

Graham County Community Assessment

SURVEY ANALYSIS

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As part of the Graham County Community Health Assessment (Community Health Assessment CHA) a community assessment survey was conducted from September 26th through October 31, 2012. The survey was well accepted in the communities throughout Graham County. The instrument was available online as a link through the Graham County website and paper copies were made available through several different entities that are partners with CHA. The survey was taken by 1026 county residents. 430 paper copies were recorded with 596 taken using SurveyMonkey online. The population for Graham County is 37,147. Approximately 3.62% of the population answered the survey questions.

Question 1 – Graham County Area of Participation

Of the 1026 respondents, 58.2% reside in Safford; 23.2% Thatcher; 8.9% Pima; 3.4% Solomon; 2.1% Central; 1.4% San Jose; 1.0% Bonita and Fort Thomas; 0.5% Klondyke; and 0.3% Eden. 2.1% of the respondents indicated that they lived in an area of the county that was not specified for a choice in Question 1 (Q-1). These areas included Artesia; Lone Star; Bylas; North of Airport Rd; Sanchez; Thunderbird Estates; Swift Trail; Vista Linda. Six respondents that live in Greenlee County and attend Eastern Arizona College (EAC) in Thatcher participated in the survey.

Question 2 – Factors that Define a Healthy Community

Respondents indicated their choice of the three most important factors that define a healthy community. Of the 16 listed the top 8 are: 1. Good jobs and healthy economy - 48.0%; 2. Low crime / safe neighborhoods - 47.0%; 3. Goods Schools 43.4%; 4. Access to health care and other services - 29.3%; 5. Strong family life - 26.4%; 6. Religious or spiritual values – 18.4%; 7. Healthy behaviors and lifestyles – 16.9% and 8. Affordable housing and clean environment were 16.1% and 16% respectively.

Question 3 – Health Concerns

This question wanted respondents to choose the three most important health concerns in their community. Of the 20 listed the top 10 are: 1. Alcohol and other drug abuse – 62.5%; 2. Teenage pregnancy – 33.0%; 3. Child abuse/neglect – 25.6%; 4. Obesity – 23.2%; 5. (tie) Poor diet/inactivity – 18.2% and Chronic Diseases (cancer, heart, lungs, diabetes, high blood pressure) - 18.2%; 6. Domestic Violence – 18.1%; 7. Mental Health Issues – 13.3%; 8. Lack of access to health care – 12.6%; 9. Sexually Transmitted Diseases (STD, HIV) – 11.1%; 10. Aging problems (e.g. arthritis, hearing/vision loss, etc.) 9.3%.

Question 4 – Healthy Community Rating

The respondents found their communities where they live, somewhat healthy with 55.3% agreeing with this choice. 30.5% said that their community is healthy to live in. 10.2% of them indicated that their community is unhealthy while 2.3% specified very unhealthy and 1.8% said very healthy.

Question 5 – Personal Health Rating

Personal health was stated as healthy by 51.1%. 30.9% indicated as being somewhat healthy while 11.0% considered themselves very healthy. 5.7% designated themselves unhealthy with 1.3% as very unhealthy.

Question 6 – Community Safety Rating

Rating their communities for growing up in and raising children was perceived as safe with 48.5% choosing this rating. 37.1% indicated their community as somewhat safe, while 7.8% said community is very safe for raising children. Less than 5% of the respondents indicated their community to be unsafe.

Question 7 – Good Place to Retire Rating

Growing old and retiring was perceived as average (47.7%) in the communities where the respondents live. 28.5% indicated that their community is above average and 10% saying their community is below average. 9.4% chose excellent to retire and grow old for their community. Less than 5% received a poor rating.

Question 8 – Serious Safety Problems

Of the 18 listed choices, the top 9 of the three most serious safety problems in communities were: 1. Prescription drug abuse – 54.4%; 2. Illegal street drug abuse – 44.7%; 3. Alcohol abuse – 38.8%; 4. Unsafe driving – 28.4%; 5. Manufacturing of methamphetamine – 26.7%; 6. Unsafe/unprotected sex – 19%; 7. Child abuse/neglect – 18.5%; 8. Domestic Violence – 17.1%; 9. Not using seatbelts, child safety seats, helmets – 14.5%.

