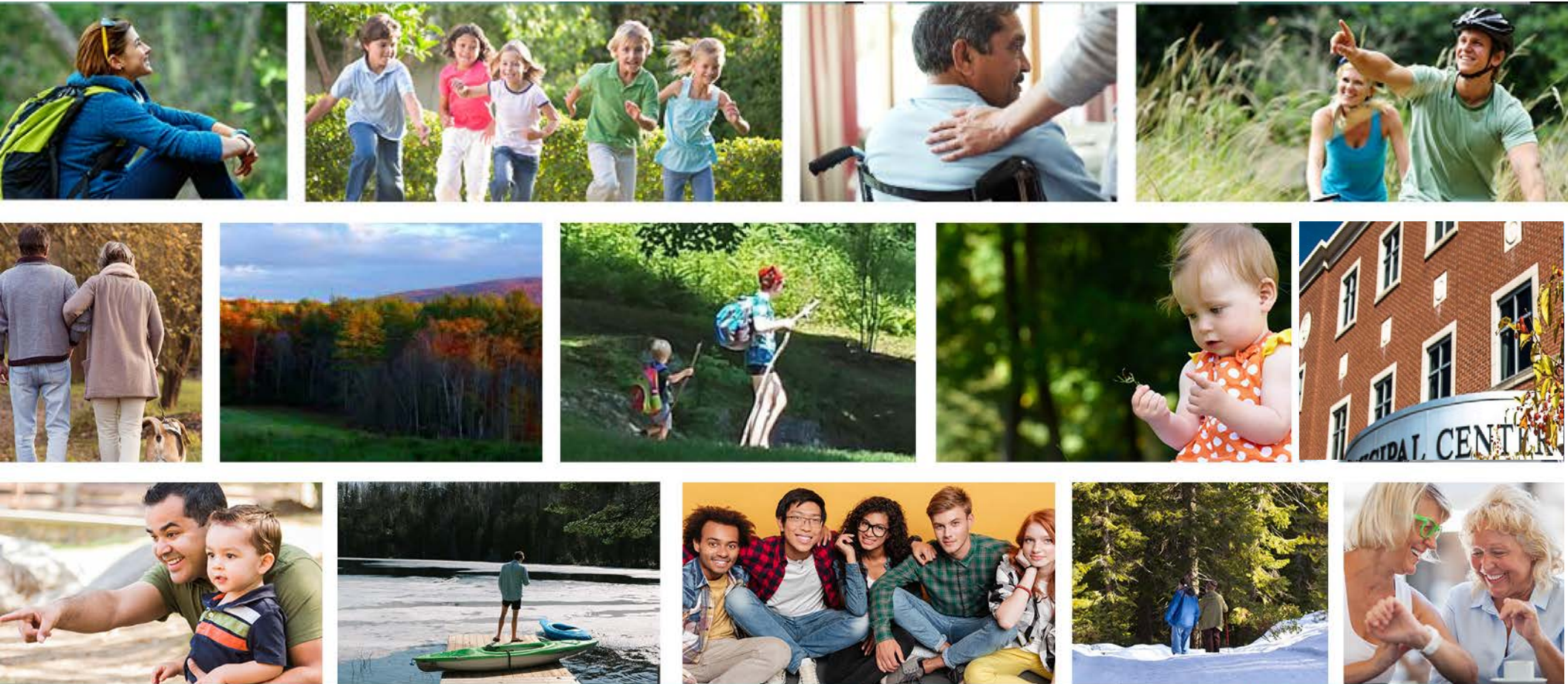




Community Health Needs Assessment Appendices 2020



Community Input on Health Issues and Priorities,
Selected Service Area Demographics and Health Status Indicators

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APPENDIX A – COMMUNITY SURVEY RESULTS

ALL RESPONSE FREQUENCIES AND COMMENTS



2019 Community Health Needs Survey RESULTS

Dear Community Member,

The South Central New Hampshire Public Health Network wants to learn about the health of the community we serve and we want to hear from YOU.



“Community” can mean different things to different people. For this survey, your community can be as big as South Central NH* or a group of people with whom you associate. Please answer our questions by thinking about the area or people you see as *your community*.

The South Central NH Public Health Network is conducting this survey along with our partner organizations including Granite United Way, Center for Life Management, Greater Derry Community Health Services, Community Alliance for Teen Safety, Parkland Medical Center and The Upper Room, a Family Resource Center. Survey results will help us to better serve you and your community.

Please take about 10 minutes to give us your thoughts and opinions. The survey is completely anonymous. You will not be asked for your name or contact information. If you prefer to complete this survey online, please visit our website at southcentralphn.org and follow the link to the community health survey.

**Your opinions on how we can build a healthier community are important!
Thank you very much for your time.**

If you have any questions about this survey or the South Central Public Health Network, please see our site at southcentralphn.org. A summary report of the survey results will be made available at that location.

Thank you again for your help.

South Central NH Public Health Network
Community Health Team

*The service area of the South Central Public Health Network includes the towns of Atkinson, Chester, Danville, Derry, Hampstead, Londonderry, Plaistow, Salem, Sandown, and Windham

2019 COMMUNITY HEALTH NEEDS SURVEY

RESULTS (n=336)

1. What do you think are the most pressing health needs or issues in your community today? (Please choose up to 5)

62.2%	Affordable health insurance / health care costs
56.3%	Availability of mental health care services
47.0%	Cost of prescription drugs
40.8%	Stress related to financial issues / difficulties
40.5%	Prevention of substance misuse and addiction
33.0%	Availability of substance misuse treatment and recovery services
28.6%	Availability of dental services
25.3%	Suicide prevention
18.8%	Health care for seniors
17.3%	Access to healthy foods, good nutrition
16.1%	Adverse childhood experiences / childhood trauma
15.8%	Opportunities for physical activity, recreation
14.9%	Access to assisted living or long term care services
14.0%	Preventing obesity / weight loss programs
14.0%	Prevention and treatment of cancer
13.4%	Tobacco use prevention / cessation
12.8%	Prevention and treatment of chronic disease (like diabetes or heart disease)
12.5%	Access to home health care and hospice services
9.8%	Availability of primary care services
5.1%	Preventing accidents and injuries
4.5%	Access to prenatal care / OB services

Other:

- Homeless shelter and access to food
- Support for homelessness
- Support for people experiencing homelessness

- Lack of enclosed location and affordable programs for kids to exercise in the winter, transportation for elderly to doctors' appointments and places to socialize.
- Opportunities for INDOOR SPACE for physical activity, recreation

2019 COMMUNITY HEALTH NEEDS SURVEY

- Transportation
- Transportation please
- Teaching healthy eating habits including cooking lessons starting in Elementary School all the way through 12th grade.
- Availability of eating disorder services
- Suicide Prevention to include the elderly.
- The money wasted by the state of New Hampshire on programs that do not follow the required, written standards in treating people with a mental illness.

