

**CALDWELL COUNTY**  
North Carolina

**NCPH**  
North Carolina  
Public Health

**HEALTH DEPARTMENT**



**\*\*Photo by: Mark Jackson, Caldwell Journal**

**2017 Community Health Assessment**  
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## *Executive Summary*

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### **Overview**

The Community Health Assessment (CHA) is a process by which community members gain an understanding of the health concerns and health-care systems of the community by identifying, collecting, analyzing and disseminating information on community assets, strengths, resources and needs.

- It is the foundation for improving and promoting the health and welfare of community members.
- It is used to identify factors that will affect the health and welfare of a population and determine the availability of resources within the community, such as leaders, public health agencies, businesses, hospitals, private practitioners and academic centers.
- Provide a resource for the community, including a Community Resource Guide, which is found in Appendix D. The Community Resource Guide will also be available on the Health Department website, and printed at Caldwell County Health Department and all Caldwell County Libraries.

### **Priority Determination**

On December 6, 2017, the Community Health Assessment Advisory Committee reviewed all data collected from numerous outside sources and the community health assessment opinion survey in order to determine Caldwell County's top three health priorities for the next three years. Each member ranked the priorities from 1 to 5 based on the magnitude, seriousness of consequences and the overall feasibility (5 being the priority with the highest magnitude, seriousness and overall feasibility). There was an open discussion following the ranking exercise. The top three priorities chosen for the 2017-2020 Caldwell County Community Health Assessment are:

1. **Preventative Care:** Preventative care is routine health care that includes screenings, services and counseling to help prevent illness, disease or other health problems. Examples of preventative care include wellness visits, standard immunizations and screenings for blood pressure, cancer, cholesterol, depression, obesity and Type 2 diabetes as well as, pediatric screenings for hearing, vision, autism and developmental disorders, depression and obesity. Organizations involved include: Caldwell County Health Department, UNC Caldwell Health, Caldwell County School System, and West Caldwell Health Council, among other community partners.
2. **Substance Abuse:** Substance abuse and misuse continues to be a major health concern and issue in Caldwell County. Substance abuse can include the misuse or abuse of alcohol and illicit drugs. In 2016, according to the Injury and Violence Prevention Branch, there were 17 unintentional opiate poisoning deaths, 2 heroin deaths, 24 medication poisonings and 11 benzodiazepine poisoning deaths in Caldwell County. Community groups will be working on this issue, providing prevention and awareness education along with promoting Operation



Medicine Drop locations and equipping the community (agency employees, pharmacies, healthcare, etc.) with naloxone.

3. **Mental Health:** Mental health is not just emotional health, it also includes psychological and social wellbeing. Mental health affects how we think, feel and act; as well as how we respond to stresses, interact with others and make choices. During each stage of life, mental wellbeing is important. Issues around mental health continue to be a target area for improvement in Caldwell County. While resources related to mental health are limited, Caldwell County has a need for these types of services. Strategies to target these issues will include building community partnerships that will focus on providing adequate resources to the public with the goal of reducing the stigma surrounding these conditions. Community collaboration will also work towards increasing the support that is in place to provide help to those suffering from mental health conditions. Organizations involved include: Caldwell County Health Department, UNC Caldwell Health, VAYA Health, and RHA Health Services.



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## *Background/Introduction*

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The 2017 CHA is a collaboration among multiple agencies within Caldwell County. It represents the most updated data available prior to publications of the CHA. After the collection of over 620 opinion surveys, the Caldwell County Health Department hosted advisory committee meetings and focus groups to gain an understanding of both stakeholders' and community members' thoughts on the selected priorities.

### **Data Collection**

To ensure the quality of the CHA, primary data (collected directly, including focus group data) and secondary data (collected from other sources) must be used in the CHA process. To achieve this, the Caldwell County Community Health Assessment Advisory Committee did the following:

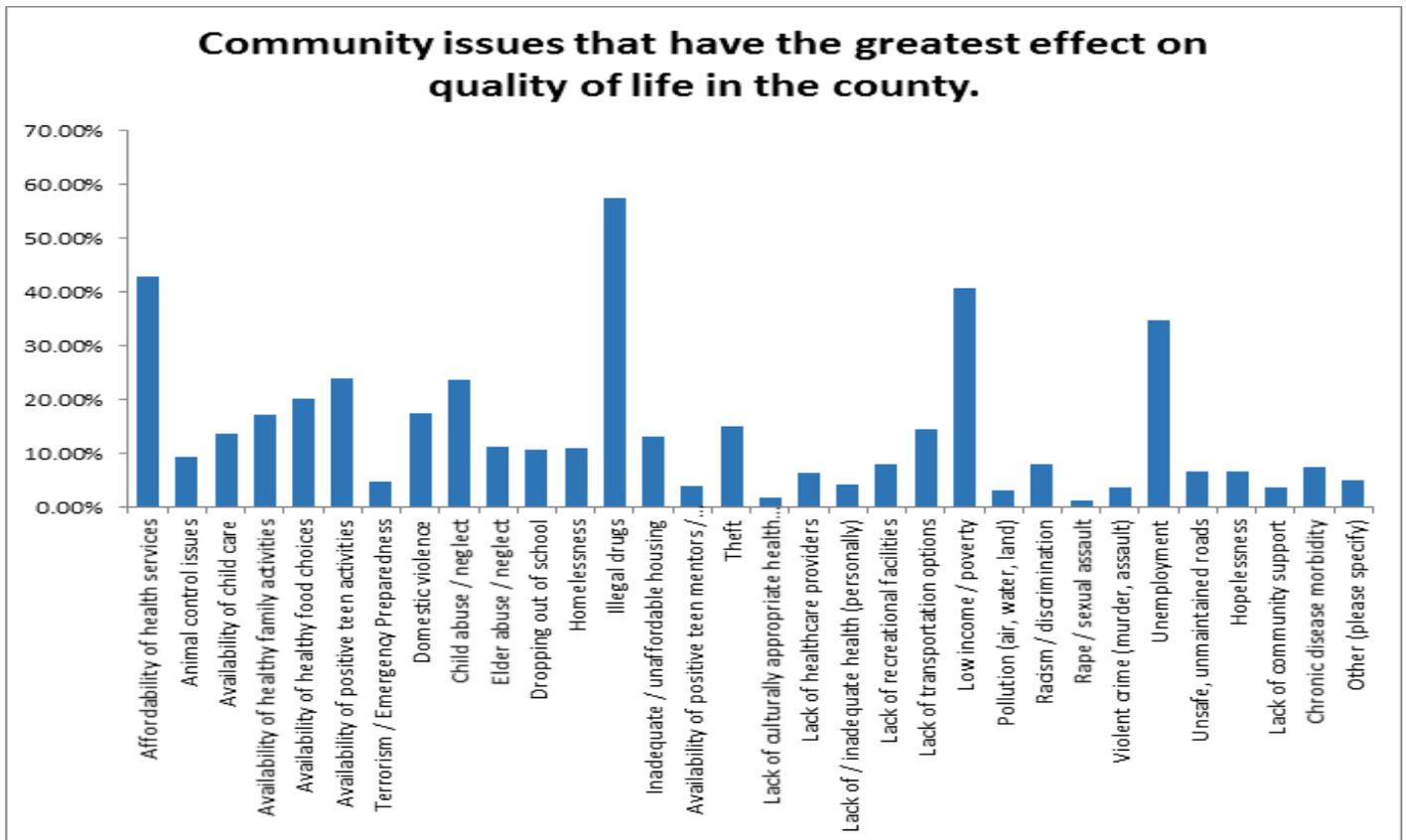
- Created a Community Health Assessment Opinion Survey, which was used to collect primary data.
  - Partnered with the courts to distribute surveys to individuals selected for jury duty
  - Placed the survey online, distributed through multiple local list serves and had paper copies available at the county library and the Caldwell County Health Department
  - Had over 620 individuals complete the Opinion survey
- Conducted 4 focus groups:
  - The CHA steering committee selected groups which would represent a variety of socioeconomic and demographic groups in Caldwell County.
    - Adult: County employees
    - Low-income/minority: participants from Family Resource Center
    - Teen: students from Hibriten High School 10-12th grades
    - Senior-Adult: participants from the Senior Center
  - Participants of these groups were solicited by email list serves, fliers and other established groups
- Researched secondary data from a number of resources which included but not limited to:
  - North Carolina Department of Labor
  - NC SHIFT
  - North Carolina State Center for Health Statistics
  - Census
  - Environmental Protection Agency
  - County Health Rankings and Roadmaps



**Priority Selection**

During Phase I of the CHA process, members of the planning team brought forth ten priorities to the advisory committee. These priorities came from the community health assessment opinion survey. Graph 1 and Graph 2 show the survey results for the top priorities listed in the survey. Five priorities were chosen by the advisory committee using an impact matrix (Graph 3). Impact, output, current resources and current programs were all measured to determine where each priority would fall on the matrix. The five priorities chosen were Mental Health, Substance Abuse, Chronic Disease, Preventative Care and Education/Economy.

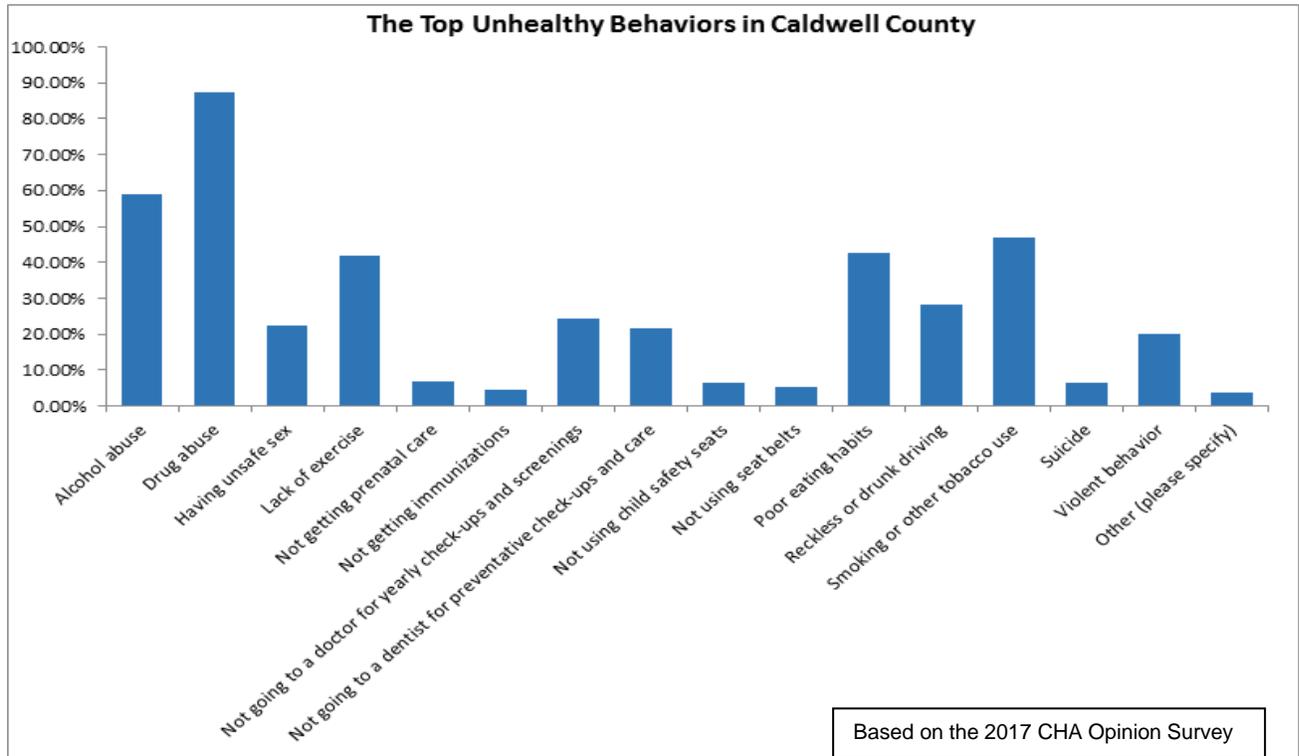
Graph 1



Source: : Community Health Assessment Surveys

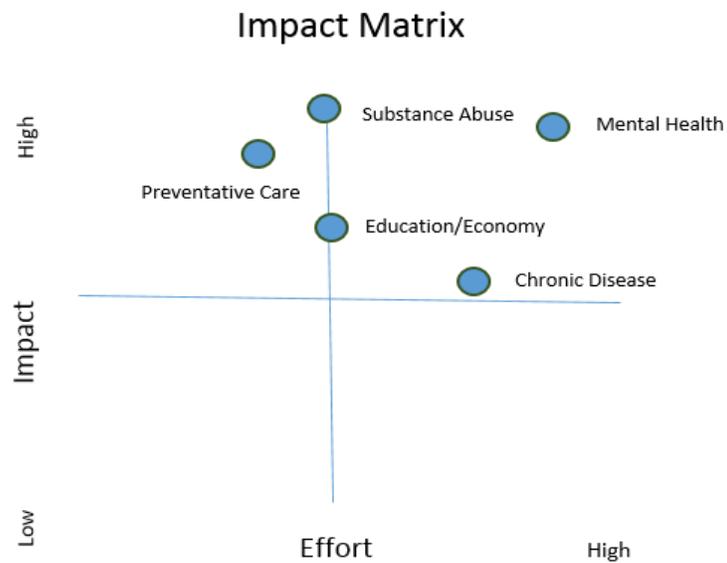


Graph 2



Source: Community Health Assessment Surveys

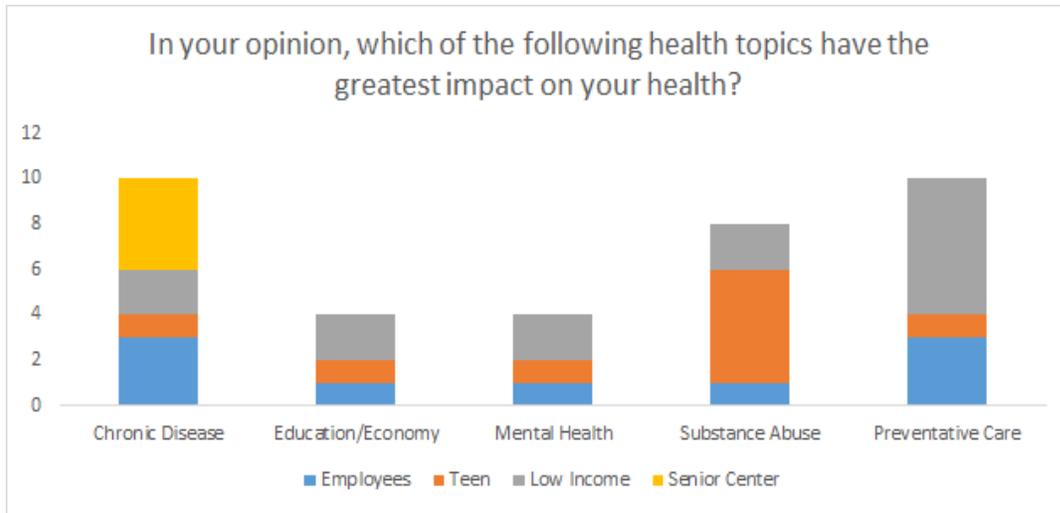
Graph 3





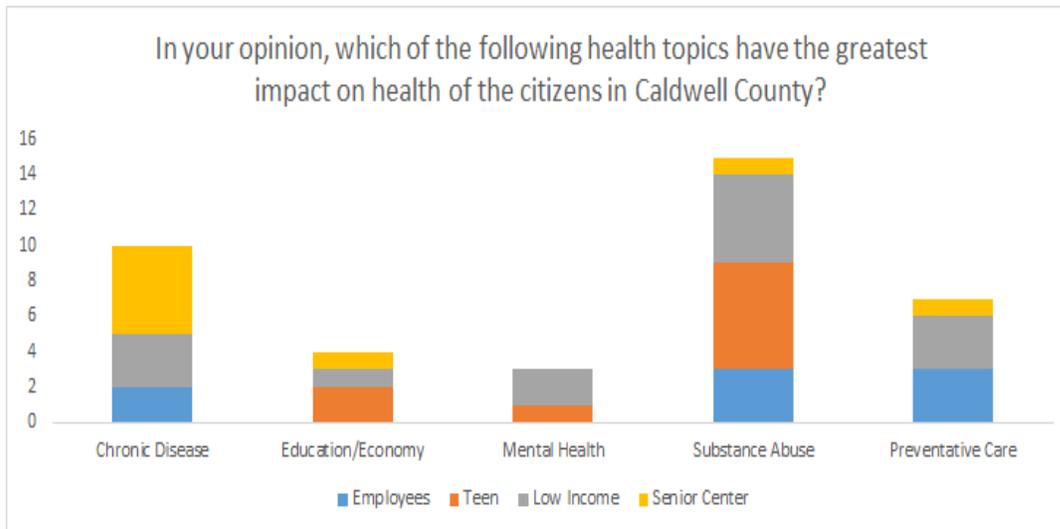
During Phase II of the CHA process, members of the advisory committee worked with individuals of different demographic and socioeconomic groups to organize focus groups. During these four focus sessions, qualitative and quantitative data was collected on each of the five priorities. Graphs 4 and 5 show results of the quantitative data collected during the focus groups. The advisory committee used primary data and secondary data to choose the top three priorities: preventative care, mental health and substance abuse.

Graph 4



Source: Community Health Assessment Focus Groups

Graph 5



Source: Community Health Assessment Focus Groups



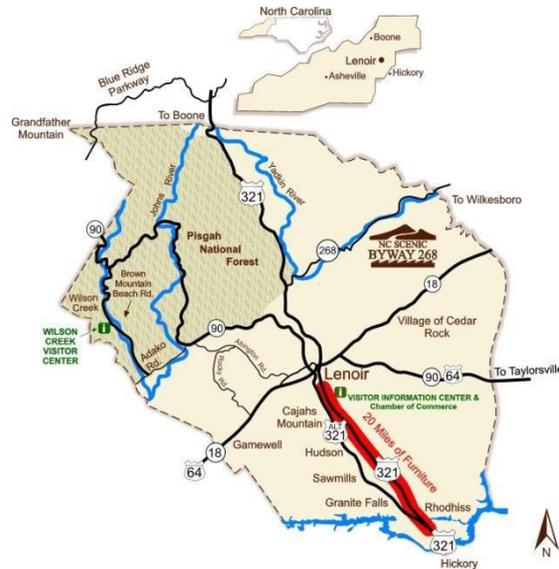
### **Populations at Risk**

Health issues affect communities on multiple levels: individually, economically, socially and spiritually. After collecting primary, secondary and focus group data, the advisory committee identified a number of at risk populations which experience access issues to health care and the possibility of decreased health and wellness in Caldwell County. These groups include:

- **Low income-** These individuals are at risk for decreased access to medical care and social status, both linked to better health. Historically, lower income individuals have less access to healthy foods, increasing their chances of developing chronic diseases, such as heart disease and obesity.
- **Uninsured-** These individuals face barriers to access healthcare every day. Having decreased coverage could lead to delays in receiving appropriate care, the inability to obtain preventative services and an increase in hospitalizations, which could lead to decreased health.
- **Teens-** Teens are at risk for many health issues. What choices teens make today will drastically affect their quality of life as an adult, both physically and mentally.
- **Elderly-** This population usually has limited health coverage with an increased need for ongoing primary and acute care. Chronic Diseases and other debilitating diseases are highly prevalent in this age group. This, in turn, results in an elevated need for healthcare.
- **Adults in need of mental health and substance abuse services-** In Caldwell County, mental health services are limited. Those individuals who struggle with mental health and substance abuse have inadequate resources to positively influence their health, both physically and mentally.



## Caldwell County Description



### History of Caldwell County

Caldwell County was formed on January 11, 1841. It is located in the northwest section of North Carolina in the foothills. Caldwell County is bordered on the northwest by Watauga County, on the northeast by Wilkes County, on the east by Alexander County, on the south by Catawba and Burke Counties and on the west by Burke and Avery Counties. Today, there are nine incorporated municipalities in the county: Lenoir, Hudson, Granite Falls, Cedar Rock, Cahj's Mountain, Gamewell, Sawmills and parts of Blowing Rock and Rhodhiss.

Caldwell County was named for Dr. Joseph Caldwell, former President of the University of North Carolina and an advocate for a public school system and a railroad system to connect Morehead City to Tennessee. In 1790, the Caldwell County area had a population of 2,675 people. In 1791, Caldwell County's first industries were built on Gunpowder Creek, near Granite Falls. This is where the Pierce Iron Forge was erected and gunpowder was manufactured for the patriots. Grist and Sawmills were developed in 1878 along streams within the county. At this time, the county had 51 grain mills, 41 sawmills, 5 furniture shops, 8 tanneries, a pottery, an implement factory, four gold mines and innumerable iron ore beds.

The Caldwell County Health Department was established in 1950 as a free clinic. Before 1950, Caldwell County was part of the Burke-Caldwell Health District. Today, the Caldwell County Health Department serves the residents of Caldwell County at the Health and Human Services Building in Lenoir, NC. They employ around 83 employees including Animal Control Officers, Clinic, Women's Health and School Health Nurses, Health Educators, Social Workers, Physicians, Environmental Health Specialists, a Dentist, Dental Assistants, Nutritionists and Administrative/Support Staff. In 2017, CCHD served over 5,100 patients in the clinical areas.

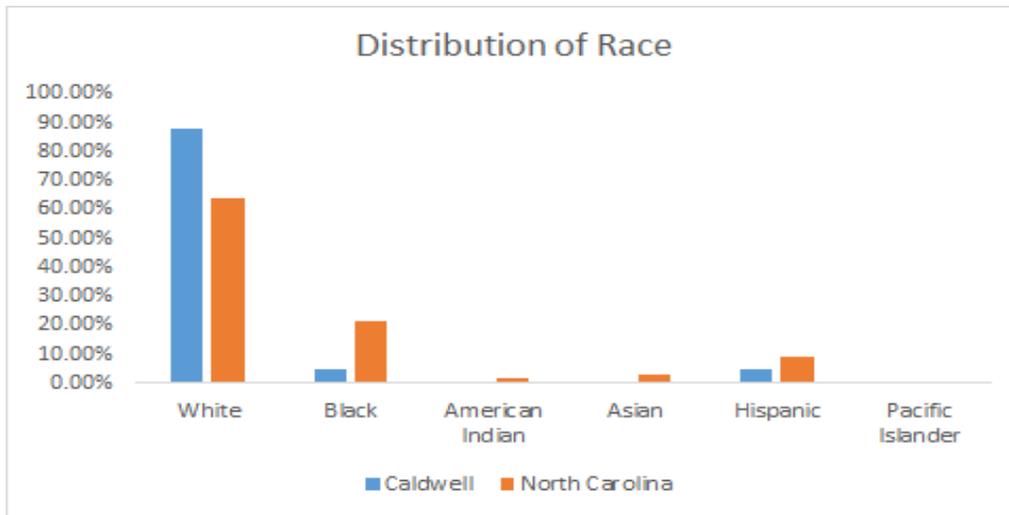


**Today in Caldwell County**

Today, Caldwell County is home to over 81,287 residents. In 2014, over 37.8% of residents worked inside the county and 62.2% worked outside the county. In 2016, private industries employed over 83% of people in Caldwell County while the government employed a little over 16% of individuals. According to the North Carolina Department of Commerce, in 2017 the top employers in Caldwell County were Caldwell County Schools, Bernhardt Furniture Company and Merchants Distributors Inc. (MDI).

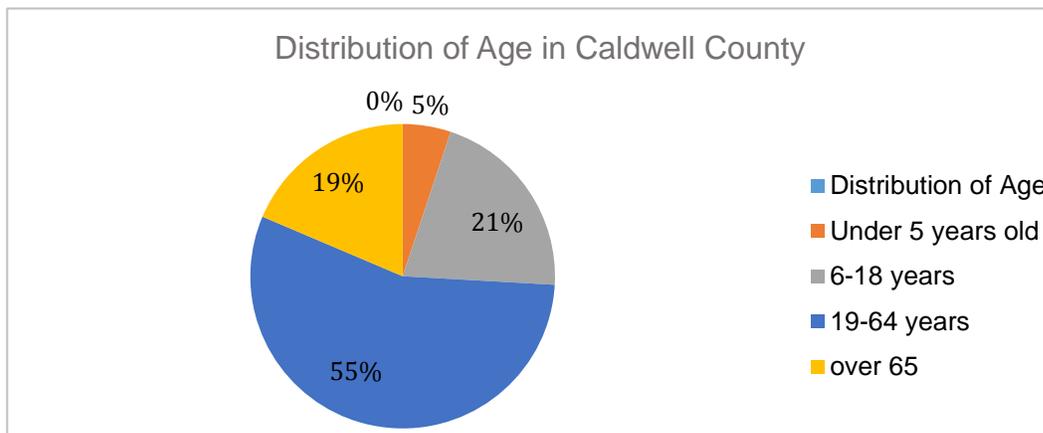
In 2017, 88% of Caldwell County residents were Caucasian and 5% African American, as shown in Graph 6. As shown in Graph 7, for 2017, the majority of Caldwell citizens were between the ages of 19 and 65. Graph 8 shows gender distribution for males and females in Caldwell and North Carolina with 50% female in Caldwell County and 51% female in North Carolina.

Graph 6



Source: County Health Rankings and Roadmaps

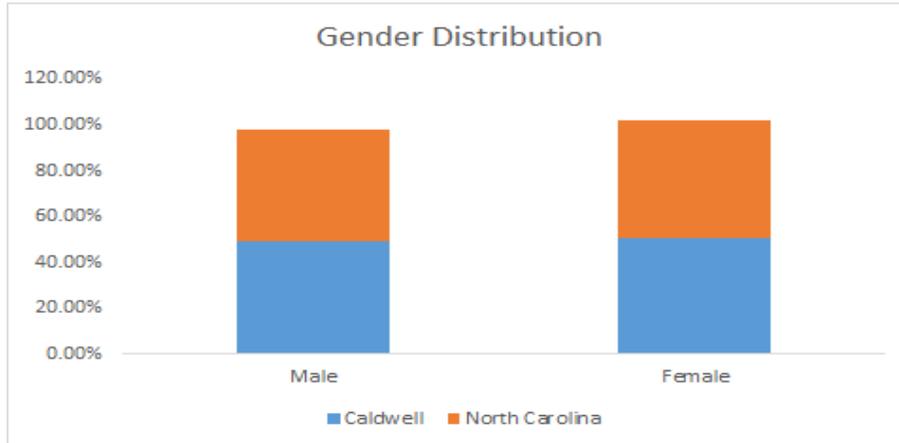
Graph 7



Source: www.census.gov



Graph 8



Source: County Health Rankings and Roadmaps

### **Morbidity and Mortality**

Morbidity and Mortality are ongoing concerns for all counties and states. When looking at morbidity and mortality or the incidence of disease, it is important to look at modifiable and non-modifiable behaviors. During the CHA action planning sessions, Caldwell County Health Department and partners will be referring to those behaviors to ensure that Caldwell County citizens are aware of and have access to needed services and education in order to decrease morbidity and mortality. The State Center for Health Statistics compiles the top 10 causes of death each year. Caldwell County's top ten causes of death (Chart 1) show that cancer and heart disease consistently fall at the top of the list. This has been consistent for a number of years. In 2015, there were 18,474 deaths related to heart disease and 19,322 deaths from cancer. Heart Disease and Cancer alone contributed to an average over 559,137 years of potential life lost in the State of North Carolina in 2016. Caldwell County had an average of over 5,587 years of potential life lost in 2016.

Chart 1 also compares the leading causes of death from 2014 and 2015. In 2014, all five of the leading causes of death were related to chronic disease. In 2015, unintentional injuries ranked fifth, with cerebrovascular diseases falling to sixth place. In 2014, suicide made the top 10 leading causes of death. Suicide also made the list in 2015 at number 9 and in 2016 at number 10 for leading causes of death. Nephritis, nephrotic syndrome, and nephrosis are not in the top 10 leading causes of death in 2015, being replaced instead with chronic liver disease and cirrhosis at number 10. In 2016, the same trend is observed from 2014; Nephritis, nephrotic syndrome, and nephrosis is ranked at number 9, with chronic liver disease and cirrhosis not in the top leading causes of death.



Chart 1

<b>Leading Causes of Death in Caldwell County</b>			
Rank	2014	2015	2016
1	Cancer	Diseases of heart	Diseases of heart
2	Diseases of heart	Cancer	Cancer
3	Chronic lower respiratory diseases	Alzheimer's disease	Chronic lower respiratory diseases
4	Alzheimer's disease	Chronic lower respiratory diseases	Alzheimer's disease
5	Cerebrovascular diseases	All other unintentional injuries	Cerebrovascular diseases
6	All other unintentional injuries	Cerebrovascular diseases	All other unintentional injuries
7	Influenza and pneumonia	Diabetes Mellitus	Diabetes Mellitus
8	Nephritis, nephrotic syndrome and nephrosis	Influenza and pneumonia	Influenza and pneumonia
9	Diabetes Mellitus	Intentional Self-Harm (Suicide)	Nephritis, nephrotic syndrome and nephrosis
10	Intentional Self-Harm (Suicide)	Chronic liver disease and cirrhosis	Intentional Self-Harm (Suicide) AND Septicemia

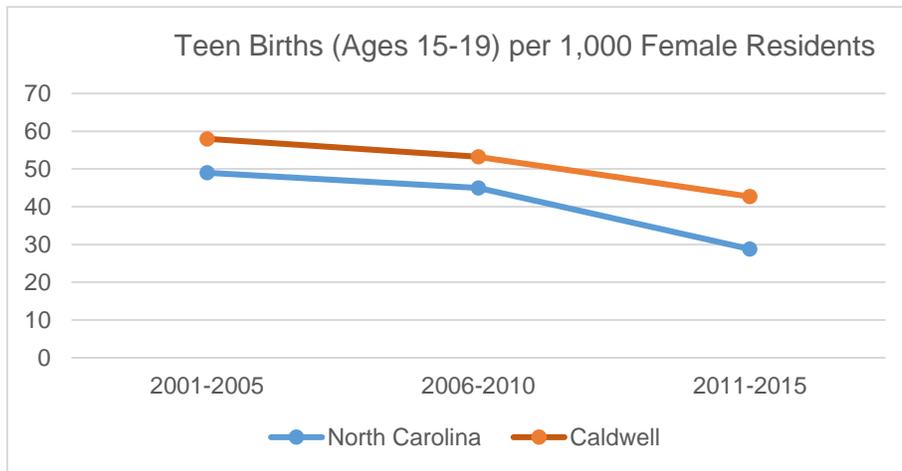
Source: State Center for Health Statistics



## Areas of Success

There are numerous organizations and groups in Caldwell County working together to increase life expectancy and to increase quality of life in the County. We have seen success from many of the efforts throughout the county. The county has made tremendous strides in reducing rates or maintaining rates below the state level in many areas. Although teen pregnancy was not a priority in the last CHA cycle, the teen pregnancy rates have continued to show a decreasing trend, as shown in Graph 9. This not only affects teen mothers and their babies, but also the community as a whole, as teen pregnancy is associated with decreased high school graduation rates, lower income and premature births.

Graph 9

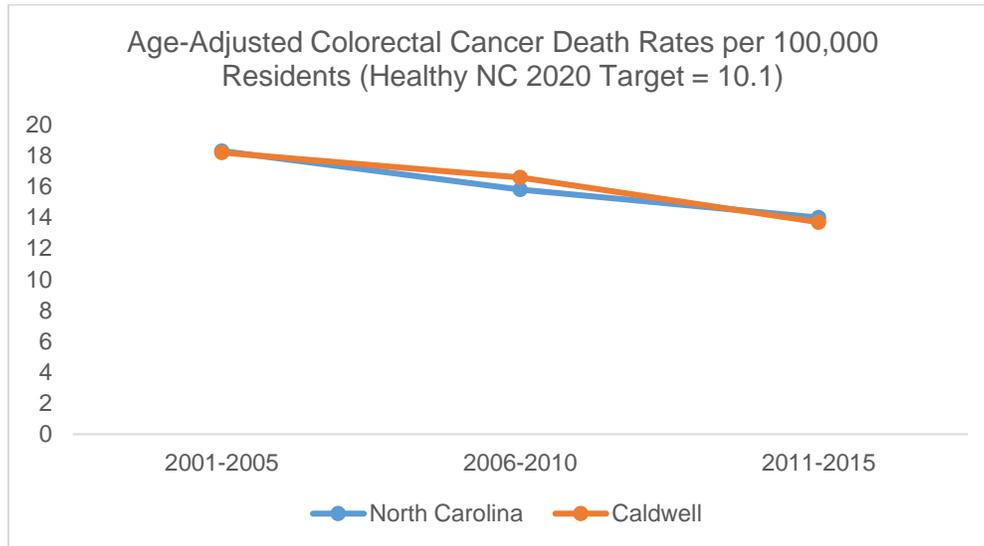


Source: North Carolina State Center for Health Statistics

The colorectal cancer death rate per 100,000 residents has decreased as well (Graph 10). This is exciting for the county, as the McCreary Cancer Center, Caldwell County Health Department and the West Caldwell Health Council have focused efforts in this area over the past few years. These programs have included education and prevention as well as screening for colorectal cancer. One event that took place was the FluFIT event held in partnership with Caldwell County Health Department and West Caldwell Health Council. During this event, free colorectal screening test kits were given to all individuals over the age of 50 who came to the Drive-Through Flu Clinic at the Health Department.



Graph 10



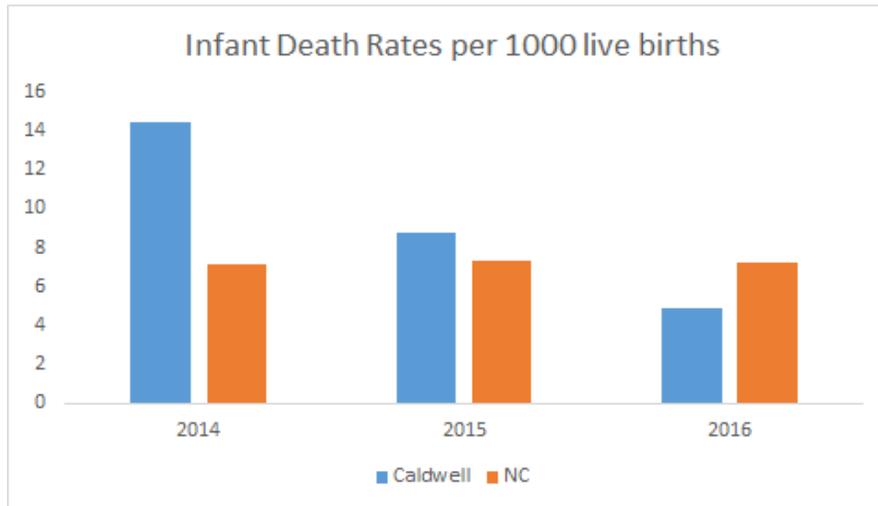
Source: North Carolina State Center for Health Statistics

**Infant Mortality Success and Concern**

In January of 2016, Caldwell County Health Department collaborated with the Family Resource Center to begin working on decreasing infant mortality in Caldwell County. In 2015, 9.9% of babies were born at a low birthweight in Caldwell County, compared to North Carolina’s rate of 9.2%. An Infant Mortality Reduction (IMR) grant was awarded to local health departments in North Carolina to implement evidence-based strategies to decrease infant mortality in the communities they serve. With these grant funds, the Caldwell County Health Department was able to purchase and promote long-acting reversible contraceptive (LARC), safe sleep items (pack and plays, co-sleep beds, etc.) and free tobacco cessation counseling and medications through the NC QuitLine. In collaboration with the community action team, trainings focused on infant mortality were offered to providers. Educational events were organized and implemented for community members. Graph 11 shows the decrease of the infant death rate in Caldwell County; however, it continues to be an issue as one infant death is too many.



