



Community Health Needs Assessment
September 2019

St. Bernards Medical Center
Community Health Needs Assessment
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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 2016.
- 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 Encompass Health Rehabilitation Hospital of Jonesboro (Encompass). The Medical Center owns a 50% interest in Encompass. Encompass 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 Encompass 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 is one of the largest CPA and advisory firms in the United States, with approximately 2,700 partners and employees in 40 offices across 18 states. BKD serves more than 4,000 healthcare entities across the country. The community health needs assessment was conducted from May 2019 through August 2019.

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. Bernards Medical Center's community health needs assessment:

- An evaluation of the impact of actions taken to address the significant health needs identified in the 2016 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 14.
- 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 71 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. The Medical Center is known for providing advanced technology across a diverse range of care, treatment, and services.

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

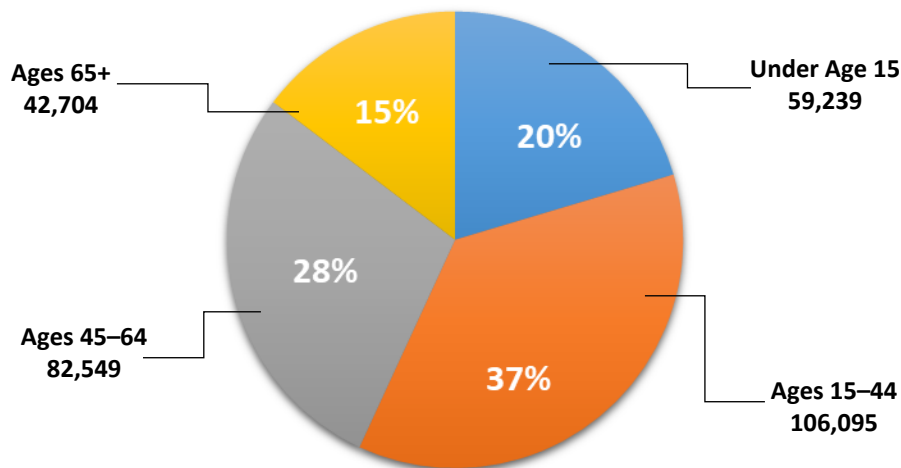
A community is defined as the geographic area from which a significant number of the patients utilizing hospital services reside. While the community health needs assessment considers other types of health care providers, the Medical Center is the single largest provider of acute care services in Craighead 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. According to 2019 analysis, the service area remains the same as 2016. The 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.

Community Characteristics

Community Population and Demographics

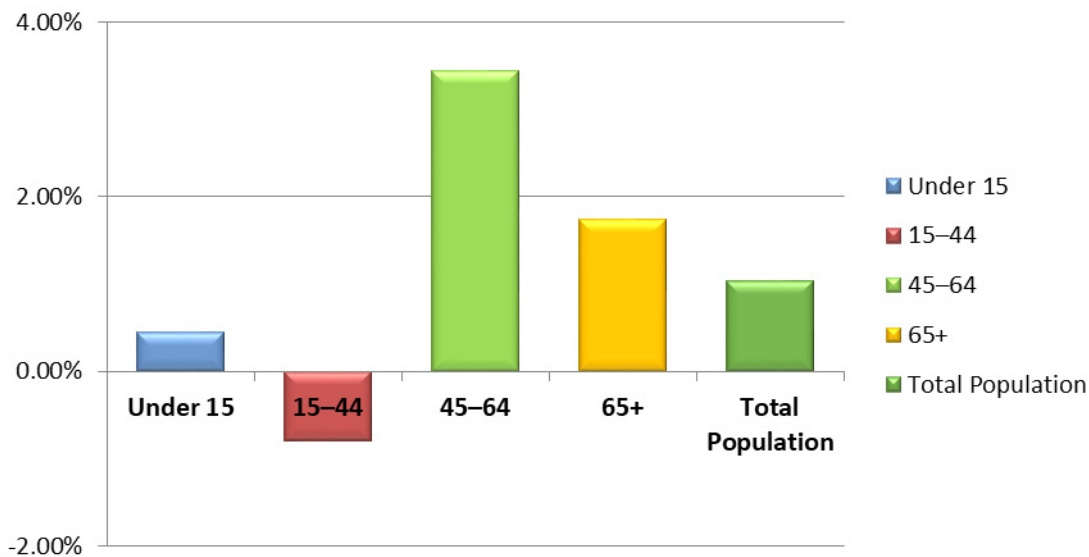
The community served by the Medical Center is a primarily rural area in northeast Arkansas. According to 2018 projections based on the most recent U.S. Census Bureau estimates, about 291,000 people live in the eight counties included in the community. The Medical Center is located in Jonesboro, Arkansas, which is the largest city in the community with a population of around 76,000 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 on the previous page shows the breakdown of the community’s population by age group. According to the U.S. Census Bureau, about 43% of the community’s population is 45 and older. These particular age groups are expected to continue increasing over the next two years, as shown on the chart below. These age groups 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 Encompass, since this age group utilizes more health services than any other. Additionally, the percentage of the community population aged 15–44 is expected to shrink over the next two years, which could contribute to difficulties in recruiting enough care providers to manage the aging population. Both Encompass 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, 2018–2020

