

2012 Rowan Health and Human Services Needs Assessment Results Report

MAY 2012



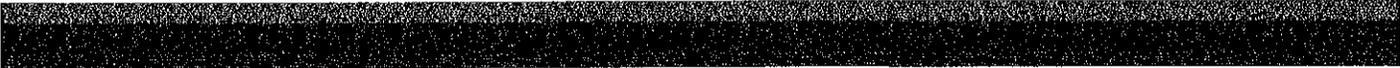
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EXECUTIVE SUMMARY



The 2012 Rowan Health and Human Services Needs Assessment was undertaken to develop an understanding of the health and human services needs in Rowan County, and help inform the participants in the second phase of the Needs Assessment. Strategies would then be identified to meet the most pressing needs identified in the County. This needs assessment is updated periodically to establish a five-year action plan for the Rowan County United Way (RCUW). The 2012 Needs Assessment differed slightly from the 2006 process in that the RCUW was joined by the Rowan Regional Medical Center, City of Salisbury, and Rowan County to help guide its development and to allow the Needs Assessment to also meet their respective requirements for a comprehensive assessment of the needs of County residents.

The RCUW contracted with the Centralina Council of Governments (CCOG) to oversee the development of this year's Needs Assessment. CCOG was chosen, in part, because they served in a similar capacity for the development of the 1999 and 2006 United Way assessments. While much has changed in the County over the past 13 years since the first needs assessment was conducted, a similar process was used for all three Needs Assessments. This Assessment, which started in December 2011, included the following steps:

1. **Develop a Steering Committee** comprised of representatives of medical, health, social service, and civic agencies in Rowan County as well as City and County officials to oversee the study and provide feedback on specific milestones in the needs identification phase of the project. Bob Lippard, Executive Director of the RCUW, served as liaison to the Steering Committee and oversaw the work produced by CCOG. This group met four times between December 2011 and March 2012.
2. **Explore Secondary Data** (i.e., 2010 U.S. Census data and other supporting data that addressed health and human service needs) to provide perspective on the County's needs in relation to five to ten years ago, as well as when compared to North Carolina as a whole. The data showed that over the past ten years, Rowan County has experienced increasing poverty, an aging population, higher than average mortality rates for disease, and a lagging number of college graduates. Rowan County has made significant progress in reducing the rates of teen pregnancy and child abuse.

3. **Conduct a Telephone Survey** of Rowan County residents to solicit their perceived health and social service needs, what services and agencies they used in Rowan County to address their problems, and what roles the RCUW and 211 played in addressing family needs. The survey was conducted by the Winthrop University's Survey and Behavioral Research Lab (under a subcontract with CCOG) between February 15-29, 2012. Over 600 interviews were conducted for all of Rowan County, and over 500 interviews specifically focused on Salisbury. The demographics of the survey respondents matched those of the County and Salisbury. Survey results for Rowan County as a whole had a maximum sampling error

County Demographics v. Phone Survey		
	County	Phone Survey
Female	50.6%	51.2%
Male	49.4%	48.7%
White	73.7%	72.3%
African American	16.0%	16.3%
Hispanic	7.7%	8.3%

of +/- 3.98 percent and +/- 4.22 percent for Salisbury. Both percentages are for the 95 percent confidence level.

The survey indicated that the top five problems facing Rowan County include, by order of perceived priority, unemployment, abuse of illegal drugs, teen pregnancy, prescription drug abuse, and lack of activities for teenagers after high school. Medical and dental care was overwhelmingly identified as the types of service needed by households.

4. **Create Focus Groups** comprised of citizens, elected officials, and professionals involved in the County's health and social service agencies to review the data and survey results and give recommendations as to how the County's health and human needs should be addressed. The Steering Committee appointed persons to serve on the following seven (7) focus groups:
 - a. Older Adults
 - b. Business Leaders
 - c. Low Income
 - d. Mental Health
 - e. Public Service Agencies
 - f. Young Mothers
 - g. Schools and Education

These focus groups were held in January and February of 2012, and were attended by a total of 70 residents, with 7-13 citizens per session. The attendees overwhelmingly identified "Health Care Access" as the most pressing issue for County residents, followed by education, employment, poverty, and public attitudes and perceptions toward work, entitlement, academic achievement, elite class, receiving assistance, sex and abortion.

5. **Review Survey, Secondary Data, and Focus Group Results** and determine what linkages existed between the data, survey and input from the focus groups. The Steering Committee reviewed these results at their monthly meetings to request clarification on data analysis, inform next steps in the Assessment process, and provide perspective on the overall assessment.

The results of these varied data collection methodologies resulted in an overall assessment of the human service needs of Rowan County residents. These results will inform the Steering Committee as they develop a set of strategies to address these needs between April and July 2012. The Steering Committee will be assisted by a second round of focus groups in late April, where selected members from the first round of focus groups will meet to review the results of the data collection process. The focus group members will be asked to identify the most pressing needs and feasible strategies for Rowan County and affected organizations to meet those needs. The Steering Committee will review these proposed strategies in May and June 2012. The Steering Committee will then finalize its recommendations and approve a five-year Action Plan based on this input. This process will be complete by August 1, 2012.

The following chart identifies major issues in the County and how those issues were identified.

2012 Rowan Health and Human Service Needs Assessment Issues Matrix
The following issues were identified through one or more input methods as a part of the 2012 Rowan Health and Human Service Needs Assessment. These issues will be used in the second round of focus groups to assist participants identify high-priority issues in the County and identify strategies to address them.

Issues Identified	Where Issues Were Identified		
	Phone Survey	Secondary Data Sources (Census, School District, State Agencies)	Focus Groups
Dental Care			
Medical Care			
Unemployment			
Educational Achievement			
Child Care Cost and Availability			
Youth Poverty			
Chronic Disease Frequency			
Crime			
Teen Pregnancy			
Physical Fitness			
Illegal Drug Abuse			
Prescription Drug Abuse			
Mental Health Services/ Counseling			
Improving Perceptions			
Mental Health Issues			
Bullying in School			
Transportation			
Hispanic Issues			



FOCUS GROUP MEETINGS



FOCUS GROUP MEETINGS

Centralina Council of Governments convened focus groups representing various health concerns and special populations in the Rowan Regional Medical Center service area and Rowan County between January 23 and February 9, 2012. Meeting places included the Rowan County United Way Board Room, the Rowan County Department of Social Services offices, the YMCA, the Ruffy-Holmes Senior Center, and the Rowan-Salisbury School System Annex in Salisbury. At the outset of each two-hour meeting, a background explanation for the project and the goals and guidelines for the meeting were reviewed with each focus group. Participants introduced themselves and the group they represented. The meeting proceeded with a 15-minute summary review of initial data gathered about various issues in the area of concern for the particular focus group, such as population growth rates, access to health care, birth rates, economic status, etc. This review was followed by a one-hour facilitated discussion in which the participants voiced their reactions to the findings presented. The group was then asked to offer their thoughts about potentially unmet public social service needs and the barriers that hinder access to appropriate social service programs of the focus group population, and how to address those needs through improvements to community programs, services, and public health policies. Once all concerns and ideas had been expressed and displayed on flip chart sheets, the group was directed to prioritize the top needs by placing votes. Participants were allowed to cast three votes, either for separate issues, or multiple votes on a single issue according to the priority they wished.

The top five priority issues identified through the votes are shown below with the total votes received in parenthesis:

1. **Health Care Access (40)**
Emergency Room for primary health care, too few clinics, etc.
2. **Employment (27)**
Good jobs for recent graduates and young people
3. **Public Awareness (26)**
Services currently offered (211), Need for "one-stop-shopping"
4. **Education (17)**
Perception of poor schools, basic life and health skills, additional counselors needed
5. **Public Perceptions (16)**
Attitudes toward work, entitlement, academic achievement, elite class, getting help, sex, and abortion

Additional issues identified by the groups but that received fewer votes include:

- Subsidized health care (8)
- Gangs and crime (8)
- Advocacy and training (7)
- Health and nutrition (6)
- Dental care (5)
- Transportation (5)
- Hispanic issues (5)
- Bullying in schools (5)
- Basic needs (3)
- Teen pregnancy (3)
- Limited resources for needs (2)
- Homelessness (2)

FOCUS GROUPS

OLDER ADULTS (Ruffy-Holmes Senior Center, Monday, January 23, 10 a.m. to noon)

10 participants representing: AARP, Abundant Living Adult Day Care, Meals on Wheels, Ruffy Holmes, Old Rowan Fiber Guild, NAMI Rowan

Issues Highlighted:

- Few people know about 2-1-1 or other available services
- Real-time or on-demand transportation services
- Affordable dental care
- Breaking down the stigma around geriatric psychiatric needs
- Training for care givers
- Hispanic needs are under-reported and represented
- Overnight-care for memory loss patients
- Those who need but do not qualify for health care
- Access to fresh food

PUBLIC SERVICE AGENCIES (Rowan County United Way Board Room, Monday, January 30, 10 a.m. to noon)

11 participants representing: Meals on Wheels, Smart Start Rowan, Rowan Helping Ministries, Commerce Employment Services, County Health Department, Salisbury Police Department, County Emergency Services, County Sheriff's Office, Department of Social Services, Salisbury-Rowan Community Action Agency, YMCA

Issues Highlighted:

- Need for jobs
- State funding cuts and loss of private funding in Rowan
- Emergency Room is often the first choice of health care
- Need integrated social services
- Basic nutrition and childhood obesity
- Parent education
- Employers want to hire people who can keep commitments
- Hispanics often turn away help out of fear or stigma
- People forced to choose between prescriptions or food
- More homeless families now

LOW INCOME (Rowan County Department of Social Services, Monday, January 30, 1:30 p.m. to 3:30 p.m.)

8 participants representing: Main Street Mission, Rowan Helping Ministries, Salisbury Housing Authority, Rowan County DSS, Salvation Army

Issues Highlighted:

- Emergency room as primary access to health care
- Free clinics offer limited hours and services
- Need for jobs
- Entitlement-minded youth
- Vouchers for childcare assistance stipulate employed or student status, but that requires childcare
- Illegal immigrants cannot get housing and some services, and they compete with Rowan citizens for assistance.
- Gangs are a worsening problem
- Part-time employees need healthcare but don't qualify

BUSINESS LEADERS (Rowan County United Way Board Room, Monday, January 30, 4:30 p.m. to 6:30 p.m.)

7 participants representing: Chamber of Commerce, EDC, Downtown Salisbury, Inc., Wells Fargo, Vulcan Materials

Issues Highlighted:

- Need for jobs for young people and recent graduates
- Education
- Emergency room as primary access to health care
- County schools suffer from poor reputation
- Poverty cycle
- People need to know more about services already provided
- Kids with poor parents imitate them and don't seek success
- Dental care
- Perception of high costs of preventative health care

MENTAL HEALTH SERVICES (Rowan County United Way Board Room, Wednesday, February 1, 10 a.m. to noon)

11 participants representing: NAMI, ABISG, ARC Rowan, NAMI Rowan Resource Center for the Brain

Issues Highlighted:

- Need disability rights and resource advocate group and drop-in/crisis centers
- Public perceptions about preventative health care resources
- Lack of knowledge about 2-1-1
- Emergency room as primary access to health care
- Stigma around seeking help, especially about mental health
- Dental care access
- Services to the Hispanic population
- Transitional housing

YOUNG MOTHERS (YMCA, Wednesday, February 1, 1:30 p.m. to 3:30 p.m.)

10 participants representing or referred by: Rowan County Health Dept., Smart Start, Head Start, Teen Pregnancy Prevention Initiatives

Issues Highlighted:

- Availability of free childcare for students and working mothers
- Gaps in government sponsored health care for certain population segments
- Poverty and low education cycle
- Girls have low self esteem
- Teenage boys having multiple children
- Finding help for mental health needs
- Lack of community health centers
- Emergency room as primary access to health care
- Spanish-based services for Hispanic students

SCHOOLS/EDUCATION Rowan-Salisbury School System Annex, Thursday, February 9, 5 p.m. to 7 p.m.)

13 participants representing: 7 students and 6 adults from Links, Rowan-Salisbury Schools, and several high schools

Issues Highlighted:

- Poverty (particularly for Hispanic students)
- Teen pregnancy
- Need for additional counselors/ social workers
- Mental health services needed
- Bullying



SUPPORTING DATA
SUMMARY



Supporting Data Summary*

Population Data

Population				
	Rowan County	%	NC	%
Total Population (2010 Census)	138,428		9,535,483	
Total Population 0-19 (2010 Census)	32,942	23.8%	2,281,635	23.9%
Total Population over 65 (2010 Census)	19,993	14.4%	1,234,079	12.9%
Projected Population over 65 (2030)	31,527		2,100,000	

Total population growth in Rowan County is less than the state overall. The age group with the greatest population gain since the 2000 Census is 60 to 64 years (an increase of 54%). Between 2000 and 2010, the 65+ population increased by 9.8%. Baby Boomers (born between 1946 and 1964) account for 25.9% of the population.

The Hispanic population as a percentage of total population has increased from 4.1% in 2000 to 7.7% in 2010. Of the County's 10,644 Hispanics, 35% speak English "not well" or "not at all" In 2010, 20.3% of total families in the County have a female as head of household, with no husband present. This has increased from 2000.

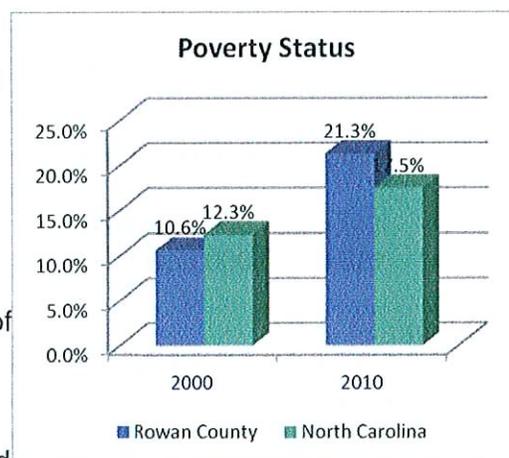
Poverty/Unemployment Data

After reaching a ten-year low of 4.4% in April of 2006, unemployment reached a high of 15% in February of 2010 but has since dropped to 11.5% (as of January 2012).

Poverty rates have increased dramatically both in Rowan County and across North Carolina over the past decade. While the percentage of individuals 65+ living in poverty has decreased slightly (from 11.4% to 9.9%), the number of individuals 18 and younger living in poverty has increased from 14.2% in 2000 to 31.7% in 2010. In addition, a disproportionate share of families with female heads of household (47%) are below the poverty line. 64.8% of Rowan County individuals are at or below 300% of the poverty threshold.

According to the Department of Public Instruction, Rowan County saw an increase in the percentage of free and reduced lunches from 2005 to 2009 (from 47.1% to 55.5%).

Both the average number of Medicaid and Food and



*For more detailed information, see Appendix A

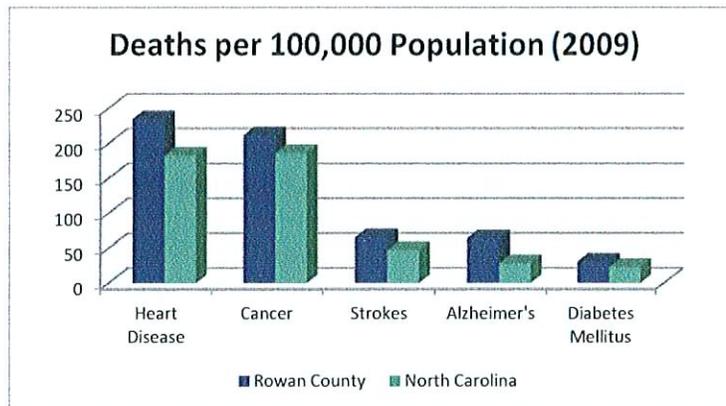
Nutrition Services (Food Stamp) recipients have increased in the County since 2000. The rise in food stamp recipients has been particularly dramatic - more than tripling over the time period.

Health Data

Disease:

Heart disease and cancer remain the leading causes of disease-related death in the County. The rates for the County's leading causes of death in 2009 (per 100,000 population) were higher than for the State.

Disease Incidence		
	Rowan County	North Carolina
Heart Disease	234.2	182.6
Cancer	210.7	186.3
Strokes	64.8	46.8
Alzheimer's	63.3	28.2
Diabetes Mellitus	30.6	22.5



Breast and prostate cancer had the highest cancer incidence rates in Rowan County.

Breast: 178.6/100,000 population
 Prostate: 133.6/100,000 population

Prenatal Care:

In 2008, 24.3% of mothers had late or no prenatal care, compared to 18% statewide. Low birth weight (<2,500 grams) babies as a percent of total births was 8.5%, compared to 9.1% for North Carolina. This is a decrease from 2002, when it was 9.3%.

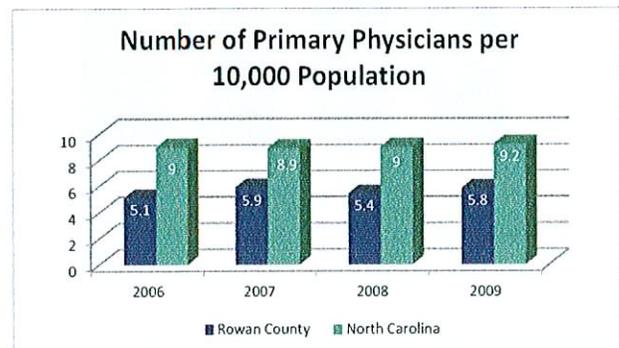
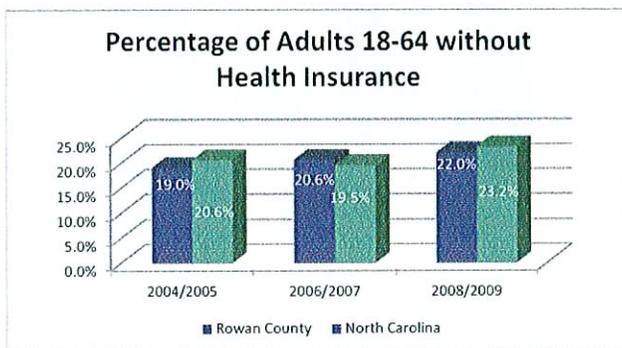
Adolescent Pregnancy:

The rate of teen pregnancy has decreased both in the County and the State. In 2009, the rate in Rowan County dropped below the State rate, dropping by almost a third in four years.