2019 COMMUNITY HEALTH NEEDS SURVEY

2. What do you think are the most pressing safety issues in your community today?

(Please choose up to 4)

56.0%	People under the influence of alcohol or drugs
51.2%	Bullying/cyber-bullying
50.6%	Distracted or impaired driving
29.8%	Child abuse or neglect
29.8%	Domestic violence or partner abuse
25.0%	School violence
24.1%	Identity theft
22.0%	Frail elders at home
19.3%	Property crime, burglary, vandalism
17.3%	Being prepared for an emergency
15.5%	Rape and sexual assault
13.4%	Discrimination based on race, ethnicity, sexual orientation or gender
12.8%	Elder abuse
4.5%	Occupational / worksite safety

Other:

- Help for people near foreclosure
- Heroin
- Mental health - teens
- Shootings
- Video or internet games that promote the player to engage in violent behavior is by far the number one offender of psychological influence that results in unsafe and unhealthy behavior.
- Transportation for health appointments
- 4 is not enough to check!

2019 COMMUNITY HEALTH NEEDS SURVEY

3. Which of the following services or resources that support a healthy community should we focus on improving? (Please choose up to 4)

60.4%	Access to affordable housing
36.9%	Public transportation
36.6%	Meeting basic family needs
28.6%	Job opportunities / job training
26.5%	Services and supports for older adults
24.4%	Strengthening and supporting families
24.1%	Safe walking routes, sidewalks
21.1%	Recreation opportunities for all ages and abilities
21.4%	Affordable, high quality child care
20.8%	Youth support programs and services
19.0%	Clean air and water
18.8%	Education in the public schools
18.2%	Support for grandparents raising grandchildren
15.2%	Services for persons with disabilities
13.1%	Early identification of Adverse Childhood Experience risk factors
10.1%	Adult education and learning opportunities
6.5%	Open space, green space
6.0%	Arts and cultural events
6.0%	Opportunities for community inclusion for people with disabilities

Other:

- Mental Health/Suicide Prevention
- Mental illness support; get serious about Opioid addiction - it's not an illness it's a choice
- Free and easy access birth control of all kinds. Let's prevent the exponential growth of unplanned children without proper parenting, direction, etc...
- Discrimination awareness programs & Neighbor helping Neighbor programs
- Healthcare is expensive, confusing and frankly, the hospitals in NH have been taking advantage of the monopolies they have had by driving costs up and providing lousy service. We need more competition and more choices for the consumer in the NH healthcare space

2019 COMMUNITY HEALTH NEEDS SURVEY

4. What are the most significant barriers that keep people in the community from accessing the health care services they need? (Please choose up to 4)

65.5%	Inability to Pay Out of Pocket Expenses
43.5%	Lack of Insurance Coverage
40.8%	Lack of Transportation
30.4%	Basic Needs Not Met (Food/Shelter)
25.9%	Difficulty navigating the health care system
22.6%	Time Limitations (Long Wait Times, Limited Office Hours)
18.8%	Reluctance to seek out services/stigma
17.9%	Insufficient number of providers accepting Medicaid enrollees
17.0%	Providers Not Available/ Insufficient Local Capacity
12.2%	Eligibility barriers
11.0%	Lack of Trust
10.4%	Lack of Child Care
2.4%	Language/Cultural Barriers
1.5%	None/No Barriers

Other:

- Cost of services are too much so people don't go to get tests done that they need- MRI/X-ray
- Cost, both monthly premiums and out of pocket expenses.
- Too expensive. No cost transparency.
- Not understanding the benefits of care.
- Make healthcare info easier to understand
- Stigma/Discrimination about mental health
- Discrimination towards LGBTQ especially seniors. Fear to ask for assistance.
- Property taxes

2019 COMMUNITY HEALTH NEEDS SURVEY

5. (Optional) **What is the one health-related topic that has had the most impact on you or your family in recent years?**

- High out of pocket costs; Inability to pay out of pocket expenses (5)
 - High costs, both premiums and out of pocket costs
 - Affordable health care options
 - Affordable insurance
 - Cost
 - Cost of care (4)
 - Cost of emergency services
 - Cost of health insurance
 - Cost of insurance and prescriptions
 - Expense (2)
 - Expense of health care (2)
 - Expense of health insurance
 - Health insurance cost/high deductibles
 - High costs
 - High deductibles (3)
 - High deductible insurance
 - I cannot afford pre-insurance
 - Increasing costs - if providers received reasonable contracted rates from insurance, they could probably lower their charges for the uninsured.
 - Lack of insurance coverage
 - No insurance (2)
 - No one cares if I can afford a test or drug
 - Out of pocket \$
 - Out of pocket expenses and the cost of premiums are very expensive.
 - Out of pocket expenses despite being covered by health insurance.
 - The costs associated with basic health care. Dental, mental health, in home care cost for my elderly grandmother
 - Too expensive!
 - Very high deductibles, with a high deductible choose not to have testing done cause can't afford it
-
- Low income
 - \$\$\$
 - Money

2019 COMMUNITY HEALTH NEEDS SURVEY

- Cancer (7)
- Fix cancer cures. They don't work very well.

- Mental Health (7)
- Mental Health!
- Access to mental health services for crisis situations
- Access to mental health services in a timely manner.
- Access to mental health care
- Center For Life Management
- Mental health for teens
- Mental health/suicide
- Psych and being able to afford just to get help with PTSD sufferers and rape survivors seeking help which is not enough support
- Rape survivor, PTSD needed help had lost member due to lack of psych help
- Wait times for getting my child into mental health care
- Mental health care for my child
- Working in a school and having lack of resources for students in crisis. We sent a student for an evaluation and they had no beds so they spent the weekend in the ER waiting.

- Stress from a changing family dynamic - loss of a loved one, divorce, new baby, etc.

- Substance abuse (2)
- Addiction (2)
- Substance misuse-mental health
- Substance use disorder

- Access to quality care
- High turnover of support providers
- No medical providers
- Navigating the health care system
- Doctor incompetence. My grandfather passed away last year due to his doctor being slow to act and making poor choices when he needed oxygen to deal with his heart problem.

