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## Mental Health Rating Before, During & After the COVID-19 Pandemic

### COVID-19 Impact on Mental Health Survey – Community Member Perspective

Aggregate n=95 Overall Response Rate: 11% from Panel

**Medicaid or Uninsured** n=35 Response Proportional Rate 37% (35 out of 95)

**Community Residents** n=60 Response Proportional Rate 63% (60 out of 95)

How Respondents Rated Their Mental Health Before and During the COVID-19 Pandemic (% Rating their Mental Health as “Mentally Healthy”)

	Aggregate (n=95)	Medicaid/Uninsured (n=35)	Community Residents (n=60)
Before	77%	66%	85%
During	51%	45%	53%

\*a rating of 4 or 5 on a 1 to 5 scale where 1 is “not at all mentally healthy” and 5 is “extremely mentally healthy”

How Respondents Feel Their Mental Health Will Be After the COVID-19 Pandemic

	Aggregate (n=95)	Medicaid/Uninsured (n=35)	Community Residents (n=60)
Better	21%	23%	20%
Worse	23%	26%	22%
About the same	56%	51%	58%



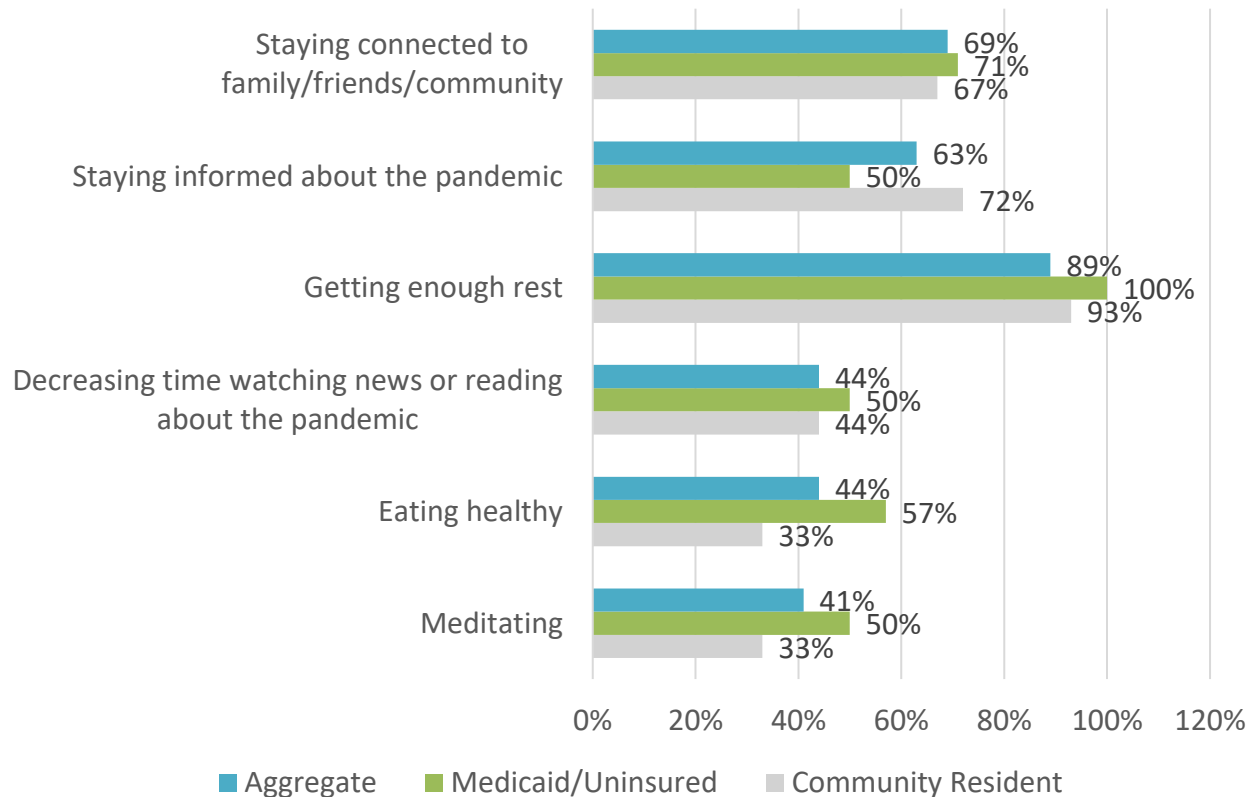
Resources Used to Decrease or Counteract Mental Health/Anxiety/Stressor Concerns During the COVID-19 Pandemic

34% of respondents used at least one resource to counteract mental health/anxiety/stressor concerns

**COVID-19 Impact on Mental Health Survey – Community Member Perspective**

Aggregate n=95 Overall Response Rate: 11% from Panel  
**Medicaid or Uninsured** n=35 Response Proportional Rate 37% (35 out of 95)  
**Community Residents** n=60 Response Proportional Rate 63% (60 out of 95)

**Resources Used During the COVID-19 Pandemic**



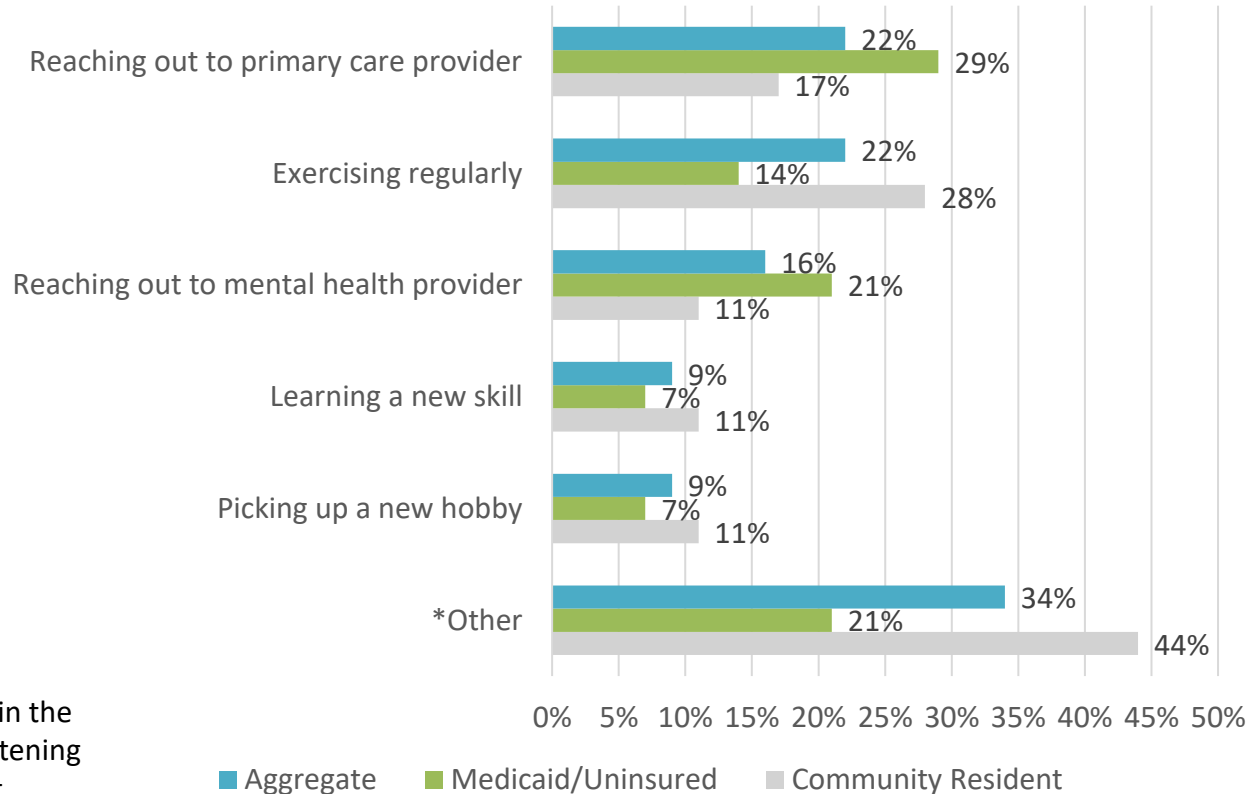


Resources Used to Decrease or Counteract Mental Health/Anxiety/Stressor Concerns During the COVID-19 Pandemic

**COVID-19 Impact on Mental Health Survey – Community Member Perspective**

Aggregate n=95 Overall Response Rate: 11% from Panel  
**Medicaid or Uninsured** n=35 Response Proportional Rate 37% (35 out of 95)  
**Community Residents** n=60 Response Proportional Rate 63% (60 out of 95)

