

2011 Community Needs Assessment

Volume III: Community Survey of Residents



About the 2011 Community Needs Assessment

The United Way of Carlisle and Cumberland County engaged the Institute of State and Regional Affairs (ISRA) at Penn State Harrisburg to undertake a Community Needs Assessment to help them better understand and document their local community needs and issues. The activities undertaken by ISRA are documented individually in specific stand-alone reports (listed below) and culminate in a Final Report offering observations and recommendations.

The individual reports include:

Volume I: In-Depth Interviews of Community Stakeholders

Volume II: Focus Groups

Volume III: Community Survey of Residents

Volume IV: Demographic and Socioeconomic Background Research

Volume V: Final Report and Recommendations

The project team from the Institute of State and Regional Affairs at Penn State Harrisburg included:

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Dr. Auden Thomas, Director, Center for Survey Research, Primary data collection coordination

Stephanie Wehnau, Associate Director, Center for Survey Research, Survey instrument development

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Tim Servinsky, Research Associate, Survey tabulation and analysis

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United Way of Carlisle & Cumberland County Community Needs Assessment Telephone Survey

Technical Report

Conducted for:

The United Way of Carlisle and Cumberland County

Prepared by:

**Center for Survey Research
Penn State Harrisburg**

September 2011

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PROJECT OVERVIEW

The United Way of Carlisle and Cumberland County (UWCCC) Community Survey was conducted by the Center for Survey Research (CSR) at Penn State Harrisburg as part of the UWCCC's 2011 Community Needs Assessment. The purpose of the survey was to investigate the UWCCC service area residents' opinions, experiences, behaviors, and knowledge on a variety of topics of interest related to the UWCCC Community Needs Assessment.

A total of 408 telephone interviews with adult residents from 7 targeted zip codes in the UWCCC service area were conducted between July 12 and August 9, 2011. The sample drawn for the UWCCC survey used a listed-household (LHH) sampling frame corresponding to the geographies of interest in the study. See Appendix A for a list of the zip codes included in the sample. Project activity was directed by Michael Behney, director of the Institute of State and Regional Affairs at Penn State Harrisburg.

METHODOLOGY

Instrument Development

In June 2011, the CSR project team conducted in-depth interviews and focus groups as part of the broader United Way of Carlisle and Cumberland County (UWCCC) Community Needs Assessment. CSR utilized results from these data collection efforts to identify content domains for further exploration, and subsequently worked in consultation with the UWCCC to develop survey questions for use in the Community Survey. The final survey instrument and study protocol were submitted to Penn State University's Office for Research Protections for review in June and were subsequently approved for use under Penn State IRB #36620.

The instrument was programmed using Voxco computer-assisted telephone interviewing (CATI) software. The CATI program's interface allows complex questioning patterns and automatic skipping when appropriate to allow the seamless flow from one question to the next during the interviews. See Appendix B for a copy of the survey instrument used to conduct the interviews.

Sample Design

The sample drawn for the UWCCC survey utilized a listed-household (LHH) sampling frame corresponding to the geographies of interest in the study. See Appendix A for a list of the zip codes included in the sample. LHH samples are comprised of telephone numbers derived from the White Pages in the telephone directory. This sample frame guaranteed that every listed landline telephone household within the target geography had an equal chance of being selected for inclusion in the survey, with the caveat that LHH sample generally provides approximately 65% coverage of all households within Pennsylvania. Due to this loss of coverage, LHH samples are not generalizable to other populations and cannot be weighted back to known population data. The LHH telephone sample frame was constructed by the Marketing Systems Groups (MSG) of Fort Washington, Pennsylvania. Any household member age 18 or older was eligible to complete the UWCCC survey.

LHH sampling was selected over a random-digit-dial (RDD) sample because it provided better coverage precision of the 7 small, discrete geographies of interest in this study. Additionally, the LHH offered considerably more efficiency during fielding than a RDD type of sample because a higher percentage of the numbers included in the LHH sample pull are associated with residential households. RDD samples, by comparison, contain many more numbers that must be eliminated during fielding because they are identified by interviewers as fax or non-residential numbers (e.g., businesses), fall outside the target geography, and so forth.

A Note about the Impact of Cellular Phones on Opinion Polls

The proportion of Americans who rely solely on a cell phone for their telephone service continues to grow, as does the share of those who still have a landline phone but do most of their calling on their cell phone. According to recent government statistics on this phenomenon, approximately 22.7% of American homes, or more than 1 in every 5 homes, had only wireless cellular telephones during the first half of 2009.¹ In addition, more than 1 in every 7 American homes, or 14.7%, received all or almost all calls on wireless cellular telephones despite having a landline telephone in the home. State-level estimates indicate that 10.8% of Pennsylvania households are wireless-only, with about 9.2% of adults living in a wireless-only household.²

With these changes, there is an increased concern that polls conducted only on landline telephones may not accurately measure public opinion. A nascent but rapidly growing body of research is currently underway to determine the ways and extent to which cell-only users respond differently than those reached on landlines. Though widespread conclusions from this research are not yet available, the Center for Survey Research (CSR) at Penn State Harrisburg continues to closely monitor implications of the growing cell phone-only use on telephone survey research.

¹ Blumberg SJ, Luke JV. Wireless substitution: Early release of estimates from the National Health Interview Survey, January-June 2009. National Center for Health Statistics. December 2009. Available from: <http://www.cdc.gov/nchs/nhis.htm>.

² Blumberg SJ, Luke JV, Davidson G, Davern ME, Yu T, Soderberg K. Wireless substitution: State-level estimates from the National Health Interview Survey, January–December 2007. National health statistics reports; no 14. Hyattsville, MD: National Center for Health Statistics. 2009. Available from <http://www.cdc.gov/nchs/data/nhsr/nhsr014.htm>.

Most major survey research organizations, including CSR, do not include wireless telephone numbers when conducting listed household telephone surveys. The inability to reach households with only wireless telephones (or with no telephone service) has potential implications on results from surveys, polls, and other research conducted using listed household telephone sampling frames. Coverage bias may exist if there are differences between persons with and without landline telephones on the substantive variables of interest.

Data Collection

Data for this project were collected by approximately 20 telephone interviewers using VOXCO computer-assisted telephone interviewing (CATI) software. The CATI system accommodated 20 concurrent interviewers and quality control supervisors assisted by VOXCO's monitoring and productivity tools. Before starting to interview, each CSR interviewer was trained in proper data collection techniques through a formalized interview training class, which included role-playing and feedback, in addition to the technical methodology of interviewing. Additionally, each interviewer was trained to become familiar with the UWCCC survey instrument. All interviewers completed Penn State University's Human Participants Seminar and passed an online training test administered through the University's Office for Research Protections.

Throughout the data collection period, ongoing interviewer training sessions were held to ensure data quality was maintained through 1) interviewer success in gaining respondent cooperation and 2) consistency in delivering the survey to respondents. Three field supervisors and CSR's lead research associate were responsible for training, supervising, monitoring, and evaluating the interviewer staff throughout the data collection period.

A working draft of the survey instrument was pre-tested with a small sample of respondents before full-field interviewing began. The pre-test process ensured that the skipping patterns of the programmed survey instrument were functioning as intended. Pre-testing increases the likelihood that the questions provide accurate data while decreasing the likelihood of collecting unusable data; therefore, it is an integral component of questionnaire design. The pre-test findings were reviewed, found to be error-free, and incorporated into the final dataset.

Production interviewing for the UWCCC survey took place from CSR's call center on the Penn State Harrisburg campus between July 12 and August 9, 2011. Hours for interviewing for the project were Mondays through Thursdays from 6:00 p.m. to 9:00 p.m. and Saturdays from 10:00 a.m. to 6:00 p.m.

In addition to scheduling specific callbacks to accommodate respondents' schedules, CSR also attempted to contact households that were not reached initially. Follow-up calls to households that did not answer or where busy signals or answering machines were reached were scheduled for subsequent attempts at varying times of day. Because these callbacks are the principal means by which response rates are increased, CSR interviewers attempted a maximum of 8 contacts to identify a number's actual disposition, with an average number of 2.59 call attempts per telephone number. Calls continued until 408 interviews had been completed.

Data Preparation

All completed survey data were extracted from the CATI system into Statistical Package for the Social Sciences (SPSS) software. Data were verified for accuracy of variable coding, and verbatim text was edited for consistency in formatting before final review by the senior staff of the Center for Survey Research. A survey dataset was created in SPSS for Windows version 17.0.

PROJECT STATISTICS

The final dataset includes cases from 408 adult residents from 8 Pennsylvania zip codes located within the United Way of Carlisle and Cumberland County service area.³ The average length of a completed interview was approximately 17.5 minutes. A total of 3,800 different phone numbers were dialed during the data collection. Table 1 below displays a summary of project statistics.

Table 1. Project Statistics

United Way of Carlisle and Cumberland County Community Needs Assessment Survey	hrs/min/sec
Number of completed interviews	408
Total connection time of all calls	267:37:44
Average length of one single completed interview	00:17:27
Average phone time per actual complete (total time/completes)	00:45:56
Total calls placed	9,863
Number of different phone numbers dialed	3,800

³ Four cases correspond to zip codes located outside of the initial geography of interest. See Appendix C for a list of zip codes included in the final dataset.

Call Dispositions

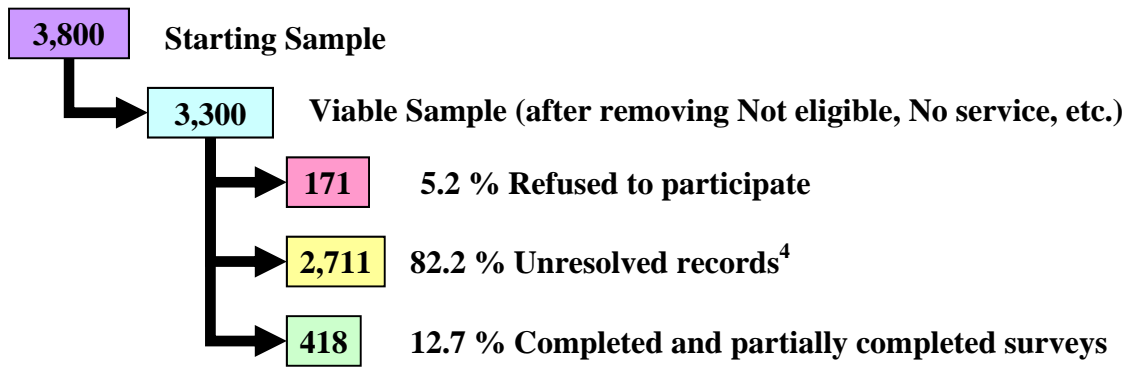
Table 2 below lists the frequencies and percentages of the dispositions describing the final outcome of all telephone calls placed for the survey.

Table 2. Final Dispositions of Calls

Disposition	Frequency	Percent
Completed	408	10.7
Break off: Don't Call Back (Partial Complete)	10	0.3
Answering Machine – Confirms Household	344	9.1
Answering Machine – Don't Know if Household	1,026	27.0
Break off: Call Back	4	0.1
Busy	20	0.5
No Answer	182	4.8
Respondent Unavailable: Definite Appointment	1	0.1
Respondent Unavailable: Indefinite Appointment	113	2.9
Temporarily Out of Service	12	0.3
No Screener Completed	1,009	26.5
Refusal by Gatekeeper	141	3.7
Refusal by Proper Respondent	30	0.8
Physically or Mentally Unable/Incompetent	17	0.4
Language Problem	6	0.2
Call Blocking	2	0.1
Not Eligible – Other	7	0.2
Not Eligible – Geography	1	0.1
Fax/Data Line	38	1.0
Non-working/Disconnected Number	343	9.0
Number Changed	4	0.1
Cell Phone	7	0.2
Non-residence	75	2.0
Total	3,800	100.0

Figure 1 below illustrates the difference between the initial sample and completed percentage. The colored boxes below correspond to the sample and disposition descriptions above.

Figure 1. Sample Breakdown



⁴ Unresolved records consist of situations in which it is unknown whether an eligible household or respondent exists at the designated number.

