



Community Health Needs Assessment

Bon Secours Baltimore Health System

Bon Secours Hospital

July 2019



Good Help to Those In Need®

EXECUTIVE SUMMARY.....	PAGE 3
1 PURPOSE OF THE CHNA REPORT.....	9
1.1 FEDERAL CHNA REQUIREMENTS.....	9
1.2 COMMENTS ON FY2016 CHNA REPORT AND IMPLEMENTATION PLAN.....	10
2 STATUS OF PAST CHNA / IMPLEMENTATION PLAN.....	10
3 OVERVIEW OF BON SECOURS HOSPITAL AND BALTIMORE HEALTH SYSTEM.....	18
3.1 DESCRIPTION OF COMMUNITY SERVED.....	19
4 CHNA APPROACH AND METHODOLOGY.....	25
5 QUALITATIVE FINDINGS.....	26
6 SECONDARY DATA ANALYSIS.....	31
6.1 HEALTH OUTCOMES.....	32
6.2 SOCIAL AND ECONOMIC FACTORS.....	38
7 WEST BALTIMORE PRIORITY HEALTH NEEDS.....	45
7.1 PRIORITIZATION PROCESS AND CRITERIA USED.....	46
7.2 PRIORITY NEEDS.....	47
8 RESOURCES AVAILABLE WITHIN COMMUNITY TO MEET IDENTIFIED NEEDS.....	48
9 APPENDICES.....	52

Executive Summary

Bon Secours Baltimore Hospital (Bon Secours) is a 69-bed facility licensed in the state of Maryland providing acute, primary and specialty care services to residents in various communities in and near West Baltimore. Bon Secours includes a community-based primary care site, behavioral medicine program with multiple substance abuse treatment sites, renal dialysis services, and preventive health and education programs. Bon Secours is part of the Bon Secours Baltimore Health System which also includes Unity Properties Housing, Bon Secours Community Works, and the Bon Secours Baltimore Health System Foundation. Bon Secours is a member of Bon Secours Mercy Health. On February 26, 2019 Bon Secours Mercy Health and LifeBridge Health signed a letter of intent for LifeBridge Health to acquire Bon Secours Hospital.

The Patient Protection and Affordable Care Act [§ 9007, 26 U.S.C. 501(c) (2010)], requires non-profit hospitals to conduct a community health needs assessment (“CHNA”) and adopt an implementation strategy every 3 years to be considered a non-profit by the Internal Revenue Service (IRS). A CHNA defines the community a hospital serves, surveys the health of their community, and listens to their community members’ opinions and consults with public health and health condition experts in order to decide what the greatest needs of their community are and what resources are available. An implementation strategy then describes how the hospital plans to address the greatest needs in their community. This Executive Summary provides an overview of the CHNA initiative and the findings.

2016 Community Health Needs Assessment

A Community Health Needs Assessment and corresponding Implementation Plan were prepared for the Bon Secours Baltimore Hospital service area in 2016. The documents were made available to the public and posted online in August of 2016. In concurrence with the 2019 CHNA Bon Secours solicited public comments on the 2016 documents. Solicitation was made through the media outlets listed in the table below. Two comments were received regarding the Implementation Plan.

Venue	Date
Radio One, Magic 95.9 Radio Spotlight -Talib Horne (CHNA only)	February 4, 2019
Bon Secours Baltimore Social Media Platforms	March 29, 2019
Baltimore Sun	April 13 - 19, 2019

Approach and Methodology: Similarly to the CHNAs conducted in 2013 and 2016, Bon Secours used an inclusive approach to complete the CHNA to ensure that the CHNA was conducted in a way that best identifies west Baltimore’s health needs and meets the IRS CHNA requirements for not-for-profit hospitals. In fiscal year 2019, Bon Secours leadership recognized the importance of continuity with previous CHNAs and the corresponding Implementation Plans (IP).

For 2013 and 2016, the goals and actions of the IP responded to identified needs that could be categorized as *Healthy People, Healthy Economy, and Healthy Environment*. The 2019 IP is expected to be consistent with the thematic categories of previous IPs and, where appropriate, continue with actions previously established to successfully address identified needs.

Bon Secours utilized its established Bon Secours Community Works CHNA Advisory Board (Advisory Board) as well as representation from community leaders, community anchor institutions, faith-based organizations, and the Baltimore public health department to serve in an advisory capacity for the CHNA initiative. Bon Secours staff met with partner healthcare organizations, St. Agnes Hospital and Kaiser Permanente, as well as the local primary schools to provide input and establish identified health and social needs of west Baltimore. Along with input from the Bon Secours Hospital Board and Community Works Board, leadership prioritized the identified community health needs for the 2019 CHNA.

As part of the CHNA methodology, Bon Secours collected and analyzed both primary and secondary data for ten Community Statistical Areas (CSAs) that more accurately comprise the Bon Secours service area than the zip code population of the 2016 CHNA. The following CSAs make up Bon Secours CHNA Service Area: Edmondson Village, Forest Park/Walbrook, Greater Mondawmin, Greater Rosemont, Penn North/Reservoir Hill, Poppleton/The Terraces/Hollins Market, Sandtown-Winchester/Harlem Park, Southwest Baltimore, Upton/Druid Heights, and Washington Village/Pigtown.

Key Findings from Secondary Data Analysis: Key findings from the secondary data analysis are summarized below.

The 2010 US Census indicates the population of the ten CSAs (primary service area) to be 105,816 or approximately 17.1% of the total population of the City of Baltimore. Demographically, Bon Secours' service area is similar to Baltimore City in regards to age and gender, but is different in terms of race/ethnicity and income.

According to the American Community Survey (2013 – 2017), Bon Secours' service area has a larger percentage of household income below \$25,000 (42%) than the City as a whole (29.5%) and a larger proportion of African Americans (88%) than Baltimore City (62%) and the state of Maryland (29.4%). The CSAs also experiences a higher rate of public insurance coverage (57.6%) than across the entire City (29.6%).

West Baltimore health outcomes and socio-economic factors were less favorable to those of Baltimore City across all categories. In particular,

- The Bon Secours Service Area has worse health outcomes, particularly life expectancy and mortality compared to Baltimore City and Maryland.
- Bon Secours' CSAs ranks worse amongst families living below the poverty level, children in poverty and number of vacant properties.
- The Bon Secours Service Area has seen increases in all-cause mortality, cancer, and homicide rates since the last CHNA process which are related to health behavior and socioeconomic factors.

Community and Stakeholder Involvement: The CHNA team used a multi-pronged approach to solicit input from the west Baltimore community regarding their health needs. Data collection methodologies included surveys, stakeholder interviews, and focus groups.

The team engaged with representatives of the community with knowledge of public health (e.g., Maryland Department of Health and Mental Hygiene and the Baltimore City Health Department), the broad interests of the community served, and individuals with special knowledge of the medically underserved, as well as low-income and vulnerable populations and people with chronic diseases. The CHNA work group met with seniors, re-entry residents, faith-based stakeholders, community leaders, health care providers, neighborhood associations, representatives from community-based organizations and other key community stakeholders with an intimate knowledge of the west Baltimore community and its health needs. Two hundred seventy-three (273) surveys were

collected within the defined service area. Eleven (11) stakeholder interviews and three (3) focus groups were conducted between January and March 2019. All methods focused on community health needs, community assets and resources available to respond to the community health needs, barriers and challenges to accessing the community assets and resources, and ways in which Bon Secours could help address the health needs.

West Baltimore Priority Health Needs

In 2016, Bon Secours Hospital identified the following health needs in the community:

- Crime and Related Trauma
- Behavioral Health/Substance Abuse
- Access to Primary Care Physicians
- Health Education
- Children's Health
- Access to Healthy Foods
- Expanded Housing
- Employment and Workforce Development
- Community Engagement
- Coordination of services across Bon Secours
- Advocacy, Policy, and Public Agency Dialogue, and
- Hospital Quality and Public Health

The hospital and the local health system chose to prioritize all these needs and developed an Implementation Plan accordingly.

In 2019, the first ten needs (above) remained as Identified Needs of the community, and five additional needs (in green boxes) as well as modifications (in black text) were added. See Figure 1 below.

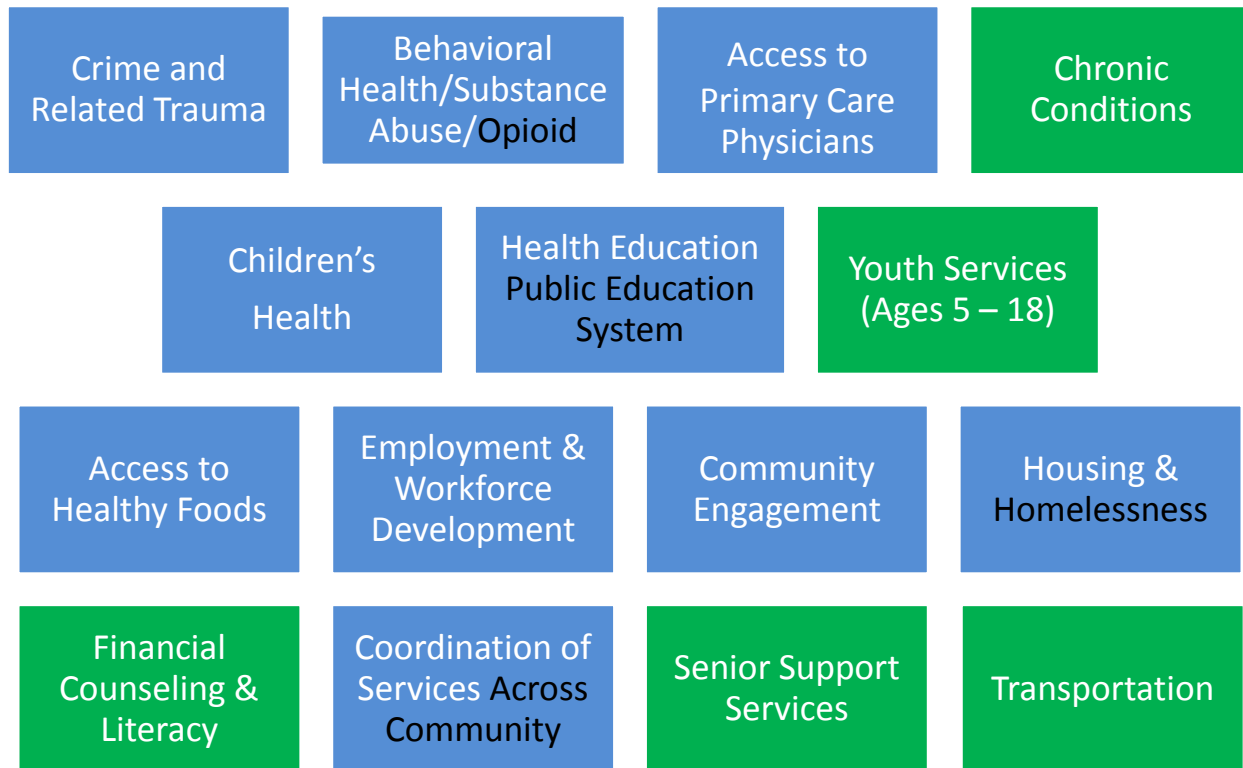


Figure 1 – Identified Needs of Community Served

The Bon Secours Baltimore CHNA work group met with members of the Bon Secours Hospital board on May 22, 2019 and the Community Works board on May 23, 2019. Utilizing the criteria below, board members were asked to select those identified needs for which there was “**High Need and High Feasibility**” (ability to impact). Board members expressed particular concern for Employment and Workforce Development, Behavioral Health, Substance Abuse and Opioids, as well as Crime and Safety in the community.

The following criteria were used to prioritize the community needs:

- Supported by Community Service Area data;
- Consistent with Public Health and health expert input, including the Baltimore City wide CHNA;
- In support of the Bon Secours Mercy Health strategic pillars and Key Performance Indicators;
- In support of benefitting a significant population of the community;
- In support of continuity and progress made by 2013 and 2016 Implementation Plans; and
- In consideration of 2019 community survey results.

The following Identified Needs were selected as Priorities by Bon Secours and will be included in the 2019 – 2021 Implementation Plan:

- 1) **Crime and Related Trauma**
- 2) **Employment and Workforce Development**
- 3) **Housing and Homelessness**
- 4) **Access to Healthy Foods**
- 5) **Health Education, and collaboration with the Public Education System**
- 6) **Services for Youth (ages 5 to 18)**
- 7) **Senior Support Services**

Bon Secours leadership anticipates the 2019 – 2021 Implementation Plan will address these needs within the *Healthy People, Healthy Economy, and Healthy Environment* framework in conjunction with the new ownership and management of the hospital. Unity Properties is the developer for affordable housing within the Bon Secours service area.

In addition, all parties recognize the significant need to address Behavioral Health / Substance Abuse and Opioid crisis. Bon Secours Community Works envisions supportive coordination with new hospital management for **Behavioral Health/Substance Abuse/Opioid** screening and interventions, **Children's Health** services as well as appropriate referrals and support to improve **Access to Primary Care Physicians** and to address **Chronic Conditions**. Bon Secours Community Works will also work with City agencies and collaborative organizations to advocate for and support improved **Transportation**.

Bon Secours Community Works will continue to offer **Financial Counseling and Literacy** services and to provide all its programs and services through processes that include **Community Engagement** and **Coordination of Services across the Community**.

1 Purpose of the CHNA Report

A community health needs assessment (CHNA) provides the foundation for improving and promoting the health of a community. Through the assessment process, Bon Secours Baltimore Health System (“Bon Secours”) identifies and describes the health status of the community that it serves; any factors in the community that contribute to health challenges; and, existing community assets and resources that can be mobilized to improve the health status of the community. The community health needs assessment, therefore, ensures that Bon Secours and partner resources are directed toward activities and interventions that address critical and timely community health needs. This Report documents the results of Bon Secours’ CHNA for fiscal year 2019. This Report will inform Bon Secours’ CHNA Implementation Strategy that will describe how Bon Secours plans to address identified health needs.

1.1 Federal CHNA Requirement

The Patient Protection and Affordable Care Act [§ 9007, 26 U.S.C. 501(c) (2010)], (commonly referred to as “Obamacare”) requires non-profit hospitals to conduct a community health needs assessment (CHNA) and adopt an implementation strategy (i.e., community health improvement plan (CHIP)) every 3 years to be considered a non-profit by the Internal Revenue Service (IRS). A CHNA defines the community a hospital serves, surveys the health of their community, and listens to their community members’ opinions in order to decide what the greatest needs of their community are and what resources are available. An implementation strategy then describes how the hospital plans to address the greatest needs in their community.

The IRS describes a CHNA as:

“The collection of information required for hospital organizations to receive the benefits of being described in section 501(c)(3) of the Internal Revenue Code (Code) and flows from section 501(r)(3), which requires a hospital organization to conduct a community health needs assessment (CHNA) and adopt an implementation strategy to meet the community health needs identified through the CHNA at least once every three years...The Affordable Care Act also added section 4959, which imposes a \$50,000 excise tax on a hospital organization that fails to meet the CHNA requirements for any taxable year.”

A CHNA will only meet the requirements of the law if it:

- (i) Defines the community it serves.
- (ii) Assesses the health needs of that community.

- (iii) Reviews input from their community and local public health officials.
- (iv) Documents the CHNA in a written report (CHNA Report) that is adopted for the hospital by an authorized body of the hospital facility.
- (v) Makes the CHNA report widely available to the public.

1.2 Comments on FY2016 CHNA Report and Implementation Plan

Bon Secours prepared a CHNA and corresponding Implementation Plan in 2016. Both documents were made available to the public and posted online. Bon Secours received two comments indicating satisfaction with the FY2016 CHNA report and Implementation Plan.

2 Impact of Current Implementation Plan (2016 – 2019)

The current CHNA Implementation Plan has three categories – Healthy People, Healthy Economy, and Healthy Environment. Within each category are several goal areas. The progress of each goal, including Actions and Outcomes are as follows:

Healthy People

Goal 1 – Improve residents’ access to healthy food and nutrition, and increase health education.

Actions to increase access to healthy foods in west Baltimore included successful completion of Hoop House with fresh produce, expansion of community gardens across four locations, and launch of mobile food truck, as well as provision of healthy foods market at hospital. Several partnerships formed with local non-profits and area churches.

Outcome: In addition to purchasers of fresh produce and fruits, bi-weekly delivery of fresh food to 26 families and pursuit of partnership with Maryland Food Bank for service to 75 more families.

Actions to increase youth and family education in nutrition, food selection and preparation resulted in:

- *Annual registration of 57 children in Early Head Start;*
- *15 Teen Parent educated (FY17) and 22 Teen Parent educated (FY18) within Family Support Program;*
- *30 youth educated on nutrition (FY17) and 58 youth educated on nutrition (FY18) through Summer Youth Works program;*

- *Education provided to 108 pre-kindergarten and kindergarten students at Frederick Elementary school.*

Actions to expand outreach education to up to six elementary schools.

Outcome: Annual education of 30 high school youth and 57 children on beneficial nutrition, food selection, and preparation.

Contract food service provider has held twice monthly produce market for past two years. Efforts to establish a virtual supermarket for residents have had limited success. The Wayland Village housing location does operate the Virtual Supermarket for its residents.

Actions to support and advocate in conjunction with Baltimore Development Corporation for development of a grocery store in west Baltimore continue. This effort has a timeframe beyond the current CHNA and will require additional partners to accomplish.

Goal 2 – Improve the health status of southwest Baltimore residents by increasing awareness and treatment options surrounding mental illness and addiction, and empowering residents that suffer from mental illness and addiction through health promotion and education.

Actions to investigate and implement Behavioral Health screening services for both children and adults at Bon Secours Community Works resulted in creation of Behavioral Health screening tool by Bon Secours Department of Behavioral Medicine in FY17 that included component on adverse childhood events to identify childhood trauma. The tool was administered in FY18 across clients of Bon Secours Community Works.

Outcome: 742 assessments were completed through February 2019 with 24 referrals to the department of Behavioral Medicine.

Actions were directed to partner with the City of Baltimore Police Department (Western District) to provide annual training sessions for police officers' interactions with residents who have mental health issues or are in a mental health emergency / crisis.

Outcomes: In FY17 seventy-seven (77) were provided training and education. In FY18, Bon Secours participated in the Mayor's "Violence Reduction Initiative" and provided training and education to 56 officers. Through February 2019, 59 officers have been provided with training and education.

Actions were made to develop a more trauma-informed workforce through in-services and education regarding trauma-informed principles and corresponding protocols.

Outcomes: In FY17, 217 workforce members, representing 25% of the total workforce

received training. In FY18, another 15 training sessions were conducted reaching a total of 776 workforce members.

Goal 3 – Improve the health status of southwest Baltimore residents by engaging the community in screening and educational events that promote healthier lifestyles and better self-management of health and chronic illness.

Actions include a partnership with Kaiser Permanente, area schools, and community organizations to improve health outcomes through health education and health screenings.

Outcomes: In FY17, community school partnerships established with Frederick Elementary and Mary Ann Winterling Elementary (Kaiser). In FY18, 2,056 individuals received health screenings across thirteen senior housing sites, five health clinics, and seven faith based organizations. In addition, the Community Health and Housing Program was launched at Bon Secours housing residences to include smoking cessation classes, AED training, Narcan training, and HIV/AIDS education. In FY19, six local area school principals were funded to attend REACH Whole School Conference and 22 health screening events were conducted at faith-based communities.

Actions to inform the community of hospital quality and patient safety performance led to quarterly data reporting to community advisory board as well as link on hospital internet page.

Actions to maintain and expand capacity for emergency services resulted in continuation of contract with University of Maryland Medical Center.

Goal 4 – Improve the health status of southwest Baltimore youth by increasing awareness efforts and preventive measures related to children's health to promote healthy lifestyles for the entire family.

Actions to improve education and preventive measures included expanded engagement of the Family Health and Wellness Center, educational classes at the Women's Resource Center (WRC), and greater outreach and communication to community members.

Outcomes: In FY17, 248 women participated in monthly screenings and workshops at the WRC and 187 families attended Back to School Open House. In FY18, the Family Health and Wellness Center participated in 8 community health fairs and provided child safety education. WRC education classes were held twice a month, and the quarterly newsletter was distributed to 1200 households.

Actions to address infant mortality included in-home parenting skills training and education for 30 families annually through the Home Visiting Program with intent to increase babies born at full term by 5 percent annually.

Outcomes: In FY17, through a grant Bon Secours hired a Teen Parent Program coordinator. Twenty families were enrolled in the Home Visiting Program and of 17 babies born, 16 were full-term, an increase of 13% from FY16. Forty-one (41) young mothers received ongoing in-home parenting skills training for children under the age of three. In FY18, 15 teen parents participated in Program before funding ended. Home Visiting Program continued through FY18 and in FY19, thirty-two (32) families are presently being served through the Family League of Baltimore partnership.

Actions to expand behavioral health and substance abuse programs for children and youth included up to six annual presentations at the Bon Secours Family Support Center and establishment of new programs for Addiction Services for Adolescents and Child Psychiatric Rehabilitation Services.

Outcomes: In FY17, behavioral health and substance abuse staff made 26 presentations. In FY18, staff completed 452 assessments for Bon Secours Community Works clients and made 226 client referrals. In addition, staff screened 141 high risk/high utilizers for emergency services and with screening tools determined 32% of participants were at risk for anxiety, and 39% at risk for moderate or severe depression. In FY19, eight presentations have been made to date. Resources insufficient to continue development for intended new programs.

Healthy Economy

Goal 1 – Improve Baltimore residents' economic status by providing job readiness programs, ongoing adult education, and specific youth outreach, and participating in the creation of jobs in areas in which we have the most expertise and influence, namely, the health care field.

Actions to workforce development and economic status per above goal included job coaching assistance to community residents, increased enrollment in a CNA/GNA health care positions, and participation in Kaiser Future Baltimore Initiative.