Graph 11



Source: State Center for Health Statistics




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## *Areas of Concern*

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While there are areas that have proved successful over the years, there are also areas of concern for the citizens of Caldwell County. As a result of the 2017 Community Health Assessment survey data and research of secondary data, the Caldwell Advisory Committee noted several health indicators that need considerable improvement. The Advisory Committee will consider these concerns when moving forward in the CHA process and looking ahead to the Action Plans.

### **Chronic Disease**

One area of concern for Caldwell County is Chronic Disease. Chronic Diseases account for over half of the top ten leading causes of death in Caldwell County including heart disease, cancer, respiratory disease, diabetes, etc. Over the past three years, this committee has worked to establish resources in the county to combat these issues. Chronic disease management programs have been successful in the community. However, in this CHA cycle the advisory committee will include Chronic Disease prevention in the preventative care action plan instead of choosing to focus solely on chronic disease management. This group believes that prevention of these diseases is the best way to decrease death rates in the future. Focusing on prevention at an early age or before the onset of a disease will, in turn, decrease the impact the disease has on quality of life.

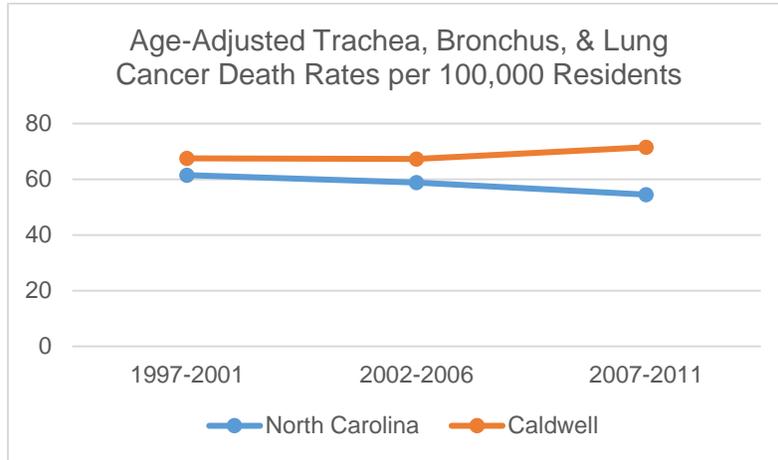
#### *Data around Chronic Disease:*

Most chronic diseases are related to one of the following: personal factors (tobacco use, obesity) environmental factors (exposure to pesticides or cancer-causing substances) or non-modifiable factors (age, sex, gender, family history).

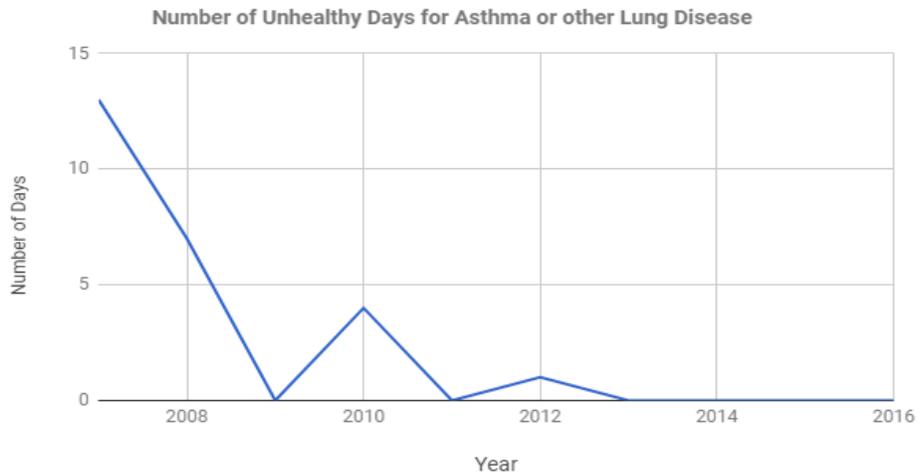
Caldwell County has seen an increase in death rates among trachea, bronchus & lung cancers over the past several years. The rate is near 70 per 100,000 residents in Caldwell County compared to the State being just 55 per 100,000 residents and declining (Graph 12). Air quality may be a risk factor for lung disease in the County; however, there have been zero days labeled as “unhealthy” for years 2013-2016. This has improved since 2007 when there were 13 days labeled “unhealthy” though, in 2016 there were still 34 days that were considered “moderate”, which could potentially affect sensitive groups such as those with COPD and asthma. Graph 13 shows the number of unhealthy days versus good days in Caldwell County since 2008.



Graph 12



Graph 13

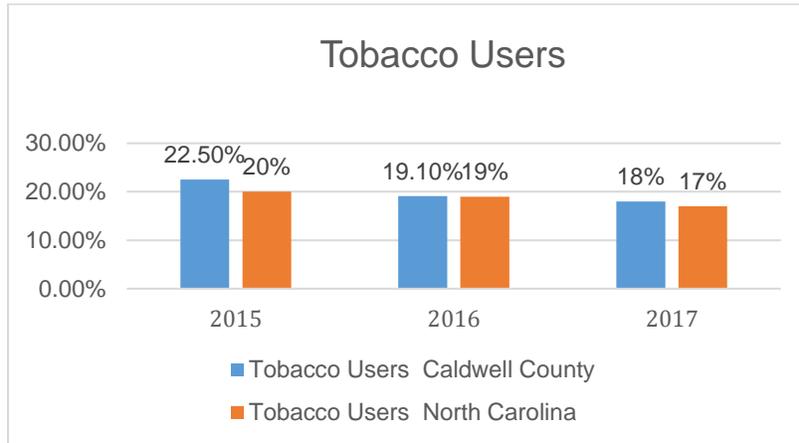


Source: United States Environmental Protection Agency

Cancer risk can also be attributed to the use of tobacco products or the exposure of tobacco smoke. Graph 14, shows a slow decrease in the use of tobacco users in Caldwell County. The county remains higher than the state. The main concern surrounding this issue is the rate of mothers who smoke while pregnant. According to the North Carolina State Center for Health Statistics, during 2012-2016 there were 845 births in Caldwell County where the mother smoked during pregnancy. In 2016, 151 mothers smoked while pregnant.



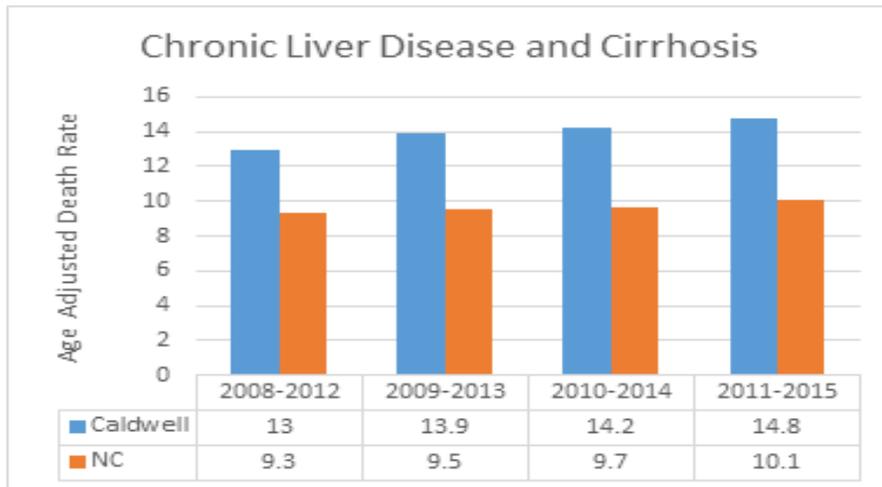
Graph 14



Source: North Carolina State Center for Health Statistics

In 2015, chronic liver disease and cirrhosis made the top ten leading causes of death. A slight increase in death rates have been seen in this area since 2008 (Graph 15). Caldwell County had a rate of 13 in 2008-2012; in 2011-2015, the rate had increased to 14.8. For North Carolina, the rate was 9.3 in 2008-2012; in 2011-2015, with a slight increase over seven years, the rate was 10.1. Caldwell rates have also consistently been higher than peer county rates in this area, which is shown in Graph 16.

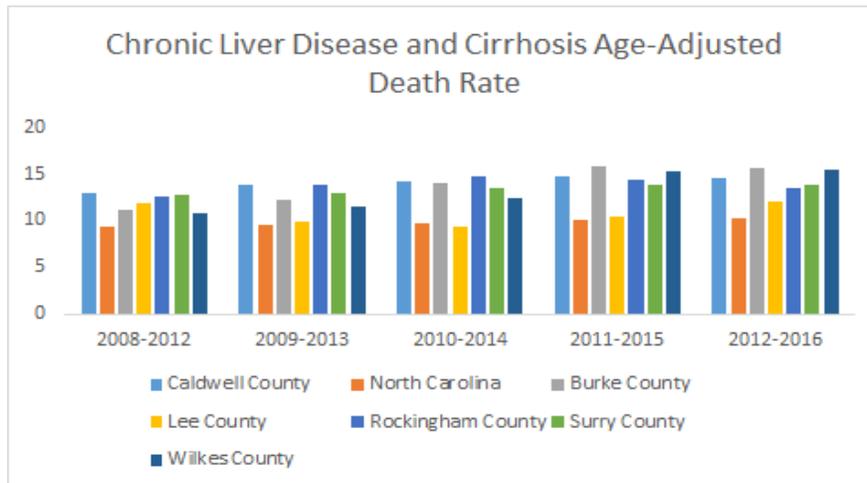
Graph 15



Source: North Carolina State Center for Health Statistics



Graph 16

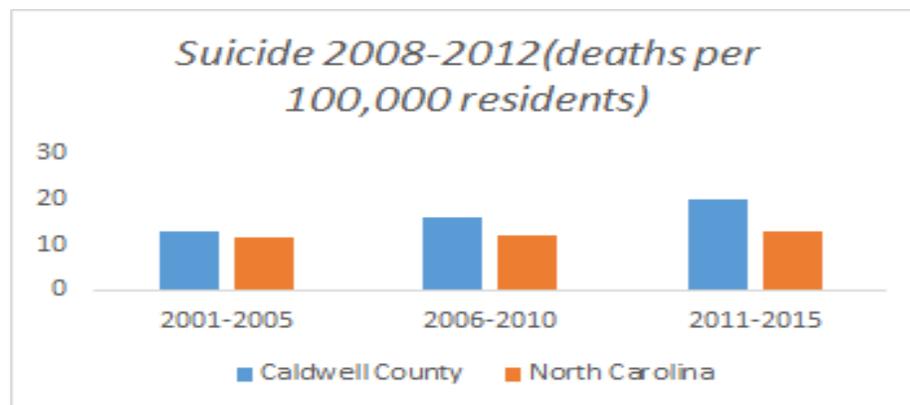


Source: North Carolina State Center for Health Statistics

**Suicide**

Another area of concern is the suicide rate in Caldwell County. The suicide rate in Caldwell County has been gradually increasing. Suicide can be caused by many factors such as lack of community mental health resources, substance abuse/misuse, economy, etc. As shown in Graph 17, the rate from 2001-2005 was 12.9, from 2006-2010 it was 15.8, then increased to 19.8 from 2011-2015. In Graph 18, trend data shows the dramatic increase since 2002. Between 2012-2016, there have been 87 suicide deaths in Caldwell County. Suicide was one of the top 10 causes of death in 2011. In the 2014 CHA process, suicide was part of the mental health action plan. Training in mental health first aid and suicide prevention was conducted during the 2014 CHA Action Planning period and will continue during the action planning process for the 2017 CHA process.

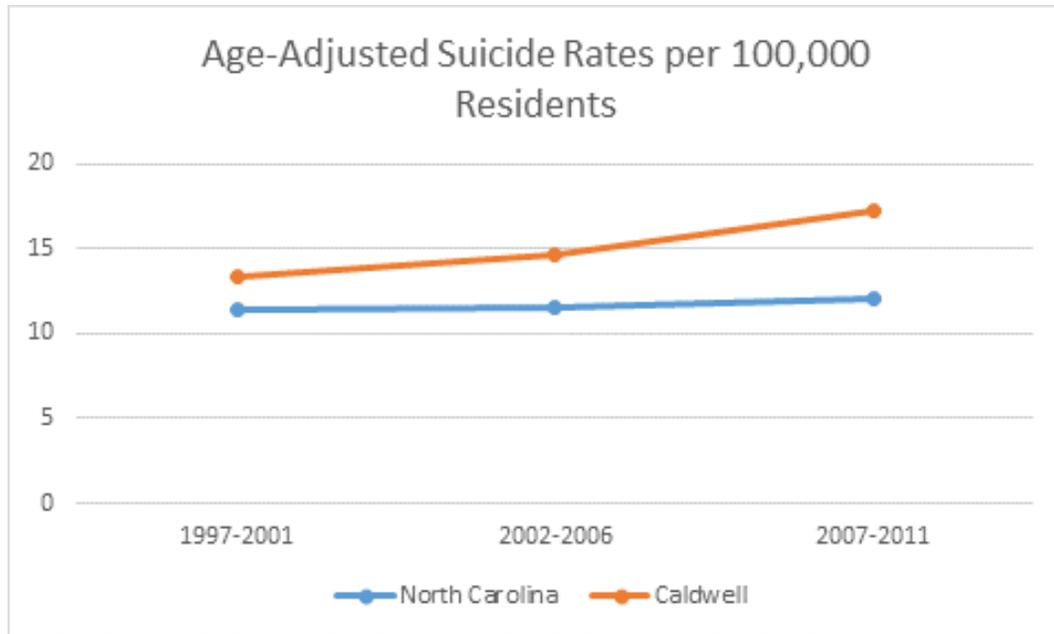
Graph 17



Source: North Carolina State Center for Health Statistics



Graph 18



Source: State Center for Health Statistics



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## *Top Health Priorities*

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### **Preventative Care**

Preventative care is routine health care that includes screenings, services and counseling to help prevent illness, disease or other health problems. Examples of preventative care include wellness visits and standard immunizations, screenings for blood pressure, cancer, cholesterol, depression, obesity and Type 2 diabetes as well as, pediatric screenings for hearing, vision, autism and developmental disorders, depression and obesity.

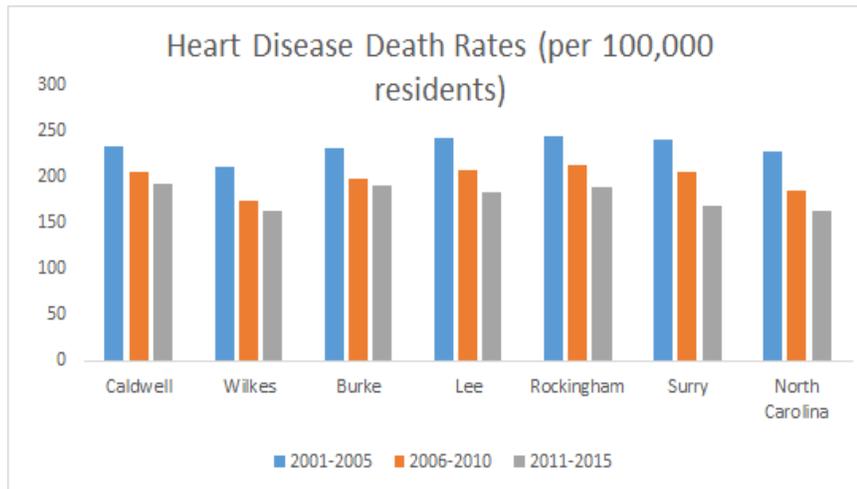
### **Preventative Care in Caldwell County**

In Caldwell County, there were 5.5 primary care physicians per 10,000 residents and 2.3 dentists per 10,000 residents during 2014. In the United States during 2012, 61.4% of office visits were for preventative care. North Carolina's rate was 40.1%, which is significantly lower than the national average. Preventative care is essential in early diagnosis as well as success in treatment. This is especially true for cancer detection. Stage at diagnosis is the most important factor in determining chance of survival from many cancers including breast cancer. According to the North Carolina Central Cancer Registry, in 2013, an estimated 9,339 women in North Carolina were diagnosed with breast cancer, 88 of those were in Caldwell County. With early diagnosis, treatments can be more successful and survival rates higher. According to the American Cancer Society's recommendations, women 40 years and older should have a mammogram every year. A clinical breast exam (CBE) by a healthcare professional is recommended annually after the age of 40. Women 20–39 years of age should have a CBE by a health care professional every three years and monthly self-examinations are an option for women beginning in their 20s. All of these preventative screenings and resources are important in preventative care.

Other areas where preventative care is essential is in the prevention and management of chronic disease. Both diseases of the heart and lung are consistently on the top ten leading causes of death within Caldwell County. In 2016, around 205 individual died of heart disease. In addition, screenings for high cholesterol and high blood pressure are important in the prevention of this disease.



Graph 19



Source: State Center for Health Statistics

Diseases of the lung are on the rise in Caldwell County; these include but are not limited to asthma, emphysema and Chronic Obstructive Pulmonary Disease (COPD). Risk factors and preventative behavior that may cause an increase in the risk for lung disease include smoking (secondhand and first hand), poor air quality, radon exposure and poor diet. Preventative care associated with decreasing the amount of lung disease in the county could potentially include lung cancer screening for high-risk individuals, smoking cessation classes, policy change for smoking in public places, awareness of air quality indicators and food package labels and nutrition education to prevent chronic disease of all types.

### **Substance Misuse and Abuse**

The World Health Organization refers to substance misuse as the harmful or hazardous use of psychoactive substances, including alcohol and illicit drugs. Substance abuse or substance misuse is a great concern in Caldwell County. Substances can be classified as opiates, including heroin, morphine and opium; amphetamines including methamphetamine; barbiturates, marijuana, cocaine, prescription drugs, narcotics, alcohol, and tobacco.

Not only does substance misuse include drug use/misuse, but also alcohol and tobacco. When alcohol is used and/or abused, especially in the case of underage drinking or binge drinking, there can be an increased risk of health problems. Excessive alcohol use can lead to injury, violence and liver problems. Using tobacco products harms most organs in the body and can cause diseases. When an individual stops using tobacco products there can be both immediate and long-term benefits.



## Substance Misuse and Abuse in Caldwell County

In 2016, Caldwell County had 26 unintentional poisonings. According to Graph 20, unintentional poisoning deaths increased dramatically in the county between 2014-2015 and did not change in 2016. Compared to our peer counties, these results are similar to that of Burke, Rockingham and Wilkes Counties. Unintentional poisonings are considered when a person taking or giving too much of a substance did not mean to cause harm or death.

Of the individuals who indicated in the 2017 CHA opinion survey that they had taken a prescription drug that was not prescribed to them, 40% did so for pain while 27% did so for “other” reasons,. This other reasons included but were not limited to lack of resources and being too expensive (Graph 21). Graph 22 outlines where the individuals were able to get the prescription drugs from with the top resource being from a friend (45%). Over the past 10 years, unintentional overdoses by opioids have increased dramatically. In 2005, there were 10 opiate related deaths with that number more than doubling to 23 in 2015.

To fight this issue of drug overdoses and abuse/misuse of drugs, Caldwell County is utilizing resources to fight the opioid epidemic. One way is through Operation Medicine Drop (OMD). Caldwell County has drop box locations at Caldwell County Sheriff’s Office, Lenoir Police Department, Hudson Police Department, and Granite Falls Police Department. Lenoir Police Department collected 453 lbs. of narcotics in 2017 through OMD. Caldwell County Health Department and Lenoir Police Department are currently chairs of the Caldwell County Project Lazarus, which will be a part of the upcoming action plan for the 2017 CHA.

Not only does substance abuse/misuse refer to prescription or illicit drugs, it also refers to tobacco and alcohol use. Only 11% of individuals who participated in the CHA opinion survey reported that they were current smokers (Graph 23), however 75% of people reported that they were exposed to secondhand smoke in the past year (Graph 21). Secondhand smoke is smoke exposure from a tobacco product that has been exhaled from an individual or product. An individual can be exposed to secondhand smoke either by someone elses’ smoke or by their own. Of those individuals from the survey who reported exposure, 31% stated they were mostly exposed to secondhand smoke in public places. Public places are generally defined as an indoor or outdoor area, whether privately or publicly owned, to which the public have access by right or by invitation, expressed or implied, whether by payment of money or not, but not a place when used exclusively by one or more individuals for a private gathering or other personal purpose. Parades, greenways, parks and outdoor community events are just a few examples of locations where individuals reported being exposed to secondhand smoke. Dangers of secondhand smoke include heart disease, lung cancer, stroke, respiratory issues in adults and children and sudden infant death syndrome.

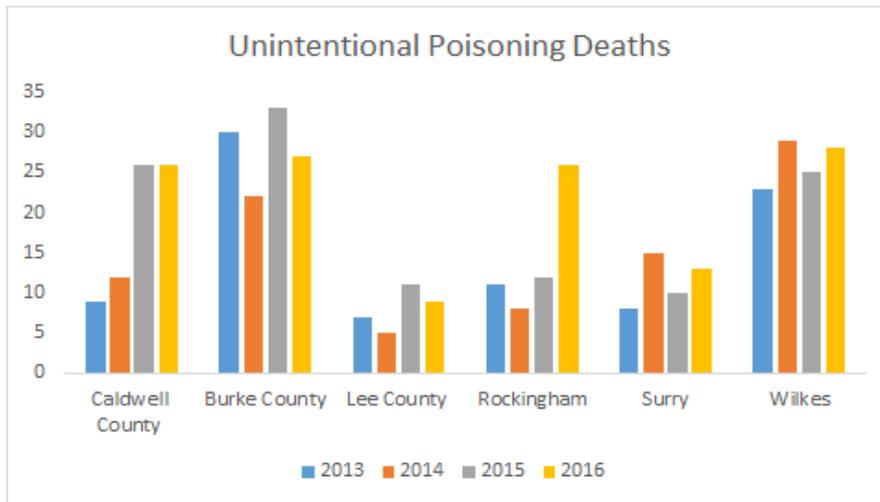
When looking at substance abuse and misuse, risky behaviors associated with drug use/ misuse must also be examined. Risky behaviors can cause an increased possibility for contracting infections or diseases such as, HIV, hepatitis and tuberculosis. According to The North Carolina State Center of Health Statistics, in 2017, there were five acute Hepatitis C cases and four probable cases, based on



case definition of labs and symptom criteria. This is a slight decrease from, 2014 and 2015, when Caldwell County had seven acute cases. The number of acute hepatitis C cases diagnosed in North Carolina in 2016 was 185. The highest rates of newly diagnosed acute hepatitis C occurred among the 20 to 39-year-old age group, which accounted for 67% of the total acute hepatitis C cases.

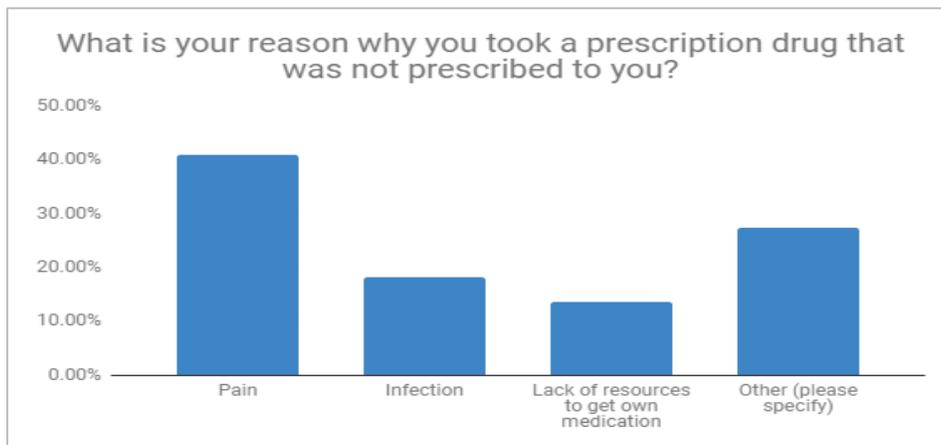
Caldwell County's main goal in the coming years is to decrease substance misuse within the county and take unwanted substances out of homes. Working with community agencies such as Project Lazarus, law enforcement, healthcare, faith based organizations, pharmacies, etc., the shared goal is to prevent the misuse of prescription drugs and overdoses, educate the community on the importance of disposing unwanted medications at the drop box locations, encourage individuals to lock up medications, and provide access to naloxone to the community. This will be outlined in this year's Action Plans.

Graph 20



Source: NC Injury and Violence Prevention Branch

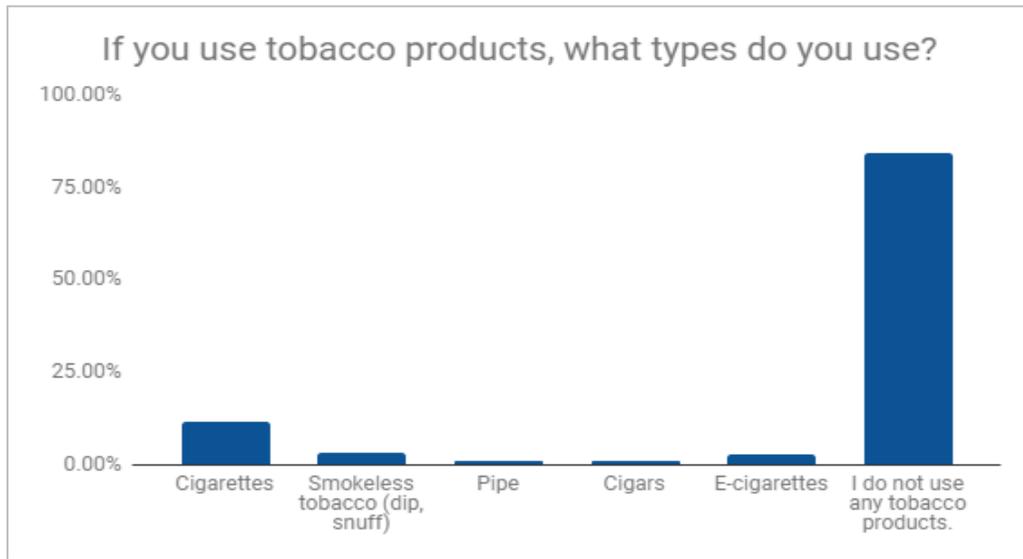
Graph 21



Source: Community Health Assessment Survey

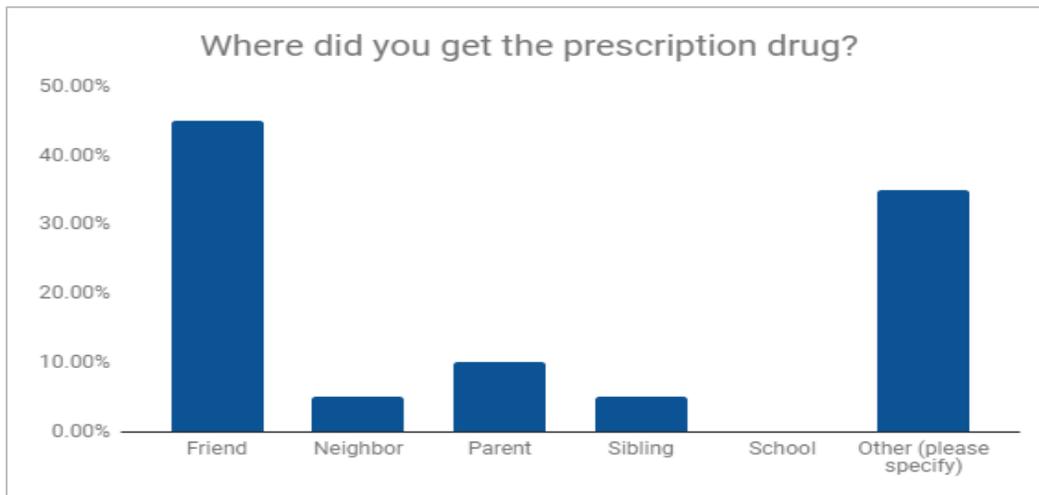


Graph 22



Source: Community Health Assessment Survey

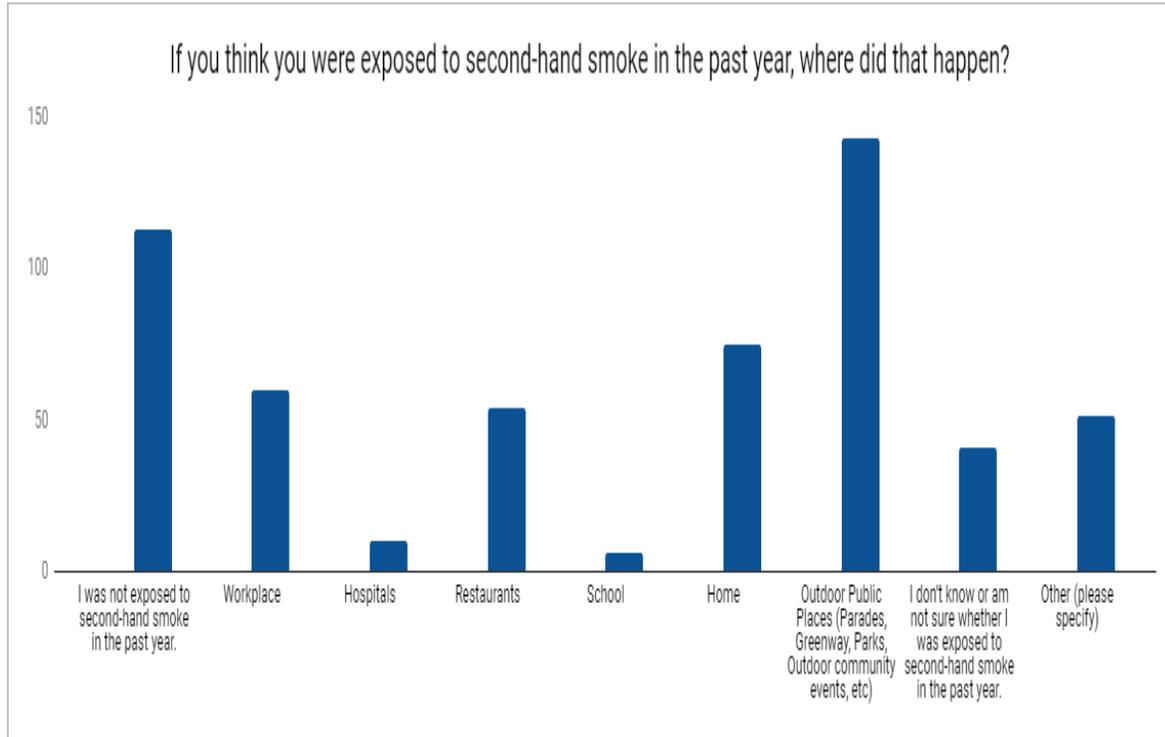
Graph 23



Source: Community Health Assessment Survey



Graph 24



Community Health Assessment Survey

## **Mental Health**

Mental Health well-being, as defined by the World Health Organization, is a state in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to contribute to her or his community. Mental health is not just emotional health; it also includes psychological and social wellbeing. Mental health affects how we think, feel and act as well as how we respond to stresses, interact with others and make choices. During each stage of life, mental wellbeing is important. Issues around mental health continue to be a target area for improvement in Caldwell County. Mental Health issues include anxiety, stress, Attention Deficit Hyperactivity Disorder (ADHD), bipolar disorder, depression, eating disorders, obsessive-compulsive disorder (OCD), posttraumatic stress disorder, schizophrenia, etc. (from NAMI). Mental health is historically correlated with suicide; therefore, Caldwell County will focus on decreasing suicide rates as part of the mental health priority.



### Mental Health in Caldwell County

In the 2017, Community Health Assessment Survey, over 20%, of those who responded, indicated having a one-day in the last month where they felt sad or worried (Graph 25). The injury and prevention branch at the North Carolina Department of Public Health stated, “64 percent of females and 39.5 percent of males were currently being treated for a mental health problem at the time of suicide. Of the 2,062 violent deaths in North Carolina in 2015, 1,379 were suicides (66.9%). Males consistently had a higher suicide rate than females, regardless of age. The suicide rate peaked for men 85 years and older at a rate of 68.1 per 100,000. Among females, the suicide rate peaked for ages 45-54 at 12.1 per 100,000 and steadily declined thereafter.”

Graph 25



Source: Community Health Assessment Survey

The suicide rate in Caldwell County during 2008-2012 (per 100,000 residents) was 16.7, which was higher than its peer counties of Wilkes, Surry, Burke, Lee, and Rockingham. Between 2012-2016, there were 87 suicide deaths in Caldwell County. Beginning in 2014, suicide began showing up on the leading causes of death in Caldwell County. In 2014, suicide/intentional self-harm ranked tenth and in 2015 it ranked ninth. While resources are limited for mental health, this does not eliminate the need for services in Caldwell County. Since this need is so large, community partners will focus on providing adequate resources to the public with the goal of reducing the stigma surrounding these conditions and working towards increasing the support that is in place to provide help to those suffering from mental health conditions.



"In 2008, suicide was the fourth leading cause of injury death in North Carolina and was among the top five leading causes of injury death for North Carolinians aged 10 years and older. Depression, which is the second leading cause of life lived with a disability in the state, is a leading cause of suicide." - North Carolina Institute of Medicine. Healthy North Carolina 2020: A Better State of Health.

There are current organizations in the community working towards this goal. Caldwell UNC Health care is working on providing outpatient depression screenings at all clinics, providing mental health screenings in the emergency department, and holding mental health meetings quarterly at the hospital which allows collaboration between local department of social services, health department, local police department, and Vaya Health. Other resources include having a mental health counselor recruited to assist with placement of patients presenting with mental health issues in the emergency department and access to a resource guide in all clinics to help patients access healthcare services, specifically, mental health services.

Community partners that are also working towards decreasing suicide and targeting mental health disparities include Caldwell County Health Department, Project Lazarus, a regional collaboration to help address issues of prescription drug abuse (further described under the substance abuse priority below), VAYA Health and RHA Health Services. In 2016, the Caldwell County Comprehensive Care Center, a full-service behavioral health care center in Lenoir, opened. This Center offers 24-hour mental health and addiction urgent care, outpatient behavioral health treatment and 12 beds for people in crisis, regardless of insurance status.

Caldwell County Health Department provides a variety of resources as well. These include support for emotional well-being, psychological well-being and social well-being. Some aspects that affect mental health are adequate housing, safe neighborhoods, equitable jobs and wages, quality education, and equity in access to quality health care.