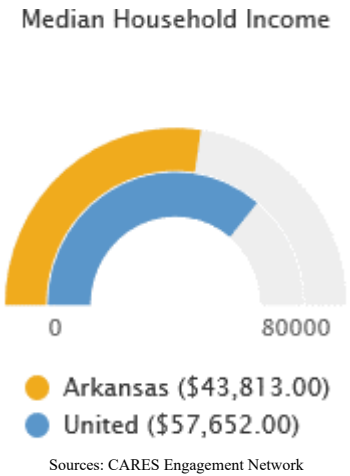


Socioeconomic Characteristics of the Community

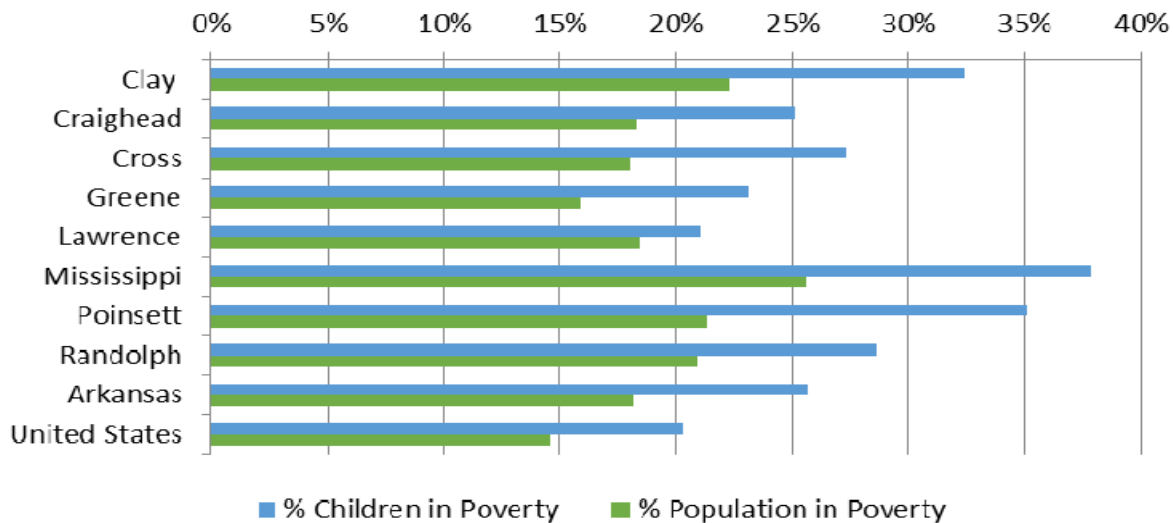
The socioeconomic characteristics of a geographic area influence the way residents access health care services and perceive the need for health care services within society. Factors such as educational attainment, poverty levels, unemployment rates and insurance coverage levels contribute significantly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

Socioeconomically, the community served by the Medical Center is similar to many other parts of rural Arkansas. The following information has a population restriction of 25 years old and up. About 18% of the community’s population has obtained a Bachelor’s degree or higher, compared to about 31% of the U.S., while about 15% of the community’s population does not have a high school diploma, compared to about 13% 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.

The income levels of individuals within the community also have a significant effect on their ability to access health services. The average median household income in the Medical Center's community is \$39,034 compared to \$43,813 for the state of Arkansas and \$57,652 for the United States. Lower than average median household 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.

