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Onondaga County
Health Department

Onondaga County Community Health Assessment and Improvement Plan

Survey Report 2025



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Acknowledgements

The Steering Committee wishes to thank all agencies and individuals who supported the collection of community member feedback included in this report.



Introduction

In 2025, the Onondaga County Health Department (OCHD), in partnership with local hospitals, completed a Community Health Assessment to better understand the needs of Onondaga County residents. Participating local hospitals included Crouse Health, St. Joseph’s Health, and State University of New York Upstate University Hospital. Feedback and data gathered through this comprehensive assessment process was utilized to develop the [2025-2027 Onondaga County Community Health Assessment and Improvement Plan](#).

The OCHD and a Steering Committee made up of representation from each of the participating local hospitals gathered direct feedback from Onondaga County residents on important community health issues. Feedback was gathered through a comprehensive Community Health Survey (CHS) and an in-person focus group. This report details the methods utilized for administering the CHS as well as the findings from an analysis of the survey results.

Methodology

Survey Design

The CHS was developed by the OCHD, with input from the Steering Committee, the Central New York Regional Healthcare Equity Task Force, and public health partners. The CHS was created to align with the domains and priority areas outlined in the [New York State Department of Health \(NYSDOH\) 2025-2030 Prevention Agenda](#).

The survey was designed to collect data and community member feedback related to the five domains of the NYSDOH 2025-2030 Prevention Agenda: Economic Stability, Social and Community Context, Neighborhood and Built Environment, Health Care Access and Quality, and Education Access and Quality. Respondents were asked to complete a series of multiple-choice questions and were given the opportunity to provide open-ended feedback.

Where possible, demographic questions were designed in categories comparable to U.S. Census Bureau American Community Survey 5-Year (2019-2023) population estimates.

The survey was available electronically and on paper. The electronic version of the survey was available in English and Spanish. The paper version of the survey was available in English, Spanish, and Arabic. A copy of the survey tool is available in the Appendix.

The survey collected data in five domains:

1. Economic Stability
2. Social and Community Context
3. Neighborhood and Built Environment
4. Health Care Access and Quality
5. Education Access and Quality

Promotion and Distribution

The CHS was administered from late May to late July 2025. The OCHD and the Steering Committee promoted the CHS through a variety of methods. Additionally, members of the Central New York Healthcare Equity Task Force and select public health partners were engaged to distribute the survey more widely. Organizational websites and community partner list serves were utilized to share the survey link. The direct survey link was not shared via social media outlets to reduce the risk of survey bot responses.

Promotional materials including flyers and quarter sheets containing a QR code linking to the survey were distributed widely throughout the community such as in public spaces, laundromats, and local higher education institutions. Paper copies of the survey were distributed at select local community events and at the Civic Center in Downtown Syracuse with assistance from the OCHD Public Health Education Team.

Convenience sampling methods were utilized. Due to known limitations of convenience sampling, the OCHD implemented survey monitoring and dissemination activities throughout the survey period to improve the representativeness of the survey results.

As an incentive for participation, respondents had the option to include their name and contact information for a chance to win a \$200 VISA gift card. All identifying information was removed prior to random selection of the gift card winner.

Analysis

Survey analysis was conducted using Microsoft Excel. Responses were excluded if the respondent did not live in Onondaga County (n=54) or if the respondent was presumed to be a survey bot (n=77). Qualitative responses were categorized into themes and subthemes based on the domains and priority areas outlined within the NYSDOH 2025-2030 Prevention Agenda.

Surveys completed via paper administration (n=189) were manually reviewed and complete responses were entered into the online survey form. Individual survey questions that were left blank or not answered as instructed were noted to be blank. The number of respondents (n) for individual survey questions may be less than the total number of eligible responses (n=1,938) due to incomplete or incorrectly completed paper surveys, which led to the exclusion of certain responses.

Survey Respondents

Characteristics of Respondents

A total of 2,069 responses were collected. After excluding responses from non-Onondaga County residents and survey bots, 1,938 eligible survey responses remained. A total of 1,917 residents completed the survey in English, 18 completed the survey in Spanish, and 3 completed the survey in Arabic.

All responses are self-reported. Overall, 42.9% of respondents were from the City of Syracuse, and 54.8% were from County residents living outside the City of Syracuse. The largest age category was 25-34 years (23.8%) and the smallest was 18-24 years (8.2%). The majority of respondents were non-Hispanic White (64.6%), followed by non-Hispanic Black or African American (14.5%), and Hispanic or Latino of any race (6.0%). More than three-quarters of respondents were women (75.4%). The data presented in this report may not represent the entire population and should be interpreted with caution. Figure 1 below provides a comprehensive breakdown of the demographic characteristics of survey respondents and population estimates (where available) for a representativeness comparison.

Figure 1. Demographic Characteristics of Survey Respondents		CHS Responses (n=1,938)	CHS Responses (n=1,938)	Census Data
		Number	Percent	Percent
Residence within Onondaga County (Census data is for 18 years and older)	City of Syracuse	831	42.9	31.1
	Rest of County*	1062	54.8	68.9
	Do not wish to say	36	1.9	N/A
	Blank	9	0.5	N/A
Age	18-24	158	8.2	10.0
	25-34	461	23.8	13.0
	35-44	430	22.2	12.1
	45-54	305	15.7	11.6
	55-64	299	15.4	13.9
	65 or over	271	14.0	18.2
	Do not wish to say	8	0.4	N/A
	Blank	6	0.3	N/A
Race and Ethnicity (Census data is for all County residents)	Hispanic or Latino (of any race)	117	6.0	5.7
	NH American Indian and Alaska Native	31	1.6	0.4
	NH Asian	53	2.7	4.0
	NH Black or African American	281	14.5	10.2