Outcomes: In FY17, 73 residents were enrolled in CNA/GNA training and certification program, 63 completed the training, 60 obtained certification, and 56 were hired. Through workforce development coaching, 167 residents were placed in jobs averaging \$13.17 per hour wage. In FY18, 90 clients gained paid employment with job search and

placement support; nine received paid urban landscaping training. Nine Patient Care Tech trainees were placed with jobs at the University of Maryland Medical Center. The Kaiser Future Baltimore Initiative enrolled 50 residents, 42 of whom completed training, and 35 participants received CNA certification and 18 participants obtained their GNA certifications. Through February in FY19, 62 residents have received employment support, and Kaiser Future Baltimore has enrolled 25 trainees in their most recent cohort.

Actions to increase pipeline of qualified candidates for health care jobs include CNA/GNA training programs funded by grants from the Workforce Innovation Opportunity Act (WOIA), and Ann E. Casey Foundation.

Outcomes: Across all funders, in FY17, there were 31 enrolled, 25 of whom completed training, 25 achieved certification, and 24 were placed in jobs. Seasonal job fairs were held for healthcare employers with average participation of 27 employers represented. In FY18, 35 individuals were enrolled, 28 of whom completed training, 26 of whom achieved certification, and 24 were placed in jobs. Through February of FY19, 52 participants were or are enrolled, 12 have completed training, 12 have achieved certification, and four individuals have obtained jobs with an average wage of \$13/hour.

Actions to provide jobs and skills training for formerly incarcerated individuals include the Bon Secours Re-Entry Program, TYRO, with funding by the Department of Labor, and Kaiser Permanente.

Outcomes: In FY17, there were 117 enrolled participants and 60 completed TYRO programs. In FY18, a case manager was hired and 154 clients were enrolled in TYRO programs with 110 participants completing Individual Career Plans, 29 of whom received a degree or certificate, and 14 were employed. Two expungement workshops were conducted with 379 expunged offenses for 78 individuals.

Actions to incorporate job readiness into the Youth Works development program included enrollment of 16 – 24 year old CNA/GNA trainees in forty hour Pathway to Success training as well as occupational training and certificate preparation for up to eight annual trainees of the Clean and Green initiative.

Outcomes: In FY17, of the 24 WOIA students enrolled, 20 completed training, and 18 received CNA/GNA certifications. Of the eight Clean and Green trainees, five graduated and completed certification training. In FY18, 21 of the 24 CNA/GNA youth trainees graduated and all received CNA certification. In addition five received GNA certification, and 9 obtained jobs in health care. In FY19, there are currently 30 recent high school graduated youth enrolled in CNA/GNA Baltimore Promise program.

Actions to enroll 50 participants in GED program with at least 5 percent obtaining their GED included efforts to partner with Baltimore City Community College and the South Baltimore Learning Center for referral of enrollees.

Outcomes: In FY17, nine enrolled participants. In FY18, twenty-seven (27) enrolled participants. In FY19, fourteen (14) adult students currently enrolled in GED program.

Goal 2 – Support the creation and preservation of affordable housing opportunities for families, seniors and special populations through the development of additional housing units.

Actions to expand the availability of affordable housing included construction and completion of the New Shiloh Family Apartments and development of an additional 200 units of rental apartments for families, seniors, and disabled persons.

Outcomes: In FY17 Bon Secours Gibbons Apartments opened and all 80 units were leased in FY18. In FY18, New Shiloh Apartments opened and in FY19 all 73 units were leased. In FY17, feasibility studies were completed for Wayland II, Bon Secours Apartments V, and Southwest Partnership Lease-Purchase projects. In FY18 and FY19 tax credit applications to state were submitted. Awaiting approval.

Healthy Environment

Goal 1 – Increase the number of public green spaces that are safe and well-maintained by supporting the transformation of vacant lots to develop safe, public spaces for use by the community.

Actions to expand the conversion of vacant lots into clean and usable spaces included partnerships with community associations and targeting of 52 vacant lots.

Outcomes: In FY17, grant obtained to continue Clean & Green initiative. In FY18, vacant lots were prioritized with cooperation from Anchor Community Group. Fifty-seven lots were cleaned and maintained. In FY19, a new Workforce Development director was hired with plans to expand Clean & Green initiative.

Actions to raise environmental awareness across community included coordination of up to six workshops/projects with residents and community groups.

Outcomes: In FY17, team conducted six clean up and service day projects in partnership with various community groups and organizations. In FY18, team conducted two clean up and service day projects in partnership with community groups.

In FY19, team initiated student engagement in advocacy with legislators and Future Baltimore initiatives. Fifty-five (55) students and 117 individuals participated in meetings and workshops.

Actions to develop safe and well maintained spaces included Clean & Green program participants providing landscaping services at Unity Properties housing developments.

Outcomes: In FY17, trainees expanded landscaping services to include snow removal and urban agriculture. In FY18 and FY19, had and have six trainees enrolled in Clean & Green program with annual spring graduation.

Actions to address community concerns and needs included convening quarterly community forums in all segments of the service area.

Outcomes: In FY17, four Community Forums were held. In FY18, four Community Forums were held. Through February of FY19, two Community Forums have been held.

Goal 2— Address ongoing community resident concerns related to crime and sanitation.

Actions to address community concerns related to crime and sanitation included convening a minimum of ten (10) meetings per year with participation from at least three City agencies (non-police).

Outcomes: In FY17, staff convened 12 Crime and Grime meetings with between 3 to 5 City agencies representatives in attendance. In FY18 and FY19, monthly meetings have continued with average of 4+ City agencies in attendance across community associations.

Actions to convene and develop leadership across community associations included a leadership training program and establishment of Anchor Group Committee.

Outcomes: In FY17, increased participation by Celebration Church, Central Baptist Church, Fayette Street Outreach, Boyd Booth and Franklin Square association leaders. Anchor Group Committee began monthly meetings. In FY18, Leadership Training in partnership with Kaiser Permanente was initiated. Curriculum was provided to Anchor Group Committee leaders. Ten training sessions occurred in fiscal year. In FY19, Anchor Group conducts and leads monthly meeting and gives guidance to Bon Secours work and engagement.

Actions to strengthen relationships with police districts in Bon Secours service area included participation of police in Crime and Grime meetings as well as annual updates to community relations committees of each police district.

Outcomes: In FY17, Southwestern and Western District police departments were active participants in Crime and Grime meetings. In FY18, meetings continue and representatives of City Department of Justice and Violence Reduction Initiative attend as well. In FY19, meetings have continued.

Actions to continue Crime and Grime committee include twelve meetings per year and continued staff support by Bon Secours.

Outcomes: In FY17, twelve (12) meetings were held. In FY18, nine meetings were held. Meetings are monthly in FY19.

3 Overview of Bon Secours Hospital and the Bon Secours Baltimore Health System

Bon Secours Baltimore Hospital (Bon Secours) is a 69-bed facility licensed in the state of Maryland providing acute, primary and specialty care services to residents in various communities in and near west Baltimore. Bon Secours includes a community-based primary care site, behavioral medicine program with multiple substance abuse treatment sites, renal dialysis services, and preventive health and education programs. Bon Secours is part of the Bon Secours Baltimore Health System which also includes Unity Properties Housing, Bon Secours Community Works, and the Bon Secours Baltimore Health System Foundation. Bon Secours is a member of Bon Secours Mercy Health. On February 26, 2019 Bon Secours Mercy Health and LifeBridge Health signed a letter of intent for LifeBridge Health to acquire Bon Secours Hospital.

Mission

As a member of Bon Secours Mercy Health, the mission of the Bon Secours Baltimore Health System, including Bon Secours Hospital, is to extend the compassionate ministry of Jesus by improving the health and wellbeing of our communities and bring good help to those in need, especially those who are poor, dying and underserved.

With this mission in mind, Bon Secours stands proudly as an anchor institution in an area of west Baltimore that has suffered from disinvestment for many years. Its delivery of quality healthcare and community services is critical to the health and wellbeing of people in the area. In fulfilling its mission, Bon Secours also generates critical economic impact in the surrounding community and across Baltimore City.

Our team cares for west Baltimore residents through nonprofit subsidiaries comprising the Bon Secours Baltimore Health System, each with a separate Board of Directors responsible for fiscal and operational oversight.

- **Bon Secours Baltimore Hospital** focuses on acute, primary and specialty care. It includes a 69-bed acute care hospital, a community-based primary care site, behavioral medicine program with multiple substance abuse treatment sites, HIV/AIDS counseling and treatment, renal dialysis services, and preventive health and education programs.
- **Bon Secours Baltimore Health System Foundation** was established in 2012 as the fundraising arm for all Bon Secours Baltimore Health system entities, managing public and private grants, individual and corporate gifts, special events, and

marketing. It serves as the fiscal agent for many grants.

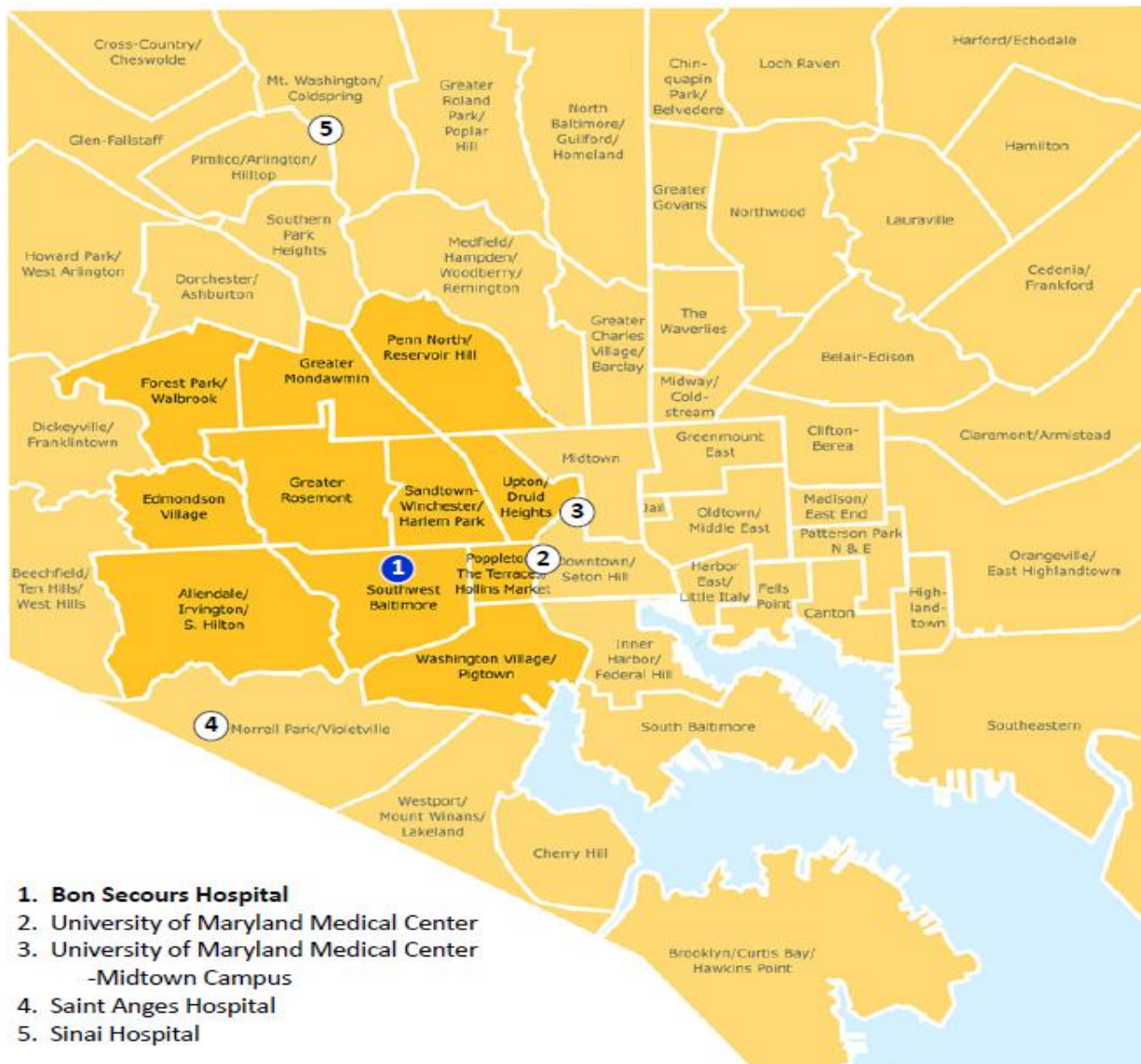
- **Bon Secours Community Works** was launched in 1991 to provide programs that address the social determinants of health impacting West Baltimore residents. Although a client may come in requesting help with one issue, one of our strengths is our wide array of wraparound services: job readiness training, assistance with job placement and occupational training enrollment, tutoring in reading and math, GED preparation, financial education and counseling with help to enroll in public benefits, eviction prevention assistance, family strengthening programming including Early Head Start child development and parenting classes, a women's day shelter, and other services.
- **Unity Properties** is the housing and community development subsidiary, providing safe and affordable housing to low-income families, seniors and people with disabilities. Together, their supportive programs integrate with Bon Secours' health care services to make positive changes in individuals' physical and mental health.

3.1 Description of the Community Served

Baltimore City collects data across fifty-five (55) Community Statistical Areas ("CSAs"). These CSAs reflect neighborhood groupings. Bon Secours has determined that its primary service area is comprised of ten CSAs, depicted in Figure 2 (darker shaded area).

Bon Secours is the only hospital provider located within these ten CSAs though other hospitals and health systems are adjacent to the CSA population and provide corresponding and complementary services.

Figure 2 - Bon Secours Primary Service Area



Service Area Demographics

Population

As of 2017 the population of Bon Secours' CSAs ("service area") is 105,816 residents, or 17.1% of Baltimore City's population. The CSAs have lost 3.5% of its population since the 2010 US Census.

Three CSAs - Greater Rosemont, Southwest Baltimore, and Sandtown-Winchester/Harlem Park - comprise 44.8% of the service area population.

Table 1 – Service Area Population

Community Statistical Area (CSA)	Total Population
Edmondson Village	8,160
Forest Park/Walbrook	10,156
Greater Mondawmin	9,089
Greater Rosemont	17,348
Penn North/Reservoir Hill	10,569
Poppleton/The Terraces/Hollins Market	4,834
Sandtown-Winchester/Harlem Park	13,204
Southwest Baltimore	16,843
Upton/Druid Heights	10,210
Washington Village/Pigtown	5,403
Bon Secours Service Area	105,816
Baltimore City	619,796

Source: [Baltimore Neighborhood Indicators Alliance – Jacob France Institute, Vital 17](#)

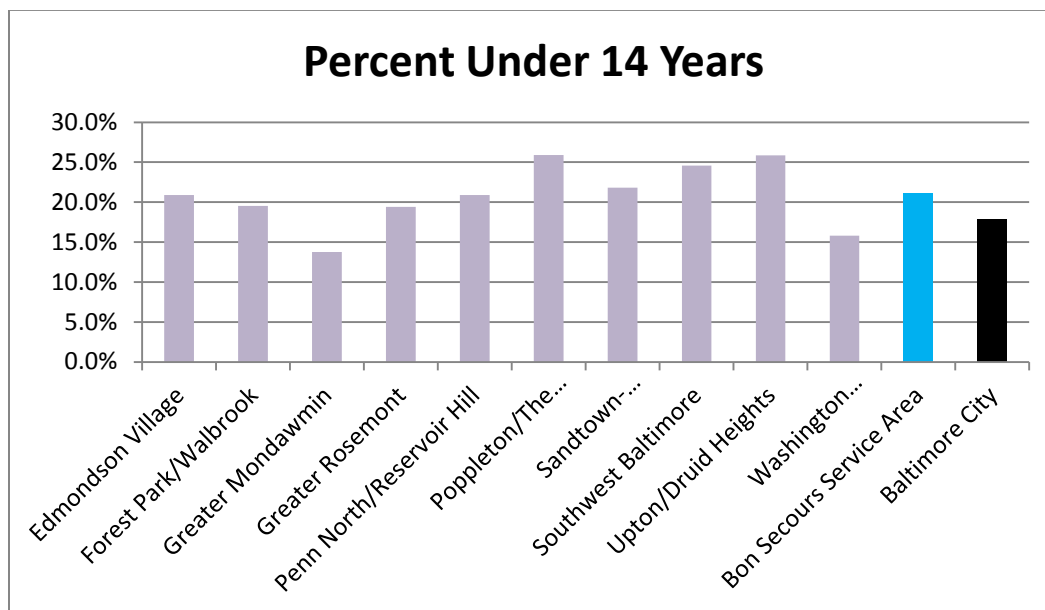
The service area is similar to Baltimore City in regards to gender with females constituting 53.5% and males 46.5% of the population. City-wide, males are 47% of the population.

Age

Across the service area the population is younger than Baltimore City as a whole.

- 21.1% of the population is under 14, versus 17.8% city-wide; Upton/Druid Heights and Poppleton/The Terraces/Hollins Market each have 25.9% population under 14 years of age. Greater Mondawmin has significantly less population (13.8%) under 14 years. (See Figure 3 below)
- The 60+ population (18%) is comparable (less than 1 percent variation) to all of Baltimore City, though Poppleton/The Terraces/Hollins Market has significantly fewer seniors (11.7%).

Figure 3 – Population Under Age 14



Source: Baltimore Neighborhood Indicators Alliance – Jacob France Institute

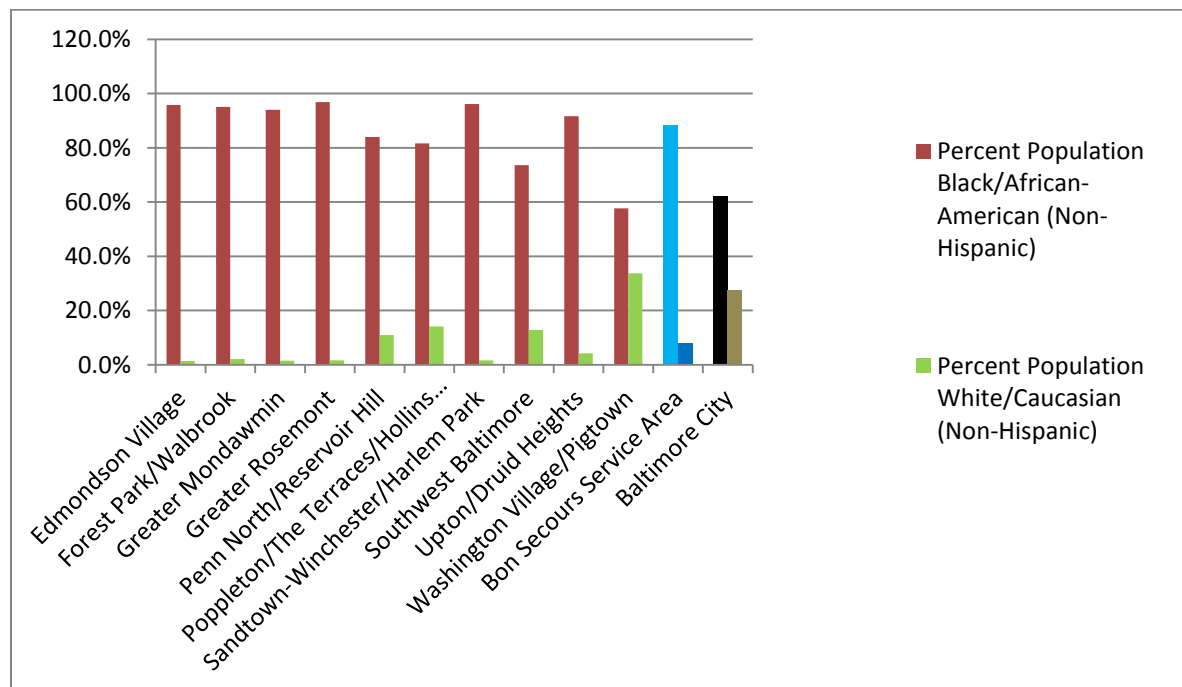
In addition, there are significant differences with regard to race/ethnicity, income, and access to insurance (Income will be discussed within the Socio-Economic section). Overall, the service area is a substantially African American, of lower income, and either uninsured or publicly insured.

Race/Ethnicity

The service area's race/ethnicity is substantially African American, with six CSAs exceeding 90 percent.

- 88.4% of the total service area is African American, which is greater than Baltimore City and the state of Maryland (62.3% and 29.4%, respectively). White/Caucasians constitute another 7.8% across the service area.
- Only Washington Village/Pigtown has a White/Caucasian population percentage greater than the City as a whole (33.7% vs. 27.6%).
- All other race and ethnic groups combined represent less than 4 percent of the service area's population.

Figure 4 – Race/Ethnicity by CSA and Baltimore City

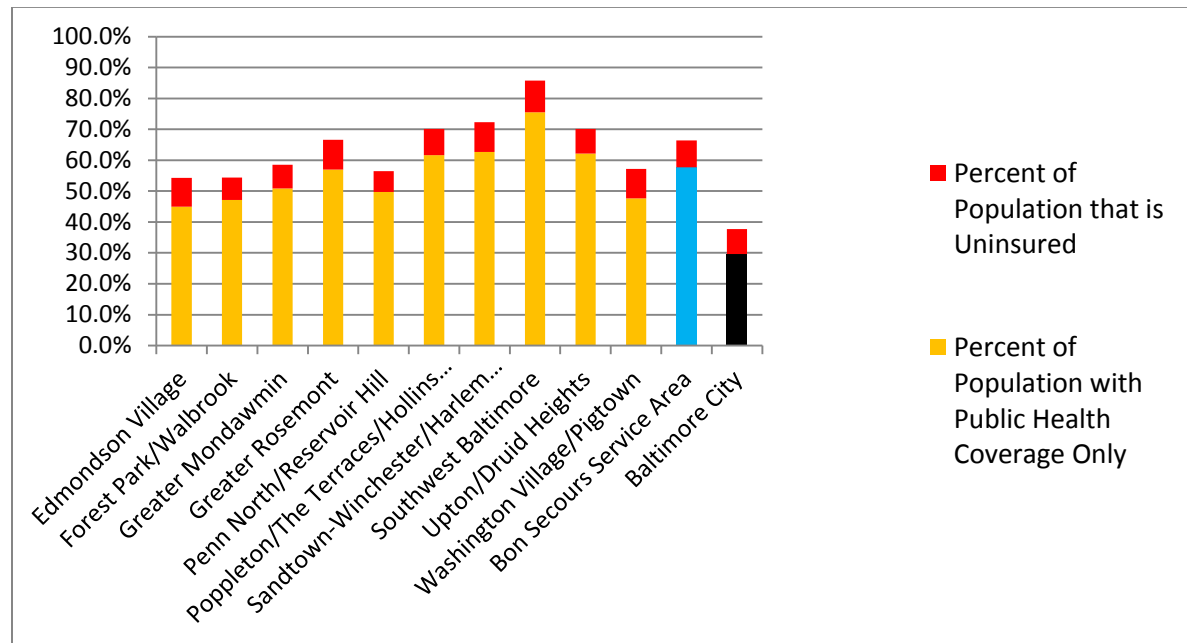


Source: Baltimore Neighborhood Indicators Alliance – Jacob France Institute

Access to Insurance

The service area has a much higher percent of individuals that have public insurance compared to Baltimore as a whole (57.6% vs. 29.6%). All CSAs have more than 40% of their population enrolled in public insurance, the vast majority being enrolled in Medicaid. The service area has a higher proportion of uninsured persons (8.8%) compared to Baltimore (8.0%).

