

COMMUNITY HEALTH NEEDS ASSESSMENT

S E P T E M B E R 2 0 1 6

HEALTHSOUTH
Rehabilitation Hospital of Jonesboro

 **St. Bernards**[®]
MEDICAL CENTER
The Heart of Great Medicine

St. Bernards Medical Center
Community Health Needs Assessment
September 2016

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Introduction

As a result of the Affordable Care Act, tax-exempt hospitals are required to assess the health needs of their communities and adopt implementation strategies to address significant identified needs. Compliance with section 501(r) of the Internal Revenue Code (IRC) requires, in part, that a tax-exempt hospital facility:

- Conduct a community health needs assessment every three years.
- Adopt an implementation strategy to meet the significant community health needs identified through the assessment.
- In each subsequent assessment, evaluating the impact of previous implementation strategies on identified needs.

The community health needs assessment must take into account input from persons who represent the broad interest of the community served by the hospital facility, including those with special knowledge of or expertise in public health, as well as those representing medically underserved, low-income or minority populations. The hospital facility must make the community health needs assessment widely available to the public.

This community health needs assessment is intended to document St. Bernards Medical Center's compliance with IRC Section 501(r)(3). Health needs of the community have been identified and prioritized so that St. Bernards Medical Center (the Medical Center) may adopt an implementation strategy to address specific needs of the community.

The process involved:

- A comprehensive evaluation of the implementation strategy that was developed as a result of the initial community health needs assessment conducted in August 2013.
- Collection and analysis of a large range of data, including demographic, socioeconomic and health statistics, health care resources and patient use rates.
- Interviews with key informants who represent a) broad interests of the community, b) populations of need or c) persons with specialized knowledge in public health.

This document is a summary of all the available evidence collected during the initial cycle of community health needs assessments required by the IRS. It will serve as a compliance document as well as a resource until the next assessment cycle.

This community health needs assessment was prepared in cooperation with HealthSouth Rehabilitation Hospital of Jonesboro (HealthSouth). The Medical Center owns a 50% interest in HealthSouth. HealthSouth provides inpatient and outpatient rehabilitation services to residents of the same geographic area served by the Medical Center. Issues particularly relevant to the services provided by HealthSouth have been noted throughout this needs assessment.

Acknowledgments

The community health needs assessment research team would like to thank all those who contributed to the community health assessment described herein. We are grateful for the many key informants that gave their time and expertise to inform both the direction and outcomes of the study. We greatly appreciate the contribution of their stories.

Summary of Community Health Needs Assessment

The purpose of the community health needs assessment is to help further the Medical Center's understanding of the health needs of the community and to document compliance with the federal laws outlined above.

The Medical Center engaged **BKD, LLP** to conduct a formal community health needs assessment. **BKD, LLP** is one of the largest CPA and advisory firms in the United States, with approximately 2,400 partners and employees in 34 offices. BKD serves more than 900 hospitals and health care systems across the country. The community health needs assessment was conducted from January 2016 through August 2016.

Based on current regulations and other guidance from the U.S. Treasury Department and the IRS, the following steps were conducted as part of St. Bernard's Medical Center's community health needs assessment:

- An evaluation of the impact of actions taken to address the significant health needs identified in the 2013 community health needs assessment was completed to understand the effectiveness of the Medical Center's current strategies and programs. This evaluation is included at Page 13.
- Population demographics and socioeconomic characteristics of the community were gathered and reported utilizing various third parties (see references in Appendices). The health status of the community was then reviewed. Information on the leading causes of death and morbidity information was analyzed in conjunction with health outcomes and factors reported for the community by CountyHealthrankings.org. Health factors with significant opportunity for improvement were noted.
- An inventory of health care facilities and resources was prepared.
- Community input was provided through interviews of 55 stakeholders, including those with special knowledge of or expertise in public health, as well as those representing medically underserved, low-income or minority populations. Results and findings are described in the Key Interviewee portion of this report.
- Information gathered in the above steps was analyzed and reviewed to identify health issues of uninsured persons, low-income persons and minority groups and the community as a whole. Health needs were then prioritized taking into account the perceived degree of influence the Medical Center has to impact the need and the health needs impact on overall health for the community. Information gaps identified during the prioritization process have been reported.

General Description of the Medical Center

The Medical Center is a nonprofit organization located in Jonesboro, Arkansas. A 13-member board of governors directs the Medical Center and ensures that the strategic direction of the hospital consistently meets the health care needs of the people which it serves.

The Medical Center strives to provide high-quality outpatient and inpatient health care services to the community it serves.

Community Served by the Medical Center

The Medical Center is located in the city of Jonesboro, Arkansas, in Craighead County. Jonesboro is located approximately two hours northeast of Little Rock, Arkansas.

Defined Community

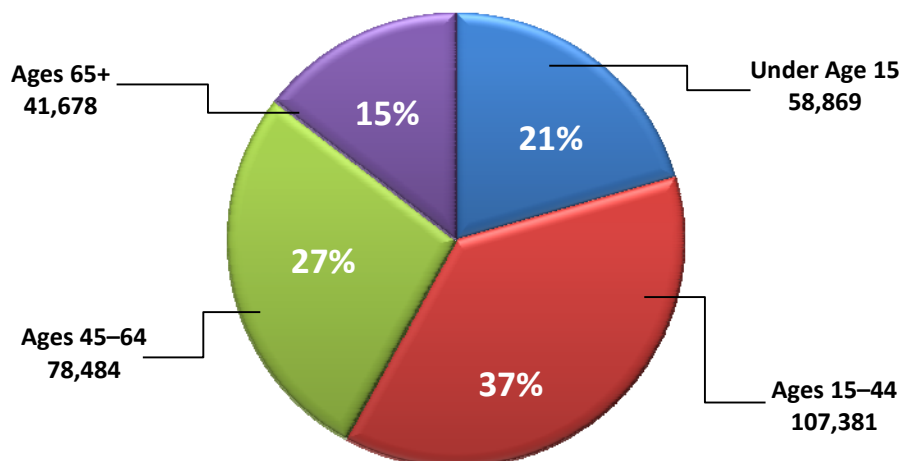
A community is defined as the geographic area from which a significant number of the patients utilizing hospital services reside. While the community health needs assessment considers other types of health care providers, the Medical Center is the single largest provider of acute care services in Craighead and the surrounding counties. For this reason, the utilization of Medical Center services provides the clearest definition of the community. During the initial community health needs assessment process, an analysis of inpatient discharges and outpatient visits was performed to determine where the Medical Center's patients resided. This analysis showed that the large majority of the Medical Center's patients were from Clay, Craighead, Cross, Greene, Lawrence, Mississippi, Poinsett, and Randolph Counties, all located in northeastern Arkansas. The Medical Center believes this continues to be the most appropriate representation of their community.

Community Characteristics

Community Population and Demographics

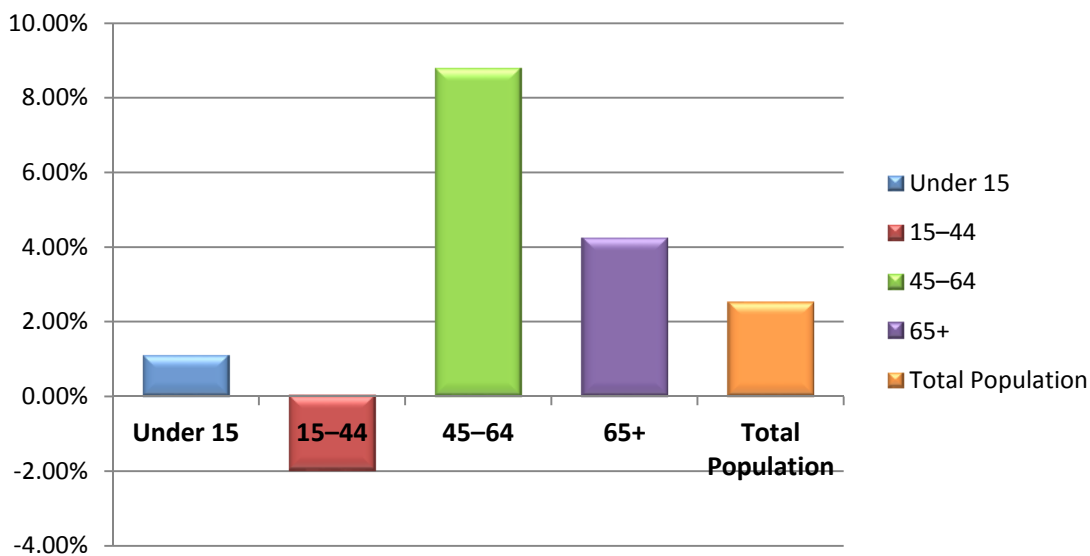
The community served by the Medical Center is a primarily rural area in northeast Arkansas. According to 2015 projections based on the most recent U.S. Census Bureau estimates, about 286,000 people live in the eight counties included in the community. The Medical Center is located in Jonesboro, Arkansas, which is the largest town in the community with a population of around 72,000 people.

Community Population by Age Group



A major distinguishing feature of the Medical Center’s community is the age breakdown of this population. The chart above shows the breakdown of the community’s population by age group. According to the U.S. Census Bureau, about 42% of the community’s population is 45 and older. These particular age groups are expected to continue increasing over the next five years, as shown on the chart below. These age group use more health services than any other, so the Medical Center should prepare for increased patient volume in the near future. The aging population will have particularly strong effect on HealthSouth, since older individuals are more likely to require rehabilitation services. Additionally, the percentage of the community population aged 44 and below is expected to shrink over the next five years, which could contribute to difficulties in recruiting enough care providers to manage the aging population. Both HealthSouth and the Medical Center should focus their future plans on making sure they are prepared to meet the needs of the aging population of their community.

Projected Change in Population by Age Group, 2015–2020

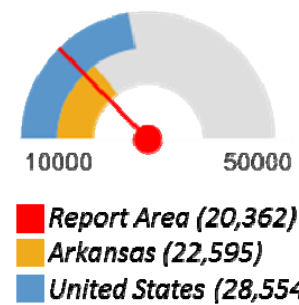


Socioeconomic Characteristics of the Community

The socioeconomic characteristics of a geographic area influence the way residents access health care services and perceive the need for health care services within society. Factors such as educational attainment, poverty levels, unemployment rates and insurance coverage levels contribute significantly to the health status of a community.

Socioeconomically, the community served by the Medical Center is similar to many other parts of rural Arkansas. About 22% of the population has obtained an associate’s degree or higher, compared to about 37% of the U.S., while about 18% of the population does not have a high school diploma, compared to about 14% in the country as a whole. Lower levels of education have been linked to negative health outcomes, so the educational attainment of the community is relevant to the consideration of the health needs of the community.

