



BOCA RATON  
REGIONAL HOSPITAL

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# Community Health Needs Assessment

*Presented by:*

crescendo | 

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## How To Use This Study

This study provides information about the approach and findings from the Boca Raton Regional Hospital (BRRH) Community Health Needs Assessment (CHNA). It includes a comprehensive review of health data and community input on issues relevant to community health in the service area.

The assessment covers a wide range of topics and with community inputs helps to foster on-going community discussion. We invite the reader and our community partners to use the information in this report to help move toward solutions, the creation of goals, and the implementation of activities leading to improved community health.

## Executive Summary

The purpose of the 2018 Community Health Needs Assessment is to provide BRRH with an insightful evaluation of service area needs that can be used to drive highly focused actions to improve health and access to care for community members. In addition to meeting the requirements noted in the Affordable Care Act, BRRH is dedicated to managing its services and engaging the community to capitalize on existing resources, continually improving its outstanding quality of care, and making special efforts to meet the needs of the underserved.

Community Health Needs Assessment requirements as noted in the Affordable Care Act are to include six things (summarized below and then fully described in this report).

1. Definition the community served and how the community was determined
  - a. The BRRH service area includes over 1.3 million people and spans two counties – Palm Beach and Broward. The Primary Service Area (PSA) and Secondary Service Area (SSA) are defined by a group of zip codes – 23 in the PSA, and 16 in the SSA. Many of the tables shown in the secondary research sections provide insight on the demographic and risk profile characteristics of each county and, where possible, the specific service areas.
  - b. Maps and other materials in the body of this report enumerate service area details.
2. Description of the process and methods used to conduct the CHNA

The BRRH CHNA methodology includes a combination of quantitative and qualitative research methods conducted sequentially so that each stage could build upon information learned in the previous one. The methodology was designed to evaluate perspectives and opinions of area stakeholders and healthcare consumers – including those from underserved populations. It was also used to prioritize the needs and establish a basis for continued community engagement. Major sections of the methodology include:

  - a. Strategic secondary research
  - b. Digital and social media review
  - c. Qualitative discussion groups and interviews with Leadership Team members
  - d. Community surveys
  - e. Needs prioritization using a modified Delphi process

In addition, the BRRH CHNA leadership team provided project oversight, support at all stages of the research methodology, feedback regarding perceptions of area health needs, data evaluation, and other guidance throughout the CHNA process. These individuals represented a breadth of community sectors including underserved populations.
3. Description of how the hospital solicited and took into account input received from persons who represent the broad interests of the community served.
  - a. Community surveys engaged a broad array of community members including lower income households.
  - b. Discussion groups and interviews include detailed insight from the higher-need communities in the PSA and SSA

4. Prioritized description of the significant health needs, along with a description of the process and criteria used in identifying certain health needs as significant and prioritizing those significant health needs.
  - a. The modified Delphi technique includes quantitative and qualitative aspects in a two-phase approach. The method allows BRRH to numerically rate and rank (i.e., prioritize) individual community health needs while incorporating expert qualitative insight in an unbiased manner.
  - b. Sequential research methodologies including the prioritization process yielded the following list of high-priority need categories:
    - i. Access and Affordability of Care
    - ii. Care Coordination and Integrated Care
    - iii. Mental Health and Substance Abuse

The body of this report includes a more granular list of 39 service gaps identified by research participants. A list of the more detailed needs that comprise the need categories include the following:

<b><u>Rank</u></b>	<b><u>Health Need</u></b>
1	Behavioral health / mental health services to treat depression, anxiety, or other conditions (excluding substance use)
2	Integrated care services for people requiring both behavioral health and medical / physical healthcare services
3	Affordable healthcare services for people or families with low income
4	Coordination of care between different doctors or other service providers
5	Homeless services (healthcare for the homeless)
6	Behavioral health / mental health services for seniors
7	Availability of a psychiatrist who can prescribe medications and collaborate with other community physicians
8	Suicide prevention
9	End of life issues (including palliative care)
10	Transportation services for people needing to go to doctor's appointments or the hospital
11	Substance abuse intervention and treatment (other than opioids)
12	Substance abuse of heroin or other opioids services
13	Affordable prescription medications for people or families with low income

5. Description of the resources potentially available to address the significant health needs identified through the CHNA. Materials addressing this requirement are included in Appendix I.
6. An evaluation of the impact of any actions that were taken, since the hospital finished conducting its immediately preceding CHNA, to address the significant health needs identified. Materials addressing this requirement are included in Appendix F.

In addition to the seven requirements described above, the BRRH leadership team developed clear direction regarding implementation strategies – approaches and insights that can be used to develop actionable initiatives to address high-priority community health needs. Specifically, BRRH CHNA leadership group members worked together to finalize the prioritized list of needs and develop 13 high-level, focused strategies designed to address the highest priority needs and improve community health – especially in underserved populations. The strategies are detailed later in this report.

BRRH leaders will work to establish a formal Implementation Plan, as per regulatory requirements, under separate cover.

## Background – History of Boca Raton Regional Hospital

Born out of compelling community need in 1967, Boca Raton Regional Hospital is a not-for-profit, advanced tertiary medical center with 400 beds, over 2,100 employees and more than 800 primary and specialty physicians on staff. The Hospital is a recognized leader in Cardiovascular Care, Oncology, Women’s Health, Orthopedics, Emergency Medicine and the Neurosciences, all of which offer state-of-the-art diagnostic and imaging capabilities. Boca Raton Regional Hospital is accredited by The Joint Commission and is one of only four hospitals in Palm Beach County to be designated by the Florida Agency for Healthcare Administration (AHCA) as a Comprehensive Stroke Center.

### Our Mission:

Boca Raton Regional Hospital delivers the highest quality patient care with unrelenting attention to clinical excellence, patient satisfaction and patient safety. Our team of professionals demonstrates unparalleled compassion and commitment to those we serve.

### Our Vision:

To be the preeminent regional leader in healthcare delivery and the hospital of choice for patients, physicians, employees and volunteers.

### History:

In 1962, Gloria and Robert Drummond’s children, Debbie and James Randall, were tragically poisoned and died before reaching medical attention 30 minutes away. The small community rallied to build a hospital “of its own” to ensure that area residents would have access to quality healthcare and life-saving emergency care when they needed it the most. Eighteen passionate and dedicated women joined with Gloria, who led the effort to raise funds, and formed the Debbie-Rand Memorial Service League. From bake sales and fiestas to a black-tie Ball, the community raised the funds to build a Hospital that would develop into a nationally ranked medical center. The overriding principle that guided the creation of Boca Raton Regional Hospital to provide quality healthcare to the community it serves, resides with us today.

Recognizing the importance of reaching out to the community, the Boca Raton “Community” Hospital Board of Trustees launched the Community Outreach Program in July 1998. Today, coupled with support from the Boca Raton Regional Hospital Foundation, Boca Raton Regional Community Outreach provides grants, sponsorships and educational and wellness programs to fill local unmet needs. Initiatives addressing the Community’s Health Needs such as Fall Prevention & Medical Management are offered to the community free of charge. Our Community Health Van provides free screenings & connects high risk patients back into Primary Care at the FAU Residency clinic. These programs also give Boca Raton Regional Hospital a significant way to become a collaborative partner with non-profits to build a strong, healthy and productive community.

While our physicians, nurses, staff and volunteers have a profound impact on the lives and health of the community we serve on a daily basis, our Community Outreach programs provide essential tools for our employees to go beyond the brick-and-mortar Hospital building to not only educate and take care of our neighbors, but to act as ambassadors for this great institution.

## Description of How the Hospital Solicited and Took into Account Input Received from Persons Who Represent the Broad Interests of the Community Served – CHNA Community Stakeholders and Leaders

BRRH included a diverse set of community stakeholders and hospital staff in the Leadership Team. The group was able to provide insight regarding the needs of underserved populations, as well as help guide the project execution. The Leadership Group included the following members:

### **Boca Raton Region Hospital Leaders**

<b><u>Organization</u></b>	<b><u>Name</u></b>	<b><u>Position</u></b>
Boca Raton Regional	Bill Chalman	Director, Emergency Services
Boca Raton Regional	Gwen Collins	Executive Director, Pharmacy
Boca Raton Regional	Maura Davis	BRRH Case Management
Boca Raton Regional	Genie Leiberman	Director, Outpatient Rehabilitation Services
Boca Raton Regional	Donna Rucker	Home Health
Boca Raton Regional	Dr. Alan Stern	Community Outreach Medical Director
Boca Raton Regional	Dan Sacco	Vice President, Strategic Affairs and Payer Relations
Boca Raton Regional	Sandi Savia	EMS Liaison
Boca Raton Regional	Denise Caccioppo	Executive Director of Physician Services
Boca Raton Regional	Dr. Henry Haire	FAU Professor/Preceptor/ BocaCare, Primary Care
Boca Raton Regional	Dr. Yankel Girshman	BocaCare Psychiatrist

### **Community Stakeholders and Service Agency Leaders from Diverse Communities in the PSA and SSA**

<b><u>Organization</u></b>	<b><u>Name</u></b>	<b><u>Position</u></b>	<b><u>Underserved Population(s) Represented</u></b>
Boca Raton's Promise	Rita Thrasher	President and CEO	At-risk students, adults, and seniors challenged by mental health issues and stigma
Boca Helping Hands	Greg Hazel	Executive Director	Medically underserved, low-income, and minority populations
City of Boca Raton Fire Rescue	Division Chief Jason Stout	Division Chief of EMS – City of Boca Raton Fire Rescue	General public health and community services; cultural competency training increases effectiveness when interacting with ethnically or otherwise diverse communities.
City of Boca Raton Police	Asst. Chief Joshua Mindick	Asst. Chief, City of Boca Raton Police	General public health and community services; cultural competency training increases effectiveness when interacting with ethnically or otherwise diverse communities.
Community member	Melissa Whelchel	Engaged citizen	Previous experience with BRRH and community outreach provides Ms. Whelchel with a breadth of knowledge regarding the community's diverse needs.
District of Deerfield Beach	Chief Tammy Nugent	Chief, BSO District-Deerfield Beach	General public health and community services; cultural competency training increases effectiveness when interacting

<u>Organization</u>	<u>Name</u>	<u>Position</u>	<u>Underserved Population(s) Represented</u>
			with ethnically or otherwise diverse communities.
FAU	Gabriella Engstrom	STAR Program Coordinator	Higher-risk (and other) youth and young adults
FAU College of Medicine	Dr. Joseph. G. Ouslander	FAU Residency Program Medical Director/Geriatrician	Seniors; and, Medicaid populations seeking care via the FAU Residency Program
Faulk Center For Counseling	Vicki Katz	CEO	Lower income populations seeking behavioral health services
Palm Beach County Fire Rescue	Captain Jessica Banks	Captain, Medical Services Division Liaison/Asst. DICO/Strategic Initiatives - Palm Beach County Fire Rescue	General public health and community services; cultural competency training increases effectiveness when interacting with ethnically or otherwise diverse communities.
Palm Beach County Fire Rescue	Chief Richard Ellis	Chief - Palm Beach County Fire Rescue	General public health and community services; cultural competency training increases effectiveness when interacting with ethnically or otherwise diverse communities.
Palm Healthcare Foundation	Abigail Goodwin	Vice President, Grants & Community Investments	Funding addresses needs of higher-risk groups such as chronic disease sufferers (and those at-risk), substance abuse patients, behavioral health patients, at-risk children and young adults, seniors, and other users of public health services.
Palm Beach County Medical Society	Tenna Wiles	Chief Executive Officer	Low-income / public health community members needing chronic disease or other specialized medical care  High-risk patients requiring care coordination services including seniors and diverse sub-populations  Patients requiring culturally appropriate medical and behavioral health care
Palm Beach County Medical Society	Karen Harwood	Director of Care Coordination Services	See above entry for the Palm Beach County Medical Society – Tenna Wiles
Volen Center	Elizabeth Schlacher	Director of Compliance & Strategic Initiatives	Individuals with cognitive issues  Seniors requiring adult daycare and other services  Higher-risk youth  Seniors and others with dementia-spectrum issues

#### People Representing the Broad Interests of the Community

Note: The above table of community stakeholders and service agency leaders includes several representatives with first-hand knowledge of local public health issues, as well as individuals and organizations serving or representing the interests of members of the medically under-served, low-income, and minority populations.

## Description of the Process and Methods Used to Conduct the CHNA

The Boca Raton Regional Hospital CHNA methodology includes a combination of quantitative and qualitative research methods designed to evaluate perspectives and opinions of area stakeholders and healthcare consumers – especially those from underserved populations. The methodology that was used created a list of needs and helped prioritize those needs. It forms a basis for continued community engagement to drive highly focused actions for improving health and access to care for community members.

The major sections of the methodology include the following:

- **Strategic secondary research** - This type of research includes a thorough analysis of previously published materials that provide insight regarding the community profile and health-related measures.
- **Qualitative Interviews and Discussion Groups** – This primary research includes discussion groups and interviews with Boca Raton Regional Hospital leadership, other community service providers, and healthcare consumers who represent a span of healthcare consumers in the service area.
- **Quantitative Community Survey** – Another form of primary research utilized in this methodology are quantitative community surveys. A randomized large sample (n=300) telephone survey was conducted in BRRH’s primary service area (PSA) and secondary service area (SSA) using a random digit dialing technique – stratified by age group to better reflect the actual mix of healthcare consumers in the area. The survey respondents included 18% age 18 to 44, 47% age 45 to 64, and 35% age 65 and older adults in the primary service area. The survey included a diverse mix of economic strata and educational attainment levels.
- **Two-phase Needs Prioritization Process** - The needs prioritization process was a two-stage initiative that included (Stage 1) an online quantitative and qualitative survey, and, (Stage 2) an in-depth workshop-style meeting with over 30 community and hospital leaders. Note also that qualitative research included written comments on community needs identified in the 2015 CHNA.

Leading up to the Stage 1 survey, the results of the secondary data research and the large-sample community survey were aggregated – leading to a list of 39 discreet or overlapping needs. Approximately 30 community and hospital leaders took part in an online survey in which they were asked to rate each of the 39 needs on a 5-point scale (with 1 = the greatest need for more focus). They were also asked to provide qualitative feedback on the needs and the hospitals’ role. The community needs that were evaluated resulted in a prioritized list of needs.

Multivariate Data Analysis, Information Synthesis, and Report Creation - Crescendo analyzed response data and developed tables and graphs that illuminate the results found in this report. The survey, accompanying frequency tables and cross tabulations are contained in Appendix C and Appendix H.

The research results associated with the methods above are represented in the following sections. This summary includes the prioritized list of community health needs for the Boca Raton Regional Hospital service area. See Appendix C.

## Crescendo Consulting Group Profile

Crescendo Consulting Group, LLC, (CCG) was selected by BRRH to assist with the research supporting the CHNA and the development of the report. CCG is a consulting firm based in Portland, Maine offering an integrated set of services including marketing, population health research, strategic planning, and communications – specializing in Community Health Needs Assessments. For more than 25 years, Crescendo consultants have worked with some of the nation’s leading healthcare organizations including the American Hospital Association, academic medical centers, non-affiliated hospitals, physician practices, health plans, long term care providers, and not-for-profit specialty organizations.

Crescendo’s unique approach to community health dates back to the mid-1990s when team members conducted a community assessment and a subsequent Community Health Improvement Project (CHIP) in some of poorest communities in Bridgeport, Connecticut. Since then, CCG has conducted needs assessments across the U.S. and is on the leading edge of methodological and analytical approaches. CCG offers a breadth of experience to the BRRH CHNA. Highlights include:

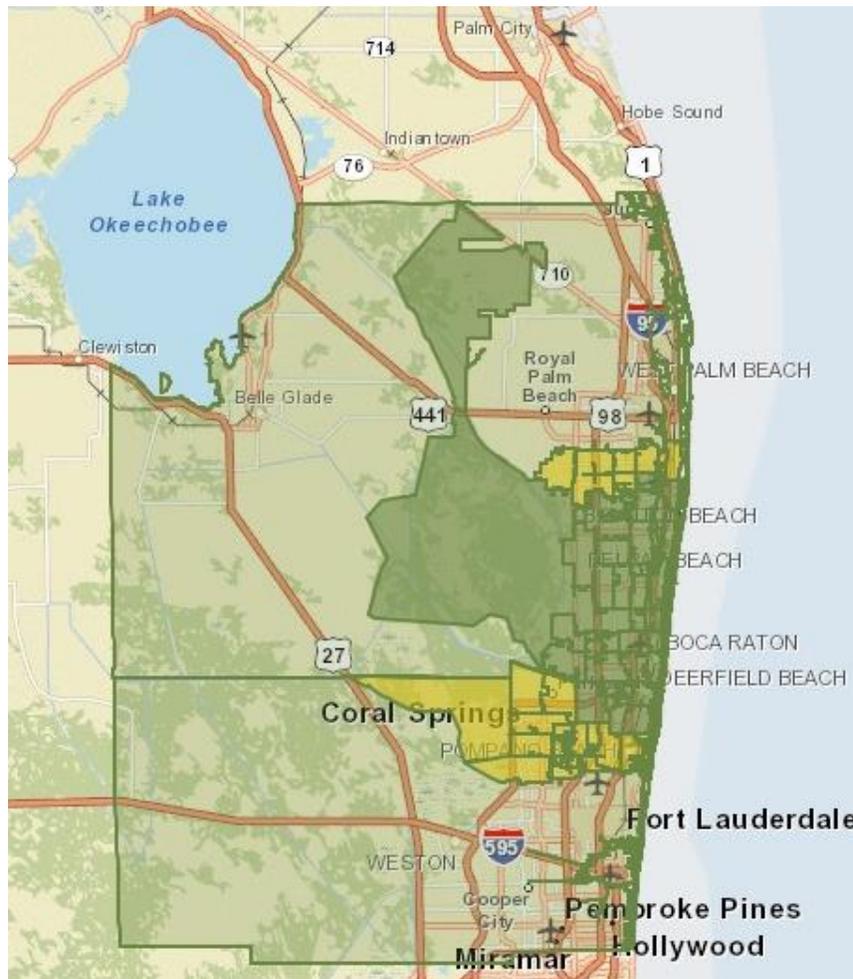
- Conducting needs assessment projects in locations as diverse as Florida, Mississippi, Connecticut, central California and New Hampshire.
- Creating a mixed-method research methodology for an eastern Tribal Nation which is developing a multi-year Tribal Health Assessment and Implementation program.
- Providing a comprehensive Community Needs Assessment for a community health and development agency serving a ten-county region of Texas.
- Developing a population health program and strategy in Florida as one of the IHI Triple Aim Improvement Community (TAIC) sites nationally.
- Developing a national, in-depth study with over 120 community hospitals and medical centers for the American Hospital Association’s Society for Healthcare Strategy and Market Development.
- Presenting innovative community research and engagement strategies to local, regional, and national audiences.
- Implementing one of the nation’s first multi-hospital health and public perception assessments.
- Developing a multi-site CHNA in the northeast U.S. in collaboration with two communities and their local hospitals. In this case, the clients had recently undergone major marketing department staff reductions requiring Crescendo to take a more broad-based, hands-on approach. The project successfully engaged over 50 community leaders in a three-county region while selectively interacting with hospital leaders.

## Description of the Community Served and How the Community was Determined

BRRH’s service area is a highly diverse region containing over 1.3 million people. Including highly affluent communities in Boca Raton, as well as more economically challenged neighborhoods. The Primary Service Area (PSA) and Secondary Service Area (SSA) residents represent a broad array of lifestyles and health service needs. Many of the following tables provide insight on the demographic and risk profile characteristics of each county and, where possible, the specific service areas. The PSA and SSA are defined by a group of zip codes – 25 in the PSA, and 16 in the SSA.

*Exhibit 1 – Zip Code Table and PSA / SSA Map Overview*

<b>PSA</b>	33433	33496	33434	33432	33446	33487	33486	33437
<b>(Dark Green Below)</b>	33484	33431	33428	33442	33445	33498	33441	33436
	33483	33064	33444	33472	33435	33073	33462	33426
	33473							
<b>SSA</b>	33467	33067	33062	33076	33063	33463	33066	33071
<b>(Light Green Below)</b>	33065	33069	33060	33321	33449	33068	33460	33461





## Secondary Research Data

Demographic analysis provides the framework from which to better understand individual communities, neighborhood characteristics, population trends and the impact, and the overall fabric of the community. The following analysis highlights the growing need for healthcare services in the area, as well as identifies structural causes of health care service usage.

Diverse ethnicities, relatively high median age, and other lifestyle factors impact the health service needs of the area, as well as the development of effective strategies to meet evolving needs.

In order to analyze these and other characteristics, the domains included in the Boca Raton Regional Hospital secondary research include the following:

- Demographics of service area
- Health status profile and disease burden
- Social and physical environment factors
- Risk and protective lifestyle behaviors

The tables and discussion in the following sections present key data reflecting these summary points and some of the impact on community needs and the prioritization of issues.

*“I’ve lived in Boca for over 30 years. A lot has changed, but a lot has stayed the same. It’s a great place to live and work – the weather, the economy, good schools. The mix of people has changed, and I think for the better, as there is a more diverse mix of age groups, ethnicities, and interests. I suppose that changing demographics require evolving services from the hospital [BRRH]”  
– Leadership Group member*

## Demographics of the Service Area

**The BRRH service area is characterized by relatively high levels of affluence, a high median age (especially in the PSA), and rapid population growth.**

The following BRRH service area demographics provide a framework within which health needs data can be better understood. Three core factors that frame community health include population, household income, and age. Age and income can be surrogates for education and economic stability, and they may also impact access to healthcare.

Boca Raton Regional Hospital’s service area has substantial socioeconomic and demographic diversity is rapidly changing. From 2000 to 2018 the population grew around 17%.

Core Summary Demographics				
Area	2018 Population	%Change Since 2000	2018 Median Household Income	Median Age
<b>Primary Service Area</b>	707,360	17.2%	\$57,245	50.0
<b>Secondary Service Area</b>	624,001	17.2%	\$54,468	41.4
<b>Total</b>	1,331,361	17.2%	\$55,857	45.7
<b>Broward County</b>				
	1,901,425	14.6%	\$55,397	41.0
<b>Palm Beach County</b>				
	1,444,799	27.7%	\$57,907	45.7
<b>Total</b>	3,346,224	17.7%	\$56,652	43.4
<b>SOURCE: ESRI Data, 2018</b>				

- The PSA has a slightly higher median income and much higher median age than the SSA.
- Both factors (i.e., age and income) typically have a large impact on the demand for healthcare services. In this case, the higher income in the PSA may tend to reduce the need for services while the older median age would tend to increase the need for services.
- The county-level population change is smaller than in the service area comparison, as much of the growth in Palm Beach County is outside of the BRRH service area.
- The Palm Beach County population has increased by approximately 28% between 2000 and 2018; Broward County increased at a slower pace (14.6%).

## Age Groups

The BRRH PSA is characterized by similar percentages of people across several age groups (15 to 44, 31%; 45 to 64, 26%; and, 65 and over, 28%) suggesting a need for a broad range of services. The secondary service area is more heavily concentrated in the younger age groups.

Service Area Age Breakdown						
Area	2018 Population	Under 15	15-44	45-64	65+	Median Age
<b>Primary Service Area</b>	707,360	13.5%	30.7%	25.5%	30.2%	50.0
<b>Secondary Service Area</b>	624,001	17.2%	37.1%	26.4%	19.3%	41.4
<b>Total</b>	1,331,361	15.4%	33.9%	26.0%	24.8%	45.7
<b>Broward County</b>	1,901,425	16.9%	38.0%	27.5%	17.6%	41.0
<b>Palm Beach County</b>	1,444,799	15.4%	33.7%	25.9%	25.0%	45.7
<b>Total</b>	3,346,224	16.2%	35.9%	26.7%	21.3%	43.4
SOURCE: ESRI Data, 2018						

- A high percentage of people (30.2%) in the PSA are over 65 years old.
- The broader Broward County / Palm Beach County region includes more than three million people with a median age of about 43 years.

## Seniors Population Trends

The number of seniors – the highest healthcare utilization group – is projected to increase by nearly 100,000 people between 2010 and 2020. The rapid growth of this high need segment of the population is likely to drive service needs in many segments.

Number of Seniors (Age 65+)				
Area	2010	2018	2023	Change From 2000-2023
<b>Primary Service Area</b>	161,702	213,606	242,393	33.2%
<b>Secondary Service Area</b>	87,921	120,302	142,636	38.4%
<b>Total</b>	249,624	333,908	385,029	35.1%
<b>Broward County</b>				
	244,514	334,181	399,087	38.7%
<b>Palm Beach County</b>				
	278,062	360,540	418,131	33.5%
<b>Total</b>	522,576	694,721	817,218	36.1%
SOURCE: ESRI Data, 2018				

- Between 2010 and 2023, the seniors’ percentage of the total PSA population is expected to increase 33% (nearly 80,000 seniors) -- an additional 135,000 seniors in the PSA and SSA.
- Few (approximately 10%) Palm Beach and Broward County seniors live below 100% of the FPL; however, the percentage still represents nearly 60,000 people.

## Income

The BRRH service area is an affluent region with median household income is over \$55,000, yet approximately one in three service area residents have household income below \$35,000. Income levels in the PSA are like those in the total Palm Beach County area; SSA income levels are like those in Broward County.

Income Breakdown								
Area	<\$15,000	\$15,000-24,999	\$25,000-34,999	\$35,000-49,999	\$50,000-74,999	\$75,000-99,999	\$100,000+	Median Income
<b>Primary Service Area</b>	10.1%	10.0%	9.6%	13.4%	18.0%	11.5%	27.3%	\$57,245
<b>Secondary Service Area</b>	10.3%	10.3%	10.5%	14.3%	18.4%	12.0%	24.1%	\$54,468
<b>Total</b>	10.2%	10.2%	10.1%	13.9%	18.2%	11.8%	25.7%	\$55,857
<b>Broward County</b>	10.8%	9.8%	10.2%	13.9%	18.1%	12.0%	25.1%	\$55,397
<b>Palm Beach County</b>	10.1%	9.7%	9.6%	13.5%	17.5%	11.9%	27.7%	\$57,907
<b>Total</b>	10.5%	9.8%	9.9%	13.7%	17.8%	12.0%	26.4%	\$56,652
<b>SOURCE: ESRI Data, 2018</b>								

- Over one in four (27.3%) PSA residents have income over \$100,000.
- Although the SSA has a slightly lower percentage of the population with incomes over \$100,000, the income distribution is fairly similar to that of the PSA.
- The median household income and the distribution per income group in Palm Beach County and the PSA are very similar.

## Educational Attainment

Consistent with higher household income, over 20% of total service area residents have earned a bachelor's degree or higher (PSA, 23.8%; SSA, 19.6%).

Educational Attainment						
Area	No High School Diploma	High School or Equivalent	Some College, No Degree	Associate degree	Bachelor's Degree	Graduate Degree
<b>Primary Service Area</b>	9.0%	91.0%	19.5%	8.6%	23.8%	14.6%
<b>Secondary Service Area</b>	13.5%	86.5%	19.6%	9.5%	19.6%	10.5%
<b>Total</b>	11.3%	88.8%	19.6%	9.1%	21.7%	12.6%
<b>Broward County</b>	11.4%	88.6%	19.4%	10.2%	20.6%	11.7%
<b>Palm Beach County</b>	11.8%	88.2%	19.2%	9.0%	22.1%	13.4%
<b>Total</b>	11.6%	88.4%	19.3%	9.6%	21.4%	12.6%
SOURCE: ESRI Data, 2018						

- Most (88.8%) of service area people have earned a high school diploma or complete college work.
- More than one in ten have completed a Masters' Degree or higher.
- Palm Beach County residents tend to have more education than those in Broward County.

## Race, Ethnicity, and Gender

Although the PSA, SSA, and both represented counties have majority white residents, at least one in four residents are from other ethnic backgrounds. Hispanics represent a sizeable portion of Broward County (30.2%) and a smaller percentage (22.6%) in Palm Beach County.

Race, Ethnicity, and Gender								
Area	White	African American	Asian	Hispanic or Latino	Two or More Races	Other	Male	Female
<b>Primary Service Area</b>	74.4%	16.6%	2.8%	17.1%	2.6%	3.4%	47.5%	52.5%
<b>Secondary Service Area</b>	62.3%	23.9%	3.7%	28.9%	3.6%	5.8%	48.5%	51.5%
<b>Total</b>	68.4%	20.3%	3.3%	23.0%	3.1%	4.6%	48.0%	52.0%
<b>Broward County</b>								
<b>Broward County</b>	58.9%	29.2%	3.7%	30.2%	3.4%	4.4%	48.4%	51.6%
<b>Palm Beach County</b>								
<b>Palm Beach County</b>	70.1%	19.1%	2.8%	22.6%	2.8%	4.8%	48.4%	51.6%
<b>Total</b>	64.5%	24.2%	3.3%	26.4%	3.1%	4.6%	48.4%	51.6%
SOURCE: ESRI Data, 2018								

- Approximately one in six people (16.6%) in the PSA are African American.
- One in three people in the SSA are African American, Asian, or other races (33.4%).
- Hispanics represent more than one in five residents of the combined service area (23.0%).
- The Palm Beach County ethnic breakdown is very similar to the PSA, and the Broward County breakdown is similar to the SSA across all ethnic groups.
- There are slightly more females than males in both service areas and both counties.

## Additional Secondary Research Domains

One of the core research approaches included in the BRRH CHNA is secondary research that reviews established data regarding the most common causes of death, chronic disease incidence including mental health, and related issues. Some of the highlights reflected in the following sections include the points noted below:

- Current BRRH community health and outreach programs are currently focused on many of the community needs identified through the secondary research (and other modalities).
- Broward and Palm Beach Counties are relatively affluent areas in which the list of the most common causes of death are similar to U.S. rankings, yet the incidence rates tend to be lower. Palm Beach County rates tend to be lower than for Broward County on many but not all measures.
- There are high rates of people with chronic diseases – areas in which enhanced care coordination services have positively impacted outcomes with other health conditions.
- Medical and behavioral health issues are included in the list of higher priority community needs. Comorbidity of medical and behavioral health conditions may benefit from wrap-around services that provide integrated care.

The following sections provide data that illustrates health status and outcomes in Broward and Palm Beach Counties.

## Health Status Profile and Disease Burden

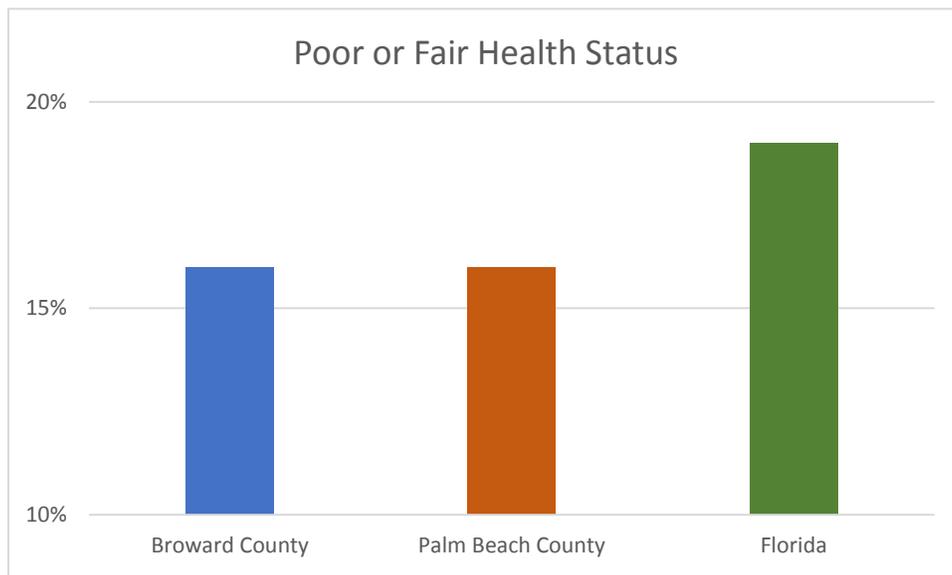
The population of the BRRH service area exhibits better health status than the state average. For many measures, Palm Beach County rates tend to be slightly better than for Broward County though there are many notable exceptions.

Broward and Palm Beach County residents report fewer poor health outcomes in each of the four Health and Lifestyle indicators compared to the state.

Population Health and Lifestyle Indicators				
Area	Poor or Fair Health Status	Poor Physical Health Days	Poor Mental Health Days	Preventable Hospital Stays
Broward County	16%	3.7	3.9	52
Palm Beach County	16%	3.8	3.7	47
Florida	19%	3.8	3.8	54

SOURCE: County Health Rankings, 2017  
[http://www.countyhealthrankings.org/app/florida/2018/compare/snapshot?counties=12\\_011%2B12\\_099](http://www.countyhealthrankings.org/app/florida/2018/compare/snapshot?counties=12_011%2B12_099)

- Broward and Palm Beach Counties average slightly better rates of poor or fair health status (16%) than the state average (19%).
- Palm Beach County rates are slightly better than the Broward County rates for preventable hospital stays and poor physical health days.
- Fewer residents in Palm Beach and Broward Counties report “fair or poor” health status compared to the state in total.



## Most Common Causes of Death

In nearly all cases, the most common causes of death in Palm Beach and Broward Counties are below those of the Florida average (unintentional injury being the exception.)

However, due to the very low rates of heart disease, the order of the most common causes of death is different. In addition, there are further variations between Broward and Palm Beach Counties.

Most Frequent Causes of Death Age Adjusted Rate, Per 100,000 of Population			
Measure	Broward County	Palm Beach County	Florida
Heart Disease	142.0	128.2	148.5
Cancer	146.1	129.5	149.4
Stroke	58.7	37.7	56
Unintentional Injury	52.4	72.4	40
Chronic Lower Respiratory Disease	37.0	26.3	39.6
Diabetes	18.8	12.6	21
Alzheimer's Disease	14.7	13.8	20.7
Nephritis, Nephrotic Syndrome & Nephrosis	11.7	9.3	14.1
Chronic Liver Disease and Cirrhosis	9.5	9.8	10.3
Parkinson's Disease	8.8	12.2	11.4
Hypertension	8.9	7	9.8
Suicide	10.9	9.1	8.5
Influenza and Pneumonia	5.8	6.1	8.1
Septicemia	4.8	6	8.2
Homicide	5.8	3.9	4.1
HIV/AIDS	4.5	3.6	6.5

SOURCE: SOURCE: Florida Department of Health (FDH), Division of Public Health Statistics & Performance Management, FloridaCharts.com database.  
<http://www.flhealthcharts.com/charts/DataViewer/DeathViewer/DeathViewer.aspx?indNumber=0097>

- In Florida. Cancer is the leading cause of death. The state rate is approximately 55% higher than the Palm Beach County rate (31% higher than in Broward County).
- Cancer rates are also lower than national averages. In both service area counties, cancer causes more deaths than heart disease. Heart disease and cancer cause the death of more than five times as many people as the third most common cause of death (i.e., stroke).
- Cancer, heart disease, stroke, chronic lower respiratory disease, unintentional injuries, and diabetes are the six most common causes of death in Broward and Palm Beach counties with similar, but slightly different rank orders.

**Rates among demographic groups vary – highlighting the opportunity to develop highly focused community health improvement strategies.**

In Broward County, death rates for African Americans and Whites are similar for cancer. However, they vary to a greater degree for several other causes of death such as stroke (African Americans averaged a much higher rate, diabetes, nearly twice as high for African Americans compared to Whites), and CLRD (which is more than twice as high for whites compared to non-whites). Hispanic populations average a much lower rate of death by the selected measurements in most categories.

