

# Cooperative Extension Constituent Study County Commissioners' Report

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# Cooperative Extension Constituent Study: County Commissioners' Report

## Background

Penn State Cooperative Extension requested that Outreach Market Research (OMR) conduct research as part of the organization's effort to align current programs with needs across the Commonwealth. The research consisted of a qualitative study involving in-depth interviews with selected county commissioners as well as a survey of commissioners, county clerks<sup>1</sup> and Penn State Cooperative Extension Directors. This report covers the results the survey of county commissioners/county clerks.<sup>2</sup> The survey focused on the following topics:

- ❖ County priority issues and Cooperative Extension programming
- ❖ Communication and interaction with Cooperative Extension personnel
- ❖ Perceptions about the Cooperative Extension brand

## Methodology

- ❖ Two hundred and forty county commissioners and chief clerks were invited to complete a web survey.
- ❖ To reduce non-response error, paper surveys were mailed to commissioners who did not respond to the web survey. Follow-up telephone calls were made to selected counties that did not respond in an effort to increase coverage.
- ❖ In all, 69 county commissioners and chief clerks completed the survey for a response rate of 29 percent. The results represent 40 out of the 67 counties in the Commonwealth.
- ❖ Except for the counties that are located within high population centers (classes 1 through 2A<sup>3</sup>) the non-responding counties are distributed around the state.
- ❖ Non-responding counties do not appear to differ significantly from responding counties in terms of population class and household income except for those in classes 1 through 2A. Appendix and Appendix B show the geographic and population class distributions.

*The results of this study should be used with the knowledge that there were no responses from the large population centers.*

## Recommendations

- ❖ Extension should promote its community and economic development, and workforce-related programs more aggressively to county officials.
- ❖ Extension should also explore more funding sources besides the normal state allocations as well as collaborations with other agencies since funding and increasing costs are an issue for the counties.
- ❖ 4-H youth programming could be a good arena for helping counties deal with the issue of youth crime.
- ❖ Extension should continue to use email and publications to disseminate information to the respondents, but should use personal interaction whenever possible.

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<sup>1</sup> Chief clerks were included because of their often intimate knowledge of county issues and priorities.

<sup>2</sup> Results of the County Directors' survey are analyzed separately.

<sup>3</sup> Population classes are created by grouping counties by population density in a descending order.

- ❖ Extension personnel based at University Park should meet with county commissioners at least once a year.
- ❖ As it works with other community organizations, Extension should identify best practices for those organizations and use them to improve Extension services.
- ❖ Extension (both county and statewide) needs to promote itself to the counties more and educate county officials about its programs and services as well as its impact on the community.
- ❖ An effort should be made to seek more input from diverse groups in the community when developing programs.
- ❖ Extension should emphasize its image as being accessible, knowledgeable, and friendly in its promotions. It needs to strengthen its image as being proactive, inexpensive, and providing unique services.
- ❖ It would be useful to contact county commissioners who are located within high population centers (classes 1 through 2A) at a later date to elicit their perceptions and incorporate them into the implementation strategy.

<b>Key Findings</b>
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#### Issues and Programs

- ❖ Taxes, workforce, community and economic development, infrastructure, and agriculture sustainability/farm preservation are the top five priority areas for commissioners in their counties for the next five years.
- ❖ The programs most respondents are aware of are those that relate to 4-H, agronomy, general agriculture programs and services, food and nutrition, and family.
- ❖ The top three most valued programs listed by respondents relate to 4-H, general agriculture programs and services, and family.
- ❖ Even though master gardener was listed by 18 respondents as a program they were aware of, only one mentioned that it was among the most valuable.

#### Communications/Interaction

- ❖ Email is the most preferred means for receiving information about Cooperative Extension followed by meetings and conversations with the County Extension Director, and newsletters.
- ❖ Forty-five percent of respondents have scheduled meetings with their county Extension Director at least quarterly, followed by 30 percent for county-based Extension Educator, 6 percent for the Regional Extension Director and, 4 percent for an Extension Educator from another county.
- ❖ Fifty percent of respondents prefer scheduled meetings with the County Extension Director at least quarterly, followed by 37 percent for a county-based Extension Educator, 10 percent for a Regional Extension Director, and Extension 10 percent for an Educator from another county.
- ❖ Eighty-one percent of respondents report they never have scheduled meetings with a professor or staff person based in State College (University Park) and 62 percent would like to meet annually. Seventy-six percent of respondents never meet with an Extension Educator based in another county and 44 percent would like to do so.

## Perceptions

- ❖ There is a strong perception of Extension as being knowledgeable (67 percent), friendly (59 percent), and accessible (54 percent).
- ❖ A significant proportion of respondents do not believe that Extension is inexpensive (22 percent), proactive (22 percent), or provides unique services (18 percent).
- ❖ There is a strong perception among respondents that Extension provides useful education to individuals (59 percent), provides programs that have a positive impact on the county (57 percent), provides useful education to farm and non-farm businesses (56 percent), provides programs that have a positive impact on families (53 percent), and serves as an important and accessible resource in the county (53 percent).
- ❖ Areas where a significant proportion of respondents indicate that Extension could improve upon are marketing itself to the community (22 percent), seeking input from diverse audiences when developing programs (20 percent), and marketing itself to commissioners (20 percent).
- ❖ Other suggestions for improving Extension include promoting the organization more; communicating/interacting more; and increasing its resources, programs, and audiences.

## Detailed Findings

The detailed findings are organized under the following headings based on the major themes explored in the survey:

- ❖ County priority issues and Cooperative Extension programming
- ❖ Communication and interaction with Cooperative Extension Personnel
- ❖ Perceptions about the Cooperative Extension brand

Additional details about issues, programs, organizations, and comments are provided in the Appendices.

### County Priority Issues and Cooperative Extension Programming

#### Priority Issues for Counties

Respondents were asked to list and rank the top five issues their counties will face in the next five years. Each response was awarded a point ranging from one for the lowest priority issue to five for the highest priority issue. Commissioners' responses were summarized into 24 categories. Points for each category were aggregated to obtain a single score for the category. *Please note that categories were created based on groups of issues that appear to go together and not by any predetermined categories.* See Appendix C for a detailed list of priority issues.

Taxes, workforce, community and economic development, infrastructure, and agriculture sustainability/farm preservation are the top five priority areas for commissioners in their counties for the next five years.

**Table 1: Priority Issues for Counties**

Issue	Score	Rank
Taxes	110	1
Workforce	110	1
Community and Economic Development	56	2
Infrastructure	47	3
Agriculture Sustainability and Farm Preservation	45	4
Growth	44	5
Funding	40	6
Prisons	33	7
Population Changes	31	8
Water	29	9
Land Issues	28	10
Children and Family	23	11
Aging	23	11
Providing Services	23	11
Housing	21	12
Crime	20	13
Energy	16	14
Health Care	15	15
Increasing Costs	14	16
Education	13	17
Budget	12	18
Transportation	8	19
Environment	7	20
*Other Community Issues	35	Not ranked

\*After the ranking, it was not possible to put these into clear categories for reporting.

## Awareness of Cooperative Extension Programs

When respondents were asked to list the five Cooperative Extension programs they were aware of, the most mentioned programs were those that relate to 4-H, agronomy, general agriculture programs and services, food and nutrition, and family. *Only a few respondents mentioned workforce development and community and economic development, but those areas rank two and three on the list of priority areas.* This could indicate a low level of awareness of Extension's role in this area.

