Will County Community Themes and Strengths Assessment Report

March 2014
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INTRODUCTION

The Community Themes and Strengths Assessment (CTSA) is one of the four assessments used in the Mobilizing for Action through Planning and Partnerships (MAPP) framework. In this assessment, community perceptions, thoughts, opinions, and concerns are gathered, providing insight into the issues of importance to the community. Listening to and communicating with the community are essential to any community-wide initiative. This assessment engages the community in the MAPP process by asking the following questions:

- What is important to our community?
- How is quality of life perceived in our community?
- What are the assets in our community?

This information leads to a portrait of the community as seen through the eyes of the residents; their perception about the quality of life, needs, strengths and assets in Will County. One of the benefits of including the community in the process is that it gives them a sense of ownership and responsibility for the outcomes. Additionally, community residents help to pinpoint important issues and highlight possible solutions. The themes and issues identified in the CTSA offer additional insight into the findings from the other three assessments in identifying strategic issues to be addressed in the overall Community Health Needs Assessment.

Community perception can be obtained through several methods. In Will County, the MAPP Collaborative collected data for the CTSA in three ways: random community surveys, targeted surveys, and photovoice.
RANDOM SURVEY
MAPP core staff reviewed the survey tool used in the 2009 Community Health Needs Assessment. Recommended changes were made and forwarded to the Data, Evaluation and Monitoring (DEM) team for their feedback and input. Several meetings were held with the DEM team and revisions were made to the format and some of the questions. Many of the questions and the overall tool remained the same in order to capture data to compare findings from the previous survey cycle. To maintain consistency from one assessment period to the next, the MAPP Executive Committee decided to conduct the random surveys using the same marketing firm from 2009.

In September 2013, the survey was sent to 5,000 random heads of households throughout Will County. Respondents were given the option to complete and return a paper copy or to complete the survey online. The collection period ran from September 2013 to November 2013. Four hundred ninety-six surveys were returned, almost a 10% return rate. Staff, interns and volunteers input the data into survey monkey for analysis. Analysis and a preliminary report were completed by the epidemiologist of the Will County Health Department. Summary and key findings were completed by Presence Health’s Community Health Strategy department.

TARGETED SURVEYS
Upon review of the preliminary analysis from the random survey, it was identified that the demographics were not reflective of the total Will County population. Underrepresented populations included the following populations: Latino/Hispanic, African American, Homeless, Uninsured, and Medicaid Recipients. Partner organizations in the MAPP Collaborative were solicited via email to volunteer to distribute surveys to their consumers falling within the identified populations. Eight organizations volunteered and surveys were distributed to: organizations serving the homeless, early childhood families, special needs, persons with substance abuse/use disorders, as well as African American and Latino populations. Eighty-three surveys were completed and returned. Data was entered into Survey Monkey and was analyzed by the Will County Health Department’s epidemiologist.

PHOTOVOICE
Photovoice is a grassroots approach to social action that encourages residents to take photos of scenes and people around Will County that demonstrate quality of life. It serves as documentation and reflection of the community’s strengths and weaknesses. Photovoice allows community members to provide feedback via photos of their environment. This approach allows for expression and stimulated dialogue with other residents, and eventually policy makers.

Flyers and photo submission forms were distributed through the MAPP Collaborative partners to promote the photovoice project. To increase the outlets of exposure, MAPP used Facebook as a forum for pictures to be posted and for additional dialogue to take place regarding the photo’s representation of quality of life in Will County. Few responses were received through the social media option. In an effort to solicit more community feedback on the photos, poster board displays were set up in various sites throughout the county. With the assistance of an intern, the photos were placed and numbered on foam display boards.
Contacts were made with member agencies volunteering to be host sites for the display. Comment cards and a collection box were provided for each site. The collection cards asked for the picture number and a brief description on how the picture reflected quality of life in Will County. Demographic data collected included age and zip code only. Boards were placed in two universities, one in Eastern Will County and the other in Northern Will County. Another board was displayed in a social service agency located in Joliet.

The themes and issues identified through photovoice were used in conjunction with the other MAPP assessments to identify the top needs of the community.
SUMMARY OF KEY FINDINGS

Will County Survey

There were significant differences in the demographics of the respondents to the random versus targeted surveys. The respondents in the targeted survey were from more vulnerable populations and were less likely to be employed. In addition to race and ethnicity differences, there were fewer homeowners with the targeted surveys than with the random surveys (31% versus 94%).

For respondents and their families, the same health conditions were experienced, but at different rates. Heart disease was a condition noted in the top twelve rankings in the random survey sample, but not in the targeted surveys. Problems with alcohol were listed in the top twelve for our targeted survey sample and not in the random survey. While problems with allergies and asthma were more prevalent in children from both samples, in the targeted survey sample, the third top medical condition for children was bronchitis. In comparison to the 2004 and 2009 surveys, Will County households continue to have the same medical conditions although the ranking order and household percentages fluctuate slightly. (**Note, targeted surveys were not conducted in 2004 and 2009).

