

2025 Community-Based Organization Key Informant Interviews

Methodology, Results, Qualitative Analysis

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Methodology & Results

In partnership with its 2025 CHNA/CHA Work Group participants, the Long Island Health Collaborative deployed a campaign to interview community-based organization representatives about the health/social problems and barriers to health/social services experienced by the populations they serve, as well as suggested interventions to address those problems and barriers.

Interview questions were agreed upon by consensus among LIHC representatives and the 2025 CHNA/CHA Work Group. The purpose of this primary data collection and analysis was to inform hospitals and health departments as they select regional priorities from the 2025-2030 NYS Prevention Agenda in preparation for their 2025-2027 Community Health Needs Assessments (CHNA) and Community Health Assessments (CHA).

Interviewee Recruitment

Stakeholders were initially recruited through the Community-Based Organization Survey deployed by the LIHC in 2024. Twenty-seven (27) survey respondents indicated they would be willing to participate in a follow up interview. In addition to soliciting those survey respondents, LIHC representatives deployed two email blasts to their 400+ email contacts to secure additional willing interviewees. The LIHC also relied on its CHNA/CHA Work Group participants to recruit additional interviewees.

Interview Timeframe, Quantity, and Organizations Represented

From February 7, 2025 through April 8, 2025, the LIHC conducted 23 interviews with 28 individual informants from 23 different organizations. Interviews were conducted virtually and transcribed via Zoom. All interviewees were asked the same three open-ended questions outlined in *Appendix A*. Interviewees represented the following organizations:

- Adelphi NY Statewide Breast Cancer Hotline & Support Program
- Age Friendly Glen Cove
- American Lung Association
- Cancer Services Program of Suffolk
- Catholic Charities
- Central Nassau Guidance
- Cornell Cooperative Extension of Suffolk
- Docs for Tots
- Glen Cove CDA & IDA
- Hands Across Long Island (HALI)
- Health & Welfare Council of LI (HWCLI)/HEALI/SCN

- Latina Sisters
- Leukemia and Lymphoma Society
- Long Island Coalition for the Homeless
- Nassau-Suffolk Hospital Council
- New York Coalition for Transportation Safety
- Pronto Long Island
- STEMM & Cancer Health Equity Foundation
- Stony Brook Cancer Center
- The g6pd Deficiency Foundation
- The Society of St. Vincent de Paul LI
- Western Suffolk BOCES
- Wyandanch Community Center / Town of Babylon