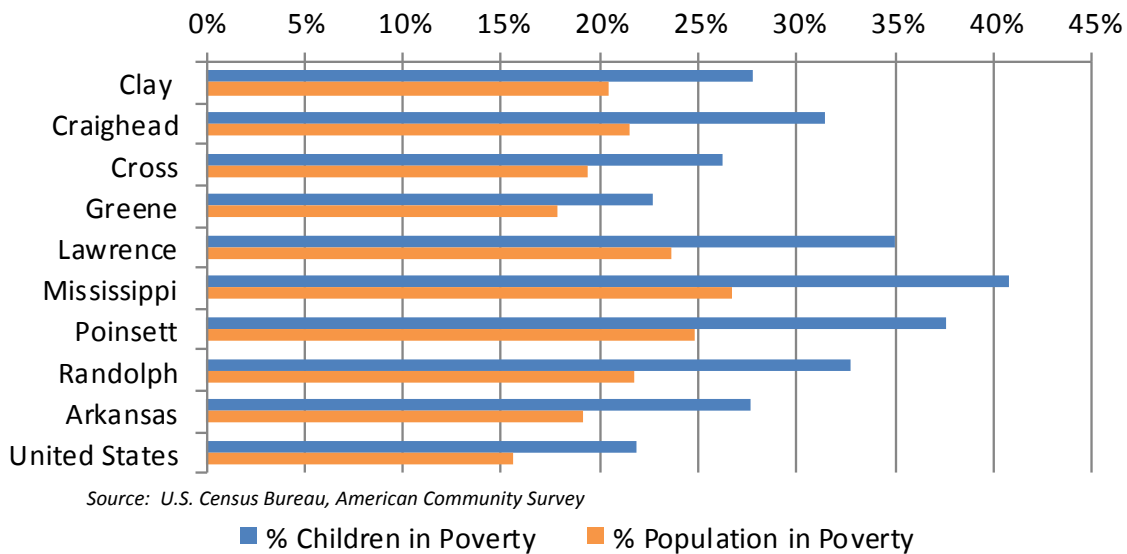
Per Capita Income



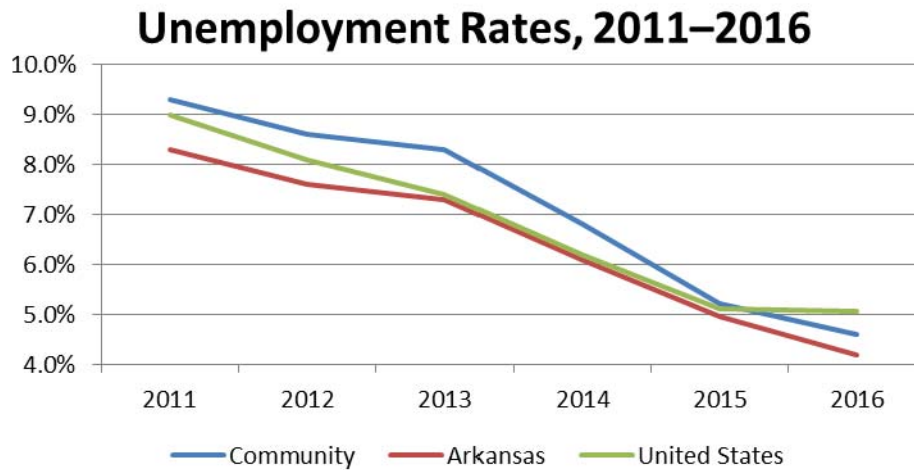
Source: U.S. Census Bureau, American Community Survey

The income levels of individuals within the community also have a significant effect on their ability to access health services. The average per-capita income in the Medical Center’s community is \$20,362, compared to \$22,595 for the state of Arkansas and \$28,554 for the United States. Lower than average per capita income suggests that many members of the community may have difficulty obtaining health care, especially preventative care. Additionally, in some of the counties in the community, the levels of poverty are significantly higher than the rates in the state of Arkansas and the United States. The chart below shows the percentage of the communities’ population living below the federal poverty line, with the percentage of children under age 18 shown separately. The specific health needs of low-income members of the community should be considered carefully throughout the preparation of this assessment.

Population in Poverty



Some socioeconomic measures in the community have improved significantly since the publication of the 2013 community health needs assessment. One such measure is the percentage of the community that is without health insurance coverage. Effective January 1, 2014, the *Patient Protection and Affordable Care Act* expanded health coverage for many Americans. Arkansas expanded Medicaid eligibility and created a program that allows federal expansion funds to instead be used to subsidize premiums for private commercial insurance policies for low-income Arkansans. This program has had a significant effect on the patient mix of the Medical Center. In 2013, before this program went in to effect, 12% of the Medical Center’s patient encounters were uninsured, while in 2015, that number dropped to only 7%, representing a 42% decrease in uninsured patient encounters at the Medical Center. The long-term impact of this growth in insurance coverage on health needs cannot yet be determined. In addition, continued support for this expansion at the state and federal level is not assured.



Another socioeconomic measure that has been improving steadily over the past several years is the unemployment rate. The chart above shows that the unemployment rate of the community has been dropping sharply over the past six years, along with those of the state of Arkansas and the United States. As the economy improves and more people find employment, the socioeconomic status of the community should be strengthened as access to healthcare is improved.

Health Status of the Community

This section of the assessment reviews the health status of Clay, Craighead, Cross, Greene, Lawrence, Mississippi, Poinsett, and Randolph County residents. As in the previous section, comparisons are provided with the state of Arkansas. This in-depth assessment of the mortality and morbidity data, health outcomes, health factors and mental health indicators of the county residents that make up the community will enable the Medical Center to identify significant issues related to the health status of its residents.

Good health can be defined as a state of physical, mental and social well-being, rather than the absence of disease or infirmity. According to *Healthy People 2020*, the national health objectives released by the U.S. Department of Health and Human Services, individual health is closely linked to community health. Community health, which includes both the physical and social environment in which individuals live, work and play, is profoundly affected by the collective behaviors, attitudes and beliefs of everyone who lives in the community. Healthy people are among a community's most essential resources.

Numerous factors have a significant impact on an individual's health status: lifestyle and behavior, human biology, environmental and socioeconomic conditions, as well as access to adequate and appropriate health care and medical services. Studies by the American Society of Internal Medicine conclude that up to 70% of an individual's health status is directly attributable to personal lifestyle decisions and attitudes. Persons who do not smoke, who drink in moderation (if at all), use automobile seat belts (car seats for infants and small children), maintain a nutritious low-fat, high-fiber diet, reduce excess stress in daily living and exercise regularly have a significantly greater potential of avoiding debilitating diseases, infirmities and premature death.

The interrelationship among lifestyle/behavior, personal health attitude and poor health status is gaining recognition and acceptance by both the general public and health care providers. Some examples of lifestyle/behavior and related health care problems include the following:

Lifestyle	Impact on Health
Smoking	Lung cancer Cardiovascular disease Emphysema Chronic bronchitis
Alcohol/drug abuse	Cirrhosis of liver Motor vehicle crashes Unintentional injuries Malnutrition Suicide Homicide Mental illness
Poor nutrition	Obesity Digestive disease Depression
Lack of exercise	Cardiovascular disease Depression
Overstressed	Mental illness Alcohol/drug abuse Cardiovascular disease

Health Outcomes and Factors

An analysis of various health outcomes and factors for a particular community can, if improved, help make that community a healthier place to live, learn, work and play. A better understanding of the factors that affect the health of the community will assist with how to improve the community's habits, culture and environment. This portion of the community health needs assessment utilizes information from County Health Rankings, a key component of the Mobilizing Action Toward Community Health (MATCH) project, a collaboration between the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute.

The County Health Rankings model is grounded in the belief that programs and policies implemented at the local, state and federal levels have an impact on the variety of factors that, in turn, determine the health outcomes for communities across the nation. The model provides a ranking method that ranks all 50 states and the counties within each state, based on the measurement of two types of health outcomes for each county: how long people live (mortality) and how healthy people feel (morbidity). These outcomes are the result of a collection of health factors and are influenced by programs and policies at the local, state and federal levels.

Counties in each of the 50 states are ranked according to summaries of a variety of health measures. Those having high ranks, *e.g.*, 1 or 2, are considered to be the “healthiest.” Counties are ranked relative to the health of other counties in the same state on the following summary measures:

- Health Outcomes – rankings are based on an equal weighting of one length of life measure and four quality of life measures.
- Health Factors – rankings are based on weighted scores of four types of factors:
 - Health behaviors (nine measures)
 - Clinical care (seven measures)
 - Social and economic (seven measures)
 - Physical environment (two measures)

A more detailed discussion about the ranking system, data sources and measures, data quality and calculating scores and ranks can be found at the website for County Health Rankings (www.countyhealthrankings.org).

As part of the analysis of the needs assessment for the community, the community counties will be used to compare the relative health status of the community to the state of Arkansas as well as to a national benchmark, if available. A better understanding of the factors that affect the health of the community will assist with how to improve the community’s habits, culture and environment.

The following table, from County Health Rankings, summarizes the 2015 health outcomes and factors for the eight counties that comprise the majority of the community for the Medical Center. Measures underperforming the state average are highlighted in red. The data upon which the uninsured patients measure was based is from 2012 and therefore does not reflect the improvement discussed earlier resulting from the 2014 Medicaid expansion.

