MANITOWOC COUNTY
2024 COMMUNITY HEALTH SURVEY
August 28 to October 21, 2024

[Some totals may be more or less than 100% due to rounding and response category distribution. Percentages in the report and in the Appendix may differ by one or two percentage points as a result of combining several response categories for report analysis.]

1. Do you live in Manitowoc County?

Yes	100%
No	0

2. Below are some statements about health care services and providers, doctors, nurse practitioners, physician assistants or primary care clinics in Manitowoc County. (Check an option for your response in each row below.) [Not applicable removed from analysis.]

		Yes	No	Not Sure
a.	I have a health care provider where I regularly go for check-ups and when I am sick	87%	13%	0%
b.	I can get an appointment for my health needs quickly	69	25	7
c.	I can easily get to my health care provider or clinic	91	7	2
d.	I am heard, seen and listened to when receiving health care	88	7	5
e.	My family/support people are seen and listened to when I receive health care	82	7	11
f.	I am seen and listened to when my child/children are receiving health care	93	4	3

3. How satisfied are you with your health care provider in meeting your needs, taking into account your age, gender, sexual orientation, race, ethnicity, or health status?

Not at all satisfied	4%	→ CONTINUE WITH Q4
Not too satisfied	2	→ CONTINUE WITH Q4
Somewhat satisfied	18	→ CONTINUE WITH Q4
Very satisfied	72	→ GO TO Q5
Not sure	3	→ GO TO Q5

4. What is not being taken into account? Your… [113 Respondents; More than 1 response accepted]

Health status	35%
Age	20
Race	5
Gender	4
Sexual orientation	4
Ethnicity	4
Some other reason	4
Not sure	27

5. In the past 12 months, was there a time that you needed <u>medical care</u> but did not get it?

Yes	11%	→ CONTINUE WITH Q6
No	89	→ GO TO Q7
Not sure	<1	→ GO TO Q7

6. What were the reasons you did not receive the medical care needed? [50 Respondents; More than 1 response accepted]

Cannot afford	38%
Long wait time	32
Co-payments too high	30
Unable to get appointment	28
Poor medical care available	20
No insurance	20
Specialty care not in area	18
Insurance did not cover it	18
Not able to take off of work	12
Inconvenient hours	10
Lack of transportation	8
Not a priority	8
Worried others would judge	6
Fear of care needed	6
Lack of child/adult day care	2
Don't know where to go	2
Someone stopped me from getting care	2
Physical barriers	0
Technology issues/no internet or computer	0
Language barrier	0
Other	16
Not sure	0

7. In the past 12 months, was there a time that you needed dental care but did not get it?

Yes	20%	→ CONTINUE WITH Q8
No	79	→ GO TO Q9
Not sure	1	→ GO TO Q9

8. What were the reasons you did not receive the dental care needed? [91 Respondents; More than 1 response accepted]

Long wait time	40%
Cannot afford	35
Unable to get appointment	31
Insurance did not cover it	29
Unable to find a dentist to take Medicaid or other insurance	23
No insurance	20
Co-payments too high	19
Poor dental care available	13
Inconvenient hours	9
Not able to take off of work	8
Fear of care needed	5
Specialty care not in area	4
Not a priority	4
Lack of child/adult day care	3
Don't know where to go	3
Lack of transportation	2
Worried others would judge	1
Physical barriers	0
Technology issues/no internet or computer	0
Language barrier	0
Someone stopped me from getting care	0
Other	5
Not sure	1

9. In the past 12 months, was there a time that you needed mental health care but did not get it?

Yes	13%	→ CONTINUE WITH Q10
No	83	→ GO TO Q11
Not sure	4	→ GO TO Q11

10. What were the reasons you did not receive the mental health care needed? [60 Respondents: Multiple responses accepted]

Long wait time	55%
Poor mental health care available	48
Unable to get appointment	42
Insurance did not cover it	28
Cannot afford	27
Worried others would judge	15
Co-payments too high	13
Not able to take off of work	12
Don't know where to go	10
Specialty care not in area	8
Fear of care needed	8
Inconvenient hours	7
No insurance	3
Lack of transportation	3
Not a priority	3
Lack of child/adult day care	2
Language barrier	2
Someone stopped me from getting care	2
Physical barriers	0
Technology issues/no internet or computer	0
Other	8
Not sure	0

11. In the past 12 months, was there a time that you needed alcohol or drug/substance abuse treatment but did not get it?