**Table 2: Top Programs Respondents Are Aware of**

Program	Number of Responses
4-H	44
Agronomy	29
Agriculture Programs and Services	24
Food and Nutrition	24
Family	19
Master Gardener	18
Public Information/Education	14
Health Programs	12
Dairy	10
Community and Economic Development	9
Pest Control	9
Financial Management	5
Other Youth Programs	7

*See Appendix D for program descriptions.*

The top three most valued programs relate to 4-H, general agriculture programs and services, and family. *Even though master gardener was listed by 18 respondents as the program they were aware of, only one mentioned that it was among the most valuable.*

**Table 3: Programs of Value to Respondents**

Program	Number of Responses
4-H	36
General Agriculture Programs and Services	17
Family	11
Food and Nutrition	9
Agronomy	8
Community and Economic Development	6
Health Programs	6
Other Youth Programs	5
Dairy	4
Pest Control	3
Education	1
Master Gardener	1
Other Programs and Services	9

*See Appendix E for list of programs.*

### Programs Not Currently Offered That Respondents Want

When respondents were asked to list two programs that are not currently offered in their counties only a few listed programs. The programs listed are as follows:

- ❖ Better Kids Care
- ❖ Budget and Life Skills for Youth
- ❖ Cooperation with school district for Life Skills classes, personal development issues etc.
- ❖ Family
- ❖ Farming Without Chemicals
- ❖ Grandparents Raising Grandchildren
- ❖ Horticulture
- ❖ Housing
- ❖ Low Income Family Program
- ❖ Market Trends and Pricing
- ❖ Master Gardener
- ❖ More Education on "Hot Button" Issues in Counties (Non-Partisan Factual Info and Statistics)
- ❖ More Environmental Education
- ❖ Perhaps Gypsy Moth--Not Sure if Viable
- ❖ Resource and Financial Management
- ❖ Small Farm/Hobby Fruit/Vegetable Growing
- ❖ Urban Studies
- ❖ Water Resources

## Communication and Interaction with Cooperative Extension Personnel

To gauge the gap between current and desired level of communication and interaction between county respondents and Cooperative Extension, respondents were asked to indicate current and desired frequency of scheduled meetings with Extension as well as current and preferred communications media.

### Interactions with Cooperative Extension Personnel

As expected, respondents have more scheduled meetings with Extension personnel based in the county than those outside of their own counties. The number of respondents reporting that they meet frequently with Extension decreases considerably relative to the proximity with the county. Forty-five percent of respondents have scheduled meetings with their county Extension Director at least quarterly, followed by 30 percent for a county-based Extension Educator, 6 percent for a Regional Extension Director, and 4 percent for an Extension Educator from another county.

In addition to scheduled meetings, several respondents report that they meet and interact with Extension personnel at different points during the course of the year. Points of interaction include meetings of different groups with which respondents and Extension personnel are involved, community events, budget process, and collaborative projects/programs. See Appendix F for a detailed list.

**Table 4: Frequency of Scheduled Meetings with Respondents**

Personnel	Never (%)	Bi-Annually (%)	Annually (%)	Quarterly (%)	Monthly (%)	Several Times in a Month (%)	Number of Responses
County Extension Director	7.8	23.5	23.5	31.4	7.8	5.9	51
Regional Extension Director	39.1	19.6	34.8	4.3	--	2.2	46
Extension Educator based in your county	28.3	19.6	21.7	10.9	13.0	6.5	46
Extension Educator based in another county	76.1	4.3	15.2	2.2	2.2	--	46
Professor or staff person based in State College	81.3	2.1	14.6	2.1	--	--	48



Respondents have a desire to meet with Extension personnel who are not based in their counties but not as frequently as those who are based in the county. For example, 50 percent of respondents prefer scheduled meetings with the County Extension Director at least quarterly, followed by 37 percent for a county-based Extension Educator, 10 percent for a Regional Extension Director, and Extension 10 percent for an Educator from another county.

*Eighty-one percent of respondents report they never have scheduled meetings with a professor or staff person based in University Park (State College) and 62 percent would like to meet annually. Seventy-six percent of respondents never meet with an Extension Educator based in another county and 44 percent would like to do so.*

**Table 5: Respondents’ Preferences for Scheduled Meetings with Cooperative Extension**

Personnel	Never (%)	Bi-Annually (%)	Annually (%)	Quarterly (%)	Monthly (%)	Several Times in a Month (%)	Number of Responses
County Extension Director	--	26.1	21.7	32.6	15.2	4.3	46
Regional Extension Director	10.0	30.0	50.0	7.5	--	2.5	40
Extension Educator based in your county	7.9	28.9	26.3	18.4	15.8	2.6	38
Extension Educator based in another county	35.9	10.3	43.6	5.1	5.1	--	39
Professor or staff person based in State College	24.3	8.1	62.2	5.4	--	--	37

Other comments provided are as follows:

- ❖ As needed.
- ❖ It would be nice if the regional director and a professor visited one of our meetings each year.
- ❖ Meetings would depend on the task or issues that may dictate a meeting.
- ❖ Other Extension personnel as needed.
- ❖ Professor or staff as needed.
- ❖ We have a good relationship with the director and her staff.

## Communication Media

The predominant ways in which respondents currently receive information about Cooperative Extension are community events, meetings and conversations with Cooperative Extension personnel within the county, program publications, and email.

**Table 6: Media Used to Access Cooperative Extension Information (n=52)**

Medium	Number of Responses	Percent of Respondents
Community events (such as Fairs, workshops, other events)	40	76.9
Meetings/conversations with County Extension Director	37	71.2
County Extension program publications (direct mail, flyer, brochure)	38	73.1
Email	36	69.2
Newsletters	33	63.5
Meetings/conversations with County Extension Educators, specialists, or other staff	32	61.5
Extension Publicity (news releases, newspaper articles or columns, calendar of events)	25	48.1
County Cooperative Extension web site	14	26.9
Meetings/conversations with Cooperative Extension Regional Director	10	19.2
Statewide Extension publications (direct mail, flyer, brochure, bulletin)	8	15.4

*Responses add up to more than 100 percent due to multiple responses.*

Other media mentioned are as follows:

- ❖ Budget reviews - also we used to get newsletters but not in the past several year.
- ❖ I would welcome email from our county director.
- ❖ Public
- ❖ Phone

Email is the most preferred means for receiving information about Cooperative Extension followed by meetings and conversations with the County Extension Director, and newsletters. *The county Extension web site and meetings and conversations with the Regional Director rank the lowest in preference as a means to receive Cooperative Extension information.*

**Table 7: Preferred Media for Receiving Cooperative Extension Information**

Medium	Score	Rank
Email	73	1
Meetings/conversations with County Extension Director	63	2
Newsletters	36	3
County Extension program publications (direct mail, flyer, brochure)	30	4
Community events (such as fairs, workshops, other events)	21	5
Meetings/conversations with County Extension Educators, spec	15	6
Extension Publicity (news releases, newspaper articles or columns, calendar of events)	11	7
Statewide Extension publications (direct mail, flyer, brochure, bulletin)	9	8
County Cooperative Extension Web site	6	9
Meetings/conversations with Cooperative Extension Regional Director	1	10

*Other: emails, media, no preference, personal*

## Perceptions of the Cooperative Extension Brand

Perceptions were assessed in four different areas; general perceptions about Cooperative Extension, how it compares to organizations providing similar programs, its performance in the counties, and an overall “grade.”

### General Perceptions of Cooperative Extension

In general, respondents have a high perception of Cooperative Extension. Most respondents rated Extension “very well” or “well” on all attributes. The majority of respondents rated Extension “very well” on the knowledgeable (67 percent), friendly (59 percent), and accessible (54 percent) attributes. *A significant proportion of respondents rated Extension “somewhat” on the inexpensive (22 percent), proactive (20 percent) and provides unique services (18 percent) attributes.*

**Table 8: Perceptions of Cooperative Extension (n=69)**

	Describes Very Well (%)	Describes Well (%)	Describes Somewhat (%)	Does Not Describe At All (%)
Friendly	59.4	33.3	7.2	--
Timely	46.4	49.3	2.9	1.4
Useful	50.7	44.9	2.9	1.4
Inexpensive	26.1	50.7	21.7	1.4
Accessible	53.6	40.6	5.8	--
Responsive	49.3	44.9	4.3	1.4
Knowledgeable	66.7	29.0	4.3	--
Solves problems	39.1	52.2	8.7	--
Is good value for money	34.8	52.2	11.6	1.4
Has a good range of services	47.8	43.5	8.7	--
Provides unique services	39.1	43.5	17.4	--
Proactive	33.3	44.9	20.3	1.4
Listens to community	33.3	52.2	11.6	2.9
Relevant	38.2	51.5	7.4	2.9

Respondents also provided the following comments:

- ❖ Extension does a good job overall but I still find people unfamiliar with Extension and its offerings. They need to better market/promote themselves.
- ❖ Has always been good.
- ❖ I don't have enough experiences with Extension and knowledgeable to comment on the following areas.
- ❖ I question if people understand what this program offers, including me.
- ❖ My experience with Penn state Extension service has been extremely positive. They do a terrific job.
- ❖ The 4-H staffers do an excellent job.
- ❖ Extension was very helpful on the water testing program.
- ❖ The Family Living section should be funded completely. Family Living is only funded about 10 hours out of 40 hours.
- ❖ This organization is on the cutting edge in many areas. The more it interfaces with organizations that are not the typical "Extension avenues" the better it gets.

