Greene County MAGIC Map
Charting a course for healthier families and communities in Greene County

GREENE COUNTY MAGIC
Making a Great Impact Collectively
PURPOSE OF MAGIC MAP INITIATIVE

The purpose of the MAGIC Map initiative is to provide a broad examination of Greene County’s assets and needs. It is an attempt to look at the community through the lens of MAGIC Community Teams and to begin to coordinate assessment activities in Greene County. The MAGIC Map initiative is considered a continuous process of assessment and learning that will help make Greene County a better place to live for all residents.

ACKNOWLEDGEMENTS

For making this assessment project possible, many thanks to the Greene County Commissioners, Pam Snyder (Chairman), Dave Coder, and John Gardner, for their support of the effort. Thank you also to Greene County Human Services Program, Greene County MAGIC, and members of the MAGIC Map Team. Their guidance and commitment to this project have made it a great success. Thank you to the community residents, businesses, and service providers in Greene County who completed surveys and participated in discussion groups. Their input has been key to understanding the issues in Greene County and helping to develop plans for the future. Thanks also to Collective Impact for facilitating the assessment process.

Greene County is rich in “human” resources; it makes sense that agencies work together to better serve our community.

– Pam Snyder, Greene County Commissioner
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Due to the large volume of information examined in this study, the data presented in this report represents only a portion of the total data collected. The MAGIC Map Assessment Resource Disc contains more in-depth information from the assessment initiative. Copies of the Disc can be obtained by calling Greene County Find-Out at 724.852.1943 or 1.800.433.1943. Assessment findings are also available online at www.greenecountymagic.org.
The mission of GCHSP is to establish relationships with consumers, families, providers and other interested parties, so that the human service needs in Greene County are met in the most effective and cost-efficient manner possible.

OVERVIEW OF GREENE COUNTY

Greene County was established in February 1796 from Washington County and named for General Nathanael Greene. Waynesburg, the county seat of Greene County, was formed later that same year and named after Major General Anthony Wayne.

Greene County is located in the southwestern region of Pennsylvania and is one of the smallest, most rural, and most isolated counties in the Commonwealth. There are approximately 40,000 residents in Greene County and approximately 15,000 households. The Greene County population is predominantly white (95%), with 4% black and 1% of other races. One in four residents (25%) are under age 20, and 15% are age 65 and older (Profile of General Demographic Characteristics – 2000, County: Greene).

<table>
<thead>
<tr>
<th>Major Employers¹</th>
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<tr>
<td>State Government</td>
<td>Public Administration</td>
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<td>Department of Corrections</td>
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<tr>
<td>Rag Cumberland Resources LP</td>
<td>Mining</td>
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<tr>
<td>Consol Pennsylvania Coal Company</td>
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¹2nd Quarter 2004 – Initial Data
Source: Center for Workforce Information and Analysis, 2005

Median household income (1999 dollars) in Greene County is $30,352, which is less than the state average of $40,106 (Greene County Profile, 2005). Approximately 14% of households have income less than $10,000, and nearly 25% have income under $15,000 (Profile of General Demographic Characteristics – 2000, County: Greene).

For many years, Greene County has been classified as “distressed” by the Appalachian Regional Commission (ARC). In December 2004, Greene County experienced a 7.4% unemployment rate, compared to a 5.6% rate for the state (Greene County Profile, 2005). Beyond coal mining, there is little manufacturing, a relatively weak retail base, and little economic growth. The public administration industry is now the top employer relative to the mining industry (see Table 1). Agriculture is an important part of the economic landscape in Greene County. However, farms in Greene County tend to be small in size and produce crops of low dollar value (2002 Census of Agriculture – County Data).

GREENE COUNTY HUMAN SERVICES PROGRAM

The Greene County Human Services Program (GCHSP) provides administrative capability so that the County can properly exercise its management and control responsibilities to assure that public funds are used
The mission of GCHSP is to establish relationships with consumers, families, providers and other interested parties so that the human service needs in Greene County are met in the most effective and cost-efficient manner possible. The Program accomplishes this by effectively managing the County’s resources and maintaining programming to improve the quality of people’s lives.

The structure and function of GCHSP exists to provide a variety of services to help people be healthy. GCHSP identifies needs in Greene County and actively pursues public and private resources to meet them. It also improves coordination between and among a variety of services and programs (see Greene County Human Services Programs).

GREENE COUNTY MAKING A GREAT IMPACT COLLECTIVELY (MAGIC)

Greene County Human Services Program sponsors and actively participates in Greene County Making A Great Impact Collectively (MAGIC). MAGIC is the community collaborative network that serves Greene County. MAGIC is made up of many individuals and diverse organizations coming together to work on common goals that achieve service system improvement and community well-being.

Greene County MAGIC has been in existence since 1992. The purpose of MAGIC is reflected in its vision statement - To create an integrated, coordinated, community/family based service system to meet the health, education, and community needs of Greene County residents. This system is comprehensive in that providers to services will work together in partnership with communities to assure the accessibility and quality of services.

MAGIC is made up of many individuals and diverse organizations coming together to work on common goals that achieve service system improvement and community well-being.

Greene County MAGIC is made up of a Board, Steering Committee, six (6) Community Teams, and ad hoc committees. The Steering Committee and Community Teams meet on a monthly basis with full MAGIC Board meetings held quarterly. All meetings are open to anyone who would like to participate in making Greene County a better place for families. For more information, visit the Greene County MAGIC website at www.greenecountymagic.org or call Greene County Human Services Program at 724.852.5396.
MAGIC MAP INITIATIVE

Greene County MAGIC launched an innovative initiative to coordinate and integrate county-wide community assessment activities in Greene County. This initiative has been implemented by key community organizations that usually conduct assessment activities on their own. To achieve a more comprehensive and integrated approach, for the first time in history, partners have combined their efforts to study the assets and needs of Greene County.