Yes	<1%	→ CONTINUE WITH Q12
No	98	→ GO TO Q13
Not sure	<1	→ GO TO Q13

12. What were the reasons you did not receive the alcohol or drug/substance abuse treatment needed? [4 Respondents: Multiple responses accepted]

Insurance did not cover it	2 respondents
No insurance	1 respondent
Co-payments too high	1 respondent
Unable to get appointment	1 respondent
Someone stopped me from getting care	1 respondent
Worried others would judge	1 respondent
Cannot afford	0 respondents
Long wait time	0 respondents
Not able to take off of work	0 respondents
Inconvenient hours	0 respondents
Poor alcohol or drug/substance abuse treatment	0 respondents
Specialty care not in area	0 respondents
Lack of transportation	0 respondents
Lack of child/adult day care	0 respondents
Physical barriers	0 respondents
Technology issues/no internet or computer	0 respondents
Language barrier	0 respondents
Don't know where to go	0 respondents
Fear of care needed	0 respondents
Not a priority	0 respondents
Other	0 respondents
Not sure	0 respondents

13. Are you up-to-date with the recommended vaccinations? Do not include COVID-19 and flu vaccinations.

Yes	86%	→ GO TO Q15
No	9	→ CONTINUE WITH Q14
Not sure	5	→ GO TO Q15

14. What are the reasons you are not up-to-date with the recommended vaccinations? [41 Respondents: Multiple responses accepted]

Don't know where to go	34%
Not a priority	22
Unable to get appointment	17
Language barrier	17
Cost/fee too high	14
Uncertain about the safety or side effects of the vaccine	12
Don't trust government	7
Pre-existing condition that makes me ineligible	5
Cultural or religious reasons	5
Don't trust health care services or providers	2
Not able to take off of work	2
Long wait time	0
Inconvenient hours	0
Lack of transportation	0
Lack of child/adult day care	0
Physical barriers	0
Previous negative experience	0
Someone stopped me from getting a vaccination	0
Worried others would judge	0
Other	10
Not sure	5

15. In a *usual week*, on how many days do you do moderate activities for at least 30 minutes at a time? Moderate physical activity includes brisk walking, bicycling, vacuuming, gardening or anything else that causes some increase in breathing or heart rate.

0 days	10%
1 day	4
2 days	10
3 days	20
4 days	11
5 days	13
6 days	9
7 days	23
Not sure	<1

16. In a *usual week*, on how many days do you do vigorous activities for at least 20 minutes at a time? Vigorous activities include running, aerobics, heavy yard work or anything else that causes large increases in breathing or heart rate.

0 days	34%
1 day	16
2 days	15
3 days	14
4 days	8
5 days	6
6 days	3
7 days	4
Not sure	1

17. In a *usual week*, on how many days do you do physical activities or exercises to strengthen your muscles, not including at work? Do not count aerobic activities like walking, running, bicycling. Count activities using your own body weight like yoga, sit-ups or push-ups and those using weight machines, free weights or elastic bands.

0 days	46%
1 day	10
2 days	14
3 days	13
4 days	4
5 days	5
6 days	3
7 days	4
Not sure	2

We appreciate your feedback on mental health issues to best serve our Manitowoc County residents. Please dial 988 for a crisis hotline for support during or after the survey.

18. During the past 30 days, about how often would you say you felt sad, blue, or depressed?

Never	21%
Seldom	36
Sometimes	33
Nearly always	6
Always	4
Not sure	<1

19. How often would you say you find meaning and purpose in your daily life?

Never	3%
Seldom	6
Sometimes	17
Nearly always	41
Always	33
Not sure	<1

20. How often do you feel lonely or isolated from those around you?

Never	30%
Seldom	26
Sometimes	35
Nearly always	5
Always	4
Not sure	0

21. In the past year, have you ever felt so overwhelmed that you considered suicide?

Yes	13%
No	84
Not sure	3

22. In the past year, have you attempted suicide?

Yes	4%
No	94
Not sure	1

We appreciate your feedback on personal safety issues. Please contact the InCourage Domestic Violence Center at 920-684-5770 or dial 988 for a crisis hotline for support during or after the survey.

