

ONONDAGA COUNTY COMMUNITY HEALTH ASSESSMENT AND IMPROVEMENT PLAN



COMMUNITY HEALTH SURVEY REPORT 2022



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AUTHORS

Onondaga County Health Department

Bridget K. Volz, MPH, CAS-HSMP, CPH
Epidemiologist

Brittany Welch, MPH, CHES
Public Health Analyst II

Cali Armstrong, MPH
Public Health Analyst I

Linda Wilde
Research Technician II (formerly of OCHD)

STEERING COMMITTEE

Onondaga County Health Department

Bridget K. Volz, MPH, CAS-HSMP, CPH

Rebecca Shultz, MPH

Cali Armstrong, MPH

Brittany Welch, MPH, CHES

Madeline Mackowski, MSPH (formerly of OCHD)

Crouse Health

Bob Allen

Kathleen Miller Murphy

Kris Waelder

St. Joseph's Health

Kristen B. Richardson, RN, BA

Upstate University Hospital

Cynthia A. Jaconski, MPH, CPH, MCHES

Stacey Keefe, MPA, CAS-HSMP, PMP

Diane S. Nanno, MSN, CNS, NE-BC, CCCTM

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INTRODUCTION

In 2022, the Onondaga County Health Department (OCHD) and local hospitals completed a Community Health Assessment to better understand the health needs of Onondaga County residents. Participating hospitals included Crouse Health, St. Joseph's Health, and State University of New York Upstate University Hospital. Feedback and data gathered through this comprehensive assessment process was utilized to develop the [2022-2024 Onondaga County Community Health Assessment and Improvement Plan](#).

As part of the Community Health Assessment process, the OCHD and a Steering Committee made up of representation from each of the participating hospitals gathered feedback from Onondaga County residents on important community health issues. Feedback was gathered through a comprehensive Community Health Survey (CHS). This report details the methods utilized for administering the CHS as well as the findings from an analysis of the survey results.

METHODOLOGY

Survey Design

The survey collected data in six main sections:

1. Healthy Community
2. Health Problems
3. Health Behaviors and Social Factors
4. Healthcare System
5. Access to Care
6. Impact of COVID-19

The CHS was developed by the OCHD, with input from the Steering Committee and consisted of six main sections: Healthy Community, Health Problems, Health Behaviors and Social Factors, Healthcare System, Access to Care, and the Impact of COVID-19. Demographic data were also collected. The OCHD and Steering Committee sought the input of the Central New York Healthcare Equity Task Force before questions were finalized.

In the first four sections, respondents were asked to select their top five priorities from a list of options. Respondents were also given an opportunity to provide open-ended feedback. In the Access to Care section, respondents were asked to select all circumstances that they or members of their family had personally experienced within the last three years.

The Impact of COVID-19 section was designed to collect feedback on how the pandemic impacted various aspects of health and quality of life for Onondaga County residents. Questions focused on access to childcare, essential items, transportation, and healthcare, as well as on changes in relationships, work environments, and mental or physical health. Data on changes in use of alcohol, tobacco, and drugs were also collected. Finally, respondents were asked to identify their primary concern related to COVID-19 moving forward.

Throughout the survey, respondents were given an opportunity to provide comments. The survey was available electronically and on paper and was provided in both English and Spanish. A copy of the survey can be found in the Appendix.

Promotion and Distribution

The CHS was administered in April and May 2022. The OCHD and the Steering Committee promoted the CHS through a variety of methods. Additionally, public health partners, including members of the Central New York Healthcare Equity Task Force, were engaged to distribute the survey more widely. Organizational websites, list serves, and social media platforms were utilized to share the survey link. Promotional materials containing a QR code linking to the survey were distributed widely throughout the community including at laundromats, pharmacies, food pantries, and local higher education institutions. Paper copies of the survey were distributed at local job fairs and within County office buildings. Additionally, Syracuse Housing Authority (SHA) partnered with OCHD and the Steering Committee to solicit survey responses from SHA residents.

As an incentive for participation, respondents had the option to include their name and contact information to enter to win one of five gift cards to Target. All identifying information was removed prior to analysis.

Analysis

Survey analysis was conducted using Microsoft Excel. Responses were excluded if the respondent did not live in Onondaga County or did not answer questions beyond the Residence section. Qualitative responses to the survey were categorized into themes and subthemes. Some responses were categorized into multiple subthemes to ensure all content was included in a relevant category.

SURVEY RESPONDENTS

Characteristics of Respondents

A total of 4,277 responses from the CHS were collected. After excluding non-Onondaga County residents and responses with no data, **3,673 survey responses** remained. These 3,673 responses were analyzed further to identify common geographic and demographic characteristics of respondents. Overall, 37.7% of responses were from Syracuse residents, and 62.3% were from County residents living outside the City of Syracuse. Survey respondents were predominantly female (67.6%) and a majority (54.1%) reported having a 4-year college degree or higher. The largest age category was 35-49 years (37.3%) and the smallest was 65 years or older (5.0%). More than half of respondents (58.1%) were non-Hispanic White. Non-Hispanic Black or African American respondents made up 6.1% of survey respondents. Hispanic respondents of any race made up 6.2%. However, it is important to note, race and ethnicity were not specified or were unknown for 24.8% of respondents. A total of 70 respondents (1.9%) completed the Spanish version of the survey. Figure 1 below provides a comprehensive breakdown of the demographic characteristics of survey respondents.

Figure 1. Demographic Characteristics of Survey Respondents		Number	Percent
Total Responses		3,673	-
Residence	Syracuse	1,384	37.7
	Rest of County*	2,289	62.3
Age	18-34 years	737	20.1
	35-49 years	1,370	37.3
	50-64 years	835	22.7
	65 years or older	183	5.0
	Unknown/prefer not to answer	548	14.9
Gender	Female	2,482	67.6
	Male	571	15.5
	Agender	3	0.1
	Gender fluid	6	0.2
	Gender queer	4	0.1
	Non-Binary	9	0.2
	Unknown/prefer not to answer	598	16.3
Transgender	No	3011	82.0
	Yes	62	1.7
	Unknown/prefer not to answer	600	16.3
Race and Ethnicity	Hispanic (of any race)	229	6.2
	Non-Hispanic American Indian or Alaska Native	21	0.6
	Non-Hispanic Asian or Asian American	69	1.9
	Non-Hispanic Black or African American	223	6.1
	Non-Hispanic Middle Eastern or North African	9	0.2
	Non-Hispanic Native Hawaiian or Pacific Islander	1	0.0
	Non-Hispanic White	2,133	58.1
	Non-Hispanic other race or more than one race	77	2.1
	Unknown/prefer not to answer	911	24.8
Education Level	Less than high school	85	2.3
	High school graduate or GED	263	7.2
	Some college, no degree	376	10.2
	2-year college degree	381	10.4
	4-year degree or higher	1988	54.1
	Unknown/prefer not to answer	580	15.8
Living with a Disability	No	2,527	68.8
	Yes	495	13.5
	Unknown/prefer not to answer	651	17.7

* "Rest of County" represents County residents that reside outside of the City of Syracuse.

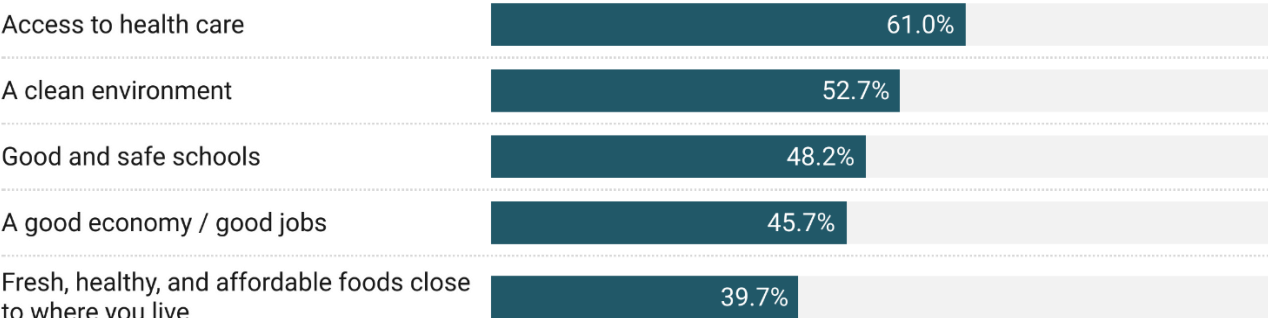
PRIORITY HEALTH CONCERNS

Select five things you believe are the most important for a healthy community.

Healthy Community

A healthy community is essential for supporting healthy lifestyles and promoting a high quality of life. Respondents were asked to identify the features they felt were most important in a healthy community. The feature most commonly selected was access to health care (61.0%), followed by a clean environment (52.7%), and good and safe schools (48.2%).

Figure 2. Top 5 Features of a Healthy Community, Onondaga County (n=3,631)



Respondents were given the opportunity to provide additional open-ended feedback in this section. Most qualitative responses focused on the social aspect of communities, including having a sense of community or belonging, having support systems in place, such as family or friends, and the importance of diversity, equity, and inclusivity. Below is a quote from one of the respondents that speaks to the importance of unity, empathy, and strong community supports.

“Unity makes a healthy community, help each other, raise strong children, keep in mind that we are all equal in one way or another, promote self - esteem and learn to be more empathic.” – Community Health Survey Respondent

Additional feedback focused on neighborhood features and the built environment. The role of public safety and law enforcement as well as the presence of crime and violence was also frequently cited by respondents. Concerns ranged from the following:

- The importance of strong community leadership.
- High crime rates, gang violence, and the need for a stronger law enforcement presence.
- Having a police force that is free from discrimination and that supports all community members.
- Concerns over gun violence in schools.
- The lack of safe spaces to be physically active.

- Concerns over crime preventing community members from participating in local events or patronizing local businesses (in particular Destiny USA).

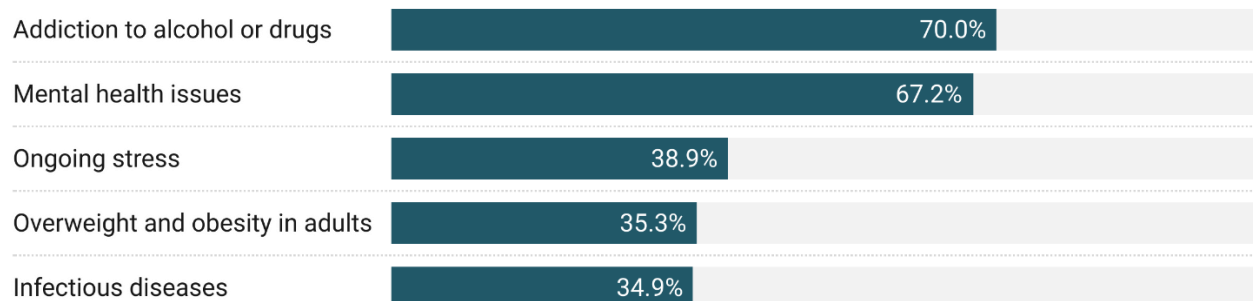
“A key element for a healthy community in most communities is trust and honest communication. If you can walk out your door and feel safe, that is the basis of a healthy community.” – Community Health Survey Respondent

Select the five biggest **health problems** you believe our community is facing.

Health Problems

Health problems are diseases, medical conditions or environmental factors that can affect a person’s health and well-being. The top three problems selected were associated with mental health and substance use challenges. Overwhelmingly, respondents indicated that addiction to alcohol or drugs is a current challenge in our community with 70.0% of respondents selecting this option. Mental health issues was the second most common response with 67.2% of responses. Ongoing stress was the third most selected response with 38.9% of respondents choosing this option.

Figure 3. Top 5 Health Problems, Onondaga County (n=3,520)



When given the opportunity to provide qualitative feedback relating to health problems in Onondaga County, respondents most frequently provided comments relating to healthcare access and quality. In particular, responses focused on access to mental health and substance use treatment services. There were also several comments regarding support for healthy behaviors as well as access to programs for chronic disease prevention and management.

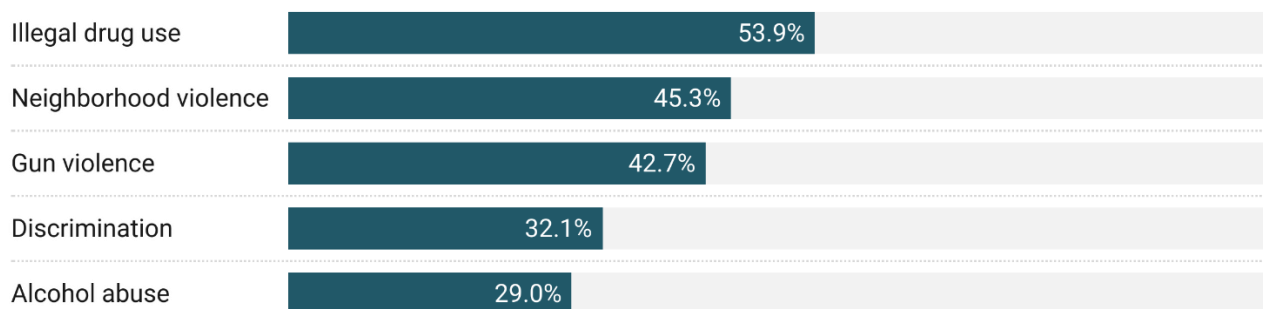
“As a society we need to provide more mental health support and reduce the stigma associated with seeking such help.” – Community Health Survey Respondent

Select five *health behaviors or social factors* you believe are the biggest problems for our community.

Health Behaviors and Social Factors

Health behaviors are actions taken by people that can change their health. Social factors are experiences that impact a person's lifestyle, including their ability to be healthy. Respondents selected illegal drug use (53.9%) as the leading health behavior or social factor influencing health. This was followed by neighborhood violence (45.3%) and gun violence (42.7%). In addition, nearly one third of respondents (32.1%) identified discrimination as a behavior and social factor influencing health. Concerns about illegal drug use, violence, and discrimination are consistent with the responses for the prior sections.

Figure 4. Top 5 Health Behaviors or Social Factors Impacting Health, Onondaga County (n=3,448)



Most qualitative responses in this section focused on concerns relating to substance use and violence. Many comments relating to substance use involved the following subthemes:

- Challenges in accessing treatment services.
- Concerns over the intersection of the drug trade, gang violence, and substance use.
- Increases in impaired driving due to alcohol and drugs (including marijuana).

"People just don't feel safe anymore" – Community Health Survey Respondent

Responses focused on community safety and violence were similar to those in prior sections and included the following topics:

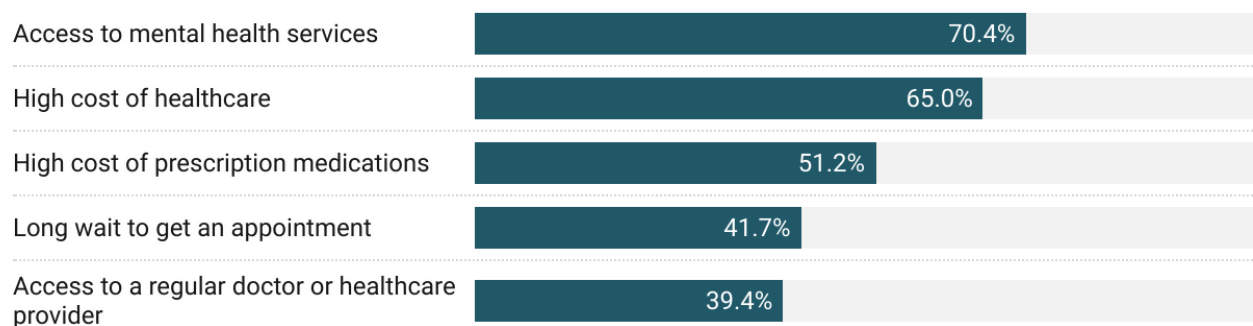
- High crime rates, particularly crime involving guns and/or gangs.
- Concerns relating to bias and discrimination in the police force.
- The feeling that violence has increased substantially in recent years.
- Fear relating to violence that prevents individuals and families from attending local events, patronizing shopping malls and other businesses.
- Concerns regarding rape, sexual violence, and sexual abuse.

Select five healthcare system issues you believe are the biggest problems for our community.

Healthcare System Issues

The healthcare system is made up of people, organizations, and resources that provide healthcare services to the community to meet their healthcare needs. Healthcare system issues are factors that prevent people in our community from getting healthcare when they need it. Survey respondents cite access to mental health services (70.4%) as the largest health system issue in Onondaga County. These findings are consistent with quantitative and qualitative feedback from earlier questions. Additionally, the high cost of healthcare was identified by nearly two thirds of respondents (65.0%) as a significant concern. The high cost of prescription medications was also cited (51.2%).

