

LAKEWOOD COMMUNITY HEALTH NEEDS ASSESSMENT

DATA DECK



Economic Stability



Education Access
& Quality



Health Care
Access & Quality



Neighborhood &
Built Environment



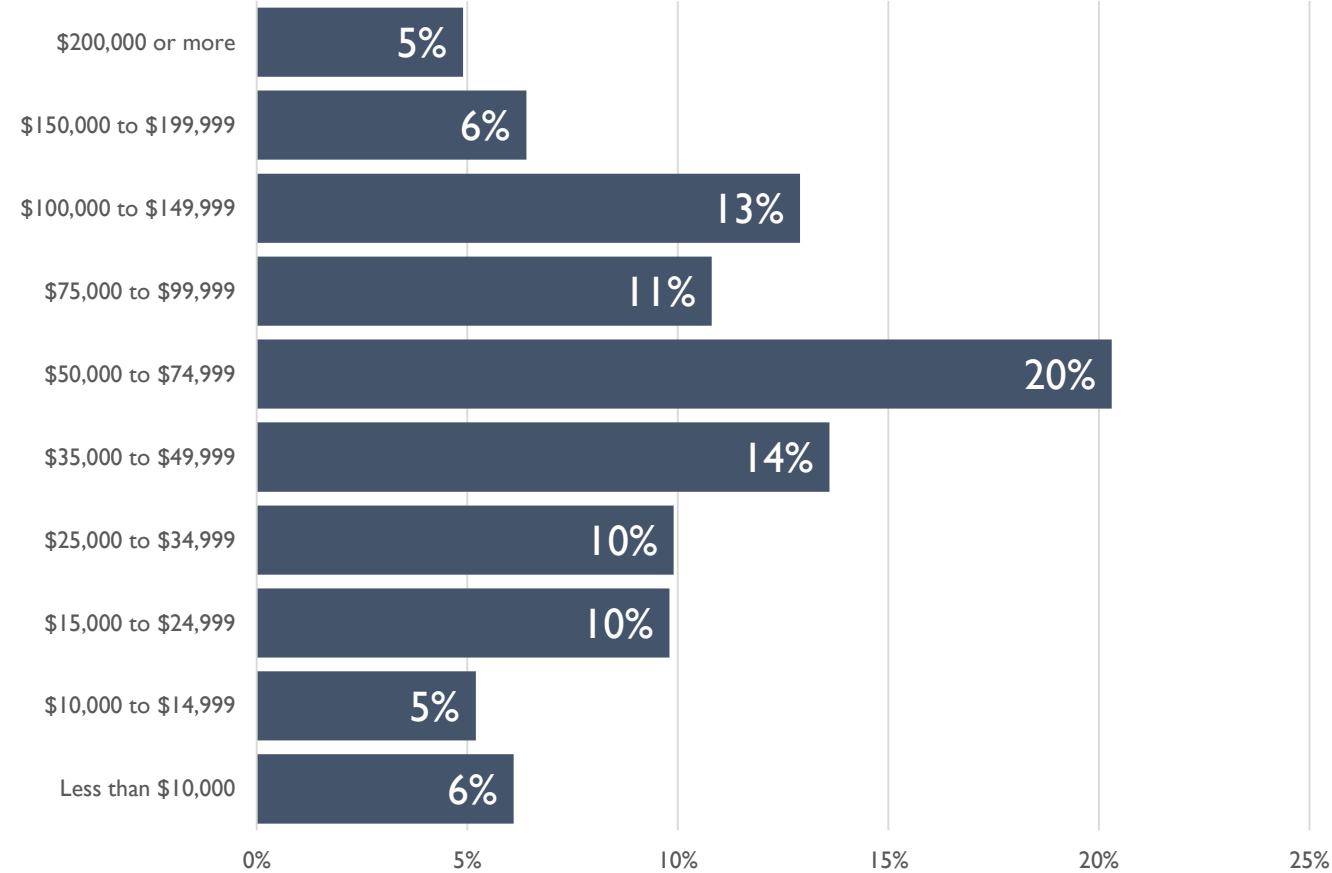
Social & Community
Context

ECONOMIC STABILITY – SECONDARY DATA

HOUSEHOLD INCOME IN PAST 12 MONTHS
2020 ACS 5-YEAR ESTIMATES
TABLE S1901



Median
Household
Income
\$54,487

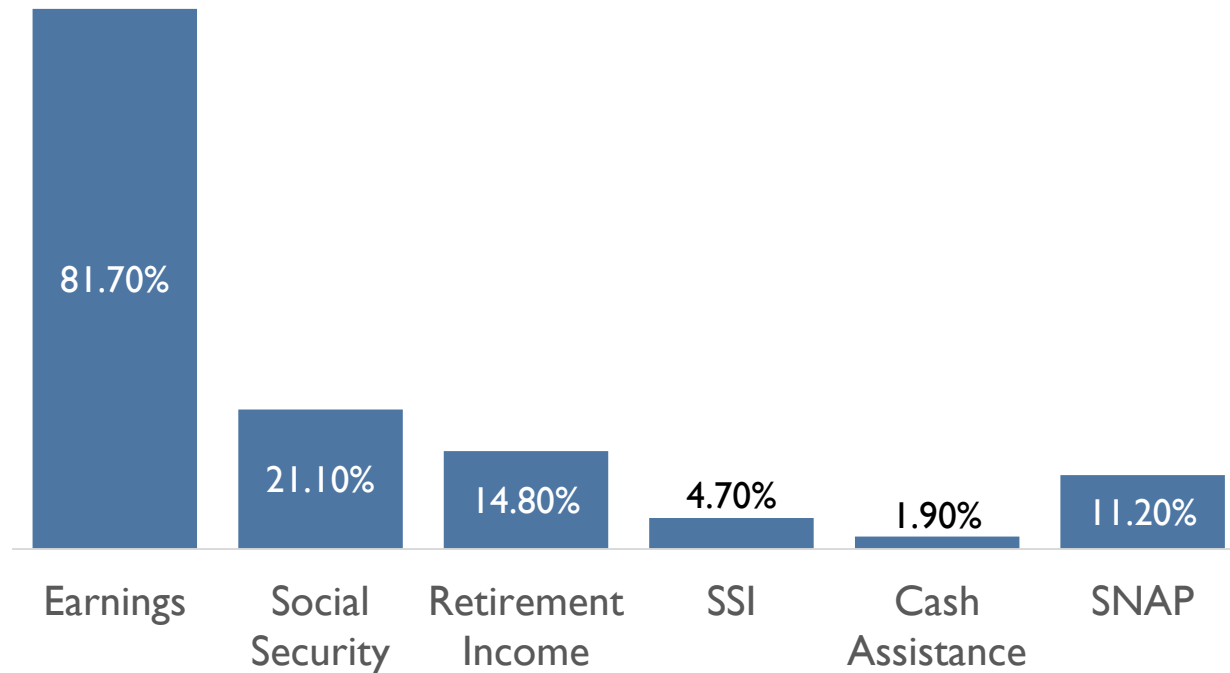


Local Comparison	Median Household Income
Cleveland	\$30,907
Cleveland Heights	\$57,768
Rocky River	\$74,950

INCOME SOURCE

2020 5 YEAR ESTIMATES

DP03



Earnings
earned income from
employment

Social Security
retirement income
based on lifetime
earnings

**Retirement
Income**
pensions and
investments

SSI (Supplemental
Security Income) is
fixed income for
people with
disabilities or with
less than 10 years
work experience

Cash Assistance
cash for unrestricted
purchases

SNAP
supplemental
nutrition assistance
funds to purchase
food

HOUSEHOLD INCOME BY RACE

ACS 2020 5-YEAR ESTIMATES

BI9001



Total Population

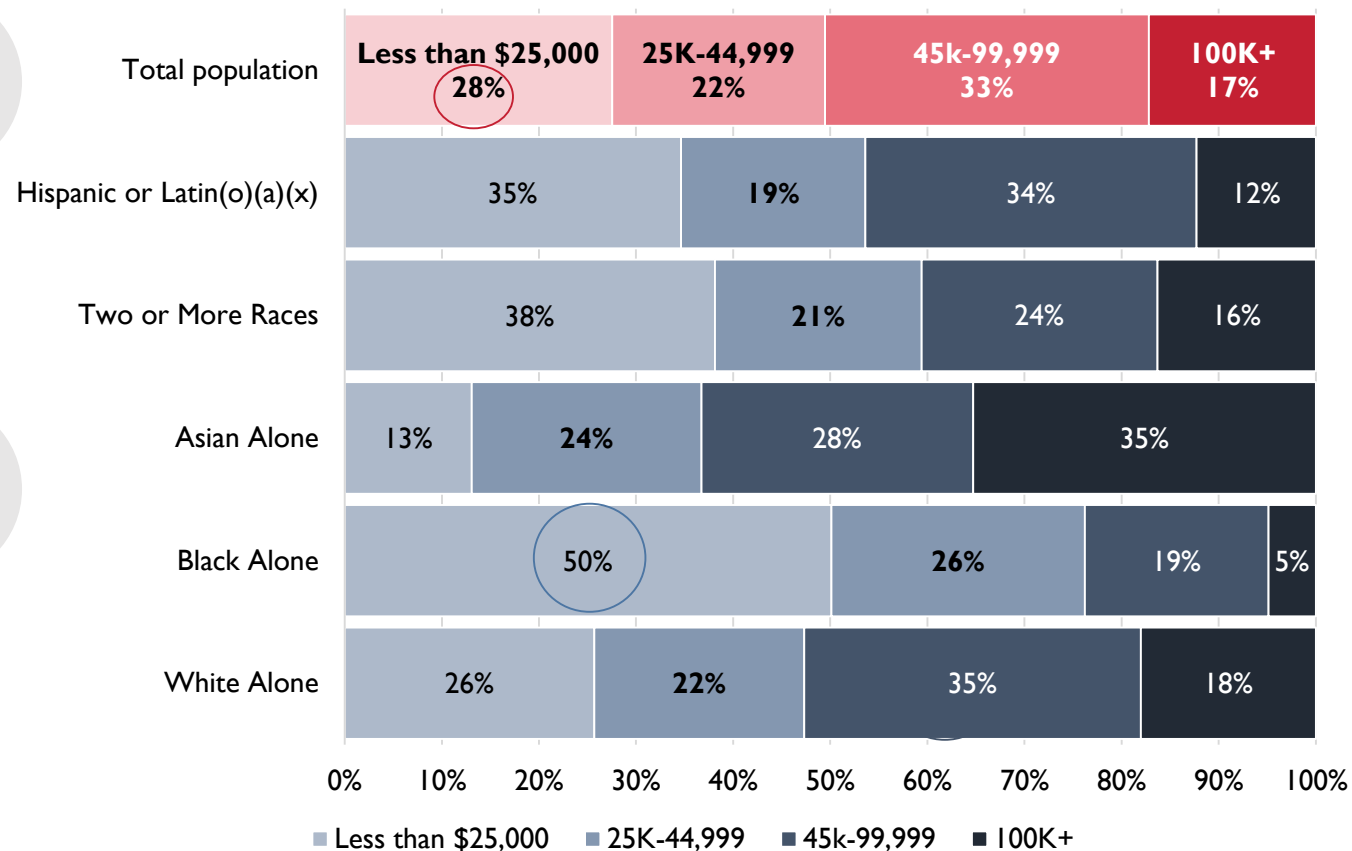
28%

More than a quarter of households have incomes below \$25,000

Black Alone

50%

Half of Black households have incomes less than \$25,000



Higher Incomes

45k+

White and Asian residents have higher rates of incomes above \$45,000

Hispanic/Latin(o)(a)(x)

54/46

Household income is almost evenly split above and below \$45K of Hispanic/Latin(o)(a)(x) households

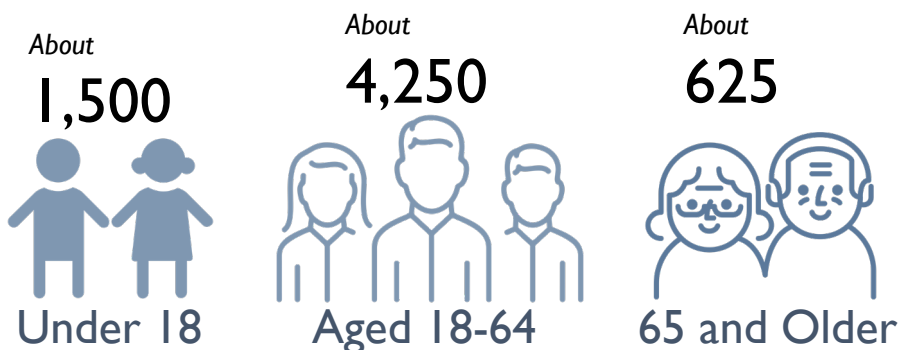
PERCENT BELOW POVERTY 2020 ACS 5 YEAR ESTIMATES SI701



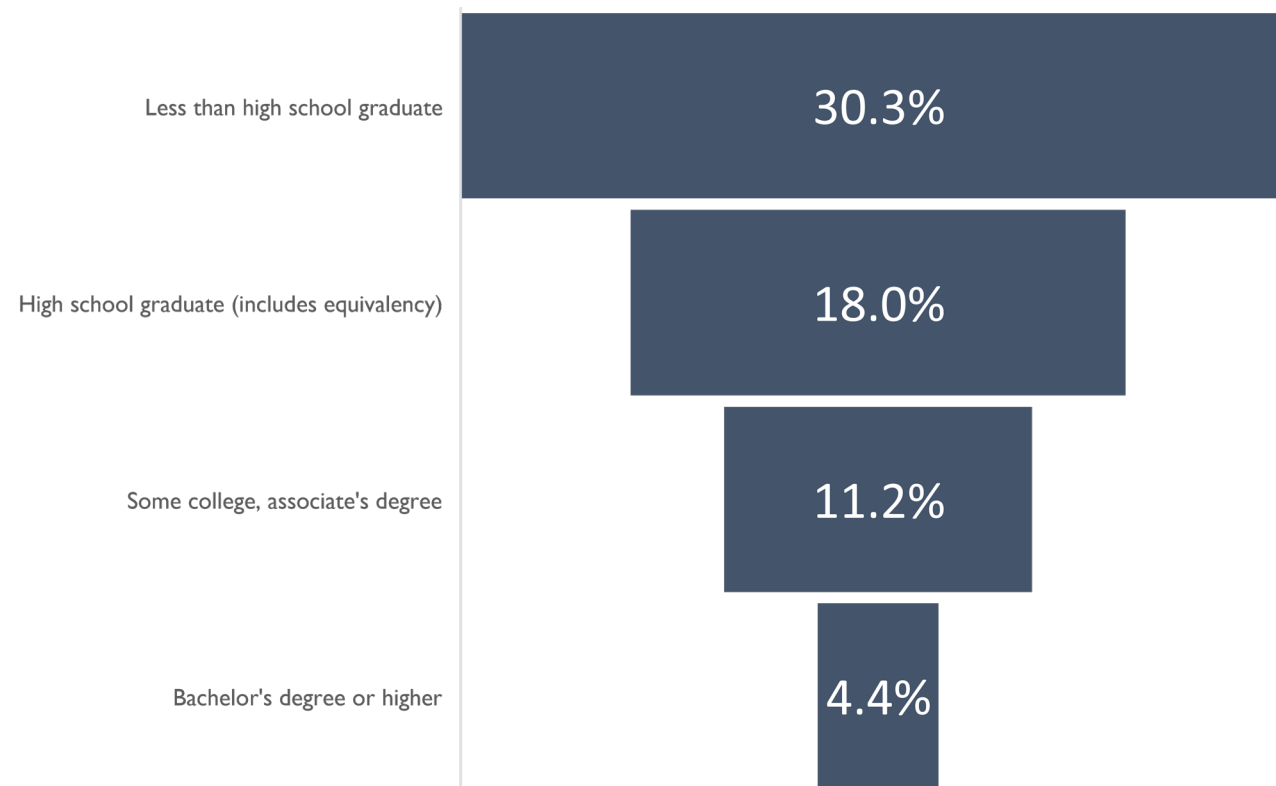
13% of Lakewood
Residents live at or
below the poverty
level

=

an estimated
6,432
People



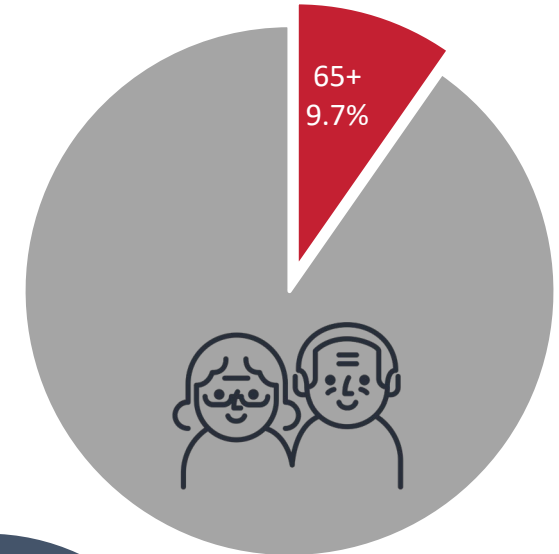
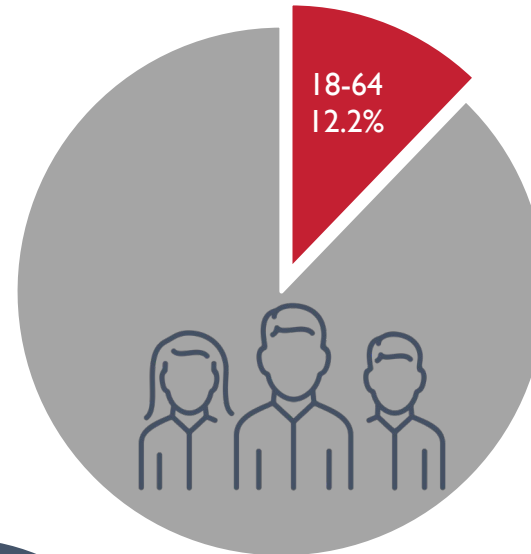
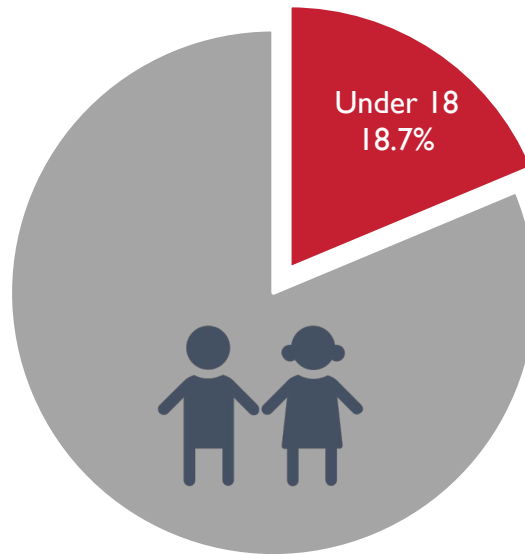
Poverty rates decrease as formal education increases



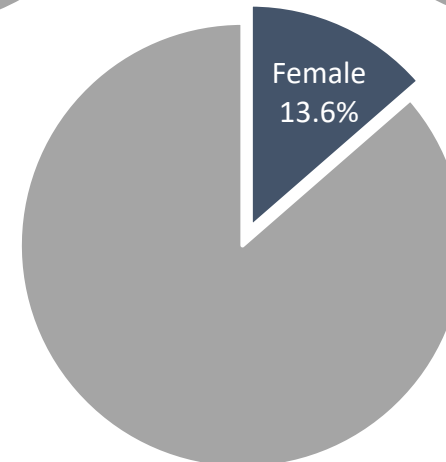
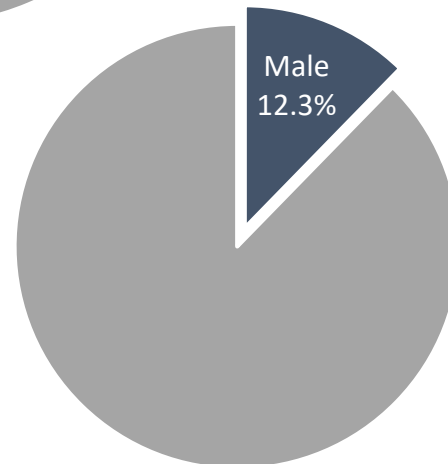
PERCENT BELOW POVERTY 2020 ACS 5 YEAR ESTIMATES S1701 Age & Sex



Children have the highest rates of poverty among all age groups in the city of Lakewood.



Females have a slightly higher rate of poverty than males in Lakewood.



PERCENT BELOW POVERTY & SNAP ENROLLMENT

2020 ACS 5 YEAR ESTIMATES

S1701 & S2201



11.2% of
Lakewood households
are enrolled in the
Supplemental
Nutrition Assistance
Program (SNAP)



9.6% of
Lakewood Residents
have incomes
between 150% and
200% of the FPL

= ^{an estimated} **4,789**
People

This group of over 4,500 people are just over the income guidelines for many public assistance programs including WIC, SNAP, Medicaid, HEAP and childcare vouchers. They do qualify for assistance from local hot meal and food pantry programs.

- Of the 11.2% enrolled in SNAP,
- » 36% of those households include one or more people **over the age 60**.
 - » 27% of those households include **children** under the age of 18
 - » 46% are **at or above** the poverty level



FAMILY POVERTY BY RELATIONSHIP STATUS

ACS DP03 YEAR ESTIMATES



8.5% of **families** are below the poverty level

Among all **female headed** families, 22% are below the poverty level

Among all **female headed** families with **children under 18**, 32% are below the poverty level

Among all **female headed** families with **children under 5**, 45% are below the poverty level



Among all **married couple** families, 4.9% are below the poverty level

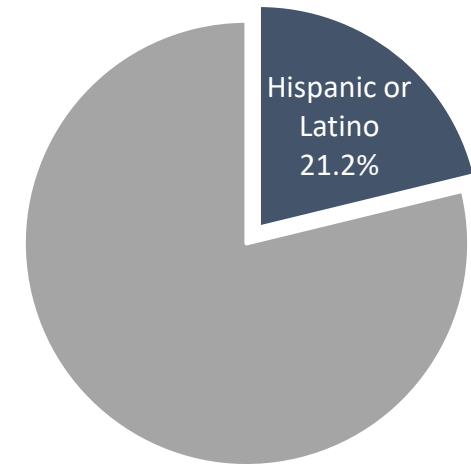
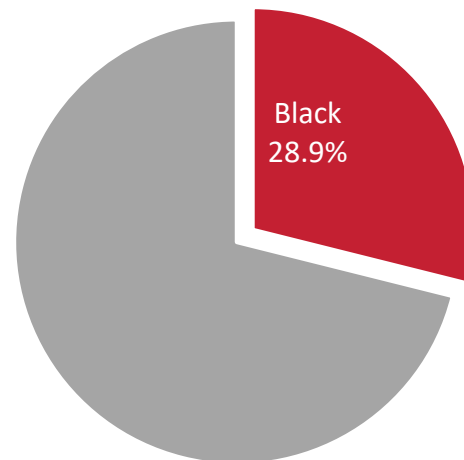
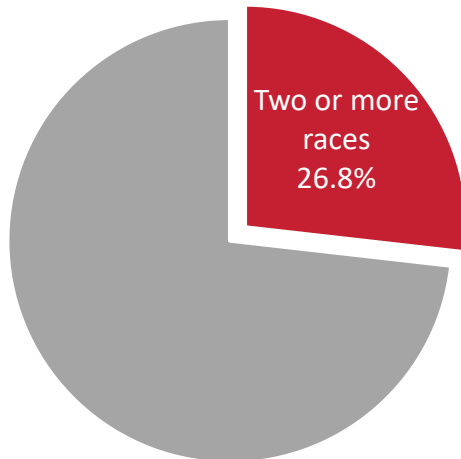
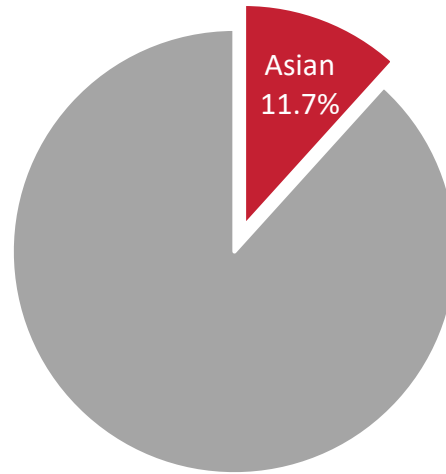
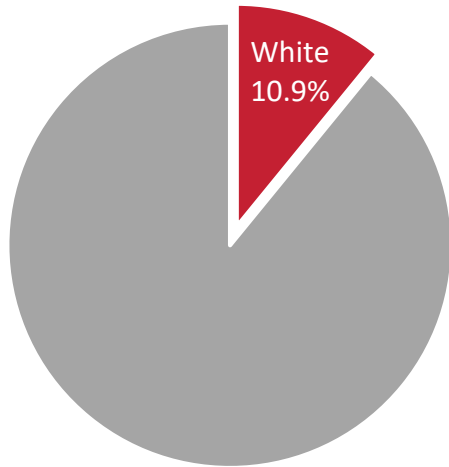
Among all **married** families with **children under 18**, 9% are below the poverty level

Among all **married** families with **children under 5**, 8% are below the poverty level

PERCENT BELOW POVERTY 2020 ACS 5 YEAR ESTIMATES S1701 Race & Ethnicity



Black residents of Lakewood and residents of two or more races have twice the rate of poverty than white and Asian residents



Over 20% of Hispanic or Latin(o)(a)(x) residents of any race live below the poverty rate

HOUSING COSTS

ACS 5 YEAR ESTIMATES 2020

S2503



25,421 Occupied Units

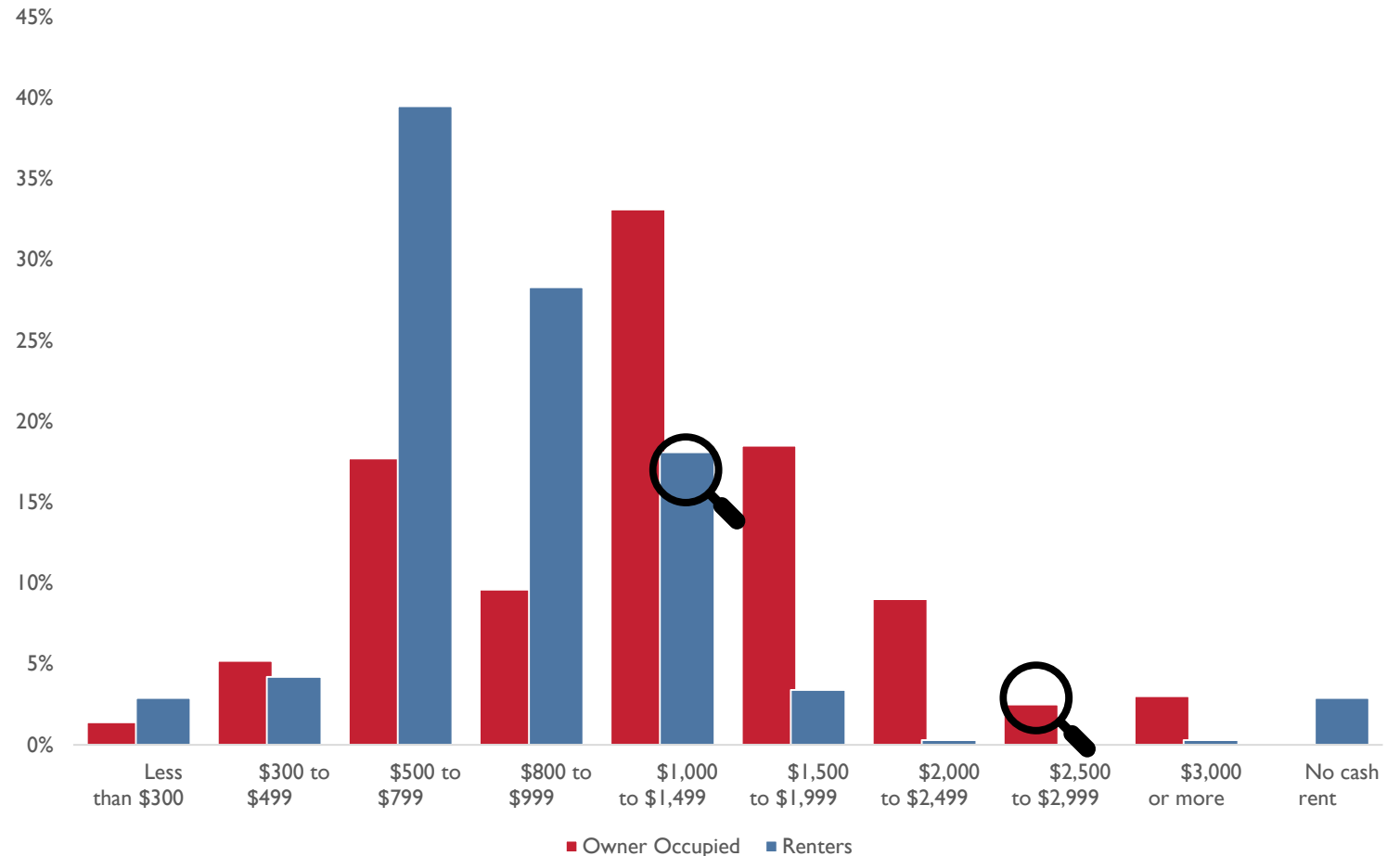
10,826 Owner Occupied

14,595 Renter Occupied



The tipping point into unaffordability based on the median income for renters (\$40,568) and homeowners (\$92,201)

