



2018-
2020

Monroe and Pike Counties, PA Community Services Block Grant



Community Needs Assessment

The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Brown, Nancy

Monroe County Commissioners

2018-2020

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Acknowledgments

We greatly appreciate the support of the Monroe County Planning Commission Staff for their expertise and professional oversight in the development of surveys and analysis of this report.

We would also like to express gratitude to the many individuals, families, directors, and Board members in Monroe and Pike Counties who completed survey questionnaires, participated in interviews, and attended forums.

Appreciation also goes to the Monroe County Fiscal Affairs Office Staff who shared time, energy, and encouragement to clients.

Letter of Commitment to our Communities

The Community Services Block Grant (CSBG) Community Action Agency for Monroe and Pike Counties is pleased to share with you our Community Needs Assessment (CNA). We are committed to improving the lives of people living in our communities. The Promise of Community Action states:

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

This report is a tangible representation of our continued commitment to that goal. Every agency is struggling to plan and develop processes that will work toward moving people out of poverty while still providing needed services in these ever changing and financially challenging times. The CNA process allows us to get a picture of the conditions of our communities and analyze how best to move forward, allowing us to be less “reactionary” and more “visionary and proactive” as we work to meet the needs of individuals and families in our communities.

A CNA helps the planning process by providing a foundation for effective strategic planning, determining what programs or projects are critical and which may have become obsolete, and what programs or projects may provide new opportunities. It is the beginning of a comprehensive strategic planning process.

Together, we can.

Thank you,
Nancy Brown
Grants Manager, Monroe County Commissioners

Executive Summary

The 2018-2020 Monroe and Pike Counties, PA Community Needs Assessment (CNA) represents an analysis of the causes and conditions of poverty in our service area. The results will enable the community to more strategically establish priorities, develop interventions, and direct resources to best move forward.

The major goals of the Community Needs Assessment are:

- identify the causes and conditions of poverty in the service area
- determine the level of poverty in the service area
- determine the needs of people with low incomes

The CNA demonstrates the examination of needs within the Community Services Block Grant (CSBG) domains:

- Employment
- Education and Cognitive Development
- Housing
- Health and Social Behavioral Development
- Income and Asset Building/Infrastructure
- Civic Engagement/Community Involvement

Key Findings

A summary of the causes and conditions of poverty and identified needs in Monroe and Pike Counties are listed below. Other sections of the report provide a detailed overview of the quantitative causes and conditions of poverty and the needs identified in the needs assessment process. Data on the causes and conditions of poverty are key findings from Community Commons, Monroe and Pike Town Charts (Source; 2017 American Community Survey), US Census Bureau, and the Eastern PA Continuum of Care Point-in-Time Count.

Causes and Conditions of Poverty: Demographics

- The percentage of individuals that require targeted services and outreach due to a disability in Monroe County is 24,080 people (14.49%), in Pike County is 9,385 people (16.82%) compared to 13.67% in Pennsylvania.
- Monroe County shows a decline of 2,716 (2%) in population from 2010 to 2016 with one exception—East Stroudsburg Borough grew by 1.3% and Pike County indicates a decline of 1,159 (2%).
- The poverty rate for the area increased by 3.87% compared to a national increase of 2.7%.

Causes and Conditions of Poverty: Social/Economic Factors

- In Monroe County, 50.17% of public school students are eligible for Free/Reduced Price lunch compared to 42.92% of public school students in Pike County and 48.16% in Pennsylvania.
- The percentage of households where housing costs exceed 30% of total household income is 39.46% in Monroe County, 34.82% in Pike County, and 30.12% in Pennsylvania.
- The median family income in Monroe County is \$69,092, Pike County is \$70,980, and Pennsylvania is \$69,960.
- The percentage of the population in Monroe County without health insurance coverage is 9.78%, in Pike County is 8.41%, and in Pennsylvania is 7.95%.
- The unemployment rate in Monroe County is 5.4, in Pike County is 5.3, and in Pennsylvania is 4.4.
- 20,071 people in Monroe County earn less than the poverty level, and 5,672 people in Pike County earn less than the poverty level.
- The largest proportion of people in poverty in Monroe County range in age from 18 to 34.

Causes and Conditions of Poverty: Physical Environment

The percentage of the population with low food access in Monroe County is 23.96% (low food access is defined as living more than ½ mile from the nearest supermarket, supercenter, or large grocery store).

Causes and Conditions of Poverty: Homelessness

The number of both sheltered and unsheltered people who are homeless in Monroe County is 139, and the number of both sheltered and unsheltered people in Pike County is 4.

. Causes and Conditions of Poverty: Health Outcomes

The rate of death due to intentional self-harm in Monroe County is 17, in Pike County is 16.9, and in Pennsylvania is 13.55.

Organizational Profile

Agency and services provided through Community Services Block Grant Funds 2019:

Agency	Services
Devereux	Employment training, functional academics, time on task, social boundaries in facility based and community environments
United Way	Latino Social Services Information and referral
Family Promise	Case management, emergency shelter, rent payments, permanent housing placements, employment coaching, resume development, interview skills, financial management program
Garden of Giving	Provide produce and eggs for pantries and soup kitchens, skills classes, community gardening activities
Meals on Wheels	Two nutritious meals and a visit/safety check with a volunteer five days a week
Pocono Alliance	Local 211/resource and referral system
Stroud Parks	Summer Program "Stroudkids"
Salvation Army	Rental assistance, shelter case management, utility assistance
Integra	Financial capability skills training, financial coaching, first-time homebuyer counseling, foreclosure prevention counseling
Pocono Area Transitional Housing	Financial capability skill training, coaching/counseling, landlord tenant rights education, transitional housing placements,
Pocono Services for Families and Children	Cognitive skills development, family mentoring sessions, life skills coaching, parenting classes, dental screenings/exams
Safe Haven of Pike County	Domestic violence support
Youth Employment Services	Resume writing, on-the-job experience, apprenticeships/internships, self-employment skills training, job readiness training, workshops, coaching, job referrals, job placements
Resources for Human Development	Case management, information/referral to SS/SSI, TANF, SNAP; Street Outreach kits, hygiene facility utilizations, temporary housing placements
Catholic Social Services Pike	Case management, substance abuse treatment, including assistance in obtaining health insurance and general case management services
Center for Developmental Disabilities Pike	Early childhood education cognitive skills
Pike County Developmental Center	Pre-vocational/vocational training-skills necessary to obtain a job, programs and services in the "Life Skills Enrichment Project"

Other programs administered by the Monroe County CAA:

Emergency Food & Shelter Program, Emergency Solutions Grant, Homeless Assistance Program, Human Services Development Fund, Pennsylvania Commission on Crime & Delinquency, State Food Purchase Program, Work Ready

Community Needs Assessment Results Overview

Community Needs Assessment Overview

#	County	Poverty Population*	# of Clients Surveyed	# of Community Forums Held	# of Focus Groups Held	# of Elected Officials/ Board Members Interviewed	# of Community Partners Surveyed
1	Monroe County	12.2%	238	2	N/A	6	13
2	Pike County	10.2%	44	0	N/A	0	4
3	Bushkill Outreach (Both Monroe and Pike)		78				
4	No Zip Code		52				

Overview of top 5 Needs by Type of Data Collection Method

#	Client Surveys	Forums	Focus Group	Elected Officials/ Board Members Interviewed	Community Partners Surveyed	Quantitative Data (weighted point totals)	Final Ranking of Top Needs
1	412			6	17	2515	Health
2	412			6	17	1469	Housing
3	412			6	17	1025	Employment
4	412			6	17	741	Education
5	412			6	17	571	Income

Introduction

The Monroe County Fiscal Affairs Office is a public Community Action Agency (CAA) and works with a variety of critical stakeholder groups. As a CAA, Monroe County is required to have a fifteen member tripartite Advisory Board that reviews and carefully considers the needs of the county and makes allocation recommendations to the Monroe County Commissioners for final approval of the Homeless Assistance Program, Human Service Development Fund and the Community Services Block Grant. The tripartite Advisory Board includes individuals who represent people who are of low-income and directly affected or served by funded programs, but may also be persons very familiar with the problems of low-income individuals such as social workers, the clergy, and staff of health or human service agencies not requesting funding. Members of the tripartite board may also represent business, industry, labor, religion, welfare, education, or other members of the community and/or general public. The services provided are sub-contracted to various agencies that are identified in the Human Services Development System, and work directly with individuals and families. Federal regulations require CAAs to conduct needs assessments and use the results to design programs to meet community needs.

Guidelines for the Community Needs Assessment process include the following:

- Must be conducted every 3 years
- Must collect current poverty data and its prevalence related to gender, age, and race/ethnicity
- Must collect and analyze both qualitative and quantitative data on its service areas
- Must include key findings on the causes and conditions of poverty and the needs
- The Advisory Board must formally accept the completed assessment
- Must inform an outcome-based and anti-poverty focused Community Action Plan and
- Customer satisfaction data and input identified should be considered in the strategic planning process

The Monroe County Fiscal Affairs Office worked with the Monroe County Planning Commission to support the community needs assessment process and report development.

The Community Services Advisory Board (CSAB) serves as the required CSBG Governing Board for Monroe County. The CSAB approved and formally accepted the final completed Community Needs Assessment on November 30, 2018.

