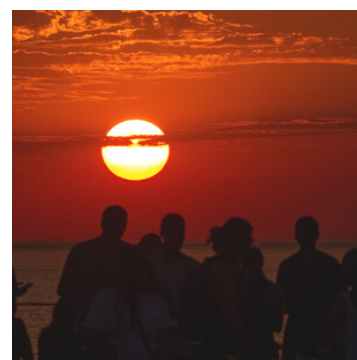


# LAKEWOOD COMMUNITY HEALTH NEEDS ASSESSMENT

20  
22  
—



# Executive Summary

The 2022 Community Health Needs Assessment was conducted by the Center for Community Solutions (CCS) in collaboration with the City of Lakewood, the Three Arches Foundation, and the Healthy Lakewood Foundation to identify significant community health needs and to inform the development of an Action Plan to address current needs.

An outgrowth of the Live Well Lakewood Working Group, this Assessment and Action Plan process was established to identify current community conditions, with specific focuses on the social determinants of health and racial equity. With deep experience in community health needs assessments and population-based research, CCS embarked on a three-phase process to launch the project, assess community conditions, and establish a process of prioritizing needs in the community. This document provides a high-level summary of the findings associated with the Assessment Report.

## Summary of Prioritized Needs

This report is specific to the City of Lakewood, though some data compares Lakewood to other communities and some data encompasses a larger geography (e.g. Cuyahoga County). Established in 1889, Lakewood is the third largest city in Cuyahoga County, behind Parma and the City of Cleveland, and is the densest city in Ohio. Given its unique profile and its proximity to the county's urban core, Lakewood's diversity of neighborhoods and population precipitated the need for this Assessment to better define the needs of the community, especially as it transitions beyond the evolving pandemic.

Based on an assessment of primary and secondary data, using the Centers for Disease Control and Prevention's definition of the social determinants of health as a framework, the following were identified as significant health needs in the city of Lakewood.

A summary of these needs is presented in the following order:

- Economic Stability
  - Financial Insecurity
  - Disparities
- Education
  - Outcomes
  - Services
  - Staffing, Policy, and Operations
- Health Care Access and Quality
  - Vulnerable Populations
  - Discrimination and Social Determinants
  - Access and Navigation
- Built Environment
  - Housing
  - Transportation and Mobility
  - Recreation and Commerce
- Social and Community Context
  - Discrimination and Racism
  - Community Services and Information
  - Social Connectedness

### PROJECT OVERSIGHT

The Assessment process was overseen by:

Loren Anthes, MBA, CSSGB

Sr. Public Policy Fellow, The Center for Medicaid Policy  
William C. and Elizabeth M. Treuhaft Chair in Health Planning

### COLLABORATORS

The City of Lakewood  
Three Arches Foundation  
Healthy Lakewood Foundation  
Members of the Community  
The Center for Community Solutions Staff

This report is publicly available at:  
[www.communitysolutions.com/LakewoodHealth](http://www.communitysolutions.com/LakewoodHealth)

## **Economic Stability**

While many in Lakewood are doing well economically, many others face significant financial insecurity, with disparities present racially and in terms of gender. Interviewees indicated housing as a major concern, financially, with many expressing concern about long-term residents being displaced. Additionally, the impacts of the pandemic, including rising inflation, were areas of concern across interest groups, though many identified a disproportionate impact being felt by lower-income and Black residents.

## **Education**

Education is traditionally linked to higher income, and the data from Lakewood is no exception. And while the overall four-year graduation rate in Lakewood is high at 90.9%, achievement gaps remain for students with disabilities as well as English-language learners and Black students. Additionally, diversity and training in the teaching staff are unique data considerations, given a relatively high average salary compared to other local communities.

Many parents, though they have trust in the schools, believe more supportive services for pre-kindergarten children and school-aged children are needed, notably regarding behavioral health, physical activity, and extracurriculars.

Many parents also expressed concern about the impact of public health measures implemented during the pandemic on the social well-being, educational achievement, and mental health of children.

## **Health Care Access and Quality**

While Lakewood has a number of health providers available in the community and access to tertiary medical centers both east and west, residents still face challenges with chronic diseases, risky behavior, mental health, and the impact of COVID-19.

Generally, however, medications and services seem readily available to residents, with most indicating they have a primary care doctor and they regularly access basic services like dental and vision care. In addition, many Lakewood residents indicated some levels of adverse childhood experiences and 7.5% have experienced or witnessed gun violence.

## **Built Environment**

The average resident has lived in Lakewood a long time, but many residents expressed concerns over displacement. Some residents are also worried about the lack of affordable housing options, including the availability of housing for individuals with vouchers. However, recent data suggests most new units are single or two family, meaning supply is constrained. If Lakewood were to develop more housing to improve supply, and thus average price of housing, it may conflict with some residents' sentiments regarding "neighborhood character" as it may include greater density through apartments.

While Lakewood prides itself on being a dense, walkable community, most people rely on cars for transportation, and infrastructure is designed to support cars more than pedestrians, cyclists, or public transit. Many have cited the impact the lack of connections north and south have on their getting to school and around town. Most residents highlighted Lakewood's parks, recreational opportunities, and commercial diversity as unique assets that often attract others from outside communities.

## **Social and Community Context**

Lakewood residents have good connections to their city, though do not have regular sources of information regarding community events or activities. Additionally, many individuals, particularly persons with disabilities and older adults, feel isolated in the community, in part because of the pandemic.

Certain groups, including Asian Americans and individuals with disabilities, have experienced more overt and systemic discrimination. Many others have witnessed or experienced instances of discrimination or are unsure if discrimination exists. With that said, many respondents believe that Lakewood is a diverse, inclusive community and identify these assets as a reason to live in the city.



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# Introduction

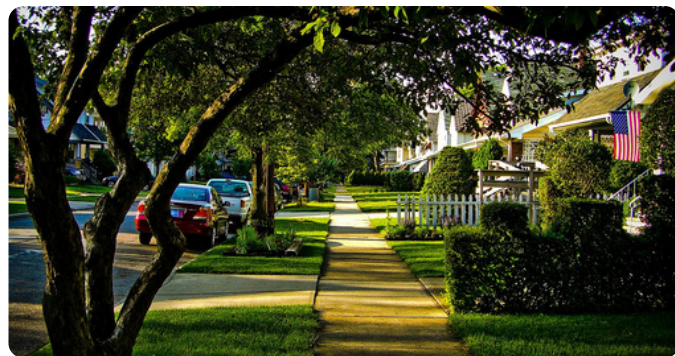
## Background

In 2019, the City convened the Live Well Lakewood Working Group, a small and informal health initiative formed by the Mayor's Office, as an initial effort toward improving overall health outcomes for the population. The Working Group understood that complex social factors have a profound effect on equity, health, and well-being—with a variety of aspects that go beyond the work of our health care systems, requiring engagement from all sectors.

The wake of the global pandemic and significant political turmoil have added to foundational issues—such as systemic racism and the worsening impact of climate change—imparting significant stress upon the health and wellness of everyday citizens and challenging the existing structure of our municipal programs and services to consciously move forward in the most appropriate and sustainable fashion.

The need has never been greater for a Community-focused Health Needs Assessment (CHNA) that goes beyond individual health data and instead focuses on the social determinants of health (SDOH), which are defined as the conditions in places where people are born, live, learn, work, play, worship, and age that affect a range of health risks and outcomes. This awareness mandates a unique and holistic evaluation of our community's strengths and weaknesses in relation to SDOH to better understand current conditions, gaps and weaknesses, and barriers to equitable wellness.

In August of 2021, the City of Lakewood, alongside its partners at the Three Arches Foundation and the Healthy Lakewood Foundation, launched a CHNA and Action Plan process, Lakewood's first independent CHNA, contracting with the Center for Community Solutions (CCS) to execute this important work.



**CCS** is a nonpartisan think tank focused on solutions to health and social and economic issues and has been serving the Northeast Ohio community since 1913. CCS has deep experience collaborating with governments, hospitals, and social service organizations in conducting needs assessments. Organizations use the data collected and analyzed by CCS to identify changes in community demographics and conditions that will impact their services as well as assess the gaps and overlaps within these services.

The CHNA & Action Plan is being conducted in three phases. Phase I launched the project, establishing the process by which the effort would be governed and outlining goals for community engagement. Phase II of the project is the Assessment phase, which culminated in the creation of this report, and seeks to document the current health status of the community through quantitative and qualitative analysis. Phase III, known as the Action Plan phase, leverages the findings of the Assessment to develop recommendations towards partnerships, programming, and other initiatives to build a local culture of health action.

# Introduction

## Governance and Committee Process

1

There are two main Committees that oversee this work: the Steering Committee and the Advisory Committee.

The Advisory Committee represents a diverse group of 26 stakeholders embedded in the Lakewood community. Membership includes representation from healthcare providers, community-based organizations, and city-managed services. Early on in the process, CCS worked with the Steering Committee and others to identify membership for the Advisory Committee, paying attention to the background of the individuals involved and their experiences to ensure meaningfully inclusive membership. The purpose of the Advisory Committee is to create a central body of community voices to inform, enhance, and govern the process of the CHNA and Action Plan, often guiding CCS in the work of community engagement and analysis design. All Advisory Committee meetings are recorded through minutes and, where possible, through video, both of which are made publicly available.

