) this is higher than the poverty rate statewide, which was 13.06% for the same time period. The poverty rate in the SASD service area has increased from 12.75% during 2006-2010 timeframe. The same trends are evident with the percentages of families in poverty. According to the Annie E. Casey Foundation in the 12/13 school year 35.4% of children and teens qualified for free or reduced lunch, which is an increase from the 11/12 school year where 32.8% of students qualified. This rate has increased each year since the 08/09 school year. In addition individuals qualifying for medical assistance has increased steadily since 2008 with a total of 3985 individuals on medical assistance in 2012 (14% of the population). The median household annual income for the service area is \$47,314 (\$52,267 for PA).

The Shippensburg Area School District is required by federal mandate to track data regarding students who are homeless. The 2013-2014 data indicates that 43 students in the district were identified as homeless during the school year. This includes 26 females and 17 males. Twenty-seven of the students were White/Caucasian, 15 were Black/African American and 1 Multiracial. The grade level breakdown is as follows:

Kindergarten – 3 rd grade	16 students
4 th & 5 th grade	6 students
6 th – 8 th grade	7 students
9 th – 12 th grade	14 students

The reasons for homelessness included:

Eviction	16 students
Living with others (“doubled up”)	11 students
Living in a hotel	7 students
Domestic violence	4 students
Fire	2 students
Other reasons	3 students

Employment Status

The majority of the population in the service area are employed (63%) and the unemployment rate is 4.5%. The Pennsylvania unemployment rate is 8.5%

Education

The most common level of educational attainment for the population age 25 and over is high school or GED graduates (40.1%) which is slightly higher than Pennsylvania (37.2%). Of those with college experience 14.8% have attained some college (16.5% for PA), 7.1% have an associate's degree (7.5% for PA), 11.9% have a Bachelor's degree (16.6% for PA) and 8.5% hold a Graduate or professional degree (10.4% for PA). In contrast 11.2% completed 9th to 12th grade with no diploma (7.9% for PA) and 6.4% did not complete 9th grade (3.8% for PA). The graduation gap for 2009 has greatly improved from previous year at -5.2% from -14.2%.

The Shippensburg Area School District operates five public educational facilities and jointly operates a laboratory school, the Grace B. Luhrs University Elementary School with Shippensburg University of Pennsylvania. Within Shippensburg, Pennsylvania, non-public, non-licensed schools also exist. The following schools are located within Shippensburg, Pennsylvania and are non-public and non-licensed; Anchor Christian Day School, Chestnut Grove Parochial School, Clearfield Parochial School, Country View School, Living Faith School, Middle Run Parochial School, Oak Grove Parochial School, Otterbein School, Oak Grove Parochial School, Running Pump Road Parochial School, Shady Lane Amish School, South Mountain Parochial School, and Spring Hill Parochial School (Pennsylvania Department of Education). The table below indicates the schools operated or jointly operated by the Shippensburg Area School District.

Shippensburg Area School District Operated Schools

<u>School</u>	<u>Grades</u>	<u>Enrollment</u>
Grace B. Luhrs University Elementary School	K-5	122
James Burd Elementary	K-3	502
Nancy Grayson Elementary School	K-3	472
Shippensburg Area Intermediate School	4-5	460
Shippensburg Area Middle School	6-8	811
Shippensburg Area Senior High School	9-12	1,032

Figure 1. Shippensburg Area School District Operated Schools

Shippensburg University of Pennsylvania is the only college located in the Shippensburg Area School District and was founded in 1871 and is a member of the Pennsylvania State System of Higher Education. The University offers 75 undergraduate degree programs, eight pre-professional programs, and 17 graduate programs. Enrollment of in-state residents for the 2013 school year was 6,957 students and out-of-state residents accounted for 591 incoming students. Out of 6,957 Pennsylvania students, 260 Franklin County residents and 325 Cumberland County students enrolled for the 2013 school year (T. Crider, personal communication, April 10, 2014).

According to David Lindenmuth, school counselor at the Shippensburg Area Senior High School the Shippensburg Area School District and Shippensburg University of Pennsylvania have a collaborative agreement for school district students to be able to take college courses on the university campus and receive college credit. This opportunity is available to high school junior and senior year students who meet criteria based upon grade point averages and faculty recommendation.

Adequate Yearly Progress (AYP) is the standard that schools must strive to meet as determined by the federally enacted No Child Left Behind Act. To ensure schools meet AYP, there are three specific measure indicators including school attendance/graduation rate, proficiency in two subject areas of standardized testing, and participation in standardized testing. In order to meet the standard for Adequate Yearly Progress, a school must meet the target in all three measures. The table below indicates, as a school district, how Shippensburg Area School District did in comparison to neighboring school districts.

2012 Adequate Yearly Progress Comparisons of Neighboring School Districts

<u>Target</u>	<u>Big Spring School District</u>	<u>Carlisle Area School District</u>	<u>Chambersburg Area School District</u>	<u>Shippensburg Area School District</u>
Academic Performance	Met AYP	Did not make AYP	Did not make AYP	Did not make AYP
Attendance	Met AYP	Met AYP	Met AYP	Met AYP
Graduation	Met AYP	Did not make AYP	Did not make AYP	Did not make AYP
Test Participation	Met AYP	Met AYP	Met AYP	Met AYP

Figure 2: 2012 Adequate Yearly Progress Comparisons of Neighboring School Districts

Behavioral Health Service Utilization

The data was obtained from the two HealthChoices programs that serve the region. This data includes Medicaid recipients only. From the time period of 2008 to 2012 adults and children/adolescents receiving a behavioral health service has increased steadily to serve a total of 671 recipients in 2012 from only 442 in 2008. Children and adolescents are mostly utilizing psychiatric outpatient services or behavioral health rehabilitative services (BHRS). Adult service recipients mostly utilized psychiatric outpatient services.

Sources of Data

The majority of the data presented has been obtained from the U.S. Census Bureau. The Annie E. Casey Foundation was utilized to obtain free and reduced lunch data and the graduation gap rates. The Medicaid eligibility and behavioral health service utilization data was obtained from the Capital Area Behavioral Health Collaborative (CABHC) for Cumberland County Shippensburg service area and from Tuscarora Managed Care Alliance (TMCA) for the Franklin County Shippensburg service area. The following websites were also included as sources for data:

Shippensburg University website – www.ship.edu

Shippensburg Borough website – <http://www.borough.shippensburg.pa.us/>

Shippensburg Area School District website - <http://www.shipk12.org/>

Community Survey of Residents

Summary

The Shippensburg Community Resource Coalition (SCRC) developed a survey to assess residents' levels of satisfaction with and opinions about the importance of providing social services and youth-related programs. The survey was distributed widely within the target population of people living within the boundaries of Shippensburg Area School District. There were 446 completed surveys.

Methods

Surveys were collected from June 2013 through October 2013 by distributing the survey to over 46 agencies and organizations in the Shippensburg area. These included a wide variety of private nonprofit organizations, county social service organizations, businesses, churches and educational institutions. There was a paper version of the survey and an online version available through Survey Monkey. The survey included 51 Likert scale questions, 6 brief open-ended questions and 12 demographic questions. The full survey is available in the appendix.

The geographic area for the survey was defined as Shippensburg Area School District boundaries. This includes all or parts of Shippensburg Borough, Shippensburg Township, Hopewell Township, Newburg Borough, Southampton Township and Orrstown Borough. In order to participate in the survey, respondents needed to be 18 years old and living within the Shippensburg Area School District boundaries. Survey respondents self-selected whether these criteria applied. A total of 446 people completed at least some of the questions on the survey.

The survey was developed by the Community Assessment Committee of the Shippensburg Community Resource Coalition Board of Directors. This committee included three board members, Linda Butts, Liz Fisher and Michelle Mosher. The SCRC Board of Directors approved the survey and its distribution was approved by the Shippensburg University Human Subjects Committee (see appendix for official IRB approval). The survey was adapted from a survey that was created by the Center for Survey Research, Penn State Harrisburg that was used by the United Way of Carlisle and Cumberland County in 2011.

The survey focused on two primary objectives. The first was to understand more about how satisfied respondents are with opportunities and services in Shippensburg. The overall question was "How satisfied are you with the opportunities and services available within Shippensburg Area School District boundaries?" There were 26 categories with Likert scale responses that included: no services available, very dissatisfied, dissatisfied, satisfied and very satisfied. The questions included, but were not limited to, topics such as housing, employment, education, health, mental health and youth services.

The second objective was to understand how important respondents feel these opportunities and services are. The overall question was, “How important is it that the following are available within Shippensburg Area School District boundaries?” The Likert scale responses included: completely unimportant, unimportant, important and very important. There were 24 categories that mirrored most of the categories from the previous question (housing, employment, education, health, mental health, youth services, etc.).

One final Likert scale question provided an opportunity to indicate overall satisfaction with the community. There were also demographic questions and brief open-ended questions. The open-ended questions were designed to elicit respondents’ opinions about:

- Types of support groups that are needed
- Types of youth programs that are needed
- Types of social service programs that are needed
- Biggest strength in Shippensburg
- Biggest problem, issue or need in Shippensburg
- Any other comments

Demographic questions asked for respondent information regarding age, race/ethnicity, educational attainment, employment status, number of people in household, residence, income and sex.

Paper survey results were entered into a dataset using IBM SPSS Statistics 21 for Microsoft Windows. The online survey results were downloaded to Microsoft Excel and then added to the SPSS dataset.

The following organizations were known to have helped with survey distribution. We also appreciate those organizations that helped us without formal recognition.

Alcoholics Anonymous
Boys and Girls Club
Chemspec Products, Inc.
Christ Among Neighbors
Christ United Methodist Church
Comcast
Community Action Commission
Cumberland County Aging and Community Services
Homeless Assistant Program
Cumberland County Human Services Departments
Drew Michael Taylor Foundation
Franklin Family Services
Franklin County Human Services Departments
Momentum Services, LLC
New Visions, Inc.
Partnership for Better Health
PMI Pregnancy Resource Center

Raystown Crossing
Roxbury Ridge
Roxbury Treatment Center
Schreiber
Shape Gallery
Shippensburg Area School District
Shippensburg Church of the Brethren
Shippensburg First Church of God
Shippensburg Head Start
Shippensburg Police Department
Shippensburg Produce and Outreach
Shippensburg Public Library
Shippensburg University
The Beistle Company
Universal Community Behavioral Health
Valley Counseling and Consulting
Volvo Construction Equipment

Results

A total of 446 SCRC surveys were collected (252 paper surveys and 194 online surveys). The results are presented in this section according to sections of the survey: demographic information (compared to Census data when available), satisfaction and importance questions and, finally, open-ended questions.

Demographic Information

The demographic categories included: household composition, age and sex of respondents, residence ownership or rental status, educational attainment, employment status, annual household income, years respondents lived in the SASD and location of residence, and finally, race and inquiry into Hispanic origin. The results are reported as a summary and then more details are provided according to these groupings. The American Community Survey (ACS) provides demographic census data for the residents of the Shippensburg Area School District in both Franklin and Cumberland Counties. The ACS data are from the 2007-2011 5-year estimates.

Item	Number	Percent Reported in SCRC Survey	Percent Reported in ACS
Sex	400		
Female	275	68.7%	51.3%
Male	125	31.3%	48.7%
Race	407		
Native Hawaiian or Pacific Islander	1	0.2%	
American Indian or Native Alaskan	3	0.7%	0.1%
Asian	3	0.7%	0.5%
Multiracial	5	1.2%	2.1%
Black African American	7	1.7%	3.5%
White	379	93.1%	93.2%
Other	7	1.7%	0.5%
I don't know	2	0.4%	
Hispanic or Latino			
Yes	5	1.1%	2.8%
No	401	98.9%	97.2%
Home Ownership			
Own	269	60.3%	71.0%
Rent	133	29.8%	29.0%
Age Distribution			
Under 5 years		N/A	6.4%
5 to 9 years		N/A	5.8%
10 to 14 years		N/A	5.7%
15 to 19 years	3	0.8% (18&19)	12.0%
20 to 24 years	28	7.6%	14.4%
25 to 34 years	57	15.4%	11.4%
35 to 44 years	93	25.2%	10.7%
45 to 54 years	72	19.5%	11.6%
55 to 59 years	44	11.9%	5.8%
60 to 64 years	25	6.8%	4.3%
65 to 74 years	32	8.7%	6.7%
75 to 84 years	13	3.5%	4.1%
85 years and over	2	0.5%	1.2%
Household Composition			
With children under 18 present	165	41.8%	28.2%
Educational Attainment (ACS=25 years & older)			
Less than 9 th grade	4	.9%	6.4%
9 th to 12 th grade, no diploma	24	5.8%	11.2%
High school graduate or equivalency	103	25.2%	40.1%
Some college, no degree	74	18.1%	14.8%
Associate's degree	30	7.4%	7.1%
Bachelor's degree	65	15.9%	11.9%
Graduate or professional degree	108	26.5%	8.5%

Figure 3. American Community Survey 2007-2011 5 year estimates

Age - *What is your age?*

The age sample consisted of 369 (N=394) valid responses; 77 survey participants did not answer the question. The mean age reported was 46 years (SD=15.12 years). Respondent ages ranged from 18 to 89 years old. According to the American Community Survey (ACS) the median age of residents within the Shippensburg Area School District is 29.8 years. The median age of survey respondents was 45 years. The difference is likely due to the inclusion of children under the age of 18 in the ACS, but not the SCRC survey.

Sex - *What is your sex?*

Two hundred seventy-five (275) of the 400 (N=400) participants who identified sex were female, which is the majority of respondents (68.75%). The expected percentage of females in Shippensburg Area School District boundaries, according to the ACS, was 52%. It appears that women were overrepresented in the survey sample. This should be taken into consideration when making conclusions about survey findings. The sample included 125 respondents (31.25%) who indicated male as their sex.

Household Composition - *How many adults live in your household? How many children (under age 18) live in your household?*

There were 360 valid responses for this question. The mean number of adults in the household was 2.06 adults (SD = .945). The most frequently reported number of adult household members was two, with 48% (N = 214) of participants indicating two adults in the household. There were 394 valid responses to the question of number of children in the household. Of those responses, 42% (N = 165) had a child in the household. The ACS indicates that 28.2% of households in Shippensburg have children present. Some categories of household composition, such as married-couple families or grandparents raising grandchildren, could not be compared to ACS data because the survey did not include questions that would enable these comparisons.

Resident Ownership or Rental Status - *Do you and/or members of your household own or rent your current residence?*

Frequencies were run to determine whether owning or renting is more prevalent among survey respondents. The majority of surveyed individuals, 66.9 % (N = 269) were homeowners. Renters comprised 33.1% (N = 133) of respondents, and 44 did not answer the question. These percentages are very similar to ACS data for the SASD population.

Educational Attainment - *Which of the following categories best describes your education level?*

The sample consisted of 408 valid responses, 38 participants did not report their educational attainment. The most frequently occurring educational level was graduate or professional degree (N = 108, 26.5%) followed by high school graduate or equivalent (N = 103, 25.2%). The least frequently reported educational attainment level identified was less than 9th grade (N = 4, 1%). Figure 4 compares survey responses with ACS data. An important note is that the age of

survey respondents differs from that of ACS. However, the survey appears to have disproportionately sampled individuals with higher-level educations.

