



Healthy Ashtabula County Access to Care Assessment Report 2023

Prepared by
Conneaut City
Health Department

Public Health
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Introduction

The National Academies of Sciences, Engineering, and Medicine (formerly known as the Institute of Medicine) define access to health care as the “timely use of personal health services to achieve the best possible health outcomes.” Many people face barriers that prevent or limit access to needed health care services, which may increase the risk of poor health outcomes and health disparities.

Residents of Ashtabula County commonly perceive ongoing issues regarding COVID-19, substance use and mental health issues, lacking access to medical care, and obesity as the most important health issues in the County.

In September 2022, Healthy Ashtabula County (CHA/CHIP) partners identified an opportunity to more closely examine access to care issues among residents. This report was developed as part of a collaborative process; partners recognized that a collective approach would be more impactful to develop strategies which would result in long term change. It seeks to understand key questions pertaining to the health of Ashtabula County residents, such as:

- Who are the unserved and underserved populations residing in Ashtabula County and what health issues do they face?
- What resources and/or strategies are available to address community needs?
- What issues are emerging or already exist with implications on access to care
- How can we work together to leverage existing resources to improve access to care, care coordination, and ultimately improved health outcomes among Ashtabula County residents?

A broad range of partners representing various sectors of the community were engaged to contribute their perspectives and understanding on current and emerging issues among residents. Together, the teams reviewed and discussed potential strategies through a health equity lens. Over the years, Ashtabula County partner organizations have worked to implement various strategies to address health and social needs, however, an opportunity was identified to collectively assess strategies underway and their impact on reducing health disparities.

The Committee is comprised of partner organizations and community members, including representation of those who experience barriers to care. This report seeks to comprehensively assess access to care issues- across populations and health issues. It builds upon both primary and secondary data collected through the community health assessment and improvement planning process, as well as numerous other secondary sources to comprehensively assess the availability of services to meet community need, unserved and underserved populations identified, gaps and barriers to care, and emerging issues which could positively or negatively impact community health outcomes for years to come.

Collaborative Approach

Following the release of its 2022 Community Health Assessment (CHA), Ashtabula County Community Health Needs Assessment Committee members, now known as Healthy Ashtabula County, identified an opportunity to more closely examine access to care issues facing residents. The Committee determined that it would leverage its existing partnerships, which already represents various social, behavioral and health care organizations already implementing strategies to reduce health disparities and improve health outcomes. The Access to Care Committee (and Healthy Ashtabula County), consists of the following organizations:

Healthy Ashtabula County Community Partners and Participants Roster:

| Local Public Health Departments | Local Government |
|---|--|
| Ashtabula County Health Department | Ashtabula County Commissioners |
| Ashtabula City Health Department | Ashtabula County Job and Family Services |
| Conneaut City Health Department | Ashtabula County Children Services |
| | Ashtabula County Family and Children First |
| | Ashtabula County Juvenile Court |
| Hospitals & Health Care Providers | |
| Ashtabula County Medical Center | Ashtabula City Council |
| University Hospital - Conneaut | Ashtabula County Board of Health |
| University Hospital – Geneva | |
| Signature Health | |
| Ashtabula County Mental Health Recovery Board | |
| Lake Area Recovery Center | Community Organizations/Not-For-Profits |
| Glenbeigh | Ashtabula County Community Action Agency/WIC |
| Ashtabula County Community Counseling Center | ACMC Regional Home Health |
| EMS Council Association | Catholic Charities of Ashtabula County |
| | Ashtabula County Country Neighbor |
| | Center for Health Affairs |
| Academic Institutions | |
| Ashtabula County Educational Services Center | Ashtabula County YMCA |
| Kent State University- Ashtabula | Ashtabula County OSU Extension Office |
| | Healthy Northeast Ohio |

*Access to Care Committee highlighted in blue

Data Sharing Mechanisms

Regional information data management systems and processes primary include ongoing data sharing through community partnerships via emails, letters, and meetings through established workgroups such as, the Family and Children First Council of Ashtabula County, SALT Committee and partnerships of the Ashtabula County Mental Health and Recovery Board to track overdose statistics, and comprehensively, the Healthy Ashtabula County Community Health Assessment Committee.

In addition to these mechanisms, the Ashtabula County Medical Center's electronic medical record system, EPIC, contains reporting capabilities which are used to share data across partnerships.

The health departments of Ashtabula County use the Ohio Disease Reporting System (ODRS) for ongoing surveillance and reporting of health conditions, including notifiable conditions. The statewide system allows for reporting to the Ohio Department of Health, other care providers and surveillance sites. Other surveillance site related systems include the CDC's EpiCenter system and National Drug Retail Monitoring System (NDRMS) which reports pharmaceutical data on a real-time basis.

In addition to these systems, the health departments of Ashtabula County, schools and others use the ImpactSIIS, Ohio Impact Statewide Immunization Information Management System web application of the Ohio Department of Health (ODH) to electronically share and monitor immunization coverage rates. The ODH immunization registry collects immunization and other health and demographic information from doctor's offices, hospitals, insurance carriers, public health clinics, and other health care providers. Records for Ohio's citizens are then visible to other health care providers around the state, including forecasting of next doses due for administration. An increasing percentage of this information is sent electronically in HL7 messages.

Integrated Public Health Information System (IPHIS) and Electronic Death Registration System (EDRS) are systems to file and maintain our birth and death records in the State of Ohio. All three health departments have access to these systems.

Process to Identify unserved and underserved Populations and Needs

The Healthy Ashtabula County partners engaged through a series of meetings to identify and discuss unserved and underserved populations and their needs. The process involved examining existing data sets compiled through secondary sources (primarily the Health Resources and Services Administration (HRSA), Ohio Department of Health Office of Vital Statistics, and US Census data), as well as primary data compiled through surveys and focus groups. Special care was taken to collect data from populations experiencing barriers to care, quantitatively through a community-wide 2022 CHA survey, and qualitatively through 2022 CHA focus groups.

This report draws upon several local reports, consisting of both primary and secondary data, used to understand the distribution and extent of disparities, including the 2022 Community Health Assessment.

The Healthy Ashtabula County partners engaged as part of the CHIP planning process in August 2022 - January 2023 to discuss preliminary findings of this report, current strategies underway to address unmet needs, and emerging issues facing Ashtabula County residents.

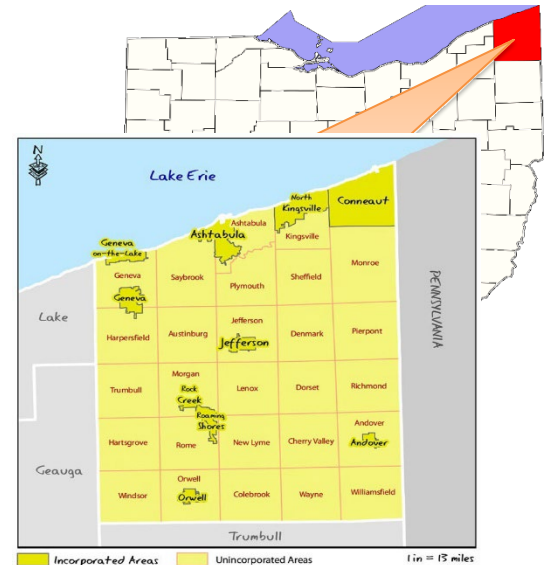
In order to understand unserved and underserved populations experiencing barriers to care, the Healthy Ashtabula County Committee examined demographic, social determinants of health, and geographic disparities among residents. The distribution of health disparities was analyzed to identify specific populations at higher health risks by health topic area.

Ashtabula County Overview

Ashtabula County, Ohio's largest and northeastern-most County, borders Lake Erie (to its North) and the State of Pennsylvania (to its East), with 703 square miles. Adjacent Ohio counties include Lake and Geauga (to the West) and Trumbull County (to the South). The County consists of three cities (Ashtabula, Conneaut, and Geneva), seven villages, and twenty-eight townships.

Demographics- Population

According to the 2020 Census, Ashtabula County Population there were 97,241, with 39,490 households. With Ashtabula City having a population of 18,171, with 7,520 households and Conneaut City having a population of 12,613 with 4,604 households. The population density was 138.6 inhabitants per square mile (55.8/km²). Ashtabula County like many counties in Ohio is experiencing a decrease trend. Ashtabula County, Ohio in 2021 was 97,241, 4% down from the 101,411 who lived there in 2010.



Racial/Ethnic Composition

According to the US Census April 1, 2020 estimates, the racial makeup of the county was 92.7% white, 3.9% black or African American, 0.5% Asian, 0.4% American Indian, 0.1% Native Hawaiian, and 2.5% two or more races. Those of Hispanic or Latino origin made up 4.8% of the population. Ashtabula City's population is slightly more diverse, consisting of 81.8% White, 8.9% African American, 0.0% Native American, 0.5% Asian, 3.3% from other races, and 6.4% from two or more races. Hispanic or Latino of any race were 12.8% of the population. Similarly, Conneaut City's composition consisted of 88.0% White, 8.1% African American, 0.2% Native American, 0.5% Asian, 0.4% from other races, and 3.2% from two or more races. Hispanic or Latino of any race were 1.8% of the population. In 2020, over five percent of the population in two ZIP codes on the northern side of the county (44030 and 44004) was African American. In six other ZIP codes, this percentage was under one percent.

In 2021, the largest racial or ethnic group in Ashtabula County was the white (non-Hispanic) group, which had a population of 86,282. Between 2010 and 2021, the Hispanic/Latino population had the most growth increasing by 1,239 from 3,464 in 2010 to 4,703 in 2021.

Household Composition

According to 2021 US Census estimates, there were 39,490 households in Ashtabula County. 44.4% were married couples living together, 26.8% had female householders with no spouse present, 18.6% had a male householder with no spouse present. 70.6% of households have children under the age of 18 years.

Ashtabula City, located at the geographic center of the Ashtabula Micropolitan Statistical Area, is home to 18,171 individuals and 7,520 households. The population density was 2,314.6 inhabitants per square mile.

As of the 2021 US Census, there were 12,613 people and 4,604 households residing in the Conneaut City. The population density was 466 inhabitants per square mile.

Disability Data

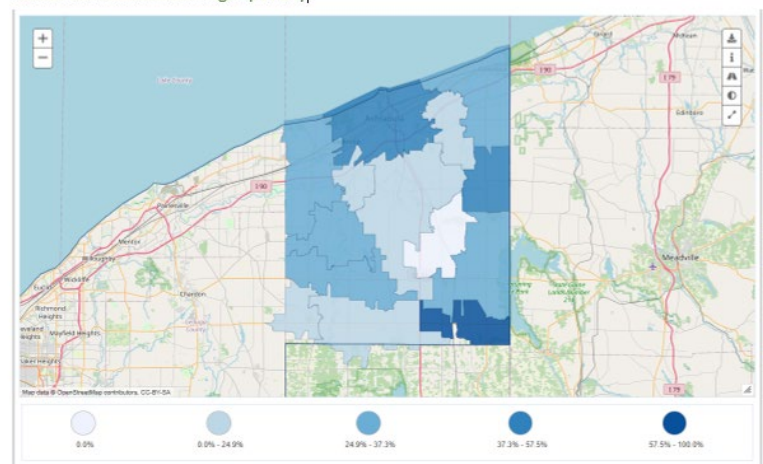
18.1% of all residents are living with a disability, which is higher than both the state (14.0%) and national (13.4%) averages, according to the 2017-2021 US Census Bureau Quick Facts. This is an increase from the 2019 access to care report.

Disability type can include those with hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty and independent living difficulty. With the highest percentage of individuals being 65 year and over at 36.7%.