<table>
<thead>
<tr>
<th>2013 Random Survey Health Condition</th>
<th>Percentage in Household with Condition</th>
<th>N = 483</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergies**</td>
<td>51%</td>
<td></td>
</tr>
<tr>
<td>High Blood Pressure</td>
<td>46%</td>
<td></td>
</tr>
<tr>
<td>Back Pain</td>
<td>39%</td>
<td></td>
</tr>
<tr>
<td>High Cholesterol</td>
<td>37%</td>
<td></td>
</tr>
<tr>
<td>Arthritis</td>
<td>35%</td>
<td></td>
</tr>
<tr>
<td>Dental Problems</td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td>Obese/Overweight</td>
<td>24%</td>
<td></td>
</tr>
<tr>
<td>Diabetes</td>
<td>17%</td>
<td></td>
</tr>
<tr>
<td>Asthma**</td>
<td>17%</td>
<td></td>
</tr>
<tr>
<td>Stomach and Digestive Disorders</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>Heart Condition</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td>Depression</td>
<td>11%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2013 Targeted Survey Health Condition</th>
<th>Percentage in Household with Condition</th>
<th>N = 83</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergies**</td>
<td>61%</td>
<td></td>
</tr>
<tr>
<td>Back Pain</td>
<td>53%</td>
<td></td>
</tr>
<tr>
<td>Dental Problems</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>Asthma**</td>
<td>42%</td>
<td></td>
</tr>
<tr>
<td>High Blood Pressure</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td>Depression</td>
<td>39%</td>
<td></td>
</tr>
<tr>
<td>Arthritis</td>
<td>32%</td>
<td></td>
</tr>
<tr>
<td>Obese/Overweight</td>
<td>31%</td>
<td></td>
</tr>
<tr>
<td>Diabetes</td>
<td>26%</td>
<td></td>
</tr>
<tr>
<td>Alcohol</td>
<td>24%</td>
<td></td>
</tr>
<tr>
<td>Stomach and Digestive Disorders</td>
<td>21%</td>
<td></td>
</tr>
<tr>
<td>High Cholesterol</td>
<td>21%</td>
<td></td>
</tr>
</tbody>
</table>

**Conditions are especially prevalent among children.
### SUMMARY OF KEY FINDINGS

<table>
<thead>
<tr>
<th>2004 Survey Results Medical Conditions in the Household</th>
<th>% Responding</th>
<th>2009 Survey Results Medical Conditions in the Household</th>
<th>% Responding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back Pain or Disc Disorder</td>
<td>37%</td>
<td>Allergies</td>
<td>43.7%</td>
</tr>
<tr>
<td>Arthritis</td>
<td>32%</td>
<td>Back Pain or Disc Disorder</td>
<td>41.7%</td>
</tr>
<tr>
<td>Overweight</td>
<td>31%</td>
<td>Arthritis or Rheumatism</td>
<td>41.5%</td>
</tr>
<tr>
<td>Chronic Sinus/Hay Fever</td>
<td>22%</td>
<td>Hypertension</td>
<td>32.2%</td>
</tr>
<tr>
<td>Heart Condition</td>
<td>18%</td>
<td>Overweight/Obesity</td>
<td>25.1%</td>
</tr>
<tr>
<td>Asthma</td>
<td>17%</td>
<td>Diabetes</td>
<td>22.0%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>16%</td>
<td>Asthma</td>
<td>21.7%</td>
</tr>
<tr>
<td>Stomach Disorders</td>
<td>16%</td>
<td>Heart Condition</td>
<td>18.0%</td>
</tr>
<tr>
<td>Depression</td>
<td>13%</td>
<td>Digestive or Stomach Disorders</td>
<td>17.8%</td>
</tr>
<tr>
<td>Hearing Impaired</td>
<td>13%</td>
<td>Chronic Sinusitis (Chronic Sinus Infection or Hay Fever)</td>
<td>17.6%</td>
</tr>
</tbody>
</table>

Although there were significant differences in the demographics of the survey samplings, Will County residents still view quality of life as very positive. Both survey samples rated the overall quality of life in Will County as an 8 on a scale of 1 to 10, with 1 being the lowest and 10 being the highest. Pictures from the photovoice project also rendered very positive quality of life perceptions in Will County. Built environments, healthy food and drink choices and community involvement were themes of strengths found in the photos.

The top two most important factors contributing to positive quality of life remained the same for both survey sample groups: low crime rates/safe neighborhoods and a good place to raise children. This was also depicted in the photos received, showing safety and youth involvement.

For the random survey, respondents listed high performing schools as the third top factor contributing to quality of life while respondents in the targeted survey reported affordable housing as the third top factor.
SUMMARY OF KEY FINDINGS

Major resources or assets in the community remained mostly the same among both sample groups. Organizations seen as contributing to quality of life in the targeted survey that were not listed in the random survey included: Catholic Charities programs (Head Start and Daybreak Shelter), Community Health Centers (Aunt Martha’s, Will County Community Center and Quick Care Clinics), National Hook-Up of Black Women, and Center for Community Concerns. Organizations listed in the random sample and not listed by respondents of the targeted survey included: the Chamber of Commerce, Knights of Columbus, American Legion Association and Senior Services.

Photovoice pictures also indicated the healthcare facilities, parks and horticultural centers as positive aspects of the community.

Transportation
- Congestion problems were seen more of a problem for those in the random survey than in the targeted survey (45% versus 34%).
- In the targeted survey, 50% saw transportation as a major or moderate problem as opposed to 35% of the random survey sample.

Access to Health and Social Services
- Respondents from the targeted survey saw access to dental services and availability of information on social services (60% and 69% respectively) as an issue.