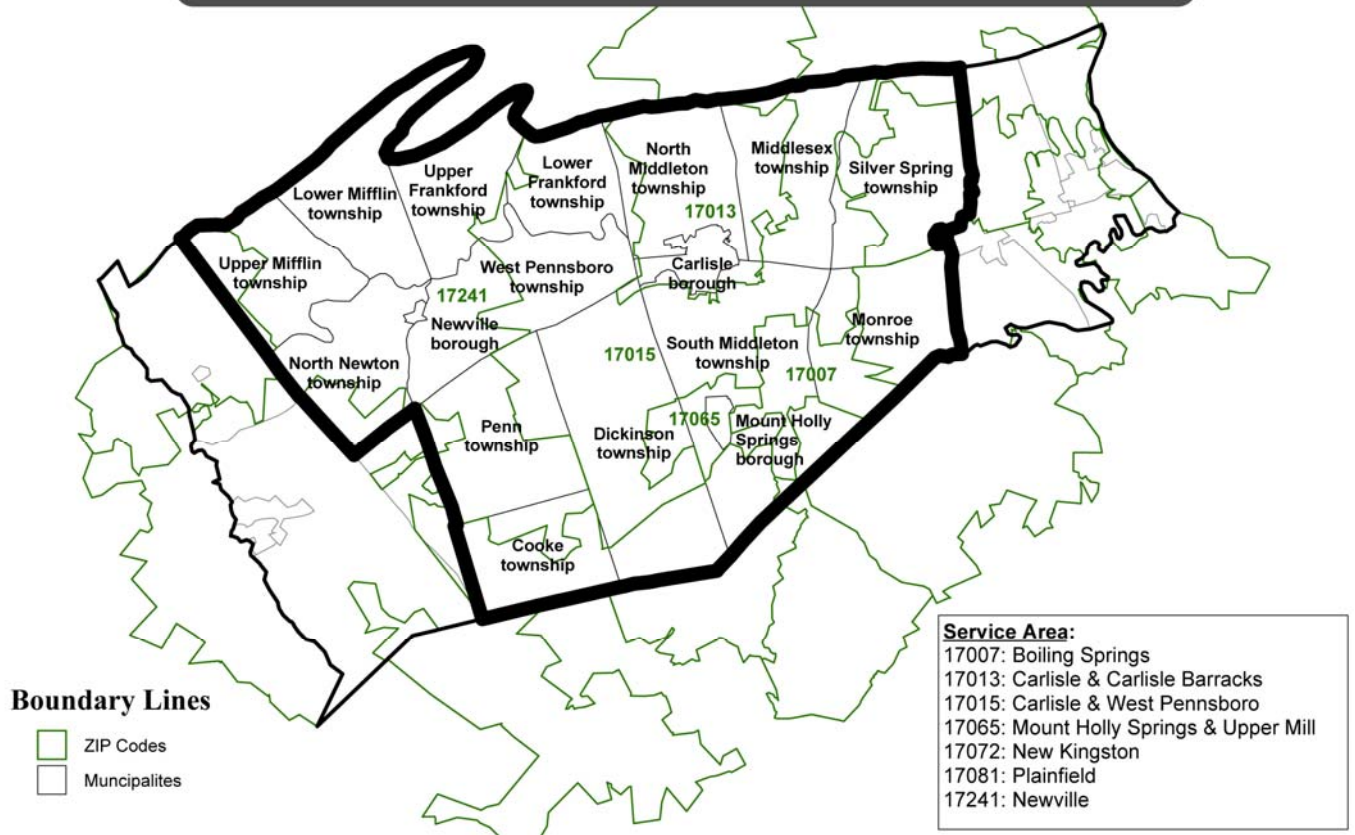
APPENDIX A

SAMPLE GEOGRAPHY

The survey sample was drawn from a targeted geography that included the following 7 zip codes from the United Way of Carlisle and Cumberland County service area.

- 17007
- 17013
- 17015
- 17065
- 17072
- 17081
- 17241

United Way of Carlisle & Cumberland County Service Area Municipalities & ZIP Codes



APPENDIX B

SURVEY INSTRUMENT

1: **ZIP**

Respondent's zip code (imported)

=> TEL01 si 0==0

2: **TOWN**

Respondent's borough or township (imported)

=> TEL01 si 0==0

3: **TEL01**

VERIFY THE PHONE NUMBER.

YOU ARE CALLING <TEL01>. MAKE SURE THAT THE NUMBER IN THE YELLOW BOX AT THE BOTTOM LEFT CORNER OF THE SCREEN IS THE SAME AS THE NUMBER THAT FOLLOWS: \$N THEN, DIAL IT AND PROCEED WITH YOUR INTERVIEW.
\$N

4: **INTRO**

Hello, my name is _____, and I am calling from Penn State University on behalf of the United Way of Carlisle and Cumberland County. We are conducting a 15 minute survey about your community. Would you be willing to participate?

Yes	1	=> INT1
No.....	2	=> INT98
No screener completed.....	3	=> INT

5: **INT1**

Thank you for agreeing to participate. Are you 18 years of age or older?

Yes	1	=> INT4
No.....	2	=> INT2

6: **INT2**

Is someone 18 years of age or older in your household available?

Yes, I will get him/her.....	1	=> INT3
No, call back at another time.....	2	=> INT

7:

INT3

Hello, my name is _____, and I am calling from Penn State University on behalf of the United Way of Carlisle and Cumberland County. We are conducting a 15 minute survey about your community. Would you be willing to participate?

- Yes 1 => INT4
- No..... 2 => INT98
- No screener completed..... 3 => INT

8:

INT4

CSR: csr@psu.edu or 777 W. Hbg Pike, Middletown, PA 17057

Your participation in this survey is strictly voluntary. You may refuse to answer any questions I ask, and you may terminate our conversation at any time. All of your responses will be kept completely confidential. I will not ask you for your name or other personal information that can identify you as an individual, and only approved Penn State research personnel will have access to the survey data collected. If you have any questions about this research, you may contact Tim Servinsky at the Center for Survey Research at Penn State Harrisburg toll-free at 1-888-778-2775. Completion of the interview implies your consent to participate. Would you be willing to answer our questions?

- Yes 1 => T01
- No..... 2 => INT98
- Call back later 3 => INT

9:

T01

Please think about Carlisle and the immediate area around Carlisle as you answer the following questions.

- Continue..... 1 D

10:

Q01

Overall, how satisfied are you with your community as a place to live?

- Very satisfied 4
- Satisfied 3
- Dissatisfied..... 2
- Very dissatisfied..... 1
- Don't know 5
- Declined to answer..... 6

11:

Q02

Please list ONE strength (biggest strength)!

What is the biggest STRENGTH in your community?

\$L

- Continue to open-ended box 1 DO
- Don't know 2
- Declined to answer..... 3

12:

Q03

Please list ONE problem or issue (biggest problem or issue)!

What is the biggest PROBLEM OR ISSUE in your community?

\$L

Continue to open-ended box 1 DO
 Don't know 2
 Declined to answer 3

13: **T02**

Please rate the **IMPORTANCE** of the following aspects of your community using the following scale: Very important, Important, Unimportant, and Completely unimportant.

Continue 1 D

14: **Q04**

invalide -> Q35

Please rate the importance of the following aspects of your community...

Access to affordable housing
 Very important 4
 Important 3
 Unimportant 2
 Completely unimportant 1
 Don't know 5
 Declined to answer 6

15: **Q05**

Please rate the importance of the following aspects of your community...

Access to quality housing
 Very important 4
 Important 3
 Unimportant 2
 Completely unimportant 1
 Don't know 5
 Declined to answer 6

16: **Q06**

Please rate the importance of the following aspects of your community...

Availability of employment opportunities for adults
 Very important 4
 Important 3
 Unimportant 2
 Completely unimportant 1
 Don't know 5
 Declined to answer 6

17:

Q07

Please rate the importance of the following aspects of your community...

Availability of youth employment opportunities	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

18:

Q08

Please rate the importance of the following aspects of your community...

Availability of small businesses in the community	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

19:

Q09

Please rate the importance of the following aspects of your community...

Alleviating poverty	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

20:

Q10

Please rate the importance of the following aspects of your community...

Alleviating homelessness	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

21:

Q11

Please rate the importance of the following aspects of your community...

Number of employers in the community	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

22:

Q12

Please rate the importance of the following aspects of your community...

Availability of adequate transportation	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

23:

Q13

Please rate the importance of the following aspects of your community...

Quality of the library system	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

24:

Q14

Please rate the importance of the following aspects of your community...

Quality of the public school system	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

25:

Q15

Please rate the importance of the following aspects of your community...

Quality of the private school system	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

26:

Q16

Please rate the importance of the following aspects of your community...

Quality of teaching at schools	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

27:

Q17

Please rate the importance of the following aspects of your community...

Opportunities for adult education	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

28:

Q18

Please rate the importance of the following aspects of your community...

Quality of early childhood education	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

29:

Q19

Please rate the importance of the following aspects of your community...

Improving literacy	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

30:

Q20

Please rate the importance of the following aspects of your community...

Availability of affordable daycare centers	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

31:

Q21

Please rate the importance of the following aspects of your community...

Quality of daycare centers	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

32:

Q22

Please rate the importance of the following aspects of your community...

Affordability of medical services	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

33:

Q23

Please rate the importance of the following aspects of your community...

Programs for the disabled	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

34:

Q24

Please rate the importance of the following aspects of your community...

Services for adults	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

35:

Q25

Please rate the importance of the following aspects of your community...

Services specific to youth	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

36:

Q26

Please rate the importance of the following aspects of your community...

Adequate law enforcement	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

37:

Q27

Please rate the importance of the following aspects of your community...

Adequate fire protection	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

38:

Q28

Please rate the importance of the following aspects of your community...

Adequate ambulance services	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

39:

Q29

Please rate the importance of the following aspects of your community...

Reducing crime	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

40:

Q30A

Please rate the importance of the following aspects of your community...

Shelters for domestic violence	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

41:

Q30B

Please rate the importance of the following aspects of your community...

Shelters for homeless persons	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

42:

Q31

Please rate the importance of the following aspects of your community...

Reducing drug use	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

43:

Q32

Please rate the importance of the following aspects of your community...

Improving safety at schools	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

44:

Q33

Please rate the importance of the following aspects of your community...

Availability of parks and recreation facilities	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

45:

Q34

Please rate the importance of the following aspects of your community...

Availability of supervised after school youth activities (educational, cultural, recreational)	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

46:

Q35

Please rate the importance of the following aspects of your community...

Improving ethnic or racial harmony	
Very important	4
Important.....	3
Unimportant	2
Completely unimportant	1
Don't know	5
Declined to answer.....	6

47:

T03

NOTE: you will be asking about the same aspects - but this time asking about SATISFACTION!

Please rate your SATISFACTION with the following aspects of your community using the following scale: Very satisfied, Satisfied, Dissatisfied, and Very dissatisfied.

Continue..... 1 D

48:

Q36

invalide -> Q67

Please rate your satisfaction with the following aspects of your community...

Access to affordable housing

Very satisfied 4

Satisfied 3

Dissatisfied..... 2

Very dissatisfied..... 1

Don't know 5

Declined to answer..... 6

49:

Q37

Please rate your satisfaction with the following aspects of your community...

Access to quality housing

Very satisfied 4

Satisfied 3

Dissatisfied..... 2

Very dissatisfied..... 1

Don't know 5

Declined to answer..... 6

50:

Q38

Please rate your satisfaction with the following aspects of your community...

Availability of employment opportunities for adults

Very satisfied 4

Satisfied 3

Dissatisfied..... 2

Very dissatisfied..... 1

Don't know 5

Declined to answer..... 6

51:

Q39

Please rate your satisfaction with the following aspects of your community...

Availability of youth employment opportunities

Very satisfied 4

Satisfied 3

Dissatisfied..... 2

Very dissatisfied..... 1

Don't know 5

Declined to answer..... 6

52:

Q40

Please rate your satisfaction with the following aspects of your community...

Availability of small businesses in the community	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

53:

Q41

Please rate your satisfaction with the following aspects of your community...

Alleviating poverty	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

54:

Q42

Please rate your satisfaction with the following aspects of your community...

Alleviating homelessness	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

55:

Q43

Please rate your satisfaction with the following aspects of your community...

Number of employers in the community	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

56:

Q44

Please rate your satisfaction with the following aspects of your community...

Availability of adequate transportation	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

57:

Q45

Please rate your satisfaction with the following aspects of your community...

Quality of the library system	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

58:

Q46

Please rate your satisfaction with the following aspects of your community...

Quality of the public school system	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

59:

Q47

Please rate your satisfaction with the following aspects of your community...

Quality of the private school system	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

60:

Q48

Please rate your satisfaction with the following aspects of your community...

Quality of teaching at schools	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

61:

Q49

Please rate your satisfaction with the following aspects of your community...

Opportunities for adult education	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

62:

Q50

Please rate your satisfaction with the following aspects of your community...

Quality of early childhood education	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

63:

Q51

Please rate your satisfaction with the following aspects of your community...

Improving literacy	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

64:

Q52

Please rate your satisfaction with the following aspects of your community...

Availability of affordable daycare centers	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

65:

Q53

Please rate your satisfaction with the following aspects of your community...

Quality of daycare centers	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

66:

Q54

Please rate your satisfaction with the following aspects of your community...

Affordability of medical services	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

67:

Q55

Please rate your satisfaction with the following aspects of your community...

Programs for the disabled	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

68:

Q56

Please rate your satisfaction with the following aspects of your community...

Services for adults	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

69:

Q57

Please rate your satisfaction with the following aspects of your community...

Services specific to youth	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

70:

Q58

Please rate your satisfaction with the following aspects of your community...

Adequate law enforcement	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

71:

Q59

Please rate your satisfaction with the following aspects of your community...

Adequate fire protection	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

72:

Q60

Please rate your satisfaction with the following aspects of your community...

Adequate ambulance services	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

73:

Q61

Please rate your satisfaction with the following aspects of your community...

Reducing crime	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

74:

Q62A

Please rate your satisfaction with the following aspects of your community...

Shelters for domestic violence	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

75:

Q62B

Please rate your satisfaction with the following aspects of your community...

Shelters for homeless persons	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

76:

Q63

Please rate your satisfaction with the following aspects of your community...

Reducing drug use	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

77:

Q64

Please rate your satisfaction with the following aspects of your community...

Improving safety at schools	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

78:

Q65

Please rate your satisfaction with the following aspects of your community...

Availability of parks and recreation facilities	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

79:

Q66

Please rate your satisfaction with the following aspects of your community...

Availability of supervised after school youth activities (educational, cultural, recreational)	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

80:

Q67

Please rate your satisfaction with the following aspects of your community...

Improving ethnic or racial harmony	
Very satisfied	4
Satisfied	3
Dissatisfied.....	2
Very dissatisfied.....	1
Don't know	5
Declined to answer.....	6

81:

T04

The following section asks about organizations providing services to the community.
Continue..... 1 D

82:

Q68

Which of the following groups do you think are responsible for dealing with community issues?

Select all that apply.

- Local government 1
- State government 2
- Non-profit groups..... 3
- Church groups..... 4
- Neighborhood groups..... 5
- Don't know 6
- Declined to answer..... 7

83:

Q69

Are you aware of any organizations in Cumberland County that provide services for the community?