With 36.1% of adults with disabilities living in poverty. The breakdown by zip code is 44030- 29.8%, 44082- 57.5%, 44003- 26.7%, 44093- 73.1%, 44076- 24.9%, 44085- 37.3%, 44047- 14.4%, 44032- 0.0%, 44048- 17.1%, 44004- 45.6%, 44010- 20.9%, 44041- 33.5%, 44084-32.0%, 44085- 37.3%, and 44099- 24.3%. (Healthy Northeast Ohio)

Children with a disability have difficulties performing activities due to physical, mental, or emotions condition. The extent to which a child is limited by a disability is heavily dependent on the social and physical environment in which he or she lives. 7.4% of children in Ashtabula County have a disability. The breakdown by zip code is 44030- 14.3%, 44082- 0.0%, 44003- 3.7%, 44093- 11.7%, 44076- 0.4%, 44085- 11.5%, 44047- 16.9%, 44032- 0.0%, 44048- 1.4%, 44004- 7.2%, 44010- 4.2%, 44041- 5.9%, 44084-32.0%, 44085- 1.0%, and 44099- 1.6%. (Healthy Northeast Ohio)

Adults with disabilities living in poverty



Source: <https://www.healthyneo.org/>

Age Adjusted Mortality

According to the Ohio Department of Health, age-adjusted mortality rates for heart disease, suicide, motor vehicle collisions (both involving and not involving alcohol), aortic aneurysms, HIV, and pedestrians killed in traffic collisions were all significantly higher in Ashtabula County than the Ohio averages. Overall age-adjusted mortality and incidence rates for cancer have been above average with 182.5 deaths per 100,000 population and 478.1 cases per 100,000 population. (According to the 2016-2020 national cancer institute)

Medically Underserved Populations

Medically Underserved Areas/Populations (MUA/P) are identified by the Health Resources & Service Administration (HRSA) as geographic areas and populations with lack of access to primary care services. Examples of populations categorized as MUA/P include the homeless, low-income, Medicaid-eligible, Native Americans, Migrant farmworkers. The MUA/P designation is calculated based on four criteria, reflected in the graphic below.

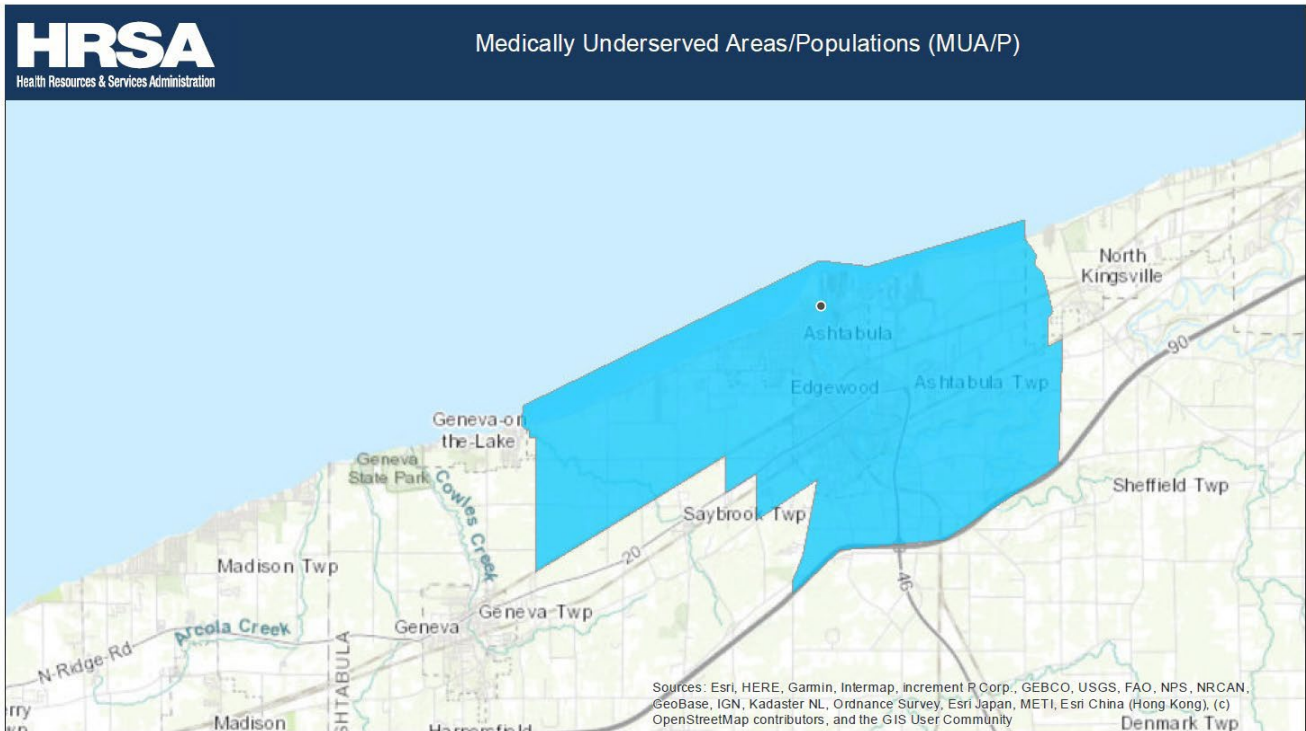


The MUA/P is a measure of populations that may face additional barriers to care based on economic, cultural, or linguistic challenges. The Index of Medical Underservice (IMU) can range from 0 to 100, where 0 represents completely underserved; indexes of less than 62 qualify as MUA/P.

| Healthcare Professional Shortage Area (HPSA) Designation Score | | |
|--|---|---|
| Primary Care | Oral Health | Mental Health |
| HPSA Primary Care Shortage area with a score of 8 with a partially rural status. The HPSA point is Orwell. | Oral Health Capacity Shortage Area with a score of 17, (entire County) rural status and low- income population HPSA | High need geographic HPSA (entire County) with an HPSA score for mental health of 10 with designated status as "rural". |

As of June 11, 2015, Ashtabula City was designated as a MUA/P with an IMU score of 58.6 determined by MUP Low Income and rural status. (This has remained unchanged since 2015) The northeast-most points of Ashtabula County, which encompass Ashtabula City, and are home to the Ashtabula County Medical Center, are identified by HRSA as Medically Underserved Areas/Populations (see MUA/P map below, along with Appendix A, for detailed map).

Geographic Distribution of Medically Underserved Areas/Populations (MUA/P)

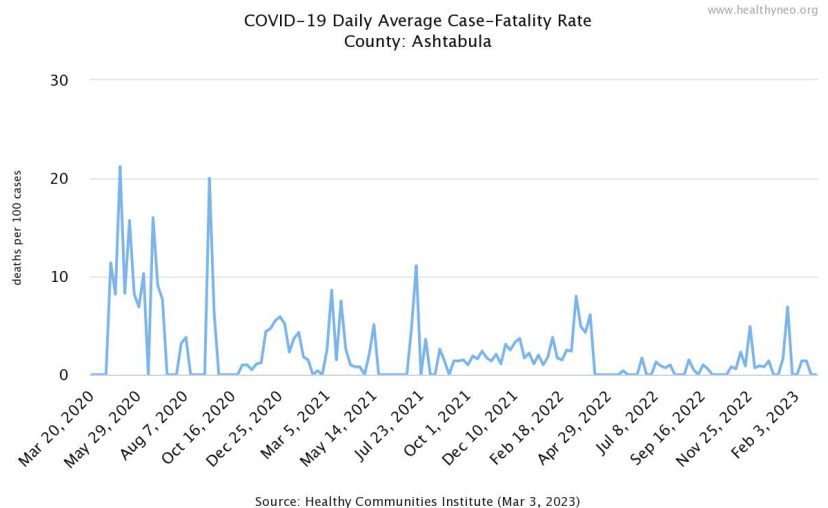


Source: Health Resource & Services Administration. Medically Underserved Areas and Populations (MUA/P). Assessed at <https://bhw.hrsa.gov/shortage-designation/muap>

COVID-19 and Health Care

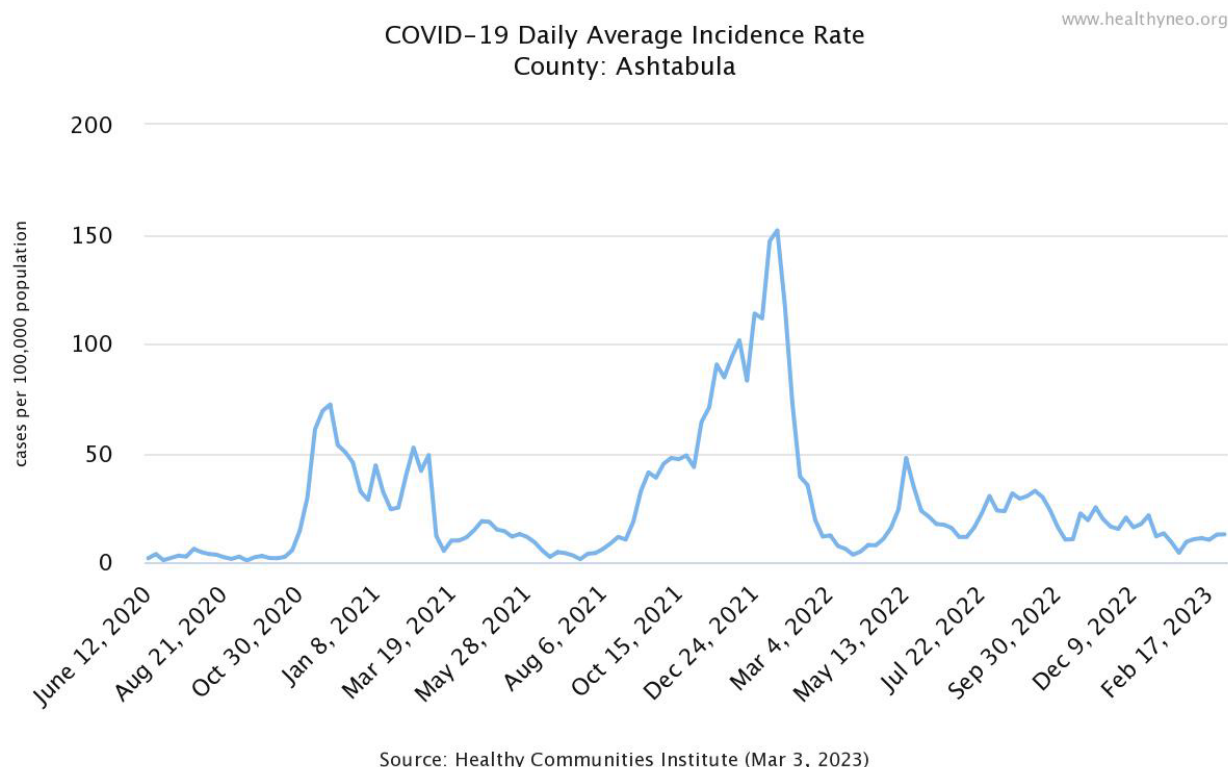
According to our 2022 CHA, over a third (42%) of survey respondents feel that issues related to COVID-19 (e.g., the virus in general, getting residents vaccinated, residents not acting to stop the spread) are the most important health issues in Ashtabula County.

There were many negative impacts that COVID-19 had on County residents, such as isolation, lack of health care access, poor mental health and negative effects on children. The lack of health care only made it worst for those individual's that already were behind.



During COVID-19 case-fatality rate was something that was looked at over the entire County. This is a proportion of persons with a particular condition (cases) who die from that condition. It is a measure of the severity of the condition. The case-fatality rate is a proportion, not a true rate. Case-fatality rate still is seen as the best tool to express the fatality of the disease.

Another measure that we look at is the measure of incidence, incidence rates include only new cases of disease. During COVID-19 we would see a lot of ups and downs in our population with the number of cases we had. The image below shows the incidence rate from June 12, 2020 to February 17, 2023. As of March 3, 2023 the daily average incidence rate was 12.72 cases per 100,000. This number was a lot higher during larger outbreaks; like around October 15, 2021 (shown on the table)



This information is a best estimate of the data what we were able to receive. With the number of home testing that were/are available, the report number of cases may have been under reported.

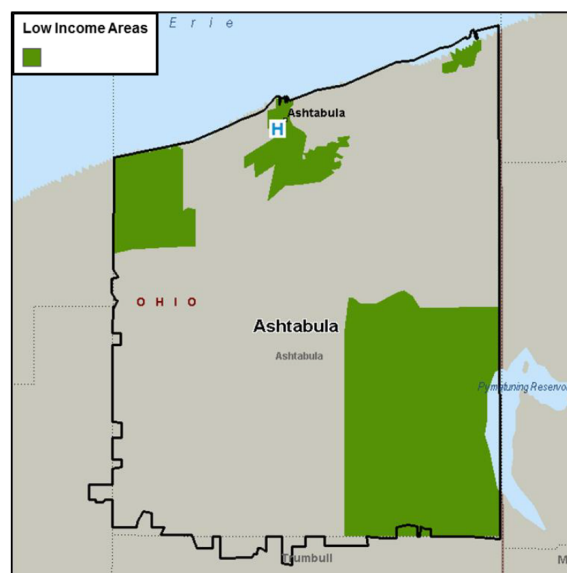
Poverty

Low-income census tracts are present in the northwestern and southeastern portions of Ashtabula County, and within the neighborhoods adjacent to the Ashtabula County Medical Center.