Figure 1. Demographic Characteristics of Survey Respondents		CHS Responses (n=1,938)	CHS Responses (n=1,938)	Census Data
		Number	Percent	Percent
	NH Native Hawaiian or Pacific Islander	1	0.1	0.0
	NH White	1252	64.6	74.6
	NH other race or more than one race	115	5.9	5.1
	Do not wish to say	79	4.1	N/A
	Blank	9	0.5	N/A
Education Level (Census data is for 18 years and older)	Less than high school graduate	102	5.3	8.0
	High school graduate or GED	387	20.0	25.1
	Some college or associates degree	497	25.6	31.2
	Bachelor's degree or higher	903	46.6	35.6
	Other	11	0.6	N/A
	Do not wish to say	28	1.4	N/A
	Blank	10	0.5	N/A
Living with a Disability (Census data is for 18 years and older)	Yes	363	18.7	16.1
	No	1493	77.0	83.9
	Do not wish to say	74	3.8	N/A
	Blank	8	0.4	N/A
Income per Household (Census data is for all County households)	Less than \$14,999	271	14.0	9.4
	\$15,000 to \$34,999	262	13.5	14.4
	\$35,000 to \$49,999	213	11.0	10.4
	\$50,000 to \$74,999	332	17.1	15.9
	\$75,000 to \$99,999	207	10.7	12.9
	\$100,000 or more	450	23.2	37.0
	Do not wish to say	190	9.8	N/A
	Blank	13	0.7	N/A
Gender	Man	423	21.8	N/A
	Non-binary	13	0.7	N/A
	Woman	1461	75.4	N/A
	Not sure or questioning	2	0.1	N/A

Figure 1. Demographic Characteristics of Survey Respondents		CHS Responses (n=1,938)	CHS Responses (n=1,938)	Census Data
		Number	Percent	Percent
			Other	4
	Do not wish to say	28	1.4	N/A
	Blank	7	0.4	N/A
LGBTQIA+	Yes	224	11.6	N/A
	No	1627	84.0	N/A
	Not sure or questioning	54	2.8	N/A
	Do not wish to say	25	1.3	N/A
	Blank	8	0.4	N/A
Parent or Guardian to Children Under 18	Yes	873	45.0	N/A
	No	1041	53.7	N/A
	Do not wish to say	14	0.7	N/A
	Blank	10	0.5	N/A
Employment Status (Census data is for 16 years and over)	Employed (includes self-employed)	1329	68.6	59.6
	Unemployed	316	16.3	3.2
	Retired	219	11.3	N/A
	Other	28	1.4	N/A
	Do not wish to say	34	1.8	N/A
	Blank	12	0.6	N/A
Primary Syracuse ZIP Codes (Census data is for 18 years and over)	13202	44	2.3	4.9
	13203	75	3.9	12.4
	13204	121	6.2	13.1
	13205	83	4.3	12.5
	13206	80	4.1	12.1
	13207	64	3.3	8.6
	13208	102	5.3	14.4
	13210	93	4.8	15.9
	13224	33	1.7	6.2
	Other SYR zip code	74	3.8	N/A
	Blank	1169	60.3	N/A

Data notes: Population estimates according to the U.S. Census Bureau American Community Survey (ACS) 5-year (2019-2023). N/A – survey data are not comparable to the U.S. Census Bureau ACS 5-year (2019-2023) population estimates.

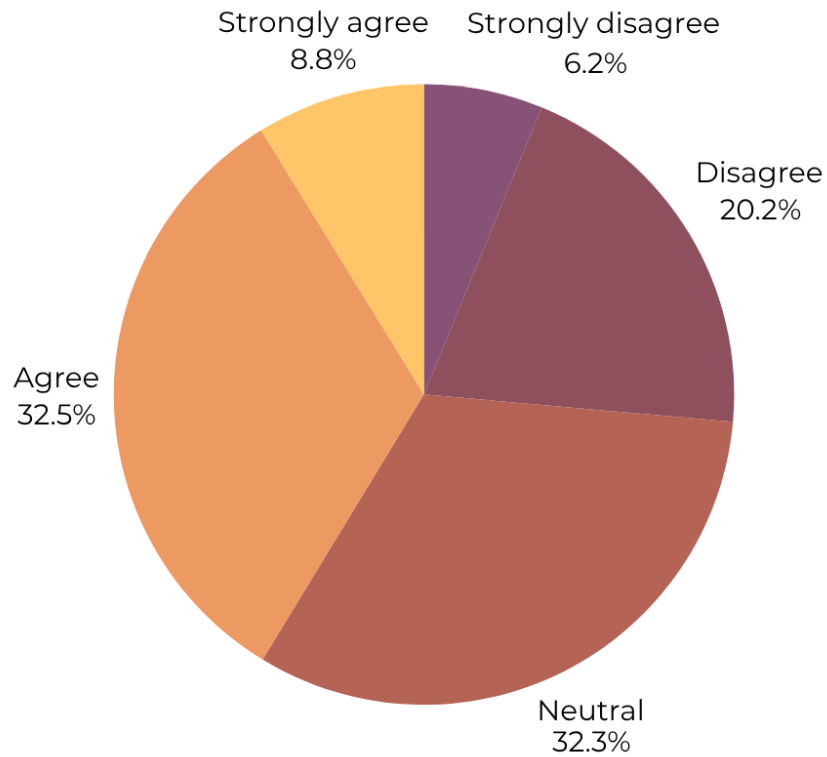
* - Rest of County represents County residents that reside outside of the City of Syracuse.

Community Health and Wellbeing

Overall Responses for Onondaga County

A healthy community is critical to developing and maintaining a healthy lifestyle and a high quality of life. Respondents were asked to rate their agreement with the statement “I live in a healthy community”. A total of (41.3%) of respondents either strongly agreed or agreed that they live in a healthy community.

Figure 2. I live in a healthy community. (n=1,933)



There are many areas that support a healthy community. The top three areas respondents indicated as needing improvement were safe and affordable housing (41.3%), access to affordable healthy food (38.1%), and employment that pays a living wage (36.5%).

Figure 3. What areas in Onondaga County do you think need improvement? Choose your top three. (n=1,881)



Data notes: Top 3 responses are displayed. Respondents were asked to select three response options and therefore percentages do not add up to 100.

Health issues are diseases, medical conditions or environmental factors that can affect personal and family health and wellbeing. The top three health issues selected were mental health concerns (57.8%), violence related injuries (29.9%), and substance use (29.0%).

