Community Health Needs Assessment 2025

Murphy Medical Center, Incorporated D/B/A

erlanger

Erlanger Western Carolina Hospital | 3990 E. US HWY. 64 ALT | Murphy, NC 28906

COMMUNITY HEALTH NEEDS ASSESSMENT

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Murphy, NC 28906

June 30, 2025

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Section A: Hospital Profile

Overview

Erlanger Health, Inc. is a non-profit health system that includes six hospitals, four of them in the Chattanooga area, one in Bledsoe County, Tennessee, and Erlanger Western Carolina Hospital in Murphy, North Carolina. All Erlanger hospitals work in a coordinated fashion to provide comprehensive care to approximately 300,000 adult and pediatric patients annually.

Erlanger Western Carolina Hospital is a critical access, safety-net hospital that provides emergency services and a variety of inpatient and outpatient services to residents of Cherokee County, Clay County, and Graham County, the furthermost western counties of North Carolina.

The hospital service area is largely rural, dominated by the Snowbird Mountains and the Nantahala National Forest. The area consists of several small cities, including Murphy, with a population of 1,855. Other incorporated areas include Andrews (population 1,915), Hayesville (387) and Robbinsville (854). These towns are connected east and west by US Highway 64 and north and south by US 19/129, both of which are mostly two-lanes.

Services provided by Erlanger Western Carolina Hospital include 25 inpatient beds, transitional care (swing-beds), 24/7 emergency services, surgery, imaging, physical therapy, occupational therapy, speech therapy, cardiac rehabilitation, pain management and more. The hospital also offers FitPLUS, a freestanding fitness club that is co-located with outpatient physical therapy and cardiac rehabilitation.

The hospital has a medical staff of 271 currently privileged physicians, dentists, and advance level practitioners. This includes all tele-health and other ancillary providers such as Radiologists, ED physicians, etc. The complement of privileged practitioners including only “front line” providers is 83, fourteen (14) physicians and sixty-nine (69) Advanced Practice Providers (“APP’s”). Services offered include hospitalist services, primary care, cardiology, gastroenterology, orthopedics, urology, and women’s care. Some specialty services are offered part time by physicians from Erlanger in Chattanooga.

The hospital also operates a freestanding urgent care center in Hayesville and Murphy, along with ExpressCare Clinics in Hayesville and Andrews.

Erlanger Western Carolina Hospital is supported by LIFEFORCE, Erlanger’s fleet of six emergency medical helicopters. The hospital is approximately 70 air-miles from Chattanooga and Erlanger Medical Center, the region’s level one trauma center.

Mission, Vision and Values

Erlanger's culture for care and community flow from its statements of Mission, Vision & Values, as follows:

Mission
We compassionately care for people.

Vision
Erlanger is a nationally acclaimed health system anchored by a leading academic medical center. As such, we deliver the highest quality, to diverse populations, at the lowest cost, through personalized patient experiences across all patient access points. Through innovation and growth, we will sustain our success and spark economic development across the Chattanooga region.

Values
Our values define who we are and how we act as stakeholders, individually and collectively. We believe values in action create the culture we desire.

***E*xcellence**
We distinguish ourselves and the services we provide by our commitment to excellence, demonstrating our results in measurable ways.

***R*espect**
We pay attention to others, listening carefully, and responding in ways that demonstrate our understanding and concern.

***L*eadership**
We differentiate ourselves by our actions, earning respect from those we lead through innovation and performance.

***A*ccountability**
We are responsible for our words and our actions. We strive to fulfill all of our promises and to meet the expectations of those who trust us for their care.

***N*urturing**
We encourage growth and development for our staff, students, faculty and everyone we serve.

***G*enerosity**
We are giving people. We give our time, talent and resources to benefit others.

***E*thics**

We earn trust by holding ourselves to the highest standards of integrity and professional conduct.

***R*ecognition**
We value achievement and acknowledge and celebrate the accomplishments of our team and recognize the contributions of those who support our mission.

It is not by accident that our values form ***E.R.L.A.N.G.E.R.*** Our values represent who we are, what we do, and our aspirations for the future.

Leadership

Murphy Medical Center, Inc. (d/b/a Erlanger Western Carolina Hospital) is governed by a board of directors representing the Board Of Directors of Erlanger Health, Inc., and leadership.

EWCH Board of Directors:

Jim Coleman, CEO – Erlanger Health, Inc.	Board Chair
Tyler Winks. COO – Erlanger Health, Inc.	Board Secretary
Lynn DeJaco, CFO – Erlanger Health, Inc.	
Jeanna Adler, VP – Finance - Erlanger Health, Inc.	

The hospital is also supported by a volunteer community advisory board made up of area residents and community leaders.

Section B: CHNA Process, Methods and Information

CHNA Leadership

Development of this 2025 Community Health Needs Assessment was led and supported by a team of Erlanger executives and clinicians. We express appreciation to the following team members.

2025 CHNA Committee

Tyler Winks, MBA, EVP & COO – Erlanger Health
Teresa Bowleg, MSN, RN, Administrator - Erlanger Western Carolina Hospital
Deborah Spielman, VP & CEO, Children's Hospital @ Erlanger
Tom Basco, MD, VP & Medical Director, Children's Hospital @ Erlanger
Stephanie Boynton, VP & Market CEO, Erlanger Western Carolina Hospital & Erlanger Bledsoe Hospital
Rita Bunch, MPH, CEO – Erlanger East & North Hospitals
Monica Jones, MD, VP & Medical Director - Erlanger East & North Hospitals
Glenn Curry, MHA, Director – Innovation & Strategy
Mark Stafne, MBA, VP – Chief Growth Officer, Erlanger Health
Richard Oldacre, MS, COO, Erlanger Community Health Centers
Martin McKay, MSH, MBA, Senior Strategic Planner, *CHNA Committee Chair*
Ellen Dowling, Director – Business Development, Children's Hospital @ Erlanger
Shawna Dailey, Administrative Office Supv., Erlanger Western Carolina Hospital
Brenda Reece, Executive Assistant, Erlanger Bledsoe Hospital
Wynne Brady, Executive Assistant, Children's Hospital @ Erlanger

To provide research, facilitation, and coordination support for development of its CHNA, Erlanger contracted with Johnson Group, a Chattanooga-based marketing agency with more than 35 years of experience in health care research and strategic planning, and with extensive community health needs assessment experience.

Johnson Group staff members primarily responsible for working on the Erlanger project were:

Bill Stiles, Director of Strategy and Research
Haley Johnson, Account Director
Ben Macgowan, Project Specialist

Erlanger also employed Wilkins Research Services, a Chattanooga-based research and data collection company with more than 50 years of experience conducting community research for health care organizations and other industries. WRS is a member of the Market Research Association and is a Certified Women's Business Enterprise.

CHNA Process and Methods

Completion of the 2025 Erlanger Western Carolina Hospital CHNA followed an eight-month process conducted under the supervision of the CHNA Committee.

The assessment process began with the appointment of a core work team that included representatives of the Erlanger Planning Department and The Johnson Group. The first steps were to review prior Erlanger CHNA documents, processes, and outcomes, and the recruitment of the CHNA committee. Martin McKay, a senior strategic planner for Erlanger served as the leader of the project and committee chair.

The committee reviewed and approved a tentative timeline for the CHNA process, and a proposed outline for the CHNA document.

Research

For the community survey component of the research effort, the Western North Carolina Health Network ("WNCHN") was engaged to survey the three (3) counties which comprise the EWCH service area … Cherokee, Clay & Graham. The survey consisted of approximately seventy-five (75) questions (included in the appendix) and fielded by Professional Research Consultants ("PRC") under contract with WNCHN. It was conducted during the months of July – August, 2024. Much of the data reported in this survey for the EWCH service area is at the 95% confidence level, with a margin of error between, plus or minus, 6.9% – 9.8%. A total of 557 useable survey responses were obtained for the EWCH service area.

Approximate Error Ranges at the 95 Percent Level of Confidence

	Sample	Error Rate
Cherokee County	n = 213	± 6.9%
Clay County	n = 208	± 6.9%
Graham County	n = 136	± 9.8%

The research included a wide and representative range of ages, counties, living conditions, income levels, races, ethnicities, and educational levels.

Results of the research were summarized and shared with members of the CHNA Committee and participants in a community focus group.

Community Input

Leaders at Erlanger Western Carolina Hospital and members of the CHNA committee identified and recruited a diverse mix of western Carolina community leaders to participate in a two-hour focus group on January 30, 2025. A list of all participants can be found in the appendix of this document.

Guided by facilitators from Erlanger and The Johnson Group, the focus group discussed a wide range of health care issues and then prioritized them through group voting. The results were compiled and reported to the CHNA Committee.

Finally, leaders at Erlanger Western Carolina and members of the CHNA work team evaluated all research and community input and recommended priorities and next steps for 2025 – 2028 CHNA cycle. These are described in Section H of this document.

The priority recommendations were reviewed and endorsed by the CHNA committee. The final CHNA document was submitted to the Erlanger executive leadership team, and ultimately to the Erlanger Western Carolina Hospital Board of Trustees for review and approval.

Information

The following sources of information were used in the development of this CHNA:

- Erlanger Health
- Tennessee Department of Health
- Public Health Department, Hamilton County, Tennessee
- U.S. Census Bureau
- Centers for Disease Control
- National Institutes of Health
- U.S. Bureau of Labor Statistics
- United Way of Greater Chattanooga
- Chattanooga Area Chamber of Commerce
- University of Wisconsin Population Health Institute County Health Rankings & Roadmaps / www.countyhealthrankings.org
- America's Health Rankings / www.americashealthrankings.org
- Sg2 ("Claritas") Demographic Profile Data
- Western North Carolina Health Network ("WNCHN") 2024 Health Data Book
- Western North Carolina Health Network ("WNCHN") → Healthy Impact Community Health Survey

Section C: Update on 2022 Priorities

Identified Health Need – No. 1 – Expansion Of Mental & Behavioral Health Resources

(1) Expand behavioral health treatment resources in the area, primarily through partnership with Acadia Health.
(2) Evaluate launch of a new Graduate Medical Residency Program in Psychiatry & Behavioral Health, with UT College of Medicine.

Response

(1) Leased Erlanger North Hospital facility to Acadia Health, adding 48 Inpatient behavioral health beds to the service area.
(2) Creation of new Psychiatry / Behavioral Health service line which includes 2 full time Psychiatrists (1 Pediatric) and 2 licensed counselors. Currently developing a Transitional Care Clinic for ambulatory care.
(3) Phase I of development for new Graduate Medical Residency Program is currently in process. This will be a multi-year development effort with the University of Tennessee – College of Medicine. However, future circumstances beyond Erlanger's control may influence ultimate implementation.
(4) Applied for, and was awarded, NC DHHS grant to expand behavioral health in NC primary care clinics.
(5) Hired Behavioral Health Coordinator to oversee expansion of behavioral health within Erlanger Western Carolina EMG Primary Care clinics.
(6) Expanded Behavioral Health to EMG-Murphy Primary Care through use of telepsychiatry.
(7) Utilized grant funding to retain behavioral health services in EMG-Hayesville Primary Care.

Identified Health Need – No. 2 – Expand Access To Primary & Specialty Care

Despite success in recent years recruiting new primary care providers to the Erlanger service area, there are still communities where access can be an issue. The areas with the greatest need include, but are not limited to, rural communities.

Response

Over the last 2 FY's (2023 & 2024), Erlanger has recruited …
(1) Total 65 providers … 18 physicians & 47 mid-level providers.
(2) Primary care 26 providers … 9 physicians & 17 mid-level providers.
(3) Specialty care 39 providers … 9 physicians & 30 mid-level providers.

Identified Health Need – No. 3 – Care Coordination

Safety net hospitals like Erlanger care for patients who present for services far more often than average, usually through the Emergency Department, and are admitted multiple times per year for the same chronic condition. Unequal resources are consumed and yet do not provide improvement in ambulatory care management or quality of life. The 2022 focus groups identified care coordination for such patients as a priority.

Response

We contacted twenty one (21) health systems around the country with only two (2) responding. Approximately .075% of net revenue seems to be a benchmark for a Community Health Dept. For Erlanger, this would be approximately $825,000 per year.