The Steering Committee is made up of individuals from the City of Lakewood, the Three Arches Foundation, the Healthy Lakewood Foundation and a community member who also serves on Lakewood's Antiracism Taskforce. The purpose of the Steering Committee is to assist CCS around key decision points, including the management of any issues identified by the Advisory Committee.



Through monthly meetings, both Committees have regularly participated in the creation and definition of the work to be conducted. In regards to primary and secondary sources of data, both Committees defined the indicators used in the quantitative analysis, with members contributing their own research and data sets where feasible. In regards to qualitative data, the Committees co-authored the main survey tool used for the Assessment, which was eventually randomly distributed to over 1 in 10 Lakewood residents. Last, Committee members took an active role in the community engagement portion of the Assessment, assisting CCS in cultivating voices for focus groups, key informant interviews, and community open houses.



# Introduction

## Methodology and Sources of Data

CCS utilized a mixed-methods approach for the methodology, pulling from from multiple quantitative and qualitative data sources. No one data collection technique is perfect, so with input and oversight from both the Steering and the Advisory Committees, CCS gathered insight from a diverse array of Lakewood residents through the following methods:

### Surveys



Developed with a trauma-informed approach and with accessibility in mind, a comprehensive survey was mailed to 8,000 Lakewood residents at random. The survey contained over 200 points of both quantitative and qualitative data and explored topics such as neighborhood conditions, health, and discrimination. A second convenience survey was used to sample underrepresented groups from the random sample, providing a final sample of 730 responses. The robust response rate allowed for meaningful statistical comparisons amongst groups to be made with the data.

### Focus Groups



Twelve focus groups were conducted both virtually and in person. Insight was sought from the following residents: Lakewood Family Medicine Community Advisory Committee; Refugees; Youth & Adolescents; Older Adults; Business Community; LGBTQIA+; Disabilities and/or Chronic Conditions; Families; People of Color; Latinx; Low-Income Renters; and Unhoused Persons/Volunteers. Groups typically contained 6 to 12 participants.

### Key Informant Interviews



Thirteen key informant interviews were conducted as a way to explore subject matter expertise not typically found in the general public. Individuals with expertise in the following areas were interviewed: Education; Transit; Food; Sustainability/Environment; Persons with Disabilities; Recreation Advocacy; Recreation Programming; Arts and Culture; Patient Advocacy; Public Safety; Law Enforcement; Unhoused.

### Windshield Survey



CCS staff took a city-guided tour of Lakewood, as well as independent walking tours throughout target neighborhoods. Internal surveys were completed to capture perceptions of the tours.

### Open Houses



As a means to capture every voice that wanted to be heard in the data collection process, CCS conducted four community open houses, which were available for all to attend and promoted through both the committees and governmental channels. Three of the open houses were held across different geographic locations in Lakewood, and one session was conducted virtually to provide more accessibility.

### Secondary Data



CCS relied on secondary sources to inform the assessment as well, which included sources such as information from the City of Lakewood, the U.S. Census American Community Survey 2020 five-year estimates, and the Ohio Department of Education.

# Introduction

## Survey Respondent Profile

The respondents from the mailed survey represented a strong sampling of Lakewood Residents. A total of 730 residents completed the survey. **These are the demographics of who filled out the survey.**

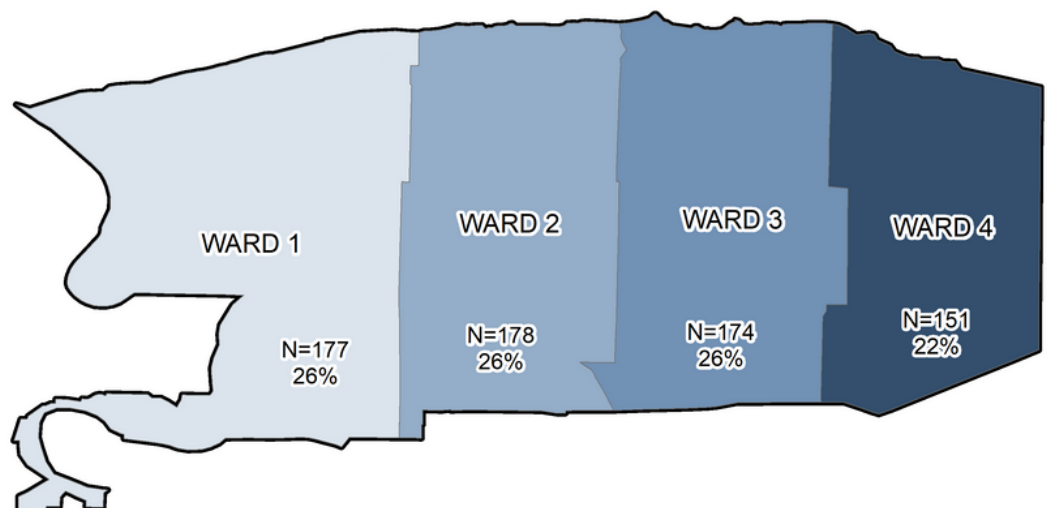
Gender Identity	Count	Percent
Female	397	58%
Male	289	42%

Age	Count	Percent
18-24	14	2%
25-44	231	32%
45-59	157	22%
60-74	235	33%
75+	81	11%

Race/Ethnicity	Count	Percent
Asian	12	2%
Black	58	8%
Native Hawaiian/Pacific Islander	2	0.3%
Middle Eastern	10	1%
White Alone, Non-Hispanic/Latin(o)(a)(x)	609	86%
Self-Describe	9	1%
Hispanic/Latin(o)(a)(x)	21	3%

## Sample Insights

Lakewood's four wards had equal representation, and despite skewing older and female, the sample's racial composition mirrored the demographics of Lakewood, according to the Census.





# Introduction

## Survey Respondent Profile, Continued

1

Living Situation	Count	Percent
Rent home	171	24%
Own home	537	74%
Stay with others	8	1%
Other living situation	9	1%

Sexual Orientation	Count	Percent
Asexual	7	1%
Gay	26	4%
Lesbian	14	2%
Pansexual	8	1%
Queer	8	1%
Same Gender Loving	5	1%
Straight	586	84%
Self Describe	8	1%
Prefer not to answer	37	5%

Education	Count	Percent
Some High School	14	2%
High School/GED	72	10%
Some College	103	14%
2-year Degree/Certification	56	8%
4-year Degree	230	32%
Graduate Degree	234	33%
Other	8	1%

Household Income	Count	Percent
Less than \$25,000	85	12%
\$25,000-\$49,999	103	14%
\$50,000-\$99,999	185	26%
\$100,000+	247	35%
Prefer not to say	91	13%

### Sample Insights

The sample skewed towards homeowners, and individuals with higher educations/incomes. However given the large sample size, meaningful comparisons and observations could still be made.

\*More demographic information for the 730 residents who completed the survey.

# Introduction

## Data Analysis and Report Design

1

After collecting and collating the quantitative and quantitative data, CCS staff met for a data retreat to collectively review and analyze the results. Included in this process was a review of the primary and secondary sources of data wherein staff created a set of key research questions to be added to the Assessment. This by no means captures all possible questions that could be created, but it attempts to synthesize data into themes based on the research conducted by CCS.

In regards to the qualitative data, staff conducted a content review of specific questions from the survey, summarizing major takeaways and patterns in responses. Additionally, staff completed an affinity diagramming exercise in which the team was split into two groups to identify common categorical threads based on the data available and independent perspectives of the researchers.

Through these processes, CCS established the outline of what became this report. The report is organized into five major categorical areas tied to the Centers for Disease Control and Prevention's (CDC) categories for the social determinants of health, with sub-categories that have adjacent or related meaning. In each section, there will be key takeaways and, where relevant, specific points of data and analyses that deepen the findings. It should also be noted that this Assessment was designed with an Action Plan in mind, but all data collected will be cultivated into a single, publicly available file at the termination of the project.