The MAGIC Map Team was formed to oversee the development and ongoing implementation of this initiative. The Team’s participation and “steering” of the assessment process has been key to the success of the initiative. The MAGIC Map Team includes diverse members, such as leaders of local health and human service organizations, educational institutions, and government entities, as well as business and community members throughout Greene County.

MAGIC Map was initiated based on the belief that a coordinated, ongoing process of community assessment is essential to the continuous improvement in family, community, and economic development in Greene County. The MAGIC Map Team adopted a broad definition of assessment as “the collection and analysis of evidence of effectiveness for all parts of the community, including but not limited to evidence of family, community and economic health and well-being.” The initiative promotes the idea of a common set of goals and objectives that cut across all service systems. It has provided the opportunity for individuals and organizations with diverse missions to come together to analyze and improve conditions for the residents of Greene County.

The MAGIC Map initiative has produced a variety of resources for use by organizations and individuals in Greene County. This report provides an overview of the assessment findings. An accompanying report provides a more condensed “at-a-glance” community report card. The MAGIC Map Assessment Resource Disc includes the in-depth findings and resources from the assessment. The information on this Disc is presented in a user-friendly format and can be used by a variety of organizations in Greene County for education and outreach purposes, to shape policy, and to leverage funding. To obtain a copy of the assessment reports or the Resource Disc, please call Greene County Find-Out at 724.852.1943 or 1.800.433.1943.
The MAGIC Map Team developed a process for ongoing, coordinated assessment activities in Greene County with guidelines for conducting an assessment (see “How to Conduct an Assessment in Greene County” on the inside back cover). It also developed an assessment toolbox with resources to help organizations with assessment activities. This is available in the Library on the MAGIC website (www.greenecountymagic.org).

**HOW THE ASSESSMENT WAS CONDUCTED AND WHAT IT INCLUDES**

To study the assets and needs of Greene County, a variety of data was collected from diverse stakeholders and from existing data sources. Discussion groups and surveys were conducted with three (3) key stakeholder groups in Greene County – community residents, businesses, and human service providers. Information was gathered on a variety of issues to identify community assets and needs.

From October 2004 through February 2005, ten (10) discussion groups were scheduled in Greene County – five (5) with community residents, three (3) with business representatives, and two (2) with human services personnel. There were a total of 112 participants in the discussion groups. Community resident discussion groups were scheduled in each of the five (5) school districts to ensure geographic representation of the county and accessibility for participants. Discussion groups were held in four (4) of the school districts. Discussion groups with the business community were held with members of the Waynesburg Chamber of Commerce, Carmichaels Chamber of Commerce, and the Waynesburg Rotary. Service provider discussion groups were held with human service providers and members of MAGIC.

In March 2005, community residents, businesses, and service providers were surveyed.

Surveys were mailed to 2,500 randomly selected households in Greene County. Surveys were completed and returned by 621 residents for a response rate of approximately 25%. Respondents to the community resident survey tended to be older, with 27% indicating that they were age 65 or older. Respondents were also highly educated, with 38% indicating that they have a bachelor’s degree or higher.

*I was surprised that so many Greene County residents took an interest in our needs assessment and assets mapping process. It was a great opportunity to look at the diversity of needs that we meet with the various programs that we offer.*

- Amy Switalski, MAGIC Coordinator and MAGIC Map Team Member
Surveys were mailed to 551 businesses in Greene County who are members of the Chambers of Commerce (Waynesburg or Carmichaels) or the Waynesburg Rotary. Surveys were completed and returned by 106 respondents for a response rate of approximately 20%. Respondents to the business survey tended to be small employers, with 69% indicating that they have less than five (5) full-time employees. Respondents also tend to have established roots in the community, with 75% indicating that they have been operating their business in the county for more than ten (10) years.

Surveys were distributed through MAGIC to 54 service provider organizations. Each organization participating in the survey was asked to distribute surveys to a 1/3 sample of their “direct service” workers, i.e., those who have client contact routinely as part of their job. Surveys were distributed to a total of 496 direct service workers. Surveys were completed by 269 direct service workers for a response rate of approximately 60%. Those direct service workers who completed the survey tended to be more experienced in the human service field. Nearly half of respondents (47%) indicated that they had worked for their current organization for ten (10) or more years. More than half of all respondents (58%) indicated that they had prior experience in the human service field with another organization.

Related data from existing sources, such as assessments and annual reports, is included in this report to complement the data collected from the discussion groups and surveys.

The assessment findings are presented in seven (7) general domain areas. These domains correspond to the six (6) MAGIC Community Teams and one (1) new emerging area. The MAGIC Community Teams are Family Stability, Safe Communities, Life Enrichment for Adults and Seniors, Early Care and School Success, Physical Health, and Resource Coordination. An emerging area that is presented in the assessment as a domain is Community Infrastructure.
The MAGIC Family Stability Team works to help families in Greene County to become more self-sufficient and thrive. For the purpose of the assessment, several issues that impact family stability were examined. The following are some of the findings.

SURVEYS SAY:

- 28% of residents stated that there was at least one child under the age of 18 living in the home. Of those with children, 56% stated that they feel they “often or always” spend enough time with their children (see Figure A).

- 24% of residents reported that someone in the household suffered from severe stress in the last two (2) years.

- 20% of residents reported that someone in the household had a mental health or emotional problem in the last two (2) years; 17% received help for that problem.

- Stakeholders (community residents, businesses, and service providers) agreed that mental health issues, drug and alcohol issues, and poor parenting are problems in Greene County (see Figure B).