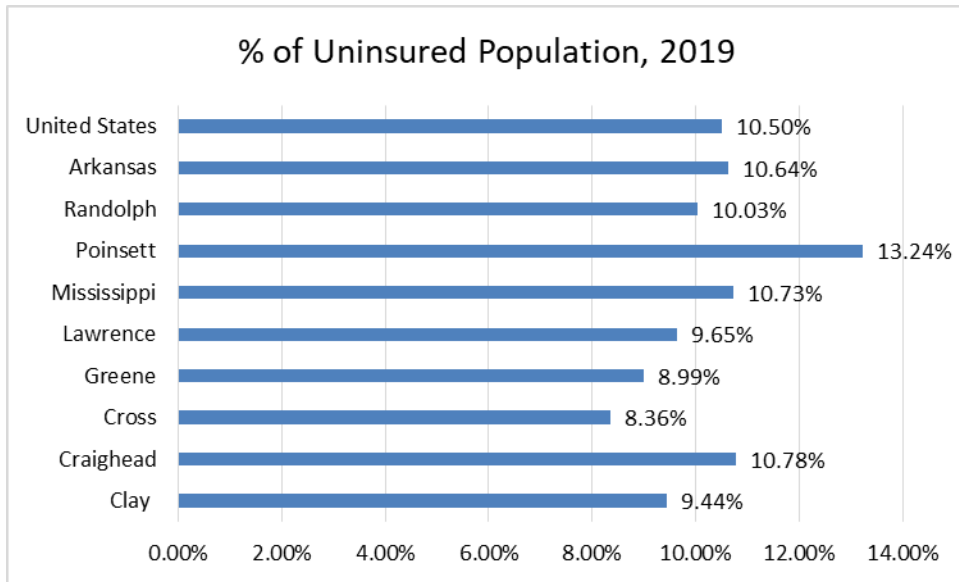


Population in Poverty



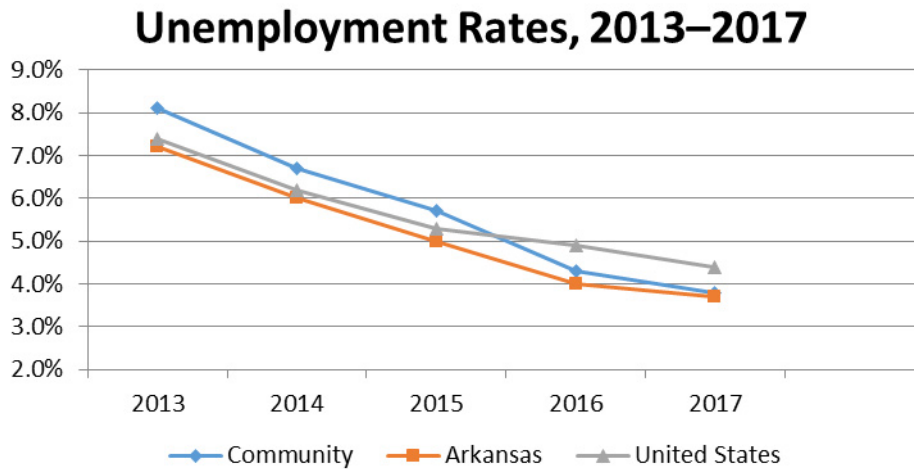
Sources: CARES Engagement Network

Some socioeconomic measures in the community have improved significantly since the publication of the 2013 and 2016 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. Although the ACA mandate that required individuals to obtain health insurance coverage has been repealed, this legislation and the Arkansas Medicaid program continue to have an effect on the patient mix of the community. This program has had a significant effect on the patient mix of the Medical Center. The long-term impact of growth in insurance coverage on health needs cannot yet be assured.



Sources: CARES Engagement Network

Another socioeconomic measure that has been improving steadily over the past several years is the unemployment rate. The chart below shows that the unemployment rate of the community has been dropping sharply over the past four 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 and access to health care improved.



Source: CARES Engagement Network

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 (nine measures)
 - Physical environment (four measures)

The timing of the data used to rank the countries varies among the measures depending on when comparative data becomes available. 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 2019 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.

