

Community Health Status Assessment 2007

Focus Group Report

Commissioned by:



Introduction

An important objective of the Community Health Status Assessment (HSA) process conducted in 2007 was to obtain in-depth feedback related to what community leaders and consumers felt were the biggest problems in the community and to solicit ideas and solutions.

Methodology

In order to obtain qualitative feedback from professionals and consumers in the service area, Strategy Solutions facilitated a series of “stakeholder forums,” or focus groups, with various community leaders, consumers, organizations and stakeholder constituencies. The HSA steering committee identified contact persons to aid in the recruitment of participants for each group. Carlisle Area Health & Wellness Foundation (CAHWF) staff and/or steering committee members coordinated and made all arrangements related to planning and convening the focus groups.

A total of 38 focus groups were conducted over 8 weeks from January through March 2007, with input from a total of 370 participants. The steering committee identified organizations to participate in the focus group process and CAHWF staff coordinated all logistical aspects for the groups. All focus groups were facilitated by JT Rehill, Director of Business Development Services for Strategy Solutions, utilizing the Option Finder audience response polling system. Option Finder is a technology that allows for electronic polling and immediate tabulation of responses for discussion by participants.

The agenda for the focus groups included an introductory question to allow participants to become familiar with the technology, followed by an electronic survey. The survey first asked participants to rate the overall health of the Carlisle area (defined as central and western Cumberland and Perry Counties, and small contiguous parts of Franklin and Adams Counties), as well as their own (personal) health. Participants then rated a list of both community issues and core health issues, and answered two “social capital” questions. Each session ended with a short brainstorming and prioritization session where participants identified and prioritized actions that could be undertaken in order to improve the health and wellness of the Carlisle area. This report contains the overall results of the data collection.

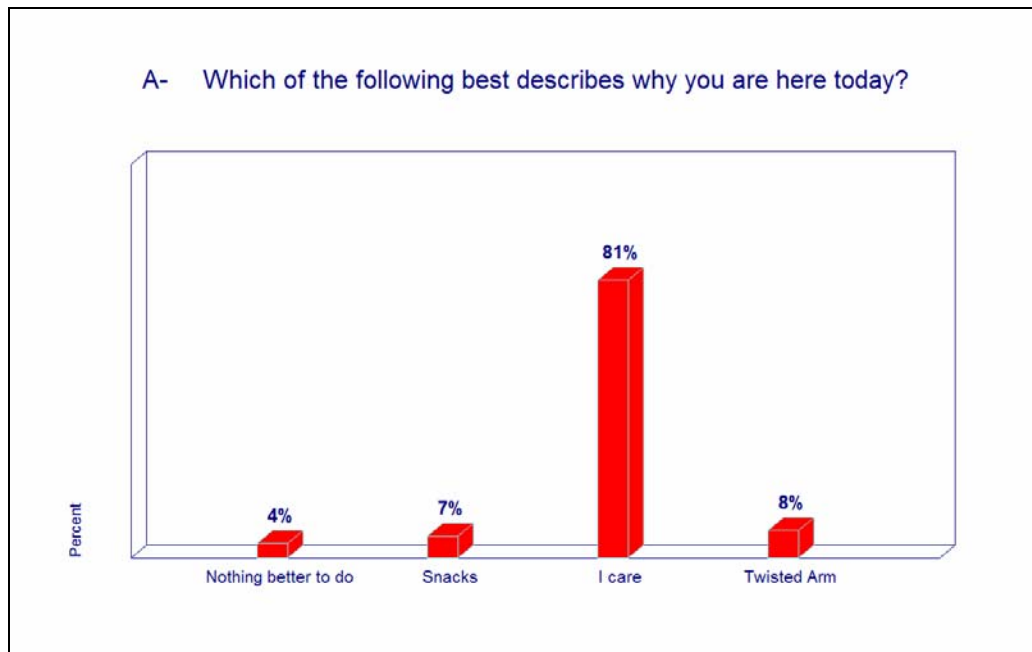
The final schedule of focus groups is as follows:

<u>Group</u>	<u>Date</u>	<u>Location</u>	<u>Time</u>
Foundation Board and Committee Volunteers	1/10	CAHWF	12:00
School Nurses	1/10	CAHWF	4:00
Cumberland County Providers (Criminal Justice)	1/11	Business Central	12:00
Cumberland County Providers (County Department Heads and key people for Human Services.)	1/11	Business Central	10:30
Cumberland County Partnership for a Healthy Community (CCPHC)	1/11	United Way	8:30
Project SHARE Clients	1/16	SHARE	2:00
Cumberland County Area Agency on Aging - Sr. Center attendees	1/17	Carlisle Senior Center	12:15
Carlisle Local NAACP Chapter and YWCA Social Justice Committee	1/17	YWCA Carlisle	5:00
Newville Leaders & Providers	1/25	Green Ridge Village	12:00
Wellness at Work	1/25	Stern Center	7:30
Recovering Community - CRME (Carlisle Recovery Mobilization Effort) participants	1/25	CAHWF	5:30
Cumberland County Human Service Providers – United Way	1/26	United Way	8:30
Human Service Council of Shippensburg	1/26	Toll Gate Restaurant	12:00
Shippensburg Leaders & Providers	1/26	Premiere Events	4:00
Perry County Family Partnership Board	2/1	Perry County Extension	12:00
Perry County Providers/Elected Leaders.	2/1	Perry County Extension	4:00
Lions Club members - Perry County	2/1	Perry County Extension	2:00
Success by Six - Leadership Council	2/2	United Way	10:30
CRANA (Carlisle Regional Advocates for Nutrition and Activity)	2/2	United Way	8:00
Sadler Health Center Clients	2/2	Sadler Health Center	2:30
Rotary/Carlisle (2 Clubs)	2/6	The Pub	8:30
Salvation Army Social Services and Shelter Residents	2/6	Salvation Army	6:30
Open and Public meeting - Carlisle	2/7	CAHWF	3:00
Cumb. County Elected Leaders (Co. - Boro - Twn. - School Boards)	2/7	CAHWF	12:00
Cumb. County Elected Leaders (Co. - Boro - Twn. - School Boards)	2/7	CAHWF	5:00
School District Superintendents/Administrators	2/15	CAHWF	4:30
Cumberland County Human Services Council	2/16	Bonanza	12:00
Cumberland County Prison Inmates	2/16	County Prison	2:30
Cumberland-Perry Tapestry of Health/WIC Clients	2/20	WIC office	12:00
Community Ministerium	2/20	2 nd Presbyterian Church	9:30
Dentists	2/20	Sunnyside	5:30
Redevelopment Authority and Senior Housing Staff	2/21	Authority office	12:00

<u>Group</u>	<u>Date</u>	<u>Location</u>	<u>Time</u>
Medical Staff of Carlisle Regional Medical Center	2/21	Rillos	5:30
YWCA Women's Group of Public Housing Residents	2/28	YWCA Carlisle	5:00 PM
Chamber of Commerce Planning Committee	2/28	Chamber office	7:30
Episcopal Square Apartments in Shippensburg	2/28	Episcopal Square Apartments	10:30
Redevelopment Authority and Senior Housing Residents	2/28	Housing Office	1:00
Adams County - Rural Opportunities Inc.	3/1	Aspers	11:00

Introductory Question

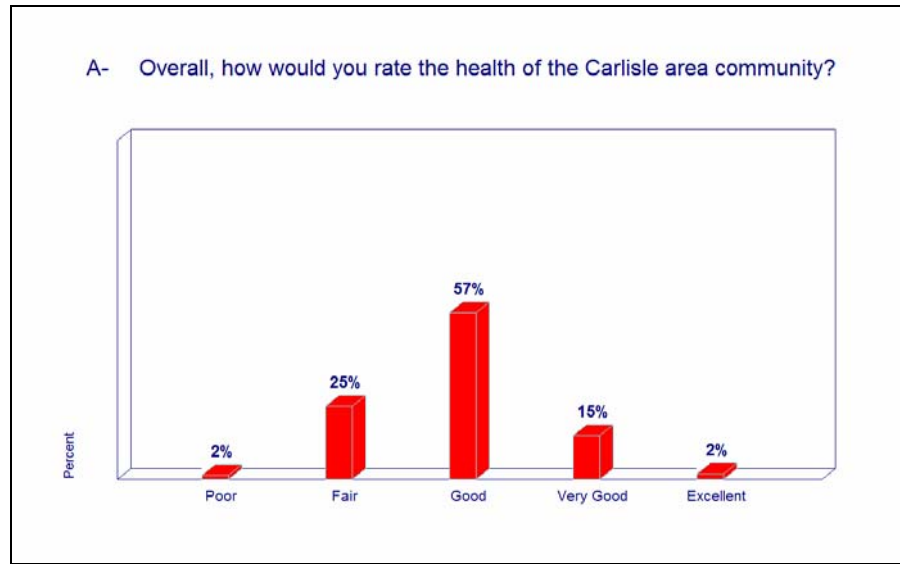
To familiarize participants with the Option Finder system, an introduction question was asked: “Which of the following best describes why you are here today?” Of all participants, 81% indicated that they were involved in the process because they care about the health and wellness of the Carlisle area community and want to share their opinion. Only 8% indicated they were involved because someone had “twisted their arm”, 7% selected snacks/food, and 4% indicated they had nothing better to do.



n=367

Overall Community Health Status

After the introductory question, participants rated the overall health of the community as well as their overall (personal) health on a 5-point scale where 1=poor, 2=fair, 3=good, 4=very good and 5=excellent. The results are as follows.