Monthly Housing Costs
Owner and Renter



HOUSING COSTS

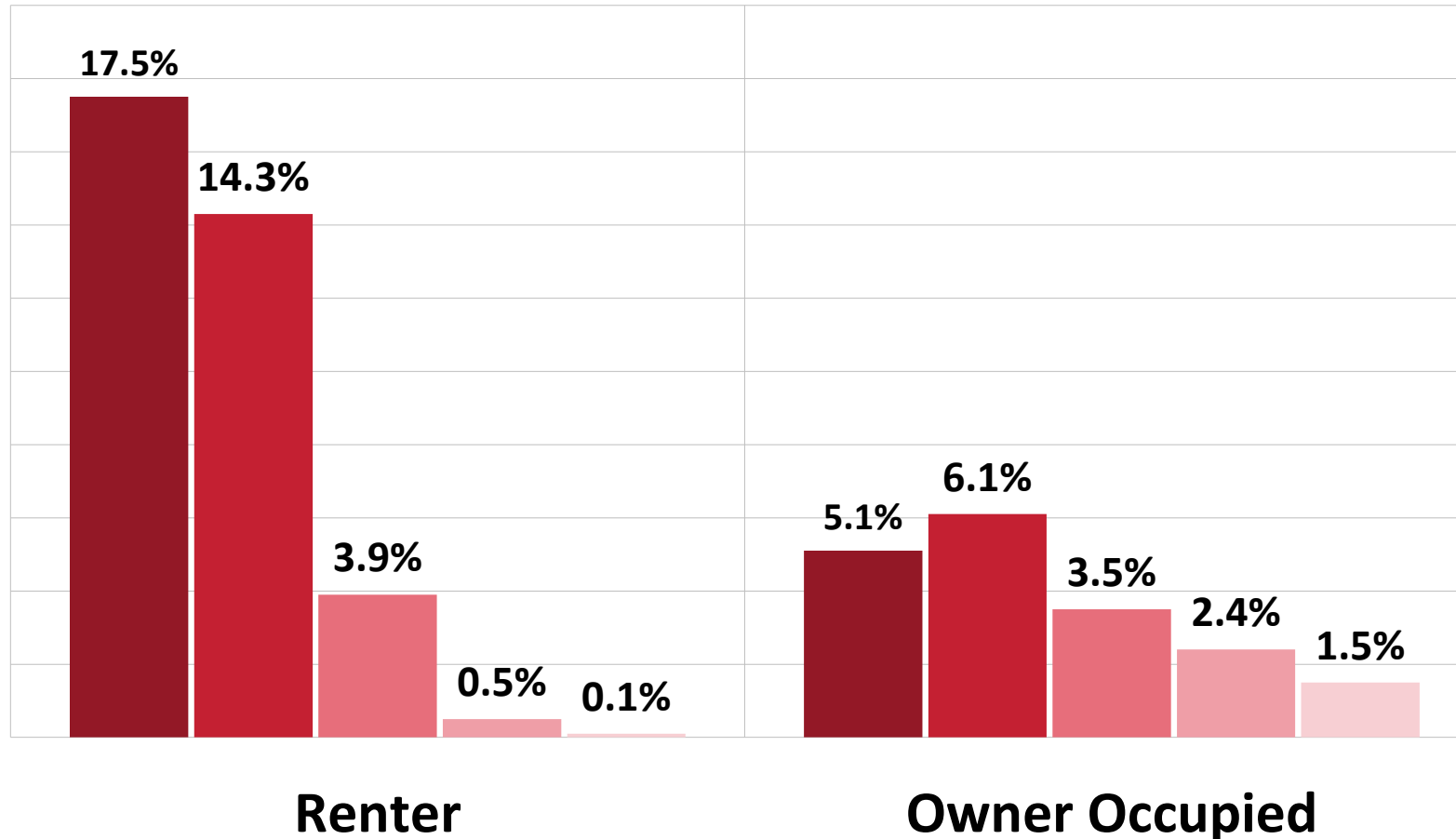
ACS 5 YEAR ESTIMATES 2020

S2503



Lakewood Residents burdened by housing costs; more than 30% of income goes towards housing

20%
18%
16%
14%
12%
10%
8%
6%
4%
2%
0%



- 01 Income is less than \$20,000
- 02 \$20,000-\$34,999
- 03 \$35,000-\$49,999
- 04 \$50,000-\$74,999
- 05 Income is more than \$75,000

ECONOMIC STABILITY – PRIMARY QUANTITATIVE

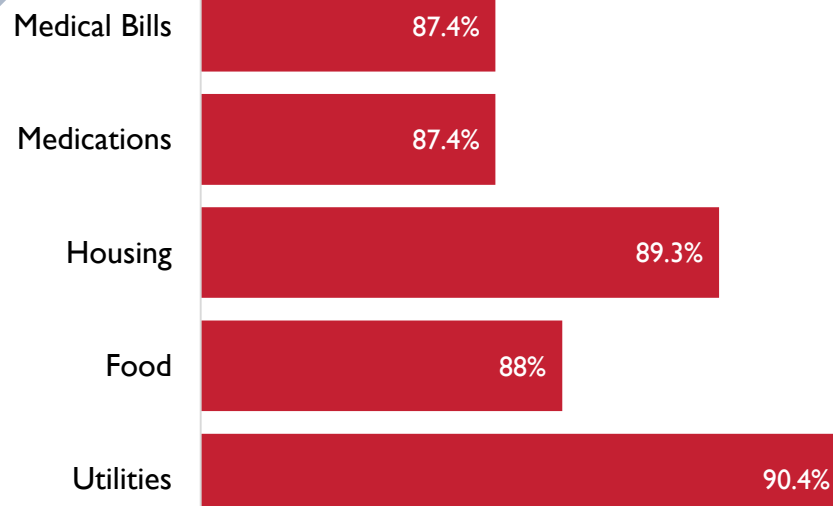


financial resources, employment, poverty, debt, cost of living, food security, housing stability

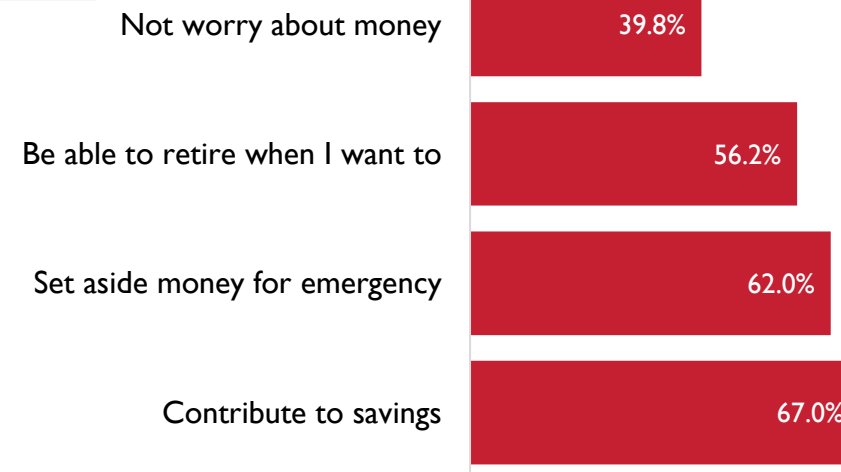
Q 161-169

I have enough financial resources to **always** afford the following...

Most residents report **always** being able to afford basic needs; housing food, utilities and medications



Far fewer residents are always able to take steps to improve their financial security



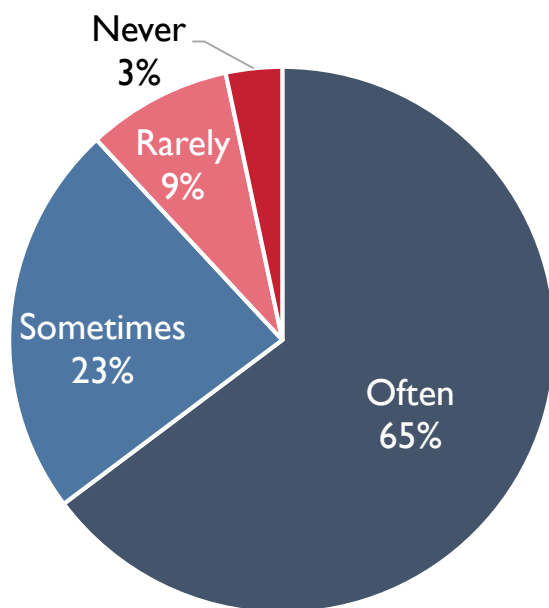
ECONOMIC STABILITY – PRIMARY QUANTITATIVE



financial resources, employment, poverty, debt, cost of living, food security, housing stability

Q 174

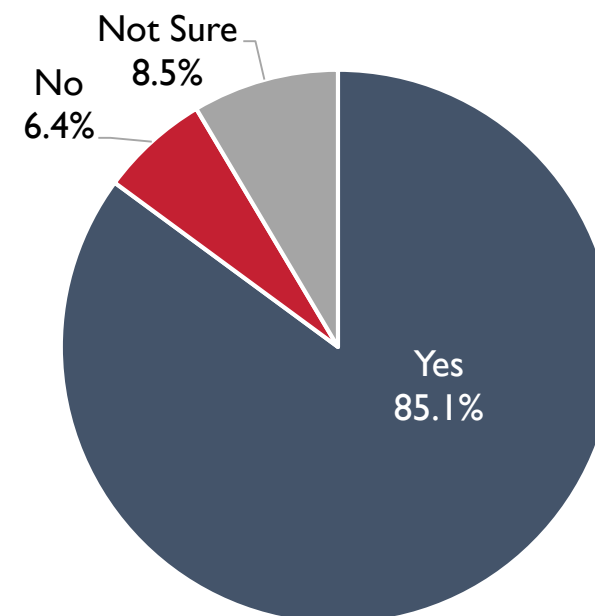
How often does your family have money left after paying your monthly bills?



About 35% of residents do not have a consistent cushion to fall back on during times of financial stress. Knowing someone who can lend money in an emergency is an indicator of strong social supports and economic stability. While 85% of residents can identify someone to turn to in a financial emergency, 15% cannot. Those 15% of residents may be more susceptible to using high interest short term loan products or being unable to pay for basic needs if a financial crisis were to arise.

Q 170

If you need to borrow \$500, do you know someone who could lend it to you?



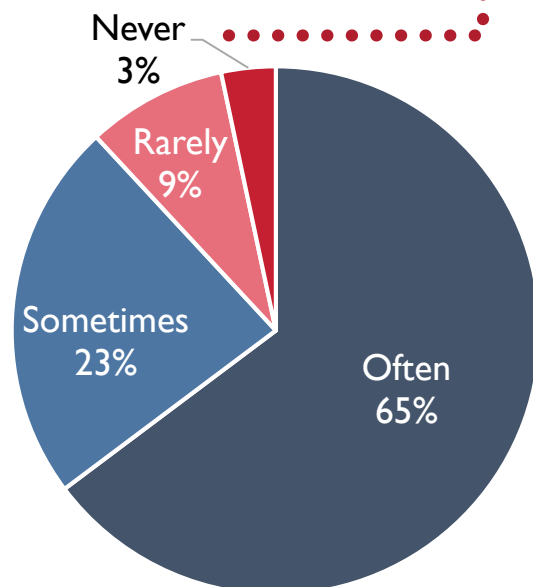
ECONOMIC STABILITY – PRIMARY QUANTITATIVE



financial resources, employment, poverty, debt, cost of living, food security, housing stability

Q 174

How often does your family have money left after paying your monthly bills?



12% of residents do not have \$ left after paying monthly bills and **60%** have some type of debt

Q 171

Do you currently have debt?

Yes	
Medical Debt	11%
Student Debt	21%
Credit Debt	28%
None	40%
Other	26%

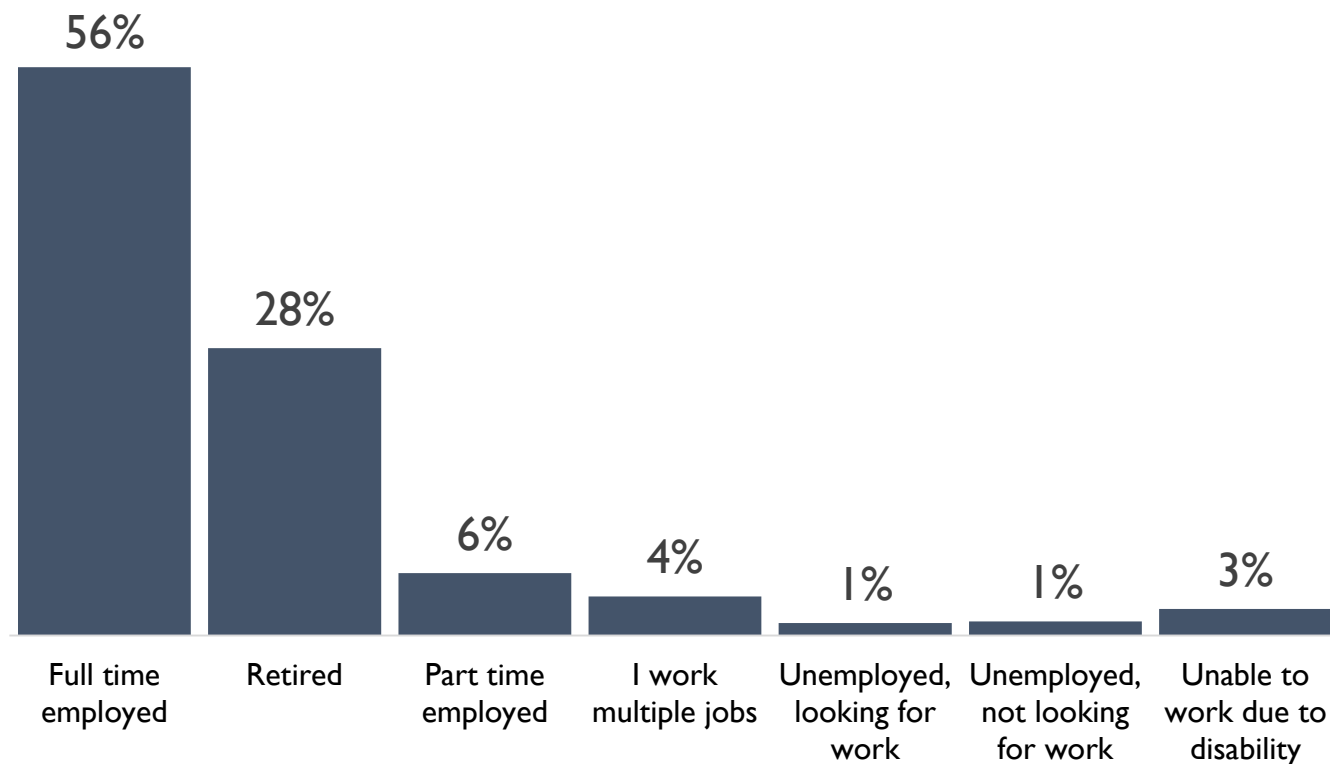
ECONOMIC STABILITY – PRIMARY QUANTITATIVE



financial resources, employment, poverty, debt, cost of living, food security, housing stability

Q 172

What is your current employment status?



7% of survey respondents do not get paid sick time

6% of survey respondents get some but not enough paid sick time

ECONOMIC STABILITY – PRIMARY QUALITATIVE



financial resources, employment, poverty, debt, cost of living, food security, housing stability

Q 175

Does having debt impact your health? If so, how?

Largely respondents agree that having debt impacts their health in negative ways. About a fifth to a quarter of the respondents stated that this question either didn't apply to them, or they just flatly said "no", which is open to interpretation whether they are saying they personally aren't affected by debt, or they don't believe debt has an impact on their health. However, for the large majority of folks who agreed that debt impacts one's life, overwhelmingly the driving force of that impact is stress/anxiety/worrying. Other took is a step further and drew the connection to high levels of stress negatively impacting not only one's mental health, but their physical health as well. Some also identified that having debt causes some to forego healthcare.

Most responses strongly believe debt and outcomes are tied, mainly due to anxiety, worry and stress. Some respondents indicated they did not have debt but still worry about money, especially with regard to the inability to save for their family. Others are significantly concerned with debt. Some identify the need to make changes to their spending habits to manage, most notably with food choices and medical care. Of the debt people identified, common themes included medical debt, student loan debt, housing costs (including mortgage and taxes) and credit card debt.

ECONOMIC STABILITY – PRIMARY QUALITATIVE



financial resources, employment, poverty, debt, cost of living, food security, housing stability

Q 176

How does your financial well-being impact your physical and mental health?

Similar to the previous question, the most common link respondents drew between finances and health was via stress; poor financial wellbeing = high levels of stress/anxiety, which is bad for you. This went in the other direction too, with many respondents pointing out the benefits of being financially well, which included not being stressed, feeling stable secure and supported, having better access to food and exercise, and being able affording physical/mental health treatment. Financial wellness also meant buying healthier foods, having access to gyms, and having more free time. Only a very small minority of respondents felt that financial health and one's physical and mental wellbeing had no connection.

Many respondents continued on themes of financial security being important to mental health but also in managing long term medical needs (notably mental health and dentistry), housing expenses, desire to exercise, food options and flexibility during pandemic. There were some respondents who explained financial security also enabled them to seek out new, better employment and educational opportunities they would not otherwise be able to pursue. For the majority of respondents, peace of mind was at the center of answer.

ECONOMIC STABILITY – PRIMARY QUALITATIVE



financial resources, employment, poverty, debt, cost of living, food security, housing stability

Focus Groups

- Renters
 - Rents/mortgages are steadily increasing even when buildings not maintained well, and people have to leave Lakewood—need a rental affordability cap
 - Harder to find private/property management company landlords who will take Sec 8 voucher, especially because of inspection turnaround time and misinformation about process
 - Often have to move farther out to find places that are more accessible (older adults)
 - Rent-to-own and transitional housing programs would be helpful
 - Need more shelter options for those who are unhoused, especially on eastern end –could use abandoned church on Berea as a site
 - Not very many businesses owned by non-white groups

ECONOMIC STABILITY – PRIMARY QUALITATIVE



financial resources, employment, poverty, debt, cost of living, food security, housing stability

Focus Groups

- Business Owners
 - Inflation and rent are challenges and it's to afford improvements alongside rising rents
 - Food insecurity is a huge concern
 - Would like to see more promotion around promoting healthy foods
- Persons with Disabilities
 - I rely on outdoor festivals to sell my art and I couldn't do that during the pandemic. Online access helped, but it wasn't adequate.
 - I would love to have the circulator back because it had a lift and it was critical for me to procure groceries.
 - In housing, there is no focus on disabled individuals that are not seniors - I will have to leave without additional supports.

ECONOMIC STABILITY – PRIMARY QUALITATIVE



financial resources, employment, poverty, debt, cost of living, food security, housing stability

Focus Groups

- Older Adults
 - The rising cost of food has been difficult
- Volunteers for the Unhoused
 - Fixed income makes it impossible to deal with rising prices of food, property values, and taxes
- LGBTQ+
 - It's hard to pay rent and buy food, everything is rising in price
 - Struggled to find a job as a recent grad during the pandemic
- Families
 - City does not feel like it's investing in new economic ventures. Should be ready for new growth. Continues to bleed population in Cleveland, we should be investing in building urban core.

ECONOMIC STABILITY – PRIMARY QUALITATIVE



financial resources, employment, poverty, debt, cost of living, food security, housing stability

Focus Groups

- People of Color
 - Westerly rents to older adults who cannot help themselves to get money, but do not offer help/services to them
 - Older adults have nowhere to go from a low-income complex
 - There's economic racism in Lakewood
 - Rents continue to go up
 - Many Black residents moved out of Lakewood during pandemic b/c it was too expensive—new affordable buildings were discussed but never happened

ECONOMIC STABILITY – PRIMARY QUALITATIVE



financial resources, employment, poverty, debt, cost of living, food security, housing stability

Key Informant Interviews

Field of expertise: Public Safety

- Impact of SDOH is more prevalent, places where there are many multi residential units and lower income areas.
- People have benefits through their career, they don't bat an eye about getting health care. People who are worse off financially, we tell them regularly from interacting with them in the ambulance to go get health care, but they're hesitant because of finances

Field of Expertise: Homelessness

- Not enough housing programs and overnight programs at churches closed at end of winter; Need a drop in center
 - During pandemic things shut down and folks didn't know where to go
- Many are unhoused because of mental health issues and there is nowhere for them to go or not enough services available—locking people up is not necessarily the answer

EDUCATION ACCESS AND QUALITY – SECONDARY

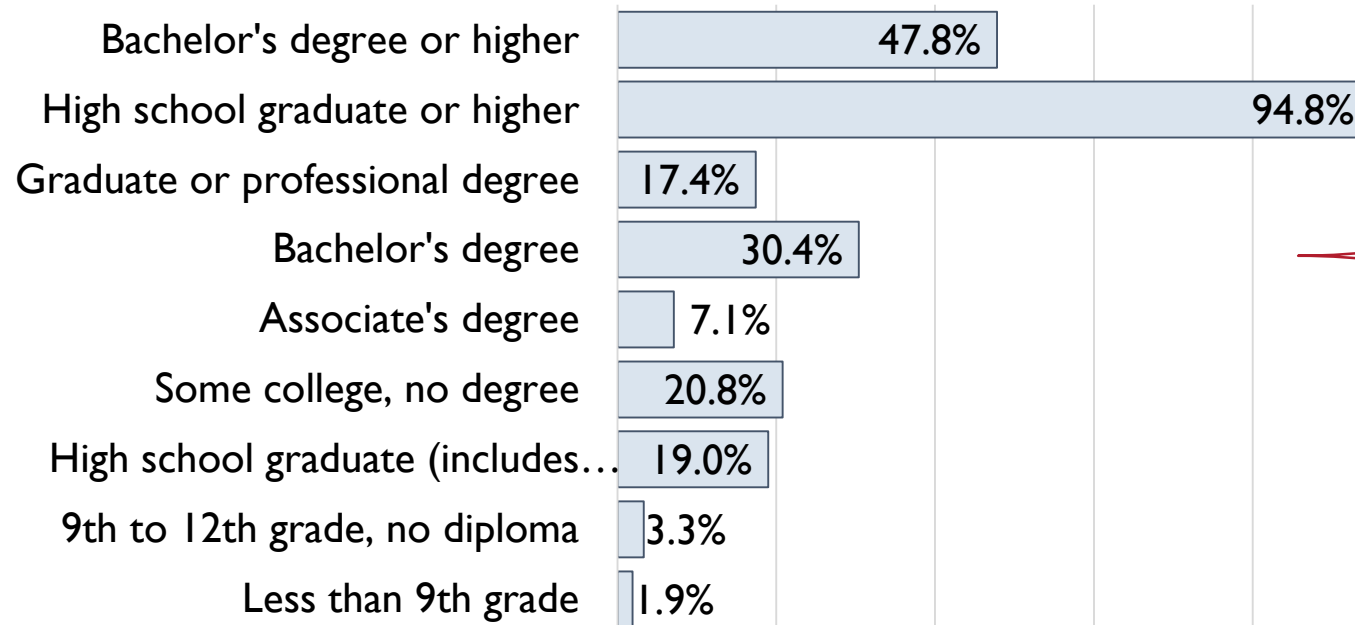
2020 ACS 5 YEAR ESTIMATES

SI501 & SI502



high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education

Educational Attainment 25 and older



Field of Bachelors Degree

Science & Engineering	30.8%
Science and Engineering Related Fields	9.9%
Business	20.3%
Education	8.8%
Arts, Humanities & Others	30.3%

EDUCATION ACCESS AND QUALITY – SECONDARY

2020 ACS 5 YEAR ESTIMATES

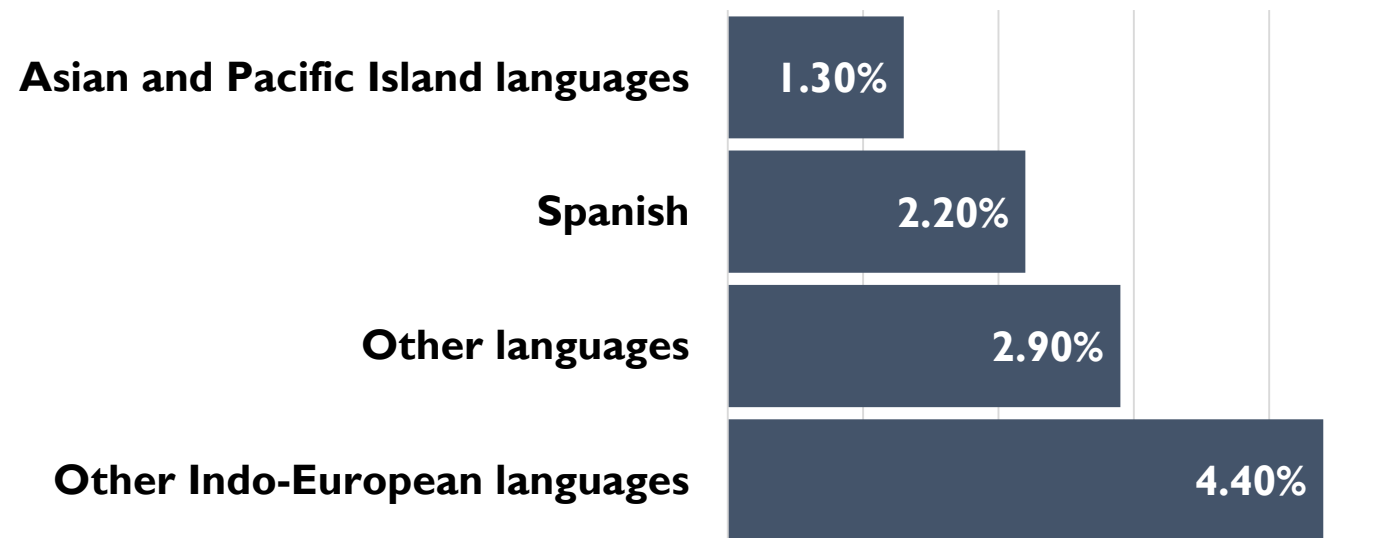
SI601



high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education

89.2% of Lakewood residents speak English at home

Language spoken at home



KINDERGARTEN READINESS LANGUAGE & LITERACY

OHIO DEPARTMENT OF EDUCATION (ODE)

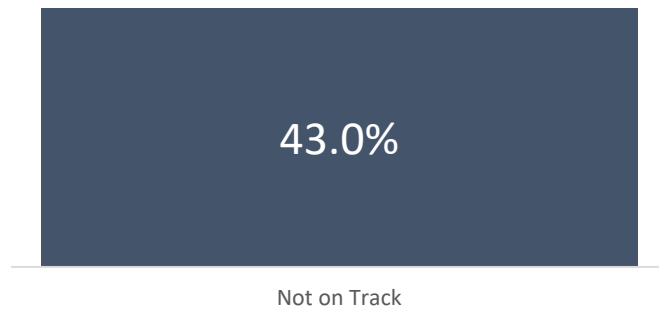
ADVANCED REPORTS



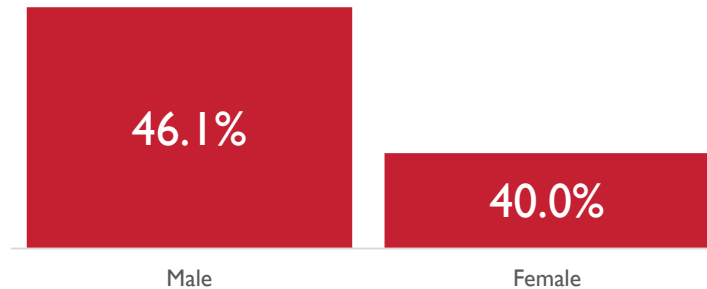
high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education

Kindergarten students **Not-On-Track** in language and literacy

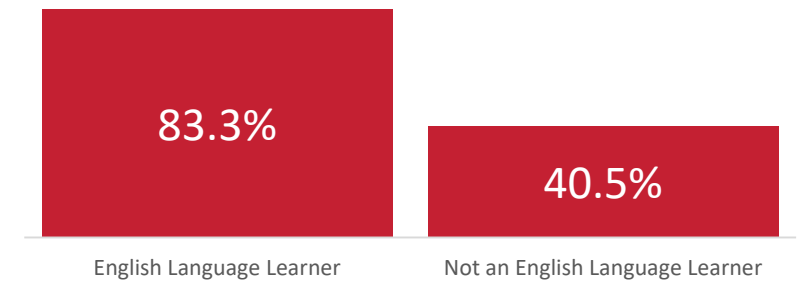
All Students



Gender



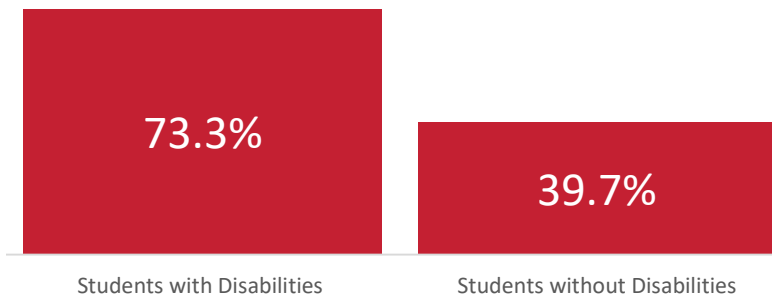
English Language Learners



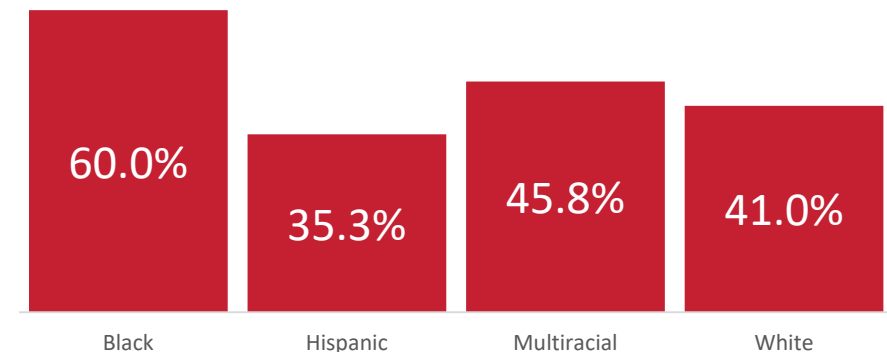
Economically Disadvantaged



Disability



Race & Ethnicity



THIRD GRADE READING PERCENT PROFICIENT ODE ADVANCED REPORTS



high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education

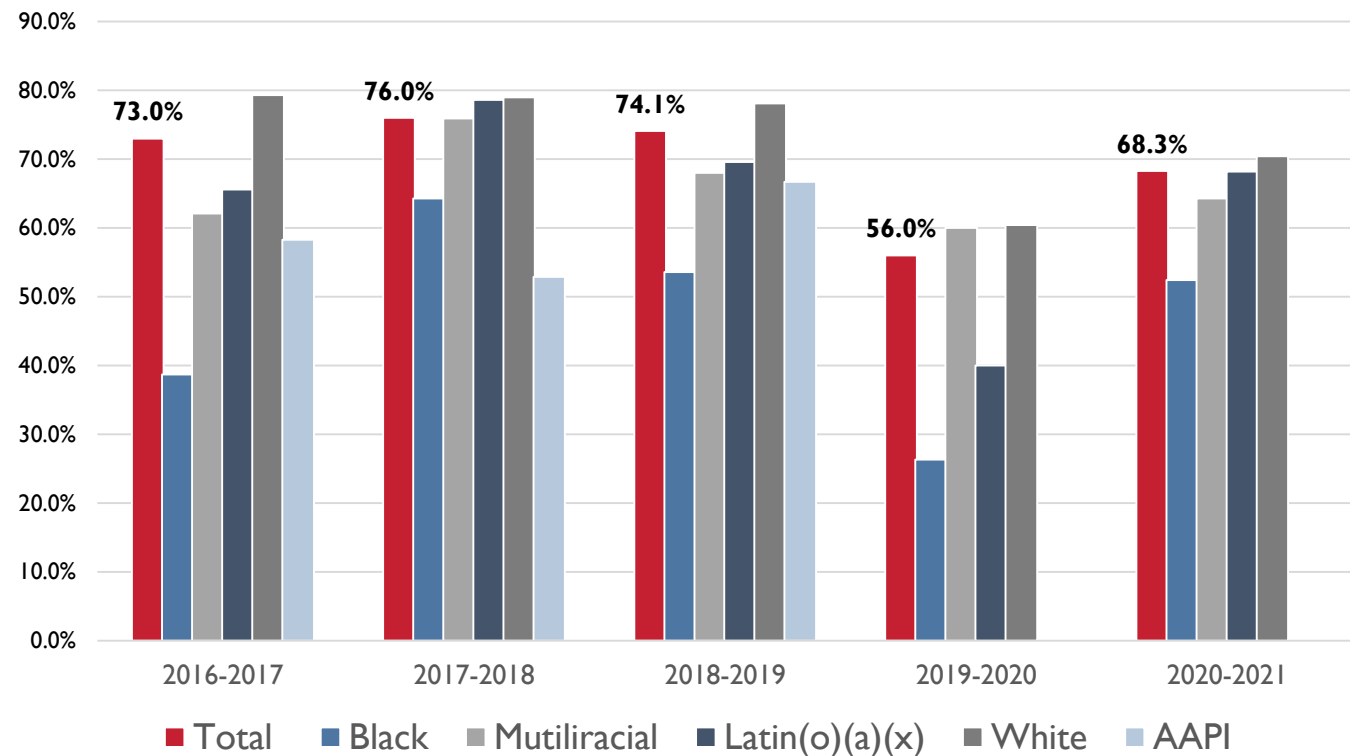


For the past five years, Black & Multiracial students have consistently had lower rates of proficiency than their white peers



Proficiency rates dropped during the 1st pandemic year and did not recover to pre-pandemic rates in the 2nd pandemic year.

