

2014 Key Informant Questionnaire

Summary Report



BACKGROUND

ABOUT THE HEALTHY COMMUNITY STUDY

The Rockford Health Council (RHC) exists to build and improve community health in the region. To address this mission, RHC conducts a *Healthy Community Study*, which is designed to identify community needs and provide a foundation for planning and development to address these needs. The *Healthy Community Study* is designed to provide local health systems and community organizations with nimble, timely data to support reporting of community health needs, as well as support decision making regarding initiatives and efforts.

STUDY ELEMENTS

The 2014 *Healthy Community Study* includes a Community Analysis, Healthy Community Survey, and Key Informant Questionnaire. This summary report focuses on the results of the Key Informant Questionnaire.

As a result of the 2010 Healthy Community Study, the Rockford Health Council identified key focus areas through which they would focus their efforts. Key informants were asked to rate their awareness of efforts, regional improvement, and additional regional need in those areas through an electronic questionnaire.

SAMPLE DESCRIPTION

Forty-nine (49) individuals were identified by the Rockford Health Council as Key Informants. Of those identified, 24 responded to the Key Informant Questionnaire.

AWARENESS OF EFFORTS TO ADDRESS KEY FOCUS AREAS

Key informants were asked to rate their awareness of efforts to address each of the key focus areas identified in the 2010 Healthy Community Study that needed improvement. A majority of the key informants indicated awareness of efforts in Boone and Winnebago County in recent years to address all of the key focus areas. However, approximately 20% of the key informants indicated a lack of awareness of efforts in two (2) areas addressed by Rockford Health Council – *Basic Needs* (18.8%) and *Oral Health* (18.8%) – and in one (1) area addressed within the community – *Crime and Violence* (21.4%). Table 1 provides details of key informant's responses.

Table 1: Awareness of Effort in Key Focus Areas

I am aware of the efforts in recent years to address each of the following areas:					
Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean
Areas Addressed by Rockford Health Council					
Access to Care	43.8%	43.8%	12.5%	0.0%	1.7
Basic Needs	31.3%	50.0%	18.8%	0.0%	1.9
Behavioral Health	56.3%	37.5%	6.3%	0.0%	1.5
Chronic Disease	43.8%	50.0%	6.3%	0.0%	1.6
Health Equity	56.3%	31.3%	12.5%	0.0%	1.6
Maternal/Prenatal/Early Childhood Health	56.3%	43.8%	0.0%	0.0%	1.4
Oral Health	43.8%	37.5%	18.8%	0.0%	1.8
Areas Address within the Community					
Crime and Violence	50.0%	28.6%	21.4%	0.0%	1.7
Education/Employment	46.7%	46.7%	6.7%	0.0%	1.6

While a majority of key informants indicated that they were aware of efforts in these key focus areas, a greater percentage of them disagreed or strongly disagreed that they noted improvement in those areas in Boone and Winnebago County in recent years, suggesting that even key informants that are aware of efforts have not noted improvement. For example, only 6.3% of key informants noted that they were not aware of regional efforts related to addressing issues of chronic disease, but 52.9% indicated that they have not noticed improvements for this area. Similarly, while 21.4% of key informants noted that they were not aware of efforts to address crime and violence, 41.2% indicated that they have not noticed improvements in this area. Table 2 provides detailed responses about perceptions of key informants about improvement in recent years in each identified area.

Table 2: Noticeable Improvement in Key Focus Areas

Our community has noticeably improved in recent years in each of the following areas:					
Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean
Areas Addressed by Rockford Health Council					
Access to Care	17.6%	70.6%	11.8%	0.0%	1.9
Basic Needs	5.9%	58.8%	35.3%	0.0%	2.3
Behavioral Health	11.8%	52.9%	29.4%	5.9%	2.3
Chronic Disease	5.9%	41.2%	52.9%	0.0%	2.5
Health Equity	17.6%	29.4%	47.1%	5.9%	2.4
Maternal/Prenatal/Early Childhood Health	17.6%	52.9%	29.4%	0.0%	2.1
Oral Health	23.5%	52.9%	23.5%	0.0%	2.0
Areas Address within the Community					
Crime and Violence	5.9%	41.2%	41.2%	11.8%	2.6
Education/ Employment	5.9%	58.8%	35.3%	0.0%	2.3

Table 3 shows key informants responses to their perception of continued improvement in each identified focus area for Boone and Winnebago County. Response patterns on the previous two

items were identical across items for each specified county; however, key informants generally advocated more strongly (fewer disagree or strongly disagree responses) for continued improvement efforts for Winnebago County than for Boone County.

