



# 2022 COMMUNITY HEALTH ASSESSMENT & COMMUNITY SERVICE PLAN



## Community Health Improvement Plan 2022-2024

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## Acknowledgment

Auburn Community Hospital (ACH) and the Cayuga County Health Department (CCHD) would like to thank our public and private community partners throughout the County for their ongoing support and involvement in the 2022-2024 Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP). With their support and efforts in distributing the CHA, we were able to obtain over 1,300 completed surveys from the community, which provided invaluable feedback from our constituents on key health issues in our County. We would also like to recognize and thank our key community stakeholders (listed below) for their time, guidance, and input about their perspective of the current state of health and well-being of Cayuga County. With this primary survey data and key stakeholder and community feedback, ACH and CCHD collaboratively developed a comprehensive, purposeful 2022-2024 CHIP with the overall goal of improving the health and well-being of our community.

Respectfully,

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## Executive Summary

The Community Health Assessment (CHA) is a collaborative process in which Auburn Community Hospital (ACH) and the Cayuga County Health Department (CCHD) work together to identify health priorities and needs of our community. Our thorough evaluative process included an analysis of the 2019-2022 Community Health Improvement Plan (CHIP), recognizing achievements as well as areas of continued gaps. The assessment process took nine months to complete and involved a systematic approach of data retrieval and analysis, as well as community engagement, with a unified mission to identify and address local community health priorities. The detailed analysis included comparison of Cayuga County aggregate New York State (NYS) data from a variety of different sources. In addition to review of the data sources, the Steering Committee (made up of staff from CCHD and ACH) solicited input from twenty-four key community stakeholders as well as input from community members through the dissemination of a survey available in English and Spanish. This survey was available as an on-line/in-person survey. We reached nearly 1,300 community members.

Cayuga County is centrally located in New York State, measuring nearly sixty-five miles long with an area of 700 square miles, and stretches from the shore of Lake Ontario to the heart of the Finger Lakes Region. Surrounding counties in the area include Cortland, Onondaga, Oswego, Seneca, Tompkins, and Wayne counties. Cayuga County is a predominantly rural county that is rich in history, natural resources (parks, trails, waterbodies), and agriculture. Cayuga County includes the City of Auburn (centrally located), as well as 23 townships.

According to the 2020 Census, Cayuga County is home to 76,248 residents, with the following demographics<sup>1</sup>:

- 70.9% of residents owning a home
- a median household income of \$57,985
- 20.6% of residents over the age of 65
- 11.6% of the population living in poverty
- nearly 9.8% of the population under age 65 living with a disability
- around 20% of the population having a bachelor's degree or higher

The majority of Cayuga County residents are white, and the minority population is made up predominately of those who identify as African American and/or Hispanic. As an aging, rural community that lacks county-wide public transportation, access to resources like healthcare providers, work opportunities, grocery stores, parks and playgrounds is much more limited outside the City of Auburn. In rural areas, access to broadband internet is also very

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<sup>1</sup> Source: <https://www.census.gov/quickfacts/fact/table/cayugacountynewyork/PST045221>

limited. **These factors are called social determinants of health (SDOH).** These factors include where people are born, live, learn, work, play, worship, and age that affect a wide range of health and quality-of-life outcomes and risks. SDOHs are an individual's personal circumstances that impact their health and well-being.

SDOHs such as income level, educational attainment, race/ethnicity, and health literacy all impact the ability of people to access health services and meet their basic needs, such as clean water and safe housing, which are essential to maintaining a healthy lifestyle. As a rural community, we know how much greater the impacts can be for rural residents and even more so for those rural residents living below the poverty level. The impact of these challenges rural residents face can be made even more complex by the barriers already present in rural areas, such as lack of county-wide public transportation, limited access to broadband internet/computers and smartphones, as well as fewer opportunities to acquire healthy, affordable food.

The goal of completing a CHA is to ensure that the development of a CHIP/CSP is comprehensive and inclusive with greater attention paid to the most vulnerable members of our community. CCHD and ACH will continuously evaluate activities aligned with the goals and strategies that have been selected. This ongoing evaluation will ensure that the strategies being used are addressing the barriers currently in place due to SDOHs and that the solutions are focused on achieving health equity for all. Continued focus will be on collaboration, education, advocacy, and promoting health and improved quality of life for individuals residing in Cayuga County. The collaborative team will remain actively engaged with diverse community organizations and representatives who are committed to improving the public's health and well-being. Goals and strategies may be revised at any point during the 2022-2024 timeframe to better attain participation and adherence to accomplishing the identified goals. Our efforts will regularly be monitored to ensure the goals of the CHIP/CSP are being met.

The health priorities identified within this report align with New York State's mission, which is *to be the healthiest state for people across all ages*.<sup>2</sup> CCHD and ACH community health planning partnership adopted the New York State (NYS) Prevention Agenda 2019-2024 priorities, which provides the blueprint to improve the health and well-being, promote health equity across populations who experience disparities, and guide the development of the plan. The six priority areas which are discussed at length in the report include the following:<sup>3</sup>

- Improve Health Status and Reduce Health Disparities,
- Prevent Chronic Diseases,
- Promote a Healthy and Safe Environment,
- Promote Healthy Women, Infants, and Children,
- Promote Well-Being and Prevent Mental and Substance Use Disorders, and

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<sup>2</sup> Source: [Health Across All Policies Initiative Launched to Support the Prevention Agenda Goal of Becoming the Healthiest State \(ny.gov\)](#)

<sup>3</sup> Source: New York State Department of Health (NYSDOH): [New York State Prevention Agenda Dashboard \(ny.gov\)](#)

- Prevent Communicable Diseases.

The combination of data collection and analysis, along with thoughtful review of what local community resources and programs are already in place, were used as key references for the development of the CCHD and ACH's 2022-2024 Community Health Improvement Plan (CHIP) and Community Services Plan (CSP).

The 2022-2024 CHIP/CSP will address the following prevention areas:

- 1) Prevent Chronic Diseases;
- 2) Promote a Healthy & Safe Environment;
- 3) Promote Well-Being and Prevent Mental & Substance Use Disorders; and
- 4) Promote Healthy Women, Infants, & Children.

#### **1. Prevent Chronic Diseases: Tobacco Prevention & Cessation and Chronic Disease Preventive Care & Management**

- For tobacco prevention, we will work to prevent initiation of smoking of both cigarettes and e-cigarettes amongst youth while also promoting tobacco cessation for all age groups.
- We will utilize our community partners to address this health priority, including the Tobacco-Free CNY Coalition which covers Cayuga, Onondaga, and Oswego counties.
- In addition, we will assess and evaluate existing local laws and policies that support and enhance efforts to prevent smoking initiation and promote cessation.
- To address chronic disease preventive care and management, our focus will be to increase cancer screening rates (specifically colon and breast cancer) by reducing barriers to screening/testing such as lack of health insurance and transportation.

#### **2. Promote a Healthy and Safe Environment:**

- We will focus on injury prevention and reduction of falls amongst vulnerable populations, including adults aged 65 and older, as well as those with Alzheimer's, dementia, and/or disabilities.
- This will involve a focus on making connections between healthcare providers, including the hospital and programs like the Healthy Neighborhoods Program and programs offered through the Office for the Aging and ARISE.
- Our community partners will work to link individuals to the correct resources that can help make their home environment safer.

**3. Promote Well-Being and Prevent Mental and Substance Use Disorders:**

- In Cayuga County, existing entities have made significant strides in our community, but the problem is so prevalent that the health department and hospital believe we can provide additional support to enhance the work that is underway.
- Education and outreach to the broader community, as well as more trainings for healthcare professionals and linkages to services and treatment, will be the main focuses for this priority.

**4. Promote Healthy Women, Infants, and Children:**

- We will work to decrease the rate of infants born with neonatal abstinence syndrome and/or affected by maternal use of drugs.
- The Cayuga County Prenatal, Maternal, and Child Health Program will work with ACH's obstetrics and gynecology (OB/GYN) practice to obtain referrals for all pregnant women.
- Services will be tailored to the specific needs of each individual and referrals to other community-based organizations will be made.
- Educational trainings for OB/GYN, pediatric, and family care providers will be offered to focus directly on these issues so that providers are better equipped to assist their patients, address the stigma pregnant women and mothers who are suffering from drug addiction face, and are more knowledgeable of community resources.



## Community Health Assessment

New York State Department of Health (NYSDOH) requires that local health departments and hospitals collaborate and conduct a periodic community health assessment. A community health assessment gives organizations comprehensive information about the community's current health status, needs, and issues, as well as opportunities for improvement for residents. NYSDOH provides the framework for the assessment as part of its Prevention Agenda so that counties and hospitals across the state are using the same data sets to compare and rank their community.

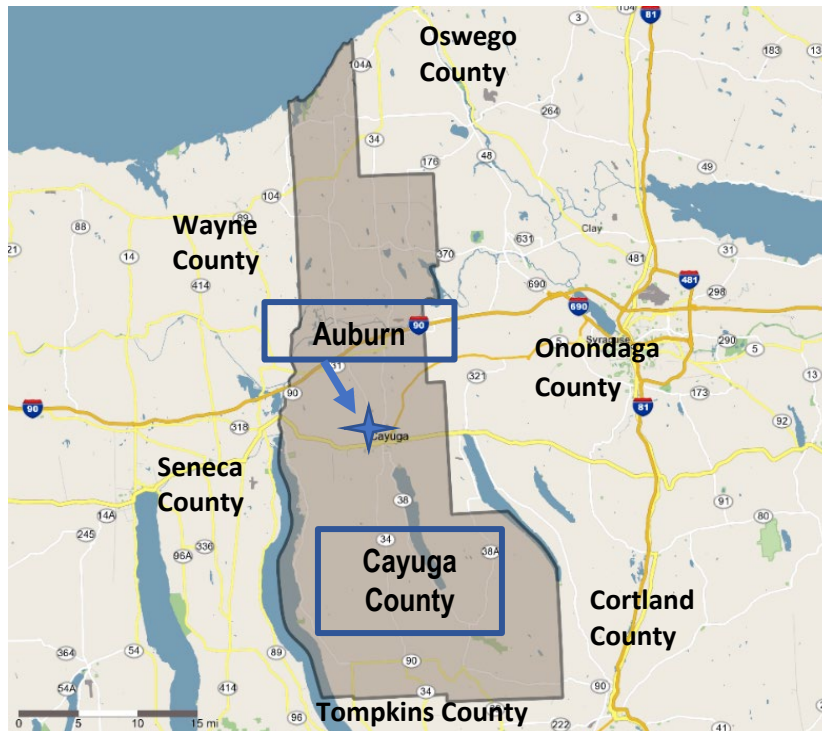
Auburn Community Hospital and Cayuga County Health Department contracted with Research and Marketing Strategies, Inc. (RMS) to assist with the community health assessment. The RMS Healthcare team followed a thorough, rigorous, and comprehensive process, assisting CCHD and ACH with conducting the CHA. Additionally, the RMS Healthcare team worked with CCHD and ACH to review and incorporate data from existing community healthcare focused initiatives already underway through collaborations with the County Health Department, community-based organizations, and area healthcare systems. The CHA process included the following components:

- Demographic, Sociographic, and Health Status Profile of the Community,
- Inventory of Health-related Resources in the Community,
- Review of Survey & Data Collection,
- Review of Community Feedback from Consulting Work Associated with CCHD and ACH, and
- Gap Analysis and Identification of Community Health Needs.

Multiple methods were used to gather community input, including conducting community focus groups, an online survey, and in-depth interviews of community members and leaders. The quantitative work included input from community stakeholders through the dissemination of an on-line/in-person survey available in English and Spanish, reaching nearly 1,300 community members. The qualitative work included twenty-four (24) in-depth interviews (IDI's), which represent insights from various key community stakeholder groups and healthcare professionals affiliated with Auburn Community Hospital and Cayuga County Health Department. The combination of data collection and analysis along with thoughtful review of what local community resources and programs are already in place, were used as key references for the development of the CCHD and ACH's 2022-2024 Community Health Improvement Plan (CHIP) and Community Services Plan (CSP). A summary of the process and results is outlined on the pages that follow. *The detailed report for all primary research can be found in Appendix B.*

## Description of Cayuga County

Cayuga County is centrally located in New York State, measuring nearly sixty-five miles long with an area of 700 square miles, and stretches from the shore of Lake Ontario to the heart of the Finger Lakes Region. Surrounding counties in the area include Cortland, Onondaga, Oswego, Seneca, Tompkins, and Wayne counties. Cayuga County is a predominantly rural county that is rich in history, natural resources (parks, trails, waterbodies), and agriculture. Cayuga County includes the City of Auburn (centrally located), as well as 23 townships.



There is quite a bit of focus being given to economic development both locally and regionally. In Cayuga County, major industries include manufacturing and agriculture. Cayuga County is a state leader in the production of dairy products, corn, and soybeans. Local farms rely on migrant farm workers with some coming to the County for seasonal work and others coming to work on farms in a longer-term capacity. These workers come from various countries and speak different languages including Spanish and Haitian Creole. The top three largest employers in Cayuga County include Auburn Community Hospital, Auburn Correctional Facility, and the County of Cayuga.

As a rural community, we know how much greater the impacts can be for rural residents and even more so for those rural residents living below the poverty level. Factors that contribute include the lack of a county-wide public transportation system, fewer healthcare providers, fewer work opportunities, fewer grocery stores which limits access to healthy and affordable foods as well as limited access to broadband internet/computers and smartphones – these

all create challenges for rural residents. Those 55 and older are the fastest growing segment of the population. We also know that a greater percentage of the older population are living longer with more chronic health conditions than ever before.

## Community On-Line Survey

An on-line survey was conducted by RMS Healthcare on behalf of the CCHD and ACH to gather thoughts, opinions, perceptions, and concerns of the community regarding health outcomes, health behaviors, social determinants of health, clinical care, and perceptions on the impact of the COVID-19 pandemic relating to access and delivery of healthcare services. In total, 1,288 individuals participated in the on-line survey, held between August 2022 and October 2022. The data gathered and analyzed provides valuable insight into the issues of importance to the community. The community perception survey included five screening questions, assuring that individuals qualified for the study. Those that qualified were presented with 24 questions asking about their experiences using the health system in Cayuga County. The survey ended with eight demographic questions. CCHD and ACH focused on securing input from various key community partners through a promotional flyer containing a QR code which allowed for easy access to open a direct link to complete the survey. The survey was available in English and Spanish, and was boosted, posted and delivered to various community partners to gather input from community members in urban, suburban and rural locations of the community, as detailed below.

- Email blasts were sent to various locations (92) including key community partners; daycares and preschools, emergency response providers, nursing homes/assisted living facilities (for staff and residents), all County school districts, senior apartment complexes, wellness centers, homeless shelters and businesses. Fax blasts were sent to various organizations (76) including dental offices and healthcare facilities/ physician offices, including specialty care practices.
- Phone calls were made to organizations (41) including community partners, senior apartment complexes, libraries, food pantries and local businesses.
- Flyers were posted in various locations (133) including local retail businesses, churches, recreational/entertainment facilities, restaurants, and gas stations.

*A full report detailing findings from the on-line survey can be found in Appendix B.*

*A full report detailing community partners (with the on-line survey promotion and distribution) can be found in Appendix C.*

# Community On-Line Surveys

## Key Summary Points

- The majority of individuals were between the ages of 45 to 74 and were mostly white and female.
- Many individuals shared they felt the quality of local healthcare services is either good (41.1%) or very good (22.7%). The mean score for the quality of local healthcare services is 3.0. Individuals were also asked about the availability of local healthcare services. Many individuals rated the availability of services as good (38.4%) or very good (21.4%), with a mean score of 3.0.
- Most individuals felt the healthcare system in Cayuga County has stayed the same in the past year (57.4%).
- Doctor or nurse was the top source of health-related information, followed by friends or family.
- Access to healthcare, clean environment, good economy, access to fresh/affordable foods, and good schools are the top 5 most important factors of a healthy community.
- Addiction to alcohol or drugs, mental health issues, cancer, obesity in adults, and infectious diseases were cited as the top 5 health-related problems in the County.
- Most individuals had access to air conditioning when heat advisories were issued.
- Ninety percent of individuals shared they are up to date on blood pressure screenings, 87% on blood sugar/glucose, 86.8% on glucose, and 88.3% on physical exam. Many individuals shared they are not current on bone density, hearing, prostate, or skin cancer exams.
- When asked to select the top five health behaviors or social factors that are the biggest problems for the County, illegal drug use was the top response, followed by drinking and driving, unhealthy eating, emotional or physical abuse and not enough physical activity.
- Individuals were asked to share how concerned they are about the waterway algal blooms in the County. On a scale of 1 to 5, with 1 being not at all concerned and 5 very concerned, many individuals (89.0%) expressed some level of concern, with the most (27.6%) selecting modestly concerned. The mean score was 3.2.
- Individuals were also asked what their top five health system issues are facing the community. The top five responses were high costs of healthcare, high cost of prescription medications, access to mental health services, access to substance use disorder treatment and lack of health insurance.
- Nearly half of respondents shared they experienced long waits for an appointment, and about a quarter expressed they felt like their provider was not listening, they had to travel long distances to access care, or felt like their provider was not spending enough time with them.
- Individuals felt the most widely available services were vaccinations for children, care for pregnant women, primary and pediatric services. The least available services were mental health services, treatment for drug and alcohol use, nutrition counseling, and wellness/healthy lifestyle services.

- 77.9% shared they travel outside the County for health care, many citing they believe better care is found elsewhere, or they cannot obtain the services they need within the County.
- Nearly all individuals shared they have a primary care doctor (95%).
- Nearly all individuals have seen their primary care doctor in the past year (93.5%).
- Many individuals' hospital of choice was Auburn Community Hospital (26.9%), followed by SUNY Upstate (22.7%).
- Respondents indicated that access to childcare, feelings of isolation, and their financial situation are significantly worse than pre-COVID.
- About 60% shared they are up to date on their COVID-19 vaccines.
- Most people were satisfied with the County's response to COVID-19, as over 60% shared the County's response was either good (43.7%) or excellent (15.2%).

Community Representation	Common Themes
<ul style="list-style-type: none"> <li>• The survey was taken by 1,288 individuals.</li> <li>• The survey was offered in both English and Spanish.</li> <li>• Cayuga County also offered paper versions of the service, but the primary method for survey administration was online.</li> </ul>	<ul style="list-style-type: none"> <li>• Specialty care is a concern for residents as they often need to leave the area for care. Cancer and cardiac care were key issues identified and considered areas of focus.</li> <li>• Mental health, substance use, and addiction were core themes, as many felt there is a need for more of these services in the County.</li> <li>• Access to care was due to a variety of factors. Some individuals felt that Auburn Hospital needs to hire more doctors and staff to meet the demands within the County so that residents do not have to travel elsewhere.</li> <li>• The high cost of healthcare was seen as an issue within the County.</li> </ul>

## Meaningful Quotes

- *“Providers that take public insurance, provide education, and appropriate services.”*
- *“Not only access to Healthcare, but better quality with accountability.”*
- *“Need more specialists in the community and/or better access to specialists in Syracuse (transportation assistance). Need more options for elder and end-of-life care, including such things as home health aides, home visits by doctors.”*
- *“Need more substance abuse, addiction and mental health services and facilities.”*
- *“Provide mental health mini sessions in schools. It’s desperately needed.”*

## Interviews with Key Community Stakeholders

In collaboration with various community partners, Cayuga County gathered input on the healthcare needs of the population through in-depth interviews conducted with 24 community stakeholders. These stakeholders represent community leaders, health organization administrators, public health stakeholders, and social services personnel. Participants provided relevant information regarding the health needs of the community. Findings from the key stakeholders provided valuable insights and information which was used during the needs prioritization process.

*A full report detailing findings from the Key Stakeholder Interviews can be found in Appendix B.*

Key Stakeholder Interviews
Key Summary Points
<ul style="list-style-type: none"><li>• Mental health and substance use services are lacking in the community.</li><li>• Cancer care and mental health were the recommended top priorities discussed by the community stakeholders.</li><li>• Many shared that access to care can be difficult in the County, and that many individuals often travel outside the County for care. This is due to long wait times and a lack of specialty care providers (particularly for cancer). Many individuals also commented on the lack of transportation services for residents.</li><li>• Individuals shared that there are many populations that are more vulnerable within the health system, including the elderly, minorities, and disabled. More outreach and partnerships would be helpful. They believe that Auburn Hospital has done well building partnerships, but more can be done by the County.</li><li>• Stakeholders felt that a major issue in the County is a lack of access to nutritious foods. Many shared that individuals in the County do not have many options, and with rising food prices, often resort to unhealthy options.</li><li>• Health literacy was an issue that many stakeholders have noticed in the County. They believe that some action should take place to improve the health literacy of individuals and share the benefits of a healthy lifestyle.</li><li>• On a scale of 1 to 10, with 1 indicating limited availability and 10 indicating high availability of healthcare services, stakeholders rated Cayuga County a 6.6.</li><li>• Stakeholders did not believe that COVID-19 was playing a significant role in the community. Many felt that the impact in delivery is due to a workforce shortage, which is leading to longer than anticipated wait times, particularly for specialty care services.</li></ul>



Key Community Stakeholders	Common Themes
<ul style="list-style-type: none"> <li>Cayuga County Health Department and Auburn Community Hospital provided a list of key stakeholders and individuals involved in the delivery of health services in the County.</li> </ul>	<ul style="list-style-type: none"> <li>Many community stakeholders believe that <u>residents must travel</u> to different counties to obtain healthcare services, due to a lack of services or long wait times. This was particularly true for cancer and specialty care.</li> <li><u>Cancer care services are lacking</u> in the community, and stakeholders felt this is an area where the County should focus on.</li> <li><u>Transportation services are lacking</u> in the County, and disproportionately affect vulnerable communities.</li> <li><u>Mental health services and substance use programs are lacking</u> in the community and should be a focus for the County.</li> <li><u>Access to nutritious foods is a major issue</u> within the County, efforts should be made to expand access. Stakeholder expressed the concern that food prices are increasing, which impacts already vulnerable communities even more.</li> <li>Stakeholders offered that <u>health literacy is an issue</u> within the County, they recommended efforts to improve residents' knowledge of the benefits of preventative screenings, eating healthy, diet and exercise, and wellness efforts.</li> </ul>
Meaningful Quotes	
<ul style="list-style-type: none"> <li><i>I would say that residents of Cayuga County have good access to the hospital, but when it comes to second opinions there is limited access unless they are willing to travel.</i></li> <li><i>Cancer services are not available. Services for these needs are not existent and residents leave the County for care.</i></li> <li><i>Addiction and drinking is problematic. Many of the issues are tied to lack of healthy eating and could be avoided with healthy eating. Suicide has become an even bigger issue specifically for the 19–26-year-olds. There is a huge push for education. There is a feeling of not being heard and there needs to be more efforts on talking about that suicide is not a way out but that solutions can be identified.</i></li> <li><i>See a lot of trauma, see people in broken homes or dealing with abuse and drug addiction. Issues are a result of not growing up and living in a stable environment. We need to address our health care concerns and to ensure children have a stable environment and have access to services to grow up healthy and mitigate health problems.</i></li> </ul>	

## Health Challenges Facing the Community

The issues brought to light in this assessment and plan represent the culmination of community collaboration to improve the environment in which residents reside and where services are provided. CCHD and ACH recognize that the healthcare needs in the region continue to change based upon the population demographics, socio-economic factors, and psychographic factors. However, some common need themes remain consistent from our previous CHA and reflect the need for continued focus on specific health needs.

**In reviewing secondary data sources primarily derived from NYS Prevention Agenda 2019-2024, there was evidence of recurring trends and continued areas for improvement including:**

- percentage of children and adults that are overweight and obese
- lower rates of physical activity among adults
- prevalence of cigarette smoking
- infant mortality rates
- newborns born with neonatal withdrawal symptoms
- percentage of infants enrolled in WIC who are breastfed at six months
- suicide mortality rates in youth and the entire County population
- higher rates of opioid prescriptions
- higher rates of opioid overdose emergency room visits
- higher rates of indicated reports of maltreatment and abuse of children
- higher rates of potentially preventable hospitalizations amongst adults

## Cayuga County Behavioral and Environmental Risk Factors

A detailed analysis was conducted, which included comparison of Cayuga County's aggregate NYS data, excluding New York City (NYC), as well as the Prevention Agenda 2019-2024 objectives and dashboards<sup>4</sup>, the NYS Community Health Indicator Reports (CHIRS)<sup>5</sup>, and Behavioral Risk Factor Surveillance System (BRFSS)<sup>6</sup> data sets.

The tracking tool (Prevention Agenda 2019-2024 Dashboard) available on the NYSDOH website provides baseline data from 2019-2024 for most Prevention Agenda Dashboard performance indicators, which is used to compare Cayuga County to other counties in NYS (in particular, the Central New York Region, which includes the following counties: Cayuga, Cortland, Madison, Oneida, Onondaga, Oswego) and the Prevention Agenda 2019-2024 Dashboard performance objectives.