## How Extension Compares with Organizations Providing Similar Programs

Each respondent was asked to list and compare five organizations with Cooperative Extension. Respondents listed over 40 organizations that provide similar programs to Cooperative Extension.

Nineteen percent of respondents reported that Extension provided better service than the other organizations, 21 percent reported it was the same, 9 percent reported that *Cooperative Extension's performance was worse*. It should be noted that nearly half of the organizations were not rated because respondents did not feel comfortable or were unable to rate them. A detailed list of organizations and ratings can be found in Appendix G.

**Table 9: Ratings of Organizations versus Penn State**

Rating	Number of Responses	Percent of Responses
Better	35	18.5
Same	46	21.3
Worse	21	8.3
Refused	108	44.4

*Note: Figures represent mentions and not respondents. Therefore, the number of responses are greater than the number of respondents.*

The following organizations were rated better than Cooperative Extension by some respondents:

- ❖ Conservation District (5)
- ❖ Farm Bureau, Limited Specific Topics (2)
- ❖ Grange-Limited- Not Consistent Line Extension (2)
- ❖ Boy Scouts
- ❖ Chamber of Commerce
- ❖ Cameron County School District
- ❖ Community Chest
- ❖ Farm Service Agency
- ❖ Feed and Seed Dealers
- ❖ Forest Landowners
- ❖ Local Schools
- ❖ Northern Tier Community Action Corp
- ❖ Soil Conservation
- ❖ Towanda Family Center
- ❖ Weight Watchers

Respondents also provided the following comments:

- ❖ I say worse as I don't really know the extensiveness of work with farmers - only aware of the 4-H activities.
- ❖ NCFLA is specific to forest related activities.
- ❖ To clarify, Penn State Extension provides MUCH better services to our County than any of the two listed.

## Perceptions of Cooperative Extension's Performance

Respondents were asked to rate how well Cooperative Extension performs on 14 indicators. The majority of respondents rated Extension "very well" on providing useful education to individuals (59 percent), providing programs that have a positive impact on the county (57 percent), providing useful education to farm and non-farm businesses (56 percent), providing programs that have a positive impact on families (53 percent), and serving as an important and accessible resource in the county (53 percent).

*Areas where a significant proportion of respondents indicate that Extension could improve upon are marketing itself to the community (22 percent), seeking input from diverse audiences when developing programs (20 percent), and marketing itself to commissioners (20 percent).*

**Table 10: Cooperative Extension Performance on Services Provided**

Activity	Performs very well (%)	Performs Reasonably well (%)	Needs to improve (%)	Performs very poorly (%)	Don't know (%)	Number of responses
Provides useful education to individuals.	59.2	32.7	6.1	--	2.0	49
Provides useful education to farm and non-farm businesses.	56.3	33.3	6.3	--	4.2	48
Provides useful education to the community	38.8	49.0	10.2	--	2.0	49
Anticipates and responds to critical and emerging issues.	35.4	47.9	6.3	2.1	8.3	48
Proactively adjusts program offerings to respond to changing individual, business, and community needs.	29.2	54.2	10.4	--	6.3	48
Provides programs that have a positive impact on the county.	57.1	32.7	6.1	--	4.1	49
Provides programs that have a positive impact on families.	53.1	34.7	8.2	--	4.1	49
Actively partners with other organizations to meet the needs of the community.	49.0	38.8	10.2	--	2.0	49
Seeks input from a diverse group of people when developing programs.	26.5	40.8	20.4	--	12.2	49
Offers unique programs	31.3	52.1	8.3	--	8.3	48
Markets itself to the community	24.5	49.0	22.4	--	4.1	49
Markets itself to County Commissioners	46.0	32.0	20.0	2.0	--	50
Informs the community about its activities.	27.1	56.3	14.6	2.1	--	48
Serves as an important and accessible resource in the county.	53.1	30.6	12.2	--	4.1	49

*Other: Good cookies. Perception in community is that this is for farm families.*

## Overall “Grade” of Cooperative Extension

Respondents were asked how they would “grade” Cooperative Extension in their county as well as statewide and provide reasons for the “grade”. Respondents graded Cooperative Extension in the county much higher than statewide (50 percent graded excellent for the county versus 17 percent for statewide). Reasons given for the “grades” indicate that they generally feel good about Extension’s performance in the counties but some believe there is always a need for improvement. A few respondents mentioned that Extension needs to promote itself more. On the statewide level, several respondents indicate they are not familiar enough with the statewide activities to give a “grade”. The following quotes represent the main themes for the reasons and comments:

*“The Extension Office works very well with the County and Community.”*

*“Feel as though County Residents do not know what Extension does or maybe that it doesn't even exist.”*

*“Always room for improvement.”*

*“Not much contact with Cooperative Extension statewide.”*

A detailed list of reasons and comments can be found in Appendix H.

**Table 11: Overall “Grade” for Statewide Cooperative Extension (n=41)**

Grade	Number of Responses	Percent of Respondents
A (Excellent)	7	17.1
B (Very Good)	23	56.1
C (Good)	10	24.4
D (Fair)	1	2.4

**Table 12: Overall “Grade” for County Cooperative Extension (n=49)**

Grade	Number of Responses	Percent of Respondents
A (Excellent)	23	46.9
B (Very Good)	18	36.7
C (Good)	7	14.3
D (Fair)	1	2.0

## Demographics and General Comments

### Profile of respondents

- ❖ Eighty percent of respondents identified themselves as commissioners.
- ❖ Forty-eight percent of respondents have been in their current positions for 1-4 years.
- ❖ Sixty-nine percent describe their counties as rural farm and 22 percent describe their settings as rural non-farm.
- ❖ Respondents represent 40 counties distributed around the state except for the southwestern edge.
- ❖ Population classes one through 2A consisting of five high population centers are not represented in the survey. However, the majority of population classes 3 through 8 are represented.

**Table 13: Titles of Respondents (n=69)**

Title	Number of Responses	Percent of Responses
Commissioner	55	79.7
Chief Clerk	14	20.3

**Table 14: Number of Years in Office (n= 64)**

Years in Office	Number of Responses	Percent of Responses
1-4 years	31	48.4
5-8 years	9	14.1
9-12 years	13	20.4
13-16 years	7	11.0
Over 16 years	4	6.3

**Table 15: County Setting (n=54)**

	Number of Responses	Percent of Responses
Urban	1	1.9
Rural Farm	32	59.3
Rural Non-Farm	12	22.2
Suburban	4	7.4
Other	5	9.3

*Other: rural farm/suburban, rural nonfarm/farm, rural suburban mix, rural-farm /rural non-farm rural/ suburban/urban*

**Table 16: Respondents County Representation by Population Class**

Population Class	Total Number of Counties	Number of Counties Responding	Percent of Total Counties
1 (1,500,000 or more)	1	0	0
2 (800,000 to 1,499,999)	1	0	0
2A (500,000 to 799,999)	3	0	0
3 (210,000 to 499,999)	11	5	65
4 (145,000 to 209,999)	7	4	57
5 (95,000 to 144,999)	9	8	89
6 (45,000 to 94,999)	24	15	63
7 (20,000 to 44,999)	5	4	80
8 (Less than 20,000)	6	4	67

*Note: Shaded areas represent responding classes.*

### Respondents' Suggestions for Improving Cooperative Extension

Respondents made many suggestions for improving Cooperative Extension. The main themes that could be gleaned from their comments are as follows:

- ❖ Promote Extension to the community.
- ❖ Communicate/interact more.
- ❖ Add more programs and new audiences.
- ❖ Add more resources.