Causes of Death by Selected Demographic Categories, Broward County							
Measure	Total <sup>1</sup>	Age Under 45	Age 45 to 64	Age 65+	White <sup>2</sup>	African American <sup>3</sup>	Hispanic <sup>4</sup>
Cancer	186.5	10.1	166.3	838.1	145.3	142.7	118.7
Heart Disease	142.0	5.9	102.5	986.9	143.0	126.0	96.4
Stroke	81.0	1.9	20.5	461.8	54.4	71.4	46.1
Unintentional Injury	52.4	43.4	63.4	88.5	62.9	32.4	23.3
Chronic Lower Respiratory Disease	37.0	0.8	16.1	271.7	42.0	17.5	20.5
Diabetes	18.8	1.9	23.2	100.0	14.7	32.4	14.6
Pneumonia and Influenza	5.9	0.6	3.3	41.3	5.5	7.0	5.6

SOURCE: Florida Department of Health (FDH), Division of Public Health Statistics & Performance Management, FloridaCharts.com database. <http://www.flhealthcharts.com/charts/DataViewer/DeathViewer/DeathViewer.aspx?indNumber=0097>

- Age-adjusted death rates for Hispanics tend to be lower than for other races and ethnic groups.
- Unintentional injuries (primarily substance abuse related, or motor vehicle related) are the leading cause of death for people under 45 years of age.
- The cause which Whites, African Americans and Hispanics all average similar rates is Pneumonia and Influenza deaths.

<sup>1</sup> Age Adjusted

<sup>2</sup> Age Adjusted

<sup>3</sup> Age Adjusted

<sup>4</sup> Age Adjusted

Variations in the death rate by race are similar in Palm Beach and Broward Counties.

Causes of Death by Selected Demographic Categories, Palm Beach County							
Measure	Total <sup>5</sup>	Age Under 45	Age 45 to 64	Age 65+	White <sup>6</sup>	African American <sup>7</sup>	Hispanic <sup>8</sup>
Cancer	129.5	7.6	168.3	760.9	129.2	125.9	105.9
Heart Disease	128.2	6.8	101.6	993.3	309.5	123.8	77.6
Stroke	37.7	2.1	18.8	319.0	34.8	57.3	40.7
Unintentional Injury	72.4	71.1	74.7	95.8	86.1	35.8	47.7
Chronic Lower Respiratory Disease	26.3	0.6	13.4	210.2	27.3	15.7	18.4
Diabetes	13.8	1.3	20.2	73.3	10.9	36.9	15.2
Pneumonia and Influenza	7.0	0.6	5.4	52.9	6.8	9.9	4.9

SOURCE: Florida Department of Health (FDH), Division of Public Health Statistics & Performance Management, FloridaCharts.com database. <http://www.flhealthcharts.com/charts/DataViewer/DeathViewer/DeathViewer.aspx?indNumber=0097>

- Heart disease death rates are about ten percent lower in Palm Beach County than Broward County.
- Deaths due to chronic lower respiratory disease are more common in Palm Beach County than in Broward County.
- Unintentional injury deaths more often cause death in Broward County than Palm Beach County. These numbers have flipped since 2014, when Palm Beach County averaged a higher rate of unintentional injury deaths.

<sup>5</sup> Age Adjusted

<sup>6</sup> Age Adjusted

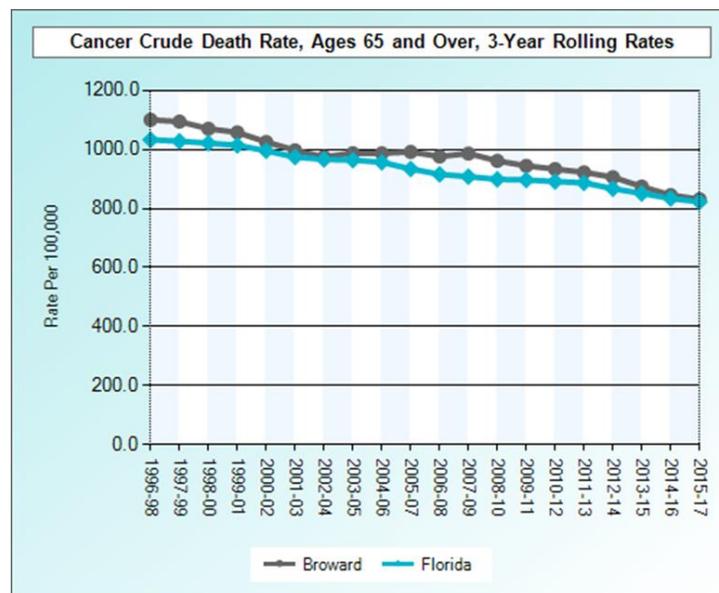
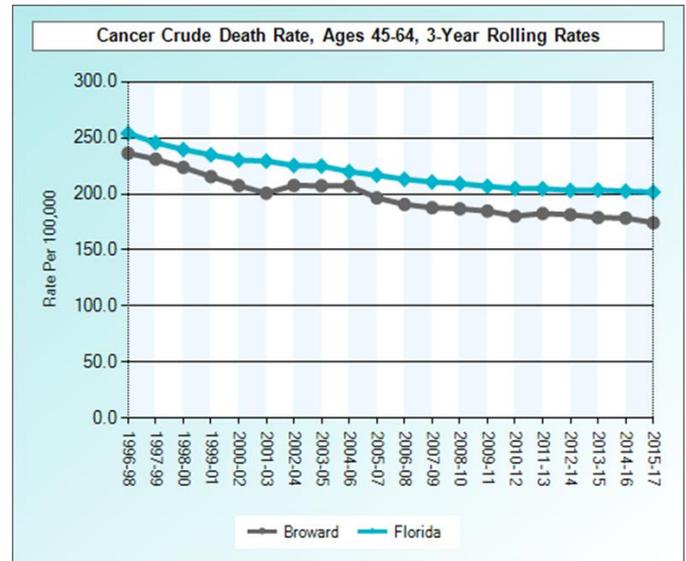
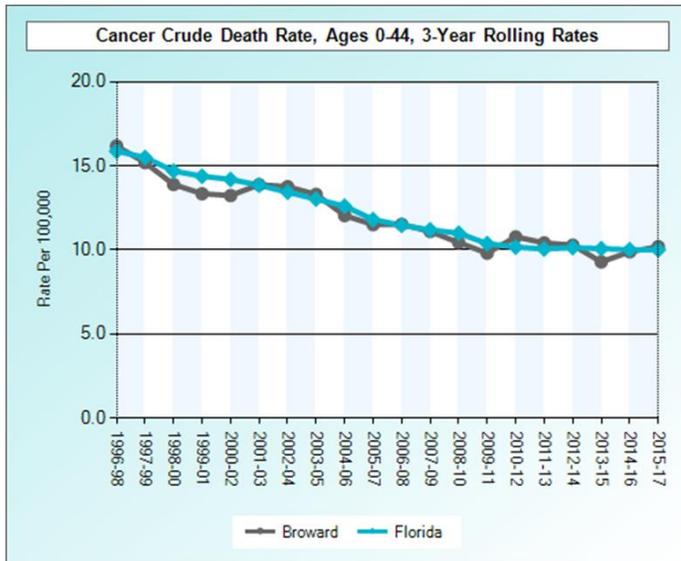
<sup>7</sup> Age Adjusted

<sup>8</sup> Age Adjusted

## Cancer

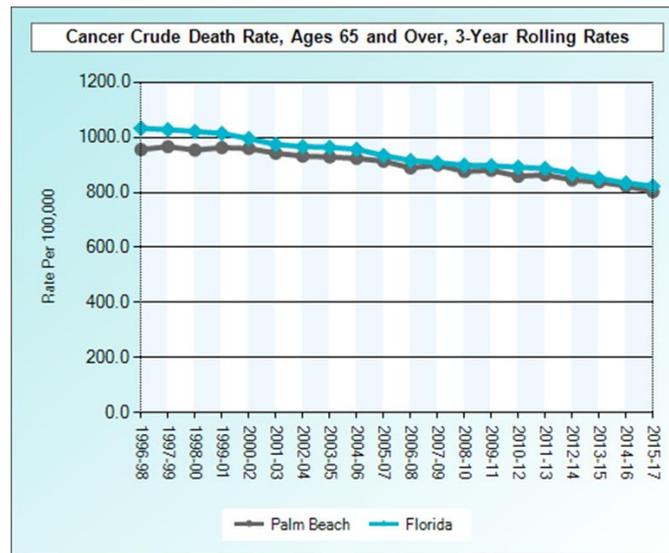
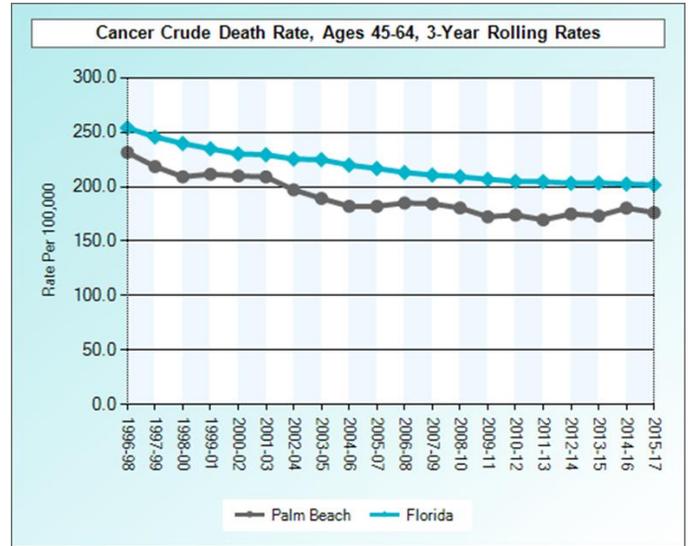
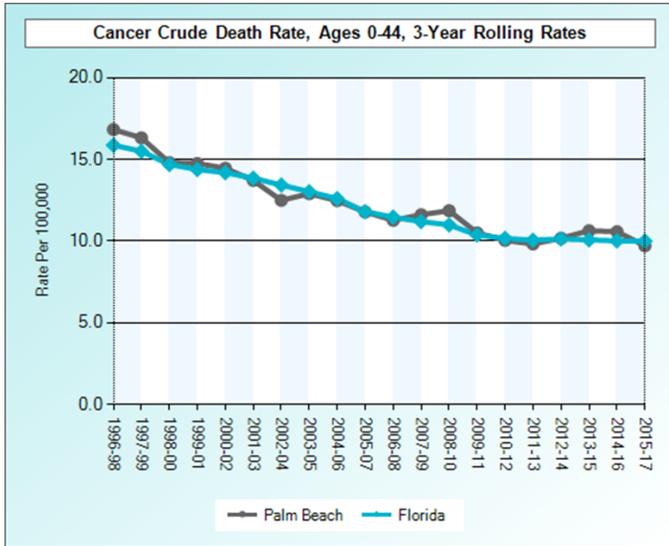
Cancer is the leading cause of death in Broward County (and Palm Beach County) – unlike the total U.S. where heart disease is the most common cause. The plateauing of the cancer-related death rates is seen in all age groups (as well as by race and gender).

### Broward County by age



- Among other age groups over 45 and older, cancer death rates have steadily declined 20% to 30% over the past 20 years.
- Among seniors, cancer death rate trends are approximately equal to the Florida statewide trend. Trends in Palm Beach County are like those in Broward County except that cancer deaths among people 45 to 64 and among seniors is lower than in Broward County.

## Palm Beach County by age

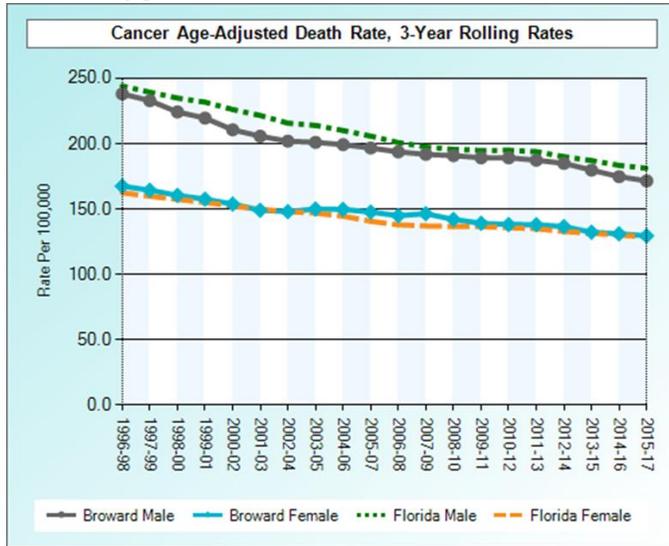


- The Palm Beach County rate of deaths due to cancer among seniors has paralleled the state of Florida rate for more than 20 years – currently about 800 deaths per 100,000 people in the most recent data period (2015-2017).

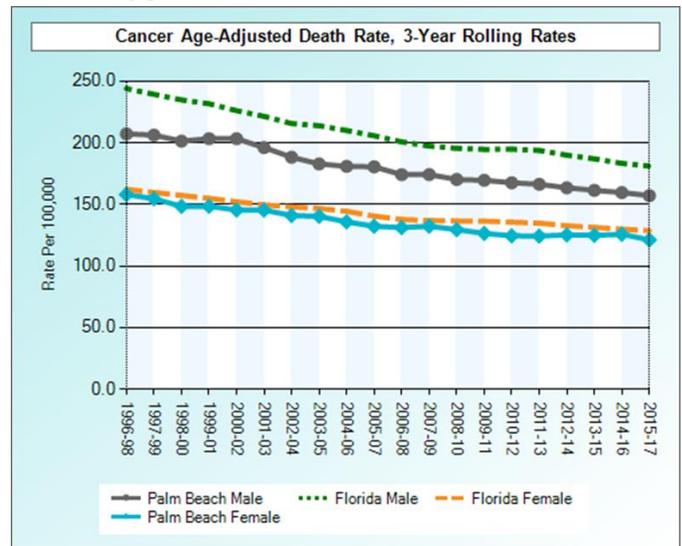
The following tables (and similar tables for other disease states) compare cancer rates by gender and ethnicity.

**Cancer rates for men are historically about 30% higher than for females; however, incidence rates for both have declined over the past 20 years.**

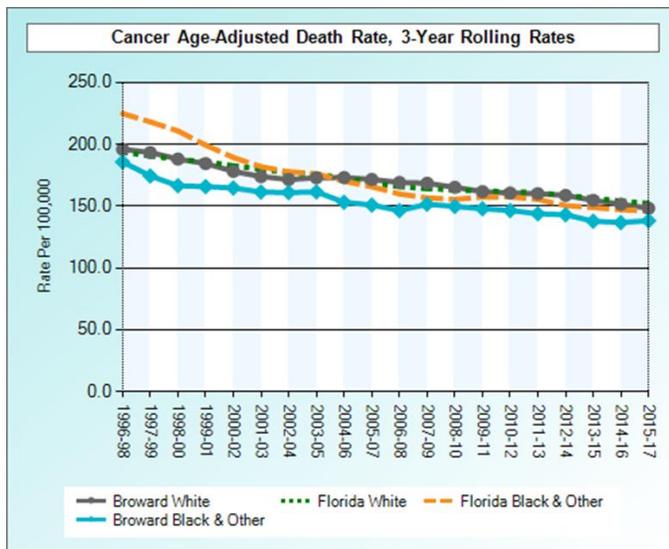
**Broward by gender**



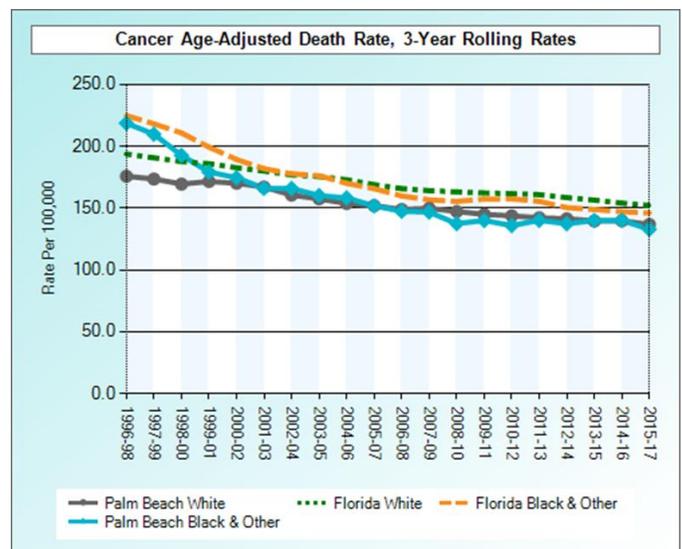
**Palm Beach by gender**



**Broward by ethnicity**



**Palm Beach by ethnicity**



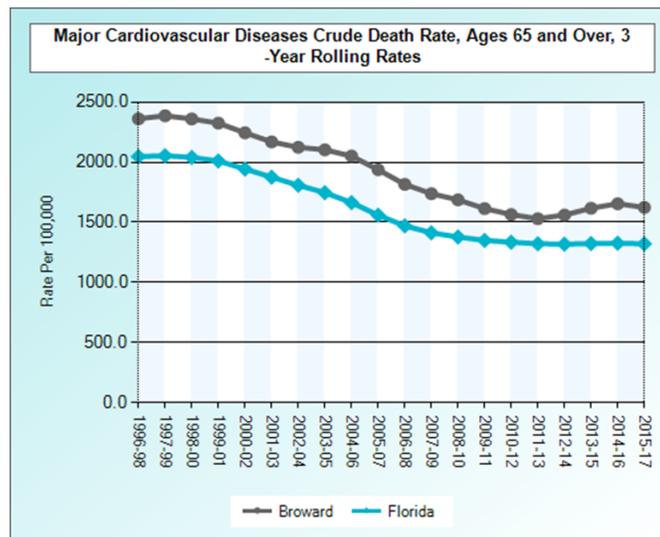
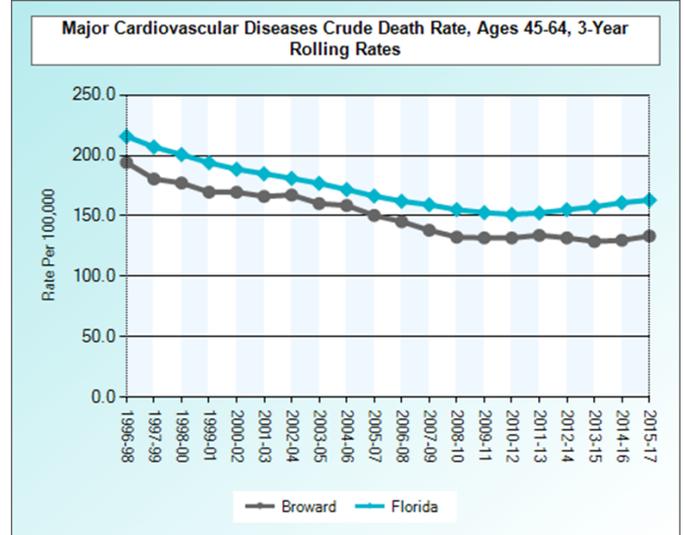
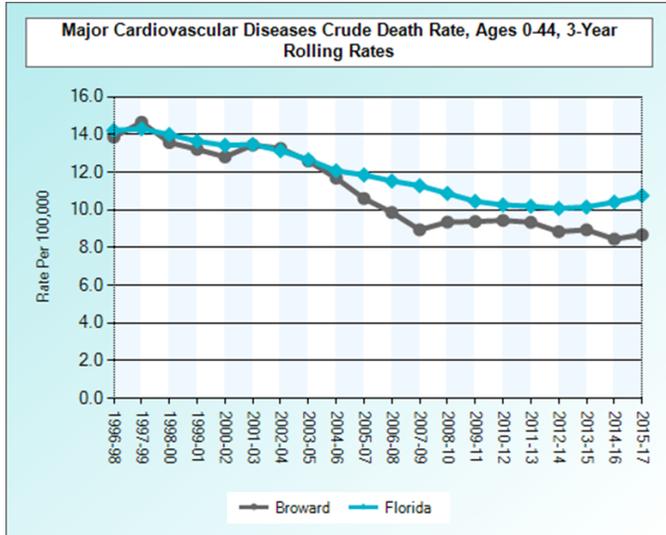
**Cancer death rates among non-whites is only slightly higher than the rate for whites in Broward and Palm Beach Counties.**

- Cancer death rates in Palm Beach County among non-whites were much higher than for whites until about 2000 when the gap narrowed.
- In Palm Beach County, cancer death rates have declined about 20% since 1993/1995, and the cancer rate gap between men and women has slightly narrowed.
- Rates have declined only slightly or plateaued over the past five years.
- Broward County cancer death rates are higher than Palm Beach County, though the 20-year trend is similar.
- The same trends are seen in Broward County, as cancer-related death rates have declined; both counties have cancer death rates below the Florida average for each gender.

## Heart Disease

As shown in the three charts below, heart disease deaths in Broward County have declined in each age group by 30% to 40% from 1993/1993 to 2015/2017. Among all but those over age 65, Broward County rates are better than the Florida average.

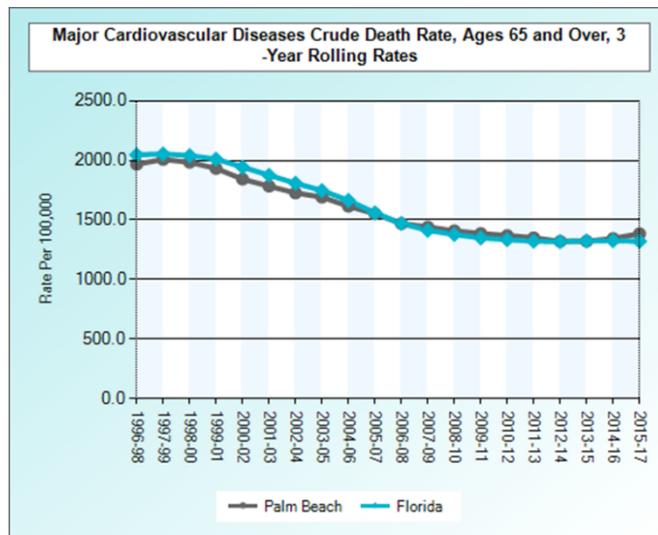
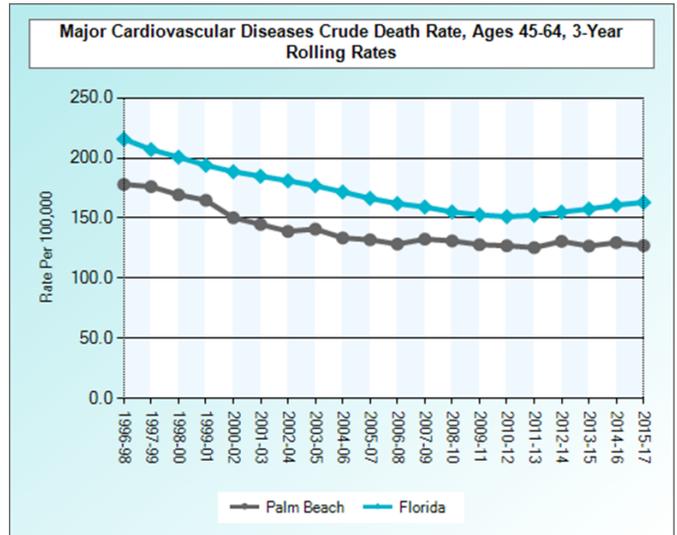
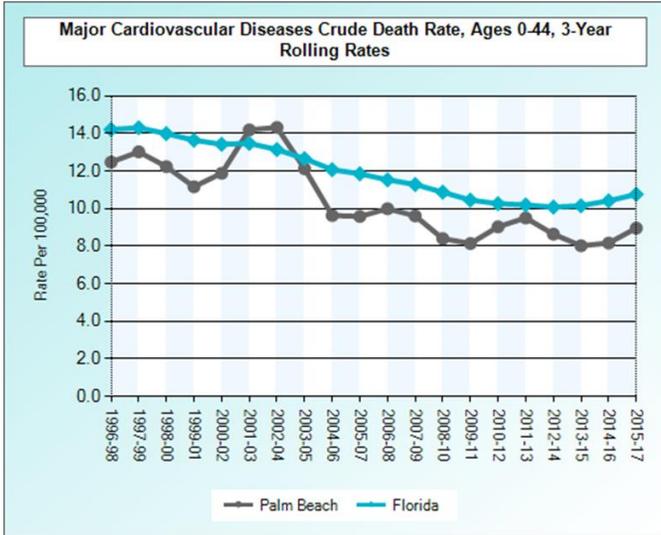
### Broward County by age



- Deaths due to heart disease among seniors have declined from approximately 2,200 per 100,000 people in the mid- to late-1990s to slightly over 1,600 per 100,000 people in the most recent data period (2015/2017).
- Among younger age groups in Broward County, county rates steadily declined until recently, where a mild uptick has occurred.

Trends in Palm Beach County are similar to those in Broward County except that heart disease deaths among seniors is lower than in Broward County and approximately equal to Florida rates, and rates for ages under 44 are more volatile.

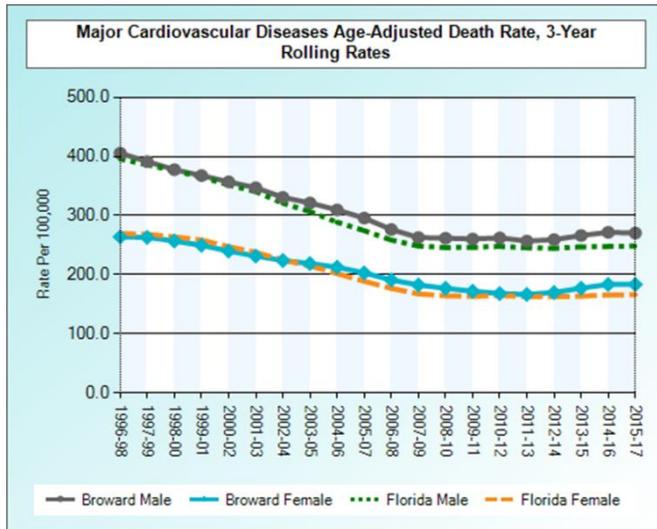
**Palm Beach County by age**



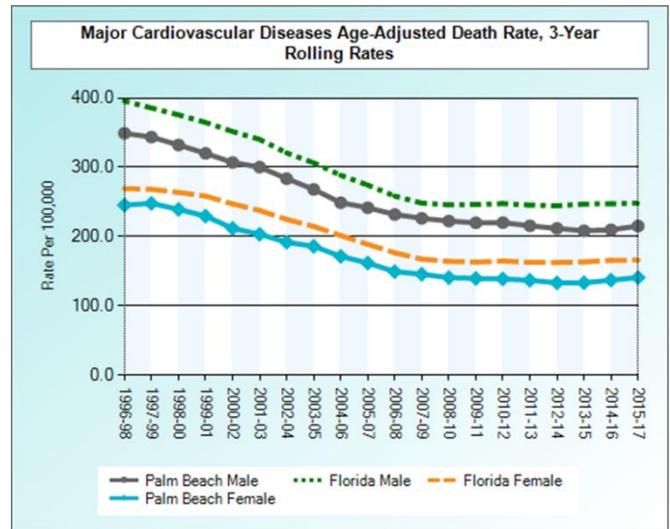
- The Palm Beach County rate of deaths due to heart disease among seniors has paralleled the state of Florida rate for more than 20 years – currently, at approximately 1,400 deaths per 100,000 people in the most recent data period (2015/2017).

As with other chronic diseases, heart disease death rates among men are higher than for women. Rates have come down since the late 1990s however, have ticked up slightly in Broward County since 2011-2013.

**Broward by gender**

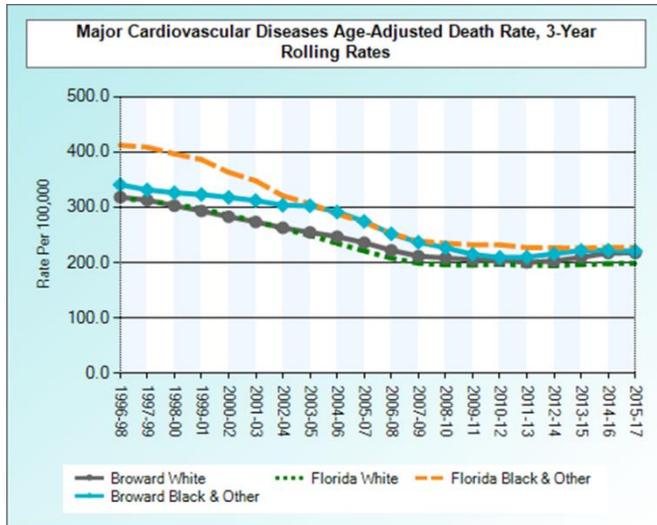


**Palm Beach by gender**

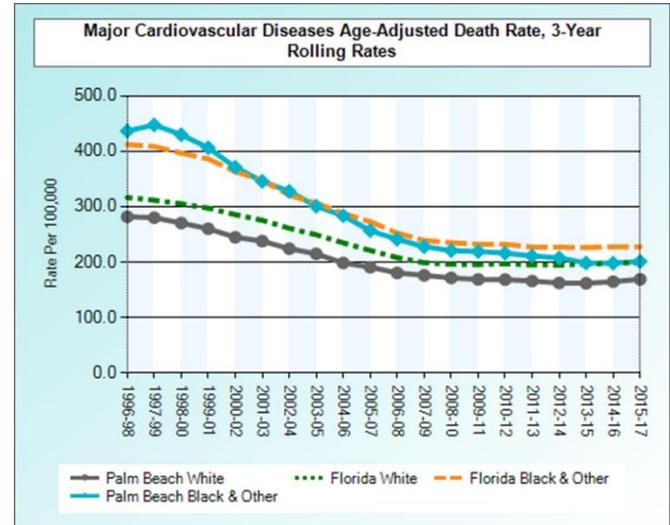


Palm Beach County heart disease death rates among non-whites (2015-2017) was very similar to the rate for whites – a large change compared to the 1996-1998 period in which death rates among non-whites were 30% to 40% higher than for whites. In Broward County, rates based on ethnicity are essentially equal; both, however, are slightly higher than Palm Beach County rates.

**Broward by ethnicity**



**Palm Beach by ethnicity**

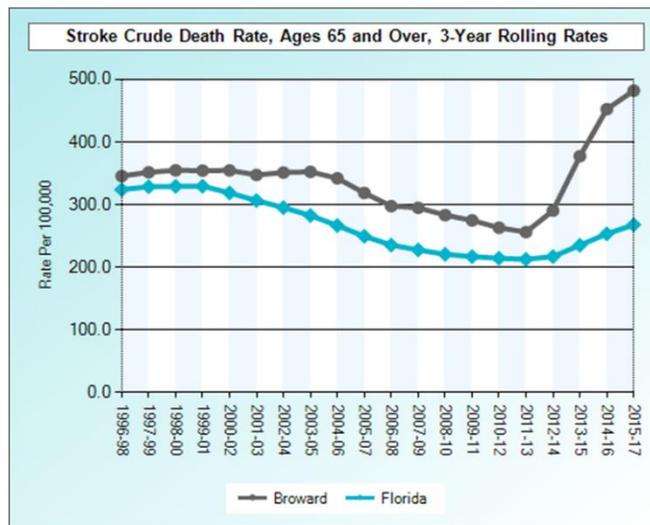
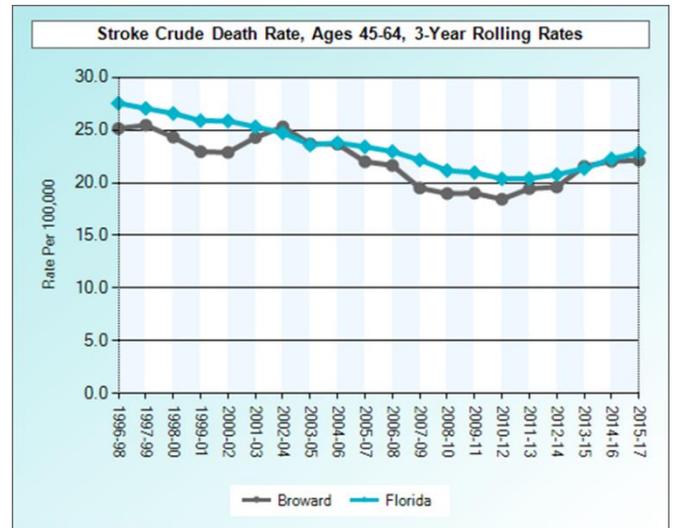
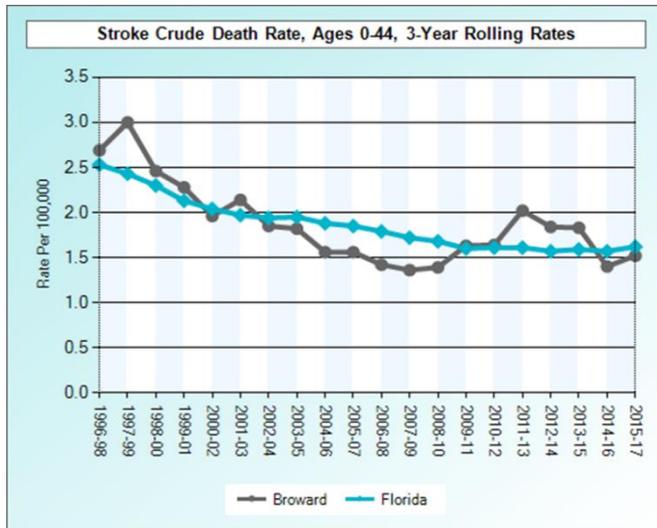


- Broward and Palm Beach County rates are slightly lower than the Florida averages.
- Heart disease death rates are generally slightly lower in Palm Beach County than in Broward County, but in both areas, heart disease deaths are much more common among men than women (not reflected in the above charts).

Stroke

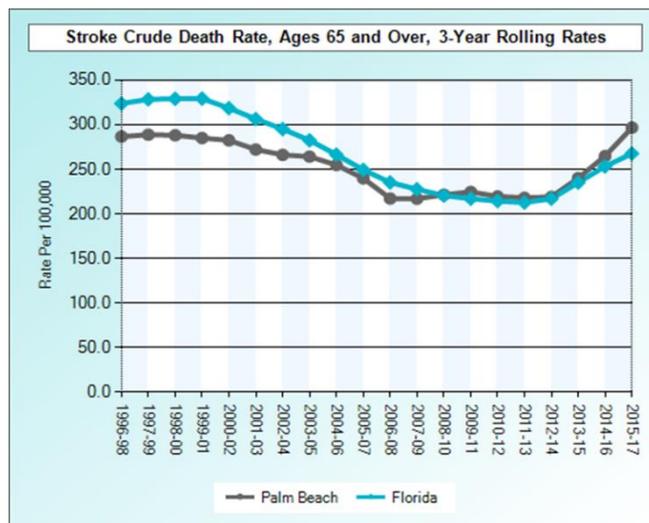
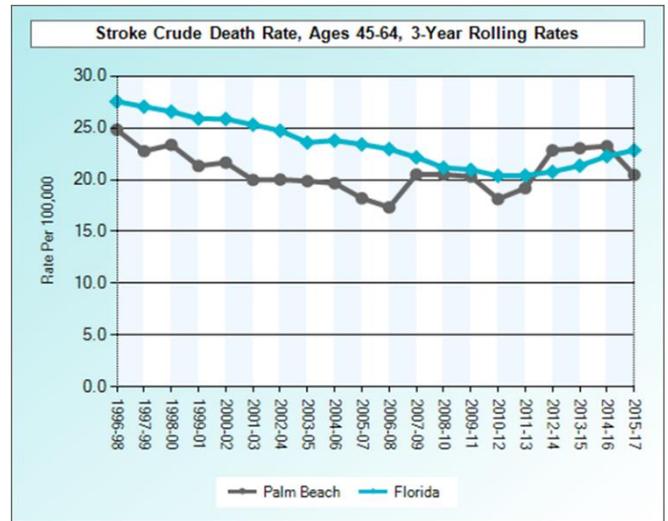
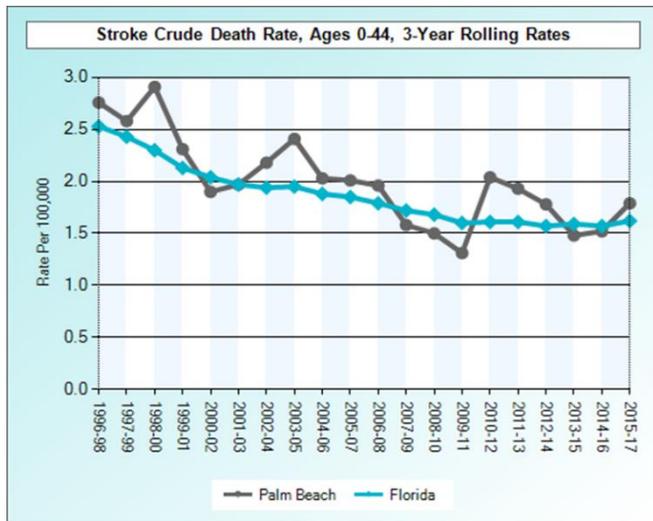
Incidence of stroke in Broward and in Palm Beach County declined by approximately 50% for people over age 65 years of age and have risen sharply in the past 6 years for seniors.