The BRFSS, CHIRS data and County Health Rankings data for Cayuga County were also referenced during a review of secondary research. Data from these sources provided thorough insight for CCHD and ACH in understanding health, behavioral and various determinants which impact and influence the health of residents. The following details an analysis of behavioral risk factors for residents of Cayuga County. The narrative and relevant data indicates the areas where the County has met or exceeded State expectations, and the second paragraph details the areas of opportunity the County should consider when determining how to best meet the needs of residents. <sup>7</sup>

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<sup>4</sup> Source: [New York State Prevention Agenda Dashboard \(ny.gov\)](#)

<sup>5</sup> Source: [CHIRS Dashboard \(ny.gov\)](#)

<sup>6</sup> Source: [Behavioral Risk Factor Surveillance System \(BRFSS\) \(ny.gov\)](#)

<sup>7</sup> Sources: NYSDOH: 2019-2024 Prevention Agenda, CHIRS (dates vary), and County Health Rankings (2016-2019)

## Prevent Chronic Disease

### *Cayuga County, New York State (2019-2024)*

In terms of preventing chronic disease, Cayuga County fell below the Prevention Agenda 2019-2024 Dashboard for several indicators, including all indicators related to obesity (various age groups), as well as all indicators related to physical exercise. Data collected from the BRFSS health indicators aligns with the findings from the Prevention Agenda 2019-2024 Dashboard.

Cayuga County met Prevention Agenda indicators for a few areas, such as: percentage of adults with an annual household income less than \$25,000 with perceived food security, percentage of adults aged 50-64 years who receive a colorectal cancer screening based on the most recent guidelines, asthma emergency department visits, (rate per 10,000, aged 0-17 years), percentage of Medicaid managed care members aged 5-18 years who were identified as having persistent asthma and were dispensed appropriate asthma controller medications for at least 50% of the treatment period and percentage of adults with chronic conditions who have taken a course or class to learn how to manage their condition.

The Cayuga County health indicator rates were in line with the Statewide CHIRS rates for several indicators, including: percentage of overweight or obese students in elementary, middle, and high school, the percentage of adults who participated in leisure time physical activity in the past 30 days, diabetes hospitalization rate per 10,000, diabetes short-term complications hospitalization (rate per 10,000), as well as potentially preventable diabetes short-term complications hospitalization (rate per 10,000). Cayuga County also aligned with CHIRS rates for percentage of adults with physician diagnosed diabetes, and percentage of adults with cardiovascular disease. Comparing Cayuga County with NYS regarding Cardiovascular Disease and Stroke Indicators, the County rate was significantly higher in all areas according to Statewide CHIRS data.

*Refer to Appendix A: Chart 2.0*

## Promote Well-Being and Prevent Mental and Substance Use Disorders

### *Cayuga County, New York State (2019-2024)*

Cayuga County fell below the Prevention Agenda 2019-2024 Dashboard performance objective for several mental and substance use disorders indicators, such as frequent mental distress during the past month among adults, (age-adjusted percentages) binge drinking during the past month among adults (age-adjusted percentage), indicated reports of abuse/maltreatment, (rate per 1,000 children - aged 0-17 years), and analgesic prescription, age-adjusted rate per 1,000 population, and suicide mortality, age-adjusted rate (per 100,000 population). However, the Cayuga County rate is aligning with the Statewide rate for the following CHIRS indicators: suicide mortality rate – aged 15-19 years.

While Cayuga County fell below performance objectives for many measures, they **showed improvement in select measures tied to *Promote Well-Being and Prevent Mental and Substance Use Disorders***, including reduction of overdose deaths involving any opioids, age-adjusted rate (per 100,000 population), patients who received at least one buprenorphine prescription for opioid use disorder, age-adjusted rate (per 100,000 population), and percentage of adults who have experienced two or more adverse childhood experiences (ACEs).

*Refer to Appendix A: Chart 2.1*

### Improve Health Status and Reduce Health Disparities *Cayuga County, New York State (2019-2024)*

Cayuga County fell below the Prevention Agenda 2019-2024 Dashboard performance objective for half of the indicators, including: premature deaths: percentage of Black non-Hispanics to White non-Hispanics (before age 65 years), potentially preventable hospitalizations among adults, age-adjusted rate per 10,000, percentage of adults (aged 18-64) with health insurance, and (age-adjusted percentage) of adults who have a regular health care provider.

Cayuga County was in line with or exceeded Prevention Agenda 2019-2024 Dashboard performance objectives for several health status indicators, including percentage of premature deaths (before age 65 years), premature deaths: percentage of Hispanics to White non-Hispanics, potentially preventable hospitalizations: rate of Black non-Hispanics to White non-Hispanics, age-adjusted rate per 10,000, potentially preventable hospitalizations: rate of Hispanics to White non-Hispanics, and age-adjusted rate per 10,000.

*Refer to Appendix A: Chart 2.2*

### Promote a Healthy and Safe Environment *Cayuga County, New York State (2019-2024)*

Cayuga County did not meet the Prevention Agenda 2019-2024 Dashboard performance objective for several indicators related to promoting a healthy and safe environment. Statewide CHIRS data indicates that the County is not significantly different regarding children with appropriate lead screenings prior to the age of 2, as well as the percentage of population who did not have access to a reliable source of food for the past year.

Statewide CHIRS data indicates that the County is not significantly different regarding children with appropriate lead screenings prior to the age of 2, as well as the percentage of population who did not have access to a reliable source of food for the past year.

*Refer to Appendix A: Chart 2.3*

## Communicable Diseases

### *Cayuga County, New York State (2019-2024)*

Cayuga County fell below the Prevention Agenda 2019-2024 Dashboard performance objective for one measure percentage of 13-year-old adolescents with a complete HPV vaccine series. Cayuga County's rate was more favorable than the Prevention Agenda 2019-2024 Dashboard performance objective for the other Prevention Agenda indicators, including percentage of children with 4:3:1:3:3:1:4 immunization series - aged 24-35 months, newly diagnosed HIV case rate (per 100,000 population), gonorrhea diagnoses, age-adjusted rate (per 100,000 population), chlamydia diagnoses, age-adjusted rate (per 100,000 population), and early syphilis diagnoses, age-adjusted rate (per 100,000 population). These are areas where the County met or exceeded Statewide performance expectations and also yielded improvement since the prior CHA/CSP/CHIP cycle.

Cayuga County's rate for early syphilis case rate (per 100,000 population), gonorrhea case rate (per 100,000) - aged 15-19 years, newly diagnosed HIV case rate (per 100,000) and age-adjusted newly diagnosed HIV case rate (per 100,000) was not significantly different from the Statewide CHIRS data.

*Refer to Appendix A: Chart 2.4*

## Promote Healthy Women, Infants, and Children

### *Cayuga County, New York State (2019-2024)*

Cayuga County fell below some Prevention Agenda 2019-2024 Dashboard performance objectives related to promoting healthy women, infants, and children. For example, infant mortality, rate per 1,000 live births, newborns with neonatal withdrawal symptoms and/or affected by maternal use of drugs of addiction, crude rate per 1,000 newborn discharges, percentage of births that are preterm. The areas where the County fell below the Prevention Agenda 2019-2024 Dashboard performance objectives for healthy women, infants, and children are areas of opportunity in considering how best to meet the needs of residents within Cayuga County.

The County was in line with or exceeded Prevention Agenda 2019-2024 Dashboard performance objectives for some indicators, including percentage of families participating in the Early Intervention Program who meet the state's standard for the NY Impact on Family Scale Percentage of infants exclusively breastfed in the hospital, as well as the percentage of infants supplemented with formula in the hospital among breastfed infants. Similarly, Cayuga County was in line with or performed better than the Statewide CHIRS rate as it relates to mortality rate per 1,000 live births - infant (<1 year), percentage of births with early (1st trimester) prenatal care, and percentage of births with late (3rd trimester) or no prenatal care.

*Refer to Appendix A: Chart 2.5*

## Cancer Indicators

### *Cayuga County, New York State (2016-2018)*

In terms of cancer indicators, Cayuga County fell below the CHIRS Statewide rate for some measures. For example, all cancer incidence rate (per 100,000 population), all cancer mortality rate (per 100,000 population), colon and rectum cancer mortality rate (per 100,000 population), age-adjusted lung and bronchus cancer, age-adjusted prostate cancer incidence rate (per 100,000 population), and age-adjusted breast cancer mortality rate (per 100,000 population). The areas where the County fell below the Statewide CHIRS rate for cancer prevalence and prevention measures are areas of opportunity in considering how best to meet the needs of residents within Cayuga County.

However, Cayuga County was in line with many Statewide CHIRS rates. For example, the age-adjusted lip, oral cavity, and pharynx cancer mortality rate (per 100,000 population), colon and rectum cancer mortality rate (per 100,000 population), age-adjusted cervix uteri cancer incidence rate (per 100,000 population), age-adjusted ovarian cancer incidence rate (per 100,000 population), and age-adjusted melanoma cancer mortality rate (per 100,000 population), and percentage of women (aged 50-74 years) who had a mammogram between October 1, 2017, and December 31, 2019.

*Refer to Appendix A: Chart 2.6*

## Community Health Improvement Plan/Community Service Plan (CHIP/CSP)

This improvement plan includes a range of activities built upon evidence-based interventions that support collaborative health planning with key community partners which will aim to improve health outcomes and equity and enhance well-being for the community.

### Needs Themes Prioritization Process

The ACH and CCHD Strategic Team held a planning meeting to engage in discussion to identify the top health needs from the primary data collected through the CHA, including the on-line survey and key community stakeholder through the in-depth interviews. This discussion was the foundation for the development of the 2022-2024 CHIP/CSP. The team engaged in a targeted ranking exercise to rank and prioritize the most important and impactful need themes. Participants were asked to rank each need theme (on a scale from 1 to 5) based on the following performance indicators:

- 1) **The extent the health need theme issue is sensitive or political** – The extent to which there would be significant impact that the sensitivity or political influence of the priority need theme would have a negative impact on the overall influence of the theme.
- 2) **The estimated financial costs to making a positive impact** – Reflects the extent to which funding can be sought and secured and or have significant impact on achieving goals.
- 3) **There is attention or focus already underway to address by other organizations/ institutions** – The extent to which the need theme identified has already been adopted by an organization/institution which could impact the overall success of achieving positive influence with the overall priority.
- 4) **The extent that the need theme will impact multiple stakeholder groups** – The extent to which the priority area impacts multiple stakeholders and which the stakeholders can establish a unified mission and vision to achieve positive change.
- 5) **Multiple hospital departments have vested interest in the outcome** – The extent to which strategies and goals (associated with priority) can be supported by engagement, collaboration, and cooperation among various departments, and across organizations.
- 6) **Failure to act or address will exacerbate the issue significantly** – The extent to which the priority area demonstrates evidence that CCHD and ACH are underperforming and not acting on priority will have further negative impact on the identified health disparity.
- 7) **The community perceives the healthcare need to be significant** – The extent to which the priority selected is mutually agreed to be a priority.
- 8) **Addressing the healthcare need falls within the scope of the CCHD and ACH** – The extent to which the priority area selected is mutually identified and that selected goals and strategies align with the priorities of all partnering organizations.



This important process allowed the strategic team to exchange ideas, perspectives, and opinions regarding some of the vital issues in the community that require immediate and sustainable solutions. As an outcome of this ranking exercise, the team identified four significant priorities which have current significant influence in impacting the overall health of the community:

1. Prevent Chronic Diseases
2. Promote a Healthy & Safe Environment
3. Promote Well-Being and Prevent Mental & Substance-Use Disorders
4. Promote Healthy Women, Infants, and Children

## Addressing the Health Priorities

**In aiming to Prevent Chronic Diseases, we will address two focus areas: tobacco prevention and chronic disease preventive care and management.**

For tobacco prevention, we will work to prevent initiation of smoking of both cigarettes and e-cigarettes amongst youth while also promoting tobacco cessation for all age groups. We will utilize our community partners to address this health priority, including the Tobacco-Free CNY Coalition which covers Cayuga, Onondaga, and Oswego counties. In addition, we will assess and evaluate existing local laws and policies that support and enhance efforts to prevent smoking initiation and promote cessation. To address chronic disease preventive care and management, our focus will be to increase cancer screening rates (specifically colon and breast cancer) by reducing barriers to screening/testing such as lack of health insurance and transportation.

**In aiming to Promote a Healthy and Safe Environment, we will focus on injury prevention and reduction of falls amongst vulnerable populations including adults aged 65 and older as well as those with Alzheimer's, dementia, and/or disabilities.**

This will involve a focus on making connections between healthcare providers and local hospitals to programs provided by the Office for the Aging, ARISE, the Cayuga County Health Department (such as the Healthy Neighborhoods Program), and other organizations. Our community partners will work to link individuals to the correct resources that can help make their home environment safer.

**In aiming to Promote Well-Being and Prevent Mental and Substance Use Disorders,**

Attention will be given to preventing opioid and other substance misuse and deaths. In Cayuga County, existing entities have made significant strides in our community, but the problem is so prevalent that the health department and hospital believe we can provide additional support to enhance the work that is underway. Education and outreach to the broader community, as well as more trainings for healthcare professionals and linkages to services and treatment, will be the main focuses for this priority.

**In aiming to Promote Healthy Women, Infants, and Children, we will focus on reducing infant mortality and morbidity.**

As mentioned above, the mental health and substance abuse issues prevalent in our community directly impact the health and well-being of our entire community, but are significantly impacting the health of women, infants, and children. Specifically, we will work to decrease the rate of infants born with neonatal abstinence syndrome and/or affected by maternal use of drugs. The Cayuga County Prenatal, Maternal, and

Child Health Program will work with ACH's obstetrics and gynecology (OB/GYN) practice to obtain referrals for all pregnant women. Services will be tailored to the specific needs of each individual and referrals to other community-based organizations will be made. Educational trainings for OB/GYN, pediatric, and family care providers will be offered to focus directly on these issues so that providers are better equipped to assist their patients, address the stigma pregnant women and mothers who are suffering from drug addiction face, and are more knowledgeable of community resources.

The four priority areas will require collaboration with community-based organizations in order to accomplish the goals of the 2022-2024 CHIP/CSP. The overarching goal of addressing these health priorities will be to:

- 1) ensure availability and quality of resource(s),
- 2) connect the community members to the appropriate resource(s),
- 3) reduce barriers to accessing the appropriate resource(s), and to
- 4) improve the overall quality of health and well-being for individuals, families, and our community.

## Community Assets and Resources

CCHD and ACH remain committed to supporting population-based health strategies with specific attention to social determinants of health and focus on health equity for all. We recognize that health and well-being are shaped not only by behavior choices of individuals, but also by additional complex factors including environmental, social, and policy changes, which all influence individual choices. CCHD and ACH will fully engage the broader community to achieve measurable improvement of identified priorities and collaborate with partners to address additional identified needs. New and existing collaborative community partnerships, which are vital to improving health outcomes will include: local physician practices, Cayuga County Mental Health, Cayuga County Veterans Services, Cayuga County Office for the Aging, Cayuga County Sheriff's Department, City of Auburn Police and Fire Departments, Cayuga/Seneca – Community Action Programs, ARISE, Mozaic, Cayuga County Food Providers, Nick's Ride, HEALing Cayuga, Chapel House, Auburn Housing Authority, Play Space, Auburn YMCA, Cayuga Community Health Network, and other regional and local entities and individuals. The nine school districts and two colleges within the community will continue to be collaborators, along with various media partners including local papers, radio stations, and television stations (public access and cable). Digital media messaging occurs online via the County and Hospital's websites and their respective social media pages (Facebook, Instagram, YouTube).

The Cayuga County Assets and Resources guide can be found in *Appendix D* of this report.

In summary, the joint endeavor embarked upon every three to four years by CCHD and ACH sought to identify health issues and challenges as well as acknowledge gaps and trends in data. The next step in the process is to develop a community health improvement plan that will address the health needs, disparities, and challenges facing residents throughout Cayuga County with an overall goal of improving health outcomes and quality of life.

## Commitment to Address Community Health Priorities Over Time

Demonstrating a collaborative partnership, CCHD and ACH are committed to continuing to improve health outcomes our community with specific attention to social determinants of health, recognizing that health and well-being are shaped not only by behavioral choices of individuals but also by additional complex factors that influence individual choices. CCHD and ACH's commitment to addressing community health needs will be evaluated and reported to NYSDOH annually. The collaborative partnership of CCHD and ACH will forge well beyond the scope of the 2022-2024 CHIP/CSP priorities.

## APPENDICES

Appendix A – Secondary Health Data

Appendix B – Primary Research – Full Report

- On-Line/In Person Survey
- Key Stakeholder In-depth Interviews

Appendix C – On-Line Survey – Community Partner Outreach

Appendix D – Cayuga County Assets and Resources

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**Chart 2.0:** pages 1 - 10

<b>New York State (NYS) 2019-2024 Prevention Agenda (PA)</b>									
<b>Prevent Chronic Disease</b>									
Indicator	Data Years	Cayuga County		Central NY		NYS excluding NYC		PA 2024 Objective	
		Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	Met/ Not Met
Percentage of children with obesity, among children aged 2-4 years participating in the WIC program	2017	72	14.8	1094	14.0	11,254.00	15.2	13.0	Not Met
Percentage of children and adolescents with obesity	2017-2019	N/A	21.4	N/A	19.3	N/A	17.3	16.4	Not Met
Percentage of adults with obesity	2018	N/A	33.9	N/A	34.1	N/A	29.1	24.2	Not Met
Percentage of adults with an annual household income less than \$25,000 with obesity	2018	N/A	38.4*	N/A	41.0	N/A	34.4	29.0	Not Met
Percentage of adults with an annual household income less than \$25,000 who consume one or more sugary drinks per day	2018	N/A	37.4*	N/A	41.4	N/A	34.1	28.5	Not Met

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Percentage of adults with an annual household income less than \$25,000 with perceived food security	2016	N/A	62.8*	N/A	59.1	N/A	58.4	61.4	Met
Percentage of adults who participate in leisure-time physical activity	2018	N/A	73.1	N/A	76.2	N/A	77.6	77.4	Not Met
Percentage of adults with disabilities who participate in leisure-time physical activity	2018	N/A	45.9*	N/A	60.1	N/A	60.6	61.8	Not Met
Percentage of adults who participate in leisure-time physical activity, aged 65+ years	2018	N/A	66.6*	N/A	67.2	N/A	68.9	75.9	Not Met
Prevalence of cigarette smoking among adults	2018	N/A	18.3	N/A	15.9	N/A	13.9	11.0	Not Met
Percentage of cigarette smoking among adults with income less than \$25,000	2018	N/A	34.7*	N/A	31.7	N/A	24.8	15.3	Not Met
Percentage of adults who receive a colorectal cancer screening based on the most recent guidelines,	2018	N/A	74.3	N/A	72.0	N/A	66.4	66.3	Met



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aged 50-64 years									
Percentage of adults who had a test for high blood sugar or diabetes within the past three years, aged 45+ years	2018	N/A	66.7	N/A	58.6	N/A	61.0	71.7	Not Met
Percentage of adults with an annual household income less than \$25,000 who had a test for high blood sugar or diabetes with the past three years, aged 45+ years	2018	N/A	53.2*	N/A	62.0*	N/A	57.9	67.4	Not Met
Asthma emergency department visits, rate per 10,000, aged 0-17 years	2018	47	31.0	1,090	52.0	13,414	57.5	131.1	Yes
Percentage of Medicaid managed care members who were identified as having persistent asthma and were dispensed appropriate asthma controller medications for at least 50% of the treatment	2019	43	68.0	908	66.0	8,281	62.0	59.0	Yes

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period, aged 5-18 years									
Percentage of adults with hypertension who are currently taking medicine to manage their high blood pressure	2016	N/A	67.7	N/A	75.7	N/A	77.6	80.7	Not Met
Percentage of adults with chronic conditions who have taken a course or class to learn how to manage their condition	2018	N/A	13.1*	N/A	11.9	N/A	9.1	10.6	Met
Source: <a href="https://www.ny.gov/prevention-agenda">New York State Prevention Agenda Dashboard (ny.gov)</a> *Margin of error is greater than 10%, therefore the percentage is unstable									

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<b>Behavioral Risk Factor Surveillance System (BRFSS) Health Indicators – Cayuga County - 2018</b>				
<b>Prevent Chronic Disease</b>				
Indicator	Data Years	Cayuga County		
		Est. Count	Crude Rate 95% Lower Rate/95% Lower Rate	2016 Crude Rate
Colorectal Cancer Screening	2018	17,339	75.9 67.6/84.1	73.3
Colorectal Cancer Screening (50 – 64)	2018	10,890	74.3 65.1/83.4	71.7
Breast Cancer Screening	2018	8,109	70.5 55.3/85.7	77.3
Cervical Cancer Screening	2018	14,151	86.4 77.9/95.0	79.6
Percentage of adults aged 18-24 years who are current smokers (Rate was suppressed in 2018 due to low sample size)	N/A	N/A	N/A	N/A
Current Smoking	2018	10,907	18.3 13.8/22.7	21.0
Current Smoking - Disability	2018	4,692	28.8 18.8/38.7	29.9
Current Smoking – Low Income	2018	4,397	34.7 22.9/46.5	31.9
Percentage of adults who use e-cigarettes	2018	2,859	4.8 1.7/8.0	4.7
Current Smokers – Poor Mental Health (Rate was suppressed in 2018 due to low sample size)	N/A	N/A	N/A	32.9
Obesity Disability	2018	4,533	32.4 22.1/42.6	31.6
Cardiovascular Disease	2018	7,584	12.5 8.7/16.2	9.8
Cardiovascular Disease - Disability	2018	5,115	31.2 20.7/41.6	21.2
Overweight or Obese	2018	36,844	68.8 62.3/75.3	68.0
Obesity	2018	18,164	33.9 27.3/40.5	31.6
Obesity – Low Income	2018	4,277	38.4 26.5/50.2	42.3
Consumption of Sugar-Sweetened Beverage	2018	14,034	26.3 20.2/32.5	27.4
Prediabetes	2018	3,175	6.6 3.8/9.4	7.8
Diabetes and Prediabetes Testing	2018	22,888	49.5 42.0/57.0	58.6
Diabetes	2018	7,153	11.8 7.6/15.9	11.1
Chronic Disease Self-Management	NA	NA	NA	12.0

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(Rate was suppressed in 2018 due to low sample size)				
Leisure-Time Physical Activity	2018	44,522	73.1 67.5/78.8	76.1
Fall within Past Year 65+	2018	3,738	28.0 18.7/37.3	32.3
No Fruits or Vegetables	2018	11,815	22.4 16.5/28.4	25.8
Food Securities (Rate was suppressed in 2018 due to low sample size)	MA	N/A	N/A	77.6
Active Transportation	2018	31,681	58.8 51.6/66.0	N/A
Arthritis	2018	18,494	30.4 25.0/35.9	33.6
Asthma	2018	8,815	14.5 9.4/19.7	8.8
COPD	2018	5,541	9.1 6.2/12.0	7.3
<b>Promote Healthy Women, Infants and Children</b>				
Health Care Coverage Females 18-64	2018	19,739	93.2 87.8/98.7	94.5
Recent Checkup Female 18-64	2018	N/A	N/A	68.6
<b>Promote Wellbeing and Prevent Mental Health and Substance Use Disorders</b>				
Depressive Disorder	2018	11,721	19.3 14.6/24.0	14.9
Binge Drinking	2018	9,959	17.4 11.4/23.4	25.6
Poor Mental Health	2018	5,856	10.0 6.3/13.7	11.2
Current Smoking Poor Mental Health (Rate was suppressed in 2018 due to low sample size)	2018	N/A	N/A	32.9
Source: <a href="#">Behavioral Risk Factor Surveillance System (BRFSS) Health Indicators by County and Region   State of New York (ny.gov)</a> *2016 data reference for recent checkup for females in not available – 2016 data is unreliable -crude rate due to large standard error; age-adjusted rate not defined for indicators with an age restriction (18-64)				

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<b>New York State Community Health Indicator Reports (CHIRS) Data</b>							
<b>Obesity and Related Indicators</b>							
Indicator	Data Years	Cayuga County		Central NY		New York State	
		Numerator	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	County Rate Significantly Different from Central NY	Rate/ Ratio/ Percentage	County Rate Significantly Different from Statewide
Percentage overweight or obese (85th percentile or higher) - Students (with weight status information in SWSCRS) in elementary, middle, and high school	2017-2019	1,310	37.5	N/A	N/A	33.8	No
Age-adjusted percentage of adults with obesity (BMI 30 or higher)	2018	N/A	33.3 (26.3-40.4)	34.7 (31.0-38.3)	Yes	27.9	Yes
Age-adjusted percentage of adults who participated in leisure time physical activity in the past 30 days	2018	N/A	76.1 (70.9-81.3)	76.4 (73.5-79.2)	Yes	76.4	No
Age-adjusted percentage of adults who report consuming less than one fruit or vegetable daily (no fruits and vegetables)	2018	N/A	22.2 (15.9-28.5)	28.3 (24.6-32.0)	Yes	28.1	Yes
Age-adjusted diabetes mortality rate per 100,000	2017-2019	35	10.7	19.4	Yes	17.6	Yes
Age-adjusted diabetes hospitalization rate per 10,000 (primary diagnoses)	2017-2019	498	20.1	20.8	Yes	18.9	No
Diabetes short-term complications hospitalization rate per 10,000 – Aged 6-17 years	2017-2019	13	4.1*	3.4*	Yes	2.3*	No
Potentially preventable diabetes short-term complications hospitalization rate per 10,000 – Aged 18 years and older	2017-2019	180	9.7*	9.8*	No	6.2*	No

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Age-adjusted percentage of adults with physician diagnosed diabetes	2018	N/A	9.9 (6.6-11.3)	10.8 (8.7-12.9)	Yes	10.0	No
Age-adjusted percentage of adults with cardiovascular disease (heart attack, coronary heart disease, or stroke)	2018	N/A	10.5 (7.3-13.7)	7.4 (5.9-8.9)	Yes	7.0	No
Source: <a href="https://chirs.ny.gov/">CHIRS Dashboard (ny.gov)</a> *Crude Rate							