Poverty rates are comparatively higher among African American and Hispanic (or Latino) populations, which exceed Ohio averages for those groups.

Nearly a third of Ashtabula County youth live in households under the federal poverty level and almost 30% of residents spend greater than 30% of their monthly income on housing costs. Community leaders mentioned high rates of poverty and homeless among those experiencing barriers to care, as specifically tied to economic hardship.

Low Income Census Tracts



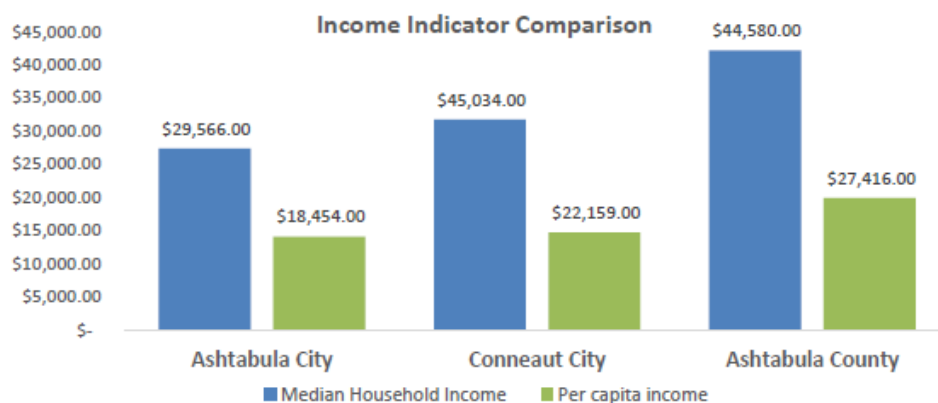
Perceptions of Health Status Among Those Living in Poverty

Income indicators are significant determinants to an individual's ability to obtain health resources and their perceived health status. According to the 2022 CHA:

- Those with an annual household income of less than \$75,000 are more likely to report a depressive disorder diagnosis than those with an annual household income of \$75,000 or more: 23.7% v. 11.7%.
- Those with an annual household income of less than \$75,000 are more likely to have been diagnosed with coronary heart disease than those with an annual household income of \$75,000 or more: 9.3% v. 2.3%.
- Those with an annual household income of less than \$100,000 are more likely to have been diagnosed with arthritis than those with an annual household income of \$100,000 or more: 38.3% v. 17.0%. Overall, 50.6% of Ashtabula County residents rated their health status as excellent or very good.

Household and per capita income are significantly higher in Ashtabula County than in both Conneaut and Ashtabula City (see bar chart below).

Income Indicator comparison-Ashtabula City, Conneaut City and Ashtabula County, 2019



Source: 2015-2019 American Community Survey 5-Year Estimates". United States Census Bureau. Retrieved June 26, 2023

Another indicator of poverty is the percentage of children qualifying for the US Department of Agriculture's National School Lunch Program. In Ashtabula County, there are 7 school districts in which at least 40% of students qualify for free to reduced price meals. These schools receive Title I funding to support student's attainment of grade-level proficiency standards.

% of children qualifying for free and reduced-price lunches by School District

| <i>School Districts</i> | <i>% of Children</i> |
|--|----------------------|
| <i>Ashtabula Area City Schools</i> | <i>100%</i> |
| <i>Conneaut Area City Schools</i> | <i>68.7%</i> |
| <i>Geneva Area City Schools</i> | <i>48.7%</i> |
| <i>Buckeye Local Schools</i> | <i>53.4%</i> |
| <i>Jefferson Area Schools</i> | <i>45.8%</i> |
| <i>Grand Valley Local Schools</i> | <i>44.6%</i> |
| <i>Pymatuning Valley Local Schools</i> | <i>47%</i> |

Uninsured

The percentage of people uninsured in Ashtabula County has declined in recent years, due to two primary factors. First, between 2010 and 2015, unemployment rates at the local (Ashtabula County), state, and national level decreased significantly. Many receive health insurance coverage through their (or a family member's) employer. Second, in 2010 the Patient Protection and Affordable Care Act (ACA, 2010) was enacted, and Ohio was among the states that expanded Medicaid eligibility. In 2014, eleven out of the 14 ZIP codes in the community had uninsured rates above ten percent.

Following the passage of the Affordable Care Act, in June 2012, the Supreme Court ruled in honor of providing states with the discretion to expand Medicaid eligibility. Ohio was one of the first states to expand eligibility which accounted for 76% of Ohio's ACA enrollment and purchases placed through the federal exchange program in 2013. In addition, this ruling expanded Medicaid eligibility among low-income individuals, pregnant women, children, low-income elderly persons and persons with disabilities.

The Ohio Medicaid Network consists of approximately 83,000 providers under the Ohio Department of Medicaid which covers 2.9 million Ohio residents. Medicaid expansion is a significant factor which reduced barriers to care and increased service availability among millions of Ohioans.

Elderly Population

Elderly populations present unique and long-term healthcare needs. The 65 and older population increased from 15.7% in 2010 to 20% in 2021.

As Ashtabula County's demographics change, so will its health care service needs. While the overall population has remained relatively stagnant, the number of persons 65 and older are projected to increase.

While the population in Ashtabula County is projected to continue to decrease, the number of persons 65 years of age and older in the community is projected to increase.

Between 2010 and 2023, the number of Ohioans, age 65 and older, is projected to increase by 33.4 %; Ohio's total population is expected to grow by just 0.7%. By 2030, Ohioans ages 60 and older will make up 26.3% of Ohio's total population.



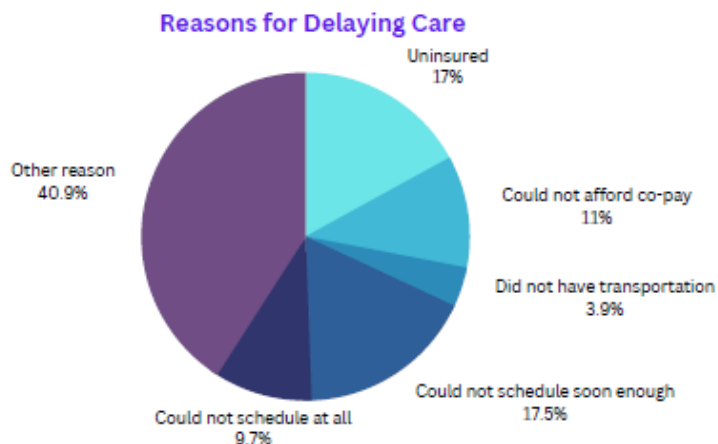
Access to Care Committee 2023- Data Collected and Analysis –

The access to care committee was intentional to target data from multiple health care providers' clients throughout the county. The survey was conducted through May 5, 2023 to June 29, 2023. Results were analyzed and identified that there is a great shortage of primary care physicians (PCP) within our County. This was confirmed in our 2022 CHA showing a patient to PCP ratio of 1:1,072.

With that being said, access to primary care providers increases the likelihood that community members will have routine checkups and screenings. Moreover, those with access to primary care are more likely to know where to go for treatment in acute situations. The number of physicians is not keeping up with demand, leading to an increasing shortage of primary care physicians. However, the number of non-physician clinicians has been increasing and is projected to continue to rise, partially making up for the shortfall of physicians. (Healthy Northeast Ohio) 53 non-physicians per 100,000 population.

Despite the increase of non-physician clinicians, community members are still utilizing the emergency department as their primary care. 61% of respondents identified of having a PCP however committee member agreed there needs to be an education campaign to stress the important of regular PCP visits to reduce ED usage for unnecessary visits.

Some of the reasons for delaying care were; uninsured, couldn't afford the co-pay, could not get seen soon enough.



Half of the respondents or their family members traveled outside the county to receive care most commonly for specialty care (46%).

Local Hospitals were able to provide emergency department insurance information, to show the types of insurances that are being used when individuals visit the emergency room.

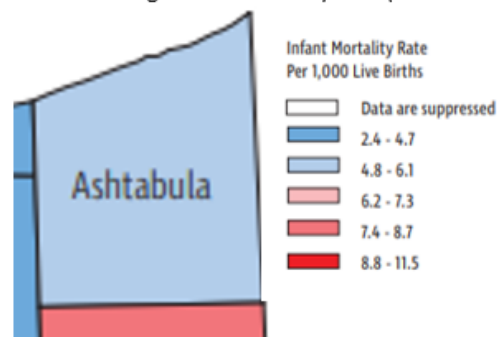
| 2020-2022 Emergency Department Payer | Ashtabula County Medical Center |
|--------------------------------------|---------------------------------|
| Commercial | 6.8% |
| Medicare | 21.4% |
| Medicare Managed care | 3.1% |
| Medicaid | 8.5% |
| Medicaid Managed Care | 40.2% |
| Bad Debt | 12.5% |
| Self Pay | 1.0% |
| Other | 6.5% |
| Grand Total | 100.0% |

| 2022 Emergency Visits | University Hospitals Conneaut | University Hospitals Geneva |
|-----------------------|----------------------------------|--------------------------------|
| Commercial | 0.68% | 0.57% |
| Medicaid | 41.76% | 33.49% |
| Medicare | 15.48% | 16.97% |
| Managed Care | 30.95% | 40.35% |
| Other | 7.07% | 4.78% |
| Self-Pay | 4.06% | 3.84% |
| | | |
| Grand Total | 100.0% | 100.0% |

Maternal and Infant Health

Regular doctor visits are very important during pregnancy but the strongest predictor of a healthy baby is the mother's health during the time before she gets pregnant. Access to healthy lifestyles can be more challenging in rural communities than in more suburban and urban areas with better access to healthy foods, access to walking paths. Important factors which contribute towards high rates of infant mortality include social determinants of health and lifestyle choices. The smoking rate for women in Ashtabula is higher than the state average, as are the

Ohio Five Year Average Infant Mortality Rate (2015-2019)



rates of diabetes and heart disease, which are all indicators of infant mortality rates. A lack of access to prenatal care health services and pregnancy education, especially among low-income and minority populations, were attributed to the high mortality rates. Unhealthy lifestyles and poor management of chronic conditions such as diabetes and hypertension among pregnant women were also believed to influence these rates. Ashtabula County no longer has a birthing hospital and experiences limited access to prenatal care in the County. Most Ashtabula County residents have to travel outside of the county for prenatal care.

Ashtabula County's Infant mortality rate:

- 3.9 per 1,000 live births which has decreased since 2019.
- 7.1 live births per 1,000 females are between the ages of 15-17 years old. This being a higher percentage to the State average.
- 52.2% of mothers who received early prenatal care, with 15.3% of mother who smoked during pregnancy.



Amish Population

Due to their religious beliefs and cultural values, the Amish population face higher health risks and increased barriers to care. Immunization data by zip code as of June 2022 reveal the Windsor area (southwest portion of the county) has the lowest rate of immunizations with 12.2% for 2+HPVs and 19.7% for 1+MCV. Additionally, the Windsor area has the lowest rate in the County for children 6 years of age with 2 doses of MMR vaccine with a rate of 34% and for children ages 19-35 months of age with a 4th dose of DTaP vaccine at 19.7%. This area is not one of the Census tracts with high poverty; however, this area has a large Amish population. The Amish do not participate in the US Census, so the total number of vaccination rates are difficult to determine. The southern portion of Ashtabula County is designated as a HPSA with no pediatricians and only one family practice clinic which provides immunizations.

Ashtabula County Health Department Public Health Nurse Conducting Home Visit



Since the Amish have their own schools, no data are available to track school-based immunization coverage rates; however, ACHD has worked with Amish schools, particularly in the Windsor area and estimates the overall rate immunization rate is 25%.

Although the immunization rate for the entire County could be improved upon, the rates in the northern portion are significantly higher than the southern portion, especially the southeastern quadrant of the County. While Ashtabula City, Conneaut City, and Geneva all have census tracts with higher rates of poverty in the northern portion for the County, immunization rates are much higher due to fewer Amish and to large pediatric practices.