Question 9 – Who Pays Insurance Costs?

Paying for health care was the subject of this question with 66.8% indicating that they have health insurance (e.g., private insurance, insurance through employment, United Health Care, Blue Shield, HMO, etc.). 21.9% have AHCCCS with 13.1% using Medicare. 6.1% and 5.2% pay cash or cannot afford insurance, respectively. 5.3% of the respondents use Medicare supplement insurance with 2.1% being insured by the Veteran's Administration. Less than 1% has ALTCS or Indian Health Services.

Question 10 – Attaining Needed Health Care

Receiving needed health care seemed fairly easy for most with 84.5% indicating they receive it. Only 9% said they did not receive what they needed with 6.5% stating that they did not need health care within the past year. Some of the no responders stated that doctors are not taking new patients, hospital

services are not adequate, no insurance, healthcare too expensive, local VA clinic under staffed, and cannot get appointment when needed were among the comments.

Question 11 – Discounts for Practicing Better Health Habits

This question asked respondents to indicate if they would be in favor of Health Insurance companies giving discounts for practicing better health habits. The majority of survey takers said they would favor this practice if insured – 1. Participated in a wellness program – 77.4%; 2. Would not use tobacco products – 67.8%; 3. Would not use alcohol – 59.4%; 4. Would maintain correct weight - 54.7%.

Question 12 – Chronic Illnesses

There were 10 chronic illnesses to choose from in this question and the survey wanted to know if the respondent or any of his/her immediate family members have been living with any of the ailments. High blood pressure topped the list with 61.5%. Diabetes with 52.8% was next with arthritis 42%, coming in third. Cancer at 34.7% with hearing/vision loss 32.7% completes the top 5. 10.7% of the respondents said that no one in their family had any of these ailments. Heart disease 27.8%; Lung disease/asthma 19.2% and Alcohol/drug dependency 18.8% completed the list.

Chronic pain, Asthma, Alzheimer's/ Dementia, Crohn's Disease, Thyroid issues, Kidney disease, Parkinson's Disease, Fibromyalgia, Scoliosis, Lupus, Renal Disease, Grand Mal Seizures, Allergies, Depression, Valley Fever, Bulimia/Anorexia, Hypoglycemia, High Cholesterol, Congenital Heart Defect, and Addison's disease were written in the "other" category for the question.

Question 13 and 14 – Receiving Health Care Services Outside Graham County

Receiving health care services outside of Graham County was the subject of this question. Twenty one choices were listed and survey takers were asked to check all of the services that they and/or their family members received somewhere else. 29.4% of respondents indicated that they received all health care services here in Graham County. The top 10 services that were completed outside of the county were: Lab work – 26.4%; Dental Care – 20%; X-Ray/MRI – 18.2%; Eye care – 16.8%; General Surgery - 17.3%; Ear, nose and throat care – 14.9%; Emergency Room Services – 14%; Cardiac/Heart care – 12.6%; Obstetrics/Gynecology – 11.5%, and Cancer care (10.5%).

Of the other ailments that patients received care for outside the county, Orthopedic/Bone care (9.2%), General Practitioner care (8.9%), Immunizations (8.3%), Mental Health Services (5%), Urology care (4.9%), CPR training (3.7%), Hearing services (3.7%), Family planning (3.1%), Podiatry care (3.1%), and Orthodontia (2.9%) completed the list.

Other health care services received outside Graham County that were mentioned as a write-in choice included: Dermatologist, Pain management clinic, Substance abuse treatment, (these were the top three written in) Rheumatologist, Asthma Specialist, Physical Therapy, Neurologist, Pediatrician, Burn Care, Infectious Disease Specialist, Diabetes (homeopathic and allopathic treatment), Endocrinologist, Rheumatoid Arthritis, Gastroenterology, Pulmonologist, Premature birth care, and Allergist.

In question 14, “No providers for services I need, locally,” was answered by 51.4% of respondents who received health care needs outside of Graham County. 35% of the survey takers indicated that their doctor of choice is in another city while 7.5% said that there are not any appropriate doctors that accept AHCCCS/Medicare insurance covered people. 6.1% said that their insurance only covers doctors in another area.