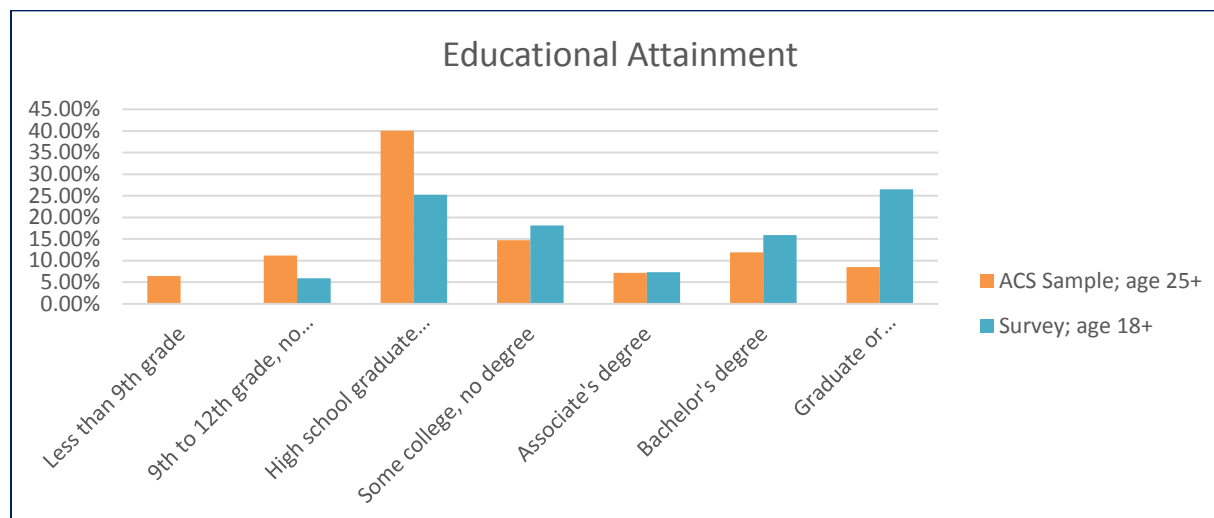


Figure 4. Educational Attainment Comparison

Employment Status - *With respect to employment, are you: Currently working, Currently not working but looking for work, Not working and not looking for work, Retired- Not working and not looking, Disabled-Not working and not looking*

The sample had 401 valid responses; 45 participants did not answer the question of employment status. Most participants (70.3%, N = 282) reported *currently working*. This was followed by the categories of *Retired-Not working and not looking* (10.7%; N = 43) and *Disabled-Not working and not looking* (8.5%, N = 34). Participants *currently not working but looking for work* consisted of 7.7% of participants (N = 31). ACS data indicate a similar 7.2% unemployment rate in the SASD. Participants *not working and not looking for work* accounted for 2.7% (N = 11).

Annual Household Income - *What is your total annual household income before taxes?*

There were 362 valid responses to the question. In terms of income, participants were clustered at the bottom and top of the income range, with 59 individuals (16.3%) making \$75,000 – \$99,999 per year, and 52 (14.4%) making less than \$10,000. It appears from this sample that people on the higher and lower incomes ranges are overrepresented within the survey. ACS data indicate the mean income in the school district to be \$56,700 with $\pm 2,734$ margin of error. See figure 5.

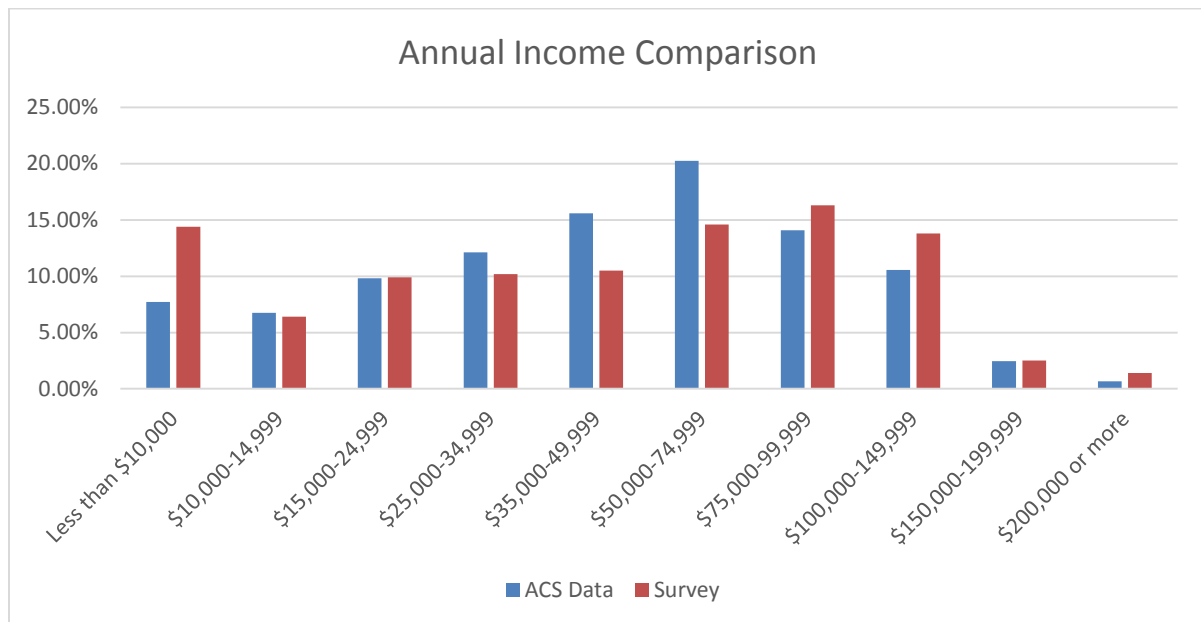


Figure 5. Comparison between ACS and survey data on income.

Years Lived in Shippensburg Area School District - *How many years have you lived in Shippensburg Area School District?*

The sample had 384 valid responses (62 surveys were missing data). The mean number of years lived in SASD was 20.8 years (SD=18.7) with a median of 15 years. The range was less than one year to 89 years.

Residence - *Which borough or township do you live in?*

There were 399 valid responses to this question. The results, in order of most frequent to least are:

Borough or Township	Percent of Responses	Number of Responses
Southampton Township*	49.4%	197
Shippensburg Borough	26.7%	119
Shippensburg Township	6.7%	30
Hopewell Township	5.0%	20
Unsure of residence	3.0%	13
Other	2.8%	11
Orrstown Borough	1.8%	7
Newburg Borough	0.5%	2

*There is a Southampton Township in Franklin County and a Southampton Township in Cumberland County, but these were not differentiated on the survey.

Race and Hispanic or Latino Ethnicity - *Do you consider yourself to be Hispanic or Latino? Which one of the following best describes your race?*

There were 406 valid responses for the question about ethnicity. Five participants (1.2%) reported they were Hispanic or Latino. There were 407 valid responses to the question about race. The majority, 93.1% (N = 379) indicated they were White. The remaining responses were Black/African American (N = 7, 1.7%); Multiracial (N = 5, 1.2%); Asian (N = 3, .7%); American Indian/Alaskan Native (N = 3, .7%) and Native Hawaiian/ Pacific Islander (N = 1, .2%). Seven participants indicated Other (1.7%) and 3 indicated “I don’t know” (3, .5%).

Services and Opportunities in Shippensburg

Three sections of the survey included questions to understand more about the opinions of respondents related to the services and opportunities in Shippensburg. There were two sections that included Likert Scale responses and five open-ended questions to elicit further responses. The results are reported for each Likert Scale section and then the open-ended questions.

Level of Satisfaction with Services and Opportunities in Shippensburg - *How satisfied are you with the opportunities & services available within Shippensburg Area School District boundaries?*

This section presents the *satisfaction* survey results using the mean score of each item. The higher the mean score, the more satisfaction with the service or opportunity (0 = No Services Available, 1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Satisfied, 4 = Very Satisfied). The results of each survey item and the frequency and percentage for each response category are included at the end of this section.

Survey respondents were generally satisfied with 22 of the items on the survey, as indicated by the mean score on these items. The top three highest means were for community safety ($M = 3.87$, $SD = .68$), access to quality housing ($M = 3.75$, $SD = .86$) and quality of early childhood education ($M = 3.72$, $SD = .90$).

Four items of the survey items had a mean that indicated at least some level of dissatisfaction. These four areas included the availability of indoor recreation facilities ($M = 2.67$, $SD = 1.01$), availability of shelters for people who are homeless ($M = 2.76$, $SD = 1.08$), and services specific to youth ($M = 2.97$, $SD = .97$) and availability of supervised after school youth activities ($M = 2.98$, $SD = .98$).

The following table includes all of the questions from the survey in order of least satisfaction to most satisfaction. The results of each survey item and frequency and percentage for each response category is in the appendix.

Level of Satisfaction of Services in Shippensburg Area School District

Item	N	Mean	Standard Deviation	Rank
Satisfaction of Availability of Indoor Recreation Facilities	403	2.67	1.01	26
Satisfaction of Availability of Shelters for People who are Homeless	341	2.76	1.08	25
Satisfaction of Services Specific to Youth	366	2.97	0.97	24
Satisfaction of Availability of Supervised After School Youth Activities	362	2.98	0.98	23
Satisfaction of Efforts to Reduce Drug Use	347	3.17	0.98	22
Satisfaction of Affordability of Mental Health Services	333	3.18	1.03	21
Satisfaction of Efforts to Prevent & Reduce Homelessness	370	3.18	1.02	20
Satisfaction of Available of Mental Health Services	347	3.19	1.01	19
Satisfaction of Efforts to Prevent & Reduce Poverty	381	3.19	0.96	18
Satisfaction of Efforts to Improve Ethnic or Racial Harmony	345	3.20	0.98	17
Satisfaction of Availability of Services for Domestic Violence	322	3.21	1.02	16
Satisfaction of Availability of Adequate Transportation	390	3.22	0.99	15
Satisfaction of Availability of Youth Employment Opportunities	385	3.24	0.91	14
Satisfaction of Availability of Employment Opportunities for Adults	407	3.29	0.89	13
Satisfaction of Opportunities for people with a Disability	344	3.29	0.97	12
Satisfaction of Availability of Alcohol/Tobacco/Drug Use Services	337	3.33	0.99	11
Satisfaction of Availability of Affordable Daycare Centers	347	3.42	0.95	10
Satisfaction of Availability of Support Groups	367	3.43	0.90	9
Satisfaction of Affordability of Medical Services	401	3.45	0.92	8
Satisfaction of Efforts to Improve Literacy	362	3.53	0.89	7
Satisfaction of Quality Daycare Centers	342	3.57	0.85	6
Satisfaction of Opportunities for Adult Education	393	3.65	0.85	5
Satisfaction of Access to Affordable Housing	404	3.66	0.90	4
Satisfaction of Quality of Early Childhood Education	375	3.72	0.90	3
Satisfaction of Access to Quality Housing	412	3.75	0.86	2
Satisfaction of Community Safety	414	3.87	0.68	1

Figure 6. Level of Satisfaction of Services in Shippensburg Area School District

Level of Importance with Services and Opportunities in Shippensburg - How important is it that the following are available within Shippensburg Area School District boundaries?

This section presents information about how *important* respondents feel services and opportunities are for the Shippensburg area using mean scores. Higher mean scores indicate that the respondents felt it was important that the service or opportunity is available in Shippensburg (1 = Completely Unimportant, 2 = Unimportant, 3 = Important, 4 = Very Important). The results of each survey item and the frequency and percentage for each response category are included in the appendix.

Survey respondents generally felt that it was important that all 24 items were available within Shippensburg Area School District boundaries. The mean score for all items was at least 3.22, which is above the “Important” level on the Likert scale. The opportunities and services that survey respondents reported as being of the highest importance were affordable medical services ($M = 3.61$, $SD = .55$), employment opportunities for adults ($M = 3.57$, $SD = .62$), and quality early childhood education ($M = 3.53$, $SD = .60$). The opportunities and services that community members with the lowest mean scores were programs to improve ethnic and racial harmony ($M = 3.22$, $SD = .71$), support groups ($M = 3.25$, $SD = .64$), and opportunities for adult education ($M = 3.26$, $SD = .65$).

The following table and graph includes all of the questions from the survey in order of least importance to move importance.

Level of Importance of Services

Item	N	Mean	Standard Deviation	Rank
Importance of Programs to Improve Ethnic or Racial Harmony	383	3.22	0.71	24
Importance of Support Groups	388	3.25	0.64	23
Importance of Opportunities for Adult Education	396	3.26	0.65	22
Importance of Transportation Services	400	3.30	0.67	21
Importance of Services to Reduce Alcohol/Tobacco/Drug Use	391	3.32	0.67	20
Importance of Services for People who are Homeless	392	3.33	0.70	19
Importance of Youth Employment Opportunities	392	3.34	0.61	18
Importance of Services for Survivors of Domestic Violence	388	3.34	0.65	17
Importance of Services to Improve Literacy	388	3.35	0.64	16
Importance of Services to Prevent and Reduce Poverty	394	3.36	0.65	15
Importance of Indoor Recreation Facilities	401	3.36	0.70	14
Importance of Services to Prevent and Reduce Homelessness	390	3.37	0.74	13
Importance of Services Specific to Youth	393	3.40	0.69	12
Importance of Opportunities for People with Disabilities	393	3.42	0.61	11
Importance of Affordable Daycare Centers	386	3.43	0.69	10
Importance of Quality Housing	406	3.44	0.60	9

Importance of Affordable Housing	406	3.45	0.63	8
Importance of Affordable Mental Health Services	387	3.45	0.62	7
Importance of Supervised Afterschool Youth Activities	391	3.47	0.63	6
Importance of Quality Daycare Centers	386	3.47	0.68	5
Importance of Mental Health Services	391	3.48	0.61	4
Importance of Quality Early Childhood Education	385	3.53	0.60	3
Importance of Employment Opportunities for Adults	400	3.57	0.62	2
Importance of Affordable Medical Services	397	3.61	0.55	1

Figure 7. Level of Importance of Services

Satisfaction and Importance as an Indicator of Need – All Respondents

The survey provided a way to identify the most important needs by examining satisfaction levels and importance levels together. A need in the community can be defined as a service that is ranked important, but that people indicate they are not satisfied with. In other words any service with a high importance score and a low satisfaction score would be assumed to be a “need.” Using this definition, needs were identified by subtracting the average importance score from the average satisfaction score for each item on the survey. The result is a positive or negative number. Positive numbers indicate that satisfaction level was lower than importance level, indicating need. The higher the number, the larger the difference between importance and satisfaction, and therefore, the greater the need. The following graph identifies the result for each item.

Generally, it would appear that the greatest needs identified by survey respondents focus around three general themes: 1) services for youth, especially afterschool and recreational activities; 2) affordable mental and medical health care services; and 3) services to increase employment and reduce poverty, especially among people who are homeless.

Need Score of Services and Programs.