Erlanger Case Mgmt. Dept. has hired approximately 8 new Social Workers over the last 2 years. For a referred case, the Dept. spends approximately 0.5 hour performing SDOH activity … thus, approximately 1.3 FTE's in CY 2024. Further, the Erlanger Quality & Population Health Dept. has ten (10) Patient Centered Medical Home ("PCMH") Care Coordinators, 4 of which concentrate solely on patients with chronic conditions.

Identified Health Need – No. 4 – Healthcare Literacy

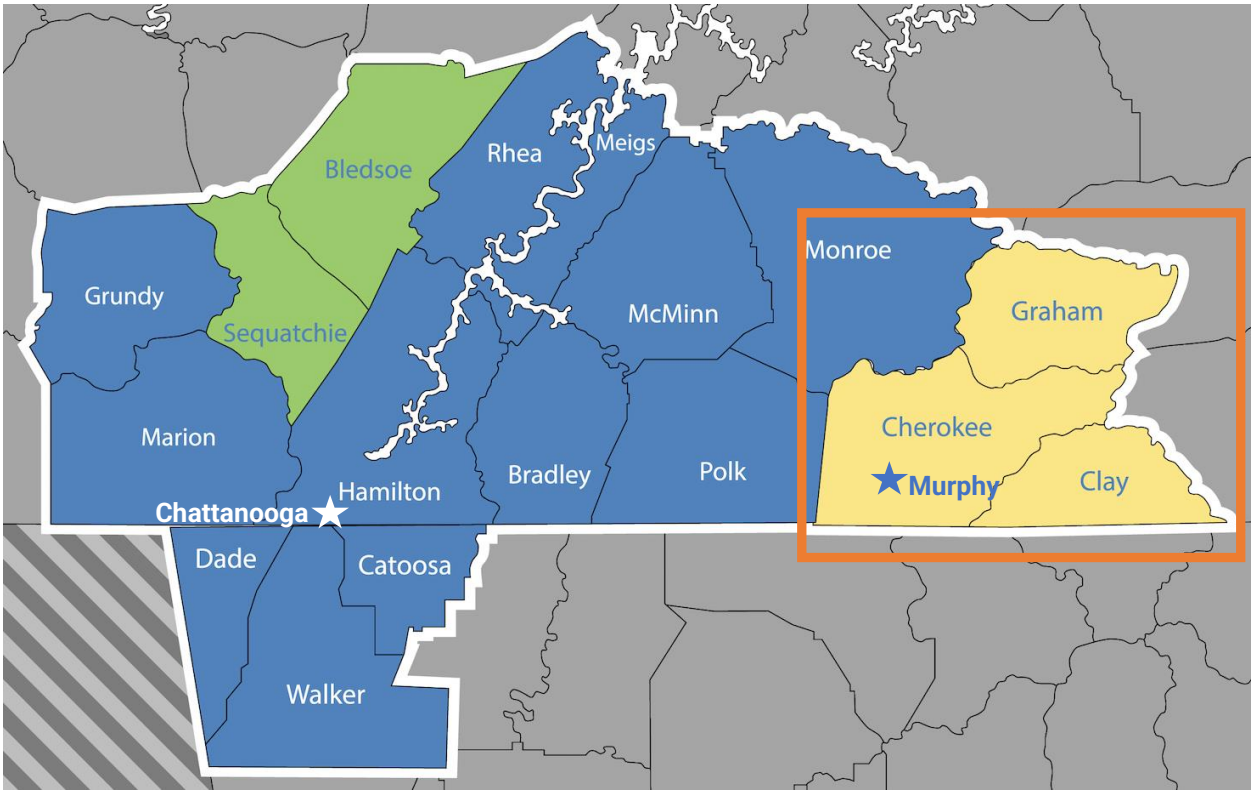
Healthcare literacy … those lacking in health care understanding or health related literacy … are often among the most at risk in the community, either because of education, income level, age, ethnicity or other factors.

Response

Erlanger conducted over 400 education events for community groups in regional service area (primary service area & secondary service area) during CY 2024. Prior year data on this activity is sparse.

Section D: Service Area Description

As the anchor of a regional health system, Erlanger Medical Center in Chattanooga, Tennessee, serves a broad area that covers portions of four states. Erlanger Western Carolina Hospital serves a tightly defined portion of that service area, specifically the counties of Cherokee, Clay and Graham in western North Carolina.



As shown in the following chart, the total population and support for EWCH are weighted toward Cherokee County.

County	Service Area	2022 Population	% of Total Population	FY 2024 Discharges	% of Total Discharges
Cherokee	Primary	28,868	60.0%	592	69.0%
Clay	Primary	11,186	23.3%	143	16.7%
Graham	Secondary	8,047	16.7%	62	7.2%
Other				61	7.1%
Totals		*48,101*	*100%*	*858*	*100%*

Sources: US Census Bureau, July 2022; Erlanger Western Carolina Hospital discharge data.

Age Profile

Like most rural counties in the overall Erlanger service area, counties in Western North Carolina are older, with a median age well above the state average. Approximately one-fourth of residents in the service area are children or adolescents.

Service Area Age Profile

County	Under 5 Years	5 - 19 Years	20 – 64 Years	65+ Years	Median Age
Cherokee	5.4%	16.3%	55.4%	22.9%	52.9
Clay	4.8%	15.8%	55.8%	23.6%	54.1
Graham	5.7%	18.2%	56.4%	19.7%	45.3
NC AVERAGE	**6.7%**	**20.2%**	**60.2%**	**12.9%**	**39.1**

Source: American Community Survey & Census Bureau, 2022.

Race/Ethnicity Profile

The EWCH primary service area is predominantly White – Not Of Hispanic Origin. However, Graham County is significantly different, with larger than average populations of Hispanic/Latino and American Indians. Western North Carolina is home to the Eastern Band Of Cherokee Indians.

Service Area Race/Ethnicity

County	Black & African American	American Indian & Alaska Native	Asian	Hispanic or Latino	White (Not Hispanic or Latino)	Two or More Races
Cherokee	1.5%	1.6%	0.5%	3.7%	91.8%	3.6%
Clay	1.0%	1.1%	1.1%	3.9%	94.5%	2.0%
Graham	0.5%	8.9%	0.0%	4.1%	85.7%	3.7%
NC AVERAGE	**20.9%**	**1.0%**	**4.5%**	**4.5%**	**65.0%**	**4.8%**

Source: American Community Survey & Census Bureau, 2022.

According to the WNC Health Network's Healthy Impact Community Health Survey, 13.8% of Cherokee County, 16.4% of Clay County and 14.3% of Graham County do not agree that their community is welcoming for people of all races and ethnicities. The average for all western North Carolina counties is 17.8%.

A small portion of residents feel that they have been treated unfairly due to race or ethnicity when receiving medical care. According to the same WNC study, 6.6% of Cherokee County, 6.0% of Clay County and 4.1% of Graham County report this as an issue.

Educational Attainment

It is not unusual for rural counties to have lower high school and college graduation rates. For the EWCH service area, the high school graduation rate exceeds the North

Carolina average. However, the college graduation rate is significantly lower than the North Carolina average.

Service Area Education Profile
(Persons 25+)

County	High School Graduate (2018-2022)	Bachelor's degree + (2018-2022)
Cherokee	33.0%	23.6%
Clay	24.3%	28.8%
Graham	35.6%	13.8%
NC AVERAGE	**25.2%**	**33.9%**

Source: American Community Survey & Census Bureau, 2022.

Income Levels

Lower levels of education almost always translate to lower earning potential. Those without college degrees, tend to earn less than those who have college or post-graduate degrees. Those who decide not to finish high school tend to earn less than those with a high school diploma or equivalency.

The EWCH service area median HH income and per capita income is significantly less than the North Carolina average, despite having higher graduation rates for high school.

Service Area Income Profile
(2018 – 2022)

County	Median Household Income	Per Capita Income	% Below Poverty Level
Cherokee	$49,254	$28,752	16.7%
Clay	$57,065	$34,382	13.5%
Graham	$46,010	$25,835	11.3%
NC AVERAGE	**$66,186**	**$37,641**	**13.3%**

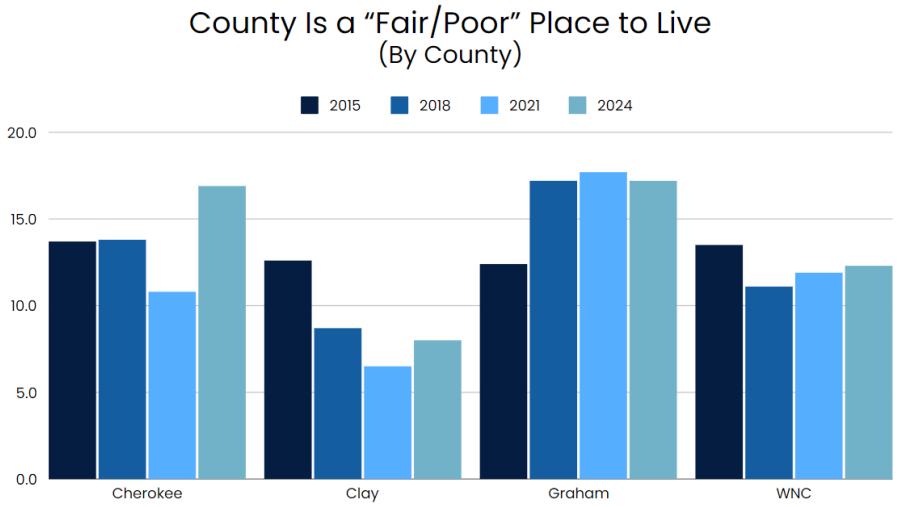
Source: American Community Survey & Census Bureau, 2022.

Observations from Service Area Data

The EWCH service area is sparsely populated mountain and farm land. Within its 983 square mile area the population is less than 50,000. The rural landscape makes access to health care services more difficult for many.

The average age of the population is older, making access to specialty services more important. However, between 21-24% is under age 19, which suggest an emerging need for pediatric services.

The EWCH service area has lower income, generally speaking, which translates to less access to health insurance and increased difficulties paying for health care services. However, a striking aspect of survey responses in the service area show that the portion who consider it a “Fair or Poor” place to live is high as shown in the Chart below.



Sources: 2024 WNC Healthy Impact Community Health Survey, WNC Health Network, Inc. [Item 5]
Notes: Asked of all respondents.

Section E: Community Health Status

Consistent with their similar rural characteristics, Cherokee, Clay and Graham Counties share similar health challenges.

Understanding community health and identifying factors that make health better or worse is complex and cannot be restricted to just a few indicators. According to The Population Health Institute at the University of Wisconsin:

> *"Health is more than what happens at the doctor's office … a wide range of factors influence how long and how well we live from education and income to what we eat and how we move to the quality of our housing and the safety of our neighborhoods. For some people, the essential elements for a healthy life are readily available; for others, the opportunities for healthy choices are significantly limited."*

Service Area Health Issues By County - 2024

	Cherokee	Clay	Graham	WNC Average
Adult Obesity	25%	19%	22%	23%
Physical Inactivity	28%	27%	30%	26%
Adult Smoking (Cigarettes)	19%	18%	10%	17%
Excessive Drinking	17%	17%	10%	20%
Have Used Opiates	16%	18%	12%	13%
Life Negatively Affected By Substance Use (Self OR Someone Else)	56%	51%	56%	54%

Source: WNCHN 2024 Survey Data Book.

For Cherokee County, all health related issues are a concern except excessive drinking, which is less than the WNC average. For Clay County, physical inactivity, adult smoking, stroke and opiate usage are higher than the WNC average. For Graham County, physical inactivity and life negatively affected by substance use are higher than the WNC average.

Service Area Chronic Conditions By County -- 2024

Chronic Conditions Prevalence Of	Cherokee	Clay	Graham	WNC Average
Stroke	6%	5%	3%	4%
Heart Disease	8%	14%	8%	7%
Asthma	7%	13%	7%	12%
COPD	18%	17%	11%	12%
Diabetes	13%	19%	19%	13%

High Blood Pressure	**52%**	**49%**	**43%**	**42%**

Source: WNCHN 2024 Survey Data Book.

For Cherokee County, all chronic health conditions are a concern except Asthma, which is less than the WNC average. For Clay County, all chronic health conditions are higher than the WNC average. For Graham County, chronic health conditions higher than the WNC average are heart disease, diabetes and high blood pressure.

