



**Public Health**  
Prevent. Promote. Protect.  
**Panhandle Health District**

## **2023 Community Health Assessment**



## Letter from Leadership

I am excited to present the 2023 North Idaho Community Health Assessment (CHA) conducted by Panhandle Health District and Crescendo Consulting Group. We appreciate the many North Idaho partners, citizens and state representatives who provided the necessary health data that made the CHA possible. Our hope is that many organizations throughout North Idaho can use the CHA data to make informed healthcare decisions.

However, our work is not over. The next step is creating a Community Health Improvement Plan (CHIP) as described by the National Association of County and City Health Officials (NACCHO):

“A community health improvement process uses CHA data to identify priority issues, develop and implement strategies for action, and establish accountability to ensure measurable health improvement, which are often outlined in the form of a community health improvement plan (CHIP). A community health improvement process looks outside of the performance of an individual organization serving a specific segment of a community to the way in which the activities of many organizations contribute to community health improvement.”

Panhandle Health District looks forward to continuing our collaboration with community partners in the creation of a Community Health Improvement Plan. This effort will ensure that North Idaho continues to be a healthy place to live, work and play for all its citizens.



Don Duffy, District Director, Panhandle Health District



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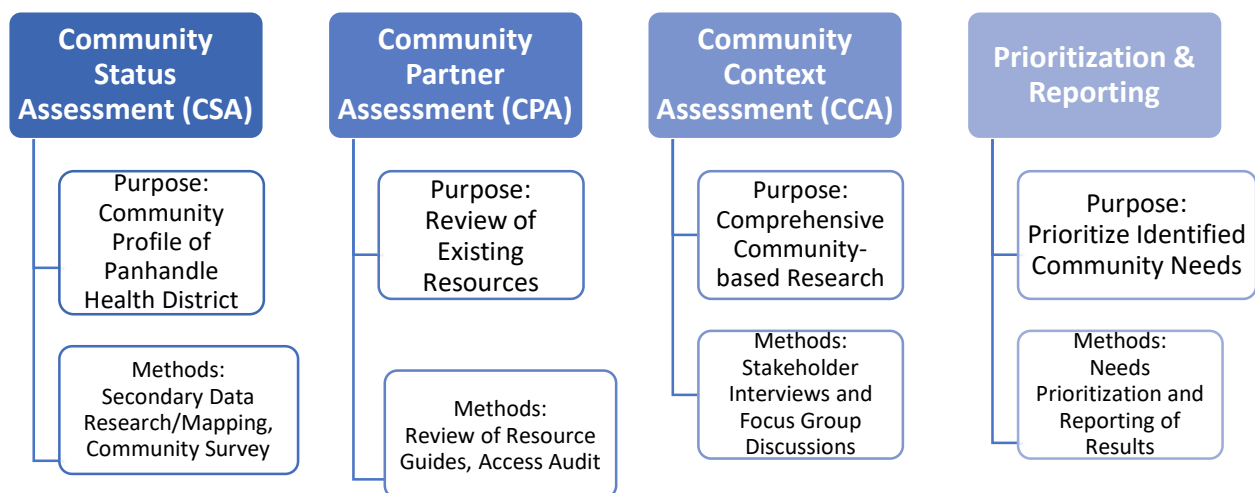
## Executive Summary

Panhandle Health District covers the five most northern counties of Idaho's panhandle (Benewah, Bonner, Boundary, Kootenai, and Shoshone counties), spanning approximately 7,930 square miles and home to an estimated 249,397 residents.<sup>1</sup> The mission of Panhandle Health District is to prevent disease, disability, and premature death; promote health lifestyles; and protect the health and quality of the environment.



Between July and December of 2023, Crescendo Consulting Group ("Crescendo") worked in collaboration with Panhandle Health District to implement a mixed-methods approach aligned with the National Association of County and City Health Officials' Mobilizing for Action through Planning and Partnerships (MAPP 2.0) framework. A combination of quantitative and qualitative research methods were used to evaluate the perspectives and opinions of community stakeholders, especially those from underserved and underrepresented populations.

This Community Health Assessment (CHA) provides a critical process that examines prevailing health issues and conditions while simultaneously identifying resources and opportunities to meet specific community health needs.



<sup>1</sup> U.S. Census Bureau's American Community Survey 2017-2021 Five-year Estimates

## Prioritized Needs

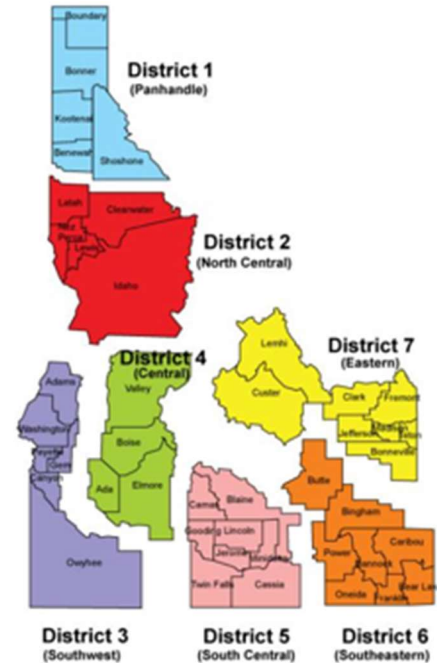
A CHA Leadership Group comprising of Panhandle Health District leadership and key partners participated in a two-stage needs scoring process to review assessment findings and categorize which identified needs fall within the district's purview to address. From a list of 44 community health needs and service gaps, the Leadership Group identified six priority need categories. The following needs were prioritized.

CATEGORY OF NEED	IDENTIFIED NEEDS
Access to Care	Provider availability (primary and specialty care)
	Mobile outreach programs
	Transportation
	Cost of services (including providers accepting a variety of health insurances)
Behavioral Health for Youth and Adults	Mental health provider availability (including accepting a variety of health insurances)
	Crisis Intervention
	Substance use prevention and early intervention
	Recovery services
Diversity and Inclusion	Mental health education, prevention, and early intervention
	Programming
Older Adults	Memory care
	In-home care
Social Determinants of Health	Housing
	Transportation
	Healthy food and nutrition
Youth Services	Childcare, including after-school care
	Health education
	Services for youth experiencing housing instability

\*Please note the need categories are in alphabetized order.

## Secondary Data Research

This research is informed by a localized approach to regional analysis of the five counties in Panhandle Health District's service area. This data can be used to better understand the makeup of each county, as well as to identify strengths and areas of need. This approach is intended to inform localized analysis and planning. Panhandle Health District, which covers Idaho's District 1, is presented on the right.



Source: Idaho Department of Health & Welfare

**SOCIOECONOMIC STATUS.** Median household income varies across the five counties, indicating income disparities in Panhandle Health District's service area. Shoshone County has the lowest median household income at \$43,188 and Kootenai County has the highest median household income at \$64,936. While approximately 1 in 8 residents in Benewah, Boundary, and Shoshone counties do not have a high school diploma, it is important to note that these counties' top industries include mining and logging, which may not require a high school diploma for employment. The unemployment rate is higher in Shoshone County than the other four counties, though in contrast, Boundary County has the highest percentage of population below the poverty level. This suggests there could be a higher proportion of working-class residents and/or retirees.

### CDC Social Vulnerability Index 'Socioeconomic Status' Measures, by County

	Total Population	Population Below Poverty Level	Unemployment Rate	Median Household Income	No High School Diploma
Idaho	1,811,617	11.2%	4.0%	\$63,377	8.8%
Kootenai County	168,317	9.2%	3.6%	\$64,936	6.5%
Bonner County	46,481	11.6%	3.7%	\$55,206	8.1%
Shoshone County	13,124	14.9%	6.3%	\$43,188	11.6%
Boundary County	11,966	17.3%	4.1%	\$51,261	11.7%
Benewah County	9,509	14.5%	4.4%	\$50,257	14.2%

Source: U.S. Census Bureau. American Community Survey Five-Year Estimates, 2017-2021



**HOUSING.** Kootenai, Bonner, Boundary, and Benewah counties all show higher proportions of excessive owner housing costs than Shoshone County and Idaho. In contrast, Bonner, Shoshone, Boundary, and Benewah counties all show lower proportions of excessive renter housing costs than Kootenai County and Idaho.

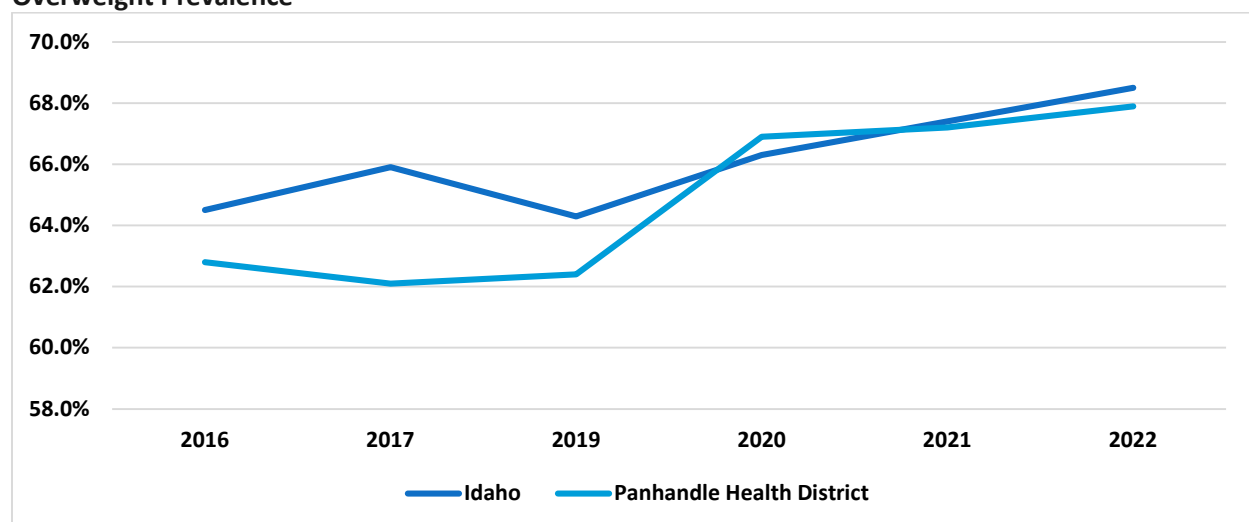
#### Housing Costs

	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
Median Home Costs as a Percentage of Income - with a Mortgage	20.7%	22.4%	24.0%	19.6%	23.0%	25.6%
Median Home Costs as a Percentage of Income - without a Mortgage	ND	ND	11.0%	12.8%	10.1%	11.7%
Percent of Low-Income Households Severely Cost Burdened	10.2%	10.7%	11.9%	10.1%	8.2%	7.9%
Excessive Owner Housing Costs	19.8%	23.4%	25.6%	16.4%	21.0%	25.7%
Excessive Renter Housing Costs	41.4%	48.7%	39.2%	38.2%	32.8%	33.8%
Median Household Income	\$63,377	\$64,936	\$55,206	\$43,188	\$51,261	\$50,257

Sources: U.S. HUD CHAS 2015-2019 | U.S. Census Bureau. American Community Survey One-Year Estimate, 2010 | U.S. Census Bureau. American Community Survey Five-Year Estimates, 2017-2021

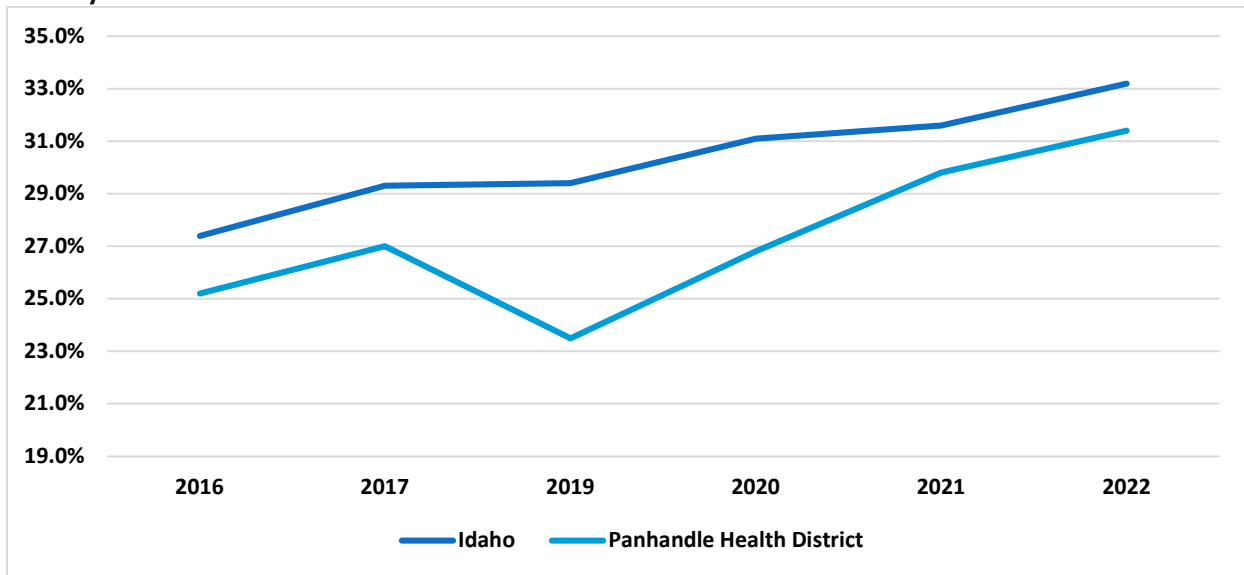
**HEALTH STATUS.** From 2016 to 2022, both the Panhandle Health District population and Idaho state population experienced upwards trends in overweight prevalence and obesity prevalence.

#### Overweight Prevalence



Source: Idaho Department of Health and Welfare Division of Public Health, BRFSS Data.  
<https://www.gethealthy.dhw.idaho.gov/idaho-brfss>

### Obesity Prevalence



Source: Idaho Department of Health and Welfare Division of Public Health, BRFSS Data.  
<https://www.getthehealthy.dhw.idaho.gov/idaho-brfss>

### FOCUS ON: Maternal Health

Among the service area, Boundary County experienced the greatest increase in births from 2017 to 2021, while Benewah County experienced a 17.5% decrease in births during that period. It is important to note that there have been state-wide legislative changes that have impacted the availability and accessibility of safe maternal and birthing care, which in turn may impact natality rate trends.

#### Idaho Resident Births by Mother's Resident County and Year

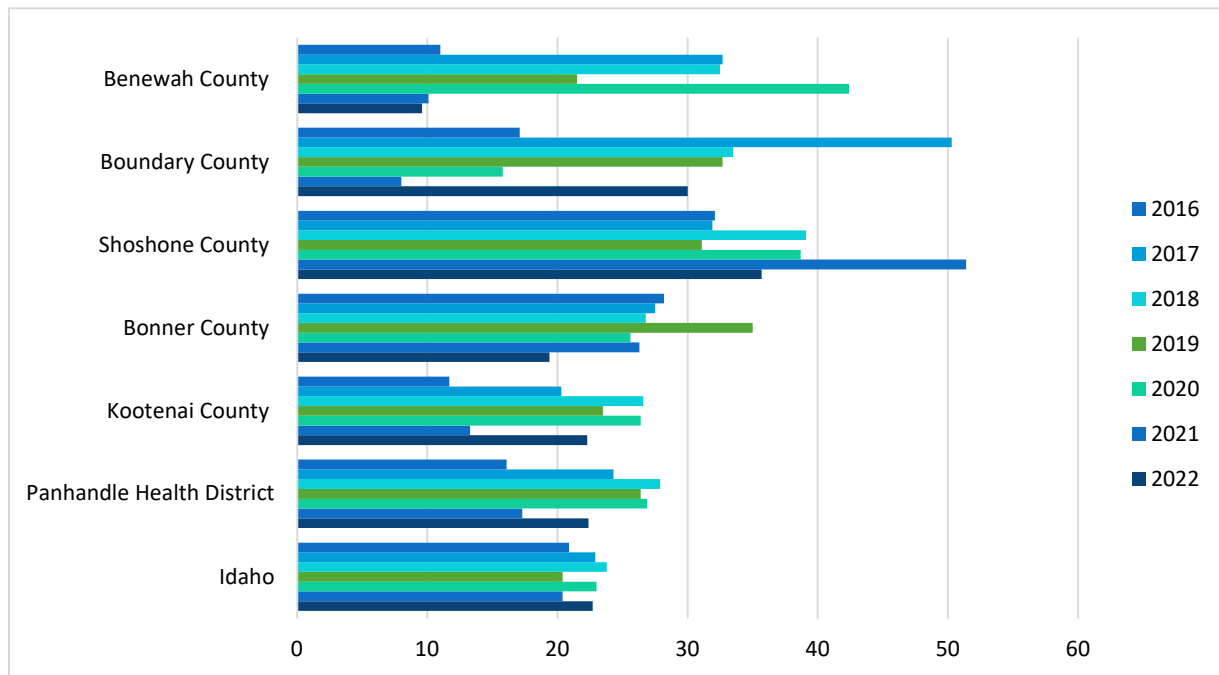
Number of Births	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
2017	1,809	425	142	121	97
2018	1,733	405	162	154	92
2019	1,861	439	134	139	108
2020	1,832	398	147	147	107
2021	1,884	452	141	146	80
<b>2017 – 2021 Percent Change</b>	<b>+4.1%</b>	<b>+6.4%</b>	<b>-0.7%</b>	<b>+20.7%</b>	<b>-17.5%</b>

Source: Idaho Department of Health and Welfare Division of Public Health | Priority Health Data, Idaho Vital Statistics Natality Dashboard



**BEHAVIORAL HEALTH.** Benewah County and Shoshone County have the highest suicide mortality rates in Panhandle Health District. It is also notable that both the overall suicide mortality rate for Panhandle Health District remained relatively consistent between 2017 to 2022, with a brief decrease in 2021. However, all service area counties except for Kootenai County experienced wider variabilities in suicide mortality rates between 2016 and 2022.

#### Suicide Mortality Rate, per 100,000 People



## Community Survey

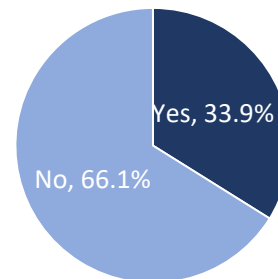
The purpose of the community survey was to enable Panhandle Health District service area residents to share their perspectives on unique barriers, challenges, and potential solutions to address identified community health needs. The survey was available online in English and Spanish from October 27 through November 28, 2023. There were 783 valid survey responses, the vast majority of which (99.7%) were to the English language version of the survey. The survey served as a practical tool for capturing insights of individuals across all five Panhandle Health District counties. This was not a random sample, and findings should not be interpreted as representative of the full population. Additionally, sample sizes of demographic subpopulations are not large enough to consider samples to be representative of the broader populations from which responses were received.

The majority of participants identified as White or Caucasian (90.0%). The median household income reported by participants falls in the \$55,000 to \$64,000 range, which aligns with the annual household incomes estimated for Bonner and Kootenai counties but is higher than the estimated median household incomes for Benewah, Boundary, and Shoshone counties).

When asked to select five health-related and social issues they believe to be most important to address to improve the health of their community, the largest numbers of participants chose **affordable housing** (75.2%) and **mental health problems, including suicide and depression** (70.8%). More than half selected **illegal drug use/abuse of prescription medications and alcohol abuse** (51.0%).

**One in three participants (33.9%)** reported experiencing one or more occasions in which they needed **medical care** in the past year but did not get it.

In the **past year**, has there been one or more occasions when you needed **medical care** but chose **NOT** to get it?

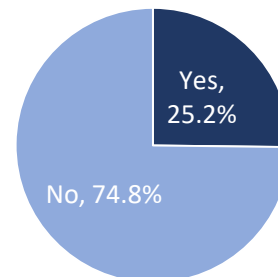


**Occasion(s) When Participant Needed Medical Care but Did Not Get it, Past Year, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Yes	27.5%	37.6%	43.1%	32.8%	30.9%	33.9%
No	72.5%	62.4%	56.9%	67.2%	69.1%	66.1%

**One in four participants (25.2%)** reported experiencing one or more occasions in which they needed **dental care** in the past year but did not get it.

In the **past year**, has there been one or more occasions when you needed **dental care** but chose **NOT** to get it?



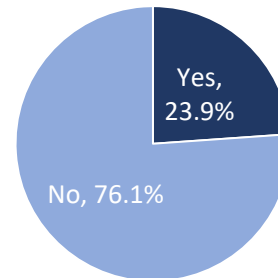
**Occasion(s) When Participant Needed Dental Care but Did Not Get it, Past Year, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Yes	20.8%	30.5%	35.6%	23.2%	19.6%	25.2%

No	79.2%	69.5%	64.4%	76.8%	80.4%	<b>74.8%</b>
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**Fewer than one in four participants (23.9%)** reported experiencing one or more occasions in which they needed **mental health care** in the past year but did not get it.

In the **past year**, has there been one or more occasions when you needed mental health care but chose **NOT** to get it?



**Occasion(s) When Participant Needed Mental Health Care but Did Not Get it, Past Year, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Yes	16.7%	23.7%	27.4%	25.9%	26.8%	<b>23.9%</b>
No	83.3%	76.3%	72.6%	74.1%	73.2%	<b>76.1%</b>

## Community Resource Guide

Northern Idaho is equipped with a few general and health-specific web-based resource repositories available to those seeking services and/or seeking to connect others to needed services and resources. Crescendo worked alongside Panhandle Health District to develop a community resource guide specific to the five counties in Panhandle Health District's service area. This list is printable and can be used by residents in Benewah, Bonner, Boundary, Kootenai, and Shoshone counties.

## Access Audit

Access audit calls are an effective way to evaluate the community's access to healthcare services within Panhandle Health District's service area – not to profile any site. The goal of conducting access audits is to understand practical access to healthcare and other services and barriers experienced by community members seeking care. Fifteen (15) service sites were called on the telephone by Crescendo, seeking to schedule an appointment or to learn about other factors that potentially impact access to services.

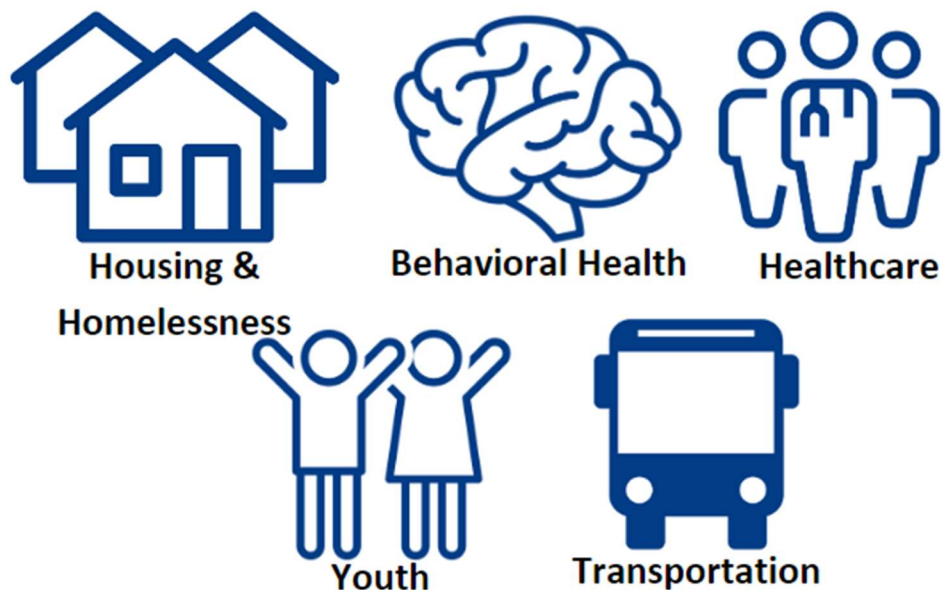
Friendly and accessible staff can help callers feel heard and assisted in their search for help. Depending on whether a community member has the time, educational, or financial resources for navigating a system with barriers, they may feel powerless or frustrated and possibly unable to access the services they need.

## Qualitative Research

The qualitative primary research included **23 one-on-one stakeholder interviews** (via telephone or Zoom) and **nine focus groups** (six in-person and three virtual) with a total of **50 community members** attending. These interviews and focus groups provided the opportunity for in-depth conversations about the strengths and opportunities for Panhandle Health District within various locations throughout the service area. Participants were encouraged to speak to their particular areas of concern or experience.



From the stakeholder interviews and focus group discussions, five overarching qualitative themes were identified:



Within each qualitative theme is a corresponding high-level action area that is most representative of the participants' consensus. Please note that the action areas are alphabetized but are not presented in any other prioritized order.

**ACCESSIBLE PUBLIC TRANSPORTATION.** Community members spoke to the reliance on private vehicles for access to jobs, food, medical appointments, and other resources across Panhandle Health District. Limited transportation services exist in all five counties, but community members identified ways in which current services were unable to meet needs.

**APPROPRIATE AND ACCESSIBLE HEALTHCARE SERVICES.** Community members frequently discussed the difficulties of accessing healthcare due to a shortage of healthcare services and providers, and lack of adequate training among available rural healthcare providers. Waitlists for primary care appointments varied drastically depending on the county of residence, with many participants reporting traveling to neighboring counties and states to access medical specialists.

**HOUSING STABILITY.** A deep concern was consistently expressed about the quality and cost of housing, especially for low-income families and vulnerable populations. Participants spoke to increasingly unaffordable housing costs associated with obtaining and maintaining stable housing. Others described the combined effects of increased rent and housing costs with low wages.

**SHORTAGE OF BEHAVIORAL HEALTH SERVICES.** Many community members expressed concern about the lack of accessible behavioral health care services. Specifically, the need for in-patient beds, providers that accept a wider range of insurances, and substance use-specific services (especially surrounding alcohol use) were all vocalized.

**YOUTH-SPECIFIC SERVICES.** Several community members spoke of the necessity to meet the needs of youth. Fundamental needs surrounded developmental and mental health services, substance use services, and improved health education.



*PHD's Annual Suicide Prevention and Awareness 5k Fundraiser to benefit the Suicide Prevention Action Network of North Idaho (SPAN)*

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## Panhandle Health District

Panhandle Health District covers the five most northern counties of Idaho's panhandle (Benewah, Bonner, Boundary, Kootenai, and Shoshone counties), spanning approximately 7,930 square miles and home to an estimated 249,397 residents.<sup>2</sup> Panhandle Health District's goal is to improve and protect community members' health throughout all five counties.



### Mission

The mission of Panhandle Health District is three-fold:

**Prevent** disease, disability,  
and premature death

**Promote**  
health lifestyles

**Protect** the health and  
quality of the environment

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<sup>2</sup> U.S. Census Bureau's American Community Survey 2017-2021 Five-year Estimates



## Programs & Services

Panhandle Health District offers over 40 programs and services to residents across all five counties in the service area. All programs and services fall under the broader categories of healthcare services, licensing and permitting, nutrition and physical activity, adult and senior services, and parenting and youth services. Examples of programs and services include the following:

<b>Healthcare Services</b>	<ul style="list-style-type: none"> <li>• Blood pressure management</li> <li>• Dental care</li> <li>• Family planning/birth control</li> <li>• Immunizations</li> </ul>
<b>Licensing &amp; Permitting</b>	<ul style="list-style-type: none"> <li>• Child care</li> <li>• Food establishments</li> <li>• Lead control</li> <li>• Wells &amp; public water systems</li> </ul>
<b>Nutrition &amp; Physical Activity</b>	<ul style="list-style-type: none"> <li>• Diabetes Prevention Program</li> <li>• Diabetes Self-Management Education</li> <li>• Exercise classes</li> <li>• WIC</li> </ul>
<b>Adult &amp; Senior Services</b>	<ul style="list-style-type: none"> <li>• Opioid reversal medication</li> <li>• Senior companions</li> <li>• Suicide prevention</li> <li>• Tobacco cessation</li> </ul>
<b>Parenting &amp; Youth Services</b>	<ul style="list-style-type: none"> <li>• Active Youth</li> <li>• Nurse-Home Visiting</li> <li>• Parents as Teachers</li> </ul>

\*Please note this is not an exhaustive list.

## Service Area Overview

Panhandle Health District serves all of Idaho's District 1, which consists of Benewah, Bonner, Boundary, Kootenai, and Shoshone counties. Panhandle Health District reaches all five counties maintaining offices in each county's seat. This allows Panhandle Health District to provide services unique to each county and residents' needs.

**The following narrative briefly describes each county in Panhandle Health District's service area.**

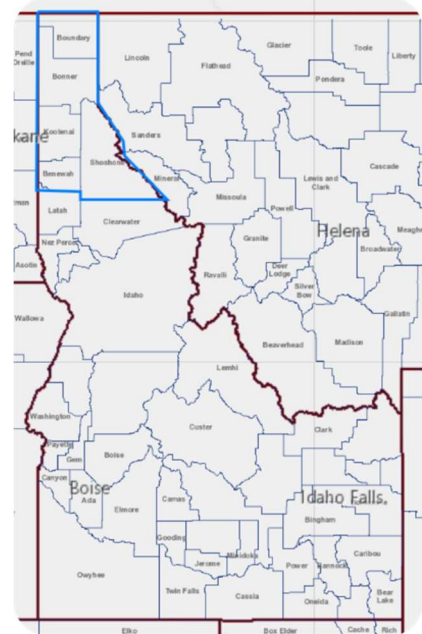
**Benewah County.** Benewah County is home to an estimated 9,509 residents.<sup>3</sup> A main attraction to Benewah County are the plentiful opportunities for outdoor activity, including two State Parks (Heyburn State Park and Mary Minerva McCroskey Memorial State Park) and Saint Joe National Forest. Benewah County also houses part of the Coeur d'Alene Reservation.

**Bonner County.** Bonner County has the second largest population of all five Panhandle Health District counties, with an estimated total population of approximately 46,481 residents. With a wide variety of outdoor activities ranging from water sports to skiing, Bonner County houses Round Lake State Park, Priest Lake State Park, and Kaniksu National Forest.

**Boundary County.** The northernmost county in Idaho, Boundary County, has an estimated population of 11,966 residents. Boundary County is home to Kootenai National Wildlife Refuge, and also has ample campgrounds and backpacking to enjoy the vast outdoors.

**Kootenai County.** Kootenai County has an estimated total population of 168,317 residents, making it the largest population of all five Panhandle Health District counties. The county seat is Coeur d'Alene, which is known for Lake Coeur d'Alene water sports. Kootenai County is also home to three State Parks (Coeur d'Alene Parkway State Park, Farragut State Park, and Old Mission State Park), two National Forests (Coeur d'Alene National Forest and Idaho Panhandle National Forest), and part of the Coeur d'Alene Reservation.

**Shoshone County.** Shoshone County has an estimated 13,124 residents, making it the third most populous county in Panhandle Health District's service area. Home to multiple ski resorts and ice caves, Shoshone County also houses the Silver Valley and has a rich history of mining.



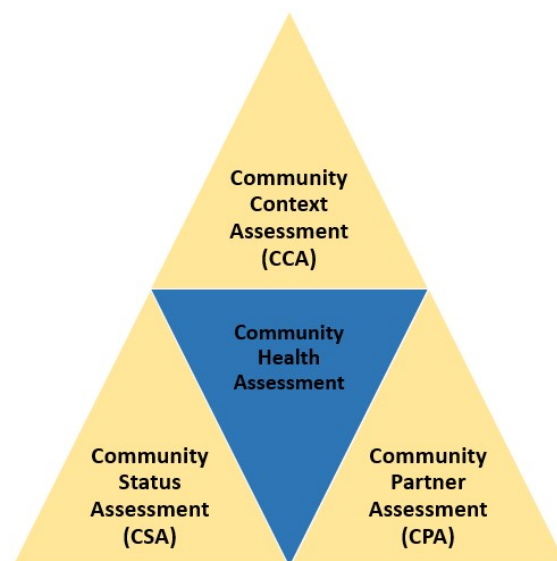
<sup>3</sup> All population estimates for Panhandle Health District service area counties are from the U.S. Census Bureau's American Community Survey 2017-2021 Five-year Estimates.

## Background

Panhandle Health District remains oriented towards its mission and goals by periodically assessing community needs through the Community Health Assessment (CHA) process. The CHA process provides an in-depth examination of health challenges facing residents in all five counties in Panhandle Health District's service area (Benewah, Bonner, Boundary, Kootenai, and Shoshone). Panhandle Health District's 2023 CHA draws upon the National Association of County and City Health Officials' (NACCHO) Mobilizing for Action through Planning and Partnerships (MAPP 2.0) framework to implement a mixed-methods approach yielding quantitative and qualitative insights. These insights are then used to identify and prioritize community health needs.

## Mobilizing for Action through Planning and Partnerships (MAPP 2.0)

This CHA deployed a district-wide, highly interactive strategy to learn the insights, experiences, ideas, and perceptions of needs of residents throughout Panhandle Health District service area. To establish a foundation for continued efforts to address high-priority needs, Panhandle Health District integrated an approach supporting the MAPP 2.0 framework. Developed by NACCHO to help local communities engage community partners (and members) as they form their CHA and Community Health Improvement Plan (CHIP), MAPP 2.0 guides combined CHA/CHIP work – not solely one or the other.<sup>4</sup>



MAPP 2.0 is a community-driven community assessment and planning process engineered to support health equity while focusing efforts on strategic, prioritized needs. MAPP 2.0 also helps to recognize and align resources across integrated sectors of the community by emphasizing diverse and inclusive assessment and planning activities to affect change and support policy, systems, and environmental initiatives. The process is instrumental in achieving an impactful CHA and CHIP. In this assessment, the MAPP 2.0 structure was used to connect with diverse communities across Panhandle Health

<sup>4</sup> For further NACCHO or MAPP 2.0 information, see the NACCHO website: <https://www.naccho.org/programs/public-health-infrastructure/performance-improvement/community-health-assessment/mapp>

District’s service area, learn their insights, engage stakeholders and service organizations, and prioritize a granular set of high priority needs and establish pathways to later address the needs via the CHIP or other Panhandle Health District activities.

MAPP 2.0 structure has three primary components. Each is described below, along with CHA activities supporting the component.

As suggested in the graphic on the previous page, the CHA components work together to effectively engage community members, provide a solid foundation of data-supported conclusions, and reach out to include often difficult-to-reach community groups.

## Community Status Assessment (CSA)

The CSA includes a foundation of secondary research data and other existing materials that inform the understanding of the county in terms of demographics, health status, health inequities, Social Determinants of Health (SDOH) issues, and trends. The CSA helps to do things such as the following:

- Illuminate data-supported demographic trends.
- Identify communities that are statistically at greater risk of poor health outcomes.
- Better understand which community groups may need greater outreach or more concentrated services; groups may be identified by age group (e.g., seniors), race, ethnicity, income, geographic location (e.g., city or town), or other characteristics.

The CSA includes data from sources such as the following:

In addition to the sources noted above, the CSA included review of prior Health Assessments from Panhandle Health District. In total, the CHA research activities within the CSA help address questions such as the following:

- “What does the status of your community look like, including health, socioeconomic, environmental, and quality-of-life outcomes?”
- “What populations experience inequities across health, socioeconomic, environmental, and quality-of-life outcomes?”
- “How do systems influence outcomes?”<sup>5</sup>

## Community Partner Assessment (CPA)

The CPA process as deployed in this assessment allows community partners to comprehensively review (1) individual systems, processes, and capacities; and (2) collective capacity as a network of community partners to address health inequities. The CPA begins with review of existing resources. To continue to be helpful to the community, a second step is to ensure that processes

<sup>5</sup> NACCHO. Mobilizing for Action through Planning and Partnerships. Available at <https://www.naccho.org>.

exist to update and share community partner information. The CHA-related activity is to review existing resource guides and understand processes in place to continually update them, as well as to make them accessible to community organizations and county residents.

Community partnerships form the required network of support for all or most public health improvement. Rarely can a single agency address the breadth of interrelated needs present among community members. An array of closely tied community-focused organizations (formerly affiliated or not) must share information and collaboratively serve the community. When doing so, the following occurs:

- Higher priority community needs are addressed;
- Urgent issues receive a quick response;
- Individual organizations more efficiently deploy staff and use other resources;
- Community members with complex or multi-faceted needs more efficiently receive support; and
- Panhandle Health District and community service organizations strengthen trusted relationships and affirm the ability to support each other and respond, as appropriate, to emerging public health or other opportunities to improve quality of life. The relationships are being built (and will continue to be built) through ongoing efforts, including participation in collaborative activities, interaction with community groups such as faith-based organizations, health literacy activities, and other emerging activities.



Per NACCHO, the CPA has five goals:

1. Describe why community partnerships are critical to community health improvement (CHI) and how to build or strengthen relationships with community partners and organizations.
2. Name the specific roles of each community partner to support the local public health system and engage communities experiencing inequities produced by systems.
3. Assess each MAPP partner’s capacities, skills, and strengths to improve community health, health equity, and advance MAPP goals.
4. Document the landscape of MAPP community partners, including grassroots and community power-building organizations, to summarize collective strengths and opportunities for improvement.
5. Identify whom else to involve in MAPP and ways to improve community partnerships, engagement, and power-building.<sup>6</sup>

## Community Context Assessment (CCA)

The CCA includes tools and approaches designed to collect and analyze qualitative data. By engaging community members, key stakeholders, and others in qualitative research, the CHA absorbs highly granular insight that reflects lived experiences of community members. CCA data supplements and provides greater focus to CSA / secondary data.

During CCA activities, community members share insights about helpful resources, organizational strengths and assets, and culture and cultural nuances – in addition to needs and service gaps. The CCA activities also strengthen community relationships that are invaluable as the process moves into the CHIP phase, deploying initiatives to address priority needs.

As noted in NACCHO documentation, the CCA seeks to understand the following:

- “What strengths and resources do the community have that support health and well-being?”
- “What current and historical forces of change locally, regionally, and globally shape political, economic, and social conditions for community members?”
- “What physical and cultural assets are in the built environment? How do those vary by neighborhood?”
- “What is the community doing to improve health outcomes? What solutions has the community identified to improve community health?”<sup>7</sup>

The following page includes a graphic presentation of the MAPP 2.0 framework.

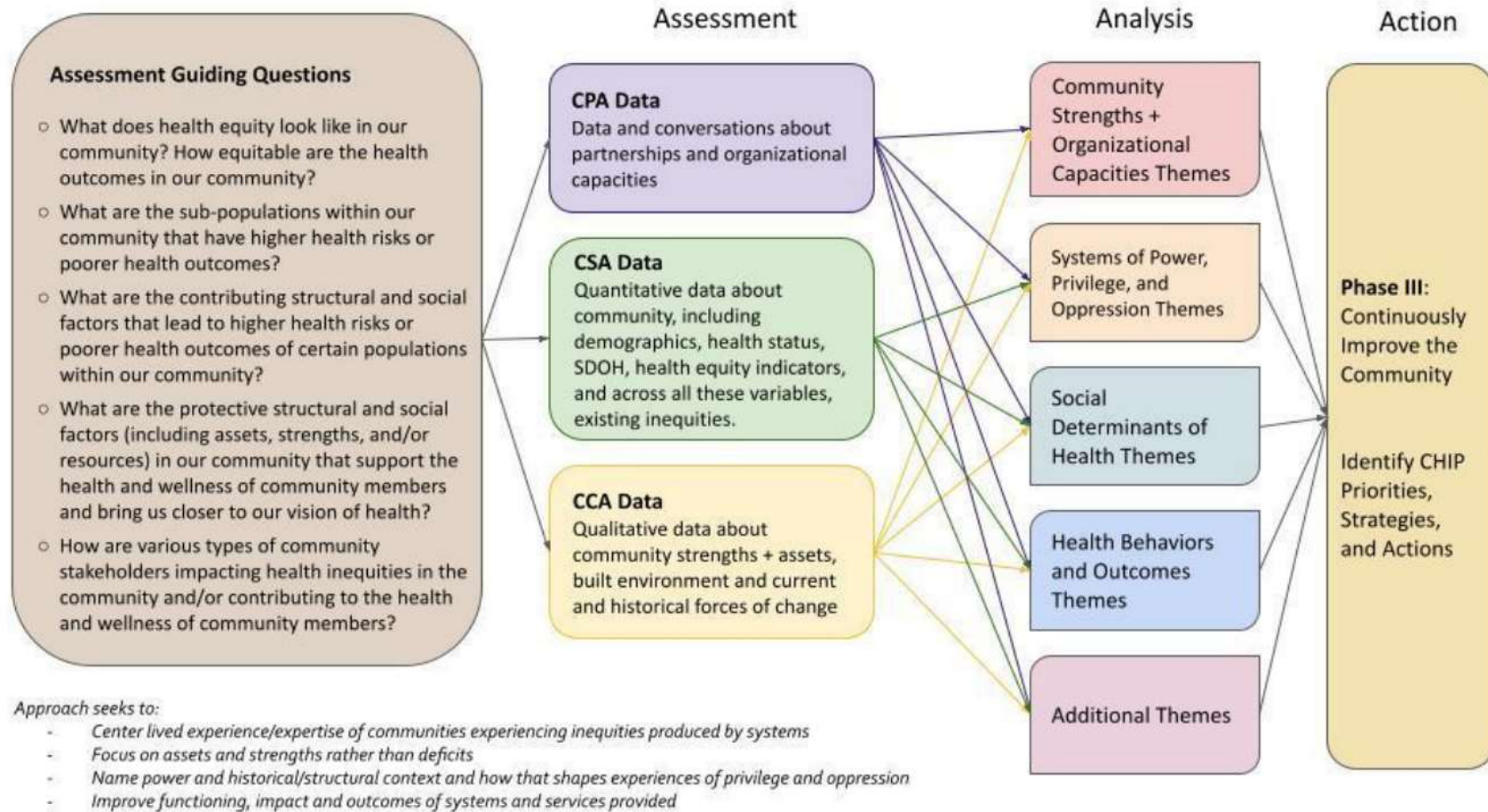
<sup>6</sup> NACCHO. Mobilizing for Action through Planning and Partnerships. Available at <https://www.naccho.org>.

<sup>7</sup> NACCHO. Mobilizing for Action through Planning and Partnerships. Available at <https://www.naccho.org>.



Exhibit 1: MAPP 2.0 Framework<sup>8</sup>

## MAPP Goals, Guiding Questions, Assessment, and Analysis Overview



<sup>8</sup> NACCHO. Mobilizing for Action through Planning and Partnerships. Available at <https://www.naccho.org>.

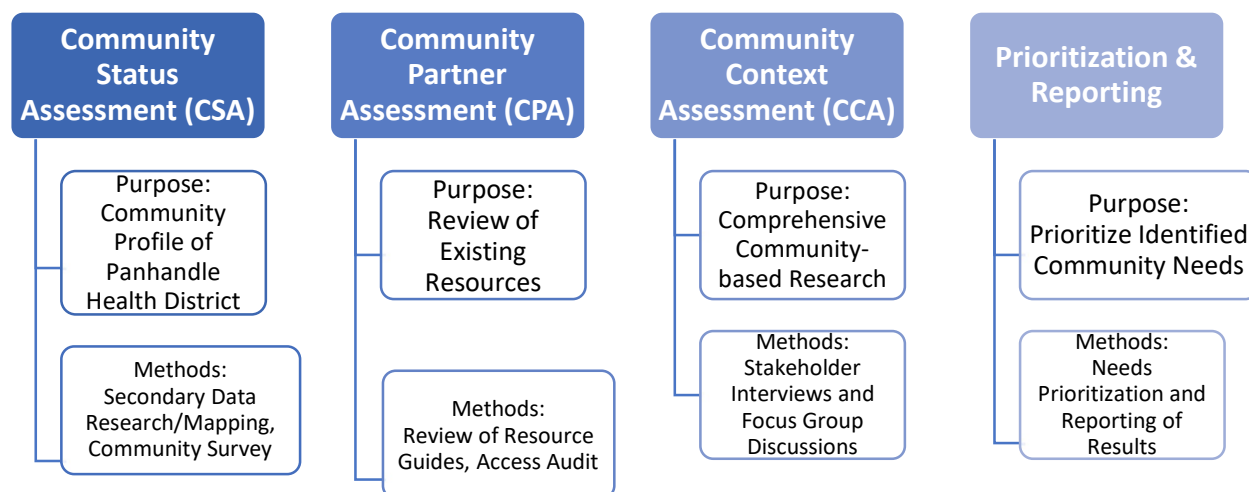


## Assessment Methodology

Between July and December of 2023, Crescendo Consulting Group (“Crescendo”) worked in collaboration with Panhandle Health District to implement a mixed-methods approach. A combination of quantitative and qualitative research methods was used to evaluate the perspectives and opinions of community stakeholders, especially those from underserved and underrepresented populations.

This Community Health Assessment (CHA) provides a critical process that examines prevailing health issues and conditions while simultaneously identifying resources and opportunities to meet specific community health needs.

**Exhibit 2: Community Health Assessment Methodology**



The major research activities employed in this CHA include the following:

**Secondary Research.** This research includes a thorough analysis of previously published materials that provide insight regarding the community demographic profile and health-related measures. The section utilizes data tables and descriptive text to highlight key points.

**Community Survey.** Crescendo conducted an online survey with more than 780 community members. The survey instrument included topic areas that emerged from the secondary data analysis, literature reviews of existing documents, initial qualitative research, and other early-stage research activities. Results were analyzed, and data tables/graphs were created to illuminate the results found in this report. The English and Spanish language versions of the survey are contained in Appendix D.

**Resource Guide Review.** A thorough review of existing resources, including an understanding of processes in place to ensure such guides are regularly updated, is an integral step in solution-oriented discussions aimed at understanding and addressing community health needs.

**Access Audit.** Access audit calls are an effective way to evaluate community access to healthcare services and are not conducted to profile any individual site. The goal of conducting an access audit is to understand practical access to healthcare and other services and barriers experienced by community members seeking care. Results provide insight on access gaps, improvement strategies, and service variations.

**Primary Qualitative Interviews & Focus Groups.** This primary research includes six on-site focus group discussions, three virtual (Zoom) focus group discussions, and more than 20 virtual (Zoom or phone) interviews with public health officials, partner organization staff, community service providers, community members, and others.

**Needs Prioritization Process.** A list of 44 community health needs specific to Panhandle Health District was developed from the collective results of the secondary data research, qualitative interviews, focus group discussions, and community survey. Crescendo worked with the CHA Leadership Group, comprising staff from community service providers across the five counties in Panhandle Health District service area, to implement a modified Delphi Method and construct a prioritized list of broader need categories and granular needs.



## Secondary Data Research

Secondary data provides an essential framework from which to better understand the fabric of the community. This analysis highlights sociodemographic factors, social determinants of health, behavioral health risk factors, and other key indicators to further guide the development of effective strategies to meet evolving needs. The following data was primarily gathered from the United States Census Bureau 2017-2021 American Community Survey (ACS) Five-year Estimates, County Health Rankings and Roadmaps, and the Idaho Department of Health and Welfare, among others.

### American Community Survey Five-year Estimates

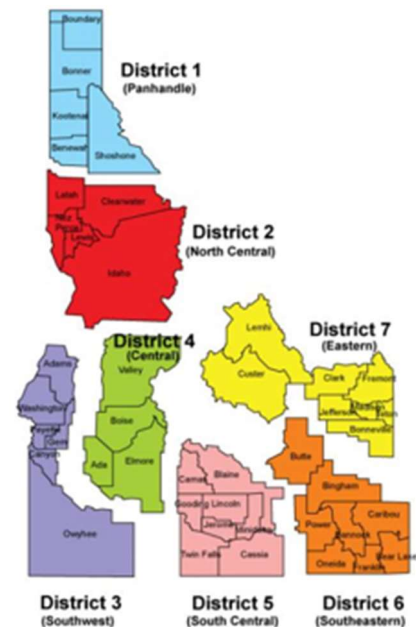
There is an intentional purpose in using five-year data estimates compared to one-year data estimates. Five-year estimates are derived from data samples gathered over several subsequent years and provide a more accurate estimate of measures, especially among numerically smaller high-risk populations or subgroups, compared to one-year estimates, which are based on more limited samples with greater variance.<sup>9</sup>

This assessment incorporates data indicators at the county level, to provide the most granular overview of Panhandle Health District's population.

### Regional Approach

This research is informed by a locally developed approach to regional analysis, where applicable. Panhandle Health District's service area covers five counties: Benewah, Bonner, Boundary, Kootenai, and Shoshone counties (shown on right). Data for these five counties were pulled for several U.S. Census Bureau American Community Survey indicators. This approach, in combination with use of Census-defined sub-geographies is intended to inform localized analysis and planning.

**Exhibit 3: Map of Idaho Health Districts (shown on right)**



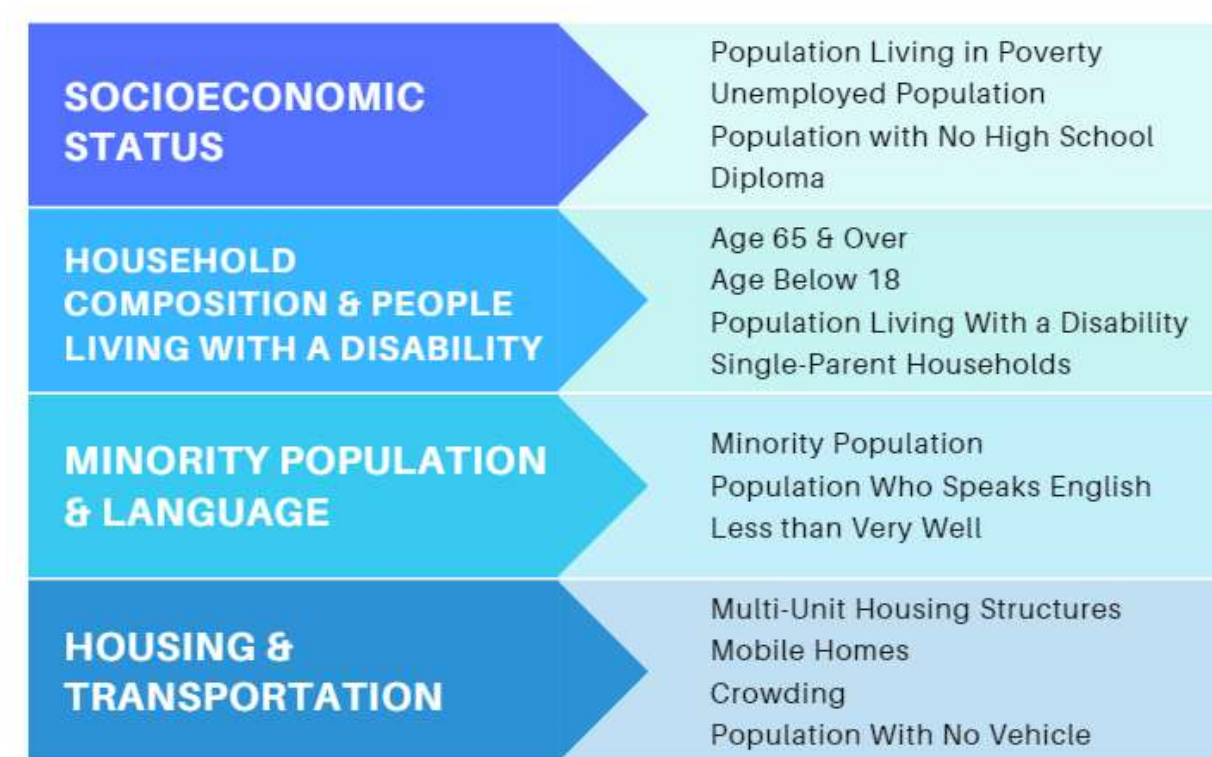
Source: Idaho Department of Health & Welfare

<sup>9</sup> American Community Survey 5-Year Data (2009-2021) <https://www.census.gov/data/developers/data-sets/acs-5year.html>

## Social Vulnerability Index

The Social Vulnerability Index (SVI) was developed by the U.S. Centers for Disease Control and Prevention as a metric for analyzing population data to identify vulnerable populations. The SVI may be used to rank overall population well-being and mobility relative to county and state data. The SVI can also be used to determine the most vulnerable populations during disaster preparedness and public health emergencies, including pandemics.<sup>10</sup>

**The SVI measures are grouped into four major categories:**



Source: CDC/ATSDR Social Vulnerability Index

<sup>10</sup> Agency for Toxic Substances & Disease Registry, CDC/ATSDR Social Vulnerability Index. Link: [atsdr.cdc.gov/placeandhealth/svi/index.html](https://atsdr.cdc.gov/placeandhealth/svi/index.html)

**Exhibit 4: Social Vulnerability Index<sup>11</sup>**

Category	Measure	United States	Idaho
	<b>Total Population</b>	329,725,481	1,811,617
<b>Socioeconomic Status</b>	<b>Population Below Poverty Level</b>	12.3%	11.2%
	<b>Unemployment Rate<sup>12</sup></b>	5.5%	4.0%
	<b>Median Household Income</b>	\$69,021	\$63,377
	<b>No High School Diploma<sup>13</sup></b>	11.1%	8.8%
<b>Household Composition &amp; Disability</b>	<b>Population Under Age 18</b>	22.5%	25.3%
	<b>Population Age 65 and Older</b>	16.0%	15.8%
	<b>Living With a Disability<sup>14</sup></b>	12.5%	13.5%
	<b>Children Living in Single-Parent Households</b>	25.1%	17.5%
<b>Minority Status &amp; Language</b>	<b>Minority Population</b>	40.6%	19.4%
	<b>Ability to Speak English Less than Very Well</b>	8.2%	3.7%
	<b>Foreign-Born Population</b>	13.6%	5.8%
<b>Household Type &amp; Transportation</b>	<b>Mobile Homes</b>	5.9%	7.7%
	<b>Living in Group Quarters</b>	2.4%	1.6%
	<b>Multi-Unit Housing Structures<sup>15</sup></b>	26.4%	15.1%
	<b>With No Vehicle</b>	8.3%	3.8%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

<sup>11</sup> Minority Population: The data values were calculated by taking the total population minus the white (not Latino, not Hispanic) population.  
Link: <https://catalog.mysidewalk.com/columns/1248/>

<sup>12</sup> Total Unemployed: Civilians 16 years old and over are classified as unemployed if they (1) were neither "at work" nor "with a job but not at work" during the reference week, and (2) were actively looking for work during the last 4 weeks, and (3) were available to accept a job.

