MAYOR'S COMMISSION TO COMBAT POVERTY

PUBLIC HEARING: CORE SERVICES

Examining How the Accessibility of Basic Needs Affects the Growing Number of People Experiencing Poverty

DATE : Thursday, February 18, 2016; 6-9 p.m.

BEFORE: Amanda L. Longmore,
Court Reporter, Notary Public

PLACE : Reynolds Middle School
605 West Walnut Street
Lancaster, Pennsylvania

P R O C E E D I N G S
(6:03 p.m.)

MR. JURMAN: Good evening. We're going to get started. Folks, if you find your seat, please. Let's get situated and get started. This is exciting. People are still coming in, that's awesome.

Good evening, everybody, and welcome to the first public hearing of the Mayor's Commission to Combat Poverty.

My name is Dan Jurman. I am the chair of the Mayor's Commission and also chief executive officer of the Community Action Program of Lancaster County. It's a real pleasure to have you here tonight. We are going to start with some words of welcome from our school district superintendent, Dr. Rau, in just a moment.

First, I would remind everybody we are offering childcare at the event, so if anybody needs to take advantage of childcare, we do have childcare folks around the corner in the gym, and our volunteers are fine to help you if you need it. And there's a lot of pizza, so make sure that you get some pizza.

With no further adieu, I'm going to bring up Dr. Rau. Thank you.

DR. RAU: So welcome. Welcome to our school. We are excited to have you, and we're excited to begin

this process of hearings for the Commission.

The mayor has charged this Commission to come up with a real plan of action. Not another report, not a long-term strategic plan that will take ten years, but what can we do now to combat poverty. And for many of us, including myself, you know, here by the grace of God, we could have been in those shoes.

I like to tell my story to the district employees, to the children when I meet with them, because I want to be that model for them that you can come out of poverty.

When I was a teenager, I went into the foster care system. I was in foster care some three, four years. And typically those children are the children that are most at risk of not being successful, for being in poverty, for getting into drugs and all kinds of other troubling areas. But it doesn't have to be that way, and it takes us as a community to make sure that we take care of each other, to take care of our most at-risk kids and to take care of our at-risk families.

And so this Commission is just the beginning of that, to bring our community together, to work together, to do what we need to do to take care of our community and to take care of those who are most needy in our community.

So thank you for being here today. It's a cold night, so I know you took time from out of your schedule. Please feel free to have some pizza and some soda to drink, engage with us because we're interested in hearing what you have to say to us so we can make a difference.

Thank you, and enjoy the night.

MR. JURMAN: So I'm going to go through some housekeeping and some set up tonight, and then get quickly out of your way so we can get to the important part of the evening.

As you may be aware, following the LNP coverage of the F&M report, Lancaster Prospers, this past summer, Mayor Gray announced the formation of the Mayor's Commission to Combat Poverty. Mayor Gray has created the following charge:

Conduct a thorough examination of the factors that contribute to high levels of poverty in the City of Lancaster in order to increase our understanding of the realities, challenges and multiple dimensions of poverty in our community;

Recommend policies and practices that can be adopted by government, business community, service providers, advocates, and individuals to help reduce poverty in our community;

Produce an action plan that includes specific action steps, priorities, and measurable poverty reduction goals with a timeline to reach those goals. So as Dr. Rau said, not a study to put on a shelf, an action plan.

The mayor also created four core groups to focus on four key areas. They are our focus tonight, Core Services:

Is healthy food, quality housing, adequate healthcare, transportation and childcare accessible and affordable for working families in single-parent households? To what extent does unmet need for these basic essentials contribute to our growing poverty?

Our focus on April 21st, Education and Training. Are our residents job-ready? Are we training for the job market? Do we take full advantage of apprenticeships, mentorships, and internships? What are we doing to provide opportunities for those re-entering our community from prison?

Our focus on June 23rd, Access to Capital - both social and financial. Examine the impact of public and private sector wage and hiring practices on poverty. What resources are available for small business start-ups? How is financial literacy, credit rating, predatory lending, et cetera, contribute to poverty?

And our final focus area on August 25th, Barriers and Best Practices. Identify institutional, systemic, situational, cultural, and behavioral barriers to achieving financial self-sufficiency. What has been done by other communities to reduce poverty, and what specific actions, policies, or programs have been successful?

Now that you've heard the general overview, I'd like to take a moment to go through and recognize the 12 commissioners who -- any that could be with us tonight chosen by Mayor Gray ultimately to complete this charge.

For commissioners, would you please stand when I call your name?

Sonjia Anderson; Tom Baldrige; Marlyn Barbosa; Jesus Condor; Carlos Grupera; Ollie C. Jones; Jessica King; Shayne Meadows; Dr. Damaris Rau; Sue Suter; and Blanding Watson. Thank you for your service.

I would also ask that the 48 members of the work groups to stand to be recognized as a group. And we have 60 people total who are working on this and giving up their time and volunteered. If we have any work group members in the audience, please stand to be recognized.

So thank you to our commissioners and our

working members for the time that they give.

Mayor Gray has purposefully avoided appointing any politicians to this group. He said so in the press. He's talked about that many times, and he goes on so far as to remove himself and his staff from the process for the purpose of not allowing the work we do to become politicized. So you will not see him at these hearings. He has expressed that it's difficult for him to stay away, but that's very purposeful.

These hearings are also structured with a lot of other very specific strategies in mind. We are beginning our process with community meetings and public hearings because as a commission, we feel strongly that any anti-poverty plan that does not include community input will not succeed.

We will begin each hearing with up to three minutes of public comment with no fewer than 15 people, unless we don't get enough sign-ups. I'm not sure where we are tonight for the first one, but hopefully the word will get out.

For those that are not heard during that time, we will also be taking video comments from residents throughout the process, and we'll have a camera set up at key events for people who want to go on record with their observation and their ideas. We're asking the

community to contribute their creative ideas, as well, to how we start to move the chains on poverty.

As we try to chart a new path forward for Lancaster City's anti-poverty efforts, we will be focusing on specific things to judge our final recommendations. We will treat poverty as a public health issue in the sense that we'll be looking more to address causes rather than symptoms. We want to get upstream of key challenges that help poverty grow. We will take into consideration the context of the people we're trying to serve in terms of the definition of poverty, circumstances people living in poverty deal with every day, especially their lack of time while coping with the urgency of day-to-day survival. Just getting by when they want to get ahead.

We will take into consideration the extent to which institutional racism plays a part in driving our poverty numbers higher. There are survey takers who will be present after the hearing doing a survey on food and food access, particularly for low-income residents of Lancaster, and the participants, so leave your phone numbers and be entered into a raffle for a grocery gift card. So please let us know what's going on for you, what are you experiencing.

This is going to be a marathon of information,

so restroom and other breaks are not built into our schedule because of the sheer amount of information we need to cover in a relatively short amount of time. Please feel free to come and go as needed whenever you need a break. We won't be insulted.

Questions after each presentation are time-limited to a five-minute session for each presentation in order to respect everyone's time tonight. Staff and I will stick around after the hearing to answer any other additional questions. There is also a Contact Us form on our website, www.combatpovertyLancaster.org, and you can submit written comments and questions there. If you do not have the Internet, we also have comment forms here on paper. You can fill out your questions or comments there. Please print clearly, especially when giving us your contact information if you want an answer. We will respond to every question that we get if you give us your contact information, either by e-mail or by phone.

Public comment will begin shortly. I would also say that we will have the video of tonight's hearing in its entirety unedited. It is on our website after tonight's hearing. We also have a stenographer here taking down every word as we say it, so we'll also have a document. These will all be available to anyone

in the public on our website following the hearing, and we will do the same for all of our four hearings.

For public comment, we will be strictly enforcing the three-minute time limit for each speaker out of respect for everyone who signed up. If you can make your point in less than three minutes, please do so so we can fit in more time for more speakers and more questions throughout the night.

If we don't get to -- or past 15 or if you were Number 21 and signed up and you didn't get a chance to talk, again, please use those comment forms or use our website or stick around afterwards. We do want to hear from you.

Thank you for coming. It's really, really important, as Dr. Rau said, this is a community effort, and that this starts from the ground up. We could not do this, and we will not do this without the whole community pulling together. Lancaster City will not be the city we want it to be without your help.

Thank you. We will now begin public comment.

PUBLIC COMMENT SECTION

SPEAKER 1: Hi, my name is Doug, and I wanted to, first of all, I commend the effort and I think this is great, especially as an apolitical body. And I actually want to bring to the Commission's attention

something that I've become aware of that's fairly specific and related to a property in Lancaster on North Queen Street. That's the former Bulova Building.

In reviewing the due diligence documents related to the public auction, online auction that's scheduled to take place from the 22nd to 24th, next week, much of which is based on public records of deeds and so forth, I discovered that it looks like it might be worth looking into for the City to reassess the potential environmental and public health liability that the property might pose, given that since 1980, when it was converted from a department store to a munitions manufacturing facility, it has not been renovated, so between 1980 and 2008, in conducting those operations, making munitions and other weapons, contracting-related things for the military, it involved the production of hazardous waste and byproducts like lead.

So in addition to potentially having a great deal of lead-based paint, given that the -- when it was constructed and also potentially asbestos in the building material, it's also been on the EPA's list for the super-fund site and deemed no further action required, but I think that given the timing of those decisions and the public record that reflects the different transactions that had taken place, I think

that it would be in the best interest of the public to reassess the situation. Given that things with lead affect people in poverty disproportionately more than the rest of the population, I also think that it's well within the Commission's mandate to bring this to the City's attention, ideally before the auction next week.

Thank you.

MR. JURMAN: Can you hold the mic closer? Oh, the speaker's not working?

SPEAKER 2: My name is Taraya Wright. I am -- not only am I single parent, I also have three degrees, and I just would like to overall voice my concerns with specifically about women in transitional shelter. We have families who -- a family three, a family of four where the head of household has a GED or high school diploma, and we require that these families obtain and sustain housing for their family. So the are concerns that I have is most property managers or realtors are expecting our families to make three times the amount of rent. My concern is relative to the state's budget or others organizations who should be able to provide some kind of financial assistance for families are not able to do so. And my concern is we are continuing to re-traumatize our families who are already in need, and we're telling them, although you are saving your money

and doing what you need to do, you still don't make enough to provide for your family.

Again, I say that as an individual who worked very hard to obtain my master's degree, and as a single parent, at times it is difficult for me to sustain myself, so here I am trying to provide for a family and encourage them to do well, but unrealistic expectations as a community, we are unable to provide for families with the necessary resources.

We all know that these families begin work, if they do have CCIS, when they look at their income and say, oh, well, you make more than the income, however the guidelines, you're responsible for providing your own financial support for childcare. Again, CCIS goes up, they no longer receive welfare benefits, and they are at risk of losing housing because they can't afford their rent.

So I just wanted to voice my concerns from a social worker's perspective and some of the concerns I see in the community regarding housing and whether there's a shortage of housing or just a need for more of the community involved in financial assistance for families in need. Thank you.

SPEAKER 3: Can you hear me in the back? So I don't need this. Good afternoon. I hope everybody

okay. The reason why I came today is for that word, poor. Nobody's poor. Nobody in here, nobody in Lancaster is poor. Okay? I think what we need to do in Lancaster is more united, and the people of Lancaster need to work together, neighbor to neighbor, street to street. There's nobody poor. They say, sure, we poor. You know what? And happiness, and you can buy a house, but you cannot buy a home because you don't have a family. You can buy medicine, but you cannot buy health. There's people that got millions of dollars, and they don't got no happiness.

Being poor, it's not somebody choose to be. I worked since 14, and I -- everything I have, I earned it. Nobody give it to me. So let's think about that this poor in this Lancaster is something that somebody got some rent, some money and we coming out and we doing something to study.

Ladies and gentlemen, if you look around the City of Lancaster, it needs help. It's not only with the poor people, not just a thing they just put on. We need help with the trash, we need help with the sewer, we need help with the city, the streets. That's what we need. We poor in that situation, and if you don't agree with me, I think I'm rich. I'm rich without money. I can wake up, I can move my arm. I'm rich because I have

help. I fought for this country for 20 years. It's a shame the way that we see Lancaster City. People try to push us out. We have to push those pushers out of the City of Lancaster so we can make the place a clean place, a healthy place where it's a safe place where all people can live, and those that want to live poor, it's because they choose to live poor with all these program.

We got people that come from another countries. They didn't know how to speak English. They isn't born in this country. But if you see it here, those refugees, those immigrant, they got somebody. They got something. Why? Because they work and they don't want to believe it. They don't want to be given it.

We got public welfare, we got Medicare. You know after I retire at 65 what I have to pay to Medicare? No, that's not right. We are not poor, and this is not a poor situation. Thank you.

MR. JURMAN: Thank you all. Is there anyone else who did not sign up who would like to make a public comment? A couple people. We have a little bit of extra time. Why don't we do that.

MR. SMITH: I think it's bouncing off the mic, so why don't you come forward.

MR. JURMAN: Yeah, come forward.

SPEAKER 4: All right. Everybody hear me? All right. Thank you very much.

My name is Tim Purcell. I'm a recent graduate of Millersville University, and since the summer, I've been working in Lancaster City. I actually happen to work with the refugee community, so we do work with people in the poverty level that they're talking about.

Something that I'm very interested to hear from this Commission is how, not only for those refugees, but also for people of a young age as myself, how the City's going to deal with the housing population situation. Housing is -- almost extinct in Lancaster City, as far as the renting goes. It's very hard to rent in Lancaster City, and we see that in my job with working with refugees. It's very hard to find housing. And I know as a person coming out of college, I'm dealing with debt above my head, as we all know. And that's something that myself, if I even wanted to live in Lancaster City with working in Lancaster City, it's very hard for me to do, even with having income.

So for myself having an income and for other of my colleagues that are coming out of universities or even those who don't have a chance to go to a university and are coming out of high school, how are they supposed to live? How are they supposed to live in a city that

can really offer so much? And I'm very interested to see how these core services are going to be played out in the city and especially with the component of housing that people can have the opportunity to live in such a great city.

I happen to live in York, and I think Lancaster is a hundred times better than York. So for that matter, I really think that if people want opportunity to live in such a great city that is making tremendous strides, they should have the opportunity to do so with lower housing costs and more opportunity to have housing in Lancaster. Thank you very much.

SPEAKER 5: Hello. Thank you for letting me speak. My name is James Ambrose, and I live on the south side of Lancaster. I live in the area where you talk about the 40 percent of the people that live in poverty, poor people in Lancaster on the southeast side. I live in city housing. I live at 524 South Ann Street, directly across the street from Washington Elementary School. I have a nine-year-old son. I have a 16-year-old daughter.

Recently, we was just notified that we were gonna be evicted out of our home simply for technicality where my son's mother forgot to put my name and my son's name on the lease, and that was the reason why she

was -- she received a letter of eviction for March 14th of this year.