Healthcare:

An estimated 1,193 children ages 0-5 were without health insurance in 2009.

The percentage of adults without health insurance is increasing.



The County's number of primary care physicians per 10,000 population continues to lag behind the state. According to the Center for Health Services Research, the numbers in 2009 were 9.2 per 10,000 for North Carolina and 5.8 per 10,000 population for the County. Rowan Regional Medical Center, however, lists only 35 primary care physicians registered to admit patients in Rowan County, for a rate of 2.5 per 10,000 population.

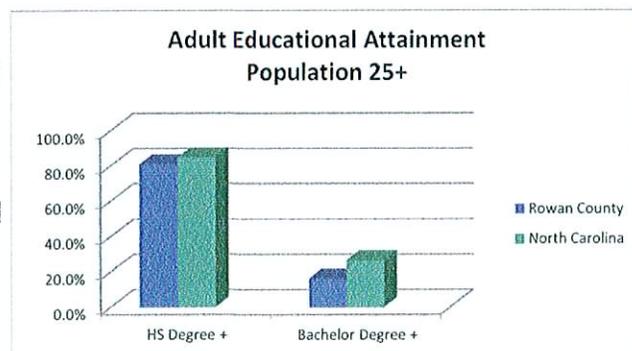
Child Care

The average annual cost of care for an infant/toddler in the County is \$7,748. For a preschool age child it is approximately \$6,084. The median income in Rowan County is \$42,787, which means that a family with two young children could spend approximately 32% of their available income on childcare.

Education

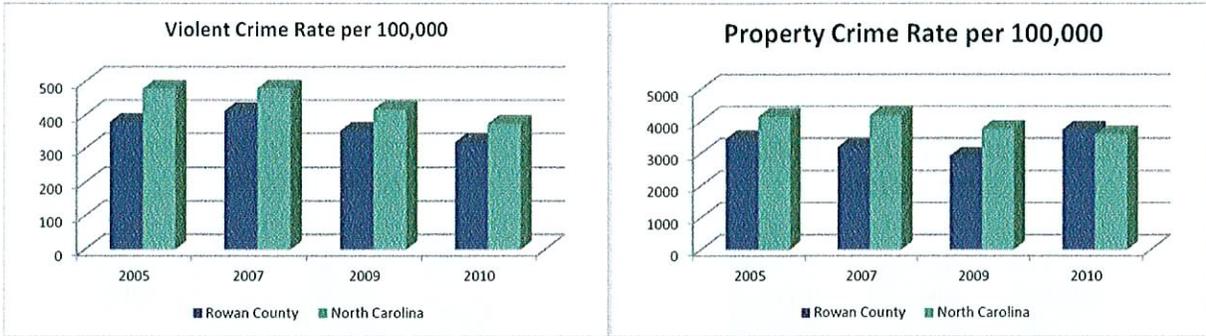
The percent of adults 25+ with a high school diploma has increased from 74.2% in 2000 to an estimated 80.8% in 2010.

The County's 3rd and 8th grade reading and math scores fall below the State averages.



Crime

County violent crime is decreasing and remains below the State level. Property crime rates, however, have risen.





TELEPHONE SURVEY REPORT

Methodology Statement

The Winthrop University Social and Behavioral Research Lab completed a telephone survey as part of the Needs Assessment. Data for the full county portion of The Rowan County (NC) Human Needs Assessment Survey contains interviews with 602 adults living in Rowan Co., NC. Results which use all respondents have a **margin of error of +/- 3.98%** at the 95% confidence level. Reported results using a subset of the entire sample will naturally have a higher margin of error.

Data for the Salisbury-only portion of The Rowan County (NC) Human Needs Assessment Survey contains interviews with 525 adults living in Salisbury, NC. Results which use all respondents have a **margin of error of +/- 4.22%** at the 95% confidence level. Reported results using a subset of the entire sample will naturally have a higher margin of error. This data contains all respondents from the full county sample who reported living in Salisbury plus the respondents is a Salisbury targeted oversample.

The survey was in the field from February 15th through February 29th 2012. Phone calls were made during weekday evenings, all day Saturday, and Sunday afternoon and evening. Weekday daytime calls are generally not made to avoid oversampling those who are more likely to be at home during the day (e.g. retirees, stay-at-home-moms, etc.). Conducting weekend calls is important to avoid systematically excluding certain populations (such as those who may work 2nd or 3rd shift during the week).

The survey used (1) Random Digit Dialing (RDD), and (2) wireless phone number sampling. Using both RDD and wireless samples are crucial to ensure no adult in the geographical area of interest is systematically excluded from the sample. Both the RDD sample and the wireless sample were purchased from Survey Sampling International (SSI). A further explanation of RDD methodology may be found below.

Phone numbers selected for the survey were re-dialed seven or more times in an attempt to reach a respondent. Once a household was reached, the lab also employed procedures to randomize within households.

Additionally, the lab:

(1) Screened the wireless sample for wireless-only status since individuals who have a cell phone and a land line already have an established probability of appearing in the RDD.

and

(2) Weighted responses based on sex, age, and race according to the known population of adults in North Carolina.

Computerized autodialers were not used in order to ensure the survey of wireless phones complied with the Telephone Consumers Protection Act and all FCC rules regarding contacting wireless telephones.

Additional Explanation of RDD Methodology:

Samples are generated using a database of “working blocks.” A block (also known as a 100-bank or a bank) is a set of 100 contiguous numbers identified by the first two digits of the last four digits of a telephone number. For example, in the telephone number 203-567-7200, “72” is the block. A block is termed to be working if some specified number of listed telephone numbers are found in that block.

Samples of random numbers distributed across all eligible blocks in proportion to their density of listed telephone households are selected. All blocks within a county are organized in ascending order by area code, exchange, and block number. Once the quota has been allocated to all counties in the frame, a sampling interval is calculated by summing the number of listed residential numbers in eligible blocks within the county and dividing that sum by the number of sampling points assigned to the county. From a random start between zero and the sampling interval, blocks are systematically selected in proportion to their density of listed households. Once a block has been selected, a two-digit number is systematically selected in the range 00-99 and is appended to the exchange and block to form a 10-digit telephone number.

Data for all waivers were analyzed using the Statistical Program for the Social Sciences (SPSS) statistical package.

Samples:

As the following two tables show, both the Rowan County and the Salisbury samples will provide representative data for confident conclusions about these areas.

Demographic Comparisons for Rowan County, NC			
Category	Rowan Co. – Full Population ¹	Rowan Co. – 18+ Population ONLY ¹	Survey ²
Female	50.6	51.2	51.2
Male	49.4	48.8	48.7
White	73.7	76.7	72.3
African American	16.0	15.4	16.3
Hispanic	7.7	5.9	8.3

(1) Source: U.S. Census Bureau, 2010 Census. 2010 Census Redistricting Data (Public Law 94-171) Summary File, Tables P1, P2, P3, P4, H1.

(2) Survey data with correct statistical weights

Demographic Comparisons for Salisbury, NC			
Category	Salisbury – Full Population ¹	Salisbury – 18+ Population ONLY ¹	Survey ²
Female	51.5	52.5	54.3
Male	48.5	47.5	45.7
White	46.1	50.2	45.5
African American	43.3	41.2	41.9
Hispanic	7.3	6.0	9.3

(1) Source: U.S. Census Bureau, 2010 Census. 2010 Census Redistricting Data (Public Law 94-171) Summary File, Tables P1, P2, P3, P4, H1.

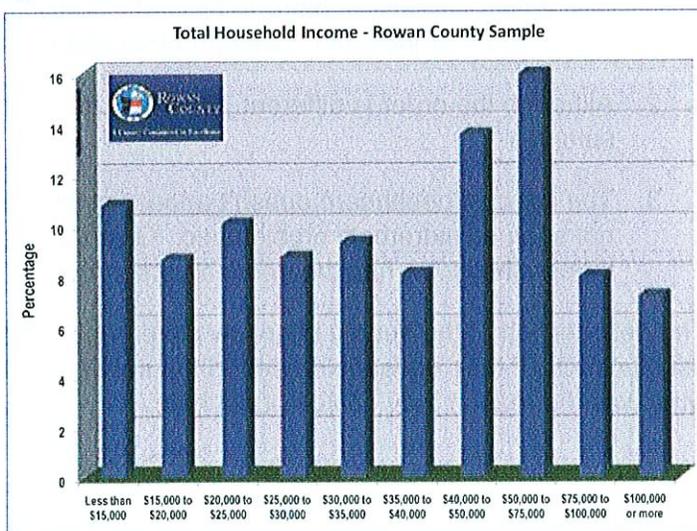
The survey instrument is shown in Appendix A. Appendix B contains frequencies of selected variables for the Rowan County sample. Appendix C contains frequencies of selected variables for the Salisbury sample.

Findings:

The 140 questions (some allowing for multiple response) allow detailed exploration of the issues. Presenting results of all the questions would be counterproductive and overwhelming. Consequently, this report will cover those areas that are most salient and problematic. However, overall the survey shows a stable community with people willing to honestly examine the issues involved in both the county and their households.

The first issue of note is that there is a significant difference on some of the responses depending upon household income. As might be expected, those with more money generally both see and have fewer problems with services than those with less money.

There is no significant difference between the two samples on income. Salisbury, does have somewhat more lower income households. As the chart of the Rowan County sample shows, income is not normally distributed. Given that the median income is 35 to 40 thousand dollars, to simplify analysis, the households can be divided into those below \$35,000 (lower income households), and those above.



The first section of the survey interview asked respondents to rate the seriousness of 23 problems in Rowan County. The rating scale used was: 1 – ‘Not a problem at all’ to 5 – ‘A Very Serious problem.’ Respondents could choose 2, 3, or 4 to indicate the degree of problem between the two extreme points that they felt an issue posed. Additional unspoken codes were: 6 - Don't Know; 9 - Refused.

This table presents the problems where the median response was '4' or more. That is, where more than 50% of the respondents answered '4' or '5'.

Rowan County			Salisbury		
Issue	Don't Know	Mean	Issue	Don't Know	Mean
Q3 Unemployment	2%	4.3	Q3 Unemployment	1%	4.4
Q7 Abuse of illegal drugs	6%	3.9	Q7 Abuse of illegal drugs	5%	4.1
Q16 Teen pregnancy	10%	3.7	Q15 Lack of activities for teenagers after school	4%	3.8
Q8 Prescription Drug Abuse	12%	3.7	Q8 Prescription Drug Abuse	11%	3.8
Q15 Lack of activities for teenagers after school	5%	3.7	Q16 Teen pregnancy	8%	3.7
			Q14 Juvenile Crime	5%	3.7
			Q5 Homelessness	3%	3.7
			Q6 Alcoholism	11%	3.7
			Q4 Hunger	3%	3.6
			Q17 Providing housing to those who can't afford it	3%	3.5
			Q19 Providing dental services to those who can't afford it	6%	3.5
			Q11 Affordability of child care	10%	3.5
			Q18 Affordable legal services	9%	3.4

There are several things to note from this table:

1. Unemployment is not only seen as the most problematic issue in both samples, the median was '5' in both samples. This means that more than half of the respondents rated this 'a very serious problem' in Rowan County. It also has the fewest 'Don't Know' answers; another indication of its problem status.
2. Although the order is different, the five most problematic issues are the same for both samples.
3. The issue of healthcare doesn't appear at all in either sample results, and dental care is not seen as extremely problematic. Given the answers in the next section, it seems as though they view healthcare as a personal issue rather than a county issue.

The next section of the survey interview asked about their need for services. The questions asked directly if their household needed the services, whether or not they got needed help, and what was the reason they could not get help.

Needed help with:	% Needing Help	%Not Able to Get Help*	Main Reason Could Not Get Help
Q43 Child care for infants or toddlers, birth to two years of age	15.6	33.2	Expense - 70.9% Service Availability - 6.1% Didn't Know How to Get Help - 12.8% Other - 10.3%
Q46 Child care for preschooler children ages 3, 4, or 5	16.4	38.4	Expense - 71.8% Service Availability - 9.4% Other - 13.9% Don't Know - 2.7% Did Not Try - 2.2%

*Based on the number of those who needed help

Of those households needing help with childcare but unable to actually get that help, the biggest obstacle was expense. This relates back to Question 14, where the affordability of childcare was considered to be a problem by 77.1% of respondents.

As lower income households will have a more difficult time affording healthcare, insurance, etc., it is worthwhile to examine this subset of the samples. Although these samples were not meant to be combined, the responses can be combined for an overall view as:

4. The only meaningful difference between the lower income populations in the two samples is that Salisbury respondents rated the problem of "Homelessness" significantly higher than did the Rowan County respondents.
5. The responses are so similar that even if they had to be weighted for representative combination, the answers would not vary by more than a few percentage points.
6. It must be kept in mind that the lower income households are included in the two general samples, so to the extent the lower income household answers are different from the general samples, without the lower income households, the general samples answers would be higher or lower than those in the lower income households.

The advantage of examining these two samples as one is that it essentially doubles the number of cases for analysis, which is crucial when examining in depth follow-up questions.

This table shows that responses of every question where at least 15% of the lower income respondents indicated a need. However, of the 27 questions asked about their household needing specific help in the past year, only **two** reached a level of overall concern.

Needed help with:	% Needing Help		
	Rowan sample	Salisbury sample	Household income less than \$35,000
Q27 Medical care other than dental care for a household member	75.4	71.1	74.4 ¹
Q24 Dental care for a household member	74.1	72.1	71.3 ²
Q100 Help with chronic health problems such as high blood pressure, diabetes, asthma, or obesity	28.1	32.0	38.5
Q68 Food for your household	14.4	15.3	31.5
Q97 Help paying utility bills such as water, heat, or light bills	11.2	16.7	29.0
Q56 Help managing household finances.	14.2	17.4	25.3
Q88 Help with depression	15.1	16.9	24.9
Q82 Help Finding ways to improve job skills to find a better job	16.2	19.8	24.1
Q62 Help with legal services	15.9	16.0	22.4
Q30 Help caring for an older adult	19.3	17.9	19.7
Q47 Mental Health counseling	12.5	12.7	18.6
Q79 Help obtaining needed healthcare services	12.0	11.8	18.0
Q71 Help with repairs to make your house safe	12.3	13.0	15.2

¹ Rowan Sample lower income = 73.0%, Salisbury = 75.9. ² Rowan Sample lower income = 70.9%, Salisbury = 71.7.

These data do not provide an answer to how the need for Medical and Dental care can be so widespread, yet, the need for help obtaining needed healthcare services can be so low.

The follow-up questions for the top three needs shows a system both working well, yet with substantial need for additional capacity. This table includes only those with household income less than \$35,000.

Needed help with:	% Needing Help	% Not Able to Get Help *	Main Reason Could Not Get Help
Q27 Medical care other than dental care for a household member	74.4	20.7	Expense - 64% Transportation - 14% Service Availability 7% Other Reason - 14%
Q24 Dental care for a household member	71.3	37.7	Expense - 74% Transportation - 8% Service Availability 18% Didn't know how to get help - 4% Other Reason - 3%

* Based on the number of those who needed help.

These data show that while service needs are being met for a substantial percentage of those needing these services, there is a need to develop more affordable healthcare services.

The following table is shown to see the pattern, but it is highlighted to show why analysis of any need less than the top two can be misleading, even when combining the lower income households from both samples - Rowan County and Salisbury. The 21% of people not able to get help represents but 28 respondents, and the 37% who say 'Transportation' hindered them getting help represents only 10 respondents. Obviously, policy cannot be made on the basis of this small number of respondents.

Needed help with:	% Needing Help	% Not Able to Get Help *	Main Reason Could Not Get Help
Q100 Help with chronic health problems such as high blood pressure, diabetes, asthma, or obesity	38.5	21.0	Expense - 37% Transportation - 0% Service Availability 6% Didn't know how to get help - 25% Other Reason - 30% Didn't try to get help 2%

The next section of the survey interview covered general insurance, health and service issues. This table shows that a majority of households are covered by insurance, and do not use the ER for primary care. Most importantly, it is noteworthy that service differences are **not** substantially influenced by location - county or city - rather, household income is the key factor.

Issue	%		
	Rowan sample	Salisbury sample	Household income less than \$35,000
Q106 Any person in household not covered by medical insurance	28.8	28.1	45.2
Q107 Any person in household not covered by dental insurance	44.8	42.3	58.8
Q108 Used ER for non-emergency care	16.9	18.1	25.7
Q109 Does not have a primary care physician ¹	15	12	18
Q110 Primary care physician is in Rowan County ²	71	66	64

¹ Percent of those who used the ER for non-emergency care - these represent a small number of respondents.

² Percent of those who had a primary care physician - these represent a small number of respondents.

This next table shows that location is somewhat a factor in using an external organization, but, however, household income is the primary factor.

Issue	%		
	Rowan sample	Salisbury sample	Household income less than \$35,000
Q111 Used agency or organization for help	15.4	20.1	31.4
Q112 Agency used			
County Health Department	13 ¹	92 ²	9 ³
Church	18	27	27
Community Service Agency (food or clothing bank)	21	18	23
Department of Social Services	43	45	39
Other	34	40	49

¹ Percent of the 67 who used an agency or organization.

² Percent of the 78 who used an agency or organization

³ Percent of the 107 who used an agency or organization

Also, these data do not allow for determining what the 'Other' organizations could be, yet they are obviously quite important- and even more so in the lower income households.

Households can not only turn to organizations for help, but also to individuals. As in the tables above, care should be taken in interpreting the specific persons used, as the numbers for Rowan and Salisbury are based upon less than 100 respondents. As shown, lower income households turn to other people for help more than the general population, but they turn to specific persons in the same proportion as does the general samples.

Issue	%		
	Rowan sample	Salisbury sample	Household income less than \$35,000
Q111 Used person not in home for help	20.3	22.5	34.2
Q112 Person used			
Family member outside of household	72	71	73
Someone at work	1	1	1
Phone book	0	0	0
2-1-1 referral service help line	0	0	0
Minister	8	6	6
9-1-1	2	1	1
Friend (not related)	18	22	19
Other	11	13	11

This table presents answers to general questions about services in the Rowan County / Salisbury area.