- Age
- Aging (2)

- Dental
- Dental services not being available as low cost choices are usually full up to 1 year.

2019 COMMUNITY HEALTH NEEDS SURVEY

- Diabetes (2)
- Diabetes and heart disease
- Type 1 diabetes celiac disease

- Disabilities

- Eating disorder

- Recognition of Lyme Disease!! And accurate testing.

- Finding low income housing

- Getting rides
- Transportation for non-drivers

- Lack of affordable in home care providers or adult day care. \$20-\$26 an hour for in home care and just not financially able to do this. It's also hard to find reliable, trustworthy, and affordable people!

- Lack of child care

2019 COMMUNITY HEALTH NEEDS SURVEY

6. In the past year, have you or someone in your household had difficulty getting the health care or human services you needed?

27.8% Yes (continue below)

72.2% No (skip to question 7 on next page) 23 missing responses

6a. If YES to #6, what services did you or a member of your household have difficulty getting? (Check all that apply)

Percentages are of the number responding YES (n=87)

46.0% Mental health care

32.2% Routine dental care for adults

27.6% Primary health care

24.1% Specialty health care (See below for specific comments)

13.8% Drug and alcohol treatment/recovery services

12.6% Emergency medical care

12.6% Emergency dental care

11.5% Social/human services (See below for specific comments)

6.9% Long-term care (assisted living or nursing home care)

6.9% Support services for persons with special needs

5.7% Home health care and hospice services

5.7% In-home support services

3.4% Routine dental care for children

Other:

- Bariatric surgery to address reflux
- Certain lab tests

Specialty health care, additional comments:

- Dermatologist (2)
- Gastroenterologist (2)
- ABA services for teens w/ Autism both center based and IND
- Bariatric surgery
- Cardiac
- Costs not covered under health plan , requiring out of pocket costs
- Dementia and Home care supports
- Diagnostic - 5 month wait for specialist appointment

2019 COMMUNITY HEALTH NEEDS SURVEY

- Hepatitis C Treatment
- Neurology
- Psych
- Services for eating disorder
- Specific doctor for long term illness
- Surgery

Social/human services, additional comments:

- Counseling
- Mental health crisis support
- WIC
- Electric help
- Rent
- Welfare
- Social services: they suck!

2019 COMMUNITY HEALTH NEEDS SURVEY

6b. If YES to #6, why was it difficult to get the services you needed? (Check all that apply)

Percentages are of the number responding YES (n=87)

35.6%	Waiting time to get an appointment was too long
34.5%	Could not afford to pay
27.6%	Insurance deductible was too expensive
26.4%	Had no dental insurance
24.1%	Was not eligible for the services
23.0%	Service I needed was not available in my area
21.8%	Service was not accepting new clients/patients
19.5%	Did not know where to go to get services
17.2%	Had no health insurance
11.5%	Service was not accepting Medicaid
10.3%	Did not understand how to get the service
8.0%	Office was not open when I could go
6.9%	Had no way to get there
6.9%	I was turned away
4.6%	Did not want people to know that I needed the service
4.6%	Needed help with paperwork
2.3%	Had no one to watch my child or elder parent
2.3%	Misunderstanding with staff
2.3%	Language/cultural barrier

Other:

- Called 15 different practices and most not accepting patients
- Office was not able to tell me if my insurance was accepted but my insurance did not have a network that I could check to confirm.
- Prior authorization issues
- Refusal to cover procedure, even though necessary per doc
- I've had three therapists in three years. Took 5 months to be reassigned even though I had just been hospitalized.
- Long term care insurance not affordable
- Phone answering is inconsistent at WIC
- Discontinued my benefits due to their mistake.
- Too long of a wait list for care or housing. Couldn't afford home care. No services for Millennial caregivers.

2019 COMMUNITY HEALTH NEEDS SURVEY

7. In the past year, have you or someone in your household had to travel outside of the local area to get the health or human services you needed?

21.7% Yes (continue below) (66 people)

78.3% No (skip to question 8 below) 32 missing responses

7a. IF YES, what type of services did you have to travel outside of the area to get?

- Dental (5)
- My dentist is in Concord; only one that takes my insurance for a good price.
- Dental and medical including specialties
- Dental Care, Quality Emergency Care, Alcohol Addiction Services, Any Quality Hospital Care.
- Dental for my son's Medicaid
- Dental, PCP, Emergency Care
- Doctor, dentist had to go to Portsmouth for some help getting extractions
- Healthcare and Dental
- Doctor's office, 45 minute commute to Exeter
- Medical

- Mental health (2)
- Mental health care
- Mental health services
- Find a counselor
- Psychiatric eval for dependent child, support for young adults on the spectrum, for parents of young adults on the spectrum

- Boston Children's (2)
- Boston Children's for diagnosis of celiac for 2 kids
- Developmental Pediatrician, BCH
- Child pulmonary services - had to travel to MA for actual care.
- Child care
- Pediatric specialties

- Cardiologist (2)
- I had to go to Boston to get checked for a heart condition.
- Surgery in Boston – heart
- Bypass surgery in Boston

- Cancer service
- Cancer treatment
- Cancer treatment, 1 hour 45 minute travel
- Radiation for wife

2019 COMMUNITY HEALTH NEEDS SURVEY

- Physical therapy (2)
- Eye issues
- Ophthalmology
- Neuro-orthopedics
- Orthopedics
- Substance Abuse Treatment (2)
- Special urgent care
- Urgent Care
- Specialty care, specialists (2)
- Behavioral health and specialty like liver, kidney, GI specialists
- Diagnostic (Boston)
- Dermatology because my insurance won't cover a local dermatologist
- Neurology
- Prenatal
- To have surgery from a specialist
- Eating disorder requiring medical stability
- Lyme literate doctor
- Better, more specific care
- Quality doctors
- In home health care agencies are expensive and very long wait list. Also, adult day program just closed and now there's only one place to send family and the cost to attend and get transportation is too expensive for anyone on a fixed income.