The full report organization, including sub-categories, is as follows:

- Economic Stability
  - Financial Insecurity
  - Disparities
- Education
  - Outcomes
  - Services
  - Staffing, Policy, and Operations
- Health Care Access and Quality
  - Vulnerable Populations
  - Discrimination and Social Determinants
  - Access and Navigation
- Built Environment
  - Housing
  - Transportation and Mobility
  - Recreation and Commerce
- Social and Community Context
  - Discrimination and Racism
  - Community Services and Information
  - Social Connectedness





# Community Profile

2

## The Key Stats

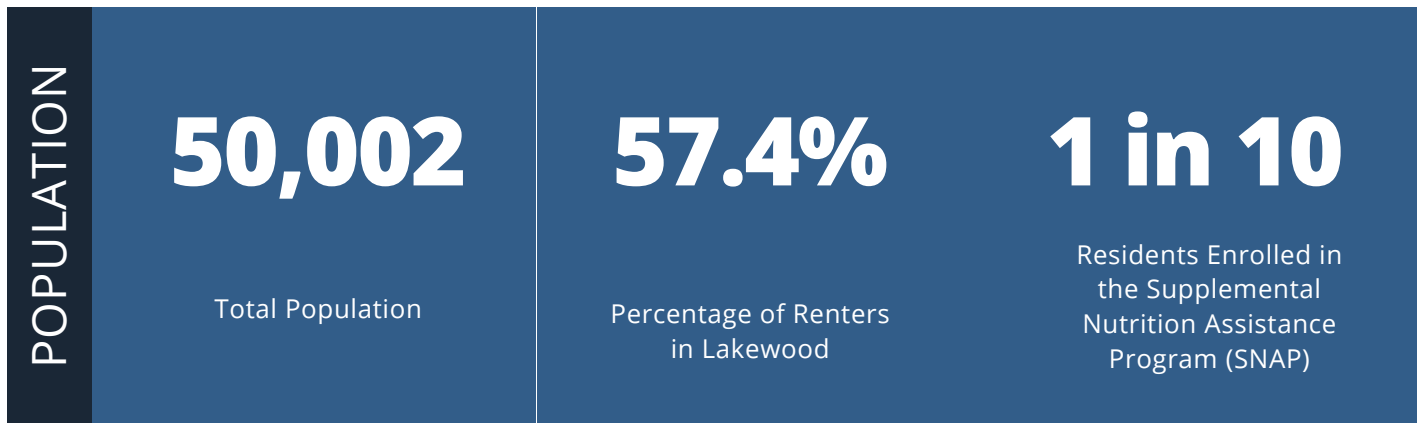
The following section pulls out some high-level data points on demographics, income and education in the City of Lakewood. This data is separate from the data collected through the Survey or other qualitative means. And while there is overlap, these data points are not organized by the categories in the subsequent sections, as they are intended to document, not analyze, community conditions.

The data presented in this section of the report is also not the entirety of that which was collected. As opposed to providing all data here, a larger Appendix has been created and will be distributed alongside this report. Data in the Appendix will not only include quantitative data from primary and secondary sources but will also include comprehensive data from surveys, focus groups, interviews, content analysis, and other sources. And while the Appendix does contain data from the survey, a complete data file on survey responses will be made available at the conclusion of the project.

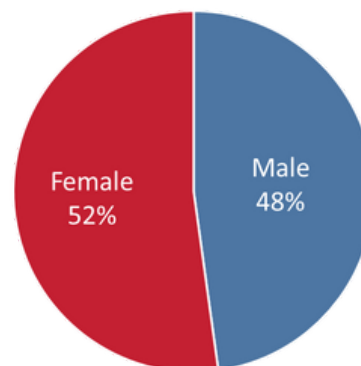
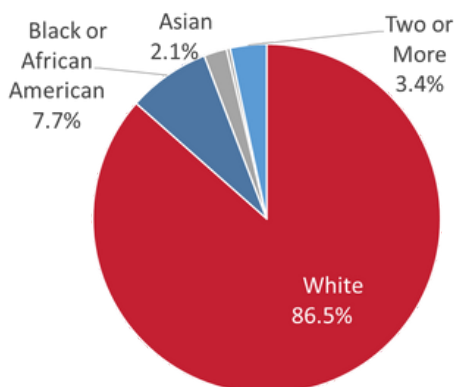
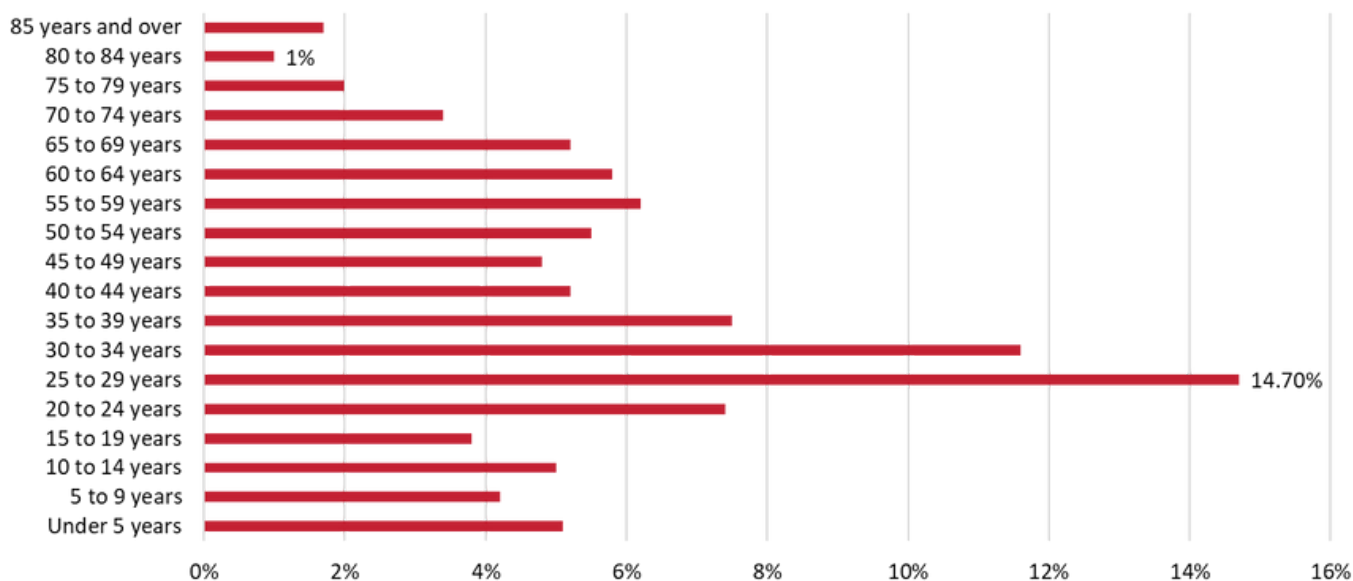


# Community Profile

## Demographics



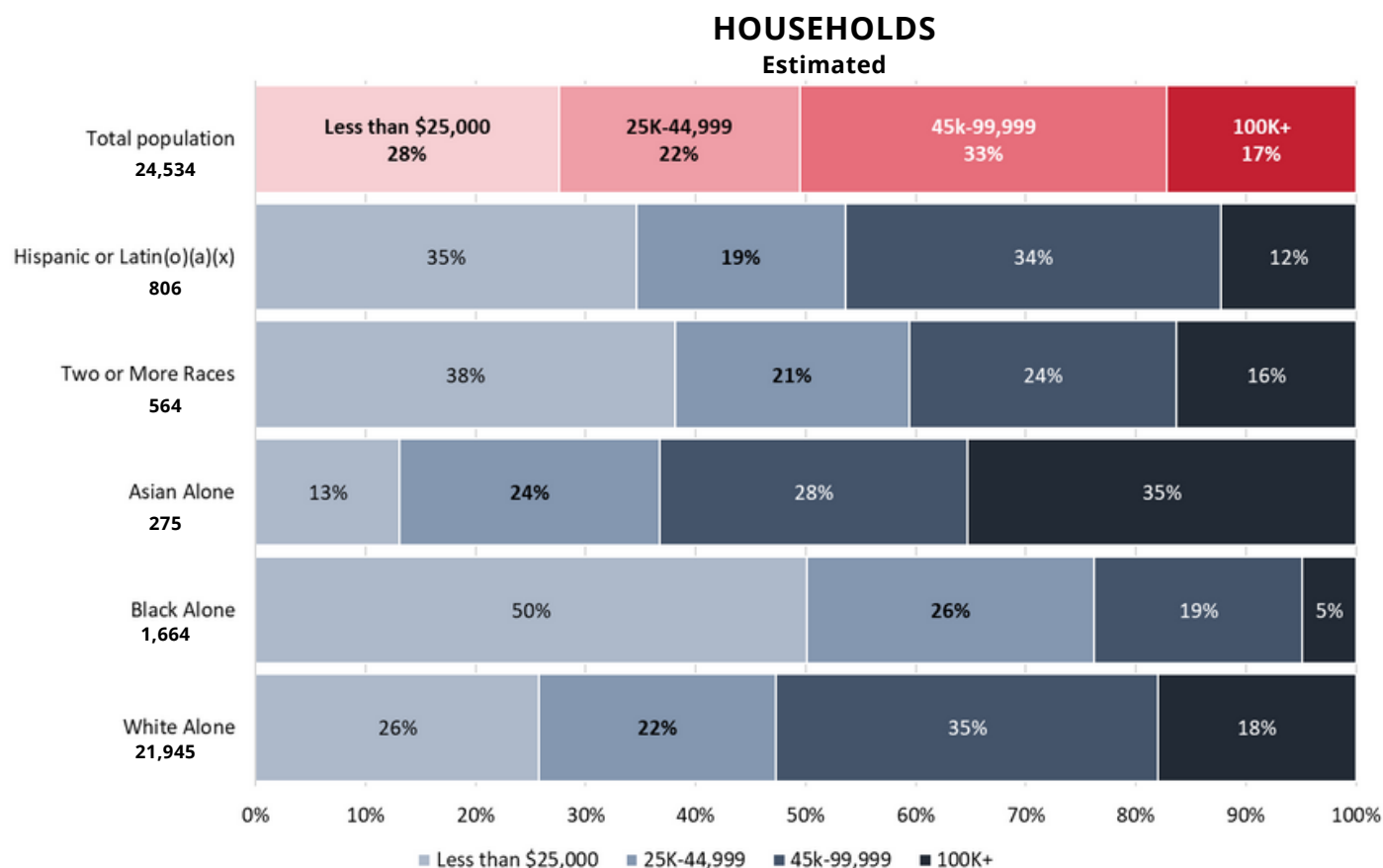
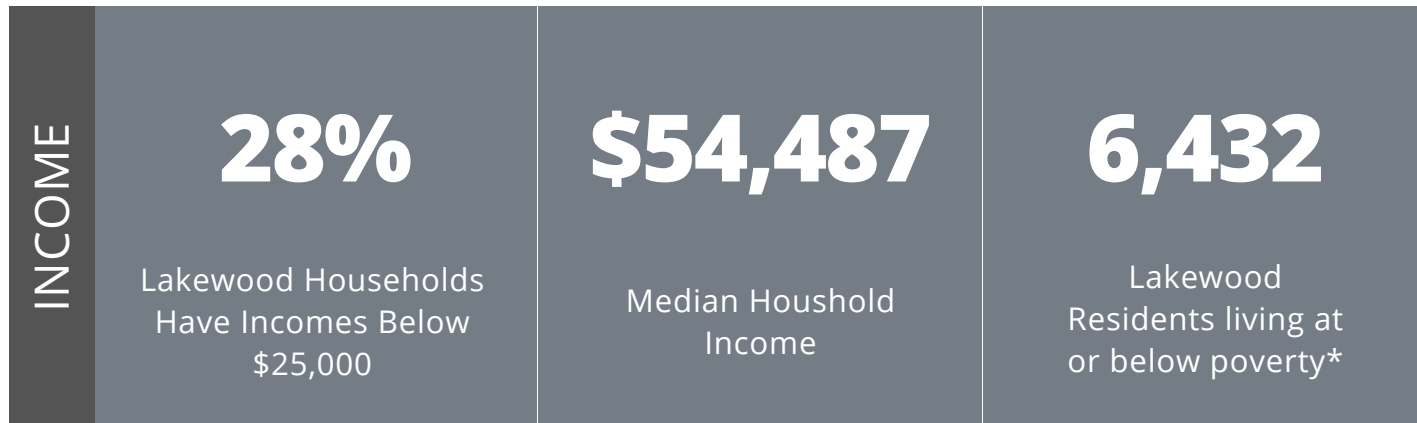
### AGE DISTRIBUTION