- 36% of service providers believe that the lack of basic life skills among clients is a barrier to clients accessing needed services.

DISCUSSION GROUPS SAY:

Strengths of Greene County are:

- Smallness and closeness of the communities.

- Honest, hardworking people with good values and morals.

- Good human services and support systems.
Challenges in Greene County are:

- People are depressed (especially in the eastern part of the county).
- Parents lack responsibility.
- Children are removed from homes when parenting classes and other supports could keep families together.

**Vision for Greene County in the Future**

- Informal supports available to help families
- Prevention programs in communities and schools
- Increase in number and quality of Mental Health/Mental Retardation providers
- Breaking the chain of generations copying each other

Source: Community resident, business, and service provider discussion groups

**RELATED DATA SAYS:**

- Alcohol and drug abuse in the family, parental neglect, and family and domestic conflict were identified as serious life stressors for school-age youth in Greene County (School Based Mental Health: A Greene County Needs Assessment, 2003).

- Residents of Carmichaels Area, Waynesburg Central, West Greene, and Jefferson-Morgan school districts identified drugs and alcohol and lack of parental involvement as concerns (CTC Rain Day Survey Results, 2002).

- Head Start/Early Head Start parents in Greene County identified transportation and wrap-around child care services as needs not being met (Head Start/Early Head Start Community Assessment FY 2002-2004).

- The number of children in the Children and Youth Services system placed out of the home and into institutional settings, foster care, or other community-based settings increased from 53 in July 2004 to 67 in March 2005 (CY28 Quarterly Reports, 07/01/04-03/31/05).
SOME RESOURCES IN GREENE COUNTY:

- Community Action Southwest Family Sufficiency Programs.
- Single County Authority Drug and Alcohol programs (prevention and treatment) and innovative efforts to address drug and alcohol issues in adults (such as the Mental-Illness Substance Abuse initiative).
- ChildFest, at which approximately 300 families have attended for the past three (3) years (approximately 1,000 total adults and children).
- Job Training Agency of Greene County.

SOME THINGS TO CONSIDER:

- Assess mental health and drug and alcohol service assets and needs in Greene County.
- Explore options to provide informal supports to improve family stability and self-sufficiency, building upon the close-knit nature of Greene County communities.
- Identify ways to improve life skills among youth and adults.
- Expand programs to improve parenting skills and parent involvement, exploring innovative ways to engage parents.

**FIGURE A**
How often do you feel you spend enough time with your children?

- 6% Never
- 38% Sometimes
- 56% Often or always

**FIGURE B**
Family Stability Problems in Greene County

<table>
<thead>
<tr>
<th>Problem</th>
<th>Residents</th>
<th>Businesses</th>
<th>Providers</th>
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<tbody>
<tr>
<td>Mental Health</td>
<td>48%</td>
<td>68%</td>
<td>82%</td>
</tr>
<tr>
<td>Drug and Alcohol Abuse</td>
<td>60%</td>
<td>80%</td>
<td>91%</td>
</tr>
<tr>
<td>Poor Parenting</td>
<td>84%</td>
<td>94%</td>
<td>97%</td>
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<table>
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<tr>
<th>Percentage who agreed or agreed strongly</th>
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<tbody>
<tr>
<td>Mental Health</td>
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<td>Residents</td>
</tr>
<tr>
<td>Businesses</td>
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<tr>
<td>Providers</td>
</tr>
<tr>
<td>Drug and Alcohol Abuse</td>
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<tr>
<td>Residents</td>
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<tr>
<td>Businesses</td>
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<td>Poor Parenting</td>
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<tr>
<td>Residents</td>
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<tr>
<td>Businesses</td>
</tr>
<tr>
<td>Providers</td>
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The MAGIC Safe Communities Team works to promote the general safety and well-being of the Greene County community. For the purpose of the assessment, several issues that impact safe communities were examined. The following are some of the findings.

SURVEYS SAY:

- 17% of community residents identified low crime as the greatest strength in Greene County.
- More than one-half of all stakeholders (community residents, businesses, and service providers) agreed that crime and juvenile crime are problems in Greene County (see Figure C).
- 81% of service providers agreed that spousal abuse is a problem in Greene County, compared to 53% of community residents and 69% of business representatives.
- 80% of service providers agreed that child abuse is a problem in Greene County, compared to 50% of community residents and 59% of business representatives.
- 43% of community residents, 38% of business representatives, and, 32% of service providers stated that they “don’t know” if elderly abuse is a problem in Greene County.
- Stakeholders (community residents, businesses, and service providers) agreed that “not enough recreation opportunities” is a problem in Greene County (see Figure D).
- 73% of community residents with children feel that the community does not have enough activities for them and their children to do together.

DISCUSSION GROUPS SAY:

Strengths of Greene County are:

- Rural atmosphere of quiet, country living.
- Safe communities with low crime.
- Neighbors know you and care about you.
- Safe place to raise children.
Challenges in Greene County are:

- Keeping drugs out of the county.
- Crime has become a problem recently (especially in the eastern part of the county).
- Lack of recreational opportunities for children and young adults.
- Some residents in the county are “messing up” recreational areas for others.

**Vision for Greene County in the Future**

No crime  
Less gangs  
Bigger drug task force, especially in the schools  
More recreational opportunities

Source: Community resident, business, and service provider discussion groups

**RELATED DATA SAYS:**

- Property offenses, assaults, and alcohol crimes are the top criminal offenses in Greene County (Pennsylvania State Police FOCUS Report, 2004).

- In 2004, misdemeanor or felony charges were filed for 149 youth ages 10 and older. Of those, 34 or 23% also included drug and alcohol charges (Greene County Juvenile Probation Office Program Statistics, 2005).