My only question to the Commission is, we already live in poverty. We already poor. There are a lot of people living in city housing on the south side who have brothers, sisters, aunts, uncles all shacking up and living together. People are doing whatever they have to do to survive to take care of one another.

So my only question to the Commission, if you're going to help fight poverty for poor people, how is it good to evict a family of four, which you're going to make them homeless and put them out on the street again for a simple technicality of not putting someone's name on a lease form or something, I think that's something pretty minor considering the fact of how severe the poverty level is on the south side of Lancaster. So one of the best things for me is that Mayor Gray did put this commission together because we need everybody here to put their minds together and try to figure out some way to help the people on the south side of Lancaster. Thank you.

MR. JURMAN: Thank you. I know we have some different providers who are in the house. Anybody who is a housing provider, if you could raise your hand so James can see who's here, and some folks back there and

some folks back there. James, please make sure you talk to somebody after tonight. We're doing a long game of chess to get to December 31st when we have to give our recommendations to Mayor Gray, but we don't want you to wait until then for us to try to figure out how to help you, so please make sure you talk to somebody tonight. Thank you.

I will now bring up Ismail Smith, who is our research associate with the Commission. We have two staff with the Commission, Ismail and Emerson Sampaio, who you may have seen running around making sure everything works tonight. I want to thank -- just take a second to thank our staff for putting this together.

Ismail will be introducing the different speakers that we have tonight and will be giving expert testimony on the different areas that Mayor Gray has asked us to look at. And so I will turn it over to him. Thank you.

MR. SMITH: Before I get -- before I get going, let me say thank you all for being here. Probably the most important part of this to me is just being able to put the data together with people's lived experience, like you just heard about.

So the first presenter will be presenting on the core service area of food and food access. So what

you see here is a map of all of the food banks which receive food from the Central Penn Food Bank in the downtown corridor of Lancaster. What you see here is a map of different kinds of grocery stores, your typicals, they might be your Giant or Weis or your Save-a-lot, and the greens are the farmer's market, Central Market and whatnot, and then purples -- all right. That's one. And then the purples are going to be the imported food store, the Asian grocery store.

And I mentioned these two things to mention that that is the grocery store network in the city, and that that is the charitable food network in the city. But even on that map, you don't see the things that are exclusively soup kitchens, the youth nutrition programs, and other programs. With the charitable food network, with grocery stores like that, one has to ask, how is there still hunger in Lancaster City?

I think for many people, Lancaster County is a place of plenty. We drive the highways and the byways, you see corn and fresh food and farmer's markets and all that, and yet somehow something is preventing that food from making its way to the people who need it most.

So to help shed a little light on that, I'd like to welcome Jennifer Powell, director of development, Central Pennsylvania Food Bank.

MS. POWELL: Thank you, Izzy. I'm not going to use the mic. Can you hear me okay, or shall I use the mic? It seems a little echoey.

Thank you, Izzy. Thank you for the invitation this evening. Mayor Gray, Commission Chair Jurman, Lancaster City residents, thank you.

I am Jennifer Powell, director of development at the Central Pennsylvania Food Bank. The Central Pennsylvania Food Bank's mission is fighting hunger and improving lives and strengthening the communities. Our mission statement is just six words, and improving lives and strengthening communities are just as important as fighting hunger.

Our food bank serves 27 counties, many of them for over 30 years, and Lancaster County is our largest in terms of population, in terms of resource potential, and perhaps surprising to many sitting here tonight, our county of greatest need. I'll present more on that in a few minutes.

I would also like to thank Senator Mike Brubaker as chairman and the partners in Hunger-Free Lancaster County, a coalition of nonprofit leaders, government, private and public sector members committed to providing access to enough nutritious food for every Lancastrian struggling with hunger in three years.

I also would like to thank Lancaster General Health for its backup role in Lighten Up Lancaster and its 2015 Lancaster Community Food Needs Assessment and related report examining opportunities to improve access. Several of my testimony citations this evening will come from their work.

Although I'm proud to represent Central Pennsylvania Food Bank as its director of development, I'm also testifying as Jennifer Powell, former executive director of a shelter for homeless women and children here in the city. I am also here as a proud long-time city resident and homeowner. I am also a single mom trying to raise my children in the southeast section of Lancaster. And though I am blessed with a good professional job, I remember as if it was yesterday that I lived through domestic violence, was on welfare, and waited in long lines in food pantries.

Although I don't know the specific dictionary definition of poverty, I will never forget living it and helping other women and children survive it with dignity.

So that is my introduction. Let me describe food insecurity. Food insecurity, one of the most insidious symptoms of poverty we observe in the City of Lancaster.

Per the US Census Bureau in 2014, Lancaster City has just over 59,300 residents, of which about 29 percent live below the stated federal poverty level. This compares with about ten and a half percent for the county and 13.3 percent for Pennsylvania.

The City's concentration of poverty is three times greater than the county. Three times greater than the county. And the county itself has experienced steady increases in food insecurity. The federal poverty threshold, which serves as the basis for many assistance programs, was $24,250 for a family of four in 2015. By comparison, per PA Pathways studies, the sustainability threshold for this same family would have been well over $50,000. And sustainability does not mean and does not include saving for education or retirement, entertainment. It just means keeping up with living expenses.

The sustainability level also equates to about three and a half full-time minimum wage jobs. Also, most federal and state assistance programs cease providing benefits well below the sustainability threshold, which explains in part why food banks and their emergency food networks continue to serve record high levels of people.

Although most schools in Lancaster County show

increases over the last five years in the portion of students eligible for free and reduced lunch, the City had by far the highest at over 80 percent in 2014, almost twice the Pennsylvania state rate average of 44 percent. Four out of five of our city children are using this program -- staggering -- actually are eligible for this program.

City residents face higher barriers to accessing healthy food, including lack of supermarkets, lack of transportation, lack of healthy choices at neighborhood stores and, of course, the cost of food.

Nothing highlights this better than Lighten Up Lancaster's 2015 report finding that City respondents noted they were more likely to get their food from a charitable food bank or food pantry, church or community organization, 42 and 30 percent respectively, than from a neighborhood store or farmer's market, 37 and 23 percent respectively.

Equally telling, the primary mode of transportation for City residents to obtain food was walking, 63 percent; car, 23 percent; and public transportation, 23 percent.

Finally, cost ranked as the highest barrier to obtaining desired foods. The Lancaster County Emergency Food Network, anchored by Central Pennsylvania Food

Bank, the Community Action Program and the Lancaster County Council of Churches, served about 43,000 unduplicated individuals in 2015, about double the total in 2010. Soup kitchens and other congregant meals more than doubled to about 375,000 meals.

Completing our evidential testimony, our food bank also conducts extensive surveys every four years as part of our National Feeding America study series, called Hunger in America. During the 2014 study, client responses indicated several relevant trends:

Nearly all respondents indicated facing the impossible decision of affording food versus either housing, utilities or medicine, or a combination of all three.

Over 60 percent were out of work but desired to be working. Over 40 percent listed caring for grandchildren as a barrier to work.

Regarding foods available at pantries, the top three food products desired by those in need were fresh fruits and vegetables, milk and dairy products, and meats and proteins.

Health-related questions indicate high incidence of heart issues, diabetes -- and diabetes, showing alignment with the community health assessment.

We believe that it is profoundly disturbing

that the Great Recession has technically ended over six years ago, that the measured unemployment rate has steadily improved during this period, yet poverty and food insecurity levels remain at shockingly high levels. This is, in part, why Central Pennsylvania Food Bank is a proud partner in Hunger-Free Lancaster County and have transformed our operations and our food acquisition to emphasize healthier food offerings.

And, of course, this work is in progress for all of us, and some very profound questions are arising in our coalition work, and these are shaping our efforts and solutions.

How can we influence the food system so that healthy food is accessible and affordable to working families and single-parent households?

To what extent is unmeet need for these basic essentials contribute to growing poverty and vice versa?

Do we have at food desert problem, a transportation problem, or a combination of both?

How can we better leverage SNAP, formerly food stamps, the largest anti-federal, anti-hunger program, and how can we influence better food choices?

How can we better leverage our schools so that all students, regardless of income, have access to nutritious breakfast, after-school meals and summer

meals at a level approaching the success of the National School Lunch Program?

How can we increase the accessibility and nutrition levels of groceries in meals provided at the Lancaster Emergency Food Network of pantries, soup kitchens, city congregant meals and community meals?

How do we help educate our neighbors in need to make healthier food choices and obtain the tools needed to prepare healthy meals?

We know that food insecurity does not live when it's [inaudible], and that our efforts must be aligned with broader effort by this Commission to combat poverty. We also know that our efforts must be conducive to people increasing their own resiliency and their own sustainability.

And this last point brings me to close my testimony -- testimony by sharing the challenges I face daily as a single mom living on a low income, and candidly, some challenges I still grapple with today.

How am I able to afford healthy food when it is and was so expensive when I could barely pay for my rent? Not having a car, how would I get to the grocery store and then lug everything back, walking with my two little children tagging behind me, or waiting for a couple hours on a bus or waiting for someone to give me

a ride?

I grew up on foods that were anything but healthy, yet every minute of my day was and still is consumed with work, kids, homework, bath times, meltdowns -- usually my kids, but not always -- daycare, checking homework, keeping our home clean, how do I climb the steep hill of healthier eating and cooking and find time to do all of that?

When I landed my first good job, I was elated. Then my eligibility ended for various programs, and I really found out how expensive it was to afford childcare and just how much medical expenses are not covered, even when you have a good health plan.

Still today, I worry about the safety of my neighborhood. By moving several blocks to a safer neighborhood means at least double or tripling my housing costs. Should it really be that expensive to provide a safe home for my family? Should we have to move to find safety?

As we all work together with the Commission to Combat Poverty in Lancaster, I believe that these are just some of the questions we will need to answer from the perspective of your neighbors that face these challenges daily.

Thank you for allowing me to testify today.

MR. JURMAN: Does anyone have any questions about the data around food and food insecurity and food access?

Q Are you aware that so much food been thrown out by the school district at lunchtime, the milk, the orange, the apple, when it's over and they can't give it to nobody and goes straight to the trash?

A I think perhaps maybe the superintendent might be better able to answer that question for us. The Central Pennsylvania Food Bank and Hunger-Free Lancaster County Coalition, one of the main objectives is to increase participation in school breakfast and the after-school meals, so that is one of the things that we are focussing on, but I think the superintendent --

Q Thank you very much.

A -- might be better able to answer that.

MR. JURMAN: I'd like to say, too, part of what we want to do is if there's a specific question, to flip it around to how much is being thrown out and to put real data behind that so that it's not just anecdotal. We're looking at real numbers of what's actually happening so that we can address the issue.

Q Hi. I heard you mention from the maps at the beginning that showed the grocery stores, how many food pantries we have. We have pretty good coverage of those

kind of services, but do we have data that correlates the relative health of the available foods at the grocery locations, the average price of those foods at those locations? Do we have any kind of supplemental data that might tell us what kinds of problems that certain areas might be facing in regards to the availability of food?

A There is data. We at the food bank do a summer study every four years, and that is where we were able to ascertain some of the health data that I mentioned in my testimony. As far as specific individual stores and their costs and their pricing of food, that's something that I don't specifically have information on, although many of our respondents, in fact, a large percentage reported the cost of food was one of the barriers to accessing the healthy items.

Q Thank you.

A Yes, ma'am?

Q Does the food bank have resources in the city where people can go and get food?

A Yes, yes.

Q Is there a way of getting a list to people so that that can be given out?

A Absolutely. On our website, www.centralPAfoodbank.org, we have a tool that you can

put in your ZIP code, and all of the food pantries and food banks will come up. In addition, if you call 211, United Way's 211, there is a listing of all of the food pantries. They even have it on their website, as well.

Yes, sir?

Q I work at Saint James one day during the week. I want to know how much influence these church-based meals are to your program, how effective are they?

A I'm sorry, how much of an --

Q How effective are they?

A How effective are they? I think one of the -- personally, what I think's not important -- one of the things that Hunger-Free Lancaster County has been evaluating is how are we able to meet the needs today, the hungry people that are in need today, but then also look at providing a sustainable network and access for those moving forward.

So from my personal perspective, the day-to-day need that people have, the church meals like the Saint James breakfast that was meeting that need, but moving forward, we need to look at those issues of sustainability and access in a broader sense.

Yes?

Q I have a question real quick. Do we know what percentage of those who qualify for SNAP, is that the

food stamps, are actually participating?

A We do. I do not have that information right in front of me; however, I can give you my card or get your name, and I can get that information for you.

Q Okay. My second question is, on the fruits and vegetables availability, do we have any significant urban garden program that would allow people to grow their own?

A Yes, we do. In fact, one of the initiatives with Hunger-Free Lancaster County, the coalition that I mentioned, we are looking at growing -- growing the urban gardening program, but also analyzing how many. There are many school gardens, as well as urban gardens, I'm getting pointed over here, that -- Saheeb, I guess you're pointing to, knows maybe more about that. But there are many urban gardens in the city, and we're working to kind of map those out from a coalition standard so people know where they are so they can go and help and then also reap the benefits of the food.

Sir, in the back?

Q I work with within the Lancaster School District. I'm a third grade teacher. I know that within the schools, we hand out meals and we have the --

A Yes.

Q And teachers throughout the school are handing

out thousands of lunches [inaudible]. Also with regards to the community gardens, a lot of the schools are also starting gardens within their -- on their property to help out, as well, LG gave our school, Lafayette, a grant to grow the garden in our school. Also, curious as to what the programs through the School District of Lancaster to provide for students for families in the neighborhood?

A I'm so sorry. I didn't hear the first part of your question.

Q What other programs are there that go through the School District of Lancaster to help provide healthy foods for our students, as well?

A That was on I was just going to mention. The Central Pennsylvania Food Bank and Hunger-Free Coalition in partnership with Powerpass, which is a program that goes in, I believe there are numerous schools. I believe pretty much every school in the city, as well as I believe 49 schools throughout the county, as well.

Yes, ma'am?

Q How far reaching is the summer lunch program? I know it's in a few places, but I'm not clear on how many students access summer lunches or summer meals.

A I don't -- I don't have that information right here in front of me, but that's also one of the

objectives and goals that Hunger-Free Lancaster County is working to leverage and increase access for during the summer.

Yes, ma'am?

Q I have a question.

A Yes, ma'am.

Q You said to identify where the food banks are?

A Yes, ma'am.

Q Just go to www whatever?

A Yes, ma'am.

Q Okay. The person that need that service probably doesn't have a computer.

A Yes, ma'am.

Q So we should be looking at how do we get this information out so that everybody have access to it. I didn't -- I mean, you see what I'm saying?

A Yes, ma'am, absolutely.

Q We have become so dependent upon the telephone and the computer to access information, but if I am just -- if I need your services, I don't have a computer.

A Yes, ma'am, that's an excellent point, and one that I think our coalition needs to think about as we're looking at distributing and getting that information out, because we have the phone and we have the website, but getting our boots on the ground is an important

point. Thank you.