Health Outcome/Factor	Clay County		Craighead County		Cross County		Greene County		Lawrence County		Mississippi County		Poinsett County		Randolph County		Arkansas	National Benchmark
	Metric	Rank	Metric	Rank	Metric	Rank	Metric	Rank	Metric	Rank	Metric	Rank	Metric	Rank	Metric	Rank		
Health Outcomes																		
Length of Life		66		17		70		39		29		72		65		21		
Premature death – Years of potential life lost before age 75 per 100,000 population (age-adjusted)		11,600		8,700		12,400		10,100		9,800		12,700		11,600		8,900		9,100
Quality of Life		2		25		58		6		44		66		52		19		
Poor or fair health – Percent of adults reporting fair or poor health (age-adjusted)		21%		22%		24%		19%		21%		27%		25%		21%		23%
Poor physical health days – Average number of physically unhealthy days reported in past 30 days (age-adjusted)		4.8		4.6		4.9		4.5		5.0		5.3		5.0		4.9		4.7
Poor mental health days – Average number of mentally unhealthy days reported in past 30 days (age-adjusted)		4.4		4.3		4.4		4.1		4.5		4.7		4.5		4.2		4.4
Low birth weight – Percent of live births with low birth weight (<2500 grams)		8%		8%		12%		7%		8%		12%		9%		7%		9%
Health Factors		47		17		51		24		52		72		63		34		
Health Behaviors		39		54		50		37		51		70		65		44		
Adult smoking – Percent of adults that report smoking at least 100 cigarettes and that they currently smoke		23%		24%		23%		23%		24%		26%		25%		22%		25%
Adult obesity – Percent of adults that report a BMI >= 30		33%		36%		38%		34%		33%		38%		40%		35%		33%
Food environment index – Ranking from 1–10 that considers accessibility of healthy foods		6.1		5.7		5.8		6.1		5.3		5.0		5.8		5.4		6.1
Physical inactivity – Percent of adults reporting no leisure-time physical activity		40%		34%		36%		39%		38%		40%		35%		40%		32%
Access to exercise opportunities – Percent of individuals who live within three miles of a recreational facility		16%		59%		39%		69%		27%		23%		26%		27%		61%
Excessive drinking – Percent of adults that report excessive drinking in the past 30 days		14%		16%		14%		16%		14%		13%		14%		15%		14%
Alcohol-impaired driving deaths – Percent of motor vehicle crash deaths with alcohol involvement		20%		27%		18%		12%		35%		40%		22%		30%		30%
Sexually transmitted infections – Chlamydia rate per 100K population		369.8		645.7		582.5		317.4		370.3		1084.2		419.6		278.9		523.8
Teen birth rate – Per 1,000 female population, ages 15–19		67		48		64		62		44		77		75		60		53
Clinical Care		52		3		53		25		58		63		43		19		
Uninsured adults – Percent of population under age 65 without health insurance		20%		19%		17%		18%		19%		18%		18%		21%		19%
Primary care physicians – Ratio of population to primary care physicians		3,850:1		980:1		1,950:1		1,870:1		2,840:1		2,630:1		8,050:1		1,470:1		1,540:1
Dentists – Ratio of population to dentists		2,160:1		1,370:1		1,720:1		3,640:1		4,230:1		3,400:1		8,080:1		2,510:1		2,300:1
Mental health providers – Ratio of population to mental health providers		2,160:1		270:1		1,230:1		620:1		501:1		1,130:1		420:1		2,510:1		520:1
Preventable hospital stays – Hospitalization rate for ambulatory-care sensitive conditions per 1,000 Medicare enrollees		79		59		96		76		109		99		76		64		66
Diabetic screening – Percent of diabetic Medicare enrollees that receive HbA1c screening		84%		84%		75%		81%		83%		78%		82%		89%		83%
Mammography screening – Percent of female Medicare enrollees that receive mammography screening		51%		63%		51%		57%		59%		44%		62%		54%		58%
Social and Economic Factors		12		12		52		13		41		70		62		33		
High school graduation – Percent of ninth grade cohort that graduates in 4 years		97%		89%		85%		91%		94%		86%		81%		92%		85%
Some college – Percent of adults aged 25–44 years with some post-secondary education		41%		60%		37%		52%		48%		51%		39%		59%		55%
Children in poverty – Percent of children under age 18 in poverty		28%		31%		33%		23%		31%		37%		34%		28%		26%
Income inequality – Ratio of household income at the 80th percentile to that at the 20th percentile		4.2		5.0		4.8		4.6		4.7		5.7		4.9		4.9		4.8
Children in single-parent households – Percent of children that live in household headed by single parent		38%		44%		32%		32%		32%		51%		46%		36%		37%
Violent crime rate – Violent crimes per 100,000 population		87		369		331		296		149		792		399		25		484
Injury deaths – Deaths from intentional and unintentional injuries per 100,000 population		83		68		91		88		90		89		94		87		77
Physical Environment		62		7		41		57		59		73		53		55		
Air pollution-particulate matter days – Average daily density of fine particulate matter		12.6		12.8		12.6		12.7		12.4		13.2		12.7		12.1		11.8
Severe housing problems – Percentage of households with severe housing problems in facilities, crowding or cost		11%		16%		13%		14%		13%		15%		15%		12%		15%

Health Care Resources

The availability of health resources is a critical component to the health of a community and a measure of the soundness of the area’s health care delivery system. An adequate number of health care facilities and health care providers is vital for sustaining a community’s health status. Fewer health care facilities and health care providers can impact the timely delivery of services. A limited supply of health resources, especially providers, results in the limited capacity of the health care delivery system to absorb charity and indigent care, as there are fewer providers upon which to distribute the burden of such care. This section will address the availability of health care resources to the residents of the Medical Center’s community.

Hospitals and Health Centers

The Medical Center has 438 beds and is the largest hospital in Craighead County. Approximately 38% of all discharges originating from the Medical Center’s defined community are from the Medical Center. However, because the community spans a large geographic area, there are several other hospitals that receive a significant share of the community’s patients. The chart below summarizes hospital services available to the residents of Clay, Craighead, Cross, Greene, Lawrence, Mississippi, Poinsett, and Randolph Counties:

St. Bernards Medical Center
Summary of Acute Care Hospitals

		Facility Type	Miles from Hospital	Bed Size	Annual Discharges
St. Bernards Medical Center	225 East Jackson, Jonesboro, AR 72401	Short-term Acute Care	-	438	17,185
HealthSouth Rehabilitation Hospital	1201 Fleming Avenue, P.O. Box 1680, Jonesboro, AR 72401	Rehabilitation	1	67	1,589
NEA Baptist Memorial Hospital	3024 Stadium Blvd., Jonesboro, AR 72401	Short-term Acute Care	4	100	10,431
Arkansas Methodist Medical Center	900 W. Kingshighway, P.O. Box 339, Paragould, AR 72451	Short-term Acute Care	21	129	4,285
Lawrence Memorial Hospital	1309 West Main, Walnut Ridge, AR 72476	Critical Access	25	25	591
Five Rivers Medical Center	2801 Medical Center Dr., Pochahontas, AR 72455	Short-term Acute Care	41	44	506
CrossRidge Community Hospital	310 Falls Blvd S, Wynne, AR 72396	Critical Access	46	15	657
Great River Medical Center	1520 N Division St, Blytheville, AR 72315	Short-term Acute Care	53	148	2,178
Methodist Le Bonheur Healthcare	1265 Union Avenue, Memphis, TN 38104	Short-term Acute Care	73	1,293	61,906
Baptist Memorial Hospital	6019 Walnut Grove Rd, Memphis, TN 38120	Short-term Acute Care	86	777	33,612

Source: Costreportdata.com

The following is a brief description of the health services available at each of these facilities:

NEA Baptist Memorial Hospital – Located in Jonesboro, Arkansas, NEA Baptist is approximately five miles from St. Bernards Medical Center. It is a large hospital offering a full range of inpatient and outpatient services.

Arkansas Methodist Medical Center – Located in Paragould, Arkansas, Arkansas Methodist is approximately 35 minutes from Jonesboro. It is a large hospital offering a full range of inpatient and outpatient services.

HealthSouth Rehabilitation – Located in Jonesboro, Arkansas, HealthSouth is approximately five miles from St. Bernards Medical Center. It offers both facility-based and home-based post-acute services.

Five Rivers Medical Center – Located in Pochahontas, Arkansas, Five Rivers is approximately one hour northwest of St. Bernards Medical Center. It is a local hospital offering inpatient and outpatient services.

Lawrence Memorial Hospital – Located in Walnut Ridge, Arkansas, Lawrence Memorial is approximately 30 minutes from St. Bernards Medical Center. It is a critical access hospital offering inpatient and outpatient services.

Great River Medical Center – Located in Blythville, Arkansas, Great River is approximately one hour east of St. Bernards Medical Center. It is a critical access hospital offering inpatient and outpatient services.

CrossRidge Community Hospital – Located in Wynne, Arkansas, CrossRidge is approximately one hour south of St. Bernards Medical Center. It offers acute care services.

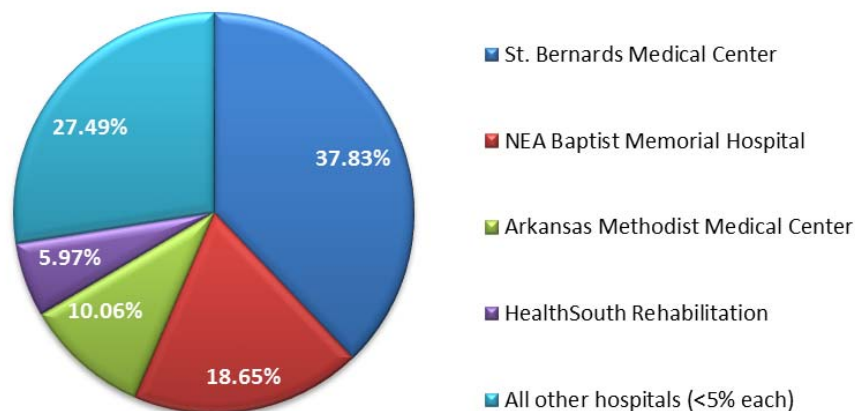
Methodist Le Bonheur Healthcare – Located in Memphis, Tennessee, Methodist Le Bonheur is approximately 1.5 hours southeast of St. Bernards Medical Center. It is a large hospital offering a full range of inpatient and outpatient services.

Baptist Memorial Hospital – Located in Memphis, Tennessee, Baptist Memorial is approximately 1.5 hours southeast of St. Bernards Medical Center. It is a large hospital offering a full range of inpatient and outpatient services.

Medical Center Market Share

The market share of a hospital relative to that of its competitors may be based largely services required by patients and the availability of those services at each facility. For this study, the market share of the Medical Center was considered based on the type of services required by those patients in the community. The ability to attain a certain relative market share (percentage) of the community varies based on a number of factors, including the services provided, geographical location and accessibility of each competing facility. The chart below presents the relative market share of each hospital that had discharges of residents from the community (Clay, Craighead, Cross, Greene, Lawrence, Mississippi, Poinsett, and Randolph Counties). This chart presents an analysis of data for the most currently available year, showing the percentage of total Medicare discharges from each hospital. This information provides an idea of summary market share as well as the outmigration of patients from the community. For 2014, the Medical Center maintained approximately 38% of all discharges from the community with NEA Baptist Memorial Hospital capturing about 19%, Arkansas Methodist Medical Center capturing around 10%, and HealthSouth Rehabilitation capturing around 6% of all discharges. The remaining 27% percent of discharges is made up of numerous hospitals, each with less than 5% of the total community discharges.

Community Market Share, 2014



Because Arkansas law prohibits the Arkansas Department of Health from providing hospital-specific discharge information, the data in the chart above was estimated based on Medicare discharges by zip code and hospital, which is available from the Centers for Medicare & Medicaid Services.