# Community Profile

## Household Income



Source: U.S. Census Bureau's 2020 American Community Survey Five-Year Estimates

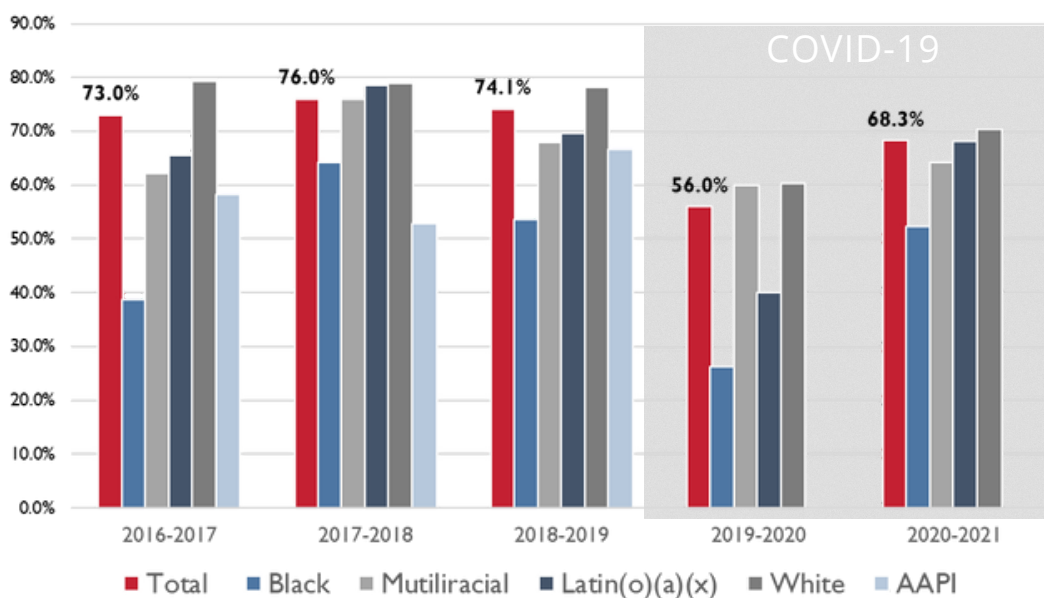
\*As of 2021, the Federal Poverty Level (FPL), the official measure of poverty, is \$21,960 for a family of 3, according to the Department of Health and Human Services. More information at [www.apse.hhs.gov](http://www.apse.hhs.gov).

# Community Profile

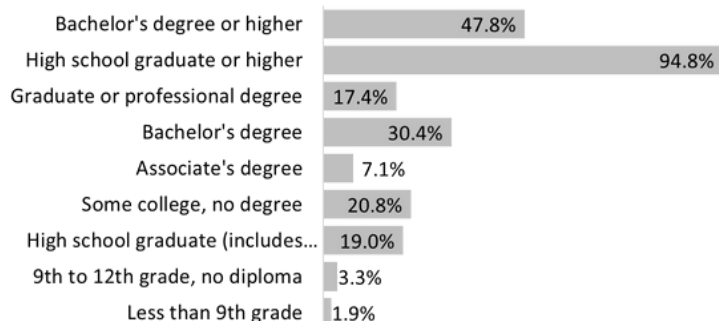
## Education



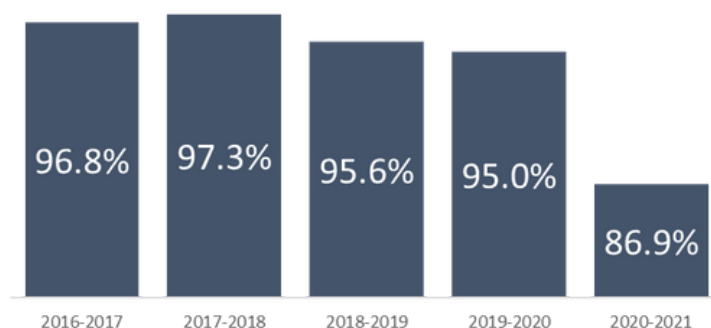
THIRD GRADE READING PERCENT PROFICIENT



EDUCATIONAL ATTAINMENT  
25 AND OLDER



PROPERLY CREDENTIALLED TEACHERS



# Community Profile

## Commuting and the City Budget

2



CIVIC LIFE

**17,519**

Number of Daily Commuters in Single Occupancy Vehicles

**2.19%**

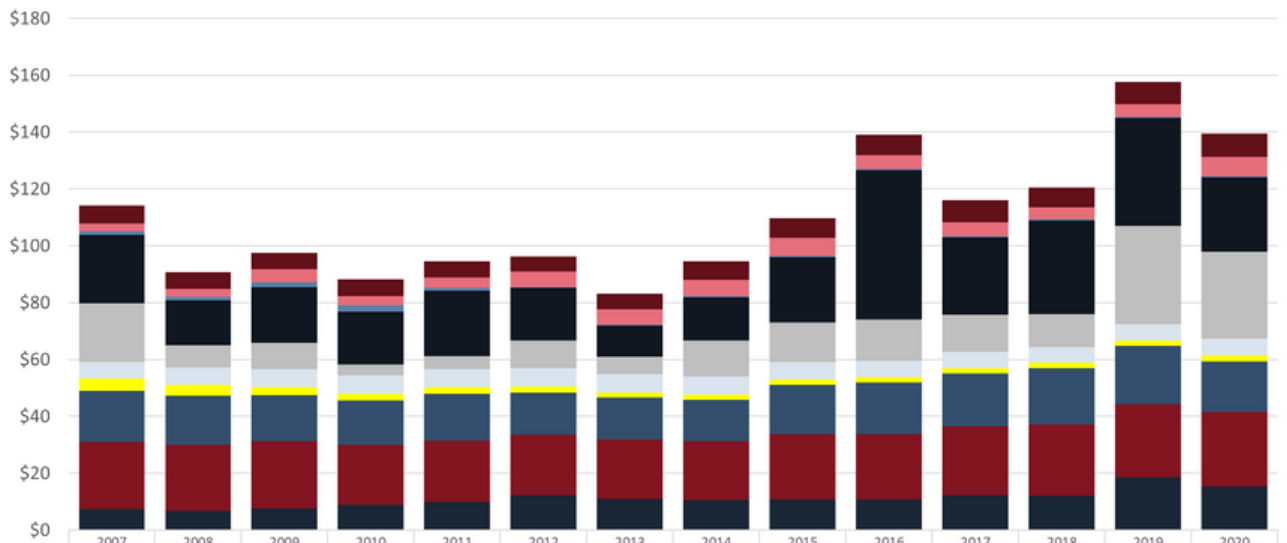
Average Share of City Budget for Human Services, 2007-2020

**87.8%**

Residents With an Internet Subscription

### TOTAL LAKEWOOD CITY BUDGET 2007 - 2020

Millions



With changes in how people work and where, as well as patterns around commuting, working from home will change and so too will income tax revenue for cities, thereby affecting potential programmatic initiatives of municipal governments.