Issue	%		
	Rowan sample	Salisbury sample	Household income less than \$35,000
Q115 And family member ever used a United Way agency	5.2	6.5	8.0
Q116 Know if Rowan County has a telephone I & R number			
Yes	45.8	42.2	43.1
No	45.8	49.7	49.9
Maybe	8.4	8.0	7.1
Q117 Before today, have you heard of '2-1-1'			
Yes	30.5	31.1	30.5
No	68.4	66.1	69.0
Maybe	1.1	0.8	0.5
Q118 Have used the '2-1-1' help or referral line.	11.1	16.5	27.5

It seems that either the respondents are unaware of agencies that are 'United Way' agencies, or they really have not sought or received services from such an agency. These data cannot answer that question. Additionally, it would seem as though respondents know of a number to call for help, but it is not '2-1-1'. The existence of '2-1-1' is not as well known as it should be, given the needs in the county. However, the lower income households show interestingly, that if they know of '2-1-1', they have probably used it. For these households, then, greater knowledge should result in greater usage.

Respondents were questioned about their opinion of the priorities for United Way of Rowan County. This table shows the percentage of people responding 'Very important' or 'Extremely important'.

Issue	%		
	Rowan sample	Salisbury sample	Household income less than \$35,000
Q119 Importance of addressing a local disaster	68.9	72.6	75.9
Q120 Importance of addressing the closing of a large local industry	61.6	65.4	67.4
Q121 Importance of addressing a disaster outside Rowan County	46.6	53.1	55.3

These data show that the lower income household families see a somewhat greater importance in the United Way addressing 'disasters' - both in and out of the community. It would appear that United Way is viewed as a community wide resource rather than an resource for individual problems.

Information about the respondents and their households were covered in the final section of the survey. The results are shown in the following tables.

The survey covered locations throughout Rowan county as shown by this table. Everyone in the Salisbury sample lived in or close to Salisbury.

Percentage of the Rowan County Sample living near:		Percentage of the Rowan County Sample living near:	
Salisbury	50.5	China Grove	9.6
Kannapolis	3.0	Rockwell	13.5
Spencer	4.4	Cleveland	3.2
East Spencer	1.6	Faith	2.5
Landis	4.1	Other	2.8
Granite Quarry	4.8		

A number of additional demographic items were gathered from the respondents, and are shown here. The zero median indicates that the majority of answers were '0'.

Item	Median and Range			
	Rowan County		Salisbury	
Q123 Years lived in Rowan County	24.3	1 to 96	21.0	1 to 93
Q128 Adults in household	2.0	0 to 7	2.0	0 to 7
Q129 Children in household	0.0	0 to 6	0.0	0 to 5

Looking at caring for someone in the extended family, there is **not** a statistically significant difference between the Rowan County, Salisbury, and lower income households - although lower income household do so at a somewhat greater rate. The results for the questions asked are shown here.

Item	Rowan County	Salisbury
Q125 Responsible for care for person 65 or older - % 'Yes'	17.2	13.8
Q126 Where does this person live		
Percent living inside the household	39.7	42.4
Percent living outside the household	58.3	56.2
Percent both	2.0	1.3
Q127 Responsible for care of children living outside the household	15.4	19.0

As shown, a substantial number of these households not only must care for themselves, they also provide care for extended family members.

Lower income households have shown up as significant in many of the questions that were asked. It is then prudent to ask about the characteristics of these lower income households. The following summarizes selected characteristics:

- There is **not** a statistically significant relationship between respondent's age and whether or not the household is lower income. In short, age doesn't predict lower income.
- There is **not** a statistically significant relationship between living in the county or city and whether or not the household is lower income.
- There **is** a statistically significant relationship between being a minority and whether or not the household is lower income. Minority households are much more likely to be lower income than non-minority households.
- There **is** the **expected** statistically significant relationship between someone in the household having lost a job in the last five years, and whether or not the household is lower income.
- There is **not** a statistically significant relationship between someone in the household having lost a job in the last five years and being a minority. This means that minorities and non-minorities had relatively equal rates of job loss.

Conclusions from Phone Survey:

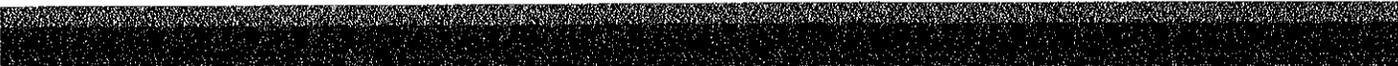
1. There is general agreement in both Rowan County and Salisbury respondents on the top five problems facing Rowan County. They are:
 - a. Unemployment.
 - b. Abuse of illegal drugs.
 - c. Teen pregnancy.
 - d. Prescription Drug Abuse.
 - e. Lack of activities for teenagers after school.

Unemployment is by far seen as the most problematic.

2. There were two types of care of services the respondents' overwhelmingly said they need - Medical and Dental care for a household member. When comparing the two samples to a subset of those samples of lower income households, not surprisingly, the results show that lower income households have more needs than those with a higher income. Additionally, as would be expected, fewer lower income households have medical or dental insurance, which means that they present a greater challenge to the healthcare system. And, the cost of care is a major barrier to good healthcare.
3. The respondents do not seem to use United Way Agencies for help, but they feel the United Way should have major involvement in 'disasters'. The suspicion is that they use United Way agencies, but are unaware that such agencies are affiliated with the United Way.
4. The number who are aware of and have used the '2-1-1' system is somewhat disappointing. If the lower income families know about the system, they generally have used it.
5. These data suggest that further efforts to publicize both the United Way's contribution to service agencies, and the '2-1-1' system should be explored.
6. Finally, the respondents on average have been residents of the county for many years, and contribute to the care of extended family members - both in and out of their house.



APPENDIX A:
DATA RESULTS



2012 Rowan Health and Human Services Needs Assessment Data Results

Prepared by:
Centralina Council of Governments



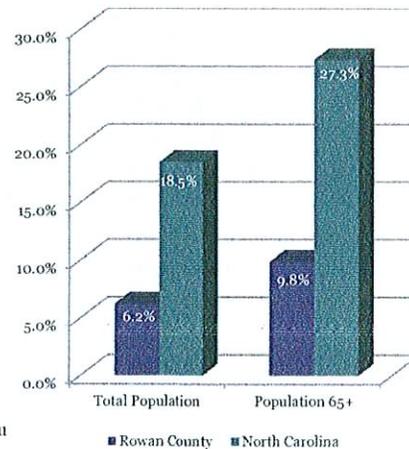
2012 Rowan Health and Human Services Needs Assessment



POPULATION

Percent Change in Total Population and Age 65+ Population, 2000-2010

- Total population growth in Rowan County is less than the state overall (County Population was 138,428 in 2010)
- From 1999 to 2003, the 65+ population actually declined in Rowan County. However, from 2000 to 2010, this population increased by 9.8%
- The age group with the greatest population gain since the 2000 Census is 60 to 64 years – an increase of 54%.



Source: N.C. Division of Aging; N.C. State Demographics; 2000 and 2010 U.S. Census Bureau



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POPULATION

Percent Change in Total Population by Age, 2000-2010

Age Group	2000 Census	2010 Census	Change 2000-10	% Change 2000-10
Under 5 Years	8,566	9,044	478	5.6
5 to 9 Years	9,090	9,101	11	0.1
10 to 14 Years	9,374	9,143	-231	-2.5
15 to 19 Years	8,654	9,415	761	8.8
20 to 24 Years	8,384	8,704	320	3.8
25 to 34 Years	18,041	16,679	-1,362	-7.5
35 to 44 Years	20,737	18,435	-2,302	-11.1
45 to 54 Years	17,388	20,601	3,213	18.5
55 to 59 Years	6,569	9,104	2,535	38.6
60 to 64 Years	5,332	8,209	2,877	54.0
65 to 74 Years	9,360	10,831	1,471	15.7
75 to 84 Years	6,603	6,550	-53	-0.8
85 Years and Over	2,242	2,612	370	16.5
Total	130,340	138,428	8,088	6.2

Source: 2000 and 2010 U.S. Census Bureau



2012 Rowan Health and Human Services Needs Assessment



POPULATION

Percent Change in Total Population by Age, 2000-2010

Age Group	County	NC	US
Under 5 years	5.6%	17.2%	5.3%
5 to 9 years	0.1%	13.0%	-1.0%
10 to 14 years	-2.5%	14.5%	0.7%
15 to 19 years	8.8%	22.2%	9.0%
20 to 24 years	3.8%	14.6%	13.8%
25 to 34 years	-7.5%	2.7%	2.9%
35 to 44 years	-11.1%	3.1%	-9.0%
45 to 54 years	18.5%	26.1%	19.5%
55 to 59 years	38.6%	50.1%	46.0%
60 to 64 years	54.0%	66.3%	55.6%
65 to 74 years	15.7%	30.7%	18.1%
75 to 84 years	-0.8%	18.0%	5.7%
85 and over	16.5%	39.8%	29.6%



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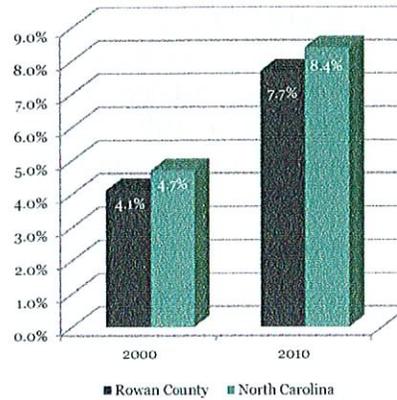


POPULATION 5

State/County Continue to see Significant Growth in Hispanic Population

- North Carolina ranks 6th in the nation for Hispanic population growth between 2000 and 2010.
- The Hispanic population is much younger than the total population in Rowan County. While only 45% of the Rowan's total population is under the age of 35, 75% of Hispanics are in that age bracket.
- Of the County's 10,644 Hispanic residents, 35% speak English "not well" or "not at all"

Hispanic Population as Percentage of Total Population, 2000 and 2010



Source: 2000 U.S. Census Bureau; 2010 American Community Survey 1-Year Estimate



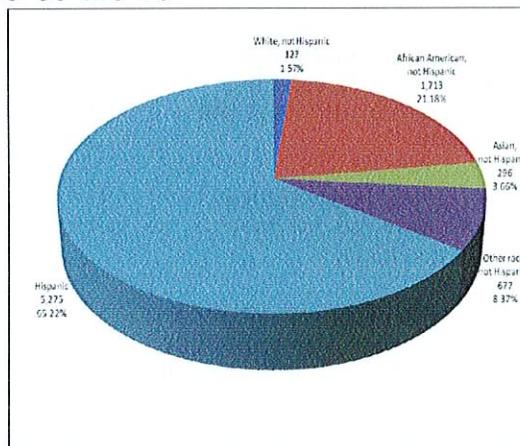
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POPULATION 6

Increase in the Hispanic Population Contributed Greatly to Rowan County's Growth from 2000 to 2010

Nearly all population growth over the past decade came from Hispanic and African-American growth.



*Asian, not Hispanic includes: Asian, and Native Hawaiian and Other
 *Other race, not Hispanic includes: American Indian and Alaska, Some Other Race, and Two or More Races

Source: 2000 and 2010 U.S. Census Bureau



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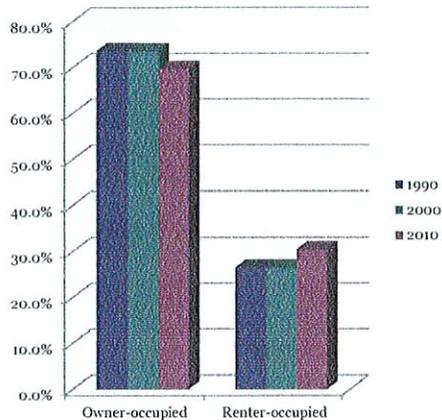
7

HOUSING

Home Ownership Rates Decreased Slightly from 2000 to 2010

Rowan County has historically had high rates of home ownership. This proportion dropped over the last decade, which is consistent with nationwide trends over this period.

% Owner vs. Renter Occupied Housing Units, 1990, 2000, & 2010



Source: 2000 and 2010 U.S. Census Bureau



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8

HOUSING

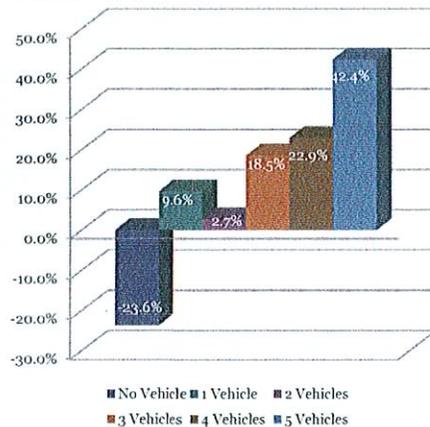
Household Vehicular Access Improved between 2000 and 2010

The number of households without access to a vehicle dropped significantly over the past decade.

In 2010, 3,502 households in Rowan County did not have access to a vehicle.

Roughly 38% of County citizens live in rural areas with limited or no access to public transportation.

% Change in Household Vehicular Access, 2000-2010



Source: 2000 U.S. Census Bureau; 2010 American Community Survey 1-Year Estimate



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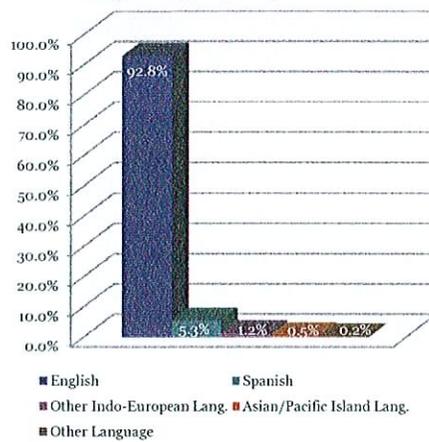


HOUSING

English Remains the Primary Language Spoken at Home in 2010

English is the primary language spoken at home by 92.8% of Rowan County residents. This is a slight decrease from 2000, when English was the primary language in 94.2% of homes. Spanish has increased since 2000 from 4.2% of households to 5.3% as the primary language spoken at home.

Primary Language Spoken at Home by %



Source: 2000 U.S. Census Bureau; 2009 American Community Survey 3-Year Estimate



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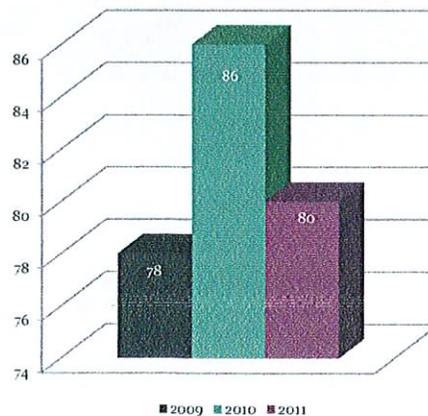


HOUSING

Rowan County Homeless Population Remains Relatively Stable

The Point-in-Time Count is a statewide, unduplicated count of homeless people held on one night in the last week of January each year.

Number of Persons Homeless



Source: N.C. Coalition to End Homelessness



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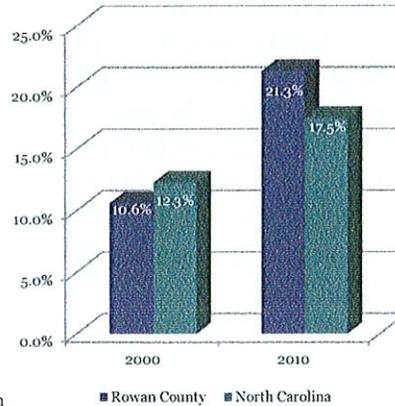


POVERTY/EMPLOYMENT

Poverty Status Has Increased Dramatically Since 2000

- Poverty rates have increased in Rowan County and across North Carolina over the past decade.
- While the percent of individuals 65+ living in poverty has decreased slightly (from 11.4% to 9.8%), the number of individuals 18 and younger living in poverty has increased from 14.2% in 2000 to 31.7% in 2010.

% Poverty Status of Individuals for whom poverty status is determined, 2000-2010



Source: 2000 U.S. Census Bureau; 2010 American Community Survey 1-Year Estimate



2012 Rowan Health and Human Services Needs Assessment



POVERTY/EMPLOYMENT

2/3 of Rowan County Residents Live Under 300% of Poverty Threshold

2012 Health and Human Services Poverty Guidelines

Household Size	Poverty Threshold	2 Times Poverty Threshold	3 Times Poverty Threshold
1	\$11,170	\$22,340	\$33,510
2	\$15,130	\$30,260	\$45,390
3	\$19,090	\$38,180	\$57,270
4	\$23,050	\$46,100	\$69,150

% Poverty Status of Individuals for whom poverty status is determined, 2010

Level	Rowan County		North Carolina	
	Number	Percent	Number	Percent
Up to 1 Time Poverty Level	28,664	21.3%	1,627,602	17.5%
Between 1-2 Times Poverty Level	28,887	21.5%	1,916,401	20.6%
Between 2-3 Times Poverty Level	29,529	22.0%	1,673,133	18.0%
Total	87,080	64.8%	5,217,136	56.1%

Source: 2010 American Community Survey 1-Year Estimate



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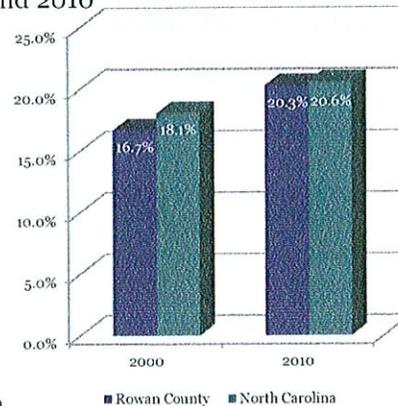


13
POVERTY/EMPLOYMENT

Single Mothers Struggle More than Families Overall to Provide for Household

- Rowan County female-led households' poverty rates mirrored North Carolina:
 - Rowan County: 47%
 - NC: 48%
- Rowan County families overall were significantly more likely to live below the poverty line
 - Rowan County: 18%
 - NC: 13%

% Families with Female Head of Household (No Husband Present), 2000 and 2010



Source: 2000, and 2010 U.S. Census Bureau; 2010 American Community Survey 1-Year Estimate



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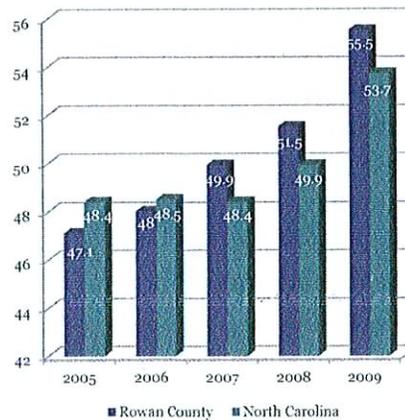


14
EDUCATION

Percent of Free or Reduced Lunches Has Increased

Rowan County has seen an increase in the number of free and reduced lunches over the most recent five years. The rate has now surpassed the State average.