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<b>New York State Community Health Indicator Reports (CHIRS) Data</b>							
<b>Cardiovascular Disease and Stroke Indicators (age-adjusted) per 100,000</b>							
Indicator	Data Years	Cayuga County		Central NY		New York State	
		Numerator	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	County Rate Significantly Different from Central NY	Rate/ Ratio/ Percentage	County Rate Significantly Different from Statewide
Cardiovascular Disease Mortality Rates	2017-2019	768	222.6	209.9	Yes	210.8	Yes
Cardiovascular Disease Pretransport Mortality Rate	2017-2019	438	189.0*	171.9*	Yes	163.6*	Yes
Disease of the Heart Mortality Rates	2017-2019	609	175.9	160.1	Yes	169.4	Yes
Disease of the Heart Pretransport Mortality Rates	2017-2019	369	159.2*	135.0*	Yes	138.7*	Yes
Coronary Heart Disease Mortality Rates	2017-2019	432	125.0	107.7	Yes	131.0	Yes
Coronary Heart Disease Pretransport Mortality Rates	2017-2019	274	118.2*	95.9*	Yes	112.4*	Yes
Congestive Heart Failure Mortality Rates	2017-2019	69	19.4	13.4	Yes	11.1	Yes
Congestive Heart Failure Pretransport Mortality Rates	2017-2019	36	15.5*	10.5*	No	8.7*	Yes
Stroke Mortality Rates	2017-2019	115	33.7	20.8	Yes	24.1	Yes

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Pretransport Stroke Mortality Rate	2017-2019	47	20.3	20.0	Yes	13.2	Yes
Potentially preventable Hypertension Hospitalization Rates (18 and Older) per 10,000	2017-2019	109	5.9	5.9	Yes	7.3	Yes
Source: <a href="https://chirs.ny.gov/">CHIRS Dashboard (ny.gov)</a> *Crude Rate							



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**Chart 2.1:** pages 11 – 13

<b>New York State (NYS) 2019-2024 Prevention Agenda (PA)</b>									
<b>Promote Well-Being and Prevent Mental and Substance Use Disorders</b>									
Indicator	Data Years	Cayuga County		Central NY		NYS excluding NYC		PA 2024 Objective	
		Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	Met/ Not Met
Opportunity Index Score	2019	N/A	51.4	N/A	N/A	N/A	N/A	59.2	Not Met
Frequent mental distress during the past month among adults, age-adjusted percentages	2018	N/A	10.9	N/A	13.8	N/A	11.8	10.7	Not Met
Economy Score	2019	N/A	58.4	N/A	N/A	N/A	N/A	52.3	Met
Community Score	2019	N/A	47.6	N/A	N/A	N/A	N/A	61.3	Not Met
Binge drinking during the past month among adults, age-adjusted percentage	2018	N/A	17.1	N/A	20.3	N/A	18.4	16.4	Not Met
Overdose deaths involving any opioids, age-adjusted rate per 100,000 population	2019	8	10.8*	208	22.7	1,793	17.3	14.3	Met
Patients who received at least one buprenorphine prescription for opioid use disorder, age-adjusted rate per 100,000 population	2020	366	547.4	6,074	694.3	63,622	638.7	415.6	Met

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Opioid analgesic prescription, age-adjusted rate per 1,000 population	2020	37,023	384.9	449.487	377.4	4,576,688	343.6	350.0	Not Met
Emergency department visits (including outpatient and admitted patients) involving any opioid overdose, age-adjusted rate per 100,000 population	2019	59	83.0	751	81.7	6,922	66.1	53.3	Not Met
Percentage of adults who have experienced two or more adverse childhood experiences (ACEs)	2016	N/A	32.0	N/A	34.3	N/A	36.1	33.8	Met
Indicated reports of abuse/maltreatment, rate per 1,000 children - aged 0-17 years	2020	N/A	24.7	N/A	46.0	N/A	16.1	15.6	Not Met
Suicide mortality, age-adjusted rate per 100,000 population	2017-2019	24	10.2	348	11.3	3,473	9.9	7.0	Not Met
Source: <a href="https://www.ny.gov/prevention-agenda">New York State Prevention Agenda Dashboard (ny.gov)</a> *Fewer than 10 events in the numerator, therefore the rate/percentage is unstable									

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<b>New York State Community Health Indicator Reports (CHIRS) Data</b>							
<b>Substance Use/Injury/Mental Health Indicators</b>							
Indicator	Data Years	Cayuga County		Central NY		New York State	
		Numerator	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	County Rate Significantly Different from Central NY	Rate/ Ratio/ Percentage	County Rate Significantly Different from Statewide
Suicide mortality rate per 100,000	2017-2019	24	10.4	11.5	No	8.7	No
Age-adjusted suicide mortality rate per 100,000	2017-2019	24	10.2	11.3	No	8.4	No
Suicide mortality rate per 100,000 – Aged 15-19 years	2017-2019	1	7.3*	9.8*	No	6.0	No
Age-adjusted self-inflicted injury hospitalization rate per 10,000	2017-2019	181	8.4	7.2	No	3.8	Yes
Alcohol related motor vehicle injuries and deaths per 100,000	2017-2019	107	46.2	33.7	Yes	28.9	Yes
Source: <a href="https://chirs.ny.gov/">CHIRS Dashboard (ny.gov)</a> *Crude Rate							

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**Charts 2.2:** pages 14 - 15

<b>New York State (NYS) 2019-2024 Prevention Agenda (PA)</b>									
<b>Improve Health Status and Reduce Health Disparities</b>									
Indicator	Data Years	Cayuga County		Central NY		NYS excluding NYC		PA 2024 Objective	
		Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	Met/ Not Met
Percentage of premature deaths (before age 65 years)	2019	160	21.7	2,261	22.6	21,543	21	22.8	Met
Premature deaths: Percentage of Black non-Hispanics to White non-Hispanics (before age 65 years)	2019	N/A	42.9*	N/A	47.3	N/A	38.7	17.3	Not Met
Premature deaths: Percentage of Hispanics to White non-Hispanics	2019	N/A	0*	N/A	48.8	N/A	39.6	16.2	Met
Potentially preventable hospitalizations among adults, age-adjusted rate per 10,000	2019	1,074	137.7	13,455	141.7	129,588	120.4	115	Not Met
Potentially preventable hospitalizations: Rate of Black non-Hispanics to White non-Hispanics, age-adjusted rate per 10,000	2019	N/A	224.7	N/A	305.1	N/A	233.9	94	Met
Potentially preventable hospitalizations: Rate of Hispanics to White non-Hispanics, age-adjusted rate per 10,000	2019	N/A	124.2	N/A	243.2	N/A	106.5	23.9	Met

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Percentage of adults (aged 18-64) with health insurance	2019	N/A	94.4	N/A	N/A	N/A	N/A	97.0	Not Met
Age-adjusted percentage of adults who have a regular health care provider	2018	N/A	84.8	N/A	84.1	N/A	82.0	86.7	Not Met
Source: <a href="https://www.ny.gov/new-york-state-prevention-agenda-dashboard">New York State Prevention Agenda Dashboard (ny.gov)</a> *Fewer than 10 events in the numerator, therefore the percentage is unstable									

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**Chart 2.3:** pages 16 - 19

<b>New York State (NYS) 2019-2024 Prevention Agenda (PA)</b>									
<b>Promote a Healthy and Safe Environment</b>									
Indicator	Data Years	Cayuga County		Central NY		NYS excluding NYC		PA 2024 Objective	
		Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	Met/ Not Met
Hospitalizations due to falls among adults, rate per 10,000 population, aged 65+ years	2019	263	173.2	3,565	197.1	42,402	210.4	173.7	Met
Assault-related hospitalizations, rate per 10,000 population	2019	23	3.0	300	3.0	2,499	2.2	3.0	Met
Assault-related hospitalizations, ratio of rates between Black non-Hispanics and White non-Hispanics	2019	N/A	N/A	12.2	6.57	7.4	5.56	5.54	N/A
Assault-related hospitalizations, rates between Hispanics and White non-Hispanics	2019	0.0*	0.0	6.9	3.72	2.4	1.82	5.54	Met
Assault-related hospitalizations, ratios of rates between low-income ZIP Codes and non-low-income ZIP Codes	2019	N/A	N/A	7.2	3.83	5.3	2.98	2.66	N/A
Firearm assault-related hospitalizations, rate per 10,000 population	2019	0	0*	28	0.28	247	0.22	0.38	Met
Work-related emergency department (ED) visits, ratio of rates between Black non-Hispanics and White non-Hispanics	2019	255.6	1.83	185.8	1.55	227.7	1.88	1.30	Not Met

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Crash-related pedestrian fatalities, rate per 100,000 population	2019	1	1.82*	19	1.90	190	1.71	1.43	Met
Percentage of population living in a certified Climate Smart Community	2021	0	0.0*	76,733	7.5	6,072,552	54.2	8.6	Not met
Percentage of people who commute to work using alternate modes of transportation or who telecommute	2015-2019	N/A	15.4	N/A	18.3	N/A	22.9	8.6	Not met
Percentage of registered cooling towers in compliance with 10 NYCRR Subpart 4-1	2020	N/A	84.3	N/A	67.3	N/A	66.5	99.3	Not met
Source: <a href="https://www.ny.gov/prevention-agenda">New York State Prevention Agenda Dashboard (ny.gov)</a> *Fewer than 10 events in the numerator, therefore the rate/percentage is unstable									

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<b>New York State Community Health Indicator Reports (CHIRS) Data</b>							
<b>Child &amp; Adolescent. Health Status and Social Determinants and Injury Indicators</b>							
Indicator	Data Years	Cayuga County		Central NY		New York State	
		Numerator	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	County Rate Significantly Different from Central NY	Rate/ Ratio/ Percentage	County Rate Significantly Different from Statewide
Percentage of children born in 2016 with a lead screening aged 0-8 months	2016	9	1.2*	0.6	No	1.7	No
Percentage of children born in 2016 with a lead screening - aged 9-17 months	2016	534	68.5	73.4	No	75.6	No
Percentage of children born in 2016 with a lead screening - aged 18-35 months	2016	1,883	72.5	76.9	No	76.1	No
Percentage of children born in 2016 with at least two lead screenings by 36 months	2016	448	57.5	63.3	No	63.3	No
Percentage of population who did not have access to a reliable source of food during the past year (Food insecurity)	2019	N/A	11.4	N/A	N/A	10.7	No
Percentage of households receiving Food Stamp/SNAP benefits in the past 12 months	2015-2019	4,189	13.4	N/A	N/A	14.7	No
Age-adjusted falls hospitalization rate per 10,000	2017-2019	1,029	31.5	34.8	No	34.2	No
Motor vehicle mortality rate per 100,000	2017-2019	20	8.3	8.5	No	5.1	No
Age-adjusted non-motor vehicle mortality rate per 100,000	2017-2019	58	8.3	8.5	No	5.1	No



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Traumatic brain injury hospitalization rate per 10,000	2017-2019	179	7.7*	8.6*	No	8.5*	No
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Source: [CHIRS Dashboard \(ny.gov\)](https://chirs.ny.gov/)

\*Crude Rate

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**Chart 2.4:** pages 20 – 21

<b>New York State (NYS) 2019-2024 Prevention Agenda (PA)</b>									
<b>Prevent Communicable Diseases</b>									
Indicator	Data Years	Cayuga County		Central NY		NYS excluding NYC		PA 2024 Objective	
		Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	Met/ Not Met
Percentage of children with 4:3:1:3:3:1:4 immunization series - Aged 24-35 months	2020	547	74.4	11,028	76.1	120,462	66.3	80.0	Met
Percentage of 13-year-old adolescents with a complete HPV vaccine series	2020	301	35.0	4,350	37.1	43,323	32.8	37.4	Not Met
Newly diagnosed HIV case rate per 100,000 population	2017-2019	5	2.2*	111	3.7	1,907	5.7	5.2	Met
Gonorrhea diagnoses, age-adjusted rate per 100,000 population	2019	62	95.6	1325.00	139.3	11923	114.9	242.6	Met
Chlamydia diagnoses, age-adjusted rate per 100,000 population	2019	263	404.5	4,843	494.80	48,183	457.50	677	Mer
Early syphilis diagnoses, age-adjusted rate per 100,000 population	2019	1	0.8*	72	7.7	1,582	15.3	79.6	Met
Source: <a href="https://www.ny.gov/prevention-agenda">New York State Prevention Agenda Dashboard (ny.gov)</a>									
*Fewer than 10 events in the numerator, therefore the rate/percentage is unstable									

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<b>New York State Community Health Indicator Reports (CHIRS) Data</b>							
<b>HIV/AIDS Indicators</b>							
Indicator	Data Years	Cayuga County		Central NY		New York State	
		Numerator	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	County Rate Significantly Different from Central NY	Rate/ Ratio/ Percentage	County Rate Significantly Different from Statewide
AIDS mortality rate per 100,000	2017-2019	3	1.3*	1.2	No	2.2	No
Early syphilis case rate per 100,000	2017-2019	2	0.9*	6.2	No	34.5	Yes
Gonorrhea case rate per 100,000 - Aged 15-19 years	2017-2019	29	211.9	332.9	Yes	401.5	Yes
Newly diagnosed HIV case rate per 100,000	2017-2019	5	2.2	3.7	No	13.1	Yes
Age-adjusted Newly diagnosed HIV case rate per 100,000	2017-2019	42	2.6	3.9	No	13	Yes
Source: <a href="https://chirs.ny.gov/">CHIRS Dashboard (ny.gov)</a>							
*Fewer than 10 events in the numerator, therefore the rate/percentage is unstable							

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**Chart 2.5:** pages 22 - 24

<b>New York State (NYS) 2019-2024 Prevention Agenda (PA)</b>									
<b>Promote Healthy Women, Infants, and Children</b>									
Indicator	Data Years	Cayuga County		Central NY		NYS excluding NYC		PA 2024 Objective	
		Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Count/ Rate/ Percentage	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	Met/ Not Met
Percentage of women with a preventive medical visit in the past year, aged 18-44 years	2018	N/A	N/A	N/A	85.0	N/A	79.2	80.6	N/A
Percentage of women with a preventive medical visit in the past year, aged 45+ years	2018	N/A	90.8	N/A	92.2	N/A	88.9	85.0	Met
Percentage of women who report ever talking with a health care provider about ways to prepare for a healthy pregnancy, aged 18-44	2016	N/A	38.2*	N/A	35.8	N/A	36.2	38.1	N/A
Maternal mortality, rate per 100,000 live births	2017-2019	0	0*	11	34.1	66	18.8	16.0	Met
Infant mortality, rate per 1,000 live births	2019	5	6.6*	50	4.7	541	4.7	4.0	Not Met
Percentage of births that are preterm	2019	64	8.6	957	9.1	10,710	9.3	8.3	Not Met
Newborns with neonatal withdrawal symptoms and/or affected by material use of drugs of addiction, crude rate per 1,000 newborn discharges	2019	11	20.4	190	19.5	1,328	12.7	9.1	Not Met

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Percentage of infants exclusively breastfed in the hospital	2019	478	69.5	5429	56.7	49,379	49.6	51.7	Met
Percentage of infants who are exclusively breastfed in the hospital among Hispanic infants	2019	N/A	N/A	293	42.8	6,225	35.4	37.4	N/A
Percentage of infants who are exclusively breastfed in the hospital among Black non-Hispanic infants	2019	N/A	N/A	315	30.9	3,274	33.20	38.4	N/A
Percentage of infants supplemented with formula in the hospital among breastfed infants	2019	89	15.7	1,970	26.6	34,923	41.4	41.9	Met
Percentage of infants enrolled in WIC who are breastfed at 6 months among all WIC infants	2017	27	20.5	N/A	N/A	N/A	N/A	45.5	Not Met
Suicide mortality among youth, rate per 100,000, aged 15-19 years	2017-2019	1	7.3*	21	9.8	163	7.3	4.7	Not Met
Percentage of families participating in the Early Intervention Program who meet the state's standard for the NY Impact on Family Scale	2019-2020	219	100.0	2,930	97.0	37,147	94.5	73.9	Met
Percentage of residents served by community water systems that have optimally fluoridated water	2019	151	0.3	751,727	79.5	4,642,837	46.9	97.0	Not Met

Source: [New York State Prevention Agenda Dashboard \(ny.gov\)](https://www.ny.gov/prevention-agenda)

\*Fewer than 10 events in the numerator, therefore the rate/percentage is unstable

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<b>New York State Community Health Indicator Reports (CHIRS) Data</b>							
<b>Maternal and Infant Health Indicators</b>							
Indicator	Data Years	Cayuga County		Central NY		New York State	
		Numerator	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	County Rate Significantly Different from Central NY	Rate/ Ratio/ Percentage	County Rate Significantly Different from Statewide
Mortality rate per 1,000 live births - Infant (<1 year)	2017-2019	14	6.2	5.6	No	4.4	No
Percentage of births with early (1st trimester) prenatal care	2017-2019	5,457	72.1	76.2	No	76.3	No
Percentage of births with late (3rd trimester) or no prenatal care	2017-2019	76	3.5	4.1	No	5.4	No
Source: <a href="https://chirs.ny.gov/">CHIRS Dashboard (ny.gov)</a>							

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**Chart 2.6:** pages 25 - 26

<b>New York State Community Health Indicator Reports (CHIRS) Data</b>							
<b>Cancer Indicators</b>							
Indicator	Data Years	Cayuga County		Central NY		New York State	
		Numerator	Rate/ Ratio/ Percentage	Rate/ Ratio/ Percentage	County Rate Significantly Different from Central NY	Rate/ Ratio/ Percentage	County Rate Significantly Different from Statewide
All cancer incidence rate per 100,000	2016-2018	1,668	718.2	668.6	Yes	587.7	Yes
All cancer mortality rate per 100,000	2016-2018	531	159.6	156.7	No	139.6	Yes
Age-adjusted lip, oral cavity and pharynx cancer mortality rate per 100,000	2016-2018	30	3.2	2.3	Yes	2.7	No
Colon and rectum cancer mortality rate per 100,000	2016-2018	2120	17.4	12.5	Yes	12.1	Yes
Age-adjusted lung and bronchus cancer incidence rate per 100,000	2016-2018	672	70.2	76.8	Yes	67.6	Yes
Age-adjusted cervix uteri cancer incidence rate per 100,000	2016-2018	24	5.7	6.2	No	7.6	No
Age-adjusted ovarian cancer incidence rate per 100,000	2016-2018	57	12.3	11.1	No	11.4	No
Age-adjusted prostate cancer incidence rate per 100,000	2016-2018	686	145.1	145.7	No	129.4	Yes

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Age-adjusted melanoma cancer mortality rate per 100,000	2016-2018	20	2.1	2.0	No	1.6	No
Age-adjusted breast cancer mortality rate per 100,000	2016-2018	571	124.5	133.7	Yes	133.8	Yes
Percentage of women (aged 50-74 years) who had a mammogram between October 1, 2017, and December 31, 2019	2019	1,076	64.9	67.3	No	71.0	No

Source: [CHIRS Dashboard \(ny.gov\)](https://chirs.ny.gov/)



## Appendix B – Cayuga County CHA/CSP Primary Research Report December 2022

In collaboration with various community partners, Cayuga County and Auburn Community Hospital leadership engaged in various forms of primary research, including an On-Line Survey and Key Stakeholder In-Depth Interviews. This report details findings from the primary research conducted. The initial section of this report provides key summary points, themes and meaningful quotes. The subsequent section of Appendix A provides responses for each question for the On-Line Survey and Key Stakeholder In-Depth interviews.

### Summary of Community Input

#### Community On-Line Surveys

##### Key Summary Points

- The majority of individuals were between the ages of 45 and 74, and were mostly white and female
- Many individuals shared they felt the quality of local healthcare services is either good (41.1%) or very good (22.7%). The mean score for the quality of local healthcare services is 3.0. Individuals were also asked to score the availability of local healthcare services. Many individuals rated the availability of services as good (38.4%) or very good (21.4%), with a mean score of 3.0.
- Most individuals felt the healthcare system in Cayuga County has stayed the same in the past year (57.4%).
- Doctor or nurse was the top source of health-related information, followed by friends or family.
- Access to healthcare, clean environment, good economy, access to fresh/affordable foods, and good schools were the top 5 most important factors of a healthy community.
- Addiction to alcohol or drugs, mental health issues, cancer, obesity in adults and infectious diseases were cited as the top 5 health-related problems in the County.
- Most individuals (92.0%) have access to air conditioning when heat advisories are issued.
- Ninety percent of individuals shared they are up to date on blood pressure screenings, 87% blood sugar/glucose, 86.8% glucose, and 88.3% physical exam. Many individuals shared they are not current on bone density (24.0%), hearing (21.8%), prostate (29.0%), or skin cancer (24.1%) exams.
- When asked to select the top five health behaviors or social factors that are the biggest problems for the County, illegal drug use was the top response, followed by drinking and driving, unhealthy eating, emotional or physical abuse and not enough physical activity.
- Individuals were asked to share how concerned they are about the waterway algal blooms in the County. On a scale of 1 to 5, with 1 being not at all concerned and 5 very concerned, many individuals (89.0%) expressed some level of concern, with the most (27.6%) selecting modestly concerned. The mean score was 3.2.
- Individuals were also asked what their top five health system issues are facing the community. The top five responses were high costs of healthcare, high cost of prescription medications, access to mental health services, access to substance use disorder treatment and lack of health insurance.
- Nearly half of respondents shared they experienced long waits for an appointment, and about a quarter expressed they felt like their provider was not listening, traveled long distances to access care, or felt like their provider was not spending enough time with them.
- Individuals felt the most widely available services were vaccinations for children, care for pregnant women, primary and pediatric services. The least available services were mental health services, treatment for drug and alcohol use, nutrition counseling, and wellness/healthy lifestyle services.

<ul style="list-style-type: none"> <li>• 77.9% shared they travel outside the County for health care, many citing they believe better care is found elsewhere, or they cannot obtain the services they need within the County.</li> <li>• Nearly all individuals shared they have a primary care doctor (95%).</li> <li>• Nearly all individuals have seen their primary care doctor in the past year (93.5%).</li> <li>• Many individuals' hospital of choice was Auburn Community Hospital (26.9%), followed by SUNY Upstate (22.7%).</li> <li>• Respondents indicated that access to childcare, feelings of isolation, and their financial situation are significantly worse than pre-COVID.</li> <li>• About 60% shared they are up to date on their COVID-19 vaccines.</li> <li>• Most people were satisfied with the County's response to COVID-19, as over 60% shared the County's response was either good (43.7%) or excellent (15.2%).</li> </ul>	
Community Representation	Common Themes
<ul style="list-style-type: none"> <li>• The survey was taken by 1,288 individuals.</li> <li>• The survey was offered in both English and Spanish.</li> <li>• Cayuga County also offered paper versions of the survey.</li> </ul>	<ul style="list-style-type: none"> <li>• Specialty care is a concern for residents, they often leave the area for care. Cancer and cardiac care were key issues identified and considered areas of focus.</li> <li>• Mental health, substance use, and addiction were core themes, as many felt there is a need for more of these services in the County.</li> <li>• Access to care was due to a variety of factors, some individuals felt that Auburn Community Hospital needs to hire more doctors and staff to meet the demands within the County, so that residents do not have to travel elsewhere.</li> <li>• High cost of healthcare was seen as an issue within the County.</li> </ul>
Meaningful Quotes	
<ul style="list-style-type: none"> <li>• <i>"Providers that take public insurance, provide education, and appropriate services."</i></li> <li>• <i>"Not only access to Healthcare, but better quality with accountability."</i></li> <li>• <i>"Need more specialists in the community and/or better access to specialists in Syracuse (transportation assistance). Need more options for elder and end-of-life care, including such things as home health aides, home visits by doctors."</i></li> <li>• <i>"Need more substance abuse, addiction and mental health services and facilities."</i></li> <li>• <i>"Pay nurses and hospital/office staff equivalent to what Syracuse does and we'd probably have better staff and patient outcomes/satisfaction."</i></li> <li>• <i>"Provide mental health mini sessions in schools. It's desperately needed."</i></li> </ul>	

## Key Stakeholder Interviews

### Key Summary Points

- Mental health and substance use services are lacking in the community.
- Cancer care and mental health were the recommended top priorities discussed by the community stakeholders.
- Many shared that access to care can be difficult in the County, and that many individuals often travel outside the County for care. This is due to long wait times and a lack of specialty care providers (particularly for cancer). Many individuals also commented on the difficulty in transportation services for residents.
- Individuals shared that there are many populations that are more vulnerable within the health system, including the elderly, minorities, and disabled. More outreach and partnerships would be helpful. They believe that Auburn Community Hospital has done well building partnerships, but more could be done by the County.
- Stakeholders felt that a major issue in the County is a lack of access to nutritious foods. Many shared that individuals in the County do not have many options, and with rising food prices, often resort to unhealthy options.
- Health literacy was an issue that many stakeholders have noticed in the County. They believe that some action should take place to improve the health literacy of individuals and share the benefits of a healthy lifestyle.
- On a scale of 1 to 10, with 1 indicating limited availability and 10 indicating high availability of healthcare services, stakeholders rated Cayuga County a 6.6.
- Stakeholders did not believe that COVID-19 was playing a significant role in the community. Many felt that the impact in delivery is due to a workforce shortage, which is leading to longer than anticipated wait times, particularly for specialty care services.