THIRD GRADE READING PERCENT PROFICIENT



*due to low number of students, data is suppressed for AAPI students in 2019/2020 and 2020/2021

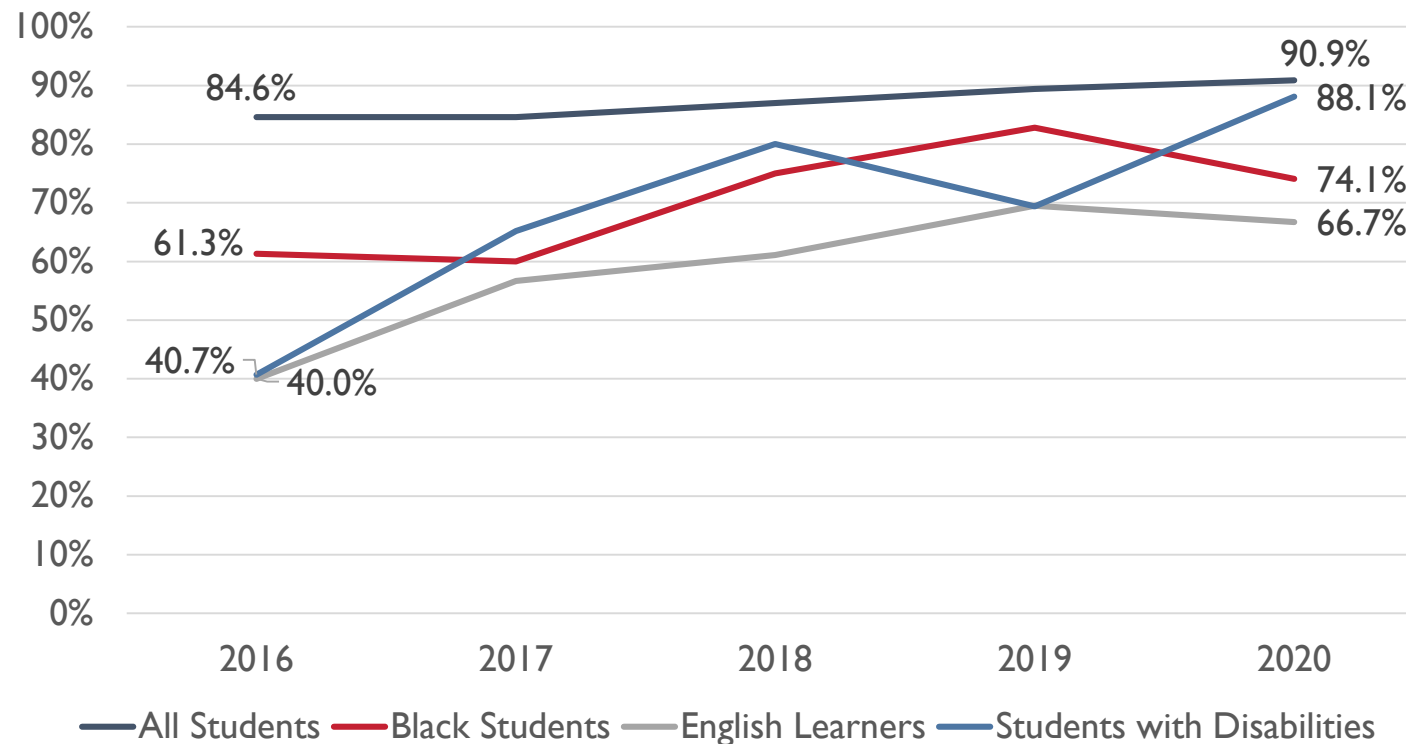
GRADUATION RATES

ODE ADVANCED REPORTS



high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education

4 Year Longitudinal Graduation Rate



In 2016, three subgroups of students had distinctly lower graduation rates than overall graduation rate; Black students, English Language Learners and Students with Disabilities.

Rates improved among all groups over the next five years, most notably among students with disabilities. This may be due in part to increased utilization of scholarship programs, first available in 2018.

PUBLIC SCHOOL DISTRICT SCHOLARSHIPS

ODE ADVANCED REPORTS

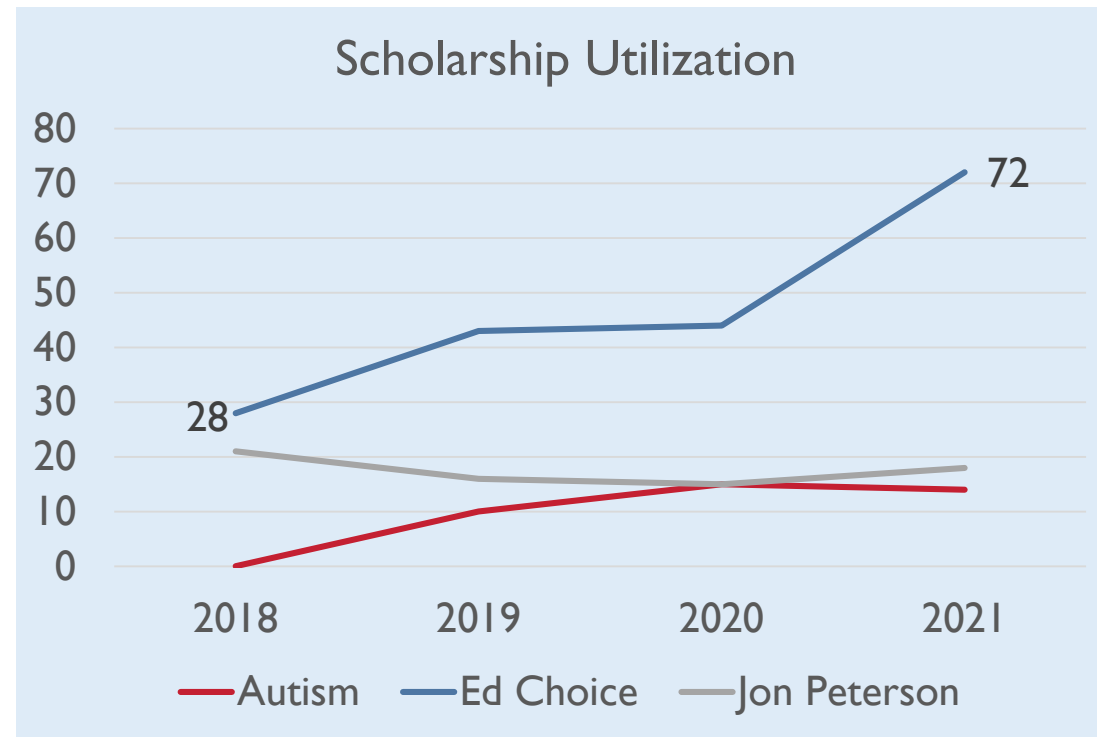


high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education

The **Autism Scholarship Program (ASP)** gives the parents of children with autism who qualify for a scholarship the choice to send the child to a special education program other than the one operated by the school district of residence to receive their education and the services outlined in the child's individualized education program (IEP)

The **Educational Choice Scholarship (EdChoice)** Program provides students from designated public schools the opportunity to attend participating private schools. The program also provides low-income students who are entering kindergarten through 12th grade scholarship opportunities.

The **Jon Peterson Special Needs (JPSN)** Scholarship Program provides scholarships to students who are eligible to attend kindergarten through 12th grade and have an Individualized Education Program (IEP) from their district.



*less than 10 students utilized the Autism Scholarship in 2018

Utilization of the Autism and Jon Peterson scholarships have remained stable over the past four years

Utilization of the Ed Choice scholarship was slowly increasing between 2018-2020 and saw a large increase in 2021

GRADUATION RATES

ODE ADVANCED REPORTS



high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education

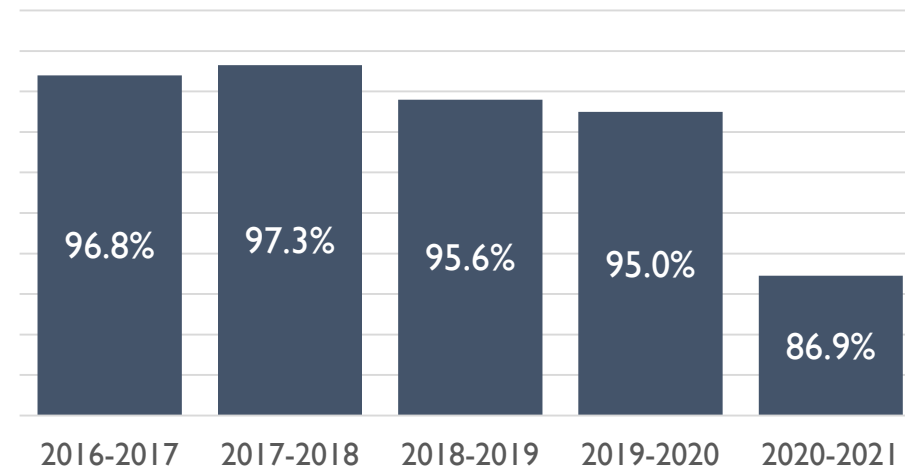
Average Teacher Salaries 2020-2021		
Lakewood	\$	85,389
Ohio	\$	65,548
Cleveland	\$	74,435
Rocky River	\$	85,154

97.4% have at least a Bachelors Degree
62.6% have at least a Master's Degree
14.8 is the average years of experience

341 Teaching Staff

- 1 American Indian/Alaskan Native Teacher
- 1 Multiracial Teacher
- 4 Asian Teachers
- 4 Black Teachers
- 5 Hispanic/Latin(o)(a)(x) Teachers

Properly Credentialed Teachers



EDUCATION ACCESS AND QUALITY – PRIMARY QUANTITATIVE



high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education

Survey takers who agree or strongly agree that Lakewood has high quality schools

High Quality
Public
Schools
76.2%

High Quality
Alternatives
to Public
School
52.3%



3 out of 4 survey
takers agreed or
strongly agreed that
Lakewood has high
quality public
schools that are
safe and can be
trusted

Survey Takers who agree or strongly trust agree that schools are safe and can be trusted

Trust
Schools
75.4%

Schools
are Safe
76.0%

EDUCATION ACCESS AND QUALITY – PRIMARY QUANTITATIVE



high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education



63.3% agree or strongly agree that children have opportunities for **physical activity** during the school day



75.4% agree or strongly agree that children have opportunities for **extracurriculars** outside of the school day

Percent of survey takers that agree or strongly agree that services and supports are offered in Lakewood schools

Health Services
53.4%

High Quality Health Information
46.5%

Mental Health Supports
44.0%

EDUCATION ACCESS AND QUALITY – PRIMARY QUANTITATIVE



high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education

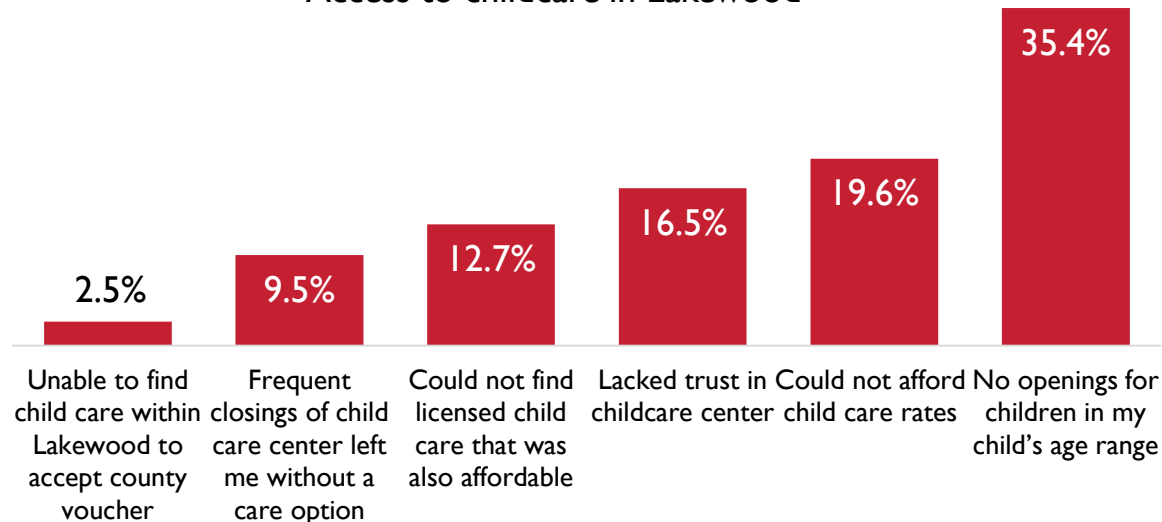
Q 186-194

Have you experienced any of the following while trying to access childcare in Lakewood?

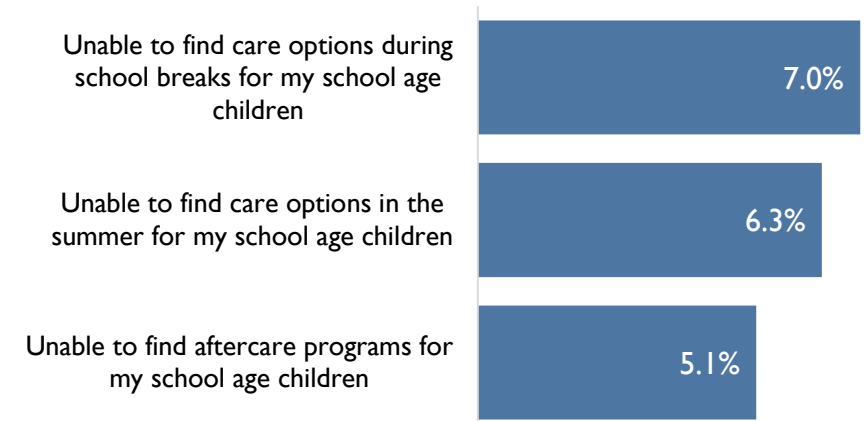
A third of families indicated difficulty with finding childcare available for the age of their child. About a fifth indicated they had trouble affording childcare.

A small percentage of families of school age children had difficulty finding care. Those that did, struggled most often finding care during school breaks.

Access to childcare in Lakewood



Access to care for school age children



EDUCATION ACCESS AND QUALITY – PRIMARY QUALITATIVE



high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education

Focus Groups

- Refugees
 - Harrison Elementary teachers are kind and they care about the children's education and their future.
- Volunteers for the Unhoused
 - Remote learning took a toll on both parents and children. Kids missed their friends, some kids became used to isolation and didn't want to go out anymore
- Families
 - So many kids are being suspended from schools, we need more proactive reaching out/MH services
 - Career development for students should be more prioritized. Get kids networking early, starting thinking about careers
- Business
 - Transportation for students is a challenge as there is no school transport generally
 - We tout how walkable and bikeable but not always the case – we need safe routes to schools and more protections for pedestrians
 - Once you take school away some kids don't eat at all

EDUCATION ACCESS AND QUALITY – PRIMARY QUALITATIVE



high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education

Focus Groups

- Lakewood Community Advisory Committee
 - Some of the prevention is CCF partnering with schools
 - Schools have direct contact with thousands of students. The importance of prevention and physical health building starts in the schools

EDUCATION ACCESS AND QUALITY – PRIMARY QUALITATIVE



high school graduation rates, higher education enrollment, educational attainment, language & literacy, early childhood education

Key Informant Interview

Interviewee Field of Expertise: Education

- Key informant hasn't observed health inequities in Lakewood City Schools. However, she noticed that limited income families have challenges getting to and from appointments because of a lack of transportation.
- During the last two years, the conversation about health has shifted to COVID-19 prevention/intervention strategies.
- Key informant would like to see Lakewood City Schools to increase communication with families about the need for yearly health evaluations (both physical and mental). Annual health evaluations would increase their knowledge about health concerns sooner so they can help the student/family sooner.
- During the past two years, the pandemic have greatly impacted the mental health of students and staff. More students are having a greater difficulty managing daily stressors. More students are diagnosed with anxiety and/or depression. Also, many students and staff have lost families and friends to COVID-19. Thus, the burden of loss carries over into the school environment.
- Student Wellness Specialists have increased the school district's promotion of social and emotional well-being for students. Staff can partake in Vitality, which is a program that encourages a healthy lifestyle. If there were more resources, the key informant would like to provide free vaccines and comprehensive examinations for all students regardless of insurance.
- Because of the pandemic, more students have anxiety and/or depression, which interfere their ability to learn.
- The key informant's biggest concern is to get students to stay in school to get an education. More students do not attend or remain in school due to mental and/or physical health concerns.
- Out of all of the age groups, the key informant is more concerned about elementary school-aged children. The number of students with mental health concerns are happening as an earlier age.

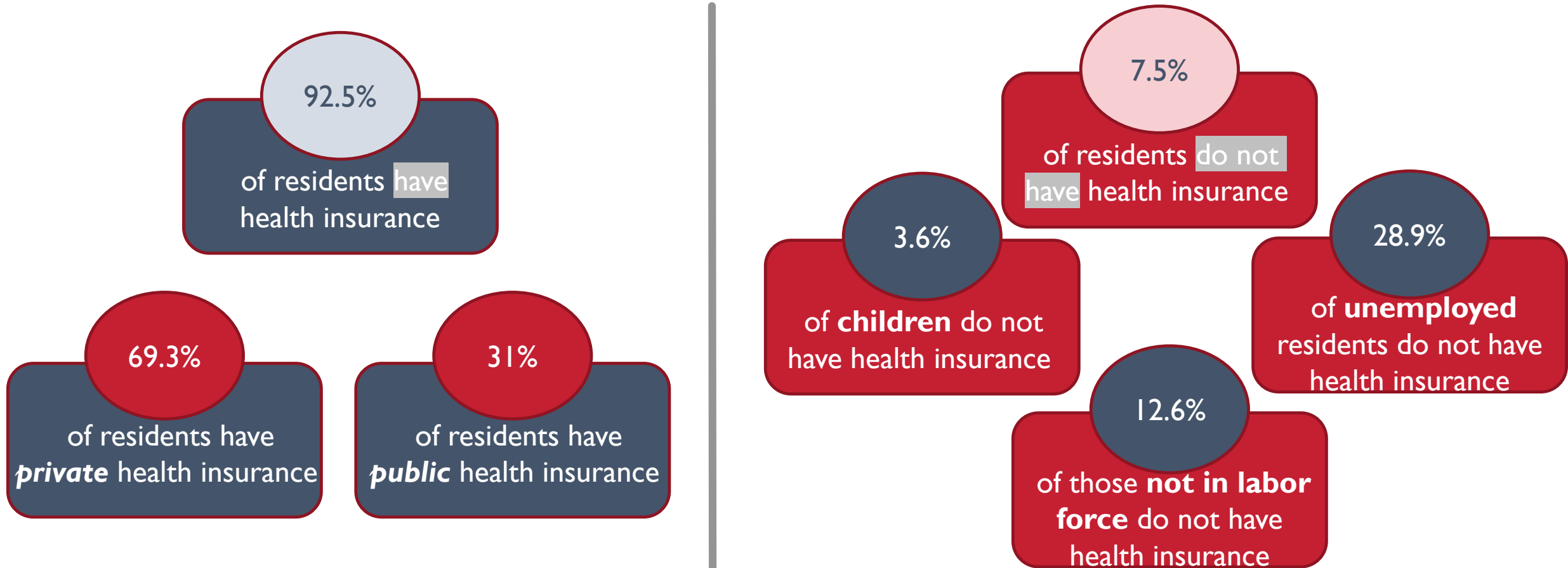
HEALTH CARE ACCESS AND QUALITY – SECONDARY

ACS 5 YEAR ESTIMATES 2020

DP03



access to healthcare, access to primary care, health insurance coverage, health literacy



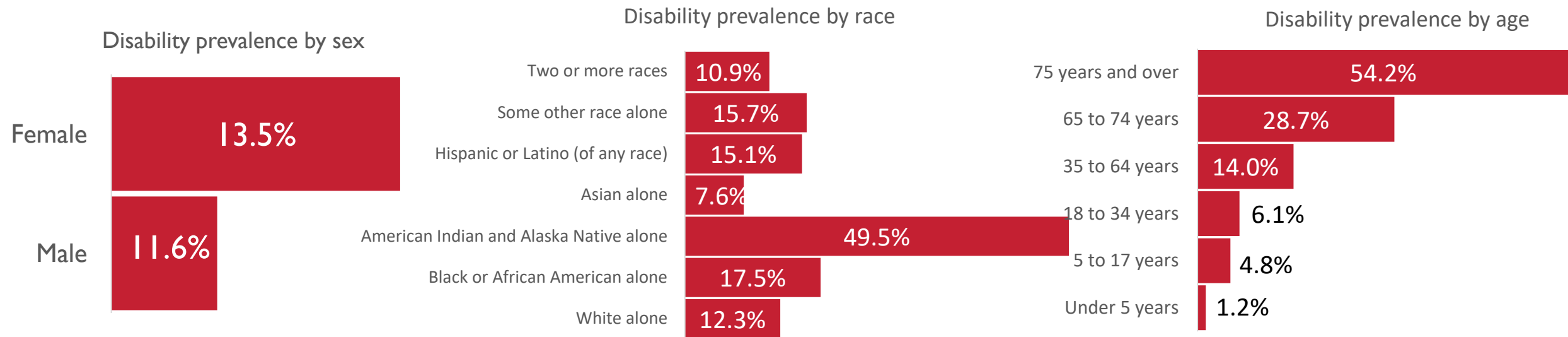
HEALTH CARE ACCESS AND QUALITY – SECONDARY

ACS 5 YEAR ESTIMATES

SI810



access to healthcare, access to primary care, health insurance coverage, health literacy



10.9% of **65-74**
have a **self-care**
difficulty

21.2% of **75+**
have a **self-care**
difficulty

An estimated 2,428
older adult residents
have a disability

10% of **65-74** have
an **independent**
living difficulty

35.8% of **75+** have
an **independent living**
difficulty

HEALTH CARE ACCESS AND QUALITY – SECONDARY ACS 5 YEAR ESTIMATES 2020 S1810



Hearing Difficulty

2.6%

An estimated 1,291 residents
have a hearing difficulty.



Vision Difficulty

2.6%

An estimated 1,314 residents
have a vision difficulty



Cognitive Difficulty

5.2%

An estimated 2,475 residents
have a cognitive difficulty



Ambulatory Difficulty

6.9%

AN estimated 3,274 residents
have an ambulatory difficulty

HEALTH CARE ACCESS AND QUALITY – SECONDARY BEHAVIORAL HEALTH HEALTHY NORTHEAST OHIO



access to healthcare, access to primary care, health insurance coverage, health literacy



20.3% of adults in Lakewood Binge Drink



\$658 average amount per Lakewood consumer on alcohol in 2021, increased from \$610 in 2019



1.5% of households that received substance abuse medical services

16.1% of adults stated mental health was not good 14+ days in the past month

23.1% of adults in have ever been diagnosed with depression

9.9% of households received mental health services

13% of adults bought medications to treat depression or anxiety



19.5% of adults in smoke



\$513 average amount per consumer on tobacco and legal marijuana



1.4% of adults bought medications to quit smoking

HEALTH CARE ACCESS AND QUALITY – SECONDARY CHRONIC CONDITIONS HEALTHY NORTHEAST OHIO



access to healthcare, access to primary care, health insurance coverage, health literacy

6.3% Adults with Cancer

6.1% of households
received cancer medical
services

Cancer Screenings

- 78.1% of women have had **mammograms** in past 2 years
- 86.3% of women 21-65 screened for **cervical cancer**
- 63.7% 50-75 have had **colon cancer** screenings

28.1% have high cholesterol

26.7% have high blood pressure

10.5% currently have asthma

8% of adults have diabetes

6.7% have COPD



HEALTH CARE ACCESS AND QUALITY – SECONDARY

HEALTH BEHAVIORS

HEALTHY NORTHEAST OHIO



access to healthcare, access to primary care, health insurance coverage, health literacy

32.3% of adults are obese

23.2% of adults are sedentary

77.8% consumed sugary beverages in past week

40.4% used quick service restaurants in past 30 days

41% of adults get insufficient sleep

53.1% have visited a dentist in past year (2021)

74.2% have had a routine check up in past year (2019)

1.6% of children (9 children) had blood levels > 10 mg per deciliter.

5.6% of children (32 children) had blood levels >5 mg per deciliter

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q49 What type of insurance do you have?



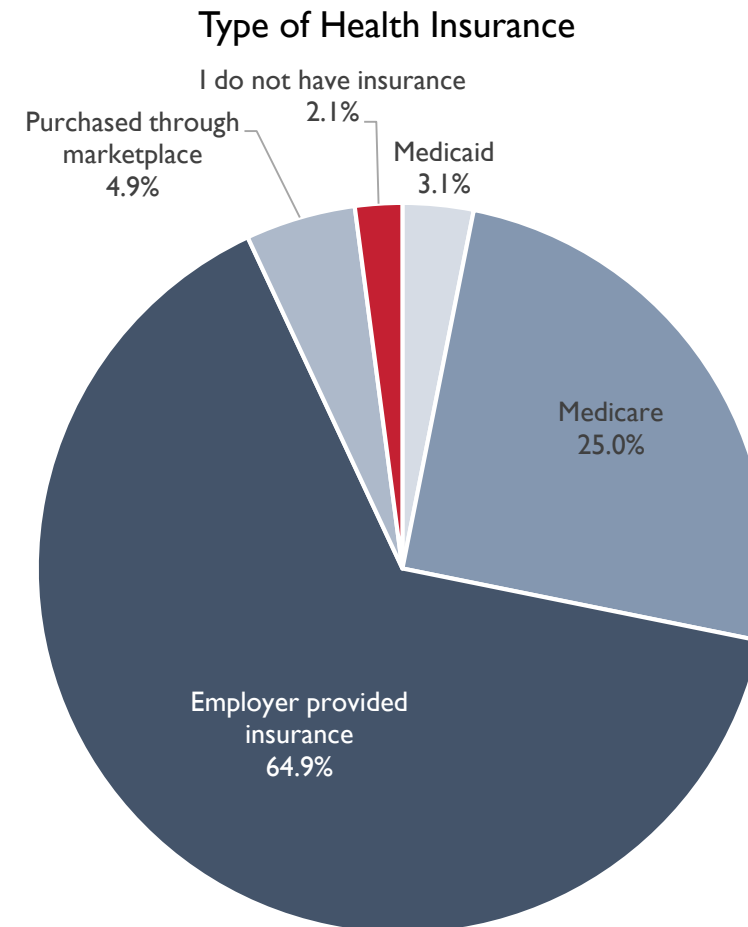
Very few residents, just 2%, do not have any form of health insurance



65% of residents receive health insurance through their employer



28% of residents receive health insurance through the government



HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q 51 If yes, how fare from your home is your primary care provider?

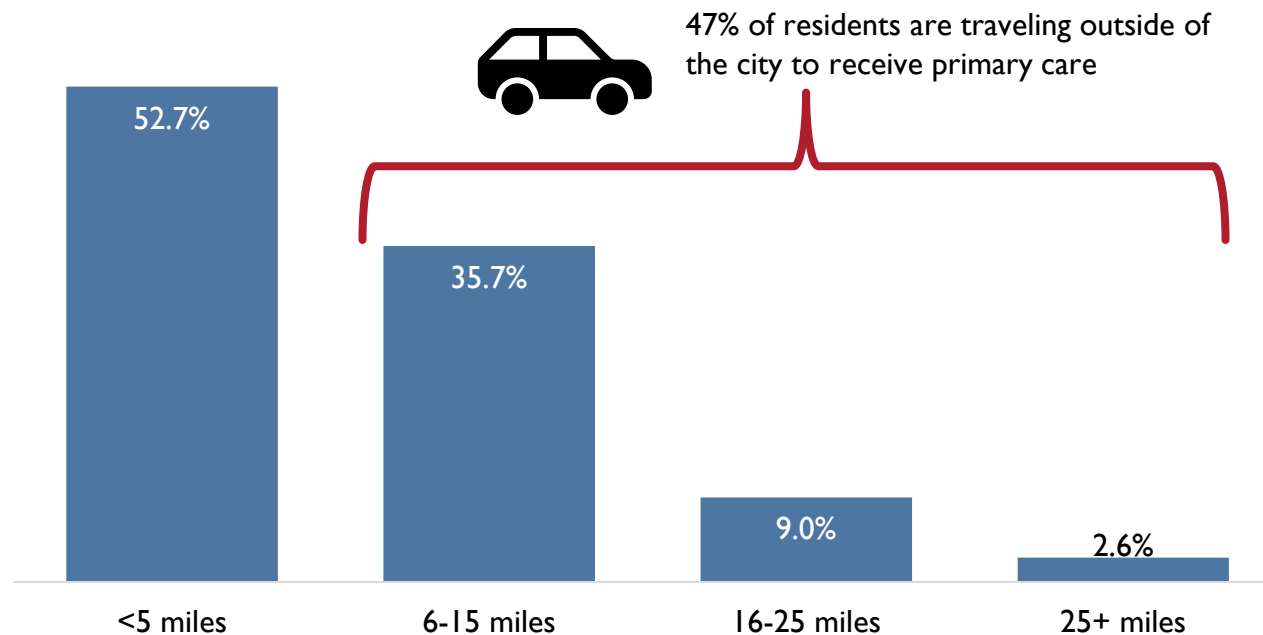
89%

of residents
indicate they
have a primary
care provider

% of Residents with Chronic Disease

- 1** Chronic Disease = 21.3%
- 2** Chronic Diseases = 10.5%
- 3** Chronic Diseases = 5.3%

Distance to Primary Care Physician



HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q53-68 In the past year have you experienced the following?