Yes, Saheeb?

Q Good evening, everybody. I think we have a great opportunity. My name's Saheeb, and we have an urban garden program called the Dig It, and we're located in the southeast area of Lancaster. And what we've discovered in the few years that we've been doing the Dig It program, is most of your youth, including your son --

A Yes, sir.

Q -- who has worked with us in the Dig It urban garden program have been informed and educated to follow the seed to the table. So we can do backyard gardening. We can do gardening wherever there's a platform. We have an opportunity to take control of the poverty and particularly the hunger in our city here. We have to take the initiative to realize that whoever controls your food controls your destiny, and as long as you buying food that has chemicals on it, you're taking in those chemicals that you eat and you can't wash it off.

And there was an example. We had an epidemic of beetles, so we sprayed the vegetables with some cayenne pepper, but when we harvest the vegetables, the string beans were hot. What that told me was that when you buy food that's been sprayed, you can't wash it off.

So we have an opportunity to buy fresh and buy local and organic in Lancaster. We have a unique opportunity, so let's take advantage of it.

Doing some things behind the schools, we're doing some things throughout the city in little plots, and we encourage the backyard gardening. And we can contact families by sending notes home in school, and everybody will know where they can go. Thank you.

A Thank you.

MR. JURMAN: We can take one more question, and as I said, please submit any other questions either online or through our forms after that.

Q Yeah. I'm Larry Girardi [phonetic]. We have a Giant supermarket on the northeast side that borders Walnut, Chestnut, Reservoir and Broad.

A Yes.

Q And I've spoken to the district manager about modernizing that store and expanding it, and from what I understand is that they make that determination based on the income level of the community.

I recently upgraded the store on Oregon Pike, and so we have to, you know, I think the business community and the civic leaders need to get involved with Giant to convince them that Lancaster City and cities need a different measurement to expand and

modernize stores.

A Thank you.

MR. JURMAN: Thank you.

MS. POWELL: It was a pleasure. Thank you so much.

MR. SMITH: Thank you again, Jennifer.

All right, everyone. I'll be presenting to you on transit access, in the absence of anyone better to do it. So let's get started.

So a question I've been asked a couple of times is, why the focus on transportation? And it may seem obvious, but it really does form this pin in attempting to get to all the other core services. So if you can't get to food, if your housing is too far from work and you get can't a reliable bus there, if like 3.2 million American children last year, you've missed your health appointment because of transportation restrictions, then you have a problem, and one that we can avoid.

This is a map of Lancaster. It's a little small up here, but the traditional southeast has remarkably low rates of vehicle availability. That's Tracts 9 and 147, just there on the east side of Queen Street where 32 and 42 percent of people don't own vehicles. And, obviously, poverty often coincides with

low vehicle ownership sort of compounding those problems. So if the question becomes, how did that contribute to growing poverty, the inability to get from one place to another, the inability to get time to do the key things that you need to do because you have to catch the bus uptown, downtown back and forth presents a serious obstacle to lifting a family out of poverty.

So the question is, is there affordable quality transportation available to Lancaster City residents? The first question, obviously, is how do we define affordable?

The Department of Housing and Urban Development and the Department of Transportation created a combination earning standard; that is, if you spend more than 45 percent of your income combined on housing and transportation, you're considered burdened in that combination area.

They recommend that no household spend more than 30 percent of their pretax income on housing. Otherwise, they're considered burdened. So what's left in that is 15 percent of the pretax income, and we'll see here what exactly that means.

So on the left here is the median income by family size for Lancaster City. So a single parent with one child, the median income in the city is just over

$36,000. The income at the poverty line is $15,930, and it's important to note, those are the poverty lines standards going down. It's important to note that right around 30 percent of Lancastrians live underneath this poverty line. So this is the amount the government recommends they not spend more than annually in securing transportation for themselves and their family.

So a single parent and one child at the poverty line should be trying to avoid spending more than $2,389. And that's relatively difficult, especially when you bring in the costs of attempting to afford an automobile. AAA estimates the average sedan, and we went with a sedan as opposed to truck or an SUV because we didn't want to average a car that might be out of the price range of many low income residents, at $5,044 a year. Now, that doesn't include the depreciation costs that is often included, but it also doesn't include the cost of actually buying the car, the principal on the payment.

Now, you can obviously go over this, and people often do, but in that case, they're often making tradeoffs. I think everyone here is familiar with the risk you sort of take in getting the, you know, a cheap used car and whatever a family has to do to make ends meet, but at the same time, when you have to replace the

carburetor or the solenoid, or if you skip out on maintenance, that carries risk that can cause unexpected costs. So not replacing a taillight carries a risk that can create an unexpected cost if you get ticketed for that.

So let's talk about an example family. A family of four, the parents both use public transit daily. They have two young children. Mom works in Zone 2, and there is a zone map, so Zone 2 is that ring, Millersville, Willow Street, Rockvale, Greenfield, where a lot of jobs that Lancaster City residents have are. Dad keeps house, you know, the house husband, takes care of the kids. And so we'll say the mom makes four trips on RRTA day, and dad also uses four trips running errands.

Now, just using the base fare price, they're going to end up spending $16 a day, which ends up with them spending over $7,000 a year in transit for the two of them. However, using the RRTA all-day passes within Zone 2, they can significantly reduce the price of that to $6.80 a day for the two of them, and we'll come to why I say Zone 2 in a second. Now, $6.80 by 365, you can see that's 2,482 less than the 15 percent standard for a family of four.

So you'll see in Zone 2 here, and those are

the fares, and this chart lets us know what the ridership is. So you'll see the most used route is Rockvale out Route 30. That serves the outlets, it serves Wal-Mart, it serves HACC. But Millersville is within the first two zones, as are PCC, PCA and PCB. Those are all the Park City routes, and the majority of transit that goes on from Lancaster City does not leave the two zones.

And so here we'll see those are the rides used most, again, the outlets, Millersville, and then out to Columbia. When speaking to Jeff Glisson from RRTA, he indicated that most of the Rockvale transit, it goes to employment. And obviously some of that goes to education, as well. Similarly with the routes out to Millersville largely education and employment.

And then you can see these are the Park City Routes 1, 2 and 3. And they each go to a different part of the city, 6th Ward, Southeast, 8th Ward. But combined, they make up almost half a million in annual ridership, and they go to many of the places where low income residents of Lancaster live, and that's important because, otherwise they don't have access to things like getting out, if they to Park City way for something, 42 percent of people in that Tract 9 don't have regular access to a vehicle.

And then a thing that I should address before I move on is time. So this is the Park City A. So let's say that our family of four lives where their closest stop is there at Ann and Chesapeake. Now, that's a 15, 20 minute drive. On the bus, that can be 35 to 45 minutes to get out to Park City.

Now, if Dad has to get out to Park City, that's 45 minutes. If he's gotta come back into the city to Queen Street and catch another bus to the grocery store to pick up groceries, he's gonna spend another 35 minutes doing that. That right there, over an hour. Now he's got to come back in. So what might otherwise be a very brief trip is going to take Dad three or so hours.

So when we talk about transit access, we should talk about whether it helps the people that are most in need or most wanting of these services. Three groups in particular rely heavily on the access services provided by RRTA. Those are the seniors, persons with disabilities, and the working poor.

Now, many of you, I'm sure, have seen the Red Rose Access buses that go around the town. They're aware of the service for people with disabilities. What they may not be aware of is that people receiving medical assist rides to their medical appointments and,

additionally, if they do take the normal bus and not the access bus to a medical appointment, they are often eligible for fare reimbursement on those costs, which can end up being a lot of money and, therefore, can go a long way.

Specifically, however, I want to talk about the Access to Jobs program, which is a federally-subsidized program orchestrated by the RRTA for people within 150 percent of the federal poverty line for their household size.

One of the things that often comes up in talking about employment in Lancaster and employment as a way of getting out of poverty is that there are many third shift jobs, the second shift jobs that low income people can't get to, or even worse, they go out and now it's 2 a.m. and they've gotten off work and they can't get home from their job.

RRTA does provide this Access to Jobs program, provided that you're within that income range, that you need to get where you're going and get from where you're going outside of work hours and that it's within a quarter mile of a bus route. Now, that does cover a lot of the city, and they've indicated, too, they don't go outside six miles from center city, which is a limitation, and there's low ridership for the last two

fiscal years -- 10,441, 13,186 -- and that's a lot lower than the other routes, which you might expect. But as was indicated to me by their director of development of programs, they think that there's a big market for employment in those times, especially for low income persons, and that the program is underused. They have federal funding to expand that program, and I think that this comes back to that piece that I heard someone mention. This is available on their website, and if you went to the website, you would find it out.

But knowledge of the program throughout the community is very limited, which is another hurdle that needs to be gotten over because it's important that we bring the services to the people and not just expect people to come to the services. Now, these are the employers by industry. There's 88 total that the Access to Jobs program serves.

And that's about what I have for you today. Now I'm happy to answer any questions you have.

Yes, ma'am?

Q Hi. So in regards to transportation for the RRTA work -- okay.

So my question was in regarding to the Access to Work through RRTA, I know you mentioned there's limitation in regards to how far they will go out to

pick individuals up. Do you know if there are any limitations in regards to how many passengers are needed in order for that pickup to occur?

And I ask because there have been families that I've worked with who they may work at QVC or Dart Container or wherever that may be, but there's only two of those individuals, and there's not enough people for RRTA to go out and pick them up after their scheduled hours or whatever time the bus runs until, six or whatever.

And, again, I ask because I'm originally from West Philadelphia. I never had to deal with any busing transportation. It's a 24/7 thing. So to have this somewhat met resistance to say, yet we offer this, but there has to be at least five passengers for us to come and get you, so I don't know if you know if there is a set number of passengers required in order for that to access to that bus.

A So I spoke with their programs director and their executive director, and they did not indicate a passenger floor, but they did indicate that it was easier on them because they do have, as they explained it to me, a bottom line to consider that more people be on the buses and that if they increase past what could fit on a single Access bus, they would absolutely send

out another one.

And that is a thing that -- I went to do my undergrad in Pittsburgh, and while it's not quite Philly, the buses do run a little later and this -- when our buses goes down, it is a serious limitation to not only to low income residents of Lancaster, but also to commerce, in general.

Are there other questions? Yes, sir?

Q I have two questions. What are the headways on the most poplar groups? The headways, how often does another bus arrive at every stop?

A So on the -- for the Park City's, those are spaced about an hour. I don't know off the top of my head for the Rockvale, which is the most popular group, or the Columbia, but that information is -- and here we are again with this, it is -- the schedule information is available on the website, too. Just Google RRTA schedule.

Q Okay. My second question, you said that you received reimbursement for medical transport?

A Yes.

Q Do they supply a doctor's note or -- and then Red Rose reimburses that after that?

A Yes. They have an eligibility form that could be gotten from the website that must be submitted.

Q Could you -- you could -- could you potentially change the policy to self-affestation [verbatim] on the bus and save the driver from going out there instead of maybe get back --

A Well, I don't work for RRTA, but that is a solution we should consider.

Q Thank you.

A Yes?

Q Is the Job Access program that's available in the evening for second and third shifts, how much does that cost? Is that more expensive or is it not at a low cost?

A It is at -- I believe it is $3.80 a ride, and so it is -- it is expensive and -- or more expensive than the maximum fare that is the Zone 4 fare. RRTA also indicates that while there is additional federal funding to expand the program, that they have not been -- not explored decreasing the fare with the decreased ridership.

Q Does the school district still utilize the RRTA for city busing, and if so, does that count in towards some of these numbers that you showed us?

A Dr. Rau?

DR. RAU: We use our own school buses.

A Oh. The question was, does the school

district make use of any RRTA busing, and does that contribute to any of the counts, and if I'm reading Dr. Rau's face correctly --

DR. RAU: I don't believe so, but I'd have to check.

A She doesn't believe so, but she'd have to check. I had one --

Q I am a Red Rose Access rider.

A Yes. Hi, hello.

Q An Access rider.

A Please inform us.

Q I'm not a representative, but it was a work program that costs like three dollars in the Jobs to Access. It's a very good program. It's very good. And as a rider, I love riding with so many people.

A Can you -- actually, can you give a specific answer to Taraya's question as to whether -- like is there an absolute bottom number, like would Access send out a bus for one person?

Q Well, we have a scheduler and then they give us a route and we go pick up individuals, so I don't think it matters, just think that maybe go pick people up.

A Thank you. I had -- go ahead.

Q So I know that Lancaster City Alliance is also

looking into a mobilizer in the city, but I know it's more of a county. So I was wondering if there was any sort of potential overlap between people around the city and then --

A The first question? I want to make sure I answer you correctly.

Q Yeah, it was kind of jumbled. It's okay. So as far as just what the transportation throughout the county generally focuses more helping people get to jobs that are located outside the city, but is there potential for overlap with -- or is there collaboration with the city lines, as far as their sort of, I guess, projected idea of having some sort of mobilizer throughout the city?

A Well, to that question, I'm going to say there's always potential for collaboration, and that, again, comes back to, I think, how much influence we as a community might have on RRTA's organization, pushing for that sort of thing.

The second question was, real quick?

Q Like, as far as busing goes, is it really just -- is it cost and then inconvenient timing of the bus schedule that -- are those the biggest -- or are there other issues but cost of transportation?

A I would say that cost and timing are the

biggest issues for transportation, just based on what I've looked into, but I think that coverage is also gonna be an issue, and that question is probably best directed to the community at large.

I think I've got time for one more. Let's make it a good one. Go ahead, Belvesha [phonetic].

Q One isn't a question, but it's more of an answer to her question. There is this kind of lack of a direct route that the buses take.

A Right.

Q You have to tend to go out and into the city to go out to another place, so that adds a lot of time to your travel because of this lack of direct routes.

A Right. And, yeah, as we can see here, if you need to go -- if you're at Park City and you need to get to Giant, you've gotta come back in and go all the way out.

In the black hoodie?

Q Are there other ways that we could consider improving these infrastructures that doesn't necessarily involve transportation, but maybe making it more walkable, more bike-able. Is there any way we could change the legislature or change parts of the sidewalk or infrastructure in a way we could make it -- so that more free public transportation by the ownership of like

bicycles, walkable to help us?

A Absolutely. I think Lancaster actually, as a lot of this cities go, is a fairly walkable city, but we do have some, I call them growing pains, in the amount of car traffic and the availability of, say, bike lanes, et cetera, et cetera.

In the city, we haven't quite adjusted to, I think, for the level of use that people have. Though for what it's worth, the busing system is beginning to catch up to, you know, incorporating the -- I can't remember what the special name for them is, but like the racks on the bikes and they're being more accommodating to that.

Thank you very much.

And then just back that up, again, with the legislation policy question, please bring that up, put pressure on it, keep bringing it up.