These data also indicated that while almost all key informants recognize the need to continue improvement efforts across all areas in both counties, those areas with the strongest response pattern affirming this need include *Education for Employment* (70.6%) and *Behavioral Health* (64.7%), and *Healthy Equity* (50.0%). Almost half of the key informants (47.1%) also identify *Access to Care; Maternal, Prenatal, Early Childhood Health; and Crime and Violence* as areas for which they strongly agree need continued improvement in Boone County.

Table 3: Continued Improvement Needed in Key Focus Areas (Boone County)

Our community needs continued improvement in each of the following areas:					
Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean
Areas Addressed by Rockford Health Council					
Access to Care	47.1%	47.1%	0.0%	5.9%	1.7
Basic Needs	23.5%	70.6%	0.0%	5.9%	1.9
Behavioral Health	64.7%	29.4%	0.0%	5.9%	1.5
Chronic Disease	35.3%	52.9%	5.9%	5.9%	1.8
Health Equity	50.0%	43.8%	0.0%	6.3%	1.6
Maternal/Prenatal/Early Childhood Health	47.1%	47.1%	0.0%	5.9%	1.7
Oral Health	23.5%	64.7%	5.9%	5.9%	1.9
Areas Address within the Community					
Crime and Violence	47.1%	52.9%	0.0%	0.0%	1.5
Education/Employment	70.6%	29.4%	0.0%	0.0%	1.3

Table 4: Continued Improvement Needed in Key Focus Areas (Winnebago County)

Our community needs continued improvement in each of the following areas:					
Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean
Areas Addressed by Rockford Health Council					
Access to Care	47.1%	47.1%	0.0%	5.9%	1.5
Basic Needs	23.5%	70.6%	0.0%	5.9%	1.7
Behavioral Health	64.7%	29.4%	0.0%	5.9%	1.2
Chronic Disease	35.3%	52.9%	5.9%	5.9%	1.6
Health Equity	50.0%	43.8%	0.0%	6.3%	1.4
Maternal/Prenatal/Early Childhood Health	47.1%	47.1%	0.0%	5.9%	1.4
Oral Health	23.5%	64.7%	5.9%	5.9%	1.7
Areas Address within the Community					
Crime and Violence	47.1%	52.9%	0.0%	0.0%	1.2
Education for Employment	70.6%	29.4%	0.0%	0.0%	1.1

IMPROVEMENT NEEDS WITHIN THE KEY FOCUS AREAS

Key informants were asked to identify specific aspects of each of the key focus areas identified in the 2010 Healthy Community Study that needed improvement. The following lists detail those responses for the key focus areas addressed by the Rockford Health Council:

WINNEBAGO COUNTY

Access to Care

- Continued partnerships and funding to continue to allow for ACA enrollment within the justice system.
- Continue to prioritize knowledge and awareness.
- More services for students on the west side of town.
- Funding for behavioral health services
- I do not have the experience to address the specifics.
- Public transportation
- How to the primary care system. We also need to spend more time and effort in looking at our policies, systems, culture and environment that prevents people from becoming healthy.
- There are many who live in poverty currently who do not address their health issues until it is too late. They tend to go only to emergency rooms when their health is so diminished they can no longer handle the pain or function properly. They are unaware of what care is available to them; therefore, do not access what services there are available.
- We have a high concentration of middle class families that don't qualify for Medicaid, and are not insured. That may be improving. I don't know.
- I am curious as to what the focus is for this given the ACA is now opening up doors for health coverage. Is the focus now on proximity or availability of services?
- Marketing/outreach to those least served.
- Delivery of medical and addiction treatment, along with permanent supported housing

