

# UNC HEALTH® Caldwell

UNC Health Caldwell  
Community Health Needs Assessment  
2022-2023

Adopted by Board Resolution Tuesday April 11<sup>th</sup>, 2023.

Dear community member:

At UNC Health Caldwell, we have spent more than 72 years providing high-quality compassionate healthcare to the greater Lenoir community. The “2023 Community Health Needs Assessment” identifies local health and medical needs and provides a plan of how UNC Health Caldwell will respond to such needs. This document illustrates one way we are meeting our obligations to efficiently deliver medical services.

In compliance with the Affordable Care Act, all not-for-profit hospitals are required to develop a report on the medical and health needs of the communities they serve. We welcome you to review this document not just as part of our compliance with federal law, but of our continuing efforts to meet your health and medical needs. UNC Health Caldwell will conduct this effort at least once every three years. The report produced three years ago is also available for your review and comment. As you review this plan, please see if, in your opinion, we have identified the primary needs of the community and if you think our intended response will lead to needed improvements.

We do not have adequate resources to solve all the problems identified. Some issues are beyond the mission of the hospital and action is best suited for a response by others. Some improvements will require personal actions by individuals rather than the response of an organization. We view this as a plan for how we, along with other area organizations and agencies, can collaborate to bring the best each has to offer to support change and to address the most pressing identified needs.

Because this report is a response to a federal requirement of not-for-profit hospitals to identify the community benefit, they provide in responding to documented community need, footnotes are provided to answer specific tax form question; for most purposes, they may be ignored. Most importantly, this report is intended to guide our actions and the efforts of others to make needed health and medical improvements in our area.

I invite your response to this report. As you read, please think about how to help us improve health and medical services in our area. We all live in, work in, and enjoy this wonderful community, and together, we can make our community healthier for every one of us.

Thank you,

Laura Easton

President and Chief Executive Officer

Caldwell Memorial Hospital DBA UNC Health Caldwell

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### Overview of Our Process

SINCE OPENING IN 1951, CALDWELL MEMORIAL HOSPITAL HAS, NOW UNC HEALTH CALDWELL, HAS CONTINUED TO GROW AND CHANGE IN ORDER TO BETTER MEET THE NEEDS OF OUR COMMUNITY. THE MISSION OF UNC HEALTH CALDWELL IS TO PROVIDE SAFE, EFFECTIVE, COMPASSIONATE CARE AND TO PROMOTE HEALTHY LIFESTYLES TO CALDWELL COUNTY NORTH CAROLINA. ANCHORED BY A 137-BED ACUTE CARE FACILITY, UNC HEALTH CALDWELL'S SERVICES INCLUDES A VAST ARRAY OF MEDICAL, SURGICAL, AND PSYCHIATRIC SERVICES. UNC HEALTH CALDWELL PHYSICIANS CLINICS ARE CONVENIENTLY LOCATED COUNTY-WIDE; DIAGNOSTIC SERVICES; OUTPATIENT SURGERY; PLUS URGENT CARE; AND THE QUEST 4 LIFE WELLNESS CENTER ALSO OFFER A MULTITUDE OF HEALTH RESOURCES AND SERVICES. MULTIPLE EDUCATIONAL AND COUNSELING PROGRAMS ARE AVAILABLE FOR A WIDE ARRAY OF HEALTHCARE NEEDS INCLUDING CANCER, CARDIAC HEALTH AND REHAB, NUTRITION, JOINT CARE, AND MORE.

IN JULY OF 2020 THE NEW STATE OF THE ART JONAS HILL HOSPITAL AND OUTPATIENT CLINIC, A DIVISION OF CALDWELL MEMORIAL HOSPITAL, WAS OPENED ADJACENT TO THE HOSPITAL. THE INPATIENT DIVISION OF JONAS HILL HAS 27 BEDS FOR ADULT INPATIENT BEHAVIORIAL HEALTH HOSPITALIZATION AND IS EQUIPPED TO TREAT A WIDE VARIETY OF CONDITIONS INCLUDING BUT NOT LIMITED TO ANXIETY, ATTENTION DEFICIT HYPERACTIVITY DISORDER, BIPOLAR DISORDER, DEPRESSION, POST-TRAUMATIC STRESS DISORDER AND SCHIZOPHRENIA. THE FACILITY FEATURES A UNIQUE OUTDOOR AREA THAT ALLOWS PATIENTS TO EXERCISE, MEDITATE AND ENJOY SOME FRESH AIR. IN THE SUMMER OF 2021 AN OUTPATIENT CLINIC WAS OPENED TO COMPLEMENT AND ADD TO THE SERVICES PROVIDED BY JONAS HILL. THE CLINIC OFFERS CONTINUING CARE FOR ADULT INPATIENTS AS WELL AS OUTPATIENT CARE FOR ADOLESCENTS. THE CLINIC PROVIDES SUPPORT FOR PATIENTS AND FAMILIES DURING THEIR RECOVERY. SERVICES PROVIDED INCLUDE BUT ARE NOT LIMITED TO MEDICATION MANAGEMENT; INDIVIDUAL THERAPY AND COUNSELING; GROUP THERAPY AND COUNSELING; AND FAMILY THERAPY AND COUNSELING. KNOWING THAT MENTAL HEALTH WAS IDENTIFIED DURING THE LAST COMMUNITY HEALTH ASSESSMENT AND DURING THE CURRENT YEAR'S ASSESSMENT, IT IS OUR HOPE THAT OUR POSITIVE IMPACT ON THE MENTAL HEALTH NEEDS OF THE COMMUNITY WILL CONTINUE TO INCREASE.

UNC HEALTH CALDWELL'S PARTICIPATION IN THIS SURVEY IS PART OF A COLLABORATIVE EFFORT WITH MULTIPLE PUBLIC SERVICE GROUPS WITHIN CALDWELL COUNTY. SURVEYS WERE DISPERSED THROUGHOUT OUR HOSPITAL, TO BOTH PATIENTS AND VISITORS THAT RESIDE WITHIN CALDWELL COUNTY. THESE SURVEYS WERE INCLUDED IN THE REST OF THE SURVEYS SENT THROUGH THE COMMUNITY. IT IS OUR GOAL TO HELP SERVE ALL PEOPLE RESIDING OR PASSING THROUGH OUR COUNTY, WITH A SPECIAL FOCUS AS TO HOW WE PROVIDE CARE TO THOSE WHO ARE MEDICALLY UNDERSERVED. THE NEXT STEP IN THIS PROCESS WILL BE THE CREATION OF OUR COMMUNITY HEALTH IMPROVEMENT PLAN LATER THIS YEAR, WHICH WILL ADDRESS THE TOP THREE HEALTH PRIORITIES IDENTIFIED THROUGH THIS COLLABORATIVE EFFORT.

# EXECUTIVE SUMMARY

## Executive Summary

### Overview

In order for UNC Health Caldwell to better serve the community, understanding the significant needs are critical. A Community Health Needs Assessment has been performed to address the community's needs, develop an implementation strategy to organize how these needs can be met, and fulfill federal requirements.

Respectable secondary source data was used to illustrate the community and its needs. A widely available public survey was launched in order to have broad responses from community members. A select focus group was used in order to have feedback about the results from the public survey, commentary about the previous CHNA, and if the newly and previously identified needs are a priority.

## **Priority Determination**

On November 1st, 2022, the Community Health Assessment Advisory Committee reviewed all data collected from numerous outside sources and the community health assessment opinion survey to determine Caldwell County's top three health priorities for the next three years. Each member ranked the priorities from 1 to 5 based on the magnitude, seriousness of consequences, and overall feasibility (5 being the priority with the highest magnitude, seriousness, and overall feasibility). There was an open discussion following the rankings. The top three priorities chosen for the 2022 Caldwell County Community Health Assessment are:

1. **Substance Abuse/Use:** The World Health Organization refers to substance misuse as the harmful or hazardous use of psychoactive substances, including alcohol and illicit drugs. Substance abuse or substance misuse is concerning in Caldwell County. Substances can be classified as Opiates, including heroin, morphine, and opium; Amphetamines including methamphetamine; barbiturates, marijuana, and cocaine, prescription drugs, narcotics, alcohol, and tobacco.
2. **Mental Health:** Mental Health, as defined by the World Health Organization, is a state of well-being in which every individual realizes his or her potential, can cope with the normal stresses of life, can work productively and fruitfully, and can contribute to her or his community. Mental Health can be recognized as anxiety, stress, Attention Deficit Hyperactivity Disorder (ADHD), Autism, Bipolar Disorder, depression, eating disorders, obsessive-compulsive disorder (OCD), post-traumatic stress disorder, schizophrenia, etc. (from NAMI). Mental health is also

correlated with suicide. Caldwell County will also focus on decreasing suicide rates as part of the mental health priority.

3. Transportation: Transportation choices we make play an important role in building and maintaining healthy communities. For example, safer roadways and traffic patterns reduce crashes. Streets, where walkers and bikers are protected from motor vehicles, encourage people to get more exercise as part of their daily routines. Increasing the transportation options available in a community helps reduce congestion and air pollution.



## **Background/Introduction**

The 2022 CHA was led by the Caldwell County Health Department, with collaboration among various other agencies within the County of Caldwell. The data presented within this assessment represents the most updated data available before publication. Following the collection of 631 opinion surveys, the Caldwell County Health Department conducted several advisory committee meetings and focus groups. These assemblies were hosted to further the community-driven process and gain a well-rounded understanding of community members' and stakeholders' thoughts on specific health priorities.

## **Data Collection**

To ensure the greatest quality of the CHA, both primary data (collected directly, including surveys and focus group data) and secondary data (collected from other sources) were utilized. To achieve this, the Caldwell County Community Health Assessment Advisory Committee conducted the following assessment process:

- Created a Community Health Assessment Opinion Survey that was used to collect primary data.
  - Partnered with the Caldwell County court system to distribute surveys to individuals selected for jury duty
  - Survey was also available online, at the Caldwell County Library, Granite Falls Public Library, Granite Falls Emergency Services Facility, Lenoir Soup Kitchen, Martin Luther King Jr. Community Center, Lenoir Housing Authority, Family Resource Center,

## Helping Hands Clinic, Caldwell County Offices, and the Caldwell County Health Department

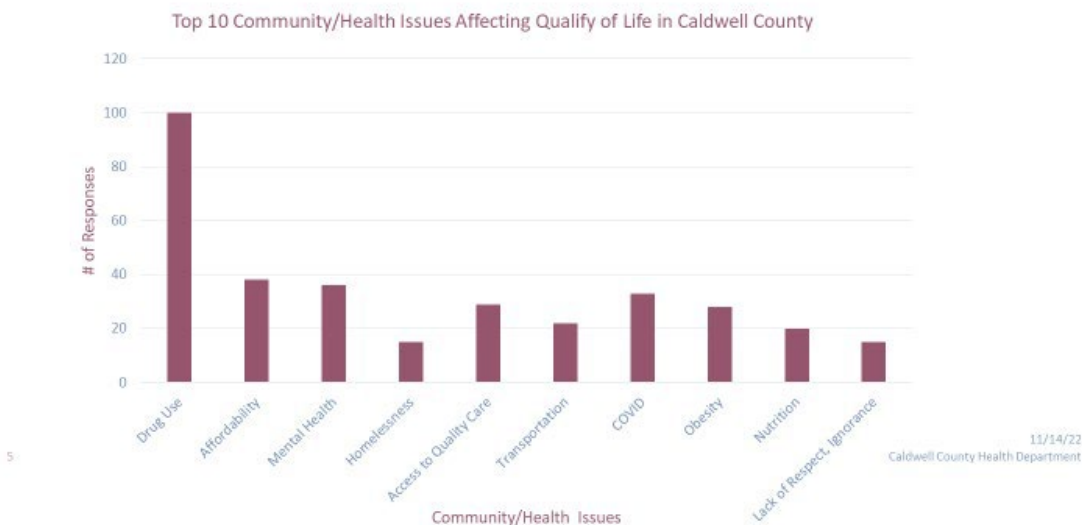
- Over 600 individuals completed the Opinion survey
- Conducted 4 focus groups:
  - The CHA committee selected groups that would represent a variety of socioeconomic and demographic groups in Caldwell County.
    - Adult: County employees
    - Low-income/minority: participants from Yokefellow
    - Teen: students from GED Program
    - Senior-Adult: participants from the Lenoir Housing Authority
  - Participants of these groups were solicited by email, fliers, and other established groups
- Researched secondary data from several resources which included but were not limited to:
  - North Carolina State Center for Health Statistics
  - NC SHIFT
  - Environmental Protection Agency
  - County Health Rankings and Roadmaps
  - North Carolina Department of Labor
  - Census

## Priority Selection

During phase one of the CHA process, planning team members brought forth ten priorities to the advisory committee. These priorities came from the community health assessment opinion survey. Graphs 1, 2, 3, and 4 show the survey results for the top ten priorities listed in the survey. Five priorities were chosen by the advisory committee using an impact matrix (Graph 5). Impact, output, current resources, and current programs were all measured to determine where each priority would fall on the matrix. The five priorities which were chosen were substance abuse/use, mental health, transportation, preventative care, and chronic disease.

### **Graph 1**

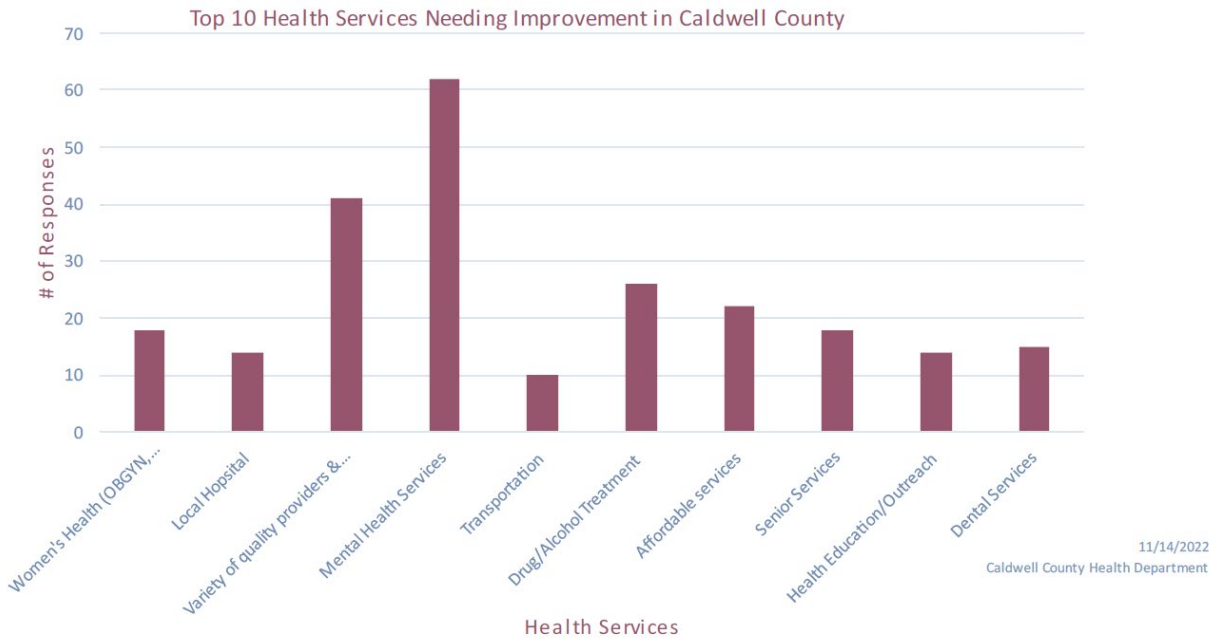
#### What Community/Health Issues are Affecting the Quality of Life in Caldwell County?



Source: 2022 Community Health Assessment Survey

**Graph 2**

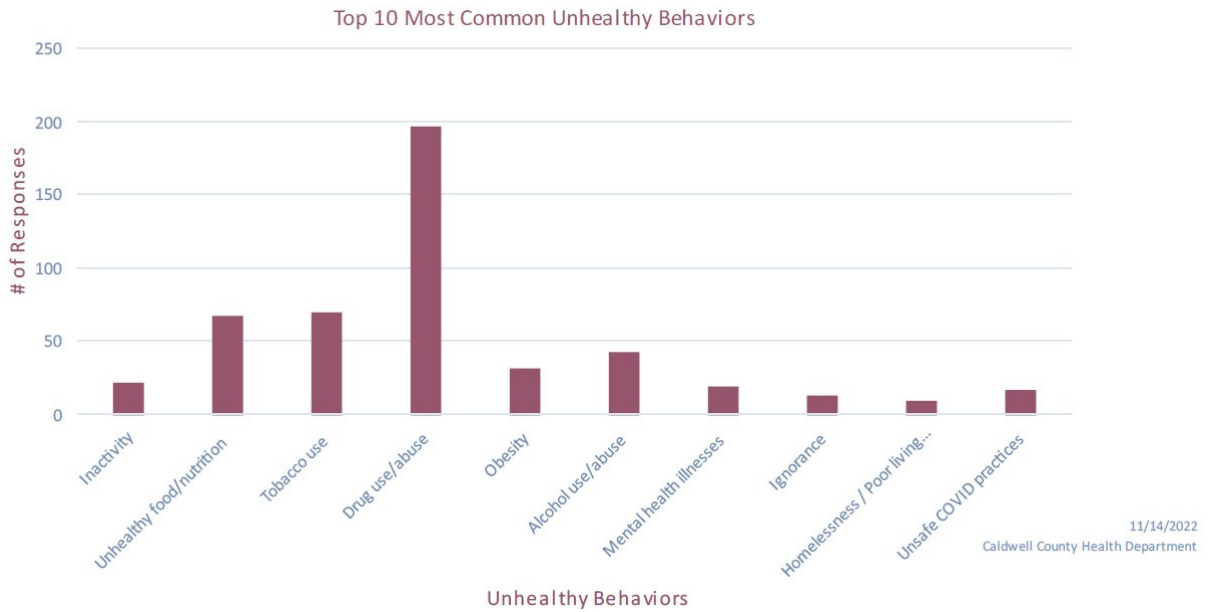
# What Health Services Need the Most Improvement in Caldwell County?



Source: 2022 Community Health Assessment Survey

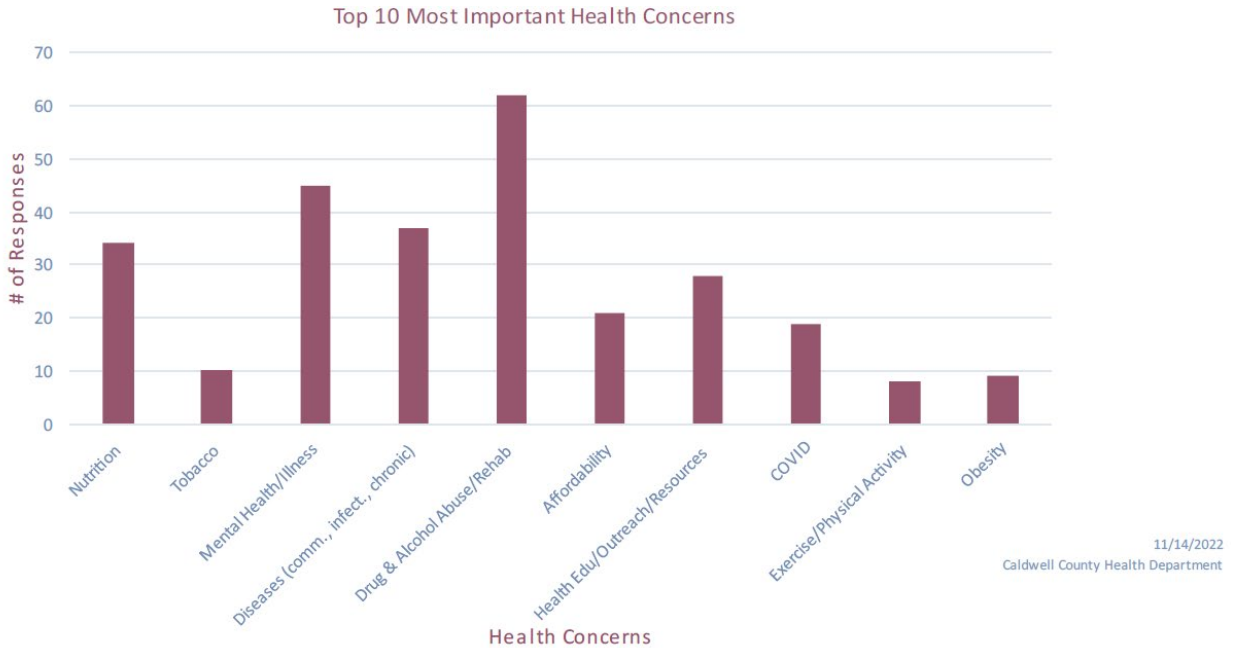
**Graph 3**

**What Unhealthy Behaviors are the Most Common in Caldwell County?**



**Graph 4**

**What is the Most Important Health Concern the Community Needs Information About?**

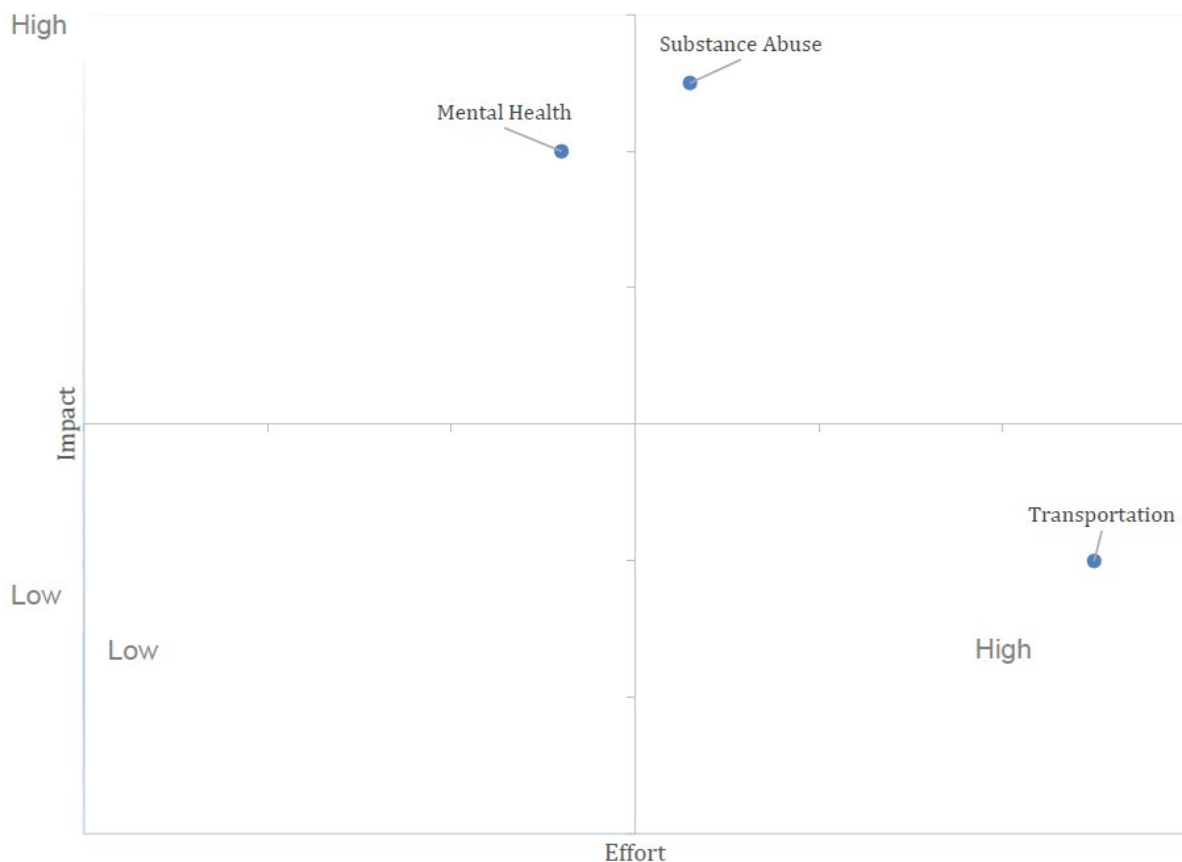


Source: 2022 Community Health Assessment Survey

**Based on the 2022 CHA Opinion Survey**

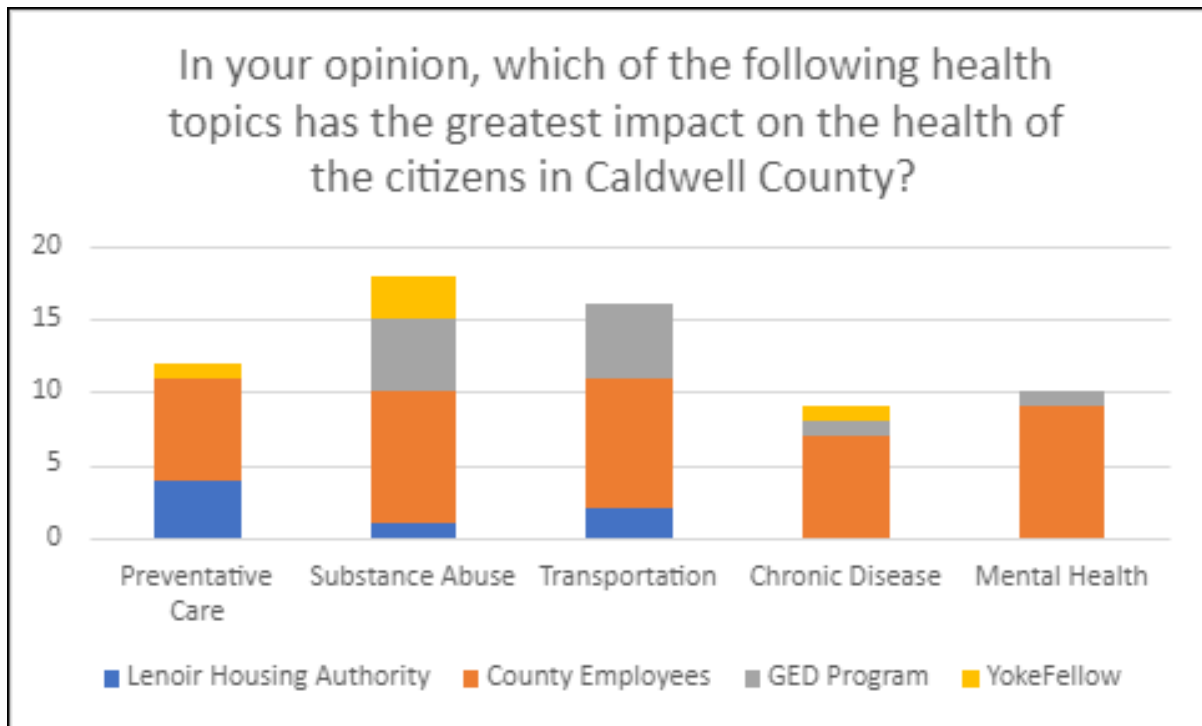
During Phase two of the CHA process, members of the advisory committee worked with individuals of different demographic and socioeconomic groups to organize focus groups. During these four focus sessions, qualitative and quantitative data were collected on each of the five priorities. Graph 5 below showed what the members of the advisory committee thought to be the most important priorities based on a matrix scale of impact and effort.

**Graph 5**



Graphs 6 and 7 show the results of the quantitative data collected during the focus groups. The advisory committee used primary data and secondary data to choose the top three priorities: substance abuse/use, mental health, and transportation.

**Graph 6**

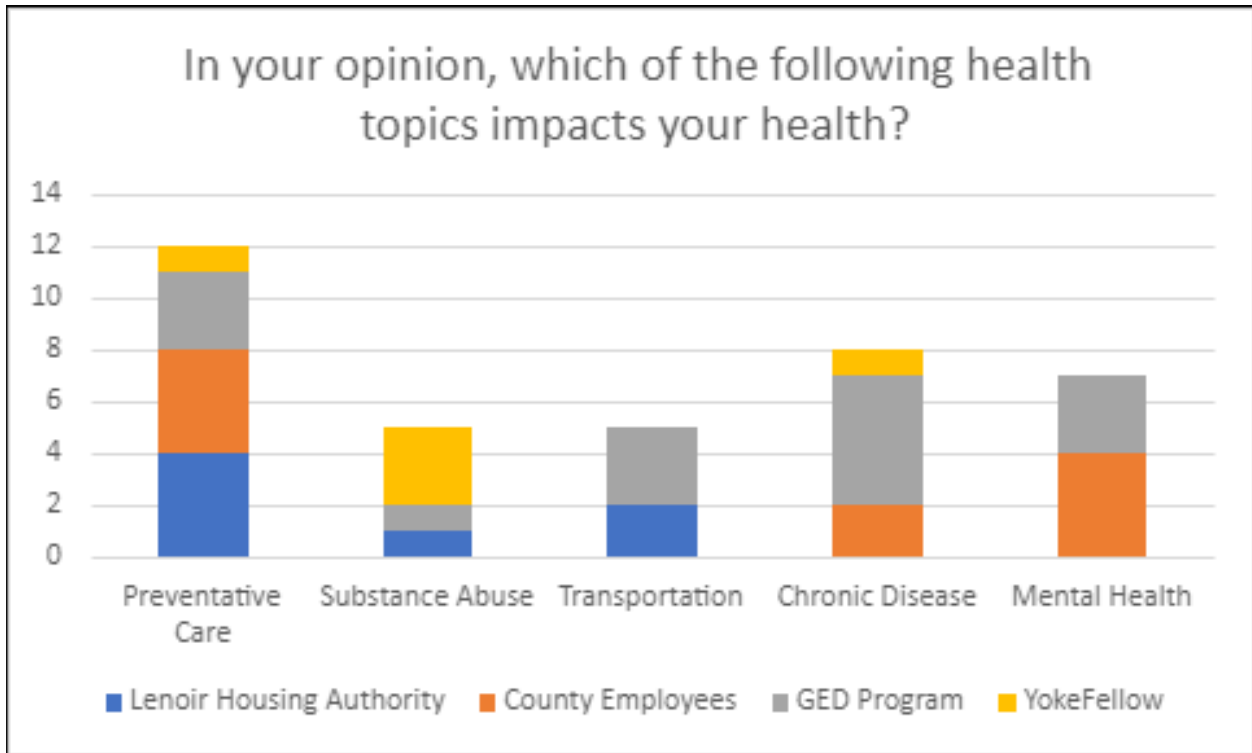


Source: 2022 Community Health Assessment Focus Groups



**Graph 7**

**In your opinion, which of the following health topics impacts your health?**



Source: 2022 Community Health Assessment Focus Groups

## **Populations at Risk**

Health issues affect communities on multiple levels; individually, economically, socially, and spiritually. After collecting primary, secondary, and focus group data, the advisory committee identified several at-risk populations which experience access issues to health care and the possibility of decreased health and wellness in Caldwell County. These groups include:

- Low income

- Across the lifespan, residents of impoverished communities are at increased risk for mental illness, chronic disease, higher mortality, and lower life expectancy. Children make up the largest age group of those experiencing poverty. Childhood poverty is associated with developmental delays, toxic stress, chronic illness, and nutritional deficits. Individuals who experience childhood poverty are more likely to experience poverty into adulthood, which contributes to generational cycles of poverty. In addition to the lasting effects of childhood poverty, adults living in poverty are at a higher risk of adverse health effects from obesity, smoking, substance use, and chronic stress. Older adults with lower incomes experience higher rates of disability and mortality. One study found that men and women in the top 1 percent of income were expected to live 14.6 and 10.1 years longer respectively than men and women in the bottom 1 percent.