### Key Community Stakeholders

- Cayuga County and Auburn Community Hospital provided a list of key stakeholders and individuals involved in the delivery of health services in the County.

### Common Themes

- Many community stakeholders believe that residents must travel to different counties to obtain healthcare services, due to a lack of services or long wait times. This was particularly true for cancer and specialty care.
- Cancer care services are lacking in the community, and stakeholders felt this is an area the County should focus on.
- Transportation services are lacking in the County, and disproportionately affect vulnerable communities.
- Mental health services and substance use programs are lacking in the community and should be a focus for the County.
- Access to nutritious foods is a major issue within the County, efforts should be made to expand access. Stakeholder expressed the concern that food prices are increasing, which impacts already vulnerable communities even more.
- Stakeholders offered that health literacy is an issue within the County, they recommended efforts to improve residents' knowledge of the benefits of preventative screenings, eating healthy, diet and exercise, and wellness efforts.

## Meaningful Quotes

- “I would say that residents of Cayuga County have good access to the hospital, but when it comes to second opinions there is limited access unless they are willing to travel.”
- “Cancer services are not available. Services for these needs are not existent and residents leave the County for care.”
- “Addiction and drinking is problematic. Many of the issues are tied to lack of healthy eating and could be avoided with healthy eating. Suicide has become an even bigger issue specifically for the 19–26-year-olds. There is a huge push for education. There is a feeling of not being heard and there needs to be more efforts on talking about that suicide is not a way out but that solutions can be identified.”
- “See a lot of trauma, see people in broken homes or dealing with abuse and drug addiction. Issues are a result of not growing up and living in a stable environment. We need to address our health care concerns and to ensure children have a stable environment and have access to services to grow up healthy and mitigate health problems.”

## Full Data Reports

Full reports including purpose, methodology, data sources and information for consultants and partners can be found by selecting the hyperlinks below:

[Cayuga County CHA/CSP Primary Research – Community On-Line Survey - Summary Report](#)

[Cayuga County CHA/CSP Primary Research – Key Stakeholder Interviews - Summary Report](#)

## **Appendix B - Cayuga County CHA/CSP Primary Research On-Line Survey Full Report December 2022**

The following section provides a question-by-question analysis of the Cayuga County CHA survey. Analysis of the survey included descriptive statistics (frequencies, percentages, mean). As appropriate, RMS conducted cross tabs by demographic data to understand differences among populations in the region.

### **Key Findings**

The data and insights from this research were invaluable in helping guide a conversation around setting priorities for Cayuga County. Key findings from the survey research include:

- The majority of individuals who completed the survey were between the ages of 45 to 74 and were mostly white and female.
- Many individuals shared they felt the quality of local healthcare services is either good (41.1%) or very good (22.7%). The mean score for the quality of local healthcare services is 3.0. Individuals were also asked to score the availability of local healthcare services. Many individuals rated the availability of services as good (38.4%) or very good (21.4%), with a mean score of 3.0.
- Most individuals felt the healthcare system in Cayuga County has stayed the same in the past year (57.4%).
- Doctor or nurse was the top source of health-related information, followed by friends or family.
- Access to healthcare, clean environment, good economy, access to fresh/affordable foods, and good schools were the top 5 most important factors of a healthy community.
- Addiction to alcohol or drugs, mental health issues, cancer, obesity in adults and infectious diseases were cited as the top 5 health-related problems in the County.
- Most individuals (92.0%) have access to air conditioning when heat advisories are issued.
- Ninety percent of individuals shared they are up to date on blood pressure screenings, 87% blood sugar/glucose, 86.8% glucose, and 88.3% physical exam. Many individuals shared they are not current on bone density (24.0%), hearing (21.8%), prostate (29.0%), or skin cancer (24.1%) exams.
- When asked to select the top five health behaviors or social factors that are the biggest problems for the County, illegal drug use was the top response, followed by drinking and driving, unhealthy eating, emotional or physical abuse and not enough physical activity.
- Individuals were asked to share how concerned they are about the waterway algal blooms in the County. On a scale of 1 to 5, with 1 being not at all concerned and 5 very concerned, many individuals (89.0%) expressed some level of concern, with the most (27.6%) selecting modestly concerned. The mean score was 3.2.
- Individuals were also asked what their top five health system issues are facing the community. The top five responses were high costs of healthcare, high cost of prescription medications, access to mental health services, access to substance use disorder treatment and lack of health insurance.
- Nearly half of respondents shared they experienced long waits for an appointment, and about a quarter expressed they felt like their provider was not listening, traveled long distances to access care, or felt like their provider was not spending enough time with them.
- Individuals felt the most widely available services were vaccinations for children, care for pregnant women, primary and pediatric services. The least available services were mental health services, treatment for drug and alcohol use, nutrition counseling, and wellness/healthy lifestyle services.
- 77.9% shared they travel outside the County for health care, many citing they believe better care is found elsewhere, or they cannot obtain the services they need within the County.
- Many individuals shared they have a primary care doctor.
- Nearly all individuals have seen their primary care doctor in the past year (93.5%).

- Many individuals' hospital of choice was Auburn Community Hospital (26.9%), however nearly an equal amount shared they prefer SUNY Upstate (22.7%).
- Respondents indicated that access to childcare, feelings of isolation, and their financial situation are significantly worse than pre-COVID.
- About 60% shared they are up to date on their COVID-19 vaccines.
- Most people were satisfied with the County's response to COVID-19, as over 60% shared the County's response was either good (43.7%) or excellent (15.2%).

The following section provides a question-by-question analysis of the survey. Counts, percentages, and means are calculated as appropriate. For some questions, only means or select quotes from open ended responses are reported. In these cases, the full data tables are located in the Appendix for this report.

## **SCREENING & QUALIFICATION QUESTIONS**

The first screening question asked individuals if they lived in Cayuga County. In total, 1,288 individuals participated in this survey. The survey was designed such that individuals were not forced to answer each question, which means that the sample size for each question may differ throughout this report. These differences are noted in the text, tables, or figures as appropriate.

Just over half of the participants shared they live in the city of Auburn (53.1%). In addition, a majority of individuals indicated that they live in the zip code 13021 (Auburn/Owasco). Nearly 60% of respondents were between the ages of 45 and 74. For the individuals who preferred not to share their age, it was confirmed they were over the age of 18.

**Table 1.** S4 Which of the following ranges best fits your age?

S4	Overall (n = )	
	#	%
Under 18	0	0.0
18 to 24	36	2.8
25 to 34	115	8.9
35 to 44	177	13.7
45 to 54	200	15.5
55 to 64	279	21.7
65 to 74	277	21.5
75 or older	194	15.1
Refused	10	0.8

## **SURVEY START**

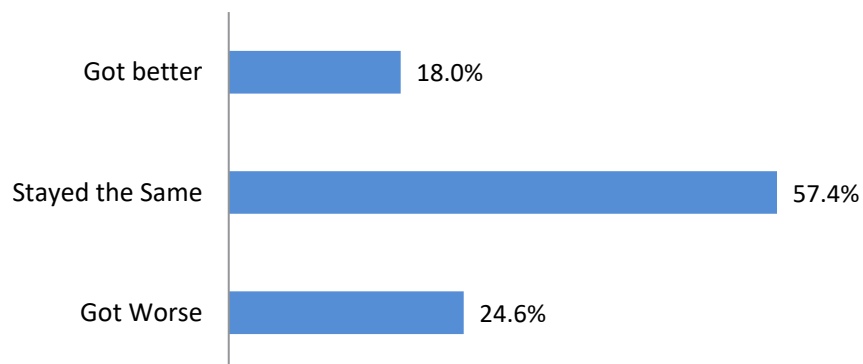
Individuals were asked to rate the quality of their local healthcare services on a scale of poor (1) to excellent (5). Many individuals shared they felt the quality of local healthcare services is either good (41.1%) or very good (22.7%). The mean score for the quality of local healthcare services is 3.0. Individuals were also asked to score the **availability** of local healthcare services. Many individuals rated the availability of services as good (38.4%) or very good (21.4%), with a mean score of 3.0.

**Table 2.** Rating of Quality & Availability of Health Services in Cayuga County

Q1	Excellent		Very Good		Good		Fair		Poor		Don't Know		Mean
	#	%	#	%	#	%	#	%	#	%	#	%	M
Overall, how would you rate the quality of local healthcare services in the community?	87	6.8	293	22.7	530	41.1	249	19.3	108	8.4	21	1.6	3.0
Overall, how would you rate the availability of local healthcare services in the community?	98	7.6	275	21.4	494	38.4	285	22.1	110	8.5	26	2.0	3.0

Individuals were also asked how healthcare services have changed in the greater Cayuga County region in the past year. Most individuals shared they stayed about the same (57.4%), with about a quarter indicating services have gotten worse (24.6%).

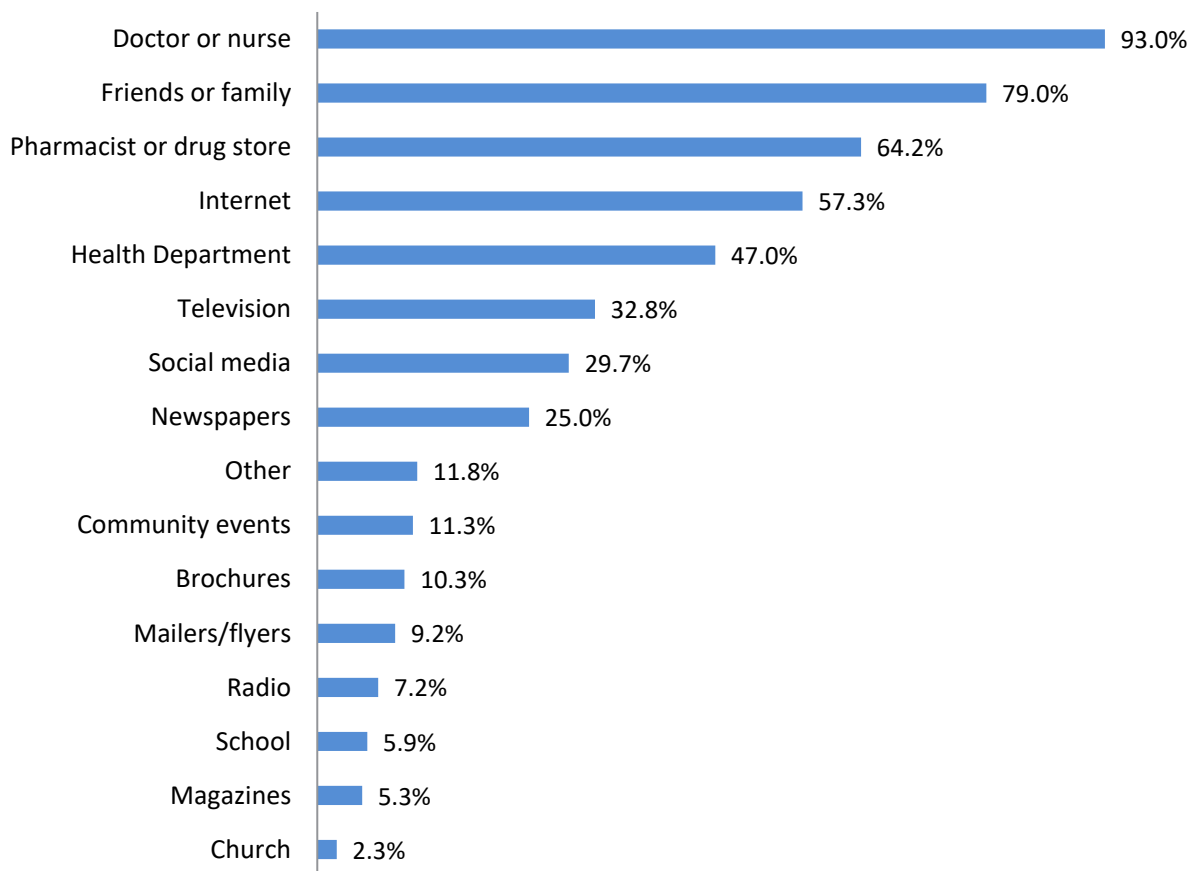
**Figure 1.** Changes in Healthcare Services in Cayuga County (Past Year)





When asked to share the top five sources of where individuals obtain health-related services, doctor or nurse, friends and family, pharmacist or drug store, internet, and health department were rated as the top five sources.

**Figure 2. Top 5 Sources of Health Related Information**



For those that responded other, many individuals commented they learn through work, newsletters they subscribe to, or their insurance carrier. When asked what local news source individuals get information from, many shared Auburnpub.com or the Auburn Citizen. Others mentioned specific TV channels, most mentioning ABC.

The top five features that individuals felt are the most important for a healthy community are access to health care (doctors, hospitals, etc.), a clean environment (no pollution or trash in public spaces including parks, playgrounds and lakes), a good economy/good jobs, fresh, healthy, and affordable foods close to where you live, and good schools. Although not in the top five, about one-third of respondents also selected low crime rates, safe and affordable housing, and family and other social support.

**Table 3.** Q6 Please select the five (5) features you believe are the most important for a healthy community.

Q6	Overall (n = )	
	#	%
Access to health care (doctors, hospitals, etc.)	1007	78.2
A clean environment (no pollution or trash in public spaces including parks, playgrounds and lakes)	662	51.4
A good economy/good jobs	644	50.0
Fresh, healthy, and affordable foods close to where you live	583	45.3
Good schools	398	30.9
Low crime rates	392	30.5
Safe and affordable housing	368	28.6
Family and other social support	355	27.6
Social policies and programs (parental leave, Social Security, employment health insurance, etc.)	245	19.0
Neighborhood safety	243	18.9
Parks and outdoor places to exercise and play	180	14.0
Public transportation (buses, trains, taxis, etc.)	154	12.0
Public spaces and events that are accessible to people of all physical abilities	150	11.7
Strong infrastructure (roads, bridges, water pipes, etc.)	147	11.4
Access to community spaces (libraries, community centers., etc.)	141	11.0
Roads that are safe for people who walk or ride their bike	142	11.0
Positive race/ethnic relations	138	10.7
High quality, affordable day care	132	10.3
Social connectedness (a strong sense of community)	123	9.6
Religious or spiritual values	121	9.4
Strong voter registration/turn out	45	3.5
Arts and cultural events	44	3.4
Other	29	2.3

**Note.** Other responses included many sharing “all of the above” or clean water, some mentioned mental health services.

When asked to select the five biggest health problems in the community, individuals chose addiction to alcohol or drugs, mental health issues (anxiety, depression, etc.), cancer, obesity in adults, and infectious diseases (COVID-19, flu, hepatitis, TB). Although not in the top five, about a quarter of individuals cited suicide, heart disease and stroke, and chronic stress as health problems in the community.

**Table 4.** Q7 Please select the five (5) biggest health problems you believe our community is currently facing.

Q7	Overall (n = )	
	#	%
Addiction to alcohol or drugs	1093	84.9
Mental health issues (anxiety, depression, etc.)	864	67.1
Cancer	523	40.6
Obesity in adults	433	33.6
Infectious diseases (COVID-19, flu, hepatitis, TB, etc.)	393	30.5
Suicide	372	28.9
Hearth disease and stroke	334	26.0
Chronic stress	333	25.9
Alzheimer's disease, dementia, or memory loss	287	22.3
Diabetes	282	21.9
Obesity in children	280	21.8
High blood pressure	200	15.5
Climate change	139	10.8
Developmental delays in children	117	9.1
Problems with teeth or gums	93	7.2
Asthma or other breathing problems	88	6.8
Diseases spread by insects (Lyme disease, EEE, West Nile virus, etc.)	82	6.4
Injury/Falls	74	5.7
Secondhand smoke	59	4.6
Other	59	4.6
Sexuality transmitted diseases (syphilis, chlamydia, gonorrhea, etc.)	50	3.9
Air pollution	48	3.7
Postpartum depression (depression in mothers after a baby is born)	44	3.4
Pre-mature death (deaths before age 65)	42	3.3
Teenage pregnancy	38	3.0
Extreme weather emergencies	37	2.9
Lead poisoning in children or homes	32	2.5
Accidents at work	21	1.6
HIV/AIDS	15	1.2
Death among babies and children	10	0.8

Q7	Overall (n = )	
	#	%
Babies born too small or too soon	8	0.6
Maternal mortality (death among new mothers)	6	0.5

**Note.** Other responses included drugs, crime, gun violence, and many mentioned lack of providers in the region. Some mentioned specific mental health issues, such as loneliness or youth.

Nearly all individuals (92.0%) have access to air conditioning when heat advisories are issued.

**Table 5.** Q8 Do you have access to air conditioning/a cooling center when heat advisories are issued?

Q8	Overall (n = )	
	#	%
Yes	1185	92.0
No	103	8.0

Respondents were asked to share how up to date they are on preventative screenings. Ninety percent of individuals shared they are up to date on blood pressure screenings, 87% blood sugar/glucose, 86.8% glucose, and 88.3% physical exam. Many individuals shared they are not current on bone density (24.0%), hearing (21.8%), prostate (29.0%), or skin cancer (24.1%) exams.

**Table 6.** Q9 To the best of your knowledge, are you up to date on the following preventative screenings?

Q9	Yes		No		Not sure		Prefer not to respond	
	#	%	#	%	#	%	#	%
Blood pressure	1198	93.0	53	4.1	14	1.1	23	1.8
Blood sugar/glucose screening	1120	87.0	84	6.5	48	3.7	36	2.8
Bone density	741	57.5	309	24.0	192	14.9	46	3.6
Cardiovascular	1018	79.0	134	10.4	94	7.3	42	3.3
Cholesterol	1118	86.8	96	7.5	45	3.5	29	2.3
Colorectal cancer	880	68.3	243	18.9	109	8.5	56	4.3
Dental health	1018	79.0	206	16.0	25	1.9	39	3.0
Hearing	869	67.5	281	21.8	93	7.2	45	3.5
[IF FEMALE] Mammogram	792	61.5	239	18.6	60	4.7	197	15.3
Pap Smear	725	56.3	275	21.4	62	4.8	226	17.5
Physical exam	1137	88.3	72	5.6	38	3.0	41	3.2
Prostate	425	33.0	373	29.0	91	7.1	399	31.0
Skin cancer	802	62.3	311	24.1	108	8.4	67	5.2
	1061	82.4	148	11.5	33	2.6	46	3.6

When asked to select the top five health behaviors or social factors that are the biggest problems for the County, illegal drug use was the top response, followed by drinking and driving, unhealthy eating, emotional or physical abuse and not enough physical activity. Homelessness was only a percentage point lower than physical activity, while a quarter of individuals selected neighborhood violence, electronic cigarette use, and binge drinking.

**Table 7.** Q10 Please select the five (5) health behaviors or social factors you believe are the biggest problems for our community.

Q10	Overall (n = )	
	#	%
Illegal drug use (opioid, fentanyl, other illegal drugs)	938	72.9
Drinking and driving	461	35.8
Unhealthy eating	444	34.5
Emotional or physical abuse	427	33.2
Not enough physical activity	400	31.1
Homelessness	387	30.1
Neighborhood violence (gang or drug related, etc.)	323	25.1
Electronic cigarette use (vaping)	321	24.9
Binge drinking (having many alcoholic drinks in a short period of time)	312	24.2
Smoking or tobacco use (cigarettes, hookah, chewing tobacco, etc.)	299	23.2
Texting and driving	286	22.2
Food insecurity (not having enough food to eat)	285	22.1
Discrimination (based on age, gender identity, physical ability, race, religious beliefs, sexual orientation, etc.)	250	19.4
Not getting vaccines (shots) to prevent disease	242	18.8
Social isolation	220	17.1
Gun violence	190	14.8
Marijuana use	161	12.5
Low literacy (difficulty reading or understanding written words)	152	11.8
Racism	135	10.5
Sexual assault (including rape)	73	5.7
Other	62	4.8
Unprotected sexual activity (not using condoms or other barrier method)	47	3.7
Unsafe sleep environments for infants/babies	17	1.3
Lack of medical care during pregnancy	16	1.2

**Note.** Other responses included lack of affordable housing, lack of health insurance, lack of mental health treatment.

Individuals were asked to share how concerned they are about the waterway algal blooms in the County. On a scale of 1 to 5, with 1 being not at all concerned and 5 very concerned, many individuals (89.0%) expressed some level of concern, with the most (27.6%) selecting modestly concerned. The mean score was 3.2.

**Table 8.** Q11 How concerned are you regarding local waterway algal bloom?

Q11	Not at all concerned 1		Slightly concerned 2		Modestly concerned 3		Significantly concerned 4		Very concerned 5		Mean
	#	%	#	%	#	%	#	%	#	%	M
	141	10.9	276	21.4	355	27.6	254	19.7	262	20.3	3.2

For those that responded they are significantly concerned or very concerned, they believed the biggest risks from algal blooms is physical illness from drinking or swimming in algal blooms (65.5%).

**Table 9.** Q12 (If Q11 response was “significantly” or “very”) Which of the following are the biggest risks to the public from algal blooms?

Q12	Overall (n = 516 )	
	#	%
Physical illness from drinking or swimming in algal blooms	338	65.5
Increased toxins in water that harm fish/wildlife	90	17.4
Increase costs to treating drinking water	42	8.1
Reduced tourism (fishing and boating) due to algal blooms	11	2.1
Decreased property values due to unsightly algal blooms and/or odor	3	0.6
Other	32	6.2

**Note.** Twenty of the 32 other responses indicated “all of the above.” The remaining were related to increasing awareness, concerned that most people do not know the risks.

**HEALTH SYSTEM:** *The health system is the organization of people, agencies and resources that delivers services to meet the health needs of our community. Health system issues are factors that can affect the health system’s ability to meet the community needs.*

Individuals were also asked what their top five health system issues are facing the community. The top five responses were high costs of healthcare, high cost of prescription medications, access to mental health services, access to substance use disorder treatment and lack of health insurance.

**Table 10.** Q13 Please select the five (5) health system issues you believe are the biggest problems in our community.

Q13	Overall (n = )	
	#	%
High cost of health care	979	76.4
High cost of prescription medications	831	64.8
Access to mental health services	769	60.0
Access to substance use disorder treatment (for drugs or alcohol)	490	38.2
Lack of health insurance coverage	489	38.1
Access to specialty care (cardiologist, orthopedics)	449	35.0
Access to a regular doctor or health care provider	387	30.2
Not understanding health information from a medical provider (after leaving the hospital or during a medical appointment)	372	29.0
Access to a dentist	349	27.2
Lack of empathy among providers	320	25.0
Lack of transportation to medical appointments (car, bus, ride from a friend, etc.)	312	24.3
Access to preventive health screenings (mammograms, colorectal cancer screening, etc.)	152	11.9
Other	151	11.8
Discrimination or bias from medical providers	147	11.5
Access to language translators	84	6.6
Access to vaccinations (COVID-19 vaccines, flu shots, etc.)	79	6.2

**Note.** Other responses indicated lack of certain types of care (elderly, dermatology, eye, gastro) and the desire for more continuity of care. Others cited the lack of flexibility for insurance providers and need for more guidance from health organizations.

**ACCESS TO HEALTH CARE:** Access to care refers to the ease with which a person obtains needed medical services. Access to medical care impacts a person's ability to be healthy.

Respondents were asked about a list of experiences in the last three years. Nearly half of respondents shared they experienced long waits for an appointment, and about a quarter expressed they felt like their provider was not listening, traveled long distances to access care, or felt like their provider was not spending enough time with them.

**Table 11.** Q14 Which of the following have you, or your family, experienced in the last three (3) years?  
(Respondents were asked to select all that applied.)

Q14	Overall (n = )	
	#	%
Long wait to get an appointment	623	48.4
Feeling like your provider is not listening	302	23.4
Having to travel long distance to access care	300	23.3
Feeling like your provider is not spending enough time with you	293	22.7
Feeling like your provider does not understand you or your experience	254	19.7
Difficulty getting to a medical appointment due to office hours	243	18.9
High cost prevented you from seeking needed medical care	229	17.8
Having difficulty finding a provider who accepts your insurance	226	17.5
Seeing a different provider each time you go to the doctor's office	213	16.5
Wait time in the provider's office impacted your ability to meet your obligations (work, family, etc.)	199	15.5
Difficulty getting to a medical appointment due to location	160	12.4
Difficulty understanding who to go to for health issues	153	11.9
Difficulty getting to a medical appointment due to lack of transportation	144	11.2
Difficulty getting to a medical appointment due to not having sick leave at work	128	9.9
Stigma or discrimination/feeling judged by your provider	88	6.8
Not understanding health information from your medical provider	77	6.0
Difficulty getting to a medical appointment due to lack of childcare	70	5.4
Not having health insurance prevented you from receiving needed medical care	64	5.0
Not having your language or translations needs met	16	1.2
None of the above	242	18.8
Other	44	3.4

**Note.** Other responses suggested long wait times, being told too "young," lack of providers for Medicare or Medicaid, and finding medical care for issues such as depression.

Community residents were provided a list of available health-related services and asked about their availability in the County. Individuals felt the most widely available services were vaccinations for children, care for pregnant women, primary and pediatric services. The least available services were mental health services, treatment for drug and alcohol use, nutrition counseling, and wellness/healthy lifestyle services.



**Table 12.** Q15 Please give your opinion on the availability of the following health-related services.  
(Respondents were asked to select one option for each service.)