Note: Positive numbers indicate need

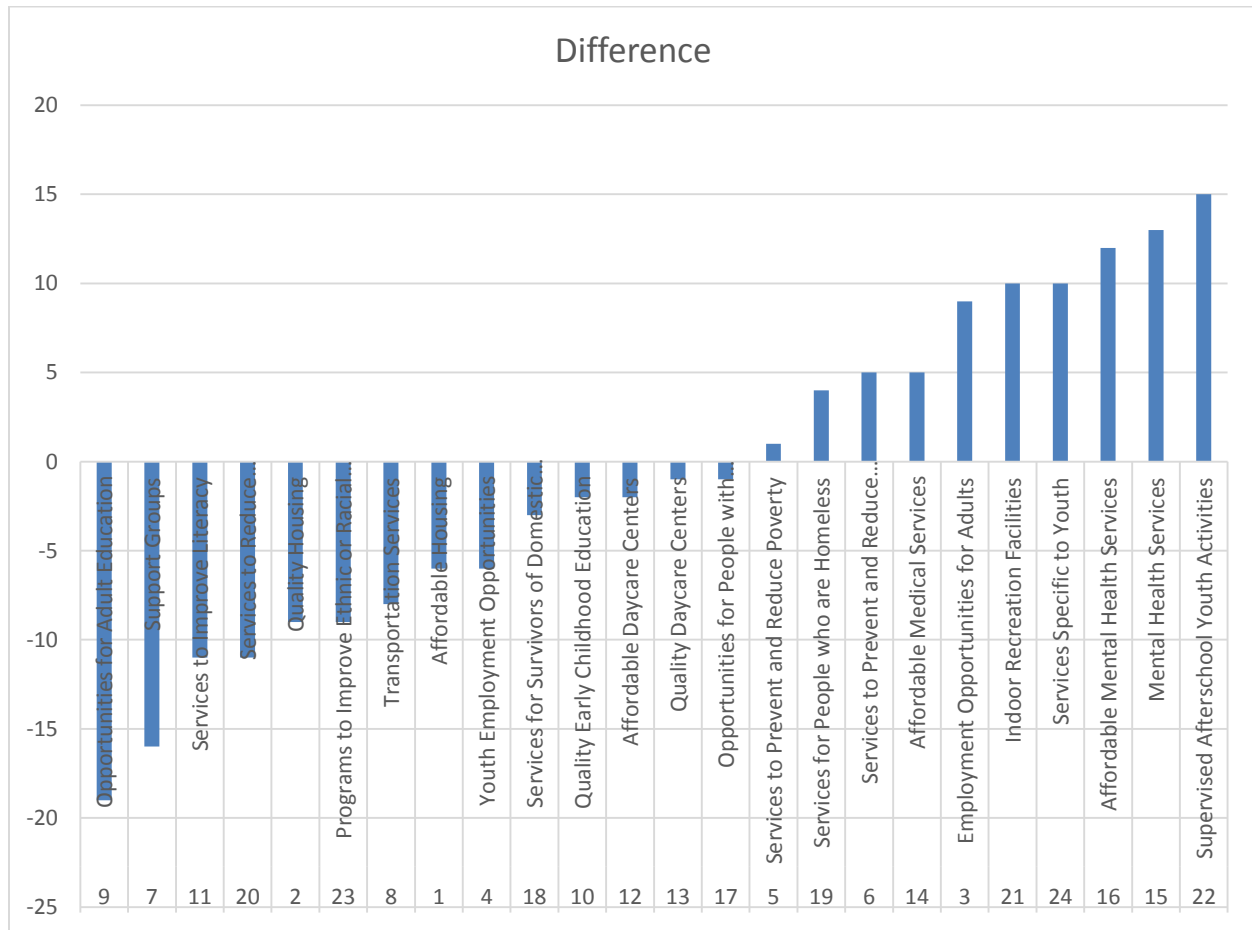


Figure 8. Need Score of Services and Programs

The following graph indicates only those items with a positive difference, indicating the most need with the higher numbers.

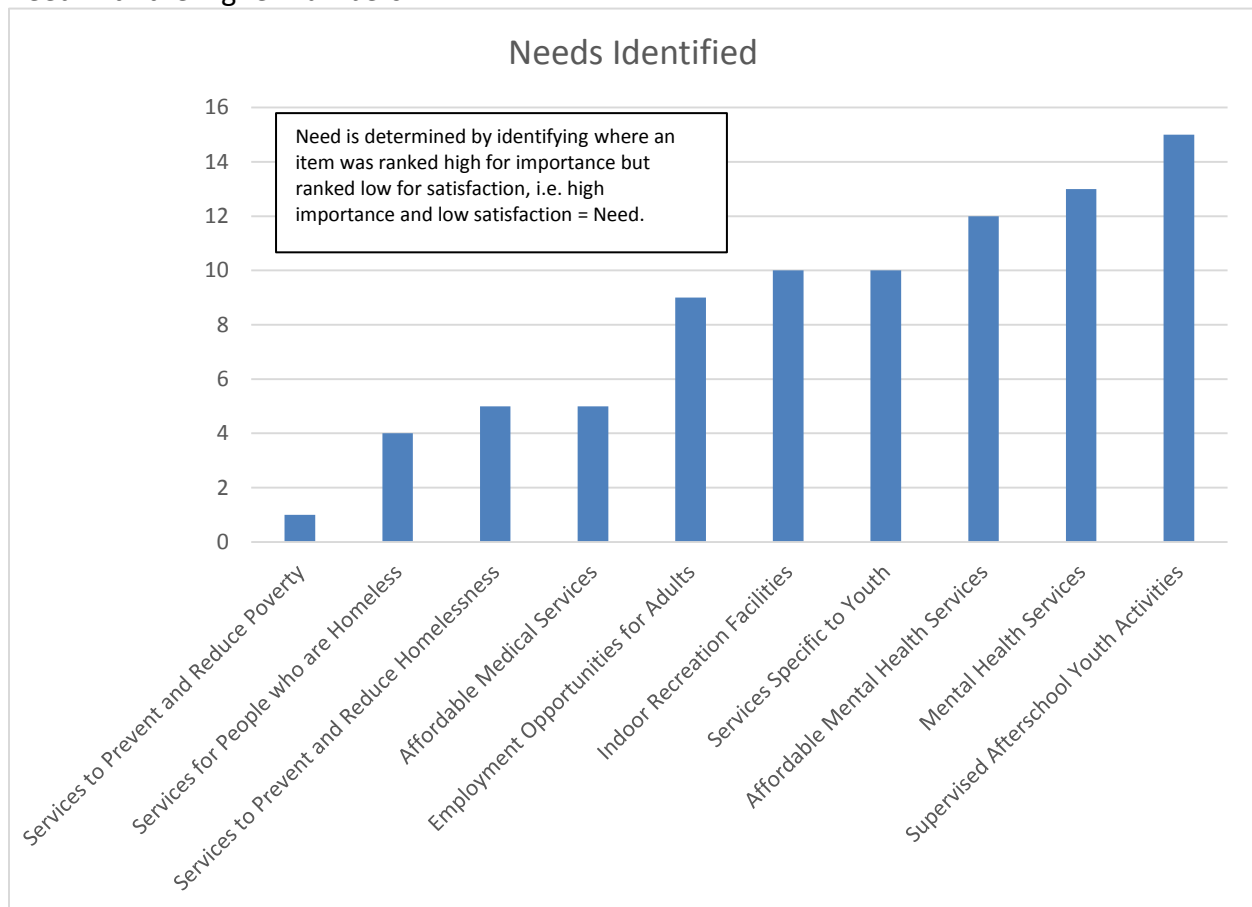


Figure 9. Needs Identified

Satisfaction and Importance as an Indicator of Need – Respondents at or below Poverty Level

It is important to understand how people who may be beneficiaries of social services and affordable youth programming identify needs and examine whether there are differences between their responses and those of the general study population. This is especially true given the overrepresentation of higher income respondents for this survey.

The following graph identifies ranked needs grouped by the entire survey sample versus those who were at or below the poverty line.

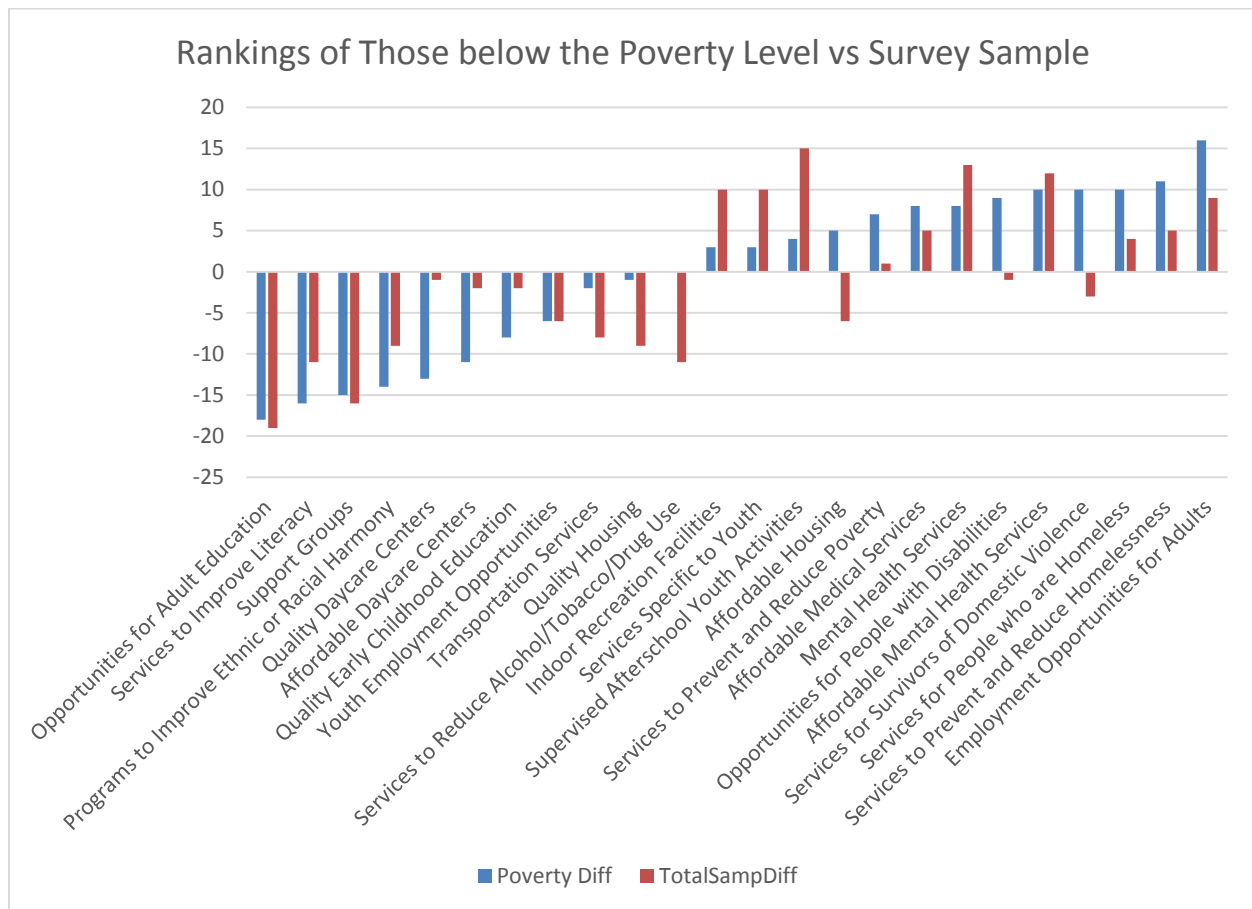


Figure 10. Rankings of Those Below Poverty Level vs Survey Sample

The following graph identifies more clearly which services were different for the whole sample and those at the poverty level. People at or below the poverty level identified these thirteen areas as needs more than those in the general survey sample with the largest differences in opinions about:

- Services for survivors of domestic violence
- Opportunities for people with disabilities
- Affordable housing
- Supervised afterschool youth activities

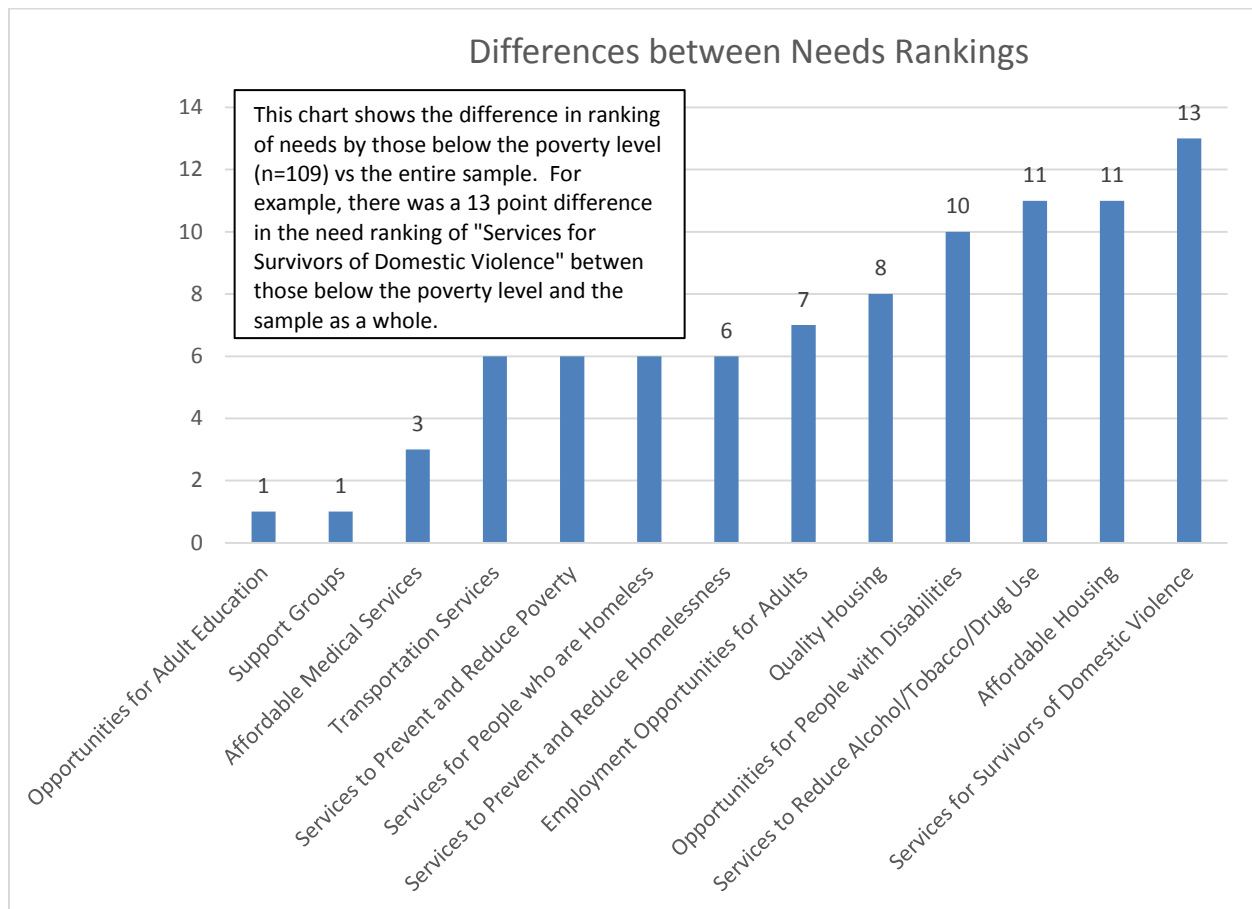


Figure 11. Difference between Needs Rankings

Open-Ended Questions

The survey included five brief open-ended questions to try to understand more about the strengths and challenges overall and the specific programming needs for Shippensburg (focus groups, youth programming and social service programming). The results of each question are reported in this section. Each question was reviewed by multiple researchers using open-coding. Themes were identified and then frequencies and percentages for categories were calculated.

What types of support groups are needed in Shippensburg? Slightly less than half (45.4%) of respondents provided replies for this question. There were a total of 288 recommendations for support groups. However, that included 30 (11%) of the responses that indicated that the respondents did not have any ideas about types of support groups needed in Shippensburg. Of those who did make recommendations, 40 (14%) were for family support groups, 39 (14%) were for substance abuse, 36 (13%) were for mental health related issues, 20 (7%) were for youth support, 15 (5%) were for grief groups, 15 (5%) were for domestic violence support, and the remaining recommendations were for groups focused on issues such as health, older adults,

pregnancy, education, child abuse, medical issues, veterans, and gambling. Eleven (4%) of the responses just made a general recommendation that any groups would be an improvement.

One survey respondent addressed the need for a formal parenting group supported by the community. “The public library is the only group I know that offers parenting support through their literacy programs. I know there is an informal parent group, but a group that is more public and supported by the community is needed. To my knowledge, this group could request funds from the United Way.”

The term mental health was often nonspecific when identified as a need among survey respondents; however, one respondent did indicate “Mental Health support groups/counseling services, particularly for youth” while other respondents reported smoking cessation, gambling addictions, individuals with disabilities, and behavioral issues. Others addressed the lack of awareness of available services, stating “The availability of these services needs to be better advertised. Many people do not know they exist.”