2019 COMMUNITY HEALTH NEEDS SURVEY

8. Which of the following programs or services would you or your family use if it were more available in your community? (Check all that apply)

43.5%	Stress reduction and relaxation classes
35.7%	Mental health counseling
27.7%	Recreation/fitness programs
25.0%	Programs that address body weight
24.7%	Public transportation
21.1%	Biking/walking trails and pathway
19.9%	Financial education; tax preparation services
18.9%	Nutrition/cooking programs
17.0%	Family counseling
14.6%	Affordable childcare
12.2%	After-school activities
11.6%	Job training
11.3%	Drug and alcohol prevention programs
11.3%	Caregiver support / respite care
11.3%	Dental services (See below for specific comments)
10.4%	Stop smoking program
10.1%	Drug and alcohol treatment
9.5%	Education workshops for parents
8.9%	Parenting support groups
7.4%	Better balance/falls reduction programs
6.0%	Summer lunch programs for youth
6.0%	Adult education / GED
5.7%	Lesbian, gay, trans-gender and bisexual support services
5.1%	Medical services (See below for specific comments)
4.2%	Diabetes support group

Other:

- Adult education other than just GED based classes free or at affordable rates
- Affordable and available Alzheimer's and dementia support programs and in home care
- Affordable housing
- Not enough support groups for type 1 diabetes; everything geared towards type 2
- Widow support

2019 COMMUNITY HEALTH NEEDS SURVEY

- Everything
- None of the above

Medical or Dental Services, additional comments:

- Affordable dental services
- More affordable dental services (2)
- No dental insurance. Expensive cost for care.
- Dental (2)
- Dental: All (2)
- Dental insurance
- Dental insurances stink
- Preventative dental health should be covered under medical insurance, as there is a direct correlation to medical issues.
- Dental services for seniors
- Dental: sliding scale
- Low cost dental
- Tooth extraction
- Routine cleanings
- Routine Dental Services
- Primary care; Dental: regular cleanings, etc.
- Low cost medical and dental (2)
- All Medical and Dental! They are so unattainable
- Medical: no copays Dental: for elderly
- PCP
- Medical: Psych
- Mental health services
- Specialty services
- Home care
- Lyme doctors

2019 COMMUNITY HEALTH NEEDS SURVEY

9. If you could change any one thing that you believe would contribute to improved health in your community, what would you change?

- Cost (5)
- Access to affordable healthcare such as a clinic for underinsured. So many people that have insurance still can't afford their deductibles
- The cost of out of pocket fees for medical services.
- Affordable access to health care for all
- Affordable health care (2)
- Affordable health insurance / health insurance cost (2)
- Affordable insurance (2)
- Make health care more affordable (2)
- Affordable healthcare and lower prescription drug prices
- Drug costs; prescription drug costs (4)
- Lower prescription drug prices and / or keep them the same.
- Better health insurance
- Access to health care / access to care (3)
- Health and dental insurance for everyone
- Health care for all
- Easier access to health care
- Access without health insurance
- Dentists and doctors willing to accept sliding scale fees based on need.
- Health care that did not cost an arm and a leg... it should not be health for the wealthy, affordable health care should be affordable to all.
- Healthcare should not be a "for profit" service....at least not to the level of profit the hospitals and insurance companies reap from providing it.
- I would change the price of hospital bills and medical care.
- I would improve the health insurance system to curb medical costs so care is available to all who need it.
- Increase coverage with lower insurance premiums and lower out of pocket expenses
- Insurance for people at the in-between income levels (too much to qualify for services but not enough to live off of)
- If Medicaid covered dental
- Make health care / insurance more affordable for the average person
- Make insurance program easier to understand
- Reduce senior insurance including dental expenses

- Why are there so many insurance companies? There should be one insurance for elderly, one for young people, one for people working full time, one for those working part time.
- I wish there was a way to make healthcare more affordable. I'm not sure if free health insurance for all is the answer. I have an insurance plan, my deductible is just so high it's hard to pay these costs. On a community based level, I would like to see more mental health services provided and more safe side walks in town.

2019 COMMUNITY HEALTH NEEDS SURVEY

- I would change the fact that dental insurance is too expensive; make sure there is more after school activities available at no cost and make sure more affordable childcare is available
- More affordable, quality child care
- The cost of child care with providers and more affordable housing

- Everything too expensive
- Everything! Everything is about money.
- How much everything costs

- Access to services, more providers
- Changing hurried visits by providers
- More time with providers - always rushed
- That doctors would have more time during visits
- Lifestyle. Medical that would listen to you.
- I would change the way the hospital is run.
- Seamless referrals between medical providers and social service organizations when services are recommended.

- Access to mental Health / Mental Health services (4)
- A better mental health system.
- Mental health resources
- More than one place to go for mental health support. The only one available serves way too many towns and there are long waits but no alternatives.
- At a time when I was extremely depressed, it was hard to see my therapist as often as I needed. Also it was almost 2 months to see my neurologist.
- Access to affordable counseling (for kiddo with high needs)
- Improved access to mental health services for all patients regardless of insurance coverage.
- Education to professionals to decrease stigmatization that patients experience by those they reach out to for support for medical and mental health services.
- Perceptions of mental health stigmas
- More of NAMI NH's peer to peer support
- QUICK access to mental health services
- Wait times for mental health treatment
- How difficult it is to get good mental health care

- Affordable housing for low-income persons who also need support for mental health treatment.
- Affordable housing (3)
- Lower housing/rent costs so have more money for health care.
- Things are tough on people. Housing costs, prices need to be lower so people can live better.
- Make affordable housing available.
- State needs to pay for HOUSING and drug treatment

- That's a loaded question. A chicken or egg sort of reflection is warranted here. In my Manchester community, some people are homeless, substance dependent, and do not have the where-with-all

2019 COMMUNITY HEALTH NEEDS SURVEY

to navigate the system to get basic life skills let alone a home or the ability / motivation to curb substance abuse. So 1 thing? Our homeless population as we move into the winter months.

- How seniors live - no \$
- Make it easier for people not getting enough help
- More help
- Make it easier to get the help you need
- Services for those around me.
- More local resources. My 97 year old father lives in Londonderry. Receives home care services out of Manchester, homemaker service from agency in Hampstead. We are lucky, as he is a veteran, but his neighbors are not as lucky. Lack of these services locally.
- To make it easier for the elderly to have access to social services that could assist them with basic living needs.
- More help for caregivers and seniors who want to stay in their homes
- More Veteran services. Less real estate taxes so monies could be used for medical insurance and associated costs for the elderly.

- More help for people in the middle – make too much to get help and too little to get by
- Minimum wage increase

- Lower public school taxes

- Transportation (3)
- Access to public transportation
- Access to transportation (2)
- Accessible public transportation would get people moving much more and would contribute to helping with people going to their health care providers.
- Getting old is hard. If you don't drive you are stuck. Doctors' offices should give rides.
- I would have some form of public transportation put in place.
- More public transportation
- Public transit
- Public transportation (2)
- Public transportation because it would be more convenient for citizens.
- More transportation for medical appointments available to non drivers regardless of age or income
- Much needed transportation - we should have public transportation in Derry
- Transportation for all
- Transportation services
- There needs to be adequate transportation. A public and low cost form of transportation that is reliable is needed. Additionally the cost of health care.

