

The sewer and water system in the community is so antiquated and broken down that its condition is a source of concern to residents and public health officials alike.

The problems of the area served by this Center are not the problems of a small, poverty-stricken segment of the population but are problems of the community as a whole.

9. Services of the Center

The Center has innovated a great variety of services to the people of the community and they are delivered by a variety of methods.

It was the original intent of the founding organization that many services already offered by county agencies could be more effectively utilized if a headquarters could be set up to coordinate all of them. Many of the personnel of these agencies were located in another city about ten miles away and their visits to the community were sporadic. Sometimes it was impossible for a resident of the community to get help when it was needed because of the location of these agencies, and the resident was often unable to travel to the county seat to get assistance if it was needed between visits of agency personnel. In short, the resident was often isolated from help. The inception of the Center brought to the community a method for the resident to learn about and to avail himself of the services to which he was entitled. The "government office up over the post office" now serves as a referral agency to the Public Health Nurse, Sanitation Engineer, and Child Welfare personnel who visit the community to serve their clients. The Center Staff has been known to provide transportation as well as information, when it was needed.

In addition to the referrals the CAA and the Center have innovated many of their own programs for direct service to clients. The Employment Department, Social Service Department, and Housing Department administer such service programs. The Employment Counselor works with the unemployed in the area in an attempt to find jobs for residents. Activities for senior citizens also fall under her direction, and include the Medicare Alert, Senior Citizens Club, and recruitment of volunteers to visit the elderly who are confined to their homes. The Social Services Department has arranged for classes to provide knowledge for low-income people on basic needs such as housekeeping, personal cleanliness, and budgeting of money. The Assistant Director works with the youth of the community and administers such programs as the NYC and the summer recreation program. The Housing Department has helped to develop the program for low-cost housing for the community and a program for the teaching of health practices and home cleanliness.

An integral part of the Center organizational structure is the Health Service. The Public Health Nurse administers such services as physical examinations for children, instructions to parents in health practices and diet, and visits to the bedridden. The distinct impression was relayed to us through our observers that among the middle-aged and elderly population there was a considerable amount of ill-health and injury due to the hazards of mining occupations. The nurse's care is in great demand by members of these groups.

The feeling is almost universal throughout the community that the Center is serving the community effectively. The only criticisms of Center programs offered by our respondents were the lack of programs for teenagers and young adults and the failure of the hard-to-reach poor to take advantage of employment opportunities lest their Welfare allotments be cut down. A large proportion of the hard-to-reach, unemployed poor are former miners. With no more mining jobs available they seem to have given up; they have no desire to work at any other type of job. This serves to frustrate and irritate the Center workers.

According to statistics recorded at the Center its popularity increases monthly. Data were collected on the contacts, services, and activities of the Center through March, April, and May of this year.

	March	April	May
Number of contacts in center.....	93	92	71
Number of contacts outside center.....	594	409	693
Number of different persons contacted.....	637	501	764
Number of persons contacted in surveys of resident needs.....	566	278	529
Number of persons provided services.....	334	378	422
Number of persons involved in activities.....	129	104	455