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## *Plans for Next Steps*

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The Community Health Assessment Advisory Committee will begin reviewing each of the selected priorities and determine what groups are already established in the county, which are focused on these issues. Members of the committee will work with established groups to plan and implement action plans for the coming three years. These partnerships will be guided by the Caldwell County Health Department and data collection regarding timelines and benchmarks met will be disseminated through State of the County Health Reports and other documents throughout the county and between groups and committees.



## *Acknowledgements*

The Caldwell County Community Assessment Advisory Committee would like to thank the following individuals and agencies for their contributions throughout this assessment process. These individuals were selected for this committee because of their extensive knowledge and support of the health and well-being of Caldwell County citizens. Without their efforts, this assessment would not have been possible. The strengthened partnerships resulting from this collaboration will continue throughout the coming years.

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Sherry Pendergrass	The Enola group
Brenda Ritch	UNC Caldwell Healthcare
Brian Shuping	Vaya Health
Amanda Barnes & Tom McRary	West Caldwell Health Council



**Additional Acknowledgments:**

Caldwell Community College & Technical Institute  
Caldwell UNC Health Care System Network Hospital  
The Family Resource Center  
Helping Hands Clinic  
Lenoir Housing Authority  
McCreary Cancer Center  
Caldwell Senior Center  
Caldwell County United Way  
Hibriten High School  
West Caldwell Health Council

Interns at Caldwell County Health Department

Mark Jackson, reporter, owner and operator of The Caldwell Journal for providing the beautiful photo of Wilsons Creek, located on the front page of the document, <http://caldwelljournal.com>

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This document is submitted to North Carolina Division of Public Health by the Caldwell County Health Department, March 2018.



## Appendix A: 2017 Caldwell County CHA Survey

The purpose of this survey is to learn more about health and quality of life in Caldwell County. The Caldwell County Health Department, Caldwell-UNC Healthcare, and various community-based agencies will use the results of this survey and other information to identify the most pressing health problems in Caldwell County and to develop plans to address those identified problems. All the information you give us will be completely confidential and will not be linked to you in any way. Thank you for taking the time to complete this Community Health Survey.

Do you live in Caldwell County?      Yes \_\_\_\_      No \_\_\_\_

Are you 18 years old or older? Yes \_\_\_\_      No \_\_\_\_

*\*\*\*If you said No to question one or two, please stop at this point. Thank you for your time.*

Have you participated in this year's survey already?    Yes \_\_\_\_      No \_\_\_\_      Not sure \_\_\_\_

*\*\*\*If you answered Yes to this question, please stop at this point. Thank you for your time.*

*The first set of questions has to do with quality of life in Caldwell County.*

<b>Statements</b>  <i>Please rate how you feel about each statement.</i>	<b>Circle the number that best represents the person's opinion of each statement below.</b>				
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<b>1. "There is good healthcare in Caldwell County."</b> Consider the cost and quality, number of options, and availability of healthcare in the county.	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>2. "Caldwell County is a good place to raise children."</b> Consider the quality and safety of schools and childcare programs, after school programs, and places to play in this county.	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>3. "Caldwell County is a good place to grow old."</b> Consider the county's elder-friendly housing, transportation to medical services, recreation, and services for the elderly.	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>4. "There is plenty of economic opportunity in Caldwell County."</b> Consider the number and quality of jobs, job training/higher education opportunities, and availability of affordable housing in the county.	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>



<p><b>5. “Caldwell County is a safe place to live.”</b> Consider how safe you feel at home, in the workplace, in schools, at playgrounds, parks, and shopping centers in the county.</p>	1	2	3	4	5
<p><b>6. “There is plenty of help for people during times of need in Caldwell County.”</b> Consider social support in this county: neighbors, support groups, faith community outreach, community organizations, and emergency monetary assistance.</p>	1	2	3	4	5

*The next several questions or statements ask about community problems, issues, and services that may be important to you. Remember that your choices will not be linked to you in any way.*

**7. In regards to overall quality of life in Caldwell County, which community issues have the greatest effect? Please choose up to five.**

- a.  Affordability of health services
- b.  Animal control issues
- c.  Availability of child care
- d.  Availability of healthy family activities
- e.  Availability of healthy food choices
- f.  Availability of positive teen activities
- g.  Terrorism / Emergency Preparedness
- h.  Domestic violence
- i.  Child abuse / neglect
- j.  Elder abuse / neglect
- k.  Dropping out of school
- l.  Homelessness
- m.  Illegal drugs
- n.  Inadequate / unaffordable housing
- o.  Availability of positive teen mentors / groups
- p.  Theft
- q.  Lack of culturally appropriate health services
- r.  Lack of healthcare providers
- s.  Lack of / inadequate health (personally)
- t.  Lack of recreational facilities
- u.  Lack of transportation options
- v.  Low income / poverty
- w.  Pollution (air, water, land)
- x.  Racism / discrimination
- y.  Rape / sexual assault
- z.  Violent crime (murder, assault)
- aa.  Unemployment
- bb.  Unsafe, unmaintained roads



- cc.  Hopelessness
- dd.  Lack of community support
- ee.  Chronic disease morbidity
- ff.  Other. Please specify: \_\_\_\_\_

**8. Which one of the following services needs the most improvement in your neighborhood or community? Please choose only one.**

- a.  Animal control
- b.  Child care options
- c.  Elder care options
- d.  Services for disabled people
- e.  More affordable health services
- f.  Better / healthier food choices
- g.  More affordable / better housing
- h.  Number of health care providers. What kind? \_\_\_\_\_
- i.  Culturally appropriate health services
- j.  Counseling / mental health / support groups
- k.  Better or more recreational facilities (parks, trails, community centers)
- l.  Healthy family activities
- m.  Positive teen activities
- n.  Transportation options
- o.  Availability of employment
- p.  Higher paying employment
- q.  Road maintenance
- r.  Road safety
- s.  Prescription drug abuse
- t.  Dental services
- u.  Other. Please specify: \_\_\_\_\_
- v.  None

**9. These behaviors have the largest impact on the community as a whole. Please pick the unhealthy behaviors that you believe are most common in Caldwell County. You may choose up to five.**

- a.  Alcohol abuse
- b.  Drug abuse
- c.  Having unsafe sex
- d.  Lack of exercise
- e.  Not getting prenatal care
- f.  Not getting immunizations
- g.  Not going to a doctor for yearly check-ups and screenings
- h.  Not going to a dentist for preventative check-ups and care
- i.  Not using child safety seats
- j.  Not using seat belts



- k.  Poor eating habits
- l.  Reckless or drunk driving
- m.  Smoking or other tobacco use
- n.  Suicide
- o.  Violent behavior
- p.  Other. Please specify: \_\_\_\_\_

*The following questions are about getting information about things related to health.*

**10. Which ONE health behavior do people in Caldwell County need more information about?**

- a.  Eating well / nutrition
- b.  Exercise / fitness
- c.  Managing weight
- d.  Going to a dentist for check-ups / preventative care
- e.  Going to a doctor for yearly check-ups and screenings
- f.  Getting prenatal care during pregnancy
- g.  Getting flu shots and other vaccines
- h.  Preparing for an emergency / disaster
- i.  Using child safety seats
- k.  Using seat belts
- l.  Driving safely
- m.  Quitting smoking / tobacco use prevention
- n.  Elder care
- o.  Caring for family members with special needs / disabilities
- p.  Preventing pregnancy and sexually transmitted disease (safe sex)
- q.  Substance abuse prevention (for examples, alcohol and other drugs)
- r.  Suicide prevention
- s.  Stress management
- t.  Anger management
- u.  Domestic violence prevention
- v.  Crime prevention
- w.  Rape / sexual abuse prevention
- x.  Other. Please specify: \_\_\_\_\_
- y.  None

**11. Where do you get most of your health-related information?** Please choose only one.

- a.  Friends and family
- g.  Hospital



- b.  Doctor/nurse
- c.  Pharmacist
- d.  Church
- e.  Internet
- f.  My child's school
- h.  Health department
- i.  Help lines
- j.  Books/magazines
- k.  Other. Please specify: \_\_\_\_\_

**12. What health topic(s) or disease(s) would you like to learn more about?**

\_\_\_\_\_

**13. Are you caring for children between ages of birth and 19 years for whom you are not the parent acting in a parental role?**

Answer Yes, not only if you are taking care of your own children, but also if you are taking care of stepchildren, grandchildren, or other relatives.

Yes  No

**14. If you are caring for children between the ages of birth and 19 years, which of the following health topics do you think your child or children need more information about? Please choose up to three.**

- a.  Alcohol
- b.  Asthma management
- c.  Dental hygiene
- d.  Diabetes management
- e.  Drug abuse (recreational, illegal or prescription)
- f.  Eating disorders
- g.  Mental health issues
- h.  Bullying
- i.  Nutrition
- j.  Reckless driving / speeding
- k.  Sexual intercourse
- l.  Sexually transmitted diseases (STDs)
- m.  Suicide prevention
- n.  Tobacco
- o.  I am not caring for children between the ages of birth and 19 years
- p.  Other. Please specify: \_\_\_\_\_

*These next questions are about your personal health. Remember that your answers to these questions will not be linked to your name in any way.*

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

Excellent  Good  Poor  
 Very good  Fair  Don't know/Not sure



16. Have you ever been told by a **doctor, nurse, or other health professional** that you have any of the **health conditions**? DK means “Don’t know” or not sure.

- a. Asthma  Yes  No  DK
- b. Depression or anxiety  Yes  No  DK
- c. High blood pressure  Yes  No  DK
- d. High cholesterol  Yes  No  DK
- e. Diabetes (not during pregnancy)  Yes  No  DK
- f. Osteoporosis  Yes  No  DK
- g. Overweight/Obesity  Yes  No  DK
- h. Angina/ heart disease  Yes  No  DK
- i. Cancer  Yes  No  DK
- j. COPD  Yes  No  DK

17. In the past 30 days, have there been any days when feeling sad or worried kept you from going about your normal business?

Yes  No  Don’t know/ Not sure

18. In the past 30 days, have you had any physical pain or health problems that made it hard for you to do your usual activities such as driving, working around the house, or going to work?

Yes  No  Don’t know/ Not sure

19. During a normal week, other than in your regular job, how many times do you engage in any physical activity or exercise that lasts at least a half an hour?

- a.  Not at all
- b.  Once
- c.  Twice
- d.  Three times
- e.  Four to seven times. Please specify:

20. Where do you go to exercise or engage in physical activity?

- a.  Public gym (Quest4Life, Anytime Fitness, etc.)
- b.  Park
- c.  Public recreation center
- d.  Private gym (Golds Gym, Planet Fitness, etc.)
- e.  Home
- f.  Greenway/Blueway
- g.  Cycling
- h.  Other. Please specify: \_\_\_\_\_
- i.  I don’t engage in physical activity during a normal week.

21. If you do not engage in exercise or other physical activity for at least half an hour a week, what are the reasons that you don’t? You may give as many of these reasons as you need to.



- |  |   |
|--|---|
| a. <input type="checkbox"/> My job is physical or hard labor.  | g. <input type="checkbox"/> I don't like to exercise.           |
| b. <input type="checkbox"/> Exercise is not important to me.   | h. <input type="checkbox"/> It costs too much to exercise.      |
| c. <input type="checkbox"/> I don't have access to a facility that has<br>the things I need, like a pool, golf course, or<br>a<br>track. | i. <input type="checkbox"/> There is no safe place to exercise. |
| d. <input type="checkbox"/> I don't have enough time to exercise.  | j. <input type="checkbox"/> I'm too tired to exercise.          |
| e. <input type="checkbox"/> I would need child care and I don't have it.   | k. <input type="checkbox"/> I'm physically disabled.            |
| f. <input type="checkbox"/> I don't know how to find exercise partners.  | l. <input type="checkbox"/> I don't know.                       |
|  | m. <input type="checkbox"/> Other. Please specify:<br>_____     |

22. **How many cups per week of fruits and vegetables would you say you eat?** (One apple or 12 baby carrots equal one cup.) Write '0' if you never consume the item the answer choice is referring to.

- a.  Number of cups of fruit
- b.  Number of cups of vegetables
- e.  Number of cups 100% fruit juice

23. **Where do you prefer to get fresh fruits and vegetables during the summer?**

- a.  Own garden
- b.  Supermarkets
- c.  Farmer's market
- d.  Road side stand or farm
- e.  I have no access to fresh fruits and vegetables.

24. **Where would you be willing to attend a health education class?** A health education class might address many different subjects, such as healthy eating, chronic disease management, active living, and so on.

- a.  Place of worship
- b.  In the home
- c.  Doctor's office
- d.  Health department
- e.  Hospital
- f.  Community event
- g.  Other. Please specify: \_\_\_\_\_
- h.  I wouldn't attend a health education class.

25. **If you think you were exposed to second-hand smoke in the past year, where did that happen?**

Please check all that apply.

- a.  Home



- b.  Workplace
- c.  Hospitals
- d.  Restaurants
- e.  School
- f.  Other. Please specify: \_\_\_\_\_
- g.  I was not exposed to second-hand smoke in the past year.
- h.  I don't know or am not sure whether I was exposed to second-hand smoke in the past year.

26. **What types of tobacco products do you use?** If you do not use tobacco products, please skip to Question 28. Please choose all that apply or select "I do not use any tobacco products."

- a.  Cigarettes
- b.  Smokeless tobacco (dip, snuff)
- c.  Pipe
- d.  Cigars
- e.  E-cigarettes
- f.  I do not use any tobacco products.

27. **If you wanted to quit using tobacco products, or wanted to help a friend quit, where would you go for help?** Please choose only 1.

- a.  Quit Line NC
- b.  Doctor
- c.  Church
- d.  Pharmacy
- e.  Counselor / therapist
- f.  Health department
- g.  I don't know where I would go
- h.  Other. Please specify: \_\_\_\_\_
- i.  I do not use tobacco products

28. An influenza or flu vaccine can be a "flu shot" injected into your arm. **During the past 12 months, have you had a seasonal flu vaccine of any kind?**

Yes, flu shot  No flu vaccine at all

29. **In the past year, have you taken a prescription drug that was not prescribed for you?**

Yes  No

If yes, what is your reason why you took a prescription drug that was not prescribed to you?

- a.  Pain
- b.  Infection
- c.  Lack of resources to get own medication



d.  Other. Please specify: \_\_\_\_\_

If yes, where did you get the prescription drug?

- a.  Friend
- b.  Neighbor
- c.  Parent
- d.  Sibling
- e.  School
- f.  Other. Please specify: \_\_\_\_\_

*The next few questions gather information about your access to care. Remember, the answers you give for this survey will not be linked to you in any way.*

30. **Where do you most often go when you are sick?** Here are some possibilities. Choose only one please.

- |  |  |
|--|--|
| <input type="checkbox"/> Doctor's office   | <input type="checkbox"/> Medical Clinic      |
| <input type="checkbox"/> Health department | <input type="checkbox"/> Urgent Care Center  |
| <input type="checkbox"/> Helping Hands     | <input type="checkbox"/> Rural Health Clinic |
| <input type="checkbox"/> Free Clinic       | (Happy Valley/Collettsville)                 |
| <input type="checkbox"/> Hospital          | <input type="checkbox"/> Other: _____        |

31. **What is your primary health insurance plan?** This is the plan which pays the medical bills first or pays most of the medical bills. Please choose only one.

- a.  The State Employee Health Plan (also known as the North Carolina Teachers' and Employee Health Plan)
- b.  Blue Cross and Blue Shield of North Carolina
- c.  Other private health insurance plan purchased from employer or workplace
- d.  Other private health insurance plan purchased directly from an insurance company
- e.  Medicare (a federal health insurance program for people 65 and older and some younger people with disabilities)
- f.  Medicaid or Carolina ACCESS or NC Health Choice (Medicaid is a state health insurance program for families and individuals with limited financial resources or special circumstances)
- g.  The military, Tricare, CHAMPUS, or the VA
- h.  The Indian Health Service
- i.  Other government plan
- j.  No health plan of any kind
- k.  Don't know / Not sure

32. **In the past 12 months, did you have a problem getting the health care you needed for you personally or for a family member from any type of health care provider (medical doctor/physician or nurse practitioner), dentist, pharmacy, or other facility?**

Yes  No  Don't know/ Not sure



**33. If you or someone in your family had trouble getting healthcare, what type of provider or facility did you or your family member have trouble getting health care from?** You can choose as many of these as you need to. If you tried to see a provider that we do not have listed here, please write it in.

- Dentist
- General practitioner
- Eye care/ optometrist/ ophthalmologist
- Pharmacy/ prescriptions
- Pediatrician
- OB/GYN
- Health department
- Helping Hands Clinic
- Free Clinic
- Hospital
- Urgent Care Center
- Medical Clinic
- Specialist. Please specify what type: \_\_\_\_\_
- I did not have trouble getting healthcare

**34. In the past 12 months, what problems prevented you or your family member from getting the necessary health care?** You may choose as many of these as you need to or choose 'I did not have trouble getting healthcare'. If you had a problem that we have not written here, please write it in.

- a.  No health insurance.
- b.  Insurance didn't cover what I/we needed.
- c.  My/our share of the cost (deductible/co-pay) was too high.
- d.  Doctor would not take my/our insurance or Medicaid.
- e.  Hospital would not take my/our insurance.
- f.  Pharmacy would not take my/our insurance or Medicaid.
- g.  Dentist would not take my/our insurance or Medicaid.
- h.  Mental/Behavioral Health
- i.  No way to get there.
- j.  Didn't know where to go.
- k.  Couldn't get an appointment.
- l.  The wait was too long to make an appointment
- m.  The wait was too long to be called back to see care provider
- n.  Other. Please specify: \_\_\_\_\_
- o.  I did not have trouble getting healthcare

**35. If a friend or family member needed counseling for mental health or a problem with alcohol or other drugs, who is the first person you would tell them to talk to?** Here are some possibilities. Please choose only one.



- a. \_\_\_ Private counselor      d. \_\_\_ Therapist      g. \_\_\_ Don't know  
 b. \_\_\_ Doctor      e. \_\_\_ Support group (e.g., AA Anon)      h. \_\_\_ Other: \_\_\_\_\_  
 c. \_\_\_ School counselor      f. \_\_\_ Minister/religious official

**36. If a friend of family member had a mental health problem or a problem with alcohol or other drugs, where would be the first place you would tell them to go for help? Please choose one.**

- a. \_\_\_ DSS/Social Services      d. \_\_\_ Caldwell House  
 b. \_\_\_ RHA Mental Health      e. \_\_\_ Emergency Department  
 c. \_\_\_ Bethel Colony      f. \_\_\_ Other: \_\_\_\_\_

**37. In the past thirty (30) days, how many times have you visited an emergency room?**

- a. \_\_\_ Not at all  
 b. \_\_\_ Once  
 c. \_\_\_ Two to five times  
 d. \_\_\_ Six to ten times  
 e. \_\_\_ Eleven to fifteen times  
 f. \_\_\_ Sixteen or more times. Please state how often: \_\_\_\_\_

**38. If you have visited an emergency room in the past thirty (30) days, what caused you to go? Please check all that apply.**

- a. \_\_\_ Acute sick visit  
 b. \_\_\_ Injury (includes cuts, broken bones, and machinery mishaps)  
 c. \_\_\_ Poisoning (includes snake bites and insect stings)  
 d. \_\_\_ Mental health issue  
 e. \_\_\_ Substance use issue  
 f. \_\_\_ Having had a fall  
 g. \_\_\_ Ordinary health care needs  
 h. \_\_\_ Other. Please specify: \_\_\_\_\_

**39. If you visited an emergency room in the past thirty (30) days, what time of day did you go?**

- a. \_\_\_ 8 in the morning till 12 noon  
 b. \_\_\_ 12 noon to 4 in the afternoon  
 c. \_\_\_ 4 in the afternoon till 8 in the evening  
 d. \_\_\_ 8 in the evening till 12 midnight  
 e. \_\_\_ 12 midnight to 4 in the morning  
 f. \_\_\_ 4 to 8 in the morning

**40. If you use the emergency room as your first choice for health aid, what leads you to make that choice?**

- a. \_\_\_ Lack of health insurance  
 b. \_\_\_ No primary care physician  
 c. \_\_\_ Lack of insurance for a child



- d.  Convenience
- e.  Travel restrictions
- f.  Lack of access to care after office hours
- g.  Finances
- h.  Other. Please specify: \_\_\_\_\_
- i.  I do not use the emergency room as my first choice for health aid.

**41. In your opinion, who are the people that the Caldwell County Health Department serves?** You may choose all answers that you think apply.

- a.  Uninsured people
- b.  People with Medicaid
- c.  Anyone who needs care
- d.  People who need immunizations
- e.  People seeking maternal/pregnancy care
- f.  People seeking sexual health services (includes contraceptives, STD treatment, and family planning)
- e.  Other. Please specify: \_\_\_\_\_

**42. If you choose not to go to the health department for your health care, what leads you to make that choice?** Choose as many as apply.

- a.  I do go to the health department for my health care needs.
- b.  I get my health care from a different provider, but I do go to the health department occasionally (for example, for vaccines).
- c.  I avoid the health department because I do not like the services the health department offers.
- d.  I avoid the health department because I do not like/enjoy the staff at the health department.
- e.  I avoid the health department because I understand it serves only people with limited financial means.
- f.  I avoid the health department because it is too far away from my home.
- g.  I avoid the health department because it costs too much to get services from it.
- h.  I avoid the health department because no one there speaks my language.
- i.  I avoid the health department because I do not like the other clients I see there.
- j.  I avoid the health department because they do not take my insurance.
- k.  I avoid the health department because I am unaware of services they provide.
- j.  Other. Please specify: \_\_\_\_\_

**43. What is your main mode of transportation?** Choose only one.

- a.  Own vehicle
- b.  Family member
- c.  Public transportation
- d.  Taxi (Uber, private taxi service, etc.)



- e.  Walk
- f.  Bike
- g.  Motorcycle/Moped

**44. On what day(s) and time of the week is it hardest for you to find transportation? (Check all that apply)**

- |                                       |  |    |
|---------------------------------------|--|----|
| a. <input type="checkbox"/> Monday    | h. <input type="checkbox"/> Early Morning; 5:00AM-8:30AM                 |    |
| b. <input type="checkbox"/> Tuesday   | i. <input type="checkbox"/> Late Morning; After 8:30AM-Noon              |    |
| c. <input type="checkbox"/> Wednesday | j. <input type="checkbox"/> Early Afternoon; Noon-3:00 PM                |    |
| d. <input type="checkbox"/> Thursday  | k. <input type="checkbox"/> Late Afternoon; 3:00PM-6:00PM                |    |
| e. <input type="checkbox"/> Friday    | l. <input type="checkbox"/> Evening; 6:00PM-9:00PM                       | f. |
| <input type="checkbox"/> Saturday     | m. <input type="checkbox"/> Late Night; 9:00PM and later                 | g. |
| <input type="checkbox"/> Sunday       | n. <input type="checkbox"/> I do not have trouble finding transportation |    |

**45. What type of housing do you have?**

- a.  Own your own home
- b.  Rent a house/apartment
- c.  Income based or HUD funded
- e.  Live with parents
- f.  Live with a family member(s)
- g.  Other. Please specify: \_\_\_\_\_

**46. What does Caldwell County offer as a place to “grow old?” Choose all that apply.**

- a.  Elder-friendly housing (Koinonia, Lenoir Housing Authority, Brookdale, etc.)
- b.  Transportation
- c.  Medical services
- d.  Recreation for seniors
- e.  Activities and social opportunities for seniors
- f.  Senior citizen benefits
- g.  Personal safety
- h.  I do not believe Caldwell County has assets for seniors

**47. Regarding schools in Caldwell County, what improvements are needed in public/private schools? Choose only one.**

- a.  Student activities
- b.  Learning techniques
- c.  Bullying/violence prevention
- d.  Cafeteria food/meals
- e.  Wellness education (Sex ed., STD, pregnancy, nutrition)
- f.  Teacher pay
- g.  School building improvement funds



- h.  Disciplinary actions
- i.  Teacher selection for hire
- j.  Technology (Computers, cell phones, etc.)
- k.  No improvements needed

*The next several questions have to do with how well prepared you are for an emergency or disaster.*

**48. Does your household have working smoke and carbon monoxide detectors?** Please mark only one.

- a.  Yes, but smoke detectors only
- b.  Yes, but carbon monoxide detectors only
- c.  Yes, both
- d.  No
- e.  Don't know or not sure

**49. A basic emergency supply kit includes water, non-perishable food, any necessary prescription medicines, first aid supplies, flashlight and batteries, non-electric can-opener, and so on. How long would the supplies you have in your emergency supply kit last?**

- a.  One day or less
- b.  One week
- c.  Two weeks
- d.  More than two weeks. Please specify: \_\_\_\_\_
- e.  My family does not have an emergency supply kit at all.
- f.  I do not have a supply kit

**50. In a large-scale disaster or emergency, what would be your main way of getting information from authorities?**

- a.  Television
- b.  Radio
- c.  Weather alert radio
- d.  Internet
- e.  Work
- f.  Print media (for example, a newspaper)
- g.  Social networking site (such as Facebook or Twitter)
- h.  Neighbors
- i.  Text messages (emergency alert system)
- j.  Other. Please describe: \_\_\_\_\_
- k.  Don't know or not sure

**51. Where do you access the internet?** Choose all that apply.

- a.  Computer at home



- b.  Computer at public library
- c.  Computer at a school library (public school or college)
- c.  Computer at some other public location (restaurant, coffee shop, and so on)
- d.  Cell phone or smart phone
- e.  Computer at work
- f.  Choose not to use the internet
- g.  Other. Please specify: \_\_\_\_\_
- h.  I have no access to the Internet.

52. Sometimes public authorities know that a disaster is about to strike a community and sometimes they order people to evacuate a neighborhood or community for their own safety. **If you were asked to evacuate your home but chose not to leave, what would be the main reason for your staying in your home?** Please check ONLY ONE.

- a.  Lack of transportation
- b.  Lack of trust in public officials
- c.  Concern about leaving property behind
- d.  Concern about personal safety
- e.  Concern about family safety
- f.  Concern about leaving pets
- g.  Concern about traffic jams and inability to get out
- h.  Health problems (such that you could not be moved)
- i.  Other. Please describe: \_\_\_\_\_
- j.  Don't know or not sure
- k.  This question does not apply to me. I would evacuate my home if public authorities asked me to.

53. Does anyone in your household know CPR? Yes \_\_\_ No \_\_\_

*The following set of questions is the last in this survey. These are general questions about you. Your answers will be reported only in a summary of all answers given by survey participants. Your answers will remain anonymous.*

54. How old are you?

- |                                |                                |                                |                                      |
|--------------------------------|--------------------------------|--------------------------------|--------------------------------------|
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 40-44 | <input type="checkbox"/> 60-64 | <input type="checkbox"/> 80-84       |
| <input type="checkbox"/> 25-29 | <input type="checkbox"/> 45-49 | <input type="checkbox"/> 65-69 | <input type="checkbox"/> 85 or older |
| <input type="checkbox"/> 30-34 | <input type="checkbox"/> 50-54 | <input type="checkbox"/> 70-74 |                                      |
| <input type="checkbox"/> 35-39 | <input type="checkbox"/> 55-59 | <input type="checkbox"/> 75-79 |                                      |

55. Are you male or female? Male \_\_\_ Female \_\_\_

56. Are you of Hispanic, Latino, or Spanish origin? Yes \_\_\_ No \_\_\_

57. If you are of Hispanic or Latino background, would you describe yourself as:

Mexican, Mexican American, or Chicano



- Puerto Rican
- Cuban
- Other Hispanic or Latino. If so, please specify: \_\_\_\_\_

**58. What is your race?** Please check all that apply.

- White
- Black or African American
- American Indian or Alaska Native
- Asian Indian
- Other Asian including Japanese, Chinese, Korean, Vietnamese, and Filipino/a:  
Please write in your race: \_\_\_\_\_
- Pacific Islander, including Native Hawaiian, Samoan, Guamanian/Chamorro:  
Please write in your race: \_\_\_\_\_
- Other race not listed here. Please write it in: \_\_\_\_\_

**59. What is the language that you and your family speak at home?**

- a.  English
- b.  Spanish
- e.  Hmong
- f.  Sign language
- g.  Other. Please specify: \_\_\_\_\_

**60. What is your marital status?** Please mark only one. No explanation is needed for "other."

- Never married / single
- Divorced
- Other
- Married
- Widowed
- Unmarried partner
- Separated

**61. What is the highest level of school, college, or vocational training that you have finished?** Please mark ONLY ONE.

- Less than 9<sup>th</sup> grade
- 9<sup>th</sup> to 12<sup>th</sup> grade, no diploma
- High school graduate (or GED / equivalent)
- Associate's degree or vocational training
- Some college (no degree)
- Bachelor's degree
- Graduate or professional degree
- Other. Please specify: \_\_\_\_\_

**62. What was your total household income last year, before taxes?** Please mark only one.

- Less than \$10,000
- \$10,000 to \$14,999
- \$15,000 to \$24,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999



\_\_\_ \$25,000 to \$34,999

\_\_\_ \$100,000 or more

63. **How many people does the income reported support?** \_\_\_

64. **What is your employment status?** Please check all that apply.

- a. \_\_\_ Employed full-time
- b. \_\_\_ Employed part-time
- c. \_\_\_ Retired
- d. \_\_\_ Armed Forces
- e. \_\_\_ Unemployed for more than 1 year
- f. \_\_\_ Disabled
- g. \_\_\_ Student
- h. \_\_\_ Homemaker
- i. \_\_\_ Self-employed
- j. \_\_\_ Unemployed for 1 year or less

65. **What is your zip code?** \_\_\_\_\_

*These are all the questions that we have.  
Thank you very much for taking the time to complete this survey!*



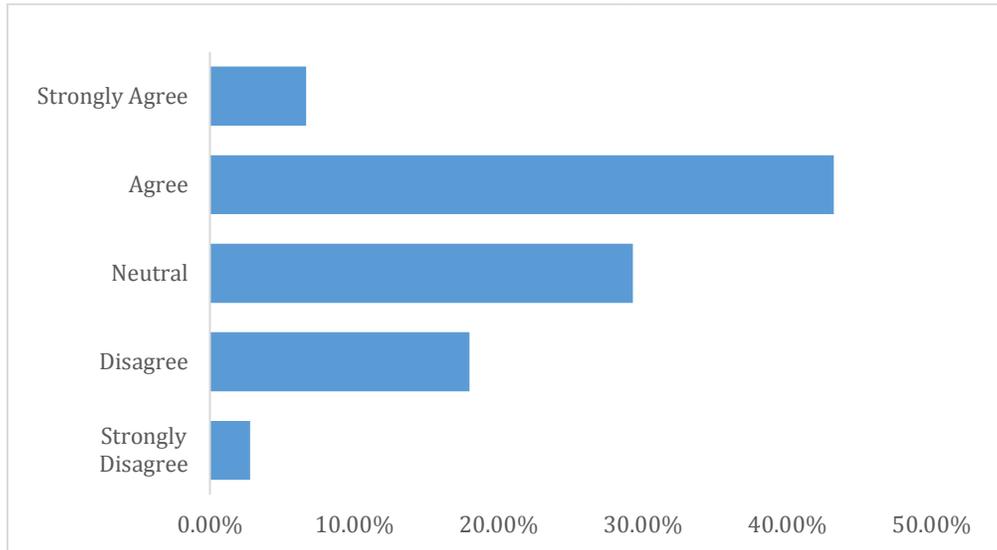
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## Appendix B: 2017 Caldwell County CHA Survey Results

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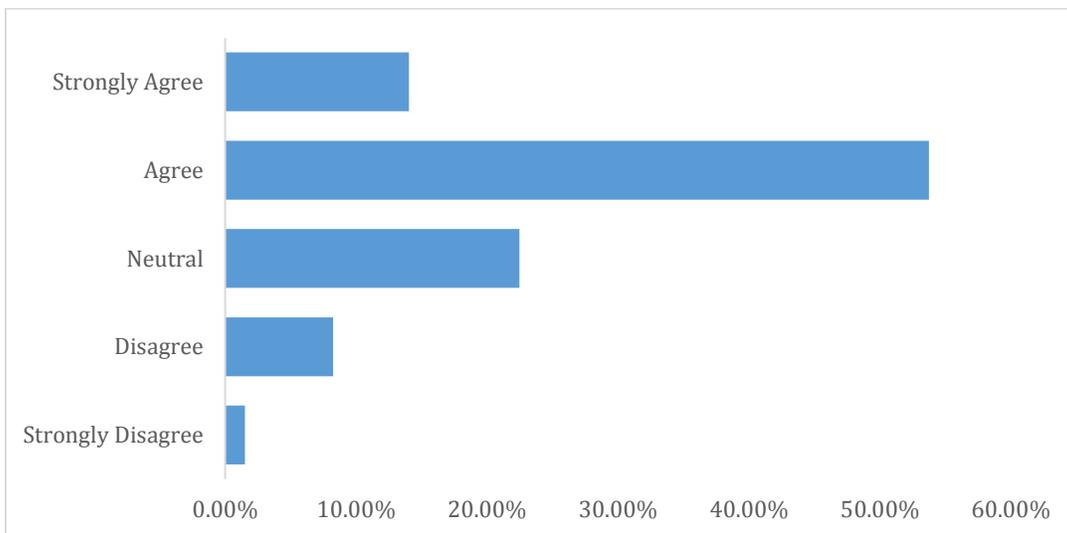
### 1. There is good healthcare in Caldwell County?