- Uninsured

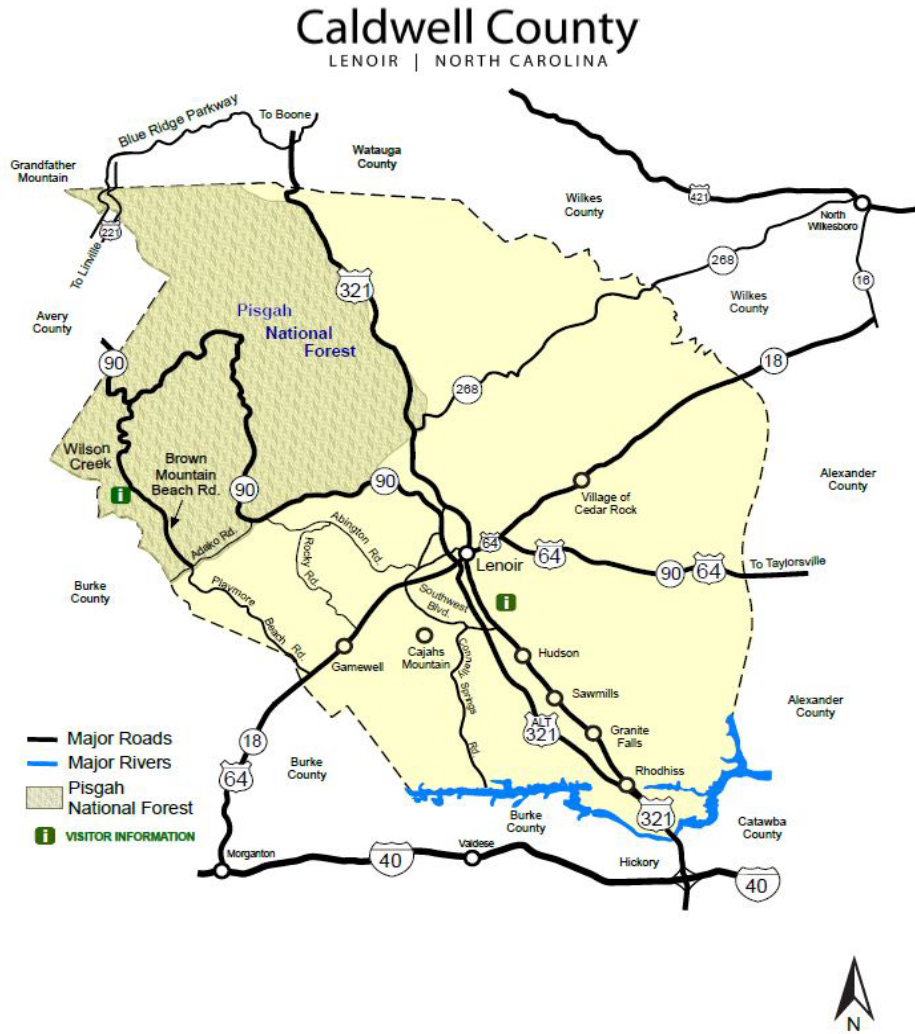
- Inadequate health insurance coverage is one of the largest barriers to healthcare access. Out-of-pocket medical care costs

may lead individuals to delay or forgo needed care (such as doctor visits, dental care, and medications), and medical debt is common among both insured and uninsured individuals. People with lower incomes are often uninsured, and minority groups account for over half of the uninsured population. Lack of health insurance coverage may negatively affect health. Uninsured adults are less likely to receive preventive services for chronic conditions such as diabetes, cancer, and cardiovascular disease. Similarly, children without health insurance coverage are less likely to receive appropriate treatment for conditions like asthma or critical preventive services such as dental care, immunizations, and well-child visits that track developmental milestones.

- Elderly

- The increase in the number of older adults in the United States is unprecedented. In 2019, 54.1 million US adults were 65 or older, representing 16% of the population. Older adults make up nearly 25% of the US population. Aging increases the risk of chronic diseases such as dementia, heart disease, type 2 diabetes, arthritis, and cancer. These are the nation's leading drivers of illness, disability, death, and health care costs. The risk of Alzheimer's disease and other dementias increases with age, and these conditions are most common in adults 65 and older. In 2021, health care and long-term care costs associated with Alzheimer's and other dementias were \$355 billion, making them some of the costliest conditions to society.

## Caldwell County Description



Courtesy of the Caldwell County Chamber of Commerce | 1909 Hickory Blvd. SE | Lenoir, NC 28645

## **History of Caldwell County**

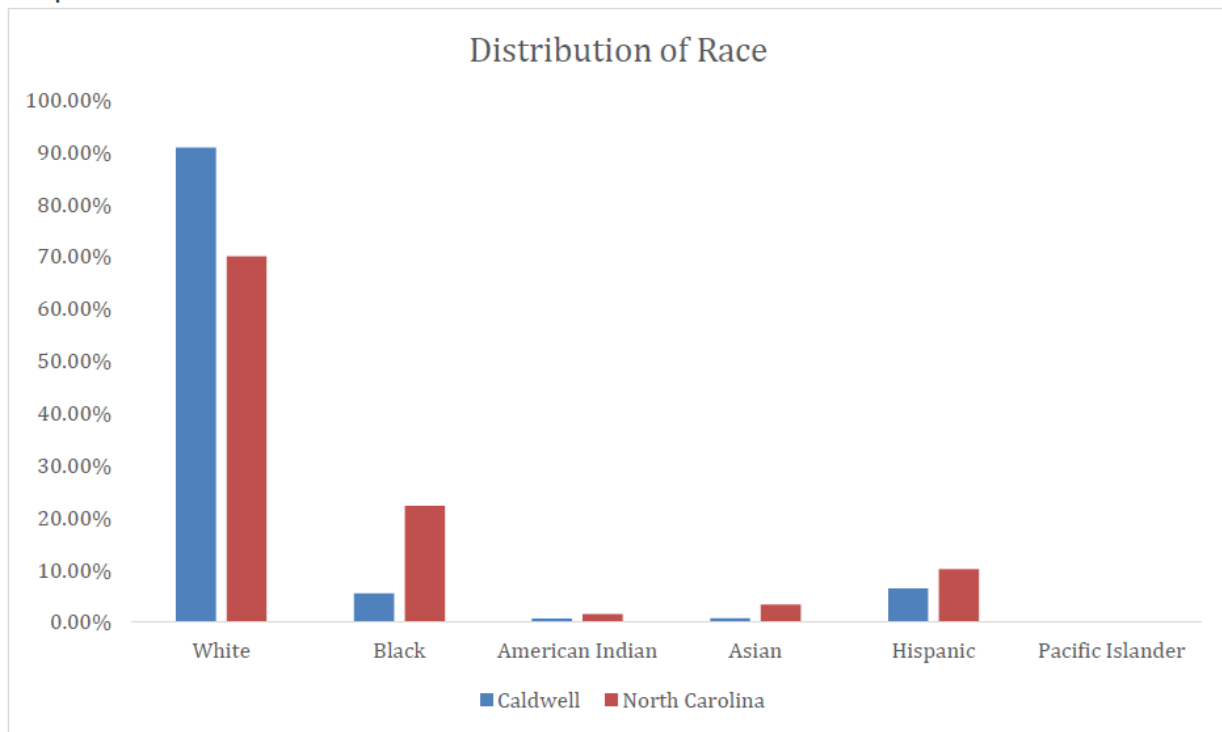
Caldwell County, located in the Mountain region of western North Carolina, was formed from Burke and Wilkes Counties in 1841. It was named for Joseph Caldwell, the first president of the University of North Carolina in Chapel Hill. Early inhabitants of Caldwell County included Cherokee and Siouan Indians, followed by German, Scotch-Irish, and English settlers. The county seat, Lenoir, was incorporated in 1851 and named for Revolutionary War general William Lenoir. Other communities in Caldwell County include Hudson, Granite Falls, Rhodhiss (on the Burke County line), Cahaj Mountain, and Gamewell. Part of Blowing Rock is also in Caldwell County. The mountainous terrain attracts thousands of tourists to Caldwell County each year, and a large portion of the county is covered by the Blue Ridge Mountains and Pisgah National Forest. The Catawba, Yadkin, and Little Rivers flow through the county. Caldwell County is one of the leading producers of furniture in the world. Other manufactured products include labels and tape, twines, yarn, thread and, cordage. Agricultural products from Caldwell County include broilers, hatching eggs, hay, soybeans, oats, barley, and landscape nursery plants.

The Caldwell County Health Department was established in 1950 as a free clinic. Before 1950, Caldwell County was part of the Burke-Caldwell Health District. Today, the Caldwell County Health Department serves the residents of Caldwell County at the Health and Human Services Building in Lenoir, NC. They employ around 60 employees including clinics, Women's Health and School Health Nurses, Health Educators, Social Workers, Physicians, Environmental Health Specialists, a Dentist, Dental Assistants, Nutritionists, and administrative/support staff. From 2017 to 2021, CCHD served over 30,624 patients in the clinical areas.

**Today in Caldwell County**

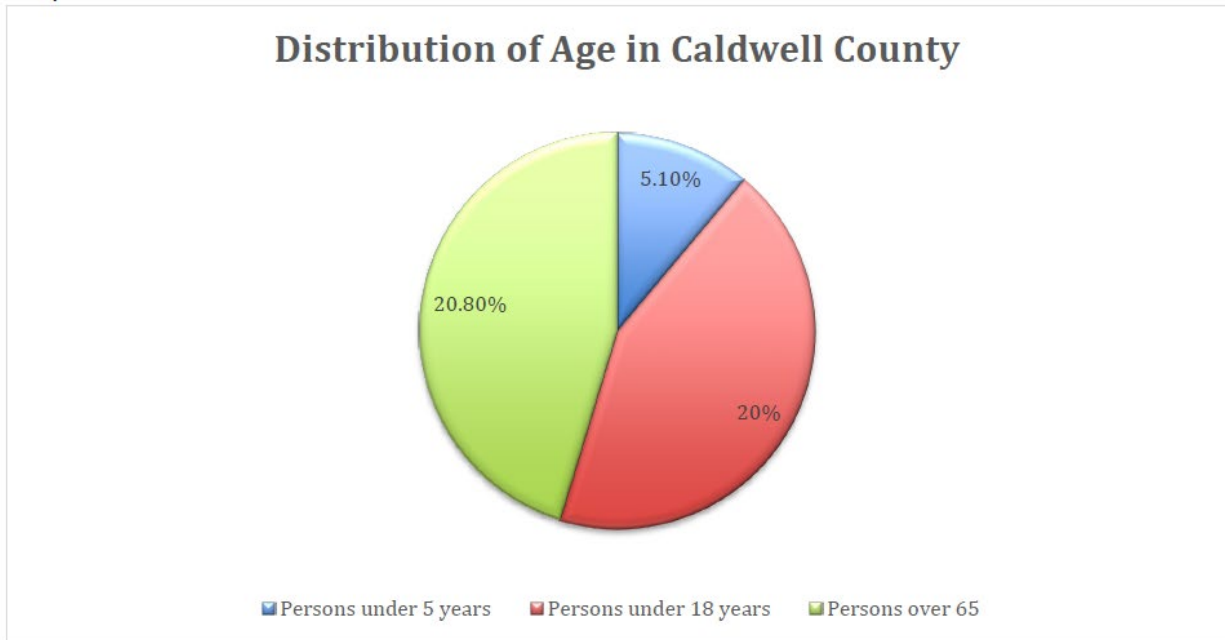
Today, Caldwell County is home to over 80,463 residents. The economy of Caldwell County, NC, employs about 36 thousand people. The largest industries in Caldwell County are manufacturing, health care & social assistance, and retail trade. The highest-paying industries are utilities, finance and insurance, and wholesale trade.

**Graph 8**



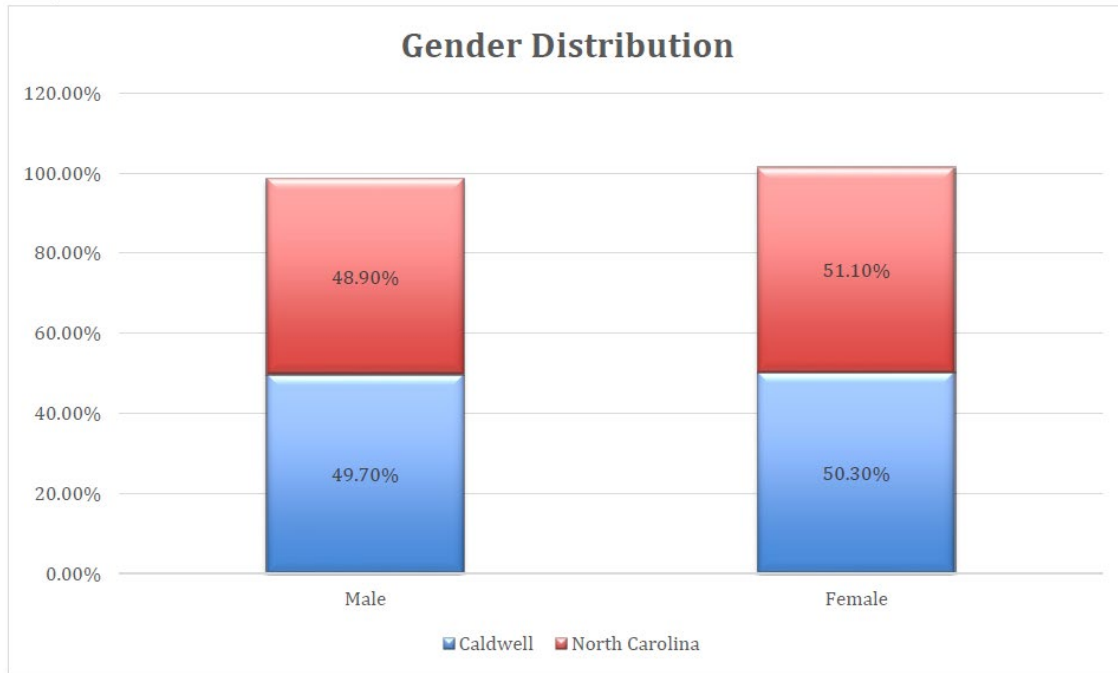
Source: County Health Rankings and Roadmaps

**Graph 9**



Source: [www.census.gov](http://www.census.gov)

**Graph 10**

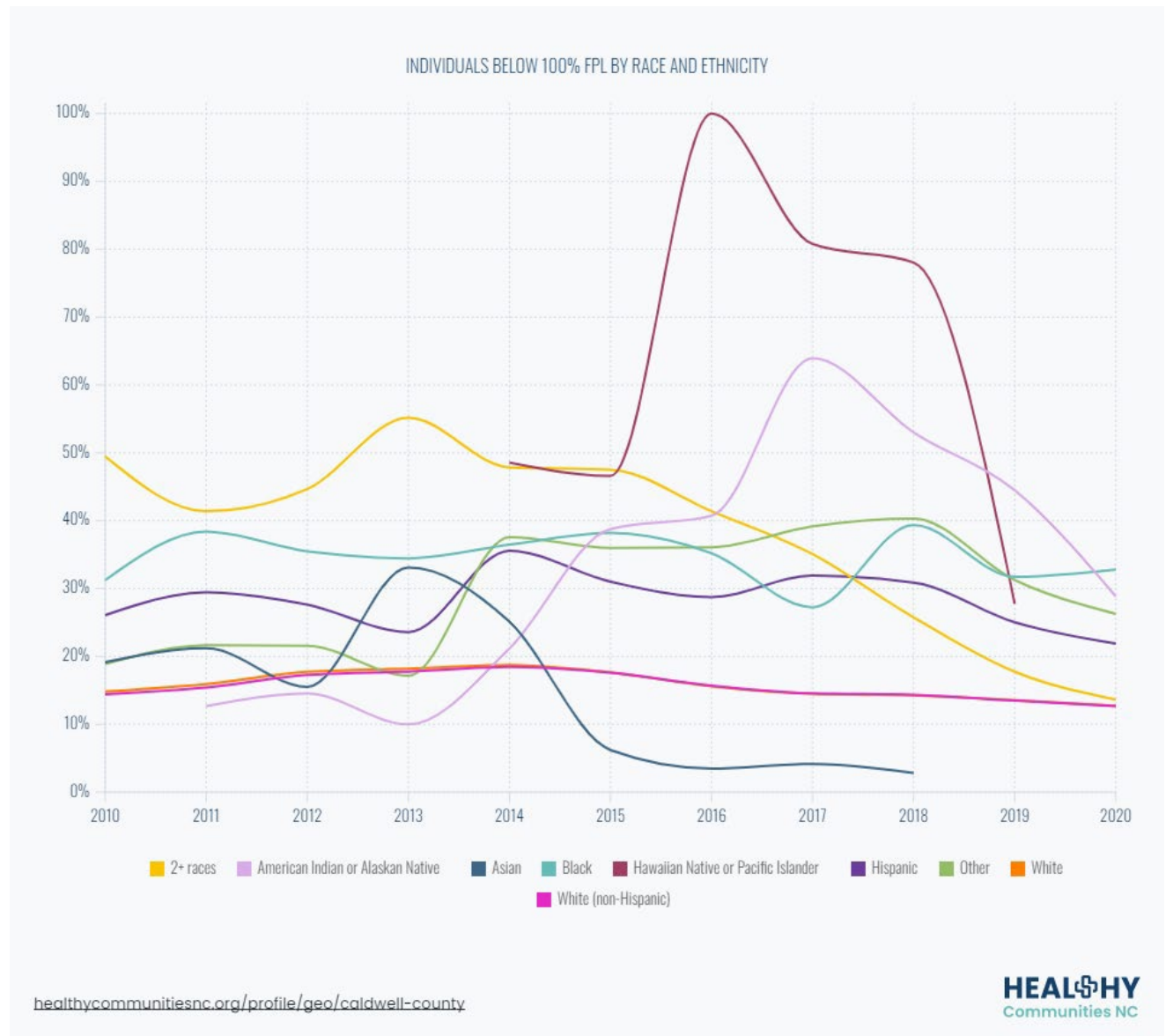


Source: County Health Rankings and Roadmaps



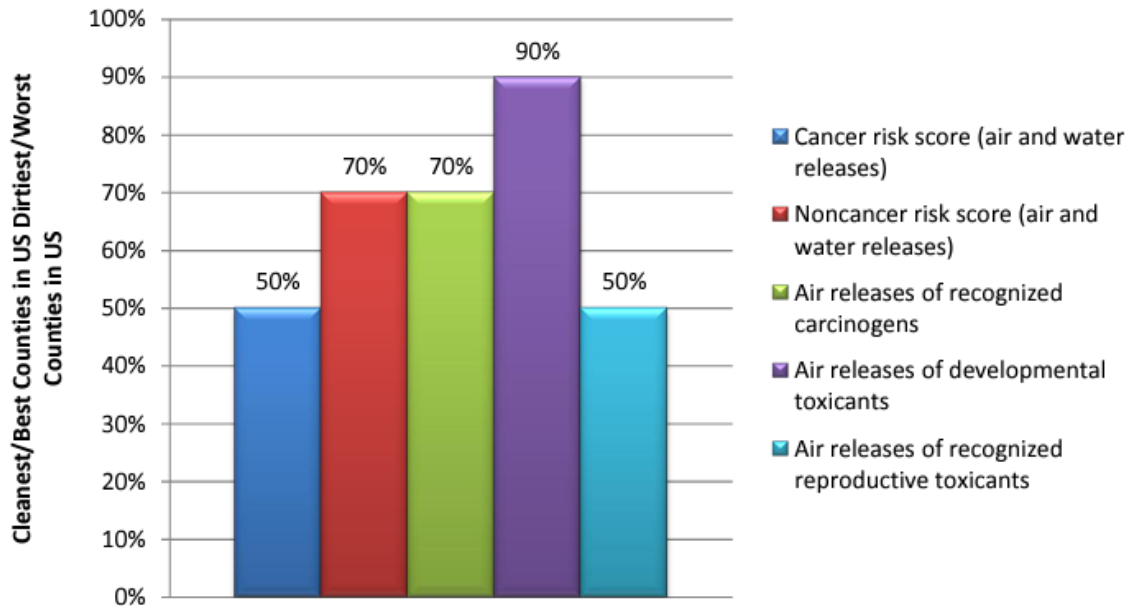
The graph below shows the percentage of individuals below the FPL in Caldwell County by race and ethnicity from 2010 to 2020. In 2020, the percentage of individuals below 100% (federal poverty line) in Caldwell County was 39.5%. The population with the highest percentage of individuals below the FPL was Black (32.8%), while the population with the lowest was White (non-Hispanic) (12.7%).

**Graph 11**



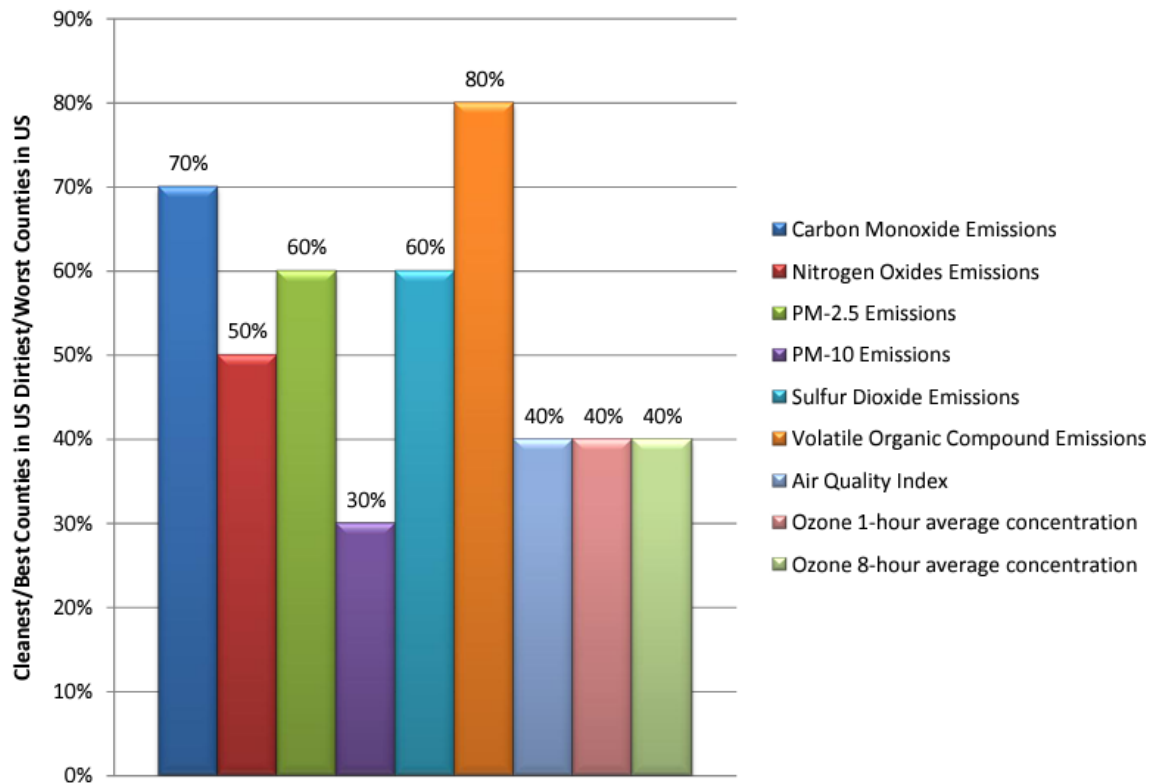
Graph 12: Chemical and waste pollution in Caldwell County is an area of concern. As shown below, Caldwell County ranks in the 90th percentile for air releases of known developmental toxins and the 70th percentile for air releases of recognized carcinogens. Percentages are ranked with zero percent being the cleanest and 100 percent being the dirtiest county.

### *Chemical or Waste Pollution*



Graph 13: As shown below, Caldwell County ranks in the 80th percentile for volatile organic compound emissions (e.g., chemicals, paints, and pesticides), and in the 70th percentile for sulfur dioxide emissions (e.g., fuel combustion, fires, solvents, and dust). Overall, Caldwell County is average for its air quality.

#### Air Quality



## **Morbidity and Mortality**

Morbidity and Mortality are ongoing concerns for all counties and states. When looking at morbidity and mortality or the incidence of disease it is important to look at modifiable and non-modifiable behaviors. During the CHA action planning sessions, Caldwell County Health Department and partners will be referring to those behaviors to ensure that Caldwell County citizens are aware of and have access to needed services and education to decrease morbidity and mortality. The State Center for Health Statistics compiles the top 10 leading causes of death each year. Caldwell County's top ten leading causes of death show that heart disease and cancer consistently fall at the top of the list. This has been consistent for several years. In 2019 there were 224 deaths related to heart disease and 209 deaths from cancer. Heart Disease and Cancer alone contributed to an average of over 904,855 years of potential life lost in the State of North Carolina in 2018. Caldwell County had an average of over 6,155 potential life lost in 2018.

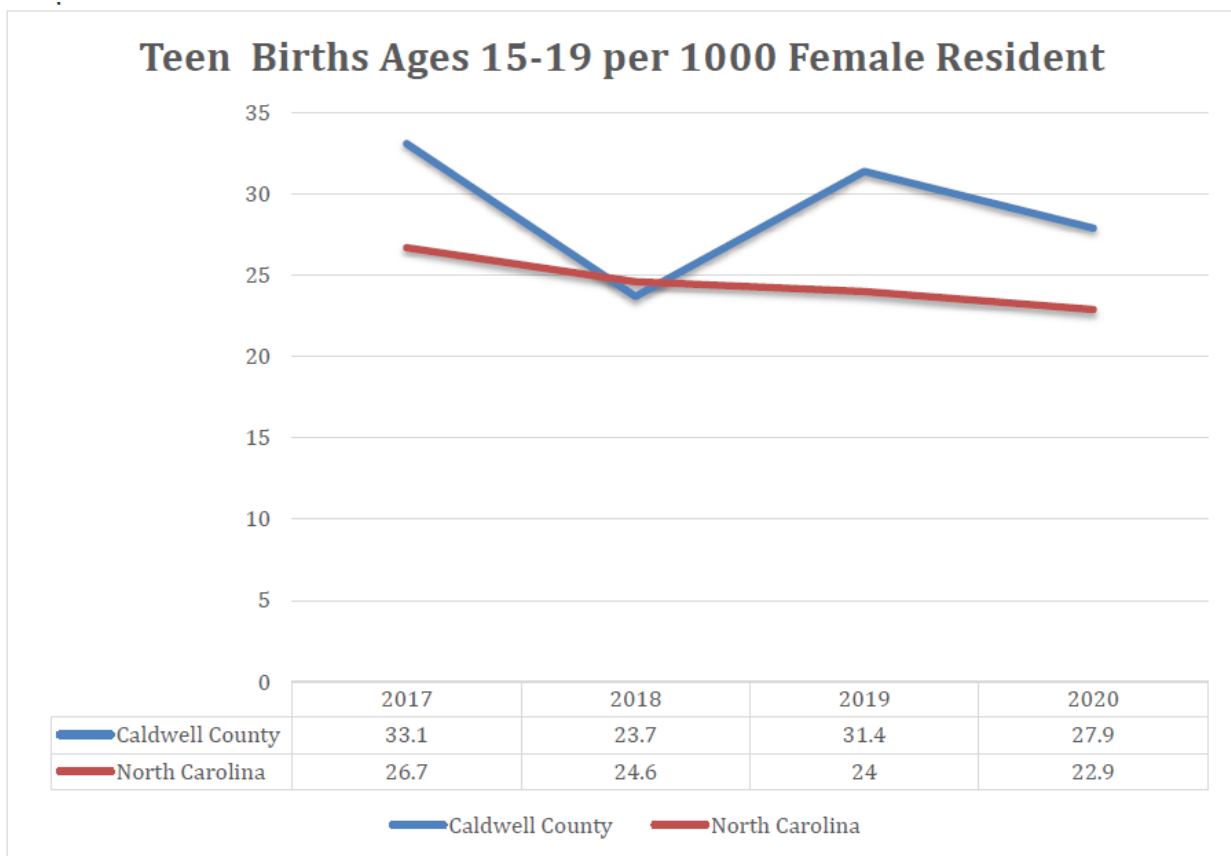
<b>Leading Causes of Death 2021</b>	
<b>1</b>	<b>Heart Diseases</b>
<b>2</b>	<b>Cancer</b>
<b>3</b>	<b>Chronic lower respiratory diseases</b>
<b>4</b>	<b>Alzheimer's disease</b>
<b>5</b>	<b>Cerebrovascular diseases</b>
<b>6</b>	<b>Diabetes mellitus</b>
<b>7</b>	<b>All other unintentional injuries</b>
<b>8</b>	<b>Chronic Liver Disease and Cirrhosis</b>
<b>9</b>	<b>Influenza and pneumonia</b>
<b>10</b>	<b>Nephritis, nephrotic syndrome, and nephrosis</b>

Source: State Center for Health Statistics

**Areas of Success**

The Caldwell County Advisory Committee is pleased to report that Caldwell County has a few areas to celebrate success. The county has made tremendous strides in reducing rates or maintaining them below the state level. As teen pregnancy was not a priority in the last cycle, the teen pregnancy rate decreased from 2019 to 2020, as shown in Graph 14. This is an excellent trend since teen pregnancies are associated with a decrease in high school graduation rates, lower income, and premature births.