Basic Needs

- More available transitional housing options, particularly those with behavioral health issues involved in the justice systems.
- Increased public education on basic nutrition and financial literacy information.
Access to food services
- Helping children and parents understand the need for an improved healthy diet
- I do not have the expertise to address the specifics.
- Sources for affordable healthy food alternatives; prenatal preventive care and education
- Food access and education, jobs and income, clean clothing for students,

high quality education and more housing opportunity

- Those who live in poverty do not have access to transportation, healthy foods, and safety.
- We have many homeless and poor families that struggle to obtain basic needs.
- Preventive care.
- Sharing access to those underserved.
- Housing and food assistance as well as job opportunities.

Behavioral Health

- Increased capacity of behavioral health providers to meet the needs of the community.
- Insufficient services
- More opportunities for children and parents to learn how to manage life stressors
- I do not have the expertise to address the specifics.
- Substance abuse treatment for low income individuals; domestic violence intervention and treatment.
- Need more treatment centers located in population dense areas and focus on prevention. Assess how policy, systems and environmental factors play a part in mental health outcomes in the community.
- There are many organizations that work with the persons who have behavioral health problems; however, more funding to help provide the services that these individuals require.
- We have a lot of mental health needs, drug and alcohol abuse, etc., that are not being addressed effectively. There is a need for improved coordination and collaboration between police, fire, social services, schools, and public health agencies.
- Remains a major issue for our community. Resources are shrinking in this area and we need to find a better way to fund this critical need.
- Service delivery – specifically the funding and focus of funding on most essential services. Illinois needs to address the demand and improve funding to meet demand. It is not just a local issue.
- Greater access to long-term treatment.

Chronic Disease

- Programs/events targeting prevention that are accessible to all community members.
- Helping our community folks appreciate the need to understand that management of their chronic disease can lead to improved quality of life.
- I do not have the expertise to address the specifics.
- Obesity
- The community needs to focus on a systematic approach to chronic disease prevention. Winnebago County should be looking at ways to

increase physical activity by creating a more walkable environments. Schools need to adopt strong policy that promotes a healthy environment to include increased physical activity, more nutrition education and more nutritious meals. People need to receive more education that most chronic disease is preventable and reversible without the use of drugs.

Health Equity

- We find that the majority of the people who live in poverty do not manage or control their chronic disease due to lack of resources. Many don't even know they have a chronic disease due to lack of knowledge and awareness.
- We are too fat. Our obesity rate, dietary habits, and lifestyles are awful. That results in a ton of preventable illnesses.
- Consistent education to general population and access to programs to help them get started.
- Education and access to those underserved.
- More emphasis on childhood obesity and proper nutrition.
- Continuing to get individuals enrolled through the ACA and getting them linked to behavioral health and medical services.
- Health equity across all socio-economic groups
- I do not have the expertise to address the specifics.
- Access to detail care for adults not covered by private insurance or Medicare
- There is a deep division in our County, specifically in Rockford but this exists throughout the County. We are divided by race/ethnicity, by geography, by income and educational obtainment. These social divides transcend into health risk and outcomes. If we compare the west and east sides of Rockford it is apparent where the areas of disparity are, social disparities relate almost directly with health disparity. We must focus on policy that will create social inclusion and equality across the county.
- Lack of education of what resources are available.
- Although we have many sick people, we have disparities in health caused by a variety of complex factors. Those factors include lack of education and culture supporting healthy lifestyles as well as lack of access to preventing care and wellness.
- Education and outreach to the underserved.
- Not known.

Maternal/Prenatal/ Early Childhood

- Greater coordination
- Teaching children the importance of being prepared for their adult life before considering starting a family. and the importance of having a two parent support system in raising a child --- not that they need to be married -but both parents involved in making the decisions and raising the child that they created
- I do not have the expertise to address the specifics.
- Prenatal and post natal care and preventive education
- Increased access to early childhood education, parenting education and

educate residents about basic life skills.