23. During the past year, has anyone made you afraid for your personal safety?

Yes	9%	→ CONTINUE WITH Q24
No	90	→ GO TO Q25
Not sure	<1	→ GO TO Q25

24. What relationship is this person or people to you? Please remember, all your responses are strictly confidential. [42 Respondents; More than 1 response accepted]

Stranger	48%
Ex-spouse	17
Significant other	10
Acquaintance	7
Sibling	7
Friend	5
Separated spouse	5
Coworker	5
Parent	2
Child	2
Spouse	0
Someone else	17
Not sure	0

25. Below are some statements about Manitowoc County. (Check an option for your response in each row below.) [Not applicable removed from analysis.]

		Yes	No	Not Sure
a.	There are affordable health care services in the county	62%	16%	22%
b.	There are quality health care services in the county	78	11	10
c.	There are enough jobs that pay a living wage for adults in the county	31	38	31
d.	There are job trainings or employment resources available	64	7	29
e.	Childcare daycare/pre-school resources are affordable for those who need them	10	60	30
f.	Childcare daycare/pre-school resources are available for those who need them	21	45	35
g.	There are affordable places to live in the county	32	43	26
h.	There are safe places to live in the county	84	4	12
i.	The county has a variety of accessible places to walk	89	7	5
j.	I feel safe walking in the county	84	10	6
k.	There are affordable public transportation options in the county	61	10	29
l.	The public transportation is easy to use in the county	37	20	43

26. What are the **three** largest social or economic issues in our community that must be addressed in order to improve the quality of life of county residents?

Safe and affordable housing	44%
Accessible and affordable childcare	40
Accessible and affordable mental health care	35
Economic stability including income and employment	27
Accessible and affordable healthy food	21
Access to social services including welfare programs, housing assistance, etc	18
Accessible and affordable dental health care	17
Accessible and affordable medical health care	16
Education access and quality	11
Community violence and crime	8
Food insecurity	7
Social connectedness and belonging	6
Family support	6
Environmental health: clean air and safe water, etc.	5
Racism and discrimination	5
Accessible and affordable transportation	4
Other	2
Not sure	4
Prefer not to answer	2

27. What are the **three** largest <u>health conditions or behaviors</u> that must be addressed in order to improve the health of county residents?

Drug/substance use	67%
Mental health, mental conditions and suicide	48
Alcohol use	46
Nutrition, physical activity and obesity	30
Chronic diseases including cancer, diabetes, heart disease	24
Intimate partner and domestic violence	11
Maternal, infant, and child health	9
Vaping use	9
Tobacco use	6
Oral health	5
Communicable diseases including flu, RSV	4
Unintentional injury including falls and motor vehicle accidents	3
Reproductive and sexual health, including sexually transmitted infections (STIs)	2
Other	<1
Not sure	7
Prefer not to answer	2

Finally, a few questions about you to make sure we have a good representation of the people in Manitowoc County.

28. In what zip code do you live?

54220	62%
54241	19
54214	3
54228	3
All others (2% or less)	10
No answer	4

29. In what year were you born? [CALCULATE AGE]

18 to 34 years old	20%
35 to 44 years old	19
45 to 54 years old	13
55 to 64 years old	21
65 and older	23
No answer	5

30. Which gender do you identify with?

Male	41%
Female	54
Transgender male	0
Transgender female	<1
Non-binary	<1
If you feel comfortable doing so, please list another gender identity you most identify with	<1
Not sure	0
Prefer not to answer	5

31. How would you describe your sexual orientation?

Straight or heterosexual	85%
Gay or lesbian	6
Bisexual	3
Do you describe your sexual orientation another way	<1
Not sure	0
Prefer not to answer	6

32. Are you of Hispanic, Latino or Latinx origin or descent?

Yes	6%
No	87
Not sure	1
Prefer not to answer	5

33. Which of the following race(s) do you identify with?

American Indian or Alaska Native	3%
Asian or Asian American	3
Black or African American	2
Native Hawaiian or Other Pacific Islander	<1
White or Caucasian	85
Another race	0
Not sure	<1
Prefer not to answer	10