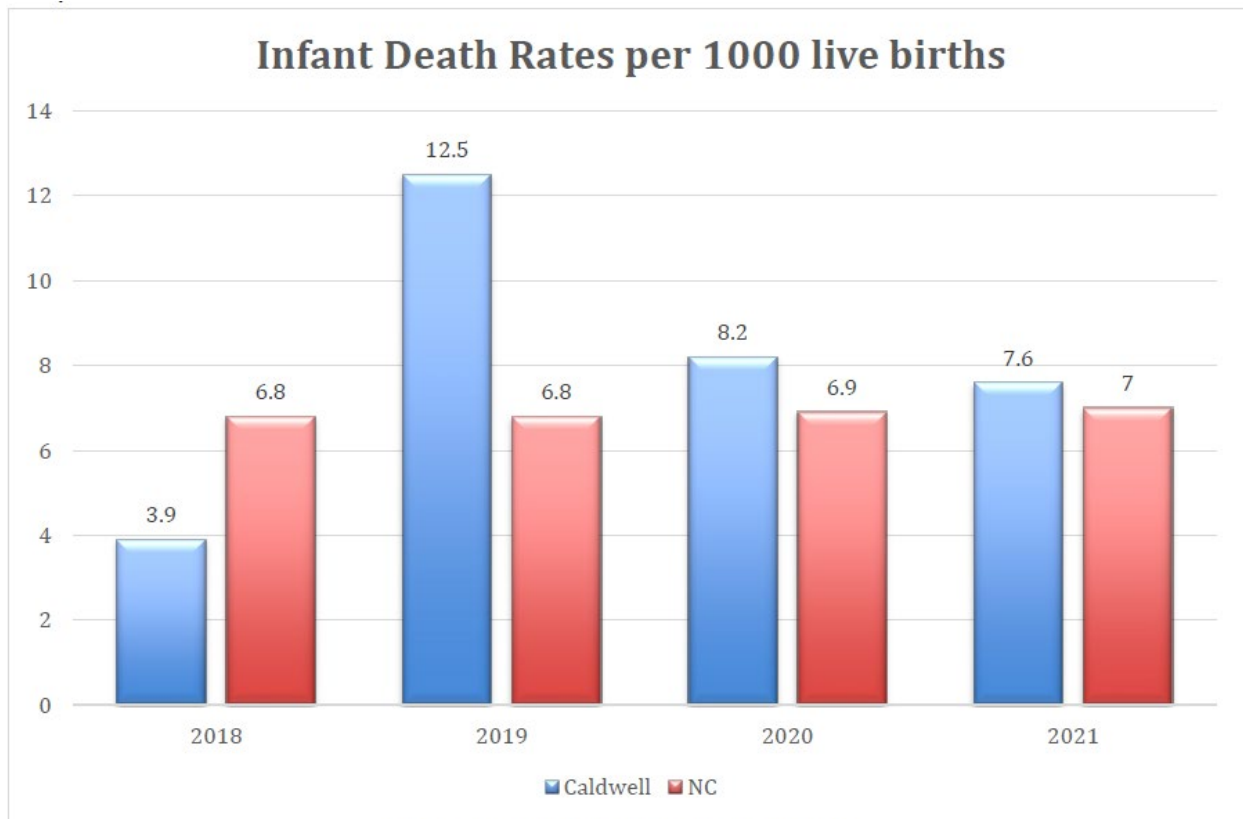
**Graph 14**



Source: North Carolina State Center for Health Statistics

## **Infant Mortality Success and Concern**

In January 2016, Caldwell County Health Department partnered with the Family Resource Center and started working on decreasing infant mortality in Caldwell County. An Infant Mortality Reduction (IMR) grant was awarded to local health departments in North Carolina to implement evidence-based strategies to decrease infant mortality in the communities they serve. With these grant funds, we were able to purchase and promote initiatives within the health department, as well as safe sleep and tobacco cessation. In collaboration with the community through a community action team, we conducted training for providers and had community events. Graph 15 shows the decrease in the infant death rate in Caldwell County.



Source: State Center for Health Statistics

In 2021-2022, Caldwell County did an infant-toddler childcare landscape study and found the following information below on trainings/experiences in the highlighted area.

<b>Percentage of Programs That Have Training and/or Experience in Each Area</b>			
	Statewide	Rural	Caldwell County
ADD/ADHD	36%	33%	0%
Autism	31%	27%	22%
Developmental Delay	33%	29%	28%
Emotional/Behavioral	22%	20%	33%
Cerebral Palsy	10%	10%	0%
Down Syndrome	17%	14%	0%
Hearing Impairment	19%	17%	6%
Visual Impairment	15%	15%	6%
Wheelchair/Mobility Impaired	20%	23%	0%
Allergies	31%	31%	33%
Seizure/Epilepsy	10%	9%	22%
Administer Medications	17%	13%	0%
Care for Sick Children	4%	4%	0%
On-Site Nurse	2%	1%	0%

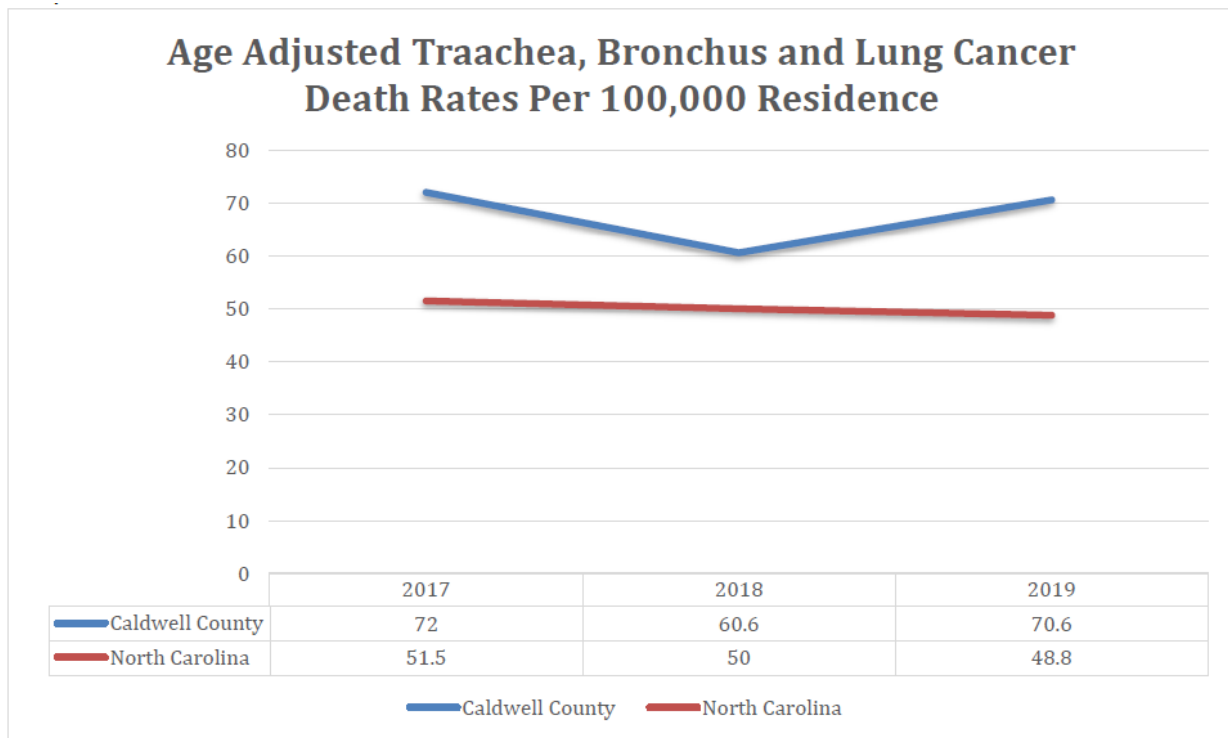
Source: WorkLife Systems, October 2021.

Source: Child Care Services

## **Areas of Concern**

While there are areas that have proved successful, there are a few areas of concern for the citizens of Caldwell County. As a result of the 2017 health assessment and research of secondary data, the Caldwell Advisory Committee noted several health indicators that need considerable improvement. Caldwell County has seen an increase in death rates among trachea, bronchus & lung cancers over the past several years. The rate is nearly 70 per 100,000 residents in Caldwell County compared to the state is just 55 per 100,000 and declining (graph 16). In general, cancer could be related to personal lifestyle, environmental factors, or non-modifiable factors. Examples could include but are not limited to age, gender, family history, tobacco use, alcohol, sunlight, obesity, cancer-causing substances, chronic inflammation, hormones, immunosuppression, infectious agents, radiation, and diet. These specific areas were identified as focus points this year and strategies will be included in the preventative care action plan.

**Graph 16**

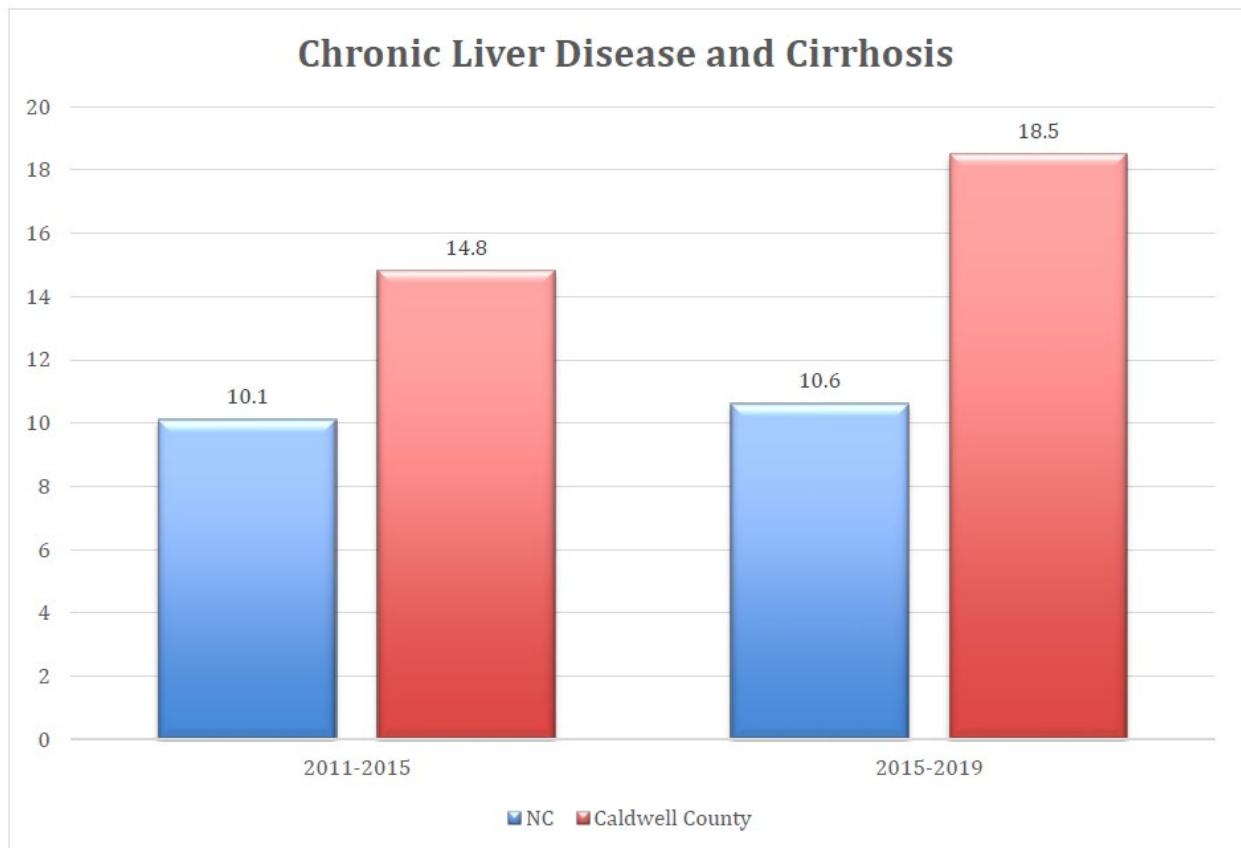


Source: State Center for Health Statistics



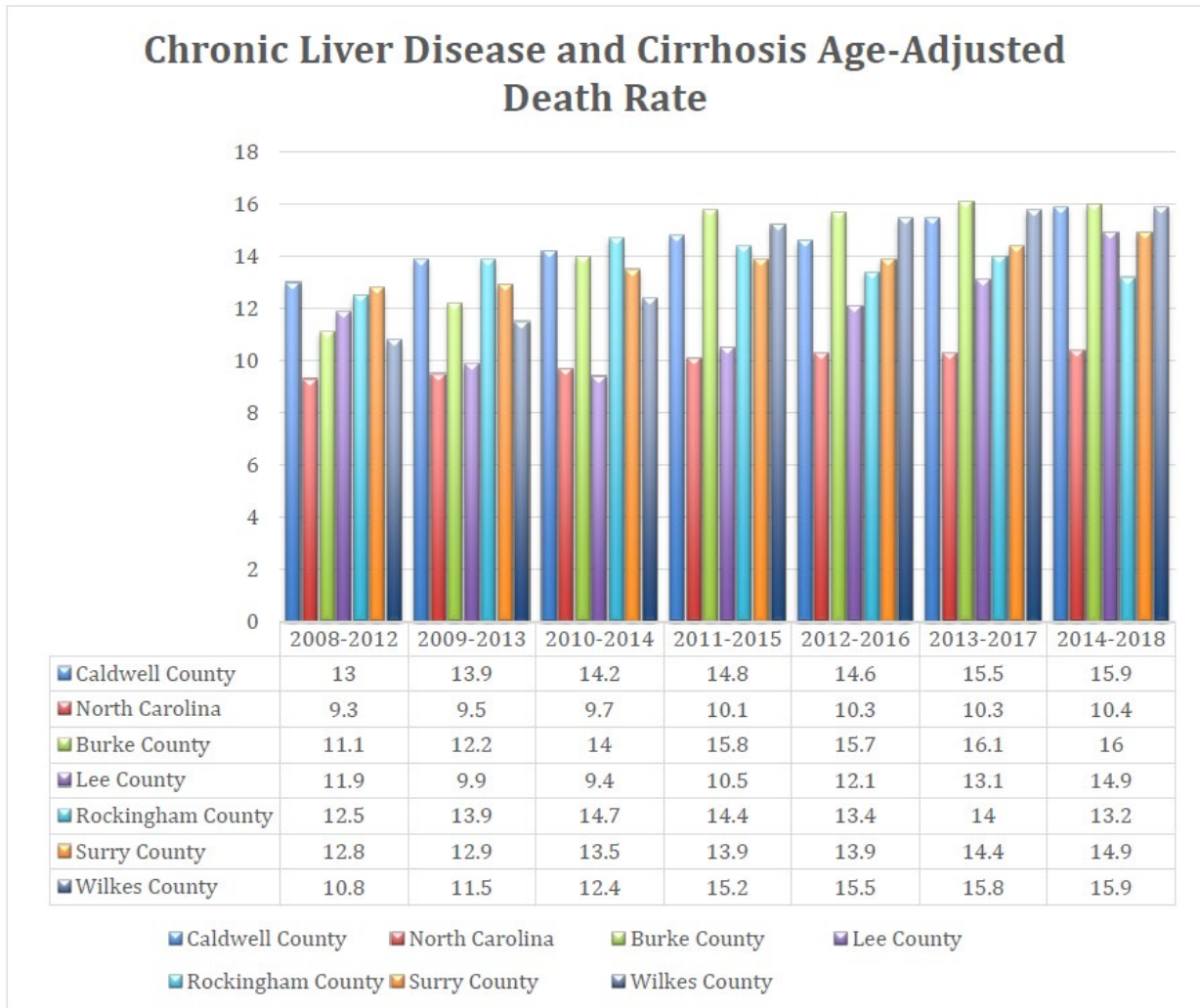
Caldwell County has seen an increase in the death rate due to chronic liver disease and cirrhosis within the last few years. In 2015, chronic liver disease and cirrhosis made the top ten leading causes of death. Graph 17 shows the slight increase Caldwell County has seen over the past eight years, compared to North Carolina's chronic liver disease and cirrhosis death rate. Caldwell County had a rate of 14.8 in 2011-2015; in 2015-2019, the rate had increased to 18.5. For North Carolina, the rate was 10.1 in 2011-2015, and in 2015-2019, the rate was 10.6. Graph 18 compares Caldwell County to peer counties.

### Graph 17



Source: North Carolina State Center for Health Statistics

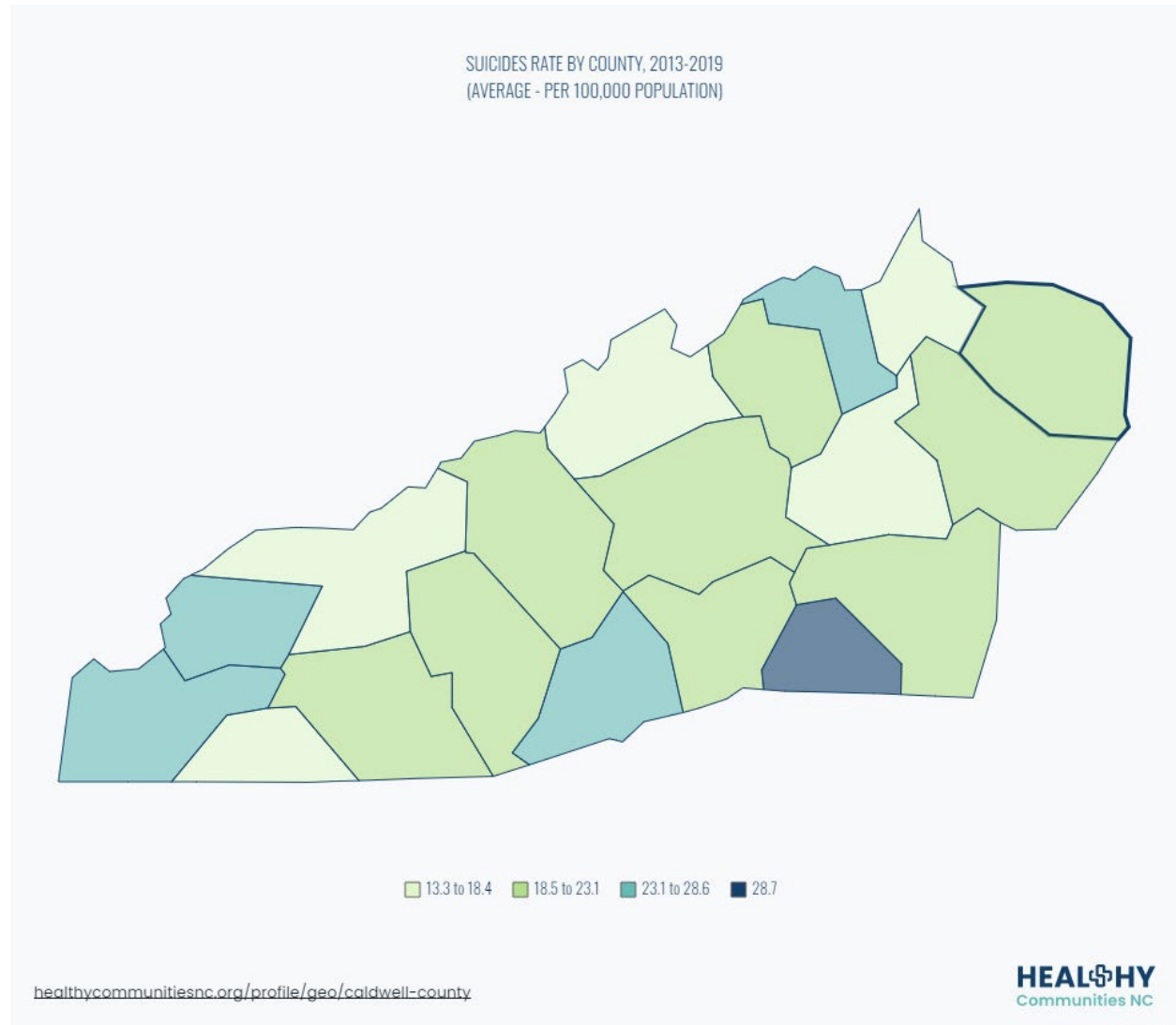
**Graph 18**



Source: North Carolina State Center for Health Statistics

Another area of concern is the suicide rate in Caldwell County. The suicide rate in Caldwell County from 2013 to 2019 was 18.5 per 100,000 population. Graph 19 also maps out surrounding counties and their suicide rate based on a color scale. Suicide was part of the action plan for the 2017 CHA and will continue to be for the 2022 CHA. Suicide can be caused by many factors, lack of community mental health resources, substance abuse/misuse, economy, etc.

### **Graph 19**

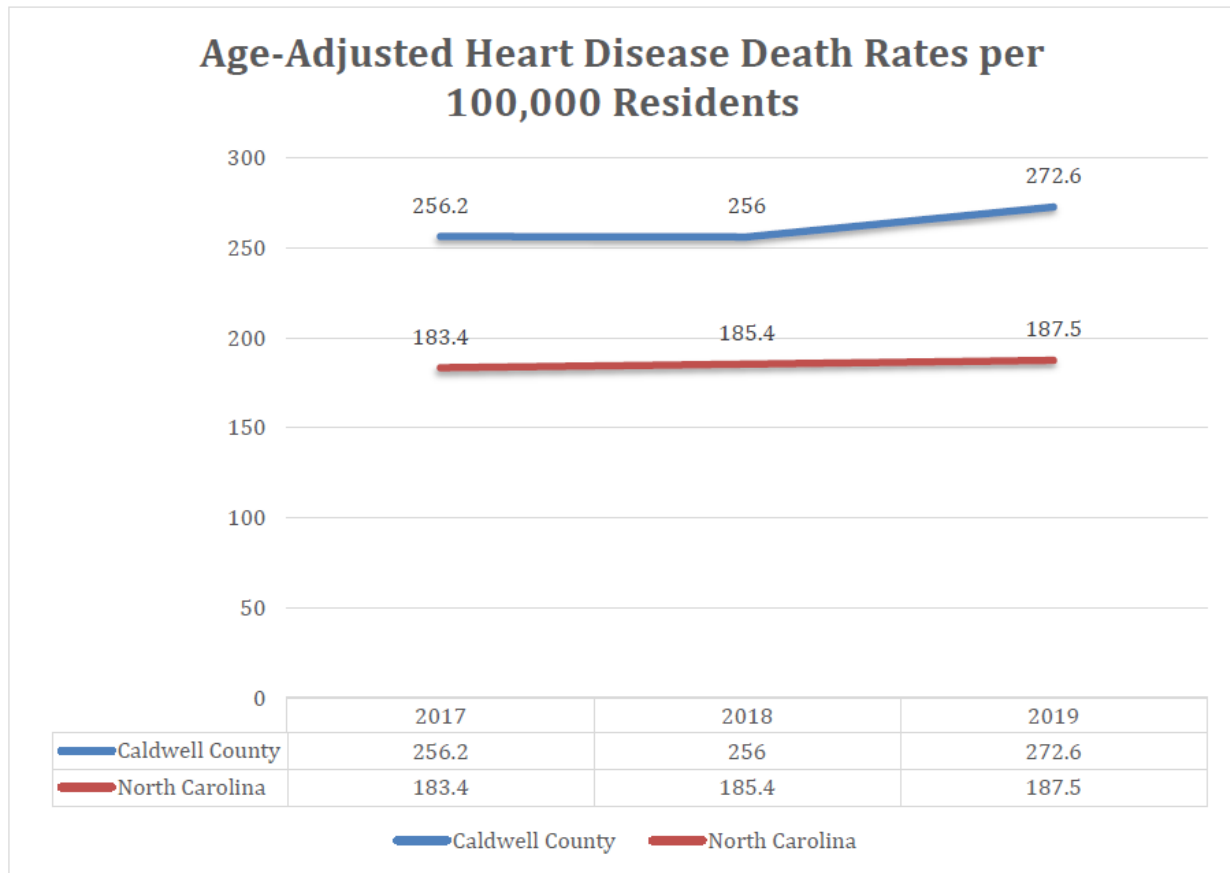


Source: Healthy Communities NC

## Chronic Disease Prevention and Management

Chronic Disease accounts for over half of the top ten leading causes of death in Caldwell County, such as heart disease, cancer, respiratory disease, diabetes, etc. Currently, Caldwell County has resources in place to combat these issues. Caldwell County shows an increase over the years as shown in graph 20. Risk factors include age, gender, weight, tobacco use, genetic composition, physical activity, etc.

**Graph 20**



Source: North Carolina State Center for Health Statistics

## Top Health Priorities

### Transportation

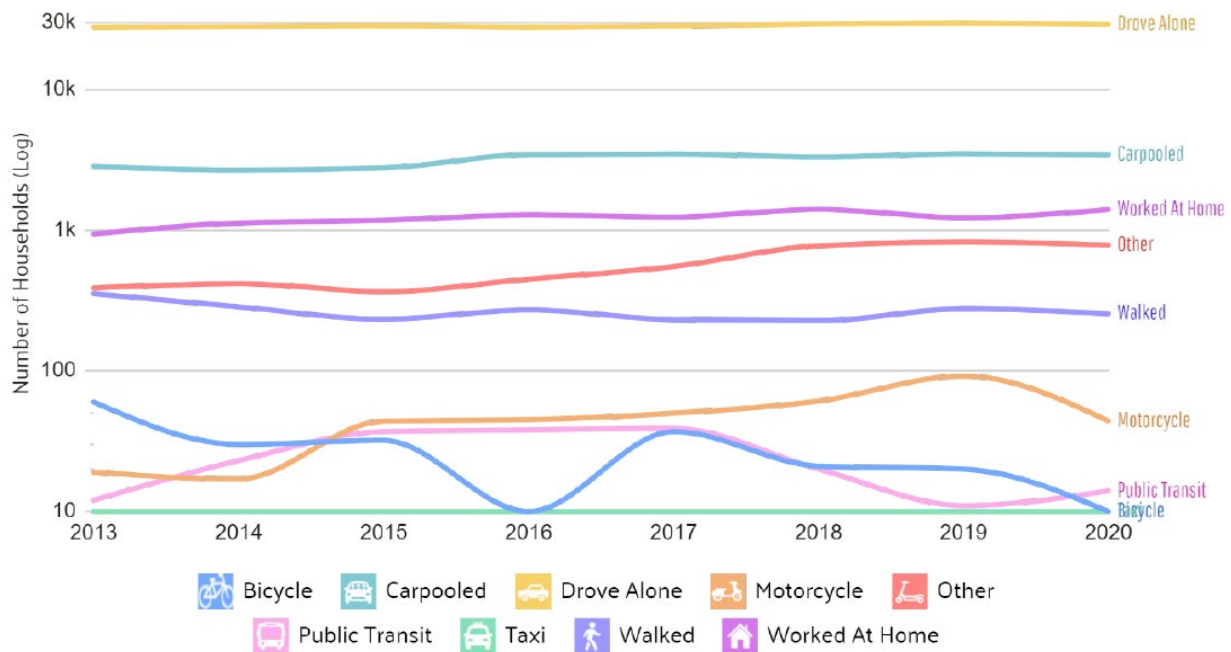
There are many forms of transportation. Transportation forms range from walking to driving. Walking is the most ancient form of transportation and the most common. Based on the 2021 U.S. Census Bureau, Caldwell County's population size is 80,463. About 32,000 of those individuals either drove or walked to work. Approximately 40% of the Caldwell County population had transportation. So, what about the other 60% of Caldwell County?

In 2018, 33,880 individuals worked in Caldwell County. 32,775 individuals either drove a truck, van, or car to work. Roughly 29,000 individuals drove alone and roughly 3,000 individuals carpooled with at least 2 other individuals to work. About 40 individuals used public transportation in 2018. To say the least, transportation plays a critical role in completing day-to-day tasks. Now there are transportation services here in Caldwell County. There are smaller organizations that do help with transportation and the two major transportation services are Greenway and Blue Ridge. These transportation services are public and can be utilized by anyone in Caldwell County. These services primarily focus on accessible individuals and the impoverished population of Caldwell County.

60% of the Caldwell County population does not have access to transportation. Access to transportation is important because it allows a community to grow and thrive. Transportation allows access to health-promoting services and supports healthcare itself. Research has shown that lack of transportation can result in missed or delayed healthcare appointments and result in poorer health outcomes and increased health expenditures. Inadequate transportation services can increase social isolation, particularly in the older population and individuals with disabilities or even individuals who do not drive. This can increase the risk of many health diseases such as early mortality, depression, and dementia. It is important that transportation is utilized because it can lead to better health outcomes.

Strategies to help improve transportation could start with the bike and pedestrian masterplans. These plans can establish a framework to increase walking and biking trails and improve the connectivity of non-auto paths and trails in a particular area. Another strategy is to complete street and streetscapes design initiatives. Caldwell County could enhance its streetscape with greater sidewalk coverage and walkway connectivity, street crossing safety features, traffic calming measures, and other designed elements to improve transportation options.

**Graph 21: The graph below outlines the variety of transportation per number of households.**



## **Substance Misuse and Abuse**

In 2022, Caldwell County had 247 overdoses. According to graph 20, Caldwell dramatically increased drug overdose deaths from 2018-2021. Compared to our peer counties, Burke, Rockingham, and Lee County, these results are similar. This can be from a variety of reasons, stress, anxiety, economy, result from injury, etc. Of the individuals who indicated in the 2022 Community Health Assessment survey that they or a family member used a substance abuse drug, nearly 27% did not know where the drugs were coming from. One contributing factor is the rising opioid epidemic.