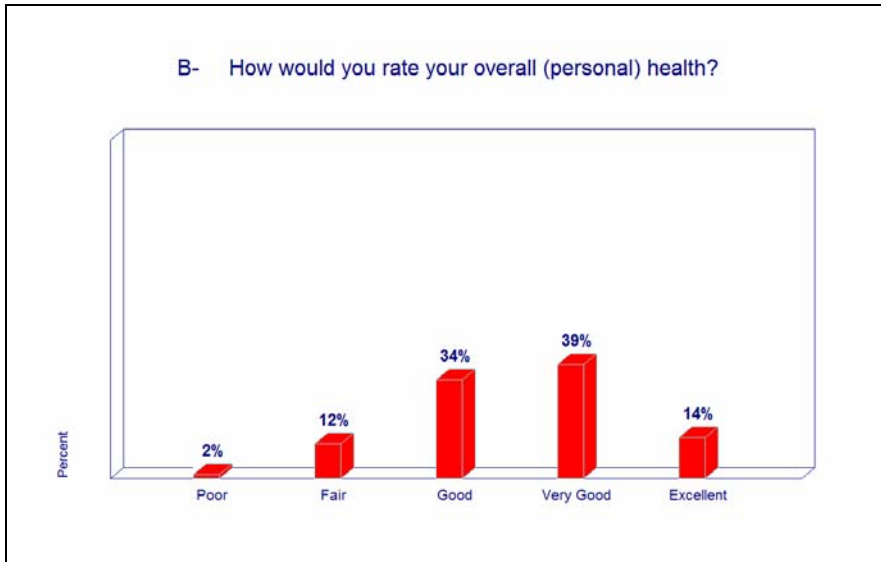


n=366

To begin the discussion with each group, the above graph was displayed. The facilitator stated, “This is how you rated the health of the community;” then asked the question, “What are some of the things that are affecting the health of the Carlisle area?” Responses to this question included both positive and negative drivers of community health. If comments by participants were largely negative, the facilitator asked for any positive ones, and vice versa. In general, comments were balanced in that participants in all groups could identify both positive and negative drivers.

Positive comments made by participants centered on some of the organizations in the area that serve the health interests of the community, such as the Sadler Health Center, the Salvation Army, the Carlisle Area Health & Wellness Foundation, the YWCA and WIC. Participants also spoke about the positive attributes of the Carlisle area related to overall quality of life and the positive effect it has on people’s mental and physical health – from the fact that it is a safe place to raise a family to the variety of recreational and leisure activities available. Additionally, some participants referenced the good that some political leaders and organizations were doing in addressing issues like air pollution and zoning policies for businesses.

Negative drivers of community health cited by participants tended to be more specific and focused on particular health needs or issues in the community. For instance, air and water quality was consistently mentioned across many of the groups – particularly in regard to pollution from truck exhaust in the area from the large number of trucks that idle overnight in the area. Other specific health concerns brought up in a majority of the groups include obesity, diabetes, coronary disease and asthma. Other negative drivers centered on areas in which there are limited services available in the community – namely prenatal care, mental health care, substance abuse, support groups, non-emergency care and dental care. Transportation was consistently mentioned as one of the major negative drivers of community health for a variety of reasons, from pollution to the lack of public transportation for those who do not have their own car, particularly for low-income families and those in the more rural areas of the community.



n=366

Next, participants reviewed how they responded to the second question of the survey regarding their overall (personal) health. The question asked of them was, “What are some of the ways an individual’s personal health relates to the health of the community?”

The most common answer given by participants across all groups related to role modeling. Specifically, if an individual is in good shape and leads a healthy lifestyle, then they are setting a good example for others in the community. Some participants added that those who are healthier would be more inclined to share their experiences with other people, more actively promoting a healthy lifestyle. Additionally, some participants pointed out that if an individual is healthy and feels good, they are more able to help in the community through volunteerism. The other most common response to this question was that those in good health require less assistance from social and healthcare services and, conversely, those in poor health are more of a drain on community resources and require more social and healthcare services. Also, if you are not healthy, you are unable to work and be a productive, contributing member of the community.

Community Issues

Before participants in each group were presented the rank-ordered results of how they rated the Community Issues presented in the Option Finder survey, they were asked what they felt the biggest community health needs were in the Carlisle community. For the most part, participants brought up issues that appear on the survey, such as obesity, diabetes, asthma, pollution, prenatal care, transportation, cost of prescription drugs, affordability and access to healthcare and insurance or affordable housing. Other issues mentioned at this time included mental health services, nutrition awareness, lifestyle education, care for the elderly, and knowledge/accessibility of available services in the community.

Each group then reviewed the results of the Option Finder exercise as they had ranked them. For the list of Community Issues, participants rated each separate issue by answering the following question:

“How much of a problem is this community health need/issue in the town, city, or rural area that you currently live?” on a 5-point scale where 5=Very Serious Problem, 4=Serious Problem, 3=Somewhat of a Problem, 2=Small Problem, 1=Not a Problem. Participants were given the option of selection “0” for “Don’t Know”.

Overall responses in rank order are as follows (N=Number of Responses/Avg=Average of all scores):

Item	N	Avg	Div*	Frequency of Responses					
				0	1	2	3	4	5
K-Transportation	370	3.51	26	6	29	41	102	99	93
I-Healthcare	370	3.40	20	7	22	36	128	127	50
G-Domestic Violence (intimate partners)	370	3.30	29	37	18	34	143	107	31
L-Affordable & Adequate Housing	370	3.29	24	10	25	58	117	108	52
E-Parenting	370	3.25	26	31	19	34	156	103	27
H-Child Abuse	370	3.20	30	42	21	41	144	97	25
P-Elder Care	370	3.00	34	61	28	62	121	79	19
F-Sexual Abuse	370	2.97	35	79	25	53	132	68	13
R-Emergency preparedness	370	2.93	32	42	41	75	106	79	27
B-Delinquency/Youth Crime	370	2.90	22	25	26	87	141	78	13
Q-Accidents/trauma/seatbelt use	370	2.85	30	55	24	96	115	64	16
J-Discrimination/Diversity	371	2.83	24	16	45	91	123	70	26
O-Early Childhood Development/Child Care	370	2.78	33	52	45	86	106	55	26
D-Employment/Economic Opportunities	370	2.77	21	13	40	107	120	75	15
A-Crime (other than domestic, elder or child abuse)	369	2.69	18	15	43	92	157	54	8
M-Recreation Opportunities	370	2.50	26	15	91	91	100	49	24
C-Elder Abuse	370	2.35	28	135	41	92	83	17	2
N-Education/Public Schools	370	2.19	21	16	116	108	85	37	8

** The diversity score (Div) is a measure of consensus on a 100-point scale. The lower the score, the higher the consensus is of the group.*

In all groups, only the top three issues were discussed due to time constraints. The following is a summary of the comments and issues raised related to each of the highest-rated survey items:

Transportation

Specific issues around transportation fell into two primary categories. The first is the inadequacy of public transportation in general. The bus service that exists in the Carlisle area is limited in its service area as well as its hours of operation. Many participants in the Consumer groups said that it had been their personal experience that it could take nearly an entire day to simply make it to a doctor's appointment due to wait times and the limits of the county system and C.A.T. regional bus routes. Also, the county van system could not be used in emergencies because arrangements for assistance have to be made 24 hours in advance and do not allow for last-minute changes. As one participant stated, "I laugh when I call to get (a ride) to the doctor's office and they ask if I have an appointment (for the van). It's not as if you can plan when you're going to get sick." The distance to some care facilities, particularly for prenatal care and even into downtown Carlisle to go to the public assistance office or the

Sadler Health Center, is a problem for those in the more rural areas of the counties who do not have their own cars. There is a taxi service, though many participants consider it inadequate and expensive. Also, children whose parents do not have cars or who are unable to transport them after school cannot take part in extracurricular programs given the lack of other alternatives.

The other major issue related to transportation is truck traffic. This is viewed as the largest contributor to air pollution in the region because there are no regulations for trucks that idle overnight at the many rest areas near Carlisle. To a lesser degree, some participants view the truck traffic that comes through the downtown area as a nuisance and a health concern.

Healthcare

Healthcare is a broad topic and can be interpreted in a variety of ways. Participants in all focus groups had differing perspectives on the definition of healthcare. For some, the biggest issue related to healthcare is in the lack of services available to those on public assistance. There are limitations for enrollment as well as on the length of time one is allowed to receive some benefits. There are not enough doctors who offer services to those on Access (Medicaid), and those that do are generally too busy to accept new patients. Dental care is a particular problem area for some, since even basic care is extremely limited. Another major service area available in only a limited capacity is mental health services, with extremely long waiting lists to get an appointment. Some in the Community groups pointed to the difficulty for people with multiple diagnoses to get adequate care for more than one problem.

Similarly, another major healthcare problem cited by many participants is cost. The cost of some services, such as educational classes, exercise programs, or co-pays for doctor visits and medications is prohibitive for those who need them. A lot of participants cited the cost of health insurance as well, not only for low-income families, but also for the middle-class.