- Access to help for teens and parents of teens
- Supporting strong families
- Reduce family stress

2019 COMMUNITY HEALTH NEEDS SURVEY

- More resources for our youth
- More activities for children and opportunities for parents of young children
- More services available for children
- More help with special needs

- Mandatory parenting classes

- Children / teens reliance on social media for their self-esteem, confidence, identity
- Improved levels of self esteem

- Better communication of the services that we offer and reaching out to those who need it most.
- Better awareness of available services
- Better knowledge of available services
- I would make sure all students at school know what programs are available for them.
- Information about what is available and how to access
- One phone number/email to find needed services. Reference

- Add more availability of beds for substance abuse treatment.
- More affordable access to substance abuse treatment centers
- To help people with drug abuse
- We need more help with the drug epidemic. We need more places for these people to go to without a wait.
- More availability/providers for MH and substance misuse Tx
- More locations for people struggling with addiction to come to
- Drug misuse prevention and treatment
- Drug and alcohol misuse treatment and prevention (2)
- Better recovery support and more awareness
- Education at the elementary school, middle school and high school on the dangers associated with opiates.
- I haven't lived here long but I think substance abuse and drinking would have to be the biggest concern.
- The level of drug and alcohol use along with mental health issues.
- Drug use and mental health. They are related. And bring faith back into our communities.

- Get rid of Juuls, Pods, etc . . Tobacco products
- Rules for smoking - ban sales - decrease accessibility. Fines for littering when tossing butts out of cars, crushing and leaving filters on the ground, etc. Hand out pocket size butt containers. Infant and child exposure to smoke are health and safety risks. I used to smoke too.
- Tobacco 21; better enforcement against underage sales

- I would change the manner by which we address opioid issues. We tell people it's alright to be addicted because it's an illness. It's no more of an illness than suicide. It's self-inflicted and the abuser is the only one who can make a change for themselves.

2019 COMMUNITY HEALTH NEEDS SURVEY

- Less access to drugs
- Get rid of the drugs
- Get rid of junkies.
- Legalize Cannabis. Most other states are legal. Helps so many people cope
- Make weed legal
- Hold people accountable for their actions
- A health community everyone can trust in and that offers free help to community with things like obesity and smoking cessation
- A very focused curriculum on Nutrition and Good Health practices taught from K through 12, including cooking classes, exercise, and relaxation.
- Healthy cooking groups / classes; Farm to table opportunities
- Nutrition classes in elementary schools and access to healthy foods for children living in poverty
- Obesity and dieting lifestyle changes
- All health maintenance programs
- Group fitness
- More opportunities to be physically active
- Safer roads for bike riding
- Improved sidewalks and bike route
- Increased sidewalks
- If we had sidewalks/street lights people could stay out later for walks/runs
- Sidewalks (2)
- Sidewalks so that we can walk no matter what neighborhood we reside in
- More recreation facilities for the youth to exercise.
- Better integration of religious institutions to meet not only the physical needs, but the spiritual.
- Better help and support from DV agencies. I've learned very much since August. There is NO HELP for someone like me. I have been discriminated against for and DV help.
- Eligibility (health and human services) - amount of cash assistance per month
- The way to find jobs
- Federal dollars to support local efforts.
- Cleaning up mold

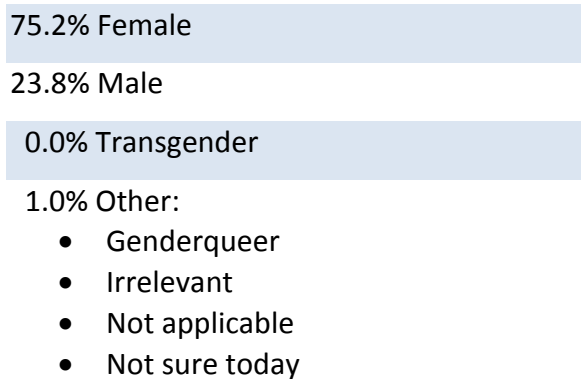
2019 COMMUNITY HEALTH NEEDS SURVEY

The following questions will help us to better understand the characteristics of people answering this survey. This information will not be used to identify you in any way.

10. What is your age? 38 missing responses

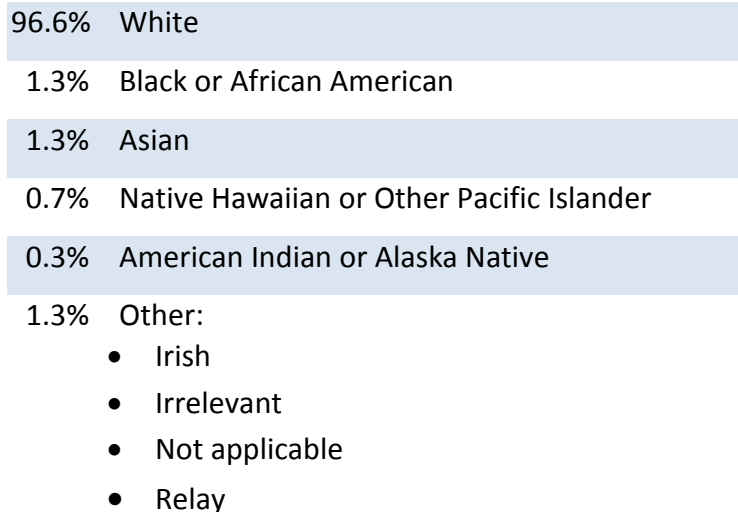


11. How do you describe your gender? 38 missing responses



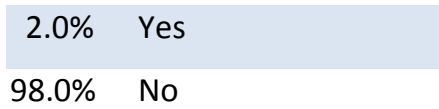
12. Which one or more of the following would you say is your race? (Check all that apply)

39 missing responses

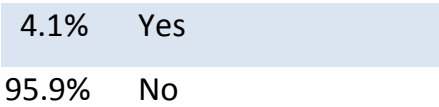


2019 COMMUNITY HEALTH NEEDS SURVEY

13. Are you Hispanic or Latino? 42 missing responses



14. Are you a veteran? 42 missing responses



15. What is the zip code of your current local residence? 59 missing responses

Londonderry	25.6%
Derry	24.5%
Salem	6.9%
Hampstead	5.1%
Chester	4.3%
Plaistow	3.6%
Sandown	2.9%
Windham	2.2%
Atkinson	1.1%
Danville	0.7%
<i>PHN region subtotal</i>	<i>76.9%</i>
Manchester	7.9%
Hudson	1.8%
Hooksett	1.4%
Bedford	1.4%
Auburn	1.1%
Goffstown	1.1%
Litchfield	1.1%
15 other locations	7.2%

2019 COMMUNITY HEALTH NEEDS SURVEY

For questions 16 and 17, a household is a group of people sharing a home and any income earned with each other.