Transcript Validation & Qualitative Analysis

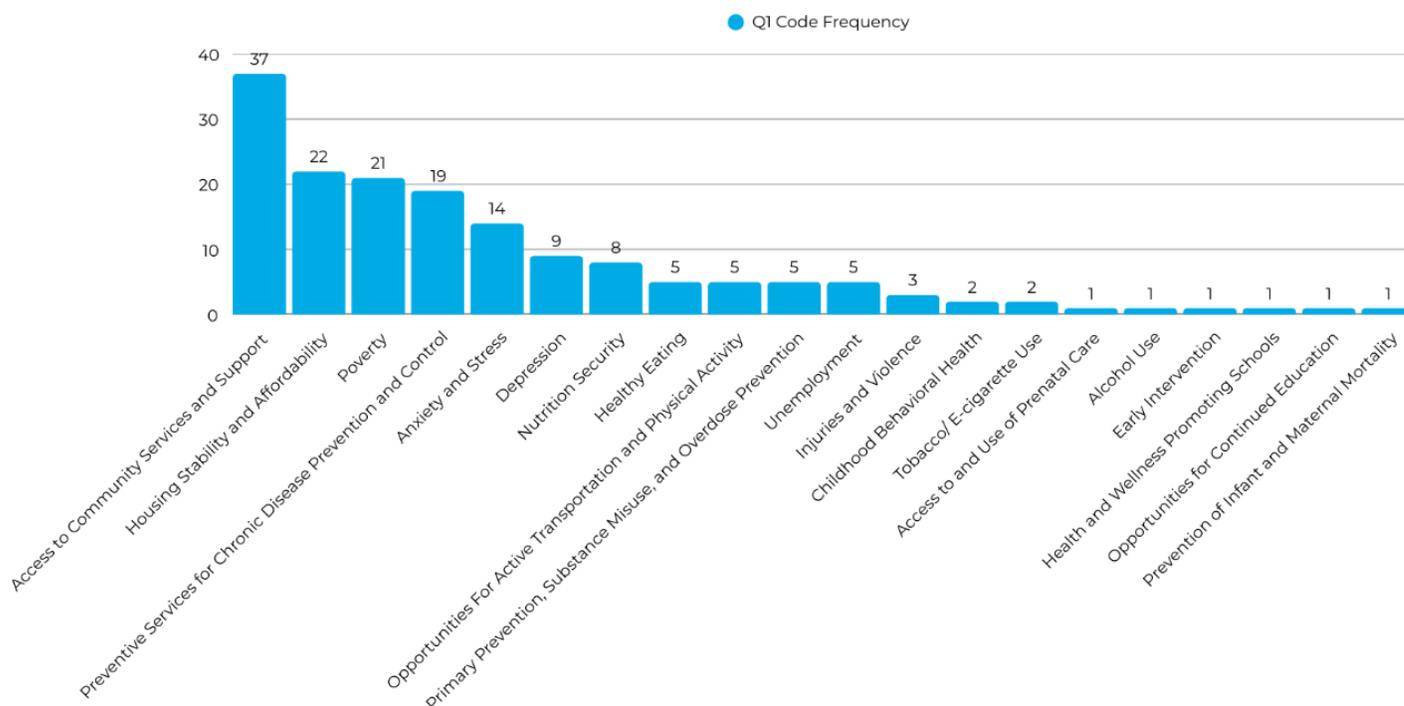
Zoom-generated transcripts were validated for accuracy and grammar by two coders prior to analysis. Transcripts were analyzed using ATLAS.ti qualitative analysis software. Coders used a pre-determined set of codes defined by the 2025-2030 NYS Prevention Agenda priorities. Coders employed deductive thematic analysis by using a pre-determined set of codes that directly correlate to the 24 priorities outlined by the NYS Prevention Agenda. Coders chose to employ this method instead of grounded theory given the analysis' purpose to help hospitals and health departments choose regional priorities from the Prevention Agenda as a group by consensus. Coders assigned the pre-determined codes to relevant quotes.

Qualitative Analysis: Code Distribution & Code Context

Question 1: Biggest Health and/or Social Problems

In your experience, what are the biggest health and/or social problems for the people/community you serve?

Question 1 Code Distribution



Question 1 Code Context

While some codes are self-explanatory, others require a more in-depth description of the context in which they were applied to relevant quotes.

Economic Wellbeing Codes

- **Poverty** includes problems related to:
 - Every instance where the issue of income or cost was a social problem for the populations served
 - Unaffordability of health insurance and/or copays
 - Unaffordability of healthcare
 - Unaffordability of medication
 - Unaffordable cost of living
 - Individuals who work or have multiple jobs but remain in poverty

- Prioritization of basic needs over healthcare services due to financial constraints
- **Unemployment** *includes problems related to:*
 - Lack of meaningful job opportunities
 - Financial constraints related to unemployment
 - Lack of job training and placement
 - Job loss
- **Nutrition Security** *includes problems related to:*
 - The need to prioritize food over accessing healthcare
 - Food deserts
 - Unaffordable cost of nutritious foods
 - Disparate access to nutritional foods
 - Challenges with SNAP
- **Housing Stability and Affordability** *includes problems related to:*
 - The need to prioritize rent over accessing healthcare
 - Unaffordable cost of housing
 - Being unhoused or transient

Mental Wellbeing and Substance Use Codes

- **Anxiety and Stress** *includes problems related to:*
 - Mentions of mental wellbeing issues
 - Effects of trauma
 - Environmental stress
 - The stress of being unhoused
 - The stress of being low-income
 - The stress of being undocumented
 - The stress of daily life
 - The stress of social media, particularly for youth populations
- **Depression** *includes problems related to:*
 - Mentions of mental wellbeing issues
 - Isolation and loneliness
 - Effects of trauma
- **Primary Prevention, Substance Misuse, and Overdose Prevention** *includes problems related to:*
 - Gambling
 - General substance use
 - Mentions of addiction issues
 - Lack of preventative mental health services