**Resources Used During the COVID-19 Pandemic**



\*Other resources used included: being active in the church/with my faith, medication, hobbies, listening to music, reading, tapping, and adopting a pet



# EFFECTIVENESS of Resources Used to Decrease or Counteract Mental Health/Anxiety/Stressor Concerns During the COVID-19 Pandemic

## Most Effective for Medicaid/Uninsured Panel Group Respondents

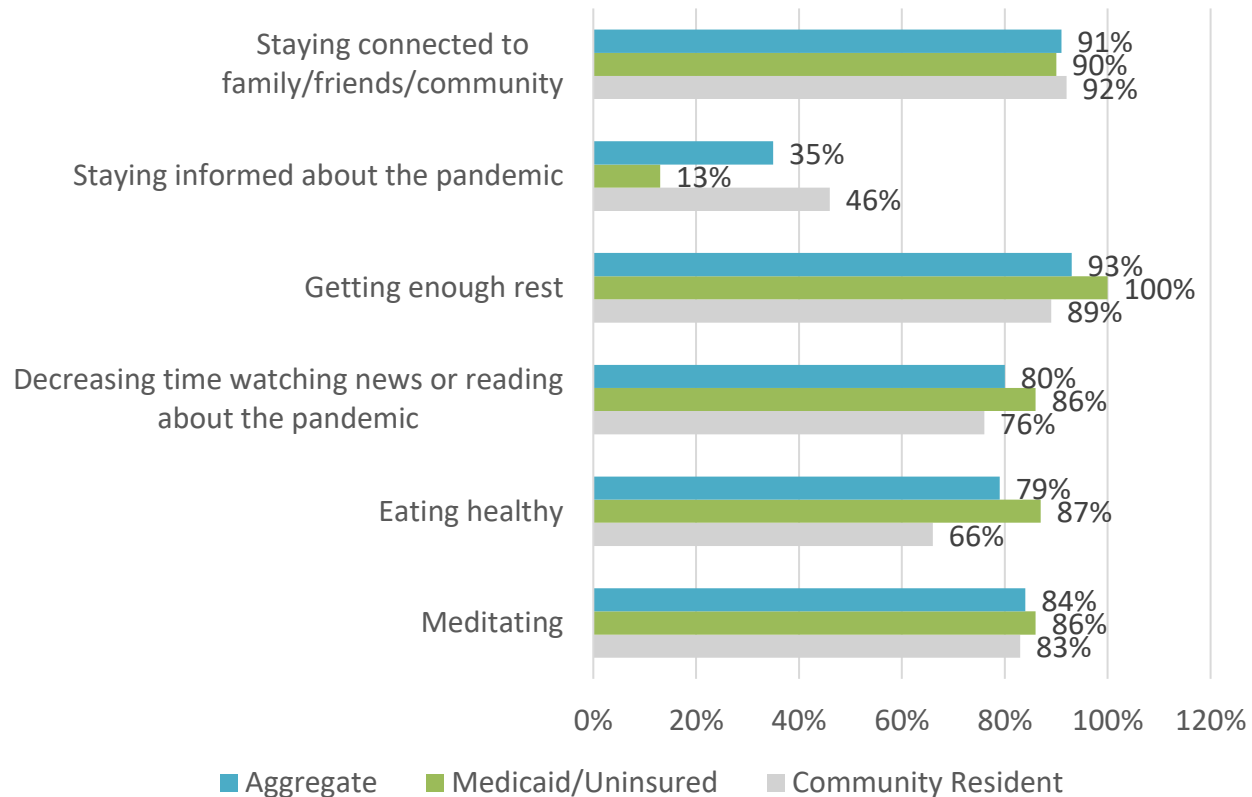
- 1) Staying connected to family/friends/community (15%)
- 2) Other resources (15%)
- 3) Decreasing time watching news and reading about the pandemic (14%)
- 4) Getting enough rest (14%)

\*as rated a 4 or 5 on a 1 to 5 scale, where "1" is "not at all effective" and "5" is "very effective"

## COVID-19 Impact on Mental Health Survey – Community Member Perspective

Aggregate n=95 Overall Response Rate: 11% from Panel  
**Medicaid or Uninsured** n=35 Response Proportional Rate 37% (35 out of 95)  
**Community Residents** n=60 Response Proportional Rate 63% (60 out of 95)

### Effectiveness of Resources Used During the COVID-19 Pandemic





**EFFECTIVENESS of Resource Usage to Decrease or Counteract Mental Health/Anxiety/Stressor Concerns During the COVID-19 Pandemic**

**Most Effective for Community Resident Panel Group Respondents**

- 1) Staying connected to family/friends/community (33%)
- 2) Decreasing time watching news and reading about the pandemic (17%)
- 3) Meditating (17%)

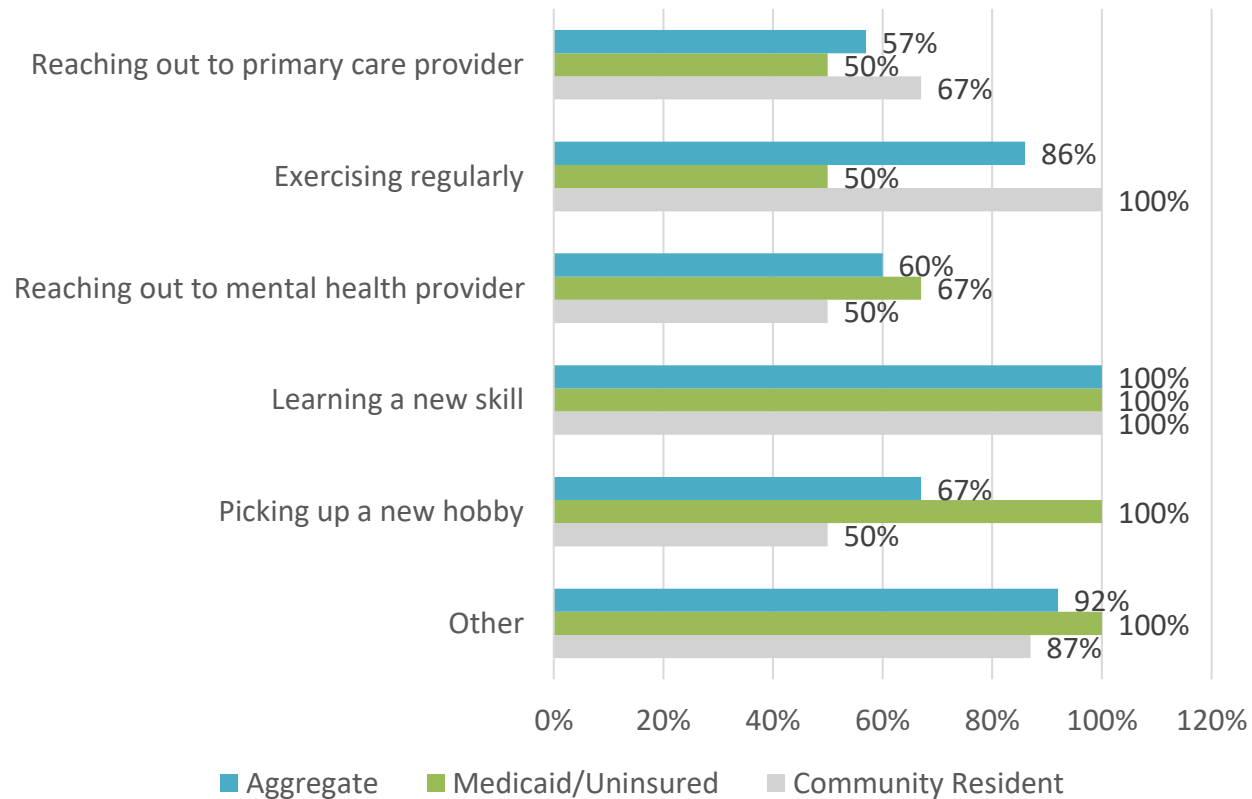
\*as rated a 4 or 5 on a 1 to 5 scale, where "1" is "not at all effective" and "5" is "very effective"

**COVID-19 Impact on Mental Health Survey – Community Member Perspective**

Aggregate n=95 Overall Response Rate: 11% from Panel  
**Medicaid or Uninsured** n=35 Response Proportional Rate 37%  
 (35 out of 95)