% of Free or Reduced Lunches



Source: Department of Public Instruction, Child Nutrition Services



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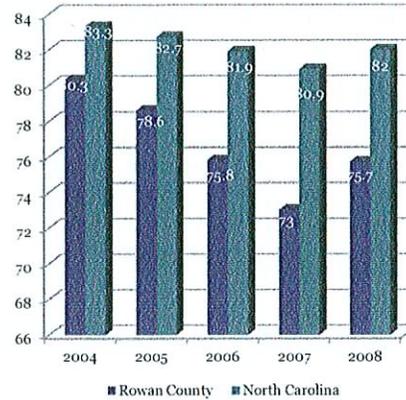


HEALTH 15

Prenatal Care

24.3% of mothers had late or no prenatal care in 2008, compared to 18% statewide.

% of Live births where prenatal care began in the first trimester, 2004-2008



Source: N.C. State Center for Health Statistics



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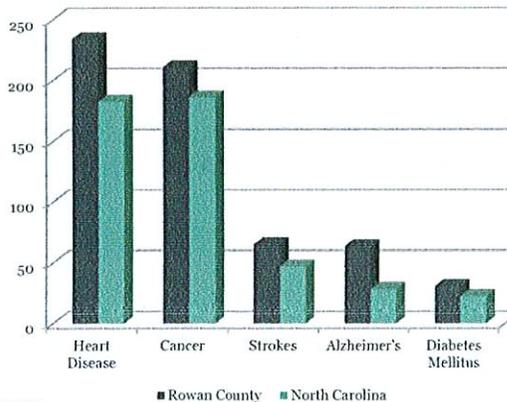


HEALTH 16

Heart Disease and Cancer Remain the Leading Causes of Disease Related Deaths in County

- The rates for all of the County's leading causes of death in 2009 were higher than for the State.
- Cancers with the highest incidence rate are:
Breast: 178.6/100,000
Prostate: 133.6/100,000
- Lung cancer has the highest death rate (66.9/100,000)

Deaths per 100,000 Population (2009)



Source: 2011 State of the County Health Report- Rowan County



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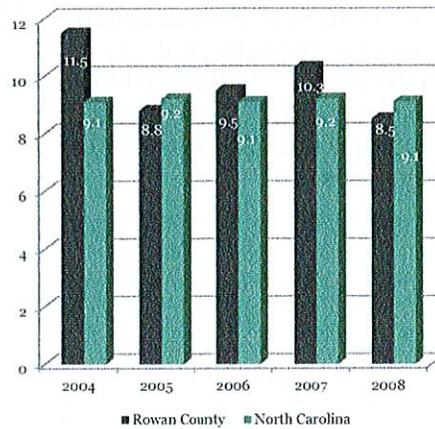


HEALTH

Low Birth Weight

8.5% of babies born in the County in 2008 were low birth weight. This is below the statewide figure of 9.1%.

% of Live Births That Were Low Birth Weight



Source: N.C. State Center for Health Statistics



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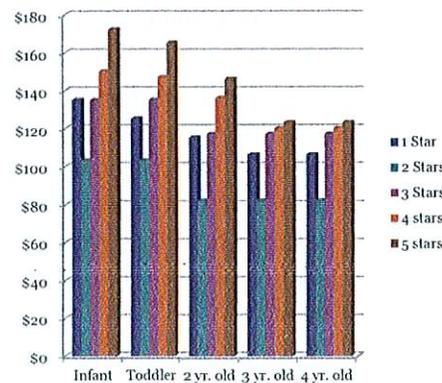
HEALTH

Child Care Usage

- The average cost of care annually for an infant/toddler in the County is \$7,748. For a preschool age child it is approximately \$6,084.
- The median income in Rowan County is \$42,787, which means that a family with 2 young children could spend approximately 32% of their available income on child care.

Source: Smart Start Rowan- 2011 Strategic Planning Data Summary

Average Fees for Star Licensed Facilities per Week Based on Age



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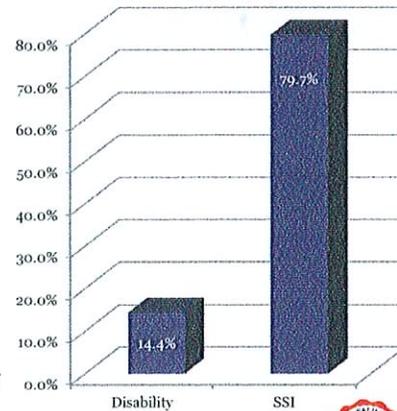


HEALTH 10

Disability and Social Security Income (SSI) Payments Have Increased over Ten Years

The number of Rowan County residents receiving SSI has increased nearly 80% over the past ten years. There has been a smaller increase in disability payments.

% Increase in Disability and SSI Payments, 2000-2010 averages



Source: 2000 and 2010 American Community Survey 1-Year Estimate



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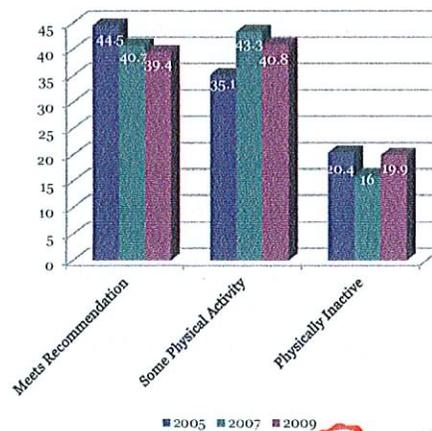
HEALTH 20

A Majority of Adults Do Not Get the Recommended Amount of Physical Activity

Rowan County adults (18 or older) have not significantly increased their rates of physical activity in the past five years.

Recommendation = moderate physical activity for 30 or more minutes per day, five or more days per week; or vigorous physical activity for 20 or more minutes per day, three or more days per week

% of Adults by Amount of Physical Activity



Source: N.C. State Center for Health Statistics



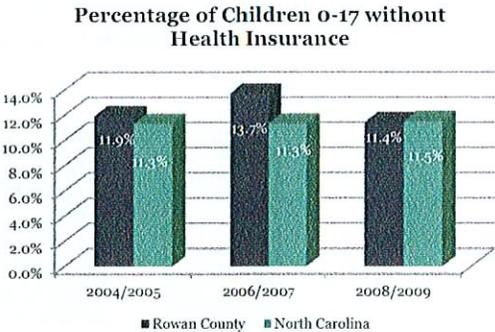
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HEALTH

Children without Health Insurance Continue to be a Concern

- The rates of children without health insurance remained relatively steady between 2004 and 2009.
- An estimated 1193 children ages 0-5 were without health insurance in 2009.
- There has been a significant increase in the number of children under 18 enrolled in NC Health Choice/Medicaid since 2001.



Source: Center for Health Services Research and Smart Start Rowan County



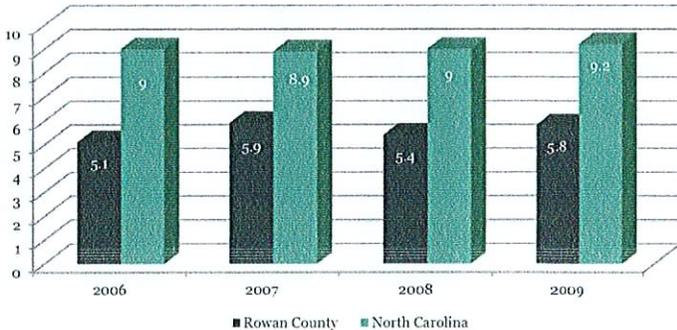
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HEALTH

The County's Number of Primary Care Physicians per 10,000 Population Lags Behind the State

Number of Primary Physicians per 10,000 Population



Source: Center for Health Services Research



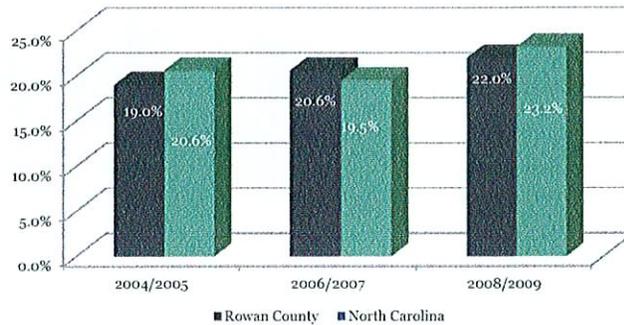
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HEALTH

Percentage of Adults without Health Insurance is Increasing

Percentage of Adults 18-64 without Health Insurance



Source: Center for Health Service Research



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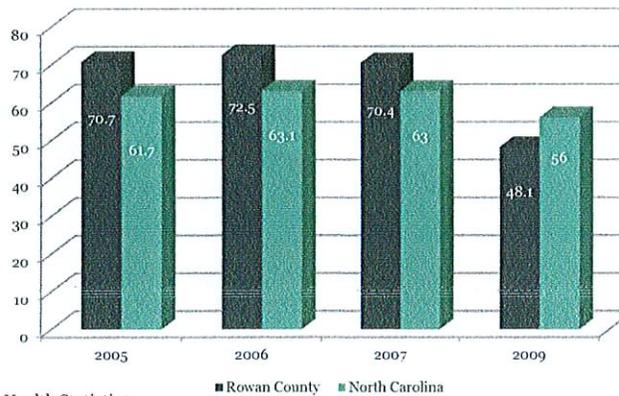


HEALTH

Teen Pregnancy Rates Have Decreased

- The rate of teen pregnancy has decreased both in Rowan County and North Carolina.
- In 2009, the teen pregnancy rate in Rowan County dropped below the State rate, dropping by almost 1/3 in four years.

Number of Pregnant Teens (15-19) per 1,000



Source: State Center for Health Statistics

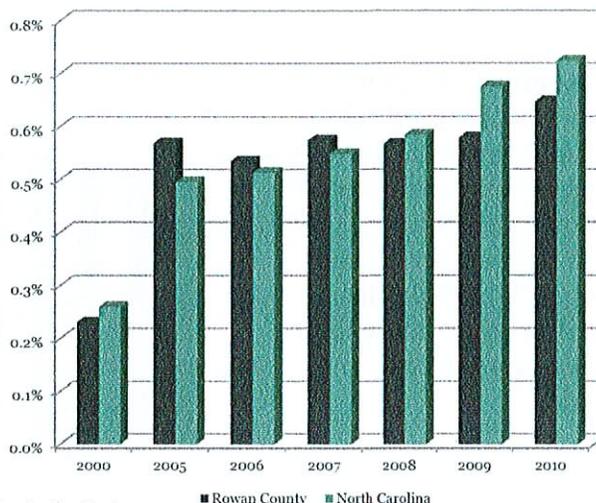


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Foreclosure Rates Have Risen

Foreclosure rates increased dramatically between 2000 and 2010. However, since 2008, County foreclosure rates have fallen below those of the State.



Source: North Carolina Justice Center



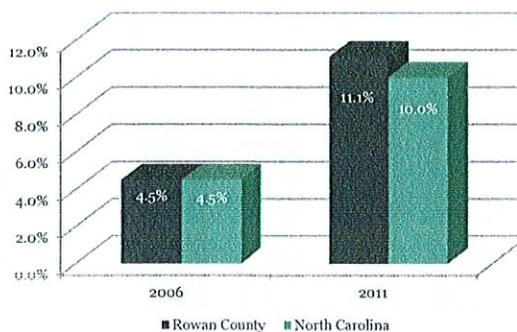
2012 Rowan Health and Human Services Needs Assessment



Unemployment Has Increased since 2006

After reaching a ten-year low of 4.4% in April of 2006, unemployment continued to rise – reaching a high of 15% in February of 2010. The most recent unemployment rate has dropped from that level.

Unemployment Rate



Source: Bureau of Labor Statistics



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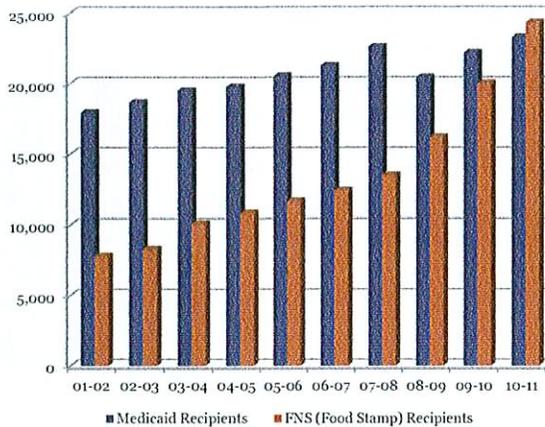


27

ECONOMICS

Average Number of Medicaid and Food and Nutrition Services (Food Stamp) Recipients per Month

While both the average number of Medicaid and Food and Nutrition Services recipients have increased in the County since 2000, the rise in the number of food stamp recipients has been most dramatic – more than tripling over the time period.



Source: Smart Start Rowan County



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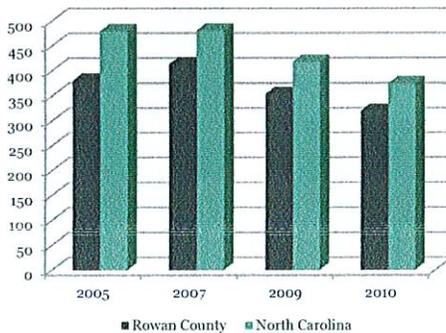


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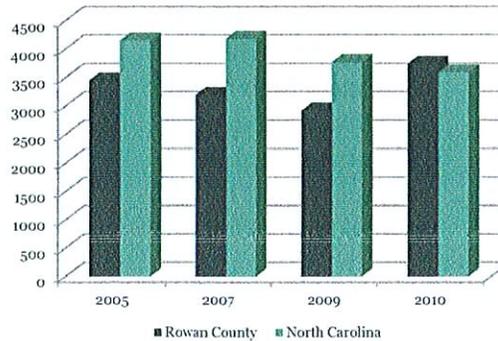
CRIME

Rowan County Violent Crime is Decreasing and Remains Below the State Level. However, Property Crimes Rates have Risen.

Violent Crime Rate per 100,000



Property Crime Rate per 100,000



Source: State Bureau of Investigation



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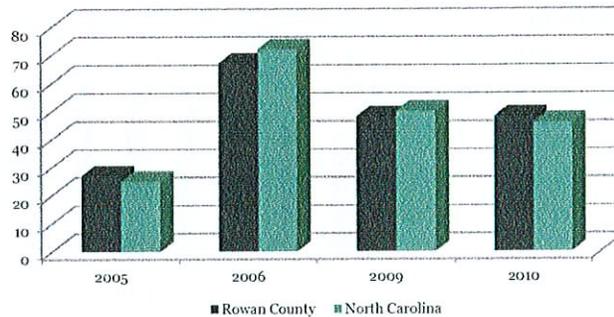


29

CRIME

Total Children Arrested, Cited, or Summoned for Committing a Criminal Offense

Juvenile Arrests per 1,000 Children (10-17)



Source: North Carolina Department of Justice



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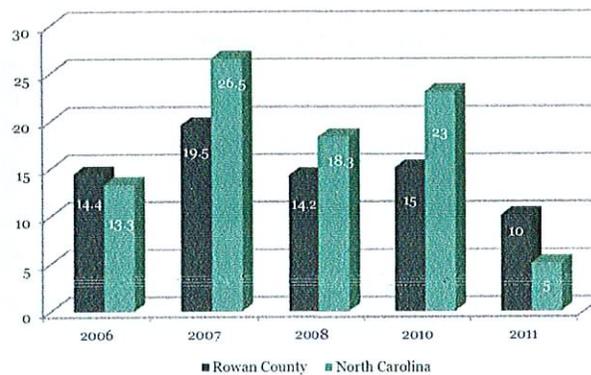
30

CHILDREN

Children Found Substantiated for Child Abuse, Neglect or in Need of Services

Fewer children were found to be victims of child abuse or neglect or in need of services. However, Rowan County is above the State rate for the first time since 2006.

Per 1,000 Children (0-17)



Source: North Carolina Division of Social Services



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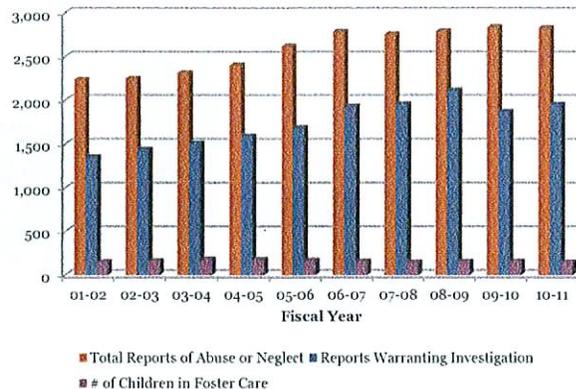


31

CHILDREN

Abuse and Neglect Reports and Children in Foster Care

The number of children in foster care in Rowan County has remained fairly constant since 2001.