Q15	Not available		Sometimes available		Always available		Don't know		Mean
	#	%	#	%	#	%	#	%	M
Vaccinations for children	14	1.1	130	10.1	762	59.2	382	29.7	2.8
Care for pregnant women	15	1.2	200	15.5	602	46.7	471	36.6	2.7
Primary care services	50	3.9	415	32.2	685	53.2	138	10.7	2.6
Pediatric Care/Child Wellness Services	29	2.3	298	23.1	553	42.9	408	31.7	2.6
Screenings and other preventive healthcare services	37	2.9	453	35.2	580	45.0	218	16.9	2.5
Cancer care services	61	4.7	423	32.8	401	31.1	403	31.3	2.4
Heart disease treatment and prevention	57	4.4	433	33.6	479	37.2	319	24.8	2.4
Diabetes treatment and prevention	57	4.4	427	33.2	472	36.6	332	25.8	2.4
Orthopedics & Sports Medicine	64	5.0	472	36.6	472	36.6	280	21.7	2.4
Dental care	100	7.8	498	38.7	525	40.8	165	12.8	2.4
Opportunities for physical activities to reduce obesity	109	8.5	474	36.8	430	33.4	275	21.4	2.3
Services for seniors	63	4.9	539	41.8	394	30.6	292	22.7	2.3
Healthy eating opportunities: availability of fruits and vegetables	110	8.5	553	42.9	430	33.4	195	15.1	2.3
Chronic disease treatment and prevention (i.e., asthma, obesity)	85	6.6	525	40.8	329	25.5	349	27.1	2.3
Specialty care services (i.e., cardiology, urology)	79	6.1	567	44.0	438	34.0	204	15.8	2.3
End-of-life Care	73	5.7	423	32.8	317	24.6	475	36.9	2.3
Healthcare services for low-income populations	70	5.4	501	38.9	266	20.7	451	35.0	2.2
Programs to help people quit smoking	105	8.2	398	30.9	280	21.7	505	39.2	2.2
Mental Health/Behavioral Health Services	124	9.6	581	45.1	217	16.8	366	28.4	2.1
Treatment for drug and alcohol use	120	9.3	522	40.5	233	18.1	413	32.1	2.1
Nutrition Counseling	157	12.2	459	35.6	251	19.5	421	32.7	2.1
Wellness/Healthy Lifestyle Services (i.e., community programs, support groups)	135	10.5	482	37.4	255	19.8	416	32.3	2.1

When asked why they are not always able to access healthcare services as needed, many individuals commented it was due to too much time to wait before an appointment. Others indicated it was because they could not get appointment(s).

**Table 13.** Q16 Why aren't you always able to access healthcare services when needed?  
(Respondents were asked to select all that applied.)

Q16	Overall (n = )	
	#	%
Too much time to wait before an appointment	541	42.0
Could not get appointment(s)	317	24.6
Too expensive/cannot afford	296	23.0
Other	281	21.8
Do not accept my insurance	256	19.9
Services are not available	236	18.3
Doctor is too far away	192	14.9
Lack of transportation	138	10.7
I have no insurance	31	2.4

**Note.** Many of the individuals who responded other shared "N/A," while others shared that it was due to a lack of providers, lack of knowledge, or an inability to find childcare. Others had difficulty finding a provider who accepted their insurance coverage.

A strong majority indicated that they travel outside of Cayuga County for medical services.

**Table 14.** Q17 Do you, or anyone in your household, travel outside of Cayuga County to access healthcare services?

Q17	Overall (n = )	
	#	%
Yes	1003	77.9
No	285	22.1

When asked what kinds of services people travel for, many shared "all." However, a substantial number of individuals indicated they travel for cancer and cardiac care, while some mentioned other specialties such as dental, dermatology, and gastrointestinal. When asked why they travel outside the County, most indicated they believe that quality of care is better elsewhere, while many felt services are not available locally.

**Table 15.** Q17 B. Why do you travel outside of the area to access healthcare services?  
(Respondents were asked to select all that applied.)

Q17 B.	Overall (n = )	
	#	%
Quality of care is better elsewhere	550	54.8
Services are not available	414	41.3
Other	153	15.3
Too much time to wait before an appointment	130	13.0
Could not get appointment(s)	105	10.5
Do not accept my insurance	102	10.2
Doctor is too far away	50	5.0
Lack of transportation	26	2.6
Too expensive/cannot afford	21	2.1
I have no insurance	3	0.3

**Note.** Those who responded other was due to wait times, quality of care, continuity of care, and where referrals were. Many individuals commented they travel to places such as Camillus, Ithaca, Syracuse, and Onondaga or Monroe Counties for their care.

In the past year when an individual was sick, most indicated that they went to a doctor's or physician's office, while nearly half expressed they went to urgent care. Some shared they went to the hospital emergency room.

**Table 16.** Q18 In the past year, when you were sick or needed medical attention for illness, where did you go to receive medical attention? (Respondents were asked to select all that applied.)

Q18	Overall (n = )	
	#	%
Doctor's or physician's office	899	69.8
Urgent Care	637	49.5
Hospital emergency room	382	29.7
Clinic or health center	210	16.3
Telehealth	183	14.2
Had no need for medical attention	118	9.2
Other	24	1.9

**Note.** Other responses included "N/A," and some responded Wellnow.

Nearly all individuals shared they have a primary care doctor.

**Table 17.** Q19 Do you have a primary care doctor?

Q19	Overall (n = )	
	#	%
Yes	1223	95.0
No	65	5.0

**Table 18.** Q19 A. (If Q19 response was “yes”) Have you seen your primary care doctor in the last year?

Q19 A.	Overall (n = )	
	#	%
Yes	1143	93.5
No	80	6.5

When asked their preferred hospital, many individuals indicated Auburn Community Hospital and Upstate.

**Table 19.** Q20 If you could choose any hospital, which **one** area hospital would you personally prefer to use if you or a member of your household needed hospital care?

Q20	Overall (n = )	
	#	%
Auburn Community Hospital	347	26.9
Upstate University Hospital	293	22.7
St. Joseph's Hospital	182	14.1
Crouse Hospital	103	8.0
Strong Memorial Hospital	91	7.1
No preference/don't know	76	5.9
Cayuga Medical Center	49	3.8
Golisano Children's Hospital	28	2.2
Syracuse VA Medical Center	17	1.3
Cortland Regional Medical Center	15	1.2
Geneva General	15	1.2
Newark Wayne Hospital	8	0.6
Oswego Hospital	8	0.6
Finger Lakes Health	6	0.5
Soldiers and Sailors	1	0.1
Other	49	3.8

Other responses included Guthrie, Crouse, Community, Lourdes, Ithaca, or unsure as it depended on the care that was required.

When asked why they selected their preferred hospital, many shared that the hospital provided “better care.” Some provided anecdotal experiences, others mentioned proximity, shorter wait times, and a belief there were better doctors with more experience. Some indicated strong reputation by their hospital of choice.

When asked for suggestions on how to best improve healthcare, the most common response was to improve the quality and number of providers. Many mentioned that they believe better can be found in other areas, and that the hospital is short staffed, which impacts the quality of care. Individuals also noted a need for more specialty providers.

## IMPACT OF COVID-19

The COVID-19 pandemic continues to impact Cayuga County’s health delivery system and many aspects of the quality of life in our community.

In Q22, respondents were asked to think about life prior to COVID for each area below, and then compare each area to life now, noting if the area has gotten worse, stayed the same, or improved. Nearly 60% indicated that childcare, feelings of isolation, and their financial situation were worse than life before the pandemic.

**Table 20.** Q22 When comparing life before COVID to now, [item below] has...

Q22	Gotten worse		Stayed the same		Improved	
	#	%	#	%	#	%
Access to childcare	397	59.5	241	36.1	29	4.3
Accessing emergency healthcare	439	38.1	624	54.2	88	7.6
Access to basic needs (food, clothing, housing)	530	45.7	546	47.1	84	7.2
Access to preventive healthcare (annual doctor appointments and tests)	410	34.0	707	58.7	88	7.3
Access to public transportation	336	42.4	418	52.7	39	4.9
Maintaining relationships (friends, family, coworkers)	563	46.6	556	46.1	88	7.3
Feelings of isolation (feeling alone)	632	57.5	390	35.5	77	7.0
Financial situation	628	52.2	494	41.1	80	6.7
Education	389	41.0	510	53.7	50	5.3
Job or work environment	449	46.7	430	44.7	82	8.5
Your physical health	395	32.6	723	59.7	93	7.7
Your mental health	483	40.4	643	53.8	70	5.9

**Note.** Respondents could also select “Not applicable,” those responses were removed from analysis.

Most individuals shared they are up to date, including their booster, on their vaccination status.

**Table 21.** Q23 What is your COVID-19 vaccination status?

Q23	Overall (n = )	
	#	%
Up to date (both doses of Moderna or Pfizer vaccine or single dose J&J vaccine and not eligible for booster)	259	20.1
Up to date including a booster	766	59.5
Unvaccinated	92	7.1
Partially vaccinated	81	6.3
Prefer not to specify	90	7.0

When asked how the local healthcare system handled the COVID-19 response, many individuals shared good, while 68.9% shared it was good or excellent.

Q24	Very Poor 1		Poor 2		Fair 3		Good 4		Excellent 5	
	#	%	#	%	#	%	#	%	#	%
How do you think your local healthcare system has handled the COVID-19 response?	80	6.2	90	7.0	359	27.9	563	43.7	196	15.2

Most respondents shared that they wished that vaccines were more readily available, and that there was more consistent communication throughout the pandemic. Many recognized that the County was doing the best they could with often changing information but wished for more consistency in messaging. Some felt confused by the changing rules and what they felt was conflicting communication.

## DEMOGRAPHICS

The tables below share the demographic make-up of the survey.

**Table 22.** D1 What is your gender?

D1	Overall (n = )	
	#	%
Male	307	23.8
Female	931	72.3
Transgender	1	0.1
Non-Binary	3	0.2
Prefer not to specify	44	3.4
Other	2	0.2

**Table 23.** D2 What is your employment status? *(Respondents were asked to check all that applied.)*

D2	Overall (n = )	
	#	%
Employed full time	563	43.7
Employed part time	126	9.8
Retired	444	34.5
Unemployed	35	2.7
D2 (continued)	Overall (n = )	
	#	%

Disabled	82	6.4
Student	17	1.3
Prefer not to specify	53	4.1
Other	32	2.5

**Table 24.** D3 During the last 12 months, what was your household income before taxes?

D3	Overall (n = )	
	#	%
Under \$14,999	132	10.2
\$15,000 to \$24,999	128	9.9
\$25,000 to \$49,999	209	16.2
\$50,000 to \$74,999	201	15.6
\$75,000 to \$99,999	177	13.7
Over \$100,000	215	16.7
Prefer not to specify	226	17.5

**Table 25.** D4 What is your household composition?

D4	Overall (n = )	
	#	%
Single, no children	302	23.4
Married without children	249	19.3
Married couple with children	355	27.6
Single parent	87	6.8
Unmarried couple without children	46	3.6
Unmarried couple with children	44	3.4
Multi-generational household	54	4.2
Multiple family household	13	1.0
Prefer not to specify	138	10.7



**Table 26.** D5 What type of household dwelling do you live in?

D5	Overall (n = )	
	#	%
House	896	69.6
Apartment	298	23.1
Mobile Home	33	2.6
Homeless	4	0.3
Shelter	2	0.2
Congregate living facility	13	1.0
Prefer not to specify	35	2.7
Other	7	0.5

**Table 27.** D6 What is your highest education level?

D6	Overall (n = )	
	#	%
Less than high school	33	2.6
High school graduate or GED	228	17.7
Some college, no degree	189	14.7
2-year college degree	229	17.8
4-year college degree or higher	535	41.5
I prefer not to answer	74	5.7

**Table 28.** D7 What is your race? *(Respondents were asked to select all that applied.)*

D7	Overall (n = )	
	#	%
American Indian or Alaska Native	16	1.2
Asian or Asian American	1	0.1
Black or African American	26	2.0
Middle Eastern or North African	3	0.2
Native Hawaiian or Pacific Islander	2	0.2
White	1118	86.8
Don't know/not sure	6	0.5
I prefer not to answer	106	8.2
Another race not listed above	10	0.8

**Table 29.** D8 What is your ethnicity?

D8	Overall (n = )	
	#	%
Hispanic or Latinx	18	1.4
Not Hispanic or Latinx	1018	79.0
Don't know/not sure	43	3.3
I prefer not to answer	209	16.2

**Table 30.** D9 Do you have a long-lasting or chronic condition (such as physical, visual, auditory, cognitive, emotional, or other) that requires ongoing accommodations for you to conduct daily life activities?

D9	Overall (n = )	
	#	%
Yes	360	28.0
No	813	63.1
I prefer not to answer	115	8.9

## Appendix B - Cayuga County CHA/CSP Primary Research In-Depth Interviews - Full Report December 2022

### Key Stakeholder Interview Participants

Community input on the healthcare needs of the population was received through in-depth interviews conducted with 24 community stakeholders representing community leaders, health organization administrators, public health stakeholders, and social service personnel. Participants provided relevant information regarding the health needs of the community. Findings from the key stakeholders provided valuable insights and information which was used during the needs prioritization process.

Name	Title	Organization
Laura Clary	Health and Wellness Director	Auburn YMCA
Sara Douglass	Lead Advocate – Disabled Services	ARISE, Inc.
Kimberly Dunn	Director of Programming	Chapel House
Chris Ehlers	Seneca Programs & Food Security Director	Cayuga/Seneca – Community Action Programs
Amy Fuller	Executive Director	Cayuga County Chamber of Commerce
Patrick Heery	Reverend	Westminster Presbyterian Church
Stephanie Hutchinson	Executive Director	Auburn Housing Authority
Heather Petrus	Executive Director	Cayuga Counseling
Laurie Piccolo	Executive Director	Cayuga/Seneca – Community Action Plans
Paris Price	Reverend	Harriet Tubman Memorial AME Zion Church
Brian Schenck	Sheriff	Cayuga County Sheriff's Office
Kezia Sullivan	Director of Operations	Auburn Ambulance
Kevin Swab	Director	Cayuga County Veterans Services
Nancy Tehan	Executive Director	Play Space
Brenda Wieman	Director	Cayuga County Office for the Aging
Shari Weiss	Executive Director	Cayuga Community Health Network
Joanne Burcroff, RN, DON	Director of Nursing	Finger Lakes Center for Living at Auburn Community Hospital
David Duggan, MD	Physician – Cancer Care	Auburn Community Hospital
Mary Lou Chappell, CNM, NP	Auburn OB GYN & Women's Health	Auburn Community Hospital
Amy MacDonald, MD	Auburn OB GYN & Women's Health	Auburn Community Hospital
Michelle Graney	LCSW	Auburn Psychiatry
Christine Sherman, RN	Director of Auburn Community Hospital Cancer Center	Auburn Community Hospital
Michael Wilson, MD	Chief Medical Officer, Orthopedics	Auburn Community Hospital

### Key Findings

A question-by-question analysis is provided below.

- Using a scale of 1-10, where 10 indicates “high availability” and 1 indicates “limited availability”, how would you rate the overall availability of healthcare services for residents of the Cayuga County?

Limited 1 2 3 4 5 6 7 8 9 10 High

Why did you rate it that way?

The first question that was posed to community leaders related to access to healthcare. Individuals were asked to rate on a scale of 1 to 10.

One of the key themes identified is that multiple community leaders mentioned the need for individuals to travel. As one individual shared, “I would say that residents of Cayuga County have good access to the hospital, but when it comes to second opinions there is limited access unless they are willing to travel.”

Another added, “It depends on services. Some services are difficult to access, for lower income individuals, because some people need to travel out of town for some care.” Others mentioned that for those living in poverty, it is hard for them to access due to limited transportation in the County and services available locally. “Being downtown, it seems like people that don’t have transportation may have difficulty with access. Wish there were more availability of Urgent care in west end of County as they can’t get access,” one individual suggested.

### **What types of healthcare services does Cayuga County have a wide availability of (no problems with availability within the area)?**

Many individuals qualified their comments that there are issues with all care, and it is dependent upon location (rural areas). However, the data suggests that access to primary care is well established in the County. As one individual shared:

“Primary care and mental health. Cayuga County is long and narrow. There is more availability for healthcare in the Auburn area which is central. The Northern portion of Cayuga County, it’s sometimes more difficult to get someone into care up in the Cato, Fairhaven area, Red Creek. Same thing with Southern Cayuga County as in Moravia, Locke, there is some healthcare there but because we’re lacking public transportation to and from those places, patients sometimes find it difficult to get here. I’m not sure that anything is in abundance. Women’s health and mammograms are available and accessible in Auburn. But when you get to the farther reaches of the County, there’s much less availability in women’s healthcare. Probably some options for mammography in those parts.”

### **2. What types of healthcare services are limited in Cayuga County?**

Community stakeholders were asked to identify the types of healthcare services that are limited in Cayuga County. Although individuals referenced many types of care, pediatric care, particularly specialty care, was identified as one area. Another area of concern was mental health and substance use treatment. As one individual commented, “substance use treatment is limited as well as mental health (which is significantly overwhelmed).”

### **3. What types of healthcare services are not available in Cayuga County that you think should be available?**

When asked about what services are not available in Cayuga County, many individuals commented that treatment for cancer is lacking. One person indicated, “cancer treatment is lacking and is important. Radiation treatment in particular is lacking.”

Others noted that cancer treatment services are not available, and many residents leave the area for care. Others shared the need for more preventative screenings and increased access for mental health and substance use services.

4. **(IF SERVICES WERE LISTED FOR LACKING or NON-EXISTENT)** Among those services you mentioned are lacking or not available in Cayuga County, which one should be the highest priority to act upon in the short term?

For services that are lacking, individuals felt that cancer treatment and mental health services should be the priority.

5. What do you believe are the most important issues related to the health system in Cayuga County?  
*Probe but do not read list.*

When asked what the most important issues are related to the health system in Cayuga County, many individuals commented on access to quality mental health care. Many also commented on the hospital system being overwhelmed, and not able to accept new patients. Some commented on the issues of limited access in rural settings, and poor transportation options. Others indicated there are issues surrounding health literacy, along with issues of language barriers.

## HEALTH BEHAVIORS AND SOCIAL FACTORS

Health behaviors are actions taken by people that can impact their health. Social factors are facts and experiences that impact a person's lifestyle, including their ability to be healthy.

6. What do you believe are top health behaviors and social factors impacting individuals' health in Cayuga County?  
*Probe but do not read list.*

One of the key themes that emerged from this question was related to obesity and access to food. Many shared that a lack of access to healthy food is causing increased health issues within the County. As one individual shared, "The number one thing we see is the food that people are eating. Due to food insecurities, people get what they can get (food pantries; meal services; school lunches). The most common thing to see is the "big gulp" soda. Food is more expensive - shopping at gas stations and drug stores." Others mentioned issues such as social isolation (particularly in the elderly), mental health, and addiction.

## HEALTH PROBLEMS

Health problems are diseases, medical conditions or environmental factors that can affect a person's health.

7. What do you believe are the prevalent health problems in Cayuga County?  
*Probe but do not read list.*

One of the main health issues identified was lack of healthy eating in the County. Many suggested that County residents do not have access to healthy foods and the cost of food is increasing, and many are resorting to cheaper, less healthy options.

"We are not eating well, and it needs to become a priority. Young parishioners have no idea what healthy eating is. We need to teach people to eat well. When people can't afford to eat well, then they make poor choices, and this causes food insecurities."

Other issues that emerged were social isolation, mental health, substance use, addiction, and care for the elderly.

# HEALTHY COMMUNITY

A healthy community includes features that can improve the health and quality of life of the people who live there.

8. How do you think Cayuga County can improve as a healthy community? What does it do well? Where could it improve?  
*Probe but do not read list.*

Overall, individuals felt that there is some work that can be done to help in prevention efforts. Many felt that the County could improve in communications with the general public about what types of services are available and how to access. Others believed that the County could improve partnerships with non profits. One individual shared:

“We can improve on prevention efforts - we tend to be reactive. We need to be more collaborative with information sharing (data).”

# HEALTH EQUITY

9. Are there any specific groups of people in the service area that may be particularly vulnerable and in need of specific attention when it comes to healthcare service offerings? **(PROBE: Older adults; low income; special needs; racial/ethnic groups)**
- a. Yes
  - b. No

Nearly all individuals shared that vulnerable populations need special attention for healthcare service offerings. Individuals commented that minorities, disabled, elderly, homeless, low-income all require specific attention to best meet their needs and provide equitable healthcare.

10. What are the major barriers to accessing healthcare services for these groups?

The barriers identified for care were largely related to transportation, citing that transportation is limited to facilities. Others mentioned economic factors and issues regarding health literacy.

11. Apart from COVID-19 what is the biggest challenge the local community faces in improving the community’s health?

Stakeholders provide a multitude of answers regarding the biggest challenge for the local community. Some identified intergenerational poverty, diet and exercise, access to healthy foods, and overall wellness. The comments show how many initiatives are interwoven and the importance of collaborating across agencies and organizations and providing continuity of care for individuals.

12. What key activities should be considered/undertaken to improve healthcare delivery and health outcomes in Cayuga County?

Many of the comments provided by stakeholders identified a need for improved health literacy. This includes promoting and educating on the importance of healthy eating, exercise, and preventative care.

**COVID 19**

The next series of questions will be related to the COVID-19 pandemic and the impact it had on healthcare access and receiving care. For example, the ability to get tested for COVID-19, information on COVID-19 and its impact on health, information on vaccines and the ability to get vaccinated, or the ability to see a doctor for other health issues.

13. Using a scale of 1-10, where 10 indicates “severe” and 1 indicates “insignificant”, how would you rate the current impact of the COVID-19 pandemic on accessing healthcare services in Cayuga County?

Insignificant										Severe
1	2	3	4	5	6	7	8	9	10	

Why did you rate it that way?

Largely respondents felt that COVID-19 was not currently impacting accessing healthcare services. However, many noted that access to services now is having a longer wait time and there are still issues with staffing. “There is such a back log of people who need to see someone - staffing shortages - physicians who have retired. Especially a significant issue with specialists,” shared one individual.

14. Using the same scale, where 10 indicates “severe” and 1 indicates “insignificant”, how would you rate the current impact of the COVID-19 pandemic on healthcare service delivery (i.e., the ability to see a physician, go to hospital for care)? Why did you rate it that way? (Probe based on list below.)

Most individuals felt there are limited issues currently, however many commented that staff shortages continue to be an issue, particularly for specialty care providers. “Can get into see your doctor, however when needing a referral specialist, etc. you are waiting for extensive times due to COVID (related to staffing issues/shortages),” commented one individual.

