

CFAR

**Center
For
Applied
Research**

University of Pittsburgh at Greensburg

Block Grant Survey (2016) Qualitative Response Analysis

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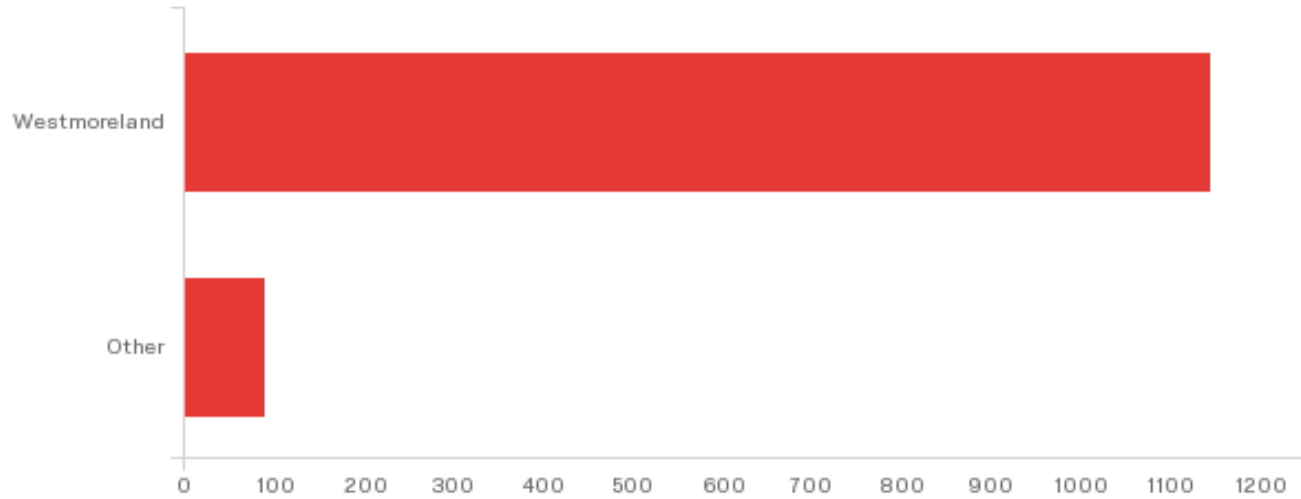


Notes

- The Word Frequency Report is not an exact count of every reference to a particular issue.
- Word frequency is paired with a line-by-line analysis of all responses to develop thematic patterns in the data.
- Not all questions were answered equally by all respondents.
- For further details see the *Human Services Block Grant Survey (2016): Qualitative Analysis Report*.



County Demographics



County	%	Count
Westmoreland	92.93%	1144
Other	7.07%	87
Total:	100%	1231



Gender & Race/Ethnicity Demographics

Gender	%	Count
Female	69.31%	840
Male	30.69%	372
Total:	100%	1212

Race/Ethnicity	%	Count
White/Caucasian (not Hispanic)	90.81%	1107
African American/Black	4.02%	49
Asian/Pacific Islander	0.33%	4
Hispanic	1.15%	14
Native American	1.15%	14
Two or more races	1.89%	23
Other	0.66%	8
Total:	100%	1219



Age Demographics

Age	%	Count
Under 18	0.57%	7
18-29	12.54%	154
30-49	32.98%	405
50-64	29.89%	367
65 or older	24.02%	295
Total:	100%	1228



Background/Profession of Respondents

Background/Profession	%	Count
Consumer/client receiving county services	31.69%	374
Family member of someone receiving county services	6.53%	77
Westmoreland County/Housing Authority/WeDAC/Transit Authority employee	7.37%	87
Human Service Provider	18.81%	222
Citizen not affiliated with services	14.32%	169
Advisory or board member of affiliated agency/group	3.81%	45
Other	17.46%	206
Total:	100%	1180



3 Greatest County Service Needs

- Word Frequency Report:

1. Drug(s) (421)
2. Children (341)
3. Health (337)
4. Transportation (312)
5. Housing (269)
6. Mental (261)
7. Alcohol (234)