I need to go ahead and make way for the next presentation. And they have a lot to tell you, so I'm gonna save you the speech. I would like to welcome Alice Yoder, director of Lancaster General Community Health, and Hilda Shirk, president and CEO of Southeast Lancaster Health Services.

MS. YODER: Thank you, everyone. It's an honor to be here to frame the issue around health and

healthcare within the community.

So I'm going to give you a heads-up, there is a lot, a lot of data that's available on health and healthcare. So we tried not to hit you with too much, but give you enough of that you walk out with something that you -- at least one or two things that you didn't know before about Lancaster City. And if there's any other data piece that you feel that we left out and you want to know about, there's a good chance that we do have that information. We just didn't include everything because it does take a lot of time to present some of this data.

So between Hilda and I presenting, you'll hear a lot of the same -- some of the same themes, and we'll really focus on providing data to you and with some possible solutions or questions for you to think about. So the front end of the presentation is really focused on hitting you with a lot of information about the city. Maybe some of it will clarify some myths that you have and some questions that you have, as well.

But probably to start out with, the biggest thing is that we sort of separated what healthcare is was and what health is. So when we think about what creates health, as you get towards the end of our presentation, you should hear a theme that what creates

health is more than healthcare. Healthcare is an element of health, but to improve the health and wellbeing, very similar to what the gentleman that spoke out first talked about in terms of someone feeling well, feeling socially connected, we know as healthcare providers that's a key to improving health overall.

So to start out with, what some people are typically wondering about is the deaths from a community standpoint. So this is slide really gives some comparison. We try to give comparisons when we could so you have a sense of how we compare to the city. We data that compares us to Pennsylvania, as well as the nation. But these are the top five causes of death. This is what the people in Lancaster City are actually dying from compared to the county. And the first two, as you can tell, are causes that are the same even from an across-the-nation standpoint.

But when we think about this from a healthcare standpoint, this is kind of the last thing we want to talk about and the last thing we want to think about is really the deaths. So when we think about, this is what people are dying from, we start thinking, okay, then what are the real causes of death? So it's important for us to consider what are the behaviors and other aspects that cause people to die of the things that we

had on the previous slide. And if you can tell from this pie chart, that over 50 percent of the causes of death are related to behaviors, choices we made, and the environment in which we live. So depending on our ability to make choices and whether we can feel like we have barriers removed in order to make healthy choices and choices that are going to improve our health and wellbeing, really matters in terms of health.

So if we dive in deeper into some of those behaviors, this list, again, we tried to give some comparison between the county. You can see over on the left side where we have the city that related to some of the health behaviors are not doing as well maybe compared to the county. And specifically we have this information broken down by different census tracks within the city. So we have a lot of detail around this information.

But this is real important. When we start thinking about these behaviors and we start thinking particularly about policies and systems that actually, you know, support someone to be more healthy or support them not to be, this is pretty significant.

So if we think about some of the conversation we've had already around physical activity when we were talking about transportation and our ability to walk and

to ride a bicycle, that has a direct effect on obesity. And then earlier, we talked about food and food insecurity, particularly related to just any food is not good. Actually, any food can be bad. If you have diabetes, it makes it worse. Certainly for our children, if they eat food that's not good for them and it's bulk because it's cheaper, that's now going to actually make their health worse as they move into adults. So the early presentation around having access to fresh fruits and vegetables that are affordable for both our children and adults would be real important.

So you can see that these are behaviors that address the issue around what people are dying from in the community, but we have to, as a community, start thinking about how easy it is and how many barriers do we actually have up in order for people, when they want to take personal responsibility, is it easy for them to make that particular choice.

And regarding the question that was brought up earlier this evening, we do have a healthy corner store initiative where we're working particularly with the corner stores, the bodegas, and there is a national program that we're a part of to be able to start enhancing at the local store where people might frequent -- might go to frequently, is there an ability to pick

up more healthier items that are affordable and tasty and something people may want.

So a few of the slides that we pulled out, too, have to do with some of the other areas where we looked at all the health data, there was some information in that pocket that was very different than the county. And so this was one of the ones we wanted to bring up. This map, if you can read it from where you are, sexually transmitted diseases was an area that did kind of look like there was more in the city than there was in the county overall.

So this particular slide is gonorrhea. And the incidence of gonorrhea, you can see the big -- this is the county map and this is the circle for the city around that. And the next slide also talks about thinking about sexually transmitted diseases, particularly gonorrhea and chlamydia, it really affects younger people. So this particular chart really talks about some of the younger teenagers and, as you see, there's a higher incidence there.

This next side, again, is still gonorrhea, and you can see, if we take the county map and you put it towards the city, you can see where some of the hot spots are as it relates to particularly gonorrhea within our county and the focus really there on the city.

The next slide, I'll go through these really quickly. This one is chlamydia, but you can see it's the same issue. Overall for the county, there's a higher rate of chlamydia than to gonorrhea, but there is also a higher prevalence within the City of Lancaster. And, again, chlamydia, although more common in women than men that have chlamydia, but the age range is also pretty young people are getting chlamydia.

This next slide, again, is kind of a hot spot slide. So also think about these slides within terms of if you want more information, as Dan mentioned early on, we want to be able to measure what we do, we want to know what's truth and what's not truth. There's a lot of these types of information that we could also bring up for you.

This next slide really speaks to -- I don't have -- we don't have this information at this point in time for the city. This is really asking people, it's a survey that was done for our county, and it asked everyone how they felt around their health. Now, how you feel about your health is a direct predictor of how healthy you are. So we can do all the statistics, and we can pull out all this information, and it can tell us something, but if we ask somebody, how do you feel, you get a pretty good sense of how you're feeling at this

point in time. And then even a bigger predictor is you start thinking about the future. If you don't feel like you're that healthy, it sort of becomes a self-fulfilling prophecy and it gets worse, even if you're feeling better.

So this particular slide, it is for the county, we don't have it for the city, but what it really does looks at, it looks at income. So this is no different than when you look at it for the nation, but it's important for us to think about, if someone is -- has lower income, then for the most part, they have a higher percentage of not feeling healthy.

The same thing goes with education. So this slide is the same one as the other one. If you think about whether someone does or not does not have a high school degree and then you look into college and further, the less education you have, the more -- if you're going to ask someone as an adult, that they're not gonna feel healthy.

Now, some of this might think is common sense. We're just trying to show you that we have some data, at least from a statewide, to kind of back some of that up and talk about the implications related to health.

This next slide is also important when we start thinking about the home. So we know housing is

real important and where we live matters. So you've heard a lot, ZIP code matters. Somebody mentioned this early on. We are able to, with certain health issues, actually look where someone lives and we can identify based on someone lives the -- what their health is in that particular neighborhood. So not only in the neighborhood, but the house matters. So the house that you live in really does matter as it relates to health, particularly when we start thinking about -- well, the number one up there is around cigarette smoking. So particularly when we have housing that the people are close together about, there's a lot of concern from a health standpoint. I know a lot of our pediatricians talk about this. So if you have someone in one apartment that's smoking and you have a child in the next apartment that has asthma or you have somebody that has chronic obstructive pulmonary disease, other respiratory, there's an issue there from a smoking standpoint.

And then the other issues around mold, dust mites, pests, all those triggers we have in our home that could actually make asthma worse is something that we really need to look more deeply into. We don't have enough information about this. We don't have information as it relates to various homes.

What we do have information on, and Hilda's going to go into this in more detail, is lead. So the paint in the houses that still have lead in them and how dangerous that is to our children, so we'll share more of that.

So the next set of data that I'd like to go into is around hospital data. So this is data specifically from Lancaster General, and this one really talks about the people that frequently use our emergency department and where are they and where do they come from. So this is a slide of Lancaster County, and the darker the spot is the darker of where people that utilize the emergency department, for the most part, not as an emergency department, but more as you would go to your family practitioner. So you can see that there's a high percentage of individuals that use the emergency department that use it for reasons that are not urgent. And a majority of them come from Lancaster City and actually do walk there.

In terms of what they come to the emergency department for, there are things that are -- their primary diagnosis winds up being that they're obese, they have lower back pain, diabetes, depression. And then, you know, a lot of them are younger and a lot of them are females.

But the one thing that we've also seen when we've done a deep-dive analysis with looking at, again, those that use it frequently is that we find out that they're really high on the socioeconomic distress scale. That's a scale that we use when we're working with groups of people from -- that have been in Lancaster General either inpatient and have been in the hospital a lot and if they come to the emergency department. And that scale actually means that they've scored high because of poverty, because they're a single-parent household, and then they have -- they're either unemployed or lower employment and/or they have a high school education or lower.

This next slide actually gives information related to the inpatients and the amount of people that use and are inpatient in the hospital often. And this group actually does not come predominantly from Lancaster City. So we have the patients that visit Lancaster General often that it's much more than anyone would want to have to go to the hospital and have some type of procedure. We find out, for the most part, that they are elderly, but they are more from the county as compared to the city.

The next slide, again, dives a little bit deeper. So we went sort of from county, compared it to

the city, and then we went into, you know, going to the emergency room, going into the hospital. Now we're coming back out of the hospital, and we're looking at family practice. And so that's where Hilda and I will also share information about when you go -- about a primary care doctor.

One thing that's clearly in the literature and that anybody that's studied about how do you improve health is, number one, people need to have insurance. Number two, is once they have insurance, they should have a medical home, and what that means is that someone should have insurance and they should find a doctor or a provider that they go to on a regular basis and have a trusted relationship. And then if they have that, then that relationship with that physician will hopefully get a lot of prevention done, have a lot of their screenings, and that will help improve -- will improve health.

What we're finding out, and, again, a theme you'll hear from Hilda and I for the next ten minutes will be, your doctor can talk to you about all that, but if you go into an environment that's counter and doesn't allow you to do the things that the doctor prescribed because there's a lot of barriers up, that's where we're seeing the health outcomes don't happen, and we'll have

some examples for you shortly.

But if you look at this, I don't know if you can see this real closely, we kind of color-coded it where these are all, what we call in the hospital world and the healthcare world, quality indicators. These are the things that we know if we do these well in partnership with our patients, that there will be improved health outcomes.

So up top then, you can see that we've done really well, and this is from Downtown Family Medicine, which is a practice that Lancaster General has across the street from Lancaster General Hospital. It's very similar to Southeast Lancaster Health Services. It doesn't have some of -- or all of the wraparound services that a federally-qualified health center would have, but it has many of them.

And so, really, some of the things that that practice does better than the other LGH practices, so we compared Downtown Family Medicine to the other practices throughout the county that are seeing people either in Quarryville or up in Lititz or somewhere there, and so this particular practice has more women that are actually getting their mammographies -- and, again, there is a high rate of medical assistance within this practice -- and cervical screening and immunizations, as

well.

Some of the areas that we're not doing well in is higher utilization of the emergency department, and then also the seven-day readmission, which is really interesting. So we can see somebody, treat them, send them home, and whatever we ask them to do, there's barriers, perhaps, against them being able to do it, so they wind up going back into the hospital, which we know many people don't wanna have to do that to begin with.

Is that time's up? Calling in for a question.

All right. So here's more information, and again, some of this is going to be really tedious. But this is information about health insurance. As I mentioned before, somebody needs to have insurance in order to get us started, and we have a lot -- we have some more information later on in the presentation where you can see the difference in the city and the county and the percentage of uninsured.

This number of uninsured is probably -- is not accurate. From the standpoint if you look at the county, the county does include Amish. So if you take Amish away from the county, that uninsured rate will probably go down for the county, so when you compare it city to county, we're probably thinking it's false. You know, we don't have data to prove that, but we do know

that the county data for uninsured does include Amish, and we know a lot of Amish are not insured, so there's quite a difference there.

So the next couple of slide is a laundry list, and I understand that these presentations will be posted on the website and available to you, so we have more information, and I know we're going quick here, that you can refer to. But there is a group that comes together from three free clinics that are in Lancaster County; one's in the city, and two are in the county. And they're looking at, what's their role? If we have medical assistance -- we've had medical assistance for many years, since 1965 the bill was signed, and by '66, it was up and running. We have -- we didn't have medical expansion -- or medical assistance expansion right off the bat, so there was a group of people, a large group of people that were low income, uninsured, but they did not qualify for medical assistance.

So the free clinics in our community really we're caring for those individuals. But since the Affordable Care Act, we could have expanded. We didn't expand until recently. But now that we've expanded, people are saying, well, now everybody should have insurance, right? And we know that's not the case.

So what this list does is goes through who are

the people that are still falling through that gap? We have medical assistance, we have MA expansion, but there are many people still falling through the cracks. The two biggest that I think most people would say is that the people that work two jobs that are part-time and they don't get insurance through their employer and they went on the exchange, and when they went on the exchange, particularly since it was new, they decided and they looked at all the options, which is overwhelming and they didn't have help doing it, so that's one of the things we know we need more help with, getting people to know what to sign up for and if it's the right one for them, they would go on the exchange and they automatically selected the bronze plan because the bronze plan out-of-pocket is the cheapest that you can get, but the deductible is really high.

So what we're feeling on the healthcare side is people that used to come to us for prevention, for regular checkups to make sure that their blood pressure's okay, they're not coming because they have a deductible. Every time they come because they have a deductible so high, they feel they have to pay. Now, some of that is incorrect information because most of the prevention is exempt from deductibles, but we haven't done a good job of getting that information out

to people because we are seeing a decline in people coming for the prevention pieces and all of that, as well. So those are -- that's one that we're clearly seeing.

And next slide coming up is another continuation of that list. And basically, the undocumented members of our community are also people that do not have insurance and are falling through the cracks.

This next group of slides I'm going to go through really quickly. But if you can look at them, and even look at them from afar and I can tell you what they look like, there's a general sense that for most services we have a lot of service providers that are offering it. Whether there is a connection between the service being offered and people being able to use it and get to it and know that it exists, we feel that there's a tremendous gap here.

So if you look at this particular slide, this one is a slide that has, you know, within the City boundaries, which the City relatively compared to other cities is really not that big, but we have two hospitals that can take care of people within the city. We have many primary care providers, and then beyond that, we have free clinic. A lot of cities don't even have a

clinic that's a free clinic. And then the School District of Lancaster also has four school-based health clinics, now five. I can say that, right? We just got approval for a fifth one last night. That will be at the McCaskey campus. So those would be really in schools for some reason the family's having a difficult time getting their children to a medical home.

The next slide is always a surprise to people. This is the slide on substance abuse. So in terms of people that have -- provide substance abuse services, you can see a lot of dots up there on the slide, there is, but when you ask a lot of people, they think that there's not a lot, they're not aware of them, and also understanding in terms of what is the service that they provide.

The next one is around the behavioral health services, so again, you can see there's quite a bit of dots. This is all Lancaster City with various service providers for behavioral health.

This next one does look a little bit sparse, and I know Hilda's going to talk about this more. This is dental. It looks sparse, but you can see there's green -- a larger green circle down below. This is more the city. That bigger green one is outside the city limits. But the larger green one is Southeast around

dental, so you can see that there's a great opportunity, and I know Hilda's going to be talking about that shortly.