Figure 5. Top 5 Healthcare System Issues Impacting Health, Onondaga County (n=3,393)



Qualitative responses for this section focused mainly on healthcare access, affordability, and quality. Comments relating to access included accessing primary care, dental care, and preventive services as well as access to mental health and substance use treatment services. Long wait times for getting appointments were frequently cited as well as providers not taking new patients or not accepting certain types of insurance. One respondent indicated that since moving to Onondaga County from the Mid-west, she has not been able to get herself or her children the healthcare they need due to long wait lists and providers not accepting new clients.

“The high cost of medical services and prescriptions is a limiting factor for anyone in a lower income situation which leads to medical discrimination - only those with money can afford good health care” – Community Health Survey Respondent

Comments relating to affordability included concerns relating to the high cost of prescription co-pays, the cost of durable medical equipment, and difficulty finding in-network dental providers. There were also several comments about Medicaid coverage as a barrier to finding providers since many of the County's healthcare and dental providers do not accept Medicaid.

“Discrimination and bias and lack of empathy by healthcare providers is problematic.”

– Community Health Survey Respondent

Respondents’ comments relating to healthcare quality largely focused on discrimination, bias, and providers not listening to their patients. A gap in cultural competency was also mentioned. Others referenced staff shortages and a lack of qualified medical professionals (particularly specialists). These issues related to delays getting appointments, feeling rushed during appointments, and crowded Emergency Rooms.

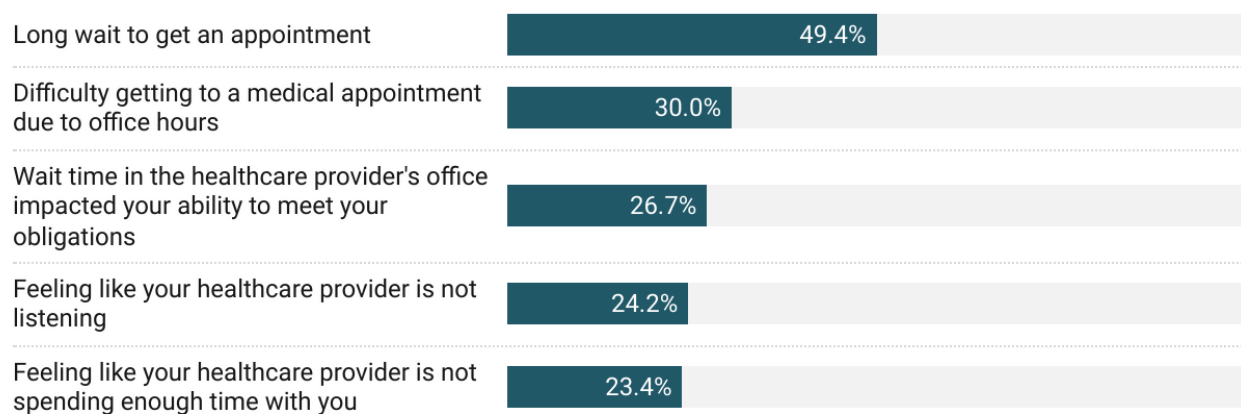
Which of the following have you, or your family experienced when seeking medical care in the last 3 years?

Access to Care

Access to quality healthcare is essential to maintain good health and prevent or manage diseases. In this section, respondents were asked to select all of the response options that they or their family had experienced within the last 3 years while seeking medical care. It is important to note that this 3-year period is inclusive of the COVID-19 pandemic which may have had an enhanced impact on access to and quality of care.

Among respondents, the most frequently cited experience when seeking medical care was a long wait time to get an appointment (49.4%). Other experiences frequently cited by County residents included, difficulty getting to a medical appointment due to office hours (30.0%) and the wait time in the provider’s office impacting respondents’ ability to meet obligations (work, family, etc.) (26.7%).

Figure 6. Top 5 Experiences Accessing Healthcare, Onondaga County (n=3,362)



Responses by Demographic Characteristics

The top priorities were fairly consistent across demographic categories with slight variations by age, gender, race and ethnicity, education level, and disability status. Variations by geography were also noted. A breakdown of top responses across demographic characteristics is provided in the Appendix. Notable findings are included below. Please note due to small numbers and high percentages of unknown or blank responses, these data should be interpreted with caution. See the table on page 5 for information on the number of respondents in each demographic category.

Notable findings by age

- Older respondents (ages 65 years and older) were the age group most likely to select [access to health care](#) as their top feature of a healthy community (77.1%). Whereas the youngest respondents (18 - 34 years) were more focused on [a clean environment](#) (63.2%).
- When considering health behaviors and social factors, adults 65 years and older, selected [gun violence](#) at the highest rate (64.1%) compared to other age categories.

Notable findings by disability status

- Individuals living with a disability were less likely than those living without a disability to select [addiction to alcohol or drugs](#) as a top concern (living with a disability: 67.2%, not living with a disability: 72.4%).
- Individuals living with a disability reported [discrimination](#) as a top concern at higher rates than those living without a disability (living with a disability: 36.0%, not living with a disability: 31.4%).
- Nearly one third of respondents living with a disability indicated they experienced [feeling like their healthcare provider is not listening](#) (31.5%).

Notable findings by education level

- Respondents with a two-year college degree were the most likely (compared to respondents of other education levels) to select [addiction to alcohol or drugs](#) as a top health problem of concern (77.2%).
- 50.6% of respondents with less than a high school degree, identified [alcohol abuse](#) as a top concern in the category of health behaviors and social factors.

Notable findings by gender

- Female respondents were more likely than male respondents to indicate [addiction to alcohol or drugs](#) as a top health problem in Onondaga County (female: 74.2%, male: 61.4%).
- Female respondents were more likely than male respondents to indicate [access to mental health services](#) as a top healthcare system issue (female: 74.4%, male: 62.1%).
- Transgender respondents were more likely to indicate [difficulty getting to a medical appointment due to office hours](#) than respondents who did not identify as transgender (transgender: 38.7%, not transgender: 29.9%).

Notable findings by race and ethnicity

- Hispanic respondents of any race and non-Hispanic American Indian or Alaska Native respondents identified [a clean environment](#) as a top feature in a healthy community (Hispanic: 64.5%, non-Hispanic American Indian or Alaska Native: 73.7%).
- 62.4% of non-Hispanic Black or African American respondents selected [gun violence](#) as a top concern.
- More than half of non-Hispanic Asian or Asian American respondents selected [discrimination](#) as one of their top concerns (52.2%).

Notable findings by residence

- Individuals residing outside of Syracuse were more likely to be concerned with [adult overweight and obesity](#) than Syracuse residents (outside Syracuse: 41.3%; Syracuse: 24.9%).
- Zip code 13205 had the highest level of concern with [addiction to alcohol or drugs](#) (79.3%).
- 52.7% of respondents residing in zip code 13202 indicated experiencing [a long wait to get an appointment](#).

Comparison to Prior Years

The CHS was previously administered to Onondaga County residents in 2016 and 2019. While the survey tool changed slightly across years (including adding COVID -19 questions to the 2022 survey), questions focused on current health concerns remained fairly similar. The figures below provide comparison data across the versions of the survey for the questions relating to the topics of *Healthy Community, Health Problems, Health Behaviors and Social Factors, Healthcare System, and Access to Care*.

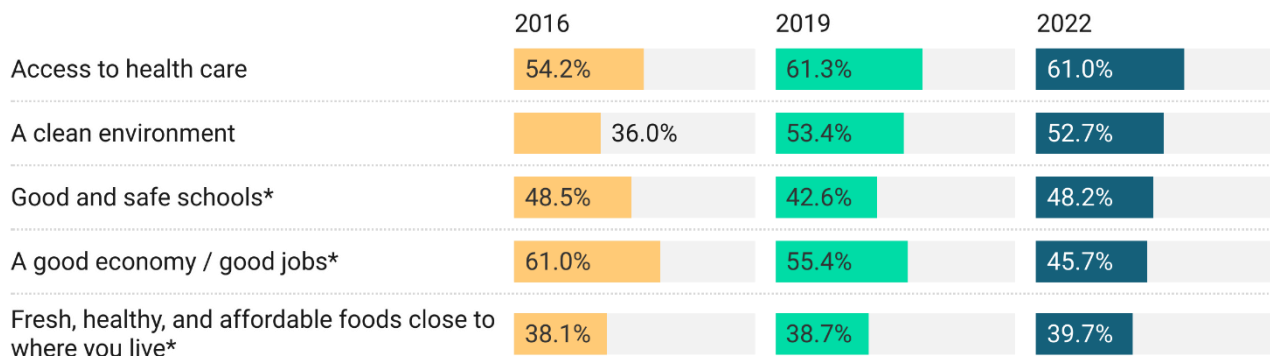
Please note, some response options were not included in every iteration of the survey and therefore have been left out when applicable. Additionally, the *Access to Care* topic was introduced in the 2019 survey and therefore no prior data are available for this topic.

It is important to note that the addition of new response categories with each version of the survey may dilute the magnitude of responses selected for any one response choice. Comparisons of results across years should be interpreted with caution due to changes the survey tool as described above.

Notable differences across iterations of the survey are described below:

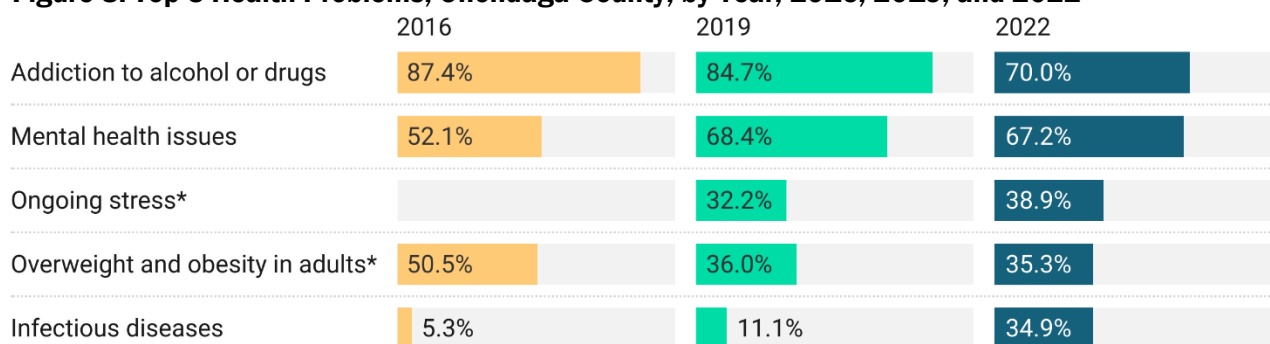
- [A good economy/good jobs](#) became less of a priority with each version of the survey (2016: 61.0%, 2019: 55.4%, 2022: 45.7%).
- [Infectious diseases](#) became much more of a concern in 2022 (34.9%) than in 2016 (5.3%) and 2019 (11.1%).
- [Illegal drug use](#) became less frequently selected with each version of the survey (2016: 76.0%, 2019: 59.5%, 2022: 53.9%) but remains a top concern.
- [Access to mental health services](#) remains a top concern (2016: 64.0%, 2019: 71.2%, 2022: 70.4%).

Figure 7. Top 5 Features of a Healthy Community, Onondaga County, by Year, 2016, 2019, and 2022



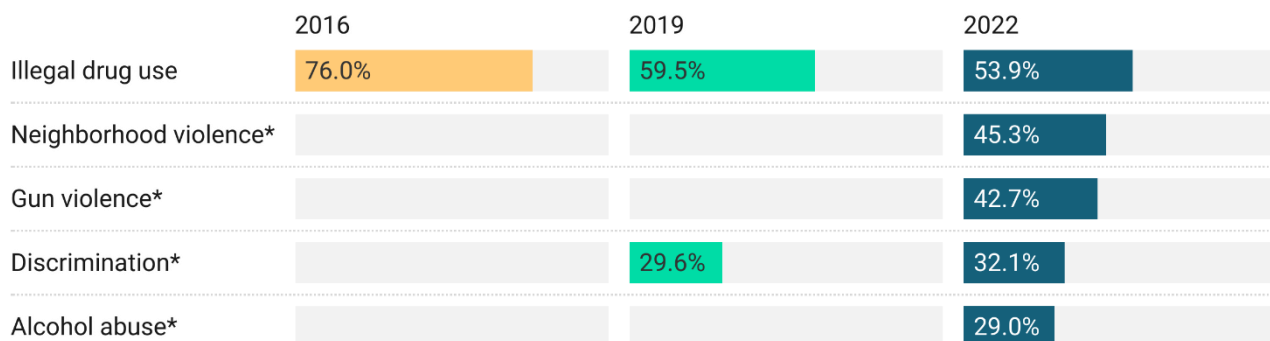
*Data note: Responses are listed in the order in which they were selected by respondents to the 2022 survey. *Good and safe schools was listed as good schools in the 2016 and 2019 versions of the survey. A good economy/good jobs was listed as a healthy economy/good jobs in the 2016 and 2019 surveys. In the 2016 survey, Fresh, healthy, and affordable foods close to where you live was listed as fresh and healthy foods close to where you live.*

Figure 8. Top 5 Health Problems, Onondaga County, by Year, 2016, 2019, and 2022



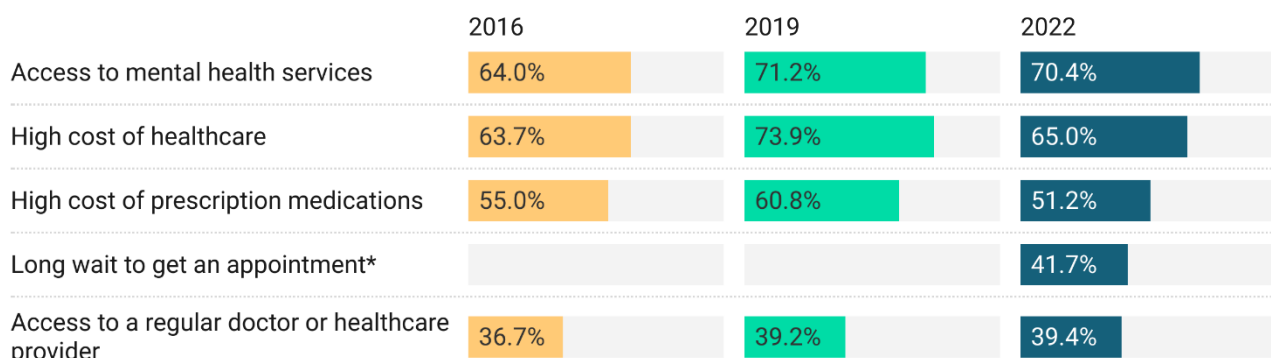
*Data note: Responses are listed in the order in which they were selected by respondents to the 2022 survey. *Ongoing stress was listed as chronic stress in the 2019 survey and not included as a response option in the 2016 survey. Overweight and obesity in adults was listed in the 2016 and 2019 versions of the survey as obesity in adults.*

Figure 9. Top 5 Health Behaviors or Social Factors Impacting Health, Onondaga County, by Year, 2016, 2019, and 2022



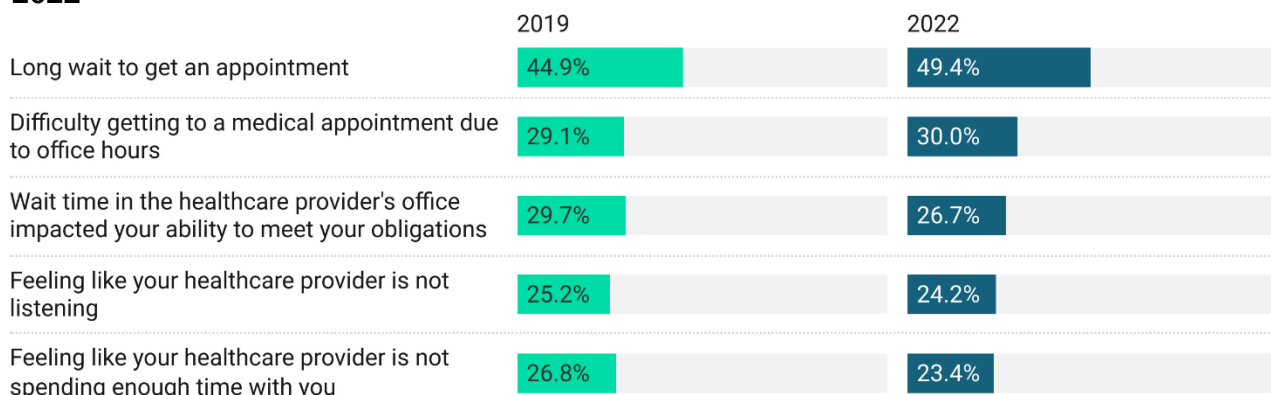
*Data note: Responses are listed in the order in which they were selected by respondents to the 2022 survey. *Neighborhood violence, gun violence, and alcohol abuse were added as response options to the 2022 survey and therefore not comparable to prior versions of the survey. Discrimination was added as a response option to the 2019 survey and not included in the 2016 survey.*

Figure 10. Top 5 Healthcare System Issues Impacting Health, Onondaga County, by Year, 2016, 2019, and 2022



Data note: Responses are listed in the order in which they were selected by respondents to the 2022 survey. *Long wait to get an appointment was added as response options to the 2022 survey and therefore not comparable to prior versions of the survey.