<sup>13</sup> Age 25 and Over.

<sup>14</sup> Civilian Noninstitutionalized Population: All U.S. civilians not residing in institutional group quarters facilities such as correctional institutions, juvenile facilities, skilled nursing facilities, and other long-term care living arrangements.

<sup>15</sup> Multi-Unit Housing Structures is defined here as the percentage of housing units that are in buildings containing 2 or more housing units.

## Social Vulnerability Index, Continued

Category	Measure	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
	<b>Total Population</b>	168,317	46,481	13,124	11,966	9,509
<b>Socioeconomic Status</b>	<b>Population Below Poverty Level</b>	9.2%	11.6%	14.9%	17.3%	14.5%
	<b>Unemployment Rate<sup>16</sup></b>	3.6%	3.7%	6.3%	4.1%	4.4%
	<b>Median Household Income</b>	\$64,936	\$55,206	\$43,188	\$51,261	\$50,257
	<b>With No High School Diploma<sup>17</sup></b>	6.5%	8.1%	11.6%	11.7%	14.2%
<b>Household Composition &amp; Disability</b>	<b>Population Under Age 18</b>	22.9%	19.8%	20.6%	23.4%	22.6%
	<b>Population Age 65 and Older</b>	18.9%	24.9%	22.7%	22.6%	22.6%
	<b>Living With a Disability<sup>18</sup></b>	14.9%	16.6%	24.9%	16.5%	20.6%
	<b>Children Living in Single-Parent Households</b>	17.7%	18.2%	28.6%	18.8%	19.7%
<b>Minority Status &amp; Language</b>	<b>Minority Population</b>	11.7%	8.7%	9.7%	11.2%	16.0%
	<b>Ability to Speak English Less than Very Well</b>	0.9%	0.7%	2.1%	1.4%	0.9%
	<b>Foreign-Born Population</b>	2.3%	1.9%	1.2%	4.5%	1.1%
<b>Household Type &amp; Transportation</b>	<b>Mobile Homes</b>	8.2%	11.4%	10.9%	8.4%	18.1%
	<b>Living in Group Quarters</b>	0.9%	0.8%	1.9%	0.9%	0.7%
	<b>Multi-Unit Housing Structures<sup>19</sup></b>	15.2%	10.4%	11.4%	7.2%	6.5%
	<b>With No Vehicle</b>	3.9%	3.5%	5.1%	2.9%	2.1%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

## Socioeconomic Status:

- The unemployment rate in Shoshone County is the highest among the five Panhandle Health District counties.
- Median household incomes vary across the five counties indicating income disparities in the service area. Shoshone County has the lowest median household income at \$43,188 and Kootenai County has the highest median household income at \$64,936.
- In Benewah, Boundary, and Shoshone counties, approximately 1 in 8 residents do not have a high school diploma. It is important to note that for these three counties, the top industries include mining and logging, which may not require a high school diploma for employment.

<sup>16</sup> Total Unemployed: Civilians 16 years old and over are classified as unemployed if they (1) were neither "at work" nor "with a job but not at work" during the reference week, and (2) were actively looking for work during the last 4 weeks, and (3) were available to accept a job.

<sup>17</sup> Age 25 and Over.

<sup>18</sup> Civilian Noninstitutionalized Population: All U.S. civilians not residing in institutional group quarters facilities such as correctional institutions, juvenile facilities, skilled nursing facilities, and other long-term care living arrangements.

<sup>19</sup> Multi-Unit Housing Structures is defined here as the percentage of housing units that are in buildings containing 2 or more housing units.



**Household Composition & Disability:**

- Proportionally more children living in Shoshone County are in single-parent households compared with other Panhandle Health District counties, Idaho, and the U.S.

**Minority Status & Language:**

- All counties across Panhandle Health District have a lower percentage of residents that identify as ethnic or racial minorities, residents with limited or no English proficiency, and residents that are foreign born compared to the state and nation.

**Household Type & Transportation:**

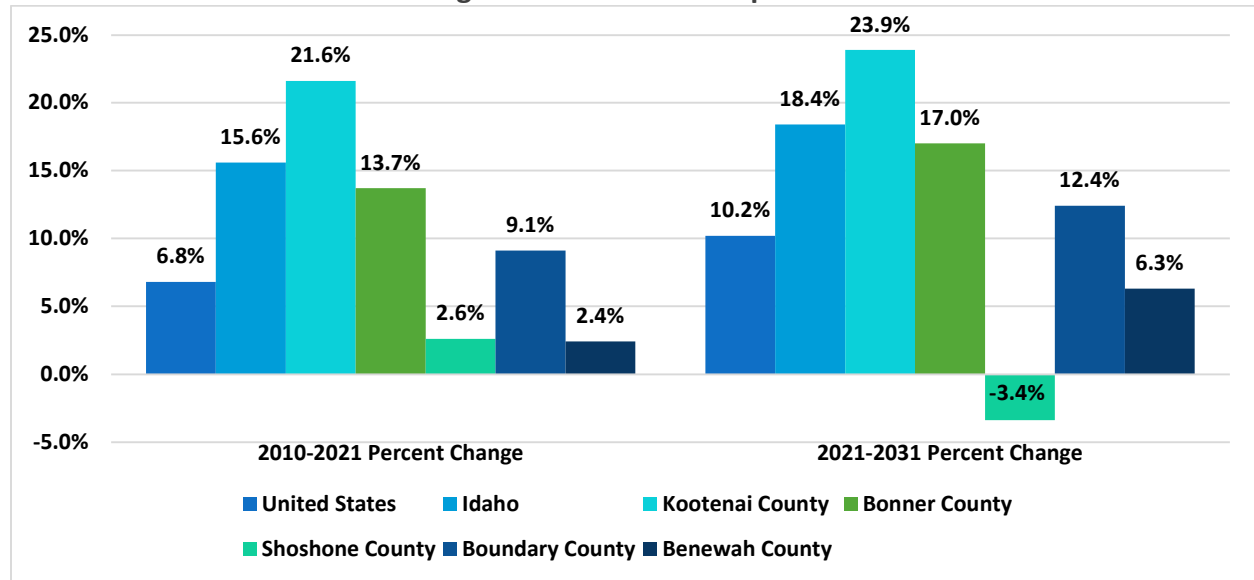
- Shoshone County has proportionally more people living in group quarters compared to other Panhandle Health District counties and Idaho. Benewah County has proportionally more people living in mobile homes compared to other Panhandle Health District counties, Idaho, and the U.S. Kootenai County has proportionally more people living in multi-unit housing structures than the other Panhandle Health District counties but is comparable to Idaho.
- A higher percentage of Shoshone County residents do not have vehicles, which may hinder their ability to travel to health appointments, grocery stores, and jobs, among other places. As a rural county, there are very limited public transportation options for people without vehicles.



## Demographics

**Total Population:** Kootenai County experienced the most growth between 2010 and 2021 at a rate approximately three times higher than the national growth and is projected to continue growing between 2021 and 2031 at a comparable rate. In contrast, Shoshone County's total population is projected to decrease between 2021 and 2031.

**Exhibit 5: Estimated Percent Change Increase in Total Population**



	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
Total Population (2010) <sup>20</sup>	308,745,538	1,567,582	138,465	40,878	12,794	10,972	9,283
Estimated Total Population (2021)	329,725,481	1,811,617	168,317	46,481	13,124	11,966	9,509
<b>2010 to 2021 Percent Change</b>	<b>+6.8%</b>	<b>+15.6%</b>	<b>+21.6%</b>	<b>+13.7%</b>	<b>+2.6%</b>	<b>+9.1%</b>	<b>+2.4%</b>
Projected Total Population (2031)	363,255,837	2,144,888	208,599	54,367	12,684	13,453	10,112
<b>2021 to 2031 Projected</b>	<b>+10.2%</b>	<b>+18.4%</b>	<b>+23.9%</b>	<b>+17.0%</b>	<b>-3.4%</b>	<b>+12.4%</b>	<b>+6.3%</b>

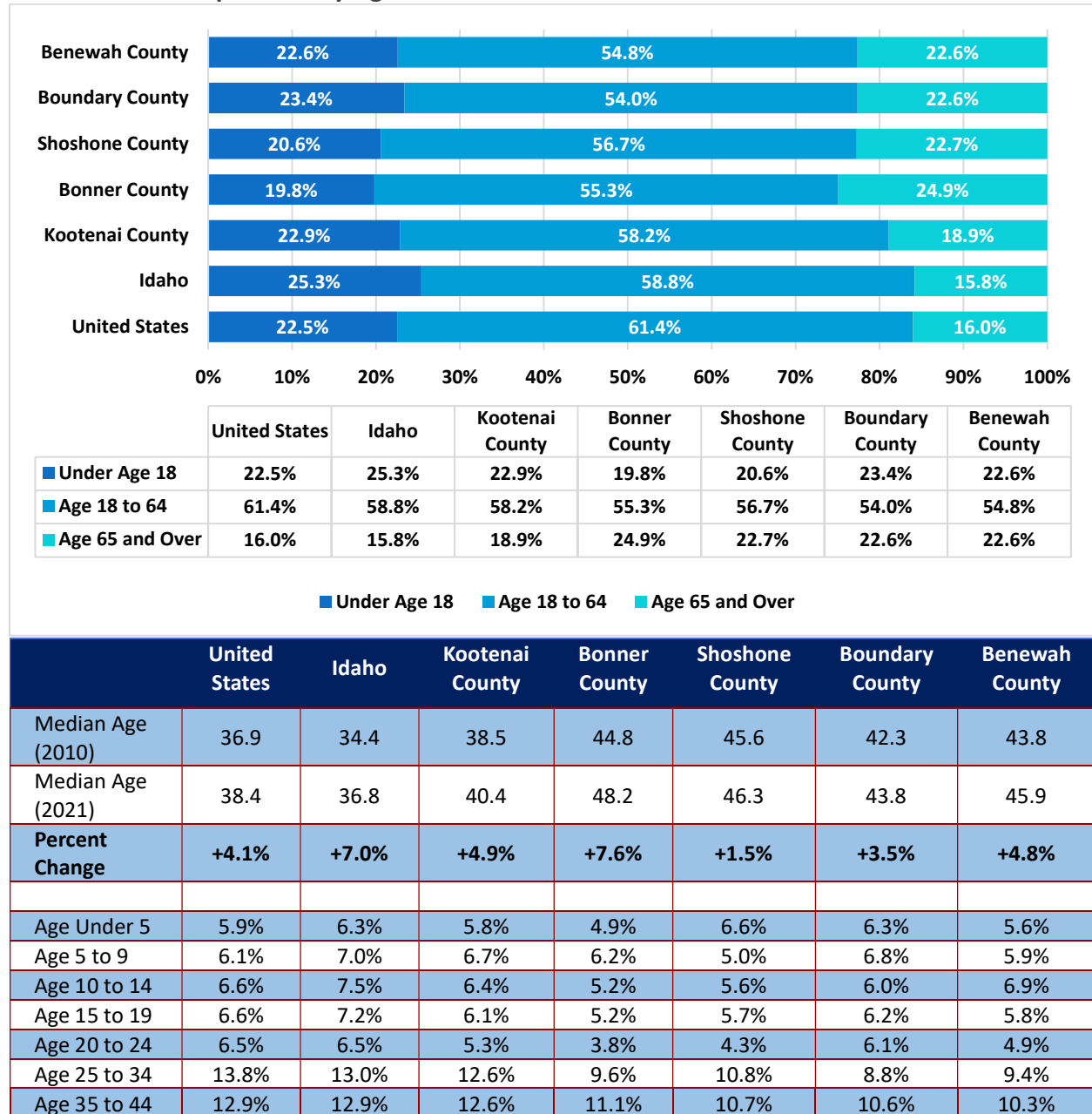
<sup>20</sup> Totals reported in this row are Census 2010 population estimates. The remainder of this table features more recent estimates of population, as derived from the Census Bureau's American Community Survey over the 2017-2021 period.

Percent Change							
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Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

**Age:** In 2021, the median age of all counties in Panhandle Health District are higher than both the state median (36.8) and the national median (38.4). Having an older median age, as well as a larger percentage of residents over 65 years old, influences the shorter-term and longer-term economic and medical needs of counties in Panhandle Health District's service area.

#### Exhibit 6: Total Population by Age



Age 45 to 54	12.6%	11.5%	11.8%	12.0%	12.1%	11.8%	11.9%
Age 55 to 59	6.7%	6.1%	6.6%	7.1%	7.4%	7.9%	7.6%
Age 60 to 64	6.3%	6.1%	7.1%	9.9%	9.0%	7.0%	9.0%
Age 65 to 74	9.6%	9.8%	11.7%	16.3%	14.1%	14.5%	14.6%
Age 75 to 84	4.5%	4.4%	5.2%	6.1%	5.9%	5.9%	6.4%
Age Over 85	1.9%	1.6%	1.9%	2.5%	2.7%	2.2%	1.6%

Source: U.S. Census Bureau American Community Survey 2006-2010 Five-Year Estimates | U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

**Race and Ethnicity:** While all counties in Panhandle Health District have a predominantly White non-Hispanic racial and ethnic composition, Kootenai County has a slightly larger proportion of residents who identify as two races or more compared to the state of Idaho and the U.S.

#### Exhibit 7: Population by Race

	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
American Indian	0.6%	0.9%	1.0%	0.7%	1.5%	1.4%	7.0%
Asian	5.6%	1.3%	0.8%	0.7%	0.0%	1.3%	0.1%
Black	12.2%	0.6%	0.3%	0.2%	0.8%	0.2%	0.8%
Hawaiian / Pacific Islander	0.2%	0.1%	0.1%	0.2%	0.3%	1.0%	0.3%
White	59.4%	80.6%	88.3%	91.3%	90.3%	88.8%	84.0%
Single Race Other	0.4%	0.4%	0.5%	0.3%	0.0%	0.2%	0.2%
Two or More Races	3.2%	3.1%	4.0%	3.1%	3.2%	1.9%	3.1%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

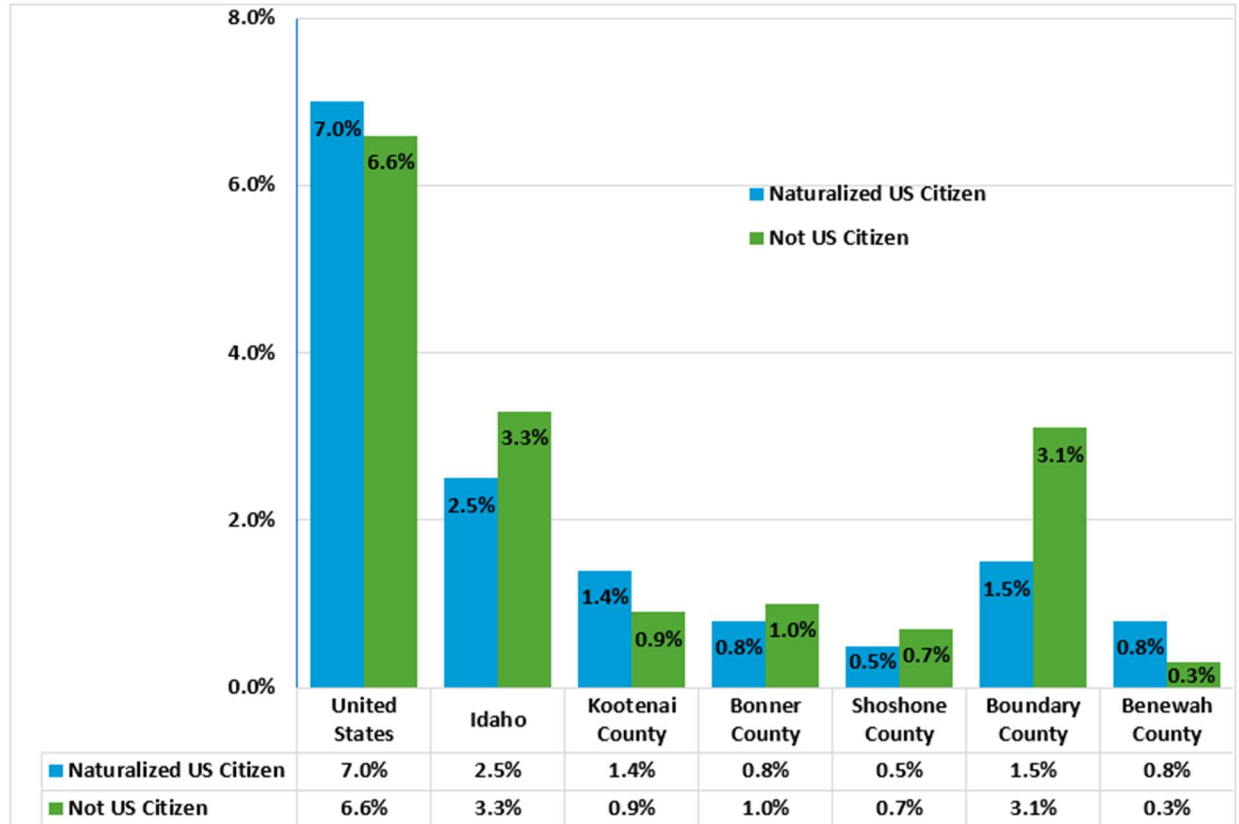
#### Exhibit 8: Population by Ethnicity

	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
Hispanic	18.4%	12.9%	5.0%	3.6%	3.8%	5.3%	4.3%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

**Foreign-Born Population:** Compared to state- and national-level data, all counties in Panhandle Health District have a lower percentage of the population that is foreign-born regardless of foreign-born residents' citizenship status.

**Exhibit 9: Foreign-born Population**



Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

**Languages Spoken at Home:** Compared to U.S. and Idaho percentages, all Panhandle Health District counties have a larger proportion of residents that speak only English. However, due to the small percentage of residents that speak Spanish, health materials in Spanish would help provide better access to resources and services for some residents.

**Exhibit 10: Languages Spoken at Home**

	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
English Only	78.3%	89.2%	96.5%	97.7%	96.9%	95.1%	95.5%
Spanish	13.3%	8.1%	2.1%	1.4%	1.8%	1.1%	1.6%
Asian-Pacific Islander	3.5%	0.9%	0.4%	0.5%	0.3%	1.2%	0.2%
Other Indo-European	3.7%	1.3%	0.8%	0.5%	0.8%	2.1%	1.9%
Other	1.2%	0.5%	0.2%	0.0%	0.1%	0.4%	0.8%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

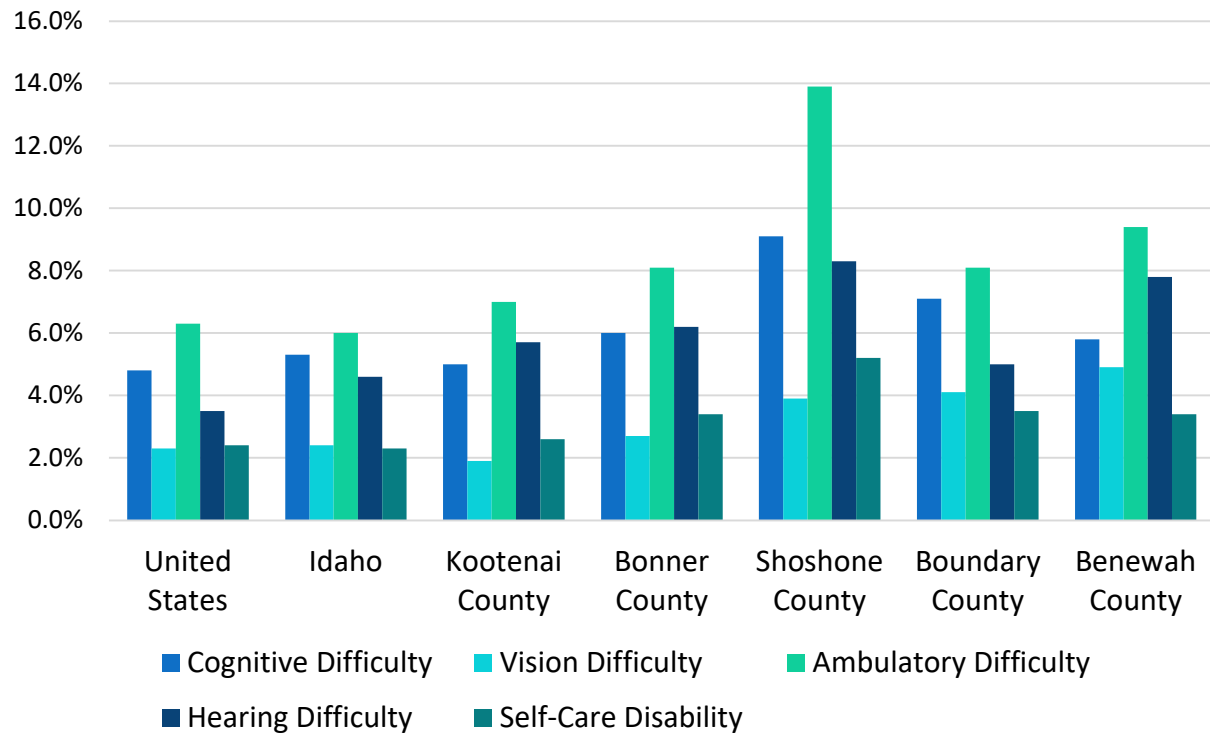
## People Living with Disabilities

Among the counties included in Panhandle Health District’s service area, Shoshone County and Benewah County have a higher proportion of residents living with a disability compared to the other three counties, the state, and the nation. As the population ages, there is an increase in the proportion of residents who are living with at least one disability.

**Exhibit 11: Population Living with a Disability**

	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
<b>Population Living with a Disability</b>	41,055,492	244,431	25,042	7,696	3,269	1,980	1,957
Under 5	0.7%	0.7%	0.5%	2.2%	1.8%	0.0%	2.4%
5 to 17	5.7%	6.0%	6.1%	5.1%	7.1%	7.6%	4.6%
18 to 34	6.8%	8.5%	8.2%	10.9%	15.4%	7.8%	11.1%
35 to 64	12.4%	13.8%	14.1%	14.9%	26.6%	18.4%	23.6%
65 to 74	24.1%	25.6%	27.4%	25.5%	41.9%	27.0%	27.3%
75 and Over	47.4%	50.7%	52.3%	47.2%	60.9%	40.9%	63.5%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

**Exhibit 12: Population Living with a Disability by Difficulty Type**


	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
Cognitive Difficulty	4.8%	5.3%	5.0%	6.0%	9.1%	7.1%	5.8%
Vision Difficulty	2.3%	2.4%	1.9%	2.7%	3.9%	4.1%	4.9%
Ambulatory Difficulty	6.3%	6.0%	7.0%	8.1%	13.9%	8.1%	9.4%
Hearing Difficulty	3.5%	4.6%	5.7%	6.2%	8.3%	5.0%	7.8%
Self-Care Disability	2.4%	2.3%	2.6%	3.4%	5.2%	3.5%	3.4%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

## Social Determinants of Health

In addition to collecting key demographic secondary data, research also focused on the Social Determinants of Health (SDoH). Social Determinants of Health include a wide range of factors, including, but not limited to, income, education, job security, food security, housing, basic amenities, the environment, social inclusion and non-discrimination, and access to quality affordable health care. These conditions contribute to wide health disparities and inequities.<sup>21</sup>



Image Source: Crescendo Consulting Group, Canva

The following secondary research includes pertinent data focused on Social Determinants of Health to provide Panhandle Health District with the most granular overview of the service area communities.

### Education

Education is not only about the schools and higher education opportunities within a community, but also includes literacy, vocational training, and early childhood opportunities.<sup>22</sup> Some children live in places with poorly performing schools, and the stress of living in poverty can affect children's brain development, making it harder for them to do well in school.<sup>23</sup>

**Educational Attainment:** The percentage of residents with a bachelor's degree or higher is lower across all counties in Panhandle Health District compared to the state and national levels. Most notably, proportionally fewer residents of Shoshone County attain a bachelor's degree compared to the state, nation, and the other four Panhandle Health District counties.

<sup>21</sup> Healthy People 2030, "Social Determinants of Health. Link: <https://health.gov/healthypeople/objectives-and-data/social-determinantsofhealth>

<sup>22</sup> Kaiser Family Foundation. Beyond Health Care: The Role of Social Determinants in Promoting Health & Health Equity, 2018. <https://www.kff.org/racial-equity-and-health-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promoting-health-and-health-equity/>

<sup>23</sup> U.S. Department of Health and Human Services, Healthy People 2030. Social Determinants of Health, Education Access & Quality. <https://health.gov/healthypeople/objectives-and-data/browse-objectives/education-access-and-quality>



**Exhibit 13: Highest Level of Educational Attainment (Adults aged 25 and Over)**

Over Age 25	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
Less than 9th Grade	4.8%	3.2%	1.5%	2.1%	3.1%	4.5%	2.0%
9th to 12th Grade, No Diploma	6.3%	5.6%	4.9%	6.0%	8.5%	7.2%	12.2%
High School Degree	26.5%	26.5%	27.0%	30.4%	37.0%	37.8%	36.3%
Some College, No Degree	20.0%	25.6%	29.4%	25.0%	29.9%	26.5%	22.0%
Associate's Degree	8.7%	9.9%	10.6%	9.9%	10.2%	7.6%	9.3%
Bachelor's Degree	20.6%	19.5%	17.7%	17.9%	6.9%	12.0%	13.4%
Graduate Degree	13.1%	9.6%	8.8%	8.7%	4.4%	4.4%	4.8%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

Across Panhandle Health District counties individuals that identify as Asian have the largest percentage of adults with bachelor's degree or higher, followed by individuals that identify as white, comparable to both state level and national trends.

**Exhibit 14: Adults with a Bachelor's Degree or Higher, by Race and Ethnicity**

	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
American Indian and Alaska Native	15.5%	14.3%	7.7%	0.4%	5.2%	0%	9.1%
Asian	55.6%	46.1%	31.8%	40.4%	0.0%	20.5%	72.7%
Black or African American	23.3%	23.6%	23.0%	9.9%	0.0%	100.0%	33.3%
Native Hawaiian and Other Pacific Islander	18.2%	26.7%	0.0%	0.0%	41.4%	0.0%	0.0%
Hispanic or Latino	18.4%	13.4%	15.2%	19.2%	16.8%	20.9%	2.0%
White, not Hispanic or Latino	37.3%	30.9%	26.6%	27.5%	10.9%	16.2%	19.5%
Some Other Race	14.0%	10.4%	17.0%	10.1%	0.0%	0.0%	10.0%

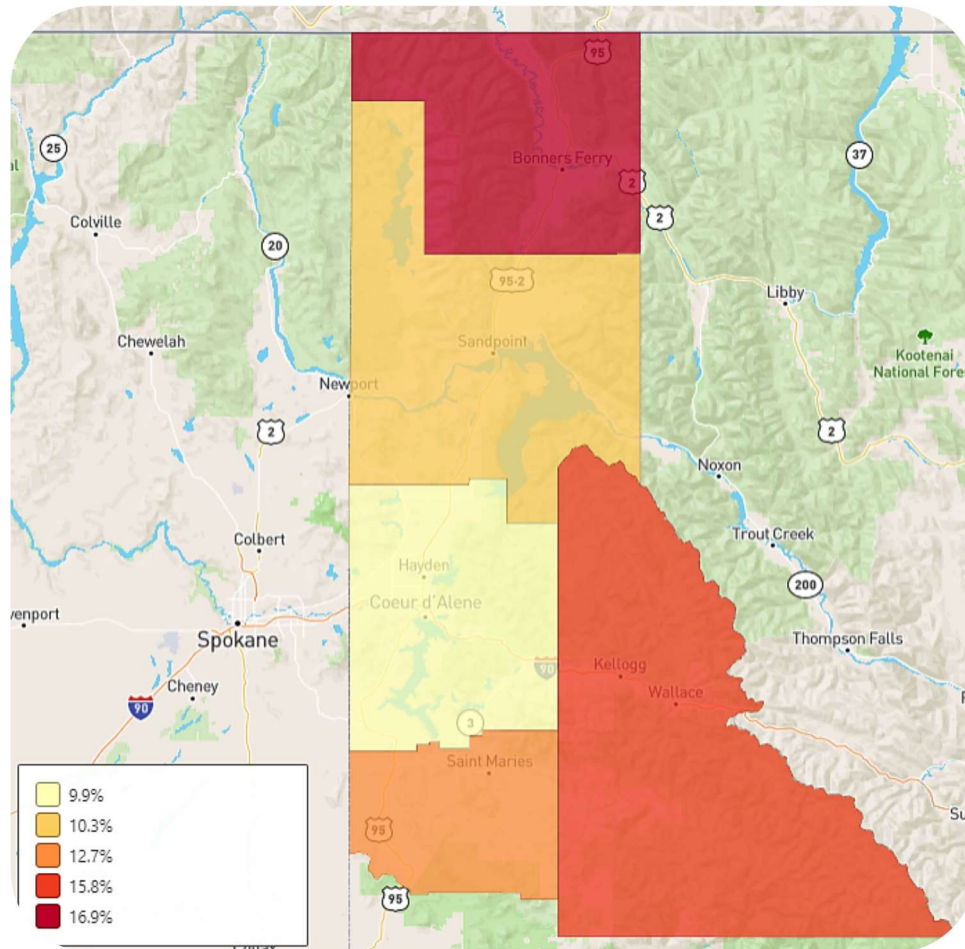
Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

## Healthcare

Health outcomes represent how healthy a population is according to the most current data and reflect the physical and mental well-being of residents within a community through measures representing not only the length of life but also the quality of life.<sup>24</sup>

Statewide, 10.2% of the civilian noninstitutionalized population is uninsured.<sup>25</sup> In Shoshone County and Boundary County, approximately one in six residents do not have health insurance.

### Exhibit 15: Uninsured Population



Source: U.S. Census Bureau  
American Community Survey  
2017-2021 Five-Year  
Estimates

Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
9.9%	10.3%	15.8%	16.9%	12.7%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

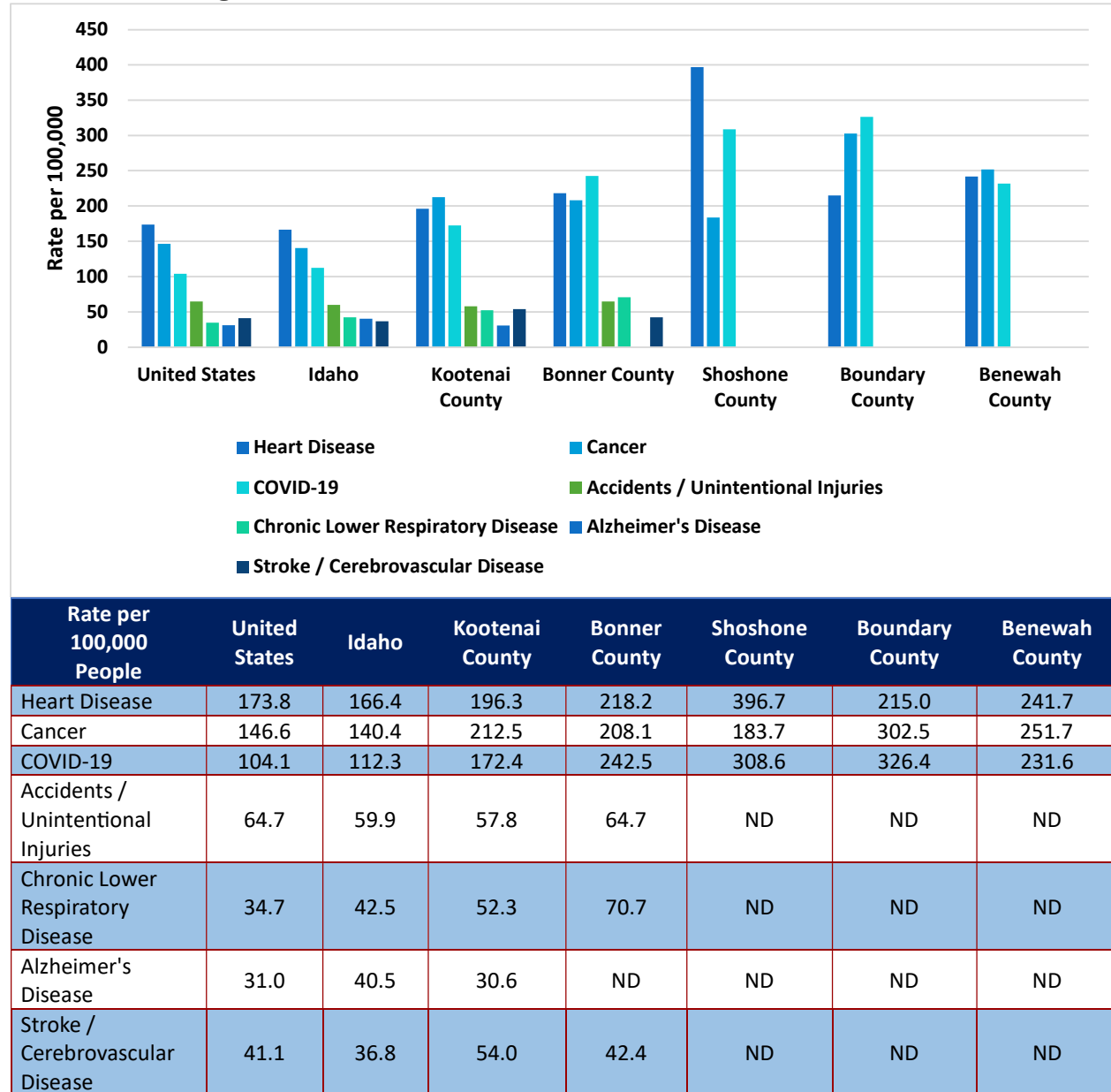
<sup>24</sup> County Health Roadmaps & Rankings, Health Outcomes. Link: <https://www.countyhealthrankings.org/>

<sup>25</sup> Civilian Noninstitutionalized Population: All U.S. civilians not residing in institutional group quarters facilities such as correctional institutions, juvenile facilities, skilled nursing facilities, and other long-term care living arrangements. Link: <https://www.census.gov/glossary/?term=Civilian+noninstitutionalized+population>

## Health Status

All five counties in Panhandle Health District's service area showed higher rates of heart disease, cancer, and COVID-19 as cause of death compared to Idaho and the U.S.

**Exhibit 16: Leading Causes of Death, 2021**



Source: Idaho Department of Health and Welfare Division of Public Health

In 2022, Kootenai County Coroner's Office reported a total of 1,836 deaths.

**Exhibit 17: Kootenai County Coroner's Office, Causes of Death, 2022**

	Natural Causes	Accidental	Suicide	Drug Overdose	Homicide	Pending	Undetermined
(2022)	1,631	112	46	39	4	3	1

Source: Kootenai County Coroner's Office, Annual Report, 2022. [https://www.kcgov.us/DocumentCenter/View/21054/KCCO-ANNUAL-REPORT-2022\\_rev-71323](https://www.kcgov.us/DocumentCenter/View/21054/KCCO-ANNUAL-REPORT-2022_rev-71323)

## Chronic Disease

**Diabetes:** Bonner, Boundary, and Shoshone counties all have diabetes prevalence comparable to Idaho. This possibly indicates a range of other issues such as poor nutritional habits or lack of access to healthy food or nutritional education. In contrast, Benewah County and Kootenai County both have lower diabetes prevalence rates than the other three Panhandle Health District counties and the state of Idaho.

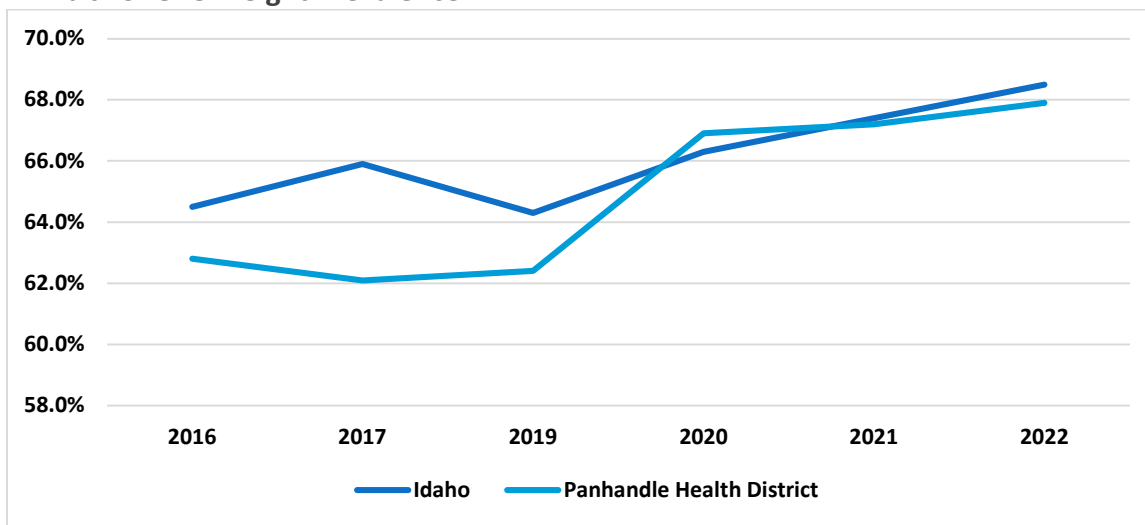
**Exhibit 18: Diabetes Prevalence, 2020**

Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
9.8%	7.8%	9.0%	9.6%	9.1%	8.7%

Source: Idaho Department of Health and Welfare Division of Public Health | Priority Health Data, Diabetes Prevalence in Idaho, 2020

**Overweight & Obesity:** From 2016 to 2022, both Panhandle Health District population and Idaho state population experienced upwards trends in overweight prevalence and obesity prevalence.

**Exhibit 19: Overweight Prevalence<sup>26</sup>**

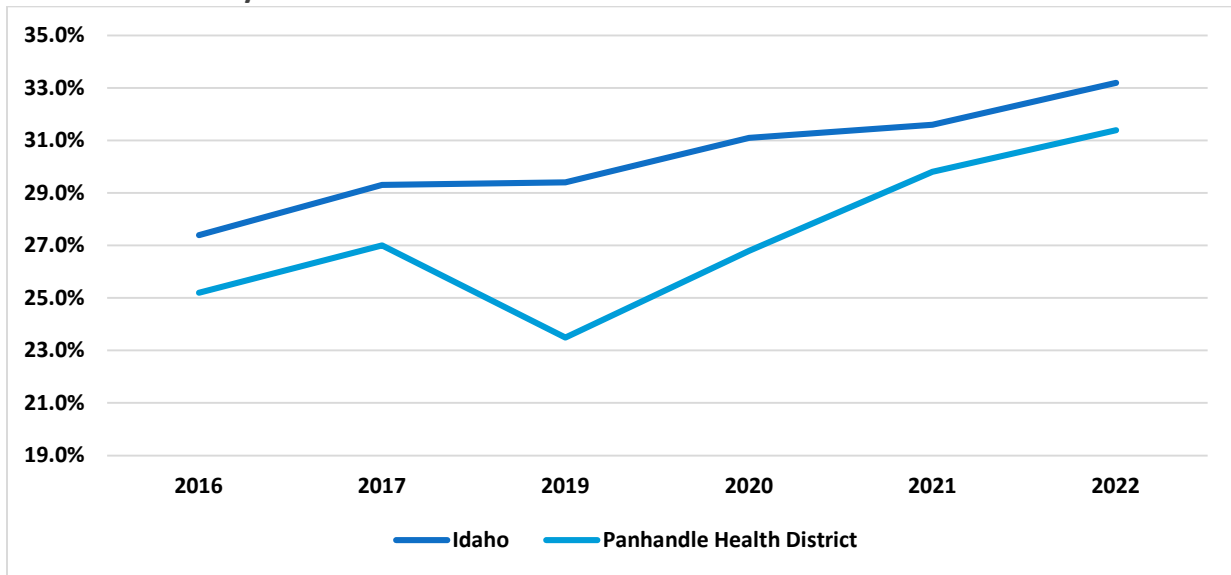


	Idaho	Panhandle Health District
2016	64.5%	62.8%
2017	65.9%	62.1%
2018	ND	ND
2019	64.3%	62.4%
2020	66.3%	66.9%
2021	67.4%	67.2%
2022	68.5%	67.9%

Source: Idaho Department of Health and Welfare Division of Public Health, BRFSS Data.

<https://www.gethealthy.dhw.idaho.gov/idaho-brfss>

<sup>26</sup> Prevalence rates are based on self-reported height and weight data of adults indicating their Body Mass Index (BMI) is greater than 25 and less than 30. Link: <https://www.gethealthy.dhw.idaho.gov/ghi-priority-areas>

**Exhibit 20: Obesity Prevalence<sup>27</sup>**

	Idaho	Panhandle Health District
2016	27.4%	25.2%
2017	29.3%	27.0%
2018	28.4%	ND
2019	29.4%	23.5%
2020	31.1%	26.8%
2021	31.6%	29.8%
2022	33.2%	31.4%

Source: Idaho Department of Health and Welfare Division of Public Health, BRFSS Data.

<https://www.getthehealthy.dhw.idaho.gov/idaho-brfss>

**Self-Reported Chronic Disease Indicators:** For Panhandle Health District, high blood pressure (31.2%) and arthritis (30.9%) were self-reported the most of all noted chronic disease indicators. Please note, the following questions were asked in the format of: “Adults ever told they had” a specific chronic disease and/or condition. For example, “Adults told they ever had Arthritis.”

**Exhibit 21: Self-reported Chronic Disease Indicators, 2021**

Panhandle Health District		
	Number	Percentage
Arthritis	9,613	30.9%
Cancer (other than skin cancer)	18,375	8.9%
Heart Attack	9,643	4.7%
Heart Disease or Angina	9,613	4.7%
High Blood Pressure	63,532	31.2%
Kidney Disease	4,782	2.3%
Lower Respiratory Disease	16,407	8.2%
Skin Cancer	16,571	8.1%
Stroke	6,789	3.3%

Source: Idaho Department of Health and Welfare Division of Public Health, Idaho Behavioral Risk Factor Surveillance System, 2021

<sup>27</sup> Prevalence rates are based on self-reported height and weight data of adults indicating their Body Mass Index (BMI) is greater than or equal to 30. Link: <https://www.getthehealthy.dhw.idaho.gov/ghi-priority-areas>

## Maternal and Sexual Health

Among the service area, Boundary County experienced the greatest increase in births from 2017 to 2021, while Benewah County experienced a 17.5% decrease in births during that period. Pregnancy, fertility, and birth rates in Panhandle Health District and across the state decreased from 2017 to 2021. It is important to note that there have been state-wide legislative changes that have impacted the availability and accessibility of safe maternal and birthing care, which in turn may impact the natality rate trends.

**Exhibit 22: Idaho Resident Births by Mother's Resident County and Year**

Number of Births	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
2017	1,809	425	142	121	97
2018	1,733	405	162	154	92
2019	1,861	439	134	139	108
2020	1,832	398	147	147	107
2021	1,884	452	141	146	80
<b>2017 – 2021 Percent Change</b>	<b>+4.1%</b>	<b>+6.4%</b>	<b>-0.7%</b>	<b>+20.7%</b>	<b>-17.5%</b>

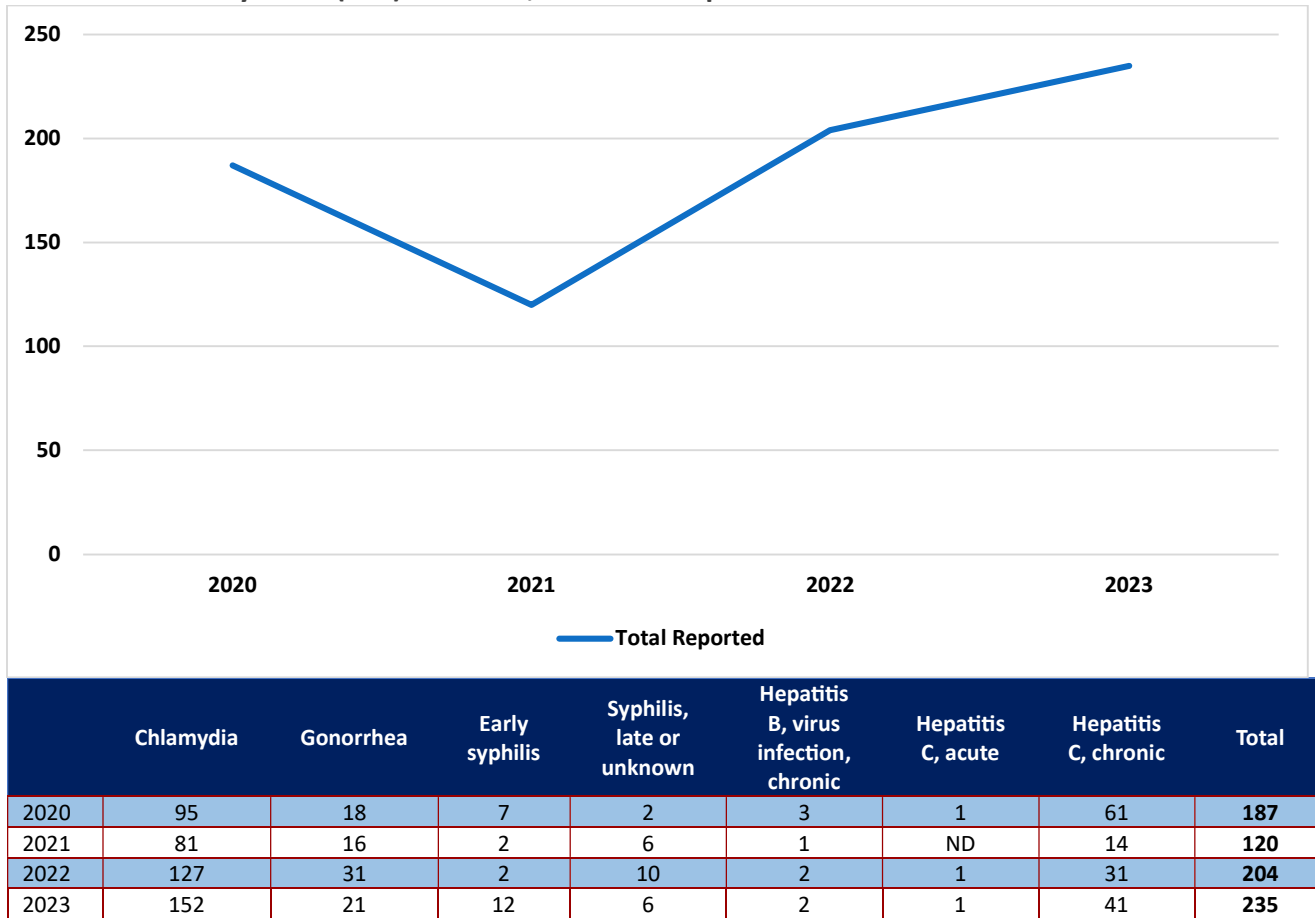
Source: Idaho Department of Health and Welfare Division of Public Health | Priority Health Data, Idaho Vital Statistics Natality Dashboard

**Exhibit 23: Trend in Natality Rates 2017-2021**

	2017	2018	2019	2020	2021	Percent Change 2017 to 2021
<b>Idaho Residents</b>						
Pregnancy Rate	72.9	68.9	69.8	67.0	66.4	<b>-8.9%</b>
Fertility Rate	67.4	63.4	64.0	61.0	60.7	<b>-9.9%</b>
Birth Rate	12.9	12.2	12.3	11.8	11.8	<b>-8.5%</b>
<b>Panhandle Health District 1 Idaho Residents</b>						
Pregnancy Rate	70.9	69.2	69.7	67.6	65.6	<b>-7.5%</b>
Fertility Rate	64.7	62.1	64.0	61.2	59.3	<b>-8.3%</b>
Birth Rate	11.0	10.6	10.9	10.4	10.2	<b>-7.3%</b>

Source: Idaho Department of Health and Welfare Division of Public Health | Priority Health Data, Idaho Vital Statistics Natality Dashboard

**Exhibit 24: Panhandle Health District Sexually Transmitted Diseases (STD), Human Immunodeficiency Virus (HIV) Infection, and Viral Hepatitis<sup>28</sup>**



Source: Idaho Department of Health and Welfare Division of Public Health | Infectious Diseases, STD, HIV, and Hepatitis Dashboard

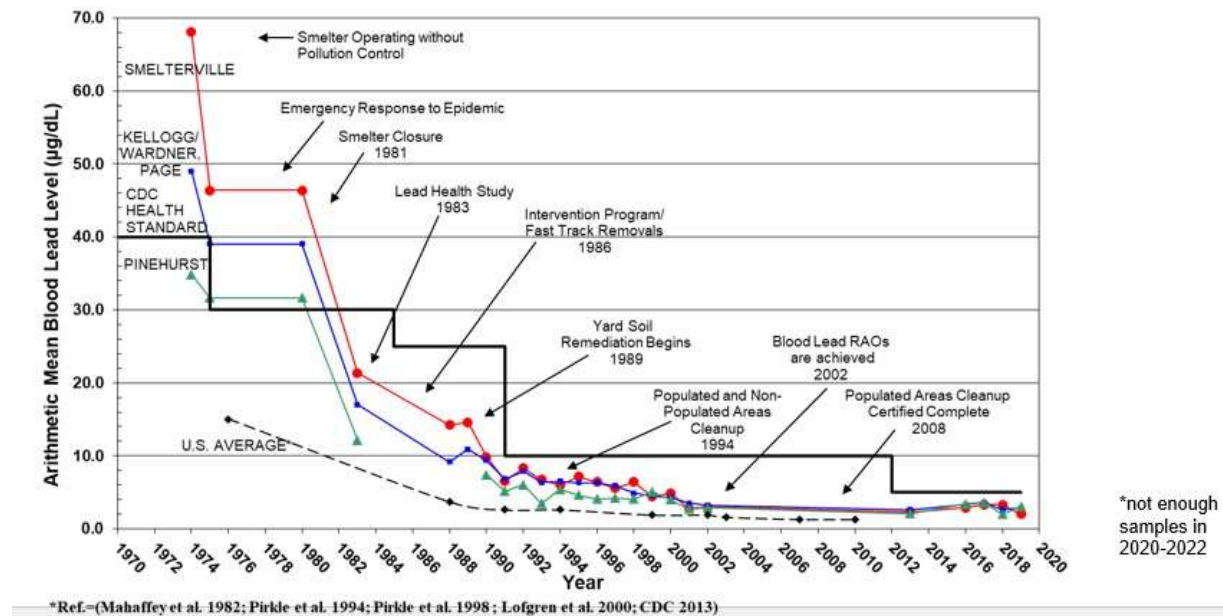
<sup>28</sup> Reported April 1 – June 30, years 2020-2023.