Methodology

Quantitative Analysis

In order to capture a full analysis of the causes and conditions of poverty in Monroe and Pike Counties, multiple data sources were utilized. The report relies heavily on the use of secondary resources to help complete the quantitative picture of the causes and conditions of poverty. The primary data source for the demographics and conditions in the Counties was pulled from Community Commons, a web-based resource created to assist Community Action Agencies to compile quantitative data and to produce maps. The Community Commons resource does not

readily provide an ability to pull data by type of data source, such as an option to pull 1-Year American Community Survey data versus 5-Year estimates or to provide an option of what date to pull the data. Therefore, some of the data from Community Commons may differ slightly from other secondary sources depending on the data source.

Qualitative Analysis

Surveys

To capture qualitative feedback on local needs and conditions of poverty, the team conducted a community needs survey asking respondents to identify the needs of the community. The survey was administered through paper copies in English at neighborhood pantry centers with staff available to help clients translate and fill out the survey. See the table below for a full listing of community outreach conducted during the Needs Assessment process.

The survey was available from September 1 through November 6, 2018. 647 total survey responses were received, including responses from 412 Client Needs Surveys, 212 Customer Satisfaction Surveys, 17 Community Partners, and 6 Board members. Survey respondents were widespread geographically, indicating responses from 23 of 35 zip codes in Monroe County and 10 of 17 zip codes in Pike County. Additionally, three (3) clients reported that their place of residence was located outside Monroe and Pike Counties; one (1) survey was returned for a zip code in Lackawanna, Susquehanna, and Wayne Counties, respectively. According to the sample size calculator recommended to CAAs, with a recommended 5 percent margin of error, 90 percent confidence level, and 50 percent response distribution, the minimum sample size was 271¹. Based on the total survey responses received (412), the actual confidence level was 95.75.

Open-ended Questions

To define, identify, and address important community assets as well as needs, community partners in Monroe and Pike Counties, agencies and organizations directly involved in providing direct services to families and individuals, were asked open-ended questions to determine capacities and other resources found in the service area. In addition, community partners were asked to identify gaps and barriers and provide suggestions for addressing issues.

Forums

Two forums were conducted during Family/Teacher meetings at Head Start facilities representing two different geographic areas: Monroe County Head Start Program in East Stroudsburg, PA on September 26, 2018, and the Head Start Program at the Mountain Center in Tobyhanna, PA on September 27, 2018. The average length of time at both focus group meetings was 40 minutes. The majority of respondents were young parents with several describing themselves as single mothers and grandparents raising their grandchildren.

Interviews

To round out the surveys and quantitative data, interviews were conducted with Community Services Advisory Board (CSAB) members representing community and low-income level populations in 6 different locations in Monroe County.

¹<http://www.raosoft.com/samplesize.html> Date retrieved: August 23, 2018.

CSBG Needs Assessment Outreach

Surveys Conducted at Monroe Pantries
Salvation Army Shelter
Top of the Mountain Ecumenical
Bushkill Outreach, Inc.
Christian Awareness Ministries Ecumenical (CAME)
Pleasant Valley Ecumenical Network (PVEN)
Pocono Mountain Ecumenical Hunger Ministry
Surveys Conducted at Pike Pantries
Ecumenical Food Pantry
Pike County Food Pantry
Bushkill Outreach, Inc.
Holy Trinity Food Pantry
Blooming Grove Food Pantry
Surveys Conducted with Community Partners
Garden of Giving
Integra Home Counseling, Inc.
Salvation Army Shelter
Salvation Army Fuel/Energy
Salvation Army Rental Assistance
United Way
Pocono Alliance
Bushkill Outreach, Inc.
Center for Vision Loss
Center for Developmental Disabilities
Catholic Social Services, Drug and Alcohol Services
Devereux
Family Promise
Pike County Developmental Center
Safe Haven of Pike County
Carbon/Monroe/Pike MHDS
Pocono Mountain Ecumenical Hunger Ministry
Forums Conducted
Head Start--East Stroudsburg
Head Start--Mountain Center
Interviews
CSAB members

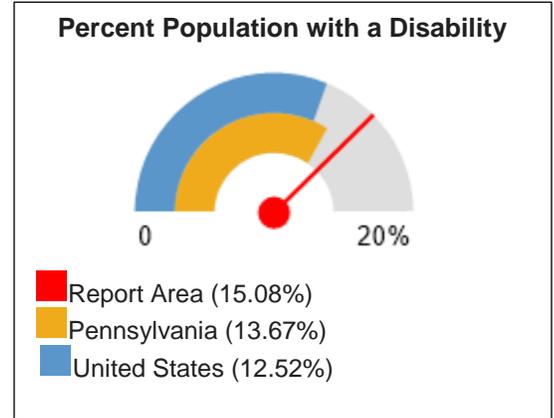
Profile for Monroe and Pike Counties

A. Causes and Conditions of Poverty

a. Demographics of Poverty Population

The percentage of individuals that require targeted services and outreach due to a disability in Monroe County is 24,080 people (14.49%), in Pike County is 9,385 people (16.82%) compared to 13.67% in Pennsylvania

This indicator reports the percentage of the total civilian non-institutionalized population with a disability. This indicator is relevant because disabled individuals comprise a vulnerable population that requires targeted services and outreach by providers.



*Note: This indicator is compared with the state average.
Data Source: US Census Bureau, [American Community Survey](#). 2012-16. Source geography: Tract*

Current population demographics and changes in demographic composition over time play a determining role in the types of health and social services needed by communities.

Geography	April 1, 2010		Population Estimate (as of July 1)							
	Census	Estimates Base	2010	2011	2012	2013	2014	2015	2016	2017
Monroe County, Pennsylvania	169,842	169,838	169,876	169,961	168,775	167,588	167,547	166,835	166,516	168,046

Geography	April 1, 2010		Population Estimate (as of July 1)							
	Census	Estimates Base	2010	2011	2012	2013	2014	2015	2016	2017
Pike County, Pennsylvania	57,369	57,353	57,403	57,120	56,361	56,188	55,828	55,535	55,191	55,691

Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2017 Source: U.S. Census Bureau, Population Division

Monroe County population is declining after decades of growth.

After three decades of growth that saw Monroe County more than double in size and a slight decline between 2010 and 2015, Monroe County’s population has stabilized recently. Based on figures from the 5-Year American Community Survey, population change since 2010 marks the first decline in the County’s population since at least 1950.

Following suit, almost all of Monroe County’s municipalities also lost population during the past five years. The one significant exception is East Stroudsburg Borough, which grew by 1.3%. The highest rates of decline were in Barrett Township and Mount Pocono Borough in the northern part of the County, not counting Delaware Water Gap Borough which has fewer than 800 residents and therefore a high margin of error.

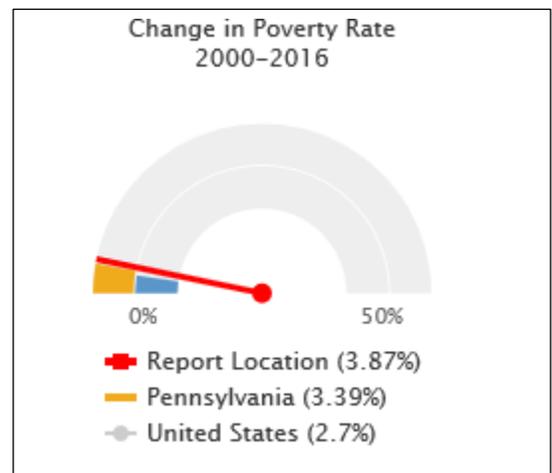
Population Change, 2000-2015

Municipality	2000	2010	2015	2010-2015 change
Barrett Township	3,880	4,225	4,127	-2.32%
Chestnuthill Township	14,418	17,156	16,874	-1.64%
Coolbaugh Township	15,205	20,564	20,387	-0.86%
Delaware Water Gap Borough	744	746	678	-9.12%
East Stroudsburg Borough	9,888	9,840	9,967	1.29%
Eldred Township	2,665	2,910	2,915	0.17%
Hamilton Township	8,235	9,083	8,915	-1.85%
Jackson Township	5,979	7,033	6,912	-1.72%
Middle Smithfield Township	11,495	15,997	15,837	-1.00%
Mount Pocono Borough	2,742	3,170	3,106	-2.02%
Paradise Township	2,671	3,186	3,133	-1.66%
Pocono Township	9,607	11,065	10,904	-1.46%
Polk Township	6,533	7,874	7,745	-1.64%
Price Township	2,649	3,573	3,547	-0.73%
Ross Township	5,435	5,940	5,842	-1.65%
Smithfield Township	5,672	7,357	7,324	-0.45%
Stroud Township	13,978	19,213	18,921	-1.52%
Stroudsburg Borough	5,756	5,567	5,516	-0.92%
Tobyhanna Township	6,152	8,554	8,484	-0.82%
Tunkhannock Township	4,983	6,789	6,747	-0.62%
Monroe County	138,687	169,842	167,881	-1.15%

Source: U.S. Census Bureau, 2000 - 2015

2018 • MONROE COUNTY AFFORDABLE HOUSING PLAN

The poverty rate for the area increased by 3.87% compared to a national increase of 2.7%

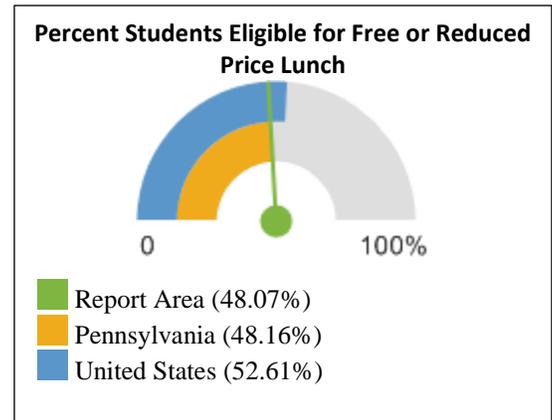


Note: This indicator is compared to the state average. Data Source: US Census Bureau, Small Area Income & Poverty Estimates. 2016. Source geography: county

b. Social and Economic Factors

In Monroe County, 50.17% of public school students are eligible for Free/Reduced Price lunch compared to 42.92% of public school students in Pike County and 48.16% in Pennsylvania.