Another issue around healthcare for participants relates to facilities. Many view the new location of the hospital as inconvenient since it is no longer near the center of town. Also, there seems to be no place to go besides the Sadler Health Center for non-emergency or clinic type care. Participants again brought up transportation as a problem in regard to accessing healthcare facilities.

Some participants spoke of the fact that many doctors are moving out of the area, as well as Pennsylvania in general, due to medical malpractice premiums, leaving an insufficient number of family doctors and specialists to deal with the needs of the population as it stands. This is also viewed as a major concern in light of the aging population.

Domestic Violence (intimate partners)

When asked why domestic violence appeared near the top of the list in some groups, participants said that this was an issue that has been widely publicized, increasing awareness in the general population of its existence. Some participants pointed to the fact that domestic violence seems more a byproduct of other issues, like a lack of economic opportunities and substance abuse.

Affordable & Adequate Housing

Comments related to housing in the Carlisle area had primarily to do with the lack of affordable housing for low-income families. Service jobs do not pay well enough to afford the housing available in the area, which necessitates working more than one job to afford an adequate place to live for some participants. This becomes an even bigger problem when they have children and then have to find and pay for childcare. Housing assistance has a very long waiting list and HUD or Section 8 housing is very difficult to access for many who need it. Also, a large portion of low-income housing is considered substandard.

Parenting

Participants viewed parenting as an issue because they see it as a root cause of other problems for children and the community, such as obesity, delinquency or youth crime, child abuse and substance abuse. Many participants discussed the fact that modern lifestyles do not allow people to spend enough time with their children. People are just too busy to be good parents in light of an unhealthy work/life balance and often both parents have jobs. Also, the lack of basic education around cooking healthy, eating healthy and maintaining a healthy lifestyle is seen as a problem related to parenting.

Child Abuse

Child abuse appeared in the top 3 more often in Community groups where participants worked directly with children, such as those who work in the school system or in social service jobs that deal with families. Within these groups, participants considered it a much greater issue than others because of the impact on the children. Abuse challenges a child's ability to grow up healthy and avoid problems like delinquency, substance abuse, teen pregnancy and crime.

Delinquency/Youth Crime

In groups where delinquency/youth crime rose to the top, participants said that this is a prevalent problem because it is an obvious one. There are many children who are unsupervised at night and on the weekends because they do not have other things to do. Participants explained that the lack of recreation activities for youth is a major driver of this, as well as issues related to parenting (see above).

Core Health Issues (Consumers)

For the list of Core Health Issues, participants in **Consumer** groups, persons not professionally involved in services or who directly benefit from them, rated each separate issue by answering the following question: “How much of a problem is this community health need/issue for you or your family?” on a 5-point scale where 5=Very Serious Problem, 4=Serious Problem, 3=Somewhat of a Problem, 2=Small Problem, 1=Not a Problem. Participants were given the option of selection “0” for “Don’t Know”. Overall responses in rank order were as follows:

Item	N	Avg	Div*	Frequency of Responses					
				0	1	2	3	4	5
I-Insurance Coverage	124	2.96	39	1	36	15	17	28	27
K-Obesity	123	2.95	34	3	26	22	24	28	20
B-Depression/Mental Health Issues	124	2.85	35	7	28	20	26	28	15
C-Diabetes	124	2.81	41	15	29	19	17	32	12
A-Environmental Issues (Air and Water Quality)	124	2.69	34	6	33	22	25	25	13
H-Access to Medical Care Providers	124	2.63	37	3	41	21	20	20	19
T-Arthritis - Rheumatism	124	2.62	32	7	32	27	23	24	11
S-Visual/Hearing Impairment	124	2.52	25	5	28	30	40	13	8
E-Cholesterol	124	2.52	30	13	30	22	35	19	5
D-Substance Abuse (Drugs and Alcohol)	124	2.49	39	3	54	11	16	23	17
P-Cardiovascular Disease and Stroke	123	2.46	35	9	42	21	20	19	12
F-Hypertension	124	2.46	32	14	34	20	35	13	8
X-Quality of Medical Care	124	2.43	25	1	37	31	28	19	8
L-Tobacco Use	123	2.42	40	2	58	10	17	16	20
Y-Prescription drug availability and access (can people get the prescriptions they need and pay for them)	124	2.39	36	1	54	16	23	11	19
N-Services for Disabled	123	2.37	34	12	45	14	26	18	8
Q-Oral Health	123	2.25	30	5	51	19	24	16	8
R-Asthma - COPD	124	2.25	31	7	48	25	22	11	11
V-Cancer (all except skin)	124	2.14	32	5	59	19	18	11	12
U-Osteoporosis	124	1.98	24	8	56	23	25	7	5
M-Teen Pregnancy	123	1.97	33	16	65	8	13	14	7
J-Prenatal Care	123	1.78	29	36	59	5	13	3	7
O-HIV/AIDS	123	1.68	26	18	76	7	7	10	5
G-Child Health/Immunizations	124	1.64	20	17	70	14	17	3	3

Participants in the Consumer groups were shown the results of the Option Finder exercise related to Core Health Issues. The discussion then moved directly to the topic of services available in the community.

** The diversity score (Div) is a measure of consensus on a 100-point scale. The lower the score, the higher the consensus is of the group.*

Core Health Issues (Community)

For the list of Core Health Issues, participants in **Community** groups, persons usually with expertise or professional interest in health or human services, rated each separate issue by answering the following question: "How much of a problem is this community health need/issue in the Carlisle region?" on a 5-point scale where 5=Very Serious Problem, 4=Serious Problem, 3=Somewhat of a Problem. 2=Small Problem, 1=Not a Problem. Participants were given the option of selection "0" for "Don't Know". Overall responses in rank order were as follows:

Item	N	Avg	Div*	Frequency of Responses					
				0	1	2	3	4	5
K-Obesity	247	4.12	19	9	0	6	44	104	84
D-Substance Abuse (Drugs and Alcohol)	247	3.94	13	4	0	4	66	113	60
L-Tobacco Use	247	3.87	20	10	0	10	73	92	62
I-Insurance Coverage	248	3.84	23	10	4	10	76	79	69
P-Cardiovascular Disease and Stroke	247	3.76	37	34	1	13	63	96	40
X-Prescription drug availability and access (can people get the prescriptions they need and pay for them)	247	3.74	27	14	5	22	59	90	57
B-Depression/Mental Health Issues	247	3.73	17	8	0	13	81	103	42
V-Cancer (all except skin)	247	3.72	27	20	0	13	80	92	42
F-Hypertension	247	3.63	38	43	1	11	75	92	25
E-Cholesterol	247	3.58	38	44	0	14	81	84	24
C-Diabetes	247	3.56	41	45	1	24	67	81	29
A-Environmental Issues (Air and Water Quality)	247	3.50	27	10	12	33	66	77	49
Q-Oral Health	247	3.50	32	28	2	25	88	70	34
R-Asthma - COPD	247	3.43	34	36	3	24	83	81	20
H-Access to Medical Care Providers	247	3.42	25	8	12	31	89	58	49
J-Prenatal Care	247	3.37	41	42	7	33	82	43	40
M-Teen Pregnancy	247	3.33	26	27	0	29	106	69	16
N-Services for Disabled	247	3.24	31	33	8	30	95	64	17
T-Arthritis - Rheumatism	247	3.17	40	62	3	39	79	51	13
W-Quality of Medical Care	247	3.06	24	9	20	51	89	50	28
U-Osteoporosis	247	2.93	35	63	6	48	87	38	5
G-Child Health/Immunizations	247	2.78	25	29	17	66	90	39	6
S-Visual/Hearing Impairment	247	2.76	26	48	4	67	105	19	4
O-HIV/AIDS	247	2.73	34	71	5	79	57	28	7

Participants in the Community groups viewed the results of the Option Finder exercise related to Core Health Issues and, in each group, discussed the 3 top ranked issues for that session. The following is a summary of those discussions related to each of the higher-ranked topics.

Obesity

The prevailing sentiment among participants in the Community groups around obesity was that it is a root cause of so many other core health issues for people not only in and around Carlisle, but around the country as a whole. Specifically, obesity is related to diabetes, coronary disease, depression, hypertension, cholesterol and arthritis. Widespread publicity in the national and local media has contributed to this perception, though some participants pointed out that it is an obvious problem – “you just have to look around at the people on the street to see that obesity is an issue.” Also, this is viewed largely as a manageable problem. Participants stated that while the problem of obesity is endemic, it is also one that could be combated through education on leading a healthy lifestyle and through modification of eating and exercise habits.

Substance Abuse (Drugs and Alcohol)

Many in the Community focus groups view substance abuse as a significant problem because it is something that is at the root of so many other issues, such as domestic violence and crime. It is also an issue that receives a fair amount of attention from local media. Some pointed out that this is another obvious problem because you can go to certain parts of town and see drug deals taking place. Additionally, participants in a few groups stated that the convenience of being at the “crossroads” of I-81 and I-76 makes it easy for drug transporters to bring illicit substances into the community. Substance abuse was also considered a significant problem in the more rural parts of the counties due to small police forces and the lack of recreational opportunities for youth. In discussions about the issue of substance abuse, in both the Community and Consumer groups, the lack of services available for rehabilitation and ongoing assistance in the area is an important driver of the continued prevalence of this issue.

