

Androscoggin Valley

Community Health Needs Assessment

Prepared by:
North Country Health Consortium
Littleton, NH



2015

Androscoggin Valley Community Needs Assessment

December 2015

Prepared for:

Androscoggin Valley Hospital
Androscoggin Valley Home Care Services
Coos County Family Health Services
Family Resource Center
Granite United Way – Northern Region
National Alliance on Mental Illness NH (NAMI)
Northern Human Services
Tri-County Community Action Program
White Mountains Community College

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Androscoggin Valley Community Health Needs Assessment

Executive Summary

As part of the 2015 Androscoggin Valley Community Health Needs Assessment, 73 community leaders and 213 community members were surveyed to gather information about health status, health concerns, unmet health needs and services, and suggestions for improving health in the community.

Key findings from the Community Survey:

The top five serious health issues identified by the community assessment surveys were:

- Substance Misuse (includes drugs, opioids, heroin, etc.)
- Alcohol Abuse
- Mental Health Problems
- Smoking and Tobacco Use
- Obesity/Overweight

The top five serious health concerns that contribute to the most serious health issues were identified to be:

- Drug/Alcohol Abuse
- Unemployment/Lack of Jobs
- Poverty
- Cost of healthy foods
- Lack of dental and health insurance

Community members identified the following programs, services or strategies to improve the health of the community:

- **Greater healthcare accessibility** – examples include a walk-in or free clinic; urgent care; accessibility of dental services for Medicaid and low-income families; improve asthma education and bring back pulmonary rehab; more transportation options.
- **Affordable healthcare** – low-cost health insurance with lower co-pays and deductibles; greater access to services and supports for low to middle-income families trying to make ends meet.
- **Access to mental health and substance abuse services** – increase the number of mental health providers working in the community, including integration at health centers and the hospital; hold support groups for individuals affected by mental illness; implement community programs to reduce stigma around mental illness; greater access to substance abuse services, including outpatient and in-patient treatment, drug courts, and counseling services.
- **Employment Opportunities and Training**- need more employment opportunities; more opportunities for those without degrees, but with comparable experience as people are

often disqualified based on education; job training; business innovation to boost the economy.

- **Access to Health and Fitness:** increase accessibility of fresh and affordable produce, especially at community events; year-round farmer's markets; better fitness facilities and adult sports programs; more activities for all ages with better advertising; create a community center such as a YMCA; more affordable gym memberships; start with young children and families to instill nutrition and fitness education; cooking classes and nutrition programs for the community; more social groups that focus on hobbies and interests of local residents; more community gatherings or activity meet-up groups.

Key findings from the Key Informant Survey:

The top five serious health issues identified by key informants were:

- Substance Misuse (Drugs, Opioids, Heroin)
- Mental Health Problems
- Alcohol Abuse
- Obesity/Overweight
- Lack of Access to Healthy Foods

Key informants identified the following as challenges in the healthcare system of the community:

- **Healthcare accessibility** – need non-emergent care facilities and/or expanded primary care hours to divert ER use for acute appointments; establish local behavioral health and treatment services, including substance abuse treatment; system enhancements to increase provider communication for continuity of care; need to ensure middle-class has access to healthcare services.
- **Healthcare affordability** – medications need to be more affordable and obtainable; universal acceptance of the same insurances among all North Country hospitals.

Key informants identified the following programs, services or strategies to improve the health of the residents in the community:

- **Healthcare accessibility** – Mental health and substance abuse treatment services need to be available without an anticipated month(s) long waitlist; ability to get appointments in a timely manner; acquire state and other funding to expand access to all healthcare services- mental health, substance abuse, medical, dental, etc.; implement mobile clinics to offer free screenings to reach the population who may not be using traditional health systems; palliative care and home visiting for preventative medicine.
- **Better nutrition and more physical activity** – expanded grocery store options including healthy food choices and fresh produce; support groups and community programs that promote physical activity and health; more preventative programs especially for early childhood; environmental changes that lead to more physical activity, including lighting, walking paths, etc.

- **Education** – health education; education to youth about drug and alcohol prevention, including DARE; educating providers about mental health.

Additional information, including details and analysis of survey results can be found in the appendices of the full report.

Community Partners:

Androscoggin Valley Hospital
Androscoggin Valley Home Care Services
Coos County Family Health Services
Family Resource Center
Granite United Way – Northern Region
National Alliance on Mental Illness NH
Northern Human Services
Tri-County Community Action Program
North Country Health Consortium
White Mountains Community College

Description of the Androscoggin Valley Health Care Service Area

Androscoggin Valley Hospital, Androscoggin Valley Home Care Services, Coos County Family Health Services, Family Resource Center, Granite United Way – Northern Region, National Alliance on Mental Illness NH, Northern Human Services, North Country Health Consortium, Tri-County Community Action Program, and White Mountains Community College conducted a community survey in the Fall of 2015 to fulfill requirements of the Patient Protection and Affordable Care Act (PPACA) that requires not-for-profit hospitals to conduct a community health needs assessment not less frequently than every three years and adopt an implementation strategy to meet the community health needs identified through the assessment. Surveys were distributed throughout the community and respondents were primarily from the Androscoggin Valley Health Care Service Area.

Demographics

The geographic area used for this needs assessment is aligned with the Androscoggin Valley Health Care Service Area (Berlin HSA). The Berlin HSA is composed of the city of Berlin, and the towns of Gorham, Shelburne, Milan, Randolph, Dummer, Errol and Stark. These communities are within the boundaries of Coös County, which is bordered by the State of Maine to the east, the State of Vermont to the west and Quebec, Canada to the north. The city of Berlin (the only city in Coös County) defines much of the region as the largest community in the County with an estimated population of 10,638.¹ The population of Coös County, according to the 2014 Census estimate, is 31,653.

The other communities in the Berlin HSA have populations less than 3,000. Gorham is the next largest community with a population of 2,820. Milan's population is 1,337, Stark has 563 residents, Randolph has 309, Dummer has 300, Errol has 289 and Shelburne has 373 residents. Total population of the Berlin HSA is 16,629². Unless otherwise noted, Coös County data will be reported to reflect the status of the Berlin HSA.

Coos County is still feeling the effects of the paper mills closing in the last 7 years. The 2015 County Health Rankings Report lists the unemployment rate in Coös County at 6.4%, compared to New Hampshire's rate of 5.3%.³ In 2012 the rate was 7.9% with NH at 6.1%.⁴ Additionally, the rate of uninsured residents in Coos County was 15%.

According to Enroll America, Coos County's rate of uninsured is at 9%, which represents a decrease of 6% from the 2012 rate of 15% in the county. The expansion of Medicaid under the Affordable Care Act, known as the NH Health Protection Program, was instrumental in decreasing the rate of uninsured residents. As of November 2015, Coos County has 1,716 residents enrolled in the New Hampshire Health Protection Program⁵.

¹ NH.gov: <http://www.nh.gov/municipal/berlin.html>

² NH.gov: <https://www.nh.gov/municipal/>

³ 2015 County Health Rankings <http://www.countyhealthrankings.org/app/new-hampshire/2015/county/snapshots/007>

⁴ 2012 County Health Rankings <http://www.countyhealthrankings.org/app/new-hampshire/2012/county/snapshots/007>

⁵ NH Fiscal Policy Institute: <http://www.nhfpi.org/research/health-policy/new-hampshire-health-protection-program-coverage-over-44000-granite-staters.html>

Coös County Profile, 2010 Census and 2005-2009 American Community Profile

General, Social, and Economic Characteristics of the Coos County Population

Characteristic	Coös County ⁶	New Hampshire
2010 Census population increase or decrease	4.2% decrease	0.8% increase
Total Population (2014 Census Estimates)	31,653	1,326,813
Female	49%	50.6%
Male	51%	49.4%
Median Age (years)	46.4 years	41.1 years
65 and over	21.8%	15.9%
H.S graduate or higher⁷	86.6%	92%
Bachelor's degree or higher	17.8%	34.4%
Speak a language other than English at home⁸	13.1%	19.6%
In labor force (16+ years)	59.3%	68.6%
Median household income (in 2014 dollars)	\$42,407	\$65,986
Per capita income in past 12 months: 2010-2014 (in 2014 dollars)	\$24,737	\$33,821
Families below 100% FPL	13.4%	8.7%
Female headed families with children 18 or under below 100% FPL	47.2%	30.6%
Individuals 65+ below 100% FPL	8.3%	5.9%

The following table displays the 2015 County Health Rankings Health Outcomes and Health Factors Data for Coös County, New Hampshire⁹

	Coos County	Error Margin	Top US Performers*	New Hampshire	Rank (of 10)
Health Outcomes					10
<i>Mortality</i>					10
Premature death	7,407	6,227-8,588	5,200	5,275	
<i>Morbidity</i>					10
Poor or fair health	18%	16-21%	10%	11%	
Poor physical health days	4.3	3.8-4.8	2.5	3.2	
Poor mental health days	4.8	4.2-5.4	2.3	3.3	
Low birth weight	7.8%	6.6-8.9%	5.9%	6.8%	
Health Factors					10
<i>Health Behaviors</i>					10

⁶ Census.gov Quick Facts: <http://www.census.gov/quickfacts/table/PST045214/33007.00.33>

⁷ US Census Bureau, American Community Survey, 5-year estimates (2005-2009)

<http://www.census.gov/quickfacts/table/PST045214/33007.00.33>

⁸ http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_14_5YR_DP02&src=pt

⁹ 2015 County Health Rankings <http://www.countyhealthrankings.org/app/new-hampshire/2015/county/snapshots/007>

	Coos County	Error Margin	Top US Performers*	New Hampshire	Rank (of 10)
Adult smoking	22%	19-24%	14%	17%	
Adult obesity	31%	29-34%	25%	27%	
Food Environment Index	8.1		8.4	8.6	
Physical Inactivity	27%	25-30%	20%	21%	
Access to exercise opportunities	74%		92%	90%	
Excessive drinking	18%	16-20%	10%	18%	
Alcohol-impaired driving deaths	33%		14%	32%	
Sexually transmitted infections	137		138	233	
Teen births	28	24-32	20	17	
<i>Clinical Care</i>					7
Uninsured	16%	15-18%	11%	13%	
Primary care physicians	867:1		1,045:1	1,080:1	
Dentists	2,000:1		1,377:1	1,484:1	
Mental Health Providers	780:1		386:1	412:1	
Preventable hospital stays	57	51-63	41	51	
Diabetic screening	93%	86-100%	90%	90%	
Mammography screening	67.8%	60.2-75.5%	70.7%	70.7%	
<i>Social & Economic Factors</i>					10
High school graduation	90%			86%	
Some college	54.5%	49.6-59.5%	71.0%	67.7%	
Unemployment	6.4%		4.0%	5.3%	
Children in poverty	22%	16-29%	13%	11%	
Income inequality	4.4	4.0-4.7	3.7	4.2	
Children in single-parent households	37%	30-43%	20%	27%	
Social associations	12.5		22.0	10.3	
Violent crime	143		59	181	
Injury deaths	88	74-103	50	57	
<i>Physical Environment</i>					7
Air pollution - particulate matter	10.6		9.5	10.5	
Drinking water violations	2%		0%	16%	
Severe housing problems	16%	14-19%	9%	16%	
Driving alone to work	80%	78-82%	71%	81%	
Long commute- driving alone	23%	20-25%	15%	37%	

* 90th percentile, i.e., only 10% are better. Note: Blank values reflect unreliable or missing data

Methodology

With assistance from the North Country Health Consortium (NCHC), Androscoggin Valley Hospital (AVH), together with the Androscoggin Valley Community Partners (AVCP) conducted the 2015 Androscoggin Valley Community Health Needs Assessment (CHNA). In addition to NCHC and AVH, the following agencies from the AVCP group participated in the development and implementation of the survey:

- Androscoggin Valley Hospital
- Androscoggin Valley Home Care Services
- Coos County Family Health Services
- Family Resource Center
- Granite United Way – Northern Region
- National Alliance on Mental Illness NH
- Northern Human Services
- Tri-County Community Action Program
- North Country Health Consortium
- White Mountains Community College

The purpose of the CHNA is to survey community members and key leaders to get information related to the demographic, socioeconomic, health status, environmental, and behavioral characteristics of residents in the Androscoggin Valley. In addition to these surveys, secondary data collected from the U.S. Bureau of the Census, Behavioral Risk Factor Surveillance Survey, County Health Rankings, the NH Fiscal Policy Institute, NH Municipality website, and the NH State Health Profile, is reviewed and used as benchmark data to see how the Androscoggin Valley compares to state and national trends. Information from the surveys and secondary data sources are used to evaluate the health of the community, identify high priority health needs, and develop and implement strategies to address the needs of the community.

The participating agencies have been meeting on a monthly basis since the summer of 2015 to plan and implement both the Community Survey (see *Appendix A*) and the Key Informant Survey (see *Appendix B*). To prepare for conducting the 2015 community health needs assessment, participants accomplished the following:

- Reviewed the 2012 Community Needs Assessment survey tool and results;
- Developed a 2015 CHNA survey tool with the assistance of NCHC;
- Conducted the formal 2015 CHNA between November 2015 and December 2015;
- Compiled the results of the 2015 CHNA with the assistance of NCHC;
- Analyzed the survey and secondary data;
- Prepared the 2015 Community Health Needs Assessment Report

Process for conducting Community Survey

Survey Monkey was used to develop an electronic survey to collect demographic and socioeconomic information on the respondent and information related to their health status. In addition, the respondents were asked questions about the health and wellness needs of the community.

Each participating AVCP agency received a unique Survey Monkey web-collector link for collecting survey responses from patients and/or clients. To assist AVCP partners in outreach efforts for collecting community data, individual flyers were created with their unique links and a QR code for smartphone users to be able to scan the code for direct access to the survey. Individual participating agencies disseminated their link to closed email lists, etc. New in 2015, additional outreach was done using Facebook to promote the opportunity to provide feedback to area residents. A general web-collector link was created for use on social media for tracking the effectiveness of using this new outreach method, in which 121 responses were collected.

Paper copies of the survey were also placed at participating health care agencies, social service agencies, and municipalities for consumers to complete. The paper surveys were then collected and manually entered into Survey Monkey for all of the data could be aggregated together. The surveys were made available to the community from November 4- December 8th, 2015 in which a total of 213 surveys were completed.

Process for conducting Key Informant Survey

Survey Monkey was also used to gather information from 73 community leaders and key stakeholders in the Androscoggin Valley. This group represented a broad constituency including area business and economic development leaders, community board members of health and human service organizations, municipal government, school administration and staff, and health and human service providers. All of these individuals responded to the survey directly online.

Androscoggin Valley Health Care Service Area

Community Health Needs Assessment

Community Survey Report

Demographics of Survey Respondents

❖ **Location of Residency**

74.6% of respondents were from Berlin or Gorham while 16% were from other towns in the Androscoggin Valley area. Over 9% of respondents were from other towns in surrounding Northern NH and Maine communities.

Where do you live:	% of Respondents
Berlin	56.3%
Dummer	0.5%
Errol	0.5%
Gorham	18.3%
Milan	10.8%
Randolph	2.8%
Shelburne	1.4%
Other: <i>Includes: Jefferson, Lancaster, Bethlehem, Littleton, Whitefield, Franconia, Piermont, North Conway, Stark, Groveton, Gilead, Maine, and Fryeburg, Maine.</i>	9.4%

❖ **Duration of residency in Androscoggin Valley**

72.7% of respondents have lived in the Androscoggin Valley area for 16+ years. Many additional responses indicate a range of 20-73 years and many residing in the area for the duration of their lives thus far.

How long have you lived in this area?	% of Respondents
Less than 1 year	2.8%
1-5 years	9.4%
6-10 years	6.6%
11-15 years	8.5%
16+ years	57.7%
Other: <i>Other responses range from 20-73 years</i>	15%

❖ **Educational Attainment**

14.2% of respondents have advanced degrees and 21.7% are college graduates. About 50% have had some college education or are community college graduates. 12.7% percent graduated from high school, and 0.2% did not complete high school. 57.6% of respondents to this question (106 out of 184) are first-generation college students.

❖ **Age**

58% of respondents are between 45 and 64 years old and another 25.5% are between the ages of 30 and 44. 8.5% are between 18 and 29. 83.2% of the respondents are female and 16.8% are male.

How old are you?	% of Respondents
Less than 18 years	0%
18-29 years	8.5%
30-44 years	25.5%
45-64 years	58%
65 years or older	8%

❖ **Household Data and Employment Status**

60.5% of households have 2-3 individual occupants, while 22.4% had 4-5 occupants. Additionally, single individual households represent 15.2% of respondents.

51.5% of respondents reported having a household annual income over \$60,000; 8.5% are in the \$50,001 to \$60,000 range; 9.5% are in the \$40,000 to \$50,000 range; 13% are in the \$30,001 to \$40,000 range; and 17.5% a household income of less than \$30,000.

Employment status of respondents included 96.9% of employed individuals, 1% of unemployed and 2% of long-term unemployed (defined as more than 1 year of unemployment). 21 respondents additionally indicated a status of retired, disabled, stay at home parent, part-time employed, or soon to be unemployed.

Annual Household Income	% of Respondents
Under \$12,000	4.5%
\$12,001-\$20,000	6.5%
\$20,001-\$30,000	6.5%
\$30,001-\$40,000	13%
\$40,001-\$50,000	9.5%
\$50,001-\$60,000	8.5%
Over \$60,000	51.5%

Health and Dental Care

❖ **Health and Dental Insurance**

Respondents were asked about their health and dental insurance status and about their health and dental care providers.

Respondents were asked about health and dental care:	2005	2010	2012	2015
Report having health insurance	83%	91%	91%	98.6%
Report having a healthcare provider	95%	83%	92%	95.2%
Report seeing a healthcare provider at least once in the last year	n/a	n/a	92%	88.5%
Report having dental insurance	n/a	45%	55%	73.9%
Report seeing a dentist at least once in the last year	63%	63%	61%	76%

Respondents indicated an increase in health and dental insurance coverage. Health insurance coverage increased 7.6% and dental insurance increased 18.9% from 2012. The number of respondents reporting they had a healthcare provider in 2015 increased by 3.2% from 2012. 88.5% of respondents reported seeing their healthcare provider at least once in the last year, representing a 3.5% decrease from 2012.

69.8% of the respondents have a healthcare provider that is located in Berlin, and 22.2% of the respondents see a provider in Gorham. 2.1% of respondents use a healthcare provider from Lancaster, 1.1% travel to North Conway, and 1.1% used a variety of other providers. 4.8% of respondents indicated that they do not have a healthcare provider. 64.6% of respondents have been with their current healthcare providers for 5 or more years.

Location of Healthcare Provider	% of Respondents
Berlin	69.8%
Gorham	22.2%
Lancaster	2.1%
North Conway	1.1%
Other <i>Includes: Littleton, Groveton, Franconia, Whitefield, Lebanon, Conway, Twin Mountain, Texas, and New York</i>	1.1%
Do not have a healthcare provider	4.8%

❖ **Hospital and Specialty Services**

Respondents were asked if they received care from a physician who is a specialist outside of their community. 40% of respondents indicated “yes”, 48.6% indicated “no”, and 11.4% indicated that they did not receive care from a physician who is a specialist in the last year. Reasons for acquiring specialty care outside of the community varied, including personal choice (23.7%) and services not offered in the community (25.6%) (multiple responses were accepted from participants).

Why did you receive care from a physician who is a specialist outside of your community:	% of Respondents
Personal Choice	23.7%
Services not offered in this community	25.6%
Cost	0%
Recommended by health insurance provider	2.6%
Not applicable as I did not look for or receive care outside of my community	48.7%
Other <i>Includes: Recommended by peers; referred by surgeon; preference for outside provider; long-term care not provided locally.</i>	n/a

Additionally, respondents were asked if they looked for or received care from a hospital, other than Androscoggin Valley Hospital, located outside of their community, 25% indicated “yes” while 75% indicated “no”. Of those who sought care from another hospital, personal choice and services not offered ranked at the top, 18.4% and 14.3% respectively (multiple responses were accepted from participants).

Why did you receive care from a hospital outside of your community:	% of Respondents
Personal Choice	18.4%
Services not offered in this community	14.3%
Cost	3.4%
Recommended by health insurance provider	1.4%
Not applicable as I did not look for or receive care outside of my community	64.6%
Other <i>Includes: Recommended by peer; provider located at a different hospital; services too costly for uninsured (i.e. imaging); preferred a doctor with more experience in procedure; urgent care; walk-in clinic services on Saturday; lack of confidence in local providers.</i>	n/a

❖ **Personal Wellness**

Respondents were asked about their health status in the areas of diabetes, heart disease, tobacco, weight, exercise, and mental health.

Respondents were asked about their health status:	2005	2010	2012	2015
Report being told they have diabetes	10%	9%	13%	9.2%
Report being told they have heart disease	n/a	8%	6%	2.9%
Report being told they have asthma	n/a	n/a	15%	12.6%
Report being told they have high blood	n/a	n/a	30%	23.2%
Smoke cigarettes on a daily basis	22%	19%	17%	7.3%*
Use smokeless tobacco on a daily basis	n/a	1%	3%	1%
Report in the last 30 days that they drank 5 or more drinks of alcohol in a row within a couple of hours.	n/a	n/a	11%	8.3%
Report exercise at least 3 times a week	54%	55%	51%	53.2%
Have been advised in the last 5 years to lose weight	n/a	33%	37%	40.9%
Report usually feeling happy about their life	76%	70%	70%	74.5%

*1% declined to answer daily smoking question and 8 respondents skipped the question.

The percentage of respondents who have been told they have diabetes has declined by 3.8% since 2012 and now stands at 9.2%. In addition, there was a 3.9% increase in the number of respondents who have been advised to lose weight in the last 5 years, and a 2.2% increase in respondents who report exercising at least 3 times a week. During the past 30 days, respondents who reported they had consumed 5 or more drinks of alcohol in a row, that is, within a couple of hours, declined by 2.7%. Tobacco use declined as the percentage of respondents who smoke cigarettes on a daily basis decreased by 9.7% and the use of smokeless tobacco declined by 2%.

❖ **Access to Health and Dental Care Services and Barriers to Overall Wellness**

Respondents were asked if health services were available when they or a family member needed them in the last two years. The table below reflects the availability of services required: (Complete results are in *Appendix C*)

Services:	Received Every Time	Received Some of the Time	Never Able to Get Services
Well care in a doctor's office	74%	9%	0%
Sick care in a doctor's office	59%	11%	2%
Dental cleaning	77%	5%	5%
Dental filling(s)	44%	9%	5%

Prescription drugs	80%	7%	1%
Home health care services	7%	0.5%	0.5%
Mental health counseling	15%	4%	4%
Alcohol and drug abuse counseling	2%	0.5%	3%
Emergency room care	41%	6%	0.5%
Nursing home care	3%	0%	0%
Assisted Living	2%	0%	0%
Hospice Care	1%	0%	0%
Lab work	73%	9%	0.5%
X-ray	54%	5%	0%
Eating disorder treatment	4%	0.5%	2%
Cancer treatment	5%	0.5%	0%
Rehab services (Physical Therapy or Occupational Therapy)	22%	2%	1%
Nutrition services (ex. Counseling or Education)	8%	2%	0.5%

Respondents were asked if they or their family were unable to receive health services in the last two years, why they were unable to get services. The top five responses are below: (Complete results are in *Appendix C*)

- Cannot get an appointment in an acceptable timeframe (15.9%)
- Could not afford deductibles and co-pays (12.2%)
- Do not have dental insurance (9.8%)
- Could not get an appointment (9.8%)
- Services not available in community (including mental health services) (6.7%)

❖ Support System and Wellness

93.2% respondents of the community survey felt they had some type of support system to confide in. A vast majority of these respondents reported they could confide in family and friends, 85.9% and 73.2% respectively. Another 12.2% reported they chose the faith-based community to confide in. Only 2.4% of the respondents reported participating in an organized support group. 6.8% of respondents felt they had no support system.

The Patient Health Questionnaire-2 (PHQ-2) depression screening question, added in 2015, revealed that of the 202 respondents to this question, 2.97% had little interest or pleasure doing things and 4.46% felt down, depressed, or hopeless nearly every day.

Over the past two weeks, how often have you been bothered by any of the following problems?				
Answer Options	Not at all	Several Days	More than half the days	Nearly every day
Little interest or pleasure doing things	142	43	8	6
Feeling down, depressed, or hopeless	135	45	12	9

Community Wellness

Respondents were asked to identify the seriousness of health issues in their community. The top 5 serious health issues identified in the 2015 community survey were:

- Substance Misuse (includes drugs, opioids, heroin, etc.) (89%)
- Alcohol Abuse (77%)
- Mental Health Problems (74%)
- Smoking and Tobacco Use (61%)
- Obesity/Overweight (56%)

Respondents were asked to identify serious health concerns that lead to the most serious health issues in the community. The top concerns in 2015 were:

- Drug/Alcohol Abuse (87% and 80%, respectively)
- Unemployment/Lack of Jobs (76% and 72%, respectively)
- Poverty (70%)
- Cost of healthy foods (55%)
- Lack of dental and health insurance (54%)

When asked what programs, services or strategies would improve the health of the community, the following responses were mentioned most frequently: (Complete results are in *Appendix C*)

- **Greater healthcare accessibility** – examples include a walk-in or free clinic; urgent care; accessibility of dental services for Medicaid and low-income families; improve asthma education and bring back pulmonary rehab; more transportation options.
- **Affordable healthcare** – low-cost health insurance with lower co-pays and deductibles; greater access to services and supports for low to middle-income families trying to make ends meet.
- **Access to mental health and substance abuse services** – increase the number of mental health providers working in the community, including integration at health centers and the hospital; hold support groups for individuals affected by mental illness; implement community programs to reduce stigma around mental illness; greater access to substance abuse services, including outpatient and in-patient treatment, drug courts, and counseling services.
- **Employment Opportunities and Training**- need more employment opportunities; more opportunities for those without degrees, but with comparable experience as people are often disqualified based on education; job training; business innovation to boost the economy.

- **Access to Health and Fitness:** increase accessibility of fresh and affordable produce, especially at community events; year-round farmer’s markets; better fitness facilities and adult sports programs; more activities for all ages with better advertising; create a community center such as a YMCA; more affordable gym memberships; start with young children and families to instill nutrition and fitness education; cooking classes and nutrition programs for the community; more social groups that focus on hobbies and interests of local residents; more community gatherings or activity meet-up groups.

Survey Prompt:	2010	2012	2015
Top 3 health issues identified:	<ol style="list-style-type: none"> 1. Alcohol/drug addiction 2. Mental health problems 3. Obesity/overweight 	<ol style="list-style-type: none"> 1. Obesity/Overweight 2. Alcohol/Drug Abuse 3. Mental health problems 	<ol style="list-style-type: none"> 1. Substance Misuse (includes drugs, opioids, heroin, etc.) 2. Alcohol abuse 3. Mental Health Problems
What would contribute to better health in the community?	<ol style="list-style-type: none"> 1. Affordable health insurance 2. Healthier food options available in community and schools 3. Improve economy, i.e. jobs 	<ol style="list-style-type: none"> 1. Improved healthcare 2. accessibility 3. Affordable healthcare 4. More mental health services 	<ol style="list-style-type: none"> 1. Greater healthcare access 2. Affordable healthcare 3. Access to Mental Health and Substance Abuse Services 4. Employment Opportunities and Training 5. Access to Health and Fitness

Respondents were asked to identify *one thing they would change to improve the health of their community*. The responses provided are summarized below: (Complete results are in *Appendix C*)

- **Improved access to healthcare-** issues related to access included the need for urgent care clinics; more affordable health care, health insurance, and prescriptions; more providers for ensuring timely appointments.
- **Access to mental health and substance abuse resources-** Prevention education in schools; more clinician providing mental health services; establish substance abuse treatment services and provide assistance to those addicted to drugs and alcohol.
- **Create an environment conducive to overall health-** *Structural changes for increased physical activities include:* skate park; bike and walking paths; better fitness centers; a

community recreation center. *Better access to healthy foods include:* year-round access to fresh produce; better grocery options (i.e. Market Basket); education about nutrition for schools and the community.

- **Increase employment opportunities-** emphasize education and post-secondary training among youth for better employment options; create better paying jobs to stop the exodus of young adults; more job opportunities for workers of all ages.

Survey respondents were asked about *environmental factors that affect their ability to live comfortably in their community*. The top three environmental issues identified are: (Complete results are in *Appendix C*)

- Inadequate lighting at night
- Inadequate transportation
- Not enough safe places to walk

When asked *will the community be able to meet the physical and mental health needs of the aging population so they may lead full and productive lives at home*, 13.2% of the respondents answered “yes”, 60.5% answered “no”, and 26.3% were “not sure”. In regard to why the *community may not be ready to meet the physical and mental health needs of the aging population*, the top concerns were financial, capacity and mental health: (Complete list in *Appendix C*)

- **Financial concerns** - lack of funding for the services the aging population will need; lack of affordable housing and assistance.
- **Capacity** - substantial workforce shortages to provide in-home care; younger generations are seeking employment outside of the area and are not able to assist aging family members as easily.
- **Mental health** - many respondents feel there are not enough mental health workers or services in the community; communication problems persist between mental health and primary care.

Community members completing the survey were asked *does the community have recreational and social activities for all ages in the community to help them maintain their health and well being*. Of those responding to this question, 23.8% said “yes”, 61.6% said “no”, and 14.6% were “not sure”. The top three areas of need include: (Complete results are in *Appendix C*)

- **Programs for children and teens** - need for chemical-free social activities; more for younger children and early teens aside from just sports; transportation should be considered.
- **More recreational and social activities for the community** - examples given include needing more to do in the winter months aside from snowmobiling; having organized classes to teach the community members how to participate in outdoor recreational

activities the area has to offer; need more physical activity events; support groups; specialty interest groups.

- **Financial concerns** - even though there were social and recreational activities offered in the area, these activities were too costly for some residents; need more affordable activities that can be accessible to all residents regardless of income; transportation remains an issue.

Survey respondents were asked *why they live in the Androscoggin Valley*. Reasons included family; the good people who care about their neighbors; many were born here; the natural beauty; it feels safe; access to a variety of great outdoor recreational activities; rural setting preferred; small town with a slower pace than city living. (Complete results are in *Appendix C*)

Androscoggin Valley Key Informant Survey Report

Key informant surveys were completed by 73 participants in the Androscoggin Valley during the Fall of 2015. The key informants who were recruited to complete the Key Informant Surveys included the Berlin City Council; Town Government Officials in all Androscoggin Valley towns; officials, superintendents and staff of School Administration Units (SAU) #3 and #20; CEOs, staff, and Board members of local health and human services agencies, including the community health center, the local hospital, mental health center, community action agency and family resource center.

❖ Community Health Concerns

When the key informants were asked to *identify the serious health issues or concerns that need to be addressed in the community* the following choices received a greater than 50% response as major concerns that need to be addressed: (Complete results are in *Appendix D*)

Issue	% of Respondents
Substance Misuse (Drugs, Opioids, Heroin)	86.3%
Mental Health Problems	74%
Low-Income/Poverty	61.6%
Alcohol Abuse	58.9%
Unemployment/Lack of Jobs	57.5%
Obesity/Overweight	53.4%
Lack of Access to Healthy Foods	50.7%
Bed Bugs in Homes	50.7%

The key informants were asked to *rank in order the top five barriers that keep people from addressing their health issues*. Below are the top five responses listed in descending order of importance: (Complete results are in *Appendix D*)

- Lack of mental healthcare
- Cannot afford the deductibles and co-pays
- Lack of healthcare insurance
- Lack of dental insurance
- Lack of regular doctor or health provider

When asked to list the services that are not available, the following were provided:

- Walk-in clinics to allow for better use of AVH resources
- Substance abuse services including: suboxone treatment, in-patient detox and rehabilitation, and other out-patient services
- Chronic Care
- Pediatric specialty doctors in areas such as audiology, ENT, and urology
- Mental health services that are available in a timely manner

❖ **Hospital and Specialty Services**

51.7% of the key informants have primary care providers that are located in Berlin, 32.8% have providers in Gorham, 5.2% have providers in Lancaster, 6.9% see primary care providers in North Conway and 3.4% of those responding reported not having a primary healthcare provider. In addition, 4 key informants identified Colebrook, the VA, and Franconia as the locations of their healthcare providers.

Location of Healthcare Provider	% of Respondents
Berlin	51.7%
Gorham	32.8%
Lancaster	5.2%
North Conway	6.9%
Other <i>Includes: Colebrook, VA, Franconia</i>	n/a
Do not have a healthcare provider	3.4%

Key informants were asked *in the past year, have you sought care from a physician who is a specialist outside of your community*, 48.4% responded “yes”, 43.5% replied “no”, and 8.1% said “they have never sought care by a physician who is a specialist in the last year”. The respondents that answered yes, they had sought care from a physician who is a specialist outside of the community, were then asked to explain why they left the community to see a physician specialist. The following reasons were identified: (Complete results are in *Appendix D*)

Why did you receive care from a physician who is a specialist outside of your community:	% of Respondents
Personal Choice	21.7%
Services not offered in this community	43.5%
Cost	0%
Recommended by health insurance provider	0%
Not applicable as I did not look for or receive care outside of my community	34.8%
Other <i>Includes: VA; could not get tests in reasonable timeframe; referred by physician; poor experience with local provider.</i>	n/a

The key informants were asked if *in the last year they had sought care from a hospital outside of the community*. Of those who responded, 27.4% of the participants replied “yes” and 72.6% replied “no”.

When asked why they went to a different hospital, 8% of the respondents replied it was a personal choice, 29.7% felt services were not offered in the community, and 2.7% of the respondents mentioned cost as a reason they sought care from a hospital outside of the community.

Why did you receive care from a hospital outside of your community:	% of Respondents
Personal Choice	8%
Services not offered in this community	29.7%
Cost	2.7%
Recommended by health insurance provider	0.0%
Not applicable as I did not look for or receive care outside of my community	48.6%
Other <i>Includes: Considering outside imaging services as its more costly locally; VA; advised to go outside of the local hospital for services.</i>	n/a

The key informants were asked to *identify which high risk behaviors need to be addressed in the community*. The top responses in descending order are:
(Complete results are in *Appendix D*)

- Substance Abuse (Opioids, Heroin, etc.) (96.5%)
- Alcohol Abuse (80.7%)
- Tobacco Use (52.6%)
- Domestic Violence (52.6%)

Below you will find the *top three healthy behaviors that key informants feel should be encouraged*: (Complete results are in *Appendix D*)

- Eating healthy foods
- Increasing physical activity
- Achieving and maintaining healthy weight status

When key informants were asked to *identify challenges in the healthcare system of the community* both healthcare accessibility and healthcare affordability rose to the top: (Complete results are in *Appendix D*)

- **Healthcare accessibility** – Mental health and substance abuse treatment services needed; ability to get appointments and in a timely manner; providers need more time with patients; poverty and lack of education hinder accessibility; walk-in clinic and/or urgent care needed.
- **Healthcare affordability**- medications need to be more affordable and obtainable; cost in general.

Key informants were asked to *identify programs, services or strategies that would improve the health of the residents in the community*. Responses included: (Complete results are in *Appendix D*)

- **Healthcare accessibility** – Mental health and substance abuse treatment services need to be available without an anticipated month(s) long waitlist; ability to get appointments in a timely manner; acquire state and other funding to expand access to all healthcare services- mental health, substance abuse, medical, dental, etc.; implement mobile clinics to offer free screenings to reach the population who may not be using traditional health systems, palliative care and home visiting for preventative medicine.
- **Better nutrition and more physical activity** – expanded grocery store options including healthy food choices and fresh produce; support groups and community programs that promote physical activity and health; more preventative programs especially for early childhood; environmental changes that lead to more physical activity, including lighting, walking paths, etc.
- **Education** – health education; education to youth about drug and alcohol prevention, including DARE; educating providers about mental health.

Key informants were asked *what environmental issues needed to be improved in the community*, the following were the top three responses: (Complete results are in *Appendix D*)

- Inadequate Transportation
- Inadequate Healthcare
- Personal Safety in Homes or the Community

Key informants were asked *if the community will be able to meet the physical and mental health needs of the aging population so they may lead full and productive lives at home*. Of those responding to this question, 15.3% said “yes”, 50.8% said “no”, and 33.9% were “not sure”. A summary of responses is below: (Complete results are in *Appendix D*)

- **Financial Concerns** – funding cuts for elderly programs; funding cuts for staffing for programs that inevitably impact the elderly; the tax-base dwindles as the population ages.
- **Capacity** – lack of home healthcare; need more transportation options for elderly to remain in their homes; long waitlists for services; lack clinically trained staff to reach out to elderly in their homes.
- **Mental Health** – mental health is lacking, especially for families dealing with dementia.

Key informants were asked to *identify specific services, not already available, that would meet the physical and mental health needs of the aging population*. The top services mentioned were: (Complete results are in *Appendix D*)

- **Better healthcare accessibility** – qualified healthcare providers with knowledge about geriatric needs; respite for dementia patients; follow-up and continuity of care; transportation to stores and appointments.

- **More home healthcare and assisted living**,– more home healthcare services, addition of assisted living facilities; meals on wheels; structural changes in homes conducive to aging in place.
- **More mental health services** – mental health outreach services and in-patient mental health options.

Key informants were asked *does the community have recreational and social activities for all ages in the community to help them maintain their health and well being*. Of those responding to this question, 25% said “yes”, 56.7% said “no”, and 18.3% were “not sure”. The top areas of need include: (Complete results are in *Appendix D*)

- **More programs for children, teens, and families** – organized activities for teens with transportation and supervision; after school programs for youth; community center or YMCA; day camps during the summer; indoor family recreation; health clubs with childcare.
- **Better Outreach** – better promotion of what is already going on in the area.
- **More activities to promote physical activity** – organized activities to promote physical activity; more activities for the winter months; community walking paths; more running events and cycling events; affordable activities for all ages.

Key informants were asked *what aspects of the community motivate you to serve as a leader*. Responses included: (Complete results are in *Appendix D*)

- **Wanting to make a difference** – ability to help others and make a difference, help worthwhile organizations that serve others; commitment to building healthy infrastructure, empowerment of small communities; my children’s health, education, and happiness.
- **Community**- the people, neighbors, officers, educators- all working to build a healthy environment for all.

Summary of Community Meeting

Androscoggin Valley Hospital, Berlin, NH
February 23, 2016
6:00-7:00pm

Attending: *Nancy Frank*, North Country Health Consortium; *James Patry*, Androscoggin Valley Hospital; *Margo Sullivan*, Androscoggin Valley Homecare Services; *Ken Gordon*, Coös County Family Health Services; *Kristy Letendre*, Tri-County Community Action Program Friendship House; *Brian O’Hearn*, Androscoggin Valley Hospital; *Chuck Henderson*, North Country Representative for U.S. Sen. Jeanne Shaheen; *Beverly Raymond*, Tri-County Community Action Program Transportation; *Michael Peterson*, Androscoggin Valley Hospital; *Elaine Belanger*, North Country Health Consortium, and *2 community members*.

Nancy Frank presented a synopsis of the findings from the 2015 Community Health Survey Results and who participated as a Key Informant, what agencies collaborated with the planning and development of the survey, and how many community members filled out the survey. She explained the various means of distribution of the survey electronically, paper at various community offices and through social media. The majority of the community surveys were completed electronically. *See presentation included in report.*

A panel consisting of *Ken Gordon*, CEO, CCFHS; *Brian O’Hearn*, Chief Nursing Officer, AVH; *Kristy Letendre*, Director, Friendship House; *Margo Sullivan*, Director, AV Home Care Services was convened. James Patry was the moderator for the panel.