Answered: 539      Skipped: 84



### 2. Caldwell County is a good place to raise children?

Answered: 534      Skipped: 89

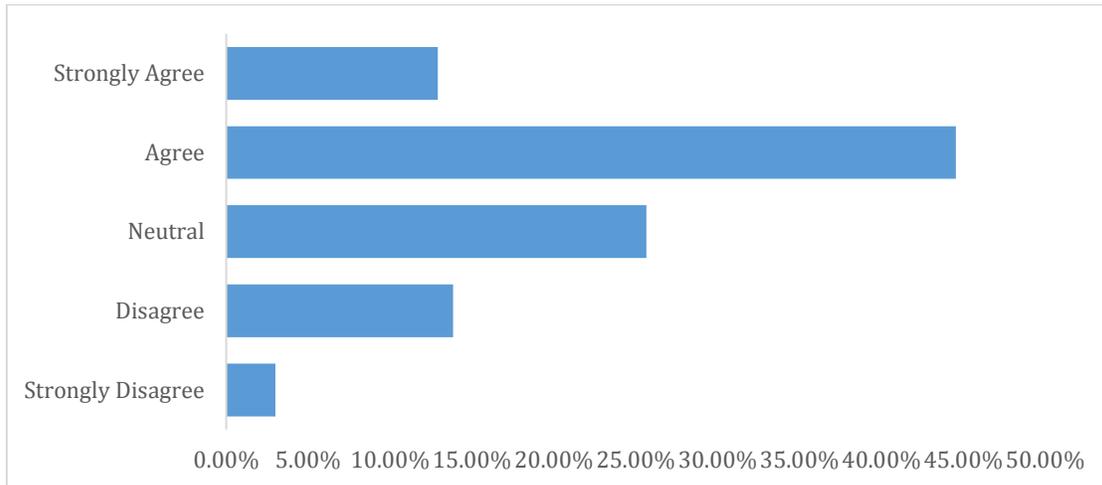




3. Caldwell County is a good place to grow old?

Answered: 534

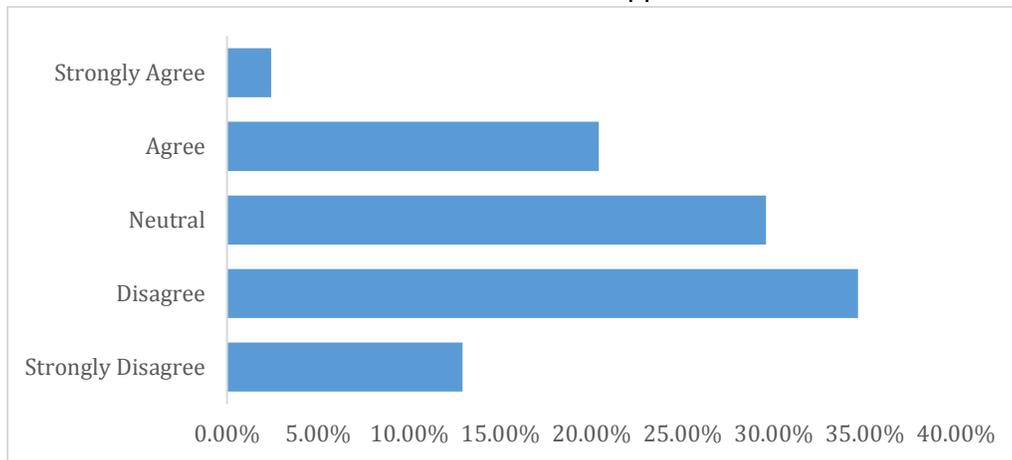
Skipped: 89



4. There is plenty of economic opportunity in Caldwell County?

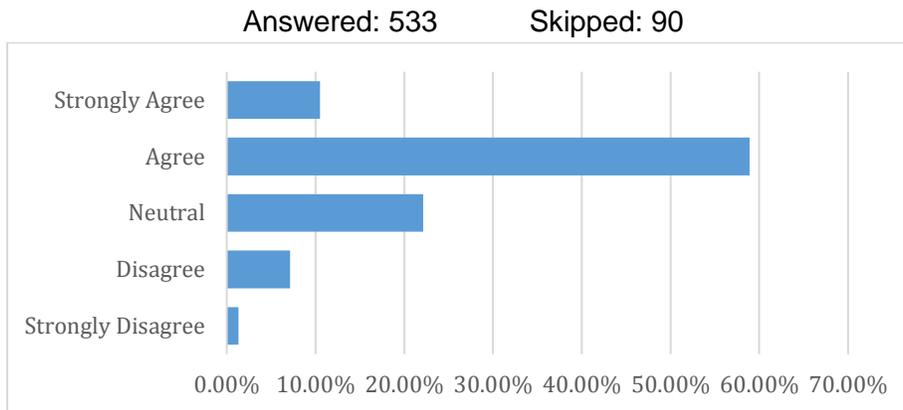
Answered: 534

Skipped: 89

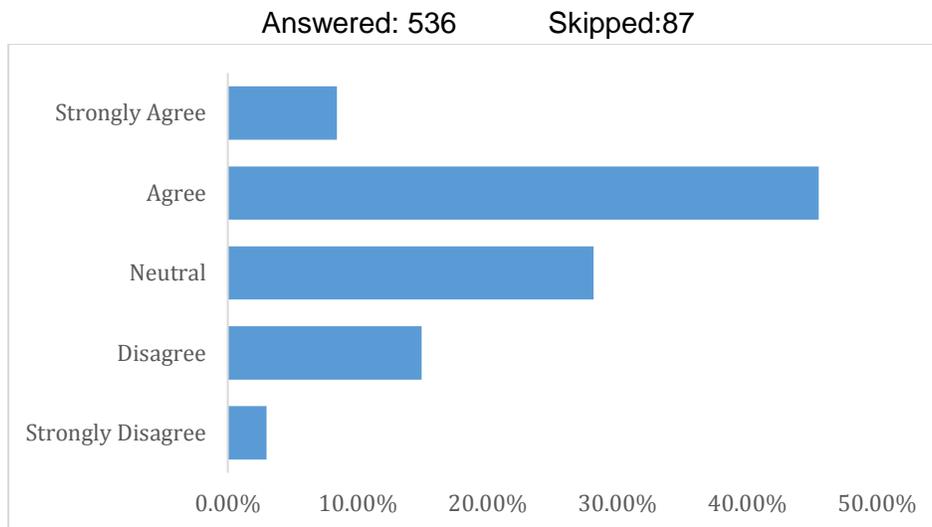




5. Caldwell County is a safe place to live?



6. There is plenty of help for people during times of need in Caldwell County?

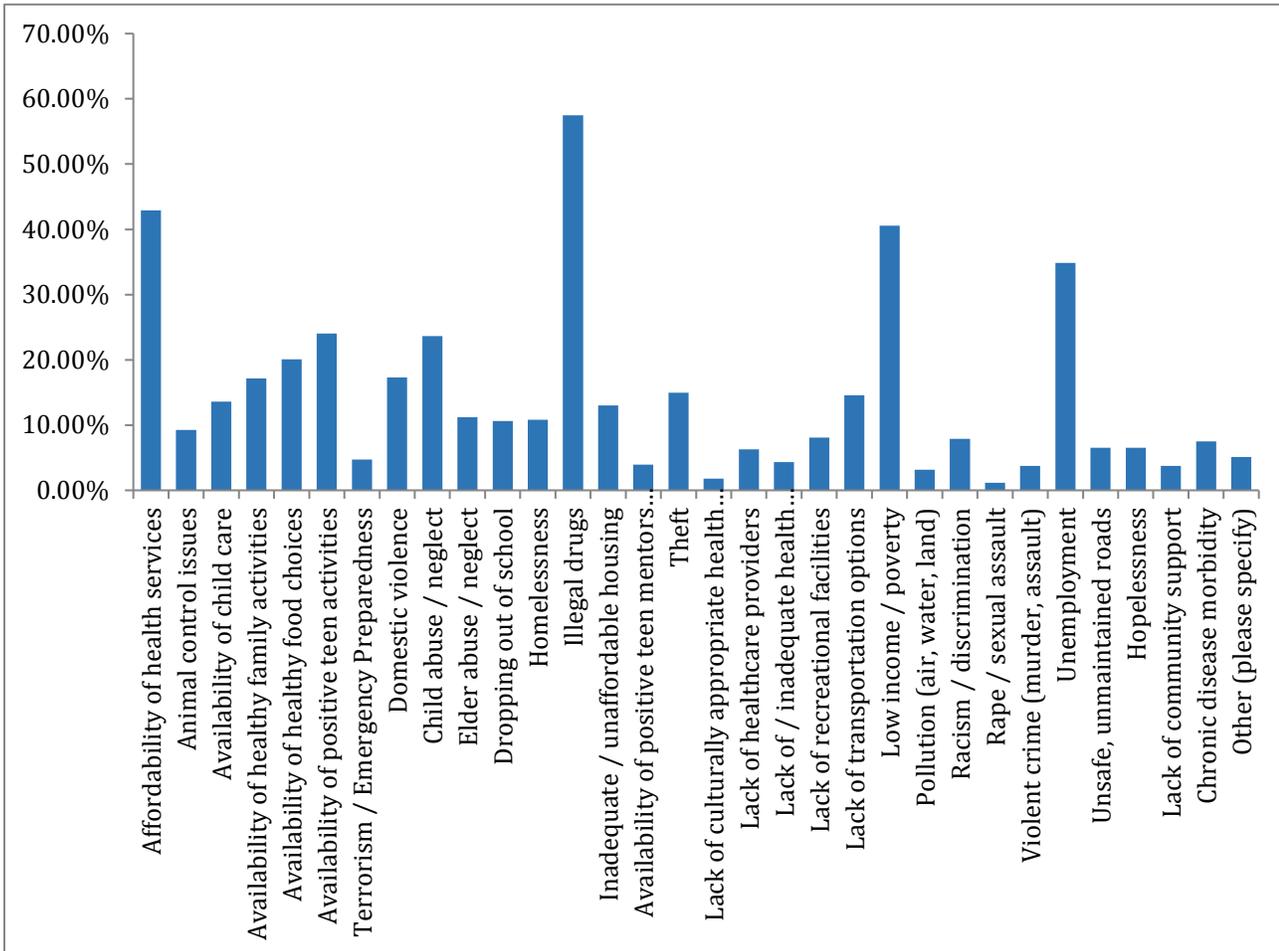




7. In regards to overall quality of life in Caldwell County which community issues have the greatest effect?

Answered: 508

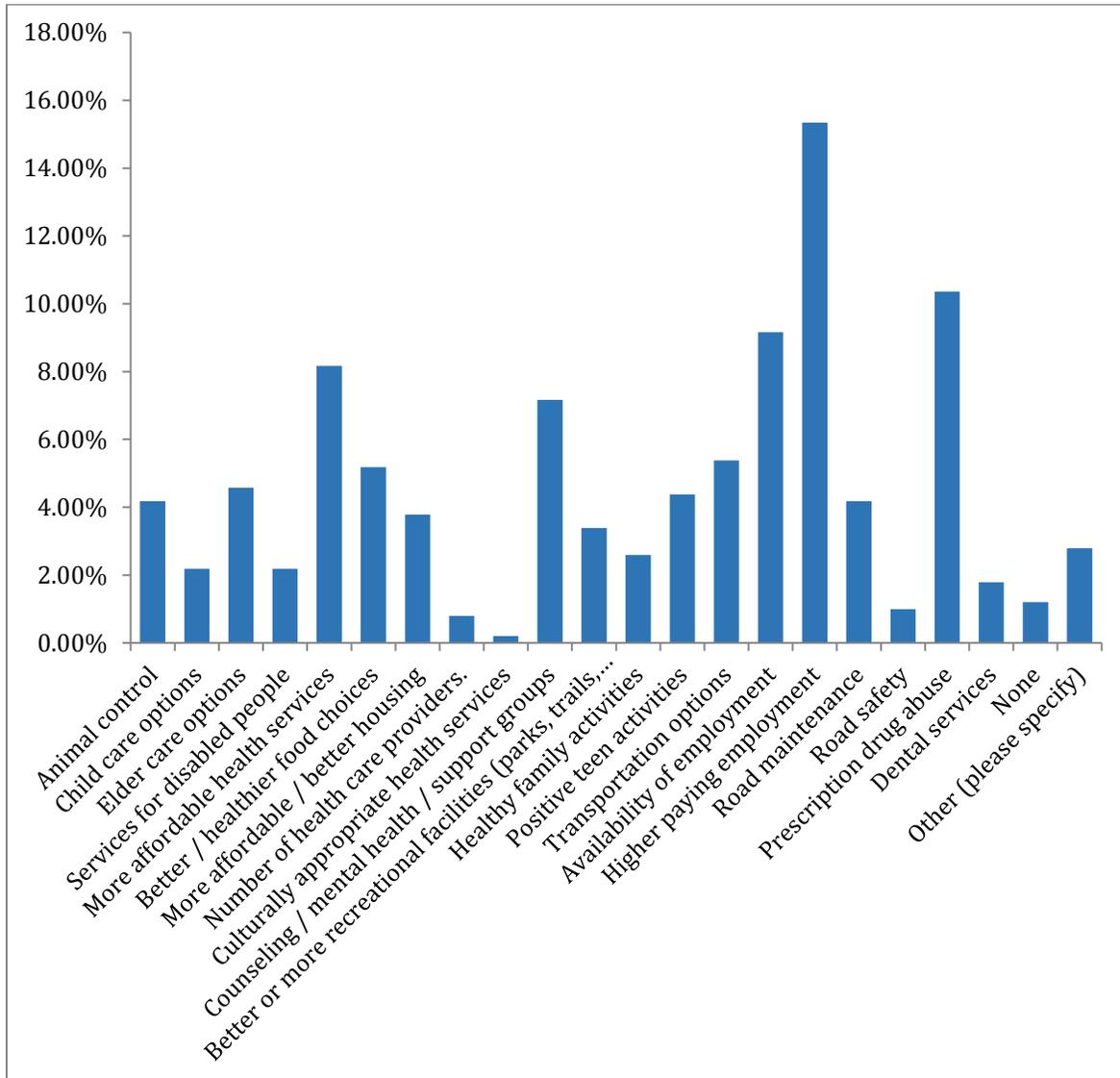
Skipped: 115





8. Which of the following services needs the most improvement in your neighborhood or community?

Answered: 502 Skipped: 121

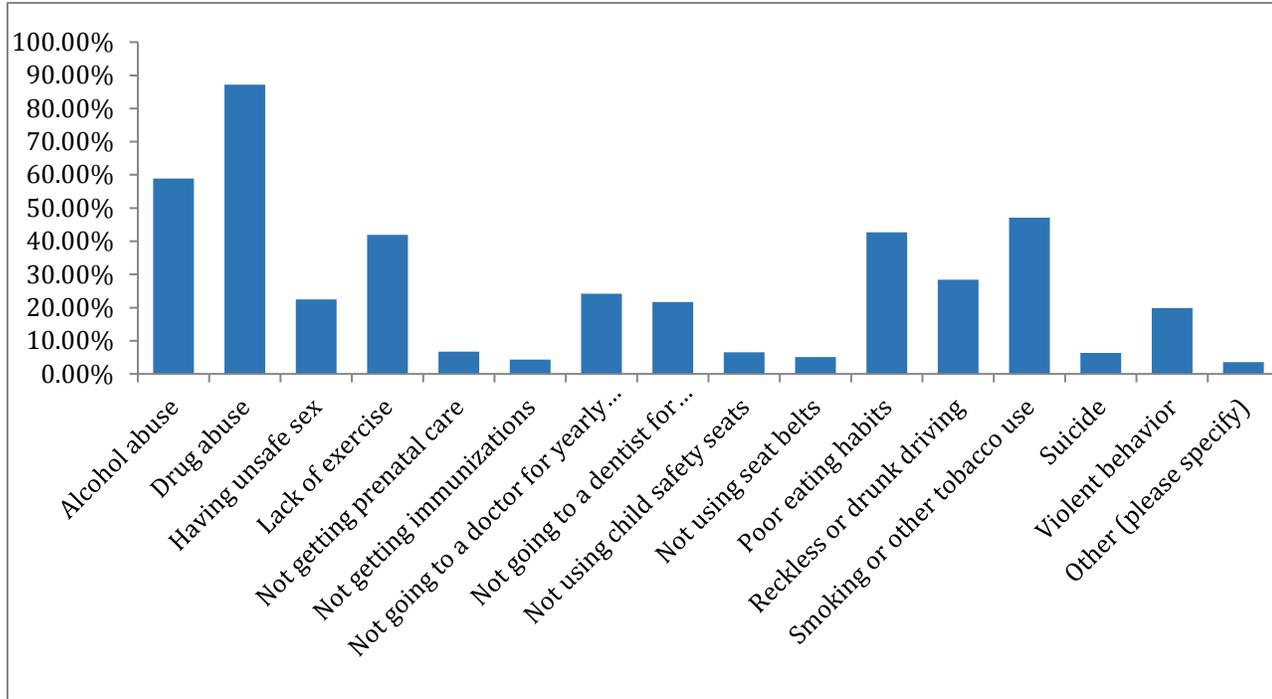




9. These behaviors have the largest impact on the community as a whole – please pick the unhealthy behaviors that you think are most common in Caldwell County

Answered: 508

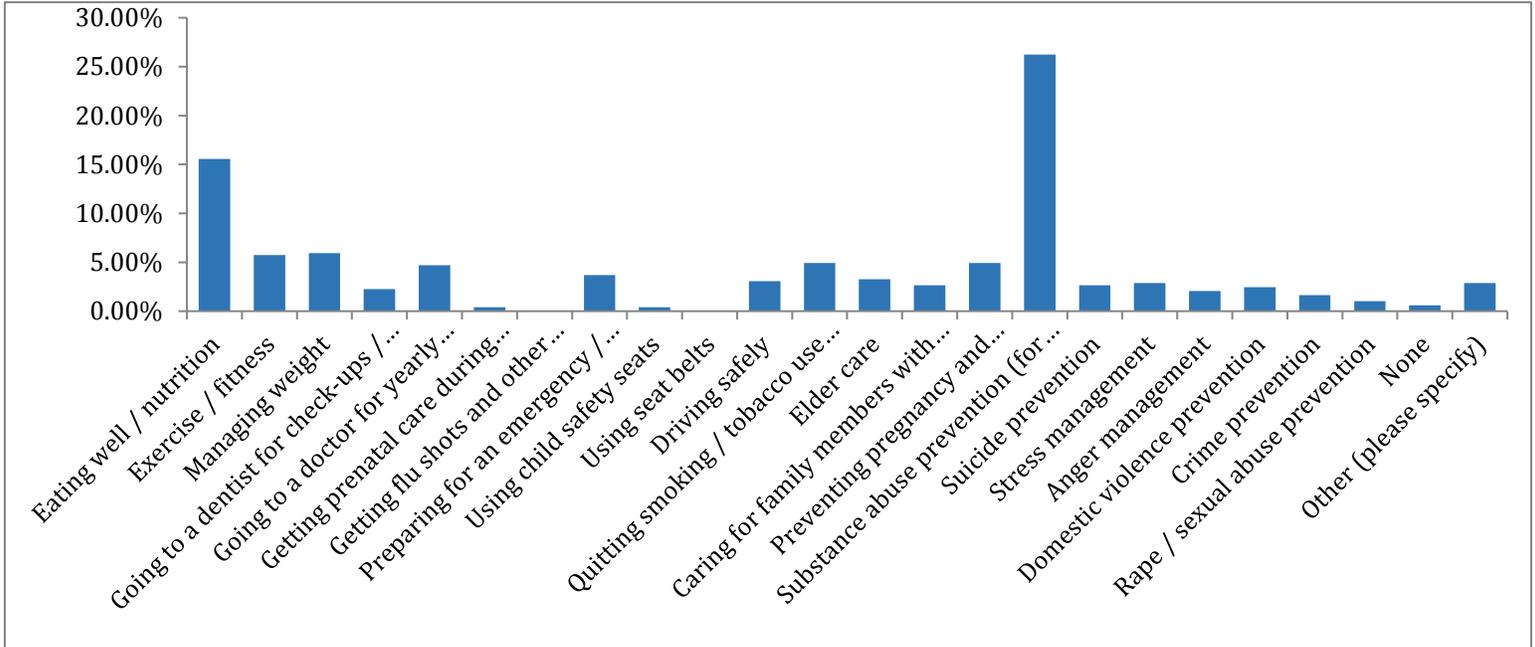
Skipped: 115





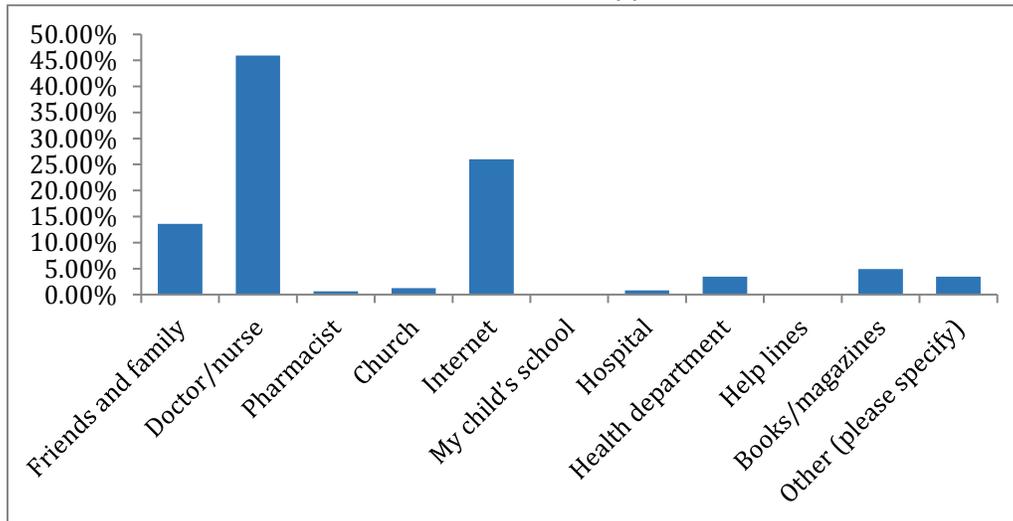
10. Which one health behavior do people in Caldwell County need more information about?

Answered: 488 Skipped: 135



11. Where do you get most of your health-related information?

Answered: 492 Skipped: 131





12. What health topic(s) or disease(s) would you like to learn more about?

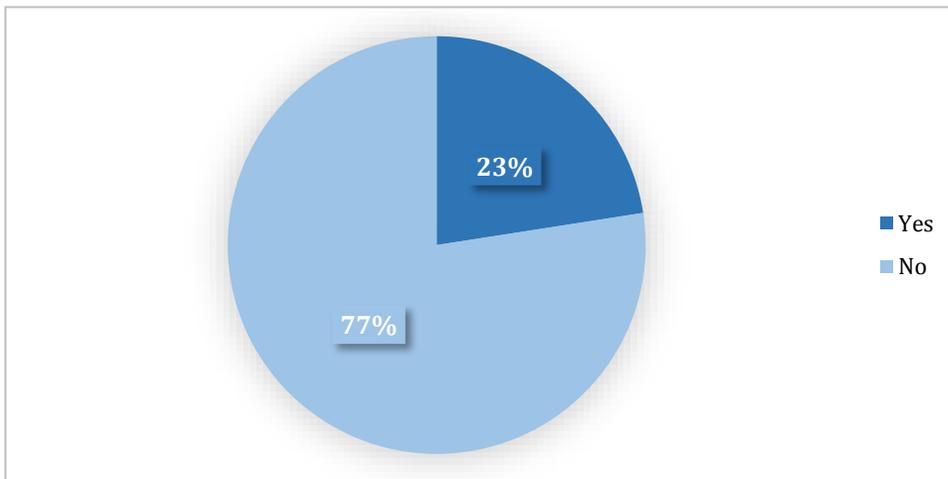
Top 10 answers:

1. Mental health
2. Obesity/Weight Gain & Nutrition
3. Drug abuse/ Addiction
4. Cancer
5. Heart Disease
6. Diabetes
7. Safe Sex/ Sexually Transmitted Infections
8. Teen Health
9. Alzheimer's/Dementia
10. Prevention

13. Are you caring for children between ages of birth and 19 years for whom you are not the parent acting in a parental role?

Answered: 488

Skipped: 135

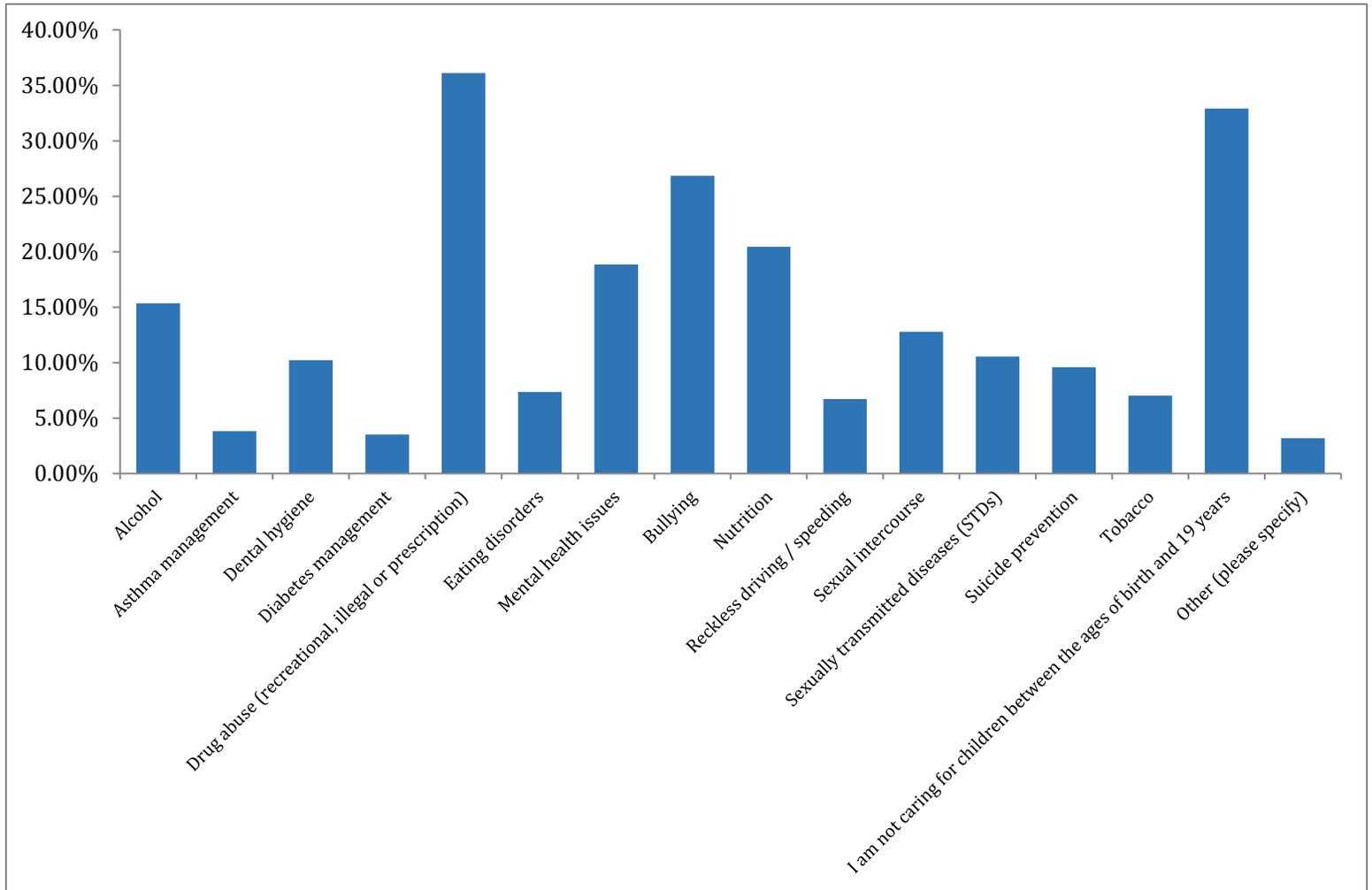




14. If you are caring for children between the ages of birth and 19 years, which of the following health topics do you think your child/children need(s) more information about?

Answered: 313

Skipped: 310

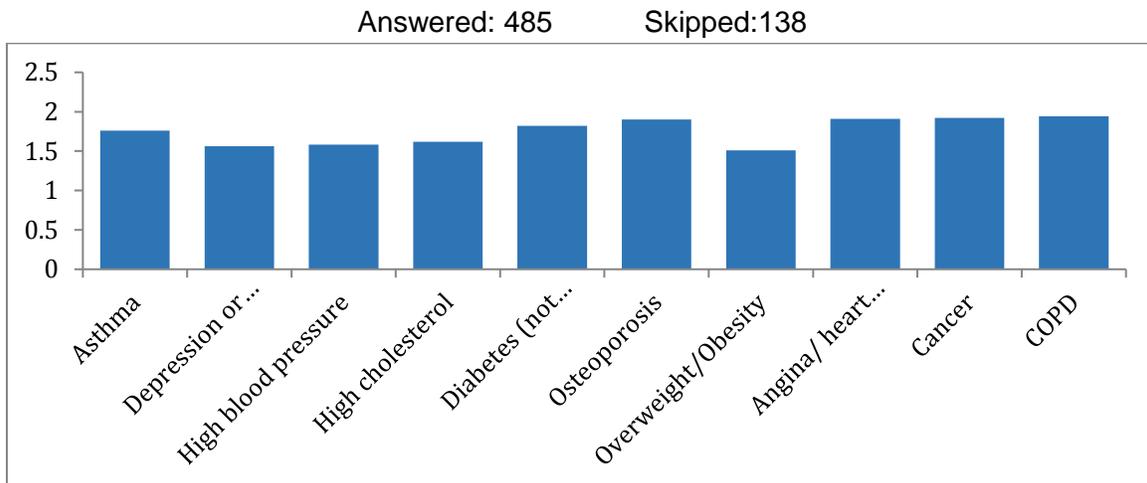




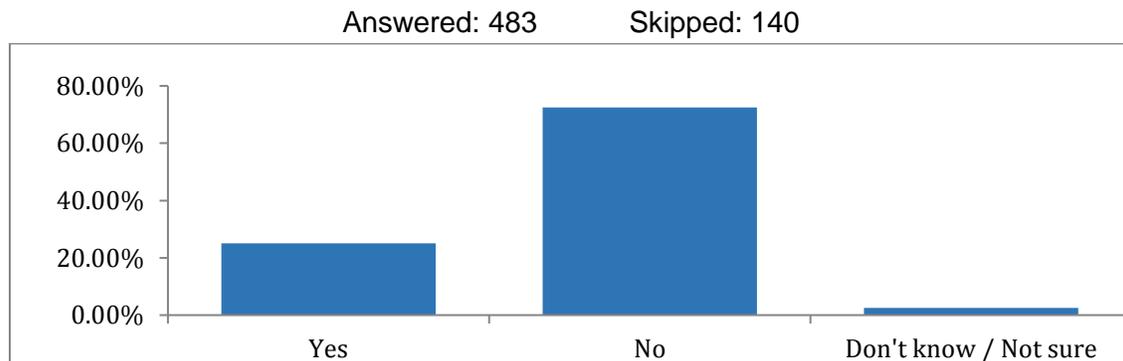
15. Would you say that, in general, your health is:



16. Have you ever been told by a doctor, nurse, or other health professional that you have any of the following health conditions?

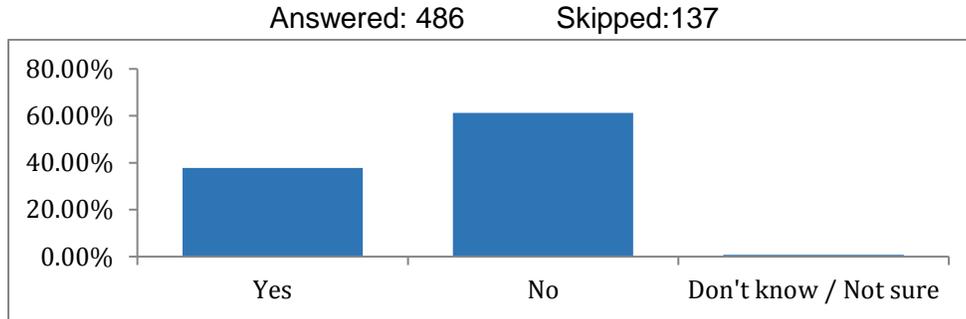


17. In the past 30 days, have there been any days when feeling sad or worried kept you from going about your normal business?

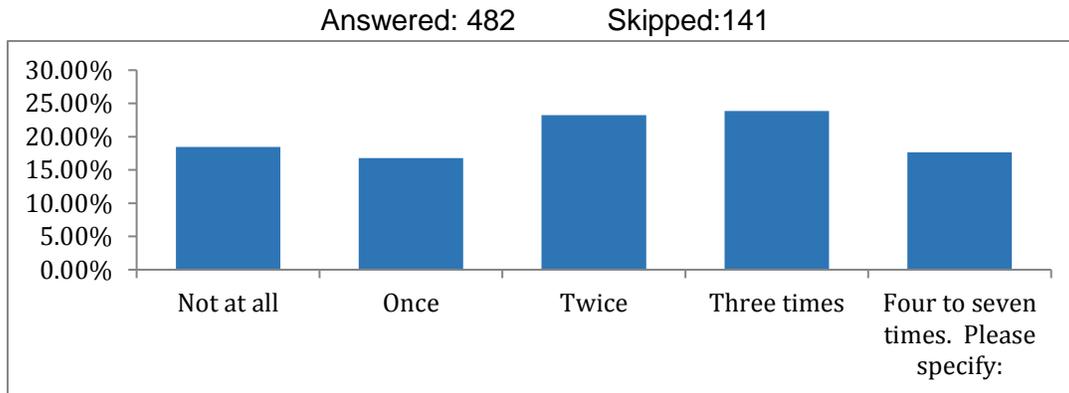




18. In the past 30 days, have you had any physical pain or health problems that made it hard for you to do your usual activities such as driving, working around the house, or going to work?

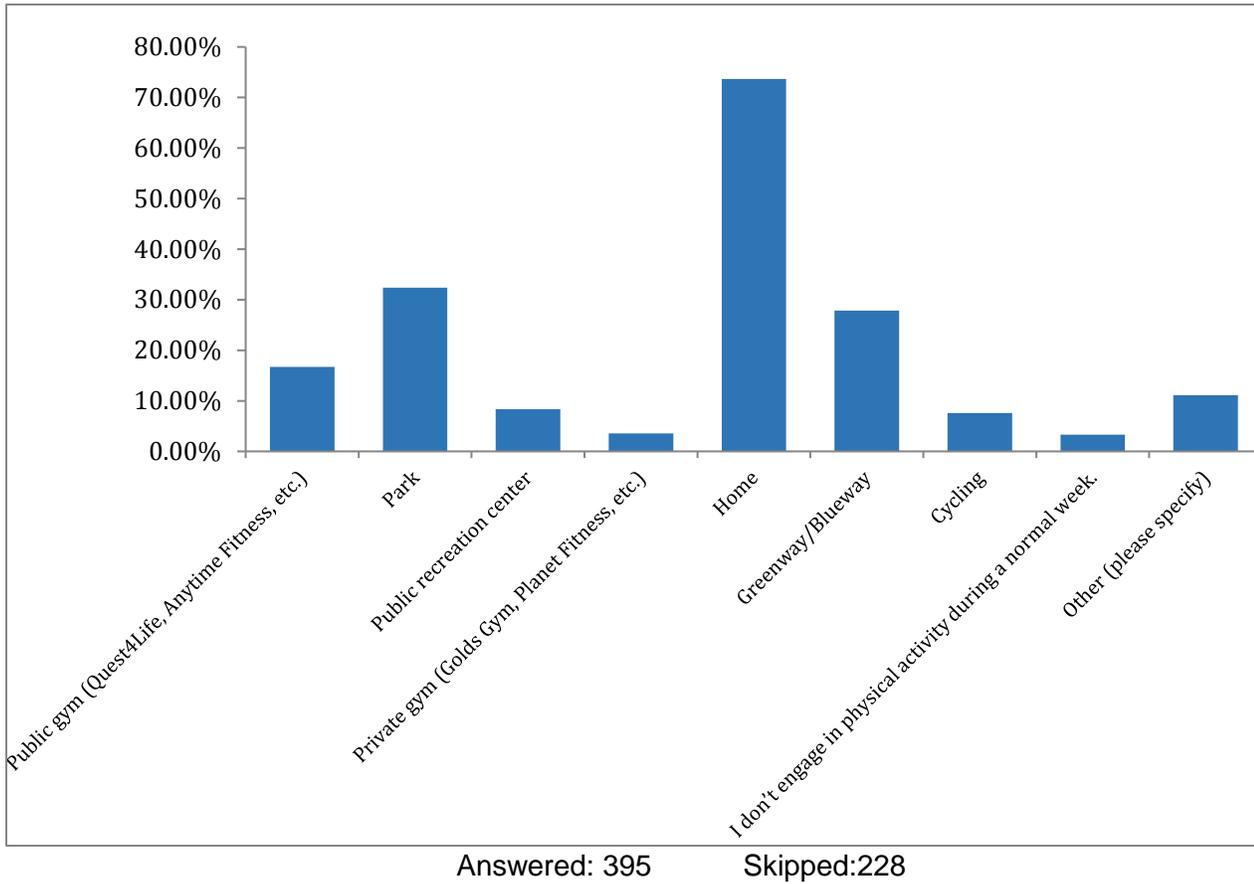


19. During a normal week, other than your regular job, how many times do you engage in any physical activity or exercise that lasts at least a half an hour?