- Lack of substance use services
- **Tobacco/ E-cigarette Use** *includes problems related to:*
 - Vaping among youth populations
 - Negative effects of tobacco marketing to vulnerable populations
 - Availability of menthol products
 - Lack of smoking cessation services
- **Alcohol Use** *includes problems related to:*
 - All mentions of alcohol use
- **Healthy Eating** *includes problems related to:*
 - Food insecurity among older populations
 - Food insecurity among youth populations
 - Knowledge of healthy eating
 - Lack of nutritious options in food pantries
 - Barriers to cooking at home including time to cook, health conditions, age, and lack of appliances

Safe and Healthy Communities Codes

- **Opportunities For Active Transportation and Physical Activity** *includes problems related to:*
 - Lack of pedestrian and cyclist roadway infrastructure
 - The lack of road safety for individuals who walk and bike to work
- **Access to Community Services and Support** *includes problems related to:*
 - Access to healthcare as well as community services
 - Workforce shortages
 - Workforce's lack of cultural competency and humility
 - Appointment unavailability and long wait times
 - Transportation infrastructure
 - Language barriers
 - Cultural beliefs
 - Gaps in services
 - Public difficulty navigating health and community services
 - Public difficulty navigating their own health insurance coverage
 - Lack of awareness of services
 - Lack of mental health services to meet the community's needs
 - Uninsurance and/or underinsurance
- **Injuries and Violence** *includes problems related to:*
 - Family violence issues
 - Perceived unsafety of public transportation options

- Traffic injury and fatality
- Emergency room crowding
- Older driver safety

Health Insurance Coverage and Access to Care Codes

- **Access to and Use of Prenatal Care** *includes problems related to:*
 - Provider and public unawareness of enzyme deficiencies that are not included in standard prenatal testing
 - Disparate access to prenatal services among medically underserved communities
- **Prevention of Infant and Maternal Mortality** *includes problems related to:*
 - Provider and public unawareness of enzyme deficiencies that are not included in standard postnatal testing
- **Preventive Services for Chronic Disease Prevention and Control** *includes problems related to:*
 - Chronic disease self-management
 - All mentions of chronic diseases including diabetes, hypertension, asthma
 - Age-related health issues
 - Issues faced by disabled populations
 - Issues faced by cancer patients
 - Low-income populations with greater predispositions to chronic disease
 - Post-screening continuum of care
 - Lack of preventive care
- **Oral Health Care**
 - Unaffordability of oral healthcare services
 - Lack of healthcare coverage for oral healthcare services
 - Lack of public awareness about the effects of poor oral health

Healthy Children Codes

- **Early Intervention** *includes problems related to:*
 - Public unawareness of early intervention service availability/eligibility
 - Lack of service providers in this sector
 - Childhood developmental disorders and delays
- **Childhood Behavioral Health** *includes problems related to:*
 - Lack of service providers in this sector
 - Effects of social media on childhood behavioral health
- **Preventive Services for Healthy Children** *includes problems related to:*
 - Vaccine hesitancy and misinformation