Figure 5 – Percentage of Individuals with Public or No Insurance by CSA and Baltimore



Source: Baltimore Neighborhood Indicators Alliance – Jacob France Institute

4 CHNA Approach and Methodology

Bon Secours used a work group (“team”) to complete the CHNA to ensure that the CHNA was conducted in a way that best identifies west Baltimore’s health needs and meets the IRS CHNA requirements for not-for-profit hospitals. (Refer to Appendix 1 for the list of Bon Secours team members). The CHNA Advisory Board, which had representation from community leaders, community anchor institutions, faith-based organizations, as well as representatives of The Mayor’s Office participated in discussion of community health needs and supported the prioritization of identified health needs. (Refer to Appendix 2 for the list of Community Advisory Board membership).

As part of the CHNA methodology to identify community health needs, the team collected and analyzed both qualitative and quantitative data via community input and review of secondary data sources. Quantitative data was provided by the Baltimore City Health Department as well as Baltimore Neighborhood Indicators Alliance – Jacob Francis Institute (BNIA).

The CHNA team used a multi-pronged approach to solicit input from the community across the service area regarding their health needs. Qualitative data collection methodologies included stakeholder interviews, focus groups, and a survey.

Methods were based on the intended target audience and information needs. Figure 6 below shows the data collection method used to meet CHNA requirements.

Figure 6 - CHNA Requirement and Data Collection Methodology

CHNA Requirement	Data Collection Methodology
Secondary Data sources reflecting health and social conditions of the community served.	<ul style="list-style-type: none"> Baltimore City Health Dept; BNIA
At least one state, local, tribal, or regional governmental public health department (or equivalent department or agency), or a State Office of Rural Health with knowledge, information, or expertise relevant to the health needs of that community;	<ul style="list-style-type: none"> Stakeholder Interviews
Members of medically underserved, low-income, and minority populations in the community, or individuals or organizations serving or representing the interests of such populations;	<ul style="list-style-type: none"> Stakeholder Interviews Survey Focus Groups

Input received from a broad range of persons located in or serving its community including but not limited to health care consumers and consumer advocates, nonprofit and community-based organizations, academic experts, local government officials, local school districts, health care providers, and community health centers, health insurance and managed care organizations, private businesses and labor and workforce representatives.	<ul style="list-style-type: none"> • Survey • Focus Groups
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5 Qualitative Findings

Stakeholder Interviews

Qualitative in-depth interviews were conducted with key stakeholders to include city and state health department representatives, community leaders, and health care providers. The stakeholders were selected because they had special knowledge of or expertise in public health or represented the broad interest of the community served by Bon Secours, including the interests of medically underserved, low-income and minority populations with chronic disease needs.

The stakeholder interviews were conducted between January 2019 and March 2019.

Bon Secours obtained input from eleven (11) key Community Stakeholders regarding the health needs of the community. Interviewees were asked to identify available health resources in the community, gaps in resources, barriers to obtaining services, existing collaborations and expected changes or trends in the community. Interviews were conducted in-person (with the exception of two) and lasted approximately 45 minutes to 1 hour. A designee employed by Bon Secours Community Works conducted the interviews and provided each participant with the Bon Secours 2016 CHNA Report & Implementation Plan.

Overall, Bon Secours received positive feedback about the community health resources and investments made within Southwest Baltimore and surrounding community service areas. Despite, Bon Secours' strong commitment to address the health concerns of the community, stakeholders highlighted the following themes as top health concerns:

- **Behavioral Health, Substance Abuse, Mental Health and related Trauma** with a special emphasis on the opioid crisis, drug overdose, and violence reduction;
- **Addressing Social Determinants of Health** (stable housing, workforce development, increase access to healthy foods and physical activity);

- **Chronic Health Conditions** (childhood and adult obesity, cardiovascular disease, cancer, diabetes, hypertension, asthma).

A number of health resources in the community were highlighted in collaboration with the health department: direct medical and dental services, mobile clinics, urgent care/acute management, outreach workers/community health workers, homeless services, access to care, legal clinic services, EMS department, mental health, treatment programs, family planning and care coordination. Bon Secours was highlighted as a great partner and anchor institution to bring resources to the community. “Hospitals are available to serve the community” but there must be a coordinated effort to keep asset maps up-to date. **A recommendation was given to encourage community member to use “2-1-1 Maryland” as a centralized resource to received access to health and human services information.**

Although, key stakeholders were able to mention a variety of available health resources in the community there are still gaps that impact the health status of residents. Additionally, it was highlighted that there is a lack of connection between access to care and awareness of resources. The development of creative approaches to engage various partners and best utilize strategies for care coordination could assist with needs. The following were major themes:

- **The need for case management services** not only in the hospital but in community based programs to help persons navigate their health challenges; helping persons to access resources when they are ready for change; and providing safe spaces to address mental health, behavioral health treatment and trauma on-demand;
- **Building stronger youth programming** - childcare support should be affordable and high quality; provide access to “judgement free” health services for young people; provide recreational facilities and out-of-school-time program to play an important role in young people’s development;
- There is a **critical need for addressing the chronic homelessness** experienced due to a lack of stable and affordable housing options. When individuals and families are displaced it greatly impacts overall health status.
- There continues to be a **lack of available resources around food** (lack of fresh food and grocery stores), **and employment** (job training resources).

Stakeholders also gave recommendations for resources in the community that are not being used to their full capacity, including:

- Mental health and trauma related resources are underutilized possibly due to stigma and trust must be built;
- Treatment (substance abuse) for outpatient medication assistance programs need to be evidence-based and increase community members awareness/training around naloxone;
- Chronic disease management programs and community-based programs for cardiovascular disease and diabetes (traditional vs. non-traditional settings can impact success of reach and delivery);
- Services for returning citizens population to get connected to society, family and employment;
- Police department not used to full capacity because of communities perceptions (fear, lack of trust).

Bon Secours understands that in an effort to address the central health needs of the community, barriers to obtaining health services in the community must be highlighted and addressed. **Community stakeholders highlighted the following barriers:** transportation; communication/messaging; related trauma; stigma, trust and awareness of resources; gaps in funding to support community; ability to navigate services; legal backgrounds; neighborhood barriers to seek services from other communities; services provided only during traditional hours; income and insurance prevents persons to seek services; and lack of knowledge/low literacy.

Despite barriers all stakeholders remain hopeful for the future of southwest Baltimore. Stakeholders expected changes and trends will lead to revitalization around housing, blight elimination and increase in homeownership amongst minority populations. There is hope for the opioid epidemic to plateau and shifts in reduction of stigma/increase in access to treatment which impacts crime. Positive feedback was given about the Kaiser Permanente, Bon Secours, and Community relationship/partnership to strengthen the mission of making a better Baltimore. Lastly, “the community has strong advocates and capable people to help anchor institutions help the community with existing needs. There is a need for more partnership building between the community and its members. Focus should be placed on the community as a force that can truly help institutions move forward.”

The interview questions can be found in Appendix 3. The list of stakeholders interviewed is provided in Appendix 4.

Focus Groups

The Bon Secours CHNA team held three focus group conversations on March 13, 2019, April 5, 2019 and April 10, 2019. The first conversation was with Behavioral Health and Substance Abuse professionals. The second conversation was with leadership of the “Anchor” organizations – community associations and church groups – of west Baltimore. The third focus group conversation was with CHNA Advisory Board members who have provided input over the past two CHNAs conducted by Bon Secours Baltimore.

For the Behavioral Health focus group the conversation was structured to elicit current views of the Opioid crisis, perspective on trends over the past three to five years, identification of barriers to treatment or disinclination to choose treatment, as well as open-ended opportunity to propose impactful actions at the clinical, regulatory, and macro/holistic level.

For both the “Anchor” as well as Advisory Board conversations, the participants reviewed the 2016 CHNA Implementation Plan goals and actions under *Healthy People*, *Healthy Economy*, and *Healthy Environment*. Participants were asked to provide feedback on the 29 actions, identify additional unmet needs, and in the last segment of the focus group to give input to the Prioritization process by selecting the one or two most significant actions or unmet needs.

The following issues/needs were recommended as significant Priorities:

- **Children’s Health / Trauma** (specifically mental health/substance abuse), including youth;
- **Development and Advocacy for a neighborhood Grocery Store/supermarket**
 - Develop a food access strategy
 - Provide greater nutritional education, especially for children
 - Obesity prevention and reduction;
- **Crime and Related Trauma;**
- Increase financial resources for programs and services.

A record of the three focus group conversations can be found in Appendix 5.

Survey

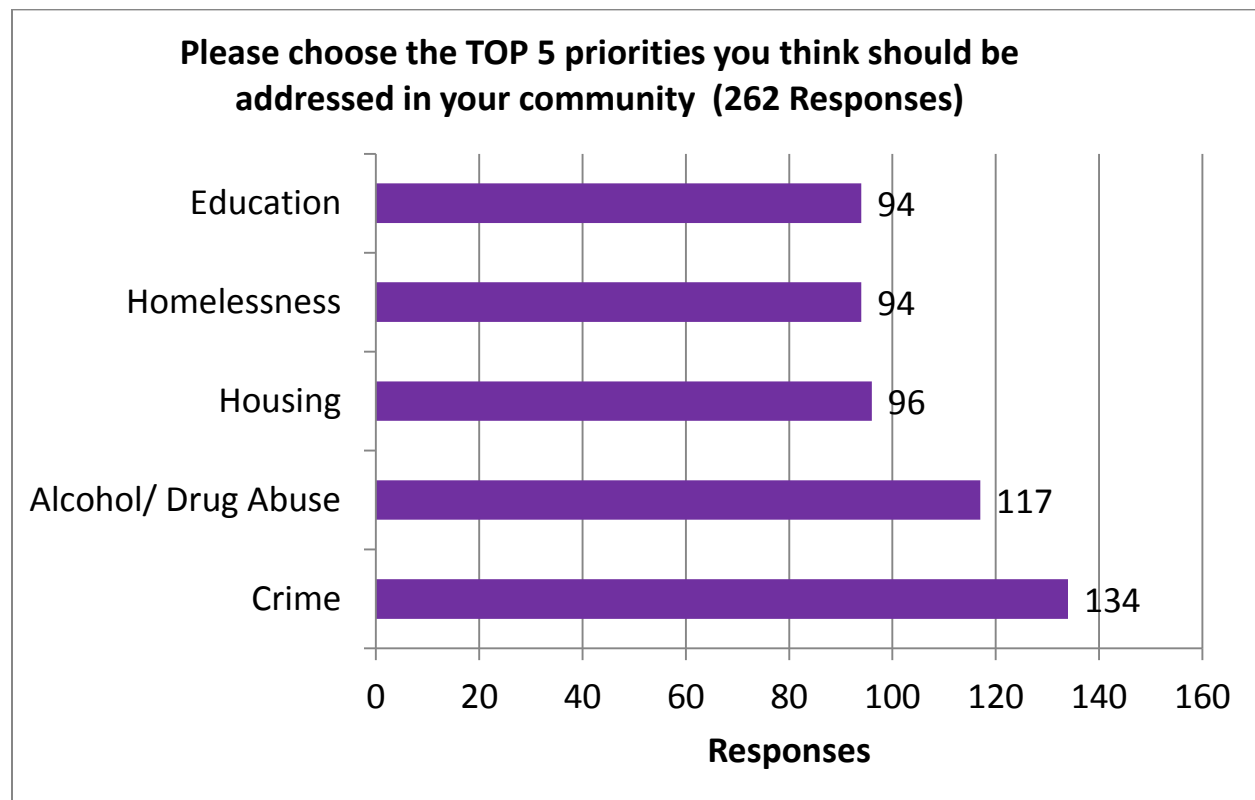
A web-based and hardcopy survey instrument used in 2016 to collect information from West Baltimore residents regarding their health and social needs was distributed again in 2019. The survey consisted of twenty-seven questions (both open and closed ended) covering the following categories: My Community, Community Support and Services,

Health Literacy, Community Safety, Community Priorities, Technology and Health and Demographics. Hardcopies of the survey were made available across the ten CSAs at various community partner and public entities, e.g. library.

A total of 273 surveys were collected between December 2018 and March 2019. Females represented 69% of the respondents, while 25% were older adults (between the ages of 65 – 79). Eighty-eight percent (88%) described themselves as Black, African-American, or African-Caribbean. Only 29% indicated they were working full-time, and 49% said they were renting their residence. Forty-one percent (41%) had obtained their high school diploma or GED. Aside from the skewed gender participants, the demographics of survey respondents are similar to the population of the service area.

Crime and Alcohol/Drug Abuse were the most significant concerns of respondents, listed 51% and 45% respectively. Housing, Homelessness, and Education were listed by more than one-third of all respondents (36-37%). See Figure 7. Four of the five concerns were among the TOP 5 concerns in 2016. Alcohol/Drug Abuse replaced Jobs with Fair Wages in 2019.

Figure 7 – Survey of Top 5 Priorities to be Addressed in Community



Responses to all Survey questions can be found in Appendix 6.

6 Secondary Data Analysis

Data Source

City and service area CSA data were gathered from publically available datasets, using the most recently available year(s). The Baltimore City Health Department, Neighborhood Health Profile Online Data, January 2019 (Baltimore City Health Department) served as source for all health data below.

The organizing entity for socio-economic data was Baltimore Neighborhood Indicators Alliance-Jacob Francis Institute (BNIA) (www.bnaijfi.org). Their *Vital Signs 16* indicators come from sources that can be grouped into the following categories:

- City sources - CitiStat/Baltimore 311, Department of Public Works, Department of Parks and Recreation-TreeBaltimore, Board of Elections
- State sources - Maryland Department of Housing and Community Development, 2011-2015
- Federal sources - American Community Survey, 2012-2016

Unless noted otherwise, BNIA is cited for data across the social and economic tables and charts.

6.1 Health Outcomes

Life Expectancy: Overall life expectancy in Baltimore City is 73.6 years compared to 70.3 years in the Bon Secours Service area.

Table 2 – Life expectancy at birth by CSAs, Bon Secours Service Area and Baltimore City

Community Statistical Area (CSA)	Life expectancy at birth, in years
Edmondson Village	71.8
Forest Park/Walbrook	74.0
Greater Mondawmin	70.4
Greater Rosemont	70.6
Penn North/Reservoir Hill	71.6
Poppleton/The Terraces/Hollins Market	68.4
Sandtown-Winchester/Harlem Park	70.0
Southwest Baltimore	68.0
Upton/Druid Heights	68.2
Washington Village/Pigtown	70.1
Bon Secours Service Area	70.3
Baltimore City	73.6

Mortality Rate: The all-cause age-adjusted mortality rate in Baltimore City is 100 per 10,000 residents vs. 118 in the Bon Secours Service Area. The top causes of death in Baltimore City are due to heart disease, cancer, and drug-and/or alcohol-related. The number of homicides that occurred per 10,000 residents (all ages) per year in Baltimore City is 3.9. Homicide mortality rate is also a large health disparity in the Bon Secours Service Area with age-adjusted mortality rates as high as 7.7 (Poppleton/The Terraces/Hollins Market). Youth homicide mortality rate in Baltimore City is 31.3 per 100,000 youth under 25 years old.

Table 3 – All-cause mortality, homicide, and Drug/Alcohol Rate by CSAs, Bon Secours Service Area and Baltimore City

Community Statistical Area (CSA)	All-Causes Mortality Rate	Homicide Mortality Rate	Drug/Alcohol Mortality Rate
Edmondson Village	113.0	5.6	2.8
Forest Park/Walbrook	94.4	4.6	4.3
Greater Mondawmin	116.2	5.9	7.4
Greater Rosemont	115.5	6.8	8.1
Penn North/Reservoir Hill	109.7	5.8	3.9
Poppleton/The Terraces/Hollins Market	131.4	7.7	8.8
Sandtown-Winchester/Harlem Park	116.0	7.3	10.3
Southwest Baltimore	128.7	5.5	8.5
Upton/Druid Heights	131.6	6.5	6.8
Washington Village/Pigtown	121.6	3.2	7.6
Bon Secours Service Area	117.8	5.9	6.9
Baltimore City	99.5	3.9	4.4

Heart Disease, Cancer, HIV/AIDS: The percentage of deaths due to HIV/AIDS in the Bon Secours Service Area (3.2%) is almost twice the percentage in Baltimore City (1.8).

Table 4 – Percentage of Deaths due to Heart Disease, Cancer, and HIV/AIDS by CSAs, Bon Secours Service Area and Baltimore City

Community Statistical Area (CSA)	% of Deaths due to Heart Disease	% of Deaths due to Cancer	% of Deaths due to HIV/AIDS
Edmondson Village	23.9	21.9	2.2
Forest Park/Walbrook	26.7	14.9	1.8
Greater Mondawmin	23.0	20.1	3.9
Greater Rosemont	23.6	20.7	2.7
Penn North/Reservoir Hill	26.4	21.5	2.9
Poppleton/The Terraces/Hollins Market	23.3	19.4	3.1
Sandtown-Winchester/Harlem Park	22.4	18.7	4.8
Southwest Baltimore	21.2	19.8	2.9
Upton/Druid Heights	28.1	18.9	2.8
Washington Village/Pigtown	25.6	15.3	4.6
<i>Bon Secours Service Area</i>	24.4	19.1	3.2
Baltimore City	24.4	21.3	1.8

Infant Mortality Rate: Infant mortality before the age of one continues to be an alarming concern for addressing the health needs of Women and their babies in Baltimore. The Infant Mortality rate in the Bon Secours Service Area is comparable to Baltimore City rates. However, there are two CSAs in the Bon Secours Service Area with alarming rates, Poppleton/The Terraces/Hollins Market and Southwest Baltimore, 15.4 and 13.9 respectively.

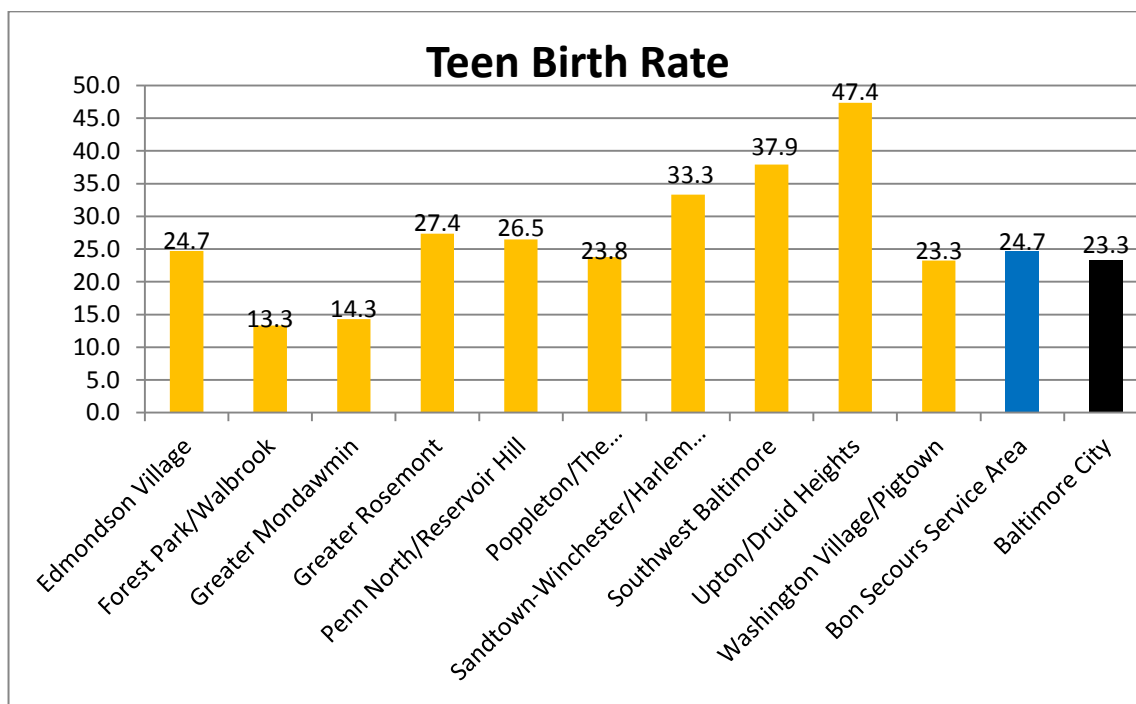
Table 5 – Infant Mortality Rate per 1,000 Live Births by CSA, Bon Secours Service Area and Baltimore City

Community Statistical Area (CSA)	Infant Mortality Rate, 1,000 live births
Edmondson Village	9.8
Forest Park/Walbrook	10.6
Greater Mondawmin	5.2
Greater Rosemont	11.3
Penn North/Reservoir Hill	9.9
Poppleton/The Terraces/Hollins Market	15.4
Sandtown-Winchester/Harlem Park	10.1
Southwest Baltimore	13.9
Upton/Druid Heights	10.0
Washington Village/Pigtown	4.6
Bon Secours Service Area	10.1
Baltimore City	10.4

Morbidity

Teen Birth Rate: Despite teen birth rates declining in the state of Maryland, the rate of female teens aged 15-19 that gave birth is 23.3 per 1,000 in Baltimore City. In the Bon Secours Service Area (24.7) there are some of the highest rates observed across Baltimore City. Upton/Druid Heights has a teen birth rate of 47.4 per 1,000 and Southwest Baltimore a teen birth rate of 37.9 per 1,000.