- More awareness that many programs exist and more funding to continue providing more services.
- We have too many living in poverty.
- Sharing of results and outreach for services by partner agencies if the results aren't as expected.
- More treatment facilities especially in west and southeast Rockford.

Oral Health

- Available and affordable oral health care for the uninsured and underinsured.
- Improved adult access to oral care
- I do not have the expertise to address the specifics.
- More dentist willing to take Medicare and provided reduced cost services
- Adults are now covered for dental care under the medical cared and more people are becoming insured. We need to educate the community about the importance of oral care and yearly exams.
- More awareness of services available.
- The value of oral health and its impact on all other health items.
- Dental services for children.

The following lists detail those responses for the key focus areas addressed within the Community:

Crime and Violence

- Increase in community collaboration related to efforts to decrease violent crimes.
- Adolescent violence
- Helping create jobs...so people can work
- We need to decrease the amount of crimes and fatalities in the area. A safer community will also be a draw to businesses and families moving into the area.
- Domestic violence prevention, treatment and intervention.
- Winnebago County needs to address gun violence, domestic violence, and drug addiction. These areas will not be managed by the criminal justice systems and judicial systems. The County will need to work with residents to address other social concerns such as; education, employment, recreational options etc. in areas with high rates of these crimes.
- There is a need to improve the factors that are pushing people into crime and violence. Need to increase employment. More job skills and job preparation programs. More programs to help individuals who are domestically violent or substance abusers.
- Crime is too high. A cultural codependency around failing education systems, poverty, blight, public housing concentrations, and unemployment all contribute to crime in Rockford.
- We have to have the community more aware of ways to prevent and report crime. We also have to work to address the feeling by our citizens that the community is unsafe.
- Crime reduction measures and addressing the health impacts of violence and violent neighborhoods.
- Continually improving police relations in the minority community. Enhancing services provided in the citizen re-entry program.

Education for Employment

- Accessible and available options for GED education and targeted job training opportunities.
- Increased educational attainment
- I believe that the school district is coming together and moving in a positive direction – but it will take time
- We need to work together with the schools/districts and the businesses to develop the expertise needed to fill the jobs that are currently available. We also need to look toward the future needs of employers so that the workforce is trained appropriately. In the business roundtables

that we have had there is a disconnect in what the work skills the schools are arming the students with and what the businesses need.

- Increased HS graduation and GED completion
- We can do more to make sure our residents are prepared to be a part of the workforce. The Rockford Schools are doing a great job with College and Career Readiness Academies. We need to start this process at an earlier age, we also need more options for people that are post high school age. More community workforce development programs to attract specific types of business to our community.
- We need more programs and funding to help prepare individuals who come from disadvantaged backgrounds. Education is one of the keys to help take individuals out of poverty.
- I support Alignment Rockford and the Rockford Public Schools; however, we need better entrepreneurship training and learning opportunities in our k-16 system and adult education systems.
- Basic workforce skills are in low supply. Communication, working in teams, problem solving, general attitude.
- Create an appreciation for education and its positive results on earnings and employment.
- Expanding outreach for those persons who lack a high school diploma or GED certificate.

BOONE COUNTY

Access to Care

- Increased opportunities for ACA enrollment within the jail and probation.
- Continue to prioritize knowledge and awareness.
- Access to all forms of health care and follow up.
- Funding for behavioral health services
- I do not have the expertise to address the specifics.
- Substance abuse treatment
- How to utilize the primary care system.
- I would guess similar to Winnebago but I am not familiar with the Boone community enough and cannot specifically answer this question.
- SAH in Boone has limited services. All major medical has to go to Rockford for services
- I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.

Basic Needs

- More available transitional housing options, particularly those with behavioral health issues involved in the justice systems.
- Increased public education on basic nutrition and financial literacy information.
- I do not have the expertise to address the specifics.
- emergency shelter, transitional/supportive housing
- I would guess similar to Winnebago but I am not familiar with the Boone community enough and cannot specifically answer this question.
- Very limited
- I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.