- The Greene County Juvenile Probation Office has seen an increase in burglaries and property offenses among youth. Also, many youth at intake are found to have been under the influence of alcohol or drugs when they committed their offenses (Greene County Juvenile Probation Office, Phone interview, September 2, 2005).

- 92 children under the age of 18 in Greene County were maltreated, for a rate of 10.6 per 1,000 children under 18 (Family Health Statistics for Pennsylvania and Counties: 2004 Report).

- The number of victims served at the Greene County Women’s Center has increased over the past three (3) years from 329 in 2002-2003 to 391 in 2004-2005 (Greene County Women’s Center Program Statistics, 2005).

- 69% of respondents to a recreation-needs survey in Greene County stated that recreation is “important” or “very important” to them and their family. Age groups identified as underserved by recreational programs in Greene County were youth ages 13-18 and seniors ages 60 and older (Greene County Comprehensive Recreation, Parks, and Trails / Greenways Plan, DRAFT, June 2005).
SOME RESOURCES IN GREENE COUNTY:

- Greene County Women’s Center, which provides many programs for abused women and their children, including safe shelter, support groups, counseling, advocacy, community education and training, etc.

- Greene County Juvenile Probation Office Balanced Approach/Restorative Justice program, in which community organizations and the Juvenile Probation Office partner to help delinquent youth obtain job and life skills.

- STOP Violence Against Women, which is a grant-funded program under the Greene County Human Services Program.

- Communities That Care initiative in Carmichaels that is being expanded countywide.

- Safe Kids Coalition, which works to promote the prevention of childhood injuries through education, collaboration, and advocacy.

- Greene County Department of Planning and Development, which is in the process of developing a plan for the future regarding recreation, trails, and greenways for the entire county.

SOME THINGS TO CONSIDER:

- Continue expansion of the Communities That Care initiative countywide to build connections between families, schools, and communities to prevent youth problem behaviors, such as delinquency and violence.

- Explore other community-based options to address adult and juvenile crime in Greene County, such as community policing.

- Increase community awareness about abuse in Greene County, especially elderly abuse, and ways in which community members can help address the problem. Use service providers to educate other stakeholders about abuse in Greene County.

- Assess assets and needs to address abuse in Greene County.

- Work with the Greene County Department of Planning and Development to improve recreational opportunities for Greene County residents.

![Figure C](Image of Crime and Juvenile Crime Problems in Greene County)

![Figure D](Image of Not Enough Recreation Opportunities in Greene County)
The MAGIC Life Enrichment for Adults and Seniors Team works to improve life for residents of Greene County by ensuring access to meaningful enrichment activities and supports. It is a new MAGIC Community Team and is in the early stages of development. For the purpose of the assessment, several issues that impact life enrichment for adults and seniors were examined. The following are some of the findings.

SURVEYS SAY:

- 32% of community residents age 65 and older live alone.
- 64% of community residents age 65 and older stated that they “rarely or never” feel isolated or lonely (See Figure E). Top reasons why respondents “sometimes” or “often or always” feel isolated or lonely include:
  - Family and/or friends live out of the area.
  - Health problems.
  - Don’t know where to go
- 82% of community residents age 65 and older feel that they have enough opportunities to socialize with others.
- 37% of businesses accept volunteers.
- Community residents in Greene County are involved in their communities as members of churches and community organizations. They also participate in volunteer activities (see Figure F).

DISCUSSION GROUPS SAY:

Strengths of Greene County are:

- Historical assets and heritage of the county.
- Community involvement of residents.
- Strong faith support and faith-based communities.
- New people working in the community.
Challenges in Greene County are:

- Lack of recreational opportunities for young adults.
- Young adults are leaving the county, with a high percentage of seniors remaining in the community.
- Lack of senior housing in the county, especially assisted living facilities.

**Vision for Greene County in the Future**

- Available housing options for seniors, including assisted living facilities
- More social and recreational opportunities
- Development of art and cultural activities
- More volunteer opportunities with incentives to participate
- More shopping and restaurant options

Source: Community resident, business, and service provider discussion groups

**RELATED DATA SAYS:**

- 580 seniors were served in 2003-2004 at the seven (7) senior centers in Greene County (Community Action Southwest Annual Report, July 1, 2003-June 30, 2004).

- 745 seniors have been served through the Senior Outreach and Referral (SOAR) program since 2001 (Greene County SOAR Program Statistics, 2005).

- In 2003-2004, 130 seniors in Greene County were successfully linked to 196 services that they were not previously using, including home and community-based services, information and referral, mental health services, etc. (Greene County Senior Outreach And Referral Program Evaluation 2003-2004).

- 30% of respondents to a recreation-needs survey in Greene County identified seniors ages 60 and older as an age group underserved by recreational programs. 25% of respondents identified young adults ages 19-39 as another underserved group (Greene County Comprehensive Recreation, Parks, and Trails / Greenways Plan, DRAFT, June 2005).

**SOME RESOURCES IN GREENE COUNTY:**

- Greene County Senior Outreach And Referral (SOAR), which is a community-based system of identification and outreach to at-risk seniors who need mental health, physical health, and social services.
- An array of senior services provided by Community Action Southwest, including SOAR, senior centers, and home and community-based services.

- Active social and professional associations that work to improve the quality of life for residents including, Waynesburg Rotary, Waynesburg and Carmichaels Chambers of Commerce, 4-H, the Grange, etc.

- Many churches and other faith-based entities.

- Various events and activities for residents that are announced in the Events Calendar on the Greene Find-Out website.

**SOME THINGS TO CONSIDER:**

- Assess assets and needs for adult and senior life enrichment services in Greene County.

- Continue SOAR and other services and supports for seniors. Examine options for improving senior housing services.