**Community Residents** n=60 Response Proportional Rate 63%  
 (60 out of 95)

**Effectiveness of Resources Used During the COVID-19 Pandemic**







### COVID-19 Impact on Mental Health Survey – Community Member Perspective

Aggregate n=95 Overall Response Rate: 11% from Panel

**Medicaid or Uninsured** n=35 Response Proportional Rate 37% (35 out of 95)

**Community Residents** n=60 Response Proportional Rate 63% (60 out of 95)

## Alcohol & Substance Use During the COVID-19 Pandemic

How Respondents Rated Their Alcohol Use  
During the COVID-19 Pandemic Compared to Before

	Aggregate (n=95)	Medicaid/ Uninsured (n=35)	Community Residents (n=60)
Increased	14%	14%	13%
Decreased	6%	6%	7%
Remained the same	45%	31%	53%
Do not use alcohol/ Prefer not to answer	35%	49%	27%

How Respondents Rated Their Substance Use (other than alcohol) During the COVID-19 Pandemic Compared to Before

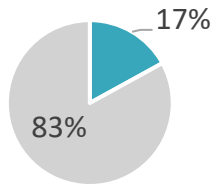
	Aggregate (n=95)	Medicaid/ Uninsured (n=35)	Community Residents (n=60)
Increased	2%	6%	-
Decreased	1%	3%	-
Remained the same	5%	6%	5%
Do not use substances/ Prefer not to answer	92%	85%	95%



# Unmet Mental Health Needs During the COVID-19 Pandemic

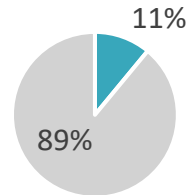
**COVID-19 Impact on Mental Health Survey –  
Community Member Perspective**  
Aggregate n=95 Overall Response Rate: 11% from Panel  
**Medicaid or Uninsured** n=35 Response Proportional Rate 37%  
(35 out of 95)  
**Community Residents** n=60 Response Proportional Rate 63%  
(60 out of 95)

Mental Health Concerns  
Not Being Met  
Aggregate



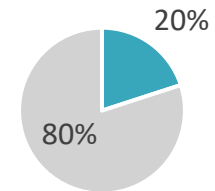
■ Yes ■ No

Mental Health Concerns  
Not Being Met  
Medicaid/Uninsured



■ Yes ■ No

Mental Health Concerns  
Not Being Met  
Community Residents



■ Yes ■ No

Unmet Needs

- 1) Everything
- 2) Financial
- 3) Safety

Unmet Needs

- 1) Parenting support
- 2) Leadership (political)
- 3) Dental work
- 4) Job concerns



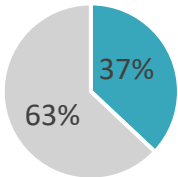
## Provider Reached Out During the COVID-19 Pandemic

### COVID-19 Impact on Mental Health Survey – Community Member Perspective

Aggregate n=95 Overall Response Rate: 11% from Panel  
**Medicaid or Uninsured** n=35 Response Proportional Rate 37%  
(35 out of 95)

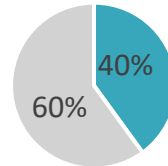
**Community Residents** n=60 Response Proportional Rate 63%  
(60 out of 95)

Provider Reached Out During COVID  
Aggregate



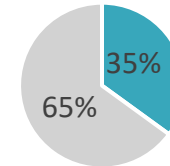
■ Yes ■ No

Provider Reached Out During COVID  
Medicaid/Uninsured



■ Yes ■ No

Provider Reached Out During COVID  
Community Residents



■ Yes ■ No

#### How Respondents Feel about NOT Being Reached Out to During the Pandemic

- 1) Didn't expect it
- 2) No need
- 3) Fine

#### How Respondents Feel about NOT Being Reached Out to During the Pandemic

- 1) Isn't necessary
- 2) Didn't expect it
- 3) Okay
- 4) Not an issue

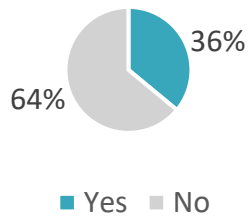


## Mental Health Condition

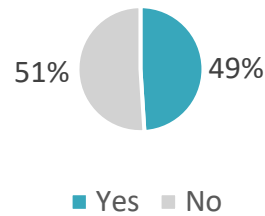
### COVID-19 Impact on Mental Health Survey – Community Member Perspective

Aggregate n=95 Overall Response Rate: 11% from Panel  
**Medicaid or Uninsured** n=35 Response Proportional Rate 37%  
 (35 out of 95)  
**Community Residents** n=60 Response Proportional Rate 63%  
 (60 out of 95)

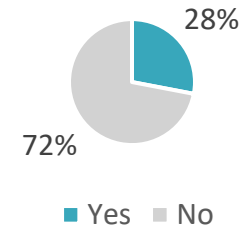
**Diagnosed with a  
Mental Health  
Condition Pre-COVID**  
Aggregate



**Diagnosed with a  
Mental Health  
Condition Pre-COVID**  
Medicaid/Uninsured



**Diagnosed with a  
Mental Health  
Condition Pre-COVID**  
Community Residents



### Impact of COVID-19 on Mental Health Condition

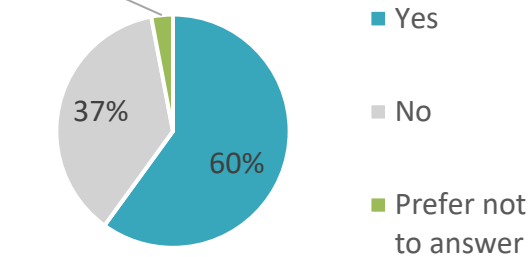
	Aggregate (n=34)	Medicaid/ Uninsured (n=17)	Community Residents (n=17)
Better	3%	-	6%
Worse	44%	59%	29%
About the same	53%	41%	65%



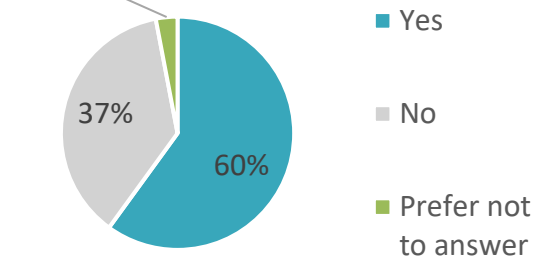
## Physical Health Condition

**COVID-19 Impact on Mental Health Survey – Community Member Perspective**  
 Aggregate n=95 Overall Response Rate: 11% from Panel  
**Medicaid or Uninsured** n=35 Response Proportional Rate 37% (35 out of 95)  
**Community Residents** n=60 Response Proportional Rate 63% (60 out of 95)

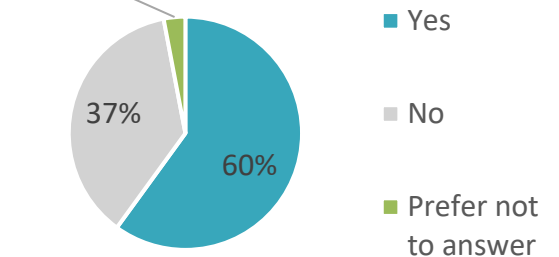
Diagnosed with a Physical Health Condition Pre-COVID  
 Aggregate



Diagnosed with a Physical Health Condition Pre-COVID  
 Medicaid/Uninsured



Diagnosed with a Physical Health Condition Pre-COVID  
 Community Residents



Impact of COVID-19 on Physical Health Condition

	Aggregate (n=57)	Medicaid/Uninsured (n=21)	Community Residents (n=36)
Better	5%	9%	3%
Worse	23%	29%	19%
About the same	72%	62%	78%

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## Community Member Survey Executive Summary

Online survey was administered to the Care Compass Network (CCN) panel members from Group 1: Medicaid or Uninsured and Group 4: Community Residents from **July 14<sup>th</sup>, 2020 to July 29<sup>th</sup>, 2020**.