16. Approximately what is your annual household income? Missing 55

8.9%	Less than \$15,000
14.6%	\$15,000-\$30,000
25.6%	\$30,001-\$50,000
11.0%	\$50,001-\$75,000
17.8%	\$75,001-\$100,000
22.1%	More than \$100,000

17. How many people are in your household?

Median 2 people, Mean 2.8 people, range 1 to 7

Please place the completed survey in the near-by drop-box, or mail to:

Greater Derry Community Health Services, Inc.
14A Tsienneto Road – Suite 301
Derry, NH 03038
Attn: D. Tighe

Thank you!

APPENDIX B – KEY STAKEHOLDER SURVEY RESULTS

ALL RESPONSE FREQUENCIES AND COMMENTS



2019 Community Health Needs Assessment Key Stakeholder Survey RESULTS

(NOTE: THIS SURVEY WAS ADMINISTERED ON-LINE ONLY THROUGH EMAIL LINKS.)

Dear Colleague,

The South Central New Hampshire Public Health Network is conducting a comprehensive assessment of community health needs across our region of New Hampshire. ***You have been identified as an individual with valuable knowledge and opinions regarding community health needs.***

Please take about 10 minutes to give us your thoughts and perceptions through this survey. Your responses will be confidential, although you will be offered an option for providing your contact information at the end of the survey.

Along with the South Central NH Public Health Network, partner organizations in this effort include Granite United Way, Center for Life Management, Greater Derry Community Health Services, Community Alliance for Teen Safety, Parkland Medical Center and The Upper Room, a Family Resource Center.

Results from the survey and other assessment activities will help us shape our plans and build partnerships for community health improvement. We look forward to continuing our work together to maintain and improve the health of our communities.



Thank you very much for your time and assistance!

2019 KEY STAKEHOLDER SURVEY

Community can mean different things to different people. For the purpose of this survey, please consider the community to be residents of the towns served by the South Central NH Public Health Network, which include Atkinson, Chester, Danville, Derry, Hampstead, Londonderry, Plaistow, Salem, Sandown and Windham.

TOTAL RESPONDENTS=44; 48.9% Response Rate

1. What do you think are the most pressing health issues in your community today?

(Please choose up to 5)

75.0%	Affordable health insurance / health care costs
70.5%	Availability of mental health care services
65.9%	Availability of substance misuse treatment and recovery services
45.5%	Prevention of substance misuse and addiction
38.6%	Cost of prescription drugs
29.5%	Suicide Prevention
22.7%	Adverse childhood experiences / childhood trauma
20.5%	Prevention and treatment of chronic disease (like diabetes or heart disease)
15.9%	Access to assisted living or long term care services
13.6%	Health care for seniors
11.4%	Prevention and treatment of cancer
11.4%	Stress-related to financial issues / difficulties
9.1%	Access to healthy foods, good nutrition
9.1%	Opportunities for physical activity, recreation
6.8%	Access to home health care and hospice services
6.8%	Preventing obesity / weight loss programs
6.8%	Tobacco use prevention / cessation
4.5%	Availability of primary care services
4.5%	Availability of dental services
2.3%	Preventing accidents and injuries
0.0%	Access to prenatal care / OB services
	Other: Vaping education

2019 KEY STAKEHOLDER SURVEY

2. What do you think are the most pressing safety issues in your community today?

(Please choose up to 4)

70.5%	People under the influence of alcohol or drugs
47.7 %	Frail elders at home
45.5%	Distracted or impaired driving
43.2%	Bullying/cyber-bullying
36.4%	Domestic violence or partner abuse
29.5%	Child abuse or neglect
29.5%	Identity theft
20.5%	Being prepared for an emergency
13.6%	Discrimination based on race, ethnicity, sexual orientation or gender
9.1%	Elder abuse
4.5%	Property Crime, burglary, vandalism
4.5%	School violence
0.0%	Rape and sexual assault
0.0%	Occupational / worksite safety
	Other: Scams / fraud that target seniors

2019 KEY STAKEHOLDER SURVEY

3. Which of the following services or resources that support a healthy community should we focus on improving? (Please choose up to 4)

61.4%	Public transportation
47.7%	Access to affordable housing
45.5%	Services and supports for older adults
25.0%	Affordable, high quality child care
25.0%	Early identification of Adverse Childhood Experience risk factors
22.7%	Safe walking routes, sidewalks
20.5%	Strengthening and supporting families
18.2%	Youth support programs and services
18.2%	Recreation opportunities for all ages and abilities
15.9%	Support for grandparents raising grandchildren
15.9%	Education in the public schools
15.9%	Meeting basic family needs
11.4%	Arts and cultural events
9.1%	Services for persons with disabilities
4.5%	Opportunities for community inclusion for people with disabilities
2.3%	Adult education and learning opportunities
2.3%	Open space, green space
0.0%	Job opportunities / job training
0.0%	Clean air and water

2019 KEY STAKEHOLDER SURVEY

4. What are the most significant barriers that keep people in the community from accessing the health care services they need? (Please choose up to 4)

70.5%	Inability to Pay Out of Pocket Expenses
65.9%	Lack of Insurance Coverage
50.0%	Reluctance to seek out services/Stigma
47.7%	Lack of Transportation
47.7%	Difficulty navigating the health care system
22.7%	Local providers Not Available/ Insufficient Local Capacity
20.5%	Time Limitations (Long Wait Times, Limited Office Hours, Time off Work)
18.2%	Basic Needs Not Met (Food/Shelter)
18.2%	Insufficient number of providers accepting Medicaid enrollees
15.9%	Lack of Child Care
2.3%	Lack of Trust
2.3%	Language/Cultural Barriers
0.0%	Eligibility barriers
0.0%	None/No Barriers

Other:

- Not knowing what services are available.
- Personal responsibility for healthcare.

2019 KEY STAKEHOLDER SURVEY

5. Are there particular types of health providers, specialties or services that are needed in the community due to insufficient capacity or availability?