- Explore ways to expand art and cultural opportunities in Greene County, building on the efforts of those that are already working to address this.

- Increase community awareness about existing events and activities through greater promotion of the Events Calendar on the Greene Find-Out website (www.greenefindout.org).

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**FIGURE E**

Isolation and Loneliness Among Seniors

- 64% Often or always
- 32% Sometimes
- 4% Rarely or never

**FIGURE F**

Social and Community Involvement

- Active member of church: Yes 47, No 53
- Active member of community organization: Yes 77, No 23
- Volunteer in community: Yes 62, No 38
The MAGIC Early Care and School Success Team works to improve access to early care and education for all children in Greene County to create an environment for school success. For the purpose of the assessment, several issues that impact early care and school success were examined. The following are some of the findings.

SURVEYS SAY:

-19% of community residents with children stated that they had problems finding child care for an infant or preschooler. The top reason for this problem was “couldn’t find a good child care provider.”

-13% of community residents with children stated that they had problems finding child care for their children before or after school. The top reason for this problem was “couldn’t find care for the hours needed.”

-24% of service providers rated “lack of child care” as “very much” a barrier to their clients accessing needed services.

-39% of businesses did not know if their employees have problems finding child care (See Figure G).

-64% of businesses stated that they do not help their employees with child care issues. 20% stated that they provide flextime.

-Approximately half of community residents with children “often or always” read to their children, help them with homework, and participate in their activities (see Figure H).

-More than one-half of all stakeholders (community residents, businesses, and service providers) agreed that poor education is a problem in Greene County.

DISCUSSION GROUPS SAY:

Strengths of Greene County are:

- Good public education system.
- Colleges and higher education institutions.
- Good library system.
- Head Start, which is a great program to help children get ready for kindergarten.
- Elected officials are committed to improving the education system.
Challenges in Greene County are:

- Lack of child care in the workplace.
- Five (5) school districts with limited resources.
- Insufficient value placed on education in the county.
- Duplication of preschool services.
- Education system not comparable to other areas.
- Parents do not know how to be involved in their children’s education and be their advocates.

**Vision for Greene County in the Future**

One (1) countywide school district with downsized administration and improved quality of education

Expanded educational opportunities for youth beyond high school (especially specialized technical education and vocational training)

Skill-building after-school activities for youth

Schools open to the community for use after-hours

Qualified, well-paid child care providers

Source:
Community resident, business, and service provider discussion groups

**RELATED DATA SAYS:**

- Most of the child care facilities in Greene County are family day care homes and are located either around Waynesburg or Carmichaels. There are few facilities located in the West Greene area, and few facilities countywide offer care during non-traditional hours (Head Start/Early Head Start Community Assessment, FY 2002-2004).

- The area in central Greene County, surrounding Waynesburg, and Jefferson Township have more than 50% of the children under age 6 with working parents. The area with the highest percentage of children with working single parents is in the Greensboro area, with 30% of these parents working (Head Start/Early Head Start Community Assessment, FY 2002-2004).

- 24% of the population 25 years and older in Greene County have less than a high school diploma (Profile of General Demographic Characteristics – 2000, County: Greene).

- In 2003-3004, 46 youth in Greene County public schools dropped out of school, for a drop-out rate of 1.6. This is less than the state drop-out rate of 1.9 (Public Secondary School Dropouts in Pennsylvania, Table 8, 2003-2004).
SOME RESOURCES IN GREENE COUNTY:

- Greene County Family Center.
- Childcare Information Services, which provides information and assistance to parents looking for child care.
- Head Start/Early Head Start and Family Development programs of Community Action Southwest, such as Kindergarten Clubs, Parents As Teachers, Play Groups, etc.
- 21st Century Community Learning Center initiative, which opens schools for academic and cultural enrichment activities for students and their families after traditional school hours.

SOME THINGS TO CONSIDER:

- Examine child care capacity issues in Greene County.
- Continue and possibly expand Head Start and other early care and education programs.
- Conduct an impact study to determine the benefits of consolidating the five (5) school districts into one unified administrative school district.
- Assess assets and needs of public education system in Greene County.
- Explore ways to offer quality, skill-building after-school programming for all children in Greene County and to open the schools to the community. Build upon the 21st Century Community Learning Center initiative in Greene County.
- Identify resources to expand vocational and technical education and specialized training for youth in Greene County.

FIGURE G
Do your employees have problems finding child care?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>39%</td>
<td>6%</td>
<td>55%</td>
<td></td>
</tr>
</tbody>
</table>

FIGURE H
Parental Involvement

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage of Residents with Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read to children</td>
<td>42 (Often or Always) 30 (Sometimes) 28 (Rarely or Never)</td>
</tr>
<tr>
<td>Help with homework</td>
<td>50 (Often or Always) 30 (Sometimes) 20 (Rarely or Never)</td>
</tr>
<tr>
<td>Participate in activities</td>
<td>66 (Often or Always) 26 (Sometimes) 7 (Rarely or Never)</td>
</tr>
</tbody>
</table>
The MAGIC Physical Health Team works to address health-related issues for residents of Greene County. For the purpose of the assessment, several issues that impact physical health were examined. The following are some of the findings.

**SURVEYS SAY:**
- 92% of community residents stated that they have health insurance.
- 93% of community residents with children stated that their children have health insurance.
- 48% of businesses offer health insurance benefits to their full-time workers, and 11% offer these benefits to their part-time workers (see Figure I).
- Stakeholders (community residents, businesses, and service providers) agreed that affordable health insurance is a problem in Greene County (see Figure J).
- Stakeholders (community residents, businesses, and service providers) agreed that tobacco use, unhealthy eating, and lack of exercise are problems in Greene County (see Figure K).