Appendix C - Cayuga County CHA/CSP 2022-2024 - Primary Research - Online Survey Distribution Methodology Tracking Document - Email Blasts			
Organization Name	Type of Contact	Materials Obtained	Contact Info/Notes
Community Partners			
ARISE	Email	Flyer, link to survey, Press release	
Auburn Community Hospital Employees	Email	Flyer, link to survey, QR code	ACH shared the electronic survey with 30,982 unique individuals throughout Cayuga County.
Auburn Housing Authority	Email	Flyer, link to survey, Press release, hard copies (33)	Distributed at Malone Village (22) and Brogan Manor (11)
Auburn Prison	Email	Flyer, Link to survey, Press Release	
Catalyst Cayuga	Email	Flyer, link to survey, Press release	
Cayuga Centers	Email		
Cayuga Community Health Network	Email	Flyer, link to survey, press release	
CCHN Board Members	Email	Flyer, link to survey, press release	
Cayuga Counseling	Email	Flyer, link to survey, press release	
Cayuga County Board of Health	Email		
Cayuga County Breastfeeding Coalition	Email	Facebook	
Cayuga County Chamber of Commerce	Email	Flyer, link to survey, press release	
Cayuga County EMO	Email	Flyer, link to survey, press release	
Cayuga County Employees	Email	Flyer, link to survey, press release	
Cayuga County Legislators	Email	Flyer, link to survey, press release	
Cayuga County Office for the Aging	Email	Flyer, link to survey, press release, hard copies (35)	Given 450; completed 35 (mailed to clients)
Cayuga County Programs for Children with Special Health Care Needs	Email	Flyer, link to survey, press release	Emailed to parents (in EI and Preschool), Providers, and EI coordinators
CAP	Email	Flyer, link to survey, press release, hard copies (15)	Given 100; completed 15; emailed to staff and clients
City of Auburn Employees	Email	Flyer, link to survey, press release	
Downtown Auburn BID	Email	Flyer, link to survey, press release	
Elderly Choice	Email	Flyer, link to survey, press release	
Fingerlakes Mall	Email	Flyer, link to survey, press release	Responded: will display in mall
Girl Scouts	Email	Flyer, link to survey, press release	
Healing Communities	Email	Flyer, link to survey, press release	
Hillside	Email	Flyer, link to survey, press release	
Lifespan Therapies	Email	flyer, link, PR	
Mozaic	Email	Flyer, link to survey, press release	
New Beginnings Home Care	Email	Flyer, link to survey, press release	
New York Connects	Email	Flyer, link to survey, press release	
PlaySpace	Email	Flyer, link to survey, press release, hard copies (50)	Delivered
Rochester Regional Home Care	Email	Flyer, link to survey, press release	
Town/Village Clerks	Email	Flyer, link to survey, press release	
Unity House	Email	Flyer, link to survey, press release	
WIC	Email, phone	Flyer, link to survey, press release, hard copies (10)	Delivered; text blast sent to past and present clients (3,281 on 9/14@ 5:30pm)
YMCA Board Members	Email	Flyer, link to survey, press release	
Daycares/Preschools			
Auburn YMCA Daycare	Email	Flyer, link to survey, press release	
Auburn YMCA Preschool	Email	Flyer, link to survey, press release	
Aurora Preschool	Email	Flyer, link to survey, press release	
Cayuga Community College	Email	Flyer, link to survey, press release	
Cayuga-Onondaga BOCES Daycare	Email	Flyer, link to survey, press release	
Childcare Solutions	Email	Flyer, link to survey, press release	
Early Childhood Care Center	Email	Flyer, link to survey, press release	
Fun Beginnings 2	Email	Flyer, link to survey, press release	Printed and put in packets for distribution
Gavras Center	Email	Flyer, link to survey, press release	
Headstart	Email	Flyer, link to survey, press release, hard copies (6)	Given 65; completed 6 (65 for Dad's drop-off day (9/22))
Spring Street School	Email	Flyer, link to survey, press release	
Emergency Response			
Cayuga County Volunteer Firefighters	Email	Flyer, link to survey, press release	EMO
Four Town First Aid	Email	Flyer, link to survey, press release	EMO



Southern Cayuga Instant Aid	Email	Flyer, link to survey, press release	EMO
<b>Nursing Homes/Assisted Living Facilities</b>			
Auburn Nursing Home	Email	Flyer, link to survey, press release	
Fingerlakes Center for Living			Email sent to ACH for them to send to FL Center for Living
Northbrook Heights	Email	Flyer, link to survey, press release	
The Home	Email	Flyer, link to survey, press release	
The Commons at St. Anthony	Email	Flyer, link to survey, press release	
Westminster	Email	Flyer, link to survey, press release	
<b>Schools</b>			
Auburn	Email	Flyer, link to survey, press release	
Cato	Email	Flyer, link to survey, press release	
Cayuga Community College (Staff and Students)	Email	Flyer, link to survey, press release	
Cayuga-Onondaga BOCES	Email	Flyer, link to survey, press release	
Creative Minds Montessori	Email	Flyer, link to survey, press release	
Frontenac	Email	Flyer, link to survey, press release	
Montessori of the Fingerlakes	Email	Flyer, link to survey, press release	
Moravia	Email	Flyer, link to survey, press release	
Port Byron	Email	Flyer, link to survey, press release	
Peachtown	Email	Flyer, link to survey, press release	
Red Creek	Email	Flyer, link to survey, press release	
Southern Cayuga	Email	Flyer, link to survey, press release	
St. Albert the Great	Email	Flyer, link to survey, press release	
St. John Paul II Academy	Email	Flyer, link to survey, press release	
Tyburn	Email	Flyer, link to survey, press release	
Union Springs	Email	Flyer, link to survey, press release	
Weedsport	Email	Flyer, link to survey, press release	
Wells College	Email	Flyer, link to survey, press release	
<b>Senior Apartment Complexes</b>			
Bluefield Manor	Email	Flyer, link to survey, press release	
Boyle Center	Email	Flyer, link to survey, Press release, hard copies (48)	Given 150; completed 48
The Home	Email	Flyer, link to survey, press release	
Salato Gardens	Email	Flyer, link to survey, press release, hard copies	Homesite: 70 hard copies between Salato and Westshore- delivered (37-returned)
Schwartz Towers	Email	Flyer, link to survey, press release, hard copies (55)	Given 130; completed 55
Westshore Apartments	Email	Flyer, link to survey, press release	
<b>Wellness Centers</b>			
Auburn YMCA	Email	Flyer, link to survey, press release, table topper, hard copies (3)	Given 30; completed 9
Booker T. Washington Community Center	Email	Flyer, link to survey, press release, hard copies (15)	Given 30; completed 15
Cato Recreation Center	Email	Flyer, link to survey, press release, hard copies (0)	Given 15; completed 0
Champions for Life	Email	Flyer, link to survey, press release	
Swagler Strength	Email	Flyer, link to survey, press release	
Zen Den	Email	Flyer, link to survey, press release	
<b>Homeless Shelter</b>			
Chapel House	Email	Flyer, link to survey, press release	
<b>Businesses</b>			
Mackenzie Childs	Email	Flyer, link to survey, press release	
Friends Helping Friends (Food Pantry)	Email	flyer, hard copies (0)	Delivered at FP meeting; Given 25; completed 0
Auburn: Seymour Library	Email	flyer, link, social media	

**Appendix C - Cayuga County CHA/CSP 2022-2024 - Primary Research - Online Survey Distribution  
Methodology Tracking Document - Fax Blasts**

Organization Name	Type of Contact	Materials Obtained	Contact Info
<b>Dental Offices</b>			
Alec Gush	Fax	Flyer	
American Mobile Dental	Fax	Flyer	
Anthony Tabone	Fax	Flyer	
Aspen Dental	Fax	Flyer	
Auburn Dental Associates	Fax	Flyer	
Auburn Family Dental	Fax	Flyer	
Aurora Dental Studio	Fax	Flyer	
Beautiful Smiles	Fax	Flyer	
C-K Family Dental	Fax	Flyer	
Duthie Orthodontics	Fax	Flyer	
East Hill Family Dental	Fax	Flyer	
Edward Nolan	Fax	Flyer	
Endodontic Specialists	Fax	Flyer	
Fingerlakes Smiles	Fax	Flyer	
Hogan and Graceffo	Fax	Flyer	
James and William Elkovitch	Fax	Flyer	
Keating Family Dental	Fax	Flyer	
Lesch & Lesch Family Dentistry	Fax	Flyer	
Michael Speck	Fax	Flyer	
Oleska Dental Care	Fax	Flyer	
Paul Karpinski	Fax	Flyer	
Simmonds, Brady&Loi	Fax	Flyer	
Thomas Clary Jr.	Fax	Flyer	
<b>Health Care Facilities/Physician Offices</b>			
Auburn Family Care	Fax	Flyer	
Auburn Internal Medicine and Pediatrics	Fax	Flyer	
Auburn Pediatrics PLLC	Fax	Flyer	
Auburn Primary Care	Fax	Flyer	
Aurora Community Health Center	Fax	Flyer	
Children's Health PC	Fax	Flyer	
East Hill Family Medical	Fax	Flyer	
Family Care Medical Group PC, Aurora Community Medical Center	Fax	Flyer	
Family Health Network of Central NY - Moravia Health Center	Fax	Flyer	
Internal Medicine Associates of Auburn	Fax	Flyer	
Jang Boo Chi, MD	Fax	Flyer	
John F. Eppolito, MD	Fax	Flyer	
Port Byron Community Health Center	Fax	Flyer	
Trinity Family Medicine	Fax	Flyer	
<b>Other</b>			
ACH Coronary Care Unit	Fax	Flyer	
Advanced OB/GYN	Fax	Flyer	
AMMS Family Medicine	Fax	Flyer	
Auburn Cardiologist Associates	Fax	Flyer	
ACH	Fax	Flyer	
ACH ED	Fax	Flyer	
Auburn Obstetrics & Gynecology	Fax	Flyer	
Auburn Rehabilitation Center and Nursing Center	Fax	Flyer	
Bluefield Manor	Fax	Flyer	
Boyle Center	Fax	Flyer	
Brookside Veterinary Clinic	Fax	Flyer	
Cayuga Veterinary Services	Fax	Flyer	
Chestnut Ridge Animal Hospital	Fax	Flyer	
Contemporary Obstetrics & Gynecology	Fax	Flyer	
David J. Martin, MD	Fax	Flyer	
Dr. William Bock	Fax	Flyer	
Fair Haven Senior Apartments	Fax	Flyer	
Finger Lakes Medical Care Center	Fax	Flyer	
Homestead Large Animal	Fax	Flyer	
Hospice of the Finger Lakes	Fax	Flyer	
Iris Goldfarb Mobile Veterinary Clinic	Fax	Flyer	
Jeffery Carlberg, MD and MaryBeth Carlberg, MD	Fax	Flyer	
Jordan Elbridge Medical Center	Fax	Flyer	
Mercy Apartments	Fax	Flyer	
Moravia Veterinary Hospital	Fax	Flyer	
Northbrook Heights	Fax	Flyer	
Scat Van	Fax	Flyer	
Sodus Community Health	Fax	Flyer	
Springport Veterinary Service	Fax	Flyer	
Summit Pediatrics	Fax	Flyer	
The Commons at St. Anthony	Fax	Flyer	
Union Springs Senior Apartments	Fax	Flyer	
Unity House of Cayuga County	Fax	Flyer	
Urgent Care of Auburn	Fax	Flyer	
Urgent Medical Care of Skaneateles	Fax	Flyer	
Weedsport Animal Hospital	Fax	Flyer	
West Shore Apartments	Fax	Flyer	
Westminster Manor	Fax	Flyer	
Women's Health Specialists	Fax	Flyer	

Appendix C - Cayuga County CHA/CSP 2022-2024 - Primary Research - Online Survey Distribution Methodology Tracking Document - Phone Calls			
Organization Name	Type of Contact	Materials Obtained	Contact Info/Notes
<b>Businesses</b>			
Auburn Auto Group	Phone	flyers (2) @each location	
Bass Pro Shops	Phone	flyer (2)	
CLNB	Phone	flyer	
D&W Diesel	Phone		
Dicks Sporting Goods	Phone	flyer	
Empower FCU			
Five Star Bank	Phone	flyer	
Generations Bank			
Kohl's	Phone		
LeBrun Nissan	Phone	flyer	
Lyons National Bank			
NYSEG	Phone	link to survey	Text Blast to employees
Ollies	Phone		
Reisters	Phone		
Tops (Auburn)	Phone	flyer	
Tompkins Community Bank	Phone	flyer	
<b>Food Pantries</b>			
Auburn Task Force (Soup Kitchen)			
Brutus-Sennett Food Pantry	Phone	flyer	
Calvary Food Pantry	Phone	flyer, hard copies (9)	Delivered at FP meeting; Given 10; completed 9
Cato Christian Food Pantry	Phone	flyer , hard copies (0)	Delivered 9/9; Given 15; completed 0
Fair Haven Community Church Cupboard	Phone	flyer, hard copies (1)	Given to CAP to deliver; Given 40; completed 1
King Ferry Food Pantry	Phone	flyer	delivered
Moravia Hope Food Pantry	Phone	flyer, hard copies (9)	Given 80; completed 9
Port Byron Food Pantry	Phone	flyer	
Salvation Army (Food Pantry and Soup Kitchen)	Phone	flyer, hard copies (0)	Delivered; Given 20; completed 0
SS Peter and John (Soup Kitchen)	Phone	flyer	Delivered at FP meeting
St. Alphonsus Church	Phone	flyer, hard copies (1)	Delivered at FP meeting; Given 25; completed 1
Throopsville Community Food Pantry	Phone	hard copies (3)	Given to CAP to deliver; Given 25; completed 3
Western Cayuga County Emergency Food Pantry	Phone	flyer, hard copies (3)	Delivered at FP meeting; Given 20; completed 3
<b>Libraries</b>			
Aurora: Aurora Public Library	Phone	flyer	

Cato: Lang Memorial Library	Phone	flyer	
Moravia: Moravia Powers Library	Phone	flyer, hard copies (0)	Given 50; completed 0
Port Byron: Port Byron Public Library	Phone	flyer	
Southern Cayuga: Hazard Library	Phone	flyer, hard copies (0)	Given 50; completed 0
Union Springs: Springport Library	Phone	flyer, hard copies (0)	Given 50; completed 0
Weedsport: Weedsport Free Library	Phone	flyer, hard copies (1)	Delivered; given 40; completed 1
<b>Senior Apartment Complexes</b>			
Standart Woods	Phone	Flyers, hard copies (0)	Delivered 9/14; Given 100; completed 0
The Grove	Phone		
Genesee Gardens	Phone	flyer, hard copies (4)	Delivered 9/14; Given 60; completed 4
<b>Community Partners</b>			
Hospice	Phone	email to staff	
CenterWell Home Health	Phone	email, flyer, hard copies (4)	

Appendix C - Cayuga County CHA/CSP 2022-2024 - Primary Research - Online Survey Distribution Methodology Tracking Document - Phone Calls - Walk-Ins			
Organization Name	Type of Contact	Materials Obtained	Contact Info/Notes
Gas Stations			
Bayside Grocery (Fair Haven)	walk-in	flyer	
Byrne Dairy and Deli (Elbridge)	walk-in	flyer	State Rt 5, Elbridge
Circle K (Montezuma)	walk-in	flyer	
Fastrac (Auburn)	walk-in	flyer	
Genoa Pitstop	walk-in	flyer	
King Ferry Corner Store	walk-in	flyer	
Kwik Fill	walk-in	flyer	Grant Ave
Lakeside Convivence Store (Union Springs)	walk-in	flyer	
Pitstop (Port Byron)	walk-in	flyer	
Pitstop (Weedsport)	walk-in	flyer	
Reds West End Convenience Store	walk-in	flyer	Fair Haven
Speedway (Auburn)	walk-in	flyer	Grant Ave
Speedway (Moravia)	walk-in	flyer	
Sunoco (Auburn, Rt 34B)	walk-in	flyer	
Wilcox General Store	walk-in	flyer	
Restaurants			
Ann's Dinner			99 Grant Ave, Auburn
AT Walley	walk-in	flyer	119 Genesee Street, Auburn
Bailiwick Market and Café	walk-in	flyer	441 State Rt 5, Elbridge
Café 108	walk-in	flyer	108 Genesee Street, Auburn
Cato's NY Pizzeria	walk-in	flyer	11374 South Street, Cato
Classic Cones	walk-in	flyer	Port Byron
DB's Drive In	walk-in	flyer	8951 North Seneca Street, Weedsport
Domino's	walk-in	flyer	Dill Street, Auburn
Downtown Deli	walk-in	flyer	Grant Ave Plaza, Auburn
Dunkin'	walk-in	flyer	2 East Genesee Street, Auburn
Dugan's Bar and Grill	walk-in	flyer	3448 NY-34B, Aurora
Giuseppe's Pizzeria	walk-in	flyer	161 Main Street, Moravia
Hardware Café	walk-in	flyer, table toppers	Fair Haven
Historic Grounds Coffee	walk-in	flyer	83 Genesee Street, Auburn
Hunter Diner	walk-in	flyer	18 Genesee Street, Auburn
King Ferry Pizzeria	walk-in	flyer	1007 Main, King Ferry
Kostas Bar and Grill	walk-in	flyer, table toppers	105 Grant Ave, Auburn -Needs to be delivered
Lascas	walk-in	flyer	252 Grant Ave, Auburn
Lewis' Restaurant	walk-in	flyer, table toppers	343 Genesee Street, Auburn
Mesa Grande Taqueria	walk-in	flyer	100 Genesee Street, Auburn
Moe's	walk-in	flyer	Grant Ave Plaza, Auburn
New Hope Mills Diner	walk-in	flyer, table toppers	181 York Street, Auburn
Nino's Pizzeria	walk-in	flyer	173 South Street, Auburn

Nino's Pizzeria	walk-in	flyer	Port Byron
NY Pizzeria	walk-in	flyer	Grant Ave Plaza, Auburn
NY Pizzeria	walk-in	flyer	117 Main Street, Moravia
Parker's Grille and Tap House	walk-in	flyer	129 Genesee Street, Auburn
Pavlos' Diner	walk-in	flyer, table toppers	6 York Street, Auburn
Port Byron Diner	walk-in	flyer, table toppers	
Prison City	walk-in	flyer	28 State Street, Auburn
Simple Roast Coffee Huts	walk-in	flyer	306 Grant Ave & 315 West Genesee Street
Swabby's	walk-in	flyer, table toppers	
<b>Recreation/Entertainment</b>			
Aurora Brewery	walk-in	flyer	1891 State Route 90N, King Ferry
Colloca (Winery)	walk-in	flyer, table toppers	Fair Haven
Good Shepherd's Brewery	walk-in	flyer	132 Genesee Street, Auburn
Lunkenhiemer's Brewery	walk-in	flyer	8931 North Seneca Street, Weedsport
Movieplex	walk-in	flyer (2)	360 Grant Ave, Auburn
State Parks (Longpoint)	walk-in	flyer	
Wineries (Long Point, Quarry Ridge, Bright Leaf Vineyard, Treleaven Wines, Heart&Hands)	walk-in	flyer	
<b>Churches</b>			
Genoa Church (downtown Genoa)	walk-in	flyer	
King Ferry Presbyterian Church	walk-in	flyer	
St. Patrick's Church (Aurora)	walk-in	flyer	
St. Paul's Church (Aurora)	walk-in	flyer	
<b>Other</b>			
Aurora Fire Department	walk-in	hard copies (20); returned (1)	
CCHD Drive Thru Flu Clinic	drive thru	hard copies (19)	Completed while waiting in their cars after they received their flu vaccine
Crazy Beautiful	walk-in	flyer	
COB (Table)	walk-in	hard copies (26)	
DMV/COB	walk-in	flyer	
Dodge City Clippers Hair Salon	walk-in	flyer	
Dollar General (Union Springs)	walk-in	flyer	
Dunn Tire	walk-in	flyer	
Fair Haven Public Library	walk-in	flyer, table toppers, hard copies (1)	delivered; completed 1
Flawless Cuts	walk-in	flyer	
Harry's Tire	walk-in	flyer	
Jason's NY Pizzeria (Union Springs)	walk-in	flyer	
Kinney Drugs (Moravia)	walk-in	flyer	
Kinney Drugs (Weedsport)	walk-in	flyer	
Laundry Mat (Union Springs)	walk-in	flyer	
Mail-In	mail-in	hard copies (3)	Mailed hard copies into HD (3)
Martville Post Office	walk-in	flyer	
Midas Tire	walk-in	flyer	

Millstone Golf Course	walk-in	flyer (2)	
Modern Market (Moravia)	walk-in	flyer	
PetCo	walk-in	flyer	
Rent-A-Center	walk-in	flyer	
Rudolph's Sugar Shack	walk-in	flyer	
Pete's Treats (Union Springs)	walk-in	flyer	
Play Space	walk-in	flyer, hard copies (13)	Given 50; completed 13; had table at Play Space to help families fill out survey
Spirit Halloween Store (Finger lakes Mall)	walk-in	flyer	
Sterling Post Office	walk-in	flyer	
Sterling Senior Group	walk-in	hard copies (18)	distribution at flu clinic (Oct. 6th @11am)
Stryker Homes	walk-in	flyer, hard copies (6)	Given 50; completed 6
The Home (assisted with survey)	walk-in	hard copies (2)	
Town Hall of Conquest	walk-in	flyer	
Town Hall of Fair Haven	walk-in	flyer	
Town Hall of Port Byron	walk-in	flyer	
Town Hall of Victory	walk-in	flyer	
Town Hall of Sterling	walk-in	flyer	
Town of Ledyard	walk-in	flyer	
Town of Locke	walk-in	flyer	
Union Springs Supermarket	walk-in	flyer	
Upper Room Barber Shop	walk-in	flyer	
<b>Businesses</b>			
AAI	walk-in	flyer	
ACFCU	walk-in	flyer	
Advanced Auto Parts	walk-in	flyer	
Americu	walk-in	flyer	
Army Navy Store	walk-in	flyer	Grant Ave Plaza, Auburn
Aurora Post Office	walk-in	flyer	
Aurora Market	walk-in	flyer	
Auto Zone	walk-in	flyer	
Bidleman Ford	walk-in	flyer (2)	
Burger King	walk-in	flyer	
Cost Cutters	walk-in	flyer	Grant Ave Plaza, Auburn
Dollar General (Port Byron)	walk-in	flyer	
Erie Materials	walk-in	flyer	
Famous Footwear	walk-in	flyer	Grant Ave Plaza, Auburn
Five Below	walk-in	flyer	Grant Ave Plaza, Auburn
Front Porch Gift Shop	walk-in	flyer	Fair Haven
Gillispe Chevrolet	walk-in	flyer	
Hallmark	walk-in	flyer	Grant Ave Plaza, Auburn
Harbor Freight	walk-in	flyer	Grant Ave Plaza, Auburn

Herbst Pharmacy	walk-in	flyer	Port Byron
Key Bank (Grant Ave)	walk-in	flyer	
Kwik Fill	walk-in	flyer	Grant Ave
LNB Bank	walk-in	flyer	
Main&Pinkney	walk-in	flyer	
M&T Bank (Grant Ave)	walk-in	flyer	
Marshalls	walk-in	flyer	Grant Ave Plaza, Auburn
Owen Illinois	walk-in	flyer	
Owen Orchards	walk-in	flyer	Port Byron
Savannah Bank (Fair Haven)	walk-in	flyer, table toppers	Fair Haven
Savannah Bank (Port Byron)	walk-in	flyer, table toppers	Port Byron
Sherwin Williams	walk-in	flyer	Grant Ave Plaza, Auburn
Spectrum	walk-in	flyer	Grant Ave Plaza, Auburn
T-Mobile	walk-in	flyer	Grant Ave Plaza, Auburn
Thrifty Shopper	walk-in	flyer	Grant Ave Plaza, Auburn
Verizon	walk-in	flyer	Grant Ave
WellNow Urgent Care	walk-in	flyer	Grant Ave



Appendix D – Cayuga County CHA/CSP 2022-2024 – Community Assets and Resources								
Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
211 Mid-York	N/A	211	N/A	<a href="https://www.211midyork.org/">https://www.211midyork.org/</a>	See website or call 211 for community resources that may not be listed on this community resource document.			
Area County Health Departments								
Cayuga County Health Department	8 Dill St. Auburn, NY 13021	315-253-1560	<a href="mailto:cchealth@cayugacounty.us">cchealth@cayugacounty.us</a>	<a href="#">Health Department   Cayuga County, NY</a>	Divisions- Community Health Services, Programs for Children with Special Health Care Needs, Environmental Health, WIC Supplemental Food Program.	Varies based on program	Cayuga County residents	Cayuga County
Disability								
ARISE	21 Lincoln St. Auburn, NY 13021	315-604-4060	<a href="mailto:sdouglass@ariseinc.org">sdouglass@ariseinc.org</a>	<a href="https://www.ariseinc.org/">https://www.ariseinc.org/</a>	ILST- Our Independent Living Skills Training can help you learn, improve, or maintain life skills needed to live independently in the community.	OPWDD eligibility	Individuals with developmental disabilities	Cayuga County
		315-671-3092	<a href="mailto:mschwanke@ariseinc.org">mschwanke@ariseinc.org</a>		Respite services give parents and caregivers a much-needed break to work, run errands or just relax. ARISE's trained staff provide safe supervision and a variety of social and recreational experiences to children and adults with disabilities.	OPWDD eligibility	Individuals with developmental disabilities	Cayuga County
		315-671-3097	<a href="mailto:mmusumeci@ariseinc.org">mmusumeci@ariseinc.org</a>		The TBI (traumatic brain injury) Waiver program is designed to allow individuals who have suffered a traumatic brain injury or stroke to stay in or return to their homes and continue to make choices about their own care. Waiver programs are specifically for people who would otherwise be in an institution (nursing home, hospital) for long-term care.	18+, SNF level of care, Medicaid eligible	TBI survivors	Regional

Appendix D – Cayuga County CHA/CSP 2022-2024 – Community Assets and Resources								
Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
Cayuga Counseling Services	17 East Genesee St. Auburn, NY 13021	315-253-9795	N/A	<a href="#">About Cayuga Counseling Services – Cayuga Counseling Services</a>	Cayuga Counseling Services, Inc. provides specialized crisis, clinical and preventive services to persons with intellectual disabilities and co-occurring disorders. The mission is to serve the full range of needs of persons with intellectual disabilities and developmental disabilities by expanding the number and types of community-based services and developing new methods of services delivery through comprehensive services with systems of care to individuals of any age and to provide the opportunity to attain the highest level of independence through an individualized service program specifically designed for that person.	Medicaid and OPWDD eligibility	Individuals with a developmental disability	Cayuga County
E. John Gavras Center	182 North St. Auburn, NY 13021	315-255-2746	N/A	<a href="#">E. John Gavras Center</a>	Provides occupational therapy and physical therapy for students with disabilities.	Students with disabilities	Individuals with a developmental disability	Cayuga County
Mozaic	1521 Clark Street Rd. Auburn, NY 13021	315-539-5067	N/A	<a href="#">Mozaic</a>	Offers a variety of services: Article 16 Clinic Services, Camp Columbus, Children and Youth Services, Community Pre-Vocational, Community Support Services, Day Services, Drive (college-based program), Integrated Supportive Housing, Keuka Lake School, Residential, Spotlight Studios, and Supported Employment.	Adults and Youth with Disabilities	Individuals with a developmental disability	Regional
Unity House	217 Genesee St. Suite 4 Auburn, NY 13021	315-253-6227	<a href="mailto:dayservices@unityhouse.com">dayservices@unityhouse.com</a>	<a href="https://www.unityhouse.com">https://www.unityhouse.com</a>	Day Habilitation- One-on-one social interaction and group sessions with trained staff builds individuals' self-worth, independence, and life skills.	Mental health diagnosis, substance/alcohol use disorder, or developmental disability	Mental health diagnosis, substance/alcohol use disorder, or developmental disability	Cayuga and Tompkins Counties