34. During the past year, were you harmed or threatened to be harmed because of your race, ethnicity, gender identity or sexual orientation? [98 Respondents who were respondents of color or LGBT]

Yes	21%
No	75
Not sure	3

35. What is your current employment status? Are you…

Employed, working full-time	55%	→ GO TO Q37
Working part-time	13	→ CONTINUE WITH Q36
Not working by choice	2	→ CONTINUE WITH Q36
Out of work, but looking for work	2	→ CONTINUE WITH Q36
Out of work, but NOT currently looking for work	<1	→ CONTINUE WITH Q36
Retired	23	→ GO TO Q37
Unable to work	4	→ GO TO Q36
Not sure	<1	→ GO TO Q37

36. What are the main reasons you are not working or not working more? [74 Respondents: Multiple responses accepted]

Physically unable to work	36%
Cost of childcare is too high	16
Taking care of family member	15
Attending school	14
Cannot find childcare	14
Full time work is too much for me to do	12
Do not need to work	11
Shifts do not work with my schedule	5
Available jobs do not pay a wage that allows me to care for myself and my family	4
Lack of transportation	4
Criminal history	3
Part time work is not enough	1
Have not received my high school diploma or GED	1
Furloughed or temporarily unemployed	0
Failed drug test/drug screen	0
I did not have a fair chance to get a job/hiring discrimination	0
Other	4
Not sure	5

37. What is your living situation today?

I have a steady place to live	94%	→ CONTINUE WITH Q38
I have a place to live today, but I am worried about losing it in the future	3	→ CONTINUE WITH Q38
I do not have a steady place to live (I am temporarily staying with others, in a hotel, in a shelter, in an abandoned building, in a storage unit, or living outside (on a beach, in a park or in a car))	3	→ GO TO Q39

38. What issues, if any, do you have with your current housing situation? [403 Respondents: Multiple responses accepted]

Utilities water, heat, electric is too expensive	16%	→ GO TO Q40
Mortgage is too expensive	7	→ GO TO Q40
Rent/facility is too expensive	7	→ GO TO Q40
Too run down or unhealthy environment, for example, mold, lead	4	→ GO TO Q40
Current housing is temporary, need permanent housing	3	→ GO TO Q40
Need supportive and/or assisted living	3	→ GO TO Q40
High crime	2	→ GO TO Q40
Too small/crowded problems with other people	2	→ GO TO Q40
Too far from town/services	2	→ GO TO Q40
Eviction concerns prior, current, or potential	0	→ GO TO Q40
Other	4	→ GO TO Q40
Not sure	2	→ GO TO Q40
I do not have any issues with my current housing situation	67	→ GO TO Q40

39. What are the reasons for not having a steady place to live? [14 Respondents: Multiple responses accepted]

Move-in costs too high, including security deposit, first month rent	13 respondents
Getting less assistance from programs, including FoodShare, TANF/W-2, WIC, etc.	11 respondents
Not enough affordable houses/apartments	10 respondents
Don't get paid enough	7 respondents
High health care costs, including prescriptions	6 respondents
Family conflict or broken relationship	5 respondents
No network of family or friend support	4 respondents
Violence or abuse	4 respondents
Not receiving child support	3 respondents
Landlord sold property where I was living	3 respondents
Mental illness, including post-traumatic stress disorder, grief, etc.	2 respondents
Unemployment, loss of job, layoff	1 respondent
Rental barriers, such as prior eviction, poor credit score or criminal history	1 respondent
Substance abuse/addiction	0 respondents
Poor physical health, including serious illness, disability, etc.	0 respondents
Fire, flood or other natural disaster	0 respondents
Foreclosure on house	0 respondents
Housing discrimination	0 respondents
Other	0 respondents
Not sure	0 respondents

40. Which of the following best describes your highest level of education completed?

8th grade or less	<1%
Some high school	3
High school graduate or GED	15
Some college	13
Technical school graduate	13
College graduate	26
Master's degree or higher	23
No answer	7

41. What is your annual household income before taxes?

Less than $20,000	8%
$20,001 to $30,000	8
$30,001 to $40,000	7
$40,001 to $50,000	6
$50,001 to $60,000	8
$60,001 to $70,000	5
$70,001 to $90,000	12
$90,001 to $105,000	5
$105,001 to $120,000	8
$120,001 to $135,000	3
Over $135,000	15
Not sure	6
No answer	9