What types of youth programs are needed in Shippensburg? Fifty-four percent of survey respondents provided a reply to this question. There were a total of 361 recommendations for different types of youth programs, however, 20 (6%) of those responses essentially stated that the respondent did not have any program recommendations, and a similar number (20, or 6%) said any youth programs would be an improvement. Also, 31 (9%) of the responses were simply general responses such as “something that gives the youth an outlet.” The more popular specific recommendations were for a school-based after school programs (53, or 15%) and a functional youth center (53, or 15%). A sub-category for the youth center was the recommendation that the youth center needs to be indoor and available all seasons. Many recommendations were for more sports-related programs (33, or 9%), however, a number of responses specifically recommended that any programming not be sports-related. Other popular recommendations were for training programs (24, or 7%), summer programs (14, or 4%), mentoring programs (12, or 3.5%), arts-focused programming (11 or 3%), crime prevention (10, or 3%), and educational services such as tutoring (8 or 2%). Some of the less popular but creative recommendations included substance use programs, pregnancy-related programs, food services, diversity training, and family-based support programs.

As a part of the analysis of these responses a separate category for criticisms was created. Some of those critical responses were quite informative. They include critiques of the school district such as: “school district takes no formal part in after school activities other than sports and babysitting” as well as “guidance services have been cut at the middle school level, when students need help the most.” One intriguing critique focused on the lack of communication between community organizations: “More communication and cooperation is

needed among all of the organizations as well as the municipalities.” One such organization specifically called on to play a larger role was Shippensburg University: “needs to be enrichment experiences that can be combined with SU’ services, like career development, technology training, and such.” There was also some mention of the affordability of some programming for youth. One response also called on local businesses to take a bigger role: “I would like to see other business in Shippensburg help with sponsor activities within the community.” Finally, much of the critique focused on the previously mentioned fact that so much of the youth programming in Shippensburg focuses on sports rather than things like arts or academics.

What types of social services programs are needed in Shippensburg? Forty-one percent of survey respondents provided a reply to this question. From those replies a total of 271 recommendations were placed into relevant categories. As with previous questions, many respondents (27, or 10%) simply said that they did not have a recommendation for social service programming in Shippensburg. A further 4% (11 responses) simply indicated that anything would be better than the status quo and 8% (8 responses) were of a general nature, such as: “Assistance office.” The most popular specific recommendations were in the areas of Homeless and Poverty Services (29, or 11%), services for Older Adults (24 or 9%), and Mental Health Services (23 or 8%). Other less popular categories of social service recommendations were in the areas of Employment, Family Support, Health, and Domestic Violence. Some of the more unique recommendations from the respondents included transportation, housing, community building, personal finance, food and nutrition, gardening, English as a second language, legal aid, and pet bereavement services.

As with the prior question particular attention was paid to the criticisms laid out by the respondents. Some were of a general nature, such as: “We have too many people who are living in poverty.” Others focused quite sharply on specific services in the community “the food bank is insulting: a three/four wait for unusable, food,” or similarly: “people put you on “hold” forever, and have [a bad] attitude instead of compassion, patience and willingness to listen.” Multiple people mentioned the need to advertise what social services are available in Shippensburg. A few comments focused on a general lack of services in Shippensburg, such as: “There are no therapists or counselors in the Shippensburg area other than school counselors which are not adequate for every child’s needs.” Perhaps the most intriguing critiques mentioned the “splintering” of social services in Shippensburg and the need for a “one-stop-shop” for social services.

What is the biggest problem, issue or need in Shippensburg? Approximately 65% of respondents provided a reply for this question. Nearly 16% of participants identified a lack of youth activities as an important overall need and/or issue within the Shippensburg community, 11.3% identified a lack of human services as a need and/or issues, and 6.9% identified a lack of drug and alcohol services as a need and/or issue. A total of 154 individuals identified these areas out of the 289 who provided input for this category. There were also almost 30% of participants who identified other needs and issues within Shippensburg and about 35% of surveyed individuals did not identify a need or respond to the question.

Several respondents described the dearth of human service programs in the area, failure to collaborate among existing providers, and lack of awareness among residents.

The United Way is a valuable outreach, but there is no other organization to my knowledge that lists agencies in town that offer services. It would be great if all the groups (that impact school age students) could get together to discuss their needs and pool their resources, but keep their separate missions.

Other respondents described the need for specific services, citing the need for homeless shelters or activities for youth and senior citizens in the form of a community center, “one that might house the senior citizens and ... bring youth services and programs under one roof.” This need for human service programs was further qualified by many respondents as they spoke of the difficulty of being located in two counties, “The county line, services should not be split because of the county line.”

Another theme was the lack of after school or weekend programs for youth in the Shippensburg area. Respondents described the need for quality mentorship and activities for adolescents.

No real place for the children to hang out, there is no entertainment value in Ship. There is nothing in this town. You have to travel to go to the movies, arcades, shopping. Everything is out of town, thus lack of town pride.

There are not enough activities to keep kids out of trouble, and off the streets. The economy is not good and people cannot afford all of the "Soccer/baseball" type fees for their kids to just play.... Other than church activities there are not a lot of opportunities... and the kids that really are in need are from families that don't have the means, or ability to get them across town to a certain location... we need to locate some of these activities closer to where they live.

The shortage of youth programs in the Shippensburg area appears to be a concern for many residents, with the most common replies identifying that there is “nothing for kids to do; not enough community activity” and calling for “more activities for youth.”

What is the biggest strength in Shippensburg? Fifty-two percent of respondents provided a reply to this question. About 30% of participants identified a sense of community as a strength within the Shippensburg area. Eleven percent identified the school or university as a strength and 6.2% identified safety within the community as an additional strength. A total of 214 individuals identified these areas out of the 272 who provided input for this category. Almost 12% of individuals identified other strengths within Shippensburg and about 48% of surveyed individuals were unable to identify strength or did not respond to the question.

Many survey respondents identified sense of community as a strength of the Shippensburg area. In particular, many found the rural location, small population, and quiet atmosphere positive attributes when compared to larger, urban areas.

When people in Shippensburg have the opportunity to work together on matters of mutual concern and interest, the community has a great capacity to develop positive new ways of thinking about what kind of community it can be. That is, people here learn from each other when they work towards common goals together, something that does not automatically happen in all communities.

Another respondent was able to summarize the essence of the community and what keeps residents in the area, “Shippensburg's biggest strength is the community. Most of the community members support each other in any positive efforts they can, and when in need community members are willing to come together.”

Some respondents indicated Shippensburg University as an asset to the community, bringing an “influx of new ideas from university students and out-of-town employees now working at the university” and drawing in “related arts programs.” Other respondents recognize the many contributions made to the to the Shippensburg area from the university; however, one respondent explains “We have found that having the university in this community is a big strength--however, there seems to be quite a divide between university and community people.”

Focus Groups of Community Stakeholders

Summary

The Shippensburg Community Resource Coalition (SCRC) conducted nine focus groups in the Shippensburg School District area as part of the community assessment using the following five questions:

- Question 1: What types of social services and youth programs are available in Shippensburg?
- Question 2: What are your experiences with these programs?
- Question 3: What prevents you or people you know from using social services and youth programs in Shippensburg?
- Question 4: How could these problems be addressed?
- Question 5: What is the most important need to address in Shippensburg?
- Question 6: What else do you want us to know?

Common themes arose between each of the nine focus groups in the areas of food distribution, churches, clothing, transportation, mental health services and youth programming. A description of the methodology and results of each question, including findings and recommendations, follow below.

Methodology

A total of nine focus groups were conducted during October and November 2013. The focus groups were conducted by Shippensburg University Social Work Students and the Shippensburg Community Resource Coalition Board. A detailed description of the methodology used to conduct the focus group is presented below.

To prepare for the focus groups, the Shippensburg Community Resource Coalition (SCRC) Board members worked with the Shippensburg University social work students to develop a facilitation guide with six key questions to investigate social services and youth programs in Shippensburg School District Area. The facilitation guide used for the focus group is included in the appendix. Target audiences selected for the focus group included; Shippensburg neighborhood communities that accept Section 8 housing subsidy vouchers, Shippensburg community church dinners, local human service workers, local leaders including church leadership and Shippensburg Head Start families. Invitational flyers promoting the focus groups were sent out stating the date, time, and location. A five dollar gift card was provided to community participants who attended as an incentive to stay for the entire focus group session. The nine focus groups were divided between providers and community citizens in Shippensburg and each lasted 30 minutes to 2 hours and were held in various parts of the community: A total of 64 individuals participated in the nine focus groups and with 3-4 students assigned to facilitate and record. The focus groups were approved by Shippensburg University Human Subjects Committee (see appendix for official IRB approval).

The format for the focus groups included facilitators and transcribers who were social work students along with a SCRC board member to oversee the focus group. Each focus group was recorded and participants signed consent forms (see appendix). Participants were aware their input would be confidential and summaries would be presented without identifying information.

Results

The focus groups were transcribed and themes identified using open coding. The common themes, samples of responses and recommendations are presented for each question.

Question 1: What types of social services and youth programs are available in Shippensburg?

Throughout each of the nine focus groups, all participants touched on common themes. Overall, participants commonly answered this question in regards to food services and food banks in Shippensburg. Also, local churches were commonly talked about in regards to their services in food assistance, clothing drives, monetary assistance, and youth programs. Another common theme throughout many of the focus groups was transportation, specifically the bus services offered by Cumberland and Franklin counties. There were many focus groups that mentioned the same ideas. For example comments about housing and social services included places like King's Kettle, Katie's Place, Christ Among Neighbors, Shippensburg Produce Outreach program, food bank, and churches.

Christ among Neighbors was mentioned for assistance in emergency situations. They do a variety of things like help pay bills for housing or car inspection to giving money for food. The Boys and Girls Club and Boy and Girl Scouts were mentioned multiple times when asked about youth programs. Different sports programs through the school and churches were also talked about like soccer, football, and baseball. There were other church-related youth programs identified such as youth night. The library offers different things like toddler time and reading programs.

Some focus groups seemed to have a lack of knowledge about many of the services offered in Shippensburg and it was mentioned that for a lot of services people have to go outside of town. Multiple churches were talked about for other programs not just for the youth, but families in general for free services like meals. Brethren Church, Christ among Neighbors, and Oasis of Love were the most mentioned for these types of programs. Participants mentioned other activities such as Red Ridge roller skating, bus service, and volunteering. Another important comment someone made was that all the programs Shippensburg has are "correctional"; there are not prevention programs.

The following are some sample comments broken down into specific categories or labels; transportation services, food assistance, mental health services, senior services, church related service, housing services, library youth programs, sports programs for youth and other comments.

Transportation

"You know this thing with the bus route, if Cumberland County can drive free buses, why can't Franklin County? I mean this is why this county is divided, and that makes it really hard and like I said, he rode Cumberland County bus for over a year, and then he moved over here and started Franklin County. Well Cumberland County can't come over here cause it's Franklin County area."

Mental Health Services

"As far as mental health services, we at least Cumberland County Mental health doesn't provide any actual, um, service that is in a building here, but residents are eligible for case management, funding for outpatient counseling, things like that because they are resident of Shippensburg on the Cumberland County side and the same thing would apply to Franklin County side. All of those kinds of services, while there may not be an actual office here they're eligible for all those kinds of services."

Food Assistance

"As far as for food insecurities there is King's Kettle, there is Shippensburg Produce and Outreach (SPO). And then there are the food items that food Oasis of Love provides every week."

"I didn't know about the free food program for you know, like food banks and stuff. I didn't even know that either."

Church Related Services

"Yeah, most churches have outreach programs that provide, you mean you know, overnight stay for people who are stranded, provide gasoline to get you out of town."

"Most of the churches in Shippensburg...offers free meals...they give out a calendar, a sheet of paper like that with a calendar on it saying which church is gonna be, a meal here, a meal there, and then...every Saturday morning, but tonight we had our meal here, and then Saturday morning we have breakfast downstairs (pause) and...that's a big help to a lot of people, and I've seen, that turn-out has really been (pause) a lot of extra people coming, and I'm, I'm glad to see that."

"One of the things Mongol Church has done twice a year... we have clothing giveaway. It's a two day event. One in the spring, one in the fall...we just, just last weekend Friday to Saturday was our event this year for the fall and over 700 people came through...in the two days. And everything is free. People donate clothes, blankets, bed spread...bedding...some dishes, I mean it's growing to a lot of available resources. It's a twice of a year deal but there are no costs to whoever needs them. They can come get whatever they want."

Housing Services

Respondents rarely mentioned housing services. One human service provider identified, “Rapid re-housing.”

Library Youth Programs

“Internet at the Library. You can use their computer for an hour.”

“Well all year around the library has the toddler groups”

“There is a lot of kids programs at the library.”

“I’ve taken my own kids through most of the library programs and they are absolutely amazing. They cost nothing, they, like we mentioned, they have everything from the little toddler story time to infant story time all the way up through one called teen scene which is an after school program that teenagers can help pick what the library has and get to volunteer so the library has everyone well covered, it’s an awesome community resource.”

Youth Services

“The only services I am aware of is the boy and girl club. And I am not even sure if it still in exists when our granddaughter was in elementary school.”

“Well as far as athletics there’s youth everything, you got baseball, softball, soccer, football, cheerleading, basketball, what am I missing, swimming probably...”

“I know there’s a teen group. Where the older teens meet with the younger teens 17, 18 they do that on Monday nights. Other than that my kids do sports in the afternoon.”

“Shippensburg midget football I believe is the one that is free. There’s that, their one program there is no costs involved, that’s what makes them very different.”

“The arts and athletic programs and of course they have football, one time had a wrestling program, youth wrestling program, it was down the other side of Select Restaurant.”

Question 1: Summary and Recommendations

A common issue that arose in each focus group was a vast lack of knowledge about the overall services and youth programs in Shippensburg. Although the names of services were mentioned, participants were unsure of specific details. This brings up the issue of awareness of these programs and the need to make them more accessible and well-known.

Issues in transportation were commonly brought up throughout the focus groups. The divide between counties makes it difficult for residents to access the favorable services. Participants seemed frustrated in the lack of availability of the transportation, in regards to hours and boundaries.

Question 2: What are your experiences with these programs?

Overall, there was a mix of positive and negative experiences between the nine focus groups. There are rare comments about neutral experiences that will be included in this question summary. One of the overall positive experiences included comments about Shippensburg Produce and Outreach (SPO) and their availability to give produce on Tuesdays in conjunction with King's Kettle's food pantry. Another overall positive experience dealt with the senior food boxes that were provided. In one focus group, several participants provided positive experiences with places that had wheelchair accessible entrances and other structures. There was a focus group that mentioned a program that can assist individuals to acquire a cellular device for free. Some of the negative experiences are as follows: the college being disconnected from the community, poorly developed rental housing assistance program and poor health insurance assistance.

Positive Experiences

Below are the main three quotes that were picked out of all focus groups. These quotes represent something that the participants feel is working for social services and something they valued about different services offered in Shippensburg.

"They provide good food and have old-fashion cooks." This quote was referring to the free meals that the churches provide in the community.

"Katie's Place... it actually works out better there, well the line flows faster, it's not as much, you don't have to verify your paperwork every time like at Kings Kettle, but that's mostly inside, so you're waiting inside so that one's really..." This participant was referring to location of SPO.

"My kid went to Head Start. They gave out a book kind of like that best resource I ever had." The book that was referenced in the quote was talking about the booklet of community resources. This booklet provides various services that are offered in Shippensburg developed by the SCRC.

Negative Experiences

Most participants had limited negative feedback about the services, however, the quotes below represent some of these experiences.