- ❖ 46 questions
- ❖ **95 surveys (11% completion rate)**. Average completion time 6 minutes.
- ❖ **Community Residents had a 63%** [60 out of 95 for each] proportional response rate. {Pg. 25}
- ❖ **Medicaid or Uninsured had a 37%** [35 out of 95 for each] proportional response rate {Pg. 25}

### Section A: How Respondents Rate their Mental Health; Before, During and After the COVID-19 pandemic

1. Slightly more than three quarters of the respondents 77% [73 out of 95] rated their mental health/anxiety/stressors as a 4 or 5 on a 1 to 5 scale, with “1” being “not mentally healthy at all” and “5” being “extremely mentally healthy,” before the COVID-19 pandemic.
  - 1.1 66% [23 out of 35] of **Medicaid and Uninsured respondents** rated their mental health/anxiety/stressors as a 4 or 5 on a 1 to 5 scale before the COVID-19 pandemic {Pg. 27}
  - 1.2 Slightly higher, 85% [50 out of 60] of **Community Resident respondents** rated their mental health/anxiety/stressors as a 4 or 5 on a 1 to 5 scale before the COVID-19 pandemic {Pg. 27}
2. Slightly more than half of the respondents 51% [48 out of 95] rated their mental health/anxiety/stressors as a 4 or 5 on a 1 to 5 scale, with “1” being “not mentally healthy at all” and “5” being “extremely mentally healthy,” during the COVID-19 pandemic.
  - 2.1 45% [16 out of 35] of **Medicaid and Uninsured respondents** rated their mental health/anxiety/stressors as a 4 or 5 on a 1 to 5 scale during the COVID-19 pandemic {Pg. 28}
  - 2.2 Slightly higher, 53% [32 out of 60] of **Community Resident respondents** rated their mental health/anxiety/stressors as a 4 or 5 on a 1 to 5 scale during the COVID-19 pandemic {Pg. 28}
  - 2.3 For **Medicaid and Uninsured respondents** a decrease in mental health rating during the COVID-19 was due to worry and stress related to the virus related to family health, being quarantined, and loss of income, as well as being or having a family member that is an “essential worker.” {Pg. 29}
  - 2.4 For **Community Resident respondents** a decrease in mental health rating during the COVID-19 was due to stress of remote work, having young children at home, contradicting information, and pre-existing health concerns, as well as being separated from family and friends. {Pg. 29-30}

3. Slightly more than half of the respondents 56% [53 out of 95] feel that their mental health/anxiety/stressors) will be about the same after the COVID-19 pandemic as it was during the pandemic.
  - 3.1 **Medicaid and Uninsured respondents** reported: 23% [8 out of 35] feel their mental health will be better, 26% [9 out of 35] feel their mental health will be worse, and 51% [18 out of 35] feel their mental health will remain about the same. {Pg. 31}
  - 3.2 **Community Resident respondents** reported: 20% [12 out of 60] feel their mental health will be better, 22% [13 out of 60] feel their mental health will be worse, and 58% [35 out of 60] feel their mental health will remain about the same. {Pg. 31}
4. The respondents shared they rated their mental health/anxiety/stressors after the COVID-19 pandemic for reasons including:
  - 4.1 **Medicaid and Uninsured respondents** reported that they feel their mental health will be better because 1) there will be less fear about the virus, 2) the virus will be more under control and 3) the job market will open back up. The top reasons they feel their mental health will be worse are 1) they feel elected officials will continue to play games and 2) they will continue to be impacted by the social and work changes. The top reason the respondents feel their mental health will remain about the same is 1) they haven't been impacted (mental health wise) during the pandemic {Pg. 32}
  - 4.2 **Community Resident respondents** reported that they feel their mental health will be better because 1) they will be able to receive needed medical care, 2) there will be more opportunities for employment and 3) there will be less fear and worry about the virus compared to during the pandemic. The top reasons respondents feel access will be worse are 1) there will be lingering fear about being in public and catching the virus, 2) health concerns will not go away anytime soon, and 3) uncertainty of permanent changes. The top reason the respondents feel their mental health will remain about the same is 1) they feel there is the same level uncertainty about what life will be like after the pandemic. Some respondents feel a vaccine and "things going back to normal" would positively impact their mental health, but not enough for a significant change {Pg. 33-34}.



### **Section B: Resources used during the COVID-19 pandemic to Decrease or Counteract Mental Health/Anxiety/Stressors Concerns**

1. Slightly more than one third of the respondents 34% [32 out of 95] used resources during the pandemic to decrease or counteract mental health/anxiety/stressor concerns. Community Resident respondents (30%) were slightly less likely to use resources when compared to Medicaid and Uninsured respondents (40%). {Pg. 35}
  - 1.1 Of the **Medicaid and Uninsured respondents** 1) staying connected to family/friends/community 71% [10 out of 14], 2) eating healthy 57% [8 out of 14], 3) staying informed about the COVID-19 pandemic 50% [7 out of 14], 4) getting enough rest 43% [6 out of 14], and 5) decreasing time watching the news or reading about the pandemic online 50% [7 out of 14] were the most common resources used. {Pg. 36-37}
  - 1.2 Of **Community Resident respondents** 1) staying informed about the COVID-19 pandemic 72% [13 out of 14], 2) staying connected to family/friends/community 67% [12 out of 18], 2) eating healthy 57% [8 out of 14], 3) getting enough rest 50% [9 out of 18], and 4) decreasing time watching the news or reading about the pandemic online 44% [8 out of 18] were the most common resources used. {Pg. 36-37}
  - 1.3 Other resources used included: being active in the church/with my faith, medication, hobbies, listening to music, reading, tapping, and adopting a pet. {Pg. 38}

### **Section C: Effectiveness of Resources Used to Decrease or Counteract Mental Health/Anxiety/Stressors Concerns**

1. Slightly over two-thirds of the respondents, 67% [4 out of 7], who reached out to their primary care provider found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective.
  - 1.1 Of the **Medicaid and Uninsured respondents** , 50% [2 out of 4], who reached out to their primary care provider found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 3.75 {Pg. 39}
  - 1.2 Of the **Community Resident respondents** 67% [2 out of 3], who reached out to their primary care provider found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.33 {Pg. 39}

[CONTINUED] **Section C: Effectiveness of Resources Used to Decrease or Counteract Mental Health/Anxiety/Stressors Concerns**

2. Slightly over two-thirds of the respondents, 60% [3 out of 5], who reached out to a mental health provider found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective.
  - 2.1 Of the **Medicaid and Uninsured respondents**, 77% [2 out of 3], who reached out to a mental health provider found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.00 {Pg. 40}
  - 2.2 Of the **Community Resident respondents** 50% [1 out of 2], who reached out to a mental health provider found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 3.00 {Pg. 40}
  
3. No respondents from either group reached out to a support hot line as a resource to decrease or counteract mental health/anxiety/stressor concerns. {Pg. 41}
  
4. Slightly over one-third of the respondents, 35% [7 out of 20], who stayed informed about the COVID-19 pandemic found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective.
  - 4.1 Of the **Medicaid and Uninsured respondents**, 13% [1 out of 7], who stayed informed about the COVID-19 pandemic found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 2.29 {Pg. 42}
  - 4.2 Of the **Community Resident respondents** 46% [6 out of 13], who stayed informed about the COVID-19 pandemic found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 3.38 {Pg. 42}
  - 4.3 Thirteen respondents rated the effectiveness of staying informed about the COVID-19 pandemic as a 3 or lower. For **Medicaid and Uninsured respondents** a rating of 3 or lower was due to staying informed causes more stress (5) and there are not enough explanations (1). For **Community Resident respondents** a rating of 3 or below was due to mixed information (3), seeing the comparison of NYS to other states (2), creating more worry (1), and not wanting to hear about it (1). {Pg. 42}

[CONTINUED] **Section C: Effectiveness of Resources Used to Decrease or Counteract Mental Health/Anxiety/Stressors Concerns**

5. Many of the respondents, 79% [11 out of 14], who have eaten healthy found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective.
  - 5.1 Of the **Medicaid and Uninsured respondents**, 87% [7 out of 8], who have eaten healthy found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 3.75 {Pg. 43}
  - 5.2 Of the **Community Resident respondents** 66% [4 out of 6], who have eaten healthy found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 3.83 {Pg. 43}
  - 5.3 A few respondents rated below a 3 because their diet wasn’t unhealthy before and they were worried about how fruits and vegetables were handled during the COVID-19 pandemic. {Pg. 43}
  
6. Most of the respondents, 93% [14 out of 15], who got enough rest found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective.
  - 6.1 Of the **Medicaid and Uninsured respondents** 100% [6 out of 6], who got enough rest found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.67 {Pg. 44}
  - 6.2 Of the **Community Resident respondents** 89% [8 out of 9], who got enough rest found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.33 {Pg. 44}
  
7. Many of the respondents, 86% [6 out of 7], who exercise regularly found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective.
  - 7.1 Of the **Medicaid and Uninsured respondents**, 50% [1 out of 2], who exercise regularly found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.00 {Pg. 45}
  - 7.2 Of the **Community Resident respondents**, 100% [5 out of 5], who exercise regularly found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.60 {Pg. 45}

[CONTINUED] **Section C: Effectiveness of Resources Used to Decrease or Counteract Mental Health/Anxiety/Stressors Concerns**