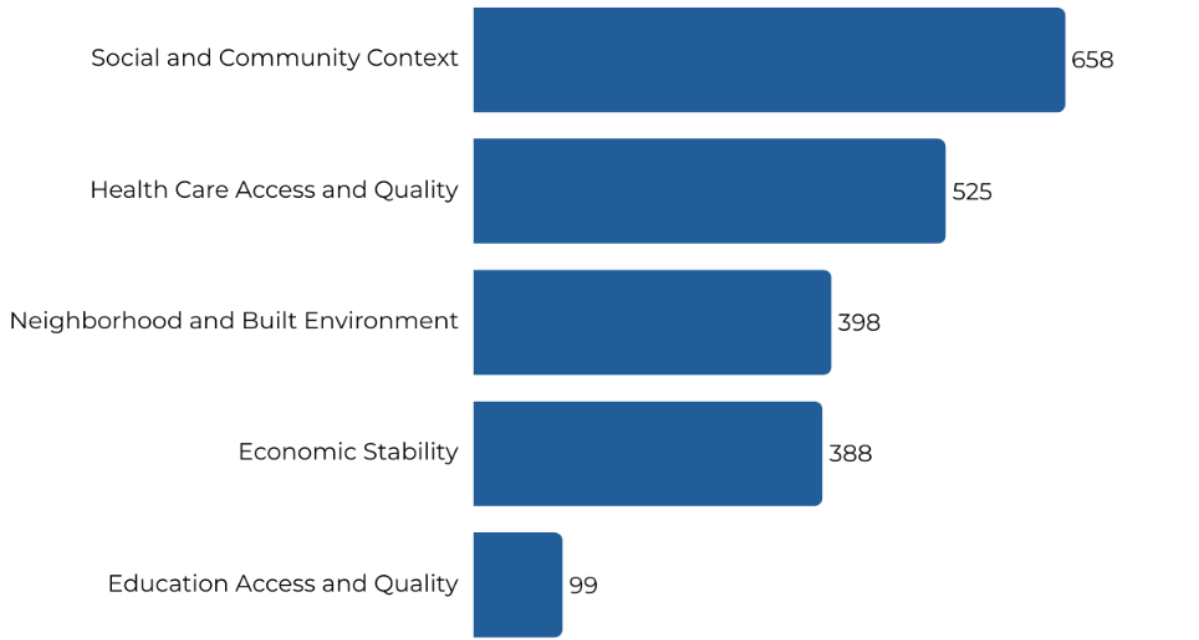
Figure 4. Which health issues should be improved in Onondaga County? Choose your top three. (n=1,882)



Data notes: Top 3 responses are displayed. Respondents were asked to select three response options and therefore percentages do not add up to 100.

Respondents were asked to provide open-ended feedback about what services are missing in Onondaga County to support health and wellbeing. Responses were categorized into one or more of the five domains. Many respondents noted concerns related to areas within the domains of Social and Community Context (n=658), Health Care Access and Quality (n=525), Neighborhood and Built Environment (n=398), Economic Stability (n=388), and Education Access and Quality (n=99).

Figure 5. What services do you think are missing in Onondaga County to support health and wellbeing? (n=1,250)



Data notes: Open-ended responses were categorized into themes (domains). Responses were categorized in one or more themes, therefore, the counts specified above will not add up to the total number of responses.

Many open-ended responses focused on concerns relating to the following priority areas:

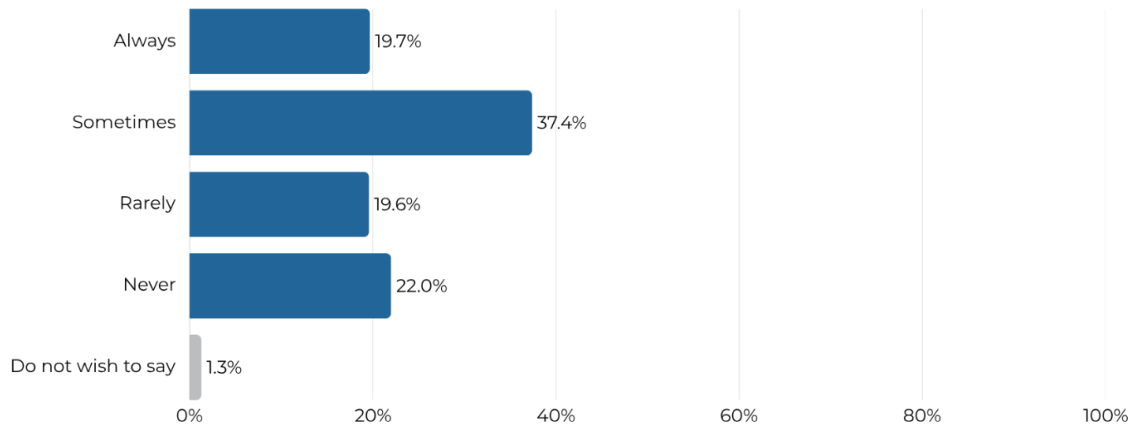
- Anxiety and stress
- Poverty
- Injuries and violence
- Preventive services for chronic disease prevention and control
- Health and wellness promoting schools

Personal and Family Wellness

Overall Responses for Onondaga County

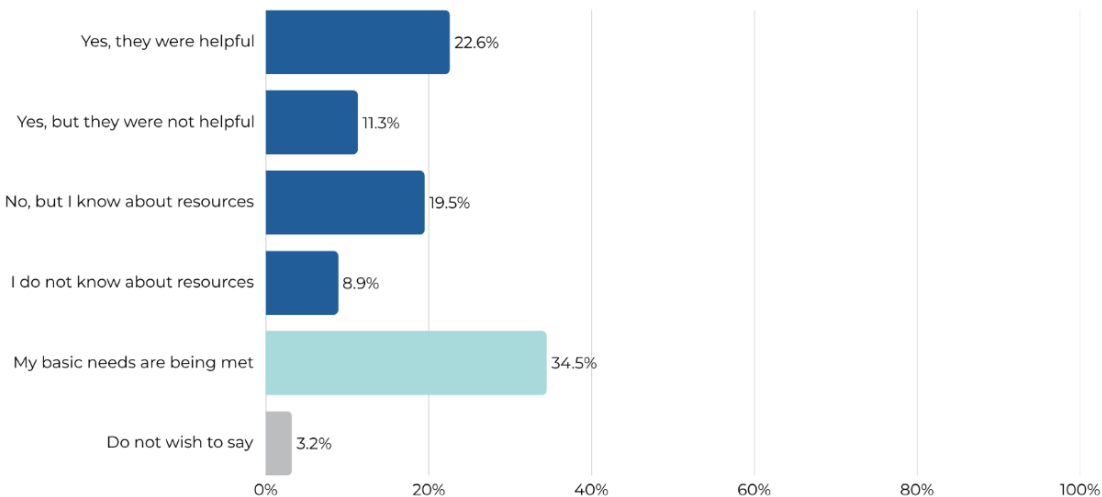
Respondents were asked to share how often in the past year they have felt stressed or worried about basic needs (like housing, food, or healthcare). Over half of respondents (57.1%) reported that they either always (19.7%) or sometimes (37.4%) felt stressed or worried about basic needs in the past year.