Source: U.S. Census Bureau's 2020 American Community Survey Five-Year Estimates and the City of Lakewood



# Assessment

**If you want  
an answer  
to any  
problem  
in the  
community,  
ask the  
residents.**

**—Antoinette Gelsomino  
Former Human Services  
Director, City of Lakewood**

## Community Voice

This section contains data from the Survey, primary sources like the Census, and qualitative sources like interviews, focus groups, and community meetings. The Assessment is divided into five sections organized by a category of social determinants of health as defined by the CDC, including:

- Economic Stability
- Education
- Health Care Access and Quality
- Built Environment
- Social and Community Context

Each section begins with a "Key Takeaways" section featuring statistics defining the topical area. There are then subsequent sub-categories of data highlighting more specific issues that relate to the main category. (Financial insecurity is a part of economic stability, for example.)

For each of these, there are data points underscored by specific feedback from the community through interviews and consultant reviews of the survey itself.

Please note: the feedback received from participants represents their perspectives and may not always conform with quantitative data.

# Economic Stability

## Key Takeaways

3



### SURVEY INSIGHTS

Roughly **26%** of respondents indicated that they regularly **worried about money**

...But this burden was not experienced equally.



**35%** of **Black** respondents regularly worried about money



**33%** of **LGBTQ+** respondents regularly worried about money



**40%** of respondents earning **less than \$50,000 annually** regularly worried about money

**50%**

Black Households  
With Income < \$25k

**#1**

Children Have  
Highest Rates of  
Poverty out of any  
Population at 18.7%

**1 in 10**

Lakewood Residents  
Rely on Food Stamps

Another 1 in 10 Earn  
Too Much but Qualify  
for Emergency Food

While there are many in Lakewood who are doing well economically, there are many others who face significant financial insecurity, with disparities present racially and in terms of gender. Interviewees indicated housing as a major concern, financially, with many expressing concern about long-term residents being displaced.

Additionally, the impacts of the pandemic, including rising inflation, were areas of concern across interest groups, though many identified a disproportionate impact being felt by lower-income and Black residents.

# Economic Stability

## Financial Insecurity

3



### ANALYSIS

Survey respondents largely indicated they had enough financial security to address their basic needs, but they identified potential challenges with savings, retirement, or money for an emergency. Most respondents indicated they worry about money, but 40% indicated they had no debt whatsoever.

While most residents receive their income through employment, 1 in 5 residents receive social security,

### Key Stats for Consideration

- 13% of residents live at or below poverty, including
  - 1500 children
  - 4250 working age adults
  - 625 older adults (65 and older)
- 10% of residents have incomes between 150 and 200% of poverty
- 8.5% of families are below poverty

SOURCE	RESIDENTS SAY
<ul style="list-style-type: none"><li>• Focus Group: Business Owners</li></ul>	Inflation and rent are challenges, and it's hard to afford improvements.
<ul style="list-style-type: none"><li>• Focus Group: Older Adults</li></ul>	Rising cost of food has been difficult to manage.
<ul style="list-style-type: none"><li>• Informant: Public Safety</li></ul>	Many of the people EMS interacts with in an ambulance did not want to go to the hospital for regular care because they are afraid of cost.
<ul style="list-style-type: none"><li>• Informant: Unhoused Expert</li></ul>	Overnight programs in churches close in the winter. There is nowhere for people to go, especially if they have mental health challenges.

### SUMMARIZED SURVEY RESPONSES

Only a very small minority of respondents felt that financial health and one's physical and mental well-being had no connection.

Some respondents explained that being financially secure, regardless of reason or source of security, enabled them to seek out new, better employment and educational opportunities they would not otherwise be able to pursue.



# Economic Stability

## Disparities

3



### ANALYSIS

There are significant disparities in income and economics by race and gender. More than half of white and Asian respondents made more than \$50k annually, and slightly more than 1 in 10 white or Asian residents lived below poverty.

Conversely, half of Black residents made less than \$25K, which is twice the rate of the entire population, and nearly 1 in 3 Black residents lived below poverty.

Additionally, females have a slightly higher rate of poverty than males.

### Key Stats for Consideration

- Among all female-headed households
  - 22% are below poverty
  - For those with children under 18, 32% are below poverty
  - For those with children under 5, 45% are below poverty
- Over 20% of Hispanic or Latin(o)(a)(x) residents of any race live below poverty

SOURCE	RESIDENTS SAY
• Focus Group: Persons of Color	Many Black residents moved out of Lakewood during pandemic because it was too expensive—new affordable buildings were discussed but never happened.
• Focus Group: Renters	Not very many businesses owned by non-white groups.
• Focus Group: 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."

### SUMMARIZED SURVEY RESPONSES

Individuals also feel that creating a diverse community is important. They would like active efforts for retention of Black, Indigenous, and People of Color (BIPOC) in their communities. Residents expressed the need for programming that welcomes individuals to Lakewood and serves as a support system for new families/individuals.

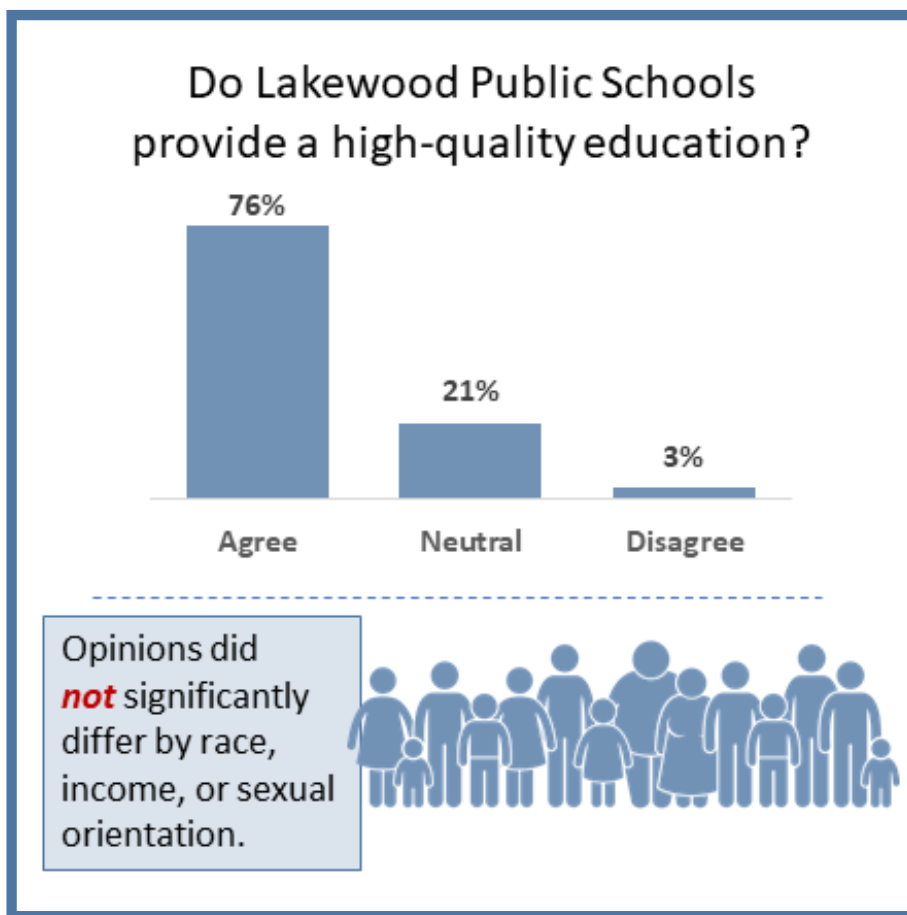
# Education

## Key Takeaways

4



### SURVEY INSIGHTS



**47.8%**

Bachelor's Degree or Higher

**43%**

Kindergarten Students are Not On Track in Language and Literacy

**72**

Ed-Choice Scholarships Used in 2021, the Highest in 4 Years

Education is traditionally linked to higher income and the data from Lakewood are no exception. And while the overall four-year graduation rate in Lakewood is high at 90.9%, achievement gaps remain for students with disabilities, English language learners, and Black students. Additionally, diversity and training in the teaching staff are unique data considerations, given a relatively high average salary compared to other local communities.

Many parents—though they have trust in the schools—believe there should be more supportive services for pre-kindergarten children as well as school-aged children, notably in regards to behavioral health, physical activity, and extracurriculars.

Many parents also expressed concern about the impact of public health measures implemented during the pandemic on the social well-being, educational achievement, and mental health of children.