## Environmental Health

The chart below demonstrates the impact in residents' blood lead levels due to quality of ground water throughout different areas in Panhandle Health District that have been largely impacted by mining and smelters in Shoshone County. While there have been decreases in residents' blood lead levels since the 1970s due to multiple remediation efforts made by Panhandle Health District and the impacted counties, it is important to note that blood lead levels in the impacted areas are still higher than the U.S. average.

**Exhibit 25: Panhandle Health District Ground Water Quality**



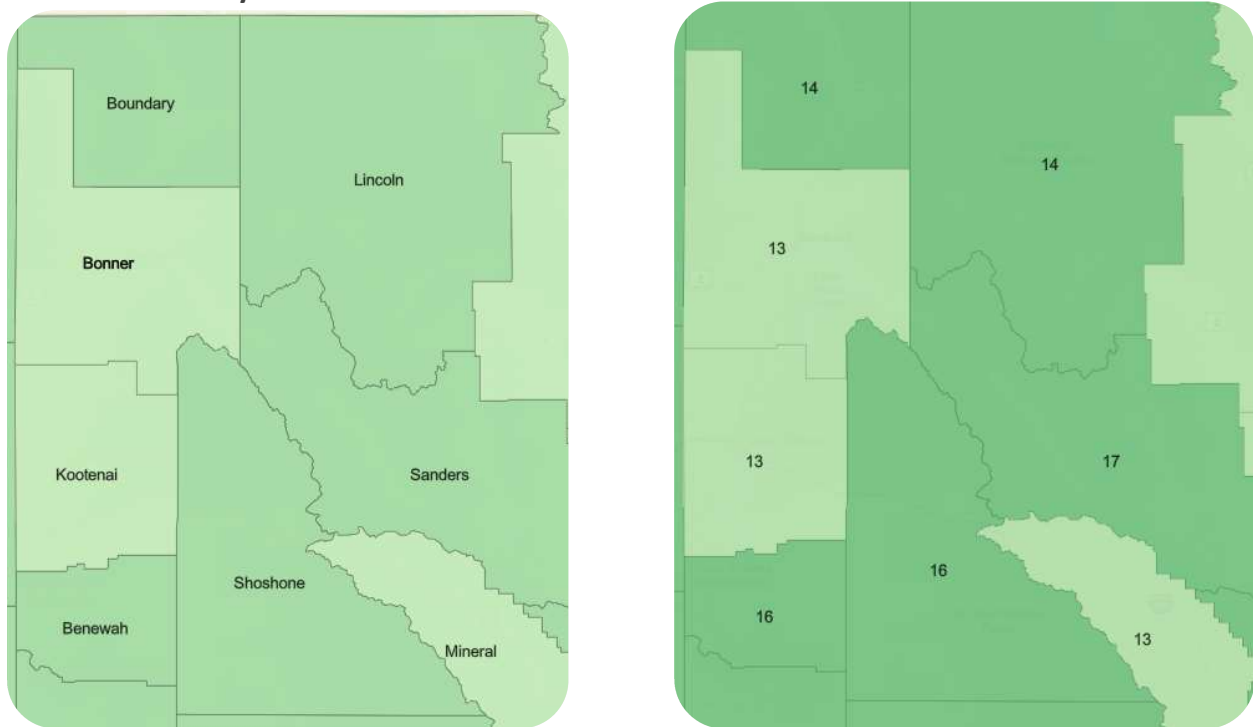
Source: Graphic provided and approved for use in report by Panhandle Health Department – Institutional Controls Programs department, on November 1, 2023.

## Health Care Workforce

A Health Professional Shortage Area (HPSA) is a geographic area, population group or facility designated by Health Resources and Services Administration (HRSA) as having shortages of primary medical care, dental or mental health providers. A HPSA may be a geographic area such as a county or service area; represent a specific demographic, such as a low income population, or are a designated institution such as a federally qualified health center.<sup>29</sup> **Scores range from 0 to 26, with a higher score indicating a greater need.**

Shoshone County presents the highest primary care HPSA score within Panhandle Health District.

**Exhibit 26: Primary Care Short Area**



Source: Health Resources & Services Administration, HRSA Map Tool (10/02/2023)

<sup>29</sup> Health Resources & Services Administration, HRSA Map Tool. Link: <https://data.hrsa.gov/glossary#H>

## Behavioral Health

Benewah County and Shoshone County have the highest suicide mortality rates in Panhandle Health District. It is also notable that both the overall suicide mortality rate for Panhandle Health District remained relatively consistent between 2017 to 2022, with a brief decrease in 2021. However, all service area counties except for Kootenai County experienced wider variabilities in suicide mortality rates between 2016 and 2022.

**Exhibit 27: Suicide Mortality Rate, per 100,000 People**



Source: Idaho Department of Health and Welfare Division of Public Health, Priority Health Data, Suicide Mortality Prevalence in Idaho. <https://www.getthehealthy.dhw.idaho.gov/idaho-vdrs>

## Substance Use

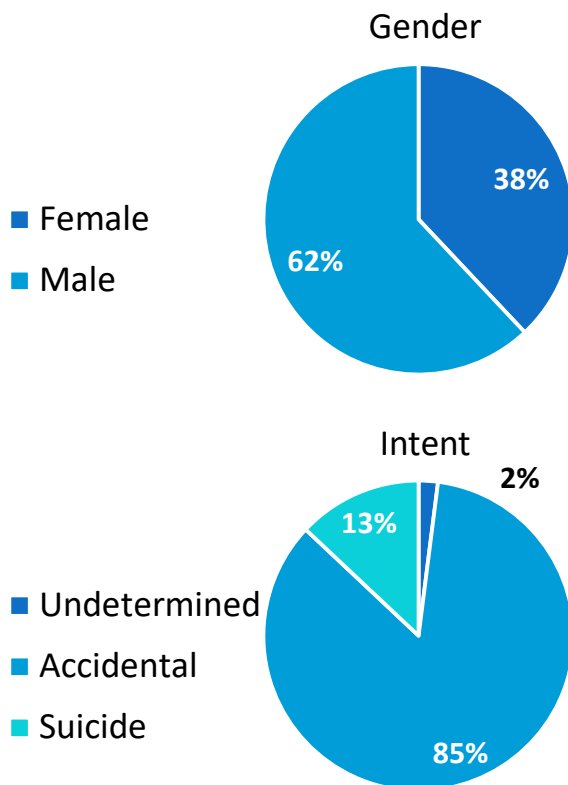
The overdose mortality rate in Panhandle Health District was 21.3 in 2022. The majority of drug overdoses in Idaho are comprised of males (62.0%). In 2022, approximately 85.0% of deaths are accidental, and the majority of deaths are of residents within the 25-34 age bracket.

**Exhibit 28: Overdose Mortality Rate 2022, Rate per 100,000 People**

Idaho	Panhandle Health District
19.6	21.3

Source: Idaho Department of Health and Welfare Division of Public Health, Drug Overdose Prevention Program 2021

**Exhibit 29: Idaho Overdose Mortality Rates by Select Demographics, 2022**



Rate per 100,000 residents	
By Age	
Less than age 15	0.5
Age 15-24	11.7
Age 25-34	38.2
Age 35-54	34.7
Age 55+	15.5

Source: Idaho Department of Health and Welfare Division of Public Health | Drug Overdose Prevention Program, 2022

## Adverse Childhood Experiences

Adverse Childhood Experiences (ACEs) are traumatic events that occur in childhood that can have adverse effects on adulthood, including a person's relationships, mental health, health, and substance use. The greater the number of ACEs, the higher the likelihood of having a long-term negative impact on a person's overall health and well-being.<sup>30</sup>

Approximately one in three residents living in Panhandle Health District have a score of three or more ACEs.

### Exhibit 30: ACEs Measures

	Idaho	Panhandle Health District
Three or More ACEs	31.2%	30.9%
Lived with a Drug User	13.5%	13.1%
Lived with Someone Mentally Ill	22.2%	23.1%
Lived with Someone who was Incarcerated	11.3%	10.8%
One or More Abuse ACEs	47.8%	49.2%
One or More Family Dysfunction ACEs	51.2%	57.8%
One or More Household Challenge ACEs	51.2%	57.8%
One or More Sexual Abuse ACEs	14.6%	14.9%
One or More Physical Abuse ACEs	43.9%	45.4%

	Idaho	Panhandle Health District
Parents or Adults Forced Child to Have Sex	4.9%	5.5%
Parents or Adults Forced Child to Touch them Sexually	9.3%	8.8%
Parents or Adults Physically Abused Child	21.5%	20.0%
Parents or Adults Physically Abused Each Other	16.3%	15.8%
Parents or Adults Touched Child Sexually	12.9%	13.8%
Parents or Adults Verbally Abused Child	37.5%	39.7%
Parents were Divorced/Separated	31.1%	35.5%

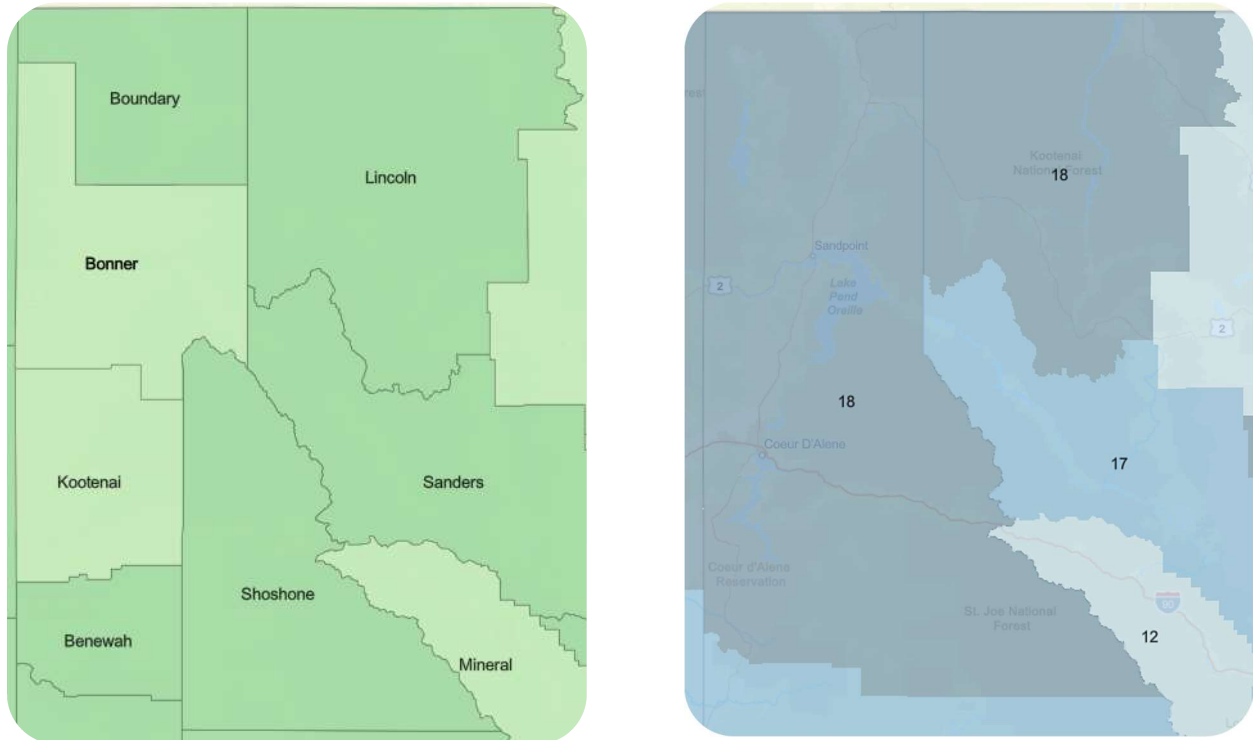
Source: Idaho Department of Health and Welfare Division of Public Health | Idaho BRFSS Adverse Childhood Experiences, 2018 & 2020 Aggregated Results

<sup>30</sup> Adverse Childhood Experiences (ACEs) | Vital Signs | CDC

## Behavioral Health Workforce

A Health Professional Shortage Area (HPSA) is a geographic area, population group or facility designated by HRSA as having shortages of primary medical care, dental or mental health providers. A HPSA may be a geographic area such as a county or service area; represent a specific demographic, such as a low-income population, or are a designated institution such as a federally qualified health center.<sup>31</sup> **Scores range from 0 to 26, with a higher score indicating a greater need.** A majority of Panhandle Health District have a score of 17-18.

**Exhibit 31: Mental Health Provider Shortage Area**



Source: Health Resources & Services Administration, HRSA Map Tool (10/04/2023)

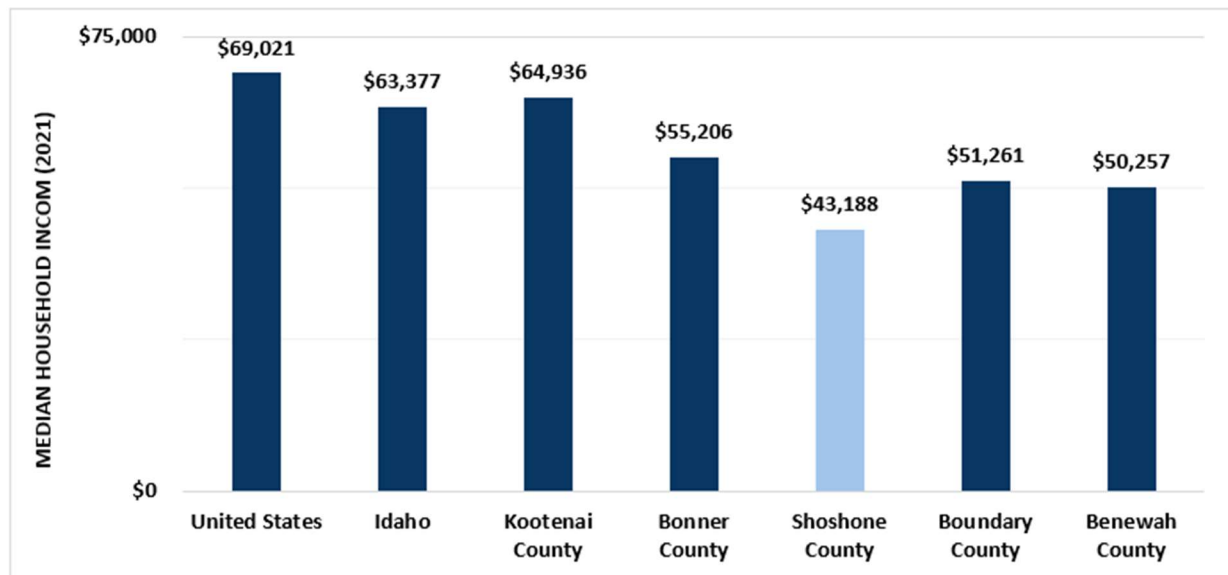
<sup>31</sup> Health Resources & Services Administration, HRSA Map Tool. Link: <https://data.hrsa.gov/glossary#H>

## Economic Stability

### Income

**Household Income:** In 2021, the estimated median household income for all counties in Panhandle Health District is lower than the national median. The median household income of residents in Shoshone County had a smaller percent change increase than the other four Panhandle Health District counties, Idaho, and the U.S. Similarly, the median household income in Shoshone County is notably lower than the other reported geographies.

**Exhibit 32: Median Annual Household Income, 2021**



	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
2010	\$52,762	\$46,890	\$50,040	\$44,233	\$37,256	\$37,226	\$35,916
2021	\$69,021	\$63,377	\$64,936	\$55,206	\$43,188	\$51,261	\$50,257
2010-2021 Percent Change	+30.8%	+35.2%	+29.8%	+24.8%	+15.9%	+37.7%	+39.9%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates



**Exhibit 33: Living Wage and Annual Expenses for Kootenai County**

	1 Adult, 0 Children	1 Adult, 1 Child	1 Adult, 2 Children	2 Working Adults, No Children	2 Working Adults, 1 Child	2 Working Adults, 2 Children
Food	\$4,686	\$6,916	\$10,392	\$8,591	\$10,702	\$13,802
Child Care	\$0	\$6,507	\$13,015	\$0	\$6,507	\$13,015
Medical	\$2,631	\$9,134	\$9,144	\$6,436	\$9,144	\$9,070
Housing	\$9,091	\$12,898	\$12,898	\$10,410	\$12,898	\$12,898
Transportation	\$5,316	\$9,561	\$11,691	\$9,561	\$11,691	\$14,058
Civic	\$2,920	\$5,801	\$6,480	\$5,801	\$6,480	\$8,835
Required annual income after taxes	\$29,373	\$58,969	\$73,214	\$48,950	\$67,016	\$82,195
Annual taxes	\$4,740	\$10,641	\$14,062	\$6,902	\$11,322	\$14,987
Required annual income before taxes	\$34,113	\$69,611	\$87,277	\$55,852	\$78,339	\$97,182
Living Wage	\$16.40	\$33.47	\$41.96	\$13.43	\$18.83	\$23.36
Poverty Wage	\$6.53	\$8.80	\$11.07	\$4.40	\$5.54	\$6.67
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25

Source: Massachusetts Institute of Technology, Living Wage Calculator, 2022

**Exhibit 34: Living Wage and Annual Expenses for Bonner County**

	1 Adult, 0 Children	1 Adult, 1 Child	1 Adult, 2 Children	2 Working Adults, No Children	2 Working Adults, 1 Child	2 Working Adults, 2 Children
Food	\$4,686	\$6,916	\$10,392	\$8,591	\$10,702	\$13,802
Child Care	\$0	\$7,867	\$15,734	\$0	\$7,867	\$15,734
Medical	\$2,631	\$9,134	\$9,144	\$6,436	\$9,144	\$9,070
Housing	\$8,352	\$10,705	\$10,705	\$8,402	\$10,705	\$10,705
Transportation	\$5,316	\$9,561	\$11,691	\$9,561	\$11,691	\$14,058
Civic	\$2,920	\$5,801	\$6,480	\$5,801	\$6,480	\$8,835
Required annual income after taxes	\$28,634	\$58,137	\$73,740	\$46,942	\$66,184	\$82,721
Annual taxes	\$4,547	\$10,424	\$14,200	\$6,377	\$11,105	\$15,125
Required annual income before taxes	\$33,181	\$68,560	\$87,940	\$53,319	\$77,288	\$97,846
Living Wage	\$15.95	\$32.96	\$42.28	\$12.82	\$18.58	\$23.52
Poverty Wage	\$6.53	\$8.80	\$11.07	\$4.40	\$5.54	\$6.67
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25

Source: Massachusetts Institute of Technology, Living Wage Calculator, 2022

**Exhibit 35: Living Wage and Annual Expenses for Shoshone County**

	1 Adult, 0 Children	1 Adult, 1 Child	1 Adult, 2 Children	2 Working Adults, No Children	2 Working Adults, 1 Child	2 Working Adults, 2 Children
Food	\$4,686	\$6,916	\$10,392	\$8,591	\$10,702	\$13,802
Child Care	\$0	\$6,507	\$13,015	\$0	\$6,507	\$13,015
Medical	\$2,631	\$9,134	\$9,144	\$6,436	\$9,144	\$9,070
Housing	\$7,404	\$9,806	\$9,806	\$7,453	\$9,806	\$9,806
Transportation	\$5,316	\$9,561	\$11,691	\$9,561	\$11,691	\$14,058
Civic	\$2,920	\$5,801	\$6,480	\$5,801	\$6,480	\$8,835

Required annual income after taxes	\$27,685	\$55,877	\$70,122	\$45,993	\$63,924	\$79,103
Annual taxes	\$4,299	\$9,833	\$13,254	\$6,138	\$10,514	\$14,179
Required annual income before taxes	\$31,984	\$65,710	\$83,376	\$52,131	\$74,438	\$93,282
Living Wage	\$15.38	\$31.59	\$40.08	\$12.53	\$17.89	\$22.42
Poverty Wage	\$6.53	\$8.80	\$11.07	\$4.40	\$5.54	\$6.67
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25

Source: Massachusetts Institute of Technology, Living Wage Calculator, 2022

### Exhibit 36: Living Wage and Annual Expenses for Boundary County

	1 Adult, 0 Children	1 Adult, 1 Child	1 Adult, 2 Children	2 Working Adults, No Children	2 Working Adults, 1 Child	2 Working Adults, 2 Children
Food	\$4,686	\$6,916	\$10,392	\$8,591	\$10,702	\$13,802
Child Care	\$0	\$6,507	\$13,015	\$0	\$6,507	\$13,015
Medical	\$2,631	\$9,134	\$9,144	\$6,436	\$9,144	\$9,070
Housing	\$7,268	\$9,621	\$9,621	\$7,318	\$9,621	\$9,621
Transportation	\$5,316	\$9,561	\$11,691	\$9,561	\$11,691	\$14,058
Civic	\$2,920	\$5,801	\$6,480	\$5,801	\$6,480	\$8,835
Required annual income after taxes	\$27,550	\$55,692	\$69,937	\$45,858	\$63,740	\$78,918
Annual taxes	\$4,264	\$9,784	\$13,205	\$6,105	\$10,465	\$14,130
Required annual income before taxes	\$31,813	\$65,477	\$83,143	\$51,963	\$74,205	\$93,048
Living Wage	\$15.29	\$31.48	\$39.97	\$12.49	\$17.84	\$22.37
Poverty Wage	\$6.53	\$8.80	\$11.07	\$4.40	\$5.54	\$6.67
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25

Source: Massachusetts Institute of Technology, Living Wage Calculator, 2022

### Exhibit 37: Living Wage and Annual Expenses for Benewah County

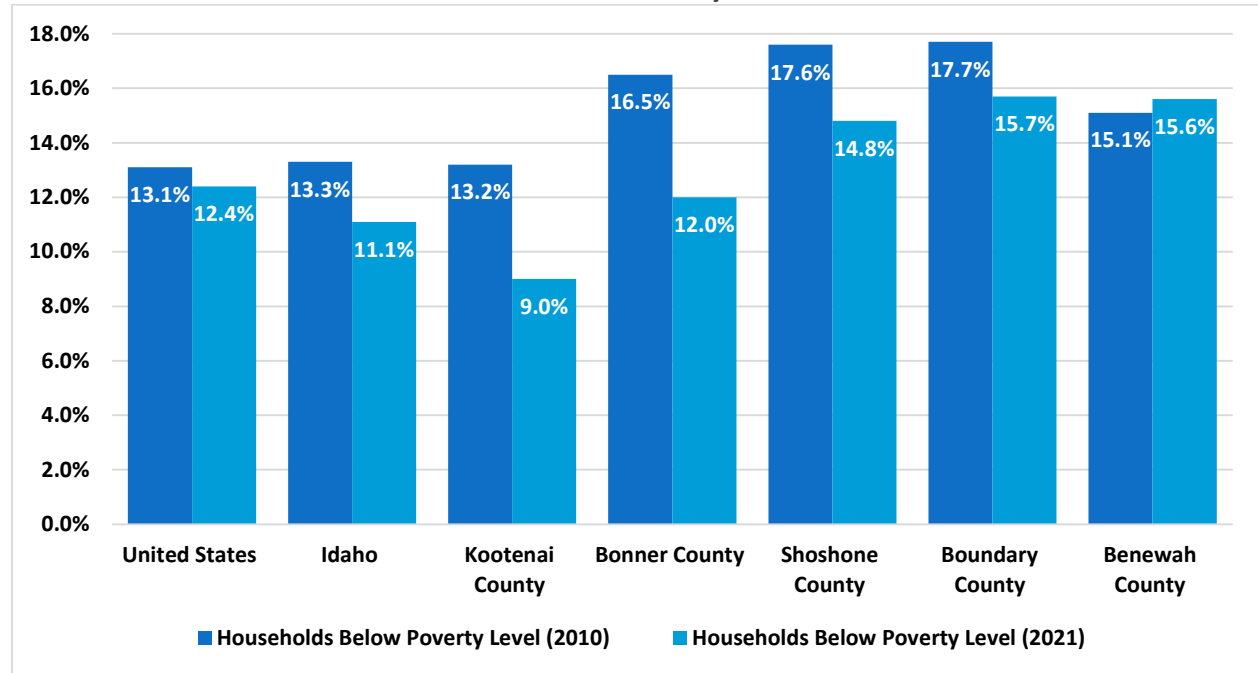
	1 Adult, 0 Children	1 Adult, 1 Child	1 Adult, 2 Children	2 Working Adults, No Children	2 Working Adults, 1 Child	2 Working Adults, 2 Children
Food	\$4,686	\$6,916	\$10,392	\$8,591	\$10,702	\$13,802
Child Care	\$0	\$6,507	\$13,015	\$0	\$6,507	\$13,015
Medical	\$2,631	\$9,134	\$9,144	\$6,436	\$9,144	\$9,070
Housing	\$7,305	\$11,001	\$11,001	\$8,365	\$11,001	\$11,001
Transportation	\$5,316	\$9,561	\$11,691	\$9,561	\$11,691	\$14,058
Civic	\$2,920	\$5,801	\$6,480	\$5,801	\$6,480	\$8,835
Required annual income after taxes	\$27,587	\$57,072	\$71,317	\$46,905	\$65,119	\$80,298
Annual taxes	\$4,273	\$10,145	\$13,566	\$6,367	\$10,826	\$14,491
Required annual income before taxes	\$31,860	\$67,217	\$84,883	\$53,272	\$75,946	\$94,789
Living Wage	\$15.32	\$32.32	\$40.81	\$12.81	\$18.26	\$22.79
Poverty Wage	\$6.53	\$8.80	\$11.07	\$4.40	\$5.54	\$6.67
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25

Source: Massachusetts Institute of Technology, Living Wage Calculator, 2022

## Poverty

In 2021, Kootenai County had a lower percentage of households living below the poverty level than the state of Idaho and the four other counties in Panhandle Health District. Benewah County was the only geography reported that showed an increase in the percentage of households living below the poverty level between 2010 and 2021.

**Exhibit 38: Estimated Total Households Below Poverty Level**



	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
Households Below Poverty Level (2010)	13.1%	13.3%	13.2%	16.5%	17.6%	17.7%	15.1%
Households Below Poverty Level (2021)	12.4%	11.1%	9.0%	12.0%	14.8%	15.7%	15.6%
<b>2010-2021 Percent Change</b>	<b>-5.6%</b>	<b>-16.7%</b>	<b>-32.4%</b>	<b>-27.7%</b>	<b>-15.9%</b>	<b>-11.1%</b>	<b>+2.8%</b>

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

## Neighborhood and Built Environment

The neighborhoods people live in have a major impact on their health and well-being. The physical environment includes housing and transportation, parks and playgrounds, and the chances for recreational opportunities.<sup>32</sup> Neighborhood quality is shaped in part by how well individual homes are maintained, and widespread residential deterioration in a neighborhood can negatively affect the mental health of residents.<sup>33</sup>

**Commute:** In all five counties within Panhandle Health District, it is more common for workers to commute by driving alone than via public transit.

**Walkability Index:** The Walkability Index measures the ease of pedestrian travel with values scaled from 1-20 where lower values represent less walkable areas and higher values represent more walkable areas. All five counties within Panhandle Health District are less walkable than Idaho and the U.S. as a whole. This is likely due to the more rural nature of all Panhandle Health District counties.

**Exhibit 39: Transportation Indicators**

	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
Mean Travel Time to Work (in minutes)	26.8	21.2	22.1	24.1	20.3	24.8	22.4
Workers Commuting by Public Transit	4.2%	0.6%	0.6%	1.1%	1.0%	0.4%	0.7%
Workers who Drive Alone to Work	73.2%	76.9%	79.2%	76.6%	77.6%	76.1%	78.9%
Percent of Income Spent on Housing and Transportation - Median Income Families <sup>34</sup>	54.3%	58.1%	57.0%	62.7%	68%	66.9%	64.1%
Walkability Index	9.6	8.0	7.8	6.2	5.3	5.5	5.7

Source: HUD DOT Location Affordability Index 2016 | U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates | U.S. Environmental Protection Agency Smart Location Walkability Index 2019

<sup>32</sup> Kaiser Family Foundation. *Beyond Health Care: The Role of Social Determinants in Promoting Health & Health Equity*, 2018. Link: <https://www.kff.org/racial-equity-and-health-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promoting-health-and-health-equity/>

<sup>33</sup> U.S. Department of Health and Human Services. Healthy People 2030. Social Determinants of Health Literature Summaries: Quality of Housing. Link: <https://health.gov/healthypeople/priority-areas/social-determinants-health/literature-summaries/quality-housing>

<sup>34</sup> HUD DOT Location Affordability Index 2016

## Food Insecurity

Most residents living throughout Panhandle Health District's service area live about half a mile away from access to healthy food, comparable to the state and national distances. Notably the percentage of residents living 10 miles away from access to healthy food in Benewah County is about 5 times higher than the state percentage.

**Exhibit 40: Distance to Healthy Food Per Capita, 2019**

	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
1/2 mile	69.7%	78.0%	78.9%	86.0%	58.7%	94.0%	79.9%
1 mile	39.8%	48.5%	51.3%	72.5%	44.3%	87.0%	62.3%
10 miles	1.7%	4.7%	1.1%	8.2%	4.0%	13.0%	23.3%
20 miles	0.2%	1.3%	ND	1.4%	0.5%	2.4%	0.0%

Source: USA ERS 2019

## Community and Social Context

Community and social violence are known to influence physical and mental health outcomes of residents; therefore, policies or actions that focus on violence prevention can improve health outcomes and health inequities among residents.<sup>35</sup>

**Exhibit 41: Violence-Related Deaths, 2022**

	Idaho	Panhandle Health District
Accidental Firearm	<5	<5
Homicide	51	10
Suicide	441	61

Source: Idaho Department of Health and Welfare Division of Public Health Idaho Violent Death Reporting System, 2022

<sup>35</sup> Centers for Disease Control and Prevention, Violence Prevention, 2022.

<https://www.cdc.gov/violenceprevention/communityviolence/index.html#:~:text=Community%20violence%20can%20cause%20significant,risk%20of%20developing%20chronic%20diseases.>

## Housing

**Housing Costs & Home Value:** It is important to note that these data are from five-year Census Bureau estimates and do not necessarily yet reflect the increase in housing and rent prices that have occurred in the last 24 months throughout Northern Idaho.

Kootenai, Bonner, Boundary, and Benewah counties all show higher proportions of excessive owner housing costs than Shoshone County, Idaho, and the U.S. In contrast, Bonner, Shoshone, Boundary, and Benewah counties all show lower proportions of excessive renter housing costs than Kootenai County, Idaho, and the U.S.

**Exhibit 42: Median Home Cost**

	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
Median Home Costs as a Percentage of Income - with a Mortgage	20.9%	20.7%	22.4%	24.0%	19.6%	23.0%	25.6%
Median Home Costs as a Percentage of Income - without a Mortgage	11.0%	ND	ND	11.0%	12.8%	10.1%	11.7%
Percent of Low-Income Households Severely Cost Burdened <sup>36</sup>	13.0%	10.2%	10.7%	11.9%	10.1%	8.2%	7.9%
Excessive Owner Housing Costs	21.8%	19.8%	23.4%	25.6%	16.4%	21.0%	25.7%
Excessive Renter Housing Costs	46.0%	41.4%	48.7%	39.2%	38.2%	32.8%	33.8%
Median Household Income	\$69,021	\$63,377	\$64,936	\$55,206	\$43,188	\$51,261	\$50,257
Aged 18 and Over Living Alone	14.0%	12.5%	12.1%	13.4%	18.0%	13.5%	14.0%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

<sup>36</sup> Severe rent burden is defined as paying more than 50 percent of one's income on rent

**Fair Market Rent:** Within Panhandle Health District, the fair market rent is highest in Kootenai County followed by Bonner County. Shoshone County has the lowest fair market rent for living spaces with zero to three bedrooms.

**Exhibit 43: Fair Market Rent**

2023	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
No Bedrooms	\$838	\$761	\$572	\$638	\$637
1 Bedroom	\$1,007	\$766	\$663	\$643	\$723
2 Bedrooms	\$1,228	\$955	\$855	\$846	\$952
3 Bedrooms	\$1,745	\$1,357	\$1,199	\$1,202	\$1,276
4 Bedrooms	\$2,092	\$1,627	\$1,456	\$1,312	\$1,447

Source: U.S. Department of Housing and Urban Development Fair Market Rent Documentation System



## Housing Insecurity

### Exhibit 44: Point In Time Count, District 1 (Panhandle) of Idaho, 2022

	Count
Total Homeless	143
Unsheltered	77
Vehicle	27
Inside Non-Housing	34
Outside	16
Sheltered	66
Emergency Shelter	36
Transitional Housing	30
Household Type	
Adult only	32%
Household with children	68%
Unaccompanied children	0%
Homeless Youth (Ages 17 and below)	20
Sheltered	14
Unsheltered	6
Homeless Youth (Ages 18-24)	7
Sheltered	3
Unsheltered	4
Homeless veterans	9
Sheltered	2
Unsheltered	7
Subpopulation (Sheltered Only)	
Survivors of Domestic Violence	8
Chronically Homeless (Adult-only Households)	10
Chronically Homeless (Households with children)	3
Mentally Ill	26
Substance Abuse	22

Source: Idaho Housing and Finance Association 2022. chrome-extension://efaidnbmninnbpcjpcglclefindmkaj/https://www.idahohousing.com/documents/ihfa-2022-pit-region-1.pdf

## Community Survey

The purpose of the community survey was to comprehensively evaluate community members' insights as well as to enable a greater share of people living across Panhandle Health District to share their perspectives on the unique barriers, challenges, and potential solutions to address identified community health needs.

### Methodology

The community survey was made available online in English and Spanish from October 27 through November 28, 2023. The questionnaire included closed-ended, need-specific questions, open-ended questions, and demographic questions. Invitations to participate were distributed by partners through channels including email and social media. Strategic outreach was conducted to ensure maximum participation from community members, especially in vulnerable communities.

In total, there were 783 valid survey responses, the vast majority of which (99.7%) were to the English language version of the survey. Special care was exercised to minimize the amount of non-sampling error through the assessment of design effects (e.g., question order, question-wording, response alternatives). The survey was designed to maximize accessibility and comprehensively evaluate participants' insights. Sub-questions included requests to rate community health needs on a five-point scale. See the appendix for the English language survey instrument.

**Additional survey  
responses and  
findings are located in  
Appendix E.**

The survey served as a practical tool for capturing insights of individuals across Panhandle Health District. This was not a random sample, and findings should not be interpreted as representative of the full population. Additionally, sample sizes of demographic subpopulations are not large enough to consider samples to be representative of the broader populations from which responses were received. Differences in responses have not been tested for statistical significance as part of this assessment.

## Participant Demographics

Among valid responses to the community survey (n=783), **most identified as female (74.5%), White (90.0%), and not Hispanic, Latino, or Spanish origin (94.5%).** One in five participants identified as male. With regards to age, participants were distributed relatively equally across age groups. About one in four participants (25.4%) were aged 65 or older.

**Exhibit 45: Community Survey Participant Demographics**

DEMOGRAPHIC VARIABLE	PERCENT OF PARTICIPANTS
<b>GENDER IDENTITY</b>	
Female	74.5%
Male	21.6%
Gender Non-Binary	0.6%
My gender identity is not listed	3.3%
<b>RACE</b>	
White or Caucasian	90.0%
Native American or Alaska Native	2.2%
Asian	0.8%
Another race	6.9%
<b>ETHNICITY</b>	
Hispanic, Latino, or Spanish origin	5.5%
Not Hispanic, Latino, or Spanish origin	94.5%
<b>AGE</b>	
Under 25	5.2%
25 to 34	11.4%
35 to 44	19.9%
45 to 54	19.2%
55 to 64	19.0%
65 to 74	17.3%
More than 75 years old	8.1%

**Nearly half of participants (44.3%) report living in Kootenai County**, and an additional one in five (22.8%) report living in Bonner County. With regards to zip codes participants most commonly reported living in 83864 (13.6%), 83861 (12.5%), or 83815 (11.4%). The **median annual household income reported by participants fell in the \$55,000 to \$64,000 range**, which aligns with the annual household incomes estimated for Bonner and Kootenai counties but is higher than the estimated median household incomes for the other three Panhandle counties.<sup>37</sup>

**Exhibit 46: Community Survey Participant County of Residence, Zip Code, and Household Income**

DEMOGRAPHIC VARIABLE	PERCENT OF PARTICIPANTS
<b>COUNTY</b>	
Kootenai	44.3%
Bonner	22.8%
Benewah	15.4%
Boundary	9.3%
Shoshone	7.2%
Other	1.0%
<b>ZIP CODE (TOP FIVE)</b>	
83864 (Sandpoint; Samuels; Elmira; Colburn; Sunnyside; Oden; Selle; Culver; Shiloh; Boyer; Bronx)	13.6%
83861 (Saint Maries; Santa; Emida; Benewah; Saint Joe; North South Ski Bowl; Parkline; Mashburn; Flat Creek; Silvertip Landing; Alder Creek; Milltown; Ramsdell; Omeda; Riverdale; Chat'u'washa'Iqs Bluff; Wayland; Renfrew; Meadowhurst)	12.5%
83815 (Coeur d'Alene; Dalton Gardens)	11.4%
83835 (Hayden; Hayden Lake; English Point; Chilco; Garwood; Clarksville; Corbin Junction; Harris Landing; Rockaway Beach)	8.7%
83854 (Post Falls; Hauser; State Line; East Greenacres; McGuire; Pleasant View; Coeur d'Alene Junction; Haycrop)	8.1%
83814 (Coeur d'Alene; Fernan Lake Village; Rockford Bay; Wolf Lodge; Huetter; Twin Beaches; Bellgrove; Mica; Gibbs)	6.9%
83805 (Bonners Ferry; Porthill; Eastport; Good Grief; Copeland; Ritz; Meadow Creek; Allens Spur; Crossport; Schnoors; Threemile Corner; Sinclair; Addie)	6.5%
83858 (Rathdrum; Twin Lakes; Twinlow; Excelsior Beach; Howelltown; Echo Beach; Sturgeon; Ramsey; Silver Sands Beach; Fir Grove)	3.5%
83860 (Sagle; Cocolalla; Talache; Talache Landing; Granite; Morton; Broten; Sawyer; Blacktail; Garfield; Newman)	3.2%
83851 (Plummer; Chatcolet; Hawleys Landing; Pedee; Plummer Junction; Willard; Rocky Point; Mowry)	2.3%
83837 (Kellogg; Wardner; Osburn; Big Creek; Bradley)	2.3%
<b>ANNUAL HOUSEHOLD INCOME</b>	
None	0.5%
Under \$15,000	4.2%
\$15,000 to \$24,999	8.8%
\$25,000 to \$34,999	9.9%
\$35,000 to \$44,999	12.5%
\$45,000 to \$54,999	7.7%
\$55,000 to \$64,999	7.7%
\$65,000 to \$74,999	8.8%
\$75,000 to \$99,999	14.7%
\$100,000 and above	25.3%

<sup>37</sup> U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

## Key Findings

### Adult Care

When asked to select five health-related and social issues they believe to be most important to address to improve the health of their community, the largest numbers of participants chose **affordable housing** (75.2%) and **mental health problems, including suicide and depression** (70.8%). More than half selected **illegal drug use/abuse of prescription medications and alcohol abuse** (51.0%), and one in three chose **aging problems** (36.3%) and **child abuse/neglect** (32.3%).

#### Exhibit 47: Top Health and Social Issues to Address to Improve Community Health

Read the list of health-related and social issues and think about your community. Which of these do you believe are most important to address to improve the health of your community? (Please choose only FIVE (5))	Percent of Participants
Affordable housing	75.2%
Mental Health Problems - Including Suicide and Depression	70.8%
Illegal Drug Use/Abuse of Prescription Medications and Alcohol Abuse	51.0%
Childcare costs and availability	36.3%
Aging Problems (for example: difficulty getting around, dementia, arthritis)	32.3%
Child Abuse / Neglect	28.7%
Domestic Violence / Rape / Sexual Assault / Human Trafficking	27.1%
Being Overweight	26.8%
Pregnancy, childbirth, and the post-partum care	23.2%
Heart Disease / Stroke / High Blood Pressure	21.6%
Clean Environment / Air and Water Quality	16.9%
Diabetes / High Blood Sugar	16.5%
Dental Problems	14.7%
Cancers	13.9%
Climate Change	11.2%
Teenage Pregnancy	8.9%
COVID-19	7.2%
Gun-Related Injuries	6.6%
Respiratory / Lung Disease	5.9%
Motor Vehicle Crash Injuries	4.7%
HIV/AIDS / Sexually Transmitted Diseases/ Infections (STD/STI)	3.1%
Homicide	2.2%
Diseases Like Hepatitis, Tuberculosis, Others	1.3%

**Affordable housing** was the most commonly selected issue across counties, with the exception of Kootenai County, where the most commonly identified need was **mental health problems**. **Illegal drug use/abuse of prescription medications and alcohol abuse** were more commonly identified in Benewah and Shoshone counties, and **aging problems** were less commonly selected by participants from Shoshone County.

**Exhibit 48: Top Health and Social Issues to Address to Improve Community Health, by County**

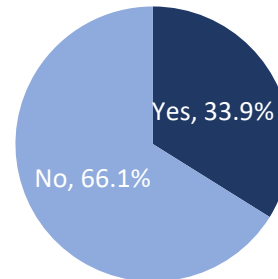
	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Affordable housing	81.0%	77.5%	71.2%	72.5%	78.6%	<b>75.2%</b>
Mental Health Problems - Including Suicide and Depression	76.0%	64.6%	64.4%	73.1%	76.8%	<b>70.8%</b>
Illegal Drug Use/Abuse of Prescription Medications and Alcohol Abuse	59.5%	47.8%	53.4%	46.5%	66.1%	<b>51.0%</b>
Childcare costs and availability	34.7%	33.7%	37.0%	37.6%	37.5%	<b>36.3%</b>
Aging Problems (for example: difficulty getting around, dementia, arthritis)	40.5%	32.6%	38.4%	30.1%	17.9%	<b>32.3%</b>
Child Abuse / Neglect	31.4%	25.8%	28.8%	27.7%	41.1%	<b>28.7%</b>
Domestic Violence / Rape / Sexual Assault / Human Trafficking	19.8%	21.3%	20.5%	32.1%	37.5%	<b>27.1%</b>
Being Overweight	32.2%	24.2%	26.0%	27.7%	21.4%	<b>26.8%</b>
Pregnancy, childbirth, and the post-partum care	20.7%	35.4%	37.0%	15.3%	23.2%	<b>23.2%</b>
Heart Disease / Stroke / High Blood Pressure	24.8%	20.8%	32.9%	19.4%	17.9%	<b>21.6%</b>
Clean Environment / Air and Water Quality	11.6%	17.4%	5.5%	20.2%	23.2%	<b>16.9%</b>
Diabetes / High Blood Sugar	19.8%	12.4%	21.9%	16.5%	14.3%	<b>16.5%</b>
Dental Problems	15.7%	16.3%	23.3%	11.8%	14.3%	<b>14.7%</b>
Cancers	21.5%	14.0%	16.4%	11.6%	8.9%	<b>13.9%</b>
Climate Change	5.0%	15.7%	6.8%	13.3%	5.4%	<b>11.2%</b>
Teenage Pregnancy	4.1%	12.4%	9.6%	9.8%	3.6%	<b>8.9%</b>
COVID-19	4.1%	8.4%	5.5%	7.2%	12.5%	<b>7.2%</b>
Gun-Related Injuries	6.6%	2.2%	4.1%	9.5%	5.4%	<b>6.6%</b>
Respiratory / Lung Disease	8.3%	3.4%	8.2%	5.5%	8.9%	<b>5.9%</b>
Motor Vehicle Crash Injuries	6.6%	2.2%	5.5%	5.2%	3.6%	<b>4.7%</b>
HIV/AIDS / Sexually Transmitted Diseases/ Infections (STD/STI)	0.8%	2.2%	2.7%	4.0%	5.4%	<b>3.1%</b>
Homicide	2.5%	2.2%	2.7%	1.7%	3.6%	<b>2.2%</b>
Diseases Like Hepatitis, Tuberculosis, Others	0.0%	1.1%	1.4%	1.7%	1.8%	<b>1.3%</b>

## Access to Adult Medical Care

**One in three participants (33.9%)** reported experiencing one or more occasions in which they needed **medical care** in the past year but did not get it.

**Exhibit 49: Occasion(s) When Participant Needed Medical Care but Did Not Get it, Past Year**

In the **past year**, has there been one or more occasions when you needed **medical care** but chose **NOT** to get it?



More participants from Boundary and Bonner counties reported having needed medical care in the past year but not getting it, compared to those from other counties.

**Exhibit 50: Occasion(s) When Participant Needed Medical Care but Did Not Get it, Past Year, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Yes	27.5%	37.6%	43.1%	32.8%	30.9%	33.9%
No	72.5%	62.4%	56.9%	67.2%	69.1%	66.1%

Participants from Benewah and Shoshone counties more commonly reported **lack of money/ability to pay** as a barrier to accessing medical care, and those in Boundary and Shoshone counties were more likely than others to report **long wait times to see a provider** as a reason for not accessing needed care. A number of other barriers were more common in Shoshone County than in other counties.

**Exhibit 51: Reasons for Not Accessing Needed Medical Care in the Past Year, by County**

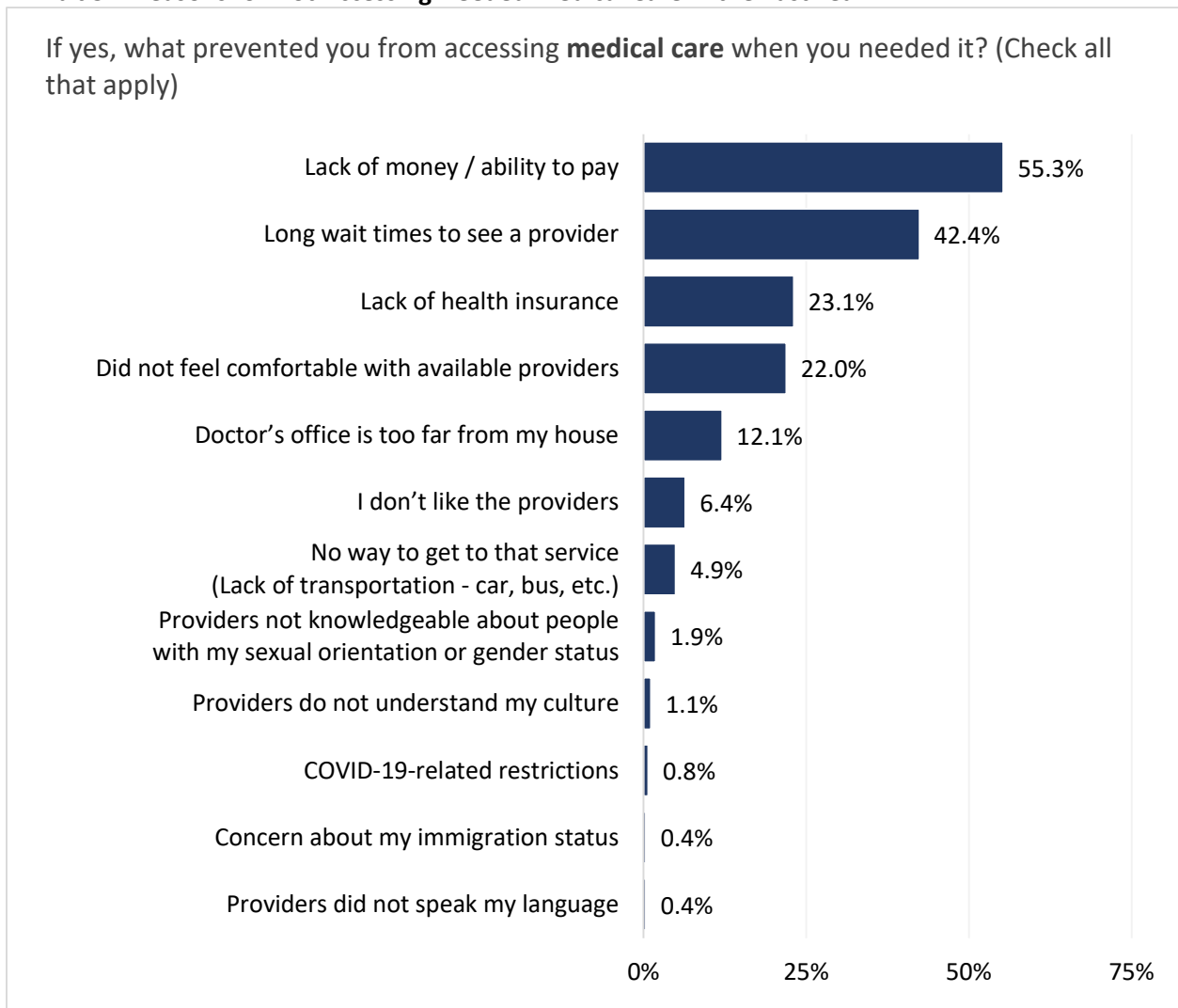
	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Lack of money / ability to pay	63.6%	50.7%	54.8%	54.0%	58.8%	<b>55.3%</b>
Long wait times to see a provider	24.2%	35.8%	54.8%	46.0%	52.9%	<b>42.4%</b>
Lack of health insurance	24.2%	31.3%	16.1%	17.7%	35.3%	<b>23.1%</b>
Did not feel comfortable with available providers	18.2%	19.4%	29.0%	20.4%	41.2%	<b>22.0%</b>
Doctor's office is too far from my house	9.1%	14.9%	29.0%	4.4%	23.5%	<b>12.1%</b>
I don't like the providers	3.0%	10.4%	3.2%	6.2%	5.9%	<b>6.4%</b>
No way to get to that service (Lack of transportation - car, bus, etc.)	3.0%	7.5%	0.0%	2.7%	23.5%	<b>4.9%</b>
Providers not knowledgeable about people with my sexual orientation or gender status	0.0%	1.5%	0.0%	2.7%	5.9%	<b>1.9%</b>



	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Providers do not understand my culture	0.0%	3.0%	0.0%	0.9%	0.0%	<b>1.1%</b>
COVID-19-related restrictions	0.0%	1.5%	0.0%	0.9%	0.0%	<b>0.8%</b>
Providers did not speak my language	0.0%	0.0%	0.0%	0.9%	0.0%	<b>0.4%</b>
Concern about my immigration status	0.0%	1.5%	0.0%	0.0%	0.0%	<b>0.4%</b>

Of those who reported not getting needed medical care, participants most frequently identified **lack of money/ability to pay** (55.3%) and **long wait times to see a provider** (42.4%) as reasons preventing them from accessing care. More than one in five identified **lack of health insurance** (23.1%) and **lack of comfort with available providers** (22.0%) as barriers.

**Exhibit 52: Reasons for Not Accessing Needed Medical Care in the Past Year**

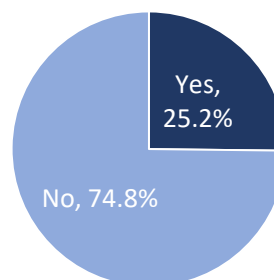


## Access to Adult Dental Care

**One in four participants (25.2%)** reported experiencing one or more occasions in which they needed **dental care** in the past year but did not get it.

**Exhibit 53: Occasion(s) When Participant Needed Dental Care but Did Not Get it, Past Year**

In the **past year**, has there been one or more occasions when you needed **dental care** but chose **NOT** to get it?



Those in Bonner and Boundary counties more frequently reported not getting needed dental care in the past year.