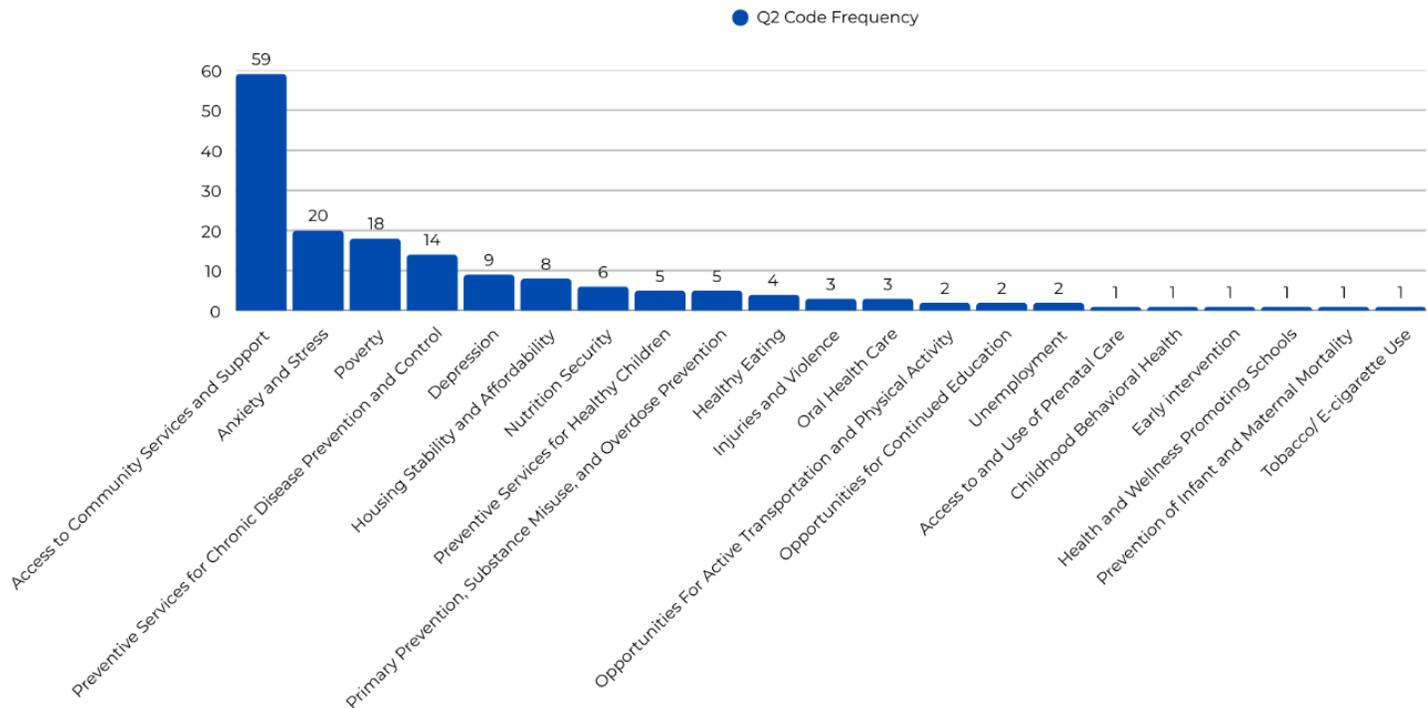
PreK-12 Student Success and Educational Attainment Codes

- **Health and Wellness Promoting Schools** *includes problems related to:*
 - Lack of tobacco-related education for youth populations in schools
 - Lack of education about modifiable lifestyle factors like diet and exercise
 - Lack of tobacco-related education for youth populations
- **Opportunities for Continued Education** *includes problems related to:*
 - Lack of education for youth populations about the health system
 - Disparate access to educational opportunities

Question 2: Biggest Barriers to Care

In your professional experience, what is the biggest barrier to healthcare or social services experienced by the people/communities you serve?

Question 2 Code Distribution



Question 2 Code Context

While some codes are self-explanatory, others require a more in-depth description of the context in which they were applied to relevant quotes.

Economic Wellbeing Codes

- **Poverty** includes barriers related to:
 - Unaffordability of health insurance and/or copays
 - Unaffordability of healthcare
 - Unaffordability of medication
 - High cost of living
 - Low wages and low-income
 - Medicaid eligibility income limits
 - Working or having multiple jobs but remaining in poverty
- **Unemployment** includes barriers related to:
 - Job loss

- Documentation needed to gain employment
- Policy that inhibits undocumented populations from working
- Lack of meaningful job opportunities
- Financial constraints related to unemployment
- **Nutrition Security** *includes barriers related to:*
 - Access to grocery stores and healthy food options
 - Unaffordability of nutritious food
 - The need to prioritize food over accessing healthcare
- **Housing Stability and Affordability** *includes barriers related to:*
 - Unaffordability of housing on Long Island
 - Being unhoused or transient
 - Barriers to care specifically experienced by the unhoused population, such as lack of permanent address
 - Obtaining housing
 - Stringent eligibility for housing programs

Mental Wellbeing and Substance Use Codes

- **Anxiety and Stress** *includes barriers related to:*
 - Anxiety/fear surrounding seeking healthcare for underserved populations including undocumented, LGBTQIA+ communities
 - Anxiety about one's own lack of health literacy
 - Anxiety and stress related to cost of living
 - Anxiety surrounding an individual's health status, or the health status of their loved ones
 - Distrust of providers and the healthcare system
- **Depression** *includes barriers related to:*
 - Depression related to a variety of social factors
 - Depression and other related mood disorders
- **Primary Prevention, Substance Misuse, and Overdose Prevention** *includes barriers related to:*
 - Stigmatization surrounding substance use
 - Unaffordability of substance use treatment
 - Availability of substance use prevention programming and treatment services for substance misuse
- **Tobacco/ E-cigarette Use** *includes barriers related to:*
 - Stigma surrounding health conditions caused by tobacco use
- **Healthy Eating** *includes barriers related to:*
 - Physical barriers to healthy eating