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	46	61	11	9	62	63	31	43	35	36	72	72	69	65	69	51	68	
Premature death – Years of potential life lost before age 75 per 100,000 population (age-adjusted)	12,100		8,400		12,100		11,000		10,700		13,800		12,700		12,700		9,500	5,400
Quality of Life	27		17		52		12		43		69		49		15			
Poor or fair health – Percent of adults reporting fair or poor health (age-adjusted)	23%		21%		23%		21%		22%		27%		24%		21%		24%	12%
Poor physical health days – Average number of physically unhealthy days reported in past 30 days (age-adjusted)	4.9		4.5		4.9		4.6		4.9		5.2		5.1		4.8		5	3
Poor mental health days – Average number of mentally unhealthy days reported in past 30 days (age-adjusted)	5.1		4.8		4.9		4.8		5.1		5.2		5		4.9		5.2	3.1
Low birthweight – Percent of live births with low birthweight (<2,500 grams)	7%		9%		11%		8%		9%		11%		9%		7%		9%	6%
Health Factors	58		8		55		18		36		71		66		29			
Health Behaviors	46		43		61		41		29		70		67		37			
Adult smoking – Percent of adults who are current smokers	21%		21%		21%		21%		21%		22%		23%		20%		24%	14%
Adult obesity – Percent of adults (age 20 and older) that reports a BMI greater than or equal to 30 kg/m2	38%		37%		37%		35%		32%		42%		37%		36%		35%	26%
Food environment index – Index of factors that contribute to a healthy food environment, 0 (worst) to 10 (best)	7.2		6.8		6.6		7.0		6.1		5.7		5.7		6.5		5.4	8.7
Physical inactivity – Percent of adults age 20 and over reporting no leisure-time physical activity	31%		32%		38%		37%		34%		39%		39%		38%		31%	19%
Access to exercise opportunities – Percent population with adequate access to locations for physical activity	33%		64%		49%		40%		43%		72%		34%		42%		65%	91%
Excessive drinking – Percent of adults that report binge or heavy drinking	14%		14%		13%		16%		14%		13%		15%		14%		16%	13%
Alcohol-impaired driving deaths – Percent of driving deaths with alcohol involvement	23%		29%		31%		14%		32%		28%		26%		33%		26%	13%
Sexually transmitted infections – Number of newly diagnosed chlamydia cases per 100K population	198.6		679.4		838.9		427.6		327.8		1108.9		453.4		309.1		562	152.8
Teen birth rate – Number of births per 1,000 female population ages 15–19	59		38		51		54		39		67		57		52		41	14
Clinical Care	70		5		61		23		54		67		66		27			
Uninsured – Percent of population under age 65 without health insurance	9%		10%		8%		8%		8%		9%		9%		9%		9%	6%
Primary care physicians – Ratio of population to primary care physicians	4,970:1		850:01:00		2,430:1		1,720:1		2,790:1		2,520:1		6,010:1		1,740:1		1,500:1	1,050:1
Dentists – Ratio of population to dentists	2,130:1		1,340:1		2,110:1		3,470:1		4,130:1		2,810:1		6,040:1		2,190:1		2,180:1	1,260:1
Mental health providers – Ratio of population to mental health providers	3,730:1		270:1		2,410:1		540:1		400:1		1,000:1		350:1		1,350:1		460:1	310:1
Preventable hospital stays – Rate of hospital stays for ambulatory-care sensitive conditions per 100,000 Medicare enrollees	7,189		6,517		7,218		6,538		6,810		8,463		8,160		4,656		5,075	2765
Mammography screening – Percent of female Medicare enrollees age 65–74 that received an annual mammography screening	30%		41%		26%		34%		35%		29%		35%		29%		35%	49%
Flu vaccinations – Percent of fee-for-service Medicare enrollees that had an annual flu vaccination	31%		48%		39%		44%		25%		41%		45%		39%		44%	52%
Social and Economic Factors	37		6		41		10		29		71		62		25			
High school graduation – Percent of ninth grade cohort that graduates in 4 years	93%		93%		92%		96%		89%		87%		82%		93%		88%	96%
Some college – Percent of adults ages 25–44 years with some post-secondary education	47%		63%		42%		56%		57%		48%		45%		65%		57%	73%
Unemployment – Percent of population ages 16 and older unemployed but seeking work	5%		3%		4%		4%		4%		6%		4%		4%		4%	3%
Children in poverty – Percent of children under age 18 in poverty	25%		20%		29%		20%		27%		33%		32%		27%		23%	11%
Income inequality – Ratio of household income at the 80th percentile to income at the 20th percentile	4.9		4.7		4.6		4.2		4.9		5.2		4.1		4.8		4.8	3.7
Children in single-parent households – Percent of children that live in a household headed by a single parent	43%		41%		36%		34%		34%		53%		47%		44%		36%	20%
Social associations – Number of membership associations per 10,000 population	16.1		8.7		15.8		10.8		12		12.8		11.2		9.7		12.1	21.9
Violent crime – Number of reported violent crime offenses per 100,000 population	221		431		664		379		227		987		348		295		516	63
Injury deaths – Number of deaths due to injury per 100,000 population	103		71		94		94		112		110		99		88		81	57
Physical Environment	74		47		16		51		37		52		42		62			
Air pollution-particulate matter days – Average daily density of fine particulate matter in micrograms per cubic meter (PM2.5)	10.8		10.8		10.2		10.8		10.4		10.7		10.5		10.2		10	6.1
Severe housing problems – Percent of households with at least 1 of 4 housing problems: overcrowding, high housing costs, lack of kitchen facilities, or lack of plumbing facilities	13%		15%		14%		12%		12%		17%		15%		14%		15%	9%
Driving alone to work – Percent of the workforce that drives alone to work	85%		82%		80%		87%		84%		82%		83%		83%		83%	72%
Long commute driving alone – Among workers who commute in their car alone, the percentage that commute more than 30 minutes	35%		15%		30%		28%		41%		21%		33%		36%		26%	15%

Based on this data, it is apparent that the community of counties has significant room for improvement. There are numerous areas where the counties fall in the lower 50th percentile of the 75 counties in Arkansas.