- Verifies the validity in the following questions

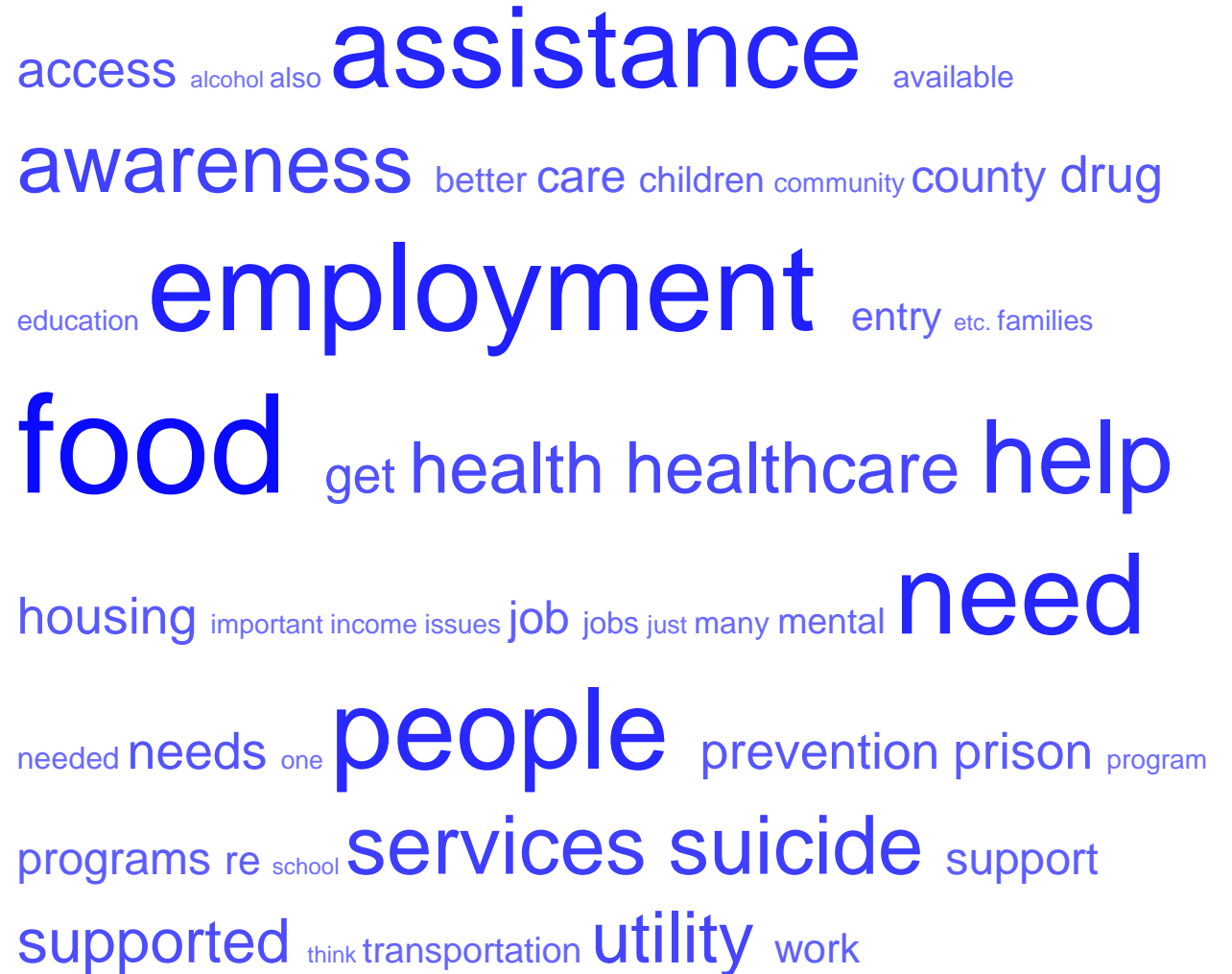




Other Important Human Service Needs

- Word Frequency Report:

1. Food (184)
2. Employment (150)
3. Assistance (Utility) (141)
4. Suicide (99)
5. Healthcare (86)





Specifics – Other Human Service Needs

- **Employment** – Lack of employment opportunities and lack of dedicated services to help find work. An increase in employment could reduce need for other services.
- **Food** – Food banks are overwhelmed and under-supported. The quality of available food is poor.
- **Healthcare** – Access is of primary concern for those with a limited income and those who are elderly. Help with insurance costs, and the development of wellness programs were also listed as areas of need.



Behavioral/Mental Health Services

- Word Frequency Report:

1. Treatment/Care (49)
2. Children (35)
3. Community (20)
4. Depression (17)

abuse **access** area available awareness behavioral better **Care**
children client clients community county depression doctors drug

families get good **health** help housing increased
 insurance **issues** know make **many** medication

mental **need** needed **needs** one

people programs providers psychiatrists public see

services social support system therapy time

transportation **treatment** wait



Specifics – Behavioral/Mental Health Services

- **Suicide** – Awareness and prevention are extremely important. Healthcare workers need to be better trained on the warning signs and there is a need to address co-occurring disorders.
- **Availability/Awareness** – Not enough facilities to meet the needs of the county. Need for better advertising of services and an increase in the number of staff at existing facilities.
- **Children** – Lack of appropriate level of care, particularly for those with autism.