Disabilities and Access to Health Insurance

The age group with the highest level of disability is the over 65, most of whom are insured through Medicare. Disability contributes to several serious health ramifications including diminished mobility, obesity, diabetes, and heart disease, as well as diminished capacity to provide for oneself, including the ability to maintain health insurance.

Based on WNCHN reporting, persons under age 65 with a disability exceed the WNC average in Cherokee and Graham counties. Those under age 65 without health insurance exceed the WNC average in Graham County.

Service Area Profile by Key Factors
(Persons Under 65)

County	Persons with a Disability (2018 - 2022)	Persons Without Health Insurance (2024)
Cherokee	18%	16%
Clay	16%	14%
Graham	20%	22%
WNC AVERAGE	**17%**	**19%**

Source: WNCHN 2024 Survey Data Book.

Again, the rates of poverty and lower income found in the most rural counties are connected to disabilities and lack of health insurance. Graham County has the highest disability rate along with the highest rate without health insurance.

Mammograms & Flu Vaccinations

WNCHN data shows that women age 50-74 in Cherokee and Clay Counties do not utilize mammography screening compared to the NC average. However, all three (3) counties have lower mortality for pneumonia and influenza.

Mammography Screening / Pneumonia & Influenza Mortality

	Cherokee	Clay	Graham	NC Average

Mammography (Women 50-74)	**76%**	**81%**	**74%**	**79%**
Pneumonia & Influenza Mortality	**13%**	**14%**	**14%**	**17%**

Source: WNCHN 2024 Survey Data Book.

Observations from Community Health Research

Communities within the EWCH service area provide many attractive advantages in terms of quality of life. However, it is also a struggle which is shared with many rural communities across the country … the effort to meet the health issues of diverse geographic populations.

Section F: Erlanger Community Health Research

For the community survey component of the research effort, the Western North Carolina Health Network ("WNCHN") was engaged to survey the three (3) counties which comprise the EWCH service area … Cherokee, Clay & Graham. The survey consisted of approximately seventy-five (75) questions (included in the appendix) and fielded by Professional Research Consultants ("PRC") under contract with WNCHN. It was conducted during the months of July – August, 2024. Much of the data reported in this survey for the EWCH service area is at the 95% confidence level, with a margin of error between, plus or minus, 6.9% – 9.8%. A total of 557 useable survey responses were obtained from the EWCH service area.

Approximate Error Ranges at the 95 Percent Level of Confidence

	Sample	Error Rate
Cherokee County	n = 213	± 6.9%
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Graham County	n = 136	± 9.8%

The research included a wide and representative range of ages, living conditions, income levels, races, ethnicities, and educational levels. Data was collected online using a detailed questionnaire that focused on health needs, health habits, access to care, and other meaningful health topics.

Results of the research were summarized and shared with members of the CHNA Committee and participants in a community focus group.

Overall Health - Physical & Mental

As seen in the following table, the EWCH service area seems to have significantly higher rates of fair & poor health than the NC average. The same holds true for mental health with the exception of Graham County.

Physical & Mental Health

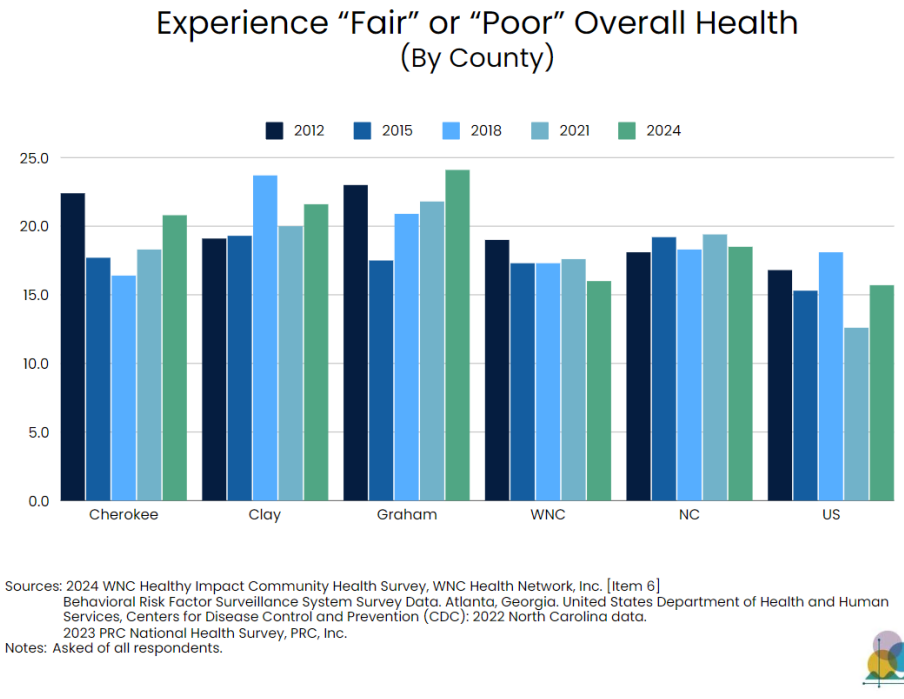
	Cherokee	Clay	Graham	NC Average
Fair / Poor Physical Health	**21%**	**22%**	**24%**	**16%**
Fair / Poor Mental Health	**19%**	**18%**	**15%**	**15%**
Mental Health -- % > 7 Days In Past Month	**14%**	**18%**	**13%**	**20%**

Source: WNCHN 2024 Survey Data Book.

Social Determinants Of Health ("SDOH") have a major impact on our health, well-being, and quality of life — and SDOH significantly affect our chances of staying healthy as we age. For example, older adults with lower incomes are more likely to have disabilities and die younger.(1) Further, social isolation and loneliness are associated with a higher risk of dementia and other serious health problems in older adults — while having positive social relationships can help people live longer, healthier lives.(2)

Community Health

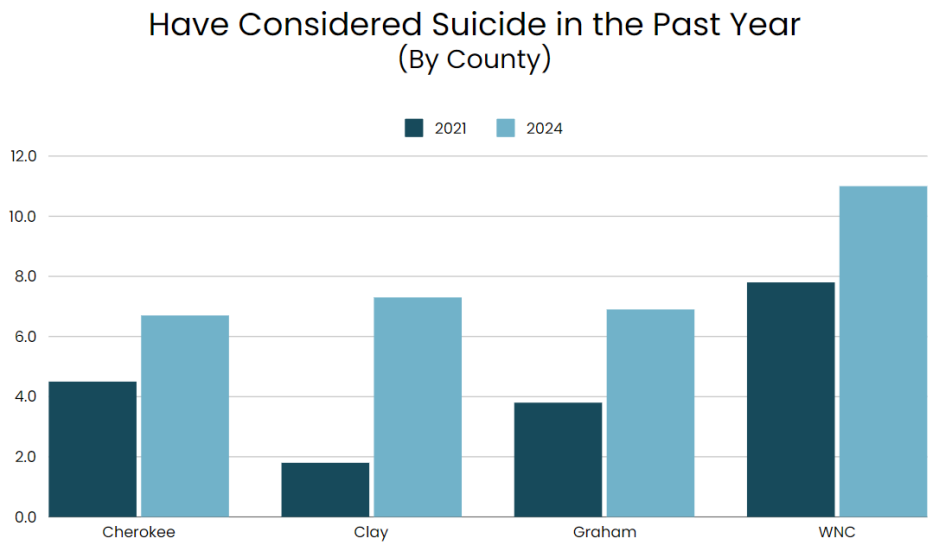
While the rate of those who self assessed their health status as "Fair or Poor", as reported above, it appears to be a sharp increase across all three (3) counties of the EWCH service area, compared to 2021 and 2018. In 2024, nearly a quarter of respondents said the health of their community is only fair or poor.



While the trend of self assessed overall health appears to be a concern, the portion of the population who also said that they have considered suicide within the past year has also increased significantly between 2021 and 2024. However, this rate is still significantly below the broader WNC area.

1 Mode, N. A., Evans, M. K., & Zonderman, A. B. (2016). Race, neighborhood economic status, income inequality and mortality. PLoS ONE, 11(5), e0154535. Retrieved from: https://doi.org/10.1371/journal.pone.0154535.

2 National Academies of Sciences, Engineering, and Medicine. (2020). Social isolation and loneliness in older adults: Opportunities for the health care system. Washington, DC: The National Academies Press. https://doi.org/10.17226/25663.



Sources: 2024 WNC Healthy Impact Community Health Survey, WNC Health Network, Inc. [Item 66]
Notes: Asked of all respondents.

Access To Health Services

Providers available to treat patients are typically concentrated in urban areas and are usually less accessible in rural areas. This is true in the EWCH service area.

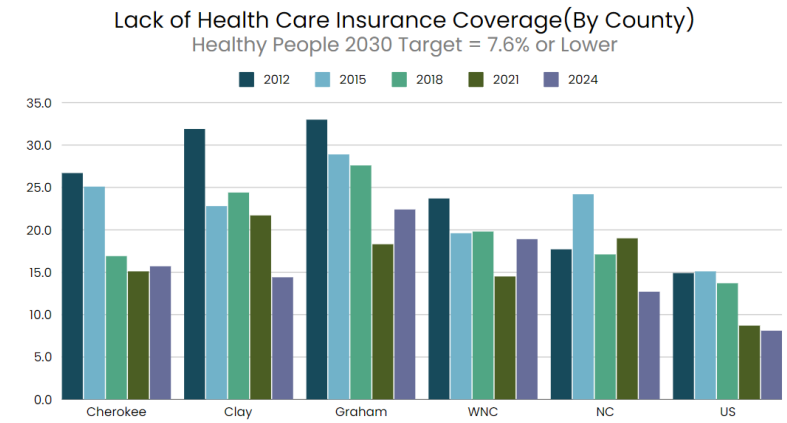
Ratio Of Providers Per 10,000 Population

	Cherokee	Clay	Graham	NC Average
Primary Care / Physicians & APP's	**20.9**	**16.6**	**9.9**	**26.4**
Dentists	**3.4**	**3.5**	**6.1**	**5.5**

Source: WNCHN 2024 Survey Data Book.

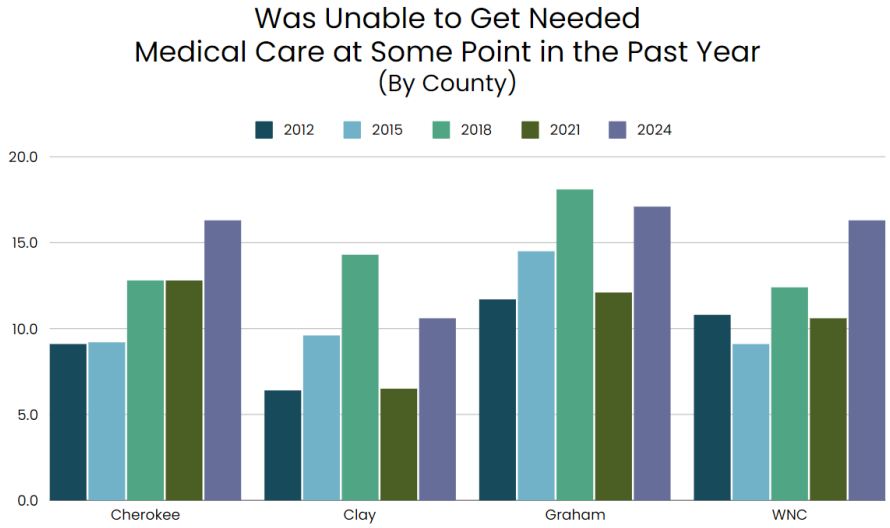
Despite some success recruiting new providers, the ratio of population to primary care providers in the service area remains an issue of concern.

The portion of those who do not have health insurance coverage seems to be increasing in the EWCH service area, but the is decreasing in the WNC service area, State of NC and in the US.



Sources: 2024 WNC Healthy Impact Community Health Survey, WNC Health Network, Inc. [Item 86]
Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for
Disease Control and Prevention (CDC): 2022 North Carolina data.
2023 PRC National Health Survey, PRC, Inc.
US Department of Health and Human Services. Healthy People 2030. http://www.healthypeople.gov.
Notes: Reflects all respondents under the age of 65.
Includes any type of insurance, such as traditional health insurance, prepaid plans such as HMOs, or government-sponsored coverage (e.g., Medicare, Medicaid, Indian Health Services, etc.).