Broward County by age



- Deaths due to stroke among people aged 45-64 have declined from approximately 28 per 100,000 people in the mid- to late-1990s to about 22 per 100,000 people in the most recent data period (2015/2017).
- Among seniors, the gap between the Broward County rate and the Florida rate has increased dramatically and is experiencing the highest rate of death in the area's recorded history.

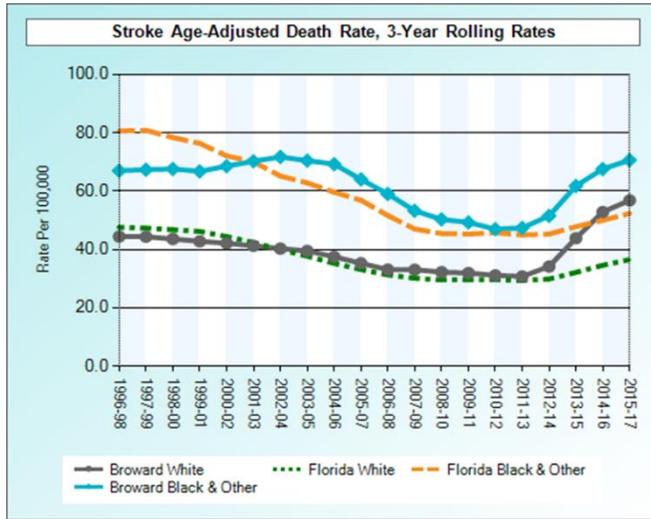
## Palm Beach County by age



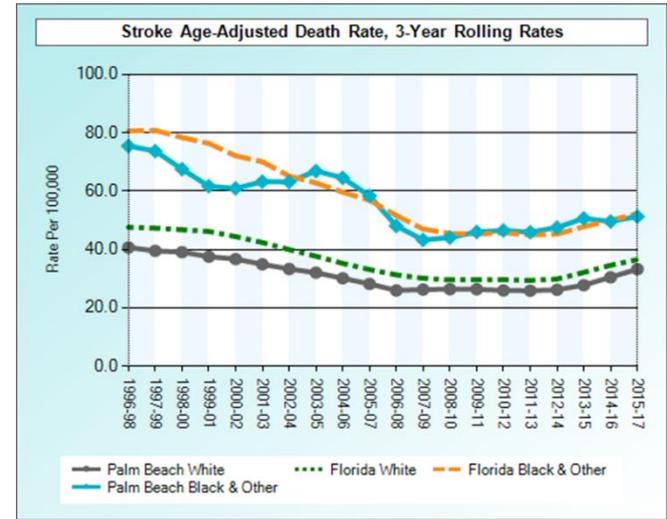
- Rates of stroke in Palm Beach County are similar to those in the State average.
- Death rates among seniors is rising in Palm Beach but is still much lower than the spiking rates in Broward.

In Palm Beach County and Broward County the incidence of death from stroke is much higher (approximately 25% higher) among non-whites compared to whites.

**Broward by ethnicity**



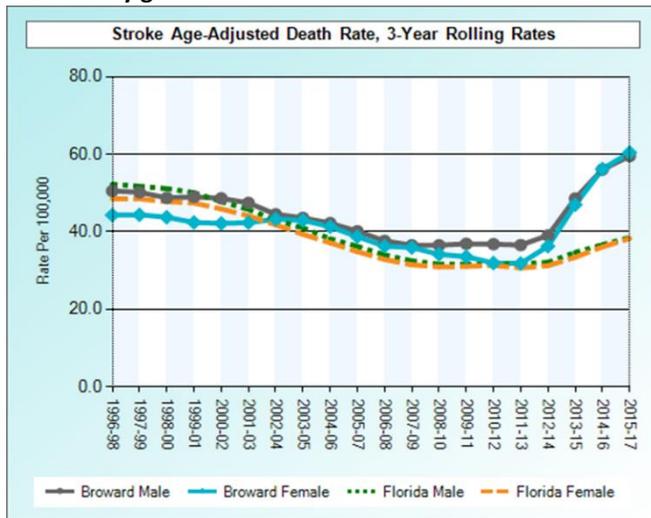
**Palm Beach by ethnicity**



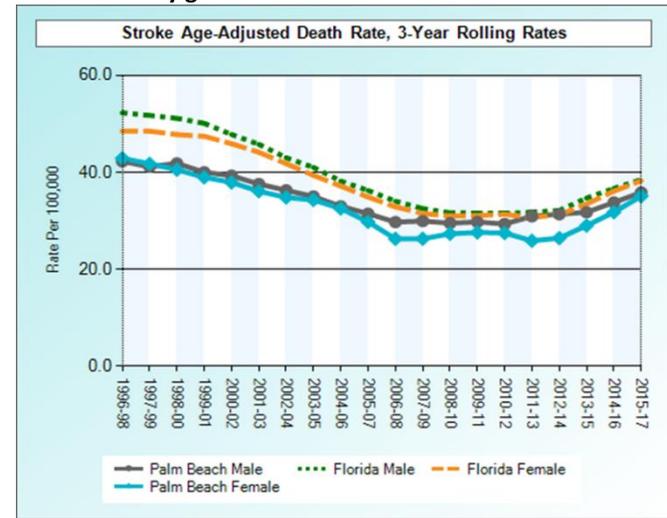
- Rates among residents of Broward County are slightly higher than in Palm Beach County for all races.

Death rates from stroke in Broward County have risen substantially since 2010-2012 among both genders.

**Broward by gender**



**Palm Beach by gender**

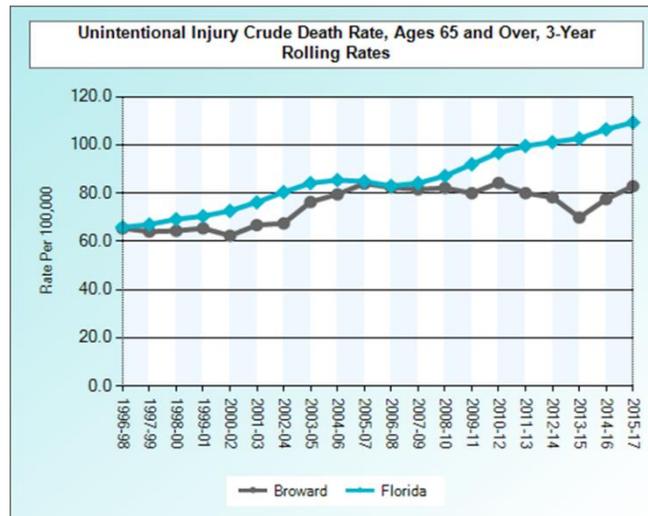
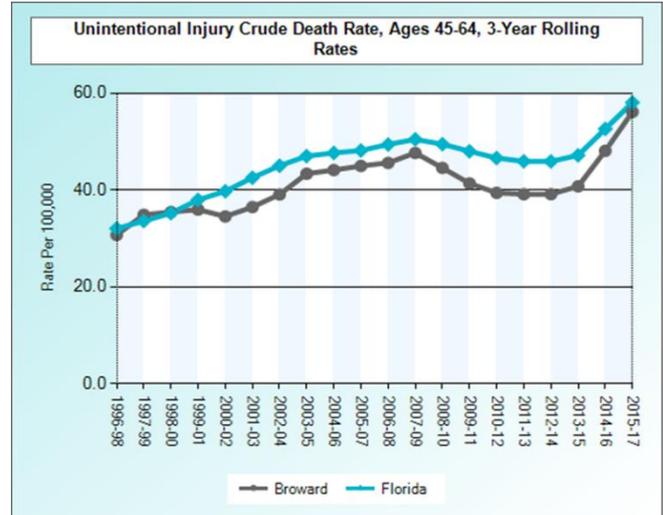
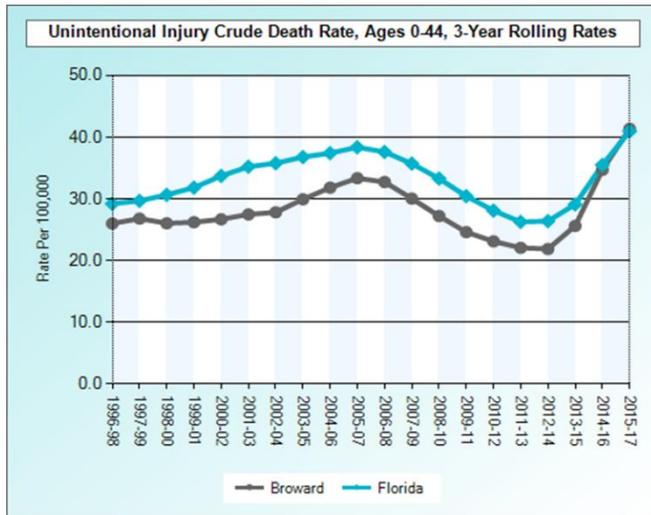


- Palm Beach County rates are similar to the Florida averages; since 2012-2014, Broward County rates are substantially higher than the Florida averages.
- Since about 2000-2002, stroke rates among Broward County have been slightly higher than the Florida average – reversing a long-standing trend.

## Unintentional Injury

Unintentional injuries include several diverse categories of causes such as death by drowning, falls, homicide, poisoning (e.g., overdose of medicine), and others. Broward County rates for people under age 65 have increased substantially since 2012-2014.

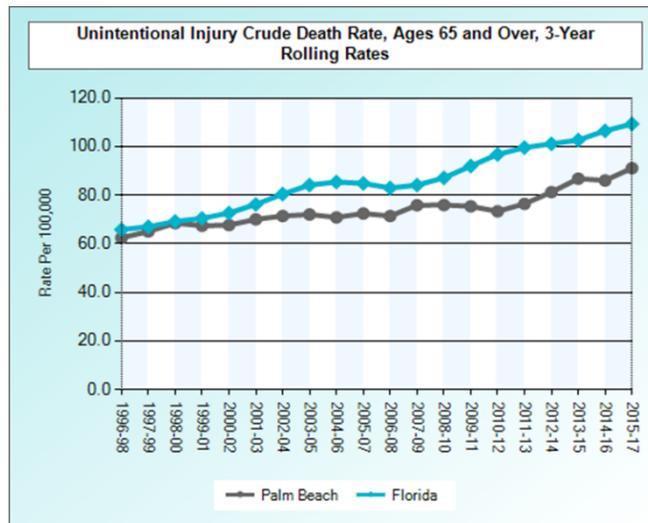
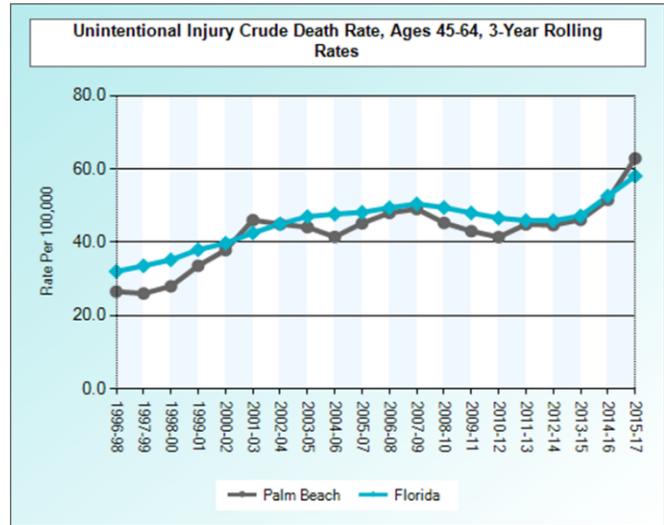
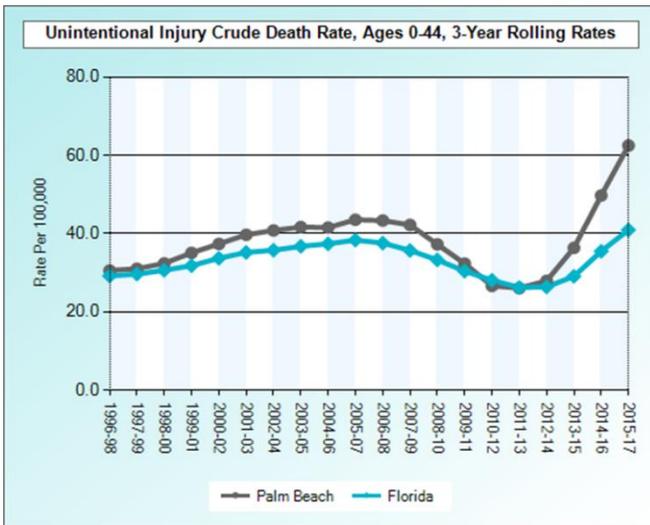
### Broward County by age



- Death rates are on the rise for each age group since about 2012/2014.
- Seniors average the highest rate of death from unintentional injury.

Trends of deaths due to unintentional injury in Palm Beach County are on the rise as well. In Palm Beach County's case, though, the increase is seen among all age groups.

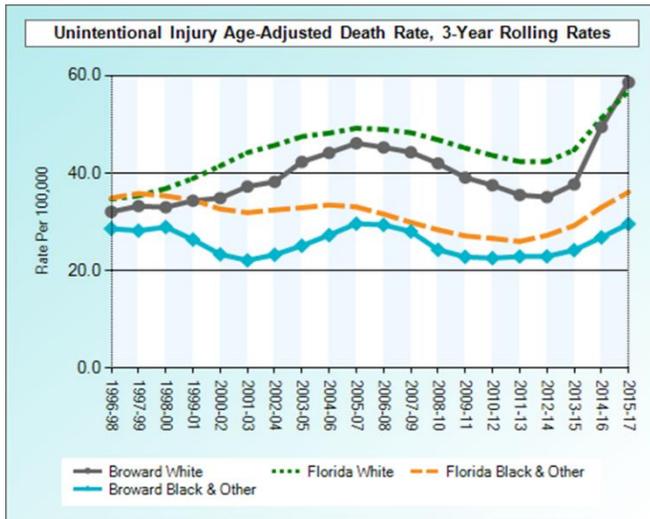
**Palm Beach County by age**



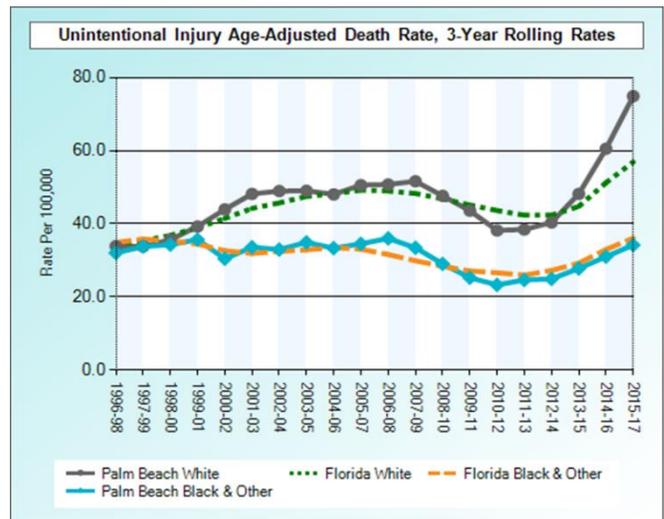
- The Palm Beach County rate of deaths due to unintentional injury among seniors is the most stable trend. Those under the age of 45 have experienced the sharpest increase. All age groups have seen rates rise since 2012/2014.
- Seniors in Palm Beach County average a lower rate of death due to unintentional injury than the Florida average.

Among non-whites, deaths due to unintentional injury rates are more than 50% lower than for whites in both Broward and Palm Beach Counties.

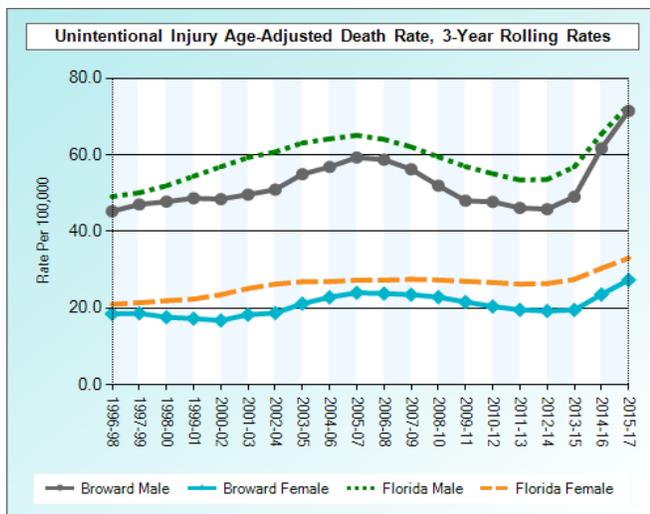
### Broward by ethnicity



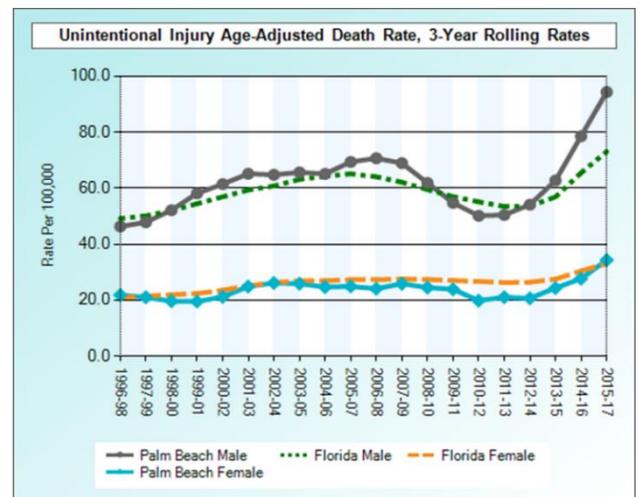
### Palm Beach by ethnicity



### Broward by gender



### Palm Beach by gender



- Unintentional injury death rates are higher in Palm Beach than Broward Counties.
- Broward and Palm Beach County trends by gender are in step with the Florida averages.
- In 2015-2017, males are more than three times as likely as females to die from unintentional injury.

The death rate for seniors due to unintentional injury is higher in Palm Beach County (95.8) than Broward (88.5).

Causes of Death by Unintentional Injury by Age			
Area	0-44	45-64	65+
Broward County	43.4	63.4	88.5
Palm Beach County	71.1	74.7	95.8
Florida	44.4	62.6	110.3

SOURCE: Florida Health Charts, <http://www.flhealthcharts.com/charts/DataViewer/DeathViewer/DeathViewer.aspx?indNumber=0109>

Overall rates in Broward County parallel the Florida average.

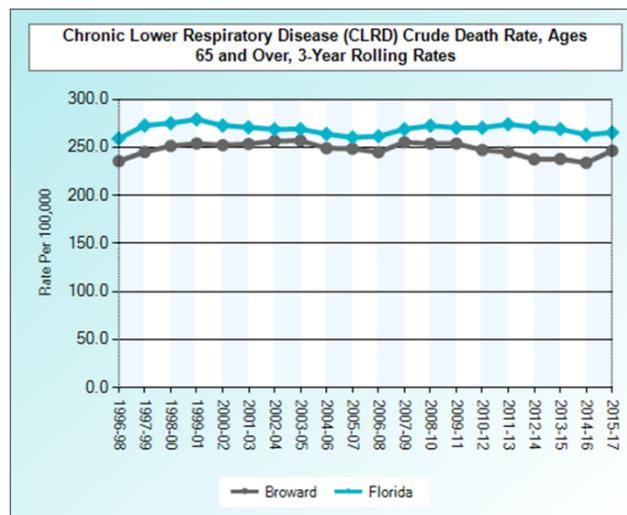
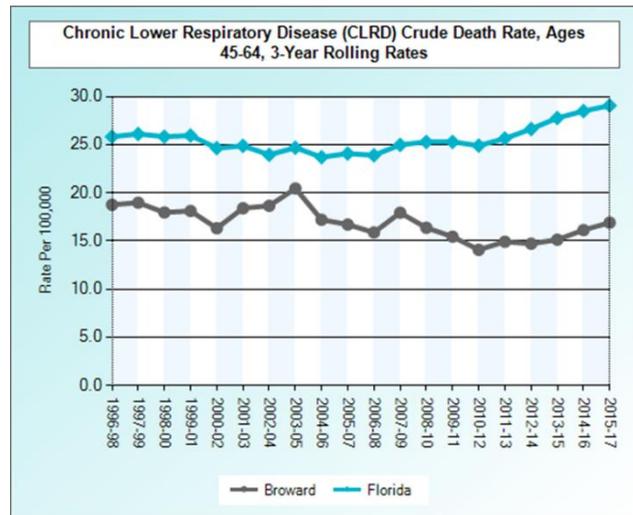
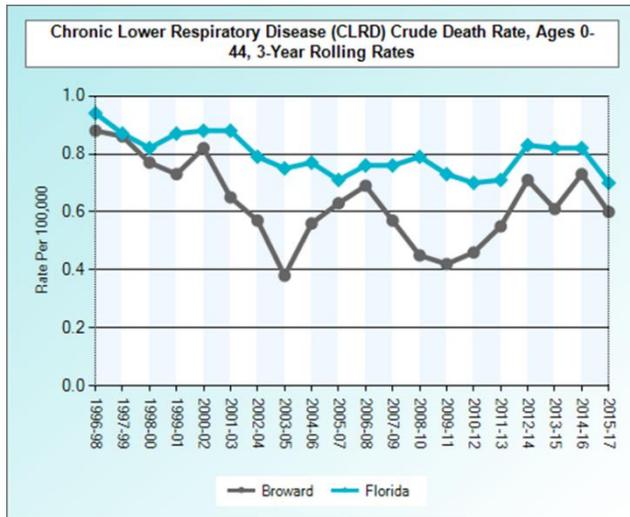
Causes of Death by Unintentional Injury by Race			
Area	White	African American	Hispanic
Broward County	62.9	32.4	32.3
Palm Beach County	86.1	35.8	47.7
Florida	60.6	40.8	34.3

SOURCE: Florida Health Charts, <http://www.flhealthcharts.com/charts/DataViewer/DeathViewer/DeathViewer.aspx?indNumber=0109>

## Chronic Lower Respiratory Disease

**Chronic lower respiratory disease (CLRD) kills few people under age 45 and modest numbers between ages 45 and 64. However, it is a leading cause of death for seniors – causing the death of nearly as many people as stroke. This category includes chronic obstructive pulmonary disease (COPD).**

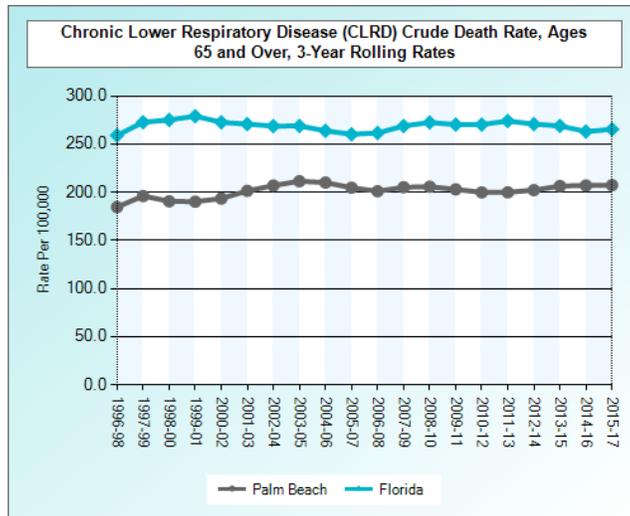
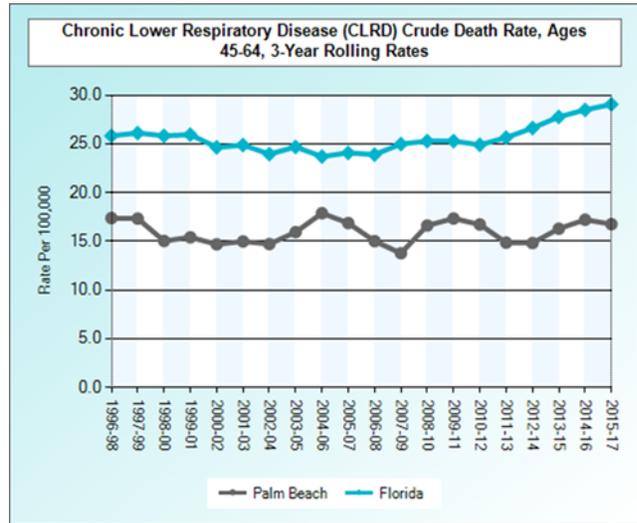
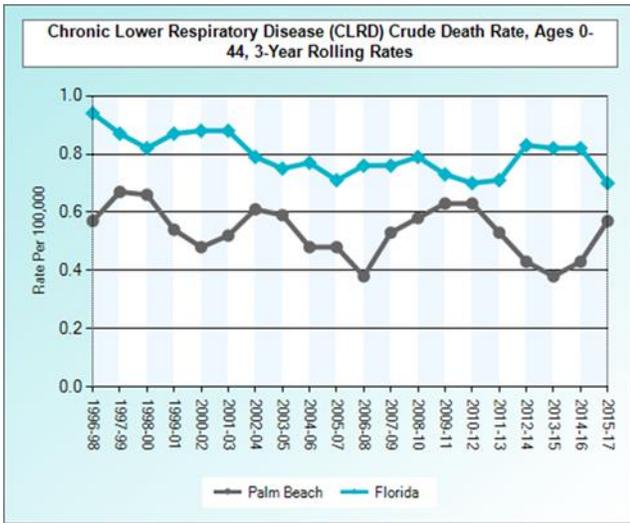
### Broward County by age



- Unlike most major disease categories, CLRD death rates have been stable in Florida for 20 years.
- Broward County rates are lower than the Florida averages, and have experienced a higher variance of change throughout the years.
- Since 2008-2010, Broward County death rates among people 45-64 have decreased slightly in Broward County while the State of Florida average has trended upward.

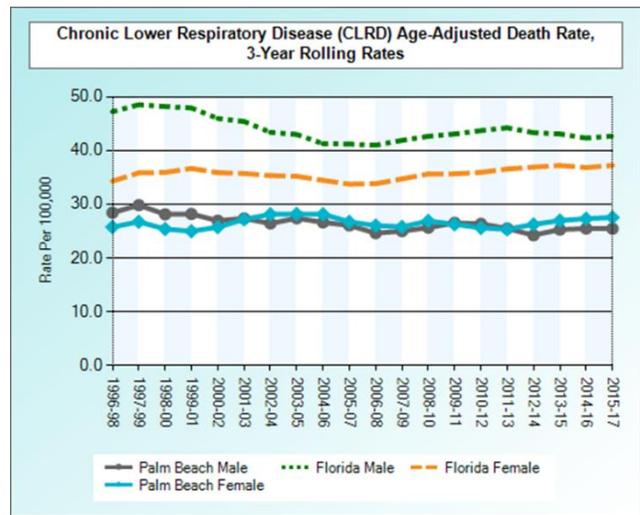
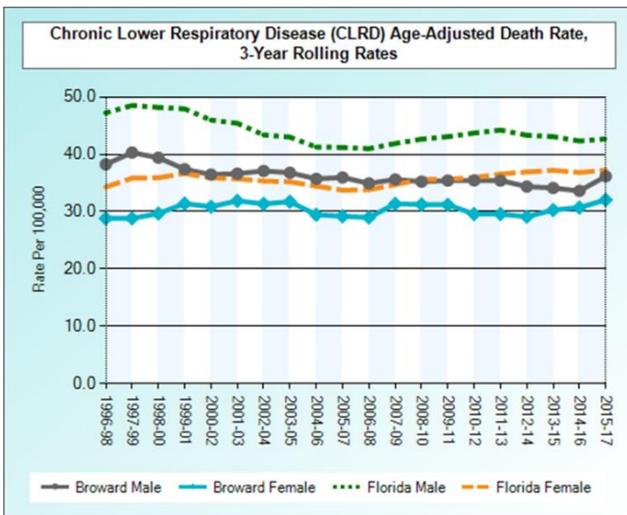
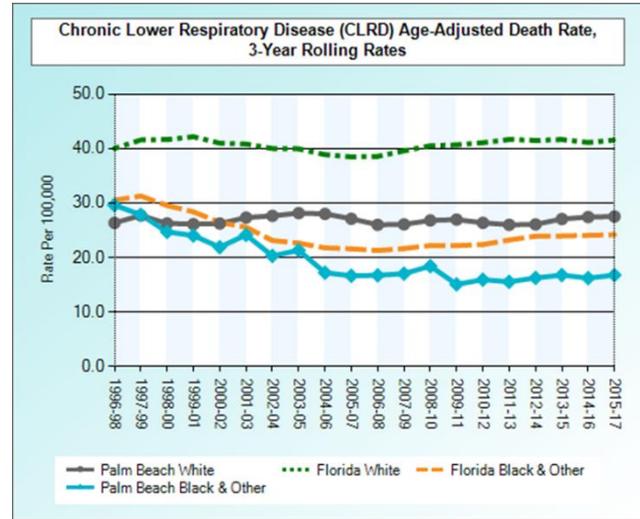
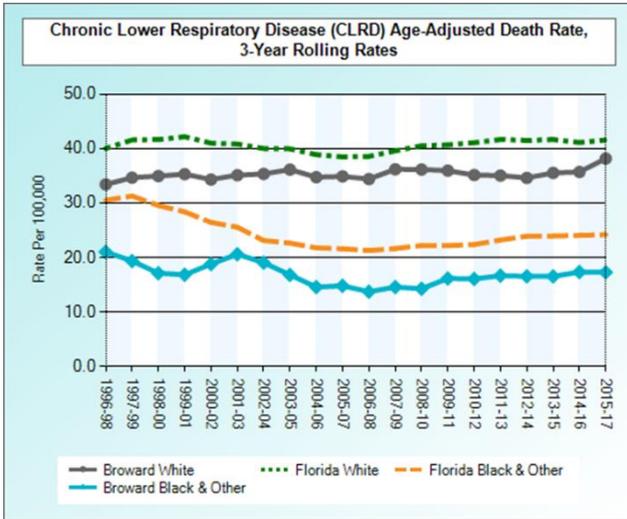
Trends in Palm Beach County are similar to those in Broward County in that CLRD death rates are lower than the Florida averages.

**Palm Beach County by age**



- The Palm Beach County rate of deaths due to CLRD among seniors (and other age groups) has maintained an advantageous gap – less than, but paralleling, the state of Florida rate for 20 years.

In Palm Beach County, CLRD death rates among non-whites is much lower than for whites – in both counties.

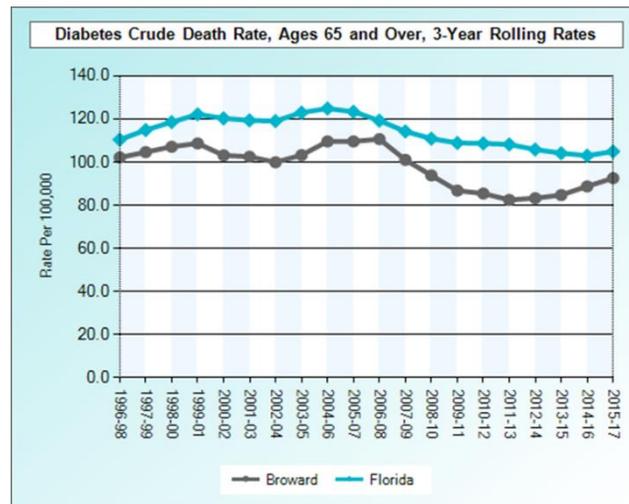
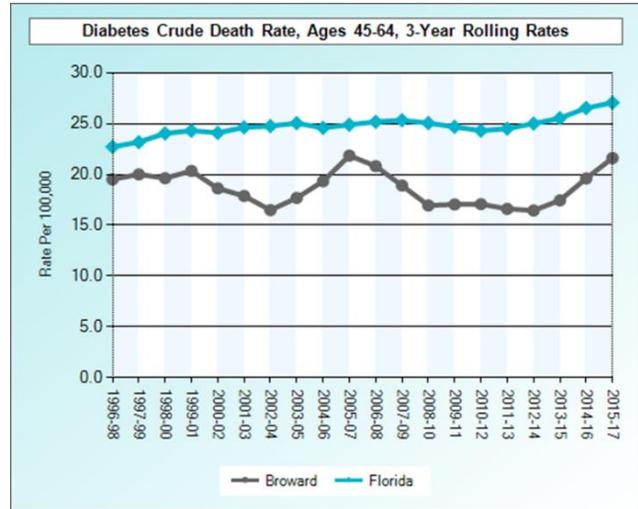
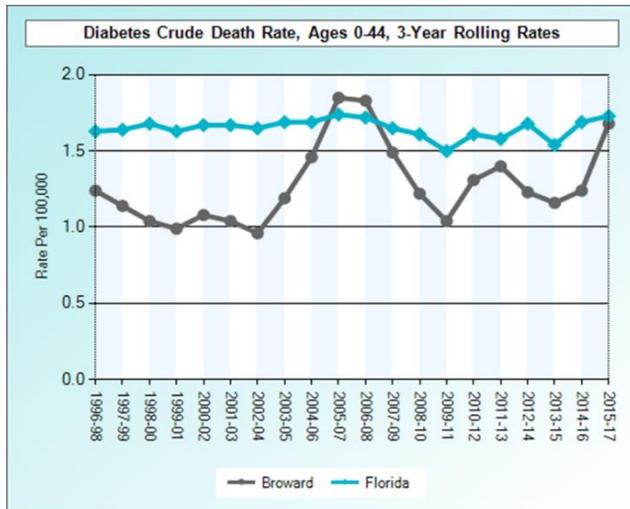


- The gap between whites and African Americans and Other Races for CLRD death rate in Palm Beach County has steadily widened since 2001-2003.
- Among whites and among African Americans and Other Races in both counties, rates are below the Florida averages.
- CLRD death rates are lower in both counties than in Florida (total); death rates among men are generally slightly higher than women.

## Diabetes

As shown in the three charts below, diabetes deaths in Broward County have risen for all age groups since 2012-2014.