- Yes 1 => Q70
- No..... 2 => Q71
- Don't know 3 => Q71
- Declined to answer..... 4 => Q71

84:

Q70

Please name the organization(s):

\$L

- Continue to open-ended box 1 DO
- Don't know 2
- Declined to answer..... 3

85:

Q71

Have you heard of the United Way of Carlisle and Cumberland County?

- Yes 1 => Q72
- No..... 2 => T05
- Don't know 3 => T05
- Declined to answer..... 4 => T05

86:

Q72

Are you familiar with the services offered by the United Way of Carlisle and Cumberland County?

- Yes 1 => Q73
- No..... 2 => T05
- Don't know 3 => T05
- Declined to answer..... 4 => T05

87:

Q73

Do NOT read list - code responses. Select all that apply!

Please list or describe the services that the United Way of Carlisle and Cumberland County offers:

Affordable housing	1
Basic literacy.....	2
Bereavement program.....	3
Career counseling.....	4
Case management	5
Childcare scholarships	6
Childcare provider trainings.....	7
Children's reading and library services	8
Clothing assistance.....	9
Community needs meetings	10
Disability services.....	11
Disaster services.....	12
Domestic violence services.....	13
Education services.....	14
Emergency assistance	15
Employment skills training	16
End of life services.....	17
English as a second language.....	18
Family services	19
Financial counseling	20
Financial management	21
Food bank.....	22
Job counseling.....	23
Health and safety training	24
Health services	25
Heating assistance	26
Homeless shelters.....	27
Informational and referral services	28
Legal service	29
Life skills	30
Mental health services.....	31
Parent educational programs	32
Pre-school child care.....	33
Rape crisis center	34
Recreation programs	35
Services to military families.....	36
Social/recreational opportunities for seniors.....	37
Soup kitchen.....	38
Substance abuse counseling	39
Transitional housing.....	40
Transportation services	41
Tuition assistance.....	42
Victim services.....	43
Volunteer income tax assistance for low income families	44
Youth mentoring	45
Youth programs	46
Other	47
Don't know.....	48
Declined to answer.....	49

88:

Q73A

Please list or describe the "other" services that the United Way offers:

Please specify the "Other" service(s):

\$L

=> Q73A

sinon => T05

si Q73=47

Continue to open-ended box	1	DO
Don't know	2	
Declined to answer.....	3	

89:

T05

Now I'm going to ask you some information about yourself to be used for statistical purposes only. Your responses will remain confidential.

Continue..... 1 D

90:

D01

Which of the following categories best represents your age?

18-24 years.....	1
25-34 years.....	2
35-44 years.....	3
45-54 years.....	4
55-64 years.....	5
65-74 years.....	6
75 years of age or older.....	7
Don't know	8
Declined to answer.....	9

91:

D02

Do you consider yourself to be Hispanic or Latino?

Yes	1
No.....	2
Don't know	3
Declined to answer.....	4

92:

D03

Which one of the following best describes your race?

White.....	1
Black-African American	2
Asian	3
Native Hawaiian or Pacific Islander.....	4
American Indian or Native Alaskan.....	5
Other	6
Don't know	7
Declined to answer.....	8

93:

D04

Which of the following categories best describes your educational level?

- Less than high school..... 1
- High school diploma or GED..... 2
- Some college..... 3
- Two-year technical degree..... 4
- Four-year college graduate..... 5
- Graduate work..... 6
- Don't know..... 7
- Declined to answer..... 8

94:

D05

Code homemakers as "Other - Not working, and not looking for work"

With respect to employment, are you:

- Currently working..... 1 => D06
- Currently not working, but looking for work..... 2 => D07
- Retired - Not working and not looking for work..... 3 => D07
- Disabled - Not working and not looking for work..... 4 => D07
- Other - Not working and not looking for work..... 5 => D07
- Don't know..... 6 => D07
- Declined to answer..... 7 => D07

95:

D06

What type of employer do you work for? If you have multiple employers, please provide information for your PRIMARY place of employment.

- Government - Federal..... 1
- Government - State..... 2
- Government - Local..... 3
- Private, For Profit..... 4
- Private, Nonprofit..... 5
- Volunteer - Without Pay..... 6
- Don't know..... 7
- Declined to answer..... 8

96:

D07

Enter 88 for Don't know and 99 for Refused to answer.

How many adults live in your household? (NOTE: An adult is anyone 18 years of age or older.)

\$E 1 99

97:

D08

Enter 88 for Don't know and 99 for Refused to answer.

How many children live in your household (NOTE: A child is anyone under the age of 18.)

\$E 0 99

98:

D09

How many years have you lived at your current residence?

Less than 1 year	0
1-3 years.....	1
4-6 years.....	2
7-10 years.....	3
11-15 years.....	4
16-25 years.....	5
26 years or more.....	6
Don't know	7
Declined to answer.....	8

99:

D10

Owning a home includes individuals with a mortgage as well as individuals who have paid off their mortgages and own their residence outright. If respondent is given housing for free, choose "don't know" and write up a problem sheet.

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

Own residence.....	1
Rent residence.....	2
Don't know	3
Declined to answer.....	4

100:

D11

Enter 14999 for Don't know and 20000 for Declined to answer. Zip codes outside of this range are outside of PA - code as Not eligible - Geography.

What is your zip code?
 \$E 14999 20000

101:

D12

What is your total annual household income, before taxes?

Under \$10,000.....	1
\$10,000 to \$19,999	2
\$20,000 to \$39,999	3
\$40,000 to \$59,999	4
\$60,000 to \$74,999	5
\$75,000 to \$99,999	6
\$100,000 to \$124,999.....	7
\$125,000 to \$149,999.....	8
\$150,000 or more	9
Don't know	10
Declined to answer.....	11

102:

D13

Do NOT ask the respondent; record answer!

Respondent's gender:

Male	1
Female.....	2

103:

INT98

Thank you for your time. Have a nice day (evening).

Continue..... 1 D => INT

104:

INT

- Completed..... CO => END
- Refusal by Gatekeeper..... RG => END
- Refusal by Proper Respondent..... RP => END
- Break off: Call Back..... BC => CB
- Break off: Don't Call Back..... BD => END
- Respondent Unavailable: Definite Appointment..... RD => CB
- Respondent Unavailable: Indefinite Appointment..... RI => CB
- Answering Machine - Confirms Household..... AH => END
- Physically or Mentally Unable/Incompetent..... UI => END
- Language Problem..... LP => END
- Busy..... BU => END
- No Answer..... NA => END
- Answering Machine - Don't Know if Household..... AD => END
- Call Blocking (e.g. Embarq)..... BL => END
- No Screener Completed..... NS => CB
- Fax/Data Line..... FD => END
- Non-working/Disconnected Number..... NW => END
- Temporarily Out of Service..... TO => CB
- Number Changed..... NC => END
- Cell Phone..... CP => END
- Non-residence..... NR => END
- Not Eligible - Geography..... NG => END
- Not Eligible - Other..... NO => END
- RC - FOR USE BY REFUSAL CONVERSION INTERVIEWERS RC => END

APPENDIX C

SURVEY RESPONSE FREQUENCIES

Overall, how satisfied are you with your community as a place to live? *

Mean = 3.47

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very dissatisfied	5	1.2	1.2	1.2
Dissatisfied	10	2.5	2.5	3.7
Satisfied	182	44.6	44.6	48.3
Very satisfied	210	51.5	51.5	99.8
Don't know	1	.2	.2	100.0
Total	408	100.0	100.0	

What is the biggest STRENGTH in your community?

	Frequency	Percent
A lot of stores, banks, and shopping areas within a mile	1	.2
A lot of things are within walking distance	1	.2
A lot of volunteerism	1	.2
A lot to do	1	.2
Access to roads, despite being in a rural area	1	.2
Accessibility	1	.2
Accessibility of everything that we need	1	.2
Accessibility to parks	1	.2
Accessibility to shopping, community events, and cultural events	1	.2
Activities for all age groups	1	.2
Activities for kids	1	.2
Agriculture	2	.5
Allison United Methodist Church	1	.2
Among other retired senior citizens in retirement community	1	.2
Number of human service agencies in the area	1	.2
Area itself	1	.2
Area merchants	1	.2
Army War College	1	.2
Arts	1	.2
Atmosphere is a good combination of town and country	1	.2

* Higher score = Better

Availability of full fire crews and EMS crews	1	.2
Beauty of nature in the area	1	.2
Being close to the universities in the area	1	.2
Boiling Springs High School	1	.2
Broad spectrum of people who live and work in the area	1	.2
Businesses are providing jobs for people.	1	.2
Carlisle car show	2	.5
Chamber of Commerce	1	.2
Churches	9	2.2
Citizens	1	.2
Citizens (many educated people; War College)	1	.2
Civility (nice schools, little crime, nice town)	1	.2
Cleanliness of community	1	.2
Close to things	1	.2
Close-knit area	1	.2
Closeness and supportiveness of the people	1	.2
Colleges	4	1.0
Community always pulls together	1	.2
Community events	1	.2
Community involvement	5	1.2
Community involvement with homeless outreach	1	.2
Community itself	2	.5
Community itself, neighbors helping neighbors	1	.2
Community pulls together for people in need	1	.2
Community services	1	.2
Community spirit	2	.5
Community support	1	.2
Community values education	1	.2
Community volunteerism	1	.2
Community works together to solve problems	1	.2
Community's history	1	.2
Compact area	1	.2
Conservative area	1	.2
Construction	1	.2
Convenience of things to do in a small area	1	.2
Convenience to shopping	1	.2
Conveniences, such as shopping and medical facilities	1	.2
Cooperation between community and Carlisle Barracks (Army War College)	1	.2
Cooperative attitude of the people who live there	1	.2

Cost of living	1	.2
Cultural activities	1	.2
Cultural advantages with a small-town feel	1	.2
Cultural influence	1	.2
Dickinson College	2	.5
Different opportunities (work or entertainment)	1	.2
Diverse culture	1	.2
Diversified opportunities in education and community services	1	.2
Diversity	7	1.7
Diversity of industries and people	1	.2
Diversity of major players in economic base (such as the college, the War College, remaining industries)	1	.2
Diversity of the community	1	.2
Diversity of the local economy	1	.2
Diversity of the people due to the colleges located in Carlisle	1	.2
Don't know	54	13.2
Downtown area's atmosphere, businesses, and services	1	.2
Drugs	1	.2
Ease of getting around	1	.2
Easy access to everything in town	1	.2
Easy to travel to major cities	1	.2
Economic growth	1	.2
Economics	1	.2
Education	1	.2
Education system	1	.2
Educational opportunities	1	.2
Employment	1	.2
Everybody looks out for everybody	1	.2
Everyone pulls together to help	1	.2
Everything here	1	.2
Faith-based community	1	.2
Family	1	.2
Family-friendly	1	.2
Family-friendly community	1	.2
Family homes	1	.2
Family-oriented	2	.5
Farming and commerce	1	.2
Farms and woods	1	.2
Feeling of security	1	.2
Feeling that a neighbor is more than a neighbor	1	.2

Fire companies	2	.5
For a small town, there is a lot to do and there are a lot of amenities	1	.2
Friendliness	8	2.0
Friendliness of neighbors	3	.7
Friends and family	1	.2
Good environment	1	.2
Good leadership	1	.2
Good neighbors	2	.5
Good place to live	1	.2
Good place to raise a family	1	.2
Good safe community in which people pull together as a team	1	.2
Good schools	1	.2
Good shopping	2	.5
Great place for kids	1	.2
Grew up here	1	.2
Having a downtown	1	.2
Helpfulness	1	.2
High taxes	1	.2
Historical society	1	.2
Hometown nature of the community	1	.2
How people work together	1	.2
Industrialization	1	.2
Involvement by residents in public affairs	1	.2
It has community groups to help	1	.2
It is a historical district, which keeps the center of the town beautiful	1	.2
It is a mix of urban and rural.	1	.2
It is a nice size community	1	.2
It is far enough away to be a quiet community but close to other places	1	.2
It is peaceful	1	.2
Knows everyone in her retirement community and is very comfortable there	1	.2
Law school	1	.2
Law school and college	1	.2
Library	1	.2
Local government	2	.5
Location	8	2.0
Low crime rate	3	.7
Low unemployment	1	.2
Many different organizations and activities in the community	1	.2
Many opportunities for employment and outside recreational activities	1	.2

Many organizations	1	.2
Many retired military in the vicinity of the Carlisle Barracks	1	.2
Many things to do and places to eat	1	.2
Mayor	1	.2
Medium-sized city	1	.2
Mennonite community nearby	1	.2
Merchants work together to beautify the community	1	.2
Military institutions	1	.2
Military presence	1	.2
More country like; more grass and trees	1	.2
More employment opportunities in the area	1	.2
Neighborhood	1	.2
Neighborhood feeling like a family	1	.2
Neighbors	3	.7
Neighbors are willing to help out and look after the community	1	.2
Neighbors helping each other	1	.2
Nice people	1	.2
Nice, small, quiet community	1	.2
No crime	1	.2
Non-profit organizations	1	.2
Not a lot of violence	1	.2
Not too large	1	.2
Number of parks	1	.2
Number of small churches and the Christian community	1	.2
Nursing homes	1	.2
Opportunity to worship as we want in various Carlisle churches	1	.2
Organizations and community groups work well together	1	.2
Our church	1	.2
Outdoor programs	1	.2
People	13	3.2
People all join together and volunteer	1	.2
People and the small community atmosphere	1	.2
People are friendly	2	.5
People are respectful	1	.2
People are willing to work together in community organizations	1	.2
People come together when needed	1	.2
People get along with all nationalities	1	.2
People getting together	1	.2
People help one another in times of need	1	.2