**Exhibit 54: Occasion(s) When Participant Needed Dental Care but Did Not Get it, Past Year, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Yes	20.8%	30.5%	35.6%	23.2%	19.6%	<b>25.2%</b>
No	79.2%	69.5%	64.4%	76.8%	80.4%	<b>74.8%</b>

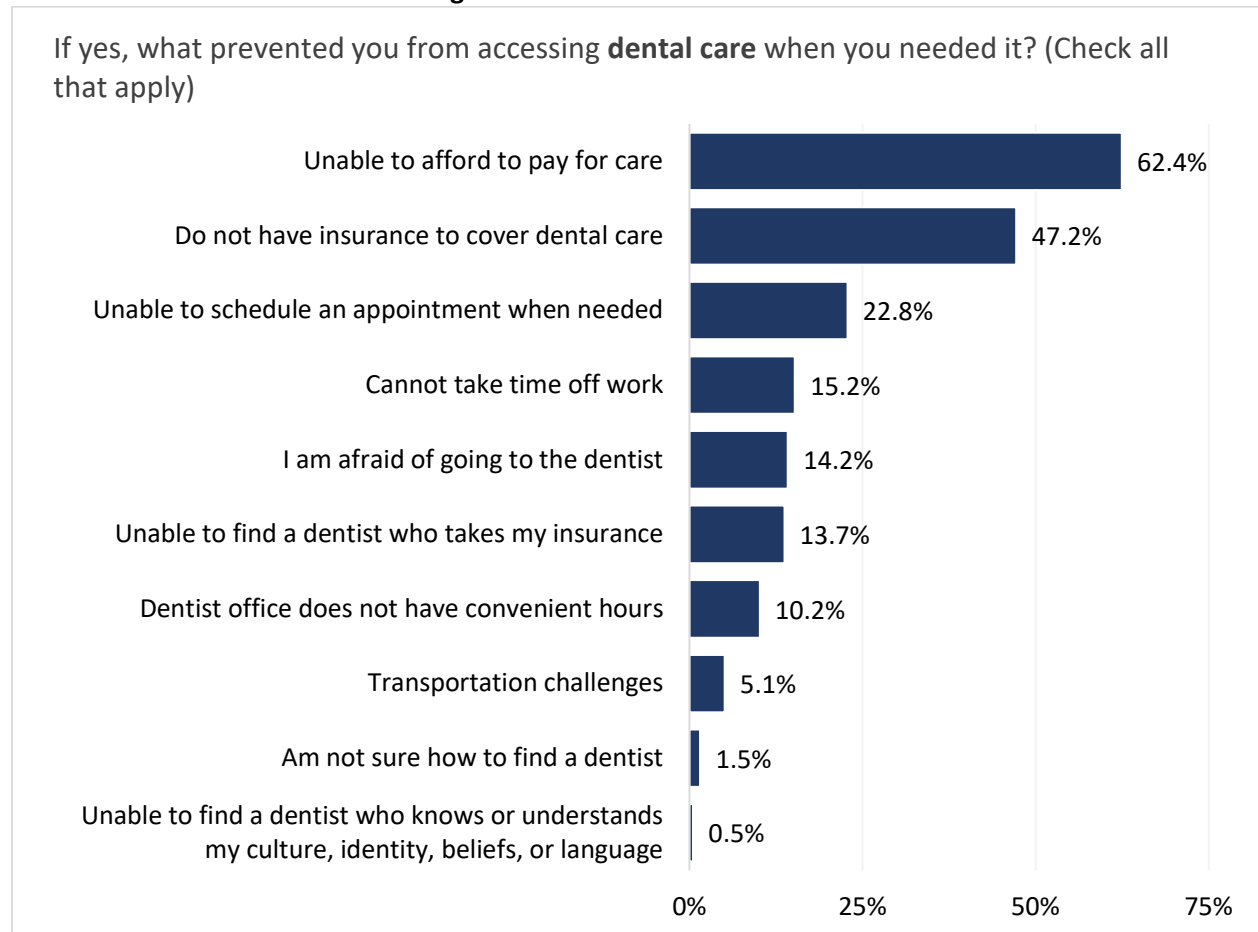
Participants from Benewah and Shoshone counties most frequently reported **inability to afford to pay** as a barrier to accessing dental care in the past year.

**Exhibit 55: Reasons for Not Accessing Needed Dental Care in the Past Year, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Unable to afford to pay for care	68.0%	63.0%	61.5%	60.0%	72.7%	<b>62.4%</b>
Do not have insurance to cover dental care	24.0%	66.7%	42.3%	42.5%	54.5%	<b>47.2%</b>
Unable to schedule an appointment when needed	32.0%	18.5%	42.3%	16.3%	18.2%	<b>22.8%</b>
Cannot take time off work	20.0%	14.8%	11.5%	15.0%	18.2%	<b>15.2%</b>
I am afraid of going to the dentist	24.0%	9.3%	15.4%	12.5%	18.2%	<b>14.2%</b>
Unable to find a dentist who takes my insurance	8.0%	18.5%	23.1%	8.8%	18.2%	<b>13.7%</b>
Dentist office does not have convenient hours	12.0%	13.0%	15.4%	6.3%	9.1%	<b>10.2%</b>
Transportation challenges	0.0%	9.3%	0.0%	5.0%	9.1%	<b>5.1%</b>
Am not sure how to find a dentist	4.0%	1.9%	0.0%	1.3%	0.0%	<b>1.5%</b>
Unable to find a dentist who knows or understands my culture, identity, beliefs, or language	0.0%	0.0%	0.0%	1.3%	0.0%	<b>0.5%</b>

Of those who reported not getting needed dental care, participants most frequently identified **inability to afford to pay for care** (62.4%) and **lack of insurance to cover dental care** (47.2%) as reasons preventing them from accessing care. More than one in five identified **inability to schedule an appointment when needed** (22.8%).

**Exhibit 56: Reasons for Not Accessing Needed Dental Care in the Past Year**

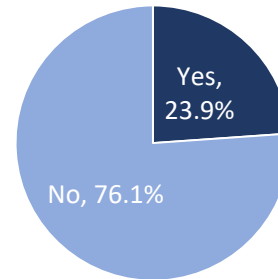


## Access to Adult Mental Health Care

**Fewer than one in four participants (23.9%)** reported experiencing one or more occasions in which they needed **mental health care** in the past year but did not get it.

**Exhibit 57: Occasion(s) When Participant Needed Mental Health Care but Did Not Get it, Past Year**

In the **past year**, has there been one or more occasions when you needed mental health care but chose **NOT** to get it?



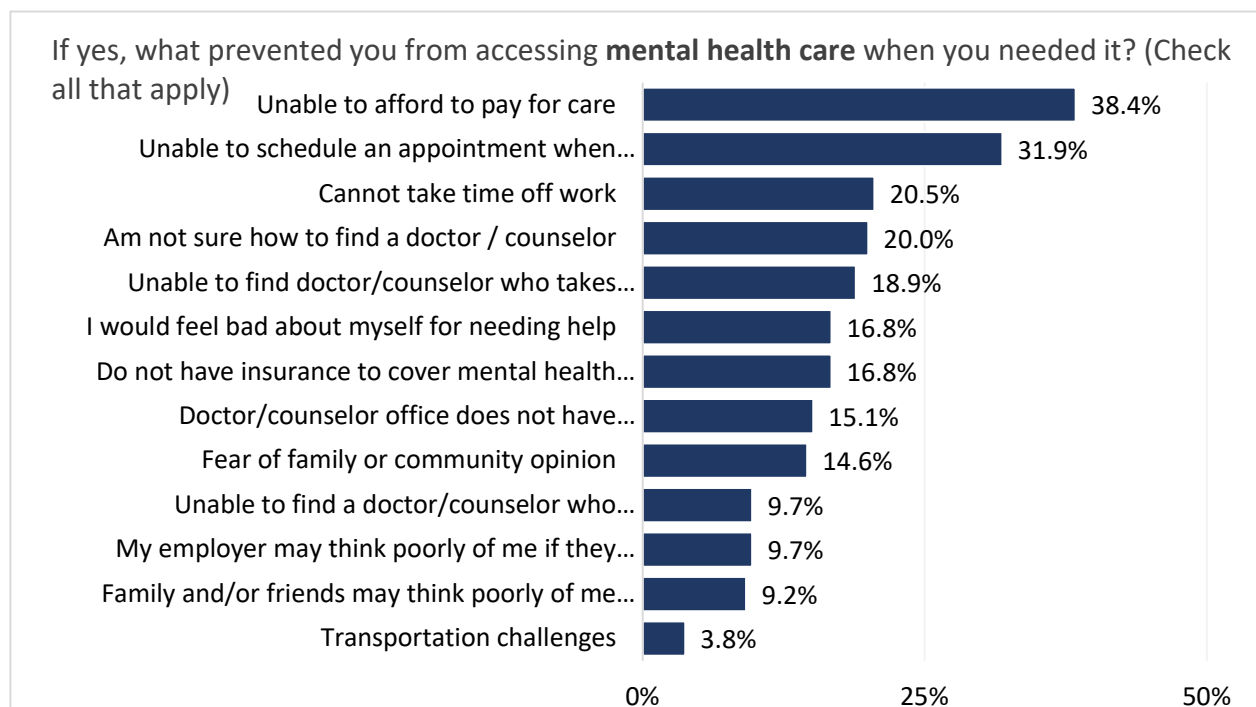
Those from Boundary and Shoshone counties most commonly reported not getting needed mental health care in the past year, compared to those from other counties.

**Exhibit 58: Occasion(s) When Participant Needed Mental Health Care but Did Not Get it, Past Year, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Yes	16.7%	23.7%	27.4%	25.9%	26.8%	<b>23.9%</b>
No	83.3%	76.3%	72.6%	74.1%	73.2%	<b>76.1%</b>

Of those who reported not getting needed mental health care, participants most frequently identified **inability to afford to pay for care** (38.4%) and **inability to schedule an appointment when needed** (31.9%).

**Exhibit 59: Reasons for Not Accessing Needed Mental Health Care in the Past Year**



Those from Benewah, Bonner, and Boundary counties more frequently reported the **inability to afford to pay for care** as a barrier to mental health care in the past year. Those in Benewah and Boundary counties were also more likely to report **not being able to take time off work** to access needed care.

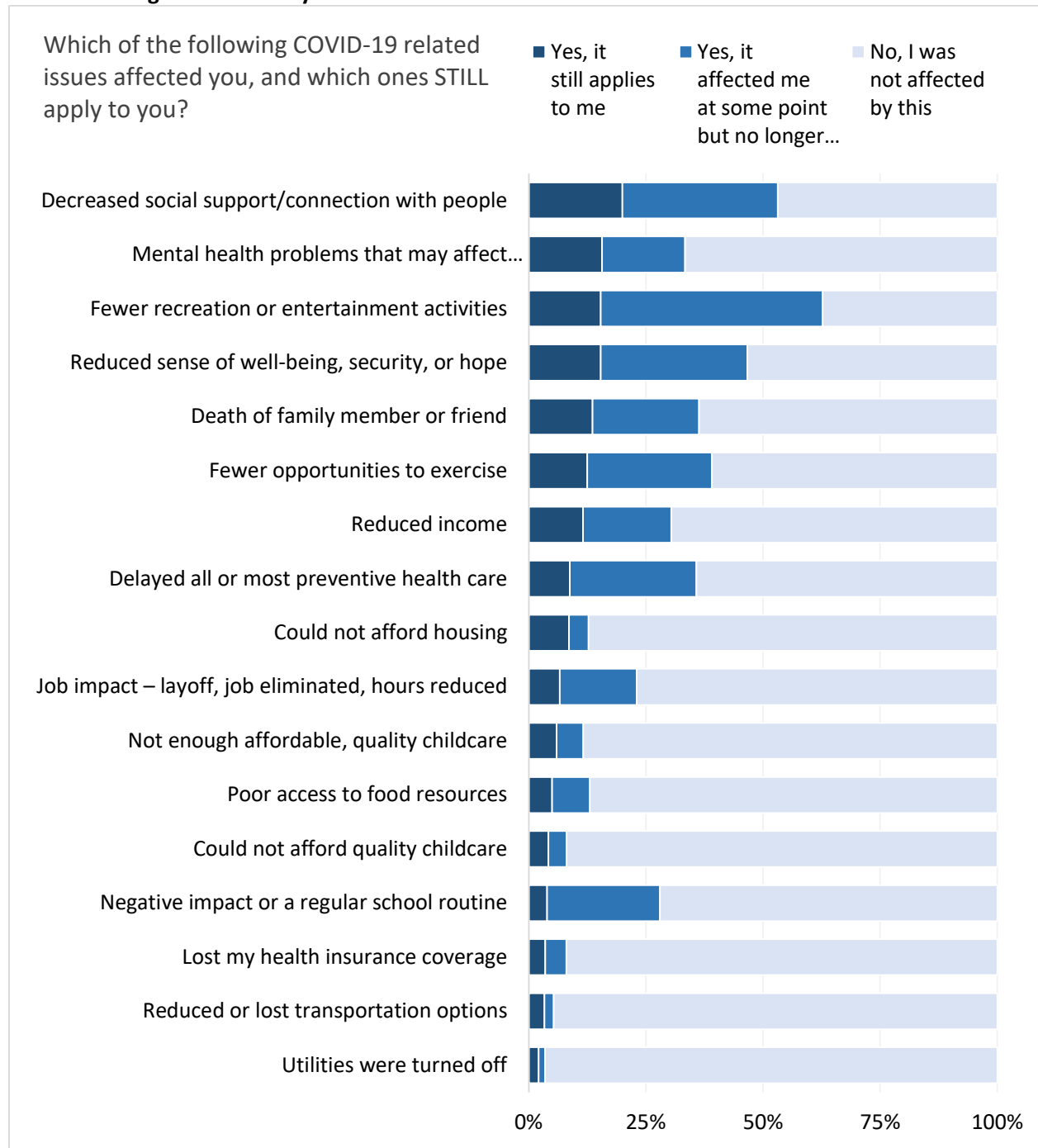
**Exhibit 60: Reasons for Not Accessing Needed Mental Health Care in the Past Year, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Unable to afford to pay for care	45.0%	42.9%	40.0%	35.2%	33.3%	<b>38.4%</b>
Unable to schedule an appointment when needed	30.0%	33.3%	45.0%	29.5%	26.7%	<b>31.9%</b>
Cannot take time off work	30.0%	23.8%	30.0%	14.8%	20.0%	<b>20.5%</b>
Am not sure how to find a doctor / counselor	20.0%	16.7%	20.0%	20.5%	26.7%	<b>20.0%</b>
Unable to find doctor/counselor who takes my insurance	15.0%	19.0%	5.0%	21.6%	26.7%	<b>18.9%</b>
Do not have insurance to cover mental health care	20.0%	23.8%	5.0%	15.9%	13.3%	<b>16.8%</b>
I would feel bad about myself for needing help	20.0%	14.3%	15.0%	18.2%	13.3%	<b>16.8%</b>
Doctor/counselor office does not have convenient hours	10.0%	16.7%	40.0%	12.5%	0.0%	<b>15.1%</b>
Fear of family or community opinion	20.0%	9.5%	10.0%	18.2%	6.7%	<b>14.6%</b>
My employer may think poorly of me if they knew	20.0%	4.8%	20.0%	8.0%	6.7%	<b>9.7%</b>
Unable to find a doctor/counselor who knows/understands my culture, identity, beliefs, language	5.0%	14.3%	5.0%	11.4%	0.0%	<b>9.7%</b>
Family and/or friends may think poorly of me if they knew	10.0%	11.9%	5.0%	9.1%	6.7%	<b>9.2%</b>
Transportation challenges	0.0%	4.8%	0.0%	4.5%	6.7%	<b>3.8%</b>

## COVID-19

Of COVID-19 related issues listed, participants most commonly reported still experiencing **decreased social support/connection with people** (20.0%), and/or **mental health problems that may affect how we think, feel, and act** (15.6%). Nearly half (47.3%) reported being affected by **fewer recreation or entertainment activities** at some point, but no longer.

**Exhibit 61: Degree Affected by COVID-19 Related Issues**



Those from Kootenai and Shoshone counties were more likely than others to report experiencing effects of **fewer recreation or entertainment activities** in the past. Those from Bonner County more frequently reported past effects of **decreased social support/connection with people**, and **reduced sense of well-being, security, or hope**. More of those from Shoshone County reported **delaying all or most preventive health care**, while more of those from Kootenai County reported **fewer opportunities to exercise** (in the past).

**Exhibit 62: Degree Affected by COVID-19 Related Issues in the Past, by County**

<b>'Yes, it affected me at some point but no longer does'</b>	<b>Benewah</b>	<b>Bonner</b>	<b>Boundary</b>	<b>Kootenai</b>	<b>Shoshone</b>	<b>Overall</b>
Fewer recreation or entertainment activities	41.2%	47.3%	35.9%	51.2%	50.9%	<b>47.3%</b>
Decreased social support/connection with people	26.5%	37.7%	25.0%	34.2%	36.4%	<b>33.2%</b>
Reduced sense of well-being, security, or hope	28.6%	40.0%	21.9%	30.9%	23.6%	<b>31.3%</b>
Delayed all or most preventive health care	18.9%	28.5%	22.2%	28.8%	32.7%	<b>27.0%</b>
Fewer opportunities to exercise	21.8%	29.9%	10.9%	30.9%	18.2%	<b>26.6%</b>
Negative impact on a regular school routine	18.8%	30.0%	23.4%	25.5%	12.7%	<b>24.1%</b>
Death of family member or friend	27.4%	25.8%	15.9%	22.2%	13.0%	<b>22.7%</b>
Reduced income	24.1%	22.2%	18.8%	16.3%	14.5%	<b>18.8%</b>
Mental health problems that may affect how we think, feel, and act (Including thoughts of suicide and chronic depression)	12.4%	14.1%	27.0%	18.7%	23.6%	<b>17.7%</b>
Job impact – layoff, job eliminated, hours reduced	16.1%	19.9%	17.2%	13.9%	21.8%	<b>16.4%</b>
Poor access to food resources	8.1%	6.9%	6.3%	9.3%	5.5%	<b>8.1%</b>
Not enough affordable, quality childcare	2.7%	5.0%	8.1%	6.5%	0.0%	<b>5.7%</b>
Lost my health insurance coverage	4.6%	1.9%	11.3%	3.4%	9.3%	<b>4.5%</b>
Could not afford housing	2.7%	3.7%	7.8%	4.4%	3.6%	<b>4.2%</b>
Could not afford quality childcare	2.7%	3.2%	15.9%	2.8%	0.0%	<b>3.9%</b>
Reduced or lost transportation options	0.0%	2.5%	1.6%	1.2%	5.5%	<b>1.9%</b>
Utilities were turned off	0.0%	0.6%	1.6%	1.6%	1.8%	<b>1.4%</b>



Participants from Benewah, Boundary, and Shoshone counties generally reported still experiencing effects of COVID-19 related issues in the present more frequently than those from Bonner and Kootenai counties (with exceptions). Those in Shoshone County most commonly reported still experiencing **reduced sense of well-being, security, or hope**, and/or **death of family member(s) or friend(s)**.

**Exhibit 63: Degree Affected by COVID-19 Related Issues in the Present, by County**

<b>'Yes, it still applies to me'</b>	<b>Benewah</b>	<b>Bonner</b>	<b>Boundary</b>	<b>Kootenai</b>	<b>Shoshone</b>	<b>Overall</b>
Decreased social support/connection with people	23.0%	18.6%	18.8%	20.8%	16.4%	<b>20.0%</b>
Mental health problems that may affect how we think, feel, and act (Including thoughts of suicide and chronic depression)	17.7%	15.3%	15.9%	15.0%	18.2%	<b>15.6%</b>
Fewer recreation or entertainment activities	19.3%	13.9%	17.2%	14.6%	14.5%	<b>15.4%</b>
Reduced sense of well-being, security, or hope	11.6%	12.1%	18.8%	16.7%	21.8%	<b>15.4%</b>
Death of family member or friend	16.8%	12.9%	15.9%	10.8%	22.2%	<b>13.6%</b>
Fewer opportunities to exercise	17.3%	10.4%	17.2%	10.7%	16.4%	<b>12.5%</b>
Reduced income	15.2%	10.5%	12.5%	9.8%	14.5%	<b>11.6%</b>
Delayed all or most preventive health care	5.4%	12.1%	12.7%	6.4%	14.5%	<b>8.8%</b>
Could not afford housing	8.1%	8.1%	10.9%	8.1%	10.9%	<b>8.6%</b>
Job impact – layoff, job eliminated, hours reduced	7.1%	7.5%	4.7%	5.9%	7.3%	<b>6.6%</b>
Not enough affordable, quality childcare	5.4%	6.9%	16.1%	3.7%	7.3%	<b>6.0%</b>
Poor access to food resources	6.3%	5.0%	11.1%	2.8%	7.3%	<b>5.0%</b>
Could not afford quality childcare	3.6%	4.5%	7.9%	2.8%	5.5%	<b>4.2%</b>
Negative impact on a regular school routine	6.3%	2.5%	6.3%	3.1%	3.6%	<b>3.9%</b>
Lost my health insurance coverage	2.8%	6.4%	3.2%	1.6%	7.4%	<b>3.5%</b>
Reduced or lost transportation options	7.2%	1.9%	6.3%	1.2%	7.3%	<b>3.3%</b>
Utilities were turned off	4.5%	0.6%	3.2%	0.9%	5.5%	<b>2.1%</b>

## Care for Children

One in three participants (37.9%) reported having one or more children under age 18 currently living in their home. Most commonly, participants reported having one (14.8%) or two (13.8%) children living at home. Participants from Shoshone County were most likely to report having no children under the age of 18 currently living at home, while those from Boundary County were most likely to report having four or more children currently at home.

**Exhibit 64: Number of Children Currently Living in Participant Home, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
None	59.7%	61.3%	53.5%	64.5%	67.3%	<b>62.1%</b>
1	17.6%	13.9%	9.9%	14.9%	18.2%	<b>14.8%</b>
2	13.4%	14.5%	18.3%	12.8%	9.1%	<b>13.8%</b>
3	5.0%	6.4%	12.7%	4.8%	1.8%	<b>5.6%</b>
4	2.5%	2.3%	2.8%	1.5%	1.8%	<b>2.0%</b>
5	0.8%	1.2%	0.0%	0.9%	0.0%	<b>0.8%</b>
6 or more	0.8%	0.6%	2.8%	0.6%	1.8%	<b>0.9%</b>

Among health-related issues to address to improve the health of children in their community, participants most frequently chose **mental or behavioral health** (61.6%), **vaping, cigarette, cigar, cigarillo, or E-cigarette use** (45.7%), and **drug or alcohol use** (43.3%) as most important.

More than three in four of those from Shoshone County identified **mental or behavioral health** as a top issue related to the health of children in their community, compared to three in five of those overall. **Accidents and injuries** were rated higher among those from Benewah County.

**Exhibit 65: Top Health-Related Issues to Address to Improve the Health of Children in the Community, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Mental or Behavioral Health	64.6%	56.7%	57.6%	63.0%	77.8%	<b>61.6%</b>
Vaping, Cigarette, Cigar, Cigarillo, or E-cigarette Use	52.1%	49.3%	54.5%	36.1%	61.1%	<b>45.7%</b>
Drug or Alcohol Use	50.0%	47.8%	45.5%	37.0%	55.6%	<b>43.3%</b>
Special Needs (Physical / Chronic / Behavioral / Developmental / Emotional)	47.9%	34.3%	39.4%	38.7%	44.4%	<b>39.1%</b>
Suicide Prevention	35.4%	26.9%	24.2%	42.0%	50.0%	<b>35.6%</b>
Dental Care	35.4%	41.8%	42.4%	26.1%	33.3%	<b>33.6%</b>
Healthy Food / Nutrition	31.3%	38.8%	24.2%	31.1%	38.9%	<b>32.9%</b>
Immunizations (common childhood vaccines, like mumps, measles, chicken pox, etc.)	27.1%	35.8%	21.2%	22.7%	33.3%	<b>27.0%</b>
Lack of physical activity	22.9%	28.4%	18.2%	29.4%	33.3%	<b>27.0%</b>

PANHANDLE HEALTH DISTRICT 2023 COMMUNITY HEALTH ASSESSMENT

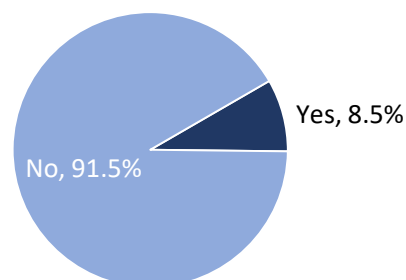
	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Availability and consumption of healthy food	22.9%	17.9%	15.2%	22.7%	33.3%	<b>21.1%</b>
Attention-Deficit/Hyperactivity Disorder (ADHD)	29.2%	10.4%	21.2%	17.6%	27.8%	<b>18.7%</b>
Accidents and Injuries	39.6%	10.4%	21.2%	12.6%	22.2%	<b>18.3%</b>
Obesity	22.9%	13.4%	9.1%	19.3%	11.1%	<b>17.0%</b>
Teen pregnancy and prevention	14.6%	16.4%	15.2%	13.4%	33.3%	<b>15.6%</b>
Safe Sex	14.6%	17.9%	18.2%	11.8%	27.8%	<b>15.2%</b>
Eye Health (vision)	18.8%	13.4%	12.1%	11.8%	16.7%	<b>13.8%</b>
Food Allergies	12.5%	9.0%	21.2%	11.8%	11.1%	<b>12.5%</b>
Infectious Diseases (including STD/STI and COVID-19)	8.3%	19.4%	3.0%	9.2%	16.7%	<b>11.4%</b>
Healthy Pregnancies and Childbirth (not teen pregnancy)	6.3%	13.4%	21.2%	8.4%	16.7%	<b>11.1%</b>
Respiratory Health Other than Asthma (RSV, cystic fibrosis)	8.3%	7.5%	15.2%	7.6%	16.7%	<b>9.0%</b>
Diabetes	10.4%	10.4%	6.1%	2.5%	11.1%	<b>6.9%</b>
Medically Complex Needs?	4.2%	4.5%	9.1%	7.6%	16.7%	<b>6.9%</b>
Sexual Identity of Child	4.2%	9.0%	3.0%	5.9%	22.2%	<b>6.9%</b>
Asthma	4.2%	3.0%	21.2%	2.5%	11.1%	<b>5.5%</b>
Heart health	8.3%	1.5%	3.0%	4.2%	11.1%	<b>4.5%</b>
High Cholesterol	2.1%	0.0%	3.0%	0.8%	5.6%	<b>1.4%</b>
Epilepsy	0.0%	0.0%	0.0%	0.0%	5.6%	<b>0.3%</b>

## Access to Pediatric Medical Care

**Fewer than one in ten participants (8.5%)** reported experiencing one or more occasions in which children in their home needed **medical care** in the past year but did not get it.

**Exhibit 66: Occasion(s) When Children in Participant's Home Needed Medical Care but Did Not Get it, Past Year**

In the **past year**, has there been one or more occasions when children in your home needed **medical care** but did **NOT** get it?



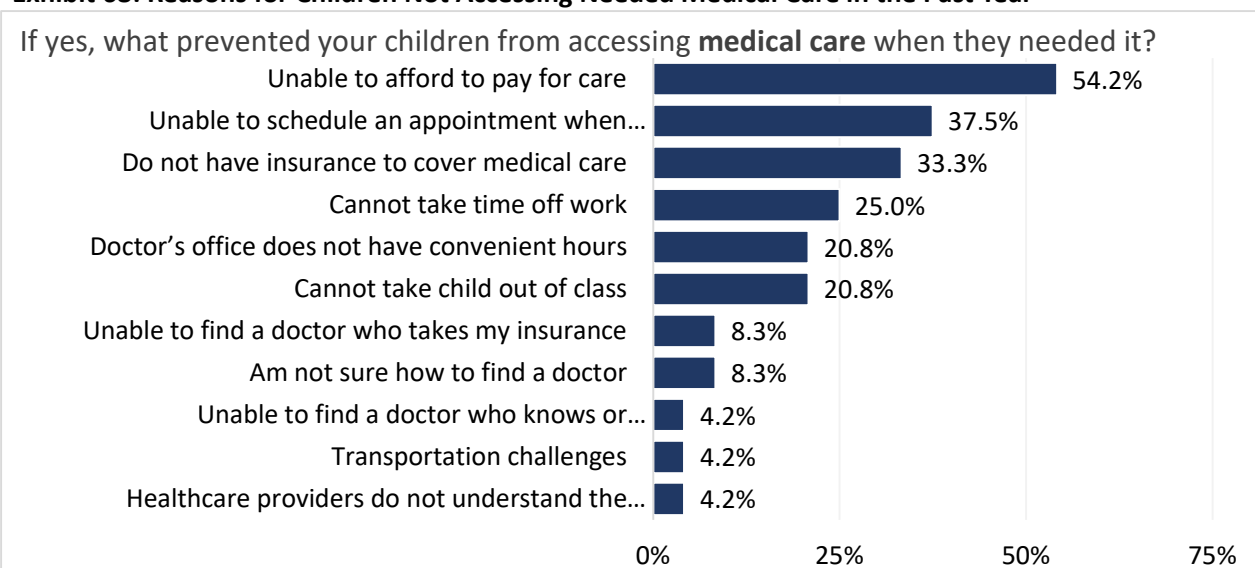
Those from Bonner and Boundary counties were most likely to report that children in their home needed, but did not receive, medical care in the past year.

**Exhibit 67: Occasion(s) When Children in Participant's Home Needed Medical Care but Did Not Get it, Past Year, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Yes	6.5%	9.2%	9.7%	7.7%	5.6%	<b>8.5%</b>
No	93.5%	90.8%	90.3%	92.3%	94.4%	<b>91.5%</b>

Of those who reported that their children did not get needed medical care, participants most frequently identified **inability to afford to pay for care (54.2%)**.<sup>38</sup> Less commonly, they identified **inability to schedule appointments when needed (37.5%)** and **lack of insurance to cover medical care (33.3%)** as barriers.

**Exhibit 68: Reasons for Children Not Accessing Needed Medical Care in the Past Year**



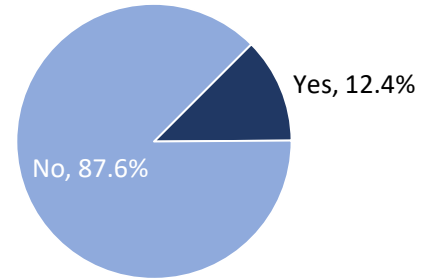
<sup>38</sup> Small numbers of participants reporting that they were not able to access needed care for their children in the past year preclude county-level analyses for this question.

## Access to Pediatric Dental Care

Slightly more than one in ten participants (12.4%) reported experiencing one or more occasions in which children in their home needed **dental care** in the past year but did not get it.

**Exhibit 69: Occasion(s) When Children in Participant's Home Needed Dental Care but Did Not Get it, Past Year**

In the **past year**, has there been one or more occasions when children in your home needed **dental care** but did **NOT** get it?



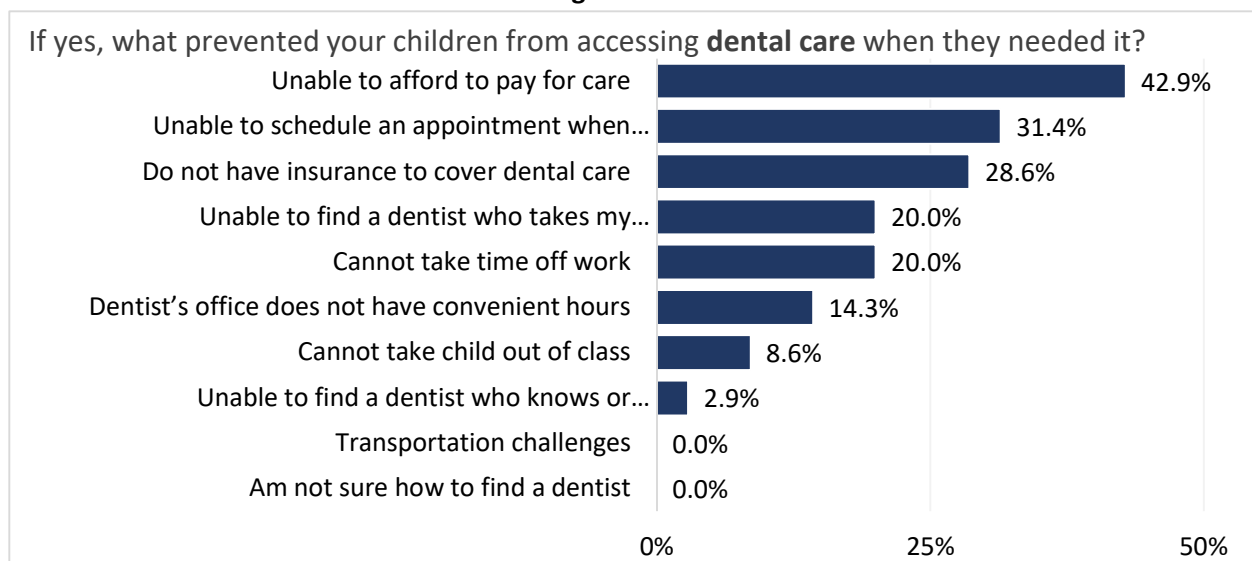
Those from Bonner and Boundary counties more frequently reported not accessing needed dental care for their children in the past year compared to those from other counties.

**Exhibit 70: Occasion(s) When Children in Participant's Home Needed Dental Care but Did Not Get it, Past Year, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Yes	10.9%	15.4%	21.9%	10.3%	0.0%	12.4%
No	89.1%	84.6%	78.1%	89.7%	100.0%	87.6%

Of those who reported that their children did not get needed dental care, participants most frequently identified **inability to afford to pay for care (42.9%)**.<sup>39</sup> Less commonly, they identified **inability to schedule appointments when needed (31.4%)** and **lack of insurance to cover dental care (28.6%)** as barriers.

**Exhibit 71: Reasons for Children Not Accessing Needed Dental Care in the Past Year**



<sup>39</sup> Small numbers of participants reporting that they were not able to access needed care for their children in the past year preclude county-level analyses for this question.

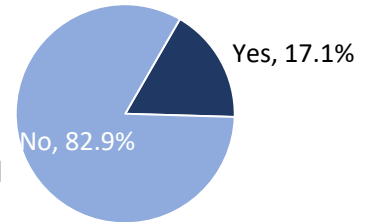
## Access to Pediatric Mental Health Care

Nearly one in five participants (17.1%) reported one or more occasions in which children in their home needed **mental and/or behavioral health care** in the past year but did not get it.

**Exhibit 72: Occasion(s) When Children in Participant's Home Needed Mental and/or Behavioral Health Care but Did Not Get it, Past Year**

Those from Bonner, Boundary, and Kootenai counties were most likely to report that their children did not get needed mental and/or behavioral health care in the past year.

In the **past year**, has there been one or more occasions when children in your home needed **mental and/or behavioral health care** but did **NOT** get it?

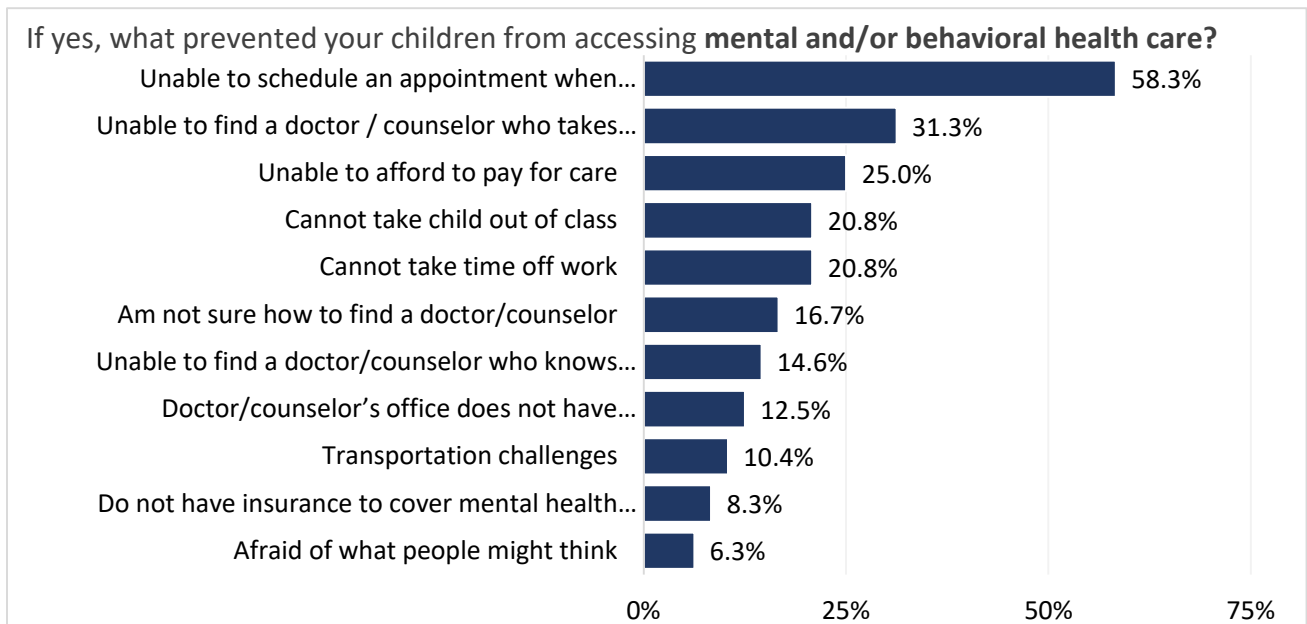


**Exhibit 73: Occasion(s) When Children in Participant's Home Needed Mental and/or Behavioral Health Care but Did Not Get it, Past Year, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Yes	2.2%	25.0%	19.4%	20.5%	5.6%	17.1%
No	97.8%	75.0%	80.6%	79.5%	94.4%	82.9%

Of those who reported that their children did not get needed mental and/or behavioral health care, participants most frequently identified **inability to schedule appointments when needed** (58.3%).<sup>40</sup> **Inability to find a provider who takes their insurance** (31.3%) was also identified.

**Exhibit 74: Reasons for Children Not Accessing Needed Mental and/or Behavioral Health Care in the Past Year**

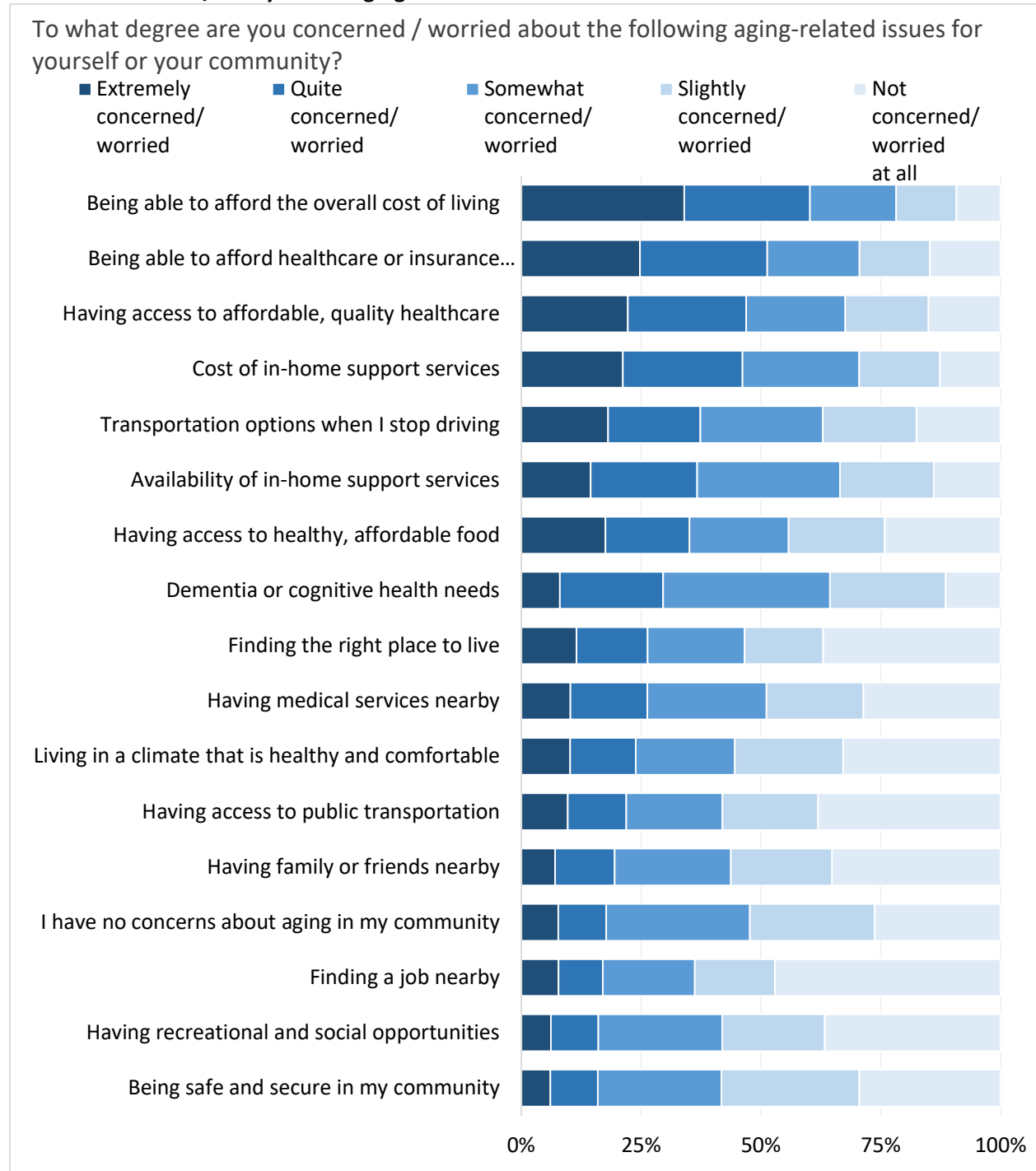


<sup>40</sup> Small numbers of participants reporting that they were not able to access needed care for their children in the past year preclude county-level analyses for this question.

## Aging

Among aging concerns, participants most commonly reported being extremely, or quite, concerned/worried about **being able to afford the overall cost of living** (60.2%), **being able to afford healthcare or insurance premiums** (51.3%), **having access to affordable, quality healthcare** (46.9%), and the **cost of in-home support services** (46.1%).

**Exhibit 75: Concern/Worry About Aging-Related Issues**



Those from Boundary County more frequently reported concern about **being able to afford the overall cost of living and/or healthcare or insurance premiums** compared to those from other counties. Those from Bonner County reported higher levels of concern over **having medical services nearby** than those from other counties.

**Exhibit 76: Concern/Worry About Aging-Related Issues, by County**

<b>'Extremely' or 'Quite' Concerned/Worried</b>	<b>Benewah</b>	<b>Bonner</b>	<b>Boundary</b>	<b>Kootenai</b>	<b>Shoshone</b>	<b>Overall</b>
Being able to afford the overall cost of living	59.6%	60.7%	64.2%	60.6%	55.6%	<b>60.2%</b>
Being able to afford healthcare or insurance premiums	50.9%	53.0%	53.7%	50.2%	50.0%	<b>51.3%</b>
Having access to affordable, quality healthcare	43.2%	53.4%	40.3%	46.6%	47.2%	<b>46.9%</b>
Cost of in-home support services	45.9%	46.7%	39.7%	49.2%	37.0%	<b>46.1%</b>
Transportation options when I stop driving	42.9%	37.8%	46.3%	33.9%	37.0%	<b>37.4%</b>
Availability of in-home support services	44.5%	43.0%	30.9%	35.0%	20.8%	<b>36.7%</b>
Having access to healthy, affordable food	39.6%	35.2%	28.4%	34.3%	40.7%	<b>35.1%</b>
Dementia or cognitive health needs	25.4%	38.8%	25.0%	28.8%	20.4%	<b>29.6%</b>
Finding the right place to live	29.5%	29.3%	21.9%	24.1%	32.1%	<b>26.4%</b>
Having medical services nearby	21.4%	40.4%	29.9%	19.4%	31.5%	<b>26.3%</b>
Living in a climate that is healthy and comfortable	18.9%	32.5%	17.9%	21.5%	29.6%	<b>23.9%</b>
Having access to public transportation	32.4%	19.8%	25.8%	18.4%	22.2%	<b>21.9%</b>
Having family or friends nearby	18.9%	25.3%	19.4%	17.5%	16.7%	<b>19.5%</b>
I have no concerns about aging in my community	19.6%	17.4%	13.5%	18.9%	14.9%	<b>17.7%</b>
Finding a job nearby	20.0%	19.5%	22.4%	13.1%	20.8%	<b>17.0%</b>
Having recreational and social opportunities	17.9%	20.0%	16.4%	12.1%	24.1%	<b>16.1%</b>
Being safe and secure in my community	16.1%	12.2%	13.4%	15.6%	31.5%	<b>16.0%</b>



## Community Resource Guide

Northern Idaho is equipped with a few general and health-specific resource repositories available to those seeking services and/or seeking to connect others to needed services and resources. Such resource repositories include North Idaho Connections ([www.northidahoconnections.org](http://www.northidahoconnections.org)), the Idaho 2-1-1 care line, and the North Idaho Services Directory ([www.niservicesdirectory.com](http://www.niservicesdirectory.com)).

Crescendo worked alongside Panhandle Health District to develop a community resource guide that can be shared with community members throughout Panhandle Health District's service area. This community resource guide is a compilation of local services available to residents living in Benewah, Bonner, Boundary, Kootenai, and Shoshone counties. Please see Appendix G for the full resource guide.



## Access Audit

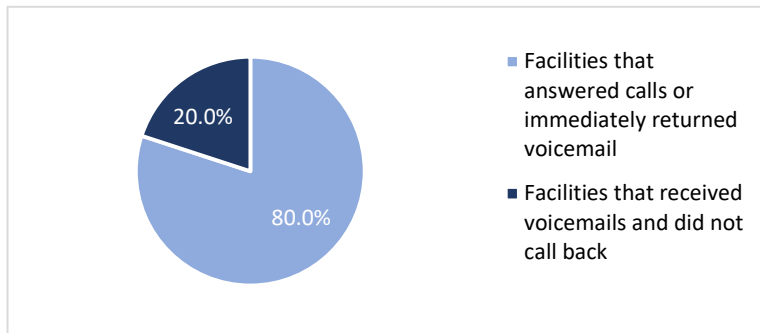
Access audits calls are an effective way to evaluate the community's access to healthcare services within Panhandle Health District's service area – not to profile any site. The goal of conducting access audits is to understand practical access to healthcare and other services, as well as understand barriers experienced by community members seeking different types of care. Results provide insight on access gaps, improvement strategies, and service variations. The service sites were called on the telephone by Crescendo, seeking to schedule an appointment or to learn about other factors that potentially impact access to services.

Calls were made to 15 facilities across Panhandle Health District's service area; three facilities were chosen for each county. The following facilities were included in the access audit:

**Panhandle Health District Service Area Sites Included in Access Audit**

County	Facility Name	Specialization
Benewah	Heritage Health – St. Maries Clinic	Behavioral health (including substance use) and health services
	St. Maries Family Medicine	Health services (focus on family medicine)
	Marimn Health	Health services
Bonner	Kaniksu Community Health (Priest River Location)	Behavioral health (including substance use), dental, and health services
	Family Health Center of Sandpoint	Health services (focus on family medicine)
	Bonner General Health – Behavioral Health Clinic	Behavioral health
Boundary	Boundary Community Clinics	Health services
	Rawlings Community Counseling	Behavioral health and substance use
	Kaniksu Community Health	Behavioral health (including substance use), dental, and health services
Kootenai	Coeur d'Alene Pediatrics	Pediatric health
	Northern Idaho Crisis Center	Crisis services for behavioral health
	Northwest Specialty Hospital	Health services
Shoshone	Heritage Health – Kellogg Clinic	Behavioral health and health services
	Mountain Health Services	Health services
	Shoshone Medical Center	Behavioral health and health services

Calls were made at different times throughout the business day, Monday through Friday, in mid-November 2023. The caller spoke with a person at 12 of the 15 sites. Four of the 15 sites sent the caller to voicemail, one of which called back within 15 minutes; voicemails left at the other three sites were never returned.

**Percentage of Panhandle Health District Service Area Audit Sites That Were Reached****Ability of the site or facility to accept new patients**

Of the 12 sites the caller was able to reach, 11 are accepting new patients and one site is waitlisting all new patients. Four of the 11 sites accepting new patients indicated that their wait time for intake/screening is about one weeklong; the other seven sites accepting new patients were able to complete intake/screening immediately over the phone or via their website. Wait time for initial appointment post-intake/screening varies across sites between one day and two months long. Wait times for an initial appointment post-intake/screening range depending on the facility type and/or services offered, with no pattern to which sites report longer wait times for initial appointment. Approximately one site in each county was able to accept new patients within one week and approximately one other site in each county had wait times between one-two months. Three of the sites accepting new patients were unable to provide a time frame for initial appointments and instead gave vague responses when asked.

**Ability of the facility to answer questions and refer the caller elsewhere when the desired services are unavailable**

Eleven of the 12 sites had staff members who answered the caller's questions in friendly and informative ways. At the eleven sites, staff members were willing to explain the process of becoming a new patient to the caller. Staff members at seven of these sites often anticipated patient questions and provided specific information without it being explicitly requested by the caller. Similarly, the staff members for these seven sites asked comprehensive and in-depth questions to assess the appropriate services and resources needed, and four of those sites referred the caller to other resources if they were unable to answer all the caller's questions.

**How staff inquiries help to determine prospective patient's needs**

Staff members at seven of the facilities asked comprehensive and in-depth questions to ensure that their facilities' services aligned with the caller's needs. Staff at four of those facilities also took the initiative by offering to refer the caller to further resources related to the caller's needs, without the caller requesting staff do so.

**Ease of speaking with a person**

For 12 of the 15 sites, the caller was able to speak to a person. Six of those 12 sites had a person pick up directly and the caller was not routed through a phone tree. For one of those 12 sites, the caller reached voicemail and the voicemail was returned in under 15 minutes. The other five sites had phone trees, all of which connected the caller to a person in under 5 minutes and three of which had clear and efficient phone tree options that were simple for the caller to navigate. None of the sites offered another language option, including sites with automated phone trees.

**Discussion**

In this access audit, the caller had positive experiences with the majority of interactions once a staff person was reached. However, there was a clear inability of some sites to ask in-depth questions and provide helpful information regarding the services they provide. For community members who are seeking services from sites throughout Panhandle Health District's service area, this has important implications. First, the friendliness of staff persons can help community members feel heard and assisted in their search for healthcare. This can encourage more communication between the staff persons and community members, as well as improve the likelihood of connecting community members to the appropriate healthcare resources. Second, for sites that received a voicemail and never responded, the lack of response time can be discouraging to community members and deter community members from seeking healthcare. This is especially concerning for community members that are seeking behavioral health services.

## Qualitative Research

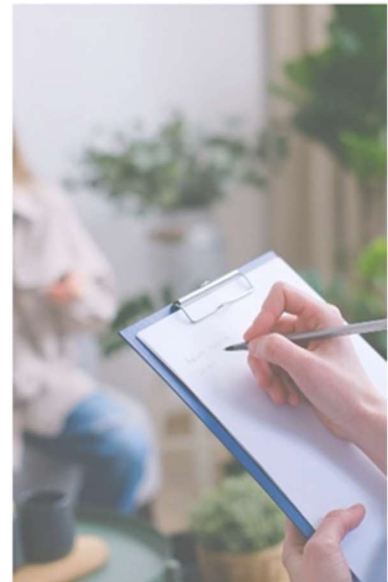
To identify the root causes and conditions of health disparities and the greatest health care needs within Panhandle Health District's service area, a qualitative research approach was implemented. Qualitative research methodology consisted of both one-on-one stakeholder interviews and focus group discussions with community residents, community organization leaders, health care staff, and others. One-on-one interviews and focus group discussions were conducted with residents across all five counties. An interview guide (Appendix B) and focus group moderator's guide (Appendix C) were utilized to help guide conversations.

### One-on-One Interviews

A total of **23 stakeholders** were interviewed via telephone or Zoom, lasting approximately 30 minutes. Overall, interviews provided the opportunity for in-depth conversations about strengths and challenges faced by community members across all five counties. The interviews also provided opportunities for Panhandle Health District to identify vulnerable populations within various locations throughout the service area.

### Focus Group Discussions

Additionally, **six in-person focus groups** and **three virtual focus groups** were held for this assessment, with a total of **50 community members** attending. Each discussion began with brief introductions, followed by hearing participants' broad thoughts on topic areas. Discussions were then narrowed to focus on topics participants observed as the greatest concerns facing their community and what possible solutions they envisioned. Participants were encouraged to speak about their areas of concern, interest, or experiences, with many opinions and observations grounded in their personal and professional experiences.