Appendix D – Cayuga County CHA/CSP 2022-2024 – Community Assets and Resources								
Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
			<a href="mailto:pwddresidential@unityhouse.com">pwddresidential@unityhouse.com</a>		Residential Services- Supervised housing sites provide 24-hour support by trained staff. Supportive housing sites include 1-2 person apartments with intermittent staff assistance provided throughout the week as needed.	Mental health diagnosis, substance/alcohol use disorder, or developmental disability	Mental health diagnosis, substance/alcohol use disorder, or developmental disability	Cayuga Tompkins and Onondaga Counties
			<a href="mailto:respite@unityhouse.com">respite@unityhouse.com</a>		Respite Care- Emergency and planned respite care provides 24-hour staffing in a comfortable, home-like environment for overnight stays.	Mental health diagnosis, substance/alcohol use disorder, or developmental disability	Mental health diagnosis, substance/alcohol use disorder, or developmental disability	Cayuga and Tompkins Counties
			<a href="mailto:selfdirection@unityhouse.com">selfdirection@unityhouse.com</a>		Self-Direction- Partners with individuals and their families to give them a choice of supports and services that best fit their needs.	OPWDD eligibility	Individuals with developmental disabilities	Cayuga and Tompkins Counties
			<a href="mailto:dayservices@unityhouse.com">dayservices@unityhouse.com</a>		Individualized Support Services (ISS)- ISS is designed to help people live on their own rather than in an OPWDD-certified program or with other family members.	OPWDD eligibility	Individuals with developmental disabilities	Regional
			<a href="mailto:kdagnesi@unityhouse.com">kdagnesi@unityhouse.com</a>		Employment Services- UES provides individuals with differing abilities the opportunity to prepare for and/or find competitive, meaningful employment in their community. Services include Supported Employment (SEMP), Employee Training Program (ETP), Pathway to Employment (PTE), Community-Based Prevocational Services (CBPV) and more.	Mental health diagnosis, substance/alcohol use disorder, or developmental disability	Mental health diagnosis, substance/alcohol use disorder, or developmental disability	Cayuga, Onondaga, Ontario, Seneca, and Wayne Counties

## Appendix D – Cayuga County CHA/CSP 2022-2024 – Community Assets and Resources

Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
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Domestic Violence								
Cayuga Counseling	17 East Genesee St. Auburn, NY 13021	315-253-9795	N/A	<a href="#">Sexual Assault Victims Advocate Resource – Cayuga Counseling Services</a>	Child Advocacy Center (CAC): Builds upon the multidisciplinary team approach by providing a non-threatening, child-focused environment where investigations, evaluations, treatment, and prosecution of child sexual abuse cases can be conducted by team members and where appropriate supportive services to victims and their non-offending family members can be provided. Both the National Children's Alliance (NCA) and the New York State of Children and Family Services (OCFS) provide a framework of standards for developing and established Child Advocacy Centers.	All	Must be a victim/witness to sexual assault and/or physical violence birth to 18 years	Cayuga County
					SAVAR: Provides free and confidential services, 24-hour hotline, specialized therapists, support and education groups, accompaniment and advocacy, crime victims compensation, and community and professional education.	All	Sexual Assault Victims	Cayuga County
Community Action Programs (CAP) Cayuga/Seneca	89 York St. Suite 1 Auburn, NY 13021	315-255-1703	N/A	<a href="#">CAP Cayuga/Seneca – Community Action Programs (caphelps.org)</a>	Intervention- This program assists survivors of domestic violence and their children to attain a life free of violence. Services include a 24-hour hotline (1-315-255-6221), safe, temporary shelter, advocacy, safety planning assistance, supportive counseling, survivors' support group, children's group, and educational presentations.	Women, men, and children	Domestic violence survivors	Cayuga and Seneca Counties
					Transitional Housing- This program provides rental subsidies and case management to survivors of domestic violence and their children.	Women, men, and children	Domestic violence survivors	Cayuga and Seneca Counties
					Victim Compensation Claims Assistance- This program is funded through NYS Office of Victim Services and provides assistance to victims of crime with applying for financial assistance to assist with items such as medical bills, lost wages, and counseling expenses related to the crime.	Adults	Domestic violence survivors	Cayuga and Seneca Counties

Appendix D – Cayuga County CHA/CSP 2022-2024 – Community Assets and Resources								
Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
					Improved Criminal Justice Response- This program supports the work of a Domestic Violence High Risk Team to screen, assess and develop collaborative interventions for high-risk cases of domestic violence where repeat or escalation of violence is likely. Interventions may include home visitation through the Domestic Violence Follow-Up Program by Auburn Police Department and Cayuga County Sheriff's Office.	Adults	Domestic violence survivors	Cayuga and Seneca Counties
					Supervised Visitation/Safe Exchange Center- This program supports and facilitates safe visitation and exchanges for families experiencing domestic violence. Free of charge, court-ordered or self-referred parents can exercise visitation or safe exchange of their children with the non-custodial parent when appropriate. The "Center" provides a secure, nurturing, welcoming child-friendly environment.	Parents and families	Domestic violence survivors	Cayuga and Seneca Counties
NYS Coalition Against Sexual Assault	30 North Greenbrush Rd. Suite 3 Troy, NY 12180	800-942-6906	N/A	<a href="https://nyscasa.org">New York State Coalition Against Sexual Assault (nyscasa.org)</a>	Information and resources for rape, DV survivors. Search for local supports. 24/7 assistance.	All	Domestic violence survivors	United States

## Appendix D – Cayuga County CHA/CSP 2022-2024 – Community Assets and Resources

Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
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### Education

ARISE	21 Lincoln St. Auburn, NY 13021	315-671-5421	<a href="mailto:bburnham@ariseinc.org">bburnham@ariseinc.org</a>	<a href="https://www.ariseinc.org/">https://www.ariseinc.org/</a>	Educational Advocacy- Our trained education advocates support students with disabilities and their parents by helping them navigate the complex special education system. We provide information and guidance to ensure students with disabilities have access to the support and services they need to be successful in school.	Must have a disability, OPWDD eligibility a plus	Preschool-12th grade	Cayuga County
Cayuga/ Onondaga BOCES	1879 W. Genesee St. Rd. Auburn, NY 13021	315-253-0361	N/A	<a href="http://Cayuga-Onondaga BOCES / Homepage (cayboces.org)">Cayuga-Onondaga BOCES / Homepage (cayboces.org)</a>	Includes classroom and at home learning for adult to obtain a High School Equivalency Degree/GED.	All	Individuals without a highschooler diploma	Cayuga and Onondaga Counties
E. John Gavras Center	182 North St. Auburn, NY 13021	315-255-2746	N/A	<a href="#">Advocacy — E. John Gavras Center</a>	Programs Provided- Preschool, Day Habilitation, Imagination Library, Nursing Services, OT, PT, Social and Emotional Well Being, Special Education, Speech and Language Therapy, and Childcare Services.	All	Preschool	Cayuga County

### Emergency Assistance

Catholic Charities Finger Lakes	134 East Genesee St. Auburn, NY 13021	315-253-2222	<a href="mailto:ccfl@dor.org">ccfl@dor.org</a>	<a href="http://Catholic Charities Finger Lakes   Help that works. Hope that lasts. (catholiccharitiesfl.org)">Catholic Charities Finger Lakes   Help that works. Hope that lasts. (catholiccharitiesfl.org)</a>	Emergency Assistance Program- information and referral, collaboration with other human service agencies, churches, service groups, etc., limited financial assistance (when funds are available), assessment of household emergencies that threaten basic needs and household stability, education of individuals about community resources. Auburn- call 315-253-2222.	Income guidelines	Low income	Cayuga County
Cayuga County Department of Social Services	160 Genesee St. Auburn, NY 13021	315-253-1011	N/A	<a href="https://www.cayugacounty.us/260/Social-Services">https://www.cayugacounty.us/260/Social-Services</a>	ERAP- This Emergency Rental Assistance Program is a state funded program specifically for those households with an income too high to participate in the federally funded ERAP. This program was created to serve additional households and better support landlords.	Income guidelines	Low income	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
					HEAP- The Home Energy Assistance Program helps low-income individuals pay the cost of heating their homes.	Low income	Low income	Cayuga County
					TANF/Safety Net- Temporary Assistance is temporary financial help for needy men, women, and children. If you are unable to work, can't find a job, or your paycheck does not meet your everyday expenses, TA may be able to help you.	TANF (Temporary Assistance for Needy Families) is for households with children. Safety Net Assistance is for single people or couples without children (there is a 45-day wait for assistance in this program).	Low income	Cayuga County
					Emergency Temporary Assistance- Temporary financial help to needy men, women, and children. Emergency Assistance is for households that are facing emergencies through no fault of their own, due to a sudden and unexpected event or loss of income.	Needy men, women, and children	Low income	Cayuga County
Community Action Programs (CAP) Cayuga/Seneca	89 York St. Suite1 Auburn, NY 13021	315-255-1703	N/A	<a href="http://caphelps.org">CAP Cayuga/Seneca – Community Action Programs (caphelps.org)</a>	Emergency Baby Pantry - This program provides income eligible families in Seneca County with children aged 0-24 months with diapers, formula, wipes, diaper cream, car seats, clothing, and blankets monthly.	Income guidelines	Babies and parents	Cayuga/Seneca Counties
					Emergency Services - This program works with families and individuals through crisis situations. Emergency Services provides food, advocacy, shelter, prescription assistance, emergency transportation assistance, and responds to a wide array of crisis situations.	None	Families in crisis	Cayuga/Seneca Counties
					HEAP- Cayuga/Seneca is under contract with the Cayuga County Department of Social Services to process HEAP applications. HEAP (HOME EMERGENCY ASSISTANCE PROGRAM) provides critical financial assistance to help	Income guidelines	Low income	Cayuga/Seneca Counties

Appendix D – Cayuga County CHA/CSP 2022-2024 – Community Assets and Resources								
Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
					families and individuals in need heat their homes during the winter.			
					Free clothing- Open to all Cayuga County residents: 89 York Street, Auburn, NY Hours of operation are Mondays and Wednesdays 10 am- 2 pm and Tuesdays and Thursdays from 1 pm- 5 pm.  CAP Closet provides clean, gently used clothing in good condition to individuals and families in need. The program includes Dress for Success which provides job interview attire and other work-related clothing.	All	All	Cayuga County
					Warm the Children- this collaborative, multi-partner program provides warm winter coats and accessories to income-eligible children in need in Cayuga County aged 14 and younger.	14 and younger	Children and teens	Cayuga County
					Employment			
Cayuga Counseling Services	17 East Genesee St. Auburn, NY 13021	315-253-9795	N/A	<a href="http://www.cayugacounseling.eap.org">http://www.cayugacounseling.eap.org</a>	For the past 25 years Cayuga Counseling Services has offered Employee Assistance Programs (EAP) to businesses in the local and surrounding communities. An Employee Assistance Program is sponsored by employers as part of an overall benefits package for their staff members. An EAP, a low-cost addition to a benefits package, provides free and confidential assistance to employees dealing with the challenges of everyday living.	All	Businesses	Cayuga County
Cayuga County Chamber of Commerce	2 State St. Auburn, NY 13021	315-252-7291	N/A	<a href="#">Welcome - Cayuga County Chamber of Commerce   Auburn, NY</a>	Provides employment opportunities and a variety of resources for businesses.	All	Businesses	Cayuga County
Cayuga Economic Development Agency	2 State St. Auburn, NY 13021	315-252-3500	N/A	<a href="#">Cayuga Economic Development Agency – Growing Cayuga County (cayugaeda.org)</a>	Provides resources for small business owners, start-up companies, corporate executives, and site selectors.	All	Businesses	Cayuga County



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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
Cayuga Works Career Center	199 Franklin St. Auburn, NY 13021	315-253-1590	N/A	<a href="#">Cayuga Works Career Center   Cayuga County, NY</a>	Provides employer services (customized training for employees, assistance creating job descriptions and training outlines, and opportunities to defray costs associated with hiring and training new workers), Labor Market Information (laws, regulations, unemployment insurance and finding a job), Training (opportunities to adults, youth, and dislocated workers for vocational planning, career counseling, and skills training), and Job Search Resources.	All.	Adults, youth, and businesses	Cayuga County
Community Action Programs (CAP) Cayuga/Seneca	89 York St. Suite1 Auburn, NY 13021	315-255-1703	N/A	<a href="#">CAP Cayuga/Seneca – Community Action Programs (caphelps.org)</a>	Employment Support and Solutions- This program provides flexible one-time assistance to help TANF-eligible working families to obtain or retain employment. Funds may assist with housing, utilities, employment supports, car repairs, and other needs.	Income guidelines	Adults	Cayuga County
					Pathways Program- The Employment Pathways Program provides case management, skills training and flexible subsidies for schooling, transportation, day care and other needs to help program participants overcome individual barriers to employment. Employment Pathways connects unemployed and underemployed people to local job opportunities within growing local industries.	Income guidelines	Adults	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
Families and Children								
Catholic Charities Finger Lakes	134 East Genesee St. Auburn, NY 13021	315-253-2222	<a href="mailto:ccfl@dor.org">ccfl@dor.org</a>	<a href="https://catholiccharitiesfl.org">Catholic Charities Finger Lakes   Help that works. Hope that lasts. (catholiccharitiesfl.org))</a>	Family Case Management- 1:1 home-based family support, goal planning, communication. Program is individualized to meet the needs of parents and children, including financial stability, parenting and positive decision making.	None	Parents/families in need	Cayuga County
					Targeted Permanency Centers- Catholic Charities of the Finger Lakes realizes that adoption and guardianship families have unique needs. Whether the adoption is private, international, through the Foster Care System or other circumstances, our Targeted Regional Permanency Center Program is available to work directly with these families to address a variety of parenting, behavioral, emotional, or other family circumstances that create challenges to family stability. Services are available to families in Ontario, Seneca, Yates, Wayne, and Orleans County who have formally adopted or obtained a guardianship order for a minor child.	Services are provided to all post-adoption and guardianship households, regardless of income. This program is made possible through a grant from the New York State Office of Children and Family Services.	Adoptive families	Regional
					Supervised Visitation Center.	Court ordered visitation, foster care (referral from DSS), private pay.	Families who are required to have court ordered visitation	Regional
Cayuga Counseling Services	17 East Genesee St. Auburn, NY 13021	315-253-9795	N/A	<a href="#">About Cayuga Counseling Services – Cayuga Counseling Services</a>	Criminal Court Diversion Programs provide a variety of services and programs designed to divert and to rehabilitate young offenders and to provide alternatives to incarceration and pre-trial detention. Based on restorative justice models, the programs seek to reduce recidivism by using the most current screening and eligibility tools and does this without compromising public safety.	Risk of or currently incarcerated teenager	Children and teens	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
					Family Court Programs recognize that young people that come into contact with the juvenile justice system are better served through a comprehensive and integrated service delivery system that meets their needs as well as their families while they struggle with issues of runaway behavior, truancy, substance abuse and other acting out behaviors. Our philosophy of encouraging the family to be the agents of change can and often does result in long term, positive changes that promote the health and well-being of everyone involved.	Risk of or currently incarcerated teenager	Children, teens, and families	Cayuga County
					Preventive Programs work in partnership with families to reduce and eliminate risk and safety issues that threaten the stability of the family and to promote and model effective parenting skills. These programs also work to reduce child abuse and neglect through community wide education and outreach and engages in wide ranging system change efforts to promote safe communities.	All	Families	Cayuga County
					Child Advocacy Center (CAC): Builds upon the multidisciplinary team approach by providing a non-threatening, child-focused environment where investigations, evaluations, treatment, and prosecution of child sexual abuse cases can be conducted by team members and where appropriate supportive services to victims and their non-offending family members can be provided. Both the National Children's Alliance (NCA) and the New York State of Children and Family Services (OCFS) provide a framework of standards for developing and established Child Advocacy Centers.	All	Must be a victim/witness to sexual assault and/or physical violence birth to 18 years	Cayuga County
					Healthy Families: A program offered to Cayuga county residents. Offers home-based services to support expectant families and new parents with the changes and needs that often come with the birth of a new child. Services are voluntary and provided at no cost.	All	Expecting/New mothers (infant younger than 3 months)	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
					Provides specialized crisis, clinical and preventive services to persons with intellectual disabilities and co-occurring disorders. The mission is to serve the full range of needs of persons with intellectual disabilities and developmental disabilities by expanding the number and types of community-based services and developing new methods of services delivery through comprehensive services with systems of care to individuals of any age and to provide the opportunity to attain the highest level of independence through an individualized service program specifically designed for that person.	Disability diagnosis	Individuals with disabilities	Cayuga County
Cayuga County Department of Social Services	160 Genesee St. Auburn, NY 13021	315-253-1011	N/A	<a href="#">Cayuga County, NY   Official Website</a>	Foster Care: Cayuga County Health & Human Services has over 100 children in foster care that cannot safely remain in their parent's care. There is a serious need for foster families to provide safe and loving homes for these children while family problems are resolved. Other children are in need of adoptive homes.	All	Children who cannot safely live in their family home	Cayuga County
					CPS: Unit is required, by law, to investigate allegations of child abuse or neglect. To report a suspected case of child abuse or neglect, you must call the New York State Central Registry at 1-800-342-3720.	All	Children at risk of abuse or harm	Cayuga County
					Day Care Services: New York State (NYS) Child Care Assistance Program (CCAP) supports the goals of personal responsibility and self-sufficiency by removing childcare as a barrier to working, encouraging personal responsibility, empowering clients to make informed childcare decisions, supplying information about providers and quality care and setting minimum health and safety standards for childcare providers.	Low income	Families with young children	Cayuga County
Child Care Solutions	100 North St. Suite 3 Auburn, NY 13021	315-446-1220	N/A	<a href="#">Child Care Solutions   (childcaresolutionscny.org)</a>	State Child Care Assistance: Offers childcare subsidy programs for eligible families to help cover the cost of childcare.	Income guidelines	Families with young children	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
Community Action Programs (CAP) Cayuga/Seneca	89 York St. Suite1 Auburn, NY 13021	315-255-1703	N/A	<a href="https://caphelps.org/">https://caphelps.org/</a>	Child Passenger Safety Program- This program provides children's car seats, free of charge, to eligible families. The program also provides education to increase the proper use and installation of child safety seats.	All	Parents/caregivers	Cayuga County
		315-252-0038	<a href="mailto:kcraig@caphelps.org">kcraig@caphelps.org</a>		Early Head Start/Head Start/UPK- Early Head Start's (EHS) mission is to promote healthy prenatal outcomes for pregnant women, enhance the development of the very young child, and promote healthy family functioning. The program provides education, health, dental, mental health, and disability services through a centered-based option. Currently, participants are enrolled in the Auburn and Moravia areas of Cayuga County. Participants in the EHS program can receive early, continuous, intensive, and comprehensive child development and family support services from pregnancy to age 3, at which time they can transition to the Head Start program and continue services until entering Kindergarten. Head Start is a comprehensive child development program for income eligible children ages 3-5 and their families. The program provides health, nutrition, education, disability, and family services at no charge. The Agency's Head Start program partners with the local school districts to offer Universal Prekindergarten (UPK) services in coordination with Head Start services. The Agency provides full day UPK programming in partnership with the Auburn, Moravia, Southern Cayuga, and Jordan-Elbridge School Districts.	Income guidelines	Children	Cayuga County
		315-255-1703	N/A		Head Start Backpack Program- This program provides children enrolled in the Head Start Program in Auburn with nutritious food on the weekend, during the third week of each month when other household resources have dwindled.	All	Children	Cayuga County
					Kinship Care Program- Kinship Care provides trauma-informed case management, practical assistance and	All	Children and families	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
					supportive services including a Kinship Support Group to kinship families.			
Play Space	100 North St. Auburn, NY 13021	315-252-5541	<a href="mailto:director@playspaceabc.com">director@playspaceabc.com</a>	<a href="http://playspaceabc.com">Play Space (playspaceabc.com)</a>	Providing a nurturing community environment to play, learn, and grow.	Children up to age 8yrs old accompanied by parent/guardian of 18yrs or older	Children up to age 8yrs old	Cayuga County
WIC- Cayuga County	100 North St. Auburn, NY 13021	315-253-1406	N/A	<a href="#">Cayuga County Health Department – WICstrong</a>	Provides breastfeeding support, nutrition counseling, health education, health care referrals, referrals to other services, and nutritious foods.	Pregnant women, infant or child up to 5yrs old, mother of infant up to 6 months old, breastfeeding mother up to 12 months old, or a father or caretaker applying for their children	Women, Infants, Children	Cayuga County
Food Pantry/Nutrition								
Cayuga County Food Providers Network	N/A	315-255-1703 EXT 109	<a href="mailto:cehlers@caphelps.org">cehlers@caphelps.org</a>	N/A	All pantries within Cayuga County meet routinely; Coordinated by CAP.	All	Individuals and families in need of healthy foods	Cayuga County
Community Action Programs (CAP) Cayuga/Seneca	89 York St. Suite1 Auburn, NY 13021	315-255-1703	<a href="mailto:cehlers@caphelps.org">cehlers@caphelps.org</a>	<a href="http://caphelps.org">CAP Cayuga/Seneca – Community Action Programs (caphelps.org)</a>	Food Pantry- CAP operates two food pantries, one in the City of Auburn the other is located in Seneca County.  The Auburn food pantry is located at 89 York Street, is open Monday through Friday from 9 am – 5 pm, and provides emergency food assistance once monthly to individuals and families in need regardless of residency, to help alleviate hunger in the community.	All	Individuals and families in need of healthy foods	Cayuga and Seneca Counties

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
					Mobile Food Pantry- This program delivers food to isolated and homebound residents of Cayuga and Seneca Counties twice monthly.	Homebound	Individuals and families in need of healthy foods who are homebound	Cayuga and Seneca Counties
					Food Recovery Program- This program helps address hunger, a major challenge and constant need for low-income individuals and families. The Program recovers and redistributes non-perishable, perishable, and gleaned food from farmers, grocers, and restaurants to over 2 dozen participating Emergency Food Providers throughout Cayuga and Seneca Counties.	All	Individuals and families in need of healthy foods	Cayuga and Seneca Counties
Food Bank of CNY	7066 Interstate Island Rd. Syracuse, NY 13209	315-437-1899	N/A	<a href="https://www.foodbankcny.org/">Home » Food Bank of Central New York (foodbankcny.org)</a>	Multiple different programs available: Fresh Foods, Food Sense, Retail Partnership, SNAP outreach, Kids Café, Summer Food Service, Mobile Food Pantry.	All	Individuals and families in need of healthy foods	Cayuga County
SNAP- Cayuga County	160 East Genesee St. 3rd Floor Auburn, NY 13021	315-253-1210	<a href="mailto:SNAPCayuga@dfa.state.ny.us">SNAPCayuga@dfa.state.ny.us</a>	<a href="https://www.cayugacounty.us/294/Supplemental-Nutrition-Assistance-Program">https://www.cayugacounty.us/294/Supplemental-Nutrition-Assistance-Program</a>	SNAP is a federally funded program administered by Cayuga County Human Services Department for the United States Department of Agriculture. The goal of the program is to provide a higher level of nutrition to income-eligible individuals and families by enhancing their ability to purchase healthy food.	Income guidelines	Individuals and families in need of healthy foods	Cayuga County
SNAP-ED Cornell Cooperative Extension	615 Willow Ave. Ithaca, NY 14850	315-255-1183 EXT 246	<a href="mailto:rsc34@cornell.edu">rsc34@cornell.edu</a>	<a href="https://www.cayugacounty.us/294/Supplemental-Nutrition-Assistance-Program">SNAP ED Program   CCE Cayuga County (cornell.edu)</a>	SNAP ED aims to improve health and reduce chronic disease for low-income adults and youth. Classes are offered to teach easy ways to eat more fruits and vegetables, drink less sweetened beverages and more low-fat milk and water, exercise daily and maintain a calorie balance.	SNAP eligible participants	Low-income adults and youth	Cayuga County
WIC- Cayuga County	100 North St. Auburn, NY 13021	315.253-1406	N/A	<a href="#">Cayuga County Health Department – WICstrong</a>	Provides nutritional education and offers tips for a healthier diet. WIC Counselors can help families develop personal meal plans. They also provide lists of local farmers' markets in the area along with farmers' market coupons.	Women, Infants, and Children	Families in need of healthy foods	Cayuga County
General/Advocacy								

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
ARISE	21 Lincoln St. Auburn, NY 13021	315-255-3447	<a href="mailto:info@ariseinc.org">info@ariseinc.org</a>	<a href="https://www.ariseinc.org/">https://www.ariseinc.org/</a>	Housing Advocacy, Benefits Advocacy, healthcare, and systems advocacy.	All	All	Regional
Catholic Charities Finger Lakes	134 East Genesee St. Auburn, NY 13021	315-253-2222	<a href="mailto:ccfl@dor.org">ccfl@dor.org</a>	<a href="https://www.catholiccharitiesfl.org">Catholic Charities Finger Lakes   Help that works. Hope that lasts. (catholiccharitiesfl.org)</a>	Social Security Advocacy Program- assist clients with SSI application. Provide advocacy and support, goal planning to support household during application process, 3rd party rep (not rep payee), information and referral as needed.	Referral must come from local DSS	Receiving services from DSS	Cayuga County
					Justice and Peace Ministry- Catholic Charities of the Finger Lakes is committed to working with parishes to support their ministries to the poor and vulnerable, encourage community engagement, and educate parishioners about the rich tradition of Catholic Social Teaching. We do this by convening parish social ministers on a regular basis, communicating events and information to parish leadership, and providing training and educational programs on public policy matters, Catholic social teaching, and Parish Social Ministry. Contact information: 94 Exchange Street, Geneva, NY 14456, 315-789-2235, ext. 112.	All	All	Regional
Cayuga County Office for the Aging	149 Genesee St. Auburn, NY 13021	315-253-1226	<a href="mailto:ccofa@cayugacounty.us">ccofa@cayugacounty.us</a>	<a href="https://www.cayugacounty.us/507/Office-for-the-Aging">https://www.cayugacounty.us/507/Office-for-the-Aging</a>	Advice and Planning- disability registry (maintaining a registry of persons who may need extra help in the event of an emergency or natural disaster), legal services (provides limited legal services to people 60+ through a contract with a local attorney), long-term care planning, and advanced directives.	Seniors	Seniors	Cayuga County
					For Caregivers- Alzheimer's Disease Support (provides education and support for those with Alzheimer's disease and dementia), and Caregiver Support- Support for caregivers taking care of family members.	Caregivers	All	Cayuga County