Figure 11. Top 5 Experiences Accessing Healthcare, Onondaga County, by Year, 2016, 2019, and 2022



Data note: Responses are listed in the order in which they were selected by respondents to the 2022 survey. This question was introduced to the survey in 2019, therefore there are no comparison data available for 2016.

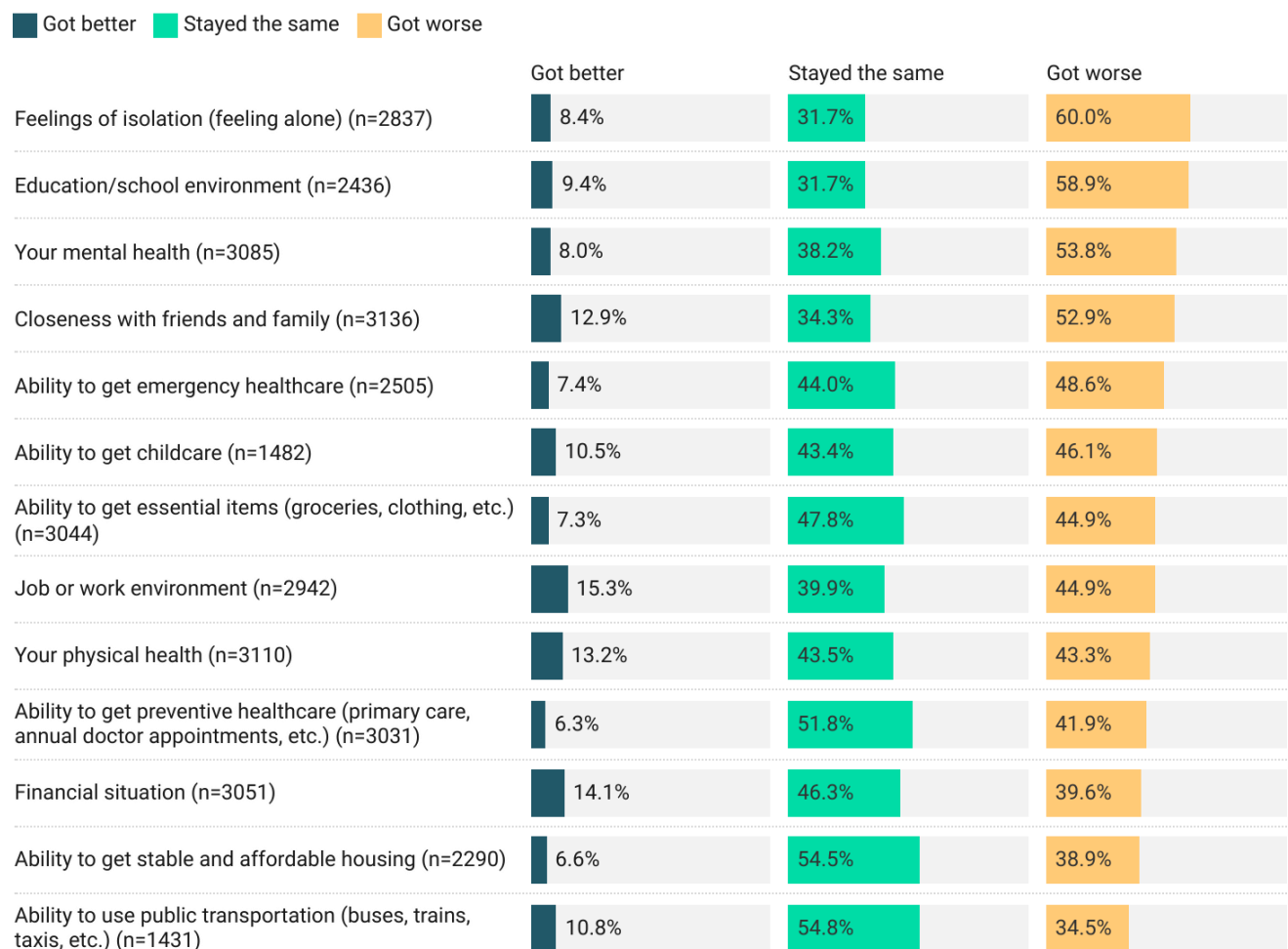
IMPACT OF THE COVID-19 PANDEMIC

For each of the topic areas, please note what your life is like now compared to your life before the COVID-19 pandemic.

Quality of Life

In this section of the survey, respondents were asked to indicate how the COVID-19 pandemic impacted aspects of health and quality of life in Onondaga County. Most questions focused on how aspects of life either improved or worsened during the pandemic. Figure 12 below displays responses for several quality-of-life categories in which respondents were asked to identify whether their life in that area “got better,” “stayed the same,” or “got worse” due to the COVID – 19 pandemic.

Figure 12. Impact of the COVID-19 Pandemic on Quality of Life, Onondaga County



Data note: The “n” provided in the chart above corresponds to the number of responses to that specific question after excluding blank responses and responses of “does not apply.”

For several categories, the majority of respondents indicated their life *got worse* due to the COVID-19 pandemic. These included the following:

- Feelings of isolation (60.0%)
- Education/school environment (58.9%)
- Mental health (53.8%)
- Closeness with friends and family (52.9%)
- Emergency healthcare access (48.6%)
- Childcare access (46.1%)
- Job or work environment (44.9%)

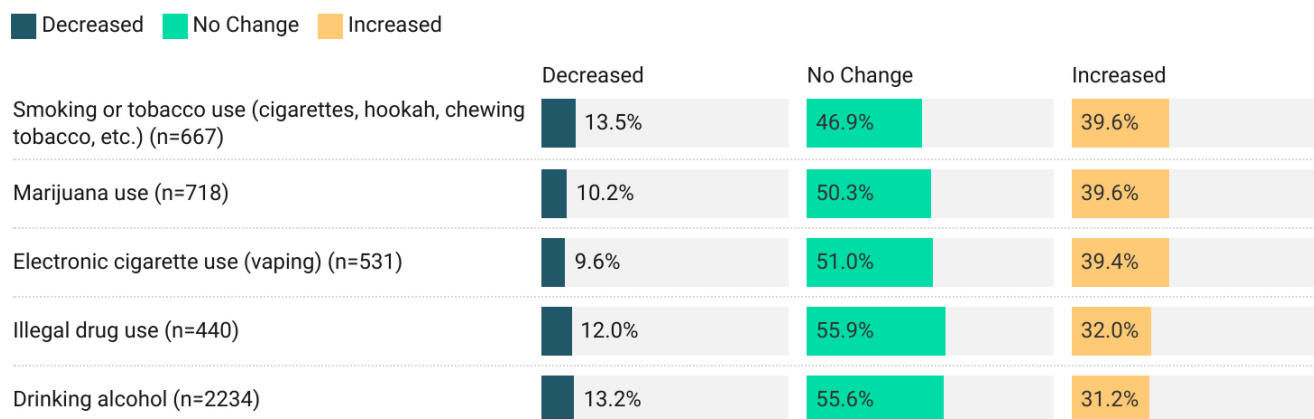
The areas where respondents were most likely to report their lives stayed the same were in use of public transit (54.8%) and stable and affordable housing (54.5%).

*Please note how your use of alcohol, tobacco, and drugs **has changed** since before the COVID-19 pandemic.*

Substance Use

Figure 13 looks at the impact the COVID-19 pandemic had upon the use of the following substances: tobacco, marijuana, electronic cigarettes, illegal drugs, and alcohol. Respondents were asked to identify if their use of these products “decreased,” “increased,” or had “no change.” Those who do not utilize any of these substances were given the opportunity to select “does not apply.” Respondents were also given the option not to answer.

Figure 13. Impact of the COVID-19 Pandemic on Smoking, Substance Use, and Alcohol Use, Onondaga County



Data note: The “n” provided in the chart above corresponds to the number of responses to that specific question after excluding blank responses, responses of “does not apply,” and responses of “prefer not to answer.”

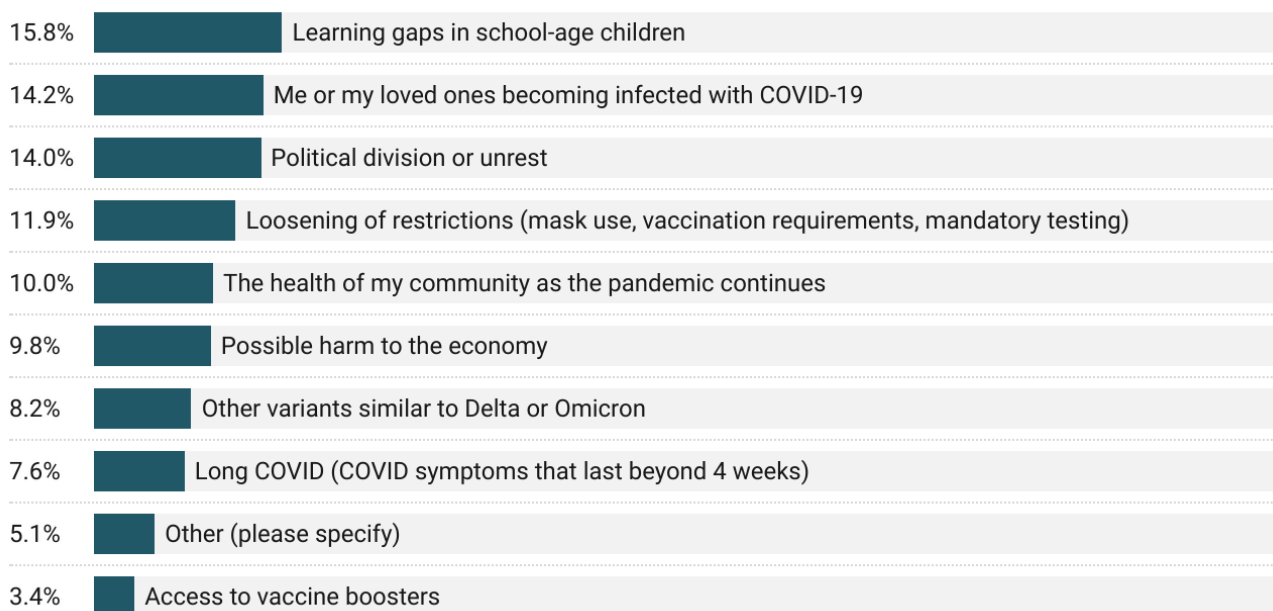
Respondents were most likely to indicate that they had increased use of tobacco (39.6%) and marijuana (39.6%) and least likely to report drinking alcohol at an increased rate (31.2%). The majority of respondents selected “no change” for each of the substances listed. Illegal drug use had the highest percent of respondents selecting “no change,” (55.9%).

*When it comes to COVID-19, what are you **most** concerned about moving forward?*

Future Concerns

Next respondents were asked about their greatest concern for the future in regard to COVID-19. Respondents were only allowed to select one response for this question. The most frequently selected response was learning gaps in school age children (15.8%) followed by concerns that they or their loved ones would become infected by COVID-19 (14.2%). The third most common response was concerns over future political division or unrest (14.0%). Responses were relatively evenly distributed across response categories indicating a wide array of concerns among County residents.

Figure 14. Top concern about COVID-19 moving forward (n=3,224)



Respondents were also given an opportunity to share open-ended feedback about how COVID-19 impacted the long-term health of our community. The majority of qualitative responses to this question focused on social and community-based factors. Nearly 100 of these comments focused on division in politics and values, mistrust of government or political systems, and the politicization of science. Some respondents elaborated indicating that political division has caused substantial division between families and friends.

I believe it has impacted the mental health above all. Yes the loss of life has been absolutely heartbreaking, but the mental stress is going to continue especially because of the political divide. – Community Health Survey Respondent

Concerns relating to mental health were pervasive in the qualitative feedback received. Many cited concerns relating to disruptions in education and how these would impact children’s mental and emotional health. Isolation for individuals of all ages was also mentioned as a cause for concern, one which had potential to impact mental health into the future.

CONCLUSION

Items for Action

Through this comprehensive community engagement process, community members shared their thoughts and feelings regarding the current health status of Onondaga County as well as concerns for the future. Notably, in this iteration of the survey, participants were also engaged around the topic of the COVID-19 pandemic and its impact on several aspects of life within Onondaga County.

Following a thorough analysis of survey responses, it is clear that the most pressing concerns of community members include:

- Substance use disorders
- Mental health conditions
- Trauma and violence
- Access to health care

Other topics including a clean environment, good and safe schools, and ongoing stress were also frequent concerns. There were also several comments shared in the qualitative portions of the survey indicating public safety (including safe places to play), discrimination and bias from law enforcement, political division were significant challenges impacting the health and quality of life of residents.

Regarding COVID-19, many indicated that their quality of life was significantly impacted by the pandemic. The most significant future concern was disruptions to education which may result in learning gaps for school aged children. Many also expressed concern over mental health challenges resulting from or exacerbated by the pandemic.

These findings were utilized to inform the development of the 2022 – 2024 Onondaga County Community Health Improvement Plan. In addition, these results are being shared with the intention of informing future public health interventions and policy changes that will support Onondaga County residents in attaining health and well-being.

Appendix

Appendix 1: Community Health Survey

What do you think about the health of our community? If you are 18 or older and live in Onondaga County, we want to hear from you! Please take this 15 minute survey and help us learn more. We will not share your answers with anyone.

This survey is part of a "Community Health Assessment." A key part of this is hearing about the health issues that are important to you. The Onondaga County Health Department will use this information to work on ways to improve the health of people who live here. If you receive this survey more than once, please only take it one time.

At the end of this survey you can enter a drawing to win one of **five (5) \$50 gift cards to Target**.

Please complete and return this survey by **Friday, May 13, 2022**. The mailing address is on the last page.

OR you can complete the survey online by visiting www.surveymonkey.com/r/OCHDCHA2022 or scanning the QR code to the right.

Thank you for your thoughts and feedback!



Start Survey:

WHERE DO YOU LIVE?

1. Do you live in Onondaga County?

- ☐ Yes
- ☐ No {If no, please do not complete this survey. It is for Onondaga County residents only.}

2. Do you live in the City of Syracuse?

- ☐ Yes
- ☐ No



HEALTHY COMMUNITY

A healthy community can improve the health and quality of life of all the people who live here.