People helping each other	2	.5
People of the community	1	.2
People who are willing to volunteer	1	.2
Personal relationships and a family-friendly community	1	.2
Physical location, in that weather is more temperate here than other parts of PA	1	.2
Police force	4	1.0
Population density	1	.2
Programs for kids	1	.2
Programs that help people	1	.2
Project Share	1	.2
Proximity of stores	1	.2
Proximity to entertainment	1	.2
Quality of life is good; low crime, less congestion	1	.2
Quiet	2	.5
Reasonable cost of living	1	.2
Recreation facilities, especially golfing and opportunities for trout fishing	1	.2
Respectful people	1	.2
Restaurants	1	.2
Rural	1	.2
Rural area	3	.7
Rural atmosphere, yet close to urban locations	1	.2
Rural mentality	1	.2
Safety	5	1.2
School district	2	.5
School system	1	.2
School taxes	1	.2
Schools	3	.7
Schools are good	1	.2
Season changes	1	.2
Security	1	.2
Sense of camaraderie and friendship	1	.2
Sense of community	6	1.5
Sense of family and community	1	.2
Serenity of the area	1	.2
Services offered	1	.2
Shopping	3	.7
Size	3	.7
Size and how close-knit people are	1	.2
Size, meaning small, but big enough	1	.2

Size; don't like big city	1	.2
Small	2	.5
Small businesses	1	.2
Small community feel	2	.5
Small population	1	.2
Small rural feel	1	.2
Small town atmosphere	12	2.9
Social interactions	1	.2
Social services are available	1	.2
Still has small town feel yet close to capital	1	.2
Support and activities for children	1	.2
The view in the country	1	.2
There are a lot of stores nearby	1	.2
Tidy, clean place	1	.2
Town itself	1	.2
Town paper gives a lot of information	1	.2
Transportation	1	.2
Unemployment rate for the Carlisle area is one of the lowest around.	1	.2
United Way	1	.2
Variety of restaurants	1	.2
Very good employment opportunities	1	.2
Very good services	1	.2
Vibrant with many different opportunities and recreational opportunities	1	.2
Volunteerism	2	.5
Walking downtown	1	.2
War College	2	.5
We have everything here	1	.2
Wealth of human services provided by the community	1	.2
Well-educated population	1	.2
Well-rounded community	1	.2
Wonderful people	1	.2
Working together	1	.2
Declined to answer	5	1.2
Don't know	55	13.4
Total	408	100.0

What is the biggest PROBLEM or ISSUE in your community?

	Frequency	Percent
A few people in the area that have parties, drink, and do drugs	1	.2
A lot of people who have lived here their whole life are not accepting of migratory people, or people who are not from around here.	1	.2
A lot of rental properties	1	.2
Absentee landlords	1	.2
Abuse of people	1	.2
Access to a good public transportation system	1	.2
Activities for adolescents	1	.2
Air quality	6	1.5
Amount of traffic in the area and the associated air pollution	1	.2
Bad roads	1	.2
Bike lanes that have been put in the streets of Carlisle	1	.2
Bike pathway along highway	1	.2
Bored kids	1	.2
Burglaries	1	.2
Car shows	1	.2
Carlisle bicycle lane	1	.2
Changes in infrastructure	1	.2
Civility: non-courteous people	1	.2
Closed schools	1	.2
Concentration of industrial development	1	.2
Constant road work	1	.2
Construction development that is changing the character of the community	1	.2
Construction is constant and it is hard to commute.	1	.2
Continued socio-economic disparity	1	.2
Crime	22	5.4
Crime and drug involvement	1	.2
Crime in certain areas	1	.2
Crime, drug-related activities	1	.2
Crowded	1	.2
Cultural activities not available like in a major city	1	.2
Declining employment	1	.2
Deterioration of small-town atmosphere	1	.2
Difficulty in integration	1	.2
Disagreements with police department	1	.2
Distance to get places	1	.2
Distribution centers creating pollution	1	.2

Doctors that answer all my needs	1	.2
Does not welcome newcomers	1	.2
Downtown businesses in Carlisle are conservative and do not do a good job of promoting downtown Carlisle	1	.2
Downtown commercial viability	1	.2
Downtown traffic; too many trucks going through town	1	.2
Drug and alcohol abuse	1	.2
Drug and alcohol use among youth	1	.2
Drugs	29	7.1
Dysfunctional families	1	.2
Economics	1	.2
Economy	5	1.2
Elected officials	1	.2
Fear of rising government intervention	1	.2
Fragmented	1	.2
Getting too big	1	.2
Goofy liberalism	1	.2
Growth was too fast	1	.2
Having neighbors that do not do yard work	1	.2
Health care	1	.2
Health care for needy families	1	.2
High taxes	4	1.0
High volume of trucks and warehouses in the area	1	.2
Highway noise	1	.2
Home invasions in the last few years	1	.2
Homelessness	1	.2
Homelessness and lack of money to buy food	1	.2
Horrible hospital	1	.2
Huge trucking warehouses on each end of town that have destroyed air quality	1	.2
Improper way to evaluate property for taxing purposes	1	.2
Inadequate street cleaning	1	.2
Incivility of people 22 years of age and younger	1	.2
It is a small town with big city problems	1	.2
Keeping up with the roads	1	.2
Lack of communication with town politicians; they don't care	1	.2
Lack of employment	1	.2
Lack of employment opportunities in the area	1	.2
Lack of funding from state for school districts	1	.2
Lack of good shopping	1	.2

Lack of healthcare for the uninsured	1	.2
Lack of industry	1	.2
Lack of jobs	3	.7
Lack of knowledge	1	.2
Lack of manufacturing	1	.2
Lack of opportunities for children	1	.2
Lack of public education; education of the community in general.	1	.2
Lack of public transportation	1	.2
Lack of services for youth	1	.2
Lack of transportation to centers that provide services	1	.2
Lack of vitality	1	.2
Lack of work to keep the young people busy	1	.2
Limited cultural events	1	.2
Loss of businesses	1	.2
Loss of industry	1	.2
Loss of land to development	1	.2
Low income housing	1	.2
Many bankruptcies	1	.2
Migration of people from other areas	2	.5
Mindless growth	1	.2
Minority group of people who don't want Carlisle to progress, and they try to keep it that way.	1	.2
Needs to be more child-friendly	1	.2
New diet program of all streets being changed into single lanes from double lanes	1	.2
New parking system	1	.2
New road design is horrible	1	.2
New road diet: 4 lanes to 2 lanes	1	.2
New roadways	1	.2
New traffic pattern	2	.5
New traffic patterns	2	.5
No activities for kids	1	.2
No dog park	1	.2
No police station in town	1	.2
Noise from landfill	1	.2
Not a Democratic community; overtaken by Republicans	1	.2
Not enough for young people to do	5	1.2
Not enough work	3	.7
Not running the sweeper in the alleys	1	.2
Not that friendly	1	.2
Overall traffic issues, trucks on the interstate, the roads deteriorating in the borough	1	.2

Overburdened from school property taxes	1	.2
Parents not taking charge with their children	1	.2
Parking	2	.5
People not regarding others	1	.2
People who do not care about maintaining their property	1	.2
Petty theft	1	.2
Police are too forceful	1	.2
Political divisiveness	1	.2
Politicians	2	.5
Politics; they want to take the land for nothing	1	.2
Pollution and truck traffic	1	.2
Poverty	3	.7
Property assessments	1	.2
Property taxes	4	1.0
Property taxes and the impact on school budgets	1	.2
Proximity to Harrisburg	1	.2
Quality of education provided at the school district	1	.2
Rambunctious children	1	.2
Re-zoning	1	.2
Remodeling downtown	1	.2
Residents are relocating	1	.2
Road conditions	1	.2
Road conditions on Route 34	1	.2
Road construction	3	.7
Roads deteriorating	16	3.9
Roads	1	.2
Safety for children	1	.2
School issues: bullying, drugs, and alcohol	1	.2
School system	1	.2
School taxes	2	.5
Slumlords	1	.2
Speeding	1	.2
Speeding too fast on rural roads 944 and 74 and taking sharp corners too fast	1	.2
Spending too much money on construction in town	1	.2
Street conditions	1	.2
Summer car show traffic	1	.2
Tailgating and speeding	1	.2
Tax increases	1	.2
Taxes	10	2.5

Taxes (school/property)	1	.2
Taxes are too high	3	.7
Teenagers' loud music	1	.2
Teenagers' poor behavior	1	.2
The way communities are being developed (sprawl without the transportation)	1	.2
The way they messed up the roads in the town of Carlisle	1	.2
There is no industry in the town.	1	.2
Thieves stealing copper and air conditioners for the copper coils	1	.2
Too many people moving into the area	1	.2
Too many trucks and warehouses	1	.2
Too many warehouses	1	.2
Too much regulation of landlords	1	.2
Town officials	1	.2
Township management	1	.2
Township supervisors are not working for the people.	1	.2
Township supervisors in this area are getting "Bush-y"	1	.2
Traffic	36	8.8
Transportation	2	.5
Truck traffic	2	.5
Trucking	1	.2
Trucking terminals	1	.2
Trucking warehouses causing pollution	1	.2
Trucks, traffic and the miracle mile	1	.2
Underemployment	1	.2
Unemployment	5	1.2
Vandalism	1	.2
Walkability	1	.2
Wasting tax dollars and making a mess of driving through Carlisle	1	.2
We can do a little better on helping all people	1	.2
Weather isn't normal; too hot, not enough rain; Climate change is causing problems	1	.2
Young kids speeding in loud cars on the highway	1	.2
No problems or issues	15	3.7
Don't know	56	13.7
Declined to answer	5	1.2
Total	408	100.0

Please rate the **IMPORTANCE** of the following aspects of your community using the following scale: Very important, Important, Unimportant, and Completely unimportant.

Access to affordable housing

Mean = 3.33

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	1	.2	.2	.2
	Unimportant	24	5.9	6.0	6.2
	Important	220	53.9	54.6	60.8
	Very important	158	38.7	39.2	100.0
	Total	403	98.8	100.0	
Missing	Don't know	5	1.2		
Total		408	100.0		

Access to quality housing

Mean = 3.30

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	32	7.8	7.9	7.9
	Important	220	53.9	54.5	62.4
	Very important	152	37.3	37.6	100.0
	Total	404	99.0	100.0	
Missing	Don't know	3	.7		
	Declined to answer	1	.2		
	Total	4	1.0		
Total		408	100.0		

Availability of employment opportunities for adults

Mean = 3.65

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	8	2.0	2.0	2.0
	Important	125	30.6	30.8	32.8
	Very important	273	66.9	67.2	100.0
	Total	406	99.5	100.0	
Missing	Don't know	2	.5		
Total		408	100.0		

Availability of youth employment opportunities

Mean = 3.35

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	21	5.1	5.2	5.2
	Important	221	54.2	54.3	59.5
	Very important	165	40.4	40.5	100.0
	Total	407	99.8	100.0	
Missing	Don't know	1	.2		
Total		408	100.0		

Availability of small businesses in the community

Mean = 3.56

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	12	2.9	2.9	2.9
	Important	157	38.5	38.5	41.4
	Very important	239	58.6	58.6	100.0
	Total	408	100.0	100.0	

Alleviating poverty

Mean = 3.45

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	18	4.4	4.5	4.5
	Important	184	45.1	45.9	50.4
	Very important	199	48.8	49.6	100.0
	Total	401	98.3	100.0	
Missing	Don't know	4	1.0		
	Declined to answer	3	.7		
	Total	7	1.7		
Total		408	100.0		

Alleviating homelessness

Mean = 3.44

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	26	6.4	6.5	6.5
	Important	174	42.6	43.3	49.8
	Very important	202	49.5	50.2	100.0
	Total	402	98.5	100.0	
Missing	Don't know	4	1.0		
	Declined to answer	2	.5		
	Total	6	1.5		
Total		408	100.0		

Number of employers in the community

Mean = 3.49

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	15	3.7	3.8	3.8
	Important	172	42.2	43.8	47.6
	Very important	206	50.5	52.4	100.0
	Total	393	96.3	100.0	
Missing	Don't know	14	3.4		
	Declined to answer	1	.2		
	Total	15	3.7		
Total		408	100.0		

Availability of adequate transportation

Mean = 3.19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	2	.5	.5	.5
	Unimportant	44	10.8	10.9	11.4
	Important	231	56.6	57.3	68.7
	Very important	126	30.9	31.3	100.0
	Total	403	98.8	100.0	
Missing	Don't know	5	1.2		
Total		408	100.0		

Quality of the library system

Mean = 3.31

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	1	.2	.2	.2
	Unimportant	29	7.1	7.2	7.5
	Important	216	52.9	53.7	61.2
	Very important	156	38.2	38.8	100.0
	Total	402	98.5	100.0	
Missing	Don't know	6	1.5		
Total		408	100.0		

Quality of the public school system

Mean = 3.70

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	2	.5	.5	.5
	Unimportant	6	1.5	1.5	2.0
	Important	102	25.0	25.4	27.4
	Very important	291	71.3	72.6	100.0
	Total	401	98.3	100.0	
Missing	Don't know	6	1.5		
	Declined to answer	1	.2		
	Total	7	1.7		
Total		408	100.0		

Quality of the private school system

Mean = 3.01

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	6	1.5	1.6	1.6
	Unimportant	79	19.4	20.9	22.5
	Important	199	48.8	52.6	75.1
	Very important	94	23.0	24.9	100.0
	Total	378	92.6	100.0	
Missing	Don't know	27	6.6		
	Declined to answer	3	.7		
	Total	30	7.4		
Total		408	100.0		

Quality of teaching at schools

Mean = 3.78

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	1	.2	.3	.3
	Unimportant	7	1.7	1.8	2.0
	Important	71	17.4	17.8	19.8
	Very important	319	78.2	80.2	100.0
	Total	398	97.5	100.0	
Missing	Don't know	9	2.2		
	Declined to answer	1	.2		
	Total	10	2.5		
Total		408	100.0		