Communities with low rates of immunization are particularly at risk for outbreaks of vaccine-preventable diseases. Other vaccine-preventable deaths that have occurred among Ashtabula County Amish children/adolescents included:

- 6-week-old - pertussis
- 1-year-old – meningitis
- 9-month-old - pneumonia
- Adolescent – complications of chickenpox



Vaccine preventable disease has been at the forefront of public health initiatives in the U.S. for several decades. Despite acknowledged success, childhood immunizations rates continue to be lower in select populations, including Amish communities.

Input Gathered from the Amish

ACHD's former Nursing Director, Chris Kettunen, and others assess barriers to care considering knowledge, beliefs, attitudes, and opinions of Amish parents relative to the immunization of Amish children through a study published by the American Journal of Infection Control. The study gathered input from within the Amish community using a quantitative design method (surveys) conducted in 2016 of knowledge, beliefs, attitudes, and opinions. 84 Amish parents completed the survey (76 females and 8 males, all of the Old Order). Findings reflect fear, especially concern over too many recommended immunizations and concerns that immunizations would overwhelm a child's system, were the most frequently reported reason for not having children immunized (Kettunen, Nemecek, Wenger, AJIC, 2017). Religious factors and access to care were among reasons most reported.

For many years, ACHD has worked to address health care service needs in a culturally competent manner by providing health education, especially to increase immunization coverage, which was identified as a need, as part of the Ohio Department of Health's Get Vaccinated Ohio grant. Culturally competent strategies include staggering the immunization schedule, based on concerns by Amish of overwhelming children's bodies, or following an alternate immunization schedule since Amish will not accept certain vaccines. Beyond immunization outreach and education, the Ashtabula County Health Department and its partners have worked over many years to build rapport within the Amish community.

Since transportation is a significant issue among the Amish, Ashtabula County Health Department collaborated with Family Planning to bring a Mammovan to provide free screenings and Ronald McDonald Dental Mobile Unit to provide free dental services. Also, Ashtabula County Health Department has convened meetings with elders to determine strategic Satellite Immunization clinics. Additional, strategies implemented include referring Amish families to the DDC Clinic Center for Special Needs Children in Geauga County and hosting numerous Amish Health Fairs to provide health information and education.

Gaps and Barriers to Care

The main barriers keeping the county from optimal health were deemed to be lack of health care resources and sufficient health insurance, poverty, transportation and lack of education as well as attitudes of individuals toward improving health issues.

Health Care Resources

A community poll that was done mentioned the lack of local health care resources in general, and specifically for chemical counseling and mental health care, women's health, and pediatric care. Ashtabula County is considered a designated Health Provider Shortage Area (HPSA) by the Agency for Healthcare Research and Quality (AHRQ) for primary, dental, and mental health care.

Household internet access is an important resource for accessing information and telehealth.

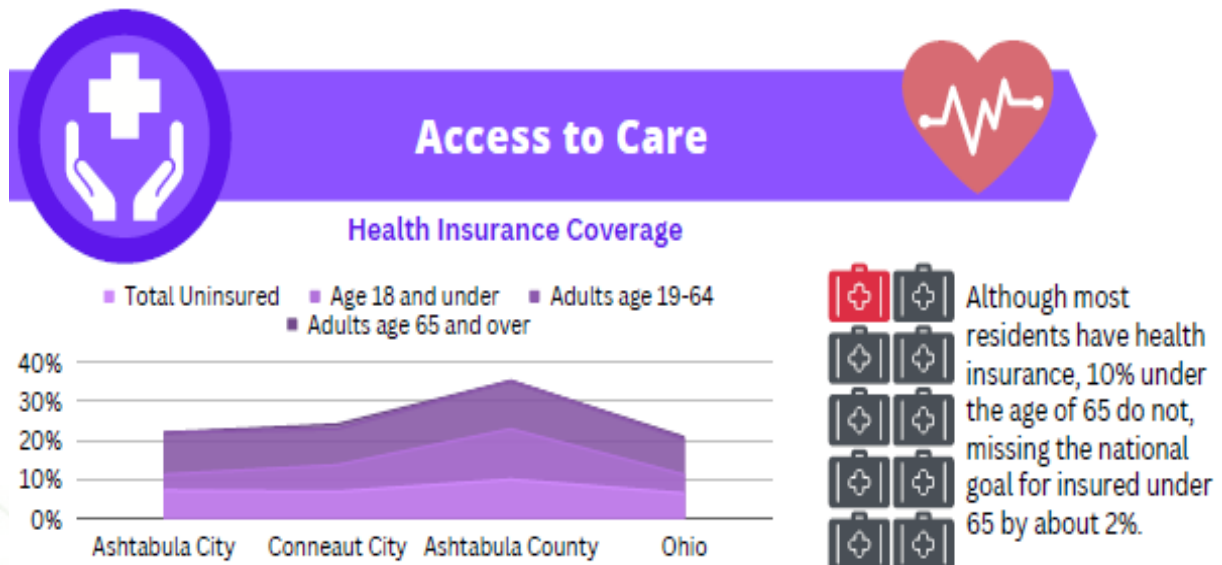
- 12% of residents do not have access to a computer and 17% do not have internet access County wide.
- In Ashtabula City, 19% of resident do not have access to a computer and 22% do not have internet access. In Conneaut City, 17% of community residents do not have access to a computer with 22% that don't have internet access.

Health Insurance

According to the 2022 CHA, 10.1% of Ashtabula County residents are without health insurance coverage (9,821 individuals), compared to 10% in 2019 and 8% in 2016.

The percentage of uninsured adults is relatively consistent with the state and national averages of 6.6% and 10.8% respectively in 2020.

The top reasons adults gave a lack of insurance coverage was that they high cost of insurance/high deductible, scheduling difficulties, problems with pre-approval or prior authorization.



Transportation

In addition to insurance coverage, transportation is a significant determinant of an individual's ability to obtain care. According to 2022 CHA community poll, transportation was a serious concern within the county, stating that the issue prevented individuals from accessing important community health resources. Interviewees noted that the transportation issues within the community were particularly problematic for seniors, low-income individuals, and residents living in more rural parts of the county.

Public transportation is available through the Ashtabula County Transportation System (ACTS), and the Country Neighbor Program which is designed to address rural and handicap service needs.

Routes are designed to provide safe, convenient service to all passengers, including, those with Disabilities.

In addition to public transportation, individuals who qualify for Medicaid disability coverage may arrange for transportation to/from appointments and to pharmacy locations on a 24/7 basis at no-charge.

Education

Under 15% of Ashtabula County residents have a Bachelor's degree or higher compared to nearly 30% for Ohio overall. Ashtabula City (12.7%) and Conneaut City (10.5%) have a higher percentage of individuals that have 9th to 12th grade education but have no diploma, compared to the County at 8.1%.

The average four-year high school graduation rates across Ashtabula County's public-school districts are 88.3%. This is lower than the average for public schools in Ohio overall (92.0%)

High School Graduation Rates in Ashtabula County¹⁷

| | Ashtabula County School Districts |
|-------------------|-----------------------------------|
| Ashtabula Area | 75.6% |
| Conneaut Area | 87.1% |
| Buckeye | 92.1% |
| Geneva Area | 94.9% |
| Jefferson Area | 96.2% |
| Grand Valley | 86.8% |
| Pymatuning Valley | 97.8% |

Data are from 2020

Emerging Issues

Several emerging issues which could impact access to care needs among specific populations and/or by topic, are listed below. Healthy Ashtabula County, continues to discuss factors which could impact access to care, as well as monitor health outcomes through its ongoing assessments and improvement planning processes.

- While the total population is expected to decrease, the number of persons aged 65 years and older is projected to increase. The growth of older populations is likely to lead to growing need for health services, since on an overall per-capita basis, older individuals typically need and use more services than younger persons. This suggests an emerging need for increased elder and long-term care needs.
- Health Profession Recruitment- A report conducted by the Robert Graham Center indicates that Ohio will need an additional 681 primary care physicians by 2030 (an eight percent increase) to maintain current levels of primary care access. Physicians nearing retirement age and increases in demand associated with increases in insurance coverage are expected to exacerbate this need.
- There is a large distrust among community members about technology, which presents as a barrier in the number of ways health partners are able to provide health promotion and educational materials.
- Dental or oral health has been designated as a Dental HPSA with a score of 17, rural status and low-income population HPSA.
- Vision Care also an emerging issue with most Ashtabula residents not having vision insurance or facilities within the County to schedule an appointment.
- Housing instability due to lack of available and well-maintained dwellings, increase in the amount of rent and utilities, which leads to poor health outcomes and homelessness.
- Immunization Coverage, especially among the Amish. The Orwell/Windsor area remain pockets of need identified based on recent studies required as part of the Ohio Department of Health's Get Vaccinated Ohio Grant.
- Need for increased drug treatment services and shifting focus from opiates to also address increased methamphetamine. Need for increased methamphetamine treatment specialists.
- Youth issues such as vaping and those experiencing homeless youth, present as emerging needs in the community.
- Many individuals do not know how to enroll in health insurance and those who enroll in Medicaid often experience long wait times during enrollment.
- According to primary data collected among residents as part of the 2022 Healthy Ashtabula County CHA, one of the chief barriers to improving community-wide health

outcomes is the inability to access available resources.

- Social determinants of health were identified also a large barrier, and disproportionately affect the community's low socio-economic status groups, immigrant populations, those with language barriers, minority populations, elderly adults, and adolescents.
- Of the health care services that were identified as particularly challenging to access, obstetrics/gynecological services and dental care were mentioned most frequently.

Availability of Services

Federally Qualified Health Centers (FQHCs)

Federally Qualified Health Centers (FQHCs) are established to promote access to ambulatory care in areas designated as “medically underserved.” These clinics provide primary care, mental health, and dental services for lower-income members of the community. FQHCs receive enhanced reimbursement for Medicaid and Medicare services and most also receive federal grant funds under Section 330 of the Public Health Service Act. There currently are two FQHC organizations operating in the Ashtabula County community: Andover Primary Care and Signature Health, Inc.

Hospitals

There are four (4) hospitals within Ashtabula County, which are listed by type and bed capacity below, 2023 data:

| Hospital | Type | Beds | Zip Code |
|--|-----------------------------|------|----------|
| Ashtabula County Medical Center | Acute Care | 234 | 44004 |
| Glenbeigh | Alcohol/Drug Rehabilitation | 188 | 44084 |
| University Hospitals Conneaut Medical Center | Critical Access | 25 | 44030 |
| University Hospitals Geneva Medical Center | Critical Access | 25 | 44041 |

Ashtabula County Medical Center (ACMC), an affiliate of Cleveland Clinic, began serving Ashtabula County and the surrounding communities in 1904. Over its 119-year history, ACMC grew from a one-room wood frame emergency hospital for railroad workers to a full-service hospital providing a comprehensive array of inpatient and outpatient medical and surgical services. ACMC employs over 50 providers in its multi-specialty practice, The Ashtabula Clinic. ACMC provides Ashtabula County residents access to specialists in emergency medicine, primary care, pediatrics, cardiology, orthopedics, urology, general and vascular surgery, gastroenterology, neurology, pulmonology, podiatry, psychiatry, otolaryngology (ear, nose, throat), endocrinology, sports medicine, sleep medicine, and allergy. Through its affiliation with Cleveland Clinic, consultations for pediatric subspecialties of cardiology, endocrinology, pulmonology, and gastroenterology are available at ACMC. With family health centers in Ashtabula, Conneaut, Geneva, Jefferson, and Orwell, over 90% of Ashtabula County residents live within a 15-minute drive of an ACMC facility.

University Hospitals Conneaut and Geneva Medical Center has served the residents of Conneaut and Geneva, Ohio and surrounding communities, caring for generations of families. Federally-designated as a Critical Access Hospital, the medical center has grown to provide services in emergency medicine for adults and children, inpatient hospital services and outpatient surgical procedures. As a full-service hospital, patients have access to specialists in cardiology, critical care medicine, orthopedics, pain management, and pulmonary care and nationally recognized oncology services at Seidman Cancer Center. As part of the University Hospitals Health System, UH Conneaut and Geneva provide community-based health care with direct access to the clinical and research centers of excellence at University Hospitals Cleveland Medical Center. These centers are known worldwide for clinical innovation and leading-edge medical research. UH Conneaut and Geneva are a good neighbor and

partner in the communities that it serves and has received several recognitions for contributions to the health and development of residents and communities in Northeast Ohio.