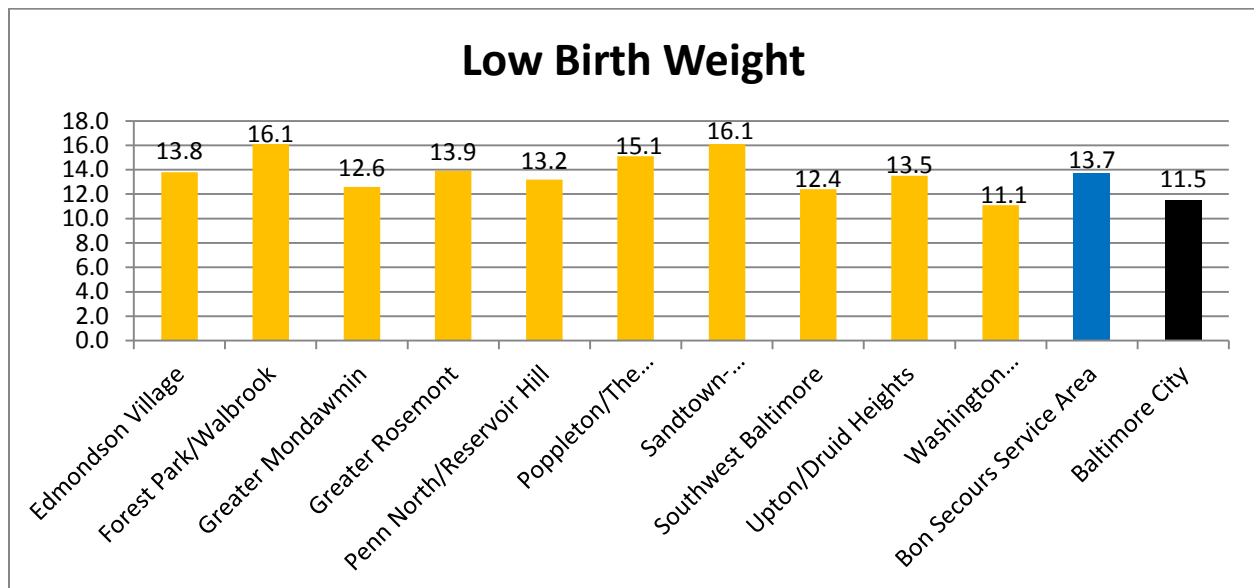
Figure 8 – Teen Births per 1,000 by CSA, Bon Secours Service Area, and Baltimore City



Source – Baltimore City Health Department

Low Birth Weight: Low birth weights (<5 lb., 8 oz) greatly impact the health status of children and within the Bon Secours Service Area the percentage of children with low birth weight is greater compared to Baltimore City. Three of the CSAs have the highest observed low birth weights across the entire City of Baltimore, Forest Park/Walbrook (16.1%), Sandtown-Winchester/Harlem Park (16.1%) and Poppleton/The Terraces/Hollins Market (15.1%).

Figure 9 – Percentage of Low Birth Weights by CSA, Bon Secours Service Area, and Baltimore City



6.2 Social and Economic Factors

Social and economic inequality, and its causes, are and have been a key focus of Bon Secours. The Bon Secours Service Area has been affected by decades of disinvestment and systemic racism that has contributed to significant health disparities for its population.

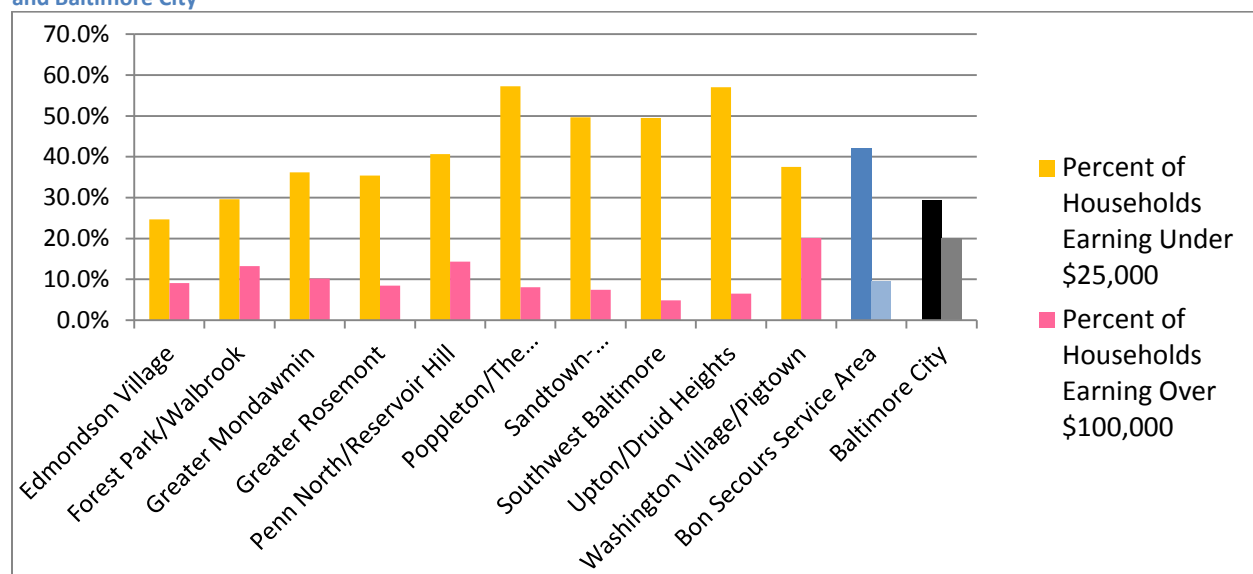
Inequalities exist among income, employment, education, and wealth gaps. The service area experiences more frequent crime and violence, and fewer affordable housing options than the City of Baltimore experiences as a whole. The deep poverty experienced by these residents has created conditions that undermine the health, economic, and educational success of families in the Bon Secours Service Area. While social and economic progress is being made much of it is incremental and will take additional decades to remedy.

Household Income/Poverty/Unemployment

Income, employment, and education, are key social determinants of health that impact the livelihood of Baltimore City residents.

In Bon Secours Service Area 42.1% of Households earn under \$25,000 and 9.5% of households earn over \$100,000 in comparison to 29.5% and 20% in Baltimore City, respectively. Consequently, for the Bon Secours Service Area more than 48% of children live below the poverty line compared to 33% for all of Baltimore City.

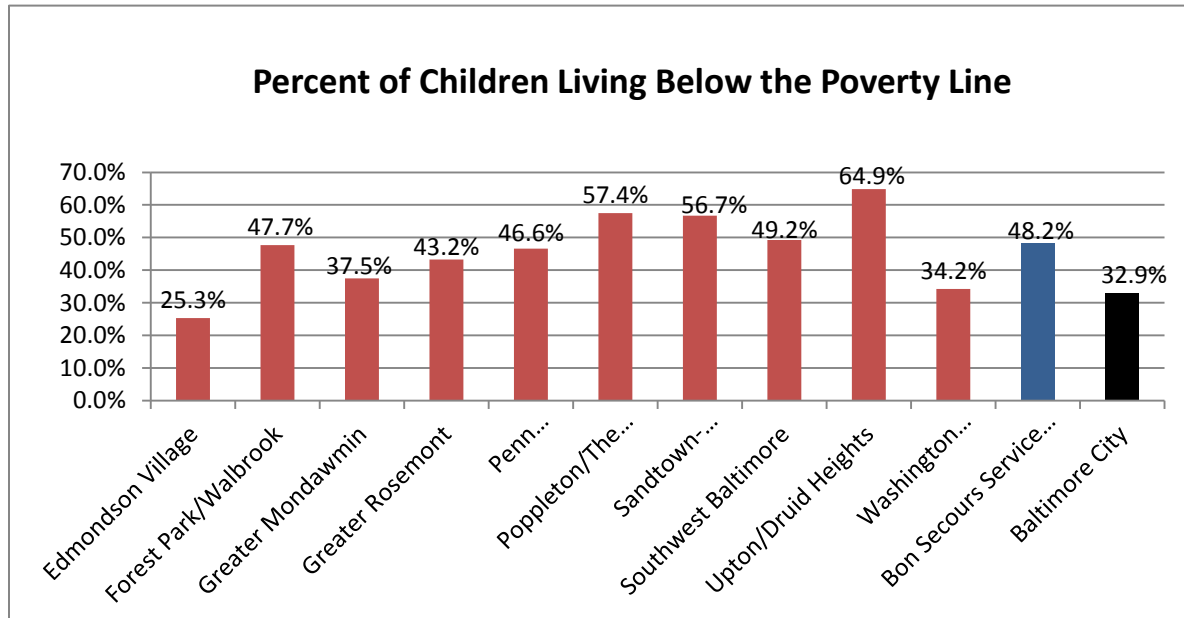
Figure 10 – Percentage of Households Earning less than \$25,000 or greater than \$100,000 by CSA, Bon Secours Service Area, and Baltimore City



Source - Baltimore Neighborhood Indicators Alliance – Jacob France Institute

Children Living Below Poverty: In certain neighborhoods, including Upton/Druid Heights, Poppleton/Hollins Market, Sandtown-Winchester/Harlem Park and Southwest Baltimore, more than half of all children live below the poverty line.

Figure 11 – Percentage of Children Living in Poverty by CSA, Bon Secours Service Area, and Baltimore City



Source - Baltimore Neighborhood Indicators Alliance – Jacob France Institute

The **Unemployment Rate** is 10% in Baltimore City compared to 13.7% in the Bon Secours Service Area.

Table 6 – Percentage of Unemployed adults by CSAs, Bon Secours Service Area and Baltimore City

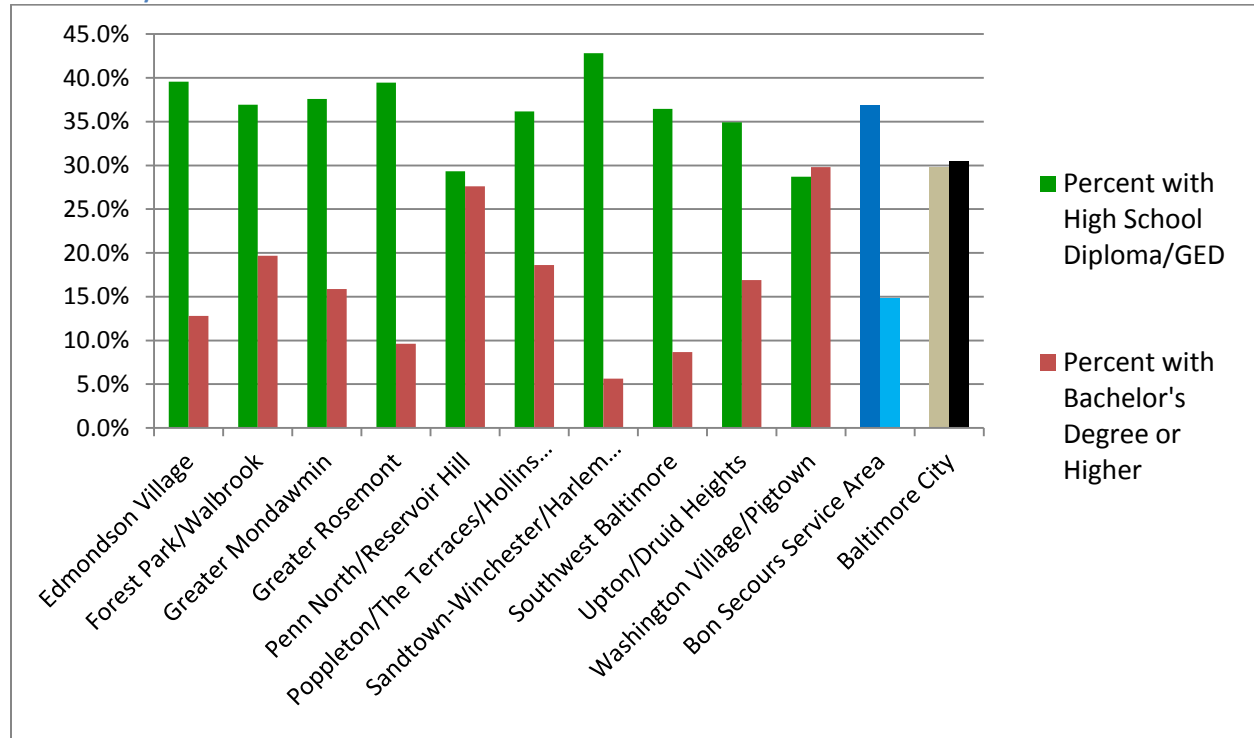
Community Statistical Area (CSA)	Unemployment rate, %
Edmondson Village	12.5%
Forest Park/Walbrook	11.4%
Greater Mondawmin	12.6%
Greater Rosemont	15.6%
Penn North/Reservoir Hill	12.0%
Poppleton/The Terraces/Hollins Market	16.1%
Sandtown-Winchester/Harlem Park	14.9%
Southwest Baltimore	15.1%
Upton/Druid Heights	12.0%
Washington Village/Pigtown	13.0%
Bon Secours Service Area	13.7%
Baltimore City	10.0%

Source - Baltimore Neighborhood Indicators Alliance – Jacob France Institute

Education Attainment

In terms of education, in the Bon Secours Service Area 36.8% of adults have obtained a **high school diploma or GED** and only 14.8% have obtained a **bachelor's degree or higher** compared to 29.7% and 30.4% in Baltimore City, respectively.

Figure 12 – Percentage of High School Graduates, Bachelor's Degree or Higher by CSA, Bon Secours Service Area, and Baltimore City

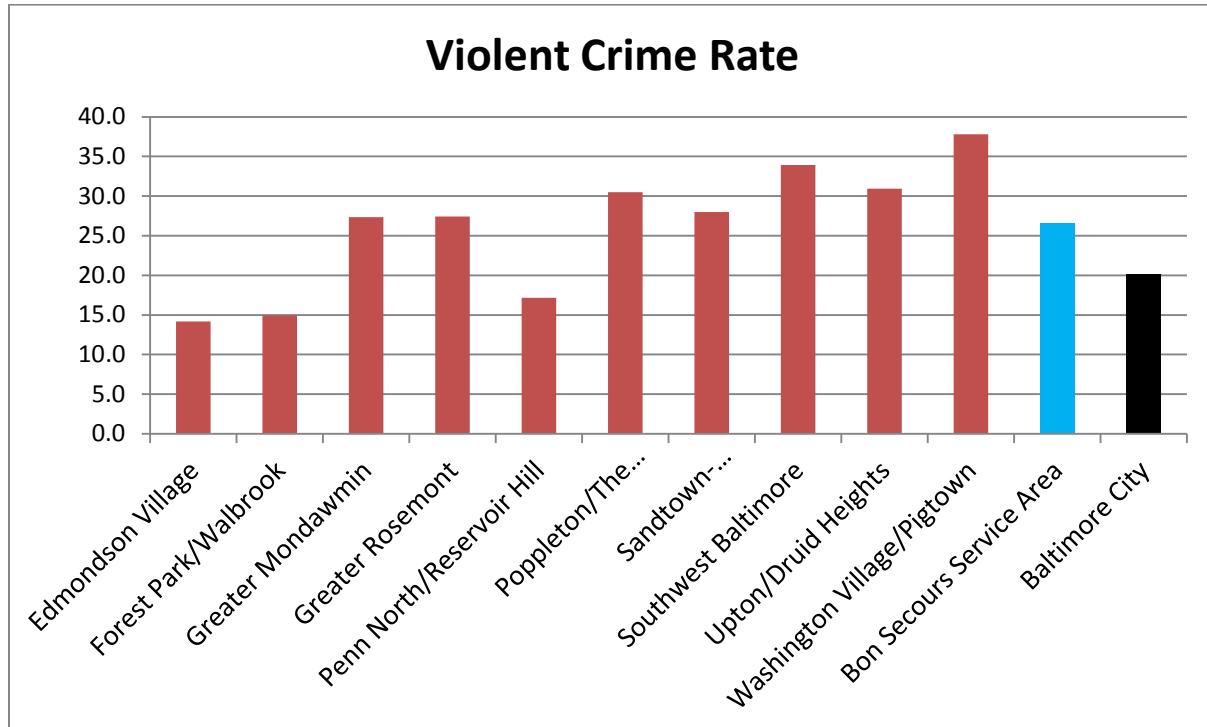


Source - Baltimore Neighborhood Indicators Alliance – Jacob France Institute

Violent Crime

Violent Crimes: The Bon Secours Service Area violent crime rate is 26.6 per 1,000 residents compared to 20.1 per 1,000 residents in Baltimore City. Violent crimes involve homicide, rape, aggravated assault, and robbery reported to the police department. Seven of the ten CSAs have violent crime rates higher than the rate for Baltimore City.

Figure 13 – Violent Crimes per 1,000 residents by CSAs, Bon Secours Service Area, and Baltimore City

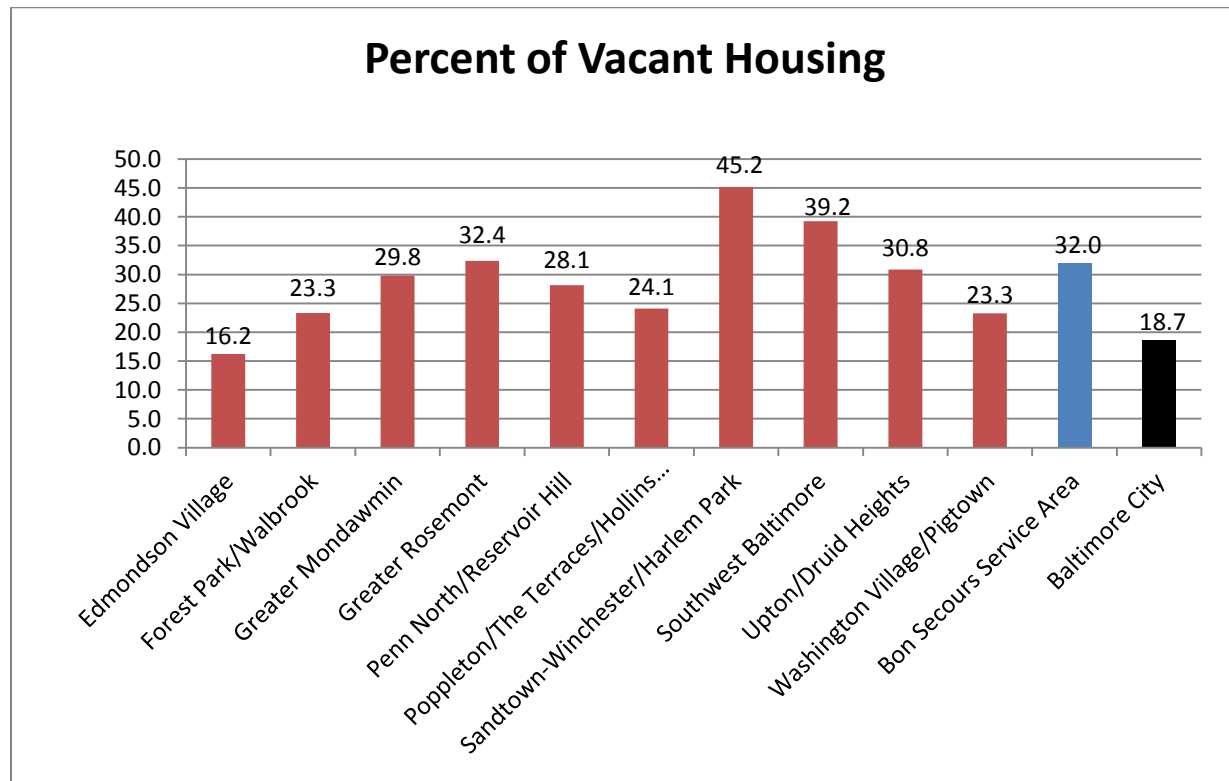


Source - Baltimore Neighborhood Indicators Alliance – Jacob France Institute

Housing Vacancy

Housing Vacancy: The Bon Secours Service Area (32.0%) has almost double the percent of housing vacancy in comparison to Baltimore City (18.7%). Within the service area there is wide variation in the percentage of vacant properties, though all but one CSA (Edmondson Village) has a vacant housing rate greater than Baltimore City.

Figure 14 – Percent of Housing Properties that are Vacant by CSAs, Bon Secours Service Area, and Baltimore City



Source - Baltimore Neighborhood Indicators Alliance – Jacob France Institute

2-1-1 Calls

Of the 41,144 calls for assistance placed to United Way's 2-1-1 social services hot line between July 1, 2018 and April 30, 2019 (10 months), thirty-five percent (35%) of the calls (14,434) came from Bon Secours' neighbors in west Baltimore (zip code basis), a disproportionate share for all Baltimore City. The vast majority of calls throughout the city and in Bon Secours' service area were placed by women, and the top four requests were for assistance with Utilities, Housing, Taxes, and Food.

Hardship Index

Hardship Index: The Hardship Index is a measure of combined socioeconomic factors that include income, education, unemployment, poverty, crowded housing, and dependency (persons aged less than 18 years and 65+ years). As a multi-factor measurement, the Hardship Index more substantially reflects the wider context and varied dimensions of a community's overall health.

The Index has a range from 0 to 100, where a higher score reflects greater hardship across the community. In Baltimore City, the Hardship Index is 51. The Hardship Index for Bon Secours Service Area is 65 with the CSAs in the area ranging from 44-82.