Within the report area 15,825 public school students or 48.07% are eligible for Free/Reduced Price lunch out of 32,924 total students enrolled. This indicator is relevant because it assesses vulnerable populations which are more likely to have multiple health access, health status, and social support needs. Additionally, when combined with poverty data, providers can use this measure to identify gaps in eligibility and enrollment.

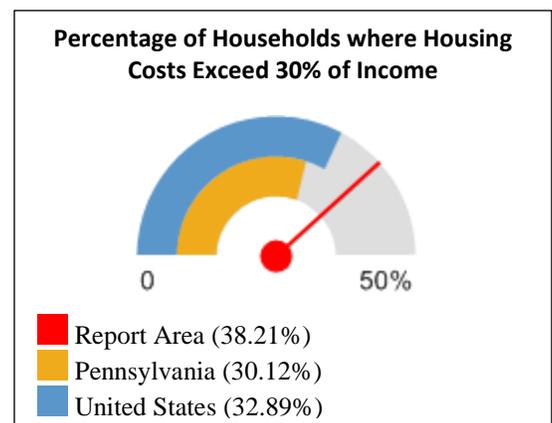


Report Area	Total Students	Number Free/Reduced Price Lunch Eligible	Percent Free/Reduced Price Lunch Eligible
Report Area	32,924	15,825	48.07%
Monroe County, PA	23,358	11,719	50.17%
Pike County, PA	9,566	4,106	42.92%
Pennsylvania	1,704,502	802,045	48.16%
United States	50,611,787	25,893,504	52.61%

Data Source: National Center for Education Statistics, NCES - Common Core of Data. 2015-16. Source geography: Address

The percentage of the households where housing costs exceed 30% of total household income is 39.46% in Monroe County, 34.82% in Pike County, and 30.12% in Pennsylvania.

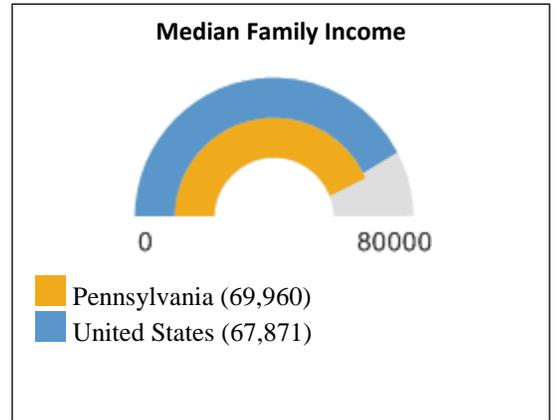
This indicator reports the percentage of the households where housing costs exceed 30% of total household income. This indicator provides information on the cost of monthly housing expenses for owners and renters. The information offers a measure of housing affordability and excessive shelter costs. The data also serve to aid in the development of housing programs to meet the needs of people at different economic levels.



Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: Tract

The median family income in Monroe County is \$69,092, Pike County is \$70,980, and Pennsylvania is \$69,960.

This indicator reports median family income based on the latest 5-year American Community Survey estimates. A family household is any housing unit in which the householder is living with one or more individuals related to him or her by birth, marriage, or adoption. Family income includes the incomes of all family members age 15 and older.

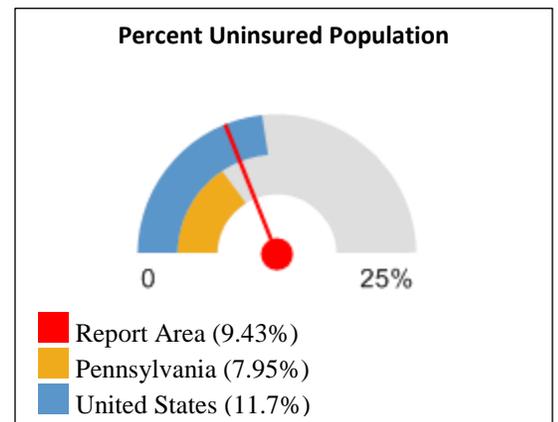


Report Area	Total Family Households	Average Family Income	Median Family Income
Report Area	55,880	\$82,322	no data
Monroe County, PA	40,649	\$80,965	\$69,092
Pike County, PA	15,231	\$85,946	\$70,980
Pennsylvania	3,195,577	\$90,446	\$69,960
United States	77,608,829	\$90,960	\$67,871

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: Tract

The percentage of the population without health insurance coverage in Monroe County is 9.78%, in Pike County is 8.41%, and in Pennsylvania is 7.95%.

This indicator reports the percentage of the total civilian non-institutionalized population without health insurance coverage. This indicator is relevant because lack of insurance is a primary barrier to healthcare access including regular primary care, specialty care, and other health services that contributes to poor health status.



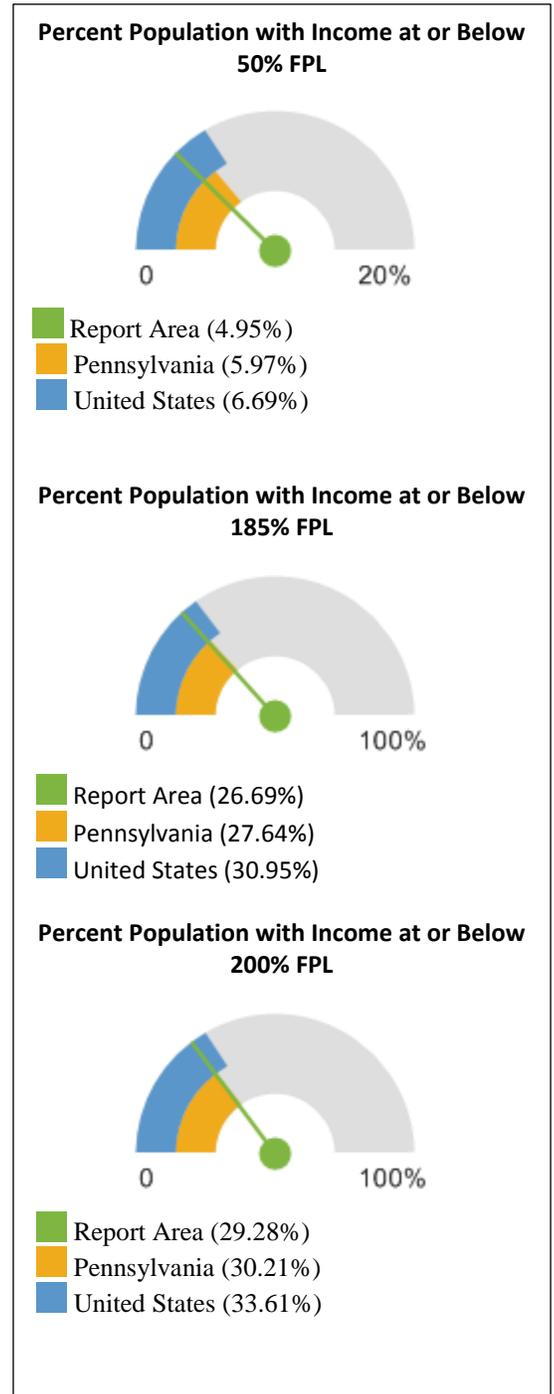
In the report area,

- 4.95% or 10,890 individuals are living in households with income below 50% of the Federal Poverty Level (FPL)
- 26.69% or 58,744 individuals are living in households with income below 185% of the Federal Poverty Level (FPL).
- 29.28% or 64,454 individuals are living in households with income below 200% of the Federal Poverty Level (FPL)

This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

Report Area	Total Population	Population with Income at or Below 185% FPL	Percent Population with Income at or Below 185% FPL
Report Area	220,094	58,744	26.69%
Monroe County, PA	164,605	46,124	28.02%
Pike County, PA	55,489	12,620	22.74%
Pennsylvania	12,369,671	3,418,878	27.64%
United States	310,629,645	96,139,377	30.95%