The Stakeholder Interview Guide & Focus Group Moderator's Guide can be found in Appendix B and C, respectively.

## Community Strengths

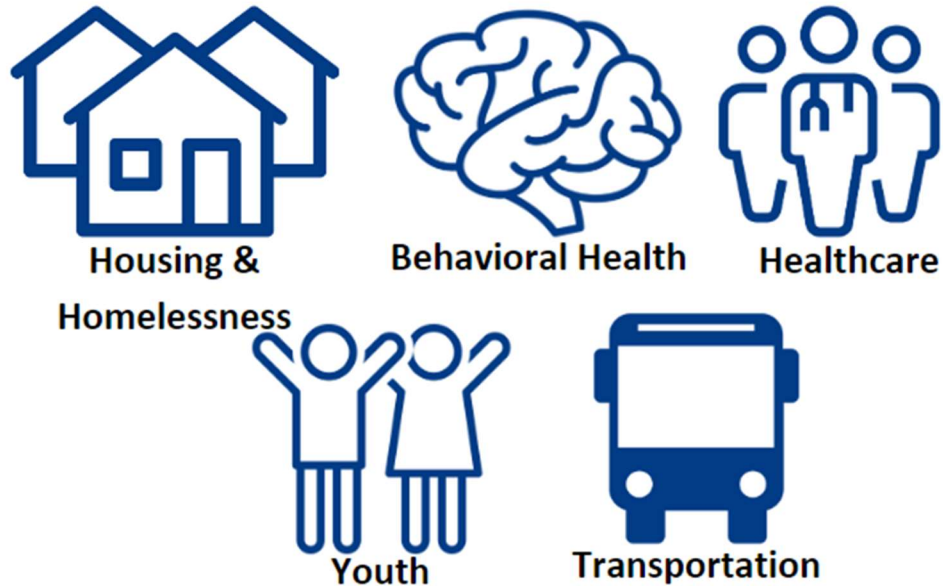
For this Community Health Assessment, it is important to focus on programs and services seeing success. Qualitative research participants shared positive traits about Panhandle Health District, as well as Benewah County, Bonner County, Boundary County, Kootenai County, and Shoshone County.





## Qualitative Themes

A combination of qualitative research methods resulted in several themes focus on areas of need throughout Panhandle Health District’s service area, including the following:



### Housing & Homelessness

- “Housing is a huge need. Even when they build affordable housing, it’s not actually affordable for the families that are experiencing poverty and the working poor.”
- “There’s a housing shortage and also the overall cost of housing. We haven’t kept up with the cost of living in wages so a lot of working families are moving out of the area.”
- “It’s not uncommon for people experiencing homelessness to be camping out in cars or in tents. But they’ll be out of town in a rural area where they can set up camp or they know someone who has acreage and will let people stay on the property.”

### Behavioral Health

- “We have clients that have been on a waitlist for 6 months to receive counseling.”
- “The lack of inpatient mental health beds is a major issue. We have to send people down south to Boise or out of state because there are no beds up north in the Panhandle.”
- “Right now, alcohol is one of our biggest issues. After the 24–48-hour crisis care, there is a gap in receiving care.”

## Healthcare (Physical Health)

- “Medical and dental providers that accept Medicaid or Medicare are backed up because most providers don’t accept those insurances.”
- “Providers in rural areas need a breadth of skillset because there are no specialists. Most of the generalists, internal medicine, and family medicine providers don’t have that breadth of skillset needed.”
- “For birthing in a hospital, you have to go to Spokane, Coeur d’Alene, or Libby. There’s been an exodus of obstetric providers to other states where they won’t be prosecuted for doing their jobs.”

## Youth

- “We are seeing more impulsivity since the pandemic and there are behavioral problems that stem from impulse control. Students don’t know how to cope with the big feelings that they are having, so they become very reactionary.”
- “Mountain Dew is more accessible than water. A lot of kids drink Mountain Dew constantly. You have 5- or 6-year-old kids here getting dental surgery.”
- “There are very little resources for kids experiencing mental health issues. We have little access to therapy services across the board. We are advocating for a youth crisis center in the panhandle.”

## Transportation

- “There are places that aren’t on the bus route. For instance, to get to some of the food banks, the bus doesn’t go there.”
- “You have to have a car. Public transportation is lacking. We have some in Kootenai, but it’s limited in the times and services areas. The other four counties are even more limited.”
- “We have a lot of people that are living out in the counties, so they have to have transportation to go out, get groceries, go to work, go to the doctor, or take their kids to school. There are needs for help with car repairs and fuel money.”



## High-Level Action Areas

The following high-level action areas were derived from the qualitative themes that arose as a result of stakeholder interviews and focus group discussions. Each action area includes an overview of the subject and de-identified illustrative observations gathered from stakeholder interviews and focus group discussions. The illustrative observations are representative of participants' consensus perspectives.

Please note that the action areas are in alphabetical, not prioritized, order.

**Accessible  
Public Transportation**

**Appropriate and Accessible  
Healthcare Services**

**Housing Stability**

**Shortage of Behavioral Health  
Services**

**Youth-Specific Services**

## Accessible Public Transportation

Transportation is a critical need that links people to jobs, food, medical appointments, and other resources across Panhandle Health District's service area. For community members without private vehicles, access to public transportation can be vital in daily life.

Limited transportation services exist in all five counties, with most counties having to rely on private vehicles or medical transportation services if their insurance provides.

**"Sometimes residents don't have transportation to get to the services in the larger communities (like Coeur d'Alene), and most of the services are there – groceries, pharmacy, pediatrics."**

### Voices from the Community

- "Not just transportation for health services but for transportation to work, schools. And I'm not always sure Life Flight is going to fly someone in depending on weather out to the far north."
- "Older adults will call an ambulance just because they don't have anyone else to call and take them to appointments."
- "It's hard for women to get prenatal care, because they either don't have vehicles safe enough to make the drive or it's the cost of fuel."
- "We take time off to take care of our kids' health care needs so then to take time off to take care of my own, is it worth it? My OB is in Coeur D'Alene, about an hour and a half drive. It's a full day commitment though for my sister. She's in St. Marie's so she goes all the way to Coeur D'Alene for pediatrics. It's so far that you have to let some things go when your kid is sick. If you think it's just a cold, maybe you don't go."
- "We make referrals for families in rural areas to access health services, but they don't have transportation."
- "I used to bike commute to work, and people would get so aggressive."
- "When I go out on my bike, even on the bike paths, I have to wear my helmet and have lights. There have been more accidents."
- "Some people can't afford snow tires so they use their regular tires, and that causes more accidents, or they can't drive and don't have public transportation options instead."
- "The worst snow is January, February, March. If you have to get out to Coeur d'Alene or Spokane, the roads are treacherous if there's snow. We have elderly people who live in the mountains and the ambulance can't get to them."

## Appropriate and Accessible Healthcare Services

Community members frequently discussed the difficulties of accessing healthcare due to a shortage of healthcare services, a shortage of healthcare providers, and lack of adequate training among available rural healthcare providers. Waitlists for primary care appointments varied from one week to eight months depending on the county of residence, with many community members reporting access to medical specialists as being dependent on traveling to neighboring counties and states. Healthcare providers and partner agencies shared community members' concerns regarding overall access to care, quality of care, and the struggling retention of providers throughout Panhandle Health District.

**"It's hard to receive any continuity of care here. Keeping providers here over the past two decades has been a massive challenge."**

### Voices from the Community

- "There's been a loss of doctors (especially obstetricians) due to legislative changes."
- "The places that accept Medicare and Medicaid get overwhelmed because they've reached the limit of patients they can accept. "
- "Access to specialty care is limited. There are months long waiting lists."
- "Bringing providers here is a challenge and you're losing providers all the time. When we lose a professional in one area, we don't have a replacement who wants to come in."
- "Up north they shut down labor and delivery units. People who live up there need to drive two hours for maternity care for one appointment. What if you are high risk?"
- "OBGYN are missing from all five counties. Available providers in ERs, clinics, etc., haven't necessarily been trained in how to handle even emergency birthing situations."
- "A lot of people use the ED as urgent care, as it's the only place to get in emergent access without driving to Coeur d'Alene or Spokane."
- "Community members only trust the local staff that they see at the grocery store, basketball games, high school sports, stuff like that."
- "Why is there a shortage? We don't have primary care and rural health residencies."
- "There's a lack of training in rural medicine. It presents a big challenge."
- "We are greatly understaffed. People get shipped in from more rural areas and the system gets overwhelmed. It's a huge problem for us."

## Housing Stability

The community is deeply concerned about the quality and cost of housing, especially for low-income families and vulnerable populations. Many community members and agency partners spoke to increasingly unaffordable housing costs associated with obtaining and maintaining stable housing across Panhandle Health District's service area. Others described the combined effects of increased rent and housing costs with low wages. Other factors, including community growth, heighten further concerns regarding inability to find and maintain housing.

**"It's all connected. The kids are covered by insurance, but the parents don't qualify. If the parents do get sick, they end up with a huge debt, which makes it harder to find housing and afford housing. It makes everything else harder."**

### Voices from the Community

- "People are sharing housing with other people or family members because they can't afford housing."
- "Cost of housing has gone up so much and property taxes have gone up as well."
- "That's a deficit here. People can't find a place to buy or rent that they can afford. The housing market in Idaho exploded and has not gone back to normal."
- "There's an increase in people living with more families. Most people that have been first-time homeless this year are families or senior citizens that their social security no longer covers cost of housing. A lot of first-time families, where the school district has posted hundreds of families that don't meet the HUD definition but do meet the McKinney-Vento definition of couch surfing or living in cars."
- "There's more multi-generational living because you have to. In the same house or on the property in a trailer. I can't tell you how many camper-trailer babies I've delivered."
- "Wages are lagging behind. It's more affordable to live in Washington and work here than to live and work here."
- "Kids are growing up, going off to college, and then they can't afford to come back."
- "Housing doubled since the pandemic due to an influx of people coming from more populated areas."
- "Fixing houses is near impossible. Either finding person to do it or finding the materials, it's a long wait list."

## Shortage of Behavioral Health Services

The community expressed concern about the lack of accessible behavioral health care services. Specifically, the need for in-patient beds, providers that accept a wider range of insurances, and substance use-specific services (especially surrounding alcohol use) were all vocalized. Community members and partner agencies showed awareness of mental health concerns and substance use going hand-in-hand, as well as awareness of recent community traumas throughout Panhandle Health District's service area.

**"There's no inpatient treatment out here, and there isn't significant crisis management. There's not enough behavioral health in our area to meet the need."**

### Voices from the Community

- "The community traumas are opening people's eyes to suicide and mental health. Waiting lists for counselors are very high. People want to go."
- "Mental health is a huge need for both adults and children. We see in our ER probably two mental health patients per week. Trying to get them transferred somewhere for in-patient services is difficult. Maybe on average there's one placement per week, so we hold them here. Placements for kids are quicker, typically a couple days."
- "I think people would support more mental health services honestly. There's less of a stigma around anything mental health up here."
- "There are therapists in the area, but insurance is a barrier. We have a greater need to serve Medicare, Medicaid, and uninsured."
- "We have a sheriff who is phenomenal, and she's been really involved in advocating for services. But she's one person. With any police involvement, they're undertrained with mental health. There's an area of opportunity for PHD to provide free training to our law enforcement."
- "Substance use here is extremely problematic. I think the lack of mental health services goes into it and people resort to substances, which add on top of each other."
- "If you want to detox, there's no place other than the ED. And even with the ED, we'll probably ship them out to Spokane, Coeur d'Alene, or Libby."
- "We're seeing a bigger increase in opioid overdoses and Fentanyl overdoses. The state limited access to Narcan. Only the sheriff's departments carry Narcan."
- "Most behavioral health is done out of Coeur d'Alene, so you have to have your own transportation."

## Youth-Specific Services

On average, one in five residents in Panhandle Health District counties are under the age of 18.<sup>41</sup> Community members and partner agencies spoke of the necessity to meet needs of youth. Fundamental needs surrounded developmental and mental health services, substance use services, and improved health education.

**“We need a therapist in our schools more consistently so it’s not just triage. The schools need a therapist who fills the social worker criterion more than general school counselors.”**

### Voices from the Community

- “We see mental health issues. Some kids are getting drugs and alcohol from their parents, even using with their parents.”
- “Middle school kids now are getting caught smoking pot at school and popping pills. It’s hard saying where it comes from.”
- “In the schools, we have counselors but they are here for basic classroom behaviors one or two times a week. They don’t do therapy. We need a therapist here all four days a week.”
- “School districts are trying to find funding for therapists but there’s a lack of available funding.”
- “For children, there are a lot of social emotional needs coming off of COVID. They’re lacking the coping mechanisms and things that you usually learn when you’re younger before coming to school.”
- “Since the pandemic, youth mental health has declined tremendously. Youth were very affected by the isolation. Some kids are too anxious now to go back to school or get a job.”
- “There’s not a lot of things for young kids to do because we lack the funds. There’s not a lot of programs for health education and especially for youth specifically.”
- “We’ve always wanted a youth center or a rec center in the outlying counties. Somewhere for the kids to go year-round. It’s a long and dark winter, so we need somewhere safe, fun, and affordable for kids to go that are not associated with the schools.”

<sup>41</sup> U.S. Census Bureau. American Community Survey Five-Year Estimates, 2017-2021.

# Needs Prioritization

Building consensus among local leadership was essential in prioritizing the needs identified throughout the Community Health Assessment. The needs prioritization process provided Panhandle Health District an opportunity to review key findings and categorize which identified needs fall within its purview to address, as well as to assess levels of resources available to meet needs, among other considerations.

The prioritization process consisted of two steps:

1

First, two online surveys were open for approximately one week each to allow Leadership Group participants individual opportunities to answer the following question about each of the 44 identified needs: *"How great is the need for additional focus..."* This tool was used to gauge the level of focus necessary to impact the issue in the community. Participants were permitted to provide comments supporting their selection. A second online survey was then opened for another week, incorporating comments participants made in the previous survey, for a final scoring opportunity.

No more needed	..	...	More needed	.....	.....	Much more needed	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2

The second step was the collaborative prioritization session during which the Leadership Group participated in a virtual needs prioritization session to review the 44 needs identified through the Community Health Assessment process.

Each need was then categorized into specific areas of need.

The Leadership Group approved the following set of high-priority needs by consensus. Please note the categories of needs are in alphabetized, not prioritized, order:

**Exhibit 77: High-Priority Identified Needs and Categories**

CATEGORY OF NEED	IDENTIFIED NEED EXAMPLES
<b>Access to Care</b>	<b>Provider availability (primary and specialty care). Examples:</b> <ul style="list-style-type: none"> <li>- Attract local providers who live in the community in which they work</li> <li>- For rural areas, attract providers who want to work in rural communities</li> <li>- Improve continuity of care through provider retention</li> </ul>
	<b>Mobile outreach programs. Example:</b> <ul style="list-style-type: none"> <li>- Develop mobile health and outreach health units to provide primary and specialty care for community members living in rural areas</li> </ul>
	<b>Transportation. Examples:</b> <ul style="list-style-type: none"> <li>- Improve transportation services for people needing to go to doctor's appointments or the hospital, especially in rural areas (including increasing community members' awareness of what already exists)</li> <li>- Provide transportation specifically to pregnant women for prenatal appointments</li> </ul>
	<b>Cost of services (including providers accepting a variety of health insurances). Example:</b> <ul style="list-style-type: none"> <li>- Reduce cost of routine care and medical appointments</li> </ul>
<b>Behavioral Health for Youth and Adults</b>	<b>Mental health provider availability (including accepting a variety of health insurances). Examples:</b> <ul style="list-style-type: none"> <li>- Additional (non-telehealth) behavioral healthcare providers, including those that accept Medicaid, Tricare, and Medicare</li> <li>- Increase overall number of licensed behavioral health providers for pediatrics and adults</li> </ul>
	<b>Crisis intervention. Examples:</b> <ul style="list-style-type: none"> <li>- Provide mental health and crisis trainings for law enforcement and first responders</li> <li>- Develop and/or expand behavioral health crisis and emergency care programs</li> </ul>
	<b>Substance use prevention and early intervention. Example:</b> <ul style="list-style-type: none"> <li>- Improve access to quality substance abuse prevention and early intervention programs</li> </ul>
	<b>Recovery services. Example:</b> <ul style="list-style-type: none"> <li>- Increase the number of programs to help substance use disorder patients enter and stay in recovery (esp. for alcoholism)</li> </ul>
	<b>Mental health education, prevention, and early intervention. Example:</b> <ul style="list-style-type: none"> <li>- Provide Mental Health First Aid training through places of employment.</li> </ul>
<b>Diversity and Inclusion</b>	<b>Programming. Example:</b> <ul style="list-style-type: none"> <li>- Increase programs that support community cohesion and inclusion, including those to combat polarization and discrimination"</li> </ul>
<b>Older Adults</b>	<b>Memory care. Example:</b> <ul style="list-style-type: none"> <li>- Expansion of dementia and Alzheimer's care that accept a wide range of insurances (including Medicare, Tricare, etc.)</li> </ul>



CATEGORY OF NEED	IDENTIFIED NEED EXAMPLES
	<b>In-home care. Example:</b> - In-home healthcare for older adults who are unable to leave their homes and have Medicare
Social Determinants of Health	<b>Housing. Examples:</b> - Increased availability of low-income housing for community members experiencing housing instability or homelessness - Equitable affordable housing opportunities for working-class and middle-class community members
	<b>Transportation</b> (see above "transportation" under Access to Care need category)
	<b>Healthy food and nutrition. Example:</b> - Provide youth-specific health education programs (especially targeting behavioral health, substance use, staying physically healthy, and nutrition)
Youth Services	<b>Childcare, including after-school care. Examples:</b> - Increased availability of affordable before- and after-school activities for youth, including transportation to activities, hosting activities on school grounds, and finding staffing to provide such programs - Affordable childcare for low-income, working-class, and middle-class families
	<b>Health education. Example:</b> - Provide youth-specific health education programs (especially targeting behavioral health, substance use, staying physically healthy, and nutrition)
	<b>Services for youth experiencing housing instability. Example:</b> - School-based services that address the needs of youth qualifying as homeless under the McKinney-Vento definition, such as providing extra meals, tutoring, internet access for homework, mentorship, etc.

## Appendices

### Appendix A: Supplementary Secondary Research

#### Demographics, continued

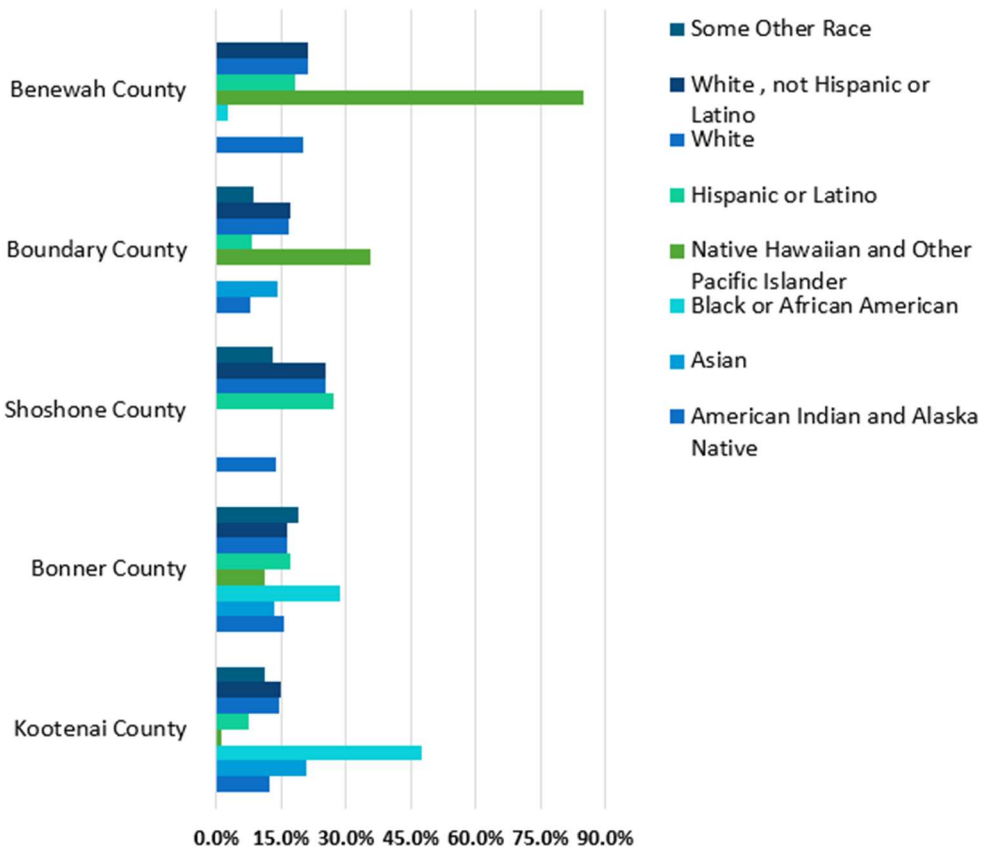
**Exhibit 78: Total Population by Gender**

	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
Female	50.5%	49.6%	50.3%	49.9%	49.9%	49.7%	49.0%
Male	49.5%	50.4%	49.7%	50.1%	50.1%	50.3%	51.0%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

**Disability by Race and Ethnicity:** Disability status varies widely across race and ethnicity in the five counties. While some races or ethnicities may appear to have very high percentages of disabilities, it is important to note that the size of the population is so small that it may skew the data.

**Exhibit 79: Population Living with a Disability by Race and Ethnicity**



PANHANDLE HEALTH DISTRICT 2023 COMMUNITY HEALTH ASSESSMENT

	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
American Indian and Alaska Native	12.3%	15.7%	13.8%	7.8%	20.1%
Asian	20.9%	13.3%	0.0%	14.3%	0.0%
Black or African American	47.4%	28.6%	0.0%	0.0%	2.6%
Native Hawaiian and Other Pacific Islander	1.2%	11.1%	0.0%	35.7%	84.8%
Hispanic or Latino	7.4%	17.3%	27.0%	8.4%	18.1%
White, not Hispanic or Latino	15.0%	16.4%	25.4%	17.1%	21.1%
Some Other Race	11.1%	19.1%	13.0%	8.5%	0.0%
Two or More Races	18.2%	22.4%	31.7%	20.4%	13.5%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

## Healthcare, continued

**Exhibit 80: Idaho Statewide Overdose Deaths Involving Opioids, 2022**

	Count
Natural/Semisynthetic Opioid (oxycodone, morphine, codeine)	71
Synthetic Opioid other than Methadone (including fentanyl)	
Fentanyl Specifically Reported	188
Synthetic Opioid other than Methadone	11
Heroin	11
Methadone	15
Other/Unspecified Narcotic	4
Opium	ND

Source: Idaho Department of Health and Welfare Division of Public Health, Drug Overdose Prevention Program, 2022

**Exhibit 81: Idaho Statewide Overdose Deaths Involving Non-Opioids, 2022**

	Count
Psychostimulants with Abuse Potential	
Methamphetamine Specifically Reported	133
Psychostimulants with Abuse Potential	8
Anesthetics, Antiepileptic, & Sedative-Hypnotic	33
Antidepressants	28
Benzodiazepines	46
Other Non-Opioids	44
Psychotropic NEC	17
Antibiotics, Antiparasitic, Antagonist, Non-opioid Analgesics	12
Cannabis	13
Cocaine	13
LSD	0

Source: Idaho Department of Health and Welfare Division of Public Health, Drug Overdose Prevention Program, 2022

## Economic Stability, continued

**Employment by Industry:** Kootenai, Bonner, Shoshone, and Boundary counties all have higher proportions of residents that are employed in construction and extraction than Benewah County, Idaho, and the U.S. A notably higher proportion of Benewah County residents are employed in occupations of health diagnosis/treating practitioners (8.2%) and building/grounds cleaning/maintenance (9.7%).

**Exhibit 82: Employment by Top Ten Occupations in Idaho**

	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
Sales	9.8%	9.8%	11.7%	11.0%	11.8%	8.3%	5.4%
Construction and Extraction	5.0%	6.3%	7.2%	9.5%	10.4%	6.9%	3.5%
Education, Training and Library	6.2%	6.0%	4.7%	4.0%	2.7%	3.6%	4.1%
Food Preparation and Serving	5.4%	5.7%	5.8%	4.5%	7.8%	5.9%	1.7%
Production	5.5%	5.6%	5.2%	8.1%	4%	7.2%	0.6%
Business and Finance	5.7%	4.5%	4.7%	2.9%	3.3%	3.4%	2.7%
Transportation	3.8%	4.0%	3.8%	4.2%	7.0%	3.9%	1.3%
Health Diagnosis and Treating Practitioners	4.2%	3.8%	3.9%	3.4%	2.2%	2.2%	8.2%
Building, Grounds Cleaning, and Maintenance	3.6%	3.6%	3.1%	4.4%	4.9%	7.3%	9.7%
Installation, Maintenance, and Repair	3.1%	3.6%	3.5%	3.8%	5.9%	1.8%	1.2%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

**Exhibit 83: Median Household Income by Race and Ethnicity**

	United States	Idaho	Kootenai County	Bonner County	Shoshone County	Boundary County	Benewah County
American Indian and Alaska Native	\$50,183	\$43,561	\$31,299	ND	\$34,583	\$30,357	\$45,625
Asian	\$98,367	\$62,068	\$32,892	\$97,656	ND	ND	ND
Black or African American	\$46,401	\$46,696	\$45,125	ND	ND	ND	ND

Native Hawaiian and Other Pacific Islander	\$71,029	\$33,654	\$105,272	ND	ND	ND	ND
Hispanic or Latino	\$58,791	\$54,344	\$66,250	\$60,735	\$16,364	\$87,056	\$38,500
White, not Hispanic or Latino	\$75,208	\$65,090	\$66,166	\$55,934	\$43,369	\$51,853	\$50,496
Other Race	\$55,769	\$52,153	\$61,101	\$20,292	ND	ND	\$63,333
Two or More Races	\$65,220	\$59,170	\$58,507	\$42,692	\$58,125	\$39,500	ND

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates

### Median Household Income by Race/Ethnicity:

- For Kootenai County, median household income is highest among residents that identify as Native Hawaiian and Other Pacific Island (\$105,272) and lowest among residents that identify as American Indian and Alaska Native (\$31,299).
- For Bonner County, of the available data, median household income is highest among residents that identify as Asian (\$97,656) and lowest among residents that identify as other race (\$20,292).
- For Shoshone County, of the available data, median household income is highest among residents that identify as two or more races (\$58,125) and lowest among residents that identify as Hispanic or Latino (\$16,364).
- For Boundary County, of the available data, median household income is highest among residents that identify as Hispanic or Latino (\$87,056) and lowest among residents that identify as American Indian and Alaska Native (\$30,357).
- For Benewah County, of the available data, median household income is highest among residents that identify as other race (\$63,333) and lowest among residents that identify as Hispanic or Latino (\$38,500).
- For all counties in Panhandle Health District's service area, there is a notable difference between a county's highest reported median household income and their lowest reported median household income, with the highest reported median household income for a county being anywhere from twice as high as the lowest reported to five times as high as the lowest reported.

## Appendix B: Stakeholder Interview Guide

### INTRODUCTION

Good morning [or afternoon] and thank you for your time today! My name is [Interviewer Name] from Crescendo Consulting Group. We are working with Panhandle Health District to conduct a community health assessment. Part of the assessment is done by having conversations with key members of your community and that includes YOU.

By having this conversation, we hope to learn from you more about the strengths and resources in the community as well as collect your insights regarding what is impacting community health, quality of life, and access to health care, ways that people seek services, impacts of the pandemic, and to identify service gaps and ways to better meet the needs of the community.

We will describe our discussion in a written report; however, individual names will not be used. Please consider what you say in our conversation to be anonymous.

Do you have any questions for me before we start?

### ICE-BREAKER / SELF-INTRODUCTION QUESTION

Please tell me a little about yourself and ways that you like to interact with the community where you live [where appropriate, "... and the populations your organization (or you) serves."]. How do you interact with the community where you work?

### ACCESS AND AVAILABILITY OF SERVICES

1. When you think of the good things about living in this community, what are the first things that come to mind? [PROBE: things to do, green spaces, strong sense of family, cultural diversity]
2. Generally, what are some of the challenges to living here?
3. What would you say are the two or three most urgent community health problems in the (these) community/communities? [PROBE: lifestyle things such as obesity, general health issues such as diabetes or other chronic conditions, social issues such as housing or poverty or access to affordable food, behavioral health issues such as depression or substance use].

[NOTE: This question is left a little vague so that participants have latitude to address broad spectrum issue. We don't want to pen them in too much ... not yet.]

### AFFORDABILITY OF HEALTH CARE AND BASIC NEEDS

4. To what degree are community members or families able to find and access quality healthcare? [PROBE: are there certain types of care that are more difficult to find?]

Prompts – if necessary

- a. To what degree is quality primary care and/or specialty care available?
- b. Do people struggle to find quality mental health healthcare or treatment for substance use disorders?
- c. How are people accessing care, for example, virtual/telemedicine, face-to-face?
- d. Are healthcare services equally available to everyone? Are there any barriers in access to services based on economic, race / ethnicity, gender, or other factors?
- e. To what degree do healthcare providers care for patients in a culturally sensitive manner?

5. Describe how people in the community struggle – if at all – with accessing other basic needs besides healthcare such as accessing affordable nutritious / healthy food, housing, jobs that pay a living wage, hygiene and sexual health products, or affordable prescription medications?

6. What are some resources or services in the community that work really well? What doesn't work?

7. For women of reproductive age, what is access to pre-natal, OBGYN, and perinatal like in your community? Are there any barriers in access to services?

8. What are some of the health care challenges that seniors may experience in your community? Probe for the following:

- Hospice
- Memory care
- Basic needs – access to food, affordable housing, etc.
- Transportation
- Abuse and neglect
- Financial insecurity
- Ageism and a lost sense of purpose leading to isolation
- Finding the right support through caretakers, home health, respite care, affordable assisted living, or support in the home with everyday tasks, including meal preparation (i.e., continuum of care and support)



- Safety and mobility
- Access to healthcare services for those struggling with long-term conditions and lots of different medical professionals and clinics to coordinate and medication management
- End of life preparations

9. Are there any unique health challenges or resources for veterans and military families?

10. Are there any unique health challenges or resources for LGBTQ+ community members?

### **PUBLIC HEALTH AND PREVENTION**

11. What comes to mind when I say public health? How has your, or the community's, perceptions of public health changed over the past three years?

12. Does the community view the local health department as a trusted source of information? Why or why not?

### **CHRONIC CONDITIONS AND BEHAVIORAL HEALTH**

13. Chronic conditions such as diabetes, asthma, heart disease, and cancer afflict every community to some extent. How would you describe the prevalence of these conditions in northern Idaho, and to what degree are there adequate services available to address these issues?

14. Is there adequate access to counselors and others providing mental health support? Is the demand for these services changing?

15. Describe the need (or lack thereof) for additional mental health CRISIS care and response supports.

16. Are there adequate supports for (1) children, (2) adults, (3) seniors, (4) people with disabilities (5) those with low income 5) persons who do not speak English (6) Persons with reading barriers 7) immigrants / New Americans?

17. Is substance misuse a growing issue? Are there adequate services available for people with substance use disorders? Is there support in place for families and others supporting people with substance use and co-occurring mental health disorders? IF YES, can you mention a few?

### **SOCIAL DETERMINANTS OF HEALTH**

18. How difficult is it to find safe and affordable housing in your community? Name some of the greatest challenges.

19. Describe the job market in the area before the pandemic and currently. [PROBES: Generally, are “good” jobs here, and can people get them? Is it easy to find a full-time job with good pay, benefits, and retirement?]

20. Do you feel there is good access to broadband and high-speed internet in the region? Are there parts of the region that are more deficient than others? What are some of the challenges to not having internet? What are some of the challenges to not having reliable internet?

21. What services exist and what services are needed for those experiencing homelessness? Who should provide such services?

If transportation has not come up yet.

22. To what degree is reliable transportation to work, the grocery store, doctors, school a problem in your community (or region)? If not, are there services in the community that help with transportation for those without a vehicle?

23. How easy is it for families to find affordable, safe AND QUALITY childcare in the area? What are some of the challenges or barriers? Are there some areas in the community facing more challenges or barriers than others ?

### **VULNERABLE POPULATIONS**

24. Are there groups of people who are more vulnerable to experience lower quality of life than others in your community or the region? What are some of the biggest needs for those your mentioned? How does the community support them?

PROBE: veterans, Immigrants (lawful or Unlawful), seniors, people living with disabilities LGBTQ+, Black, Hispanic, families with low income, youth in foster care, individuals with Alzheimer’s or other dementias, the uninsured, those experiencing homelessness

If participant only mentions one or two, ask: Any other ?

### **IMPACT OF COVID-19**

25. What are three ways that COVID-19 has impacted the community the most?

26. How has the pandemic affected mental health or substance misuse issues?

### **ENHANCING OUTREACH AND DISSEMINATING INFORMATION**

27. To what degree is health literacy a challenge? Is there adequate health information available – especially in diverse or marginalized communities? How do you think health organizations in

the region can improve equitably enable individuals they serve to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

- a. When community members need help, who do they tend to turn to for assistance (healthcare-related, community services, or otherwise)? [PROBE: friends and family, Town Hall, local Health Department, their doctor, churches]
- b. How do community members generally learn about access to and availability of services in the area (e.g., on-line directory; social media; hotline; word of mouth)? What method tends to work the best or worst?
- c. What do you think are some challenges to spreading awareness and understanding of the availability of services and ways to access them? What might help overcome the challenges?
- d. What types of activities would best reach those more vulnerable parts of community? (people experiencing homelessness, people living with disabilities, or other diverse or hard-to-reach populations)

## Appendix C: Focus Group Discussion Moderator's Guide

### INTRODUCTION

Good morning [or afternoon] and thank you for your time today! My name is [Interviewer Name] from Crescendo Consulting Group. We are working with Panhandle Health District to conduct a community health assessment.

The purpose of this discussions is to learn more about the strengths and resources in the community as well as collect your insights regarding what is impacting community health, quality of life, and access to health care. This involves looking at the ways that people seek services, impacts of the pandemic, and identifying service gaps and ways to better meet the needs of the community.

Today's discussion will include questions from a few broad categories and will last approximately 60 [or 90] minutes [depending on planned length]. While we will take notes and use some quotes from this discussion in a written report, individual names or identifying information will not be used. Please consider what you say in this room to do to be confidential.

Does anyone have any questions before we begin?

### HIGH-LEVEL STRENGTHS AND CHALLENGES

1. What are some of the good things about living in this community?

a. PROBES: Things to do; green spaces; strong sense of family; cultural diversity

2. What are the greatest challenges or needs in living here?

a. PROBES: Current needs; future needs; root causes; vulnerable populations; activities that could address biggest issues; community partners or agencies that can address needs

3. What would you say are the two or three most urgent community health problems in the (these) community/communities?

a. PROBES: Lifestyle things such as obesity; general health issues such as diabetes or other chronic conditions; social issues such as housing, poverty, or access to affordable food; behavioral health issues such as depression or substance use

## AFFORDABILITY OF HEALTH CARE AND BASIC NEEDS

4. To what degree are community members or families able to find and access quality healthcare?

a. PROBES: To what degree is quality primary care and/or specialty care available?; are there certain types of care that are more difficult to find?; do people struggle to find quality mental health healthcare or treatment for substance use disorders?; how are people accessing care, for example, virtual/telemedicine, face-to-face?; are healthcare services equally available to everyone?; are there any barriers in access to services based on economic, race / ethnicity, gender, or other factors?; to what degree do healthcare providers care for patients in a culturally sensitive manner?

5. What are some resources or services in the community that work really well?

a. PROBES: What doesn't work?

6. Describe how people in the community struggle – if at all – with accessing other basic needs besides healthcare?

a. PROBES: Affordable and nutritious / healthy food; housing; jobs that pay a living wage; hygiene and sexual health products; affordable prescription medications

7. What is access to pre-natal, OBGYN, and perinatal like in your community?

a. PROBES: Barriers; resources

8. What are some of the health care challenges that seniors may experience in your community?

a. PROBES: Hospice; memory care; access to healthcare services for those struggling with long-term conditions and lots of different medical professionals and clinics to coordinate and medication management; finding the right support (e.g., caretakers, home health, respite care, affordable assisted living, or support in the home with everyday tasks); transportation; end of life preparations; basic needs – access to food, affordable housing, etc.; isolation; abuse and neglect; financial insecurity; safety and mobility

9. Are there any unique health challenges for veterans and military families?

a. PROBES: Barriers; resources

10. Are there any unique health challenges for LGBTQ+ community members?

a. PROBES: Barriers; resources

## **PUBLIC HEALTH AND PREVENTION**

11. Does the community view Panhandle Health as a trusted source of information?
  - a. PROBES: Why or why not?
12. What comes to mind when I say public health?
  - a. PROBES: How has your perception of public health changed over the past three years?; how has the community's perception changed?

## **CHRONIC CONDITIONS**

13. Chronic conditions such as diabetes, asthma, heart disease, and cancer afflict every community to some extent. How would you describe the prevalence of chronic conditions in northern Idaho? Are there adequate services available to address these issues?
  - a. PROBES: Diabetes; asthma; heart disease; cancer

## **BEHAVIORAL HEALTH**

14. What does mental health support look like in your community? Is there adequate access?
  - a. PROBES: Who do people turn to for assistance?; is there CRISIS care or other emergency response supports?; is the demand for these services changing?
15. Are there adequate supports for more vulnerable populations?
  - a. PROBES: Children / youth; adults; seniors; people with disabilities; people with low income; military / veterans; people who do not speak English; people with reading barriers; immigrants / New Americans
16. What does substance abuse look like in your community?
  - a. PROBES: What substances do you see or hear about?; is substance misuse a growing issue?; are there adequate services available?; are there services for more vulnerable populations? (children; adults; seniors; people with disabilities; low income; military or veterans; non-English speaking; reading barriers; immigrants and New Americans); is there support in place for families and others supporting people with substance use and co-occurring mental health disorders? IF YES, can you mention a few?

## **SOCIAL DETERMINANTS OF HEALTH**

17. How difficult is it to find safe and affordable housing in your community? Name some of the greatest challenges.

18. Describe the job market in the area before the pandemic and currently.

a. PROBES: Generally, are “good” jobs here, and can people get them?; is it easy to find a full-time job with good pay, benefits, and retirement?

19. Do you feel there is good access to broadband and high-speed internet in the region?

a. PROBES: Parts of the region that are more deficient than others?; what are some of the challenges to not having internet?; what are some of the challenges to not having reliable internet?

20. To what degree is there a need for additional services to help people experiencing homelessness / housing insecurity?

a. PROBES: What services currently exist?; what services are still needed?; who should provide such services?

21. To what degree is reliable transportation to work, the grocery store, doctors, school a problem in your community?

a. PROBES: What services currently exist to help with transportation?; what services are still needed?; safety; reliability

22. How easy is it for families to find affordable and safe quality childcare in the area?

a. PROBES: Challenges / barriers; are there some areas in the community facing more challenges or barriers than others?

## **VULNERABLE POPULATIONS**

23. Are there groups of people who are more vulnerable to experience lower quality of life than others in your community or the region?

a. PROBES: Veterans; immigrants (lawful or unlawful); seniors; people living with disabilities; LGBTQ+; Black; Hispanic; families with low income; youth in foster care; individuals with Alzheimer’s or other dementias; uninsured; people experiencing homelessness;

b. If participant only mentions one or two, ask: Any other ?

24. What are some of the biggest needs for the populations you mentioned?

25. How does the community support them?

## **IMPACT OF COVID-19**

- 26. What are three ways that COVID-19 has impacted the community most?
- 27. How has the pandemic affected mental health or substance misuse issues?

#### **ENHANCING OUTREACH AND DISSEMINATING INFORMATION**

- 28. To what degree is health literacy a challenge?
- 29. Is there adequate health information available?
  - a. PROBES: Especially in diverse or marginalized communities?
- 30. How do you think health organizations in the region can improve the health literacy of the community?
  - a. PROBES: Current challenges; how to overcome challenges?
- 31. How do community members generally learn about access to and availability of services in the area?
  - a. PROBES: Online directory; social media; word of mouth
- 32. What types of activities would best reach more vulnerable groups in your community?

#### **WRAP-UP QUESTION (TIME PERMITTING)**

- 33. If you had a magic wish (unlimited resources) and could personally solve one issue in your community, what would you solve?
  - a. PROBES: Why?



## Appendix D: Community Survey

### Panhandle Health District Community Health Assessment Survey

Panhandle Health District has started a Community Health Assessment to learn about things going well and things that can be done better to support community health. Your thoughts will help them learn about health needs, ways to seek services, services that may not be easy for you to get, and any issues you face in seeking health so that they can better meet the needs of you and the community.

If you would like the chance to be entered into a drawing for one of four (4) \$50 gift cards, please provide your contact information at the end of the survey. Your survey responses and contact information are kept separately.

If you have any questions about the survey, please contact our research partner, Crescendo Consulting Group at [katelynm@crescendocg.com](mailto:katelynm@crescendocg.com).

***Your responses are confidential.***

1. What is your zip code? \_\_\_\_\_
2. What county do you live in?
  - ☐ Kootenai County
  - ☐ Bonner County
  - ☐ Shoshone County
  - ☐ Boundary County
  - ☐ Benewah County
  - ☐ Other (please specify): \_\_\_\_\_

### Adult Care

These next questions are about your personal health and your opinions about getting health care in your community.

3. Read the list of health-related and social issues and think about your community. Which of these do you believe are most important to address to improve the health of your community? (Please choose only FIVE (5))
  - ☐ Affordable housing
  - ☐ Aging Problems (for example: difficulty getting around, dementia, arthritis)
  - ☐ Being Overweight
  - ☐ Cancers
  - ☐ Child Abuse / Neglect
  - ☐ Childcare costs and availability
  - ☐ Clean Environment / Air and Water Quality
  - ☐ Climate Change
  - ☐ COVID-19
  - ☐ Dental Problems
  - ☐ Diabetes / High Blood Sugar
  - ☐ Domestic Violence / Rape / Sexual Assault / Human Trafficking

- ☐ Gun-Related Injuries
  - ☐ Heart Disease / Stroke / High Blood Pressure
  - ☐ HIV/AIDS / Sexually Transmitted Diseases/ Infections (STD/STI)
  - ☐ Homicide
  - ☐ Illegal Drug Use/Abuse of Prescription Medications and Alcohol Abuse
  - ☐ Pregnancy, childbirth, and the **post-partum** care
  - ☐ Diseases Like Hepatitis, Tuberculosis, Others
  - ☐ Mental Health Problems -Including Suicide and Depression
  - ☐ Motor Vehicle Crash Injuries
  - ☐ Respiratory / Lung Disease
  - ☐ Teenage Pregnancy
4. Do you have a family doctor or a place where you go for routine care?
- ☐ Yes, family doctor, family health center, or clinic
  - ☐ Yes, emergency room
  - ☐ Yes, walk-in urgent care
  - ☐ No
  - ☐ Other (please specify): \_\_\_\_\_
5. In the **past year**, has there been one or more occasions when you needed medical care but chose **NOT** to get it?
- ☐ Yes
  - ☐ No (**Skip to Question 7**)
6. If yes, what prevented you from accessing health care services when you needed it? (Check all that apply)
- ☐ Lack of health insurance
  - ☐ Lack of money / ability to pay
  - ☐ Did not feel comfortable with available providers
  - ☐ Providers did not speak my language
  - ☐ Providers do not understand my culture
  - ☐ Concern about my immigration status
  - ☐ Providers not knowledgeable about people with my sexual orientation or gender status
  - ☐ No way to get to that service (Lack of transportation - car, bus, etc.)
  - ☐ Long wait times to see a provider
  - ☐ Doctor's office is too far from my house
  - ☐ COVID-19-related restrictions
  - ☐ I don't like the providers
  - ☐ Other (please specify): \_\_\_\_\_
7. Was there a time in the PAST 12 MONTHS when you needed DENTAL care but did NOT get the care you needed?
- ☐ Yes
  - ☐ No (**Skip to Question 9**)
8. What are some reasons that kept you from getting dental care? (Choose all that apply)
- ☐ Unable to schedule an appointment when needed
  - ☐ Am not sure how to find a dentist

- ☐ Do not have insurance to cover dental care
  - ☐ Unable to afford to pay for care
  - ☐ Dentist office does not have convenient hours
  - ☐ Transportation challenges
  - ☐ Unable to find a dentist who takes my insurance
  - ☐ Cannot take time off work
  - ☐ Unable to find a dentist who knows or understands my culture, identity, beliefs, or language
  - ☐ I am afraid of going to the dentist
  - ☐ Other (please specify): \_\_\_\_\_
9. Thinking about your MENTAL health, which includes stress, depression, and problems with emotions, how would you rate your overall mental health in the past 12 months? (Please choose only one)
- ☐ Poor
  - ☐ Fair
  - ☐ Good
  - ☐ Very good
  - ☐ Excellent
  - ☐ I prefer not to answer
10. Was there a time in the PAST 12 MONTHS when you needed mental health care but did NOT get the care you needed?
- ☐ Yes
  - ☐ No (**Skip to Question 12**)
11. What are some reasons that kept you from getting mental health care? (Choose all that apply)
- ☐ Am not sure how to find a doctor / counselor
  - ☐ Unable to afford to pay for care
  - ☐ Unable to schedule an appointment when needed
  - ☐ Transportation challenges
  - ☐ Do not have insurance to cover mental health care
  - ☐ Cannot take time off work
  - ☐ Fear of family or community opinion
  - ☐ I would feel bad about myself for needing help
  - ☐ Family and/or friends may think poorly of me if they knew
  - ☐ My employer may think poorly of me if they knew
  - ☐ Unable to find doctor/counselor who takes my insurance
  - ☐ Doctor/counselor office does not have convenient hours
  - ☐ Unable to find a doctor/counselor who knows/understands my culture, identity, beliefs, language
  - ☐ Other (please specify): \_\_\_\_\_
12. Do you use tobacco? (check all that apply)
- ☐ I smoke cigarettes daily

- ☐ I smoke cigarettes socially (not daily)
- ☐ I smoke cigars or a pipe
- ☐ I use an electronic cigarette daily
- ☐ I use an electronic cigarette socially (not daily)
- ☐ I use tobacco in religious or cultural ceremonies
- ☐ I chew tobacco
- ☐ I used to smoke, but quit
- ☐ I have never smoked
- ☐ Other (please specify): \_\_\_\_\_

13. Which of the following COVID-19 related issues affected you, and which ones STILL apply to you?

	YES, it affected me at some point but no longer does	YES, it STILL applies to me	NO, I was not affected by this
Reduced income			
Lost my health insurance coverage			
Could not afford quality childcare			
Not enough affordable, quality childcare			
Mental health problems that may affect how we think, feel, and act (Including thoughts of suicide and chronic depression)			
Decreased social support/connection with people			
Fewer recreation or entertainment activities			
Fewer opportunities to exercise			
Delayed all or most preventive health care			
Utilities were turned off			
Job impact – layoff, job eliminated, hours reduced			
Could not afford housing			
Reduced or lost transportation options			
Negative impact or a regular school routine			
Reduced sense of well-being, security, or hope			
Poor access to food resources			
Death of family member or friend			

Other:			
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## Care for Children

14. How many CHILDREN (under age 18) currently live in your home? (Please choose only one)

- ☐ None (**Skip to Question 22**)
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6 or more

*The goal of the next question is to understand what you think are the most important HEALTH needs for children in your community. Please answer the next question about children who live in your community, not just your children.*

15. Read the list of health-related issues that may impact children under age 18 and think about your community. Which of these do you believe are most important to address to improve the health of children in your community? (Please choose only 5)

- ☐ Accidents and Injuries
- ☐ Asthma
- ☐ Respiratory Health Other than Asthma (RSV, cystic fibrosis)
- ☐ Dental Care
- ☐ Diabetes
- ☐ Drug or Alcohol Use
- ☐ Epilepsy
- ☐ Eye Health (vision)
- ☐ Food Allergies
- ☐ Heart health
- ☐ High Cholesterol
- ☐ Immunizations (common childhood vaccines, like mumps, measles, chicken pox, etc.)
- ☐ Infectious Diseases (including STD/STI and COVID-19)
- ☐ Special Needs (Physical / Chronic / Behavioral / Developmental / Emotional)
- ☐ Medically Complex Needs?
- ☐ Attention-Deficit/Hyperactivity Disorder (ADHD)
- ☐ Mental or Behavioral Health
- ☐ Healthy Food / Nutrition
- ☐ Obesity
- ☐ Lack of physical activity
- ☐ Availability and consumption of healthy food
- ☐ Safe Sex
- ☐ Sexual Identity of Child
- ☐ Suicide Prevention
- ☐ Teen pregnancy and prevention
- ☐ Healthy Pregnancies and Childbirth (not teen pregnancy)

- ☐ Vaping, Cigarette, Cigar, Cigarillo, or E-cigarette Use
- ☐ Other (please specify): \_\_\_\_\_

16. Was there a time in the PAST 12 MONTHS when children in your home needed medical care but did NOT get the care they needed?

- ☐ Yes
- ☐ No **(Skip to Question 17)**

17. What are some reasons that kept them from getting the medical care they needed? (Choose all that apply)

- ☐ Am not sure how to find a doctor
- ☐ Cannot take child out of class
- ☐ Cannot take time off work
- ☐ Do not have insurance to cover medical care
- ☐ Doctor's office does not have convenient hours
- ☐ Healthcare providers do not understand the needs of the aged and or those with cognitive impairment
- ☐ Transportation challenges
- ☐ Unable to afford to pay for care
- ☐ Unable to find a doctor who knows or understands my culture, identity, beliefs, or language
- ☐ Unable to find a doctor who takes my insurance
- ☐ Unable to schedule an appointment when needed
- ☐ Other (please specify): \_\_\_\_\_

18. Was there a time in the PAST 12 MONTHS when children in your home needed dental care but did NOT get the care they needed?

- ☐ Yes
- ☐ No **(Skip to Question 19)**

19. What are some reasons that kept them from getting the dental care they needed? (Choose all that apply)

- ☐ Am not sure how to find a dentist
- ☐ Unable to afford to pay for care
- ☐ Cannot take time off work
- ☐ Unable to find a dentist who takes my insurance
- ☐ Cannot take child out of class
- ☐ Do not have insurance to cover dental care
- ☐ Dentist's office does not have convenient hours
- ☐ Transportation challenges
- ☐ Unable to schedule an appointment when needed
- ☐ Unable to find a dentist who knows or understands my culture, identity, beliefs, or language
- ☐ Other (please specify): \_\_\_\_\_

20. Was there a time in the PAST 12 MONTHS when children in your home needed mental and/or behavioral health care but did NOT get the care they needed?

- ☐ Yes
- ☐ No **(Skip to Question 21)**

21. What are some reasons that kept them from getting the mental and/or behavioral health care they needed? (Choose all that apply)

- ☐ Am not sure how to find a doctor/counselor
- ☐ Unable to afford to pay for care
- ☐ Cannot take time off work
- ☐ Afraid of what people might think
- ☐ Do not have insurance to cover mental health care
- ☐ Cannot take child out of class
- ☐ Unable to schedule an appointment when needed
- ☐ Transportation challenges
- ☐ Doctor/counselor's office does not have convenient hours
- ☐ Unable to find a doctor / counselor who takes my insurance
- ☐ Unable to find a doctor/counselor who knows or understands my culture, identity, beliefs, or language
- ☐ Other (please specify): \_\_\_\_\_

Please answer the next question about children who live in your community, not just your children.

22. When you think about OTHER important needs or concerns that affect child health in your community, please select the top 5 critical needs or concerns most important to address. If you think of a concern that is not listed here, please write it under "Other." (Please choose only 5)

- ☐ Access to benefits (Medicaid, WIC, SNAP/Food Stamps)
- ☐ Access to affordable childcare or before/after school care
- ☐ Bullying and other stressors in school
- ☐ Domestic violence, child abuse and/or child neglect
- ☐ Crime and community violence
- ☐ Educational needs such as tutoring, mentoring, and homework help
- ☐ Family member alcohol or drug use
- ☐ Housing
- ☐ Human trafficking
- ☐ Hunger or access to healthy food
- ☐ Lack of employment opportunities for youth
- ☐ Legal problems
- ☐ Language barriers
- ☐ Parenting education (parenting skills for child development)
- ☐ Places for children to play
- ☐ Safe neighborhoods
- ☐ Social media
- ☐ Traffic safety
- ☐ Transportation challenges

☐ Other (please specify): \_\_\_\_\_

## Aging

The next few questions are about your opinions about aging in the area.