3. Please select the five (5) things you believe are the most important for a healthy community.

Healthy Community

- | | |
|---|---|
| <input type="checkbox"/> A clean environment (no pollution or trash in public spaces including parks, playgrounds, and lakes) | <input type="checkbox"/> Positive race / ethnic relations |
| <input type="checkbox"/> A good economy / good jobs | <input type="checkbox"/> Public spaces and events that are for people of all physical abilities |
| <input type="checkbox"/> Access to health care (doctors, hospitals, etc.) | <input type="checkbox"/> Public transportation (buses, trains, taxis, etc.) |
| <input type="checkbox"/> Arts and cultural events | <input type="checkbox"/> Religious or spiritual values |
| <input type="checkbox"/> Community spaces (libraries, community centers, etc.) close to where you live | <input type="checkbox"/> Roads that are safe for people who walk or ride their bike (sidewalks, crosswalks, bike lanes) |
| <input type="checkbox"/> Family and other social support | <input type="checkbox"/> Safe and affordable housing |
| <input type="checkbox"/> Fresh, healthy, and affordable foods close to where you live | <input type="checkbox"/> Social connectedness (a strong sense of community) |
| <input type="checkbox"/> Good and safe schools | <input type="checkbox"/> Social policies and programs (parental leave, social security, health insurance, etc.) |
| <input type="checkbox"/> High quality, affordable day care | <input type="checkbox"/> Strong infrastructure (roads, bridges, water pipes, etc.) |
| <input type="checkbox"/> Higher education opportunities (apprentice programs, colleges, universities) | <input type="checkbox"/> Strong voter registration/turn out |
| <input type="checkbox"/> Low crime rates | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Neighborhood safety | <div style="border: 1px solid black; height: 40px; width: 100%;"></div> |
| <input type="checkbox"/> Parks and outdoor places to exercise and play | |

4. Please share any more feedback on what you believe makes a healthy community.



HEALTH PROBLEMS

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

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

Health Problems

- | | |
|--|---|
| <input type="checkbox"/> Accidents or injuries at work | <input type="checkbox"/> Lead poisoning in children or homes |
| <input type="checkbox"/> Addiction to alcohol or drugs | <input type="checkbox"/> Maternal mortality (death among new mothers) |
| <input type="checkbox"/> Air pollution | <input type="checkbox"/> Mental health issues (anxiety, depression, etc.) |
| <input type="checkbox"/> Alzheimer's disease, dementia, or memory loss | <input type="checkbox"/> Overweight and obesity in adults |
| <input type="checkbox"/> Asthma or other breathing problems | <input type="checkbox"/> Overweight and obesity in children |
| <input type="checkbox"/> Babies born too small or too soon | <input type="checkbox"/> Postpartum depression (depression in mothers after a baby is born) |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> Pre-mature death (deaths before age 65) |
| <input type="checkbox"/> Ongoing stress | <input type="checkbox"/> Problems with teeth or gums |
| <input type="checkbox"/> Death among babies and children | <input type="checkbox"/> Secondhand smoke |
| <input type="checkbox"/> Developmental delays in children (physical, speech, learning or social/emotional) | <input type="checkbox"/> Sexually transmitted infections (syphilis, chlamydia, gonorrhea, etc.) |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Suicide |
| <input type="checkbox"/> Diseases spread by insects (Lyme disease, EEE, West Nile virus, etc.) | <input type="checkbox"/> Teenage pregnancy |
| <input type="checkbox"/> Heart disease and stroke | <input type="checkbox"/> Unsafe drinking water |
| <input type="checkbox"/> High blood pressure | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> HIV / AIDS | |
| <input type="checkbox"/> Infectious diseases (COVID-19, flu, hepatitis, TB, etc.) | |
| <input type="checkbox"/> Injury or falls in seniors | |

6. Please share any more feedback you have on health problems in our community.



HEALTH BEHAVIORS AND SOCIAL FACTORS

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

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

Health Behaviors and Social Factors

- | | |
|--|--|
| <input type="checkbox"/> Alcohol abuse | <input type="checkbox"/> Not getting enough physical activity |
| <input type="checkbox"/> Discrimination (based on age, gender, physical ability, race, religious beliefs, sexual preference, etc.) | <input type="checkbox"/> Not getting vaccines (shots) to prevent disease |
| <input type="checkbox"/> Drinking and driving | <input type="checkbox"/> Racism |
| <input type="checkbox"/> Electronic cigarette use (vaping) | <input type="checkbox"/> Sexual assault (including rape) |
| <input type="checkbox"/> Emotional or physical abuse | <input type="checkbox"/> Smoking or tobacco use (cigarettes, hookah, chewing tobacco, etc.) |
| <input type="checkbox"/> Food insecurity (not having enough food to eat) | <input type="checkbox"/> Social isolation |
| <input type="checkbox"/> Gun violence | <input type="checkbox"/> Texting and driving |
| <input type="checkbox"/> Homelessness | <input type="checkbox"/> Unhealthy eating |
| <input type="checkbox"/> Illegal drug use (opioid, fentanyl, other illegal drugs) | <input type="checkbox"/> Unprotected sexual activity (not using condoms or other barrier method) |
| <input type="checkbox"/> Lack of medical care during pregnancy | <input type="checkbox"/> Unsafe sleep environments for infants/babies |
| <input type="checkbox"/> Low literacy (difficulty reading or understanding written words) | <input type="checkbox"/> Unsafe working conditions |
| <input type="checkbox"/> Marijuana use | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Neighborhood violence (gang or drug related, etc.) | |

8. Please share any more feedback you have on health behaviors or social factors in our community.



HEALTHCARE SYSTEM

The healthcare system is made up of people, organizations, and resources that provide healthcare services to the community to meet their healthcare needs. Healthcare system issues are factors that prevent people in our community from getting healthcare when they need it.

9. Please select the five (5) healthcare system issues you believe are the biggest problems in our community.

Health System Issues

- | | |
|---|--|
| <input type="checkbox"/> Access to a dentist | <input type="checkbox"/> High cost of healthcare |
| <input type="checkbox"/> Access to a regular doctor or healthcare provider | <input type="checkbox"/> High cost of prescription medications |
| <input type="checkbox"/> Access to language translators | <input type="checkbox"/> Lack of empathy among providers |
| <input type="checkbox"/> Access to mental health services | <input type="checkbox"/> Lack of health or dental insurance coverage |
| <input type="checkbox"/> Access to preventive health screenings (mammograms, colorectal cancer screening, etc.) | <input type="checkbox"/> Lack of transportation to medical appointments (car, bus, ride from a friend, etc.) |
| <input type="checkbox"/> Access to substance use disorder treatment (for drugs or alcohol) | <input type="checkbox"/> Long wait to get an appointment |
| <input type="checkbox"/> Access to vaccinations (COVID-19 vaccines, flu shots, etc.) | <input type="checkbox"/> Not understanding health information from a medical provider (after leaving the hospital or during a medical appointment) |
| <input type="checkbox"/> Discrimination or bias from medical providers | <input type="checkbox"/> Other (please specify): |

10. Please share any more feedback you have on health system issues in our community.



ACCESS TO CARE

Access to care refers to the ease with which a person can get needed medical services. Access to medical care impacts a person's health.

11. Which of the following have you, or your family, experienced when seeking medical care in the last 3 years? (Select **all** that apply.)

Access to Care Issues

- | | |
|---|--|
| <input type="checkbox"/> Difficulty getting to a medical appointment due to lack of transportation | <input type="checkbox"/> High cost prevented you from seeking needed medical care |
| <input type="checkbox"/> Difficulty getting to a medical appointment due to lack of childcare | <input type="checkbox"/> Long wait to get an appointment |
| <input type="checkbox"/> Difficulty getting to a medical appointment due to location | <input type="checkbox"/> Not having health insurance prevented you from receiving needed medical care |
| <input type="checkbox"/> Difficulty getting to a medical appointment due to not having sick leave at work | <input type="checkbox"/> Not having your language or translations needs met |
| <input type="checkbox"/> Difficulty getting to a medical appointment due to office hours | <input type="checkbox"/> Not understanding health information from your healthcare provider |
| <input type="checkbox"/> Feeling like your healthcare provider does not understand you or your experience | <input type="checkbox"/> Seeing a different healthcare provider each time you go to the doctor's office |
| <input type="checkbox"/> Feeling like your healthcare provider is not listening | <input type="checkbox"/> Stigma or discrimination/feeling judged by your healthcare provider |
| <input type="checkbox"/> Feeling like your healthcare provider is not spending enough time with you | <input type="checkbox"/> Wait time in the healthcare providers' office impacted your ability to meet your obligations (work, family, etc.) |
| <input type="checkbox"/> Having difficulty finding a healthcare provider who accepts your insurance | <input type="checkbox"/> None of the above |
| | <input type="checkbox"/> Other (please specify): |



IMPACT OF COVID-19

The COVID-19 pandemic has impacted many aspects of health and quality of life in our community.

12. For each of the topic areas below, please note what your life is like **now** compared to your life before the COVID-19 pandemic.

	Got worse	Stayed the same	Got better	Does not apply
Ability to get childcare				
Ability to get emergency healthcare				
Ability to get essential items (groceries, clothing, etc.)				
Ability to get preventive healthcare (primary care, annual doctor appointments, etc.)				
Ability to get stable and affordable housing				
Ability to use public transportation (buses, trains, taxis, etc.)				
Closeness with friends and family				
Education/school environment				
Feelings of isolation (feeling alone)				
Financial situation				
Job or work environment				
Your mental health				
Your physical health				



13. Please note below how your use of alcohol, tobacco, and drugs has changed since before the COVID-19 pandemic.

	Decreased	No change	Increased	Does not apply	Prefer not to answer
Drinking alcohol					
Electronic cigarette use (vaping)					
Illegal drug use					
Marijuana use					
Smoking or tobacco use (cigarettes, hookah, chewing tobacco, etc.)					

14. When it comes to COVID-19, what are you most concerned about moving forward?

(Please select 1 response)

- ☐ Access to vaccine boosters
- ☐ Learning gaps in school-age children
- ☐ Loosening of restrictions (mask use, vaccination requirements, mandatory testing)
- ☐ Long COVID (COVID symptoms that last beyond 4 weeks)
- ☐ Me or my loved ones becoming infected with COVID-19
- ☐ Other variants similar to Delta or Omicron
- ☐ Political division or unrest
- ☐ Possible harm to the economy
- ☐ The health of my community as the pandemic continues
- ☐ Other (please specify):

15. Please share any more feedback you have on how COVID-19 impacted the **long-term** health of our community



16. Please note how you feel the Onondaga County Health Department (OCHD) performed in the following areas during the COVID-19 pandemic?

	Poor	Fair	Good	Excellent	Not applicable
Sharing information/data with the community in a timely manner					
Providing guidance on isolation and quarantine (in the community and schools)					
Providing guidance on mask requirements (in the community and schools)					
Providing testing in the community (including schools)					
Vaccinating the community					

17. Please share any more feedback you have on how OCHD responded to the COVID-19 pandemic.



DEMOGRAPHICS*

Understanding how people from different backgrounds feel about health issues in our county can help us plan the best ways to improve health. Your information will not be shared or used to identify you in any way.

18. Your age:

- ☐ 18-34
- ☐ 35-49
- ☐ 50-64
- ☐ 65 and older
- ☐ I prefer not to answer

19. Your ethnicity:

- ☐ Hispanic or Latinx
- ☐ Not Hispanic or Latinx
- ☐ Don't know / Not sure
- ☐ I prefer not to answer

20. Your race: (select all that apply)

- ☐ American Indian or Alaska Native
- ☐ Asian or Asian American
- ☐ Black or African American
- ☐ Middle Eastern or North African
- ☐ Native Hawaiian or Pacific Islander
- ☐ White
- ☐ Don't know / Not sure
- ☐ I prefer not to answer
- ☐ Another race not listed above (please specify if comfortable):

21. Which of the following best describes you?

- ☐ Woman
- ☐ Man
- ☐ Non-binary
- ☐ Agender
- ☐ Gender fluid
- ☐ Gender queer
- ☐ I prefer not to answer
- ☐ Prefer to self-describe (please specify if comfortable):

22. Are you transgender?

- ☐ No
- ☐ Yes
- ☐ I prefer not to answer

23. Your highest education level

- ☐ Less than high school
- ☐ High school graduate or GED
- ☐ Some college, no degree
- ☐ 2 year college degree
- ☐ 4 year college degree or higher
- ☐ I prefer not to answer



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Health Department

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24. 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?

- ☐ No
☐ Yes
☐ I prefer not to answer

25. The zip code where you live:

*Response options in the *Demographics* section were informed by: *More than Numbers: A Guide Toward Diversity, Equity, and Inclusion (DEI) in Data Collection*, from the Charles and Lynn Schusterman Family Foundation

26. If you would like to be entered into a drawing for a **\$50** gift card to **Target**, please write your name and contact information below. This will not be linked to any of your survey responses.

First and Last Name:

Mailing address:

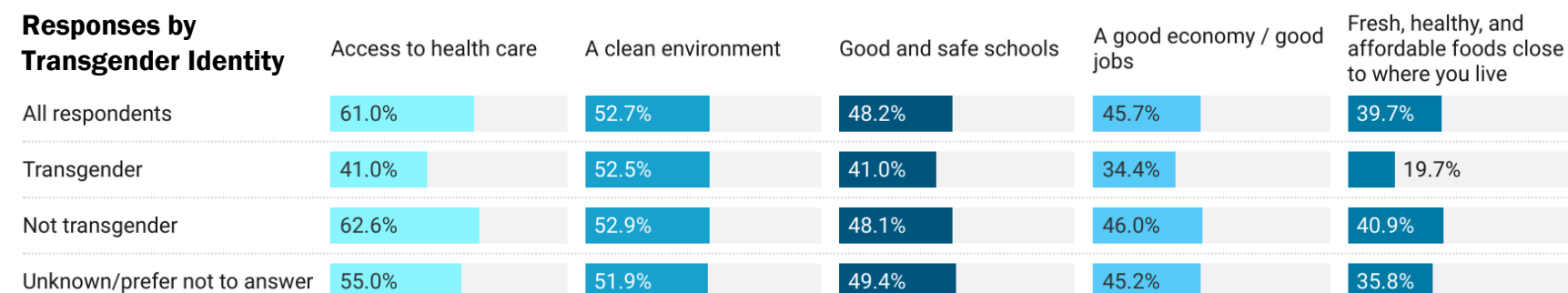
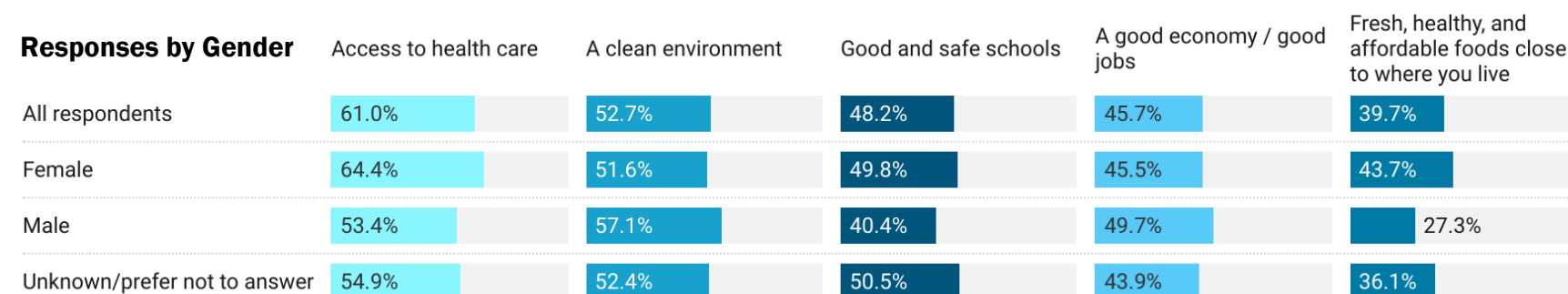
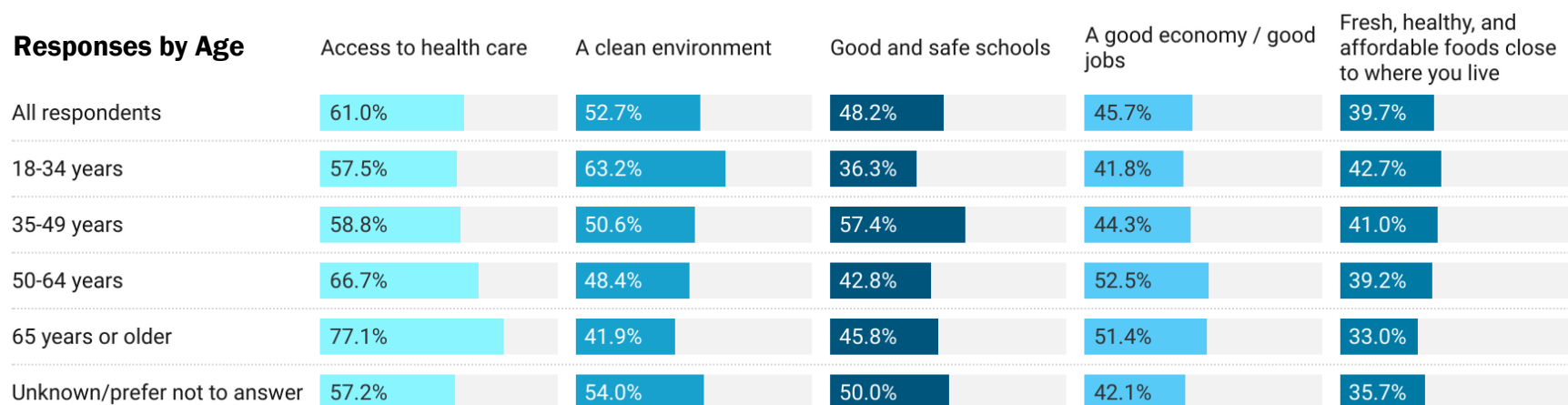
Email address:

Phone number:

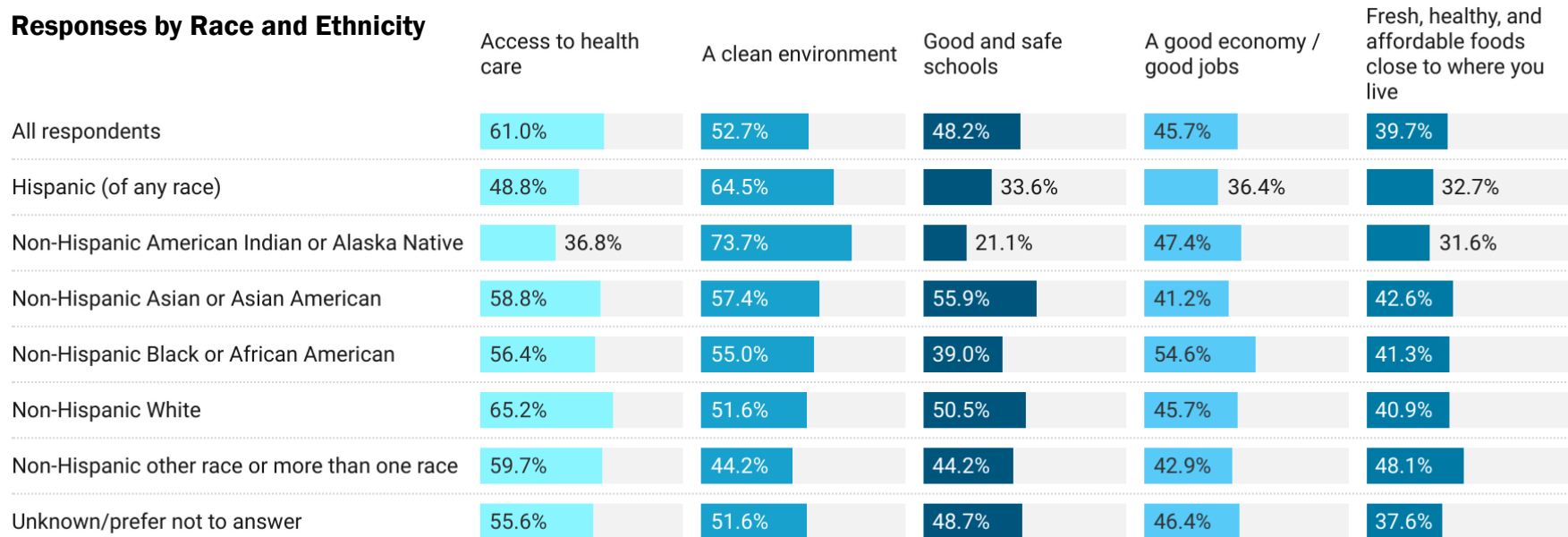
Thank you for participating in this survey!