Details of the comments and suggestions can be found in Appendix H.



## **Appendix**

## Appendix A: Responding Counties by Population Class

County by Class	County Pop	Median Household Income	Non Farm
<b>Class 1 (1,500,000 or more)</b>			
Philadelphia	1,448,394	\$30,892	567,656
<b>Class 2 (800,000 to 1,499,999)</b>			
Allegheny	1,223,411	\$42,182	671,670
<b>Class 2A (500,000 to 799,999)</b>			
Bucks	623,205	\$64,696	254,842
Delaware	555,996	\$51,287	216,353
Montgomery	775,688	\$65,889	482,042
<b>Class 3 (210,000 to 499,999)</b>			
Berks	401,149	\$46,008	146,678
Chester	482,112	\$69,904	223,180
Dauphin	254,176	\$46,761	142,531
Erie	279,811	\$37,876	118,272
Lackawanna	209,728	\$37,545	93,372
Lancaster	494,486	\$48,960	219,423
Lehigh	335,544	\$46,015	158,798
Luzerne	313,020	\$36,968	125,643
Northampton	291,306	\$49,667	90,350
Westmoreland	366,440	\$41,232	127,886
York	416,322	\$49,292	159,208
<b>Class 4 (145,000 to 209,999)</b>			
Beaver	175,736	\$39,688	48,583
Butler	182,901	\$47,773	67,751
Cambria	146,967	\$32,727	49,365
Cumberland	226,117	\$50,733	112,902
Fayette	145,760	\$30,287	36,017
Schuylkill	147,405	\$36,115	41,620
Washington	206,432	\$41,831	75,790
<b>Class 5 (95,000 to 144,999)</b>			
Blair	126,494	\$35,185	50,445
Centre	140,953	\$38,625	43,619
Franklin	139,991	\$45,454	46,230
Lawrence	91,795	\$36,079	28,663
Lebanon	126,883	\$44,636	42,927
Lycoming	117,668	\$36,891	45,757
Mercer	118,551	\$36,536	45,430
Monroe	165,685	\$49,918	47,561
Northumberland	91,654	\$34,901	23,559

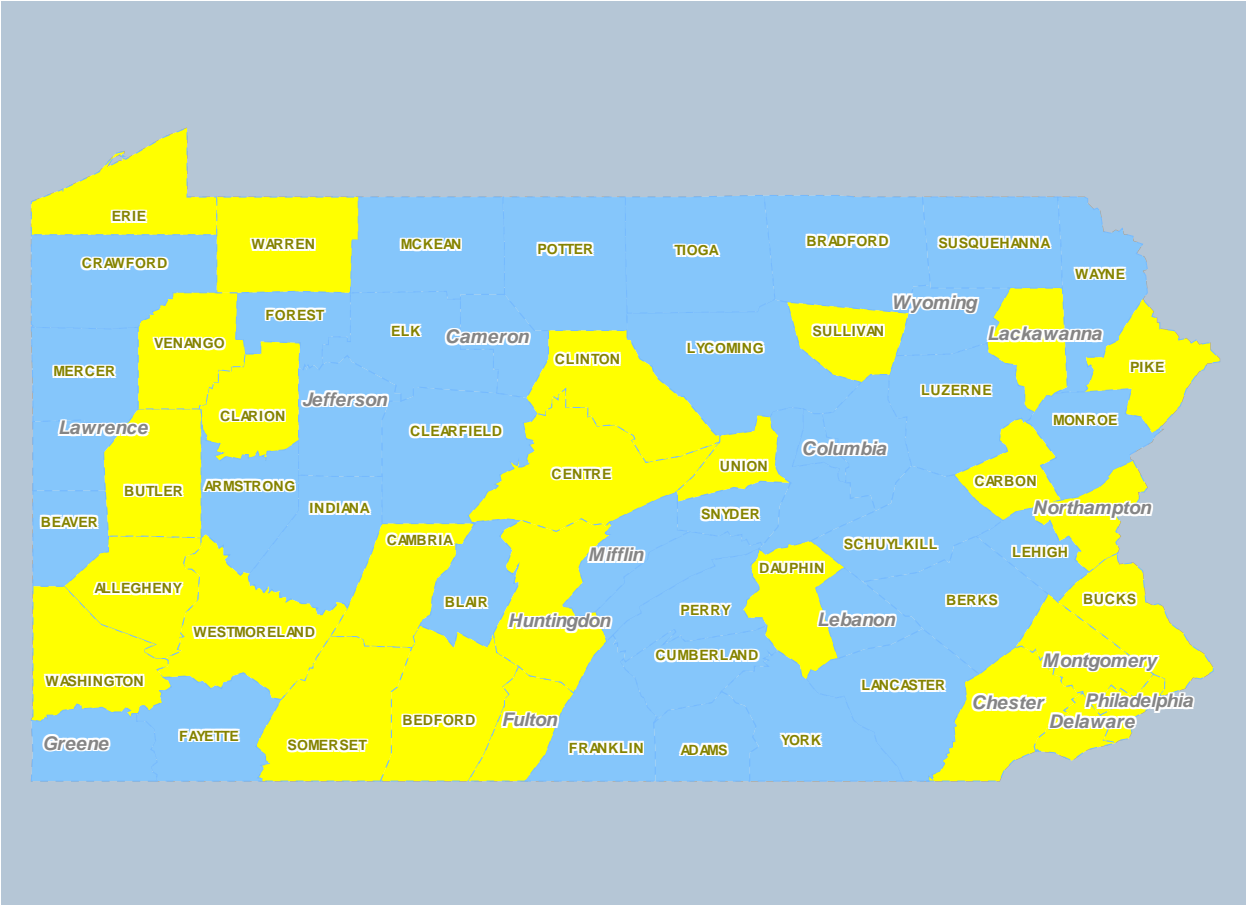
Note: Shaded areas represent responding counties.

## Responding Counties by Population Class (continued)

County by Population Class	County Pop	Median Household Income	Non Farm
<b>Class 6 (45,000 to 94999)</b>			
Adams	101,105	\$48,439	28,797
Armstrong	70,096	\$35,090	15,356
Bedford	49,927	\$36,059	14,098
Bradford	62,471	\$37,380	18,938
Carbon	62,567	\$39,678	12,967
Clarion	40,385	\$34,110	11,932
Clearfield	82,442	\$34,189	25,237
Clinton	37,232	\$34,162	10,454
Columbia	65,014	\$37,871	23,231
Crawford	89,389	\$35,386	26,519
Elk	33,179	\$40,482	14,230
Greene	40,432	\$32,551	9,069
Huntingdon	45,771	\$35,828	9,288
Indiana	88,234	\$33,906	27,131
Jefferson	45,725	\$34,443	13,716
McKean	44,065	\$35,144	13,967
Mifflin	46,057	\$35,392	14,088
Pike	58,195	\$50,368	6,830
Somerset	78,508	\$33,425	22,859
Susquehanna	41,889	\$36,104	6,215
Tioga	41,137	\$34,037	10,032
Venango	55,488	\$34,403	16,711
Warren	41,742	\$37,399	13,490
Wayne	50,929	\$38,365	14,120
<b>Class 7 (20,000 to 44,999)</b>			
Juniata	23,512	\$40,162	6,162
Perry	45,087	\$45,892	6,416
Snyder	38,226	\$39,265	15,433
Union	43,387	\$40,584	16,289
Wyoming	28,093	\$39,883	8,070
<b>Class 8 (Less than 20,000)</b>			
Cameron	5,489	\$34,755	1,780
Forest	6,506	\$29,217	1,143
Fulton	14,783	\$40,198	4,460
Montour	17,934	\$42,883	11,646
Potter	17,568	\$36,088	5,497
Sullivan	6,277	\$32,749	1,372

Note: Shaded areas represent responding counties.