Health and Public Safety
- Respondents from the targeted survey were more likely to see general safety as a major or moderate problem (47%) than respondents of the random survey (24%).
- Both groups were concerned with illegal drugs and alcohol as major and moderate problems.
- Respondents from the targeted sampling saw domestic violence (46%) as a third concern, whereas the random survey sample saw gangs (24%) as a major/moderate problem in the community.

Jobs and Education
- Both survey samples saw lack of jobs, access to job training/low wages and low paying jobs as major or moderate problems.

Housing
- Lack of affordable housing options was seen by both survey groups as a major problem.
- Homelessness was seen as a major or moderate problem by 57% of the respondents in the targeted survey sample.
- Housing for seniors was cited as a major or moderate problem by 30% of the random survey participants.
**SUMMARY OF KEY FINDINGS**

**INDICATORS OF VULNERABLE POPULATIONS**
Respondents in the targeted survey were more likely to be uninsured (67%) than those in the random sample (13%). In the targeted survey, more households reported being on some kind of public assistance (69%) as compared to the random sample (11%). The problem of not being able to see a healthcare provider or fill a prescription due to cost was seen more in the targeted surveys than in the random sample.
ASSESSMENT PARTICIPANTS

DEMOGRAPHICS OF SURVEY RESPONDENTS
Data from the random survey was used to determine the populations needed for the targeted survey. Respondents from the targeted survey represented members of the more vulnerable populations of early childhood, special needs, substance abuse, low-income and racial and ethnic differences. Significant differences are found in the age of respondents, income and employment as shown in the below chart.

<table>
<thead>
<tr>
<th></th>
<th>Random Survey</th>
<th>Targeted Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N= 483</td>
<td>N= 83</td>
</tr>
<tr>
<td>Gender</td>
<td>58% female</td>
<td>77% female</td>
</tr>
<tr>
<td>Age (25-65)</td>
<td>67%</td>
<td>86%</td>
</tr>
<tr>
<td>Race &amp; Ethnicity:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caucasian</td>
<td>92%</td>
<td>53%</td>
</tr>
<tr>
<td>African American</td>
<td>4%</td>
<td>46%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>6%</td>
<td>23%</td>
</tr>
<tr>
<td>Income:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Over $100,000</td>
<td>25%</td>
<td>3.7%</td>
</tr>
<tr>
<td>Under $100,000</td>
<td>9.8%</td>
<td>47%</td>
</tr>
<tr>
<td>Choose not to answer</td>
<td>20.5%</td>
<td>15%</td>
</tr>
<tr>
<td>Employment:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employed</td>
<td>54%</td>
<td>58%</td>
</tr>
<tr>
<td>Retired</td>
<td>37%</td>
<td>1%</td>
</tr>
<tr>
<td>Unemployed</td>
<td>9%</td>
<td>41%</td>
</tr>
</tbody>
</table>

DEMOGRAPHICS OF PHOTOVOICE PARTICIPANTS
Specific demographic data was not collected on the participants for the photovoice submissions. Pictures were submitted from the MAPP Collaborative partners, a local community coalition and nursing students from one of the local universities. The pictures were reflective of various communities throughout Will County. The responses from the community display were primarily from the 18-44 age group.
ASSESSMENT RESULTS

RANDOM SURVEYS
Surveys were distributed through the FMP marketing firm to 5,000 random households in Will County with four hundred and ninety-six returned.

Quality of Life (QOL)
The three most important factors contributing to positive quality of life in Will County:
1. Low crime rates/safe neighborhoods
2. Good place to raise children
3. High performing schools

Eighteen community organizations were most frequently endorsed as contributing to positive quality of life:
- Chamber of Commerce
- Churches
- Health Department
- Hospitals (Silver Cross Hospital and Presence Saint Joseph Medical Center)
- Libraries
- Park District
- Morningstar Mission
- Lions Club
- City Government
- Police
- United Way
- YMCA
- Knights of Columbus
- American Legion Association
- Food Pantry
- Fire Department
- Senior Services
- Veterans Services

Transportation
- 35% reported transportation is a moderate or major problem in Will County
- 45% reported moderate to major congestion problems
- 31% reported streets are in moderate to major disrepair

Access to Health and Social Services
- 30% reported lack of access to health care services is a moderate or major problem
- 26% reported lack of access to dental services is a moderate or major problem
- 25% noted a major problem regarding the availability of information on social services
**ASSESSMENT RESULTS**

**Health and Public Safety**
- 24% said general safety and security are moderate/major problems
- Specific safety concerns included: illegal drug use (40%), alcohol abuse (30%), and gangs (35%)

**Jobs and Education**
- Lack of jobs was indicated as a moderate/major problem by 53% of respondents
- Access to job training was cited by 32% as an issue
- 42% indicated low wages and low paying jobs to be moderate/major problems

**Housing**
- Lack of affordable housing options both in general (32%) and for seniors specifically (30%) were cited as a moderate to major barrier in Will County

**Vulnerable Populations**
- 30% of survey respondents indicated poverty in Will County is a moderate or major problem
- 13% of respondents were themselves uninsured
- 11% of respondents reported being on public assistance of some kind (cash assistance, food stamps, medical card, reduced price school meals)
- 12% of respondents could not see a health care provider in last 12 months due to cost
- 13% could not fill a needed prescription in the past 12 months due to high cost

**TARGETED SURVEYS**
Surveys were distributed through partners in the Will County MAPP Collaborative. Approximately three hundred surveys were distributed with eighty-three returned. Survey participants were from a homeless shelter, substance abuse treatment program, Head Start programs and a social service program for special needs children.