8. Most of the respondents, 84% [11 out of 13], who meditated found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective.
  - 8.1 Of the **Medicaid and Uninsured respondents**, 86% [6 out of 7], who meditated found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.29 {Pg. 46}
  - 8.2 Of the **Community Resident respondents** 83% [5 out of 6], who meditated found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.17 {Pg. 46}
  
9. All of the respondents, 100% [3 out of 3], who learned a new skill they wanted to learn found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective.
  - 9.1 Of the **Medicaid and Uninsured respondents**, 100% [1 out of 1], who learned a new skill they wanted to learn found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.00 {Pg. 47}
  - 9.2 Of the **Community Resident respondents** 100% [2 out of 2], who learned a new skill they wanted to learn found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.50 {Pg. 47}
  
10. Slightly over two-thirds of the respondents, 67% [2 out of 3], who picked up a new hobby found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective.
  - 10.1 Of the **Medicaid and Uninsured respondents**, 100% [1 out of 1], who picked up a new hobby found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 5.00 {Pg. 48}
  - 10.2 Of the **Community Resident respondents** 50% [1 out of 2], who picked up a new hobby found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.00 {Pg. 48}

[CONTINUED] **Section C: Effectiveness of Resources Used to Decrease or Counteract Mental Health/Anxiety/Stressors Concerns**

11. Many of the respondents, 80% [12 out of 15], who decreased time watching the news or reading about the pandemic found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective.
- 11.1 Of the **Medicaid and Uninsured respondents**, 86% [6 out of 7], who decreased time watching the news or reading about the pandemic found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 3.86 {Pg. 49}
- 11.2 Of the **Community Resident respondents**, 76% [6 out of 8], who decreased time watching the news or reading about the pandemic found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.13 {Pg. 49}
12. Almost all of the respondents, 91% [20 out of 22], who stayed connected with family/friends/community found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective.
- 12.1 Of the **Medicaid and Uninsured respondents**, 90% [9 out of 10], who stayed connected with family/friends/community found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.20 {Pg. 50}
- 12.2 Of the **Community Resident respondents**, 92% [11 out of 12], who stayed connected with family/friends/community found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.58 {Pg. 50}
13. Almost all of the respondents, 92% [10 out of 11], who used other resources found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective.
- 13.1 Of the **Medicaid and Uninsured respondents**, 100% [2 out of 2], who used other resources found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.33 {Pg. 51}
- 13.2 Of the **Community Resident respondents**, 87% [7 out of 8], who used other resources found this resource was effective to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective. Mean = 4.38 {Pg. 51}

**[CONTINUED] Section C: Effectiveness of Resources Used to Decrease or Counteract Mental Health/Anxiety/Stressors Concerns**

14. The respondents indicated that the most effective resource to decrease mental health/anxiety/stressor concerns, as rated a 4 or 5 on a 1 to 5 scale, where “1” is “not at all effective” and “5” is very effective is staying connected to family/friends/community, 25% [8 out of 32].
- 14.1 Of the **Medicaid and Uninsured respondents**, [14 out of 32], the top most effective resources to decrease mental health/anxiety/stressors include 1) staying connected to family/friends/community (16%), 2) other resources (15%), 3) decreasing time watching the news and reading about the pandemic (14%), and 4) getting enough rest (14%). {Pg. 52-53}
- 14.2 Of the **Community Resident respondents**, [18 out of 32], the top most effective resources to decrease mental health/anxiety/stressors include 1) staying connected to family/friends/community (33%), 2) decreasing time watching the news and reading about the pandemic (17%), and 3) meditating (17%). {Pg. 52-53}

**Section D: Alcohol and Substance Use during the COVID-19 Pandemic**

1. Almost half of the respondents, 45% [43 out of 95], shared their use of alcohol has remained the same during the pandemic.
- 1.1 Of the **Medicaid and Uninsured respondents**, 49% [17 out of 35] do not use alcohol or preferred to not answer the question, 31% [11 out of 35] feel their use of alcohol has remained the same during the pandemic, 14% [5 out of 35] feel their alcohol use has increased, and 6% [2 out of 35] feel their use of alcohol has decreased. {Pg. 54}
- 1.2 Of the **Community Resident respondents**, 53% [32 out of 60] feel their use of alcohol has remained the same during the pandemic, 27% [16 out of 60] do not use alcohol or preferred to not answer the question, 13% [8 out of 60] feel their alcohol use has increased, and 7% [4 out of 60] feel their use of alcohol has decreased. {Pg. 54}
2. Almost all of the respondents, 92% [87 out of 95], shared they do not use substances other than alcohol or preferred not to answer the question about substance use during the COVID-19 pandemic.
- 2.1 Of the **Medicaid and Uninsured respondents**, 85% [30 out of 35] do not use substances other than alcohol or preferred to not answer the question, 6% [2 out of 35] feel their substance use has remained the same during the pandemic, 6% [2 out of 35] feel their substance use has increased, and 3% [1 out of 35] feel their substance use has decreased. {Pg. 55}
- 2.2 Of the **Community Resident respondents**, 95% [57 out of 60] do not use substances other than alcohol or preferred to not answer the question, and 5% [3 out of 60] feel their substance use has remained the same during the COVID-19 pandemic. {Pg. 55}

### **Section E: Needs During the Pandemic that are NOT Being Met**

1. Many of the respondents 83% [79 out of 95] do not have mental health/anxiety/stressor concerns that are not being met. {Pg. 56}
  - 1.1 Of the **Medicaid and Uninsured respondents** 11% [4 out of 35] feel they have needs not being met. These needs include everything, financial needs and safety needs. {Pg. 57}
  - 1.2 Of the **Community Resident respondents** 20% [12 out of 60] feel they have needs not being met. Some of these needs include mental health needs, parenting needs, government change needs, and motivation needs. {Pg. 57}

### **Section F: Provider Contact During the COVID-19 Pandemic**

1. Many of the respondents 63% [60 out of 95] shared they have not been contacted by their healthcare provider during the COVID-19 pandemic. {Pg. 58}
  - 1.1 Of the **Medicaid and Uninsured respondents** 60% [21 out of 35] have not been contacted by their healthcare provider during the COVID-19 pandemic. For those respondents that have not been contacted they shared 1) they didn't expect to be contacted, 3) there was no need to be contacted, 4) they feel fine about not being contacted, and 5) they could reach out to their provider if they needed to. {Pg. 59}
  - 1.2 Of the **Community Resident respondents** 65% [39 out of 60] have not been contacted by their healthcare provider during the COVID-19 pandemic. For those respondents that have not been contacted they shared 1) they don't think being contacted is necessary, 2) they didn't expect to be contacted, 3) they feel fine about not being contacted, and 4) they could reach out to their provider if they needed to. {Pg. 59}

### Section G: Mental Health

1. Many of the respondents 64% [61 out of 95] have not been diagnosed with a mental health condition prior to the COVID-19 pandemic.
  - 1.1 Of the **Medicaid and Uninsured respondents** 49% [17 out of 35] have been diagnosed with a mental health condition prior to COVID-19. {Pg. 60}
  - 1.2 Of the **Community Resident respondents** 28% [17 out of 60] have been diagnosed with a mental health condition prior to COVID-19. {Pg. 60}
2. More than half of the respondents 53% [18 out of 34] feel their mental health condition is about the same with the COVID-19 pandemic.
  - 2.1 Of the **Medicaid and Uninsured respondents** 59% [10 out of 17] feel their mental health condition is worse since the COVID-19 pandemic and 41% [7 out of 17] feel it is about the same. {Pg. 61}
  - 2.2 Of the **Community Resident respondents** 65% [11 out of 17] feel their mental health condition about the same since the COVID-19 pandemic, 29% [5 out of 17] feel it is worse, and 6% [1 out of 17] feel their mental health condition is better. {Pg. 61}