Insurance Coverage

Many focus group participants consider insurance coverage to be a problem for a number of reasons. First, there are simply many people who just don’t have any coverage - mostly those with low income who are working service-level jobs. Second, there are many people who do not qualify for assistance programs but cannot afford adequate insurance for themselves and/or their families. Third, those that do qualify for public benefits, such as the Access (Medicaid) card, are extremely limited in the medical services available to them, when typically these are the people that need the most help.

Tobacco Use

Tobacco use is seen as an issue to many in the Community groups because it is a problem that can seemingly be alleviated through education and awareness, however its use is still prevalent both in the form of cigarettes and chewing tobacco. The fact that the dangers of tobacco are widely publicized and have been known for decades is a cause of frustration for many who work in the social service sector and in health-related fields.

Depression/Mental Health Issues

Groups in which depression/mental health issues rose to the top of the list generally consisted of participants who work in the social services, but many consider this a much broader issue as it is a widely publicized issue in the national media. Also, there is a perceived lack of mental health services available in the community, elevating the concern among participants that this is more of a problem than others on the list.

Prescription drug availability and access

This issue goes hand-in-hand with insurance coverage for those with low incomes. Participants in the Community groups who work in the social services stated from experience that people and families who cannot afford the prescriptions they need do not receive the consistent and required care for their problems, leading to more extensive problems down the road.

Environmental Issues (Air and Water Quality)

In groups where environmental issues appeared near the top of the list of core health issues, many participants said that the Carlisle region has some of the worst air quality in the nation due to the large amounts of truck traffic from the nearby highways. Some participants perceived nearby manufacturers as another reason for air and water pollution since they felt that there are very few enforceable regulations across the many municipalities in the area.

Core Health Issues Comparative Chart (Community vs. Consumer)

Item	Community		Consumer		*
	N	Avg.	N	Avg.	
K-Obesity	247	4.12	123	2.95	2
D-Substance Abuse (Drugs and Alcohol)	247	3.94	124	2.49	9
L-Tobacco Use	247	3.87	123	2.42	12
I-Insurance Coverage	248	3.84	124	2.96	1
P-Cardiovascular Disease and Stroke	247	3.76	123	2.46	10
X-Prescription drug availability and access (can people get the prescriptions they need and pay for them)	247	3.74	124	2.39	13
B-Depression/Mental Health Issues	247	3.73	124	2.85	3
V-Cancer (all except skin)	247	3.72	124	2.14	16
F-Hypertension	247	3.63	124	2.46	18
E-Cholesterol	247	3.58	124	2.52	9
C-Diabetes	247	3.56	124	2.81	4
A-Environmental Issues (Air and Water Quality)	247	3.50	124	2.69	5
Q-Oral Health	247	3.50	123	2.25	15
R-Asthma - COPD	247	3.43	124	2.25	15
H-Access to Medical Care Providers	247	3.42	124	2.63	6
J-Prenatal Care	247	3.37	123	1.78	21
M-Teen Pregnancy	247	3.33	123	1.97	17
N-Services for Disabled	247	3.24	123	2.37	14
T-Arthritis - Rheumatism	247	3.17	124	2.62	7
W-Quality of Medical Care	247	3.06	124	2.43	11
U-Osteoporosis	247	2.93	124	1.98	16
G-Child Health/Immunizations	247	2.78	124	1.64	19
S-Visual/Hearing Impairment	247	2.76	124	2.52	8
O-HIV/AIDS	247	2.73	123	1.68	18

Above is the list of Core Health issues, sorted by the average score given by the Community focus groups, with the average score given by the Consumer groups for comparison purposes. There was consensus on issues but not an overwhelming mandate on just one or two top ones, given the averages and spread.

* Rank of Consumers Group as compared to the Community Group.

Services in the Community

Following the discussion about Core Health Issues in the Community groups, and immediately after being shown the Option Finder results in the Consumer groups, all participants were asked the question, “What services are available in the community to help with these issues?” At times when participants were unresponsive, further clarification was offered in the form of the question, “What organizations are you aware of that are working on addressing these issues?”

In all groups, participants could name at least a few organizations that are working in the community to help in some of these areas. Overall, there are many organizations working in a variety of capacities to address many of the issues in the survey and that participants consider important. Some of those mentioned include Weight Watchers and yoga at the Community Center, regular exercise classes at the Senior Centers, school-based education on healthy lifestyles, WIC, the churches, CAHWF provides funding and listens to the community, Project SHARE’s food and clothing, as well as other assistance, the Salvation Army and many others.

When asked if the services available in the community were being utilized to their fullest potential, participants across all groups said both ‘yes’ and ‘no’. Those who said yes explained that there is always a waiting list or a backlog of people in need and that services, such as mental health care and housing assistance, were at their capacity to help. Those who said no generally felt that there was still a great deal of need in the community and not everyone was receiving the assistance they need.

The discussion continued with the question, “What keeps people from accessing the services they need?” Participants provided many explanations, including the stigma sometimes associated with seeking social services, a lack of awareness of the issues as well as lack of awareness of the services available. Many participants cited transportation issues as a major barrier. Another concern was the limitations or lack of resources available for most organizations to do more. Some participants, mainly in the Consumer groups, brought up the limitations on services and the difficulty in enrollment and compliance with some social services as being a barrier.

At this point in all sessions, participants brainstormed possible action steps in order to address the community health issues discussed during the session. After generating the list of ideas, each participant voted on the ideas that they felt would make the most impact on community health by placing stickers on the flipchart next to them. Each participant was allowed 4 votes total and were instructed that they could distribute their votes however they chose, meaning they could vote for a single idea more than once. The responses were later input into GetStrategy Interactive, a software application designed, in part, to aid in the aggregation of stakeholder forum ideas and votes into themes to aid in analysis and prioritization. The complete list of responses can be found in Appendix A.

Participants were instructed to try and make their ideas as actionable as possible, but in many of the cases participants want to see changes occur that are very broad in scope and not necessarily directly actionable in the community.

The most common theme that emerged is in ideas related to **healthcare**. The most common ideas relate to providing more access to medical care in the form of a free clinic or satellite clinics, providing assistance for health insurance and even universal healthcare for Pennsylvania. Providing additional social services was mentioned often, particularly in the areas of mental health, substance abuse and case management. Many participants would like more medical services offered that would deal with eye care, dental care, preventive care and diagnostic testing.

The next most common theme is **transportation**. Many participants agreed that something needs to be done to improve the public transit system in and around the Carlisle area. Some suggested that there needs to be better coordination of the available services, including the expansion of operating hours for public and county transportation and coordination across counties. Some participants recommended specific services like shuttles for the elderly or to clinics for the sick.

Participants in most groups generated ideas around **information and resources**. Some of the most common ideas focus on centralizing information or providing a “one-stop shop” to help people in need find out what services are available and how to contact them, including an 800 number to access information; publishing lists of services in a directory, newsletter or newspaper; advertising; or, posting on a community bulletin board.

There were many ideas generated under the theme of **collaboration/cooperation**. Specifically, participants would like to see better coordination among agencies to provide more streamlined and comprehensive care in both health and social services, including the ability of services to reach more people. Others spoke of the need to cut down on the “red tape” to access services, particularly for those who receive assistance from more than one agency.

Regarding **education/public schools**, many participants offered ideas around educating both children and adults on important issues like obesity and nutrition. Some got more specific by suggesting classes be offered on leading a healthy lifestyle and maintaining general health as a means of encouraging preventative care to alleviate some of the demands on the services in the community. Participants would also like to have some form of education for the public on the issues and the services available. A few participants, mainly in the Consumer groups, would like additional career training resources in the area.

Understanding that a lot of the issues discussed in the groups are outside the mission of many, if not all, of the service providers in the Carlisle region, some participants spoke of the need to encourage **community action** in the form of advocacy or lobbying local and state government representatives to try to effect change. Additionally, some participants in the Community groups suggested encouraging volunteerism since many organizations are in need of more help.

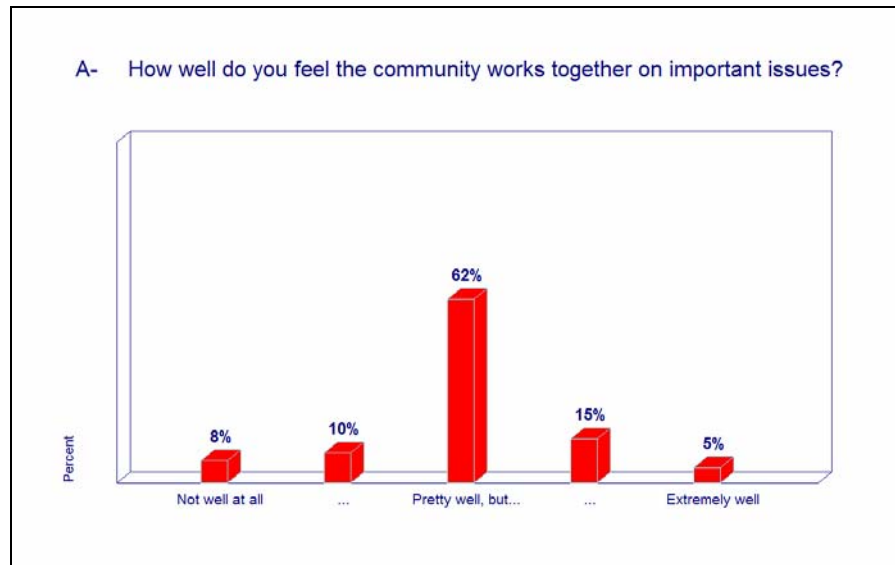
Participants in some groups, mainly Consumers, spoke of the need for more **child care**, as well as the need for it to be offered at a lower cost than is currently available. In both Consumer and Community groups, participants cited the need for **prenatal care**, particularly for those with lower incomes and no transportation.