So I'm going to turn it over to Hilda, and I'll be back a bit later to talk about you some potential solutions and food for thought, but Hilda's going to go in more detail about what she's seeing at Southeast.

MS. SHIRK: Thanks, Alice. So we've been talking a lot about data and a lot about what the situation is here in Lancaster, and that's a good background. But what does this look like if you're a person who lives in the city? What does healthcare look like for you?

So I thought, let's look at this, let's consider if you are a woman who is living in the southwest part of the city, you're a single mom, you're working three part-time jobs and you don't have any health insurance because those part-time jobs don't usually have health insurance, but you've been very responsible and you've gotten your kids on CHIP. You live in an old apartment with flaking paint. You don't have a car. And you have diabetes that's poorly managed. Your son has asthma and your daughter has some behavioral problems, and you happen to have some

language difficulties with English. So what does healthcare look like for you if that's your situation?

Well, you are really gonna be looking for a provider who has flexible hours, someone that you can go to in the evenings, on the weekends, because three times -- I mean, three jobs, it's really difficult to figure out where in there you're going to fit in the doctor's appointment. So it's not only the hours, but how far from your office, how far or from your workplace, how far from your home, and how are you going to get there?

The other question is, how are you gonna pay for it? Do they have a sliding fee scale that's going to fit your income? For your children, you're fine because you've got CHIP, but what about for you as the adult, are you going to be able to afford that?

And then what about prescriptions, where are you going to get those? You know, drugs are kind of expensive, and how are you going to be able to afford them if you do need to purchase something?

And what about dental care? You did see the map on there that dental care is kind of sparse throughout the city. You want to be a good mom, you want your kids to have dental care and you want to make sure you get dental care, too. So what's -- how is that going to happen?

And then what about language? Will your provider will able to understand you? Will you be able to understand them? Will they understand your culture and the impact that that has on how you receive medical care? So those are some of the challenges that people face when they're looking for care.

So there are options. But we've already talked about Southeast Lancaster Health Services as being one option. Alice mentioned that. She also mentioned the Downtown Family Medicine, and they are both healthcare sites that deliver primary care in a very comprehensive way. You can get your preventative care, you can get your chronic disease management care, you can get your flu shots, if you're sick, you can get care if you need a wound sewn up, you can get your -- get your stitches. There's a lot that you can get at a primary healthcare center. At Southeast, you can also get dental care, and it's available on a sliding fee scale, and it's available in an affordable way. So there are options.

I put the but in there because there's a lot of demand for healthcare services in these centers, and we -- both of us struggle with how do we meet all of that demand. How do we have enough appointment times? How do we have enough providers? How do we see enough

people in the course of a year? We see over 21,000 people every year. I'm not sure what they are downtown, but there's a lot of people there, too.

So the emergency room seems to take over and fill in some of the gaps, and that's not good quality care. That really fragments care. It breaks up that medical home component that Alice talks about. It really needs to -- need to stick with our primary care providers so there's a full sense of what our healthcare need is.

And then we do have a lot of opportunity for people to get care in the language that they're comfortable with. We're mandated to make sure that interpretation services are available for anyone who walks in our door. We happen to see people who speak 40 different languages. So that works, but will they understand our culture? Will they understand what we specifically want or need, and will that person who can speak our language be available when we need to be seen?

And what about if there's additional tests or specialty care, where are we going to get that? And sometimes, we can make referrals from our office because we don't do specialty care. But there's not always a specialty office that's available. There's some specialties that have very few providers here in this

area or there are providers who don't have appointments readily available or they don't have them at an affordable rate. So how does that happen?

And the cost, of course, is an issue. At Southeast, we have a sliding fee scale, Downtown Medicine, as well. So there is a way to make it affordable. I know for hospital care, there is a financial plan, too, so that money should not be an object. But nonetheless there are -- there are concerns there.

But the consequence of not getting care is high. If diabetes isn't maintained, and it is prevalent here in the city, it will be -- it will really impact quality of life because there's a lot of -- a lot of continual problems with diabetes that can really take over someone's life.

On the other hand, it can be managed, so quality of life is really important with that. And if you don't manage your healthcare and you have a lot of sick time, you lose a lot of time at work, you lose a lot of money, and that really also impacts your quality of life.

A kid who has poorly controlled asthma, that is going to mean there's going to be a lot of missing of school, missing of school, it eventually results into

doing very poorly in school. If you do poorly in school, maybe don't graduate. If you don't graduate, how do you get a good job when you get -- as an adult? So that, again, will impact your lifelong earning power.

And then if you have behavior issues in a child, the opportunity to get that diagnosis or to get to look at what's going on is really important, too, for quality of life. Is there a mental health issue, is there depression, is there anxiety, is it something that the kid is sick and for that reason there's behavior issues? What kind of testing, what kind of meditation -- medication, or meditation, would help with their behavior problems? What about parenting? And if you don't get to somebody that can help you sort that out, you're not going to figure that all out. So not getting care can have consequences throughout a wide range of concerns and areas.

So some of the other health concerns that in addition to what Alice talked about, most of our patients are below poverty. 48 percent are below poverty, and 97 percent are below 200 percent of poverty, so we know what people who don't have much money what their health looks like because we see it on a daily basis. A lot of our folks have high blood pressure, a lot of obesity. In addition to the diabetes

and asthma I talked about, there's also a lot of addiction.

I wanted to talk a little bit about health insurance. The interesting thing is with Medicaid expansion, we are beginning to see a reduction of the number of people who are not insured. Two years ago, 20 percent of our patients were not insured. Today, there's 15 percent who are not insured. So just in this past year, we helped 1,500 people get insurance. So it is making a difference and it's making -- it's bringing people into care who weren't getting care before, so that's great.

Specialty care, though, continues to be an issue when our providers see a patient who they think probably has -- or could have -- has a mass and could possibly have cancer, they want them to get the services then to screen it and then to get to a specialist who can provide some treatment. But if that person doesn't have the insurance that will pay for that screening test or doesn't have the ability to pay for the specialist, it's a problem.

We used to have an organization in town called PALCO that helped to make those connections because we have a lot of providers who are willing to reach out and provide free care to people, and so that was an

opportunity to connect them, the patients to the providers who were willing to provide free care. But that organization has moved on to other things because the need has been fewer, but it is still there, so that's a problem for our patients.

Alice talked about the sexually transmitted diseases. You probably saw some more slides about gonorrhea and chlamydia than you ever saw in your life. But, you know, it's an issue, so it's a graphic depiction, and you know, particularly young adults need to be forewarned.

Lead paint is also a critical issue. This city has a lot of old housing that still has paint in it from way back when and lead in it, and the issue arises that lead -- or paint, as it erodes, releases that lead. You know when you put windows up and down, you kind of get dust in the bottom of the window? Particularly of concern is that little kids get in there playing with their toys, and then the toys get covered in dust, they put their fingers in their mouths, and the next thing you know, they're ingesting lead, not on purpose, but because that's just how it is.

And it's a concern because when there is lead in a kid's blood, it begins to erode brain cells. And so kids don't develop appropriately, and they lose IQ

points, actually, and so their ability to perform later on in life is reduced. There's a lot more -- we see truancy that emerges from that, and then eventually delinquency, and then really not an ability to be contributors in the community.

So that's -- lead paint is a concern, and we've been looking at that a lot recently with the Partnership For Public Health because it is something that Lancaster is -- has a unique concern about. We do lead testing in Lancaster in order to see whether or not kids do have high levels of lead in their blood, and you can see, that of the kids in the city, we've tested quite a few, more -- we test for in the city than we do in the county, and we test more than those that are in Pennsylvania.

We also have found that in testing that our rates of toxicity in the city are higher than in the county; although, there is older housing stock throughout the county in places like Marietta and Lititz and Columbia and Ephrata, but in the city we have higher concentrations, so the numbers are a lot higher. So we are concerned about lead.

But there's some things in all of this picture, I don't want to leave it all gloomy, we do a lot of things well in this city and in terms of health.

Our prenatal care is really high. We see a lot of women with -- as they're approaching giving birth and we're able to give them good care, and the results of that, birth weights are not as low as they might otherwise be, and low birth weight can correlate to problems with children, so that's critical. We -- and we think it's because care is accessible. People can get to care for prenatal care, so that's good.

I think we provide good culturally competent care. I think we do really well at reaching out and delivering care to people in the language and in the way that they need it. We serve a lot of refugees, and so we have the ability to actually hire and have staff who come from a lot of different countries and can be very understanding of the patients that we see, so that's great.

We have a lot of coordinated care, programs that we work with within our own organizations that connect a lot of patients to a lot of different programs and help to coordinate so that if they have a need, if they come in for healthcare, but they have a need for housing, they have a need for food or transportation, we can connect them to that service. And then as organizations throughout the community, we work together to integrate those services.

And we have some wonderfully mission-driven providers. We have wonderful people who are providers and work in healthcare because they believe in it. They want to provide good care to people, and their hearts are in it, and that's -- that's pretty cool. So we've got some great organizations.

So I'm going to turn this back over to Alice.

MS. YODER: All right. So in summary, we just want to give you some things to think about and sort of summarize what we feel we know to date, and then you can ask questions and challenges about us and try to find out about -- ask us the questions that we don't have answers that we need to find them for you.

So the big question about what creates health in Lancaster City, the one thing we know for sure from a healthcare standpoint is that going to a hospital, it can help people when they're sick, but what will create health is far more than healthcare.

So this brings us back to the hierarchy of needs. What we found out with many of our patients, particularly those that are experiencing -- are in poverty, that we need to be concerned about the food, clothing and shelter. People are concerned about food, clothing and shelter before they can think about their health and what to do about their health and think about

taking their medication. So even though this really goes back to what creates health, so the other things that the Poverty Commission is looking at addressing, we feel we do that well and we're also going to be implement to improve health.

It goes kind of goes back and forth which comes first, the chicken or the egg. Sometimes people's health is so bad that they can't get off the couch. So we need to do both, but we recognize that food, clothing and shelter is an important part of overall health.

What we do know is that this is all data and statistics that are out there, and we just want to make sure that we're all on the same page with this. If we increase someone's income and we increase someone's education level, then they're more likely to be physically active. And we talked earlier about being physically active and not staying at home on the couch has an impact on obesity, which is causing many kinds of diseases. If we think about a family and we increase a family's income, then there's a greater likelihood of the child to be physically active. So if we take care of the whole family, the child may be more physically active.

If we increase income, we have an increase in the quality of the diet so more people are able to eat

healthy and afford healthy food. And then there's also less use of cigarettes, so we know for a fact the higher income, the less use of cigarettes. And same thing if you look at the family income, the children become healthier. I know a lot of issues, we know this, but these are facts. We have the data to show and correlate those different issues.

We also know that poor health is connected to insufficient education, not having enough education, inadequate housing, food insecurity. We know that where a child lives can predict their health. ZIP code matters. All throughout the county, we can look at in terms of health and connect that to where someone lives. It's more important than your genetics, in terms of what you inherited. Where you live matters and those barriers that prevent someone from practicing healthy behaviors can be blocked by where you live.

That -- we know that although it is essential to increase access to healthcare, it is not sufficient alone to improve health. And Lancaster General probably doesn't like me saying that, but you need more than health, and we know that. We know that from when we take care of people.

Some questions that we have that we can ask ourselves based on what we talked about so far is, are

schools providing healthy food and eliminating empty calorie snacks? If not, great. If they are, why not, and is there another way to help the schools help provide healthier foods for the children that spend a good amount of their week there in the school.

Is there daily physical activity happening in school? With all the pressures that are going on in schools, are kids allowed to be physically active and are there times? There's a lot of creative models, there's a lot of really good things that are happening in the School District of Lancaster with brain breaks where the teachers are being creative and innovative to come up with their own way to get the children to be active, so that's one thing we can look at.

And then we talked about this earlier about corner stores and/or grocery stories, making sure that they have healthy and available food for people that want to and be able to purchase them.

Possible solutions, is one of the things in our community, I think as Hilda has mentioned, there's a lot of collaboration going on physical activity and nutrition and some really good pilot programs that we've received grants about what we've been able to do. But we don't have the stickiness to it that we need to have. So one of the things that really has been lacking is

having an insurance provider or two at the table to help us come up with a long-term sustainable solution, not patches that are put on because we have a grant this month and we don't have it next month and we need to come up with something different. So one of the things we haven't been able to do successfully is bring the payors to the table to say, how can we think about built-in incentives, financial incentives both for providers, as well as patients, in order to make that healthy choice the easy choice to be able to take on. So that's the second one related to pilots.

The other thing, and I want to make sure that you received -- kind of got that take from Hilda's presentation, and what I had mentioned is that when people leave the hospital, when people leave the family practice office, there's a lot that goes on in the neighborhood and at home where there's no assistance, so we feel that there's another solution that we need to dive deeper in where how do we help the person once they get home, where's the navigator, where's the home health that's a little bit more beyond the one or two days that they're there, and the other thing is we feel that that might be asset within our community. Meanwhile, if we plotted out all the times we have people going into the home, home visitors, that we might have one person that

might has ten people coming into the home at any given time, but is it coordinated, is it organized? We don't think so, and there might be an opportunity there to help people to create better health for themselves.

A few other things is that the general feeling is that we need to create a -- we need to create a community environment that when we educate and when we start talking to patients and other people in the community that it makes that healthy choice the easy choice to make and all the barriers are removed from that.

A few things that we're looking at doing is, I think it was mentioned earlier about the SNAP and how we're low with people that are signed up for SNAP, so why don't we have our doctors actually ask that when children come into the doctor's office and make sure that they're enrolled in SNAP. And some of those things we haven't looked at creatively.

And, again, look for places where more kids can be physically active and play and making sure that we know that we have a sense that our community is walkable because of the sidewalks, but then our people can actually bike to work if they wanted to or walk to work where the jobs are, so that would be important.

So this one picture actually shows you,

hopefully, the point that you got. I'm speaking from a hospital standpoint and primary care, Hilda's speaking from primary care, is that we want to get away from being downstream. This is the downstream, upstream concept.

So if you look all the way to the right, downstream, that's where the ambulances are, that's where we're pulling people out of that pattern of chronic disease and really being sick. That's where the high costs are and that's where the decreased quality of life is, and nobody wants to be down there, and we can't be down there from a sustainability standpoint. So we want to be moving up the stream.

Next would be sort of chronic disease, and then you start moving further and further up, and we do know about the connection between education, jobs and healthcare, and if we can elevate education, jobs, then healthcare will come along and then feeling healthy will also happen.

The one thing that's mentioned on top was mentioned a little bit, but it's really becoming more and more prevalent in terms of the research, and that is the concept of community connectiveness. And I think one of the gentleman early on had mentioned that. So there's a lot of research that speaks to someone not

feeling socially isolated, someone having a strong connection to the community, and a strong sense of community actually improves health. It reduces diabetes. It will really address some of the things that we feel is just health and has nothing to do with it.