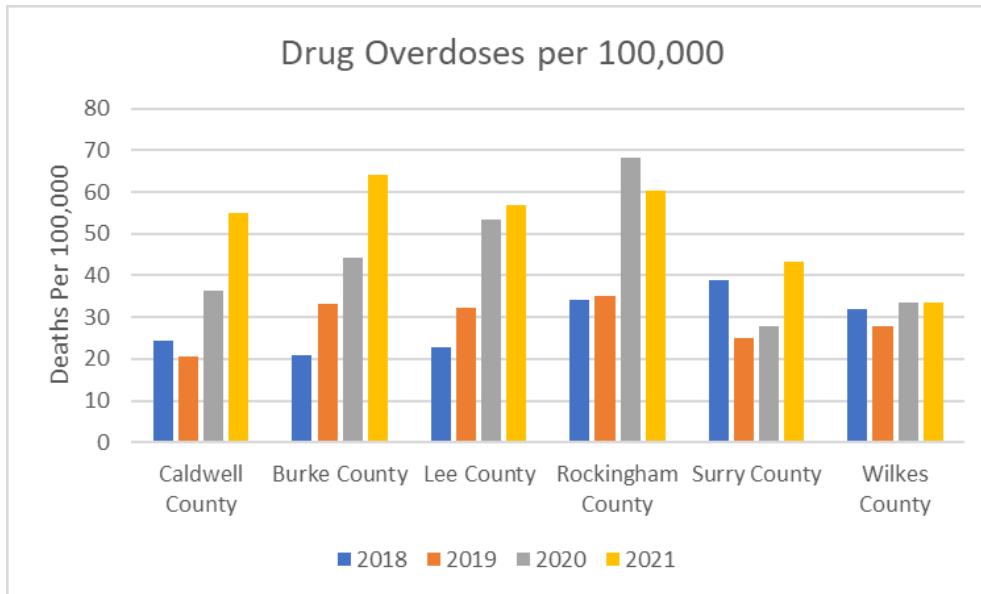
To fight this issue of drug overdoses and abuse/misuse of drugs, Caldwell County is utilizing resources to fight the opioid epidemic. One way is through Operation Medicine Drop (OMD). Caldwell County has drop box locations at Caldwell County Sheriff's Office, Lenoir Police Department, Hudson Police Department, and Granite Falls Police Department. Restart program which aims at addressing substance misuse in the community.

When looking at substance abuse and misuse, risky behaviors associated with drug use/ misuse must also be examined. Risky behaviors can cause an increased possibility of contracting infections or diseases such as HIV, hepatitis, and tuberculosis. According to The North Carolina State Center of Health Statistics, in 2020, there were three acute Hepatitis C cases, based on case definition of labs and symptom criteria. This is a slight decrease from 2019 when Caldwell County had seven acute cases. The number of chronic hepatitis C cases presumed to be alive in North Carolina in 2020 was 681. The highest rates of newly diagnosed acute hepatitis C occurred among the 25 to 39-year-old age group, which accounted for 64% of the total acute hepatitis C cases.

Caldwell County's main goal in the coming years is to decrease substance misuse within the county and take unwanted substances out of homes. Working with community agencies such as Restart, Drug-Free Caldwell, law enforcement, healthcare, faith-based organizations, pharmacies, etc., the shared goal is to prevent the misuse of prescription drugs and overdoses, educate the community

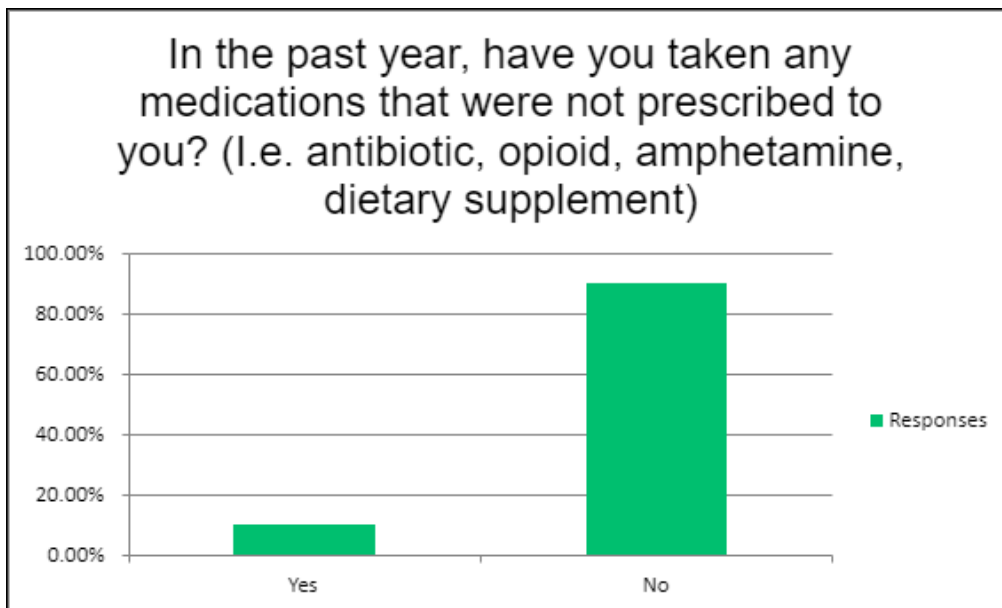
on the importance of disposing of unwanted medications at the drop box locations, encourage individuals to lock up medications and provide access to naloxone to the community. This will be outlined in this year’s Action Plan.

**Graph 22**

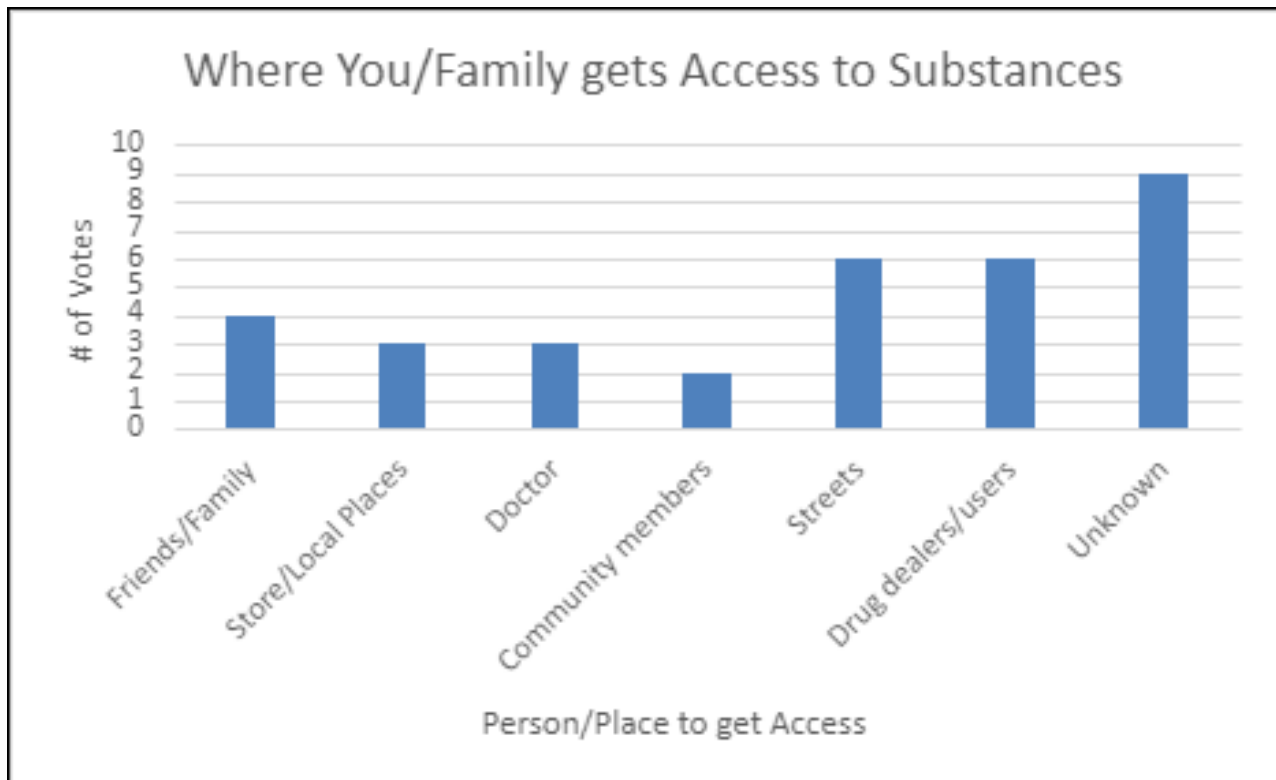


Source: NC Injury and Violence Prevention Branch

**Graph 23**





**Graph 24**

## **Mental Health**

The suicide death rate in Caldwell County for 2021 was 54.8, which was lower than the peer counties of Wilkes, Surry, Burke, and Rockingham counties. Between 2015 and 2019 there have been 73 suicide deaths in Caldwell County. Between 2017 and 2019, suicide/intentional self-harm was not even on the list of leading causes of death in Caldwell County. While resources have increased for mental health, the need still exists in Caldwell County for mental health services. After the 2017 Caldwell County Community Health Assessment, community partners focused on providing adequate resources to the public to reduce the stigma surrounding mental health conditions and working towards increasing

the support that is in place to provide help to those suffering. Caldwell UNC Healthcare did this by providing outpatient depression screenings at all clinics, providing mental health screenings in the emergency department, and mental health meetings held quarterly at the hospital that includes the local department of social services, local police department, and Vaya Health. Other resources include having a mental health counselor recruited to assist with the placement of patients presenting with mental health issues in the emergency department and access to a resource guide in all clinics to help patients access healthcare services, specifically, mental health services. Community partners that also worked towards decreasing suicide and targeting mental health disparities included Caldwell County Health Department, Project Lazarus, a regional collaboration, to help address issues of prescription drug abuse, VAYA Health, RHA Health Services, and Jonas Hill. In 2016, the Caldwell County Comprehensive Care Center, a full-service behavioral health care center in Lenoir, opened to provide 24-hour mental health and addiction urgent care, outpatient behavioral health treatment, and beds for people in crisis. The center offers 24-hour mental health and addiction urgent care, outpatient behavioral health treatment, and 12 beds for people in crisis, regardless of insurance status.

The Caldwell County Health Department provides a variety of resources as well. These include support for: emotional well-being, psychological well-being, and social well-being. Some aspects that impact mental health are adequate housing, safe neighborhoods, equitable jobs and wages, quality education, and equity in access to quality health care.

Depression can include the following symptoms: being in a sad mood, loss of pleasurable activities, fatigue, feelings of guilt, and recurring thoughts about death. Depression correlates with adverse health behaviors such as smoking, alcohol consumption, physical inactivity, and sleep disturbance.

A characteristic of anxiety is excessive or unrealistic worrying about everyday events and tasks. Phobias or fears can cause individuals to feel anxious such as seeing a snake or flying in an airplane. Obsessive-compulsive disorder (OCD) is an anxiety disorder with recurrent thoughts or behaviors. Anxiety disorders can be treated with pharmacotherapies and by addressing exposure and response prevention. Psychotic disorders occur when individuals experience the deregulation of thought processes. Schizophrenia is a psychotic disorder where individuals have symptoms of delusion and hallucinations. Psychotic disorders are usually treated with antipsychotic medications and forms of psychosocial interventions. Bipolar disorder is considered a major mood disorder where individuals experience episodes of depression and mania. Elevated, unrestrained, or irritable moods often occur with this mental illness. Some effective treatments for this disorder include medication and psychotherapy.

Of the 2,423 overall violent deaths in North Carolina in 2020, 1,436 were suicides and 91 were youth suicides ranging from ages 10 to 19. Males had a higher suicide rate per 100,000 than females. The suicide rate makes up 85% of the overall violent deaths in North Carolina for those 85 years and older. Graph 25 shows the suicide trends and demographics in North Carolina between 2016 and 2020.

## Graph 25

### Suicide Trends and Demographics

To update graphs to a specific county, use the place dropdown. Use the rate duration filter to choose the desired duration, then use the corresponding rate value filter to select years of interest.

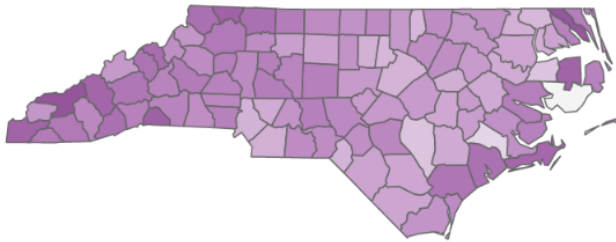
Place: North Carolina  
 Rate Duration: 5-year Rate  
 10-Year Rate: 2011-2020  
 5-Year Rate: 2016-2020  
 1-Year Rate Value: 2020

**Suicide - North Carolina, 5-year Rate (2016 - 2020)**

Rate:  
**15.6 per 100,000**

Count of Deaths:  
**7,122**

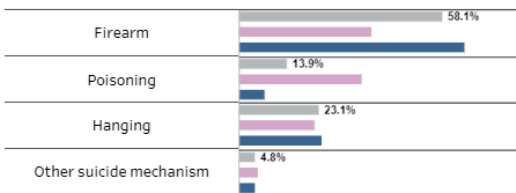
North Carolina Suicide Deaths, 5-year Rate



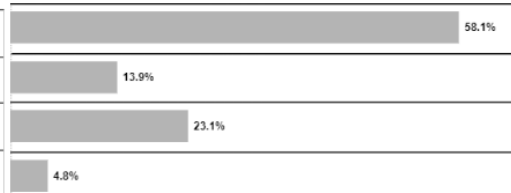
Trends, North Carolina



Percent of Suicide Deaths by Method and Sex  
North Carolina, 5-year Rate

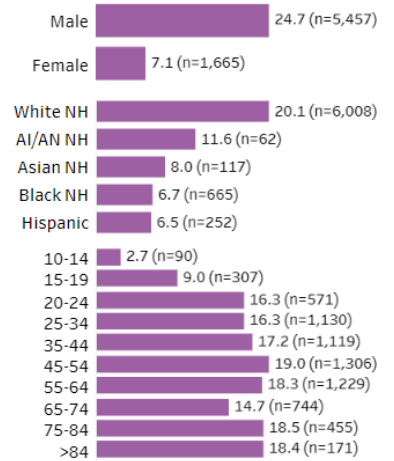


Percent of Suicide Deaths by Method  
North Carolina, 5-year Rate



Below is a breakdown of Suicide rates in North Carolina by demographic group.

Suicide Rate per 100,000 in North Carolina, 5-year Rate



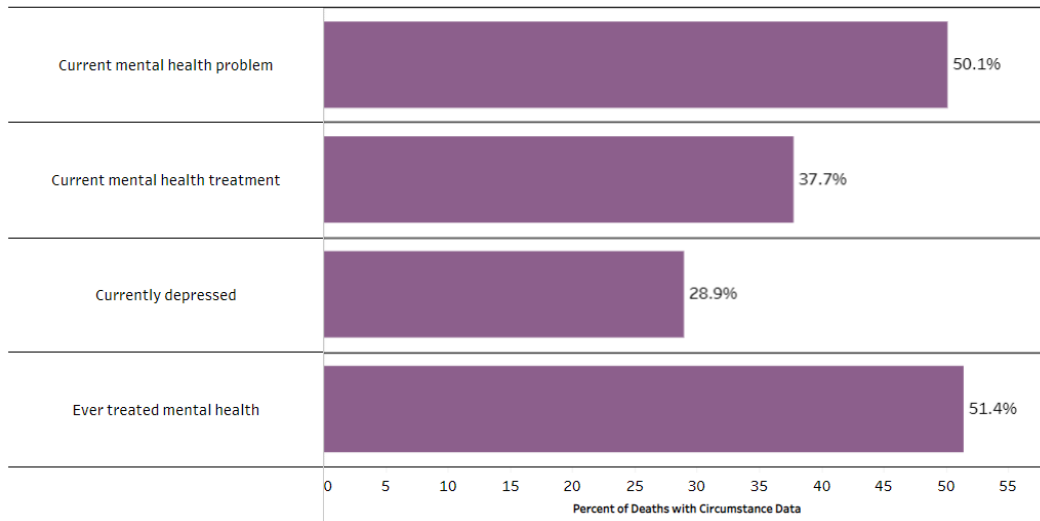
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Division of Public Health

NORTH CAROLINA VIOLENT DEATH REPORTING SYSTEM  
**NC VDRS**

As seen in the graph below, North Carolina had deaths associated with different mental health circumstances in 2020, such as 50.1% of people had a current mental health problem, 37.7% had current mental health treatment, 28.9% were currently depressed, and 51.4% had treated their mental health at the time of death in 2020.

**Graph 26**

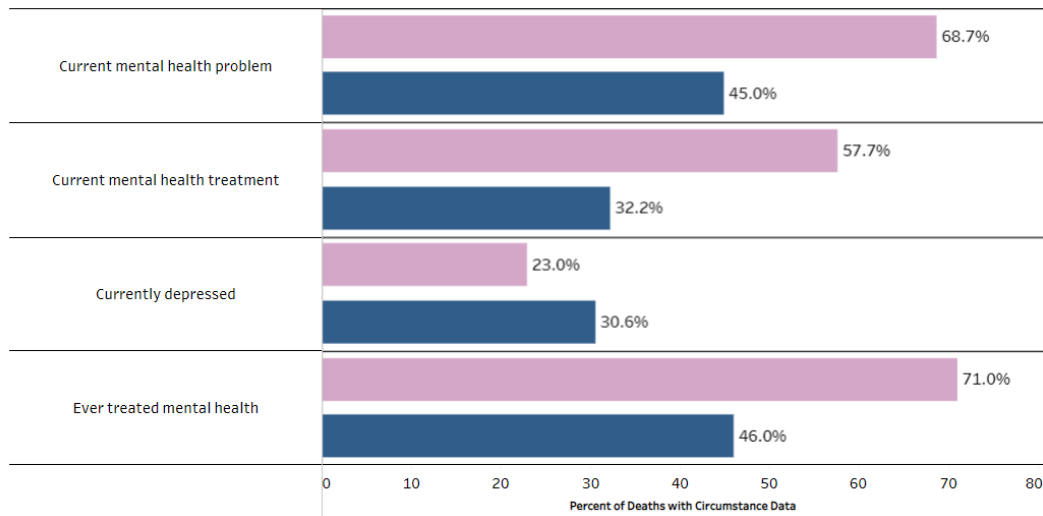
North Carolina, 2020  
All Deaths  
Mental Health



The graph below shows the suicide deaths associated with different circumstances broken-down by sex.

**Graph 27**

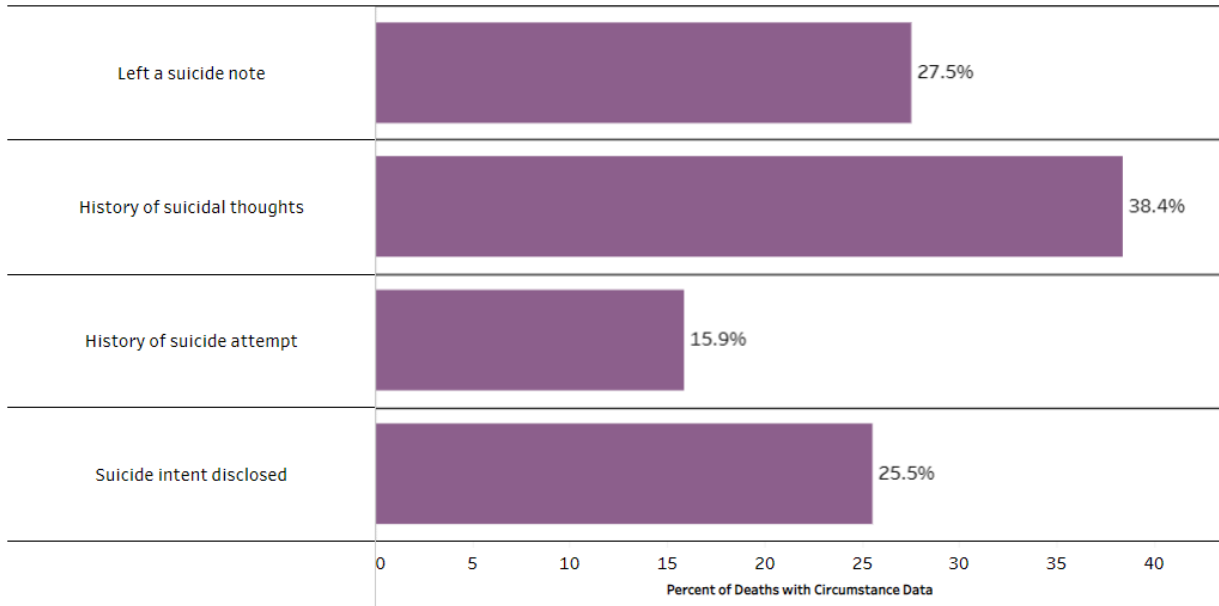
North Carolina, 2020  
Breakdown by Sex  
Mental Health



The graphs below show the suicide death percentages associated with different circumstances and are also broken down by sex.

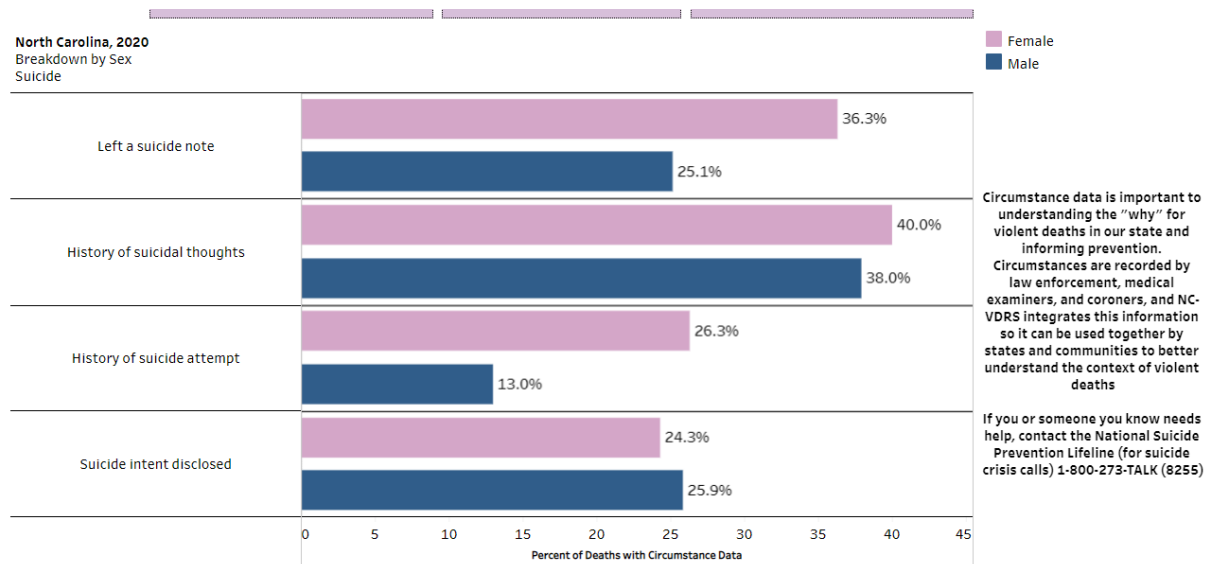
**Graph 28**

North Carolina, 2020  
All Deaths  
Suicide



**Graph 29**

North Carolina, 2020  
Breakdown by Sex  
Suicide



### Graph 30

#### Suicide Trends and Demographics

To update graphs to a specific county, use the place dropdown. Use the rate duration filter to choose the desired duration, then use the corresponding rate value filter to select years of interest.

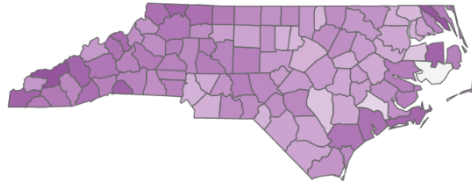
Place: **Caldwell** | Rate Duration: **5-year Rate** | 10-Year Rate: **2011-2020** | 5-Year Rate: **2016-2020** | 1-Year Rate Value: **2020**

**Suicide - Caldwell County, 5-year Rate (2016 - 2020)**

Rate: **18.0 per 100,000**

Count of Deaths: **66**

North Carolina Suicide Deaths, 5-year Rate

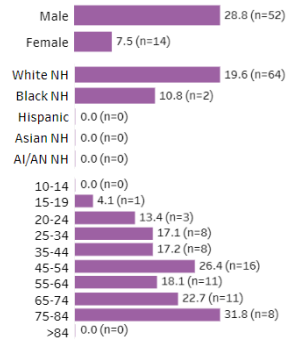


Below is a breakdown of Suicide rates in Caldwell by demographic group.

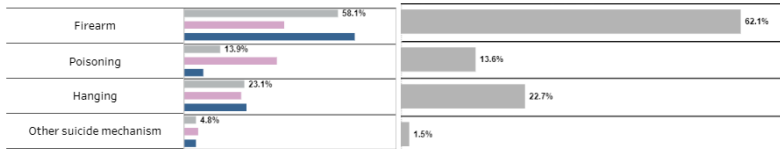
Trends, Caldwell County



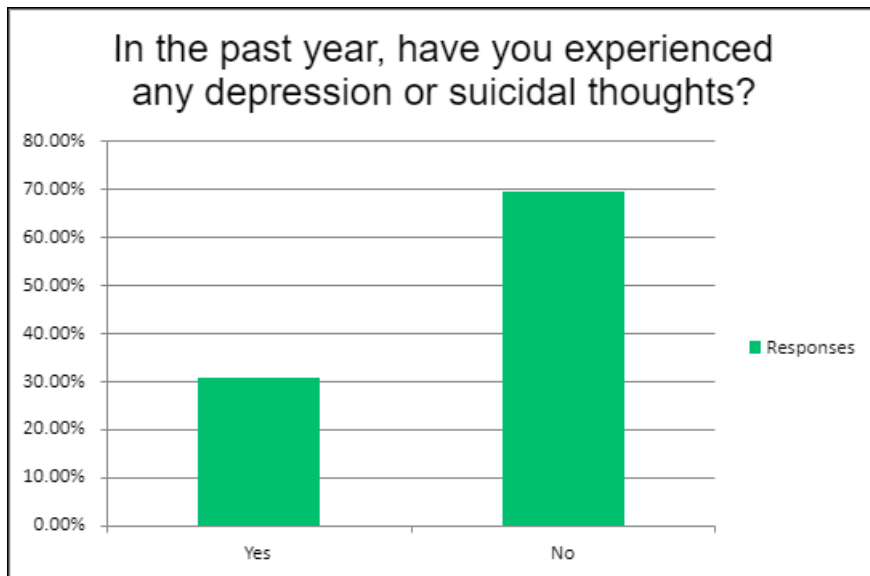
Suicide Rate per 100,000 in Caldwell County, 5-year Rate



Percent of Suicide Deaths by Method and Sex North Carolina, 5-year Rate



### Graph 31



Source: Community Health Assessment Survey

## **Plans for Next Step**

The Community Health Assessment Advisory Committee will begin reviewing each of the selected priorities and determine what groups are already established in the county, which is focused on these issues. Members of the committee will work with established groups to plan and implement action plans for the coming three years. These partnerships will be guided by the Caldwell County Health Department and data collection regarding timelines and benchmarks met will be disseminated through State of the County Health Reports and other documents throughout the county and between groups and committees. The Community Health Assessment (CHA) will be presented to the local Board of Health and the Board of Commissioners. The CHA will also be distributed at the Caldwell County Library, County Office Plaza, and Health and Human Services.



## Acknowledgments

The Caldwell County Community Assessment Advisory Committee would like to thank the following individuals and agencies for their contributions throughout this assessment process. These individuals were selected for this committee because of their extensive knowledge and support of the health and well-being of Caldwell County citizens. Without their efforts, this assessment would not have been possible. The strengthened partnerships resulting from this collaboration will continue throughout the coming years.

### **Community Assessment Planning Team:**

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Caldwell County Health Department

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Caldwell County Health Department

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Health Educator  
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Hannah Jones, MPH  
Health Educator Intern  
Lenoir Rhyne University

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Health Educator Intern  
East Tennessee State University

### **Community Assessment Advisory Committee:**

#### **Granite Falls Police Department**

Chris Jenkins

#### **Lenoir Housing Authority**

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**Caldwell County Health Department**

Cindy Younce, RN

**City of Lenoir**

Hannah Williams

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Andy Wilson

**UNC Health Caldwell**

Jacob Blanton, MSN RN

**Lenoir Police Department**

Brian Smith

**CCC&TI Family Literacy**

Shari Brown

**Pathways**

Rick Rash

**Helping Hands Clinic**

Debra Philyaw

Brittney Bonn

**West Caldwell health Council**

Amanda Barnes

Tom McRay

**Caldwell EMS**

Jonathan Cook

Tara Swanson

**Caldwell Restart**

Jason Powell

Susan Wilson

**Caldwell County DSS**

Will Wakefield

**Town of Granite Falls**

Jerry Church

**Town of Sawmills**

Chase Winebarger

**Additional Acknowledgments:**

Caldwell Community College & Technical Institute

Caldwell County Libraries

Caldwell UNC Health Care System

Lenoir Housing Authority

The Lenoir Senior Center

Early Head Start

Lenoir Soup Kitchen

Yokefellow

EM Billing

Helping Hands

Josh Abbott

## **Appendix A: 2022 Caldwell County CHA Survey**

### CALDWELL COUNTY 2022 CHA OPINION SURVEY

*The purpose of this survey is to learn more about health and quality of life in Caldwell County. The Caldwell County Health Department, and various community-based agencies will use the results of this survey and other information to identify the most pressing health problems in Caldwell County and develop plans to address those identified problems.*

*All the information you give us will be completely confidential and will not be linked to you in any way.*

*Thank you for taking the time to complete this Community Health Survey.*

**Do you live in Caldwell County? Yes \_\_\_\_\_ No \_\_\_\_\_**

**Are you 18 years old or older? Yes \_\_\_\_\_ No \_\_\_\_\_**

*\*\*\*If you said No to question one or two, please stop at this point. Thank you for your time.*

**Have you participated in this year's survey already? Yes \_\_\_\_\_ No \_\_\_\_\_ Not sure \_\_\_\_\_**

*\*\*\*If you answered Yes to this question, please stop at this point. Thank you for your time.*

*The next several questions or statements ask about community problems, issues, and services that may be important to you. Remember that your choices will not be linked to you in any way.*

- 1. In your opinion, what community or health issues are affecting the quality of life in Caldwell County?**
- 2. What health services in Caldwell County do you believe need the most improvement?**
- 3. In your opinion, what unhealthy behaviors are the most common in Caldwell County?**

*The following question is about getting information about things related to health.*

---

**4. What is the most important health concern that people in your community need information about?**

*These next questions are about your health. Remember that your answers to these questions will not be linked to your name in any way.*

**5. In a normal week, do you engage in any physical activity or exercise? (E.g. walk 3 times a week)**

Yes \_\_\_\_\_ No \_\_\_\_\_

**If yes, how often do you engage in physical activity or exercise?**

**6. If you wanted to quit using tobacco products, or wanted to help a friend quit, where would you go for help?**

- \_\_\_\_\_ Quit Line NC
- \_\_\_\_\_ Doctor
- \_\_\_\_\_ Church
- \_\_\_\_\_ Pharmacy
- \_\_\_\_\_ Counselor/therapist
- \_\_\_\_\_ Health department
- \_\_\_\_\_ I don't know where I would go
- \_\_\_\_\_ Other. Please specify: \_\_\_\_\_
- \_\_\_\_\_ I do not use tobacco products

**7. Do you or a family member use any substances (drugs)?**

Yes \_\_\_\_\_ No \_\_\_\_\_

**If yes, where do you or your family member get access to substances (drugs)?**

**8. In the past year, have you taken any medications that were not prescribed to you? (I.e. antibiotic, opioid, amphetamine, dietary supplement)**

Yes \_\_\_\_\_ No \_\_\_\_\_

**9. In the past year, were you prescribed a medication that you did not take as prescribed?**

---

Yes \_\_\_\_\_ No \_\_\_\_\_

**10. In the past year, have you experienced any depression or suicidal thoughts?**  
*(I.e. signs of depression include: persistent low mood, loss of interest, feelings of worthlessness, difficulty concentrating or sleeping, appetite changes, thoughts of harming yourself, etc.)* Help is always available, call 800-273-8255.