Primary
Care
80%



Vision
Appointment
58.9%



Mental
Health
22.1%



Physical
Therapy
16.0%



Nutritionist
5.8%



Urgent
Care
24.9%



Hospital
Stay
11.4%

Specialist
64.3%



Dental
Cleaning
78.7%



Support
Group
4.9%



Occupational
Therapy
2.7%



Personal
Trainer
5.6%



ED Visit
21.1%



Minute
Clinic
30%



HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE

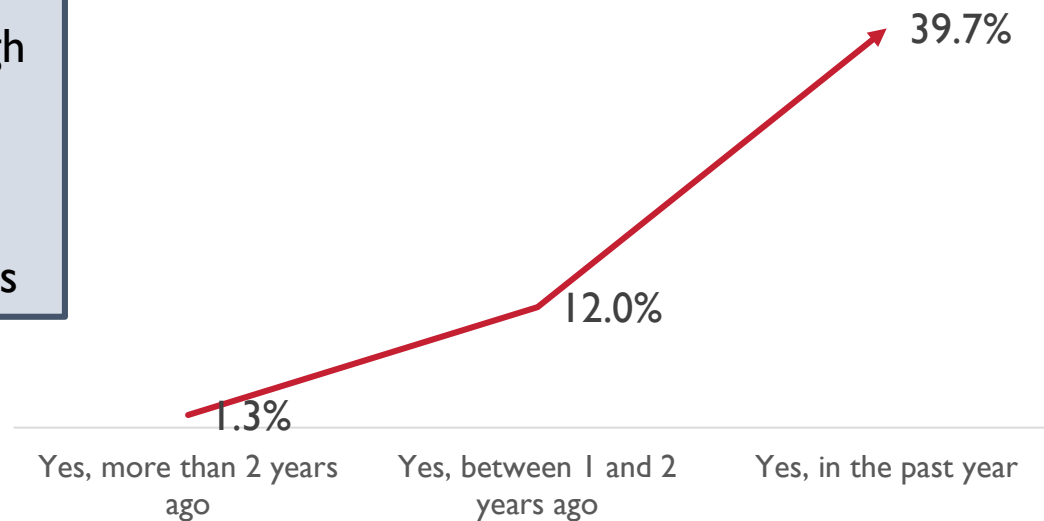


access to healthcare, access to primary care, health insurance coverage, health literacy

Q53-68 Have you experienced the following?

Accessing
healthcare through
telehealth has
increased
dramatically over
the past two years

Telehealth Appointments



HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q 69-71 How easy was it to access the following in 2022?

Reported Difficulty in Accessing COVID related services

Covid Testing
35.6%

COVID Vaccine
15.9%

COVID Booster
7.8%

Drug stores were the most frequented provider of COVID related services.

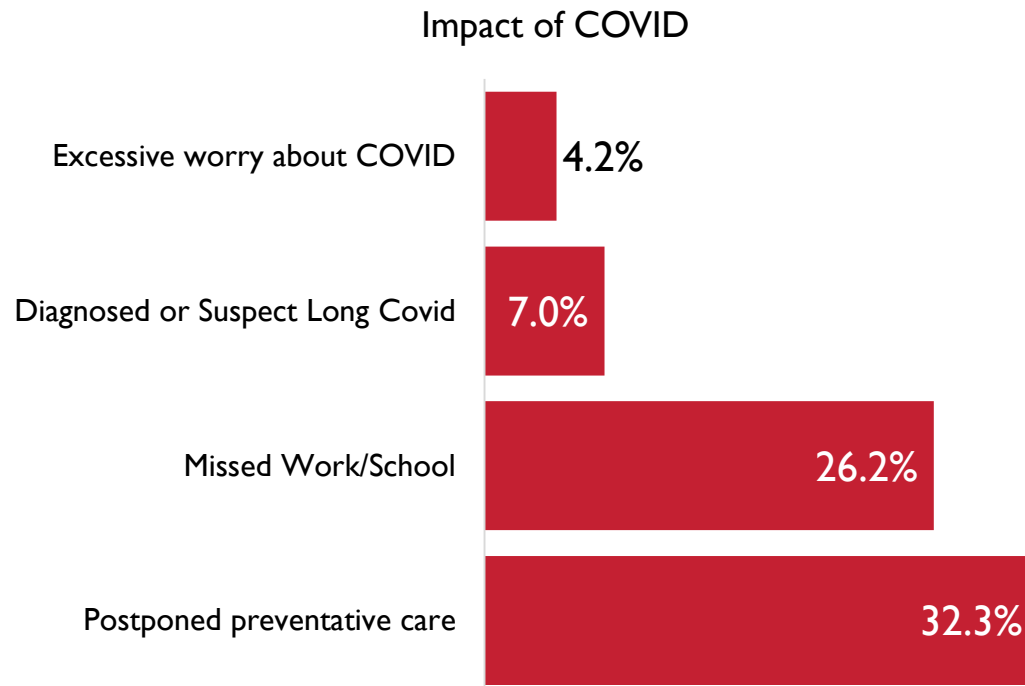
Where COVID Services were accessed		
	Testing	Vaccine
Mass Event	9%	29.90%
My Doctor	8.60%	7.40%
A Drug Store	35.10%	63.30%
County Fairgrounds	1.20%	2.90%
Emergency Department	3%	1.20%
Community Health Center	7.10%	6.40%
Hospital	12.60%	16.10%
Home	32.90%	1.70%

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q72-75 Have you experienced the following in the past 18 months?



COVID impacted the community beyond the medical outcomes of those infected with the virus. Nearly a third of residents postponed preventative care and a quarter missed work or school due to COVID. Slightly more than 4% indicated they had worried excessively enough about COVID to require attention from medical professional. About 7% of residents have been diagnosed with or suspect they have long COVID.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q85 Many people benefit from accommodations made as part of ADA. Please share how these accommodations impact you and how accessibility could be improved

Residents felt that accessibility is fair in Lakewood. Many respondents did not feel ADA services related to them however they were supportive of the accessibility features the city has for those that do need these services. Residents felt there could be more beeping crosswalks, ramps, and well-defined crosswalks. They also felt that uneven sidewalks pose difficulties not just for those with mobility devices but also for families with strollers and children on bikes. The largest issue respondents had with the city was that they do not enforce sidewalk snow cleaning on residents and businesses. This makes it extremely difficult to utilize sidewalks in the winter months. Bike lanes were also mentioned in this question as being a way for individuals with motorized mobility devices to use. Transportation and accessibility to RTA stops was also an important issue residents felt needs to be addressed. Many cited the use of the circulator to be beneficial for those with limited mobility. Others cited the need for medical transportation services to be offered.

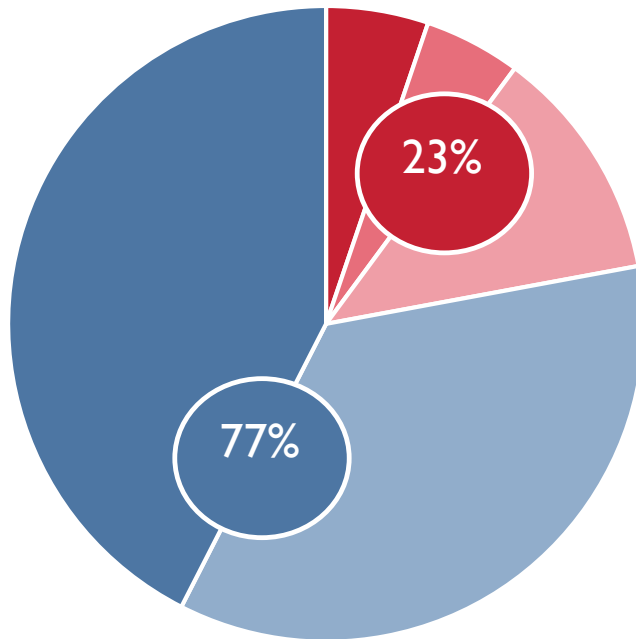
HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE



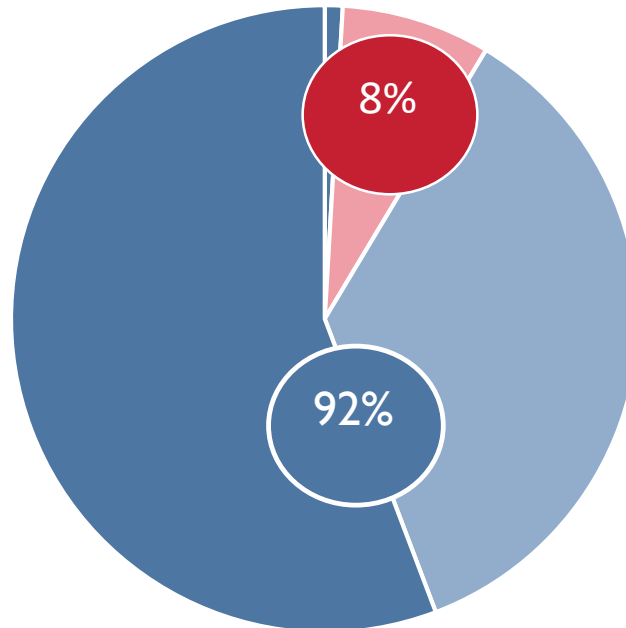
access to healthcare, access to primary care, health insurance coverage, health literacy

Q87-98 How often do you...

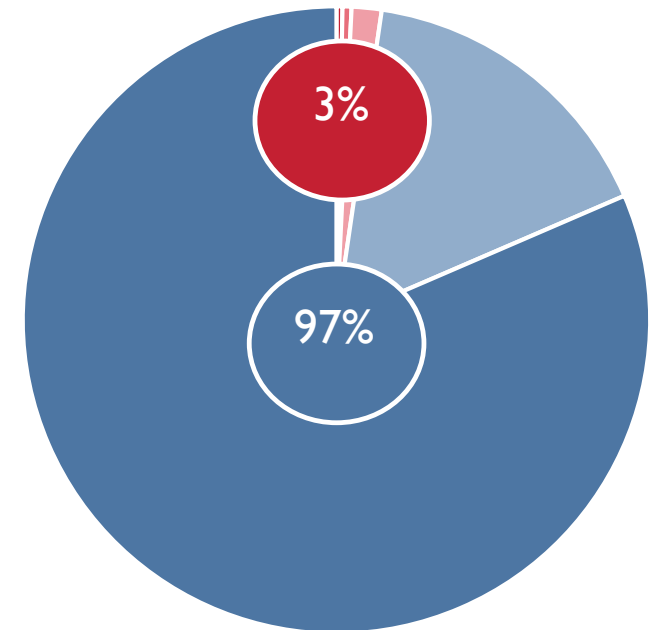
Engage in exercise for at least 30 minutes?



Spend time out doors?



Eat fruits and vegetables?



■ Never (in the past year) ■ 1-2 times (in the past year) ■ 1-2 times per month
■ 1-2 times per week ■ Almost every day

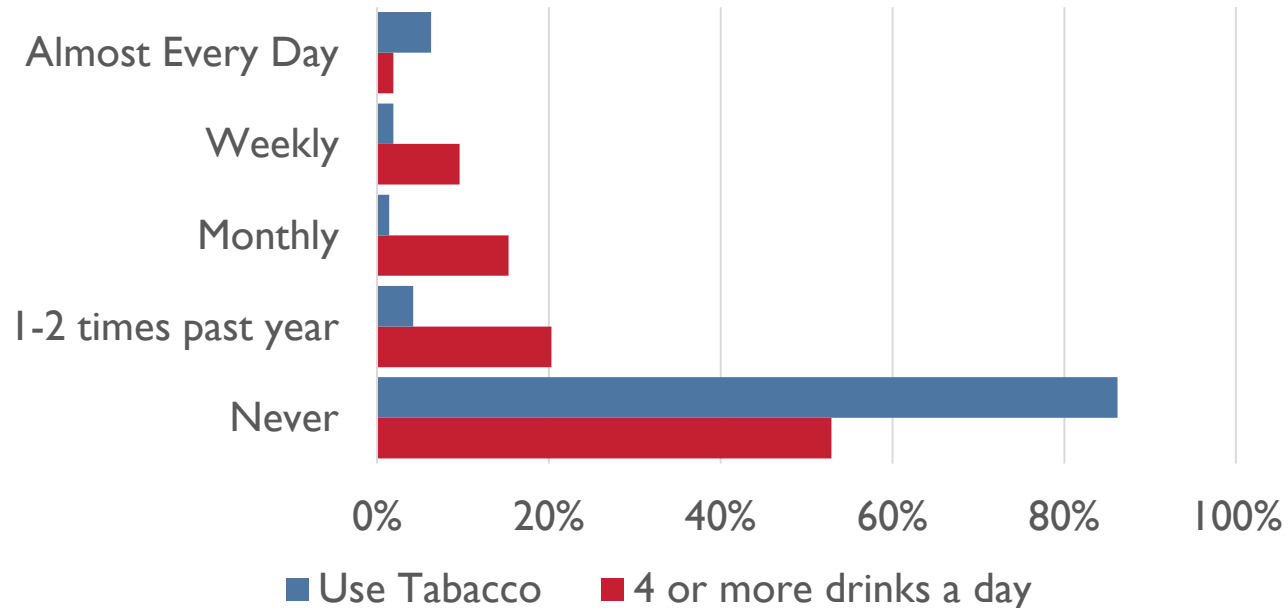
HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q87-98 How often do you...

Alcohol & Tobacco Use



Just over 6% of residents report using tobacco on a daily basis and 86% report never using tobacco products.

Over 25% of residents indicate they drink 4 or more drinks on a daily to monthly basis. Over half never drink that amount in one day.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE

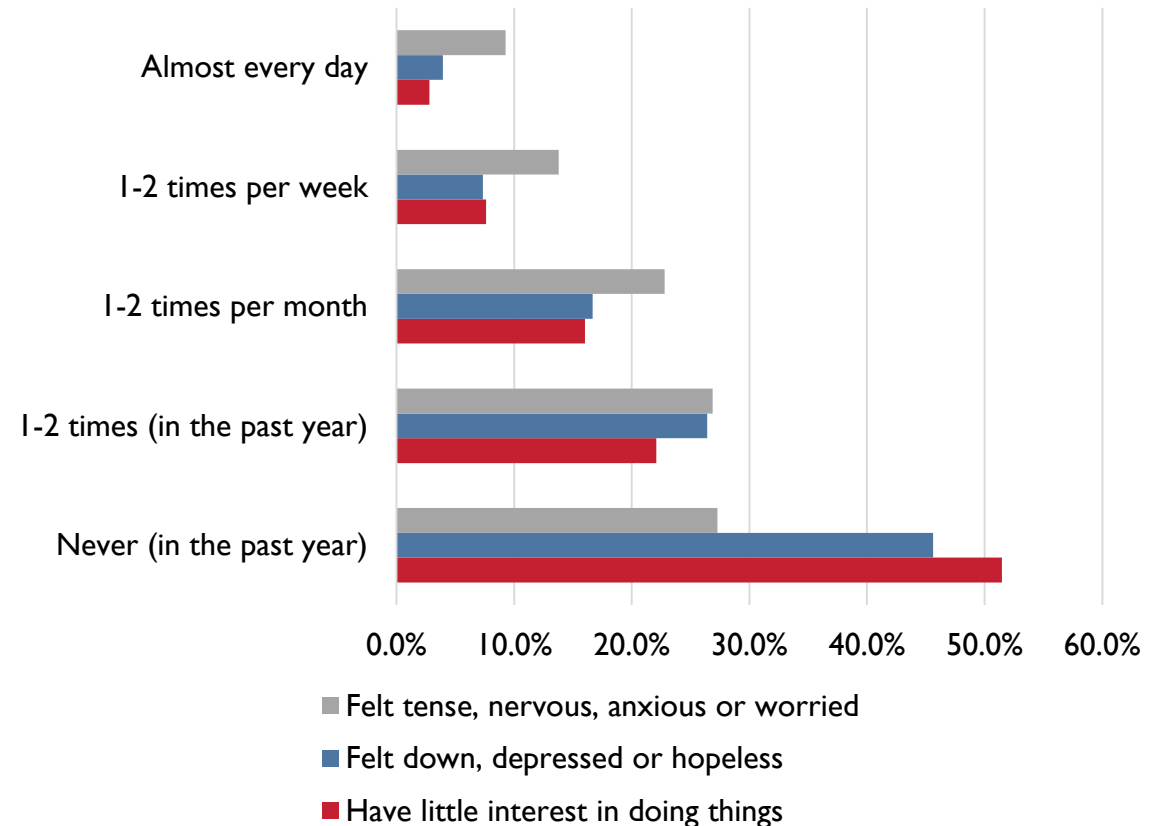


access to healthcare, access to primary care, health insurance coverage, health literacy

Q87-98 How often have you...

Over half of residents report having feelings consistent with anxiety or depression at some point in the last year. About 10% of residents feel tense, nervous, anxious or worried every day.

In the past year, 6% reported they have had thoughts that their family would be better off if they were dead.



HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q99-III Do you always have access to...

92.5%

Health services in
their own language

84%

Affordable
contraception

80%

Family planning
counseling

79.1%

Someone who can
answer health
related questions

92.4%

Written
communication in
preferred language

82.1%

A way to view
medical records
online

80%

Addiction and
recovery services

76%

Mental health and
counseling services

85%

Prenatal care

82%

Testing for sexually
transmitted
infections

80%

Sexual health
information and
counseling

69%

Gender affirming or
hormonal therapies

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q112 In what ways does living in Lakewood make it easy to stay healthy?

Residents feel that Lakewood is a place that you can walk and bike safely. They feel the community as a whole encourages being active, and many feel inspired to do so when they see other residents and neighbors staying active around them. Residents like the accessibility to healthy food options, gyms, the YMCA, and various recreational activities. Close proximity to Metroparks and other green spaces, playgrounds, pools, and other community programs and events provide welcomed opportunities for enjoyment and for community members to get involved. Residents like the wide variety of services & community resources offered, as well as the responsiveness of public safety servants.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q113 In what ways is it difficult to stay healthy while living in Lakewood?

While the variety of restaurants is enjoyed, residents feel it's difficult to make healthy food options, and would like to see more of them offered, and at an affordable cost. They would also like to see more affordable options offered in healthcare, gyms, and indoor recreational options, as well as lowered property taxes. More transportation options are also desired, as residents shared that those without a car have limited options and can also have trouble accessing healthcare. This seems to be part of the reason that many want to bring back Lakewood hospital, and issues with access appear to be particularly true for older adults who often need more services, and have trouble aging in place in Lakewood.

Some are concerned about lead & other safety issues with housing, as well as housing density which can lead to the spread of more COVID infections. Air quality, difficulty walking in snowy weather due to a lack of plowing, and too much noisiness at night were also noted. Safety concerns regarding bike lanes, rising crime, and walking at night were also mentioned.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q114-122 Prior to your 18th birthday, did you experience the following?

Adverse childhood experiences, or ACEs, are potentially traumatic events that occur in childhood (0-17 years).

About 61% of adults surveyed across 25 states reported they had experienced at least one type of ACE before age 18, and nearly 1 in 6 reported they had experienced four or more types of ACEs.

Preventing ACEs could potentially reduce many health conditions. For example, by preventing ACEs, up to 1.9 million heart disease cases and 21 million depression cases could have been potentially avoided.

Source: cdc.gov

The most common adverse childhood events experienced by Lakewood residents include losing a parent, living with someone with substance use issues and living with verbally abusive adults

Prior to your 18 th birthday, did you experience any of the following?	Yes
73. Did you feel that you didn't have enough to eat, had to wear dirty clothes, or had no one to protect or take care of you?	7%
73. Did you lose a parent through divorce, abandonment, death or other reason?	25%
73. Did you live with anyone who was depressed, mentally ill, or attempted suicide?	23%
73. Did you live with anyone who had a problem drinking or using drugs, including prescription drugs?	24.1%
73. Did your parents or adults in your home ever hit, punch, beat or threaten to harm each other?	13.2%
73. Did you live with anyone who went to jail or prison?	6.6%
73. Did a parent or adult in your home ever swear at you, insult you or put you down?	27.6%
73. Did you feel that no one in your family loved you or thought you were special?	8.8%
73. Did you experience unwanted sexual contact (such as fondling or oral/anal/vaginal intercourse/penetration)?	8.1%

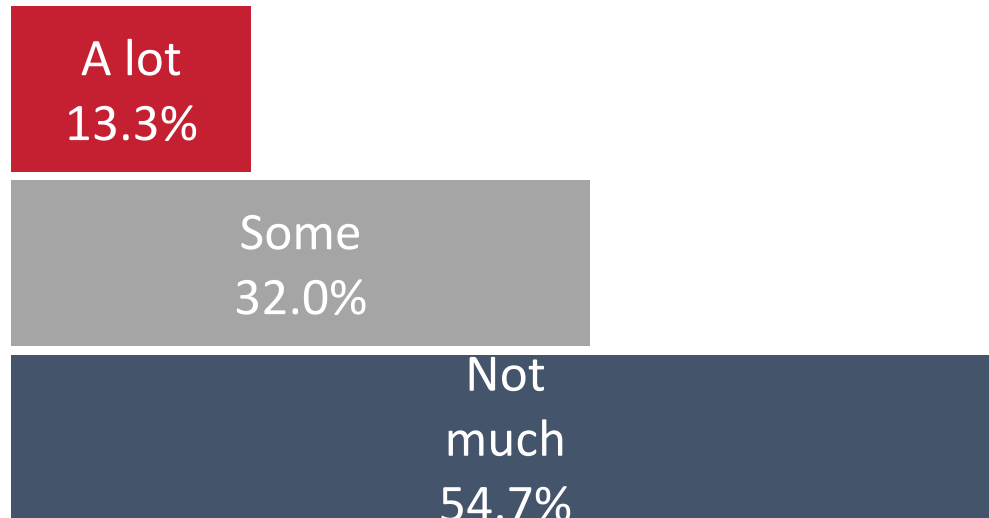
HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q123 Do you believe that these experiences have affected your health? (ACEs scale)

Effect of Adverse Childhood Experiences on
Health



“ACEs can have lasting, negative effects on health, well-being, as well as life opportunities such as education and job potential. These experiences can increase the risks of injury, sexually transmitted infections, maternal and child health problems (including teen pregnancy, pregnancy complications, and fetal death), involvement in sex trafficking, and a wide range of chronic diseases and leading causes of death such as cancer, diabetes, heart disease, and suicide.

ACEs and associated social determinants of health, such as living in under-resourced or racially segregated neighborhoods, frequently moving, and experiencing food insecurity, can cause toxic stress (extended or prolonged stress). Toxic stress from ACEs can negatively affect children’s brain development, immune systems, and stress-response systems. These changes can affect children’s attention, decision-making, and learning.”

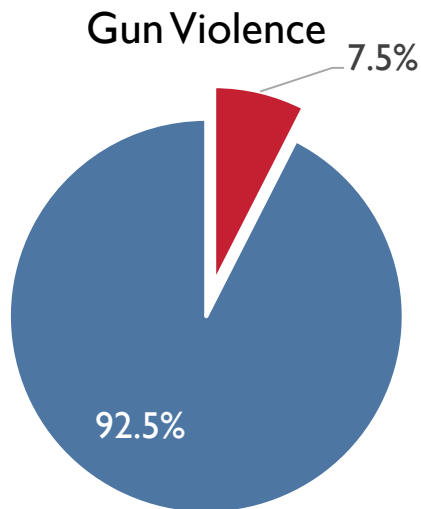
Source: [cdc.gov](https://www.cdc.gov)

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q124 Have you experienced gun violence?

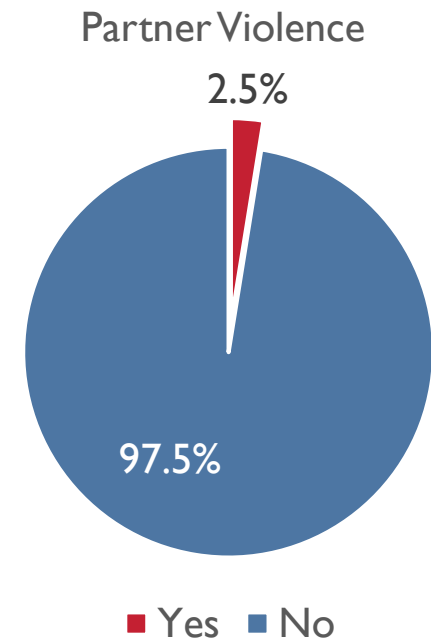


- Yes, I have witnessed or directly experienced gun violence
- No, I have not witnessed or directly experienced gun violence

16.3% of survey takers indicate they **have a gun in the house.**

Of those with guns at home, **27% do not have the guns in a locked storage.**

Q125 Have you experienced partner violence?



- Yes
- No

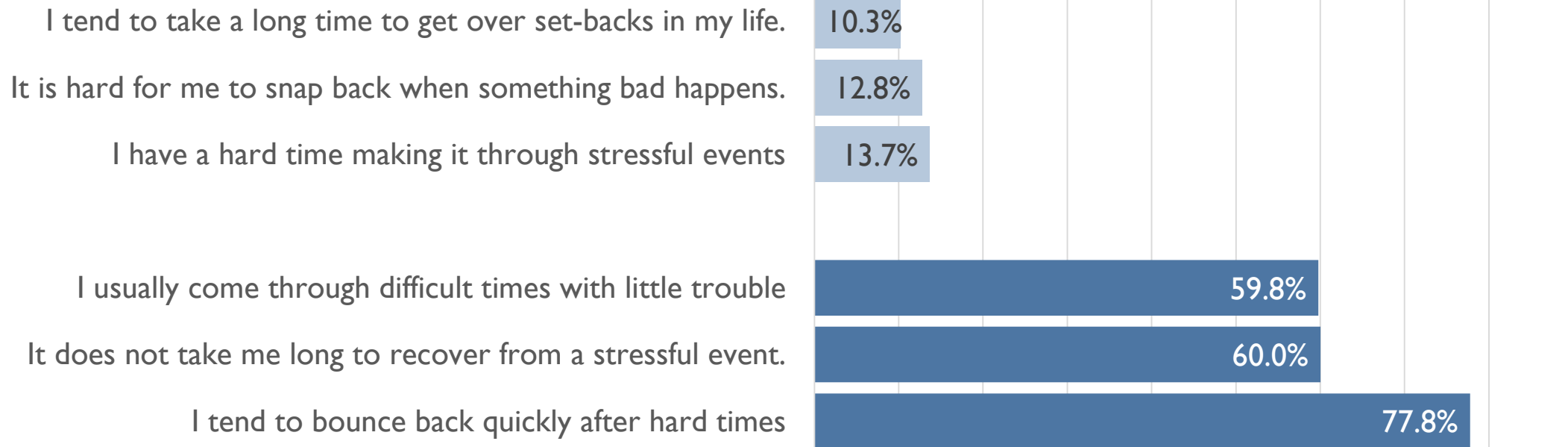
HEALTH CARE ACCESS AND QUALITY – PRIMARY QUANTITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q135-140 Please select the answer that fits best.

Resiliency Scale



HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Q 195

If you or someone you know have sought mental health services for a child, please share your experiences in accessing that care.