20. Where do you go to exercise or engage in physical activity?

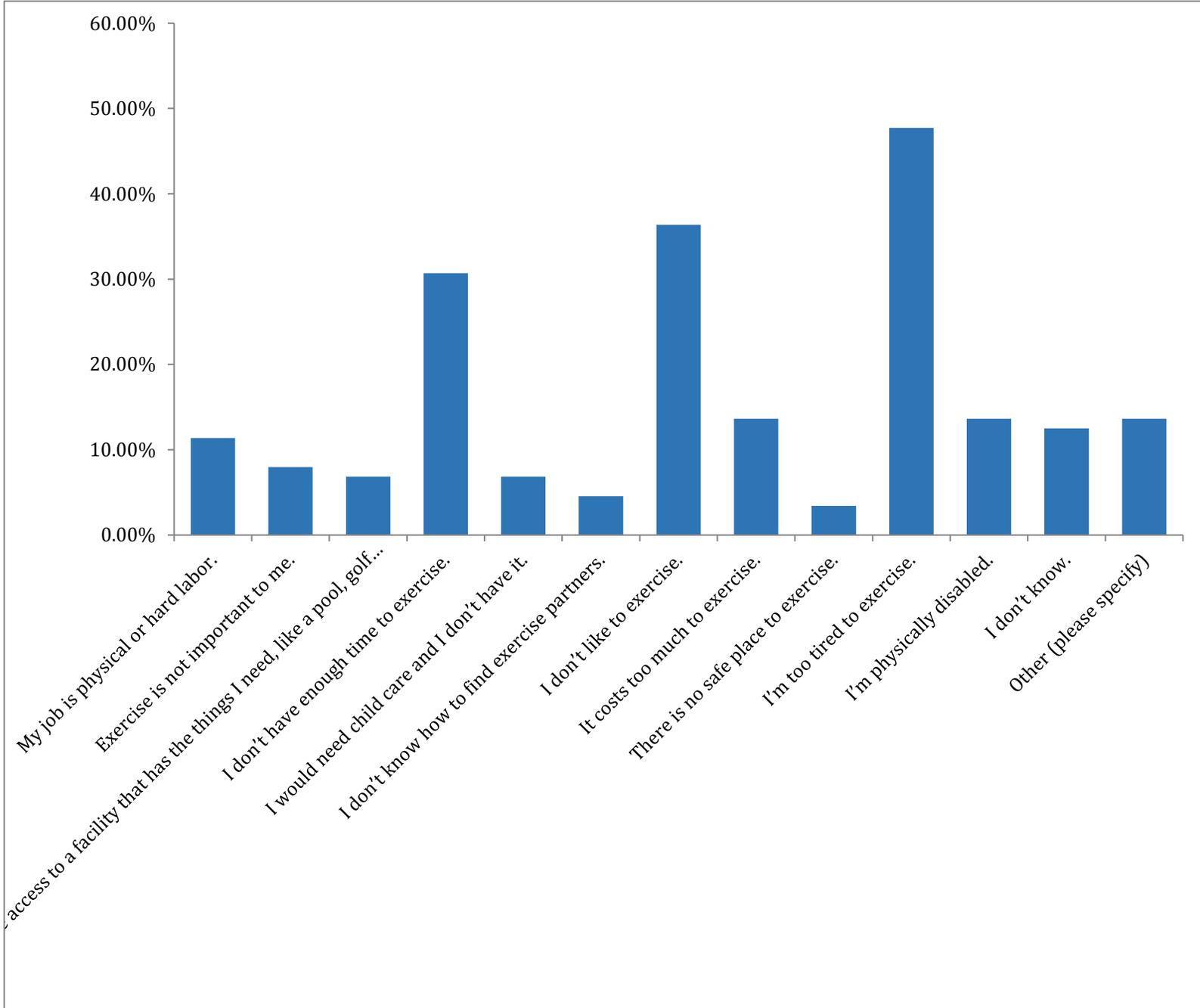




21. If you do not engage in exercise or other physical activity for at least half an hour, what are the reasons that you don't?

Answered: 88

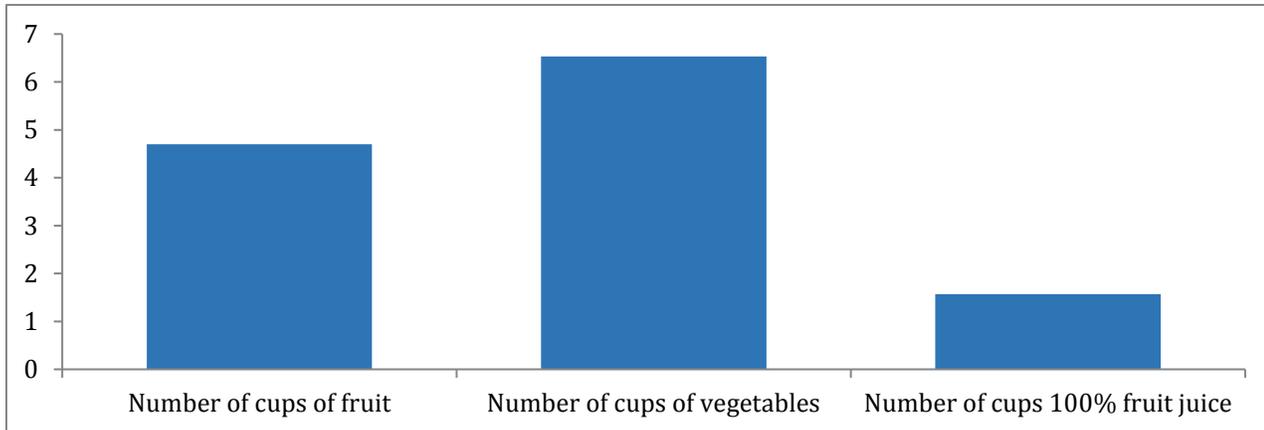
Skipped: 535





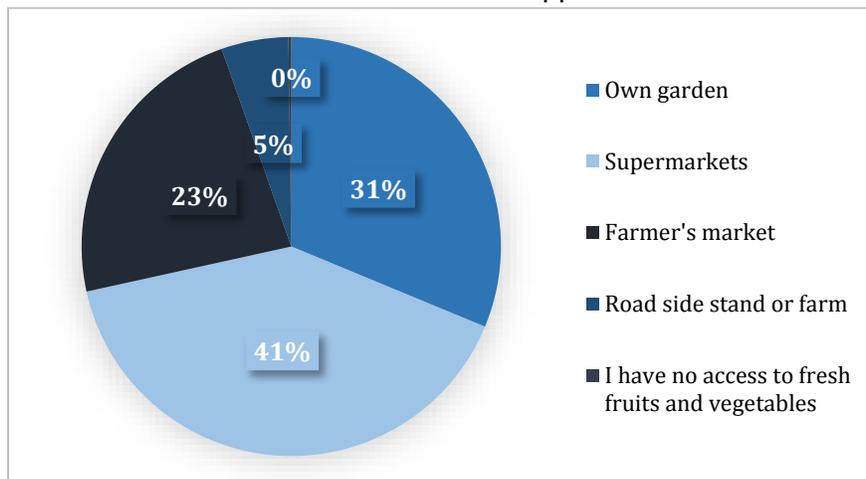
22. How many cups per week of fruits and vegetables would you say you eat?

Answered: 452      Skipped: 171



23. Where do you prefer to get fresh fruits and vegetables during the summer?

Answered: 464      Skipped: 159

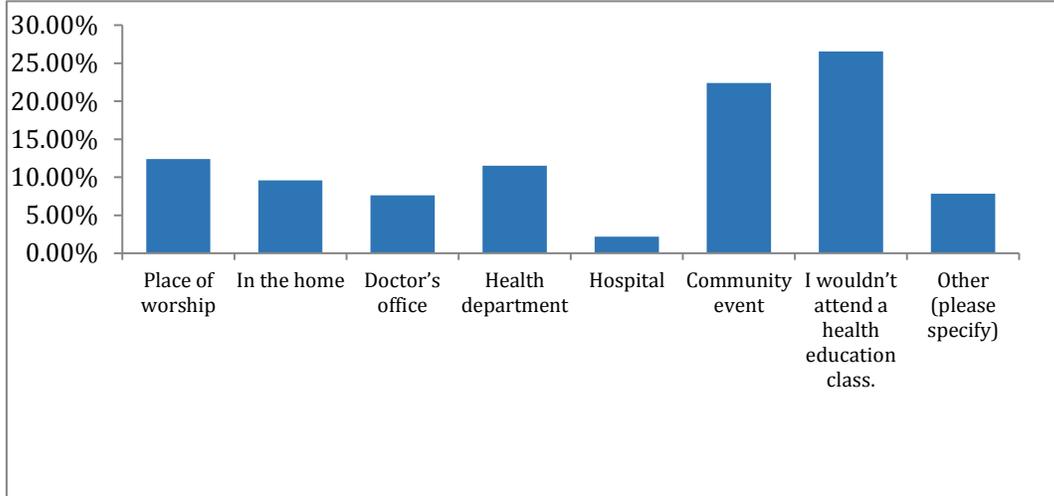




24. Where would you be willing to attend a health education class?

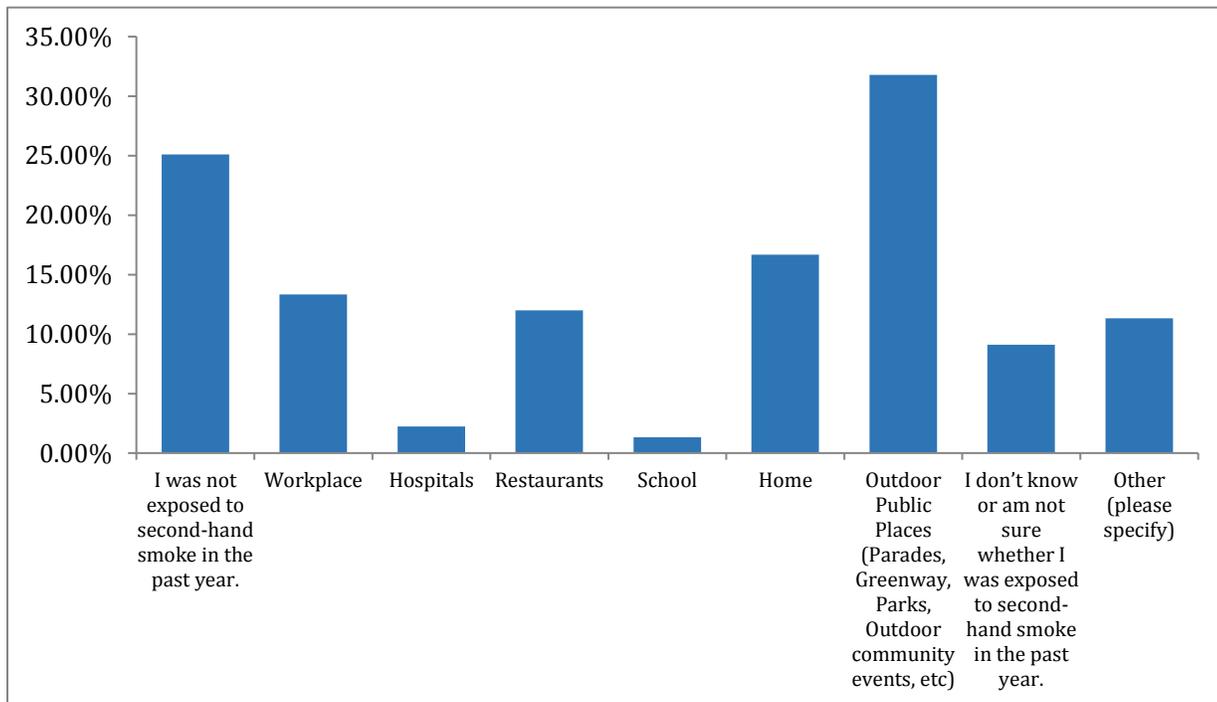
Answered: 460      Skipped: 163

Top 3 answers for other: 1. Workplace; 2. Library; 3. Senior Center



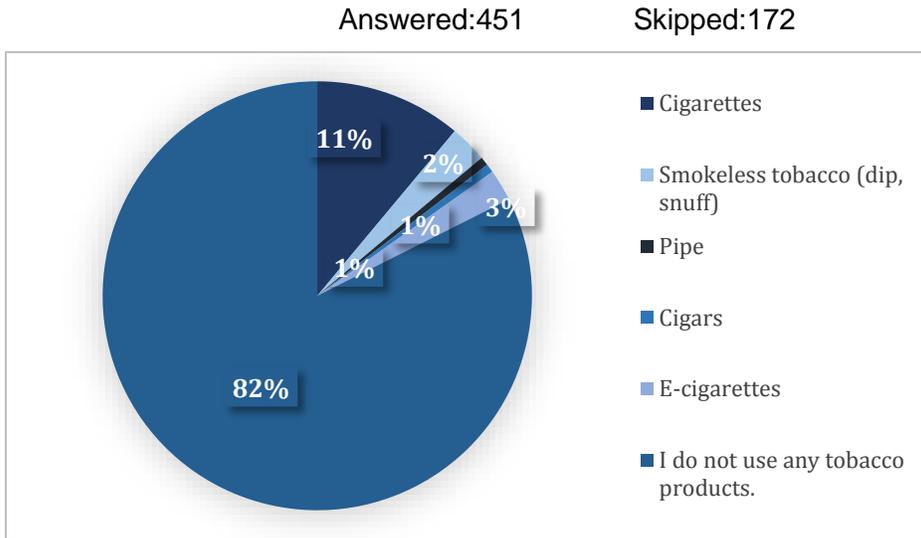
25. If you think you were exposed to secondhand smoke in the past year, where did it happen?

Answered: 450      Skipped: 173



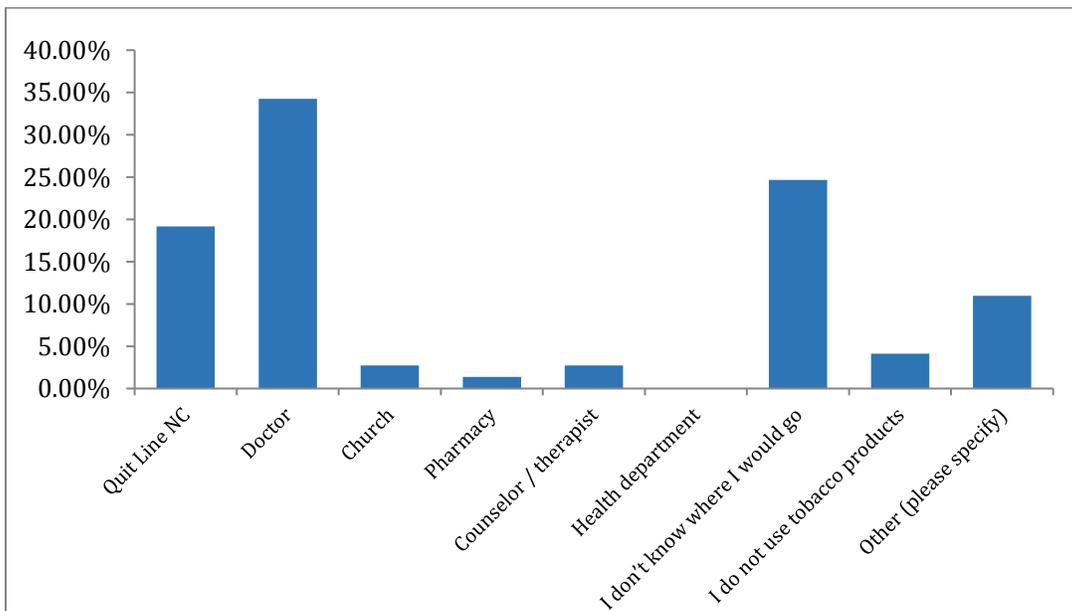


26. If you use tobacco products, what types do you use?



27. If you wanted to quit using tobacco products, or wanted to help a friend quit, where would be the first place you would go for help?

Answered:73      Skipped: 550  
 Top 3 answers for other: 1. On my own; 2. Do not want to quit; 3. Online

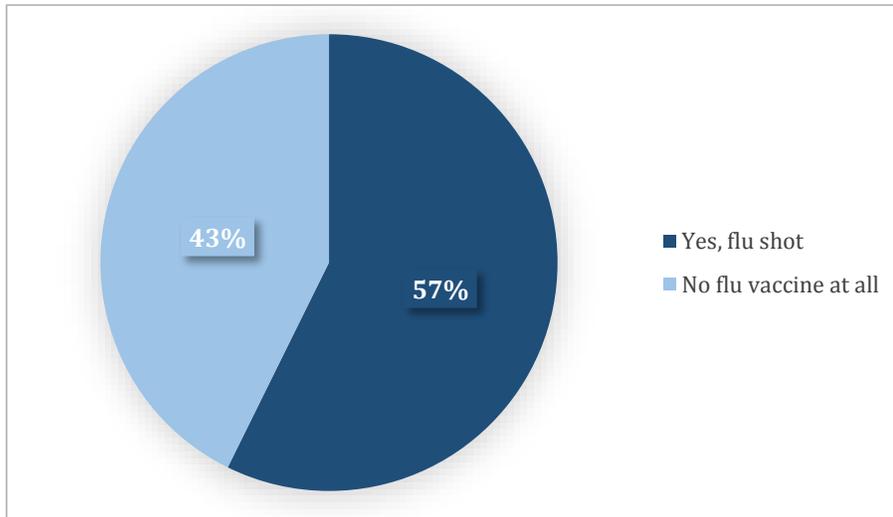




28. During the past 12 months, have you had a seasonal flu vaccine of any kind?

Answered: 459

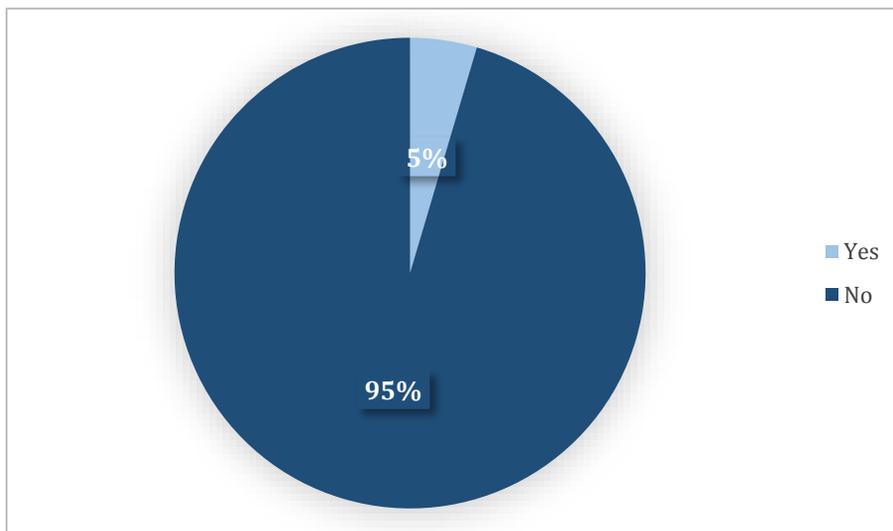
Skipped: 164



29a. In the past year have you taken a prescription drug that was not prescribed to you?

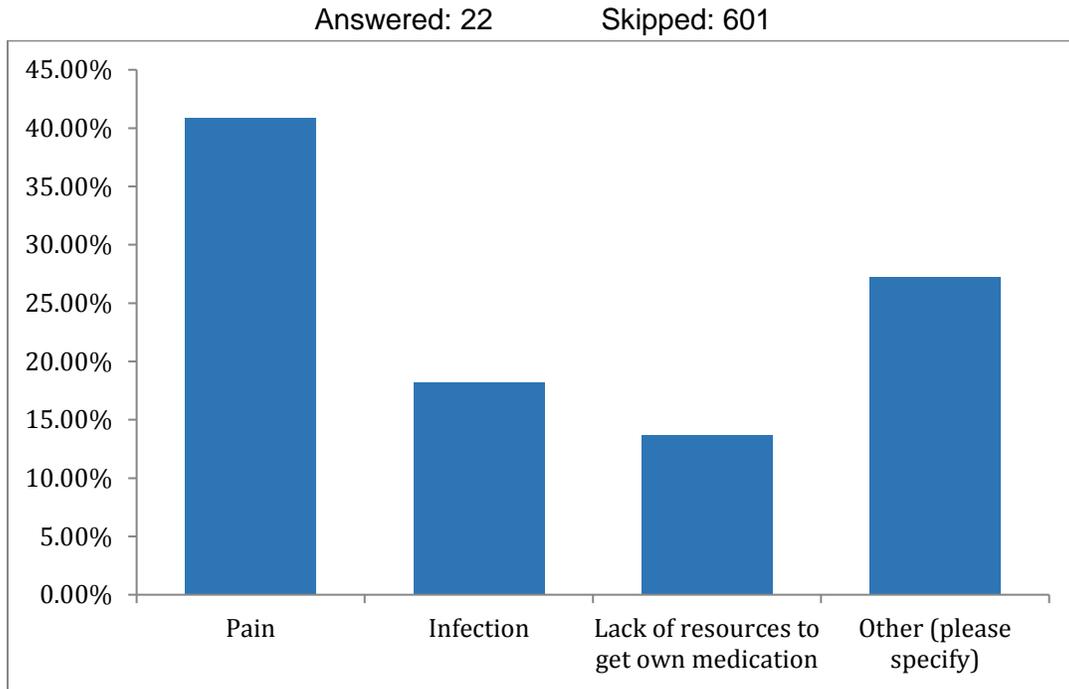
Answered: 459

Skipped: 164

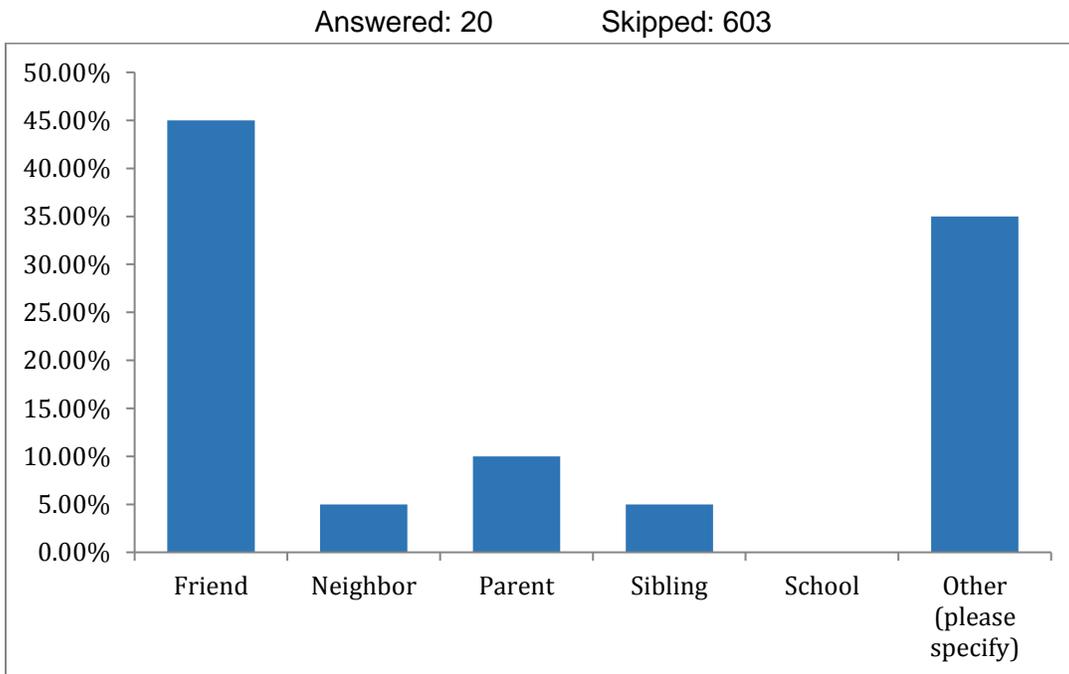




29b. What is your reason why you took a prescription drug that was not prescribed to you?



29c. Where did you get the prescription drug?

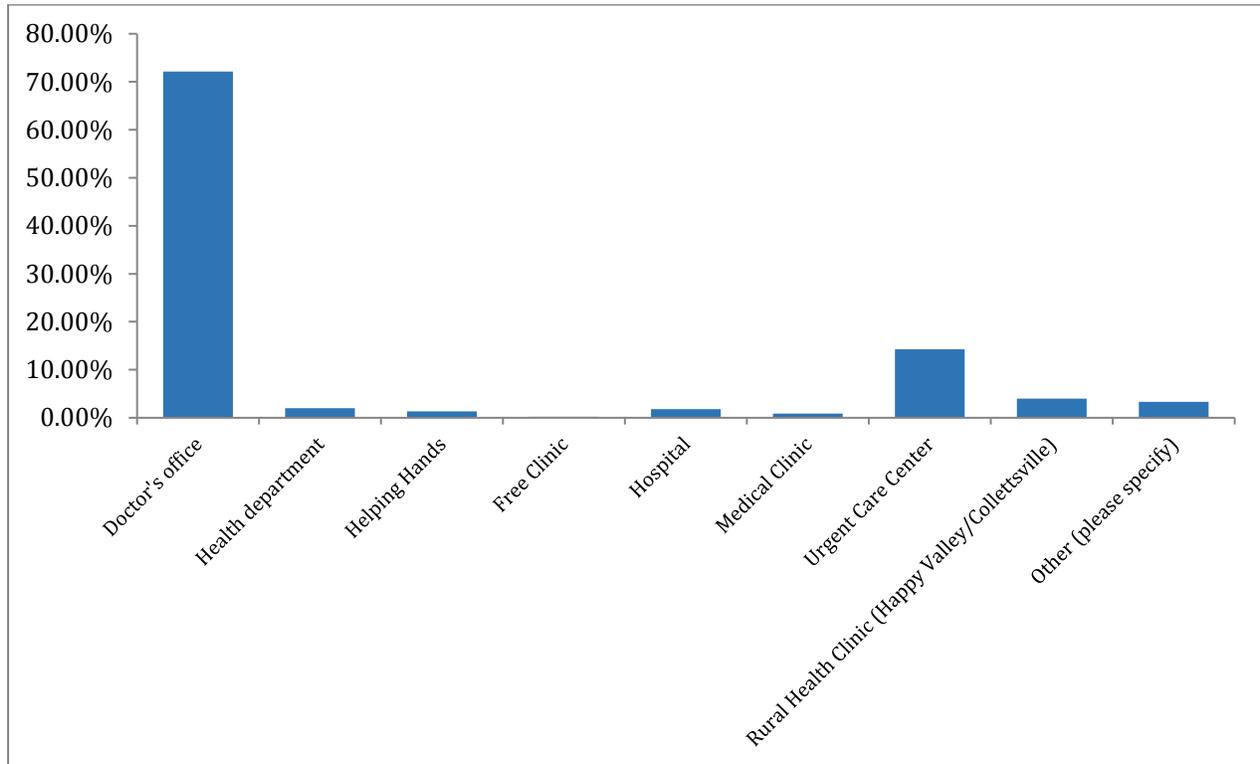




30. Where do you most often go when you are sick?

Answered: 448

Skipped: 175

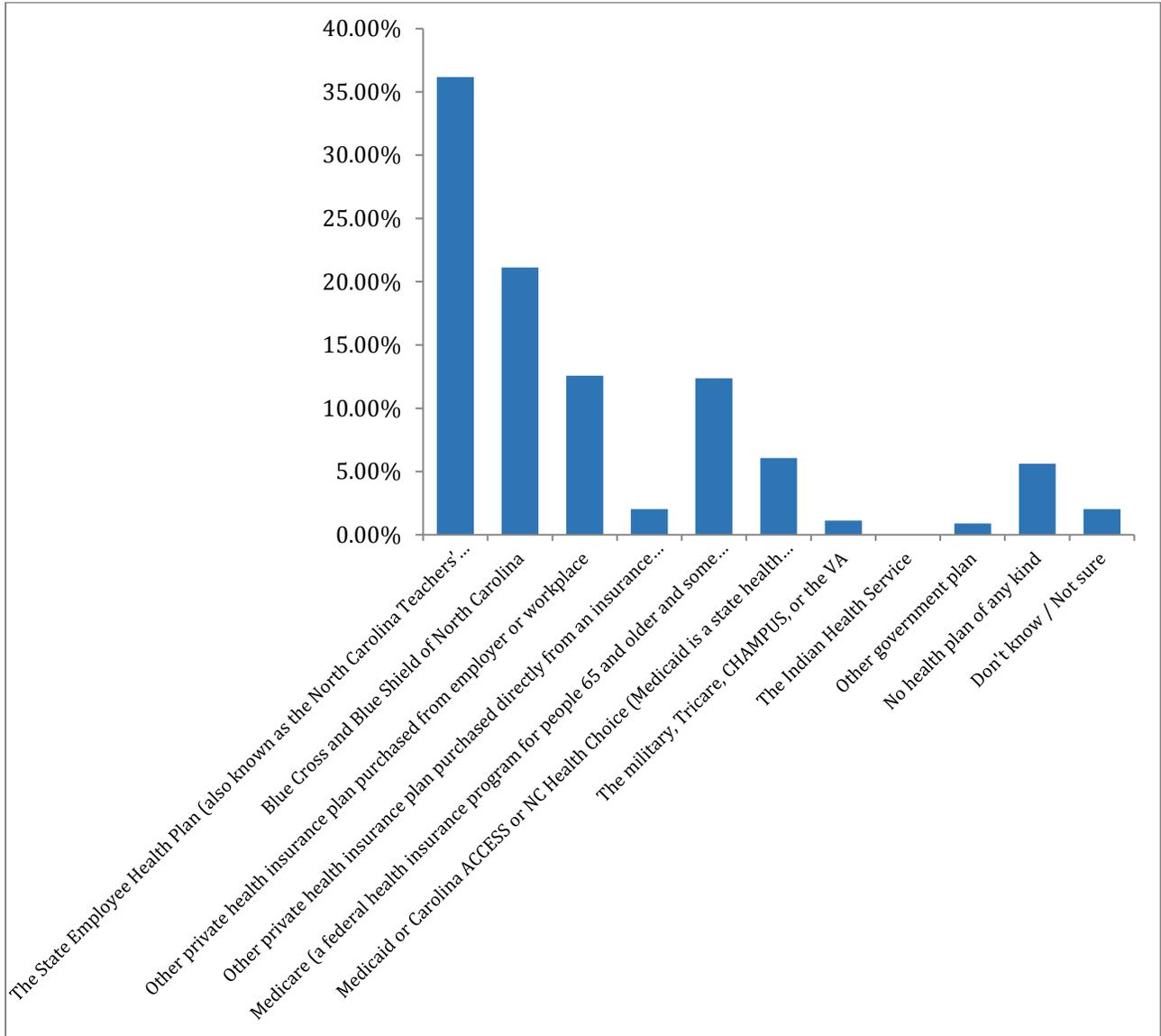




31. What is your primary health insurance plan?

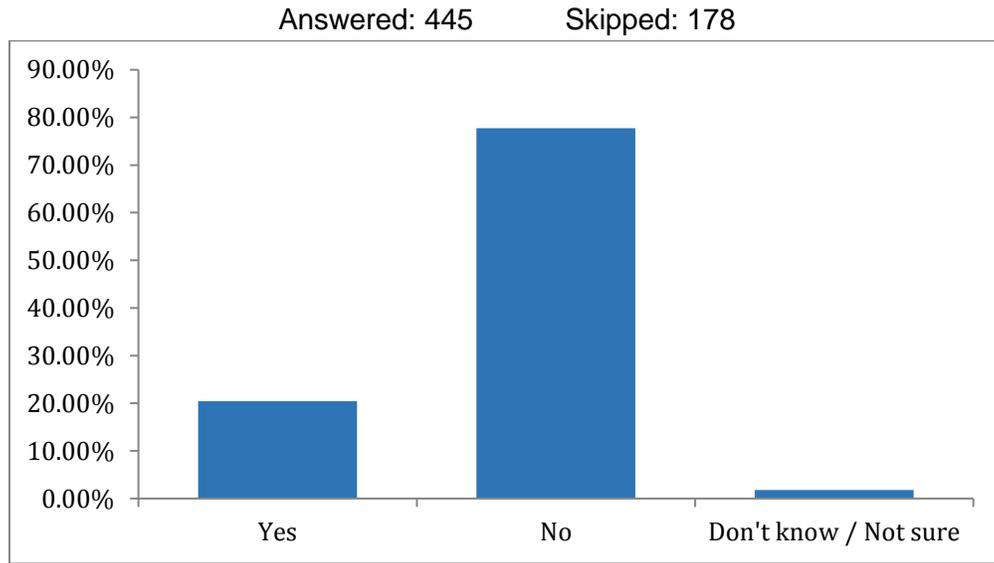
Answered:445

Skipped:178

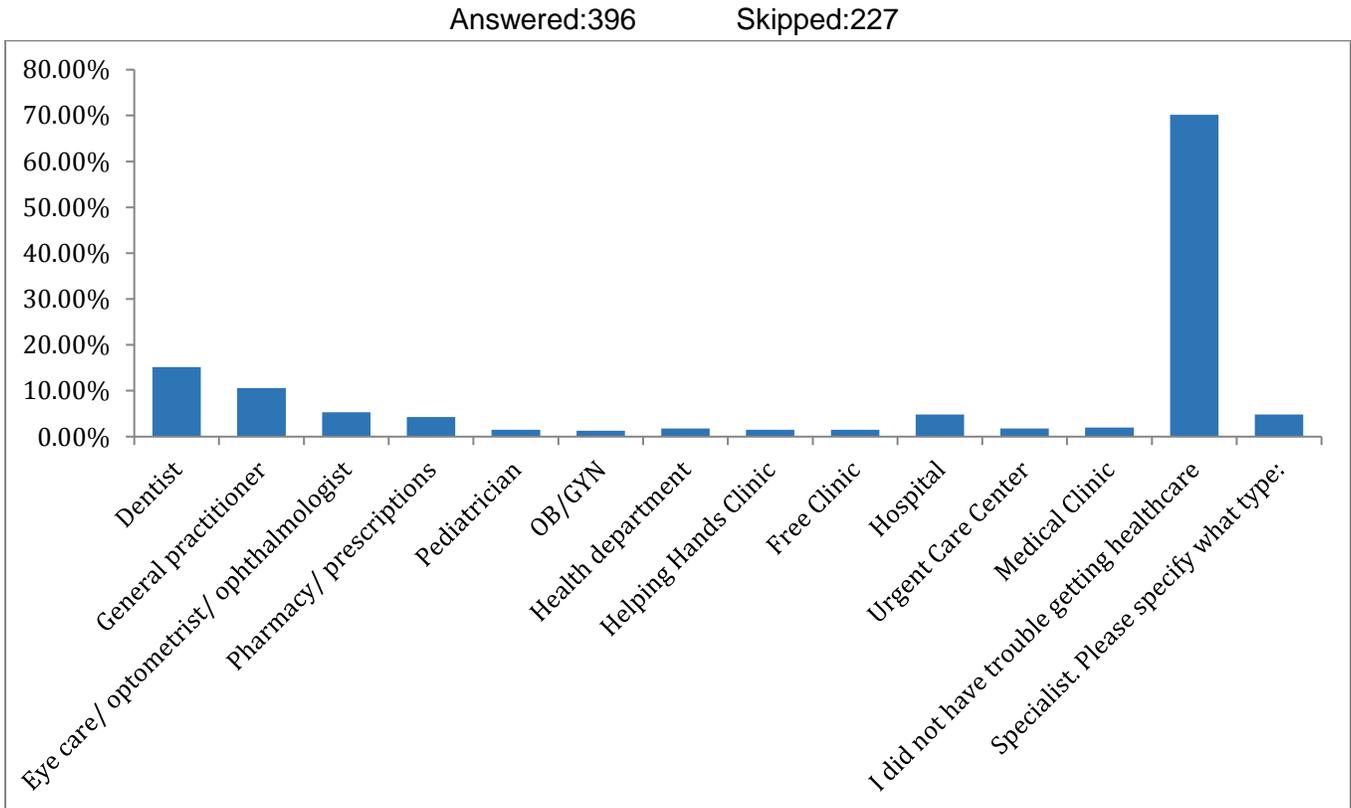




32. In the past 12 months did you have a problem getting healthcare?



33. In the past 12 months, if you or someone in your family had trouble getting healthcare, what type of provider or facility did you or your family member have trouble getting health care from?