- Educational barriers, not knowing how to eat healthy

Safe and Healthy Communities Codes

- **Opportunities For Active Transportation and Physical Activity** *includes barriers related to:*
 - Infrastructural transportation barriers, specifically for pedestrians and cyclists
 - Ability to use community spaces for the purpose of exercise
 - Availability of free or affordable opportunities for exercise
- **Access to Community Services and Support** *includes barriers related to:*
 - Access to healthcare services as well as community services
 - Access to preventive health screenings
 - Appointment/provider unavailability
 - Awareness of services
 - Continuum of care
 - Insurance status, underinsurance, uninsurance
 - Knowledge and navigation of health insurance
 - Knowledge and navigation of the health system
 - Lack of health literacy
 - Lack of trauma-informed workforce
 - Language barriers
 - Limitations of insurance coverage
 - Long wait times
 - Stigmatization of mental illness and substance use as a barrier to services
 - Transportation barriers
 - Workforce lack of cultural competence and humility
 - Workforce shortages
- **Injuries and Violence** *includes barriers related to:*
 - Traffic injury and fatality
 - Public safety
 - Workforce safety

Health Insurance Coverage and Access to Care Codes

- **Access to and Use of Prenatal Care** *includes interventions related to:*
 - Barriers to prenatal care for the undocumented population and other medically underserved groups
 - Provider and public unawareness of enzyme deficiencies that are not included in standard prenatal testing

- **Prevention of Infant and Maternal Mortality** *includes interventions related to:*
 - Provider and public unawareness of enzyme deficiencies that are not included in standard postnatal testing
- **Preventive Services for Chronic Disease Prevention and Control** *includes barriers related to:*
 - Prevention and management of mental and physical chronic conditions
- **Oral Health Care** *includes barriers related to:*
 - Obtaining oral health care
 - Unaffordability of oral healthcare
 - Lack of healthcare coverage for oral healthcare services

Healthy Children Codes

- **Preventive Services for Healthy Children (Immunization; Hearing screening and follow up; Lead screening)** *includes barriers related to:*
 - Public unawareness of service availability
 - Vaccine hesitancy and misinformation
 - Delivery and uptake of childhood health screenings and pediatrician well visits
- **Early Intervention** *includes barriers related to:*
 - Public unawareness of early intervention service availability/eligibility
 - Lack of service providers in this sector
 - A lack of uniform screening efforts resulting in connection to early intervention services
- **Childhood Behavioral Health** *includes barriers related to:*
 - Lack of service providers in this sector

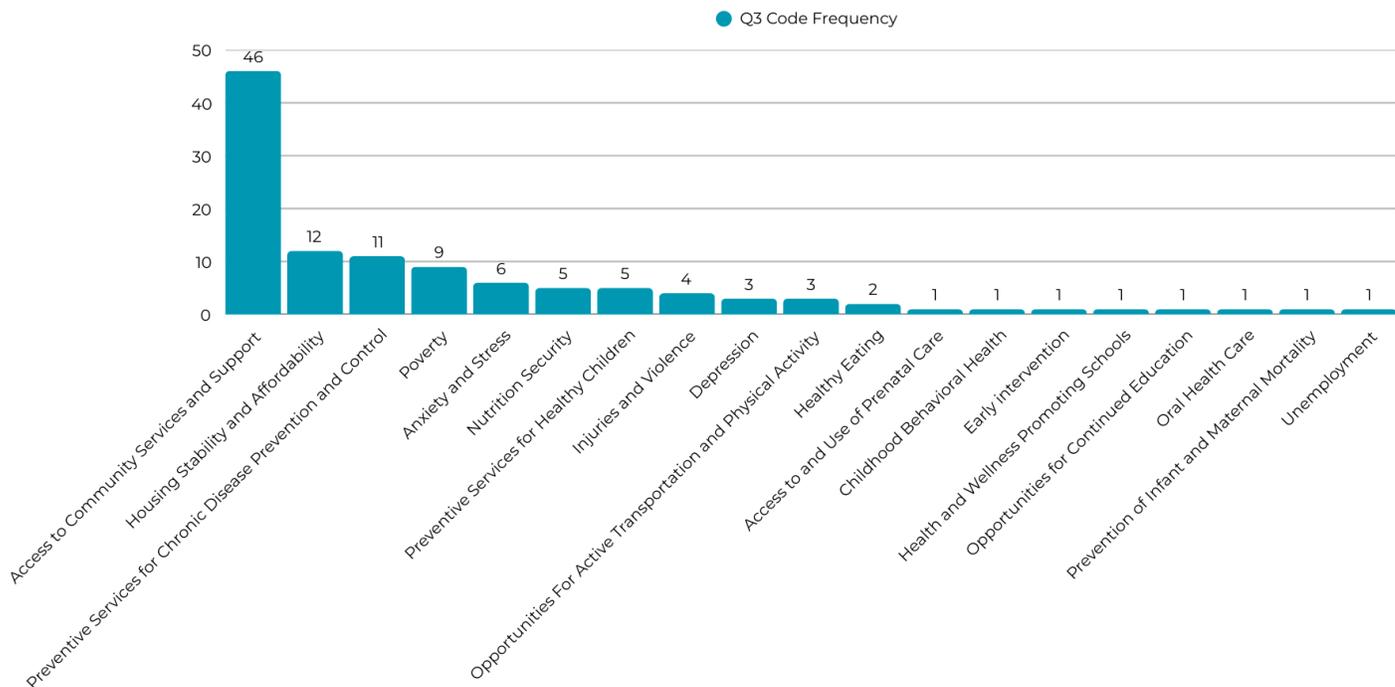
PreK-12 Student Success and Educational Attainment Codes