Yes \_\_\_\_\_ No \_\_\_\_\_

**If yes, where did you seek help?**

*The next few questions gather information about your access to care. Remember, the answers you give for this survey will not be linked to you in any way.*

**11. In the past 12 months, did you or a family member have a problem getting necessary health care from any type of health care provider (medical doctor/physician or nurse practitioner), mental health specialist (psychiatrist, therapist, or counselor) dentist, pharmacy, or another facility?**

Yes \_\_\_\_\_ No \_\_\_\_\_

**If yes, what type of provider or facility did you or your family member have trouble getting health care from?**

**12. If you answered yes to the previous question, what problems prevented you or your family member from getting the necessary health care?**

**13. If you use the emergency room as your first choice for health care, what leads you to make that choice?**

**14. Based on your knowledge, who are the people whom the Caldwell County Health Department provides services to?**

**15. If you choose not to go to the health department for your health care, where do you go instead?**

**16. What is your main mode of transportation to and from healthcare? (E.g. have my car, Greenway)**

---

**17. Do you consider Caldwell County a good place to “grow old?” (I.e. elder-friendly housing, transportation, recreation, services)**

*The next several questions have to do with how well-prepared you are for an emergency or disaster.*

**18. In an emergency, what would be your main way of receiving information from authorities?**

**19. In the incident of a disaster striking your community, would you be able to evacuate your home if asked by public authorities?**

Yes \_\_\_\_ No \_\_\_\_

**If not, what would be the main reason for you staying in your home?**

*The following set of questions is the last in this survey. These are general questions about you. Your answers will be reported only in a summary of all answers given by survey participants. Your answers will remain anonymous.*

**20. How old are you?**

\_\_\_\_ 18-24 \_\_\_\_ 40-44 \_\_\_\_ 60-64 \_\_\_\_ 80-84  
 \_\_\_\_ 25-29 \_\_\_\_ 45-49 \_\_\_\_ 65-69 \_\_\_\_ 85 or older  
 \_\_\_\_ 30-34 \_\_\_\_ 50-54 \_\_\_\_ 70-74  
 \_\_\_\_ 35-39 \_\_\_\_ 55-59 \_\_\_\_ 75-79

**21. Do you identify as male or female?** Male \_\_\_\_ Female \_\_\_\_ Other \_\_\_\_

**22. Are you of Hispanic, Latino, or Spanish origin?** Yes \_\_\_\_ No \_\_\_\_

**23. If you are of Hispanic or Latino background, would you describe yourself as:**

\_\_\_\_ Mexican, Mexican American, or Chicano  
 \_\_\_\_ Puerto Rican  
 \_\_\_\_ Cuban  
 \_\_\_\_ Other Hispanic or Latino. If so, please specify: \_\_\_\_\_

**24. What is your race?** Please check all that apply.

\_\_\_\_ White  
 \_\_\_\_ Black or African American

---

- American Indian or Alaska Native  
 Asian Indian  
 Other Asian including Japanese, Chinese, Korean, Vietnamese, and Filipino/a:  
 Please write in your race: \_\_\_\_\_  
 Pacific Islander, including Native Hawaiian, Samoan, Guamanian/Chamorro:  
 Please write in your race: \_\_\_\_\_  
 Other races not listed here. Please write it in: \_\_\_\_\_

**25. What is the language that you and your family speak at home?**

- English  
 Spanish  
 Hmong  
 Sign language  
 Other. Please specify: \_\_\_\_\_

**26. What is the highest level of the school, college, or vocational training that you have finished? Please mark only one.**

- Less than 9th grade  
 9th to 12th grade, no diploma  
 High school graduate (or GED / equivalent)  
 Associate's degree or vocational training  
 Some college (no degree)  
 Bachelor's degree  
 Graduate or professional degree  
 Other. Please specify: \_\_\_\_\_

**27. What was your total household income last year, before taxes? Please mark only one.**

- Less than \$10,000     \$35,000 to \$49,999  
 \$10,000 to \$14,999     \$50,000 to \$74,999  
 \$15,000 to \$24,999     \$75,000 to \$99,999  
 \$25,000 to \$34,999     \$100,000 or more

**28. What is your employment status? Please check all that apply.**

- Employed full-time  
 Employed part-time  
 Retired  
 Armed Forces  
 Unemployed for more than 1 year  
 Disabled  
 Student

- 
- Homemaker  
 Self-employed  
 Unemployed for 1 year or less

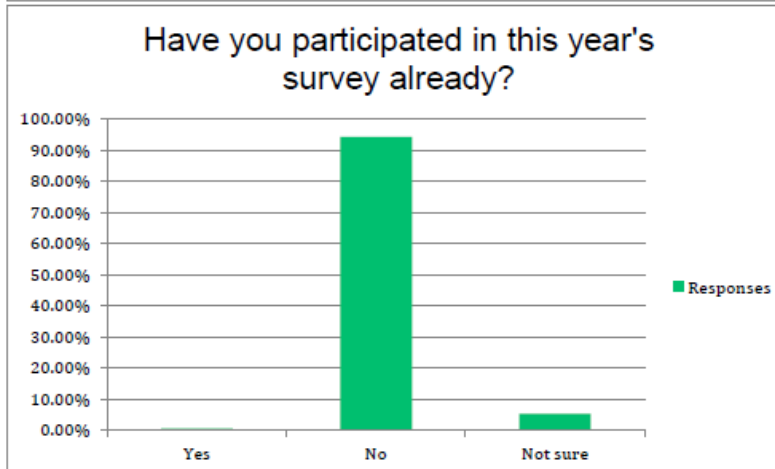
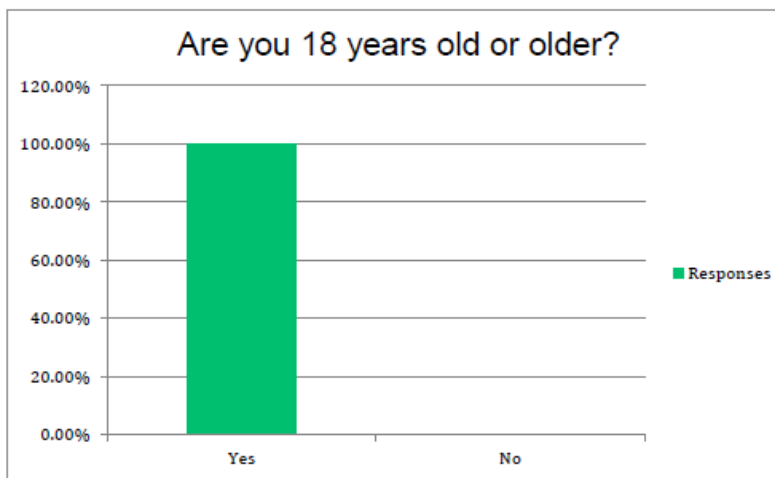
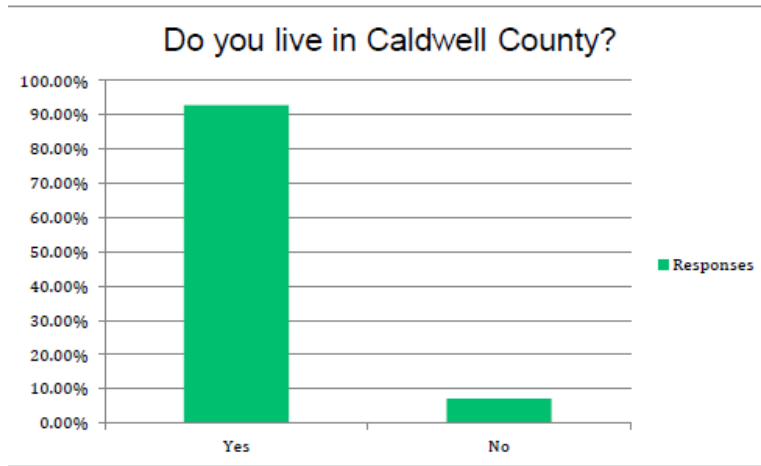
**29. What is your zip code? \_\_\_\_\_**

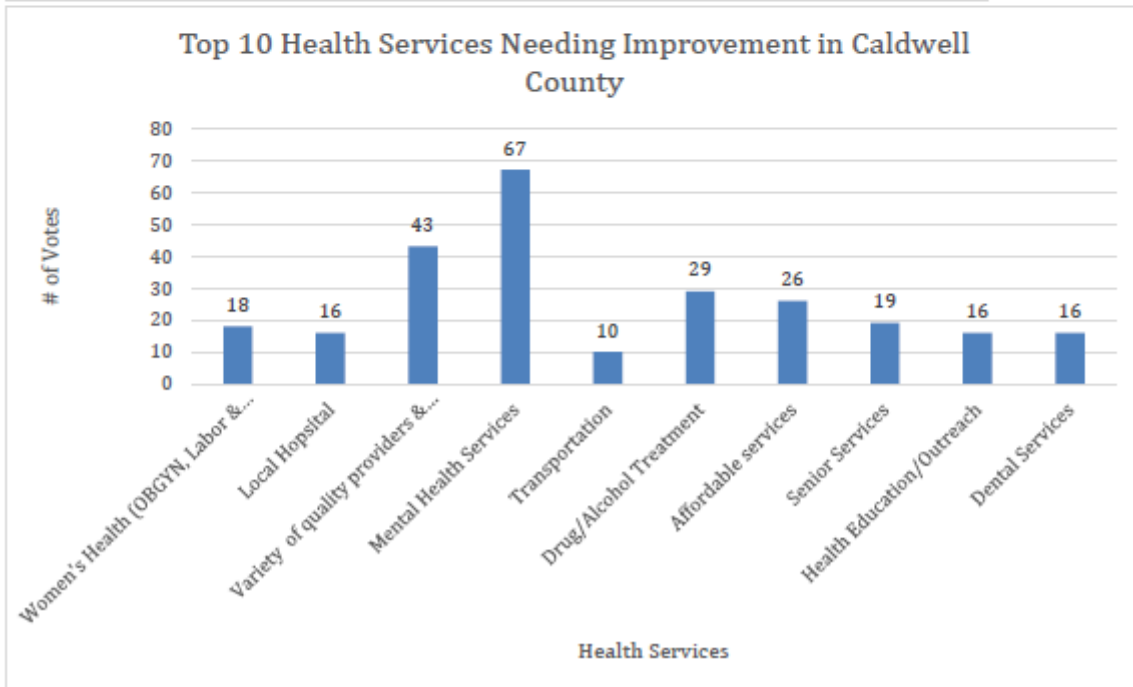
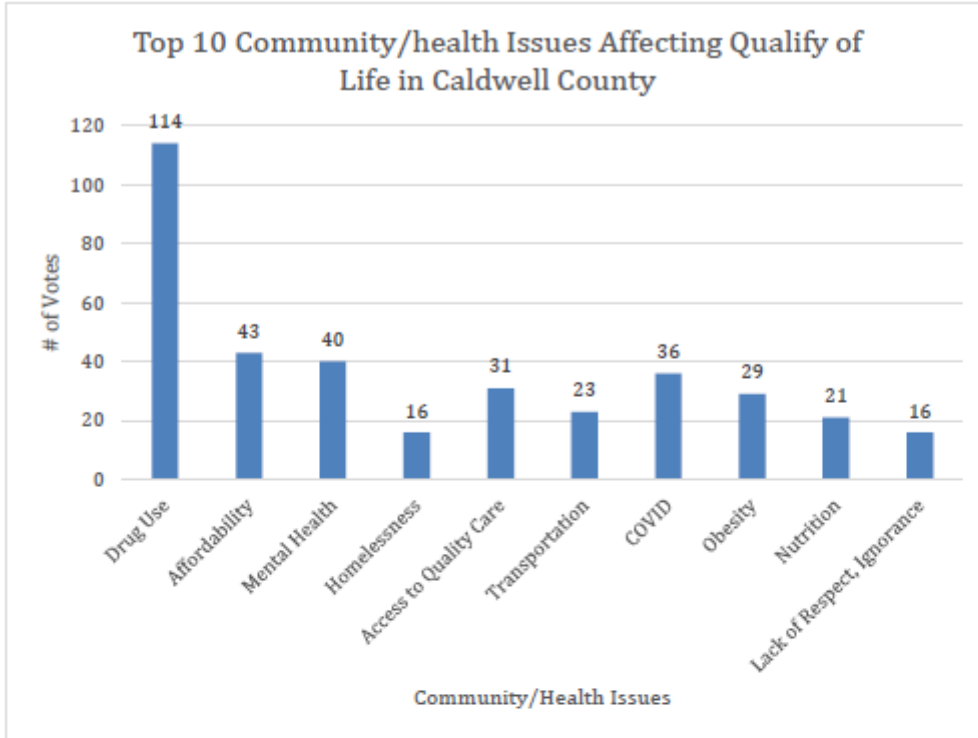
*These are all the questions that we have. Thank you very much for taking the time to complete this survey!*

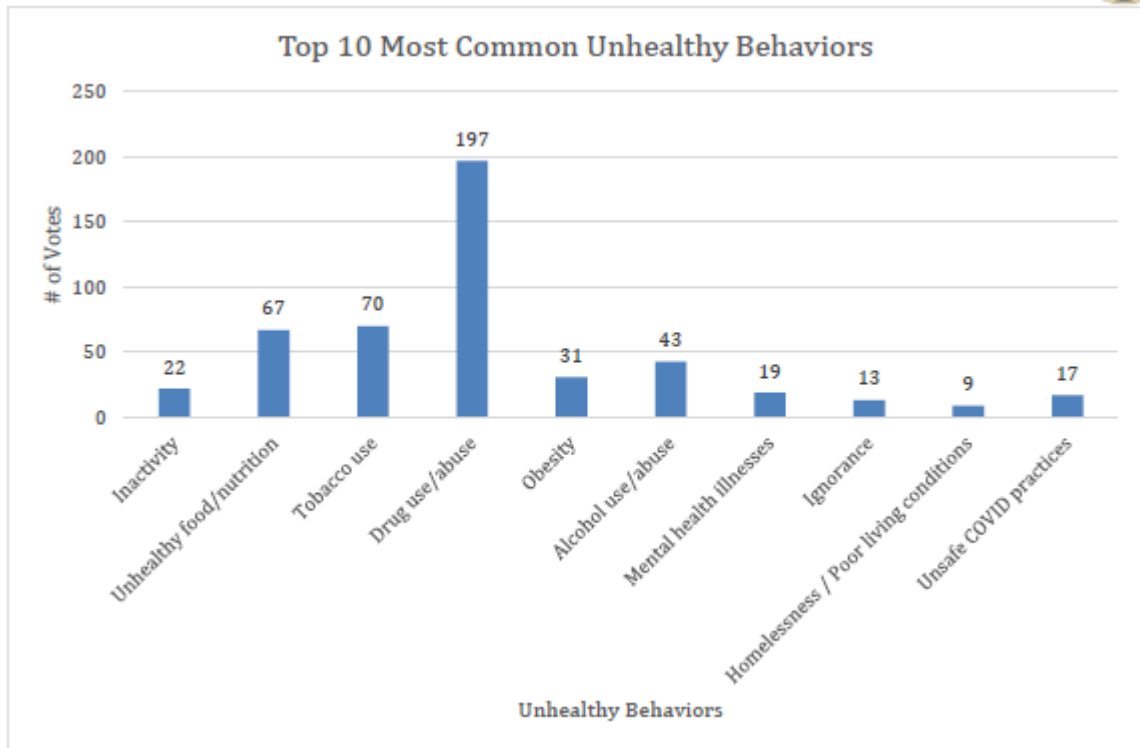
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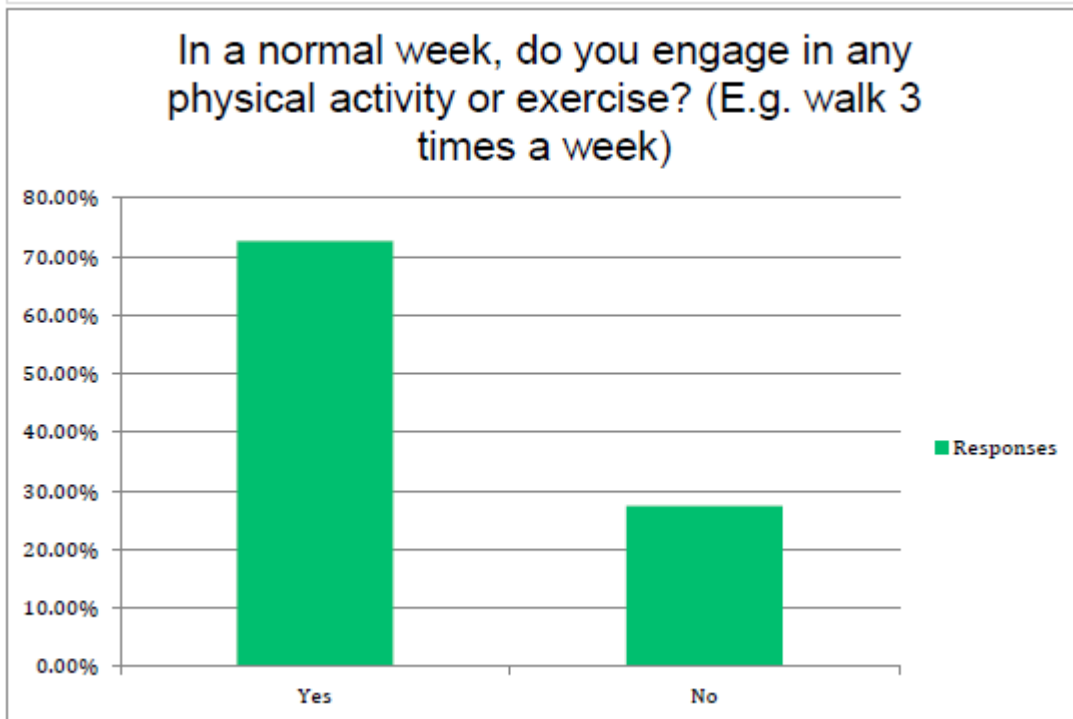
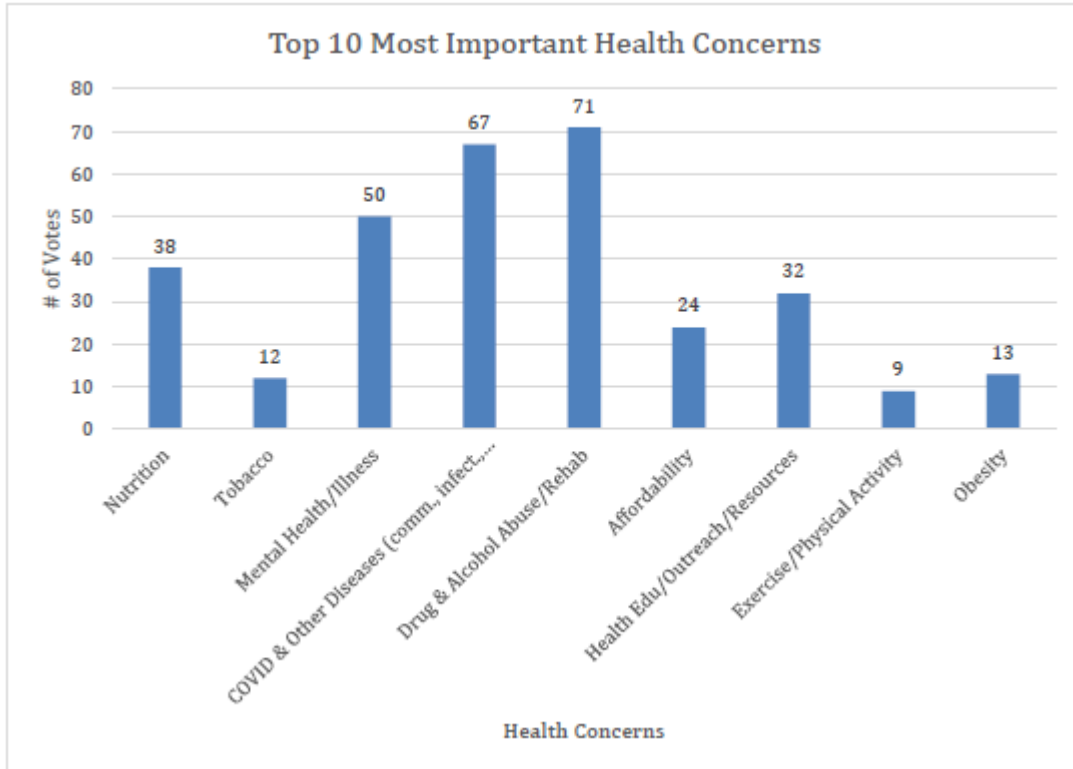


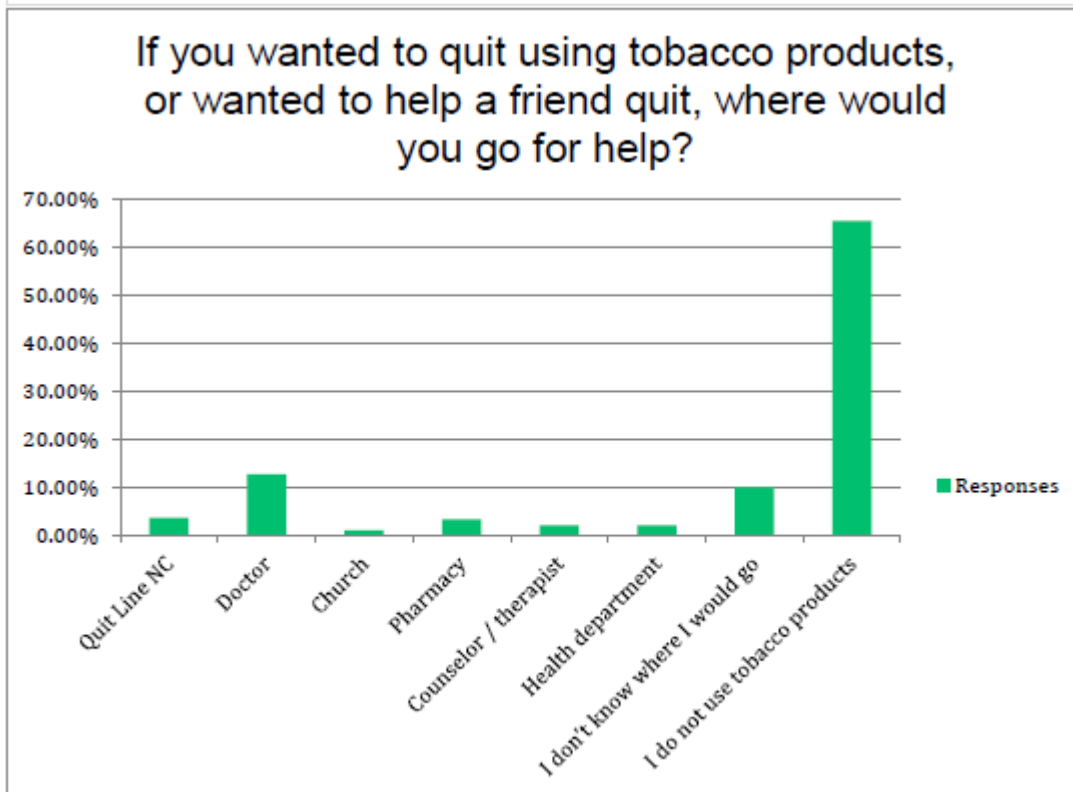
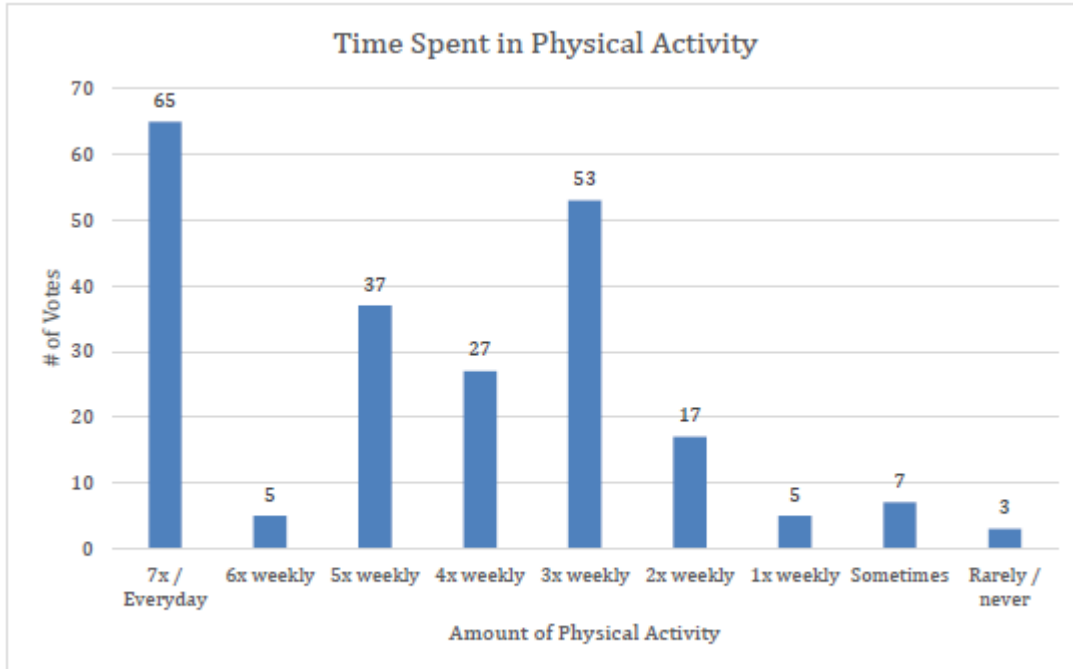
## Appendix B: 2022 Caldwell County CHA Survey Results