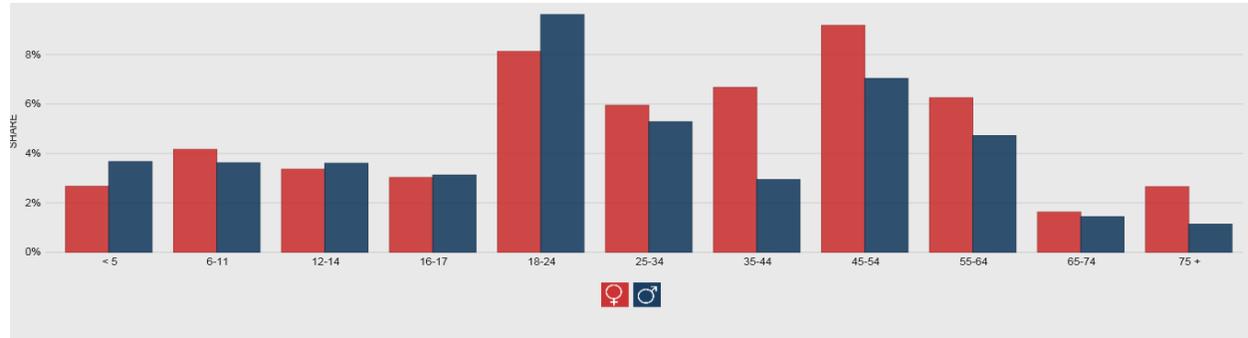
Report Area	Total Population	Population with Income at or Below 200% FPL	Percent Population with Income at or Below 200% FPL
Report Area	220,094	64,454	29.28%
Monroe County, PA	164,605	49,928	30.33%
Pike County, PA	55,489	14,526	26.18%
Pennsylvania	12,369,671	3,736,519	30.21%
United States	310,629,645	104,390,198	33.61%



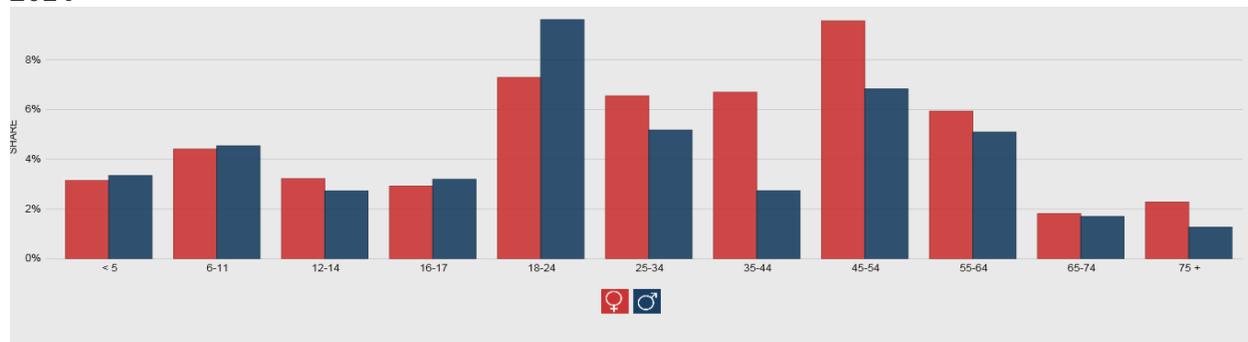
Data Source: US Census Bureau, [American Community Survey](#). 2012-16. Source geography: Tract

12.2% of the population for whom poverty status is determined in Monroe County, PA (20,071 out of 164,605 people) live below the poverty line, a number that is lower than the national average of 14%. The largest demographic living in poverty is Male 18-24 followed by Female 45-54 and then Female 18-24.

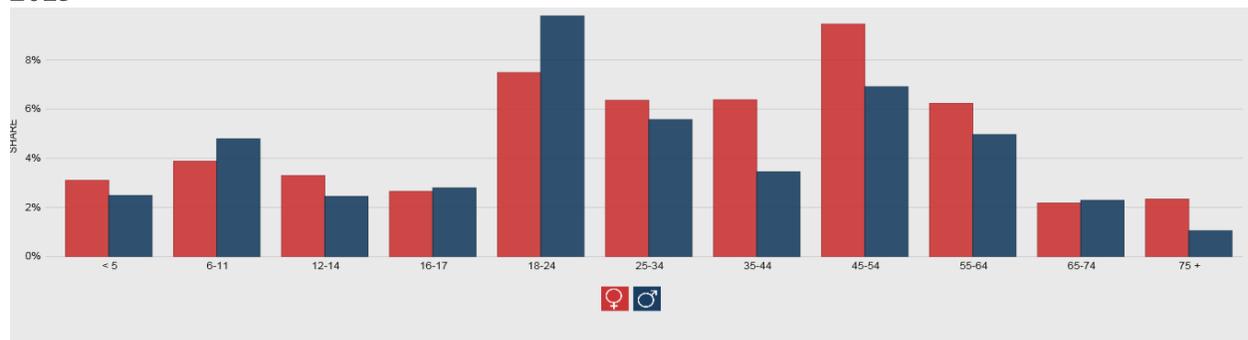
2013



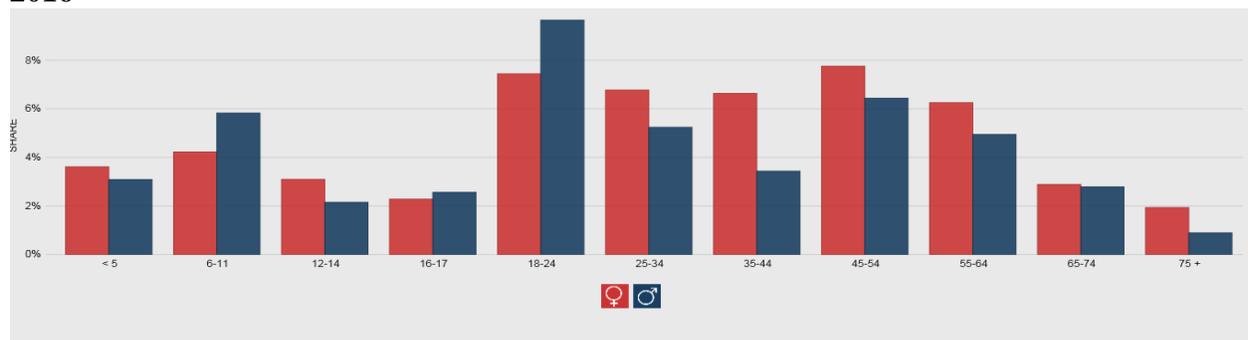
2014



2015

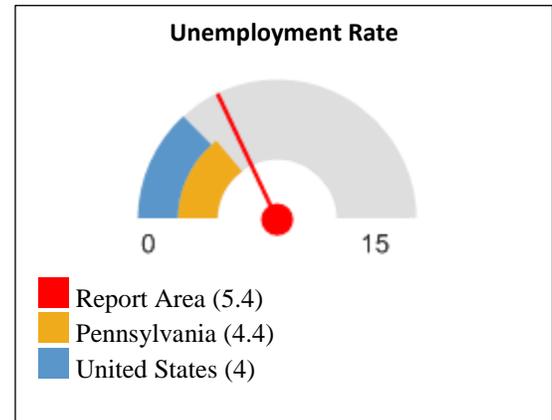


2016



Dataset ACS 5-year Estimate Source: Census Bureau

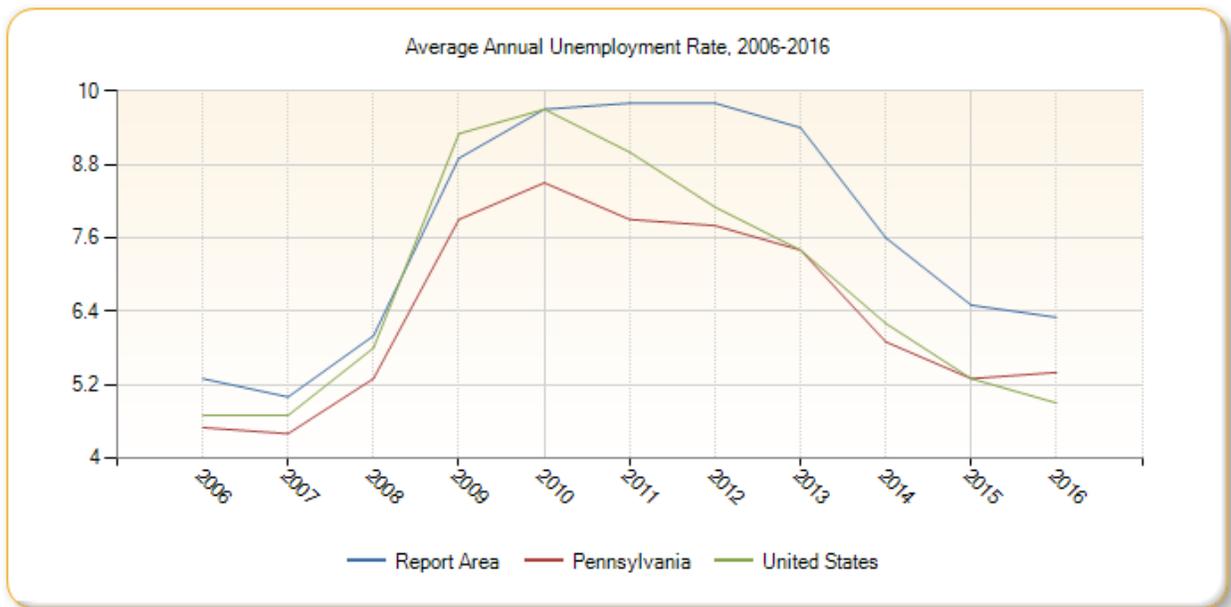
Total unemployment in the report area for the current month was 5,801, or 5.4% of the civilian non-institutionalized population age 16 and older (non-seasonally adjusted).