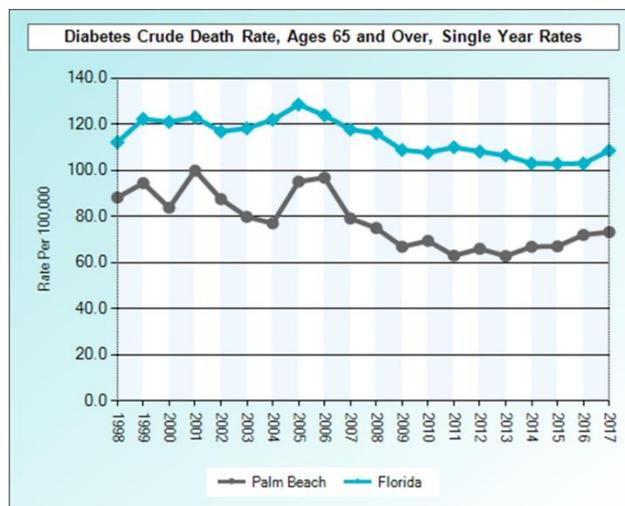
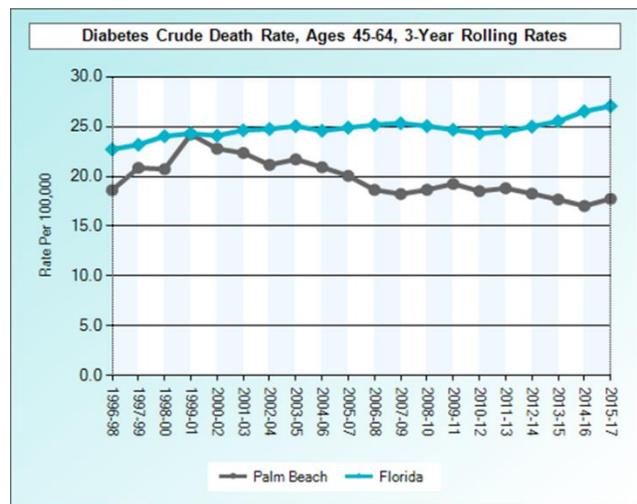
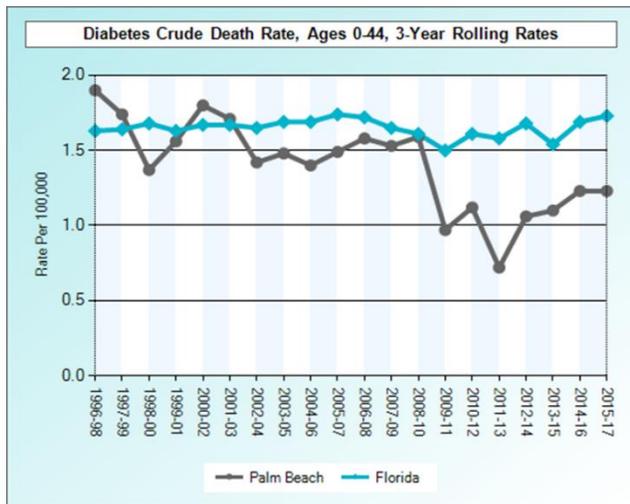
### Broward County by age



- Broward County rates are better than the Florida average.
- Among seniors, diabetes death rates are declining and are better than the Florida state average.

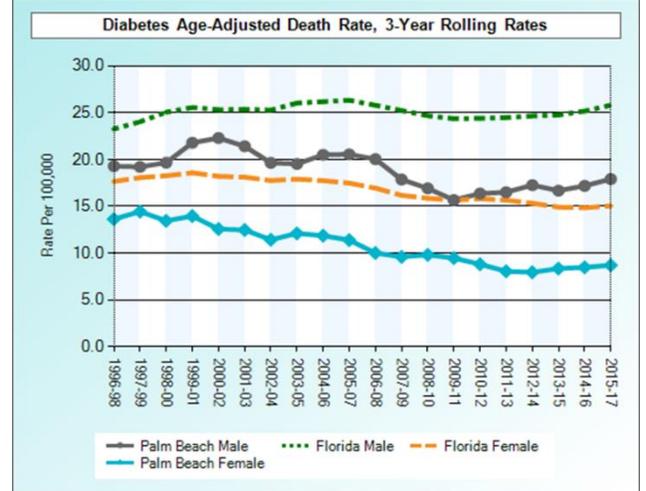
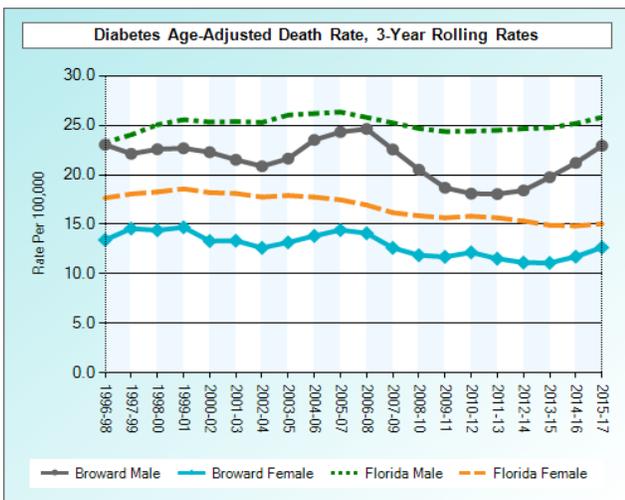
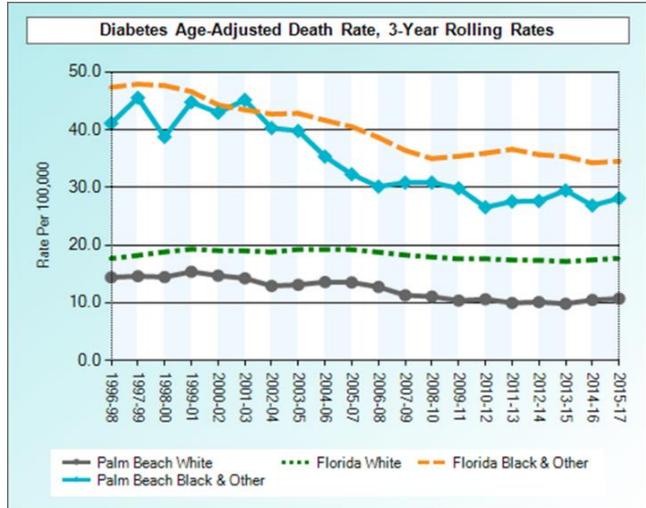
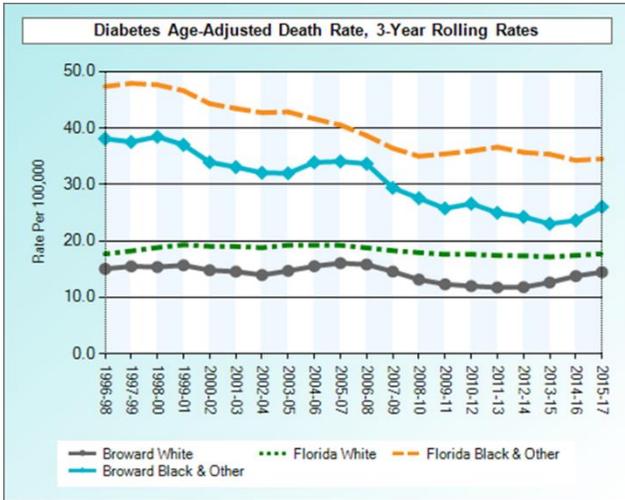
Differing from trends in Broward County, diabetes death rate trends in Palm Beach County are generally flat or show only small changes since 2012-2014.

**Palm Beach County by age**



- The Palm Beach County rate of deaths due to diabetes among seniors has stayed consistently below the Florida average.
- Death rates for people 45 to 64 and for seniors have been fairly stable – rising only a small percentage – since about 2011-2013.

Diabetes death rates among non-whites is much higher than for whites.

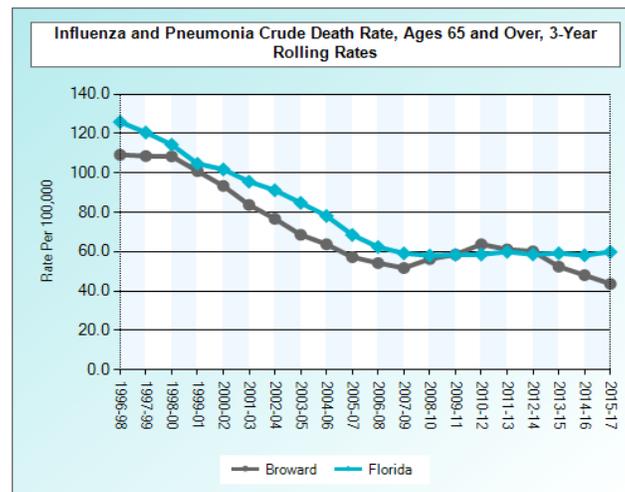
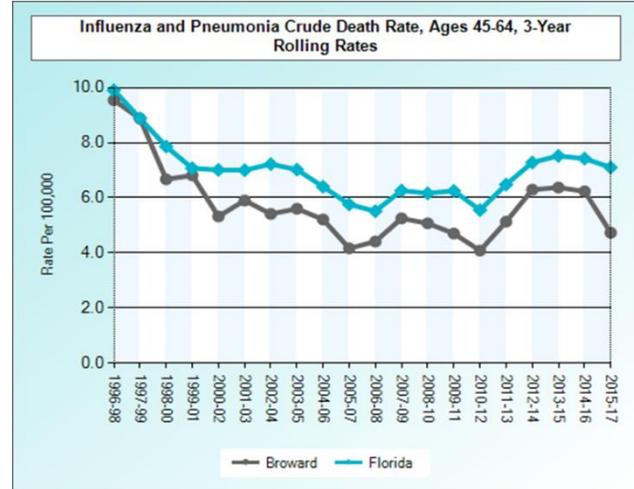
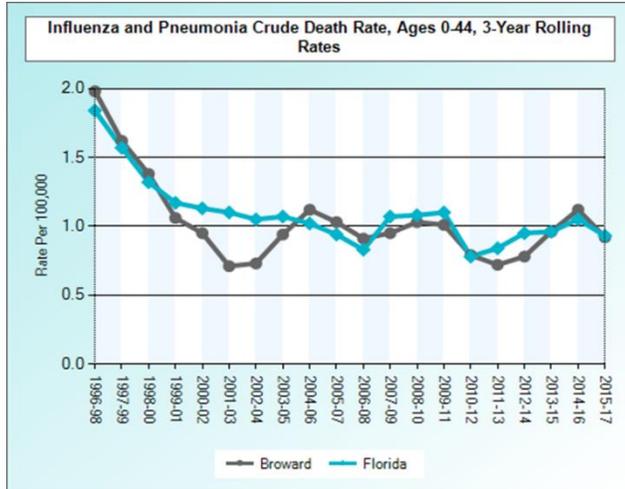


- Diabetes deaths among non-whites has decreased by about 40% over the past 20 years in Palm Beach County and Broward County. There has been a smaller, steady decline among whites.
- Broward and Palm Beach County diabetes rates by ethnic group are slightly lower than the Florida averages.
- Diabetes death rates are around 60% higher among men than women in Palm Beach and Broward Counties.

## Pneumonia and Influenza

Deaths due to influenza and pneumonia in Broward County trend parallel with the state average.

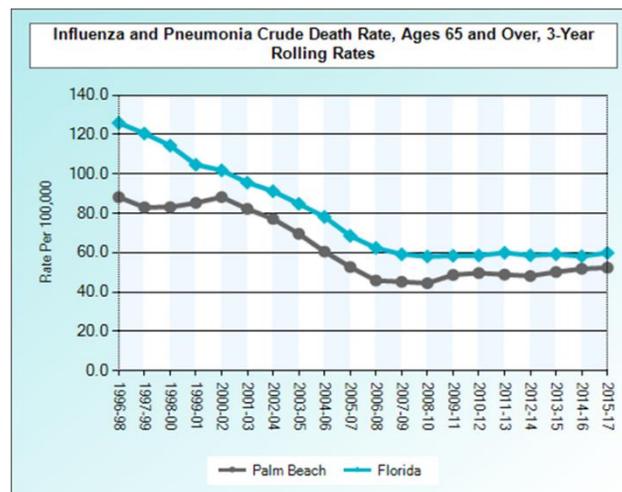
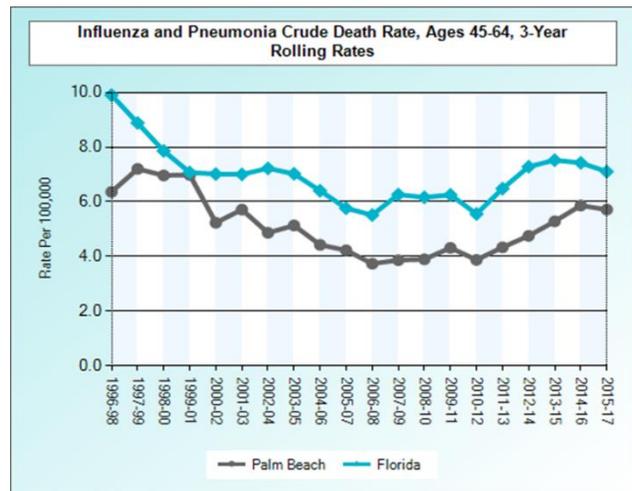
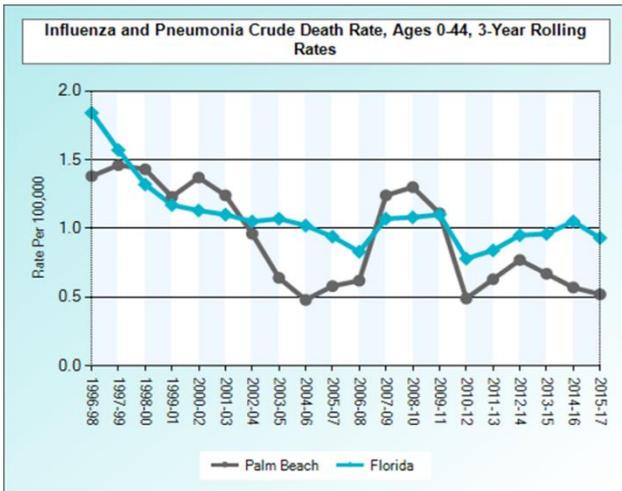
### Broward County by age



- The death rate among people under age 65 is small, but even among them, incidence is low and trends are stable.
- Among people 45 to 64, death rates have increased over the past 10 years, but appear to be trending back down.

Palm Beach County residents are less likely to die from influenza and pneumonia than other Florida residents on average.

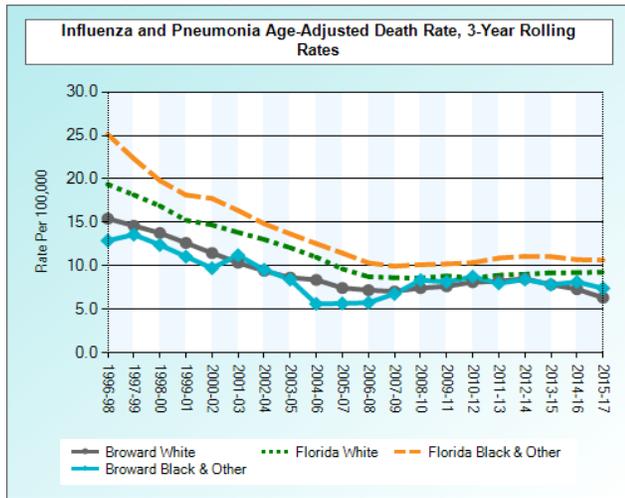
**Palm Beach County by age**



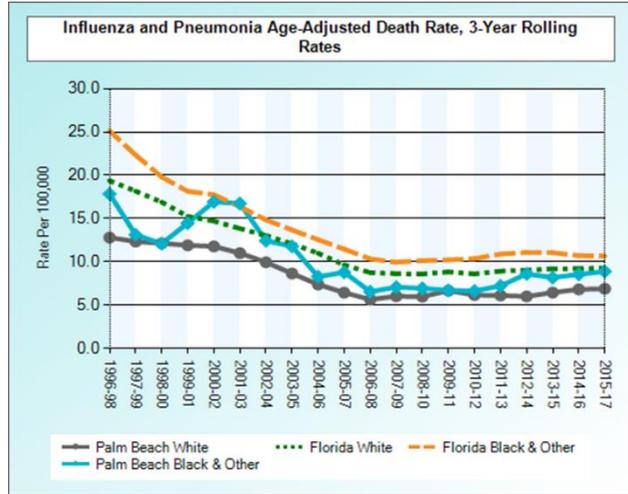
- Slightly more people (per 100,000) in Palm Beach County die from influenza and pneumonia than in Broward County.
- Death rates among seniors has been stable for approximately 15 years.

Regarding death from influenza and pneumonia there is little variation between races in either county.

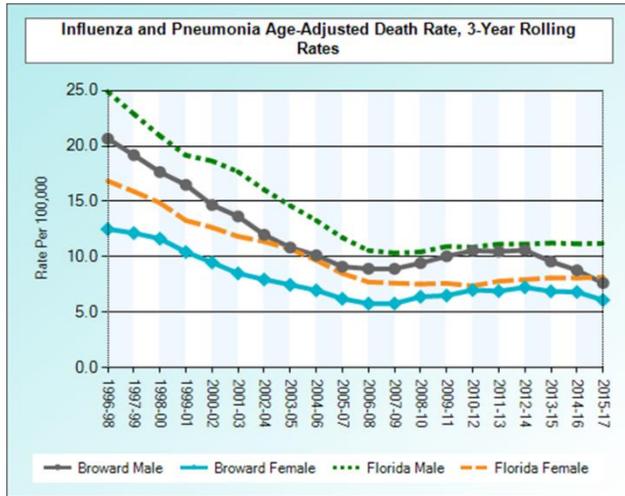
**Broward by ethnicity**



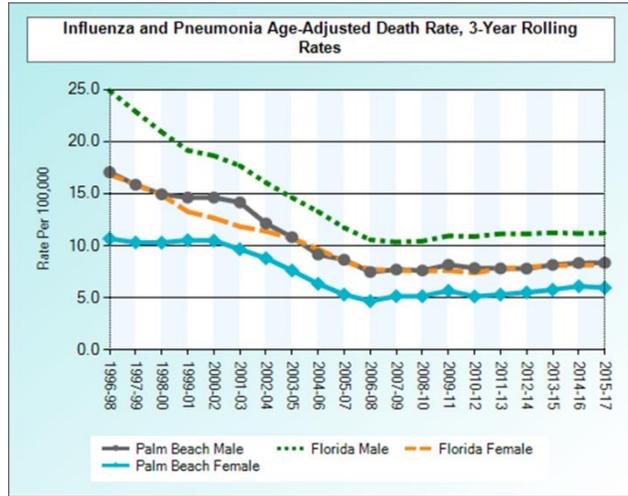
**Palm Beach by ethnicity**



**Broward by gender**



**Palm Beach by Gender**



- Broward and Palm Beach County rates are slightly lower than the Florida averages.
- In both counties, men are more likely to die from influenza and pneumonia than women, as rates for men are approximately 30% higher.

## Chronic Disease Incidence

The CDC states that chronic diseases are the most common and costly of all health problems, but they are also the most preventable. Hundreds of thousands of people in Palm Beach and Broward Counties are afflicted with chronic diseases such as diabetes, asthma or other conditions that often precipitate serious health events such as high cholesterol, hypertension, and obesity.

Incidence rates for Broward parallel the state average, with Palm Beach County averaging slightly higher ranks in High Cholesterol but much lower rates in obesity. In addition to the mortality material presented in the prior section, the chronic disease data below illustrates the prevalence of various, common health conditions.

Chronic Disease Incidence and Afflicted Population (by County)						
Area	High Cholesterol	Hypertension	Overweight	Obese	Diabetes	Asthma
<b>Broward County</b>	28.4%	27.4%	37.9%	25.1%	10.2%	6.2%
<b>Palm Beach County</b>	38.4%	34.4%	32.1%	20.8%	11.8%	4.1%
<b>Florida</b>	33.4%	34.6%	35.8%	27.4%	11.8%	6.7%

SOURCE: Florida Department of Health (FDH), Division of Public Health Statistics & Performance Management, FloridaCharts.com database. <http://www.flhealthcharts.com/charts/DataViewer/DeathViewer/DeathViewer.aspx?indNumber=0097>

- More than one million people in the two-county area have high cholesterol.
- One on four (Broward, 27.4%; Palm Beach, 34.4%) have high blood pressure – nearly one-half million people.
- Slightly more than one of four people in Broward County (25.1%) and one out of five in Palm Beach County (20.8%) are obese.
- Most of the conditions above may be positively impacted by care coordination activities (discussed later in this report as a major opportunity to improve community health and address needs).

## Social and Physical Environment Factors

The southeast Florida environment – Broward and Palm Beach Counties, in particular – afford residents with a large array of positive environmental and lifestyle opportunities. As such, the measures that reflect the quality of the physical environment are generally better in the two-county service area than the state as a whole. Social factors such as poverty and violent crime are also favorable compared to the Florida average

### Environmental Quality and Health

**The environment – air and water quality, healthful food related issues, and others – are not abject strengths in Broward and Palm Beach Counties, but access to healthful food is above the U.S. average.**

Physical Environment			
Area	Average Density of Particulate Matter Per Cubic Meter (PM2.5) <sup>9</sup>	Drinking Water Violations	Limited Access to Healthy Food <sup>10</sup>
Broward County	7.4	Yes	7.9
Palm Beach County	6.0	Yes	7.8
Florida	7.4	Yes	6.7

SOURCE: <http://www.countyhealthrankings.org/app/florida/2018/overview>

- Palm Beach County has better air quality than both Broward County and the Florida average.

Population Lifestyle Indicators				
Area	Adult Obesity	Physically Inactive	Binge Drinking	Tobacco Use
Broward County	25%	24%	19%	14%
Palm Beach County	22%	21%	18%	13%
Florida	26%	24%	18%	15%

SOURCE: <http://www.countyhealthrankings.org/app/florida/2018/overview>

- One in four Broward County residents (25%) is obese – slightly better than the Florida average. Fewer residents (22%) in Palm Beach County are obese.
- Only one in seven (14%, 13%) uses tobacco (Broward and Palm Beach Counties) – lower than the state average (15%) and U.S. average (17%).

<sup>9</sup> Air Pollution - Particulate Matter is the average daily density of fine particulate matter in micrograms per cubic meter (PM2.5) in a county. Fine particulate matter is defined as particles of air pollutants with an aerodynamic diameter less than 2.5 micrometers. These particles can be directly emitted from sources such as forest fires, or they can form when gases emitted from power plants, industries and automobiles react in the air.

<sup>10</sup> The Food Environment Index ranges from 0 (worst) to 10 (best) and equally weights two indicators of the food environment: Access to Healthy Food and Food Insecurity

## Poverty

Social and environmental factors include “poverty status” and others correlated with it. Shown below, Broward County and Palm Beach County poverty indicators tend to be slightly better than the Florida averages.

Poverty Related Factors				
Area	No High School Diploma	Unemployed	Below Poverty Level	Under 18 Living in Poverty
<b>Broward County</b>	11.7%	3.7%	14.4%	19.5%
<b>Palm Beach County</b>	12.1%	3.9%	13.9%	21.2%
<b>Florida</b>	12.8%	3.9%	16.1%	23.3%

SOURCE: Community Commons, <https://assessment.communitycommons.org/CHNA/report?page=2&id=760&reporttype=libraryCHNA>

- Although the Broward County and Palm Beach County jobless rates are low (3.7% and 3.9%, respectively), substantial numbers of residents live below the Federal Poverty Level, with an even higher rate of children living in poverty.

Even though slightly lower than the Florida average, the percent of people living in poverty in Broward and Palm Beach Counties represents approximately one in seven residents. Poverty is concentrated in the western side of Palm Beach County (out of the BRRH PSA and SSA).

Poverty Core Measures			
Area	Population in Poverty	Under 18 Living in Poverty	Severe Housing Problems
<b>Broward County</b>	14.4%	19.5%	26%
<b>Palm Beach County</b>	13.9%	21.2%	24%
<b>Florida</b>	16.1%	23.3%	22%

SOURCE: Community Commons, <https://assessment.communitycommons.org/CHNA/report?page=2&id=781&reporttype=libraryCHNA>

- More people in Broward County (26%) and Palm Beach County (24%) experience severe housing problems than the Florida average (22%).

## Violent Crimes

Even though BRRH’s service area is affluent, crime rate in the two counties is nearly as high as the Florida average. In 2017, there were more than 8,300 violent crimes in Broward County and 6,600 in Palm Beach County. However, the rates per 100,000 (441 and 463, respectively) are below the Florida average (500).

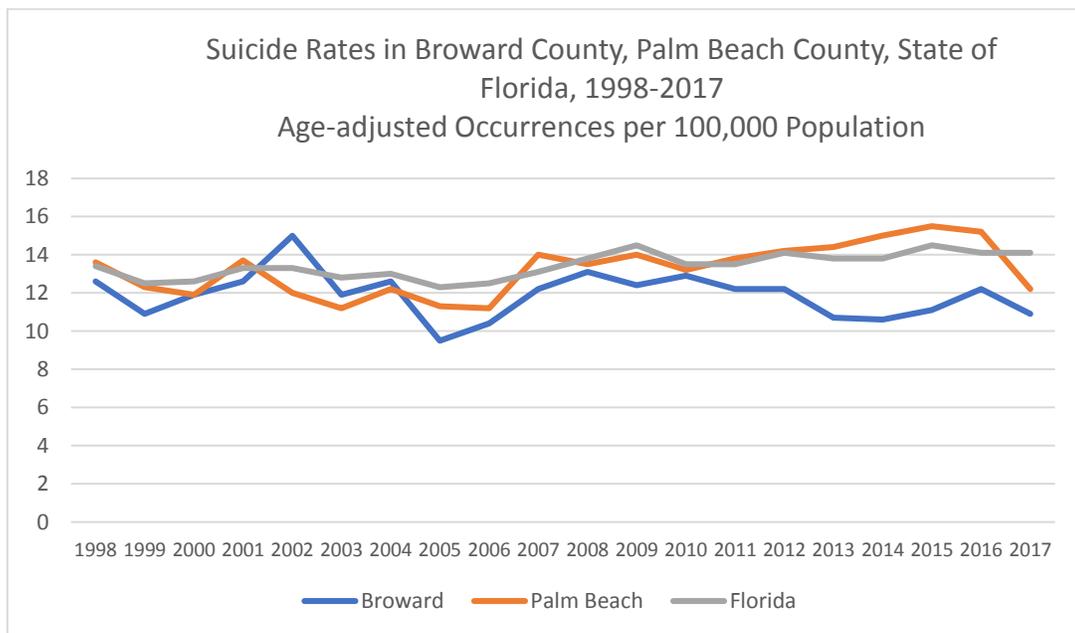
Violent Crime Rate			
Area	Total Population	Violent Crimes	Violent Crime Rate <sup>11</sup>
Broward County	1,901,425	8385	441
Palm Beach County	1,444,799	6689	463
Florida	21,312,211	106,561	500

SOURCE: Community Commons, <https://assessment.communitycommons.org/CHNA/report?page=2&id=781&reporttype=libraryCHNA>

- Violent crimes include murder, forcible sex assault, aggravated assault, and robbery.
- The violent crime rates for Broward and Palm Beach Counties are both slightly lower than the Florida average.

## Suicide

Suicide rates often reflect the mental health of a community. Suicide rates for males age 45 and older have increased over the past 20 years – with rates among males 65 and older spiking since 2009.



- Suicide rates among women ages 45 to 64 have increased about 50% over the last ten years. Rates for women of other ages has been relatively stable.
- Suicide rates for men in each age group are two to three times higher than for women.
- Rates for men ages 45 to 64 and ages 65 and older increased about 40% since 1995.

<sup>11</sup> Per 100,00 Population

## Healthcare for the Homeless

The homeless issue in Palm Beach County remains challenging, as point-in-time estimates over the past five years consistently identify between 1,300 and 1,600 homeless individuals. However, some Leadership Group members anecdotally noted that numbers may be far higher and that the problem is growing. The 168 shelters in Broward (86) and Palm Beach (82) Counties include shelters, half-way houses, and substance abuse recovery centers.<sup>12</sup> This segment of the population is among the least likely to exhibit positive health behaviors and outcomes.<sup>13</sup>

Homelessness Palm Beach County	
Year	Point-in-time Homeless Individuals
2014	1,596
2015	1,421
2016	1,332
2017	1,607
2018	1,308

Source: <http://www.sun-sentinel.com/local/palm-beach/fl-pn-homeless-count-decline-20180312-story.html>

## Risk and Protective Lifestyle Behaviors

The BRRH service area has a relatively high number of healthcare providers in Palm Beach County – positively impacting access (relative to the state as a whole). However, even though the Palm Beach County population exhibits healthy behaviors (e.g., regular pap testing, colon screening, properly taking blood pressure medication) somewhat better than the state, Broward County residents do not do so and are typically less likely to have healthy behaviors better than the Florida average.

### Access to Care

#### Provider Concentrations

Palm Beach County has relatively high numbers of healthcare providers, as there are more primary care physicians (PCPs) and dentists in the BRRH service area counties than in the state.

Providers Concentration			
Area	Primary Care Physicians	Dentists	Mental Health Providers
Broward County	1,380:1	1,350:1	660:1
Palm Beach County	1,260:1	1,380:1	570:1
Florida	1,380:1	1,730:1	700:1

SOURCE: Community Commons, <https://assessment.communitycommons.org/CHNA/report?page=2&id=770&reporttype=libraryCHNA>

- The concentration of dentists (i.e., ratio of population to dentists) is higher in Broward and Palm Beach Counties than in the state. The concentration of PCPs in Broward is even with the state average.
- Broward County has more dentists and mental health providers per capita than the Florida average. Palm Beach County has more dentists, primary care physicians, and mental health providers than the Florida average.

<sup>12</sup> The Appendix B includes a listing of all shelters and contact information.

<sup>13</sup> See <https://www.homelesscoalitionpbc.org/p/12/facts-and-figures#.W5Eva85KiUk>  
<https://www.homelesscoalitionpbc.org/>

## Cost Barriers and Insured Rates

Low health insurance coverage is an important issue in the BRRH service area. The state of Florida ranks 46<sup>th</sup> in the percentage of uninsured residents (1<sup>st</sup> = best; 50<sup>th</sup> = worst). Palm Beach County is among the counties with the highest levels of uninsured children.

Health Insurance Coverage				
Area	Adults with Medical Insurance	Children with Medical Insurance	Uninsured Adults	Uninsured Children
Broward County	82%	90%	18%	10%
Palm Beach County	84%	90%	16%	10%
Florida	84%	91%	18%	9%

SOURCE: Community Commons, <https://assessment.communitycommons.org/CHNA/report?page=2&id=770&reporttype=libraryCHNA>

- Nearly one of five (18%) Broward County residents and one of seven (16%) Palm Beach residents are without health insurance -- most of whom are under age 65.
- One in ten children (each county) is without health insurance – among the highest in the state.

## Healthy Behaviors

Palm Beach County residents exhibit positive preventive health behaviors. Preventive health behaviors include activities that people can take in order to maintain good health or identify conditions that could lead to illness. Residents of Palm Beach County tend to exhibit healthy behaviors generally better than the Florida average while those in Broward County are more similar to, or worse than, the Florida average. Colon screenings are the exception to this trend.

Health Behaviors						
Area	Mammogram Screening	Pap Test <sup>14</sup>	Colon Screenings <sup>15</sup>	Pneumonia Vaccinations	Not Taking Required Blood Pressure Medication	No Recent Dental Exam
Broward County	62.3%	54.7%	50.1%	28.0%	16.1%	62.5%
Palm Beach County	61.7%	59.6%	51.9%	38.0%	14.8%	68.6%
Florida	60.8%	48.4%	53.9%	34.6%	20.6%	63.0%

SOURCE: Florida Health Charts, <http://www.flhealthcharts.com/charts/Brfss/DataViewer.aspx?bid=0041>

- Palm Beach County residents' healthy behaviors are better than the Florida average on several of the six key scales.
- Palm Beach County residents exhibit more healthy behaviors than do Broward residents in the areas of Pap tests, pneumonia vaccinations, and Colon screenings.

<sup>14</sup> Women Over Age 18

<sup>15</sup> Adults Over Age 50, Past 5 Years

## Healthy Lifestyle/Physical Activity

Area	BMI>30	No Leisure Time	Recreational and Fitness Facility Access <sup>16</sup>	Social Associations <sup>17</sup>
<b>Broward County</b>	25%	22.0%	11.7	5.5
<b>Palm Beach County</b>	22%	21.1%	15.5	6.4
<b>Florida</b>	26%	22.3%	11.1	7.1

SOURCE: Community Commons, <https://assessment.communitycommons.org/CHNA/report?page=2&id=211&reporttype=libraryCHNA>

- The Florida environment affords residents great access to locations for physical activity.
- Broward and Palm Beach County residents exhibit positive lifestyle and physical activity attributes. Fewer people are obese (i.e., BMI over 30) than the Florida average and nearly all have access to locations for physical activity

## Substance Abuse and Mental Health

Substance abuse is slightly higher in Palm Beach County than Broward County.

### Select Substance Abuse Measures

Area	Binge Alcohol Use	Marijuana Use	Illicit Drug Use <sup>18</sup>	Cocaine Use	Nonmedical Use of Pain Relievers
<b>Broward County (Age 12-17)</b>	5.9%	6.9%	3.2%	0.6%	4.9%
<b>Broward County (Age 18-25)</b>	30.7%	18.2%	6.6%	6.0%	7.6%
<b>Broward County (Age 26+)</b>	20.1%	5.3%	2.6%	1.5%	2.7%
<b>Palm Beach County (Age 12-17)</b>	6.4%	6.8%	3.2%	0.6%	4.3%
<b>Palm Beach County (Age 18-25)</b>	34.0%	17.1%	8.3%	6.6%	8.5%
<b>Palm Beach County (Age 26+)</b>	19.2%	4.5%	2.7%	1.6%	2.7%

SOURCE: <https://ndews.umd.edu/sites/ndews.umd.edu/files/florida-scs-drug-use-patterns-and-trends-2017-datatables-final.pdf>

- Illicit drug use is especially heavy for people in the 18 to 25 age group, as 7.7% and 8.4% indicate past year use in Broward County and Palm Beach County, respectively.
- Approximately one in six people age 18 to 25 have used marijuana in the past year in each county.

<sup>16</sup> Per 100,000 Population

<sup>17</sup> Per 10,000 Population

<sup>18</sup> Other than Marijuana

Broward County has less use of alcohol and tobacco compared to the Florida average.

Substance Use			
Area	Age Adjusted Current Smokers	Age Adjusted Binge Drinking	Driving Deaths Involving Alcohol <sup>19</sup>
Broward County	14.4%	15.5%	20
Palm Beach County	16.3%	17.1%	21
Florida	18.9%	17.1%	285

SOURCE: Community Commons, <https://assessment.communitycommons.org/CHNA/report?page=6&id=627&reporttype=libraryCHNA>  
 Florida Highway Safety and Motor Vehicles Traffic Crash Facts Annual Report, [https://flhsmv.gov/pdf/crashreports/crash\\_facts\\_2016.pdf](https://flhsmv.gov/pdf/crashreports/crash_facts_2016.pdf)

- Smoking rates in Broward and Palm Beach Counties are slightly better than the State average.
- Binge drinking rates in Broward County are better than the Florida average; Palm Beach County rates are equal to the State.

Mental health is an important issue in the BRRH service area counties. Nearly one in four people (23.0%) people in Broward County indicate that they do not have adequate social and emotional support – higher than the Florida average. Somewhat fewer people in Palm Beach County (18.1%) report the lack of support.

Mental Health		
Area	Average Number Mentally Unhealthy Days <sup>20</sup>	Percentage Population Without Adequate Social/Emotional Support <sup>21</sup>
Broward County	3.7	23.0%
Palm Beach County	3.8	18.1%
Florida	3.8	21.2%

SOURCE: Community Commons, <https://assessment.communitycommons.org/CHNA/report?page=2&id=214&reporttype=libraryCHNA>

- Anecdotally, care coordination, continuity of care / integrated care – issues that can positively impact mental health issues – are both noted by consumers and community leaders as an important aspect to improve community health.