Other written in responses included: Hospital unable to provide needed care; Dermatology care; Long wait time for a scheduled appointment; No Pediatric/Children’s Hospital Services; Specialty/Referral to Tucson/Phoenix physicians; Early labor/delivery; Healthcare less expensive out of Graham Co. for self-pay; Needed second opinion, Needed mental health care; No Detox or Rehabilitation services; needed Psychiatric Health Facility (PHF - SEABHS Benson).

Question 15 and 16 – Mental Health Services

A large majority, 78.5% of the population that answered this question indicated mental health services were not needed for themselves or their family members in the past year. However, 15.7% said that counseling was needed, 6.8% needed therapy and 5.1% needed psychiatric health hospitalization. 4.2% were in need of mental health crisis care. If services were needed could they obtain them in Graham County? Of the 418 people that responded to question 16 (Q-16), 61.2% indicated they received services in their community. 38.8% said they could not get mental health services in their community.

The reasons given for a “no” response for the availability of mental health services were as follows: No drug rehabilitation facilities; No psychiatrist to write prescription for medication; No mental health hospital for short or long term care; Needed in-patient treatment facility; No insurance; Insurance does not cover; and Medicare will not cover .

Question 17 – Prescription Medication

Most, 84.8% of the respondents, indicated that they have insurance that pays for their prescription medications. 6.7% said that they are not taking any prescription medication while 4.4% of the respondents said they pay for their medication themselves because they do not have insurance. Because of not having insurance, 1.9% said they take prescription medication less often and 1.4% said they cannot afford the cost of the medication indicating that they do not take medication that is prescribed.

Other responses included: Have insurance but does not cover prescription medication; Insurance co-pay for meds is more than meds cost; Pay out of pocket for non-generic meds; Generic brand meds cheaper, pay out of pocket; Generic meds covered- name brand not covered.

Question 18 and 19 – Social Service Benefits

In the past year, Social Service benefits were needed by less than 50% of the responders to the survey. 67.4% did not need any services at all. 30.6% participated in the food stamps/SNAP program; 5.5% needed housing assistance; 2.6% are using subsidized child care; 2.1% are getting TANF(welfare)

assistance; 2% need respite care. 2.4% of the responders specified other social services that were needed and they included: Housekeeping, Nursing care, Utility assistance, Meals on Wheels (SEACUS), Foster care, Unemployment, WIC, Food Bank and Health care. In question 19, if social services were needed could they be obtained in their community? 53.5% indicated that social services were not needed at all while 36.2% said that they could get services in their community and 10.3% said that they could not get the services needed in their community.

Question 20 – Long Term Care Placement

In the past year, 87.7% of survey takers said that long-term care (LTC) placement was not needed by themselves or family members. 12.4% indicated that this service was needed and the difficulty in obtaining LTC were: Placement in Graham County was not affordable if uninsured, local facilities not adequate, quality of skilled nursing lacking, no long term drug rehab facilities close, insurance only pays for so long, some facilities in Graham County are not clean or well kept, limited availability, limited levels of care, local Doctors don't want to have long term care patients, and facilities receive a "poor" rating. A few comments were positive about long-term facilities here in Graham County that indicated home health nursing care is adequate and affordable long term care is available.

Question 21, 22 and 23 - Employment status

Graham County residents that responded to this question on the survey specified that they were employed full time - 46.3%. 15.6% were not employed, 12.7% were employed part-time with the average number of part time hours worked per week being 20.8 hours. 9.4% were retired, 8.5% were students, 4.3% were homemakers and 3.3% were self-employed.

Of the 415 respondents that answered question 22, 30.5% indicated that the number one reason they were not working was they cannot find work. 29% were retired, 23.1% were taking care of family, 13.2% were ill or disabled and 4.2% need training. Several other responses included that they are students going to school full or part time.

The survey shows that people believe that there are not enough jobs for adults (72.2%) or youth (73.6%). Only 24.1% believe that there are enough jobs for adults and 24.6% believe that the job market is adequate for youth.