"I am diabetic now, seniors are diabetic, and there is no food that goes in there that the seniors can eat because it's all candy. The majority of stuff given from the grocery stores is outdated candy and chips and stuff, it is not suitable for us and we get it by the box full."

“...they’re just now doing dinner things. But I was told you have to be homeless, I mean like for example with me, if I just want to go in there because I have no food in my house and I want to feed my kids there, I actually have to be homeless for that church to actually serve me food.”

“I waited there one time and it was cold and I was there with my child in a stroller because I didn’t have anywhere to take her and I was there for literally like four hours in the freezing cold at Kings Kettle.”

Neutral Experiences

“I don’t know about them so I cannot rate them one way or the other.”

“No, I don’t know of anything.”

“Those are the only two I’ve ever been to, I didn’t know about the other ones.”

“Yeah, so I guess it would be nice if someone could just put together like a brochure or list of all these places because I’ve lived here for three and a half years and I haven’t heard of hardly any of these.”

Question 2: Summary and Recommendations

Based on the participants’ responses, one of the recommendations that could be made is to have a more diverse selection of food for the food assistance programs and consider special dietary needs. Although the churches and various food assistance places cannot control the length of their lines, it would be worth exploring methods to limit the time waiting and/or address adverse weather conditions and child care issues.

Transportation was a common issue for many participants. A recommendation for transportation is that there should be longer bus hours. This allows people to go out and not worry about waiting for the bus to return. It seems that people in the community are not aware of all the services that are available to them. There needs to be more awareness of what is available and the eligibility guidelines to access these services.

Question 3: What prevents you or people you know from using social services and youth programs in Shippensburg?

There were a lot of similarities among the focus groups. Financial barriers were a theme because residents did not know if they met the requirements for services or could afford certain services. The main response among focus group participants was the issue of seniors and low income individuals not being able to access services due to lack of transportation. The lack of knowledge regarding jurisdiction among Cumberland and Franklin counties also sparked a lot of responses. Many participants were unaware of what county they were in and what services they could access based upon what county they are in. Another issue was the hassle of the application process; applying for certain services require paperwork, waiting lists, and take

a lot of time. A last main theme acknowledged throughout the focus groups was the lack of knowledge about services and the need to advocate for more services. There were many comments among the participants saying that they did not know what services were provided within the Shippensburg community, what services they qualified for, and what the services provided. Furthermore, focus group participants talked about how there are not many programs for the youth population.

The following are some notable comments that were made through the nine focus groups in relation to several main topics.

Financial Barriers

“And you know the rents in Shippensburg are higher than I have ever seen. The cost of houses are higher in Shippensburg than I have ever seen in my whole life, you know what I mean? So, it’s hard all around, like I said the majority of people I see are not what stereotypes are built on. They are hard working two parent families who are just the new class of working poor.”

“Funds are very hard to come by now, so it must be very difficult for them to make those choices on who gets the funds.”

Lack of Transportation

“You know and then like I said you gotta go clear to a city, Chambersburg or Carlisle and the bus don’t go to Chambersburg, I mean, it goes the other way...I think that’d be a good thing to have in this town.”

“You might know of where I can get help but you might not be able to get there. You might know where I can get a job but I might not be able to get myself there.”

“For our Head Start families, ...that seems to be...some of their issues as transportation or the gas for transportation...or a reliable vehicle to get them a half an hour in each direction...and the cost of these services, like you know they want to get into little league or all of those things for their children...the fees.”

“The lines really prevent me from going somewhere I really need to go. Because you have to take the kids”

“But like the Cumberland County bus, a lot of people go on that but like if they want to run to K-Mart or something. They have to wait outside of K-Mart until that bus comes around and that might be a while.”

Confusion Regarding Jurisdiction of Franklin and Cumberland Counties

"I definitely think that's a problem as to why people don't know what's going on, and I think people just want to stay even though you can just step over right here next door and you know you can have the same services."

"You have a unique situation here. You have Cumberland County and you have Franklin County. And you have people from both counties going to a senior center primarily sponsored by department of aging, Cumberland County. There's other ones coming and I'm not sure if they are paying their full share."

"Most people don't know what county they live in, so they don't even know what county they are going to."

Complications with the Application Process

"Katie's place (Shippensburg Produce and Outreach program), it actually works out better there, well the line flows faster, it's not as much, you don't have to verify your paperwork every time like at Kings Kettle food pantry."

"Even once you try to get on HUD it takes forever. I mean we've applied for it and our income keeps going up. We haven't been approved yet and I don't know what the standards are or what takes them so long. Like do you have to be almost evicted before you can automatically get up on the count and every time I check our numbers are going up instead of going down so I don't know?"

"...ladies who have children who are going for their unemployment for like prenatal, they can't take their children with them. So do they either have to sit or have someone to leave their children?"

"I couldn't go because I had too many small children so that kind of put me off from going because of the line. Who wants to stand in the line with a one year old?"

Lack of Knowledge Regarding Services

"So I think, not just not knowing about the program but a lack of understanding of the programs."

"There is no marketing of social services. If you will it's not a well-known thing. I am speaking from experience even with some things from my own kids. That I had no idea different services years ago when they were little that there was help that we just didn't know that was out there or available to us."

"But the thing is, where do you find that? How do you get that information? How do you know? I just moved here, how do I find that out? You know what I mean."

“I drove down the other night in front of King’s Kettle food pantry and I just happened to turn and there was a line. And I was thinking that’s the first barrier is to be willing to stand in line.”

“I think one of the challenges is because the local, free papers especially only come out twice a week, and you know any paper it’s your tragedy they want on the front page. They don’t want the great events and social services and other things that you’re providing. You know you’re buried on page eight or nine, very small print if you’re lucky to get in at all. So you know, for me I would love to see just some main maybe community events website or Facebook page or something where you know everybody can just say these are coming up and a really nice list of events.”

Other Comments about Barriers

“Yeah, I will say believe it or not Shippensburg is gaining quite a large homeless population for our area and I mean like tent city, living outside on the street homeless.”

“I had trouble getting in touch with Kings Kettle”

“King’s Kettle is more helpful in the summer time I think because you don’t have to stand out in the cold, it’s not so uncomfortable and if you’ve got your three children there you don’t feel like a bad parent going to try to get food for everybody so...”

“I think another thing that keeps people from asking is pride.”

“Being raised in a community that has a strong work ethic is a double-edged sword. You have the part where people are willing to work hard and do what they can but the flip side of it being willing to accept assistance. I will figure this thing out. I will just work harder then. That can be a barrier.”

“And it might be a generalization but I think more of the people in need in Shippensburg are the working poor. Not the ones taking advantage of the system or sitting around doing nothing. There are more two-parent families who just don’t make enough wages.”

“We need a mentoring program for kids. If you’re going to talk about youth—youth need people to talk to, and people to look up to for an example.”

“Now the college town is counterproductive you see, you guys have isolated yourselves from the community. All events and everything are very isolated. And that would be the greatest resource that we need.”

Question 3 – Summary and Recommendations

Based on responses throughout the focus groups, one of the most pressing issues in the Shippensburg community is a lack of knowledge regarding what social services are available and

how to access these services. Confusion regarding Cumberland and Franklin county jurisdiction appears to contribute to community members' lack of understanding of available services. Directories which list available resources are helpful for clients. Lack of transportation was also a barrier that was observed throughout the focus groups.

Community organizations should also consider directing more attention to advertising the services that they offer. Community groups may be able to achieve more effective advertising by coordinating together to create a community newsletter, website, or social media page. Moving forward, it will also be important for the local government to cooperate with local agencies to meet the community's needs.

Community organizations may consider ways to offer transportation in order to make services more accessible to clients. If the agency is unable to provide transportation, they could coordinate car-pooling or provide public transportation schedules for clients. In other instances, clients are unable to afford services due to financial difficulty. Community agencies may consider ways of providing services at low or no cost, and might also refer clients to other financial assistance programs as needed. Some community members, particularly parents with children, mentioned that time constraints and lines make it difficult for them to make time to access services. Agencies should consider ways in which they may streamline the application process and administration of services. Providing a satellite office in Shippensburg could alleviate the transportation to Chambersburg or Carlisle for services. This increase in efficiency would benefit clients as well as agency staff. Some groups also spoke about a growing number of homeless young adults, women, and families. Although there seems to be a general awareness of a growing homeless population, further research is needed to determine a more specific estimate of how many homeless individuals live within Shippensburg. This data may be used to validate the creation of, at a minimum, a cold weather shelter in the area during the winter months.

Question 4: How could these problems be addressed?

The question, "How could these problems be addressed?" was grouped into six different themes: the University, Church Activities/Opportunities, Volunteers in the Community, Transportation, Advertisement of Services and Community Activities and Miscellaneous Comments.

The University

The community shared that they would like to see a closer partnership and an increase in volunteering with the University. The university could become a great place for the community to utilize such as the Luhr's Center, the Recreation Center, and the elementary school.

"I don't really know how much the University does with the community...I really think we ought to be utilizing the university space."

“We could have people from campus come in and talk to them about different things.”

“Campus has to get involved, college has to get involved.”

Church Activities/Opportunities

Church activities, opportunities, and programs advertised were also mentioned by the group members.

“That’s the Brethren Church they have youth night and activities night, volleyball one night, basketball another night... you can reserve it for different activities.”

“If it wouldn’t be for partnerships and people, like ordering things like cans and some of the very few churches who support the food programs.”

Volunteers in the Community

Participants would like to see an increased number of volunteers in the community.

“So if you could get that coordinated for parents to feel safe enough dropping their children off and do some activities, while you go get your food... That would be awesome.”

Transportation

“A lot of people who don’t have transportation or any of these services cannot afford the internet.”

Participants would like to see a route list for public transportation. This information was lacking for a number of people.

Advertisement of Services and Community Activities

Participants shared they feel there is a “lack of advertising” and there “just needs to be more.” If individuals knew half of the events going on they would attend them. It could be valuable to put the information in the free newspaper, a website, Facebook page, or go to business and ask them to have the fliers available to customers or post them on their doors. One participant said, “Maybe we should put together a booklet or something, with all this information in it. And hand it out...”

Miscellaneous Comments

Lastly, the miscellaneous comments about services, involvement, and areas of improvement include incorporating “legal aid” around the area of Shippensburg. “Having a senior citizen food bank which could potentially work with the senior center providing food essential for the elderly.” Another participant suggests “a free health clinic” or improving “youth programming” in the community.

Question 4: Summary and Recommendations

Many of the participants had numerous recommendations to enhance their community and its resources (or lack of). Some participants even said that conducting more focus groups would be a benefit to Shippensburg. A lot of participants had something to say about transportation and location of resources and services. Recommendations varied from adding free transportation to places such as food banks to having more resources within their own community such as the Cottages or Deerfield. Many participants suggested that services and resources could be better advertised and known throughout the community.

Question 5: What is the most important need to address in Shippensburg?

It appears that most of the participants believed that lack of transportation is the most important need to address in Shippensburg. Most of the other needs in Shippensburg stemmed from the lack of transportation available to community members. Employment problems arise when residents are unable to travel to their jobs, or to even apply for jobs at all. Seven out of the nine focus groups mentioned the need for more public transportation. Many focus group members also addressed a need for additional services to be available to members of the community such as more programming for youth, as well as more services available to the elderly population. Some groups were much more focused on specific needs than others. The following is a summary of points made about each area of need.

Public Transportation

Throughout most of the focus groups, lack of public transportation arose as one of the largest needs in Shippensburg. While it seems that there are some buses available to people of Shippensburg--even these buses are difficult to ride because in order to get to them, you must be able to drive there. Sometimes community members have difficulty in walking, which makes traveling to the buses in Chambersburg and Carlisle nearly impossible.

"I can't really say too much [about available services] because I can't get there, I can't get anywhere."

"You've got every place around here, like the cheese factory up here and the metal place right below it. They're both temp places and you gotta go clear to Chambersburg. Well, if somebody ain't got a vehicle, you ain't gonna hitchhike nowadays. Wouldn't do you any good anyways, ain't nobody gonna pick anybody up."

"I've been here since April. I've got 18 years of welding experience and I can't [get to any jobs] cause I don't have transportation. I mean, I've got a driver's license - I just don't have a vehicle."

"It doesn't matter if I get them 1,000 jobs or 14 places to live. If they don't have any way of getting to the jobs to make money - the places I found them to live don't do them any good."

Many of the participants expressed a specific need for transportation to get them to and from work. Many times, participants felt as though their job search was useless because regardless of

whether or not they would be able to find employment—they would still lack any way of getting to and from their location of employment.

"You know and then like I said you gotta go clear to a city, Chambersburg or Carlisle and the bus don't go to Chambersburg, I mean, it goes the other way. I think that'd be a good thing to have in this town."

"I've been certified forklift, I can drive a box truck up to air grade status. But you know I need transportation to get to places to you know to put in, you know for jobs and stuff."

Health Services

The focus groups often discussed the health services that were needed in Shippensburg.

"A free health clinic might help."

"I for one would say that there is a great thing because there's a lot of elderly people that does not have money to go to the doctor, and buy their medicine, and that would be a big help to a lot, because they need to find a way to get to the doctor, they need to find a way to pay the bill, and if they can't pay for their prescriptions, they're done."

"I think truthfully one of the big problems is there's no hospital here or any kind of 24 hour medical."

Services for Senior Citizens

The focus groups had many comments about services for seniors. The respondents discussed food banks, affordable senior housing, as well as activities that would benefit the elderly.

"Probably more economical senior housing."

"Activities for elderly to go to."

"But you don't have diabetic food at the food banks."

"Legal aid would be nice."

Services for People with Disabilities

The focus group discussed the lack of services for people who have disabilities.

"There's a lot of handicapped and a lot of people sickly here that could use a lot of help. You know, assistance that don't get it you know?"

"If you're at a disadvantage that you need the help, it's not there. That's pretty much the bottom line."

"Because I have two kids that are handicapped, okay now, like she said, my kids can't use that, because they cannot drive. But they still have to pay so much, but what if they don't have the money to actually do it? And they're stuck; do you know what I'm saying?"

Need for Community Involvement and Awareness

Many focus group participants noticed a lack of involvement and awareness from members of the community. They believed that having more would make for a better functioning community as a whole.

"Campus has to get more involved, college has to get involved."

"Coming back to your question of what's the most important... I would say personally, I believe that it is awareness."

"You don't see homeless people in the streets of Shippensburg, there's a couple reasons behind that number 1 the police would arrest them."

Youth Services

Many of the focus group members addressed a serious need for more programs to be available to the youth within the Shippensburg community.

"I don't know if anyone mentioned this, but in the elementary schools there is a huge need for mentors."

"She needs help with daycare like daycare is...and there's not a lot of daycares that we know about."

"We need a mentoring program for kids. If you're going to talk about youth—youth need people to talk to, and people to look up to for an example."

"There is really no programs like the after, the boys and girls clubs, or the after school program, or something like that, was years ago. But um, as far as anything else goes, I don't know that there is anything like..."

Question 5: Summary and Recommendations

Participants described that public transportation in Shippensburg is difficult. One must understand the forms and requirements to obtain County transportation. The University Campus Raider Bus Services has extended its services to the community but has a limited schedule and route and it seems that most residents do not understand how to use the system.

Public transportation may make it easier for residents to find employment. It would also help people who have disabilities. A recommendation would be to provide a detailed community resource guidebook regarding transportation. Other recommendations would be to post a calendar of opportunities to volunteer in the community. One of the volunteering experiences could be mentoring youth. Creating programs for the elderly to attend is another suggestion. A free health clinic in Shippensburg and legal aid services were also identified. More housing services would benefit the increasing population of people who are homeless. It was stated that there are services but most people are not aware of them and they are hard to get into because they are “call ahead” business, which makes it difficult for people to get shelter.

Question 6: What else do you want us to know?