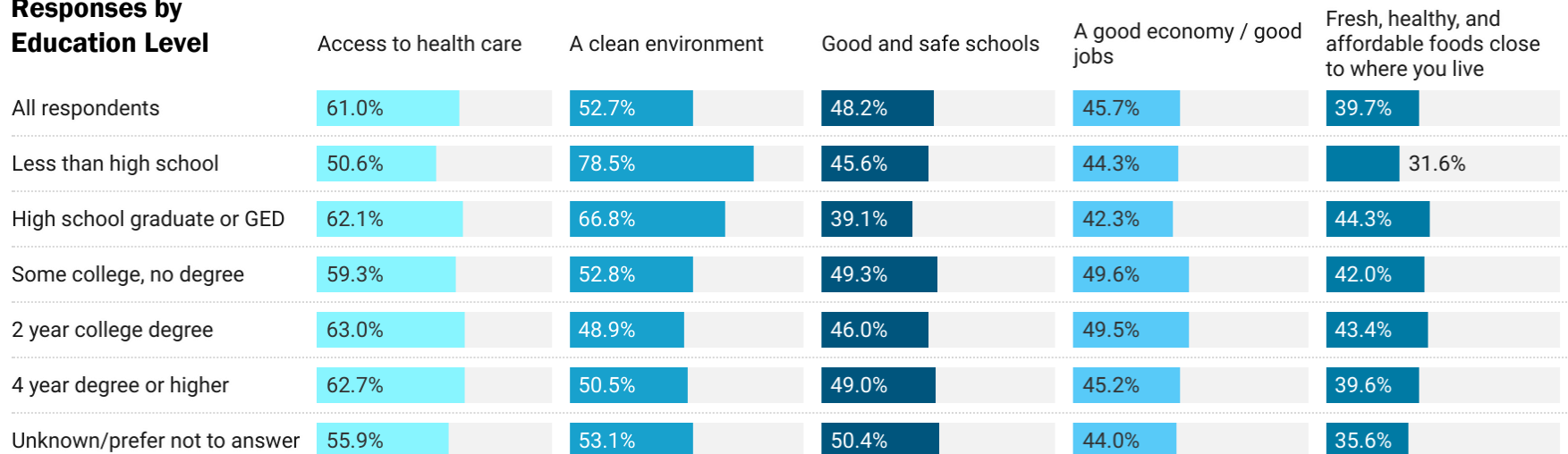
Appendix 2: Top 5 Healthy Community Responses by Demographics



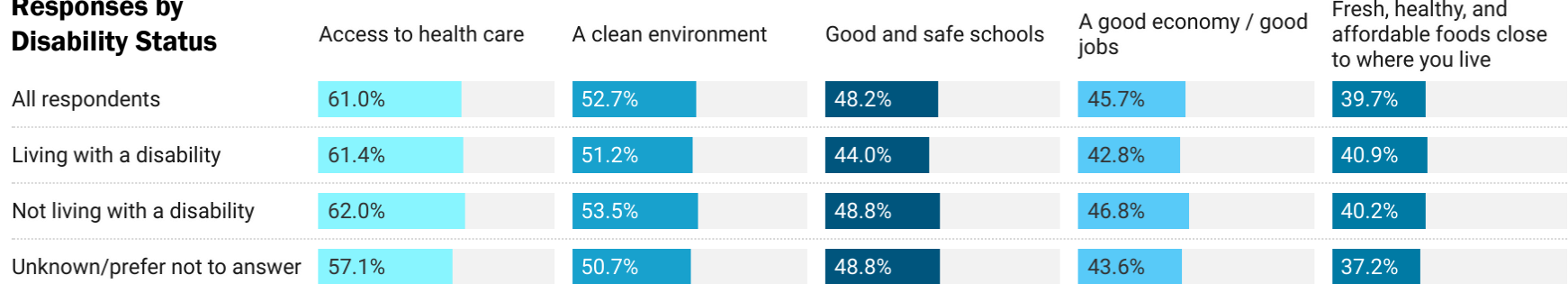
Responses by Race and Ethnicity



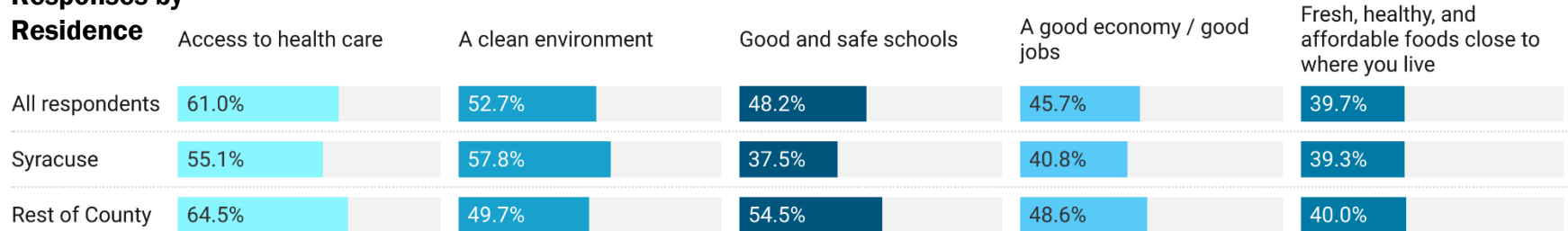
Responses by Education Level



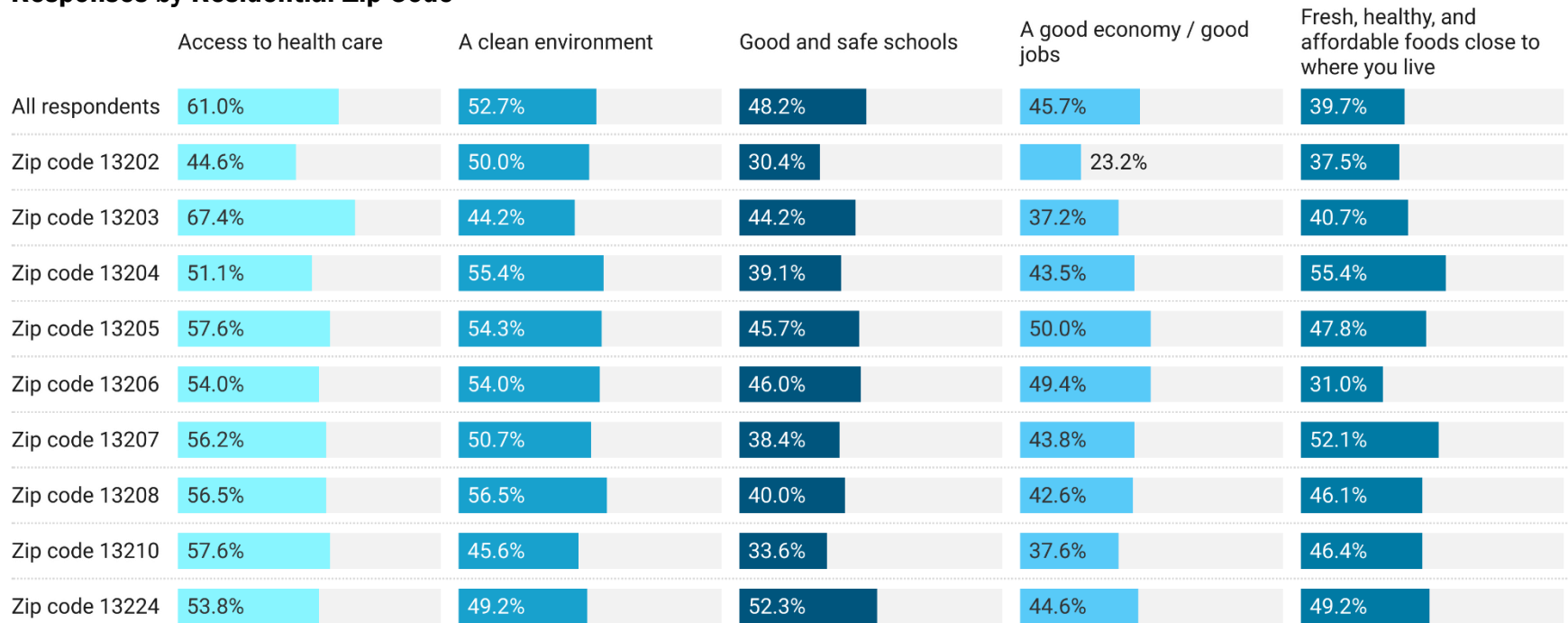
Responses by Disability Status



Responses by Residence



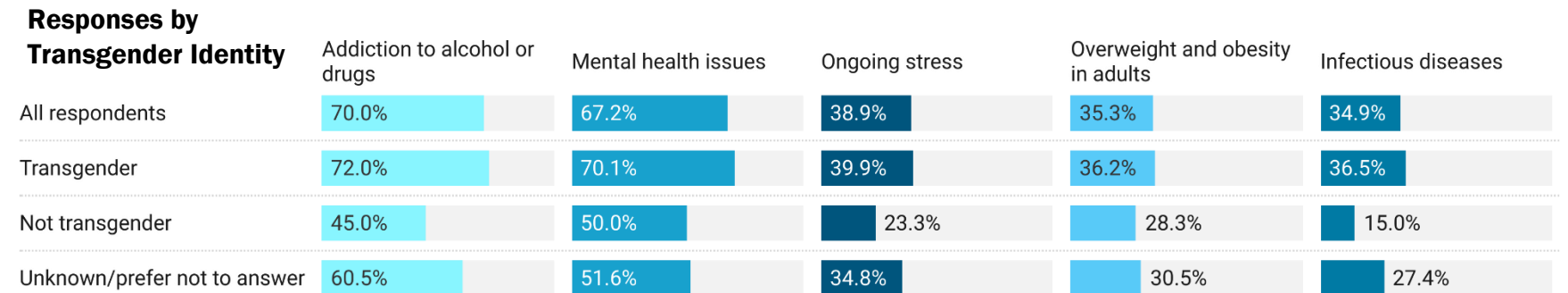
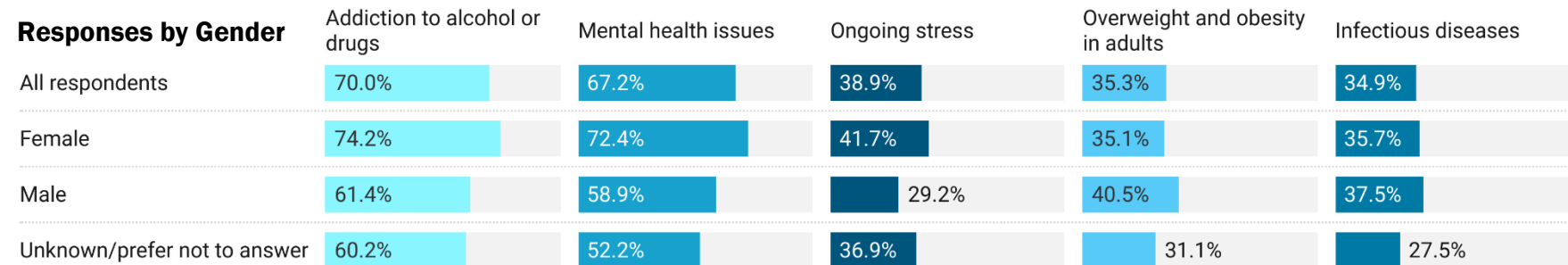
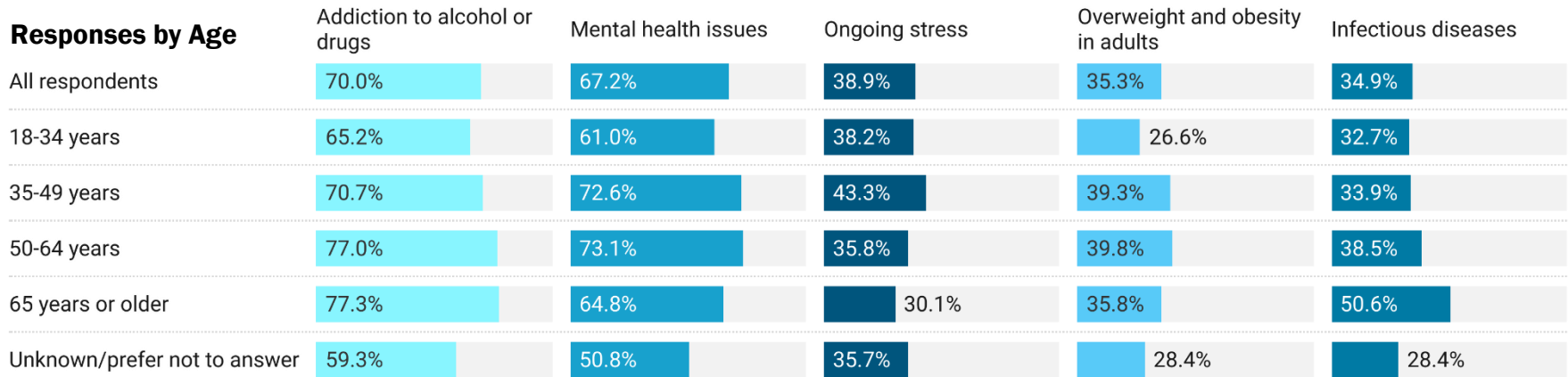
Responses by Residential Zip Code