Question 24, 25 and 26 – Job Satisfaction

(Q – 24) 58.5% of the survey takers indicated that their job brings them satisfaction, while 32.3% are not working at all and 9.2% and were not satisfied with their job.

(Q – 25) The response of "some job related stress" with 29.8% was the number one choice for feeling stress on the job on a regular basis, while "not working," at 26.5% was number 2 on this question and "A lot of stress" was 17.3% with "a little stress" was next with 15.6%. 10.8% of the respondents indicated that they have no job related stress and 26.5% are not working.

(Q – 26) "Unable to go to work or do daily activities because of illness," was expressed by 74.8% of the respondents indicating that they do not miss any days of work or they are fine doing their daily

activities. 18.5% said that they miss one to five days in the past month, 2.2% said they missed six to fifteen days and 1.5% said they were unable to work or do daily activities more than 15 days of the month. 3% indicated that every day was a challenge.

Question 27 and 28 – Housing Information

The survey asked, “Do you.....” “Own your home?” with 56.8% saying they do; “rent?” with 23.3% responding and “live with others who rent or own?” with 18.1% answering this selection. A few survey takers indicated that they live in a college dorm and some said they lived with their parents.

Satisfaction of living situations varied with 72.5% specifying that they are satisfied. 21.7% indicated that they are not satisfied and here are the reasons why: 10% said their living space is too small and 8.1% said their rent is too expensive. 6.3% said theirs is too crowded with 4.2% said theirs is too far from town. A few comments about housing situations that were stated included: Not handicapped accessible; Landlord too controlling; Dirty alley ways; Trashy neighbors; Loud neighbors; No street lights; Neighborhood deteriorating; Poor water quality; Affordable housing not in good area; Taxes too high; Safford water restrictions are not acceptable; Safford utilities higher than surrounding area; Can’t afford to move.

Question 29 and 30 – Recreation Choices

There were 13 places that the citizens of Graham County could choose for their recreation destinations. They were asked to choose no more than three and 1. Rivers/lakes/woods with 46.9% were the top vote receiver. 2. Movie theaters with 43.6%; 3. Parks – 42.8%; 4. Church – 39.6%; 5. Sports fields – 20.6%; 6. Library – 16%; 7. Swimming pools – 13.8%; 8. Health Fitness clubs – 12.1%; 9. Live theater/dance/performance/concerts – 9.6%; 10. Social/Service Club – 5.5%; 11. Dance halls – 3.2%; 12. Place for yoga, tai-chi, etc. – 2.1%; and Senior Center – 1.8%. 29.3% of survey takers responded to question 30 indicating that these recreation opportunities are what they would like to see here in Graham County.

This list includes:

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| Amusement, theme and/or water park | Affordable community sports/activities for youth |
| Skating rink (roller and ice) | More walkways/ jogging paths |
| Shopping Mall | Arcade |
| Batting cages | Decent family place to dance/Teen dance hall |
| Free archery range | Indoor swimming pool/year round |
| Miniature golf/go carts | Handicapped accessible fishing |
| Live Theatre | Horseback riding |
| Skate/bike - park/paths | Community recreation center |
| Sports complex | Laser tag, paint ball park |
| 24 hour fitness center | Dog park |
| Children’s Museum/Other Museums | Public Tennis Courts |
| Live concerts/comedy club | Clubs |
| More activities for teens | Family Dining places (Chili’s, Applebee's, Olive Garden) |
| Public Library hours more accessible | |
| Over 40 adult sport leagues | |

Question 31 – Volunteer Time

Respondents were asked how many hours per month they volunteer their time for community activities such as, school, church, voluntary organizations, and hospitals. 49.6% of the survey takers said that they do not volunteer at all. 25.5% spend 1 to five hours per month with 12.8% spending over 10 hours and 12.1% volunteer six to ten hours. 5% of the respondents indicated that they would spend more time volunteering if:

- I had more hours in the day
- I had transportation
- Places to volunteer were advertised better
- I worked less
- I had a babysitter
- I were not disabled
- I were not working so much/two jobs
- People would ask

- I was aware of the need
- Process to register to volunteer was easier and not costly
- We had more community youth programs
- I wasn't a caretaker for someone
- I was interested in the work that needed to be done

Question 32 – Healthy School Lunches

Having healthy food choices for children eating public school lunches was received by the respondents in a very positive manner. 60.3% indicated that they would support having a salad bar with fresh fruit and vegetables available for lunch for all students in their district. 17.9% said that salad bars containing these items are currently available in their school district. 14.8% indicated they would support it some of the time while 3.8% said they would never support it and 3.2% said they would support it very seldom.