Other Resources

A wide range of resources are available to meet health, social, housing, and other needs.

Resource lists are maintained on the Community Action Advisory Committee's (2-1-1) website at:

<http://communityaction.wix.com/accaa#!2-1-1-ashtabula-county/cnte>. 2-1-1 Ashtabula also

maintains a large database to help refer individuals in need to health and human services in

Ohio. This is a service of the Ohio Department of Social Services and is provided in partnership with the Council of Community Services, The Planning Council, and the Ashtabula County

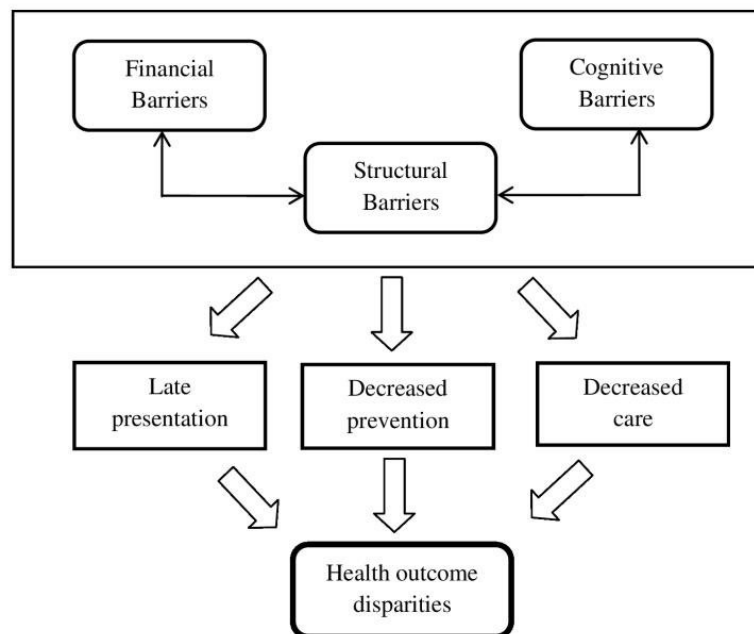
Community Action Agency), which include:

- Basic Needs (food, housing/shelters, material goods, transportation, and utilities)
- Consumer Services (including consumer assistance and protection, consumer regulation, money management, and tax services).
- Criminal Justice and Legal (including courts, correctional system, judicial services, law enforcement agencies and services, legal assistance, legal education and information, and legal services and organizations).
- Education (including educational institutions and schools, educational programs and support services).
- Environmental/Public Health/Public Safety (including environmental protection and improvement, public health, and public safety).
- Health Care (including emergency and general medical services, screening and diagnostic, healthcare support, reproductive, inpatient/outpatient facilities, rehabilitation facilities, specialized treatment, and specialty services).
- Income Support and Employment – (employment services, public assistance and social insurance programs, and temporary final assistance).
- Mental Health and Substance Abuse (counseling approaches and settings, mental health care facilities, mental health evaluation and treatment programs, mental health support services, and substance abuse services).
- Individual and Family Life (volunteer programs and services, recreation and leisure activities, spiritual enrichment, individual and family support services, domestic animal services, and death certification and burial arrangements).
- Organizational, Community, and International (including arts and culture, community facilities and centers, disaster services, donor services, community planning and public works, community economic development and finance, occupational and professional associations, organization development and management services, military services, and international affairs).

Access to Care Strategies

The Health Care Access Barriers (HCAB) Model developed by Carrillo et al. is a helpful framework to use when exploring opportunities for community action, since it focuses on modifiable health care access barriers in order to serve as a practical tool for root-cause analysis and community-based interventions.

Access to health care often varies based on race, ethnicity, socioeconomic status, age, sex,



disability status, sexual orientation, gender identity, and residential location.

The HCAB Model describes three categories of modifiable health care access barriers:

- Financial barriers: relate to the cost of care and health insurance status. Common examples are being underinsured or lacking health insurance altogether.
- Structural barriers: limit the health care system's availability. Barriers occurring outside of health care facilities include, but are not limited to, availability and proximity of facilities, transportation, child care, and telephone or Internet access to providers. Structural barriers within a facility include its hours of operation, excessive waiting times, multi-step care processes, and multiple locations for tests and specialists. While challenging for many, these barriers most adversely affect lower-income persons living in neighborhoods of social and economic distress.

- Cognitive barriers: relate to knowledge and communication. They are rooted in a person's beliefs about and knowledge of disease, prevention, and treatment, as well as in the communication that occurs in the patient-provider encounter. A person's lack of awareness of accessible health services may also compound health barriers. Limited health literacy, as well as linguistic and cultural barriers (e.g., the lack of translator services, translated educational materials, or providers of various racial and ethnic backgrounds), may further prevent an individual from understanding and acquiring the necessary knowledge to carry out prevention or treatment directions.

These three categories of barriers are mutually reinforcing and affect health care access individually and collectively. For example, cognitive barriers can aggravate or compound financial and structural barriers. Similarly, financial barriers may lead to structural or cognitive barriers.

The HCAB Model also defines three variables - prevention, timely care, and treatment- that can serve as intermediate measures reflecting the impact of access barriers. The three types of health care access barriers are associated with decreased screening, late presentation to care, and lack of treatment, which in turn results in poor health outcomes and health disparities. By targeting those barriers that are measurable and modifiable, the model facilitates root-cause analysis and intervention design.

This model enables discussions about health care access barriers; provides a systematic approach for conducting the root-cause analyses of demonstrated disparities; and facilitates the design of interventions addressing racial and ethnic disparities. Once identified, strategies may be developed and implemented to address these measurable and modifiable barriers to care (e.g., culturally and linguistically appropriate staff and materials, transportation services) and link people to appropriate personal health services through the coordination of provider services. Carrillo et al provide further guidance regarding how to use the HCAB Model in this way.

The following sections provide strategies that the access to care workgroup will be implementing:

Strategies to Promote Optimal Utilization of Health Insurance – (financial and cognitive barriers)- Through our discussions access to health insurance and navigating through it can be an overwhelming experience. Just due to the sheer volume of information available and the complexity of the application process. Access to Care workgroup should explore

working with partners to develop a community health worker model that would make the application process easier and help clients coordinate their care in a way that takes maximum advantage of the benefits available to them. Improving our linguistic and cultural barrier by having MARTTI technology available (Ashtabula County Health Department, Ashtabula City Health Department and Signature Health currently have MARTTI technology). MARTTI stands for My Accessible Real Time Trusted Interpreter. MARTTI is a 100% medically-focused interpretation service that offers over 250 languages as well as American Sign Language (ASL).

Strategies to Increase Telehealth Clinics- (structural barrier)- According to the feedback during our surveys, telehealth could offer health services to those individuals that may have issues getting to a doctor's office. Ashtabula County Health Department (as part of the access to care workgroup) is exploring opinions to become a telehealth site for all county residents, with the possibly of exploring Federally Qualified Health Center (FQHC) for the department. Looking for grants that would help cover the cost for individuals that are un/underinsured.

To ensure opportunities for other methods of telehealth services, Ashtabula County is working on a grant to extend internet access to the southern part of the County. Connect Ashtabula, will provide fiber connection to 3,000 locations that currently have inadequate service.

Strategies to Achieving Policy Changes in Access to Care- (financial and structural barriers) Access to Care workgroup discussed the advocating for policy change to improve access to care.

References

Ashtabula County Community Health Assessment, released June 2022, accessible at https://ashtabulacountyhealth.com/?page_id=789

Healthy Ashtabula County, Community Health Improvement Plan, released January 2023, accessible at https://ashtabulacountyhealth.com/?page_id=7959

US Department of Health & Human Services (HHS), Health Research and Services Administration (HRSA), “HRSA Health Workforce: What is a Shortage Designation?” Accessed on <https://bhw.hrsa.gov/shortage-designation/what-is-shortage-designation>.

US Census Quick Facts, Ashtabula City, <https://www.census.gov/quickfacts/ashtabulacityohio>

US Census Quick Facts, Ashtabula County, <https://www.census.gov/quickfacts/ashtabulacountyohio>

US Census Quick Facts, Conneaut City, <https://www.census.gov/quickfacts/conneautcityohio>

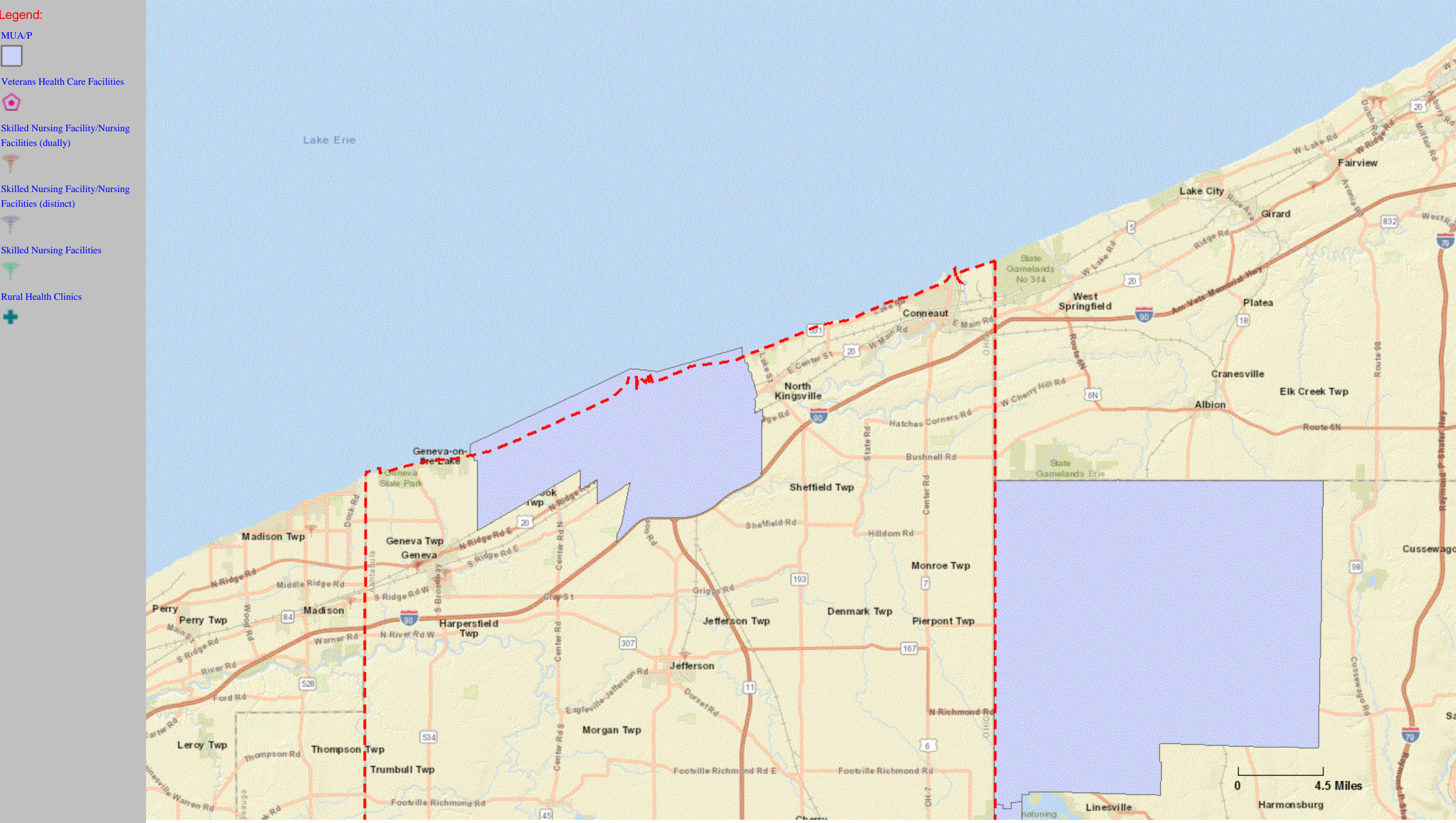
Healthy Northeast Ohio, Ashtabula County, <https://www.healthynco.org/tiles/index/display?alias=Ashtabula>

USA Facts [Ashtabula County, OH population by year, race, & more | USAFacts](#)