# Education

## Outcomes

4



### ANALYSIS

In regards to kindergarten readiness, more than 4 in 10 Lakewood children are not on track, and this is especially true for children who are economically disadvantaged, disabled, and/or non-white. Unfortunately, this trend is maintained through third grade and even into high school, where—despite a generally high graduation rate—gaps persist. All of these issues were exacerbated by the impact COVID-19.

For adults without a high-school degree, the poverty rate is over 30%.

### Key Stats for Consideration

- 3 in 4 respondents believe Lakewood provides a high-quality education
- 16.5% of students have a disability
- 97% of respondents believe Lakewood schools are safe
  - Of survey takers who have children, 35% said there were no childcare openings
  - 20% could not afford childcare rates
  - 2.5% were unable to find voucher childcare
  - 12% could not find licensed & affordable care

SOURCE	RESIDENTS SAY
<ul style="list-style-type: none"><li>• Focus Group: Families</li></ul>	So many kids are being suspended from schools; we need more proactive efforts to reach out and provide mental health support.
<ul style="list-style-type: none"><li>• Focus Group: Business</li></ul>	Once you take school away, some kids don't eat at all.
<ul style="list-style-type: none"><li>• Informant: Education</li></ul>	The pandemic has greatly impacted the mental health of students and staff. More students are having a greater difficulty managing daily stressors and are being diagnosed with anxiety and/or depression. Also, many students and staff have lost families and friends to COVID-19.

### SUMMARIZED SURVEY RESPONSES

Schools were the second reason people chose Lakewood. A huge part of this answer lies in kind of community Lakewood is. Lakewood residents appreciate the diversity "more than other west side suburbs" with a progressive and welcoming feel.



# Education

## Services

4



### ANALYSIS

Utilization of the Ed Choice scholarship was slowly increasing between 2018-2020 and saw a large increase in 2021, likely a reflection of more parents moving schools due to instructional limitations of COVID-19 in public school settings.

Most parents believe Lakewood schools provide adequate extracurricular activities, though some identified the need for more behavioral health services.

### Key Stats for Consideration

- 3 in 4 respondents believe Lakewood provides adequate extracurricular activities
- A little over half of parents believe there are high-quality alternatives to public school
- Most parents do not know if schools provide physical health or mental health services

SOURCE	RESIDENTS SAY
<ul style="list-style-type: none"><li>• Focus Group: Families</li></ul>	Career development for students should receive more priority. Get kids networking early to start thinking about careers.
<ul style="list-style-type: none"><li>• Focus Group: Volunteers</li></ul>	Remote learning took a toll on both parents and children. Kids missed their friends, but some kids became used to isolation and didn't want to go out anymore.
<ul style="list-style-type: none"><li>• Informant: Education</li></ul>	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, schools could provide free vaccines and comprehensive examinations for all students regardless of their insurance status.

### SUMMARIZED SURVEY RESPONSES

The high school has good health services, but some have suggested the middle school lacks the same depth of services and that social support for children with intellectual and developmental disabilities is lacking. Outside of the schools, libraries are a good option for programs, though some see the library as inaccessible or lacking programming.

# Education

## Staffing, Policy and Operations

4



### ANALYSIS

Lakewood teachers are highly credentialed and experienced, as reflected in positive community reflection and high compensation. However, the teaching staff is not diverse, and publicly available and reliable data is lacking regarding expulsions, suspensions, curriculum design, or services.

### Key Stats for Consideration

- Average teacher salary is \$85,389
- Of 341 teaching staff, 15 are not white
- 62.6% have at least a Master's Degree
- Properly credentialed teachers slid from 95% to 86.9% during the first year of the pandemic

SOURCE	RESIDENTS SAY
<ul style="list-style-type: none"><li>• Focus Group: Refugees</li></ul>	Harrison Elementary teachers are kind and they care about the children's education and their future.
<ul style="list-style-type: none"><li>• Informant: Education</li></ul>	<p>The 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.</p> <p>Out of all of the age groups, elementary school-aged children are the most concerning. The number of students with mental health concerns is happening at an earlier age.</p>

### SUMMARIZED SURVEY RESPONSES

Transportation and mobility also seem to be a major concern for many parents. Safe pedestrian- and bike-friendly routes or non-vehicle public transit options are lacking. Some respondents and interviewees noted how many parents drop off in their cars, though the schools were not designed for that method. Some working parents expressed challenges with transportation tied to the need for care before and after the workday in order to accommodate the demands on their time and schedule.

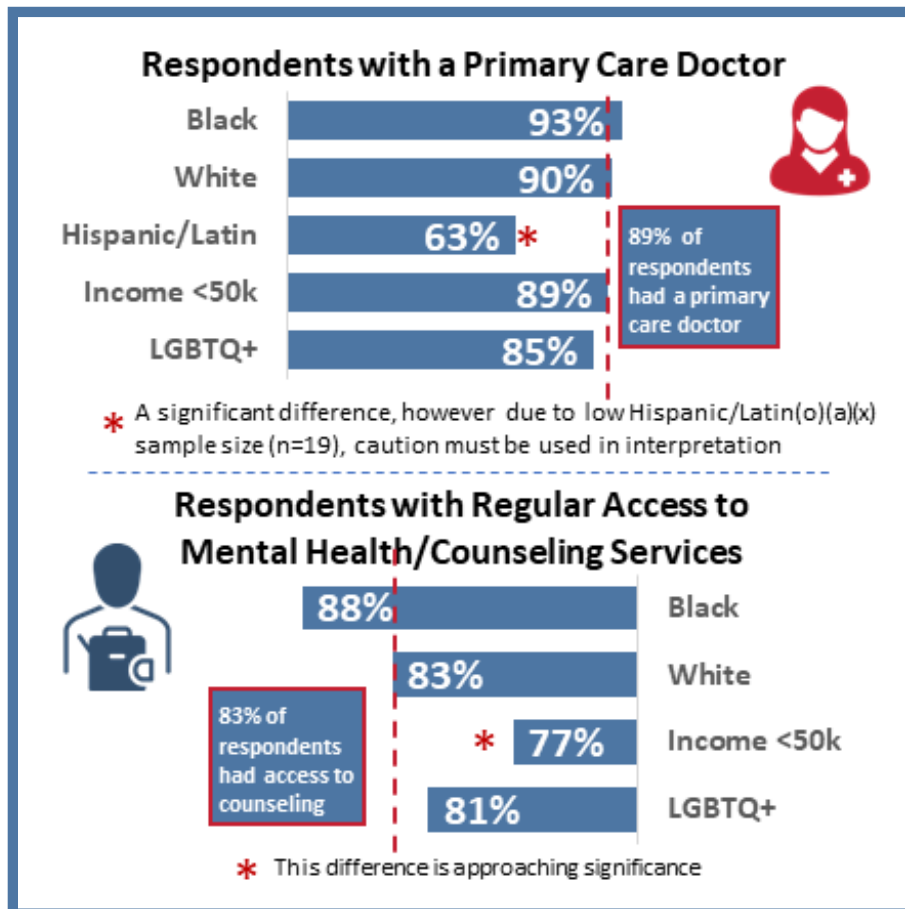
# Health Care Access and Quality

## Key Takeaways

5



### SURVEY INSIGHTS



**7.5%**

Residents Without Health Insurance

**Half**

Of Seniors Over 75 Have a Disability

**1 in 5**

Residents Smoke and Binge Drink

While Lakewood has a number of health providers available in the community and access to tertiary medical centers both east and west, residents still face challenges with chronic diseases, risky behavior, and mental health issues. COVID-19, in the near term, and poverty, long term, also impact the ability of individuals to manage their health needs.

However, generally, medications and services seem readily available to residents, with most indicating they have a primary care doctor and they regularly access basic services, like dental and vision care. In addition, many Lakewood residents indicated some levels of adverse childhood experiences and 7.5 percent said they have experienced or witnessed gun violence.



# Health Care Access and Quality

## Vulnerable Populations

5



### ANALYSIS

While screening and primary care access is high, many adults in Lakewood have significant behavioral health needs, and chronic disease/obesity rates are high.

Additionally, there are challenges for persons with disabilities, particularly in regards to mobility and neurodivergence, and low-income groups have little access to social supports and services, particularly if they are in crisis.

### Key Stats for Consideration

- 27.6% of respondents had a parent who was verbally abusive
- 8% have reported experiencing sexual assault
- 72% felt anxiety or worry sometime in the last year, with 1 in 5 being a daily or weekly experience
- 63% received a COVID-19 vaccine from a drug store as opposed to their physician or a public health effort

SOURCE	RESIDENTS SAY
<ul style="list-style-type: none"><li>• Focus Group: Older Adults</li></ul>	Physicians were generally not seen as helpful in navigating the costs of health care; they don't know the resources or are aware of costs of services.
<ul style="list-style-type: none"><li>• Focus Group: Persons With Disabilities</li></ul>	"My dentist did not have an elevator and, as my disability progressed, I couldn't access my dentist because there was no elevator."
<ul style="list-style-type: none"><li>• Informant: Unhoused</li></ul>	Some seniors' insurance plans don't fully cover diapers and don't have other ways to access items.
<ul style="list-style-type: none"><li>• Informant: EMS</li></ul>	Preventive programs are currently focused on falls with the elderly; they hope to expand to include services for people with mental health concerns, persons with diabetes, and expectant mothers.