Other Health Care Facilities and Providers

The Medical Center's eight-county service area has numerous clinics and other organizations dedicated to improving the health and well-being of the community. A listing of available resources compiled by the United Way of Northeast Arkansas in conjunction with the Medical Center can be found in Appendix A.

Key Interviewees

Speaking with key interviewees (community stakeholders that represent the broad interest of the community with knowledge of or expertise in public health) is a technique employed to assess public perceptions of the county's health status and unmet needs. These interviews are intended to ascertain opinions among individuals likely to be knowledgeable about the community and influential over the opinions of others about health concerns in the community. Key interviewees included the county health department directors from each county in the Medical Center's community, as well as individuals who are knowledgeable about populations within the community whose health and quality of life may not be as good as others, such as representatives of organizations serving the medically indigent, children in poverty, or the elderly. Additional community stakeholders, such as local government and business leaders, were also interviewed.

Methodology

Dialogues with 55 key interviewees were conducted in May 2016. Interviewees were determined based on their specialized knowledge or expertise in public health or their involvement with underserved and minority populations.

All interviews were conducted by Medical Center personnel using a standard questionnaire. A copy of the interview instrument is included in Appendix B. A summary of their opinions is reported without judging the truthfulness or accuracy of their remarks. Community leaders provided comments on the following issues:

- Health and quality of life for residents of the primary community
- Barriers to improving health and quality of life for residents of the primary community
- Opinions regarding the important health issues that affect community residents and the types of services that are important for addressing these issues
- Delineation of the most important health care issues or services discussed and actions necessary for addressing those issues

Interview data was initially recorded in narrative form. Interviewees were assured that personal identifiers such as name or organizational affiliations would not be connected in any way to the information presented in this report. This technique does not provide a quantitative analysis of the leaders' opinions, but reveals community input for some of the factors affecting the views and sentiments about overall health and quality of life within the community.

Key Interviewee Interview Results

As stated earlier, the interview questions for each key interviewee were identical. The questions on the interview instrument are grouped into four major categories for discussion:

1. General opinions regarding health and quality of life in the community
2. Underserved populations and communities of need
3. Barriers
4. Most important health and quality of life issues

While many issues were raised during the interviews, a few items stood out as being mentioned consistently by nearly all of the interviewees. These issues are summarized below:

- On average, the interviewees were optimistic about the health status of the community. On a scale of 1 to 10, the interviewees rated the quality of life in the community an average of 6.8. Of the 55 interviews, 29, or 53%, felt that quality of life in the community had improved over the last three years, while 14, or 25%, felt it had stayed the same and 12, or 22%, felt that it had declined.
- The major health problems noted by the key interviewees were diabetes, obesity, cancer and heart disease.
- The major contributing factors to poor health in the community noted by the key interviewees were low income, poor eating habits and tobacco use.
- Several interviewees in more rural parts of the community stated that there is a need for more family practice physicians and clinics.

Evaluation of Response to 2013 CHNA

The Medical Center prepared an implementation strategy in response to the needs identified in its 2013 needs assessment. A listing of those needs, along with the steps taken by the Medical Center to address them, is below.

- Obesity
 - In November 2014, the St. Bernards Weight Loss Clinic began offering nutritional counseling for obesity and other health conditions using DietMaster Pro Software.
 - Kids Fit Camps are offered during the summer at St. Bernards Health and Wellness. These camps are geared toward teaching children to develop a healthy lifestyle through nutritional education and physical activity.
 - The Silver Sneakers program offered through the St. Bernards Health and Wellness Center provides physical activity options for the senior population.
 - The Medical Center offered seminars on bariatric surgery. Participants are educated on bariatric surgery and can decide if it is the right choice for their weight loss needs.
- Uninsured Adults
 - The Medical Center is a partner in Enroll the Ridge, an outreach, education and enrollment program to help residents of the community sign up for Medicaid or insurance through the health insurance exchange.

- The Pharmacy Assistance Program is free to Medical Center patients and helps those in need enroll in manufacturer assistance programs for long-term maintenance medications.
- The Medical Center's financial assistance program assists patients who have no ability to pay for medical services or who need financing or discounts to be able to pay for their care.
- The Medical Center's emergency room has been expanded to provide additional capacity for the treatment of uninsured patients. This expansion includes an Express Care clinic to allow for the treatment of non-emergency patients.
- Diabetes
 - Diabetes Self Management Training offers comprehensive diabetes education for both type 1 and type 2 diabetic patients, including both one-on-one education and group classes.
 - Other diabetes management classes are offered to the community, including the following:
 - Pre-diabetes educational classes
 - Gestational diabetes education
 - Insulin pump therapy and education
 - Abnormal childhood weight gain counseling
 - Monthly diabetes support group
 - Quarterly diabetic cooking class
 - Annual diabetes education is provided to school nurses in the community.
 - Free health screenings are provided to the community. These screenings check cholesterol, blood pressure, diabetes, weight and BMI, and health counseling is provided by a registered nurse. These screenings are offered throughout the community as follows:
 - Free Screening Friday each month at St. Bernards Health and Wellness
 - Annual community screenings at each of the counties included in the community
 - Periodic free screenings at local businesses in northeast Arkansas
 - "Taking it to Heart" Lunch and Learns are provided monthly, focusing on managing chronic illness, specifically heart disease and diabetes. A heart-healthy and diabetic-friendly lunch is provided.
 - An endocrinologist was recruited in October 2013 to provide care to the diabetic population in the community.
- Access to Care
 - The Medical Center collaborates with health care providers in our region on the recruitment of physicians to fill key vacancies, especially primary care providers.
 - The Medical Center develops partnerships within the region to provide specialty clinics throughout the community, so that those living in more rural areas can access care without having to travel to Jonesboro.
- Heart Disease
 - "Taking it to Heart" Lunch and Learns are provided monthly, focusing on managing chronic illness, specifically heart disease and diabetes. A heart-healthy and diabetic-friendly lunch is provided.

- Women's Heart Health educational programs provide women with information on how to recognize risk factors for heart disease, how to modify one's lifestyle to reduce risk of heart disease, and how to recognize signs and symptoms of heart disease in women.
- The Heart Club Support Group provides ongoing education and support to those dealing with heart disease.
- The Healthy Heart 2-mile Walk/Run encourages physical activity to reduce heart disease risk factors.
- CPR and AED education is provided to community members to allow cardiac arrest to be immediately treated.
- STEMI education is provided to community members to educate people on the signs of a heart attack and when to call 911, and to emergency medical personnel on the management of emergency care for a patient presenting with signs of a heart attack.
- Tobacco Use
 - The Medical Center is involved in several youth outreach programs to educate children on the dangers of tobacco use.
 - The Medical Center supports local anti-smoking policies, including the establishment of smoke-free zones.
 - The Medical Center promotes smoking cessation through media such as radio ads, newspaper ads and social media.
 - Education on cessation resources is provided to the community through several grants and organizations, including classes presented in the community upon request.

Because population health data takes time to become publically available, it is difficult to quantitatively assess the impact of actions taken by the Medical Center in response to the previous needs assessment. However, there are indications that the Medical Center's efforts are having a positive effect on the health of the community. For example, the number of uninsured patient encounters at the Medical Center dropped 42% from 2013 to 2014, as discussed on Page 5 of this needs assessment. The Medical Center believes that as it continues to work to meet the health needs of the community, further gains will be made in these and other areas where a need has been identified.

Identification and Prioritization of Health Needs

Based on a review of the data gathered during this assessment, including leading causes of death, rankings of health outcomes and factors as well as surveys and interviews, numerous health needs were identified. These needs were prioritized and evaluated to determine which were significant to the community. The criteria included the numbers of persons affected, the seriousness of the issue, whether the health need particularly affected persons living in poverty or members of an underserved population, and availability of community resources to address the need.

As a result, the following list of significant needs was identified:

1. Obesity
2. Diabetes
3. Access to clinics and primary care physicians
4. Heart disease

5. Senior care
6. Cancer
7. Tobacco use

Other identified needs include:

- Health education
- Children in poverty
- Preventable hospital stays
- Access to healthy foods

The Medical Center will develop an updated implementation strategy to address the needs identified during the community health needs assessment. This assessment will be made publicly available on the Medical Center's website. Public comments on this assessment may be directed to the Medical Center's management at 225 East Jackson Avenue, Jonesboro, Arkansas 72401.

APPENDICES

APPENDIX A
NORTHEAST ARKANSAS RESOURCE DIRECTORY

RESOURCE DIRECTORY

GIVE. ADVOCATE. VOLUNTEER.
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ABUSE

Adult Protective Services.....	1-800-482-8049
(Report abuse or neglect ages 18+)	
www.aradultprotection.com	
AR Child Abuse Hotline.....	1-800-482-5964
www.arkansas.gov/reportARchildabuse	
AR Coalition Against Domestic Violence (info only).....	1-800-269-4668
CASA (Court Appointed Special Advocate-for children)	
511 Union Suite 327, Jonesboro, AR 72401	935-1099
104 W. Main, Paragould, AR 72450.....	240-3768
www.neacasa.org	
Department of Children & Family Services (DCFS)	972-1732
2920 McClellan Drive, Jonesboro, AR 72401	
Department of Human Services (DHS)	972-1732
(Report abuse of ages 55+)	
2920 McClellan Drive, Jonesboro, AR 72401	
National Domestic Violence Hotline.....	1-800-799-3224
Rape & Victim Assistance	972-9593
511 Union Suite 342, Jonesboro, AR 72401	
Report Child Abuse or Neglect	1-800-482-5964
1 State Police Plaza Drive, Little Rock, AR 72209	
Women’s Crisis Center (NEA Council on Violence).....	933-9449
(Battered Women’s Shelter) www.keepnewomensafe.com	

AGING

AARP	1-888-687-2277
www.aarp.org/states/ar	
East Arkansas Area Agency on Aging.....	1-800-680-6950
Hoxie - 500 SW Lawrence, 72433	886-2460
Jonesboro - 2005 East Highland, 72401	972-5980
Paragould - 120 W. Highland, 72450.....	236-3903
Piggott - 215 N. 2nd, 72454	598-2939
Pocahontas - 1320 Dalton, 72455.....	892-5451
Trumann - 351 Campbell St., 72472	483-2532
Wynne - 1412 S. Falls Blvd., 72396.....	238-3816
www.e4aonline.com	
Black River Area Development	892-4547
1403 Hospital Drive, Pocahontas, AR 72455	

AGING (continued)