This indicator is relevant because unemployment creates financial instability and barriers to access including insurance coverage, health services, healthy food, and other necessities that contribute to poor health status.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Report Area	107,294	101,493	5,801	5.4
Monroe County, PA	82,423	77,932	4,491	5.4
Pike County, PA	24,871	23,561	1,310	5.3
Pennsylvania	6,435,111	6,149,035	286,076	4.4
United States	162,996,774	156,527,318	6,469,456	4

Data Source: US Department of Labor, Bureau of Labor Statistics. 2018 - August. Source geography: County

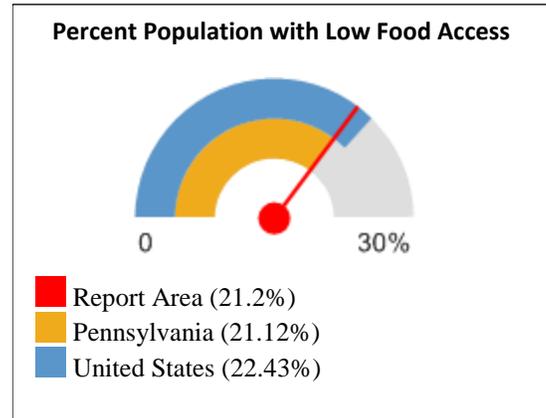


c. Physical Environment Indicators

The percentage of the population with low food access in Monroe County is 23.96% (low food access is defined as living more than ½ mile from the nearest supermarket, supercenter, or large grocery store).

A community’s health also is affected by the physical environment. A safe, clean environment that provides access to healthy food and recreational opportunities is important to maintaining and improving community health.

Data is from the 2017 report, [Low-Income and Low-Supermarket-Access Census Tracts, 2010-2015](#). This indicator is relevant because it highlights populations and geographies facing food insecurity.



Report Area	Total Population	Population with Low Food Access	Percent Population with Low Food Access
Report Area	227,211	48,165	21.2%
Monroe County, PA	169,842	40,686	23.96%
Pike County, PA	57,369	7,479	13.04%
Pennsylvania	12,702,379	2,682,905	21.12%
United States	308,745,538	69,266,771	22.43%

*Data Source: US Department of Agriculture, Economic Research Service, USDA - Food Access Research Atlas. 2015.
Source geography: Tract*

d. Homelessness Indicators

2018 Point in Time (PIT) Count

HUD's Point-in-Time (PIT) count provides a one-night estimate of both sheltered and unsheltered homelessness. PIT counts are a critical source of data on the number and characteristics of people who are homeless in Monroe and Pike Counties as well as the United States on a single night in January.

The data gathered from the PIT count is included in the Annual Homeless Assessment Report (AHAR) and is used by Congress, HUD, other federal departments, and the general public to understand the nature and extent of homelessness.

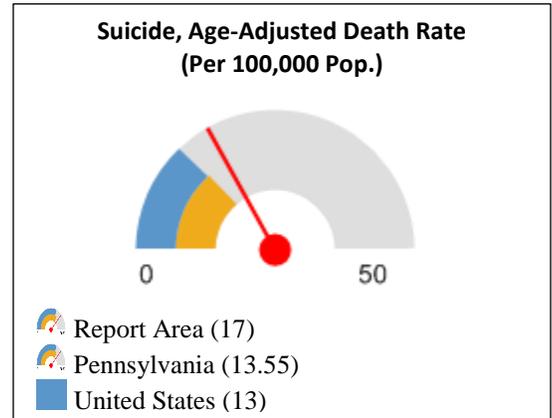
Summary: Households/Persons Counted During the Annual Point-In-Time Count, 2016-2018												
Monroe County												
	Total Persons/Households			Sheltered						Unsheltered		
				Emergency			Transitional					
	2016	2017	2018	2016	2017	2018	2016	2017	2018	2016	2017	2018
All Households & Persons												
Total # Households	214	166	139	58	56	30	19	17	30	137	93	79
Total # Persons	294	244	191	80	99	38	35	39	51	179	106	102
# Children <18 years old	N/A	N/A	32	N/A	N/A	10	N/A	N/A	21	N/A	N/A	1
# Young Adults 18-24 years old	N/A	N/A	7	N/A	N/A	4	N/A	N/A	0	N/A	N/A	3
# Adults 25+ years old	N/A	N/A	152	N/A	N/A	24	N/A	N/A	30	N/A	N/A	98

Summary: Households/Persons Counted During the Annual Point-In-Time Count, 2016-2018												
Pike County												
	Total Persons/Households			Sheltered						Unsheltered		
				Emergency			Transitional					
	2016	2017	2018	2016	2017	2018	2016	2017	2018	2016	2017	2018
All Households & Persons												
Total # Households	4	1	4	0	0	0	0	0	0	4	1	4
Total # Persons	4	1	6	0	0	0	0	0	0	4	1	6
# Children <18 years old	N/A	N/A	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A	0
# Young Adults 18-24 years old	N/A	N/A	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A	0
# Adults 25+ years old	N/A	N/A	6	N/A	N/A	0	N/A	N/A	0	N/A	N/A	6

e. Health Outcomes Indicators

The rate of death due to intentional self-harm in Monroe and Pike Counties is higher than in Pennsylvania and the United States.

This indicator reports the rate of death due to intentional self-harm (suicide) per 100,000 population. Figures are reported as crude rates, and as rates age-adjusted to year 2000 standard. Rates are resummarized for report areas from county level data only where data is available. This indicator is relevant because suicide is an indicator of poor mental health.



Report Area	Total Population	Average Annual Deaths, 2010-2014	Crude Death Rate (Per 100,000 Pop.)	Age-Adjusted Death Rate (Per 100,000 Pop.)
Report Area	223,189	42	18.6	17
Monroe County, PA	166,951	31	18.4	17
Pike County, PA	56,238	11	19.2	16.9
Pennsylvania	12,782,255	1,823	14.26	13.55
United States	318,689,254	42,747	13.4	13
HP 2020 Target				<= 10.2

Data Source: Centers for Disease Control and Prevention, National Vital Statistics System. Accessed via CDC WONDER. 2012-16. Source geography: County

B. Community Needs Survey for Residents

2018 Community Needs Assessment

Monroe & Pike Counties

Acronym Index:

	Name of Organization	Acronym
1	Bushkill Outreach, Inc.	BOI
2	Pocono Services for Families and Children (PSFC)	PSFC
3	Top of the Mountain Ecumenical	TME
4	Salvation Army	SA
5	Pocono Mountain Ecumenical Hunger Ministry	PMEHM
6	Pike County Food Pantry	PCFP
7	Christian Awareness Ministries Ecumenical (CAME)	CAME
8	Ecumenical Food Pantry	EFP
9	Pleasant Valley Ecumenical Network (PVEN)	PVEN
10	Holy Trinity Food Pantry	HTFP
11	Blooming Grove Food Pantry	BGFP
-	Blank Organization Entry	Blank

**The acronyms provided above are used to represent the partner organizations in Table 2 and Table 4.

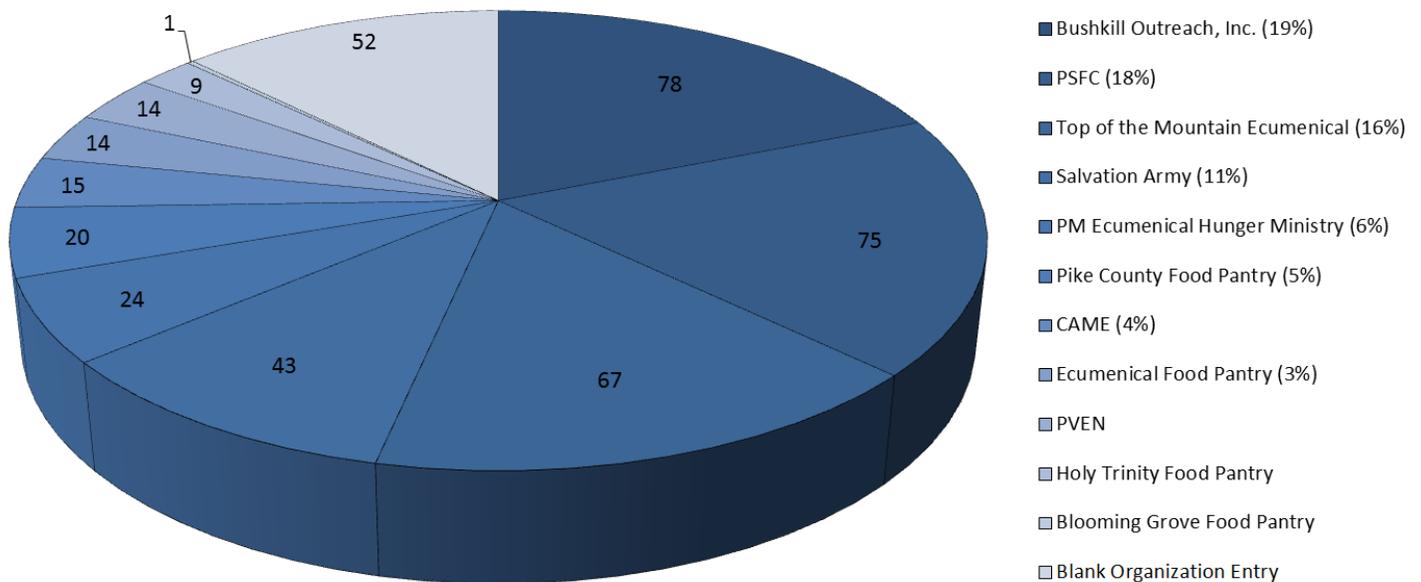
2018 Community Needs Survey

Resident/Client Needs Surveys: Organizational Breakdown

Rank	Name of Organization	Survey Returns
1	Bushkill Outreach, Inc.	78
2	Pocono Services for Families and Children (PSFC)	75
3	Top of the Mountain Ecumenical	67
4	Salvation Army	43
5	Pocono Mountain Ecumenical Hunger Ministry	24
6	Pike County Food Pantry	20
7	Christian Awareness Ministries Ecumenical (CAME)	15
T-8	Ecumenical Food Pantry	14
T-8	Pleasant Valley Ecumenical Network (PVEN)	14
10	Holy Trinity Food Pantry	9
11	Blooming Grove Food Pantry	1
-	Blank Organization Entry	52
	Total Surveys	412