**Quality of Life (QOL)**
The three most important factors contributing to positive quality of life in Will County:
1. Low crime rates/ safe neighborhoods
2. Good place to raise children
3. Affordable Housing

18 community organizations were most frequently endorsed as contributing to positive quality of life:
- Catholic Charities Programs (Head Start and Daybreak Shelter)
- Churches
- Health Department
- Hospitals ( Silver Cross & Presence Saint Joseph Medical Center)
- YMCA
- Center for Community Concerns
- Food Pantry
ASSESSMENT RESULTS

- Fire Department
- Veterans Services
- Community Health Centers (Quick Clinics, Will County and Aunt Martha’s)
- National Hook-Up of Black Women
- Libraries
- United Way
- Salvation Army
- Stepping Stones
- Park Districts (Joliet, Peotone and Channahon)
- Morning Star Mission
- Police Departments/Law Enforcement

Transportation
- 50% reported transportation is a moderate or major problem in Will County
- 34% reported moderate to major congestion problems
- 53% reported streets are in moderate to major disrepair

Access to Health and Social Services
- 39% reported lack of access to health care services is a moderate or major problem
- 60% reported lack of access to dental services is a moderate or major problem
- 69% noted a major problem regarding the availability of information on social services

Health and Public Safety
- 47% said general safety and security are moderate/major problems
- Specific safety concerns included: illegal drug use (66%), alcohol abuse (57%), and Domestic Violence (46%)

Jobs and Education
- Lack of jobs indicated as a moderate/major problem by 74% of respondents
- Access to job training cited by 56%
- 79% indicated low wages and low paying jobs to be a moderate/major problem

Housing
- Lack of affordable housing options both in general (70%) and homelessness (57%) were cited as a moderate to major barrier in Will County

Vulnerable Populations
- 53% of survey respondents indicated poverty in Will County is a moderate or major problem
- 67% of respondents were themselves uninsured
- 69% of respondents reported being on public assistance of some kind (cash assistance, food stamps, medical card, reduced price school meals)
ASSESSMENT RESULTS

- 49% of respondents could not see a health care provider in last 12 months due to cost
- 48% could not fill a needed prescription in the past 12 months due to high cost

Health Problems
- 70% indicated they had no problems obtaining non-emergency care for these conditions when needed

PHOTOVOICE
Twenty-eight photos were received from a number of residents in Will County. All pictures submitted depicted healthy and positive aspects of Will County. The pictures depicted healthy eating including healthy food and drink options, built environment and safety, tobacco-free campuses, community involvement, parks and recreations with opportunities for physical activity, health care facilities and youth and elected officials involvement in the community. Examples of some of the photos are included below.
WILL COUNTY COMMUNITY SURVEY
COMMUNITY SURVEY FOR WILL COUNTY

Thank you for taking the time to complete this Community Survey for Will County. The purpose of the survey is to perform a community health needs assessment (CHNA) and plan for the local public health system in Will County. Please read the questions carefully and answer to the best of your ability. Keep in mind that your responses are confidential and cannot be associated with you. This survey usually takes less than fifteen minutes to complete.

**Section I: Quality of Life Questions**

*When completing this section, please keep in mind that Quality of Life is defined as “your personal satisfaction (or dissatisfaction) with the conditions in which you live.”*

1. Which Will County community do you live in or near? (Please name the city, town, village or unincorporated area.) ______________________________

2. In the following list, what do you think are the three most important factors for quality of life in this community?

   **Check only three:**
   - Good place to raise children
   - Low crime / safe neighborhoods
   - Low level of child abuse
   - High performing schools
   - Safe schools
   - Access to primary health care (i.e. family doctor)
   - Parks and recreation
   - Clean environment
   - Affordable housing
   - Arts and cultural events
   - Good race relations
   - Good jobs and healthy economy
   - Strong family life
   - Healthy behaviors and lifestyles
   - Low infant deaths
   - Religious or spiritual values
   - Other ______________________

3. How do you rate the overall quality of life in the community (city, town, or village) where you live? **Rate the quality of life from 1 to 10, with 10 being the highest and 1 being the lowest.** (Circle one.)

   1    2    3    4    5    6    7    8    9    10

4. Please list 1-4 organizations you think contribute to your community being healthy.

   1. ______________________________________
   2. ______________________________________
   3. ______________________________________
   4. ______________________________________
## Section II: Assessment of Issues in Your Community

We need your opinion on some specific issues that you think may or may not be problems in your community. For each of the following issues, please mark if you think it is a major problem, moderate problem, minor problem or not a problem at all. Keep in mind your choices are confidential and cannot be associated with you.