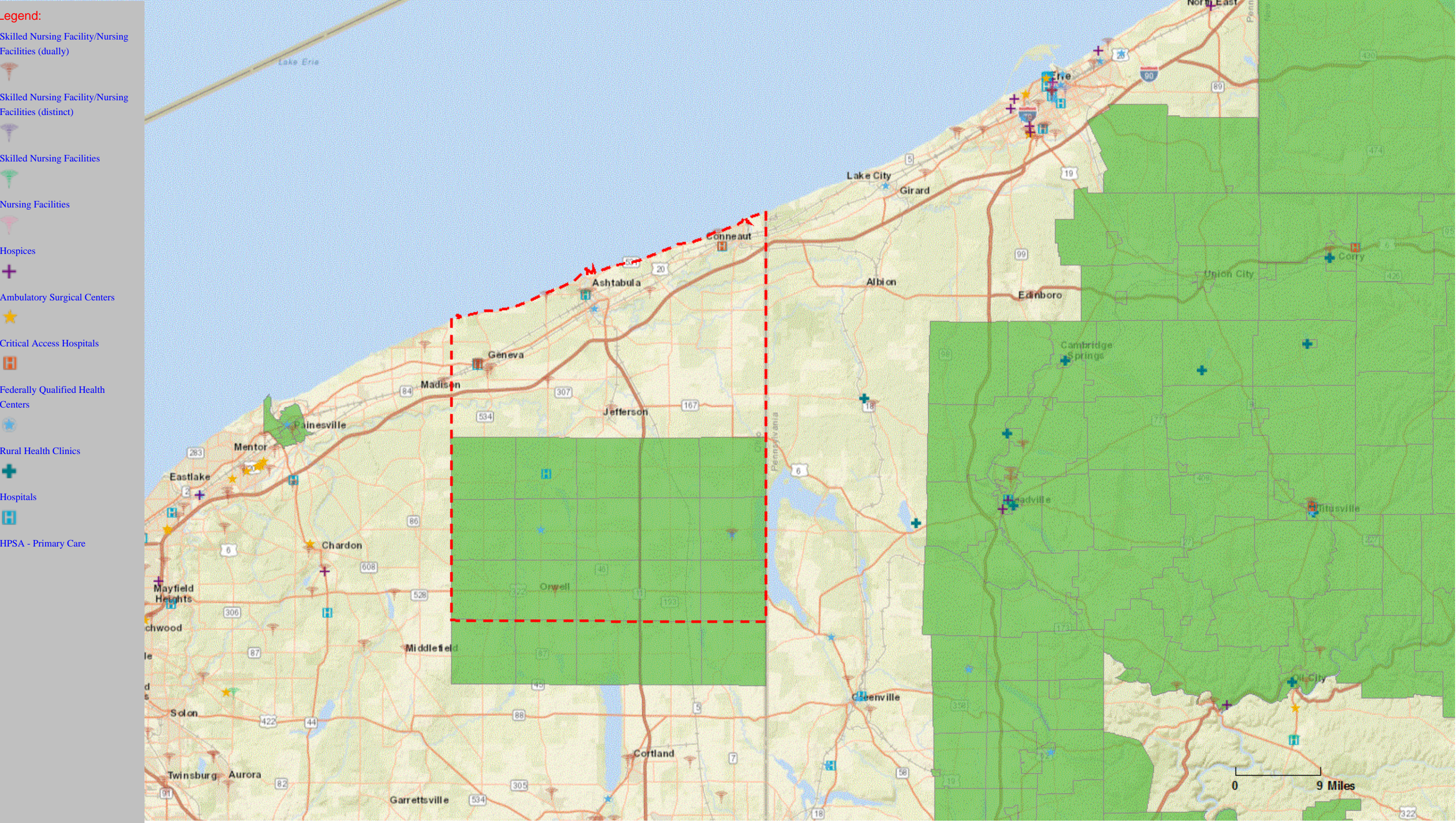
Access to Health Services, Healthy People 2030, <https://health.gov/healthypeople/priority-areas/social-determinants-health/literature-summaries/access-health-services#:~:text=The%20National%20Academies%20of%20Sciences%2C%20Engineering%2C%20and%20Medicine,focus%20on%20how%20these%20barriers%20impact%20under-resourced%20communities>.

JE Carrillo et al. “Defining and Targeting Health Care Access Barriers.” Journal of Health Care for the Poor and Underserved 22 (2011): 562–575.

Appendix A. Medically Underserved Areas and Populations (MUA/Ps)
HRSA



Appendix B. Health Professional Shortage Areas (HPSAs) - Primary Care
HRSA



Appendix C. Health Professional Shortage Areas (HPSAs) - Oral Health
HPSA

Legend:

HPSA - Mental Health

Mental Health HPSA

Mental Health HPSA Points

HPSA.GISAPP.BCD_ _HPSA_PLY_CMP_ _MH_DET_CUR_VX

HPSA.gisapp.BCD_ _HPSA_PLYMH_GE N_CUR_VX

Dental Health HPSA

Dental Health HPSA Points

Primary Care HPSA

Primary Care HPSA Points

Veterans Health Care Facilities

Skilled Nursing Facility/Nursing Facilities (dually)

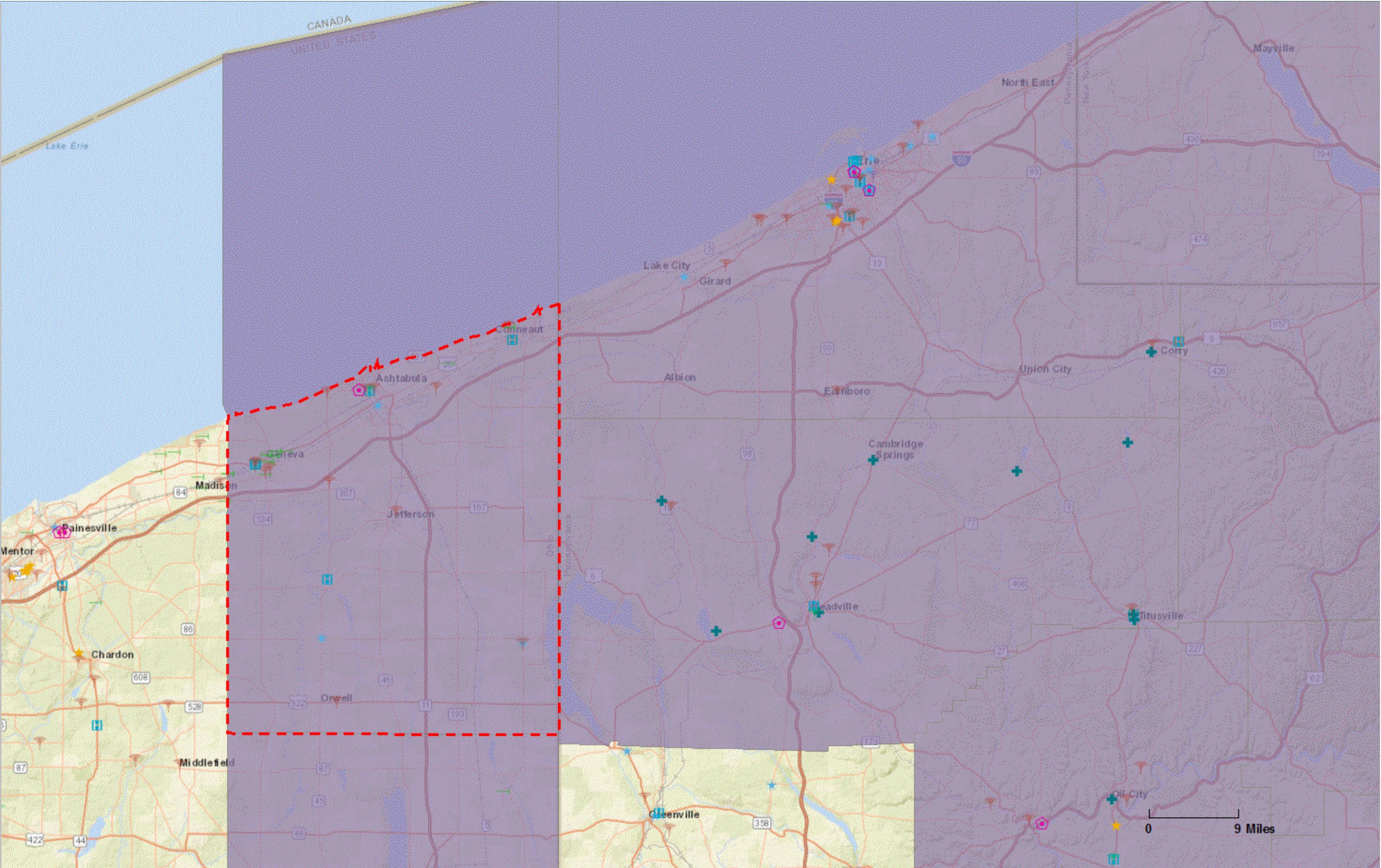
Skilled Nursing Facility/Nursing Facilities (distinct)

Skilled Nursing Facilities

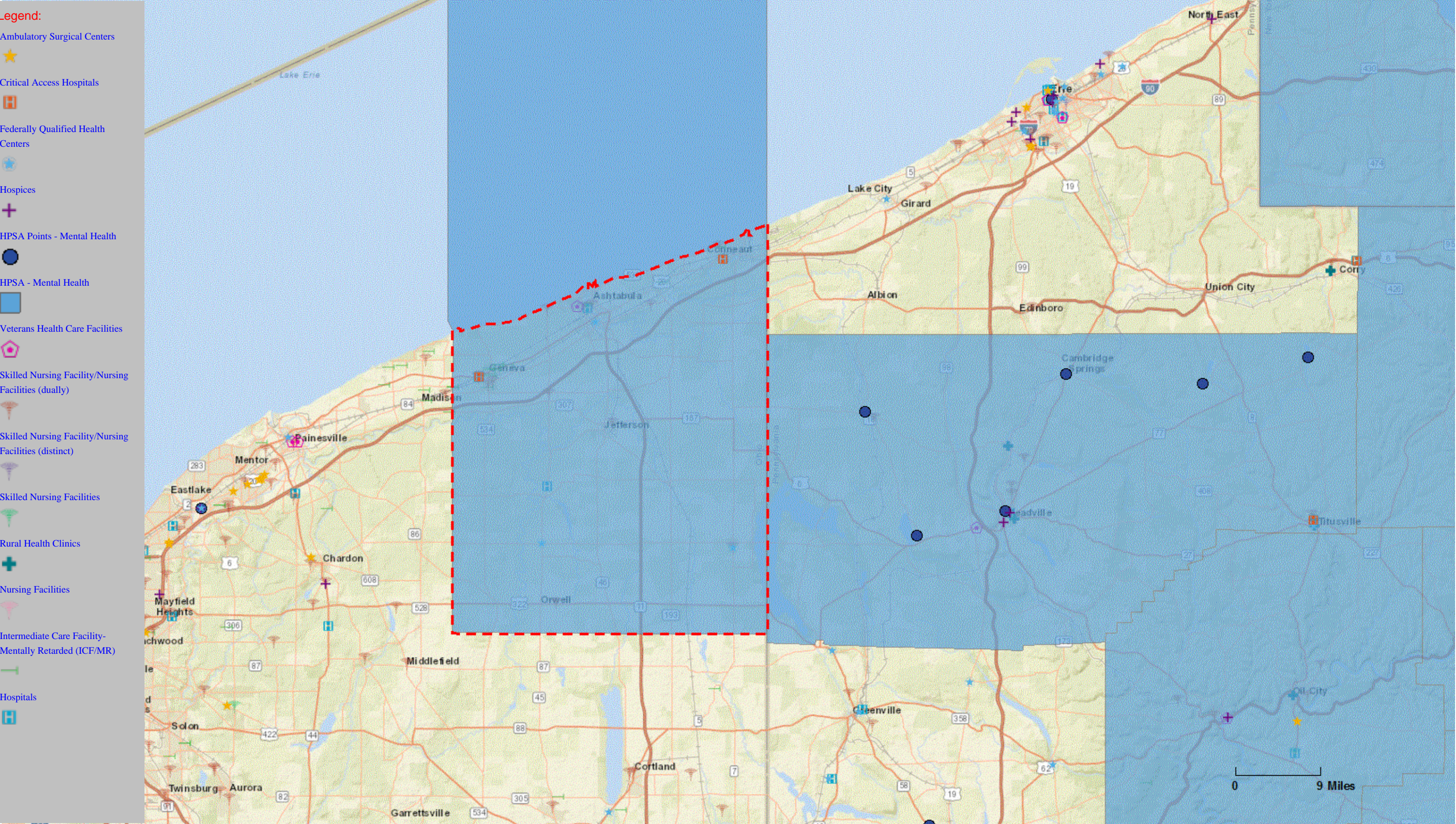
Rural Health Clinics

Nursing Facilities

Intermediate Care Facility-



Appendix D. Health Professional Shortage Areas (HPSAs) - Mental Health
HRSA



Appendix E. Ashtabula County Transportation System

Point Deviation Service:

Point deviation means that the bus will be at “stops” or points at the scheduled times, but may go off-route between stops to pick up passengers in nearby areas one or two blocks off the route. Routes are designed to provide safe, convenient service to all passengers, including those with disabilities.