<sup>19</sup> 3 Year Average

<sup>20</sup> Past 30 Days

<sup>21</sup> Age Adjusted

Depression and other mental health conditions are common in the BRRH service area counties. About one in four people in the BRRH service area counties have been told that they have had a depressive episode.

Population Having Been Told They Have Experienced Depressive Disorder by Gender		
Area	Males	Females
<b>Broward County</b>	10.8%	17.6%
<b>Palm Beach County</b>	7.4%	18.2%
<b>Florida</b>	10.4%	17.8%

SOURCE: Florida Health Charts, <http://www.flhealthcharts.com/charts/Brfss/DataViewer.aspx?bid=0106>

- Males in both counties tend to be less prone to depression than females.
- Palm Beach County has a slightly higher percentage of females with depression than Broward County and the Florida average, a change from 2014 when both counties experienced lower depression rates than the Florida average.
- About one in nine males (each county) have been told that they have had a depressive episode – slightly less than the Florida average.

Population Having Been Told They Have Experienced Depressive Disorder by Race			
Area	White	Hispanic	African American
<b>Broward County</b>	19.4%	9.5%	9.1%
<b>Palm Beach County</b>	16.1%	9.8%	8.8%
<b>Florida</b>	16.6%	12.1%	9.8%

SOURCE: Florida Health Charts, <http://www.flhealthcharts.com/charts/Brfss/DataViewer.aspx?bid=0106>

- Across the state, whites are slightly more likely to have had a depressive episode.

People between 45 and 64 are slightly more likely to have had a depressive episode; there is little difference between people aged 18-44 and seniors.

Population Having Been Told They Have Experienced Depressive Disorder by Age Group			
Area	18-44	45-64	65+
<b>Broward County</b>	12.8%	16.3%	12.0%
<b>Palm Beach County</b>	7.8%	21.5%	11.2%
<b>Florida</b>	13.3%	17.3%	11.8%

SOURCE: Florida Health Charts, <http://www.flhealthcharts.com/charts/Brfss/DataViewer.aspx?bid=0106>

- One out of every five Palm Beach County residents aged 45-64 experiences depressive disorders (21.5%).
- People below age 45 in Palm Beach County are least likely to experience depressive disorders.

### Teen Birth Rates

Teen birth rates in the BRRH service area are relatively low compared with the Florida average.

Teen Birth Rate Per 1,000 Population		
Area	Female Population (Age 15-19)	Teen Birth Rate Per 1,000
<b>Broward County</b>	55,278	27.1
<b>Palm Beach County</b>	38,595	30.0
<b>Florida</b>	2,297,095	36.1

SOURCE: Community Commons, <https://assessment.communitycommons.org/CHNA/report?page=2&id=214&reporttype=libraryCHNA>

- Broward County saw fewer instances of teen birth (27.1) than Palm Beach (30.0); both rates are better than the State average.

## Community Survey

An online community survey was conducted in August 2018 in order to collect direct consumer opinion regarding community needs. The survey was administered by telephone to 300 area residents. Survey respondents indicated that the highest priority needs community needs include mental health services, access to medical care, coordination of care between providers, chronic disease management, and substance abuse treatment. There were, however, variations among demographic groups. These details are described in the following pages.

### Participant Profile

The survey included a wide representation of community members – including participants among underserved populations.

Community Survey Income Profile	
Household Income Range	Percent of Respondents
Less than \$25,000	7.6%
\$25,000 to \$54,999	25.4%
\$55,000 to \$79,999	23.8%
\$80,000 or more	43.2%

- More than two of five (43.2%) respondents say that they have household income above \$80,000 – slightly higher than the percentage in PSA and SSA in aggregate which is about 36%.
- About one in three (33.0%) respondents have household income under \$55,000.
- The median household income for the survey sample is approximately \$70,000 slightly higher than PSA / SSA average (about \$57,000).

The survey included a balanced percentage of seniors and younger people – better reflecting healthcare service use than the general population.

Community Survey Age Group Representation	
Household Income Range	Percent of Respondents
18 to 44 years	28.4%
45 to 64 years	44.2%
65 and older	27.4%

- Slightly more than one of four respondents (27.4%) were seniors.
- Nearly half of respondents (44.2%) were 45 to 64 years old.

The survey sample closely reflected the educational attainment levels in the community.

Community Survey Education Profile	
Less than high school	0.0%
Graduated high school	12.2%
Some college or vocational training	25.7%
Graduated college (4-year Bachelor Degree)	37.3%
Completed Graduate or Professional school (Masters, PhD, Lawyer)	24.8%

- All respondents in the survey had graduated high school.
- Approximately one-quarter to one-third of respondents had some college or vocational training (25.7%), a Bachelor’s Degree (37.3%), or a Graduate or Professional degree (24.8%).

### Aggregated Summary of the Survey

The survey asked participants to evaluate 16 needs identified in earlier research stages – stakeholder interviews, Leadership Group meeting results, secondary research, or digital and social media analysis. It also asked them to identify additional needs not on the list and indicate ones that needed more focus and attention.

The results – cross-tabulated by key demographic segment, where helpful – are shown in the following tables beginning in the next section.

The 2018 community survey included over 300 residents of the BRRH service area.

Among the total sample, the needs most frequently noted areas requiring more focus include an holistic list of perceptions in five large categories: chronic disease, mental health and substance abuse, access to care, care coordination, and support to help people stay healthy.

Details about the categories in the list to the right can be found on the following pages.

**Mental health services**, especially among senior (e.g., depression, delusional disorders, and others) and those at high-risk for suicide

**Access to care for lower income individuals and families** (e.g., transportation, financial support / literacy, availability of providers, and others)

**Substance use disorders preventive measures, intervention, and treatment**

**Chronic disease care** – especially for seniors, lower income people, and other higher-risk groups.

**Care coordination and better support for high-need patients**

**Support to help people stay healthy** (e.g., wellness programs, access to nutritious food, exercise / healthy weight, and others)

### Key results

- Mental health services were identified as the highest need area among respondents. Qualitative portions of the survey reflected people’s particular concerns regarding suicide and several issues faced by seniors.
- Access to care was seen as a complicated, but high-need issue. “Access” tends to be conceptualized in terms of capacity (e.g., availability of providers) as well as ability to avail one’s self of services (e.g., financial ability, transportation, health literacy, motivation).
- Substance use disorder needs tend to include a broad spectrum of activities such as education and awareness (i.e., health literacy), early intervention and access to urgent care when needed, and ongoing treatment (including integrated medical / physical and mental health care, when appropriate).
- Chronic disease care is perceived as a widespread need – especially, but not exclusively, among seniors. Respondents noted that early onset diabetes and other conditions impact young and middle age populations, as well. There was some mention of the *Project Access* resource being a helpful agent, yet additional community services (e.g., hospital-based or otherwise) were identified as being needed.
- Care coordination was identified by survey respondents as a high-need issue, but it also seen by some as a way to “keep people [with chronic diseases] out of the hospital” or “keep people who get out of the hospital from needing to go back in” [i.e., readmission]. Some mention that care coordination (or “navigation” or a similar term) is a way to keep high-risk people more consistently focused on living a healthy, productive life.
- Supports designed to keep people healthy include several lifestyle issues such as access to nutritious food, convenient exercise regimens, health literacy, and other community activities that keep people active and engaged.

### Top Needs in Total and by Gender, Education and Income

There were some subtle variations based on gender, education, and age group. The areas of greatest difference are displayed below. Females tend to be more supportive than males of additional programs to address healthy lifestyle-type issues.

Areas Needing More Focus	Total	Gender		
		Male	Female	Difference
<b>Secure sources for affordable, nutritious food</b>	57.4%	50.5%	61.1%	+10.6%
<b>Support to help people stay healthy – wellness programs</b>	55.4%	52.5%	56.8%	+4.3%
<b>Publicly available education about ways to manage obesity</b>	50.9%	44.4%	54.2%	+9.8%
<b>Publicly available education about wellness and ways to stay healthy – exercise, nutrition</b>	43.6%	37.4%	46.8%	+9.4%

Additional comments from female survey respondents further shed insight on the issue.

- “Community ‘health’ is more about staying healthy than getting healthy!”
- “The heat can be oppressive, but the gym I go to is air conditioned – as is everything else. I’d rather see my trainer than my doctor.”
- “Even if you don’t feel good, a little exercise will make you feel better.”

Across all the top areas needing more focus, women’s ratings tend to be higher.

<b>Top Areas Needing More Focus in Rank-Order by Gender</b>			
<i>Telephone Survey Respondents Indicating "Much More Focus Needed"</i>			
<b>Measures</b>	<b>Total</b>	<b>Gender</b>	
		<b>Male</b>	<b>Female</b>
<i>Sample Size</i>	303	105	198
<b>Services for depression, anxiety, or other mental health conditions other than substance abuse</b>	67.5%	63.6%	69.5%
<b>Affordable healthcare services for people or families with low income</b>	65.4%	63.6%	66.3%
<b>Substance abuse intervention and treatment</b>	63.0%	57.6%	65.8%
<b>Screening for cancer, diabetes, heart disease, stroke, or other chronic conditions</b>	58.1%	57.6%	58.4%
<b>Secure sources for affordable, nutritious food</b>	57.4%	50.5%	61.1%
<b>Substance abuse education</b>	57.4%	54.5%	58.9%
<b>Coordination of care between different doctors or other service providers</b>	56.4%	53.5%	57.9%
<b>Support to help people to better manage chronic conditions such as diabetes, asthma, obesity, heart disease, high cholesterol, high blood pressure, or similar conditions</b>	56.1%	52.5%	57.9%
<b>Support to help people stay healthy – wellness programs</b>	55.4%	52.5%	56.8%
<b>Health services for seniors</b>	52.6%	49.5%	54.2%
<b>Publicly available education about ways to manage obesity</b>	50.9%	44.4%	54.2%
<b>Youth oriented health programs</b>	47.4%	41.4%	50.5%
<b>Transportation services for people needing to go to doctor’s appointments or the hospital</b>	46.7%	43.4%	48.4%
<b>Publicly available education about wellness and ways to stay healthy – exercise, nutrition</b>	43.6%	37.4%	46.8%
<b>Primary care services from a family doctor or pediatrician</b>	37.4%	38.4%	36.8%
<b>A psychiatrist who can prescribe medications and collaborate with other community physicians</b>	32.9%	25.3%	36.8%

- Although females prioritized list of needs is the same as for males, approximately 5% to 10% for females than males say that “Much More Focus Needed” on almost every issue included in the research.
- Neither males nor females indicate that “A psychiatrist who can prescribe medications ...” is a particularly high need area. However, as shown elsewhere in the research, community leaders say that this is one of the larger needs.

People with the greatest levels of educational attainment tend to see lower levels of need on several key health issues. For many other measures, though, there is little variation in the level of perceived need based on education.

### Top Areas Needing More Focus in Rank-Order by Education

#### Telephone Survey Respondents Indicating "Much More Focus Needed"

Measures	Total	What is the highest grade or year in school you completed?			
		Graduated high school	Some college or vocational training	Graduated college (4-year Bachelor's Degree)	Completed Graduate or Professional school (Masters, PhD, Lawyer)
<b>Sample Size</b>	303	37	78	113	75
<b>Services for depression, anxiety, or other mental health conditions other than substance abuse</b>	67.5%	69.4%	75.7%	65.1%	61.4%
<b>Affordable healthcare services for people or families with low income</b>	65.4%	72.2%	71.6%	64.2%	57.1%
<b>Substance abuse intervention and treatment</b>	63.0%	75.0%	71.6%	59.6%	52.9%
<b>Screening for cancer, diabetes, heart disease, stroke, or other chronic conditions</b>	58.1%	61.1%	67.6%	57.8%	47.1%
<b>Secure sources for affordable, nutritious food</b>	57.4%	47.2%	68.9%	56.0%	52.9%
<b>Substance abuse education</b>	57.4%	61.1%	63.5%	53.2%	55.7%
<b>Coordination of care between different doctors or other service providers</b>	56.4%	44.4%	62.2%	53.2%	61.4%
<b>Support to help people to better manage chronic conditions such as diabetes, asthma, obesity, heart disease, high cholesterol, high blood pressure, or similar conditions</b>	56.1%	47.2%	66.2%	51.4%	57.1%
<b>Support to help people stay healthy – wellness programs</b>	55.4%	52.8%	58.1%	55.0%	54.3%
<b>Health services for seniors</b>	52.6%	52.8%	63.5%	47.7%	48.6%
<b>Publicly available education about ways to manage obesity</b>	50.9%	47.2%	54.1%	52.3%	47.1%
<b>Youth oriented health programs</b>	47.4%	41.7%	52.7%	45.0%	48.6%

## Top Areas Needing More Focus in Rank-Order by Education - *continued*

### Telephone Survey Respondents Indicating "Much More Focus Needed"

Measures	Total	What is the highest grade or year in school you completed?			
		Graduated high school	Some college or vocational training	Graduated college (4-year Bachelor's Degree)	Completed Graduate or Professional school (Masters, PhD, Lawyer)
<b>Transportation services for people needing to go to doctor's appointments or the hospital</b>	46.7%	38.9%	55.4%	45.9%	42.9%
<b>Publicly available education about wellness and ways to stay healthy – exercise, nutrition</b>	43.6%	41.7%	44.6%	46.8%	38.6%
<b>Primary care services from a family doctor or pediatrician</b>	37.4%	38.9%	39.2%	39.4%	31.4%
<b>A psychiatrist who can prescribe medications and collaborate with other community physicians</b>	32.9%	22.2%	41.9%	33.9%	27.1%

- Education and household income tend to be highly correlated. Respondents with "Some college or vocational training" compared to others tend to perceive greater need levels for most measures.
- Professionals (i.e., "Completed Graduate or Professional school") and respondents with "Some college or vocational training" tend to see the greatest need for care coordination and related services such as "Support to help people to better manage chronic conditions."
  - "[As a counselor], I see a lot of people struggle AFTER they leave my office. I can help them here, but they could use more support at home."
  - "This is a great area! I love Boca. The downside, though, is that especially during the season, it gets really hard to juggle my kids' schedules – sports, school, physicals for soccer, my daughter's asthma care, etc."

People with lower incomes tend to more clearly identify the needs for more healthy lifestyle-type issues such as “Publicly available education about wellness and ways to stay healthy – exercise, nutrition,” “Support to help people stay healthy – wellness programs,” and “Secure sources for affordable, nutritious food.”

## Top Areas Needing More Focus in Rank-Order by Income

### Telephone Survey Respondents Indicating "Much More Focus Needed"

Measures	Total	Which of the following ranges best describes your total annual household income last year?			
		Less than \$25,000	\$25,000 to \$54,999	\$55,000 to \$79,999	\$80,000 or more
<b>Sample Size</b>	<b>303</b>	<b>23</b>	<b>77</b>	<b>72</b>	<b>131</b>
Services for depression, anxiety, or other mental health conditions other than substance abuse	67.5%	76.2%	75.0%	63.2%	63.7%
Affordable healthcare services for people or families with low income	65.4%	76.2%	75.0%	63.2%	58.9%
Substance abuse intervention and treatment	63.0%	61.9%	64.5%	67.6%	59.7%
Screening for cancer, diabetes, heart disease, stroke, or other chronic conditions	58.1%	71.4%	65.8%	48.5%	56.5%
Secure sources for affordable, nutritious food	57.4%	76.2%	68.4%	57.4%	47.6%
Substance abuse education	57.4%	61.9%	59.2%	60.3%	54.0%
Coordination of care between different doctors or other service providers	56.4%	61.9%	56.6%	55.9%	55.6%
Support to help people to better manage chronic conditions such as diabetes, asthma, obesity, heart disease, high cholesterol, high blood pressure, or similar conditions	56.1%	66.7%	61.8%	54.4%	51.6%
Support to help people stay healthy – wellness programs	55.4%	66.7%	61.8%	52.9%	50.8%
Health services for seniors	52.6%	47.6%	64.5%	52.9%	46.0%
Publicly available education about ways to manage obesity	50.9%	52.4%	53.9%	51.5%	48.4%
Youth oriented health programs	47.4%	61.9%	40.8%	48.5%	48.4%
Transportation services for people needing to go to doctor's appointments or the hospital	46.7%	47.6%	55.3%	38.2%	46.0%
Publicly available education about wellness and ways to stay healthy – exercise, nutrition	43.6%	66.7%	46.1%	47.1%	36.3%
Primary care services from a family doctor or pediatrician	37.4%	61.9%	39.5%	33.8%	33.9%
A psychiatrist who can prescribe medications and collaborate with other community physicians	32.9%	47.6%	36.8%	32.4%	28.2%

As shown in the table below, those with lower incomes (i.e., Less than \$25,000) compose a small portion of the participants. However, they tend to be clustered in the 45 to 64 age group.

Crosstabulation: Total annual household income and Age Group					
Total Annual Household Income	Age Group				Total
	Under 25	25 to 44	45 to 64	65 and older	
Less than \$25,000	2 8.7%	5 21.7%	14 60.9%	2 8.7%	23 100.0%
\$25,000 to \$54,999	8 10.4%	25 32.5%	27 35.1%	17 22.1%	77 100.0%
\$55,000 to \$79,999	2 2.8%	18 25.0%	29 40.3%	23 31.9%	72 100.0%
\$80,000 or more	4 3.1%	22 16.8%	64 48.9%	41 31.3%	131 100.0%
<b>Total</b>	16 5.3%	70 23.1%	134 44.2%	83 27.4%	303 100.0%

- Some of the income-related opinions shared by survey respondents reflected on the potential benefit of care coordination activities.
  - “I can afford to see the doctor, but sometimes it is hard to keep straight all the things I need to do to keep myself vertical!”
  - “Honestly, it is tough living by myself. I get a little crazy sometimes since I can’t get out much. It was great having the nurse call me a couple weeks ago with some test results. The results were okay, but the highlight was just getting the call knowing that I was more than an email address or voice mail message. If I could afford to have her call every day, I’d do it!”
  - “I’m healthy and feel good most of the time. Money to get care when or if I need it isn’t the issue. In my family, we don’t like doctors and especially hospitals, so that might be a problem someday.”

Needs priorities differ by age group with younger people being much more interested in behavioral health, wellness, and food security while older respondents gravitate toward substance abuse and access-to-care related issues.

<b>Top Areas Needing More Focus in Rank-Order by Age</b>					
<b>Telephone Survey Respondents Indicating "Much More Focus Needed"</b>					
<b>Measures</b>	<b>Total</b>	<b>Age Group</b>			
		<b>Under 25</b>	<b>25 to 44</b>	<b>45 to 64</b>	<b>65 and older</b>
<b>Sample Size</b>	303	15	67	128	79
<b>Services for depression, anxiety, or other mental health conditions other than substance abuse</b>	67.5%	86.7%	80.6%	64.8%	57.0%
<b>Affordable healthcare services for people or families with low income</b>	65.4%	60.0%	67.2%	63.3%	68.4%
<b>Substance abuse intervention and treatment</b>	63.0%	53.3%	56.7%	68.8%	60.8%
<b>Screening for cancer, diabetes, heart disease, stroke, or other chronic conditions</b>	58.1%	53.3%	65.7%	57.8%	53.2%
<b>Secure sources for affordable, nutritious food</b>	57.4%	66.7%	65.7%	57.8%	48.1%
<b>Substance abuse education</b>	57.4%	60.0%	55.2%	56.3%	60.8%
<b>Coordination of care between different doctors or other service providers</b>	56.4%	26.7%	53.7%	61.7%	55.7%
<b>Support to help people to better manage chronic conditions such as diabetes, asthma, obesity, heart disease, high cholesterol, high blood pressure, or similar conditions</b>	56.1%	53.3%	61.2%	57.0%	50.6%
<b>Support to help people stay healthy – wellness programs</b>	55.4%	53.3%	62.7%	55.5%	49.4%
<b>Health services for seniors</b>	52.6%	46.7%	47.8%	54.7%	54.4%
<b>Publicly available education about ways to manage obesity</b>	50.9%	53.3%	46.3%	55.5%	46.8%
<b>Youth oriented health programs</b>	47.4%	46.7%	44.8%	53.1%	40.5%
<b>Transportation services for people needing to go to doctor's appointments or the hospital</b>	46.7%	46.7%	49.3%	48.4%	41.8%
<b>Publicly available education about wellness and ways to stay healthy – exercise, nutrition</b>	43.6%	66.7%	52.2%	45.3%	29.1%
<b>Primary care services from a family doctor or pediatrician</b>	37.4%	53.3%	37.3%	36.7%	35.4%
<b>A psychiatrist who can prescribe medications and collaborate with other community physicians</b>	32.9%	46.7%	37.3%	34.4%	24.1%

- A high percentage (over 80%) of people under age 45 say that “Services for depression, anxiety, or other mental health conditions ...” needs greater focus; this is much higher than among people age 45 and older.
- Older respondents (age 45 and older) are somewhat more likely to indicate the need for more “Substance abuse intervention and treatment” while all age groups equally identify the need to substance abuse education (i.e., prevention and awareness).
- Only about half of respondents say that “Health services for seniors” is an issue requiring more focus – regardless of age group. People 45 and older are only slightly more likely to say that more services are needed.

- Though “Transportation services” are low of the ranked list of needs, location-based access to care is often included in survey respondents’ comments.
  - “The biggest need in Boca is that there are plenty of doctors, but none of them are where I live. I have a car, but when I feel crappy, who wants to drive all the way across town?!”
  - “I just wish that sometimes the ‘screenings would come to me.’ They hold these big events once in a while to screen for different ailments, but I kinda feel like a number when I have gone. More offices near me or even one of those big mobile things [i.e., mobile health van] would be good. Park it at the beach by Lake Avenue! I’d stop in after I’m done taking my kids to the beach!”
  - “Depression stinks. My [spouse] struggles to get out of bed in the morning. I know that there are buses and Uber, but the [counselor’s] office is just too far away.”

## Prioritized Description of the Significant Health Needs, Along with a Description of the Process and Criteria Used in Identifying Certain Health Needs as Significant and Prioritizing Those Significant Health Needs

The needs prioritization process was a two-stage initiative that included (Stage 1) an online quantitative and qualitative survey, and, (Stage 2) an in-depth workshop-style meeting with over 30 community and hospital leaders.

Leading up to the Stage 1 survey, the results of the secondary data research and the large-sample community survey were aggregated – leading to a list of 39 discreet or overlapping needs. Approximately 30 community and hospital leaders took part in an online survey in which they were asked to rate each of the 39 needs on a 5-point scale (with 1 = the greatest need for more focus). They were also asked to provide qualitative feedback on the needs and the hospitals' role.

### Listing of Community Needs Evaluated

The community needs evaluated are contained in the table below in alphabetical order. A prioritized list of needs – the results of the research – is shown on a subsequent table.

Health Issues Evaluated in the Prioritization Process
<b>Listing of Community Needs Evaluated</b>
Access to primary care physician services (e.g., location of services, operating hours, ability to get an appointment, insurance participation)
Access to specialty care physician services (e.g., location of services, operating hours, ability to get an appointment, insurance participation)
Affordable healthcare services for people or families with low income
Affordable prescription medications for people or families with low income
Awareness between community service providers regarding the breadth of services available (i.e., so that providers can effectively refer clients/patients to other service providers in the community)
Behavioral health / mental health services to treat depression, anxiety, or other conditions (excluding substance use)
Behavioral health / mental health services for seniors
Care coordination for patients to help better manage chronic conditions such as diabetes, asthma, obesity, heart disease, high cholesterol, or high blood pressure
Children's health services
Coordination of care between different doctors or other service providers
Dental health services for children and adults
End of life issues (including palliative care)

## Health Issues Evaluated in the Prioritization Process

### Listing of Community Needs Evaluated

Food security – Secure sources for affordable, nutritious food
Health literacy – Education about ways to manage chronic diseases and other health conditions
Healthy living and wellness programs – ADULTS
Healthy living and wellness programs – CHILDREN
Homeless services (healthcare for the homeless)
Integrated care services for people requiring both behavioral health and medical / physical healthcare services
Medication Assisted Treatment (MAT) programs for substance abuse patients
Migrant health services
Obesity education and treatment services
Pain management services
Availability of a psychiatrist who can prescribe medications and collaborate with other community physicians
Respiratory health / pulmonology education and services
Rheumatology and other arthritis services
School-based health services
Health screening for cancer, diabetes, heart disease, stroke, or other chronic conditions for the underserved
Health screenings for women’s health issues such as mammography and pap smears for the underserved
Services to address Delusional disorders, Alzheimer’s, Lewy Body dementia, and others
Sexually transmitted disease education, screening, and treatment (including HIV/AIDS, chlamydia, and others)
Smoking cessation services
Stroke prevention and care
Substance abuse intervention and treatment (other than opioids)
Substance abuse of heroin or other opioids services
Suicide prevention
Transportation services for people needing to go to doctor’s appointments or the hospital
Wellness initiatives for adults – exercise, nutrition, healthy lifestyle
Wellness initiatives for children – exercise, nutrition, healthy lifestyle
Women's health – comprehensive gynecology and reproductive care for women in all stages of life

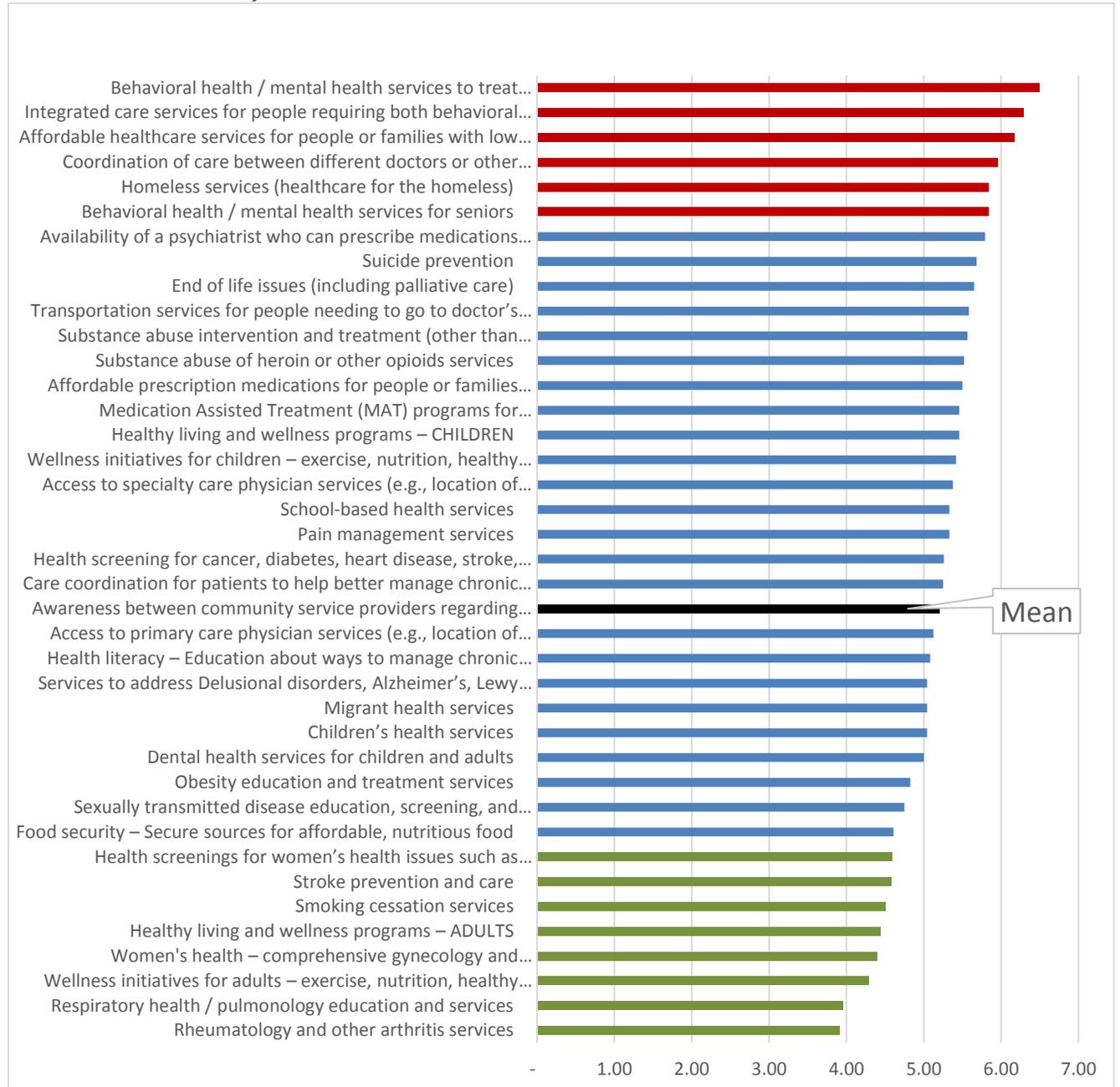
## Stage 1 Prioritization of Needs

Analysis of the Stage 1 survey identified three clusters or categories of needs:

- Access to Affordable Care
- Mental Health and Substance Abuse
- Coordination of Care

Needs within each of these categories were distributed across the ranking of the full list. The median scores of the full list of needs evaluated in the Stage 1 survey appear in Exhibit 3 . Longer lines indicate a higher the need rating. Ratings displayed in red reflect that their average ratings are at least one standard deviation above the mean. Those in green are at least one standard deviation below the mean score.

Exhibit 3 – Median Scores of Prioritized Needs



## Stage 2 Prioritization of Needs

Stage 2 of the prioritization process included an in-depth workshop-style meeting with over 30 community and hospital leaders. Prior to the meeting, analysis of the Stage 1 survey (as well as the prior secondary and primary research) led to the categorization of needs into a rank order list (below) and three general clusters or categories, (i.e., Access to Affordable Care, Mental Health and Substance Abuse, Coordination of Care). The workshop-style Stage 2 meeting embedded activities designed to evaluate the three general clusters or categories, review individual community needs, and – importantly – help develop tactical initiatives by which higher-priority needs can be addressed.

### Prioritized Needs

Based on input from the Leadership Group meetings; analysis of local, State of Florida, and federal quantitative data; community input; and, the needs evaluation process, the prioritized list of community needs is shown in the table below.

<b>Leading, Prioritized Community Needs</b>	
<b>Rank</b>	<b>Health Need</b>
1	<b>Behavioral health / mental health services to treat depression, anxiety, or other conditions (excluding substance use)</b>
2	<b>Integrated care services for people requiring both behavioral health and medical / physical healthcare services</b>
3	<b>Affordable healthcare services for people or families with low income</b>
4	<b>Coordination of care between different doctors or other service providers</b>
5	<b>Homeless services (healthcare for the homeless)</b>
6	<b>Behavioral health / mental health services for seniors</b>
7	<b>Availability of a psychiatrist who can prescribe medications and collaborate with other community physicians</b>
8	<b>Suicide prevention</b>
9	<b>End of life issues (including palliative care)</b>
10	<b>Transportation services for people needing to go to doctor's appointments or the hospital</b>
11	<b>Substance abuse intervention and treatment (other than opioids)</b>
12	<b>Substance abuse of heroin or other opioids services</b>
13	<b>Affordable prescription medications for people or families with low income</b>

For a broader review of community needs included in the Prioritization Process, see Appendix E.

## Implementation Strategies

Stage 2 of the prioritization process included an in-depth workshop-style meeting with over 30 community and hospital leaders. Prior to the meeting, analysis of the Stage 1 survey (as well as the prior secondary and primary research) led to the categorization of needs into three general clusters or categories, as noted above (i.e., Access to Affordable Care, Mental Health and Substance Abuse, Coordination of Care). The final list of prioritized needs is shown below:

The workshop-style Stage 2 meeting embedded activities designed to evaluate the three general clusters or categories, review individual community needs, and – importantly – help develop tactical initiatives by which higher-priority needs can be addressed.

The following section provides insight regarding the implementation of strategies designed to address high priority needs within each of the three general clusters or categories of needs.

### Access to Affordable Care

Overview: Access to affordable care includes a cluster of needs central to the ability of residents to receive health services. The discussion during the prioritization meeting noted that “access” includes at least three components:

- Capacity – An adequate supply of providers, as well as available openings for new and/or existing patients.
- Awareness / prevention – Readily available information regarding health literacy, the impact of health risks and conditions, ways to access the healthcare system, culturally inclusive information, and similar issues.
- Accessibility – The ability to physically avail one’s self of services: transportation, access to care during convenient days / times, childcare (in some cases), multi-lingual resource information, financial aspects (including counseling or other issues related to the availability of financial supports), and others.

Approaches identified by the community and hospital leaders worked to address aspects of these three categories.

### Consensus opinions regarding implementation strategies:

The community and leadership meeting provided insight and opinions regarding objectives and approaches to consider when formulating implementation plans. They include the following:

- Identify medical specialties shortage fields and recruit or realign staff, where needed
- Provide training and resource support to direct care providers to enhance referral efficiency.
- Increase access to care for people with limited transportation abilities by utilizing the BRRH community health van to a greater degree and provide off-site services to underserved and elderly populations. Enhance the ability of the ability of the community health van to provide offsite medical care to patients while in community.
- Improve post discharge follow-up plans such as the following:
  - Provide additional help for patients requiring assistance scheduling appointments.
  - Give patients education literature.
  - Provide a list of healthcare/prescription drug resources available to community.

### Mental Health and Substance Abuse

Overview: Mental health and substance abuse were identified as pressing issues impacting the community in a broad and growing way. The direct impacts on the hospital include the following:

- Increasing need for integrated medical / physical health and mental health care in the inpatient, Emergency Department, and outpatient settings.
- The benefit of having direct care providers more insightful about mental health issues.
- Growing needs for additional engagement of higher-risk groups (e.g., youth, lower-income residents, and seniors).
- The opportunity to work in collaboration with other area service providers to enhance care for patients challenged by mental health and/or substance abuse issues.

Approaches identified by the community and hospital leaders worked to address aspects of these categories.

### Consensus opinions regarding implementation strategies:

The objectives and approaches to consider when formulating implementation plans for mental health and substance abuse issues include the following:

- Support additional hospital and/or community programs designed to enhance mental health screening and early intervention.
- Enhance coordination of health screenings and continuity of care for patients needing additional care.
- Expand training, education, and care coordination efforts with BocaCare/PCP, ED/Urgent Care, FAU Clinic, first responders, and Faulk Center.
- Focus of pre-crisis management by enhancing pre-crisis screenings and improving continuity of care for individuals identified at moderate to high risk for a mental health crisis. Tactical initiatives may include the following:
  - Develop a pre-crisis pilot program for deployment via the integrated provider network, urgent care centers, the FAU residency clinic, on-site At Work Care clinic, BocaCare, and community outreach and health screening programs. Relatedly, review the future potential to append tele-psychiatry programs.
  - Enhance education regarding available pre-crisis resources for individuals at moderate to high risk for mental health needs. Make this information available at primary care centers, urgent care centers and other sites of care.
  - Develop a collaborative care network of mental health providers, including psychiatry, psychologists, mental health social workers, psychiatric nurses and tele-psychiatry and deploy evidence based best practices.
  - Enhance education of providers and first responders including additional CME programs.
- Establish a set of measures and metrics to evaluate BRRH efforts to address higher priority community health needs. Some measures may include the following:
  - Number of education sessions conducted for providers
  - Number of mental health screenings conducted.

### **Coordination of Care**

Overview: Care coordination was identified by community and hospital leaders as a category of services designed to promote more broad-based support for higher-need patients, positively impact community health, and increase the effective and efficient use of health services. Care coordination was recognized as having two aspects:

- Patient engagement – Working with higher-risk patients in a culturally sensitive way to provide helpful information, support and guide patients’ lifestyle and healthcare decisions, provide direction regarding ways to optimize access to services, and others.
- Provider engagement – Engaging providers and patients in order to coordinate services and share information in a way that reduces service redundancy, improves the efficiency with which complementary services are provided, and strengthens the ability of patients to be highly activated in their own care.