The **2018 Community Needs Survey for Residents** (Survey) collected 412 surveys from residents. Approximately 53% of the surveys were collected at Bushkill Outreach [78 Surveys (19%)], PSFC [75 Surveys (18%)], and Top of the Mountain Ecumenical [67 Surveys (16%)]. A total of 43 surveys were collected at the Salvation Army, accounting for 11% of the total surveys collected. The remaining organizations (Table 1) accounted for 97 surveys, or 23% of the total surveys collected. It should be noted that 52 surveys (13% of the total) were returned with no information accounting for the agency where the survey took place.

Surveys by Partner Organizations



2018 Community Needs Survey

Resident/Client Needs Surveys: Needs Topics & Ranking Entries

The **Survey** asked residents to rate the need of 21 needs topics. Residents were given four (4) options to express the level of need they perceived for each needs topic; a point score was assigned to each level of need in order to calculate the weighted score (ranking) for each needs topic: *Not Needed* (0 Points), *Rarely Needed* (1 Point), *Needed* (2 Points), *Very Needed* (3 Points). Please note that numerous surveys did not include an entry for every needs topic; *null responses* were assigned a weighted score of zero (0 Points).

	Needs Topic	Point Total	3-Point Ranks	2-Point Ranks	1-Point Ranks	0-Point Ranks	No Response
1	Help Finding A Job	390	80	57	36	219	20
2	Help with Job Skills, Training	343	70	48	37	215	42
3	Assistance to Attend Trade or Technical School	292	58	44	30	237	43
4	GED Classes	161	34	24	11	306	37
5	English as a Second Language Classes	135	23	25	16	302	46
6	Child Care	220	54	23	12	173	150
7	Help Paying for Night School	225	47	32	20	264	49
8	Financial Education/Budgeting/Credit Counseling	330	64	53	32	228	35
9	Help with Applying for SS, SSDI, WIC, TANF, etc.	241	47	37	26	264	38
10	Help Finding Housing/Apartment	337	78	38	27	234	35
11	Help Paying Rent	386	83	54	29	204	42
12	Help with Utility Bills	526	114	73	38	152	35
13	Help Working with Landlord	220	46	25	32	260	49
14	Mental/Behavioral Health Classes	247	50	39	19	252	52
15	Food	742	169	103	31	85	24
16	Help Getting Health Insurance	324	70	44	26	230	42
17	Paying for Prescriptions	295	63	37	32	231	49
18	Substance Abuse Treatment/Prevention	175	40	23	9	295	45
19	Counseling for Domestic Violence	144	27	21	21	296	47
20	Activities for youth (ages 12-18)	328	75	40	23	233	41
21	Activities for Seniors (65+)	260	56	36	20	256	44

***Highest value for each column indicated in yellow.*

Upon review of the weighted score totals for each needs topic, several data patterns are evident. Undoubtedly, assistance and programming related to *Food* had the highest perceived need, totaling 742 weighted points (#1 Ranking). *Help with Utility Bills* ranked second with 526 total weighted points. With respect to the general theme of the needs topics, the next few ranking positions were held by needs topics mostly related to financial assistance and/or employment assistance: *Help Finding a Job* (3rd Ranking), *Help Paying Rent* (4th Ranking), *Help with Job Skills, Training* (5th Ranking), *Help Finding Housing/Apartment* (6th Ranking), and *Financial Education/Budgeting/Credit Counseling* (7th Position).

2018 Community Needs Survey

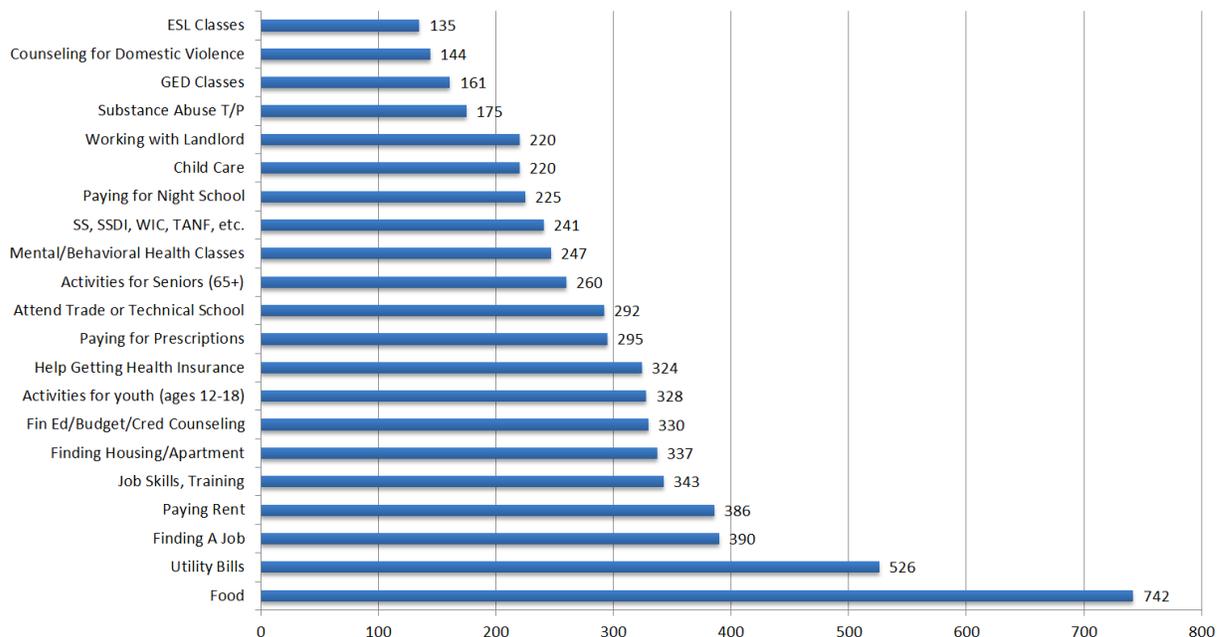
Resident/Client Needs Surveys: Needs Topics & Weighted Point Totals

In general, the needs topics with the lowest total weighted scores were related to educational and/or social service related assistance/programming; *Assistance to Attend Trade or Technical School*, *Help Paying for Night School*, *GED Classes*, and *English as a Second Language* ranked 11th, 15th, 19th, and 21st, respectively. In addition, *Activities for Seniors (65+)*, *Mental/Behavioral Health Classes*, *Substance Abuse Treatment/Prevention*, and *Counseling for Domestic Violence* ranked 12th, 13th, 18th, and 20th, respectively .

*Please Note: A design flaw in the survey may have affected the recorded responses for the *Child Care* needs topic.