Caraway Senior Life Center.....	482-3384
305 New York Ave. Caraway, AR 72419	
Center on Aging Northeast.....	930-9900
http://www.centeronagingne.com/	
303 East Matthews, Jonesboro, AR 72401	
DHS, Division of Aging and Adult Services	
Harrisburg - 406 North Illinois, 72432.....	578-5491
2920 McClellan Drive, Jonesboro, AR 72401.....	
972-1732	
Newport - 3rd and Hazel Street, 72112.....	523-9820
Paragould - 809 Goldsmith Road, 72451	236-8723
Pocahontas - 1408 Pace Rd.72455	892-4475
Piggott - 187 North Second, 72454.....	598-2282
Walnut Ridge - 400 Northwest Fourth Street, 72476	886-2408
Wynne - 803 Highway 64 E, 72396.....	238-8553
Eldercare Locator (Referral Assistance).....	1-800-677-1116
Monette Senior Citizens Center.....	486-2480
504 South Williams Monette, AR 72447	
Senior Citizen's Center	932-8920
1210 South Church, Jonesboro, AR 72401	
Social Security	972-4620/1-800-772-1213
http://www.socialsecurity.gov/	
St. Bernards Day Place.....	933-2074
700 East Washington, Jonesboro, AR 72401	
St. Bernards Senior Services	
www.sbrmc.com/centers-of-excellence/senior-services/	
St. Bernards Senior Life Center.....	935-7282
(Nutrition, transportation, adult care, socialization & activity opportunities)	
700 East Washington, Jonesboro, AR 72401	

ALCOHOL, DRUGS, COUNSELING

Agape House.....	236-1188
9 Greene Road 937, Paragould, AR 72450-9160	
Alcoholics Anonymous (AA).....	933-1518
2901 W. Washington Jonesboro, AR 72401	
AL A Teen.....	933-1518
200 W. Matthews Jonesboro, AR 72401	
Arkansas Baptist Family & Child Care Services	935-5134
2100 Stadium Boulevard, Jonesboro, AR 72401	

ALCOHOL, DRUGS, COUNSELING (continued)

ASU Counseling Center	972-2318
www2.astate.edu/a/student-affairs/counseling/index.dot	
101 North Caraway, Jonesboro, AR 72401	
Better Life Counseling Center	
1605 James Street, Jonesboro, AR 72401.....	
935-4673	
560 Ash Flat Drive , Ash Flat, AR 72513.....	
1-888-668-5433	
www.betterlife.org	
Celebrate Recovery 7th & Mueller Church of Christ	239-9442
1000 South Seventh Street, Paragould, AR 72450	
Concepts of Truth, Inc.....	238-4329
202 Commercial Avenue East, Wynne, AR 72396	
http://conceptsoftruth.org/	
Consolidated Youth Services (youth 8-18 & their families).....	972-1110
4220 Stadium Boulevard, Jonesboro, AR 72401	
Families Inc	
Ash Flat - 75 Hwy 62/412, Ste. J, 72513.....	
994-7060 or 877-595-8869	
Jonesboro - 4508 Stadium Boulevard, 72401	
933-6886	
Paragould - 211 N 23rd St, Ste 6, 72450	
335-9483	
Pocahontas - 2305 Old County Rd, 72455	
892-1005	
Trumann - 1704 Hwy. 69 W, 72472.....	
483-4003	
Walnut Ridge - 1425 W. Main St, 72476.....	
886-5303	
http://familiesinc.net	
First Baptist Church ~ Celebrate Recovery.....	932-3456
700 Union Street, Jonesboro, AR 72401	
www.fbcjonesboro.org	
Hispanic Community Services, Inc.	931-1884
311 Huntington, Jonesboro, AR 72401	
www.jhcsi.org	
Lakeside Behavioral Hospital (inpatient and outpatient)	972-5542
2911 Brunswick Road, Memphis, TN 38133	
www.lakesidebhs.com	
Life Strategies Counseling	
Jonesboro - 1217 Stone Street, 72401	
972-1268	
Paragould - 1715 Linwood Dr, 72450	
236-5880	
Piggott - 318 E Poplar, 72454	
598-1122	
Trumann - 809 W. Main St, 72472	
483-0068	
www.lscihelp.com	
Mid-South Health Systems (outpatient)	
Corning - 602 David, 72422	
857-3655	
Jonesboro - 2707 Browns Lane, 72401	
972-4000	
Paragould - #28 Southpointe Dr., 72450.....	
239-2244	
Pocahontas - 2560 Old County Road, 72455	
892-7111	

ALCOHOL, DRUGS, COUNSELING (continued)

Mid-South Health Systems <i>continued from page 5</i> (outpatient) Walnut Ridge - 102 S. Larkspur, 72476..... www.mshs.org	886-7924
NEA Regional Recovery Center 6009 C. W. Post Road, Jonesboro, AR 72401	932-0228
New Beginnings PNC (Lawrence County)..... 23 W. Main Ash Flat, AR 72513	994-5433
Out of the Dark 407 Union, Jonesboro AR 72401 www.outofthedark.org	870-336-6737
Randolph County Cornerstone Coalition..... 1403 Hospital Drive, Pocahontas, AR 72455 www.randolphcountycornerstone.com	870-892-4547
St. Bernards Behavioral Health (inpatient/outpatient)..... 2712 East Johnson, Jonesboro, AR 72401	932-2800

CLOTHES, FOOD

7th & Mueller Church of Christ 1000 South Seventh Street, Paragould, AR 72450 http://7thandmueller.com	239-9442
American Red Cross (natural disasters/ house fires)..... 305 West Jefferson, Jonesboro, AR 72401 Monday-Friday 9:00-12:00 & 1:00-4:00	932-3212
Agape Mission Outreach 501 SW 2nd St, Corning, AR 72422 • Available by appointment	857-1520
Angel Food Ministries..... 2926 Wood Street, Jonesboro, AR 72401 • Available by appointment	932-2295/316-1462
Bay First Baptist Church 200 Central Ave, Bay, AR 72411 • Monday-Friday 12:00-5:00	781-3269
Black River Area Development 1403 Hospital Drive, Pocahontas, AR 72455	892-4547
Black Rock Sr. Center 491 Elm Street, Black Rock, AR 72415 • Monday-Friday 7:30-1:00	878-6627
Brookland Church of Christ..... 9664 HWY. 49 B, Bono, AR 72416	932-5307
Brookland United Methodist (food only) 301 Church St, Brookland, AR 72417	935-3501

CLOTHES, FOOD (continued)

Campus Outreach Ministry (Greene County only)..... 7th and Mueller Church of Christ 1000 South 7th Street, Paragould, AR 72450 Monday-Thursday 8:30-4:00 7thandmueller.com	236-6105
Cherry Valley Food Pantry 3211 Hwy. 42 (old elementary school), Cherry Valley AR Tuesdays 10am-noon	588-4206
Deliverance Family Worship 403 Scott St, Jonesboro, AR 72401 • Available by appointment	931-5453
First Baptist Church (Piggott only)..... 480 W Main Street, Piggott, AR Thursday 2:00-5:00 & Saturday 9:30-11:00	598-2890
First Baptist Church Care Center (food, clothes, noon meals) 700 Union Street, Jonesboro, AR 72401 Monday-Thursday 10:00-1:30 and Friday 10:00-11:30	932-1872
First Baptist Church of Bay (food only)..... 200 Central Avenue, Bay, AR 72411 • Monday-Friday 12:00-5:00	781-3269
First General Baptist 679 S. Taylor, Piggott, AR 72454 3rd Monday of the month 4:30-6:30	598-3621
First United Pentecostal (food only)..... 206 Warner St, Newport, AR 72112 Wednesday 6:00-9:00 & Sunday 11:30-5:00	523-3187
Fisher United Methodist Church..... 208 E Haines Street, Fisher, AR 72429 • Available by appointment	328-7456
Food Bank of Northeast Arkansas, referral only 3406 S. Culberhouse, Jonesboro, AR 72404 Referral to community food pantries only	932-3663
Good Samaritan Outreach (CRDC) 144 Linwood Dr., Paragould, AR 72450	239-3531
Good Shepherd Center 100 Kennedy, Wynne, AR 72396 Tuesday 10:00-3:00 and Friday 1:00-4:00	238-8322
Harrisburg 1st United Methodist 204 S. Main, Harrisburg, AR 72432	578-5407
Helping Hands Outreach 113 E Merriman Ave, Wynne, AR 72396	208-8722
Helping Neighbors Food Pantry 900 W. Huntington, Jonesboro, AR 72401 • Monday-Thursday 10:00-2:00	935-7298

CLOTHES, FOOD (continued)

Lake City First Baptist	237-4414
700 4th St, Lake City, AR 72437 • Available by appointment	
Lawrence Co. Resource Council (food only)	886-2408
400 NW 4th Street, Walnut Ridge, AR 72476	
Monday-Friday 8:00-4:30	
Magnolia Rd Baptist Church (food only)	931-9434
911 Magnolia Road, Jonesboro, AR 72401	
Wednesday 4:30	
Miller's Temple Church of God in Christ	910-6816
524 North Church Street, Jonesboro, AR 72401	
Available by appointment	
Mission Outreach of NEA (food, shelter).....	236-8080
901 East Lake St, Paragould, AR 72450 • call in advance	
NARAN (HIV positive clientele only)	931-4448
2604 E Matthews, Jonesboro, AR 72401	
1st Monday of the month 8:30-4:00	
Nettleton Baptist Church	932-4960
4000 School Street, Jonesboro, AR 72401	
3rd Wednesday of the month 2:00-4:00	
New Testament Mission	578-2443
203 W South St, Harrisburg, AR 72432 • Available by appointment	
New Vision Worship Center	578-2615
900 E South St, Harrisburg, AR 72432	
Power of Freedom Ministries	647-2052
12533 Hwy 251, Warm Springs, AR 72478 • Available by appointment	
Project New Start	264-3228
1417 Dewey Street, Newport, AR 72112 • Available by appointment	
Salvation Army (Emergency services, food, clothes, shelter)	
800 Cate, Jonesboro, AR 72401 • Monday-Friday 9:00-4:00	
	932-3785
Salvation Army (Lawrence, Randolph, and Sharp Counties only)	
109 West Everett Street, Pochahontas, AR 72455.....	
	892-1895
Social Security (for disabled, retired, widowed).....	972-4620
2608 Fair Park Boulevard, Jonesboro, AR 72401	
Monday-Friday 9:00-4:00	
Southwest Church of Christ.. ..	932-9254
1601 James Street, Jonesboro, AR 72401 • Available by appointment	
Strong Tower Church	238-7725
336 W Davis, Wynne, AR 72396 • Available by appointment	

CLOTHES, FOOD (continued)

Victory General Baptist	972-6018
1611 Duncan Road, Jonesboro, AR 72401	
W. I. C.(Food for pregnant women and children).....	933-4585
611 East Washington Suite B, Jonesboro, AR 72401	
www.fns.usda.gov/wic	
Weiner United Methodist	684-7619
218 N Van Buren Street, Weiner, AR 72479	
Wynne Church of Christ.....	238-2449
916 E Bridges, Wynne, AR 72396 • Available by appointment	