Figure 6. In the past year, how often have you been stressed or worried about basic needs? (n=1,933)



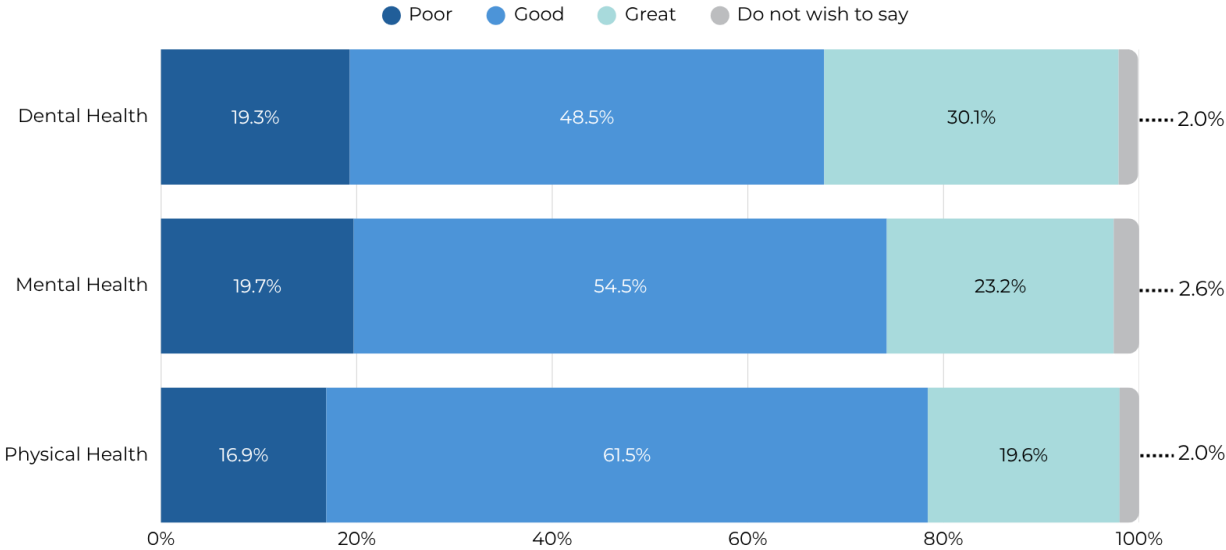
Community resources are essential to helping many residents meet their basic needs. Nearly a quarter of respondents reported using community resources in the past year to help meet their basic needs and found them helpful (22.6%).

Figure 7: In the past year, have you used community resources to help meet your basic needs? (n=1,931)



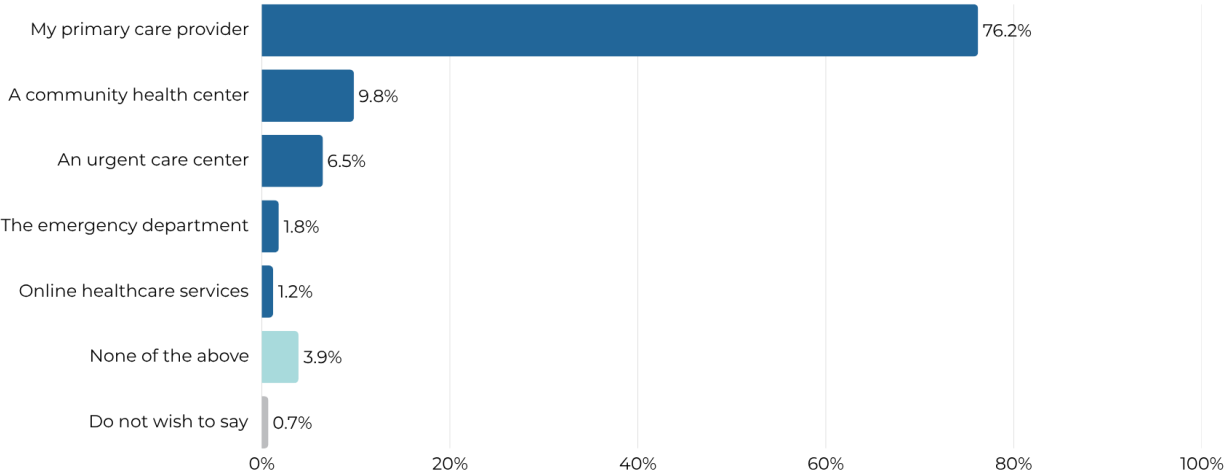
Overall health is complex with dental health, mental health, and physical health, all contributing to maintaining a high quality of life. Most respondents rated their dental health (48.5%), mental health (54.5%), and physical health (61.5%) as good in the past year, though mental health had the highest proportion of poor ratings (19.7%).

Figure 8. How would you rate your health in the past year? (n=1,924)



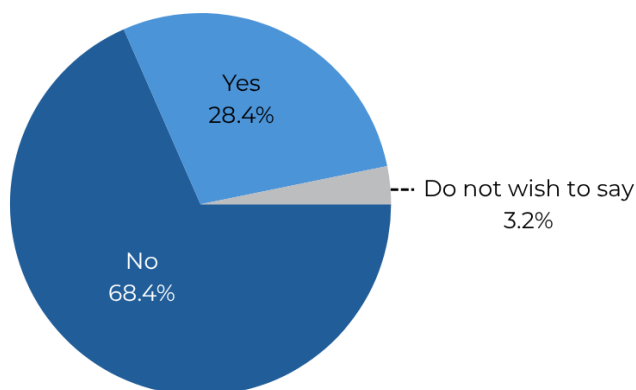
Healthcare can be accessed from a variety of sources in the community. A large proportion of respondents reported that they usually go to their primary care provider for regular medical care (76.2%).