- **Health and Wellness Promoting Schools** *includes barriers related to:*
 - Educating children about traffic safety from a young age
- **Opportunities for Continued Education** *includes interventions related to:*
 - Educational barriers to care for children
 - Educational barriers to care for adults
 - Lack of health literacy as a barrier to seeking healthcare

Question 3: Most Helpful Interventions

In your professional opinion, what interventions (screenings, resources, educational programs, etc.) would be most helpful to improve the health of the people/communities you serve?

Question 3 Code Distribution



Question 3 Code Context

While some codes are self-explanatory, others require a more in-depth description of the context in which they were applied to relevant quotes.

Economic Wellbeing Codes

- **Poverty** includes interventions related to:
 - Financial literacy education and resources
 - Financial support for low-income populations
 - Financial assistance with copays
 - More assistance and programs for low-income populations to offset the high cost of living
 - Reducing healthcare and insurance costs for low-income populations
- **Unemployment** includes interventions related to:
 - Programs to support meaningful job placement and training
- **Nutrition Security** includes interventions related to:

- More options for healthy eating
- Free meals for children
- **Housing Stability and Affordability** *includes interventions related to:*
 - All interventions related to the unhoused population
 - Programs to help patients secure housing
 - Housing First models of assistance for unhoused populations
 - Minimizing stringent eligibility requirements for housing programs Safe transitional and emergency housing options
 - Reducing housing barriers to healthcare, how lack of address excludes folks from getting care
 - Subsidized housing for medically frail populations
 - More mobile shower units

Mental Wellbeing and Substance Use Codes

- **Anxiety and Stress** *includes interventions related to:*
 - Reducing anxiety and stress surrounding the patient experience
 - Reducing patient fear surrounding accessing healthcare
 - Psychoeducational programs
 - Reducing caregiver stress through support groups
 - Reducing unhoused patient stress surrounding access services
 - Increasing mental healthcare services
- **Depression** *includes interventions related to:*
 - Psychoeducational programs
 - Increased mental healthcare services
- **Healthy Eating** *includes interventions related to:*
 - Public education about nutrition and healthy eating
 - Healthier options in food pantries
 - Education about how to grow healthy foods
 - Healthy meals for children
 - Teaching gardens

Safe and Healthy Communities Codes

- **Opportunities For Active Transportation and Physical Activity** *includes interventions related to:*
 - Alternatives to car-centric transportation
 - Improved pedestrian and cyclist-friendly infrastructure
 - Encouraging physical activity among all populations
 - More accessible options for exercise