Clinical Care is the most urgent area, and while some of the counties have made a positive improvement since the last needs test, there is still more room for positive progress. Thus, this information represents that there are opportunities for the hospital to take positive steps toward improving the counties health.

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 329 beds and is the largest hospital in Craighead County. Approximately 34% 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:

Summary of Area Hospitals						
		Facility Type	Miles from SBMC	Bed Size	Annual Discharges	
St. Bernards Medical Center	225 East Jackson, Jonesboro, AR 72401	Short-term acute care		329	16,929	
Encompass Health	1201 Fleming Ave., Jonesboro, AR 72401	Rehabilitation	1	50	1,139	
Arkansas Methodist Medical Center	900 W. Kings Hwy, Paragould, AR	Short-term acute care	21	114	3,929	
St. Bernards Fiver Rivers Medical Center	2801 Medical Center Dr., Pocahontas, AR 72455	Short-term acute care	41	32	1,012	
CrossRidge Community Hospital	310 Falls Blvd S, Wynne, AR 72315	Critical cccess	46	15	582	
Great River Medical Center	1520 N Division St, Blytheville, AR 72315	Short-term acute care	53	138	7,981	
Methodist Le Bonheur Healthcare	1265 Union Avenue, Memphis, TN 38120	Short-term acute care	73	1293	61,906	
Baptist Memorial Hospital	6019 Walnut Grove Rd, Memphis, TN 38120	Short-term acute care	86	777	33,612	
NEA Baptist Memorial Hospital	3024 Stadium Blvd., Jonesboro, AR 72401	Short-term acute care	4	100	10,431	
Lawrence Memorial Hospital	1309 West Main, Walnut Ridge, AR 72476	Short-term acute care	33	25	196	

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.

Encompass Health Rehabilitation Hospital of Jonesboro – Located in Jonesboro, Arkansas, Encompass 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 Pocahontas, Arkansas, St. Bernards 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 Blytheville, Arkansas, Great River is approximately one hour east of St. Bernards Medical Center. It is a critical access hospital offering inpatient and outpatient services.

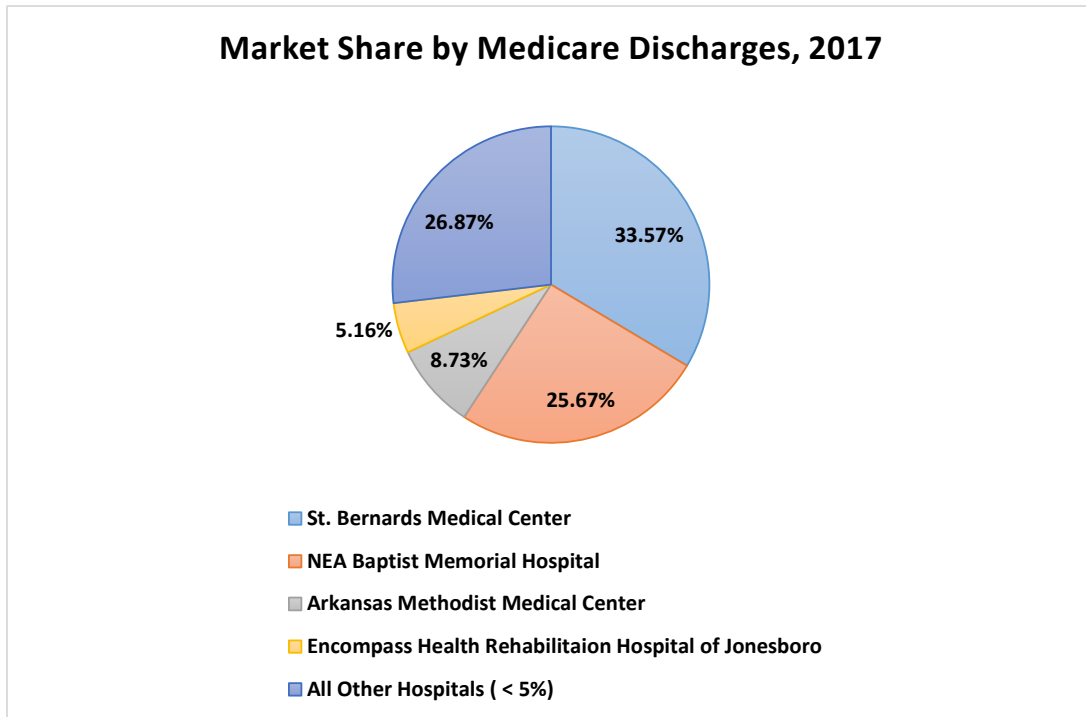
CrossRidge Community Hospital – Located in Wynne, Arkansas, CrossRidge is approximately one hour south of St. Bernards Medical Center. It is a critical access hospital offering acute care services.