23. To what degree are you concerned / worried about the following aging-related issues for yourself or your community?

	Not concerned / worried at all	Slightly concerned / worried	Somewhat concerned / worried	Quite concerned / worried	Extremely concerned / worried
Dementia or cognitive health needs					
Availability of in-home support services					
Being able to afford healthcare or insurance premiums					
Being able to afford the overall cost of living					
Being safe and secure in my community					
Cost of in-home support services					
Finding a job nearby					
Finding the right place to live					
Having access to affordable, quality healthcare					
Having access to healthy,					



affordable food					
Having access to public transportation					
Having family or friends nearby					
Having medical services nearby					
Having recreational and social opportunities					
Living in a climate that is healthy and comfortable					
Transportation options when I stop driving					
I have no concerns about aging in my community					
Other (please specify)					

24. What are three to five other challenges in the community that you can think of that you think are important for us to know about?

25. If you had a magic wand and could change one thing to make your community a better place, what would it be?

## A little bit about you

26. To which gender identity do you most identify?

- ☐ Female
- ☐ Male
- ☐ Transgender Female
- ☐ Transgender Male
- ☐ Gender Non-Binary

- ☐ My gender identity is not listed (please specify): \_\_\_\_\_
- ☐ I prefer not to answer

27. Are you of Hispanic, Latino, or other Spanish origin?

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

28. What is your race? [Check all that apply]

- ☐ White or Caucasian
- ☐ Black or African American
- ☐ Asian
- ☐ Native American or Alaska Native
- ☐ Native Hawaiian or other Pacific Islander
- ☐ Another race (please specify): \_\_\_\_\_
- ☐ I prefer not to answer

29. Which of the following ranges best describes your total annual household income in the past year?

- ☐ None
- ☐ Under \$15,000
- ☐ \$15,000 – \$24,999
- ☐ \$25,000 - \$34,999
- ☐ \$35,000 – \$44,999
- ☐ \$45,000 - \$54,999
- ☐ \$55,000 - \$64,999
- ☐ \$65,000 - \$74,999
- ☐ \$75,000 - \$99,999
- ☐ \$100,000 and above
- ☐ Unknown
- ☐ I prefer not to answer

30. What is your age?

- ☐ Less than 18 years old
- ☐ 18 – 24
- ☐ 25 – 34
- ☐ 35 – 44
- ☐ 45 – 54
- ☐ 55 – 64
- ☐ 65 – 74
- ☐ More than 75 years old
- ☐ I prefer not to answer

31. What is the highest degree or level of school you have completed? (If you're currently enrolled in school, please indicate the highest degree you have received.)

- ☐ Less than a high school diploma
- ☐ High school degree or equivalent (such as GED/HiSET)
- ☐ Some college, no degree
- ☐ Associate's degree

- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Professional or doctorate (such as MD, DDS, DVM, PhD)
- ☐ I prefer not to answer

32. What is your housing situation currently?

- ☐ Own
- ☐ Rent
- ☐ Live with family
- ☐ Live with friends
- ☐ Shared housing (i.e., dorm, etc.)
- ☐ Unhoused

## Enter to Win

If you would like to be entered into a drawing for one of four (4) \$50 gift cards, please provide your contact information below. Your survey and contact information responses are kept separately.

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

## Encuesta de evaluación de salud comunitaria del Distrito de Salud de Panhandle

El Distrito de Salud de Panhandle inició una Evaluación de salud comunitaria para conocer las cosas que van bien y las que se pueden hacer mejor para apoyar la salud de la comunidad. Su opinión les ayudará a conocer las necesidades médicas, las formas de buscar servicios, los servicios que puede que no le resulten fáciles de obtener y cualquier problema al que se enfrenta a la hora de buscar atención médica, de modo que puedan satisfacer mejor sus necesidades y las de la comunidad.

Si desea participar en el sorteo de una de las cuatro (4) tarjetas regalo de \$50, por favor proporcione su información de contacto al final de la encuesta. Sus respuestas a la encuesta y la información de contacto se mantienen por separado.

Si tiene alguna pregunta sobre la encuesta, comuníquese con nuestro socio de investigación, Crescendo Consulting Group, al siguiente correo electrónico [katelynm@crescendocg.com](mailto:katelynm@crescendocg.com).

### ***Sus respuestas son confidenciales.***

33. ¿Cuál es su código postal? \_\_\_\_\_
34. ¿En qué condado vive?
- ☐ Condado de Kootenai
  - ☐ Condado de Bonner
  - ☐ Condado de Shoshone
  - ☐ Condado de Boundary
  - ☐ Condado de Benewah
  - ☐ Otro \_\_\_\_\_

## Atención del adulto

Las siguientes preguntas tratan sobre su salud personal y sus opiniones sobre cómo obtener atención médica en su comunidad.

35. Lea la lista de problemas sociales y de salud y piense en su comunidad. ¿Cuáles cree que son más importantes para mejorar la salud de su comunidad? (Elija solo CINCO (5))

- ☐ Vivienda económica
- ☐ Problemas de envejecimiento (por ejemplo: dificultad para moverse, demencia, artritis)
- ☐ Tener sobrepeso
- ☐ Cáncer
- ☐ Abuso/Negligencia infantil
- ☐ Costos y disponibilidad de cuidado infantil
- ☐ Ambiente limpio/Calidad del aire y del agua
- ☐ Cambio climático
- ☐ COVID-19
- ☐ Problemas dentales
- ☐ Diabetes/Nivel alto de azúcar en la sangre
- ☐ Violencia doméstica/Violación/Agresión sexual/Maltrata de personas
- ☐ Lesiones relacionadas con armas de fuego
- ☐ Enfermedad cardíaca/Accidente cerebrovascular/Presión arterial alta
- ☐ VIH/SIDA / Enfermedades de transmisión sexual/ Infecciones (STD/ETS)
- ☐ Homicidio

- ☐ Uso de drogas ilegales/Abuso de medicamentos recetados y abuso de alcohol
- ☐ Embarazo, parto y atención **posparto**
- ☐ Enfermedades como la hepatitis, la tuberculosis y otras
- ☐ Problemas de salud mental: incluido el suicidio y la depresión
- ☐ Lesiones por accidentes de vehículos motorizados
- ☐ Enfermedad respiratoria/pulmonar
- ☐ Embarazo en la adolescencia

36. ¿Cuenta con un médico de cabecera / de familia o un lugar a donde acudir para recibir atención médica de rutina?

- ☐ Sí, médico familiar, centro de salud familiar o clínica
  - ☐ Sí, sala de emergencias
  - ☐ Sí, atención de urgencia sin cita previa
  - ☐ No
  - ☐ Otro (especifique):
- 

37. En el **último año**, ¿hubo una o más ocasiones en las que necesitó atención médica pero decidió **NO** recibirla?

- ☐ Sí
- ☐ No (salte a la pregunta 7)

38. Si respondió sí, ¿qué le impidió acceder a los servicios de atención médica cuando los necesitó? (Marque todas las opciones que correspondan)

- ☐ Falta de seguro médico
  - ☐ Falta de dinero/capacidad para pagar
  - ☐ No sentí comodidad con los proveedores disponibles
  - ☐ Los proveedores no hablaban mi idioma
  - ☐ Los proveedores no entienden mi cultura
  - ☐ Preocupación por mi condición migratoria
  - ☐ Los proveedores no conocen a las personas con mi orientación sexual o condición de género
  - ☐ No hay forma de llegar a ese servicio (falta de transporte: automóvil, autobús, etc.)
  - ☐ Largos tiempos de espera para ver a un proveedor
  - ☐ El consultorio del doctor está demasiado lejos de mi casa
  - ☐ Restricciones relacionadas con la COVID-19
  - ☐ No me gustan los proveedores
  - ☐ Otro (especifique):
- 

39. ¿Hubo algún momento en los **ÚLTIMOS 12 MESES** en que necesitó atención médica DENTAL pero **NO** recibió la atención que necesitaba?

- ☐ Sí
- ☐ No (**salte a la pregunta 9**)

40. ¿Cuáles son algunas de las razones que le impidieron recibir atención dental? (Seleccione todas las opciones que correspondan)

- ☐ No se puede programar una cita cuando se necesita
- ☐ No estoy seguro de cómo encontrar un dentista
- ☐ No tengo seguro para cubrir la atención dental
- ☐ No puedo pagar la atención
- ☐ La oficina del dentista no tiene horarios convenientes
- ☐ Falta de transporte
- ☐ No puedo encontrar un dentista que acepte mi seguro
- ☐ No puedo pedir tiempo libre en mi trabajo
- ☐ No puedo encontrar un dentista que conozca o comprenda mi cultura, identidad, creencias o idioma
- ☐ Me asusta ir al dentista
- ☐ Otro \_\_\_\_\_

41. Si piensa en su salud MENTAL, que incluye estrés, depresión y problemas con las emociones, ¿cómo calificaría su salud mental general en los últimos 12 meses? (Por favor, solo elija una opción).

- ☐ Mala
- ☐ Regular
- ☐ Buena
- ☐ Muy buena
- ☐ Excelente
- ☐ Prefiero no responder

42. ¿Hubo algún momento en los ÚLTIMOS 12 MESES en que necesitó atención de salud mental pero NO recibió la atención que necesitaba?

- ☐ Sí
- ☐ No (**salte a la pregunta 12**)

43. ¿Cuáles son algunas de las razones que le impidieron recibir atención de salud mental? (Seleccione todas las opciones que correspondan)

- ☐ No estoy seguro de cómo encontrar un médico/consejero
- ☐ No puedo pagar la atención
- ☐ No se puede programar una cita cuando se necesita
- ☐ Falta de transporte
- ☐ No tengo seguro para cubrir la atención de salud mental
- ☐ No puedo pedir tiempo libre en mi trabajo
- ☐ Miedo a la opinión de la familia o de la comunidad
- ☐ Me sentiría mal conmigo mismo por necesitar ayuda
- ☐ La familia y/o amigos pueden pensar mal de mí si supieran
- ☐ Mi empleador puede pensar mal de mí si supiera
- ☐ No puedo encontrar un médico/consejero que acepte mi seguro
- ☐ El consultorio del médico/consejero no tiene horarios convenientes
- ☐ No puedo encontrar un médico/consejero que conozca o comprenda mi cultura, identidad, creencias o idioma

44. Otro \_\_\_\_\_ ¿Consume tabaco? (marque todas las opciones que correspondan)

- ☐ Fumo cigarrillos a diario

- ☐ Fumo cigarrillos socialmente (no a diario)
- ☐ Fumo puros o una pipa
- ☐ Uso un cigarro electrónico a diario
- ☐ Uso un cigarro electrónico socialmente (no a diario)
- ☐ Consumo tabaco en ceremonias religiosas o culturales
- ☐ Mastico tabaco
- ☐ Solía fumar, pero dejé de hacerlo
- ☐ Nunca he fumado
- ☐ Otra opción (especifique)

45. ¿Cuáles de los siguientes problemas relacionados con el COVID-19 le afectaron y cuáles le SIGUEN afectando?

	SÍ, me afectó en algún momento, pero ya no	SÍ, TODAVÍA me afecta	NO, esto no me afectó
Reducción de ingresos			
Perdí mi cobertura de seguro médico			
No podía pagar un cuidado infantil de calidad			
No hay suficiente cuidado infantil asequible y de calidad			
Problemas de salud mental que pueden afectar la forma en que pensamos, sentimos y actuamos (incluidos los pensamientos de suicidio y depresión crónica)			
Disminución del apoyo social/relación con las personas			
Menos actividades recreativas o de entretenimiento			
Menos oportunidades para hacer ejercicio			
Retrasó toda o la mayoría de la atención médica preventiva			
Los servicios públicos estaban apagados			
Repercusión laboral: despido, eliminación del puesto de trabajo, horas reducidas			
No podía pagar una vivienda			
Opciones de transporte reducidas o pérdidas			

Impacto negativo educacional o una rutina escolar irregular			
Reducción de la sensación de bienestar, seguridad o esperanza			
Escaso acceso a los recursos alimentarios			
Muerte de un familiar o amigo			
Otro:			

## Atención para niños

46. ¿Cuántos NIÑOS (menores de 18 años) viven actualmente en su hogar? (Por favor, solo elija una opción).

- ☐ Ninguno (salte a la pregunta 22)
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6 o más

*El objetivo de la siguiente pregunta es comprender cuáles cree que son las necesidades de SALUD más importantes para los niños de su comunidad. Por favor responda a las siguientes preguntas pensando en todos los niños que viven en su comunidad, no solo sus hijos.*

47. Piense en su comunidad y lea la lista de problemas relacionados con la salud que pueden afectar a los niños menores de 18 años. ¿Cuáles cree que son más importantes para mejorar la salud de los niños de su comunidad? (Elija solo 5)

- ☐ Accidentes y lesiones
- ☐ Asma
- ☐ Salud respiratoria distinta del asma (VSR, fibrosis quística)
- ☐ Atención dental
- ☐ Diabetes
- ☐ Consumo de alcohol o de drogas
- ☐ Epilepsia
- ☐ Salud ocular (visión)
- ☐ Alergias alimentarias
- ☐ Salud cardíaca
- ☐ Colesterol alto
- ☐ Vacunas (vacunas infantiles comunes, como paperas, sarampión, varicela, etc.)
- ☐ Enfermedades infecciosas (incluidas ETS/ITS y COVID-19)
- ☐ Necesidades especiales (físicas/crónicas/conductuales/de desarrollo/emocionales)
- ☐ ¿Necesidades médicas complejas?



- ☐ Trastorno por déficit de atención e hiperactividad (TDAH)
- ☐ Salud mental o del comportamiento
- ☐ Alimentos saludables/Nutrición
- ☐ Obesidad
- ☐ Ausencia de actividad física
- ☐ Disponibilidad y consumo de alimentos saludables
- ☐ Relaciones sexuales sin riesgo
- ☐ Identidad sexual del niño
- ☐ Prevención del suicidio
- ☐ Prevención de embarazos en adolescentes
- ☐ Embarazos y partos saludables (no embarazo en la adolescencia)
- ☐ Uso de vaporizador, cigarrillos, puros, cigarros o cigarros electrónicos
- ☐ Otro:

48. ¿Hubo algún momento en los ÚLTIMOS 12 MESES en que los niños en su hogar necesitaron atención médica pero NO recibieron la atención que necesitaban?

- ☐ Sí
- ☐ No (salte a la pregunta 17)

49. ¿Cuáles son algunas de las razones que impidieron que recibieran la atención médica que necesitaban? (Seleccione todas las opciones que correspondan)

- ☐ No estoy seguro de cómo encontrar un médico
- ☐ No puedo sacar al niño de la clase
- ☐ No puedo pedir tiempo libre en mi trabajo
- ☐ No tengo seguro para cubrir la atención médica
- ☐ El consultorio del médico no tiene horarios convenientes
- ☐ Los proveedores de atención médica no entienden las necesidades de las personas mayores o de las personas con deterioro cognitivo
- ☐ Falta de transporte
- ☐ No puedo pagar la atención
- ☐ No puedo encontrar un médico que conozca o entienda mi cultura, identidad, creencias o idioma
- ☐ No puedo encontrar un médico que acepte mi seguro
- ☐ No se puede programar una cita cuando se necesita
- ☐ Otra opción (especifique)

50. ¿Hubo algún momento en los ÚLTIMOS 12 MESES en que los niños en su hogar necesitaron atención dental pero NO recibieron la atención que necesitaban?

- ☐ Sí
- ☐ No (salte a la pregunta 19)

51. ¿Cuáles son algunas de las razones que impidieron que recibieran la atención dental que necesitaban? (Seleccione todas las opciones que correspondan)

- ☐ No estoy seguro de cómo encontrar un dentista
- ☐ No puedo pagar la atención

- ☐ No puedo pedir tiempo libre en mi trabajo
- ☐ No puedo encontrar un dentista que acepte mi seguro
- ☐ No puedo sacar al niño de la clase
- ☐ No tengo seguro para cubrir la atención dental
- ☐ El consultorio del dentista no tiene horarios convenientes
- ☐ Desafíos de transporte
- ☐ No se puede programar una cita cuando se necesita
- ☐ No puedo encontrar un dentista que conozca o comprenda mi cultura, identidad, creencias o idioma
- ☐ Otra opción (especifique)

52. ¿Hubo algún momento en los ÚLTIMOS 12 MESES en que los niños en su hogar necesitaron atención de salud mental o conductual pero NO recibieron la atención que necesitaban?

- ☐ Sí
- ☐ No (salte a la pregunta 21)

53. ¿Cuáles son algunas de las razones que impidieron que recibieran la atención de salud mental o conductual que necesitaban? (Seleccione todas las opciones que correspondan)

- ☐ No estoy seguro de cómo encontrar un médico/consejero
- ☐ No puedo pagar la atención
- ☐ No puedo pedir tiempo libre en mi trabajo
- ☐ Miedo a lo que la gente pueda pensar
- ☐ No tengo seguro para cubrir la atención de salud mental
- ☐ No puedo sacar al niño de la clase
- ☐ No se puede programar una cita cuando se necesita
- ☐ Desafíos de transporte
- ☐ El consultorio del médico/consejero no tiene horarios convenientes
- ☐ No puedo encontrar un médico/consejero que acepte mi seguro
- ☐ No puedo encontrar un médico/consejero que conozca o comprenda mi cultura, identidad, creencias o idioma
- ☐ Otra opción (especifique)

Responda la siguiente pregunta sobre los niños que viven en su comunidad, no solo sus hijos.

54. Cuando piensa en OTRAS necesidades o inquietudes importantes que afectan la salud infantil en su comunidad, seleccione las 5 necesidades críticas o inquietudes más importantes que se deben abordar. Si piensa en una inquietud que no figura aquí, escríbala en la casilla de "Otro". (Elija solo 5)

- ☐ Acceso a ayudas suplementarias gubernamentales (Medicaid, WIC, SNAP/Cupones para alimentos)
- ☐ Acceso a cuidado infantil asequible o atención antes/después de la escuela
- ☐ Acoso escolar y otros factores de estrés
- ☐ Violencia doméstica, abuso infantil o negligencia infantil
- ☐ Crimen y violencia comunitaria
- ☐ Necesidades educativas como tutoría, orientación y ayuda con las tareas
- ☐ Consumo de alcohol o drogas por parte de un miembro de la familia

- ☐ Vivienda
- ☐ Tráfico de personas
- ☐ Hambre o acceso a alimentos saludables
- ☐ Ausencia de oportunidades de empleo para los jóvenes
- ☐ Problemas jurídicos
- ☐ Barreras lingüísticas
- ☐ Educación parental (habilidades parentales para el desarrollo infantil)
- ☐ Lugares para que los niños jueguen
- ☐ Vecindarios seguros
- ☐ Redes sociales
- ☐ Seguridad del tráfico
- ☐ Falta de transporte
- ☐ Otro (por favor especifique su inquietud)

## Envejecimiento

Las siguientes preguntas tratan sobre sus opiniones sobre el envejecimiento en el área.

55. ¿En qué medida le preocupan los siguientes problemas relacionados con el envejecimiento para usted o su comunidad?

	No me preocupa en absoluto	Ligeramente preocupado	Algo preocupado	Bastante preocupado	Extremadamente preocupado
Demencia o necesidades de salud cognitiva					
Disponibilidad de servicios de apoyo en el hogar					
Poder pagar las primas de atención médica o del seguro					
Poder pagar el costo de vida general					
Estar seguro en mi comunidad					
Costo de los servicios de apoyo en el hogar					
Encontrar un trabajo cerca					

Encontrar el lugar adecuado para vivir					
Tener acceso a una atención médica asequible y de calidad					
Tener acceso a alimentos saludables y asequibles					
Tener acceso a transporte público					
Tener familiares o amigos cerca					
Tener servicios médicos cerca					
Tener oportunidades recreativas y sociales					
Vivir en un clima saludable y cómodo					
Opciones de transporte cuando dejo de conducir					
No tengo preocupaciones sobre el envejecimiento en mi comunidad					
Otro (especifique)					

56. ¿Qué otros 3 o 5 desafíos de la comunidad considera importante que conozcamos?

57. Si tuviera una varita mágica y pudiera cambiar algo para hacer de su comunidad un lugar mejor, ¿qué sería?

## Cuéntenos un poco sobre usted

58. ¿Cuál es su identidad de género?

- ☐ Femenino
- ☐ Masculino
- ☐ Mujer transgénero
- ☐ Hombre transgénero
- ☐ Género no binario
- ☐ Mi identidad de género no aparece en la lista (especifique): \_\_\_\_\_
- ☐ Prefiero no responder

59. ¿Su origen es hispano, latino o español?

- ☐ Sí
- ☐ No
- ☐ Prefiero no responder

60. ¿Cuál es su etnia? [Marque todas las que correspondan]

- ☐ Blanca o caucásica
- ☐ Negro o afroamericano
- ☐ Asiática
- ☐ Nativa americana o nativa de Alaska
- ☐ Nativa de Hawái o de otra isla del Pacífico
- ☐ Otra raza (especifique): \_\_\_\_\_
- ☐ Prefiero no responder

- ☐ ¿Cuál de los siguientes rangos describe mejor los ingresos totales anuales de su hogar en el último año? Ninguno
- ☐ Menos de \$15,000
- ☐ De \$15.000 a \$24.999
- ☐ De \$25.000 a \$34.999
- ☐ De \$35.000 a \$44.999
- ☐ De \$45.000 a \$54.999
- ☐ De \$55.000 a \$64.999
- ☐ De \$65.000 a \$74.999
- ☐ De \$75.000 a \$99.999
- ☐ \$100.000 y más
- ☐ Desconocido
- ☐ Prefiero no responder

61. ¿Qué edad tiene?

- ☐ Menos de 18 años
- ☐ De 18 a 24 años
- ☐ De 25 a 34 años
- ☐ De 35 a 44 años
- ☐ De 45 a 54 años
- ☐ De 55 a 64 años

- ☐ De 65 a 74 años
- ☐ Más de 75 años
- ☐ Prefiero no responder

62. ¿Cuál es el grado o nivel de estudios más alto que completó? (Si actualmente se inscribió en la escuela, indique el grado más alto que recibió).

- ☐ Escuela secundaria incompleta
- ☐ Grado de secundaria o equivalente (como GED/HiSET)
- ☐ Estudios universitarios incompletos
- ☐ Título técnico
- ☐ Licenciatura
- ☐ Maestría
- ☐ Profesional o doctorado (como MD, DDS, DVM, PhD)
- ☐ Prefiero no responder

63. ¿Cuál es su situación actual de vivienda?

- ☐ Propia
- ☐ Alquiler
- ☐ Vivo con la familia
- ☐ Vivo con amigos
- ☐ Vivienda compartida (es decir, dormitorio, etc.)
- ☐ Sin vivienda

## Participe para ganar

Si desea participar en el sorteo de una de las cuatro (4) tarjetas regalo de \$50, por favor proporcione su información de contacto a continuación. Sus respuestas a la encuesta y la información de contacto se mantienen por separado.

Nombre: \_\_\_\_\_

Número de teléfono: \_\_\_\_\_

Correo electrónico: \_\_\_\_\_

## Appendix E: Supplementary Community Survey Results

### Participant Demographics, continued

Three in four participants (73.1%) report being current homeowners, with an additional one in five (18.2%) reporting renting.

Nearly half of all participants (48.1%) report having a bachelor's, master's, and/or professional or doctorate degree. More than one in eight participants (13.3%) reported a high school degree or equivalent as their highest level of education attained.

**Exhibit 84: Community Survey Participant Housing Status and Educational Attainment**

DEMOGRAPHIC VARIABLE	PERCENT OF PARTICIPANTS
<b>CURRENT HOUSING SITUATION</b>	
Own	73.1%
Rent	18.2%
Live with family	7.2%
Live with friends	0.8%
Shared housing (i.e., dorm, etc.)	0.4%
Unhoused	0.3%
<b>EDUCATION (HIGHEST LEVEL ATTAINED)</b>	
Less than a high school diploma	1.0%
High school degree or equivalent (such as GED/HiSET)	13.3%
Some college, no degree	24.3%
Associate's degree	13.3%
Bachelor's degree	26.6%
Master's degree	16.4%
Professional or doctorate (such as MD, DDS, DVM, PhD)	5.1%

## Tobacco Use

**Three in five participants (61.2%) report never having smoked**, with an additional one in four (25.2%) reporting formerly smoking, but having quit. Smaller proportions reported smoking cigarettes daily (6.1%), using electronic cigarettes daily (3.5%), and/or smoking cigarettes socially (2.4%), among other forms of use.

**Exhibit 85: Self-Reported Tobacco Use**

Do you use tobacco? (check all that apply)	Percent of Participants
I have never smoked	61.2%
I used to smoke, but quit	25.2%
I smoke cigarettes daily	6.1%
I use an electronic cigarette daily	3.5%
I smoke cigarettes socially (not daily)	2.4%
I use an electronic cigarette socially (not daily)	1.5%
I smoke cigars or a pipe	1.1%
I chew tobacco	0.9%
I use tobacco in religious or cultural ceremonies	0.1%

Participants from Benewah County most commonly reported **smoking cigarettes daily** (12.5%).

**Exhibit 86: Self-Reported Tobacco Use, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
I have never smoked	58.0%	59.6%	65.3%	62.0%	64.8%	<b>61.2%</b>
I used to smoke, but quit	20.5%	26.9%	20.8%	26.8%	27.8%	<b>25.2%</b>
I smoke cigarettes daily	12.5%	3.5%	4.2%	5.4%	5.6%	<b>6.1%</b>
I use an electronic cigarette daily	4.5%	4.1%	6.9%	2.4%	0.0%	<b>3.5%</b>
I smoke cigarettes socially (not daily)	2.7%	2.9%	2.8%	1.8%	0.0%	<b>2.4%</b>
I use an electronic cigarette socially (not daily)	1.8%	2.3%	0.0%	1.2%	1.9%	<b>1.5%</b>
I smoke cigars or a pipe	0.9%	1.2%	2.8%	0.9%	0.0%	<b>1.1%</b>
I chew tobacco	0.9%	1.8%	1.4%	0.6%	0.0%	<b>0.9%</b>
I use tobacco in religious or cultural ceremonies	0.0%	0.6%	0.0%	0.0%	0.0%	<b>0.1%</b>



## Access to Adult Care

The vast majority of participants (87.6%) reported having a family doctor, family health center, or clinic as a source of routine care. Nearly one in ten participants (8.9%) reported not having a source of routine care. 'Other' responses include a nurse practitioner, telehealth, and the VA, among others.

**Exhibit 87: Presence of a Family Doctor or Other Source of Routine Care**

Do you have a family doctor or a place where you go for routine care?	Percent of Participants
Yes, family doctor, family health center, or clinic	87.6%
Yes, emergency room	0.5%
Yes, walk-in urgent care	1.8%
No	8.9%
Other	1.2%

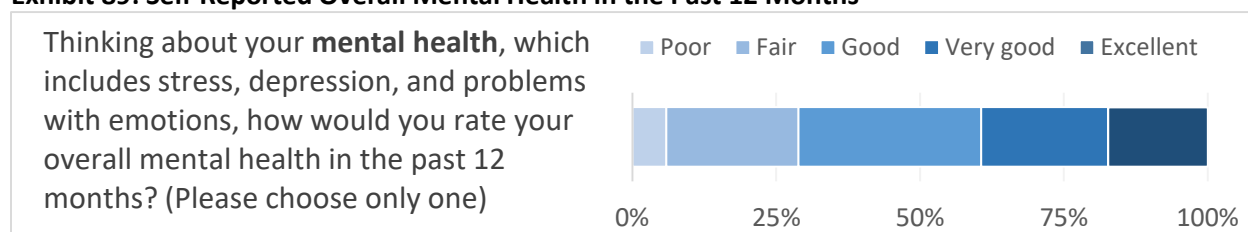
Participants from Boundary and Shoshone counties most commonly reported not having a family doctor or place where they go for routine care.

**Exhibit 88: Presence of a Family Doctor or Other Source of Routine Care, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Yes, family doctor, family health center, or clinic	88.8%	87.4%	87.3%	87.9%	85.2%	<b>87.6%</b>
Yes, emergency room	0.0%	0.6%	0.0%	0.6%	0.0%	<b>0.5%</b>
Yes, walk-in urgent care	3.4%	1.7%	0.0%	2.1%	0.0%	<b>1.8%</b>
No	7.8%	8.0%	12.7%	8.2%	13.0%	<b>8.9%</b>
Other	0.0%	2.3%	0.0%	1.2%	1.9%	<b>1.2%</b>

The largest proportion of participants (31.8%) reported having 'good' mental health in the past 12 months. The smallest proportion (5.9%) reported having mental health that was 'poor'.

**Exhibit 89: Self-Reported Overall Mental Health in the Past 12 Months**



Participants from Boundary County more frequently reported 'poor' mental health in the past 12 months compared to those from other counties. Nearly half of those in Shoshone County (45.5%) reported 'poor' or 'fair' mental health in the past 12 months, compared to less than 30% of all participants.

**Exhibit 90: Self-Reported Overall Mental Health in the Past 12 Months, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
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Poor	6.0%	7.0%	11.1%	3.8%	9.1%	<b>5.9%</b>
Fair	25.6%	14.6%	20.8%	24.0%	36.4%	<b>23.0%</b>
Good	29.9%	32.7%	38.9%	30.8%	27.3%	<b>31.8%</b>
Very good	18.8%	26.3%	16.7%	22.8%	21.8%	<b>22.0%</b>
Excellent	19.7%	19.3%	12.5%	18.6%	5.5%	<b>17.3%</b>

## Care for Children

### Exhibit 91: Top Health-Related Issues to Address to Improve the Health of Children in the Community

Read the list of health-related issues that may impact children under age 18 and think about your community. Which of these do you believe are most important to address to improve the health of children in your community? (Please choose only 5)	Percent of Participants
Mental or Behavioral Health	61.6%
Vaping, Cigarette, Cigar, Cigarillo, or E-cigarette Use	45.7%
Drug or Alcohol Use	43.3%
Special Needs (Physical / Chronic / Behavioral / Developmental / Emotional)	39.1%
Suicide Prevention	35.6%
Dental Care	33.6%
Healthy Food / Nutrition	32.9%
Immunizations (common childhood vaccines, like mumps, measles, chicken pox, etc.)	27.0%
Lack of physical activity	27.0%
Availability and consumption of healthy food	21.1%
Attention-Deficit/Hyperactivity Disorder (ADHD)	18.7%
Accidents and Injuries	18.3%
Obesity	17.0%
Teen pregnancy and prevention	15.6%
Safe Sex	15.2%
Eye Health (vision)	13.8%
Food Allergies	12.5%
Infectious Diseases (including STD/STI and COVID-19)	11.4%
Healthy Pregnancies and Childbirth (not teen pregnancy)	11.1%
Respiratory Health Other than Asthma (RSV, cystic fibrosis)	9.0%
Diabetes	6.9%
Medically Complex Needs?	6.9%
Sexual Identity of Child	6.9%
Asthma	5.5%
Heart health	4.5%
High Cholesterol	1.4%
Epilepsy	0.3%

Among other issues to address to improve the health of children in their community, participants most frequently chose **access to affordable childcare or before/after-school care** (60.6%), **bullying and other stressors in school** (54.1%), and **domestic violence, child abuse and/or child neglect** (47.8%) as most important.

**Exhibit 92: Top Other Important Needs or Concerns to Address to Improve the Health of Children in the Community**

When you think about OTHER important needs or concerns that affect child health in your community, please select the top 5 critical needs or concerns most important to address. If you think of a concern that is not listed here, please write it under "Other." (Please choose only 5)		Percent of Participants
Access to affordable childcare or before/after school care		60.6%
Bullying and other stressors in school		54.1%
Domestic violence, child abuse and/or child neglect		47.8%
Social media		42.0%
Housing		41.0%
Educational needs such as tutoring, mentoring, and homework help		38.1%
Family member alcohol or drug use		37.4%
Access to benefits (Medicaid, WIC, SNAP/Food Stamps)		35.6%
Hunger or access to healthy food		34.2%
Parenting education (parenting skills for child development)		33.5%
Places for children to play		18.9%
Lack of employment opportunities for youth		12.2%
Transportation challenges		9.5%
Safe neighborhoods		9.0%
Crime and community violence		8.8%
Human trafficking		7.6%
Traffic safety		6.5%
Legal problems		2.5%
Language barriers		1.0%

Those from Bonner and Kootenai counties most commonly identified **access to affordable childcare or before/after school care** as a top need or concern to improve the health of children in the community, while those from Benewah and Boundary counties more frequently selected **bullying and other stressors in school**. The top choice among those from Shoshone County was **domestic violence, child abuse and/or child neglect**. More than one in two of those from Benewah County selected **family member alcohol or drug use**, compared to slightly more than one in three of those overall.

**Exhibit 93: Top Other Important Needs or Concerns to Address to Improve the Health of Children in the Community, by County**

	Benewah	Bonner	Boundary	Kootenai	Shoshone	Overall
Access to affordable childcare or before/after school care	57.1%	64.8%	52.2%	61.9%	59.3%	<b>60.6%</b>
Bullying and other stressors in school	65.2%	46.5%	58.2%	52.5%	57.4%	<b>54.1%</b>
Domestic violence, child abuse and/or child neglect	40.2%	47.8%	38.8%	49.4%	66.7%	<b>47.8%</b>
Social media	42.0%	51.6%	49.3%	39.4%	25.9%	<b>42.0%</b>
Housing	39.3%	42.8%	37.3%	40.9%	46.3%	<b>41.0%</b>
Educational needs such as tutoring, mentoring, and homework help	47.3%	36.5%	38.8%	37.2%	27.8%	<b>38.1%</b>
Family member alcohol or drug use	56.3%	28.3%	38.8%	33.4%	48.1%	<b>37.4%</b>
Access to benefits (Medicaid, WIC, SNAP/Food Stamps)	28.6%	38.4%	37.3%	38.1%	27.8%	<b>35.6%</b>
Hunger or access to healthy food	24.1%	39.6%	25.4%	35.6%	38.9%	<b>34.2%</b>
Parenting education (parenting skills for child development)	35.7%	34.6%	46.3%	30.9%	27.8%	<b>33.5%</b>
Places for children to play	20.5%	20.8%	34.3%	12.5%	29.6%	<b>18.9%</b>
Lack of employment opportunities for youth	23.2%	9.4%	26.9%	7.2%	9.3%	<b>12.2%</b>
Transportation challenges	11.6%	6.3%	10.4%	9.7%	13.0%	<b>9.5%</b>
Safe neighborhoods	5.4%	3.8%	9.0%	12.2%	11.1%	<b>9.0%</b>
Crime and community violence	6.3%	6.9%	10.4%	9.1%	16.7%	<b>8.8%</b>
Human trafficking	2.7%	9.4%	4.5%	9.1%	5.6%	<b>7.6%</b>
Traffic safety	6.3%	9.4%	4.5%	5.9%	3.7%	<b>6.5%</b>
Legal problems	2.7%	1.9%	4.5%	2.2%	3.7%	<b>2.5%</b>
Language barriers	0.0%	0.0%	3.0%	1.3%	1.9%	<b>1.0%</b>

## Other Challenges

**What are three to five other challenges in the community that you can think of that you think are important for us to know about?**

SELECTED THEMES AND SUPPORTING QUOTES:

### Affordable housing / homelessness

- *Affordable housing is the predominant issue in our town. Influx of very wealthy people who have little familiarity with those whom they are displacing for housing, and/or who live here only part of the year and are not familiar with the concerns of local working people.*
- *Access to purchase affordable housing for low and extremely low-income people. I am a single woman with no children and am on disability. I fall into so many gray areas where I don't qualify for assistance that others with children etc get. It is not fair to be overlooked and not cared about. Especially when you have a low income that makes it unable to afford most if not all places to live.*
- *Lack of quality foster/transitional homes for kids/families in crisis.*

### Affordable and accessible healthcare

- *Affordable Healthcare. Good local healthcare providers - the good ones are leaving the area. Rising healthcare costs - especially insurance premiums. Restricted access to specialist care because of insurance.*
- *Long wait times for services. My kid's pediatrician is booked 3-4 months out all the time. We can never see if for anything but wellness visits. When they are sick we just have to see whoever-terrible continuity of care.*
- *Lack of Medicare Advantage plans. High cost of medical plans. Affordable prescriptions.*

### Behavioral health services

- *Drug use, lack [of] community events, not enough mental health available.*
- *Alcohol use. I know you are aware, but I feel like people take it for granted around me and drink every night or excessively.*
- *Mental illness. No place for the mentally ill to go.*
- *Kids mental health and access to counseling/therapy*
- *Drugs, bullying, abuse, teenage suicide*

### Care and activities for children and youth

- *Affordable indoor recreation for my kids during the winter.*
- *Keeping kids highly engaged in sports, competitions and community outreaches so they develop character.*
- *I wish we had more places for kids to play, like a splash pad or children's museum or a playground with trees and picnic tables.*

## Magic Wand

**If you had a magic wand and could change one thing to make your community a better place, what would it be?**

### SELECTED SUBMISSIONS:

- *Lowering the cost of housing and making it easier for seniors to find affordable housing.*
- *No one struggling with transportation, or housing. More social awareness for all people and the needs of the community.*
- *Take out addiction and break the cycle of neglect, abuse and bullying*
- *Free meals at all schools.*
- *Safe places to walk. Well-lit parks with play equipment that is maintained.*
- *Stronger sense of community and less division with politics, etc. I wish there was more help for those struggling.*
- *Make school boards and library boards truly non-political and actually looking out for the interests of the community as a whole.*
- *Creating a completely safe place for the homeless to go that they can get back on their feet without judgement*
- *Bring the house market down and wages up.*
- *Low cost or free public transportation throughout the entire county more than 1 or 2 days per week. Money to replace the local grade school buildings that are on the verge of being condemned.*
- *More programs for maternal and parenting guidance to ensure from the start of a child's life their parents are equipped with tools and skills to guide and develop their child(ren). This in turn would help the current parent population and also prevent behavioral issues among children.*
- *Improve housing access, especially for those with addictions. Many housing options require people to be clean from all drugs and some require religious affiliation. I think these barriers make it very difficult for many people to find housing. It seems like it is more important to address addiction after housing is found, not before.*
- *Better care for our elderly and veterans.*
- *Change our education model to be more earthy and experiential so kids can learn a trade, get outdoors, be mentored in entrepreneurial pursuits, and grow up off their phones in a loving and productive environment.*
- *Have a community center that allows for free recreation year-round, especially in the winter, that is an umbrella for additional services, such as group therapy, food banks, soup kitchen, warming center, etc.*
- *Change the attitudes of people regarding the LGBT community. My daughter is transgender and I worry about her safety.*
- *Everyone would feel that they had 5-10 close friends to hang out with, turn to if they were feeling depressed or anxious, and get help from if they needed help.*

## Appendix F: Need Prioritization Survey Results

The table below indicates the 'score' of each need ranked by the Leadership Group through the second survey and the corresponding broader need priority category determined through the collaborative prioritization session.

Rank	Need	<u>Survey</u>	<u>Collaborative Session</u>
		Average 'Need for More Focus' Score	Need Priority Category Determined
1	Additional (non-telehealth) behavioral healthcare providers, including those that accept Medicaid, Tricare, and Medicare	6.29	Behavioral Health - MH Provider Availability
1	Increase overall number of licensed behavioral health providers for pediatrics	6.29	Behavioral Health - MH Provider Availability
1	Provide mental health and crisis trainings for law enforcement and first responders	6.29	Behavioral Health - Crisis Intervention
4	Increase the number of programs to help substance use disorder patients enter and stay in recovery (esp. for alcoholism)	6.14	Behavioral Health - Recovery Services
4	Improve access to quality substance abuse prevention and early intervention programs	6.14	Behavioral Health - Preventative Medicine
4	Increased availability of affordable before- and after-school activities for youth, including transportation to activities, hosting activities on school grounds, and finding staffing to provide such programs	6.14	Youth Services / Youth SDoH
7	More access to behavioral health services within school districts (licensed social workers, substance use prevention and intervention, etc.)	6.00	Youth Services / Youth SDoH
7	Develop and/or expand behavioral health crisis and emergency care programs	6.00	Behavioral Health - Crisis Intervention
9	Increase overall number of licensed behavioral health providers for adults	5.86	Behavioral Health - MH Provider Availability
9	Attract local providers who live in the communities in which they work	5.86	Access to Care - Provider Availability
11	Expand number of inpatient psychiatric beds available in CDA (as CDA is currently seen as the main hub where Emergency Departments in the other four counties send patients experiencing crisis)	5.71	Behavioral Health - MH Provider Availability

Rank	Need	<u>Survey</u>	<u>Collaborative Session</u>
		Average 'Need for More Focus' Score	Need Priority Category Determined
12	Expansion of dementia and Alzheimer's care that accept a wide range of insurances (including Medicare, Tricare, etc.)	5.57	Older Adults Services
13	School-based services that address the needs of youth qualifying as homeless under the McKinney-Vento definition, such as providing extra meals, tutoring, internet access for homework, mentorship, etc.	5.43	Youth Services / Youth SDoH
13	Provide youth-specific health education programs (especially targeting behavioral health, substance use, staying physically healthy, and nutrition)	5.43	Youth Services / Youth SDoH
13	Affordable childcare for low-income, working-class, and middle-class families	5.43	Youth Services / Youth SDoH
16	Additional primary care providers (e.g., medical doctors, nurse practitioners, and registered nurses)	5.14	Access to Care - Provider Availability
16	Develop mobile health and outreach health units to provide primary and specialty care for community members living in rural areas	5.14	Access to Care - Provider Availability
16	Improve continuity of care through provider retention	5.14	Access to Care - Provider Availability
19	Address stigma surrounding accessing behavioral health services	5.00	Access to Care
20	Increased pay or benefits (including help finding housing, combating burnout, etc.) to recruit and retain healthcare providers	4.71	Access to Care - Provider Availability
20	Increased availability of low-income housing for community members experiencing housing instability or homelessness	4.71	Social Determinants of Health
20	Equitable affordable housing opportunities for working-class and middle-class community members	4.71	Social Determinants of Health
23	Reduce cost of routine care and medical appointments	4.57	Access to Care
23	Improve transportation services for people needing to go to doctor's appointments or the hospital, especially in rural areas (including increasing community members' awareness of what already exists)	4.57	Access to Care - Transportation
23	Increase programs that support community cohesion and inclusion, including those to combat polarization and discrimination	4.57	Diversity, Equity, Inclusion, & Accessibility (DEIA)
26	Expanded domestic violence services, including more domestic violence resources for men	4.43	Behavioral Health - Crisis Services
26	Recruit OBs, especially to more rural counties, or hire a traveling OB for the PHD service area	4.43	Access to Care - Provider Availability



Rank	Need	<u>Survey</u>	<u>Collaborative Session</u>
		Average 'Need for More Focus' Score	Need Priority Category Determined
26	In-home healthcare for older adults who are unable to leave their homes and have Medicare	4.43	Older Adults Services
26	Expand access to affordable food and stable housing costs for seniors	4.43	Social Determinants of Health
30	Increase PTSD and trauma-specific community resources	4.29	Behavioral Health - Crisis Intervention
31	Assistance that helps community members struggling to pay rent or mortgage	4.14	Social Determinants of Health
31	Provide transportation specifically to pregnant women for prenatal appointments	4.14	Access to Care - Transportation
33	Increase access to specialty healthcare providers (especially neurologists, cardiologists, and endocrinologists)	4.00	Access to Care - Provider Availability
33	Increase services for uninsured families (behavioral health, dental, and physical health)	4.00	Access to Care - Provider Availability
35	Increase access to urgent care providers, especially in more rural communities	3.86	Access to Care - Provider Availability
35	Expand external county transportation options (i.e., connecting counties to each other, so that people in one county can access healthcare options provided in a different county)	3.86	Access to Care - Transportation
37	Increase community education surrounding functioning alcoholism	3.71	Behavioral Health - Preventative Medicine
37	Develop internal county transportation options (i.e., connecting rural areas within a county to that county's main hubs and healthcare services)	3.71	Access to Care - Transportation
39	Assistance that helps community members struggling to pay utilities	3.57	Social Determinants of Health
40	Provide Mental Health First Aid training through places of employment	3.43	Behavioral Health - Preventative Medicine
40	Develop homelessness prevention programs	3.43	Social Determinants of Health
42	Increase the number of dental practices that accept Medicaid	3.29	Access to Care - Provider Availability
43	Increase pediatric care providers (e.g., medical doctors, nurse practitioners, and registered nurses)	3.14	Access to Care - Provider Availability
44	Assistance that helps community members struggling to pay for car maintenance, repairs, and loans	2.14	Social Determinants of Health

## Appendix G: Community Resource Guide

### Benewah County

Primary & Specialty Care						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Benewah Community Hospital (BCH)	229 S. 7th Street, St. Maries, ID 83861	(208) 245 - 5551		<a href="https://www.bchmed.org/">https://www.bchmed.org/</a>	24/7	Emergency room, care coordination, laboratory, outpatient infusion services, physical rehabilitation, radiology/imaging, respiratory therapy, surgical services, women's health
Marimn Health Medical Center	427 N. 12th Street, Plummer, ID 83851	(208) 686-1931		<a href="https://www.marimnhealth.org/">https://www.marimnhealth.org/</a>	Monday-Friday, 8a-5:30p Saturday, 8a-3:30p	Medical, dental, behavioral health, radiology & lab, pharmacy, purchased and referred care
Marimn Health Wellness Center	1100 A Street, Plummer, ID 83851	(208) 686-9355		<a href="https://www.marimnhealth.org/wellness-center/">https://www.marimnhealth.org/wellness-center/</a>	Monday-Friday, 5:30a-7p Saturday, 10a-2p	Fitness, aquatics
Panhandle Health District	137 N 8th St, St Maries, ID 83861	(208) 245-4556		<a href="https://panhandlehealthdistrict.org/#st-maries-benewah-county-office">https://panhandlehealthdistrict.org/#st-maries-benewah-county-office</a>	Monday-Friday, 8a-5p	Healthcare services, licensing & permitting, nutrition & physical activity, adult & senior services, parenting & youth services, and provide disease surveillance data
Specialty Clinic (BCH)	229 S. 7th Street, St. Maries, ID 83861	(208) 245-7629		<a href="https://www.bchmed.org/surgeons/">https://www.bchmed.org/surgeons/</a>		Cardiology, general surgery, oncology, orthopedic spine, orthopedic surgery, pain clinic, podiatry

<a href="https://www.bchmed.org/visiting-providers/">https://www.bchmed.org/visiting-providers/</a>						
St. Maries Family Medicine (within BCH)	229 S. 7th Street, St. Maries, ID 83861	(208) 245-2591		<a href="https://www.bchmed.org/st-maries-family-medicine-clinic/">https://www.bchmed.org/st-maries-family-medicine-clinic/</a>	Monday - Friday, 8am-5pm	Family medicine, same day appointments, prescription refill
<b>Behavioral Health</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Grace Counseling LLC	175 Grandview Dr, St. Maries, ID 83861	(208) 568-0926		<a href="https://gracecounseling.clientsecure.me/">https://gracecounseling.clientsecure.me/</a>	Monday-Friday, 8a-5p	Mental health and addiction services
Heritage Health - St. Maries Clinic	120 S. 13th Street, St. Maries, ID 83861	(208) 245-4363		<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Thursday, 7:30a-5:30p	Mental health and addiction services
Marimn Health Medical Center	427 N. 12th Street, Plummer, ID 83851	(208) 686-1931		<a href="https://www.marimnhealth.org/">https://www.marimnhealth.org/</a>	Monday-Friday, 8a-5:30p Saturday, 8a-3:30p	Medical, dental, behavioral health, radiology & lab, pharmacy, purchased and referred care
Saint Maries Counseling, LLC	201 N 8th Street #4, St. Maries, ID 83861	(208) 597-7639		<a href="https://www.stmariescounseling.com/">https://www.stmariescounseling.com/</a>	Tuesday, 2p-4p Wednesday-Friday, 9a-4p Saturday, 9a-3p	Mental health

Sequel Alliance Family Services of Idaho	89 Homer Dr., St. Maries, ID 83861	(208) 245-5427			Monday-Friday, 9a-5p	Mental health
<b>Dental &amp; Optometry</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Marimn Health Medical Center	427 N. 12th Street, Plummer, ID 83851	(208) 686-1931		<a href="https://www.marimnhhealth.org/">https://www.marimnhhealth.org/</a>	Monday-Friday, 8a-5:30p Saturday, 8a-3:30p	Medical, dental, behavioral health, radiology & lab, pharmacy, purchased and referred care
St. Joe Valley Dental	1722 Main Ave, St. Maries, ID 83861	(208) 245-2242		<a href="https://stjoevalleydental.com/">https://stjoevalleydental.com/</a>	Wednesday-Friday, 8a-5p	Dental
St. Maries Family Dentistry	307 S. 8th Street, St. Maries, ID 83861	(208) 245-2548		<a href="https://www.stmariesfamilydentistry.com/">https://www.stmariesfamilydentistry.com/</a>	Monday-Thursday, 8a-5p Friday 8a-12p	Dental
St. Maries Vision Center	704 College Ave, St. Maries, ID 83861	(208) 245-6563		<a href="https://kootenaivisionsource.com/">https://kootenaivisionsource.com/</a>	Monday & Friday, 8a-1p Tuesday-Thursday, 8a-5p	Optometry
<b>Aging, Disability, &amp; Personal Care</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered

Community Senior Citizens, Inc.	4345 Fox Road, Tensed, ID 83870	(208) 274-2851				
East Benewah Council for Aging	711A Jefferson, St. Maries, ID 83861	(208) 568-1551		<a href="https://healthandwelfare.idaho.gov/food-banks-food-sites-and-food-pantries/east-benewah-council-aging">https://healthandwelfare.idaho.gov/food-banks-food-sites-and-food-pantries/east-benewah-council-aging</a>	Monday, Wednesday, Friday, 8a-2p	
Fernwood Senior Center	64042-64062 Main Street, Fernwood, ID 83830	(208) 245-3392		<a href="https://www.facebook.com/groups/1002666663098967/">https://www.facebook.com/groups/1002666663098967/</a>	Monday & Thursday, 11a-12:30p Wednesday & Friday, 9:30a-10:30a	
Plummer Senior Citizen Kitchen	888 C Street, Plummer, ID 83851	(208) 686-1863				
Senior Companions Program (Panhandle Health District)	137 N. 8th Street, St. Maries, ID 83861	(208) 415-5177		<a href="https://seniorcompanionsidaho.org/">https://seniorcompanionsidaho.org/</a>		Companionship and respite care for seniors and people living with disability
Senior Citizens of Benewah County	605 Main Ave, St. Maries, ID 83861	(208) 245-3032			Monday-Saturday, 10a-3:30p	
Food						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Benewah County Food Bank	416 Main Ave, Saint Maries, ID 83861 (located in the	(208) 245-9090			Monday-Wednesday, &	Food assistance

Community Action Partnership)					Fridays 9a-4p	
WIC (Panhandle Health District)	137 N. 8th Street, St. Maries, ID 83861	(208) 245-4556		<a href="https://panhandlehealthdistrict.org/wic/">https://panhandlehealthdistrict.org/wic/</a>	Monday-Friday, 8a-5p	Providing advanced nutrition information, resources and breastfeeding support
Transportation						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
CityLink Transit - Rural (South Routes)		(877) 941-7433		<a href="https://www.kcgov.us/490/Citylink-South-Routes">https://www.kcgov.us/490/Citylink-South-Routes</a>		
Veteran						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Benewah County Veteran's Outreach Center	534 Main Ave, St. Maries, ID 83861	(208) 582-4330		<a href="https://benewahveterans.org/contact-1">https://benewahveterans.org/contact-1</a>	Monday-Friday, 9a-5p	
Benewah County Veterans Services Office (VSO)	701 W College Ave, Suite LL4, St Maries, ID 83861	(208) 446-1097				

## Bonner County

Primary & Specialty Care						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Alpine Family Medicine	1555 Ontario St., Sandpoint, ID 83864	(208) 597-7910	alpinemed7b@gmail.com	<a href="https://www.alpinefamilymedicine.org/">https://www.alpinefamilymedicine.org/</a>	Monday-Thursday, 8a-5p	Annual check-up, injury/accidents, chronic health conditions, medical consultation, lab tests, IUD/Nexplanon, women's health, surgical care (in-office family practice procedures), sports physical, Department of Transportation test, and IV vitamin therapy
Bonner General Family Practice	423 N. Third Avenue, Suite 210 Sandpoint, ID 83864	(208) 265-2221		<a href="https://bonnergeneral.org/services/family-practice/">https://bonnergeneral.org/services/family-practice/</a>	Monday-Thursday 8a-4p	immediate appointments, same-day appointments, and a variety of exams, wellness checks, procedures, and testing for patients of all ages
Bonner General Immediate Care Clinic	520 N. 3rd Avenue, Sandpoint, ID 83864	(208) 263-0649		<a href="https://bonnergeneral.org/services/immediate-care-clinic/">https://bonnergeneral.org/services/immediate-care-clinic/</a>	Monday-Friday, 9a-6p Saturday-Sunday, 10a-5p	Treat cuts, bruises, and minor lacerations; earache, sore throat, and fever; minor burns and skin infections; sprains, strains, and simple fractures; upper respiratory infections, bronchitis, and sinusitis; and more.

