

PROTOTYPE

Community Health Assessment Service Provider Telephone Interviews

Questions

Hi, my name is _____ and I'm working with the North Carolina Institute for Public Health on a health and needs assessment project with Davie County Health Department, Healthy Carolinians and the Davie County United Way. The goal of the project is to learn more about health and quality of life in Davie County, and identify strengths and challenges in the community.

We're currently in the process of surveying community members and interviewing people like you who represent organizations that serve the needs of people in Davie County. Several of those community survey questions will be asked in this interview so we can find out your views as a service provider.

Thank you for agreeing to participate in the interview. What we discuss will be kept confidential. Nothing you say will have your name or organization attached, since all of the responses we gather in interviews will be combined and then summarized.

A. The first questions are about your agency and its clients:

- 1) What services does your agency provide for county residents?
- 2) Please describe county residents who *currently* are most likely to use your services (age, gender, race, income level, etc.).
- 3) In the *past 5 years* have there been any *changes* in the composition of the people who use your services? If yes, please describe.
- 4) What do you think are the barriers residents encounter in accessing your services?
- 5) What does your agency do to try to meet the special needs of people who use your services (e.g., language/cultural issues, cost, transportation, etc.)?

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B. The next questions are about Davie County as a whole. Please tell me if you *agree or disagree* with the following statements about Davie County [prompt for details]:

- 1) There is a good health care system in Davie County.
- 2) Davie County is a good place to raise children.
- 3) Davie County is a good place to grow old.
- 4) There are plenty of ways to earn a living in Davie County.
- 5) Davie County is a safe place to live.
- 6) There is plenty of support for individuals and families during times of stress and need in Davie County.
- 7) Davie County has clean air.
- 8) Davie County has clean water.

C. The following open-ended questions also relate to Davie County as a whole.

- 1) What services/programs are needed now that are not currently available?
- 2) Overall, what would you consider to be Davie County's greatest strengths?
- 3) What do you feel are the major challenges Davie County is facing?
- 4) Looking *specifically at health*: what do you think are the most important health problems/health concerns in Davie County?
- 5) What factors do you believe are causing these health problems or concerns?
- 6) What do you think could be done to solve or overcome these health problems or concerns?
- 7) Are there any other thoughts that you'd like to share?

Thank you for your time!