Healthcare Insurance, being a critical issue for many, received a fair amount of attention. Many just offered the general idea that insurance needs to be more affordable and accessible. Specific concerns expressed by participants related to offering more services to those on Access (Medicaid) and more coverage for dental care in general.

There were many other ideas generated that were not among the most prevalent themes or did not receive as many votes. Among these were **recreation opportunities** – some would like the addition of a recreation center or more low cost recreation opportunities, as well as more formal associations, like a Police Athletic League or a Boys & Girls Club. Another theme is **parenting** – with ideas primarily overlapping with education such as offering classes on lifestyle, wellness and nutrition; others suggested simply promoting family values as an idea. Additionally, other themes that emerged during the brainstorming session at the end of each session include providing/securing funding to sustain existing programs; creating more affordable housing for low-income families; the need for more/better jobs and economic opportunities; zoning regulations; dental care and elder care, among others.

Social Capital Questions

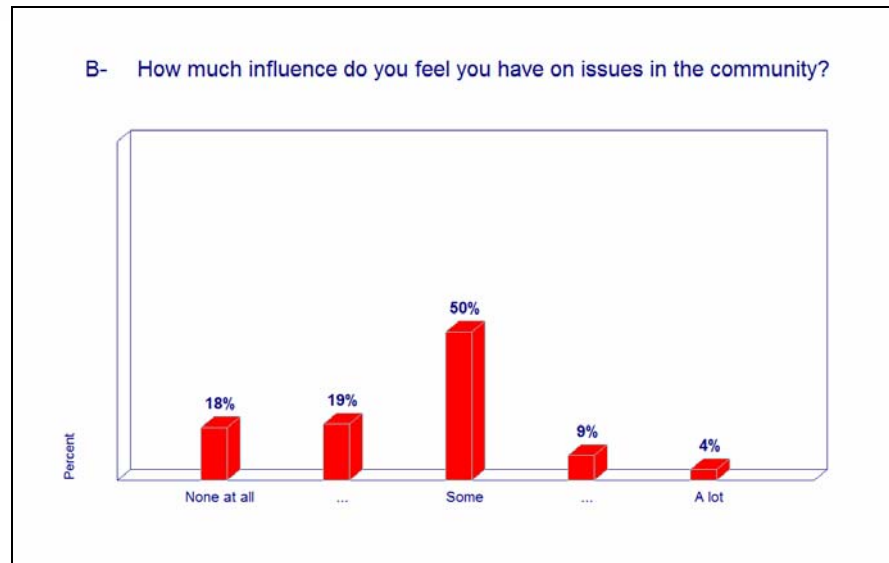
To close each session, participants were presented with their collective responses to two separate questions regarding their perceptions of the social capital that exists in the community. The aggregated responses are as follows:



n=370

After reviewing the above graph, participants across many of the groups explained that they perceive that the community works pretty well together around some issues, but not others. In particular, when there is a dramatic event or an issue that suddenly receives a lot of attention (such as the KKK attempting to hold a rally in Carlisle), the citizenry generally responds quickly and in a unified manner. Many participants in the Community groups explained that the many social service organizations work well together, though largely on an informal basis.

When asked to complete the sentence, “The community works pretty well together on important issues, but...” the most common answer given is that it could always improve, or “there is always more to do.” Additionally, some participants explained that there are simply many more issues that need to be addressed and many more people in the community that need help.



n=370

In groups where there was time to display and discuss the results of the final question, the general sentiment among participants in the focus groups was that there are so many issues to deal with that trying to be influential on the variety of them is difficult at best. Also, there are many issues that are beyond the influence of an individual and must be dealt with at a governmental level.

To end each session, the facilitator asked the question, “As we continue to conduct this Community Health Assessment, do you have any advice for the steering committee or any questions?” In terms of advice, participants in a few groups simply stated that there needs to be participation by all levels of people in the community, particularly consumers. Additionally, the prevailing sentiment among participants in all groups was their appreciation that the Foundation was conducting such a comprehensive assessment involving such a cross-section of Carlisle, and their hope that real action will come from this. Questions by participants in all groups generally focused on what the next steps would be and when the results of the assessment would be available, as well as what had been accomplished to date.

Appendix A

Brainstorming/Idea Generation & Prioritization

“What can the community do to improve the health status?” – All Events Combined

Healthcare Access(200) ()=Number of votes received
Open a free health clinic (14)
Satellite clinics (13)
Continue to work towards developing affordable health plans (11)
Universal healthcare for PA (9)
Open a dialysis center (do some research related to this) (8)
Monthly seminars on health issues (7)
Doctors with evening and weekend hours (bring more in, especially pediatrics) (7)
Facility for dialysis, x-rays, and chemo (clinic) (7)
Low cost clinics (especially for dental and eye care) (6)
More case management (6)
More services for mental health care (6)
Mobile social services (6)
Provide better services to low income people (6)
Community health clinic (5)
Improve prescription availability (lower cost) (community discussion) (5)
More free blood pressure screenings (5)
Open a free dental clinic (5)
Increase mobility of services (5)
Help individuals take care of themselves (5)
Fill in the gaps of service continuum (identify and prioritize) (5)
Better/more mental health services (5)
Promote happiness/healthy lifestyle (4)
Healthcare clinic here (4)
Support groups for patients of a variety of illnesses/disabilities (4)
Provide better integrated treatment options for people with multiple issues (4)
Increase study of root causes and take action (4)
Set goals re: community wellness (3)
Clinics w/ affordable services w/ transportation (3)
Open a health center for specialists to come to the area (3)
Encourage physicians to provide better resources for lower medical costs (social worker/patient advocate) (3)
Psychiatrists for disabled and children (3)
Sensitivity training for healthcare providers (3)
Tax breaks for the healthy (3)
Advocate the addition of a psychiatric facility at the hospital (2)

- Bring more physicians to Carlisle (2)
- Comprehensive plan for social services (2)
- Create an inter-generational support program (1)
- Lower prescription costs (1)
- Bring in more specialists (cardiac, trauma, cancer) (1)
- Provide alternative for emergency service to non-emergency cases (1)
- Provide incentives to agencies that are best practice examples (1)
- Affordable doctors (1)
- Rehab (other than drug and alcohol) (1)
- Cardiac "rehab" program (preventative) (0)
- Doctors with evening/weekend hours (bring more in, especially pediatrics) (0)
- More free blood pressure screenings (0)
- Facility for dialysis, x-rays, and chemo (clinic) (0)
- Support groups (0)
- More doctors for people on medical assistance (0)
- More mental health services (0)
- Expand on workplace wellness program (0)

- Transportation (186)**
- Public transportation system (18)
 - Make public transportation more available for seniors (12)
 - Better public transportation (night travel) (12)
 - Better public transportation (12)
 - Expand transportation services (12)
 - Improve local public transportation (trolley, light rail) (11)
 - Improved transportation (9)
 - Set up transportation system (9)
 - Deal with transportation issues- more public integrated transportation (9)
 - Outreach into outlying areas, provide transportation (8)
 - Create a public transportation system (7)
 - Coordinate transportation between Cumberland/ Franklin counties (7)
 - Support growth of public transportation system (7)
 - Build a light-rail/public transportation system (affordable) (6)
 - Improve public transportation-make affordable/available (6)
 - More buses and cabs (6)
 - Provide transportation for those in need (5)
 - Better transportation (bus service) (5)
 - Better transportation (for school activities) (5)
 - Create bike lanes on all new/ modified roads (4)
 - Local transportation service (other than taxi) (4)
 - Improve on public transportation (4)
 - Better access to services (improve transportation systems) (3)
 - Bus services (3)
 - Provide transportation to those in need (2)
 - More flexible transportation system (0)
 - Bring Carlisle back into nationwide bus service (0)

Information/Resources (186)

- Centralized resource for information/access (28)
- Centralized information-single phone number for direction (12)
- Public awareness of service (9)
- Provide financial information (8)
- Centralized information sources (8)
- One-stop shop for services/resource for information (8)
- Build awareness around available solutions (7)
- Promote awareness of available services through local churches, signage, etc. (6)
- Dissemination of information (6)
- Marketing/PR campaign to promote wellness (“one change...”) (6)
- Better presentation of available information/help (6)
- Clearinghouse for social services-learn how to reintegrate into society (6)
- Tracking system for those in need (CARES), additional support (stop enabling, become accountable) (6)
- Better communication/advertising (newsletter) about services available through doctors offices/pharmacies (5)
- Increase awareness of issues (5)
- Find resources to help people get the level of care they need (5)
- Educate consumers on using the medical system/ better access to information (advertising) (4)
- Support groups for a variety of health issues (4)
- Create a community resource for patient health records to better coordinate for care providers (4)
- Share information on available services (4)
- Simplify the access process to services (4)
- Marketing/communication/education around issues (awareness) (3)
- Improve marketing and communications of existing programs (focus on area restaurants) (3)
- Increase media coverage of issues and services (3)
- More ads on available services (hotline, phonebook, local newspapers, through churches, hospitals, etc.), speakers (3)
- Better screening for assistance (3)
- Marketing available services (2)
- Better communication about services available (2)
- Workshops for Spanish community (especially on available services) (2)
- Information on available services in Carlisle (2)
- More help for those that need it (better screening) (2)
- Better communication of services (2)
- Ensure reliable access to information (at appropriate reading levels, multiple languages) (1)
- Promote awareness of available services (1)
- Education on how to access available services (1)
- Education/marketing around available services (online pamphlet, updated regularly, advertised) (1)
- Publicize healthcare issues/increase education (1)
- Educate consumers on the issues (0)
- Public information for people without phones (0)