Table 7 – Hardship Index by CSAs, Bon Secours Service Area and Baltimore City

Community Statistical Area (CSA)	Hardship Index, N
Edmondson Village	54
Forest Park/Walbrook	44
Greater Mondawmin	62
Greater Rosemont	65
Penn North/Reservoir Hill	65
Poppleton/The Terraces/Hollins Market	75
Sandtown-Winchester/Harlem Park	80
Southwest Baltimore	76
Upton/Druid Heights	82
Washington Village/Pigtown	56
Bon Secours Service Area	65
Baltimore City	51

7 West Baltimore Priority Health Needs

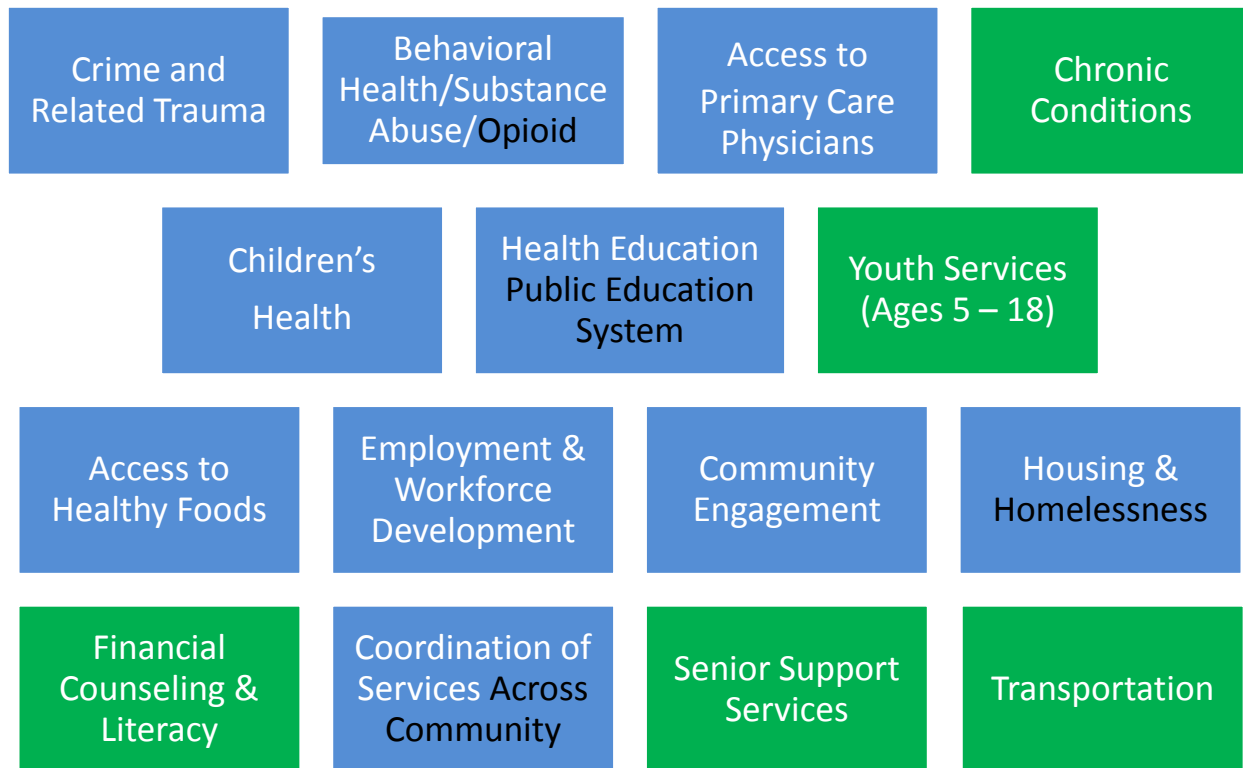
In 2016, Bon Secours Hospital identified the following health needs in the community:

- Crime and Related Trauma
- Behavioral Health/Substance Abuse
- Access to Primary Care Physicians
- Health Education
- Children's Health
- Access to Healthy Foods
- Expanded Housing
- Employment and Workforce Development
- Community Engagement
- Coordination of services across Bon Secours
- Advocacy, Policy, and Public Agency Dialogue, and
- Hospital Quality and Public Health

At that time the hospital and the local health system chose to prioritize all these needs and developed an Implementation Plan accordingly.

In 2019, the first ten needs (above) remained as **Identified Needs** of the community, and five additional needs (in green boxes below) as well as modifications (in black text) were added. See Figure 15 below.

Figure 15 – Identified Needs of Community Served



7.1 Prioritization Process and Criteria Used to Prioritize Needs

The Bon Secours Baltimore CHNA work group met with members of the Bon Secours Hospital board on May 22, 2019 and the Community Works board on May 23, 2019. Utilizing the criteria below, board members were asked to select those identified needs for which there was “**High Need and High Feasibility**” (ability to impact). Board members expressed particular concern for Employment and Workforce Development, Behavioral Health, Substance Abuse and Opioids, as well as Crime and Safety in the community.

The following **Criteria** were used to prioritize the community needs:

- Supported by Community Service Area data;
- Consistent with Public Health and health expert input, including the Baltimore City wide CHNA;

- In support of the Bon Secours Mercy Health strategic pillars and Key Performance Indicators (see Appendix 7);
- In support of benefitting a significant population of the community;
- In support of continuity and progress made by 2013 and 2016 Implementation Plans; and
- In consideration of 2019 community survey results.

7.2 Priorities for 2019 - 2021

The following **Identified Needs were selected as Priorities** by Bon Secours and will be included in the 2019 – 2021 Implementation Plan:

1. **Crime and Related Trauma**
2. **Employment and Workforce Development**
3. **Housing and Homelessness**
4. **Access to Healthy Foods**
5. **Health Education, and collaboration with the Public Education System**
6. **Program/Services for Youth (ages 5 to 18)**
7. **Senior Support Services**

Current management anticipates the 2019 – 2021 Implementation Plan will address these needs within the *Healthy People, Healthy Economy, and Healthy Environment* framework in conjunction with new ownership and management of the hospital. Unity Properties is the developer for affordable housing within the Bon Secours service area.

In addition, all parties recognize the significant need to address Behavioral Health / Substance Abuse and Opioid crisis. Bon Secours Community Works envisions supportive coordination with new hospital management for **Behavioral Health/Substance Abuse/Opioid** screening and interventions, **Children's Health** services as well as appropriate referrals and support to improve **Access to Primary Care Physicians** as well as to address **Chronic Conditions**. Bon Secours Community Works will also work with City agencies and collaborative organizations to advocate for and support improved **Transportation**.

Bon Secours Community Works will continue to offer **Financial Counseling and Literacy** services and to provide all its programs and services through processes that include **Community Engagement** and **Coordination of Services across the Community**.

8 Resources Available Within the Community Served to Meet Identified Needs

There are numerous programs and services available within the Bon Secours Baltimore Health System to address many of the identified community health needs. Additionally, there are a number of organizations and resources within the service area community with programs, services and or resources to address the needs identified via the CHNA. Bon Secours is prepared to partner with these organizations as needed to address the prioritized health needs of the community.

Bon Secours New Hope Treatment Center

Bon Secours New Hope Treatment Center has been rooted in west Baltimore for several decades and was one of the first Substance Abuse Treatment Programs funded by Behavioral Health Systems Baltimore to provide Methadone as a form of pharmacotherapy treatment to adult men and women diagnosed with a substance use disorder. Treatment & Medical Services include:

- Comprehensive Screening and Assessments
- Individual Counseling
- Standard & Intensive Group Counseling
- Gender-Specific group counseling
- Self-Help Support Groups-Methadone Anonymous
- Patient Advisory Board
- Overdose Prevention
- Smoking Cessation
- Relapse Prevention Family
- Education & Counseling
- Primary Care
- HIV education, counseling and testing

Bon Secours Family Support Center

Bon Secours Community Works' Family Support Center serves pregnant mothers and families with children up to age three. The Center offers Early Head Start services. At the Center, families receive support, encouragement and resources, such as GED preparation, developmental child care, parenting classes, employment readiness, counseling, tutoring, life skills training and money management. The Center's staff helps families make smart choices and become more self-sufficient by working with parents on child development and showing them best practices for raising children.

Bon Secours Housing (Unity Properties)

Bon Secours Apartments, Bon Secours Gibbons Apartments, and New Shiloh Village Apartments provide high-quality, low-cost rental housing to 272 low-and moderate-income families. This housing program began in 1997 when Bon Secours started acquiring and renovating large abandoned and severely dilapidated row houses near the hospital. The purpose is two-fold: to provide safe, decent and affordable housing and to improve a blighted neighborhood.

Bon Secours Baltimore Health System also offers several affordable independent living options for seniors and people with disabilities. Bon Secours has six properties in west Baltimore with over 530 apartment units. Each property is designed for people who want to enjoy a lifestyle filled with recreational, educational and social activities. These communities are for those who can live on their own, but who desire the security and conveniences of community living. Buildings are fully accessible and are close to shopping, recreation, educational opportunities, and many places of worship.

Other community resources include:

PUBLIC HEALTH DEPARTMENTS

The Maryland Department of Health and Mental Hygiene promotes and improves the health and safety of all Marylanders through disease prevention, access to care, quality management, and community engagement. The Public Health Services Division oversees vital public services to Maryland residents including infectious disease and environmental health concerns, family health services and emergency preparedness and response activities. The Behavioral Health Division promotes recovery, resiliency, health, and wellness for individuals who have emotional, substance use, addictive and/or psychiatric disorders. The Developmental Disabilities Administration provides a coordinated service delivery system to ensure appropriate services for individuals with developmental and intellectual disabilities. The Health Care Financing Division implements the Medicaid program, which features the department's HealthChoice and

Children's Health Program along with other initiatives, including those that help people with the cost of prescription medications.

The Baltimore City Health Department has a wide-ranging area of responsibility, including acute communicable diseases, animal control, chronic disease prevention, emergency preparedness, HIV/STD, maternal-child health, restaurant inspections, school health, senior services and youth violence issues. In collaboration with other city agencies, health care providers, community organizations and funders, the Health Department aims to empower all Baltimoreans with the knowledge, access, and environment that will enable healthy living.

COMMUNITY HOSPITALS AND ACADEMIC MEDICAL CENTERS

Baltimore has world-class hospitals and academic medical centers that provide the full range of emergency, inpatient and outpatient services as well as associated training, academic research, and community-oriented programs. There are 5 hospitals located in our West Baltimore CBSA. These hospitals are: University of Maryland Medical Center, University of Maryland Mid-Town, Bon Secours Hospital, Sinai Hospital of Baltimore, and Saint Agnes Hospital. In addition to these 5 hospitals, there are 6 other hospitals located in Baltimore that also serve Baltimore residents. These are: Mercy Medical Center, Harbor Hospital, The Johns Hopkins Hospital, Union Memorial Hospital, Good Samaritan Hospital, and Johns Hopkins Bayview Medical Center.

SAFETY NET PROVIDERS

Despite this wide dispersion and fragmentation, there is a group of 10-15 core safety net providers, dominated by Federally Qualified Health Centers (FQHC) and practices affiliated with the University of Maryland that are the heart of West Baltimore's safety net. The FQHCs and many of the hospital-based practices that serve the largest portion of West Baltimore residents, on the other hand, typically provide a broad range of enabling and supportive services such as outreach, health education, case management, interpreter services, and transportation. A number of the FQHCs also offer integrated behavioral health, dental and medical specialty care services.

STRONG NETWORK OF SOCIAL SERVICE, FAITH-BASED, AND OTHER COMMUNITY-BASED ORGANIZATIONS

Community dialogues reflected on the richness of West Baltimore's social service network and the long history of grassroots involvement in community development activities on behalf of West Baltimore's residents and neighborhoods. Faith-based organizations, community centers, Boys and Girls clubs, and schools are just some of the organizations that are at the core of this network. These organizations are and will continue to be a major asset for the community as safety net providers working to reach out and engage communities in primary care and other needed health care services.

ACADEMIC AND WORKFORCE TRAINING RESOURCES

There are numerous universities, colleges, and community colleges throughout Baltimore that provide a broad range of academic opportunities including degrees and training in health related professions. Many of these academic institutions are within the West Baltimore area. These academic programs provide a rich resource for the community in a variety of ways. Foremost are their contributions to educate and train residents of West Baltimore and beyond. They play a critical role in workforce development. They are also an invaluable resource and provide guidance, expertise, and support (financial and in-kind) to community endeavors. These institutions also provide student interns and volunteers that are a great service to the community. This helps to feed newly trained workers into the local force.

APPENDICES

Appendix 1 – Bon Secours CHNA Team

Organization	Staff Member/Title
Bon Secours Baltimore Health System	<ul style="list-style-type: none"> • Curtis Clark, Vice President, Mission (through December 2018) • George Kleb, Executive Director, Housing and Community Development
Bon Secours Community Works	<ul style="list-style-type: none"> • Talib Horne, Executive Director (through March 2019) • Maha Sampath, Executive Director (April 2019 forward) • Tatiana Warren, PhD, Business Intelligence Specialist • Hiwote Solomon, Graduate Resident
Bon Secours Health System	<ul style="list-style-type: none"> • Edward Gerardo, Facilitator • Amber Sain, Graduate Resident

Appendix 2 – Community Advisory Board Members

Name	Title	Organization
Tanya Terrell	GED provider	South Baltimore Learning Center
Carrie A. Williams	Employment Specialist	Project PLASE
Pastor Rodney Morton and Gail Edmonds	Pastor and Community Leader	Central Baptist Church
Reverend Bob Washington	Pastor and Community Leader	Celebration Baptist Church
Reverend Dr. Derrick Dewitt	Pastor and Community Leader	First Mount Calvary Baptist Church
Reverend Dr. Franklin Lance	Pastor and Community Leader	Mt. Lebanon Baptist Church
Joyce Smith	Chair, Community Leader	Operation ReachOut Southwest
Edith Gillard	President	Franklin Square Comm Assoc
Edna Manns	President	Fayette Street Outreach
Bertha Nixon	President	Boyd Booth Concerned Citizens
Celeste James	Director, Community Health	Kaiser Permanente
Camille Burke	Office of Chronic Disease	Baltimore City Health Department
Dr. Tyler Gray	Medical Director	Healthcare for the Homeless
Marianne Navarro	Anchor Institution Liaison & Coordinator	Mayor's Office of Economic & Neighborhood Development
John T. Bullock, PhD	District 9 Councilperson	Baltimore City Council
Dr. Ronald Williams	Interim Dean	Coppin State University, School of Business
Ashley Valis	Executive Director, Community Initiatives	University of Maryland
Roger Hartley	Dean of Public Affairs	University of Baltimore
Kimberly Hill	Principal	Lockerman Bundy Elementary School

Name	Title	Organization
George Kleb	Executive Director, Housing and Community Development	Bon Secours
Talib Horne, Maha Sampath	Executive Director, Community Works	Bon Secours
Tatiana Warren, PhD	Business Intelligence Specialist, Community Works	Bon Secours

Appendix 3 – Stakeholder Interview Questions

- 1) What is your current or past role in the Community?
- 2) What are the top three health concerns of the community?
- 3) What are the health resources available in the community?
- 4) What are the health resources that the community lacks?
- 5) What resources in the community are not being used to their full capacity?
- 6) What are the barriers to obtaining health services in the community?
- 7) What is the single most important thing that could be done to improve the health in the community?
- 8) What changes or trends in the community do you expect over the next three to five years?
- 9) What other information can be provided about the community that has not already been discussed?

Appendix 4 – Stakeholders Interview List

Name /Date of Interview	Organization / Affiliation	Special Knowledge / Expertise
Noel Brathwaite, PhD, MSPH 1/14/2019	Director, Maryland Office of Minority Health and Health Disparities	Maryland Department of Health
Darcy Phelan-Emrick, DrPH 1/30/2019	Chief Epidemiologist, Baltimore City Health Department	Baltimore City Health Department
Shelly Choo, MD, MPH 1/30/2019	Senior Medical Advisor, Baltimore City Health Department	Baltimore City Health Department
Marianne Navarro 2/06/2019	Anchor Institution Coordinator, Mayor's Office of Strategic Alliance	City's Anchor Institution Coordination/Special Assistant to Chief
Councilman John Bullock, PhD 2/06/2019	9 th District Councilman, Baltimore City Council	Community Stakeholder
William Kellibrew IV 2/07/2019	Director, Office of Youth Violence Prevention	Baltimore City Health Department
Camille Burke 2/14/2019	Director, Office of Chronic Disease Prevention	Baltimore City Health Department – Division of Youth Wellness & Community Health

Brandi Welsh 2/14/2019	Community Liaison, Baltimore City Department of Public Works	Communications & Community Affairs
Reginald Williams 2/21/2019	Western District Liaison, Office of the State's Attorney for Baltimore City	Criminal Strategy Unit
Olivia Farrow, Esq 3/06/2019	Director of Community Engagement, St. Agnes Healthcare Baltimore	Healthcare
Maya Nadison, PhD, MHS 3/14/2019	Community Health Evaluation Research, Kaiser Permanente	Healthcare

Appendix 5 - Focus Group Notes

Substance Abuse & Mental Health Stakeholders - March 13, 2019

Organizations represented included Bon Secours Behavioral Health services staff, and Maryland Department of Behavioral Health representative

(Facilitator) Opioid Crisis – What is the current state of the crisis? What issues are underlying the crisis?

- Medicaid burden
- Fatal overdose increase
- Make sure patients have Naloxone
 - How will uninsured get it?
 - Reallocate BHS funds, if leftover, to purchase
- Education for patients and families
 - Involve the family in the treatment
 - Fentanyl added to screening- the addition of Fentanyl to drugs should be scary but the addicts don't think it'll kill them (competition of how much of the drug they can handle)
- Funding issues
 - Naloxone used to be free (multiple doses are sometimes needed, raising cost)
- Stigma is still there, resulting in the hiding of usage

(Facilitator) Has there been a decline over the past 3-5 years?

- Increase in OTP's (opioid treatment programs)
- Hard to gauge if it's working
 - Medicaid expansion getting more people care
- Deaths not decreasing
- They think the kit is a lifesaver so doesn't decrease drug usage, but fuels it (justifies their use)

(Facilitator) Barriers to treatment/ why addicted persons don't choose treatment

- Individual not ready for treatment
 - Help them understand disease and services
 - Come in for wrong reasons (addict is still an addict)
 - Methadone prescription or money from selling prescription

- Make them comfortable in group sessions to make them more inclined to stay
 - Incentives currently comes out of pocket (part of need for funding)
- Most without jobs
 - How do they have money for drugs?
 - Can be clever- how do we change the way they think
- They don't want to work the process, they want immediate results
- Diversion - not all bad
 - Still addicts (not ready)
 - At least they take methadone instead
- Some get treatment and still use substances
- Education is working
 - Peer recovery support specialist (good to use as an example)
 - Get families involved - team approach
 - Mend relationships
- Guidelines different than conditions
 - Clinical different than peer (harm reduction)
- Personal cheerleader
 - Patient Advocacy Program acts as a voice for the patients, they come in to speak to beginners

(Facilitator) "Magic Wand" Wish-list

- Clinicians who care (personnel as a whole who care)
- Stricter guidelines and quality measures for programs
 - People open programs for the wrong reasons- just to get bodies in the door, not to make a difference
 - Gas and Go programs - just get the medications and go
 - Don't need more programs. Just better ones
- Team approach
 - Clinicians, state funders, medical providers, etc.
- Funding (budget for incentives)
 - It is now harder to ask for it
- Stopping provider harm
 - Just writes prescriptions (check on CRISP)
- Regulators walk in addicts shoes
 - Help them understand what is going on
- Retain clients that come in for treatment
 - Not hop from program to program
- Opt out system

- Only allow opting out of a program once
- Workforce development
 - Encourage staff (counselor pool)
 - Make field more attractive - it currently is not

(Facilitator) What needs to happen at the Macro Level

- State level - Governor wants to reduce deaths, so focus is not on stopping program
- Police - drugs keep police employed, will respond for guns but not for drugs, overworked and have a lot of rules to follow, all don't carry kit or are trained to use kit (why?)
- Schools- state funds education prevention, fine line of over exposure
- Treat whole issue, not just drugs
- Regulation out, accreditation in
- Social media - influencing kids
- Include spirituality

Community Focus Groups – April 5 and April 10, 2019

Anchor organizations represented include: Franklin Square Community Association, Fayette Street Outreach Organization, Inc., Celebration Church, Tabernacle of the Lord Church and Ministries, Bon Secours CommunityWorks Clean and Green Committee, Bon Secours Housing.

CHNA Advisory Group organizations represented include: Central Baptist Church, St. Agnes Hospital, University of Maryland Baltimore Medical Center, the Mayor's office of the City of Baltimore, and Bon Secours CommunityWorks.

Healthy People

Feedback:

- Goal 1 – Nutrition education and access
 - Continue emphasis on nutrition education for children
 - Greater focus on Prevention services and programs needed
 - Recognize and collaborate with several churches and schools with existing programs to access to healthy foods and nutrition classes
 - Consider partnering urban farm efforts with churches
 - Clarify difference between produce market at hospital & mobile market

- Community Engagement Center- run by UMB, is within our service area
 - Be better at promoting it within Community Works
 - Continue advocacy for Grocery store
- Goal 2 – Behavioral and Mental Health / Substance Abuse services
 - What is the outcome we're looking at → establish measures and SMART goals
 - Increase efforts to address opioid use, substance abuse
 - Increase communication of services; recognize impact of the history of segregation
 - Need for outpatient detox programs
- Goal 3 – Chronic diseases, healthy lifestyle education and services
 - Expand school services
 - Health outcomes, but also prevention
 - More emphasis on diabetes education and prevention
- Goal 4 – Prevention, screening and services for children's health
 - Not enough attention given to Pediatrics and children's services
 - BMORE for Healthy Babies (Brawnwine)
 - What work are partners doing regarding infant mortality within the service area?

Questions raised:

- How are the police being held responsible with trauma informed care → BHSB can provide update, have them come in and present to C&G or Anchor Group
- How would we move forward with the family practice physician goal since Family Health and Wellness will be part of the acquisition?