Opportunities for adult education

Mean = 3.27

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	25	6.1	6.2	6.2
	Important	244	59.8	60.8	67.1
	Very important	132	32.4	32.9	100.0
	Total	401	98.3	100.0	
Missing	Don't know	7	1.7		
Total		408	100.0		

Quality of early childhood education

Mean = 3.46

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	1	.2	.2	.2
	Unimportant	18	4.4	4.5	4.7
	Important	177	43.4	44.1	48.9
	Very important	205	50.2	51.1	100.0
	Total	401	98.3	100.0	
Missing	Don't know	7	1.7		
Total		408	100.0		

Improving literacy

Mean = 3.50

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	11	2.7	2.7	2.7
	Important	178	43.6	44.2	46.9
	Very important	214	52.5	53.1	100.0
	Total	403	98.8	100.0	
Missing	Don't know	5	1.2		
Total		408	100.0		

Availability of affordable daycare centers

Mean = 3.39

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	2	.5	.5	.5
	Unimportant	21	5.1	5.3	5.8
	Important	191	46.8	48.5	54.3
	Very important	180	44.1	45.7	100.0
	Total	394	96.6	100.0	
Missing	Don't know	13	3.2		
	Declined to answer	1	.2		
	Total	14	3.4		
Total		408	100.0		

Quality of daycare centers

Mean = 3.62

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	2	.5	.5	.5
	Unimportant	11	2.7	2.8	3.4
	Important	118	28.9	30.5	33.9
	Very important	256	62.7	66.1	100.0
	Total	387	94.9	100.0	
Missing	Don't know	19	4.7		
	Declined to answer	2	.5		
	Total	21	5.1		
Total		408	100.0		

Affordability of medical services

Mean = 3.66

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	3	.7	.7	.7
	Unimportant	7	1.7	1.7	2.5
	Important	117	28.7	28.8	31.3
	Very important	279	68.4	68.7	100.0
	Total	406	99.5	100.0	
Missing	Don't know	2	.5		
Total		408	100.0		

Programs for the disabled

Mean = 3.47

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	1	.2	.2	.2
	Unimportant	11	2.7	2.7	3.0
	Important	187	45.8	46.6	49.6
	Very important	202	49.5	50.4	100.0
	Total	401	98.3	100.0	
Missing	Don't know	6	1.5		
	Declined to answer	1	.2		
	Total	7	1.7		
Total		408	100.0		

Services for adults

Mean = 3.19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	42	10.3	10.4	10.4
	Important	242	59.3	60.0	70.5
	Very important	119	29.2	29.5	100.0
	Total	403	98.8	100.0	
Missing	Don't know	5	1.2		
Total		408	100.0		

Services specific to youth

Mean = 3.40

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	20	4.9	5.0	5.0
	Important	201	49.3	50.1	55.1
	Very important	180	44.1	44.9	100.0
	Total	401	98.3	100.0	
Missing	Don't know	7	1.7		
Total		408	100.0		

Adequate law enforcement

Mean = 3.64

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	1	.2	.2	.2
	Unimportant	6	1.5	1.5	1.7
	Important	131	32.1	32.1	33.8
	Very important	270	66.2	66.2	100.0
	Total	408	100.0	100.0	

Adequate fire protection

Mean = 3.71

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	3	.7	.7	.7
	Important	114	27.9	28.0	28.7
	Very important	290	71.1	71.3	100.0
	Total	407	99.8	100.0	
Missing	Don't know	1	.2		
Total		408	100.0		

Adequate ambulance services

Mean = 3.69

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Unimportant	2	.5	.5	.5
Important	123	30.1	30.1	30.6
Very important	283	69.4	69.4	100.0
Total	408	100.0	100.0	

Reducing crime

Mean = 3.65

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Unimportant	5	1.2	1.2	1.2
Important	133	32.6	32.7	33.9
Very important	269	65.9	66.1	100.0
Total	407	99.8	100.0	
Missing Declined to answer	1	.2		
Total	408	100.0		

Shelters for domestic violence

Mean = 3.47

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Unimportant	15	3.7	3.7	3.7
Important	185	45.3	45.8	49.5
Very important	204	50.0	50.5	100.0
Total	404	99.0	100.0	
Missing Don't know	4	1.0		
Total	408	100.0		

Shelters for homeless persons

Mean = 3.39

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	2	.5	.5	.5
	Unimportant	18	4.4	4.4	4.9
	Important	204	50.0	50.4	55.3
	Very important	181	44.4	44.7	100.0
	Total	405	99.3	100.0	
Missing	Don't know	3	.7		
Total		408	100.0		

Reducing drug use

Mean = 3.64

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	15	3.7	3.7	3.7
	Important	116	28.4	28.4	32.1
	Very important	277	67.9	67.9	100.0
	Total	408	100.0	100.0	

Improving safety at schools

Mean = 3.43

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	19	4.7	4.7	4.7
	Important	193	47.3	47.9	52.6
	Very important	191	46.8	47.4	100.0
	Total	403	98.8	100.0	
Missing	Don't know	4	1.0		
	Declined to answer	1	.2		
	Total	5	1.2		
Total		408	100.0		

Availability of parks and recreation facilities

Mean = 3.21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	1	.2	.2	.2
	Unimportant	31	7.6	7.6	7.8
	Important	259	63.5	63.5	71.3
	Very important	117	28.7	28.7	100.0
	Total	408	100.0	100.0	

Availability of supervised after-school youth activities (educational, cultural, recreational)

Mean = 3.33

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unimportant	23	5.6	5.8	5.8
	Important	221	54.2	55.4	61.2
	Very important	155	38.0	38.8	100.0
	Total	399	97.8	100.0	
Missing	Don't know	9	2.2		
Total		408	100.0		

Improving ethnic or racial harmony

Mean = 3.31

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	1	.2	.2	.2
	Unimportant	32	7.8	7.9	8.1
	Important	212	52.0	52.3	60.5
	Very important	160	39.2	39.5	100.0
	Total	405	99.3	100.0	
Missing	Don't know	3	.7		
Total		408	100.0		

Please rate your SATISFACTION with the following aspects of your community using the following scale: Very satisfied, Satisfied, Dissatisfied, and Very dissatisfied.

Access to affordable housing

Mean = 2.85

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	7	1.7	1.9	1.9
	Dissatisfied	66	16.2	17.8	19.7
	Satisfied	273	66.9	73.8	93.5
	Very satisfied	24	5.9	6.5	100.0
	Total	370	90.7	100.0	
Missing	Don't know	36	8.8		
	Declined to answer	2	.5		
	Total	38	9.3		
Total		408	100.0		

Access to quality housing

Mean = 2.92

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	5	1.2	1.3	1.3
	Dissatisfied	47	11.5	12.3	13.6
	Satisfied	305	74.8	79.8	93.5
	Very satisfied	25	6.1	6.5	100.0
	Total	382	93.6	100.0	
Missing	Don't know	23	5.6		
	Declined to answer	3	.7		
	Total	26	6.4		
Total		408	100.0		

Availability of employment opportunities for adults

Mean = 2.59

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	15	3.7	4.0	4.0
	Dissatisfied	144	35.3	38.0	42.0
	Satisfied	201	49.3	53.0	95.0
	Very satisfied	19	4.7	5.0	100.0
	Total	379	92.9	100.0	
Missing	Don't know	26	6.4		
	Declined to answer	3	.7		
	Total	29	7.1		
Total		408	100.0		

Availability of youth employment opportunities

Mean = 2.65

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	5	1.2	1.4	1.4
	Dissatisfied	125	30.6	35.0	36.4
	Satisfied	217	53.2	60.8	97.2
	Very satisfied	10	2.5	2.8	100.0
	Total	357	87.5	100.0	
Missing	Don't know	49	12.0		
	Declined to answer	2	.5		
	Total	51	12.5		
Total		408	100.0		

Availability of small businesses in the community

Mean = 2.82

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	4	1.0	1.0	1.0
	Dissatisfied	89	21.8	22.6	23.7
	Satisfied	274	67.2	69.7	93.4
	Very satisfied	26	6.4	6.6	100.0
	Total	393	96.3	100.0	
Missing	Don't know	13	3.2		
	Declined to answer	2	.5		
	Total	15	3.7		
Total		408	100.0		

Alleviating poverty

Mean = 2.62

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	12	2.9	3.3	3.3
	Dissatisfied	125	30.6	34.2	37.4
	Satisfied	218	53.4	59.6	97.0
	Very satisfied	11	2.7	3.0	100.0
	Total	366	89.7	100.0	
Missing	Don't know	41	10.0		
	Declined to answer	1	.2		
	Total	42	10.3		
Total		408	100.0		

Alleviating homelessness

Mean = 2.65

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	9	2.2	2.5	2.5
	Dissatisfied	126	30.9	35.2	37.7
	Satisfied	206	50.5	57.5	95.3
	Very satisfied	17	4.2	4.7	100.0
	Total	358	87.7	100.0	
Missing	Don't know	48	11.8		
	Declined to answer	2	.5		
	Total	50	12.3		
Total		408	100.0		

Number of employers in the community

Mean = 2.56

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	7	1.7	1.9	1.9
	Dissatisfied	163	40.0	43.6	45.5
	Satisfied	193	47.3	51.6	97.1
	Very satisfied	11	2.7	2.9	100.0
	Total	374	91.7	100.0	
Missing	Don't know	33	8.1		
	Declined to answer	1	.2		
	Total	34	8.3		
Total		408	100.0		

Availability of adequate transportation

Mean = 2.62

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	14	3.4	3.7	3.7
	Dissatisfied	126	30.9	33.1	36.7
	Satisfied	230	56.4	60.4	97.1
	Very satisfied	11	2.7	2.9	100.0
	Total	381	93.4	100.0	
Missing	Don't know	26	6.4		
	Declined to answer	1	.2		
	Total	27	6.6		
Total		408	100.0		

Quality of the library system

Mean = 3.27

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	2	.5	.5	.5
	Dissatisfied	11	2.7	2.8	3.3
	Satisfied	258	63.2	65.6	69.0
	Very satisfied	122	29.9	31.0	100.0
	Total	393	96.3	100.0	
Missing	Don't know	14	3.4		
	Declined to answer	1	.2		
	Total	15	3.7		
Total		408	100.0		

Quality of the public school system

Mean = 3.10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	5	1.2	1.3	1.3
	Dissatisfied	45	11.0	11.9	13.2
	Satisfied	237	58.1	62.7	75.9
	Very satisfied	91	22.3	24.1	100.0
	Total	378	92.6	100.0	
Missing	Don't know	27	6.6		
	Declined to answer	3	.7		
	Total	30	7.4		
Total		408	100.0		

Quality of the private school system

Mean = 3.08

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	1	.2	.4	.4
	Dissatisfied	14	3.4	5.1	5.5
	Satisfied	220	53.9	80.9	86.4
	Very satisfied	37	9.1	13.6	100.0
	Total	272	66.7	100.0	
Missing	Don't know	130	31.9		
	Declined to answer	6	1.5		
	Total	136	33.3		
Total		408	100.0		

Quality of teaching at schools

Mean = 2.97

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	8	2.0	2.1	2.1
	Dissatisfied	59	14.5	15.8	18.0
	Satisfied	244	59.8	65.4	83.4
	Very satisfied	62	15.2	16.6	100.0
	Total	373	91.4	100.0	
Missing	Don't know	32	7.8		
	Declined to answer	3	.7		
	Total	35	8.6		
Total		408	100.0		

Opportunities for adult education

Mean = 2.92

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	3	.7	.8	.8
	Dissatisfied	54	13.2	14.7	15.5
	Satisfied	279	68.4	75.8	91.3
	Very satisfied	32	7.8	8.7	100.0
	Total	368	90.2	100.0	
Missing	Don't know	38	9.3		
	Declined to answer	2	.5		
	Total	40	9.8		
Total		408	100.0		

Quality of early childhood education

Mean = 3.04

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	2	.5	.6	.6
	Dissatisfied	22	5.4	6.6	7.2
	Satisfied	271	66.4	81.1	88.3
	Very satisfied	39	9.6	11.7	100.0
	Total	334	81.9	100.0	
Missing	Don't know	72	17.6		
	Declined to answer	2	.5		
	Total	74	18.1		
Total		408	100.0		

Improving literacy

Mean = 2.85

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	2	.5	.6	.6
	Dissatisfied	60	14.7	18.3	18.9
	Satisfied	250	61.3	76.2	95.1
	Very satisfied	16	3.9	4.9	100.0
	Total	328	80.4	100.0	
Missing	Don't know	78	19.1		
	Declined to answer	2	.5		
	Total	80	19.6		
Total		408	100.0		

Availability of affordable daycare centers

Mean = 2.74

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	5	1.2	1.6	1.6
	Dissatisfied	86	21.1	27.7	29.4
	Satisfied	204	50.0	65.8	95.2
	Very satisfied	15	3.7	4.8	100.0
	Total	310	76.0	100.0	
Missing	Don't know	96	23.5		
	Declined to answer	2	.5		
	Total	98	24.0		
Total		408	100.0		

Quality of daycare centers

Mean = 2.93

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	4	1.0	1.4	1.4
	Dissatisfied	35	8.6	12.0	13.4
	Satisfied	230	56.4	78.8	92.1
	Very satisfied	23	5.6	7.9	100.0
	Total	292	71.6	100.0	
Missing	Don't know	112	27.5		
	Declined to answer	4	1.0		
	Total	116	28.4		
Total		408	100.0		

Affordability of medical services

Mean = 2.77

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	14	3.4	3.6	3.6
	Dissatisfied	112	27.5	28.5	32.1
	Satisfied	216	52.9	55.0	87.0
	Very satisfied	51	12.5	13.0	100.0
	Total	393	96.3	100.0	
Missing	Don't know	14	3.4		
	Declined to answer	1	.2		
	Total	15	3.7		
Total		408	100.0		