Rank	Needs Topic	Point Total
1	Food	742
2	Help with Utility Bills	526
3	Help Finding A Job	390
4	Help Paying Rent	386
5	Help with Job Skills, Training	343
6	Help Finding Housing/Apartment	337
7	Financial Education/Budgeting/Credit Counseling	330
8	Activities for youth (ages 12-18)	328
9	Help Getting Health Insurance	324
10	Paying for Prescriptions	295
11	Assistance to Attend Trade or Technical School	292
12	Activities for Seniors (65+)	260
13	Mental/Behavioral Health Classes	247
14	Help with Applying for SS, SSDI, WIC, TANF, etc.	241
15	Help Paying for Night School	225
T-16	Child Care	220
T-16	Help Working with Landlord	220
18	Substance Abuse Treatment/Prevention	175
19	GED Classes	161
20	Counseling for Domestic Violence	144
21	English as a Second Language Classes	135

Total Weighted Scores



2018 Community Needs Survey
Resident/Client Needs Surveys: Indicated “Order of Importance”

Rank	Name of Organization	Point Total
1	Food	483
2	Finding a Job	316
3	Housing	224
4	Utility Assistance	223
5	Rent Assistance	175
6	Job Skills	133
7	Education Assistance	113
8	Child Care	109
T-9	Budgeting	102
T-9	Youth Activities	102
11	Health Insurance	72
12	Mental Health	57
13	Senior Activities	53
14	Transportation	52
15	Health Care	49
16	Home Repairs	40
17	Clothing	35
18	Prescription Assistance	34
19	Substance Abuse	30
T-20	ESL	21
T-20	Night School	21
22	Help with Landlord	12
23	Mortgage Assistance	11
T-24	Dental Care	10

Rank	Name of Organization	Point Total
T-24	Legal Assistance	10
T-24	Senior Housing	10
T-24	SS/TANF Assistance	10
28	SS/SSDI/SSI	8
T-29	Auto Repairs	7
T-29	Eye Care	7
T-29	Family	7
T-32	Tax Assistance	6
T-32	WIC	6
T-34	Furniture	4
T-34	Gas Money	4
T-34	Health Classes	4
T-34	Pet Supplies	4
T-34	Spiritual Support	4
T-39	Friends	3
T-39	Phone	3
T-39	Toiletries	3
T-42	Encouragement	2
T-42	Income	2
T-42	Liheap	2
T-42	Living Wage Jobs	2
T-42	Parenting Classes	2
T-42	Water	2
48	Positive Support	1

The second portion of the **Survey** asked residents to list their *Top 5 Needs* in the order of their importance. Although residents were provided 21 Needs Topics to select, the survey did not expressly state that the residents’ entries must be selected from the provided topics. As a result, there were 48 needs topics that were provided by residents. A point score was assigned to each entry in order to calculate the weighted score (ranking) for each entry: *1st Response* (5 Points), *2nd Response* (4 Points), *3rd Response* (3 Points), *4th Response* (2 Points), and *5th Response* (1 Point). It should be noted that numerous surveys did not include an entry for every possible entry; *null responses* were given a weighted score of zero (0 Points).

Assistance and programming related to *Food* has the highest perceived importance, totaling 483 weighted points (#1 Ranking). *Help Finding a Job* ranks second with 316 total weighted points.

C. Community Needs Survey for Partners

2018 Community Needs Survey

Community Partners Survey: 'Top 5' Key Needs

Rank	Name of Organization	Point Totals
1	Affordable Housing	69
2	Transportation	52
3	Child Care	32
4	Food/Nutritional Assistance	30
5	Living Wage Jobs	18
6	Utility Assistance	18
7	Mental Health Services	11
8	Homeless Placement	9
9	Social Services Guidance/Advocacy	8
10	Educational Services	7
11	Fuel Assistance	7
12	Job Skills Training	7
13	Property Tax Relief	5
14	Rental Assistance	5
15	Clothing	4
16	Financial/Budget Planning	4
17	Health Care	4
18	Home Repairs	4
19	Legislative Advocacy	4
20	Life Sharing Family Providers	4
21	Community Connections	3
22	Integration	3
23	Medical Treatment	3
24	Rental Subsidies	3
25	Shelters	3
26	Weekend Activities	3
27	After School Activity Center	2
28	Functional 211 System	2
29	Health Clinic	2
30	Parenting Education	2
31	Qualified Staff	2
32	ACCESS/Medicaid Providers	1
33	Budgeting	1
34	Employment	1
35	Funding Senior Programs	1
36	Opioid Rehabilitation	1
37	Public Outreach	1
38	Qualified Homeless Providers	1
39	Substance Rehabilitation	1
40	Support Groups	1
41	Youth Activities	1

The 2018 Community Needs Assessment collected 23 **Community Partner Surveys (Surveys)**. The **Survey** asked community partners to indicate what they perceived to be the Top 5 Key Needs of the community. A point score was assigned to each level of need in order to calculate the weighted score (ranking) for each needs topic: *1st Need* (5 Points), *2nd Need* (4 Points), *3rd Need* (3 Points), *4th Need* (2 Points), and *5th Need* (1 Point).

The community partners identified 41 needs within this portion of the **Survey**. *Affordable Housing* was ranked first, with 69 total weighted points. Transportation ranked second with 52 total weighted points. In contrast to the Survey for Residents, Child care is indicated as the 3rd Key Need by community partners, with 32 total weighted points. With that said, however, community partners identified Food/Nutrition as the 4th Key Need, with 30 total weighted points, which reinforces the need for Food identified by residents.

The written responses provided by community partners recommended continuing to support and expand existing County level services. Increasing political and legislative advocacy for social programming is also discussed. Increasing economic development, specifically family sustaining jobs, and public transportation options is encouraged. Encouraging more affordable housing options, as well as incentive programs for landlords to support low income residents was also identified. Finally, increasing outreach and awareness efforts for programming was recommended.

2018 Community Needs Survey

Community Partners Survey: Section Two

Section Two (2) of the Survey asked the following: *What suggestions do you have about how the needs could be addressed?* The suggestions encompassed eight (8) general themes: *legislative action, housing, child care, programming, transportation, economic development, food related services, and mental health/substance abuse treatment.*

Legislative Advocacy

- Increase legislative advocacy/support for funding and programming related to existing services, technical education, job skills training, and public transit routes/options
- Develop training for social workers
- Create subsidies for personal vehicle repairs
- Create incentive programs/subsidies for emergency housing, affordable housing, and for landlords to accommodate/provide for low/mod income households
- Advocate for a holistic approach to providing services

Housing

- Utilize and achieve the goals of the County Affordable Housing Study
- Improve the quality and quantity of the affordable housing/rental supply
- Locate affordable units near transit routes
- Improve homelessness services and develop additional shelter space
- Repurpose vacant/blighted sites as affordable housing/shelter space
- Develop a formal crisis management system for immediate housing emergencies

Child Care

- Expand programming for day care/child care
- Provide affordable child care options that offer non-traditional hours, expanded after-school options, and weekend activities
- Develop subsidy assistance programs for low/mod income residents to afford child care
- Develop nutritional/health oriented education programs for primary school

Programming

- Support and expand 211 informational services
- Increase the efficiency of message delivery with respect to making eligible residents aware of the services they can receive
- Develop/Enhance informational materials related to employment, services, and how to use those resources

Transportation

- Expand the Monroe County Transit Authority's (MCTA) transit options, routes, and overall services
- Develop/Update a Transportation Needs Assessment

Economic Development

- Expand technical job training/education to fill workforce needs
- Encourage economic development that provides for living-wage, family sustaining jobs
- Property Tax Relief

Food

- Improve the efficiency of the supplemental food sector
- Improve communication and collaboration across supplemental food partners

Mental Health/Substance Abuse Treatment

- Increase the overall quantity and quality of mental health/substance abuse facilities
- Develop support services for the Mental Health/Substance Abuse Treatment sector

2018 Community Needs Survey

Community Partners Survey: Section Three

Section Three (3) of the Survey asked the following: *What do you think are some of the gaps or barriers to services in the County?* The identified/perceived gaps or barriers encompassed five (5) general themes: *programming, transportation, housing, mental health/substance abuse treatment, and medical care.*

Programming

- Fragmented service delivery system
- Regional services are focused on compliance rather than performance outcomes
- Inadequate funding, strategic planning, and collaboration between service providers (local, state, and federal)
- Lack of collaboration between service providers and Alcoholics Anonymous
- Lack of collaboration between service providers and juvenile detention centers
- No system to identify clients/residents that receive services from numerous organizations
- Limited services during non-traditional hours
- Engaging in reactive efforts instead of preventative efforts
- Limited access to service locations in rural areas
- Assistance navigating the process/applications
- Staff providing service to individuals with mental health issues and/or learning disabilities need formal training to work with/accommodate such individuals
- Lack of information on programs and services
- Limited public knowledge of services
- Language Barriers
- Lack of Older Adult Day Centers
- Unequal support for college-prep education vs. technical education
- Lack of support groups for adults with learning disabilities
- Lack of community leadership from younger generations

Transportation

- Limited transit service/network and hours
- Limited night and weekend service routes
- Limited transit to medical appointments, especially for the elderly and individuals with physical disabilities
- Lack of transit services in Pike County

Housing

- Complex housing assistance system/process
- Limited number of shelters
- Limited transitional housing

Mental Health/Substance Abuse

- Limited number of mental health/substance abuse recovery facilities and support services
- Limited number of mental health service providers

Medical Care

- Limited medical providers that accept medical assistance benefits (Medicare and/or Medicaid)

2018 Community Needs Survey

Community Partners Survey: Section Four

Section Four (4) of the Survey asked the following: *What suggestions do you have related to the gaps or barriers?* The identified/perceived gaps or barriers encompassed four (4) general themes: *programming, transportation, housing, and mental health/substance abuse treatment.*

Programming/Administration

- Require partners to have a strategic plan that includes measurable performance goals
- Centralize the coordination and collaboration of service providers, volunteers, and staff education
- Increase communication and coordination across partner organizations
- Centralize the coordination of delivery systems
- All providers should use the HMIS system
- Enhance outreach, awareness, and education efforts
- Coordinate social service, health care service, and transportation planning
- Coordination and better planning of community events
- Establish satellite offices in more rural areas
- Ensure multi-lingual options are available
- Strategically targeting funding sources and apply those funds effectively
- Develop a public-private partnership initiative to supplement funding
- Increase assistance navigating the application process for services
- Provide a location where residents can network and learn about available services
- Utilize demographic information to target and better serve at-risk populations
- Establish efforts to address poverty
- Establish a hot lunch soup kitchen “on the mountain”

Transportation

- Bring MCTA into social services planning efforts
- Expand MCTA services to social service organization locations and develop Pike County transit services
- Develop transit that focuses on child care and education
- Reduce fares for transit
- Subsidize personal vehicle repairs
- Supplement a taxi voucher or Uber-like service for transit options

Housing

- Centralize coordination of all housing programs
- Identify grants to redevelop old sites as affordable housing
- Enhance the entry system for homeless services
- Subsidize landlords that accommodate low/mod income families
- Advocate for changing eligibility requirements so that individuals and families can access financial assistance before becoming homeless

Mental Health/Substance Abuse Treatment

- Increase mental health services
- Place emphasis on services to the elderly and those needing mental health services
- Provide training for agency workers that focuses on mental health and is connected to mental health providers
- Have family advocate who work with children at juvenile detention centers, as well as individuals who attend AA and/or ALNON
- Create support groups for adults with learning disabilities

D. Forum Discussion

Two forums were held to discuss problems in low income communities in key areas such as employment, education, housing, health, emergency assistance, nutrition, transportation, and to identify suggestions and/or resources to focus on in the future. Both forums were conducted with Head Start families in two different locations: East Stroudsburg, PA on September 26, 2018 and in Tobyhanna, PA on September 27, 2018.