Androscoggin Valley Community Providers (AVCP) group participated in the process of developing the survey and helping to disperse it to their organizations. Not for profit health care organizations as well as governmental organizations are included in this group: Androscoggin Valley Home Care Services, Androscoggin Valley Hospital, Coös County Family Health Services, Northern Human Services, Family Resource Center, White Mountains Community College, faith based community, NH Dept. of Health and Human Services, Berlin District Office, Granite United Way, Tri-County Community Action Program, SAU 3 and SAU 20, City of Berlin Health Department, NH Legal Assistance Berlin Office. AVCP meets to address issues, events, and problems that arise in the Androscoggin Valley which includes Berlin, Gorham, Milan, Dummer, Randolph, and Shelburne NH which is AVH’s Health Service Area. According to the Key Informants’ survey results, walk-in clinics, substance abuse services, care coordination, and more pediatric as well as mental health services are missing in the community.

Question to the panel—is there an increase in substance abuse trend across the state? Is this something that comes up in other hospital assessments?

Responses:

Ken Gordon mentioned how many grandparents are taking care of their grandchildren. He had no idea how large the numbers are in the community.

Margo Sullivan- They are seeing that the care givers are getting older in her agency. The care givers are in their 70's and they are caring for their parents who are in their 90's. The age of the caregiver hampers how much care they can give.

Ken Gordon—The percentage of kids in poverty in NH and the North Country—24% is huge. This many children in poverty points out how social determinants of health need to come to the forefront.

As Moderator, James Patry posed the question: How have the entities represented by the individuals present, worked collaboratively to address some of the issues seen from the report?

Responses:

Kristy Letendre with Tri-County CAP's perspective: Since the Berlin Drug Forum last November, there has been a movement from the community to increase access to treatment and prevention of substance misuse. There is a coalition that has formed which is more in a steering committee phase to organize a coalition of professionals and community members including the recovery community. The committee has met twice with the next meeting in March. Kristy would like to see health providers in all aspects of the health continuum working together to collaborate on prevention and recovery and in caring for clients. Collaboration has improved.

Ken Gordon mentioned the Coös Coalition for Young Children and Families (see their website here <http://investincooskids.com/index.html>) that already exists that focuses on infants, children and families including prevention strategies. Ken referenced how local schools and mental health organizations have come together.

Brian O'Hearn spoke about how hospitals are usually on the receiving end of a crisis, however, in the last few months AVH has been working with White Mountains Community College (WMCC) and the Nursing Program to improve the existing relationship and encourage the “grow our own” philosophy of staffing the hospital, community health centers and visiting nurse programs with local nursing staff. Brian also stated that issues such as these require a full community effort including the hospital.

AVH is a community hospital that will participate in the coalition and look to working with the community to increase prevention as well as being there to answer to the crisis as it happens.

Margo Sullivan spoke of the vulnerable elderly population that makes up most of their clients. The NH Home Care Association is beginning to address the problem of “Drug Diversion” by some of the family and caregivers of this elderly population. “It happens very easily in the home.” At the state level, Adult Protection Services is increasing as reports of incidents of abuse, or neglect are increasing due to problems facing family caregivers. Margo indicated that Home Care is trying to bring the issue of drug diversion to the surface. Home Care recognizes some program needs to be put in place.

AVH President, Michael Peterson, asked about integrating Mental Health with Substance Abuse Treatment. **Kristy** mentioned that the integration of mental health services and substance abuse treatment are offered through Northern Human Services and Friendship House.

Friendship House is collaborating with other organizations to expand services. Unfortunately, there are not enough mental health providers or substance abuse treatment providers in the North Country. Funding is always an issue. However, there are attempts being made to expand dual diagnosis treatment.

High rates of depression are seen in the elderly population that AV Home Care works with. Many are isolated and look forward to the weekly visits of the homecare providers as their only connection with others.

Depression is a huge issue in the residential setting at Friendship House. Clients were using substances to self-medicate and during treatment many times the issue of depression and anxiety are underlying causes of their condition.

Ken Gordon—Post-Traumatic Stress Disorder (PTSD) is very high on the list of disorders with implications that need to be addressed. Ken mentioned that he didn't realize how much PTSD affects the community. As a result, CCFHS is looking to increase Mental Health Services at their offices.

Local mental health organization is very under-resourced so many are being managed by primary care providers. There is new funding at the state-level to build capacity and may help all providers. The North Country needs more services, especially recovery support services. 0

Question

Most of the services are geared to responding to crisis and not for continued support. What can the average person do?

Responses:

Kristy Letendre---Call representatives at state government for increase funding. Community needs more support from business community—they need to step up their support in the community and help fund support and other services.

Margo Sullivan—I agree. There's also room for improvement with the coordination of services for patients/clients. These are still fragmented. We do what we do well, but improvement is needed to collaborate and to take care of the patients/clients that all providers see.

Ken Gordon—Average person can contribute by thinking of family, neighbors and community. CCFHS needs help in looking out for one another. This needs to be encouraged community wide. Many think of liability or lawsuits, but providers cannot take the place of family support. There are systems in place, but these systems do not take the place of family/friends.

Question

Talk more about the Berlin Coalition

Responses:

Kristy Letendre, this stems from the community forum on addiction that took place last November. The committee is looking at the process of taking ideas and information and how to

move forward. An expert was brought in by one of the partners to discuss how to build coalitions. Group is looking at Stand Up Laconia, members of the government, school, police, recovery community and the community at large. The November meeting was very well attended and the momentum is increasing. Basically it's a steering committee that has been meeting monthly. Their job is to invite missing members and form a plan for moving forward. The plan is to get the community more involved relative to this area.

Ken Gordon mentioned Transportation. It's like water; you don't miss until you don't have it. Bev from Tri-County CAP Transportation spoke of the demand from the region for transportation and the demand is overwhelming. There is a big need for transportation for long distance appointments for specialty services. Tri-County CAP works with volunteer drivers to help with long distance transportation services. Again, this program does not have enough funding to have enough resources to keep up with the demand.

Question:
Any Parting Words?

Responses:

Ken Gordon—Health—access to care are just part of the social determinants of health. Housing, poverty, 24% of North Country children lives in poverty; need to be addressed to improve health.

Margo Sullivan—we need to try new things and be creative.

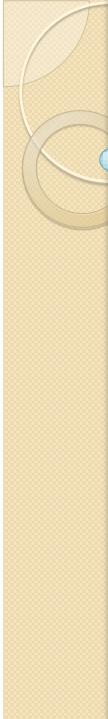
Kristy Letendre—Develop our own plan moving forward that fits the needs of the North Country.

James Patry—Yankee Ingenuity is alive and well

Nancy Frank— Organizations coming together is a very unique North Country asset. It's very powerful the way community comes together and this should not be lost in the data.

Brian O'Hearn— Forging new relationship with WMCC nursing is one example. We need to invest in ourselves.

Community Meeting Presentation



2015 Androscoggin Valley Community Health Needs Assessment

Prepared by the North Country Health Consortium



Agenda

- Community Health Needs Assessment
- Community and Key Informant Survey Results
- Panel Presentation
- Discussion of Community Health Issues
 - Prioritizing community health needs
 - Strategies to address community health issues
- Next Steps

Why Are We Doing This?

- The Patient Protection and Affordable Care Act (PPACA) requires not-for-profit hospitals to provide a Community Health Needs Assessment (CHNA), as follows:
 - The organization must conduct a “community health needs assessment” not less frequently than every three years and adopt an implementation strategy to meet the community health needs identified through the assessment.

Why Are We Doing This? (cont.)

- A CHNA must include input from persons “representing the broad interests of the community served by the hospital,” including those “with special knowledge of or expertise in public health.”
- The assessment must be made widely available to the public.

Hospitals are required to fulfill these requirements to preserve their status as non-for-profit hospitals.

Why Do We Want To Do This?

Regardless of the legislative requirements, Androscoggin Valley Hospital and the Androscoggin Valley Community Partners want a community-based assessment to be part of strategic planning on a continuing basis.

- The community provides input as to the community's needs.
- The Hospital and its Partners develop communications and relationships with the community to respond, plan, and provide for the community's needs.

What is Required for the CHNA?

- To review and analyze data and information provided from:
 - State data on health indicators and outcomes
2015 New Hampshire State Health Profile
 - Other sources:
 - County Health Rankings
 - US Census Bureau, American Fact Finder, 2010
 - US Census Bureau, American Community Survey, 2005-2009



What is Required for the CHNA? (cont.)

- Health Surveys from Consumers and Community Key Informants
 - Review and analyze results of the survey
 - Provide public forum to provide input and recommendations on local community needs
-



Community Survey

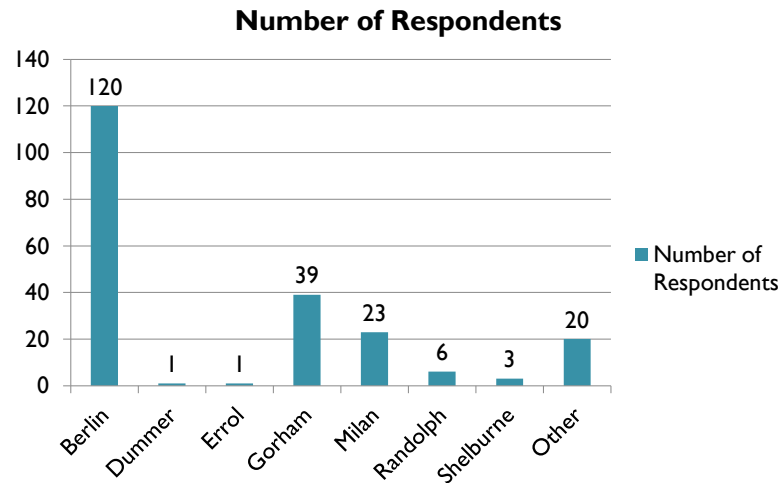
Demographics

Indicator	Coos County	New Hampshire
2014 US Census Bureau	31,653	1,326,813
2014 Median Household Income	\$42,407	\$65,986
Population age 65+	21.8%	15.9%
Education: Bachelor's Degree or Higher	17.8%	34.4%

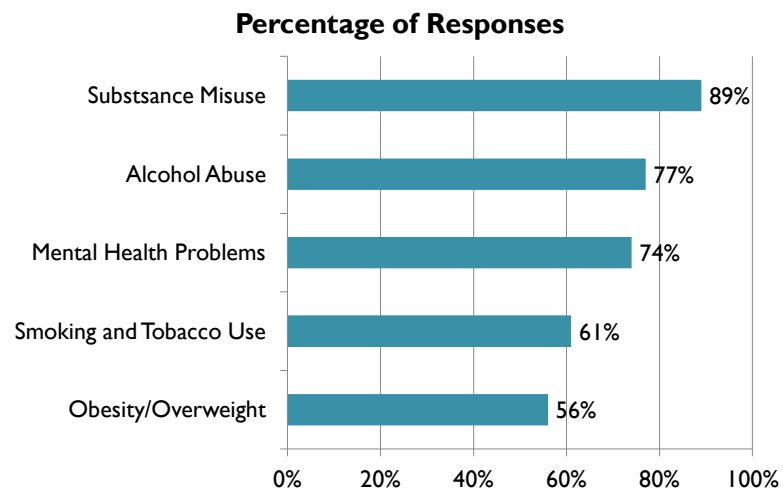
Health Outcomes

Indicator	Coos County	New Hampshire
Poor or Fair Health	18%	11%
Poor Physical Health Days	4.3	3.2
Poor Mental Health Days	4.8	3.3
Adult Obesity	31%	27%
Children in Poverty	22%	11%
Adult Smoking	22%	17%

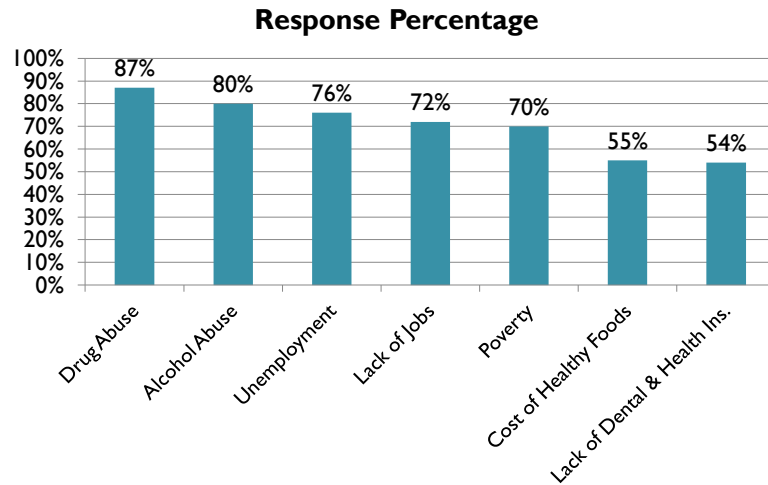
Community Survey Responses by Town



Top 5 Serious Health Issues Identified in Community Survey



Top 7 Concerns in the Community Survey Leading to the Most Serious Health Issues

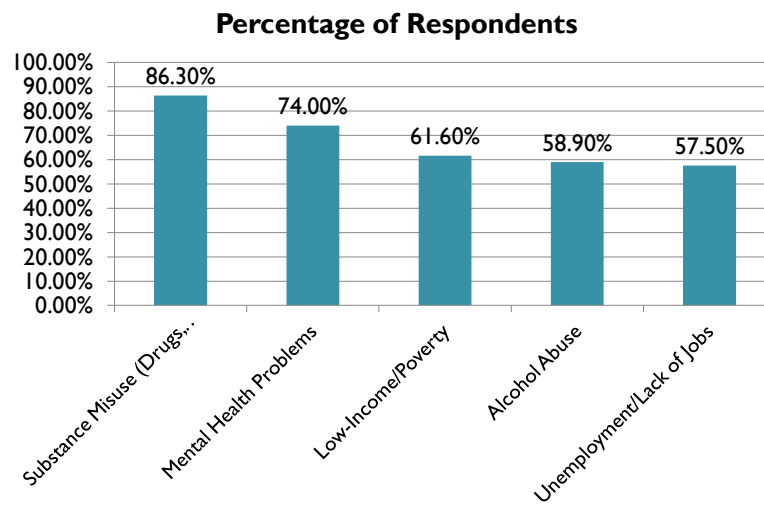


Top 3 Things Respondents Would Change in the Community to Improve Health

1. Greater Healthcare Access
2. Affordable Health Care
3. Access to Mental Health and Substance Abuse Services

Key Informant Surveys

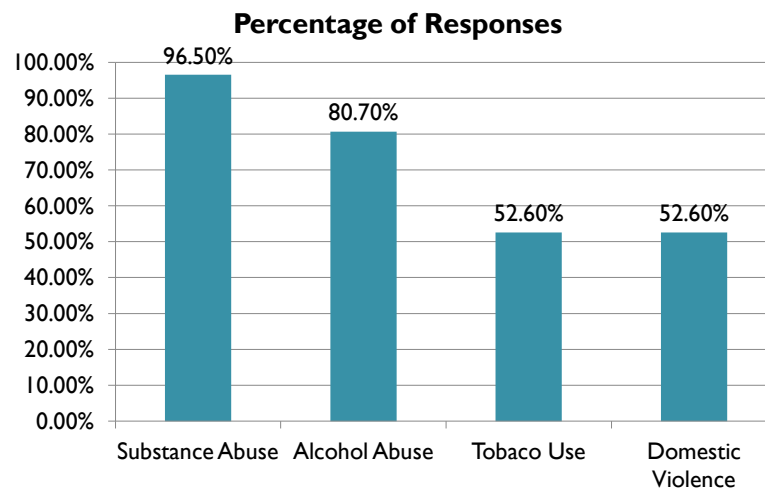
Top 5 Serious Health Issues/Concerns



Top 5 Barriers That Keep People From Addressing Their Health Issues

1. Lack of Mental Health Care
2. Cannot Afford the Deductibles and Copays
3. Lack of Healthcare Insurance
4. Lack of Dental Insurance
5. Lack of Regular Doctor or Health Provider

Top 4 Risky Behaviors that Need to be Addressed





Community Panel

- Brian O'Hearn, Chief Nursing Officer/Vice President, Patient Care Services, Androscoggin Valley Hospital
- Margo Sullivan, Executive Director, Androscoggin Valley Home Care
- Ken Gordon, Chief Executive Officer, Coos County Family Health Services
- Kristy Letendre, Director of Friendship House, Tri-County Community Action Program



Thank you

Appendix A:
Community Survey

Androscoggin Valley Health Needs Community Survey 2015

Androscoggin Valley Health Needs Community Survey 2015

Androscoggin Valley healthcare and human service organizations are interested in your opinion on the priority needs and health concerns in your community. Please take a few minutes to help us make the healthcare system in our area the best it can be. Please know that your answers will remain confidential. No one will be identified in the survey report.

Thank you,

Androscoggin Valley Hospital ~ Androscoggin Valley Home Care Services ~ Coos County Family Health Services ~ Family Resource Center ~ Granite United Way-Northern Region ~ National Alliance on Mental Illness NH (NAMI) ~ Northern Human Services ~ North Country Health Consortium ~ Tri-County Community Action Program ~ White Mountains Community College

1. Where do you live?

Berlin

Milan

Dummer

Randolph

Errol

Shelburne

Gorham

Other (please specify)

2. How long have you lived in this area?

Less than 1 year

1-5 years

6-10 years

11-15 Years

16+ years

Other (please specify)

3. Which of the following describes the highest education level you completed?

Less than high school

Community College graduate

High school graduate

Four-year college graduate

Some college

Advanced degree

4. If you've attended college, were you a first-generation college student?

Yes

No

Androscoggin Valley Health Needs Community Survey 2015

5. How old are you?

- Less than 18 years
- 18-29 years
- 30-44 years
- 45-64 years
- 65 years or older

6. Are you

- Male
- Female

7. How many people live in your household?

- 1
- 2-3
- 4-5
- 6-7
- 8-9
- 10 or more

8. What is your annual household income?

- Under \$12,000
- \$12,001 - 20,000
- \$20,001 - \$30,000
- \$30,001 - \$40,000
- \$40,001 - \$50,000
- \$50,001 - \$60,000
- Over \$60,000

9. What is your current employment status?

- Employed
- Unemployed
- Long-term Unemployed (more than 1 year unemployed)

Other (please specify)

Androscoggin Valley Health Needs Community Survey 2015

Androscoggin Valley Health Needs 2015: Health and Dental Care

10. Do you have health insurance? Choose all that apply.

- Yes, I buy it from an insurance broker.
- Yes, through employer.
- Yes, I am on Medicare.
- Yes, I am on Medicaid.
- Yes, I am enrolled in the NH Health Protection Program (aka. expanded Medicaid)
- Yes, I buy it through the health insurance marketplace (aka. "Obamacare")
- No, I don't have health insurance

11. Do you have a doctor or health care provider that you see at least once a year?

- Yes
- No
- Not sure

Other (please specify)

12. How long have you been seeing your doctor or health care provider?

- Less than a year
- 1-2 Years
- 3-4 Years
- 5+ Years

Other (please specify)

13. My healthcare provider is located in:

- Berlin
- Gorham
- Lancaster
- North Conway
- I don't have a health care provider.

Other Location (please specify):

Androscoggin Valley Health Needs Community Survey 2015

14. In the past year, did you look for or receive care from a physician who is a specialist outside of your community?

- Yes
- No
- I have not received care by a physician who is a specialist in the past year.

15. If you did look for or receive care from a physician who is a specialist outside of your community in the past year, please indicate why:

- Personal choice
- Services not offered in this community
- Cost
- Recommended by health insurance provider
- Not applicable as I did not look for or receive care from a physician who is a specialist outside of my community.

Other (please specify)

16. In the past year, did you look for or receive care from a hospital outside your community?

- Yes
- No

17. If you did look for or receive care from a hospital outside your community, please indicate why:

- Personal choice
- Services not offered in this community
- Cost
- Recommended by health insurance provider
- Not applicable as I did not look for or receive care from a hospital outside of my community.

Other (please specify)

Androscoggin Valley Health Needs Community Survey 2015

Androscoggin Valley Health Needs 2015: Health and Dental Care

18. I have been told by a doctor or other health professional that I have (check all that apply):

- Diabetes
- Heart disease
- Asthma
- High blood pressure
- None of the above

19. Do you have personal health concerns that you have not talked with your health care provider about?

- Yes
- No
- I don't have a health care provider.

If you have not discussed health concerns with your health care provider, why not?

20. Do you have dental insurance?

- Yes, I buy it from an insurance broker.
- Yes, through employer.
- Yes, I am on Medicaid.
- No, I don't have dental insurance.

21. Have you seen a dentist at least once in the past year for a regular check-up?

- Yes
- No
- Not sure

Androscoggin Valley Health Needs Community Survey 2015

Androscoggin Valley Health Needs 2015: Personal Health

22. In the last five years, I have been advised to lose weight by my health provider.

Yes

No

23. I exercise at least three times a week on average.

Yes

No

24. I smoke cigarettes on a daily basis.

Yes

No

Decline to Answer

25. I use smokeless tobacco on a daily basis.

Yes

No

Decline to Answer

26. During the past 30 days, did you have 5 or more drinks of alcohol in a row, that is, within a couple of hours?

Yes

No

Decline to Answer

27. I feel happy about my life.

Usually

Sometimes

Rarely or never

Androscoggin Valley Health Needs Community Survey 2015

28. Do you have a support system or someone you can trust to talk to? (check all that apply)

- Family
- Friends
- Faith-based community
- Organized support group
- No, I don't have a support system

29. Over the past two weeks, how often have you been bothered by any of the following problems?

	Not at all	Several days	More than half the days	Nearly every day
Little interest or pleasure doing things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling down, depressed, or hopeless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Androscoggin Valley Health Needs Community Survey 2015

Androscoggin Valley Health Needs 2015: Barriers to Overall Wellness

30. If you/your family needed any of the following health services in the last two years, how often did you/your family receive these services?

	Did not need	Received every time	Received some of the time	Never able to get services	Don't know
Well care in a doctor's office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sick care in a doctor's office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental filling(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prescription drugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home health care services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol or drug abuse counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency room care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nursing home care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assisted living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hospice care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lab work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
X-Ray	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eating disorder treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cancer treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rehab services (Physical or Occupational Therapy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nutrition Services (ex. Counseling or Education)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Androscoggin Valley Health Needs Community Survey 2015

Androscoggin Valley Health Needs 2015: Barriers to Overall Wellness

31. If you/your family were/was not able to receive health services of any kind in the last two years, please check all the reasons why.

- I/we do not have a regular doctor or other health provider
- I/we could not get mental health services
- I/we do not have health insurance
- I/we do not have dental insurance
- I/we could not afford deductibles and co-pays
- I/we could not afford the medication prescribed
- The doctor or other health professional did not accept Medicaid
- The doctor or other health professional did not accept Medicare
- I/we cannot get an appointment in an acceptable timeframe
- I/we could not take the time off from work
- I/we could not get an appointment
- I/we did not have transportation
- The service I/we needed was not in the community
- I/we felt there was a language barrier and we could not get translation services
- I/we am concerned about discrimination
- I/we am concerned about confidentiality
- I/we felt that the health care provider did not speak in a way that I could understand about my condition
- Does not apply to me/my family

Other (please specify)

Androscoggin Valley Health Needs Community Survey 2015

Androscoggin Valley Health Needs 2015: Community Wellness

32. How serious do you think these health issues or concerns are in your community?

	Serious	Somewhat Serious	Not a Problem	Not sure
Lack of safe and healthy housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HIV/AIDS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diabetes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cancer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic Violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teenage Pregnancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High Blood Pressure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suicide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health Problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heart Disease and Stroke	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oral Health/Dental Disease	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol Abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance Misuse (includes drugs, opioids, heroin, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexually Transmitted Diseases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Abuse and Neglect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flu/Contagious Diseases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obesity/Overweight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asthma	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smoking and Tobacco Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical Inactivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unemployment/Lack of Jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low-Income/Poverty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bedbugs in Homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of Access to Healthy Foods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People being Prepared if there is an Emergency (ex. during natural disasters such as an ice storm)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

Androscoggin Valley Health Needs Community Survey 2015

Androscoggin Valley Health Needs 2015: Community Wellness

33. Which of the following do you think CAUSE the most serious health issues that you see in your community (including mental health and overall physical health)? Please check all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Health care services not available | <input type="checkbox"/> Lack of Jobs |
| <input type="checkbox"/> Health care services not affordable | <input type="checkbox"/> Poor nutrition |
| <input type="checkbox"/> Lack of health insurance | <input type="checkbox"/> Caregiver Burnout |
| <input type="checkbox"/> Lack of dental insurance | <input type="checkbox"/> Cost of healthy foods |
| <input type="checkbox"/> Lack of safe and healthy housing | <input type="checkbox"/> Lack of health information/education |
| <input type="checkbox"/> Cost of prescription drugs | <input type="checkbox"/> Lack of physical exercise |
| <input type="checkbox"/> Bullying | <input type="checkbox"/> Poverty |
| <input type="checkbox"/> Discrimination | <input type="checkbox"/> Lack of social opportunities |
| <input type="checkbox"/> Alcohol abuse | <input type="checkbox"/> Lack of community gatherings and other connections to the larger community |
| <input type="checkbox"/> Drug abuse | <input type="checkbox"/> Lack of volunteer opportunities |
| <input type="checkbox"/> Unemployment | <input type="checkbox"/> None of the above. |
| <input type="checkbox"/> Other (please specify) | |

34. Do you feel the community has recreational and social activities for ALL AGES to help them maintain their health and well-being?

- Yes
 No
 Not sure

Please list reasons for your answer

Androscoggin Valley Health Needs Community Survey 2015

35. Do you feel the community will be able to meet the physical and mental health needs of the AGING population so they may lead full and productive lives at home?

Yes

No

Not sure

Please list reasons for your answer

36. Do any of the following affect your ability to live comfortably in your community? Please select all that apply.

Lead Paint in my Home

Air Quality

Drinking Water Quality

Not Enough Safe Places to Walk

Adequate Lighting at Night

Personal Safety in my Home or Community

Adequate Healthcare

Adequate Transportation

I don't have any concerns related to my comfort in my community.

Please list other concerns that you may have that aren't listed above:

Androscoggin Valley Health Needs Community Survey 2015

Androscoggin Valley Health Needs 2015: Community Member Opinion

37. What programs, services or strategies would you suggest to improve the health of your community?

38. What is one thing you would change to improve the health of your community?

39. Please tell why you choose to live in your community:

Appendix B:
Key Informant Survey

Androscoggin Valley Health Needs Key Informant Survey 2015

Androscoggin Valley healthcare and human service organizations are interested in your opinion on the priority needs and health concerns in Androscoggin Valley Communities. Please take a few minutes to help identify health priorities as you see them to improve the healthcare system in the area. All responses will remain confidential and no one will be identified in the survey report.

Thank you,

Androscoggin Valley Hospital ~ Androscoggin Valley Home Care Services ~ Coos County Family Health Services ~ Family Resource Center ~ Granite United Way-Northern Region ~ National Alliance on Mental Illness NH (NAMI) ~ Northern Human Services ~ North Country Health Consortium ~ Tri-County Community Action Program ~ White Mountains Community College

1. Which of the following serious health issues or concerns need to be addressed in your community? Please check all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Lack of Safe and Healthy Housing | <input type="checkbox"/> Sexually Transmitted Diseases (STDs) |
| <input type="checkbox"/> HIV/AIDS | <input type="checkbox"/> Child Abuse and Neglect |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Infectious Diseases |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> Obesity/Overweight |
| <input type="checkbox"/> Domestic Violence | <input type="checkbox"/> Asthma |
| <input type="checkbox"/> Teenage Pregnancy | <input type="checkbox"/> Smoking and Tobacco Use |
| <input type="checkbox"/> High Blood Pressure | <input type="checkbox"/> Physical Inactivity |
| <input type="checkbox"/> Suicide | <input type="checkbox"/> Unemployment/Lack of Jobs |
| <input type="checkbox"/> Mental Health Problems | <input type="checkbox"/> Low-Income/Poverty |
| <input type="checkbox"/> Heart Disease and Stroke | <input type="checkbox"/> Bedbugs in Homes |
| <input type="checkbox"/> Oral Health/Dental Disease | <input type="checkbox"/> Lack of Access to Healthy Foods |
| <input type="checkbox"/> Alcohol Abuse | <input type="checkbox"/> People being Prepared if there is an Emergency (ex. during natural disasters such as an ice storm) |
| <input type="checkbox"/> Substance Misuse (Drugs, Opioids, Heroin) | |

Other (please specify)

Androscoggin Valley Health Needs Key Informant Survey 2015

2. Please rank in order the top five barriers that keep people from addressing their health issues? (Where 1 is the most significant, 2 is the next most significant, etc.). Please choose only one barrier for each number priority ranking (i.e. one #1, one #2, etc.).

	1	2	3	4	5
Lack of access to healthy foods.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of mental healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of affordable prescription drugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cannot afford the deductibles and co-pays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health provider does not accept Medicaid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health provider does not accept Medicare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cannot get appointment in an acceptable timeframe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cannot take time off from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health services needed are not available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language or translation services not available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of transportation to services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidentiality concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of regular doctor or health provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of healthcare insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of dental insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

3. If you chose to rank "Health services needed are not available" on the previous question, please list the services that are not available.

Androscoggin Valley Health Needs Key Informant Survey 2015

4. My primary healthcare provider is located in

- Berlin
- Gorham
- Lancaster
- North Conway
- I don't have a primary healthcare provider.

Other (please specify)

5. In the past year, have you sought care from a physician who is a specialist outside of your community?

- Yes
- No
- I have not sought care by a physician who is a specialist last year.

6. If you have sought care from a physician who is a specialist outside of your community in the past year, please indicate why:

- Personal choice
- Services not offered in this community
- Cost
- Recommended by health insurance provider
- Not applicable as I did not seek care from a physician who is a specialist outside of my community,

Other (please specify)

7. In the past year, have you sought care from a hospital outside your community?

- Yes
- No

Androscoggin Valley Health Needs Key Informant Survey 2015

8. If you have sought care from a hospital outside your community, please indicate why:

- Personal Choice
- Services not offered in this community
- Cost
- Recommended by a health insurance provider
- Not applicable as I did not seek care from a hospital outside of my community.

Other (please specify)

Androscoggin Valley Health Needs Key Informant Survey 2015

9. Which of the following high risk behaviors need to be addressed in your community?

Please check all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Not getting cancer and heart disease screenings | <input type="checkbox"/> Not wearing a seat belt |
| <input type="checkbox"/> Alcohol Abuse | <input type="checkbox"/> Not wearing a helmet when riding a motorcycle or a bicycle |
| <input type="checkbox"/> Substance Abuse (Opioids, Heroin, etc.) | <input type="checkbox"/> Violent Crimes |
| <input type="checkbox"/> Tobacco Use | <input type="checkbox"/> Domestic Abuse |

Other (please specify)

10. Which of the following healthy behaviors should be encouraged in your community?

Please check all that apply.

- Achieving and maintaining healthy weight status
- Increasing physical activity
- Eating healthy foods, like lean proteins, healthy fats, fruits, and vegetables
- Preventing injury
- Keeping immunizations current
- Receiving regular health check-ups
- Maintaining oral health
- Smoking Cessation
- Safe Sex

Other (please specify)

Androscoggin Valley Health Needs Key Informant Survey 2015

11. In your opinion, do any of the following affect an individual's ability to live comfortably in the community? Please select all that apply.

- Lead Paint in Buildings/Residences
- Air Quality
- Drinking Water Quality
- Not Enough Safe Places to Walk
- Adequate Lighting at Night
- Personal Safety in Homes or the Community
- Adequate Healthcare
- Adequate Transportation
- I don't have any concerns related to environmental issues in the community.

Please list other concerns that you may have that aren't listed above:

Androscoggin Valley Health Needs Key Informant Survey 2015

12. Do you believe there are any challenges in the healthcare system in the community? If so, please list the challenges.

13. What programs, services or strategies would you suggest to improve the health of the residents of your community?

Androscoggin Valley Health Needs Key Informant Survey 2015

14. Do you feel the community has adequate recreational and social activities for ALL AGE groups to help them maintain their health, independence and well-being?

Yes

No

Not sure

Please list reasons for your answer

15. If you feel the community does not have adequate recreational and social activities for ALL AGE groups, please list additional services that could be offered:

16. Do you feel the community will be able to meet the physical and mental health needs of the aging population so they may lead full and productive lives at home?

Yes

No

Not sure

Please list reasons for your answer

17. Please list services you feel are not available to meet the physical and mental health needs of the aging population so they may lead full and productive lives at home.

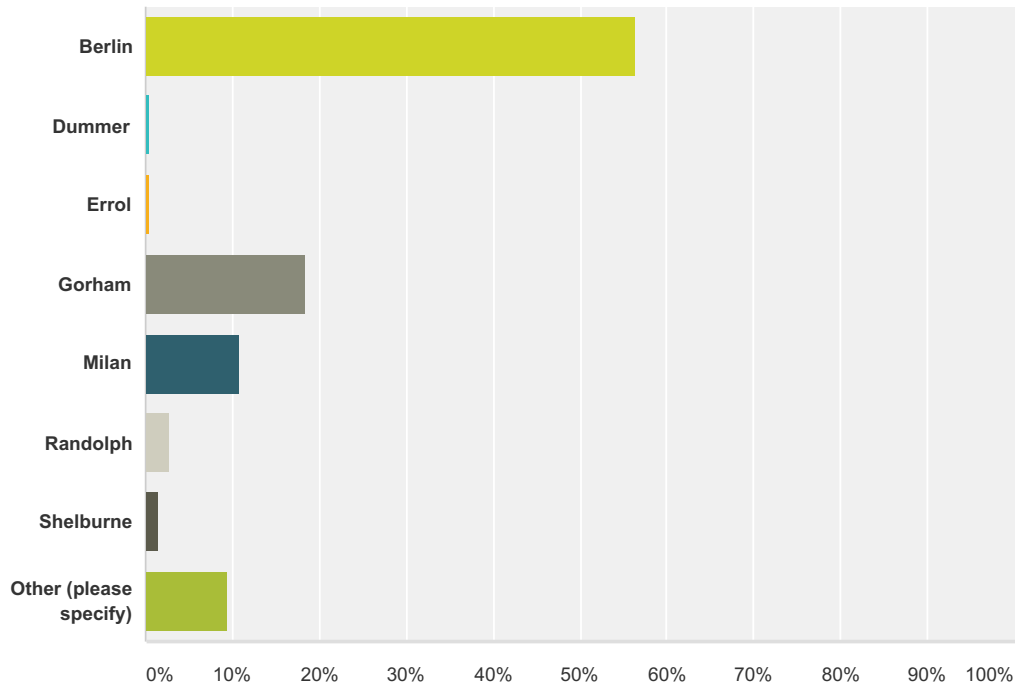
18. What aspects of your community motivate you to serve as a leader?

Appendix C:
Community Survey Results

Androscoggin Valley Health Needs Community Survey 2015

Q1 Where do you live?

Answered: 213 Skipped: 0



Answer Choices	Responses	
Berlin	56.34%	120
Dummer	0.47%	1
Errol	0.47%	1
Gorham	18.31%	39
Milan	10.80%	23
Randolph	2.82%	6
Shelburne	1.41%	3
Other (please specify)	9.39%	20
Total		213

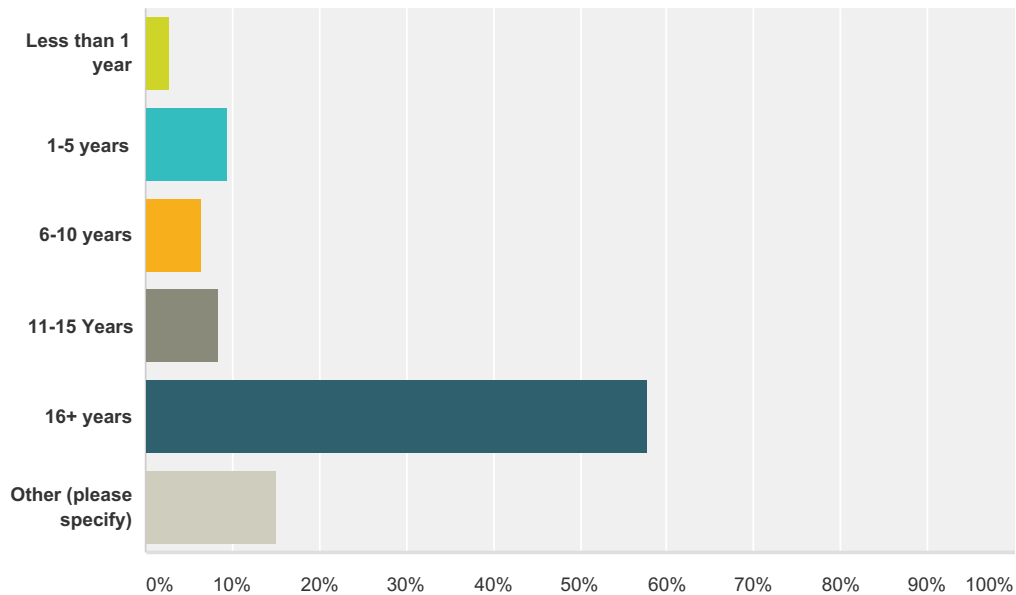
#	Other (please specify)	Date
1	and Texas	12/10/2015 9:34 AM
2	Jefferson	12/7/2015 10:46 AM
3	Gilead, Maine	12/4/2015 7:22 AM
4	Lancaster	12/3/2015 4:41 PM
5	Bethlehem	12/3/2015 11:45 AM
6	Littleton	12/3/2015 9:24 AM
7	Whitefield	12/3/2015 8:20 AM

Androscoggin Valley Health Needs Community Survey 2015

8	Fryeburg Maine	12/3/2015 6:58 AM
9	Piermont	12/2/2015 5:41 PM
10	Littleton	12/2/2015 5:23 PM
11	Franconia	12/2/2015 5:23 PM
12	North Conway	12/2/2015 4:29 PM
13	Stark	11/10/2015 6:50 AM
14	Groveton	11/10/2015 6:30 AM
15	Groveton	11/9/2015 8:19 PM
16	north conway	11/9/2015 2:59 PM
17	Northumberland	11/9/2015 2:57 PM
18	Groveton	11/9/2015 2:53 PM
19	Own a home in Berlin where I grew up but has to leave for work	11/8/2015 10:25 PM
20	Groveton	11/6/2015 3:58 PM

Q2 How long have you lived in this area?