**DISCUSSION GROUPS SAY:**
Strength of Greene County is the local health services that are available.
Challenge in Greene County is the poor population, with related health problems and health access issues.

**RELATED DATA SAYS:**
- 71% of live births during 2000-2002 were to mothers who received early and adequate prenatal care (Family Health Statistics for Pennsylvania and Counties: 2004 Report).
- 9% of all infants born during 2000-2002 were at low birth weight (Family Health Statistics for Pennsylvania and Counties: 2004 Report).
- 27% of live births in 2002 were to women who smoked during their pregnancy (Family Health Statistics for Pennsylvania and Counties: 2004 Report).
- The two leading causes of death during 2000-2002 were diseases of the heart and cancer (Greene County Health Profile 2004).
Of thirteen (13) worksites surveyed in 2003, seven (7) had formal, written smoking policies, five (5) had informal policies, and one (1) did not have a policy. Nine (9) worksites stated that they do not allow employees to smoke anywhere inside the workplace (Greene County Tobacco Coalition, 2003).

54% of restaurants surveyed stated that they allow smoking anywhere in the restaurant, 31% allow it in designated areas, and 8% are smoke-free (Greene County Tobacco Coalition, 2003).

Greene County is medically underserved. There is a need for podiatrists, obstetricians, dermatologists, and psychiatrists, especially geriatric psychiatrists (Community Diagnosis Project: Greene County, 2003).

Critical health issues identified in Greene County include diabetes, prenatal care, cancer, and mental health (Community Diagnosis Project, Final Report: Greene County, 2003).

**Vision for Greene County in the Future**

- More adequate medical services
- Use of technology to improve health care access locally
- Health care for everyone (universal health insurance coverage, community health services, hospital outreach, etc.)
- Tobacco- and alcohol-free environment
- Doctors act as coordinators to connect people to other resources

Source:
Community resident, business, and service provider discussion groups

**SOME RESOURCES IN GREENE COUNTY:**

- Tobacco Control Coalition, which was formed to monitor tobacco settlement money in Greene County.
- Greene County Cancer Coalition, which is a collaboration of community members and health care providers that plan and implement cancer programs to increase awareness and affect behaviors for medically underserved residents.
- Greene County Diabetes Coalition, which is partnering with organizations, including Marshall University, to educate the community to prevent and control diabetes in Greene County.
- Covering Kids and Families Coalition, which includes social service and health care providers working together to enroll uninsured children, families, and other adults in available health insurance programs.
• Status as State Health Improvement Partnership (SHIP) community, which will offer more opportunities for local collaboration to improve the health of Greene County residents.

SOME THINGS TO CONSIDER:

• Assess assets and needs related to critical health issues in Greene County.

• Continue the efforts of the Tobacco Control Coalition to work toward a tobacco-free Greene County in the future.

• Explore ways to encourage healthy lifestyles in Greene County, including healthy eating and exercise.

• Work with the Pennsylvania Department of Health to address the shortage of health professionals in Greene County. Consider the use of telemedicine to address this issue.
The MAGIC Resource Coordination Team works to improve how residents of Greene County access human services. For the purpose of the assessment, several issues that impact resource coordination were examined. The following are some of the findings.

SURVEYS SAY:

- 31% of community residents stated that they or someone in their family has used human services in Greene County.

- Community residents stated that they get their information about human services in the county from:
  - Newspaper (17%).
  - Family member or friend (14%).
  - Blue pages of the phone book (13%).
  - Find-Out phone line (5%) or website (5%).

- When providers need to find services for clients beyond what their organization provides:
  - 32% ask a co-worker for help.
  - 27% call someone they know in another agency.
  - 17% use the Blue pages in the phone book.
  - 15% call Find-Out phone line.
  - 9% use Find-Out website.

- Service providers identified “lack of awareness of services” and “inability to pay for services” as the top barriers to clients accessing needed services in Greene County (see Figure L).

- 83% of businesses know where to find information for employees and their families who need human services. 57% are familiar with Find-Out, and 27% are familiar with Greene County MAGIC.

- Stakeholders (community residents, businesses, and service providers) identified “improved communication” and “sharing resources” as ways for organizations to work better together (see Figure M).
DISCUSSION GROUPS SAY:

Strengths of Greene County are:

- Use resources creatively (“do a lot with a little”).
- Cooperation and collaboration among organizations.
- Dedicated human service workers that want to help clients.
- Expansion of services in recent years.
- Good informal supports.
- Strong local organizations that support the community.

Challenges in Greene County are:

- Lack of awareness of services and resources.
- Large number of residents who need services do not access them.
- Some services are not available in the county.
- Communication barriers among service providers.
- Fragmentation of county services.
- Service providers continually change, often due to changes in funding streams.

Vision for Greene County in the Future

Satellite services to be more accessible to residents within their communities

One common vision and plan for the entire county

Consolidation of government services

Increased countywide cooperation

Source: Community resident, business, and service provider discussion groups
Organizations can work better together in Greene County by:

- Using MAGIC to improve communication and networking among organizations.
- Using Find-Out to increase awareness of resources and for centralized intake and referral for services.
- Participating in cross-systems training to learn about other community services and resources.