Source: Smart Start Rowan County



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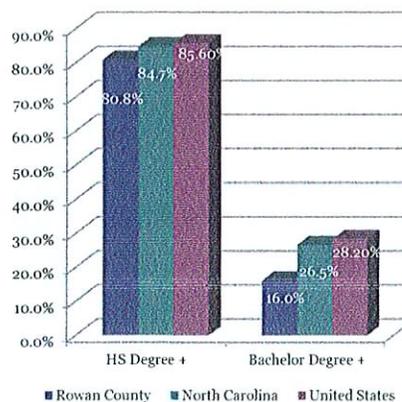
32

EDUCATION

Rowan County's Educational Attainment is Rising, but Below State Average

- In Rowan County the percent of 25+ with a high school diploma has increased from 74.2% in 2000 to an estimated 80.8% in 2010.
- Rowan County continues to lag behind the state in percent of adults with college degrees.

Educational Attainment – Population over 25 years old (2010 ACS 1-year estimate)



Source: 2000 U.S. Census Bureau; 2010 American Community Survey 1-Year Estimate

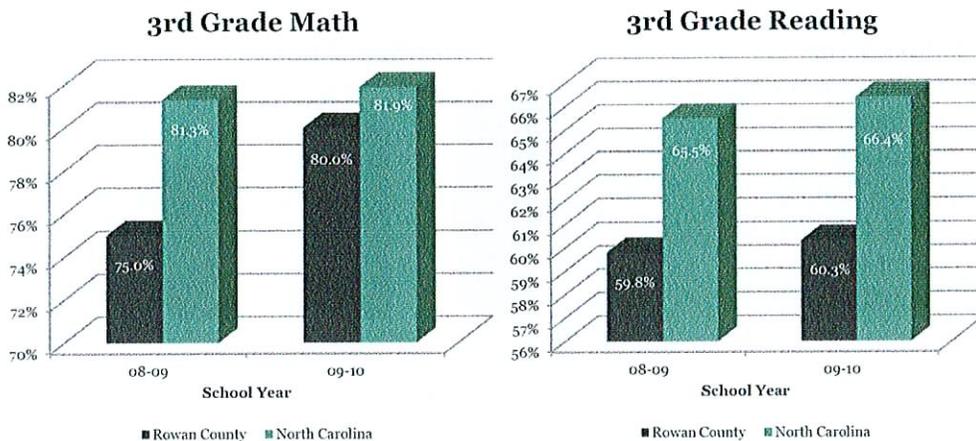


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EDUCATION

Percent of Students Scoring at or above Grade Level on End of Grade Exams



Source: NC School Report Cards

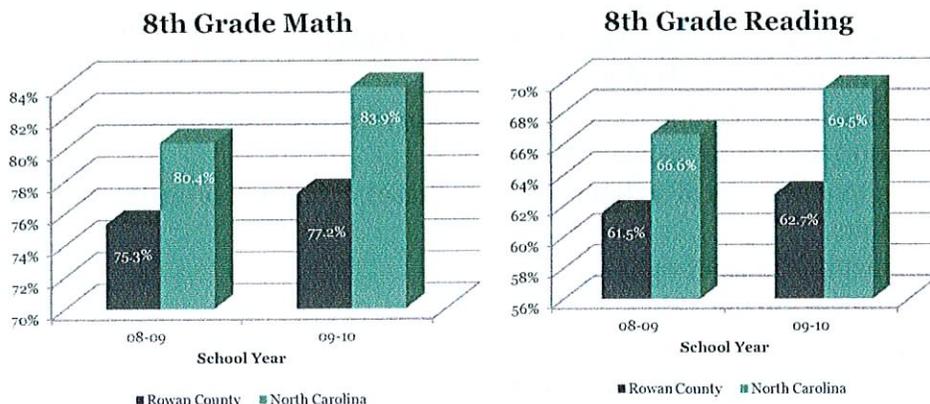


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EDUCATION

Rowan County 3rd and 8th Graders Score Below State Levels in Both Reading and Math



Source: NC School Report Cards



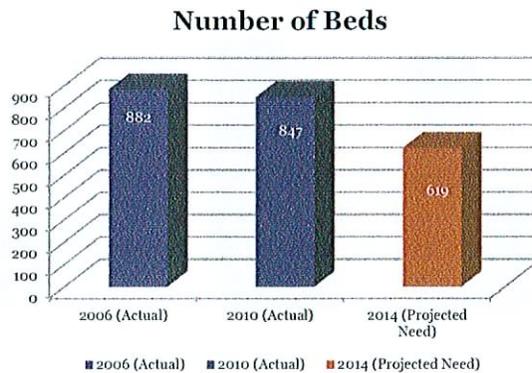
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AGING

Availability of Nursing Beds Will Be Increasingly Important as the Population Ages

Although the number of nursing beds has decreased since 2006, it appears that the County is still able to meet the 2014 anticipated need.



Source: Centralina Area Agency on Aging



2012 Rowan Health and Human Services Needs Assessment



ENVIRONMENT

Rowan County Received a Grade of F for Air Quality from the American Lung Association*

In North Carolina each year, air pollution leads to an estimated:

- 3,000 premature deaths;
- 6,000 hospital admissions for respiratory disease and another 2,000 for cardiovascular disease;
- 1,500 new cases of asthma and 2,500 cases of chronic bronchitis in adults.

Populations most at risk

- Children (under 18)
- The elderly (65+)
- Children and adults with asthma

Source: Catawba College Center for the Environment
American Lung Association

*2011 State of the Air report
Based on air quality readings over a three-year period (2007-2009)



2012 Rowan Health and Human Services Needs Assessment



Lead Paint in Homes

- According to the EPA, most homes built before 1960 contain heavily leaded paint. Some homes built as recently as 1978 may also contain lead paint.
- The effects of lead exposure on fetuses and young children can be severe. They include delays in physical and mental development, lower IQ levels, shortened attention spans, and increased behavioral problems.
- 28% (16,591 units) of the County's current housing stock was built prior to 1960 and is, therefore, at risk for lead paint.

Source: Environmental Protection Agency
2010 American Community Survey 1-Year Estimate



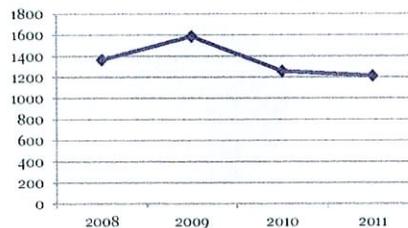
2012 Rowan Health and Human Services Needs Assessment



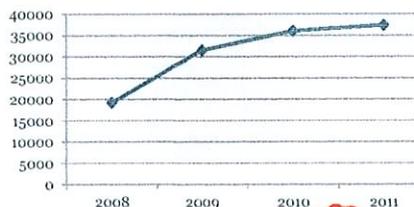
2-1-1 Number of Calls Received, 2008-2011

- Between 2008 and 2011 Rowan County showed a generally flat number of calls to 211 while the overall number of calls made across North Carolina nearly doubled.

Rowan County



North Carolina



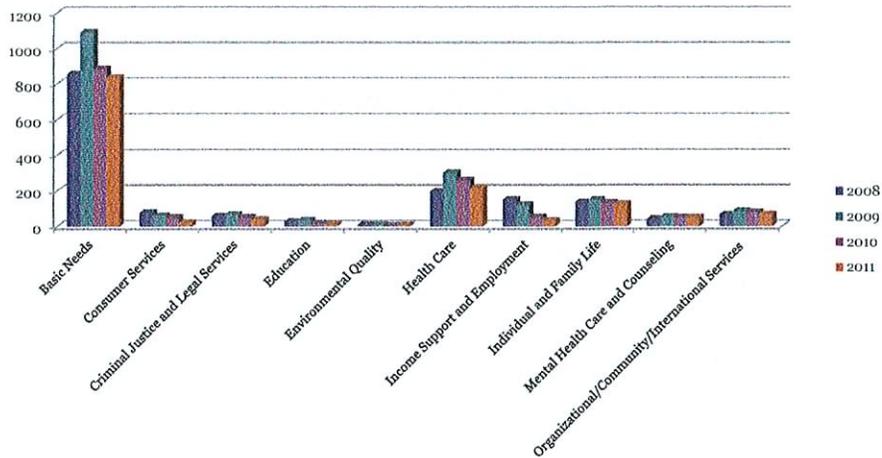
Source: United Way of North Carolina



2012 Rowan Health and Human Services Needs Assessment



2-1-1 Major Categories of Needs, 2008-2011



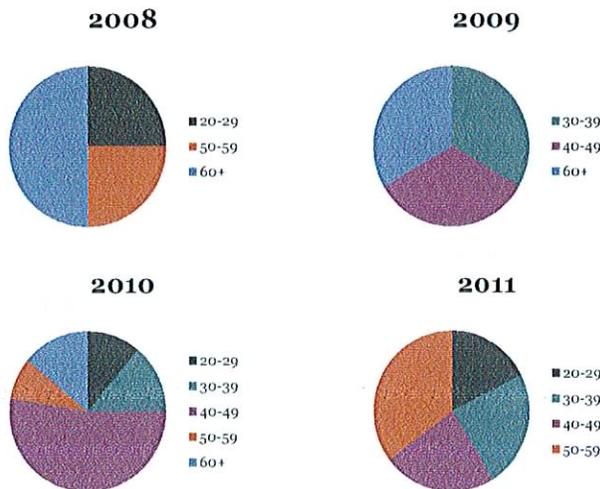
Source: United Way of North Carolina



2012 Rowan Health and Human Services Needs Assessment



2-1-1 Age Distribution of Callers, 2008-2011



Source: United Way of North Carolina



2012 Rowan Health and Human Services Needs Assessment



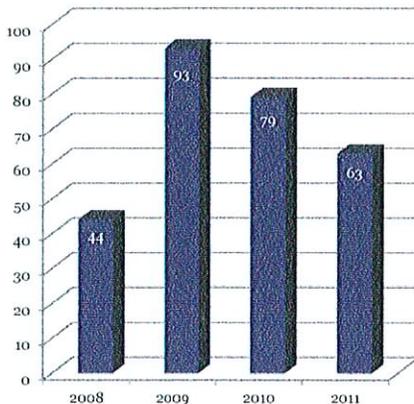


211 SYSTEM

2-1-1 Rowan County Number of Unmet Needs, 2008-2011

- The number of unmet needs has declined over the past three years
- Needs were considered unmet if those calls where no referral was able to be made or those that have been determined to be unmet based upon a follow-up call

Number of Unmet Needs, 2000-2010



Source: United Way of North Carolina



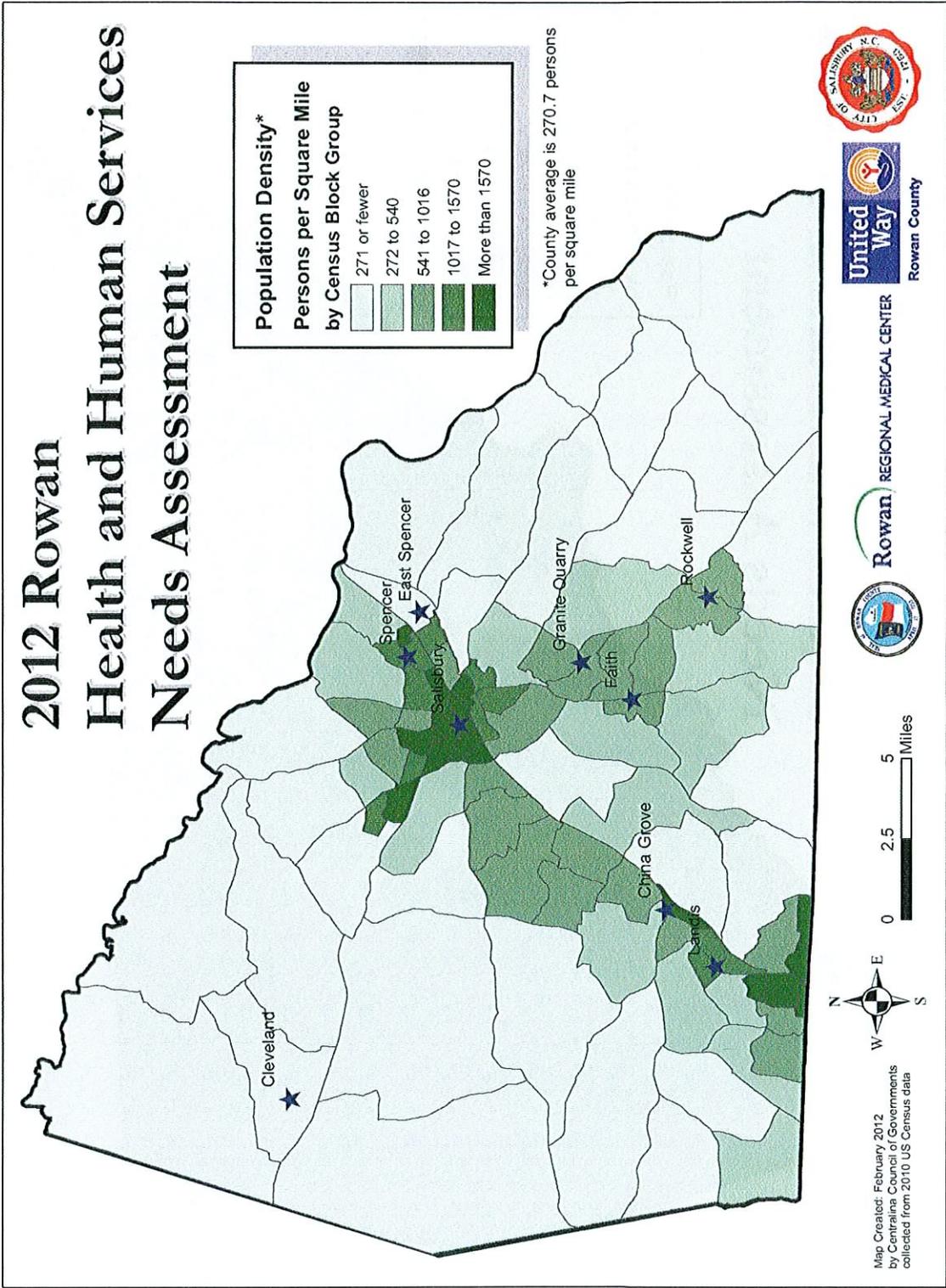
2012 Rowan Health and Human Services Needs Assessment