Figure 9: Where do you usually go for regular medical care? (n=1,922)



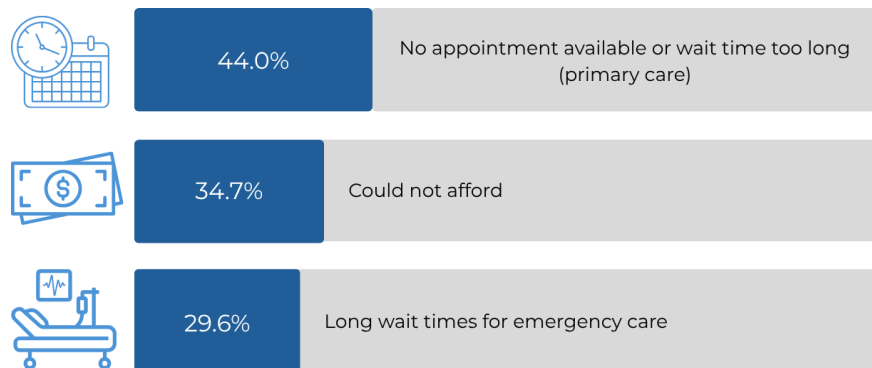
Access to healthcare is critical to supporting health and wellbeing. More than one quarter of respondents (28.4%) reported that there was a time in the past year that they needed healthcare but could not get it.

Figure 10: In the past year, was there a time when you needed healthcare but could not get it? (n=1,931)



Barriers to healthcare can cause delays in receiving healthcare or not receiving healthcare, increasing the risk of poor health outcomes. Respondents who reported that there was a time in the past year that they needed healthcare but could not get it (see figure 10) were asked to select factors which stopped them from getting healthcare. The most selected barriers were lack of an available appointment or long wait time for an appointment with a primary care provider (44.0%), could not afford healthcare costs (including co-pays or deductibles that were too high) (34.7%), and long wait times for emergency care (29.6%).

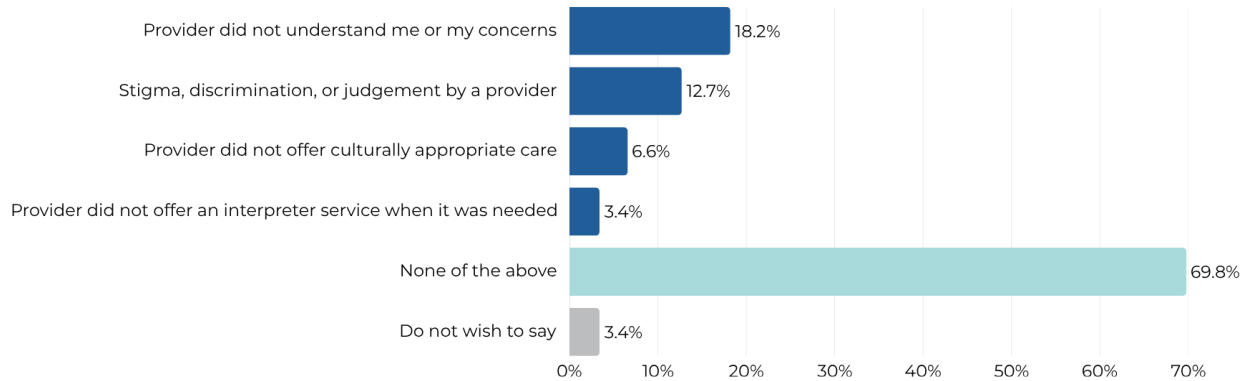
Figure 11: In the past year, which of the following factors stopped you from getting needed healthcare? Select all that apply. (n=548)



Data notes: This question was only posed to respondents who answered "Yes" to question 10 (In the past year, was there a time when you needed healthcare but couldn't get it?) of the survey. Top 3 responses are displayed. Respondents were given the option to select multiple response options and therefore percentages do not add up to 100.

Difficult experiences when receiving healthcare can influence the quality of care and a patient’s decision to seek healthcare in the future. Respondents were asked to identify if they had encountered certain experiences when seeking healthcare in the past year. Many respondents reported that they had not encountered any experiences (none of the above) (69.8%). Among those that did encounter one or more experience, a provider not understanding the patient or their concerns was most common (18.2%), followed by stigma, discrimination, or judgement by a provider (12.7%).

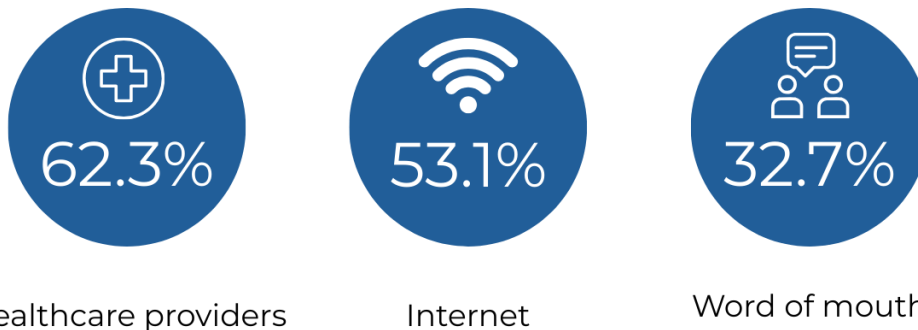
Figure 12: Which of the following have you experienced when seeking healthcare in the past year? Select all that apply. (n=1,933)



Data notes: Respondents were given the option to select multiple response options. The percentages specified above do not add up to 100.

Health information is available from many sources, but some are easier to access than others, and the credibility of sources can vary. The top sources of health information for respondents included healthcare providers (62.3%), internet (53.1%), and word of mouth (32.7%).

Figure 13: How do you usually get health information? Select all that apply. (n=1,925)



Data notes: Top 3 responses are displayed. Respondents were given the option to select multiple response options and therefore percentages do not add up to 100.