### TRANSPORTATION

1. To what extent is transportation a problem in your community…
   - It’s not a problem.
   - It’s a minor problem.
   - It’s a moderate problem.
   - It’s a major problem.
   - Don’t Know

2. To what extent is traffic congestion a problem in your community…
   - It’s not a problem.
   - It’s a minor problem.
   - It’s a moderate problem.
   - It’s a major problem.
   - Don’t Know

3. To what extent are streets in disrepair a problem in your community…
   - It’s not a problem.
   - It’s a minor problem.
   - It’s a moderate problem.
   - It’s a major problem.
   - Don’t Know

### ACCESS TO LOCAL SERVICES

4. To what extent is affordable/adequate health insurance a problem in your community…
   - It’s not a problem.
   - It’s a minor problem.
   - It’s a moderate problem.
   - It’s a major problem.
   - Don’t Know

5. To what extent is affordability/accessibility of dental services a problem in your community…
   - It’s not a problem.
   - It’s a minor problem.
   - It’s a moderate problem.
   - It’s a major problem.
   - Don’t Know

6. To what extent is access to primary health care services a problem in your community…
   - It’s not a problem.
   - It’s a minor problem.
   - It’s a moderate problem.
   - It’s a major problem.
   - Don’t Know

7. To what extent is access to mental health care services a problem in your community…
   - It’s not a problem.
   - It’s a minor problem.
   - It’s a moderate problem.
   - It’s a major problem.
   - Don’t Know

8. To what extent is access to a major grocery store [store that sells fresh produce/meat] a problem in your community…
   - It’s not a problem.
   - It’s a minor problem.
   - It’s a moderate problem.
   - It’s a major problem.
   - Don’t Know

9. To what extent are availability/affordability of recreational services a problem in your community…
   - It’s not a problem.
   - It’s a minor problem.
   - It’s a moderate problem.
   - It’s a major problem.
   - Don’t Know

10. To what extent is access to services for people with disabilities a problem in your community…
    - It’s not a problem.
    - It’s a minor problem.
    - It’s a moderate problem.
    - It’s a major problem.
    - Don’t Know

11. To what extent is access to affordable child care a problem in your community…
    - It’s not a problem.
    - It’s a minor problem.
    - It’s a moderate problem.
    - It’s a major problem.
    - Don’t Know
### HEALTH/PUBLIC SAFETY

<table>
<thead>
<tr>
<th>Question</th>
<th>It’s not a problem</th>
<th>It’s a minor problem</th>
<th>It’s a moderate problem</th>
<th>It’s a major problem</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>12. To what extent is <strong>safety and security</strong> a problem in your community...</td>
<td></td>
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<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>13. To what extent is <strong>illegal drug use</strong> a problem in your community...</td>
<td></td>
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<tr>
<td></td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>14. To what extent is <strong>alcohol abuse</strong> a problem in your community...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>□</td>
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<td>15. To what extent is <strong>mental health</strong> a problem in your community...</td>
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<td>16. To what extent is <strong>child abuse</strong> a problem in your community...</td>
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<td>17. To what extent is <strong>elder abuse</strong> a problem in your community...</td>
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<td>18. To what extent are <strong>gangs</strong> a problem in your community...</td>
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<tr>
<td>19. To what extent is <strong>domestic violence</strong> a problem in your community...</td>
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<tr>
<td>20. To what extent is <strong>sexual assault</strong> a problem in your community...</td>
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<td>□</td>
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</tr>
</tbody>
</table>

### SOCIAL SERVICES

<table>
<thead>
<tr>
<th>Question</th>
<th>It’s not a problem</th>
<th>It’s a minor problem</th>
<th>It’s a moderate problem</th>
<th>It’s a major problem</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>21. To what extent are <strong>social services for youth</strong> a problem in your community...</td>
<td></td>
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</tr>
<tr>
<td>22. To what extent are <strong>social services for seniors</strong> a problem in your community...</td>
<td></td>
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<tr>
<td>23. To what extent is <strong>availability of information on social services</strong> a problem in your community...</td>
<td></td>
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<td></td>
<td>□</td>
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<td>□</td>
<td>□</td>
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</tr>
</tbody>
</table>
### EDUCATION/JOBS

24. To what extent are **inadequate schools** a problem in your community...<br>
   - It’s not a problem.<br>
   - It’s a minor problem.<br>
   - It’s a moderate problem.<br>
   - It’s a major problem.<br>
   - Don’t Know

25. To what extent is **access to higher education** a problem in your community...<br>
   - It’s not a problem.<br>
   - It’s a minor problem.<br>
   - It’s a moderate problem.<br>
   - It’s a major problem.<br>
   - Don’t Know

26. To what extent is **lack of jobs** a problem in your community...<br>
   - It’s not a problem.<br>
   - It’s a minor problem.<br>
   - It’s a moderate problem.<br>
   - It’s a major problem.<br>
   - Don’t Know

27. To what extent is **access to job training** a problem in your community...<br>
   - It’s not a problem.<br>
   - It’s a minor problem.<br>
   - It’s a moderate problem.<br>
   - It’s a major problem.<br>
   - Don’t Know

28. To what extent does **having a criminal record limit access to jobs** a problem in your community...<br>
   - It’s not a problem.<br>
   - It’s a minor problem.<br>
   - It’s a moderate problem.<br>
   - It’s a major problem.<br>
   - Don’t Know

29. To what extent are **low wages/low paying jobs** a problem in your community...<br>
   - It’s not a problem.<br>
   - It’s a minor problem.<br>
   - It’s a moderate problem.<br>
   - It’s a major problem.<br>
   - Don’t Know

30. To what extent is **poverty** a problem in your community...<br>
   - It’s not a problem.<br>
   - It’s a minor problem.<br>
   - It’s a moderate problem.<br>
   - It’s a major problem.<br>
   - Don’t Know