Approaches identified by the community and hospital leaders worked to address aspects of these categories.

### Consensus opinions regarding implementation strategies:

- Reduce hospital inpatient readmissions by providing post discharge follow-up phone calls to inpatient discharges.
- Provide additional assistance to higher-need patients requiring help with scheduling appointments and using community resource information.
- Train and educate staff to help improve patient health literacy and understanding of effective ways to manage their own care, where necessary.
- Prior to patient discharge, connect inpatient physicians to outpatient care providers (e.g., physicians, hospitalists, case managers, and home health) in order to enhance effective “hand-offs” and better continuity of care.
- Review physician education resources that clearly define the impact (e.g., financial, community health, etc.) of inpatient readmissions. Review hospital incentives to help prevent readmissions.

## Appendices

This document contains the following appendices:

Appendix A: Community Health Needs Assessment Survey

Appendix B: Homeless Shelter Directory

Appendix C: Top Areas Needing More Focus – Cross-tabulation Summary

Appendix D: Stakeholder and Focus Group Guide

Appendix E: Leadership Prioritization Presentation

Appendix F: An Evaluation of the Impact of Any Actions that were Taken, Since the Hospital Finished Conducting its Immediately Preceding CHNA, to Address the Significant Health Needs Identified

Appendix G: Organizations Included in CHNA Research Outreach Efforts

Appendix H: Community Survey Frequency Tables

Appendix I: Description of the Resources Potentially Available to Address the Significant Health Needs Identified through the CHNA

## Appendix A: Community Health Needs Assessment Survey

### Boca Raton Regional Hospital Community Health Needs Assessment Survey, 2018

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#### Introduction

Hello, my name is (caller name). I am conducting a very brief survey on behalf of Boca Raton Regional Hospital for the purpose to better understand your perceptions of health needs and services in the area.

We have just a few short questions, and would really value your input.

#### Screening

1. To begin, in what year were you born? [ENTER 4 DIGIT YEAR] [CODE REFUSE=9999 but terminate] *If "1999" or later, will thank and terminate.*
2. Gender [MARK RESPONSE BASED ON VOICE RECOGNITION; DO NOT ASK]
  - Male
  - Female

[INTERVIEWER READ] A healthy community can include different things such as the availability of healthcare services including behavioral health to social, economic, and environmental factors to lifestyle topics such as obesity, smoking, substance abuse, and healthy living issues.

3. Thinking broadly about health, please tell me what comes to mind when you think about a healthy community or a healthy people.  
OPEN ENDED \_\_\_\_\_
4. For the next questions, I 'm going to ask you about a number of possible things in these areas that the community may or may not need to pay more focus and attention to. For each, please let me know on a scale of 1 to 3 where 1 means that No More Focus is needed, 2 is Somewhat More Focus Needed, and, 3 is Much More Focus Needed [INTERVIEWER REPEAT SCALE AS NEEDED]

**[PROGRAMMING ROTATE CATEGORIES, KEEP "MEASURES" IN CONSISTENT ORDER WITHIN DOMAIN]**

DOMAIN	MEASURE	Don't Know (0)	No More Focus Needed (1)	Somewhat More Focus Needed (2)	Much More Focus Needed (3)
<i>Medical / Health Status Issues</i>	Health services for seniors	0	1	2	3
	Coordination of care between different doctors or other service providers	0	1	2	3
	A psychiatrist who can prescribe medications and collaborate with other community physicians	0	1	2	3
	Support to help people to better manage chronic conditions such as diabetes, asthma, obesity, heart disease, high cholesterol, high blood pressure, or similar conditions	0	1	2	3
	Screening for cancer, diabetes, heart disease, stroke, or other chronic conditions	0	1	2	3
	Services for depression, anxiety, or other mental health conditions other than substance abuse (which we will ask about later)	0	1	2	3
	Support to help people stay healthy - wellness programs	0	1	2	3
<i>Social, Economic, and Physical Environment Issues</i>	Transportation services for people needing to go to doctor's appointments or the hospital	0	1	2	3
	Affordable healthcare services for people or families with low income				
	Secure sources for affordable, nutritious food	0	1	2	3
<i>Risk and Protective Lifestyle Behaviors</i>	Primary care services from a family doctor or pediatrician	0	1	2	3
	Publicly available education about wellness and ways to stay healthy - exercise, nutrition	0	1	2	3
	Publicly available education about ways to manage obesity	0	1	2	3
	Substance abuse education	0	1	2	3
	Substance abuse intervention and treatment	0	1	2	3
	Youth oriented health programs	0	1	2	3

5. Regardless of the issues that I mentioned, what do you think are the three greatest community health issues in the area?

**Now with the following statements, please indicate if you Strongly Agree, Agree, Disagree, or Strongly Disagree with each Statement**

6. When all is said and done, I am the person who is responsible for managing my health.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

7. Taking an active role in my own healthcare is the most important factor in determining my health and ability to function.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

8. What is the highest grade or year in school you completed? Check one

- |  |  |
|--|--|
| Less than high school  |  |
| Graduated high school  |  |
| Some college or vocational training                              |  |
| Graduated college (4-year Bachelor Degree)                       |  |
| Completed Graduate or Professional school (Masters, PhD, Lawyer) |  |

9. Which of the following ranges best describes your total annual household income last year?

- |                      |  |
|----------------------|--|
| Less than \$25,000   |  |
| \$25,000 to \$54,999 |  |
| \$55,000 to \$79,999 |  |
| \$80,000 or more     |  |
-

## Appendix B: Homeless Shelter Directory

Source: Palm Beach County Homeless Coalition.

Palm Beach County	Broward County
 <p><a href="#">Palm Beach County Homeless Coalition</a> West Palm Beach, FL 33401 (561) 355-4663 Homeless Coalition <a href="http://www.shelterlistings.org/details/22445/">http://www.shelterlistings.org/details/22445/</a></p>	 <p><a href="#">Firehouse Recovery Margate</a> Margate, FL 33063 (954) 651-2154 Sober Housing <a href="http://www.shelterlistings.org/details/38210/">http://www.shelterlistings.org/details/38210/</a></p>
 <p><a href="#">Pat Reeves Village</a> West Palm Beach, FL 33401 561-514-0564 Continuum of care for the homeless and homeless at-risk in Palm Beach County <a href="http://www.shelterlistings.org/details/38360/">http://www.shelterlistings.org/details/38360/</a></p>	 <p><a href="#">St. Laurence Chapel A Caring Place for Homeless People Day Shelter</a> Pompano Beach, FL 33069 (954) 972-2958 <a href="http://www.shelterlistings.org/details/22477/">http://www.shelterlistings.org/details/22477/</a></p>
 <p><a href="#">Adopt-a-family West Palm Beach</a> West Palm Beach, FL 33409 (561) 253-1361 Transitional Housing, Permanent Supportive Housing <a href="http://www.shelterlistings.org/details/30791/">http://www.shelterlistings.org/details/30791/</a></p>	<p><a href="#">Women in Distress of Broward County - Shelter, Outreach</a> Fort Lauderdale, FL 33302 (954) 761-1133 Women's shelter and outreach <a href="http://www.shelterlistings.org/details/31780/">http://www.shelterlistings.org/details/31780/</a></p>
 <p><a href="#">Faith-hope-love-charity Inc+ Palm Springs</a> Palm Springs, FL 33461 (561)968-1612 Housing Assistance, Supportive Housing for veterans.</p>	 <p><a href="#">Recovery Works</a> Pompano Beach, FL 33064 419-689-2130 Christian based sober living house</p>

<http://www.shelterlistings.org/details/24061/>

[Holy Ground Shelter for Homeless](#)

Riviera Beach, FL 33404  
(561) 355-5040  
Shelter for homeless, pregnant or parenting teen girls  
ages 17 to 21 years old.

<http://www.shelterlistings.org/details/38021/>



[Drug Abuse Foundation of Palm Beach County Halfway House](#)

Delray Beach, FL 33444  
(561) 732-0800  
Halfway House, Substance Abuse Treatment  
<http://www.shelterlistings.org/details/22601/>



[Wayside House Halfway House](#)

Delray Beach, FL 33483  
(561) 278-0055  
Halfway House, Substance Abuse Treatment  
<http://www.shelterlistings.org/details/22602/>



[Good Future Rehab Inc.](#)

Delray Beach, FL 33445  
(561) 859-0930



<http://www.shelterlistings.org/details/37701/>

[Internatonal Kingdom Empowerment Alliance \(The House That Love Built\)](#)

Hollywood, FL 33020  
(561) 255-9459  
Transitional housing and services.

<http://www.shelterlistings.org/details/37640/>



[Sanctuary House of S. Florida, Inc.](#)

Wilton Manors, FL 33311  
954-882-8363  
Recover home for men.  
<http://www.shelterlistings.org/details/37320/>



[Lamb of God Transitional Housing For Men](#)

Pompano Beach, FL 33060  
954-946-7332  
transitional housing program for men.  
<http://www.shelterlistings.org/details/36838/>



[Helping Hands Transition and Recovery](#)

Port Lauderdale, FL 33311  
954-562-5418



<p><a href="http://www.shelterlistings.org/details/37718/">http://www.shelterlistings.org/details/37718/</a></p> <hr/> <p><u>A T Way LLC</u>          Boynton Beach, FL 33435          5619451618</p> <p></p> <p><a href="http://www.shelterlistings.org/details/37715/">http://www.shelterlistings.org/details/37715/</a></p>	<p><a href="http://www.shelterlistings.org/details/36839/">http://www.shelterlistings.org/details/36839/</a></p> <hr/> <p><u>Saint Francis Mission - Faith Based Treatment program for males</u>          Port Lauderdale, FL 33316          954-761-3281</p> <p>transitional housing treatment program for men</p> <p><a href="http://www.shelterlistings.org/details/36840/">http://www.shelterlistings.org/details/36840/</a></p> <p></p>
<p><u>Christophers House of Hope</u>          West Palm Beach, FL 33401          561-945-2330</p> <p>sober housing</p> <p></p> <p><a href="http://www.shelterlistings.org/details/37677/">http://www.shelterlistings.org/details/37677/</a></p>	<p><u>The First Step Sober House Pompano Beach</u>          Pompano Beach, FL 33060          954-942-7414</p> <p>Safe and Sober Recovery Halfway house transitional housing.</p> <p><a href="http://www.shelterlistings.org/details/36841/">http://www.shelterlistings.org/details/36841/</a></p> <p></p>
<p><u>Family Promise of South Palm Beach County</u>          Delray Beach, FL 33483          (561) 265-3371</p> <p>Assists children and their families that have become homeless in our community.</p> <p></p> <p><a href="http://www.shelterlistings.org/details/37210/">http://www.shelterlistings.org/details/37210/</a></p>	<p><u>Florida Sober House - Hollywood FL</u>          Hollywood, FL 33020          954-366-5646</p> <p>sober recovery halfway house</p> <p></p> <p><a href="http://www.shelterlistings.org/details/36842/">http://www.shelterlistings.org/details/36842/</a></p>
<p><u>The Go House - Christian Sober House</u>          Boynton Beach, FL 33436          561-880-1066</p> <p>Christian Sober House</p> <p></p> <p><a href="http://www.shelterlistings.org/details/36965/">http://www.shelterlistings.org/details/36965/</a></p>	<p><u>Foundations Residential House</u>          Oakland Park, FL 33309          (954) 776-8036</p> <p>Halfway House, sober recovery house</p> <p></p> <p><a href="http://www.shelterlistings.org/details/36843/">http://www.shelterlistings.org/details/36843/</a></p>

[Oakwood Center of the Palm Beaches Inc Panda Program](#)

Belle Glade, FL 33430  
(561) 993-8082

Substance Abuse Treatment Residential long-term treatment (more than 30 days)

<http://www.shelterlistings.org/details/36432/>



[Recovery House 54 Dania Beach](#)

Dania Beach, FL 33004  
954-394-6309

affordable recovery homes

<http://www.shelterlistings.org/details/36846/>



[West Palm Beach Housing Authority West Palm Beach](#)

West Palm Beach, FL 33407  
(561) 655-8530

Housing Authority, Public Housing, Section 8 (HCV), Portable Housing Choice Voucher, Section 8 Veterans Housing Voucher, Low Income Housing Programs

<http://www.shelterlistings.org/details/32244/>



[Dania Beach Housing Authority Dania Beach](#)

Dania Beach, FL 33004  
(954) 924-6800

Housing Authority, Low Income Affordable Housing, Public Housing

<http://www.shelterlistings.org/details/31968/>



[Housing Partnership Inc Riviera Beach](#)

Riviera Beach, FL 33404  
(561) 841-3500

Housing Authority, Low Income Affordable Housing, Public Housing

<http://www.shelterlistings.org/details/32308/>



[Deerfield Beach Housing Authority Deerfield Beach](#)

Deerfield Beach, FL 33441  
(954) 425-8449

Housing Authority, Low Income Affordable Housing, Public Housing

<http://www.shelterlistings.org/details/32666/>



[Riviera Beach Housing Authority Riviera Beach](#)

Riviera Beach, FL 33404  
(561) 845-7450



[Fort Lauderdale Housing Authority Fort Lauderdale](#)

Fort Lauderdale, FL 33315  
(954) 525-6444



Housing Authority, Low Income Affordable Housing,  
Public Housing

<http://www.shelterlistings.org/details/32321/>

[Palm Beach County Housing Authority West Palm Beach](#)

West Palm Beach, FL 33407  
(561) 684-2160

Housing Authority, Low Income Affordable Housing,  
Public Housing

<http://www.shelterlistings.org/details/32571/>



Housing Authority, Low Income Affordable Housing,  
Public Housing

<http://www.shelterlistings.org/details/32677/>

[Broward County Housing Authority Lauderdale Lakes](#)

Lauderdale Lakes, FL 33319  
(954) 497-4178

Housing Authority, Low Income Affordable Housing,  
Public Housing

<http://www.shelterlistings.org/details/32694/>



[Delray Beach Housing Authority Delray Beach](#)

Delray Beach, FL 33445  
(561) 272-6766

Housing Authority, Low Income Affordable Housing,  
Public Housing

<http://www.shelterlistings.org/details/32815/>



[Hollywood Housing Authority Hollywood](#)

Hollywood, FL 33024  
(954) 989-4691

Housing Authority, Low Income Affordable Housing,  
Public Housing

<http://www.shelterlistings.org/details/32923/>



[Belle Glade Housing Authority Belle Glade](#)

Belle Glade, FL 33430  
561-996-2140

Housing Authority, Low Income Affordable Housing,  
Public Housing

<http://www.shelterlistings.org/details/33426/>



[Catholic Charities - Link Up To Permanent Housing Wilton Manors Wilton Manors](#)

Wilton Manors, FL 33305  
(954) 568-6610

Transitional Housing

<http://www.shelterlistings.org/details/31158/>



 <p><a href="#">Boca Raton Housing Authority Boca Raton</a>  Boca Raton, FL 33431  561.206.6200  Housing Authority, Low Income Affordable Housing,  Public Housing  <a href="http://www.shelterlistings.org/details/33434/">http://www.shelterlistings.org/details/33434/</a></p>	<p><a href="#">Aloha House - Halfway House Hollywood</a>  Hollywood, FL 33020  (954) 923-8536  Transitional Housing  <a href="http://www.shelterlistings.org/details/31157/">http://www.shelterlistings.org/details/31157/</a></p> 
 <p><a href="#">Boca Raton Housing Authority Palmetto Park Rd Boca Raton</a>  Boca Raton, FL 33432  (561) 393-7785  Housing Authority, Low Income Affordable Housing,  Public Housing  <a href="http://www.shelterlistings.org/details/33467/">http://www.shelterlistings.org/details/33467/</a></p>	<p><a href="#">Eckerd Youth Alternatives - Juvenile Offender Aftercare  Lauderhill</a>  Lauderhill, FL 33313  (954) 714-5227  Transitional Housing  <a href="http://www.shelterlistings.org/details/31155/">http://www.shelterlistings.org/details/31155/</a></p> 
 <p><a href="#">Florida Housing Corp Supportive Housing Wellington</a>  Wellington, FL 33414  (843) 437-7575  Supportive Housing and Services  <a href="http://www.shelterlistings.org/details/31676/">http://www.shelterlistings.org/details/31676/</a></p>	<p><a href="#">Dan Marino Foundation - Kids At Home Program  Weston</a>  Weston, FL 33326  (954) 389-4445  Transitional Housing  <a href="http://www.shelterlistings.org/details/31154/">http://www.shelterlistings.org/details/31154/</a></p> 
 <p><a href="#">The Haven Group Home Boca Raton</a>  Boca Raton, FL 33433  (561) 483-0962  Transitional Housing  <a href="http://www.shelterlistings.org/details/31156/">http://www.shelterlistings.org/details/31156/</a></p>	<p><a href="#">Camelot Community Care - Youth Transition Program  Fort Lauderdale</a>  Fort Lauderdale, FL 33309  (954) 958-3527  Transitional Housing  <a href="http://www.shelterlistings.org/details/31153/">http://www.shelterlistings.org/details/31153/</a></p> 

	<p><a href="#">Children's Home Society - Transitions Home Lantana</a> Lantana, FL 33462 (561) 547-0884 Transitional Housing <a href="http://www.shelterlistings.org/details/30792/">http://www.shelterlistings.org/details/30792/</a></p>		<p><a href="#">Covenant House - Transitional Housing Fort Lauderdale</a> Fort Lauderdale, FL 33304 (954) 561-5559 Transitional Housing <a href="http://www.shelterlistings.org/details/31152/">http://www.shelterlistings.org/details/31152/</a></p>
	<p><a href="#">Freedom House Of Palm Beaches Lake Park</a> Lake Park, FL 33403 (561) 845-0373 Transitional Housing <a href="http://www.shelterlistings.org/details/30789/">http://www.shelterlistings.org/details/30789/</a></p>		<p><a href="#">Helping People In America / Cosac Hollywood</a> Hollywood, FL 33020 (954) 964-0123 Transitional Housing <a href="http://www.shelterlistings.org/details/30913/">http://www.shelterlistings.org/details/30913/</a></p>
	<p><a href="#">Project Success Lake Worth Transitional Housing</a> Lake Worth, FL 33460 (561) 540-4267 Transitional Housing <a href="http://www.shelterlistings.org/details/30790/">http://www.shelterlistings.org/details/30790/</a></p>		<p><a href="#">Jewish Adoption And Foster Care Options Sunrise</a> Sunrise, FL 33351 (954)749-7230 Transitional Housing, Non Profit Organization <a href="http://www.shelterlistings.org/details/30624/">http://www.shelterlistings.org/details/30624/</a></p>
	<p><a href="#">Florida Housing Corporation West Palm Beach</a> West Palm Beach, FL 33401 (561) 659-9330 Transitional Housing <a href="http://www.shelterlistings.org/details/30788/">http://www.shelterlistings.org/details/30788/</a></p>		<p><a href="#">Jewish Family - Domestic Abuse Program Plantation</a> Plantation, FL 33324 (954) 370-2140 Transitional Housing <a href="http://www.shelterlistings.org/details/31160/">http://www.shelterlistings.org/details/31160/</a></p>
	<p><a href="#">Faith Farm Ministries Boynton Beach</a> Boynton Beach, FL 33437</p>		<p><a href="#">Sos Childrens Village - Woodside Gardens Coconut Creek</a> Coconut Creek, FL 33073</p>

(561) 737-2222  
Transitional Housing  
<http://www.shelterlistings.org/details/30786/>

(954) 420-5030  
Transitional Housing  
<http://www.shelterlistings.org/details/31164/>

Fern House Center West Palm Beach

West Palm Beach, FL 33409  
(561) 471-0430  
Transitional Housing  
<http://www.shelterlistings.org/details/30787/>



Salvation Army - Plymouth Colony Hollywood

Hollywood, FL 33320  
(954) 524-6991  
Transitional Housing  
<http://www.shelterlistings.org/details/31165/>



Sistah To Sistah Recovery House West Palm Beach

West Palm Beach, FL 33407  
(561) 837-9997  
Transitional Housing  
<http://www.shelterlistings.org/details/30785/>



Salvation Army Red Shield Lodge Fort Lauderdale

Fort Lauderdale, FL 33311  
(954) 524-6991  
Transitional Housing  
<http://www.shelterlistings.org/details/31166/>



Phoenix House Lake Worth

Lake Worth, FL 33460  
(561) 585-2508  
Transitional Housing  
<http://www.shelterlistings.org/details/30784/>



Susan B. Anthony - Residential Transitional Housing  
Pembroke Pines

Pembroke Pines, FL 33025  
(954) 733-6068  
Transitional Housing  
<http://www.shelterlistings.org/details/31169/>



Oakwood Center Of The Palm Beaches West Palm  
Beach

West Palm Beach, FL 33407  
(561) 383-5777



Turning Point Bridge Transitional Housing Pompano  
Beach

Pompano Beach, FL 33060  
(954) 781-1400



Transitional Housing  
<http://www.shelterlistings.org/details/30783/>

Transitional Housing  
<http://www.shelterlistings.org/details/31170/>

Hope House Of The Palm Beaches West Palm Beach

West Palm Beach, FL 33409

(561) 697-2600

Transitional Housing

<http://www.shelterlistings.org/details/30781/>



Covenant House Florida Fort Lauderdale Fort Lauderdale

Fort Lauderdale, FL 33304

(954) 561-5559

Transitional Housing

<http://www.shelterlistings.org/details/31376/>



Housing Partnership West Palm Beach

West Palm Beach, FL 33401

(561) 841-3500

Transitional Housing

<http://www.shelterlistings.org/details/30782/>



Housing Opportunities Mortgage Assistance And Effective Neighborhood Fort Lauderdale

Fort Lauderdale, FL 33304

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/22787/>



Stand Down House (veterans Only) Lake Worth

Lake Worth, FL 33461

(561) 649-9919

Transitional Housing

<http://www.shelterlistings.org/details/30779/>



Covenant House Florida, Inc. Fort Lauderdale

Fort Lauderdale, FL 33304

(800)683-8338

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24044/>



Turtle Nest Village Lake Worth

Lake Worth, FL 33460

(561) 586-8520

Transitional Housing



Senior Citizens Housing Development Corporation Of Fortana Sunrise

Sunrise, FL 33323

954-835-9200

Non Profit Organization that provides housing assistance



<http://www.shelterlistings.org/details/30777/>

[The Salvation Army - Center Of Hope Transitional Housing West Palm Beach](#)

West Palm Beach, FL 33409

(561) 682-1118

Transitional Housing

<http://www.shelterlistings.org/details/30778/>



[Engagement Center Transitional Housing West Palm Beach](#)

West Palm Beach, FL 33402

(561) 494-0125

Transitional Housing

<http://www.shelterlistings.org/details/30776/>



[The Lord's Place Boynton Beach Family Shelter Boynton Beach](#)

Boynton Beach, FL 33435

(561) 736-7006

Transitional Housing

<http://www.shelterlistings.org/details/30775/>



[Mary Rubloff Ywca Harmony House West Palm Beach](#)

West Palm Beach, FL 33409

(561) 640-9844

Transitional Housing



<http://www.shelterlistings.org/details/24045/>

[Housing Foundation Of America Inc Pembroke Pines](#)

Pembroke Pines, FL 33024

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24066/>



[Cosac Homeless Assistance Center Davie](#)

Davie, FL 33329

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24087/>



[Haven Economic Development, Inc. Davie](#)

Davie, FL 33324

(954)423-1637

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24089/>



[4kids Of South Florida Inc Ft Lauderdale](#)

Fort Lauderdale, FL 33309

(954)977-9673

Non Profit Organization that provides housing assistance



<http://www.shelterlistings.org/details/30771/>

[Adopt-a-family Of The Palm Beaches Lake Worth](#)

Lake Worth, FL 33460  
(561)253-1361

Transitional Housing, Non Profit Organization  
<http://www.shelterlistings.org/details/30750/>



<http://www.shelterlistings.org/details/24093/>

[Broward Partnership For The Homeless Inc. Fort Lauderdale](#)

Fort Lauderdale, FL 33311  
(954)779-3990

Non Profit Organization that provides housing assistance  
<http://www.shelterlistings.org/details/24094/>



[Gulfstream Goodwill Industries West Palm Beach](#)

West Palm Beach, FL 33407  
(561) 848-7200

Transitional Housing  
<http://www.shelterlistings.org/details/31377/>



[Broward County Mmunity Builders Coalition Inc Ft Lauderdale](#)

Fort Lauderdale, FL 33312  
(954)792-1121

Non Profit Organization that provides housing assistance  
<http://www.shelterlistings.org/details/24117/>



[Homes With Assistance Royal Palm Beach Royal Palm Beach](#)

Royal Palm Beach, FL 33411  
(561) 227-1503

Transitional Housing  
<http://www.shelterlistings.org/details/31378/>



[Neighbors Assisting Neighbors Tamarac](#)

Tamarac, FL 33321  
(954)720-5150

Non Profit Organization that provides housing assistance  
<http://www.shelterlistings.org/details/24119/>



[Ywca Harmony House West Belle Glade](#)

Belle Glade, FL 33430  
(561) 993-2204

Transitional Housing  
<http://www.shelterlistings.org/details/31381/>



[Peer Center Inc Oakland Park](#)

Oakland Park, FL 33309  
(954)202-7867

Non Profit Organization that provides housing assistance  
<http://www.shelterlistings.org/details/24124/>



	<p><a href="#">Housing Partnership Inc Riviera Beach</a>  Riviera Beach, FL 33404  (561)841-3500  Non Profit Organization that provides housing assistance  <a href="http://www.shelterlistings.org/details/23116/">http://www.shelterlistings.org/details/23116/</a></p>		<p><a href="#">Citizens For Pets In Condos Inc Tamarac</a>  Tamarac, FL 33320  (954)366-4555  Non Profit Organization that provides housing assistance  <a href="http://www.shelterlistings.org/details/24125/">http://www.shelterlistings.org/details/24125/</a></p>
	<p><a href="#">Adopt-a-family Of The Palm Beaches, Inc. Lake Worth</a>  Lake Worth, FL 33460  Non Profit Organization that provides housing assistance  <a href="http://www.shelterlistings.org/details/24058/">http://www.shelterlistings.org/details/24058/</a></p>		<p><a href="#">Food For The Poor, Inc. Coconut Creek</a>  Coconut Creek, FL 33073  (954)427-2222  Non Profit Organization that provides housing assistance  <a href="http://www.shelterlistings.org/details/24138/">http://www.shelterlistings.org/details/24138/</a></p>
	<p><a href="#">Under One Roof Ministries, Inc. Tequesta</a>  Tequesta, FL 33469  (561)799-9411  Non Profit Organization that provides housing assistance  <a href="http://www.shelterlistings.org/details/24070/">http://www.shelterlistings.org/details/24070/</a></p>		<p><a href="#">Broward Coalition For The Homeless, Inc. Sunrise</a>  Sunrise, FL 33313  Non Profit Organization that provides housing assistance  <a href="http://www.shelterlistings.org/details/24150/">http://www.shelterlistings.org/details/24150/</a></p>
	<p><a href="#">Hispanic Human Resources Council, Inc. West Palm Beach</a>  West Palm Beach, FL 33406  (561)641-7400</p>		<p><a href="#">Sunrise Opportunities Inc Davie</a>  Davie, FL 33314</p>

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24076/>

[Comprehensive Aids Program Of Palm Beach County, Inc. West Palm Beach](#)

West Palm Beach, FL 33406

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24107/>

[Howard E Hill Foundation Inc Belle Glade](#)

Belle Glade, FL 33430

561-996-4524

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24110/>

[Envision America Incorporated West Palm Beach](#)

West Palm Beach, FL 33402

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24116/>

[Farmworkers Coordinating Council Of Palm Beach County, Inc. Lake Worth](#)

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24151/>

[God's Gift Inc Fort Lauderdale](#)

Fort Lauderdale, FL 33319

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24169/>

[Urban League Of Broward County, Inc. Fort Lauderdale](#)

Fort Lauderdale, FL 33311

(954)584-0777

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24205/>

[Rebuilding Together Broward County Inc Oakland Park](#)

Oakland Park, FL 33334

Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24224/>

[Hawkins Homes Inc Pompano Beach](#)



Lake Worth, FL 33460  
(561)533-7227  
Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24128/>

[We Help Community Development Corp Inc Belle Glade](#)

Belle Glade, FL 33430  
Non Profit Organization that provides housing assistance



<http://www.shelterlistings.org/details/24148/>

[Comprehensive Community Care Network Inc W Palm Beach](#)

West Palm Beach, FL 33406  
561-472-9160  
Non Profit Organization that provides housing assistance



<http://www.shelterlistings.org/details/24179/>

[Mission Project Inc Palm Beach](#)

Palm Beach, FL 33480  
(561)358-1863  
Non Profit Organization that provides housing assistance



<http://www.shelterlistings.org/details/24188/>

Pompano Beach, FL 33060  
(954)781-8537  
Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24230/>

[Safety Net Foundation, Inc. Fort Lauderdale](#)

Fort Lauderdale, FL 33311  
(954)524-0800  
Non Profit Organization that provides housing assistance



<http://www.shelterlistings.org/details/24244/>

[Crisis Housing Solutions, Inc. Davie](#)

Davie, FL 33314  
954-587-0160  
Agency that provides HUD Approved Housing Assistance Programs



<http://www.shelterlistings.org/details/25821/>

[Deerfield Beach Housing Authority Deerfield Beach](#)

Deerfield Beach, FL 33441  
954-425-8449-11  
Agency that provides HUD Approved Housing Assistance Programs



<http://www.shelterlistings.org/details/25827/>

 <p><a href="#">Bridge To Life Inc Boynton Beach</a>        Boynton Beach, FL 33436        (561)734-7476        Non Profit Organization that provides housing assistance  <a href="http://www.shelterlistings.org/details/24210/">http://www.shelterlistings.org/details/24210/</a></p>	<p><a href="#">Consolidated Credit Counseling Services, Inc. Fort Lauderdale</a>        Fort Lauderdale, FL 33313        866-435-1876        Agency that provides HUD Approved Housing Assistance Programs  <a href="http://www.shelterlistings.org/details/25834/">http://www.shelterlistings.org/details/25834/</a></p> 
<p><a href="#">Children's Case Management Organization, Inc. West Palm Beach</a>        West Palm Beach, FL 33406        Non Profit Organization that provides housing assistance  <a href="http://www.shelterlistings.org/details/24215/">http://www.shelterlistings.org/details/24215/</a></p> 	<p><a href="#">Urban League Of Broward County (branch Office) Fort Lauderdale</a>        Fort Lauderdale, FL 33312        954-625-2574        Agency that provides HUD Approved Housing Assistance Programs  <a href="http://www.shelterlistings.org/details/25835/">http://www.shelterlistings.org/details/25835/</a></p> 
<p><a href="#">United Way Of Palm Beach County Inc Boynton Beach</a>        Boynton Beach, FL 33426        (561)375-6600        Non Profit Organization that provides housing assistance  <a href="http://www.shelterlistings.org/details/24241/">http://www.shelterlistings.org/details/24241/</a></p> 	<p><a href="#">Urban League Of Broward County - Main Office Fort Lauderdale</a>        Fort Lauderdale, FL 33311        954-584-0777        Agency that provides HUD Approved Housing Assistance Programs  <a href="http://www.shelterlistings.org/details/25836/">http://www.shelterlistings.org/details/25836/</a></p> 
<p><a href="#">Association For Abused Women And Children, Inc. West Palm Beach</a>        West Palm Beach, FL 33405</p> 	<p><a href="#">Hope Human Resources Development Hollywood</a>        Hollywood, FL 33020</p> 

(561)586-1888  
Non Profit Organization that provides housing assistance

<http://www.shelterlistings.org/details/24252/>

[We Help Community Development Corporation Belle Glade](#)

Belle Glade, FL 33430  
561-992-5854

Agency that provides HUD Approved Housing Assistance Programs

<http://www.shelterlistings.org/details/25801/>



305-826-9343  
Agency that provides HUD Approved Housing Assistance Programs

<http://www.shelterlistings.org/details/25848/>

[Hope Human Resources Development Hollywood](#)

Hollywood, FL 33023  
954-342-8470

Agency that provides HUD Approved Housing Assistance Programs

<http://www.shelterlistings.org/details/25849/>



[Boynton Beach Faith Based Cdc Boynton Beach](#)  
Boynton Beach, FL 33435

561-752-0303

Agency that provides HUD Approved Housing Assistance Programs

<http://www.shelterlistings.org/details/25805/>



[Broward County Housing Authority Lauderdale Lakes](#)  
Lauderdale Lakes, FL 33319

954-497-4583

Agency that provides HUD Approved Housing Assistance Programs

<http://www.shelterlistings.org/details/25869/>



[Real Estate Education And Community Housing, Inc Palm Beach Gardens](#)

Palm Beach Gardens, FL 33410  
561-491-1670

Agency that provides HUD Approved Housing Assistance Programs

<http://www.shelterlistings.org/details/25907/>



[Consumer Credit Counseling Services Of The Midwest Lighthouse Point](#)

Lighthouse Point, FL 33064  
800-355-2227

Agency that provides HUD Approved Housing Assistance Programs

<http://www.shelterlistings.org/details/25873/>





[Housing Partnership, Inc. Riviera Beach - Supportive Housing](#)

Riviera Beach, FL 33404  
561-841-3500-10  
HUD Approved Housing Assistance Programs,  
Supportive housing  
<http://www.shelterlistings.org/details/25918/>



[Housing Foundation Of America Pembroke Pines](#)

Pembroke Pines, FL 33024  
954-923-5001  
Agency that provides HUD Approved Housing  
Assistance Programs  
<http://www.shelterlistings.org/details/25910/>



[Northwest Riviera Beach Community Redevelopment Corporation Riviera Beach](#)

Riviera Beach, FL 33404  
561-845-1147  
Agency that provides HUD Approved Housing  
Assistance Programs  
<http://www.shelterlistings.org/details/25919/>



[Consumer Credit Counseling Services Of The Midwest Plantation](#)

Plantation, FL 33324  
800-355-2227  
Agency that provides HUD Approved Housing  
Assistance Programs  
<http://www.shelterlistings.org/details/25914/>



[Credabilty - West Palm Beach Branch West Palm Beach](#)

West Palm Beach, FL 33401  
800-251-2227  
Agency that provides HUD Approved Housing  
Assistance Programs  
<http://www.shelterlistings.org/details/25949/>



[Catholic Charities Angelica House](#)

Pompano Beach, FL 33062  
954-568-6610  
Transitional Housing for families.  
<http://www.shelterlistings.org/details/22722/>



[Florida Cooperative Extension - Palm Beach County Cooperative Extension Service West Palm Beach](#)

West Palm Beach, FL 33415



[The Lippman Family Center](#)

Oakland Park, FL 33309

561-233-1700

Agency that provides HUD Approved Housing Assistance Programs

<http://www.shelterlistings.org/details/25951/>

[Life Improvement For Tomorrow, Inc. West Palm Beach](#)

West Palm Beach, FL 33409

877-868-7026

Agency that provides HUD Approved Housing Assistance Programs

<http://www.shelterlistings.org/details/25952/>



954-568-2801

Runaway Shelter for Youth

<http://www.shelterlistings.org/details/22723/>

[Ease Foundation Davie](#)

Davie, FL 33317

(954)-797-1077

Social Services

<http://www.shelterlistings.org/details/22726/>



[Urban League Of Palm Beach County, Inc. West Palm Beach](#)

West Palm Beach, FL 33407

561-833-1461-30

Agency that provides HUD Approved Housing Assistance Programs

<http://www.shelterlistings.org/details/25953/>

[Caron Renaissance Halfway House](#)

Boca Raton, FL 33487

(561) 241-7977

Halfway House, Detox, Treatment Center

<http://www.shelterlistings.org/details/22598/>



[Wellness Resource Center Halfway House](#)