Answered: 213 Skipped: 0



Answer Choices	Responses
Less than 1 year	2.82% 6
1-5 years	9.39% 20
6-10 years	6.57% 14
11-15 Years	8.45% 18
16+ years	57.75% 123
Other (please specify)	15.02% 32
Total	213

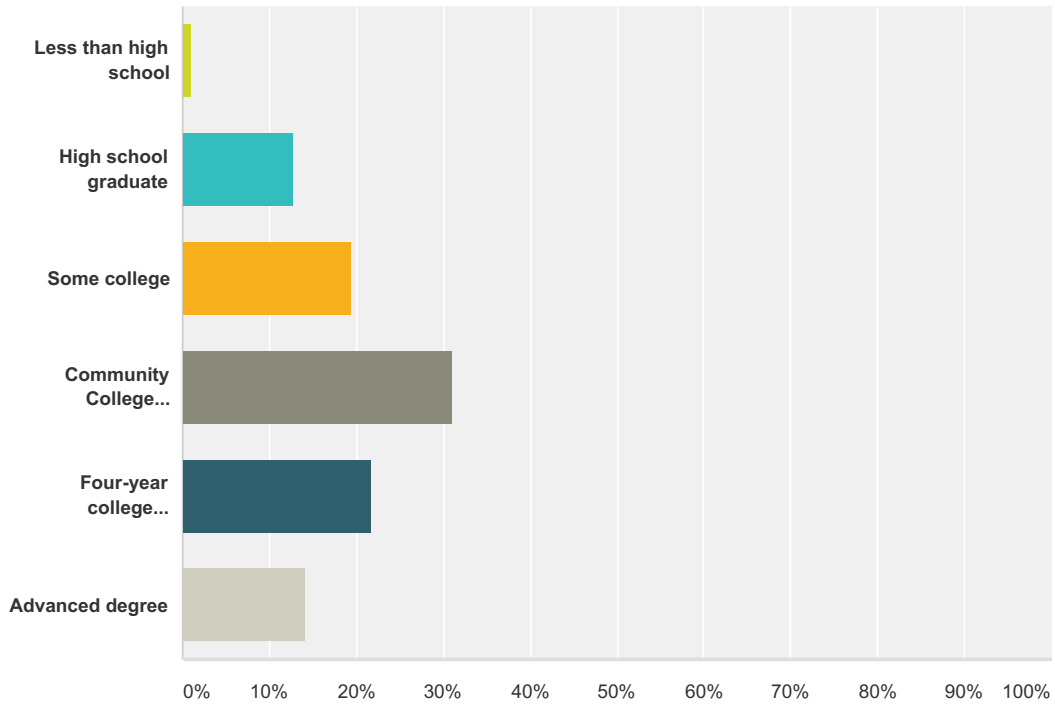
Androscoggin Valley Health Needs Community Survey 2015

#	Other (please specify)	Date
1	49 years!	12/11/2015 2:41 PM
2	Summer resident of Berlin	12/10/2015 9:34 AM
3	Born and rased here/still live here.	12/10/2015 9:26 AM
4	All my life.	12/10/2015 8:32 AM
5	60 years	12/10/2015 8:27 AM
6	23	12/9/2015 2:49 PM
7	37 years	12/9/2015 2:24 PM
8	55 years	12/9/2015 1:57 PM
9	73 years	12/9/2015 12:11 PM
10	60 + years	12/9/2015 10:50 AM
11	40 years (born and raised)	12/4/2015 2:59 PM
12	32 Years	12/4/2015 12:29 PM
13	Most of my life	12/4/2015 7:59 AM
14	No comment listed.	12/4/2015 7:49 AM
15	54	12/3/2015 4:41 PM
16	50 years	12/3/2015 9:24 AM
17	20+ years	12/2/2015 4:57 PM
18	56 yrs	11/20/2015 4:48 PM
19	56 yrs born brought up in this area	11/20/2015 4:23 PM
20	44 years	11/16/2015 2:25 PM
21	41 years	11/16/2015 8:38 AM
22	30 years	11/10/2015 9:17 PM
23	all my life	11/10/2015 11:14 AM
24	50 years	11/10/2015 9:56 AM
25	52	11/9/2015 7:38 PM
26	37 YEARS	11/9/2015 5:21 PM
27	All my life - 57 years	11/9/2015 3:46 PM
28	On and off entire life	11/9/2015 8:02 AM
29	Born in Berlin left in 93 own a home in Belin	11/8/2015 10:25 PM
30	31 years	11/8/2015 8:29 PM
31	40 years	11/8/2015 8:24 PM
32	40 years	11/8/2015 8:16 PM

Q3 Which of the following describes the highest education level you completed?

Answered: 212 Skipped: 1

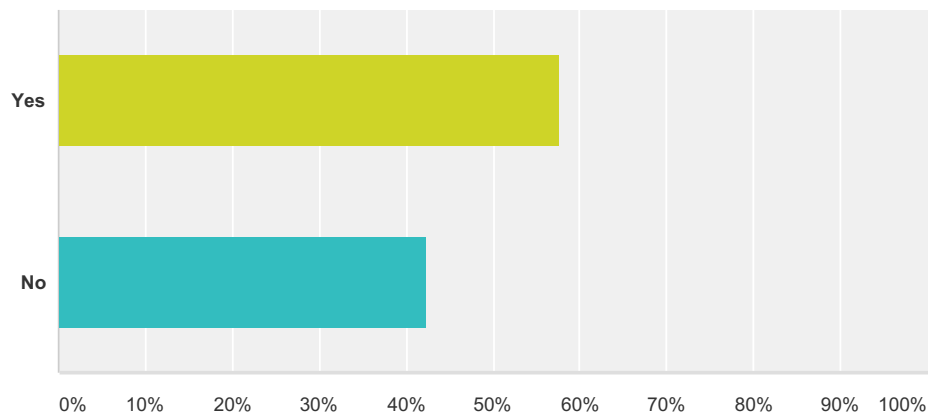
Androscoggin Valley Health Needs Community Survey 2015



Answer Choices	Responses
Less than high school	0.94% 2
High school graduate	12.74% 27
Some college	19.34% 41
Community College graduate	31.13% 66
Four-year college graduate	21.70% 46
Advanced degree	14.15% 30
Total	212

Q4 If you've attended college, were you a first-generation college student?

Answered: 184 Skipped: 29

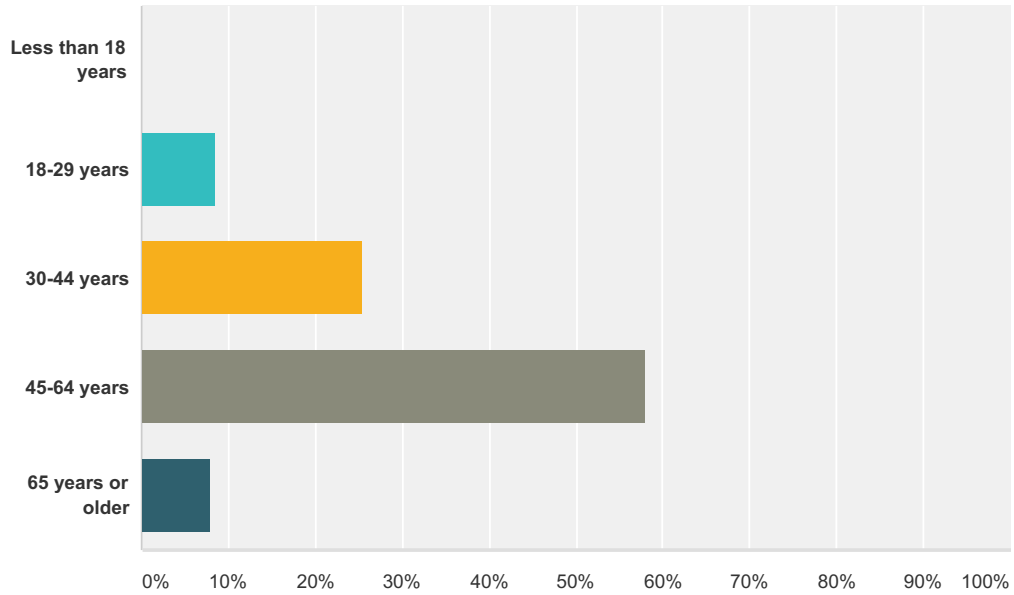


Androscoggin Valley Health Needs Community Survey 2015

Answer Choices	Responses	
Yes	57.61%	106
No	42.39%	78
Total		184

Q5 How old are you?

Answered: 212 Skipped: 1

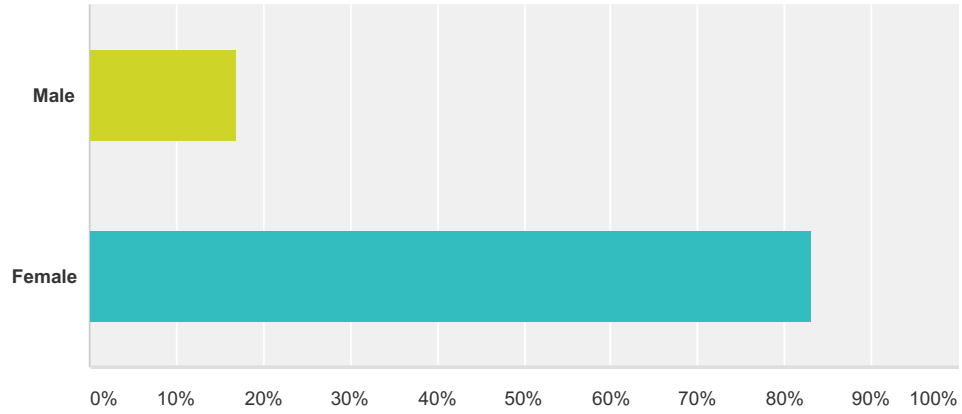


Answer Choices	Responses	
Less than 18 years	0.00%	0
18-29 years	8.49%	18
30-44 years	25.47%	54
45-64 years	58.02%	123
65 years or older	8.02%	17
Total		212

Q6 Are you

Answered: 196 Skipped: 17

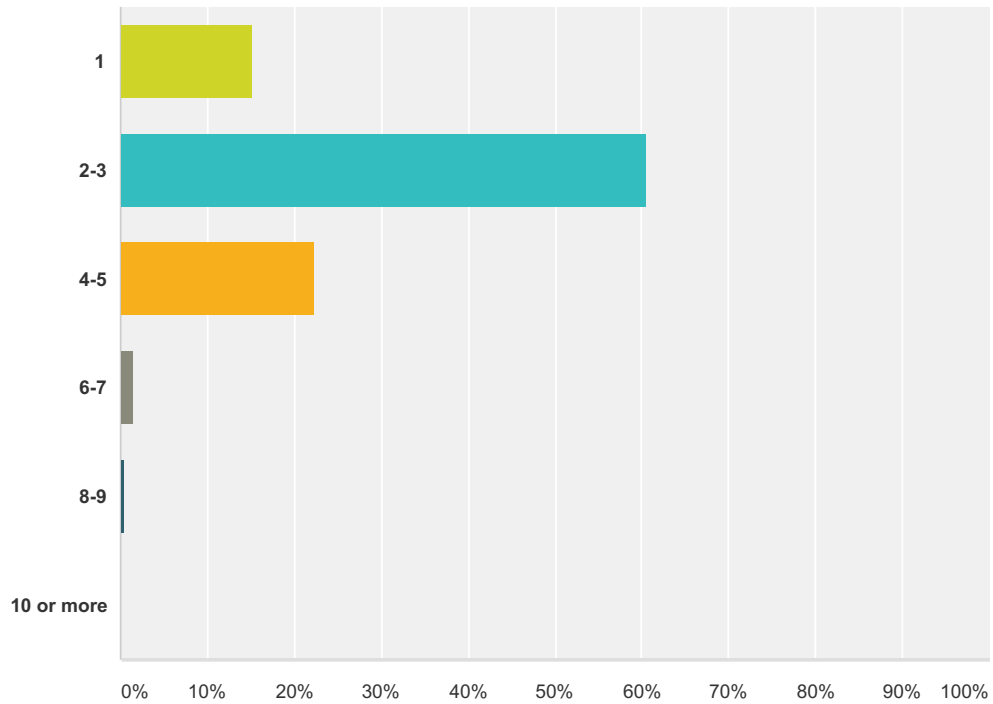
Androscoggin Valley Health Needs Community Survey 2015



Answer Choices	Responses	Count
Male	16.84%	33
Female	83.16%	163
Total		196

Q7 How many people live in your household?

Answered: 210 Skipped: 3



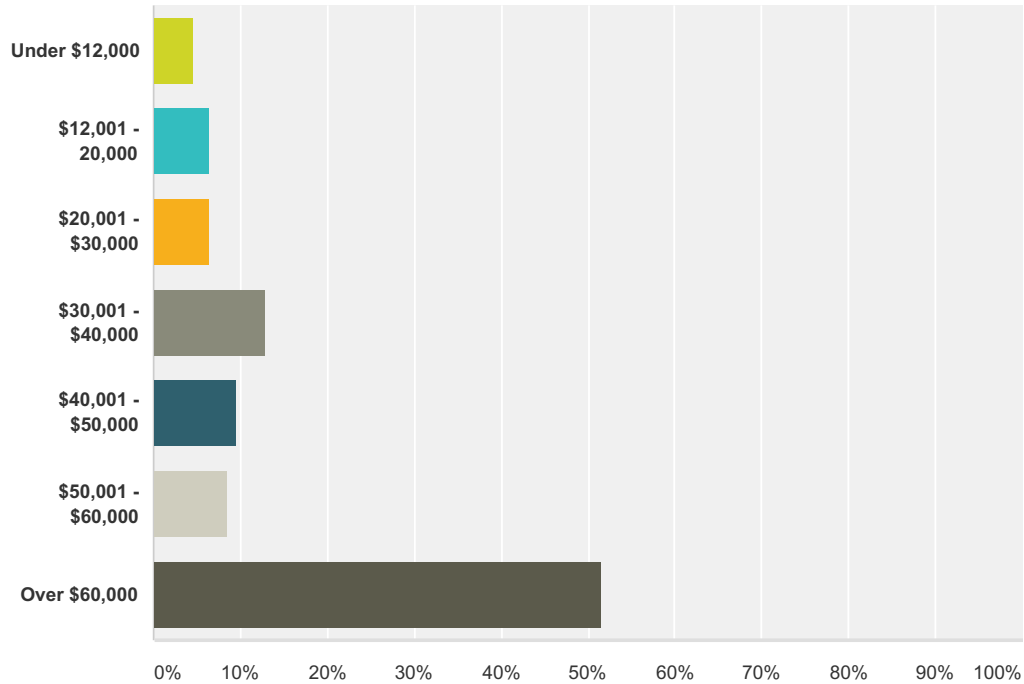
Answer Choices	Responses	Count
1	15.24%	32
2-3	60.48%	127
4-5	22.38%	47

Androscoggin Valley Health Needs Community Survey 2015

6-7	1.43%	3
8-9	0.48%	1
10 or more	0.00%	0
Total		210

Q8 What is your annual household income?

Answered: 200 Skipped: 13

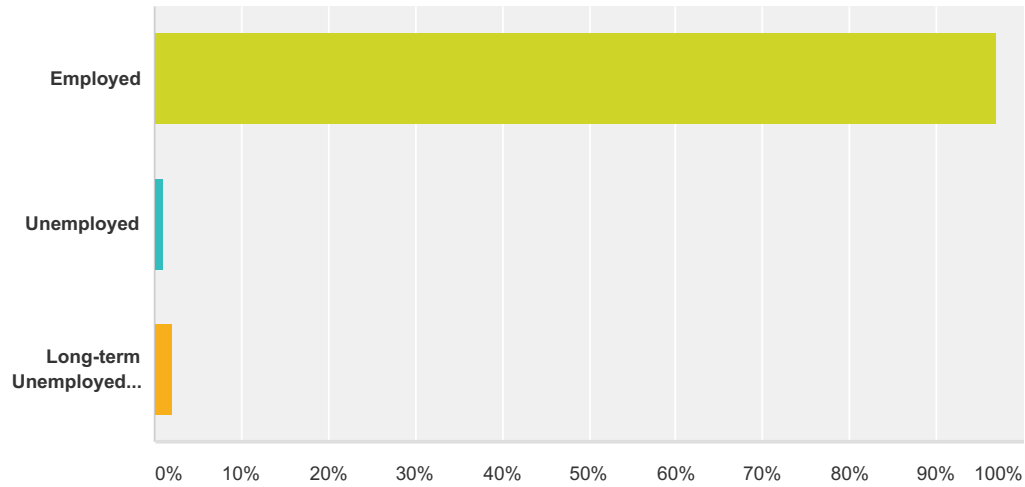


Answer Choices	Responses	Count
Under \$12,000	4.50%	9
\$12,001 - 20,000	6.50%	13
\$20,001 - \$30,000	6.50%	13
\$30,001 - \$40,000	13.00%	26
\$40,001 - \$50,000	9.50%	19
\$50,001 - \$60,000	8.50%	17
Over \$60,000	51.50%	103
Total		200

Q9 What is your current employment status?

Answered: 196 Skipped: 17

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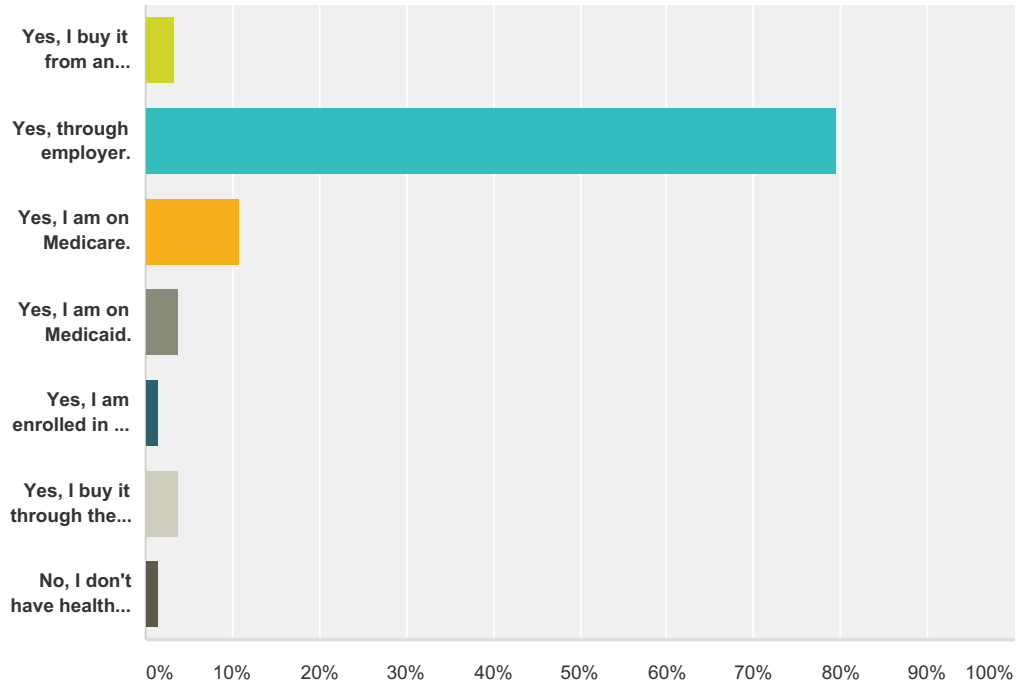
Answer Choices	Responses
Employed	96.94% 190
Unemployed	1.02% 2
Long-term Unemployed (more than 1 year unemployed)	2.04% 4
Total	196

#	Other (please specify)	Date
1	Retired	12/11/2015 2:41 PM
2	Retired	12/10/2015 9:34 AM
3	Retired	12/10/2015 8:32 AM
4	Retired	12/10/2015 8:27 AM
5	Retired	12/9/2015 2:49 PM
6	Part time and Retired	12/9/2015 1:46 PM
7	Disabled	12/9/2015 12:39 PM
8	Retired	12/9/2015 12:11 PM
9	Retired	12/9/2015 10:40 AM
10	Disability	12/4/2015 7:59 AM
11	Retired	12/4/2015 7:49 AM
12	Retired	12/4/2015 7:22 AM
13	part-time employed	12/3/2015 9:24 AM
14	retired and working 25 hrs a week	12/2/2015 4:21 PM
15	rental property income also	11/10/2015 1:34 PM
16	soon to be unemployed	11/9/2015 2:37 PM
17	disabled	11/9/2015 6:56 AM
18	disabled	11/8/2015 8:51 PM
19	Retired	11/8/2015 8:48 PM
20	Stay at home mom	11/8/2015 8:31 PM
21	Disabled	11/8/2015 8:17 PM

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Q10 Do you have health insurance? Choose all that apply.

Answered: 210 Skipped: 3

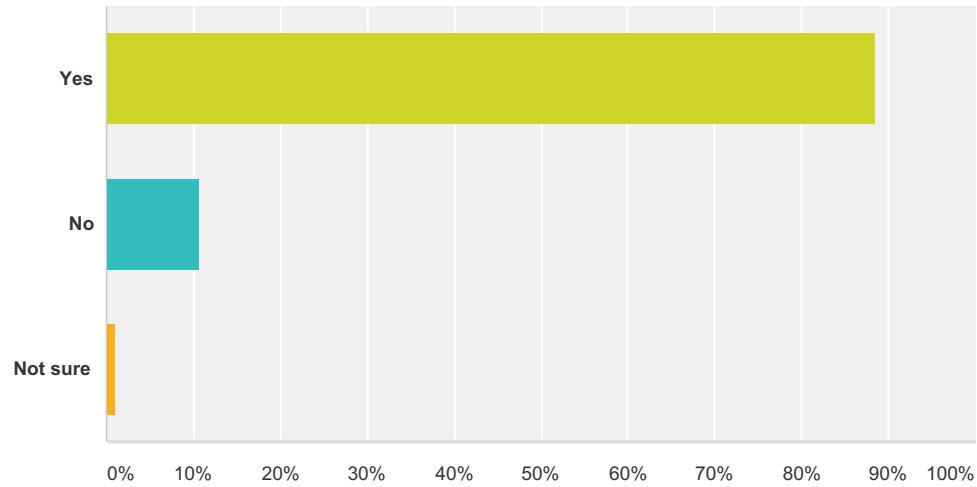


Answer Choices	Responses
Yes, I buy it from an insurance broker.	3.33% 7
Yes, through employer.	79.52% 167
Yes, I am on Medicare.	10.95% 23
Yes, I am on Medicaid.	3.81% 8
Yes, I am enrolled in the NH Health Protection Program (aka. expanded Medicaid)	1.43% 3
Yes, I buy it through the health insurance marketplace (aka. "Obamacare")	3.81% 8
No, I don't have health insurance	1.43% 3
Total Respondents: 210	

Q11 Do you have a doctor or health care provider that you see at least once a year?

Answered: 208 Skipped: 5

Androscoggin Valley Health Needs Community Survey 2015

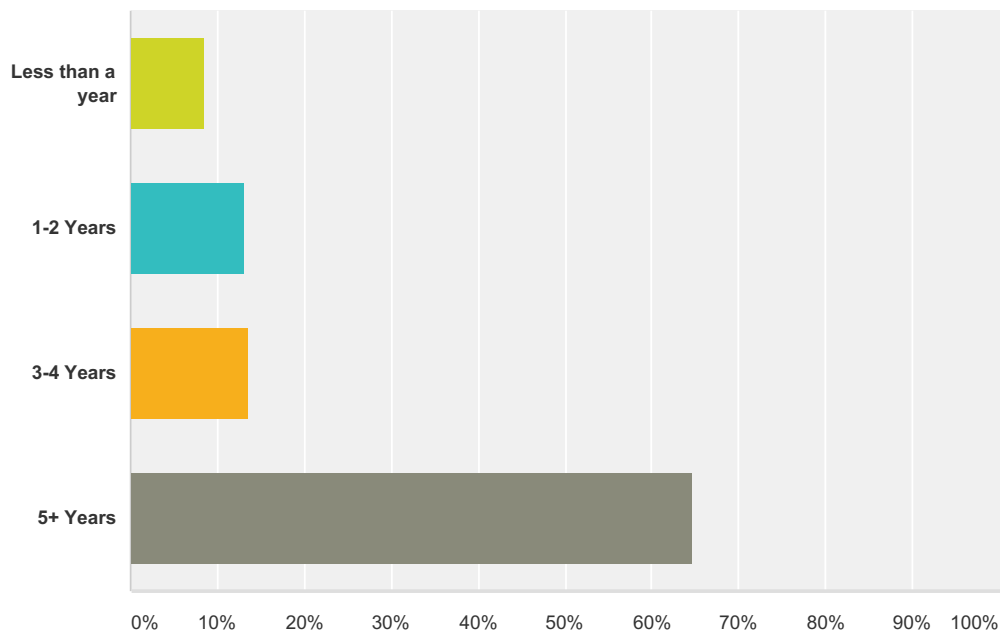


Answer Choices	Responses
Yes	88.46% 184
No	10.58% 22
Not sure	0.96% 2
Total	208

#	Other (please specify)	Date
1	do not go to DR very often only when need be	11/11/2015 9:05 AM
2	Not anymore.	11/9/2015 6:59 AM

Q12 How long have you been seeing your doctor or health care provider?

Answered: 198 Skipped: 15



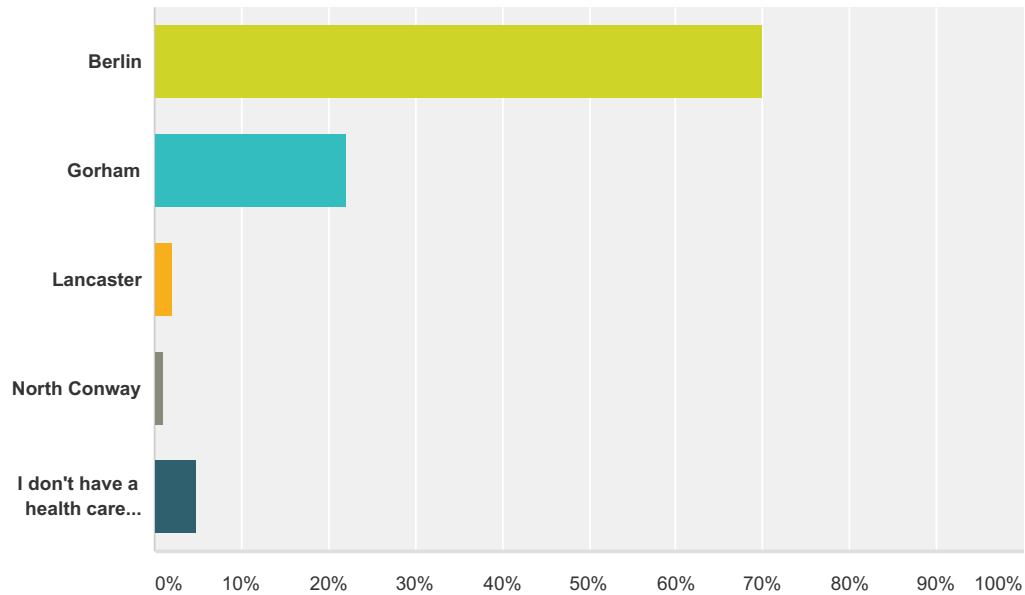
Androscoggin Valley Health Needs Community Survey 2015

Answer Choices	Responses
Less than a year	8.59% 17
1-2 Years	13.13% 26
3-4 Years	13.64% 27
5+ Years	64.65% 128
Total	198

#	Other (please specify)	Date
1	15 yr	12/9/2015 1:59 PM
2	Changed doctors recently because PCP left the practice	11/18/2015 4:51 PM
3	20 years	11/16/2015 8:39 AM
4	I have not gone to a doctor for 15+ years	11/9/2015 6:55 PM
5	N/A	11/9/2015 4:28 PM
6	NA	11/9/2015 2:39 PM
7	I haven't been to a doctor in 10+ years	11/8/2015 8:25 PM

Q13 My healthcare provider is located in:

Answered: 189 Skipped: 24



Answer Choices	Responses
Berlin	69.84% 132
Gorham	22.22% 42
Lancaster	2.12% 4
North Conway	1.06% 2
I don't have a health care provider.	4.76% 9

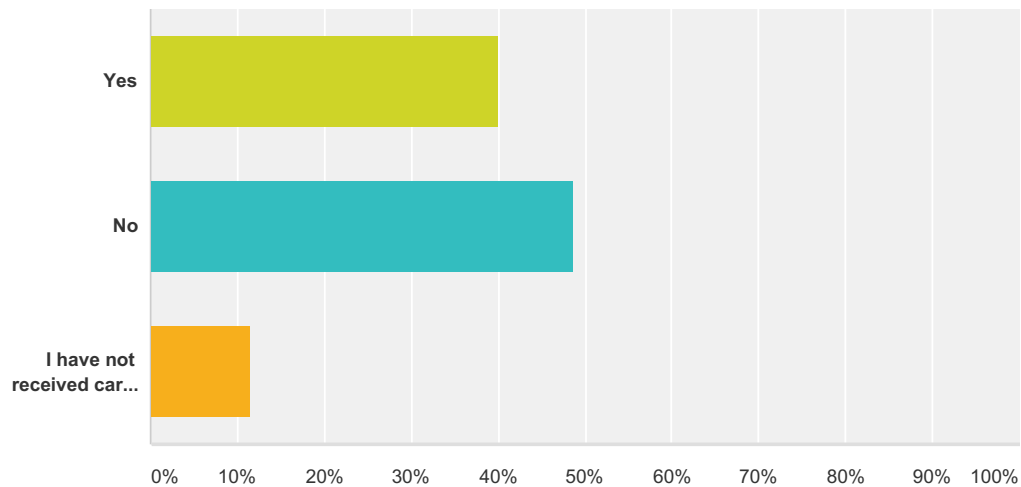
Androscoggin Valley Health Needs Community Survey 2015

Total	189
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#	Other Location (please specify):	Date
1	Texas	12/10/2015 9:35 AM
2	Littleton & Groveton	12/3/2015 4:43 PM
3	Littleton	12/3/2015 11:46 AM
4	Littleton	12/3/2015 9:26 AM
5	Whitefield	12/3/2015 8:21 AM
6	New York	12/3/2015 6:34 AM
7	Lebanon NH	12/2/2015 5:43 PM
8	Littleton	12/2/2015 5:24 PM
9	Franconia	12/2/2015 5:24 PM
10	Lebanon	12/2/2015 4:06 PM
11	Conway, NH	11/18/2015 3:51 PM
12	Twin Mountain	11/15/2015 10:15 PM
13	Littleton	11/9/2015 8:20 PM
14	GROVETON/WHITEFIELD	11/9/2015 5:22 PM
15	conway	11/9/2015 3:00 PM
16	Groveton	11/9/2015 2:56 PM
17	Twin Mountain	11/8/2015 8:47 PM
18	Twin Mountain	11/8/2015 8:31 PM
19	Groveton	11/6/2015 4:00 PM
20	Colebrook	11/6/2015 11:46 AM

Q14 In the past year, did you look for or receive care from a physician who is a specialist outside of your community?

Answered: 210 Skipped: 3

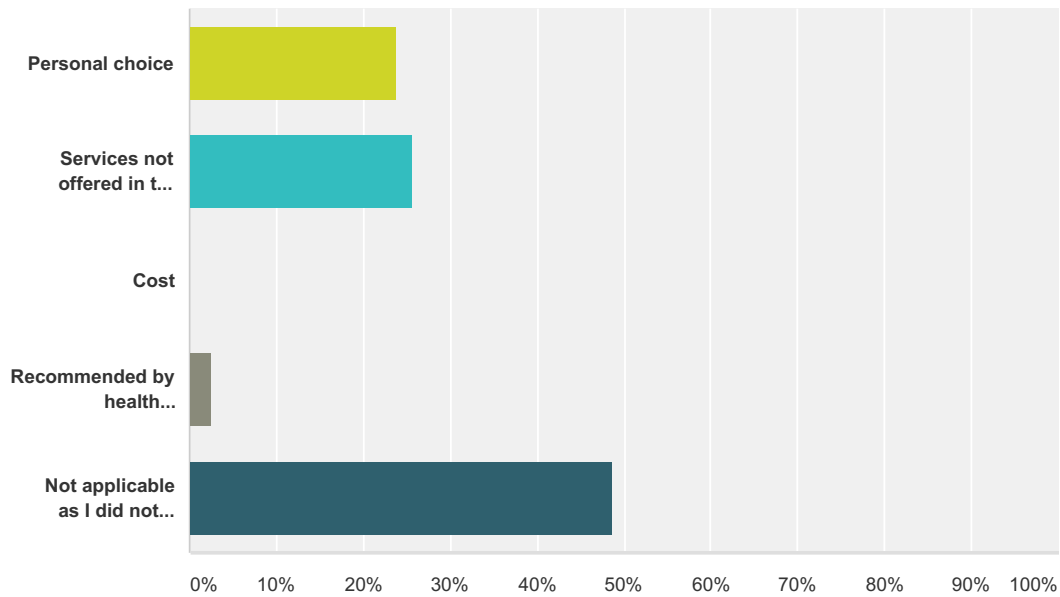


Androscoggin Valley Health Needs Community Survey 2015

Answer Choices	Responses
Yes	40.00% 84
No	48.57% 102
I have not received care by a physician who is a specialist in the past year.	11.43% 24
Total	210

Q15 If you did look for or receive care from a physician who is a specialist outside of your community in the past year, please indicate why:

Answered: 156 Skipped: 57



Answer Choices	Responses
Personal choice	23.72% 37
Services not offered in this community	25.64% 40
Cost	0.00% 0
Recommended by health insurance provider	2.56% 4
Not applicable as I did not look for or receive care from a physician who is a specialist outside of my community.	48.72% 76
Total Respondents: 156	

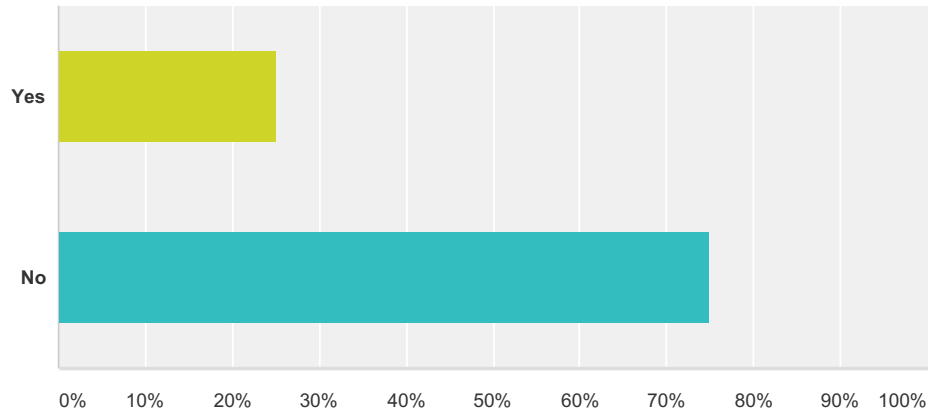
#	Other (please specify)	Date
1	Recommended by Berlin area patients.	12/10/2015 9:35 AM
2	Referred by surgeon who had my PCP do the referral	12/4/2015 1:13 PM
3	highly recommended	12/3/2015 9:26 AM
4	preferred concord orthopedic back surgeon	12/2/2015 4:05 PM
5	Out Patient treatment for addiction	11/27/2015 11:42 AM

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6	My husband needed back pain injections and he was transferred to Pain Care in Conway NH. Due to the clinic here full of narcotic abuse patients from the Coos County Family Health offices.	11/9/2015 3:26 PM
7	Long term care by provider not located in community	11/8/2015 10:40 PM

Q16 In the past year, did you look for or receive care from a hospital outside your community?

Answered: 208 Skipped: 5

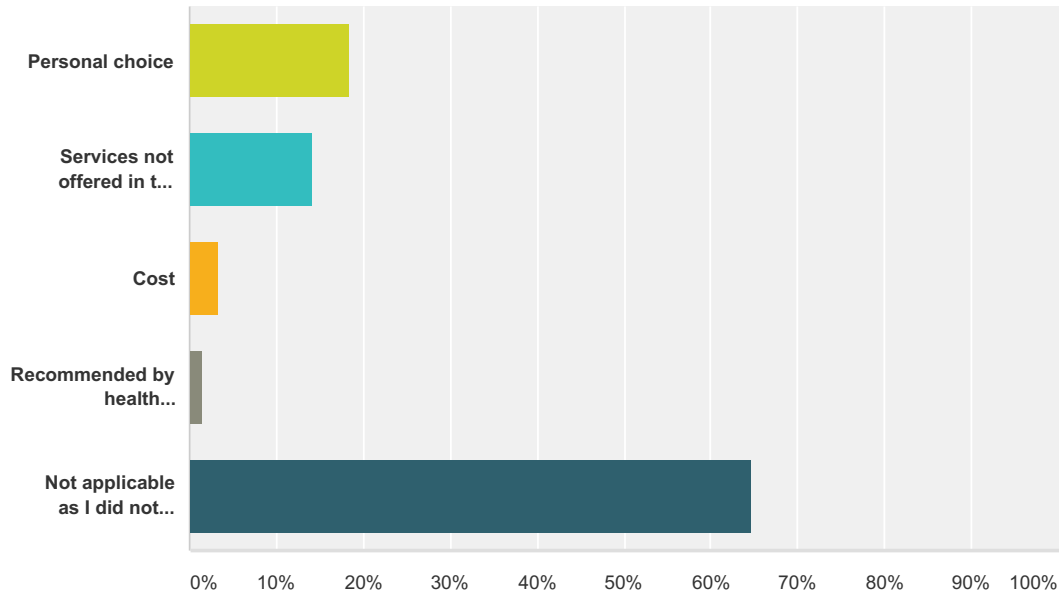


Answer Choices	Responses
Yes	25.00% 52
No	75.00% 156
Total	208

Q17 If you did look for or receive care from a hospital outside your community, please indicate why:

Answered: 147 Skipped: 66

Androscoggin Valley Health Needs Community Survey 2015



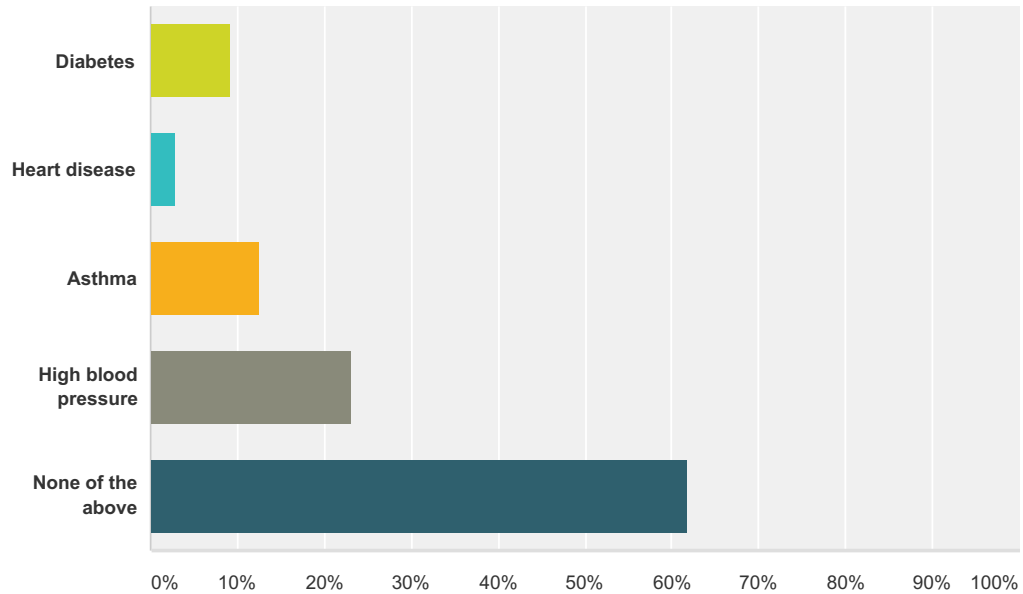
Answer Choices	Responses
Personal choice	18.37% 27
Services not offered in this community	14.29% 21
Cost	3.40% 5
Recommended by health insurance provider	1.36% 2
Not applicable as I did not look for or receive care from a hospital outside of my community.	64.63% 95
Total Respondents: 147	

#	Other (please specify)	Date
1	highly recommended	12/3/2015 9:26 AM
2	my porvider was at a different hospital	11/20/2015 1:44 PM
3	considering imaging services outside Berlin; AVH too expensive for those of us who do have insurance	11/19/2015 11:57 AM
4	wanted a Doc who did this procedure all the time	11/10/2015 11:20 AM
5	Not a good service provided here.	11/9/2015 2:39 PM
6	I don't feel confident in our local health care providers.	11/8/2015 8:53 PM
7	Urgent care	11/8/2015 8:48 PM
8	Walk in clinic on a Sunday	11/8/2015 8:21 PM

Q18 I have been told by a doctor or other health professional that I have (check all that apply):

Answered: 207 Skipped: 6

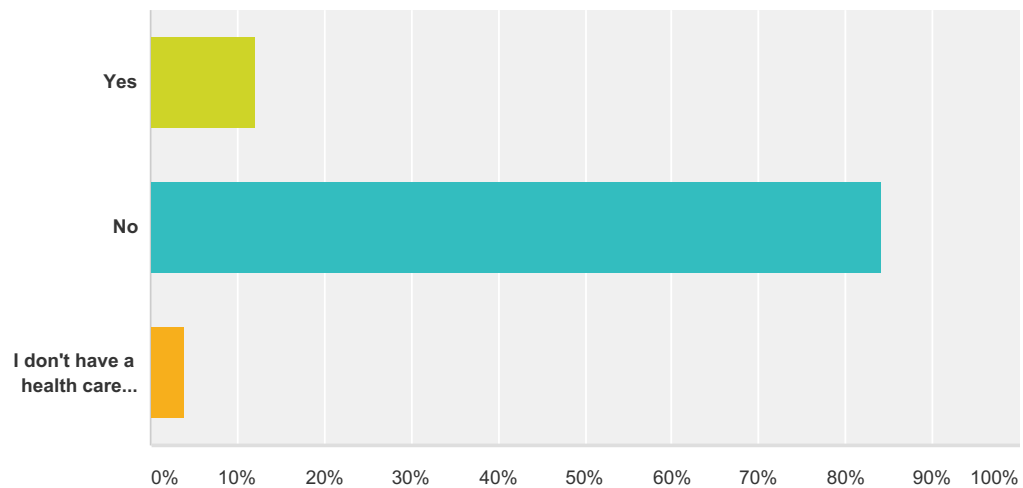
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Answer Choices	Responses
Diabetes	9.18% 19
Heart disease	2.90% 6
Asthma	12.56% 26
High blood pressure	23.19% 48
None of the above	61.84% 128
Total Respondents: 207	

Q19 Do you have personal health concerns that you have not talked with your health care provider about?