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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
					Help to Stay Home- Personal Care Aid Services (browse information about homecare available to seniors), Home Delivered Meals (Senior Nutrition Program delivers low-cost, hot nutritionally sound daily meals to Cayuga County residents that cannot come to meal sites), Congregate Meals (provides Cayuga County seniors with low-cost noon-time meals), Housing Concerns (find solutions to housing problems such as weatherization, repairs, and tax exemptions), Transportation.	Seniors, Caregivers	All	Cayuga County
					Health Insurance- provides assistance with registering for Medicare, Medicaid, Prescription Assistance, NYS of Health, and Long-Term Care Insurance.	All	Seniors	Cayuga County
Hospital and Health Care								
Auburn Community Hospital	17 Lansing St. Auburn, NY 13021	315-255-7011	N/A	<a href="https://www.auburnhospital.org/">https://www.auburnhospital.org/</a>	Auburn Community Hospital (ACH) is a not-for-profit, 99-bed acute care facility. As the sole provider of acute and general hospital services in Cayuga County and the surrounding areas, we serve a population of approximately 80,000 throughout the Finger Lakes region. More than 95% of the physicians on staff are board certified in at least one specialty. Urgent Care offered at 3 locations. Primary and Speciality Care practices affiliated.	Based on insurance	All	Regional
East Hill Medical Center	144 Genesee St. Auburn, NY 13021	315-253-8477	N/A	<a href="https://www.easthillmedical.com/">https://www.easthillmedical.com/</a>	Federally Qualified Health Center that provides Internal and Family Medicine, as well as Pediatrics. Behavioral Health and drug and alcohol counseling is also available. School-Based Dental Program is located at 4 elementary schools. All Primary Care locations are PCMH Recognized.	Based on insurance	All	Regional
Moravia Health Center	23 Central St. Moravia, NY 13118	315-497-9066	N/A	<a href="#">Moravia Health Center - Family Health Network Of CNY Inc.</a>	Federally Qualified Health Center that serves people of all ages by providing comprehensive primary health care services including women's health.	Based on insurance	All	Regional

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
Port Byron Community Health Center	60 Main St. Port Byron, NY 13140	315-776-9700	N/A	<a href="#">Local Community Health   Taking the time to care.</a>	Federally Qualified Health Center that provides a variety of services including pediatrics, women's health, men's health, adolescent health, diagnostic lab testing, well child services, immunizations (adult and child), family planning services, preventative screenings, nutrition counseling, tobacco cessation, care coordination services, diabetic retinopathy screenings, behavioral counseling services, reproductive services, and dental care.	Based on insurance	All	Finger lakes

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
Housing Assistance								
Auburn Housing Authority	7 Merriman St. Auburn, NY 13021	315-253-6249	N/A	<a href="http://www.auburnha.org/">http://www.auburnha.org/</a>	Promote adequate, affordable housing, economic opportunity, and a suitable living environment free from discrimination. The Auburn Housing Authority will create and maintain partnerships with its clients and appropriate community agencies to accomplish this mission.	Income guidelines	All	Cayuga County
Auburn Rescue Mission	51 Merriman St. Auburn, NY 13021	315-282-7195	N/A	<a href="https://rescuemissionalliance.org/locations/auburn/">https://rescuemissionalliance.org/locations/auburn/</a>	Outreach for homeless families, case management, transitional housing, meals, clothing, employment resources, youth, and family activities, as well as spiritual care.	Homelessness	Individuals and families who are homeless	Cayuga County
Cayuga County Department of Social Services	160 Genesee St. Auburn, NY 13021	315-253-1011	N/A	<a href="#">Social Services   Cayuga County, NY</a>	Provides housing for individuals under unexpected circumstances. Offers ERAP for individuals that do not qualify for the federal housing assistance program. Individuals that have tested positive for Covid19 and need housing assistance can call and receive help finding housing during their isolation period.	All	All	Cayuga County
Chapel House-Homeless Shelter	36 Franklin St. Auburn, NY 13021	315-255-2060	<a href="mailto:info@chapelhouseshelter.org">info@chapelhouseshelter.org</a>	N/A	Provides emergency shelter for adult men. Also provides advocacy for the men staying in the shelter as well as food.	Homeless men	Homeless men 18+ years of age	Auburn
Community Action Programs (CAP) Cayuga/Seneca	89 York St. Suite 1 Auburn, NY 13021	315-255-1703	N/A	<a href="#">CAP Cayuga/Seneca – Community Action Programs (caphelps.org)</a>	Emergency Services- This program works with families and individuals through crisis situations. Emergency Services provides food, advocacy, shelter, prescription assistance, emergency transportation assistance, and responds to a wide array of crisis situations.	Low income	Low income	Cayuga County
					Homeless Intervention and Case Management- This program provides assistance to homeless individuals and families. A CAP advocate works with other agencies to provide necessary services such as financial assistance, advocacy, and temporary housing. A key component of our homeless programs is the one-on-one support offered to families and individuals as they identify and overcome barriers to obtaining and maintaining stable housing.	Homelessness	Families and individuals who are homeless	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
					Rapid Re-Housing Program- This program assists families and individuals with transitioning out of homelessness and into safe, affordable housing. Provides case management, and rental assistance in some instances, to homeless families and individuals.	Homelessness	Families and individuals who are homeless	Cayuga County
					Transitional Housing Program- This program assists families and individuals with transitioning out of homelessness and into safe, affordable housing. Provides case management, and rental assistance in some instances, to homeless families and individuals.	Homelessness	Families and individuals who are homeless	Cayuga County
Homsite	60 Clark St. Auburn, NY 13021	315-253-8451	N/A	<a href="https://www.homsite.org">https://www.homsite.org</a>	Section 8 Leased Housing Assistance- The Section 8 Program provides assistance for low-income individuals and families in the private rental market through the Housing Choice Voucher Program.	Income guidelines	Low income, homeless	Cayuga County
					Senior Living- Homsite has a number of properties available for rent - each of which is managed by our staff of experienced interviewers, inspectors, and property managers.	Senior demographic and income guidelines	Seniors	Cayuga County
					Homebuyer Education- Covers steps to becoming a homeowner, assistance provided by Homsite, as well as education around how to purchase a home. All classes online currently.	All	All	All
					Down payment and closing cost assistance- Grants and low-interest loans are available to assist qualifying homebuyers with down payment and closing cost expenses through our Mortgage Assistance Program.	Income guidelines	All	All
					Foreclosure Prevention (offered in conjunction with Home Headquarters). Offers workshops, and foreclosure counseling.	All	All	All
					Home improvement and Repair- Homsite can help homeowners make necessary home repairs and home improvements that may increase the value of their property and make it more livable, safe, and energy efficient.	Depends on home improvement- must be an emergency	All	All

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
					Home Improvement Grants- NYS Affordable Housing Corporation (AHC) funds provide home repair grants of up to 60% of the total project cost for homeowners who meet income eligibility (80% or below HUD income guidelines for Cayuga County). Homeowners must contribute the remaining 40% by leveraging other grants, loans, or personal savings. They must also be current on property taxes.	All	All	Cayuga County
					Community Development Block Grant (CDBG) funding is available to eligible homeowners in the City of Auburn to make needed repairs to their home. Eligibility requirements include an income qualification of at or below 80% of the Area Median Income (AMI) for Cayuga County, as set by HUD.	All	All	Auburn
					The Residential Emergency Services to Offer (Home) Repairs to the Elderly (RESTORE) Program funds pay for the cost of emergency repairs to eliminate conditions in homes that pose a threat to life, health, or safety of low-income elderly homeowners when the homeowners cannot afford to make the repairs themselves.	Funds must be used for one- to four-unit dwellings that are owned and occupied by eligible low-income elderly households. Repair costs cannot exceed \$10,000 per building. To be eligible for RESTORE, the homeowner must be 60 years of age or older and have emergency home repair needs.	Seniors	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
<b>Mental Health/Substance/Alcohol Use</b>								
Catholic Charities Finger Lakes	134 East Genesee St. Auburn, NY 13021	315-253-2222	<a href="mailto:ccfl@dor.org">ccfl@dor.org</a>	<a href="https://www.catholiccharitiesfl.org/">https://www.catholiccharitiesfl.org/</a>	Drug Court- Catholic Charities of the Finger Lakes works to promote a healthy community, educated and proactive in their efforts to combat Opiates and other addictions. Program staff assist in services provided directly through the Treatment Court, supporting participants in their recovery efforts while holding them accountable for their actions and obligations. Additionally, staff are available to provide targeted community education and outreach to schools, parent groups, civic and professional associations, and more to help build community awareness and develop an understanding of the broader community role in preventing drug addiction.	Substance use disorder	Adults	Cayuga County
					Our Childhood Counseling and Intervention Program is an intensive and comprehensive family support, counseling, and referral program in which Catholic Charities works with local school districts in Wayne County to provide services to children in grades K-6 and their families, as well as families with children in Pre-K.	Children are brought to the program if they exhibit problematic behavior at home or in school. After initial assessment, we use counseling, play therapy, parent skills training and other methods to improve behavior. In appropriate circumstances, our counselors make referrals to physicians for medication evaluation or other community resources as	Children and families	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
						needed. Currently, Counseling and Intervention Services are available in the Lyons, Newark, Pal-Mac, Red Creek, and Sodus school districts.		
					Comprehensive counseling services are provided to children, adults, couples, and families. Fees are determined according to a sliding scale. For information or to arrange an appointment, please call the General Counseling Program Supervisor, Jalise Munoz, LMHC, at 315-679-6255.	All	All	Cayuga County
Cayuga Counseling Services	17 East Genesee St. Auburn, NY 13021	315-253-9795	N/A	<a href="#">About Cayuga Counseling Services – Cayuga Counseling Services</a>	Our mental health services here at the agency form a continuum of services for consumers that can progress from prevention and education to a variety of individual, group, couples, and family modalities including evidence-based practices, crisis intervention, children's day treatment and therapeutic foster care. A variety of other important services are embedded in the programs.	Mental health diagnosis	Families and children	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
Cayuga County Mental Health	146 North St. Auburn, NY 13021	315-253-0341	<a href="mailto:mentalhealth@cayugacounty.us">mentalhealth@cayugacounty.us</a>	<a href="https://www.cayugacounty.ny.us/mental-health-response-to-covid-19">Mental Health Response to COVID-19   Cayuga County, NY</a>	Services include: crisis (24 hour support to the community), clinic (outpatient clinic program utilizes a team approach to provide assessment, treatment, and support), care management (helps adults with complicated health needs), families access to service's needs (single doctor for families with children demonstrating significant behavioral challenges to access an array of home and community-based services), adult respite (partners with Liberty Resources to provide crisis respite for individuals 18+ experiencing emotional and mental health crisis that can be safely diverted from the hospital), single point of access (helps to connect individuals who are diagnosed with a mental illness to housing and care management services in the community), and assertive community treatment (a mobile team that is multidisciplinary bringing support services and delivers comprehensive, person-centered treatment and rehabilitation to individuals 18+ diagnosed with a mental illness).	18+, mental health diagnosis	Individuals with mental health diagnosis	Cayuga County
Confidential Help for Alcohol and Drugs	75 Genesee St. Auburn, NY 13021	315-253-9786	<a href="mailto:chad2000@centralny.twcbc.com">chad2000@centralny.twcbc.com</a>	<a href="https://www.chad.org">C.H.A.D. (chadcounseling.org)</a>	<p>Outpatient Counseling Program- Individualized treatment-based needs derived from the evaluation process. Individual and group treatment options available as evaluated.</p> <p>Outpatient Suboxone Program- An opioid medication which blocks the effects of opioids that lead to opioid abuse and addiction. Professional treatment staff and peer support program work together to provide the best treatment specific to the individual.</p> <p>Assessment/Evaluation- provides comprehensive substance abuse evaluations for individuals in need of assessing their treatment needs. This service is also available for programs/agencies that require the (provided) treatments for programming needs.</p>	Individuals struggling with substance use	18+	Cayuga County



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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
Healing Cayuga	146 North St. Auburn, NY 13021	315-253-1522	<a href="mailto:msalvage@cayuga-county.us">msalvage@cayuga-county.us</a>	<a href="https://www.healingcayuga.org/">Healing Cayuga   Cayuga County, NY</a>	Cayuga County Healing Communities Study- federally funded grant that aims to reduce the opioid deaths by 40% over 4 yrs. The data has shown significant results since 2020. There was a 22% reduction of overdose deaths in 2021. The HEALing Communities staff followed a 13-step action plan.	Individuals struggling with substance use	18+	Cayuga County
Nick's Ride for Friends	13 Chapel St. Auburn, NY 13021	315-253-3945	<a href="mailto:email@nicksride4friends.org">email@nicksride4friends.org</a>	<a href="https://www.nicksride4friends.org/">Nicks Ride 4 Friends</a>	NPO that helps provide inpatient placement, outpatient referrals, detox placement, medication-assisted treatment, medications for opioid use disorders, and housing navigation along with employment assistance, clothing and hygiene items, support and self-help meetings, linkage to transportation, and after care wrap around plan.	Individuals struggling with substance use	18+	Auburn
Unity House	217 Genesee St. Suite 4 Auburn, NY 13021	315-253-6227	<a href="mailto:mhhousing@unityhouse.com">mhhousing@unityhouse.com</a>	<a href="https://www.unityhouse.com/">https://www.unityhouse.com/</a>	Certified Apartments- Transitional and permanent housing in apartments throughout the city of Auburn, NY. Services include rehabilitative counseling and support, daily living skills development, medication monitoring, and community integration.	18+, mental health diagnosis	Individuals with mental health diagnosis	Cayuga County
			<a href="mailto:mhhousing@unityhouse.com">mhhousing@unityhouse.com</a>		Permanent Supported Housing- Services include case management, assistance finding open-market housing, security deposits and housing stipends, furnishings, budgeting monthly expenses, and connections to community supports.	18+, mental health diagnosis	Individuals with mental health diagnosis	Cayuga, Tomkins, and Wayne Counties
			<a href="mailto:mhrespite@unityhouse.com">mhrespite@unityhouse.com</a>		Respite Care- Residential setting designed to provide emergent temporary shelter to adult residents with a mental health diagnosis.	18+, mental health diagnosis	Individuals with mental health diagnosis	Tomkins and Tioga Counties
			<a href="mailto:pros@unityhouse.com">pros@unityhouse.com</a>		PROSPerity Program (Personalized Recovery Oriented Services)- PROS is an outpatient psychiatric rehabilitation program for adults. The program creates a healing environment for participants where they may learn and practice new skills, create a whole life plan, rediscover themselves as capable individuals, and build strength beyond symptoms.	18+, mental health diagnosis	Individuals with mental health diagnosis	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
			<a href="mailto:kdagnesi@unityhouse.com">kdagnesi@unityhouse.com</a>		Employment Services-UES provides individuals in recovery from mental illness with the opportunity to prepare for and/or find gainful, competitive employment in their community. Services include supported employment, job placement, employment preparation, benefits advisement and more.	18+, mental health diagnosis	Individuals with mental health diagnosis	Cayuga, Onondaga, Ontario, Seneca, and Wayne Counties
			<a href="mailto:gracehouse@unityhouse.com">gracehouse@unityhouse.com</a>		GRACE (Growing Recovery in A Caring Environment) House- GRACE House offers a safe and sober community residence for men and women in recovery from addiction. The 16-bed program provides a nurturing environment based on 12-Step principles, with continuous staff and peer support who develop individual recovery plans for each resident.	18+, mental health diagnosis	Individuals with mental health diagnosis	Auburn
			<a href="mailto:gracehouse@unityhouse.com">gracehouse@unityhouse.com</a>		Supported Living Facility- Case management and support services in an apartment-like setting for those who have completed the GRACE House program. Goals are person-driven and focus on pre-vocational training, employment, volunteer work, continued drug and alcoholism treatment, and transitioning back into society. A separate program is tailored for women who are pregnant and/or have children aged 5 and under.	18+, mental health diagnosis	Individuals with mental health diagnosis	Auburn

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
Physical Health								
Auburn YMCA	27 Williams St. Auburn, NY 13021	315-253-5304	N/A	<a href="https://www.auburnymca.org/">https://www.auburnymca.org/</a>	Financial assistance is available for membership which provides families and individuals access to our pools, two ice rinks a new gymnasium, fitness classes, our fitness center, and free basic skating lessons. Programs scholarships facilitate access to our great enrichment programs which include pre-school, School Age Childcare, summer camp, summer recreation for preschoolers, STEM programs and more. As a charitable, mission-driven organization, the YMCA strives to ensure that its programs and services are accessible to all who wish to participate. Our scholarship program provides financial assistance to those individuals and families who are not able to afford memberships or programs. Contributed dollars and United Way support makes this possible.	Income Guidelines	All	Cayuga County
Cato Recreation Center	2851 State Route 370 Cato, NY 13033	315-626-6735	N/A	<a href="http://catomeridian.org">Recreation Center / Recreation Center (catomeridian.org)</a>	Membership for the recreation center is offered to everyone with discounted rate for those in the Cato-Meridian School District area. Amenities include aquatic programs, fitness programs, a fitness trail, gymnasium, indoor track and more.	All	All	All
Cayuga County Parks	160 Genesee St. Auburn, NY 13021	N/A	N/A	<a href="http://cayugaparks.org">Parks &amp; Trails   Cayuga County, NY</a>	Offers an array of events during different seasons. Families and groups can reserve some facilities for gatherings.	All	All	Cayuga County
Moravia CSD Fitness Center	68 S. Main St. Moravia, NY 13118	315-497-2670	N/A	<a href="http://moraviaschool.org">Community Resources / Fitness Center (moraviaschool.org)</a>	Membership for fitness center is free for the community. Each member must reserve a time slot to use the fitness center. Each reservation is 45 minutes in duration. At that time, you will need to promptly exit the facility so that our staff can adequately disinfect the facility before the next set of reservations.	All	All	Moravia CSD
State Parks	N/A	N/A	N/A	<a href="http://nysparks.org">New York State Parks Recreation &amp; Historic Preservation (ny.gov)</a>	NYS has multiple, beautiful trails accessible for various outdoor activities. Check their website to stay current on events and adventures at the different parks.	All	All	Statewide

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Union Springs CSD Fitness Center	239 Cayuga St. Union Springs, NY 13160	315-889-4136	N/A	<a href="http://unionspringscsd.org">Athletics / Fitness Center (unionspringscsd.org)</a>	Fitness Center is open to community members on Mondays, Wednesdays, Thursdays, and Saturdays. Membership is not free for this facility but allows access to all equipment inside of the fitness center.	All	All	Union Springs CSD
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Seniors								
ARISE	21 Lincoln St. Auburn, NY 13021	315-671-3087	<a href="mailto:afadian@ariseinc.org">afadian@ariseinc.org</a>	<a href="https://www.ariseinc.org/">https://www.ariseinc.org/</a>	The Consumer-Directed Personal Assistance Program (or CDPAP) provides assistance to individuals who need a variety of in-home tasks, based on your specific home care needs, so you can stay in your own home and have your family and friends care for you.	Medicaid eligibility, must meet SNF level of care	Seniors, individuals with physical disabilities	Cayuga County
		315-255-3447 EXT. 315	<a href="mailto:jscollan@ariseinc.org">jscollan@ariseinc.org</a>		Accessibility Assessments-ARISE's trained staff can evaluate and assess the physical accessibility of your home or place of business. A thorough walkthrough of the space will allow us to point out areas that create barriers and offer solutions to increase accessibility. We provide this free service to private businesses, not-for-profit organizations, places of worship, government entities and homeowners.	All	Seniors, individuals with physical disabilities	Cayuga County
		315-671-5108	<a href="mailto:RAlder@ariseinc.org">RAlder@ariseinc.org</a>		NYS LTC Ombudsman Program-ARISE's Long-Term Care Ombudsman advocates for the rights of people living in skilled nursing and assisted living facilities. Ombudsman also encourage and support residents and their families to advocate for themselves. Ombudsman work to actively investigate residents' concerns and work toward a solution. This program is free and confidential. We cover facilities in the counties of Onondaga, Oswego, Cayuga, and Cortland.	Must be residing in a SNF	Seniors, individuals with physical disabilities	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
		315-671-4651	<a href="mailto:jparker@ariseinc.org">jparker@ariseinc.org</a>		You can borrow wheelchairs, commodes, shower chairs, crutches, and other items from our Medical Equipment Loan Closet for a few weeks to help meet short-term needs or bridge the time until your own equipment arrives. Anyone can request items. We accommodate requests on a first-come, first-served basis at no cost to you.	All	Seniors, individuals with physical disabilities	Cayuga County
		315-671-4655	<a href="mailto:pborchers@ariseinc.org">pborchers@ariseinc.org</a>		NHTD Waiver RRDC- The Nursing Home Transition & Diversion Waiver program (NHTD) uses Medicaid funding to provide support and services to individuals who are nursing home eligible but would prefer to stay in or return to their homes. Waiver programs are specifically for people who would otherwise be in an institution (nursing home, hospital) for long-term care. The NHTD Waiver program includes additional support services, such as counseling, life skills training, structured day program, transition services, assistive technology, and more.	Medicaid eligibility, must meet SNF level of care, 18+	Seniors, individuals with physical disabilities	Regional
Cayuga County Department of Social Services	160 Genesee St. Auburn, NY 13021	315-253-1382	N/A	<a href="#">Long-term Care   Cayuga County, NY</a>	DSS is the local office for the NY Connect Program that provides support for finding services and long-term care for individuals with disabilities.	Individuals of all ages with disabilities	Seniors, individuals with physical disabilities	Cayuga County
Cayuga County Office for the Aging	149 Genesee St. Auburn, NY 13021	315-253-1226	<a href="mailto:ccofo@cayugacounty.us">ccofo@cayugacounty.us</a>	<a href="#">Office for the Aging   Cayuga County, NY</a>	Advice and Planning- disability registry (maintaining a registry of persons who may need extra help in the event of an emergency or natural disaster), legal services (provides limited legal services to people 60+ through a contract with a local attorney), long-term care planning, and advanced directives.	Seniors	Seniors	Cayuga County
					For Caregivers- Alzheimer's Disease Support (provides education and support for those with Alzheimer's disease and dementia), and Caregiver Support- Support for caregivers taking care of family members.			

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
					<p>Help to Stay Home- Personal Care Aid Services (browse information about homecare available to seniors), Home Delivered Meals (Senior Nutrition Program delivers low-cost, hot nutritionally sound daily meals to Cayuga County residents that cannot come to meal sites), Congregate Meals (provides Cayuga County seniors with low-cost noon-time meals), Housing Concerns (find solutions to housing problems such as weatherization, repairs, and tax exemptions), Transportation.</p> <p>Health Insurance- provides assistance with registering for Medicare, Medicaid, Prescription Assistance, NYS of Health, and Long-Term Care Insurance.</p>			
NY Connects	149 Genesee St. Auburn, NY 13021	315-253-1226	<a href="mailto:ccofa@cayugacounty.us">ccofa@cayugacounty.us</a>	<a href="https://www.ny.gov/welcome">Welcome (ny.gov)</a>	Local office is the Cayuga County Office for the Aging. NY Connects provides free, unbiased information about long term services and supports in NYS for people of all ages or with any type of disability.	All	Seniors, individuals with physical disabilities	Cayuga County
Transportation								
Cayuga County Department of Social Services	160 Genesee St. Auburn, NY 13021	315-253-1382	N/A	<a href="#">Medicaid   Cayuga County, NY</a>	Provides Medicaid Cab number for Medicaid recipients to utilize for Medicaid services.	Medicaid participants	Medicaid recipients without transportation	All
Cayuga County Transportation	N/A	Depends on service	N/A	<a href="#">Transportation   Cayuga County, NY</a>	<p>SCAT Van- offers door-to-door transportation to needed services for the elderly and disabled (60+ or disability of any age)</p> <p>CAM Van- Medical transport from Auburn to Syracuse (weeks' notice required)</p> <p>VetVan- operated by Cayuga County Veteran's Service Agency who provides free transportation for Cayuga County veterans to and from the VA Medical Center in Syracuse.</p>	Depends on service	Elderly, Disabled, and Veterans	Cayuga County

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Agency Name	Address	Phone	Email	Website	Description of Services	Eligibility	Target Population	Service Area
Community Action Programs (CAP) Cayuga/Seneca	89 York St. Suite 1 Auburn, NY 13021	315-255-1703	N/A	<a href="http://caphelps.org">CAP Cayuga/Seneca – Community Action Programs (caphelps.org)</a>	Volunteer Transportation Services- This program utilizes volunteer drivers to provide safe, reliable transportation to eligible individuals to well visits, non-emergency medical care, vaccine appointments, employment, training, and workforce development meetings.	Medicaid eligible	Medicaid recipients without transportation	Cayuga County
					Medicaid recipients in Cayuga and Seneca Counties with “non-emergency” transportation to medical appointments can request CAP Cayuga/Seneca when scheduling through Medical Answering Service, LLC.			
					If you reside in Cayuga County, please call 866-932-7743.			
					If you reside in Seneca County, please call 866-753-4437.			