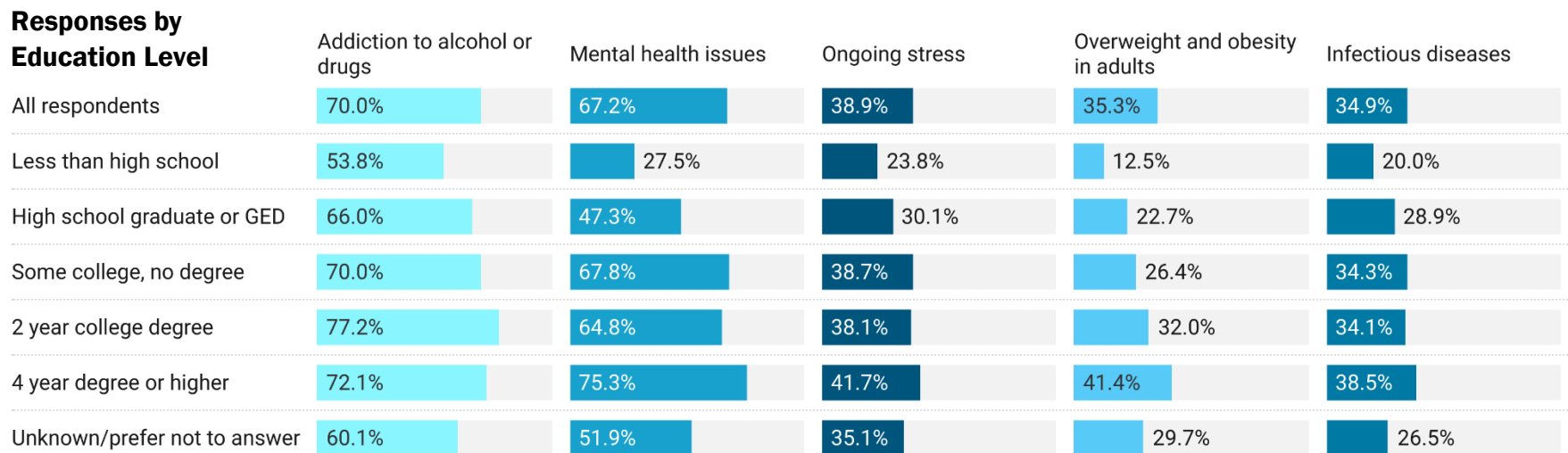
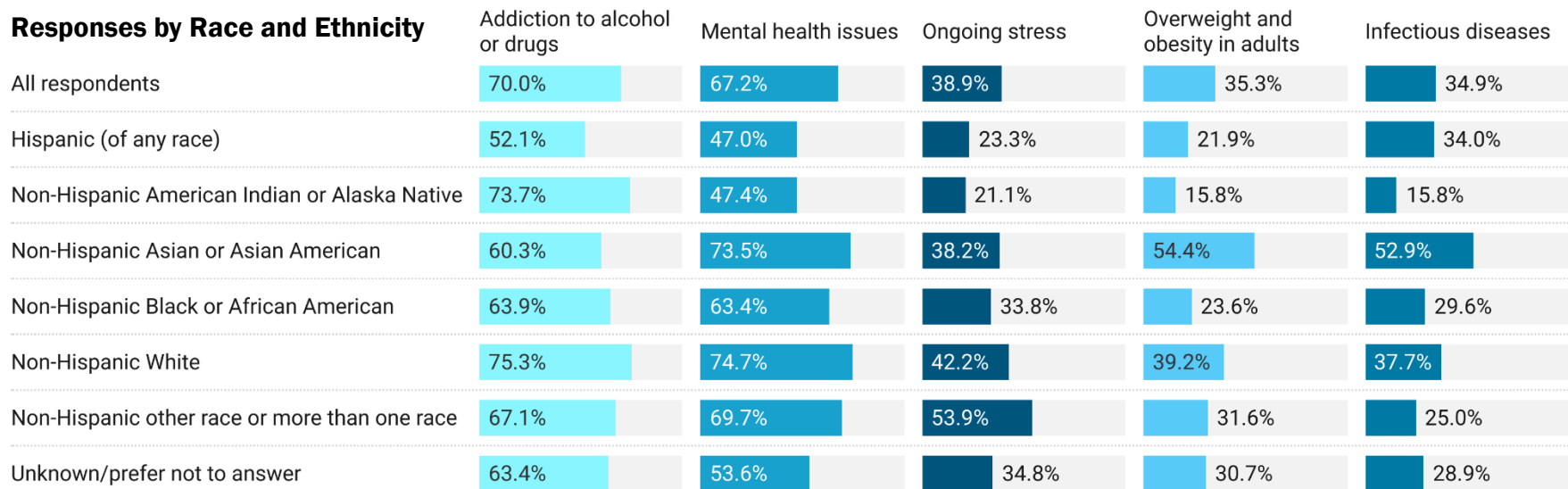


Data Notes: The response options shown above (i.e., access to health care) are those which were most frequently selected by “all respondents” and may not correspond to the top issue for a specific demographic category. For each demographic category above, a value for “all respondents” is also provided for comparison. Demographic categories with fewer than 10 responses were suppressed due to small numbers. *Rest of County* represents County residents that reside outside of the City of Syracuse.

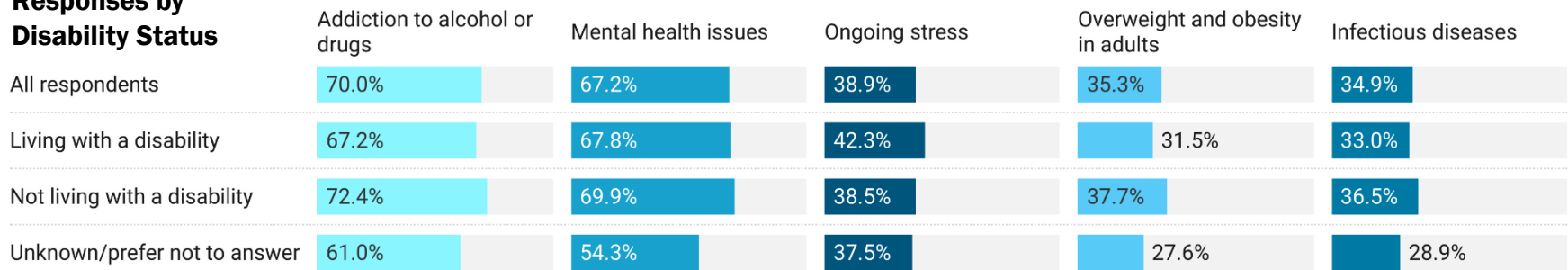
Please note due to small numbers and high percentages of unknown or blank responses, these data should be interpreted with caution. See the table on page 5 of this report for information on the number of respondents in each demographic category.

Appendix 3: Top 5 Health Problem Responses by Demographics

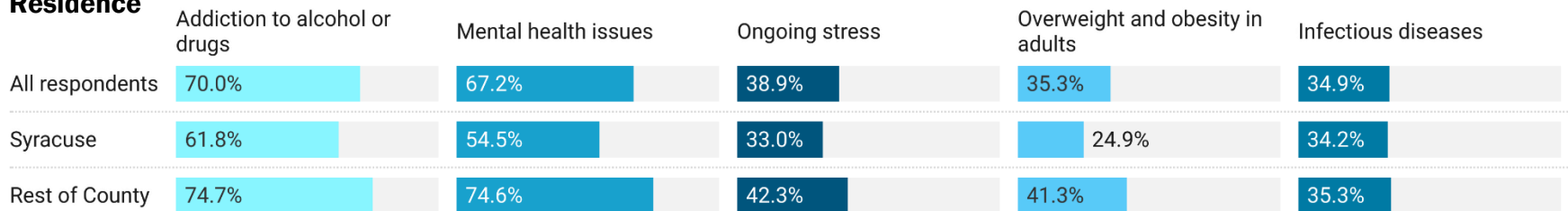




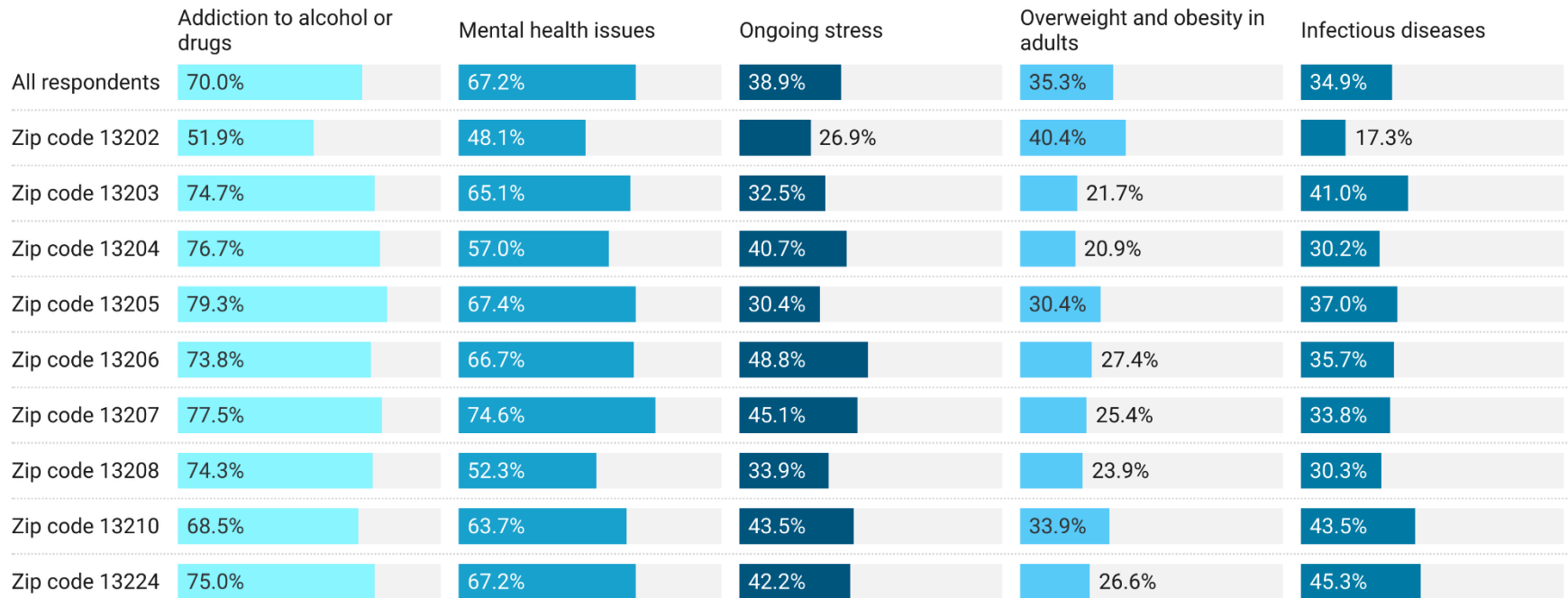
Responses by Disability Status



Responses by Residence



Responses by Residential Zip Code



Data Notes: The response options shown above (i.e., access to health care) are those which were most frequently selected by “all respondents” and may not correspond to the top issue for a specific demographic category. For each demographic category above, a value for “all respondents” is also provided for comparison. Demographic categories with fewer than 10 responses were suppressed due to small numbers. *Rest of County* represents County residents that reside outside of the City of Syracuse.

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Appendix 4: Top 5 Health Behavior and Social Factor Responses by Demographics

Responses by Age

	Illegal Drug Use	Neighborhood violence	Gun violence	Discrimination	Alcohol abuse
All respondents	53.9%	45.3%	42.7%	32.1%	29.0%
18-34 years	45.3%	39.8%	38.4%	41.0%	33.7%
35-49 years	56.8%	43.9%	38.9%	32.1%	25.8%
50-64 years	59.0%	55.5%	50.1%	24.4%	28.0%
65 years or older	59.1%	50.3%	64.1%	28.7%	27.6%
Unknown/prefer not to answer	45.8%	35.2%	37.5%	33.8%	35.0%

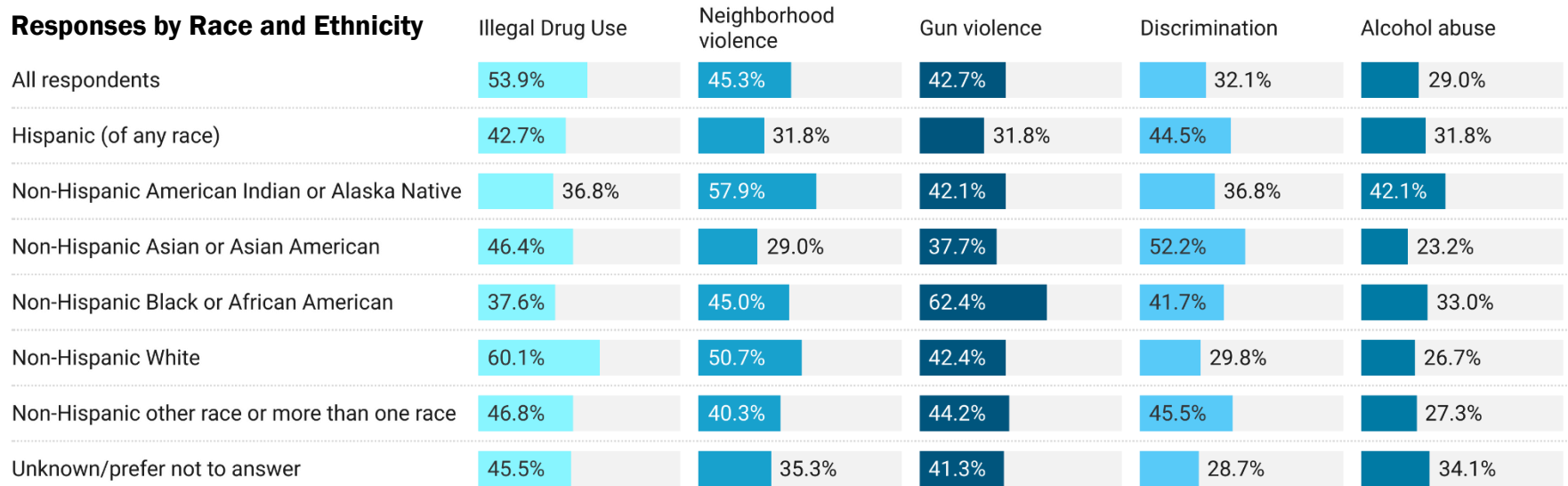
Responses by Gender

	Illegal Drug Use	Neighborhood violence	Gun violence	Discrimination	Alcohol abuse
All respondents	53.9%	45.3%	42.7%	32.1%	29.0%
Female	56.3%	47.4%	44.6%	32.4%	28.9%
Male	50.5%	43.5%	39.0%	31.4%	27.6%
Unknown/prefer not to answer	45.7%	34.9%	37.2%	30.4%	31.9%

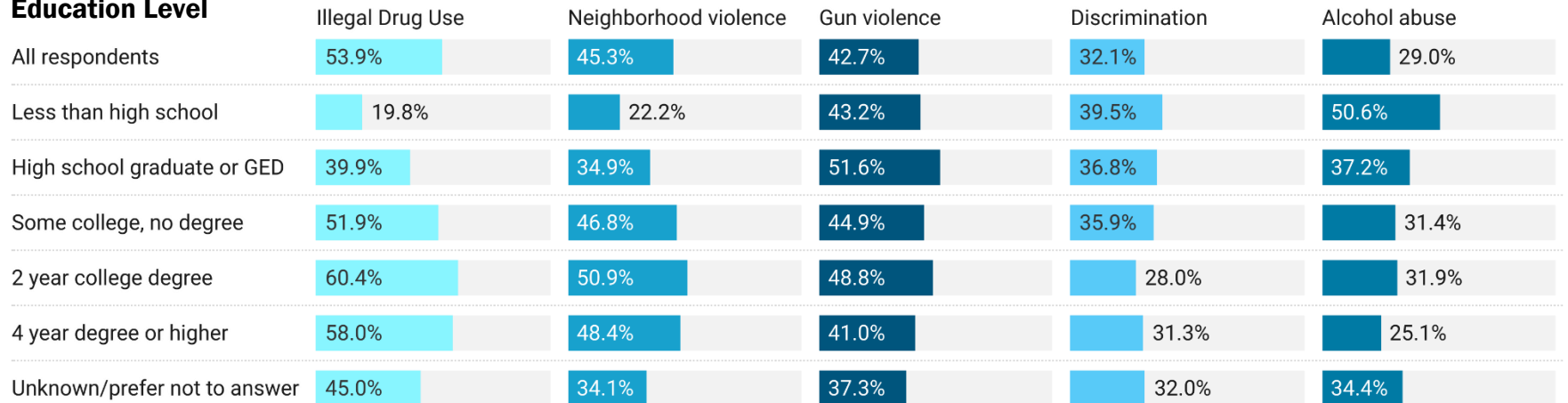
Responses by Transgender Identity

	Illegal Drug Use	Neighborhood violence	Gun violence	Discrimination	Alcohol abuse
All respondents	53.9%	45.3%	42.7%	32.1%	29.0%
Transgender	47.5%	27.9%	24.6%	41.0%	21.3%
Not transgender	55.2%	47.2%	43.9%	32.2%	28.3%
Unknown/prefer not to answer	45.1%	33.9%	36.2%	30.4%	35.4%