37.5% Yes
0.0% No
62.5% Not sure (4 missing responses)

5a. IF YES, please describe the types of health providers, specialties or services that are needed and, if applicable, particular towns or areas of the region where they are needed.

- Mental Health / Mental Health Providers (7)
- Mental health care providers / counselors, all communities.
- Mental health providers for adult and youth
- Mental health services for less affluent
- Mental Health treatment
- Psychiatrists
- Psychiatric care with great paucity of psychiatry
- SUD / substance misuse / substance use treatment (4)
- More beds for substance abuse
- Dental / Dental Providers (2)
- Housing (2)
- Neuro-specialists
- Outpatient tx & prevention; affordable childcare; services to elders; more LGBT awareness and support; more support for children's mental health; Sandown; Hampstead, Plaistow, Danville
- Primary vs. urgent care with aging physician population
- Poor transportation options
- There is virtually no public transportation. Sidewalks are almost non-existent. There is also no community center large enough to house indoor sports or any community activities in Londonderry.

2019 KEY STAKEHOLDER SURVEY

6. Are there specific populations in the community that you think are not being adequately served by local health services?

76.7%	Yes
2.3%	No
20.9%	Not sure (1 missing response)

6a. If yes, which populations are underserved? (Select all that apply)

63.6%	Uninsured/Underinsured
63.6%	People in need of Mental Health care
63.6%	People in need of substance use treatment
43.2%	Low-income/Poor
38.6%	People who are homeless
34.1%	Seniors / elderly
25.0%	Veterans
18.2%	Developmentally disabled
15.9%	Physically disabled
15.9%	School-aged children/youth
13.6%	Infants and early childhood
11.4%	Young Adults
11.4%	Lesbian, Gay, Bisexual, Transgender, Queer
6.8%	Hispanic/Latino
4.5%	Black/African-American
4.5%	Immigrants/Refugees
4.5%	Adult Women
4.5%	Adult Men
0.0%	None

Other: Working poor who are in the gray area where they don't qualify for assistance because of financial metrics and don't seek care because of cost.

2019 KEY STAKEHOLDER SURVEY

7. In your opinion, what is being done well in the community to support good health and quality of life?

- SNHPHN is a great resource; growing awareness and work with opioids; Much happens to support elders through groups like Service Link & Community Caregivers
- PHN partners working together
- Agencies work well together, lots of good collaboration.
- Collaboration, working together on community issues through partnerships rather than individually
- Seems to be a lot of good efforts to address factors that contribute to good health.
- Quality network of health care providers, civic organizations, religious groups.
- The collaboration between organizations and civil service organizations is positive, and productive. We're able to communicate and fill in potential gaps, when it comes to meeting the community's needs
- The education of the First Responders to MH and SA needs, the frail elderly domestic violence. A very supportive Network For South Central including religious leaders, first responders, nurses doctors, therapists, educators, etc I believe an exceptional job has been done to broaden the network in order to explore the needs of the community
- The public health networks strive to provide educational opportunities in a few areas and many health care practices have learned that education and wellness services are an excellent investment. Municipalities appear to be working more on master plans that include services for the underserved.
- The Town supports a number of agencies that help our residents in need.
- There are many good programs out there to promote good health and quality of life. SCPHN has done a great job moving the needle positively on this.
- There is a valiant effort being made through collaborations of community organizations
- Transportation for seniors, assistance for durable goods, child oral health, healthy outdoor experiences, re: rail trail, Derry medical smoking cessation and weight loss programs upper room teen pregnancy.
- Elder transportation to medical appointments
- Volunteers in our community have created a transportation program where volunteer drivers assist the elderly and disabled to get to doctor appointments and shopping. This has been a huge success for those who need that. The challenge is sustaining volunteers and their availability.

2019 KEY STAKEHOLDER SURVEY

- There are plenty of programs and resources for those in financial need, but not much for those who just want to be active.
- Outdoor activity and opportunity.
- Opportunities for outdoor recreation.
- Parks and bike paths (rail trail)
- Youth and adult recreational opportunities.
- Recreation opportunities; continuing education enrichment opportunities; business/school collaborations; integrated public school pre-school; quality child care and play groups.
- Educational programs through TRSD, and Atkinson Community Center
- Education around substance misuse
- Expansion of Mental health services
- Peer to peer recovery
- Availability of health care and providers of many types IF you have Medicaid.
- Derry medical center and value based medicine initiatives and Community Health Services with lack of proper public health
- A strong economy helps with jobs and health care benefits. For others, the local network of charities, churches, state agencies and community assistance programs work very well.
- Good economy, low unemployment.

8. If you could change one thing that you believe would contribute to better health in your community, what would you change?

- Increase affordability of mental health services for all ages.
- Improved mental health care
- Better Mental Health availability
- Better access to mental health services
- More mental health & treatment infrastructure
- More state funding for mental health
- The Community Mental Health Center's position that they are only mandated to care for Medicaid eligible patients

2019 KEY STAKEHOLDER SURVEY

- Increase access to mental and dental health providers who accept Medicaid as well as increase the knowledge on the importance of emergency preparedness
 - Health care system
 - Reduce medical bureaucracy
 - Better communication and coordination between health care providers.
 - Mobile integrated health care
 - Program that would compensate healthcare providers to educate pts on personal responsibility when making life choices. Personal accountability is key to good or improved outcomes.
-
- Assist in people's health care options and insurance
 - Health Care for all residents
 - Single payer health care for all
 - Lower health insurance and prescription drug costs
 - More willingness on part of health care providers to accept Medicaid and uninsured.
-
- Continue improvement/capacity of youth substance abuse education particularly decision making skills.
 - Improve access to substance use prevention and treatment efforts
 - More and better treatment for addictions
 - Substance abuse prevention programming for the youth in the community.
 - Substance abuse/misuse treatment center
-
- Additional funding for health care agencies and facilities.
 - Provide additional support for local programs that assist with health care and mental health.
 - More support for safety net agencies
 - More funding
-
- Better public transportation
 - Transportation (2)
-
- Continue to promote healthy lifestyle choices.
 - Safe routes for children would help develop early healthy lifestyle changes.
 - Have an area large enough to have outdoor activities in any season. Have an indoor area large enough to have indoor activities such as sports/walking/running.

2019 KEY STAKEHOLDER SURVEY

- I would like to see more services available to help the elderly who don't know what services are available and to have someone checking in on them regularly.
- More advertising of available services.

