

2024 Community Needs Assessment



Assessment Process

The 2024 Community Needs Assessment process was initiated by developing a special project task force in September 2023. This task force included representatives from CAA partner agencies, elected officials, and representatives of the low-income community. Further, CAA collected data from community members through surveys and key informant interviews between March and July 2024. Surveys and interviews were facilitated through various means to reach a diverse group of respondents. Additionally, poverty and population data from multiple reputable publications were gathered to provide important context to the assessment. Updates to the agency’s asset mapping tool were also conducted. The CNA process can be summarized in the following phases:

1. Asset Mapping & Data Indicators
2. Survey
3. Focus Group & Interviews
4. Analysis
5. Design & Final Presentation

Data Indicators

Population: Population change within the report area from 2010-2020 shown below. Total population estimates declined by -2.54%.

REPORT AREA	TOTAL POPULATION, 2010 CENSUS	TOTAL POPULATION, 2020 CENSUS	POPULATION CHANGE, 2010-2020	POPULATION CHANGE, 2010-2020, PERCENT
Report Location	84,649	82,417	-2,232	-2.64%
Snyder County, PA	39,702	39,736	34	0.09%
Union County, PA	44,947	42,681	-2,266	-5.04%
Pennsylvania	12,702,385	13,002,700	300,315	2.36%
United States	312,471,161	334,735,155	22,263,994	7.13%

Poverty: 2021 poverty estimates show a total of 7,657 persons living below the poverty level in the report area. Union County, PA, had the highest poverty rate (11.40%), while Snyder County, PA, had the lowest (9.8%).

REPORT AREA	ALL AGES NO. OF PERSONS	ALL AGES POVERTY RATE
Report Location	7,657	10.58%
Snyder County, PA	3,635	9.80%
Union County, PA	4,022	11.40%
Pennsylvania	1,483,039	11.80%
United States	40,951,625	12.60%

What We Found

Top Areas of Need Across the Union/Snyder Community

In analyzing the information and data collected in phases 1-3, the following areas emerged as the top 5 themes for the 2024 Union-Snyder CAA Community Needs Assessment **in order of importance as reported by the collective community:**

1. Access to Healthy Food
2. Food Costs
3. Disabled Citizens' Services
4. High Healthcare Costs
5. Lack of Affordable Housing

The following top 5 themes are reported specifically by the **low-income subset of respondents:**

1. Food Costs
2. Access to Healthy Food
3. Lack of Affordable Housing
4. Senior Citizens' Services
5. High Healthcare Costs

Additional areas of concern reported were Mental Health, Affordable Childcare, Lack of Public Transit, Senior Citizens' Services, Neighborhood Safety, Disabled Citizens' Services, Cost of Utilities, and Access to Healthcare and Health Insurance.

More Survey Details:

838

Responses

The survey response rate was high with **838 survey respondents** from a representative geographical cross-section of Union and Snyder Counties. Of the surveys collected from the population of 82,417, approximately **450 low-income community members responded**. This represents an over 95% confidence level with a +/-4% margin of error collection rate.

Of the 838 respondents from the survey, 55.92% or 468 respondents **reported an average total household income of \$49,999 or less**, which includes employment wages and social assistance programs. Of the respondents making \$49,999 or less annually, 65.7% are employed with an average of 3.26 people in their household. According to the 2024 Poverty Guidelines, **\$31,200 is the poverty threshold for a family of 4**. Eligibility for most CAA programs requires customers to be at 200% of the federal poverty threshold, or **\$62,400 annually for a family of 4**.

55.92%

Living Below \$49,999

COVID-19

Impact

Summary of impacts of the COVID-19 Pandemic:

- 46% reported that a member of their household experienced long-term health effects of COVID-19
- 48% reported having trouble paying rent/mortgage due to income decreases during the pandemic
- 45% experienced decreased income
- 15% experienced loss of employment
- 21% experienced food insecurity

Of the 838 respondents from the survey, 3 key informants and current customers of CAA were interviewed more extensively in order to provide deeper insight into community needs. Some key moments from these interviews:

- “It takes so many steps to raise yourself up from a situation where you are not self-sufficient. It’s a terrible feeling to say, ‘what do I do now?’ and have no options.”
- “People in Union County can’t make it on \$15 per hour. A decent apartment is \$1100-1200 just for rent.”
- “CAA helped restore my life because they don’t look down on anybody. Doesn’t matter what race, gender, etc., they don’t judge. I felt welcomed even though I was at the lowest part of my life. At 64 years old, I never expected to have my life be what it was.”

Key Informant

Interviews

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