So there's a lot to be said about the work that can be done that can also improve the connectivity for people in Lancaster City.

Okay. And I think that's it. Thank you.

Q Thank you. I really wanted to commend you both on shaping your presentation around questions. I think it's good to see the health providers who actually are asking those questions that will help out those at poverty level and below it.

My question was, how -- how does the correlation pertain to the behavioral health? How does the correlation between behavioral health -- is directly impacted by the poverty level, and exactly how much, statistically speaking, is the behavioral health in our city, as you've showed up there, there's a lot of options, how much of that is actually being accessed by the poverty level at various different levels of the poverty level? And I have a follow-up question for that.

A MS. SHIRK: I'm going to -- maybe we can tag team this one.

We find that the patients we see, most of whom live in poverty, 40 percent of them have behavioral health issues, and the challenge is to find ways to connect people to care. It's not that there aren't -- there are a lot of providers, but that when you have so much going on in your life, you have to choose kind of what you're gonna pay attention to, and sometimes some of those issues are the -- and your need of care falls out of the bottom of that. So that's one answer. I don't know, Alice, do you have another?

A MS. YODER: Absolutely. To your point, and we might not have made it clear, but what we found out, what we find out now when we start thinking about what creates health is that someone living in poverty has a lot of stressors. So the big thing around behavioral health is anxiety, depression and stress. So when you think about poverty, it's in direct correlation between the extent, how long someone is in poverty, whether it's generational poverty or not, there's a direct correlation to the amount of stress, anxiety and depression that they have, and that also leads to substance abuse, which we talked about a little bit. So if that's not addressed, then people can self-medicate

because they're just feeling anxiety, depression or stress, and if it's not treated, they're not going to go to counseling, then that could lead to substance abuse, as well. So it's really a cycle that we need to start addressing to do a better job at.

Q And then the follow-up question that I had, that was pertaining to you guys discussing that one of the low points of -- I think at least the LGH presentation was one of the low points was you had down the seven-day return, so the return of people to be able to come back and receive further services.

And my question and, again, I know this was brought up earlier, I apologize if it's not a valid question, but what is being done either by you guys' services or by the Commission as a whole to make sure that that seven-day return is instead of a high, instead of a low? What would be done about that? Thank you.

A MS. YODER: Yeah. We have some strategies in the hospital that we're starting to deploy already, which is we have EMTs that go to the home, we have more intense home visitation. But we are looking at sort of as a community, should we look at more of like a ProMatura model, health coaching, late health workers that go into the home, and again, more of that community connectiveness. Is there someone that they have sort of

a relationship where they feel good about it. I think those are other communities that have done that successfully that we feel we can sort of institutionalize how we're doing, but we feel through these efforts and potentially some of the solutions here that we can come up with a meaningful solution. But having somebody that really walks alongside that person for those days to make sure that they're changing their bandages so they don't get infection or they don't, you know, bleed more than they're supposed to and kind of fix that up than go into the emergency room or to the doctor.

Q Yes, hi. My question is sort of a combination of discussing the health needs, but also how that comes across, specifically with someone who maybe is on the edge of poverty, who isn't currently using any of the state or federal resources, as far as assistance for medical issues, but has some significant wants all the same and perhaps hits a point where they are in some sort of financial crisis and suddenly they have to choose between making a mortgage payment and getting their child's, you know, necessary medication that month or whatever.

Is there anything that is available, you know, whether it's on the local, state or a federal level that

you're aware of for someone who might be in a situation like that, that all of a sudden, you know, that $150 that they have to spend every month on their child's medication just isn't there because, you know, the refrigerator broke and the furnace broke and, you know, there's seven other things going on all at the same time, it's cascading?

Is there anything like that, just an emergency, oh, my gosh, maybe this is going to just be a one-time thing, but I just can't pay this bill this month?

A MS. SHIRK: Absolutely. And it happens, and it happens a lot because that's a part of life. And what we've been able to do is to find people to actually help to pay for those, some of those drug needs. Or we have a program, a pharmacy assistance program that helps to fill in those gaps, and we make sure that people get their medication.

If there is no program, I know that I've had providers who reached into their own pockets and pay for medication because getting that medication is so, so critical.

Q Is it something, though, that like the average person who's not currently using any kind of programs would know of? Like again --

A MS. SHIRK: Ask your provider. It doesn't -- it's not a program, per se. Your primary care provider --

Q Would just need to ask --

A MS. SHIRK: Ask. If you're being prescribed something and you can't afford it, tell them, and they'll help figure it out.

A MS. YODER: My guess is one of the things that's going to come up through the Commission, too, in terms of solutions because on a healthcare side, we're trying to identify people early on before they get to that high risk, so what are those triggers that we can see on the healthcare provider side that will give us a clue that we need to check in with you next time you come about someone being okay.

But we don't have access to that type of information, but there are other communities that have done that fairly well where they identify the early triggers of someone having a difficult time and they would be reached out to or --

Q Because someone might not necessarily think to ask --

A MS. YODER: Right.

Q -- to point something out, and there's that, how do you get a person what they need.

MR. JURMAN: We have time for one more question.

A MS. YODER: Okay. We're told one more question. So who wants to do one more?

Q There are two hospitals in the Lancaster, retail hospitals. Now -- and that's not a question for you. I think that's a question for the organizers of this program. There are two hospitals and they both should be represented.

The other area that I think deserves a bit more attention is addiction. Being a former addictions counselor, I didn't hear a whole lot about outpatient therapy. I didn't hear about outpatient treatment. I didn't hear about detox or detoxification in-house. I didn't hear about a methadone program. I know LGH used to have one, and my understanding is if you're a recovering addict and trying to maintain your sobriety or your, you know, control your addiction, you have to travel way outside the city, and I know people who walk back and forth. So that's just a comment.

A MS. YODER: So, you know, the thing is is that I think we took way too much time going through data, you know, and I apologize for that. I know some of it was a sleeper, some of it was -- but we have that one slide with -- that was on substance abuse. Did you see

the map that has spots? And every one of those spots, I have the backup information that tells you who that provider is and what type of service that they have. We probably would have taken another 15, 20 minutes just to go over each of those maps. So it's not that it's not important, but we have a limited amount of time, and we have information so we can figure out some way to make sure we have another dialogue about that or -- that we have another dialogue about addictions, because, as I mentioned earlier, we didn't talk about the mental health that much. We didn't, right? So I'm -- certainly with addiction we didn't, as well.

A MS. SHIRK: I just want to clarify though for -- there is Suboxone treatment at Southeast, so for people who are kicking the habit. Thank you very much.

MR. SMITH: Thank you guys again.

So now we're going to move to the childcare piece of the evening. The Economic Policy Institute estimates that for a minimum wage worker, if you'll imagine a single mother or a single father working full-time, that infant care could be as much as 71 percent of their income, that care for a four-year-old could be as much as 59 percent of their income. And given both of those, a single parent raising two children and trying to work and secure childcare might

be just out of luck.

Considering that, childcare and early child education not only benefit the child in terms of long-term outcomes, but they also benefit the parent of the family and the community by allowing them an opportunity to work and to contribute to economic activity.

To tell you a little more about childcare in our community, can you please have Allison Troutman, director of childcare, Community Action Program, Lancaster.

MS. TROUTMAN: As Izzy said, I am the director at CAP Childcare. I've been there for eight years now, and I can tell you that every single day, I have someone calling me and asking for childcare. Sometimes I can help them, sometimes I can direct them to CCIS, Head Start or another program, but every single day someone calls me about it.

When I was going through trying to figure out how to tell you about how childcare is navigated, it came to my mind that those old adventure books because there's so many different pathways you can take to find childcare in the city. So I kind of constructed my PowerPoint as an adventure.

So our adventure is going to be, if you have

an infant. So if you're looking for infant care in Lancaster City, and I chose infant care because there's a lot of care for three- and four-year-olds, there's Pre-K Counts, there's Head Start, there's K-3, there's K-4, but infants and toddlers it can be really hard to find places for your infant and toddler.

So, congratulations, you just had a little one and, guess what, you're probably gonna have to go back to work in six weeks, may be even less.

So we want to talk about finding a quality early childcare program for you. And a quality programming means is that -- and this is based on Keystone STAR standards, the staff have degrees in education, they do professional development every year, the learning program is based on an accredited curriculum, and the center strives to build partnerships with the family and the community.

All of these things are really important because research clearly demonstrates that children who experience high quality stable childcare, they engage in more complex play, they demonstrate more secure attachments to adults and other children and they score higher on measures of thinking ability and language.

So if you can find one of those quality programs, and there are some out there, you need to find

one that's located close to your home, your school or your workplace, and you need to figure out if the hours of the center meet your needs with your work schedule, and you also need to feel good about dropping your child off at the program because this is your six-week-old infant that you're dropping off. You have to feel confident the people taking care of your infant are what's best for your infant.

So you're starting your adventure, and if you can find a place meets all these criteria -- well, let me tell you how hard it can be to find a place that meets all the criteria. There's 42 STAR-4 centers in Lancaster County, so that's about 2,173 children that they serve ages six weeks to 12 years old. So out of all of those slots, if you're looking for an infant slot, there's about 336 spaces for an infant that are considered the highest level of quality care, and it doesn't mean that other places aren't necessarily quality, but we're going based on the standards. And we know that there's over 7,000 infants in Lancaster County right now.

So those 7,000 infants, where are they going? A lot of them stay at home with a mom or a dad or a grandmother or something like that, and that's great because that's consistency for infants.

Some of them go to unregulated childcare providers, and that means maybe a neighbor or a friend that isn't licensed by the Department of Human Services. Some of them go to regulated childcare centers that are licensed by the Department of Human Services, and the brownish-grey triangle, that's the high quality center STAR-3 and STAR-4, that's only about 4 percent.

It's really important that infants have consistency, whether they stay home with mom or dad or grandma, that's consistency for them. If they go to a high-rated childcare center, that's also consistency for them. Like at our center, our ten infants are served by basically the same four staff members at all time, and they stay with them for a year and they really get to know them.

So when we're looking at costs, in Pennsylvania, the median cost of infant childcare is $10,640 a year. So let's say you're a single parent who has an infant, that's part our adventure, that's what you're looking for, and you make good money. You make $40,000 a year. That's about over $20 an hour. That's still 27 percent of your income that you're spending on childcare, and if you had another child, it really skyrockets.

So let's be a little more reasonable. What if

you make $12 an hour? Then your yearly income is $23,400. Infant care would be 45 percent of your income, and we already heard how much transportation can cost and how much healthcare can cost. So 27 percent of your income is rough. 45 percent of your income is completely out of the question.

So if you go to the path that you realize you can't afford childcare by yourself, what are some of your other options? Right in the CAP building, we have CCIS, and CCIS also provides childcare subsidies to low income parents and caretakers. There's also some scholarship programs, but most of those are only for three- and four-year-olds, and then there's a few and very few early Head Start slots that are for infants and toddlers.

So when you look at some of the percentages of how much you pay, you just go down the list and you can see what it is for if you're married with one infant, married with two kids, single with one infant, single with two kids, and the center bases on one side and the in-home care is on the other side. And in-home care is usually the care that is not necessarily licensed by the state.

So CCIS provides subsidies for low income parents, so there's a couple of things that you have to

meet, though. It's for children who are six weeks up to 13, the parent has to be working at least 20 hours a week, or they can be enrolled in school ten hours a week and working another ten hours a week. And then those parents can choose any childcare facility they want to that participates in CCIS, which is great. And then, for example, at my childcare center, CCIS sends me a check every month, and then the parents are responsible for paying some kind of copay between, you know, $5, maybe $50.

So when you sign up for CCIS, right now there's a two-month waiting list, and that can be low because sometimes it stretches up to six months, and if you're looking for infant care, you're going to have to wait until your child is born to put them on the waiting list, so you know you have at least two months to wait.

So here you have another choice. You can be put on the CCIS waiting list or you can kind of forget about it. So if you choose the route of being put on the CCIS waiting list, you might find someone to care for your infant for two months, it could be a friend or a neighbor or something like that, and you're just going to cross your fingers that that spot in that early childhood center is gonna be open for you when you finally get your funding. Or you can pay the private

rates at the childcare center, which you know you want that spot, even though you don't have your CCIS yet. Then you're looking at about $880 a month.

The other option is, you just forget about it. You need care for your infant right now while you're working, and then you're going to lose your job because you have no one to take care of your child, and of course, since you're not going to have a job, you're not eligible for CCIS anymore.

So let's say you choose the better of those crossroads, and you find a way to make it work for you and you finally get that CCIS. So you have CCIS, and if we're talking about someone who makes $12 an hour, that's the $23,000 a year, you might pay $40 a week, that's about nine percent of your income and that's really good. I put a picture of Ritchie celebrating at the carnival because that sounds like a celebration, right? You've got it made now.

But there's a couple of problems. And my assistant director and I, I said, what are some of the reasons that people have to leave our center, and these were just the ones that came right to the top of our head:

Sometimes the parent has another child, and then they just can't cover the cost of having both kids

there, even if it just means it's two copays.

Sometimes somebody get married, which is wonderful, but it means that the combined family income is now going to make you ineligible for CCIS.

Maybe you get a raise, but that puts you over CCIS eligibility rates, too. You can need -- need to move from your apartment. You need to be safe somewhere else, but there's no childcare slots available where you live now.

You lost your job, maybe, but you only have a certain amount of time to find another job before you lose your CCIS, and you can't be looking for a job when you have a child at home. It's hard to go out for interviews.

Or sometimes your child might get really sick, and you just don't have the time to take off and then you lose your job and you're out of luck again.

That was just off the top of our heads. We have millions of reasons that other people have had to leave our center, none that they can usually control, so it can really go on and on and on.

So how do we make quality early childhood accessible and affordable to all families?

An equitable and sufficient system of financing early childhood education in the United States

is still elusive. Childcare is financed through a patchwork of government, parent, private center resources. Families contribute roughly 60 percent of the cost of childcare. Federal, state and local governments combined contribute 39 percent, and businesses contribute 1 percent. Public schools are financed largely through property taxes, which has created an inequitable distribution of resources within school districts and states, despite additional resources from the states and federal government.

An equitable system of financing childcare and early childhood education requires a strong partnership between government, families and the private sector.

So we want to make this vision a reality. Early childhood programs have the potential for producing positive and lasting effects on children. But this potential will not be achieved unless more attention is paid to ensuring that all programs meet the highest standards and quality. As the number and type of childhood programs increases, the need increases for a shared vision and agreed-upon standards of professional practice.

Making this vision of excellence a reality will require a commitment from a partnership among the federal, state and local governments, business and

labor, private institutions and the public. As we stand at the beginning of a new millennium, we must join forces to advocate and implement the policies at the appropriate federal, state and local levels that will lead to excellence in early childhood education programs.