### HOUSING

31. To what extent is **access to affordable housing** a problem in your community...<br>
   - It’s not a problem.<br>
   - It’s a minor problem.<br>
   - It’s a moderate problem.<br>
   - It’s a major problem.<br>
   - Don’t Know

32. To what extent is **access to affordable long-term care for seniors** a problem in your community...<br>
   - It’s not a problem.<br>
   - It’s a minor problem.<br>
   - It’s a moderate problem.<br>
   - It’s a major problem.<br>
   - Don’t Know

33. To what extent is **homelessness** a problem in your community...<br>
   - It’s not a problem.<br>
   - It’s a minor problem.<br>
   - It’s a moderate problem.<br>
   - It’s a major problem.<br>
   - Don’t Know

### COMMUNICATION (includes language, literacy, sign language, etc.)

34. To what extent is **communication** a problem in your community...<br>
   - It’s not a problem.<br>
   - It’s a minor problem.<br>
   - It’s a moderate problem.<br>
   - It’s a major problem.<br>
   - Don’t Know

35. To what extent are **interpreters for services** a problem in your community...<br>
   - It’s not a problem.<br>
   - It’s a minor problem.<br>
   - It’s a moderate problem.<br>
   - It’s a major problem.<br>
   - Don’t Know
**Section III: Health Care Questions**

*When completing this section, please think about you and your household and not the community.*

1. Is there anyone in your household that does not have health insurance that pays for all or part of his/her medical care?
   - Yes
   - No

   If yes, who? Check all that apply.
   - Self
   - Spouse
   - Child
   - Other_____________________

2. If you or anyone in your household has insurance, what type do you/they have? *(Check all that apply).*
   - Major medical (for example Blue Cross, HMO, PPO, etc.)
   - Medicaid
   - Medicare, plus supplement
   - Medicare, no supplement
   - Other ____________________

3. Do you or anyone in your household plan to seek medical insurance coverage under Health Care Reform?
   - Yes
   - No
   - Don’t know

4. Please rate your overall health status:
   - Excellent
   - Very good
   - Good
   - Fair
   - Poor

5. Where do you usually go when you are sick or need health care? *(Check all that apply).*
   - Private practice/family health care providers
   - Hospital Emergency Department
   - Community Health Center
   - Free Clinic (i.e. Will-Grundy Medical Clinic)
   - Veteran’s Clinic (Old Silver Cross Hospital)
   - Other *(Please specify.)*

6. Where do you usually go for dental services?
   - Private dentist
   - Hospital Emergency Department
   - Community Health Center
   - Free Clinic (i.e. Will-Grundy Medical Clinic)
   - Veteran’s Clinic (Old Silver Cross Hospital)
   - Other *(Please specify.)*

7. Was there a time in the past 12 months when you needed to see a health care provider but could not because of cost?
   - Yes
   - No
   - Don’t know

8. In the past 12 months, have you avoided filling a prescription because you couldn’t afford to?
   - Yes
   - No
   - Don’t know

9. Does anyone in your household receive public assistance (i.e. food stamps, cash assistance, medical card, reduced price school meals, etc.)?
   - Yes
   - No
   - Don’t know
10. Do you or anyone in your household have any of the following conditions or problems? If so, please answer the applicable questions.

<table>
<thead>
<tr>
<th>Health condition or problem.</th>
<th>Who in your household has this medical condition or problem?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol Problem</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Allergies</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Arthritis or rheumatism</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Asthma</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Back pain or disc disorders</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Bipolar disorder</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Bronchitis or emphysema</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Cancer</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Dental Problems</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Diabetes</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Digestive or stomach disorders</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Depression</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Drug problem</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Epilepsy</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Heart condition</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>High blood pressure</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>High cholesterol</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Medical disability</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Mobility impairment</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Overweight/obesity</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Panic disorder</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Physical disability</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Schizophrenia</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Sexually Transmitted Infection (Including HIV)</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
<tr>
<td>Other: ___________________</td>
<td>□ You □ Other Adult □ Child</td>
</tr>
</tbody>
</table>
11. Have you or your immediate family members had any difficulties getting non-emergency care for any of the above conditions that you’ve checked?  □ Yes  □ No

12. If so, please list which conditions. ______________________________________________________________

13. Within the past year, what type of health services did you or your immediate family members receive outside of Will County? (Check all that apply.)

| ☐ None                                      | ☐ Laboratory work (i.e. blood tests) |
| ☐ Cancer treatment                         | ☐ Mental health services            |
| ☐ Cardiovascular/heart problems            | ☐ Neurology                         |
| ☐ Dental care                               | ☐ Obstetrics/gynecology             |
| ☐ Ear, nose, throat care                   | ☐ Orthodontia                       |
| ☐ Emergency room service                   | ☐ Orthopedic/bone care              |
| ☐ Endocrine                                | ☐ Podiatry care                     |
| ☐ Eye/vision care                          | ☐ Pulmonary/respiratory             |
| ☐ Family planning                          | ☐ STD treatment                     |
| ☐ Gastrointestinal (GI)                    | ☐ Stroke                            |
| ☐ General practitioner care               | ☐ Urology care                      |
| ☐ General surgery                          | ☐ Weight loss counseling/treatment  |
| ☐ Hearing services                         | ☐ X-ray/MRI/Ultrasound              |
| ☐ HIV testing/treatment                    | ☐ Other (Please specify.) __________ |
| ☐ Immunizations                            |                                      |

14. If you or your immediate family received health care services outside of Will County, select the response that best explains why.