**Appendix B: Counties Responding to the Survey**



*Counties highlighted are those that did not respond.*

## Appendix C: List of County Priority Issues

<p><b>Workforce</b></p> <ul style="list-style-type: none"> <li>❖ Availability of Workforce With Proper Training</li> <li>❖ Declining Workforce</li> <li>❖ Employee Health Care</li> <li>❖ Employee Turn Over</li> <li>❖ Family Sustaining Jobs With Health Care Coverage</li> <li>❖ Finding Qualified Workers</li> <li>❖ Finding Quality People to Fill Vacancies</li> <li>❖ Good Employment</li> <li>❖ Higher Paying Jobs</li> <li>❖ Job Creation (3)</li> <li>❖ Job Opportunities</li> <li>❖ Job Training (3)</li> <li>❖ Job Training For New Businesses</li> <li>❖ Jobs (6)</li> <li>❖ Lack of Employment</li> <li>❖ Livable Wage</li> <li>❖ Loss of Jobs/Income</li> <li>❖ Loss of Our Younger Workers</li> <li>❖ Sustainability of Professional Labor Force</li> <li>❖ Trained Workforce (2)</li> <li>❖ Union Contract Negotiations</li> <li>❖ Workforce Adjustment</li> <li>❖ Workforce Development Services Issues/Funding</li> <li>❖ Workforce Issues</li> <li>❖ Workforce Development Services Issues/Funding</li> <li>❖ Workforce Issues</li> </ul>	<p><b>Community &amp; Economic Development</b></p> <ul style="list-style-type: none"> <li>❖ Bringing New Businesses to County</li> <li>❖ Community Revitalization Development</li> <li>❖ Econ Development (16)</li> <li>❖ Economic Development Needs</li> <li>❖ Economic Downfall</li> <li>❖ Economic Infrastructure</li> <li>❖ Economy and Jobs</li> <li>❖ Declining Tax Base</li> <li>❖ Employment Opportunities</li> <li>❖ Industry Growth</li> <li>❖ Increased Economic Development</li> <li>❖ Rising Cost of Living For Residents</li> <li>❖ Increased Tourism</li> <li>❖ Loss of Industry</li> <li>❖ More Businesses</li> <li>❖ New Industry</li> <li>❖ Renewal of County</li> <li>❖ Vitalization of Tourism</li> <li>❖ Tourism Development</li> </ul>	<p><b>Taxes</b></p> <ul style="list-style-type: none"> <li>❖ Countywide Reassessment</li> <li>❖ Loss of Tax Base</li> <li>❖ Loss of Tax Base In City</li> <li>❖ Lower Taxes (Property and Corporate)</li> <li>❖ Maintaining A Fair Tax Rate</li> <li>❖ High Taxation (2)</li> <li>❖ Shrinking Tax Base</li> <li>❖ Property Tax Reform For Counties</li> <li>❖ Property Tax(ing)</li> <li>❖ Property Taxes</li> <li>❖ Property Taxes/Reassessment</li> <li>❖ School Tax</li> <li>❖ Tax Base</li> <li>❖ Tax Problems</li> <li>❖ Tax Reform</li> <li>❖ Tax Revenue Decline</li> <li>❖ Tax Structure</li> <li>❖ Taxes (6)</li> <li>❖ Need For Reassessment and Tax Equity</li> <li>❖ Reassessment (3)</li> </ul>
<p><b>Growth</b></p> <ul style="list-style-type: none"> <li>❖ Growth (5)</li> <li>❖ Growth In The County</li> <li>❖ Too Rapid Growth</li> <li>❖ Overdevelopment</li> <li>❖ Need For Additional Co Services Due To Growth (No Longer Sharing Judge With Perry Co, Increase In Jail Population)</li> <li>❖ Increased Stress On Open Space Due To Growth</li> <li>❖ Urban Sprawl</li> </ul>	<p><b>Health Care</b></p> <ul style="list-style-type: none"> <li>❖ Health Care</li> <li>❖ Health Care and Related Services</li> <li>❖ Health Insurance For Employees Including A Wellness Program</li> <li>❖ Rising Health Care Costs</li> </ul>	<p><b>Housing</b></p> <ul style="list-style-type: none"> <li>❖ Affordable Housing (3)</li> <li>❖ Aging Housing Stock</li> <li>❖ Appropriate Housing</li> <li>❖ Housing</li> <li>❖ Housing Development Growth</li> <li>❖ Lack of Low Income Housing</li> </ul>
<p><b>Transportation</b></p> <ul style="list-style-type: none"> <li>❖ Accessible Transportation</li> <li>❖ Need For Mass Transit--Corridor Ii</li> <li>❖ Traffic Problems</li> <li>❖ Transportation (4)</li> <li>❖ Transportation Congestion</li> <li>❖ Transportation Needs</li> </ul>	<p><b>Water</b></p> <ul style="list-style-type: none"> <li>❖ Quality of Private Water Supply</li> <li>❖ Shortage of Water Supply</li> <li>❖ Water</li> <li>❖ Water Quality</li> <li>❖ Water Quality (Potable Water)</li> <li>❖ Water Sewage</li> <li>❖ Water Supply</li> </ul>	<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>❖ Chesapeake Bay</li> <li>❖ Open Space and Environmental Issues</li> <li>❖ Stream Bank Restoration</li> </ul>
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>❖ Education (3)</li> <li>❖ Education of Non Farm Community</li> <li>❖ Educational Attainment</li> <li>❖ Expansion of Educational Needs</li> </ul>	<p><b>Energy</b></p> <ul style="list-style-type: none"> <li>❖ Alternate Energy</li> <li>❖ Energy Cost</li> <li>❖ Energy Costs--Electric Deregulation</li> <li>❖ Energy Issues (2)</li> <li>❖ Energy Windmill Farms</li> </ul>	<p><b>Budget</b></p> <ul style="list-style-type: none"> <li>❖ Budget</li> <li>❖ Budget - Holding Budget</li> <li>❖ Budget Increases</li> </ul>