42. Please list any additional thoughts or comments you have about helping us improve the health of county residents?
    - Available specialists
    - Change of insurance coverage
    - Concerns with increase in weight during perimenopause is brushed over/dismissed by OBGYN provider
    - Cost of visit is too high
    - Education, credibility of the provider
    - Hard to get appointments after work hours, hard to make appointments-usually ways out, bring up concern and then told you need to see someone else for that
    - Having to wait so long for appointments is the problem
    - Healthcare in our area is limited and overburdened and herd people like cattle
    - How I feel. It's always "just your anxiety" when it's not
    - I can't afford the doctor and I have insurance
    - I have B Grade health insurance so I get B Grade service.
    - I just think that many times for my family, the provider is in a rush, causing them to miss the real diagnosis and go with the first and most obvious and we find out only later that it was something else
    - I'm an overweight woman, no healthcare provider listens to me when I bring up concerns.
    - I'm in recovery
    - Inaccurate charting/not listening
    - Inaccurate documentation noted by my provider as her note not entered until 3 weeks after my visit.
    - Insurance status (Medicaid)
    - It's very difficult to make an appointment to see my primary doctor other than annual exams
    - Judgement based on past
    - My insurance coverage is crappy. High deductible and doesn't cover much so I tend not to go to doctor until it's really serious. I make 2k a year too much to qualify for badger care
    - My provider feels he needs to keep me alive regardless of the cost in money or comfort. I'm ok with limiting my time on earth if it's enjoyable
    - My provider left. The new one hasn't had a chance to get to know me. I'm being assigned to new providers roughly every two years, so I see them about twice.
    - Parental concerns with mental health issues
    - Provider doesn't even review my chart; offers medications she prescribed for years; just feels rushed and not listened to
    - Specialists not available for certain issues
    - The provider keeps changing. Can't hold on to doctors at HFM
    - Thorough Exams - they just push you in and out .... if you seem great they don't ask anymore questions but is that how things are getting missed????
    - Too long of a wait
    - TOO RUSH
    - Unable to talk to provider about blood pressure/cholesterol without an extra $210.00 charge above the normal wellness physical (paid by insurance) seems silly to me
    - Weight is given too much emphasis when my concern has nothing to do with weight.
    - What I want/works best for me in terms of treatment
    - With primary Dr it's QUICK doesn't really listen. My whole appointment lasts 5 minutes. Never get a real physical or check up. Not like years ago when did very good exams. Just feel like a number and pushed out the door. Primary Dr doesn't listen like it's a burden I'm there bugging her for my appointment
    - Women's health care is limited.

Thank you for taking the time to participate in this community survey. Your feedback and insight are vital as we work to improve and address issues impacting our community's health.
For support, please dial 211 which connects you with thousands of nonprofit and government services. You can also go to https://211wisconsin.communityos.org.

APPENDIX B: SURVEY METHODOLOGY

SURVEY METHODOLOGY

2024 Community Health Survey

The 2024 Manitowoc County Community Health Online Survey was conducted from August 28 to October 21, 2024. Flyers with the survey QR code and web address were placed in public locations throughout the county including government agencies, health care systems, non-profit organizations, public businesses and events. Press releases and website postings were also used to alert residents of the study. A Spanish version of all communication tools and the survey were also available. A total of 458 valid completed surveys were used for analysis. Post-stratification was conducted by age group and sex from the 2023 American Community Survey to be representative of all adults 18 years old and older in the county. With a sample size of 458, the margin of error is ±5%. The margin of error for smaller subgroups is larger.

2022 Community Health Survey

The 2022 Manitowoc County Community Health Online Survey was conducted from April 8 to June 1, 2022. Flyers with the survey QR code and web address were placed in public locations throughout the county including government agencies, health care systems, non-profit organizations, public businesses and events. Press releases and website postings were also used to alert residents of the study. Hmong and Spanish versions of all communication tools and the survey were also available. A total of 958 valid completed surveys were used for analysis. Post-stratification was conducted by age group and sex from the 2021 American Community Survey to be representative of all adults 18 years old and older in the county. With a sample size of 958, the margin of error is ±3%. The margin of error for smaller subgroups is larger.