Boca Raton, FL 33487



[Sunlight Recovery Residential Treatment Center](#)

Deerfield Beach, FL 33441

(954) 421-6242

Residential Treatment Center

<http://www.shelterlistings.org/details/22597/>

[Dr Carmine J Pecoraro Psy D and Assoc Halfway House](#)

Wilton Manors, FL 33305

(954) 463-2723

Halfway House, substance abuse treatment

<http://www.shelterlistings.org/details/22603/>



[House of Hope Halfway House - Stepping Stones Residential](#)

Fort Lauderdale, FL 33305



(561) 995-7388  
Halfway House, Substance Abuse Treatment  
<http://www.shelterlistings.org/details/22599/>

(954) 524-8989  
<http://www.shelterlistings.org/details/22604/>

[Palm Partners Recovery Centers Halfway House](#)  
Delray Beach, FL 33444  
(561) 278-5800  
Substance abuse treatment, Detoxification, Halfway house, Buprenorphine Services  
<http://www.shelterlistings.org/details/22600/>



[3rd Step Mental Health Program Halfway House](#)  
Fort Lauderdale, FL 33311  
(954) 462-4599  
Halfway House, Substance Abuse Treatment  
<http://www.shelterlistings.org/details/22605/>



[Faith Farm Residential Program](#)  
Boynton Beach, FL 33437  
(561) 737-2222  
Residential Program, Drug Addiction Recovery  
<http://www.shelterlistings.org/details/22592/>



[Susan B Anthony Recovery Center Halfway House](#)  
Pembroke Pines, FL 33025  
(954) 733-6068  
Halfway House, Transitional Housing, Treatment Centers  
<http://www.shelterlistings.org/details/22606/>



[Clean Time Inn Halfway House](#)  
Lake Worth, FL 33460  
(561) 547-4357  
Halfway house  
<http://www.shelterlistings.org/details/22400/>



[Cosac Foundation Hollywood FL](#)  
Hollywood, FL 33328  
954-964-0123  
Supportive Housing, Homeless Services  
<http://www.shelterlistings.org/details/22438/>



[Jerome Golden Center Supportive Housing](#)  
West Palm Beach, FL 33407  
(561) 383-8000  
Supportive Housing



[Salvation Army Red Shield Lodge Fort Lauderdale](#)  
Fort Lauderdale, FL 33302  
954-524-6991  
Homeless Shelter, Transitional housing



<http://www.shelterlistings.org/details/22316/>

[Recovery Outreach Housing For Men](#)

Riviera Beach, FL 33404

(561) 804-4559

Halfway House, Transitional Housing

<http://www.shelterlistings.org/details/22321/>



<http://www.shelterlistings.org/details/22439/>

[BARC Lauderhill Supportive Housing](#)

Lauderhill, FL 33311

954-535-2375

Supportive Housing

<http://www.shelterlistings.org/details/22440/>



[Catholic Charities Samaritan Center Long Term Transitional Housing](#)

Palm Beach Gardens, FL 33410

(561) 775-9500

Transitional Housing, Supportive Housing, Halfway Housing

<http://www.shelterlistings.org/details/22328/>



[Agape Love Inc/Let Go, Let God Inc / Men's Homeless Shelter](#)

Plantation, FL 33312

954-792-4964

Homeless Shelter

<http://www.shelterlistings.org/details/22436/>



[Palm Beach County Homeless Services](#)

West Palm Beach, FL 33407

800-493-5902

Emergency Shelter, Halfway House, Transitional Housing

<http://www.shelterlistings.org/details/22300/>



[Broward Partnership for the Homeless, Inc / Central Homeless Assistance Center](#)

Fort Lauderdale, FL 33301

954-779-3990

Emergency Shelter

<http://www.shelterlistings.org/details/22437/>



[PATH Project Supportive Housing](#)

West Palm Beach, FL 33407

561-383-8000



[Broward County Outreach Center Pompano Beach](#)

Pompano Beach, FL 33069

(954) 979-6365



<p>Supportive Housing  <a href="http://www.shelterlistings.org/details/22301/">http://www.shelterlistings.org/details/22301/</a></p>	<p>Supportive Housing, Transitional Housing, Halfway Housing  <a href="http://www.shelterlistings.org/details/22326/">http://www.shelterlistings.org/details/22326/</a></p>
<p><a href="#">Stand Down Help For Homeless Veterans</a>  Palm Springs, FL 33461  (561) 968-1612  halfway house  <a href="http://www.shelterlistings.org/details/22202/">http://www.shelterlistings.org/details/22202/</a></p> 	<p><a href="#">Broward County Homeless Services</a>  Fort Lauderdale, FL 33301  954-357-6101  Supportive Housing, Transitional Housing, Halfway Housing  <a href="http://www.shelterlistings.org/details/22329/">http://www.shelterlistings.org/details/22329/</a></p> 
<p><a href="#">Fem House Halfway House</a>  West Palm Beach, FL 33409  561-471-0430  halfway house  <a href="http://www.shelterlistings.org/details/22196/">http://www.shelterlistings.org/details/22196/</a></p> 	<p><a href="#">Broward County Housing Options Program</a>  Fort Lauderdale, FL 33311  954-357-5099  Supportive Housing, Transitional Housing, Substance Abuse Treatment, Halfway House  <a href="http://www.shelterlistings.org/details/22330/">http://www.shelterlistings.org/details/22330/</a></p> 
<p><a href="#">Sunset House Extended Care Recovery For Men</a>  Palm Beach Gardens, FL 33410  561-627-9701  halfway house  <a href="http://www.shelterlistings.org/details/22195/">http://www.shelterlistings.org/details/22195/</a></p> 	<p><a href="#">Miami Rescue Mission - Broward Outreach Center Hollywood</a>  Hollywood, FL 33022  954-926-7417  <a href="http://www.shelterlistings.org/details/19452/">http://www.shelterlistings.org/details/19452/</a></p> 
<p><a href="#">The Lord's Place - Family Housing Programs</a>    West Palm Beach, FL 33402  561-494-0125</p>	<p><a href="#">Miami Rescue Mission - Broward Outreach Center For Women And Children Hollywood (for Women And Children)</a>  Hollywood, FL 33022  954-926-7417</p>

Emergency Housing, Supportive Housing, Education Assistance, Employment Assistance

<http://www.shelterlistings.org/details/20475/>



[The Lord's Place - Joshua House \(for Men\)](#)

Boynton Beach, FL 33435  
561-736-7006

<http://www.shelterlistings.org/details/19453/>

[Miami Rescue Mission - Broward Outreach Center Pompano Beach](#)

Pompano Beach, FL 33069  
954-979-6365



Emergency Housing, Transitional Housing, Halfway House

<http://www.shelterlistings.org/details/19454/>

[Covenant House Florida Of Orlando - Ft. Lauderdale Community Service Center \(for Youth\)](#)

Fort Lauderdale, FL 33304  
954-561-5559



<http://www.shelterlistings.org/details/20209/>

[Covenant House Florida Of Ft. Lauderdale - Ft. Lauderdale Shelter Care \(for Youth\)](#)

Fort Lauderdale, FL 33304  
954-561-5559



<http://www.shelterlistings.org/details/20211/>

[Covenant House Florida Of Fort Lauderdale - Fort Lauderdale Rights Of Passage \(for Older Teens\)](#)

Fort Lauderdale, FL 33304  
954.561-5559

<http://www.shelterlistings.org/details/20218/>



[Homeless Voice Shelter](#)  
Hollywood, FL 33020  
954.964.0123

## Appendix C: Top Areas Needing More Focus – Cross-tabulation Summary

Boca Raton Regional Hospital  
**2018 Community Health Needs Assessment**  
**Telephone Survey - Cross tabulations**  
 Respondents Indicating "Much More Focus Needed"

Measures	Total	Gender		What is the highest grade or year in school you completed?				Which of the following ranges best				Age Group				Service Area	
		Male	Female	Graduated high school	Some college or vocational training	Graduated college (4-year Bachelor Degree)	Completed Graduate or Professional school (Masters, PhD, Lawyer)	Less than \$25,000	\$25,000 to \$54,999	\$55,000 to \$79,999	\$80,000 or more	Under 25	25 to 44	45 to 64	65 and older	PSA	SSA
<b>Sample Size</b>	<b>303</b>	<b>105</b>	<b>198</b>	<b>37</b>	<b>78</b>	<b>113</b>	<b>75</b>	<b>23</b>	<b>77</b>	<b>72</b>	<b>131</b>	<b>15</b>	<b>67</b>	<b>128</b>	<b>79</b>	<b>214</b>	<b>75</b>
Health services for seniors	52.6%	49.5%	54.2%	52.8%	63.5%	47.7%	48.6%	47.6%	64.5%	52.9%	46.0%	46.7%	47.8%	54.7%	54.4%	50.0%	60.0%
Coordination of care between different doctors or other service providers	56.4%	53.5%	57.9%	44.4%	62.2%	53.2%	61.4%	61.9%	56.6%	55.9%	55.6%	26.7%	53.7%	61.7%	55.7%	55.6%	58.7%
A psychiatrist who can prescribe medications and collaborate with other community physicians	32.9%	25.3%	36.8%	22.2%	41.9%	33.9%	27.1%	47.6%	36.8%	32.4%	28.2%	46.7%	37.3%	34.4%	24.1%	35.5%	25.3%
Support to help people to better manage chronic conditions such as diabetes, asthma, obesity, heart disease, high cholesterol, high blood pressure, or similar	56.1%	52.5%	57.9%	47.2%	66.2%	51.4%	57.1%	66.7%	61.8%	54.4%	51.6%	53.3%	61.2%	57.0%	50.6%	53.3%	64.0%
Screening for cancer, diabetes, heart disease, stroke, or other chronic conditions	58.1%	57.6%	58.4%	61.1%	67.6%	57.8%	47.1%	71.4%	65.8%	48.5%	56.5%	53.3%	65.7%	57.8%	53.2%	53.3%	72.0%
Services for depression, anxiety, or other mental health conditions other than substance abuse	67.5%	63.6%	69.5%	69.4%	75.7%	65.1%	61.4%	76.2%	75.0%	63.2%	63.7%	86.7%	80.6%	64.8%	57.0%	67.3%	68.0%
Support to help people stay healthy – wellness programs	55.4%	52.5%	56.8%	52.8%	58.1%	55.0%	54.3%	66.7%	61.8%	52.9%	50.8%	53.3%	62.7%	55.5%	49.4%	53.3%	61.3%
Transportation services for people needing to go to doctor's appointments or the hospital	46.7%	43.4%	48.4%	38.9%	55.4%	45.9%	42.9%	47.6%	55.3%	38.2%	46.0%	46.7%	49.3%	48.4%	41.8%	47.7%	44.0%
Affordable healthcare services for people or families with low income	65.4%	63.6%	66.3%	72.2%	71.6%	64.2%	57.1%	76.2%	75.0%	63.2%	58.9%	60.0%	67.2%	63.3%	68.4%	63.1%	72.0%
Secure sources for affordable, nutritious food	57.4%	50.5%	61.1%	47.2%	68.9%	56.0%	52.9%	76.2%	68.4%	57.4%	47.6%	66.7%	65.7%	57.8%	48.1%	57.0%	58.7%
Primary care services from a family doctor or pediatrician	37.4%	38.4%	36.8%	38.9%	39.2%	39.4%	31.4%	61.9%	39.5%	33.8%	33.9%	53.3%	37.3%	36.7%	35.4%	31.8%	53.3%
Publicly available education about wellness and ways to stay healthy – exercise, nutrition	43.6%	37.4%	46.8%	41.7%	44.6%	46.8%	38.6%	66.7%	46.1%	47.1%	36.3%	66.7%	52.2%	45.3%	29.1%	43.5%	44.0%
Publicly available education about ways to manage obesity	50.9%	44.4%	54.2%	47.2%	54.1%	52.3%	47.1%	52.4%	53.9%	51.5%	48.4%	53.3%	46.3%	55.5%	46.8%	48.6%	57.3%
Substance abuse education	57.4%	54.5%	58.9%	61.1%	63.5%	53.2%	55.7%	61.9%	59.2%	60.3%	54.0%	60.0%	55.2%	56.3%	60.8%	53.3%	69.3%
Substance abuse intervention and treatment	63.0%	57.6%	65.8%	75.0%	71.6%	59.6%	52.9%	61.9%	64.5%	67.6%	59.7%	53.3%	56.7%	68.8%	60.8%	59.8%	72.0%
Youth oriented health programs	47.4%	41.4%	50.5%	41.7%	52.7%	45.0%	48.6%	61.9%	40.8%	48.5%	48.4%	46.7%	44.8%	53.1%	40.5%	45.3%	53.3%



**BOCA RATON REGIONAL HOSPITAL**  
ADVANCING THE BOUNDARIES OF MEDICINE

## **Boca Raton Regional Hospital Community Health Needs Assessment**

**Stakeholder and Focus Group Guide**

# Stakeholder Interview Discussion Guide

## Introduction

- *Introduction, and thank you.* I'm \_\_\_\_\_. Thank you for taking the time to speak with me.
- *Explain the general purpose of the discussion.* As we discussed, the purpose of this discussion is to learn more about community health-related needs and available resources, and to collect your insights regarding service gaps. We will also discuss the broader range of needs – medical, social, mental health and substance abuse, and others.
- *Seek participant's honest thoughts and opinions.* We're looking for your honest feedback—this includes both positive and negative insights and comments.

## CURRENT INVOLVEMENT AND EXPERIENCE IN THE COMMUNITY

1. [FOR AGENCY INTERVIEWS] Would you please tell me a little bit about the organization you represent and the populations you work with?
  - PROBES: What is your role in your organization or in community health, in general?
2. We've been framing the discussions in the focus group with the CDC's definition of "community health" which says that... "community (or public) health is a dynamic state of complete physical, mental, spiritual, and social well-being and not merely the absence of disease or infirmity. ... [That which] we as a society do collectively to assure the conditions in which people can be healthy."
  - PROBE: Do you think that this way of thinking about community health also applies to how you define health (why or why not)?
3. There are several ways to think about health and healthcare: (1) services provided in the community, (2) access to those services including continuity of care, (3) subpopulations facing particular challenges, (4) operational efficiency including the degree to which providers work together and integrated care.

Based on the **populations that you serve**, in any of these ways, what are the three greatest health issues or needs including but not limited to medical, social, mental health and substance abuse, and others?

- PROBE: How do the populations you work with understand their own health? How about help seeking behaviors? What are the barriers to seeking out help or treatment?
4. Now I'm going to go over the list of health, mental health, and substance abuse focus areas. I'd like to spend a few minutes and get your insights about ones that require more focus and attention, target populations currently underserved and/or vulnerable, more specific conditions or needs within the more general focus areas where there may be service gaps, and others.

[BRING UP EACH OF THE FOLLOWING TOPICS AND INCLUDE PROMPTS (SUBCATEGORIES) IN THE DIALOGUE. NOTE COMMENTS AND PARTICULAR AREAS OF EMPHASIS. INCLUDE COMPARISONS BETWEEN TOPICS WHERE HELPFUL, e.g., “SO WHICH DO YOU THINK REQUIRES MORE ATTENTION: SUBSTANCE ABUSE EDUCATION IN SCHOOLS OR OPIOID ABUSE INTERVENTION AMONG THE HOMELESS?”]

[NOTE – NOT ALL TOPICS WILL BE COVERED WITH ALL INTERVIEWEES. DISCUSSION CONTENT WILL BE MODIFIED TO RESPOND TO INTERVIEWEES’ PROFESSIONAL BACKGROUND AND TIME AVAILABILITY.]

Your name is not going to be asked and the responses are aggregated with many more results.

[PROBE: Note discussion about the magnitude and severity of “high focus” needs.]

Need  PROMPTS	Notes / Comments
Chronic disease Services for adults Services for adolescents / children	
Substance Abuse Education Early intervention Treatment / Access / Stigma Post-treatment support / care	
Homeless services	
Alcohol Use Education Early intervention Treatment / Access / Stigma Post-treatment support / care	
Access to care Transportation Insurance / financial Language barriers Wait times to see a provider Cultural issues	
Stable sources of affordable, nutritious food	
Mental Illness and Trauma Informed Care	
Intellectual Disability	
Access to care (specify type: IP, OP, IOP, PHP)	
SDoH related issues	
Transitional Housing Access / Availability (i.e. Group Homes)	
Emergency Department Care Utilization, Quality, Reliance	
Geriatric Population Behavioral Health Dimensia, Alzheimer’s Disease Treatment / Access /Stigma	
[OTHER TO BE ADDED, AS NEEDED]	

**GAP EXPLORATION**

\* Determine top areas of focus (if any emerge). Highlight observable trends, ask for confirmation that these trends represent top areas of need.

\*\*Pay close attention to improvement areas related to BRRH

Now I would like to speak a little about the ways to better meet community health needs.

5. What are the critical challenges to better serving the target populations?
  - PROBE: Are there perceived gaps in services or overlapping services?
  - PROBE: Are there community health needs that aren't being considered by service providers that SHOULD be? Why have they not been traditionally considered related to community health?
6. ["SILOS" vs "COOPERATIVE EFFORTS" ISSUE] You've done a good job naming community health needs and gaps. To what degree is it helpful for groups to work cooperatively on projects, or is it better if they work independently? Why or why not? What is the key to being able to work collaboratively?
7. To what degree is there a need for more services from a psychiatrist who can prescribe medications and collaborate with other community physicians?
8. Regarding the needs and gaps that we've discussed, where do you think BRRH could make an impact? Why? How?

### **Closing**

9. Finally, if you had a magic wand, what health, mental health, or substance abuse needs would you address?
  - PROBE: Why?

### **Thank You!**

10. Thank you for your time, the information you provided today is a vital part of the process and something that will help to highlight how Boca Raton Regional Hospital can elevate its care to its patients and community.

\* Determine top areas of focus (if any emerge). Highlight observable trends, ask for confirmation that these trends represent top areas of need.

\*\*Pay close attention to improvement areas related to BRRH



BOCA RATON  
REGIONAL HOSPITAL

2018 Community Health Needs Assessment  
*Leadership Meeting*  
*Monday, September 24, 2018*

# Agenda

- ▶ Welcome and introductions and review of goals for the meeting (5 mins)
  
- ▶ Review Quantitative and Qualitative Data (15-20 minutes)
  
- ▶ Tactical strategy development  
Break-out group / Round table discussion, (60 minutes)  
Based on the research ...
  - Further define the specific area of need
  - Brainstorm tactics for impacting change
  - Identify metrics; report out discussion and recommendations.
  
- ▶ Review of Next Steps

# Research Components

Secondary data analysis—  
demographics, disease  
incidence, comparative  
analytics

Group Meetings and Individual  
interviews

Telephone survey

Digital and social  
media review

**Prioritization process and  
Tactical strategy development**

# Preliminary Research Observations

- ▶ Stakeholder interviews – Most common issues
  - Outreach to seniors – social isolation
  - Care coordination for higher-risk patients
  - Integrated care management
  - Mental health services
  - Access to care
    - “A” [e.g., system capacity], and
    - “B” [e.g., transportation, financial ability]
  - “A psychiatrist who can prescribe medications and collaborate with other community physicians”

# Palm Beach County Profile

- ▶ General growth
- ▶ Higher diversity
- ▶ Older
- ▶ Growing pockets of poverty

<u>Measures</u>	<u>2016</u>	
Population	1,398,757	62% Increase since 1990
Hispanic %	20.70%	> 300% increase since 1990
African American	17.80%	
Percent Living in Poverty	13.90%	Approx. 50% Increase since 1990
Percent age 65+	22.70%	

Sources: U.S. Census Bureau; <https://www.census.gov/dmd/www/pdf/underfl.pdf>  
 "U. S. Decennial Census". United States Census Bureau. Retrieved June 16, 2014. Available at [https://en.wikipedia.org/wiki/Palm\\_Beach\\_County,\\_Florida](https://en.wikipedia.org/wiki/Palm_Beach_County,_Florida)  
 U.S. Census Bureau; Available at <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>  
<https://www.infoplease.com/us/florida/quickfacts-us-census-bureau-99>  
[https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_05\\_EST\\_C17017&prodType=table](https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_05_EST_C17017&prodType=table)



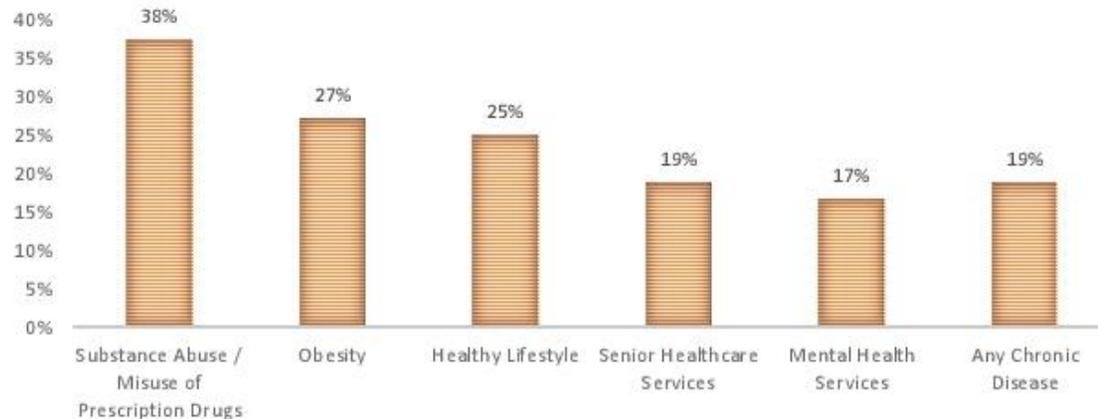
# Digital / Social Media Review

- ▶ Early indicators support existing initiatives
  - Depression and anxiety are leading and growing issues
  - Marijuana remains a big issue
  - Diabetes and hypertension search activity is increasing in the community

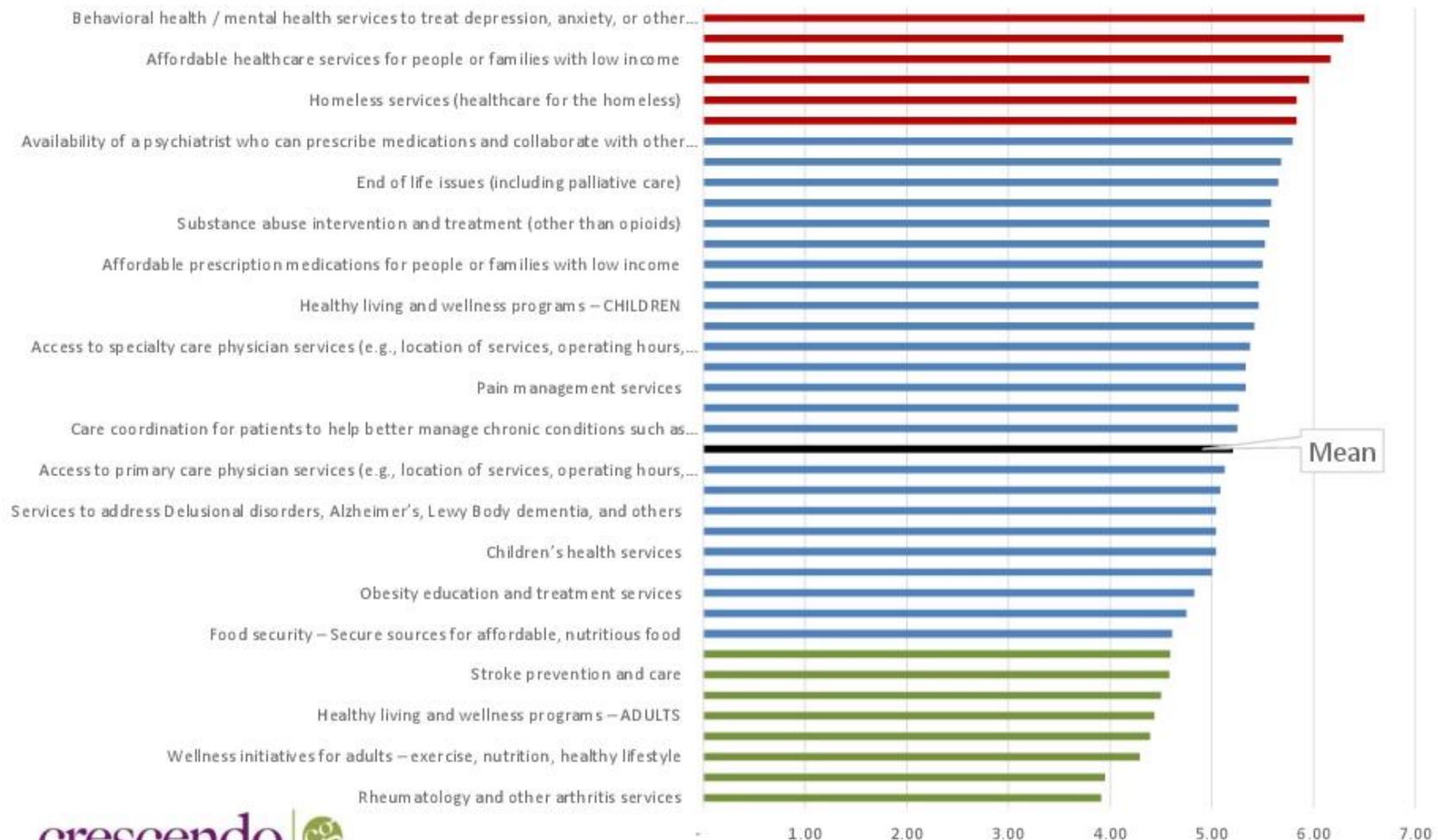
# Telephone Survey Trends

- ▶ MH/SA
- ▶ Lifestyle issues
- ▶ Access
- ▶ Seniors' and Youth services
- ▶ Chronic disease

WHAT DO YOU THINK ARE THE THREE GREATEST COMMUNITY HEALTH ISSUES IN THE AREA?



# Needs Prioritization Overview



# Higher Priority Subset of Needs

*From Round 1 of the Prioritization Survey*

- Behavioral health / mental health services to treat depression, anxiety, or other conditions (excluding substance use)
- Integrated care services for people requiring both behavioral health and medical / physical healthcare services
- Affordable healthcare services for people or families with low income
- Availability of a psychiatrist who can prescribe medications and collaborate with other community physicians
- Suicide prevention
- End of life issues (including palliative care)
- Coordination of care between different doctors or other service providers
- Homeless services (healthcare for the homeless)
- Behavioral health / mental health services for seniors
- Transportation services for people needing to go to doctor's appointments or the hospital
- Substance abuse intervention and treatment (other than opioids)
- Substance abuse of heroin or other opioids services

# Top 12 Needs Distill to Higher Level Categories

- ▶ There is a particular interest in three overlapping areas.

Interviews and group meeting comments provided some clarity and greater details on possible strategies.



# Mental Health and Substance Abuse

-  Integrated MH/Phys. Health in the E.D.
-  MH First Aid and other stigma-reducing, awareness building activities
-  MAT programs
-  Crisis services for (1) suicide and (2) substance abuse issues
-  Suicide Prevention
-  Mental health services for seniors including programs to address social isolation
-  Availability of a psychiatrist who can prescribe medications and collaborate with other community physicians

# Access and Affordability of Care

- Mobile health services
- Outreach to lower income / underserved populations; inform about financial avenues to get care, e.g., getting people signed up for Medicaid, if appropriate
- Palliative care for seniors and others
- Dementia spectrum services
- Lifestyle-related challenges e.g., Obesity, Hunger, Housing, STDs, Prenatal Care
- Prescription drug programs
- Transportation services for people needing a ride to healthcare appointments
- “New patient portal” or simple way for people to enter the healthcare system

# Care Coordination and Integrated Care

- **Care coordination for higher-risk patients** – Provider / Patient (e.g., motivational interviewing, chronic disease management, resource support, health literacy, others); Provider / Provider (e.g., communications and information sharing between providers)
- Integrated care and MH screening at PCP or specialized medical care encounters
- Care coordination for high-risk seniors
- Use of Community Health Workers, Peer Specialists, and other para-professionals – economical way to enhance service and quality of care
- Post-discharge patient engagement; greater connection with follow-up appointments and patient support

# Tactical Strategy Development

*Translating Research into Action*

Based on the research ...

- ▶ Further define the specific area of need
- ▶ Brainstorm tactics for impacting change
- ▶ Identify metrics we could track to see if we have impacted the need.

# Tactical Strategy Development

*Translating Research into Action*

## Here is the set-up ...

- ▶ You are part of a team that owns budget and authority to enact change within the hospital AND engage the community.
- ▶ Your charge is to identify specific primary tactical objectives that will “move the needle” and improve community health (i.e., address the needs).

We will ask each group to report in their discussion and recommendations.



# Generate New Learning

## *Flesh-out Ideas for the Implementation Plan*

### Here is your assignment ...

- ▶ Draft a clear statement of “need”
  - Activity, Target, Purpose
  - Single issue (e.g., Prescription drug programs); Multiple issues;  
System-level challenge (e.g., Care coordination and Integrated Care)
- ▶ Define 2 to 5 specific primary tactical objectives. Also, may want to add, “Who is engaged? What is the Hospital’s role?”
- ▶ Identify 2 to 5 measurable goals and other success factors
- ▶ Time permitting, rank order the five to nine issues within your group

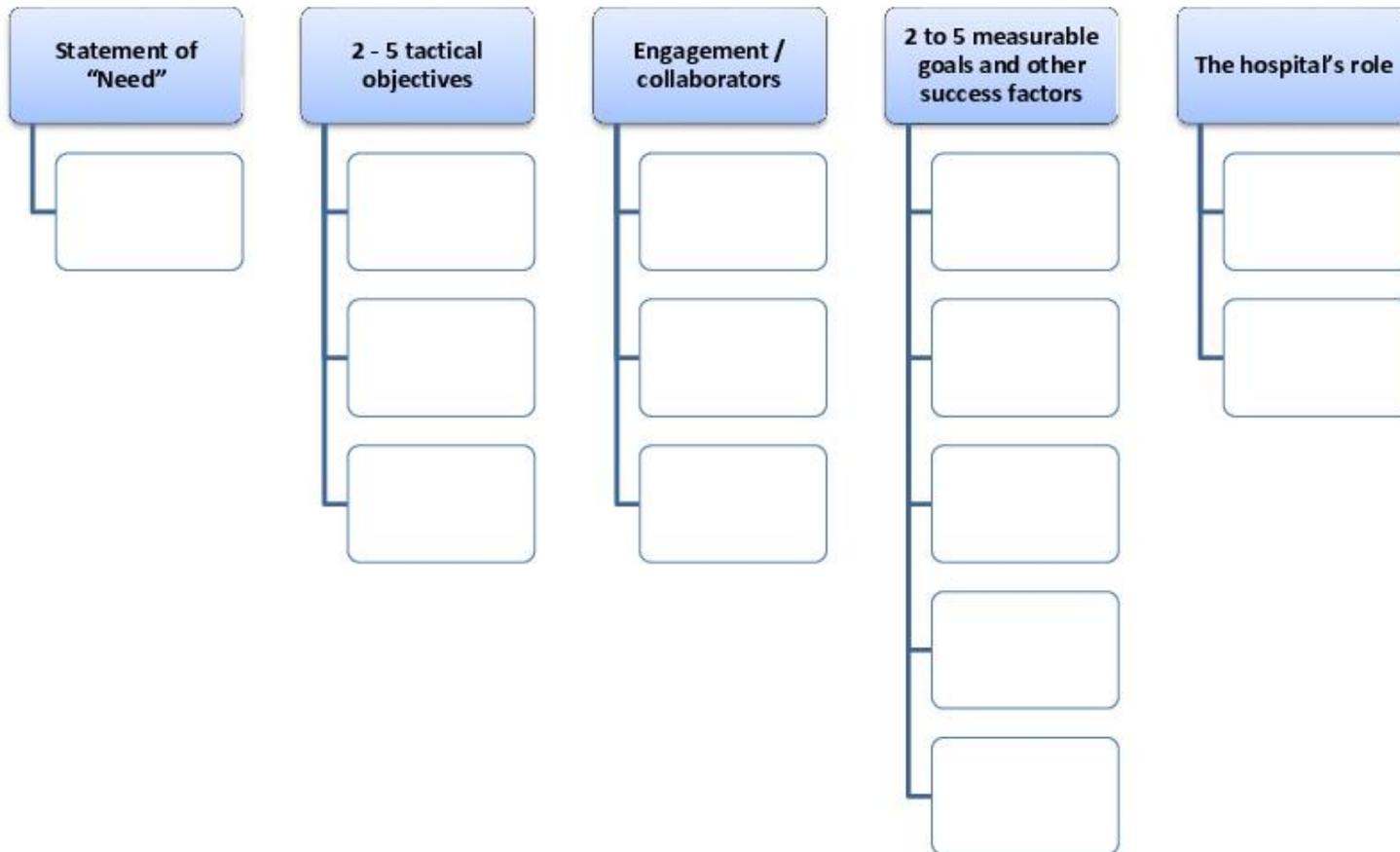
Example:  
“We need to improve the availability of transportation services for seniors for follow up appointments post hospitalization”

# Four Higher Level Categories for Tactical Strategy Development

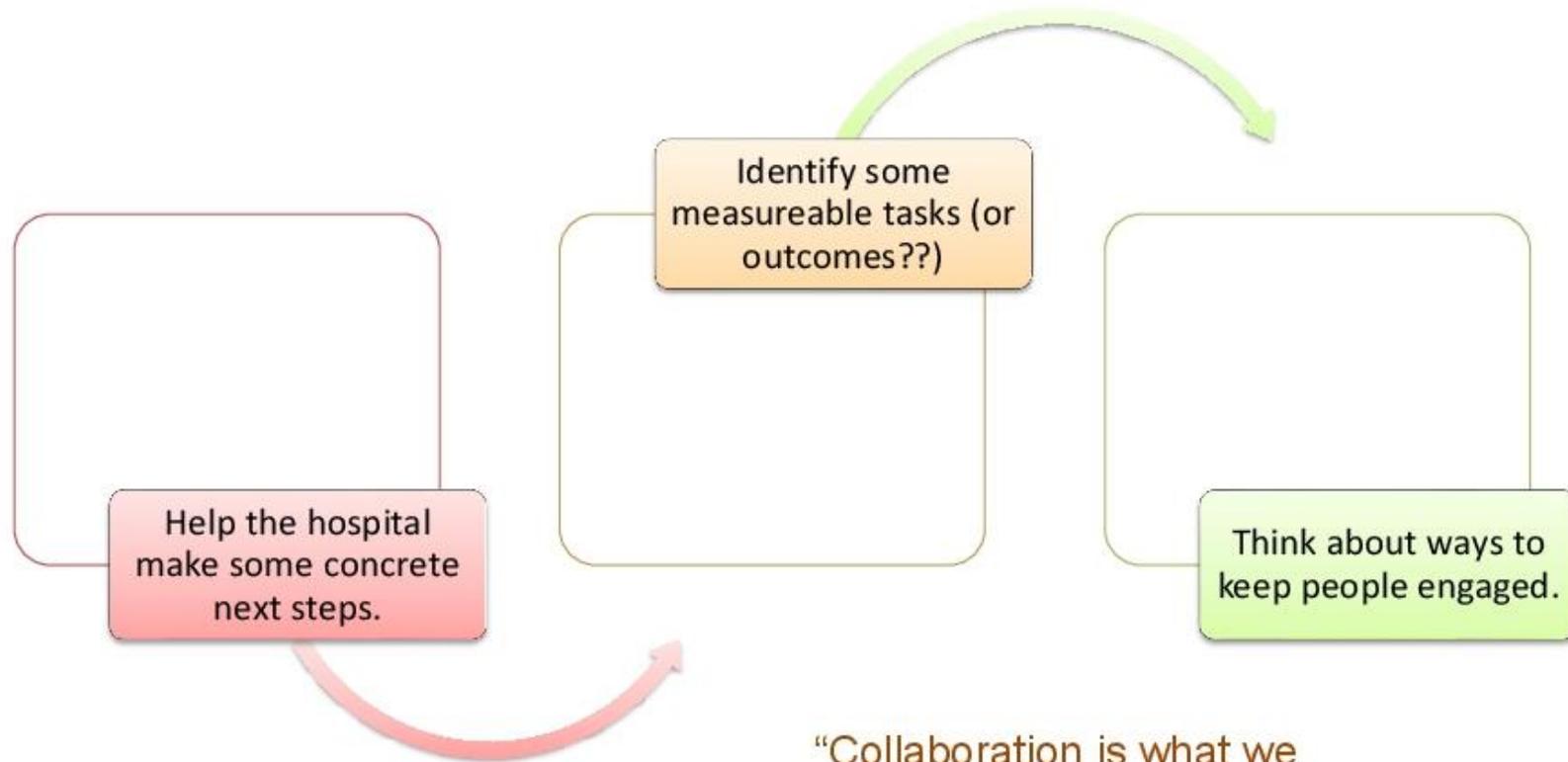
- ▶ Needs lists and assignments being distributed



# Template



# Table Exercise Goals

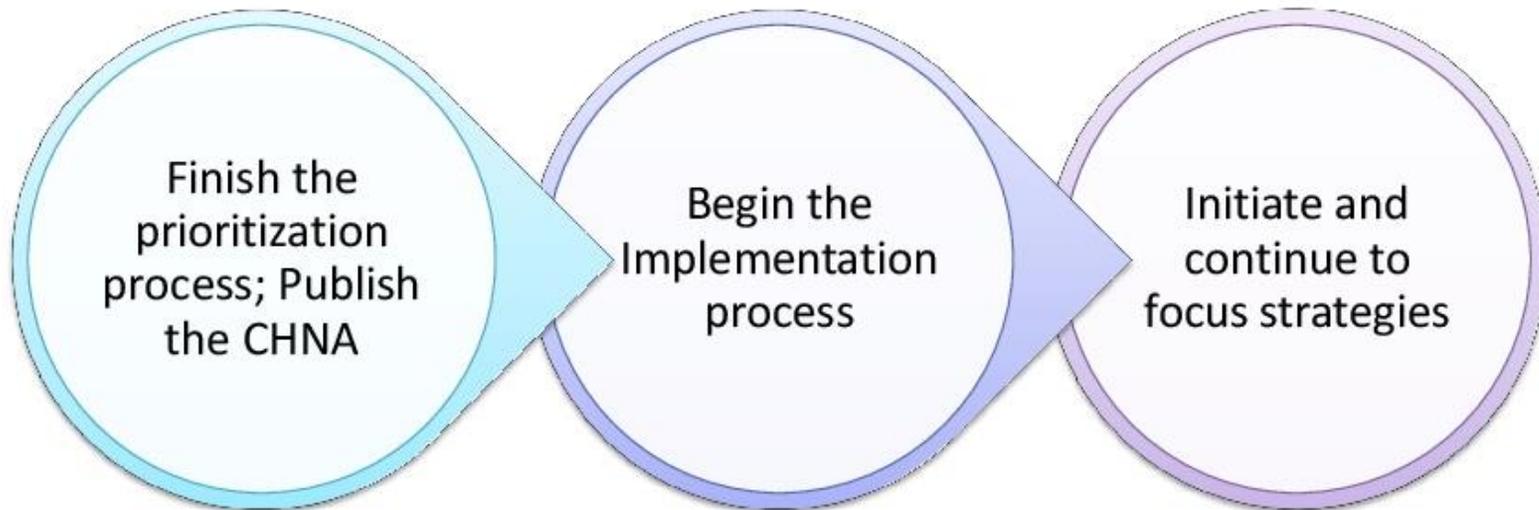


“Collaboration is what we do. Very rarely do we operate in silos.” – Stakeholder

## Questions for Leaders to Think About ...

- ▶ Does the workplan logic seem reasonable?
- ▶ What people or organizations should we make sure that we engage?
- ▶ What are some of the major ways that health issues impact local businesses and other organizations?
- ▶ How do we involve all parties that need to be involved? How do we keep people engaged?
- ▶ How can your organization get involved? How can we help?