This question was a “catch all” type of question that allowed the participants to provide any additional comments. Each focus group had different responses to this question, some of which were personal stories. This question was well received because it allowed the participants to add anything else that they felt was worth mentioning.

Older Adult Issues

One particular participant said “there’s even things going on around here like elder abuse and elder bullying.” This elder abuse and elder bullying is not just happening by those outside of their living facility but participants said that they “do have people in here (living facility) that are bullied by other residents.” There were also two negative comments concerning legislation for older adults.

Homeless Population

The second theme that arose in the focus groups conducted was the homeless population. The comments stated revolve around the problem that Shippensburg has a growing problem of poverty and homelessness. One participant said in a focus group that “I can tell you from work I see every day, Shippensburg is developing quite a homeless population that is just being ignored not by the churches.” There were many opinions given that churches in the area cannot provide for all the needs in Shippensburg but they need programs also to provide. Comments such as, “The churches are doing the best they can, but again they cannot provide housing, and so we need to do more to keep funding in Shippensburg, because we get lost in the dual county situation.”

Local Funding

Another theme the discussed in the focus groups was local funding. The participants included comments about funding for individual or family help, local funding for the community, and what areas funds could be used better in Shippensburg. A participant commented that “right now our funds are low it doesn’t seem like the churches are giving us much money, if it weren’t for the United Way we would be in real big trouble.” Another participant believed that since there is such a need in Shippensburg, organizations of Shippensburg could work together to raise money and bring awareness to the Shippensburg community.

One way that the participant states to do this is “if you find certain things that you think will benefit a certain group and you have a group email contact, or you have, you know, Facebook groups, blast that information out there that everybody can benefit.” Lastly, a participant in the focus groups questioned how money is allocated, stating, “Why do we have funding to spend 20,000 dollars on a dog park, but we don’t have 20,000 dollars to invest in our kids? I got an issue with that.”

Recreational Activities

Another theme mentioned in the focus groups was recreational activities. Participants in the focus groups ran felt that youth programs were a problem in Shippensburg. A participant included a comment that stated, “I think the youth in Shippensburg feels abandoned.” Some participants mentioned ideas of activities Shippensburg could start up for its youth. These statements included ideas of “movie nights and puppet shows at the Luhrs Center.” Participants wanted to see the University involvement as well as the community involvement to make these programs work.

Question 6: Summary and Recommendations

There are several recommendations based on the responses of the participants. A point that came up frequently was the idea of having a community center that has events and activities for residents of Shippensburg. Following the entertainment or recreation scope it was widely expressed that residents would enjoy a theater or some other affordable entertainment that they would not have to travel out of town for. Another recommendation would be to encourage collaboration between programs in order to create additional services that may not be provided otherwise and also to create stronger and more readily available services. Additional recommendations include creating programs for homelessness, as they see the homeless population growing larger than ever before to address.



Shippensburg Community Resource Guide

Social services and related programs located in Shippensburg, Pennsylvania.

Updated: February 2014

This resource guide was produced by the Shippensburg Community Resource Coalition

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Disclaimer

The SCRC is not responsible for errors or omissions. Organizations and programs included in this directory are in no way endorsed by the SCRC or an indication of skills or competence. The SCRC attempted to include all agencies and programs that were known and wished to be included.

Purpose of the Guide

This resource guide was produced by the Shippensburg Community Resource Coalition (SCRC). The SCRC was developed from a group of community stakeholders who explored the need for a homeless shelter in 2009. This original committee has now grown to a group of over 75 people. The Shippensburg Community Resource Coalition is a collaborative effort to provide quality social services and youth programs that are accessible and safe and that recognize the dignity and worth of each person. Our goal is to help community members reach their full potential. This guide was created and developed to make it easier to identify social services that are available in Shippensburg.

The Shippensburg Community Resource Coalition was developed in part because the town of Shippensburg is located in both Cumberland County and Franklin County which can lead to confusion about how and where to access social services. Currently there are no homeless or domestic violence shelters in Shippensburg. These services and many others are available in the neighboring towns of Carlisle and Chambersburg. Both counties have their own guides to social services so this guide focuses on the services that are available in the town of Shippensburg. For additional resources in Cumberland and Franklin Counties please refer to the county websites for their resource guides.

Cumberland County Resource Guide – go to <http://ccpa.net/index.aspx?NID=229> for the “Beginners Guide to Human Services” and download the document by clicking on the link.

Franklin County Resources – Go to www.franklincountypa.gov and use the “county quick clicks” drop down menu to select “Guide to Basic Needs Assistance” or “Where to Turn for Help Booklet”

2-1-1 – Contact Help Line - Providing Central Pennsylvania residents of Adams, Cumberland, Dauphin, Franklin & Perry Counties with Free, Confidential Listening, Health and Human Services Information & Referral 24 hours a day, 7 days a week.

To update or add information, please contact the SCRC at (717) 477-9100 or e-mail shippensburgcsrc@gmail.com.

Clothing Assistance

Christ United Methodist Church

47 East King Street, Shippensburg PA 17257
Clothing Bank on Saturday Mornings from 9am-11am
Call for more information – (717) 532-6850
<http://www.christumcshipp.org/>

Church of the Brethren- Ridge Church

1095 Ridge Road, Shippensburg, PA 17257
Hours, Wed-Friday: 9am-2pm
Call for more information - (717) 423-5228

Trinity Methodist Church

116 W. Main Street Walnut Bottom Rd, Shippensburg PA 17257
Open 2nd and 4th Wednesdays & Saturdays 9am-12pm
Call for more information – (717) 532-7606
<http://www.trinitywb.org/index.html/>

Domestic Violence/Sexual Assault Services

Sexual Assault/Rape Crisis Services of Cumberland County, YWCA Carlisle

Counseling services available at Katie's Place (130 South Penn St., Shippensburg, PA 17257) by appointment.

24-hour crisis hotline: (717) 258-4324 or 1-888-727-2877

Women In Need (WIN)

Provides services to individuals who have been affected by domestic or sexual violence. WIN offers the following services to Franklin and Fulton County residents: Advocacy, Counseling, Support Groups, Preventative Education. Legal Advocacy, Medical Advocacy, SART Services, and 24 hour Emergency Shelter and Hotline Services. WIN is working with Katie's Place (130 South Penn St., Shippensburg, PA 17257) in Shippensburg to have another location to provide support group and counseling services for Shippensburg area clients if needed. Women in Need can be reached at (717)263-3056 for regular administrative lines or at (717)264-4444 for the 24 hour Hotline.

Drug and Alcohol Services

Roxbury Treatment Center

601 Roxbury Road Shippensburg, PA 17257

Provides detoxification and inpatient substance abuse treatment intervention as well as outpatient substance abuse services. Accepts most private insurance plans and medical assistance. Some plans require a pre-authorization of payment for services, so it is best to contact the facility first for some direction about how to access their program with insurance as the payment method. Roxbury staff can also be contacted directly for information about how to access these services and are available 24 hours a day.

Call 800-648-4673 for more information

<http://www.roxburyhospital.com/>

The Harbor

55 W King Street Shippensburg, PA 17257

The Harbor is a safe place for community that allows people to hang out without the influences or temptations of alcohol. The Harbor is a place where people can shoot pool, throw darts, sip coffee, and enjoy another's company. The Harbor has been created for the community by the community. Currently social hours are Friday and Saturday evenings from 4:00 PM - midnight.

Call for more information (717)477-2396

<http://www.theharborofshippensburg.com/>

Alcoholics Anonymous (AA) Meetings in Shippensburg

Sundays at 7pm

The Harbor - 55 W King Street

Open Meeting (Al-Anon welcome)

Mondays at 8:00pm

Unity Group

St. Andrews Episcopal Church - 27 N. Prince Street

Closed Discussion Meeting (Wheelchair Accessible)

1st and 3rd Mondays are 12 Step & Traditions Meetings

Wednesdays at 10am

The Harbor - 55 W King Street

Open Meeting (Al-Anon welcome)

Thursdays at 6:30pm
The Harbor - 55 W King Street
Open Meeting (Al-Anon welcome)

Fridays at 8:00pm
Unity Group
1st Church of God Annex
N. Prince and East King Streets
Open Meeting

Co-Dependents Anonymous (CoDA) Meetings in Shippensburg

Mondays at 6:30pm
The Harbor
55 W King Street

Narcotics Anonymous (NA) Meetings in Shippensburg

Mondays, Wednesdays, Saturdays, and Sundays 8:00pm
Fridays 12:00pm
The Truth Will Set You Free Group
25 S. Penn Street, Shippensburg, PA 17257
(Meeting is across the street from Messiah United Methodist Church)
Open Discussion Meeting; Non-smoking

Tuesdays and Thursdays 8pm
The Harbor
55 W King Street

Education

Blessing of the Backpacks Event
Provides free pencils, rulers, erasers, backpacks, etc.
Takes place at the end of August
Memorial Lutheran Church
34 East Orange St, Shippensburg PA 17257
Call (717) 532-4614 between 8am-1pm for more information.
<http://www.memluth.org/>

Boys & Girls Club of Chambersburg & Shippensburg

Providing an after school program for children in grades 1st-12th, we assist with homework, provide a snack, and offer educational programs and activities. It's a safe, fun, and positive place for kids! Membership is only \$10 for 9 months during the school year, with Summer Programs available for an additional charge.

Program Schedule:

2:30pm- 5:30pm Monday - Thursday at Shippensburg Middle School 6th-12th graders

3:15pm – 6:00pm Monday - Friday at Nancy Grayson Elementary School 1st-5th graders

For more information contact: Cressa Coldsmith at (717) 261-5761 or coldsmithc@bgccs.org

<http://www.bgccs.org/>

Hope Reformed Presbyterian Church

123 Walnut Bottom Road, Shippensburg PA 17257

Free GED classes Wednesday evenings at 6pm. Program runs for 12 weeks with dinner served at 6pm and class from 6:30 – 8:30pm.

(717) 532-8998

<http://hopechurchpca.com>

Shippensburg Head Start/Pre-K Counts Program (Preschool)

Cora I. Grove Spiritual Center, Shippensburg University

The Shippensburg Head Start/Pre-K Counts Program operates to two funded preschool programs. Both programs offer quality preschool experiences to help your child learn the skills they need to be ready and excited for their next school placement.

- Highly qualified teachers, with experience working with young children
- Small class sizes so teachers have lots of time for your child
- A curriculum and learning activities that help your child thrive
- Review of your child's development with teachers to help your child reach his/her promise

Head Start provides additional resources to parents and partners with families to help their preschool child achieve success in learning and life. Offering center base and home based options for child education. Serves children ages 3-5 years old.

No Fee; Enrolling children whose family meet federal Income guidelines under 130%

Pre-K Counts children must be kindergarten bound and live in the Shippensburg Area School District or Big Spring School District.

No Fee; Enrolling children whose family meet federal Income guidelines under 300%.

(717) 477-1626 8:00am -4:00pm

<http://www.ship.edu/headstart>

Shippensburg Public Library

73 W. King Street

Events for children and teens held throughout the year.

Free internet access available with library card or photo ID

Mon: 9am-9pm

Tue: 12pm-9pm

Wed: 9am-9pm

Thu: 9am-9pm

Fri: 9am-5pm

Sat: 10am-5pm

Sun: Closed

(717) 532-4508

www.shippensburglibrary.org/

Employment/Income/Training

Tri County Community Action (TCCA)

130 S. Penn St., Shippensburg PA 17257

Providing family-based case management services to Shippensburg residents and those residing in the surrounding Cumberland County area. Providing resume and employment guidance, renter education classes, budgeting classes and first-time home buyer workshops.

Contact Melanie M Shaffer, Shippensburg Case Manager at (717) 532-8611

<http://www.cactricounty.org/>

Financial Assistance

Christ Among Neighbors (CAN)

130 S. Penn Street, Shippensburg, PA 17257

Serves Shippensburg Area School District and the Village of Walnut Bottom

Primary assistance provided for utility and rent needs, with all other financial needs considered. Interviews are held every Saturday from 9AM-10AM.

Call for more information – (717) 532-7577

Cumberland County Assistance Office

33 Westminster Drive, Carlisle, PA 17013-0599

(SNAP, Cash Assistance, Medical Assistance, LIHEAP, etc.)

(717) 240-2700 or 800-269-0173

www.compass.state.pa.us

Franklin County Assistance Office (Welfare Office)
620 Norland Avenue, Chambersburg, PA 17201
(SNAP, Cash Assistance, Medical Assistance, LIHEAP, etc.)
(717) 264-6121 or 800-921-8839
www.compass.state.pa.us

Food Assistance

Christ United Methodist Church
47 East King Street, Shippensburg PA 17257
Breakfast on Saturday mornings from 9am-11am
2nd and 4th Thursday of each month provides a free meal; Doors open at 5pm and begin serving dinner at 5:30pm. They also have a water ministry from May-August, with free water available on the steps of the church.
(717) 532-6850
<http://www.christumcshipp.org/>

Grace United Church of Christ
121 E. Orange Street, Shippensburg PA 17257
Free Dinner served on the 3rd Monday of the month beginning at 5:30.
Call for more information – (717) 532-6221

King's Kettle Food Pantry
30 North Fayette St., Shippensburg, PA 17257
First 3 Tuesdays of the month, 5pm - 7 PM
(717) 530-9200

Meals on Wheels
Providing a prepared Noon meal delivered Monday – Friday each week.
Service available to homebound residents in the Shippensburg Area.
\$5 charge per meal.
Contact Joellen at (717) 532-3592 for more information.

Memorial Lutheran Church
34 East Orange St, Shippensburg PA 17257
Provides free lunch at Noon on the 1st Sunday of the month (October – June)
(717) 532-4614
<http://www.memluth.org/>

Messiah United Methodist Church

30 S. Penn Street, Shippensburg, PA 17257 - (Enter through door off of the rear parking lot)
Provides a free family style community dinner on the 2nd and 4th Tuesdays of the month,
beginning at 5:30pm.

(717) 532-4904

<http://www.gbmg-umc.org/messiah-ship/>

Oasis of Love

303 South Washington Street, Shippensburg PA 17257

Mondays & Thursdays 11am-12pm provides baked goods and bread to those in need.

Free Emergency Food Boxes given out on Saturdays (please call ahead)

(717) 532-5112

<http://www.oasisoflove.net/>

Premier Events – Catering to You program

429 East Orange Street

Catering to You is a daily individual meal service provided by Premier Events Monday through Thursday. Meals are homemade and prepared fresh each day. Limited local delivery is available or meals can be picked up at Premier Events at lunch-time. \$7.50 charge per meal.

Orders should be placed by 9am. Daily menu can be viewed on the website:

<http://www.premiereventsllc.com/id5.html>

(717) 532-2279

Prince Street Church of the United Brethren in Christ

20 N. Prince Street, Shippensburg, PA 17257

Free community dinner the 1st and 3rd Thursdays of the month in the Fellowship Hall
beginning at 5:30pm

(717) 532-8408

www.princestreetchurch.com

Shippensburg Church of the Brethren

253 East Garfield Street, Shippensburg, PA 17257

Free evening meal every Wednesday beginning at 5:30pm

(717) 532-6526

<http://www.shipcob.org/>

Shippensburg First Church of God

5 North Prince Street, Shippensburg PA 17257

“Kitchen of Grace” Located in the Annex Building.

Serving a free meal to anyone in the community that would like to attend. Meal can be dine in
or take-out every Friday from 4pm-6pm.

Call for more information (717) 532-8421

<http://www.shipfcog.org/>

Shippensburg Produce and Outreach (SPO)

130 S. Penn Street, Shippensburg.

SPO distributes every Tuesday from 4-6pm providing healthy, perishable food items to residents in the Shippensburg Area School District that meet income guidelines.