What Else (Unmet Needs):

- Obesity & diabetes
- Children's mental health
- Pediatric services
- Increase partnership with schools, system approach
- Institute a "Health Committee" for trauma, chronic conditions, substance abuse, Alzheimer's

Healthy Economy

Feedback:

- Goal 1 – Workforce Development and Job Readiness, Financial literacy, Youth outreach
 - More workforce development programs to reach more people within the area
 - Other programs within the city to refer or direct people to
 - Small business development
- Goal 2 – Affordable Housing
 - Unity Properties as employer/job creator through apprenticeships
 - Consider funding program for residents who have difficulty paying rent (combine with literacy and behavior education)
 - Address vacant community buildings surrounding hospital

What Else (Unmet Needs):

- Include advance financial education regarding Promise Program – free tuition for community college
- Consider home improvement initiative for seniors

Healthy Environment

- Goal 1 – Public green spaces and transformation of vacant lots
No feedback given
- Goal 2 – Crime and Sanitation
 - Need further career development (pathway) for Clean and Green participants

What Else (Unmet Needs):

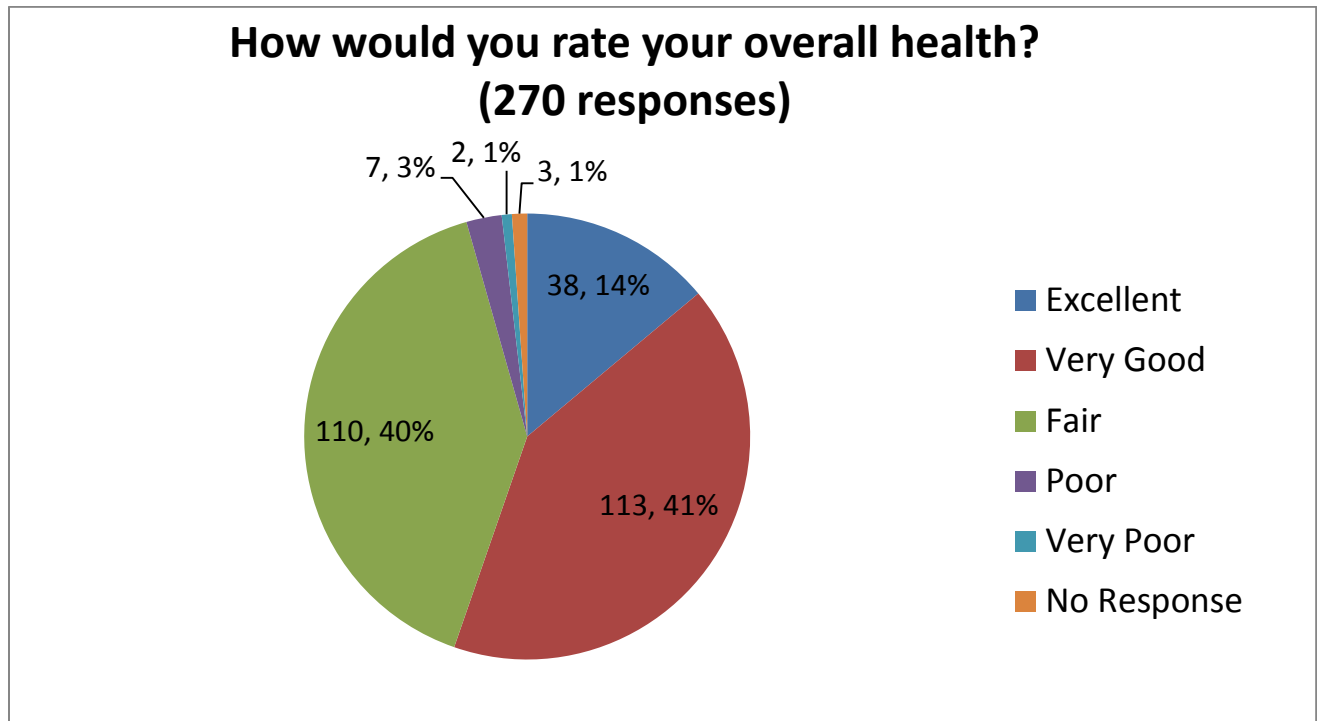
- Help to address Community cleanliness, work to end “dumping” on lots
- Expand environmental awareness
 - Climate change, storm water issues
- Work through Partnerships across community
- How to get kids to get involved in parks, both the clean-up and opportunities to play

Participants were asked to give input to the Prioritization process. The following issues/needs were recommended as significant Priorities:

- Children's Health / Trauma (specifically mental health/substance abuse), including Youth
- Development and Advocacy for a neighborhood Grocery Store/supermarket
 - Develop a food access strategy
 - Provide greater nutritional education, especially for children
 - Obesity prevention and reduction
- Crime and Related Trauma
- Increase financial resources for programs and services

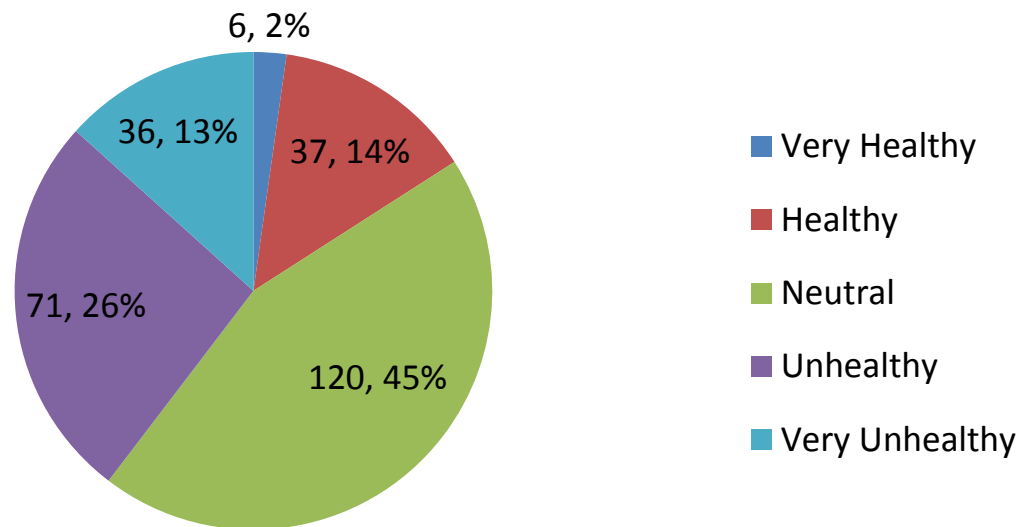
Appendix 6 – CHNA Survey Results

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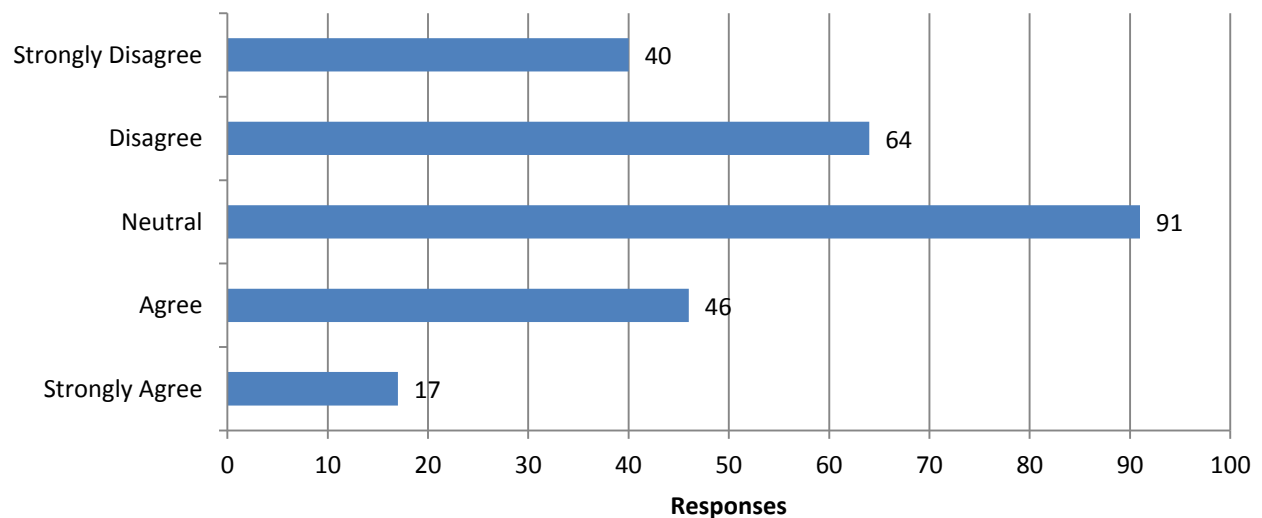
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How would you rate the overall health of your community? (270 Responses)

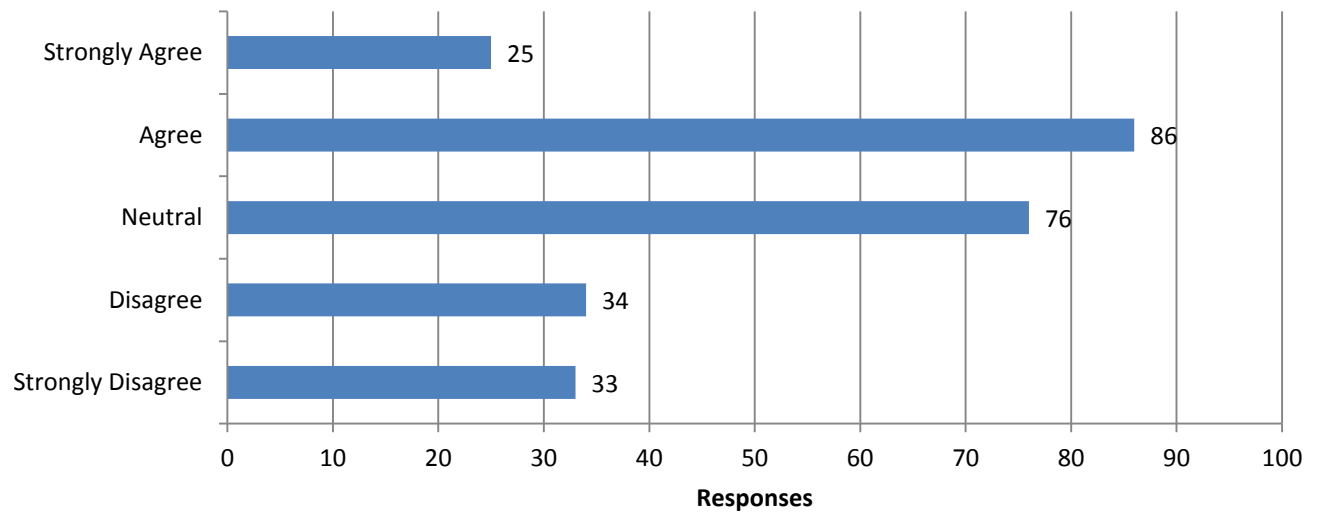


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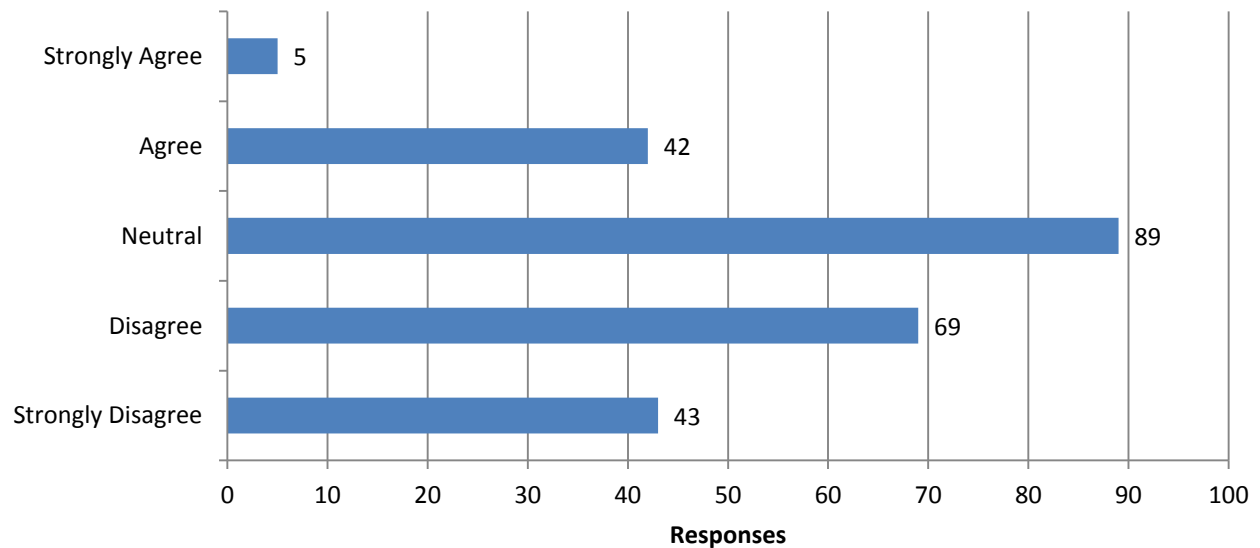
My community is a **HEALTHY** place to live because [it is a clean environment]

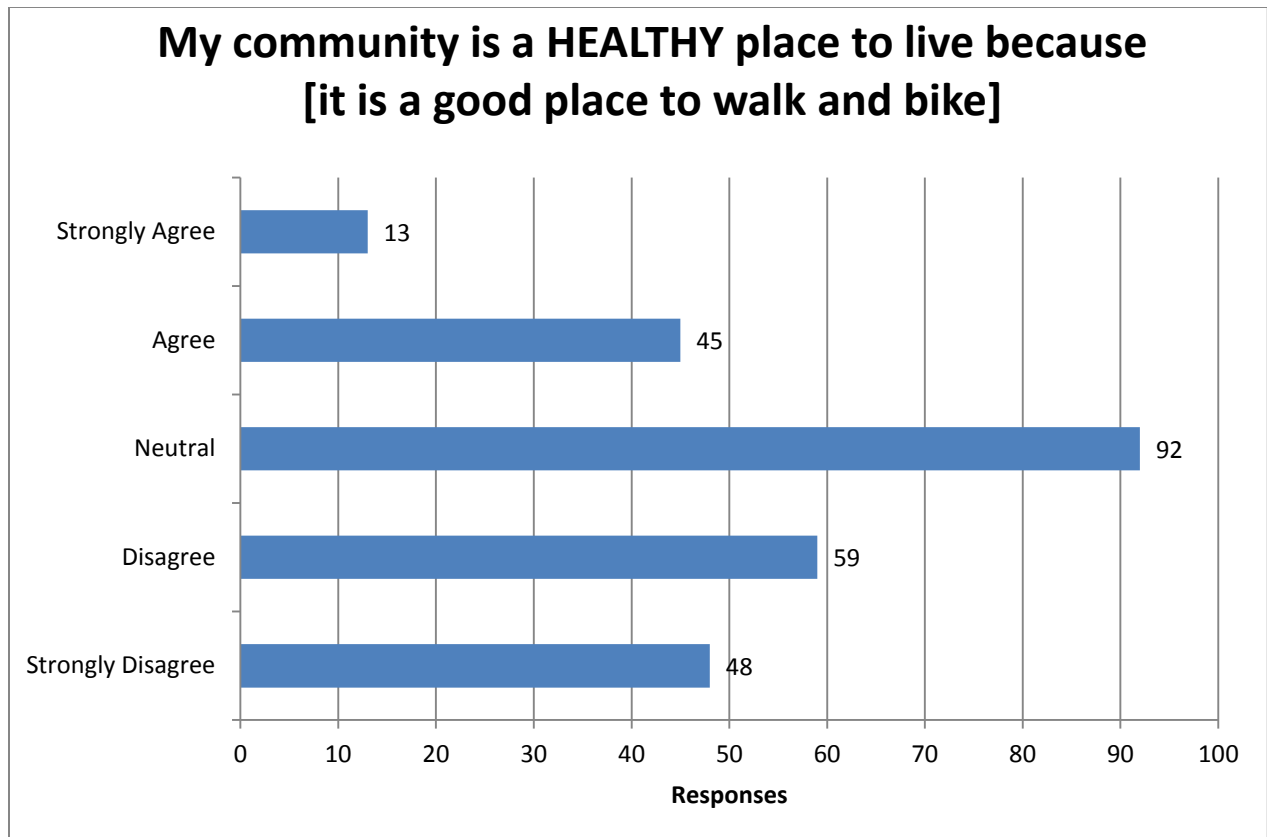


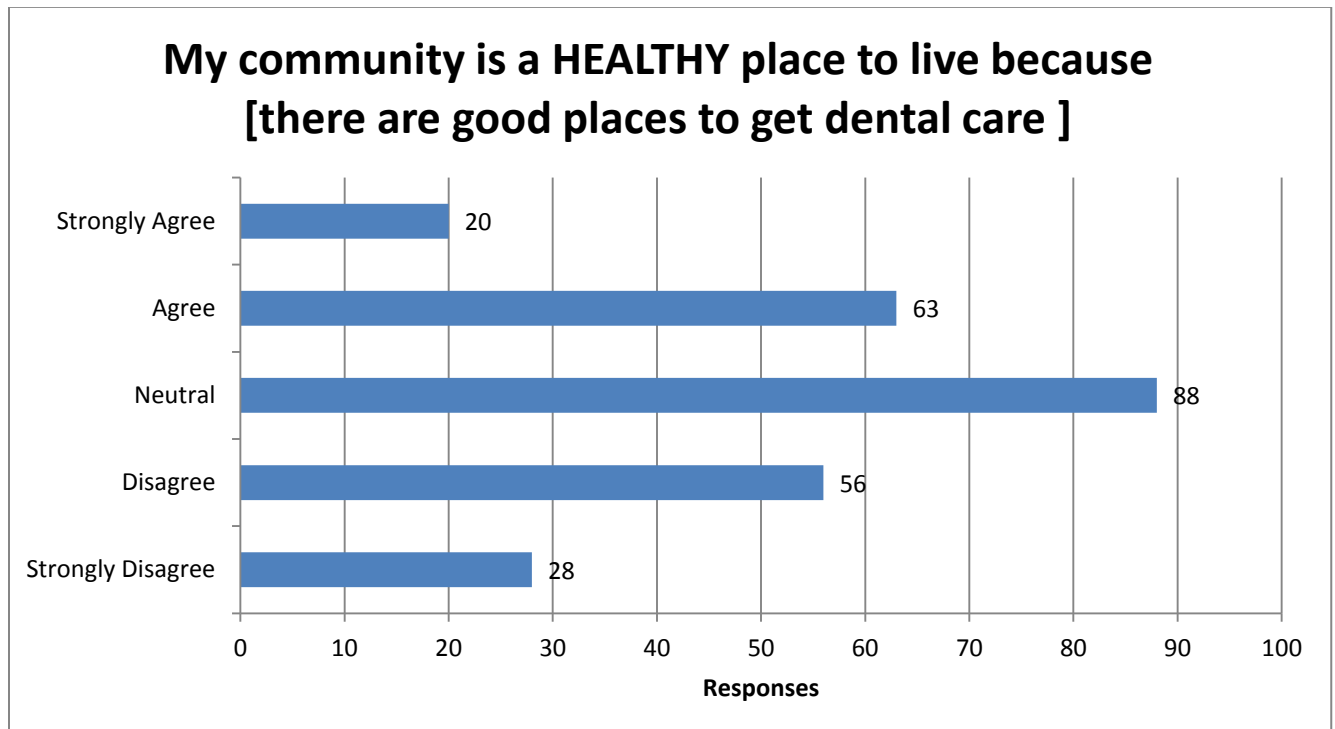
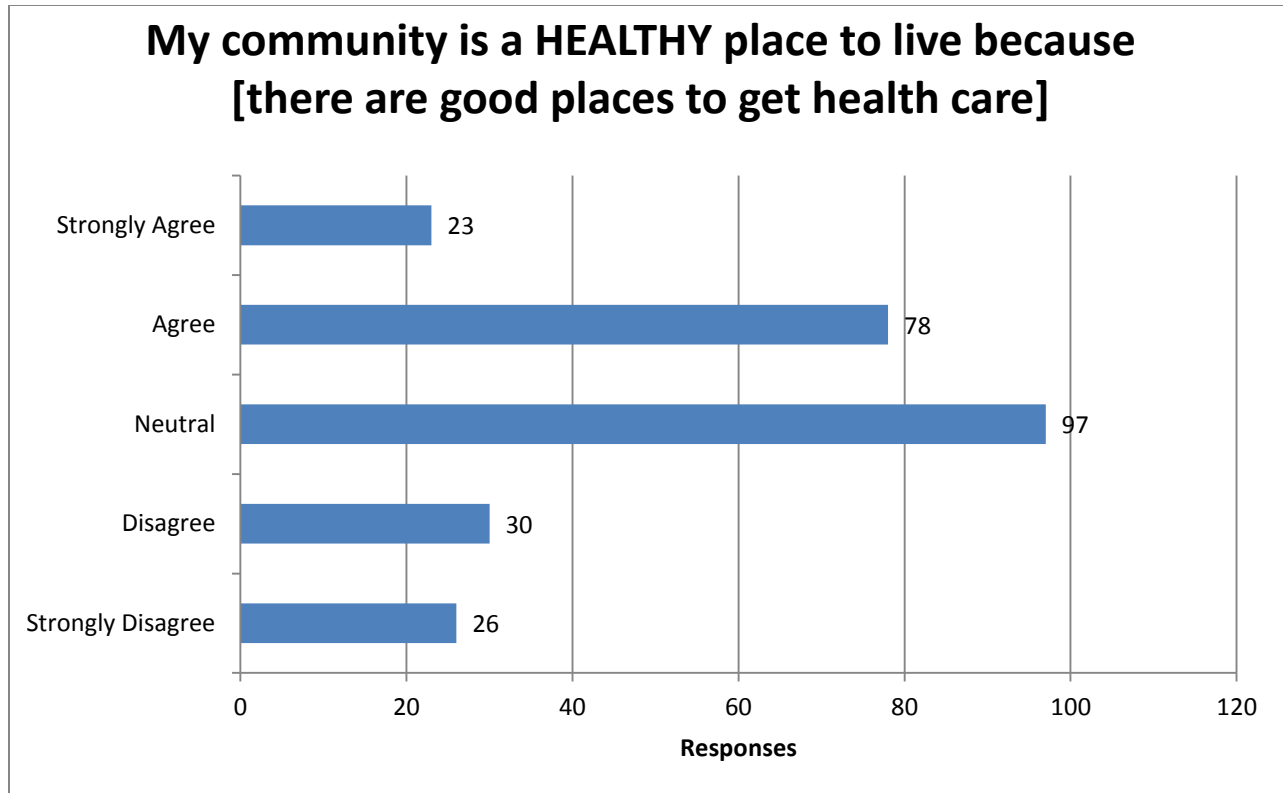
My community is a HEALTHY place to live because [I can get healthy foods]