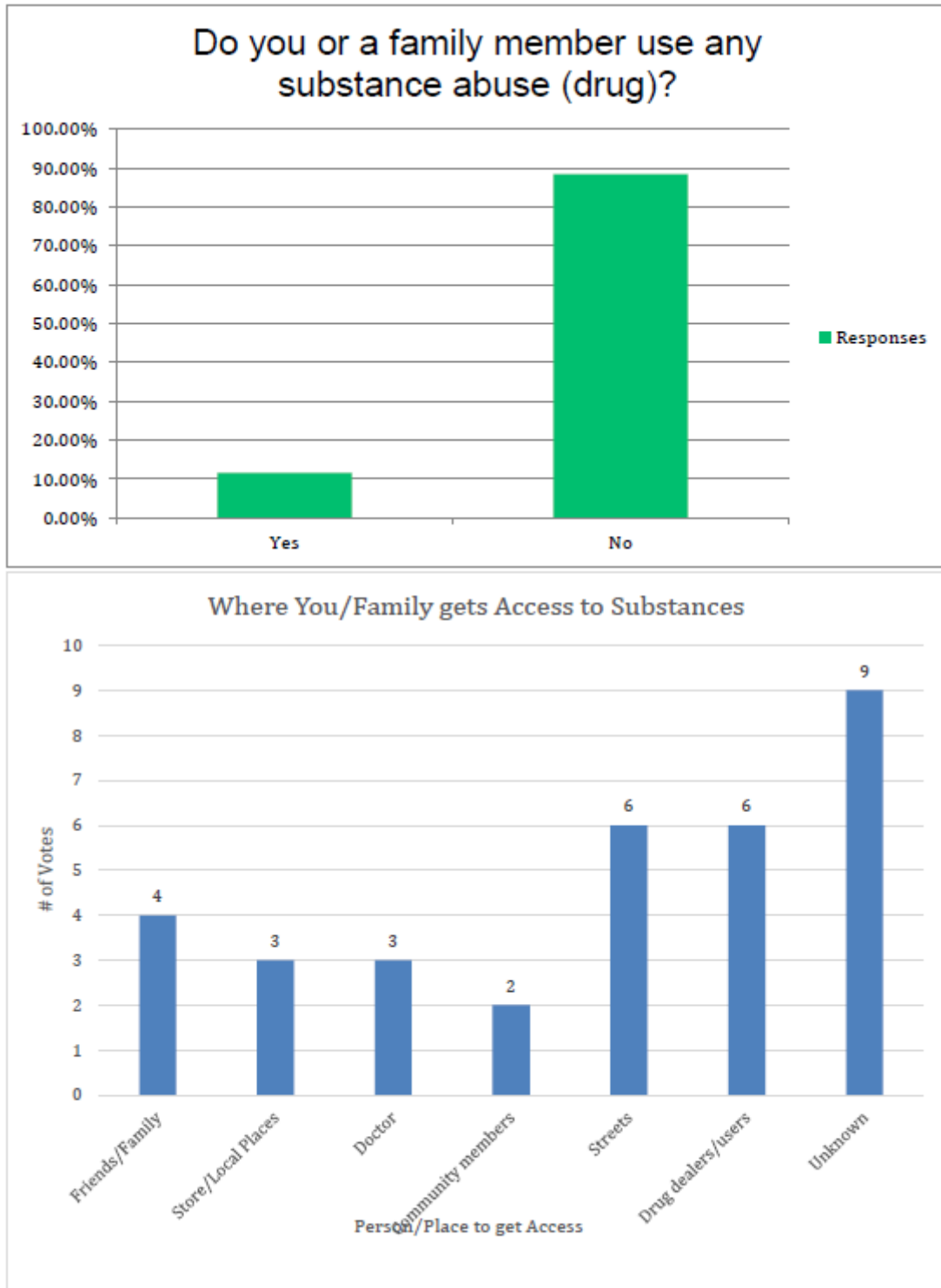


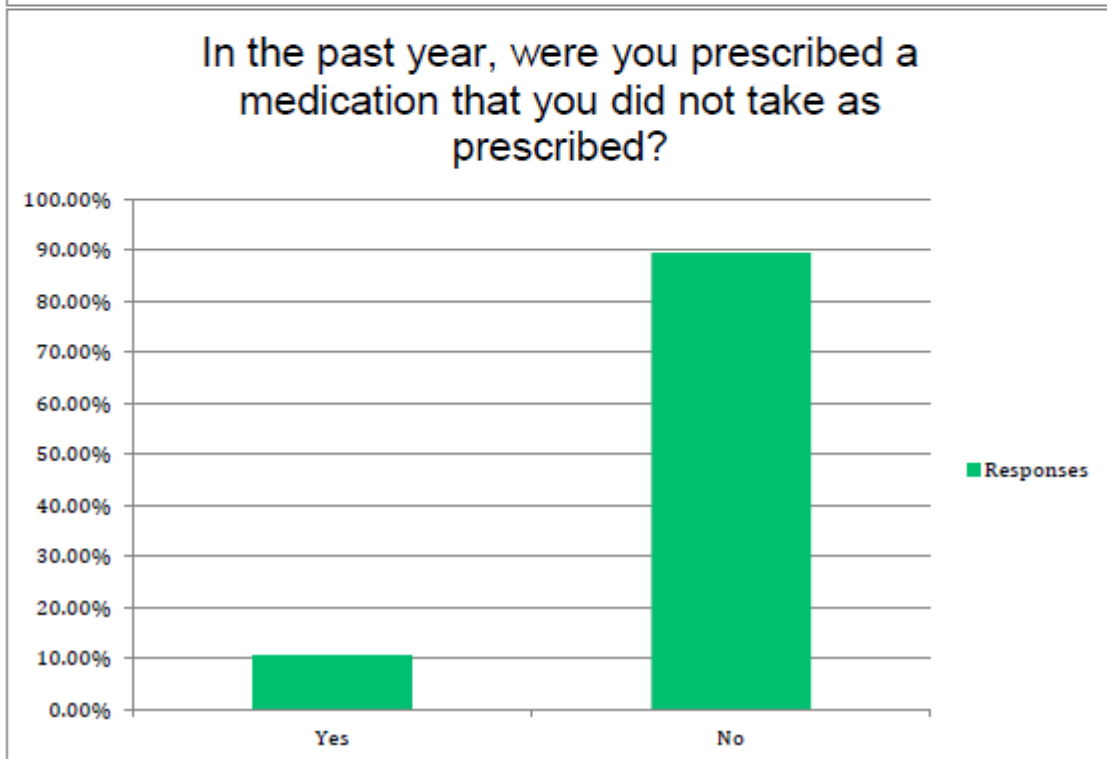
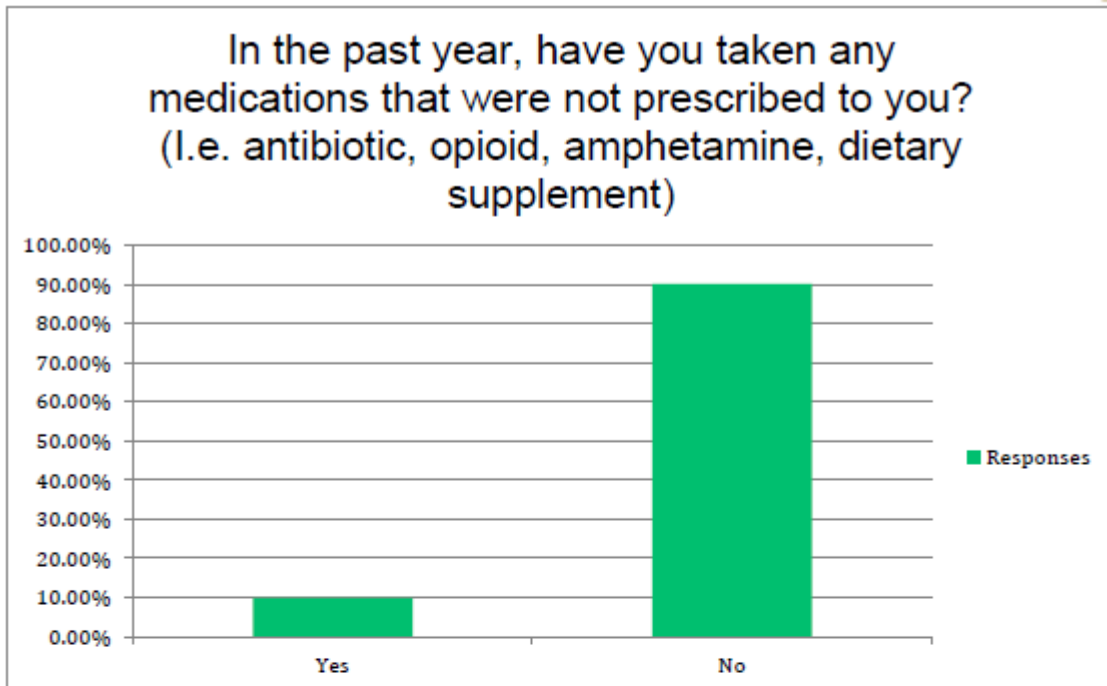




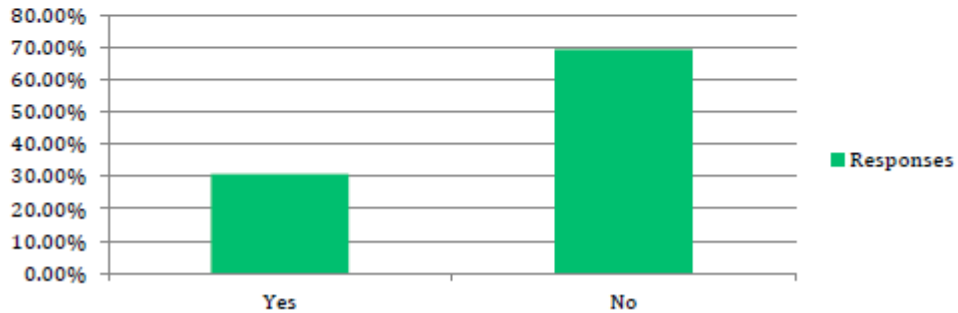




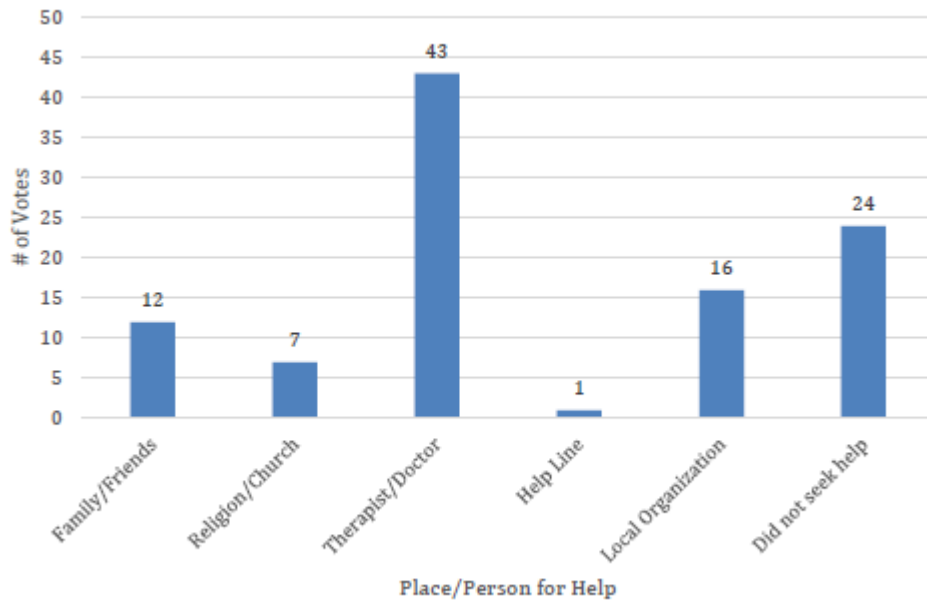




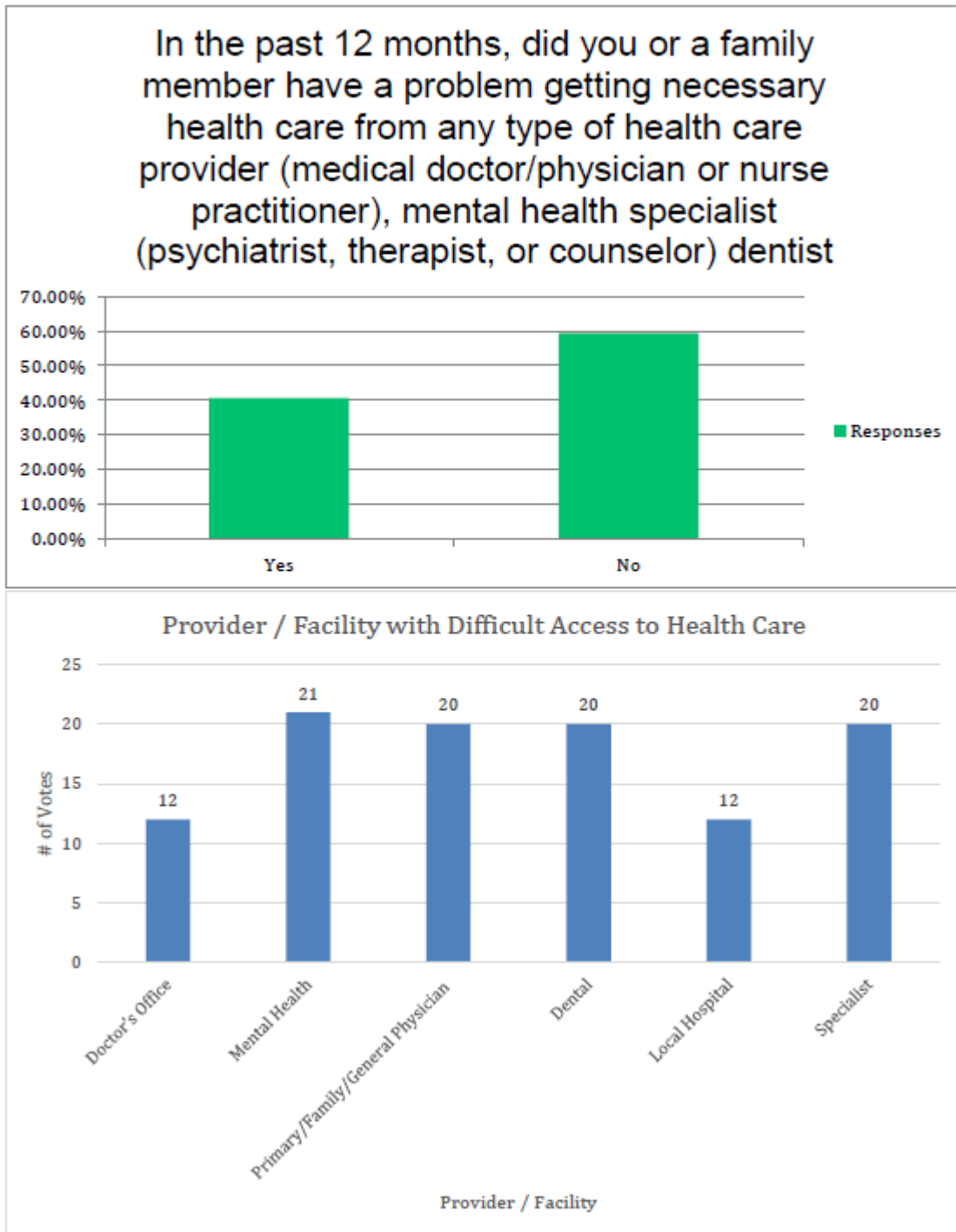
In the past year, have you experienced any depression or suicidal thoughts? (I.e. signs of depression include: persistent low mood, loss of interest, feelings of worthlessness, difficulty concentrating or sleeping, appetite changes, thoughts of harming yo

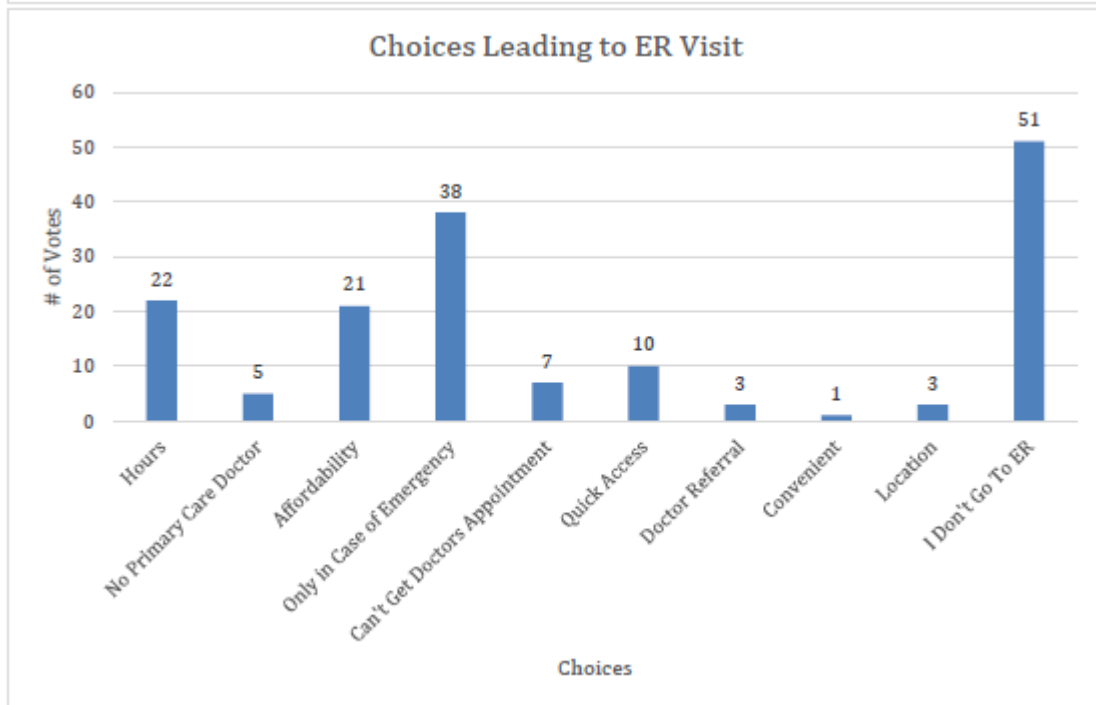
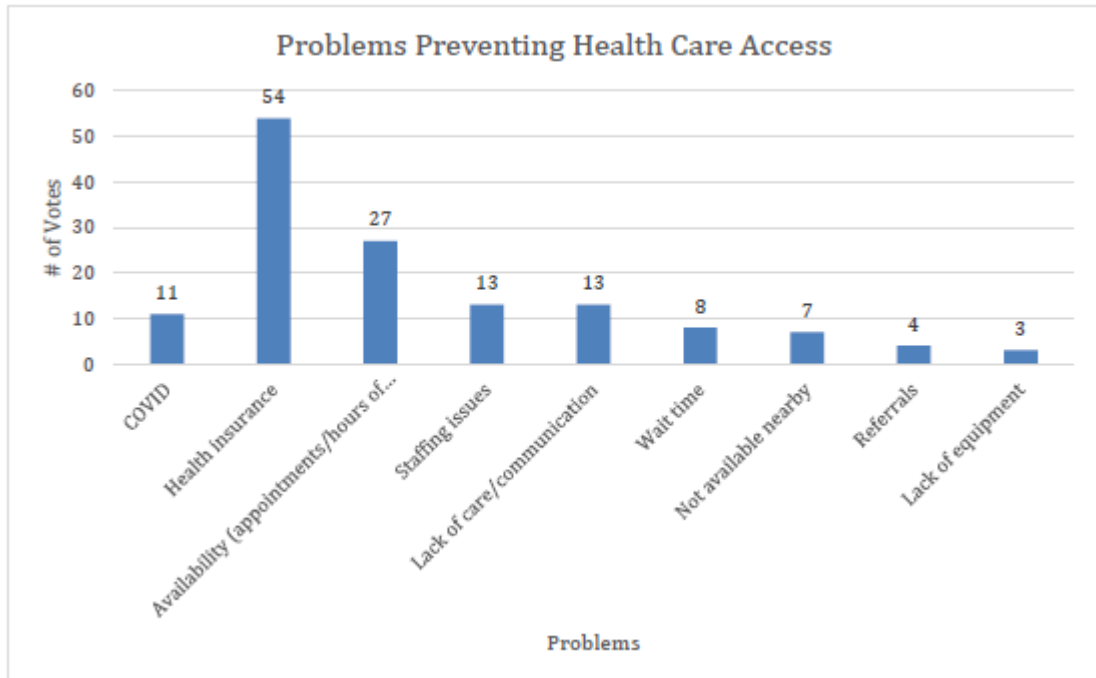


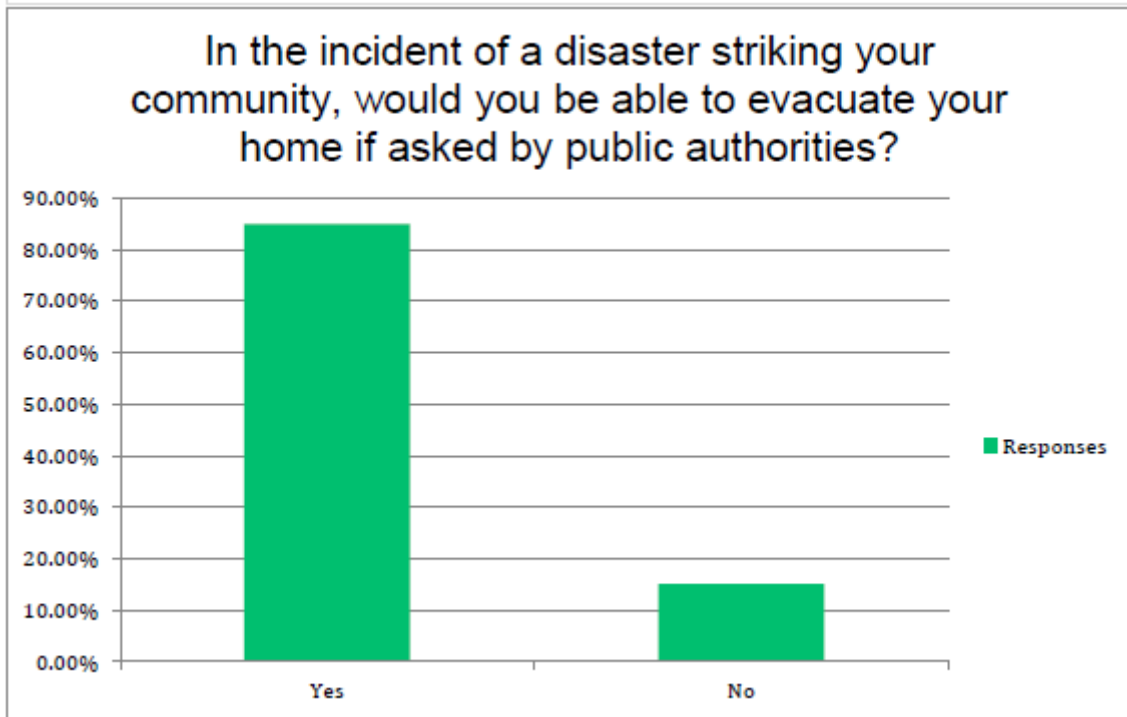
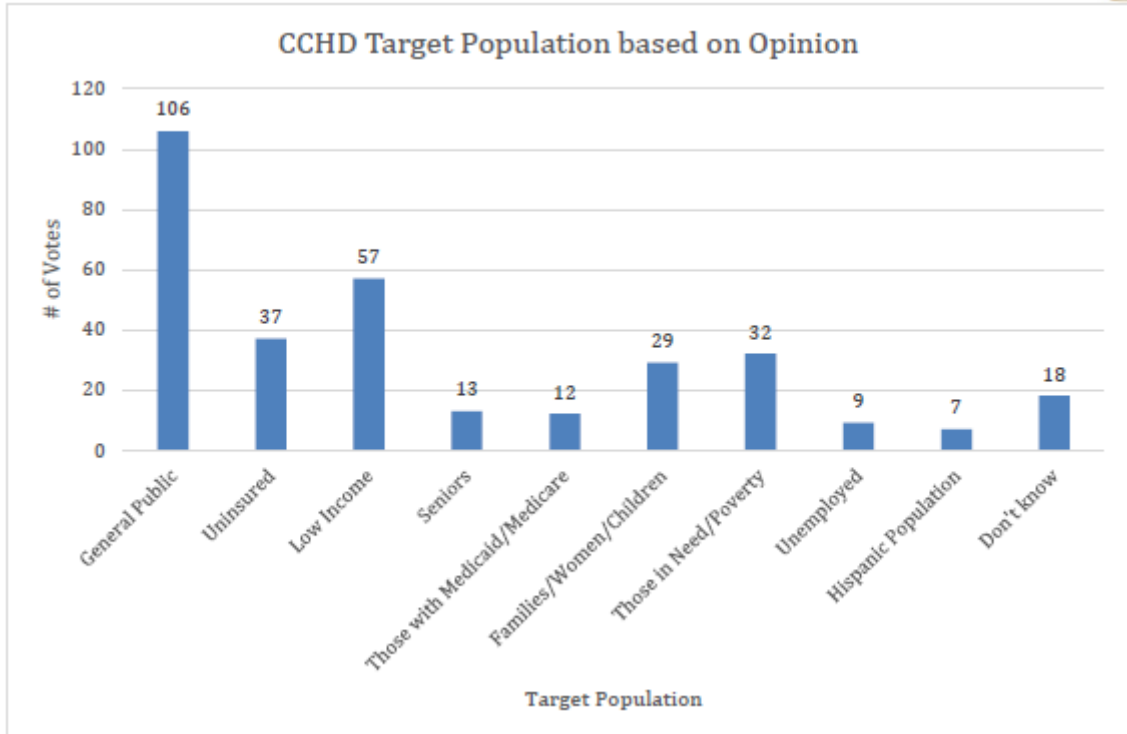
Where to Seek Help for Depression

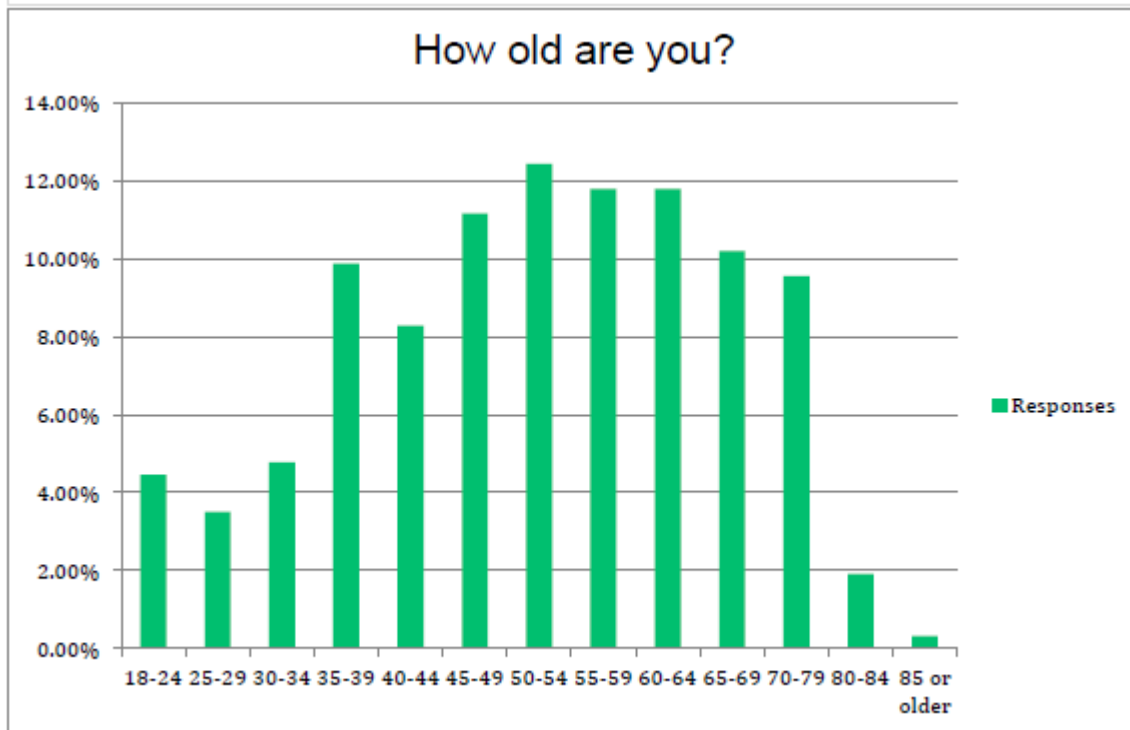
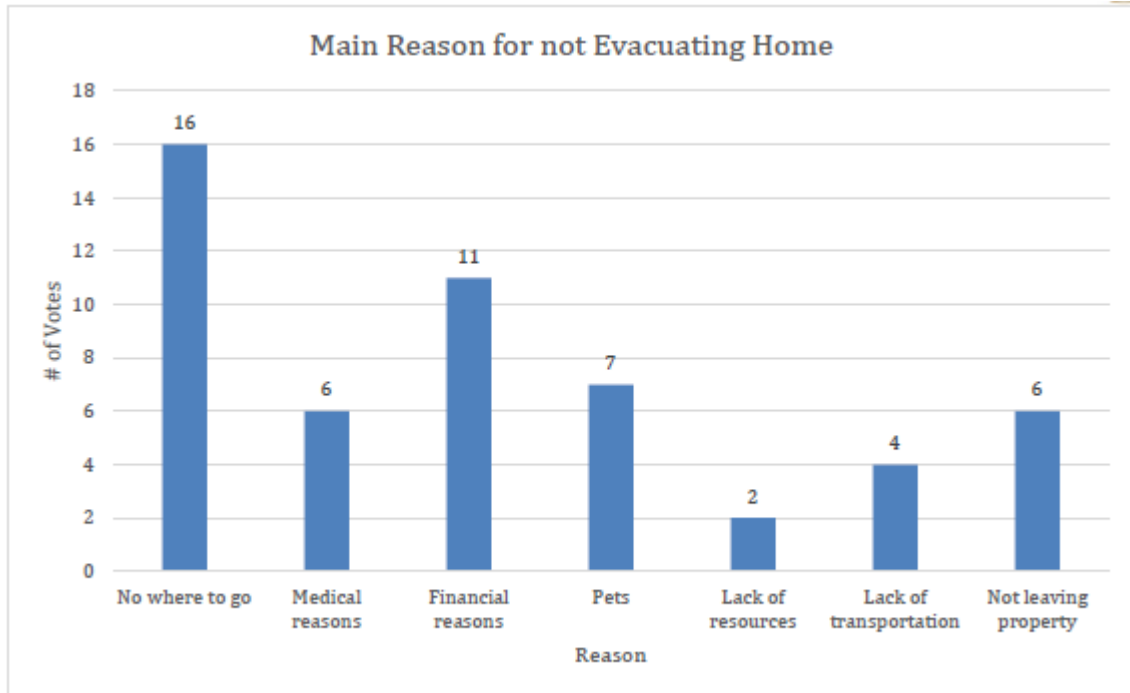


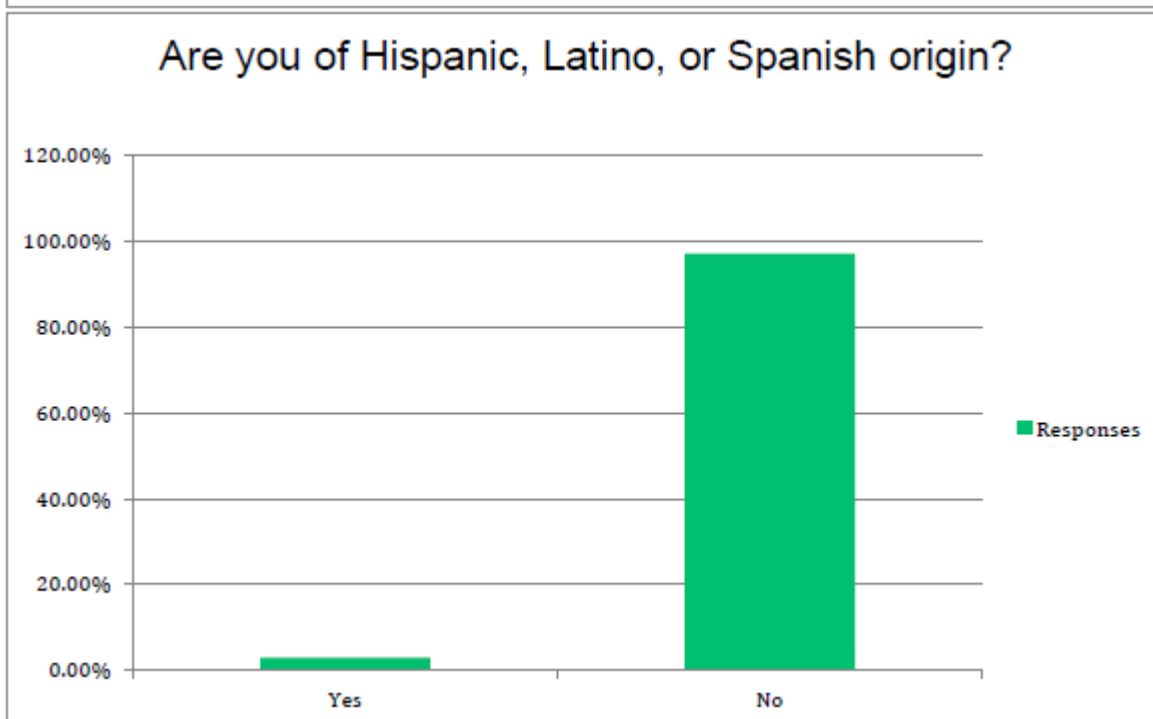
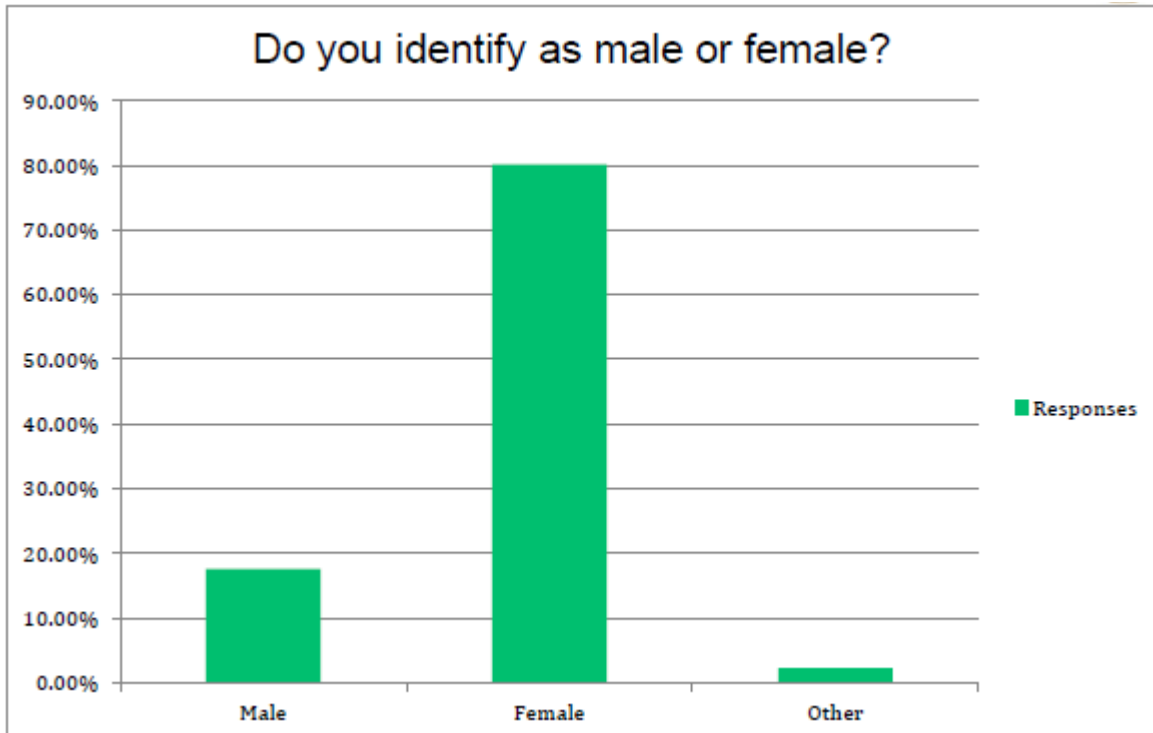