Commodity Supplemental Food Program (CSFP) distributes to eligible seniors on the 3rd, 4th, & 5th Tuesday of each month.

(717)477-9100 or email: director@shipout.org

Women, Infants and Children Program (W.I.C.)

Serves to safeguard the health of low-income pregnant, postpartum, and breastfeeding women, infants, and children up to age 5 by providing nutritious foods, information on healthy eating including breastfeeding promotion and support, and referrals to health care.

<http://www.pawic.com/>

To join the Women, Infants and Children (W.I.C.) Program in Cumberland County you must contact The Family Health Council of Central PA. The Cumberland County W.I.C Program is in Shippensburg only for follow-up appointments once a month at the Grace United Church of Christ, 121 East Orange Street, Shippensburg PA 17257.

First Tuesday, 8am-3:30pm

(717) 243-0523

<http://www.fhccp.org/>

To join the Women, Infants and Children (W.I.C.) Program in Franklin County you must contact South Central Community Action Programs.

(717) 263-0802

<http://sccap.org/services/children.asp>

Grief/Loss

Drew Michael Taylor Foundation

Providing grief education and support programs. Programs include:

- Drew's Hope, a free seven-session grief support program for children, teens, and families grieving the death of a loved one offered each spring and fall at Shippensburg University (and Greencastle too beginning in Fall 2014)
- Bereaved Parents Support Group the first Thursday of each month from 7:30 - 9 p.m. at the Timothy House annex of Messiah UM Church, 30 S. Penn St., Shippensburg
- Bereaved Spouse Support Groups as needed in the community

For more information, visit the DMTF website at www.drewmichaeltaylor.org or contact Marcie Taylor at 532-8922 or drewmichaeltaylor@pa.net.

Health Care

Everyone's Vision Can Change With Age

Shippensburg Lions Club Vision Program

Serves Shippensburg School District Residents.

This program covers free eye exams with a doctor at Alleghany Optical or Wal-Mart Optical.

There is no age restriction. For more information, contact Lisa Kemp (717)860-7650

Grace United Church of Christ

121 East Orange Street, Shippensburg PA 17257

Well Baby Clinic (State Vaccination Clinic) 1st Tuesday of Each Month, 9am-12pm

Immunizations & Physicals, Must make an appointment.

(717) 532-6221, <http://church-of-christ.org/>

Shippensburg Community Nurse

126 King Street, Shippensburg PA 17257

Free in-home nursing assessment, medication management, and procedures not covered by insurance.

Any person 18 and older living in the greater Shippensburg area qualifies; patients must have a primary care provider.

Call for more information - (717) 530-7900 fax: (717) 530-0007

<http://www.shippensburgcivicclub.com/nurse.html>

Shippensburg Family and Walk-In Care

Shippensburg Medical Campus 46 Walnut Bottom Road, Shippensburg, PA 17257

Family Care Hours: Monday & Wednesday 7 a.m. - 7 p.m., Tuesday, Thursday, & Friday 7 a.m. - 5 p.m.

Walk-in Care Center Hours: Monday - Friday 9 a.m. - 7 p.m., Saturday, Sunday & Holidays 9 a.m. - 5 p.m.

Private insurance, Medical Assistance, self-pay

Call for more information (717) 532-4148

<http://www.summithealth.org/services/walk-care/shippensburg-family-walk-care>

Housing

Call for information about availability and waiting lists

Chateau Terrace Apartments

304 N. Fayette Street, Shippensburg PA 17257

(717) 532-7991

<http://www.rentpmi.com/ChateauTerrace/index.aspx>

Cottages of Shippensburg

300 Dwelling Court, Shippensburg PA 17257

This community offers spacious, two bedroom, one bath homes for seniors age 55 years and over.

1-877-917-0017

<http://cottagesofshippensburg.com/>

Deerfield Commons

100 Deerfield Commons, Shippensburg PA 17257

(717) 530-5111

<http://www.deerfield-commons.com/>

Episcopal Square

101 N. Prince St., Shippensburg PA 17257

Provides one bedroom & efficiency housing to low income elderly & disabled persons

(717) 530-1277

Harvest Square

300 Dwelling Court, Shippensburg PA 17257

Must be income guidelines.

(717) 532-3444

<http://harvestsquare.net/>

New Visions (Mental Health Residential Facility)

138 E. King Street, Shippensburg, PA 17257

(717) 477-2153

<http://www.new-visions.org/services/index.html>

Raystown Crossing Apartments

1000 Raystown Circle, Shippensburg PA 17257

Must meet income guidelines for 2, 3, or 4 bedroom.

(717) 530-1341

<http://www.opening-newdoors.com/raystowncrossing/raystowncrossing.html>

Roxbury Ridge Apartments

100 Meadow Drive, Shippensburg PA 17257

(717) 532-9425

<http://www.rentpmi.com/roxbury/index.aspx>

Shippen House Apartments

19 Hollar Ave., Shippensburg PA, 17257

1 & 2 bedroom apartments for ages 62 and over

(717) 532-7885

<http://shippenhouseapartments.com/>

Village of Timber Hill

100 Timber Lane, Shippensburg PA 17257

1 bedroom apartments, 2 & 3 bedroom townhouses.

(717) 532-7991

<http://www.rentpmi.com/TimberHill/index.aspx>

Mental Health/Behavioral Health/Counseling

Cumberland/Franklin Counseling Services

9076 Possum Hollow Road, Shippensburg, PA 17257

Individual, Family, and Couples Counseling for Children, Adolescents, and Adults.

Day and Evening appointments available. Most insurance accepted.

(717) 532-2196

Growing Edges Community Counseling

Shippensburg University

1st Floor, Shippen Hall, Shippensburg, PA 17257

Provides free outpatient services to children, adults, couples, and families, offered by Shippensburg University Graduate Students. Scheduled by appointment only.

(717) 477-1248 or email growingedges@ship.edu

http://www.ship.edu/Growing_Edges/

Naugle Counseling Services

119 Lurgan Avenue, Suite B, Shippensburg, PA 17257

Individual and group therapy sessions. All individual sessions are 50 minutes, all group sessions are 90 minutes. Payment is expected at the time of service (Cash, checks, money orders, credit/debit cards accepted). Rates offered on a sliding scale for those without insurance. Office hours by appointment.

For more information - (717) 729-3895 or email lory@nauglecounseling.com

<http://www.nauglecounseling.com/>

New Visions

Provides residential and social rehabilitation services for adults with chronic mental illness in Cumberland, Franklin, Fulton and Perry Counties. Services include: Specialized Community Residence, Community Residential Rehabilitation Services, Supportive Living, Fairweather Lodge, Social Rehabilitation and Drop-In Center Services.

For more information – (717) 477-2153

<http://www.new-visions.org/services/index.html>

Roxbury Treatment Center

601 Roxbury Road, Shippensburg PA 17257

Roxbury's inpatient psychiatric program provides acute psychiatric stabilization, along with the capability and expertise to treat those who have co-occurring substance abuse needs. The co-occurring disorder programming includes psychiatric stabilization, detoxification from any substance, 12-step programming, and referrals for additional treatment as needed. Addressing both substance abuse and mental health issues at the same time has proven to be therapeutically beneficial for patients.

800-648-4673

<http://www.roxburyhospital.com/>

Valley Counseling and Consulting

114 Pugh Drive, Shippensburg, PA 17257

Individual, family and relationship counseling. All ages, 12 and under with adult participation.

Day & evening appointments available.

For more information - (717) 532-7338

Pregnancy Services

P.M.I., Pregnancy Resource Center

20 E. Burd St., Shippensburg PA 17257

Offers free services for the following: Pregnancy tests, S.T.D. testing (Chlamydia & Gonorrhea), and ongoing support services. Can also provide referrals for a first trimester ultrasound, call for more information.

717-532-4446

<http://pmipregnancycenter.org>

Prescription Assistance

Target, WalMart, Sam's Club & Wegman's

\$4 Prescriptions

See if your medication qualifies by checking the lists at

www.target.com, www.walmart.com, www.samclub.com, www.wegmans.com

Transportation

CAT System from Wal-Mart

<http://www.cattransit.com/routes-schedules/>

Capital Area Transit operates a bus service that leaves the Shippensburg Wal-Mart for the Harrisburg Transportation Center (Amtrak Train Station) Monday - Friday, except on State and Federal holidays. The one-way adult fare is approximately \$2.95 (Exact change is required).

- Leave Walmart 5:40 a.m.; Arrive Harrisburg 6:45 a.m.
- Leave Walmart 6:40 a.m.; Arrive Harrisburg 7:45 a.m.
- Leave Walmart 4:40 p.m.; Arrive Harrisburg 5:40 p.m.
- Leave Walmart 5:00 p.m.; Arrive Harrisburg 6:00 p.m.

Harrisburg to Shippensburg: Leave the Market Square Transfer Center in Harrisburg for the Shippensburg Wal-Mart Monday thru Friday, except State and Federal holidays. The same fares as above apply.

- Leave Harrisburg 3:35 p.m.; Arrive Walmart 4:49 p.m.
- Leave Harrisburg 4:05 p.m.; Arrive Walmart 5:19 p.m.
- Leave Harrisburg 4:40 p.m.; Arrive Walmart 5:50 p.m.

Raider Regional Transit

A local bus system serving the Shippensburg University and the Shippensburg community. For additional information – (717) 530-8891

<http://www.ship.edu/rrt/>

- Free to Shippensburg University students and employees with student ID.
- Free to senior citizens with Commonwealth ID card. To obtain an ID contact the Raider Regional Transit office at 530-8891 or Rep. Rob Kauffman's office at 532-1707
- \$1.25 for each one-way trip.
- Children age five and under may ride free with a fare-paying adult.

County Transportation for medical appointments for those on medical assistance – see relevant county website for more information.

Cumberland County Transportation: <http://www.ccpa.net/index.aspx?nid=127>

Franklin County Transportation:

<http://www.franklincountypa.gov/Pages/Transportation.aspx>

Utilities Available/Assistance

Low-Income Home Energy Assistance Program

(LIHEAP) (Winter months only)

Based on income, assists with source of heat only

866-857-7095,

www.compass.state.pa.us

Pennsylvania Customer Assistance Program (P.C.A.P.)

A program for low income customers of Penelec only.

800-207-9276

PPL Electric: On-Track Program

1515 Derry Street, Harrisburg PA

A program assisting families at 150% poverty guidelines to lower their monthly bill payments and debt forgiveness.

232-9757

Project Helping Hands

This program serves customers of Adam's Electric within the Shippensburg Area School District. Customers with past due or shut off notices can receive up to \$200 once a year, if they meet program requirements. Call the South Central Community Action Programs Emergency Services Department for more information.

(717) 263-5060 ext. 252

<http://www.adamsec.com/>

<http://sccap.org/services/emergency.asp>

Public Utility Commission (conservation tips and resources)

1-800-692-7380

www.puc.state.pa.us

Warm Energy Conservation Program

For Met-Ed/Penelec customers to help save energy and money by reducing their energy consumption. This is done by installing energy-saving home improvements in the home and by educating family members on ways to lower their electric usage.

Shippensburg Community Resource Coalition Survey

Thanks for picking up our survey! We are asking community members to complete this survey to help us provide more services in Shippensburg. Your feedback is very important!

The Shippensburg Community Resource Coalition (SCRC) is a collaborative effort to provide quality social services, counseling and youth programs that are accessible and safe and that recognize the dignity and worth of each person. Our goal is to help community members reach their full potential and we would like to understand more about the needs and priorities of community members.

When completing the survey, please keep in mind:

- You should not put your name on the survey so that it is anonymous.
- Only persons who are 18 years and older should complete this survey.
- We are asking people who live within the Shippensburg Area School District to complete the survey.*
- You may skip any question that you do not wish to answer.
- If you have any questions, comments, or concerns, please contact us at shippensburgcsrc@gmail.com.

This study has been approved by the Shippensburg University Human Subjects Committee. By completing the survey, you are agreeing that:

- You are at least 18 years old and
- You live in the Shippensburg Area School District and
- We can use your responses in our study.

Thank you for your time and help!

Angie McKee, SCRC Board Chair

Liz Fisher, SCRC Board Vice-Chair

SCRC Board of Directors

***The Shippensburg Area School District includes Shippensburg Borough, Shippensburg Township, Hopewell Township, Newburg Borough, Southampton Township and Orrstown Borough.**

Instructions for returning the survey:



Please circle one response that best describes your level of satisfaction or skip the question if you are unsure.

How *satisfied* are you with the opportunities & services available within Shippensburg Area School District boundaries?

	No Services Available	Very Dissatisfied	Dis-satisfied	Satisfied	Very Satisfied
1. Access to affordable housing?	0	1	2	3	4
2. Access to quality housing?	0	1	2	3	4
3. Availability of employment opportunities for adults?	0	1	2	3	4
4. Availability of youth employment opportunities?	0	1	2	3	4
5. Efforts to prevent and reduce poverty?	0	1	2	3	4
6. Efforts to prevent and reduce homelessness?	0	1	2	3	4
7. Availability of support groups?	0	1	2	3	4
8. Availability of adequate transportation?	0	1	2	3	4
9. Opportunities for adult education?	0	1	2	3	4
10. Quality of early childhood education?	0	1	2	3	4
11. Efforts to improve literacy?	0	1	2	3	4
12. Availability of affordable daycare centers?	0	1	2	3	4
13. Quality of daycare centers?	0	1	2	3	4
14. Affordability of medical services?	0	1	2	3	4
15. Availability of mental health services?	0	1	2	3	4
16. Affordability of mental health services?	0	1	2	3	4
17. Opportunities for people with a disability?	0	1	2	3	4
18. Community safety?	0	1	2	3	4
19. Availability of services for domestic violence?	0	1	2	3	4
20. Availability of shelters for people who are homeless?	0	1	2	3	4
21. Availability of alcohol/tobacco/drug use services?	0	1	2	3	4
24. Efforts to reduce drug use?	0	1	2	3	4
25. Availability of indoor recreation facilities?	0	1	2	3	4
26. Availability of supervised after school youth activities?	0	1	2	3	4
27. Efforts to improve ethnic or racial harmony?	0	1	2	3	4
28. Services specific to youth?	0	1	2	3	4

Please circle one response that best describes your answer or skip the question if you are unsure.

How **important** is it that the following are available within Shippensburg Area School District boundaries?