RELATED DATA SAYS:

- Greene County Find-Out receives approximately 35 to 50 inquiries for information or assistance per day (Greene County Find-Out Program Statistics, 2005).
- Approximately 1/3 of the inquiries to Find-Out are questions related to basic needs, such as food, clothing, housing, transportation, legal help, health services, counseling, parenting programs, support groups, day care, adult education, etc. (Greene County Find-Out Program Statistics, 2005).
- Find-Out has seen the number of “hits” to its website increase significantly from 2,200 in May 2004 to 5,800 in December 2004 (Greene County Find-Out Program Statistics, 2004).
- As of April 30, 2005, Find-Out has entries for over 8,000 clients in its web-based Information and Referral Management database (Greene County Find-Out Program Statistics, 2005).
- Greene County MISA Council was piloted in the county in 2001 to improve the continuum of care and coordinate services for adults who are mentally ill and have substance abuse problems.
  - Overall participation in the MISA program led to more referrals to a variety of social supports and better use of services (The Greene County MISA Council: An Integrated Social Service Task Force, Annual Report 2003).
  - MISA clients had a 75% average rate of complying with treatment goals and service plans (The Greene County MISA Council: An Integrated Social Service Task Force, Annual Report 2003).

SOME RESOURCES IN GREENE COUNTY:

- Family centers, which were Greene County’s first effort at coordinating and co-locating services and supports for families.
- Greene County Find-Out, a comprehensive information and referral (I&R) program that includes telephone and walk-in services and web-based resources.
- MISA Council, which coordinates services for adults with diagnoses of both mental illness and substance abuse.
Greene County Senior Outreach And Referral (SOAR), which identifies and provides outreach to seniors who need mental health, physical health, and social services.

Cross-systems training sponsored by Greene County MAGIC.

SOME THINGS TO CONSIDER:

- Assess feasibility of offering satellite human services within community locations in Greene County.
- Increase awareness among service providers of Greene County Find-Out as a resource for information and referral.
- Continue to offer and expand cross-systems training of service providers.
- Examine ways to improve communication among organizations in Greene County.
- Provide more opportunities for organizations to network and share resources, using Greene County MAGIC as the vehicle for this networking and collaboration.

**FIGURE L**
Barriers to Clients Accessing Services

**FIGURE M**
Ways Organizations Can Work Better Together
Community infrastructure is an emerging area of interest to Greene County MAGIC. It includes issues around transportation, water and sewage, housing, broadband Internet technologies, employment, economic development, etc. There is a need to coordinate the activities of diverse entities engaged in addressing these community infrastructure issues. For the purpose of the assessment, several issues that impact community infrastructure were examined. The following are some of the findings.

**SURVEYS SAY:**

- 70% of community residents have public water, and 47% have public sewage.
- 36% of community residents have no Internet connection (see Figure N).
- 93% of businesses have public water, and 91% have public sewage.
- 68% of businesses have high-speed Internet connection (DSL, cable, or T1/T3). 18% have no Internet connection.
- 15% of community residents reported that someone in the household had a problem finding a job in the last two (2) years.
- 73% of businesses believe that there is not an adequately trained workforce in Greene County.
- Stakeholders (community residents, businesses, and service providers) identified community infrastructure problems related to jobs, transportation, and housing (see Figure O).

**DISCUSSION GROUPS SAY:**

**Strengths of Greene County are:**

- Natural resources in the region.
- Centrally located on I-79 (accessible to Pittsburgh, PA and Morgantown, WV).
- Potential for tourism.
- Small, self-sustaining businesses that are the backbone of the local economy.
- Technology, business, and industrial park.

**Challenges in Greene County are:**

- Poor infrastructure (water and sewage, roads, etc.).
- Lack of job opportunities and economic development.
- Untrained workforce.
- Lack of public transportation.
- Rural nature creates access problems and isolation.
- Addressing environmental issues (quality of water, air, etc.).
- Local property tax structure.
**Vision for Greene County in the Future**

*Improved infrastructure (water, sewage, roads, etc.)*

*Environmental issues addressed*

*Increased job opportunities and economic development*

*More small business development and entrepreneurship*

*Improved transportation system*

*Trained workforce*

*Tourism in county*

*Improved, modern housing development*

Source: Community resident, business, and service provider discussion groups

**RELATED DATA SAYS:**

- 51% of the population 16 and older are in the labor force (Profile of General Demographic Characteristics – 2000, County: Greene).

- Greene County experienced a 7.4% unemployment rate in December 2004, compared to a 5.6% rate for the state (Greene County Profile, 2005).

- 92% of workers age 16 and older commute to work in their own car or by carpool (Profile of General Demographic Characteristics – 2000, County: Greene).

- In 2000, there were 16,678 total housing units in the county. Approximately 10% of these units are vacant (Profile of General Demographic Characteristics – 2000, County: Greene).

- Of housing units in Greene County, 74% are owner-occupied, and 26% are renter-occupied (Profile of General Demographic Characteristics – 2000, County: Greene).

- 9.5% of residents in owner-occupied units do not have a vehicle available to them (Profile of General Demographic Characteristics – 2000, County: Greene).

**SOME RESOURCES IN GREENE COUNTY:**

- Greene County Department of Planning and Development, which works to provide appropriate services and develop the leadership necessary to assure that all of Greene County is planning for the future.

- Greene County Human Services Program housing and transportation initiatives.
• Waynesburg and Carmichaels Chambers of Commerce, which promote and advance business and community development to improve the economy and quality of life in their communities.

• Representation on the Southwestern Pennsylvania Commission, which is the regional planning agency serving the Pittsburgh 10-county area and providing essential services to the region.

SOME THINGS TO CONSIDER:

• Create a new MAGIC Community Team to address community infrastructure.
• Assess assets and needs related to community infrastructure (water, sewage, roads, technology, etc.)
• Increase job training and economic development activities.
• Explore ways to sustain the natural resources and beauty of Greene County while promoting tourism.
• Continue to expand the use of technology and improve technology infrastructure (broadband access, information and communication technologies, etc.).
• Nurture and develop public-private partnerships to make improvements in community infrastructure.