Children & Family Services

- Word Frequency Report:

1. Parents/Parenting (49)
2. Programs (23)
3. Caseworkers/Staff (20)
4. Support (17)
5. Abuse (11)

able abuse assistance better care case caseworkers child

children

classes community counseling county CYS

drug due education families family

food good health

help

home issues job kids make many mental

need

needed

needs one parent parenting parents people programs schools

services

staff support time times training work working

youth



Specifics – Children & Family Services

- **Caseworkers** – Need more personnel trained to handle familial issues. Caseworkers are overwhelmed and underfunded.
- **Drug Use** – There is a need for family-based treatment that addresses parental drug use. Increased drug testing, and removal of the children from the home are also possible options in extreme situations.
- **Life-skills** – Respondents believe that a parenting program which teaches stress management, cooking skills, and proper child care would be extremely useful.
- **Abuse** – Increased focus on all types of abuse within the family unit.



Developmental Services

- Word Frequency Report:

1. Job/Employment/Work (30)
2. Programs (28)
3. Community (12)
4. Parents (11)





Specifics – Developmental Services

- **Employment** – Positive employment for those with developmental disabilities is a growing concern for county residents.
- **Housing** – Transitional housing is an important need for those aging out of youth services. Supported housing and assisted living centers are needed for this population.
- **Waiver Funding** – Services are difficult to obtain even when they can be paid for, however, funding for the waiver of services is the only option some have.
- **Youth & Community Services** – This includes increasing support for school & community-based programming, as well as services for the parents of developmentally disabled youth.



Drug & Alcohol Services

- Word Frequency Report:

1. Treatment (49)
2. Prevention/Awareness (40)
3. Rehab (26)
4. Education (25)

abuse access addiction addicts **alcohol** area available
 awareness better children clients community counseling **county**
 detox **drug** drugs education facilities family get
help heroin intervention issues make many much **need**
 needed needs patient **people** prevention
 problem programs recovery rehab school schools
services support time **treatment**
 USE Westmoreland work young



Specifics – Drug and Alcohol Services

- **Treatment** – Particularly long(er)-term in-patient. Additional rehabilitation centers/Detox Centers.
- **Education** – Recognizing that addiction is a disease. Educational needs should be met within families, schools, and in the community.
- **Ease of Access** – Restricting the access to drugs by punishing doctors and dealers. Increasing the access to information regarding treatment.
- **Rehabilitation** – Increases in both in- and out-patient rehab centers is needed. Detox, and long-term care facilities are also listed as possible support services.



Housing Services

- Word Frequency Report:
 1. Shelters (78)
 2. Homeless (73)
 3. Income/Affordable (50)





Specifics – Housing Services

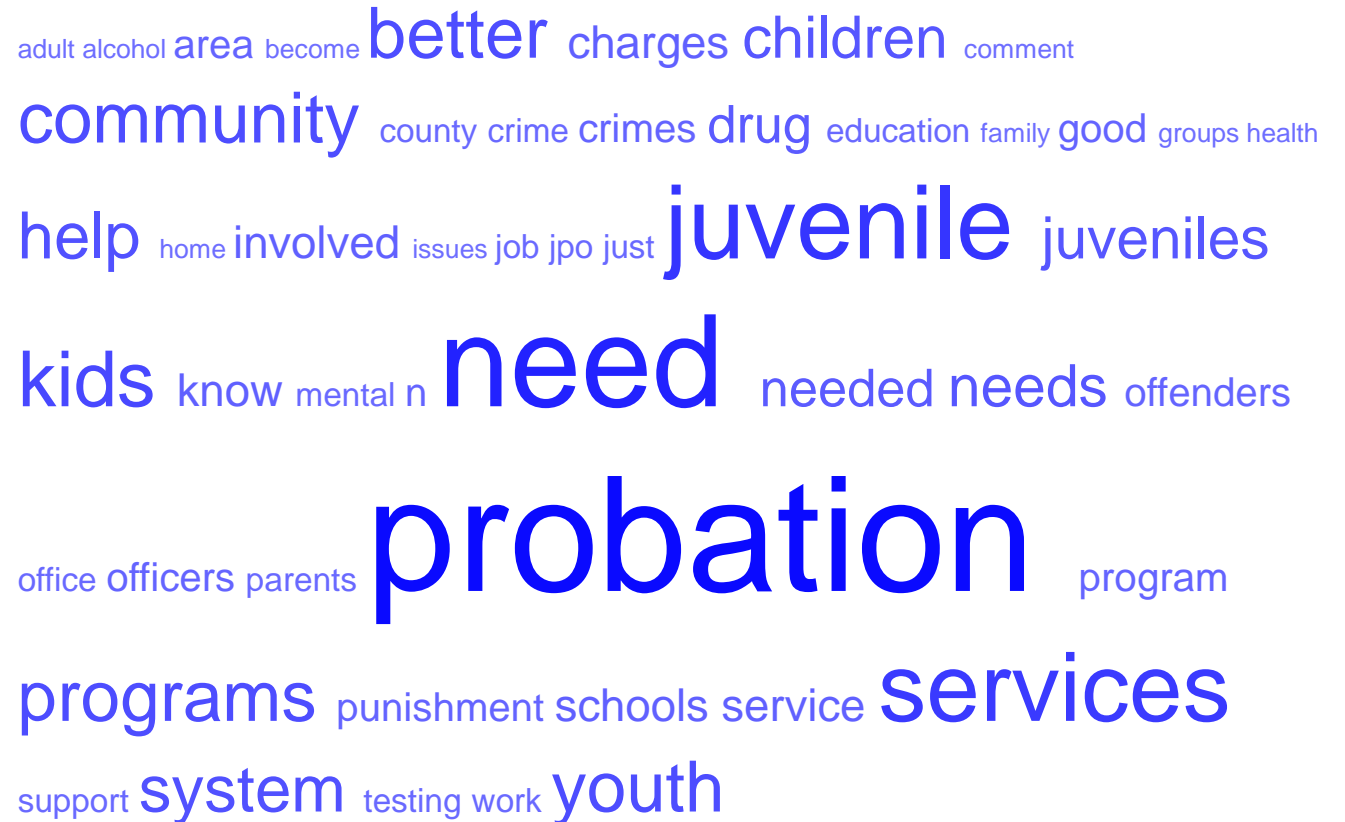
- **Shelter(s)** – Strong feeling that the county does not have enough shelters to support the needs of the homeless population. Several groups were identified in the following order (based on # of mentions):
 - » Men
 - » Families
 - » Convicted Felons
 - » LGBTQ Persons
 - » Youth
 - » Mental Health/Drug & Alcohol Cases
- **Homelessness** – The overwhelming majority of respondents recognize the need to develop better services for those who are homeless.
- **Affordability** – Need for income-based or even free housing. Generally speaking, financial assistance is needed for low income families. Transitional and Permanent housing options need to be expanded.
- **Other Concerns** – Quality of housing is not good. There is a problem with bedbugs in some of the housing. Wait times, especially for male shelters, are devastatingly long.