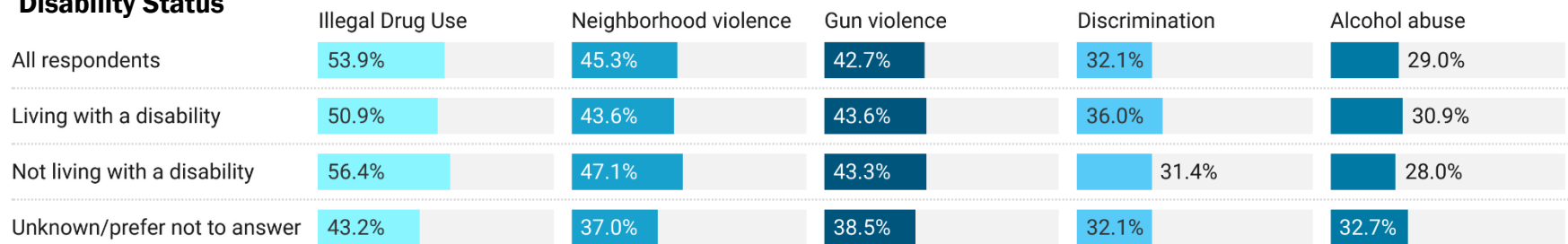
Responses by Race and Ethnicity



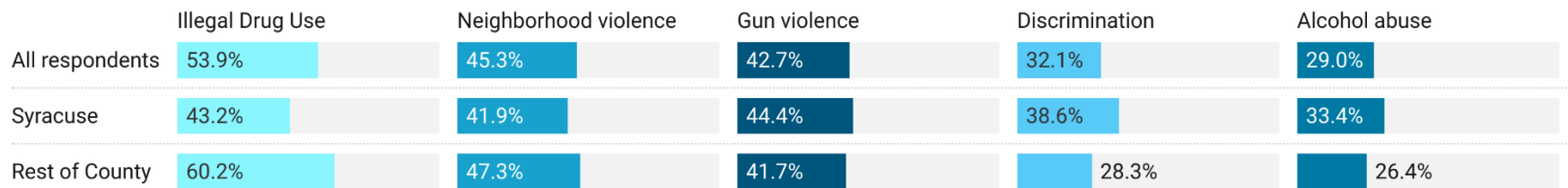
Responses by Education Level



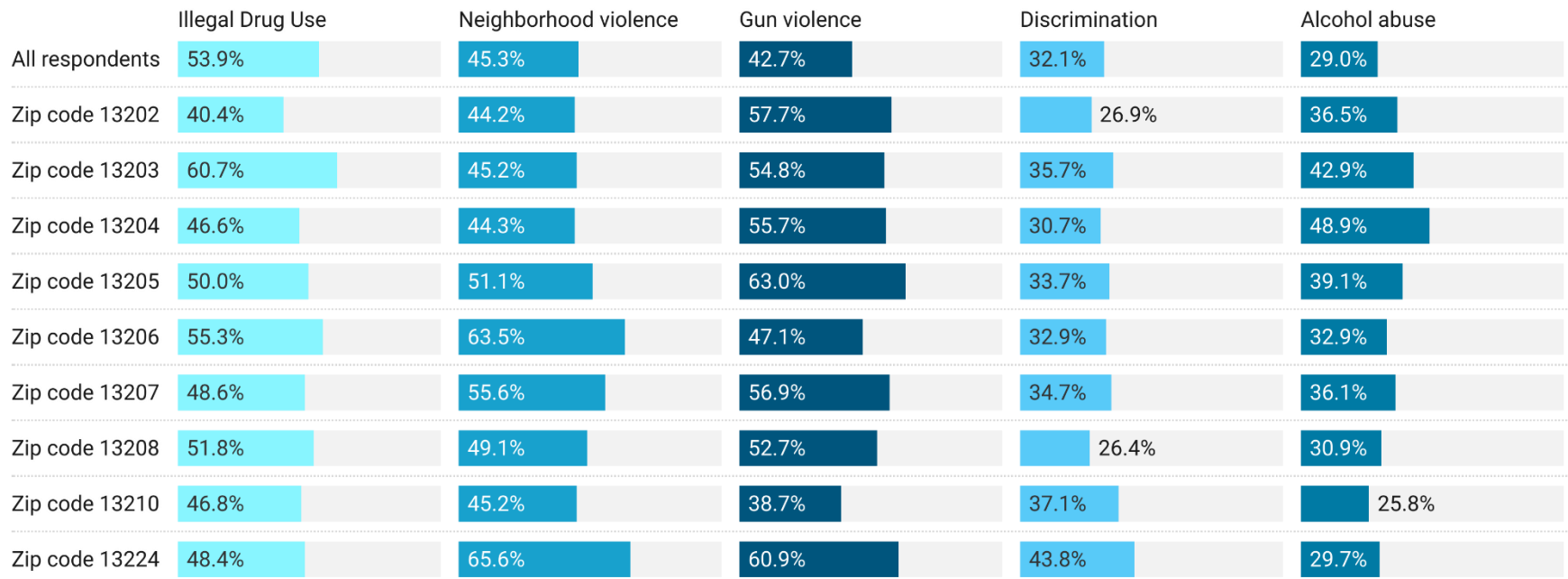
Responses by Disability Status



Responses by Residence



Responses by Residential Zip Code



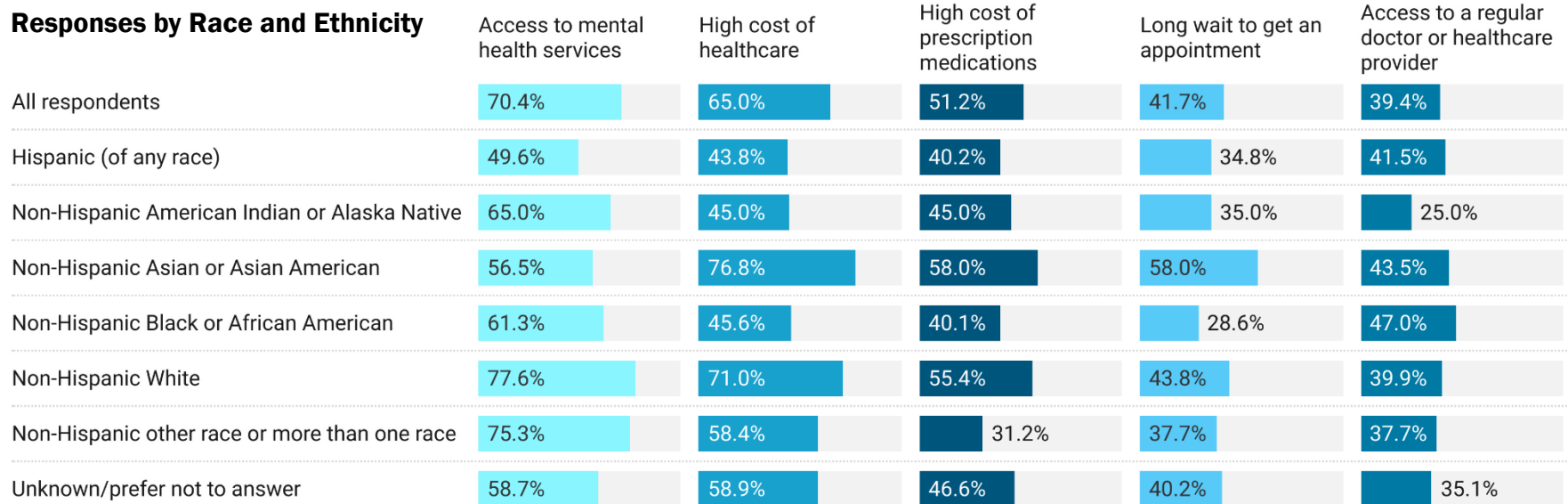
Data Notes: The response options shown above (i.e., access to health care) are those which were most frequently selected by “all respondents” and may not correspond to the top issue for a specific demographic category. For each demographic category above, a value for “all respondents” is also provided for comparison. Demographic categories with fewer than 10 responses were suppressed due to small numbers. *Rest of County* represents County residents that reside outside of the City of Syracuse.

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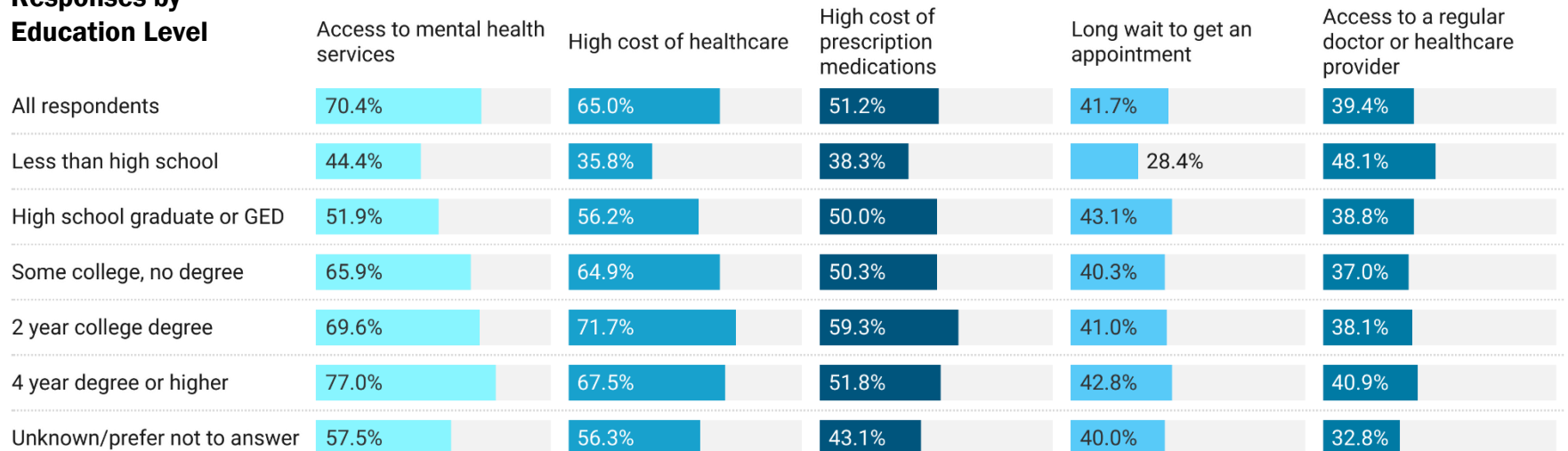
Appendix 5: Top 5 Healthcare System Issue Responses by Demographics

Responses by Age	Access to mental health services	High cost of healthcare	High cost of prescription medications	Long wait to get an appointment	Access to a regular doctor or healthcare provider
All respondents	70.4%	65.0%	51.2%	41.7%	39.4%
18-34 years	61.3%	60.9%	40.7%	38.3%	42.2%
35-49 years	75.2%	65.7%	49.1%	45.5%	40.1%
50-64 years	74.5%	69.0%	62.6%	41.5%	38.1%
65 years or older	74.0%	71.8%	68.5%	31.5%	40.9%
Unknown/prefer not to answer	57.0%	56.4%	44.0%	39.9%	32.3%
Responses by Gender	Access to mental health services	High cost of healthcare	High cost of prescription medications	Long wait to get an appointment	Access to a regular doctor or healthcare provider
All respondents	70.4%	65.0%	51.2%	41.7%	39.4%
Female	74.4%	66.4%	52.4%	42.9%	39.7%
Male	62.1%	65.7%	50.4%	37.9%	43.5%
Unknown/prefer not to answer	56.5%	56.8%	45.9%	40.3%	30.3%
Responses by Transgender Identity	Access to mental health services	High cost of healthcare	High cost of prescription medications	Long wait to get an appointment	Access to a regular doctor or healthcare provider
All respondents	70.4%	65.0%	51.2%	41.7%	39.4%
Transgender	44.3%	47.5%	41.0%	31.1%	32.8%
Not Transgender	72.7%	66.3%	52.2%	42.2%	40.6%
Unknown/prefer not to answer	55.4%	56.9%	44.3%	39.9%	30.6%