Experiences for accessing mental health services for children in Lakewood was mixed. It was common to hear that many providers are not accepting new clients right now, and waitlist are particularly long, driving some to seek services outside of the city. Other barriers to care was the cost/the providers not accepting their insurance. However, others felt fortunate to have been able to access to such helpful services for their children in the city. There was a noted appreciation amongst some for the services that are offered within Lakewood schools, but some noted that the school system was overwhelmed with meeting the needs of the children.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Focus Groups

- Older Adults
 - Health insurance coverage is very difficult to navigate when on Medicare
 - The co-pays and premiums with Medicare are costly, they increase at the same rate as COLA increases to SS, so there is no net gain for older adults
 - It has hard to know who to trust when it comes to health insurance and making a mistake is terrifying
 - Drug costs vary widely – and it is not always clear where the best option for your particular drug will be (i.e. one drug is cheaper at CVS, but your other drug is cheaper at Rite Aid, but only if you also use the Good Rx card – which is easily confused with similar sounding programs that are scams)
 - Some people mentioned pharmacists as trusted health professionals who are both knowledgeable and accessible
 - The closing of Lakewood Hospital impacted health care access – many physicians retired or moved to other communities requiring a switch in medical providers
 - Physicians were generally not seen as helpful in navigating the costs of healthcare – they don't know the resources or are aware of costs of services
 - A trusted source needs to be identified for health insurance assistance – one person shared that her health insurance changed which meant the doctor she had seen for 7 years was “out of network” she did not know and continued to see the provider and was shocked to receive a very large medical bill.
 - Pandemic put a hold on in person health education classes. People rely on word of mouth to learn about community resources – covid restricted that.
 - No central location for getting information out to seniors – suggested possible senior newsletter sent via postal mail.
 - Majority of individuals traveling outside of LW to get their health services.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Focus Groups

- Volunteers for the unhoused
 - Services are too costly, conversation of forgoing healthcare needs and rationing medication to pay other bills
 - Lots of concern about the need to be transported from Lakewood Hospital to another location if health needs are out of the hospital's scope. This is concerning for multiple reasons: how to pay for the transfer; Will someone survive if they have to be transited
 - Lakewood ER stopped doing covid tests for people who can't afford them which is terrible for spread and comfort. If free tests are available volunteers aren't sure where they are being offered
 - Folks of all means are postponing health services because of poor availability of local services, especially when it relates to mental health
 - This is especially true for kids, and even worse for kids who need medication. One person mentioned waiting a year to see a child psychiatrist
 - The worse your insurance, the worse it's going to be to find mental health services. Many places don't even accept Medicaid/Medicare
 - Only one SUD recovery program in Lakewood, but it's not 24/7
 - There is nowhere to send someone in immediate crisis in Lakewood
 - So much focus on Covid, other health needs like diabetes, HIV, LGBTQ needs have gone by the wayside.
 - There is a lot of access to wholistic care and alternative medicines in Lakewood, but only if you can afford it.
 - One member in LGBTQ group also identified liking these services in Lakewood
 - In a perfect world all services would be in one location; getting an ID, nutrition needs, addiction, mental health, instead of being spread all over the place making it hard for people with transit needs

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Focus Groups

- LGBTQ
 - Lots of love for the Pride Clinic which is offered at the LGBTQ center
 - Generally speaking personal experiences had been okay accessing health care. Older participants indicated that things have changed for the better
 - A Few folks had uncomfortable experiences around trans people needing healthcare; one example was a gynecologist being uncomfortable, another example was a transwoman being asked about her periods.
 - Most left Lakewood for healthcare needs.
 - You can just tell if a healthcare office is going to be LGBTQ friendly. For some it was centered on not “making a big deal” about them.
 - Some folks shared stories of working with rude medical professionals before; not being heard; being shamed for weight
 - Acknowledged that being misgendered, misnamed, or poorly treated will cause LGBTQ folks to not seek medical care. Can be very triggering
 - Sensitivity training and cultural competency should be a requirement for all healthcare professionals, there’s just no excuse anymore
 - A lack of this training also pushes LGBTQ members away from entering these fields themselves. Spiraling problem
 - Once you get into specialized healthcare, the likelihood of working with someone who has little LGBTQ community experience is greater
 - Covid was really hard on mental health and created a lot of isolation
 - Appreciated recent move to telehealth and other Zoom connectivity. LGBTQ center was able to get online and running very quickly
 - One person mentioned concern with the LGBTQ community and getting Covid vaccinations
 - Some were appreciative of being able to walk to many health needs. One senior felt especially lucky.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Focus Groups

- Families
 - Confusion around the new hospital, not sure what services are available there. Acknowledged that many people are frustrated about the situation
 - Satisfaction with nearby medical services, but acknowledgement that not everyone has cars to access those services. Others indicated they don't have to leave Lakewood for their healthcare needs
 - Mental health has been significantly terrible for children the past few years. It's a crisis how few providers there are, hard to get an appointment
 - Middle school age hit the hardest
 - Need more proactive reaching out for MH needs in the schools
 - Concern about affording health insurance for their families and children's health needs
- Business
 - Would like to offer employees health insurance but most are part time
 - People coming in more and more over time seeking health benefits products but there's a lot of misinformation, example "green tea won't cure cancer"
 - Some people got violent or vulgar in response to wearing masks, mostly not Lakewood residents but individuals from the outer rings. Employee called un-American for following policy and wearing a mask.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Focus Groups

- Renters
 - Need more mental health resources and options
 - Could cut some of police budget/spend more of city budget on these resources
 - Creating groups to support kids w/emotional social or behavioral issues to help w/socialization
 - Low-income residents need more accessible options that they can afford
 - Has not been a mobile vaccine distribution and that would be helpful
- People of Color
 - No real champions for BIPOC residents on health—providers do not believe them
 - No diversity in those who offer healthcare services
 - City should do a better job of holding Cleveland Clinic accountable—should not have #2 healthcare system and so many inequities
 - Making sure Cove Center is used to help promote health (e.g. screenings, etc.)
 - Healthy Lakewood Foundation –ensure that the dollars truly go to equity and not parks, etc. like they always do
- Persons with Disabilities
 - My only concern is that we don't have an urgent care, just an ER and we don't use Cleveland Clinic anymore – they do not deal with neurodivergent people.
 - My dentist did not have an elevator and, as my disability progressed, I couldn't access my dentist because there was no elevator.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Focus Groups

- Refugees
 - Access much better than when first arrived; didn't know where to go or how to access health care.
 - Access to healthcare is better here compared to the camps.
 - Access to healthcare is good when an interpreter is on the phone.
 - The last 2 years have been very stressful. Before COVID, they could bring someone (family member) to interpret at health care facilities. Due to COVID, no one could go with them. This makes it harder to communicate and stress makes symptoms worse.
 - One of the participants responded that she is often treated like a first-time patient. It is hard to make appointments. There is a lack of or long wait for a follow up.
 - Health care professionals want the patients to leave their offices quickly. They can't talk to anyone about a next appointment, etc.
 - Hard to register online. Don't know what to do with a link. Rather use paper.
 - Language barriers. Most of the participants have doctors, but they don't speak in their language. They need an interpreter all the time. Their children have pediatricians.
 - They've listed a number of doctors who are champions in Lakewood (e.g. Dr. Leiseinger in Lakewood/Rockport, Dr. Baska and Dr. Ram for pediatrics, Dr. Robaski, etc.). They've listed qualities of doctors such as being kind, a good listener, caring etc.
 - Participants would like to see focus groups about women's health and health education.
 - They are wondering what will happen to the empty lot where the hospital was originally located. They are afraid the ER will close again.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Focus Groups

- Lakewood Community Advisory Council
 - Delayed medical services has built up an acute need for critical services
 - Biggest crisis we've seen is staffing—especially among emergency departments, intensive care and surgery. It's a buyers' market for nurses, so many are quitting and moving to other areas, like travel nursing
 - CCF Family Health just doesn't have the personnel, and it's affecting patient care
 - We have to get people healthier earlier
 - All these systems have to be designed to support healthier lifestyles
 - Problem is we never funded and supported prevention. We got to shift how we look at things.
 - We have to figure out how to address all these issues—obesity, lack of access to affordable gyms
 - There use to be a relationship with your primary—that has been affected with appointments being made with which ever provider was available. A lost of continuity and relationship building
 - Access to technology is a concern. While younger people didn't have a problem accessing medical appointments, older adults struggled.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Focus Groups

- Lakewood Community Advisory Council
 - We had, prior to the pandemic, a pent-up need for mental health treatment and resources, and lots of anger
 - Stronger need for behavioral health services
 - Have seen more embrace of mental health discussions,
 - The surgeon general issued a notice stating that our youth are in a mental health crisis and we need to keep that at the forefront so they have a generation with hope
 - The embrace of behavioral health among young people is promising and may help foster future workforce connections
 - CCF should have a commitment to community health and engagement in individual communities
 - CCF can foster medical students' interest in providing community health and outreach—create and strengthen partnerships and current projects
 - Do people understand the family medicine model? How the whole family can build a relationship/connect with a medical provider
 - Early childhood—we talked about schools and students, but being proactive and preventative and relationship building should start at birth
 - CCF definitely should promote/publicize benefits of Family Med/Primary care home

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Key Informant Interviews

- Interviewee field of expertise: Law Enforcement
 - It would be great to allow my officers to work out when they are on duty. It can be difficult to maintain fitness when you're exhausted. We have a lot of compulsory OT because of covid, so lots of officers are working 12-16 hour days. A healthy officer is going to be more alert, do their job better and be an example in the community.
 - Past two years, particularly with covid, there's a lot of stress and anxiety and we've tried to reach out and make sure folks' mental health is addressed. Over the last 30 years, we never really spoke to our EAP and now it's a much more open conversation. We try to promote it.
 - Right now, we have something called SOAR program, which is for ODs in the city. We provide resources and try to connect people to recovery. We have a fast-track ability and it's a good program that tries to get to the root as opposed to just arresting. We would like to see more connections to the schools. We think the FD could engage more and is trying, like what they are doing through their community paramedicine program that does basic health services.
- Interviewee field of expertise: Homelessness
 - Some seniors' insurance don't fully cover diapers and don't have other ways to access items ---centers do not provide those items in abundance
 - Some stores not giving out masks now, so some are not able to afford masks with them not being mandatory

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Key Informant Interviews

- Interviewee area of expertise: Public Safety
 - Developed a new position: neighborhood paramedic. Designed for prevention and access. Trying to find patients in subsets of the city we frequent often.
 - Currently focused on falls with the elderly; hope to expand to mental health, diabetes and expectant mothers
- Interviewee area of expertise: Homelessness
 - Some seniors' insurance don't fully cover diapers and don't have other ways to access items ---centers do not provide those items in abundance
 - Some stores not giving out masks now, so some are not able to afford masks with them not being mandatory

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

Key Informant Interview

Interviewee field of expertise: Patient Advocacy

- Students from non-American households struggling with identity issues. Makes it hard to connect with parents, school community, and themselves.
- Recent partnership with Lakewood Family Medicine after losing nurse practitioner. Partnership is utilized to streamline medical psychiatric needs of students. Dr. Sanyal champion of this initiative.
- Centralization of medical information is necessary. Schools utilize EPIC because of partnership with CCF but other health systems, organizations, community counselors don't have that centralization which makes it harder to follow up with.
- Often must do google searches or rely on word of mouth on available counseling resources, especially for those out of network with CCF. No reliable resource to reference for mental health resources.
- PCPs are not comfortable with treating/managing mental health issues and often must refer out to psychiatry which is often over-booked. Now patients must wait several weeks-months which can lead to hospitalizations or improper care. PCPs should work on expanding their comfort zones.
- Pandemic has seen displaced individuals from other states, children being cared for by grandparents. Often if there is a crisis and the grandparent is caring for the child they can't mobilize themselves to get the child the care they need because of their own health issues and transportation. They don't have access to the circulator anymore.
- Children are going to need a lot of social skill trainings as they emerge from COVID.
- There needs to be additional medical help in counseling clinics to allow patients to get their care in one place without the wait times.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



Key Information Interview

- Interviewee field of expertise: Public Safety
 - If we (EMS) just communicate to the patient, just explain what were doing, and especially *prior to what we do*, folks are way more open to what we have to do. Open communication is key.
 - Covid helped us become more prevention focused.
 - Much like a fire prevention program, we created an EMS prevention, *we don't want to come to you in an emergency, we want to help you before you need to see us.*
 - We are on main street on this intersection (public safety and health).
 - *We're the only line of work where we try to prevent our job from happening.* We're focusing on people's personal health plans.
 - We go to people, but our goal is not to repeatedly go to someone, our goal is to have them “graduate” the program, and get linked up with health care services. SO when we do a follow up, we can hear that they're doing better and getting linked up with health. With elderly folks, for example, we want them to be aging at home.

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



Key Information Interview

Interviewee field of expertise: Environment and Sustainability

- With the hospital closing, no longer have a birthing center
 - Health services used to be very accessible, no longer easily assessable.
 - The inaccessibility affects every resident, but especially our lowest income residents and residents without transportation.
- Mental health services, especially for youth requires travel to surrounding suburbs. High school has counselors but middle school does not
- Post-Covid health disparities became crystal clear; there is now a greater awareness to disparities and understanding of how the impact
 - Starting to improve outreach to communities impacted by disparities, need to continue to communicate to general public about why the should care about health disparities

HEALTH CARE ACCESS AND QUALITY – PRIMARY QUALITATIVE



access to healthcare, access to primary care, health insurance coverage, health literacy

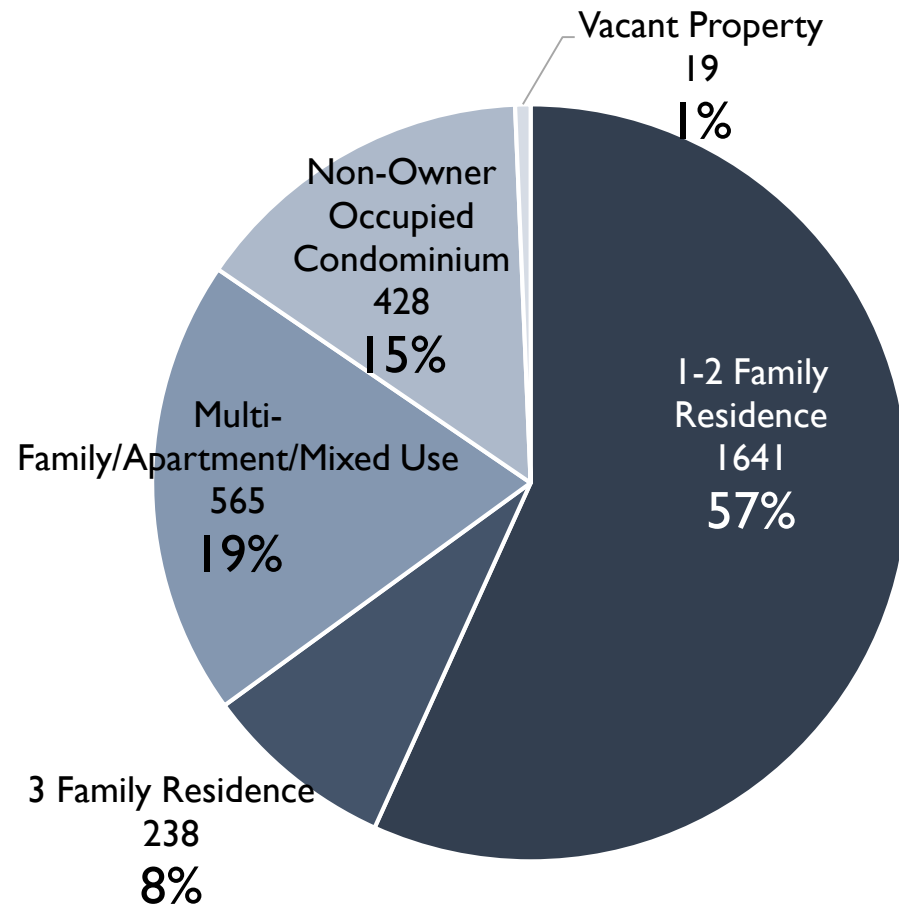
Community Open House United Methodist

- Elderly people were especially isolated during the pandemic, some were stuck in apartments with no car and no resources.
- We have hospital Navigators to get out of the hospitals, but no navigators (caseworkers) to get into the hospitals. No advocates to help them.
- Mental health has become much more a part of the conversation. Especially for older adults and children and teens. We're talking about this openly.
- Understanding that health is not just individual behaviors, but part of a larger context. One person's decisions impact another person's health, such as choosing to not get a covid vaccine.
- COVID made me more sensitive to talking to different people about health. I work in the health space and was working there in the beginning of the pandemic. People are now a little more forthcoming with having these conversations about health.
 - Public health employees experienced a lot of burnout, everywhere. Health departments are posting for jobs that aren't getting filled. This will probably be a long-term effect of the pandemic.
- Drug stores played a big part with Covid, such as testing.
 - Need health insurance for all, financially reasonable for all. Eliminate financial barriers to health.
 - have a health and wellness speaker at the pavilion. Have health fairs. Shouldn't just be one thing, should be a calendar of events.
 - Healthcare today and where it's going, it's going to be remote and based on tech. We need to think more about the tech stuff too. Also aging in home

NEIGHBORHOOD AND BUILT ENVIRONMENT – SECONDARY HOUSING LICENSE ISSUED 9-2021 TO 2-2022



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence



**2891 total
license
issued in
time period.**

NEIGHBORHOOD AND BUILT ENVIRONMENT – SECONDARY CRIME



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Name of Offense	More than 50 Incidents	Number of Incidents
INFORMATION		405
MVA GENERAL		404
THEFT		220
PROPERTY FOUND		187
MVA HIT SKIP		157
OPERATING VEHICLE UNDER THE INFLUENCE OF		132
CRIMINAL DAMAGING OR ENDANGERING		106
MVA SELF REPORTED ACCIDENT		106
PROPERTY IMPOUND		106
TPO RECEIVED		105
DISTURBANCE		102
MVA INJURY		89
WARRANT OTHER PD		87
THEFT - SHOPLIFTING		81
CIT		77
DISORDERLY CONDUCT INTOXICATED		74
DEAD ON ARRIVAL		72
ASSAULT		65
DOMESTIC VIOLENCE		62
DAMAGE TO PROPERTY		57
ISSUED IN ERROR		56
THEFT_GTMV		53
MISSING PERSON		51

Name of Offense	26-50 Incidents	Number of Incidents
POSSESSION OF DRUGS		50
DOMESTIC VIOLENCE - SIMPLE ASSAULT		45
BREAKING AND ENTERING		44
CRIMINAL TRESPASS		42
THEFT - ALL OTHER LARCENY		40
THEFT - FROM MOTOR VEHICLE		39
FAILURE TO COMPLY WITH ORDER OR SIGNAL OF		34
ASSIST OTHER AGENCY		33
BURGLARY		33
TRAFFICKING IN DRUGS		31
PROPERTY LOST		29
ANIMAL BITES ; REPORTS AND QUARANTINE		27
DISORDERLY CONDUCT		27
AGGRAVATED MENACING		26
INJURY TO PERSON-CITY PROPERTY		26

Name of Offense	10-25 Incidents	Number of Incidents
AGGRAVATED ROBBERY		25
SUSPICION		25
DOGS AND OTHER ANIMAL RUNNING AT LARGE		24
PROBATE WARRANT RECEIVED		20
VIOLATE PROTECTION ORDER OR CONSENT AGR		18
PRIVATE PROPERTY MOTOR VEHICLE CRASH		17
POSSESSING DRUG ABUSE INSTRUMENTS		16
NO CONTACT ORDER		15
RECEIVING STOLEN PROPERTY		15
ANIMAL COMPLAINT		14
LIQUOR ESTABLISHMENT		14
INVESTIGATION/CHECK		13
IDENTITY FRAUD		13
OBSTRUCTING OFFICIAL BUSINESS		13
SUICIDE ATTEMPT		13
FALSIFICATION		12
IMPROPERLY HANDLING FIREARMS IN A MOTOR V		12
MENACING		12
THEFT - OF VEHICLE PARTS OR ACCESSORIES		12
USE OR POSSESSION OF PARAPHERNALIA		11
ROBBERY		10
THEFT - OF MOTOR VEHICLE PART OR ACCESSOR		10

2021 Police Incident Reports

NEIGHBORHOOD AND BUILT ENVIRONMENT - SECONDARY



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Commuting to work

77%
drive alone



8% work
from home



7%
carpool



3% use
public transit



2.5%
walked

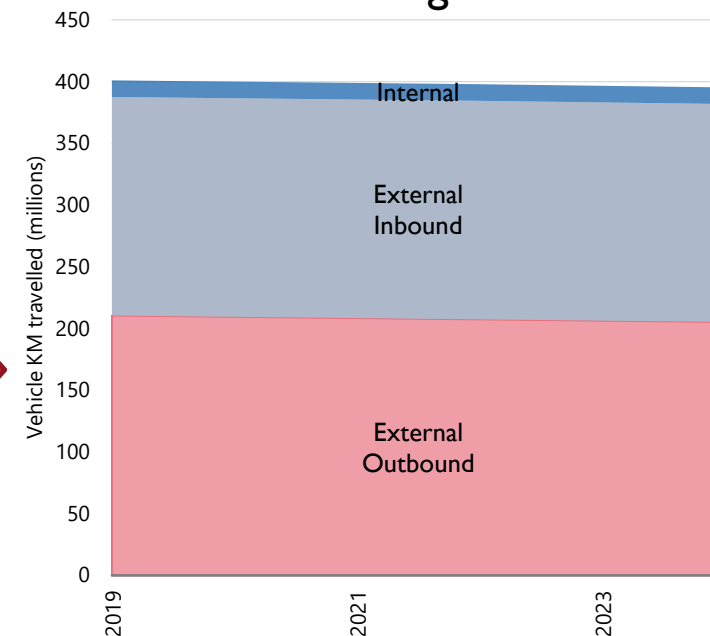


2% used
other means

13.8%
of
household
s without
a vehicle
([healhtyne
o.org](http://healhtyne.org))

24
minutes is
the mean
travel time
to work

Lakewood Emissions Dashboard Fixed Personal Use Distance Baseline Year-Target Year

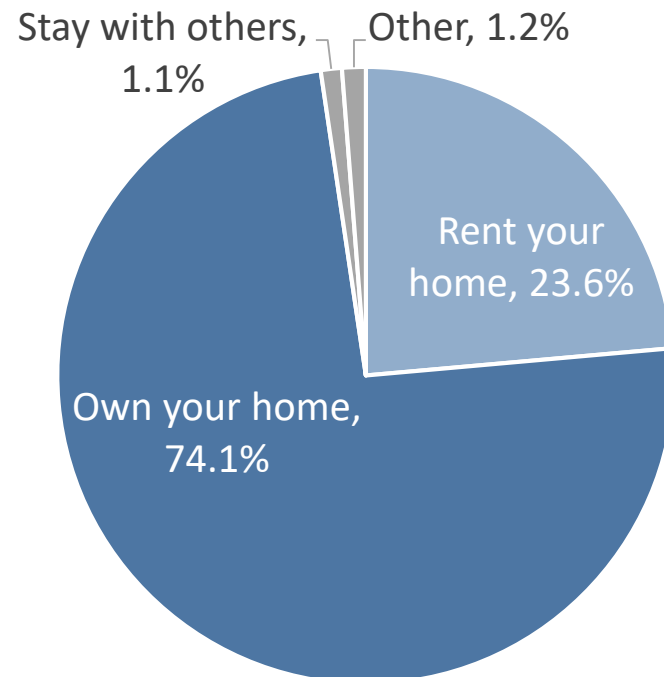


NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUANTITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Q1 Do you currently:



Three quarters of survey respondents are homeowners and just under a quarter rent their homes.

About 2% stay with others have another living arrangement.

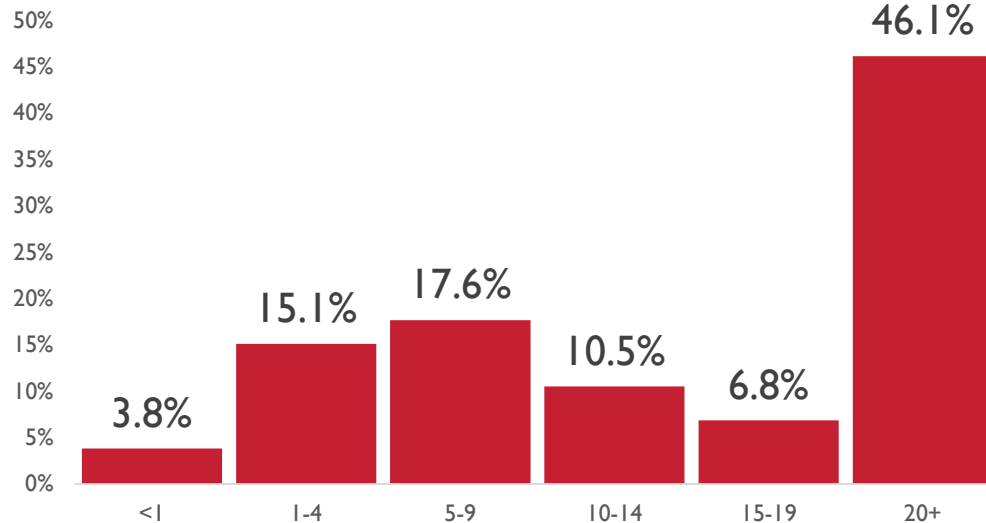
NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUANTITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Q2 How many years have you lived...

How many years have you lived in
Lakewood?

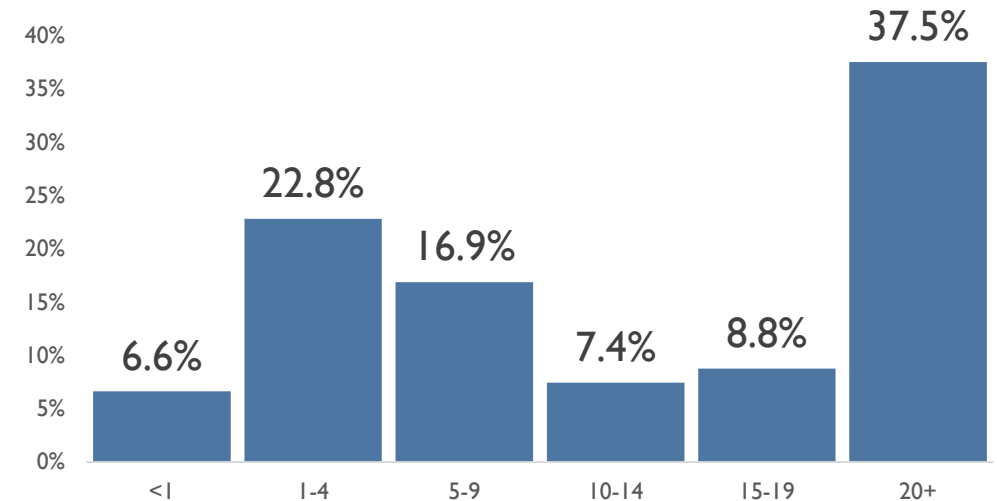


More than 80%
of survey takers
have lived in
Lakewood for at
least 5 years.

Just over 70%
have lived in
their current
home for more
than 5 years.

2.5% are
concerned about
the stability of
their housing
situation

How many years have you lived in your
current home?



NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUANTITATIVE



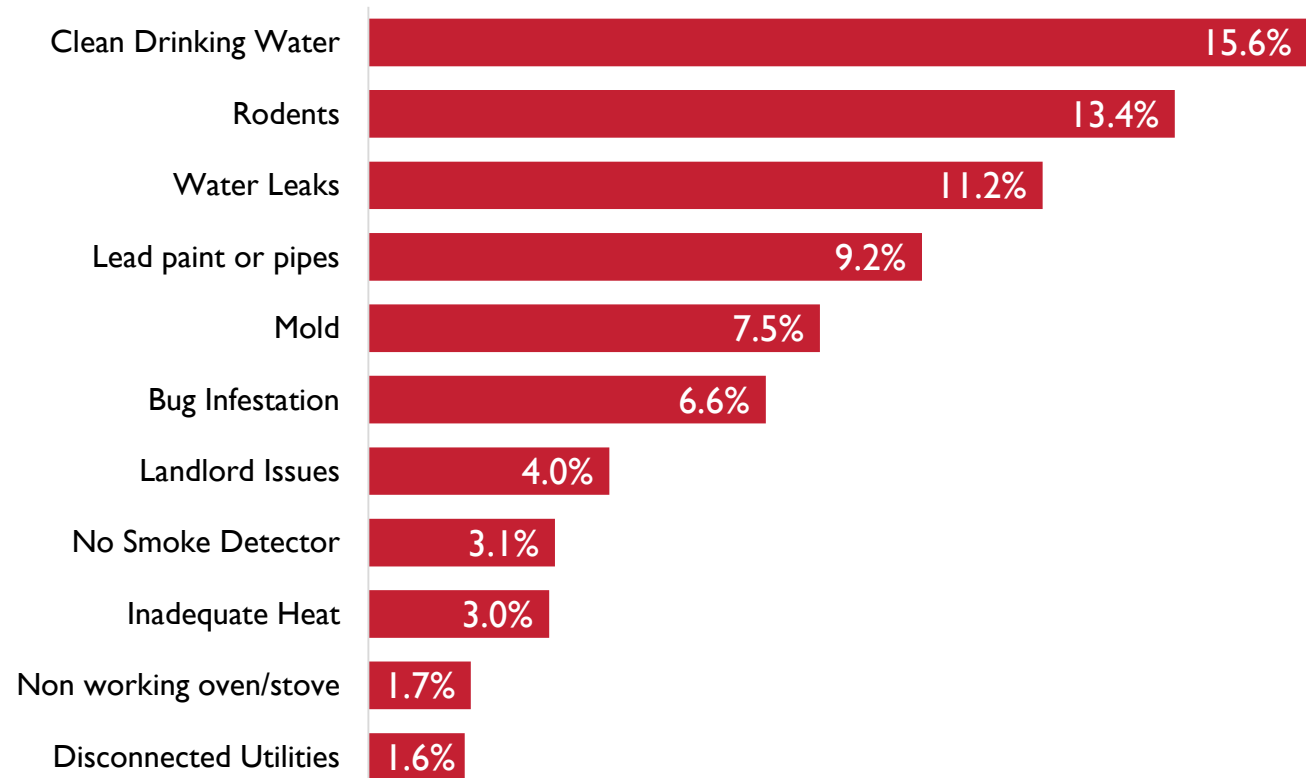
housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Q6-16 Think about the place you live. Do you have problems with any of the following?

The most common housing condition concerns are related to drinking water, rodents and water leaks.

Very few reported issues with disconnected utilities, non-working oven/stove and inadequate heat.

Do you have problems with the following in the place you live?



NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUANTITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Q18 Why did you choose to move to Lakewood and/or why have you chosen to stay?

Location and access top the list of why people chose to move to Lakewood or have stayed. Residents enjoy the access and proximity to downtown, the lake, and parks; it's "close to everything" and offer the ability to walk and bike places. Schools were the next top reason people chose/choose Lakewood. A huge part of this answer lies in the category of people. Lakewood residents appreciate the diversity ("more than other west side suburbs," so a selective subset), progressive and welcoming feel, and generally enjoy their family, neighbors, and community. Many residents mentioned that they were born and raised in Lakewood. Safety and once-affordable housing round out the reasons people chose to move to or choose to stay in Lakewood.

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUANTITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Q19-32 Think about your neighborhood. Do you have the following?

76.1%

Neighbors you
know and trust

85.7%

Safe sidewalks

93.1%

Grassy areas
available for public
use

94.9%

A place to get
healthy foods

45.2%

A block club or
neighborhood group

85.4%

Safe pedestrian
crossings

91.6%

Trees

81%

An affordable place
to exercise

85.6%

A general feeling of
safety

94.3%

Street lights

89.4%

Clean Air

84.9%

Trustworthy public
safety forces

93.2%

Access to public
transportation

93.5%

Playgrounds

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Q33 What are the best things about where you live?

Many of the best things about Lakewood echo what residents named as reasons to move there or stay. Walkability tops the list, and location in general follows. Residents enjoy access to everything: lake, city, parks. People named safety higher on the best list than reasons listed to move to Lakewood, and schools dropped down the ‘best things’ list compared to where it ranked on the choice question. Residents enjoy that Lakewood is quiet generally (except I-90) and that residential streets are peaceful with diverse housing stock. People are still a highly regarded part of Lakewood residents enjoying the community: diversity, neighbors, friends, family, friendly people.

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUANTITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Q34 What are the things you would like to change about where you live?

In respect to housing, residents have mixed feelings about rental properties. Many want rental properties to be maintained so that they are not neighborhood eye sores. This includes having more trees on tree lawns, citing properties for unkempt yards. Residents want to see the landlords of these properties to be active, present, and reliable. On the contrary, residents don't want more rental properties and encourage the city to create legislation that minimizes large corporations from flipping houses and creating rental properties from them. Many residents would like to have affordable housing options, and some would like to see affordable senior housing. Unequivocally, rising taxes and housing prices are an issue many residents raised.

Relating to transportation and pedestrian accessibility almost all respondents mentioned the speeding problem in their neighborhoods. Car traffic use residential streets to cut through the city. School neighborhoods see speeding issues during school times/days, even with cross guards, cars are not respecting the speed limit or stop signs (rolling stops). Many residents feel that speed bumps are necessary in certain neighborhoods to deter speeding. Residents also felt the need for access to certain areas of Lakewood. Many expressed interests in bike or walk paths to parks, downtown (both LW and CLE), beach. Protected bike lanes, such as distinct border between car traffic and bike traffic. A lot of residents feel the need to have a community transit service (circulator, free trolley) to key neighborhood spots. Or to have increased RTA bus routes and times. Lastly, parking was another issue mentioned by the majority of residents. Residents expressed concern over lack of parking available for business patrons, who therefore rely on residential streets for parking. Sometimes individuals block people's driveways. Residents suggested to have city mark distinct paint lines that mark driveways and parking spots. Residents also felt that the increased number of renters impacted parking availability. Residents also feel strongly over free parking available in areas around downtown LW so that business patrons can utilize those spots instead of street parking.

Community engagement is evident in resident responses. Many individuals feel that there needs to be increased yearlong recreation programming for both youth and adults. Community classes, gardening plots, green space utilization, fitness programs are all concerns to the residents. Individuals feel that they don't have access to a recreation/community center that can be a centralized hub for these services and be able to access them for free or reduced cost. Individuals also feel that creating a diverse community is important. They would like for active efforts for retention of BIPOC individuals in their communities. Residents expressed the need for programming that welcomes individuals to Lakewood and be a support system for new families/individuals.

Safety is a concern for residents. Many believe that increased policing of neighborhoods is needed to enforce parking rules and speed limits. Residents feel that crime is on the rise including property theft and armed robberies. Therefore, they expressed the need for increased street lighting and police presence. Some respondents believed that the Days Inn and Travel Lodge properties are an eye sore and invite crime leading them to feel unsafe walking in those neighborhoods.