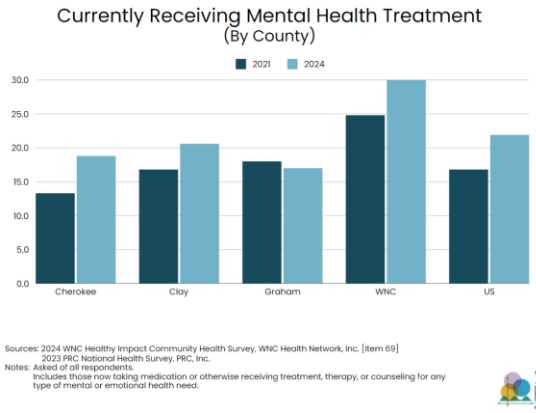
Further, those who are unable to obtain needed medical care in the past year has significantly increased.

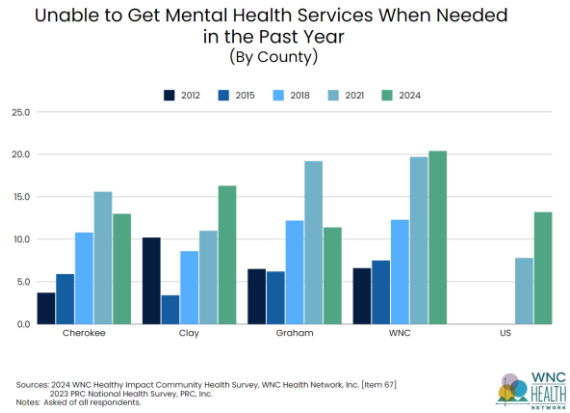


Sources: 2024 WNC Healthy Impact Community Health Survey, WNC Health Network, Inc. [Item 7]
Notes: Asked of all respondents.

Mental Health

While the most pressing issue for WNC above seems to be mental health and substance abuse, the portion of the population in the EWCH service area currently receiving mental health treatment is significantly lower than WNC and the US. However, those unable to obtain mental health services when needed in the EWCH service area is also significantly less than WNC.





It is also noted that those who feel lonely is noticeably less in the EWCH service area than WNC.

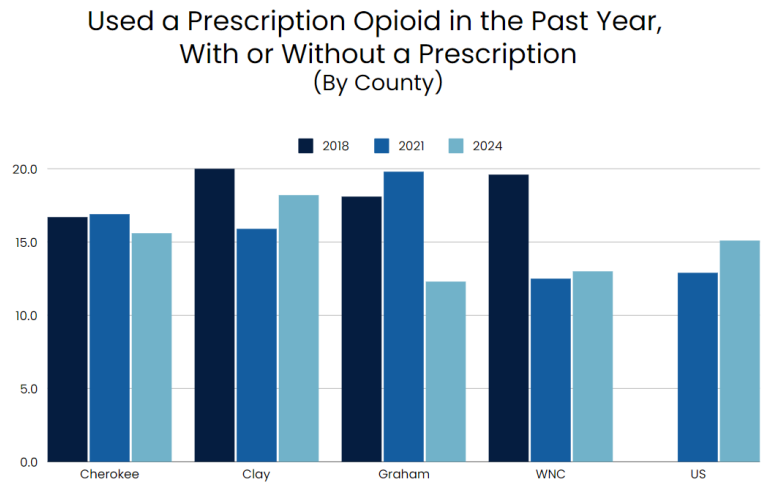
Population Who Feel Lonely In 2024

	Cherokee	Clay	Graham	WNC
"Often / Some Of The Time / Occasionally"	**44.8%**	**35.3%**	**42.3%**	**50.7%**

Source: WNCHN 2024 Survey Data Book.

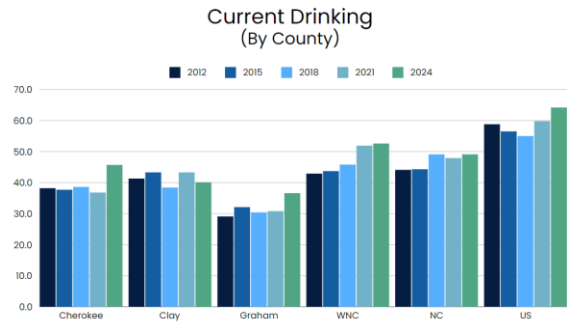
Substance Abuse

Those who have used a prescription opioid in the past year, either with or without a prescription has decreased slightly and is below WNC and the US.

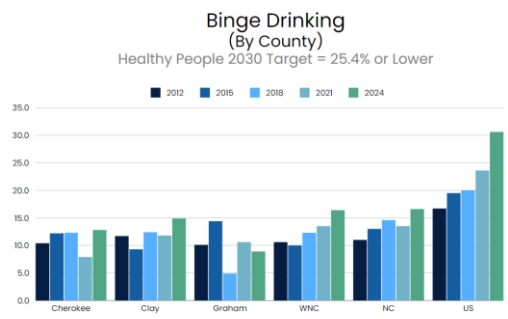


Sources: 2024 WNC Healthy Impact Community Health Survey, WNC Health Network, Inc. [Item 23]
2023 PRC National Health Survey, PRC, Inc.
Notes: Asked of all respondents.

Those who currently drink alcoholic beverages increased slightly in 2024 but is less than WNC and the US. But those who “binge drink” increased significantly in 2024.

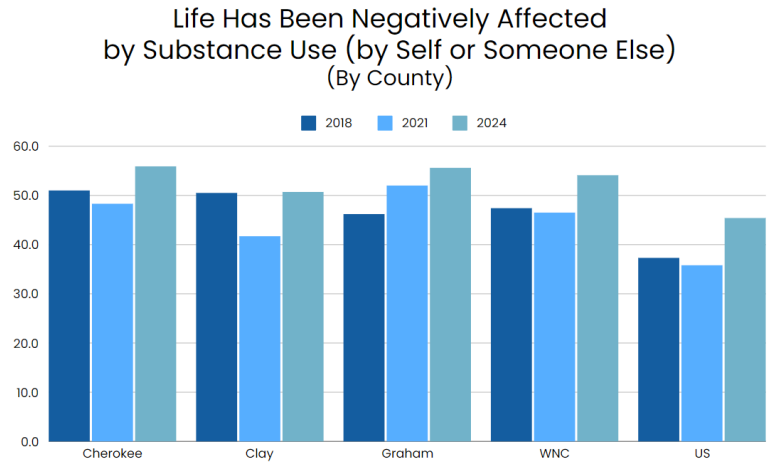


Sources: 2024 WNC Healthy Impact Community Health Survey, WNC Health Network, Inc. [Item 338]
Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): 2022 North Carolina data.
2023 PRC National Health Survey, PRC, Inc.
Notes: Asked of all respondents.
Current drinking reflects persons age 18 years and over who had at least one alcoholic drink in the past month.



Sources: 2024 WNC Healthy Impact Community Health Survey, WNC Health Network, Inc. [Item 337]
Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): 2022 North Carolina data.
2023 PRC National Health Survey, PRC, Inc.
US Department of Health and Human Services. Healthy People 2030. http://www.healthypeople.gov.
Notes: Asked of all respondents.
Binge drinking is defined as men consuming 5+ alcoholic drinks on any one occasion in the past month or women consuming 4+ alcoholic drinks on any one occasion in the past month.
Before 2021, survey data classified both men and women as binge drinkers if they had 5+ alcoholic drinks on one occasion in the past month.

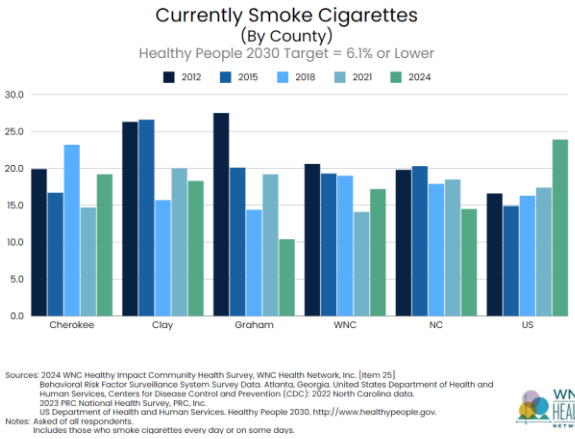
However, those whose life has been negatively affected by substance abuse, either by their own use or someone else, is over 50% … which is slightly higher than WNC and the US for Cherokee and Graham Counties.

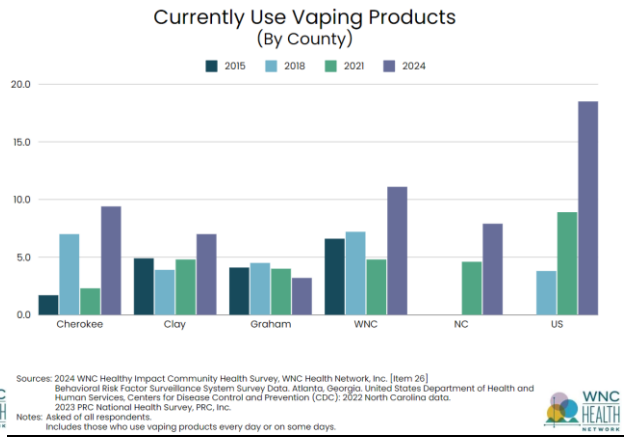


Sources: 2024 WNC Healthy Impact Community Health Survey, WNC Health Network, Inc. [Item 24]
2023 PRC National Health Survey, PRC, Inc.
Notes: Asked of all respondents.

Smoking

Those who smoke cigarettes has increased in Cherokee and Clay Counties, but has decreased significantly in Graham County. However, those who use vaping products has more than doubled in Cherokee County and WNC.





Personal Safety

The following table illustrates that violent crime per 100,000 population is higher than WNC for Cherokee and Graham Counties, but lower for Clay County. The same is true for property crime and school violence per 1,000 students. However, the entire EWCH service area is less than or equal to WNC pertaining to substantiated cases of child abuse.

Select Indicators For Community Safety By County -- 2024

	Cherokee	Clay	Graham	WNC
No. Domestic Violence Incidents – 2022-2023	**1,057**	**303**	**187**	**10,827**
Violent Crime Per 100,000 - 2022	**292.3**	**168.8**	**267.0**	**250.4**
Property Crime Per 100,000 - 2022	**2,189.1**	**1,367.9**	**2,175.7**	**1,617.5**
Child Abuse – Substantiated – 2022-2023	**5%**	**4%**	**2%**	**5%**
School Violence Per 1,000 Students	**8.271**	**3.971**	**7.389**	**7.402**

Source: WNCHN 2024 Survey Data Book.

Community Health - Other Indicators

Of significant note is that the entire EWCH service area was higher than WNC for lack of utilities in the past year. Cheroke and Clay Counties exceeded WNC for unsafe or unhealthy housing conditions. However, also of significant note, is that the entire EWCH service area was less than WNC pertaining to food insecurity.