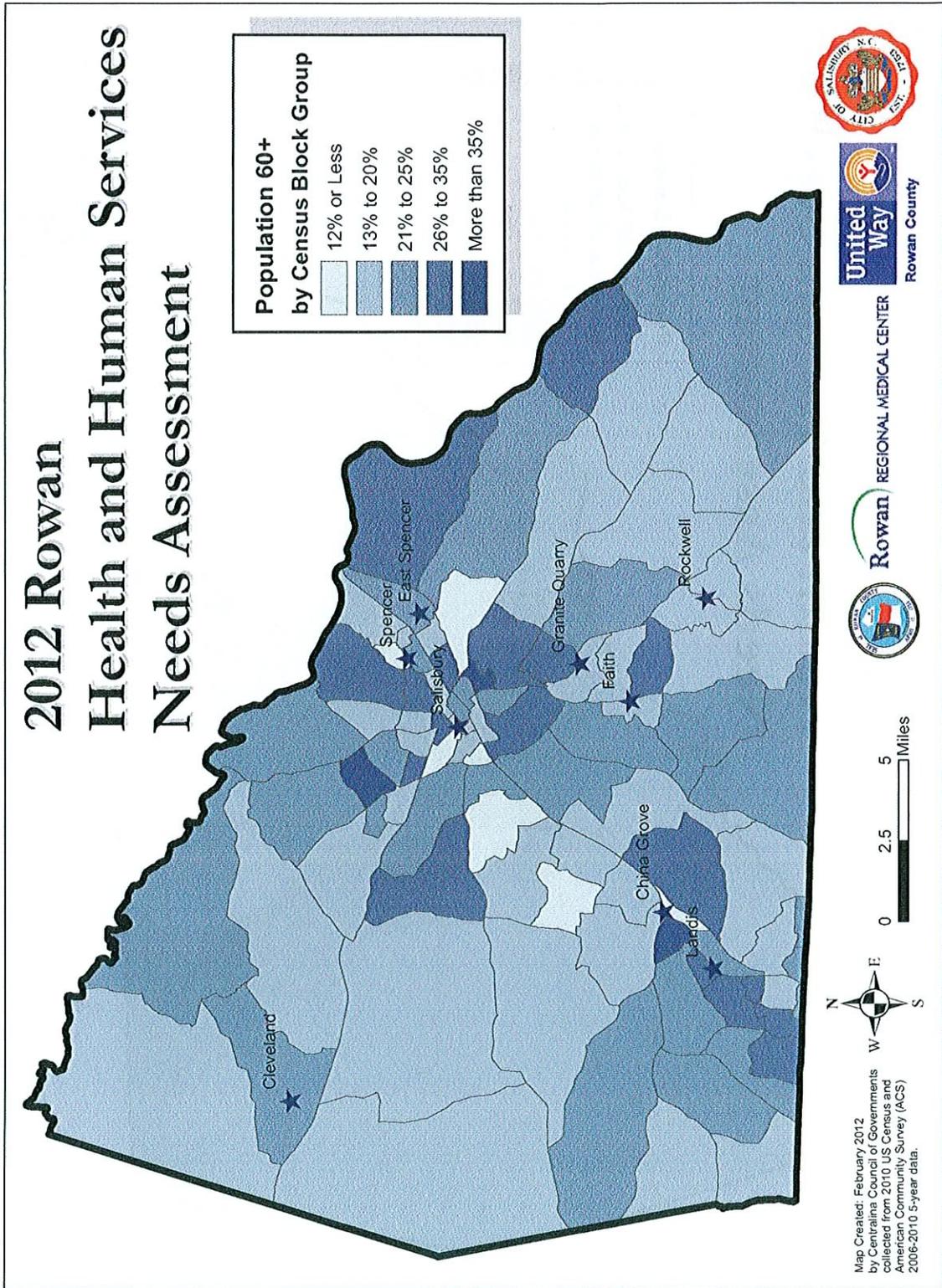




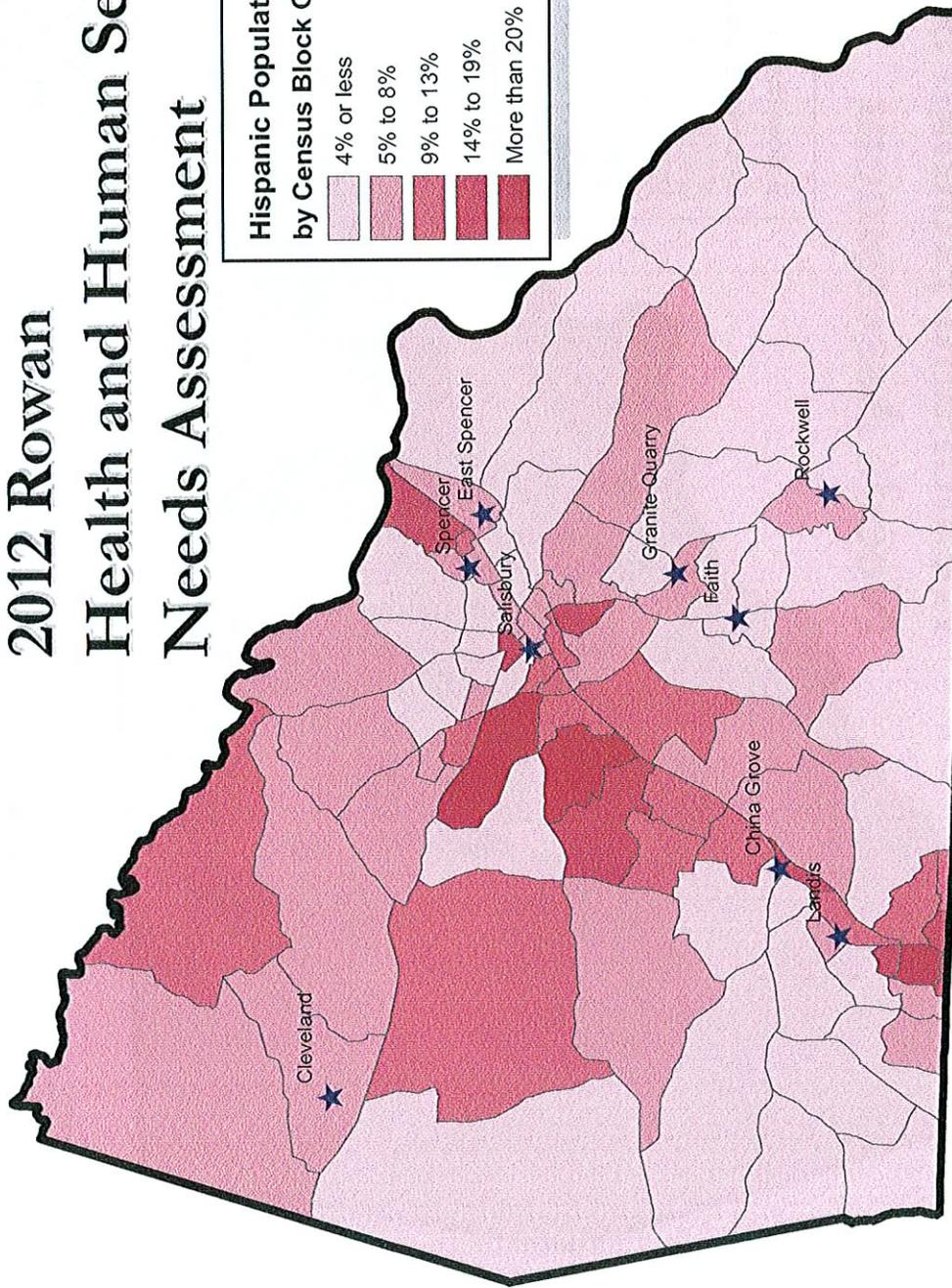
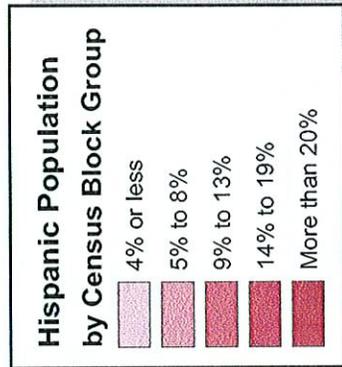
APPENDIX B:
MAPS







2012 Rowan Health and Human Services Needs Assessment



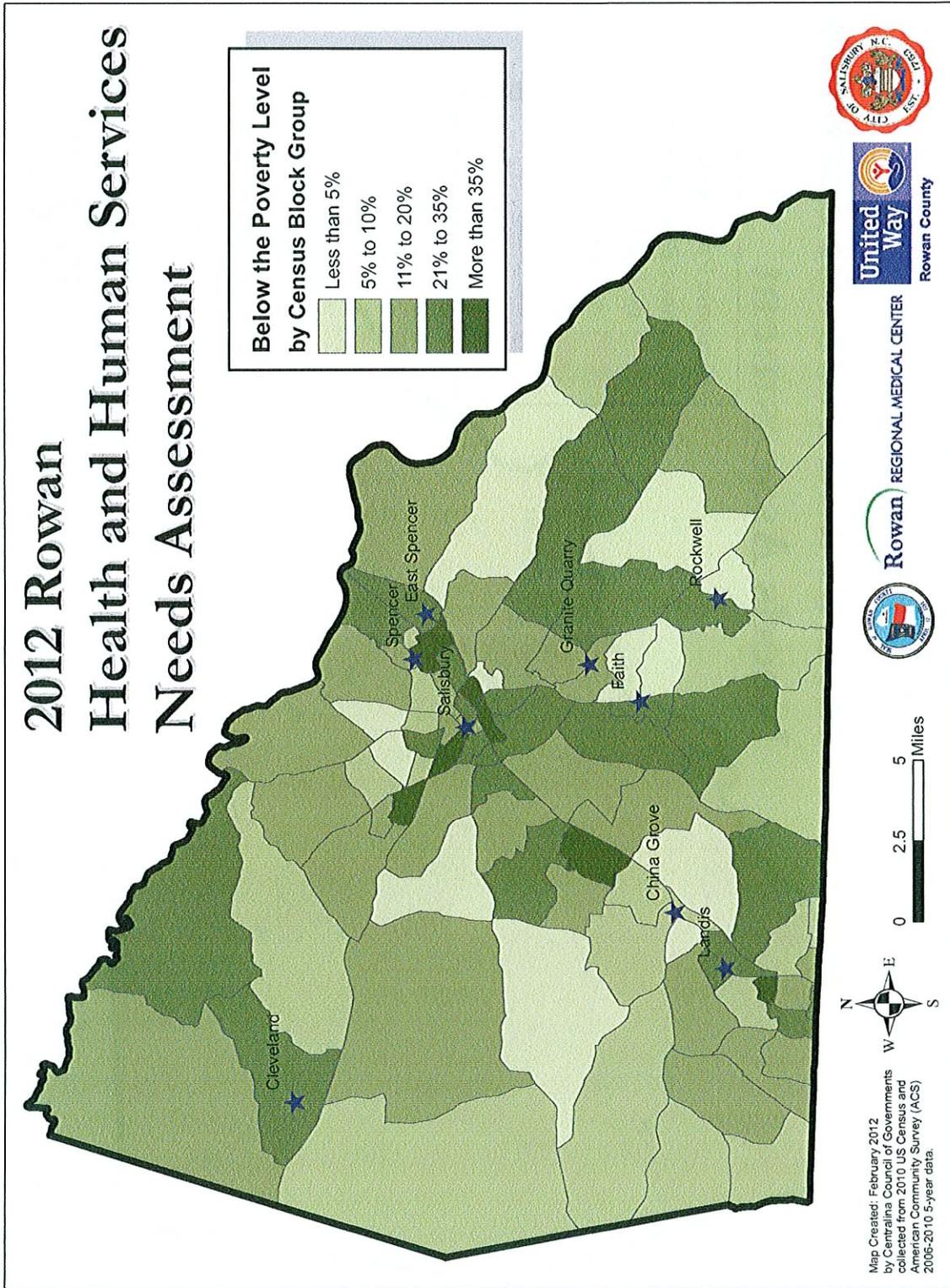
Map Created: February 2012
by Centralina Council of Governments
collected from 2010 US Census data

0 2.5 5 Miles

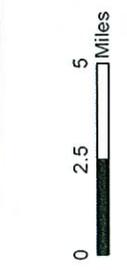
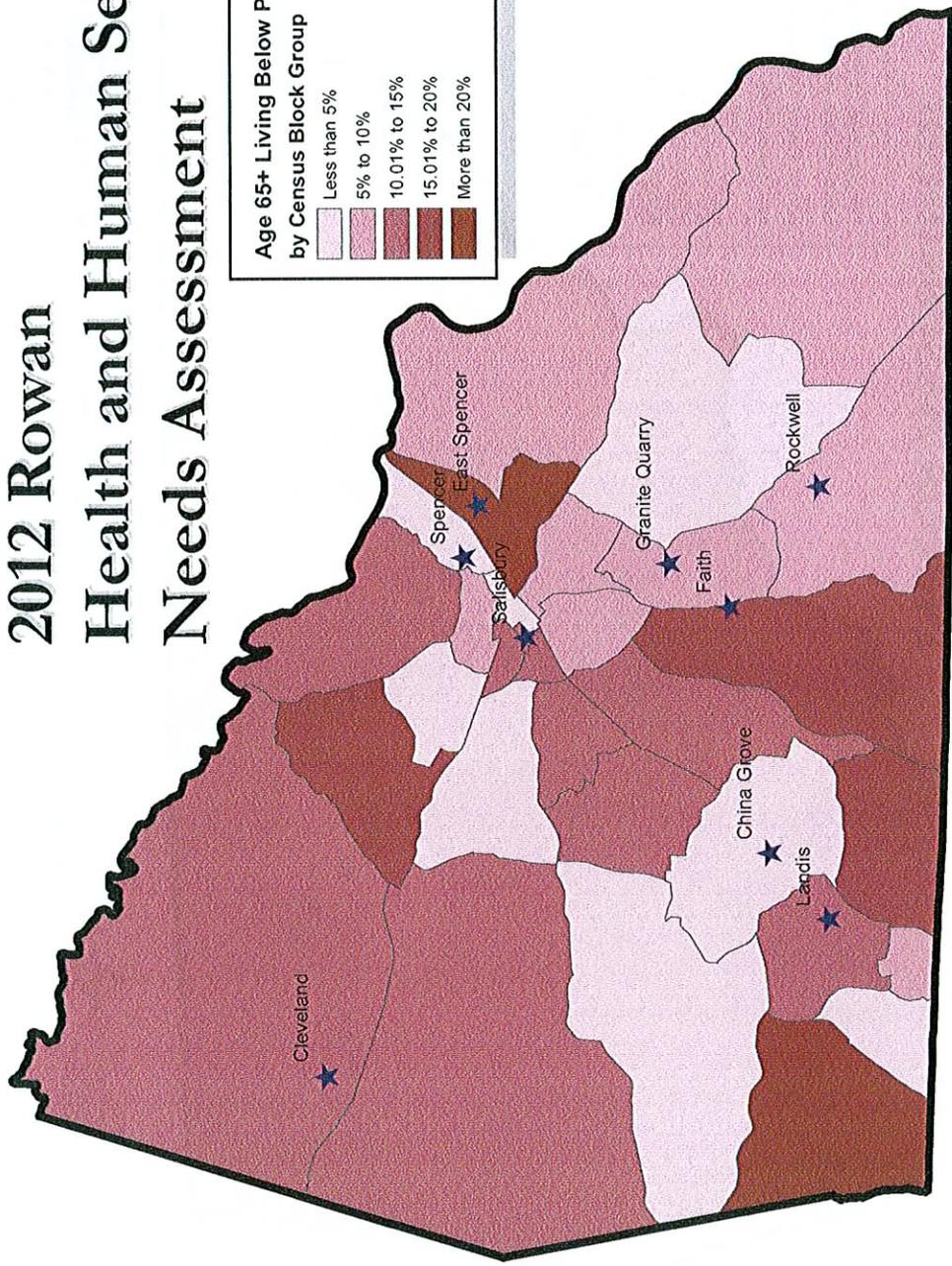
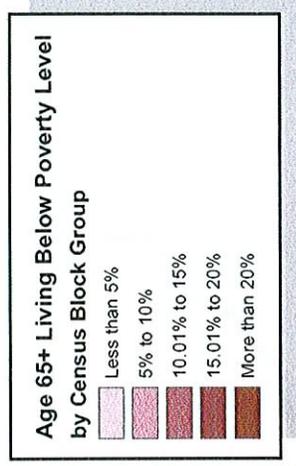
Rowan REGIONAL MEDICAL CENTER

United Way Rowan County

CITY OF SALISBURY N.C. 1921

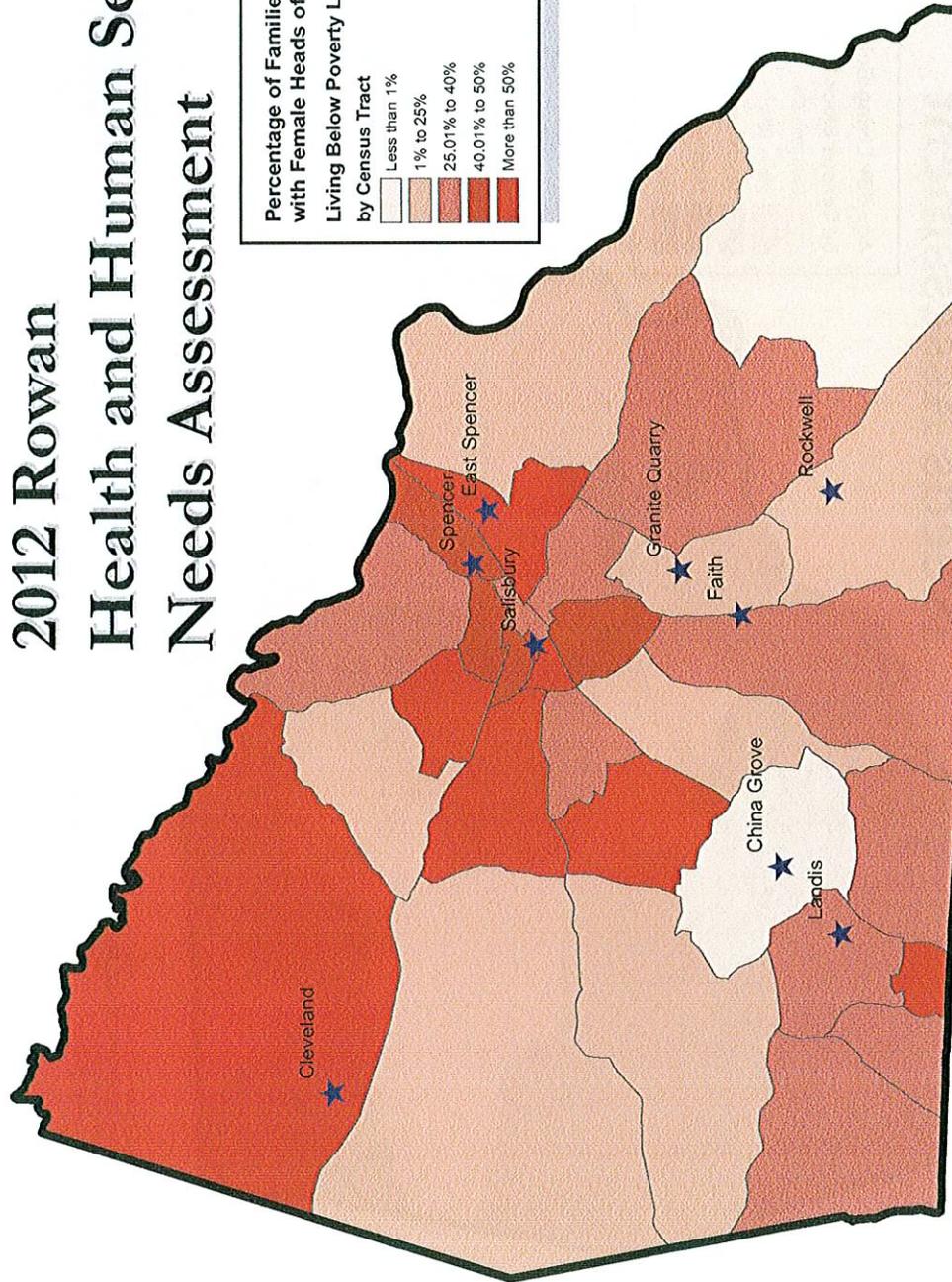
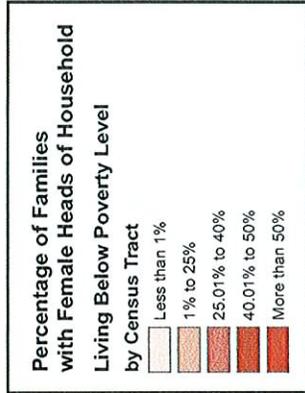


2012 Rowan Health and Human Services Needs Assessment



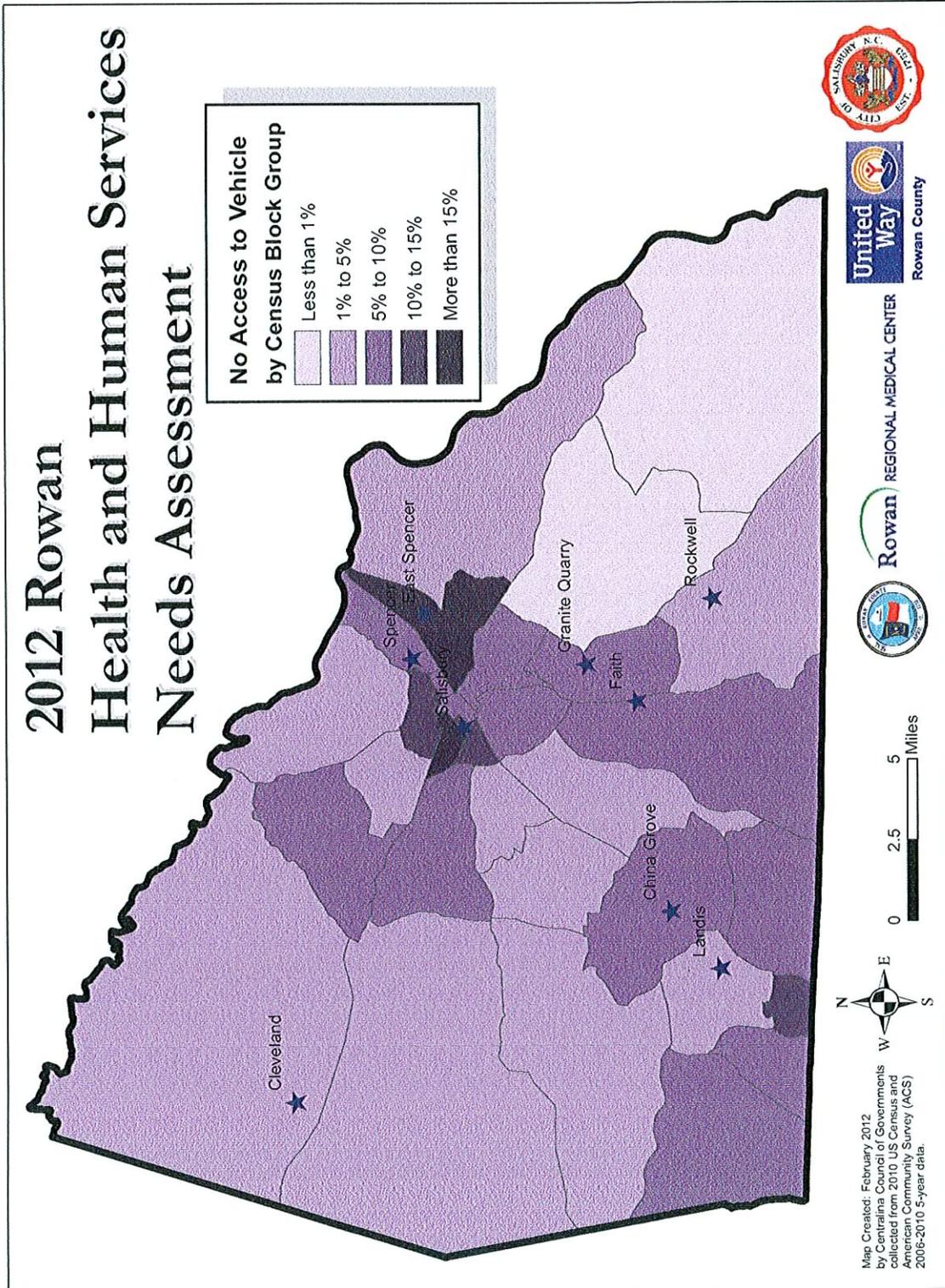
Map Created: February 2012
 by Centralina Council of Governments
 collected from 2010 US Census and
 American Community Survey (ACS)
 2006-2010 5-year data.