CONSUMER PROBLEMS

Attorney General (Consumer complaint)	1-800-482-8982
Better Business Bureau.....	1-800-482-8448
Consumer Credit Counseling Services	1-800-966-3328

DISABILITIES

Abilities Unlimited (developmental disabilities)	
2725 North Church, Jonesboro, AR 72401	
	932-1551
6002 W. Kings Hwy. Paragould, AR 72450.....	
	239-9656
http://aui.org/	
AR DHS Division of Services for the Blind and Physically Handicapped	268-2230
2920 McClellan Drive, Room 1106, Jonesboro, AR 72401	
AR School for the Blind.....	800-362-4451/501-296-1810
2600 Markham Street, Little Rock, AR 72203	
www.arkansaschoolfortheblind.org	
AR School for the Deaf.....	501-324-9506 (V/T)
2400 W. Markham Little Rock, AR 72203	
http://arschoolfortheblind.org	
AR Spinal Cord Commission	268-0425
2920 McClellan Drive, Jonesboro, AR 72401	
www.spinalcord.ar.gov	
East Arkansas Area Agency on Aging (Alzheimer's, arthritis).....	972-5980
2005 East Highland, Jonesboro, AR 72401	
ASU Speech & Hearing (provides evaluation at low cost)	972-3301
217 Driver St., Jonesboro, AR 72401	
www2.astate.edu/a/conhp/communication-disorders/cd-asushc.dot	

DISABILITIES (continued)

Christian Record Services for the Blind.....	926-9325
606 Middlebrook Rd Maynard, AR 72444	
www.christianrecord.org	
Civitan Civic Club (supports services for disabled children).....	933-7085
Deaf and Hearing Impaired.....	TTY-972-1204/972-0025
2920 McClellan Drive, Jonesboro, AR 72401	
Early Connections LLC (Clay Craighead Greene Lawrence Poinsett).....	236-2545
3711 Greene 721 Rd Paragould, AR 72450	
FOCUS, Inc (developmental disabilities	
2809 Forest Home Road, Jonesboro, AR 72401..... 935-2750/1-888-247-3843	
717 N. Pruet St. Paragould, AR 72450..... 236-1400	
904 Speedway Trumann, AR 72427..... 483-7942	
http://focusar.com	
HealthSouth Rehab Hospital.....	932-0440
1201 Fleming, Jonesboro, AR 72401	
Home Health Care	932-7463
2710 Phillips Drive, Jonesboro, AR 72401	
ICAN (used equipment exchange for anyone with a disability)	1-800-828-2799
21 Corporate Hill Drive, Little Rock, AR 72205	
www.ar-ican.org	
Jackson County Learning Center.....	523-8488
8149 Curtner Drive, Newport, AR 72112	
Jonesboro Human Development Center	932-5230
4701 Colony Drive, Jonesboro, AR 72401	
Life Skills Center.....	870-932-5551
217 East Cherry, Jonesboro, AR 72401	
www.childrenstherapysvs.com	
Lifeline (St. Bernards Senior Life Center).....	931-4260/1-888-325-4680
700 East Washington, Jonesboro, AR 72401	
Lions World Services for the Blind.....	800-248-0734
2811 Fair Park Blvd., Little Rock, AR 72204	
Mid-South Lions Sight & Hearing Service.....	888-546-6042
930 Madison Ave., Memphis, TN 38103	
www.midsouthlions.org	
Network of Community Options (Craighead, Lawrence, Randolph).....	612-5900
PO Box 356 Ashflat, AR 72513	
Pathfinders (developmental disabilities).....	935-3586
904 Loberg Lane, Jonesboro, AR 72401	

DISABILITIES (continued)

Rehabilitation (job readiness & placement)	972-0025
2920 McClellan Drive, Jonesboro, AR 72401	
Special Olympics	501-771-0222
2115 Main St North, Little Rock, AR 72114-2835	
St. Bernards Health-Line (referrals).....	931-5055
The Learning Center (developmental disabilities)	932-4245
2808 Fox Meadow Lane, Jonesboro, AR 72404	
TTY Referral Service	972-0117
3024 Stadium Blvd., Jonesboro, AR 72401	
United Cerebral Palsy of Arkansas	501-224-6067
9720 N. Rodney Parham Road, Little Rock, AR 7227	
http://ucpcark.com	

DISASTER

American Red Cross (food, emergency shelter)	932-3212
305 West Jefferson, Jonesboro, AR 72401	
www.redcross.org	
County Emergency Services	
Clay - 151 S. 2nd Ave Piggott, AR 72454.....	598-5365
Craighead - 511 Union Street, Jonesboro, AR 72401	933-4575
Cross - 705 E. Union, Room 5 Wynne, AR 72396	238-5708
Greene 320 W. Court #107 Paragould, AR 72450	239-6300
Jackson	523-6011
Lawrence	886-5750
Poinsett - 401 Market St. Harrisburg, 72432	578-4455
Randolph 176 Clover Rd. Pocahontas, AR 72455.....	892-5264
Salvation Army (Food, shelter & clothing).....	932-3785
800 Cate, Jonesboro, AR 72401	

EDUCATION

ACQUIRE (info regarding child care locations).....	972-3055
615 University Loop East, Jonesboro, AR 72401	
Area Vo-Tech (at Jonesboro Public Schools).....	933-5891
1727 South Main, Jonesboro, AR 72401	
Arkansas Single Parent Scholarship Fund.....	501-728-4354
614 E. Emma Ave., Ste. 119, Springdale, AR	
www.aspsf.org	

EDUCATION (continued)

Arkansas State University-Newport 1-800-976-1676 7648 Victory Blvd., Newport, AR 72112 asun.edu	
Beck Pride Center (wounded veterans)..... 972-2624 www2.astate.edu/cpi/beckpride/	
Black River Technical College 248-4000 1410 Hwy 304 East, Pocahontas, AR 72455 blackrivertech.org	
Cooperative Extension Service (Lawn, garden, home economics) Clay - 716 SW 2nd St Corning, AR 72422..... 857-6875 Clay - 148 E. Main Piggott, AR 72454 598-2246 Craighead - 611 East Washington, Suite A, Jonesboro, AR 72401..... 933-4565 Cross - 705 E Union Ave. Wynne, 72396..... 238-5745 Greene - 201 W. Court St. Rm 205, Paragould, AR 72450..... 236-6921 Jackson - 649 Jackson 917 Newport, AR 72112..... 523-7450 Lawrence -1100 W. Main St. Walnut Ridge, AR 72476..... 886-3741 Poinsett - 302 N. Main St. Harrisburg, AR 72432 578-4490 Randolph - 2500 US Hwy 62 West Pocahontas, AR 72455..... 892-4504	
Craighead County Jonesboro Public Library 935-5133 315 West Oak, Jonesboro, AR 72401 libraryinjonesboro.org	
Head Start (income-based for preschoolers) Caraway - 128 Kelly St., 72419..... 482-3674 Cherry Valley - 372 Walnut St., 72324 588-3832 Corning - 419 West Third Street, 72422..... 857-6572 Harrisburg - 1200 N Illinois St, 72432 578-5723 Jonesboro - 1405 Bittle St., 72401 802-4783 Jonesboro - 2114 N Church St., 72401..... 935-4180 Jonesboro - 2200 E. Matthews Ave., 72401..... 931-1172 Jonesboro - 911 Magnolia Rd., 72401 336-1639 Leachville - 1300 East 3rd St., 72438..... 539-6554 Marked Tree - 99 West Highway 63, 72365 931-1172 Newport - 3103 Highway 67 N., 72112 523-5438 Paragould - 1 Laubach Dr., 72450..... 240-0040 Paragould - 210 N. End Ave., 72450 239-0643 Paragould - 505 Canal St., 72450 240-0488 Piggott - 1020 S Taylor Ave., 72454 598-5850 Pocahontas - 1006 Oak St., 72455 892-1417 Pocahontas - 1407 Patrick Dr., 72455..... 892-7755 Rector - 49 North Stewart Street, 72461 595-3811 Trumann - 135 S Ozark St., 72472 483-0253 Trumann - 351 Campbell St., 72472 483-7322 Walnut Ridge - 901 State St., 72476..... 892-4547 Walnut Ridge 702 State St., 72476..... 886-6088 Weiner - 441 School St., 72479 684-7750 Wynne - 320 Magnolia St., 72396 238-0934	

EDUCATION (continued)

Literacy League (Craighead & Poinsett)..... 910-6511 324 West Huntington Avenue, Jonesboro, AR 72401	
Office of Reading (Laubach literacy tutoring)..... 935-5133 ext. 36 315 West Oak Avenue, Jonesboro, AR 72401	
PACES (pregnant & parenting teens)..... 870-932-7542 2909 King St Ste. A Jonesboro, AR 72403	
SUCCESS Schools 931-9647 613 North Fisher, Jonesboro, AR 72401 success.k12.ar.us	
Valley View Adult Education Center 935-6205 2311 East Nettleton Avenue, Jonesboro, AR 72401	
Williams Baptist College..... 886-6741 201 Fulbright Street, College City, AR 72476 wbcoll.edu	

EMERGENCY SERVICES

5 Rivers Medical Center 892-6000 2801 Medical Center Dr, Pocahontas, AR 72455	
Arkansas Methodist Medical Center (Emergency) 239-7138 900 West Kingshighway, Paragould, AR 72451	
Arkansas State Police..... 935-7302 2216 Access Road, Jonesboro, AR 72401	
ASU Police 972-2093	
Craighead County Sheriff..... 933-4550 901 Willett Road, Jonesboro, AR 72401	
Emerson Ambulance 935-5577 1703 East Nettleton, Jonesboro, AR 72401	
FBI 932-0700 2400 East Highland Drive, Jonesboro, AR 72401	
Great River Medical Center 838-7332 1520 North Division, Blytheville, AR 72315	
Hispanic Center Services, Inc. (crisis o emergencia - bilingual) 932-0700 311 Huntington Avenue, Jonesboro, AR 72401	
Jonesboro City Police 935-5553 410 West Washington Avenue, Jonesboro, AR 72401	
Medic-One Ambulance 972-0708 3301 South Caraway Road, Jonesboro, AR 72401	

EMERGENCY SERVICES (continued)