### SUMMARIZED SURVEY RESPONSES

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. However, older adults have trouble aging in place and there are not enough transportation options for people to meet their social and non-medical needs.

# Health Care Access and Quality

## Discrimination & Social Determinants



### ANALYSIS

In both quantitative and qualitative data, racism, discrimination, and disparities are evident. And while BIPOC, LGBTQ, and disabled residents faced acute challenges, social determinants affect the totality of the population, with many individuals—regardless of income or background—citing housing and transportation as significant concerns for themselves and the community at large.

### Key Stats for Consideration

- 82.55% of residents say racism impacts health
- **5.6%** of tested children for lead had blood lead levels >5 mg per deciliter
- Black, Hispanic/Latin(o)(a)(x) residents have higher rates of disability prevalence compared to whites

SOURCE	RESIDENTS SAY
<ul style="list-style-type: none"><li>• Focus Group: LGBTQ</li></ul>	Transgender residents expressed uncomfortable experiences receiving health care; most left Lakewood to receive general care. Sensitivity training and cultural competency should be a requirement for all health care professionals.
<ul style="list-style-type: none"><li>• Focus Group: Persons of Color</li></ul>	There's a lack of true champions for BIPOC residents on health; providers do not believe them and there is no diversity in providers offering services.
<ul style="list-style-type: none"><li>• Informant: Public Safety</li></ul>	Impact of SDOH is more prevalent in lower-income places.

### SUMMARIZED SURVEY RESPONSES

Residents expressed concerns about some landlords not keeping up properties while also raising rents and denying access based on a person's source of income. Many others cited consistent problems with traffic and a lack of reliable transit options. Diversity is an attractive part of living in Lakewood, though many are concerned with discrimination and systemic racism. These issues, stemming from discrimination and social conditions, negatively influence health.

# Health Care Access and Quality

## Access & Navigation



### ANALYSIS

Many residents have no challenges with accessing a wide array of services, though they often do not feel they're connected to the delivery system. Also, many described the closure of the Lakewood Hospital as a significant loss to the community. They expressed concerns about a lack of access to specialty care. Self-reported data on disease and activity does not align with primary data, suggesting low health literacy.

### Key Stats for Consideration

- 92.5% of residents have health insurance
- 88.75% have a primary care provider
- 54.7% travel less than 5 miles for primary care
- 6 in 10 residents reported receiving their COVID-19 vaccines from a drug store and over 84% reported receiving a booster shot

SOURCE	RESIDENTS SAY
<ul style="list-style-type: none"><li>• Focus Group: Older Adults</li></ul>	Coverage, costs, and pharmacy services are all difficult to navigate.
<ul style="list-style-type: none"><li>• Focus Group: Unhoused</li></ul>	There are no services or supports for individuals in crisis.
<ul style="list-style-type: none"><li>• Focus Group: Families</li></ul>	There is confusion around the new family health center, and many are not sure what services are available there. People are frustrated about the situation.
<ul style="list-style-type: none"><li>• Informant: Patient Advocate</li></ul>	PCPs are not comfortable with treating/managing mental health issues and often must refer out to psychiatry, which is often overbooked. Now patients must wait several weeks or months, which can lead to hospitalizations or improper care.

### SUMMARIZED SURVEY RESPONSES

Many residents lamented the loss of Lakewood Hospital, though they expressed appreciation for the services and staff of the new Family Health Center. Still, many residents did not feel like they knew where to go to receive services and said providers were not helpful in managing needs beyond the immediate service they were seeking.

# Built Environment

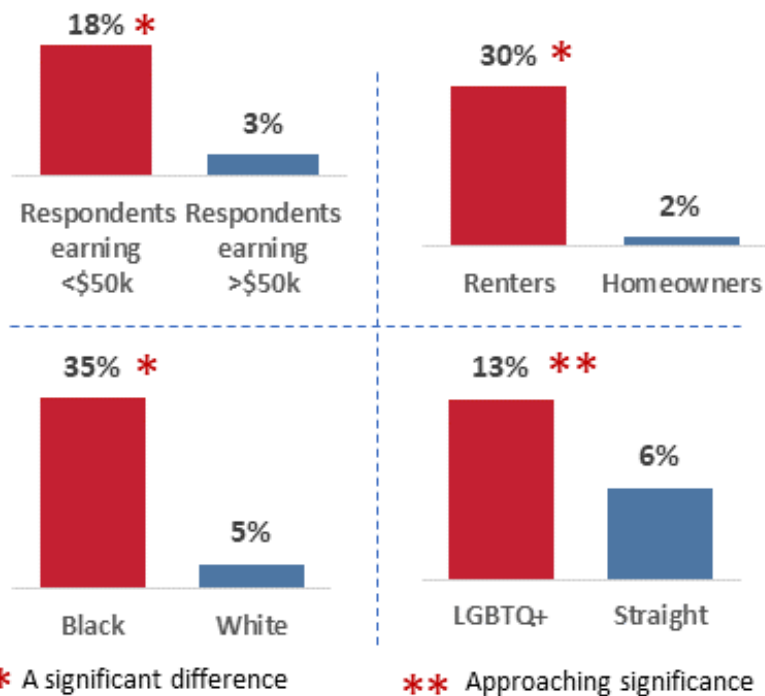
## Key Takeaways

6



### SURVEY INSIGHTS

About **9%** of respondents are concerned that they won't have **stable housing** in the next two months... however that **concern** is not experienced equally.



**77%**

Commuters Who Travel in Single Occupancy Cars

**36.3%**

Renters Who Are Housing Insecure

**1 in 2**

Residents Reported Living in Lakewood for Over 20 years

The average resident has lived in Lakewood a long time, but many residents expressed concerns over displacement. Some residents are also worried about the lack of affordable housing options, including the availability of housing for individuals with vouchers. However, recent data suggests most new units are single or two family, meaning supply is constrained.

If Lakewood were to develop more housing to improve supply, and thus average price of housing, it may conflict with some residents' sentiments regarding "neighborhood character" as it may include greater density through apartments.

While Lakewood prides itself on being a dense, walkable community, most people rely on cars for transportation, and infrastructure is designed to support cars more than pedestrians, cyclists, or public transit. Many have cited the impact the lack of connections north and south have on their getting to school and around town.

Most residents highlighted Lakewood's parks, recreational opportunities, and commercial diversity as unique assets that often attract others from outside communities.



# Built Environment

## Housing



### ANALYSIS

Compared to owners, renters were typically more at risk for insecurity and they occupy more units. There were also concerns about racial discrimination in housing, and some were frustrated about the lack of affordable options. Many residents believe their housing is safe from pests and mold and that their utilities were reliable. But over 30% were concerned or unsure about lead exposure and 15% were concerned about clean drinking water.

### Key Stats for Consideration

- Renters were twice as likely as homeowners to be housing insecure
- The tipping point into unaffordability based on the median income
  - Renters: \$40,500
  - Homeowners: \$92,200
- 95.6% of respondents were not concerned about maintaining their housing

SOURCE	RESIDENTS SAY
<ul style="list-style-type: none"><li>• Focus Group: Persons with Disabilities</li><li>• Focus Group: Unhoused</li></ul>	<p>People are getting priced out of their homes, and something needs to be done to make housing more accessible for people with disabilities.</p> <p>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 usually direct people out of the city.</p>
<ul style="list-style-type: none"><li>• Informant: Housing</li></ul>	<p>Anyone who has families, especially single mothers with children, are impacted the most by 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.</p>

### SUMMARIZED SURVEY RESPONSES

Residents expressed concerns about some landlords not keeping up properties while also raising rents and denying access based on a person's source of income. Many others cited consistent problems with traffic and a lack of reliable transit options.

# Built Environment

## Transportation and Mobility

6



### ANALYSIS

Across many groups, transportation and mobility were highlighted as significant challenges, though over three quarters rely on personal vehicles for the majority of their transit. Several groups lamented the loss of the circulator, and many others cited challenges with parking and a lack of safe, pedestrian-friendly infrastructure, particularly for children.

### Key Stats for Consideration

- 95% of emissions come from personal vehicles
- 3% use public transit
- 1 in 10 indicated they do not live close to public transit
- 14.6% did not feel there were safe pedestrian crossings

SOURCE	RESIDENTS SAY
• Focus Group: Youth	Youth enjoy riding bikes around Lakewood, but they do not feel safe in the bike lanes. They all prefer to use the sidewalks.
• Focus Group: Older Adults	Universal agreement that the circulator is missed; they would like to see a replacement.
• Focus Group: Business	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.
• Focus Group: Persons with Disabilities	The cutouts on the sidewalk are very difficult; there are few ADA-compliant ramps to businesses; during the winter, I cannot shovel our drive—the city plows us in and we get stuck at home. Crosswalks are not accessible. The circulator needs to be brought back.