## List of County Priority Issues (continued)

<p><b>Children and Family</b></p> <ul style="list-style-type: none"> <li>❖ Breakdown of Family Structure</li> <li>❖ Children and Youth Issues</li> <li>❖ Children's Safety and Abuse</li> <li>❖ Children &amp; Youth</li> <li>❖ Family Units Breaking Apart</li> <li>❖ Increasing Services From Children and Youth</li> <li>❖ Rise in Number of Children in Placement.</li> <li>❖ Strengthening Families</li> <li>❖ Rising Domestic Violence and Abuse</li> </ul>	<p><b>Funding</b></p> <ul style="list-style-type: none"> <li>❖ Continuing Government Mandates and Reduced Funding</li> <li>❖ Funding Emergency Services Upgrades</li> <li>❖ Funding Human Services</li> <li>❖ Funding of County Sanctioned Grants</li> <li>❖ Human Services Treatment Issues/Funding</li> <li>❖ Lack of Funding</li> <li>❖ Lack of Funding From State</li> <li>❖ Shortfall In Human Service Funding From The State</li> <li>❖ State/Fed Funding, Adequate For Maintaining Human Services</li> <li>❖ State/Federal Cutbacks</li> <li>❖ Unfunded Mandates</li> </ul>	<p><b>Services</b></p> <ul style="list-style-type: none"> <li>❖ EMA &amp; 911</li> <li>❖ First Responder Communications</li> <li>❖ Human Services Programs</li> <li>❖ New World Computer Problem Resolution</li> <li>❖ NSDF Services</li> <li>❖ Recreational Opportunities (2)</li> <li>❖ Services</li> <li>❖ State Mandated Programs</li> </ul>
<p><b>Prisons</b></p> <ul style="list-style-type: none"> <li>❖ Prison Being Burnt</li> <li>❖ Prison Cost (2)</li> <li>❖ Prison Expansion &amp; Reform</li> <li>❖ Prison Expense</li> <li>❖ Prison Overcrowding (2)</li> <li>❖ Public Safety</li> <li>❖ The Prison Crises -Overcrowding</li> <li>❖ Rising Prison Costs</li> </ul>	<p><b>Increasing Costs</b></p> <ul style="list-style-type: none"> <li>❖ Costs</li> <li>❖ Cost of Services</li> <li>❖ Growing Cost of Government</li> <li>❖ Increase Costs</li> <li>❖ Increased For Services At County and Local Level</li> <li>❖ Increasing Expenses</li> <li>❖ Insurance Cost</li> </ul>	<p><b>Land</b></p> <ul style="list-style-type: none"> <li>❖ Land Use Pressure</li> <li>❖ Land Development</li> <li>❖ Land Issues</li> <li>❖ Land Use (3)</li> <li>❖ Loss of Farmland</li> <li>❖ Loss of Public Lands to State</li> <li>❖ Open Space and Land Development</li> </ul>
<p><b>General agriculture programs and services</b></p> <ul style="list-style-type: none"> <li>❖ Agriculture Financing and Sustainability</li> <li>❖ Declining Ag</li> <li>❖ Decreasing Ag Base</li> <li>❖ Encouragement of Interest In Farming</li> <li>❖ Farmland Preservation (2)</li> <li>❖ Forestry Management/Education</li> <li>❖ Keeping Agriculture Viable Into The Future (Could Be The #1 As Well)</li> <li>❖ Loss of Working Farms</li> <li>❖ Preserving Farmland - While It Is Still Affordable</li> <li>❖ Public Education of Agriculture</li> <li>❖ Retention of Agriculture As A Top Economy</li> </ul>	<p><b>Other Community Issues</b></p> <ul style="list-style-type: none"> <li>❖ Broad Band</li> <li>❖ Deteriorating Property Laws In The City</li> <li>❖ Increased Judicial and Policy Needs</li> <li>❖ Need For New People to Understand Communities and How They Work</li> <li>❖ Planning</li> <li>❖ Possible Changes In Voting Machines For Presidential Election</li> <li>❖ Providing Mandated Services</li> <li>❖ Qualified Leaders</li> <li>❖ Support Homemaker Programs</li> <li>❖ Support of 4H and FFA Programs</li> <li>❖ Voting Machines</li> <li>❖ WMD Issues</li> <li>❖ Zoning Updates</li> </ul>	<p><b>Infrastructure</b></p> <ul style="list-style-type: none"> <li>❖ County Government Facility Issues i.e. Offices, Jail, Court Offices, Increased Security</li> <li>❖ County Bridge Repairs</li> <li>❖ Courthouse Renovation</li> <li>❖ Deteriorating Bridges</li> <li>❖ Increased Infrastructure Needs Infrastructure (4)</li> <li>❖ Infrastructure (Rural Sewage)</li> <li>❖ Infrastructure Challenges (Water, Sewer, Roads, Chesapeake Bay Initiative)</li> <li>❖ Infrastructure Development</li> <li>❖ Infrastructure Replacement</li> <li>❖ Lack of or Deterioration of Infrastructure</li> <li>❖ Remodeling County Government Buildings Including The Courthouse</li> <li>❖ Stormwater (3)</li> </ul>
<p><b>Population Changes</b></p> <ul style="list-style-type: none"> <li>❖ Declining Population (2)</li> <li>❖ Out Migration</li> <li>❖ Loss of Population</li> <li>❖ Population Loss</li> <li>❖ Population Growth (2)</li> <li>❖ Increased Pressure on Schools Due to Population Growth</li> <li>❖ Continued Population Loss</li> </ul>	<p><b>Crime</b></p> <ul style="list-style-type: none"> <li>❖ County Crime and Related Costs</li> <li>❖ Courts and Prison</li> <li>❖ Crime (3)</li> <li>❖ Drugs</li> <li>❖ Addressing Jail Populations and Crime Rates</li> <li>❖ Increase of Crime</li> </ul>	<p><b>Aging</b></p> <ul style="list-style-type: none"> <li>❖ Aging Population (5)</li> <li>❖ Increasing Older Population</li> <li>❖ Senior Citizens Needs</li> <li>❖ Seniors</li> <li>❖ Services to The Poor and Elderly</li> </ul>

## Appendix D: Programs Respondents Are Aware of

<p><b>4-H</b></p> <ul style="list-style-type: none"> <li>❖ 4 H (27)</li> <li>❖ 4-H and FFA Projects</li> <li>❖ 4-H Club (2)</li> <li>❖ 4-H Development Comm.</li> <li>❖ 4-H Involvement</li> <li>❖ 4h Leadership Programs</li> <li>❖ 4-H Program (5)</li> <li>❖ 4h Programs and Fair</li> <li>❖ 4-H Programs For Youth</li> <li>❖ 4h Shaping Youths (2)</li> <li>❖ County 4-H Round Up</li> <li>❖ Keystone Youth 4-H</li> </ul>	<p><b>Public Education/Information</b></p> <ul style="list-style-type: none"> <li>❖ C.A.R.T.</li> <li>❖ Citizen Inquiries/Info Requests</li> <li>❖ Homemaking</li> <li>❖ Homemaking Services</li> <li>❖ Homeowner Education</li> <li>❖ How to Start A Business</li> <li>❖ Intercity PROGRAMS</li> <li>❖ Job Skills</li> <li>❖ Leadership Courses</li> <li>❖ Newsletters</li> <li>❖ Outreach Programs</li> <li>❖ Outreach/Education</li> <li>❖ Prosper (2)</li> <li>❖ Public Education</li> <li>❖ Public Issues</li> <li>❖ Totally Tuesdays</li> </ul>	<p><b>Pest Control</b></p> <ul style="list-style-type: none"> <li>❖ Black Fly</li> <li>❖ Black Fly Spraying</li> <li>❖ Black Fly Suppression</li> <li>❖ Gypsy Moth Spray Program</li> <li>❖ Pest Control - Trees</li> <li>❖ Pesticide Education (3)</li> <li>❖ Plant and Insect ID</li> </ul>
<p><b>Other Youth programs</b></p> <ul style="list-style-type: none"> <li>❖ Leadership Programs For Kids</li> <li>❖ Municipal Schools</li> <li>❖ Summer Camps</li> <li>❖ Young Growers Alliance</li> <li>❖ Youth</li> <li>❖ Youth Outreach</li> <li>❖ Youth Programs</li> </ul>	<p><b>Dairy</b></p> <ul style="list-style-type: none"> <li>❖ County Dairy Day</li> <li>❖ Dairy (3)</li> <li>❖ Dairy Programs (2)</li> <li>❖ Dairy and Livestock Team</li> <li>❖ Dairy Assistance</li> <li>❖ Dairy Farming</li> <li>❖ Dairy/Ag Enterprise Program</li> </ul>	<p><b>Master Gardener</b></p> <ul style="list-style-type: none"> <li>❖ Master Gardener</li> <li>❖ Master Gardener (Though Not of Recent Vintage)</li> </ul>
<p><b>Agriculture Programs and Services</b></p> <ul style="list-style-type: none"> <li>❖ Ag Development and Preservation</li> <li>❖ Ag Economic Development</li> <li>❖ Ag Education</li> <li>❖ Ag Encounter?</li> <li>❖ Ag Industry</li> <li>❖ Ag Innovations</li> <li>❖ Ag Issues</li> <li>❖ Ag Land Preservation</li> <li>❖ Ag Related Education/Services</li> <li>❖ Agricultural Advice</li> <li>❖ Agricultural Assistance</li> <li>❖ Agricultural Education</li> <li>❖ Agriculture (4)</li> <li>❖ Agriculture and County Fair Collaborative</li> <li>❖ Agriculture Dissemination of Information</li> <li>❖ Agriculture Programs</li> <li>❖ Agriculture Support Programs</li> <li>❖ Education Programs For Farmers and Local officials</li> <li>❖ Farm Management Assistance</li> <li>❖ Farm Preservation</li> <li>❖ Farm Service</li> <li>❖ Farmer Programs</li> <li>❖ Information For Agriculture</li> <li>❖ Penn State Programs-Ag Progress Days</li> </ul>	<p><b>Agronomy</b></p> <ul style="list-style-type: none"> <li>❖ Agronomy Advice to Farmers</li> <li>❖ Agronomy and Chemical Test Plots</li> <li>❖ Agronomy Services</li> <li>❖ Christmas Tree Program</li> <li>❖ Composting and Recycling</li> <li>❖ Conservation</li> <li>❖ Crop Assistance</li> <li>❖ Crop Fairs</li> <li>❖ Crops</li> <li>❖ Forestry (2)</li> <li>❖ Forestry Education (2)</li> <li>❖ Gardener Program</li> <li>❖ Gardening (3)</li> <li>❖ Green House Inspection</li> <li>❖ Horticulture</li> <li>❖ Nutrient Management Programs</li> <li>❖ Pasture Management</li> <li>❖ Plant Disease Recognition</li> <li>❖ Pruning and Trimming Classes</li> <li>❖ Soil Analysis</li> <li>❖ Soil Testing (2)</li> <li>❖ Turf Management</li> <li>❖ Urban Forestry</li> <li>❖ Water Analysis</li> </ul>	<p><b>Family Living</b></p> <ul style="list-style-type: none"> <li>❖ Better Kid Care</li> <li>❖ Child Care</li> <li>❖ Child Care Trainings</li> <li>❖ Family and Consumer Science</li> <li>❖ Family Living (3)</li> <li>❖ Family Living Workshops</li> <li>❖ Family Programs</li> <li>❖ Family Services</li> <li>❖ Family Work</li> <li>❖ Family/Children Programs</li> <li>❖ Parenting</li> <li>❖ Parenting 101</li> <li>❖ Parents As Teachers</li> <li>❖ Safe Kids of Carbon County</li> <li>❖ Strengthening Families 2)</li> <li>❖ Women's "Shelter" Programming</li> </ul>