Programs for the disabled

Mean = 2.84

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	6	1.5	1.9	1.9
	Dissatisfied	57	14.0	18.4	20.3
	Satisfied	228	55.9	73.5	93.9
	Very satisfied	19	4.7	6.1	100.0
	Total	310	76.0	100.0	
Missing	Don't know	95	23.3		
	Declined to answer	3	.7		
	Total	98	24.0		
Total		408	100.0		

Services for adults

Mean = 2.96

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	36	8.8	10.3	10.3
	Satisfied	292	71.6	83.4	93.7
	Very satisfied	22	5.4	6.3	100.0
	Total	350	85.8	100.0	
Missing	Don't know	56	13.7		
	Declined to answer	2	.5		
	Total	58	14.2		
Total		408	100.0		

Services specific to youth

Mean = 2.78

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	7	1.7	2.1	2.1
	Dissatisfied	82	20.1	24.1	26.2
	Satisfied	230	56.4	67.6	93.8
	Very satisfied	21	5.1	6.2	100.0
	Total	340	83.3	100.0	
Missing	Don't know	66	16.2		
	Declined to answer	2	.5		
	Total	68	16.7		
Total		408	100.0		

Adequate law enforcement

Mean = 3.07

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	3	.7	.8	.8
	Dissatisfied	31	7.6	7.8	8.5
	Satisfied	300	73.5	75.0	83.5
	Very satisfied	66	16.2	16.5	100.0
	Total	400	98.0	100.0	
Missing	Don't know	6	1.5		
	Declined to answer	2	.5		
	Total	8	2.0		
Total		408	100.0		

Adequate fire protection

Mean = 3.23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	1	.2	.2	.2
	Dissatisfied	8	2.0	2.0	2.2
	Satisfied	293	71.8	72.2	74.4
	Very satisfied	104	25.5	25.6	100.0
	Total	406	99.5	100.0	
Missing	Don't know	1	.2		
	Declined to answer	1	.2		
	Total	2	.5		
Total		408	100.0		

Adequate ambulance services

Mean = 3.24

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	3	.7	.8	.8
	Dissatisfied	7	1.7	1.8	2.5
	Satisfied	278	68.1	70.0	72.5
	Very satisfied	109	26.7	27.5	100.0
	Total	397	97.3	100.0	
Missing	Don't know	10	2.5		
	Declined to answer	1	.2		
	Total	11	2.7		
Total		408	100.0		

Reducing crime

Mean = 2.87

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	6	1.5	1.5	1.5
	Dissatisfied	75	18.4	19.1	20.6
	Satisfied	278	68.1	70.7	91.3
	Very satisfied	34	8.3	8.7	100.0
	Total	393	96.3	100.0	
Missing	Don't know	13	3.2		
	Declined to answer	2	.5		
	Total	15	3.7		
Total		408	100.0		

Shelters for domestic violence

Mean = 2.91

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	3	.7	.9	.9
	Dissatisfied	47	11.5	14.5	15.4
	Satisfied	250	61.3	76.9	92.3
	Very satisfied	25	6.1	7.7	100.0
	Total	325	79.7	100.0	
Missing	Don't know	81	19.9		
	Declined to answer	2	.5		
	Total	83	20.3		
Total		408	100.0		

Shelters for homeless persons

Mean = 2.77

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	7	1.7	2.1	2.1
	Dissatisfied	85	20.8	25.6	27.7
	Satisfied	217	53.2	65.4	93.1
	Very satisfied	23	5.6	6.9	100.0
	Total	332	81.4	100.0	
Missing	Don't know	72	17.6		
	Declined to answer	4	1.0		
	Total	76	18.6		
Total		408	100.0		

Reducing drug use

Mean = 2.51

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	17	4.2	4.8	4.8
	Dissatisfied	152	37.3	43.3	48.1
	Satisfied	167	40.9	47.6	95.7
	Very satisfied	15	3.7	4.3	100.0
	Total	351	86.0	100.0	
Missing	Don't know	56	13.7		
	Declined to answer	1	.2		
	Total	57	14.0		
Total		408	100.0		

Improving safety at schools

Mean = 2.98

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	6	1.5	1.7	1.7
	Dissatisfied	28	6.9	7.9	9.6
	Satisfied	289	70.8	81.4	91.0
	Very satisfied	32	7.8	9.0	100.0
	Total	355	87.0	100.0	
Missing	Don't know	52	12.7		
	Declined to answer	1	.2		
	Total	53	13.0		
Total		408	100.0		

Availability of parks and recreation facilities

Mean = 3.17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	2	.5	.5	.5
	Dissatisfied	17	4.2	4.2	4.7
	Satisfied	291	71.3	72.6	77.3
	Very satisfied	91	22.3	22.7	100.0
	Total	401	98.3	100.0	
Missing	Don't know	6	1.5		
	Declined to answer	1	.2		
	Total	7	1.7		
Total		408	100.0		

Availability of supervised after-school youth activities (educational, cultural, recreational)

Mean = 2.86

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	6	1.5	1.9	1.9
	Dissatisfied	63	15.4	20.3	22.2
	Satisfied	212	52.0	68.2	90.4
	Very satisfied	30	7.4	9.6	100.0
	Total	311	76.2	100.0	
Missing	Don't know	95	23.3		
	Declined to answer	2	.5		
	Total	97	23.8		
Total		408	100.0		

Improving ethnic or racial harmony

Mean = 2.82

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	5	1.2	1.4	1.4
	Dissatisfied	75	18.4	20.5	21.9
	Satisfied	266	65.2	72.9	94.8
	Very satisfied	19	4.7	5.2	100.0
Total		365	89.5	100.0	
Missing	Don't know	41	10.0		
	Declined to answer	2	.5		
	Total	43	10.5		
Total		408	100.0		

**Which of the following groups do you think are responsible for dealing with community issues?
Select all that apply.**

		Frequency	Percent of All Responses	Percent of Cases
	Local government	335	22.9%	82.1%
	State government	224	15.3%	54.9%
	Non-profit groups	289	19.8%	70.8%
	Church groups	330	22.6%	80.9%
	Neighborhood groups	276	18.9%	67.6%
	Don't know	6	.4%	1.5%
	Declined to answer	3	.2%	.7%
	Total	1463	100.0%	

Are you aware of any organizations in Cumberland County that provide services for the community?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	334	81.9	81.9	81.9
	No	72	17.6	17.6	99.5
	Don't know	2	.5	.5	100.0
Total		408	100.0	100.0	

Please name the organization(s):

	Frequency	Percent
4-H, The Grange, Farm women groups, Churches, the food bank	1	.2
Aging in Carlisle, Project SHARE, HUD	1	.2
Allison church (for homeless,) St. Patrick's church (for young mother,) YMCA, United Way, Project SHARE	1	.2
Ambulance clubs, bus for the handicapped	1	.2
American Legions, VFW	1	.2
Association for the Blind, Diabetes Association, Public Health Services, Heart Association of Cumberland County, The United of Way of Carlisle and Cumberland County	1	.2
Boy and Girl Scouts, school volunteer groups	1	.2
Boy Scouts	1	.2
Buses to pick people up	1	.2
Carlisle Area Dog Park	1	.2
Carlisle Barracks Spouses' Club	1	.2
Carlisle CARES	1	.2
Carlisle CARES, churches, Catholic Charities, Safe Harbour	1	.2
Carlisle CARES, churches, West Ten, shelters	1	.2
Carlisle CARES, Department of Public Welfare, Department of Parks and Recreation	1	.2
Carlisle CARES, Girl Scouts, Boy Scouts, Project SHARE	1	.2
Carlisle CARES, Hope Station	1	.2
Carlisle CARES, Molly Pitcher Hotel, domestic violence shelters	1	.2
Carlisle CARES, Project SHARE, Cyber Station, Employment Skills Center	1	.2
Carlisle CARES, Project SHARE, governmental services	1	.2
Carlisle CARES, Project SHARE, homeless shelters, domestic violence shelters	1	.2
Carlisle CARES, Project SHARE, Red Cross, Salvation Army, literacy group, American Fellowship, Sadler Health Center	1	.2
Carlisle CARES, Project SHARE, Safe Harbour, church groups, Rotary Club, civic organizations, YMCA, YWCA, Carlisle Parks and Recreation, youth programs at churches	1	.2
Carlisle CARES, Project SHARE, Salvation Army, churches, Red Cross	1	.2
Carlisle CARES, Project SHARE, United Way, YMCA, YWCA, churches	1	.2
Carlisle CARES, Red Cross, food bank	1	.2
Carlisle CARES, Sadler Health Center, Red Cross, YWCA, public library	1	.2
Carlisle City Council, church groups	1	.2
Carlisle Garden Club, Borough of Carlisle, local service clubs like Kiwanis and Lions Club	1	.2
Carlisle United Way, YMCA, Carlisle library, local churches and schools (such as St. Catherine Drexel, St. Joseph's School, Trinity High School, Cumberland Valley High School, United Methodist Church), Boy Scouts, Pinnacle Health Hospital	1	.2
CBC	1	.2
Center for Domestic Violence, Steven's Home, Sadler Medical Center, other government agencies, GED training help center, CIT workshop	1	.2

Center for Prevention of Unwanted Pregnancies, Red Cross, fire companies	1	.2
Central Pennsylvania Food Bank, American Legion, local churches	1	.2
Child Care Network, United Way, Office of Aging, Domestic Violence, Children and Youth, Housing Authority	1	.2
Children and Youth Services, Office of Aging, Rotary, Kiwanis, Project SHARE, Salvation Army, Red Cross, churches, Good Samaritan	1	.2
Children and Youth, Drug and Alcohol Commission, Carlisle CARES	1	.2
Church groups	1	.2
Church groups, fire department, schools	1	.2
Church groups, local groups	1	.2
Church groups, neighborhood groups	1	.2
Church of the Brethren, Mt. Holly Springs Firehouse	1	.2
Church; civic organizations; county, state and federal organizations	1	.2
Churches	3	.7
Churches, civic groups, youth sports, schools, and the state which funds these organizations	1	.2
Churches, Contact Helpline, Cumberland Perry Mental Health/Mental Retardation, Center for Independent Living, hospital, Sadler House	1	.2
Churches, food bank	1	.2
Churches, Lions Club	1	.2
Churches, Lions Club, domestic shelter downtown, Angel Food Ministries	1	.2
Churches, Project SHARE	1	.2
Churches, Project SHARE and Carlisle CARES	1	.2
Churches, Project SHARE, local government, Habitat for Humanity, James Wilson Safe Harbour, Cumberland County Youth Authority, Salvation Army	1	.2
Churches, Safe Harbour	1	.2
Churches, system in prison, school system	1	.2
Churches, YWCA, Salvation Army, Project SHARE	1	.2
Churches; Department of Recreation; Borough, County, State and Federal Governments; service organizations	1	.2
Civic League of Carlisle	1	.2
Civic organizations such as Rotary Club, Project SHARE, Safe Harbour, United Way of Carlisle and Cumberland County, Red Cross	1	.2
Community bus	1	.2
Community centers, senior centers, YMCA, YWCA	1	.2
Community Chest	1	.2
County Agency on Aging, Children and Youth, early intervention programs	1	.2
County government agencies (elderly and disabled assistance,) CPARC	1	.2
County services, state services, municipal services, religious groups	1	.2
County transportation system	1	.2
CPARC, Bethesda Mission, churches, New Digs, Friends of Rural and Historic Churchtown Area, Monroe Township Volunteer Fire Company, Cumberland County government, Cumberland County Library System	1	.2
CPARC, Project SHARE	1	.2

CPARC, Salvation Army, YMCA, YWCA	1	.2
CPARC, Steven's Center, churches, United Way, Lions Club, Rotary Club	1	.2
Cumberland and Perry Counties Drug and Alcohol, Teen Line, YMCA, YWCA, Project SHARE, Salvation Army, State Police, Attorney General's Office	1	.2
Cumberland County Transportation that is available to senior citizens; service clubs like the Exchange Club, Rotary Club, and Lions Club; the YMCA	1	.2
Cumberland County Transportation, Office of Aging, Messiah Village Adult Day Care Center, Brethren in Christ Church	1	.2
Cumberland Link	1	.2
Cumberland Perry Association for Retarded Citizens	1	.2
Cumberland Perry Association for Retarded Citizens; Molly Pitcher Shelter; women, children and youth shelter; Furry Friends; church organization for the homeless	1	.2
Cumberland Perry Domestic Violence Services, YMCA, YWCA, Carlisle CARES, Cumberland Perry Association of Retarded Citizens	1	.2
Department of Aging	1	.2
Department of Aging, Department of Public Welfare	1	.2
Department of Public Welfare, Project SHARE	1	.2
Downtown Carlisle association, downtown neighborhood connection, Chamber of Commerce, various historical societies, redevelopment authorities	1	.2
Eagle Foundation, food bank, churches, Association for the Blind, Red Cross	1	.2
Elks Lodge, Lions Club	1	.2
Fire and ambulance companies, law enforcement	1	.2
Fire companies, fraternal organizations like the Eagles Club and Elks Lodge	1	.2
Fire companies, Park and Recreation Department	1	.2
Fire companies, police departments, sanitation departments, Elks Lodge, Woodland Owner's Association, churches	1	.2
Firehouses, Dickinson College	1	.2
Food bank	1	.2
Food bank, Salvation Army, Harbour House	1	.2
Food bank, soup kitchen	1	.2
Fraternal Order of Eagles, United Way, Salvation Army, YMCA	1	.2
Frederick Stewart Community Center, churches, Stevens Center, Christian family members, prison system, Children and Youth Services	1	.2
Good Samaritan, Project SHARE, United Way	1	.2
Goodwill ambulance service, fire department, police department, most of the churches	1	.2
Habitat for Humanity	1	.2
Habitat for Humanity, FPY, Project SHARE, Carlisle CARES, Rotary Club, United Way	1	.2
Habitat for Humanity, Salvation Army	1	.2
Helen Stevens Center, Sadler low income program, libraries, Boys and Girls Clubs of America	1	.2
Hope Station, Carlisle CARES, Trinity Church	1	.2
Hope Station, Salvation Army	1	.2