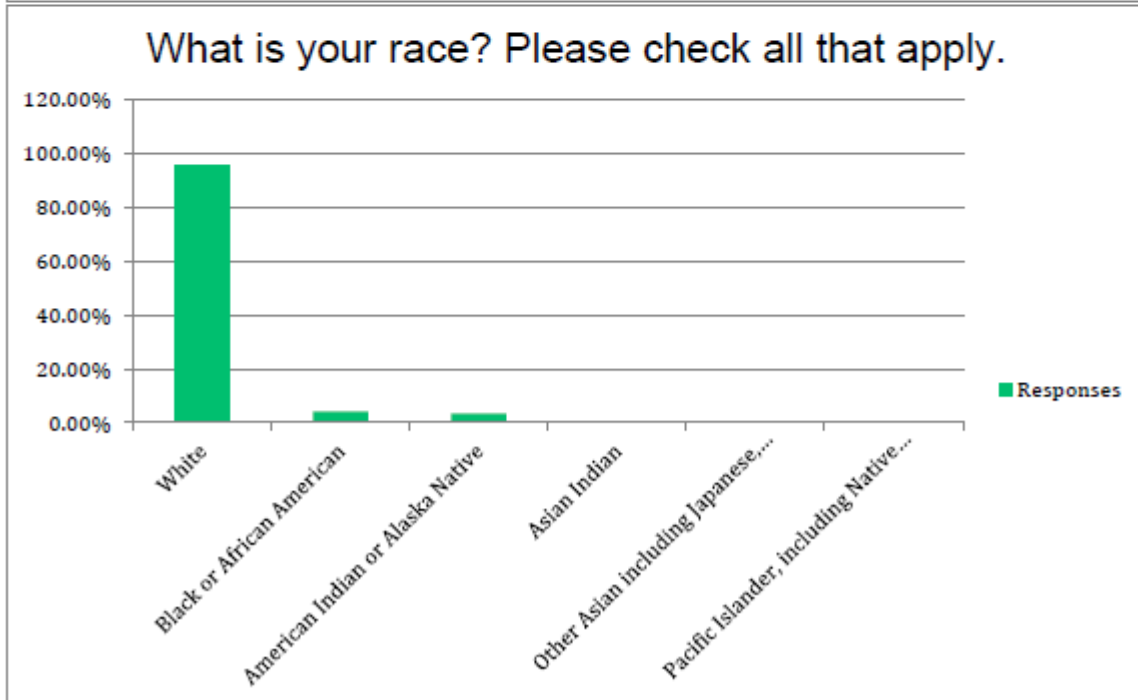
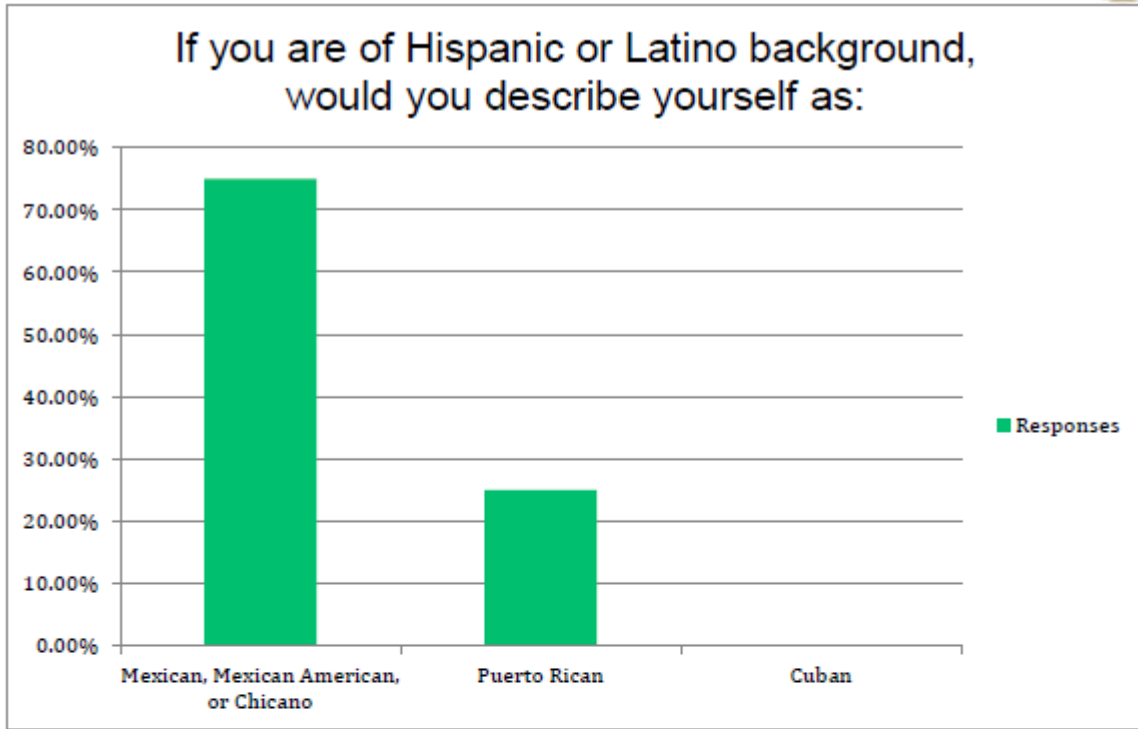


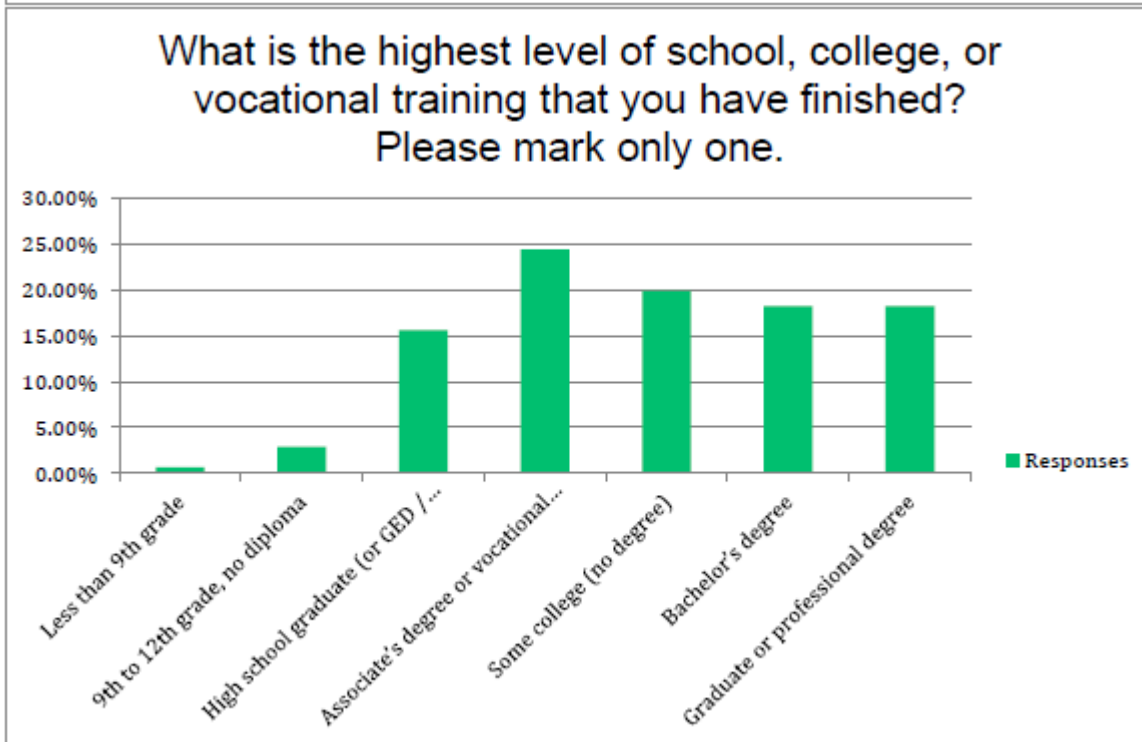
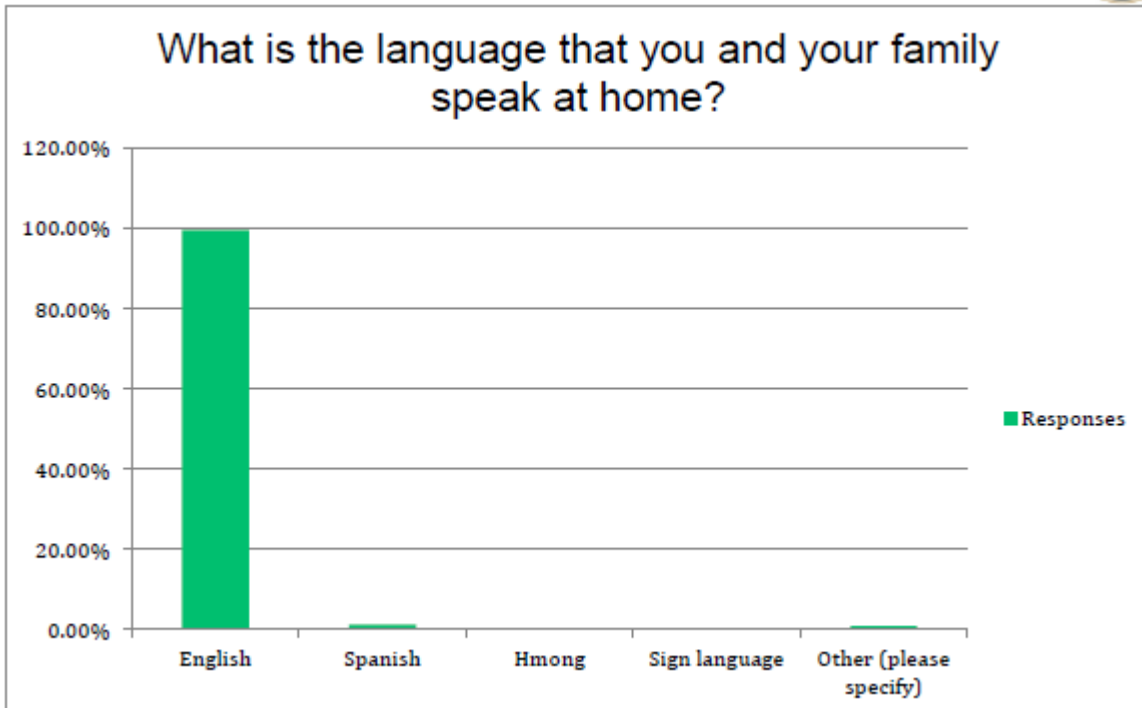


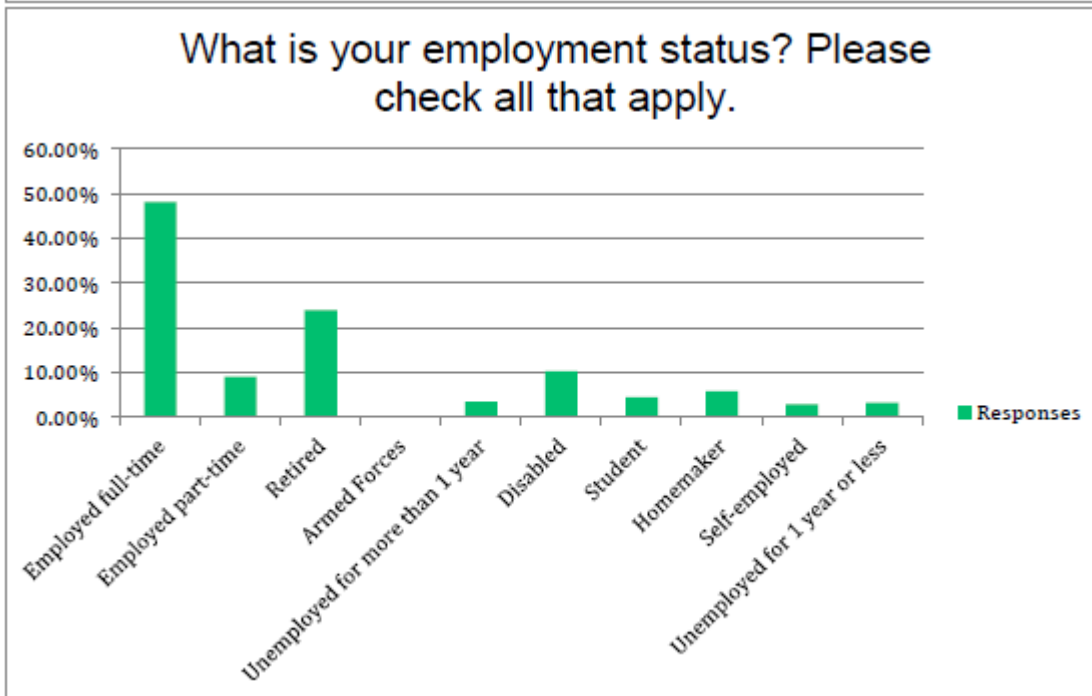
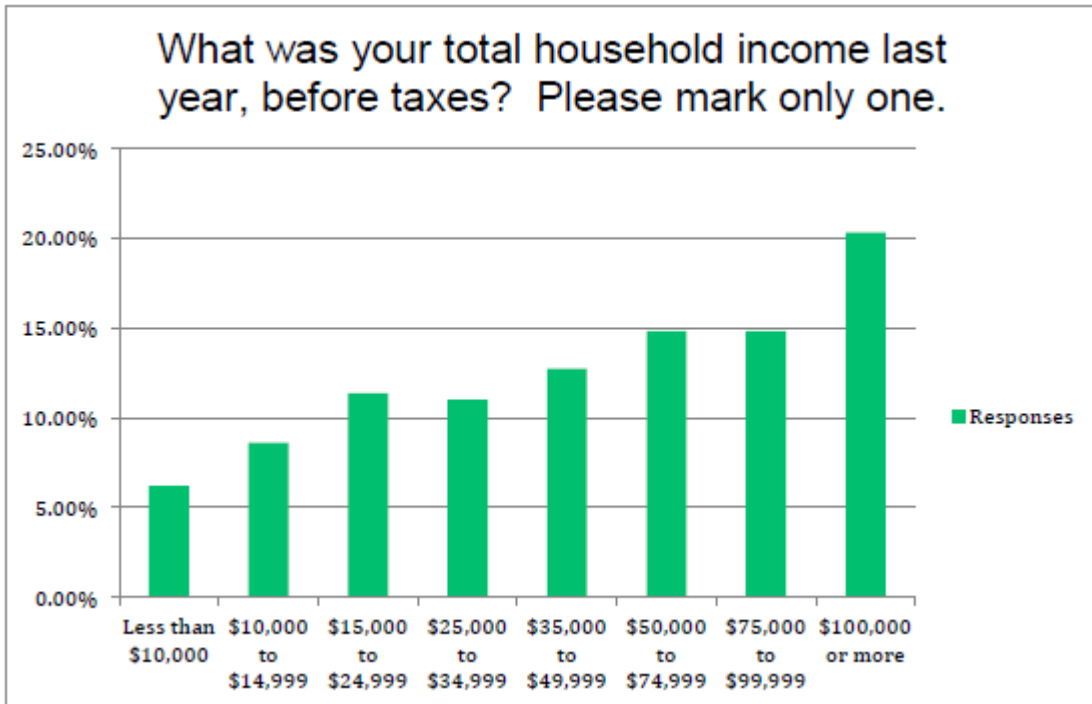




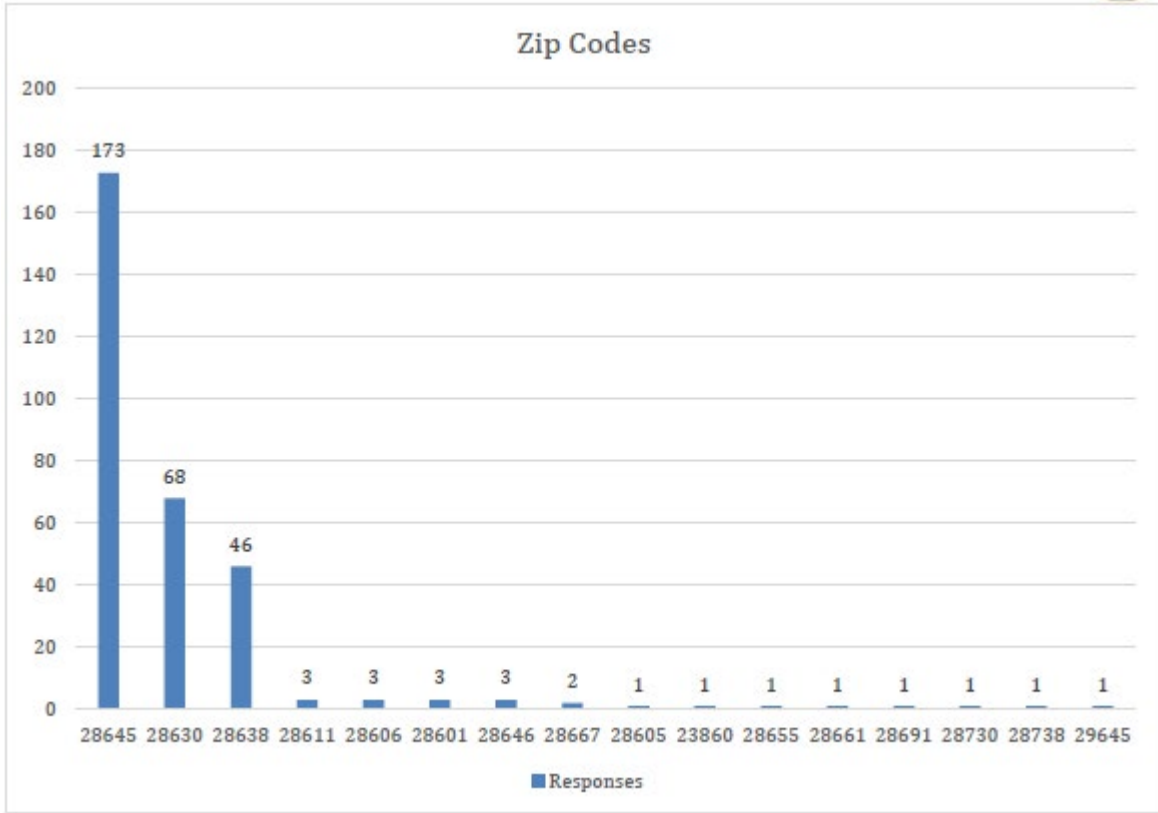










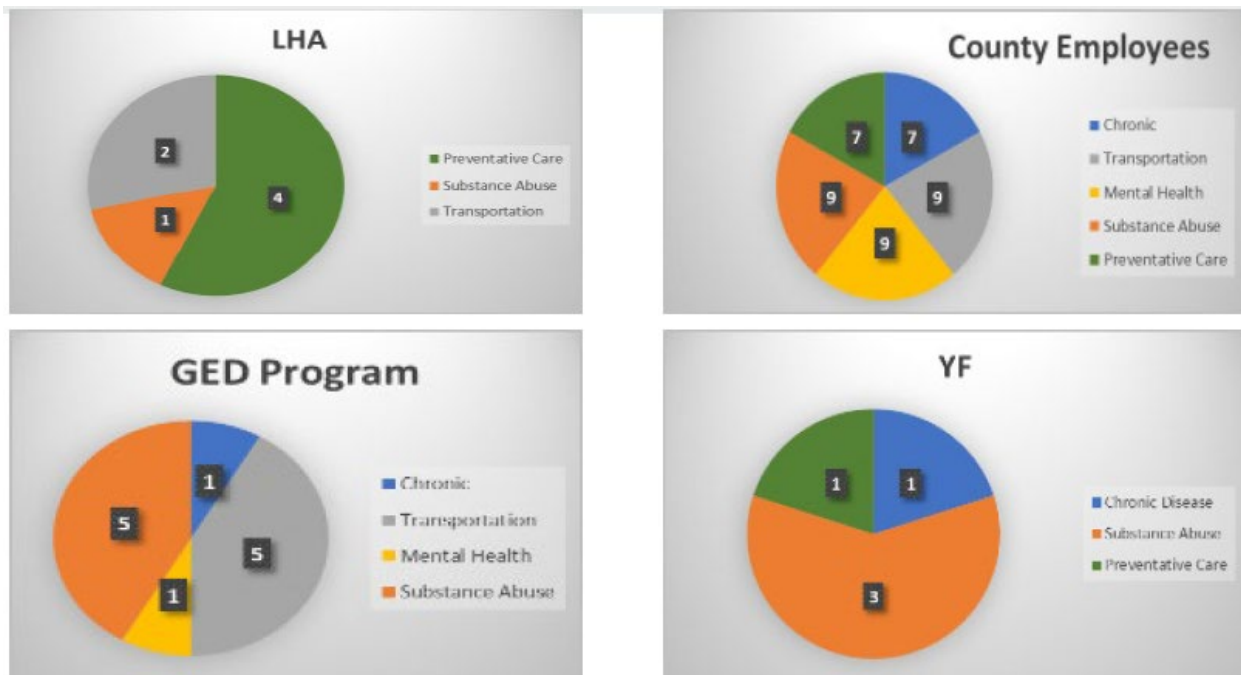


## Appendix C: 2022 Caldwell County CHA Focus Group Quantitative Results

### CHA Focus Group Questions 2022

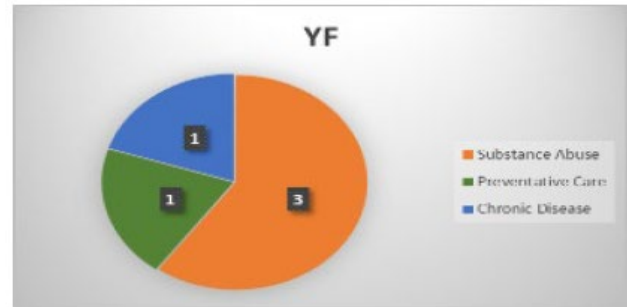
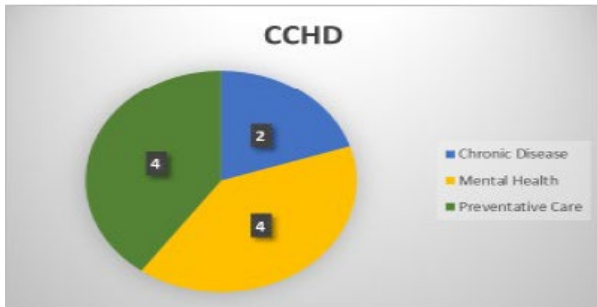
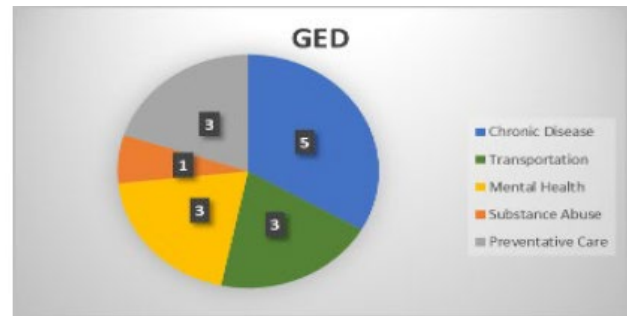
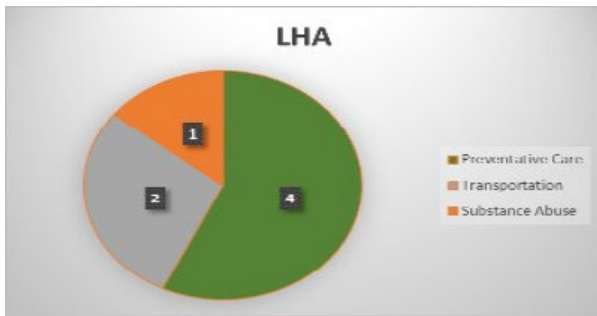
1. In your opinion, which of the following health topics has the greatest impact on the health of the citizens in Caldwell County?