Responses by Demographic and Geographic Characteristics

The top areas of improvement for community health and health issues in Onondaga County were similar across demographic categories and geography. However, notable variations were observed by age, disability status, education level, employment status, gender, household income, LGBTQIA+ status, parent or guardian status, race and ethnicity, and residence. Please note that due to small numbers, data should be interpreted with caution. Categories with fewer than 10 respondents were suppressed. See Figure 1 for detailed information on the number of respondents in each demographic category.

Notable findings by age

- Respondents aged 25-34 years were most likely to rate their mental health as poor (28.3%) whereas older adults (ages 65 and older) were least likely (5.9%).
- Older adults (aged 65 years or older) selected healthcare providers as a source for getting health information at the highest rate (79.6%) compared with other age categories.

Notable findings by disability status

- Respondents living with a disability reported stigma, discrimination or judgement by a provider when seeking healthcare in the past year at higher rates than those not living with a disability (living with a disability: 22.3%; not living with a disability: 10.1%).
- Long emergency care wait times were reported as a barrier for getting healthcare in the past year by a larger proportion of respondents living with a disability (36.2%) than by those without a disability (26.8%).

Notable findings by education level

- Respondents with a bachelor's degree or higher were more likely than those with other education levels to identify mental health concerns as a top health issue (64.6%).
- Respondents whose highest education level is a high school degree or GED selected employment that pays a livable wage as a top area for improvement (47.5%).

Notable findings by employment status

- Respondents without employment were more likely to report getting regular medical care at a community health center than those with employment. (unemployed: 23.0%; employed: 7.3%).
- Respondents without employment reported there being a time in the past year when they needed healthcare but could not get it (38.1%) at a higher rate than respondents with employment (27.8%) and retired respondents (16.1%).

Notable findings by gender

- Non-binary and women respondents were more likely than men to select employment that pays a livable wage as an area for improvement in Onondaga County (non-binary: 46.2%; women: 38.7%; men: 29.0%).
- Women were more likely than men to select violence-related injuries as a health issue for improvement (women: 32.5%; men: 20.7%).

Notable findings by parent or guardian status

- Parents or guardians to children under 18 (22.2%) were less likely to report that their basic needs are being met compared with respondents overall (34.5%).
- Parents or guardians to children under 18 (31.3%) cited more than residents who are not parents or guardians (25.9%) that there was a time in the past year when they needed healthcare but could not get it.

Notable findings by race and ethnicity

- All races and ethnicities identified mental health issues as a health issue needing improvement: Hispanic or Latino (of any race) (46.8%), non-Hispanic American Indian or Alaska Native (22.6%), non-Hispanic Asian (30.2%), non-Hispanic Black or African American (46.8%), non-Hispanic White (64.2%), non-Hispanic other race or more than one race (55.3%).
- Violence-related injuries was a top health issue among Hispanic or Latino (of any race) respondents (33.0%).

Notable findings by household income

- All household income levels selected internet as a top source for getting health information, however, respondents with higher household incomes reported using the internet as a source at a higher rate than respondents with lower household incomes (less than \$14,999: 34.6%; \$100,000 or more: 64.9%).
- Respondents with household income less than \$14,999 reported that a provider did not offer culturally appropriate care in the past year (13.7%) at a higher rate than respondents overall (6.6%).

Notable findings by LGBTQIA+ status

- LGBTQIA+ respondents noted safe and affordable housing as an area for improvement at higher rates than non-LGBTQIA+ (LGBTQIA+: 48.2%; non-LGBTQIA+: 40.3%).
- LGBTQIA+ respondents were more likely to report that when seeking health care in the past year, a provider did not understand them or their concerns (LGBTQIA+: 33.9%; non-LGBTQIA+: 15.6%).

Notable findings by residence

- A higher proportion of Syracuse residents rated their dental health to be poor (28.3%) compared with Onondaga County residents overall (19.3%).
- Zip code 13203 had the highest level of concern for safe and affordable housing (56.9%) (see Figure 14).
- 13.7% of respondents residing in zip code 13208 reported that when seeking healthcare in the past year, a provider did not offer culturally appropriate care (see Figure 15).

Respondents that identified as City of Syracuse residents were asked to specify their zip code. The City of Syracuse consists of nine primary zip code areas (13202, 13203, 13204, 13205, 13206, 13207, 13208, 13210, 13224). Zip code level analysis of certain survey questions is detailed below in Figure 14 and Figure 15.

Figure 14. Areas of Community Health and Personal and Family Wellbeing, City of Syracuse Residents, by Zip Code

Topic Area		13202	13203	13204	13205	13206	13207	13208	13210	13224
Areas that need improvement	Access to affordable healthy food	46.3%	41.7%	36.1%	51.4%	30.4%	37.1%	34.7%	32.6%	45.5%
	Employment that pays a livable wage	39.0%	33.3%	39.5%	36.1%	27.8%	45.2%	38.9%	40.2%	51.5%
	Safe and affordable housing	39.0%	56.9%	47.1%	31.9%	49.4%	43.5%	41.1%	50.0%	45.5%
Health issues that need improvement	Mental health concerns	64.3%	45.8%	57.3%	54.5%	60.3%	54.1%	47.4%	52.7%	63.6%
	Substance use	26.2%	20.8%	29.1%	19.5%	25.6%	19.7%	24.7%	30.8%	36.4%
	Violence-related injuries	26.2%	31.9%	29.1%	22.1%	29.5%	29.5%	34.0%	28.6%	39.4%
Barriers to healthcare in the past year	Could not afford	63.6%	25.9%	24.4%	24.0%	42.3%	52.4%	28.9%	41.2%	s
	Long wait times for emergency care	36.4%	29.6%	26.7%	44.0%	11.5%	28.6%	47.4%	35.3%	s
	No appointment available or wait time too long (primary care)	18.2%	37.0%	51.1%	44.0%	30.8%	28.6%	34.2%	44.1%	s
Ways residents get health information	Healthcare providers	52.3%	56.0%	50.0%	65.4%	63.8%	60.9%	52.5%	69.9%	75.8%
	Internet	38.6%	52.0%	50.0%	38.3%	48.8%	48.4%	43.6%	57.0%	51.5%
	Word of mouth	31.8%	29.3%	38.1%	33.3%	40.0%	43.8%	29.7%	31.2%	42.4%

Data notes: The response options shown in the table above (i.e., Access to affordable healthy food) were the top three responses selected by all survey respondents and may not correspond to the top responses for a specific zip code. "s" - Categories with fewer than 10 responses were suppressed.