Hope Station; Salvation Army; Goodwill; police, ambulance, and fire departments; schools; animal shelters; churches	1	.2
Hospice, Carlisle Arts Learning Center, Home Depot, Salvation Army, United Way	1	.2
Housing and Urban Development	1	.2
Housing and Urban Development, Domestic Relations	1	.2
James Wilson Homeless Shelter, Carlisle CARES, Project SHARE, United Way, Salvation Army, Red Cross	1	.2
James Wilson Safe Harbour; United Way of Carlisle and Cumberland County; County Drug, Alcohol and Mental Health Office; Carlisle Area Health and Wellness Foundation; RASE Project	1	.2
Jaycees, Legion, VFW, Life Circle, Goodwill, Salvation Army, United Way, Red Cross	1	.2
Keystone Services, Aurora Club, United Way, YMCA, YWCA, Northwestern, Safe Harbour, CPARC, Salvation Army	1	.2
Kiwanis Club, Lions club, churches, Civic Club	1	.2
Knights of Columbus, CPARC, United Way, Salvation Army, Rotary Club, Kiwanis Club, Lions Club, League of Catholic Women, Birthright, Boy Scouts, Carlisle Area YMCA, Carlisle Area Little League	1	.2
Lions Club, Kiwanis	1	.2
Lions Club, Kiwanis Club, United Way	1	.2
Lions Club, The Blind and Poor, Kiwanis Club, YMCA, Jaycees, Good Samaritan Fellowship	1	.2
Literacy program on Hanover	1	.2
Maranatha, senior center in Carlisle, United Cerebral Palsy	1	.2
Meals on Wheels, domestic violence shelter, Safe Harbour, American Fellowship, Project SHARE	1	.2
Meals on Wheels, in-home health care, Cumberland County Transportation Department	1	.2
Meals on Wheels, Project SHARE, churches	1	.2
Middlesex Township, Carlisle Borough, food bank, YMCA, churches, Habitat for Humanity	1	.2
Military, church organizations, local historical society, library	1	.2
Monroe Elementary, Church in Huntsville	1	.2
MS support group	1	.2
National Association for Mentally Ill, Habitat For Humanity	1	.2
Neighbors in Christ, food bank, Lions Club	1	.2
Non-profits, church groups	1	.2
Northwestern Human Services	1	.2
Office of Aging	3	.7
Office of Aging, Cumberland County Transportation	1	.2
Office of Aging, Salvation Army, Battered Women's Agency	1	.2
Office of Aging, YMCA, churches, Southwest Community Group	1	.2
OIC Learning Center, Safe Harbour	1	.2
OIC Learning Center	1	.2
OIC Learning Center, United Way, Salvation Army, Safe Harbour, Project SHARE, YMCA	1	.2
Otterbein United Methodist Church	1	.2
Parks and Recreation Department, local government with police and fire protection	1	.2
Parks and Recreation Department, United Way, church youth groups, Historical Society	1	.2

Penn State Extension, church organizations, United Way	1	.2
Planned Parenthood, Safe Harbour, churches, Project SHARE	1	.2
Police, fire, library, church groups, Salvation Army, dog park	1	.2
Project SHARE	7	1.7
Project SHARE, American Fellowship, Carlisle CARES	1	.2
Project SHARE, Carlisle CARES	1	.2
Project SHARE, Carlisle CARES, County Drug and Alcohol Program, County Mental Health Department, Parks and Recreation Department	1	.2
Project SHARE, Carlisle CARES, Safe Harbour, Cumberland Perry Association for Retarded Citizens, Sadler Health Services, Carlisle Family Health Center, Salvation Army, Samaritan Fellowship church groups	1	.2
Project SHARE, Carlisle CARES, Safe Harbour, Salvation Army	1	.2
Project SHARE, Carlisle CARES, Safe Harbour, Samaritan Fellowship, Salvation Army	1	.2
Project SHARE, Carlisle CARES, UCP, school districts, local government, state government, churches, Salvation Army	1	.2
Project SHARE, Church of Life, Church of God	1	.2
Project SHARE, churches, Red Cross, Toys for Tots, Salvation Army, motorcycle clubs	1	.2
Project SHARE, Department of Aging, United Way, Carlisle CARES	1	.2
Project SHARE, domestic violence organization, homeless organization downtown	1	.2
Project SHARE, domestic violence shelter, Kiwanis Club, Rotary Club, Hope Station, Victory Circle, churches that shelter homeless people on a rotating basis, Salvation Army, Cumberland County Office of Aging	1	.2
Project SHARE, food bank, CPARC, Habitat for Humanity, Safe Harbour, churches, Carlisle CARES, domestic violence shelter	1	.2
Project SHARE, Habitat for Humanity, Safe Harbour, church groups, libraries	1	.2
Project SHARE, Habitat for Humanity, YMCA, YWCA, churches, United Way	1	.2
Project SHARE, homeless shelter for men run by the Grace United Methodist Church, Safe Harbour, Neighbors in Christ, Salvation Army, United Way, churches, Lions Club, 4-H, Boy Scouts, Girl Scouts, YMCA, YWCA	1	.2
Project SHARE, library system, Dickinson College, Carlisle city	1	.2
Project SHARE, library, OIC Learning Center, Carlisle CARES, Habitat for Humanity, Office of Aging	1	.2
Project SHARE, local churches	1	.2
Project SHARE, Marine Corps League	1	.2
Project SHARE, Safe Harbour, Capital Area Pregnancy Center, Carlisle Pregnancy Center, Salvation Army, Spring Township Food Bank, Cumberland County Transportation Services, fire and ambulance services	1	.2
Project SHARE, Safe Harbour, churches	1	.2
Project SHARE, Salvation Army	1	.2
Project SHARE, Salvation Army, Red Cross, Saint John's Episcopal Church, Rotary Club, Exchange Club, Elks Lodge	1	.2
Project SHARE, Salvations Army, Carlisle CARES	1	.2
Project SHARE, Samaritan Fellowship	1	.2
Project SHARE, United Way, Lions Club, Kiwanis Club, fire companies, churches, YMCA	1	.2
Project SHARE, United Way, Red Cross, churches	1	.2

Project SHARE, YWCA, YMCA, Safe Harbour, Red Cross, Public Health, Salvation Army, Goodwill Industries, Safe Harbour	1	.2
Red Cross	4	1.0
Red Cross, churches	1	.2
Red Cross, Harbour House, Project SHARE	1	.2
Red Cross, Safe Harbour, Carlisle CARES, Project SHARE, Carlisle Health and Wellness Foundation, YWCA	1	.2
Red Cross, Salvation Army	1	.2
Red Cross, Salvation Army, church organizations	1	.2
Red Cross, Salvation Army, housing for veterans, Project SHARE, Safe Harbour	1	.2
Red Cross, Salvation Army, local churches, government programs, school programs	1	.2
Red Cross, Salvation Army, Sadler Health Center	1	.2
Red Cross, Salvation Army, United Way, Safe Harbour, Office of Aging, in-home care for elderly and disabled	1	.2
Red Cross, United Way, church organizations, Carlisle and Mechanicsburg community centers	1	.2
Relay for Life, Blue Shield for health wellness	1	.2
Rental assistance, Office of Aging, Kiwanis Club, Rotary Club, volunteer sports organizations	1	.2
Rotary Club, Lions Club, Civic Club, United Way, Safe Harbour, churches	1	.2
Rotary International, Kiwanis Club, Jaycees	1	.2
Sadler Health Care, United Way	1	.2
Safe Harbour, community food bank on Orange Street, Kiwanis Club, YMCA, Moose Lodge, Lions Club	1	.2
Safe Harbour, Project SHARE, Office of Aging, CPARC	1	.2
Safe Harbour, Salvation Army, Project SHARE, New Hope Ministries, Cumberland Vista	1	.2
Safe Harbour, Salvation Army, Red Cross	1	.2
Safe Harbour, Salvation Army, volunteer fire companies, municipal government, Carlisle Regional Medical Center, Holy Spirit Hospital, Pinnacle Health System, Carlisle School District, Serbian Foundation, Lions Club	1	.2
Safe Harbour, United Way, Salvation Army, Red Cross, Carlisle Vietnam Veterans	1	.2
Salvation Army	2	.5
Salvation Army, Carlisle CARES, Samaritan Fellowship, YMCA, YWCA	1	.2
Salvation Army, Chapel Point Church, Alliance Church	1	.2
Salvation Army, church groups	1	.2
Salvation Army, churches, Carlisle CARES	1	.2
Salvation Army, churches, New Hope Industries	1	.2
Salvation Army, New Hope Ministries, fire departments, United Way, Red Cross	1	.2
Salvation Army, Office of Aging	1	.2
Salvation Army, Project SHARE	1	.2
Salvation Army, Project SHARE, Central Pennsylvania Conservancy, The Garden Club	1	.2
Salvation Army, Project SHARE, Project Hope, Safe Harbour	1	.2
Salvation Army, Red Cross, churches	1	.2
Salvation Army, Red Cross, Office of Aging, police force, churches	1	.2
Salvation Army, Red Cross, Safe Harbour, Project SHARE, United Way, churches, bank-sponsored farmers market, Historical Society	1	.2

Salvation Army, Safe Harbour	1	.2
Salvation Army, United Way, Amelia Givin Library, Bosler Library, Safe Harbour, Carlisle CARES, Red Cross, Domestic Violence Services, schools	1	.2
Salvation Army, United Way, churches, housing authority	1	.2
Salvation Army, YMCA	1	.2
Samaritan Fellowship	1	.2
Samaritan Fellowship, Maranatha, Project SHARE, domestic violence shelter, Salvation Army, housing development, Pitt Street Pride	1	.2
Senior Center, Big Springs High School, citizens' groups, homeless shelter for Veterans, New Lutheran Church, Health and Wellness Foundation, churches	1	.2
Senior citizen centers	2	.5
Senior citizen centers, school systems	1	.2
Sertoma Club	1	.2
Shelters, police stations	1	.2
South Middleton Township, churches, neighborhood groups have organized youth soccer month, Amelia Givin library programs, Red Cross	1	.2
South Middletown Township's Park and Recreation Department	1	.2
St. John's Episcopal Church	1	.2
The 3 pillars of Orthodoxy Church	1	.2
The Fatima Group, VFW Auxiliary, fire company auxiliary, Lions Club	1	.2
Todd Baird Lindsey Foundation	1	.2
UCP	1	.2
United Way	2	.5
United Way, Big Brothers Big Sisters, YWCA, YMCA	1	.2
United Way, Brethren in Christ Church, Community Methodist Church, Grace Methodist Church, Project SHARE, Salvation Army	1	.2
United Way, Carlisle CARES, Hope Station, Salvation Army, Safe Harbour, Samaritan Fellowship, Stevens Center, New Visions	1	.2
United Way, Carlisle CARES, Project SHARE	1	.2
United Way, Carlisle CARES, Project SHARE, CPARC	1	.2
United Way, Carlisle CARES, Samaritan Fellowship, Project SHARE	1	.2
United Way, Carlisle Sertoma Club, Rotary Club, Kiwanis Club, Civic Club, Salvation Army, Newcomers Club	1	.2
United Way, Child Care Network, Project SHARE, Sadler Health Center, community churches	1	.2
United Way, Children's Miracle Network, Toys for Tots, Cancer and Leukemia Society	1	.2
United Way, church community	1	.2
United Way, church groups, food banks	1	.2
United Way, church groups, Lions Club, Masonic Club, college groups	1	.2
United Way, church groups, Rotary Club, Civic Club, state agencies, U.S. Army War College, Dickinson College	1	.2
United Way, church homeless services	1	.2
United Way, churches	1	.2

United Way, churches, libraries, Project SHARE, adult retraining program, Sertoma Club, YMCA	1	.2
United Way, churches, youth organizations such as Silver Springs baseball and football leagues, Cumberland Valley Youth Football and Basketball	1	.2
United Way, CPARC, Project SHARE, Domestic Violence Services, YMCA, YWCA , churches	1	.2
United Way, firefighters, police, schools	1	.2
United Way, food bank, Red Cross, local and state government agencies, some religious entities	1	.2
United Way, Intermediate Care Unit, OIC Learning Center, Salvation Army, Young Life	1	.2
United Way, Kiwanis Club, Rotary Club, Project SHARE	1	.2
United Way, libraries, Boy and Girl Scouts, mental health agencies, employment in the area	1	.2
United Way, Library, YWCA, YMCA, churches provide facilities for the homeless	1	.2
United Way, local government, libraries	1	.2
United Way, Meals on Wheels, YWCA, YMCA	1	.2
United Way, Office of Aging, Carlisle CARES, Rotary Club	1	.2
United Way, Office of Aging, Salvation Army	1	.2
United Way, One the Children, Carlisle CARES, Safe Harbour, churches	1	.2
United Way, Project SHARE	1	.2
United Way, Project SHARE, Carlisle CARES	1	.2
United Way, Red Cross, Big Brother, Project SHARE, libraries	1	.2
United Way, Red Cross, Cumberland Perry Association for Retarded Citizens, United Cerebral Palsy, Therapeutic Riding Association of Cumberland County, Safe Harbour, Carlisle CARES, Project SHARE, Salvation Army	1	.2
United Way, Red Cross, Salvation Army, Bubbler Foundation, shelters	1	.2
United Way, retailers association that keeps the downtown and borough of Carlisle updated, medical programs at Carlisle Regional Hospital	1	.2
United Way, Safe Harbour, hiking clubs, Girl Scouts, YWCA, YMCA, Salvation Army, historical society, day care centers, War College, Dickinson College	1	.2
United Way, Safe Harbour, Project SHARE	1	.2
United Way, Salvation Army, church councils	1	.2
United Way, Salvation Army, churches	1	.2
United Way, Salvation Army, churches, Project SHARE, mental health center, Muscular Dystrophy Association	1	.2
United Way, Salvation Army, Hope Station, Carlisle CARES, Project SHARE, church organizations	1	.2
United Way, Salvation Army, hospice, Safe Harbour, Red Cross, YMCA, YWCA	1	.2
United Way, Salvation Army, Red Cross, churches, Carlisle CARES, Battered Women's shelter	1	.2
United Way, Salvation Army, Red Cross, libraries, churches	1	.2
United Way, Salvation Army, Safe Harbour, YWCA, YMCA	1	.2
United Way, senior citizen centers, Meals on Wheels, New Hope Ministries, churches	1	.2
United Way, Shippensburg library, Penn Township volunteer fire company	1	.2
United Way, the pound	1	.2
United Way, United Cerebral Palsy, county government, school districts, community and state parks	1	.2
United Way, YMCA	1	.2