Centralized information (0)
 Disseminate information/provide solutions through religious organizations (6)

Collaboration/Cooperation (106)

Continue to collaborate (especially around recreation opportunities) (11)
 Give providers incentives to collaborate (8)
 Improve coordination between agencies (8)
 Encourage cooperation among community/governmental agencies (7)
 Build awareness w/ government bodies of area problems (7)
 More collaboration between Franklin and Cumberland County services (5)
 Increase mobility of services (5)
 Encourage cooperation among townships (5)
 Cut down on "red tape" (5)
 Get cooperation with business and community services (5)
 Agencies could partner better (4)
 Get involved with food bank- focus on nutrition (4)
 Encourage total healthcare coordination (4)
 More continuity with existing programs (4)
 Bring service providers together, collaborate to address needs (3)
 Encourage groups to come together on important issues (3)
 Build better relationships with industry (3)
 Coordinate information among agencies (3)
 Enhance satellite services (2)
 Better unified public health department (2)
 Build a sense of community/coordination (2)
 Get more input from consumers on solutions (2)
 Promote partnerships with corporations/community groups (2)
 Sharing resources (specialty needs/meds) (1)
 Neighborhood revitalization (1)
 Encourage people/groups to work together outside the system (0)

Education/Public Schools (102)

Educate kids on obesity/exercise/nutrition/smoking prevention (13)
 Education on general health (focus on proactive approach) (10)
 Provide financial education (9)
 More education on healthcare issues (9)
 Create a school clinic (HS)/ resource center for community (especially dental care) (8)
 Encourage more education on self-reliance in school system (8)
 Public education programs (thru the hospital) (6)
 Programs for obesity education in schools (6)
 Community education on all issues (6)
 Early prevention/educating parents and children (5)
 Community education on prescription assistance programs (5)
 Improve awareness education in schools (4)
 Build communication between teaching universities and local resources (3)
 Provide education opportunities to the right people (2)

More community education around health issues (2)
 Better education/communication around existing programs (2)
 School awareness of mental health issues related to youth (1)
 More education at lower cost (1)
 More places like OIC (career training, education, etc.) (1)
 Involve administrators from schools (1)
 Classes for adults, tied to recreation center, low/no cost (0)

Involvement/Action (92)

Increase volunteerism /incentives (8)
 Educate/publicize available services (especially to lower socio/economic class) (7)
 More community action (7)
 Promote volunteerism (pay forward) (6)
 Reach out to the people in need (advocacy) (6)
 Expansion of services to homeless (6)
 Get children involved/volunteering (5)
 Increase volunteers to help with transporting those in need (5)
 Mentoring programs for youth and elderly (5)
 Encourage people to get involved (5)
 Increase advocacy in public policy around important issues (4)
 Encourage community action/individual responsibility (4)
 Pressure legislators-elevate issues (4)
 Encourage community support of existing programs (money, time). Advocacy to legislators (3)
 "Walk the walk"/community support for long term health (3)
 Challenge Day (3)
 Increase voter participation (2)
 Encourage rehabilitated to share experience/ educate others (2)
 More political advocacy (1)

Early Childhood Development/Child Care (76)

Drop-in daycare (15)
 Prenatal care at Sadler (12)
 More case management (6)
 More affordable child care (6)
 Prenatal clinic/services (6)
 Improve the care for prenatal patients (5)
 Prenatal care for mothers in Carlisle (for Gateway) (5)
 Childcare assistance (5)
 Affordable child care (4)
 More quality child care (3)
 Improved prenatal care (2)
 More child development support (2)
 Public daycare at the library, especially evenings and weekends (0)

Insurance (56)

Better dental/hearing care with insurance companies (20)
 More availability/access to health insurance (10)
 Affordable insurance for uninsured (8)
 Make it easier for self-employed to get health insurance (7)
 Affordable life insurance (6)
 Encourage better communication between providers and insurance companies (3)
 Get hospital to accept more insurance coverage (2)
 More doctors that take ACCESS (0)

Recreation Opportunities (50)

More outdoor events (6)
 Recreation center for kids (5)
 More school related physical activities (5)
 Physical activities for all ages (non-competitive) (5)
 Develop recreation facilities (4)
 Exercise classes for the disabled (4)
 Lower cost of recreation programs (3)
 Boys n' Girls club (3)
 Encourage youth groups/recreation center (3)
 Encourage participation in wellness activities/ programs (2)
 Promote health and recreation (2)
 Pre-school sports (2)
 YMCA (2)
 More programs for at-risk teens (more than just after-school programs) (2)
 Expand borough recreation parks (2)
 Youth programs (Police Athletic League) (0)

Parenting (49)

Teach parents about wellness/nutrition, keep practical and simple (lifestyle-reality, not theory) (11)
 Parenting education (9)
 Provide early education on health needs/issues (parenting classes) (8)
 Promote family values (7)
 Parenting program/assistance (6)
 Parent coaching (6)
 More entitlement for families to accept responsibility (2)
 Education/classes on parenting and childcare, nutrition (0)
 Mobile parenting classes (0)

Funding (43)

Motivate the public to help/prioritize public funding (10)
 Increase access to public/private funds (10)
 Funding (5)
 Focus on sustainability of programs (5)
 Ensure funding for new ideas/health initiatives (5)
 Ensure funding for services (3)
 Increase funding through political action (2)
 Coordinate funding sources for support of available services (2)
 Increase funding to children and youth services (1)
 Streamline funding sources (0)

Affordable and Adequate Housing (33)

Low income housing (21)
 Affordable housing for low-income outside of public housing (rent control) (4)
 More affordable housing (improve access) (2)
 More support for affordable housing (2)
 Influence policy around housing (increase low income housing) (2)
 Provide assistance for homeless during the day (1)
 More low cost housing for seniors (1)
 More shelters less paperwork (0)

Employment/Economic Opportunities (23)

Need jobs with good salary and benefits (9)
 More staffing at agencies (8)
 Focus on economic development (6)

Zoning Regulations (22)

Promote appropriate zoning regulations for trucks, air quality, and warehouses (11)
 Sound/pollution barriers on 81 (6)
 Protect open-spaces, farms (zoning) (5)

Elder Care (20)

Senior Citizens Center for activities (5)
 Create an organization to check on aging population (5)
 More doctors working with senior citizens (5)
 More senior citizen support (transportation, financial) (4)
 Help the aging community (1)
 Plan to deal with aging population (healthcare, housing, community planning) (0)

Dental Care (20)

More dental care (8)
More mobile services (dental) (6)
Continual support of existing service (especially dental care) (4)
More specialists in area, especially young dentists (2)

Emergency Preparedness (17)

Pro-rated cost ambulance service (especially for seniors) (7)
Social support referral service at emergency room (6)
Encourage more volunteerism for emergency services (4)

Discrimination/Diversity (12)

Address discrimination issues within the healthcare system (especially \$) (6)
Less discrimination/barriers to getting jobs out of jail (6)

Drug and Alcohol (11)

Recovery program in Carlisle and throughout county (11)

Environment (11)

Address air quality (4)
Stricter air quality standards (3)
Work to address pollution (2)
Environmental changes around businesses/restaurants/downtown (safer, healthier communities) (2)
Corporate responsibility for local companies (environmental issues) (0)

Crime (other than Domestic, Elder, or Child Abuse) (10)

Better law enforcement (9)
Add local/regional police force (1)

Women (10)

More focus on women's issues (8)
Planned parenthood/YWCA with pool (2)

Smoking Cessation (2)

Smoking cessation (2)

Domestic Violence (intimate partners) (1)

More information on domestic violence (1)

Men (1)

Men's shelter (1)

“What can the Community Do?” – By Focus Group

Adams County

Dental Care (6)
More mobile services (dental) (6)
Early Childhood Development/Child Care (5)
More quality child care (3)
More child development support (2)
Healthcare (4)
Healthcare clinic here (4)
Information/Resources (4)
Workshops for Spanish community (esp. on available services) (2)
Information on available services in Carlisle (2)
Parenting (0)
Education/ classes on parenting and childcare, nutrition (0)

Cumberland/Perry Tapestry of Health/WIC

Early Childhood Development/Child Care (10)
More affordable child care (6)
Prenatal clinic (4)
Information/Resources (4)
More help for those that need it (better screening) (2)
Better communication of services (2)
Recreation Opportunities (3)
Encourage youth groups/recreation center (3)
Affordable and Adequate Housing (2)
More support for affordable housing (2)
Healthcare (0)
More doctors for people on medical assistance (0)
More mental health services (0)