Figure 15. Experience when seeking healthcare in the past year, City of Syracuse Residents, by Zip Code

Response Options	13202	13203	13204	13205	13206	13207	13208	13210	13224
Provider did not offer culturally appropriate care	9.1%	10.7%	9.1%	9.6%	2.5%	12.5%	13.7%	8.6%	3.0%
Provider did not offer interpreter service when it was needed	0.0%	1.3%	1.7%	3.6%	3.8%	6.3%	8.8%	3.2%	6.1%
Provider did not understand me or my concerns	13.6%	17.3%	18.2%	27.7%	11.3%	17.2%	24.5%	23.7%	12.1%
Stigma, discrimination, or judgement by a provider	11.4%	12.0%	15.7%	15.7%	11.3%	9.4%	14.7%	10.8%	6.1%
None of the above	72.7%	69.3%	65.3%	54.2%	77.5%	68.8%	60.8%	65.6%	78.8%
Do not wish to say	4.5%	5.3%	5.0%	3.6%	2.5%	4.7%	6.9%	2.2%	3.0%

Data notes: Respondents were given the option to select multiple response options. The percentages specified above will not add up to 100.

Comparison to Prior Years

The CHS was previously administered in Onondaga County in 2016, 2019, and 2022. Significant changes were made to the survey tool in 2025. The 2025 CHS was designed to align with the [NYSDOH 2025-2030 Prevention Agenda](#) and emphasizes the social determinants of health. Notably, the 2025 CHS collected fewer eligible responses than in prior years. However, tailored promotion and dissemination methods prioritized collecting a more representative sample and reaching populations that have historically been underrepresented in the CHS.

The 2025 survey tool was designed to gather feedback on areas of community health that need improvement, key health issues, and personal and family experience seeking healthcare in Onondaga County while continuing to invite open-ended feedback from residents.

Where possible, demographic categories were reviewed and modified for compatibility with U.S. Census Bureau population estimates. Several demographic categories such as household income, parent or guardian status, LBGTQIA+ status, and employment status were added to the survey to allow for a more comprehensive analysis of responses and representativeness of the survey.

In prior assessment years, access to affordable healthy food, employment that pays a living wage, substance use, and mental health concerns were also top areas of concern among respondents. Due to changes to the structure and language of the CHS across years, not all questions in the 2025 CHS are comparable to questions asked in previous years. Comparisons of results across years should be interpreted with caution.

Conclusion

The 2025 CHS was a community engagement process that gathered critical feedback from Onondaga County residents. Respondents shared their thoughts on areas of community health that need improvement, key health issues, personal and family wellbeing, and experience seeking healthcare.

Survey results indicated that many Onondaga County residents are particularly concerned about meeting basic needs (like housing, food, or healthcare). Respondents shared that improvements are especially needed in areas such as access to affordable healthy food, safe and affordable housing, and employment that pays a living wage. Additionally, mental health concerns, violence-related injuries, and substance use were identified as key community health issues.

Open-ended feedback from respondents also indicates that additional services are needed in Onondaga County to address mental health concerns (i.e. anxiety and stress), poverty, injuries and violence, chronic disease prevention and control, and health and wellness in schools.

The 2025 CHS results were used to inform the development of the [2025-2027 Onondaga County Community Health Improvement Plan](#). The survey results are also a valuable resource for informing existing and future public health interventions and policy intended to reduce health disparities and advance health equity in Onondaga County.

Appendix

2025 Onondaga County Community Health Survey

The Onondaga County Health Department in partnership with Crouse Health, St. Joseph's Health, and Upstate University Hospital is conducting a Community Health Survey to better understand the needs of our community.

This survey is part of a Community Health Assessment and will help identify ways to improve health across Onondaga County. **Your input is very important.**

- The survey takes about 10-15 minutes.
- It is voluntary and your responses are confidential.
- You must be 18 or older and live in Onondaga County to participate.



Let your voice
be heard!

If you get this survey more than once, please only fill it out once.

At the end of the survey, you can enter for a chance to win a **\$200 VISA gift card**. You need to complete the survey to be eligible.

Thank you for helping us improve health in our community!



SURVEY ELIGIBILITY

1. Are you 18 or older and living in Onondaga County? **Select one.**
 - Yes
 - No (Please do not complete this survey)

COMMUNITY HEALTH AND WELL-BEING

2. I live in a healthy community. **Select one.**

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

3. What areas in Onondaga County do you think need improvement? **Choose your top three.**

- Accessible options for people with disabilities
- Access to affordable healthy food
- Access to job training
- Access to reliable public transportation
- Civic engagement (like community meetings, voter participation)
- Distracted driving (like texting and driving)
- Employment that pays a livable wage
- Environmental quality (like air, water, soil)
- Healthcare cost or insurance
- Neighborhood safety
- Parent support services (like breastfeeding, parental leave, child and family support)
- Programs to support healthy children (like childcare, early intervention, or lead screening)
- Public spaces (like parks, walkways, bike paths, and community centers)
- Racism and discrimination
- Safe and affordable housing
- Services for quitting tobacco, e-cigarettes, or vaping
- Substance use treatment
- Tobacco and cannabis (weed) smoke exposure
- Translation and interpretation services

4. Which health issues should be improved in Onondaga County? **Choose your top three.**

- Breathing problems (like asthma or COPD)
- Cancer
- Cigarette smoking or vaping
- Dental problems (like cavities or tooth removals)
- Diabetes
- Heart problems (like high blood pressure, cholesterol, heart disease, or stroke)
- Injuries (like falls, car or tractor accidents)
- Insect-spread diseases (like EEE or Lyme disease)
- Lead poisoning or exposure
- Mental health concerns (like depression, anxiety, self-harm, or suicide)
- Obesity
- Pregnancy and birth issues (like complications, infant injuries or death)
- Sexually transmitted diseases (like HIV, chlamydia, gonorrhea, or syphilis)
- Substance use (like alcohol or opioids)
- Vaccine-preventable illness (like the flu, measles, COVID-19, or HPV)
- Violence-related injuries (like domestic violence or gun-related deaths)

5. What services do you think are missing in Onondaga County to support health and well-being?

PERSONAL AND FAMILY WELLNESS

6. In the past year, how often have you been stressed or worried about basic needs (like housing, food, or healthcare)? **Select one.**

- Always
- Sometimes
- Rarely
- Never
- Do not wish to say

7. In the past year, have you used community resources to help meet your basic needs? **Select one.**

- Yes, they were helpful
- Yes, but they were not helpful
- No, but I know about resources
- I do not know about resources
- My basic needs are being met
- Do not wish to say

8. How would you rate your health in the past year? **Select one box in each row.**

	Poor	Good	Great	Do not wish to say
Dental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Where do you usually go for regular medical care (like check-ups and physicals)?