Mid-South Health Systems (suicide, detox services).....	972-4000
2707 Browns Lane, Jonesboro, AR 72401	
NEA Baptist (Emergency Room).....	972-7251
3020 Stadium Boulevard, Jonesboro, AR 72401	
Paragould Fire (non-emergency).....	239-7525
1405 West Kingshighway, Paragould, AR 72450	
Piggott Community Hospital	598-3881
1206 Gordon Duckworth Drive, Piggott, AR 72454	
Poison Control (poison, drug overdose info).....	1-800-222-1222
4301 West Markham, Little Rock, AR 72205	
Salvation Army (temporary shelter for homeless).....	932-3785
800 Cate, Jonesboro, AR 72401	
SMC Regional Medical Center(Emergency).....	563-7180
611 West Lee, Osceola, AR 72370	
St. Bernards Medical Center (Emergency Room).....	972-4288
225 East Jackson, Jonesboro, AR 72401	

EMPLOYMENT

American Indian Center.....	1-800-441-4513
1100 North University, Little Rock, AR 72207	
Arkansas Employment Security Department.....	523-3641
401 Walnut, Newport, AR 72112	
Arkansas Employment Security Department.....	236-8512
400 East Kingshighway, Paragould, AR 72451	
Arkansas Employment Security Department.....	886-3556
116 West Elm, Walnut Ridge, AR 72476	
Arkansas Rehabilitation Services (education, employment).....	972-0025
2920 McClellan Drive, Suite 2168, Jonesboro, AR 72401	
Arkansas Workforce Center (job placement).....	935-5594
2311 A East Nettleton, Jonesboro, AR 72401	
Experience Works (for those 55 or older).....	910-8129
2311 East Nettleton, Jonesboro, AR 72401	
FOCUS, Inc. (for people with disabilities).....	935-2750
2809 Forest Home Road, Jonesboro, AR 72401	
Hispanic Community Services, Inc.	931-1884
311 Huntington, Jonesboro, AR 72401	
www.jhcsi.org	

HOUSING

Aspen Gardens (Ages 62+).....	972-1898
1011 Rains, Jonesboro, AR 72401	
College Corner (HUD based on income).....	972-8200
1830 East Johnson Avenue, Jonesboro, AR 72401	
Crowley's Ridge Development Center (home ownership).....	919-2669
2401 Fox Meadow, Jonesboro, AR 72404	
Habitat for Humanity	933-1660
PO Box 19051, Jonesboro, AR 72403	
Jonesboro Housing Authority.....	935-9800
330 Union, Jonesboro, AR 72401	
Garden Manor Apts. (disabled, age 62+).....	932-6404
1400 North Bridge Street, Jonesboro, AR 72401	
Pines & Cedar	972-0070
301 North Caraway, Jonesboro, AR 72401	
Plainview Apts (Section 8 HUD based on income).....	972-6042
301 East College, Jonesboro, AR 72401	
Poinsett County Housing Authority	358-2990
1104 Elm Street, Marked Tree, AR 72365	
Walker Courts (Section 8 HUD low rent housing).....	935-0832
1129 Walker Place, Jonesboro, AR 72401	

GENERAL INFORMATION

City of Jonesboro Animal Control.....	935-3920
1628 Strawfloor Drive, Jonesboro, AR 72404	
Jonesboro Regional Chamber of Commerce	932-6691
1709 East Nettleton, Jonesboro, AR 72401	
Federal Information Center (for federal offices).....	1-800-333-4636
First Congressional District Field Office.....	972-4600
108 East Huntington, Jonesboro, AR 72401	
Hispanic Community Services, Inc.	931-1884
311 West Huntington Ave, Jonesboro, AR 72401	
www.jhcsi.org	
Jonesboro Jaycees	931-5252
NEA Humane Society.....	932-5185
6111 East Highland, Jonesboro, AR 72401	

GENERAL INFORMATION (continued)

Northeast Arkansans For Animals 932-5185
nafa@doglover.com

Veteran's Services 933-4598
511 South Main, Jonesboro, AR 72401

Internal Revenue Service 1-800-829-1040

LEGAL

Ease Arkansas Area Agency on Aging (Lawyers serve ages 55+) 972-5980

Arkansas Legal Services Partner.....arlegalservices.org

Arkansas Volunteer Lawyer Services for the Elderly.....501-376-9263
2020 W. 3rd St. Ste. 620, Little Rock, AR 72205

CASA (Court Appointed Special Advocates) 935-1099
511 Union Suite 327, Jonesboro, AR 72401

Child Support Enforcement..... 972-5510
2006 Latourette Drive, Jonesboro, AR 72401

Crimestoppers (report info to help solve crimes)..... 935-7867

Hispanic Community Services (referrals, interpret court/police) 931-1884
311 Huntington Ave, Jonesboro, AR 72401
www.jhcsi.org

Legal Aid of AR (low-income, no criminal cases)..... 972-9224
Espanol 1-800-234-3544
714 South Main, Jonesboro, AR 72401

Victim Assistance (victims of crimes)..... 972-9593
511 Union Suite 342, Jonesboro, AR 72401

MEDICAL

5 Rivers Medical Center 892-6000
2801 Medical Center Drive, Pocahontas, AR 72455

AHEC Family Practice Center..... 972-0063
223 East Jackson Avenue, Jonesboro, AR 72401

American Cancer Society..... 1-800-227-2345
901 North University, Little Rock, AR 72207

American Diabetes Association 1-800-342-2383
1701 North Beauregard, Alexandria, VA 22312

American Lung Association..... 1-800-586-4872
1118 Hampton Ave., St. Louis, MO 63139

MEDICAL (continued)

American Red Cross (first aid, CPR, health classes) 932-3212
305 W. Jefferson, Jonesboro, AR 72401-2754

American Red Cross Blood Services..... 268-1990
1904 Grant Ave, Jonesboro, AR 72401

American Stroke Association (CPR training).....877-AHA-4CPR

AR Kids First.....888-474-8275

Arkansas Crisis Pregnancy Help Line 888-610-2229

Arkansas Department of Health.....
102 Liberty Street, Marked Tree, AR 72365 358-3615
1204 W Main St, Trumann, AR 72472 483-5761
110 N East Street, Harrisburg, AR 72432 578-4480
801 Goldsmith Road, Paragould, AR 72450 236-7782
1009 South Garfield, Piggott, AR 72454..... 598-3390
1050 West Free Street, Walnut Ridge, AR 72467..... 886-3201
704 Canal Street, Wynne, AR 72396.....238-2101

Arkansas Methodist Medical Center 269-7000
900 West Kingshighway, Paragould, AR 72450

Arthritis (Self-help courses, exercise classes)..... 1-800-482-8858
6213 Father Tribou, Little Rock, AR 72205

Breast Resource Information..... 336-4806
1144 East Matthews, Jonesboro, AR 72401

Children's Clinic 935-6012
800 South Church Street, Jonesboro, AR 72401

Children's Medical Services (DHS) 972-1732
2920 McClellan Dr, Jonesboro, AR 72401

Coalition for Healthy Children (Health insurance for children) 972-1732
2920 McClellan Drive, Jonesboro, AR 72401

Community Healthcare Center..... 886-5507
3219 N Hwy 67B, Walnut Ridge, AR 72476

Craighead County Health Department 933-4585
611 E. Washington Ave. #B, Jonesboro, AR 72401

Cross Ridge Community Hospital..... 238-3300
310 South Falls Boulevard, Wynne, AR 72396

Emerson Ambulance 935-5577
1703 East Nettleton Avenue, Jonesboro, AR 72401

Extended Family Home Health 932-7463
2710 Phillips Drive, Jonesboro, AR 72401

MEDICAL (continued)

Family Medical Center	857-3399
1300 Creason Road, Corning, AR 72422	
Flo and Phil Jones Hospice.....	336-4200
HealthSouth Rehab Hospital.....	932-0440
1201 Fleming, Jonesboro, AR 72401	
Jonesboro Church Health Ctr (Low income, appointment only)	972-4777
500 Kitchen Street, Jonesboro, AR 72401	
Lawrence County Health Services.....	886-1200
1309 W. Main, Walnut Ridge, AR 72476	
Lupus Foundation of America	1-800-558-0121
Washington, DC 20001 www.lupus.org	
March of Dimes.....	932-0300
272 Southwest Drive, Jonseboro, AR 72401 www.marchofdimes.com	
Medic-One Ambulance	972-0708
3301 South Caraway Road, Jonesboro, AR 72404 www.medic-one.info/inside_medec.php	
Medicaid Transportation	930-2264
2005 East Highland Drive, Jonesboro, AR 72401	
Breast Resource Information.....	336-4806
1144 East Matthews, Jonesboro, AR 72401	
Breast Resource Information.....	336-4806
1144 East Matthews, Jonesboro, AR 72401	
Mission Outreach of NEA.....	236-8080
901 East Lake St, Paragould, AR 72450 • Available by appointment	
NEA Regional AIDS Network.....	935-0135
NEA Baptist Memorial Hospital.....	972-7000
3204 Stadium Boulevard, Jonesboro, AR 72401	
NEA Clinic.....	935-4150
311 East Matthews, Jonesboro, AR 72401	
NEA Clinic Doctor Finder.....	935-NEAC
NEA Charitable Foundation, Medical Assistance Program (Prescriptions) ..	934-5400
1835 Grant, Jonesboro AR 72401	
NEA Women's Clinic	972-8788
3104 Apache Drive, Jonesboro, AR 72401	
Partnership for Prescription Assistance	1-800-762-4636

MEDICAL (continued)

Poinsett County Medicine Assistance.....	578-2002
110 S. East St., Harrisburg, AR 72432	
Poison Control.....	1-800-376-4766/1-800-222-1222
Pregnancy Health Center	870-239-0331
1103 E Kings Highway Paragould, AR 72450	
Pregnancy Resource Center	870-932-6644
1000 S. Caraway Ste. 112 Jonesboro, AR 72401 www.jonesboroprc.com	
Safe Jonesboro Coalition (Car Seats).....	931-1111
1413 Marketplce, Jonesboro, AR 72401	
Shriner's Hospital for Children	1-800-237-5055
2900 Rocky Point Drive, Tampa, FL 33607-1460	
Spinal Cord Commission.....	268-0425
2920 McClellan Drive Suite 1100, Jonesboro, AR 72401	
St. Bernards 225 East Jackson, Jonesboro, AR 72401	
Healthline (doctor locator service)	931-5055
Birthcare Center	972-4388
Medical Center.....	972-4100
Patient Assistance Program	336-2080
United Cerebral Palsy of AR.....	1-800-228-6174/501-224-6067
9720 North Rodney Parham Road, Little Rock, AR 72227-6212	
Vision USA (Free eye exams).....	1-800-766-4466
243 North Lindbergh Boulevard, St. Louis, MO 63141	
W. I. C.(Food for pregnant women and children).....	933-4585
611 East Washington Suite B, Jonesboro, AR 72401 www.fns.usda.gov/wic	