Key Findings:

Pocono Services for Families and Children: Head Start, East Stroudsburg, PA September 26, 2018

Of the needs identified in our community, what do you think are the top five needs?

1. Housing
2. Food
3. Jobs with benefits
4. Child care
5. Transportation

Discussion:

- Finding an affordable place to live is tough because wages are low and rentals are high
- Food is a need because all the other bills come first and what's left goes toward food
- Having benefits through our job would help; we get just enough hours a week to keep us from full time employment and the benefits that go with full time, so if there is an illness, our check suffers; we have to decide what bills to pay when there's not enough to pay them all
- Child care is expensive; I'd rather stay home with the kids then pay all my income for child care
- There used to be help with care repairs, but nobody does that anymore

What suggestions do you have to improve the community?

- Convince employers to hire full time instead of part time employment with no benefits
- Convince employers to increase wages to a livable wage

Pocono Services for Families and Children: Head Start, Tobyhanna, PA September 27, 2018

Of the needs identified in our community, what do you think are the top five needs?

- Food
- Housing
- Livable wage jobs
- Transportation
- Child care

Discussion:

- The price of food is outrageous and it's the last thing on the budget, so we go to the food pantry for help
- Taxes are so high and the amount we have to pay for our rental is very high, but that's all that was available
- We don't have a wage, with two jobs, to pay all the bills and we don't have a benefits package because both jobs are part time; if I could find a better job with full time employment that offered benefits, I would take it
- We can't afford a new car so we are constantly paying for repairs for our used car, and there is no assistance for help when the car breaks down
- Some schools are offering before and after school care, and that helps with child care if your child is school age, but child care is so expensive that I'd rather stay home with my child then pay out my whole check for child care

What suggestions do you have to improve the community?

- There are some places across the county that have child care right on the job site-our businesses should look into that
- Talk to housing rental agencies to see if there is a way to compare the rental rates in our county to those surrounding our county, and if our county is higher, find a way to lower the rental rates

F. Customer Satisfaction Survey

2018 Community Needs Assessment

Monroe & Pike Counties

Acronym Index:

	Name of Organization	Acronym
1	Burnley Workshop of the Poconos	BWP
2	Catholic Social Services	CSS
3	Center for Developmental Disabilities	CDD
4	Devereux	DEV
5	Family Promise	FP
6	Monroe County Meals on Wheels	MCMOW
7	Monroe County United Way	MCUW
8	Pike County Developmental Center	PCDC
9	Pocono Alliance	PA
10	Pocono Services for Families & Children	PSFC
11	Safe Haven	SH
12	Blank Organization Entry	Blank

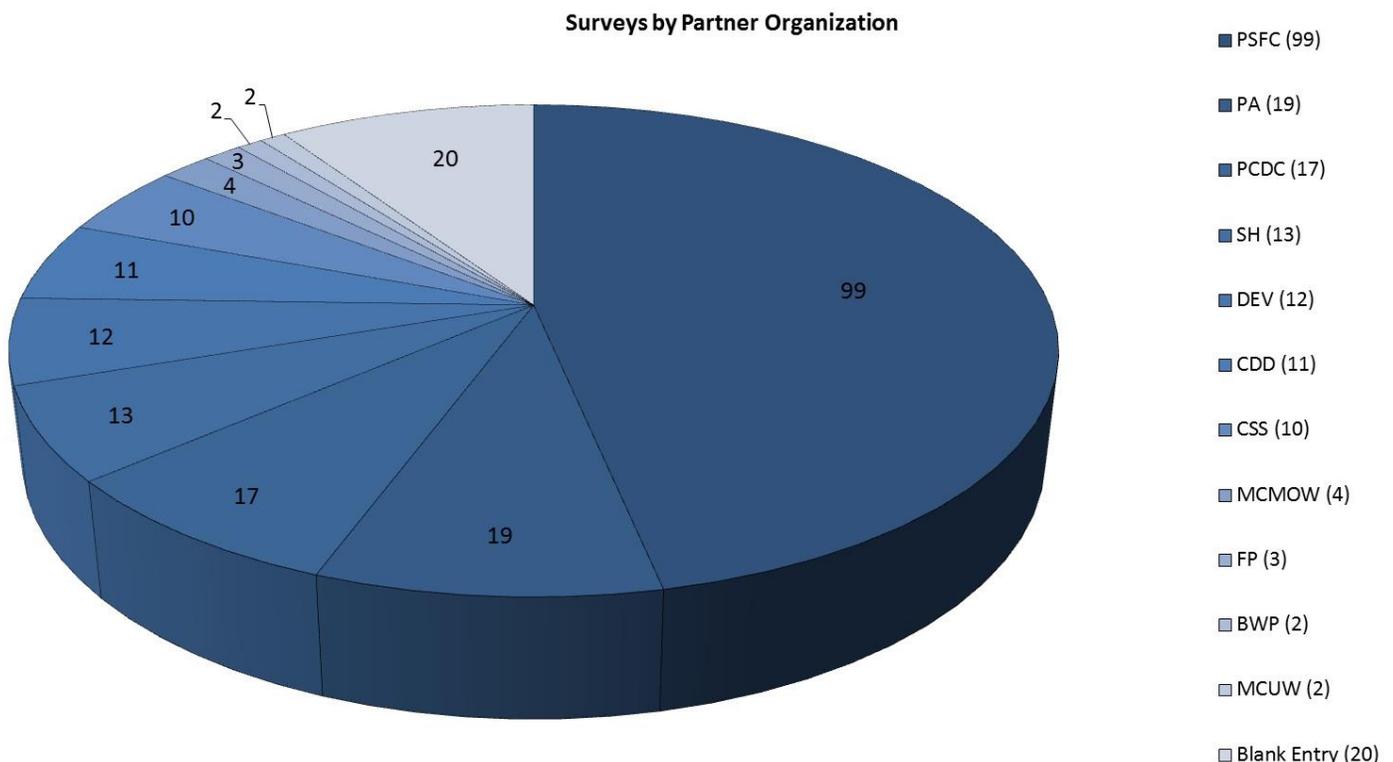
**The acronyms provided above are used to represent the partner organizations in the attached documents.

2018 Community Needs Survey

Customer Satisfaction Surveys: Organizational Breakdown

Rank	Name of Organization	Survey Returns
1	Pocono Services for Families & Children	99
2	Pocono Alliance	19
3	Pike County Developmental Center	17
4	Safe Haven	13
5	Devereux	12
6	Center for Developmental Disabilities	11
7	Catholic Social Services	10
8	Monroe County Meals on Wheels	4
9	Family Promise	3
T-10	Burnley Workshop of the Poconos	2
T-10	Monroe County United Way	2
-	Blank Organization Entry	20
	Total Surveys	212

The 2018 Community Needs Assessment collected 212 **Customer Satisfaction Surveys (Surveys)** from residents. Approximately 47% of the surveys were collected at PSFC (99 Surveys). Pocono Alliance [19 Surveys (9%)], Pike County Developmental Center [17 Surveys (8%)], and Safe Haven [13 Surveys (6%)] ranked 2nd, 3rd, and 4th, respectively, for total surveys returned. The remaining organizations accounted for 44 surveys, or approximately 21% of the total surveys collected. 20 surveys (9%) were returned with no information accounting for the agency where the survey took place.



2018 Community Needs Survey
Customer Satisfaction Surveys: Weighted Satisfaction Ratings

	Survey Question	Point Total
1	How did staff treat you?	820
2	Did staff do what they said they would do to assist you?	814
3	Did staff assist you in timely manner?	818
4	How was your overall service experience?	824
		848 Possible Points

The Table above visually displays the total satisfaction ratings for each survey question. Although services offered for each resident may have been different for each survey, the **Survey** primarily focused on the quality of the service provided. Out of 848 possible points, each question received over 800 total points. According to the data, the vast majority of the residents that completed a Survey rated the servicing organization, organization’s staff, length of time to attain services, and their overall experience as *Excellent*.