For transportation within the Ashtabula Service Route Area:

Be waiting at one of the scheduled stops. (Refer to the schedule for times and bus stop locations). The times listed are the earliest departure times. Please be ready at the time listed, but allow at least 10 minutes due to deviations and wheelchair use. Passengers can flag the bus to stop anywhere along the routes or call ACTS at 440.992.4411 or 1.800.445.4140 for a deviation. Please call in advance to arrange for your deviated pickup or drop-off.

Are you Outside of the Service Bus Route?

For transportation outside the Ashtabula Service Route area, call ACTS to arrange Dial-A-Ride (door-to-door) service. Please note that advance notice of 24-48 hours is requested, but same day requests can be accommodated if time and space permits.

Bus Hours of Operation:

7:00AM - 5:00PM
Monday through Saturday

Holiday Notice:

ACTS is closed to observe holidays including: New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas Day.

Transfer Point:

Located at Cornelius Memorial Park at the corner of Main Avenue and West 44th Street. Last transfer of the day is at 4:15PM.

TTY/TDD Users
Ohio Relay Service
1.800.750.0750

Alternative schedules are available upon request.

All vehicles are handicap accessible with wheelchair lifts.

ACTS operates and transports all passengers without regard to race, color, national origin, sex, age, income or disability.



Fares:

- Adults (age 18 or over)..... \$2.00
- ** Elderly or Disabled (E&D)..... \$1.00
- ** Seniors with card..... \$1.00
- **Must present valid E&D card*
- * Children (age 3-17)..... .75
- * Children (2 or under)..... FREE
- *Under 5 must be accompanied by an adult.*

****Exact Fare is Required****

Drivers do not carry change

Tickets and Monthly Passes are available at the ACTS Operation Center

Grantee:
Ashtabula County Commissioners

Administrator:
Ashtabula County Job & Family Services
2924 Donahoe Drive
Ashtabula, Ohio 44004
Phone: 440.994.2502
Fax: 440.998.4253

OFFICE HOURS:
Monday through Friday
8:00AM-4:30PM

ASHTABULA
AREA
SERVICE
BUS ROUTES



Ashtabula County
Transportation System
425 W. 24th Street
Ashtabula, Ohio 44004

Featuring:
“Point Deviation”
Service

Call:
440.992.4411 or
1.800.445.4140



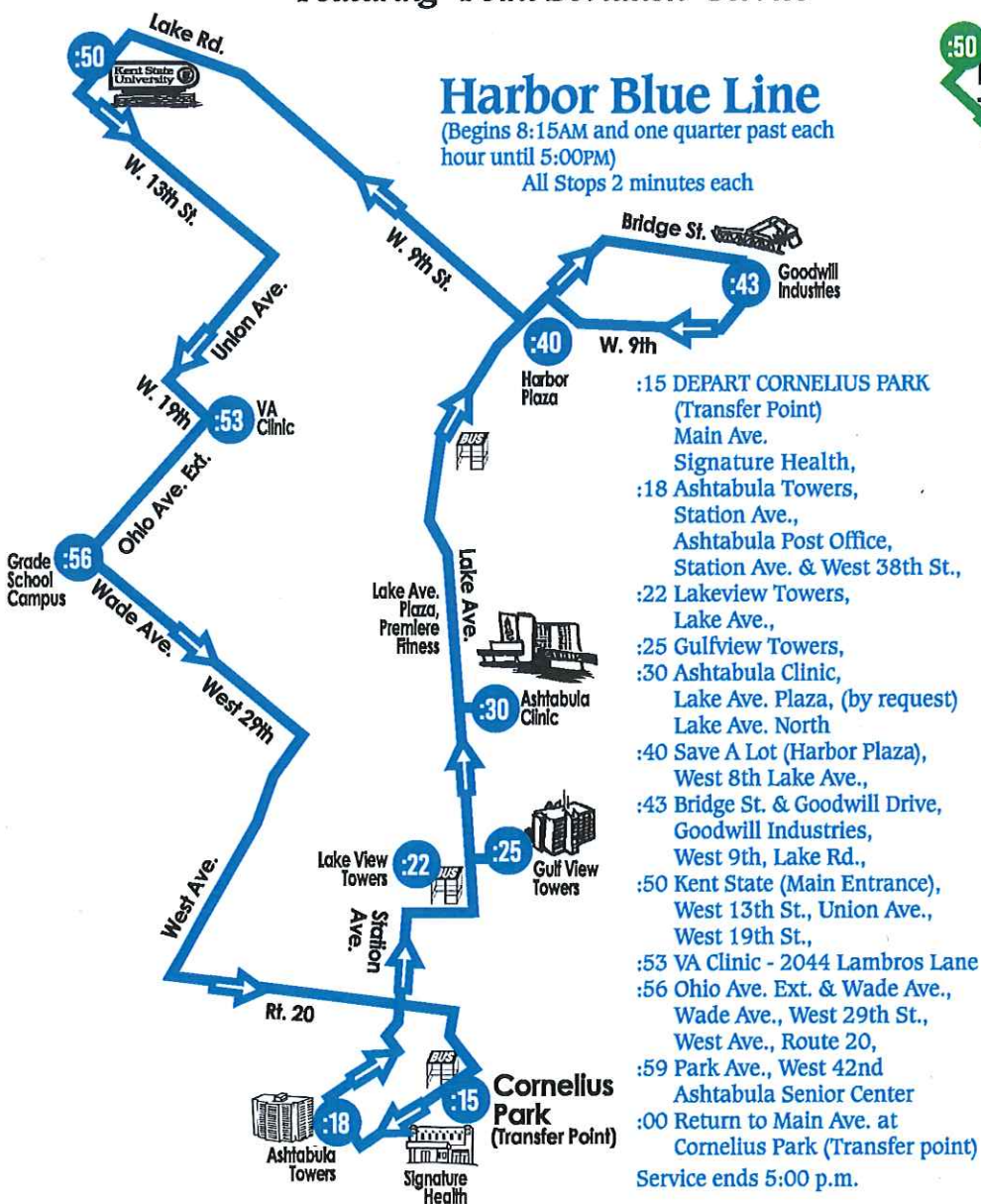
Ashtabula County Transportation System
425 W. 24th Street
Ashtabula, Ohio 44004

Featuring "Point Deviation" Service

Harbor Blue Line

(Begins 8:15AM and one quarter past each hour until 5:00PM)

All Stops 2 minutes each



Harbor Green Line

(Begins 7:15AM and one quarter past each hour until 5:00PM)

All Stops 2 minutes each



Uptown Red Line

(Begins 7:15AM and one quarter past each hour until 5:00PM)

All Stops 2 minutes each

- 15 DEPART CORNELIUS PARK (Transfer Point)
- Main Ave. Signature Health, West 48th St.,
- 18 Ashtabula Towers, West 46th St. & Topper Ave., East 46th St., State Rd.,
- 25 Braden Jr. High (Bus Shelter), Route 20 East, Discount Drug Mart, Donahoe Drive,
- 30 ACDJFS Bus stop, Route 20 West,
- 35 Wal-Mart (Middle doors only),
- 38 UH Ashtabula Health Center
- 40 Ashtabula Mall (Main Entrance), Route 20 West, West Ave.,
- 50 Giant Eagle, Route 20 East, West Ave., Center St., Elm Ave.,
- 55 Ashtabula Towers (Rear door entrance only), Park Ave., West 43rd St.
- 00 Return to Main Ave. at Cornelius Park (Transfer point)
- Service ends 5:00 p.m.



Call:
440.992.4411 or
1.800.445.4140



Appendix F. ASHTABULA AREA RESOURCES

NOTE: Services may vary.

Call 2-1-1 for up-to-date information.

JUST DIAL **2-1-1** to get connected to these services and many more.

CLOTHING

| | |
|-------------------------------------|---|
| *Catholic Charities | Plymouth UMC |
| GO Development | Suit Yourself |
| Dream Center | Lighthouse Harvest |
| Salvation Army | Messiah Lutheran |
| Goodwill | Geneva United Church |
| Spiderweb | Conneaut Church of Christ |

FOOD

[*Community Action](#)— 2-1-1— Food Pantry List; Senior Nutrition Program; WIC; Summer Food Service Program

[Job & Family Services](#)— SNAP

[GO Development](#)— Soup Kitchen

[Dream Center](#)— Soup Kitchen

[Food Council](#)— Produce give-aways

[Ashtabula Local Food Council](#)

[Catholic Charities](#)— Cooking Matters, Emergency Food

[Lighthouse Harvest Foundation](#)

[Country Neighbor](#)

[Mary's Kitchen](#)— Soup Kitchen

...Call 2-1-1 for other food resources

MENTAL HEALTH/SUBSTANCE ABUSE

[*Ashtabula County Mental Health and Recovery Services Board](#)— Resources/ Services/Recovery Manual

[Community Counseling Center](#)

[Signature Health](#)

[Glenbeigh Hospital](#)

[Ashtabula County Medical Center](#)— Inpatient Services

[Lake Area Recovery Center \(LARC\)](#)

[National Alliance on Mental Illness](#)

[Psychological](#)— Behavioral Consultants

[Cleveland Rape Crisis Center-Ashtabula](#)— Adults & Children

[Family Pride of Northeast Ohio](#)

[Square One Health](#)

[BrightView Health](#)

HOUSING

[*Catholic Charities](#)— Rent; Mortgage; Homelessness

[Community Action](#)— Homelessness; Weatherization; Home Repair; 2-1-1

[Samaritan House](#)— Emergency Shelter

[Homesafe](#)— Domestic Violence Shelter

[Beatitude House](#)— Transitional Housing

[Ashtabula Metropolitan Housing](#)— Subsidized; Section 8

[City of Ashtabula](#)

[Harbor Ridge Housing](#)

[H20](#)— Home Repair

[Housing Advisory Panel](#)

[*Ashtabula County Mental Health and Recovery Services Board](#)— Recovery Housing in Ashtabula

HEALTH

[*Hospitals](#)— Emergency; Urgent Care; Express Care

[Ashtabula City Health Department](#)

[Ashtabula County Health Department](#)

[Conneaut City Health Department](#)

[Signature Health](#)— Federally Qualified Health Clinic; Family Planning

[Community Action](#)— WIC

[YMCA](#)

[Hospice](#)

[Job & Family Services](#)— Medicaid

[Mya Women's Center](#)

[Catholic Charities](#)— Medication Assistance

[Cleveland Dental Institute](#)

EMERGENCY FINANCIAL AND UTILITY ASSISTANCE

[*Community Action](#)— 2-1-1; HEAP (WCP, SCP); PIPP; Electric Fuel Fund

[Salvation Army](#)— Natural Gas Fuel Fund

[Catholic Charities](#)— Emergency Financial and Utility Assistance

[St. Vincent DePaul](#)

[Job & Family Services](#)— Prevention, Retention, Contingency (PRC)

SERVICES for VETERANS

[Ashtabula County Veterans Services Commission](#)

[Veterans Administration Clinic](#)

[OhioMeans Jobs](#)

[Veterans Service Organization](#)— VFW; DAV; American Legion

EDUCATION

[Community Action](#)— Head Start

[Ashtabula Area City, Buckeye, Conneaut, Geneva, Grand Valley, Jefferson, Pymatuning Valley School District, St. John School, Grand River Academy, Christian Faith Academy](#)

[After School Discovery](#)

[Dragon Empowerment Center](#) -AACS

[Mustang Stable](#)— GVLS

[EDGE](#)— BLSD

[Aspire](#)— Literacy Services

[Junior Achievement](#)

[A-Tech](#)

[Libraries](#)

[YMCA](#)

[Ashtabula Arts Center](#)

[Kent State University Ashtabula](#)

[Ashtabula County Educational Service Center](#)— Building Bridges; Happy Hearts

[LEADERShip Ashtabula County](#)

SERVICES for CHILDREN

[*Ashtabula County Children Services Board](#)— Kinship; Foster Family; Adoption; Abuse/Neglect

[Family and Children First Council](#)— Service Coordination, High-Fidelity Wrap Around Services

[Community Action](#)— Home Visiting Program; WIC; Head Start

[Child Care Centers](#)

[Conneaut HRC](#)— Right Track Program

[YMCA](#)

[Torchlight Youth Mentoring](#)

[Catholic Charities](#)— Opening Doors

[Community Counseling Center](#)— Parent Project; Loving Solutions

[Job & Family Services](#)— SNAP; Childcare; Medicaid, Healthchek

[Starting Point](#)

[Homesafe](#)— Child advocacy

[Signature Health](#)— Child Advocacy Center; AWARENESS Program

[GO Dvlpmnt](#)— Helping Independent Parents

[Birthcare](#)

[Family Pride of Northeast Ohio](#)— Active Teen Parenting

[Junior Achievement](#)

[Ashtabula County Juvenile Resource Center](#)

FINANCIAL LITERACY

[*Catholic Charities](#)— Money and Credit; Financial Education

[Wells Fargo](#)— Financial Literacy Class

[Key Bank](#)— Financial Literacy Class

SUPPORT GROUPS

[ACMC](#)— Stroke Support Group; Journey Through Grief

[Ashtabula Area Intergroup](#)— AA, NA, Celebrate Recovery, etc.