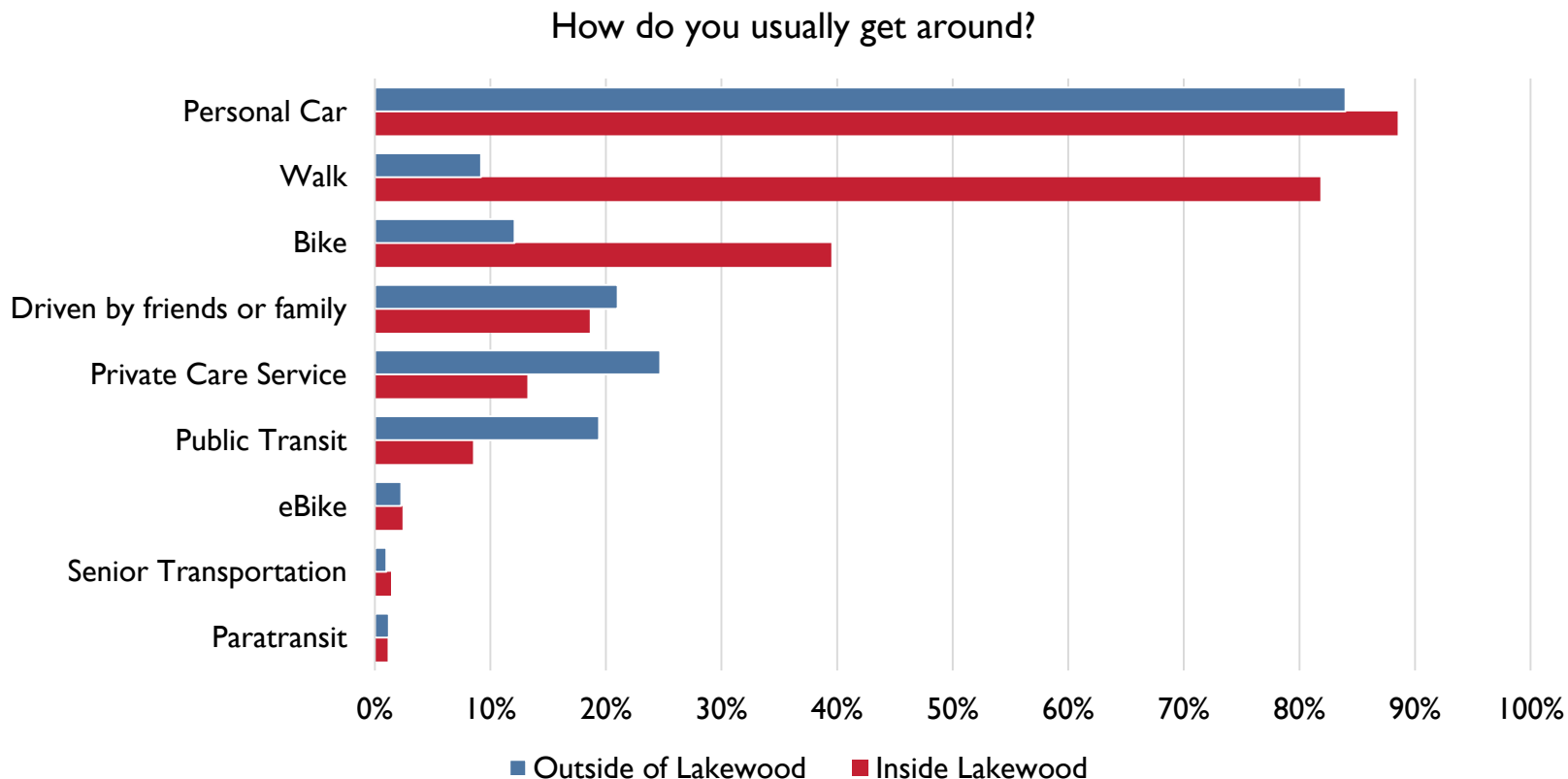
Other responses for this question included having support of small local businesses to remain in the community. People feel that there is inadequate availability of grocery stores within Lakewood, many expressed only 2 available: Marcs and Giant Eagle. People want to see trees and greenery.

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUANTITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Q35-44 How do you usually get around?



- Personal cars are the most often used type of transportation when traveling both in and outside of Lakewood
- Over 80% of residents walk and 40% bike when traveling within Lakewood
- Using public transportation and private car services are more common among residents when traveling outside of the city than within the city
- 1.4% of people missed medical appointments and 8% could not get what they need due to lack of transportation
- Just 3% have trouble affording public transportation and 90% live close to public transit.

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Focus Groups

- Youth
 - Youth enjoy riding bikes around Lakewood, but they do not feel safe in the bike lanes. They all prefer to use the sidewalks.
- Older Adults
 - Universal agreement that the circulator is missed, they would like to see a replacement
 - Driving becomes less comfortable as you age
 - It feels like other drivers are more aggressive when they notice an older adult driving near them
 - The reduction of public transportation in Lakewood has been a loss to the community
 - STC will not transport “east of West 25th” this discludes the CCF main campus, but includes Metro
- Families
 - Love the parks and greenspaces in Lakewood. Lake access is amazing
 - Love the neighborhoods, friendly neighbors and kids around to play with

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Focus Groups

■ Business

- ADA compliance is hard with old buildings and we work hard to make accommodations and try to have HEPA filters during business hours and would want support to help with both.
 - Parking is a big issue because suburban shoppers expect parking but we would like to see more bike and pedestrian infrastructure and better transit to help Lakewood residents shop.
 - We need more sidewalk snow removal in the winter so people are as car reliant.
- People who already know about healthy food choose it, but if there was a backing/promo could increase healthier eating among masses.
- Businesses could partner to help educate people on healthy eating and lifestyles.

■ Persons with Disabilities

- The cutouts on the sidewalk are very difficult, there are few ADA compliant ramps to businesses and, during the winter, I cannot shovel our drive and the city plows us in and we get stuck at home.
- A lot of our bars are older and we have a lot of bars. Even if we could get in, they don't have lowered sections. It would be great if the city had a secondary review beyond code to ensure there is ADA compliance. The building dept says it's the architect, the architect says it's the building owner, the building owner says it's the building department. - we need something to ensure accessibility.
- Crosswalks are not accessible for the blind. Specifically Warren and Detroit is dangerous. Warren and Franklin is also dangerous for visually impaired.
- Transportation is a huge issue. I am disabled and cannot walk anywhere. I need to get rides from people and taking Uber is not an option because I am not able to see driver and do not feel safe.
- The circulator bus needs to be brought back. Many people cannot get to the Clifton location where services are located and there isn't a bus easily available.
- People are getting priced out of their homes and something needs to be done to make more accessible housing for the disabled.
- There is no focus on disabled individuals are not seniors. I will have to leave without additional supports.

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Focus Groups

- Refugees
 - Very walkable distance to everything
 - Feels safe; police are quick
 - One individual walks in home a lot. She is scared to walk in Lakewood, so she've stopped walking around the city.
 - Increased Asian hate makes it uncomfortable to walk in Lakewood. Everyone had at least one experience with Asian hate. One of the participants described how seasonal workers would ask her if she was Chinese. When she said no, they told her "Glad you are not Chinese." The pandemic is related to Asian hate.
 - Participants would like to see parks with outdoor equipment and a focus group on nutrition. Free, accessible things to do besides walking.
 - Back home, everyone had plants and knew what was in the soil. In Lakewood, they shop at a market and take whatever they have. They don't know what soil it was grown in. They know that organic equates to expensive.
 - Stores don't know the difference between "Asian foods" –Burmese, Chinese, Japanese, etc.—and don't understand what they're asking for. Most stores cater to Chinese or Japanese customers.
 - Food distribution doesn't explain how to use the food they provide them. There should be recipes in the boxes of food they give .
 - There's a disconnect to what they are used to eat/cook vs. what is available in stores. They are afraid to ask questions in stores.
 - Participants have a hard time understanding American "healthy food": e.g. one of them stated that she doesn't know what to do with lettuce. She doesn't know how to make salads and is afraid to ask.
 - It's challenging to connect parents and children with regard to nutrition.
 - Need nutrition education. E.g. What are calories and how do you count them? How much rice is good for the current lifestyle? What is a portion? How does it affect energy?

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Focus Group

- **Volunteers for the Unhoused**
 - Transit is very difficult if you have a medical emergency
 - Lakewood Traffic has gotten much worse, people are driving much more stressed out
 - Busses only run once an hour on weekends, and not 24/7. What can you do if you have a medical emergency and rely on public transit?
- **LGBTQ**
 - Some frustration with poor quality streets (potholes) and lack of parking
- **Families**
 - Bikeable and walkable which is great
 - Used to be a program to transport older adults to grocery stores, don't think it exists anymore which is alarming.
 - Frustration with the dangers of crossing certain intersections (Clifton, Detroit, Madison). Too busy.
 - Poor visibility turning onto some major streets
 - Traffic and speeding is a problem for safety
 - Snow and walkability is a huge problem in the winter. Yes, it is a walkable city, but not when the sidewalks have now piles obstructing them

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Focus Groups

- Volunteers for the Unhoused
 - Dietary needs for the unhoused is very difficult. Food pantries may only offer things that must be cooked which isn't helpful to an unhoused person, and other things that are offered can lead to obesity; it's just too easy to only offer carbs.
 - Frustrations will all new development being for luxury homes and coming with tax abatements
 - All subsidized housing is on Lake and Madison, but it's still very rare to find it. Most people are sent out of Lakewood. Never enough affordable housing here. Section 8 vouchers are usually direct people out of the city.
 - No public bathrooms, which is a huge issue
 - Covid has been a major hit to the sense of community fostered by the church. No more or far fewer community meals. Definitely lost community participation here.
- Families
 - Two new residents to Lakewood felt housing was very affordable
 - Current residents felt that housing affordability was rapidly diminishing, especially as rent is increasing
- Renters
 - Lead and mold in house that landlord does not fix leads to health issues
 - Need a food bank on the eastern end of Lakewood
 - Pretty walkable and able to use transportation when can't drive/convenience of reaching stores
 - Low income residents do not always have transportation

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Focus Groups

- **POC**
 - Landlords do not fix repairs as they should in some apartments
 - Some senior folks in the Westerly apartment can't help themselves, and a social worker in the building does not assist when folks make complaints
 - Stress b/c of the other tenants in the building –being targeted by others and management not looking into incidences of theft or threats
 - Police prejudiced in addressing issues and not being willing to put in effort w/complaints
 - Many families dump their elderly parents into lower income housing and they become like a nursing home w/folks who have various mental health issues –this impacts other tenants' mental states who are around it all the time with no one fixing it or helping their peers

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Key Informant Interview

- Interviewee Field of Expertise: Transit
 - Lakewood has a robust transit system through the main arteries going west to east.
 - Clifton has a higher quality bus system
 - It is not easy to get around Lakewood. (Implication that it is easier to get from Lakewood to Cleveland than Lakewood to Lakewood)
 - Interested in an intermediate solution to fill the hole of the community circulator. Need help to recognize where the demand is high.
 - Organization is becoming more interested in social and public good
 - Young people do not want to use the public transportation
 - 50% of missed medical appointments are from transit. We want to ramp up to meet the needs.
 - The third most common use of transit is appointments, most are medical.
 - Riding patterns have changed with COVID (decline in use). Unsure of what the baseline will be.
 - Provide a circulator just for medical appointments
 - Serve everyone over 55yo
 - "we are stakeholders in every community"
 - Experimenting with one program to reduce infant mortality. We are identifying bus stops near the women's health clinic and other clinics with prenatal care. Reassuring that these bus stops are covered, lit and safe. Providing free transit passes through prenatal care, the first year of life and for the rest of the family.
 - Have their vax bus
 - There is a clear interest in community involvement from the GCRTA and a clear understanding of SDOH

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Key Informant Interview

- Interviewee Expertise: Housing
- Low to moderate income residents tend to have substandard housing. Common issues: water leaks, improper insulation, roof leaks
 - Large focus on lead safety. LW program that allows funding for paint updates of exterior homes.
 - During pandemic saw a lot of hoarding issues and the organization has now tackled connecting mental health services or social work with clients they come across with.
 - Often individuals don't know that their living conditions are poor because they are so used to it.
 - A lot of services are being offered at a lesser quality because of staffing issues. Yet, prices are higher for services.
 - Strong relationship with human services in order to connect individuals who need to be displaced from their home.
 - Goal is to have seniors age in place but there are several issues: LW homes often two-story so more dollars are needed to make them safe, LW homes are big homes that require big ticket items to be fixed.
 - Big companies coming in to "flip houses" and not really investing in the community.
 - Affordability is a large issue, both rental and home prices. Seniors often don't know how to utilize their home as collateral or how to preserve their wealth to pass it on to their children.
 - LW needs a housing taskforce to address creative solutions to the affordability problem. Is there a comprehensive housing plan? Is new real estate being allocated fairly to seniors and affordable housing?

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Key Informant Interview

- *Interviewee Field of Expertise: Food and Housing*
 - The housing conditions of the key informant's clients are poor (mold and lead are present). All her clients are renters.
 - The key informant's organization receive county funding from the Hunger Network of Greater Cleveland in which they can only spend funds in the Greater Cleveland Foodbank. Sometimes the sodium content they've noticed from the foodbank is bad. So they sort which foods are healthy.
 - Her organization started a food delivery service for their clients due to the pandemic. This service especially helps the clients who have mental health conditions and disabilities.
 - Most of her clients live in ward four (Birdtown).
 - If they have more resources, the key informant would like to her organization to offer more food, fresh fruits and vegetables for their clients. She also wants to make sure homes are safer to live in without mold and lead.
 - Lakewood lost 225 low-income rental units during the pandemic because developers were buying and taking over lands.
 - It's difficult to find rental homes for Lakewood residents.
 - A client's rental home rent increased by \$1000 because ownership changed.
 - Anyone who have families, especially single mothers with children, are impacted the most from the rising housing costs in Lakewood. They cope by being creative and careful with their money; spending on rent first, followed by necessities. They don't spend their money on recreational activities due to their budgets. Thus, free services are important.
 - Former Lakewood residents are moving to Cleveland and young professionals (from out of town) are moving into Lakewood.
 - One of the biggest challenges for her food clients is using transportation to get food. Many Lakewood residents don't drive.
 - Another challenge facing Lakewood residents is that they walk to the dollar stores to shop for food. Dollar stores usually don't sell fresh food.
 - Access to healthy food is a bigger issue for her clients than access to food. In addition, access to affordable food is more important than getting access to the physical location to receive food.

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



housing, access to transportation, availability of health foods, air & water quality, neighborhood crime & violence

Key Informant Interview

- Interviewee area of expertise: Public Safety
 - Public safety is perceived highly for the most part, with the exception of a small few. Especially fire and police.
 - This is encouraging because it motivates you to keep helping people. It's a good perception. We go above and beyond as much as possible. Sometimes people get upset with us, like when we take them to a hospital, but we are almost always able to explain our actions.
 - We sometimes get treats at the station, people thanking us. People wave to us when were out in the community which is nice

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



Key Informant Interview

- Interviewee area of expertise: Environment and Sustainability
 - In Lakewood, during COVID resident came to understand how important some of our amenities are, the parks were packed, never seen the neighborhood so busy out and about walking. There is now a greater sense of the value of those things.
 - There is a need to address climate in a way that has value and economically beneficial to every resident
 - More work on renewable energy. Get residents signed up and moving their households to clean energy
 - We will need subsidy programs so it's equitable renewable energy.
 - Need to increase education on clean energy so residents know how to get involved
 - Lakewood should be advocating for free transit or at least subsidized transit
 - Create safer and more bike lanes.
 - A lot of assets already that we can build on
 - We sit on the largest body of fresh water. Won't have the same challenges when it comes to water
 - Community density is good
 - Carbon footprint is already lower
 - Thing I'm most interested in is how to provide greater opportunities to get people out of cars
 - Activity is good for health.

NEIGHBORHOOD AND BUILT ENVIRONMENT – PRIMARY QUALITATIVE



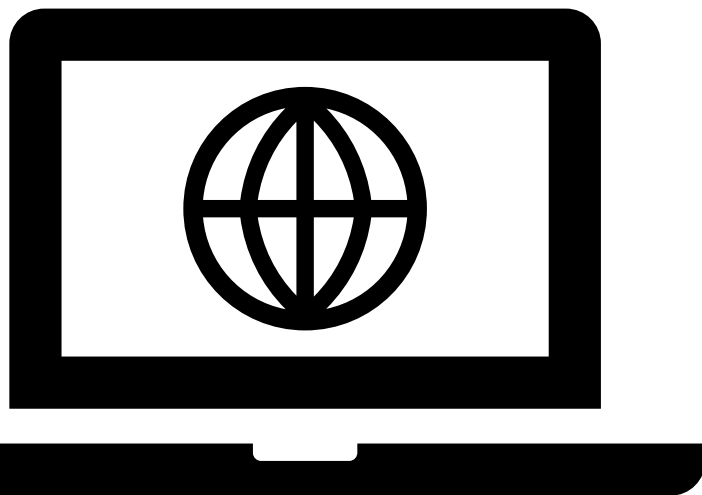
Community Open House United Methodist Church

- Housing; House prices have risen a lot, booming. Lots of problems with housing.
- From a person who works at Legal aid; got a lot of calls from Lakewood during the pandemic related to housing issues. Conditions issues in older homes as well. Eviction troubles when a landlord won't make a repair, they just kick a person out.
- Also harder to find well paying jobs, which is a problem for rising housing costs
- Need a way to get to a housing problem before the problem happens, like evictions.
- Lead paint in Lakewood, policy? Something to improve the situation here. No ordinance here. No real lead screening.
- Someone who had a rental property said they didn't have to remediate the lead

SOCIAL AND COMMUNITY CONTEXT - SECONDARY



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

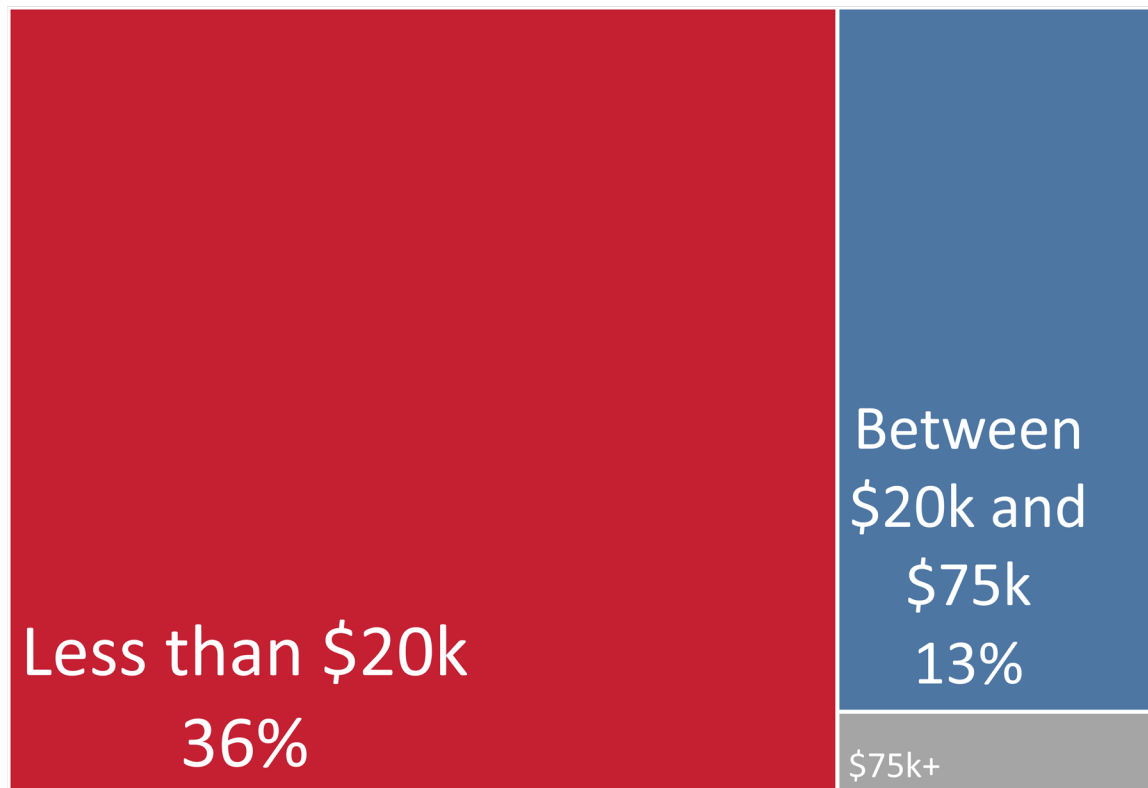


87.8% of residents
have an internet
subscription

93.5% of residents
have one or more
computing device

7.4% of residents
have only a
smartphone as their
computing device

Residents **Without Internet** by Income



SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUANTITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Q17 Do you have access to reliable internet services?

98.2% of residents have access to reliable internet

87.3% have reliable internet within their home

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUANTITATIVE



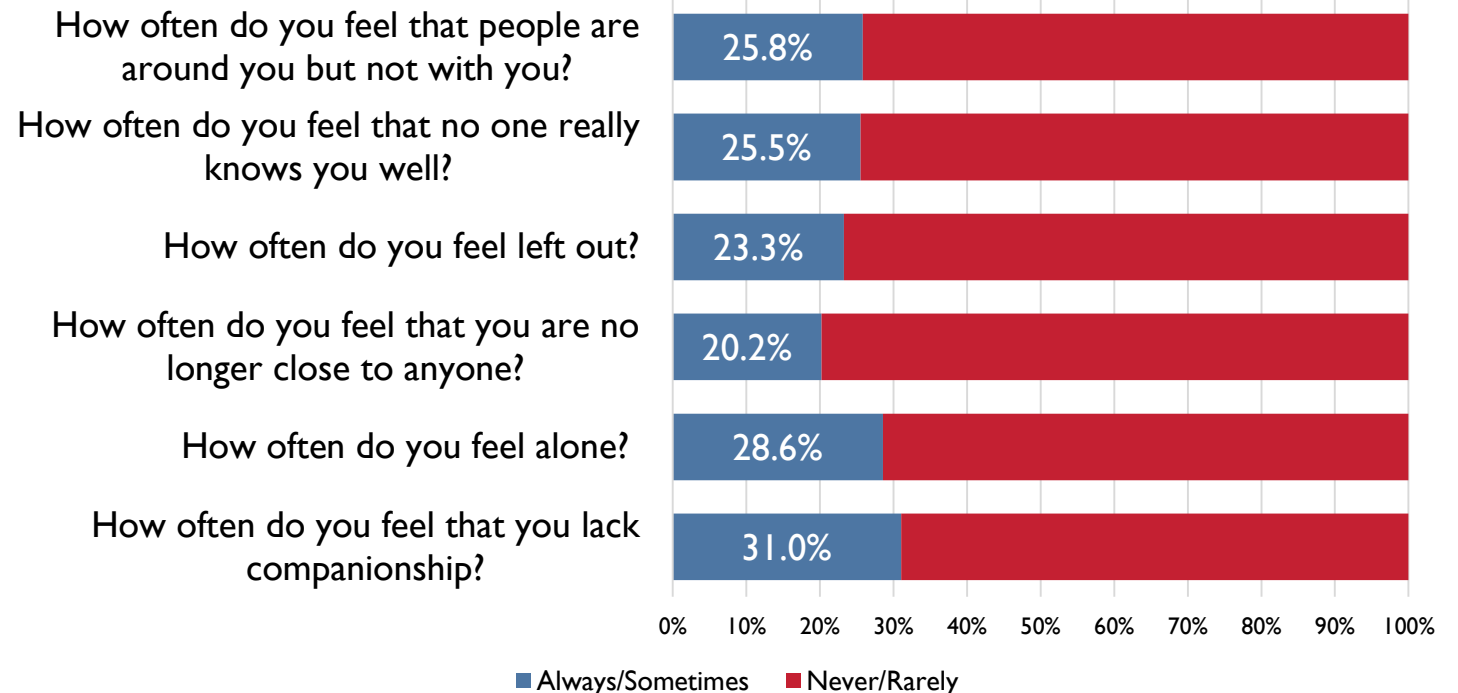
cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

How often do you feel...

Between 20-30% of residents indicated always or sometimes having feeling associated with social isolation and loneliness.

Lacking companionship was the most selected indicator of social isolation and loneliness.

Social Isolation & Loneliness

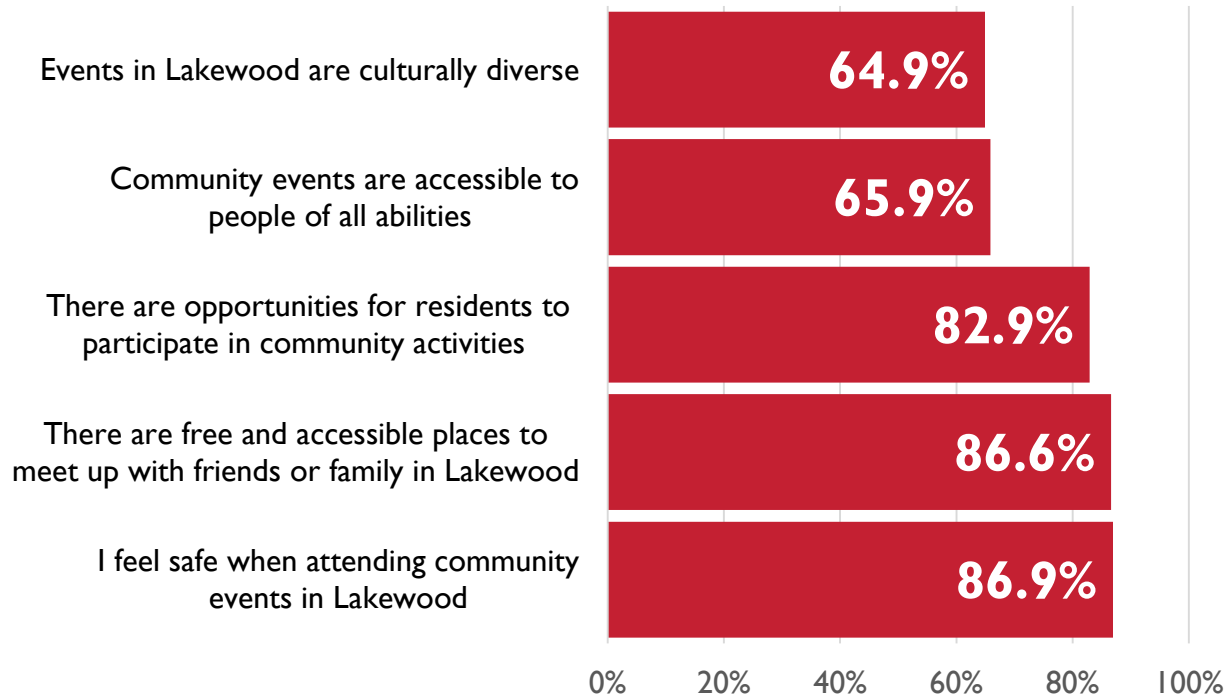


SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUANTITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Do you agree with the following statements?



57% have a place to worship within Lakewood

55% know how to get connected to volunteer opportunities in Lakewood

53% trust the local government on issues related to public health

48% are connected to my community through social media

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUANTITATIVE



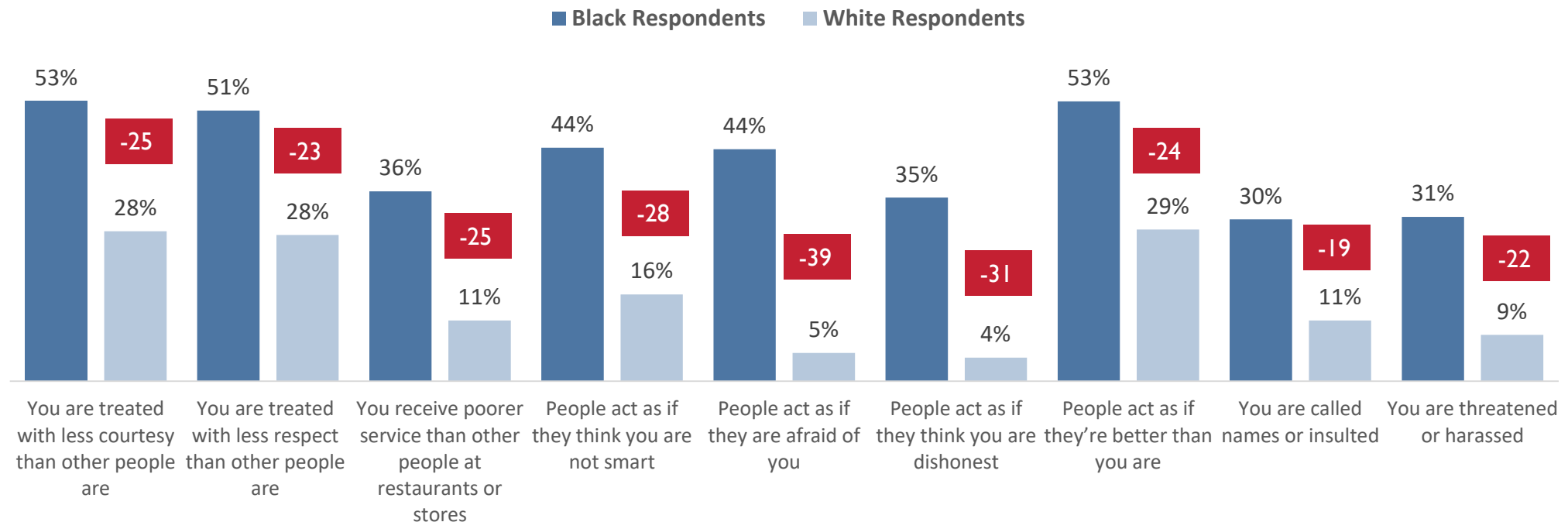
cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

In your day to day life, how often do any of the following things happen to you?

On all measures of the everyday discrimination scale, Black residents indicate higher rates of discrimination than white residents.

The biggest differences in answers were in *people being afraid of you* and *people acting as if they think you are dishonest*

Percentage of Respondents who Experienced The Following At Least Multiple Times a Year

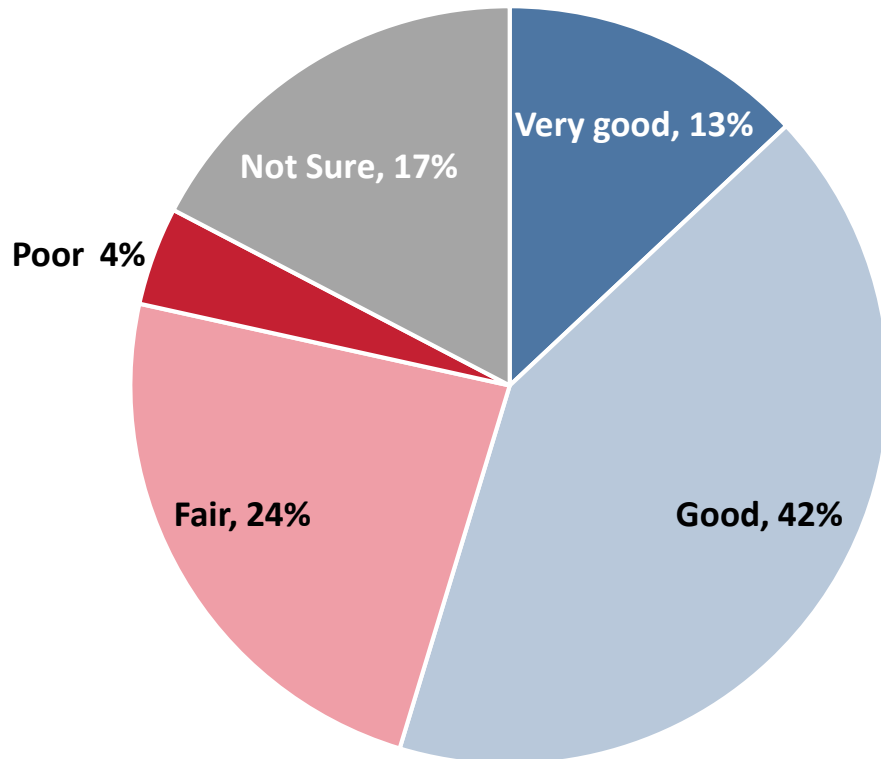


SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUANTITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

How would you rate race relations in Lakewood?