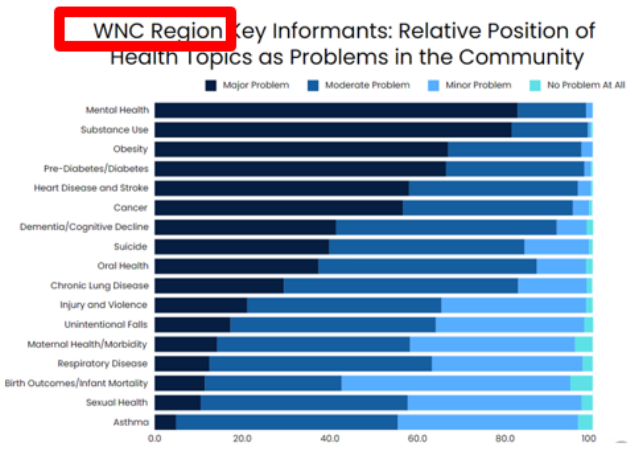
Select Indicators For Community Health By County -- 2024

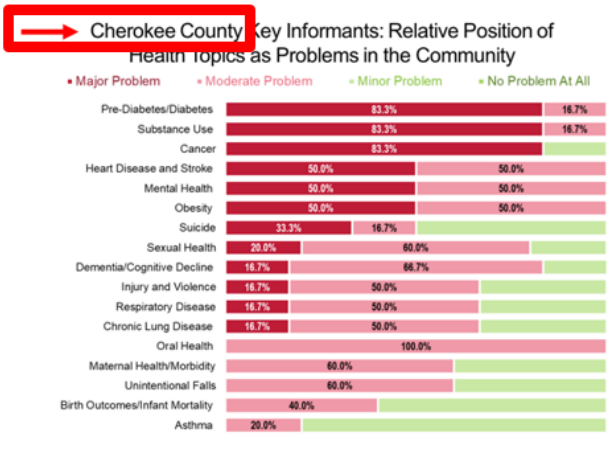
	Cherokee	Clay	Graham	WNC
Lack Of Utilities – Past Year	**16.3%**	**15.4%**	**16.9%**	**13.5%**
Unsafe / Unhealthy Housing Conditions – Past Year	**17.2%**	**18.7%**	**16.7%**	**17.3%**
Food Insecurity	**27.9%**	**25.1%**	**22.6%**	**28.6%**
Lived On Street / In A Car / Temp Shelter – Past 3 Years	**5.7%**	**4.4%**	**1.7%**	**5.4%**

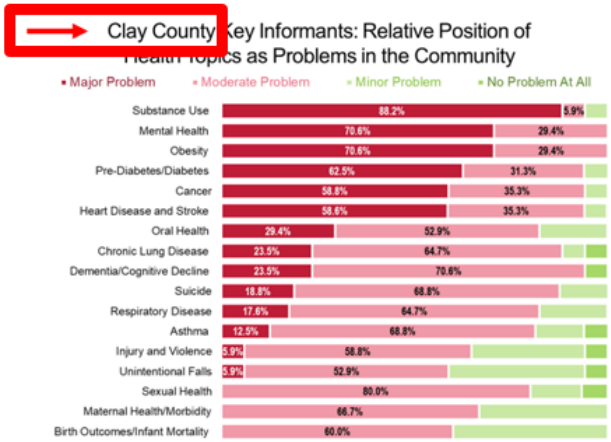
Source: WNCHN 2024 Survey Data Book.

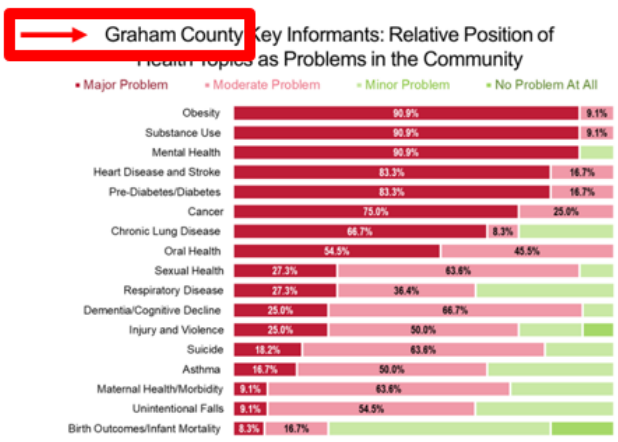
Top Priorities - Community Health Ratings

Participants in the research were asked to rate their community as to the most pressing health related issues. As may be seen in the charts below, communities in the WNC area (i.e.-18 counties) rate the top three (3) issues as being 1.) mental health, 2.) substance use, and 3.) obesity. However, the three (3) counties which comprise the EWCH service area, have identified a slightly different set of issues. For Clay & Graham Counties, the top 3 issues are substance use, mental health and obesity, although each county ranks them slightly differently. For Cherokee County, the top 3 issues are diabetes, substance use and cancer, which is significantly different than the other 2 counties in the EWCH service area.









Observations From Primary Research – Community Survey

Erlanger's primary research affirms what has been observed through the secondary research, that rural communities struggle more with access to essential services, including health care. Many of those who live in the EWCH service area fit this profile.

The profile of rural residents displays lower levels of education, and therefore lower levels of income. Less income translates to less access to health insurance and some health care services.

Residents in the EWCH service area observe or experience many problems and/or issues pertaining to everyday life, including access to health care services.

One area where those struggling are the majority appears to be the area of anxiety and depression. Over half of all respondents feel they have experienced these problems, and a similar share see others in their families dealing with these issues as well.

Section G: Community Input / Focus Group Results

Representatives of the community were invited to participate in a collaborative focus group, for discussion of the EWCH service area and its health care priorities. The meeting was held in the alternative hospital conference room in the rear of the hospital facility. The meeting spanned approximately 2 hours and 15 minutes.

A list of all focus group participants may be found in the appendix.

The group began by identifying major health and quality of life issues in the area, and people and groups that are most at-risk related to each of the issues.

Everyone in the group was encouraged to discuss and add detail to a wide range of concerns and ideas. After discussion, all concerns and ideas were grouped into seven major issues as described below. Then those in the group were asked to identify their top priorities using a facilitated group voting process.

Summary Of Top 5 Issues

The following table illustrates the top five issues from the community focus group made up of representatives from the EWCH service area. All issues identified in the group were prioritized using group voting. The following five (5) issues garnered the most votes.

Top Five Community Issues	Total Votes
Care Coordination and Navigation	20
Transportation	18
Mental Health Care	17
Unsheltered Population (Homelessness)	14
Pediatric & Youth Health (Including Mental Health)	14

The following tables show recommended actions / ideas pertaining to all identified issues, and the number of votes for each action.

Issue: Maternal Health/Women's Healthcare (11 Total Votes)

Ideas/Actions	Votes
No Labor and Delivery in western NC counties	3
Lack of sufficient transportation to care and treatment	1
Develop mobile services	3
Provide prenatal care in Murphy, then delivery services in Sylva, NC	3
Hispanic/Latino are uninsured and don't have access to care	1

Issue: Food Insecurity (8 Total Votes)

Ideas/Actions	Votes
Provide education about food and health impact	5
Address the lack of budgeting skills	1
Elderly with unbalanced diet due to health issues, loneliness, etc.	2

Issue: Dementia (1 Total Vote)

Ideas/Actions	Votes
Provide family education early in the disease process	1

Issue: Care Coordination/Navigation (20 Total Votes)

Issues/Ideas	Votes
Establish reciprocity across state lines	1
Reduce unnecessary ER visits	8
Update resource list and make it widely available	1
Address lack of transportation/No resources for the homeless	6
Care coordination for diabetics who must navigate multiple services	4

Issue: Pediatric/Youth Services (14 Total Votes)

Ideas/ Issues	Vote
Therapy for sexually abused kids require long wait times for care; address the need more quickly	4
Education of the availability of telehealth treatment options	1
Conduct more research on the needs in the community	3
Hire a part-time specialized care provider	5
Recruit pediatricians to the area	1

Issue: Mental Health (17 Total Votes)

Ideas/ Issues	Votes
Care coverage in the state is increasing in price	1
Address the lack of Providers	3
Mobile mental health resources	8
Lack of crisis meds	1

Lack of pediatric mental health resources	2
Lack of payer sources for mental health care	1
Lack of education about importance of mental health care	1

Issue: Substance Abuse (5 Total Votes)

Ideas/Actions	Votes
No Access or transportation to Medicated Assisted Treatment	1
There are no detox beds in the community	4

Issue: Unsheltered Population (14 Total Votes)

Ideas/Actions	Votes
Lack of homeless shelters; there is only 1 in the area	13
No disability housing for post-hospitalization	1

Issue: Lack of Housing (12 Total Votes)

Ideas/Actions	Votes
Sewer capacity limits the development of new housing	1
Encourage housing capacity through grants and funding	11

Issue: Transportation (18 Total Votes)

Ideas/Actions	Votes
Address the high cost of ambulance services	1
Address lack of flexibility in transportation to meet urgent needs	8
Essential services are too far apart; bring them closer together	9

Section H: Community Health Priorities 2025-2028

Based on the entire CHNA process--research, community input, and guidance from the CHNA committee--Erlanger Western Carolina Hospital has identified the following priorities that the hospital and Erlanger Health will pursue in the next three (3) year CHNA cycle.

Identifying these priorities was based on four main criteria:

1. Need. There must be a clear, documented need that is supported by data, research, and community input.

2. Impact. Pursuit of the priority must have a meaningful impact on a significant group of people, especially those people who are defined as more at-risk in the community.

3. Feasibility. Our priorities must be limited to areas where Erlanger can act and make a difference.

4. Mission. Everything we do must be consistent with Erlanger's mission, vision, and values.

The following priorities meet these criteria.

Community Health Need → Care Coordination / Navigation

An issue which the EWCH focus group ranked highly is care coordination. Several vulnerabilities which patients experience, such as transportation and acquisition of medicine represent this community health need. The care coordination community health priority incorporates aspects of several patient classifications, such as diabetes, mental & behavioral health services, and the disabled, to name a few.

EWCH is currently in the process of seeking specific grant funding to address this foundational element of community health. Care coordination is also a concomitant need in conjunction with patient transportation, behavioral health, etc.

Community Health Need → Access To Care

Access to care remains a continuing community health need in the EWCH service area. Although several primary care providers were added between 2022 – 2025, the effort now will be to attempt to expand access to care through facilitation of alternative transportation models. Specifically, grant funding will be evaluated for an opportunity to seed a new transportation service in the EWCH service area.

Community Health Need → Mental & Behavioral Health

Mental & behavioral health was ranked by the EWCH focus group as the third highest priority. In this context, considering the rural location of Western North Carolina, an effort will be made to attract licensed behavioral health providers to physician offices with grant funding.

Appendix

Focus Group - Erlanger Western Carolina Hospital

Thursday, January 30, 2025

Participants

Teresa Bowleg
Shawna Daily
Ana Bowleg - Swan
Kathryn Jenkins
Amanda Berry
Laura Allard
Richelle Phillips
Todd Goins
Noah Lescalleet
Tim Radford
David Badger
Ken Welbar
Wesley Phillips

Observers

Martin McKay
Glenn Curry
Bill Stiles

Date: _____

Interviewer: _____

Interviewer ID: _____

2024-0239-02

WNC HEALTHY IMPACT
2024 Community Health Needs Assessment
Asheville, North Carolina

Hello, this is _____. A collaboration of hospitals and health departments in Western North Carolina has asked PRC (Professional Research Consultants) to conduct a survey about things people do which may affect their health.

1. In order to randomly select the person I need to talk to, I need to know how many adults 18 and over live in this household?

One
Two
Three
Four
Five
Six or More

2. Would you please tell me which county you live in?

Avery
Buncombe
Burke
Cherokee
Clay
Graham
Haywood
Henderson
Jackson
Macon
Madison
McDowell
Mitchell
Polk
Rutherford
Swain
Transylvania
Yancey
All Others

NOTE: If Q2 is "All Others", THANK & TERMINATE.

3. And, would you please tell me which ZIP Code area you live in?

[Don't Know/Not Sure]
[Refused]
28018
28019
28020
28024
28040
28043
28074
28076
28114
28139
28160
28167
28604
28612
28616
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28803
28804
28805
28806
28810
28813
28814
28815
28816
28901
28902
28903
28904
28905
28906
28909
Other (Specify)

This survey may be recorded for quality assurance.

4. Sex of Respondent. (Do Not Ask - Just Record)

Male
Female

3. And, would you please tell me which ZIP Code area you live in?

This survey may be recorded for quality assurance.

4. Sex of Respondent. (Do Not Ask - Just Record)

Male
Female

5. First I would like to ask, overall, how would you describe your county as a place to live? Would you say it is:

Excellent
Very Good
Good
Fair
or Poor
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE:	If Q2 is "Cherokee" or "Polk", CONTINUE with Q301.
	If Q2 is "Yancey", SKIP to 302.
	If Q3 is "Swain", SKIP to 303.
	All Others, SKIP to 6.

CHEROKEE AND POLK

301. And in general, how connected do you feel to your community? Would you say:

Very Connected
Somewhat Connected
Not Very Connected
or Not At All Connected
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 6.

YANCEY

302. Please tell me your level of agreement or disagreement with the following statement:

In terms of cost, quality, and availability of services, there is good access to health care in my county.

Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 6.

SWAIN

303. What type of resources or services, if any, do you believe are missing in Swain County that could be beneficial to you?

[Don't Know/Not Sure]
[Refused]
Other (Specify)

6. Would you say that, in general, your health is:

Excellent
Very Good
Good
Fair
or Poor
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

7. Was there a time in the past 12 months when you needed medical care, but could not get it?

	Yes
(SKIP to 9)	No
(SKIP to 9)	[Not Applicable]
(SKIP to 9)	[Don't Know/Not Sure]
(SKIP to 9)	[Refused]
	[Terminate Interview]

8. What was the MAIN reason you did NOT get this needed medical care?

[Don't Know/Not Sure]
[Refused]
Cost/No Insurance
Didn't Accept My Insurance
Distance Too Far
Inconvenient Office Hours/Office Closed
Lack of Child Care
Lack of Transportation
Language Barrier
No Access for People With Disabilities
Too Long of Wait for Appointment
Too Long of Wait in Waiting Room
Other (Specify)

9. Was there a time in the past 12 months when you needed a prescription medicine, but did not get it because you could not afford it?

Yes
No
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "McDowell", "Rutherford" or "Yancey", CONTINUE with Q249.

All Others, SKIP to 10.

MCDOWELL, RUTHERFORD, YANCEY

304. What would you say is the MAIN reason you feel the need to leave +VAR002+' County for care?

[Don't Know/Not Sure]
[Refused]
[Do Not Need to Leave My County for Care]
Better Care Available Elsewhere
Doctor's Recommendation
Friend/Relative's Recommendation
Positive Past Experience
Service/Specialty Not Available Locally
Other (Specify)

10. Doctors and other medical providers sometimes use telemedicine or tele-health to evaluate, diagnose, or treat a patient using a computer, smartphone, or telephone to communicate in real time without being face-to-face.

In the future, how likely would you be to use telemedicine instead of office visits if you needed routine medical care--such as a check-up--got sick or hurt, or needed advice about a health problem? Would you be:

(SKIP to 11)	Extremely Likely
(SKIP to 11)	Very Likely
(SKIP to 11)	Somewhat Likely
	Not Very Likely
	or Not At All Likely
(SKIP to 11)	[Don't Know/Not Sure]
(SKIP to 11)	[Refused]
	[Terminate Interview]

NOTE: If Q2 is "Yancey", ASK Q305.

All Others, SKIP to 11.

YANCEY

305. What is the MAIN reason that you would NOT be likely to use telemedicine in the future?

[Don't Know/Not Sure]
[Refused]
Other (Specify)

11. Now I would like to ask you about some specific medical conditions.

Have you ever suffered from or been diagnosed with COPD, or Chronic Obstructive Pulmonary Disease, including Bronchitis or Emphysema?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

Has a doctor, nurse, or other health professional EVER told you that you had any of the following:

12. A Heart Attack, Also Called a Myocardial Infarction, OR Angina OR Coronary Heart Disease

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

13. A Stroke

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

(End of Rotate)

14. Have you ever been told by a doctor, nurse, or other health professional that you had asthma?

Yes
(SKIP to 16) No
(SKIP to 16) [Don't Know/Not Sure]
(SKIP to 16) [Refused]
[Terminate Interview]

15. Do you still have asthma?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

16. Have you ever been told by a doctor, nurse, or other health professional that you have diabetes?

	Yes
(SKIP to SCRIPTING NOTE before 17)	No
(SKIP to SCRIPTING NOTE before 17)	[Yes, But Female Told Only During Pregnancy]
(SKIP to SCRIPTING NOTE before 17)	[Pre-Diabetes or Borderline Diabetes]
(SKIP to SCRIPTING NOTE before 17)	[Don't Know/Not Sure]
(SKIP to SCRIPTING NOTE before 17)	[Refused]
	[Terminate Interview]

NOTE: If Q16 is "Yes"/"Si", SKIP to 18.

If Q16 is "[Pre-Diabetes or Borderline Diabetes]" AND Q4 is "Female", Force Q17 to "Yes"/"Si" and SKIP to Q251.

If Q16 is "[Pre-Diabetes or Borderline Diabetes]" AND Q4 is "Male", Force Q17 to "Yes"/"Si" and SKIP to 18.

All Others, CONTINUE.

17. Have you ever been told by a doctor, nurse, or other health professional that you have pre-diabetes or borderline diabetes?

	Yes
(SKIP to 18)	No
(SKIP to 18)	[Yes, But Female Told Only During Pregnancy]
(SKIP to 18)	[Don't Know/Not Sure]
(SKIP to 18)	[Refused]
	[Terminate Interview]

18. Have you ever been told by a doctor, nurse, or other health professional that you had high blood pressure?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

19. Blood cholesterol is a fatty substance found in the blood. Have you ever been told by a doctor, nurse, or other health professional that your blood cholesterol is high?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "McDowell" or "Rutherford", ASK Q306.

If Q2 is "Transylvania", SKIP to 307.

If Q2 is "Swain", SKIP to 308.

If Q2 is "Buncombe", SKIP to 309.

If Q2 is "Henderson", SKIP to 311.

All Others, SKIP to 20.

MCDOWELL and RUTHERFORD

306. Do you feel existing community resources or services for chronic diseases such as diabetes, heart disease, and COPD are:

More Than Sufficient
Sufficient
Insufficient
or Not Available
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

SKIP to 20.

TRANSYLVANIA

307. In general, would you say that prenatal and labor and delivery services in Transylvania County are:

More Than Sufficient
Sufficient
Insufficient
or Not Available
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

SKIP to 20.

SWAIN

308. The next question is about safety and firearms. Some people keep guns for recreational purposes such as hunting or sport shooting. People also keep guns in the home for protection. Please include firearms such as pistols, revolvers, shotguns, and rifles; but not BB guns or guns that cannot fire.

If you have firearms in the home, garage, storage area, or motor vehicle, are they locked?

Yes
No
[No Firearms In the Home]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

SKIP to 20.

BUNCOMBE

309. During the past 12 months, have you been personally impacted by violence in the community?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

310. This question is about violence and/or emotional abuse in relationships with an intimate partner. By an intimate partner, I mean any current or former spouse, boyfriend, or girlfriend. Someone you were dating, or romantically or sexually intimate with, would also be considered an intimate partner. This information will help us to better understand the problem of violence in relationships. This is a sensitive topic. Remember, you do not have to answer any question you do not want to.

In the past 12 months, has an intimate partner ever harmed you, threatened you, or tried to control you physically, sexually, emotionally, or financially?

Yes
(SKIP to 20) No
(SKIP to 20) [Don't Know/Not Sure]
(SKIP to 20) [Refused]
[Terminate Interview]

248. As I mentioned, this is a sensitive topic and help is available. If you or someone you know wants to talk to someone, the Buncombe County Domestic Violence Hotline has staff that is available 24/7. This service is confidential and free. That number is (828) 254-0516.

Continue

SKIP to 20.

HENDERSON

311. The next question is about abuse and exploitation, which could take the form of physical violence, verbal or emotional abuse, neglect, stalking or any other behavior aimed at humiliating, demeaning, or controlling another person.

During the past THREE YEARS, have you or has any member of your household been the victim of abuse and/or exploitation?

Yes
(SKIP to 20) No
(SKIP to 20) [Don't Know/Not Sure]
(SKIP to 20) [Refused]
[Terminate Interview]

246. If you or someone you know wants to talk to someone, the Safelight hotline has staff that is available 24/7. This service is confidential and free. That number is (828) 693-3840. You can also learn more by visiting the Safelight website at safelightfamily.org.

Continue

20. The next few questions are about alcohol use. Keep in mind that one drink is equivalent to a 12-ounce beer, a 5-ounce glass of wine, or a drink with one shot of liquor.

During the past 30 days, on how many days did you have at least one drink of any alcoholic beverage such as beer, wine, hard cider, a malt beverage, or liquor?

(NOTE: A 40-ounce beer would count as 3 drinks, or a cocktail drink with 2 shots would count as 2 drinks.)

0 to 30
(SKIP to 23) [Don't Know/Not Sure]
(SKIP to 23) [Refused]

NOTE: If Q20 is "0", "Don't Know/Not Sure", or "Refused", SKIP to 23.

All Others, ASK Q21.

21. On the day(s) when you drank, about how many drinks did you have on the average? (If "None", PROBE)

1 to 10
[Don't Know/Not Sure]
[Refused]

22. Considering all types of alcoholic beverages, how many TIMES during the past 30 days did you have (5 if male 4 if female) or more drinks on an occasion?

0 to 30
[Don't Know/Not Sure]
[Refused]

23. Opiates or opioids are drugs that doctors prescribe to treat pain. Examples of prescription opiates include morphine, codeine, hydrocodone, oxycodone, methadone, and fentanyl.

In the past 12 months, have you used any of these prescription opiates, whether or not a doctor had prescribed them to you?

(Common Brand Name Opiates are Vicodin, Dilaudid, Percocet, Oxycontin, and Demerol.)

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "Swain" or "Jackson", ASK Q312.

All Others, SKIP to 24.

SWAIN AND JACKSON

312. During the past 30 days, have YOU or has SOMEONE THAT YOU KNOW used an illegal drug or taken a prescription drug that was not prescribed to them?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

24. To what degree has your life been negatively affected by YOUR OWN or SOMEONE ELSE's substance use issues, including alcohol, prescription, and other drugs? Would you say:

A Great Deal
Somewhat
A Little
or Not at All
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "Haywood", "Avery", "Mitchell", or "Transylvania", ASK Q313.

If Q2 is "Buncombe", SKIP to 314.

All Others, SKIP to 25.

HAYWOOD, AVERY, MITCHELL, AND TRANSYLVANIA

313. If you or someone you know needed substance use or mental health counseling, would you know where to refer them?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 25.

BUNCOMBE

314. Was there a time in the past 12 months when you or someone you know wanted to receive treatment or counseling for substance use, but were NOT able to receive care?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

25. The next questions are about tobacco use. Do you CURRENTLY smoke cigarettes "Every Day," "Some Days," or "Not At All"?

Every Day
Some Days
Not At All
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE:	If Q2 is "Madison", ASK Q315. All Others, SKIP to 26.

MADISON COUNTY

315. Please tell me your level of agreement or disagreement with the following statement:

I believe it is important for GOVERNMENT BUILDINGS AND GROUNDS in Madison County to be 100% tobacco free.

Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

26. Electronic vaping products, such as electronic cigarettes, are battery-operated devices that simulate traditional cigarette smoking, but do not involve the burning of tobacco.

Do you CURRENTLY use electronic vaping products, such as electronic cigarettes, "Every Day," "Some Days," or "Not At All"?

Every Day
Some Days
Not At All
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

27. Next, I'd like to ask you some general questions about yourself.

What is your age?

18 to 110
[Don't Know/Not Sure]
[Refused]

28. Are you of Hispanic or Latino origin, or is your family originally from a Spanish-speaking country?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

29. What is your race? Would you say:

(SKIP to 31) [Don't Know/Not Sure]
(SKIP to 31) [Refused]
American Indian, Indigenous, or Alaska Native
(SKIP to 31) Native Hawaiian or Pacific Islander
(SKIP to 31) Asian
(SKIP to 31) Black or African American
(SKIP to 31) White
(SKIP to 31) [Latino/Hispanic]
(SKIP to 31) Other (Specify)

30. Which of the following BEST describes you? Are you:

An Enrolled Member of the Eastern Band of Cherokee Indians, or EBCI, living ON the Qualla (KWAH-lah) boundary;
An Enrolled Member of the Eastern Band of Cherokee Indians, or EBCI, living OFF the Qualla (KWAH-lah) boundary,
or An Enrolled Member of a Different Federally-Recognized Tribe?

Enrolled EBCI on Boundary
Enrolled EBCI off Boundary
Enrolled Other Tribe
[Not a Member]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

31. The next questions are about sexual orientation and gender identity. We ask these questions in order to better understand the health and health care needs of people with different sexual orientations or gender identities.