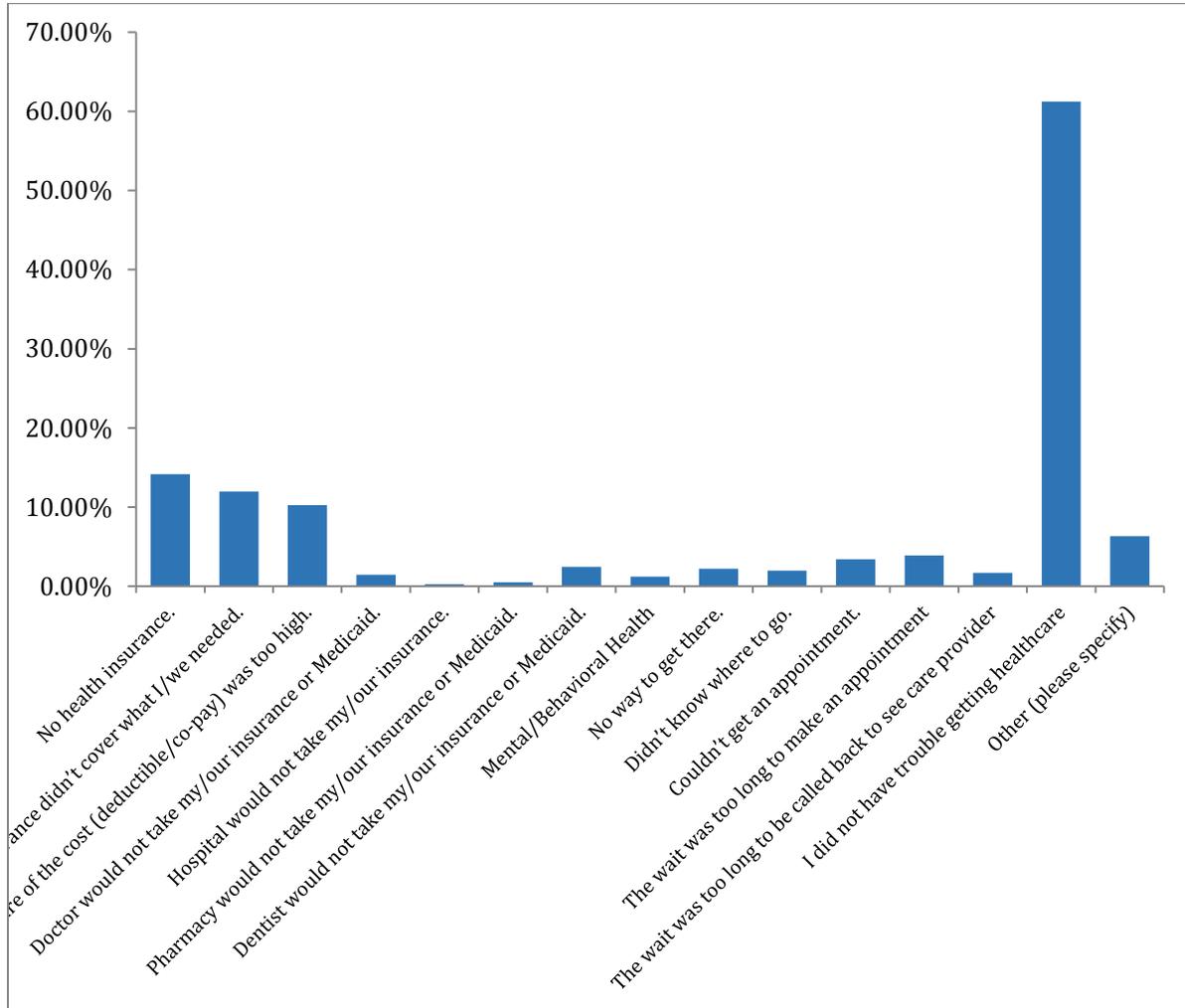




34. In the past 12 months, what problems prevented you or your family member from getting the necessary health care?

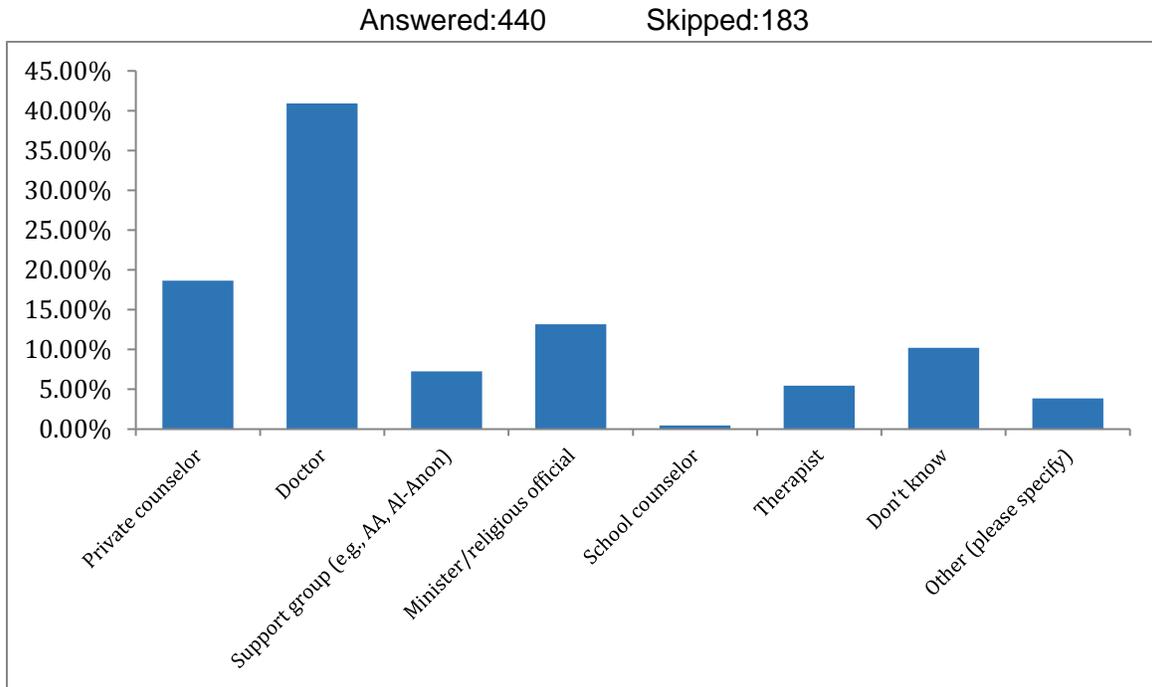
Answered:486

Skipped:137

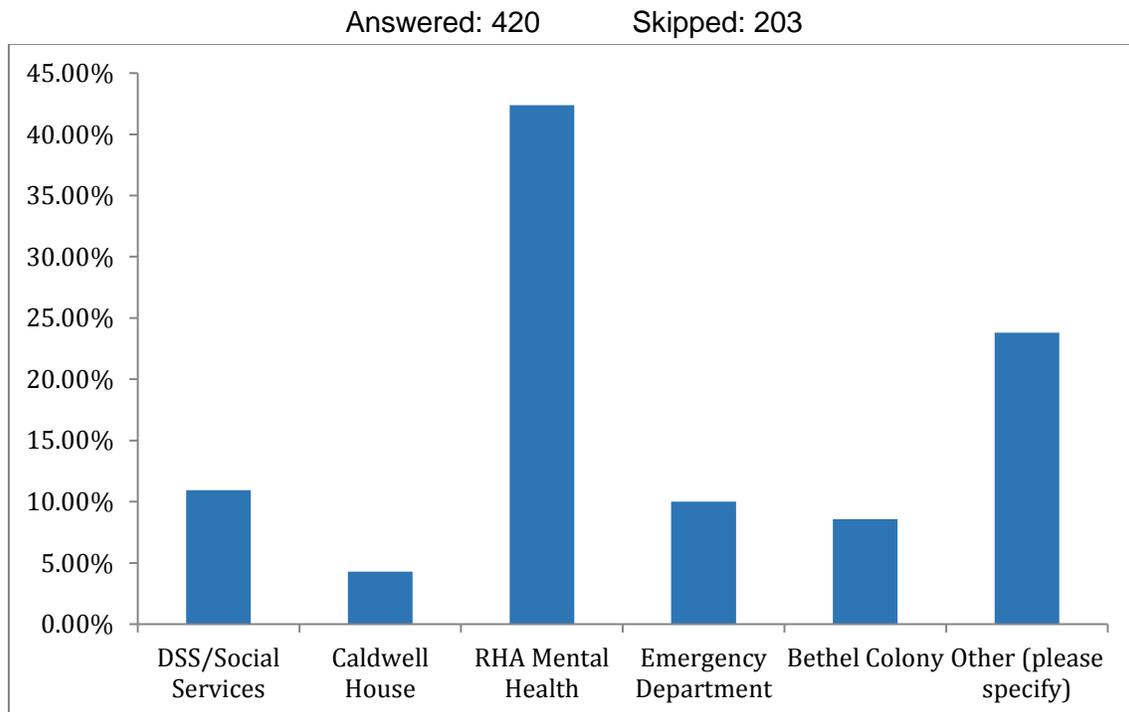




35. If a friend or family member needed counseling for mental health or a problem with alcohol or other drugs, who is the first person you would tell them to talk to?

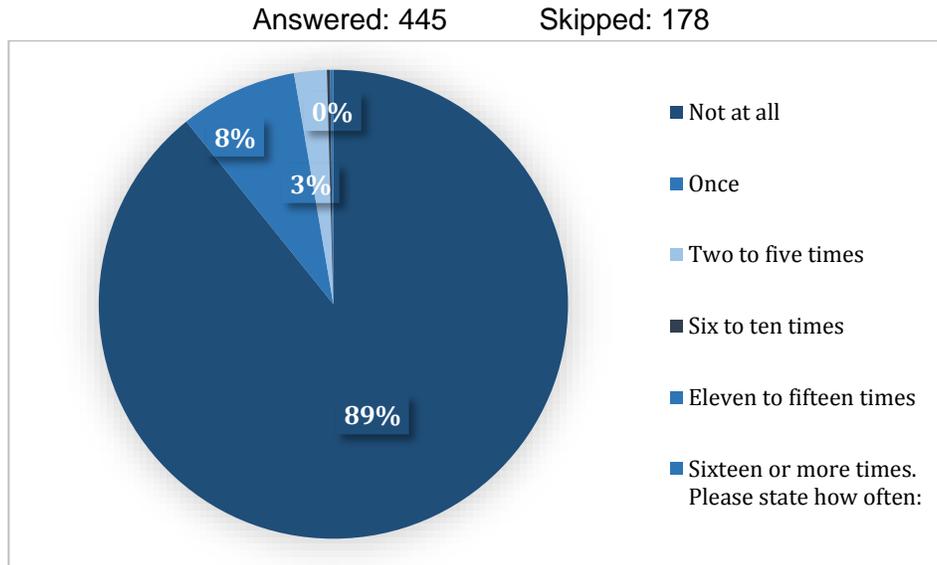


36. If a friend or family member had a mental health problem or a problem with alcohol or other drugs, where would be the first place you would tell them to go for help?

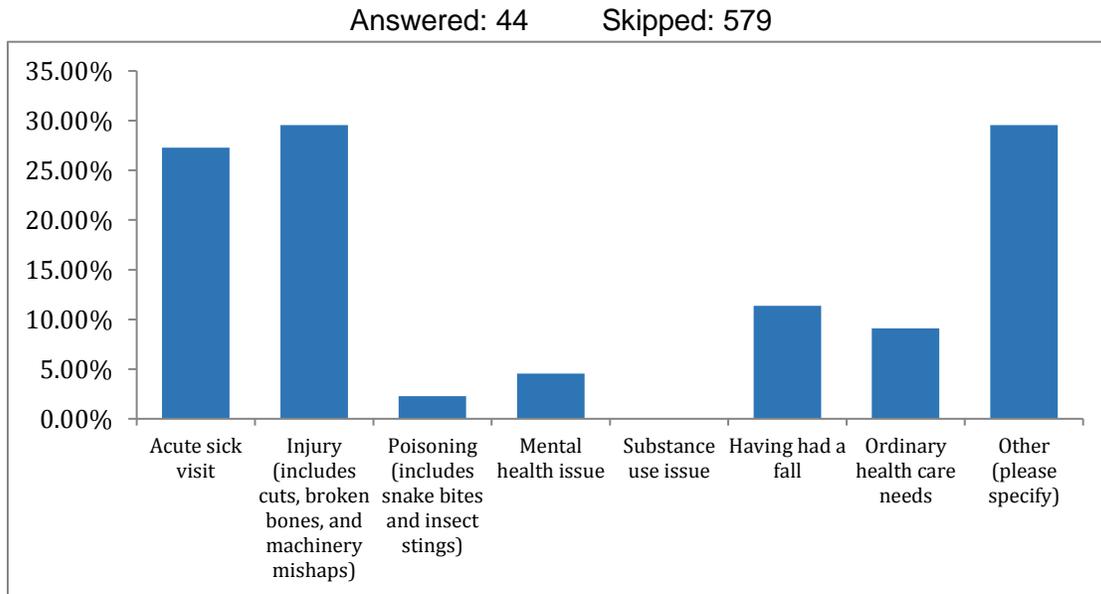




37. In the past 30 days, how many times have you visited an emergency room?



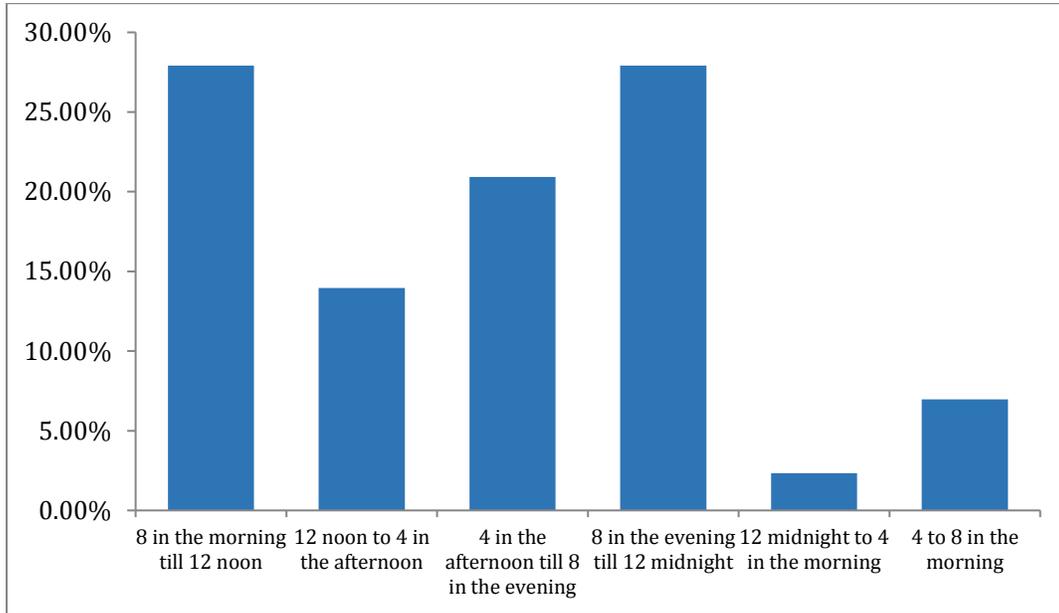
38. If you have visited the emergency room in the past thirty (30) days, what caused you to go?





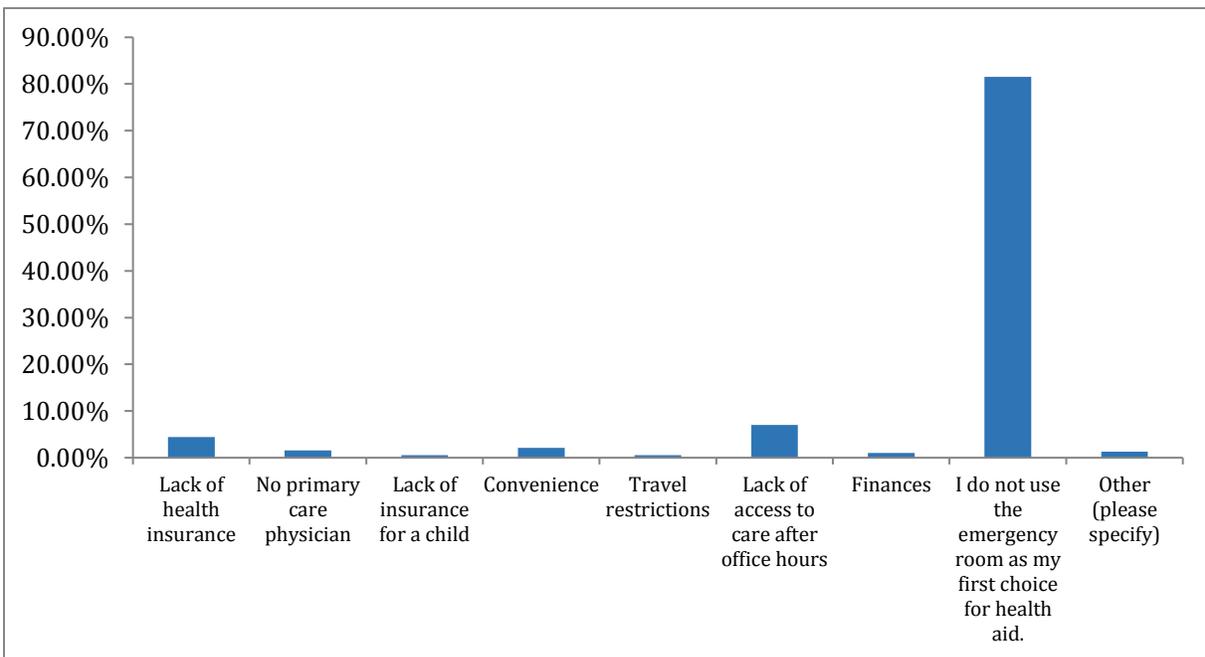
39. If you visited an emergency room in the past thirty (30) days, what time of day did you go?

Answered: 43 Skipped: 580



40. If you use the emergency room as your first choice for health aid, what leads you to make that choice?

Answered: 385 Skipped: 238

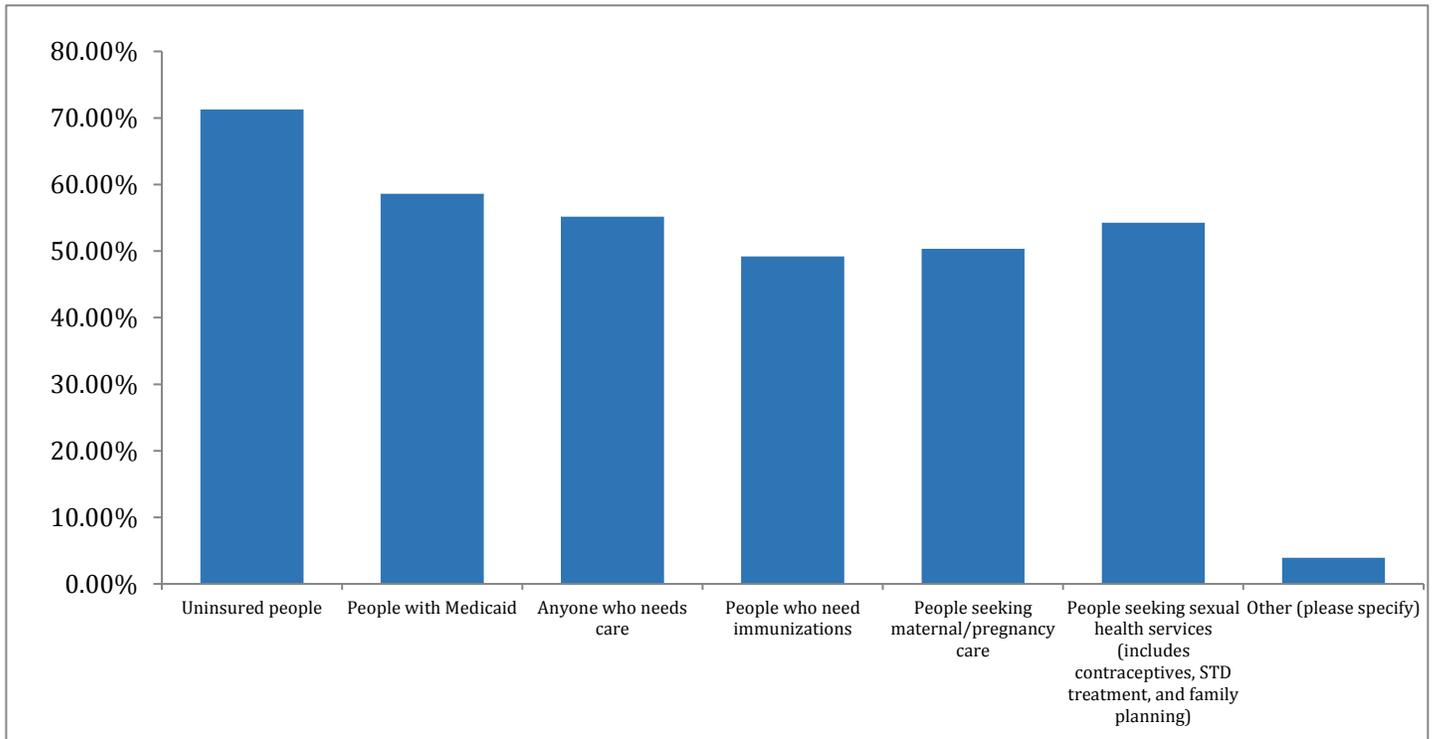




41. In your opinion, who are the people that the Caldwell County Health Department serves.

Answered: 435

Skipped: 188

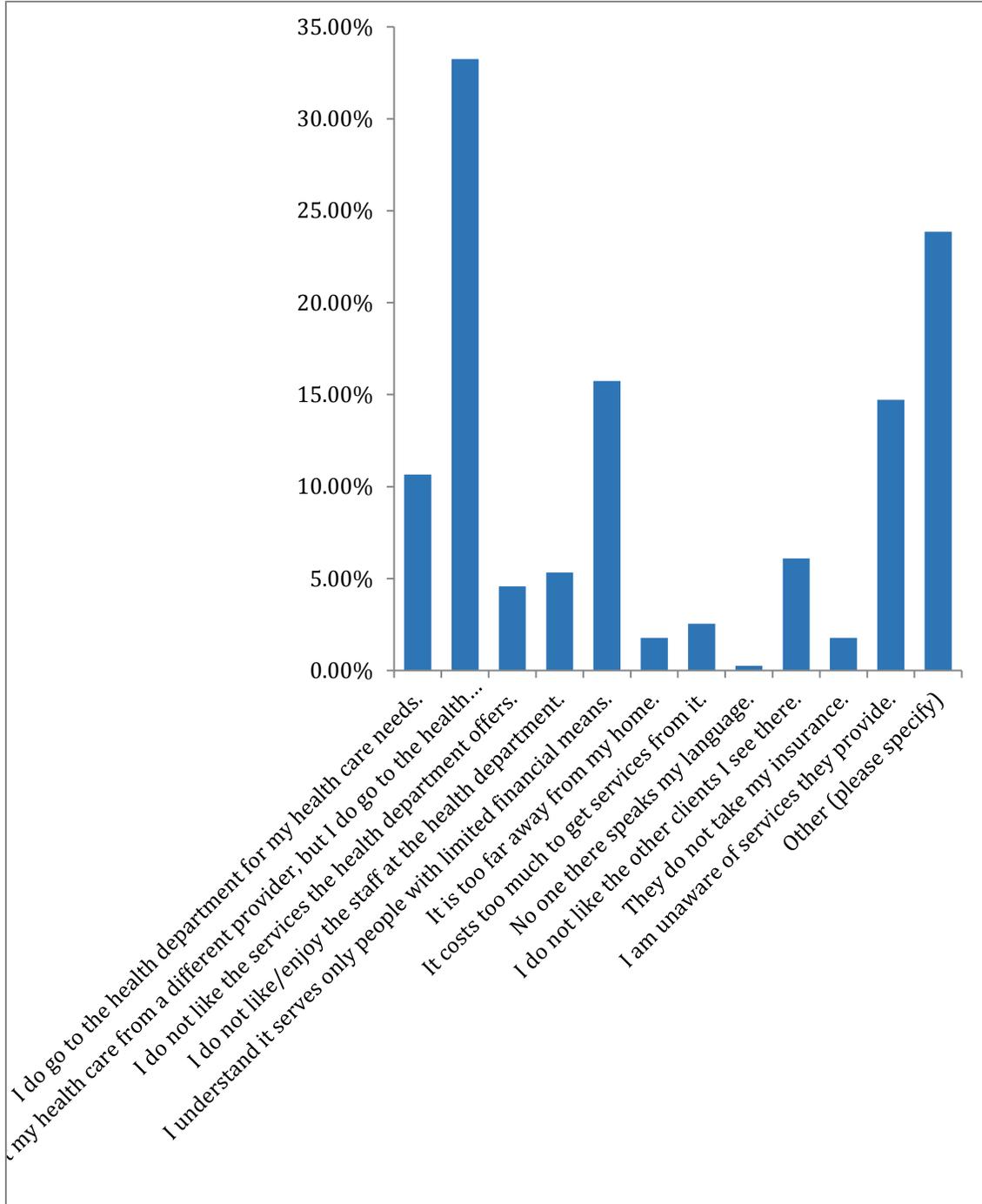




42. If you choose not to go to the health department for your health care, what leads you to make that choice?

Answered: 394

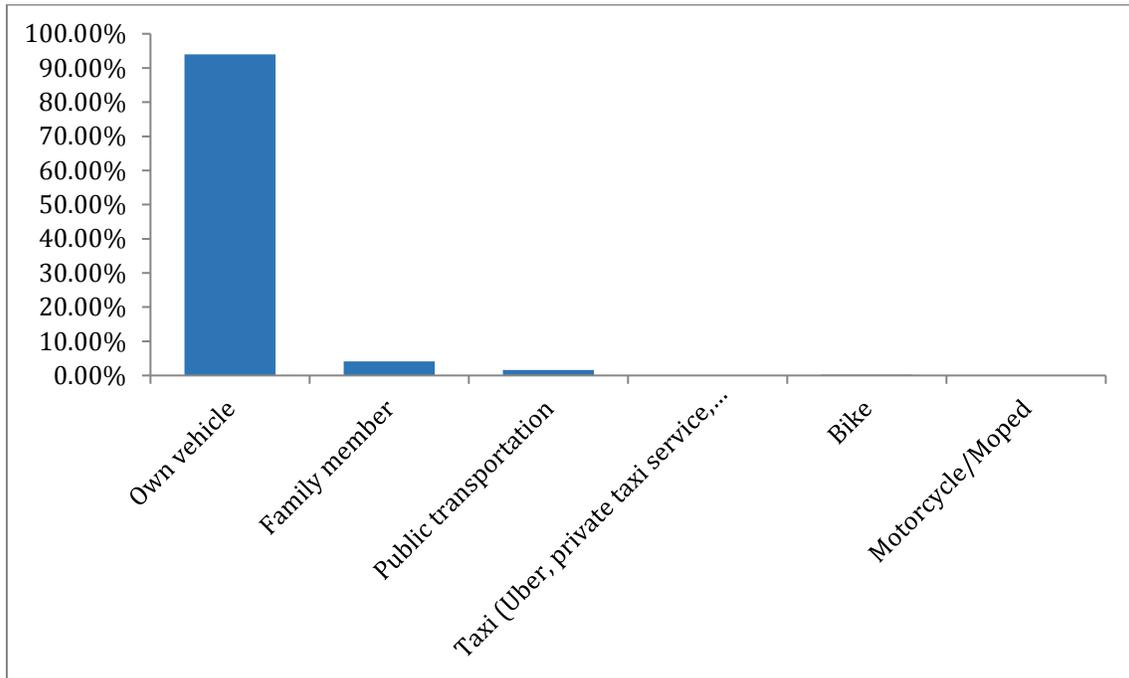
Skipped:229





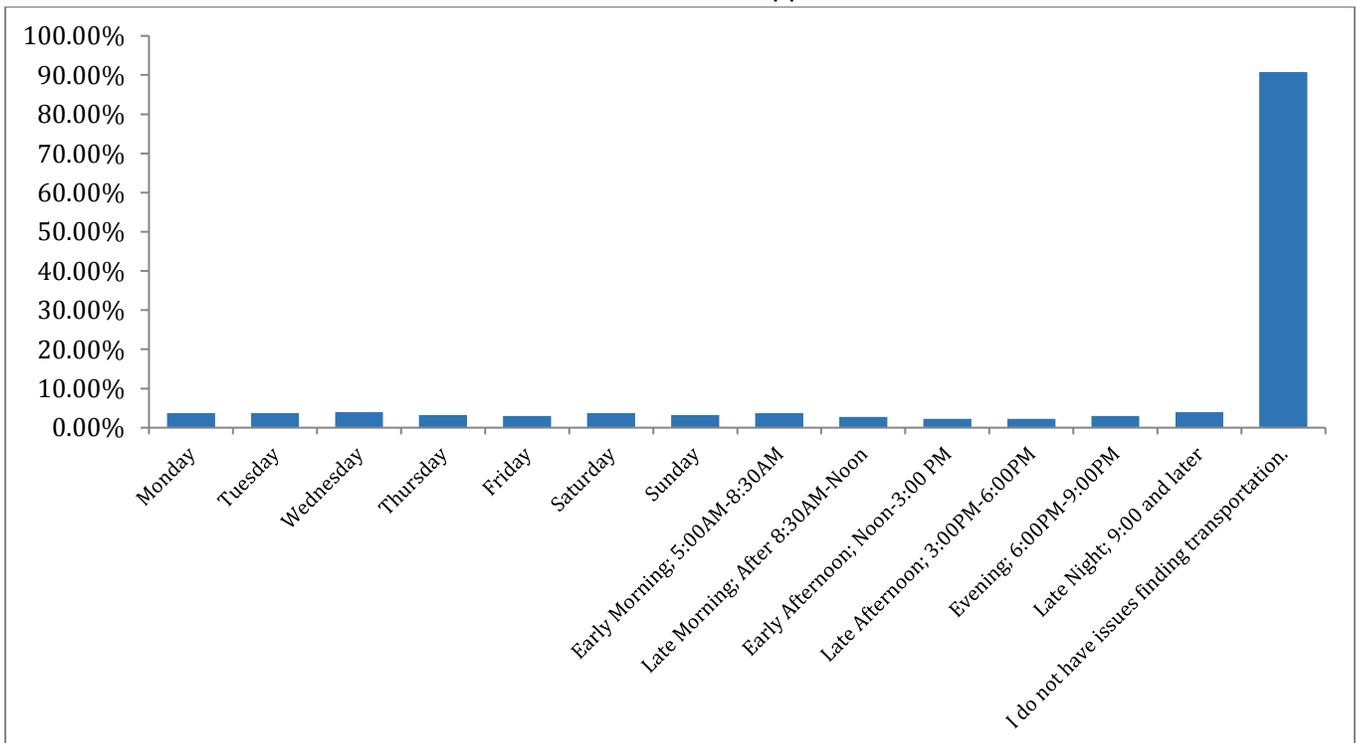
43. What is your main mode of transportation?