[Hospice of the Western Reserve](#)— Bereavement Support Group

[Hopeline](#)— 1-800=577-7849

[Compassionate Friends](#)

[Homesafe Domestic Violence Support Group](#)

[Community Counseling Center](#)— Grief Support Group

[Ashtabula County Children Services](#)— Kinship Caregiver Services Program

[National Multiple Sclerosis Society](#)

[ALS Association](#)— Mutual and Individual Support

[Arc of Ashtabula](#)— Parents of Intellectual or Developmental Disabled Persons

[Western Reserve Independent Living Center](#)— Peer Support Program

[Alzheimer's Association](#)

[Magnifiers and More](#)— Visual Impairment

[Heart to Heart](#)

[National Alliance on Mental Illness](#)

[Cleveland Rape Crisis Center](#)

[Second Chance Citizen Circle](#)— Reentry Support

[Signature Health](#)— Mind Over Matter, MAT

[Ashtabula County Autism Group](#)

[Community Action](#)— Mom2Mom— Breastfeeding Support Group

[Lyme Disease Support Group](#)

[Lake Area Recovery Services](#)— Outpatient Addiction Recovery Groups

...Call 2-1-1 for other support groups

LEGAL SERVICES

[*Victims Assistance Program](#)

[Legal Aid Services](#)

[Ashtabula County Law Library](#)

[Ashtabula County Bar Association](#)

[Homesafe](#)— Legal advocacy

[Cleveland Rape Crisis Center](#)— Ashtabula Victim advocacy

[Catholic Charities](#)— Immigration Services

[Fair Housing Resource Center](#)

[Pro Seniors](#)— Seniors Legal Hotline

HUMAN AND SPIRITUAL AIMS

[Ministerial Associations](#)

[Diocese of Youngstown](#)

[Fellowship of Christian Athletes](#)

[Anchor of Hope](#)

SERVICES for SENIORS

[*Community Action](#)— 2-1-1 Enhanced Senior I&R; Senior Home Repair; Senior Nutrition Program; Homemaker

[Ashtabula Center for Active Living](#)

[Directions Home of Eastern Ohio](#)— Advocacy; Passport; Family Caregiver Programs

[Job & Family Services](#)— Medicaid; Nursing Home Unit; Adult Protective Services; Senior Services Levy programming

[Catholic Charities](#)— Guardianship/Payee

[Hospice of the Western Reserve](#)

[Ashtabula County Children Services Board](#)— Kinship

[YMCA](#)

[Conneaut HRC](#)— Seniors Together

[Jefferson Community Center](#)

[Geneva Area Senior Center](#)

[Country Neighbor](#)

[Retired and Senior Volunteer Program](#) RSVP

[Pro Seniors](#)— Seniors Legal Hotline

TRANSPORTATION

[*Ashtabula County Transportation System \(ACTS\)](#)

[Job & Family Services](#)— Medical; Special Appointments

[Richmond Transportation](#)

[Community Care Ambulance](#)

[City Cab](#)

[Country Neighbor Program](#)

[ACMC](#)— Health Express Shuttle

[Sunset Taxi](#)

[Elite Transportation Services](#)

VOCATIONAL

[*Ohio Means Jobs](#)— Job training; Job search; Apprenticeship; WIOA

[Goodwill Industries](#)

[A-Tech](#)— Youth Opportunities

[Kent State University](#)

[Ashcraft Industries](#)

[Greenelight Workforce](#)

[New Avenues to Independence](#)

[Opportunities for Ohioans with Disabilities](#)

[Community Counseling Center](#)— Supported Employment

[Local 245 Ashtabula](#)— Apprenticeship

[SCORE](#)

[Infinity Resources](#)

[Elite Employment Services](#)

[Just In Time Staffing](#)

[Growth Partnership](#)— Online Job Board

[Vantage Aging](#)

[Alliance for Working Together](#)



ASHTABULA COUNTY

Mental Health & Recovery Services Board

24/7 CRISIS AND REFERRAL SERVICES

Call/text **988** or call the Hopeline **(800) 577-7849**
These lines provide comprehensive crisis intervention
and information about resources offered to
Ashtabula County residents

Crisis Text Line: Text the keyword **"4hope"** to **741 741**

If you have an emergency dial **911**

Ashtabula County Mental Health & Recovery Services Board
(440) 992-3121
www.ashtabulamhrs.org/

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Prior to receiving treatment services, an assessment must be completed to determine what level of care is appropriate. Please reach out to one of these treatment agencies for an assessment. If you have insurance, but are unsure of what is in-network, call the number on the back of your insurance card. For those who are uninsured, a sliding fee scale is available at certain locations

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Ohio Certified Recovery Housing is for individuals recovering from substance use disorder and provides an alcohol and drug-free environment.

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(Information subject to change)

Service Locations

Prior to receiving treatment services, an assessment must be completed to determine what level of care is appropriate. Please reach out to one of these treatment agencies for an assessment. If you have insurance, but are unsure of what is in-network, call the number on the back of your insurance card. For those who are uninsured, a sliding fee scale is available at certain locations.

Community Counseling Center

(Drug/Alcohol & Mental Health Services)

2801 C Court

Ashtabula, OH 44004

(440) 998-4210 • www.cccohio.com

Family Pride

(Mental Health Services)

1110 Lake Ave.

Ashtabula, OH 44004

(440) 536-5680 • <https://familyprideonline.org/>

Glenbeigh

(Drug/Alcohol Services)

2863 State Route 45

Rock Creek, OH 44084

(800) 234-1001 • www.glenbeigh.com/

Lake Area Recovery Center

(Drug/Alcohol & Mental Health Services)

2801 C Court, Ashtabula, OH 44004

(440) 998-0722 • www.lakearearecovery.org

Signature Health

(Drug/Alcohol, Mental Health, Infectious Disease, Sexual and Reproductive Health & Primary Care Services)

4726 Main Ave., Ashtabula, OH 44004

(440) 992-8552 • www.signaturehealthinc.com

BrightView

(Drug/Alcohol Services)

2210 South Ridge Road East, Ashtabula, OH 44004

24/7 scheduling line: 1.833.510.help (4357)

www.brightviewhealth.com

Square One Health

(Drug/Alcohol Services)

Various Locations

(855) 886-9511 • www.squareonehealthllc.com/

Notes

Substance Use Recovery Housing

Ohio Certified Recovery Housing is for individuals recovering from substance use disorder and provides an alcohol and drug-free living environment.

Agape House (for men)

Main number: (440) 812-1879

Eubanks House (for men)

Main number: (440) 998-0722

Jefferson House (for women)

Main number: (440) 998-0722

Light House

(for pregnant women, and women with children)

Main number: (440) 998-4210

Mayflower House (for men)

Main number: (440) 992-4599

Alternative number: (440) 969-5089

**For other housing and/or basic needs inquiries,
please contact 211.**

Notes

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Family/Significant Other Support

Al-Anon Family Groups: provides support and education for persons who have a family member with an alcohol problem or addiction.

To find a local meeting: al-anon.org

CRAFT: (Community Reinforcement and Family Training Tool) 6-week class (one hour/week) designed to help family member or friends of someone with a substance use disorder learn the tools to help get the person they care about into treatment.

To learn more: ashtabulamhrs.org/craft-training/

NAMI: NAMI Ashtabula (National Alliance on Mental Illness of Ashtabula) plays an active role in providing support, education, and advocacy throughout Ashtabula County. NAMI utilizes volunteers to teach classes, facilitate support groups, provide referral services to local resources, and create awareness and understanding of mental illness.

To learn more:

<https://namiashtabula.org/about-nami-ashtabula/>
(440) 606-6264 email: Ashtabulanami@gmail.com

Nar-Anon Family Groups: provides support and education for persons who have a family member with a drug problem or addiction.

To find a local meeting: nar-anon.org/find-a-meeting/

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Recovery Supports

Ashtabula Area Intergroup Office offers meeting information for all local AA meeting locations and times, which could be found on their website at aaigo.net or by calling their office: (440) 992-8383

Celebrate Recovery – A Christ-centered recovery support group celebraterecovery.com. To locate a meeting: locator.crgroups.info

Friendship Clubhouse – This is an environment for individuals who struggle with severe mental health symptoms by providing support related to social connections, learning skills related to daily living tasks, exploring resources to pursue educational and/or employment goals, and participating in the planning and development of different wellness activities. We focus on all areas of health and wellness including physical, emotional, social, and occupational. Friendship Clubhouse members emphasize the importance of connection and inclusion as they take the lead in developing goals and activities. For further information call (440) 998-4210

Heroin Anonymous – This is a 12-step based recovery support group intended for individuals struggling with heroin use. Signature Health currently hosts a Heroin Anonymous meeting. For further information and local meeting locations: heroinanonymous.org

Narcotics Anonymous – This is a 12-step based recovery support group intended for individuals struggling with narcotic use. To locate meetings in your area: na.org/meetingsearch/

SMART Recovery – This is a self-empowerment science-based support group that does not follow the 12-step model. There are currently Smart Recovery meetings held at Lake Area Recovery Center. Online groups and resources are also available via their website: smartrecovery.org

Notes

Naloxone

Naloxone (Narcan), given as a nasal spray, can reverse the effects of an opioid overdose, and Save A Life.

Get FREE Naloxone and learn how to use it:

Anchor of Hope

456 S. Main St., Andover, OH 44003

Monday-Thursday: 11am-3pm, or leave a message at
(877) 248-5327

Ashtabula County Health Department

12 W. Jefferson St., Jefferson, OH 44047

Monday-Friday: 9am-3:30pm
or call (440) 576-6010

The City Church

Ashtabula Towne Square, Ashtabula, OH 44004

Sundays: 7am-3pm • Tuesdays: 9am-2pm

City of Conneaut Fire Station 1

City of Conneaut Fire Station #1

294 Main St., Conneaut, OH 44030

Open 24 hours

Community Counseling Center

2801 C Court #2, Ashtabula, OH 44004

or call (440) 228-9313

Jefferson Emergency Rescue District

11 South Market St., Jefferson, OH 44047

Monday-Friday: 8am-8pm

or call (440) 576-4367

Lake Area Recovery Center

2801 C Court #1, Ashtabula, OH 44004

Monday-Friday: 8:30am-5pm

Northwest Ambulance District

1480 S. Broadway, Geneva, OH 44041

Go to the front door

Signature Health Mobile Unit

Visit: signaturehealthinc.org/mobile/
for location information

South Central Ambulance District (SCAD)

3100 US-6, Rome, OH 44085

Monday-Friday: 8am-8pm

(440) 563-5619

Harm Reduction Ohio

Order online: harmreductionohio.org

Open this QR code with the camera on
your smartphone to learn more about
what Naloxone is and how to use it



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