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 2017, the Medical Center maintained approximately 34% of all discharges from the community with NEA Baptist Memorial Hospital capturing about 26%, Arkansas Methodist Medical Center capturing around 9%, and Encompass capturing around 5% 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.



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

A survey with 71 key interviewees were conducted from May 2019 through July 2019. 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 community
- Barriers to improving health and quality of life for residents of the 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 the same. 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 6.1. Of the 71 interviews, 27, or 38%, felt that quality of life in the community had improved over the last three years, while 20, or 28%, felt it had stayed the same and 24, or 34%, felt that it had declined.
- The majority of the interviewees stated that the quality of life in the community had improved: the main comments provided noted that this was related to having more access to health services, and continued expansion of services.
- The majority of the interviewees noted that affordable and available health care, good schools, and job available were the main causes of the quality of life either staying the same, declining, or improving in their community.
- On average, 83% of the interviewees stated that low income were the main causes their health and quality of life had been negatively affected.
- The other major contributing factors to poor health in the community noted by the key interviewees were poor eating habits and tobacco use.

- The major health and quality of life issues noted by the key interviewees were diabetes, obesity, cancer, tobacco use and heart disease.

Evaluation of Response to 2016 CHNA

The Medical Center prepared an implementation strategy in response to the needs identified in its 2016 needs assessment. A listing of those needs, along with the steps taken by the Medical Center to address them, is below.

- Obesity
 - St. Bernards Weight Loss Clinic offers nutritional counseling for obesity and other health conditions using DietMaster Pro Software.
 - 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.
 - The Medical Center implemented Jonesboro Police Department tactical training programs to provide physical training to improve fitness and health within the police department.
 - Fitness Programs offered to children of any level and sports training options provided for ages 6–17. These programs are offered both onsite at St. Bernard facility, and onsite at local schools through afterschool programs.
 - The Medical Center posed a worksite wellness assessment for companies and industries in Northeast Arkansas to assess their needs to improve wellness programs in their facilities. The assessments includes review of onsite nutritional sources such as cafeteria options and vending options. It also includes review of daily job duties and work related injuries. St. Bernards faculty will then develop strategies to improve worksite wellness based on finding through reviews.
 - The Medical Center implemented corporate wellness programs. The program includes health screenings and health coaching with education sessions and follow-ups.
 - St. Bernards partnered with Gearhead to provide an event known as the “Get in Gear Event series.” This series includes races with running, walking, swimming, and spinning.
 - Implemented a new program called the “Best Life Program” which consist of 6–12 weeks of class that includes circuit training, weights, and body exercises.
 - The Medical Center sent Medical Exercise Referrals for exercise programs from physicians to send to patients within the community.
 - The Medical Center provided wellness screenings including: Cholesterol, Blood Pressure, Diabetes, Weight, BMI and health education by a nurse or health education specialist.
 - St. Bernards provided Lunch and learns to focus on how to self-manage chronic illness and or identified health conditions. The Medical Center also provided a heart health diabetic friendly lunch.
- Diabetes
 - The Medical Center’s Diabetes Self-Management Center offers comprehensive diabetes education for both type 1 and type 2 diabetic patients, including face to face education and group classes.

- St. Bernards recruited an Endocrinologist to provide care to the diabetic population.
- The Medical Center provided a Diabetes Empowerment Education Program (DEEP) trained and implemented in July 2016. The classes are facilitated by health promoters, community educators and other professionals. Classes are conducted based on participatory education methods and utilizes adult education and support group techniques to promote learning.
- Implemented an Amputee clinic which provides access to Amputee specialty clinic that meets monthly at Encompass at 1201 Fleming Ave. All patients are welcome to attend this free service. Patients have access to an orthopedic surgeon, rehabilitation nurse, physical therapist, and prosthetic professional.
- Renal Education is provided to patients and families by the Registered Dietitian or Dietetic Technician.
- Access to clinics and primary care physicians
 - 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.
 - St. Bernards has established many clinics that makes living in a rural area more accessible to care.
- Heart Disease
 - Provided Heart and Vascular Screenings.
 - Implemented a new program to where patients now have access to a Stroke Support Group that meets monthly.
 - The Medical Center is developing a specialized cardiovascular Physical Therapist Assistant to provide a training program to include certification.
 - 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 education is provided to patients and families by the registered dietitian and encourages individuals to make better low sodium choices to affect blood pressure control.
 - 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.
- Senior Care
 - St. Bernards Senior Service currently provides many housing options that include:
 - Benedictine Manor