Answered: 207 Skipped: 6



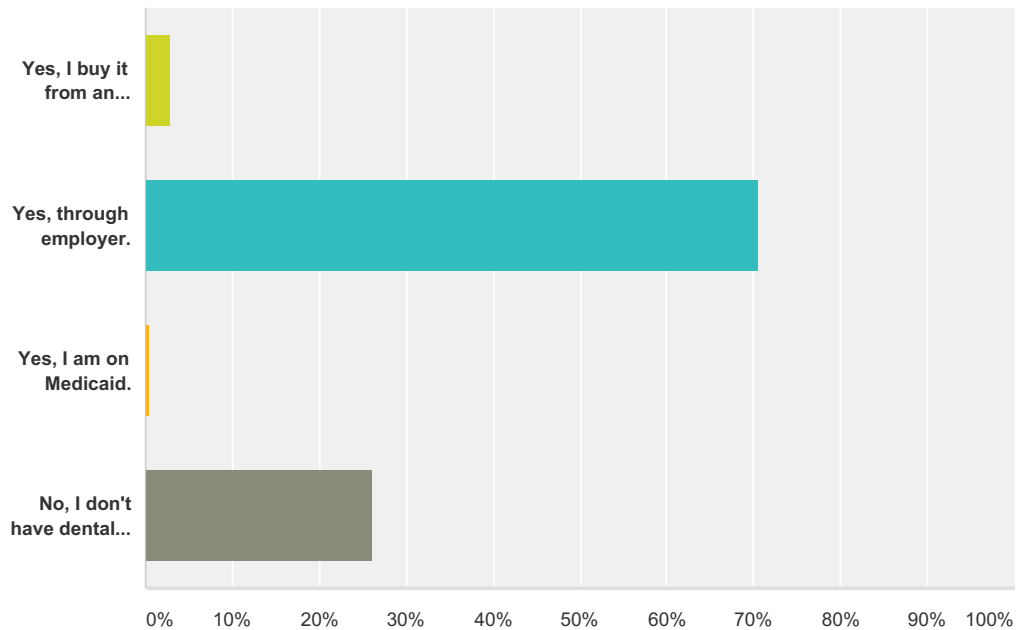
Androscoggin Valley Health Needs Community Survey 2015

Answer Choices	Responses
Yes	12.08% 25
No	84.06% 174
I don't have a health care provider.	3.86% 8
Total	207

#	If you have not discussed health concerns with your health care provider, why not?	Date
1	No doctors up here, can only see Nurse Practitioner. Doctors unavailable.	12/10/2015 8:58 AM
2	Not enough time, rushed through appointment.	12/9/2015 2:38 PM
3	haven't had the time to get in for an appointment	12/2/2015 4:31 PM
4	have not made an appointment with my new provider	11/20/2015 1:45 PM
5	lack of services in the area, don't want to miss work to travel	11/19/2015 10:43 AM
6	afraid of the answers I would get and the cost of the testing.	11/9/2015 7:39 PM
7	Affordability, I have health insurance that costs me \$500. a month for a family of 4 but our deductible is so high that I can't afford to see my health care provider.	11/9/2015 2:50 PM
8	Fear	11/9/2015 2:25 PM
9	I don't like or trust the local Drs.	11/9/2015 6:59 AM
10	Feel as if concerns do not warrant medical attention	11/8/2015 10:41 PM
11	My PCP does not appear to be competent.	11/8/2015 8:49 PM

Q20 Do you have dental insurance?

Answered: 207 Skipped: 6



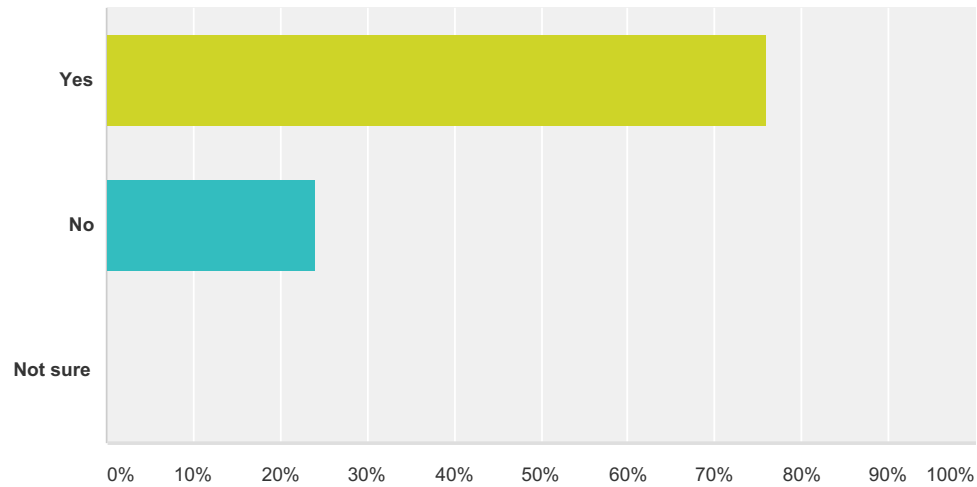
Answer Choices	Responses
Yes, I buy it from an insurance broker.	2.90% 6

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Yes, through employer.	70.53%	146
Yes, I am on Medicaid.	0.48%	1
No, I don't have dental insurance.	26.09%	54
Total		207

Q21 Have you seen a dentist at least once in the past year for a regular check-up?

Answered: 208 Skipped: 5

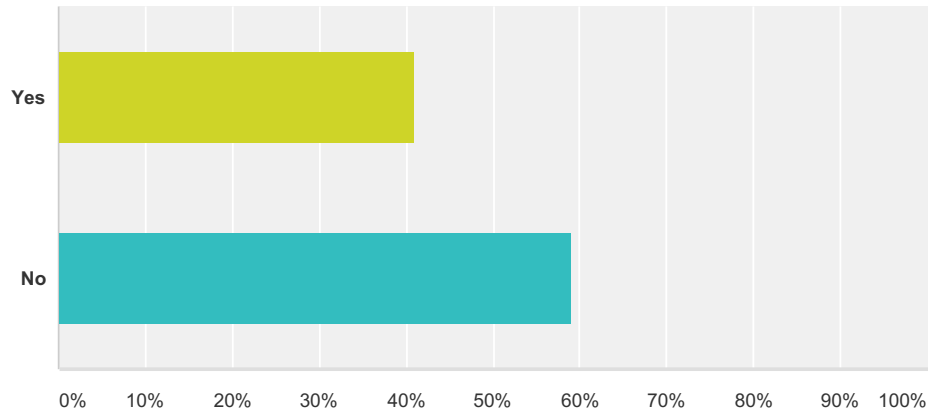


Answer Choices	Responses
Yes	75.96% 158
No	24.04% 50
Not sure	0.00% 0
Total	208

Q22 In the last five years, I have been advised to lose weight by my health provider.

Answered: 203 Skipped: 10

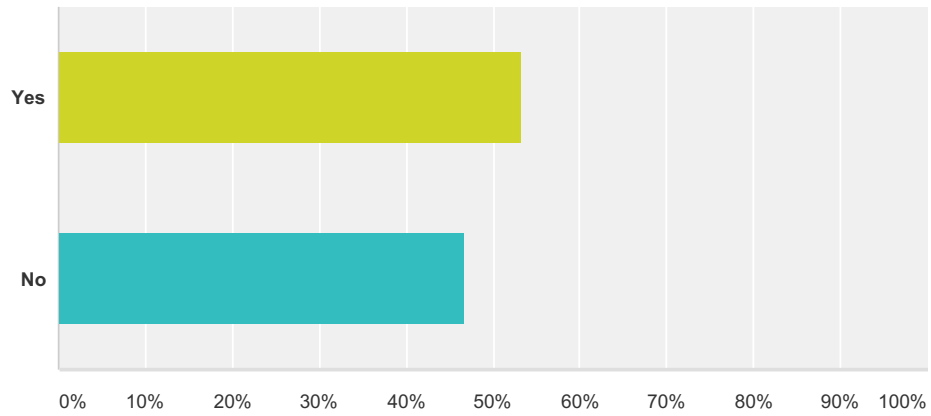
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Answer Choices	Responses	Count
Yes	40.89%	83
No	59.11%	120
Total		203

Q23 I exercise at least three times a week on average.

Answered: 203 Skipped: 10

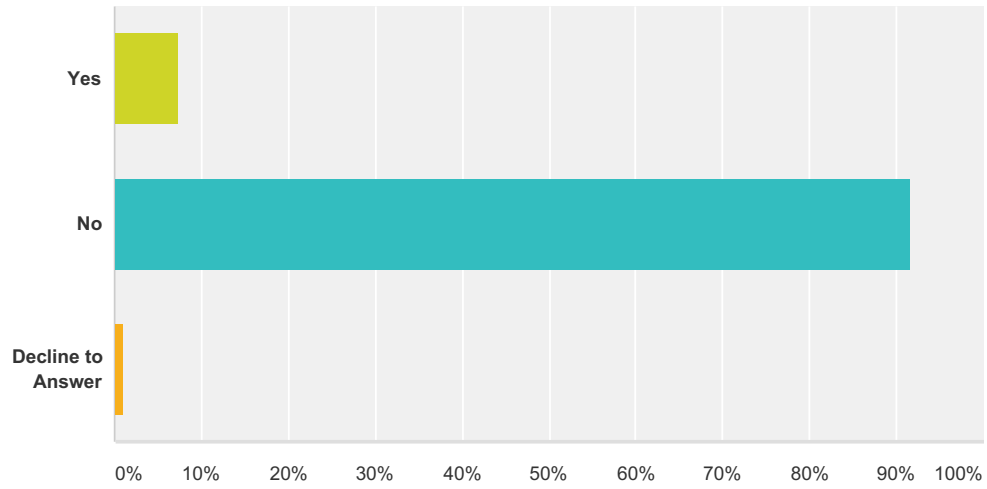


Answer Choices	Responses	Count
Yes	53.20%	108
No	46.80%	95
Total		203

Q24 I smoke cigarettes on a daily basis.

Answered: 205 Skipped: 8

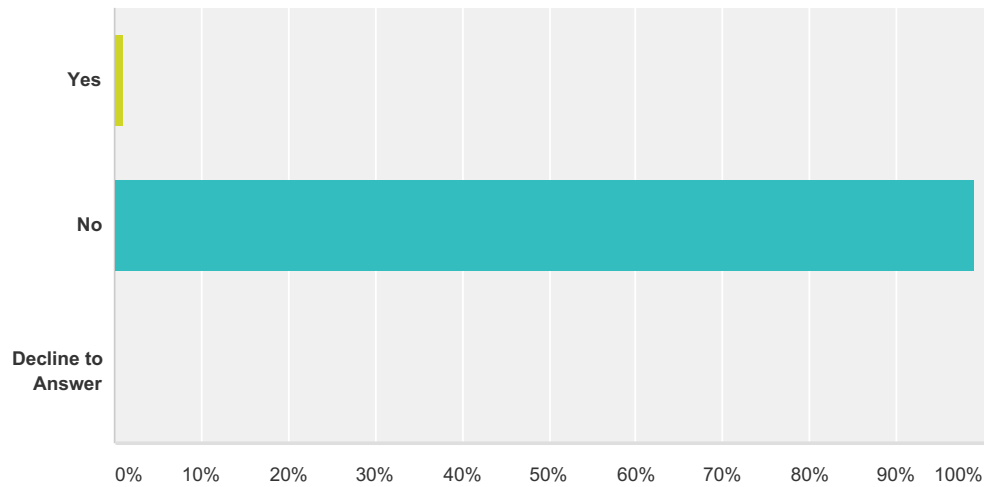
Androskoggin Valley Health Needs Community Survey 2015



Answer Choices	Responses	
Yes	7.32%	15
No	91.71%	188
Decline to Answer	0.98%	2
Total		205

Q25 I use smokeless tobacco on a daily basis.

Answered: 201 Skipped: 12

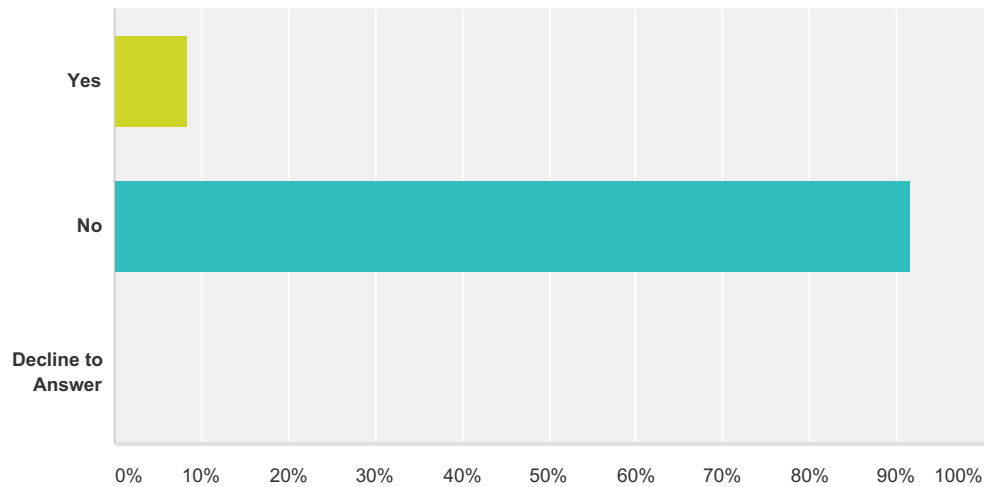


Answer Choices	Responses	
Yes	1.00%	2
No	99.00%	199
Decline to Answer	0.00%	0
Total		201

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Q26 During the past 30 days, did you have 5 or more drinks of alcohol in a row, that is, within a couple of hours?

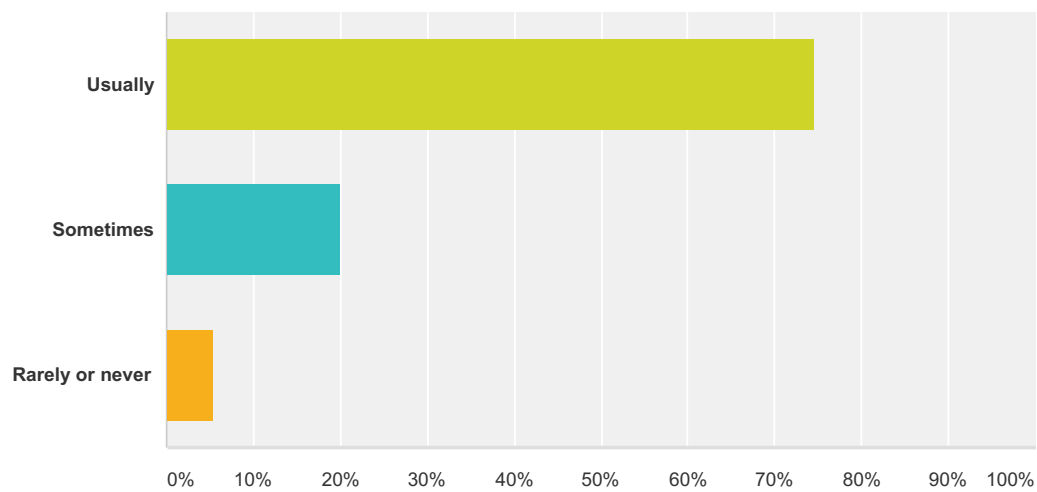
Answered: 205 Skipped: 8



Answer Choices	Responses
Yes	8.29% 17
No	91.71% 188
Decline to Answer	0.00% 0
Total	205

Q27 I feel happy about my life.

Answered: 204 Skipped: 9



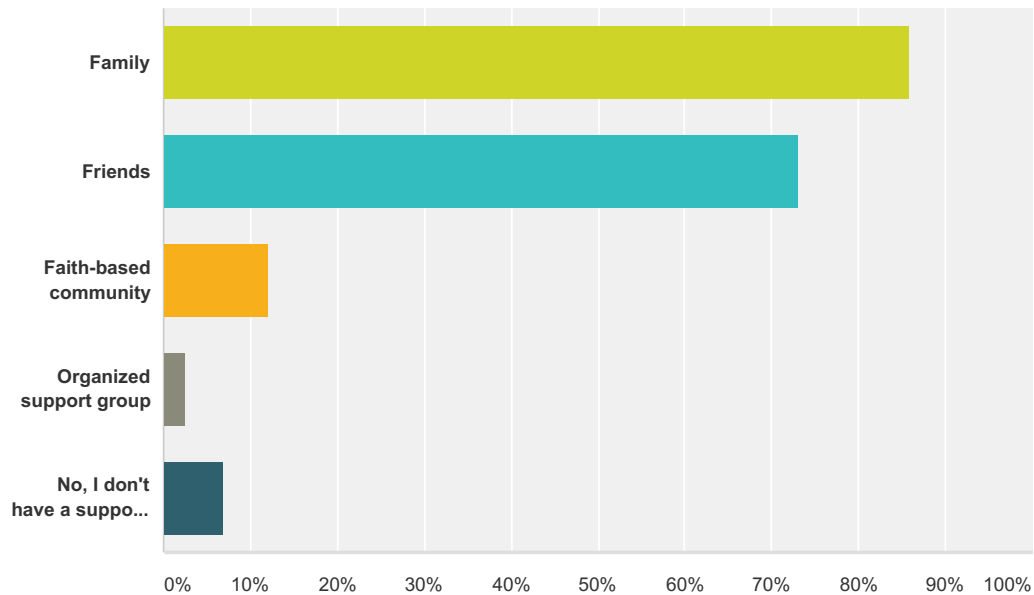
Answer Choices	Responses
Usually	74.51% 152

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Sometimes	20.10%	41
Rarely or never	5.39%	11
Total		204

Q28 Do you have a support system or someone you can trust to talk to? (check all that apply)

Answered: 205 Skipped: 8

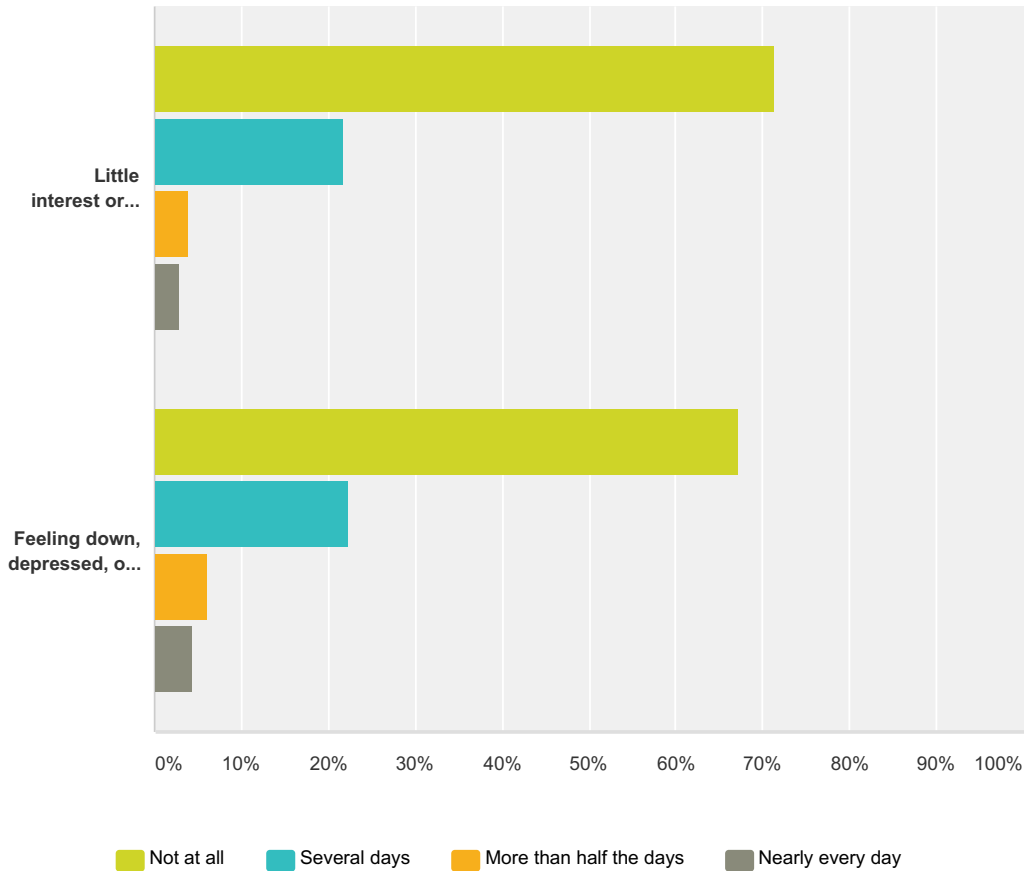


Answer Choices	Responses	Count
Family	85.85%	176
Friends	73.17%	150
Faith-based community	12.20%	25
Organized support group	2.44%	5
No, I don't have a support system	6.83%	14
Total Respondents: 205		

Q29 Over the past two weeks, how often have you been bothered by any of the following problems?

Answered: 202 Skipped: 11

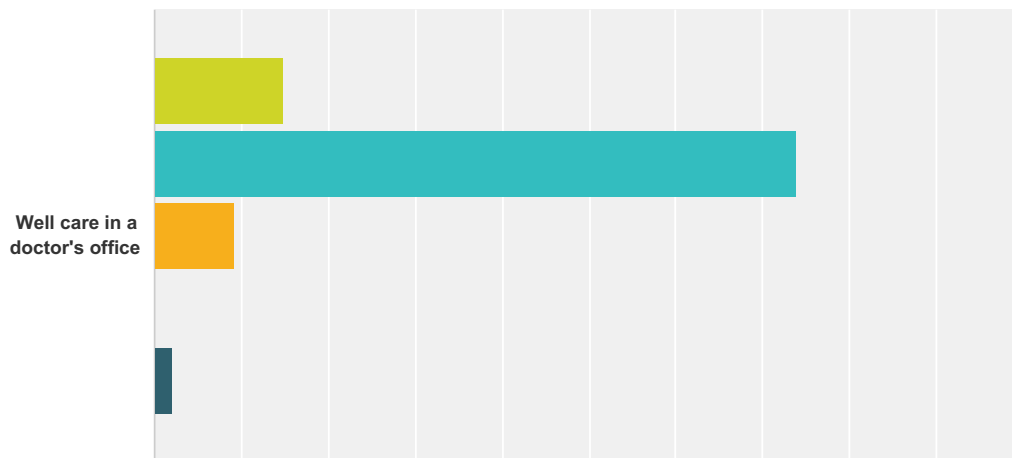
Androscoffin Valley Health Needs Community Survey 2015



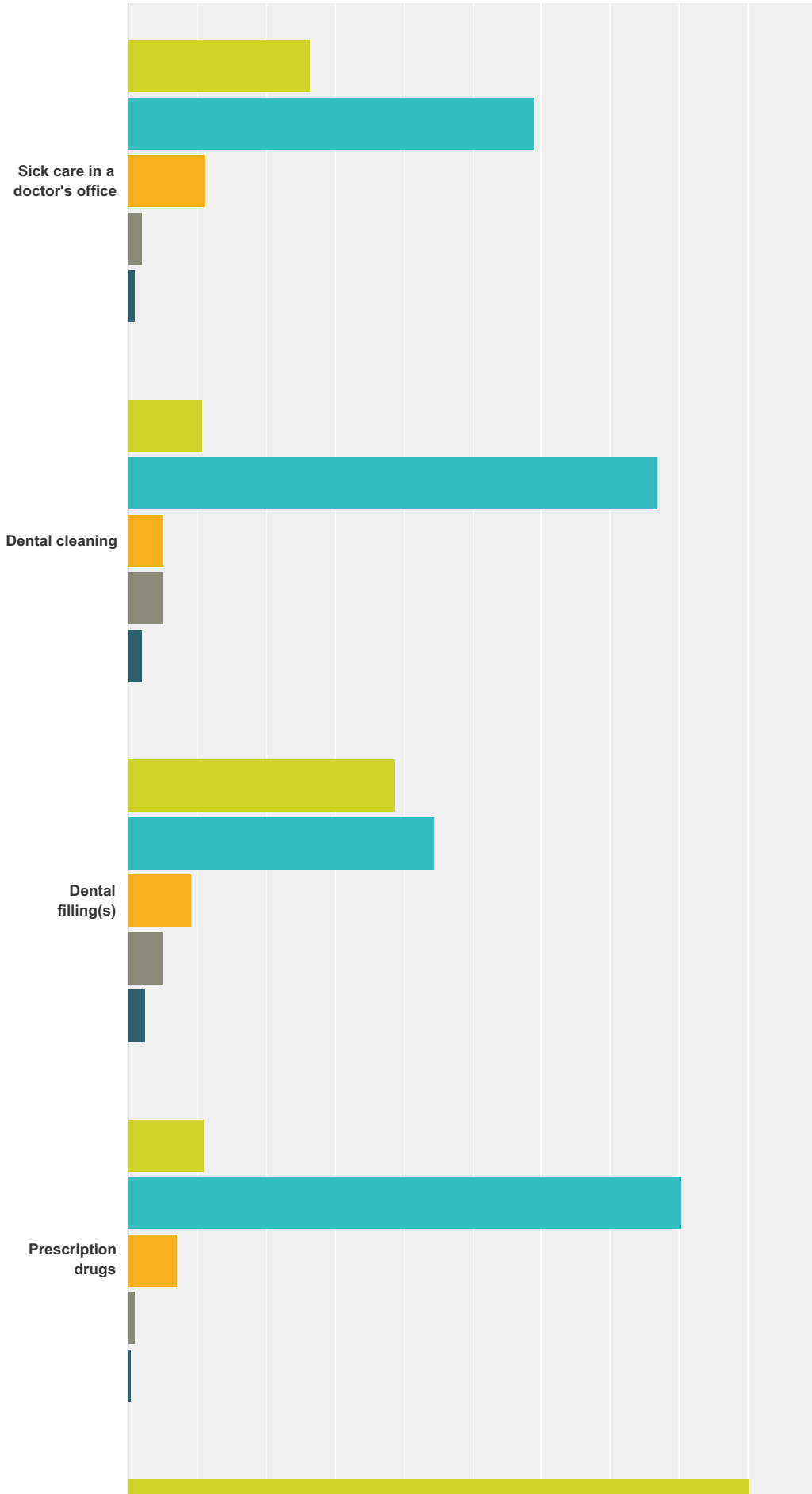
	Not at all	Several days	More than half the days	Nearly every day	Total
Little interest or pleasure doing things	71.36% 142	21.61% 43	4.02% 8	3.02% 6	199
Feeling down, depressed, or hopeless	67.16% 135	22.39% 45	5.97% 12	4.48% 9	201

Q30 If you/your family needed any of the following health services in the last two years, how often did you/your family receive these services?

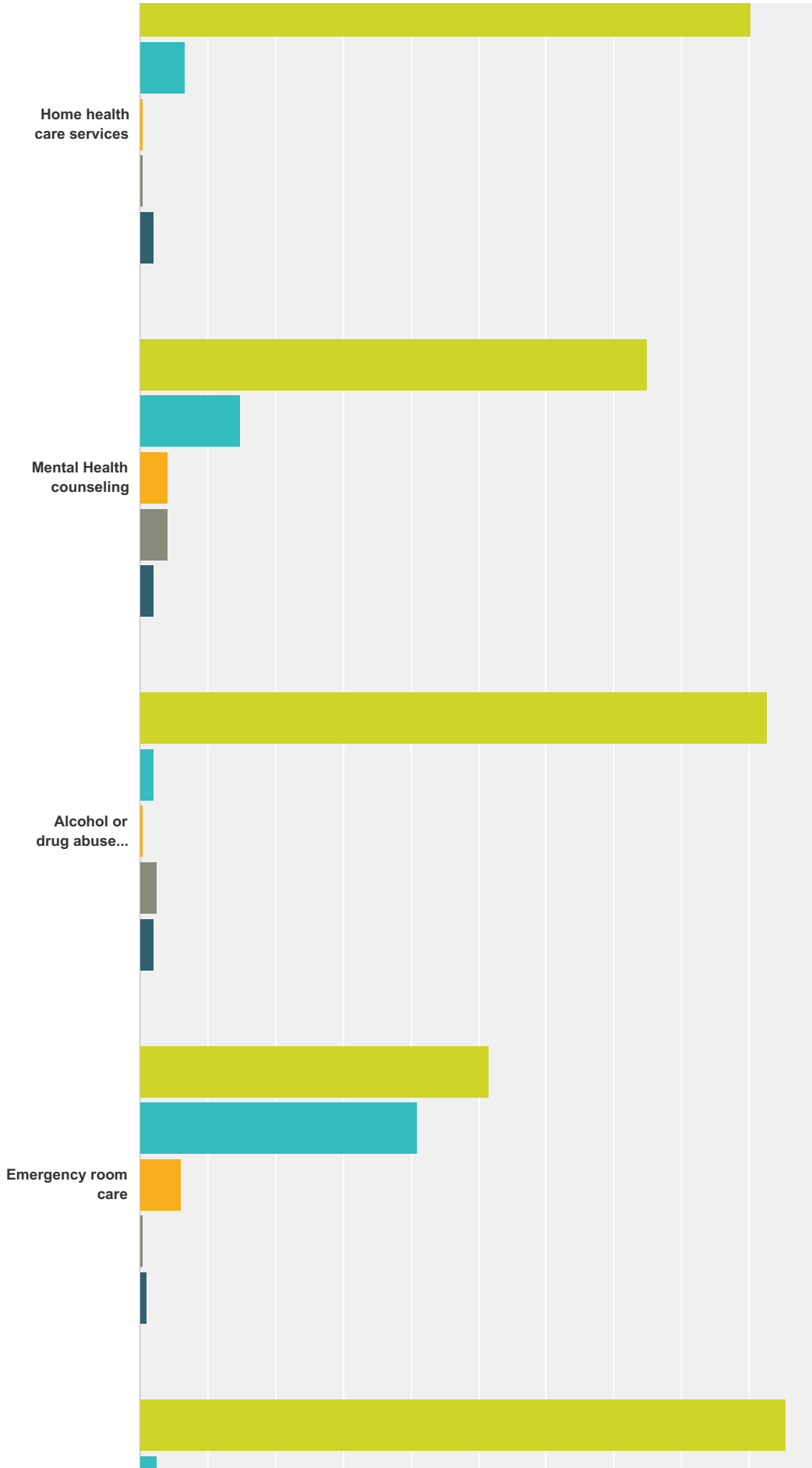
Answered: 198 Skipped: 15



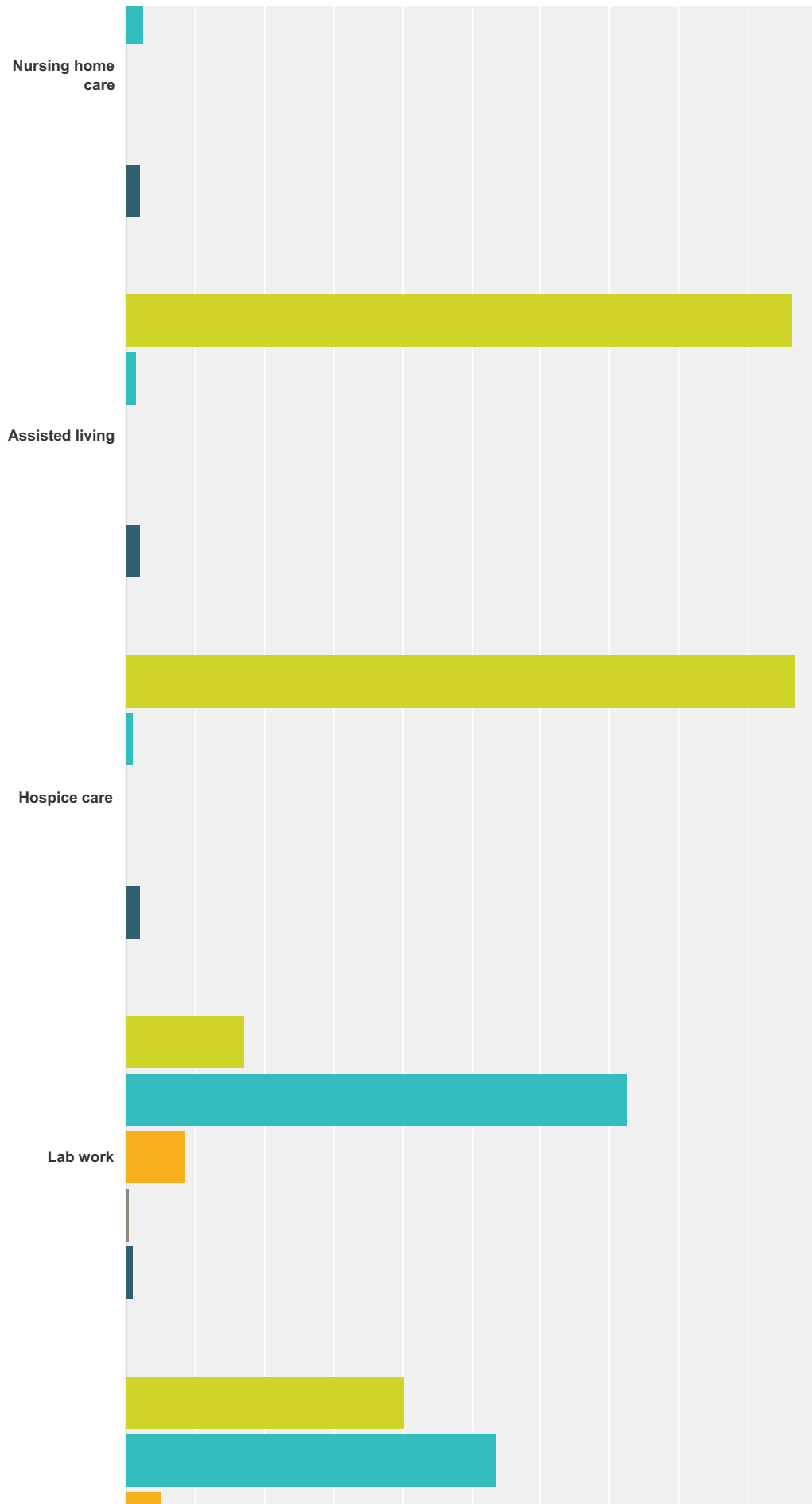
Androskoggin Valley Health Needs Community Survey 2015



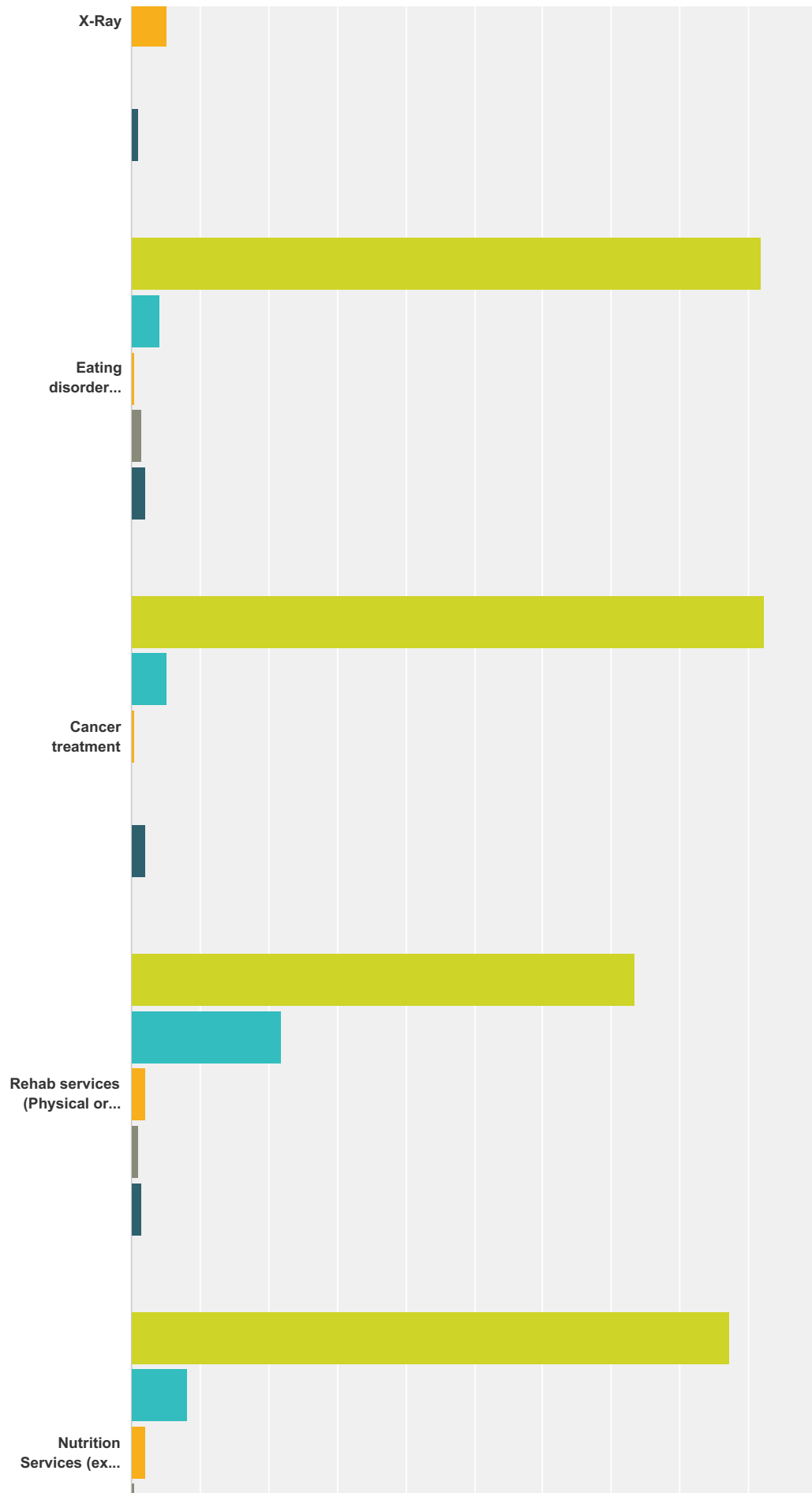
Androskoggin Valley Health Needs Community Survey 2015



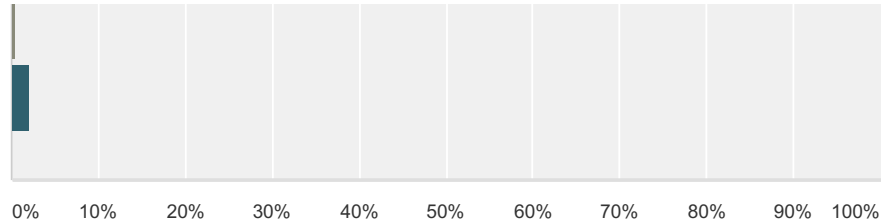
Androskoggin Valley Health Needs Community Survey 2015