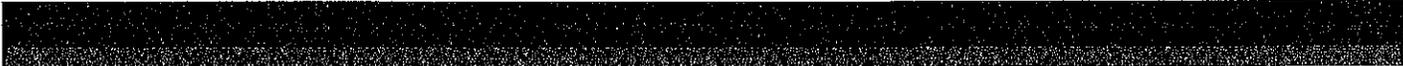
2012 Rowan Health and Human Services Needs Assessment



Map Created: February 2012
 by Centralina Council of Governments
 collected from 2010 US Census and
 American Community Survey (ACS)
 2006-2010 5-year data.







APPENDIX C:
FOCUS GROUP
METHODOLOGY



2012 Rowan Health & Human Services Needs Assessment

Focus Group Outline

Time Allotted: 2 hours

1. Opening (20 minutes)

- Background of needs assessment
- Goals for today's focus group
- Introductions
- Ground rules review
- Ice breaker

2. Secondary Data Overview (15 minutes)

- Review of secondary data

3. Facilitated Discussion (60 minutes)

- Reactions to background data
- Issues facing focus group population
- Actions needed to address issues discussed

4. Resolution (25 minutes)

- Prioritization of top needs
- Relationship of focus group needs to overall community needs
- Participation in future Needs Assessment focus groups
- Thank you for your time!

2012 Rowan Health & Human Services Needs Assessment

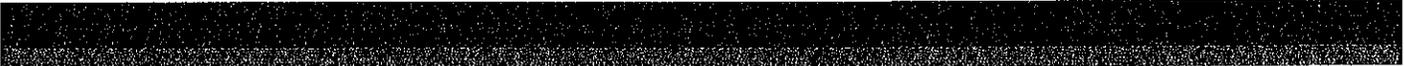
Introduction & Background

This is the 4th community needs assessment of health and human services in Rowan County since 1991. The purpose of these assessments has been to get an understanding from both Rowan County residents and from elected, civic, and social service professionals as to what the health and human service needs of the County are, which need to be addressed in the short-term, and the steps that need to be taken to address these issues.

This year's needs assessment is a collaborative initiative that brings together Rowan County United Way, Rowan Regional Medical Center (RRMC), and the Rowan County Health Department to fulfill each organization's **commitment to listening and understanding the health and human service needs of its residents** and provide information that allows groups and organizations to strategically plan solutions in the most pressing areas of need.

A critical part of this needs assessment strategy is the focus group element. Each focus group is comprised of citizens representing different sections of Rowan County. Staff from Centralina COG will meet with each focus group to listen and collect feedback on: Rowan County-based data, perceived social service needs, and the most important issues facing the County and its citizens today.

Thank you for your time and participation!



APPENDIX D:
SURVEY INSTRUMENT



Rowan County Needs Assessment

Questionnaire # _____ (1-4)

Q.1 I am going to read a list of problems people sometimes cope with in their daily lives. We would like to get your opinion about how serious you think each of these problems might be in Rowan County. We will use a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem. You can rate each item anywhere from 1 to 5 depending on how serious a problem you feel it is in Rowan County.

Our first problem is transportation for people without cars

- (5)
- Not a problem at all 1
 - Not much of a problem 2
 - Problem 3
 - Not too serious of a problem . 4
 - A Very Serious problem 5
 - Don't Know 6
 - 7
 - 8
 - Refused 9

Q.2 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Providing care to elderly who cannot leave their homes

- (6)
- Not a problem at all 1
 - Not much of a problem 2
 - Problem 3
 - No too serious of a problem 4
 - A Very Serious problem 5
 - Don't Know 6
 - 7
 - 8
 - Refused 9

Q.3 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Unemployment

- (7)
- Not a problem at all 1
- Not much of a problem 2
- Problem 3
- Not too serious of a problem . 4
- A Very Serious problem 5
- Don't Know 6
- 7
- 8
- Refused 9

Q.4 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Hunger

- (8)
- Not a problem at all 1
- Not much of a problem 2
- Problem 3
- Not too serious of a problem . 4
- A Very Serious problem 5
- Don't Know 6
- 7
- 8
- Refused 9

Q.5 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Homelessness

- (9)
- Not a problem at all 1
 - Not much of a problem 2
 - Problem 3
 - Not too serious of a problem . 4
 - A Very Serious problem 5
 - Don't Know 6
 - 7
 - 8
 - Refused 9

Q.6 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious a problem you feel it is in Rowan County.

Alcoholism

- (10)
- Not a problem at all 1
 - Not much of a problem 2
 - Problem 3
 - Not too serious of a problem . 4
 - A Very Serious problem 5
 - Don't Know 6
 - 7
 - 8
 - Refused 9

Q.7 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious a problem you feel it is in Rowan County.

Drug abuse

(11)

Not a problem at all	1
Not much of a problem	2
Problem	3
Not too serious of a problem .	4
A very serious problem	5
Don't Know	6
.....	7
.....	8
Refused	9

Q.8 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious a problem you feel it is in Rowan County.

Prescription Drug Abuse

(12)

Not a problem at all	1
Not much of a problem	2
Problem	3
Not too serious of a problem .	4
A very serious problem	5
Don't Know	6
.....	7
.....	8
Refused	9

Q.9 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious a problem you feel it is in Rowan County.

Abuse of drugs other than prescription drug abuse

(13)

Not a problem at all	1
Not much of a problem	2
Problem	3
Not too serious of a problem .	4
A very serious problem	5
Don't Know	6
.....	7
.....	8
Refused	9

Q.10 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

People not being able to read

(14)

Not a problem at all	1
Not much of a problem	2
Problem	3
Not too serious of a problem .	4
A very serious problem	5
Don't Know	6
.....	7
.....	8
Refused	9

Q.11 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Gang activity

(15)

Not a problem at all	1
Not much of a problem	2
Problem	3
Not too serious of a problem .	4
A very serious problem	5
Don't Know	6
.....	7
.....	8
Refused	9

Q.12 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Availability of child care

(16)

Not a problem at all	1
Not much of a problem	2
Problem	3
Not too serious of a problem .	4
A very serious problem	5
Don't Know	6
.....	7
.....	8
Refused	9

Q.13 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Child abuse

- (7)
- Not a problem at all 1
 - Not much of a problem 2
 - Problem 3
 - Not too serious of a problem . 4
 - A very serious problem 5
 - Don't Know 6
 - 7
 - 8
 - Refused 9

Q.14 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Affordability of Child Care

- (8)
- Not a problem at all 1
 - Not much of a problem 2
 - Problem 3
 - Not too serious of a problem . 4
 - A very serious problem 5
 - Don't Know 6
 - 7
 - 8
 - Refused 9

Q.15 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Juvenile Crime

- (19)
- Not a problem at all 1
 - Not much of a problem 2
 - Problem 3
 - Not too serious of a problem . 4
 - A very serious problem 5
 - Don't Know 6
 - 7
 - 8
 - Refused 9

Q.16 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Lack of activities for teenagers after school

- (20)
- Not a problem at all 1
 - Not much of a problem 2
 - Problem 3
 - Not too serious of a problem . 4
 - A very serious problem 5
 - Don't Know 6
 - 7
 - 8
 - Refused 9

Q.17 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Teen pregnancy

- (21)
- Not a problem at all 1
 - Not much of a problem 2
 - Problem 3
 - Not too serious of a problem . 4
 - A very serious problem 5
 - Don't Know 6
 - 7
 - 8
 - Refused 9

Q.18 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Providing housing to those who can't afford it

- (22)
- Not a problem at all 1
 - Not much of a problem 2
 - Problem 3
 - Not too serious of a problem . 4
 - A very serious problem 5
 - Don't Know 6
 - 7
 - 8
 - Refused 9

Q.19 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Affordable legal services

(23)

Not a problem at all	1
Not much of a problem	2
Problem	3
Not too serious of a problem .	4
A very serious problem	5
Don't Know	6
.....	7
.....	8
Refused	9

Q.20 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Providing dental services to those who can't afford it

(24)

Not a problem at all	1
Not much of a problem	2
Problem	3
Not too serious of a problem .	4
A Very Serious problem	5
Don't Know	6
.....	7
.....	8
Refused	9

Q.21 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Abuse of the elderly

- (25)
- Not a problem at all 1
 - Not much of a problem 2
 - Problem 3
 - Not too serious of a problem . 4
 - A very serious problem 5
 - Don't Know 6
 - 7
 - 8
 - Refused 9

Q.22 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Violence in the home

- (26)
- Not a problem at all 1
 - Not much of a problem 2
 - Problem 3
 - Not too serious of a problem . 4
 - A very serious problem 5
 - Don't Know 6
 - 7
 - 8
 - Refused 9

Q.23 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Lack of vocational or technical training for a job

- (27)
- Not a problem at all 1
- Not much of a problem 2
- Problem 3
- Not too serious of a problem . 4
- A very serious problem 5
- Don't Know 6
- 7
- 8
- Refused 9

Q.24 On a scale of 1 to 5 where 1 means It is Not a Problem At All and 5 means It is A Very Serious Problem, how serious of a problem do you feel it is in Rowan County.

Availability of family doctors

- (28)
- Not a problem at all 1
- Not much of a problem 2
- Problem 3
- Not too serious of a problem . 4
- A very serious problem 5
- Don't Know 6
- 7
- 8
- Refused 9

Q.25 I am going to read some types of care or services that people sometimes need. Please tell me if, over the past year, your household needed any of these services.

The first service is Medical care for a household member

(29)
 Yes 1
 No 2
 Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 26]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 28]

Q.26 Were you able to get help?

(30)
 Yes 1
 No 2
 Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 28]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 27]

Q.27 Why not? What was the main reason, you could not get help?

(31)
 Expense 1
 Transportation 2
 Service availability (time, convience, not available) 3
 Didn't know how to get help 4
 Other reason 5
 Don't know 6
 Did not try to get help 7
 8
 Refused 9

Q.28 Please tell me if, over the past year, your household needed

Dental care for a household member

(32)

Yes 1
No 2
Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 29]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 31]

Q.29 Were you able to get help?

(33)

Yes 1
No 2
Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 31]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 30]

Q.30 Why not? What was the main reason you could not get help?

(34)

Expense 1
Transportation 2
Service availability (time, convenience, not available) 3
Didn't know how to get help 4
Other reason 5
Don't know 6
Did not try to get help 7
..... 8
Refused 9

Q.31 Please tell me if, over the past year, your household needed

Day care outside the home for adults

(35)

- Yes 1
- No 2
- Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 32]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 34]

Q.32 Were you able to get help?

(36)

- Yes 1
- No 2
- Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 34]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 33]

Q.33 Why not? What was the main reason you could not get help?

(37)

- Expense 1
- Transportation 2
- Service availability (time, convience, not available) 3
- Didn't know how to get help 4
- Other reason 5
- Don't know 6
- Did not try to get help 7
- 8
- Refused..... 9

Q.34 Please tell me if, over the past year, your household needed

Day to day help with an elderly person at home.

- (38)
- Yes 1
 - No 2
 - Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 35]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 37]

Q.35 Were you able to get help?

- (39)
- Yes 1
 - No 2
 - Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 37]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 36]

Q.36 Why not? What was your main reason, you could not get help?

- (40)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.37 Please tell me if, over the past year, your household needed
Nursing home care for an elderly person?

(41)
Yes 1
No 2
Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 38]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 40]

Q.38 Were you able to get help?

(42)
Yes 1
No 2
Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 40]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 39]

Q.39 Why not? What was the main reason, you could not get help?

(43)
Expense 1
Transportation 2
Service availability (time, convenience, not available) 3
Didn't know how to get help 4
Other reason 5
Don't know 6
Did not try to get help 7
..... 8
Refused 9

Q.40 Please tell me if, over the past year, your household needed
Medical service for someone who cannot leave home.

- (44)
- Yes 1
 - No 2
 - Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 41]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 43]

Q.41 Were you able to get help?

- (45)
- Yes 1
 - No 2
 - Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 43]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 42]

Q.42 Why not? What was the main reason, you could not get help?

- (46)
- Expense 1
 - Transportation 2
 - Service availability (time, convenience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.43 Please tell me if, over the past year, your household needed
Child care for infants or toddlers, age 2 or under

- (47)
- Yes 1
 - No 2
 - Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 44]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 46]

Q.44 Were you able to get it?

- (48)
- Yes 1
 - No 2
 - Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 46]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 45]

Q.45 Why not? What was the main reason, you could not get help?

- (49)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.46 Please tell me if, over the past year, your household needed
Child care for preschooler children ages 3, 4, or 5

(50)
Yes 1
No 2
Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 47]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 49]

Q.47 Were you able to get help?

(51)
Yes 1
No 2
Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 49]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 48]

Q.48 Why not? What was the main reason, you could not get help?

(52)
Expense 1
Transportation 2
Service availability (time, convenience, not available) 3
Didn't know how to get help 4
Other reason 5
Don't know 6
Did not try to get help 7
..... 8
Refused 9

Q.49 Please tell me if, over the past year, your household needed

Childcare for children when the parent must work a second or third shift

(53)
 Yes 1
 No 2
 Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 50]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 52]

Q.50 Were you able to get help?

(54)
 Yes 1
 No 2
 Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 52]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 51]

Q.51 Why not? What was the main reason, you could not get help?

(55)
 Expense 1
 Transportation 2
 Service availability (time, convenience, not available) 3
 Didn't know how to get help 4
 Other reason 5
 Don't know 6
 Did not try to get help 7
 8
 Refused 9

Q.52 Please tell me if, over the past year, your household needed

Childcare for children when they are ill

(56)
Yes 1
No 2
Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 53]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 55]

Q.53 Were you able to get help?

(57)
Yes 1
No 2
Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 55]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 54]

Q.54 Why not? What was the main reason

(58)
Expense 1
Transportation 2
Service availability (time, convenience, not available) 3
Didn't know how to get help 4
Other reason 5
Don't know 6
Did not try to get help 7
..... 8
Refused 9

Q.55 Please tell me if, over the past year, your household needed
After school supervision for children

- (59)
- Yes 1
 - No 2
 - Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 56]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 58]

Q.56 Were you able to get help?

- (60)
- Yes 1
 - No 2
 - Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 58]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 57]

Q.57 Why not? What was the main reason, you could not get help?

(Answer for no school children)

- (61)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.58 Please tell me if, over the past year, your household needed
Mental Health counseling

(62)
Yes 1
No 2
Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 59]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 61]

Q.59 Were you able to get help?

(63)
Yes 1
No 2
Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 61]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 60]

Q.60 Why not? What was the main reason, you could not get help?

(64)
Expense 1
Transportation 2
Service availability (time, convenience, not available) 3
Didn't know how to get help 4
Other reason 5
Don't know 6
Did not try to get help 7
..... 8
Refused 9

Q.61 Please tell me if, over the past year, your household needed
 Medical services for someone with HIV/AIDS

(65)
 Yes 1
 No 2
 Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 62]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 64]

Q.62 Were you able to get help?

(66)
 Yes 1
 No 2
 Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 64]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 63]

Q.63 Why not? What was the main reason, you could nto get help?

(67)
 Expense 1
 Transportation 2
 Service availability (time, convience, not available) 3
 Didn't know how to get help 4
 Other reason 5
 Don't know 6
 Did not try to get help 7
 8
 Refused 9

Q.64 Please tell me if, over the past year, your household needed

Help for someone abusing alcohol

(68)

- Yes 1
- No 2
- Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 65]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 67]

Q.65 Were you able to get help?

(69)

- Yes 1
- No 2
- Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 67]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 66]

Q.66 Why not? What was the main reason , you could not get help?