- ❖ More than half of residents rate race relations as good or very good in Lakewood.
- ❖ About a quarter believe race relations are fair and 4% say race relations are poor.
- ❖ Less than 20% are not sure about the state of race relations in Lakewood

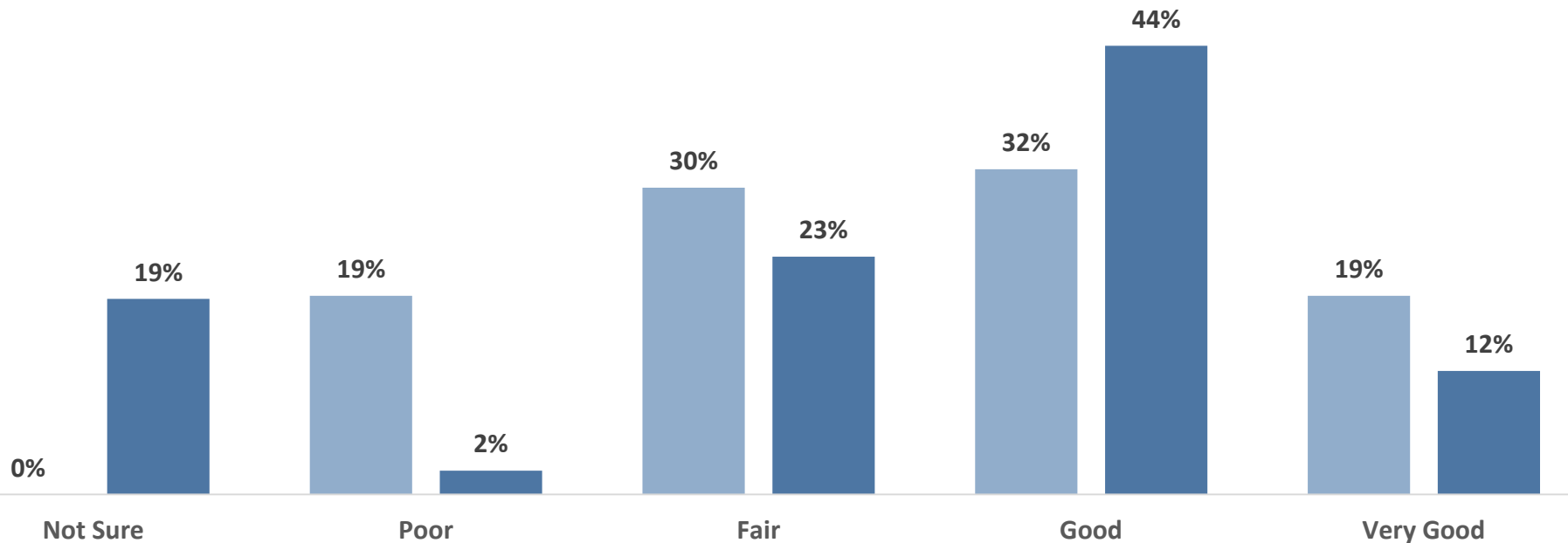
SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUANTITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

How would you rate race relations in Lakewood?

■ Black Respondents ■ White non-Hispanic Respondents



Black residents were more likely than white residents to indicate race relations were poor

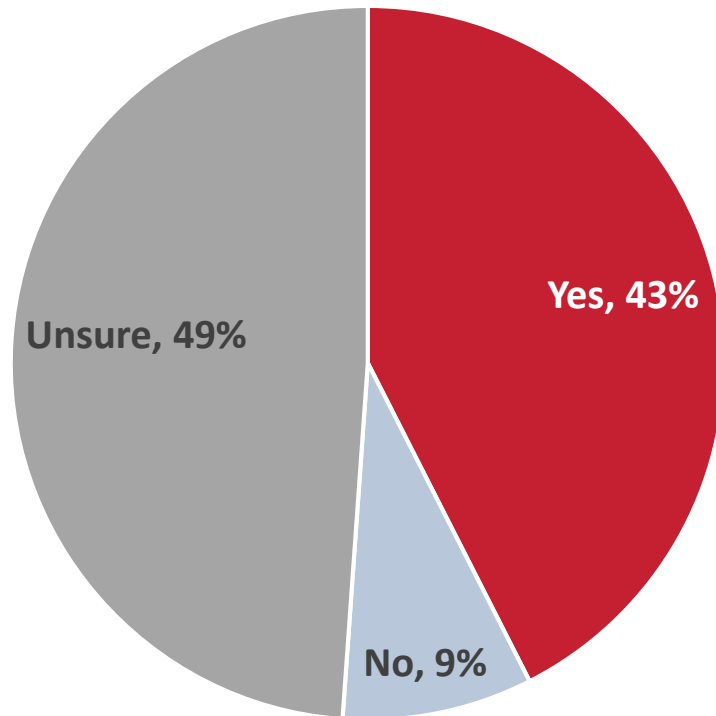
- ❖ 56% of white residents & 51% of Black residents indicate race relations are good or very good
- ❖ 30% of Black residents and 23 % of white residents rate race relations as fair
- ❖ 19% of Black and 2% of white residents indicate race relations are poor
- ❖ 19% of white residents were not sure about race relations

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUANTITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

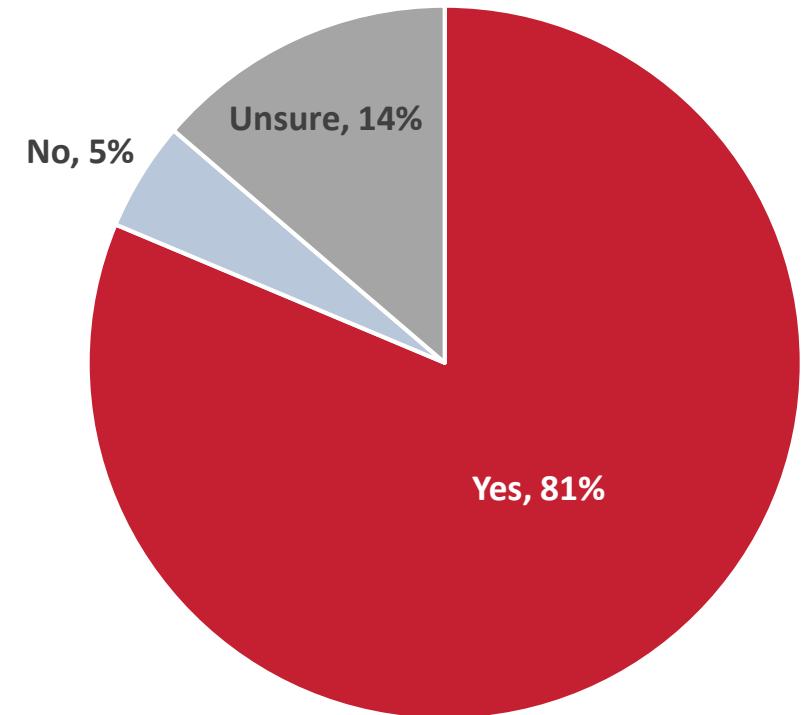
Do BIPOC experience racism in Lakewood?



43% of residents agree that Black, Indigenous and People of Color experience racism in Lakewood.

81% agree that experiencing racism impacts a person's health

Does experiencing racism impact a person's health?



SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

What are some ways people in Lakewood become connected to their community?

Residents connect to the city by volunteering with community, city, schools and religious organizations. They also connect via events offered by the city, community organizations, like the library, and cultural or religious entities such as holiday parades, block parties and fairs. Residents also noted that social media platforms (Facebook groups), neighbors, newsletters and newspapers are also ways that they stay active and connected.

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Does being connected to a community impact a person's health? Please explain.

Many residents believe that being connected to a community impacts a person's health, with the connection helping to provide a sense of acceptance, care and safety/security. Residents also noted that community connections can reduce stress and anxiety, prompt mental, physical, emotional and spiritual health and help residents stay active and fight isolation and depression.

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Focus Groups

- Renters
 - Unhoused are not well-respected and folks call police on them instead of NEOCH or other services
 - Negative narratives about residents on eastern side –historically redlined district and where immigrants lived—feels intentionally neglected
 - Majority if east end is Black, and Lakewood has been historically unwelcoming to Black folks –not as liberal a town as people think it is
 - More police presence, especially at night, on eastern side making residents feel watched/untrusted
 - Renters seen negatively and landlords influence city council to make Lakewood less tenant friendly—politicians don't canvass to renters, especially on east side and usually only those in the Gold Coast area
- Business
 - People are very isolated and there are less opportunities to socialize
- Persons with Disabilities
 - We are not aware about the programs and services that are available and it would be great if there was a specific number I could call.
 - I would love to have more shop owners working with us because reduced access makes you feel unwelcomed, unwanted and left out.
 - I have requested reasonable accommodations before and the process is very difficult. I have had to submit multiple forms, get multiple doctor's notes and then there is still a review process. It would be very helpful if the process was streamlined.

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Focus Groups

- Families
 - Lakewood feels safe, and there's lots of young families in the community to connect with. Lakewood is a wonderful place to raise a family with many resources and programs.
 - Lakewood is a safe place for everyone of all walks of life, you see rainbow flags, BLM flags, but also people can be religious or conservative and feel safe too. Not like the other suburbs (of note this was a mostly white focus group)
 - Feels more diverse than many other parts of Ohio
 - Need more extracurriculars for school age children, especially in light of the social isolation
 - Some love the library, some hate the library (rude staff, too many rules, not kid friendly)
 - Lakewood Family room has been a wonderful resource for new parents, and especially new residents. Helps actively build community
 - Love the Livewell Lakewood walking group. A great way to get outside and build community
 - Need to explore other ways to connect with people and share resources. The old method of using Facebook is dying because so few people still use FB. Also seniors aren't as connected anyways. Something as simple as a community [bulletin board](#)

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Focus Groups

- *Youth*
 - Lakewood has many options for physical activity: bike lanes, Lakewood Park, proximity to the MetroParks. Other activities such as sports or arts are primarily organized through the schools, which most youth found helpful to their schedules.
 - Youth found that there were many places to find healthy food options, like vegan and vegetarian and felt confident in identifying healthy food options by reading and understanding food labels. They also shared that there aren't many healthy food options within the school—lots of canned food, unappetizing fruits.
 - When it comes to unhealthy activities (vaping, drugs, alcohol) lots of youth, about 80-90% have tried vaping, many are smoking wood, sometimes using vaping products to do so, and there are some illicit drug use (cocaine, molly, unprescribed ADHD meds and psychedelic drugs) Alcohol intake was low on the list of unhealthy activities that Lakewood youth maybe engaging.
 - Stigma, certain professional reporting requirements and previous negative incidents with school counselors stopped many youth for seeking help or asking for help for their peers. Some youth are addressing their mental illness by self-medicating with illegal drugs.
 - LGBTQ+ youth are pretty accepted by their peers, although there's some stigma and a need for respectful engagement that youth noted would benefit everyone.

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Focus Groups

- LGBTQ
 - Most agreed Lakewood was LGBTQ friendly, and they had friends who were LGBTQ who lived in Lakewood which was good for community
 - Many businesses advertise their LGBTQ support, including places like chiropractors and a dentist
 - One person felt the gay men were leaving Lakewood to move to Old Brooklyn
 - Love the walkability of the city, many restaurants, grocery stores, close to the lake
 - Appreciate the parks and green space
 - Like the diversity of Lakewood, but acknowledged it could be more diverse
 - Most felt it was generally a safe place to live
 - Few concerned with perceived rising crime, but not specific to LGBTQ hatred
 - A few people didn't like the library, felt it was uninviting, stuffy, and not kid friendly
- Volunteers for the Unhoused
 - Lakewood has no Community center for people who are unhoused. This causes terrible stress for the unhoused
 - Police have no tolerance for the unhoused in Lakewood

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Focus Groups

- Refugees
 - Participants would like to see community opportunities to connect with and build an understanding of different cultures.
 - Increased Asian hate makes it uncomfortable to walk in Lakewood. Everyone had at least one experience with Asian hate. One of the participants described how seasonal workers would ask her if she was Chinese. When she said no, they told her "Glad you are not Chinese." The pandemic is related to Asian hate.
- Lakewood Community Advisory Council
 - Older people are struggling with isolation which leads to an increase in fear and anxiety
 - Youth have experienced destabilizations, and are being asked to make public health decisions that are tied to someone else's health—wear a mask to protect others, you don't have to wear a mask because cases are down
 - The whole notion of trust—a lot of it was lost and it needs to be rebuilt
 - Need Rebuild trust in science
 - It's very important that we advertise all the services available. We need to prompt and put more emphasis on these services through outreach activities—like community events
 - CCF should do more collaboration with Public health, CCF, and City of Lakewood and their resources: schools, fire, parks, city government etc.

SOCIAL AND COMMUNITY CONTEXT

PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

FOCUS GROUPS

POC

- Lakewood tried to advertise being diverse, but there's implicit bias and programming is not culturally competent
 - Racism is not acknowledged or changed even when it is discussed
- Racial battle fatigue/stress is felt by persons of color, especially Black residents
 - Manifests as headaches, high blood pressure, higher depression and lower mental capacity
- Says it is diverse, but very performative
- Mayor/city needs to speak to EVERYONE and listen to groups like this on the issues in the city for each group to make changes
- White administrators fall back into implicit biases when they have no training
- Black elderly women specifically are at the least respected and are not heard
- Feel like leadership in City does not make an effort to get to know citizens or reach out/communicate
- No person of color on Lakewood city council—not as diverse as is said

Latino/a/x

- LW does not have community outreach for Latinos or other marginalized groups. Moving in to LW the city does not provide you with information about the rules, regulations, services that are needed for you to be a good neighbor. (No welcome packet and you often find out on your own or after you break a rule)
- You move to LW because you want to move up and provide a good environment for your children, good schools, walkable city. It is hard to create a Latino community because many Latinos don't feel welcomed by their neighbors.
- Many Latinos don't think LW is affordable, high taxes, high cost of living.
- No multicultural center or resource available in LW for individuals that need assistance navigating health, financial, or governmental issues.

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Key Informant Interview

- Interviewee Field of Expertise: Recreation
 - Some residents have more time and income to leave community to have kids participate in activities
 - Not a concerted effort to bridge this gap
 - Effort is difficult to get some demographics to register (e.g. refugees have trouble signing up b/c English is 2nd language); same groups of parents & friends filling up registration
 - Residents say either "I don't want to use that space, so get rid of it OR that space is bad, so I'm not going back there"
 - Other spaces are not shut down (like finding another home for soccer after child almost grabbed) while some are shut down (like campaign to close basketball courts)
 - Easy to get support to take hoops down
 - Need to put different sports next to each other, then add diversity to the sports (age, race) to help add glue to bring communities together
 - Need to create diversity in the culture of that activity and make sure they are there throughout the day, so people's impressions change as they walk by
 - Should leverage school connections to families to normalize utilizing these spaces-helps to feel more safe
 - Have to go where the people are that we are trying to reach
 - Need to understand the culture of those who use a certain sport, and helps to keep surveillance from always having to be used
 - Adult softball program is so massive here, that kids can't use some fields. But many are not even Lakewood residents, but the registration is full so it is not challenged –does not benefit the community that much when other things are pushed out

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Key Informant Interview

- Interviewee field of expertise: Recreation Programming w/in City
 - Info generally only goes out if there is a need for it (eg go to urgent care if sick); people don't seek out health info unless they need it themselves
 - Need more clear and frequent info w/more channels outside of email and texts
 - Not everyone has a computer and cell phone
 - Older adults and those with disabilities are overlooked
 - Starting to form a "Special Olympics" in collab w/ the high schools where students on sports teams provide mentorship
 - Would love to work w/Gigi's Playhouse as many students w/disabilities go there for their programming and to bring in Empower Sports –collab w/Cleveland and Riverside to create it
 - Looking to reach refugee population more and get them more involved and find ways around language barriers
 - Having more for elderly population and have program coordinator speak with them and working w/Office of Aging

SOCIAL AND COMMUNITY CONTEXT

PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Key Informant Interview

- Interviewee Field of Expertise: Persons with Disabilities
 - Lakewood has many parks, yet none of them are accessible to those who use devices to move around. Families have to leave Lakewood to find parks for their kids.
 - Handicap parking in the back of a building when you have to walk to the front is not accessible
 - Starbucks is a great business that is supportive of patrons with Intellectual and Developmental Disabilities (IDD)
 - Would like to work with the county and city of Lakewood to train other businesses. Currently making visits to individual businesses but would like to hold a conference that many could attend. There is an app called "All means all" that displays businesses that have received training.
 - Training to include ideas such as: having a menu for vision impaired/ those who can't read, talking every adult like they are an adult, allowing people to take time with their money.
 - There is no way for children with IDD to play sports in Lakewood. Coaches turn families away.
 - Acceptance is the biggest part of the conversations about health
 - The pandemic has encouraged folks to take better care of their health and to be more self-aware of their bodies
 - Everything at Gigi's is free. They run on private donations and are only staffed by one person and volunteers. There is a lot they would like to do if they had more resources

SOCIAL AND COMMUNITY CONTEXT

PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Key Informant Interview

- Interviewee Field of Expertise: Arts and Culture
- During COVID, the arts organization noticed an impact on the mental health of community members. People were not able to connect with each other which caused social isolation and negative health impacts.
 - The use of technology by the arts organization helped address isolation.
 - They were able to offer some arts programming online.
 - Some community members were more comfortable with online programming, others wished to participate in person while masked. Both options were made available.
 - Actors and production team staff are required to take COVID-19 tests 2-3 times a week. It was difficult to obtain the tests for free. Increased access to low or no cost allow daily activities to continue safely.
 - Access to COVID-19 tests, funding technology for teachers and providing online programming and allowing clients to access it are important things to achieve.
 - The arts organization currently provides music therapy to the public schools.
 - They would like to provide more adaptive dancing and adaptive theater for special needs/disabled students & provide art therapy to the public schools.
 - They would like to be able to provide general services to private schools located in Lakewood.
 - There is a need to provide arts programming to Autistic students in the community. There are few arts teachers qualified for this work; there is a need for higher education institutions to train students to teach autistic children arts programming.
 - Engaging in learning performance art and performing contributes to both the emotional and physical well-being of children.
 - The arts organization is working to become more accessible to people with disabilities through capital improvements.
 - They want to welcome diverse populations to participate (race, ethnicities, LGBTQ).
 - Unaware of any other orgs in Lakewood working at the intersection of mental health and arts programming.

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



Key Informant Interview

- Interviewee area of expertise: Environment and Sustainability
 - Elderly struggled mightily. Had to be alone and isolated.
 - Our kids, we cannot understate the significance of this impact on our kids. The mental health challenges of this pandemic on kids. My youngest is afraid of crowds and the classroom. Love our parks, but youngest is afraid of the crowds here
 - Kids lost 2 years of their life here. I can't get my kids off screens now. It's embedded in them
 - Social fabric of Lakewood I'm worried about. Always were an engaged community, will we continue to be like that since it was put on hold?

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Key Informant Interview

Interviewee area of expertise: Law Enforcement

- With protesting, people who could retire did, and then we have had significant staffing issues. That has exacerbated burnout. That said, I would love to see more connections between police and the schools – things like basketball programs, running clubs, we just want to keep kids engaged to keep them healthy and maintain a positive outlook on police.

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Community Open House United Methodist

- In the information age, there is a lot of conflicting information. And not everyone has online literacy skills. Otherwise people rely on word of mouth. Can't only rely on information online, otherwise they have to wait for someone to talk to them about it
 - I think about going to a coffee shop to find events. Even me personally I'm online, but I learn about stuff from bulletin boards.
 - Used to make announcements on water bill, but I only ever see this every 4 months cause its deducted.
 - Electronic billboards are ideal. Like the bank ticker on Detroit and warren
 - Perhaps a post card? Some may not even want to open up an envelope.
 - There's a community newsletter. I'm signed up for it, but I don't see it much.
- Would love to do a connection project to see who is mapped and connected to different organizations and boards and programs. People benefit from this, but don't really know how it all works. **ACTION PLAN ITEM**
 - Find a way to push out collaborative work, because this is missing. Need trusted messengers.

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Community Open House United Methodist

- From a connectivity standpoint. I know there's a lot of resources, but are those resources being connected with the people who need that help. Are we closing the gap? Especially with people being more remote and isolated. Neighborhood connections aren't exactly what they once were. Sometimes people don't know their neighbors for years. For every problem, there's probably already a solution, but how do we get that solution to the people who need help.
- As an individual living in Lakewood, I wasn't actually plugged in. We need help communicating to the citizens credible information. Lacking this.
- We're so rich in resources, but we don't know what we don't know. We have a great legacy of neighbor to neighbor communication. How do we do a good job people who move in can be a part of this neighborly communication. For example to people know about the Cove children room? Not sure how to do this, but we need it. Most people find out as their kids age. Someone who's new to Lakewood, Ohio, or America, would find it challenging to get in touch with the resources available? Almost need a welcome wagon
- I felt that Lakewood as a community took Covid very seriously. By in large, were respectful of other people's points of view. This is part of the DNA of Lakewood. Respectful of anti-vax folks, firm but respectful. This wasn't the case everywhere else. I think relatively we did very well
 - This was echoed by someone who spent the first year of the pandemic in Medina County, and then afterwards in Lakewood. Less community tension in Lakewood around mask mandates.
 - Developed a legacy of community discourse. Primarily neighbor to neighbor. Also in the schools. Lakewood Alive, community organizations get together and talk.

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Community Open House Cove Community Center Group 1

- **Considering all the things that impact a person's health, what inequities related to health have you observed in Lakewood?**
 - Having services that were in one location, like with Lakewood Hospital has changed since it closed and it has since been difficult to navigate the healthcare system
 - Lack of bike infrastructure
- **How has the conversation about health shifted in the past two years?**
 - I have been in Lakewood for a year and a half and the past two years have been about the pandemic and have been about the pandemic and have been very political. Factions have been very opinionated about health care. Health care was not a political topic before.
- **How has COVID impacted the community?**
 - As the mother of a teenage girl, the mental stress that we placed on these young kids was beyond. Suicide was beyond in these kids. Depression, stress, anxiety. Once we figured out what it was I feel like we could have responded better. Being a parent and having to go to work and set up child care. Kids not being able to see their friends. Children fell behind in school. There are social, emotional and learning impacts from precautions.

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Community Open House Cove Community Center Group I

■ Who are the champions of health in Lakewood?

- Dr. Nick Young at Lakewood urgent care.T
- The marine towers west. When the garage collapsed it was very traumatic, but the way they responded was amazing.
- Jessica Parker of the Lakewood family room. She worked to provide resources through out the pandemic and before. Having that resource in the community has been amazing. I have been coming to the family room since my oldest was born 19 years ago. They care about the health of children, connect us with resources and other resources.
- Counsel person
- Lakewood alive

■ Organizations in Lakewood that can play in improving access to health in the community?

- Library should be more involved
- Lakewood community services center. They are amazing and will do anything they need.
- Other communities have more recreational offerings for young and old and we don't have that.
- A rec center would be nice, the Y is very small. They told us the Y would be like a community center but it is a Y.
- Recycle program that also informs folks what recycling is. Such as the importance of collapsing boxes.
- Better bike lines

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Community Open House – Cove Community Center Group 2

- **Considering all the things that impact a person's health, what inequities related to health have you observed in Lakewood?**
 - Lead testing: It should be offered and accessible to residents who want it
 - Having services that were in one location, like with Lakewood Hospital has changed since it closed
 - Quality Daycare. The daycares that participate in the Step Up to Quality and have predominantly Black and brown children are also the one rated at a 1-star.
- **Positive things within the city that impact a person's health**
 - There are a lot of physically active supports, such as gyms, the YMCA and programs like Silver Sneakers, and some of the costs of these programs are covered by insurance or have a low cost option.
 - The Senior Center is a great support in keeping people active and involved in the community at their own pace.
- **How has the conversation about health shifted in the past two years?**
 - There have been many changes around medical appointments and visits, which can be confusing.
 - More people are using telehealth and it's been easier for many.
 - There are still people who aren't/don't want to go to the doctors.
 - The lack of a city health department means that residents have to travel for things like vaccination records. Also having programs like flu vaccines at Lakewood Park is missed
 - A lot of city services have been lost, and with it, the sense of community may be dwindling
 - Health talk should be about illness all the time, there should be conversations and education on prevention

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Community Open House Cove Community Center Group 2

- **How has COVID impacted the community?**
 - Many people are adhering to the mask mandate/recommendation with is great to see
 - Virtual work is great to have during the pandemic, but the lack of interactions with others can greatly impact someone's mental health
 - Small business have been hit hard and haven't recovered, something made especially hard with the lack of people applying for open positions.
 - People have learned to do with little or without, and are being choosy about things, such as employment
 - Affordability is more of an issue that accessibility when it comes to certain supports (mental health)
- **Who are the champions of health in Lakewood?**
 - Senior Centers
 - City Government
 - Foundations
- **Organizations in Lakewood that can play in improving access to health in the community?**
 - Maybe Lakewood Alive's PR can help attract health services not connected to a major health system (private practice with sliding scales)—like dentists or therapists
 - Maybe create a community health navigator that is independent and can help direct and educate people to the health services offered within the city
 - Find a way to incentive getting more people health so insurance rates can be lower

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Community Open House Harrison Elementary School

Inequities in health in Lakewood

- Inequities lie with in the aging.
- Concerns about safety: unsafe safe walks
- Lack of appropriate programming or grants to make homes more accessible
- More aging infrastructure and aging with a sense of mobility and ability in mind

Conversation about health in the past two years:

- In turning away from the clinical definition of health such as weight, bp, and your body, looking toward a more holistic. Looking to your social health, your community health. Mental health, financial health, employment health.
- Employers have had to change the ways they treat their employees.
- Health can mean a whole picture because each thing effects the other
- Moving away from clinical medicine and toward a community base.
- Health of a person depends on the health of a community

COVID -19

- How have precautions impacted health:
 - our schools stayed mandatory masking until February and our numbers in our schools stayed very low.
 - Personal experience with kids that did not struggle with using a mask.
 - Masking keeps people safe and masking was appreciated by the children in the schools.
 - Here in the city we have good resources for early childhood. For instance Lakewood family room- Regardless of financial abilities people have a place to go. We get to see the families and if we don't see the family we don't know what they need. We missed a whole year of meeting families. For the first year there was no interaction with families. It was a huge thing not to meet Lakewood new families for a whole year.
 - There was a lack of community events like a lack of a fourth of july parade
 - Lack of community connection

SOCIAL AND COMMUNITY CONTEXT – PRIMARY QUALITATIVE



cohesion within community, civic participation, discrimination, conditions in the workplace, incarceration

Community Open House Harrison Elementary School

Champions of health in Lakewood what do they care about and what are they missing

- Champions of health in Lakewood is definitely our childhood departments with lakewood family room. ROOT café does a lot they have a fridge that is full with milk, oat milk, and vegetables for the community. Lakewood community service center has diapers, toilet paper clothes. Our schools have been great

Organization that play a role in facilitating access and what can they do to improve

- Our recreation department in Lakewood: it is their own department. They kind of work together, but they are sort of separated. Lakewood touts that they are family and walkable. At the parks the bathrooms are kept locked- not family friendly and not accessible. Lakewood park and Maddison park often have theirs open. Cove park is only open during baseball and soccer games or if there is a city run event. Up keep of the park includes the up keep of the bathroom. It is a health issue. They should open park hours.
- Often arguments about vandalism: Kopf park bathroom was vandalized 10 years ago and now we have different lighting and police cameras. Things have changed over the past 10 years.

Anything that we missed? Imagine you have sole ear of Lakewood city, what would you want to see? If you had a magic wand?

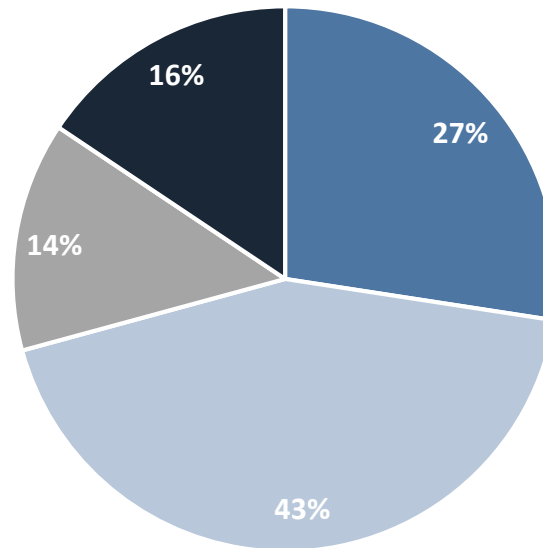
- Infrastructure of the homes: making sure people have access to making their homes safe and updated. People know and have access. Age into your home and not lose your home.
- What about new building? I want to keep the integrity of the buildings here and you should be able to age in to your home. I would like to live out my life here. My husbands mom has Parkinson's they had to leave.

SURVEY RESPONDENT DEMOGRAPHICS

age, gender, people in household, household income, language, sexual orientation, race, ethnicity, marital status, citizenship

- The average number of people living in the households of the survey takers was 2.2.