Androskoggin Valley Health Needs Community Survey 2015



Androscoggin Valley Health Needs Community Survey 2015



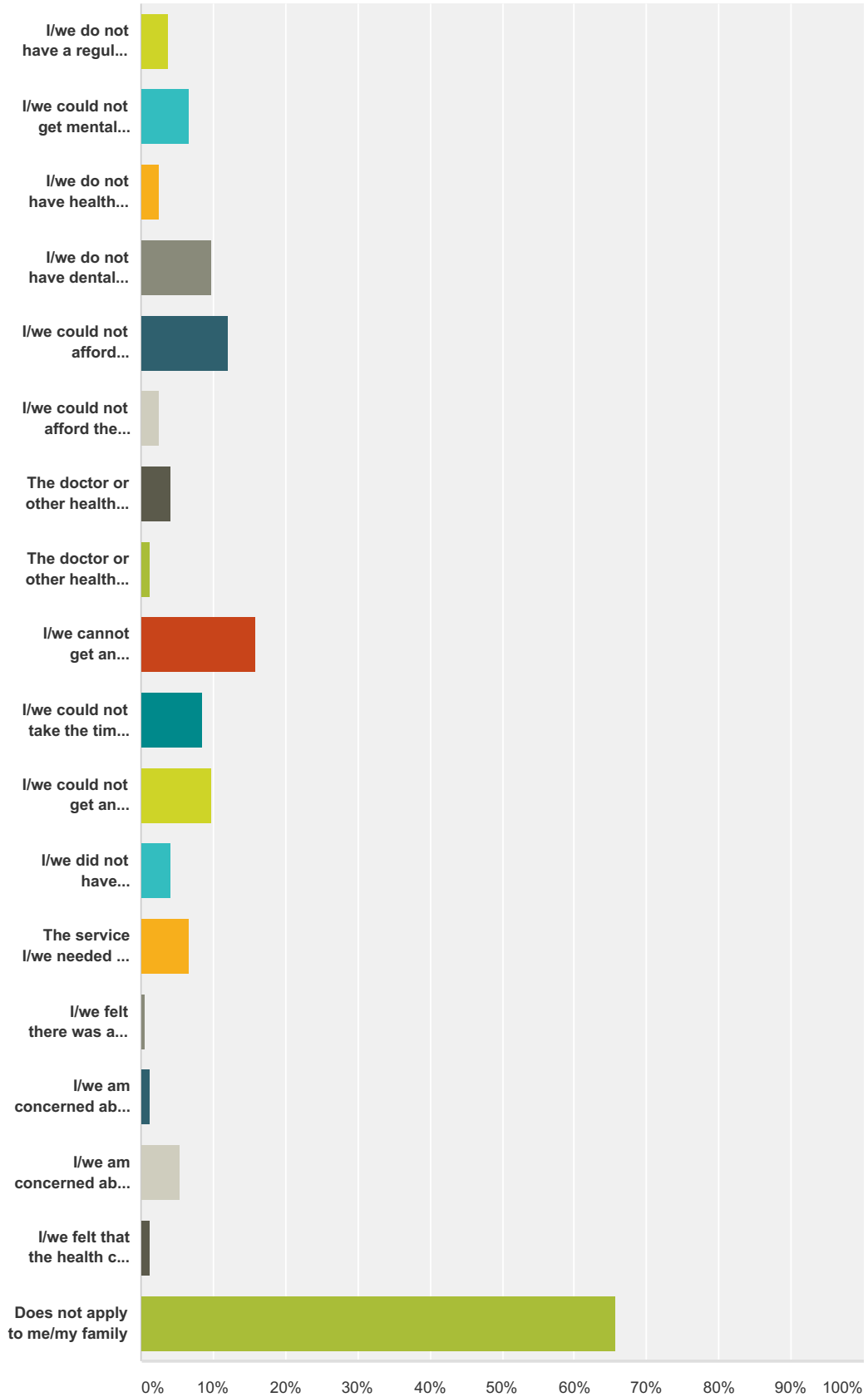
■ Did not need
 ■ Received every time
 ■ Received some of the time
■ Never able to get services
 ■ Don't know

	Did not need	Received every time	Received some of the time	Never able to get services	Don't know	Total
Well care in a doctor's office	14.80% 29	73.98% 145	9.18% 18	0.00% 0	2.04% 4	196
Sick care in a doctor's office	26.53% 52	59.18% 116	11.22% 22	2.04% 4	1.02% 2	196
Dental cleaning	10.82% 21	76.80% 149	5.15% 10	5.15% 10	2.06% 4	194
Dental filling(s)	38.78% 76	44.39% 87	9.18% 18	5.10% 10	2.55% 5	196
Prescription drugs	11.11% 22	80.30% 159	7.07% 14	1.01% 2	0.51% 1	198
Home health care services	90.16% 174	6.74% 13	0.52% 1	0.52% 1	2.07% 4	193
Mental Health counseling	74.87% 146	14.87% 29	4.10% 8	4.10% 8	2.05% 4	195
Alcohol or drug abuse counseling	92.71% 178	2.08% 4	0.52% 1	2.60% 5	2.08% 4	192
Emergency room care	51.53% 101	40.82% 80	6.12% 12	0.51% 1	1.02% 2	196
Nursing home care	95.36% 185	2.58% 5	0.00% 0	0.00% 0	2.06% 4	194
Assisted living	96.37% 186	1.55% 3	0.00% 0	0.00% 0	2.07% 4	193
Hospice care	96.89% 187	1.04% 2	0.00% 0	0.00% 0	2.07% 4	193
Lab work	17.17% 34	72.73% 144	8.59% 17	0.51% 1	1.01% 2	198
X-Ray	40.21% 78	53.61% 104	5.15% 10	0.00% 0	1.03% 2	194
Eating disorder treatment	91.79% 179	4.10% 8	0.51% 1	1.54% 3	2.05% 4	195
Cancer treatment	92.31% 180	5.13% 10	0.51% 1	0.00% 0	2.05% 4	195
Rehab services (Physical or Occupational Therapy)	73.47% 144	21.94% 43	2.04% 4	1.02% 2	1.53% 3	196
Nutrition Services (ex. Counseling or Education)	87.24% 171	8.16% 16	2.04% 4	0.51% 1	2.04% 4	196

Q31 If you/your family were/was not able to receive health services of any kind in the last two years, please check all the reasons why.

Answered: 164 Skipped: 49

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Answer Choices	Responses
I/we do not have a regular doctor or other health provider	3.66% 6

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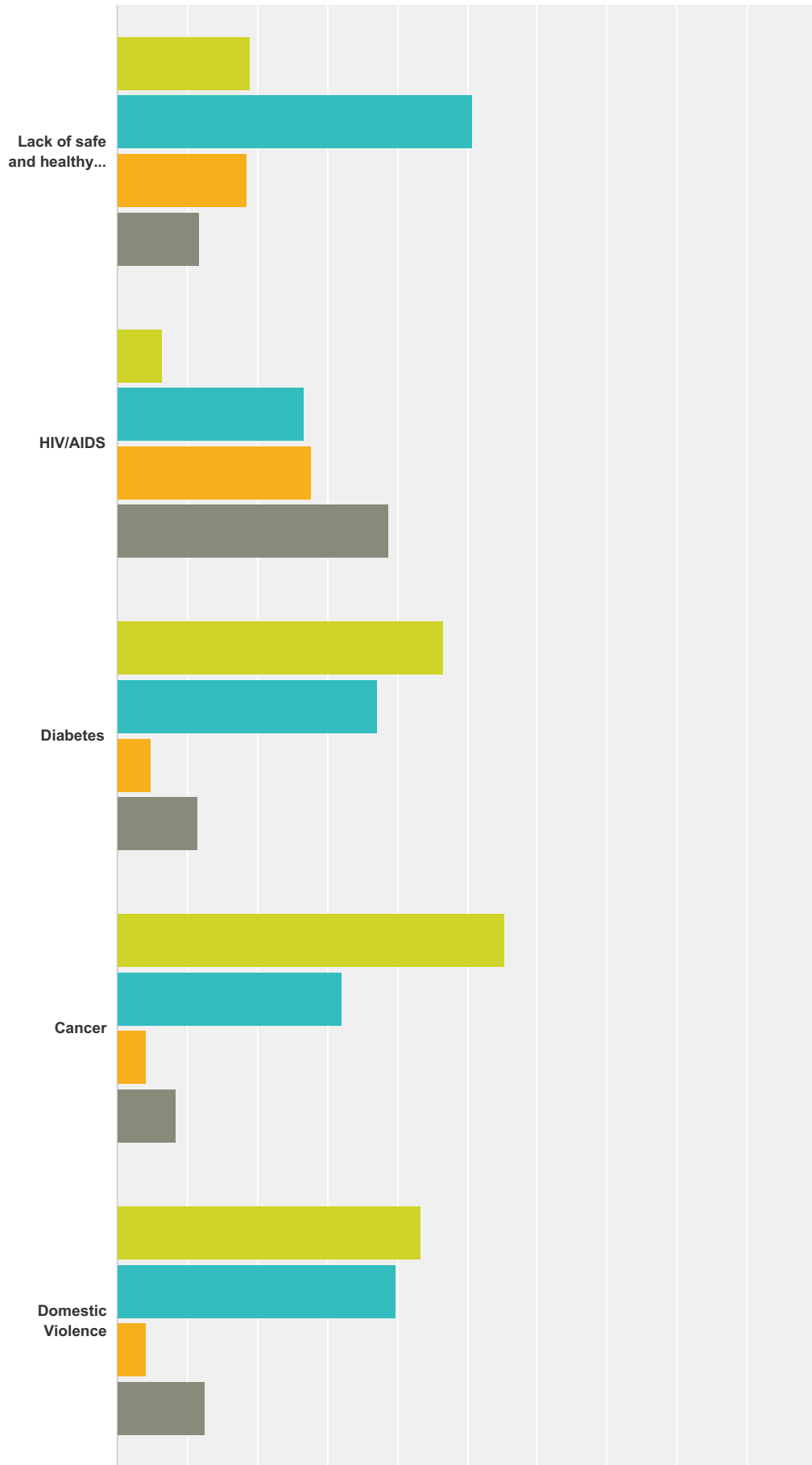
I/we could not get mental health services	6.71%	11
I/we do not have health insurance	2.44%	4
I/we do not have dental insurance	9.76%	16
I/we could not afford deductibles and co-pays	12.20%	20
I/we could not afford the medication prescribed	2.44%	4
The doctor or other health professional did not accept Medicaid	4.27%	7
The doctor or other health professional did not accept Medicare	1.22%	2
I/we cannot get an appointment in an acceptable timeframe	15.85%	26
I/we could not take the time off from work	8.54%	14
I/we could not get an appointment	9.76%	16
I/we did not have transportation	4.27%	7
The service I/we needed was not in the community	6.71%	11
I/we felt there was a language barrier and we could not get translation services	0.61%	1
I/we am concerned about discrimination	1.22%	2
I/we am concerned about confidentiality	5.49%	9
I/we felt that the health care provider did not speak in a way that I could understand about my condition	1.22%	2
Does not apply to me/my family	65.85%	108
Total Respondents: 164		

#	Other (please specify)	Date
1	There is not enough doctors on staff. Always made to see a NPR	12/10/2015 9:06 AM
2	dependent on ride	12/10/2015 8:29 AM
3	Cannot see my specialist anymore because she is out of my network on my new insurance.	12/9/2015 11:58 AM
4	I do not have transportation.	12/7/2015 4:00 PM
5	Not a problem	12/4/2015 12:34 PM
6	Not a problem	12/4/2015 7:53 AM
7	Under do not have health insurance also responded "me not husband didn't have none"	12/4/2015 7:15 AM
8	son could not afford filling cost after insurance	12/2/2015 4:09 PM
9	Specialty Dr. not covered under my insurance plan	11/27/2015 11:47 AM
10	when I needed an appointment everyone was on vacation and they didn't have anyone who could or would see me. I did eventually get an appointment, but when I need them they weren't there and it could of been a matter of life or death.	11/23/2015 10:54 AM
11	My clinical psychologist is not covered by my health insurance. So I have to pay \$5000 out of pocket, to meet the deductible. If one did not need mental health support before, one does after spending \$5000!	11/11/2015 6:39 AM
12	Deductibles way too high, cannot afford !!!	11/10/2015 7:16 AM
13	Better care out of town	11/8/2015 8:18 PM

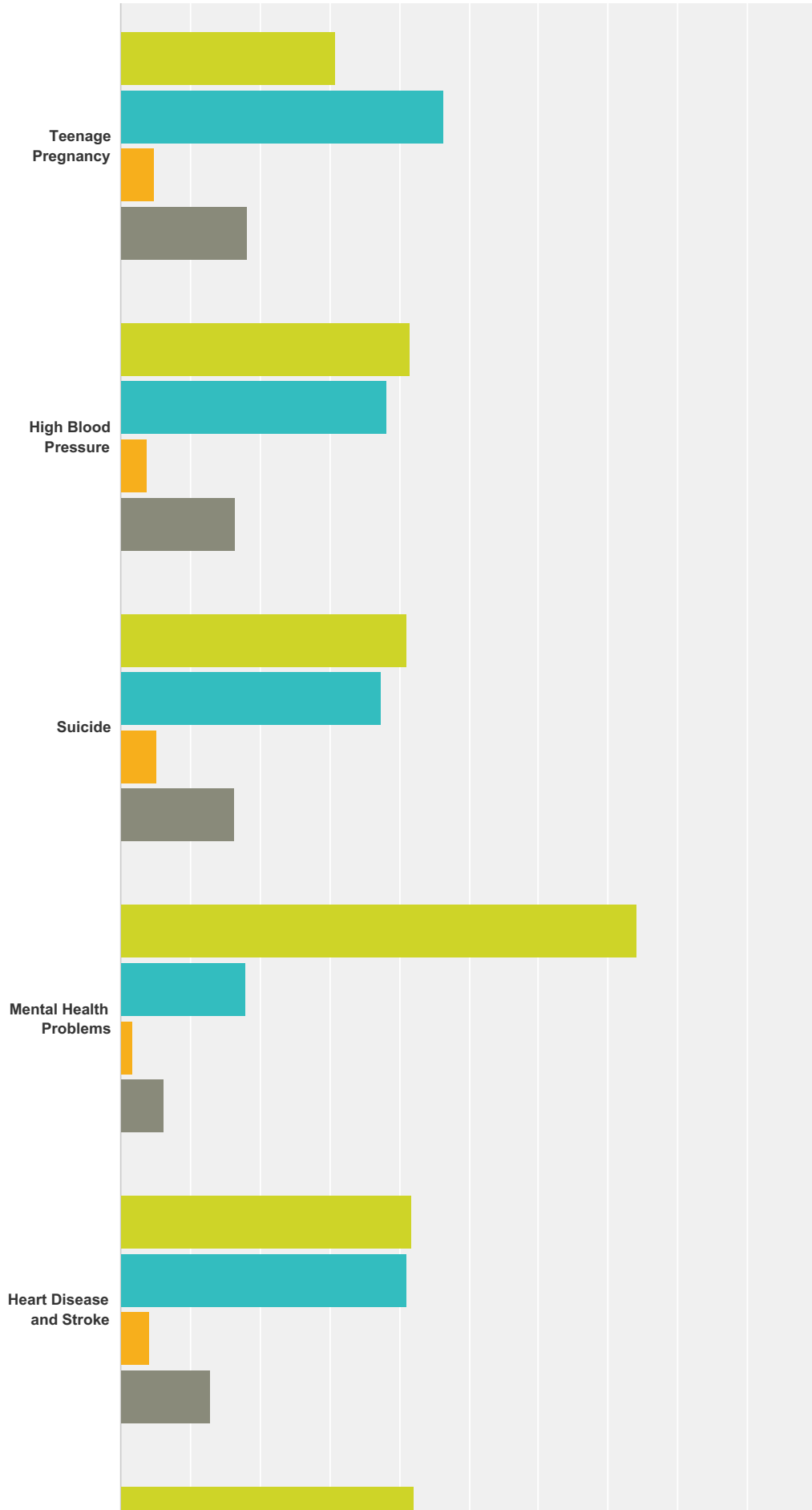
Q32 How serious do you think these health issues or concerns are in your community?

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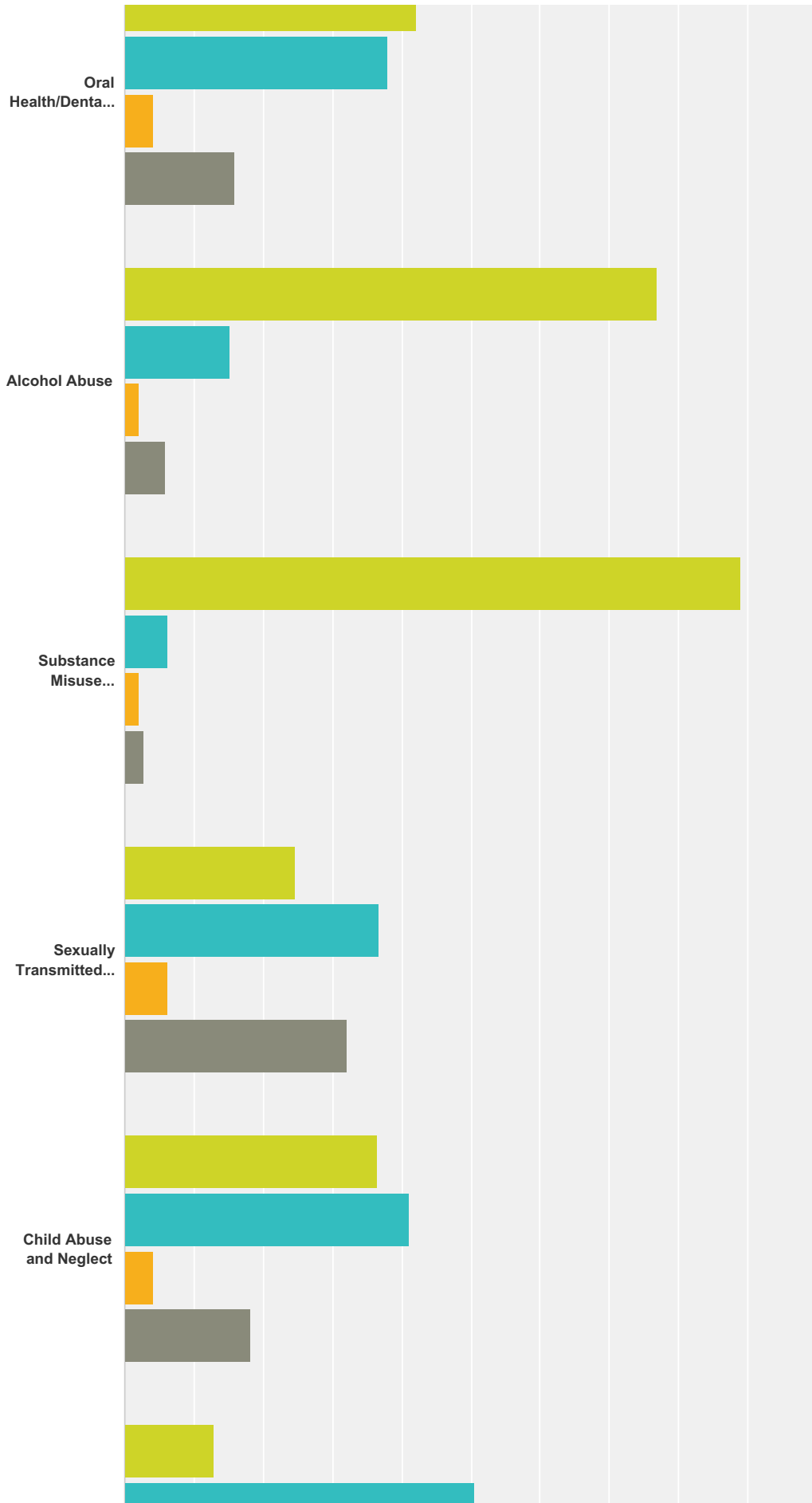
Answered: 193 Skipped: 20



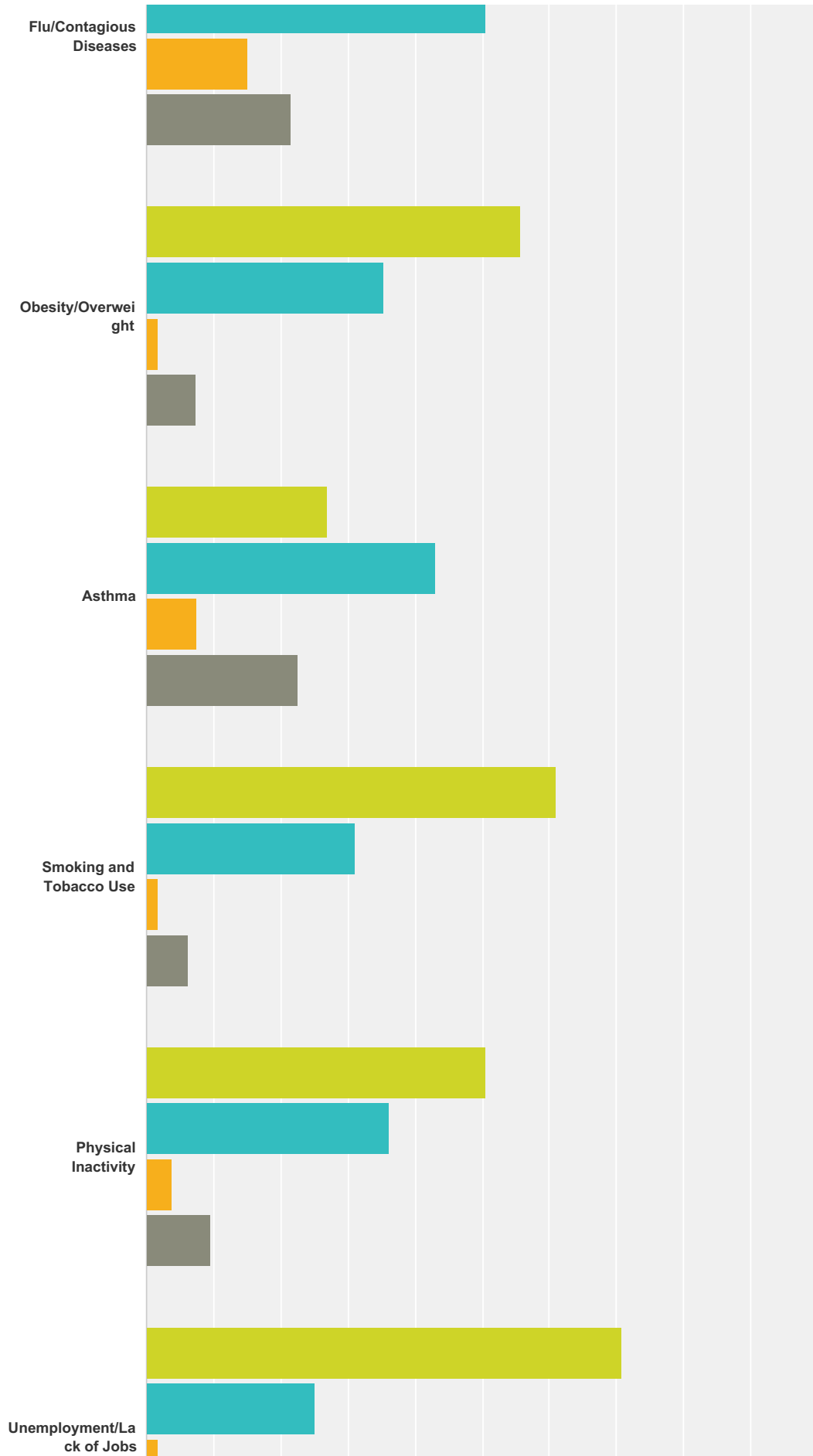
Androskoggin Valley Health Needs Community Survey 2015



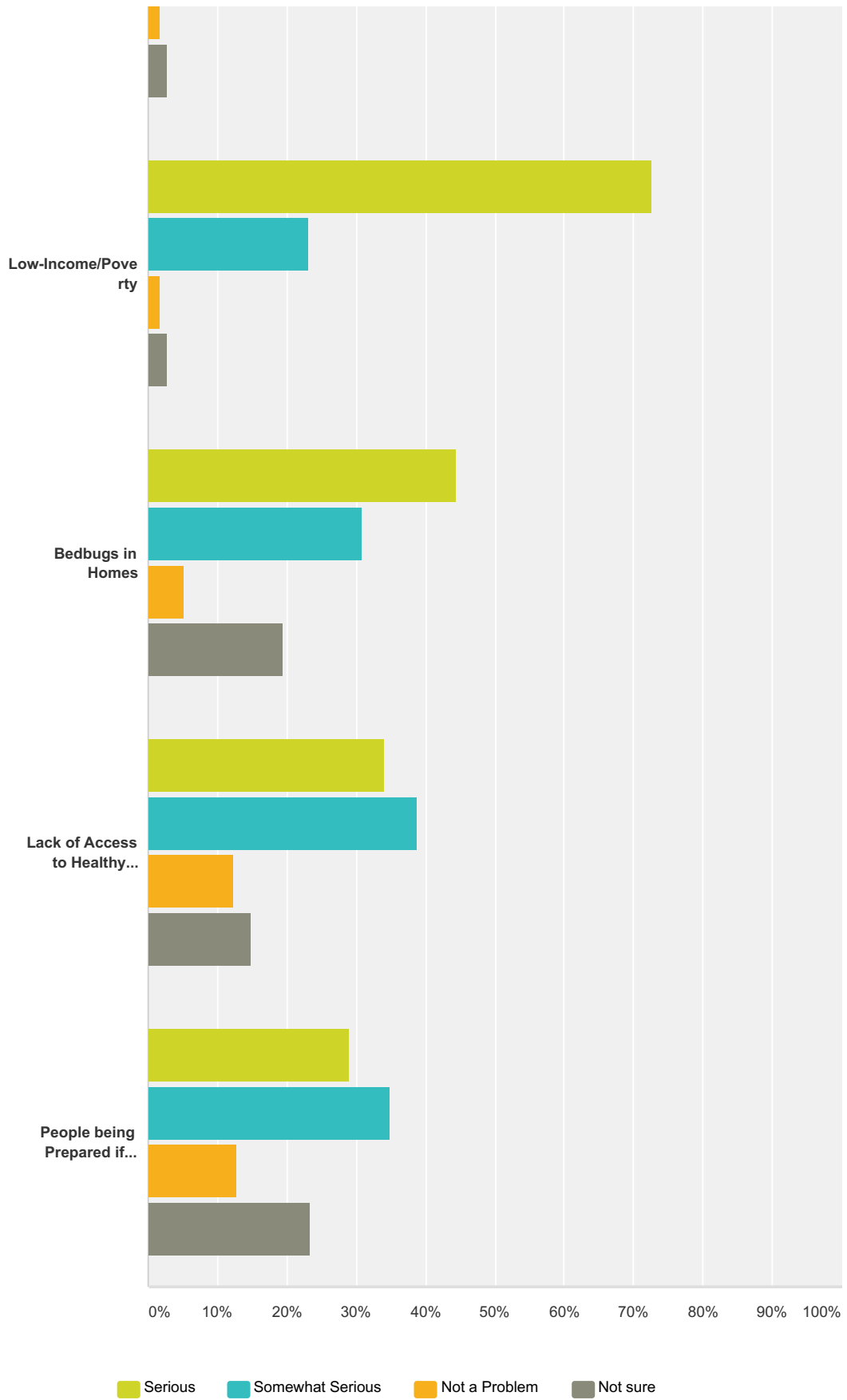
Androskoggin Valley Health Needs Community Survey 2015



Androscoffin Valley Health Needs Community Survey 2015



Androskoggin Valley Health Needs Community Survey 2015



Androscoggin Valley Health Needs Community Survey 2015

	Serious	Somewhat Serious	Not a Problem	Not sure	Total
Lack of safe and healthy housing	19.05% 36	50.79% 96	18.52% 35	11.64% 22	189
HIV/AIDS	6.56% 12	26.78% 49	27.87% 51	38.80% 71	183
Diabetes	46.60% 89	37.17% 71	4.71% 9	11.52% 22	191
Cancer	55.26% 105	32.11% 61	4.21% 8	8.42% 16	190
Domestic Violence	43.46% 83	39.79% 76	4.19% 8	12.57% 24	191
Teenage Pregnancy	30.85% 58	46.28% 87	4.79% 9	18.09% 34	188
High Blood Pressure	41.49% 78	38.30% 72	3.72% 7	16.49% 31	188
Suicide	41.05% 78	37.37% 71	5.26% 10	16.32% 31	190
Mental Health Problems	74.21% 141	17.89% 34	1.58% 3	6.32% 12	190
Heart Disease and Stroke	41.67% 80	41.15% 79	4.17% 8	13.02% 25	192
Oral Health/Dental Disease	42.11% 80	37.89% 72	4.21% 8	15.79% 30	190
Alcohol Abuse	76.84% 146	15.26% 29	2.11% 4	5.79% 11	190
Substance Misuse (includes drugs, opioids, heroin, etc.)	88.89% 168	6.35% 12	2.12% 4	2.65% 5	189
Sexually Transmitted Diseases	24.74% 47	36.84% 70	6.32% 12	32.11% 61	190
Child Abuse and Neglect	36.46% 70	41.15% 79	4.17% 8	18.23% 35	192
Flu/Contagious Diseases	12.90% 24	50.54% 94	15.05% 28	21.51% 40	186
Obesity/Overweight	55.79% 106	35.26% 67	1.58% 3	7.37% 14	190
Asthma	26.88% 50	43.01% 80	7.53% 14	22.58% 42	186
Smoking and Tobacco Use	61.05% 116	31.05% 59	1.58% 3	6.32% 12	190
Physical Inactivity	50.54% 94	36.02% 67	3.76% 7	9.68% 18	186
Unemployment/Lack of Jobs	70.68% 135	25.13% 48	1.57% 3	2.62% 5	191
Low-Income/Poverty	72.63% 138	23.16% 44	1.58% 3	2.63% 5	190
Bedbugs in Homes	44.50% 85	30.89% 59	5.24% 10	19.37% 37	191
Lack of Access to Healthy Foods	34.04% 64	38.83% 73	12.23% 23	14.89% 28	188

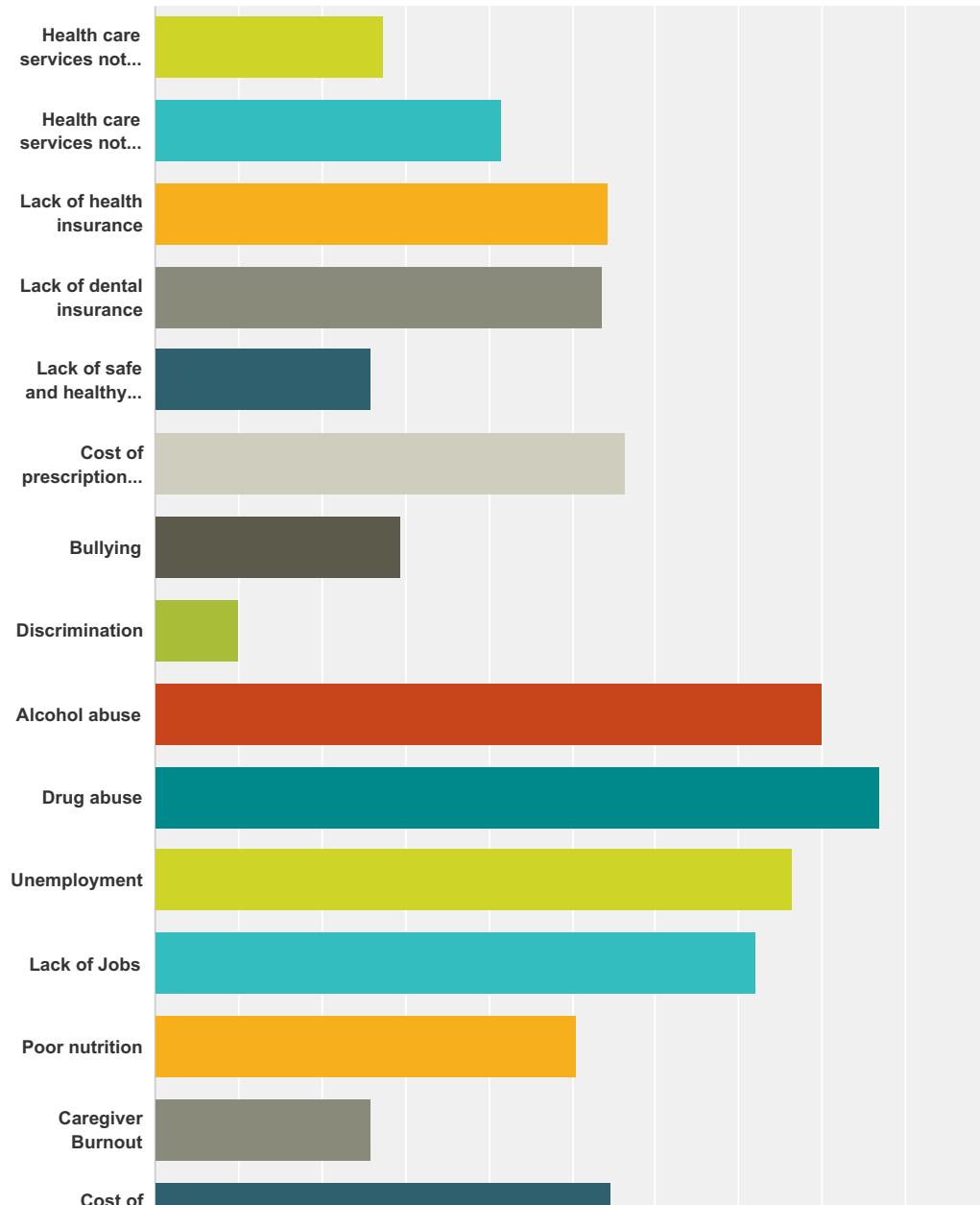
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People being Prepared if there is an Emergency (ex. during natural disasters such as an ice storm)	29.10% 55	34.92% 66	12.70% 24	23.28% 44	189
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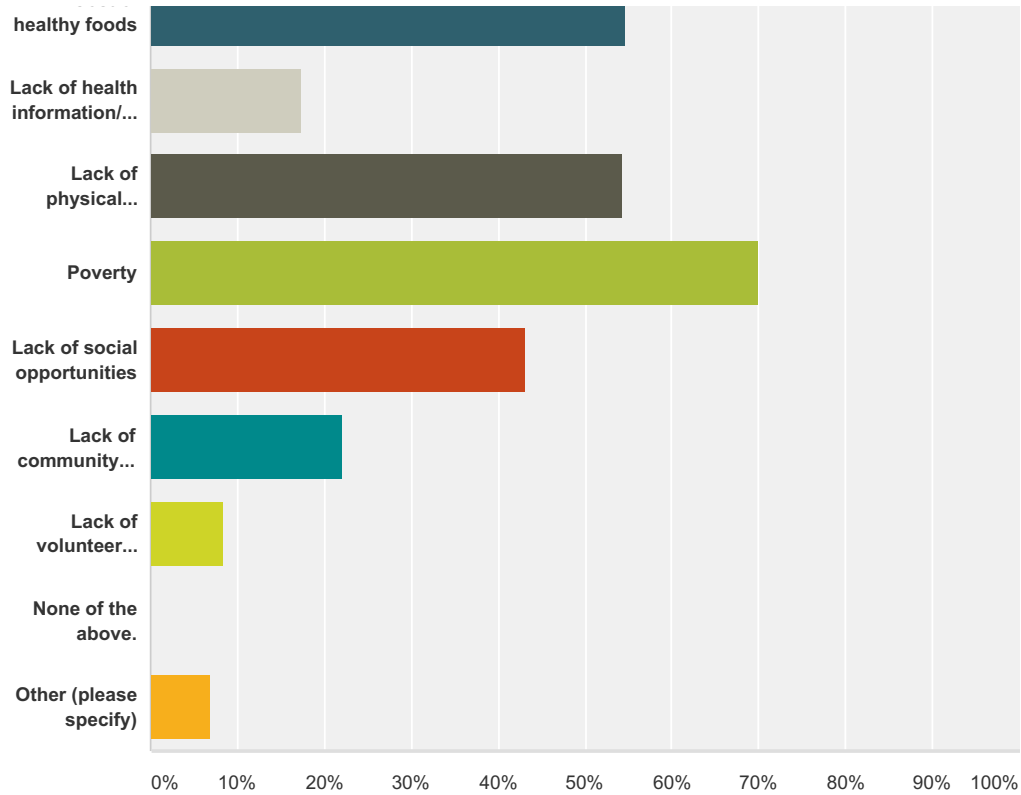
#	Other (please specify)	Date
1	The large amount of firearms	12/2/2015 4:20 PM
2	overwhelmed by a large percentage of non-working, unhealthy, welfare recipients.	11/9/2015 7:44 PM
3	Overabundance of guns	11/8/2015 8:19 PM

Q33 Which of the following do you think CAUSE the most serious health issues that you see in your community (including mental health and overall physical health)? Please check all that apply.

Answered: 190 Skipped: 23



Androscoggin Valley Health Needs Community Survey 2015



Answer Choices	Responses	Count
Health care services not available	27.37%	52
Health care services not affordable	41.58%	79
Lack of health insurance	54.21%	103
Lack of dental insurance	53.68%	102
Lack of safe and healthy housing	25.79%	49
Cost of prescription drugs	56.32%	107
Bullying	29.47%	56
Discrimination	10.00%	19
Alcohol abuse	80.00%	152
Drug abuse	86.84%	165
Unemployment	76.32%	145
Lack of Jobs	72.11%	137
Poor nutrition	50.53%	96
Caregiver Burnout	25.79%	49
Cost of healthy foods	54.74%	104
Lack of health information/education	17.37%	33
Lack of physical exercise	54.21%	103
Poverty	70.00%	133

Androscoggin Valley Health Needs Community Survey 2015

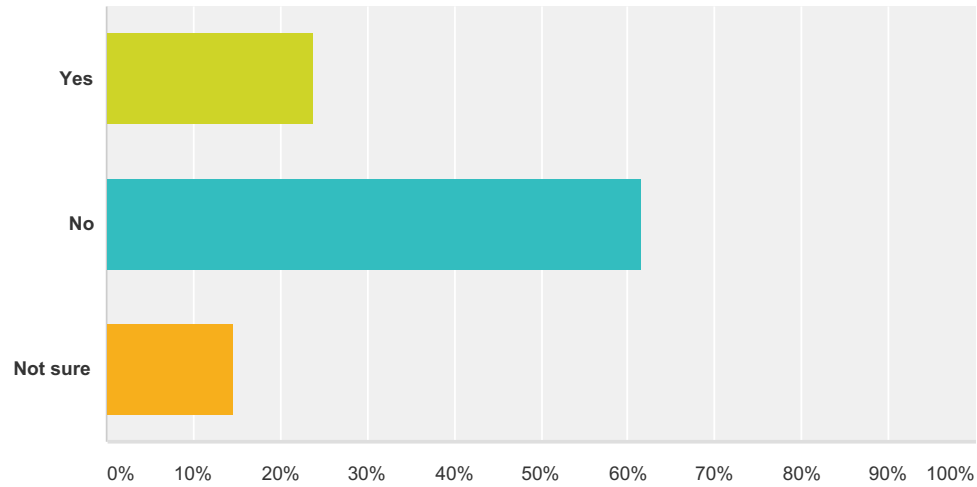
Lack of social opportunities	43.16%	82
Lack of community gatherings and other connections to the larger community	22.11%	42
Lack of volunteer opportunities	8.42%	16
None of the above.	0.00%	0
Other (please specify)	6.84%	13
Total Respondents: 190		

#	Other (please specify)	Date
1	There are nutrition prog's--peop need to prioritize good foods rather than poor choice	12/11/2015 2:48 PM
2	Stigma associated w/MI--from the Healthcare Providers.	12/10/2015 8:52 AM
3	Lack of Health Literacy/Isolation Depression	12/9/2015 11:08 AM
4	Too much entitlement. Young people don't want to work as they get more money staying home. they can afford pets, cigarettes, cell phones, etc. so why work.	12/3/2015 9:41 AM
5	Activities for the teens.	12/2/2015 4:14 PM
6	LAZY PEOPLE THAT REFUSE TO WORK	11/21/2015 12:50 PM
7	With Prison here, we get families from everywhere coming here to be near the ones in jail. PLUS, Welfare offices from other States send welfare recipients up here because the rents are cheaper, etc. so we have non-desirable people which don't care about our region on the most part, and causes problems.	11/19/2015 4:05 PM
8	Apathy, poor compliance, low motivation.	11/11/2015 6:46 AM
9	To many peopl living in this area that are on the system and use it as a way of life. Most are drug abusers.	11/10/2015 10:12 AM
10	HIGH INSURANCE DEDUCTABLES AND COPAYS, ALCOHOL BEING PART OF ALMOST ALL PUBLIC EVENTS IN BERLIN, SEEMINGLY LACK OF ARRESTS FOR DRUG DEALING	11/9/2015 5:35 PM
11	lack of good youth activities	11/9/2015 1:51 PM
12	Genetics	11/8/2015 8:27 PM
13	Poor education in schools, little post secondary education, and beyond.	11/8/2015 8:23 PM

Q34 Do you feel the community has recreational and social activities for ALL AGES to help them maintain their health and well-being?