Do you consider yourself to be:

[Don't Know/Not Sure]
[Refused]
Straight or Heterosexual
Gay or Lesbian
Bisexual
Other (Specify)

32. Do you identify your gender as:

[Don't Know/Not Sure]
[Refused]
Woman
Man
Non-Binary
Transgender Woman
Transgender Man
Two-Spirit
Other (Specify)

33. What is the highest grade or year of school you have completed?

Never Attended School or Kindergarten Only
Grades 1 through 8 (Elementary)
Grades 9 through 11 (Some High School)
Grade 12 or GED (High School Graduate)
College 1 Year to 3 Years (Some College or Technical School)
Bachelor's Degree (College Graduate)
Postgraduate Degree (Master's, M.D., Ph.D., J.D.)
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE:	If Q2 is "Madison" or "Polk", ASK Q316.
	All Others, SKIP to 34.

MADISON AND POLK

316. Do you currently have access to the internet for PERSONAL use, either at home, work, or school?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

34. How many children under the age of 18 are currently LIVING in your household?

One
Two
Three
Four
Five or More
(SKIP to 35) None
(SKIP to 35) [Refused]
[Terminate Interview]

NOTE:	If Q2 is "Henderson", ASK Q317.
	All Others, SKIP to 35.

HENDERSON

317. In the past 12 months, has a lack of child care made it difficult for you to go to the doctor, get or keep a job, or attend school or college?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

35. Now thinking about health insurance, do you, yourself, have any kind of health care coverage, including health insurance, a prepaid plan such as an HMO, or a government-sponsored plan such as Medicare, Medicaid, Military, or Indian Health Services?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

36. For employment, are you currently:

Employed for Wages
Self-Employed
Out of Work for More Than 1 Year
Out of Work for Less Than 1 Year
A Homemaker
A Student
Retired
or Unable to Work
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE:	If Q2 is "Cherokee" or "Clay", ASK Q318. All Others, SKIP to 37.

CHEROKEE AND CLAY

318. Overall, how would you rate your personal or your family's financial situation, in terms of being able to afford adequate food and housing, and to pay the bills you currently have? Would you say:

Excellent
Very Good
Good
Fair
or Poor
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

37. Suppose that you have an emergency expense that costs $400. Based on your current financial situation, would you be able to pay for this expense either with cash, by taking money from your checking or savings account, or by putting it on a credit card that you could pay in full at the next statement?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE:	If Q2 is "Avery", "Macon", "Mitchell", or "Polk", ASK Q319. All Others, SKIP to 38.

AVERY, MACON, MITCHELL, AND POLK

319. The next questions are about housing in your community.

Overall, how would you rate the availability of affordable housing in your community? Would you say:

Excellent
Very Good
Good
Fair
or Poor
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

38. In the past 12 months, how often were you worried or stressed about having enough money to pay your rent or mortgage? Would you say you were worried or stressed:

Always
Usually
Sometimes
Rarely
or Never
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

39. Thinking about your current home, over the past 12 months have you experienced ongoing problems with water leaks, rodents, insects, mold, or other housing conditions that might make living there unhealthy or unsafe?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

40. Was there a time in the past 12 months when you did not have electricity, water, or heating in your home?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

41. Has there been a time in the PAST THREE YEARS when you had to live with a friend or relative because of a housing emergency, even if this was only temporary?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

42. Has there been any time in the PAST THREEE YEARS when you were living on the street, in a car, or in a temporary shelter?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

43. Now I would like you to think about the food you ate during the past week.

About how many 1-cup servings of fruit did you have in the past week? For example, one apple equals 1 cup.

0 to 100
[Don't Know/Not Sure]
[Refused]

44. And, NOT counting potatoes, about how many 1-cup servings of vegetables did you have in the past week? For example, 12 baby carrots equal 1 cup.

0 to 100
[Don't Know/Not Sure]
[Refused]

45. Now I am going to read two statements that people have made about their food situation. Please tell me whether each statement was "Often True," "Sometimes True," or "Never True" for you in the past 12 months.

The first statement is: "I worried about whether our food would run out before we got money to buy more."

Was this statement:

Often True
Sometimes True
or Never True
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

46. The next statement is: "The food that we bought just did not last, and we did not have money to get more."

Was this statement:

Often True
Sometimes True
or Never True
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "McDowell", ASK Q320.

If Q2 is "Graham", SKIP to 321.

If Q2 is "Macon", SKIP to 322.

If Q2 is "Burke", SKIP to 323.

If Q2 is "Haywood", SKIP to 324.

All Others, SKIP to 47.

MCDOWELL

320. And please tell me your level of agreement or disagreement with the following statement:

Sometimes my family chooses fast food over groceries because of the cost.

Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 47.

GRAHAM

321. How difficult is it for you to buy fresh produce like fruits and vegetables at a price you can afford? Would you say:

Very Difficult
Somewhat Difficult
Not Too Difficult
or Not At All Difficult
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 47.

MACON

322. During the past 12 months, have you used a food pantry or community food bank?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

MACON AND BURKE

323. In the past 12 months, did you or someone in your household cut the size of your meals or skip meals because there wasn't enough money for food?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 47.

HAYWOOD

324. If you needed to use a food pantry or access emergency food services, would you know where to go?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

325. The next question is about transportation in your community. Please tell me your level of agreement or disagreement with the following statement:

In the past 12 months, a lack of transportation has prevented me from going someplace I wanted or needed to go in Haywood County.

Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

47. Now I would like to ask, about how tall are you without shoes?

FEET/INCHES
(SKIP to 256) CENTIMETERS
(SKIP to 48) [Don't Know/Not Sure]
(SKIP to 48) [Refused]
[Terminate Interview]

48. About how much do you weigh without shoes?

POUNDS
(SKIP to 254) KILOGRAMS
(SKIP to 49) [Don't Know/Not Sure]
(SKIP to 49) [Refused]
[Terminate Interview]

49. The next questions are about physical activity.

During the past month did you participate in any physical activities or exercises, such as running, calisthenics, golf, gardening, or walking for exercise?

Yes
(SKIP to 56) No
(SKIP to 56) [Don't Know/Not Sure]
(SKIP to 56) [Refused]
[Terminate Interview]

50. During the past month, what type of physical activity or exercise did you spend the MOST time doing?

(SKIP to 51)	Active Gaming Devices (Wii Fit, Dance Dance Revolution)
(SKIP to 51)	Aerobics Video or Class (aka Gym, Gym Class, Zumba, etc.)
(SKIP to 51)	Backpacking
(SKIP to 51)	Badminton
(SKIP to 51)	Basketball
(SKIP to 51)	Bicycling Machine Exercise (aka Spinning, Spin Class, Bike, Cycling)
(SKIP to 51)	Bicycling (aka Bike, Cycling)
(SKIP to 51)	Boating (Canoeing, Rowing, Kayaking, Sailing for Pleasure, Camping)
(SKIP to 51)	Bowling
(SKIP to 51)	Boxing
(SKIP to 51)	Calisthenics
(SKIP to 51)	Canoeing, Rowing in Competition
(SKIP to 51)	Carpentry
(SKIP to 51)	Dancing-Ballet, Ballroom, Latin, Hip Hop, etc.
(SKIP to 51)	Elliptical, EFX Machine Exercise
(SKIP to 51)	Fishing from River Bank or Boat
(SKIP to 51)	Frisbee
(SKIP to 51)	Gardening (Spading, Weeding, Digging, Filling) (aka Yardwork)
(SKIP to 51)	Golf (with Motorized Cart)
(SKIP to 51)	Golf (without Motorized Cart)
(SKIP to 51)	Handball
(SKIP to 51)	Hiking-Cross-Country
(SKIP to 51)	Hockey
(SKIP to 51)	Horseback Riding
(SKIP to 51)	Hunting Large Game-Deer, Elk
(SKIP to 51)	Hunting Small Game-Quail
(SKIP to 51)	Inline Skating
(SKIP to 51)	Jogging
(SKIP to 51)	Lacrosse
(SKIP to 51)	Mountain Climbing
(SKIP to 51)	Mowing Lawn (aka Yardwork)
(SKIP to 51)	Paddleball
(SKIP to 51)	Painting, Papering House
(SKIP to 51)	Pilates
(SKIP to 51)	Racquetball
(SKIP to 51)	Raking Lawn (aka Yardwork)
(SKIP to 51)	Running (aka Treadmill)
(SKIP to 51)	Rock Climbing
(SKIP to 51)	Rope Skipping (aka Jump Roping)
(SKIP to 51)	Rowing Machine Exercise
(SKIP to 51)	Rugby
(SKIP to 51)	Scuba Diving
(SKIP to 51)	Skateboarding
(SKIP to 51)	Skating-Ice or Roller
(SKIP to 51)	Sledding, Tobogganing
(SKIP to 51)	Snorkeling
(SKIP to 51)	Snow Blowing
(SKIP to 51)	Snow Shoveling by Hand
(SKIP to 51)	Snow Skiing
(SKIP to 51)	Snowshoeing
(SKIP to 51)	Soccer

(SKIP to 51)	Softball, Baseball
(SKIP to 51)	Squash
(SKIP to 51)	Stair Climbing, Stairmaster
(SKIP to 51)	Stream Fishing in Waders
(SKIP to 51)	Surfing
(SKIP to 51)	Swimming
(SKIP to 51)	Swimming in Laps
(SKIP to 51)	Table Tennis
(SKIP to 51)	Tai Chi
(SKIP to 51)	Tennis
(SKIP to 51)	Touch Football
(SKIP to 51)	Volleyball
(SKIP to 51)	Walking (aka Treadmill)
(SKIP to 51)	ZZ1
(SKIP to 51)	Waterskiing
(SKIP to 51)	Weight Lifting (aka Gym, Gym Class)
(SKIP to 51)	Wrestling
(SKIP to 51)	Yoga
(SKIP to 51)	ZZ2
(SKIP to 51)	Childcare (aka Taking Care of Children)
(SKIP to 51)	Farm/Ranch Work (Caring for Livestock, Stacking Hay, etc.)
(SKIP to 51)	Household Chores (Vacuuming, Dusting, Home Repair, Cleaning, etc.)
(SKIP to 51)	Karate/Martial Arts (aka Taekwondo)
(SKIP to 51)	Upper Body Cycle (Wheelchair Sports, Ergometer, etc.)
(SKIP to 51)	Yardwork (Cutting/Gathering Wood, Trimming Hedges, etc.)
	Other
(SKIP to 56)	[No Other Activity]
(SKIP to 56)	[Don't Know/Not Sure]
(SKIP to 56)	[Refused]
	[Terminate Interview]

51. And during the past month, how many TIMES per week or per month did you take part in this activity?

	TIMES PER WEEK
(SKIP to 259)	TIMES PER MONTH
(SKIP to 52)	[Don't Know/Not Sure]
(SKIP to 52)	[Refused]
	[Terminate Interview]

52. And when you took part in this activity, for how many minutes or hours did you usually keep at it?

	MINUTES
(SKIP to 261)	HOURS
(SKIP to 53)	[Don't Know/Not Sure]
(SKIP to 53)	[Refused]
	[Terminate Interview]