Question 33 – School Grounds Availability

Respondents indicated that they would use public school grounds to increase their physical activity, if they were open before and after school hours some of the time (34.2%). 30% said they would use the grounds most of the time while 15.7% said they would use them very seldom and 10.2% said they would never use the grounds. 9.9% indicated that their district has their school grounds open now for public use before and after school.

Question 34 – Safely Designed Streets

Wider sidewalks, space between sidewalks and vehicles, bike paths, more cross walks, etc. describes safely designed streets and 60.9% respondents indicated that they would support them most of the time. 20.6% of survey takers said they would support safely designed streets some of the time with 7.1% saying very seldom and 2.7% said they would never support them. 8.6% said that safely designed streets are available now in their community.

Question 35 – Local Convenience Store Affordable Food

Support for shopping at local convenience stores to purchase affordable, healthy, food there was reinforced by 48% of respondents saying they would support stores most of the time. Having a choice of fresh fruits and vegetables, milk, cheese, butter, eggs, canned meat and fish, peanut butter and whole grain products was supported by 23.8% saying they would shop there some of the time with 13.8% saying they would support

very seldom and 4.7% saying they would never support their local convenience store. 9.8% indicated that their local stores have these things available now.

Question 36 – Available Transportation

Obtaining quality health care is difficult for some citizens of Graham County. Transportation for obtaining health care is available now for 23.8% of the respondents to the survey. 44.7% said that transportation is available for them most of the time. 13% indicated that they have transportation some of the time while 10.5% said they very seldom have it. 8.1% specified that they do not have transportation for accessing quality healthcare.

Question 37 – Worksite Wellness

39.3% of survey respondents indicated that they would join in physical/wellness activities at their worksites if available. 26.8% said they would join in some of the time while 10.5% said they would very seldom partake of a program. 7.7% specified that they would not participate at all. 15.6% indicated that they are not employed at this time.

Question 38 – Safe Routes to Schools

When children are going to and from school, are the routes they must take walking and or biking safe for them to use? 46.9% of the survey takers indicated that the routes are average. 17.6% specified that the routes are above average with 15.5% saying they are below average. 11.7% said that in their school district they are excellent with 8.3% saying they are very poor.

Question 39 – Access to Health Care

Survey takers were asked to rate their access to health care in their community by choosing from the following list of responses: Very easy, Fairly easy, Fairly difficult, Very Difficult, and Don't know. The statements that were in the survey are listed below with the rating response that was the leading vote receiver listed with each statement. Several statements have more than one response rating listed in light of how close the percentages were and what response was actually the most vote receiver. With a number of the statements, several respondents do not know if the services are even available.

- Enough medical providers to choose from – Fairly Easy (37%)
- General health care (family doctor) - Fairly Easy (40%)
- Vision (eye) care - Fairly Easy (43%)
- Dental care - Fairly Easy (37%)
- Pediatric care (children's doctor) – Fairly easy (24%) and Don't know (23%)
- Mental health care – Don't know (30%), Fairly easy (18%), Fairly Difficult (16%) and Very Difficult (15%)
- Counseling services (personal & family therapy) – Fairly easy (24%) and Don't know (24%)
- Specialist care (treatment for specific health issues) – Very Difficult (27%) and Fairly Difficult (23%)
- Pre-natal care (pregnancy care) - Fairly Easy (30%) and Don't know (25%)
- Emergency medical care - Fairly Easy (36%) and Very Easy (31%)
- Drug & Alcohol treatment centers – Don't know (32%) and Very Difficult (22%)
- Hospitals – Very easy (36%) and Fairly Easy (35%)
- Home-base care (health care provided in your home) – Don't know (32%) and Fairly easy (22%)
- Care for elderly with special needs – Don't know (34%), Fairly Easy (19%) and Fairly Difficult (16%)
- Care for children with special needs – Don't know (35%), Fairly Difficult (16%) and Fairly easy (15%)
- Health insurance coverage - Fairly Easy (30%)