Bonner General Health	520 N. 3rd Avenue, Sandpoint, ID 83864	(208) 263- 1441		<a href="https://bonnergeneral.org/">https://bonnergeneral.org/</a>	24/7	Hospital with the following services and clinics: acute care unit, anticoagulation clinic, behavioral health, bereavement services, cancer services, cardiopulmonary services, community first aid & CPR classes, diagnostic imaging, emergency department, family practice, hospice, immediate care clinic, infusion and procedures clinic, intensive care unit, internal medicine, laboratory services, ophthalmology, orthopedics, physical/occupational/speech therapy, sandpoint women's health, support groups, surgical services
Bonner Partner In Care Clinic	2101 Pine Street, Sandpoint, ID 83864	(208) 255- 9099	chryl@bpic c.org	<a href="https://bonnerpartnersincare.org/">https://bonnerpartnersincare.org/</a>	Tuesday, 5:30a-6p	Diagnostic/radiology studies, lab work, medical supplies, prescription medications, specialist referrals, blood pressure cuffs.



Bonner and Boundary County Community Midwives	(Birthing Center Address) 723 Pine St, Sandpoint, ID	(360) 708-1899	<a href="https://www.idahomidwives.org/find-a-midwife">https://www.idahomidwives.org/find-a-midwife</a>		Community Midwives in Idaho are certified professional midwives and licensed midwives through the Idaho division of occupational and professional licenses. Visit <a href="https://dopl.idaho.gov">dopl.idaho.gov</a> to see Chapter 55 for midwifery. As CPMs, we receive specialized midwifery education including degree programs and training through an apprenticeship model for hands on skills needed for our work and scope of practice as midwives. With out licensing we are allowed to carry oxygen, suture, provide IV fluids, and administer medications to manage hemorrhage. We are trained CPR and NRP providers.
Cornerstone Direct Primary Care Clinic	414 Church St, Suite 120, Sandpoint, ID 83864	(208) 277-9717	<a href="https://cornerstone-dpc.org/">https://cornerstone-dpc.org/</a>	Monday-Friday, 8a-5p	Faith-based primary care physician clinic with family physicians and an in-house general surgeon
Kaniksu Community Health - Sandpoint Clinic	810 6th Ave, Sandpoint, ID 83864	Family Medicine - (208) 265-6252 Pediatrics - (208) 265 - 2242 Pharmacy - (208) 265-1400	<a href="https://www.kchnorthidaho.org/">https://www.kchnorthidaho.org/</a>	Monday-Friday, 7a-5p Last Thursday of each month, open at 9a	Family medicine, pediatrics, dental, pharmacy, and behavioral health
Kaniksu Community Health - Priest River Location	6509 Highway 2, Priest River, ID 83856	(208) 448-2321	<a href="https://www.kchnorthidaho.org/">https://www.kchnorthidaho.org/</a>	Monday-Friday, 7a-5p Last	Family medicine, pediatrics, dental, and behavioral health

					Thursday of each month, open at 9a	
Lakeshore Health	102 Euclid Ave, Ste 202, Sandpoint, ID 83864	(208) 906- 2525	info@mylak eshorehealt h.com	<a href="https://mylakeshorehealth.com/">https://mylakeshorehealth.com/</a>	Monday- Friday, 9a-12p & 1p-4p	Concierge primary healthcare provider
North Idaho Orthopedic Urgent Care	30544 ID-200, Ste 102, Ponderay, ID 83852	(208) 265- 9817		<a href="https://www.niouc.com/">https://www.niouc.com/</a>	Monday- Friday, 8a-5p	Non-threatening orthopedic injuries
Panhandle Health District - Clinical Services	2101 W. Pine St, Sandpoint, ID 83864	(208) 263- 5159	clinic@phd 1.idaho.gov	<a href="https://panhandlehealthdistrict.org/medical-care/">https://panhandlehealthdistrict.org/medical-care/</a>	Monday- Friday, 8a-12p & 1p-5p	Medical care clinic (including family planning/birth control, STI testing, immunizations, blood pressure management, and more), dental care (for children ages 0-17 and pregnant women), diabetes programs, pregnancy prevention, and tobacco/vape cessation
Pend Oreille Health Care	1207 Michigan St, Sandpoint, ID 83864	(208) 265- 2221	michelle@p endoreilleh ealthcare.c om	<a href="https://www.facebook.com/p/Pend-Oreille-Health-Care-100063496869604/">https://www.facebook.com/p/Pend-Oreille-Health-Care-100063496869604/</a>	Monday- Thursday , 8:30a- 5:30p	Family medicine practice
Sandpoint Family Health Center	606 N 3rd Ave, Sandpoint, ID 83864	(208) 263- 1435		<a href="https://fhcsandpoint.com/">https://fhcsandpoint.com/</a>	Monday- Friday, 7:30a- 5pm	Circumcision, colonoscopy (performed at BGH), colposcopy, cosmetic botox, cryotherapy / LEEP
Sandpoint Family Medicine & Urgent Care	302 S. 1st Ave, Sandpoint, ID 83864	(208) 263- 5109		<a href="https://www.facebook.com/sfmuc/">https://www.facebook.com/sfmuc/</a>	Monday- Friday, 8a-7p Saturday	Provides both family medicine and urgent care patient needs

						-Sunday, 8a-5p
Sandpoint Women's Health	423 N. 3rd Ave, Ste 210, Sandpoint, ID 83864	(208) 263-2173		<a href="https://bonnergeneral.org/services/sandpoint-womens-health/">https://bonnergeneral.org/services/sandpoint-womens-health/</a>	Monday-Thursday, 8a-5p	GYN services
Woodlands Family Medicine	30544 ID-200, #301, Ponderay, ID 83852	(208) 263-6300		<a href="https://woodlandsfamilymed.com/">https://woodlandsfamilymed.com/</a>	Monday-Friday, 8a-5p	Family medicine clinic that is part of North Idaho Medical Village
<b>Behavioral Health</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Aadvent Community Health Services	312 S. 1st Ave, Sandpoint, ID 83864	(208) 263-8833			Monday-Friday, 9a-5p	Mental health clinic
Alternative Counseling and Rehab	13 10th St, Priest River, ID 83856; 34 Church St, Priest River, ID 83856	(208) 448-4855				Mental health
Bonner General Behavioral Health	606 N. 3rd Ave, #203, Sandpoint, ID 83864	(208) 265-1090		<a href="https://bonnergeneral.org/services/behavioral-health/">https://bonnergeneral.org/services/behavioral-health/</a>	Monday-Thursday, 8a-6p	Outpatient mental health services for adult and pediatric patients
Kaniksu Community Health - Sandpoint Clinic	810 6th Ave, Sandpoint, ID 83864	Family Medicine - (208) 265-6252 (request to speak with behavioral)		<a href="https://www.kchnorthidaho.org/">https://www.kchnorthidaho.org/</a>	Monday-Friday, 7a-5p Last Thursday of each month,	Family medicine, pediatrics, dental, pharmacy, and behavioral health

health services)				open at 9a		
Kaniksu Community Health - Priest River Location	6509 Highway 2, Priest River, ID 83856	(208) 448-2321		<a href="https://www.kchnorthidaho.org/">https://www.kchnorthidaho.org/</a>	Monday-Friday, 7a-5p Last Thursday of each month, open at 9a	Family medicine, pediatrics, dental, pharmacy, and behavioral health
Victim Advocate Services Team (VAST)		(208) 265-3586		<a href="https://www.bonnercountyid.gov/departments/Prosecutor/vast">https://www.bonnercountyid.gov/departments/Prosecutor/vast</a>	24/7	Based out of the Bonner County Prosecutor's Office, we provide direct, immediate services to victims of all crime, though predominantly victims of domestic violence and sexual assault. We strive to provide 24 hour / 7 days a week assistance to victims in need.
Dental & Optometry						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Ivory Dental - Sandpoint	1323 US-2, Sandpoint, ID 83864	(208) 263-1412		<a href="https://www.ivorydds.com/?utm_source=Google+My+Business&amp;utm_medium=Sandpoint&amp;utm_campaign=Sandpoint&amp;utm_term=Local">https://www.ivorydds.com/?utm_source=Google+My+Business&amp;utm_medium=Sandpoint&amp;utm_campaign=Sandpoint&amp;utm_term=Local</a>	Monday & Wednesday, 9a-5p Tuesday &	General dentistry, family dentistry, cosmetic dentistry, tooth replacement, extractions & preservation, oral surgery

			tion&utm_content=Location	Thursday, 7a-3p	
Kaniksu Community Health - Sandpoint Clinic	810 6th Ave, Sandpoint, ID 83864	Dental - (208) 265-1415	<a href="https://www.kchnorthidaho.org/">https://www.kchnorthidaho.org/</a>	Monday-Friday, 7a-5p Last Thursday of each month, open at 9a	Same day clinic, family medicine, pediatrics, dental, pharmacy, and behavioral health
Kaniksu Community Health - Priest River Location	6509 Highway 2, Priest River, ID 83856	(208) 448-2321	<a href="https://www.kchnorthidaho.org/">https://www.kchnorthidaho.org/</a>	Monday-Friday, 7a-5p Last Thursday of each month, open at 9a	Family medicine, pediatrics, dental, and behavioral health
Lewis & Hawn Excellence in Dentistry	2025 Pine St, Sandpoint, ID 83864	(208) 265-4558	<a href="https://www.sandpointdentists.com/">https://www.sandpointdentists.com/</a>	Monday-Wednesday, 8a-5p Thursday, 8a-3p	General dentistry, cosmetic dentistry, emergency dentistry, periodontics, endodontics, restorations, orthodontics, oral & maxillofacial surgery, dental sedation, prosthodontics, neuromuscular TMD
MacNeill Family Dental	1575 Ontario St, Sandpoint, ID 83864	(208) 263-4353	<a href="https://www.macneillfamilydental.com/">https://www.macneillfamilydental.com/</a>	Tuesday-Thursday, 8a-5p	General dentistry, preventive dentistry, emergency dentistry, children's dentistry, cosmetic dentistry, veneers, bonded fillings, dental crowns, dental bridges, dental implants

Mt Baldy Dental Center	1305 US-2, Sandpoint, ID 83864	(208) 263-6806	mtbaldyden talcenter@ gmail.com	<a href="https://mtbaldydental.com/">https://mtbaldydental.com/</a>	Monday- Tuesday 8a-5p Wednes- day- Friday 7a-4p	General dentistry, periodontal care, fillings, extractions
Mountain Lake Dental	1607 US-2, Sandpoint, ID 83864	(208) 265-1705		<a href="https://mountainlakedental.com/">https://mountainlakedental.com/</a>	Monday 8a-7p Tuesday 9a-7p Wednes- day- Thursday 7a-7p Friday 7a-5p Saturday 9a-2p	Emergency dentistry, general dentistry, cosmetic dentistry, pediatric dentistry, oral surgery, endodontics, periodontics
Northern Peaks Dental	1310 Ponderosa Dr Suite A, Sandpoint, ID 83864	(208) 597-7649		<a href="https://northernpeaksdental.com/">https://northernpeaksdental.com/</a>	Monday- Friday 8a-5p	Family dentistry, dental implants, dental sedation, emergency dentistry, facial aesthetics, full-mouth rehabilitation, periodontal surgery, cosmetic dentistry, TMJ treatment/nightguards
Pine Street Dental	2005 Pine St, Sandpoint, ID 83864	(208) 265-4115		<a href="https://www.pinestdental.com/">https://www.pinestdental.com/</a>	Monday- Thursday , 7a-5p Friday 8a-3p	General dentistry, cosmetic dentistry, emergency dentistry, periodontics, endodontics, restorations, orthodontics, oral & maxillofacial surgery, dental sedation
Sandpoint Dental Care	311 S Division Ave, Sandpoint, ID 83864	(208) 263-7597		<a href="https://www.steveandersondds.com/">https://www.steveandersondds.com/</a>	Monday- Thursday , 7a-3p	General dentistry, cosmetic dentistry, periodontal care, restorations

Bonner General Ophthalmology	423 N. 3rd Ave, Ste 110, Sandpoint, ID 83864	(208) 265-1011		<a href="https://bonnergeneral.org/services/ophthalmology/">https://bonnergeneral.org/services/ophthalmology/</a>	Monday-Thursday , 8a-4p Friday 8a-1p	Ophthalmology clinic; diagnosing and treating conditions, injuries, and diseases related to the eye with medical, surgical, and nonsurgical methods
EyeClinic of Sandpoint	307 S 1st Ave, Sandpoint, ID 83864	(208) 263-8501		<a href="https://www.eyeclinicofsandpoint.com/">https://www.eyeclinicofsandpoint.com/</a>	Monday-Thursday , 8a-5p Friday, 8a-3p Sunday, 8a-1p	Optometry
Eye Care For You	710 Superior St, Ste A, Sandpoint, ID 83864	(208) 263-9000		<a href="https://www.eyecareforyouid.com/">https://www.eyecareforyouid.com/</a>	Monday-Friday, 8a-5p	Optometry
Pend Oreille Vision Care - Sandpoint	514 Oak St, Sandpoint, ID 83864	(208) 265-7965		<a href="https://pendoreillevisioncare.com/">https://pendoreillevisioncare.com/</a>	Monday-Thursday , 9a-5p Friday, 9a-1p	Optometry
Priest River Eye Care	6132 Highway 2, Priest River, ID 83856	(208) 448-0144		<a href="https://priestrivereyecare.com/">https://priestrivereyecare.com/</a>	Tuesday & Thursday , 9a-5p	Optometry
Sandpoint Optometry	123 S. 3rd Ave, #1, Sandpoint, ID 83864	(208) 265-4140		<a href="https://sandpointoptometry.com/">https://sandpointoptometry.com/</a>	Monday-Thursday , 8a-5p	Optometry
Aging, Disability, & Personal Care						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered

Centerpoint Wellness	401 Bonner Mall Way suite m, Ponderay, ID 83852	(208) 370-0777	info@centerpw.com	<a href="https://centerpw.com/">https://centerpw.com/</a>	Monday-Thursday 10-4pm	Wellness sessions
Clark Fork-Hope Area Seniors	10th & Cedar Streets, Clark Fork, ID 83811	(208) 266-1653			Wednesday and Friday 11:30a	Meals, Bingo, and other activities
Happy Agers Senior Center	336 E. Jackson Ave, Priest River, ID 83856	(208) 448-2352		<a href="https://priestriver-id.gov/senior-citizen-center">https://priestriver-id.gov/senior-citizen-center</a>		Food, senior assistance, general
Panhandle Special Needs Inc.	1424 N. Boyer Avenue Sandpoint, ID	208-263-7022		<a href="https://panhandlespecialneeds.org/">https://panhandlespecialneeds.org/</a>	Monday-Friday, 8a-4p	Comprehensive services for persons living with disabilities
Sandpoint Senior Center	820 Main St, Sandpoint, ID 83864	(208) 263-6860	info@sandpointareaseeniors.org	<a href="https://www.sandpointareaseeniors.org/">https://www.sandpointareaseeniors.org/</a>	Monday-Thursday, 8-3p Friday, 8a-12p	Provide meals, activities, adult day care, and connections to resources for seniors. Adult Day Care (Mon-Thurs, 8:30a-5:30p) Meals Mon-Thurs at 11:30am; Friday at 8:30am
Senior Companions Program (Panhandle Health District)	2101 W Pine St, Sandpoint, ID 83864	(208) 415-5177		<a href="https://seniorcompanionsidaho.org/">https://seniorcompanionsidaho.org/</a>		Companionship and respite care for seniors and people living with disability
<b>Housing &amp; Homelessness</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Bonner Community Housing Agency	102 S. 2nd Ave, Sandpoint, ID 83864	(208) 263-5720		<a href="https://www.bonnerhousing.org/">https://www.bonnerhousing.org/</a>	Monday, 1p-4p Tuesday, Wednesday	Supports and develops affordable housing



					day, & Friday, 9a-2p	
Bonner Gospel Mission Homeless Shelter	762 Triangle Drive Ponderay, ID	208-263-6698		<a href="https://www.bonnergospelmission.org/">https://www.bonnergospelmission.org/</a>	24/7	Faith-based shelter that also provides food and clothing
Bonner Homeless Transitions	P.O. Box 1696, Sandpoint, ID 83864	(208) 265-2952		<a href="https://bonnerhomelesstransitions.org/n">https://bonnerhomelesstransitions.org/n</a>		Housing programs include assisting individuals and families with case management, food, clothing, medical assistance, transportation, counseling and skills classes (e.g., budgeting, employment, parenting, and nutrition).
IdaHope Families, Inc.		(208) 295-7233	info@idahopefamilies.org	<a href="https://idahopefamilies.org/">https://idahopefamilies.org/</a>		Children/family services, clothing, domestic violence, education, emergency housing, faith based, financial assistance-general, food, household personal goods, housing, substance abuse, transportation
Priest River Ministries Advocates for Women - Main Office	6501 US-2, Priest River, ID 83856	(208) 448-2800		<a href="https://www.prmafw.org/">https://www.prmafw.org/</a>	M-F 9-4pm Lydia's Closet (clothing and supplies) : Tuesday-Thursday, 10a-3p	Offer no-cost services for women and children of domestic violence, sexual assault, and trafficking; services include emergency shelter, clothing & supplies centers, advocate services, and paralegal services

Priest River Ministries Advocates for Women - Sandpoint Outreach Office	808 Lake Street, Sandpoint, ID 83864	(208) 448- 2800		<a href="https://www.prmafw.org/">https://www.prmafw.o rg/</a>	Monday- Friday, 12p-4p Tabitha's Closet (clothing and supplies) : Monday- Friday, 12p-4p	Offer no-cost services for women and children of domestic violence, sexual assault, and trafficking; services include emergency shelter, clothing & supplies centers, advocate services, and paralegal services
Transitions in Progress Services (TIPS)	206 N 4th Ave, Sandpoint, ID 83864	208-265- 2952		<a href="http://www.transitionsinprogress.org">www.transitionsinprog ress.org</a>		Transitional housing for single women, men or women with children, or 2- parent families with children. This is a long term housing program not a temporary shelter. The program provides supportive services, case management and transportation to residents.
<b>Financial</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operatio n	Services Offered
County Assistance Program	1500 HWY 2 Sandpoint, ID 83864	208-255- 5291 ext 2		<a href="https://www.bonnercountyid.gov/departments/assistance">https://www.bonnerco untyid.gov/departmen t/assistance</a>		Last resort financial payment
<b>Food</b>						

Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Bonner Community Food Bank	1707 Culvers Drive, Sandpoint, Idaho 83864	208-263-3663		<a href="https://foodbank83864.com/">https://foodbank83864.com/</a>	Monday 10a-4:30p Tuesday & Thursday 9a-2:30p Wednesday & Friday 9a-12:30p	Food bank
Clark Fork Food Bank	700 Pine St, Clark Fork, ID 83811 (inside the Clark Fork 7th Day Adventist Church)	(208) 266-0321			Wednesday 10a-12p	Food bank
Community Action Partnership	1506 Baldy Mountain Rd, Sandpoint, ID 83864	(208) 255-2910			Monday-Wednesday, & Friday 9a-4p	Food bank
Gardenia Center	400 Church St, Sandpoint, ID 83864	(208) 217-4842		<a href="http://www.gardeniacenter.com">www.gardeniacenter.com</a>	Wednesday 11a-1p	Soup kitchen
The Help Shed	476422 US-95, Ponderay, ID 83852				24/7	Food bank

Helping Hands Healing Hearts	530 Pine St, Sandpoint, ID 83864	(208) 263-6378		<a href="https://helping7b.org/">https://helping7b.org/</a>	Tuesday 1:30p-6p Wednesday- Thursday 1:30p-4:30p	Clothing, food, linens, kitchenware, household items, and minor home repairs. Serves as a clearinghouse and referral connection hub for partnering with local churches and organizations
Hoot Owl Café	30784 Highway 200, Ponderay, ID 83852	(208) 265-9348	hoot_owl_22@outlook.com	<a href="https://www.facebook.com/people/Hoot-Owl-Cafe/100063629257297/?sk=about">https://www.facebook.com/people/Hoot-Owl-Cafe/100063629257297/?sk=about</a>	Monday 4p-7p	Community meal
Parkside Church (formerly known as The Assembly)	423 N. Lincoln, Sandpoint, ID 83864	(208) 263-2676		<a href="https://www.myparkside.church/">https://www.myparkside.church/</a>	Community Meal: Monday 4p-6p Food Bank: Tuesday-Thursday 10a-1p	Community meal, automobile fuel, food, chower/laundry, utilities
Priest River Food Bank	45 S. McKinley St, #107, Priest River, ID 83856	(208) 448-4989			Tuesday & Thursday 10a-2p	Food bank
Sandpoint United Methodist Church	711 Main St., Sandpoint, ID 83864	(208) 263-4232	office@umcsandpoint.com	<a href="http://www.umcsandpoint.org">www.umcsandpoint.org</a>	Thursday 4p	Community meal
Seventh Day Adventist Church	2235 Pine St, Sandpoint, ID 83864	(208) 264-3648	sandpointsdachurch@frontier.com	<a href="http://www.sandpointadventist.org/">http://www.sandpointadventist.org/</a>	Tuesday 11a-1p	The Agape Café soup kitchen; also provides services such as tutoring and mentoring programs, disaster response, Linen Closet

Spirit Lake Food Bank	32154 4th Ave, Spirit Lake, ID 83869	208-623-3107			Wednesday 12-3p	Food bank
Supplemental Nutrition Assistance Program (SNAP)	207 Larkspur St, Ponderay, ID 83852	(877) 456-1233	mybenefits@dhw.idaho.gov	<a href="https://healthandwelfare.idaho.gov/services-programs/food-assistance/about-snap">https://healthandwelfare.idaho.gov/services-programs/food-assistance/about-snap</a>		Food assistance
WIC (Panhandle Health District)	2101 W. Pine St, Sandpoint, ID 83864	(208) 263-5159	Monday-Friday, 8a-12p & 1p-5p	<a href="https://panhandlehealthdistrict.org/wic/">https://panhandlehealthdistrict.org/wic/</a>		Providing advanced nutrition information, resources and breastfeeding support
<b>Transportation</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Outreach Transportation Services	217 Cedar St. #45 Sandpoint, Idaho 83864	Office: (208) 265-8618 Driver Cell: (208) 304-2170	outreachsandpoint@gmail.com	<a href="https://www.outreachsandpoint.com/about">https://www.outreachsandpoint.com/about</a>	24/7	Door-to-door transportation
SPOT-Selkirk Pend Oreille Transit	31656 Highway 200, Ponderay, ID 83852	(208) 263-3774		<a href="https://spotbus.org/">https://spotbus.org/</a>	Monday-Sunday, 6:20a-6:30p	General public transportation
White Tail Transportation	5486 Highway 2, Ste 102, Priest River, ID 83856	208-448-0848	Info@WhiteTailTransportation.com	<a href="https://www.whitetailtransportation.com/">https://www.whitetailtransportation.com/</a>	Monday-Friday, 7a-5:30p	Non-Emergency Medical Transportation (NEMT) Provider; accepts medicaid and private pay
<b>Legal</b>						

Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Court Assistance Office		(208) 446-1225		<a href="https://www.bonnercountyid.gov/court-assistance-office">https://www.bonnercountyid.gov/court-assistance-office</a>	The 1st Friday of every month, 10a-12p	Offered on a first come, first served basis. Help is available for the following legal issues: fivorce, paternity, parenting plans, child support, name change, domestic violence, protection orders, small claims, landlord & tenant issues.
<b>Veteran</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Bonner County VA Clinic	130 McGhee Road, Suite 101, Kootenai, Idaho, 83840	208-263-0450		<a href="https://www.va.gov/spokane-health-care/locations/bonner-county-va-clinic/#clinical-hours">https://www.va.gov/spokane-health-care/locations/bonner-county-va-clinic/#clinical-hours</a>	Monday-Friday 8a-4:30p	VA outpatient clinic
Bonner County Veteran Services	1500 US-2 Suite 122, Sandpoint, ID 83864	(208) 255-5291	kerryl.delair@bonnercountyid.gov	<a href="https://www.bonnercountyid.gov/departments/Veterans/veterans-services">https://www.bonnercountyid.gov/departments/Veterans/veterans-services</a>	Monday-Friday 8a-4p	Resource connection and referrals. Is a separate entity from the VA.
<b>Other</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered

Baby Pantry	610 Washington Ave, Sandpoint, ID 83864	(208) 217- 2639	babypantry 208@gmail. com			<p>"This program is my way of helping other families in need. I once was a single mother and understand the struggles life can throw at you. This page is for families to reach out and ask for help, with no judgement. Anything that a parent might need, I will search out from the community and try my best to provide those items for you. Also, if you have baby items you would like to donate, please contact me. Please text me if you are in need."</p>
Community Cancer Services	1205 Highway 2, Suite 101-B, Sandpoint, ID 83864	(208) 255- 2301	office@co mmunityca ncerservice s.com	www.communitycance rservices.com	Monday- Thursday , 10a-2p	Advocacy, Financial Assistance-General, Financial Assistance-Housing, Food, Medical-General, Mental Health, Senior Assistance, Transportation, General
Panhandle Health District - Environmental Health Services	2101 W. Pine St, Sandpoint, ID 83864	(208) 265- 6384		<a href="https://panhandlehealthdistrict.org/#sandpoint-bonner-county-office">https://panhandlehealthdistrict.org/#sandpoint-bonner-county-office</a>	Monday- Friday, 8a-12p & 1p-5p	Licensing & permitting

## Boundary County

Primary & Specialty Care						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Bonn timers Ferry Family Medicine	6488 Chinook, Bonners Ferry, ID 83805	(208) 267-8710		<a href="https://www.bffamilymed.com/">https://www.bffamilymed.com/</a>	Monday-Thursday 7:30a-6p Friday 7:30a-5p Saturday 7a-12p	Family medicine
Boundary Community Clinics	6641 Kaniksu St, Bonners Ferry, ID 83805	(208) 267-3655		<a href="https://www.boundarycommunityhospital.org/clinics/">https://www.boundarycommunityhospital.org/clinics/</a>	Monday-Wednesday, 7a-6p Thursday-Friday, 7a-5p	Pediatrics Family Medicine Same Day Appointments Disease screening Chronic disease management Specialty referrals Elective Procedure Women's Health (Annual Exams, Contraceptive Management, etc.) Physicals (Annual wellness, Preventative, Sports, Pre-employment, & DOT)
Boundary Community Hospital Emergency Room	6640 Kaniksu St, Bonners Ferry, ID 83805	(208) 267-3141		<a href="https://www.boundarycommunityhospital.org/outpatient/emergency-department/">https://www.boundarycommunityhospital.org/outpatient/emergency-department/</a>	24/7	Emergency department



Bonner and Boundary County Community Midwives	(Birthing Center Address) 723 Pine St, Sandpoint, ID	(360) 708- 1899	<a href="https://www.idahomidwives.org/find-a-midwife">https://www.idahomidwives.org/find-a-midwife</a>	Community Midwives in Idaho are certified professional midwives and licensed midwives through the Idaho division of occupational and professional licenses. Visit <a href="https://dopl.idaho.gov">dopl.idaho.gov</a> to see Chapter 55 for midwifery. As CPMs, we receive specialized midwifery education including degree programs and training through an apprenticeship model for hands on skills needed for our work and scope of practice as midwives. With out licensing we are allowed to carry oxygen, suture, provide IV fluids, and administer medications to manage hemorrhage. We are trained CPR and NRP providers.	
Cornerstone Urgent Care & Family Medicine	32 David Thompson Dr Suite A, Bonners Ferry, ID 83805	(208) 267- 3934	<a href="https://www.cornerstonebf.com/">https://www.cornerstonebf.com/</a>	Monday- Friday, 9a- 5p	Urgent care and family medicine
Kaniksu Community Health - Bonners Ferry	6615 Comanche St, Bonners Ferry, ID 83805	(208) 267- 1718	<a href="https://www.kchnorthidaho.org/">https://www.kchnorthidaho.org/</a>	Monday- Friday, 7a- 5p Last Thursday of each month, open at 9a	Family medicine, pediatrics, dental, and behavioral health

Panhandle Health District	7402 Caribou St, Bonners Ferry, ID 83805	(208) 267-5558		<a href="https://panhandlehealthdistrict.org/#bonners-ferry-boundary-county-office">https://panhandlehealthdistrict.org/#bonners-ferry-boundary-county-office</a>	Monday-Friday, 8a-12p & 1p-4:30p	Healthcare services, licensing & permitting, nutrition & physical activity, adult & senior services, parenting & youth services, and provide disease surveillance data
<b>Behavioral Health</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Kaniksu Community Health - Bonners Ferry	6615 Comanche St, Bonners Ferry, ID 83805	(208) 267-1718		<a href="https://www.kchnorthidaho.org/">https://www.kchnorthidaho.org/</a>	Monday-Friday, 7a-5p Last Thursday of each month, open at 9am	Family medicine, pediatrics, dental, and behavioral health
Rawlings Community Counseling	6807 Cody St, Bonners Ferry, ID 83805	(208) 267-0900			Tuesday-Friday, 9a-5p	Mental health and addiction
Sequel Alliance Family Services of Idaho	6334 Main St, Bonners Ferry, ID 83805	(208) 267-0780				
<b>Dental &amp; Optometry</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Bonners Ferry Family Dentistry	6466 Main St, Bonners Ferry, ID 83805	(208) 267-7571		<a href="https://www.bonnersferryfamilydentistry.com/">https://www.bonnersferryfamilydentistry.com/</a>	Monday, Tuesday, & Thursday	General dentistry, implant services, cosmetic dentistry, endodontics, restorative, periodontics, oral surgery

					8a-5p Wednesday 9a-6p	
Kaniksu Community Health - Bonners Ferry	6615 Comanche St, Bonners Ferry, ID 83805	(208) 267-1718		<a href="https://www.kchnorthidaho.org/">https://www.kchnorthidaho.org/</a>	Monday-Friday, 7a-5p Last Thursday of each month, open at 9a	Family medicine, pediatrics, dental, and behavioral health
North Idaho Family Dentistry	6503 Harrison St, Bonners Ferry, ID 83805	(208) 267-0203		<a href="https://www.northidahofamilydentistry.com/">https://www.northidahofamilydentistry.com/</a>	Monday-Thursday, 7a-5p	General dentistry, sedation dentistry, implant dentures, xemin treatments
Bonners Ferry Eye Care	6348 Main St, Bonners Ferry, ID 83805	(208) 267-1087		<a href="https://bonnersferryeyecare.com/">https://bonnersferryeyecare.com/</a>	M-Th 9am-5pm, F 9am-1pm	Optometry
Aging, Disability, & Personal Care						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Advanced Home Health Care	6371 Kootenai St, Bonners Ferry, ID 83805	(208) 267-2003				Home health care service
Aspen Personal Care	6945 Main St, Bonners Ferry, ID 83805	(208) 267-8777			Monday-Sunday, 7a-8p	Home health care service
Senior Companions Program (Panhandle Health District)	7402 Caribou St, Bonners Ferry, ID 83805	(208) 415-5177		<a href="https://seniorcompanionsidah.org/">https://seniorcompanionsidah.org/</a>		Companionship and respite care for seniors and people living with disability

Seniors Hospitality Center	6635 Lincoln St, Bonners Ferry, ID 83805	(208) 267- 5554			M-F 8am- 3pm	Senior services including housing, congregate and home delivered meals, transportation, chore and outreach
<b>Housing &amp; Homelessness</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Community Action Partner - Bonners Ferry	6665 Main St, Bonners Ferry, ID 83805	(208) 267- 3663		<a href="https://www.cap4action.org/">https://www.cap4action.org/</a>	Monday- Wednesday, and Friday, 9a-12p & 1p-4p	Area Agency on Aging, apartment rentals, heating bills, food
<b>Financial</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Boundary County Ministerial Association	6525 Jackson St, Bonners Ferry, ID83805	(208) 597- 0504	pastoralanhins on@gmail.com	<a href="https://www.facebook.com/BoundaryCountyMinisterial/">https://www.facebook.com/BoundaryCountyMinisterial/</a>		Faith-based, general financial assistance, food, utilities
Community Action Partnership Bonners Ferry	6665 Main St, Bonners Ferry, ID 83805	(208) 267- 3663		<a href="https://www.cap4action.org/">https://www.cap4action.org/</a>	Monday- Wednesday, & Friday, 9a- 12p & 1p-4p	
<b>Food</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered

Community Action Partner - Bonners Ferry - Food Distribution Center	6665 Main St, Bonners Ferry, ID 83805	(208) 267-3663		<a href="https://www.cap4action.org/">https://www.cap4action.org/</a>	Monday-Wednesday, & Friday, 9a-12p & 1p-4p	
WIC (Panhandle Health District)	7402 Caribou St, Bonners Ferry, ID 83805	(208) 267-5558		<a href="https://panhandlehealthdistrict.org/wic/">https://panhandlehealthdistrict.org/wic/</a>	Monday-Friday, 8a-12p & 1p-4:30p	Providing advanced nutrition information, resources and breastfeeding support
<b>Transportation</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
SPOT-Selkirk Pend Oreille Transit	31656 Highway 200, Ponderay, ID 83852	(208) 267-4740		<a href="https://spotbus.org/boundary-map/">https://spotbus.org/boundary-map/</a>	In Bonners Ferry service area: Wednesday & Friday, 9a-3p Service to Sandpoint: Tuesday & Thursday (must call 1 day in advance)	General public transportation
White Tail Transportation	5486 Highway 2, Ste 102, Priest River, ID 83856	(208) 448-0848	Info@WhiteTailTransportation.com	<a href="https://www.whitetailtransportation.com/">https://www.whitetailtransportation.com/</a>	Monday-Friday 7a-5:30p	Non-Emergency Medical Transportation (NEMT) Provider; accepts medicaid and private pay
<b>Veteran</b>						

Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Boundary Veterans Services Offices	6566 Main St., Bonners Ferry, ID 83805	(208) 255-8882	veterans@boundarycountyid.org			
Other						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Boundary County Victim Services	Boundary County Courthouse 1st Floor 6452 Kootenai St, Ste 12b, Bonners Ferry, ID 83805	(208) 267-5211		<a href="https://www2.boundarycountyid.org/prosecutor/Boundary%20County%20Victim%20Services%20Page.htm">https://www2.boundarycountyid.org/prosecutor/Boundary%20County%20Victim%20Services%20Page.htm</a>	Office: Monday-Friday, 9a-4:30p Hotline: 24/7	Support, information, education, and referral services to victims and their immediate families, witnesses and survivors.
Hope House - Moyie Springs	Moyie Springs, ID	(208) 946-9947		<a href="https://www.facebook.com/p/Hope-House-of-Boundary-County-100076275703891/">https://www.facebook.com/p/Hope-House-of-Boundary-County-100076275703891/</a> <a href="https://thehopehouse.us/">https://thehopehouse.us/</a>	Friday & Saturday 1p-4p	Provides clothing for all ages and sizes as well as some household items for those starting over. We can help provide up to 3 personal care items per month such as laundry detergent, shampoo, toilet paper, diapers, and more.

## Kootenai County

Primary & Specialty Care						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
CDA Primary Care	920 Ironwood Dr, Ste 200, Coeur d'Alene, ID 83814	(208) 667-2600		<a href="https://cdaprimarycare.com/">https://cdaprimarycare.com/</a>	Monday-Thursday, 8a-6p Friday, 8a-12p	Chronic issues, preventative care, acute symptoms, nutrition services, DOT physicals
Coeur d'Alene Pediatrics - Coeur d'Alene	700 W. Ironwood Dr, Ste 155, Coeur d'Alene, ID 83814	(208) 667-0585		<a href="https://cdapeds.com/Locations/Coeur-d-Alene">https://cdapeds.com/Locations/Coeur-d-Alene</a>	Monday-Friday, 8a-5p	Pediatrics
Coeur d'Alene Pediatrics - Hayden	9095 N. Hess St, Hayden, ID 83835	(208) 772-8940		<a href="https://cdapeds.com/Locations/Hayden">https://cdapeds.com/Locations/Hayden</a>	Monday-Friday, 8a-12p & 1p-5p	Pediatrics
Coeur d'Alene Pediatrics - Post Falls	1300 E. Mullan Ave, Ste 1000, Post Falls, ID 83854	(208) 777-1330		<a href="https://cdapeds.com/Locations/Post-Falls">https://cdapeds.com/Locations/Post-Falls</a>	Monday-Thursday, 8a-8p Friday, 8a-5p Saturday, 8a-4p	Pediatrics
Coeur OBGYN	980 W. Ironwood Ave, #201, Coeur d'Alene, ID 83814	(208) 765-4888		<a href="https://coeurobgyn.com/">https://coeurobgyn.com/</a>	Monday-Thursday, 9a-5p Friday, 9a-3p	Obstetrician-gynecologist
Family Practice by the Lake	1875 N. Lakewood Dr, #205, Coeur d'Alene, ID 83814	(208) 966-4087		<a href="https://www.familypracticebythelake.com/">https://www.familypracticebythelake.com/</a>		Family medicine, chronic illness, athletic injuries, travel medicine

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Hayden Lake Family Physicians	8181 N. Cornerstone Dr, Hayden, ID 83835	(208) 772-0785	<a href="https://www.haydenlakefp.com/">https://www.haydenlakefp.com/</a>	Monday-Friday, 7a-11 & 12p-4p	Chronic health issues, acute illness, wellness child/adult, immunizations, sports physicals, DOT physicals, joint aspirations, lacerations/sutures, bowel cancer screenings, nexplanon implant, allergy testing/treatment
Health Care for Women	980 W. Ironwood Dr, Coeur d'Alene, ID 83814	(208) 765-1455	<a href="https://www.hcfwcda.com/">https://www.hcfwcda.com/</a>	Monday-Thursday, 8a-4:30p Friday, 8a-1p	Obstetrician-gynecologist
Heritage Health - Coeur d'Alene	1090 W. Park Place, Coeur d'Alene, ID 83814	(208) 292-0697	<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 7a-6p	Family medicine, dental
Heritage Health - Post Falls	925 E. Polston Ave, Post Falls, ID 83854	(208) 620-5250	<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 7a-5p	Family medicine
Heritage Health - Rathdrum	16760 N. Highway 41, Rathdrum, ID 83858	(208) 620-5250	<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 7a-5p	Family medicine
Heritage Health - Street Medicine	109 E. Harrison Ave, Coeur d'Alene, ID 83814	(208) 292-0303	<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 8a-4p	Medical and social services for the homeless population
Ironwood Family Practice	920 W. Ironwood Dr, #101, Coeur d'Alene, ID 83814	(208) 667-4557	<a href="https://www.ironwoodfp.com/">https://www.ironwoodfp.com/</a>	Monday-Friday, 6:45a-5p	Family medicine, women's health, men's health, pediatric & adolescent care, procedures, same-day appointments



Kootenai Clinic OBGYN - Coeur d'Alene	980 W. Ironwood Dr, #306, Coeur d'Alene, 83814	(208) 625-4970	<a href="https://www.kh.org/family-birth-center/kootenai-clinic-ob-gyn/">https://www.kh.org/family-birth-center/kootenai-clinic-ob-gyn/</a>	Monday-Thursday, 8a-5p Friday, 8a-4p	Obstetrician-gynecologist
Kootenai Clinic OBGYN - Post Falls	1300 E. Mullan Ave, #500, Post Falls, ID 83854	(208) 625-5635	<a href="https://www.kh.org/family-birth-center/kootenai-clinic-ob-gyn/">https://www.kh.org/family-birth-center/kootenai-clinic-ob-gyn/</a>	Monday-Thursday, 8:30a-5p Friday, 8:30a-4p	Obstetrician-gynecologist
Kootenai Health - Hospital	2003 Kootenai Health Way, Coeur d'Alene, ID 83814	(208) 625-4000	<a href="https://www.kh.org/">https://www.kh.org/</a>	24/7	Hospital with full spectrum services
Kootenai Health Emergency Department	2003 Kootenai Health Way, Coeur d'Alene, ID 83814	(208) 625-5700	<a href="https://www.kh.org/emergency/">https://www.kh.org/emergency/</a>	24/7	Emergency department
Kootenai Clinic Family Medicine - Coeur d'Alene	1701 Lincoln Way, Coeur d'Alene, ID 83814	(208) 625-4955	<a href="https://www.kh.org/family-medicine/">https://www.kh.org/family-medicine/</a>	Monday-Friday, 8a-5p	Family medicine
Kootenai Clinic Family Medicine - Hayden	566 W. Prairie Ave, Coeur d'Alene, ID 83815	(208) 625-5155	<a href="https://www.kh.org/family-medicine/">https://www.kh.org/family-medicine/</a>	Monday-Friday, 8a-5p	Family medicine
Kootenai Clinic Family Medicine - Post Falls	1300 E. Mullen Ave, #1300, Post Falls, ID 83854	(208) 625-5630	<a href="https://www.kh.org/family-medicine/">https://www.kh.org/family-medicine/</a>	Monday-Friday, 8a-5p	Family medicine
Kootenai Clinic Family Medicine Residency	1919 Lincoln Way, #315, Coeur d'Alene, ID 83814	(208) 625-6000	<a href="https://www.kh.org/family-medicine/">https://www.kh.org/family-medicine/</a>	Monday-Friday, 7a-5p	Family medicine
Kootenai Clinic Family Medicine - Ironwood	914 Ironwood Dr, Ste 101, Coeur d'Alene, ID 83814	(208) 625-3500	<a href="https://www.kh.org/family-medicine/">https://www.kh.org/family-medicine/</a>	Monday-Thursday, 7a-5p Friday, 7a-4:30p	Family medicine

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Kootenai Urgent Care - Coeur d'Alene	700 Ironwood Dr, Ste 120E, Coeur d'Alene, ID 83814	(208) 625- 3600	<a href="https://www.kootenaiurgentcare.com/">https://www.kootenaiurgentcare.com/</a>	Monday- Sunday, 8a- 8p	Urgent care
Kootenai Urgent Care - Hayden	566 W. Prairie Ave, Coeur d'Alene, ID 83815	(208) 625- 3600	<a href="https://www.kootenaiurgentcare.com/">https://www.kootenaiurgentcare.com/</a>	Monday- Sunday, 8a- 8p	Urgent care
Kootenai Urgent Care - Post Falls	1300 E. Mullan Ave, Ste 600, Post Falls, ID 83854	(208) 625- 3600	<a href="https://www.kootenaiurgentcare.com/">https://www.kootenaiurgentcare.com/</a>	Monday- Sunday, 8a- 8p	Urgent care
Kootenai Urgent Care - Indigo Urgent Care	2836 Ramsey Rd, Coeur d'Alene, ID 83815	(208) 482- 3400	<a href="https://www.kootenaiurgentcare.com/">https://www.kootenaiurgentcare.com/</a>	Monday- Sunday, 8a- 8p	Urgent care
Lakeside Pediatric	980 Ironwood Dr, Coeur d'Alene, ID 83814	(208) 292- 5437	<a href="https://lakesidepeds.net/">https://lakesidepeds.net/</a>	Monday- Friday, 8a- 8p Saturday, 9a-4p	Pediatrics and adolescent medicine
North Idaho Direct Primary Care	8880 Hess St, Hayden, ID 83815	(208) 215- 8363	<a href="https://northidahodpc.com/?utm_source=gmb&amp;utm_medium=website&amp;utm_campaign=beaver-local">https://northidahodpc.com/?utm_source=gmb&amp;utm_medium=website&amp;utm_campaign=beaver-local</a>	Monday- Friday, 8:30a- 4:30p	Primary care, health management, medications, labs, immunizations, imaging, women's care, chronic disease management, newborn care, in-office treatments and procedures
Northern Idaho Advanced Care Hospital	600 N Cecil Rd, Post Falls, ID 83854	(208) 262- 2800	<a href="https://niach.ernesthealth.com/">https://niach.ernesthealth.com/</a>	24/7	Hospital
Northwest Family Medicine - Post Falls	1551 E. Mullan Ave, #200- B, Post Falls, ID 83854	(208) 262- 2213	<a href="https://www.northwestspecialtyhospital.com/family-medicine/">https://www.northwestspecialtyhospital.com/family-medicine/</a>	Monday- Thursday, 8a-4:30p Friday, 8a- 3:30p	Family medicine

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Northwest Family Medicine - Coeur d'Alene	315 W. Dalton Ave, Ste B, Coeur d'Alene, ID 83815	(208) 209-2066	<a href="https://www.northwestspecialtyhospital.com/family-medicine/">https://www.northwestspecialtyhospital.com/family-medicine/</a>	Monday-Friday, 8a-4:30p	Family medicine
Northwest Family Medicine - Hayden	7600 N. Mineral Dr, Ste 450-B, Coeur d'Alene, ID 83815	(208) 618-2540	<a href="https://www.northwestspecialtyhospital.com/family-medicine/">https://www.northwestspecialtyhospital.com/family-medicine/</a>	Monday-Friday, 8a-4:30p	Family medicine
Northwest Family Medicine - Athol	7173 E. Super 1 Loop, Ste B, Athol, ID 83801	(208) 561-9901	<a href="https://www.northwestspecialtyhospital.com/family-medicine/">https://www.northwestspecialtyhospital.com/family-medicine/</a>	Monday-Thursday, 8a-5p Friday, 8a-4:30p	Family medicine
Northwest Pediatrics	7600 N. Mineral Dr, Ste 600, Coeur d'Alene, 83814	(208) 619-8250	<a href="https://www.northwestspecialtyhospital.com/pediatrics/">https://www.northwestspecialtyhospital.com/pediatrics/</a>	Monday-Friday, 8a-5p	Pediatrics
Northwest Specialty Hospital	1593 E Polston Ave, Post Falls, ID 83854	(208) 262-2300	<a href="https://www.northwestspecialtyhospital.com/">https://www.northwestspecialtyhospital.com/</a>		Surgical, specialty hospital
Northwest Urgent Care - Coeur d'Alene	315 W. Dalton Ave, Coeur d'Alene, ID 83815	(208) 209-2060	<a href="https://www.nwurgent.com/">https://www.nwurgent.com/</a>	Monday-Friday, 8a-6p Saturday-Sunday, 8a-4p	Urgent care
Northwest Urgent Care - Post Falls	750 Syringa St, Ste 100, Post Falls, ID 83854	(208) 262-2600	<a href="https://www.nwurgent.com/">https://www.nwurgent.com/</a>	Monday-Friday, 8a-6p Saturday-Sunday, 8a-4p	Urgent care
Northwest Urgent Care - Athol	7173 E. Super 1 Loop, Ste A, Athol, ID 83801	(208) 561-9970	<a href="https://www.nwurgent.com/">https://www.nwurgent.com/</a>	Monday-Friday, 8a-6p Saturday-Sunday, 8a-4p	Urgent care

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Northwest Urgent Care - Lakeland Immediate Care	15622 ID-41, Rathdrum, ID 83858	(208) 267- 4878		<a href="https://lakelandimmediatecare.com/">https://lakelandimmediatecare.com/</a>	Monday-Saturday, 8a-5:45p	Urgent care
Panhandle Health District - Clinical Services	8500 N. Atlas Rd, Hayden, ID 83835	(208) 415- 5270	clinic@phd1.idaho.gov	<a href="https://panhandlehealthdistrict.org/medical-care/">https://panhandlehealthdistrict.org/medical-care/</a>	Monday-Friday, 8a-5p	Medical care clinic (including family planning/birth control, STI testing, immunizations, blood pressure management, and more), dental care (for children ages 0-17 and pregnant women), diabetes programs, pregnancy prevention, and tobacco/vape cessation
Panhandle Health District - Main	8500 N. Atlas Rd, Hayden, ID 83835	(208) 415- 5100		<a href="https://panhandlehealthdistrict.org/#hayden-kootenai-county-office">https://panhandlehealthdistrict.org/#hayden-kootenai-county-office</a>	Monday-Friday, 8a-5p	Healthcare services, licensing & permitting, nutrition & physical activity, adult & senior services, parenting & youth services, and provide disease surveillance data
Prairie Family Medicine	1130 W. Prairie Ave, Coeur d'Alene, ID 83815	(208) 209- 0288		<a href="https://www.prairiefamilymed.com/">https://www.prairiefamilymed.com/</a>	Monday-Thursday, 8a-6p Friday, 8a-5p	Family medicine, general health services, minor procedures, adult medical services, pediatric health services
Post Falls Family Medicine	1220 E. Polston Ave, Post Falls, ID 83854	(208) 773- 1577		<a href="https://pffamilymedicine.com/">https://pffamilymedicine.com/</a>	Monday-Thursday, 7a-5p Friday, 7a-4p	Family medicine, pediatrics, men's health, women's health, same-day appointments, in-house procedures
Sterling Urgent Care	900 ID-41, Ste 2 & 3, Post Falls, ID 83854	(208) 457- 7100		<a href="https://www.sterlingurgentcare.com/locations/%20urgent-care-post-falls-idaho">https://www.sterlingurgentcare.com/locations/%20urgent-care-post-falls-idaho</a>	Monday-Saturday, 8a-8p	Urgent care

Behavioral Health						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Amaris Behavioral Health		(208) 274-3050		<a href="https://amarisbehavioralhealth.care/">https://amarisbehavioralhealth.care/</a>	Monday-Thursday, 9a-6p Friday, 9a-5p	Mental health
BHG Coeur d'Alene Treatment Center	2426 N Merrit Creek Loop, Ste B, Coeur d'Alene, ID 83814	(208) 296-5385		<a href="https://www.bhgrecovery.com/locations/cd-id">https://www.bhgrecovery.com/locations/cd-id</a>	Monday-Friday, 5a-12:30p Saturday, 6a-8a	Addiction treatment, addiction counseling, MAR with Methadone
Brick House Recovery - Coeur d'Alene	3918 N Schreiber Way, Ste B, Coeur d'Alene, ID 83815	(208) 261-9948		<a href="https://brickhouserecovery.com/">https://brickhouserecovery.com/</a>	24/7	Addiction treatment, partial hospitalization, intensive outpatient, family services
Coeur d'Alene Counseling, Inc	1910 Northwest Blvd, #201, Coeur d'Alene, ID 83814	(208) 755-7114		<a href="https://www.coeurdalenecounseling.com/">https://www.coeurdalenecounseling.com/</a>		Sex addiction, individual counseling, group therapy, couples therapy
Dragonfly Support Services	704 E 4th Ave, Post Falls, ID 83854	(208) 676-1075		<a href="https://www.dragonflyservices.net/">https://www.dragonflyservices.net/</a>	Monday-Thursday, 9a-5p Friday, 9a-3p	Mental health, individual counseling, couples/family counseling, substance use, tapping/matrix
Ellie Mental Health	1579 W. Riverstone Dr, Ste 101, Coeur d'Alene, ID 83814	(208) 435-0788		<a href="https://elliementalhealth.com/locations/coeur-dalene-id/">https://elliementalhealth.com/locations/coeur-dalene-id/</a>	Monday-Friday, 8a-6p	Individual therapy, couples therapy, family therapy, play therapy, grief therapy, trauma-informed therapy, EMDR therapy