Carlisle NAACP Chapter & Social Justice Committee at YMCA

Healthcare (12)
Universal healthcare for PA (9)
Bring more physicians to Carlisle (2)
Lower prescription costs (1)

Transportation (9)
Improved transportation (9)
Employment/Economic Opportunities (9)
Need jobs with good salary and benefits (9)
Women (8)
More focus on women's issues (8)
Collaboration/Cooperation (7)
Agencies could partner better (4)
Better unified public health department (2)
Sharing resources (specialty needs/meds) (1)
Information/Resources (6)
Dissemination of information (6)
Elder Care (1)
Help the aging community (1)
Environment (0)
Corporate responsibility for local companies (environmental issues) (0)

Chamber of Commerce Planning Committee and Board

Healthcare (11)
Continue to work towards developing affordable health plans (11)
Collaboration/Cooperation (11)
Continue to collaborate (especially around recreation opportunities) (11)
Education/Public Schools (10)
Education on general health (focus on proactive approach) (10)
Information/Resources (5)
Support groups for a variety of health issues (4)
Education on how to access available services (1)
Funding (5)
Ensure funding for new ideas/health initiatives (5)
Transportation (2)
Provide transportation to those in need (2)

Community Ministerium

Information/Resources (12)
Clearing house for social services-learn how to reintegrate into society (6) Tracking system for those in need (CARES), additional support (stop enabling, become accountable) (6)
Healthcare (8)
Mobile social services (6) Comprehensive plan for social services (2)
Collaboration/Cooperation (1)
Neighborhood revitalization (1) Encourage people/groups to work together outside the system (0)
Transportation (0)
More flexible transportation system (0)
Parenting (0)
Mobile parenting classes (0)

Carlisle Regional Advocates for Nutrition and Activity

Involvement/Action (11)
Educate/publicize available services (especially to lower socio/economic class) (7) Pressure legislators-elevate issues (4)
Transportation (7)
Create a public transportation system (7)
Information/ Resources (6)
Marketing/PR campaign to promote wellness ("one change...") (6)
Recreation Opportunities (3)
Lower cost of recreation programs (3)
Healthcare (0)
Cardiac "rehab" program (preventative) (0)
Elder Care (0)
Plan to deal with aging population (healthcare, housing, community planning) (0)

Cumberland County Area Agency on Aging/Senior Centers

Insurance (20)
Better dental/hearing care with insurance companies (20)

Transportation (12)
Better public transportation (night travel) (12)
Collaboration/Cooperation (11)
Build awareness w/ government bodies of area problems (7)
More continuity with existing programs (4)
Information/Resources (7)
Build awareness around available solutions (7)
Elder Care (5)
More doctors working with senior citizens (5)
Education/Public Schools (1)
More education at lower cost (1)

Cumberland County Nonprofits (2 sessions)

Early Childhood Development/Child Care (20)
Drop-in daycare (15)
Child care assistance (5)
Information/Resources (14)
Centralized resources for information/access (14)
Insurance (10)
More availability/access to health insurance (10)
Education/Public Schools (9)
Provide financial education (9)
Employment/Economic Opportunities (8)
More staffing at agencies (8)
Healthcare (6)
More case management (6)
Involvement/Action (6)
Promote volunteerism (pay forward) (6)
Collaboration/Cooperation (5)
Increase mobility of services (5)
Parenting (2)
More entitlement for families to accept responsibility (2)

Cumberland County Partnership for a Healthy Community

Collaboration/Cooperation (15)
Give providers incentives to collaborate (8)
Encourage total healthcare coordination (4)
Build better relationships with industry (3)
Education/Public Schools (11)
Community education on all issues (6)
Early prevention/educating parents and children (5)
Healthcare (5)
Increase study of root causes and take action (4)
Provide incentives to agencies that are best practice examples (1)
Involvement/Action (1)
More political advocacy (1)

Cumberland County Elected Leaders (County-Borough-Township-School Boards)-A

Healthcare (8)
Community health clinic (5)
Set goals re: community wellness (3)
Information/Resources (4)
Educate consumers on using the medical system/ better access to information (advertising) (4)
Educate consumers on the issues (0)
Involvement/Action (4)
Increase advocacy in public policy around important issues (4)
Transportation (3)
Better access to services (improve transportation systems) (3)
Recreation Opportunities (2)
Encourage participation in wellness activities/ programs (2)

Cumberland County Elected Leaders (County-Borough-Township-School Boards)-B

Collaboration/Cooperation (7)
Encourage cooperation among community/governmental agencies (7)
Information/Resources (5)
Marketing/communication/education around issues (awareness) (3)
Marketing available services (2)

Funding (5)
Funding (5)
Involvement/Action (4)
Encourage community action/individual responsibility (4)
Healthcare (3)
Clinics w/ affordable services w/ transportation (3)

Cumberland County Human Services Council

Insurance (7)
Make it easier for self-employed to get health insurance (7)
More doctors that take ACCESS (0)
Transportation (6)
More buses and cabs (6)
Discrimination/Diversity (6)
Less discrimination/barriers to getting jobs out of jail (6)
Involvement/Action (5)
Encourage people to get involved (5)
Information/Resources (4)
Share information on available services (4)
Early Childhood Development/Child Care (3)
Affordable child care (3)
Education/Public Schools (3)
Education/seminars on health issues/increase awareness (2)
More places like OIC (career training, education, etc.) (1)
Healthcare (2)
Affordable doctors (1)
Rehab (other than drug and alcohol) (1)
Affordable and Adequate Housing (0)
More shelters less paperwork (0)

Cumberland County Providers (Criminal Justice)

Transportation (12)
Expand transportation services (12)
Drug and Alcohol (11)
Recovery program in Carlisle and throughout county (11)

Collaboration/Cooperation (8)
Cut down on "red tape" (5)
Coordinate information among agencies (3)
Parenting (6)
Parenting program/assistance (6)
Involvement/Action (6)
Expansion of services to homeless (6)
Information/Resources (3)
Better screening for assistance (3)
Education/Public Schools (2)
Better education/communication around existing programs (2)

Cumberland County Human Service Providers (Public Sector) (2 Sessions)

Healthcare (13)
Help individuals take care of themselves (5)
Fill in the gaps of service continuum (identify and prioritize) (5)
Psychiatrists for disabled and children (3)
Information/Resources (8)
Find resources to help people get the level of care they need (5)
Disseminate information/provide solutions through religious organizations (3)
Men (1)
Men's shelter (1)
Transportation (4)
Improve public transportation (4)

Dentists

Education/Public Schools (10)
Encourage more education on self-reliance in school system (8)
More community education around health issues (2)
Collaboration/Cooperation (5)
Encourage cooperation among townships (5)
Healthcare (3)
Tax breaks for the healthy (3)
Environment (3)
Stricter air quality standards (3)

Recreation Opportunities (2)
Develop recreation facilities (2)
Dental Care (2)
More specialists in area, especially young dentists (2)

Episcopal Square Apartments (Senior residence)-Shippensburg

Transportation (12)
Make public transportation more available for seniors (12)
Emergency Preparedness (7)
Pro-rated cost ambulance service (especially for seniors) (7)
Healthcare (6)
Low cost clinics (especially for dental and eye care) (6)
Recreation Opportunities (2)
Expand borough recreation parks (2)
Affordable and Adequate Housing (1)
More low cost housing for seniors (1)

Foundation Board and Committee Volunteers (2)

Transportation (9)
Deal with transportation issues- more public integrated transportation (9)
Involvement/Action (9)
Reach out to the people in need (advocacy) (6)
"Walk the walk"/ community support for long term health (3)
Information/Resources (8)
Centralized information sources (8)
Education/Public Schools (2)
Provide education opportunities to the right people (2)
Funding (2)
Increase funding through political action (2)

Human Services Council-Shippensburg

Funding (10)
Increase access to public/private funds (10)

Parenting (8)
Provide early education on health needs/ issues (parenting classes) (8)
Involvement/Action (7)
Increase volunteers to help with transporting those in need (5)
Encourage rehabilitated to share experience/ educate others (2)
Information/Resources (3)
Increase media coverage of issues and services (3)
Collaboration/Cooperation (3)
Encourage groups to come together on important issues (3)

Lions-Perry County

Healthcare (18)
Open a dialysis center (do some research related to this) (8)
Monthly seminars on health issues (7)
Open a health center for specialists to come to the area (3)
Education/Public Schools (6)
Programs for obesity education in schools (6)
Emergency Preparedness (4)
Encourage more volunteerism for emergency services (4)
Information/Resources (2)
Better communication about services available (2)
Smoking Cessation Program (0)
Smoking cessation program (0)

Medical Staff for Carlisle Regional Medical Center

Emergency Preparedness (6)
Social support referral service at emergency room (6)
Dental Care (4)
Continual support of existing service (especially dental care) (4)
Information/Resources (4)
Create a community resource for patient health records to better coordinate for care providers (4)
Education/Public Schools (2)
Educational programs around health issues. (2)