# Summary and Review of Next Steps



# Questions??



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## Appendix F: An Evaluation of the Impact of Any Actions that were Taken, Since the Hospital Finished Conducting its Immediately Preceding CHNA, to Address the Significant Health Needs Identified

### Enhanced Behavioral Health & Substance Abuse Navigation

- **Area of concern:** Nearly one in four people (23.0%) people in Broward County, and (18.1%) in PBC indicate that they do not have adequate social and emotional support – higher than the Florida average. Substance abuse is slightly higher in Palm Beach County than Broward County.
- **Boca Regional Program:** Behavioral Health Work Groups formed 2016. to specifically workshop three strategies to enhance behavioral health inpatient processes and navigation. The strategies this committee explored were:
  - Improved Staff Awareness & social consciousness through Education
  - Addition of Behavioral Health & Substance Abuse Navigators to improve referral process to outside entities
  - Enhanced Care unit on the inpatient side with dedicated resources

### Care Coordination for Seniors

- **Area of concern:** A high percentage of people (28%) in the PSA are over 65 years old. The number of seniors – the highest healthcare utilization group – is projected to increase by nearly 100,000 people between 2010 and 2020.
- **Boca Regional Programs:**
  - Pad in Motion - tablets at the Bedside to support patient education & engagement
  - CHF patient remote patient monitoring
  - Transitions of Care Pharmacy program

### Increased access to Specialty care for low income & underserved

- **Area of concern:** Poverty in Broward and Palm Beach Counties represents approximately one in seven residents. Low health insurance coverage is an important issue in the BRRH service area.
- **Boca Regional Program:**
  - Hospital supported primary and specialty care health navigation hotline
  - Mobile Health Unit Risk Assessment, Screening, Education and Navigation to Primary and Specialty Care Services.

## Appendix G: Organizations Included in CHNA Research Outreach Efforts

<u>Organization</u>	<u>Underserved Population(s) Represented</u>
Boca Raton's Promise	At-risk students, adults, and seniors challenged by mental health issues and stigma
City of Boca Raton Fire Rescue	General community services; cultural competency training increases effectiveness when interacting with ethnically or otherwise diverse communities.
City of Boca Raton Police	General community services; cultural competency training increases effectiveness when interacting with ethnically or otherwise diverse communities.
Community member	Previous experience with BRRH and community outreach provides Ms. Whelchel with a breadth of knowledge regarding the community's diverse needs.
District of Deerfield Beach	General community services; cultural competency training increases effectiveness when interacting with ethnically or otherwise diverse communities.
FAU	Higher-risk (and other) youth and young adults
FAU College of Medicine	Seniors; and, Medicaid populations seeking care via the FAU Residency Program
Faulk Center For Counseling	Lower income populations seeking behavioral health services
Palm Beach County Fire Rescue	General community services; cultural competency training increases effectiveness when interacting with ethnically or otherwise diverse communities.
Palm Beach County Fire Rescue	General community services; cultural competency training increases effectiveness when interacting with ethnically or otherwise diverse communities.
Palm Healthcare Foundation	Funding addresses needs of higher-risk groups such as chronic disease sufferers (and those at-risk), substance abuse patients, behavioral health patients, at-risk children and young adults, seniors, and others.
Palm Beach County Medical Society	Low-income community members needing chronic disease or other specialized medical care  High-risk patients requiring care coordination services including seniors and diverse sub-populations  Patients requiring culturally appropriate medical and behavioral health care
Palm Beach County Medical Society	See above entry for the Palm Beach County Medical Society – Tenna Wiles
Volen Center	Individuals with cognitive issues  Seniors requiring adult daycare and other services  Higher-risk youth  Seniors and others with dementia-spectrum issues

## Appendix H: Community Survey Frequency Tables

Boca Raton Regional Hospital  
**2018 Community Health Needs Assessment**  
 Telephone Survey - Frequency Tables

**Gender**

	Frequency	Percent	Net Percent	Cumulative Percent
Male	105	34.7	34.7	34.7
Female	198	65.3	65.3	100.0
Total	303	100.0	100.0	

**Health services for seniors**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	33	10.9	11.8	11.8
Somewhat More Focus Needed	95	31.4	33.9	45.7
Much More Focus Needed	152	50.2	54.3	100.0
Total	280	92.4	100.0	
Do not know	23	7.6		
Total	303	100.0		

**Coordination of care between different doctors or other service providers**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	20	6.6	7.2	7.2
Somewhat More Focus Needed	95	31.4	34.2	41.4
Much More Focus Needed	163	53.8	58.6	100.0
Total	278	91.7	100.0	
Do not know	25	8.3		
Total	303	100.0		

**A psychiatrist who can prescribe medications and collaborate with other community physicians**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	50	16.5	19.6	19.6
Somewhat More Focus Needed	110	36.3	43.1	62.7
Much More Focus Needed	95	31.4	37.3	100.0
Total	255	84.2	100.0	
Do not know	48	15.8		
Total	303	100.0		

**Support to help people to better manage chronic conditions such as diabetes, asthma, obesity, heart disease, high cholesterol, high blood pressure, or similar conditions**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	22	7.3	7.8	7.8
Somewhat More Focus Needed	97	32.0	34.5	42.3
Much More Focus Needed	162	53.5	57.7	100.0
Total	281	92.7	100.0	
Do not know	22	7.3		
Total	303	100.0		

**Screening for cancer, diabetes, heart disease, stroke, or other chronic conditions**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	32	10.6	11.1	11.1
Somewhat More Focus Needed	88	29.0	30.6	41.7
Much More Focus Needed	168	55.4	58.3	100.0
Total	288	95.0	100.0	
Do not know	15	5.0		
Total	303	100.0		

**Services for depression, anxiety, or other mental health conditions other than substance abuse**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	18	5.9	6.4	6.4
Somewhat More Focus Needed	68	22.4	24.2	30.6
Much More Focus Needed	195	64.4	69.4	100.0
Total	281	92.7	100.0	
Do not know	22	7.3		
Total	303	100.0		

**Support to help people stay healthy – wellness programs**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	24	7.9	8.3	8.3
Somewhat More Focus Needed	104	34.3	36.1	44.4
Much More Focus Needed	160	52.8	55.6	100.0
Total	288	95.0	100.0	
Do not know	15	5.0		
Total	303	100.0		

**Transportation services for people needing to go to doctor's appointments or the hospital**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	24	7.9	8.8	8.8
Somewhat More Focus Needed	115	38.0	42.0	50.7
Much More Focus Needed	135	44.6	49.3	100.0
Total	274	90.4	100.0	
Do not know	29	9.6		
Total	303	100.0		

**Affordable healthcare services for people or families with low income**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	19	6.3	6.6	6.6
Somewhat More Focus Needed	82	27.1	28.3	34.8
Much More Focus Needed	189	62.4	65.2	100.0
Total	290	95.7	100.0	
Do not know	13	4.3		
Total	303	100.0		

**Secure sources for affordable, nutritious food**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	31	10.2	10.9	10.9
Somewhat More Focus Needed	87	28.7	30.6	41.5
Much More Focus Needed	166	54.8	58.5	100.0
Total	284	93.7	100.0	
Do not know	19	6.3		
Total	303	100.0		

**Primary care services from a family doctor or pediatrician**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	45	14.9	15.6	15.6
Somewhat More Focus Needed	135	44.6	46.9	62.5
Much More Focus Needed	108	35.6	37.5	100.0
Total	288	95.0	100.0	
Do not know	15	5.0		
Total	303	100.0		

**Publicly available education about wellness and ways to stay healthy – exercise, nutrition**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	36	11.9	12.5	12.5
Somewhat More Focus Needed	125	41.3	43.6	56.1
Much More Focus Needed	126	41.6	43.9	100.0
Total	287	94.7	100.0	
Do not know	16	5.3		
Total	303	100.0		

**Publicly available education about ways to manage obesity**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	27	8.9	9.4	9.4
Somewhat More Focus Needed	113	37.3	39.4	48.8
Much More Focus Needed	147	48.5	51.2	100.0
Total	287	94.7	100.0	
Do not know	16	5.3		
Total	303	100.0		

**Substance abuse education**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	29	9.6	10.1	10.1
Somewhat More Focus Needed	91	30.0	31.8	42.0
Much More Focus Needed	166	54.8	58.0	100.0
Total	286	94.4	100.0	
Do not know	17	5.6		
Total	303	100.0		

**Substance abuse intervention and treatment**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	26	8.6	9.0	9.0
Somewhat More Focus Needed	80	26.4	27.8	36.8
Much More Focus Needed	182	60.1	63.2	100.0
Total	288	95.0	100.0	
Do not know	15	5.0		
Total	303	100.0		

**Youth oriented health programs**

	Frequency	Percent	Net Percent	Cumulative Percent
No More Focus Needed	25	8.3	8.9	8.9
Somewhat More Focus Needed	120	39.6	42.6	51.4
Much More Focus Needed	137	45.2	48.6	100.0
Total	282	93.1	100.0	
Do not know	21	6.9		
Total	303	100.0		

**When all is said and done, I am the person who is responsible for managing my health.**

	Frequency	Percent	Net Percent	Cumulative Percent
Strongly Agree	229	75.6	75.6	75.6
Agree	68	22.4	22.4	98.0
Disagree	4	1.3	1.3	99.3
Strongly disagree	2	.7	.7	100.0
Total	303	100.0	100.0	

**Taking an active role in my own healthcare is the most important factor in determining my health and ability to function**

	Frequency	Percent	Net Percent	Cumulative Percent
Strongly Agree	211	69.6	69.6	69.6
Agree	82	27.1	27.1	96.7
Disagree	8	2.6	2.6	99.3
Strongly disagree	2	.7	.7	100.0
Total	303	100.0	100.0	

**What is the highest grade or year in school you completed?**

	Frequency	Percent	Net Percent	Cumulative Percent
Graduated high school	37	12.2	12.2	12.2
Some college or vocational training	78	25.7	25.7	38.0
Graduated college (4-year Bachelor Degree)	113	37.3	37.3	75.2
Completed Graduate or Professional school (Masters, PhD, Lawyer)	75	24.8	24.8	100.0
Total	303	100.0	100.0	

**Which of the following ranges best describes your total annual household income last year?**

	Frequency	Percent	Net Percent	Cumulative Percent
Less than \$25,000	23	7.6	7.6	7.6
\$25,000 to \$54,999	77	25.4	25.4	33.0
\$55,000 to \$79,999	72	23.8	23.8	56.8
\$80,000 or more	131	43.2	43.2	100.0
Total	303	100.0	100.0	

**Primary or Secondary Service Area**

	Frequency	Percent	Net Percent	Cumulative Percent
Primary Service Area	223	73.6	73.6	73.6
Secondary Service Area	80	26.4	26.4	100.0
Total	303	100.0	100.0	

**Age Group**

	Frequency	Percent	Net Percent	Cumulative Percent
Under 25	16	5.3	5.3	5.3
25 to 44	70	23.1	23.1	28.4
45 to 64	134	44.2	44.2	72.6
65 and older	83	27.4	27.4	100.0
Total	303	100.0	100.0	

# Appendix I: Description of the Resources Potentially Available to Address the Significant Health Needs Identified through the CHNA

## General Community Resources Guide



### PALM BEACH COUNTY- HEALTHCARE RESOURCES

MEDICAL EMERGENCY	9-1-1	MENTAL HEALTH CRISIS	2-1-1
<b>CLINIC/HEALTH CENTER</b>		<b>DOMESTIC ABUSE/RAPE CRISIS</b>	
Caridad Center (Boynton)	(561) 737-6336	Abuse Hotline- Florida	(800) 962-2873
Children's Medical Services, FLDOH	(877) 822-5203	Aid to Victims of Domestic Abuse	(800) 355-8547
Community Health Center of West Palm Beach	(561) 840-8681	Mary Rubloff YWCA Harmony House	(800) 973-9922
FAU Community Health Center (plus mental health)	(561) 803-8880	Rape/Violent Crime Hotline	(561) 833-7273
Florida Community Health Center (Pahokee)	(561) 924-6100	Victim Services- DV (Palm Beach County)	(561) 355-2383
FL Dept.of Health- Cl. Brumback Health Ctr- Glades	(561) 983-9220	<b>HEALTH INSURANCE/HEALTHCARE</b>	
FL Dept.of Health- Delray Beach Health Center	(561) 274-3100	Available agencies with Health Navigators	2-1-1
FL Dept.of Health- Lantana/Lk Worth Health Center	(561) 547-6800	<a href="http://Enrollpalmbeach.org">Enrollpalmbeach.org</a>	
FL Dept.of Health- West Palm Beach Health Center	(561) 514-5300	Health Care District of Palm Beach County	(866) 930-0035
FoundCare Health Center (WPB)	(561) 432-5849	Medicaid	(866) 762-2237
Genesis Community Health (Boynton)	(561) 735-6553	Medicare (via Social Security)	(800) 772-1213
Health Care District- C.L. Brumback Primary Care Clinics:		<b>HIV</b>	
Belle Glade, Delray Beach, Lake Worth,		Compass-Community Center	(561) 533-9699
Lantana, West Palm Beach. Call ...	(561) 642-1000	FL Health Dpt. PBC HIV/AIDS Screening and Info	(561) 804-7900
MyClinic (Jupiter)	(561) 203-7511	FoundCare HIV/AIDS Program (WPB)	(561) 472-2466
<b>COUNSELING/MENTAL HEALTH</b>	2-1-1	Hibiscus Haven (Subst. treatment women & HIV)	(561) 833-6826
Alpert Jewish Family & Children's Service	(561) 684-1991	TOPWA- Families First outreach- pregnant women	(561) 721-2887
AMIGOS Drop-In Center (Jeff Industries)	(561) 582-7424	<b>MEDICAL EQUIPMENT Clinics Can Help</b>	(561) 640-2995
Association for Community Counseling	(561) 638-0908	<b>MENTAL HEALTH- CRISIS INTERVENTION</b>	
Boys Town South Florida	(561) 366-9400	Mobile Crisis Team (Jerome Golden Center) Glades	(561) 992-8707
Catholic Charities, Diocese of PBC	(844) 848-6777	Mobile Crisis Team (Jerome Golden Center)	(561) 383-5777
Center for Family Services of PBC	(800) 404-7960	Mobile Crisis Team (South County Mental Health)	(561) 637-2106
Center for Trauma Counseling	(561) 444-3914	<b>PRENATAL/PREGNANCY CONCERNS</b>	
Faulk Center for Counseling	(561) 483-5300	Healthy Mothers/Healthy Babies	(888) 414-4642
Jerome Golden Center for Behavioral Health	(561) 383-8000	<b>SUBSTANCE ABUSE</b>	
Multicultural Community Mental Health Center	(561) 653-6292	AA Palm Beach County Intergroup	(561) 655-5700
National Alliance on Mental Illness of PBC	(561) 588-3477	Central Florida Treatment Center	(561) 439-8440
Peer Place Drop-In Center (MHA)	(561) 712-0584	Drug Abuse Foundation of Palm Beach County	(561) 278-0000
Ruth & Norman Rales Jewish Family Service	(561) 852-3333	Drug Abuse Treatment Association (Youth)	(561) 743-1034
<b>DENTAL</b>	2-1-1	PANDA (Mothers w/children)	(561) 993-8082
Caridad Center (Boynton)	(561) 737-6336	PBC Substance Awareness Coalition	(561) 374-7627
FoundCare (West Palm Beach)	(561) 432-5849	Parent-Child Center (Community Partners)	(561) 841-3500
HCD- C.L. Brumback Primary Care & Dental Clinics	(561) 642-1000	Wayside House (Women)	(561) 278-0055
Riviera Beach Dental (HIV/AIDS patients served)	(561) 804-7950	<b>SMOKING &amp; TOBACCO: Quit-For-Life!</b>	(877) 822-6669



This guide was funded through the generous support of Palm Healthcare Foundation  
Also encouraging 5-2-1-0 Let's Go! Healthy Habits for Life @ [www.5210letsgo.com](http://www.5210letsgo.com)



**CLOTHING**

Extended Hands Com. Outreach (work cloths)	(561) 315-5463
Farmworker Coordinating Council of PBC	(561) 533-7227
Oasis Compassion Agency (Lake Worth)	(561) 967-4066
Revival Community Outreach (Riviera Beach)	(561) 201-7152
Salvation Army Social Services (Boca Raton)	(561) 391-1344
Salvation Army Social Services (Lake Worth)	(561) 968-8189
Salvation Army Social Services (WPB)	(561) 686-3530
True Fast Outreach Ministry (WPB)	(561) 594-5689

**CREDIT COUNSELING/MONEY MANAGEMENT**

Clear Point Credit Counseling Service	(888) 835-8398
Consolidated Credit Counseling Service	(800) 210-3481
DebtHelper.com	(800) 920-2262
Financial Empowerment- budget/credit-repair/resume	(561) 833-1461
Prosperity Center (Belle Glade) also free VITA tax help	(561) 996-2479
Prosperity Center (WPB) also free VITA tax help	(561) 655-7581

**DISABILITY SERVICES**

211 Help Me Grow-developmental screenings & more	2-1-1
211's Special Needs Helpline (children 0-22)	2-1-1
Agency for Persons with Disabilities	(561) 837-5564
ARC of the Glades	(561) 996-9583
ARC of Palm Beach County	(561) 842-3213
Center for Autism and Related Disabilities (CARD)	(561) 297-2055
Coalition for Independent Living Options	(561) 966-4288
Division of Blind Services	(866) 225-0794
EEOC-Disabilities & Accessibility Specialist	(800) 669-4000
Epilepsy Foundation	(561) 478-6515
Lighthouse for the Blind of the Palm Beaches	(561) 586-5600
United Way's Special Needs Equipment Fund	(561) 375-6650
Your Aging and Disability Resource Center (AAA)	(866) 684-5885

**EDUCATION**

Adult Education Center	(561) 616-7800
Literacy Coalition of PB County Hotline	(800) 273-1030
Palm Beach State College	(561) 868-3350

**EMPLOYMENT**

CareerSource	(561) 340-1060
El Sol Jupiter Neighborhood Resource Center	(561) 745-9860
Florida DOE Div. Voc. Rehab (Disabled)	(561) 650-6804

**FINANCIAL ASSISTANCE**

Information and Referral to local providers	2-1-1
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**FOOD ASSISTANCE**

Food Stamps/SNAP (DCF ACCESS)	(866) 762-2237
Food Pantries/ Soup Kitchens/ Food Stamps/SNAP	2-1-1

**FORECLOSURE CONCERNS**

DebtHelper.com	(561) 472-8000
Florida's Hardest Hit Mortgage Assistance	2-1-1
Foreclosure Mitigation Counseling/Urban League	(561) 833-1461
REACH- foreclosure & first time home buyer help	(561) 491-1670
<b>HOMELESS ASSISTANCE INFO</b>	2-1-1

**LEGAL SERVICES**

American Civil Liberties Union of Florida	(786) 363-2700
Catholic Charities (Immigration program)	(561) 345-2003
Florida Rural Legal Services	(800) 284-4588
Legal Aid Society of PBC (Civil Court)	(561) 655-8944
Legal Aid Society of PBC (Domestic Violence)	(561) 655-8944
Public Defender (Early Probation Termination-eligible only)	(561) 355-7500
Public Defender (Sealing/Expunction/Civil Rights Restore)	(561) 355-7500

**PARENT & FAMILY- also download the EveryParent app!**

Boys Town South Florida	(561) 366-9400
Bridges- Housing Partnership	(561) 740-7017
Bullying	2-1-1
Compass-Gay/Lesbian (LGBT) family support	(561) 533-9699
Early Learning Coalition-childcare & other programs	(561) 514-3300
Healthy Beginnings (Prenatal & birth to 5 years)	(888) 634-7900
Mentoring Center- United Way of PBC	(561) 375-6600
National Single Parents Resource Center	(561) 441-8557
Parent-Child Center/Community Partners-counseling	(561) 841-3500
PBC Substance Awareness Coalition-parent resources	(561) 374-7627
Toby Center for Family Transition-divorce/separation	(855) 862-9236
Unified Family Court (15th Judicial Circuit)	(561) 355-2431
Youth Services Dept. (Palm Beach County)	(561) 242-5700

**TRANSPORTATION**

Palm Tran Bus Information	(877) 930-4287
Palm Tran CONNECTION Door-to-Door	(561) 649-9838
Medicaid Transportation (Non-Emergency Medical)	(866) 726-1457
Tri-Rail	(800) 874-7245

**VETERANS/CRISISLINE 1- (800) 273-TALK (8255)**

First Stop Veteran's Center-FHLC	(561) 968-1612
Florida National Guard Family Assistance Center	(305) 906-1191
Jupiter Vet Center	(561) 422-1220
Palm Beach Vet Center	(561) 422-1201
VA Medical Center WPB	(800) 972-8262
Veterans Resource Center (Homeless)	(561) 422-8223
Veteran's Court-VA Medical Center WPB	(800) 972-8262
Woman Veterans Health Programs-VA Medical Ctr	(561) 422-6881

**WATER SAFETY/DROWNING PREVENTION** (561) 616-7068

This listing is a partial representation of information maintained by 211 Helpline and is current as of August 2017. Inclusion does not imply endorsement nor does omission imply lack of endorsement by 211. For more information call 2-1-1, text your zip code and questions to 898211, visit our Chat Online.

Also CHAT Online >>>

**211PalmBeach.org**

>>> or TEXT to 898211

**211 SUNSHINE**  
TELEPHONE REASSURANCE

**FREE! DAILY PHONE CALL**

To learn more about life-saving Sunshine calls... **Dial 2-1-1 Today!**

“Hello, Sarah...Sunshine calling!”

**SENIOR GUIDE TO COMMUNITY SERVICES - PALM BEACH COUNTY**

<b>MEDICAL EMERGENCY</b>	<b>9-1-1</b>	<b>MENTAL HEALTH CRISIS</b>	<b>2-1-1</b>
<b>ABUSE- ADULT &amp; DOMESTIC</b>		<b>CRISIS INTERVENTION- MENTAL HEALTH</b>	
Abuse Hotline- Florida	(800) 962-2873	Mobile Crisis Team (Jerome Golden) North	(561) 383-5777
Aid to Victims of Domestic Abuse	(800) 355-8547	Mobile Crisis Team (South Co Mental Health)	(561) 637-2102
Victim Services (also Rape Crisis)	(561) 833-7273	<b>DEATH/DYING/GRIEF</b>	
Long-Term Care Ombudsman	(888) 831-0404	TrustBridge- Hospice & Home Healthcare	(888) 848-5200
<b>ADULT DAY CARE</b>	2-1-1	VITAS Innovative Hospice Care	(800) 938-4827
<b>ALCOHOL &amp; DRUG ABUSE</b>	2-1-1	<b>DISABILITY SERVICES</b>	
<b>ALZHEIMER'S CRISISLINE</b>	(800) 394-1771	Audiology With A Heart	(561) 366-7219
<b>ALZHEIMER'S DISEASE</b>		Coalition for Independent Living Options	(561) 966-4288
Alzheimer's Association 24-hour helpline	(800) 272-3900	Division of Blind Services	(866) 225-0794
Alzheimer's Care Resource Center	(855) 476-7600	FL Alliance for Assistive Services & Tech.	(888) 788-9216
Alzheimer's Community Care	(561) 683-2700	Florida Relay Service	(800) 676-3777
Memory Disorder Ctr- St. Mary's Medical	(561) 882-6363	Lighthouse for the Blind	(561) 586-5600
Memory & Wellness Center at FAU	(561) 297-0502	<b>DISABLED PARKING PERMITS</b>	(561) 355-2264
Volen Center- day care & much more	(561) 395-8920	<b>EDUCATION- ADULT</b>	
<b>CONSUMER COMPLAINTS</b>		Adult Education School District of PBC	(561) 616-7800
Better Business Bureau	(561) 842-9278	Also visit <a href="http://www.palmbeachschools.org/ace">www.palmbeachschools.org/ace</a>	
Condo Ombudsman	(954) 202-3234	Literacy Coalition of Palm Beach County	(800) 273-1030
Consumer Affairs Division of PBC	(561) 712-6600	<b>EMPLOYMENT- ELDER</b>	
Florida Division of Consumer Services	(800) 435-7352	AARP's SCSEP (Sr. Employment)	(561) 471-9828
<b>CREDIT COUNSELING/MONEY MGT</b>		CareerSource	(800) 556-5627
Consolidated Credit Counseling	(800) 210-3481	<b>FINANCIAL/UTILITY ASSISTANCE</b>	2-1-1
Debthelper.com	(800) 920-2262	<b>FOOD ASSISTANCE/CONGREGATE MEAL SITES</b>	
Money Management International	(800) 251-2227	Access Food Stamps/Food Pantries/Meal Sites	2-1-1
PBC Cooperative Extension Service	(561) 233-1742	Boca Helping Hands	(561) 417-0913
Prosperity Center-Housing Partnership	(561) 655-7581	Ruth & Norman Rales JFS & limited financial	(561) 852-3333
<b>CRIME/FRAUD- Don't Become A Victim!</b>		True Fast Outreach Min WPB-food & other	(561) 594-5689
Consumer Helpline (insurance fraud)	(800) 378-0445	<b>Congregate Sites:</b> also see <i>Senior Centers</i> listed back page	
Division of Victim Services	(561) 355-2418	Greenacres Leisure Services- meal site	(561) 642-2090
Economic Crimes: Crimes Against Elderly	(561) 355-7394	Lindsay Davis Ctr-Riv Bch-STARS program	(561) 840-3170
Seniors vs. Crime	(800) 203-3099	MorseLife- WPB (Kosher) "Lunch Bunch"	(561) 471-5111
Your Aging & Disability Resource Ctr	(866) 684-5885	St Andrews Residence-West Palm Bch meal site	(561) 655-1504
Victim Services (Office of Attorney Gen)	(561) 837-5000	Village of Royal Palm Cultural Arts-meal site	(561) 790-5149
Victim Services (State Attorney's Office)	(561) 355-7100	Volen Center (Kosher) Boca/Delray meal sites	(561) 395-8920



Sunshine is a free program of 211, PBC's community helpline and crisis hotline. To sign-up or to learn more, dial 2-1-1. *Sunshine* is made possible through the support of the Town of Palm Beach United Way and the Jim Moran Foundation. Calls to 211 are free, confidential & 24/7.



**SENIOR GUIDE TO COMMUNITY SERVICES - PALM BEACH COUNTY**

<b>FORECLOSURE CONCERNS</b>	2-1-1	<b>MEDICAL SUPPLIES/EQUIPMENT</b>	
<b>GRANDPARENTS RAISING GRANDKIDS</b>		Clinics Can Help	(561) 640-2995
Kin Support Project-Families First PBC	(561) 721-2887	Southeast Mobility	(561) 364-2600
Relative Caregivers-Legal Aid Society ext.275	(561) 655-8944	<b>MENTAL HEALTH/ COUNSELING</b>	
PBC Extension Services/UF (GRANDS)	(561) 233-1742	Association for Community Counseling	(561) 638-0908
MorseLife	(561) 289-8578	Center for Family Services of PBC	(800) 404-7960
<b>GUARDIANSHIP</b>		Center for Trauma Counseling	(561) 444-3914
Clerk of the Court 15th Judicial Circuit	(561) 355-2996	Different Like Me- South Coastal PBC	(561) 289-2545
<b>HEALTH CONCERNS</b>		Glades Crisis Outpatient Center	(561) 993-8080
American Cancer Society	(561) 616-9370	Faulk Center for Counseling	(561) 483-5300
American Diabetes Association	(800) 342-2383	Jerome Golden Center for Behavioral Health	(561) 383-8000
American Heart Association	(800) 242-8721	Mental Health Association of PBC	(561) 832-3755
American Lung Association SE Florida	(800) 330-5864	NAMI-National Alliance for the Mentally Ill	(561) 588-3477
Epilepsy Foundation	(561) 478-6515	Ruth & Norman Rales JFC (Senior Counseling)	(561) 852-3333
Lupus Foundation of America-FL Chapter	(855) 905-8787	<b>PRESCRIPTION ASSISTANCE</b>	2-1-1
National Parkinson Foundation Chapter	(561) 962-1701	<b>SENIOR CENTERS (also PBC D.O.S.S. Meal sites)</b>	
<b>HOME DELIVERED MEALS/HEALTH CARE</b>	2-1-1	Boynton Beach Senior Center	(561) 742-6570
<b>HOME IMPROVEMENT</b>		Lindsey Davis Sr. Community Ctr (Riv. Bch)	(561) 840-3170
Rebuilding Together-Solid Waste Authority	(561) 697-2700	Mid County Senior Center (Lake Worth)	(561) 357-7100
*Based on qualifying income guidelines		North County Senior Center (PBG)	(561) 694-5435
<b>HOSPITALS</b>		Volen Center (Boca Raton)	(561) 395-8920
Bethesda Memorial Hospital	(561) 737-7733	West County Senior Center (Belle Glade)	(561) 996-4808
Boca Raton Regional Hospital	(561) 395-7100	<b>SERVICE DOGS- Canine Companions</b>	(800) 572-2275
Delray Medical Center	(561) 498-4440	<b>SOCIAL SECURITY ADMIN</b>	(800) 772-1213
Good Samaritan Medical Center	(561) 655-5511	<b>SUBSTANCE ABUSE- it's ok to get help</b>	2-1-1
JFK Medical Center (South)	(561) 965-7300	<b>SUPPORT GROUPS</b>	2-1-1
JFK Medical Center (North)	(561) 842-6141	<b>TRANSPORTATION</b>	
Jupiter Medical Center	(561) 747-2234	Community Coach/ LIFT-South County	(561) 395-8920
Palm Beach Gardens Medical Center	(561) 622-1411	Palm Tran CONNECTION Door-to-Door	(561) 649-9838
Palms West Hospital	(561) 798-3300	Palm Tran Bus Information	(877) 930-4287
St. Mary's Medical Center	(561) 844-6300	Tri-Rail	(800) 874-7254
Wellington Regional Medical Center	(561) 798-8500	<b>VETERANS/CRISISLINE 1-(800) 273-TALK (8255)</b>	
West Boca Medical Center	(561) 488-8000	FL Dept. of Veterans Affairs-benefits counseling	(561) 422-8204
West Palm Beach Veterans Medical Center	(800) 972-8262	Funeral/Burial Benefits-Dept. of Veteran Affairs	(800) 827-1000
<b>INSURANCE</b>		Jupiter Vet Center	(561) 422-1220
DCF Access Florida (Medicaid)	(866) 762-2237	Palm Beach Vet Center	(561) 422-1201
Health Care District of PBC	(866) 930-0035	Veteran Services-Palm Beach County	(561) 355-4761
Health Insurance Marketplace	(877) 648-4380	West Palm Beach VA Medical Center	(800) 972-8262
Medicare Information	(800) 633-4227	Women Vets Health Programs	(561) 422-1236
SHINE- help with Medicare concerns	(866) 684-5885	<b>VETERINARIAN- clinic &amp; pet care at low cost</b>	
<b>LEGAL SERVICES</b>		Paws 2 Help www.paws2help.org	(561) 712-1911
Florida Rural Legal Services	(800) 284-4588	<b>VOLUNTEER OPPORTUNITIES</b>	
Florida Senior Legal Helpline	(888) 895-7873	211's Sunshine Daily Telephone Calls to Seniors	2-1-1
Legal Aid Society- Elder Law Project	(800) 403-9353	United Way of Palm Beach County	(561) 375-6600

  This is a partial listing of frequently requested information maintained by 211 Helpline and is current as of August 2017. Inclusion does not imply endorsement, nor does omission imply lack of endorsement by 211. For more information dial 2-1-1 or visit [www.211palmbeach.org](http://www.211palmbeach.org).