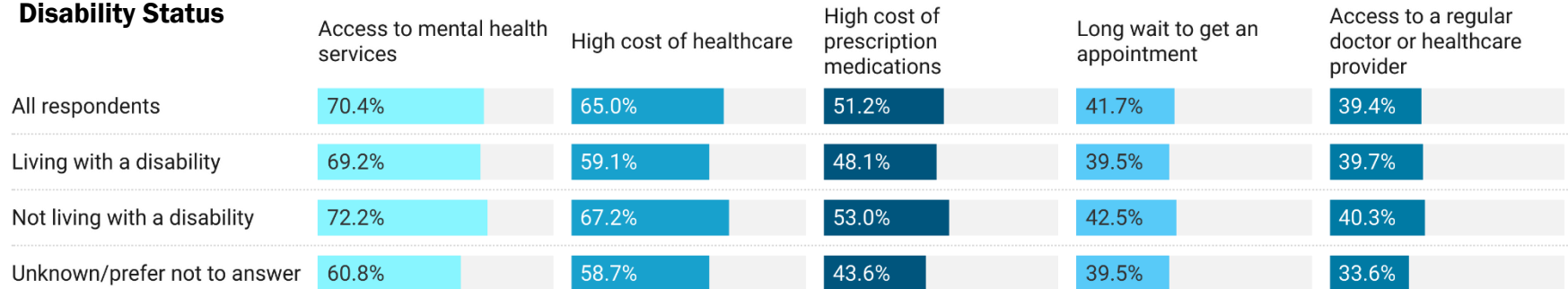
Responses by Race and Ethnicity



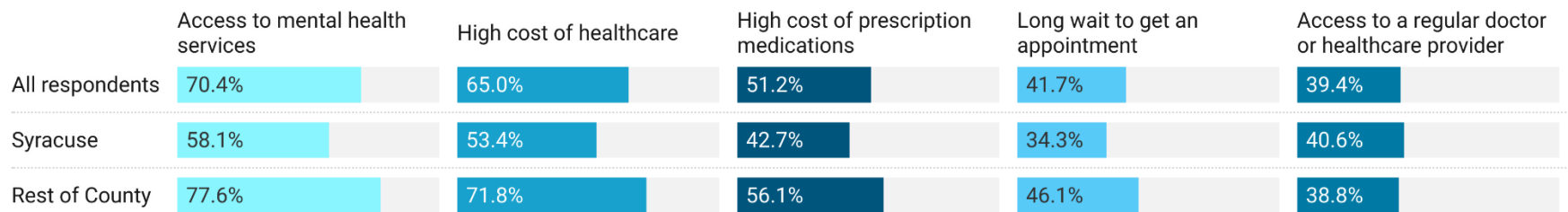
Responses by Education Level



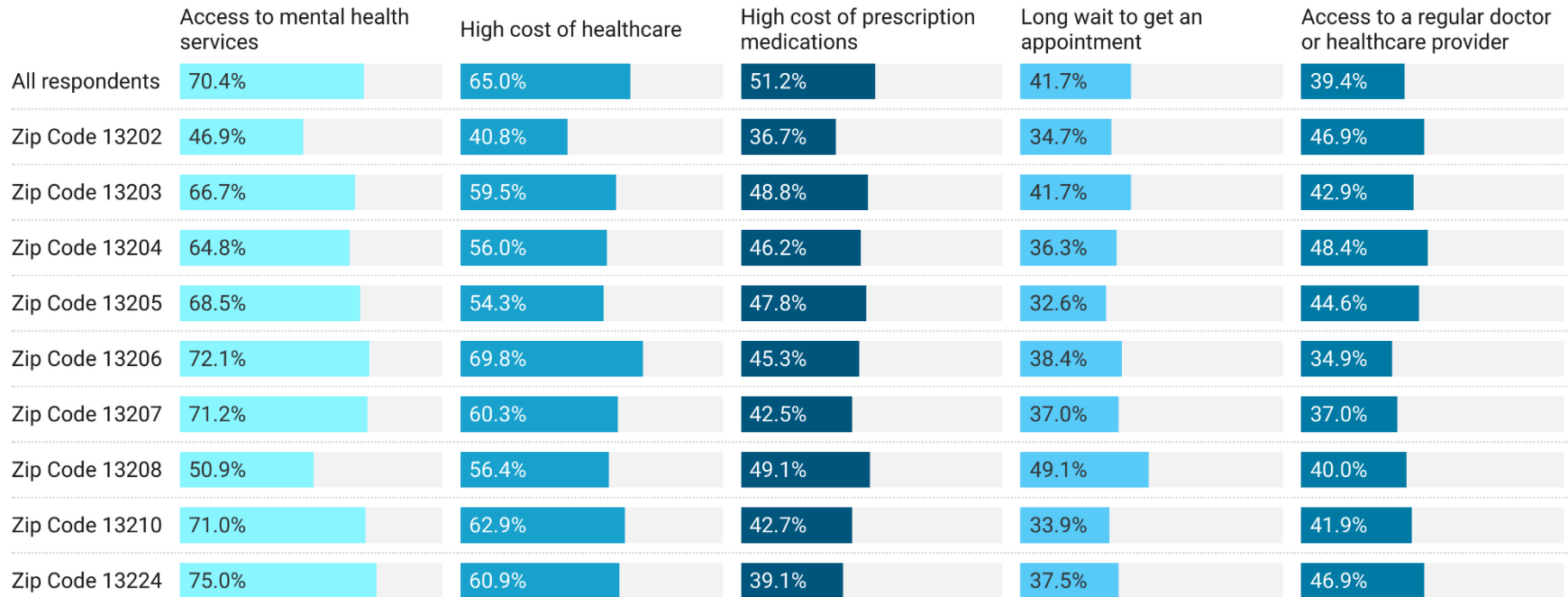
Responses by Disability Status



Responses by Residence



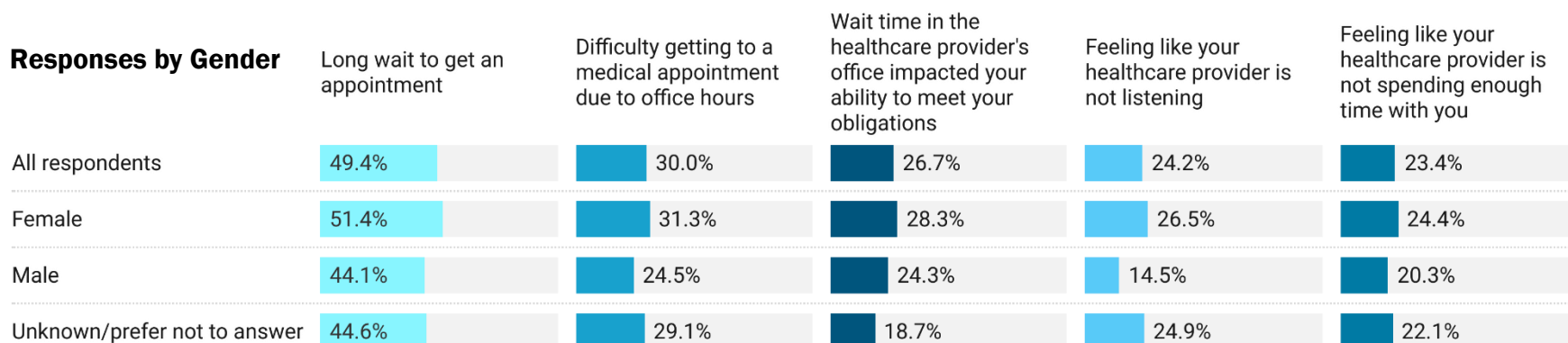
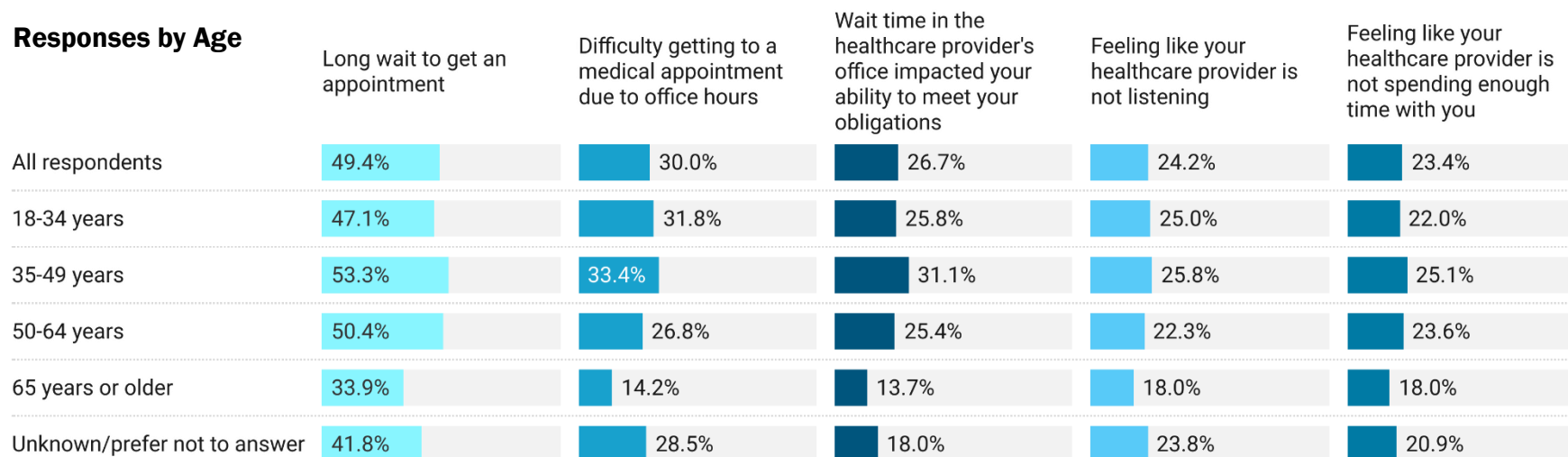
Responses by Residential Zip Code



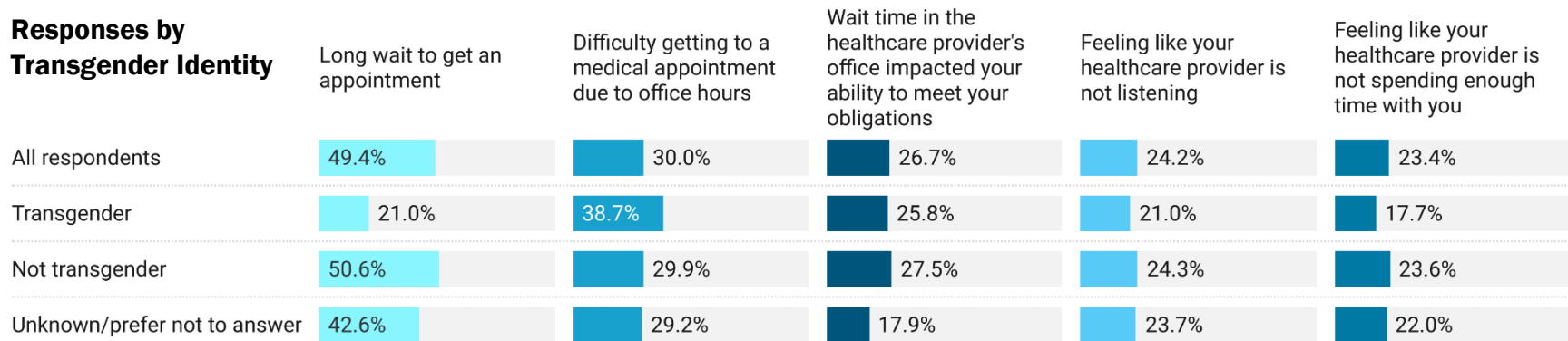
Data Notes: The response options shown above (i.e., access to health care) are those which were most frequently selected by “all respondents” and may not correspond to the top issue for a specific demographic category. For each demographic category above, a value for “all respondents” is also provided for comparison. Demographic categories with fewer than 10 responses were suppressed due to small numbers. *Rest of County* represents County residents that reside outside of the City of Syracuse.

Please note due to small numbers and high percentages of unknown or blank responses, these data should be interpreted with caution. See the table on page 5 of this report for information on the number of respondents in each demographic category.

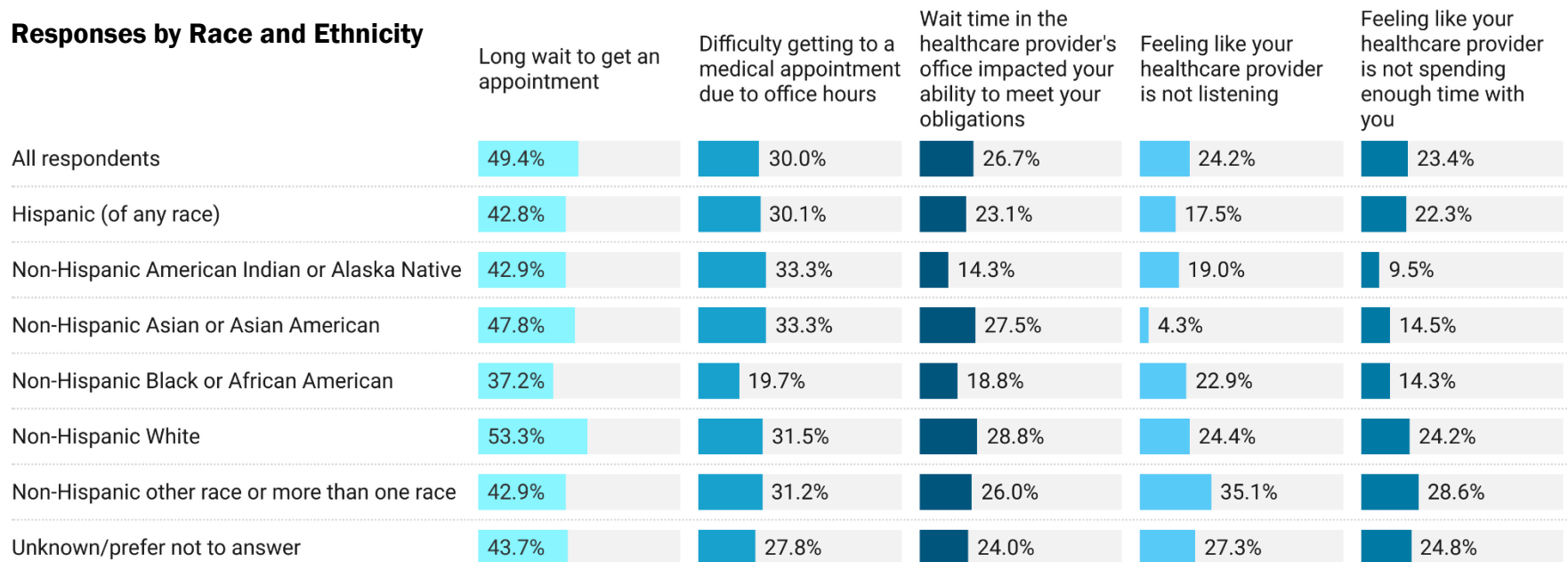
Appendix 6: Top 5 Access to Care Responses by Demographics



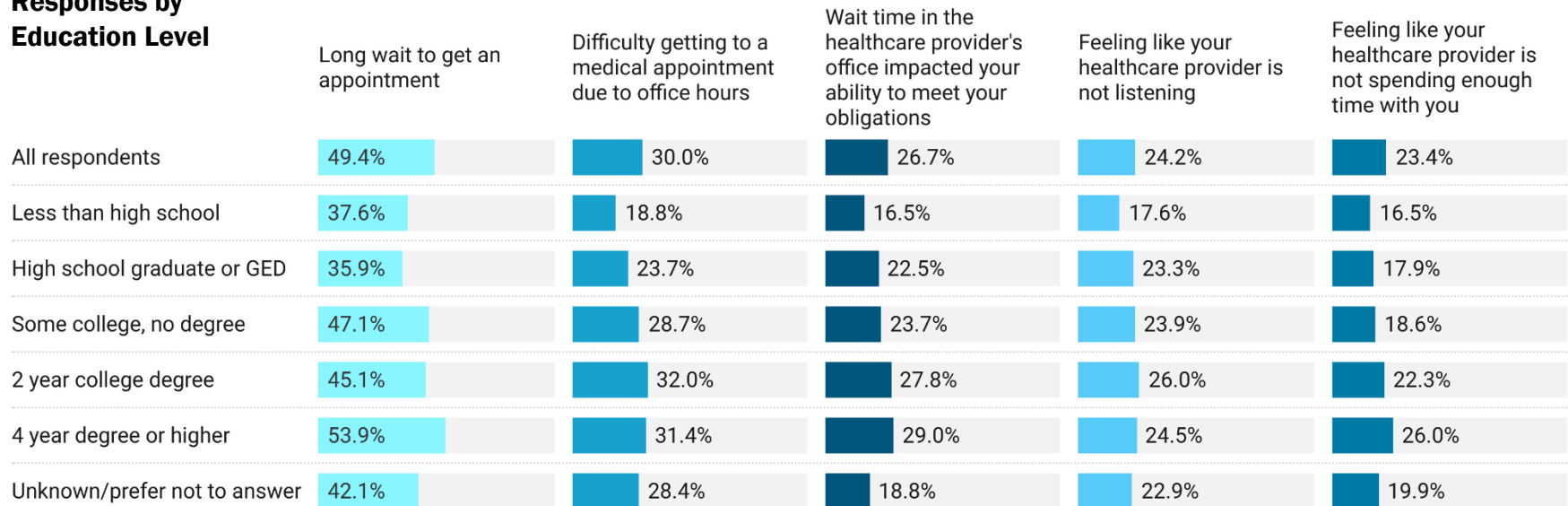
Responses by Transgender Identity



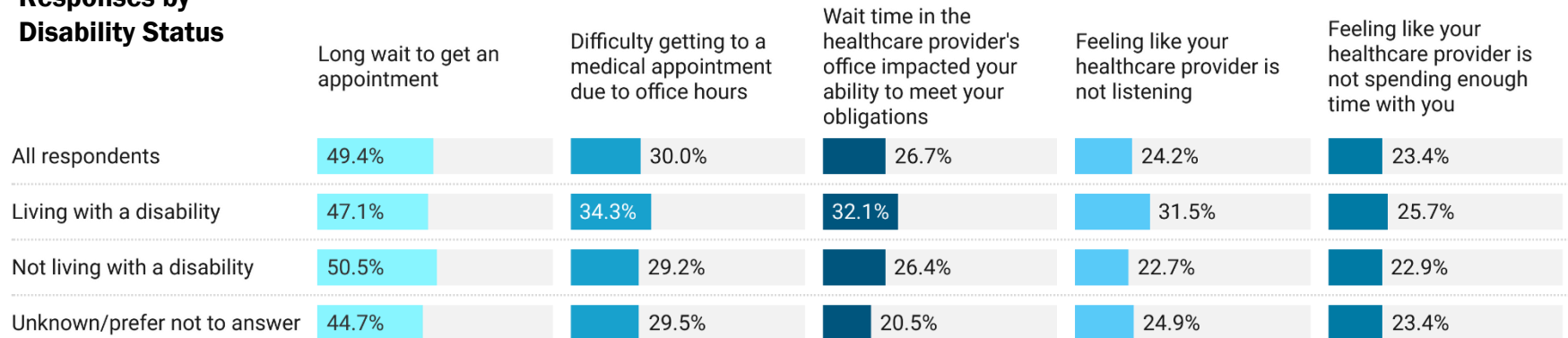
Responses by Race and Ethnicity



Responses by Education Level



Responses by Disability Status



Responses by Residence

	Long wait to get an appointment	Difficulty getting to a medical appointment due to office hours	Wait time in the healthcare provider's office impacted your ability to meet your obligations	Feeling like your healthcare provider is not listening	Feeling like your healthcare provider is not spending enough time with you
All respondents	49.4%	30.0%	26.7%	24.2%	23.4%
Syracuse	40.4%	25.8%	22.7%	23.8%	20.6%
Rest of County	54.7%	32.5%	29.0%	24.4%	25.0%

Responses by Residential Zip Code

	Long wait to get an appointment	Difficulty getting to a medical appointment due to office hours	Wait time in the healthcare provider's office impacted your ability to meet your obligations	Feeling like your healthcare provider is not listening	Feeling like your healthcare provider is not spending enough time with you
All respondents	49.4%	30.0%	26.7%	24.2%	23.4%
Zip code 13202	52.7%	23.6%	16.4%	21.8%	21.8%
Zip code 13203	39.5%	18.6%	18.6%	31.4%	24.4%
Zip code 13204	37.0%	25.0%	27.2%	30.4%	22.8%
Zip code 13205	32.6%	19.6%	20.7%	22.8%	19.6%
Zip code 13206	49.4%	43.7%	29.9%	26.4%	19.5%
Zip code 13207	46.6%	28.8%	23.3%	26.0%	20.5%
Zip code 13208	43.5%	23.5%	28.7%	21.7%	22.6%
Zip code 13210	46.4%	24.8%	27.2%	31.2%	24.0%
Zip code 13224	44.6%	33.8%	33.8%	21.5%	20.0%

Data Notes: The response options shown above (i.e., access to health care) are those which were most frequently selected by “all respondents” and may not correspond to the top issue for a specific demographic category. For each demographic category above, a value for “all respondents” is also provided for comparison. Demographic categories with fewer than 10 responses were suppressed due to small numbers. *Rest of County* represents County residents that reside outside of the City of Syracuse.

Please note due to small numbers and high percentages of unknown or blank responses, these data should be interpreted with caution. See the table on page 5 of this report for information on the number of respondents in each demographic category.



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