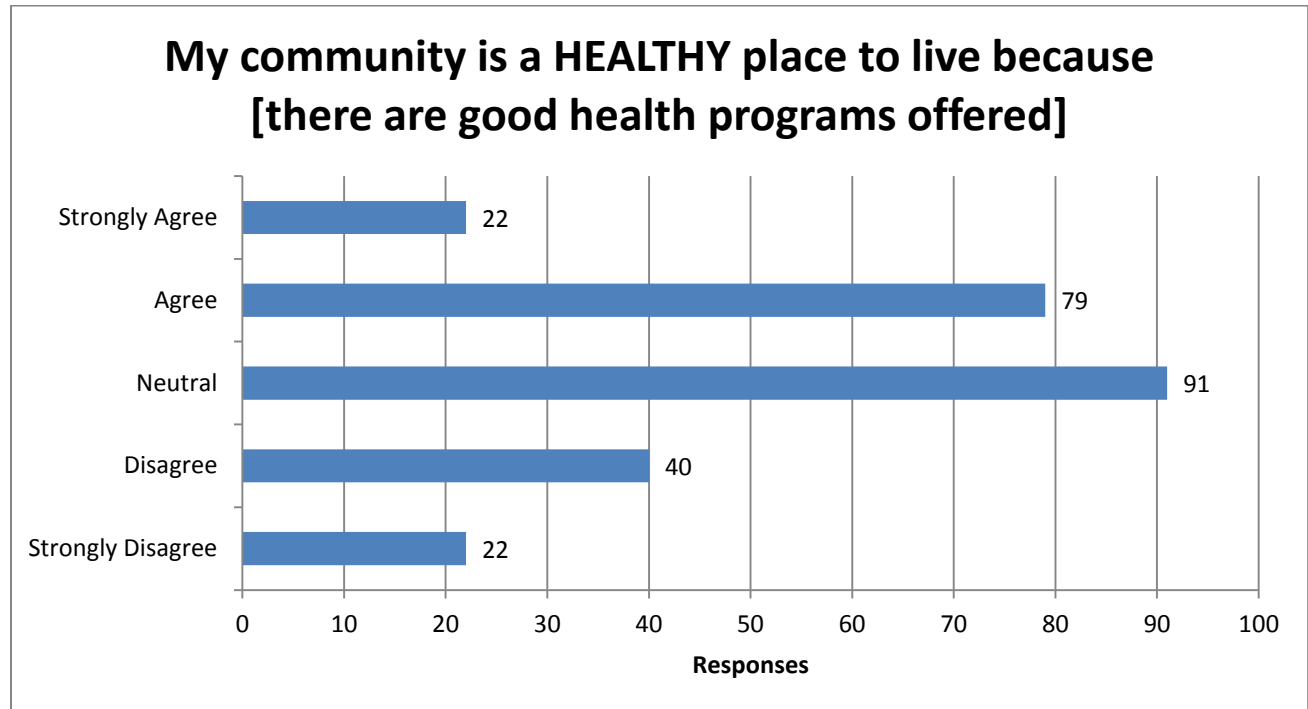


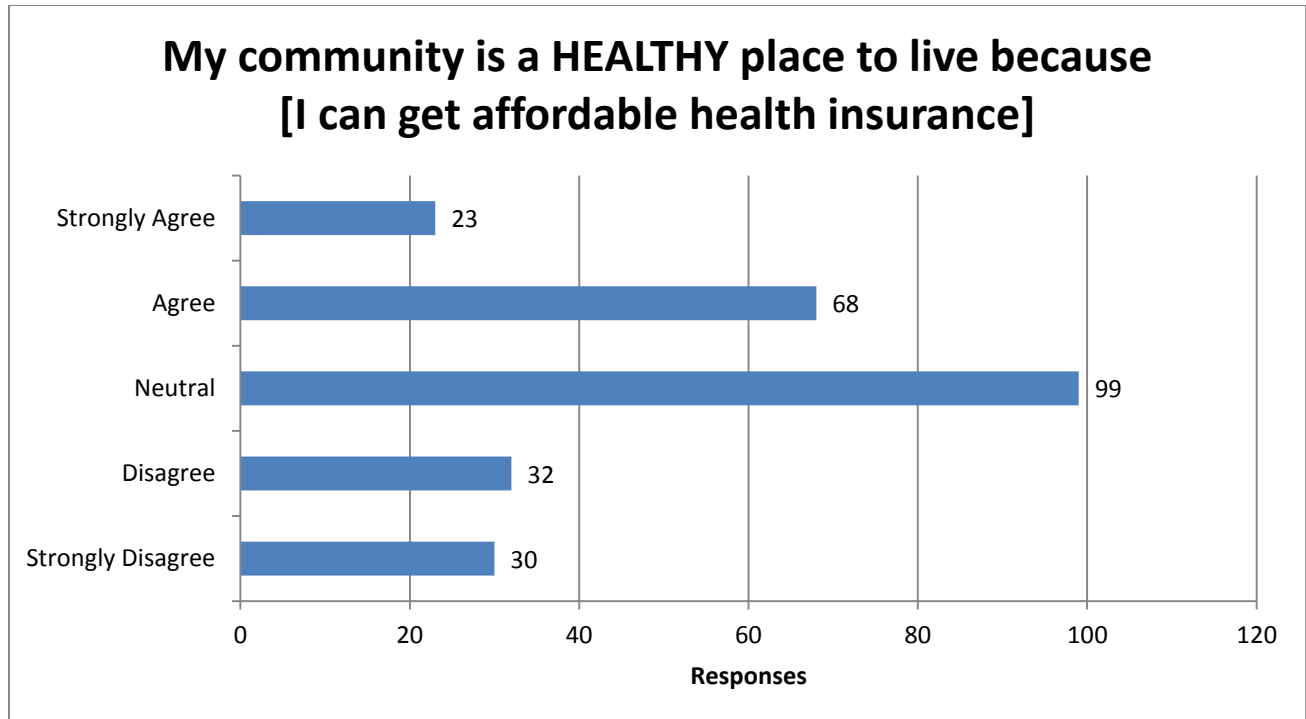
My community is a HEALTHY place to live because [there are good places to play]



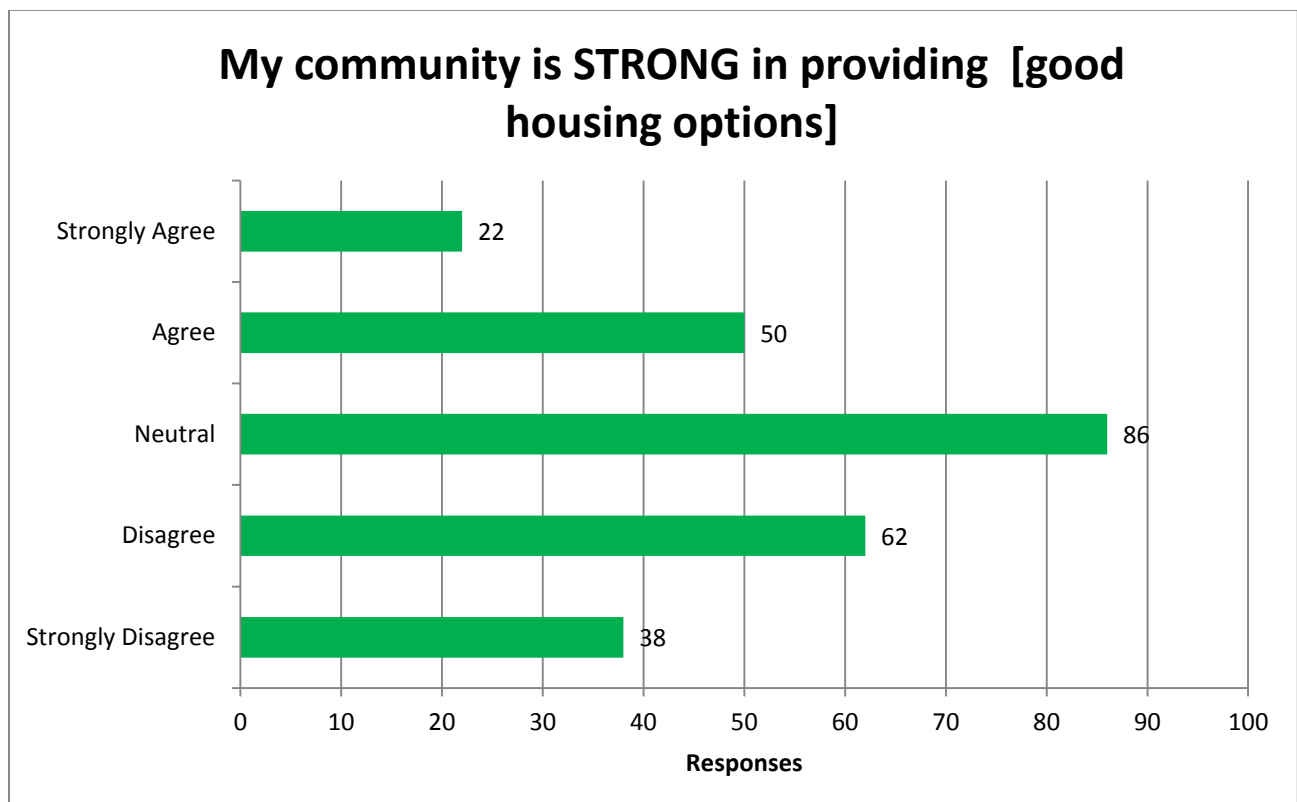


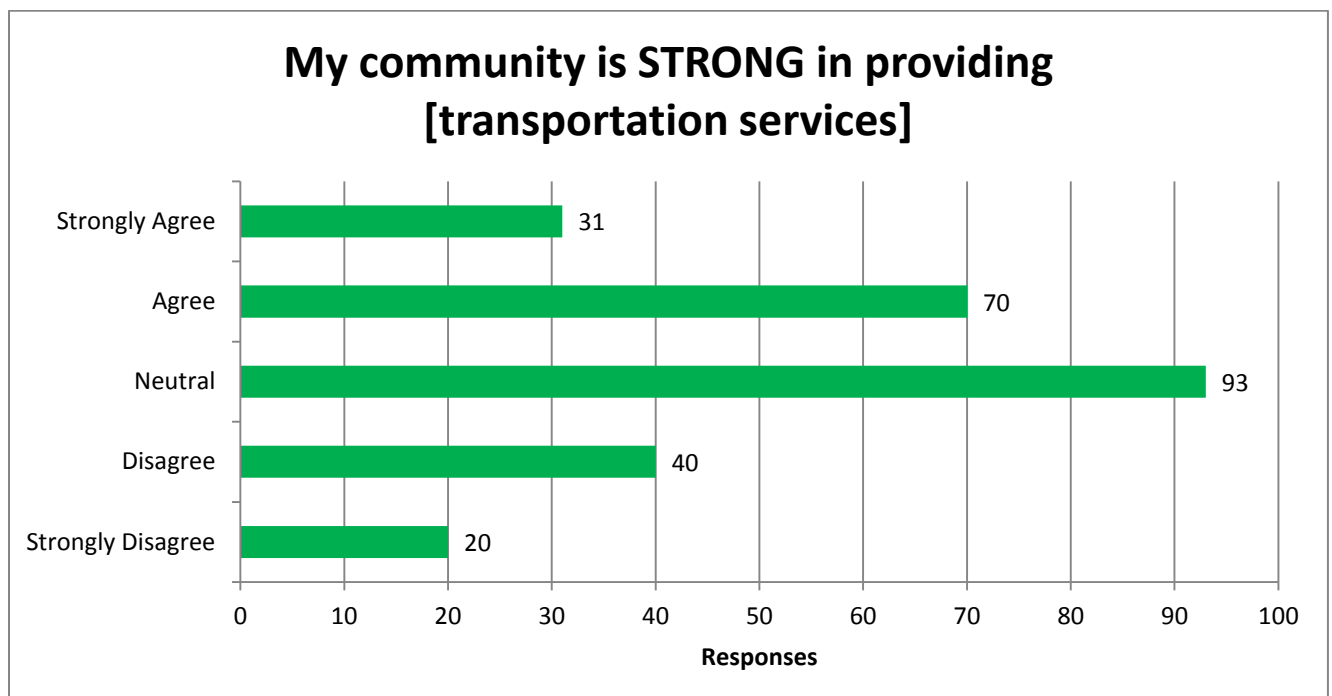
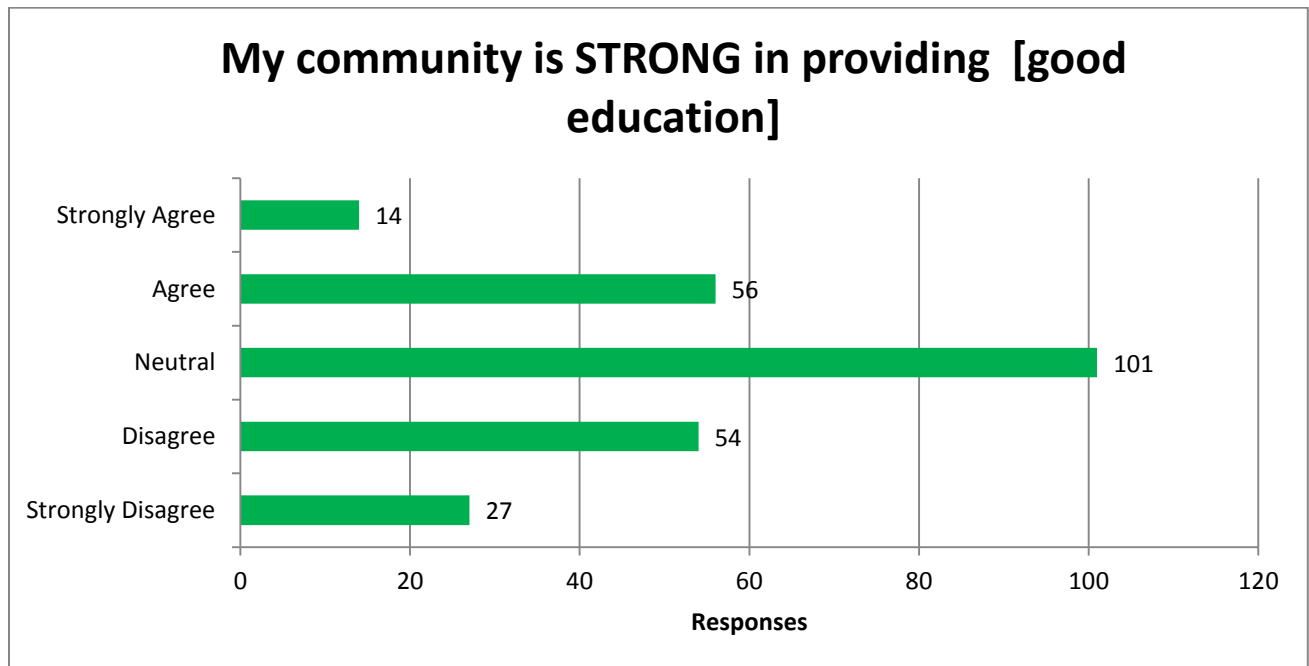


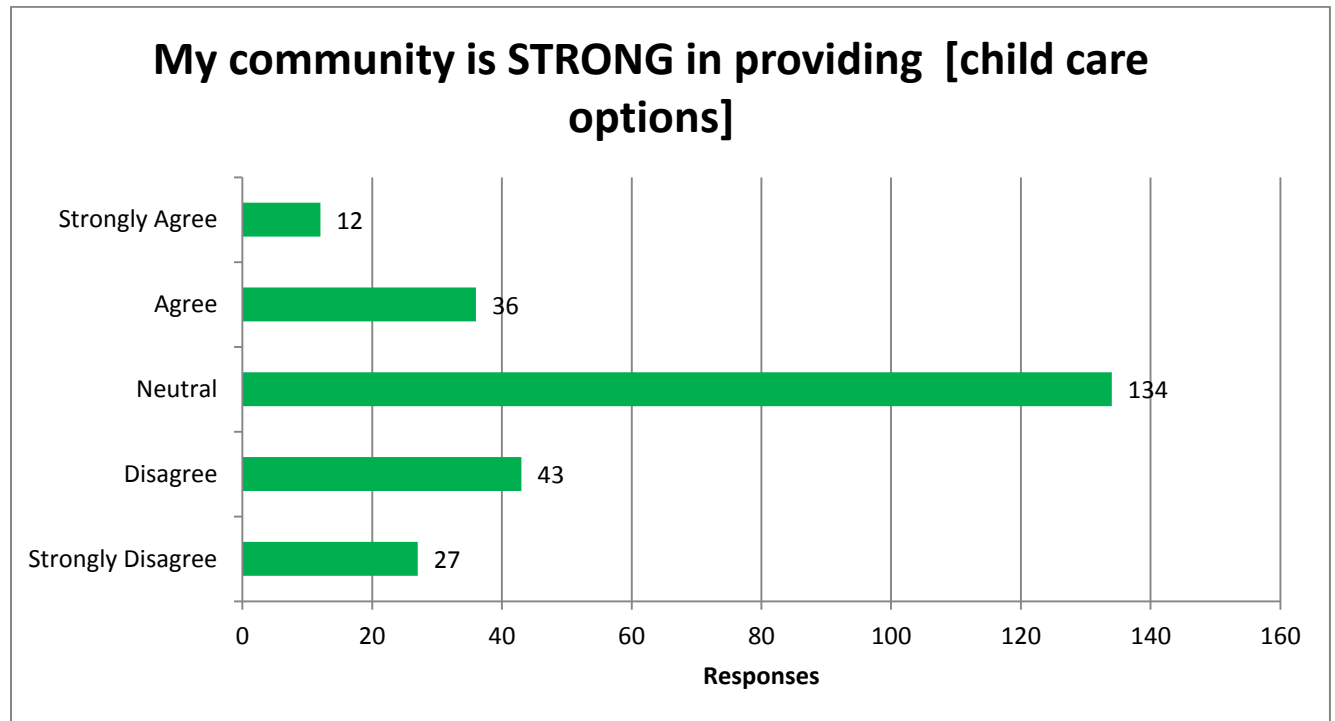


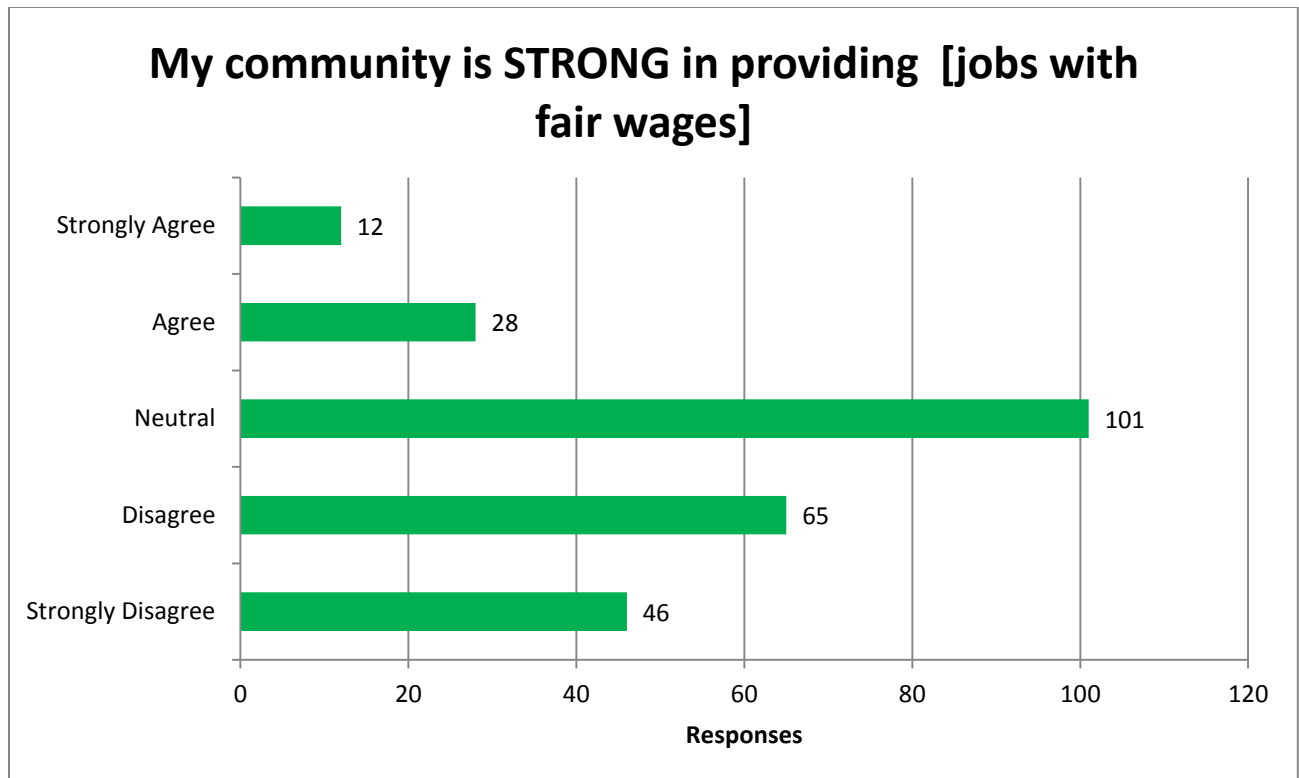


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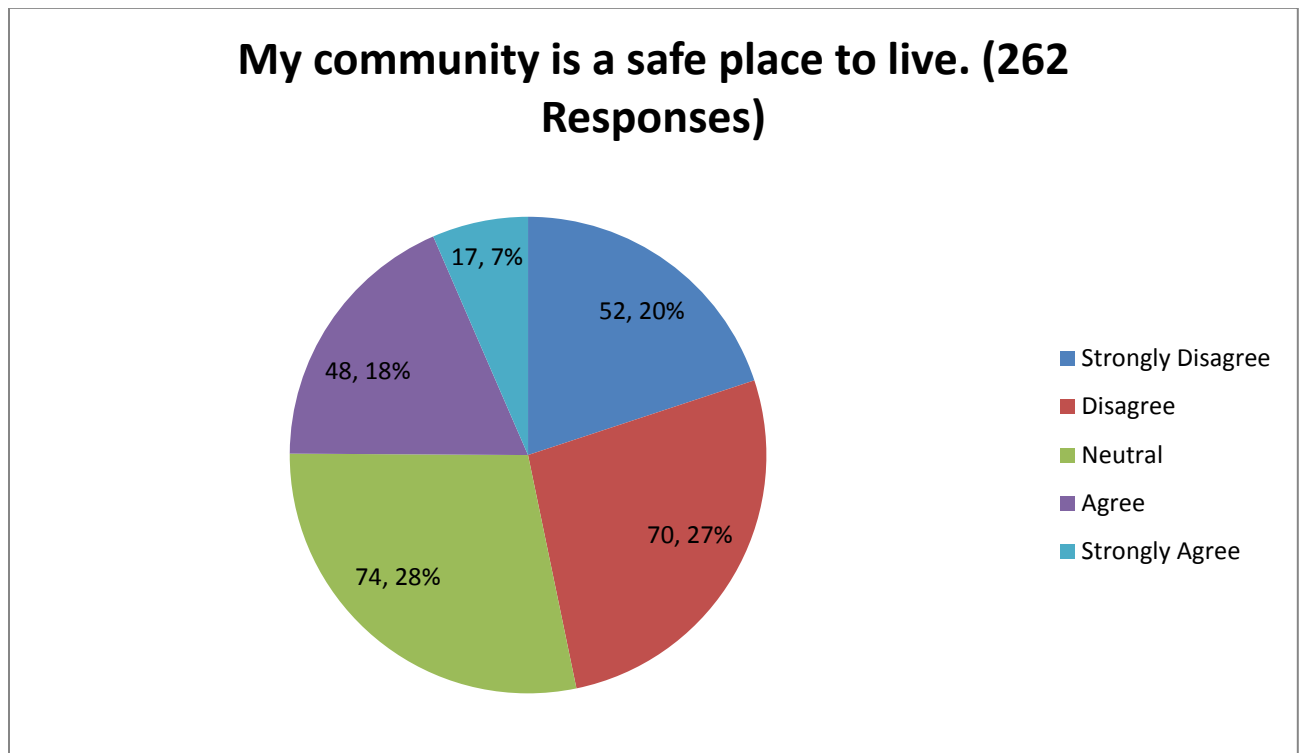