- ☐ My doctor or specialist of choice is in another county.
- ☐ There are no providers in Will County for the services I need.
- ☐ My insurance only covers doctors or services in another county.
- ☐ There are no appropriate doctors or service providers that accept Medicare/Medicaid in Will County.
- ☐ My doctor referred me for services outside of Will County.
- ☐ Other: ________________________________
Section IV: Background Information

For statistical purposes only. The Will County MAPP Collaborative will not share this information with any other organization.

1. What is your gender?
   - Male
   - Female
   - Transgender

2. What is your age?
   - 24 yrs or younger
   - 25-34
   - 35-44
   - 45-54
   - 55-59
   - 60-64
   - 65-80

3. What is your highest level of education? (Check only one.)
   - Less than High School
   - Some High School
   - High School diploma/GED
   - Some college
   - Two-Year college Associate degree
   - Four-year college degree
   - Post-graduate degree
   - Other ______________________

4. Are you currently a student?
   - Yes
   - No

5. Do you have a desire to pursue additional education?
   - Yes
   - No
   - Don’t know

6. If you answered yes, what is the major barrier that keeps you from pursuing that additional education?
   ________________

7. How many years have you lived in Will County?
   ____________ years

8. What is the primary language spoken in your household?
   - English
   - German
   - Spanish
   - Italian
   - French
   - Other: ______________________

9. Are you a veteran?
   - Yes
   - No

10. What is your residential zip code?
    - 60401
    - 60403
    - 60404
    - 60408
    - 60410
    - 60417
    - 60421
    - 60423
    - 60431
    - 60432
    - 60433
    - 60435
    - 60436
    - 60440
    - 60441
    - 60442
    - 60446
    - 60448
    - 60449
    - 60451
    - 60468
    - 60481
    - 60490
    - 60491
    - 60544
    - 60564
    - 60585
    - 60586
    - Other __________

11. Which best describes your living situation?
    - Own my home
    - Rent or lease my home
    - Live with friends or family
    - Other ______________________

12. What is your Ethnicity?
    - Hispanic /Latino
    - Non-Hispanic/Latino

13. What is your Race?
    - American Indian/Alaskan Native
    - Asian
    - Black/African-American
    - Multiracial
    - Native Hawaiian/Pacific Islander
    - White
    - Other: ______________________

14. What best describes your current employment status?
    - Full Time
    - Part Time
    - Retired
    - Self-employed
    - Unemployed

15. How many people, including yourself, live in your household?
    Adults: ________  Children: ________
16. What is your total annual \textit{household} income from all sources before taxes?
   - Less than $25,000
   - $25,000 to $34,999
   - $35,000 to $49,999
   - $50,000 to $74,999
   - $75,000 to $99,999
   - $100,000 or more
   - I prefer not to answer

17. If you are currently employed either full- or part-time, how secure do you feel 12 months from now?
   - Very likely
   - Somewhat likely
   - Somewhat unlikely
   - Very unlikely
   - Don’t know
   - Not applicable

18. Do you consider yourself a member of a religious congregation?
   - Yes
   - No
   - I choose not to answer

Thank you for your time! If you have any questions about this survey, please call the Will County Health Department at 815-727-5089.
SURVEY RESULTS – RANDOM SURVEY
Will County MAPP Collaborative
2014 Community Health Survey: Key Findings

Response Rate: 5%; N = 496

QUALITY OF LIFE (QOL)

- The three most important factors contributing to positive quality of life in Will County:
  1. Low crime rates/ safe neighborhoods
  2. Good place to raise children
  3. High performing schools

- 18 community organizations were most frequently endorsed as contributing to positive QOL
  - Chamber of Commerce
  - Churches
  - Health Department
  - Hospitals (Silver Cross & PSJMC)
  - Libraries
  - Park District
  - Star Mission
  - Lions Club
  - City Government
  - Police
  - United Way
  - YMCA
  - Knights of Columbus
  - American Legion Association
  - Food Pantry
  - Fire Department
  - Senior Services
  - Veterans Services

TRANSPORTATION

- 35% reported transportation is a moderate or major problem in Will County
- 45% reported moderate to major congestion problems
- 31% reported streets are in moderate to major disrepair

ACCESS TO HEALTH AND SOCIAL SERVICES

- 30% reported lack of access to health care services is a moderate or major problem
- 26% reported lack of access to dental services is a moderate or major problem
- 25% noted a major problem regarding the availability of information on social services

HEALTH AND PUBLIC SAFETY

- 24% said general safety and security are moderate/major problems
- Specific safety concerns included: illegal drug use (40%), alcohol abuse (30%), and gangs (35%)

JOBS AND EDUCATION

- Lack of jobs indicated as a moderate/major problem by 53% of respondents
- Access to job training cited by 32%
- 42% indicated low wages and low paying jobs to be a moderate/major problem

HOUSING

- Lack of affordable housing options both in general (32%) and for seniors specifically (30%) were cited as a moderate to major barrier in Will County
VULNERABLE POPULATIONS
- 30% of survey respondents indicated poverty in Will County is a moderate or major problem
- 13% of respondents were themselves uninsured
- 11% of respondents reported being on public assistance of some kind (cash assistance, food stamps, medical card, reduced price school meals)
- 12% of respondents could not see a health care provider in last 12 months due to cost
- 13% could not fill a needed prescription in the past 12 months due to high cost