53. During the past month, what OTHER type of physical activity gave you the NEXT most exercise?

(SKIP to 54)	Active Gaming Devices (Wii Fit, Dance Dance Revolution)
(SKIP to 54)	Aerobics Video or Class (aka Gym, Gym Class, Zumba, etc.)
(SKIP to 54)	Backpacking
(SKIP to 54)	Badminton
(SKIP to 54)	Basketball
(SKIP to 54)	Bicycling Machine Exercise (aka Spinning, Spin Class, Bike, Cycling)
(SKIP to 54)	Bicycling (aka Bike, Cycling)
(SKIP to 54)	Boating (Canoeing, Rowing, Kayaking, Sailing for Pleasure, Camping)
(SKIP to 54)	Bowling
(SKIP to 54)	Boxing
(SKIP to 54)	Calisthenics
(SKIP to 54)	Canoeing, Rowing in Competition
(SKIP to 54)	Carpentry
(SKIP to 54)	Dancing-Ballet, Ballroom, Latin, Hip Hop, etc.
(SKIP to 54)	Elliptical, EFX Machine Exercise
(SKIP to 54)	Fishing from River Bank or Boat
(SKIP to 54)	Frisbee
(SKIP to 54)	Gardening (Spading, Weeding, Digging, Filling) (aka Yardwork)
(SKIP to 54)	Golf (with Motorized Cart)
(SKIP to 54)	Golf (without Motorized Cart)
(SKIP to 54)	Handball
(SKIP to 54)	Hiking-Cross-Country
(SKIP to 54)	Hockey
(SKIP to 54)	Horseback Riding
(SKIP to 54)	Hunting Large Game-Deer, Elk
(SKIP to 54)	Hunting Small Game-Quail
(SKIP to 54)	Inline Skating
(SKIP to 54)	Jogging
(SKIP to 54)	Lacrosse
(SKIP to 54)	Mountain Climbing
(SKIP to 54)	Mowing Lawn (aka Yardwork)
(SKIP to 54)	Paddleball
(SKIP to 54)	Painting, Papering House
(SKIP to 54)	Pilates
(SKIP to 54)	Racquetball
(SKIP to 54)	Raking Lawn (aka Yardwork)
(SKIP to 54)	Running (aka Treadmill)
(SKIP to 54)	Rock Climbing
(SKIP to 54)	Rope Skipping (aka Jump Roping)
(SKIP to 54)	Rowing Machine Exercise
(SKIP to 54)	Rugby
(SKIP to 54)	Scuba Diving
(SKIP to 54)	Skateboarding
(SKIP to 54)	Skating-Ice or Roller
(SKIP to 54)	Sledding, Tobogganing
(SKIP to 54)	Snorkeling
(SKIP to 54)	Snow Blowing
(SKIP to 54)	Snow Shoveling by Hand
(SKIP to 54)	Snow Skiing
(SKIP to 54)	Snowshoeing
(SKIP to 54)	Soccer

(SKIP to 54)	Softball, Baseball
(SKIP to 54)	Squash
(SKIP to 54)	Stair Climbing, Stairmaster
(SKIP to 54)	Stream Fishing in Waders
(SKIP to 54)	Surfing
(SKIP to 54)	Swimming
(SKIP to 54)	Swimming in Laps
(SKIP to 54)	Table Tennis
(SKIP to 54)	Tai Chi
(SKIP to 54)	Tennis
(SKIP to 54)	Touch Football
(SKIP to 54)	Volleyball
(SKIP to 54)	Walking (aka Treadmill)
(SKIP to 54)	ZZ1
(SKIP to 54)	Waterskiing
(SKIP to 54)	Weight Lifting (aka Gym, Gym Class)
(SKIP to 54)	Wrestling
(SKIP to 54)	Yoga
(SKIP to 54)	ZZ2
(SKIP to 54)	Childcare (aka Taking Care of Children)
(SKIP to 54)	Farm/Ranch Work (Caring for Livestock, Stacking Hay, etc.)
(SKIP to 54)	Household Chores (Vacuuming, Dusting, Home Repair, Cleaning, etc.)
(SKIP to 54)	Karate/Martial Arts (aka Taekwondo)
(SKIP to 54)	Upper Body Cycle (Wheelchair Sports, Ergometer, etc.)
(SKIP to 54)	Yardwork (Cutting/Gathering Wood, Trimming Hedges, etc.)
	Other
(SKIP to 56)	[No Other Activity]
(SKIP to 56)	[Don't Know/Not Sure]
(SKIP to 56)	[Refused]
	[Terminate Interview]

54. And during the past month, how many TIMES per week or per month did you take part in this activity?

	TIMES PER WEEK
(SKIP to 264)	TIMES PER MONTH
(SKIP to 55)	[Don't Know/Not Sure]
(SKIP to 55)	[Refused]
	[Terminate Interview]

55. And when you took part in this activity, for how many minutes or hours did you usually keep at it?

	MINUTES
(SKIP to 266)	HOURS
(SKIP to 56)	[Don't Know/Not Sure]
(SKIP to 56)	[Refused]
	[Terminate Interview]

56. During the past month, how many TIMES per week or per month did you do physical activities or exercises to STRENGTHEN your muscles? Do NOT count aerobic activities like walking, running, or bicycling. Please include activities using your own body weight, such as yoga, sit-ups or push-ups, and those using weight machines, free weights, or elastic bands.

	TIMES PER WEEK
(SKIP to 268)	TIMES PER MONTH
(SKIP to NOTE before 326)	Never
(SKIP to NOTE before 326)	[Don't Know/Not Sure]
(SKIP to NOTE before 326)	[Refused]
	[Terminate Interview]

NOTE: If Q2 is "Graham", ASK Q326.

If Q2 is "Madison", SKIP to NOTE before 327.

If Q2 is "Rutherford", SKIP to 328.

All Others, SKIP to 57.

GRAHAM

326. Please tell me your level of agreement or disagreement with the following statement:

To meet the health and wellness needs of its residents, my county needs more indoor public physical activity spaces such as gyms, recreation centers, or indoor pools.

Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 57.

MADISON

NOTE: If Q27 is 40 Years of Age or Older, ASK Q327.

All Others, SKIP to 57.

327. In the past 12 months, how many times, if any, were you injured as the result of a fall? For the purposes of this study, an "injury" means that it caused you to limit your regular activities for at least a day or caused you to go see a doctor.

0 to 100
[Don't Know/Not Sure]
[Refused]

NOTE: SKIP to 57.

RUTHERFORD

328. Now thinking about any pets you may have, do you currently own any dogs or cats that are NOT microchipped?

Yes
No
Do Not Have Any Dogs or Cats for Pets
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

57. This next question is about climate, or the weather conditions in an area in general or over a long period; for example, extreme heat, flooding or drought.

To what extent do you feel that climate is connected to health risks? Would you say it is:

Very Connected
Somewhat Connected
Not Very Connected
or Not At All Connected
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE:	If Q2 is "Jackson", ASK Q329. All Others, SKIP to 58.

JACKSON

329. Please tell me your level of agreement or disagreement with the following statement:

I believe Jackson County provides the facilities and programs needed for CHILDREN and YOUTH to be supported and successful.

Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

330. And, please tell me your level of agreement or disagreement with the following statement:

I believe Jackson County provides the facilities and programs needed for OLDER ADULTS to live a happy and independent lifestyle.

Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

58. Now I would like to ask you some general questions about your overall well-being.

In general, how satisfied are you with your life? Would you say:

Very Satisfied
Satisfied
Dissatisfied
or Very Dissatisfied
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

59. Thinking about your MENTAL health, which includes stress, depression and problems with emotions, would you say that, in general, your mental health is:

Excellent
Very Good
Good
Fair
or Poor
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

60. For how many days during the past 30 days was your mental health NOT good?

0 to 30
[Don't Know/Not Sure]
[Refused]

61. Thinking about the amount of stress in your life, would you say that most days are:

Extremely Stressful
Very Stressful
Moderately Stressful
Not Very Stressful
or Not At All Stressful
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

62. How often do you have someone you can rely on to help with things like food, transportation, child care, or other support if needed? Would you say:

Always
Usually
Sometimes
Seldom
or Never
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

63. How often do you get the social and emotional support you need? Would you say:

Always
Usually
Sometimes
Seldom
or Never
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

64. Please tell me your level of agreement or disagreement with the following statement:

I am able to stay hopeful even in difficult times.

Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

65. How often do you feel lonely? Would you say:

Often
Some of the Time
Occasionally
Hardly Ever
or Never
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

66. The next question is about a sensitive topic, and some people may NOT feel comfortable answering. Please keep in mind that you do not have to answer any question you do not want to.

Has there been a time in the past 12 months when you thought of taking your own life?

Yes
(SKIP to 67) No
(SKIP to 67) [Don't Know/Not Sure]
(SKIP to 67) [Refused]
[Terminate Interview]

67. Was there a time in the past 12 months when you needed mental health care or counseling, but did not get it at that time?

Yes
(SKIP to 69) No
(SKIP to 69) [Don't Know/Not Sure]
(SKIP to 69) [Refused]
[Terminate Interview]

68. What was the MAIN reason you did not get mental health care or counseling?

[Don't Know/Not Sure]
[Refused]
Other (Specify)

69. Are you NOW taking medication or receiving treatment, therapy, or counseling from a health professional for any type of mental or emotional health need?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "Clay" or "Graham",
CONTINUE with SCRIPTING NOTE before Q331.

If Q2 is "Avery", "Cherokee", "Henderson", or "Mitchell,
SKIP to NOTE before 333.

If Q2 is "Transylvania", SKIP to 334.

If Q2 is "Burke", SKIP to 335.

All Others, SKIP to 70.

CLAY AND GRAHAM

**SCRIPTING NOTE: If Q69 is "Yes"/"Sí",
Force Q331 to "Yes"/"Sí" and SKIP to NOTE before 332.**

331. Have you EVER sought help from a professional for a mental or emotional problem?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "Graham", SKIP to 70.

If Q2 is "Clay", ASK Q332.

CLAY

332. Which one of the following support services do you MOST need, but are not currently getting:

Help Getting Access to Services
Individual Counseling to Help Cope with Giving Care
Respite Care
or You Do Not Need Any of These Support Services
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 70.

AVERY, CHEROKEE, HENDERSON, AND MITCHELL

NOTE: If Q34 is "None"/"Nunca" or "[Refused]", SKIP to 70.

All Others, ASK Q333.

333. Previously, you mentioned that you had a child or children living in your home.

In the past 12 months, how often were you worried or stressed about the mental or emotional health of a child in your home? Would you say:

Always
Usually
Sometimes
Seldom
or Never
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 70.

TRANSYLVANIA

334. Now I would like you to think about any children or grandchildren under the age of 18 you may have.

In the past 12 months, how often were you worried or stressed about the mental or emotional health of your child or grandchild? Would you say:

Always
Usually
Sometimes
Seldom
or Never
[No Children/Grandchildren]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 70.

BURKE

335. This next question is about health problems or impairments you may have.

Are you limited in any way in any activities because of physical, mental or emotional problems?

Yes
(SKIP to 70) No
(SKIP to 70) [Don't Know/Not Sure]
(SKIP to 70) [Refused]
[Terminate Interview]

336. What is the major impairment or health problem that limits you?

Arthritis/Rheumatism
Back or Neck Problem
Cancer
Depression/Anxiety/Emotional Problem
Diabetes
Eye/Vision Problem
Fractures, Bone/Joint Injury
Hearing Problem
Heart Problem
Hypertension/High Blood Pressure
Lung/Breathing Problem
Stroke Problem
Walking Problem
Other Impairment/Problem
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

70. The following questions are about discrimination and/or acceptance based on race or ethnicity. Please tell me your level of agreement or disagreement with the following statement:

I feel that my community is a welcoming place for people of all races and ethnicities.

Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

71. In the past 12 months, how often have you been threatened or harassed? Would you say:

Often
Sometimes
Rarely
or Never
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

72. In the past 12 months, how often were you treated unfairly or been discriminated against when getting medical care? Would you say:

Often
Sometimes
Rarely
or Never
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

73. In the past 12 months, how often were you treated unfairly or been discriminated against in a school? Would you say:

Often
Sometimes
Rarely
or Never
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q71, Q72, or Q73 is "Often"/"A Menudo" or "Sometimes"/"A Veces", ASK Q74.

All Others, SKIP to 75.

74. What do you feel is the MAIN reason that you were treated this way?

[Don't Know/Not Sure]
[Refused]
Accent/The Way I Talk
Age
Ancestry, Culture, or National Origins
Appearance
Disability
Gender
Height and/or Weight
Income
Language
Race
Religion
Sexual Orientation
Other (Specify)

75. Within the past 30 days, have you experienced any physical symptoms--for example, a headache, an upset stomach, tensing of your muscles, or a pounding heart--as a result of how you were treated?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

76. Total Family Household Income.

Under $14,600
$14,600 to $19,699
$19,700 to $24,899
$24,900 to $29,599
$29,600 to $35,099
$35,100 to $39,899
$39,900 to $45,399
$45,400 to $50,199
$50,200 to $55,699
$55,700 to $60,399
$60,400 to $65,999
$66,000 to $70,699
$70,700 to $80,599
$80,600 to $90,799
$90,800 to $101,099
$101,100 to $111,399
$111,400 to $121,699
$121,700 to $131,999
$132,000 to $142,199
$142,200/Over
[Don't Know/Not Sure]
[Refused]
(SKIP to GOODBYE) [Terminate Interview]

That's the last question! Everyone's answers will be combined to give us information about the health of residents in this community. Thank you very much for your time and cooperation.