Medical care providers that accept my health insurance - Fairly Easy (37%)
Medical care providers that I can afford - Fairly Easy (30%)
Veterinarian Services for pet care - Fairly Easy (31%) and Don't Know (24%)

Question 40 – ACA – Affordable Care Act

Survey participant's perception of the Affordable Care Act (ACA) was expressed by their not knowing enough about it to give an informed opinion with 41.8% choosing that response. 30.7% believe it will make health insurance more expensive with 27.1% believing it will have a negative effect on their access to and the quality of their health care. Only 13.4% believe it will improve their access to quality health care and 8.2% believe ACA will make health insurance less expensive.

Question 41 – Environmental Health

Fair and effective enforcement of Environmental Health (EH) regulations is an issue that was strongly emphasized with 67.4% of the survey respondents saying that they believe that it would improve the quality of life in their community. Only 5.3% said they do not want these regulations. 11.4% believe that (EH) regulations are not fairly and effectively enforced in their community with 9% stating that they are fairly and effectively enforced. 6.1% believe that the (EH) regulations are too burdensome and 17.7% do not know what or how Environmental Health Regulations would improve their quality of life in their community.

Question 42 – Enough Money for Food

In the past 3 months 72.5% of the survey respondents indicated that their families and themselves had enough money for food to be able to eat balanced meals. 27.5% indicated that they did not have enough money to eat balanced meals in their home.

Question 43 – Eating Out

One to three times per week seems to be the popular choice for families to eat from restaurants and fast food establishments with 70.3% saying that they do. 23% of respondents indicated that they never eat out with 5% saying they eat out four to six times per week. Only 1.7% said they eat out more than 6 times per week.

Question 45 – 50 - Demographics

The survey results indicated that several respondents did not want to answer the questions about themselves, the demographic information is included in most surveys. On average, 103 people skipped answering questions 45-50.

Of the responses that were recorded 68.9% were female and 31.1% were male. The first place age category was 23.8% - 40 to 54 years olds completing the survey with 19.1% of 26 to 39 year olds coming in second. Third place age category was 55 to 64 year olds with 18% and 19 to 25 year olds, 14% coming in fourth. 12.6% of the 18 or younger age group was fifth with 10.1% being age 65 to 80. There were 2.4% of the respondents that were over age 80.

Ethnicity/Race categories were answered in the following way: White/Caucasian 67.7%; Hispanic Latino 25.4%; African America/Black and Native American were represented by 1.7% respectively. There were 3.1% of the respondents that chose the “other” (ethnicity) category and listed several different combinations of nationalities to complete this category.

Slightly over 50% (50.2%) of respondents are married with 23% being single/never married. 12.2% of survey takers are divorced with 6.4% being in an unmarried couple relationship. 5.8% are widowed with 2.4% being separated from their spouse.

Annual household income was reported with 36.4% indicating that their household gathers over \$50,000. 27.1% of the survey respondents indicated that their household income for the year was less than \$20,000. 21.7% reported making \$30,000 to \$49,000 a year with 14.7% saying their income was \$20,000 to \$29,000 per year.

30.3% of the respondents to the survey specified for their education, that they had completed some college. 25.5% reported having 4 year college degree or higher education with 16.3% reporting finishing High School with a diploma or GED status. 14.2% have a 2 year college degree with 13.7% reporting being less than a high school graduate.

Question 51 – How did respondents find out about the survey?

School	26.9%
Worksite	26.5%
City/County/Government Agency	21.7%
Graham County Website	12.2%
Community Meeting/Event	7.7%
Medical Services Office	4.9%
Newspaper	3.8%
Church	3.1%
Grocery Store	2.5%
Post Office	1.5%
Community Television Channel	0.3%

Other (please specify) listed in order of most written in this category - WIC, Meals on Wheels, Senior Center, Food Bank, Neighbor, DES, Health Clinic, School Superintendent Newsletter, Chamber newsletter, Mt. Graham Hospital, EAC, Probation