- St. Bernards Village
- St. Bernards Villa
- Alzheimer Unit
- The Medical Centers Senior Life Centers provide active meeting places, and education opportunities. The centers provide transportation, and much more.
- The Medical Center Senior Health Clinic provides health assessments, consultations and treatment for senior adults.
- St. Bernards has posed a Day Place which provides daylong care for senior adults who cannot be left unintended during the day but do not require 24 hr. care.
- Total Life Healthcare is a managed care program, bringing PACE (Program of All-Inclusive Care for the Elderly) to specific zip codes within a seven county service area. Total Life Healthcare provides a combination of Medicaid and Medicare services to the elderly.
- St. Bernards supports “Media-Pak” which offers affordable coverage and prescription drug coverage.
- Devolved a program called “Meals Express”. The program was designed to give assistance to those who need help with meals in their homes.
- The Medical Center holds a “Health Fair” to give seniors in the service area information on the many services St. Bernards has to offer for aging citizens.
- The community has access to free health screening that are held at senior center’s in NE Arkansas to detect, educate and provide medical follow up’s as needed for chronic disease prevention.
- Services such as vaccine clinics are availed so elderly residents no longer have to be transported out to clinics.
- Provides Programs such as the “Silver Sneaker and “Silver and Fit Programs to provide numerous physical activity options for the senior’s in the area.
- Community has access to Encompass Language Pathology Department, which is designed to provide assessments and treatments to senior adults with swallowing issues.
- Cancer
 - St. Bernards Cancer Treatment Center is the first facility of its kind in the service area. St. Bernards devolved this center in response to a need in the community. It provides many services, many free cancer screenings to the community.
 - Devolved “The Cancer Navigation Team” which was put in place to help you in numerous ways. Some example include:
 - Guiding you through the health care system
 - Advocating on your behalf to enhance your communication with healthcare staff and providers
 - Working with you to find the resources and support your needs
 - Etc....
 - The Medical Center provides a Woman’s Health Mobile Mammography Unit for free mammograms for those individuals who cannot afford it.

- Implanted a grant funded program called “Breast Assured Program” that allows individuals who do not have health insurance, or Medicare or Medicaid to seek care.
- St. Bernards participates in National Cancer Survivors Day, which is an event that is recognized nationally, and allows individuals to receive one on one time with physicians/nurses/therapist.
- St. Bernards supports the determination of lung cancer screening to be conducted annually, and offers this service to adults that meet the criteria.
- St. Bernard Health and Wellness offers a program called “Cancer Rehabilitation Exercise program” that is designed for cancer patients. The program will improve quality of life while helping to boost the immune system during and after treatment.
- St. Bernards Cancer Treatment Program provides dietary education to patients of the St. Bernards Cancer Center. This program is free of charge.
- St. Bernards Flo and Phil Jones Hospice House in Jonesboro, Arkansas offers residential care for hospice patients in Northeast Arkansas.
- The Medical Center founded Encompass Lymphedema Program, which is a comprehensive inpatient and outpatient program and provides assessments and treatments including light exercises and specialized wrapping techniques to reduce swelling due to fluid build-up.
- 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 14% from 2016 to 2017, 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 that were children, adults, or seniors, and what needs to be done to address these issues.

As a result, the following list of significant health and quality of life issues were identified:

1. Obesity
2. Diabetes
3. Heart disease
4. Cancer
5. Depression

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.
LIVE UNITEDTM



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ABUSE

Adult Protective Services..... 1-800-482-8049
(Report abuse or neglect ages 18+)

Version: 2012

Printed courtesy of
St. Bernards Healthcare

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.keepneawomensafe.com

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, 72454598-
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

AARP 1-
888-687-2277

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 239-942
 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 *continued from page 5* (outpatient)
Walnut Ridge - 102 S. Larkspur, 72476.....886-7924
www.mshs.org

NEA Regional Recovery Center 932-0228
6009 C. W. Post Road, Jonesboro, AR 72401

New Beginnings PNC (Lawrence County).....994-5433
23 W. Main Ash Flat, AR 72513

Out of the Dark 870-336-6737
407 Union, Jonesboro AR 72401
www.outofthedark.org

Randolph County Cornerstone Coalition..... 870-892-4547
1403 Hospital Drive, Pocahontas, AR 72455
www.randolphcountycornerstone.com

St. Bernards Behavioral Health (inpatient/outpatient)..... 932-2800
2712 East Johnson, Jonesboro, AR 72401

CLOTHES, FOOD

7th & Mueller Church of Christ 239-9442
1000 South Seventh Street, Paragould, AR 72450
<http://7thandmueller.com>

American Red Cross (natural disasters/ house fires)..... 932-3212
305 West Jefferson, Jonesboro, AR 72401
Monday-Friday 9:00-12:00 & 1:00-4:00