Number of people in respondent's households



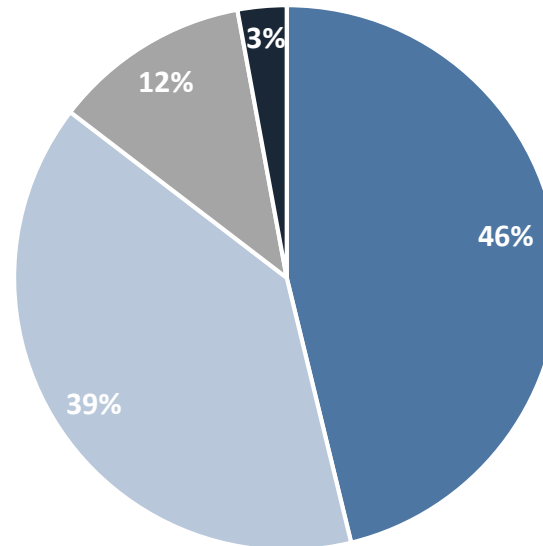
■ 1 Person ■ 2 People ■ 3 People ■ 4 or more People

SURVEY RESPONDENT DEMOGRAPHICS

age, gender, people in household, household income, language, sexual orientation, race, ethnicity, marital status, citizenship

- Among respondents who had children (23.4%, n=171) the average number of children in the respondent's households was 2.7

Number of people in respondent's households

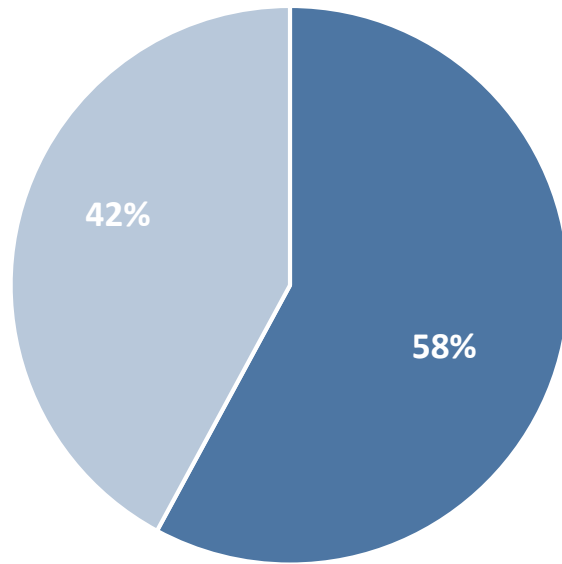


■ 1 Child ■ 2 Children ■ 3 Children ■ 4 or more Children

SURVEY RESPONDENT DEMOGRAPHICS

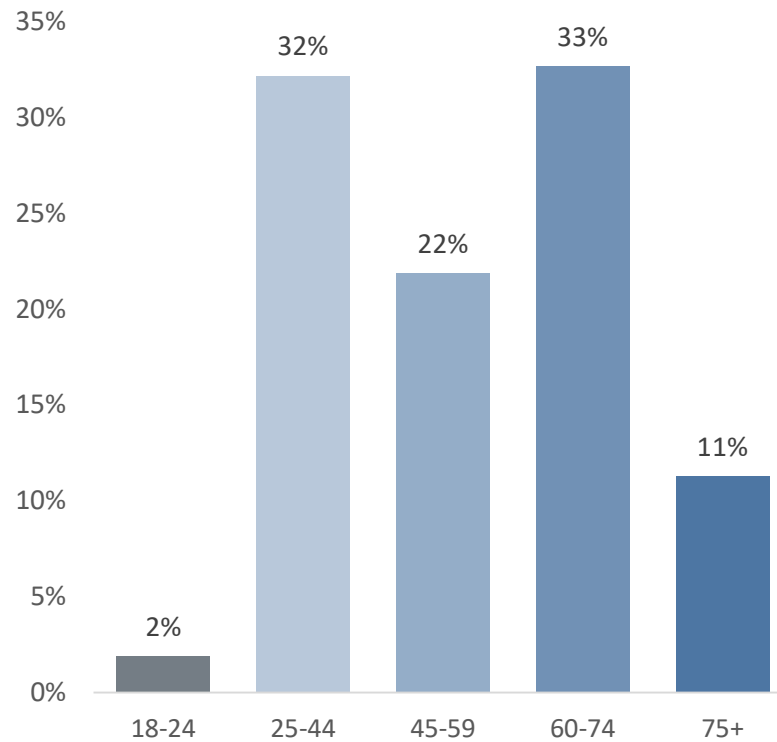
age, gender, people in household, household income, language, sexual orientation, race, ethnicity, marital status, citizenship

Gender n=686

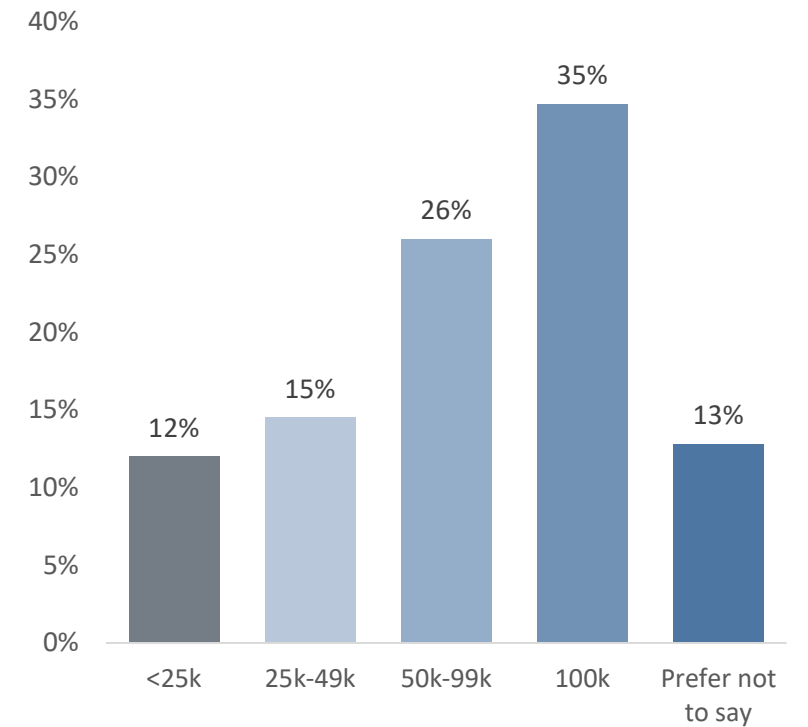


■ Female ■ Male

Age n=718



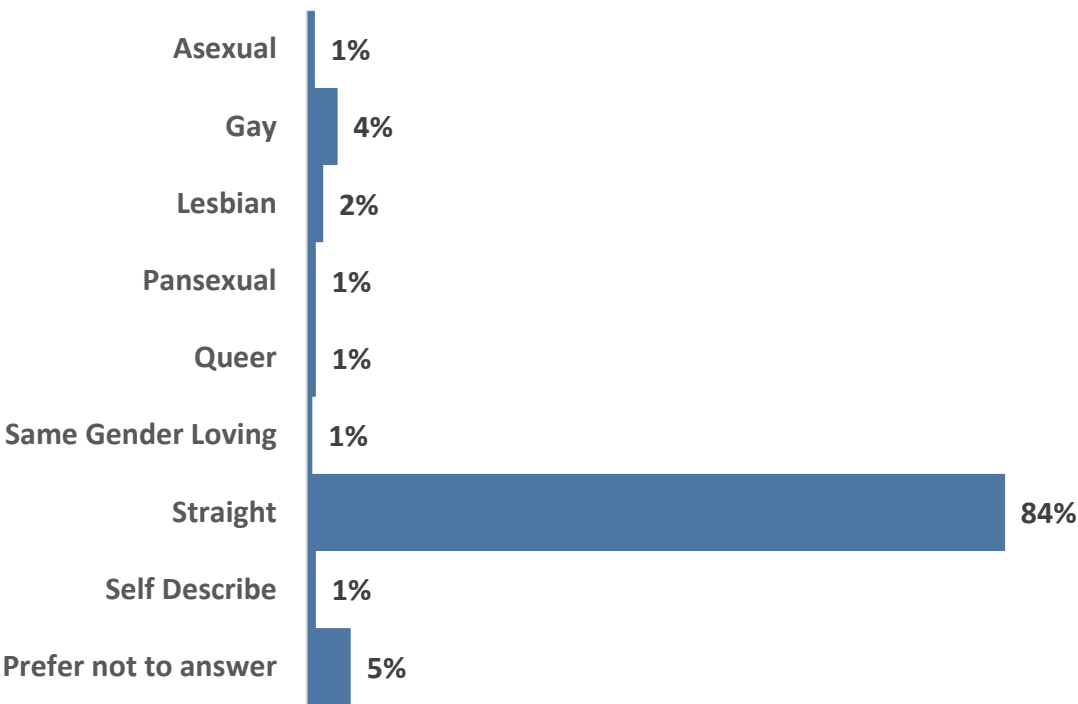
Income n=711



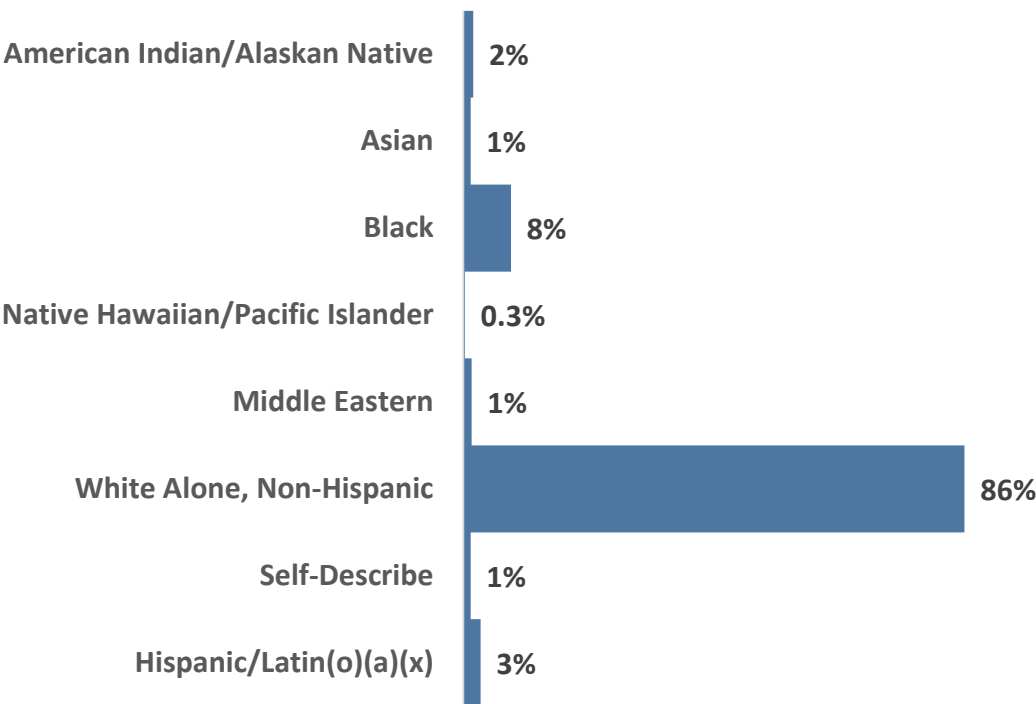
SURVEY RESPONDENT DEMOGRAPHICS

age, gender, people in household, household income, language, sexual orientation, race, ethnicity, marital status, citizenship

Sexual Orientation n=699



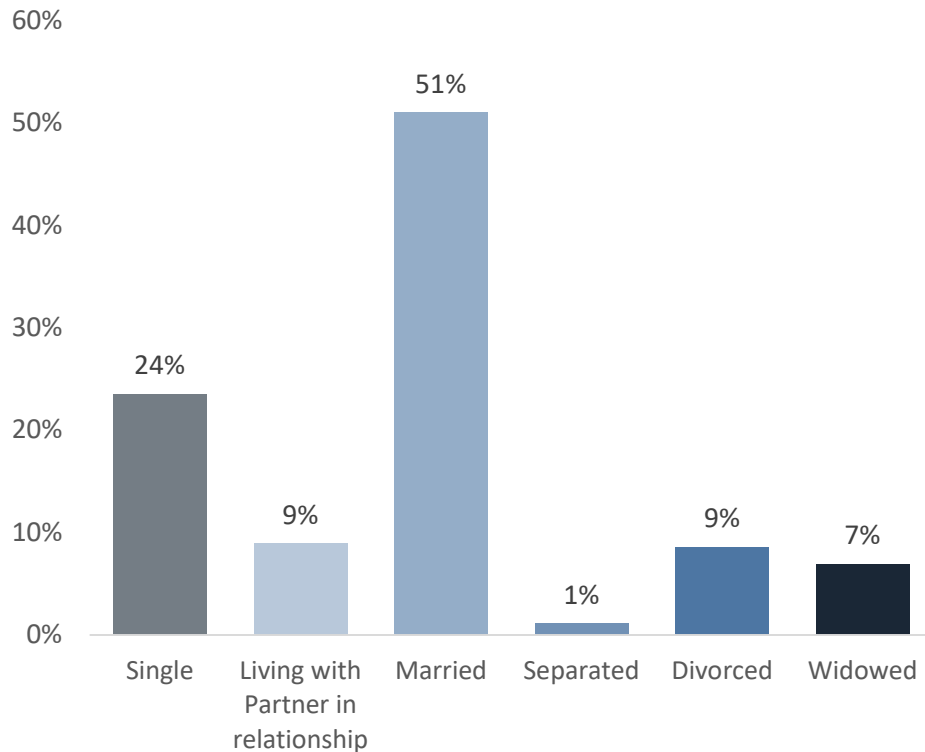
Race and Ethnicity n=712



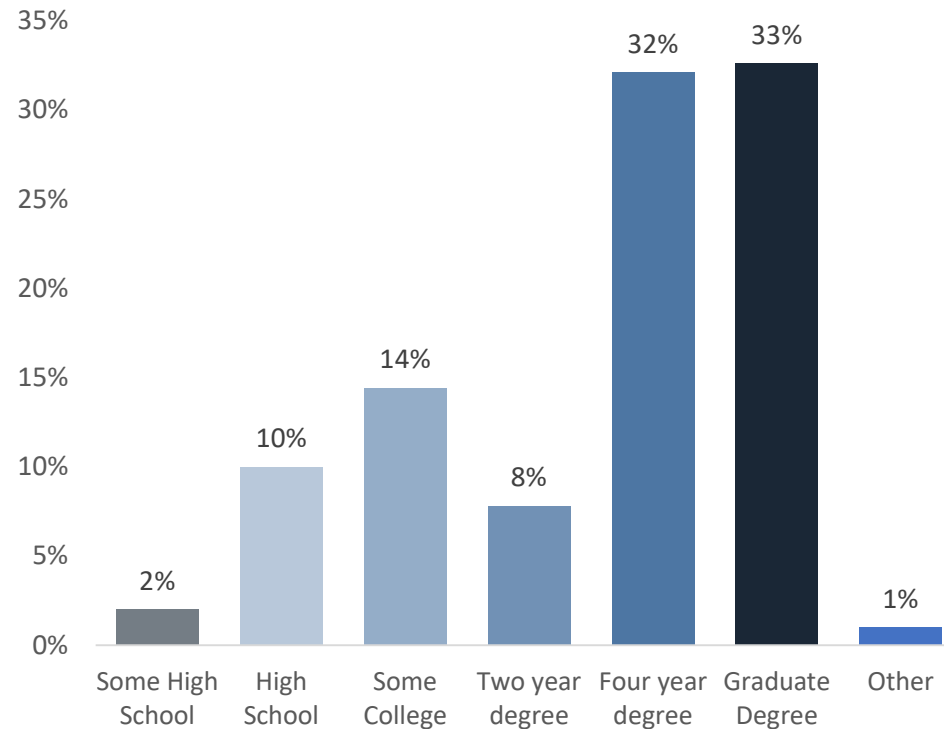
SURVEY RESPONDENT DEMOGRAPHICS

age, gender, people in household, household income, language, sexual orientation, race, ethnicity, marital status, citizenship

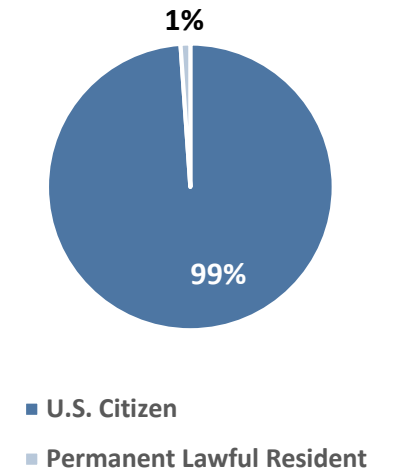
Marital Status n=720



Education n=717

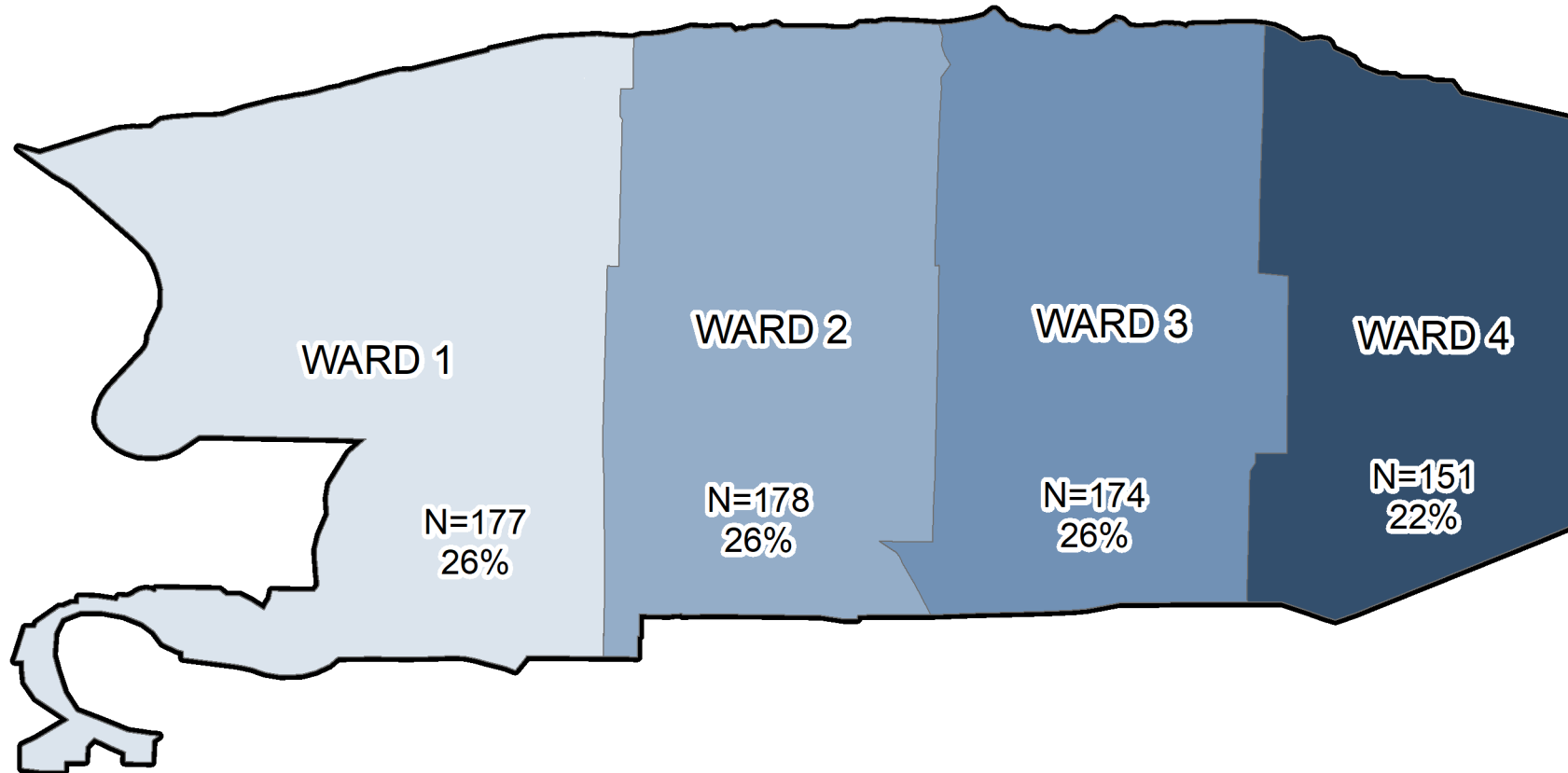


Citizenship Status n=654



SURVEY RESPONDENT DEMOGRAPHICS

age, gender, people in household, household income, language, sexual orientation, race, ethnicity, marital status, citizenship

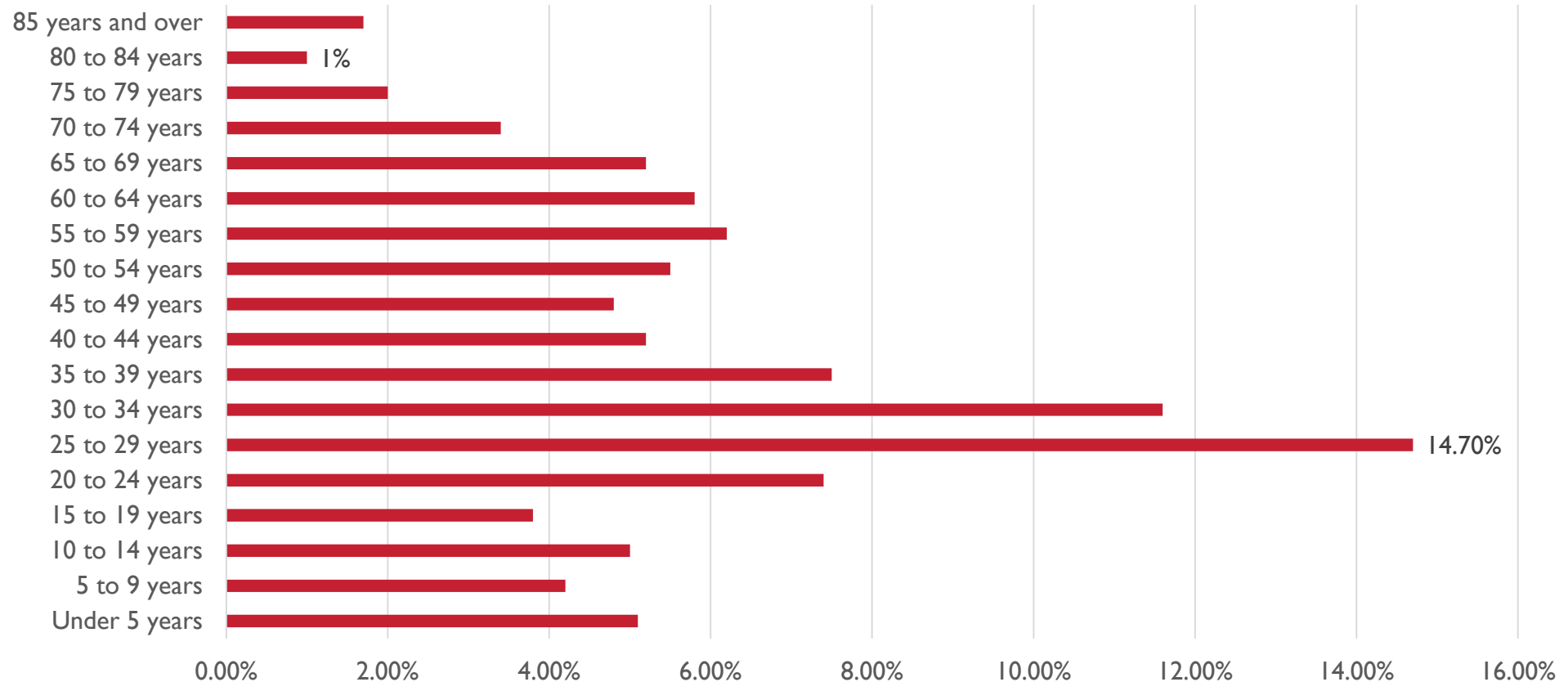


DEMOGRAPHICS

2020 ACS 5 YEAR ESTIMATES

age, gender, people in household, household income, language, sexual orientation, race, ethnicity, marital status, citizenship

Age Distribution

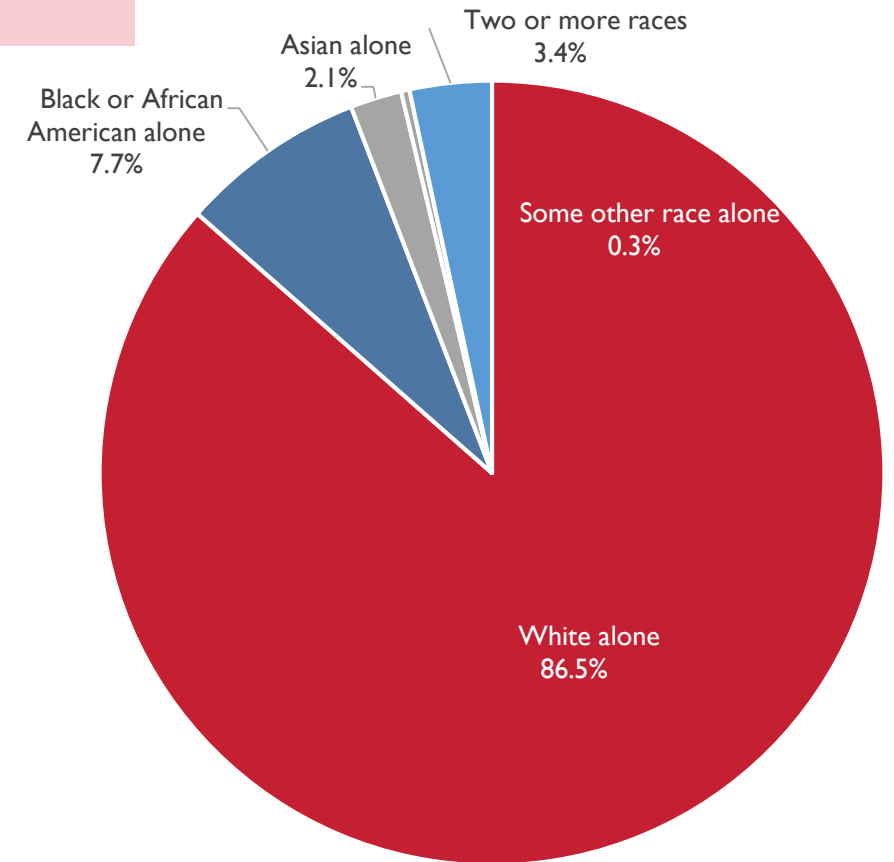
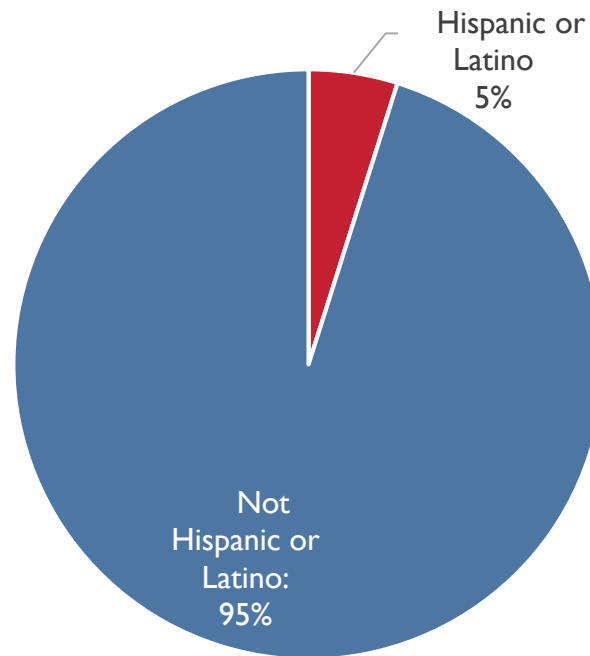
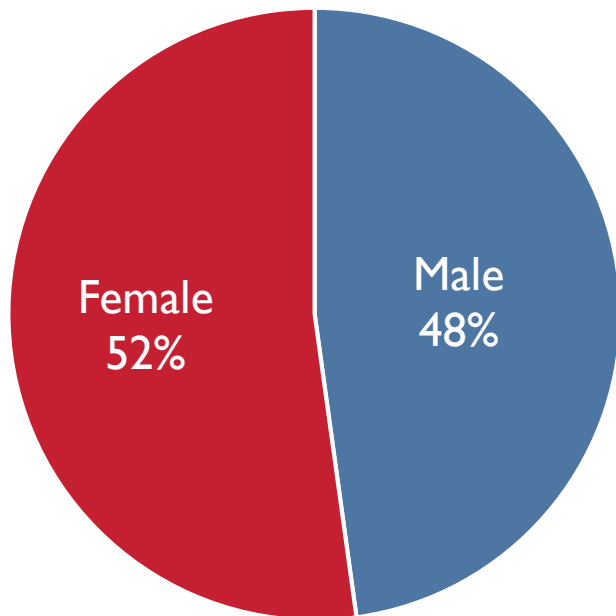


DEMOGRAPHICS

2020 ACS 5 YEAR ESTIMATES

age, gender, people in household, household income, language, sexual orientation, race, ethnicity, marital status, citizenship

Total Population = 50,002



2022 FEDERAL POVERTY GUIDELINES

Ohio Public Program Eligibility Guide: 2022

**FPL = Federal Poverty Level*

2022 Federal Poverty Guidelines

Household Size	50%	100%	130%	138%	142%	150%	185%	200%
1	\$6,795	\$13,590	\$17,667	\$18,754	\$19,298	\$20,385	\$25,142	\$27,180
2	\$9,155	\$18,310	\$23,803	\$25,268	\$26,000	\$27,465	\$33,874	\$36,620
3	\$11,515	\$23,030	\$29,939	\$31,781	\$32,703	\$34,545	\$42,606	\$46,060
4	\$13,875	\$27,750	\$36,075	\$38,295	\$39,405	\$41,625	\$51,338	\$55,500
5	\$16,235	\$32,470	\$42,211	\$44,809	\$46,107	\$48,705	\$60,070	\$64,940
6	\$18,595	\$37,190	\$48,347	\$51,322	\$52,810	\$55,785	\$68,802	\$74,380
7	\$20,955	\$41,910	\$54,483	\$57,836	\$59,512	\$62,865	\$77,534	\$83,820
8	\$23,315	\$46,630	\$60,619	\$64,349	\$66,215	\$69,945	\$86,266	\$93,260

*For households with more than 8 persons, add \$4,720 for each additional person. The FPL Guidelines are issued yearly by the U.S. Department of Health and Human Services. They are used to determine the financial eligibility for certain federal programs. 200% FPL is commonly considered the level of income needed for self-sufficiency.

PUBLIC BENEFIT ELIGIBILITY

Ohio Public Program Eligibility Guide: 2022

**FPL = Federal Poverty Level*

AdvocatesforOhio.Org

Ohio Works First (OWF)



- › Cash assistance program funded through the Temporary Assistance for Needy Families (TANF) Block Grant. Majority of cases are child-only.
- › Gross Income Eligibility Limit: **50%** FPL
- › Income Limit for Family of Four: \$13,875

Supplemental Nutrition Assistance Program (SNAP)

- › Monthly hunger assistance program
- › Gross Income Eligibility Limit: **130%** FPL
- › Income Limit for Family of Four: \$36,075
- › Net Income Eligibility Limit: **100%** FPL



Medicaid



- › Health insurance for low-income Ohioans, pregnant women, infants and children, older adults and Ohioans with disabilities
- › Gross Income Eligibility Limit: **138%** FPL
- › Income Limit for Family of Four: \$38,295

Publicly Funded Child Care (PFCC)

- › Child care subsidy program for Ohio families
- › Initial Eligibility Income Limit: **142%** FPL
- › Income Limit for Family of Four: \$39,405
- › Children with Special Needs Income Limit: **150%** FPL
- › Income Limit for Family of Four with Special Needs: \$41,625



Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)



- › Health and nutrition program for women, breastfeeding mothers and children under five
- › Gross Income Eligibility Limit: **185%** FPL
- › Income Limit for Family of Four: \$51,338