Behavioral Health

- Increased access to behavioral health providers within Boone County.
- Insufficient services
- I do not have the expertise to address the specifics.
- Substance abuse intervention and treatment for low income individuals
- Need more treatment centers and focus on prevention.
- I would guess similar to Winnebago but I am not familiar with the Boone community enough and cannot specifically answer this question.
- Very limited
- I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.

Chronic Disease

- Programs/events targeting prevention that are accessible to all community members.
- Diabetes
- I would guess similar to Winnebago but I am not familiar with the Boone community enough and cannot specifically answer this question.
- Very limited
- I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.

Health Equity

- Continuing to get individuals enrolled through the ACA and getting them linked to behavior health and medical services.
- I do not have the expertise to address the specifics.
- In Boone County we should better understand how the treatment of seasonal and migrant workers effects our communities.
- I would guess similar to Winnebago but I am not familiar with the Boone community enough and cannot specifically answer this question.
- I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.

Maternal/Prenatal/Early Childhood Health

- Greater coordination.
- I do not have the expertise to address the specifics.
- Prenatal and post natal care and preventive education
- Increase access to early childhood education, parenting education and educate residents about basic life skills.
- I would guess similar to Winnebago but I am not familiar with the Boone community enough and cannot specifically answer this question.
- I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.

Oral Health

- Available and affordable oral health care for the uninsured and underinsured.
- Access to convenient and affordable dental care
- I do not have the expertise to address the specifics.
- More dentists willing to take Medicaid and provide reduced cost services
- Adults are now covered for dental care under the medical card and more people are becoming insured. We need to educate the community about the importance of oral care and yearly exams.
- I would guess similar to Winnebago but I am not familiar with the Boone community enough and cannot specifically answer this question.
- Low income oral health is limited and treatment is mostly just comfort care
- I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.

The following lists detail those responses for the key focus areas addressed within the Community:

Crime and Violence

- Increase in community collaboration related to efforts to decrease violent crimes
- Adolescent violence
- Continue strong emphasis on fighting crimes through education, prevention and strong legal action
- We need to decrease the amount of crimes and fatalities in the area. A safer community will also be a draw to businesses and families moving to the area.
- Domestic violence prevention, treatment and intervention
- I would guess similar to Winnebago but I am not familiar with the Boone community enough and cannot specifically answer this question.
- I don't know.
- I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.

Education for Employment

- Accessible and available options for GED education and targeted job training opportunities.
- Training for competitive work that is sustainable in the future
- We need to work together with the schools/districts and the businesses

to develop the expertise needed to fill the jobs that are currently available. We also need to look toward the future needs of employers so that the workforce is trained appropriately. In the business roundtables that we have had there is a disconnect in what the work skills the schools are arming the student with and what the businesses need.

- I would guess similar to Winnebago but I am not familiar with the Boone community enough and cannot specifically answer this question.
- I don't know.
- I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.

POPULATIONS OF GREATEST NEED

WINNEBAGO COUNTY

When asked to identify which population groups in Winnebago County are in the greatest need of increased community attention, key informants generally identified low-income individuals and families. Specific groups that were identified, however, are detailed in Table 6.

Table 5: Identified Populations of Greatest Need (Winnebago County)

Population Group(s)	Evidence of Need	Gap in Service	Barriers to Service
criminal-justice involved population	Those who are involved in the criminal justice system often have difficulty accessing medical and behavioral services.	Transitional house / halfway houses Transportation Navigation of the healthcare system Access to behavioral health services	Many individuals do not have safe drug-free and crime free housing options. It is difficult to engage people in services when their basic safety needs are not met. It is challenging for many people to access services when they have limited to no transportation. Navigation of the healthcare system can be challenging and difficult to understand. Accessing behavioral health services can be difficult and individuals can face long wait times.
those without high school diploma nor GED	low graduation rates/can't get jobs to support themselves and their families	increasing GED/high school attainment programs	cost? children understanding the long term effects on lack of education
I don't have the information to identify the specific needs.			
Single African American mothers; recent immigrant populations	crime, blight, domestic violence, child abuse and neglect reporting and substitute care rates have the greatest impact on families with the lowest incomes.	effective coordination between service providers and funding bodies;	wait lists for affordable housing, conflicting rules and regulations for program eligibility and transportation

from Africa, Asia and the Middle East; families living below 200% of poverty		prenatal to age three preventive care and education;	
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BOONE COUNTY