### Section H: Physical Health

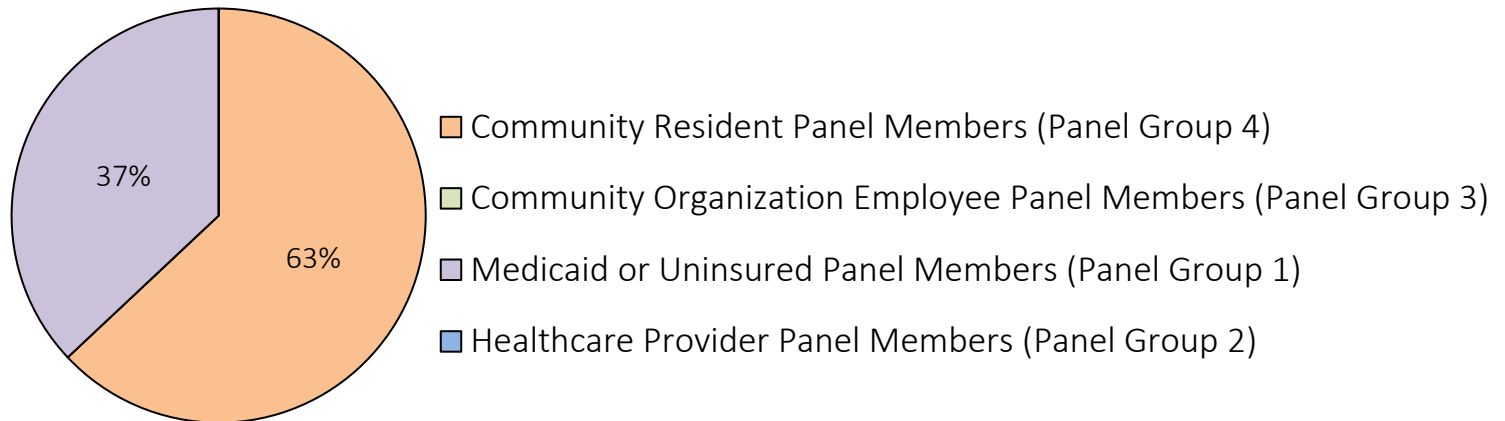
1. Many of the respondents 60% [57 out of 95] have been diagnosed with a physical health condition prior to the COVID-19 pandemic.
  - 1.1 Of the **Medicaid and Uninsured respondents** 60% [21 out of 35] have been diagnosed with a physical health condition prior to COVID-19. {Pg. 62}
  - 1.2 Of the **Community Resident respondents** 60% [36 out of 60] have been diagnosed with a physical health condition prior to COVID-19. {Pg. 62}
2. Almost three-quarters of the respondents 72% [41 out of 60] feel their physical health condition is about the same with the COVID-19 pandemic.
  - 2.1 Of the **Medicaid and Uninsured respondents** 62% [13 out of 21] feel their physical health condition about the same since the COVID-19 pandemic, 29% [6 out of 21] feel it is worse, and 9% [2 out of 21] feel their physical health condition is better. {Pg. 63}
  - 2.2 Of the **Community Resident respondents** 78% [28 out of 36] feel their physical health condition about the same since the COVID-19 pandemic, 19% [7 out of 36] feel it is worse, and 3% [1 out of 17] feel their physical health condition is better. {Pg. 63}



Survey Results
Background and Methodology
Appendix

## Survey Respondents: Group Breakdown

Survey Respondents: <b>Group Breakdown</b> n95		
Category:	n	%
Community Resident Panel Members (Panel Group 4)	60	63%
Medicaid or Uninsured Panel Members (Panel Group 1)	35	37%
Community Organization Employee Panel Members (Panel Group 3)	-	-
Healthcare Provider Panel Members (Panel Group 2)	-	-



## Survey Respondents: County Breakdown

Survey Respondents: County Breakdown n95				
Category:	Live In		Work In	
	n	%	n	%
Broome	37	39%	30	32%
Tompkins	12	13%	14	15%
Cortland	11	12%	5	5%
Tioga	6	6%	3	3%
Chemung	6	6%	4	4%
Schuyler	6	6%	4	4%
Steuben	5	6%	5	6%
Delaware	3	3%	2	2%
Chenango	3	3%	3	3%
Cayuga	2	2%	-	-
Allegany	-	-	1	1%
Otsego	-	-	1	1%
Other	4	4%	23	24%

❖ Note: Respondents can join the panel if they work or live in one of the counties listed above. Additionally, not all current panel members have provided county information.

Q1: Using a scale from 1 to 5, where 1 is “not mentally healthy at all” and 5 is “extremely mentally healthy,” how would you rate your mental health/anxiety/stressors before the COVID-19 pandemic?  
n95; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	1	1%	5	5%	16	17%	39	41%	34	36%	4.05
Medicaid or Uninsured Panel Members; n=35	1	3%	1	3%	10	28%	16	46%	7	20%	3.77
Community Resident Panel Members; n=60	-	-	4	7%	6	10%	23	38%	27	45%	4.22

Q2: Using a scale from 1 to 5, where 1 is “not mentally healthy at all” and 5 is “extremely mentally healthy,” how would you rate your mental health/anxiety/stressors during the COVID-19 pandemic?  
n95; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	2	2%	17	18%	28	29%	38	40%	10	11%	3.39
Medicaid or Uninsured Panel Members; n=35	1	3%	10	29%	8	23%	12	34%	4	11%	3.23
Community Resident Panel Members; n=60	1	2%	7	12%	20	33%	26	43%	6	10%	3.48

Q2b: {IF Q2=3 or lower} Please explain why.  
n47; Single Response

### Medicaid/Uninsured (n=19)

- Didn't like being stuck at home.
- Essential working family, three young kids, expenses are through the roof.
- External stress seeped into my healthy practices of meditation and conscious thinking.
- Extreme worry about family's health.
- Fear of what's going to happen, worry about family members' health, concern about other people's actions.
- Financial stress from job closing and lack of items on store shelves!
- I am anxious about the coronavirus. I am really worried about my parents.
- I was already stressed and with this virus and a newborn I have given myself an ulcer and no sleep.
- I went to work in NYC.
- I'm afraid to leave the house because I've got MS and I don't want to catch the virus.
- I'm an essential worker.
- Isolation from friends and family and no work.
- Lack of control of action of others.
- Learned how to deal.
- My anxiety increased a lot due to the pandemic.
- My father passed away and I had surgery.
- Some much has been effected in my life.
- Still going through the same stress.
- Too much confusing news. No coordinated federal address.

### Community Residents (n=28)

- All of my issues exacerbated, along with juggling working from home full-time with my toddler home.
- All the unknowns.
- Anxiety about not seeing far away family.
- At the beginning of the pandemic, I just felt like I was waiting for a bomb to drop. Very Stressful.
- Bi-polar, generalized anxiety disorder.
- Because of existing health issues.
- Confusing and conflicting info on virus and treatment.
- Economy and job.
- Federal government is not doing their job and the President is mentally unstable.
- Having a hard time coping, feeling anxious most of the time.
- Husband is RN at ICU. Exposure possibility is high.
- I feel like I need to keep myself from "going there"; thinking about it makes me very anxious.
- I feel more stressed when out shopping.
- I'm tired of wearing a face mask, tired of sitting home staring at 4 walls.
- Job loss, away from family, no social interaction.
- More depressed, spend days in bed.
- No stability in government.
- Obviously I had other plans.
- So much financial stress.

[CONTINUED] Q2b: {IF Q2=3 or lower} Please explain why.  
n47; Single Response

**Community Residents (n=28)**

- Still reeling from the loss of my pooch, I was locked out of my mother's adult care home due to COVID.
- Stress about maintaining proper social distancing. Loss of normal group activities in daily life.
- The uncertainty of the pandemic and the state of the world has got to me
- There were and still are so many unknowns.....the picture changed every day.
- Too many unknowns.
- Unable to have cancer surgery, was very stressful.
- Uncertainty, in regards to health, jobs, schooling, etc.
- Unsure of job status, family job loss, aging parents, one in a nursing home, uncertain future
- Very overwhelmed by all of the uncertainty and always worried about who will be sick.

Q3: How do you feel your mental health/anxiety/stressors will be after the COVID-19 pandemic compared to before COVID-19?  
n95; Single Response

Category:	Total %		Medicaid or Uninsured Panel Members n35		Community Resident Panel Members n60	
	n	%	n	%	n	%
Better	20	21%	8	23%	12	20%
Worse	22	23%	9	26%	13	22%
About the same	53	56%	18	51%	35	58%



### Q3a: Why do you feel this way? n95; Single Response

#### Medicaid/Uninsured (n=35)

##### Better

- Just is.
- One less huge worry.
- It's not as frightening as I originally had thought.
- Because hopefully the virus will be under control.
- Take my children away from our home without fear or judgement.
- Didn't have to wear masks etc.. fear of virus.
- I think you have to take one day at a time and trust God. Take time each day and look for positives.
- It's got to get better once the job market opens up & we return to normal

##### About the Same

- Because COVID-19 isn't stressing me.
- Because it has not impacted me personally so far.
- Because some of the changes can't be undone.
- Fear of effects of health and finances afterward.
- Have learned to 'accept' things more.
- Hopefully the financial issues will be resolved, be able to visit with people and I'm working.
- Hopefully will be back to normal.
- I feel the same as always
- I have no reason to be anxious for anything. I have the Spirit of power, love and sound mind.
- I just rely on trusted sources.