- a. Chronic Diseases
- b. Transportation
- c. Mental Health
- d. Substance Abuse
- e. Preventative Care



2. In your opinion, which of the following health topics impacts your health?

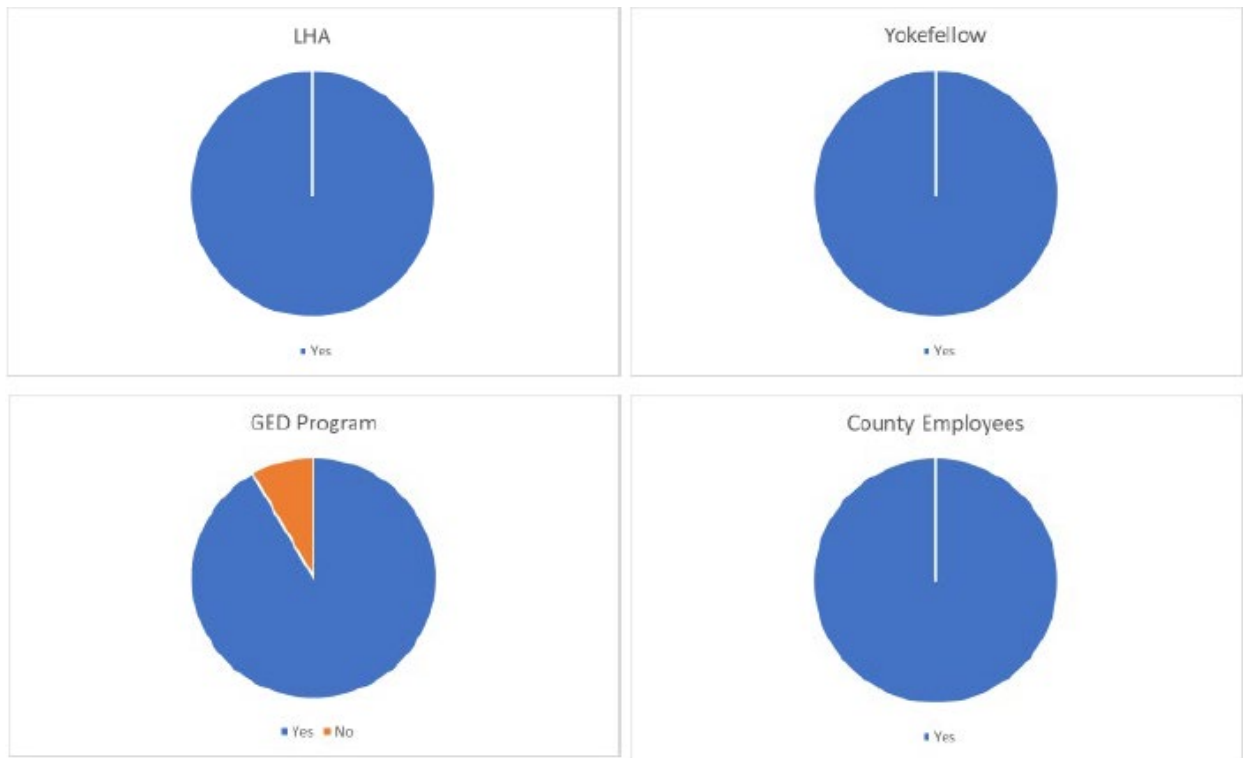
- a. Chronic Diseases
- b. Transportation
- c. Mental Health
- d. Substance Abuse
- e. Preventative Care



3. Have you or someone you know been diagnosed with a Chronic Disease such as Diabetes, Heart Disease, COPD, Obesity, High Blood Pressure, Cancer, etc.?

a. Yes

b. No



4. Have you or someone you know suffered from mental health disorders? Such as depression, anxiety, bipolar, etc.

a. Yes

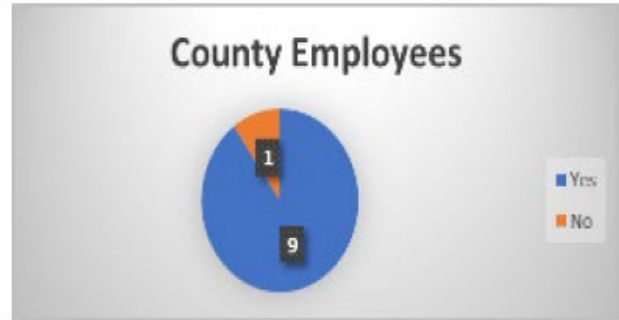
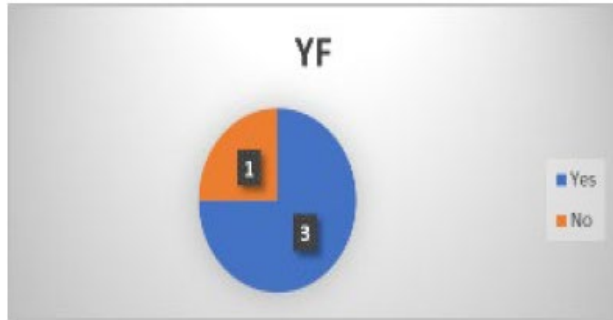
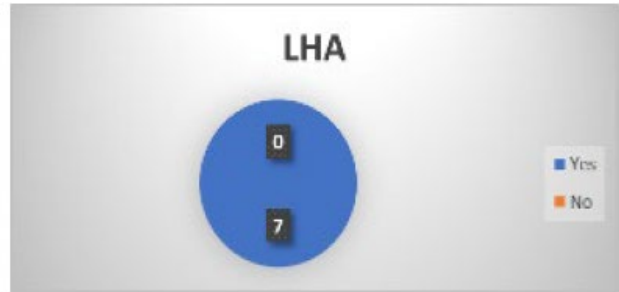
b. No



5. Have you or someone you know suffered from substance abuse

a. Yes

b. No



6. In the past year, have you or someone you know opted out of a yearly exam as a means of preventative care (such as an annual dentist or doctor check-up)?

a. Yes

b. No



7. If you answered yes to question 6, then what is your reasoning?

a. I do not have time

b. No insurance/costing too much money

c. No transportation

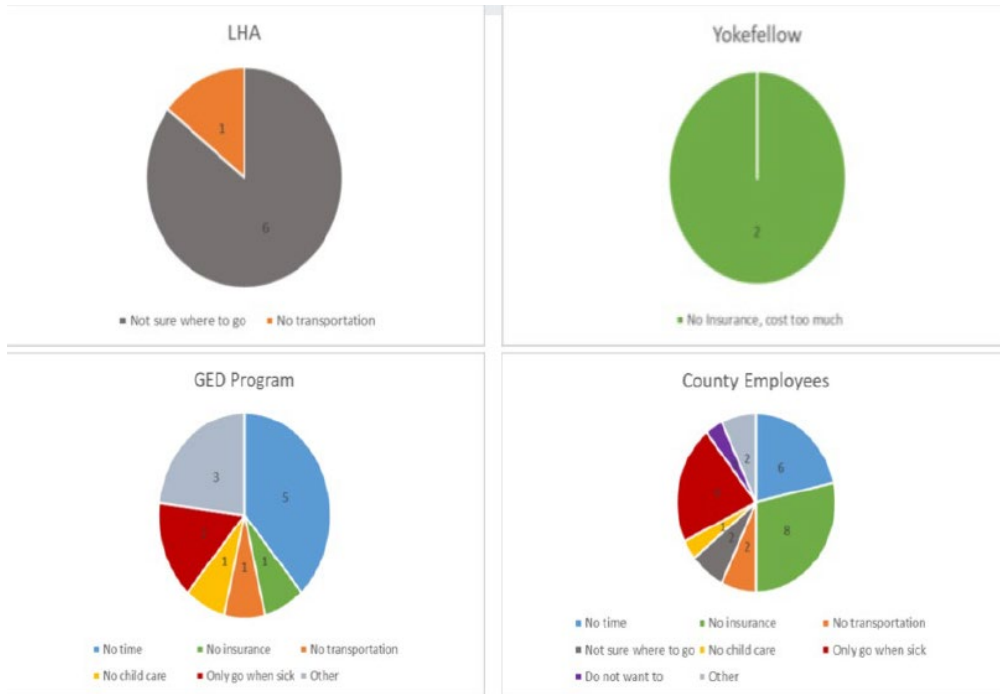
d. Not sure where to go

e. I would need child care and I do not have it

f. I only go when I am sick or am having health issues

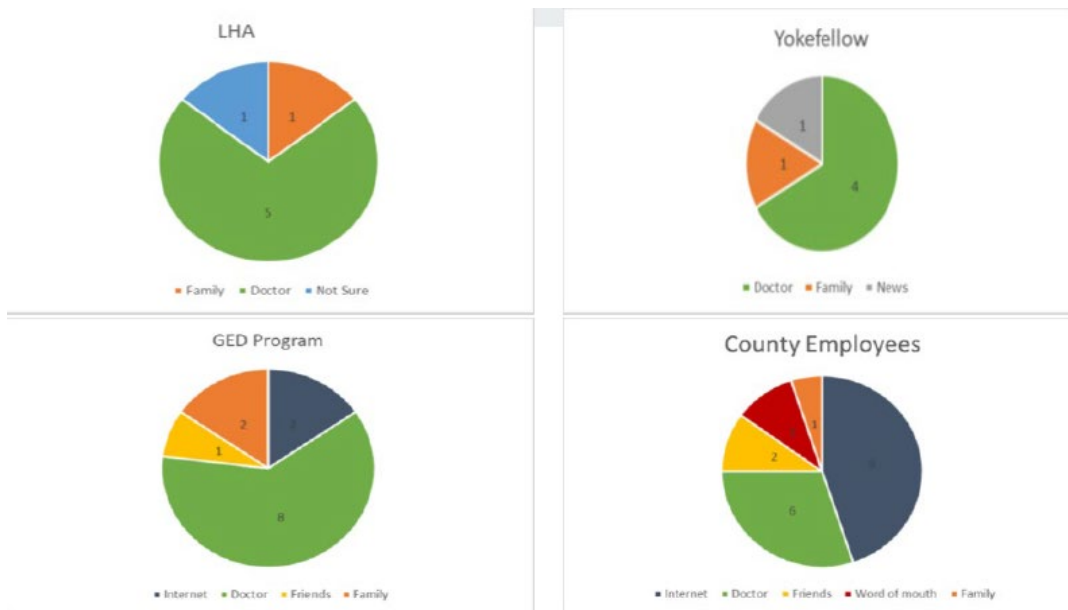
g. I do not want to

h. Other



8. Where do you get your health information?

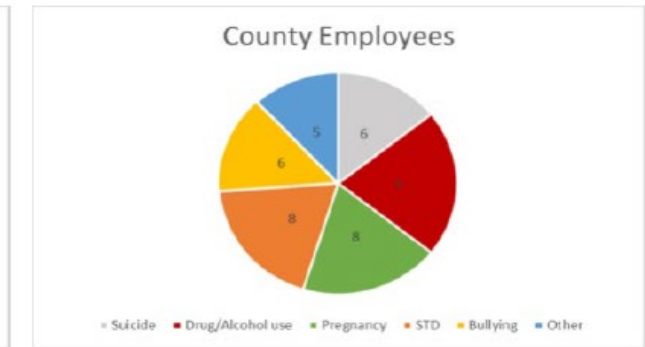
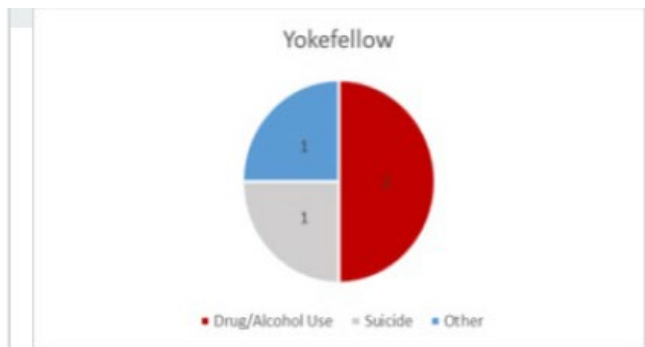
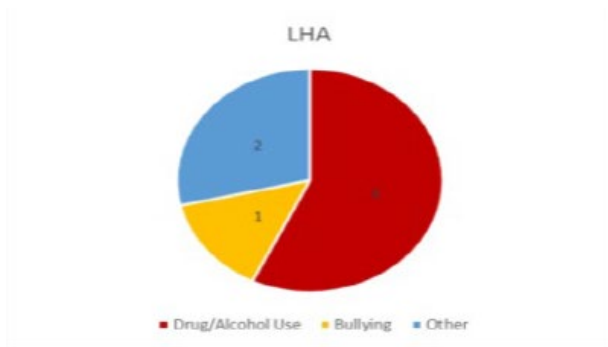
a. \_\_\_\_\_





9. What health topics decrease the quality of health in teens in Caldwell County?

- a. Suicide
- b. Drug/alcohol use
- c. Pregnancy
- d. STD
- e. Bullying
- f. Other



## Appendix D: Caldwell County Health Resource Guide

### Health Care

#### **Caldwell-UNC Healthcare**

Caldwell-UNC Healthcare is the only hospital in the county and is the parent organization to more than 20 private physicians' offices. The facility provides general and orthopedic surgery, heart & vascular, urology, gynecology and ophthalmology. Medical services include outpatient surgery, x-ray, nuclear medicine, ultrasound/MRI/CT scanning, physical therapy, EKG, stress testing, respiratory therapy, and emergency medicine services 24hrs a day. The Jonas Hill Hospital and Clinic provide mental health services in both an Inpatient and Outpatient setting.

For more information please visit: <https://www.caldwellmemorial.org>

P.O. Box 1890

321 Mulberry Street, SW

Lenoir, NC 28645

Phone: 828-757-5100

#### **The Center for Breast Health**

This facility is owned and operated by Caldwell-UNC Healthcare and is the only breast health center in the county. This facility provides diagnostic imaging for the treatment of breast cancers and other related breast tissue disorders.

For more information please visit: <https://www.caldwellmemorial.org/care-treatment/breast-health/>

1031 Morganton Blvd.

Suite B

Lenoir, NC 28645

Phone: 828-757-5502

#### **The Caldwell Nutrition & Diabetes Health**

This facility is owned and operated by Caldwell-UNC Healthcare and is the only diabetes management and education center in the county.

For more information please visit: <https://www.caldwellmemorial.org/care-treatment/diabetes-nutrition-education/>

1031 Morganton Blvd.

Suite A

Lenoir, NC 28645

Phone: 828-757-6450

### **Caldwell County Health Department**

Caldwell County Health Department is the only health department in the county. This facility provides a variety of services including preventive screenings, education, diagnosis, and treatment of many health conditions.

#### ***Dental Clinic***

Basic preventative and restorative dental services for children between the ages of 0-19 who are enrolled in North Carolina Health Choice or Medicaid.

For more information please call: Phone: 828-426-8525

#### ***Health Education***

Information and assistance with healthy lifestyle choices related to nutrition, physical activity, tobacco cessation, preventive screenings, STD awareness, healthy pregnancies, chronic disease self-management, diabetes self-management courses, and a variety of other health-related issues.

For more information please contact: 828-426-8506

#### ***Clinical Services***

The clinic provides a comprehensive range of services that include primary care for acute illness for adults and children, physicals, family planning services, maternity care, immunizations, surveillance, testing and treatment of communicable diseases, and STD testing and follow-up. The Breast and Cervical Center Control Program (BCCCP) is also available for women ages 50 and older. The program provides clinical breast exams, pap smears, and mammograms for financially eligible women.

For more information please contact: 828-426-8400

#### ***Child Health***

Care Coordination for Children (CC4C) is a program that helps families find and use community services. The program aims to connect families with services for children and families, to support children in reaching their developmental potential, and to help ensure that children are raised in healthy, safe, and nurturing environments. Children birth to age three are at risk for developmental delay or disability, long-term illness, and/or social, and emotional disorders, and children ages birth to five diagnosed with developmental delay or disability, or long-term illness may be eligible for the program.

For more information please contact: 828-426-8428

#### ***Women's Health***

This program provides client-centered services to pregnant and postpartum women. Services include pregnancy testing, counseling, routine, and sick maternal health clinic visits, and ultrasounds.

For more information please contact: 828-426-8488

#### ***WIC***

This service provides nutrition counseling and supplemental food vouchers for women who are pregnant, post-partum, or breastfeeding, as well as infants and children up to the age of five years of age who meet financial eligibility requirements and who are at nutritional risk.

For more information please contact: 828-426-8407

[www.mywic.org](http://www.mywic.org)

#### ***Environmental Health***

This program provides permits for new septic systems and existing systems, new private drinking water wells, and repairs to existing wells. Staff provides routine inspections of restaurants, motels, bed and breakfasts, institutions, hospitals, school cafeterias, summer camps, pools, tattoo parlors, and daycares to insure sanitation standards are met. This department also provides testing of blood

lead levels and conducts investigations of confirmed elevated blood lead levels in children to determine the point of contact.

For more information please contact: 828-426-8537

For more information on health department services please visit

[www.caldwellcountync.org](http://www.caldwellcountync.org)

2345 Morganton Blvd

Lenoir, NC 28645

Phone: 828-426-8400

### **Home Care Management Corporation**

Home Care Management Corporation provides the services necessary for people with disabilities to be as comfortable and independent as possible in their own homes. The services provide a viable, affordable alternative to institutional living. The programs serve developmentally disabled adults and children and people with physical disabilities. The agency offers in-home personal care, mental health services, services under the Community Alternatives Program for Disabled Adults, Mentally Retarded, and Developmentally Disabled (CAP-DA, MR/DD) assessment, vocational rehabilitation supported employment, and employee leasing to human service agencies. They also offer Multisystem Therapy, Early Childhood Intervention, and in-school behavioral support programs for children with special needs in NC.

For more information please visit: [www.homecaremgmt.org](http://www.homecaremgmt.org)

315 Wilkesboro Boulevard NE

Suite 2-A

Lenoir, NC 28645

Phone: 828-754-3665

### **Helping Hands Clinic**

Helping Hands Clinic provides high-quality, free medical care to patients without health insurance. A full-time provider is available 4 days per week for acute, urgent, follow-up, and preventative care. Helping Hands Clinic provides a high-quality, cost-effective alternative to the local emergency room. Patients with chronic diseases like Diabetes, COPD and similar respiratory diseases, complicated heart disease, and some forms of arthritis can be enrolled in the Caldwell Health Access Program or CHAP. This program pairs uninsured patients with volunteer medical providers in Caldwell County who have agreed to manage patients with chronic diseases in their offices. Patients enrolled in CHAP have access to all Helping Hands services. Helping Hands offers a fully licensed pharmacy with free medications available to eligible patients. Most medications are accessed through the Patient Assistance Program and may take up to 8 weeks to be available. Helping Hands Clinic does not write prescriptions for or dispense narcotics of any kind. Helping Hands Clinic believes that patients who are invested in their health become healthier, so patients are asked to make a \$5 donation for services.

For more information please visit: [www.helpinghandsclinic.org](http://www.helpinghandsclinic.org)

810 Harper Avenue NW

Lenoir, NC 28645

Phone: 828-754-8565

POC: Debra Philyaw, Assistant Director  
 Helping Hands Clinic  
 828-754-8565 ext. 313  
[debra@hhcnc.org](mailto:debra@hhcnc.org)

### **West Caldwell Health Council**

#### ***Happy Valley and Collettsville Medical Centers***

Both facilities operate on a sliding fee scale for uninsured and underinsured patients. These facilities accept all insurance including Medicaid and Medicare. Services include dental exams, chronic disease management, preventive care, gynecologic care, pediatric care, immunizations, physicals, and family planning services.

For more information please visit:

#### ***Collettsville Medical Center***

4330 Collettsville Rd  
 Collettsville, NC 28611  
 Phone: 828-754-2409

#### ***Happy Valley Medical Center***

1345 Highway 268  
 Patterson, NC 28661  
 Phone: 828-754-6850

#### **POC:**

Thomas B. McRary  
 Chief Executive Officer  
 West Caldwell Health Council, Inc  
[tmcrary@westcaldwellhc.org](mailto:tmcrary@westcaldwellhc.org)

Wanda Icenhour Ellis  
 Outreach and Enrollment  
 West Caldwell Health Council, Inc.  
 (828) 754-2409 ext 104  
[wellis@westcaldwellhc.org](mailto:wellis@westcaldwellhc.org)

### **ALFA-AIDS Leadership Foothills Area-Alliance**

ALFA, formerly known as AIDS Leadership Foothills Area-Alliance, has provided supportive services to those infected and/or affected by HIV/AIDS since 1987. ALFA currently provides supportive and medical case management, prevention education, and outreach to an eight-county service area. ALFA's service area consists of Alexander, Alleghany, Ashe, Burke, Caldwell, Catawba, Watauga, and Wilkes counties.

For more information please visit: [www.alfainfo.org](http://www.alfainfo.org)  
 1120 Fairgrove Church Rd SE  
 Suite 28 Hickory, NC 28602  
 Phone: 828-322-1447

### **Caldwell Pregnancy Care Center**

The Caldwell Pregnancy Care Center provides confidential services including free pregnancy tests, abortion education, post-abortion care, information on STDs & community referrals.

For more information please contact:

Caldwell Pregnancy Care Center  
210 Ridge Street  
Lenoir, NC 28645  
Phone: 828-757-9555

### **Amorem, formerly Caldwell County Hospice and Palliative Care**

With a holistic approach to care, Caldwell Hospice serves the terminally ill's physical, emotional, and spiritual needs and those they love. They recognize dying as a natural part of living and help patients live as pain-free and comfortably as possible, so they can enjoy each day with their loved ones. Caldwell Hospice professionals provide direct care and teach caregivers how to address many of the patient's physical needs; a physician, nurse practitioner, nurse, social worker, and chaplain are on call. Medical social workers, a counselor, chaplains, and volunteers provide emotional and spiritual support.

For more information please visit: <https://www.amoremsupport.org/>

902 Kirkwood Street, NW  
Lenoir, NC, 28645  
Phone: 1-844-426-6736

## **Mental Health**

### **The Caldwell House**

The Caldwell House provides structure, responsibility, and accountability which are key to a person's recovery. The House accepts only those persons who have completed at least 4 weeks of in-patient substance abuse treatment. The residents are adult males only. Residents accepted to the Caldwell House can benefit from its therapeutic program as they learn how to re-enter society in a safe and healthy environment. Intake procedures include reviewing assessments (which helps identifies maladapted behavior or the presence of other conditions, which may cause susceptibility to abuse by self or others) and going over treatment and aftercare plans to determine if the resident meets program admission criteria. Individuals who do not meet certain admission criteria may not be accepted to the House. An average stay at Caldwell House is between 8 and 12 months. The House requires at least a 4-month commitment from residents and active involvement in the implementation of aftercare plans and employment.

For more information please visit: [www.thecaldwellhouse.com](http://www.thecaldwellhouse.com)

951 Kenham PL SW  
Lenoir, NC 28645  
Phone: 828-754-5148

[thecaldwellhous123@gmail.com](mailto:thecaldwellhous123@gmail.com)

### **RHA Behavioral Health**

RHA offers a range of behavioral health services including clinical Intake/diagnostic assessments, community support services, deaf and hard of hearing services, DWI services, facility-based crisis interventions, intensive in-home services, jail diversion, and re-entry programs, and several outpatient detox programs.

For more information please visit: <https://rhahealthservices.org/>  
2415 Morganton Blvd SW, Suite 100  
Lenoir, NC 28645  
Phone: 828-394-5563

### **VAYA Health**

VAYA Health is a regional organization that coordinates high-quality prevention, treatment, and support services for individuals and families in our communities with developmental disabilities, mental health, or, substance abuse needs. Services include mental health counseling, intellectual/developmental disability interventions, and substance abuse services.

For more information please visit: [www.vayahealth.com](http://www.vayahealth.com)  
825 Wilkesboro Blvd. SE  
Lenoir, NC 28645  
Phone: 828-225-2785  
POC:  
Dustin Bureson [dustin.bureson@vayahealth.com](mailto:dustin.bureson@vayahealth.com)  
Darrell Parlier [richard.parlier@vayahealth.com](mailto:richard.parlier@vayahealth.com)

### **Bethel Colony of Mercy**

Bethel Colony of Mercy is a residential drug and alcohol rehabilitation center with a faith-based approach using the Bible and Christian principles in counseling. Residents can expect a 65-day stay with daily teaching, counseling, devotionals, guided personal Bible study, and prayer.

For more information please visit: [www.bethelcolony.org](http://www.bethelcolony.org)  
1675 Bethel Colony Road  
Lenoir, NC 28645  
Phone: 828-754-3781

### **The McLeod Center**

McLeod Center has been providing methadone treatment for more than 40 years and has acquired enormous experience in helping opiate-dependent people. This experience allows McLeod Center to provide a quality treatment experience aimed at helping individuals maintain a drug-free lifestyle and reunite with family and friends.

For more information please visit: [www.mcleodcenter.com](http://www.mcleodcenter.com)  
222 Morganton Blvd SW  
Lenoir, NC 28645  
828-610-2740

## **Children and Families**

### **Blue Ridge Community Action**

Blue Ridge Community Action offers programs in Burke and Caldwell Counties. Services include the operation of 4 nutrition sites throughout the county that offer hot, nutritionally balanced meals to adults ages 60 and older, licensed child care centers, licensed adult day care centers, assistance with urgent home repairs, weatherization, rental housing, and a heating appliance repair/replacement program.

For more information please visit: [www.brcainc.org](http://www.brcainc.org)  
800 North Green Street  
Morganton, NC 28655  
Phone: 828-438-6255

### **Shelter Home of Caldwell County**

The Shelter Home of Caldwell County exists to work toward the elimination of domestic violence and to provide emergency and support services for victims/survivors of domestic violence, rape, and sexual assault and their children. This agency provides safety and basic needs to victims of domestic violence, rape, and sexual assault: to listen, to help clients identify their options, discover their strengths, and provide information, referrals, and positive support for change. They also inform, educate and provide prevention services to the community.

For more information please visit: [www.shelterhomecc.org](http://www.shelterhomecc.org)  
PO Box 426  
Lenoir, NC 286454  
Phone: 828-758-0888

### **Robin's Nest Children's Advocacy Center**

The Children's Advocacy Center of Caldwell County serves the needs of severely physically abused and sexually abused children in Caldwell County. Robin's Nest provides a central location for the delivery of services to abused children, using the Multi-Disciplinary Team approach to providing care for child victims. Services include interview and case review, medical examinations, shelter and protective services as needed, advocacy throughout the legal process, and counseling.

For more information please visit: <http://www.robinsnestcac.org>  
1051 Harper Avenue  
Lenoir, NC 28645  
Phone: 828-754-6262



### **Caldwell Council on Adolescent Health**

The Caldwell Council on Adolescent Health, a non-profit organization, was founded in 1983, to reduce teen pregnancy and sexually transmitted infections. The council promotes positive life choices by using best practice models in the classroom.

For more information please visit: <https://www.ccah.online/>  
506 Wilkesboro BLVD  
Lenoir, NC 28645  
Phone: 828-757-9020

### **Caldwell Friends, Inc.**

For a period of one year, this agency matches a caring, positive, and stable adult volunteer with at-risk youth in the community. These youth need a positive, consistent role model to encourage the development of sound values and appropriate behavior to improve self-esteem. This agency provides ongoing supervision and support to the youth and volunteers.

For more information:  
918 West Avenue NW #206  
Lenoir, NC 28645  
Phone: 828-758-4683

### **Communities in Schools**

Communities in Schools (CIS) of Caldwell County is an intervention program created by a public/private partnership to target and meet the needs of identified students in Caldwell County Schools. The program operates in the county's four middle schools, three high schools, and two elementary schools. The partnership is made up of industry, government, social service agencies, the school system, and community volunteers. Our mission is to champion the connection of needed community resources with schools to help young people successfully learn, stay in school, and prepare for life.

For more information please visit:  
313 Ridge Street NW  
Lenoir, NC 28645  
Phone: 828-929-2247

### **Crossroads Church/Storehouse Daily Bread**

Crossroads Church/Storehouse Daily Bread is a food pantry for families and individuals in Caldwell County. Participants must complete an application, have a valid ID, and live in Caldwell County but can be served one time if they live out of the county. Hours are 3:30 p.m. to 5:00 p.m. on Monday only.

For more information please contact: 828-612-6802  
2075 Morganton Blvd  
Lenoir, NC 28645

### **Mountain Grove Baptist Church Food Pantry**

Mountain Grove Baptist Church offers a food pantry for families and individuals in need no matter what county you reside in. No appointment or referral is needed. Must complete an application and have a photo ID. Hours are 2nd and 4th Tuesdays from 5:30 pm to 7:30 pm.

For more information please contact: 828-728-9557  
2485 Connelly Springs Rd  
Granite Falls, NC 28630

### **Baptist Children’s Home Care**

The Care House is a residential program for teen mothers and babies. Referrals are not required but appointments must be made in advance. Residents must be in the custody or placement of DSS to be eligible for services.

For more information please contact: 828-754-7904  
1120 Taylorsville Rd  
Lenoir, NC 28645  
[www.bchfamily.org](http://www.bchfamily.org)

### **Caldwell County Department of Social Services**

The mission of the Caldwell County Department of Social Services is to help families and individuals optimize their self-reliance and self-sufficiency, and to protect vulnerable people – particularly children, older adults, and the disabled – from abuse, neglect, and exploitation. This department offers a variety of services.

For more information please visit: [www.caldwellcountync.org](http://www.caldwellcountync.org)  
2345 Morganton Blvd  
Lenoir, NC 28645  
Phone: 828-426-8200

### **Caldwell County Family Resource Center (Family, Infant, and Preschool Program)**

FIPP operates a Family Resource Center in Lenoir, North Carolina. The Resource Center is a place where all families of young children can relax, share information, find support, and play with their children in a nurturing environment. The Resource Center offers a large and well-equipped playroom and shares the facility with a variety of other programs for families and children. In Caldwell County, FIPP offers parent-child playgroups and enrichment activities, developmental screenings, assessments, and evaluations, early childhood education/therapeutic experiences, and a lending library for parents.

For more information please visit: <https://fipp.ncdhhs.gov/>  
609 Harper Avenue  
Lenoir, NC 28645  
Phone: 828-757-8632

### **South Caldwell Christian Ministries**

The ministry serves the needs of the people in Southern Caldwell County through the cooperative efforts of member churches, United Way, individuals, schools, non-profit groups, businesses, and the public. Assistance is provided through clothing, diapers, financial assistance, food, fans, furniture, household needs, school supplies, A/C (elderly or handicapped only), monthly food delivery to the elderly, counseling, budgeting, referrals, and follow-up.

For more information please contact: 828-396-4000  
5 Quarry Rd  
Granite Falls, NC 28630

### **Caldwell County Yokefellow**

Yokefellow of Caldwell County aids individuals and families within the county and provides services that include a food pantry, thrift store, and emergency assistance.

For more information please visit: <https://www.yokefellow.org/>  
1602 Harper Ave SW  
Lenoir, NC 28645  
828-754-7088

## **Health Promotion**

### **Quest 4 Life Wellness Center**

Quest 4 Life is owned and operated by UNC Health Caldwell. The facility offers a full range of exercise equipment, aerobic and fitness classes, and additional educational classes. Classes dealing with tobacco cessation, nutrition, diabetes, and other topics are taught every month. Anyone is eligible to join with a membership fee. Some member discounts are offered to individuals belonging to a specific business such as Caldwell County Government employees, Bernhardt Factory employees, and others.

For more information please visit: [www.caldwellmemorial.org](http://www.caldwellmemorial.org)  
1031 Morganton Blvd  
Lenoir, NC 28645  
Phone: 828-758-8753

### **Satie and JE Broyhill Senior Center**

The center provides social and physical activities, academic activities, senior referral services, health screenings, exercise programs, legal assistance, income tax preparation, and many other activities for seniors. It is open to anyone but most programs are focused on the senior adult population.

For more information please visit: [www.caldwellseniorcenter.org/](http://www.caldwellseniorcenter.org/)  
650 A Pennton Avenue SW  
Lenoir, NC 28645  
Phone: 828-758-2883

### **Caldwell County Cooperative Extension**

The Caldwell County Cooperative Extension Center gives our county's residents easy access to the resources and expertise of NC State University and NC A&T State University. Through educational programs, publications, and events, Cooperative Extension agents deliver unbiased, research-based information to Caldwell County citizens. The foods, nutrition, and health program in Caldwell County focus on food safety education, and nutrition education to community groups and schools about the basics of good nutrition. Classes and educational materials on Food Safety, food preservation, and Heart Healthy information are available.

For more information please visit: <https://caldwell.ces.ncsu.edu/>  
120 Hospital Avenue NW  
Lenoir, NC 28645  
Phone: 828-757-1290

## **Recreation**

### **City of Lenoir Parks and Recreation**

The City of Lenoir Parks and Recreation Department provides recreational opportunities including organized youth sports leagues, summer camps, exercise facilities and classes, adult tournaments, softball leagues, adult water aerobics, swimming lessons for children, gymnastics, and other recreational opportunities. Services are available for varying registration fees but the City of Lenoir employees can enroll their families at no charge.

For more information please visit: <https://www.cityoflenoir.com/201/Parks-Recreation>  
720 Mulberry Street  
Lenoir, NC 28645  
Phone: 828-757-2166

### **Town of Hudson Recreation Center**

The Town of Hudson Recreation Department provides recreational opportunities including organized youth sports leagues, summer camps, exercise facilities, adult tournaments, softball leagues, adult water aerobics, swimming lessons for children, gymnastics, and other recreational opportunities.

For more information please visit: <https://www.hudsonrec.org/>  
450 Redwood Street  
Hudson, NC 28638  
Phone: 828-726-6304

### **Town of Granite Falls Recreation Department**

The Granite Falls Recreation Department provides recreational opportunities including organized youth sports leagues, summer camps, exercise facilities, adult tournaments, softball leagues, adult water aerobics, swimming lessons for children, gymnastics, and other recreational opportunities.

For more information please visit: [www.granitefallsnc.com](http://www.granitefallsnc.com)  
30 Park Square.  
Granite Falls, NC 28630  
Phone: 828-396-3131

### **Caldwell County Pathways**

Caldwell County Pathways partners with multiple agencies to develop, coordinate and promote non-motorized, multi-use pathways for the enhancement of the quality of life in Caldwell County. This organization provides guides or maps of all walking trails in Caldwell County. Membership is open to any interested resident of Caldwell County.

For more information please visit: <https://www.caldwellchambernc.com/parks-greenways-pathways/>  
PO Box 1954  
Lenoir, NC 28645  
828-726-0616

### **Other**

#### **Caldwell Opportunities, Inc.**

Caldwell Opportunities, Inc. provides developmental and vocational services to adults with disabilities who live in the Caldwell County area to maximize independence and employment.

For more information please visit: [www.coiworks.org](http://www.coiworks.org)  
1617 College Ave. SW  
Lenoir, NC 28645  
828-757-5680  
Contact: Pam Helton-President