- Improving community spaces for exercise
- **Access to Community Services and Support** *includes interventions related to:*
 - Improving access to healthcare services as well as community services
 - Providing onsite daycare options to increase access to healthcare
 - Increased awareness about emergency Medicaid
 - Reducing language barriers to care
 - English classes for non-native speakers
 - Increased multilingual providers
 - Flexible provider hours outside of traditional business hours
 - Improved public health and healthcare policy
 - Improved coordination of care among providers
 - Improved technological healthcare infrastructure
 - Increased appointment availability
 - Increased awareness of healthcare facilities and services
 - Increased inclusivity for all patient populations
 - Increased integration between health and social services
 - Increased points of healthcare access; delivering healthcare to underserved populations where they are
 - Increased access to health insurance
 - Increased telehealth services
 - Increased trained community health workforce to align with the provision of SDOH interventions
 - Increased visibility of multilingual services
 - Increasing health equity
 - Streamlining the patient experience
 - Public education about digital literacy
 - Public education about health literacy
 - Public education about navigation of the healthcare system
 - Public education about traffic, pedestrian, and bike safety
 - Securing additional funding for services and programs
 - Smoother continuum of care
 - Stable federal funding
 - Street medicine programs and interventions
 - Transportation services
 - Workforce education about best practices
 - Workforce education about cultural competency and humility
 - Workforce education about comorbidities

- Workforce education about discharge planning and securing social services upon discharge, more complete discharge planning
- Addressing funding challenges by tapping into wealthy populations
- Increased transportation options for disabled populations
- Increasing the number of providers who take Medicaid, particularly specialists
- Subsidized healthcare for low-income populations
- **Injuries and Violence** *includes interventions related to:*
 - Safe public transportation options
 - Ensuring driver safety, particularly for older drivers
 - Safe housing options for all
 - Improving pedestrian, bike, and traffic safety

Health Insurance Coverage and Access to Care Codes

- **Access to and Use of Prenatal Care** *includes interventions related to:*
 - Increasing promotion of prenatal care and its importance
 - Increased access to prenatal services among medically underserved communities
- **Prevention of Infant and Maternal Mortality** *includes interventions related to:*
 - More comprehensive postnatal testing for infants for various congenital and non-congenital conditions
- **Preventive Services for Chronic Disease Prevention and Control** *includes interventions related to:*
 - Education about chronic disease self-management
 - Increasing adult access to vaccinations
- **Oral Health Care** *includes interventions related to:*
 - Increased availability and affordability of oral healthcare services

Healthy Children Codes

- **Preventive Services for Healthy Children** (Immunization; Hearing screening and follow up; Lead screening) *includes interventions related to:*
 - Increasing access to immunizations for children
 - Increasing access to health screenings for children
 - Increased health education for children
- **Early Intervention** *includes interventions related to:*
 - Improved connection to early intervention services for those who need it
- **Childhood Behavioral Health** *includes interventions related to:*
 - Increased childhood behavioral health services and providers

PreK-12 Student Success and Educational Attainment Codes

- **Health and Wellness Promoting Schools** *includes interventions related to:*
 - Health education for kids about the power of lifestyle choices such as diet and physical activity
 - Education for kids about traffic safety
- **Opportunities for Continued Education** *includes interventions related to:*
 - Reducing prohibitive costs for higher education

APPENDIX A

KEY INFORMANT INTERVIEW TOOL FOR CBO LEADERS ***Data Collection for Community Health Needs Assessment***

The Long Island Health Collaborative, Nassau and Suffolk County Health Departments, and Long Island hospitals are conducting a Community Health Needs Assessment. In a previous survey, you indicated we may contact you for more information. Today we are trying to get your expert opinion about the health needs of the community your organization serves. When we ask a question about the community, we are talking about the community your organization serves.

*Answering the following questions will assist us in identifying the most pressing health needs and barriers in your community, and developing strategies to meet them. Please share your opinion with us by answering the following questions. Your participation is voluntary, and your responses are confidential. With your permission, this interview will be recorded and transcribed. Information from all interviews will be aggregated and reported in a Community Health Needs Assessment. If after this interview you have questions or concerns, you may contact the Long Island Health Collaborative at boliveri@nshc.org or jlogan@nshc.org . Do I have your permission? Thank you. **Begin recording***

1. Please briefly describe your organization, role, and your work.
2. In your experience, what are the biggest health and/or social problems for the people/community you serve? (correlates to survey question 2)
3. In your professional experience, what is the biggest barrier to healthcare or social services experienced by the people/communities you serve? (correlates to survey questions 4 and 5)
4. In your professional opinion, what interventions (screenings, resources, educational programs, etc.) would be most helpful to improve the health of the people/communities you serve? (correlates to survey questions 3 and 6)