Agape Mission Outreach 857-1520
501 SW 2nd St, Corning, AR 72422 • Available by appointment

Angel Food Ministries..... 932-2295/316-1462
2926 Wood Street, Jonesboro, AR 72401 • Available by appointment

Bay First Baptist Church 781-3269
200 Central Ave, Bay, AR 72411 • Monday-Friday 12:00-5:00

Black River Area Development 892-4547
1403 Hospital Drive, Pocahontas, AR 72455

Black Rock Sr. Center 878-6627
491 Elm Street, Black Rock, AR 72415 • Monday-Friday 7:30-1:00

Brookland Church of Christ..... 932-5307
9664 HWY. 49 B, Bono, AR 72416

Brookland United Methodist (food only) 935-3501
301 Church St, Brookland, AR 72417

CLOTHES, FOOD (continued)

Campus Outreach Ministry (Greene County only)..... 236-6105
7th and Mueller Church of Christ
1000 South 7th Street, Paragould, AR
72450 Monday-Thursday 8:30-4:00
7thandmueller.com

Cherry Valley Food Pantry 588-4206
3211 Hwy. 42 (old elementary school), Cherry Valley
AR Tuesdays 10am-noon

Deliverance Family Worship 931-5453
403 Scott St, Jonesboro, AR 72401 • Available by appointment

First Baptist Church (Piggott only)..... 598-2890
480 W Main Street, Piggott, AR
Thursday 2:00-5:00 & Saturday 9:30-11:00

First Baptist Church Care Center 932-1872
(food, clothes, noon meals) 700 Union Street, Jonesboro, AR
72401 Monday-Thursday 10:00-1:30 and Friday 10:00-11:30

First Baptist Church of Bay (food **only**).....
. 200 Central Avenue, Bay, AR 72411 • Monday-Friday
12:00-5:00

First General Baptist 598-3621
679 S. Taylor, Piggott, AR 72454
3rd Monday of the month 4:30-6:30

First United Pentecostal (food only)..... 523-3187
206 Warner St, Newport, AR 72112
Wednesday 6:00-9:00 & Sunday 11:30-5:00

Fisher United Methodist Church..... 328-7456
208 E Haines Street ,Fisher, AR 72429 • Available by appointment

Food Bank of Northeast Arkansas, referral only 932-3663
3406 S. Culberhouse, Jonesboro, AR 72404
Referral to community food pantries only

Good Samaritan Outreach (CRDC) 239-3531
144 Linwood Dr., Paragould, AR 72450

Good Shepherd Center 238-8322
100 Kennedy, Wynne, AR 72396

Tuesday 10:00-3:00 and Friday 1:00-4:00

Harrisburg 1st United Methodist 578-5407
204 S. Main, Harrisburg, AR 72432

Helping Hands Outreach 208-8722
113 E Merriman Ave, Wynne, AR 72396

Helping Neighbors Food Pantry 935-7298
900 W. Huntington, Jonesboro, AR 72401 • Monday-Thursday 10:00-2:00

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
2408400 NW 4th Street, Walnut Ridge, AR 72476
Monday-Friday 8:00-4:30

Magnolia Rd Baptist Church (food only) 931-9434
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, Pocahontas, 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 926-9325606 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 River) 262-53711
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. Pruett St. Paragould, AR 72450 236-1400
904 Speedway Trumann, AR 72427..... 483-7942
http://focusar.com

Encompass Health Rehabilitation Hospital of Jonesboro 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) 931-4201-88325460700
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..... 888-546-6042930 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) ~~92-~~
~~452~~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) ~~92-~~
~~32~~2305 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

Jackson523-6011

Lawrence886-5750

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)..... 910-6511324 West Huntington Avenue, Jonesboro, AR 72401

Office of Reading (Laubach literacy tutoring)..... 935-5133 ext. 36315 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~~
7180611 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) 972-262401 262401 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)..... 972-6042301 6042301 East College, Jonesboro, AR 72401	
Poinsett County Housing Authority 358-2990 1104 Elm Street, Marked Tree, AR 72365	
Walker Courts (Section 8 HUD lowrent 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) 981-1843
111 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
 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)..... 1800-482-8858
 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

Encompass Health Rehabilitation Hospital of Jonesboro 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, Jonesboro, 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 ~~525-0014~~ 525-0374
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

Q1 Contact Information

Name

Company

Address

City/Town

ZIP/Postal Code

Email Address

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?

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?

More coverage, more access to healthcare providers.

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

CARES Engagement Network, engagementnetwork.org/assessment/.
<<https://engagementnetwork.org/assessment/>>

2014–2019 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/>>.

“Index.” CMS.gov Centers for Medicare & Medicaid Services, 4 Sept. 2018,
<www.cms.gov/>