Answered: 434 Skipped: 189



44. On what day(s) and time of the week is it hardest for you to find transportation?

Answered: 402 Skipped: 221

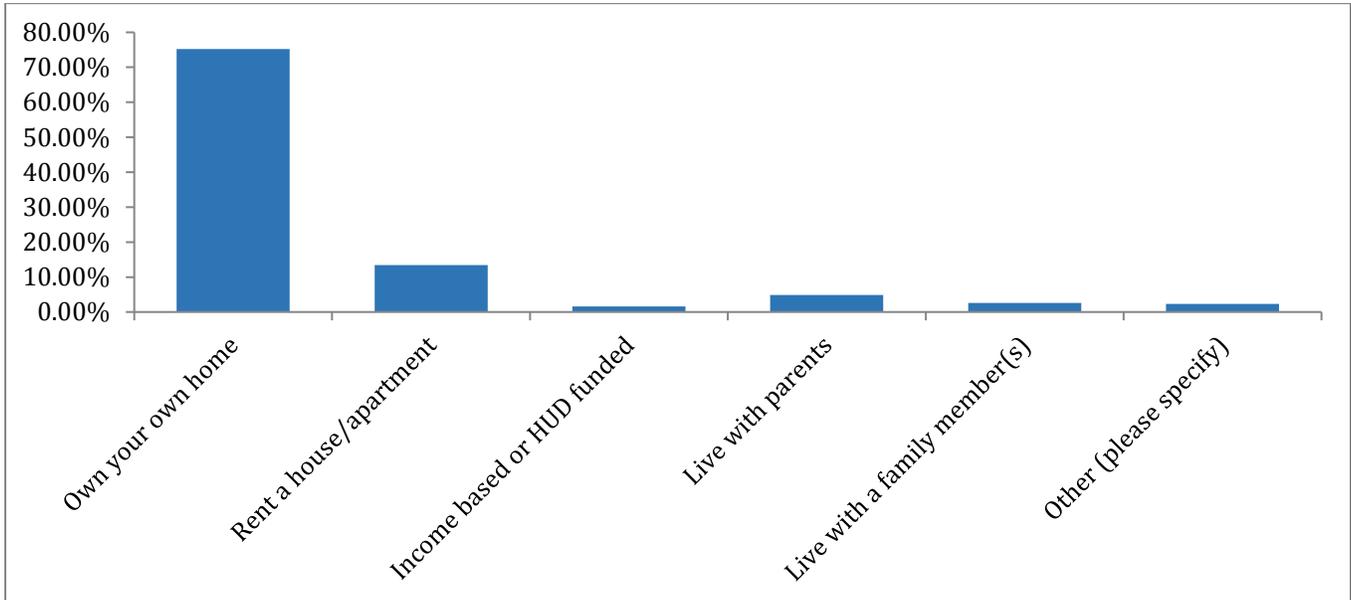




45. What type of housing do you have?

Answered: 432

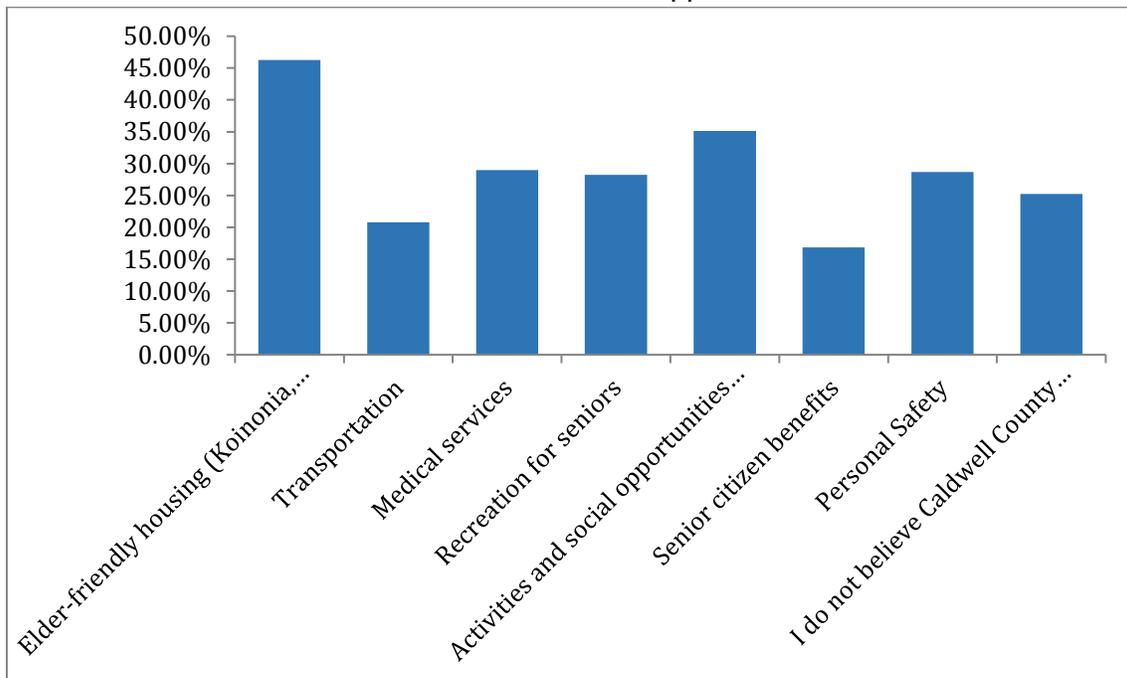
Skipped: 191



46. What assets does Caldwell County have which makes it a good place to grow old?

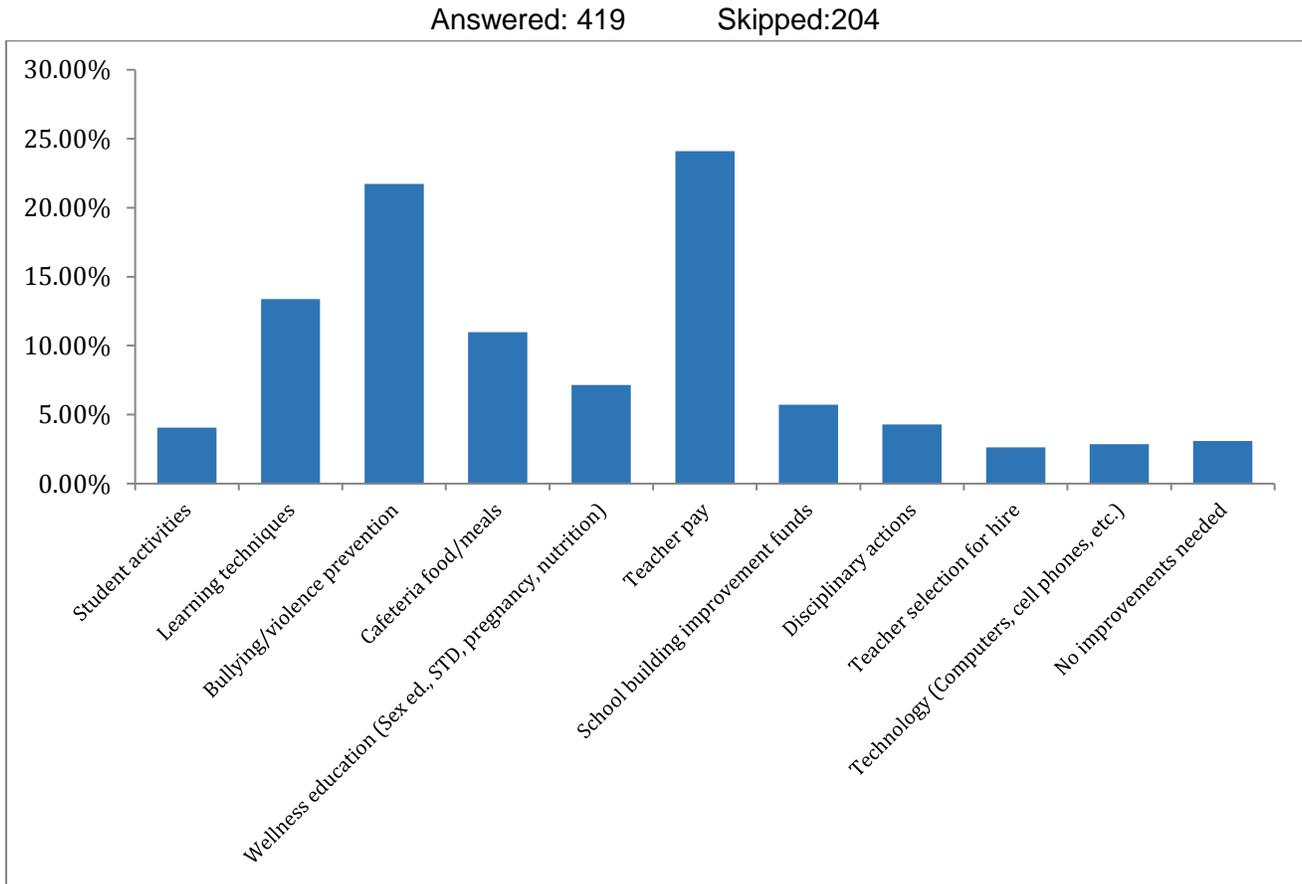
Answered: 404

Skipped: 219





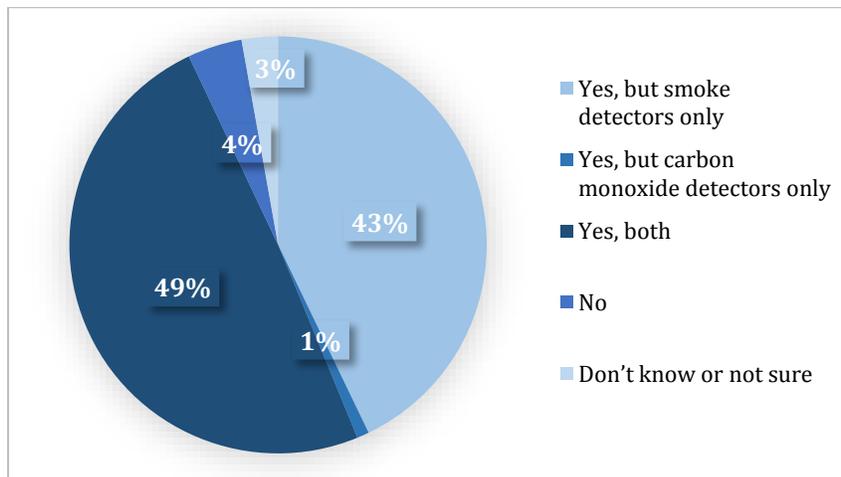
47. Regarding schools in Caldwell County, what improvement is needed most in public/private schools?



48. Does your household have working smoke and carbon monoxide detectors?

Answered: 427

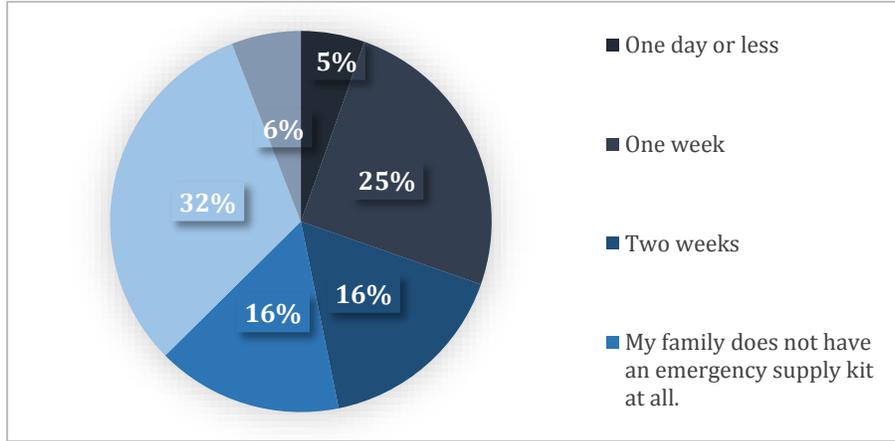
Skipped: 196





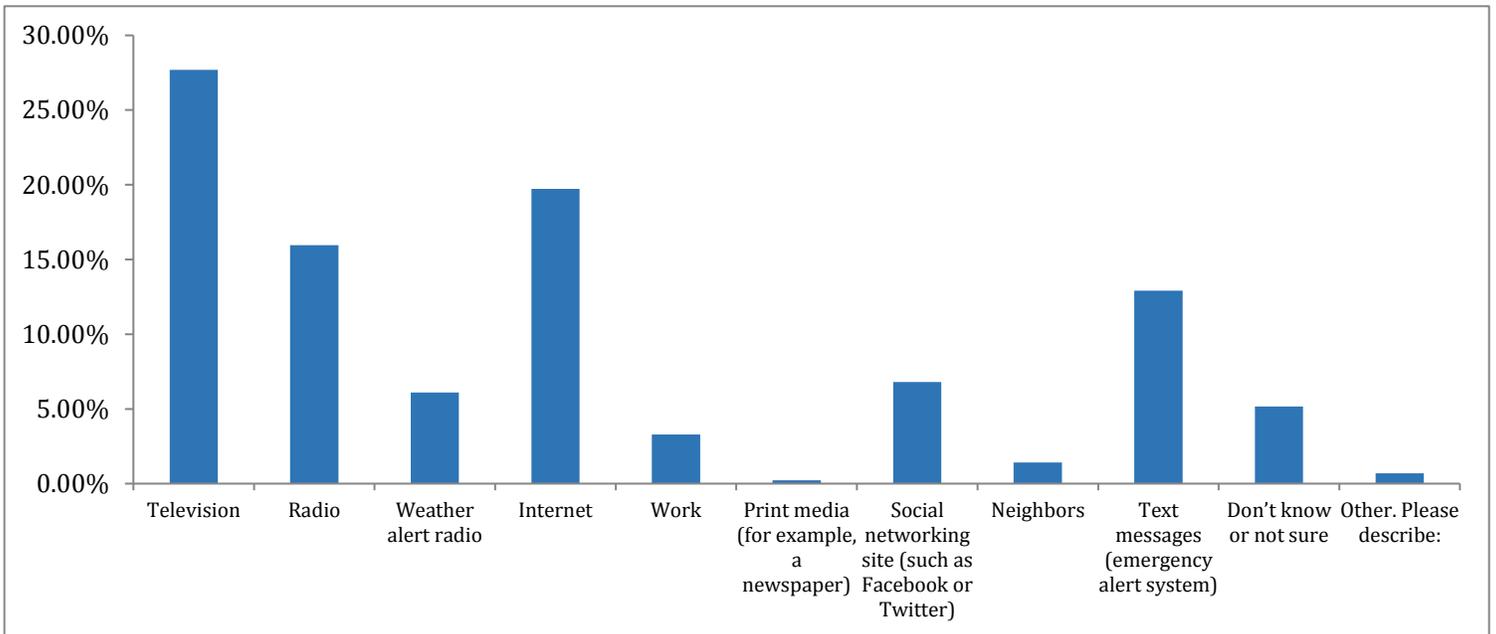
49. A basic emergency kit includes water, non-perishable food, any necessary prescription medicines, first-aid supplies, flashlight and batteries, non-electric can opener, and so on. How long would the supplies you have in your emergency supply kit last?

Answered: 425      Skipped: 198



50. In a large-scale disaster or emergency, what would be your main way of getting information from authorities?

Answered: 426      Skipped: 197

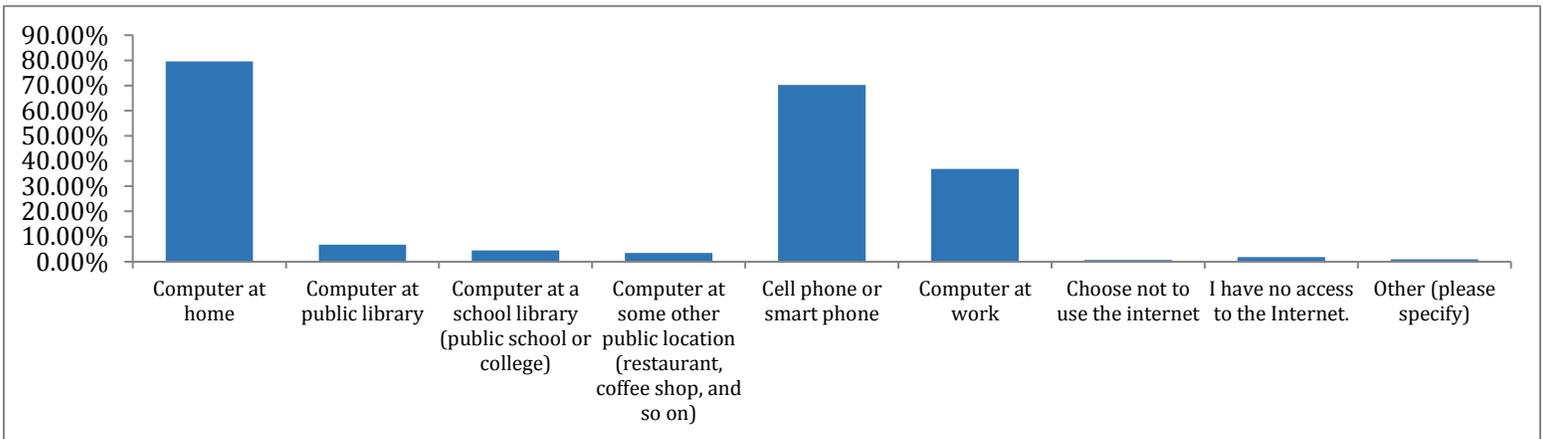




51. Where do you access the internet?

Answered: 426

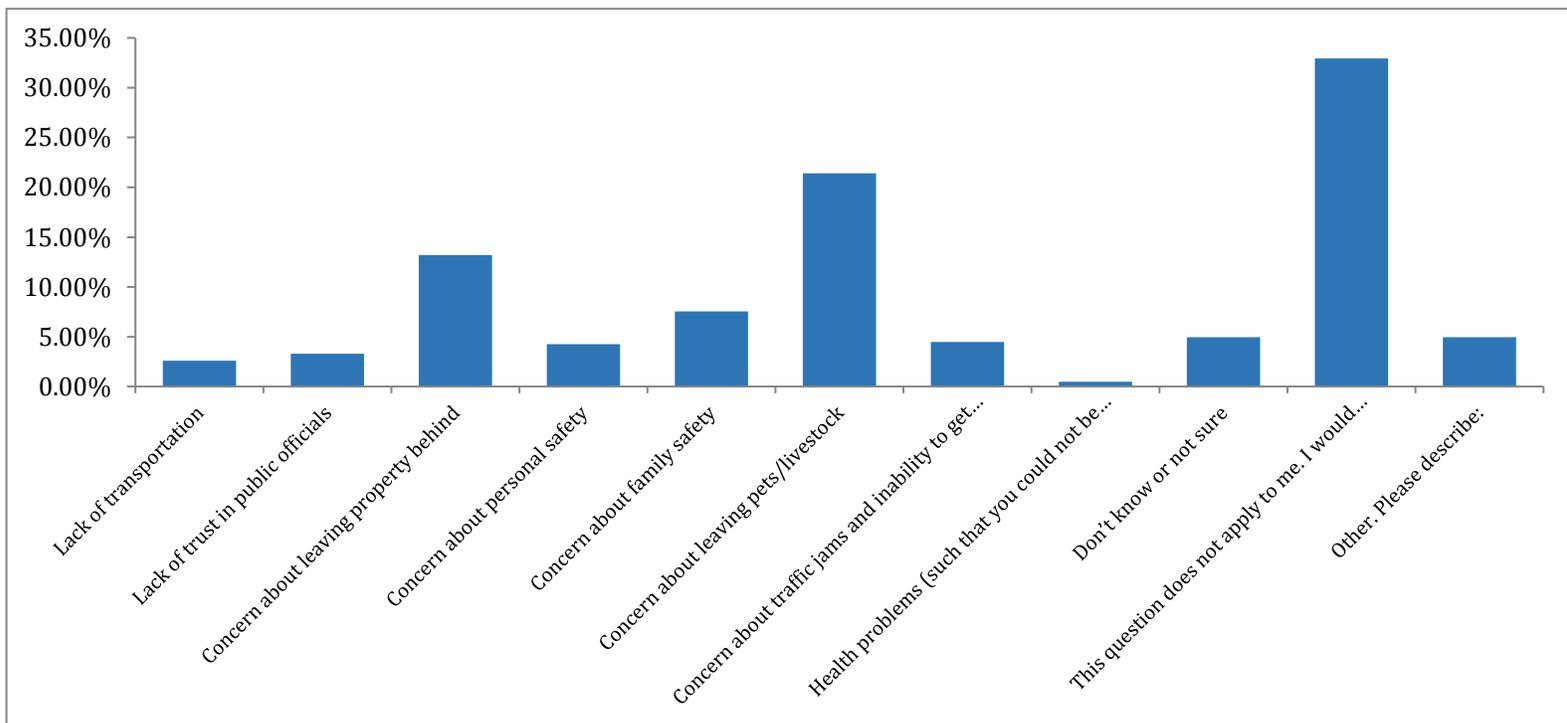
Skipped: 197



52. If you were asked to evacuate your home but chose not to leave, what would be the reason?

Answered: 425

Skipped: 198

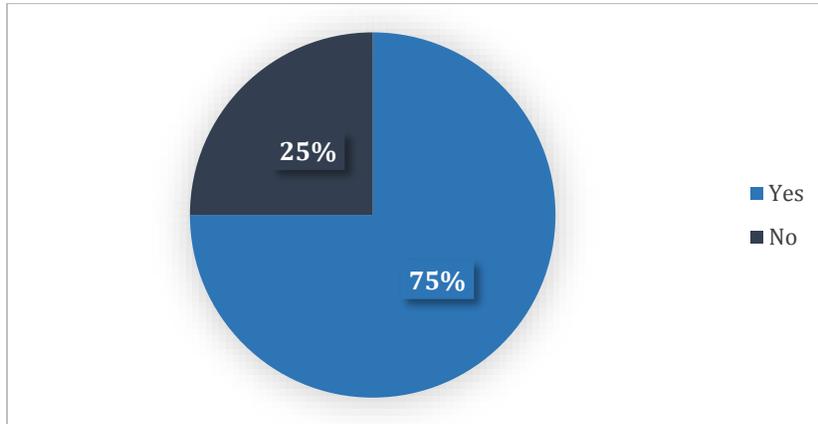




53. Does anyone in your household know CPR?

Answered:424

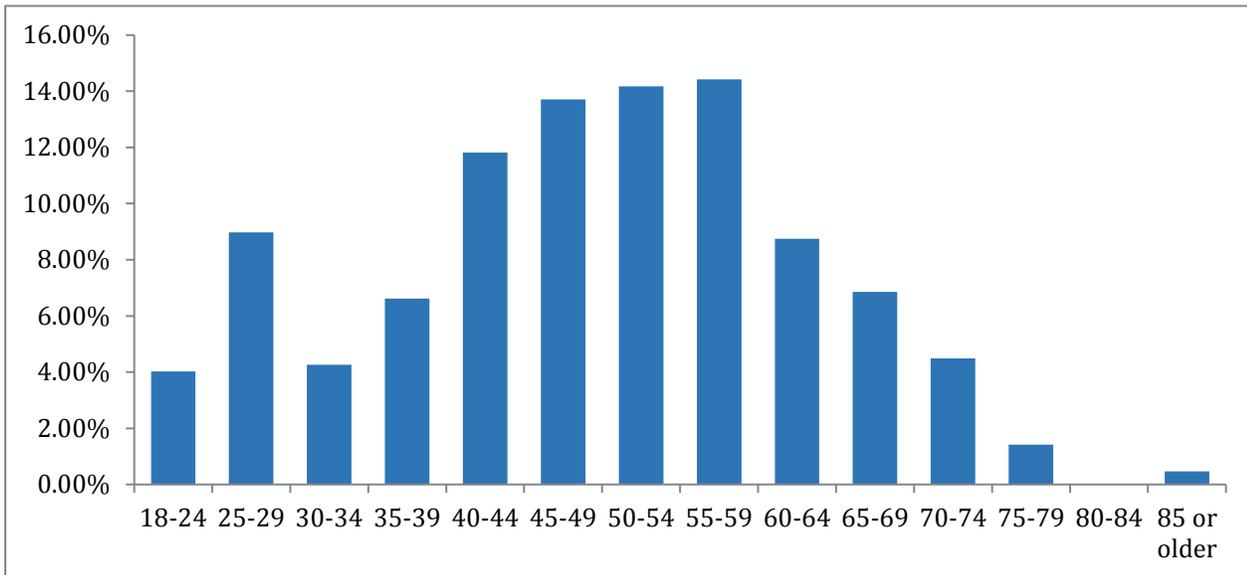
Skipped:199



54. How old are you?

Answered:423

Skipped:200

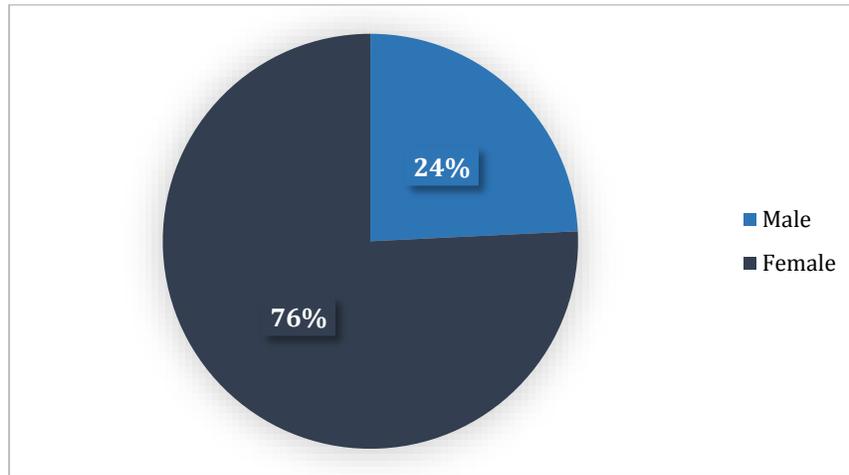




55. Are you male or female?

Answered: 421

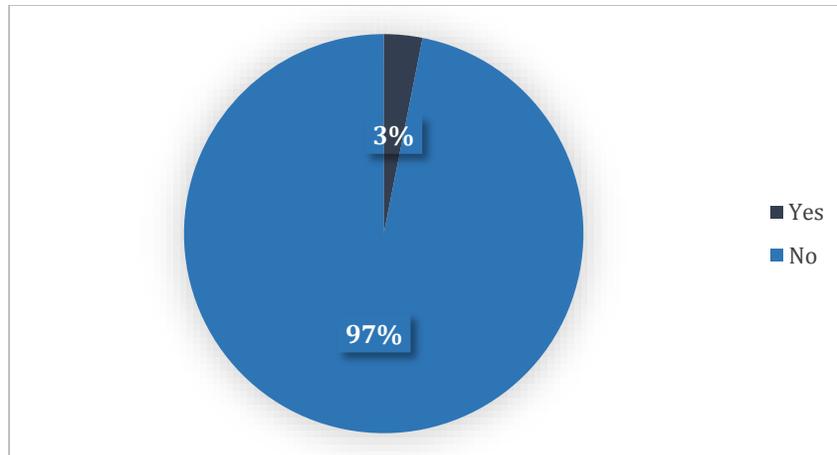
Skipped: 202



56. Are you of Hispanic, Latino, or Spanish origin?

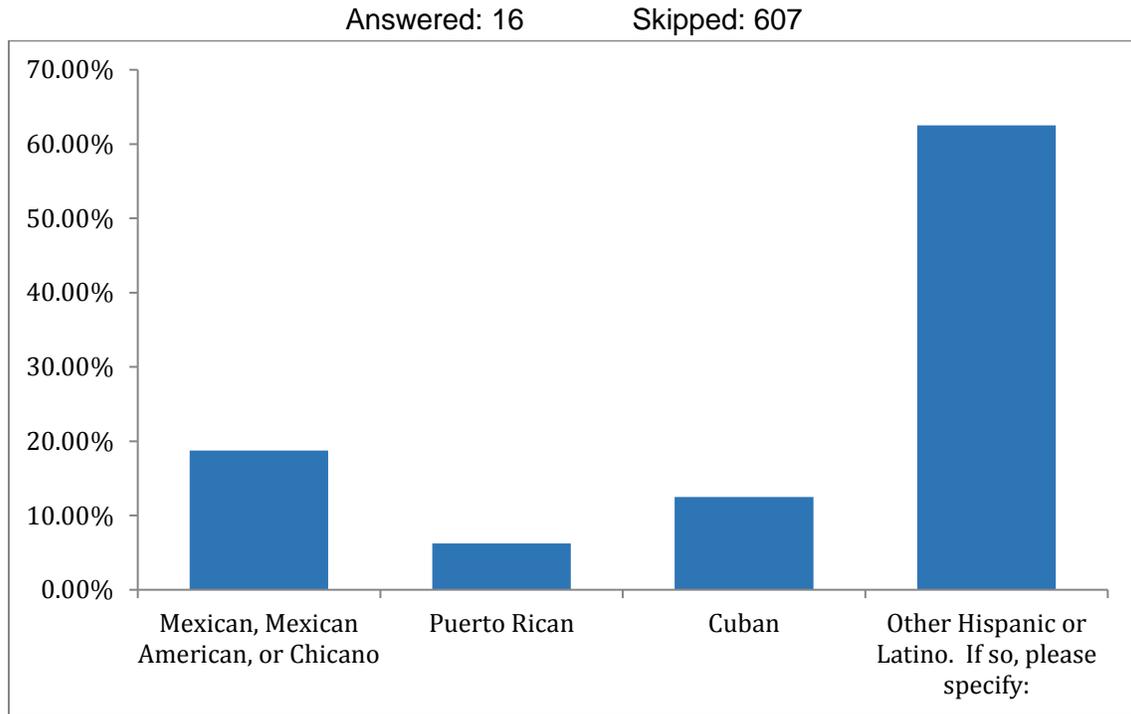
Answered: 417

Skipped: 206

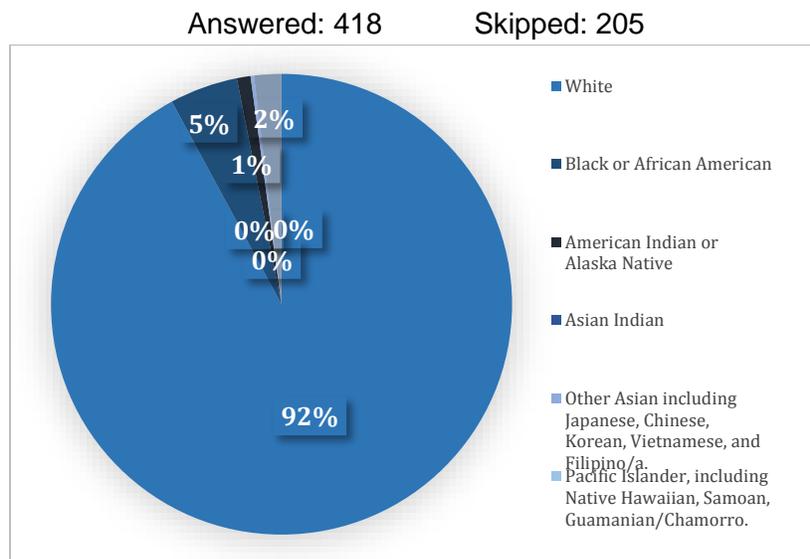




57. If you are Hispanic or Latino background, would you describe yourself as:



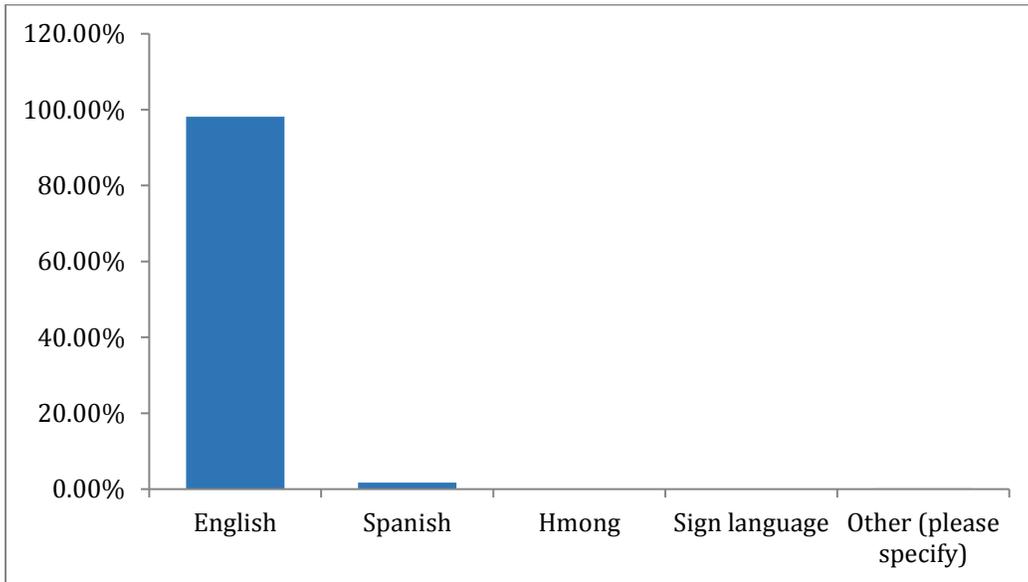
58. What is your race?





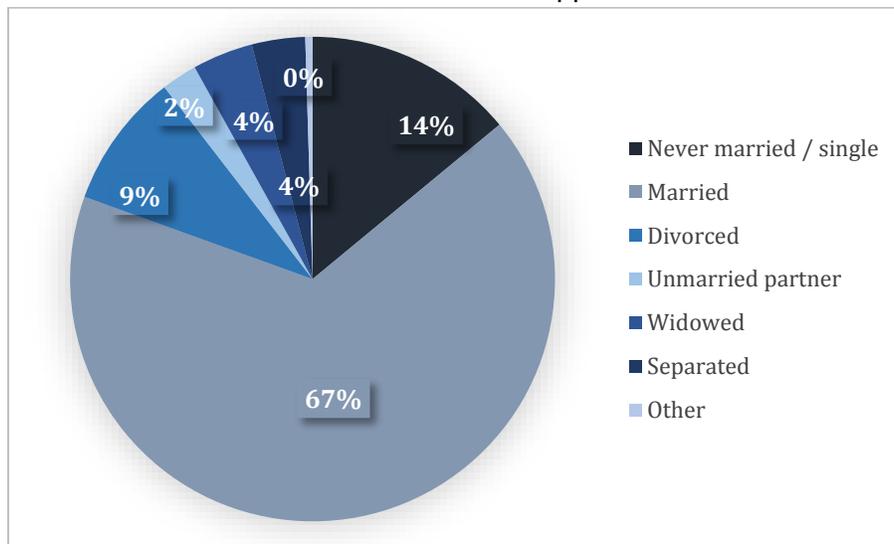
59. What is the language that you and your family speak at home?

Answered: 420 Skipped: 203



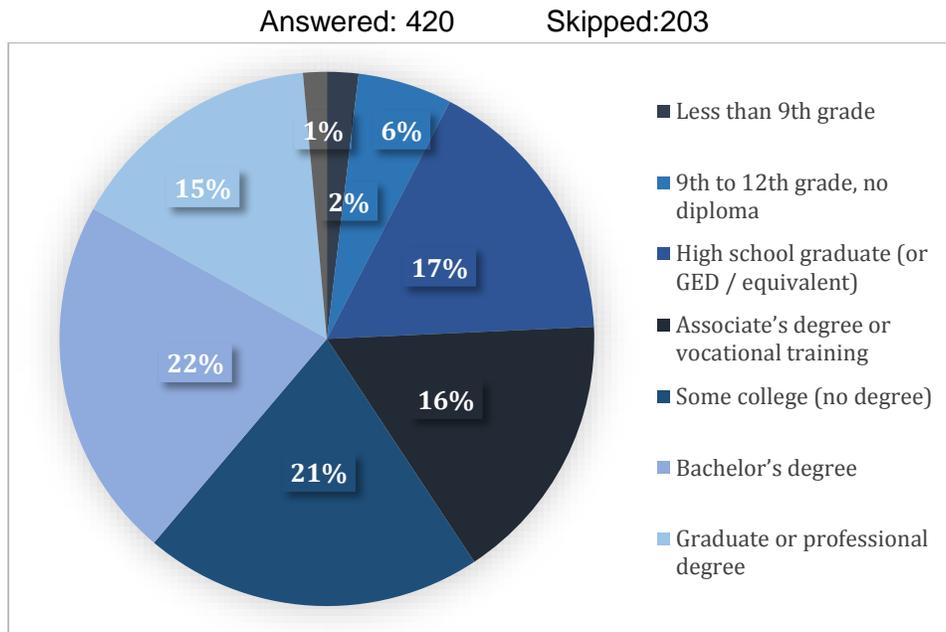
60. What is your marital status?