(70)

- Expense 1
- Transportation 2
- Service availability (time, convience, not available) 3
- Didn't know how to get help 4
- Other reason 5
- Don't know 6
- Did not try to get help 7
- 8
- Refused 9

Q.67 Please tell me if, over the past year, your household needed Help for someone abusing drugs

(71)
 Yes 1
 No 2
 Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 68]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 70]

Q.68 Were you able to get help?

(72)
 Yes 1
 No 2
 Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 70]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 69]

Q.69 Why not? What was the main reason, you couldn't get help?

(73)
 Expense 1
 Transportation 2
 Service availability (time, convenience, not available) 3
 Didn't know how to get help 4
 Other reason 5
 Don't know 6
 Did not try to get help 7
 8
 Refused 9

Q.70 Please tell me if, over the past year, your household needed Help managing household finances.

- (74)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 71]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 73]

Q.71 Were you able to get help?

- (75)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 73]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 72]

Q.72 Why not? What was the main reason you were unable to get help?

- (76)
- Expense 1
 - Transportation 2
 - Service availability (time, convenience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.73 Please tell me if, over the past year, your household needed help with disputes between parents and children and also adult children with older parents.

- (77)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 74]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 76]

Q.74 Were you able to get help?

- (78)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 76]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 76]

Q.75 Why not? What was the main reason you could not get help?

- (79)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.76 Please tell me if, over the past year, your household needed help with legal services

- (80)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 77]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 79]

Q.77 Were you able to get help?

- (81)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 79]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 78]

Q.78 Why not? What was the reason you could not get help?

- (82)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.79 Please tell me if, over the past year, your household needed help with prenatal care for a child born in the last five years

- (83)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 80]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 82]

Q.80 Were you able to get help?

- (84)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 82]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 81]

Q.81 Why not? What was the main reason you could not get help?

- (85)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.82 Please tell me if, over the past year, your household needed food for you household

- (86)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 83]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 85]

Q.83 Were you able to get help?

- (87)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 85]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 84]

Q.84 Why not? What was the main reason you could not get help?

- (88)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.85 Please tell me if, over the past year, your household needed help with repairs to make your house safe?

- (89)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 86]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 88]

Q.86 Were you able to get help?

- (90)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 88]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 87]

Q.87 Why not? What was the main reason you could not get help?

- (91)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.88 Please tell me if, over the past year, your household needed help finding transportation to buy food?

- (92)
- Yes 1
 - No 2
 - Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 89]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 91]

Q.89 Were you able to get help?

- (93)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 91]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 90]

Q.90 Why not? What was the main reason you could not get help?

- (94)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.91 Please tell me if, over the past year, your household needed help finding transportation to get a job?

- (95)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 92]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 94]

Q.92 Were you able to get help?

- (96)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 94]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 93]

Q.93 Why not? What was the main reason you could not get help?

- (97)
- Expense 1
 - Transportation 2
 - Service availability (time, convenience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.94 Please tell me if, over the past year, your household needed help finding transportation to get medical services?

- (98)
- Yes 1
 - No 2
 - Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 95]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 97]

Q.95 Were you able to get help?

- (99)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 97]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 96]

Q.96 Why not? What was the main reason you could not get help?

- (100)
- Expense 1
 - Transportation 2
 - Service availability (time, convenience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.97 Please tell me if, over the past year, your household needed help finding transportation to get social services?

- (101)
- yes 1
- No 2
- Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 98]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 100]

Q.98 Were you able to get help?

- (102)
- Yes 1
- No 2
- Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 100]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 99]

Q.99 Why not? What was the main reason you could not get help?

- (103)
- Expense 1
- Transportation 2
- Service availability (time, convience, not available) 3
- Didn't know how to get help 4
- Other reason 5
- Don't know 6
- Did not try to get help 7
- 8
- Refused 9

Q.100 Please tell me if, over the past year, your household needed help finding transportation for a disabled person?

- (104)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 101]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 103]

Q.101 Were you able to get help?

- (105)
- Yes 1
 - No 2
 - Don't know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 103]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 102]

Q.102 Why not? What was the main reason you could not get help?

- (106)
- Expense 1
 - Transportation 2
 - Service availability (time, convenience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.103 Please tell me if, over the past year, your household needed help obtaining needed healthcare services?

- (107)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 104]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 106]

Q.104 Were you able to get help?

- (108)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 106]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 105]

Q.105 Why not? What was the main reason you could not get help?

- (109)
- Expense 1
 - Transportation 2
 - Service availability (time, convenience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.106 Please tell me if, over the past year, your household needed help Finding ways to improve job skills to find a better job?

- (110)
- Yes 1
 - No 2
 - I Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 107]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 109]

Q.107 Were you able to get help?

- (111)
- Yes 1
 - No 2
 - I Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 109]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 108]

Q.108 Why not? What was the main reason you could not get help?

- (112)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.109 Please tell me if, over the past year, your household needed help with improving an adult's reading or writing skills?

- (113)
- yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 110]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 112]

Q.110 Were you able to get help?

- (114)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 112]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 111]

Q.111 Why not? What was the main reason you could not get help?

- (115)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.112 Please tell me if, over the past year, your household needed help with depression?

- (116)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 113]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 115]

Q.113 Were you able to get help?

- (117)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 115]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 114]

Q.114 Why not? What was the main reason you could not get help?

- (118)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.115 Please tell me if, over the past year, your household needed help with threats to the personal safety of a household member?

- (119)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 116]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 118]

Q.116 Were you able to get help?

- (120)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 118]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 117]

Q.117 Why Not? What was the main reason you could not get help?

- (121)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.118 Please tell me if, over the past year, your household needed help with housing assistance, such as rent payment or house payment, for an elderly person?

- (122)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 119]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 121]

Q.119 Were you able to get help?

- (123)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 121]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 120]

Q.120 Why not? What was the main reason you could not get help?

- (124)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.121 Please tell me if, over the past year, your household needed help paying utility bills such as water, heat, or light bills?

- (125)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 122]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 124]

Q.122 Were you able to get help?

- (126)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 124]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 123]

Q.123 Why not? What was the main reason you could not get help?

- (127)
- Expense 1
 - Transportation 2
 - Service availability (time, convenience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.124 Please tell me if, over the past year, your household needed help with medical services for high blood pressure?

- (128)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 125]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 127]

Q.125 Were you able to get help?

- (129)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 127]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 126]

Q.126 Why not? What was the main reason you were unable to get help?

- (130)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.127 Please tell me if, over the past year, your household needed help with medical services for diabetes?

- (131)
- Yes 1
- No 2
- Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 128]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 130]

Q.128 Were you able to get help?

- (132)
- Yes 1
- No 2
- Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 130]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 129]

Q.129 Why not? What was the main reason you could not get help?

- (133)
- Expense 1
- Transportation 2
- Service availability (time, convience, not available) 3
- Didn't know how to get help 4
- Other reason 5
- Don't know 6
- Did not try to get help 7
- 8
- Refused 9

Q.130 Please tell me if, over the past year, your household needed help with medical services for asthma?

- (134)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 131]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 133]

Q.131 Were you able to get help?

- (135)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 133]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 132]

Q.132 Why not? What was the main reason you were unable to get help?

- (136)
- Expense 1
 - Transportation 2
 - Service availability (time, convience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.133 Please tell me if, over the past year, your household needed help with obesity?

(137)
 Yes 1
 No 2
 Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 134]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 136]

Q.134 Were you able to get help?

(138)
 Yes 1
 No 2
 Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 136]
 [S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 136]

Q.135 Why not? What was the main reason you could not get help?

(139)
 Expense 1
 Transportation 2
 Service availability (time, convenience, not available) 3
 Didn't know how to get help 4
 Other reason 5
 Don't know 6
 Did not try to get help 7
 8
 Refused 9

Q.136 Please tell me if, over the past year, your household needed help for troubled children or teenagers?

- (140)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 137]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 139]

Q.137 Were you able to get help?

- (141)
- Yes 1
 - No 2
 - Don't Know 3

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 139]
[S - IF THE ANSWER IS 2 OR 3, THEN SKIP TO QUESTION 138]

Q.138 Why not? What was the main reason you were unable to get help?

- (142)
- Expense 1
 - Transportation 2
 - Service availability (time, convenience, not available) 3
 - Didn't know how to get help 4
 - Other reason 5
 - Don't know 6
 - Did not try to get help 7
 - 8
 - Refused 9

Q.139 Now I'd like you to think about health insurance. Is there any person in your household who is **not** currently covered by some type of medical insurance, whether private insurance, North Carolina Health Choice insurance, Medicaid, or Military or Veterans insurance?

[CALLER: IF RESPONDANT ASKS ABOUT NC HEALTH CHOICE INSURANCE, SAY:]

"It is the state health insurance program covering children up to 21 years of age."

[CALLER: IF RESPONDANT ASKS ABOUT PRIVATE INSURANCE, SAY:]

"This includes traditional plans, managed care plans, HMO's, and PPO's"

(143)
Yes 1
No, everyone is covered . 2
Don't Know 3
Refuse 4

Q.140 Is there any person in your household who is **not** currently covered by some type of dental insurance, whether private insurance, North Carolina Health Chocie insurance, Medicaid, Medicare, or Military or Veterans insurance?

(144)
Yes, someone not covered . 1
No, everyone is covered 2
Don't Know 3
Refuse 4

Q.141 Please think about where you go for medical care. Where do members of your household go first for medical care when they are sick? How about the ...

- (145)
- Doctor's office 1
 - Free clinic 2
 - Health department 3
 - Hospital emergency room 4
 - Urgent care 5
 - Someplace else 6
 - Nowhere / Don't go (voluntary) 7
 - Don't Know 8
 - Refuse 9

[S - IF THE ANSWER IS 1-5 OR 7-9, THEN SKIP TO QUESTION 143]

Q.142 What is this place?

_____ (146-175)

Q.143 Has any member of your household utilized the ER (Emergency Room) in the last year for a non-emergency issue?

- (176)
- Yes 1
 - No 2
 - Don't Know 3

Q.144 Where do members of your household go first for preventive medical services such as check-ups or yearly exams? How about the...

- (177)
- Doctor's office 1
 - Free clinic 2
 - Health department 3
 - Hospital emergency room 4
 - Urgent care 5
 - Someplace else 6
 - Don't get preventive care (voluntary) 7
 - Don't Know 8
 - Refuse 9

[S - IF THE ANSWER IS 1-5 OR 7-9, THEN SKIP TO QUESTION 146]

Q.145 What is this place?

_____ (178-207)

Q.146 Sometimes people have to get help with problems from outside the household. Which of the following has anyone in your household used as a source of help

Has anyone in your household gone to the county health department during the past year?

- (208)
- Yes 1
 - No 2
 - Maybe 3
 - Don't Know 4
 - Refuse 5

[S - IF THE ANSWER IS 1-10, THEN SKIP TO QUESTION 148]

Q.147 Has anyone in your household turned to a friend for help during the past year?

- (209)
- Yes 1
 - No 2
 - Maybe 3
 - Don't Know 4
 - Refused 5

Q.148 Has anyone in your household gone to a minister for help during the past year?

- (210)
- Yes 1
 - No 2
 - Maybe 3
 - Don't Know 4
 - Refuse 5

Q.149 Has anyone in your household gone to a community service agency (food /clothing bank) for help during the past year?

(211)
Yes 1
No 2
Maybe 3
Don't Know 4
Refused 5

Q.150 Has anyone in your household gone to an agency like the Department of Social Services for help during the past year?

(212)
yes 1
No 2
Maybe 3
Don't Know 4
Refused 5

Q.151 Has anyone in your household turned to a family member outside of the hosuehold for help during the past year?

(213)
Yes 1
No 2
Maybe 3
Don't Know 4
Refused 5

Q.152 Has anyone in your household called a help or referral services line (such as 2-1-1) for help during the past year?

(214)
Yes 1
No 2
Maybe 3
Don't Know 4

Q.153 Has anyone in your household gone to someone at work for help during the past year?

(215)
Yes 1
No 2
Maybe 3
Don't Know 4

Q.154 Has anyone in your household gone to the phone book for help during the past year?

(216)
Yes 1
No 2
Maybe 3
Don't Know 4

Q.155 Has anyone in your household called 9-1-1 for help during the past year?

(217)
Yes 1
No 2
Maybe 3
Don't Know 4
Refused 5

Q.156 Where else do members of your household turn when they need help with problems?

_____ (218-247)

Q.157 As far as you know, has any memembr of your household ever called on or gone to a United Way agency for help?

(248)

- Yes 1
- No 2
- Maybe 3
- Don't Know 4
- Refused 5

Q.158 Do you know if Rowan County has a telephone number you can call to get information or help for a problem?

(249)

- Yes 1
- No 2
- Maybe ... 3
- Refused . 4

Q.159 Have you ever heard of Rowan county Information and Referral Service?

(250)

- Yes 1
- No 2
- Maybe 3
- Don't Know 4
- Refuse 5

Q.160 Have you ever used the 2-1-1 help or referral line?

- (251)
- Yes 1
 - No 2
 - Maybe 3
 - Don't Know 4
 - 5
 - Refused 6

Q.161 United Way of Rowan County addresses many different kinds of needs in the community. This requires weighing many competing demands on a limited budget. Keeping in mind they have a limited budget, please tell me how important you feel it is that the United Way of Rowan County address a large scale, local natural disaster, such as a flood? Do you feel it is...

- (252)
- Extremely important .. 1
 - Very important 2
 - Somewhat important . 3
 - Not at all important 4
 - Don't know 5
 - Refused 6

Q.162 Keeping in mind they have a limited budget, please tell me how important you feel it is that the United Way of Rowan County address the closing of a large local industry, such as Freightliner? Do you feel it is...

- (253)
- Extremely important .. 1
 - Very Important 2
 - Somewhat important . 3
 - Not at all important 4
 - Don't know 5
 - Refused 6

Q.163 Keeping in mind they have a limited budget, please tell me how important you feel it is that the United Way of Rowan County address a large scale disaster outside Rowan County, such as recent tornados in the last year? Do you feel it is...

- (254)
- Extremely important .. 1
- Very important 2
- Somewhat important . 3
- Not at all important 4
- Don't know 5
- Refused 6

Q.164 Finally, I need to ask you a few questions about the people who live in your household. We do this to help us group your answers with the answers of others.

Which city or town do you live nearest?

[Read answers aloud]

- (255-256)
- SALISBURY 1
- KANNAPOLIS 2
- SPENCER 3
- EAST SPENCER 4
- LANDIS 5
- GRANITE GROVE .. 6
- CHINA GROVE 7
- ROCKWELL 8
- CLEVELAND 9
- FAITH 10
- Other 11
- Don't know 12
- Refused 13

Q.165 How many years have you lived in Rowan County?

[RECORD YEARS LESS THAN ONE AS ONE]

[DON'T KNOW = 98]

[REFUSED = 99]

_____ (257-258)

Q.166 What is your zip code?

[DON'T KNOW = 98]

[REFUSED = 99]

_____ (258-262)

Q.167 Do you currently assume some responsibility for the care of someone, age 65 or older, who is unable to fully care for themselves?

(259)

- Yes 1
- No 2
- Don't Know 3
- 4
- 5
- Refused 6

[S - IF THE ANSWER IS 2 OR 3 OR 6, THEN SKIP TO QUESTION 169]

Q.168 Does this person live in or outside your household?

(260)
 In 1
 Outside 2
 Both [VOLUNTEERED] . 3
 Don't know 4
 5
 Refused 6

Q.169 Do you currently assume some responsibility for the care of any children who live outside of your household?

(261)
 Yes 1
 No 2
 Don't know 3
 Refused 4

Q.170 How many adults currently live in this household?

[DON'T KNOW = 20]
 [REFUSED = 21]

___ (262-263)

Q.171 How many children, 17 or younger, currently live in this household?

[DON'T KNOW = 98]
 [REFUSED = 99]

___ (266-267)

Q.172 What is your age?

[IF HESITATE, READ CATAGORIES] Are you...

- (270)
- 18-24 1
- 25-34 2
- 35-44 3
- 45-54 4
- 55-64 5
- 65 or over .. 6
- Don't know 7
- 8
- Refused 9

Q.173 Did any person in your household lose a job in the past five years because their employer closed their place of business?

- (271)
- Yes 1
- No 2
- Don't know 3
- 4
- 5
- Refused 6

Q.174 Are you, yourself, of Hispanic origin or descent, that is Mexican, Puerto Rican, Cuban, Central American, South American or some other Spanish background?

- (272)
- Yes 1
- No 2
- Don't know 3
- 4
- 5
- Refused 6

Q.175 Are you...

[READ LIST. IF PREVIOUSLY SAID YES TO HISPANIC = 7]

- | | |
|--|-------|
| | (273) |
| White | 1 |
| Black | 2 |
| Asian or Pacific Islander | 3 |
| American Indian, Eskimo or Alaska native
or some other race | 4 |
| | 5 |
| | 6 |
| Hispanic | 7 |
| | 8 |
| Refused | 9 |

[S - IF THE ANSWER IS 1 OR 2 OR 3 OR 4 OR 7 OR 9, THEN SKIP TO QUESTION 177]

Q.176 [RECORD RACE]

_____ (274-288)

Q.177 We don't need to know exactly, but was your total household income last year above or below \$40,000?

- | | |
|------------------|-------|
| | (275) |
| Below \$40,000 . | 1 |
| Above \$40,000 | 2 |
| Don't know | 3 |
| | 4 |
| | 5 |
| Refused | 6 |

[S - IF THE ANSWER IS 2, THEN SKIP TO QUESTION 179]
[S - IF THE ANSWER IS 3-6, THEN SKIP TO QUESTION 180]

Q.178 Please stop me when I come to the right category.
Is your income between [READ LIST]:

- (276)
- \$35,000 to \$40,000 . 1
 - \$30,000 to \$35,000 . 2
 - \$25,000 to \$30,000 . 3
 - \$20,000 to \$25,000 . 4
 - \$15,000 to \$20,000 . 5
 - Less than \$15,000 .. 6
 - Don't Know 7
 - Refused 8

Q.179 Please stop me when I come to the right category.
Is your income between [READ LIST]:

- (277)
- \$40,000 to \$50,000 ... 1
 - \$50,000 to \$75,000 ... 2
 - \$75,000 to \$100,000 . 3
 - \$100,000 or more 4
 - Don't Know 5
 - Refused 6