Answered: 185 Skipped: 28

Androscoggin Valley Health Needs Community Survey 2015



Answer Choices	Responses	
Yes	23.78%	44
No	61.62%	114
Not sure	14.59%	27
Total		185

#	Please list reasons for your answer	Date
1	People aren't taking advantage of St Kieran prog's, Sch prog College prog. etc	12/11/2015 2:48 PM
2	Many volunteer opportunities in Berlin.	12/10/2015 9:40 AM
3	Chamber events Holiday Center	12/10/2015 9:32 AM
4	Not enough for the elderly that is cost effective during the winter. The cost for families to do stuff is expensive mini-golf no movie theater ATV and snow mobile riding is expensive.	12/10/2015 9:10 AM
5	Not enough physically active exercise opportunities to everyone older than 18 years old.	12/10/2015 8:52 AM
6	Not enough for elderly. People are refused from joining the Holiday Center. They are told they make too much money even without checking.	12/10/2015 8:41 AM
7	However, many not using them.	12/9/2015 12:25 PM
8	Lack of money	12/9/2015 12:09 PM
9	1. Not really enough variety for youth--must be into sports (highly expensive) 2. Requires resources that kids often don't have, \$, transportation, etc.	12/9/2015 11:08 AM
10	There are opportunities-some people choose NOT to use them!	12/9/2015 10:48 AM
11	The community don't help very much on Homeless People.	12/7/2015 4:03 PM
12	I think there are some activities offered for all ages, but not enough. Some also cost money and people already can't afford extras.	12/4/2015 3:09 PM
13	We have one facility in Lancaster and it is terrible!	12/3/2015 4:52 PM
14	There are none	12/2/2015 4:33 PM
15	There are no community centers, well clinics, YMCA-type opportunities, and support groups are very rare	12/2/2015 4:23 PM
16	We have an aging population but no good areas for safe walking. Sidewalks are damaged and uneven and roadways are narrow. Walking trails and/or an indoor walking area would help.	12/2/2015 2:34 PM
17	Not for free	12/2/2015 2:25 PM
18	There is not enough activities for early teens	11/27/2015 11:57 AM

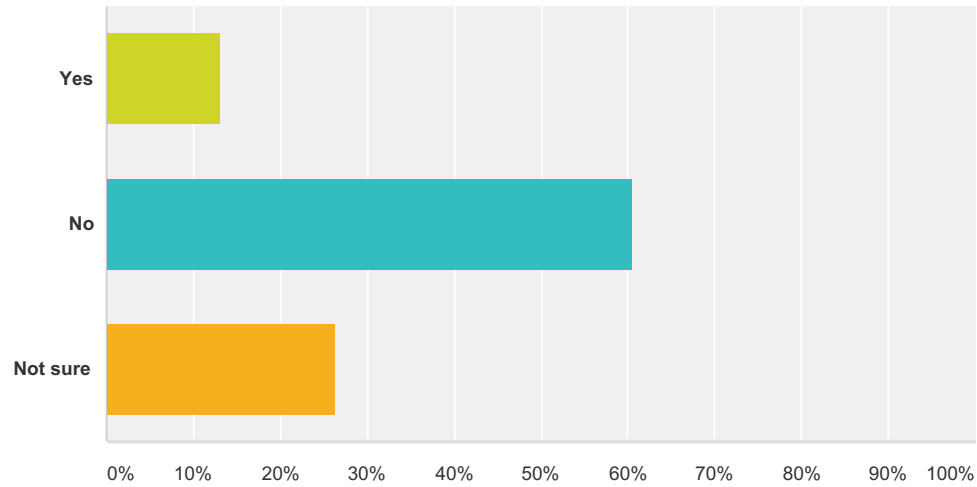
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19	There are no stores, no place to shop, no bicycle or jogging paths, no social activities what so ever. We have a lot of heavy overweight lazy uneducated people	11/21/2015 12:50 PM
20	young people have nothing to do that is constructive. City closed YMCA School has activities but not all kids like sports.	11/20/2015 4:55 PM
21	there is nothing for our young people in our community, other then school based sports.	11/19/2015 10:50 AM
22	We have outdoor activities that are available if folks choose to go out and hike, ski, walk, camping, take advantage of AMC and Forest Service, sports in schools But in city of Berlin limited activities. There is rec center but a real community center with pool and other offerings as a Y has would be great	11/19/2015 10:23 AM
23	if there is we don't typically here about them.	11/19/2015 8:22 AM
24	People need to take the initiative & attend these recreational and social activities. People complain that we lack these things but their are plenty of community activities they just chose not to get involved	11/18/2015 4:59 PM
25	need more physical activity events	11/18/2015 4:13 PM
26	Not many for kids	11/11/2015 11:44 AM
27	no psy support, people complain the health insur. pays for 1 visit if they are lucky enough to get in to see the few availbe	11/10/2015 1:49 PM
28	Not enough chem-free social activities for the teenage community.	11/10/2015 11:00 AM
29	No Many safety places	11/10/2015 10:03 AM
30	Nothing around us	11/10/2015 8:07 AM
31	People are complacent, activity is available, they just don't participate.	11/10/2015 5:46 AM
32	Lack of health clubs advocating for all ranges	11/9/2015 8:29 PM
33	We need a drug and alcohol center for the patients to have continuos help day in and day out	11/9/2015 5:54 PM
34	RIVER FIRE WAS STARTED FOR THE HAUNTED HOUSE FOR THE KIDS, NOW THERE'S A BEER TENT - TOTALLY INAPPROPRIATE FOR FAMILIES !!!	11/9/2015 5:35 PM
35	Few structured recreational opportunies in the area.	11/9/2015 3:34 PM
36	Plenty of summer and winter sports/activities including skiing, hiking, ATVing, swimming, kayaking.	11/9/2015 3:04 PM
37	Elderly clubs available along with activities through schools and after school sports and exercise programs.	11/9/2015 2:56 PM
38	Not enough activities for youth that are not sports. Not all youth play sports.	11/9/2015 1:51 PM
39	Do not have young children or friends with young children; nothing for teens to do except school sponsored activities; in my age bracket, not much to do in town except go for dinner and drinks (out of town for other activities). Berlin caters to elderly with housing, transport, and activities. No wonder why nobody wants to live here except the elderly, and welfare recipients from Massachusetts...	11/8/2015 10:50 PM
40	Little kids don't have enough offered to them.	11/8/2015 9:01 PM
41	Plenty for elderly, minimal for younger population	11/8/2015 8:48 PM
42	We are fortunate to live in an area where outdoor activities are just waiting to be enjoyed, but ignorance is the biggest barrier.	11/8/2015 8:23 PM

Q35 Do you feel the community will be able to meet the physical and mental health needs of the AGING population so they may lead full and productive lives at home?

Answered: 190 Skipped: 23

Androscoggin Valley Health Needs Community Survey 2015



Answer Choices	Responses	
Yes	13.16%	25
No	60.53%	115
Not sure	26.32%	50
Total		190

#	Please list reasons for your answer	Date
1	but people don't take advantage of offerings	12/11/2015 2:48 PM
2	Not enough beds for long term care and there is no assisted housing.	12/10/2015 9:10 AM
3	Lack of providers. Attention rates of MH providers is outrageous.	12/10/2015 8:52 AM
4	not enough help--not affordable	12/9/2015 12:09 PM
5	Listed yes and no	12/9/2015 11:27 AM
6	Fragmented and ineffectual home health system (particularly for "hospice"--quality awful.	12/9/2015 11:08 AM
7	Need more affordable services to do so.	12/9/2015 10:57 AM
8	Mental health is a problem that needs more local services.	12/9/2015 10:48 AM
9	the working-age population seems to be decreasing	12/7/2015 10:04 AM
10	There are limited numbers of in home care personnel....and the shortage is being felt in the nursing homes as well.	12/4/2015 3:09 PM
11	I see people who are no longer able to work, feel useless and develop/give in to mental illness	12/4/2015 1:20 PM
12	The mental health needs are not being taken care of now.	12/3/2015 4:52 PM
13	lack of decent affordable housing	12/3/2015 12:30 PM
14	Families nor the individual address aging needs. It becomes emergent and taken to local hospital. Financial is the other reason ti meet needs. Lack of finances vs not wanting to spend money saved.	12/2/2015 5:06 PM
15	Not enough nurses or other staff to assist the aged, in their homes, or in qualified nursing homes	12/2/2015 4:23 PM
16	I certainly hope so.	12/2/2015 4:14 PM
17	Our infrastructure is not ready for the aging population. We have too few health providers.	12/2/2015 2:34 PM
18	It is very hard to get an appointment at our local mental health center. Unless you are in a complete unstable meltdown it could take over a month to get an appointment. In my opinion when some of these people are ready to ask for help, they cant wait that long. It could cost them their life.	11/27/2015 11:57 AM
19	The elderly population is increasing more rapidly than the growth of the health employees that can care for them	11/21/2015 12:50 PM

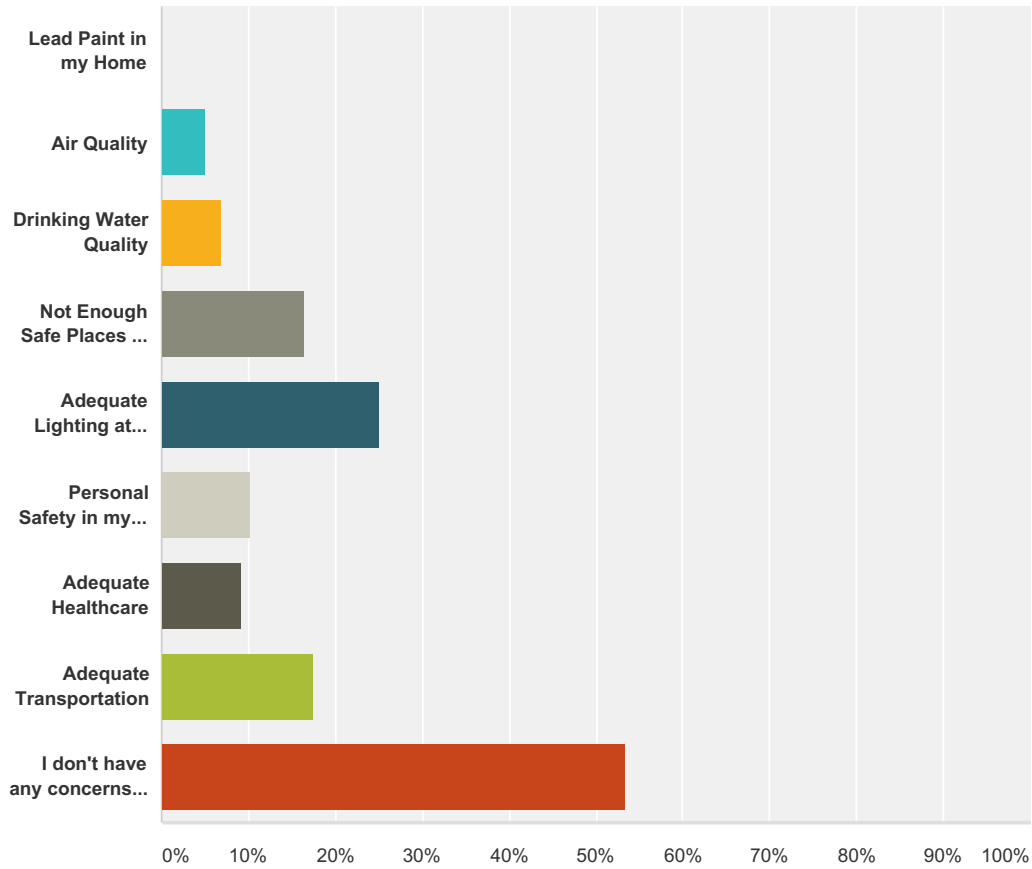
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20	Mental health in this community is not what it should be.	11/20/2015 4:55 PM
21	serious lack of home health/hospice care	11/19/2015 12:01 PM
22	mental health system is broken/ don't work well with primary care setting.	11/19/2015 10:50 AM
23	Berlin has an older population already. So far family has done a lot of the caring for parents. However with younger folks finding employment elsewhere and some with limited resources and increased taxes and home costs as oil, electricity, etc it will become increasing difficult to stay in your home	11/19/2015 10:23 AM
24	The community struggles now with this issue. High Medicare/medicaid population. Lack of funds, nursing shortages, etc.	11/16/2015 2:34 PM
25	Not enough dementia support, in home care.	11/11/2015 11:44 AM
26	There is a shortage of mental health providers, and limited ability for people to receive such services in the home, this is a problem. That said overall there are super services that can be provided through home health, although a shortage of nursing and physical therapists is going to be a challenge locally. I believe that people are staying at home longer than ever before, and for that we should be grateful.	11/11/2015 6:46 AM
27	Home health staffing is short.	11/10/2015 11:00 AM
28	No very friendly for aging people	11/10/2015 10:03 AM
29	No	11/10/2015 8:07 AM
30	Mental health system is inadequately funded and overall health system is overwhelmed by a group of people that do not take personal responsibility for bad decisions and this have entitlement issues	11/10/2015 5:46 AM
31	NOT ENOUGH COUNSELORS AND SERVICE PROVIDERS OR OTHER SERVICES.	11/9/2015 5:35 PM
32	Need more assisted living housing in the area.	11/9/2015 3:34 PM
33	The stubborn French elderly can't be reached. Too much pride.	11/9/2015 1:51 PM
34	The aging population are the only ones this area even remotely cares about	11/8/2015 10:50 PM
35	I feel it has always been enough, people just opt not to take advantage of it.	11/8/2015 9:01 PM
36	Not at all, pending major crisis	11/8/2015 8:48 PM
37	Lack of nursing is a huge issue!	11/8/2015 8:23 PM

Q36 Do any of the following affect your ability to live comfortably in your community? Please select all that apply.

Answered: 176 Skipped: 37

Androscoggin Valley Health Needs Community Survey 2015



Answer Choices	Responses
Lead Paint in my Home	0.00% 0
Air Quality	5.11% 9
Drinking Water Quality	6.82% 12
Not Enough Safe Places to Walk	16.48% 29
Adequate Lighting at Night	25.00% 44
Personal Safety in my Home or Community	10.23% 18
Adequate Healthcare	9.09% 16
Adequate Transportation	17.61% 31
I don't have any concerns related to my comfort in my community.	53.41% 94
Total Respondents: 176	

#	Please list other concerns that you may have that aren't listed above:	Date
1	Transportation is a Biggy. People cannot get to work if they do not have a vehicle. No realistic options for people who work in this community.	12/10/2015 8:52 AM
2	Meals on Wheels does not offer enough food. If you eat at the sight only.	12/9/2015 12:51 PM
3	lighting "inadequate"	12/4/2015 8:09 AM
4	Need a real grocery store and pharmacy. Need designated athletic paths.	11/21/2015 12:50 PM
5	N/A	11/10/2015 10:03 AM

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6	Gorham has very few lights!	11/9/2015 3:34 PM
7	Not in my home specifically however with the drug and alcohol abuse in the community I do not feel safe leaving my home at night. The increase in car break ins over the summer is alarming, I have small children who I do not allow out in my own FENCED IN backyard when it starting to get dark due to the fear of the mentally ill population. I just can't be sure they/we are safe.	11/9/2015 3:26 PM
8	Recent break-ins scare me.	11/9/2015 2:28 PM
9	To many thugs, addicts walking around.	11/9/2015 7:04 AM
10	Drugs are so horrible now and way too many teens and other people out looking for trouble at all hours of the day.	11/8/2015 9:01 PM

Q37 What programs, services or strategies would you suggest to improve the health of your community?

Answered: 85 Skipped: 128

#	Responses	Date
1	People need to be motivated to take advantage of area offerings--There are plenty of things to do, participate in--all advertised in the free paper.	12/11/2015 2:53 PM
2	Job training and employment opportunities.	12/10/2015 9:42 AM
3	Bring in more jobs for people - (hotel) Take care of abandoned properties Revitalize main street	12/10/2015 9:11 AM
4	MH organization to retain providers rather than lose them to other more competitive organizations. Big Problem: Transportation need to be addressed now!	12/10/2015 8:54 AM
5	Have physical activities available to those who need it but would not or cannot go to a health club, small classes available at no cost or small cost at rec center, schools after hours.	12/9/2015 2:34 PM
6	More transportation is needed and Social Service	12/9/2015 1:53 PM
7	Employment opportunities--qualified jobs. Too many jobs insisting on "degrees" even if they have lots of long term experience. It disqualifies many people.	12/9/2015 12:28 PM
8	1. home health & Hospice services, home care services need to be maximally coordinated and available for the needs of sick and elderly. 2. More integration of mental health support in all levels of care.	12/9/2015 11:13 AM
9	Money problems	12/7/2015 4:04 PM
10	Nothing	12/7/2015 3:55 PM
11	More low cost options for medical and dental care, as well as state assistance programs not only for low income, but also for middle class incomes. There are many in the community just barely making too much to receive any state assistance. These are the families that are just barely getting by or are drowning. These are the families that could use just a little extra to keep them above water. I would prefer my tax dollars to be split amongst families working hard, but struggling to make ends meet, than for it to be given to someone sitting at home on a couch eating chips and watching TV.	12/4/2015 3:15 PM
12	DRUG COURT: immediate consequences	12/4/2015 1:21 PM
13	Mental Health, Dental Services	12/4/2015 1:09 PM
14	Programs need to be better advertised an available to all ages.	12/4/2015 8:10 AM
15	support for young mothers and families lack of locally grown food lack of fresh veggies and fruit only one grocery store	12/3/2015 12:32 PM
16	AVH with beds for mental health issues.	12/3/2015 10:26 AM
17	Mental Health In Patience Centers	12/3/2015 10:26 AM
18	We need to cut entitlements.	12/3/2015 9:44 AM
19	I would like to see more frequent programs revolving around diet and nutrition, to include recipes for healthy cooking.	12/3/2015 8:20 AM

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20	Support groups for mental health issues. Meet-up groups for physical and outdoor activities. Safe walking paths and sidewalks. Encourage community-wide literacy programs and continuing education for all ages. Offer health/well clinics and dental screenings. Food co-op and/or decent grocery stores. Funding for social services/nursing/assistance programs.	12/2/2015 4:32 PM
21	We need more services for people suffering with mental illness. We also need educational programs for people to understand mental illness and work together at getting rid of the stigma associated with mental illness. Drug addiction is a huge problem that needs immediate attention. However, I have no idea as to how to even begin to address the issue.	12/2/2015 4:31 PM
22	more jobs, job training, education, healthy activities, more drug treatment services	12/2/2015 4:15 PM
23	We definately need to have more accessable mental health providers and drug/alcohol abuse counselors. Our community is in desperate need of treatment programs for the mentally ill and drug/alcohol addicted individuals. Usually the drug abuse goes along with mental illness as a form of self medication. We need a treatment program for those hooked on herion.	12/2/2015 4:13 PM
24	A walking path along the river to encourage physical activity. Also an indoor recreation building for winter walking. Affordable access to fresh fruits and vegetables. We NEED a Market Basket!!	12/2/2015 2:38 PM
25	I am not familiar with any of these.	11/27/2015 12:01 PM
26	We have ONE mental health provide, and the wait list is ridiculously long. We need to properly fund mental health and substance abuse services	11/22/2015 2:42 PM
27	Open an Mental Health Hospital & get all the folks that need help help. We also need more jobs and high wages.	11/21/2015 12:52 PM
28	People taking responsibility for themselves.	11/20/2015 5:04 PM
29	More help from the state to help fund programs. North of the notch we are forgotten.	11/20/2015 4:30 PM
30	OUTPATIENT REHAB, DETOX, SUBSTANCE ABUSE TREATMENT	11/20/2015 3:08 PM
31	Drug rehab facility	11/20/2015 9:26 AM
32	feel that some up here take advantage of the programs we have now (DHHS), so not sure about introducing any other programs that make our taxes go up further.	11/19/2015 4:08 PM
33	would like to see YMCA or type of community club.	11/19/2015 10:52 AM
34	A community center or Y type facility that all ages could use and participate in programs. Sr Center with adequate parking and ease to have functions and meetings	11/19/2015 10:26 AM
35	Substance use resources Mental Health Services	11/18/2015 4:15 PM
36	WREN is good. Need to use that model for offering physical activity in the community, healthy eating modules, and community gatherings.	11/18/2015 4:00 PM
37	more activities for kids and teens so they wouldnt be out on the street looking to get in trouble.	11/16/2015 11:31 AM
38	An adequate and clean gym facility with cardio and weight training equipment.	11/16/2015 8:29 AM
39	mental health transportation to health appointments in and out of town drug and substance abuse awareness, education, rehab low income dental care	11/14/2015 9:04 PM
40	BETTER PUBLIC TRANSPORTATION, MORE PROGRAMS FOR ELDERLY	11/13/2015 3:47 PM
41	more activities and less unhealthy food vendors at events like drive in to the 50's and riverfire. Bring in a produce vendor like the one in Littleton.	11/12/2015 7:44 AM
42	Mental Health, Drug Abuse, Abuse in general, Housing and food	11/11/2015 11:31 AM
43	Increase number of physician primary care providers. Look into creating a local substance abuse treatment center Find dentists willing to provide care to the Medicaid population .	11/10/2015 10:21 PM
44	psy support	11/10/2015 1:56 PM
45	Bring in new business, have an imagination when it comes to business development, get past depending on paper production and wood to survive	11/10/2015 11:48 AM
46	A mental health facility of some sort that is more accessible. Substance abuse rehabilitation center.	11/10/2015 11:02 AM
47	More affordable health care	11/10/2015 10:56 AM
48	Make welfare available only after frequent, random drug screening. Welfare reform is needed in this country. The bottom is going to fall out someday and I pray I am not here to witness it.	11/10/2015 10:13 AM

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49	Mental Health We have a lot people coming from other communities w/o expectation to work only to live cheap and from the government	11/10/2015 10:07 AM
50	Free clinic	11/10/2015 8:08 AM
51	Provide more mental health support. A place to care for mental health patients.	11/10/2015 6:52 AM
52	Raise apartment prices in the region to make it equally expensive to live here as other places in New England and the population of people living solely off the system will choose to live elsewhere. Reform of the states welfare system to force people to take at least some responsibility for themselves.	11/10/2015 5:49 AM
53	More social groups/activities that hone in of hobbies, as well as making them better advertised in the case that they currently exist. In my case, I would love to see groups with the topics of atheism, horticultural, oenology, psychology, and biology arise.	11/9/2015 9:13 PM
54	Better options and access to local health clubs	11/9/2015 8:34 PM
55	Mental health services and inpatient facility to care for the mentally ill.	11/9/2015 7:49 PM
56	We need less welfare families. Any person collecting welfare, which used to be a bag of potatoes, block of cheese, gallon of milk, etc. now get debit cards and can buy almost anything they choose even if the price is a little but too expensive for their budget. These welfare cases should definitely get drug tested before getting their debit cards from our state. They should not have cell phones, should not have internet services, and should not have a car payment on a brand-new car since these are not necessary to live. Too many families, generation after generation, take advantage of this and never work a day in their lives but are supported by us tax-payers. Not because they are disabled but because they are single parents which was their decision. I ask that the state goes back to giving the individual materials rather than debit cards and do drug testing. There are so many disabled because of obesity, drug abuse, and alcoholism which are three conditions only you yourself can make correction of or worsen by your own decision. I believe in helping but not financially supporting many of these individuals that we financially support today. Something has to be done soon because too many people/families abusing state welfare when they can get out of the house and work for a living, even if it is just McDonalds or Walmart or even cleaning the bathrooms at School, somebody has to do these jobs.	11/9/2015 7:24 PM
57	A dental program for the young patients birth to 40 to get dental care. A drug and alcohol abuse facility. Do away with the EBT cards. Go back to the food stamps. I would make 3 different Welfare programs. 1. For the people who work and loose their jobs. 2. For the elderly and truly disabled people. 3. For the young people who do not want to work. Just have children to get more money. You can get pregnant and get free housing,discounted electricity, fuel assistance, and all your food for free. There should be a limit on welfare for people that fall into the 3rd catagory. After 1 child if you choose not to work why give them more and more money. There is no incentive for them to work. Why pay for child care when clearly the parent is not working. I don't get it. I can't be taxed anymore. We are all taxed out	11/9/2015 6:38 PM
58	THE AREA NEEDS ASSISTED LIVING FACILITIES. THE ONLY OPTIONS NOW ARE HOME CARE OR NURSING HOME.	11/9/2015 5:38 PM
59	Offer more recreational opportunities for children in the community that are in lower income families that cannot afford some of the area sports.	11/9/2015 4:10 PM
60	Affordable assisted living facilities would be helpful for the aging population as would small, first floor, apartments or housing for the elderly who no longer need a large house and can no longer afford or perform the maintenance required to maintain them.	11/9/2015 3:38 PM
61	Mental health programs need to be increased, need funding	11/9/2015 3:32 PM
62	The north country needs more Mental Health Services. As well as more Drug and Alcohol treatment options,	11/9/2015 3:28 PM
63	Improve asthma education and bring back Pulmonary rehab.	11/9/2015 3:23 PM
64	To urge lawmakers to enact a single payer Medicare for all healthcare system. Health care should be a right of all people. Because of an employee's cost of health insurance and high deductible, sadly and tragically people are not getting the health care they need because they can't afford it. To have to go out of a network for care is even more expensive.	11/9/2015 3:18 PM
65	A community center such as the YMCA with day and night activities for all ages.	11/9/2015 3:15 PM
66	Less welfare so people are more motivated to find jobs and be more independent.	11/9/2015 3:10 PM
67	More programs to help people who work full time and can't afford some things.	11/9/2015 3:08 PM
68	Get PCP's that tell the truth to their patients.	11/9/2015 2:46 PM
69	Mandatory public service for those on welfare.	11/9/2015 2:30 PM
70	Cheaper ways to effectively remove bed bugs, maintenance to buildings and more drug sweeps	11/9/2015 11:56 AM

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71	Illegal drugs	11/9/2015 8:17 AM
72	New Doctors and curfews	11/9/2015 7:05 AM
73	More available for healthcare	11/9/2015 12:40 AM
74	Expand recreation department for opportunities to all ages (adult sports programs).	11/8/2015 10:54 PM
75	We need to get rid of the drug issue, it's a plague right now. We need a serious clean up of the area!	11/8/2015 9:04 PM
76	Better grocery stores More affordable exercise programs for all ages More affordable dental care programs	11/8/2015 9:01 PM
77	Urgent care	11/8/2015 8:55 PM
78	Affordable insurance with affordable deductibles/co-pays	11/8/2015 8:33 PM
79	mental health,	11/8/2015 8:32 PM
80	Year round farmer's market.	11/8/2015 8:28 PM
81	Focus on the youth and breaking the patterns of poverty and addiction	11/8/2015 8:28 PM
82	DARE program throughout high school Junior/high school current event class	11/8/2015 8:27 PM
83	Education! Start teaching children at very young ages about exercise, nutrition, their environment. There's nothing for kids to do in Berlin--a few sports, once in a while, for those kids whose parents can afford it, but for the majority, there is nothing to channel their thoughts or energy.	11/8/2015 8:25 PM
84	ER....some of the doctors there have no bedside manners....n are rude....even when the ER isn't busy	11/6/2015 5:20 PM
85	Increase recreation opportunities for adult between 20-60. More educational outreach.	11/6/2015 4:07 PM

Q38 What is one thing you would change to improve the health of your community?

Answered: 84 Skipped: 129

#	Responses	Date
1	Encourage Market Basket to settle here. We drive 75 miles to Tilton. Walmart and IGA--poor quality fruits and veg.	12/11/2015 2:53 PM
2	JOBS	12/10/2015 9:42 AM
3	We need more help for people with mental health issues.	12/10/2015 9:33 AM
4	Bring more jobs-- Hotel	12/10/2015 9:11 AM
5	Not sure. Maybe provider empathy for people w/MI and for those struggling w/ drug addiction, alcohol addiction.	12/10/2015 8:54 AM
6	I know herbal remedies would never replace pills/meds but in my opinion if they could be used many people could get off the pain meds, etc. and feel better and be healthier. People are deteriorating bein on all these meds or taking more than they should or turning to worse drugs.	12/9/2015 2:34 PM
7	More walking parks or trails, maybe a community pool. Also a "dog-friendly" park so people could exercise while with their pets.	12/9/2015 2:25 PM
8	Not just for elderly--we have enough for Senior. Affordable safe clean housing for everyone!! More safe-clean-affordable housing.	12/9/2015 1:53 PM
9	Blighted housing--demolish more. Police need to be more proactive to "get" the drug dealers.	12/9/2015 12:28 PM
10	More affordable help	12/9/2015 12:10 PM
11	Mindset of many epople is challenging. . . .they have low (underlined) expectations relative to aging ("natural to get sick, out of shape, slowdown, etc). I would focus on making new health practices and ideas FUN. (underlined and highlighted in yellow)	12/9/2015 11:13 AM
12	Get more people to rent to people that are homeless	12/7/2015 4:04 PM
13	Nothing	12/7/2015 3:55 PM
14	Provide more information, try to prevent situations	12/4/2015 4:17 PM

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15	The same thing mentioned in question 37. I think there needs to be changes in the assistance programs to reduce the stress on working families, which will have both physical and mental benefits!	12/4/2015 3:15 PM
16	Follow through with random urine test for those Rx opiates to prevent selling.	12/4/2015 1:21 PM
17	Better healthcare availability of at affordable cost	12/4/2015 8:10 AM
18	a better grocery store Walmart is not a good choice for food	12/3/2015 12:32 PM
19	Add biking and walking trails, skateboard park	12/3/2015 10:26 AM
20	Advocate more for mental health being a disease like any other and to help reduce the stigma that surrounds it.	12/3/2015 10:26 AM
21	Construct a multi-purpose fitness center (to include an indoor walking track-complete with digital outdoor scene changes on walls--reverse walking order every day;, Olympic size pool, tennis courts at the interior of the track).	12/3/2015 8:20 AM
22	Ban the use of off-road vehicles, which are destroying the environment and the health of the community; encourage hiking/walking.	12/2/2015 4:32 PM
23	Create good paying jobs so that our young people could remain here, and also so that others might find it appealing to move here.	12/2/2015 4:31 PM
24	create more jobs	12/2/2015 4:15 PM
25	Have more resources available for people who are hooked on heroin. Right now, people have to travel to Dartmouth to get treatment. We need programs for young people to have constructive things to do. Also, I think we need more lodging and hospitality businesses in our area. We have a lot of people who travel here to ride the ATV and Snowmobile trails. It would boost our economy, create more jobs for those who are depressed as they cannot find work and self medicate as a result.	12/2/2015 4:13 PM
26	I would apply for funding for a community recreation center to encourage physical activity for ALL ages. Similar to the new one in North Conway.	12/2/2015 2:38 PM
27	I would establish some sort of help for substance abuse. I feel there is a great need for this.	11/27/2015 12:01 PM
28	We need a better way to deliver health (and mental health) services. Waiting for an appointment to see a clinician does not help. We need an Urgent care facility--it would help lessen the burden of the emergency room, and make it easier to see a practitioner in the case of a sudden illness.	11/22/2015 2:42 PM
29	Pave the Hogan Road so that folks can bicycle and walk. Put in athletic field with walking and jogging paths on the island across from the Gorham Dunkin Donuts.	11/21/2015 12:52 PM
30	Instead of giving handouts continuously, have people earn some of their assistance" ect so they develop some sense of pride in a job well done. Not the attitude of "what can they get for free." Too many times people are given freebies which they in turn sell for money to buy alcohol, cigarettes or other addictions.	11/20/2015 5:04 PM
31	Better access to healthy produce year round to help improve nutrition. Better opportunities for young people to improve on getting better jobs.	11/20/2015 4:30 PM
32	BETTER ACCESS AND OPPORTUNITY FOR HEALTHY FOODS AND HEALTH PROMOTING ITEMS	11/20/2015 3:08 PM
33	offer more things for the adolescent population.(i.e. youth/community center)	11/20/2015 1:30 PM
34	We need to encourage our younger generation to get educated so that they can work.	11/20/2015 9:26 AM
35	not sure	11/19/2015 4:08 PM
36	treatment center for detox for our drug addicted .	11/19/2015 10:52 AM
37	addition of Substance use resources	11/18/2015 4:15 PM
38	Better communication between city/town departments and what is offered for activities; communities of faith communicating their activities to members of the community. Civic organizations communicating to the general public what they are up to and inviting the community to events.	11/18/2015 4:00 PM
39	Make dental care a part of health care so people have more access to affordable dental care.	11/18/2015 9:28 AM
40	more jobs.	11/16/2015 11:31 AM
41	Too many people on disability who do not contribute to wellness of this community. The low income housing attracts people from all over New England who expect to receive all services for free.	11/16/2015 8:29 AM
42	poverty and associated health conditions	11/14/2015 9:04 PM
43	decrease the cost of Health Insurance. Most people don't like to go to the Doctors because the deductibles are so high	11/13/2015 9:29 AM

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44	low cost or free exercise programs for adults.	11/12/2015 7:44 AM
45	BETTER HEALTHCARE AND LOWER PRESCRIPTION PRICES,	11/11/2015 3:02 PM
46	More work to improve the issues above	11/11/2015 11:31 AM
47	psy support	11/10/2015 1:56 PM
48	New ideas, new people with creative ideas	11/10/2015 11:48 AM
49	don't encourage people, ie:criminals,apathetic from mass. or elsewhere, to move here because nh allows longer time to be on unemployment and welfare	11/10/2015 11:16 AM
50	Make low income housing less affordable so the welfare abusers do not move here.	11/10/2015 10:13 AM
51	Mentality	11/10/2015 10:07 AM
52	Free coffee	11/10/2015 8:08 AM
53	Obesity education.	11/10/2015 6:52 AM
54	If I could change something, the amount of drug abuse would be a primary reduction. I find that it claims too many lives, not only affecting theirs, but their loved ones as well.	11/9/2015 9:13 PM
55	More health clubs	11/9/2015 8:34 PM
56	Access to healthier food by bringing in competition for Walmart. Maybe they would up their game if they had some competition.	11/9/2015 7:49 PM
57	Limiting the amount a welfare. There should be a 1 child limit. If you can't provide for that one child you shouldn't be having any more. They more children they have the more money the state hands out. Offer Insurance and Dental care. Help find a job for the family. If they want more then they should have to work like the rest of us. If I want lobster we have to save money. Why should they be able to get what ever they want on their EBT cards. They need to make better and healthier choices. If you receive welfare you should have to be drug tested monthly. If you fail then no money. May be they will make better choices. Sorry for the rant	11/9/2015 6:38 PM
58	MORE PRIMARY CARE PROVIDERS/MENTAL HEALTH CLINITIONS	11/9/2015 5:38 PM
59	Provide more info to school age children the hazards of smoking, drinking and being overweight and inactive.	11/9/2015 4:10 PM
60	Decrease costs and increase availability associated with healthcare.	11/9/2015 3:38 PM
61	More mental health services	11/9/2015 3:36 PM
62	Lower cost of healthcare, cannot handle cost of going to see a doctor even though you know you should be going. Better off at times to have no coverage.	11/9/2015 3:32 PM
63	The use of drugs and the excessive amount of alcohol people consume.	11/9/2015 3:28 PM
64	More indoor walking facilities.	11/9/2015 3:23 PM
65	Bring a Market Basket or another "healthier" supermarket in to the community. Start a community-wide health action initiative to encourage people to eat healthy, exercise and lose weight. Plan community walks, hikes, etc. Encourage living a life without the influence of alcohol and other drugs. Start a "High on Life" campaign.	11/9/2015 3:18 PM
66	Healthy foods are costly and fresh produce is a rarity.	11/9/2015 3:15 PM
67	Drug testing in schools. drug testing for welfare.	11/9/2015 3:10 PM
68	Mandatory drug testing for welfare.	11/9/2015 3:08 PM
69	Drug test those on welfare, have the ones on welfare do community service, clean the streets, parks and volunteer work for the elderly, ie.... yard work, shoveling, sweeping, mowing etc.	11/9/2015 2:58 PM
70	Get new management at AVH	11/9/2015 2:46 PM
71	Not allow those from Southern NH to come up for cheap housing but not work.	11/9/2015 2:30 PM
72	Cheaper bed bug removals	11/9/2015 11:56 AM
73	Community watch programs	11/9/2015 8:17 AM
74	Curfews	11/9/2015 7:05 AM
75	Drugs off streets	11/9/2015 12:40 AM

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76	I would add to the police force. And make sure they had any and all equipment they needed to complete their jobs and get home to their families safely	11/8/2015 9:04 PM
77	See above	11/8/2015 9:01 PM
78	Affordable housing, jobs, medical care with dependable drs who stay and work full time. Confidential staff at Dr's and avh , more professional people non judgmental	11/8/2015 8:57 PM
79	More jobs, and health food store	11/8/2015 8:55 PM
80	Offer insurance to any employee of the city regardless of hours worked/week	11/8/2015 8:33 PM
81	mental health	11/8/2015 8:32 PM
82	Year round farmer's market.	11/8/2015 8:28 PM
83	Do something about the empty buildings in Berlin so more people can have affordable housing.	11/8/2015 8:28 PM
84	See above	11/8/2015 8:25 PM

Q39 Please tell why you choose to live in your community:

Answered: 111 Skipped: 102

#	Responses	Date
1	Husband came to work for Brown Co, 49 years ago. Berlin/Gorham was "booming", many clothing stores, several grocery stores. Now there are few shoe stores, no ladies and men's qualify clothing stores. We stayed because we purchased a home and my husband started his own business in professional career bringing in other professionals.	12/11/2015 2:53 PM
2	We grew up in Berlin and in 40 years of living in the South we still maintain ties to Berlin (Family and Friends).	12/10/2015 9:42 AM
3	nice home town to raise my child.	12/10/2015 9:33 AM
4	The people	12/10/2015 9:11 AM
5	I really love it in the Mts.	12/10/2015 8:54 AM
6	Have lived here all my life housing is affordable even though it is not all subsidized.	12/10/2015 8:42 AM
7	I find small town living is less stressful than big city life. People in general are helpful, caring generous. We try to reach out to those in need and not ignore the situation.	12/9/2015 2:34 PM
8	It is a very safe (we believe) place to live and very friendly. No bad issues (except drugs in a few selected neighborhoods).	12/9/2015 2:25 PM
9	Only because I was born and raised here.	12/9/2015 1:53 PM
10	Because I was born here and did once was very good place to be.	12/9/2015 12:36 PM
11	Peaceful, great place to raise families or retire. Beautiful surrounding, and overall safe.	12/9/2015 12:28 PM
12	Born and raised here.	12/9/2015 12:18 PM
13	Lived here all my life-feel it's home.	12/9/2015 12:10 PM
14	family	12/9/2015 12:02 PM
15	1. The beauty of the area is unrivalled anywhere. 2. Not congested as are urban areas. 3. I believe in its potential to be Great, a wonderful place to live.	12/9/2015 11:13 AM
16	Many outdoor activities.	12/9/2015 10:48 AM
17	because I have family up here.	12/7/2015 4:04 PM
18	Good People	12/7/2015 3:55 PM
19	it's beautiful here, and I have a job	12/7/2015 10:05 AM
20	I love Berlin. It is a great community with a great opportunity. Berlin is nice and small.	12/4/2015 4:17 PM
21	I was born and raised here. While it has changed a lot, it's still better than many other communities.	12/4/2015 3:15 PM