And that's a picture of some of my kids at a carnival probably almost six years ago. I haven't updated the pictures on my computer in a really long time. Thank you. Questions?

Q Yeah. The reason that there's a two-month waiting list for CCIS --

A The reason?

Q -- is because there's -- for childcare or CCIS, is it because there's not enough funding or there's not enough spaces, or are the spaces determined by the funding?

A It would be both. There are only -- CCIS is only given a certain amount of money every year, so they could only fill as they go. And sometimes there's up to a six-month waiting list, and right now it's luckily only two, so we're thinking two is actually really good. But they only have limited funds, so they stretch it as far as they possibly can.

Q So one way to increase the access is to

increase the federal funding?

A Yes, absolutely, yes.

Q I have another question. The -- well, I've heard on NPR and other places where they increase the minimum wage like that, I think somewhere in California, to $14 an hour. That was very good, except that it put people over the limit in order to receive subsidy for their childcare, and since the cost of childcare is so high, they actually are taking home or putting in their pocket disposable income less money.

A Yes.

Q And I assume that that would be a problem not only in California, but if we also did that here in the state. Are there any initiatives that you know of within legislature or lawmakers to raise the income level for those who qualify for CCIS?

A Yes, there are. And the PA Promise For Children website has a lot of things that you can look on their Facebook page and like it. There's so many different petitions that you can sign, but that is one of them right now. They're trying to increase that. They're also trying to increase the rates that childcare centers are reimbursed from CCIS, because right now, like I told you, the median income or the median cost for an infant was $10,600. That's not true at my

center. At my center, we keep our rates exactly the same as what CCIS reimbursements are, and an infant is only about $9,600 at my center, and that's not the real cost that it takes to take care of an infant.

Q Hi. So I'm going to ask two questions: The first one is that I understand that CCIS is for children under the age of a certain age. What happens when the children who are over the age of 13? We know the fact that the concerns regarding transportation, again, my understanding I think CCIS only covers childcare for ten hours a day. So a family, a mother is working eight hours and where she's allowed an hour of transportation both to and from work, and CCIS, the childcare is done at 6 and she's working until five, we know how long it takes for her to get a bus to get her child, and then sometimes they charge a dollar per minute for each minute she's late picking up her child and she has low income. What does that look like? And, again, if that child is over the age of 13 and is not eligible for childcare, so children, that 13-year-old is either home alone or hopefully at a Boys and Girls Club, what does that look for the other child, the mother is going different places, and CCIS will only ten hours of childcare? So it's a long question, but --

A Yeah. And I don't -- I don't directly work

with CCIS, but I am aware that they only cover a certain amount of time, and they give the parent the travel time on either side. And you're right, some centers do charge a late fee. I know my center does because we have our hours set already, and if somebody is late, you know, we have to keep at least two people there to take care of the child, even if it's only one child.

So one thing that we've done recently is we've been really looking at that to make sure that it's fitting into what the parents are -- in our center, we have a lot of people who come at 6:30 in the morning because they start an early shift, so we've always closed a little bit earlier, and right now we've been thinking about, should we stay open later to make sure people aren't having to pay late fees just because they can't get here in time.

As far as the 13-year-old goes, right now there isn't any programs with CCIS to pay for children who are older than that, and I don't know of any initiatives or anything that's coming down the line for things like that. And I don't think -- I don't think it will happen through CCIS. I think for that we have to look to other things, like the Boys and Girls Club and other community initiatives that we can work on to keep teens, you know, in a safe place after school.

Q So there's many of us who are kind of in that gap situation, where we don't qualify for CCIS and there's no way we could afford any sort of childcare.

Now, this can be kind of more directed towards Mr. Rau, I guess, but I'm just wondering if there's any plans to expand the Pre-Ks, K-3, K-4. I know that's incredibly expensive, and we don't have a budget. Are there any plans in the works for that to, you know, make it a little bit more widely available, not just for very low income people, but for people who fall in that gap?

A Right. And there is Pre-K Counts programs within the city, and those income guidelines are not quite as strict as some of the other ones, including K-3, K-4 and Head Start, so there is a big push to expand more programs. There's really -- on the Pre-K Counts For Children website, there's really a push to just have universal Pre-K for all three, four and five-year-olds who aren't in kindergarten yet, which would be just amazing. And at the same time, we're really pushing to find more programs to take care of infants and toddlers in the same way, because you're right, there's that limit you fall into.

Well, like if you're making $40,000 a year, you're just over the CCIS qualifying guidelines, but it's still 27 percent of your income to try to pay for

an infant.

MR. JURMAN: We can take one more.

Q Hi. I understand that last year the federal government reauthorized the childcare block grant, which the money goes to DHS and DHS pays it out through the CCIS program. I don't know what's in the block grant. I was wondering if you are aware of any changes to your program because of reauthorization?

A I am just the center director, so I don't always know first about all of these things, so I'm not aware of any major changes. I know that one of the things that we were really hoping we would see would be bigger CCIS reimbursement rates and to get more money, and I know we didn't see that. But as far as other changes, I really can't tell you anything concrete. I'm sorry.

MR. SMITH: Thank you.

So first, let me thank all of you that are still here. I know it's been a couple of hours. We really appreciate you guys sticking around with us.

So lastly, but certainly not least, I feel like we're going to have the presentation that a lot of the other subjects have built up to. I know that I talked about the HUD standards for housing and transportation burden. I know that Alice Yoder and

Hilda Shirk brought up the effect that ZIP code can have on a life, and you know, we've talked about how ZIP code and location might affect how you get food or how you need to get from place to place.

Housing burdens in the southeast and southwest for renters stretch up into the severe burdens; that is to say some people are spending more than 50 percent of their income on housing. For the basic burden rate, that's more than 30 percent in those regions. Some block groups have rates as high of 70, 78 percent, that is 78 percent of people are spending a burdensome amount on their housing, which forces them into tradeoffs, you know, in other areas, like food and transportation.

It's telling that for the United Way's 211 hotline list of unmet needs, of some 1,300 total, 687 of those, the number one unmet need was rent payment assistance. The three behind that, the second, third and fourth items were all housing related. If we are going to talk about something that touches every part of a person's life, it's the roof over your head where you live and how those things affect everything else.

To let us know more about the market and the conditions of housing in Lancaster City and County, we have Ray D'Agostino from the Lancaster Housing Opportunity Partnership, and Rick Jackson from the

Coalition for Sustainable Housing.

MR. D'AGOSTINO: Okay. Thank you, Ismail. A great introduction. We're done. No, I'm just kidding.

Thank you to the Commission for this opportunity. And Ismail is really correct. We have a saying at LHOP that the housing is the foundation, good housing is the foundation of a great community. I think you're going to see that. You've already heard that today from all of the other presentations.

Again, my name is Ray D'Agostino, CEO of LHOP. And, true to our name, in partnership, Rick Jackson and I are going to sort of tag team this presentation. Rick is the Board Vice-Chair for LHOP. He's also the chair of the Coalition For Sustainable Housing, which is the outreach and advocacy at LHOP, and really Rick, alongside a lot of the work that we're doing in the last year.

So LHOP was founded about 21 years ago by public officials, business and community leaders in the city and the county to ensure housing choices for everyone. By cultivating partnerships and resources, we increase the availability of affordable housing.

As I said before, we know that good housing is the foundation of a great community, and that everyone should have an opportunity to live in a safe and quality

home in a decent neighborhood.

Housing, as we know, is a basic necessity of life, like food, water and clothing. But what receives less attention is the fact that the location and condition of the housing in which we live are key factors or indicators of one's future. If we are to continue to be the land of opportunity, then we need to ensure that everyone has access to opportunity. The location, condition, accessibility and affordability of housing play key roles in one's opportunity for a better future, and are also important to the health of our community's economic future.

While acknowledging that income inside the equation is an important factor in discussion of quality of housing, including information presented today, it will become very evident that we are in critical need of more decent, affordable housing in Lancaster City and Lancaster County.

I'll turn it over to Rick.

MR. JACKSON: Before we discuss housing and its relationship to poverty an opportunity to support the people that are the foundation of what we know about housing in Lancaster City, much of the information that we're going to give you this evening comes from the housing market analysis that was prepared by LHOP -- for

LHOP in 2013. Additional information was also provided this evening and comes from various programs services or partners with whom we work with in the community and other reference materials that are available.

In this first slide, I just want to point out that there are approximately 24,000 housing units in the City of Lancaster, of which 56 percent are rental units and only 44 percent are owner occupied. In all of the county, that is the highest rental rate of rental housing, but it is also comparable to other cities and urban areas around the country, so we don't have necessarily a corner on the market.

According to Realty Track, and these are numbers just from -- just as recently as last week, Lancaster's housing vacancy rate is three-tenths of one percent. Three-tenths of one percent. That is in all respects functionally immobile. We have too few housing -- or too few housing units without any mobility within housing in our county.

Further, Lancaster's median rent, because of the lack of enough housing, has risen to approximately $778 a per month. As the supply of rental housing continues to significantly lag behind demand, it's likely that this number will continue to increase and outpace income. We've seen that over the last several

years. We anticipate seeing that the cost of housing is going to rise faster than the cost of the -- or the rates of income.

Median household income in the City of Lancaster is $29,700. That's the lowest median income of any municipality in the county. It is only slightly higher than the national poverty level, which is, I've heard it throughout this evening, which is a level of $24,250 per year. By comparison, the county's median income is $51,000 per year, or for the year, so $29,700 in the city is substantially lower.

A family of four in the federal poverty level of income is spending 38 percent of their income on rent alone. 56 percent of all renter households in the City of Lancaster are housing-cost burdened, which means that they're spending more than a third of their income on housing costs alone. Meanwhile, 84 percent of all housing in the city was built before 1970. That is 44 years of age. Sorry for my inaptitude.

Again, 84 percent of all housing in the city was built before 1970. That is more than 40 years of age. While this presents an opportunity for historic integrity of the city and the potential affordability, it also presents a challenge with respect to the quality and condition of housing due to the cost of updating

and/or maintaining that housing, including the presence, again, another string of the numbers we've heard throughout the evening, including the presence of lead paint.

There are currently 106 condemned housing units and 169 in foreclosure in the City of Lancaster alone, and our county needs an additional, get this, 22,250 affordable units around the entire county to meet the needs of just our low to moderate income residents.

It's important to note that the housing market analysis indicated that countywide we have a mismatch in the availability of affordable housing and the location of that housing to jobs and services, such as childcare, which we just heard about, skills and job training, transportation, healthcare and the like.

And, finally, considering according to the analysis, nearly 72 percent of all county households have a combined housing plus transportation cost burden of greater than 45 percent. Meaning, more than 45 percent of an income is being spent. So if you combine that with what you just heard about the cost of childcare, you can see that there's really a perfect storm that's brewing.

The more a household spend on just these two items, housing and transportation, the less is available

for other basic needs, such as food, healthcare and childcare, as well as other goods and services. This not only represents a loss of economic opportunity for those individuals, but also the loss of economic opportunity for all of our county.

MR. D'AGOSTINO: So why is this relative to the discussion on poverty? And I think it's pretty obvious. But it's well documented that success and educational attainment, health and future income are linked to housing. Where children live and the quality housing in which they live significantly influences the education they will receive and their health and their future economic opportunity.

It is no secret that the concentration of poverty begets more poverty. Those trapped in poor neighborhoods tend to live in poor housing conditions and pay too much for their housing, as you've heard. With the lack of affordable housing outside of these neighborhoods, there's little opportunity to move up and out of these conditions. This translates to significant barriers of opportunity to succeed, particularly populations who've historically been denied opportunity, people of color, with disabilities and others.

Studies clearly show at the outcomes identified in association with a lack of residential

mobility include higher levels of behavioral, emotional problems, increased teenage pregnancy, accelerated initiation of illegal drug use, adolescent depression, reduced continuity of healthcare. Needless to say, this is not recipe for success. It's not a recipe for ending poverty.

People living within impoverished neighborhoods are predominantly renters with little opportunity to relate well to someday purchase their own home and share the American dream. And impoverished neighborhoods in the city tend to be disproportionately home to minorities. New research by Raj Chetty, Stanford University, and others has shown that living in areas that are more segregated by race or income also reduces economic mobility with the ability of less-well-off households to improve their economic standing.

For those cannot or choose not to move out of the poor neighborhoods, many face those standard housing issues which contributes to poor physical, mental, emotional health of everyone in the household.

Approximately two years ago, with this assistance of the Lancaster County Community Foundation, impact missions and the City, LHOP began acquiring, rehabbing and reselling homes that were dilapidated or

condemned.

We've been through a number of homes within the city in the last couple years, and particularly in the southwest part of the neighborhood of the city, where we have a resident-driven process going on, but what are we seeing in the housing conditions? Well, let me tell you.

Here's a sample of the housing issues that we and our partners have run across: Poor insulation and/or weatherization, leading to excessive utility costs and health issues. As you heard, lead paint leads to poor educational performance and health among children. Aging and deficient electrical, plumbing and HVAC systems, mold, mildew and vermin.

Well, this isn't in every household, but unfortunately, it is in too many. Such conditions in turn lead to deficient school performance in children, thus continuing the cycle of poverty.

A 2009 study of the interrelation between economic -- socioeconomic background and the standardized test scores for third to fifth graders in Lancaster County found that, one, their socioeconomic status was the primary factor related to academic performance, is the primary factor; and second, test scores of low income students improved significantly the

more they were surrounded by middle income students.

MR. JACKSON: So the logical question becomes, why do people live in such conditions? First of all, we lack a choice. An extremely tight housing market means that those who can afford better places to live have a distinct advantage as to where they live and the choices that they have in the type of condition of housing.

A lack of empowerment, while there are property maintenance codes enacted and enforced within the City of Lancaster, due to the sheer number of rental units, the City has a tough time getting around to inspecting homes more than once every four years.

In addition, some tenants that contact their landlord regarding conditions and are threatened with eviction if they call the City, and in some cases, they are, in fact, evicted. Therefore, without other options, these folks in these situations tend to keep silent and live with poor conditions.

Rental housing and investor economics, due to the tight housing market, favorable tax implications and a reduced concern for housing inspections, maintaining good housing conditions may be optional in the minds and business plans of some landlords. This, in turn, leads to a lack of care and concern with tenants in these neighborhoods, creating a downward spiral for residents

and neighborhood conditions.

And, finally, economic challenges to the purchase and rehabilitation of blighted and condemned properties. The costs to acquire and rehab, including the carrier costs, exceed the economic gain of either renting or resale of the property. The need for more affordable housing is mismatched where it is being built and the poor conditions of some of the properties are the product of economic and demographic shifts of public perception and of regulatory barriers to the creation of new multifamily housing.

MR. D'AGOSTINO: So what are some solutions to the problems we've outlines? We have some ideas. Improve housing choices in terms of the number, type and location and affordability of housing throughout the county, including more multifamily housing, particularly on upper floors of existing buildings within the city and boroughs.