Newville Leaders and Providers

Involvement/Action (15)
Increase volunteerism /incentives (8)
More community action (7)
Education/Public Schools (13)
Educate kids on obesity/exercise/nutrition/smoking prevention (13)
Parenting (7)
Promote family values (7)
Recreation Opportunities (7)
More school related physical activities (5)
Pre-school sports (2)
Transportation (5)
Better transportation (for school activities) (5)
Smoking Cessation (2)
Smoking cessation (2)

Perry County Partnership Board

Healthcare (22)
Open a free health clinic (14)
Open a free dental clinic (5)
Encourage physicians to provide better resources for lower medical costs (social worker/patient advocate) (3)
Affordable and Adequate Housing (21)
Low income housing (21)
Transportation (18)
Public transportation system (18)
Employment/Economic Opportunities (6)
Focus on economic development (6)
Insurance (3)
Encourage better communication between providers and insurance companies (3)
Crime (other than Domestic, Elder, or Child Abuse) (1)
Add local/regional police force (1)

Perry County Providers/Elected Leaders (2 sessions)

Healthcare (19)
Doctors with evening and weekend hours (bring more in, especially pediatrics) (7)
Facility for dialysis, x-rays, and chemo (clinic) (7)
More free blood pressure screenings (5)
Information/Resources (1)
Promote awareness of available services (1)

Project SHARE Clients

Information/Resources (24)
Centralized information-single phone number for direction (12)
Public information for people without phones (0)
Early Childhood Development/Child Care (10)
Prenatal care for mothers in Carlisle (for Gateway) (5)
Elder Care (9)
Create an organization to check on aging population (5)
More senior citizen support (transportation, financial) (4)
Transportation (6)
Improve public transportation-make affordable/available (6)
Insurance (6)
Affordable life insurance (6)

Public-Carlisle

Transportation (11)
Improve local public transportation (trolley, light rail) (11)
Collaboration/Cooperation (9)
Improve coordination between agencies (7)
Enhance satellite services (2)
Education/Public Schools (7)
Improve awareness education in schools (4)
Build communication between teaching universities and local resources (3)
Early Childhood Development/Child Care (5)
Improve the care for prenatal patients (5)

Healthcare (2)
Advocate the addition of a psychiatric facility at the hospital (2)
Affordable and Adequate Housing (1)
Provide assistance for homeless during the day (1)

Public-Shippensburg

Early Childhood Development/Child Care (12)
Prenatal care at Sadler (12)
Dental Care (8)
More dental care (8)
Transportation (7)
Support growth of public transportation system (7)
Bring Carlisle back into nationwide bus service (0)
Collaboration/Cooperation (4)
Get more input from consumers on solutions (2)
Promote partnerships with corporations/community groups (2)
Affordable and Adequate Housing (2)
Influence policy around housing (increase low income housing) (2)

Carlisle Recovery & Mobilization Effort

Information/Resources (36)
Centralized resource for information/access (14)
Public awareness of service (9)
Provide financial information (8)
Increase awareness of issues (5)
Early Childhood Development/Child Care (12)
More case management (6)
Childcare assistance (5)
Lower child care costs (1)
Funding (10)
Motivate the public to help/prioritize public funding (10)
Involvement/Action (8)
Promote volunteerism (pay forward) (6)
Increase voter participation (2)
Transportation (5)
Provide transportation for those in need (5)

Healthcare (5)
Increase mobility of services (5)
Collaboration/Cooperation (3)
Bring service providers together, collaborate to address needs (3)
Environment (2)
Work to address pollution (2)

Redevelopment Authority Senior Housing Residents

Education/Public Schools (5)
Community education on prescription assistance programs (5)
Healthcare (4)
Support groups for patients of a variety of illnesses/disabilities (4)
Recreation Opportunities (4)
Exercise classes for the disabled (4)
Information/Resources (3)
More ads on available services (hotline, phonebook, local newspapers, through churches, hospitals, etc.), speakers (3)
Funding (2)
Coordinate funding sources for support of available services (2)
Domestic Violence (intimate partners) (1)
More information on domestic violence (1)

Redevelopment Authority Senior Housing Staff

Transportation (12)
Better public transportation (12)
Crime (other than Domestic, Elder, or Child Abuse) (9)
Better law enforcement (9)
Information/Resources (9)
One-stop shop for services/resource for information (8)
Education/marketing around available services (online pamphlet, updated regularly, advertised) (1)
Insurance (8)
Affordable insurance for uninsured (8)
Healthcare (6)
More services for mental health care (6)

Collaboration/Cooperation (1)

Better coordination among service organizations (1)

Rotary-Carlisle

Zoning Regulations (16)

Promote appropriate zoning regulations for trucks, air quality, and warehouses (11)
Protect open-spaces, farms (zoning) (5)

Transportation (6)

Build a light-rail/public transportation system (affordable) (6)
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Education/Public Schools (6)

Public education programs (thru the hospital) (6)

Information/Resources (6)

Promote awareness of available services through local churches, signage, etc. (6)

Elder Care (5)

Senior Citizens Center for activities (5)

Recreation Opportunities (2)

Promote health and recreation (2)

Insurance (2)

Get hospital to accept more insurance coverage (2)
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Sadler Health Center Patients

Healthcare (10)

Improve prescription availability (lower cost) (community discussion) (5)
Promote happiness/healthy lifestyle (4)
Bring in more specialists (cardiac, trauma, cancer) (1)

Discrimination/Diversity (6)

Address discrimination issues within the healthcare system (especially \$) (6)
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Education/Public Schools (5)

More education on healthcare issues (5)

Information/Resources (5)

Better communication/advertising (newsletter) about services available through doctors offices/pharmacies (5)

Salvation Army Social Services Shelter Residents

Recreation Opportunities (5)
Recreation center for kids (5)
Transportation (3)
Bus services (3)
Affordable and Adequate Housing (2)
More affordable housing (improve access) (2)
Healthcare (1)
Create an inter-generational support program (1)
Early Childhood Development/Child Care (0)
Public childcare at the library, especially evenings and weekends (0)
Education/Public Schools (0)
Classes for adults, tied to recreation center, low/no cost (0)

School District Superintendents and Administrators

Healthcare (10)
Provide better services to low income people (6)
Provide better integrated treatment options for people with multiple issues (4)
Information/Resources (5)
Simplify the access process to services (4)
Publicize healthcare issues/increase education (1)
Funding (3)
Ensure funding for services (3)

School Nurses

Parenting (15)
Parenting education (9)
Parent coaching (6)
Healthcare (13)
Satellite clinics (13)
Expand on workplace wellness program (0)
Transportation (8)
Outreach into outlying areas, provide transportation (8)
Collaboration/Cooperation (5)
Get cooperation with business and community services (5)

Environment (4)
Address air quality (4)
Recreation Opportunities (2)
Recreation facilities (2)
Education/Public Schools (1)
Involve administrators from schools (1)
Funding (1)
Increase funding to children and youth services (1)

Shippensburg Leaders and Providers (2)

Transportation (11)
Coordinate transportation between Cumberland/ Franklin counties (7)
Create bike lanes on all new/ modified roads (4)
Collaboration/Cooperation (9)
More collaboration between Franklin and Cumberland city services (5)
Get involved with food bank- focus on nutrition (4)
Education/Public Schools (8)
Create a school clinic (HS)/ resource center for community (especially dental care) (8)
Recreation Opportunities (7)
Physical activities for all ages (non-competitive) (5)
YMCA (2)
Early Childhood Development/Child Care (2)
Prenatal health services (2)
Women (2)
Planned parenthood/YWCA with pool (2)
Healthcare (1)
Provide alternative for emergency service to non-emergency cases (1)

Success by Six-Leadership Council

Parenting (11)
Teach parents about wellness/nutrition, keep practical and simple (lifestyle-reality, not theory) (11)
Transportation (9)
Set up transportation system (9)

Funding (5)
Focus on sustainability of programs (5) Streamline funding sources (0)
Information/Resources (4)
Improve marketing and communications of existing programs (focus on area restaurants) (3) Ensure reliable access to information (at appropriate reading levels, multiple languages) (1)
Involvement/Action (3)
Encourage community support of existing programs (money, time). Advocacy to legislators (3)
Collaboration/Cooperation (2)
Build a sense of community/coordination (2)

Wellness at Work (workplace coordinators under Carlisle Regional Advocates for Nutrition and Activity)

Recreation Opportunities (6)
More outdoor events (6)
Information/Resources (6)
Better presentation of available info./help (6) Centralized information (0)
Zoning Regulations (6)
Sound/pollution barriers on 81 (6)
Transportation (5)
Better transportation (bus service) (5)
Involvement/Action (5)
Get children involved/volunteering (5)
Early Childhood Development/Child Care (2)
Improved prenatal care (2)
Environment (2)
Environmental changes around businesses/restaurants/downtown (safer, healthier communities) (2)

Women's Group of Public Housing Residents

Healthcare (8)
Better/more mental health services (5)
Sensitivity training for healthcare providers (3)
Support groups (0)
Involvement/Action (8)
Mentoring programs for youth and elderly (5)
Challenge Day (3)
Recreation Opportunities (5)
Boys n' girls club (3)
More programs for at-risk teens (more than just after-school programs) (2)
Youth programs (Police Athletic League) (0)
Transportation (4)
Local transportation service (other than taxi) (4)
Affordable and Adequate Housing (4)
Affordable housing for low-income outside of public housing (rent control) (4)
Education/Public Schools (1)
School awareness of mental health issues related to youth (1)