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22	Born into it and stuck, once I have a chance I'm OUT!	12/4/2015 1:21 PM
23	Been here all my life, like the size of the community.	12/4/2015 1:09 PM
24	I liked being out of town.	12/4/2015 12:38 PM
25	Family born and raised in community.	12/4/2015 8:10 AM
26	Quiet, Great Supportive Neighbors Wonderful library and other activities	12/4/2015 7:58 AM
27	safe, beautiful, snow, summer	12/3/2015 12:32 PM
28	Berlin native. Love the mountains, nature, the river, hiking, biking.	12/3/2015 10:26 AM
29	family and the laid back style of living	12/3/2015 10:26 AM
30	Quiet, friendly and, so far, safe for radical Muslims.	12/3/2015 9:44 AM
31	Things are, in general, safe, quiet, and convenient. I can walk 30 mins in my neighborhood in the middle of the road encountering traffic only rarely. I can drive to work in 3 mins. I can get to stores in a short amount of time.	12/3/2015 8:20 AM
32	My home	12/2/2015 6:34 PM
33	Overall quality of life and recreational opportunities.	12/2/2015 5:32 PM
34	Not sure. In fact, I've considered moving a number of times. My job and my aged mother are the only things keeping me here.	12/2/2015 4:32 PM
35	I love the area and the comfort of living in a small community where most people know one another and care about their neighbors. I enjoy the four seasons and the beauty of the mountains.	12/2/2015 4:31 PM
36	Both my spouse and I have secure, well paying jobs and my daughter and grandchildren live here.	12/2/2015 4:15 PM
37	I was born here	12/2/2015 4:15 PM
38	There are a lot of great families who live in our community and we live in a beautiful place. There are many things to do in this area, such as snowmobiling and ATV riding, etc.	12/2/2015 4:13 PM
39	The North Country is filled with spectacular beauty and the people here really care about one another. Even though we have problems that need to be addressed, we are still much better off than the larger cities to our south.	12/2/2015 2:38 PM
40	Proximity to employment	12/2/2015 2:26 PM
41	I grew up here	11/27/2015 12:01 PM
42	It's a beautiful place to live. The people who live there are very nice and supportive. I'm not afraid other than bears that might happen by occasionally. The taxes are cheaper than surrounding areas.	11/23/2015 11:03 AM
43	Berlin, for all its faults, is filled with some genuine caring people. I chose to continue living in Berlin because of the community connections I have been able to create.	11/22/2015 2:42 PM
44	Too young to retire, waiting for college graduation of children, then I will move.	11/21/2015 12:52 PM
45	born and brought up in this area. It has changed so much in the past few years and not for the better. Beautiful parks have been done by Main St Program and persons who just move in the area do damage ect. Walk the streets at 4:30 am yelling and screaming They sleep while the rest of the community going to work. Mothers not giving their children what they need. They spend on themselves and make the kids go without because they know most of us have a soft spot for kids.;	11/20/2015 5:04 PM
46	I don't know why I live here other than my spouse and I having full time jobs. I have a good job with benefits. My husband not so much. I was brought up here but not born here. The community has changed drastically. We have an aging population. Younger people who choose to stay have to go into the field of nursing, medical field, or correctional facility for jobs to make a half way decent income. The rest do not stay here to live as there is no economic stability. Manufacturing jobs are now gone and we can blame our government for that. Trade jobs such as welding, people have to go out of town to make a decent living. Our community leaders in government need to improve on this community for it to thrive and prosper so that younger generations would stay here. We need more jobs, more stores, more opportunities for people to want to stay here.	11/20/2015 4:30 PM
47	NATURE, SEASONS, RURAL, NOT BIG CITY LIFE	11/20/2015 3:08 PM
48	close to family/friends	11/20/2015 1:30 PM
49	Born and raised in this community and have always been employed.	11/20/2015 9:26 AM
50	Like the small town atmosphere and being up North in the rural area	11/19/2015 4:08 PM

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51	Have lived here my whole life, my family is here and have roots to the community. The drug problems in our town is horrific, I will be going back to school to become a LDAC, so our community can fight this epidemic.	11/19/2015 10:52 AM
52	My husband was transferred here for work originally. Now with the decrease in value of our single family home in Berlin, we are "stuck" here not being able to afford housing in a different part of the state or out of state.	11/19/2015 10:26 AM
53	I have lived here my whole life. I have family here and work here. Some day in the near future I may move from the area to follow my children to another community.	11/18/2015 5:00 PM
54	It is beautiful here!!!	11/18/2015 4:59 PM
55	Pleasant environment, good job, family and friends.	11/18/2015 4:15 PM
56	Born in the area. Feel connected to the community, friends and family. Try to take advantage of social events offered.	11/18/2015 4:00 PM
57	Because it is a safe community where I know not only my children's classmates but their classmates parents as well. It takes a village to raise a child and being able to know the parents of my childrens friends and classmates makes that possible!	11/18/2015 9:28 AM
58	cause I got married and job was near by	11/16/2015 11:31 AM
59	I was born and brought up here. I went away to college for four years then returned and got married and raised a family. It was a great place to raise a family. I always felt safe but now that has changed. With the increasing drug and violence issues in this community, I can no longer say that this is a great area to raise children.	11/16/2015 8:29 AM
60	generally safe, friendly beautiful schools employment for spouse and me	11/14/2015 9:04 PM
61	Aging parent	11/13/2015 3:47 PM
62	I have lived hear all my life and I like to be close to my Family.	11/13/2015 9:29 AM
63	Small town	11/12/2015 3:40 PM
64	my husband and I have good jobs. Fairly safe place to live.	11/12/2015 7:44 AM
65	UNFORTUNATELY FAMILY	11/11/2015 3:02 PM
66	I love the mountains and the people in Randolph	11/11/2015 11:45 AM
67	IDK	11/11/2015 11:31 AM
68	Mountains , skiing, good schools	11/10/2015 10:21 PM
69	affordable cost of housing, plenty of good paying jobs available for people of skill. so easy to enjoy the things that keeps the body strong & healthy; sking & hiking the beautiful mountains, Biking on/off road & kyacking the androscoggin, snow shoeing, trails for bike, running, snow machaines, quads... endless fun	11/10/2015 1:56 PM
70	My husband did not like city life	11/10/2015 11:48 AM
71	family, scenery	11/10/2015 11:16 AM
72	Hometown, I love it here.	11/10/2015 11:02 AM
73	Not sure anymore would love to move away but family needs keep me here. This used to be a wonderful comunity before all the welfare abusers were sent here by the state to live and reproduce. Now this town is a very depressing area.	11/10/2015 10:13 AM
74	Love to the mother nature	11/10/2015 10:07 AM
75	Small town	11/10/2015 8:08 AM
76	Like the slower pace life. Less population.	11/10/2015 6:52 AM
77	I love the area. The mountains, forest, and rivers are part of the beautiful scenery that keep me in my current location.	11/9/2015 9:13 PM
78	Job opportunity	11/9/2015 8:34 PM
79	My family is here and has been for several generations. It is a beautiful place to live....although the living conditions have deteriorated.	11/9/2015 7:49 PM
80	I was raised here in Berlin and love my living situation being close to my family and my husband's family. When I compare my childhood years to today I see that Berlin life in many ways was much better and much safer 30 years ago compared to today. I chose to live here only because of my established life/family. I would not recommend others to move here to Berlin, NH where we support many single mothers, single fathers, and drug addicted people. Why do we pay for these people?????????????????????????	11/9/2015 7:24 PM
81	I was born and raised in Gorham, N.H. I like the area and all my family is here.	11/9/2015 6:38 PM

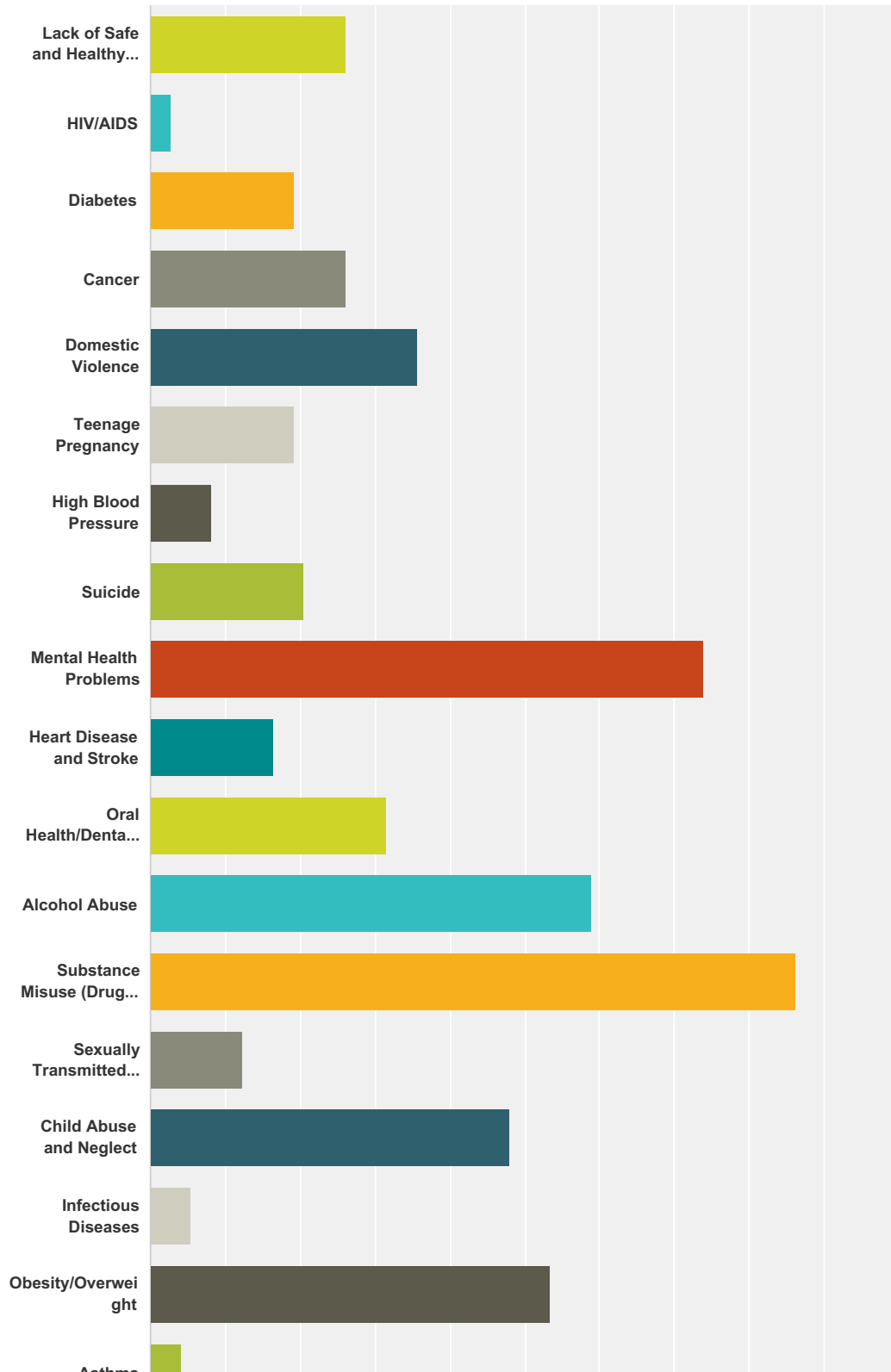
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82	i HAVE A COUPLE OF YEARS UNTIL RETIREMENT AND THEN I MAY CHOOSE TO LIVE ELSEWHERE. CRIME RATE AND WEATHER ARE FACTORS TO CONSIDER.	11/9/2015 5:38 PM
83	Born and raised in Berlin and have family and friends close by along with a good paying job.	11/9/2015 4:10 PM
84	Enjoy the rural setting and outdoor opportunities.	11/9/2015 3:38 PM
85	Safety, quite, always lived in Northern NH	11/9/2015 3:36 PM
86	Love the area, great place to raise children	11/9/2015 3:32 PM
87	Born and raised here	11/9/2015 3:32 PM
88	I was born here, and love the outdoors and outdoor activities.	11/9/2015 3:23 PM
89	mY HUSBAND WAS TRANSFERRED HER	11/9/2015 3:10 PM
90	I'm stuck in a mortgage and my family is here.	11/9/2015 3:08 PM
91	Family, small community that comes together for it's own.	11/9/2015 2:58 PM
92	money	11/9/2015 2:46 PM
93	Access to beautiful, trails, rivers streams, mountains. Not a hectic place to live. Nice people.	11/9/2015 2:44 PM
94	I grew up there.	11/9/2015 2:30 PM
95	Family is there	11/9/2015 11:56 AM
96	It's beautiful country up here in the North	11/9/2015 8:17 AM
97	I have no choice	11/9/2015 7:05 AM
98	Family	11/9/2015 12:40 AM
99	I stay here, at least for now, because my family is here. School is close by and I work in the community. After I finish my degree, I fully intend to leave because there is nothing here - no jobs, and the area continues to go down hill in terms of safety. Furthermore, I don't want my children to go through the same terrible school system that I did.	11/8/2015 10:54 PM
100	I own a home here and it cheap to live.	11/8/2015 9:04 PM
101	Family. The area is beautiful, but depressed.	11/8/2015 9:01 PM
102	Job brought us here	11/8/2015 8:55 PM
103	It's always been home.	11/8/2015 8:33 PM
104	parents still alive and living here	11/8/2015 8:32 PM
105	It's where I was raised and have a home, but rising taxes and nothing to show for it is forcing a move to Milan in the near future.	11/8/2015 8:28 PM
106	Family roots	11/8/2015 8:28 PM
107	Born here. Family is here. Seasons are gorgeous. Always something to do. My husband has a wonderful job here, mine is in whitefield. Love our house. Love the community. Love the small-town life.	11/8/2015 8:27 PM
108	Good question...I've been asking myself that a lot these past few years, as Berlin is continually wasting away.	11/8/2015 8:25 PM
109	Born n raised	11/6/2015 5:20 PM
110	I choose Gorham for its beauty, accessibility to recreational (outdoor) activities and job brought me here.	11/6/2015 4:07 PM
111	born here, love it here	11/6/2015 12:41 PM

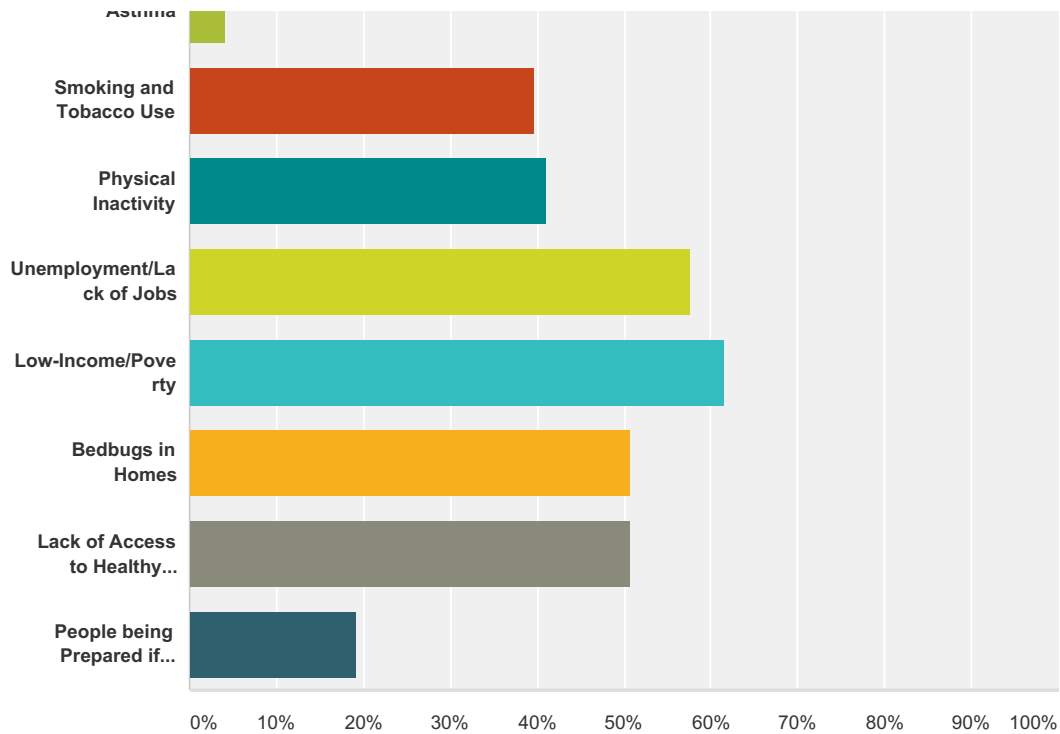
Appendix D:
Key Informant Survey Results

Q1 Which of the following serious health issues or concerns need to be addressed in your community? Please check all that apply.

Answered: 73 Skipped: 0



Androscoggin Valley Health Needs Key Informant Survey 2015



Answer Choices	Responses
Lack of Safe and Healthy Housing	26.03% 19
HIV/AIDS	2.74% 2
Diabetes	19.18% 14
Cancer	26.03% 19
Domestic Violence	35.62% 26
Teenage Pregnancy	19.18% 14
High Blood Pressure	8.22% 6
Suicide	20.55% 15
Mental Health Problems	73.97% 54
Heart Disease and Stroke	16.44% 12
Oral Health/Dental Disease	31.51% 23
Alcohol Abuse	58.90% 43
Substance Misuse (Drugs, Opioids, Heroin)	86.30% 63
Sexually Transmitted Diseases (STDs)	12.33% 9
Child Abuse and Neglect	47.95% 35
Infectious Diseases	5.48% 4
Obesity/Overweight	53.42% 39
Asthma	4.11% 3

Androscoggin Valley Health Needs Key Informant Survey 2015

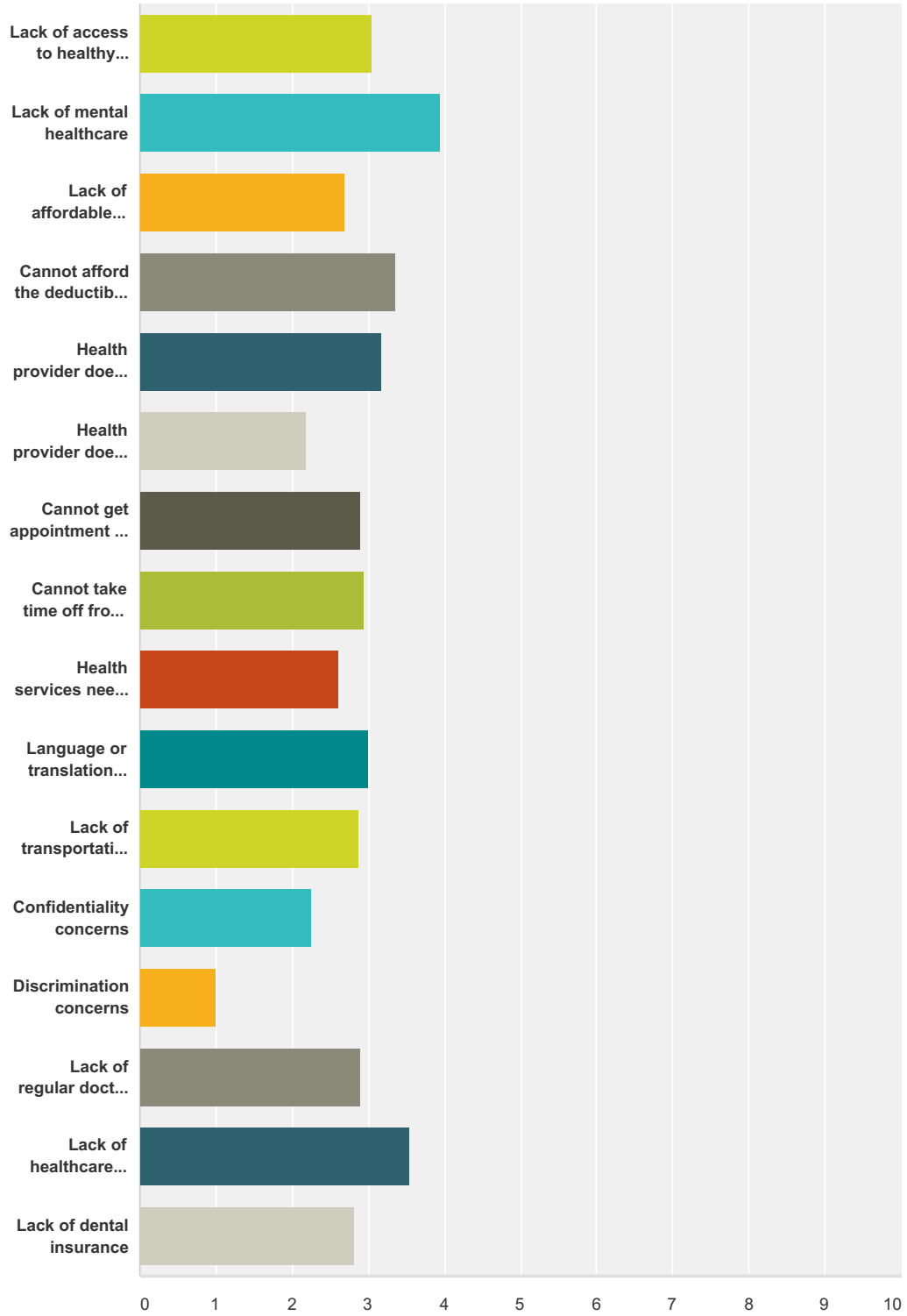
Smoking and Tobacco Use	39.73%	29
Physical Inactivity	41.10%	30
Unemployment/Lack of Jobs	57.53%	42
Low-Income/Poverty	61.64%	45
Bedbugs in Homes	50.68%	37
Lack of Access to Healthy Foods	50.68%	37
People being Prepared if there is an Emergency (ex. during natural disasters such as an ice storm)	19.18%	14
Total Respondents: 73		

#	Other (please specify)	Date
1	I am new to the area and still feeling things out. I can tell you we need a walk in clinic that is not the emergency room. It is terrible to be told by your doctor's office to go out of town to use a walk in clinic because they have no acute opening. Healthy food is another story. All there is is Wal Mart and the produce is horrible. It is time to step up to the plate as a community and get a real grocery store here in the Berlin/Gorham area. It is crazy to have to drive to Conway or Littleton for fresh food that will last for more than a day.	11/12/2015 9:22 AM
2	Heroin is becoming a problem which is resulting in dirty needles in areas where children play. A needle exchange program should be considered.	11/10/2015 2:49 PM
3	opioid use and addiction	11/9/2015 11:12 AM

Q2 Please rank in order the top five barriers that keep people from addressing their health issues? (Where 1 is the most significant, 2 is the next most significant, etc.). Please choose only one barrier for each number priority ranking (i.e. one #1, one #2, etc.).

Answered: 60 Skipped: 13

Androscoggin Valley Health Needs Key Informant Survey 2015



	1	2	3	4	5	Total	Weighted Average
Lack of access to healthy foods.	16.67% 4	20.83% 5	25.00% 6	25.00% 6	12.50% 3	24	3.04
Lack of mental healthcare	52.63% 20	21.05% 8	5.26% 2	10.53% 4	10.53% 4	38	3.95
Lack of affordable prescription drugs	12.50% 2	18.75% 3	18.75% 3	25.00% 4	25.00% 4	16	2.69

Androscoggin Valley Health Needs Key Informant Survey 2015

Cannot afford the deductibles and co-pays	28.57% 8	28.57% 8	10.71% 3	14.29% 4	17.86% 5	28	3.36
Health provider does not accept Medicaid	16.67% 1	33.33% 2	16.67% 1	16.67% 1	16.67% 1	6	3.17
Health provider does not accept Medicare	0.00% 0	0.00% 0	40.00% 2	40.00% 2	20.00% 1	5	2.20
Cannot get appointment in an acceptable timeframe	20.00% 4	15.00% 3	20.00% 4	25.00% 5	20.00% 4	20	2.90
Cannot take time off from work	18.75% 3	18.75% 3	25.00% 4	12.50% 2	25.00% 4	16	2.94
Health services needed are not available	4.76% 1	19.05% 4	38.10% 8	9.52% 2	28.57% 6	21	2.62
Language or translation services not available	0.00% 0	0.00% 0	100.00% 2	0.00% 0	0.00% 0	2	3.00
Lack of transportation to services	0.00% 0	36.00% 9	20.00% 5	40.00% 10	4.00% 1	25	2.88
Confidentiality concerns	0.00% 0	0.00% 0	25.00% 1	75.00% 3	0.00% 0	4	2.25
Discrimination concerns	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 3	3	1.00
Lack of regular doctor or health provider	17.39% 4	21.74% 5	17.39% 4	21.74% 5	21.74% 5	23	2.91
Lack of healthcare insurance	31.82% 7	18.18% 4	31.82% 7	9.09% 2	9.09% 2	22	3.55
Lack of dental insurance	18.52% 5	18.52% 5	18.52% 5	14.81% 4	29.63% 8	27	2.81

#	Other (please specify)	Date
1	I do not feel I can rank beyond a 3 due to lack to knowledge.	11/12/2015 9:25 AM
2	Lack of taking responsibility for yourself	11/10/2015 3:00 PM
3	substance abuse	11/9/2015 11:20 AM
4	I believe the barrier is cultural involving lack of exposure, poverty and low educational acheivement	11/9/2015 10:23 AM

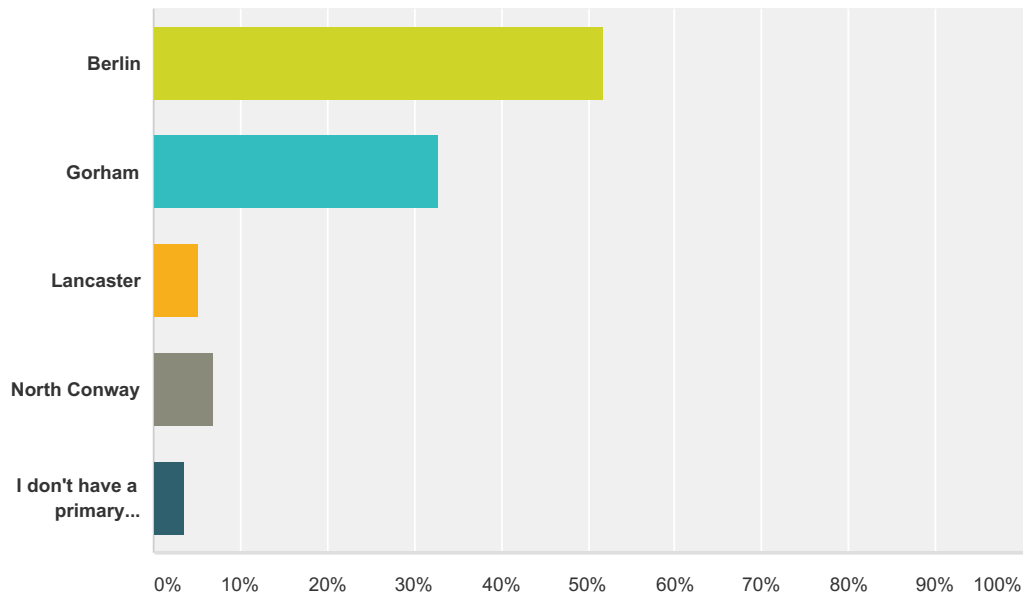
Q3 If you chose to rank "Health services needed are not available" on the previous question, please list the services that are not available.

Answered: 9 Skipped: 64

#	Responses	Date
1	This area needs a walk-in clinic; too many people use the AVH ER for cuts/bruises/constipation; if there was a walk-in clinic, these "minor emergencies" could be better addressed and perhaps better utilize available resources (staffing).	11/19/2015 11:49 AM
2	All within a reasonable driving distance. One has to take a whole day for one appointment.	11/13/2015 7:20 AM
3	Walk in Clinic and more than 1 choice for a pediatrician.	11/12/2015 9:25 AM
4	Chronic care	11/10/2015 2:17 PM
5	Out patient drug care, Early intervention, rehabilitation	11/10/2015 1:23 PM
6	Pediatric specialties in many areas including audiology, ENT and urology.	11/10/2015 1:20 PM
7	Suboxone treatments; Inpatient Substance Abuse Detox and Rehabs	11/9/2015 12:06 PM
8	substance abuse treatment availability is limited; need better services and more available to a wider population, particularly parents of young children	11/9/2015 11:20 AM
9	Mental Health Services are not available on a timely basis. We need a local facility, like the "Riverside Two" unit we once had.	11/9/2015 10:35 AM

Q4 My primary healthcare provider is located in

Answered: 58 Skipped: 15

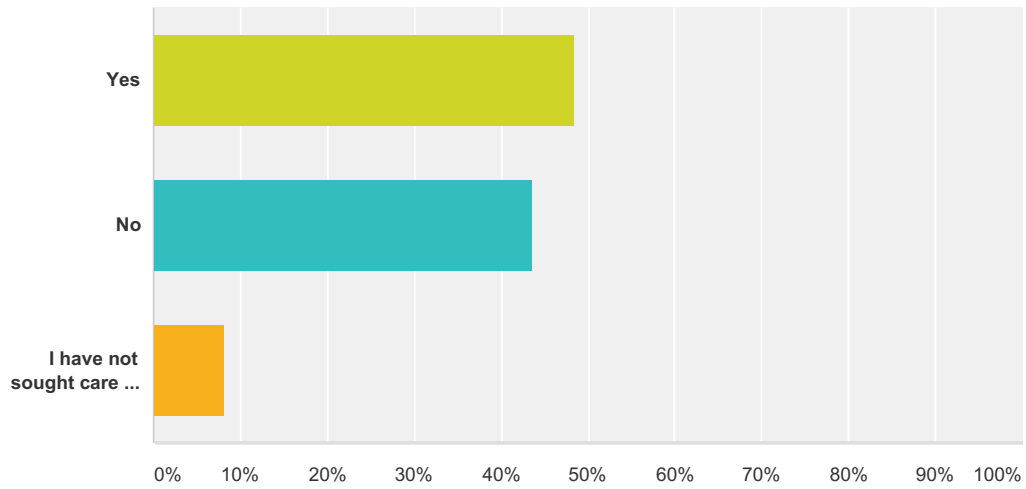


Answer Choices	Responses
Berlin	51.72% 30
Gorham	32.76% 19
Lancaster	5.17% 3
North Conway	6.90% 4
I don't have a primary healthcare provider.	3.45% 2
Total	58

#	Other (please specify)	Date
1	Colebrook	11/13/2015 7:21 AM
2	My children are in Gorham. My husband goes to Conway	11/12/2015 9:27 AM
3	Colebrook	11/12/2015 8:59 AM
4	I am in the VA system	11/10/2015 7:40 AM
5	Franconia, NH	11/9/2015 10:23 AM

Q5 In the past year, have you sought care from a physician who is a specialist outside of your community?

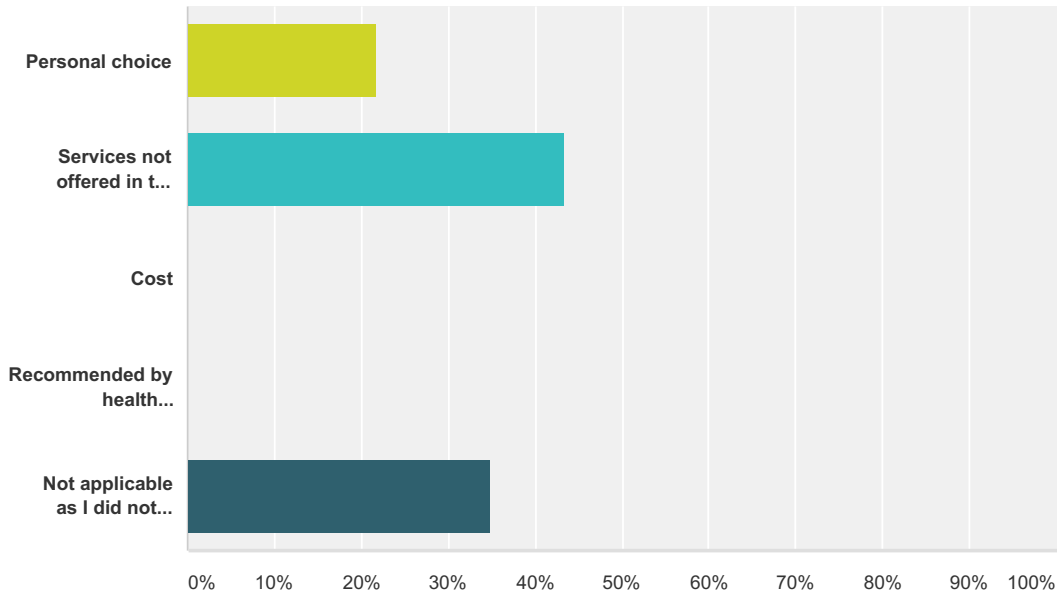
Answered: 62 Skipped: 11



Answer Choices	Responses	
Yes	48.39%	30
No	43.55%	27
I have not sought care by a physician who is a specialist last year.	8.06%	5
Total		62

Q6 If you have sought care from a physician who is a specialist outside of your community in the past year, please indicate why:

Answered: 46 Skipped: 27

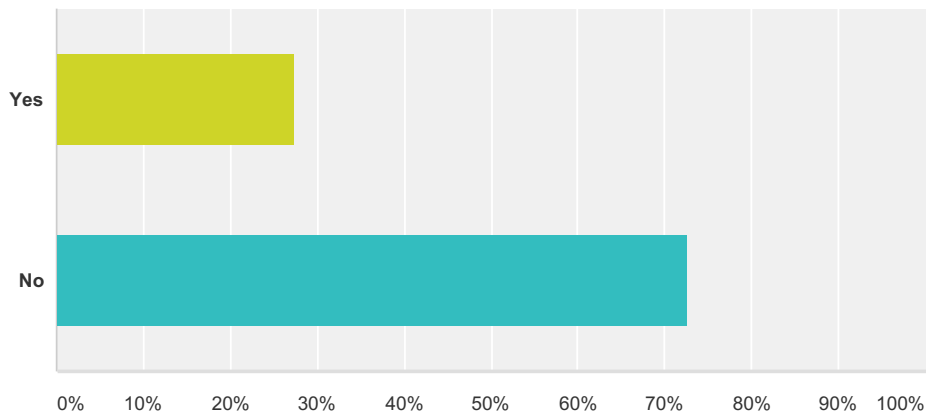


Answer Choices	Responses
Personal choice	21.74% 10
Services not offered in this community	43.48% 20
Cost	0.00% 0
Recommended by health insurance provider	0.00% 0
Not applicable as I did not seek care from a physician who is a specialist outside of my community,	34.78% 16
Total Respondents: 46	

#	Other (please specify)	Date
1	Referred from physician in the Berlin area.	11/20/2015 2:46 PM
2	VA	11/13/2015 7:21 AM
3	I was not able to get test needed in a reasonable time frame so I went to another hospital	11/10/2015 2:03 PM
4	Local physician was unprofessional, rude, and would not listen to any symptoms other than what they thought was the problem. Got a second opinion which was the correct diagnosis after months of dealing with the physician who would not hear what I was saying in my local area.	11/10/2015 10:56 AM
5	i have in past, refferal for other services not provided	11/9/2015 12:53 PM

Q7 In the past year, have you sought care from a hospital outside your community?

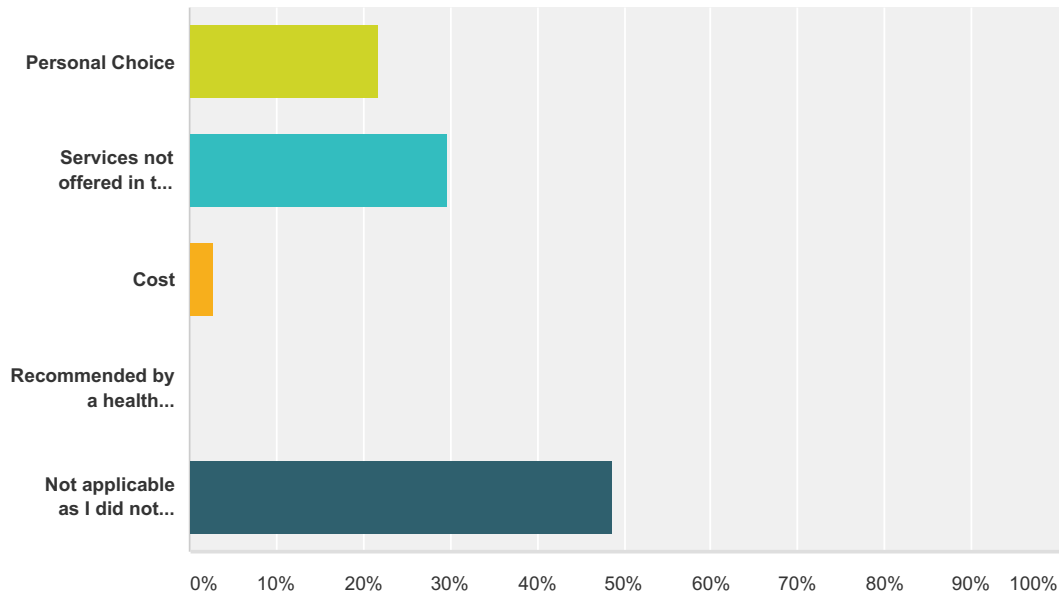
Answered: 62 Skipped: 11



Answer Choices	Responses	
Yes	27.42%	17
No	72.58%	45
Total		62

Q8 If you have sought care from a hospital outside your community, please indicate why:

Answered: 37 Skipped: 36

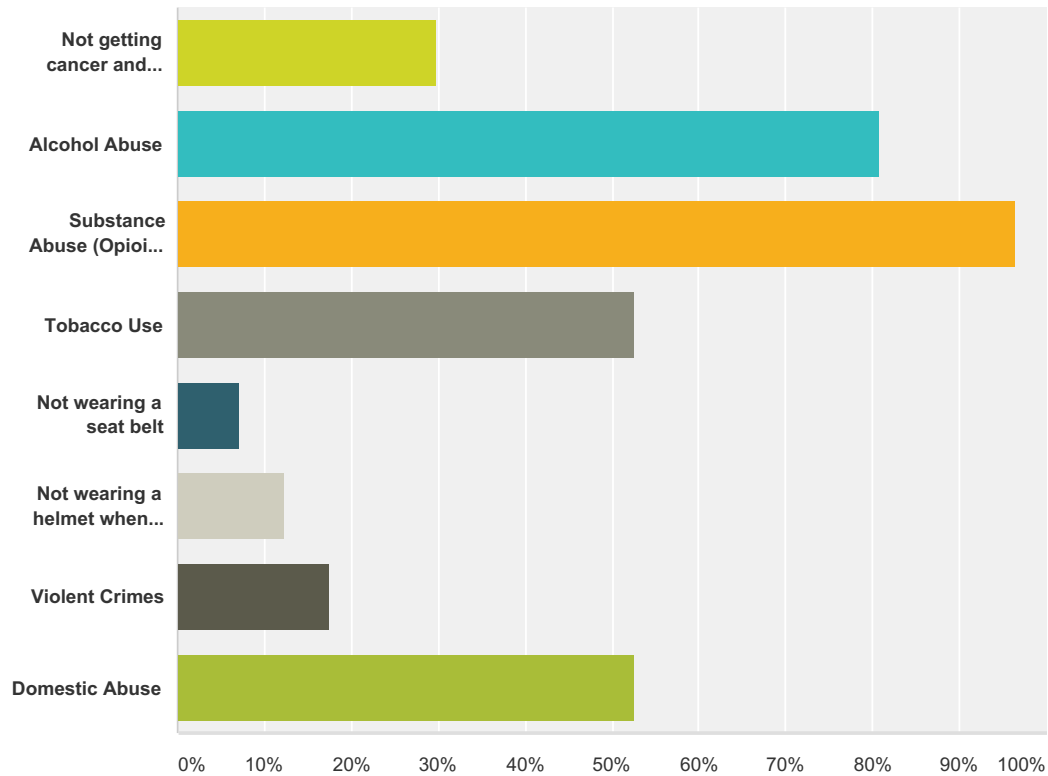


Answer Choices	Responses
Personal Choice	21.62% 8
Services not offered in this community	29.73% 11
Cost	2.70% 1
Recommended by a health insurance provider	0.00% 0
Not applicable as I did not seek care from a hospital outside of my community.	48.65% 18
Total Respondents: 37	

#	Other (please specify)	Date
1	considering outside imaging services..... AVH is way too expensive for those of us who have healthcare insurance	11/19/2015 11:50 AM
2	VA	11/13/2015 7:21 AM
3	I have been advised by the local community to not use AVH.	11/12/2015 9:27 AM

Q9 Which of the following high risk behaviors need to be addressed in your community? Please check all that apply.