RENTAL ASSISTANCE

Crowley's Ridge Development Council (Rent & Utilities)	932-0836
2401 Fox Meadow, Jonesboro, AR 72404 www.crdcnea.org	
Mission Outreach of NEA (Rent and Utilities).....	236-8080
901 East Lake St, Paragould, AR 72450 • Available by appointment	
Salvation Army (Rent, Utilities, Food, Clothes, Shelter)	932-3785
800 Cate, Jonesboro, AR 72403 • Monday-Friday 9:00-4:00	

SHELTER

Arkansas Baptist Children's Homes and Family Ministries.....	935-5134
2100 Stadium Boulevard, Jonesboro, AR 72401	
Black River Area Development	892-4547
1403 Hospital Drive, Pocahontas, AR 72455	
Children's Homes, Inc.	1-800-382-4114
5515 Walcott Rd. Paragould, AR 72450	
childrenshomes.org	
Consolidated Youth Services (Ages 8-18)	972-1110
4220 Stadium Boulevard, Jonesboro, AR 72401	
Lawrence County Children's Shelter.....	886-5800
1056 First Avenue, Walnut Ridge, AR 72476	
Mission Outreach.....	236-8080
901 East Lake Street, Paragould, AR 72450	
Salvation Army (Temporary shelter for homeless).....	932-3785
800 Cate, Jonesboro, AR 72403	
White River Battered Women's Shelter	523-5000(hotline)/523-5403
724 Walnut, Newport, AR 72112	
Women's Crisis Center.....	933-9449
1103 Cobb Street, Jonesboro, AR 72403	
..... Business Line 972-9575	
www.keepneawomensafe.com	

SUPPORT GROUPS

ADHD-Focus, Inc (Attention Deficit, hyperactivity)	1-800-223-1330
1123 South University Suite 225, Little Rock, AR 72204	
Alliance for Mentally Ill	935-6304
Alzheimer's (Area Agency for Aging).....	930-2235/1-888-532-2235
2005 East Highland Drive, Jonesboro, AR 72401	
Arthritis Exercise	930-2235/1-888-532-2235
2005 East Highland Drive, Jonesboro, AR 72401	
Battered Women	933-9449
Greene County Low Vision Support Group.....	236-8498
123 North 12th, Paragould, AR 72450	
Grief (St. Bernards Hospice)	935-6310
700 East Washington, Jonesboro, AR 72401	
MADD	935-2773
Military Family Assistance Center	1-501-212-7014

SUPPORT GROUPS (continued)

NEA Breast Care Support Group.....	935-3196
Parents Without Partners	1-800-637-7974
PO Box 26016, Little Rock, AR 72221	
..... 501-568-4476	
www.pwplittlerockar320.com	
Parkinson's Disease	930-2235/1-888-532-2235
2005 East Highland Drive, Jonesboro, AR 72401	
Poinsett County Veterans Administration	578-4495
405 Court St, Harrisburg, AR 72432	
Rape-Victim Witness Assistance	972-9593
511 Union Street, Jonesboro, AR 72401	
Reconnection-SW Church of Christ (Ex-gay males)	932-9254
1601 James Street, Jonesboro, AR 72401	
Sisters for Survival (women cancer survivors).....	919-2851
Stroke/Post Polio Rehab Hospital	932-0440
1201 Fleming, Jonesboro, AR 72401	
Widowed Persons/Caring & Sharing.....	930-2235/1-888-532-2235
2005 East Highland Drive, Jonesboro, AR 72401	

TRANSPORTATION

East Arkansas Area Agency on Aging.....	972-5980
2005 East Highland Drive, Jonesboro, AR 72401	
Black River Area Development	892-4547
1403 Hospital Drive, Pocahontas, AR 72455	
City Cab.....	972-9722
305 County Rd. 472, Jonesboro, AR 72401	
Crowley's Ridge Development Council.....	932-0836
2401 Fox Meadow Lane, Jonesboro, AR 72404	
Emerson Ambulance	935-5577
1703 East Nettleton Avenue, Jonesboro, AR 72401	
JET System.....	935-5386
110 South Gee Street, Jonesboro, AR 72401	
Medic-One Ambulance	972-0708
3301 South Caraway Road, Jonesboro, AR 72404	
Medicaid Transportation (All ages).....	930-2264
2005 East Highland, Jonesboro, AR 72401	

UTILITIES

Centerpoint Energy Arkla	1-800-992-7552
City Water & Light.....	930-3300
400 East Monroe, Jonesboro, AR 72401	
Craighead Electric Cooperative.....	932-8301/1-800-794-5012
4314 Stadium Boulevard, Jonesboro, AR 72404	
Crowley's Ridge Development Council (rent & utilities)	932-0836
Mission Outreach of NEA (Greene Co. residents).....	870-236-1080
901 East Lake Street P.O. Box 1122, Paragould, AR 72450	
Salvation Army (rent, utilities, food, clothes, shelter).....	932-3785
Monday-Friday 9:00-4:00	

YOUTH

Big Brothers Big Sisters of N. Central Arkansas	501.336-9505
1105 Deer St., Conway, AR 72032	
www.bbbsnca.org	
Boy Scouts of America (Boys 6-18, Girls 14-18).....	800-545-7268
3220 Cantrell Road, Little Rock, AR 72202	
Cross County	870-238-2442
325 Magnolia Street, Wynne, AR 72396	
Children and Family Services	972-1732
2920 McClellan Drive, Jonesboro, AR 72401	
Children Services.....	972-4080
2701 Browns Lane, Jonesboro, AR 72401	
City Youth Ministries	932-9398
118 Burke, Jonesboro, AR 72403	
Consolidated Youth Services	972-1110
4220 Stadium Boulevard, Jonesboro, AR 72404	
Craighead County 4-H	933-4565
611 East Washington Suite A, Jonesboro, AR 72403	
CRDC (Prevention Resource Center)	933-0033
2114 North Church, Jonesboro, AR 72401	
Girl Scouts Diamonds.....	932-2833
4803 East Johnson, Jonesboro, AR 72401	
Greene County 4-H	236-6921
201 West Court Street, Room 205, Paragould, AR 72450	
Happy Talk.....	932-7323
315 West Oak Avenue, Jonesboro, AR 72401	

YOUTH (continued)

Make a Wish Foundation (Memphis)	800-264-9474
1780 Mariah Woods Boulevard Suite 10, Memphis, TN 38117	
NEA Children's Advocacy Center	275-7902
Paces, Inc. (Teen parenting issues).....	932-1166
2909 King Street, Jonesboro, AR 72403	
Parks and Recreation	933-4604
1212 South Church, Jonesboro, AR 72401	
SUCCESS Schools	931-9647
613 North Fisher, Jonesboro, AR 72401	
YMCA (Recreational activities, organized teams).....	932-8482
1421 West Nettleton, Jonesboro, AR 72401	

FREQUENTLY USED RESOURCES

American Red Cross (food, emergency shelter)	932-3212
East Arkansas Area Agency on Aging.....	972-5980/1-800-467-3278
Jonesboro Church Health Center (Low income health care, appointment only)	972-4777
.....	
City Youth Ministries	932-9398
Craighead County Health Department	933-4585
Crowley's Ridge Development Council (rent & utilities)	932-0836
Department of Human Services (DHS)	972-1732
Greene County Community Fund	239-8435
Helping Neighbors Food Pantry	935-7298
Monday-Thursday 10:00-2:00	
NEA Foundation (Prescriptions)	934-5400
Salvation Army (rent, utilities, food, clothes, shelter).....	932-3785
Monday-Friday 9:00-4:00	
The Learning Center (developmental disabilities)	932-4245
Women's Crisis Center (domestic violence)	933-9449

LIVE UNITED

Living united means being a part of the change.

Advancing the COMMON GOOD

United Way is working to advance the common good by focusing on education, income and health. These are the building blocks for a good life—a quality education that leads to a stable job, enough income to support a family through retirement, and good health.

Our goal is to create long-lasting changes that prevent problems from happening in the first place.

We invite you to be part of the change. Together, united, we can inspire hope and create opportunities for a better tomorrow. That's what it means to **LIVE UNITED**.

HOW TO

LIVE UNITED

IN NORTHEAST ARKANSAS:

JOIN HANDS.

OPEN YOUR HEART.

LEND YOUR MUSCLE.

FIND YOUR VOICE.

GIVE 10% GIVE 100%

GIVE 110%.

GIVE AN HOUR.

THINK WE BEFORE ME.

REACH OUT A HAND TO ONE AND

INFLUENCE

THE CONDITION OF ALL.

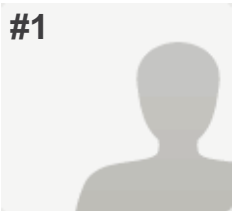
GIVE. ADVOCATE. VOLUNTEER.

LIVE UNITED™



APPENDIX B
KEY INTERVIEWEE QUESTIONNAIRE

#1



PAGE 1: Community Needs Assessment 2016

Q1: Contact Information

Name

Company

Address

City/Town

ZIP/Postal Code

Email Address

Phone Number

Q2: Which county do you live in?

Q3: How many years have you worked in your current position?

Q4: On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate health and quality of life in your area?

(no label)

Q5: In your opinion, has health and quality of life changed over the past few years?

Q6: Based on your answer in question 5, what are your reasons for choosing that answer?

Q7: What other factors have contributed to the improvement, staying the same, or decline of the health and quality of life in your county?

Q8: Are there people or groups of people in your county whose health and quality of life may not be as good as others? Please select from the options below.

Q9: Based on your answer in question 8, what are the reasons you feel their health and quality of life has been affected?

Q10: In your opinion, what are the most critical health and quality of life issues in your county?

Q11: Based on your answers in question 10, what needs to be done to address these issues?

Q12: Is there anyone else that you would recommend that we interview?

APPENDIX C
SOURCES

Sources

Total Population by County and Development District Projections.
<http://iea.ualr.edu/GregProjectionV2010/Total_POP_summary.xls>

U.S. Census Bureau. American Community Survey. 2009–13. Source geography: Tract

U.S. Department of Labor: Bureau of Labor Statistics. 2015–September. Source geography: County

County Health Rankings: Mobilizing Action Toward Community Health. 2012. Robert Wood

Johnson Foundation and the University of Wisconsin Population Health Institute. 8 July 2013
<<http://www.countyhealthrankings.org>>.

2014-2015 Cost Report Data. Online Medicare Cost Report Worksheets and Data Sets.
<<http://www.costreportdata.com/index.php>>.

HealthyPeople.gov. 2011. U.S. Department of Health and Human Services. 30 Nov. 2011
<<http://www.healthypeople.gov/>>.