Answered: 421 Skipped: 202

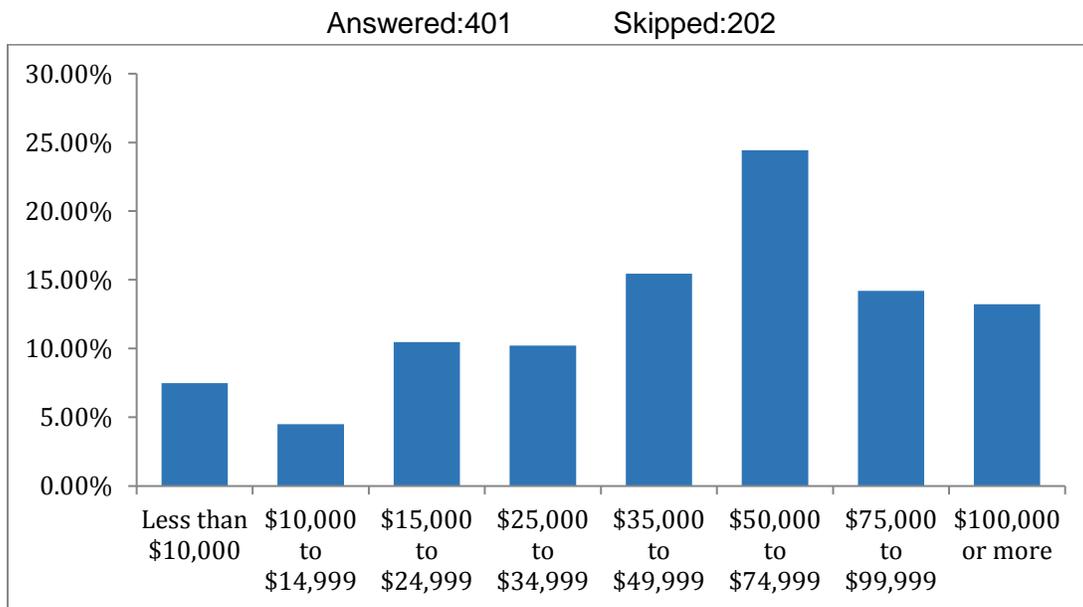




61. What is the highest level of school, college, or vocational training that you have finished?



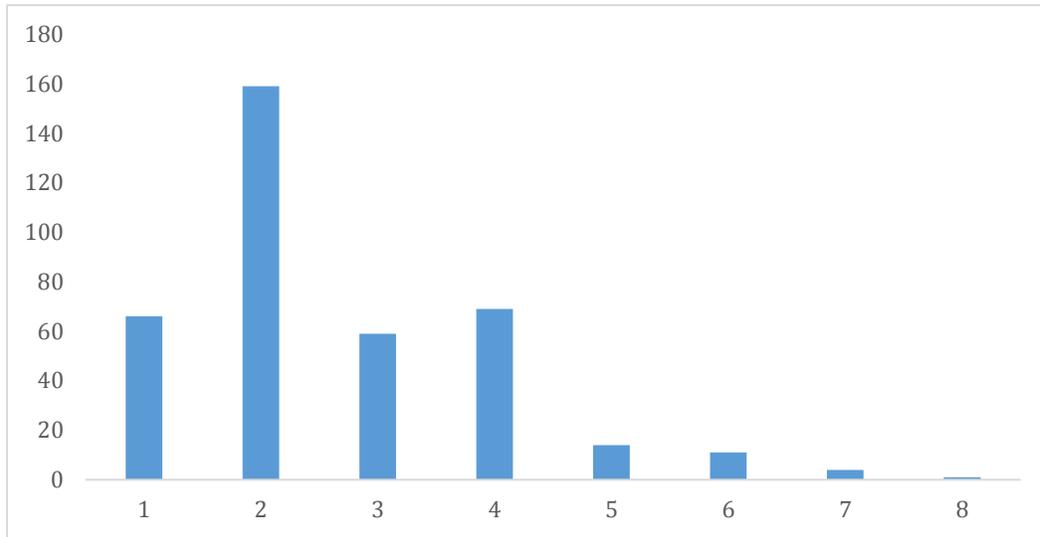
62. What was your total household income last year, before taxes?





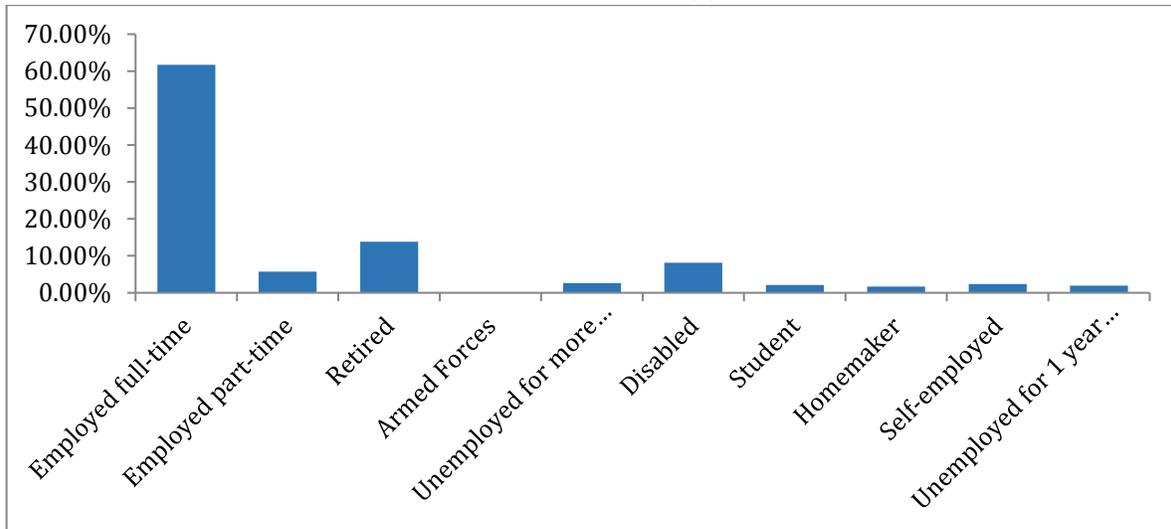
63. How many people does the income reported in the above question support?

Answered: 383      Skipped: 240



54. What is your employment status?

Answered: 420      Skipped: 203

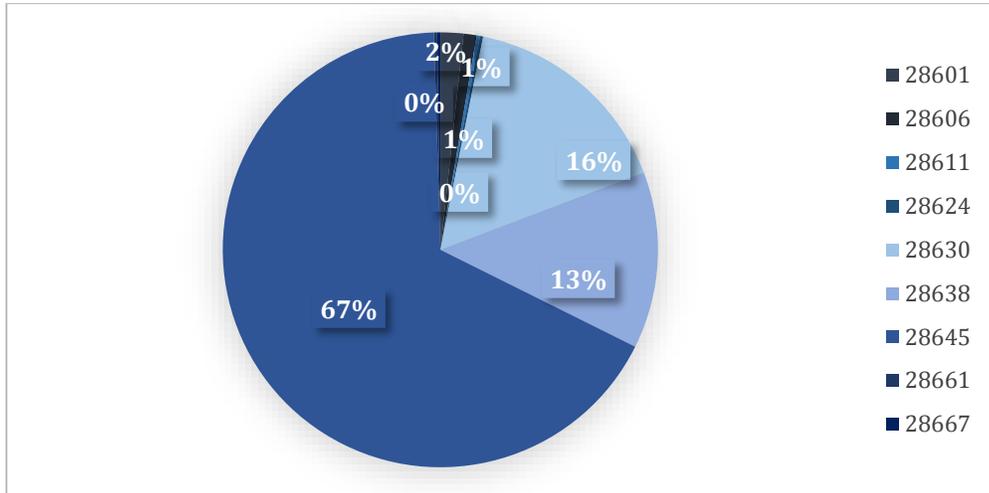




65. What is your zip code?

Answered: 411

Skipped: 212





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## *Appendix C: 2017 Caldwell County CHA Focus Group Qualitative Results*

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### Focus group on Chronic Disease:

- Family Resource Center - Been HIV positive for 3 years and this community has excellent resources and services through ALPHA. It is a bigger problem than people think. It used to be considered a death sentence, and now people can live with it as a chronic disease.
- County - Get access to preventative care and that would stop all chronic disease issues, catching them faster, as well as mental health issues sooner. Should be available to everyone. If people were willing to pay then all issues would decrease.
- County - I don't have a chronic disease, but I worry/stress because my family members have chronic disease and this directly impacts my health.
- Hibriten High School - Aunt has heart failure but Caldwell ER just sends her home and blows her off. I don't think she is getting the care she needs.
- Hibriten High School - WIG Bank is a great program but we need more similar programs to assist with other chronic diseases.

### Focus group on Education/Economy:

- Family Resource Center - Rent/living is too high for me to even think about healthcare.
- Family Resource Center – The cost to go to the doctor and to get medicine is bothersome for people in various ways. People are choosing between eating, and staying warm, and every time we turn around they are cutting our salary and not theirs.
- County - Money prevents people from going to the doctor for additional tests.
- Hibriten High School - Money impacts my health because I can't afford certain things like a gym membership.

### Focus group on Mental Health:

- Family Resource Center - My grandchild has Sensory Processing Disorder and I've had to deal with mental health places. They were always nice, but Medicaid didn't fully cover the visits and we stopped going.
- Family Resource Center - It is not fun dealing with people who have mental health disorders.
- Senior Center - Substance abuse and mental health go hand in hand. Substance abuse can lead to mental health
- County - Daughter seeking counselor and knew she needed to talk with someone who was neutral. Stepdaughter was the same and dealing with multiple disorders – but as she got older doctors recommended some ways to deal with them but she chose not to.



- County - ADHD misdiagnosed as PTSD within kids
- County - No resources for children under 20, it takes 3+ days to get committed, or go to Asheville ect. To receive help.
- County - Start earlier, how can we as a community deal with issues within children (more mental health in school)
- County - Can we diminish the negative stigma?
- County - Mental health disorders are being addressed as a behavior disorder, not only learning disability but as a mental health disorder.

#### Focus group on Substance Abuse:

- Family Resource Center – I started abusing drugs as a teenager and for a period of time, until someone helped me realize that I needed treatment and forced me to go, I overcame it by strengthening and focusing on both my body and mind.
- Family Resource Center – You can go say your foot hurts and get a prescription, it's that easy.
- Senior Center - Doctors are prescribing or trying anything these days
- Senior Center - I have a very good doctor, but there is good and bad. Doctors should watch pain level after surgery and only supply medication for the first couple weeks, not months.
- Hibriten High School - Personally, my mom drinks a lot and when she is drunk it damages me.
- Hibriten High School - Impacts my family because a lot of family members use substances.

#### Focus group on Preventative Care:

- Family Resource Center – It seems like a sliding scale at the health department, if someone has no income then they receive free care, but for someone who only makes \$5 an hour then they don't get a discount.
- Family Resource Center – The community should provide free information for people with no insurance.
- Family Resource Center – I get my information in the mail. I think the best way to receive information is through postal, specifically on seasonal allergies and flu shots.
- Family Resource Center – I think the health department is the best place to start for healthcare information.
- County - My husband refuses to go to doctor – not important to him. If he goes it is because something is wrong.
- Hibriten High School - People who don't go to the doctor/dentist for prevention need to be more aware of the benefits and health risks.



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## *Appendix D: Caldwell County Health Resource Guide*

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### **Health Care**

#### **Caldwell-UNC Healthcare**

Caldwell-UNC Healthcare is the only hospital in the county and is the parent organization to more than 20 private physicians' offices. The facility provides general and orthopedic surgery, urology, gynecology, obstetrics, and ophthalmology. Medical services include emergency medicine, outpatient surgery, x-ray, nuclear medicine, ultrasound/MRI/CT scanning, physical therapy, EKG, stress testing, respiratory therapy, and emergency medicine services 24hrs a day.

For more information please visit: [www.caldwellmemorial.org](http://www.caldwellmemorial.org)

P.O. Box 1890  
321 Mulberry Street, SW  
Lenoir, NC 28645  
Phone: 828-757-5100

POC: Rocky Brooks, PIO, Director Marketing/Public Relations  
P: (828) 757-5423 | f (828) 757-6175  
Rocky.Brooks@unchealth.unc.edu

#### **The Center for Breast Health**

This facility is owned and operated by Caldwell-UNC Healthcare and is the only breast health center in the county. This facility provides diagnostic imaging for the treatment of breast cancers and other related breast tissue disorders.

For more information please visit: [www.caldwellmemorial.org](http://www.caldwellmemorial.org)

1031 Morganton Blvd.  
Suite B  
Lenoir, NC 28645  
Phone: 828-757-5502



### **The Caldwell Nutrition & Diabetes Health**

This facility is owned and operated by Caldwell-UNC Healthcare and is the only diabetes management and education center in the county.

For more information please visit: [www.caldwellmemorial.org](http://www.caldwellmemorial.org)

1031 Morganton Blvd.  
Suite A  
Lenoir, NC 28645  
Phone: 828-757-6450

POC: Jennifer Perry, RD | Coordinator  
Caldwell Nutrition & Diabetes Health  
p (828) 757-6450 | f (828) 757-6454  
[Jennifer.Perry@unchealth.unc.edu](mailto:Jennifer.Perry@unchealth.unc.edu)

### **Caldwell County Health Department**

Caldwell County Health Department is the only health department in the county. This facility provides a variety of services including preventative screenings, education, diagnosis, and treatment of many health conditions.

#### Dental clinic

Basic preventative and restorative dental services for children between the ages of 4-18 who are enrolled in North Carolina Health Choice or Medicaid.

For more information please call: Phone: 828-426-8525

#### Health Education and Promotion

Information and assistance with healthy lifestyle choices related to nutrition, physical activity, tobacco cessation, preventative screenings, STD awareness, healthy pregnancies, chronic disease self-management, diabetes self-management courses and a variety of other health-related issues.

For more information please contact: 828-426-8506

#### Clinical Services

The clinic provides a comprehensive range of services that include primary care for acute illness for adults and children, physicals, family planning services, maternity care, immunizations, surveillance, testing and treatment of communicable diseases, and STD testing and follow up. The Breast and Cervical Center Control Program (BCCCP) is also available for women ages 50 and older. The program provides clinical breast exams, pap smears, and mammograms for financially eligible women.

For more information please contact: 828-426-8400



### Child Health

Care Coordination for Children (CC4C) is a program that helps families find and use community services. The program aims to connect families with services for children and families, to support children in reaching their developmental potential, and to help ensure that children are raised in healthy, safe, and nurturing environments. Children birth to age three at risk for developmental delay or disability, long term illness and/or social, emotional disorders and children ages birth to five diagnosed with developmental delay or disability, long term illness may be eligible for the program.

For more information please contact: 828-426-8428

### Women's Health

This program provides client-centered services to pregnant and post-partum women. Services include pregnancy testing, counseling, routine and sick maternal health clinic visits and ultrasounds.

For more information please contact: 828-426-8488

### WIC

This service provides nutrition counseling and supplemental food vouchers for women who are pregnant, post-partum, or breastfeeding, as well as infants and children up to the age of five years of age who meet financial eligibility requirements and who are at nutritional risk.

For more information please contact: 828-426-8407

[www.mywic.org](http://www.mywic.org)

### Environmental Health

This program provides permits for new septic systems and existing systems, new private drinking water wells and repairs to existing wells. Staff provide routine inspections of restaurants, motels, bed and breakfasts, institutions, hospitals, school cafeterias, and summer camps, pools, tattoo parlors, and daycares to insure sanitation standards are met. This department also provides testing of blood lead levels and conducts investigations of confirmed elevated blood lead levels in children to determine point of contact.

For more information please contact: 828-426-8537

For more information on health department services please visit: [www.caldwellcountync.org/health-department](http://www.caldwellcountync.org/health-department)

2345 Morganton Blvd  
Lenoir, NC 28645  
Phone: 828-426-8400



### **Home Care Management Corporation**

Home Care Management Corporation provides the services necessary for people with disabilities to be as comfortable and independent as possible in their own homes. The services provide a viable, affordable alternative to institutional living. The programs serve developmentally disabled adults and children and people with physical disabilities. The agency offers in-home personal care, mental health services, services under the Community Alternatives Program for Disabled Adults, Mentally Retarded, and Developmentally Disabled (CAP-DA, MR/DD) assessment, vocational rehabilitation supported employment and employee leasing to human service agencies. They also offer Multisystem Therapy, Early Childhood Intervention and in-school behavioral support programs for children with special needs in NC.

For more information please visit: [www.homecaremgmt.org](http://www.homecaremgmt.org)

315 Wilkesboro Boulevard NE  
Suite 2-A  
Lenoir, NC 28645  
Phone: 828-754-3665

### **Helping Hands Clinic**

Helping Hands Clinic provides high-quality, free medical care to patients without health insurance. A full-time provider is available 4 days per week for acute, urgent, follow-up and preventative care. Helping Hands Clinic provides a high quality, cost-effective alternative to the local emergency room. Patients with chronic diseases like Diabetes, COPD and similar respiratory diseases, complicated heart disease and some forms of arthritis can be enrolled in the Caldwell Health Access Program or CHAP. This program pairs uninsured patients with volunteer medical providers in Caldwell County who have agreed to manage patients with chronic diseases in their offices. Patients enrolled in CHAP have access to all Helping Hands services. Helping Hands offers a fully licensed pharmacy with free medications available to eligible patients. Most medications are accessed through the Patient Assistance Program and may take up to 8 weeks to be available. Helping Hands Clinic does not write prescriptions for or dispense narcotics of any kind. Helping Hands Clinic believes that patients who are invested in their personal health become healthier, so patients are asked to make a \$5 donation for services.

For more information please visit: [www.helpinghandsclinic.org](http://www.helpinghandsclinic.org)

810 Harper Avenue NW  
Lenoir, NC 28645  
Phone: 828-754-8565

POC: Debra Philyaw, Assistant Director  
Helping Hands Clinic  
828-754-8565 ext. 313  
[debra@hhcnc.org](mailto:debra@hhcnc.org)



### **West Caldwell Health Council**

#### *Happy Valley and Collettsville Medical Centers*

Both facilities operate on a sliding fee scale for uninsured and underinsured patients. These facilities accept all insurance including Medicaid and Medicare. Services include dental exams, chronic disease management, preventative care, gynecologic care, pediatric care, immunizations, physicals, and family planning services.

For more information please visit:

#### *Collettsville Medical Center*

4329 Collettsville Rd  
Collettsville, NC 28611  
Phone: 828-7542409

#### *Happy Valley Medical Center*

1345 Highway 268  
Patterson, NC 28661  
Phone: 828-754-6850

POC:

Thomas B. McRary  
Chief Executive Officer  
West Caldwell Health Council, Inc  
[tmcrary@westcaldwellhc.org](mailto:tmcrary@westcaldwellhc.org)

Wanda Icenhour Ellis  
Outreach and Enrollment  
West Caldwell Health Council, Inc.  
(828) 754-2409 ext 104  
[wellis@westcaldwellhc.org](mailto:wellis@westcaldwellhc.org)

### **ALFA-AIDS Leadership Foothills Area-Alliance**

ALFA, formerly known as AIDS Leadership Foothills Area-Alliance, has provided supportive services to those infected and/or affected by HIV/AIDS since 1987. ALFA currently provides supportive and medical case management, prevention education, and outreach to an eight county service area. ALFA's service area consists of Alexander, Alleghany, Ashe, Burke, Caldwell, Catawba, Watauga, and Wilkes counties.

For more information please visit: [www.alfainfo.org](http://www.alfainfo.org)

1120 Fairgrove Church Rd SE  
Suite 28 Hickory, NC 28602  
Phone: 828-322-1447



### **Caldwell Pregnancy Care Center**

The Caldwell Pregnancy Care Center provides confidential services including free pregnancy tests, abortion education, post abortion care, information on STDs & community referrals.

For more information please contact:

Caldwell Pregnancy Care Center  
301 Connelly Springs Rd  
Lenoir, NC 28645  
Phone: 828-757-9555  
caldwellpregnancycare@gmail.com

### **Caldwell County Hospice and Palliative Care**

With a holistic approach to care, Caldwell Hospice serves the physical, emotional and spiritual needs of the terminally ill and those they love. They recognize dying as a natural part of living, and help patients live as pain-free and comfortably as possible, so they can enjoy each day with their loved ones.

Caldwell Hospice professionals provide direct care and teach caregivers how to address many of the patients' physical needs; a physician, nurse practitioner, nurse, social worker and chaplain are on call. Medical social workers, a counselor, chaplains and volunteers provide emotional and spiritual support.

For more information please visit: [www.caldwellhospice.org](http://www.caldwellhospice.org)

902 Kirkwood Street, NW  
Lenoir, NC, 28645  
Phone: 828-754-0101

POC:

Lisa Caviness: [lcaviness@caldwellhospice.org](mailto:lcaviness@caldwellhospice.org)



## **Mental Health**

### **The Caldwell House**

The Caldwell House provides structure, responsibility and accountability which are key to a person's recovery. The House accepts only those persons who have completed at least 4 weeks of in-patient substance abuse treatment. The residents are adult males only. Residents accepted to the Caldwell House are able to benefit from its therapeutic program as they learn how to re-enter society in a safe and healthy environment. Intake procedures include, reviewing assessments (which helps identifies maladapted behavior or the presence of other conditions, which may cause susceptibility to abuse by self or others) and going over treatment and aftercare plans to determine if the resident meets program admission criteria. Individuals who do not meet certain admission criteria may not be accepted to the House. An average stay at Caldwell House is between 8 and 12 months. The House requires at least a 4 month commitment from residents and active involvement in the implementation of aftercare plans and employment.

For more information please visit: [www.thecaldwellhouse.com](http://www.thecaldwellhouse.com)

951 Kenham PL SW  
Lenoir, NC 28645  
Phone: 828-754-5148

### **RHA Behavioral Health**

RHA offers a range of behavioral health services including clinical Intake/diagnostic assessments, community support services, deaf and hard of hearing services, DWI services, facility based crisis interventions, intensive in-home services, jail diversion and re-entry programs and several outpatient detox programs.

For more information please visit: [www.rhbehavioralhealth.org](http://www.rhbehavioralhealth.org)

2415 Morganton Blvd, SW  
Lenoir, NC 28645  
Phone: 828-394-5563

POC:  
Derrick Jordan  
djordan@rhanet.org



### **VAYA Health**

VAYA Health is a regional organization that coordinates high quality prevention, treatment, and support services for individuals and families in our communities with developmental disabilities, mental health, or, substance abuse needs. Services include mental health counseling, intellectual/developmental disability interventions, and substance abuse services.

For more information please visit: [www.vayahealth.com](http://www.vayahealth.com)

825 Wilkesboro Blvd. SE  
Lenoir, NC 28645  
Phone: 828-759-2160

POC:

Brian Shuping            [brian.shuping@vayahealth.com](mailto:brian.shuping@vayahealth.com)  
Darrell Parlier            [richard.parlier@vayahealth.com](mailto:richard.parlier@vayahealth.com)

### **Bethel Colony of Mercy**

Bethel Colony of Mercy is a residential drug and alcohol rehabilitation center with a faith based approach using the Bible and Christian principles in counseling. Residents can expect a 65-day stay with daily teaching, counseling, devotionals, guided personal Bible study and prayer.

For more information please visit: [www.bethelcolony.org](http://www.bethelcolony.org)

1675 Bethel Colony Road  
Lenoir, NC 28645  
Phone: 828-754-3781

### **The McLeod Center**

McLeod Center has been providing methadone treatment for more than 40 years and has acquired enormous experience in helping opiate dependent people. This experience allows McLeod Center to provide a quality treatment experience aimed at helping individuals maintain a drug free lifestyle and reunite with family and friends.

For more information please visit: [www.mcleodcenter.com](http://www.mcleodcenter.com)

222 Morganton Blvd SW  
Lenoir, NC 28645  
828-610-2740



## **Children and Families**

### **Blue Ridge Community Action**

Blue Ridge Community Action offers programming in Burke and Caldwell Counties. Services including the operation of 4 nutrition sites throughout the county that offer hot, nutritionally balanced meals to adults ages 60 and older, licensed child care centers, licensed adult day care centers, assistance with urgent home repairs, weatherization, rental housing and a heating appliance repair/replacement program.

For more information please visit: [www.brcainc.org](http://www.brcainc.org)

800 North Green Street  
Morganton, NC 28655  
Phone: 828-438-6255

### **Shelter Home of Caldwell County**

The Shelter Home of Caldwell County exists to work toward the elimination of domestic violence, and to provide emergency and support services for victims/survivors of domestic violence, rape and sexual assault and their children. This agency provides safety and basic needs to victims of domestic violence, rape and sexual assault: to listen, to help clients identify their options, discover their strengths, and provide information, referrals and positive support for change. They also inform, educate and provide prevention services to the community.

For more information please visit: [www.shelterhomecc.org](http://www.shelterhomecc.org)

PO Box 426  
Lenoir, NC 286454  
Phone: 828-758-0888

### **Robin's Nest Children's Advocacy Center**

The Children's Advocacy Center of Caldwell County serves the needs of severely physically abused and sexually abused children in Caldwell County. Robin's Nest provides a central location for delivery of services to abused children, using the Multi-Disciplinary Team approach to providing care for child victims. Services include interview and case review, medical examinations, shelter and protective services as needed, advocacy throughout the legal process, and counseling.

For more information please visit: <http://www.robinsnestcac.org>

1051 Harper Avenue  
Lenoir, NC 28645  
Phone: 828-754-6262



### **Caldwell Council on Adolescent Health**

The Caldwell Council on Adolescent Health, a non-profit organization, was founded in 1983, for the purpose of reducing teen pregnancy and sexually transmitted infections. The council promotes positive life choices by using best practice models in the classroom.

For more information please visit: <http://ccahlenoir.org/>

901 West Avenue  
Lenoir, NC 28645  
Phone: 828-757-9020

### **Caldwell Friends, Inc.**

For a period of one year, this agency matches a caring, positive and stable adult volunteer with an at-risk youth in the community. These youth are in need of a positive, consistent role model to encourage development of sound values and appropriate behavior to improve self-esteem. This agency provides ongoing supervision and support to the youth and volunteer.

For more information:  
918 West Avenue NW  
Lenoir, NC 28645  
Phone: 828-758-4683

### **Communities in Schools**

Communities in Schools (CIS) of Caldwell County is an intervention program created by a public/private partnership to target and meet the needs of identified students in Caldwell County Schools. The program operates in four middle schools, three high schools, and two elementary schools in the county. The partnership is made up of industry, government, social service agencies, the school system, and community volunteers. Our mission is to champion the connection of needed community resources with schools to help young people successfully learn, stay in school, and prepare for life.

For more information please visit:  
616 Ashe Avenue NW  
Lenoir, NC 28645  
Phone: 828-759-2852



### **Crossroads Church/Storehouse Daily Bread**

Crossroads Church/Storehouse Daily Bread is a food pantry for families and individuals in Caldwell County. Participants must complete an application, have a valid ID, and live in Caldwell County but can be served one time if they live out of the county. Hours are 3:30 p.m. to 5:00 p.m. on Monday only.

For more information please contact: 828-612-6802  
2075 Morganton Blvd  
Lenoir, NC 28645

### **Mountain Grove Baptist Church Food Pantry**

Mountain Grove Baptist Church offers a food pantry for families and individuals in need no matter what county you reside in. No appointment or referral needed. Must complete application and have photo ID. Hours are 2nd and 4th Tuesdays from 5:30 pm to 7:30 pm.

For more information please contact: 828-728-9557  
2485 Connelly Springs Rd  
Granite Falls, NC 28630

### **Baptist Children's Homes – Care House**

The Care House is a residential program for teen mothers and babies. Referrals are not required but appointments must be made in advance. Residents must be in the custody or placement of DSS to be eligible for services.

For more information please contact: 828-757-0700  
1120 Taylorsville Rd  
Lenoir, NC 28645  
[www.bchfamily.org](http://www.bchfamily.org)

### **Caldwell County Department of Social Services**

The mission of the Caldwell County Department of Social Services is to help families and individuals optimize their self-reliance and self-sufficiency, and to protect vulnerable people – particularly children, older adults, and the disabled – from abuse, neglect, and exploitation. This department offers a variety of services.

For more information please visit: [www.caldwellcountync.org](http://www.caldwellcountync.org)

2345 Morganton Blvd  
Lenoir, NC 28645  
Phone: 828-426-8200



### **Caldwell County Family Resource Center (Family, Infant and Preschool Program)**

FIPP operates a Family Resource Center in Lenoir, North Carolina. The Resource Center is a place where all families of young children can relax, share information, find support, and play with their children in a nurturing environment. The Resource Center offers a large and well equipped playroom, and shares the facility with a variety of other programs for families and children. In Caldwell County, FIPP offers parent-child playgroups and enrichment activities, developmental screenings, assessments, and evaluations, early childhood education/therapeutic experiences, and a lending library for parents.

For more information please visit: [www.fipp.org/caldwell.php](http://www.fipp.org/caldwell.php)

609 Harper Avenue  
Lenoir, NC 28645  
Phone: 828-757-8632

### **South Caldwell Christian Ministries**

The ministry serves the needs of the people in Southern Caldwell County through the cooperative efforts of member churches, United Way, individuals, schools, non-profit groups, businesses, and the public. Assistance is provided through clothing, diapers, financial assistance, food, fans, furniture, household needs, school supplies, A/C (elderly or handicapped only), monthly food delivery to the elderly, counseling, budgeting, referrals, and follow-up.

For more information please contact: 828-396-4000

5 Quarry Rd  
Granite Falls, NC 28630

### **Caldwell County Yokefellow**

Yokefellow of Caldwell County provides assistance to individuals and families within the county and provides services that include a food pantry, thrift store, and emergency assistance.

For more information please visit: [www.yokefellowofcaldwellco.org](http://www.yokefellowofcaldwellco.org)

1602 Harper Ave SW  
Lenoir, NC 28645  
828-754-7088



## Health Promotion

### **Quest 4 Life Wellness Center**

Quest 4 Life is owned and operated by Caldwell Memorial Hospital. The facility offers a full range of exercise equipment, aerobic and fitness classes, and additional educational classes. Classes dealing with tobacco cessation, nutrition, diabetes, and other topics are taught on a monthly basis. Anyone is eligible to join with a membership fee. Some member discounts are offered to individuals belonging to a specific business such as Caldwell County Government employees, Bernhardt Factory employees and others.

For more information please visit: [www.caldwellmemorial.org](http://www.caldwellmemorial.org)

1031 Morganton Blvd  
Lenoir, NC 28645  
Phone: 828758-8753

### **Satie and JE Broyhill Senior Center**

The center provides social and physical activities, academic activities, senior referral services, health screenings, exercise programs, legal assistance, income tax preparation, and many other activities for seniors. It is open to anyone but most programs are focused on the senior adult population.

For more information please visit: [www.caldwellseniorcenter.org/](http://www.caldwellseniorcenter.org/)

650 A Pennton Avenue SW  
Lenoir, NC 28645  
Phone: 828-758-2883

### **Caldwell County Cooperative Extension**

The Caldwell County Cooperative Extension Center gives our county's residents easy access to the resources and expertise of NC State University and NC A&T State University. Through educational programs, publications, and events, Cooperative Extension agents deliver unbiased, research-based information to Caldwell County citizens. The foods, nutrition and health program in Caldwell County focuses on food safety education, and nutrition education to community groups and schools about the basics of good nutrition. Classes and educational materials on Food Safety, food preservation and Heart Healthy information are available.

For more information please visit: <http://caldwell.ces.ncsu.edu/index.php?page=home>

120 Hospital Avenue NW  
Lenoir, NC 28645  
Phone: 828-757-1290



## **Recreation**

### **City of Lenoir Parks and Recreation**

The City of Lenoir Parks and Recreation Department provides recreational opportunities including organized youth sports leagues, summer camps, exercise facilities and classes, adult tournaments and softball leagues, adult water aerobics, swimming lessons for children, gymnastics and other recreational opportunities. Services are available for varying registration fees but City of Lenoir employees can enroll their families at no charge.

For more information please visit: [www.ci.lenoir.nc.us](http://www.ci.lenoir.nc.us)

720 Mulberry Street  
Lenoir, NC 28645  
Phone: 828-757-2165

### **Town of Hudson Recreation Center**

The Town of Hudson Recreation Department provides recreational opportunities including organized youth sports leagues, summer camps, exercise facilities, adult tournaments and softball leagues, adult water aerobics, swimming lessons for children, gymnastics and other recreational opportunities.

For more information please visit: [www.ci.hudson.nc.us](http://www.ci.hudson.nc.us)

550 Central Street  
Hudson, NC 28638  
Phone: 828-728-8272

### **Town of Granite Falls Recreation Department**

The Granite Falls Recreation Department provides recreational opportunities including organized youth sports leagues, summer camps, exercise facilities, adult tournaments and softball leagues, adult water aerobics, swimming lessons for children, gymnastics and other recreational opportunities.

For more information please visit: [www.granitefallsnc.com](http://www.granitefallsnc.com)

30 Park Square.  
Granite Falls, NC 28630  
Phone: 828-396-3131



### **Caldwell County Pathways**

Caldwell County Pathways partner with multiple agencies to develop, coordinate and promote non-motorized, multi-use pathways for the enhancement of the quality of life in Caldwell County. This organization provides guides or maps of all walking trails in Caldwell County. Membership is open to any interested resident of Caldwell County.

For more information please visit: [www.caldwellcountypathways.com/](http://www.caldwellcountypathways.com/)

PO Box 1954  
Lenoir, NC 28645  
Email: [rashmove@yahoo.com](mailto:rashmove@yahoo.com)  
Contact: Rick Rash (Director)

### **Other**

#### **Caldwell Opportunities, Inc.**

Caldwell Opportunities, Inc. provides developmental and vocational services to adults with disabilities who live in the Caldwell County area in order to maximize independence and employment.

For more information please visit: [www.coiworks.org](http://www.coiworks.org)

1617 College Ave. SW  
Lenoir, NC 28645  
828-757-5680  
Contact: AmBrea Williams

#### **Caldwell Chamber of Commerce**

The Caldwell Chamber of Commerce partners with many organizations in the community to achieve their goal of advancing the quality of life and business prosperity of Caldwell County.

For more information please visit: <http://caldwellchambernc.com/>

1909 Hickory Blvd SE, Lenoir, NC 28645  
8287260616  
[visitors@caldwellchambernc.com](mailto:visitors@caldwellchambernc.com)