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Heal	P.O. Box 1173, Post Falls, ID 83877	(208) 261-2411	<a href="https://www.healidaho.com/">https://www.healidaho.com/</a>	Wednesday-Thursday, 9a-5p	Medication management, diagnostic analysis, therapy, coaching
Heritage Health - Psychiatric Services	1038 Northwest Blvd, Coeur d'Alene, ID 83814	(208) 620-5210	<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 6:30a-5p	Mental health
Heritage Health - Therapy Services	1270 N. Northwood Center Ct, Coeur d'Alene, ID 83814	(208) 769-4222	<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 8a-5p	Counseling
Heritage Health - Therapy Services North	6795 N. Mineral Dr, Coeur d'Alene, ID 83815	(208) 769-4222	<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 8a-5p	Counseling, family counseling
Heritage Health - Assertive Community Treatment Services	2025 W. Park Pl, Ste B, Coeur d'Alene, ID 83814	(208) 292-0358	<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 8a-5p	Mental health
Heritage Health - Recovery Services	2205 Ironwood Pl, Coeur d'Alene, ID 83814	(208) 664-8347	<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Thursday, 8a-6p Friday, 8a-3p	Addiction treatment
Heritage Health - Neurobehavioral Services	1809 Sherman Ave, Coeur d'Alene, ID 83814	(208) 620-5222	<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 8a-5p	Pediatric mental health, pediatric behavioral testing
Ideal Option	3918 N Schreiber Way, Coeur d'Alene, ID 83815	(877) 522-1275	<a href="https://www.idealoption.com/">https://www.idealoption.com/</a>	Monday-Thursday, 1:30a-6p	Addiction treatment, outpatient addiction medicine clinic
Innercept LLC	1115 W Ironwood Dr, #A, Coeur d'Alene, ID 83814	(208) 875-5655	<a href="https://www.innercept.com/">https://www.innercept.com/</a>	24/7	Residential mental health treatment for adolescents, young adults, and veterans

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Kootenai Health Behavioral Health	2003 Kootenai Health Way, Coeur d'Alene, ID 83814	(208) 625-4800 24 Hour Help Line: (800) 221-5008		<a href="https://www.kh.org/behavioral-health/">https://www.kh.org/behavioral-health/</a>	24/7	Adult inpatient, youth inpatient, outpatient, addiction treatment services, crisis care center
Kootenai Recovery Community Center	120 E Anton Ave, Coeur d'Alene, ID 83815	(208) 932-8005		<a href="https://www.kootenairecovery.org/">https://www.kootenairecovery.org/</a>	Monday-Friday, 9a-5p	Addiction treatment, peer-led support groups, recovery support services, advocacy
Mental Wellness & Relationship Services	1110 W Park Pl, Ste 303, Coeur d'Alene, ID 83814	(208) 261-2255		<a href="https://www.mwrservices.org/">https://www.mwrservices.org/</a>	Monday-Friday, 10a-6p	Counseling, equine therapy, medication management, court ordered reunification
North Idaho Detox	1654 E Velora Dr, Post Falls, ID 83854	(208) 918-3835		<a href="https://www.northidahodetox.com/">https://www.northidahodetox.com/</a>	24/7	Addiction treatment, inpatient 24-hour staffed medical detox, case management into transitional programs such as IOP and OP
Patriot PowerUp: Veteran Mental Health Treatment Program		(866) 511-6006		<a href="https://www.innercept.com/veteran-inpatient-treatment/">https://www.innercept.com/veteran-inpatient-treatment/</a>	24/7	Veteran inpatient mental health treatment
Psychiatry and Neurotherapy of Idaho	1111 W. Ironwood St, Ste B, Coeur d'Alene, ID 83814	(208) 664-1594		<a href="https://www.psychiatryneurotherapy.com/">https://www.psychiatryneurotherapy.com/</a>	Monday-Thursday, 9a-5p	Psychiatric services, medication management, QEEG "Brainmapping", neurotherapy
Renewed Journeys		(208) 210-6445	brooke@renewedjourneys.com	<a href="https://www.renewedjourneys.com/">https://www.renewedjourneys.com/</a>	Monday, Wednesday, Friday, 9a-6p	Therapy for teens, adults, and families

Union Gospel Mission Center for Women & Children	196 W. Haycraft Ave, Coeur d'Alene, ID 83815	(208) 665- 4673		<a href="https://www.uniongospelm&lt;br/&gt;ission.org/need-help">https://www.uniongospelm ission.org/need-help</a>	Monday- Friday, 8:30a- 4:30p	This is a long-term recovery center. Most women who call the Center in a crisis situation will be transferred to the Crisis Shelter in Spokane.
White House Recovery: Alcohol Detox and Drug Rehab	2067 W Alsea Ave, Post Falls, ID 83854	(800) 510- 5393		<a href="https://idahodrugdetox.co&lt;br/&gt;m/">https://idahodrugdetox.co m/</a>	24/7	Addiction treatment, residential, intensive outpatient, Cognitive-Behavioral Therapy, Motivational Interviewing, 12- step programs, Eye Movement Desensitization and Reprocessing, interactive journaling, prescription medication
<b>Dental &amp; Optometry</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
7 Day Dental Smiles	105 E 10th Ave, Post Falls, ID 83854	(208) 773- 8388		<a href="https://www.7daydentalsm&lt;br/&gt;iles.com/">https://www.7daydentalsm iles.com/</a>	Monday- Sunday, 7a- 5p	General dentistry, periodontal, restorative, cosmetic dentistry, endodontic, facial aesthetics
Advanced Family Dentistry	910 W Ironwood Dr, Coeur d'Alene, ID 83814	(208) 667- 1154		<a href="https://drmosby.com/">https://drmosby.com/</a>	Monday- Thursday, 7a-3p	General dentistry, cosmetic dentistry, orthodontics, tooth extractions, crowns and bridges, night guards, dental implants



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Alpine Dental Associates	8636 N Wayne Dr, Hayden, ID 83835	(208) 762- 1555	<a href="https://www.coeurdaleneareadentist.com/">https://www.coeurdaleneareadentist.com/</a>	Monday- Friday, 8a- 5p	General dentistry, restorative dentistry, cosmetic dentistry
Bloom Dentistry	9928 N Government Way, Hayden, ID 83835	(208) 772- 3583	<a href="https://www.haydenbloomdentistry.com/">https://www.haydenbloomdentistry.com/</a>	Monday, 8a-4p Tuesday, 7a-4p Wednesday & Friday, 7a-3p Thursday, 9a-5p	General dentistry, cosmetic dentistry, crowns and bridges, dentures, restorative
Coeur d'Alene Family Dentistry	2201 N. Government Way, Ste G, Coeur d'Alene, ID 83814	(208) 664- 9129	<a href="https://www.coeur-d-alene-family-dentistry.net/">https://www.coeur-d-alene-family-dentistry.net/</a>	Monday & Wednesday, 8a-6p Tuesday, 7a-5p Thursday, 7a-2p	Family dentistry, extractions, IV sedation, cosmetic dentistry, root canals, botox, pediatric dentistry, implants
Cornerstone Dental Center	8385 N Cornerstone Dr, Hayden, ID 83835	(208) 772- 5141	<a href="https://www.cornerstonedentalcenter.com/">https://www.cornerstonedentalcenter.com/</a>	Monday- Wednesday, 8a-4:30p Tuesday 7a-2:30p	General dentistry, dental emergencies, fillings, crowns and bridges, implants, dentures, root canals, tooth extraction, cosmetic dentistry, pediatric dentistry
Hayden Family Dental Center	52 W Commerce Dr, Hayden, ID 83835	(208) 772- 3132	<a href="https://www.haydenfamilydental.com/">https://www.haydenfamilydental.com/</a>	Monday & Tuesday, 8a-5p Wednesday & Thursday, 7a-4p Friday, 9a- 12p	General dentistry, family dentistry, cosmetic dentistry, sedation dentistry, crowns and bridges, tooth extractions, implants, dentures

Heritage Health - Coeur d'Alene	1090 W. Park Place, Coeur d'Alene, ID 83814	(208) 292-0697	<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 7a-6p	Family medicine, dental
Idaho Family Dental Center	509 W Hanley Ave, Ste 201, Coeur d'Alene, ID 83815	(208) 667-5447	<a href="https://www.idahofamilydentalcenter.com/">https://www.idahofamilydentalcenter.com/</a>	Monday & Tuesday, 8a-5p Wednesday & Thursday, 7a-3p	General dentistry, restorative, cosmetic dentistry, gum disease treatment, tooth removal, implant dentistry, children's dentistry, calming sedation, orthodontic dentistry, emergency dental care
Ideal Family Dental	700 W Ironwood Dr, Ste 241, Coeur d'Alene, ID 83814	(208) 664-4831	<a href="https://idealfamilydentistry.com/">https://idealfamilydentistry.com/</a>	Monday-Wednesday, 8a-5p Thursday, 7a-4p	General dentistry, family dentistry, cosmetic dentistry, restorative, dental technology
Kootenai Dental Group	555 W. Canfield Ave, Coeur d'Alene, ID 83815	(209) 762-8750	<a href="https://delwyndickdds.com/">https://delwyndickdds.com/</a>	Monday, Thursday, & Friday, 7a-3p Tuesday, 8a-5p Wednesday, 7a-4p	General dentistry, dental implants, cosmetic dentistry, dental crowns and bridge, laser dentistry
Kootenai Family Dental	1420 Lincoln Way Ste 200, Coeur d'Alene, ID 83814	(208) 664-8283	<a href="https://www.kootenaifamilydental.com/">https://www.kootenaifamilydental.com/</a>	Monday, 8a-4p Tuesday-Wednesday, 7a-3p Thursday, 7a-1p	General dentistry, cosmetic dentistry, periodontal treatments, preventive care, restorative dentistry

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Loftus Family Dental of Coeur d'Alene	2615 N Fruitland Ln, Coeur d'Alene, 83815	(208) 765- 3301	<a href="https://dentistincoeurdalene.com/">https://dentistincoeurdalene.com/</a>	Monday- Thursday, 7a-5p	General dentistry, children's dentistry, restorative, endodontics, periodontics, orthodontics, oral surgery, sedation dentistry
North Idaho Dental Group - Coeur d'Alene	2165 N Merrit Creek Loop, Coeur d'Alene, ID 83814	(208) 667- 8282	<a href="https://www.northidahodentalgroup.com/location/coeur-d-alene/3813?utm_source=local&amp;utm_medium=organic&amp;utm_campaign=gmb_coeur&amp;utm_term=appointment">https://www.northidahodentalgroup.com/location/coeur-d-alene/3813?utm_source=local&amp;utm_medium=organic&amp;utm_campaign=gmb_coeur&amp;utm_term=appointment</a>	Monday- Thursday, 7a-5p Friday, 7a- 2p	General dentistry, dental implants, invisalign clear braces, gun disease prevention & treatment, cosmetic dentistry, dental crowns & bridges, emergency dental care, full & partial dentures, TMJ and Bruxism treatment, root canals, tooth extraction, oral surgery
Northwest Dental Center	114 W Neider Ave, Ste 101, Coeur d'Alene, ID 83815	(208) 667- 4551	<a href="https://heartfeltdental.com/">https://heartfeltdental.com/</a>	Monday- Wednesday, 8a-4p	General dentistry, children's dentistry, cosmetic dentistry, crowns and bridges, teeth whitening, dentures specialist, root canals, and more
Northwest Natural Dentistry	8382 N Wayne Dr, Ste 202, Hayden, ID 83835	(208) 400- 5872	<a href="https://www.nwnaturaldentistry.com/?utm_source=gmb&amp;utm_medium=referral">https://www.nwnaturaldentistry.com/?utm_source=gmb&amp;utm_medium=referral</a>	Monday- Friday, 8a- 4p	General holistic dentistry, safe mercury removal, ozone dentistry, platelet-rich fibrin, restorative, cosmetic dentistry, comfort dentistry, emergency dental care
Rathdrum Mini Dental Implant Center of America	15636 Highway 41, Rathdrum, ID 83858	(208) 508- 1954	<a href="https://minidentalimplantsrathdrumid.com/contact-us/">https://minidentalimplantsrathdrumid.com/contact-us/</a>	Monday- Thursday, 7a-4p	Mini dental implants

Riverstone Dental Care - Coeur d'Alene	2344 N Merrit Creek Loop, Coeur d'Alene, ID 83814	(208) 457- 7137	<a href="https://riverstonedental.com/">https://riverstonedental.com/</a>	Monday- Thursday, 7a-7p Friday, 7a- 5p Saturday, 8a-2p	General dentistry, family dentistry, cosmetic dentistry, restorative, periodontal therapy, children's dentistry, emergency dental care, custom nightguards, fluoride treatments
Riverstone Dental Care - Post Falls	3095 E Mullan Ave, Ste 400, Post Falls, ID 83854	(208) 457- 7137	<a href="https://riverstonedental.com/">https://riverstonedental.com/</a>	Monday- Thursday, 7a-7p Friday, 7a- 5p	General dentistry, family dentistry, cosmetic dentistry, restorative, periodontal therapy, children's dentistry, emergency dental care, custom nightguards, fluoride treatments
Selkirk Dental	169 W Wyoming Ave, Hayden, ID 83835	(208) 762- 0202	<a href="https://www.selkirkdentalid.com/?utm_source=gbp&amp;utm_medium=organic">https://www.selkirkdentalid.com/?utm_source=gbp&amp;utm_medium=organic</a>	Tuesday &Thursday, 7a-3p Wednesda y, 7a-5:30p Friday, by appointme nt only	General dentistry, restorative, cosmetic dentistry, oral condition treatment, family dentistry
Syringa Dental and Implants of Post Falls	1850 E Seltice Way, Post Falls, ID 83854	(208) 618- 4209	<a href="https://dentistpostfalls.com/?utm_source=post-falls-id-listing&amp;utm_medium=gmb&amp;utm_campaign=seo&amp;utm_content=website">https://dentistpostfalls.com/?utm_source=post-falls-id-listing&amp;utm_medium=gmb&amp;utm_campaign=seo&amp;utm_content=website</a>	Monday, 7a-5p Tuesday, 8a-5p Wednesda y-Friday, 7a-5p	General dentistry, restorative, implant, sedation dentistry, cosmetic dentistry

Woodland Family Dental	1100 E Polston Ave, Post Falls, ID 83854	(208) 777-9599	<a href="https://www.smileatwoodland.com/?utm_source=google&amp;utm_medium=local&amp;utm_campaign=gmb">https://www.smileatwoodland.com/?utm_source=google&amp;utm_medium=local&amp;utm_campaign=gmb</a>	Monday-Thursday, 7a-6p Friday, 7a-3p	General dentistry, emergency dental care, wisdom teeth removal, cosmetic dentistry, restorative, early orthodontic treatment, children's dentistry
Coeur d'Alene Vision Source	3879 N Schreiber Way, Coeur d'Alene, ID 83815	(208) 765-2020	<a href="https://cdavisionsource.com/">https://cdavisionsource.com/</a>	Monday, Wednesday, & Thursday, 7:30a-5:30p Tuesday, 8:30a-6p Friday, 8a-12p	Optometry
Ellenbecker Eye Clinic	2020 W Riverstone Dr, Coeur d'Alene, ID 83814	(208) 667-2255	<a href="https://ellenbeckereyeclinic.com/">https://ellenbeckereyeclinic.com/</a>	Monday-Thursday, 8:30a-6p	Optometry
Eyeguys Optical - Hayden	8220 N Cornerstone St, # A, Hayden, ID 83835	(208) 772-5539	<a href="https://www.eyeguysoptical.com/">https://www.eyeguysoptical.com/</a>	Monday, 9a-5:30p Tuesday-Thursday, 8:30a-5p Friday, 8a-12p	Optometry
Hayden Vision Source	8445 N Government Way, Hayden, ID 83835	(208) 772-3208	<a href="https://haydenvisionsource.com/">https://haydenvisionsource.com/</a>	Monday, 8a-5p Tuesday, 8a-5:30p Wednesday, 9a-5p Thursday, 7a-5p	Optometry

					Friday, 7a-1p	
Ironwood Vision Center	2141 N Merritt Creek Loop, Coeur d'Alene, ID 83814	(208) 765-2200	<a href="https://www.cdaeyedoctor.com/">https://www.cdaeyedoctor.com/</a>	Monday, Tuesday, & Thursday, 7a-5p Wednesday, 7:30a-5p	Optometry	
Kootenai Vision Center	1801 N 3rd st, Coeur d'Alene, ID 83814	(208) 667-1591	<a href="https://kootenaivisionsource.com/">https://kootenaivisionsource.com/</a>	Monday-Friday, 8a-5p	Optometry	
North Idaho Eye Institute	8378 N Government Way, Hayden, ID 83835	(208) 209-7100	<a href="https://www.northidahoeeye.com/">https://www.northidahoeeye.com/</a>	Monday-Friday, 8a-5p	Optometry, surgery center	
Prism Eye Center	185 W 4th Ave, Post Falls, ID 83854	(208) 203-7616	<a href="https://www.prismeyecenter.com/">https://www.prismeyecenter.com/</a>	Monday, Wednesday, & Thursday, 8:30a-5p Tuesday, 8:30a-5:30p Friday, 8a-2:30p	Optometry	
Shopko Optical	212 W Ironwood Dr, Coeur d'Alene, 83814	(208) 765-8078	<a href="https://www.shopko.com/eye-care/id/coeur-dalene/store-069/?utm_source=local&amp;utm_medium=gmb">https://www.shopko.com/eye-care/id/coeur-dalene/store-069/?utm_source=local&amp;utm_medium=gmb</a>	Monday-Friday, 9a-6p Saturday, 9a-3p	Optometry	

Aging, Disability, & Personal Care						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Alzheimer's Association	2065 West Riverstone Dr, Ste 205, Coeur d'Alene, ID 83814	(208) 666-2996		Washington State Chapter; Serving Washington and Northern Idaho (alz.org)		Support Groups, Dementia management
Area Agency On Aging	402 West Canfield Ave, Ste 1, Coeur d'Alene, ID 83814	(208) 667-3179 / (800) 786-5536	infoassist@nic.edu	Area Agency on Aging (aaani.org)	Monday - Friday, 8:30a-4p	Adult protective services, home delivered meals, homemaker services, family caregiver respite, LTC Ombudsmen
Blanchard Area Seniors Incorporated	685 Rusho Ln, Blanchard, ID 83804	(208) 437-1037		About Blanchard Idaho, Who We Are, Our Board Members		Breakfasts and meals, food pantry, speakers and programs for all ages, fine art and craft events and classes, free children's summer art camp and more
Carenet	355 W. Prairie Shopping Center, Hayden, ID 83835					
Coeur d'Alene Homes	624 W. Harrison Ave, Coeur d'Alene, ID 83814	(208) 664-8119		<a href="https://www.theorchardcd.org/">https://www.theorchardcd.org/</a>		HUD-subsidized apartment facility with independent living, assisted living, memory care
Comfort Keepers	820 E Best Ave, Coeur d'Alene, ID 83814	(208) 765-9511		<a href="https://niservicesdirectory.com/3731/comfort-keepers/">https://niservicesdirectory.com/3731/comfort-keepers/</a>		Veterans care, home care services
Country Comfort	824 N 23rd St, Coeur d'Alene, ID 83814	(208) 664-2272		<a href="https://niservicesdirectory.com/3734/country-comfort/">https://niservicesdirectory.com/3734/country-comfort/</a>		Assisted living, memory care, senior apartments, in-home care, nursing homes, independent living

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Elderhelp Of North Idaho	5067 Building Center Dr, Building A, Coeur d'Alene, ID 83814	(208) 661- 8870	ehonitrish@gm ail.com	<a href="https://www.elderhelpofnorthidaho.org/mission_state_ment0.aspx">https://www.elderhelpofnorthidaho.org/mission_state_ment0.aspx</a>		Helps low income seniors in Kootenai County to stay in own home
Harrison Senior Citizens Center	103 W Pine, Harrison, ID 83833	(208) 689- 3557				
Hayden Senior Gems	9428 N. Government Way, Hayden, ID 83835	(208) 762- 7052	lisa@haydenseniorcenter.org	<a href="https://haydenseniorcenter.org/">https://haydenseniorcenter.org/</a>		Fitness classes, nutritious lunches, and multiple activity groups to promote cognitive health and socialization for seniors
Home Helpers And Direct Link	109 W. Kathleen Ave, Suite 4, Coeur D'Alene, ID 83815	(208) 505- 9280		<a href="https://www.homehelpershomecare.com/">https://www.homehelpershomecare.com/</a>		In-home care
Hospice Of North Idaho	9493 N Government Way, Coeur d'Alene, ID 83815	(208) 772- 7994		<a href="https://www.hospiceofnorthidaho.org/">https://www.hospiceofnorthidaho.org/</a>	Monday-Friday, 8a-5p	Palliative care, hospice, 24-hour nursing support, respite care
Ivy Court/Caldera Care	2200 Ironwood Place, Coeur d'Alene, ID 83814	(208) 667- 6486	info@ivy.calderacare.com	<a href="https://calderacare.com/?facility=ivy-court">https://calderacare.com/?facility=ivy-court</a>		Physical therapy, speech therapy, nutritional support, occupational therapy, wellness-focused activities, 24-hour skilled nursing & rehab
Jewett House	1501 E. Lakeshore Dr, Coeur d'Alene, ID 83814	(208) 667- 5194 / (208) 769-2300		<a href="https://www.cdaid.org/863/committees/jewett-house-advisory-board/about">https://www.cdaid.org/863/committees/jewett-house-advisory-board/about</a>	Monday - Friday, 8a-5p	Senior citizen recreation center. Scheduled activities include pinochle, bridge, quilting, and club meeting for seniors. The Jewett House is also available for other uses, such as weddings, arts and crafts, family reunions, meetings and study groups.



Kootenai Health Senior Care Program	2003 Kootenai Health Way, Coeur d'Alene, ID 83814	(208) 625-5353			
Lake City Center	1916 Lakewood Dr, Coeur d'Alene, ID 83814	(208) 667-4628	<a href="https://www.lakecitycenter.org/">https://www.lakecitycenter.org/</a>	Monday-Friday, 8a-12p & 1p-4p	Meals on Wheels, bingo, activities
Lifeline	2003 Lincoln Way, Coeur d'Alene, ID 83814	(208) 666-2934	<a href="https://niseservicesdirectory.com/3718/lifeline/">https://niseservicesdirectory.com/3718/lifeline/</a>		Senior Centers, Personal Emergency Response Systems, Intensive Care
Meals On Wheels	1916 N. Lakewood Dr, Coeur d'Alene, ID 83814	(208) 667-3179 / (208) 667-4628	<a href="https://niseservicesdirectory.com/3737/meals-on-wheels/">https://niseservicesdirectory.com/3737/meals-on-wheels/</a>	Monday-Friday, 8a-12p & 1p-4p	Meals on Wheels is a home-delivered meals program for qualifying individuals 60 years of age or older who are frail or homebound by reason of illness or incapacitating disability.

North Idaho Home Health	850 West Kathleen Ave, Coeur d'Alene, ID 83815	(208) 667- 7494	<a href="https://lhcgroupp.com/locations/north-idaho-home-health/">https://lhcgroupp.com/locations/north-idaho-home-health/</a>	Monday- Friday, 8a- 4:30p	Alzheimer's and Dementia Care, behavioral health nursing, care transitions, chronic disease management, fall prevention, heart disease, home health aides, infusion therapy, medical social work, medication management, nutritional consult (including in-home assessment), occupational therapy, pain management, patient/caregiver training, Personal Emergency Response System (PERS), physical therapy, skilled nursing, smooth transition from hospital discharge to home health, speech therapy, and wound/ostomy/continence nursing
One Site For Seniors (formerly ON Site for Seniors)	296 W Sunset Ave, Suite 14, Coeur d'Alene, ID 83815	(208) 518- 7000	<a href="https://www.onsite4seniors.org/">https://www.onsite4seniors.org/</a>		We are looking for people who love to help seniors. Sitting and talking, playing games, singing, Bible Studies, and cooking are just a few of the opportunities to serve.
Orchard Ridge Senior Living	624 W Harrison Ave, Coeur d'Alene, ID 83814	(208) 664- 8119	<a href="https://www.theorchardcda.org/">https://www.theorchardcda.org/</a>		Affordable senior housing, assisted living & memory care

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Post Falls Senior Center	1215 E. 3rd Ave, Post Falls, ID 83854	(208) 773-9582		<a href="https://www.postfallsseniorcenter.org/">https://www.postfallsseniorcenter.org/</a>	Monday, Wednesday, & Friday, 8a-3p Tuesday & Thursday, 8a-2p	Home-delivered & congregate meals
Rathdrum Senior Center	8037 W. Montana St, Rathdrum, ID 83858	(208) 687-2028		<a href="https://niseservicesdirectory.com/3722/rathdrum-senior-center/">https://niseservicesdirectory.com/3722/rathdrum-senior-center/</a>	Tuesday, 8a-9p Thursday, 8a-2p	
Senior Companions Program (Panhandle Health District)	8500 N Atlas Rd, Hayden, ID 83835	(208) 415-5177		<a href="https://seniorcompanionsidaho.org/">https://seniorcompanionsidaho.org/</a>		Companionship and respite care for seniors and people living with disability
Spirit Lake Senior Center	32564 N. 4th Ave, Spirit Lake, ID 83869	(208) 623-6125	Spiritlakeseniors@gmail.com	<a href="http://www.spiritlakeseniors.com/">http://www.spiritlakeseniors.com/</a>		Meals on Wheels, food pantry, card making class, exercise group
St. Vincent De Paul / H.E.L.P. Center	201 E. Harrison Ave, Coeur d'Alene, ID 83814	(208) 664-3095		<a href="https://stvincentdepaulnorthidaho.org/">https://stvincentdepaulnorthidaho.org/</a>		Feed those in need, housing assistance, clothing assistance, support for those with mental health concerns, and assistance for PLWD, veterans, at-risk youth & elderly, and DV victims

Housing & Homelessness

Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
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PANHANDLE HEALTH DISTRICT 2023 COMMUNITY HEALTH ASSESSMENT

Community Action Partnership	4144 W. Industrial Loop, Coeur d'Alene, ID 83815	(208) 664-8757		<a href="https://www.cap4action.org/">https://www.cap4action.org/</a>	Monday-Friday, 9a-3:45p	Area Agency on Aging, apartment rentals, heating bills assistance, food assistance, programs assisting with poverty
Family Promise of North Idaho	501 E. Wallace Avenue, Coeur d'Alene, ID 83814	(208) 777-4190		<a href="https://www.familypromiseidaho.org/get-help.html">https://www.familypromiseidaho.org/get-help.html</a>	Monday-Friday, 9a-4p	Families w/children, weekly basis housing in local churches
Heritage Health - Street Medicine	109 E. Harrison Ave, Coeur d'Alene, ID 83814	(208) 292-0303		<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 8a-4p	Medical and social services for the homeless population
St. George's Mission of Charity	2004 N. Lucas St, Post Falls, ID 83854	(208) 773-4715 ext. 22		<a href="https://www.stgeorgesidaho.com/misschar.html">https://www.stgeorgesidaho.com/misschar.html</a>		Assistance for residents of Post Falls, Rathdrum, and Spirit Lake – rent/energy assistance, food vouchers. Thursday meal at parish hall St. George's Catholic Church, 2010 N. Lucas St., 4-5:30pm.
St. Pius X	625 E. Haycraft Ave, Coeur d'Alene, ID 83815	(208) 765-5108		<a href="https://www.stpiuscda.org/">https://www.stpiuscda.org/</a>		Rent/utility assistance, food pantry.
St. Vincent De Paul / H.E.L.P. Center	201 E. Harrison Ave, Coeur d'Alene, ID 83814	(208) 664-3095		<a href="https://stvincentdepaulnorthidaho.org/">https://stvincentdepaulnorthidaho.org/</a>		Feed those in need, housing assistance, clothing assistance, support for those with mental health concerns, and assistance for PLWD, veterans, at-risk youth & elderly, and DV victims
Financial						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered

PANHANDLE HEALTH DISTRICT 2023 COMMUNITY HEALTH ASSESSMENT

Community Action Partnership	4144 W. Industrial Loop, Coeur d'Alene, ID 83815	(208) 664-8757		<a href="https://www.cap4action.org/">https://www.cap4action.org/</a>	Monday-Friday, 9a-3:45p	Area Agency on Aging, apartment rentals, heating bills assistance, food assistance, programs assisting with poverty
St. George's Mission of Charity	2004 N. Lucas St, Post Falls, ID 83854	(208) 773-4715 ext. 22		<a href="https://www.stgeorgesidah.com/misschar.html">https://www.stgeorgesidah.com/misschar.html</a>		Assistance for residents of Post Falls, Rathdrum, and Spirit Lake – rent/energy assistance, food vouchers. Thursday meal at parish hall St. George's Catholic Church, 2010 N. Lucas St., 4-5:30pm.
<b>Food</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
ABC Food Bank	30355 3rd St, Athol, ID 83801	(208) 683-2101			Tuesday, 9a-3p	Food bank
North Country Chapel	2281 W Seltice Way, Post Falls, ID 83854	(800) 572-8851		<a href="https://northcountrychapel.com/">https://northcountrychapel.com/</a>	Tuesday-Friday, 3p-4:45p	Food pantry
Real Life Ministries	1701 N. 4th St., Coeur D'Alene, ID 83815	(208) 664-4238		<a href="https://www.reallifeministries.com/">https://www.reallifeministries.com/</a>	Sunday: 8:00am*, 9:45am* & 11:30am	Food, room, & community assistance, prayer requests, mental health resources
Spirit Lake Food Bank	32154 N 4th St, Spirit Lake, ID 83869	(208) 623-6482	sbquddum@verizon.net		Wednesday, 12:30p-3p	Food pantry

St. George's Mission of Charity	2004 N. Lucas St, Post Falls, ID 83854	(208) 773-4715 ext. 22		<a href="https://www.stgeorgesidah.com/misschar.html">https://www.stgeorgesidah.com/misschar.html</a>		Assistance for residents of Post Falls, Rathdrum, and Spirit Lake – rent/energy assistance, food vouchers. Thursday meal at parish hall St. George's Catholic Church, 2010 N. Lucas St., 4-5:30pm.
St. Pius X	625 E. Haycraft Ave, Coeur d'Alene, ID 83815	(208) 765-5108		<a href="https://www.stpiuscda.org/">https://www.stpiuscda.org/</a>		Rent/utility assistance, food pantry.
St. Vincent De Paul / H.E.L.P. Center	201 E. Harrison Ave, Coeur d'Alene, ID 83814	(208) 664-3095		<a href="https://stvincentdepaulnoridaho.org/">https://stvincentdepaulnoridaho.org/</a>		Feed those in need, housing assistance, clothing assistance, support for those with mental health concerns, and assistance for PLWD, veterans, at-risk youth & elderly, and DV victims
WIC (Panhandle Health District)	8500 N Atlas Rd, Hayden, ID 83835	(208) 415-5130		<a href="https://panhandlehealthdistrict.org/wic/">https://panhandlehealthdistrict.org/wic/</a>	Monday-Friday, 8a-5p	Providing advanced nutrition information, resources and breastfeeding support
Transportation						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
A B & C Routes   Kootenai County, ID (kcgov.us)	2400 W Riverstone Dr, Coeur d'Alene, ID 83814	(208) 446-1618		<a href="https://www.kcgov.us/488/A-B-C-Routes">https://www.kcgov.us/488/A-B-C-Routes</a>	Monday-Friday, 6a-7p Saturday, 9a-4p	Citylink is a shared logo by two separate transit entities, one transit system in Kootenai County and a separate transit system in Benewah County.

Idaho City Link	451 Government Way, Coeur d'Alene, ID 83814	(208) 446-1618	<a href="https://www.kcgov.us/490/Citylink-South-Routes">https://www.kcgov.us/490/Citylink-South-Routes</a>	Monday-Friday, 6a-7p Saturday, 9a-4p	Citylink is a shared logo by two separate transit entities, one transit system in Kootenai County and a separate transit system in Benewah County.
Kootenai County Public Transportation	451 Government Way, Coeur d'Alene, ID 83814	(208) 446-1618	<a href="https://www.kcgov.us/486/Transit-Services">https://www.kcgov.us/486/Transit-Services</a>	Monday-Friday, 6a-7p Saturday, 9a-4p	
Kootenai Health Transportation Services	2003 Kootenai Health Way, Coeur D Alene, ID 83814		<a href="https://www.kh.org/transportation-services/">https://www.kh.org/transportation-services/</a>	Monday-Friday (greater Coeur d'Alene area) Tuesday and Thursday (Rathdrum area)	Rides are scheduled on a first-come, first-served basis. It is recommended you schedule a ride as far in advance as possible. To schedule a ride, call our automated voicemail system at (208) 625-5030. Please leave your name, phone number, address, appointment information (location and time), and if you need any other special arrangements, such as wheelchair accommodations.
PARATRANSIT		(208) 446-1616	<a href="https://www.kcgov.us/492/Paratransit#:~:text=ADA%20Paratransit%20visitors%20to%20Kootenai,1616">https://www.kcgov.us/492/Paratransit#:~:text=ADA%20Paratransit%20visitors%20to%20Kootenai,1616</a>		Paratransit eligibility is based on an individual's functional ability to use the fixed route system; it is not based on a medical diagnosis or meeting the broader ADA definition of "disability." Simply having a disability does not make you eligible

						for complementary paratransit under the ADA.
Ring-a-Ride		(208) 446-1616		<a href="https://www.kcgov.us/491/Ring-a-Ride">https://www.kcgov.us/491/Ring-a-Ride</a>	Monday-Friday, First pickup at 6a and last drop-off at 6p Saturday, First pickup at 9a and last drop-off at 3p	The Ring-a-Ride program is for service area residents over the age of 65 who have a physical mobility challenge and/or live where public transportation is insufficient, unavailable, or inappropriate.
Legal						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Legal Aid Services	610 W. Hubbard St., Ste. 219, Coeur d'Alene, ID, 83814	(208) 667-9559		<a href="https://www.idaholegalaid.org/">https://www.idaholegalaid.org/</a>	Monday-Friday, 8:30a-5p	Representation for eligible citizens.
Veteran						



PANHANDLE HEALTH DISTRICT 2023 COMMUNITY HEALTH ASSESSMENT

Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Kootenai County Veterans Services	120 E. Railroad Ave, Post Falls, ID 83854	(208) 446-1090 or (208) 446-1091		<a href="https://www.kcgov.us/533/Veterans-Services">https://www.kcgov.us/533/Veterans-Services</a>	Monday-Friday, 8:30a-12p & 1p-4:30p	Information & direct assistance in filing for any Veterans Affairs benefit or service program available.
Newby-Ginnings of North Idaho, Inc.	570 S. Clearwater Loop, Unit A, Post Falls, ID 83854	(208) 610-6996		<a href="https://www.newbyginnings.org/">https://www.newbyginnings.org/</a>	Monday-Thursday, 9a-5p	We provide basic necessities and essential household items to veterans, active military, and their families at absolutely no cost.
North Idaho College Services	1000 W. Garden Ave, Coeur d'Alene, ID 83814	(208) 929-4028	VetCenter@nic.edu	<a href="https://www.nic.edu/veterans/">https://www.nic.edu/veterans/</a>	Monday-Thursday, 7:30a-5p Friday, 7:30a-2:30p	We provide comprehensive advising and referral services to active and former military members, their dependents, prospective students and National Guard and Reserve members.
North Idaho Veterans Assistance League	590 S Pleasant View Rd, Post Falls, ID 83854	(208) 415-3434	Peggy.Gunther@veterans.idaho.gov	<a href="https://www.idahoveteransleague.com/">https://www.idahoveteransleague.com/</a>		Provide and furnish services specifically designed to meet the physical, social, educational, financial, religious, civic, cultural, recreational, and psychological needs of the Veterans who occupy Idaho's four State Veterans Homes.
Patriot PowerUp: Veteran Mental Health Treatment Program		(866) 511-6006		<a href="https://www.innercept.com/veteran-inpatient-treatment/">https://www.innercept.com/veteran-inpatient-treatment/</a>		Veteran inpatient mental health treatment

Other						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Bestowing the Basics	P.O. Box 791, Athol, ID, 83801	(208) 610-4553	info@bestowingthebasics.org	<a href="https://www.bestowingthebasics.org/">https://www.bestowingthebasics.org/</a>		Children/Family Services, Clothing, Emergency Housing, Faith Based, Financial Assistance-General, Food, Housing, Senior Assistance, Shower/Laundry
Panhandle Health District - Environmental Health Services	8500 N Atlas Rd, Hayden, ID 83835	(208) 415-5220		<a href="https://panhandlehealthdistrict.org/#hayden-kootenai-county-office">https://panhandlehealthdistrict.org/#hayden-kootenai-county-office</a>	Monday-Friday, 8a-5p	Licensing & permitting
Panhandle Health District - Preparedness Services	8500 N Atlas Rd, Hayden, ID 83835	(208) 415-5180		<a href="https://panhandlehealthdistrict.org/#hayden-kootenai-county-office">https://panhandlehealthdistrict.org/#hayden-kootenai-county-office</a>	Monday-Friday, 8a-5p	Preparedness

## Shoshone County

Primary & Specialty Care						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Heritage Health - Kellogg	740 McKinley Ave, Kellogg, ID 83837	(208) 783-1267		<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 7a-5p	Family medical, mental health
Panhandle Health District - Main	35 Wildcat Way, Kellogg, ID 83837	(208) 786-7474		<a href="https://panhandlehealthdistrict.org/#kellogg-shoshone-county-office">https://panhandlehealthdistrict.org/#kellogg-shoshone-county-office</a>	Monday-Friday, 8a-5p	Healthcare services, licensing & permitting, nutrition & physical activity, adult & senior services, parenting & youth services, and provide disease surveillance data
Shoshone Medical Center (SMC)	25 Jacobs Gulch Rd, Kellogg, ID 83837	(208) 784-1221		<a href="https://www.shoshonehealth.com/">https://www.shoshonehealth.com/</a>	24/7	Medical clinic, emergency department, dietary, endoscopy, hospitalist program, laboratory services, post-acute rehabilitation, radiology, rehabilitation, respiratory therapy outpatient services, specialized outpatient services, wound care program, family medicine, fitness center, mental health services
SMC - Family Medicine	858 Commerce Dr, Ste 100, Smelterville, ID 83863	(208) 784-7017		<a href="https://www.shoshonehealth.com/services/family-medicine/">https://www.shoshonehealth.com/services/family-medicine/</a>	Monday-Friday, 8a-12p & 1p-6p	Family medicine, same day appointments
SMC - Emergency Department	25 Bunker Ave, Kellogg, ID 83837	(208) 784-1220		<a href="https://www.shoshonehealth.com/patients/emergency-services/">https://www.shoshonehealth.com/patients/emergency-services/</a>	24/7	Emergency department

Behavioral Health						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Courageous Together	404 W Cameron Ave, Ste 101, Kellogg, ID 83837	(208) 215-1756			Monday-Friday, 9a-5p	Mental health
Heritage Health - Kellogg	740 McKinley Ave, Kellogg, ID 83837	(208) 783-1267		<a href="https://www.myheritagehealth.org/locations">https://www.myheritagehealth.org/locations</a>	Monday-Friday, 7a-5p	Mental health, family medical
Shoshone County Crisis and Resource Center	415 7th St, Wallace, ID 83873	(208) 783-1453 24 Hr Hotline: (208) 556-0500		<a href="https://www.shococrisiscenter.com/home.html">https://www.shococrisiscenter.com/home.html</a>	Monday-Friday, 9a-4p	We are here to assist any victim of domestic violence, sexual assault, stalking or violent crimes in Shoshone County.
Silver Valley Cares		(208) 274-3753	SVCaresInfo@gmail.com	<a href="https://www.svcares.org/">https://www.svcares.org/</a>		Silver Valley Cares is comprised of community advocates, not mental health professionals, and offers support and advocacy for mental health issues within our community. Our guidance is not a substitute for professional mental health care, and we recommend consulting with qualified experts for personalized assistance.
SMC - Mental Health Services	858 Commerce Dr, Ste 100, Smelterville, ID 83863	(208) 784-4612		<a href="https://www.shoshonehealth.com/services/smc-mental-health-services/">https://www.shoshonehealth.com/services/smc-mental-health-services/</a>	Monday-Friday, 8a-12p & 1p-6p	Mental health

Women's Resource Crisis Line	179 Satherfield Rd, Silverton, ID 83867	(208) 556- 0500				Alcoholism treatment
<b>Dental &amp; Optometry</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Backcountry Dental	107 McKinley Ave W, Kellogg, ID 83837	(208) 784- 0545			Tuesday- Thursday, 8a-5p	Dental clinic
Complete Dental Care	418 W Cameron Ave, Kellogg, ID 83837	(208) 682- 4540		<a href="https://www.completedentalnw.com/?utm_source=GoogleMyBusiness&amp;utm_medium=organic&amp;utm_campaign=gmb-kellogg-id">https://www.completedentalnw.com/?utm_source=GoogleMyBusiness&amp;utm_medium=organic&amp;utm_campaign=gmb-kellogg-id</a>	Monday- Thursday, 8a-5p	General dentistry, restorative, orthodontics, TMJ-TMD, emergency dental care, wisdom teeth removal, snoring prevention
Kellogg Vision Center	403 Bunker Ave, Kellogg, ID 83837	(208) 784- 1141			Monday- Thursday, 9a-5p	Optometry
Silver Valley Dental Care	302 E Cameron Ave, Wardner, ID 83837	(208) 877- 4830		<a href="https://www.silvervalleydentalcare.com/">https://www.silvervalleydentalcare.com/</a>	Monday- Thursday, 8a-5p	General dentistry, pediatric dentistry, emergency dentistry, ridge augmentation, bone graft, TMJ, wisdom teeth removal, dental implants, restorative, full and partial dentures, cosmetic dentistry, root canals, tooth extractions, crowns and bridges
<b>Aging, Disability, &amp; Personal Care</b>						

Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Kellogg Senior Center	211 McKinley Ave W, Kellogg, ID 83837	(208) 783- 4581				Food, exercise, social time
Senior Companions Program (Panhandle Health District)	35 Wildcat Way, Kellogg, ID 83837	(208) 415- 5177		<a href="https://seniorcompanionsidaho.org/">https://seniorcompanionsidaho.org/</a>		Companionship and respite care for seniors and people living with disability
Silver Valley Seniors, Inc - Meals on Wheels	726 E Mullan Ave, Osburn, ID 83849	(208) 752- 1194			Monday, Wednesday, Thursday, 7a-2p Friday, 7a-10a	Meals on wheels
<b>Housing &amp; Homelessness</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Shoshone County Crisis and Resource Center	415 7th St, Wallace, ID 83873	(208) 783- 1453 24 Hr Hotline: (208) 556- 0500		<a href="https://www.shococrisiscenter.com/home.html">https://www.shococrisiscenter.com/home.html</a>	Monday- Friday, 9a-4p	We are here to assist any victim of domestic violence, sexual assault, stalking or violent crimes in Shoshone County.
Silver Valley Community Resource Center	204 Oregon St, Kellogg, ID 83837	(208) 784- 8891			Monday- Friday, 9a-5p	Connect to community resources

Silver Valley Fuller Center for Housing	P.O. Box 338, Smelterville, ID 83868	(208) 682-3240		<a href="https://www.svfch.org/">https://www.svfch.org/</a>		Low income housing organization
<b>Financial</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Shoshone County Crisis and Resource Center	415 7th St, Wallace, ID 83873	(208) 783-1453 24 Hr Hotline: (208) 556-0500		<a href="https://www.shococrisiscenter.com/home.html">https://www.shococrisiscenter.com/home.html</a>	Monday-Friday, 9a-4p	We are here to assist any victim of domestic violence, sexual assault, stalking or violent crimes in Shoshone County.
<b>Food</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Community Action Partnership - Food Pantry	114 Riverside Ave W, Kellogg, ID 83837	(208) 783-4901		<a href="https://www.cap4action.org/">https://www.cap4action.org/</a>	Monday-Wednesday, & Friday, 9a-4p	Food pantry
WIC (Panhandle Health District)	35 Wildcat Way, Kellogg, ID 83837	(208) 786-7474		<a href="https://panhandlehealthdistrict.org/wic/">https://panhandlehealthdistrict.org/wic/</a>	Monday-Friday, 8a-5p	Providing advanced nutrition information, resources and breastfeeding support
<b>Transportation</b>						

Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Silver Express Shuttle - Fixed Route Bus		(855) 495-7325		<a href="https://shoshonecounty.id.gov/silver-express/">https://shoshonecounty.id.gov/silver-express/</a>	Monday-Friday, 8a-5:30p	Fixed bus route from Kingston to Mullan.
Silver Express Shuttle - Paratransit		(855) 495-7325		<a href="https://shoshonecounty.id.gov/silver-express/">https://shoshonecounty.id.gov/silver-express/</a>	As need (call to schedule)	Operate as a demand response for pre-qualified passengers that are unable to use the regular bus service
<b>Veteran</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Department of Veterans Service	700 Bank St, Ste 120, Wallace, ID 83873	(208) 752-1264	dmerrill@co.shoshone.id.us	<a href="https://shoshonecounty.id.gov/veterans-service/">https://shoshonecounty.id.gov/veterans-service/</a>	Monday-Friday, 9a-5p	Acts as an advocate for veterans and their dependents; provides assistance in obtaining a wide range of entitled veteran benefits.
<b>Other</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered



Panhandle Health District - Institutional Controls Program (ICP)	35 Wildcat Way, Kellogg, ID 83837	(208) 786- 0707	<a href="https://panhandlehealthdistrict.org/institutional-controls-program/">https://panhandlehealthdistrict.org/institutional-controls-program/</a>	Monday- Friday, 8a-5p	The Institutional Controls Program (ICP) is a locally enforced set of rules and regulations designed to ensure the integrity of clean soil and other protective barriers placed over contaminants left throughout the Bunker Hill Superfund site. The ICP offers several services to help residents of the Bunker Hill Superfund Site maintain their barriers and protect their health.
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## Across Region 1

Primary & Specialty Care						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Children's Health Insurance Program (CHIP)		(800) 926-2588 Spanish: (800) 926-2588 #2		<a href="https://healthandwelfare.idaho.gov/services-programs/medicaid-health/childrens-health-insurance-program-chip">https://healthandwelfare.idaho.gov/services-programs/medicaid-health/childrens-health-insurance-program-chip</a>	Monday-Friday, 8a-6p	Medicaid for children - healthcare coverage for eligible children with a variety of health needs
Your Health Idaho				<a href="https://www.yourhealthidaho.org/">https://www.yourhealthidaho.org/</a>		An online marketplace that allows Idaho individuals, families, and small businesses to shop, compare, and choose the health insurance coverage that's right for them.
Behavioral Health						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered

<p>Idaho Crisis &amp; Suicide Hotline (ICSH)</p>	<p>Call or Text: 988</p>	<p><a href="https://idahocrisis.org/">https://idahocrisis.org/</a></p>	<p>If you are struggling with suicide, a mental or emotional problem, having trouble with drugs or alcohol, or having family or relationship problems - reach out. Someone is always here for you on the other end of the line. You can call for yourself, or someone you care about. Crisis support is available 24/7 every day of the year. ICSH is a member of the 988 Suicide &amp; Crisis Lifeline and is responding to 988 contacts for Idaho as part of a national network of crisis call centers.</p>
<p>National Alliance on Mental Illness (NAMI) - North Idaho</p>	<p>(208) 597-2047</p>	<p><a href="mailto:info@namifarnorth.org">info@namifarnorth.org</a> <a href="https://namifarnorth.org/">https://namifarnorth.org/</a></p>	<p>Serves those impacted by mental illness in the northernmost counties of the state. We are dedicated to improving the quality of life for persons living with mental illness and their families and friends.</p>

Northern Idaho Crisis Center	2195 Ironwood Ct, Ste D, Coeur d'Alene, ID 83814	(208) 625-4884		<a href="https://www.nicrisiscenter.org/">https://www.nicrisiscenter.org /</a>	24/7	Mental health service. The Northern Idaho Crisis Center is a non-profit community organization, created to help people who are having a mental health crisis or a drug or alcohol problem. The Crisis Center is a joint project between Panhandle Health District, Kootenai Health and Heritage Health. Staff members care for those that come to the center and help facilitate outside resources before each person leaves. The center is free, safe, private, and voluntary.
Safe Passage		Admin: (208) 664-9300 24-Hr Hotline: (208) 664-9303	safety@safe passageid.org	<a href="https://www.safepassageid.org/">https://www.safepassageid.org /</a>	24/7 Admin office hours: Monday-Thursday, 8:30a-5p; Friday, 8:30a-3p	Services for survivors of domestic violence, sexual abuse, and rape; children's advocacy center; safe shelter; court advocacy; and more.
Aging, Disability, & Personal Care						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Area Agency on Aging in North Idaho (AAANI)	402 W. Canfield, Ste 1, Coeur d'Alene, ID 83815	(208) 667-3179 / (800) 786-5536	infoassist@nic.edu	<a href="https://www.aaani.org/">https://www.aaani.org/</a>		Provide information and support that maximizes independence and quality of life for older adults, individuals with disabilities and

					vulnerable adults 18 years and older.	
ElderHelp of North Idaho		(208) 661-8870	For senior Idahoans			
Senior Health Insurance Benefit Advisors (SHIBA)	Department of Insurance - Regional Office 2005 Ironwood Parkway, Suite 143, Coeur d’Alene, ID 83814	1-800-247-4422	https://doi.idaho.gov/shiba/		Serves Idahoans on Medicare and those who help them by offering free, unbiased Medicare benefits information and assistance through workshops, group presentations and personal counseling.	
Housing & Homelessness						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Regional Housing Authority - IHFA	915 W. Canfield Ave, Coeur d’Alene, ID 83815	(208) 762-5113	rentalassistan ncecda@ihf a.org	https://www.idahohousing.com/	Monday-Friday, 9a-5p	Rental assistance (not immediate, there is a waiting list)
Region 1 Access Point	201 E Harrison Ave, Coeru d’Alene, ID 83814	(208) 664-3095			Connecting to immediate resources, support programs and services, and housing options available in your area (does not guarantee placement or eligibility for housing)	
Financial						

Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Idaho Dept. of Health & Welfare				<a href="https://healthandwelfare.idaho.gov/services-programs/financial-assistance">https://healthandwelfare.idaho.gov/services-programs/financial-assistance</a>		TAFI, PWC, CHIP, food stamps, child care assistance, child support enforcement.
Food						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Supplemental Nutrition Assistance Program (SNAP)		(877) 456-1233	MyBenefits@dhw.idaho.gov	<a href="https://healthandwelfare.idaho.gov/services-programs/food-assistance/apply-snap">https://healthandwelfare.idaho.gov/services-programs/food-assistance/apply-snap</a>		The Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps, helps low-income families buy the food they need in order to stay healthy.
Protective Services						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
IDHW Children and Family Services		1-855-KIDS (5437)				Child protective services
Idaho Commission on Aging - Report to your local Area Agency on Aging	402 W. Canfield, Ste 1, Coeur d'Alene, ID 83815	(208) 667-3179 / (800) 786-5536		<a href="https://www.aaani.org/">https://www.aaani.org/</a>		Adult protective services
Transportation						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered

Life Flight Network		(866) 883-9998		<a href="https://www.lifeflight.org/contact/">https://www.lifeflight.org/contact/</a>		Emergency patient transport service
<b>Legal</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
Idaho Legal Aid		(208) 746-7541		<a href="https://www.idaholegalaid.org/node/2413/apply-legal-assistance">https://www.idaholegalaid.org/node/2413/apply-legal-assistance</a>	Monday-Thursday, 930a-12p PT	Assists low-income and senior (age 60 and older) Idahoans with civil legal issues.
<b>Other</b>						
Organization Name	Address	Phone Number	Email Address	Website	Hours & Days of Operation	Services Offered
2-1-1 IDAHO CareLine		Dial 2-1-1 or (800) 926-2588		<a href="https://healthandwelfare.idaho.gov/services-programs/211">https://healthandwelfare.idaho.gov/services-programs/211</a>	24/7	A free, statewide community information and referral service
Find Help Idaho				<a href="https://findhelpidaho.org/">https://findhelpidaho.org/</a>		