### SUMMARIZED SURVEY RESPONSES

Almost all respondents mentioned the speeding problem in their neighborhoods. School neighborhoods see speeding issues during school times/days; even with crossing guards, cars are not respecting the speed limit. Many residents feel that speed bumps are necessary in certain neighborhoods. Many expressed interests in protected bike lanes and in a community transit service (circulator, free trolley) to key neighborhood spots or increased RTA bus routes and times. Some are concerned about a lack of parking for area businesses.

# Built Environment

## Recreation and Commerce

6



### ANALYSIS

Residents largely enjoy Lakewood for its density, public amenities, commercial diversity, and general livability. Largely, residents felt there were plenty of green spaces and playgrounds and they moved around the city by foot where able.

Some cited concerns about the impact of COVID-19, including inflation, the loss of foot traffic, staffing shortages, and customer harassment of staff for requiring masks and other preventive measures.

### Key Stats for Consideration

- Over 93% of residents felt there was adequate greenspace and playgrounds
- 14.3% of residents felt sidewalks were unsafe
- 44.6% use bicycles to get around Lakewood

SOURCE	RESIDENTS SAY
• Focus Group: Refugees	Would like to see parks with outdoor exercise equipment. Free, accessible things to do besides walking for activity.
• Focus Group: Families	Love the parks and greenspaces in Lakewood. The Lake access is amazing.
• Informant: Public Safety	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.
• Informant: Recreation	Some residents have more time and income to leave community to have kids participate in activities and there is not a concerted effort to bridge this gap. The recreation department being standalone is confusing.

### SUMMARIZED SURVEY RESPONSES

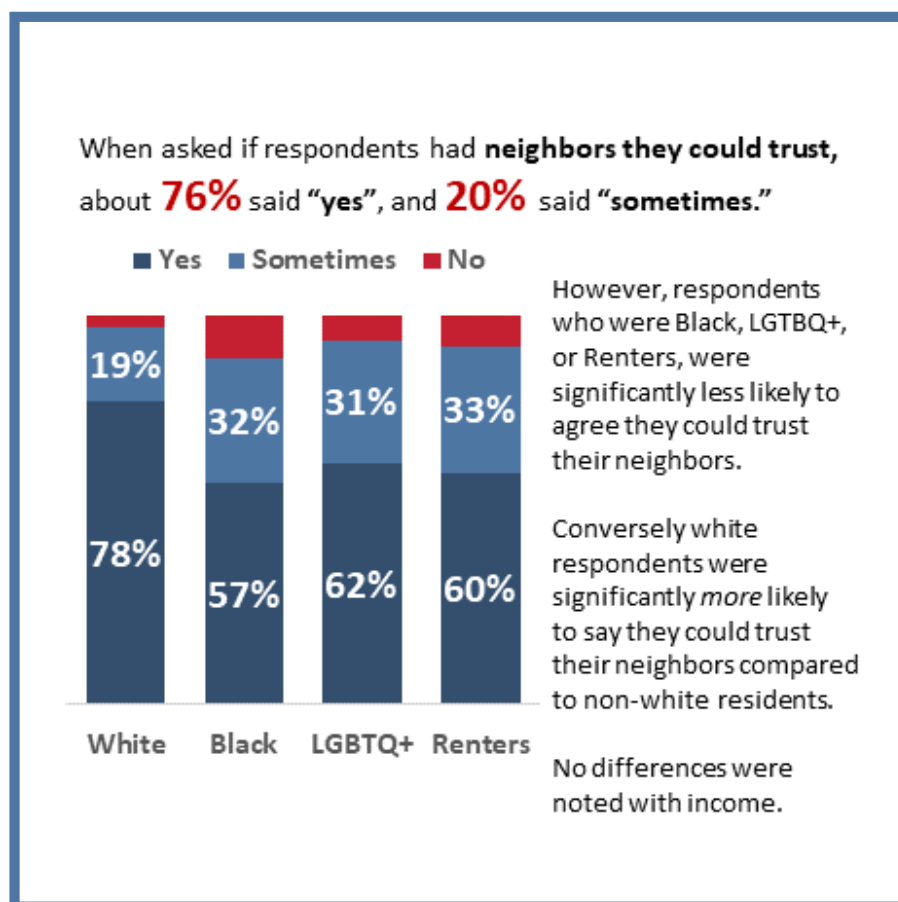
Residents enjoy the access and proximity to downtown, the lake, and parks; it's "close to everything" and offers the ability to walk and bike places. Some feel bars can be noisy at night and that commercial areas put pressure on residential parking. Many individuals feel that there needs to be increased yearlong recreation programming for both youth and adults.

# Social and Community Context

## Key Takeaways



### SURVEY INSIGHTS



**36%**

Residents Without Internet Make Less than \$20k

**41.6%**

BIPOC Residents Who Experience Racism

**Less than Half**

Participate in or Have a Block Club or Neighborhood Group

Lakewood residents have good connections to their city, though they do not have regular sources of information regarding community events or activities. Additionally, many individuals, particularly persons with disabilities and older adults, feel isolated in the community, in part because of the pandemic.

Certain groups have directly experienced more overt and systemic discrimination, including Asian Americans and individuals with disabilities. Many others have witnessed or experienced instances of discrimination. Still, others are unsure if discrimination exists. Overall, however, many respondents perceive Lakewood as a diverse, inclusive community and identify that as an asset and a reason to live in the city.



# Social and Community Context

## Discrimination and Racism



### ANALYSIS

Many BIPOC, LGBTQ residents, and persons with disabilities in Lakewood have experienced discrimination and racism, which is acknowledged by the majority of respondents and Assessment participants. Participants also see the connection between racism and health.

Many see the diversity of Lakewood as an asset and believe there are efforts to deepen that reputation.

### Key Stats for Consideration

- 21.1% of residents are unsure of race relations in Lakewood or rate them poorly
- 7.8% do not believe BIPOC experience racism
- 82.6% believe racism impacts health

SOURCE	RESIDENTS SAY
• Focus Group: BIPOC	Lakewood tried to advertise being diverse, but there's implicit bias and programming is not culturally competent.
• Focus Group: Renters	Majority of east end is Black, and Lakewood has been historically unwelcoming to Black folks—not as liberal a town as people think it is.
• Focus Group: Hispanic/ Latin(o) (a)(x)	It is hard to create a Latino community because many Latinos don't feel welcomed by their neighbors.
• Focus Group: Refugees	Increased Asian hate from the pandemic makes it uncomfortable to walk in Lakewood. Everyone had at least one experience with Asian hate.
• Informant: Recreation	City recreational opportunities are not equitably offered or managed. For example, some are surveilled with a policy presence while others are not.

### SUMMARIZED SURVEY RESPONSES

Lakewood residents value people in the community. However, Lakewood citizens express a need for increased diversity across the city.

# Social and Community Context

## Community Services and Information



### ANALYSIS

Individuals and groups expressed similar feelings about not knowing where or how to access information. This affects groups differently, with some only learning about availability of a particular service due to the Assessment.

And though 98% have access to reliable internet, no one identified a single source of community information on resources.

### Key Stats for Consideration

- 83% participate in community activities
- 55% trust the government
- 87.9% feel there are free and accessible places to meet
- 48.4% feel connected to the community through social media

SOURCE	RESIDENTS SAY
<ul style="list-style-type: none"><li>• Focus Group: Persons with Disabilities</li><li>• Focus Group: Community Meeting</li></ul>	<p>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.</p> <p>People rely on word of mouth. They can't only rely on information online, and most wait for someone to talk to them about it. Would love to do a connection project to see who is mapped and connected to different organizations and boards and programs.</p>
<ul style="list-style-type: none"><li>• Informant: Recreation</li></ul>	<p>It is difficult to get some demographics to register, and the same well-resourced groups of parents and friends fill up registration.</p>

### SUMMARIZED SURVEY RESPONSES

Some indicated concerns regarding increasing crime, though data may not support those concerns. Other residents were disappointed with the City's response to the 2021 shooting at Madison Park, though they believe the subsequent response has been better. Many respondents indicated a lack of a central source of information on services and activities, but they would be interested in something highlighting major events and ways to connect.

# Social and Community Context

## Social Connectedness



### ANALYSIS

Due to protective public health measures, COVID-19 exacerbated isolation in the community, notably for children and older adults. Most agreed with the measures taken.

Most residents have access to the internet, though there are disparities by income.

### Key Stats for Consideration

- 93.5% of residents have one or more computing devices
- 7.4% only have a smart phone as their computer
- 30% sometimes or always lack companionship and/or feel alone
- 25.5% feel no one knows them well

SOURCE	RESIDENTS SAY
• Focus Group: BIPOC	Feel like leadership in the city does not make an effort to get to know citizens or reach out/communicate.
• Focus Group: Business	People are very isolated and there are less opportunities to socialize.
• Focus Group: Persons with Disabilities	I would love to have more shop owners working with us because reduced access makes you feel unwelcomed, unwanted, and left out.
• Informant: Environment and Sustainability	I'm concerned about the social fabric of Lakewood after the pandemic. We've always had an engaged community, Will we continue to be like that since everything was put on hold?

### SUMMARIZED SURVEY RESPONSES

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.



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