	Completely Unimportant	Unimportant	Important	Very Important
1. Affordable housing?	1	2	3	4
2. Quality housing?	1	2	3	4
3. Employment opportunities for adults?	1	2	3	4
4. Youth employment opportunities?	1	2	3	4
5. Services to prevent and reduce poverty?	1	2	3	4
6. Services to prevent and reduce homelessness?	1	2	3	4
7. Support groups?	1	2	3	4
8. Transportation services?	1	2	3	4
9. Opportunities for adult education?	1	2	3	4
10. Quality early childhood education?	1	2	3	4
11. Services to improve literacy?	1	2	3	4
12. Affordable daycare centers?	1	2	3	4
13. Quality daycare centers?	1	2	3	4
14. Affordable medical services?	1	2	3	4
15. Mental health services?	1	2	3	4
16. Affordable mental health services?	1	2	3	4
17. Opportunities for people with a disability?	1	2	3	4
18. Services for survivors of domestic violence?	1	2	3	4
19. Services for people who are homeless?	1	2	3	4
20. Services to reduce alcohol/tobacco/drug use?	1	2	3	4
21. Indoor recreation facilities?	1	2	3	4
22. Supervised after school youth activities?	1	2	3	4
23. Programs to improve ethnic or racial harmony?	1	2	3	4
24. Services specific to youth?	1	2	3	4

26. What types of support groups are needed in Shippensburg? _____

27. What types of youth programs are needed in Shippensburg? _____

28. What types of social services programs are needed in Shippensburg? _____



1. What is the biggest strength in Shippensburg?

2. What is the biggest problem, issue or need in Shippensburg?

3. What is your age? _____

4. Do you consider yourself to be Hispanic or Latino?

_____ Yes
_____ No

5. Which one of the following best describes your race?

_____ White
_____ Black African American
_____ Asian
_____ Native Hawaiian or Pacific Islander
_____ American Indian or Native Alaskan
_____ Multiracial
_____ Other
_____ I don't know

6. Which of the following categories best describes your educational level?

_____ Less than 9th grade
_____ 9th-12th grade, no diploma
_____ High school graduate or equivalency
_____ Some college, no degree
_____ Associate's degree
_____ Bachelor's degree
_____ Graduate or professional degree

7. With respect to employment, are you:

_____ Currently working
_____ Currently not working but looking for work
_____ Not working and not looking for work
_____ Retired- Not working and not looking
_____ Disabled-Not working and not looking

8. How many adults live in your household? _____

9. How many children (under age 18) live in your household? _____

10. How many years have you lived in Shippensburg Area School District? _____

11. Which borough or township do you live in?

_____ Shippensburg Borough	_____ Hopewell Township
_____ Shippensburg Township	_____ Newburg Borough
_____ Southampton Township	_____ Orrstown Borough
_____ I don't know	_____ Other _____

13. Do you and/or members of your household own or rent your current residence?

_____ Own
_____ Rent

14. What is your total annual household income, before taxes?

_____ Less than \$10,000
_____ \$10,000-14,999
_____ \$15,000-24,999
_____ \$25,000-34,999
_____ \$35,000-49,999
_____ \$50,000-74,999
_____ \$75,000-99,999
_____ \$100,000-149,999
_____ \$150,000-199,999
_____ \$200,000 or more

15. What is your sex?

_____ Male
_____ Female

16. How satisfied are you with your community as a place to live?

_____ Very Dissatisfied
_____ Dissatisfied
_____ Neither Dissatisfied nor Satisfied
_____ Satisfied
_____ Very Satisfied

17. Is there anything else you would like us to know?

Thank
you!

	No Services Available	Very Dissatisfied	Dis-satisfied	Satisfied	Very Satisfied
1. Access to affordable housing?	2.9% (13)	7.6% (34)	16.8% (75)	53.4% (238)	9.9% (44)
2. Access to quality housing?	2.2% (10)	6.5% (29)	15.7% (70)	56.1% (250)	11.9%(53)
3. Availability of employment opportunities for adults?	2.5% (11)	14.6% (65)	32.7%(146)	36.8% (164)	4.5% (20)
4. Availability of youth employment opportunities?	2.7% (12)	15.7 % (70)	29.4%(131)	35% (156)	3.6% (16)
5. Efforts to prevent and reduce poverty?	4.7% (21)	15% (67)	28.7%(128)	33.6% (150)	3.4% (15)
6. Efforts to prevent and reduce homelessness?	7% (31)	12.6% (56)	24.7%(110)	35.7% (159)	2.9% (13)
7. Availability of support groups?	3.6% (16)	7.8% (35)	23.8%(106)	42.4% (189)	4% (16)
8. Availability of adequate transportation?	4.9% (22)	15.9% (71)	24.7%(110)	37.4% (167)	4% (18)
9. Opportunities for adult education?	1.3% (6)	8.3% (37)	19.7% (88)	49.1% (219)	9.6% (43)
10. Quality of early childhood education?	2.7% (12)	6.5% (29)	13% (58)	51.3% (229)	10.5%(47)
11. Efforts to improve literacy?	3.4% (15)	6.3% (28)	20.9% (93)	44.6% (199)	5.8% (26)
12. Availability of affordable daycare centers?	3.4% (15)	10.1% (45)	20% (89)	39% (174)	5.4% (24)
13. Quality of daycare centers?	2.9% (13)	5.6% (25)	16.4% (73)	47.5% (212)	4% (18)
14. Affordability of medical services?	2.2% (10)	12.3% (55)	24.4% (109)	43.3% (193)	7.2% (32)
15. Availability of mental health services?	5.2% (23)	13.5% (60)	25.1% (112)	29.1% (130)	4.7% (21)
16. Affordability of mental health services?	5.4% (24)	13.5% (60)	22.2% (99)	29.1% (130)	4.3% (19)
17. Opportunities for people with a disability?	3.8% (17)	11.2% (50)	26% (116)	30.7% (137)	5.4% (24)
18. Community safety?	1.1% (5)	2.9% (13)	12.3% (55)	66.1% (295)	10.1% (45)
19. Availability of services for domestic violence?	7% (31)	7.8% (35)	23.3% (104)	31.2% (139)	2.9% (13)
20. Availability of shelters for people who are homeless?	13.7% (61)	13% (58)	29.6% (132)	18.2% (81)	2% (9)
21. Availability of alcohol/tobacco/drug use services?	5.6% (25)	9% (40)	19.3% (86)	38.3% (172)	3.1% (14)
22. Efforts to reduce drug use?	5.2% (23)	12.1% (54)	26.2 (117)	31.2 % (139)	2.7% (12)
23. Availability of indoor recreation facilities?	11.9% (53)	25.3% (113)	35.9% (160)	13.5% (60)	3.4% (15)
24. Availability of supervised after school youth activities?	5.6% (25)	19.1% (85)	30.3% (135)	22.9% (102)	3.1% (14)
25. Efforts to improve ethnic or racial harmony?	5.2% (23)	11.7% (52)	26.7 (119)	30% (134)	3.6% (16)
26. Services specific to youth?	5.8% (26)	29.3% (86)	31.4% (140)	22.4% (100)	3.1% (14)

	Completely Unimportant	Unimportant	Important	Very Important
1. Affordable housing?	1.8% (8)	1.3% (6)	42.2% (188)	45.7% (204)
2. Quality housing?	1.6% (7)	0.4% (2)	45.5% (203)	43.3% (193)
3. Employment opportunities for adults?	1.3% (6)	2.2% (10)	29.6% (132)	56.3% (251)
4. Youth employment opportunities?	1.1% (5)	3.4% (15)	48% (214)	35.2% (157)
5. Services to prevent and reduce poverty?	1.8% (8)	3.1% (14)	44.8% (200)	38.6% (172)
6. Services to prevent and reduce homelessness?	1.6% (7)	5.4% (24)	40.6% (181)	39.7% (177)
7. Support groups?	1.1% (5)	6.5% (29)	49.1% (219)	30.3% (135)
8. Transportation services?	1.1% (5)	7.2% (32)	45.15 (201)	36.3% (162)
9. Opportunities for adult education?	1.6% (7)	5.6% (25)	50.2% (224)	31.4% (140)
10. Quality early childhood education?	0.9 % (4)	2.2% (10)	33.4% (149)	49.6% (221)
11. Services to improve literacy?	1.1% (5)	4.5% (20)	44.4% (198)	37% (165)
12. Affordable daycare centers?	2% (9)	3.8% (17)	35.4% (158)	44.8% (200)
13. Quality daycare centers?	1.8% (8)	3.6% (16)	33.2% (148)	48% (214)
14. Affordable medical services?	0.4% (2)	1.3% (6)	30.7% (137)	56.3% (251)
15. Mental health services?	0.7% (3)	3.1% (14)	37 % (165)	46.2% (206)
16. Affordable mental health services?	0.7% (3)	4% (18)	37.7% (168)	44.4% (198)
17. Opportunities for people with a disability?	0.9% (4)	3.1% (14)	42.4% (188)	41.5% (185)
18. Services for survivors of domestic violence?	1.6% (7)	3.6% (16)	45.3% (202)	36.5% (163)
19. Services for people who are homeless?	2% (9)	6.1% (27)	41% (183)	38.8% (173)
20. Services to reduce alcohol/tobacco/drug use?	1.3% (6)	6.3% (28)	43.3% (193)	36.8% (164)
21. Indoor recreation facilities?	2% (9)	5.4% (24)	39.9% (178)	42.4% (189)
22. Supervised after school youth activities?	1.3% (6)	2.5% (11)	37.9% (169)	46% (205)
23. Programs to improve ethnic or racial harmony?	1.8% (8)	9% (40)	43.9% (196)	31.2% (139)
24. Services specific to youth?	2.2% (10)	3.8% (17)	38.8% (173)	43.3% (193)



June 8, 2013

Dear Dr. Fisher:

Your application to use human subjects in your research project entitled "Shippensburg Community Resource Coalition Community Survey," (R# 02-06-13-EHS) has been reviewed using the expedited review process as outlined in Health and Human Services 45 *CFR Part* 46.110.

Your application:

 X Has been approved for implementation for a period of 12 months.

 Will require additional time for review by the Institutional Review Board.

If your research takes more than 12 months to complete, approval beyond 12 months is required. To avoid interruption in your research, this approval should be granted on or before the anniversary date of this document. Please note that the above listed approval number (R#) is required when applying for a continuance.

Wishing you every success in your research endeavors.

Sincerely,

Richard A. Knight, Ph.D.
Co-Chair, Committee on Research with Human Subjects
Associate Professor of Human Communication Studies
309 Dauphin Humanities Center
Shippensburg University
(717) 477-1571
raknight@ship.edu



October 11, 2013

Dear Dr. Fisher:

Your application to use human subjects in your research project entitled "Shippensburg Community Resource Coalition Focus Group" (R# 19-10-13-EHS) has been reviewed using the expedited review process as outlined in Health and Human Services *45 CFR Part 46.110*.

Your application:

 X Has been approved for implementation for a period of 12 months.

 Will require additional time for review by the Institutional Review Board.

If your research takes more than 12 months to complete, approval beyond 12 months is required. To avoid interruption in your research, this approval should be granted on or before the anniversary date of this document. Please note that the above listed approval number (R#) is required when applying for a continuance.

Wishing you every success in your research endeavors.

Sincerely,

A handwritten signature in black ink, appearing to read "William A. Braun".

William A. Braun, Ph.D.
Co-Chair, Committee on Research with Human Subjects
Department of Exercise Science
Henderson Gym 107F
Shippensburg University
(717) 477-1376
wabrau@ship.edu

SCRC Focus Group Script & Details

Date & Time of Focus Group:

Location, including directions:

Arrival Time:

Co-facilitator 1 Name & Phone Number:

Co-facilitator 2 Name & Phone Number:

Recorder/TimeKeeper Name & Phone Number:

SCRC Contact Person Name & Phone Number:

Other Important Contact Information:

Number of scheduled participants =

Reminders:

- The goals of the focus group are to:
 - Encourage discussion about social services and youth programming issues in Shippensburg.
 - To hear from other people in the group, exchange ideas and have face-to-face interaction.
 - To create synergy, build off the energy of the group.
 - To get more information than can usually be obtained on a written survey.
- Set the tone: participants should have fun and feel good about the session.
- Make sure every participant is heard.
- Get full answers (not just “we need more money” Follow up to find out what we need \$ for).
- Be sure you understand the comments.
- Monitor time closely.
- Keep discussion on track.
- Head off destructive exchanges of opinion about individual items.

Materials:

- | | |
|---|---|
| ○ Audio Recorder – check them out in department main office | ○ Index Cards |
| ○ Paper & Pen for Recorder/TimeKeeper | ○ Watch |
| ○ Name Tags & Markers | ○ SCRC Brochures |
| ○ Pens/Pencils for participants | ○ SCRC Resource Guides |
| ○ Script | ○ Recorder Form for Participant Info |
| ○ Informed Consent Forms (2/participant) | ○ If applicable: Gift-cards |
| ○ Evaluation Forms | ○ If applicable: Refreshments |
| | ○ If applicable: Childcare Games and Toys |

Opening

Welcome everyone, we appreciate your attendance. My name is _____ and I am a social work student at Shippensburg University and the other group members are (group members introduce themselves). The focus group we are conducting today is one of nine groups that are being conducted to understand more about social service and youth programming needs in Shippensburg.

We have chosen to conduct focus groups because they allow participants to voice their thoughts, feelings, concerns, and comments about a particular topic being studied in ways that a survey cannot. Throughout the focus group we will ask a series of questions designed to get your feedback. This session should last approximately one hour.

We are collecting your feedback as part of a larger community assessment that is sponsored by the Shippensburg Community Resource Coalition (SCRC). The valuable feedback you share with us tonight may help SCRC improve social services and youth programs in your community.

All of your responses will be kept strictly confidential and no names will be used outside of this room. We want to make you aware that we are audio recording this session, and the tapes will be transcribed. After the transcribing is complete all tapes will be fully erased and destroyed. We have a consent form that reviews this information so let's take a look at it now. (Go over the consent form & ask them to sign one copy and keep the 2nd.) Do you have any questions?

We are conducting this focus group as part of a class assignment and to help the Shippensburg Community Resource Coalition so let me introduce you to _____ who will tell you more about the SCRC.

SCRC Representative gives out the brochures & give the following overview:

The Shippensburg Community Resource Coalition, also known as the SCRC, is an organization that is working to provide more social services and youth programs in Shippensburg. We are doing this by working to support existing

services and develop new services when needed. The SCRC is a community-university partnership and there are more details in the brochure you will receive at the end.

Warm-Up

Let's start with a warm-up question. Could everyone please share their first name and how long they have lived in Shippensburg?

Questions

1. What types of social services and youth programs are available in Shippensburg? (Note: social services include those programs and services available to help people who may be disadvantaged, vulnerable and/or distressed.)
2. What are your experiences with these programs? (Follow up if they have personal experiences: What was one of your most positive experiences? Negative experiences?)
3. What prevents you or people you know from using social services and youth programs in Shippensburg? (Note: if it is not directly mentioned, ask if the fact that Shippensburg is divided into two counties is relevant.)
4. How could these problems be addressed?
5. What is the most important need to address in Shippensburg? Follow up: How important is it that this need is addressed?
6. What else do you want us to know?

Closing

Thank you for sharing your time with us! Please feel free to express any additional concerns you may have on the evaluation form (hand this out). There is also contact information on your informed consent form if you would like to talk to someone personally.

The results of this community assessment will be put into a final report, without your names included, and available to the community in early 2014. If you would like a copy of the results you can leave your name and mailing address or email address on one of these index cards. As we said before, your confidentiality will be ensured.

The data will be used to help improve social services and youth programs in the Shippensburg community. Here is the SCRC brochure and a resource guide.

If applicable: Please make sure you get your \$5 gift card on your way out.

Informed Consent – Shippensburg Community Resource Coalition Focus Groups

Principal Investigator: Dr. Liz Fisher

Phone: 477-1365

Purpose

This study investigates Shippensburg residents' opinions about social services and youth programs. As part of this study you will be asked to participate in a focus group and answer structured and open-ended questions. This study will take approximately 60 minutes.

Participants' Rights

I understand that my responses will be kept in the strictest of confidence and will be available only to the researcher. No one will be able to identify me when the results are reported and my name will not appear anywhere in the written report. Please do not share other people's identities or responses from the focus group with others to maintain the anonymity of the participants outside of the focus group. I also understand that I may skip any questions or tasks that I do not wish to answer or complete. I understand that the consent form will be kept separate from the data records to ensure confidentiality. I may choose not to participate or withdraw at any time during the study without penalty. I agree to have my verbal responses tape-recorded and transcribed for further analysis with the understanding that my responses will not be linked to me personally in any way. After the transcription is completed, the tape recordings will be destroyed.

I understand that upon completion, I will be given full explanation of the study. If I am uncomfortable with any part of this study, I may contact the principal investigator identified above or Dr. Turi Braun, Co-Chair, Committee on Research on Human Subjects at (717) 477-1376.

I understand that I am participating in a study of my own free will.

Consent to Participate

I acknowledge that I am at least eighteen years old, and that I understand my rights as a research participant as outlined above. I acknowledge that my participation is fully voluntary.

Print Name: _____

Signature: _____

Date: _____