Juvenile Services

- Word Frequency Report:

1. Programs (17)
2. Home/Family (16)
3. Community (15)





Specifics - Juvenile Services

- **Punishment vs. Rehabilitation** – While some believe the county is too harsh on “typical” juvenile behavior, others think they are not strict enough. While many call for increased punishment others discuss the need for rehabilitation and early intervention.
- **Programming**– Rehabilitative, educational, & employment training are equally discussed as necessary county expenditures.
- **Home/Family** – Recognition by respondents that there is a need to educate the family and deal with issues internally before they enter the community or the justice system.
- **Community** – There is a strong feeling that offenders need community support but respondents believe they can also be a benefit to the community. Working with the elderly population, animal shelters etc... This may be a link that can help to meet other human service needs.



Older Adult Services

- Word Frequency Report:

1. Care (28)
2. Social/Activities (20)
3. Transportation (14)





Specifics - Older Adult Services

- **Care** – Elderly individuals need more in-home care. Especially those with medical needs and those living independently. This means increasing the number of staff and volunteers.
- **Recreation** – There is a large need for recreationally based activities for older adults. This could also be a bridge to them learning about other services.
- **Information**– Many individuals do not know what services exist that can be of benefit to them. They also have difficulty obtaining them once they figure out what is available.
- **Senior Centers** – There is a need for more assisted living centers throughout the county.
- **Transportation** – See question regarding transportation.
- **Other Services** – Legal help w/estates, burials etc... Food service, help obtaining medical necessities, obtaining employment.



Transportation Services

- Word Frequency Report:

1. Taxi/Cab (33)
2. Elderly/Senior (29)
3. Access (26)
4. Hours (19)
5. Work (17)

access appointments areas available better bus buses
 cab cabs car children community county drivers elderly families get
 go help hours individuals like limited long many medical need
 one options people public ride routes rural seniors
 services stops taxi time transit
 transportation
 wait Westmoreland work



Specifics – Transportation Services

- **Taxi/Cab** – Public transportation is highly lacking within the county. Need for increased hours, routes, and overall services including taxis.
- **Work** – Many individuals cannot get a ride to work and have no public transportation service option.
- **Access** – Lack of coverage throughout the county, especially in more rural areas.
- **Private Ride Options** – There is no option outside of public transportation such as **Uber** – General feeling that this could alleviate many of the problems faced within the county.
- **Service Connection** – Transportation is the connection to all other services within the county.
- **Elderly Services** – Elderly cannot get to appointments, shopping, or recreational activities.



Overlapping Themes

- Many respondents discuss the connections between all of these services. For example, if more jobs are available people inherently have more access to healthcare related services. If there are more transportation options, all other services could be utilized more frequently.
- Waiting lists are a real problem for many respondents.
- Providing information regarding the availability of services is a primary concern across the board.