**Programs Respondents Are Aware of (continued)**

<p><b>Food and Nutrition</b></p> <ul style="list-style-type: none"> <li>❖ Canning</li> <li>❖ Food and Nutrition Classes</li> <li>❖ Food and Nutrition Programs (2)</li> <li>❖ Food Preparation</li> <li>❖ Food Preparation Certification</li> <li>❖ Food Program</li> <li>❖ Food Safety (5)</li> <li>❖ Food Service Licensing</li> <li>❖ Food Training</li> <li>❖ Nutrition (4)</li> <li>❖ Nutrition Education (4)</li> <li>❖ Nutrition Links</li> <li>❖ Safe Food Prep Classes</li> </ul>	<p><b>Community / Economic Development</b></p> <ul style="list-style-type: none"> <li>❖ Communities That Care</li> <li>❖ Community and Economic Development</li> <li>❖ Community Builders</li> <li>❖ Community Development</li> <li>❖ Community Development Initiatives-Outreach</li> <li>❖ Community Development Invest Program</li> <li>❖ Community Development Support Programs</li> <li>❖ Economic Development</li> <li>❖ Financial</li> </ul>	<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>❖ Money Talk For Women</li> <li>❖ Bankruptcy Education</li> <li>❖ Investing In Your Future</li> <li>❖ Book Keeping/Financial Planning</li> <li>❖ Building A Better Budget</li> </ul>
<p><b>Health Programs</b></p> <ul style="list-style-type: none"> <li>❖ Health Programs</li> <li>❖ Mosquito</li> <li>❖ Pandemic Flu Preparedness</li> <li>❖ Tire Collection &amp; West Nile Virus Control</li> <li>❖ Tobacco Education-Anti Smoking</li> <li>❖ West Nile</li> <li>❖ West Nile Monitoring For Counties</li> <li>❖ West Nile Program</li> <li>❖ West Nile Virus (4)</li> </ul>		



## Appendix E: Most Valued Programs By Title

<p><b>4-H</b></p> <ul style="list-style-type: none"> <li>❖ 4-H Club (2)</li> <li>❖ 4-H Programs (30)</li> <li>❖ Food &amp; Nutrition &amp; 4-H</li> <li>❖ Keystone Youth 4-H</li> <li>❖ Quimby Street 4-H Program</li> <li>❖ 4H/Family Issue</li> </ul>	<p><b>Food and Nutrition</b></p> <ul style="list-style-type: none"> <li>❖ Food Preparation</li> <li>❖ Food Preparation Certification</li> <li>❖ Food Program (2)</li> <li>❖ Food Safety (2)</li> <li>❖ Nutrition (2)</li> <li>❖ Nutrition Education</li> </ul>
<p><b>General Agriculture Programs and Services</b></p> <ul style="list-style-type: none"> <li>❖ Advice to Farmers</li> <li>❖ Ag Encounter</li> <li>❖ Ag Information and Programs</li> <li>❖ Ag Innovations</li> <li>❖ Ag Issues</li> <li>❖ Ag Services (2)</li> <li>❖ Agricultural Advice</li> <li>❖ Agricultural Education</li> <li>❖ Agricultural Related Programs</li> <li>❖ Agriculture (5)</li> <li>❖ Agriculture Support</li> <li>❖ Farm Services</li> </ul>	<p><b>Agronomy</b></p> <ul style="list-style-type: none"> <li>❖ Agronomy Services</li> <li>❖ Allegheny Hardwood Utilization</li> <li>❖ Composting and Recycling</li> <li>❖ Conservation</li> <li>❖ Forestry Education (2)</li> <li>❖ Gardening Info</li> <li>❖ Pasture Management</li> </ul>
<p><b>Family Living</b></p> <ul style="list-style-type: none"> <li>❖ Better Kid Care</li> <li>❖ Child Care Training</li> <li>❖ Childcare</li> <li>❖ Family</li> <li>❖ Family Living (Parenting Classes), Healthy Living/Weight Control)</li> <li>❖ Family Living Programs (2)</li> <li>❖ Family Work</li> <li>❖ Parenting</li> <li>❖ Strengthening Families (2)</li> </ul>	<p><b>Other Programs and Services</b></p> <ul style="list-style-type: none"> <li>❖ Homeowner Education</li> <li>❖ Invest Program</li> <li>❖ Leadership</li> <li>❖ Prosper</li> <li>❖ Citizen Inquiries/Info Requests</li> <li>❖ Free Taxpayer Education</li> <li>❖ Outreach/Education</li> <li>❖ Totally Tuesdays</li> <li>❖ Education Programs For Local (Township) Elected Officials</li> </ul>
<p><b>Other Youth Programs</b></p> <ul style="list-style-type: none"> <li>❖ Municipal schools</li> <li>❖ Young Growers Alliance</li> <li>❖ Youth (2)</li> <li>❖ Youth outreach</li> </ul>	<p><b>Health Programs</b></p> <ul style="list-style-type: none"> <li>❖ Health Programs</li> <li>❖ Pandemic Flu Prevention</li> <li>❖ West Nile Virus (3)</li> <li>❖ Tire Collection &amp; West Nile Virus Control</li> </ul>
<p><b>Dairy</b></p> <ul style="list-style-type: none"> <li>❖ Crop Dairy</li> <li>❖ Dairy</li> <li>❖ Dairy Ag Enterprise Program</li> <li>❖ Dairy Programs</li> </ul>	<p><b>Pest Control</b></p> <ul style="list-style-type: none"> <li>❖ Black Fly</li> <li>❖ Gypsy Moth</li> <li>❖ Pesticide Program</li> </ul>
<p><b>Water</b></p> <ul style="list-style-type: none"> <li>❖ Private Water Testing</li> <li>❖ Water Analysis</li> </ul>	<p><b>Community and Economic Development</b></p> <ul style="list-style-type: none"> <li>❖ Communities That Care</li> <li>❖ Community and Economic Development</li> <li>❖ Community Development (2)</li> <li>❖ Community Development Outreach</li> <li>❖ Economic Development</li> </ul>
<ul style="list-style-type: none"> <li>❖ <b>Master Gardener</b></li> </ul>	<ul style="list-style-type: none"> <li>❖ <b>Education</b></li> </ul>

## **Appendix F: Other Occasions Respondents Interact With Cooperative Extension Personnel**

### Meetings

- ❖ At general meetings when Cooperative Extension was assisting the county during our consolidation project.
- ❖ Board meetings
- ❖ Commissioner meetings
- ❖ Committees
- ❖ Cooperative Extension meetings
- ❖ Countywide meetings
- ❖ Department Head Meetings
- ❖ Farm bureau meetings
- ❖ I am on the board
- ❖ I sit our Extension board
- ❖ Monthly board meetings
- ❖ NRCS meetings
- ❖ Public meetings
- ❖ Periodic updates of weekly commissioners meetings
- ❖ State commissioner meeting
- ❖ Various meetings
- ❖ Various meetings of other agencies/organizations that are of interest to both commissioners and Extension personnel