Second, increase property maintenance inspections and explore the adoption of a whistleblower law to protect those who report those code violations.

Third, decrease regulatory barriers and costs of in the creation of more multifamily housing.

Four, increase ownership opportunities for first-time home buyer programs and lease-to-own programs

for low and moderate income individuals and families.

Augment public funding with an increase of investing in the acquisition, rehab and resale of dilapidated residential properties, or just a rehabbing of existing rental properties, as well as the creation of new affordable housing.

Creation of a land bank and land trust to acquire blighted housing in impoverished neighborhoods and to also acquire the rights, if not for perpetuity, for at least a good amount of time for affordability.

Seven, create incentives for new public funding, available at PHFA, a newly enacted Pennsylvania Housing Affordability Rehabilitation Enhancement Fund to have that available for private and public entities and community organizations to work together to create more affordable housing throughout the community. And evaluate and make recommendations of the City and County's analysis of impediments to fair housing to positively impact opportunities for protected classes.

In addition to the positive aspects and solutions we have for families and neighborhoods, the city and county's economic wellbeing may depend on it. As households begin to form and from the millennial generation and their parents and baby boomers are looking to downsize because of their moving out and, of

course, their one fixed incomes now, they will need and want a lot more affordable housing.

When young people are not able to find affordable housing, evidence shows they are moving elsewhere. What's alarming is that recent IRS and American Community Survey data showing net [inaudible] for Lancaster County of young working individuals and families. That's not sustainable.

It's not hard to imagine that this loss of millennials in the workforce is at least in part due to lack of available affordable housing options. Meanwhile, we do look at other cities around the country, Atlanta, Austin, Dallas, Fort Worth, they all boast a terrific mix of affordable housing and business development. They found success in figuring out how to strategically address these concerns.

Employers are already having a tough time finding skilled workers. The lack of and a mismatch in the location of affordable housing will only continue to exacerbate that situation until we get it right. Will employers still desire, though, in the meantime, to stay, expand or even new employers move to Lancaster if these conditions persist?

Given the seriousness of these issues, a coalition has formed of over 60 businesses, civic and

community leaders. We're known as the Coalition For Sustainable Housing. We formed right after -- or right in the midst of the 2013 housing summit, which unveiled the results of 2013 housing market analysis.

Our objectives are pretty simple. First was to spread the message in our community about housing needs across the county, and particularly as we're doing this in the City of Lancaster.

But, secondly, we're now forming into committees to study four of the different aspects of the issues we must tackle as a community, again countywide, but particularly in the city, that includes acceptance by public and elected officials, funding and finance, property conditions and closing the gap between income and the cost of housing.

Getting back to my notes, those are our objectives, and we look to have success in these efforts. LHOP and the Coalition -- to wrap up, the Coalition for Sustainable Housing look forward to assisting the city and the other municipalities in our county meeting these housing needs.

And if you noticed the slide earlier, it's tough to close with Abraham Lincoln looking over your shoulder, especially this President's Day week, but it is true, what he said, I'd like to see person proud of

the place in which they live. I also like to see a person live so that their place will be proud of them.

Here's an opportunity for us to be proud. Thank you.

Q Going back to what was mentioned a few times this evening, the issue of lead is in the media a lot because of what's coming to light about the crisis in Flint, Michigan and their water supply. It seems like a large part of the scandal is that the community is the last to know when there is an issue with lead. That could be preventable.

In the beginning of the evening, I mentioned a property that's very much in the center of town that could pose a significant threat to the environment and public health, which could include exposure to lead, and so I hope that in moving forward if the reaction to this could be something that community is proud of, I think that the Commission has a unique opportunity to be the advocate of this sort of problem, given that they are apolitical and sort of have their foot in both worlds, in terms of public and private sector collaborations.

So something that I wanted to ask is considering that it seems like a lot of out-of-state landlords own properties in southeast Lancaster and there is a problem with affordability and a problem with

supply of rental property, and also a problem with upkeep and accountability in terms of simple things like dealing with chipping paint and the types of things that are also related to lead exposure.

I'm wondering, could you expand on the whistleblower law that you mentioned and explain whether that would be a direct way to assist residents specifically -- well, throughout the city, but specifically in southeast Lancaster, in having a way to hold landlords accountable for these issues and also educating them about what the potential risks are in prioritizing their requests for possibly a myriad of things that need to be addressed?

A MR. D'AGOSTINO: Well, first, I think there are a lot of good options there, and we need to initially incentivize and reward landlords doing a good job, but there are an awful number of landlords that for one reason or another, whether or not it's they've fallen behind and having a tough time keeping the property up or, you know, it if there are -- you said they're not around so they don't really see what the conditions are and don't see how it's affecting people, the mechanism we have right now is property inspections by municipalities. In fact, Lancaster City has a really robust program. The problem is, as I said in the

presentation, was that there's quite a number, and the City has a tough time with the staff it has to get around every four years.

So part of the issue is when someone has a condition that is a property maintenance condition, and they go to the landlord and the landlord doesn't want to deal with it, for one reason or another, if that person's on a month-to-month lease, the landlord can simply say, you know, I can't deal with it not or I'm going to deal with it, whatever, and it doesn't get dealt with. And if you tell -- say, hey, we're going to tell the City, then you're going to be out. And that's not against the law. Some states have a whistleblower law, that says, look, if you're reporting a violation that has a known violation, this is a legitimate violation, then you can't be evicted. And it's a little more complex than that, but it's essentially saying look, you can't be evicted for that. So we're suggesting looking at that so we can hold accountable -- landlords accountable for their actions.

Q Hi. I have a question. I'm a realtor in Lancaster City, and oftentimes our deals come down to inspections for home buyers. I am amazed at the lack of inspection for Section 8 housing in Lancaster City, and I really would like to know where do these inspectors

come from? Because my mother lived in a house and there was no watchdog and the inspector would come in and say it's okay, and this landlord's getting a kickback, and I just feel like it's in that. Like, who are these inspectors? Because my inspectors blow up my deals, so who are these inspectors from the City that go into the Section 8 housing and then give credits to the landlord? I don't understand the process.

A MR. D'AGOSTINO: Well, I can only answer the question as to where you go to get that answer. And that is, the City of Lancaster has a City Housing Authority, which known as public housing, has vouchers, and the County of Lancaster has vouchers, Section 8 vouchers. And so Lancaster County Housing Redevelopment Authority, and they employ people to do the inspections. That's all I can tell you.

Q I had a question pertaining to, you said that LHOP has been buying houses and then renovating them and putting them back out on the market. My question is, is LHOP doing that for the same price they received it as?

And then also for going off that, how much -- do you guys have stats on the amount of reservations -- renovations, I'm sorry, renovations that have happened in the city and the amount that it paid back and actually didn't go out to buyers, what substantial

amount it did go up? And then kind of going off of that, are there other initiatives in the city right now or collaborations between other agencies to do something that LHOP is doing, that people are going in, buying places, and either renovating them and renting them out or renovating them and selling them back at an affordable price? Because I've seen the $778 renting houses here, and they're pretty trashy.

A MR. D'AGOSTINO: Yeah, a lot there. So our program, we do acquire properties at, you know, in pretty bad shape, pick them up for pretty inexpensively, if not, they're given to us. We have a lot of properties. We have SACA that we've worked with. Like I said, we work with the BIA and School District of Lancaster, but we sell them to, and we stay true to our mission, we sell to low to moderate -- to buy them, you must be low to moderate income.

We have a homeownership program that provides down payment assistance and also financial education to expectant home buying. We also place a deep restriction on that property that it must be sold, if they're going to sell it, first of all, they has to be homeownership and their sold, has to be sold to a low-to-moderate income family.

Quite frankly, word of education. We want to

keep placing people live and, you know, an opportunity for them if they so choose. There are other programs for rehab. I know the City of Lancaster, for instance, has a program where you can buy properties that are condemned, and then they are resold.

In fact, one of the gentleman is here that actually runs that program in terms of reselling. It's a great opportunity to purchase a home that if you brought back to -- into great shape and provide an opportunity for a family to live in.

As far as stats go, I'll have to check with the City in terms of the sheer numbers of housing being renovated or rehabbed and then the cost of that. As far as other partnerships, we're looking to keep expanding. One of the things to provide low interest loans to organizations to rehab and bring back affordable housing. But, again, must be sold or rented to people that are low income.

By the way, I hope they don't mind me saying, but there's a family here, right there. So involvement with the houses in the neighborhood.

UNIDENTIFIED SPEAKER: That was our house right up there on the slide.

MR. D'AGOSTINO: Yeah, that's right.

Q I heard you say there was a shortage of 22,000

housing units for the County of Lancaster?

A MR. D'AGOSTINO: It's affordable. So if we took all the households that are cost burdened, spending basically more than a third of their income in just housing cost, we would need another 22,250. What we didn't say in the presentation is that the households that are forming the next five years, half of them going to be low-to-moderate income. So we're going to need a lot of good housing.

Q What percentage of that is in the city?

A MR. D'AGOSTINO: That's a good question. We do have that information. I don't have it in front of me. But there's a decent amount. The city is a hot market. We know that for a fact, people wanting to move into the city. I know there's a goal, the LCA Lancaster City Alliance set a goal of I think 2,500 units over the next several years to, again, have people move back in the city.

A MR. JACKSON: If I can add something, just it's interesting because we look at it as a problem when we have all these houses. We need to start thinking more about it in terms of an opportunity. If the City wanted to, why wouldn't it be the home of almost 22,000 new homes? If I were a smart person, I would think that, boy, that might be a pathway to opportunity, which

would then square up housing with amount of employment, transit access, healthcare. There's -- we need to kind of flip.

Another thing I wanted to amplify that Ray mentioned is that serving on the LHOP Board, I enjoyed the opportunity to see what we're doing. And when Ray talks about there is so much opportunity, so much need for things to be done in the city, and what has been really encouraging is when you realize that it was the kids from the building trades program at McCaskey High School who are now helping to renovate homes alongside the Commission with LHOP, doesn't that sound perfectly sustainable in our community that we're teaching young people of this community, of this school district to -- we're teaching them a trade. They already have a sense of what's important. Why not continue to invest in them?

That's why I have great hope for the work of this Commission, that the answer's aren't complicated. They're actually kind of simple. There are just a lot of them, but there are ways, there are successful things that can be done if it just think, maybe, a little bit differently than we have in the past.

MR. JURMAN: This next has to be the last question.

Q This is a comment. In Lancaster City -- well, Lancaster City, as well as Lancaster County, the issue at hand and has been, it's age old, is the issue of substandard housing, as well as absentee landlords.

There are city codes that they're really not being enforced, and that's in Lancaster City, Lancaster City housing inspectors, as well as Lancaster County Housing Authority. And I think that those issues, those two, especially those two issues are really the key issues that we as a community should be looking to address.

Q I'd like an opportunity to talk about the inspectors. I'm a contractor that works with inspectors. And I've got to tell you, they have a very tough job. Because the landlord-tenant regulations are fairly new, all right, and we've talked about how tight the housing market is in Lancaster City, and the issue is that if these inspectors went in there and had to do everything they had to do, they'd be throwing tenants out with no place to go, and they would be hurting landlords who would just walk away from the properties because we also talk about how much it is to increase -- to invest in the properties, and that if -- because nobody has gone into a lot of these properties in maybe a century.

And so they have -- I'm sorry to use the term, but they've got to be diplomatic in how they enforce the regulations so that they're not putting people out on the street and they're not bankrupting landlords. So what they are doing is they're using their discretion in letting the landlords know what immediately needs to be done, all right? And they got a pretty good idea of the intent of the landlord, whether it's a landlord who doesn't want to improve the property and one who has disregard for the property and the tenants.

So these -- so these inspectors are having a very tough time, and they're doing the best job they can.

A MR. D'AGOSTINO: My grandmother told me a long time ago, everything in moderation. The most egregious cases need to be dealt with, but I also say we need to make sure that we have mechanisms that invest in our existing housing stock. The city has a lot, you're right. You saw that slide, 84 percent. It's gotta be a mix of all those issues and solutions, so we're not just saying that, hey, busting the landlords. You're absolutely right. There's a difference, though, between living in slum, right, and having, you know, paint that's not lead paint that's peeling and enforcing someone to deal with that.

So, obviously, we need to be concerned about, you know, what we're doing with respect to property inspections, but some of these conditions we're seeing, quite frankly, nobody should have to live in, and they should be dealt with immediately. Everything else, let's find ways to fix the housing, work with landlords and others to fix the housing, so no disagreement.

MR. JURMAN: That -- that concludes our very first hearing on Core Services. Our next hearing will be April 21st at Thaddeus Stevens College. We'll be talking about education and training.

A couple of things really quickly. The data can be depressing and overwhelming. There's a lot of it, right? And so what the Commission has to do now is gonna chew on everything that we've heard tonight and other data we've been sharing. It will be on the website, other studies that we've seen, and then we've gotta start brainstorm about solutions of how we do this differently.

Some really encouraging things about that. Literally, and I didn't plan this. I can prove it and show it to you afterwards. While we were here, my wife shot me a text picture of my son losing his tooth that he's been waiting for, like, weeks to come out. And you remember that excitement. We all missed something to be

here tonight. We all decided this was important. A lot of people came tonight. A lot of you stayed right until the very end.

Back in the 2008 campaign, Candidate Obama said something that has stuck with me ever since. And that was that he wasn't the answer, that we were the people we've been waiting for. If this is going to get fixed, if we're going to get through these complex problems, and you've heard how they all kind of intertwine and connect to each other, then we as a community have to all be working together.

And so we're gonna start looking at ways that we can create opportunities for ongoing community conversations in smaller groups, and we can dig in, how do we dig in to different neighborhoods, how we can work together to start moving along different things in small ways. There's small things that we can do. Just like there's a million small things creates all of these challenges for families. But you can imagine how the deck is stacked against you, as all these things could impact your life.

We've got to start pulling that apart as a community at every level, and I think it's so important that while we call out what's wrong, look at data for what's not working, that we also remember that

finger-pointing is never going to get it done, and we've got to figure out how we can get past that to get to what's right and what we still need to do, and we've got to make sure that whatever we come out with, and this is why it's so important that you as community residents come out, give us your thoughts, if you didn't get a chance to speak, write it down or get it to us. Give us your ideas. Give us that thing we haven't thought of yet, because it's got to be something new if we're going to resolve it.

And we're going to ask you to be a part of the solutions that come out, and they come out on December 31st. Mayor Gray is not going to get this done by himself with a group of solutions written by us. We're all going to have to get this done, and so we're going to ask you to keep coming out, find ways to keep getting involved. We're going to ask you to find things you do and ask you to find things we should be doing and ask us to get involved.

But please, if you came out tonight and this was the first time, don't let this be the last time, and we hope you'll continue the conversation, and I'm just really impressed by all of you who came out tonight. Thank you very much.

(The hearing concluded at 9:12 p.m.)

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