Answered: 57 Skipped: 16

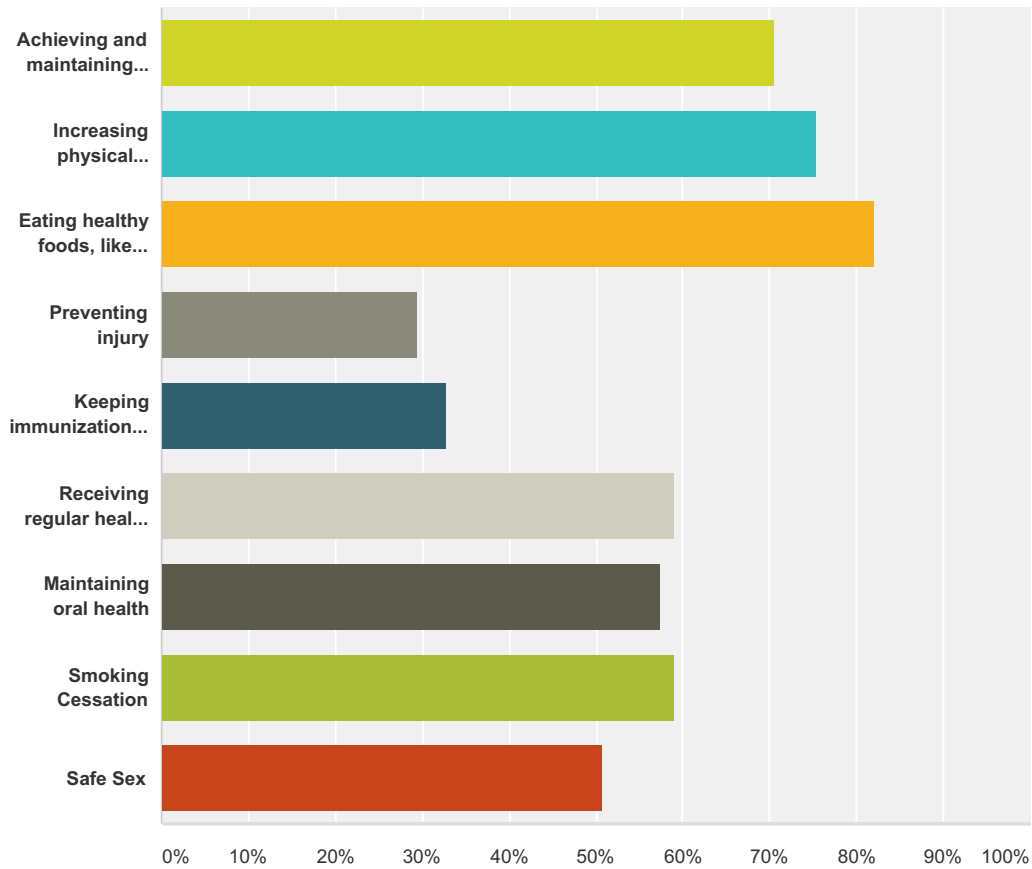


Answer Choices	Responses
Not getting cancer and heart disease screenings	29.82% 17
Alcohol Abuse	80.70% 46
Substance Abuse (Opioids, Heroin, etc.)	96.49% 55
Tobacco Use	52.63% 30
Not wearing a seat belt	7.02% 4
Not wearing a helmet when riding a motorcycle or a bicycle	12.28% 7
Violent Crimes	17.54% 10
Domestic Abuse	52.63% 30
Total Respondents: 57	

#	Other (please specify)	Date
1	The cost after insurance is ridiculous. We should not have to pay after copays and what the insurance pays.	12/2/2015 4:32 PM
2	Proper disposal of dirty needles.	11/10/2015 2:53 PM
3	Diet. I don't see a huge drug/alcohol issue here, which is surprising given the per capita consumption of alcohol. But I do see many folks who are visibly overweight.	11/10/2015 2:36 PM

Q10 Which of the following healthy behaviors should be encouraged in your community? Please check all that apply.

Answered: 61 Skipped: 12



Answer Choices	Responses	
Achieving and maintaining healthy weight status	70.49%	43
Increasing physical activity	75.41%	46
Eating healthy foods, like lean proteins, healthy fats, fruits, and vegetables	81.97%	50
Preventing injury	29.51%	18
Keeping immunizations current	32.79%	20
Receiving regular health check-ups	59.02%	36
Maintaining oral health	57.38%	35
Smoking Cessation	59.02%	36
Safe Sex	50.82%	31
Total Respondents: 61		

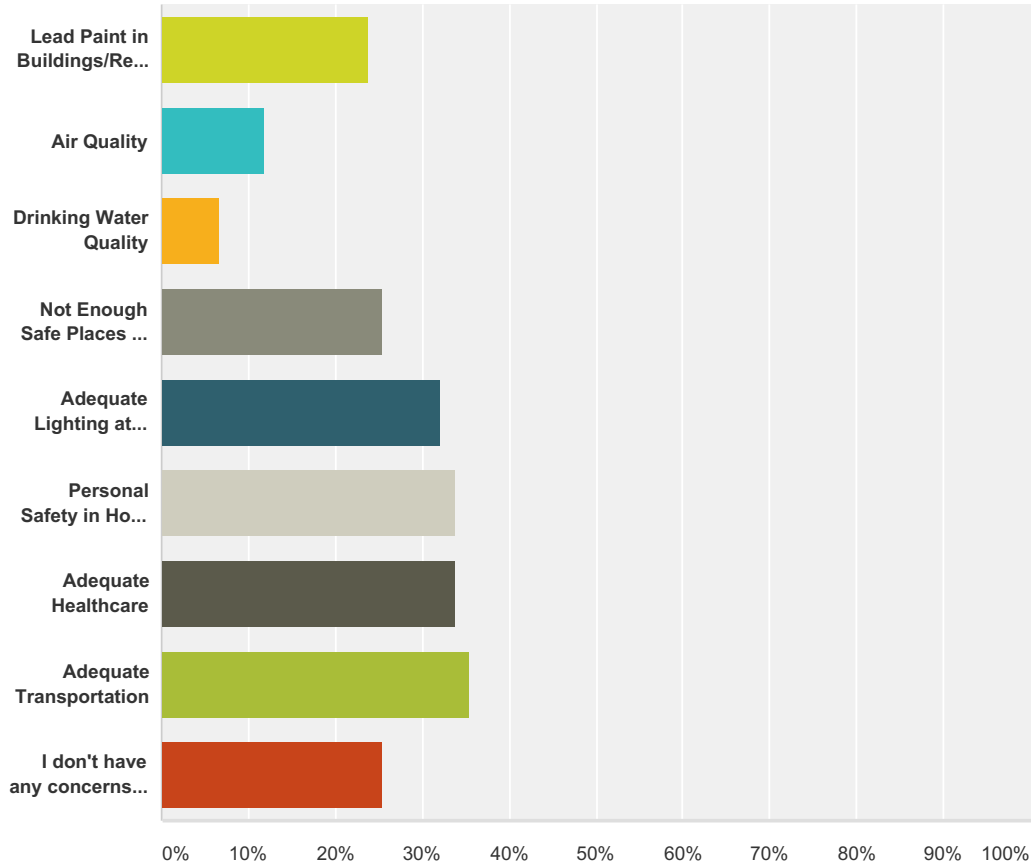
#	Other (please specify)	Date
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Androscoggin Valley Health Needs Key Informant Survey 2015

1	All of course.	11/12/2015 9:29 AM
2	Addictions Recovery	11/9/2015 12:08 PM

Q11 In your opinion, do any of the following affect an individual's ability to live comfortably in the community? Please select all that apply.

Answered: 59 Skipped: 14



Answer Choices	Responses
Lead Paint in Buildings/Residences	23.73% 14
Air Quality	11.86% 7
Drinking Water Quality	6.78% 4
Not Enough Safe Places to Walk	25.42% 15
Adequate Lighting at Night	32.20% 19
Personal Safety in Homes or the Community	33.90% 20
Adequate Healthcare	33.90% 20
Adequate Transportation	35.59% 21
I don't have any concerns related to environmental issues in the community.	25.42% 15
Total Respondents: 59	

Androscoggin Valley Health Needs Key Informant Survey 2015

#	Please list other concerns that you may have that aren't listed above:	Date
1	We need a Community Club for our kids to go to. A place to swim, play basketball, bowl, interacting with other children and interacting in other activities and staying off the streets away from drugs.	12/2/2015 4:32 PM
2	Property taxes are through the roof. It really limited my family when purchasing our home.	11/12/2015 9:29 AM
3	How about the six months of Antarctic conditions?	11/10/2015 2:36 PM
4	Not enough employment opportunities	11/9/2015 12:08 PM
5	bedbugs	11/9/2015 11:22 AM

Androscoggin Valley Health Needs Key Informant Survey 2015

Q12 Do you believe there are any challenges in the healthcare system in the community? If so, please list the challenges.

Answered: 34 Skipped: 39

#	Responses	Date
1	Mental Health, no jobs of kids, not enough policing of drug trafficking. This is City has their priorities in the wrong place. The priest, Chamber of Commerce do more then our City officials.	12/2/2015 4:37 PM
2	Making medications more affordable/obtainable	11/27/2015 2:35 AM
3	Yes. Addiction is a huge problem and we lack any type of treatment programs. Our pregnant women who are seeking addiction treatment have to travel over an hour (and sometimes more) to be enrolled and managed in a Subutex program. Seeing a substance abuse program or physician who has the ability to manage detox could be part of the solution. It would also improve patient compliance. Also, the community lacks in psych care. We frequently have suicide attempts who require transport to inpatient hospitalization. They are often forced to sit in the local community hospital as a 1on1 surveillance patient until there is room in downstate facilities. This is a drain on the hospital staff, security staff and sometimes, the local police department, depending on the person's status. Diabetes management is lacking in the area. Patients have traveled to other facilities for management because of the lack of a good endocrinologist.	11/20/2015 10:33 PM
4	Low economic status precipitates utilizing ER as primary care physician; if this area had a walk-in clinic with x-ray and lab services open during "off times" (11:00a - 11:00p) is might lessen the burden on the ER.	11/19/2015 11:53 AM
5	Yes, there are concerns that people with mental illness are not being taken serious with health complaints and that by the time their illnesses are validated, in many cases it is too late to have a good outcome. It is also a problem that when a person is admitted to the hospital, the doctors pick and choose what medications that they will continue ordering for a person who is on prescribed medications. It does seriously impact people's anxiety level and their ability to have a good experience at the hospital.	11/12/2015 11:40 AM
6	Acute appts for people that do not need to go to the ED.	11/12/2015 9:30 AM
7	All hospitals in the North Country should be universal and accept all the same insurances	11/12/2015 9:04 AM
8	Evening/weekend services to see PCP instead of ER care for minor needs (ex: something that would require antibiotic).	11/10/2015 6:24 PM
9	poverty and lack of education	11/10/2015 5:35 PM
10	Providers do not have enough time to spend with patients.	11/10/2015 2:55 PM
11	Actually, I'm impressed with the quality and amount of health care here in the North Country. The fact that a population of 20,000 (?) has this much health care at its disposal speaks highly of Coos County's commitment to acute and regular care. That said, the health care system in this country appears to be irreparably broken. The president's Affordable Care Act was a valiant effort and has done a lot of good. But it should have been a thousand times better. The monied interests that defeated any hope of a public option—and the Republican majority that acted as their agents (often in an attempt to stymie a president simply because of his ethnicity)—have essentially committed treason against working and poor people.	11/10/2015 2:42 PM
12	Lack of Dr availability ER caters to prisoners before other patients	11/10/2015 2:20 PM
13	Lack of paying clients who can support a for profit quality hospital. Also clients who do not follow suggestions and recommendations of the health care professionals	11/10/2015 2:19 PM
14	Education is vital.	11/10/2015 1:52 PM
15	Not enough behavioral health providers such as psychiatrists for children and adults. Health Providers need to advocate for the continuation of Expanded Medicaid. Too many are now underinsured even with Marketplace Coverage. Organizations such as Child Advocacy Center should be supported more by the community.	11/10/2015 9:52 AM
16	Cancer specialist needed	11/10/2015 9:43 AM
17	People on health need more money for food and meds	11/10/2015 7:44 AM

Androscoggin Valley Health Needs Key Informant Survey 2015

18	adequate funding	11/9/2015 3:16 PM
19	cost	11/9/2015 2:37 PM
20	hiring and keeping well rounded, qualified YOUNG people in the area. Keeping the lines of communication open between all area agencies to ensure we grow and stay healthy.	11/9/2015 12:58 PM
21	Mental Health Services in North Country are loosing Clinical staff to areas outside of North Country who offer higher salaries.	11/9/2015 12:10 PM
22	lack of adequate substance abuse treatment options; lack of affordable dental care	11/9/2015 11:24 AM
23	confidentiality, stigma, transportation to and from, medical knowledge, walk-in clinic-non-urgent care	11/9/2015 11:00 AM
24	Lack of psychiatric facilities Lack of psychiatric understanding at local hospitals	11/9/2015 10:50 AM
25	HMO's	11/9/2015 10:50 AM
26	There are not enough people on insurance. AVH is required to provide through Medicaid, or provide serivces without compensation.	11/9/2015 10:46 AM
27	I believe we need a mental health hospital facility in our community. This could also a include drug & alcohol abuse detox. facility.	11/9/2015 10:45 AM
28	Nothing's different about this community from any other community with similar socioeconomic/geographic factors and from the nation as a whole; increasing bureaucratic weight from profit driven, scandalous, insurance companies who have been allowed to create unrealistic demands on providers, seriously limiting time with patients for the two most important factors for their health, human connection and education!	11/9/2015 10:43 AM
29	Providers not communicating with each other effectively to ensure continuity of care	11/9/2015 10:40 AM
30	Mental health and drug treatment	11/9/2015 9:53 AM
31	Providing health care to the working poor. The middle group is squeezed. Very poor get free health care and the "better off" probably have work-related provider health care.	11/9/2015 9:48 AM
32	Lack of Suboxone and IP SA and MH Treatment	11/9/2015 9:36 AM
33	Availability of Appointments with health care providers.	11/9/2015 9:22 AM
34	Still a barrier with residents thinking AVH is not a good enough hospital - not sure why this stigma still persists.	11/9/2015 8:59 AM

Androscoggin Valley Health Needs Key Informant Survey 2015

Q13 What programs, services or strategies would you suggest to improve the health of the residents of your community?

Answered: 34 Skipped: 39

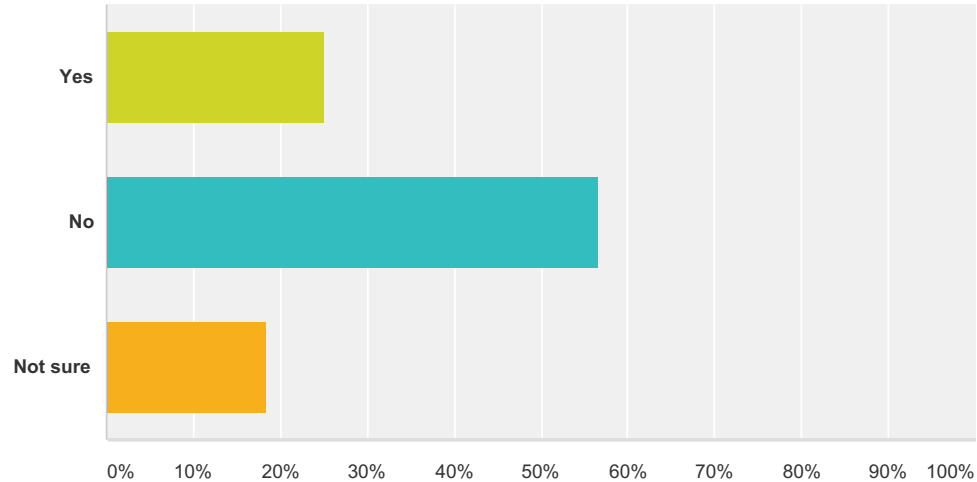
#	Responses	Date
1	We need to be able to get mental health appointments with a week not months. People when they call it is because they need help right away. There is very little help for people who are depressed and need counseling. Counselors need to take their jobs more serious. Read the paper people get away on good behavior every week. When are they going to get punishment for what they do. We better start doing something in this country because it is getting worst everyday. I feel bad for the kids growing up.	12/2/2015 4:37 PM
2	making insurances and healthcare more affordable for taxpayers/middleclass people, and not free for welfare/disabled persons who do not try to improve their health or their employment status because it comes too easily to be home on heroin, etc and receive free money/benefits.	11/27/2015 2:35 AM
3	Education to high school students regarding drug use/abuse. Drug treatment programs are needed along with a physician who can treat appropriately An endocrinologist to better manage diabetic care in the community. Another pediatrician or pediatric nurse practitioner would be a welcome addition to our current pediatric practice. Would certainly increase parent satisfaction in being able to see one of these providers instead of having to see a random provider or being sent to the emergency department.	11/20/2015 10:33 PM
4	Community Health Care Programs.	11/20/2015 2:48 PM
5	Please see response to question 12	11/19/2015 11:53 AM
6	An educational program aimed at Drs. and healthcare workers that teaches empathy and understanding of people with mental health issues and enlightens them to how to be part of a team and work with their mental health professional peers and assist people in getting continuity of care.	11/12/2015 11:40 AM
7	Open a walk in clinic.	11/12/2015 9:30 AM
8	Not sure	11/10/2015 6:24 PM
9	access to healthy food (and I don't mean walmarts version)	11/10/2015 5:35 PM
10	more preventative programs; easier access to affordable health care; access to higher quality foods	11/10/2015 3:23 PM
11	Needle exchange Palliative Care Home Visiting mid level providers for preventative medicine Care managers for people with multiple co-morbidities to reduce hospitalizations	11/10/2015 2:55 PM
12	Better leadership in Congress. Everything else will be a band-aid at best until we fix the root of the problem: spiraling health care costs and an insurance industry that is committed to sucking the country dry.	11/10/2015 2:42 PM
13	walk in clinics Working families priority over medicare clients	11/10/2015 2:20 PM
14	Get a walk in clinic that is a bridge between emergency room and family health.....could be staffed by nurse practitioner....	11/10/2015 2:19 PM
15	Continue to offer free health fairs/ screenings/ lectures, as well as advertisements for currently available services n the local paper and through the school systems.	11/10/2015 1:52 PM
16	Increased access to behavioral health services	11/10/2015 10:43 AM
17	The skateboard park is a good start. Better lighting and sidewalks in both Berlin and Gorham.	11/10/2015 9:52 AM
18	Need more free drug courses	11/10/2015 7:44 AM
19	more state funding for mental health and substance abuse programs	11/9/2015 3:16 PM
20	lower cost and more affordable	11/9/2015 2:37 PM
21	KNOWLEDGE IS POWER!	11/9/2015 12:58 PM
22	Addictions Treatment Services	11/9/2015 12:10 PM
23	Better mental health services and emergency services/protocols	11/9/2015 11:45 AM

Androscoggin Valley Health Needs Key Informant Survey 2015

24	more recreational opportunities for families; more support groups; more community programs promoting exercise and healthy eating, possibly with incentives	11/9/2015 11:24 AM
25	schools and employers teaching about mental health to minimize stigma, open community discussions regarding mental health, for example they have recently had community discussions about the PD and public works, with an upcoming discussion on heroin, why not have a community one about mental health? non-urgent walk in centers close bars earlier	11/9/2015 11:00 AM
26	Ability to get appts in a timely manner	11/9/2015 10:50 AM
27	Walk in health care facility.	11/9/2015 10:45 AM
28	1) Providers should be supported by their supervisors to stand up to the demands of MCOs 2) Political leaders need to advocate for a stop to outsourcing for MCOs; NHHF and Wellsense have only driven the cost of health care per patient further up and now we are paying for the salaries and vacations and health coverage costs of high school graduates in other states who try to tell us what we can and can't do. 3) More health education in school and it's time to include emotional health/mental health in school while we're at it.	11/9/2015 10:43 AM
29	More substance abuse treatment programs in the North Country of NH, a program where people who are addicted to Heroin could go to the police department and instead of being arrested, they are referred to a treatment program.	11/9/2015 10:40 AM
30	Mental Health treatment. Drug treatment and recovery facilities and support.	11/9/2015 10:31 AM
31	Need more beds and more programs through out the State.	11/9/2015 9:53 AM
32	Free mobile health clinics. Offer one-day, free screenings at various locations to better assess those that take advantage of these type of clinics. They are the ones not able to afford doctor visits.	11/9/2015 9:48 AM
33	A collaborative multi-agency strategy to address growing heroin / opiate addiction issues. Prioritization of early childhood issues	11/9/2015 9:36 AM
34	Access to better food selection, accommodations for bike riders along the main roads, encourage more physical activity through memberships in health club or outdoor groups.	11/6/2015 5:53 PM

Q14 Do you feel the community has adequate recreational and social activities for ALL AGE groups to help them maintain their health, independence and well-being?

Answered: 60 Skipped: 13



Answer Choices	Responses	
Yes	25.00%	15
No	56.67%	34
Not sure	18.33%	11
Total		60

#	Please list reasons for your answer	Date
1	Our City officials need to fight for grants and do something. They do it for the rich people who can afford four wheelers and everything else. Do something for people who don't have money to bring their kids anywhere. North Conway has built a nice Recreational building for the kids. They even have a littl swimming place in the summer for kids.	12/2/2015 4:42 PM
2	Teens need more to do. A teen activity center would be ideal.	11/20/2015 10:39 PM
3	we have nothing for young children or young adults to give them things to do that are LEGAL	11/18/2015 4:58 PM
4	There needs to be more recreational and social activities for kids age 12-18, and more for elderly citizens.	11/18/2015 11:00 AM
5	We have a lot of parks for the kids, but not a lot of places for adults to exercise.	11/16/2015 2:24 PM
6	Not enough for older people.	11/12/2015 11:49 AM
7	It depends on the age group...school sports are available to school-aged children. However the it tends to be the same 'group' of athletes that choose to participate. Aside from outdoor activities or exercising in the home, activities for adults usually come at a cost (gym membership, exercise classes, etc).	11/12/2015 10:00 AM
8	Lack of adult physical activity	11/12/2015 9:57 AM
9	For my age group of 44 and my children, ages 6 and 10, I would say yes.	11/12/2015 9:33 AM
10	Not enough youth activity	11/12/2015 9:06 AM
11	Depends on the family and whether or not they take advantage of outside activities.	11/12/2015 9:01 AM
12	The outdoor community events seem to be overwhelmingly involve motorized vehicles. I'd like to see a priority on finding a balance.	11/10/2015 5:37 PM

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13	There is not a lot for youth to do outside of the school's sports programs. We seem to be promoting the areas for 4 wheelers and snow machines. Nothing against these activities but we have such beautiful hiking, x-country skiing etc.	11/10/2015 3:27 PM
14	all activities are personal choices	11/10/2015 2:22 PM
15	we do nota youth club, community center	11/10/2015 2:21 PM
16	There are activities through the recreation departments, but many are limited to athletic events and elementary aged individuals. There are not many affordable activities for adults.	11/10/2015 2:17 PM
17	The local recreation departments, schools and private organizations have ample opportunities. We also reside in a "natural playground," which is a treasure just waiting to be enjoyed.	11/10/2015 1:58 PM
18	Not completely clear what is available and whether it is being taken advantage of.	11/10/2015 10:46 AM
19	Need more activities for adolescents, with mentoring to help leadership skills such as organizing their own events.	11/10/2015 9:56 AM
20	There is nothing in this town to do as a kid	11/10/2015 7:48 AM
21	There can always be room for improvement and one has to motivate themselves to go for a hike, bike ride, walking group etc.	11/9/2015 1:02 PM
22	many do not take advantage due to financial barriers.	11/9/2015 12:13 PM
23	rec programs for children are sometimes out of reach due to cost; little available for older people	11/9/2015 11:28 AM
24	The Berlin park and recreational Department does an excellent job with their programs for younger age children, but at the teenage levels there is not a lot for a teenager.	11/9/2015 11:22 AM
25	there is never enough for children and teenagers.	11/9/2015 11:18 AM
26	youth need more to do, elderly need secure sites and functions, more money needs to be put into the Holiday Center to secure funding	11/9/2015 11:04 AM
27	I am not familiar with all resources but believe there should be more options for our youth	11/9/2015 10:53 AM
28	We need a center for children, such as a play area in No. Conway and a Teen center with pool tables, etc.	11/9/2015 10:53 AM
29	local activities facility	11/9/2015 10:53 AM
30	I wonder what is already available for elderly people in the community. My guess is that there could be a gap in what's offered to support adequate socialization and recreation for this group.	11/9/2015 10:49 AM
31	Not enough money in the city recreation budget to have facility (Recreation gym) open for the 16 and older group. Otherwise, would open facility up at night and/or weekends but currently cannot afford the supervision necessary	11/9/2015 9:56 AM
32	Need more non-alcohol / drug activities to interest young professionals. More non-athletic oriented youth activities	11/9/2015 9:39 AM
33	More activities for all age groups are needed - young and old!	11/9/2015 9:03 AM
34	Older people cannot walk outside in the winter--too icy, too cold--they need a place indoors to walk or work out.	11/6/2015 8:26 PM

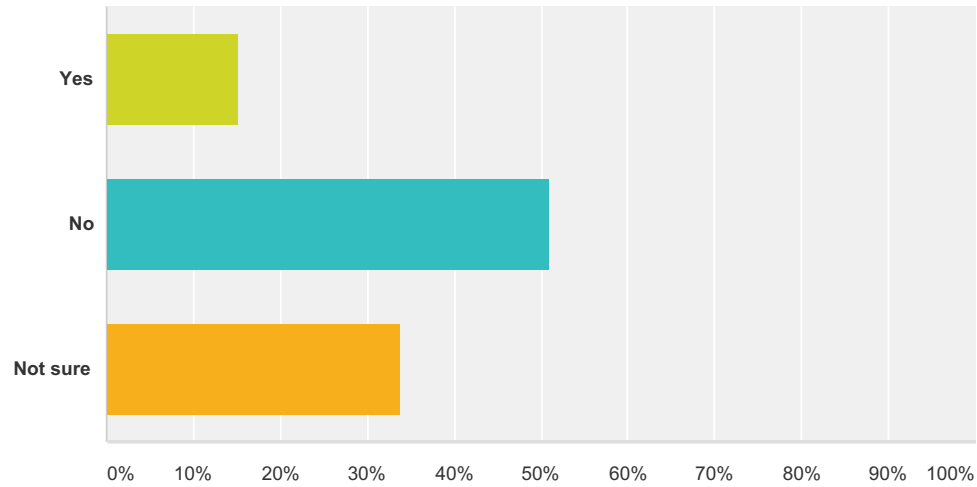
Q15 If you feel the community does not have adequate recreational and social activities for ALL AGE groups, please list additional services that could be offered:

Answered: 24 Skipped: 49

#	Responses	Date
1	There are many things that are possible. Nothing is impossible, if you put your mind to it.	12/2/2015 4:42 PM
2	Teen center with supervision provided. Maybe some type of outing club for kids of different ages. This would expose kids to activities that they might not otherwise be involved in. ie: cross country skiing, snowshoeing, hiking.	11/20/2015 10:39 PM
3	YMCA	11/20/2015 2:49 PM
4	COMUNITY CENTER	11/18/2015 4:58 PM
5	Day camp opportunities during the summer, recreational sports games, etc.	11/18/2015 11:00 AM
6	Activites that can be held after work hours or in the early morning for people who work.	11/16/2015 2:24 PM
7	Services that get older people and people with mental illness out and about with activities that will improve their lives.	11/12/2015 11:49 AM
8	more runs, cycling events, keep some of the trails that are not the aggressive hiking trails open to foot traffic	11/10/2015 5:37 PM
9	There are no social activities for families. Indoor play areas, no child care available at the health clubs.	11/10/2015 3:32 PM
10	see #14	11/10/2015 3:27 PM
11	better youth recreation, community club, winter activities....	11/10/2015 2:21 PM
12	Activities other than athletic opportunities for school age Affordable activities (athletic and other) for adults.	11/10/2015 2:17 PM
13	survey rsidents to find out what would fit before you provide something additional. My sense is there may be services available that are not being used because they don't fit with the needs of the community.	11/10/2015 10:46 AM
14	Safe place for teenagers to hang out in both Berlin and Gorham.	11/10/2015 9:56 AM
15	A new center for the kids but do not let the mayor have money for the kids because he will not give it to them or to use on another place off his choice .	11/10/2015 7:48 AM
16	free access to recreation programs for children walking programs for adults and older adults	11/9/2015 11:28 AM
17	pool hall/arcade, roller skating, theater more funding for Holiday Center, we owe it to the elderly!!	11/9/2015 11:04 AM
18	A youth center would be great to get kids active and off the streets	11/9/2015 10:53 AM
19	Listed above	11/9/2015 10:53 AM
20	indoor facility for after school ie.. pool hall, indoor swimming pool, basketball court..	11/9/2015 10:53 AM
21	Community gardens would offer a great way for experienced gardeners to teach novices. Food could be grown and relationships could develop in the meantime.	11/9/2015 10:49 AM
22	Activities for the 16 - 50 year old. Night time activities. Transportation to activities.	11/9/2015 9:56 AM
23	See above	11/9/2015 9:39 AM
24	A community center for families, a senior center for seniors that wasn't limited to adult daycare type options. Could be something that is all under one roof with a myriad of choices/options/organizations helping out!	11/9/2015 9:03 AM

Q16 Do you feel the community will be able to meet the physical and mental health needs of the aging population so they may lead full and productive lives at home?

Answered: 59 Skipped: 14



Answer Choices	Responses
Yes	15.25% 9
No	50.85% 30
Not sure	33.90% 20
Total	59

#	Please list reasons for your answer	Date
1	Mental health needs are severely lacking in this area	11/27/2015 2:56 AM
2	More needed for families who are dealing with dementia.	11/20/2015 10:39 PM
3	There is a definite lack of home health care and hospice services available. The major agency (not to be named) is lacking significantly in staff and, therefore, many patient's fall through the crack.	11/19/2015 11:54 AM
4	we have NOTHING for elderly people to make them feel they are wanted and cared about	11/18/2015 4:58 PM
5	That would be ideal to have those needs in place, but I don't think we are there yet.	11/16/2015 2:24 PM
6	Need more home health services and transportation so people can remain in their own homes.	11/13/2015 7:26 AM
7	Cuts to CFI budgets and also long wait lists are seriously impacting services to people who need them.	11/12/2015 11:49 AM
8	I do not believe there is a Internal Medicine doc in the area.	11/12/2015 9:33 AM
9	Nursing homes and assisted living are limited, therefore people will be forced to leave their community, very much the same for those aging with Mental Health issues, there is not acceptable treatment for elderly in these cases	11/12/2015 9:06 AM
10	winter are just plain hard on the older folks; very isolating	11/10/2015 5:37 PM
11	We don't seem to have enough mental health counselors to meet the needs.	11/10/2015 3:27 PM
12	The of the Baby Boomers will pose a grave challenge to many communities. Coos seems to be handling it fairly well. The infrastructure always surprises me with its quality and the commitment of its staff.	11/10/2015 2:56 PM
13	It is difficult to find qualified persons to fill positions	11/10/2015 2:22 PM

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14	no \$\$	11/10/2015 2:21 PM
15	As long as the state legislature remains the same and does not want to invest in the people of NH by expanding medicaid, free community college and a fair tax system, it will never happen.	11/10/2015 9:56 AM
16	Funding cuts to Dept. of Health & Human services have a direct impact on available services.	11/9/2015 3:22 PM
17	More educated and qualified people are needed. YOUNG ones with families and are invested in the area are always helpful.	11/9/2015 1:02 PM
18	Not enough Clinically trained staff to provide the Out Reach services that is required to support Strong Elder Services.	11/9/2015 12:13 PM
19	budget cuts, leads to decreased staffing, or underqualified staffing	11/9/2015 11:04 AM
20	I struggle daily with trying to get supports for individuals so that they may remain in their homes and unfortunately it is all about the money and not about the needs of each person.	11/9/2015 10:53 AM
21	There is sufficient housing for the elderly and excellent home care providers.	11/9/2015 10:53 AM
22	As above.	11/9/2015 10:49 AM
23	Not enough services for the elderly, need more REAP counselors	11/9/2015 10:41 AM
24	As the city population gets older, the tax base dwindles	11/9/2015 9:56 AM
25	Inadequate social / familial infrastructure	11/9/2015 9:39 AM
26	Mental health access is very poor in NH in general, particularly in the North Country.	11/9/2015 9:03 AM

Q17 Please list services you feel are not available to meet the physical and mental health needs of the aging population so they may lead full and productive lives at home.

Answered: 24 Skipped: 49

#	Responses	Date
1	Just don't think of the people that are aging think of the young that are going to live in the City before it becomes a town.	12/2/2015 4:42 PM
2	psych hospitalizations/availability to follow-up, maintain continuity, etc	11/27/2015 2:56 AM
3	Respite for families of dementia patients who are still at home.	11/20/2015 10:39 PM
4	Please see response to question 15	11/19/2015 11:54 AM
5	Mental health is certainly lacking. But I think we need to address more of End of Life issues and what's important to people in that aspect. If being at home is more productive than we need to find all the resources we can to make that happen for people.	11/16/2015 2:24 PM
6	home health services; meals on wheels. transportation to stores and appointments.	11/13/2015 7:26 AM
7	Programs that get people out in the community with a planned activity. Transportation that enables people to get out and about prior to 9:00 am and after 4:00 pm and on Sundays.	11/12/2015 11:49 AM
8	The nursing homes are overflowing and home health is busting at the seams.	11/10/2015 3:32 PM
9	in home care, quality nursing homes,	11/10/2015 2:21 PM
10	Maybe charge a reduced rate and make a bus available for elderly individuals from Berlin and Milan that would enjoy swimming at the Royalty or T & C.	11/10/2015 1:58 PM
11	Counseling	11/10/2015 9:56 AM
12	Need more transportation for older people	11/10/2015 7:48 AM
13	Mental health statewide. 5-7 day waiting periods to get a bed at NH Hospital is not acceptable. Substance abuse treatment and recovery facilities are also very limited.	11/9/2015 3:22 PM
14	See response above	11/9/2015 12:13 PM
15	home-based mental health services to adults who are not homebound; many do not like to go to a mental health center; more affordable home care services	11/9/2015 11:28 AM
16	mental health, additional transportation, walk in non urgent care clinics	11/9/2015 11:04 AM
17	Reasonably priced nursing staff, including LNA's, home makers and RN/LPN services	11/9/2015 10:53 AM
18	See facility based activities for all ages	11/9/2015 10:53 AM
19	I would enlist the skills of the elderly to teach the children which would serve the secondary purpose of connecting generations. I believe that our nation is bankrupt in terms of respect for the elderly.	11/9/2015 10:49 AM
20	REAP program, mental health services to prevent elderly depression/suicide	11/9/2015 10:41 AM
21	Homes are not constructed (or remodeled) to adjust to immobility and/or emergency issues.	11/9/2015 9:56 AM
22	Enhanced home health, housekeeping supports	11/9/2015 9:39 AM
23	Lack of mental health services	11/9/2015 9:23 AM
24	See above answer.	11/9/2015 9:03 AM

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Q18 What aspects of your community motivate you to serve as a leader?

Answered: 26 Skipped: 47

#	Responses	Date
1	I think many people run things as a click. Be your own person and give your own opinion.	12/2/2015 4:42 PM
2	I see people involved in various activities promoting Berlin and the local area. Those people inspire me to consider becoming more involved.	11/20/2015 10:39 PM
3	Remembering what it was like when I was a kid! Sense of community and pride and a desire to help restore that a bit.	11/18/2015 11:00 AM
4	The basic needs that community members (poor, disabled and people suffering from mental health issues) could have in place to get them more positive socialization. Funding to do activities (out to eat, attend out of town functions, ie. movies, plays, concerts, events), funding to visit and keep in touch with family and friends. Everything is so hard, that people basically give up on trying because it is so much time and energy to accomplish things like this in our community.	11/12/2015 11:49 AM
5	My Children's health, education and happiness.	11/12/2015 9:33 AM
6	Empowerment of small communities	11/12/2015 9:06 AM
7	The agency I work for provides exceptional service and I feel I can take that out to the community and carry it over to other needy populations.	11/10/2015 3:32 PM
8	This community is *amazing* in the level of commitment it shows to building a healthy infrastructure. That extends from education, where I work, to when I go to the doctor or interact with the town, police, emergency services, or other levels of keeping the place running. That an area with such a harsh climate is so livable speaks to the quality of the people keeping the lights on.	11/10/2015 2:56 PM
9	my family and neighbors, there are many good people here	11/10/2015 2:21 PM
10	The support from other community members and a personal interest in improved overall health.	11/10/2015 1:58 PM
11	Sense of community	11/10/2015 10:46 AM
12	Schools, arts, humanities.	11/10/2015 9:56 AM
13	none	11/10/2015 7:48 AM
14	I want the youth of today to have a better tomorrow.	11/9/2015 3:22 PM
15	My children.....I want better for them than what I had. I had struggles and loved it here, want my children to be leaders and make this place and world better.	11/9/2015 1:02 PM
16	small town; can see the results of our efforts; lack of turf issues among various organizations	11/9/2015 11:28 AM
17	Motivation comes from changing the attitude of "we have always do things this way" to " we will succeed when we change how we do things". -RST	11/9/2015 11:22 AM
18	all	11/9/2015 11:04 AM
19	I want to give back to a community that I enjoy, believe in and want my children to grow up feeling the same. Investing time to a City that will offer opportunity to the next generation.	11/9/2015 10:53 AM
20	School age projects	11/9/2015 10:53 AM
21	I look at the children and I have hope for them.	11/9/2015 10:49 AM
22	We still have a community of high moral character.	11/9/2015 10:47 AM
23	It's a safe and welcoming community. It has outdoor opportunities and is not congested with people.	11/9/2015 10:32 AM
24	My paid position but also unfortunately not enough step forward so if I were to stop my volunteer work, don't know if someone would take over.	11/9/2015 9:56 AM
25	Early Childhood, mental health, substance abuse, poverty issues	11/9/2015 9:39 AM
26	Want to provide my children with a high quality of life and a good childhood full of opportunities.	11/9/2015 9:03 AM