### Events

- ❖ Annual picnic
- ❖ County fair
- ❖ County commissioner conferences
- ❖ County fair-fundraiser-casual meetings at courthouse
- ❖ Fair
- ❖ Farm days
- ❖ Fruit grower events
- ❖ Lebanon area fair
- ❖ Quarterly agriculture breakfast (Great event, very informative for commissioners)
- ❖ Rotary
- ❖ Various Extension events
- ❖ Service club presentations

### Budget

- ❖ Budget (2)
- ❖ Budget process
- ❖ Budget time (2)
- ❖ Budget hearing
- ❖ Sometimes through the audit process

## Projects/Programs

- ❖ 911 emergency services
- ❖ Community education
- ❖ Community outreach
- ❖ Dairy for some
- ❖ Reviewing collaborative programs
- ❖ RC&D
- ❖ Special projects

## Other Comments

- ❖ Do not interact for some reason
- ❖ In person/in passing or via email
- ❖ Interact at least once a week
- ❖ Need for Data
- ❖ On personnel issues
- ❖ On the phone
- ❖ Pay day
- ❖ Research or schedules
- ❖ When specific information is needed

## Appendix G: Ratings of Cooperative Extension Performance versus Other Organizations

Organization Besides Penn State	Rating				
	Better	Same	Worse	Refused	Total
Boy Scouts	4	4	1	4	13
Chamber of Commerce	--	--	1	--	1
Cameron County School District	1	3	1	--	5
Community Chest	--	2	1	--	3
Farm Service Agency	--	--	1	4	5
Feed and Seed Dealers	--	--	1	2	3
Forest Landowners	2	1	1	--	4
Local Schools	--	1	1	--	2
Northern Tier Community Action Corp	--	2	1	--	3
Soil Conservation	--	--	1	4	5
Towanda Family Center	2	1	1	--	4
Weight Watchers	2	1	1	--	4
Farm Bureau, Limited Specific Topics	--	1	2	--	3
Grange-Limited- Not Consistent Line Extension	--	1	2	--	3
Conservation District	1	4	5	7	17
Agribusiness	--	1	--	--	1
Area Agency On Aging (Health and Nutrition)	--	--	--	1	1
Area of Aging	3	2	--	--	5
Byrnes Health Center	--	--	--	1	1
Cameron County Schools	1	1	--	--	2
Chemical Suppliers	--	--	--	3	3
Community Action	--	1	--	--	1
CYS	--	--	--	2	2
Deerfield Farms Spraying Education Services	--	--	--	2	2
Elders...Spraying Education Services	--	--	--	2	2
Family Center	1	1	--	--	2
Farm Bureau	2	--	--	6	8
Farm Credit	--	--	--	5	5
Farmers Home Ad	--	--	--	3	3
FSA and Conservation District	1	2	--	--	3
Girl Scouts - Though Sketchy In Rural Areas	1	2	--	--	3
Grange - However It Is Not Very Active	2	--	--	--	2
Housing Redevelopment Authority	3	2	--	--	5
Human Services	--	--	--	3	3
LC Social Service	--	--	--	2	2
Lewistown Hospital	--	--	--	3	3
Local Providers For Some of The Services	--	--	--	3	3
North Central Forest Landowners Association	--	2	--	--	2
Northern Tier Regional Development/Planning Commission	3	2	--	--	5
NRCS	--	--	--	5	5
Planning Department	--	2	--	--	2
Planning/Conservation Office	--	1	--	--	1
Pocono Healthy Communities Alliance	--	--	--	4	4
Potter County Ed Council	--	2	--	--	2
Schools	--	--	--	4	4
State Assistance Agency	3	2	--	--	5
T Rehab	3	2	--	--	5
Various Ag Groups (Dairy, Crop, Etc)	--	--	--	5	5
Wellspan Health	--	--	--	1	1
YMCA	--	--	--	2	2
<b>Totals</b>	<b>35</b>	<b>46</b>	<b>21</b>	<b>78</b>	<b>108</b>

## **Appendix H: Reasons for Grade(s) Assigned**

### Extension Does a Great Job

- ❖ County-Our Extension Director is very accessible to us and the public.
- ❖ Extension offers a good commodity. Per capita, our office is utilized by a large percentage of the population.
- ❖ Extension is there for the county and its residents; dependable; prompt; great staff; and positive impact.
- ❖ I see them at many different organization meetings and events. They are very active in our community.
- ❖ Local rating is based upon the excellent working relationship and program performance where we partner.
- ❖ County - They have excellent personnel that take their job seriously. It is obvious that they enjoy their jobs.
- ❖ Our County Extension is second to none!
- ❖ The Extension office works very well with the county and community.
- ❖ The local Extension does a great job.
- ❖ The response to needs and any information requested is excellent and received in a timely manner.

### Need to Promote Extension

- ❖ Although the Extension exists for all county residents. I don't feel enough is done to promote the office and its programs
- ❖ Easily accessed, friendly, helpful, knowledgeable, educated
- ❖ Feel as though county residents do not know what the Extension does or maybe that it doesn't even exist.

### Room for Improvement

- ❖ Always room for improvement.
- ❖ Extension does a fine job; overall, however, as we lose more and more farms and begin more development, Extension may need to adjust program offerings.
- ❖ I hear complaints from other counties.
- ❖ One must always continue to do better and perfect (excellent) would suggest there is room to improve!
- ❖ There is so much more that Extension can do with the different community organizations. The cooperative aspect of the organization is key. 4-H is behind the times. It was once renowned for educating great community leaders. That is not happening now.

### Not Enough Information to Rate Statewide Extension

- ❖ Don't have as much interaction with the state.
- ❖ Hard for me to comment on statewide performance. Have little contact with them. Rating assumes similar to our county.
- ❖ Statewide- I haven't had much contact with statewide.
- ❖ Not much contact with Cooperative Extension statewide.

- ❖ Statewide - I am not familiar with Cooperative Extension statewide.
- ❖ Unable to rate statewide.

Other

- ❖ Conversations with people across the state and with individuals and various organizations countywide.

## **Appendix I: Suggestions for Improving Cooperative Extension and other Comments**

### Promote Extension

- ❖ Having more leadership courses for elected officials to educate and explain the duties and responsibilities.
- ❖ Get out and let people know of your wonderful work.
- ❖ Get the message out on what it offers to residents.
- ❖ More public relations.
- ❖ More publicity about programs.
- ❖ Not an easy job, however (stronger promotion) could help and our Extension does a good job.
- ❖ Promote more actively to the community.

### Communicate / Interact More

- ❖ Allowing our administrator to spend more time/week in our county directing services and being involved.
- ❖ Possibly more newsletters or emails about events or programs
- ❖ They should meet with county commissioners on a monthly basis

### Add More Programs and new Audiences

- ❖ Help the school systems with their curriculums. Start alternative and cyber schools in cooperation with the school districts.
- ❖ I would suggest that Penn State provide more funding for Extension programs, such as the Trials (Landisville Trials) and The Family Living Program.
- ❖ Market programs that would be of interest to more non-farm families.
- ❖ Perhaps educational programs that address development issues such as zoning, comprehensive planning, etc. In our county for instance, those are often "hot button" issues and our county planning office finds itself under attack.

### Add More Resources

- ❖ Employees are very well versed in many areas, but they are being stretched pretty thin on areas to deliver information.
- ❖ More money.
- ❖ Needs to become more focused in the urban community while not diluting the agricultural successes.
- ❖ Provide more available funding by regionalizing offices into only a couple dozen districts statewide thereby enhancing available funding for programs. Extension does not have county barriers; we all know that, so why not eliminate county offices into regions.
- ❖ We only have a part time administrator that is shared with other counties

### Other Comments

- ❖ I do not know enough about the inner workings to try to improve it.
- ❖ I would like to know the outcome of this survey.
- ❖ Keep up the good work.

- ❖ When not used for education, make meetings rooms a community resource--hosting established organizations.
- ❖ Resources are always a challenge, but our Extension employees are very dedicated and resourceful.
- ❖ State fair should not allow an entry if a person does not live in a County.
- ❖ The staff is very knowledgeable but whether it's due to manpower and/or time, I don't see new activities - they've cuddled up to their small world and are not participating in staff meetings with other county department heads - a little isolationism.