9. Please indicate which of the following categories BEST represents your work or affiliation in the community.

25.9%	Municipal / County / State Government
13.6%	Community member / Volunteer
11.4%	Business
11.4%	Education / Youth Services
11.4%	Mental Health / Behavioral Health
9.1%	Human Service / Social Service
9.1%	Public Safety / Law / Justice
6.8%	Fire / Emergency Medical Service
6.8%	Public Health
4.5%	Faith organization
4.5%	Primary Health Care
4.5%	Dental / Oral Health Care
4.5%	Long Term Care
0.0%	Civic / Cultural Organization
0.0%	Medical Sub-Specialty
0.0%	Home Health Care
	Other: Other Health Care

Thank you !

APPENDIX C – COMMUNITY DISCUSSION GROUP GUIDE

2019 South Central New Hampshire Community Health Needs Assessment
Community Health Discussion Group
Facilitator Guide

Hello and welcome to our discussion group today. Thank you for taking the time to participate. The purpose of our discussion is to get your input on health issues that matter most to you *{from your perspective as _____}*, as well as your thoughts and perceptions about the health of your community. This is part of an effort by the South Central Public Health Network to understand the health-related needs of the community and to plan programs and services that address those needs.

My name is _____, and I will serve as the facilitator of today's discussion. My role is to introduce our topics and ask questions. I will try to make sure all the issues are touched on as fully as possible within our time frame and that everyone gets a chance to participate and express their opinion.

Discussion Guidelines

1. I will ask general questions, and ask for your opinions and ideas. Please remember that there are no right or wrong answers. Everything you tell us is valuable. I know you will have a lot of information and experiences to offer, so on occasion I may have to change the direction of the discussion so we can cover everything in the time we have together.
2. Today's session will go from (time of session) and we will be sure to end on time. You should also feel free to get up and stretch, use the restroom, or help yourself to refreshments.
3. I want to emphasize that the discussion today will remain absolutely confidential. It's possible that some people will share personal stories or opinions. We ask all of you to refrain from sharing information from our discussion with others outside of the group. Any reports that come out of this discussion will focus on themes and ideas. Your name will not be shared or linked with anything that you say in today's focus group.
4. *IF APPLICABLE:* We are taking notes and, with your permission, taping the discussion to help ensure that we gather all of the information you share with us. The recording will only be used for our analysis of key points and common themes and will be destroyed once that analysis is complete. If at any point you no longer feel comfortable having the discussion group recorded, please let us know and the recording will be stopped. Do we have your permission to record our discussion? *(make eye contact with each person in the group for indication of consent)*

Are there any questions before we begin?

Community Health Discussion Group

Draft Discussion Questions:

- 1) Our first set of questions explores how people think about health and wellness. Some of the questions refer to the “community” which can mean something different for everyone- it could mean your town or region, your friends, your ethnic group, people you work with, or however you think of your “community”. *{about 10 minutes for this section}*

- a) **Do you think there is a relationship between the health of individuals and the overall health and vitality of a community?**

Prompt: In what ways do you think the health of individuals can affect overall community health?

- b) **In general, do you think people in your community are healthy? Why? Why not?**

Prompt: What thoughts or issues came to mind as you answered this question?

Prompt: What do you think affects the health of people in your community the most?

- 2) Our next few questions ask for your thoughts on the strengths or resources in your community that help support or enhance individual, family, and community “health.” We are also going to ask your opinions about what some of the barriers to good health are. *{about 20 minutes for this section}*

- a) **When you think of people, places or events in your community that promote health what comes to mind?**

Prompt: What else comes to mind?

Prompt: Are there any strengths or resources that contribute to good health in your community that people may not typically think of?

- b) **What do the people you know worry about most when it comes to their health and their family’s health?**

Prompt: Has this changed in recent years? If so, what has changed?

Prompt: What is happening in your community that gets in the way of or undermines good health?

- 3) **About 3 years ago, a similar assessment of community health needs identified some high priority health issues for our region. Some of these priorities were:**

{about 20 minutes for this section}

- A. *Healthy Weight Promotion*
- B. *Behavioral Healthcare Access*
- C. *Substance Misuse & Addiction Prevention, Treatment & Recovery*
- D. *Injury Prevention*
- E. *Emergency Preparedness for Individuals with Access & Functional Needs*

- a) **Are you aware of any programs or activities that have focused on any of these areas?** *(Describe, elaborate, repeat list as needed)*

- b) **Have you noticed any improvements in these areas?** *(Describe, elaborate)*

- 4) **Do you think these are still the most important health-related issues for your community to address?** *{about 20 minutes for this section}*

Prompt: Perhaps you can start by thinking of the most important 2 or 3 issues in your mind? Why are these most important?

Prompt: What are other important health issues in your community that you would add to this list? Issues that should become a higher priority?

- 5) **What do you think health and human service organizations in this community could be doing better or doing differently to have a positive impact on these health issues?**

(about 15 minutes)

- 6) **That was our last question. Do you have any final thoughts or suggestions for our work together to improve the health of your community?** *(about 10 minutes including wrap up items below)*

DEMOGRAPHIC QUESTIONNAIRE AND OPTIONAL QUESTION: As you wrap up, distribute the one page question asking for age and gender information. Explain that the information will help us to summarize the discussion findings. Also point out that there is an optional question asking about one service or support that would help them with their own health.

COMMUNITY SURVEY: Also distribute paper copies of the 2019 Community Health Needs Survey and / or cards with the survey link on it. Encourage participants to complete the survey before they leave the session or to take some time later that day to complete the survey

SIGN-UP TO RECEIVE RESULTS: Finally, offer participants an opportunity to sign up to receive the results of the assessment and explain that later on we will be looking for people who may want to stay involved in efforts to improve community health.

Community Health Discussion Group

Thank you very much for participating in our discussion group today.

We have just a few more questions to help us summarize the results from this and other similar discussion groups we are holding. Your responses to these questions are not required and you do not need to write your name on this form.

1. How you describe your gender?

- Male
- Female
- Transgender
- Other (please state: _____)

2. Please tell us your age:

- Under 18 years of age
- 18 – 34
- 35 – 54
- 55 – 64
- 65 or over

3. Please share one type of service or support that would help you or your family to maintain or improve your own health. (*Optional*)

THANK YOU FOR YOUR PARTICIPATION!

WOULD YOU LIKE TO KNOW THE FINDINGS OF THE 2019 COMMUNITY HEALTH ASSESSMENT?

If you would like to receive a summary of the findings of the 2019 Community Health Assessment, please provide your contact information here. Thank You.

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