When asked to identify which population groups in Boone County are in the greatest need of increased community attention, key informants were generally uncertain given their general lack of personal familiarity with the region. Specific groups that were identified, however, included those within the criminal justice system, rural residents, Hispanic families, and those with limited English language skills. Table 5 details responses.

Table 6: Identified Populations of Greatest Need (Boone County)

Population Group(s)	Evidence of Need	Gap in Service	Barriers to Service
criminal-justice involved population	Those who are involved in the criminal justice system often have difficulty accessing medical and behavioral services.	Transitional house / halfway houses Transportation Navigation of the healthcare system Access to behavioral health services	Many individuals do not have safe drug-free and crime free housing options. It is difficult to engage people in services when their basic safety needs are not met. It is challenging for many people to access services when they have limited to no transportation. Navigation of the healthcare system can be challenging and difficult to understand. Accessing behavioral health services can be difficult and individuals can face long wait times.
I don't have the information to identify the specific needs.			
Hispanic families, rural residents	the growing number of Hispanic residents and the low rates of participation of rural residents in services. Annually, funds allocated for programs such as Energy Assistance and residential weatherization are underutilized even though there is evidence of need	options for early care and education, homeless individuals and families and behavioral health services are very limited.	transportation and cultural attitudes are the greatest barriers. Boone County residents are eligible for many services in Rockford but in some cases would have to travel to Rockford. Many residents do not want to be dependent on social service agencies or identify themselves or their families as "needy".
I don't know			
Low income & Spanish		Most services are in Wbgo.	Transportation. Limited bilingual

speaking			
I don't know.			
I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.	I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.	I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.	I am unsure. My response comes from discussion with others. I do not live in the area so I am unsure.
We only have three higher end subdivisions in Boone County so I would not feel comfortable commenting on Boone County issues with my very limited knowledge of the services they may or may not provide.			

Low-income, unemployed, African-American, Hispanic, mothers, children	number of student on free and reduced lunch, high unemployment rate, higher chronic disease rates in populations, educational obtainment,	unequal distribution of resources.	Transportation, knowledge of systems, system not driving to self sufficiency and sustainability, policies that are not inclusive for all, unsafe environments due to several factors.
all populations that currently live in poverty regardless of race/gender/ethnic make up.	less educated higher unemployment higher percentage of single parent homes higher percentage on federal and state aid programs	There are many services currently available in the community for all of these areas; however, the need is greater and it is not possible for these organizations to meet the demand.	Lack of knowledge, lack of funding, lack of experience, accessibility
We all need "the love." Some need it more than others. Victims of violence tend to have poor results and repeat the cycle of violence.	Too much fighting.	Faith. Caring. Good people living where there are needs. Many middle class families have left the areas of high crime, poverty, and failure.	Faith.
Low income. Low educated.	Difficulty finding work. Not able to take care of their health.	Funding issues for human services.	Transportation. Literacy. Language.

low to very low income	poor historic outcomes and escalating conditions	organized/ holistic service delivery platform. behavioral health services as a foundation.	trust and intensity of organized services to holistically address needs.
Low to middle income families, single parent families.	Growing number of patients going to Crusader Clinic and increased calls to our office asking for assistance. Also I understand there is a very high percentage of children in our system that qualify for free lunches, etc.	Perhaps inability of service agencies to provide necessary things because of a lack of or reduced funding capabilities.	Lack of funds Reduced number of service providers due to budget constraints. Transportation
Families and children living below the poverty level	Lack of educational achievement and family income stability.	Quality early childhood development programs. Adult job opportunities and training.	Transportation and child care as well as lack of education and training.