United Way, YMCA, YWCA	1	.2
United Way, YMCA, YWCA, churches, Salvation Army, Safe Harbour, Carlisle Health and Wellness Foundation, Habitat for Humanity, Kiwanis Club, Elks Club, Red Cross	1	.2
United Way, YMCA, YWCA, Parks and Recreation Department	1	.2
United Way, YWCA, YMCA, domestic abuse project, Hope Station, Safe Harbour, Salvation Army	1	.2
United Way, Red Cross, Salvation Army, churches	1	.2
Veterans of Foreign Wars, Fraternal Order of Eagles, students at the War College	1	.2
VFW	1	.2
VFW, Disabled American Veterans	1	.2
West End Neighbors	1	.2
WIC, Cumberland and Perry County Assistance Office, Camp Koala, Salvation Army	1	.2
YMCA	1	.2
YMCA, Carlisle Area Health and Wellness Foundation, Cumberland County Library System	1	.2
YMCA, Carlisle Area Health and Wellness Foundation, YWCA, Domestic Violence Services, Department of Public Assistance, Carlisle CARES, Salvation Army, Hope Station, volunteer fire department, municipal services, Carlisle Regional Medical Ce	1	.2
YMCA, churches	1	.2
YMCA, Elks Lodge, United Way	1	.2
YMCA, library	1	.2
YMCA, Safe Harbour, Cumberland County Domestic Violence Services, Project SHARE, Carlisle School District, Sunrise Rotary, Knights of Columbus, United Way	1	.2
YMCA, YWCA, Carlisle Area Health and Wellness Foundation, Carlisle Regional Medical Center, drug and alcohol recovery programs	1	.2
YMCA, YWCA, churches, United Way, schools, Kiwanis Club, Rotary Club, Lions Club	1	.2
YMCA, YWCA, historical society, library society that provides programs for kids	1	.2
YMCA, YWCA, Planned Parenthood, Salvation Army	1	.2
YMCA, YWCA, Project SHARE, two homeless shelters, both shelters for women and for families	1	.2
YMCA, YWCA, Safe Harbour, United Way, Salvation Army, Project SHARE, domestic violence shelter, church organizations and youth groups, food banks	1	.2
YMCA, YWCA, Salvation Army, Safe Harbour, Project SHARE, churches	1	.2
YMCA, YWCA, United Way, Kiwanis Club, Lions Club, churches	1	.2
YWCA, YMCA, Masons, Elks Lodge	1	.2
YWCA, YMCA, Safe Harbour, United Way, Domestic Violence Services, Carlisle CARES, Red Cross, churches	1	.2
Don't know	16	3.9
Declined to answer	1	0.2
Not applicable	74	18.1
Total	408	100.0

Have you heard of the United Way of Carlisle and Cumberland County?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	383	93.9	93.9	93.9
No	24	5.9	5.9	99.8
Don't know	1	.2	.2	100.0
Total	408	100.0	100.0	

Are you familiar with the services offered by the United Way of Carlisle and Cumberland County?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	273	66.9	71.3	71.3
No	107	26.2	27.9	99.2
Don't know	3	.7	.8	100.0
Total	383	93.9	100.0	
Missing -9998	25	6.1		
Total	408	100.0		

**Please list or describe the services that the United Way of Carlisle and Cumberland County offers
Select all that apply.**

	Frequency	Percent of All Responses	Percent of Cases
Affordable housing	17	2.3%	6.2%
Basic literacy	8	1.1%	2.9%
Bereavement program	1	.1%	.4%
Career counseling	6	.8%	2.2%
Case management	1	.1%	.4%
Childcare scholarships	11	1.5%	4.0%
Childcare provider trainings	6	.8%	2.2%
Children's reading and library services	24	3.2%	8.8%
Clothing assistance	11	1.5%	4.0%
Community needs meetings	2	.3%	.7%
Disability services	18	2.4%	6.6%
Disaster services	14	1.9%	5.1%
Domestic violence services	48	6.4%	17.6%
Education services	27	3.6%	9.9%
Emergency assistance	16	2.1%	5.9%
Employment skills training	12	1.6%	4.4%
End of life services	2	.3%	.7%
English as a second language	1	.1%	.4%

Family services	15	2.0%	5.5%
Financial counseling	9	1.2%	3.3%
Financial management	7	.9%	2.6%
Food bank	46	6.1%	16.8%
Job counseling	8	1.1%	2.9%
General assistance for needy individuals	3	.4%	1.1%
Health and safety training	2	.3%	.7%
Health services	38	5.0%	13.9%
Heating assistance	4	.5%	1.5%
Homeless shelters	65	8.6%	23.8%
Informational and referral services	5	.7%	1.8%
Legal service	2	.3%	.7%
Life skills	4	.5%	1.5%
Mental health services	15	2.0%	5.5%
Parent educational programs	3	.4%	1.1%
Preschool child care	9	1.2%	3.3%
Providing funds to other organizations	39	5.2%	14.3%
Rape crisis center	4	.5%	1.5%
Recreation programs	16	2.1%	5.9%
Services to military families	4	.5%	1.5%
Social/recreational opportunities for seniors	6	.8%	2.2%
Soup kitchen	11	1.5%	4.0%
Substance abuse counseling	4	.5%	1.5%
Transitional housing	20	2.6%	7.3%
Transportation services	7	.9%	2.6%
Victim services	12	1.6%	4.4%
Youth mentoring	21	2.8%	7.7%
Youth programs	77	10.2%	28.2%
Other	32	4.2%	11.7%
Don't know	41	5.4%	15.0%
Declined to answer	1	.1%	.4%
Total	755	100.0%	276.6%

Please specify the "Other" service(s) that the United Way of Carlisle and Cumberland County offers:

	Frequency	Percent	Valid Percent	Cumulative Percent
Annual yard sale	1	.2	.2	.2
Assist other organizations with grants and fundraising	1	.2	.2	.5
Blood drives	2	.5	.5	1.0
Day of Caring, blood drives	1	.2	.2	1.2
Financial assistance to small businesses	1	.2	.2	1.5
Fixing cars and only paying for the parts	1	.2	.2	1.7
Helping with all kinds of community services	1	.2	.2	2.0
Not applicable	376	92.2	92.2	94.1
Offering volunteer opportunities	1	.2	.2	94.4
Redistribution of clothing and food	1	.2	.2	94.6
Salvation Army	8	2.0	2.0	96.6
Senior assistance	1	.2	.2	96.8
Services for unwed mothers	1	.2	.2	97.1
Services offered by UWCCC hinder, not help, individuals as they handcuff the organization offering the help	1	.2	.2	97.3
Sponsor breast cancer and MS and MD walks and youth soccer or t-ball groups	1	.2	.2	97.5
Support for Red Cross and Salvation Army	1	.2	.2	97.8
Support YMCA and YWCA, as well as other community support groups	1	.2	.2	98.0
The United Way have their hands in everything.	1	.2	.2	98.3
They provide support to a number of organizations such as monetary and soliciting manpower	1	.2	.2	98.5
Very active in many community services and identifying problems of people	1	.2	.2	98.8
Work with local businesses to sponsor "Summer Fair"	1	.2	.2	99.0
YMCA	3	.7	.7	99.8
YMCA and YWCA	1	.2	.2	100.0
Total	408	100.0	100.0	

Which of the following categories best represents your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24 years	8	2.0	2.0	2.0
	25-34 years	21	5.1	5.1	7.1
	35-44 years	48	11.8	11.8	18.9
	45-54 years	69	16.9	16.9	35.8
	55-64 years	102	25.0	25.0	60.8
	65-74 years	85	20.8	20.8	81.6
	75 years of age or older	73	17.9	17.9	99.5
	Declined to answer	2	.5	.5	100.0
	Total	408	100.0	100.0	

Do you consider yourself to be Hispanic or Latino?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	2.0	2.0	2.0
	No	400	98.0	98.0	100.0
	Total	408	100.0	100.0	

Which one of the following best describes your race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	392	96.1	96.1	96.1
	Black-African American	6	1.5	1.5	97.5
	Asian	1	.2	.2	97.8
	American Indian or Native Alaskan	2	.5	.5	98.3
	Other	3	.7	.7	99.0
	Declined to answer	4	1.0	1.0	100.0
	Total	408	100.0	100.0	

Which of the following categories best describes your educational level?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than high school	10	2.5	2.5	2.5
	High school diploma or GED	123	30.1	30.1	32.6
	Some college	84	20.6	20.6	53.2
	Two-year technical degree	26	6.4	6.4	59.6
	Four-year college graduate	71	17.4	17.4	77.0
	Graduate work	93	22.8	22.8	99.8
	Declined to answer	1	.2	.2	100.0
	Total	408	100.0	100.0	

With respect to employment, are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Currently working	197	48.3	48.3	48.3
	Currently not working, but looking for work	16	3.9	3.9	52.2
	Retired - Not working and not looking for work	168	41.2	41.2	93.4
	Disabled - Not working and not looking for work	14	3.4	3.4	96.8
	Other - Not working and not looking for work	12	2.9	2.9	99.8
	Declined to answer	1	.2	.2	100.0
	Total	408	100.0	100.0	

What type of employer do you work for? If you have multiple employers, please provide information for your PRIMARY place of employment.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Government - Federal	18	4.4	9.1	9.1
	Government - State	11	2.7	5.6	14.7
	Government - Local	20	4.9	10.2	24.9
	Private, For Profit	105	25.7	53.3	78.2
	Private, Nonprofit	37	9.1	18.8	97.0
	Volunteer - Without Pay	2	.5	1.0	98.0
	Don't know	4	1.0	2.0	100.0
	Total	197	48.3	100.0	
Missing	-9998	211	51.7		
Total		408	100.0		

How many adults live in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	103	25.2	25.2	25.2
	2	244	59.8	59.8	85.0
	3	45	11.0	11.0	96.1
	4	11	2.7	2.7	98.8
	5	3	.7	.7	99.5
	6	1	.2	.2	99.8
	Declined to answer	1	.2	.2	100.0
	Total	408	100.0	100.0	

How many children live in your household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	300	73.5	73.5	73.5
	1	38	9.3	9.3	82.8
	2	48	11.8	11.8	94.6
	3	11	2.7	2.7	97.3
	4	9	2.2	2.2	99.5
	7	1	.2	.2	99.8
	Declined to answer	1	.2	.2	100.0
	Total	408	100.0	100.0	

How many years have you lived at your current residence?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	15	3.7	3.7	3.7
	1-3 years	28	6.9	6.9	10.5
	4-6 years	55	13.5	13.5	24.0
	7-10 years	69	16.9	16.9	40.9
	11-15 years	59	14.5	14.5	55.4
	16-25 years	69	16.9	16.9	72.3
	26 years or more	110	27.0	27.0	99.3
	Don't know	1	.2	.2	99.5
	Declined to answer	2	.5	.5	100.0
	Total	408	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Own residence	346	84.8	84.8	84.8
Rent residence	55	13.5	13.5	98.3
Declined to answer	3	.7	.7	99.0
Live in a retirement community	2	.5	.5	99.5
Residence provided by employer / Rent free	2	.5	.5	100.0
Total	408	100.0	100.0	

What is your zip code?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Don't know	2	.5	.5	.5
17007	34	8.3	8.3	8.8
17013	169	41.4	41.4	50.2
17015	112	27.5	27.5	77.7
17055	2	.5	.5	78.2
17065	21	5.1	5.1	83.3
17201	1	.2	.2	83.6
17213	1	.2	.2	83.8
17241	65	15.9	15.9	99.8
Declined to answer	1	.2	.2	100.0
Total	408	100.0	100.0	

What is your total annual household income, before taxes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$10,000	17	4.2	4.2	4.2
	\$10,000 to \$19,999	32	7.8	7.9	12.0
	\$20,000 to \$39,999	68	16.7	16.7	28.7
	\$40,000 to \$59,999	53	13.0	13.0	41.8
	\$60,000 to \$74,999	47	11.5	11.5	53.3
	\$75,000 to \$99,999	45	11.0	11.1	64.4
	\$100,000 to \$124,999	35	8.6	8.6	73.0
	\$125,000 to \$149,999	13	3.2	3.2	76.2
	\$150,000 or more	16	3.9	3.9	80.1
	Don't know	14	3.4	3.4	83.5
	Declined to answer	67	16.4	16.5	100.0
	Total	407	99.8	100.0	
Missing	-9998	1	.2		
	Total	408	100.0		

Respondent's Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	133	32.6	33.1	33.1
	Female	269	65.9	66.9	100.0
	Total	402	98.5	100.0	
Missing	-9998	6	1.5		
	Total	408	100.0		