HEALTH PROBLEMS
- For respondents and their families, the following conditions are experienced at the indicated rates:

<table>
<thead>
<tr>
<th>Health Condition</th>
<th>Percentage in Household with Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergies**</td>
<td>51%</td>
</tr>
<tr>
<td>High Blood Pressure</td>
<td>46%</td>
</tr>
<tr>
<td>Back Pain</td>
<td>39%</td>
</tr>
<tr>
<td>High Cholesterol</td>
<td>37%</td>
</tr>
<tr>
<td>Arthritis</td>
<td>35%</td>
</tr>
<tr>
<td>Dental Problems</td>
<td>25%</td>
</tr>
<tr>
<td>Obese/Overweight</td>
<td>24%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>17%</td>
</tr>
<tr>
<td>Asthma**</td>
<td>17%</td>
</tr>
<tr>
<td>Digestive and Stomach Disorders</td>
<td>16%</td>
</tr>
<tr>
<td>Heart Condition</td>
<td>15%</td>
</tr>
<tr>
<td>Depression</td>
<td>11%</td>
</tr>
</tbody>
</table>

**conditions that are especially prevalent among children
- 95% indicated they had no problems obtaining non-emergency care for these conditions when needed

DEMOGRAPHICS OF SURVEY RESPONDENTS
- 22 Community areas (cities, towns, townships) and 25 zip codes were represented by having at least 5 respondents indicate residence in this area
- 58% female
- Age breakdown: majority of respondents were aged 25-65 (67%); 33% were 65 or older; only 0.2% were aged 25 or younger
- 81% had completed at least some college
- 99% reported English as the primary language in their household
- 13% are Veterans
- 94% own their own home
- Racial/Ethnic breakdown: 92% Caucasian, 4% African American, 6% Hispanic/Latino
- 54% Employed, 37% Retired, 9% Unemployed
- 25% + survey respondents have household incomes greater than $100,000
Question 1: Place of Residence (City, Town, Village etc.)

<table>
<thead>
<tr>
<th>Place</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joliet</td>
<td>57</td>
<td>11.5</td>
</tr>
<tr>
<td>Plainfield</td>
<td>41</td>
<td>8.3</td>
</tr>
<tr>
<td>Naperville</td>
<td>33</td>
<td>6.7</td>
</tr>
<tr>
<td>New Lenox</td>
<td>25</td>
<td>5.0</td>
</tr>
<tr>
<td>Bolingbrook</td>
<td>24</td>
<td>4.8</td>
</tr>
<tr>
<td>Homer Glen</td>
<td>22</td>
<td>4.4</td>
</tr>
<tr>
<td>Lockport</td>
<td>20</td>
<td>4.0</td>
</tr>
<tr>
<td>Frankfort</td>
<td>18</td>
<td>3.6</td>
</tr>
<tr>
<td>Romeoville</td>
<td>17</td>
<td>3.4</td>
</tr>
<tr>
<td>Mokena</td>
<td>16</td>
<td>3.2</td>
</tr>
<tr>
<td>Shorewood</td>
<td>14</td>
<td>2.8</td>
</tr>
<tr>
<td>Beecher</td>
<td>12</td>
<td>2.4</td>
</tr>
<tr>
<td>Crete</td>
<td>12</td>
<td>2.4</td>
</tr>
<tr>
<td>Crest Hill</td>
<td>11</td>
<td>2.2</td>
</tr>
<tr>
<td>Left Blank</td>
<td>15</td>
<td>3.0</td>
</tr>
<tr>
<td>Other Communities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>496</td>
<td>100.0</td>
</tr>
</tbody>
</table>
Question 2: Three Most common factors for quality of life

In the following list, what do you think are the three most important factors for quality of life in this community? Check only three:

- Low crime / safe neighborhoods: 66.0%
- Good place to raise children: 44.6%
- High performing schools: 40.9%
- Good jobs and healthy economy: 20.4%
- Access to primary health care (e.g., hospitals): 19.8%
- Affordable housing: 19.6%
- Clean environment: 18.7%
- Parks and recreation: 16.7%
- Safe schools: 15.5%
- Strong family life: 14.3%
- All Other Responses: 5.0%
Question 3: Overall Quality of Life (on scale of 1 to 10)

3. How do you rate the overall quality of life in the community (city, town, or village) where you live? Rate the quality of life on a scale of 1 (lowest) to 10 (highest).
Communication

34. To what extent is COMMUNICATION a problem in your community...
35. To what extent are INTERPRETERS FOR SERVICES a problem in your community...

- Orange: It's not a problem.
- Blue: It's a minor problem.
- Purple: It's a moderate problem.
- Red: It's a major problem.
- Green: I don't know.
Section III: Healthcare

Health Insurance

Any one in household without health insurance that pays for all or part of his/her medical care.
If yes, who pay for it?
Insured? Type of Insurance
2013 Will County Community Health Survey – Summary Report

Seeking medical insurance coverage under healthcare reform?

- Yes: 8.2%
- No: 70.2%
- I don’t know: 21.6%
Overall Health Status

- Excellent: 22.0%
- Very Good: 42.0%
- Good: 26.4%
- Fair: 8.1%
- Poor: 1.7%
Where do you go when sick or need health care?