Pick the one place you go to most often.

- A community health center (like Syracuse Community Health)
- An urgent care center (like WellNow)
- My primary care provider (either in-person or telehealth)
- Online healthcare services (like MD Live, Hims, Hers)
- The emergency department
- None of the above
- Do not wish to say

10. In the past year, was there a time when you needed healthcare but couldn't get it? **Select one.**

- No (go to question #12)
- Yes (continue to question #11)
- Do not wish to say (go to question #12)

11. In the past year, which of the following factors stopped you from getting needed healthcare?

Please select all that apply.

- Could not afford (including co- pays or deductibles that were too high)
- Could not leave work/school
- Did not have a healthcare provider
- Did not have childcare
- Did not have insurance
- Did not have transportation
- Long wait times for emergency care (hospital, ER, urgent care)
- No accommodations for people with disabilities
- No appointment available or wait time too long (primary care)
- No appointment available or wait time too long (mental health care)
- No appointment available or wait time too long (specialist care)
- Provider did not accept my insurance
- None of the above
- Do not wish to say

12. Which of the following have you experienced when seeking healthcare in the past year?

Please select all that apply

- Provider did not offer culturally appropriate care
- Provider did not offer an interpreter service when it was needed
- Provider did not understand me or my concerns
- Stigma, discrimination, or judgement by a provider
- None of the above
- Do not wish to say

13. How do you usually get health information? **Please select all that apply.**

- Community events
- Community newsletter
- Email lists
- Faith-based organization (like church, synagogue, mosque)
- Facebook
- Healthcare providers
- Internet
- Instagram
- Library
- Local agencies or service providers
- Mailing
- My workplace
- News outlets (TV station or radio)
- Newspaper
- Podcasts
- TikTok
- Websites of local organizations
- Word of mouth (like talking to friends or family)
- X (Twitter)

14. Are you a parent or guardian to any children under 18? **Select one.**

- No (go to question #16)
- Yes (continue to question #15)
- Do not wish to say (go to question #16)

15. What are your biggest concerns for your child (or children) under 18? **Choose your top three.**

- Accidents/injuries
- Bullying (online or in-person)
- Childcare
- Chronic disease (like asthma, diabetes, etc.)
- Community safety
- Dental health
- Developmental delay (delay in reaching milestones for motor skills, speech, or social skills)
- Job readiness
- Mental health
- Nutrition/eating habits
- Obesity/managing body weight
- Safe places to walk or play outdoors
- School attendance/performance
- Sexual health/healthy relationships/pregnancy prevention
- Substance use
- Vaccine-preventable illness (measles, mumps, etc.)

DEMOGRAPHICS

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

16. What is your age?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or over
- Do not wish to say

17. Which of the following best describes your race and ethnicity? **Please select all that apply.**

- | | |
|---|--|
| <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> Native Hawaiian or Pacific Islander |
| <input type="checkbox"/> Asian | <input type="checkbox"/> White |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Hispanic or Latino | <input type="checkbox"/> Do not wish to say |
| <input type="checkbox"/> Middle Eastern or North African | |

18. Which of the following best describes your gender? **Select one.**

- Man
- Non-binary
- Woman
- Not sure or questioning
- Other _____
- Do not wish to say

19. Are you a member of the LGBTQIA+ community? **Select one.**

- No
- Yes
- Not sure or questioning
- Do not wish to say

20. Do you have a disability? **Select one.**

The American with Disabilities Act defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activity.

- No
- Yes
- Do not wish to say

21. What is your total household income each year? **Select one.**

This is the total amount that everyone who earns money in your home makes in one year.

- Less than \$14,999
- \$15,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 or more
- Do not wish to say

22. What is your highest level of education? **Select one.**

- Less than high school
- High school graduate or GED
- Some college or associate's degree
- Bachelor's degree or higher
- Other _____
- Do not wish to say

23. What is your employment status? **Select one.**

- Employed (includes self-employed)
- Unemployed
- Retired
- Other _____
- Do not wish to say

24. Where do you live? **Select one.**

- City of Syracuse
- Town of Camillus
- Town of Cicero
- Town of Clay
- Town of DeWitt
- Town of Elbridge
- Town of Fabius
- Town of Geddes
- Town of LaFayette
- Town of Lysander
- Town of Manlius
- Town of Marcellus
- Town of Onondaga
- Town of Otisco
- Town of Pompey
- Town of Salina
- Town of Skaneateles
- Town of Spafford
- Town of Tully
- Town of Van Buren
- Onondaga Nation Territory
- Do not wish to say

25. If you live in the City of Syracuse, please provide the zip code where you live:

26. How did you learn about this survey? **Please select all that apply.**

- At my workplace
- At school
- From a service provider
- Health Department website
- Local news outlets (TV station or radio)
- Public place or community event
- Social media
- Other _____
- None of the above

The survey is complete. For gift card entry, continue to next page.

CHANCE TO WIN A GIFT CARD

If you would like to enter for a chance to win a **\$200 VISA gift card**, please write your name and contact information below. Your survey responses will not be linked to the information provided.

First and Last Name:

Phone Number:

Email:

Thank you for participating in this survey!

Your responses will help us improve health in Onondaga County. Results will be available by December 2025 on the Health Department website (ongov.net/health). Please encourage others to take the survey!



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Health Department

Published May 2026