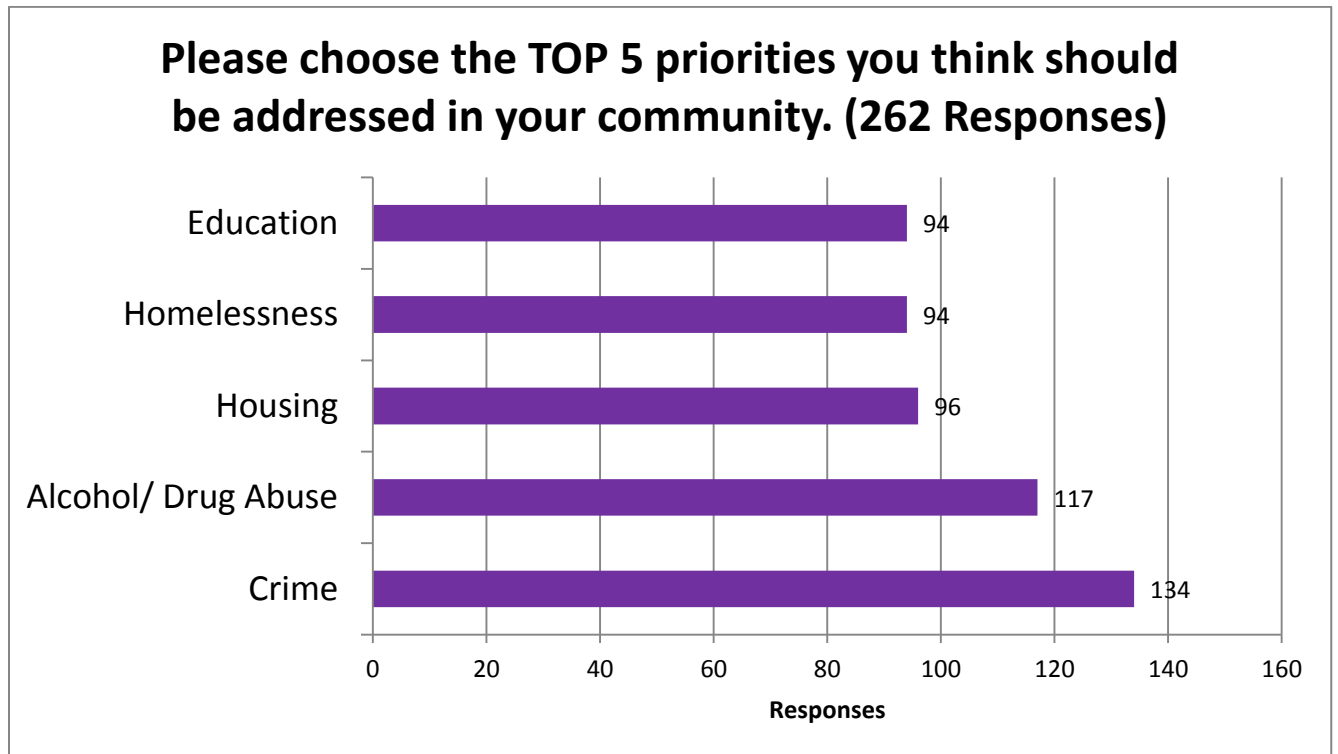




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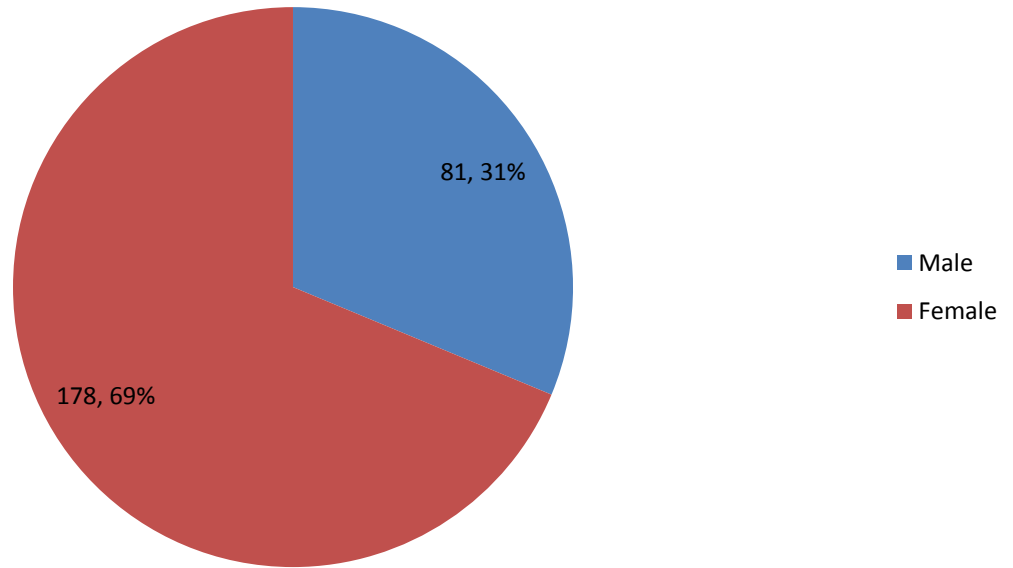


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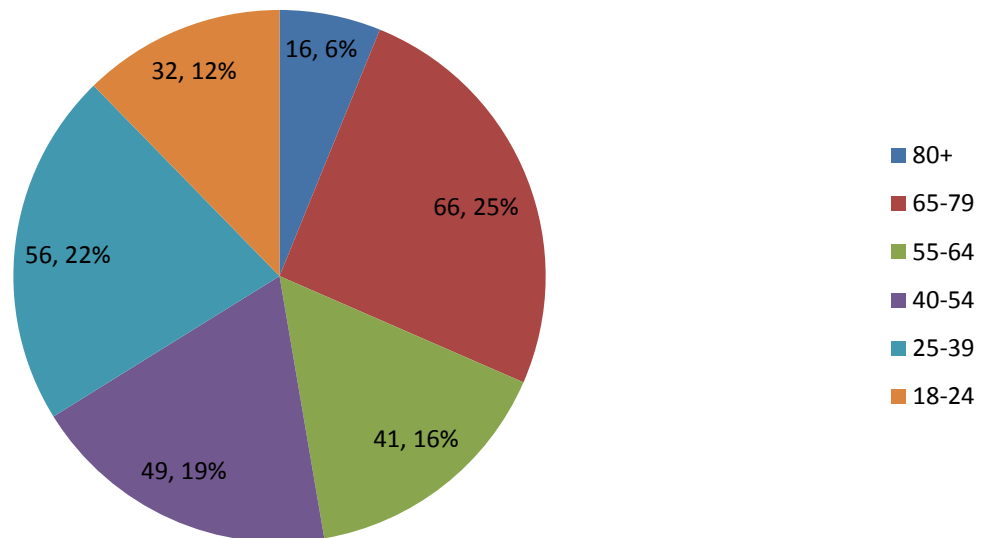
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Gender (259 Responses)

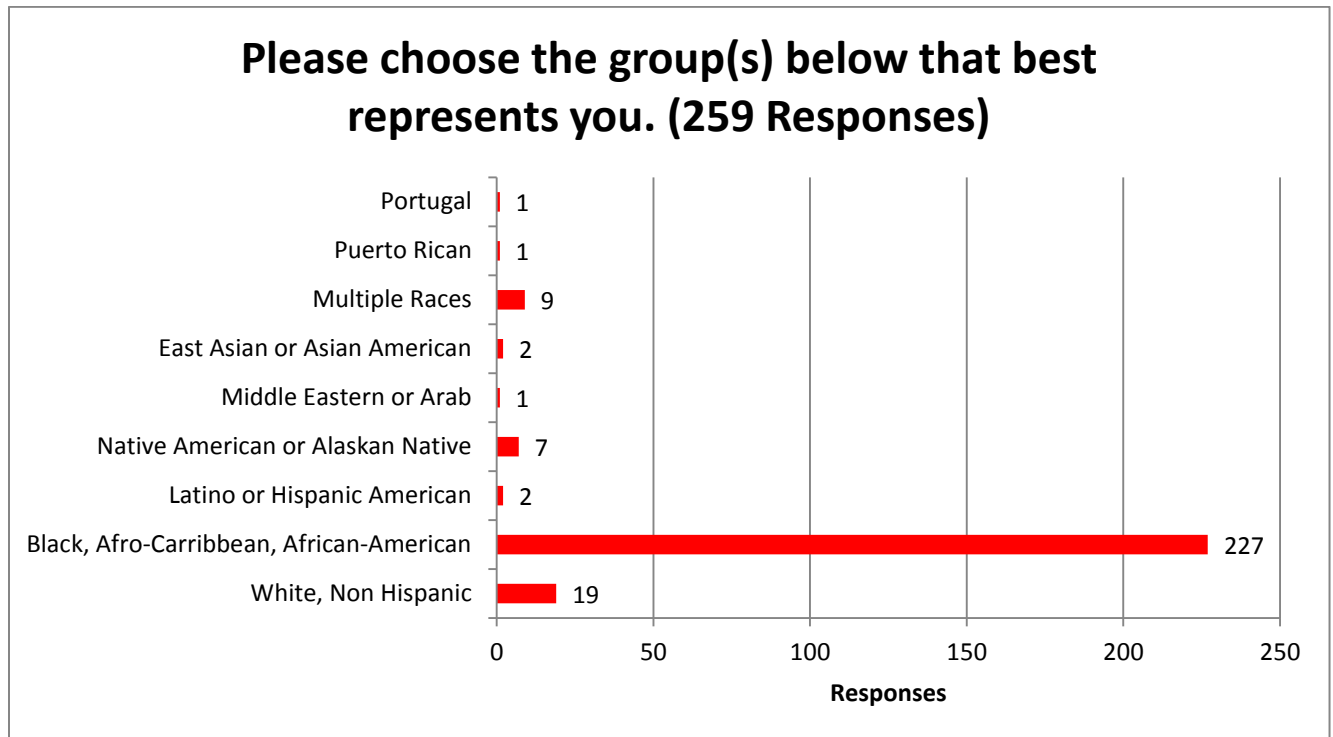


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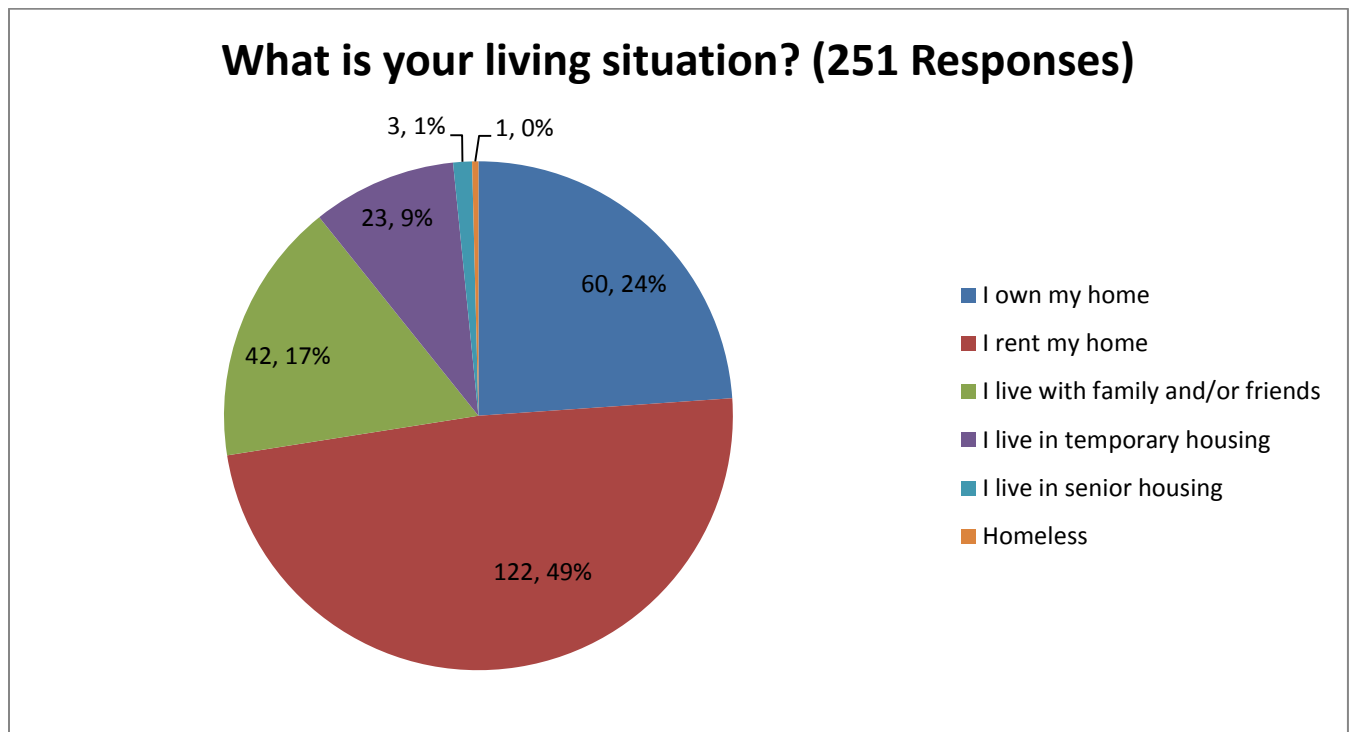
Age Group (260 Responses)



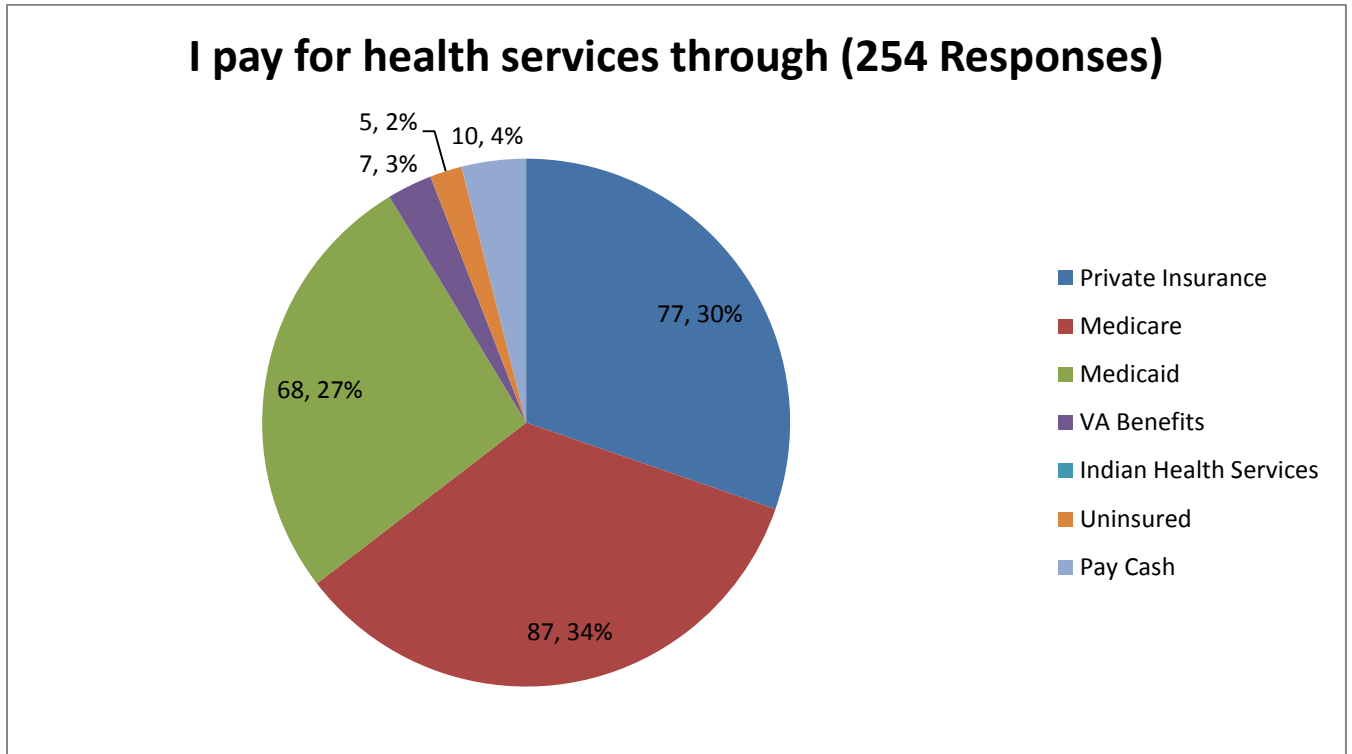
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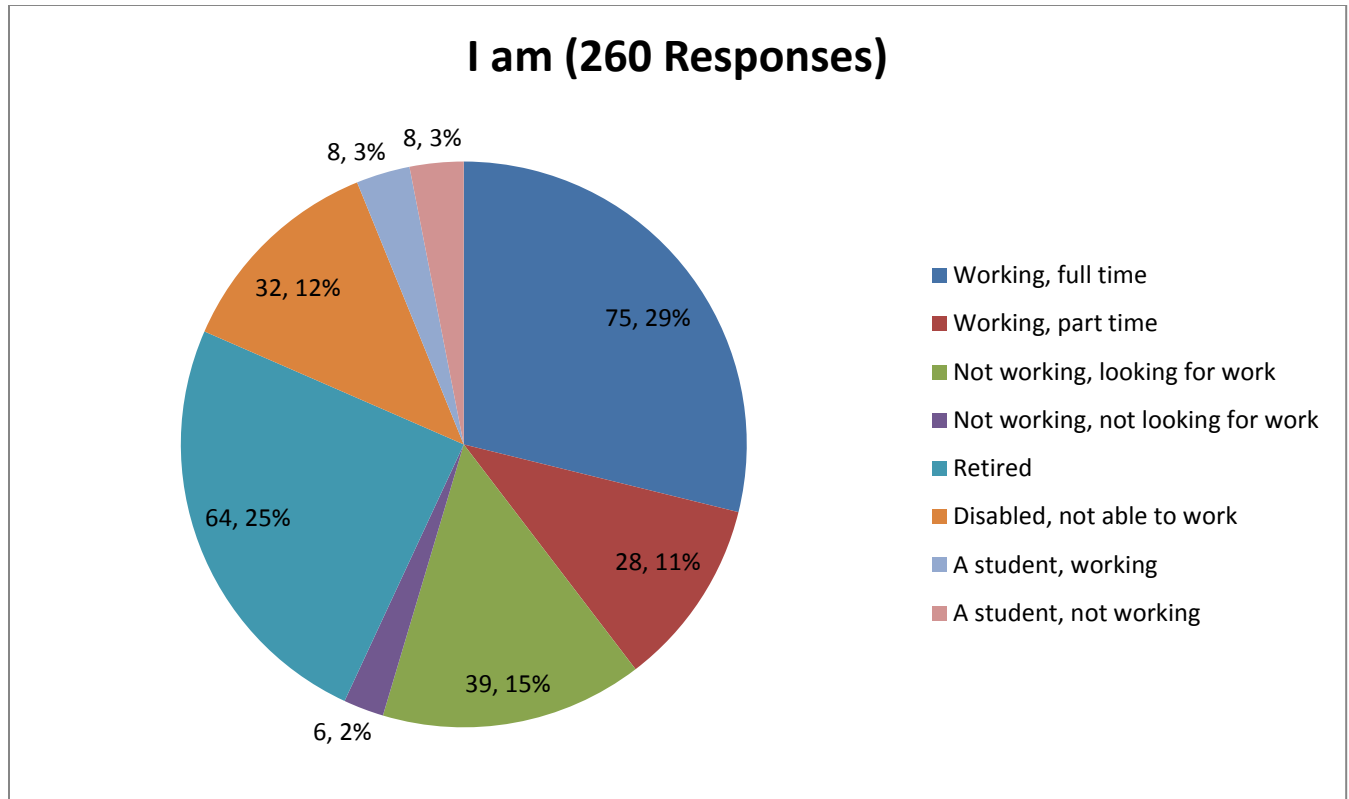
18.



21.



22.



23.

What is the highest grade or year of school you completed? (255 Responses)