FIGURE N
Community Resident Internet Access

FIGURE O
Community Infrastructure Problems in Greene County

Percentage who agreed or agreed strongly

Residents
Businesses
Providers
Greene County Find-Out is being highlighted because it is a model of resource coordination and integration. Find-Out is an asset in the county with much untapped potential. While many people use Find-Out and benefit from its services, the assessment results show that more people could be helped by this resource if they were aware of it.

Find-Out is a comprehensive information and referral (I&R) program that provides access to an array of community resources for all Greene County residents. Find-Out is under the GCHSP umbrella and has been providing phone I&R services since 1985. Find-Out was created to link people needing help or information with the organizations that might offer assistance. This service is free and confidential. In all communities, finding the appropriate services can be difficult. The goal of Find-Out is to remove those barriers and link people with the appropriate information and resources.

Services offered through Find-Out can be accessed by telephone, by e-mail, in person, or on the Find-Out website. Office hours are Monday through Friday from 8:30 A.M. until 4:30 P.M. For those who wish to call, there is a local number (724.852.1943) and a toll free number (1.800.433.1943). The Find-Out e-mail address is mtrauth@co.greene.pa.us. For anyone who wishes to visit the office, it is located in the lobby of the Fort Jackson Building at 19 South Washington Street in Waynesburg, Pennsylvania 15370.

The Find-Out website (www.greenefindout.org) includes many features to help users find what they are looking for in Greene County. It allows anyone with Internet service to access a wide range of information 24 hours a day, 7 days a week. The Find-Out website includes a Resource Directory with information on over 1,000 organizations and programs that serve the residents of Greene County. Users can search for these resources in a variety of ways, including organization name, key word or phrase, and category of services.
Users can create customized resource directories online and download them for easy use and distribution. The Find-Out website also includes a Resource Library of educational resources and commonly requested forms that can be easily printed, as well as links to additional websites. The Events Calendar on the Find-Out website provides information in one location about all of the local activities and events in Greene County. The Find-Out website has unique interactive capabilities that allow users to add and update information in the Resource Directory, Library, and Events Calendar.

Find-Out produces the MAGIC Moments newsletter that is compiled and distributed by e-mail to a wide audience on a monthly basis. Find-Out staff actively participate in a variety of community outreach events, such as ChildFest, Waynesburg College’s Health Fair, Rain Day, Greene County Fair, and the Senior Health Fair.

It is the goal of Find-Out to continually work to improve services in the community by providing accurate information in a timely manner. The Find-Out staff appreciates any input or assistance from the public that will enhance their ability to accomplish this.
SOURCES OF DATA FOR THE ASSESSMENT REPORT

Communities That Care (CTC) Rain Day Survey Results, July 29, 2002.


Community Diagnosis Project, Final Report: Greene County, Prepared by Sue Bertenthal, Community Health Specialist, Division of Community Health, Caring Foundation, December 5, 2003.

CY28 Quarterly Reports, 07/01/04-03/31/05, Greene County Children and Youth Services.


Greene County Comprehensive Recreation, Parks, and Trails / Greenways Plan, DRAFT, Greene County Department of Planning and Development, June 2005.

Greene County Drug and Alcohol Program, July 1, 2002 to June 30, 2003, Annual Report.


Greene County Health Profile 2004, Pennsylvania Department of Health.

Greene County Juvenile Probation Office, Phone interview, September 2, 2005.

Greene County Juvenile Probation Office Program Statistics, 2005.

Greene County Profile, Center for Workforce Information and Analysis, Pennsylvania Department of Labor and Industry, February 2005.

Greene County Senior Outreach And Referral (SOAR) Program Statistics, 2005.

Greene County Tobacco Coalition, Survey of Worksites, Restaurants, and Day Cares, 2003.

Greene County Women’s Center Program Statistics, 2005.


Profile of General Demographic Characteristics – 2000, County: Greene, Southwestern Pennsylvania Commission.


2002 Census of Agriculture – County Data, United States Department of Agriculture, National Agricultural Statistics Service.
HOW TO CONDUCT AN ASSESSMENT IN GREENE COUNTY
ENDORSED BY GREENE COUNTY MAGIC

Greene County Making A Great Impact Collectively (MAGIC) has developed this guide to:

- Promote coordinated assessment activities in Greene County.
- Assist stakeholders in conducting assessment activities in Greene County.
- Begin using a common language and approach regarding assessment activities in Greene County.

All organizations and groups who conduct assessment activities in Greene County are encouraged to use this guide as well as other tools in our MAGIC website assessment toolbox located in the Library at www.greenecountymagic.org.

- Use Assessment Coordination Form to begin assessment process. This form is posted in the MAGIC website assessment toolbox.
- Complete this form and submit it to Greene MAGIC Map Team as an initial step in order to better coordinate efforts and achieve greater results.
- Engage other colleagues to coordinate assessment activities into one coordinated process.
- Find out what assessment data already exists and build upon that data rather than “recreating the wheel.”
- Focus on assets as well as needs. Strengths are as important to identify as weaknesses.
- Identify your timeline for the assessment.
- Identify realistic and achievable goals.
- Identify assessment methodology (surveys, discussion groups, key informant interviews, related data review, use of technology, etc.).
- Define the target populations (area of community, age, minority status, special populations, etc.).
- Use close-ended questions (i.e., those that “force” a response) for survey data collection rather than open-ended and narrative questions, which are difficult to analyze.
- Assessment information should be clearly identified as statistically valid or anecdotal.
- Make terminology user-friendly.
- Conduct assessment activities using tools on the MAGIC website.
- Enter data collected from paper surveys and discussion group activities into the MAGIC website.
- Enter completed assessment reports into the MAGIC website assessment toolbox.
For a copy of this report, the community report card, and/or the MAGIC Map Assessment Resource Disc, contact Greene County Find-Out at 724.852.1943 or 1.800.433.1943.

October 2005