- It is.
- New rules.
- Not much has changed for me due to COVID, less access to medical appointments.
- Once things get back to normal, I assume I'll feel more "normal."
- Still a lot of uncertainty.
- Teenagers.
- That's just how I feel at the moment.
- When we will have a vaccine, I think that I will feel better.

##### Worse

- Changes to social life and work life.
- I am vulnerable to the disease and have a special needs child to care for.
- It was bad before, has gotten worse since and nothing is being done to help improve it.
- It's a different world right now.
- Poor response from elected officials. Our president made things worse.
- See previous answer.
- The more our leaders of this world play games with our heads, the worse we'll get!
- There is so many unknown factors. I fear this will never go away.
- Trauma takes a while to get over

[CONTINUED] Q3a: Why do you feel this way?  
n95; Single Response

### Community Residents (n=60)

#### Better

- Able to have cancer surgery, my physical condition has improved.
- Hope to get a job ASAP, see my family, get back to activities.
- Hopefully the craziness will die down.
- I think it will be a BIG RELIEF to everyone.
- I will be able to visit family and have them visit me. They cannot, at this juncture.
- Not to have to live in fear of exposure from other people.
- Once the pandemic is passed, I am now unemployed and probably retired so work stress is gone.
- Our risk of illness and/or death should decrease.
- The unknown outcome hopefully resolved.
- Then everyone else will stop being so stressed.
- Will be recovered from ankle surgery, getting a puppy, and Mom is surviving.
- Will not have so many unknowns confronting me.
- Coping strategies are in place.
- Country should be more stable.
- Depends on the health of family and friends.
- Existing disorders.
- Hoping things will be normal
- I am following the guidelines and doing what I should be. The economy is my worry.
- I am not worried. I stay in my house most of the time. I have little contact with anyone.
- I am optimistic.
- I don't expect that we'll ever go back to the way it was. The way of living now will become the norm.
- I don't think things will ever be the same again. I think things have permanently changed.
- I feel that getting back to "normal" will be very helpful.
- I imagine the relief will be great, being able to go out & socialize again will be a huge help.
- I spent a great deal of time alone before COVID hit so it wasn't a huge change for me.
- I think we will adjust.
- I wasn't one of the privileged that got unemployment and a \$600 dollar a week bonus. I had to work.
- I would still worry that I can contract the virus, but I would not let it run my life.

#### About the Same

- Assuming the vaccine is in widespread use, stress and anxiety will be less.
- At this point my family and I remain healthy and all still working and getting a paycheck.
- Because.
- Because I live by faith not the false media and political BS.
- Cases in NY are going down. Will feel better when there is a vaccine.

[CONTINUED] Q3a: Why do you feel this way?  
n95; Single Response

### Community Residents (n=60)

#### About the Same

- If we can get responsible leadership that tells the truth, I suspect that we will get back to normal.
- I'm hoping life will go back to normal.
- I'm not engaged in therapy and I think I'll just be burned out/exhausted if there even is an "after."
- I'm ok, don't worry.
- No reason not to return to pre-COVID condition.
- Nothing has changed for me. It's just a little more complicated to get my work done.
- Once a viable vaccine is available and COVID 19 is preventable, my anxiety over this will lessen.
- Once we're back to normal as a society, I'll be happy.
- Really no clue.
- There are too many unknowns without any real leadership or guidance coming from the top down.
- This will take many years to go away, if ever.
- We adjust and move forward.
- Will have no concerns about getting COVID-19 once pandemic is over.
- Worried about the economy and businesses.

#### Worse

- Because I am more upset about the politics in this country and life has changed in negative ways.
- I don't think there's going to be an "after the pandemic."
- I will still worry about my health and parent's health and wonder what's next.
- I'm going to be waiting for the virus to take hold again, once restrictions are totally lifted.
- Negative behaviors have become custom that will be difficult to break. COVID provides a cloak.
- Not able to sleep.
- Not sure what change will make after COVID-19.
- Overall stress.
- Same everyday life to worry about PLUS worrying about COVID. We have no idea when it will end!
- Uncertainty of whether this will really be over or will start again.
- We are far from "over" this. Things will remain uncertain for months to come.
- Worried I or one of my family or friends would get it and it would spread and some might die.
- Worried it will return.

Q4: Have you used any resources to help decrease or counteract mental health/anxiety/stressor concerns during COVID-19?  
n95; Single Response

Category:	Total %		Medicaid or Uninsured Panel Members n35		Community Resident Panel Members n60	
	n	%	n	%	n	%
Yes	32	34%	14	40%	18	30%
No	63	66%	21	60%	42	70%

## Community Member Perspective

Q5: [IF Q4=1] Have you used the following resources/strategies to decrease or counteract mental health/anxiety/stressor concerns? n32; Multiple Response						
Category:	Total %		Medicaid or Uninsured Panel Members n14		Community Resident Panel Members n18	
	n	%	n	%	n	%
I stayed connected with my family/friends/ community (phone, email, social media, video calls, etc.)	22	69%	10	71%	12	67%
I have stayed informed about the COVID-19 pandemic	20	63%	7	50%	13	72%
I have gotten enough rest	15	47%	6	43%	9	50%
I have decreased my time watching the news reading about the pandemic online or social media	15	47%	7	50%	8	44%
I have eaten healthy	14	44%	8	57%	6	33%

## Community Member Perspective

[CONTINUED] Q5: [IF Q4=1] ] Have you used the following resources/strategies to decrease or counteract mental health/anxiety/stressor concerns? n32; Multiple Response						
Category:	Total %		Medicaid or Uninsured Panel Members n14		Community Resident Panel Members n18	
	n	%	n	%	n	%
I have meditated (taken deep breaths)	13	41%	7	50%	6	33%
Reached out to my primary care provider	7	22%	4	29%	3	17%
I exercise regularly	7	22%	2	14%	5	28%
Reached out to a mental health provider	5	16%	3	21%	2	11%
I have learned a new skill I wanted to learn	3	9%	1	7%	2	11%
I have picked up a new hobby	3	9%	1	7%	2	11%
Other*	11	34%	3	21%	8	44%
Called a support hot line	-	-	-	-	-	-

Q5a: If other, please specify.  
n11; Single Response

### Medicaid/Uninsured (n=3)

- I have remained and will continue to remain active with my church, as a volunteer and congregant.
- Medication.
- Talked with family.

### Community Resident (n=8)

- Adopted a puppy, found ways to take breaks.
- Have made peace with my roots & have embraced my gray hair.
- I have taken my situation-specific anti-anxiety medication.
- I live in a retirement community. I have connected with neighbors and remained involved.
- I spend a lot of time with current hobbies.
- Prayed for and end by saying the rosary.
- Spending more time listening to music and reading books.
- Tapping.

Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has reaching out to your primary care provider been for decreasing your mental health/anxiety/stressor concerns?  
n7; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	-	-	-	-	3	43%	1	14%	3	43%	4.00
Medicaid or Uninsured Panel Members; n=4	-	-	-	-	2	50%	1	25%	1	25%	3.75
Community Resident Panel Members; n=3	-	-	-	-	1	33%	-	-	2	67%	4.33



Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has reaching out to a mental health provider been for decreasing your mental health/anxiety/stressor concerns?  
n5; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	-	-	1	20%	1	20%	2	40%	1	20%	3.60
Medicaid or Uninsured Panel Members; n=3	-	-	-	-	1	33%	1	33%	1	34%	4.00
Community Resident Panel Members; n=2			1	50%	-	-	1	50%	-	-	3.00

- The community resident provided no response for the rating of 2, and the Medicaid/uninsured member rated a 3 because the mental health provider made the same suggestions again.

Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has calling a support hot line been for decreasing your mental health/anxiety/stressor concerns?

n0; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	-	-	-	-	-	-	-	-	-	-	-
Medicaid or Uninsured Panel Members; n=0	-	-	-	-	-	-	-	-	-	-	-
Community Resident Panel Members; n=0	-	-	-	-	-	-	-	-	-	-	-

Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has staying informed about the COVID-19 pandemic been for decreasing your mental health/anxiety/stressor concerns?  
n20; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	2	10%	3	15%	8	40%	7	35%	-	-	3.00
Medicaid or Uninsured Panel Members; n=7	2	29%	2	29%	2	29%	1	13%	-	-	2.29
Community Resident Panel Members; n=13	-	-	1	8%	6	46%	6	46%	-	-	3.38

- Thirteen respondents rated the effectiveness of staying informed about the COVID-19 pandemic as a 3 or lower. For Medicaid/uninsured respondents a rating of 3 or lower was due to staying informed causes more stress (5) and there are not enough explanations (1). For Community Residents a rating of 3 or below was due to mixed information (3), seeing the comparison of NYS to other states (2), creating more worry (1), and not wanting to hear about it (1).

Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has eating healthy been for decreasing your mental health/anxiety/stressor concerns?  
n14; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	1	7%	1	7%	1	7%	8	57%	3	22%	3.79
Medicaid or Uninsured Panel Members; n=8	1	13%	-	-	-	-	6	74%	1	13%	3.75
Community Resident Panel Members; n=6	-	-	1	17%	1	17%	2	33%	2	33%	3.83

- Medicaid/uninsured respondents rated eating healthy as a 3 or below because their diet isn't bad to begin with (3) and no response (1), while the community resident rated a 3 or below because they haven't really been eating due to worry about how the fruits and vegetables are being handled.

Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has getting enough rest been for decreasing your mental health/anxiety/stressor concerns?

n15; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	-	-	1	7%	-	-	5	33%	9	60%	4.47
Medicaid or Uninsured Panel Members; n=6	-	-	-	-	-	-	2	33%	4	67%	4.67
Community Resident Panel Members; n=9	-	-	1	11%	-	-	3	33%	5	56%	4.33

- One community resident rated getting enough rest below a 3 because they are still tired all the time.

Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has exercising regularly been for decreasing your mental health/anxiety/stressor concerns?

n7; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	-	-	-	-	1	14%	2	29%	4	57%	4.43
Medicaid or Uninsured Panel Members; n=2	-	-	-	-	1	50%	-	-	1	50%	4.00
Community Resident Panel Members; n=5	-	-	-	-	-	-	2	40%	3	60%	4.60

- One Medicaid/uninsured respondent rated exercising a 3 because it helps them to refocus.

Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has meditating been for decreasing your mental health/anxiety/stressor concerns?  
n13; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	-	-	1	8%	1	8%	5	38%	6	46%	4.23
Medicaid or Uninsured Panel Members; n=7	-	-	1	14%	-	-	2	29%	4	57%	4.29
Community Resident Panel Members; n=6	-	-	-	-	1	17%	3	50%	2	33%	4.17

- One Medicaid/uninsured respondent rated meditating below a 3 but didn't know why, and one community resident rated meditating below a 3 because it decreases stress for the moment but does not energize them.

Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has learning a new skill you wanted to learn been for decreasing your mental health/anxiety/stressor concerns?  
n3; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	-	-	-	-	-	-	2	67%	1	33%	4.33
Medicaid or Uninsured Panel Members; n=1	-	-	-	-	-	-	1	100%	-	-	4.00
Community Resident Panel Members; n=2	-	-	-	-	-	-	1	50%	1	50%	4.50



Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has picking up a new hobby been for decreasing your mental health/anxiety/stressor concerns?  
n3; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	-	-	-	-	1	33%	-	-	2	67%	4.33
Medicaid or Uninsured Panel Members; n=1	-	-	-	-	-	-	-	-	1	100%	5.00
Community Resident Panel Members; n=2	-	-	-	-	1	50%	-	-	1	50%	4.00

- One community resident rated picking up a new hobby as a 3 because it helps when they have time to do it.

Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has decreasing your time watching the news or reading about the pandemic online or on social media been for decreasing your mental health/anxiety/stressor concerns?  
n15; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	1	7%	-	-	2	13%	7	47%	5	33%	4.00
Medicaid or Uninsured Panel Members; n=7	1	14%	-	-	-	-	4	57%	2	29%	3.86
Community Resident Panel Members; n=8	-	-	-	-	2	24%	3	38%	3	38%	4.13

- Two community residents rated decreasing time watching the news or reading about the pandemic online as a 3 because it helps but then they worry because they are not being informed, and because they know they are already following protocols. One Medicaid/uninsured panel member rated a 1 because they haven’t decreased the activities.

Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has staying connected with your family/friends/community (phone, email, social media, video calls, etc.) been for decreasing your mental health/anxiety/stressor concerns?  
n22; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	-	-	-	-	2	9%	9	41%	11	50%	4.41
Medicaid or Uninsured Panel Members; n=10	-	-	-	-	1	10%	6	60%	3	30%	4.20
Community Resident Panel Members; n=12	-	-	-	-	1	8%	3	25%	8	67%	4.58

- Ratings of 3 were due to it always helps to have a distraction (community resident) and wishing they could see them in person (Medicaid/uninsured).

Q6: [IF SELECTED IN Q5=YES] Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “extremely effective,” how effective has other activities been for decreasing your mental health/anxiety/stressor concerns?

n11; Single Response

	Not at all 1		2		3		4		Extremely 5		Mean Score
	n	%	n	%	n	%	n	%	n	%	n
Aggregate	-	-	-	-	1	8%	5	46%	5	46%	4.36
Medicaid or Uninsured Panel Members; n=3	-	-	-	-	-	-	2	67%	1	33%	4.33
Community Resident Panel Members; n=8	-	-	-	-	1	13%	3	37%	4	50%	4.38

- One community resident rated other activities a 3 because they are not doing things much differently.

## Community Member Perspective

Q7: [IF SELECTED YES IN Q5] What has been the <u>most effective</u> to decrease mental health/anxiety concerns? n32; Single Response						
Category:	Total %		Medicaid or Uninsured Panel Members n14		Community Resident Panel Members n18	
	n	%	n	%	n	%
I stayed connected with my family/friends/ community (phone, email, social media, video calls, etc.)	8	25%	2	15%	6	33%
I have decreased my time watching the news reading about the pandemic online or social media	5	16%	2	14%	3	17%
I have meditated (taken deep breaths)	4	13%	1	7%	3	17%
Other*	3	10%	2	15%	1	5%
I have gotten enough rest	3	9%	2	14%	1	6%
I exercise regularly	3	9%	1	7%	2	11%

[CONTINUED] Q7: [IF SELECTED YES IN Q5] What has been the most effective to decrease mental health/anxiety concerns?

n32; Single Response

Category:	Total %		Medicaid or Uninsured Panel Members n14		Community Resident Panel Members n18	
	n	%	n	%	n	%
Reached out to a mental health provider	2	6%	2	14%	-	-
I have stayed informed about the COVID-19 pandemic	2	6%	-	-	2	11%
I have picked up a new hobby	1	3%	1	7%	-	-
Reached out to my primary care provider	1	3%	1	7%	-	-
Called a support hot line	-	-	-	-	-	-
I have eaten healthy	-	-	-	-	-	-

Q8: During the COVID-19 pandemic my alcohol use has... n95; Single Response						
Category:	Total %		Medicaid or Uninsured Panel Members n35		Community Resident Panel Members n60	
	n	%	n	%	n	%
Increased	13	14%	5	14%	8	13%
Decreased	6	6%	2	6%	4	7%
Remained the same	43	45%	11	31%	32	53%
I don't use alcohol / Prefer not to answer	33	35%	17	49%	16	27%

Q9: During the COVID-19 pandemic my substance use (other than alcohol) has... n95; Single Response						
Category:	Total %		Medicaid or Uninsured Panel Members n35		Community Resident Panel Members n60	
	n	%	n	%	n	%
Increased	2	2%	2	6%	-	-
Decreased	1	1%	1	3%	-	-
Remained the same	5	5%	2	6%	3	5%
I don't use substances other than alcohol / Prefer not to answer	87	92%	30	85%	57	95%



Q10: Do you have mental health/anxiety/stressor concerns related to the COVID-19 pandemic that are not being met? n95; Single Response						
Category:	Total %		Medicaid or Uninsured Panel Members n35		Community Resident Panel Members n60	
	n	%	n	%	n	%
Yes	16	17%	4	11%	12	20%
No	79	83%	31	89%	48	80%

Q10a: [If 10=Yes] What are these needs?  
n16; Single Response

**Medicaid/Uninsured (n=4)**

- All of them.
- Everything.
- Getting the financial help I need.
- I want to feel safe.

**Community Residents (n=12)**

- Anxiety.
- Badly in need of dental work.
- Change in leadership at the federal level.
- Credible political leadership with a coherent national strategy would be awesome.
- Just waiting to hear about the school situation.
- Loneliness, the need/desire for companionship.
- Mental health provider not seeing patients.
- Need to motivate - clean, exercise - know it, plan it but don't do it.
- Parenting; anger issues; spouse issues; work concerns; depression and anxiety still.
- The need for us to have a different president.
- We have no more PT employees at one employer; I have no one to delegate to; other items no room for.
- Will I be able to be by my mother's side if she gets sick.

Q11: Has your healthcare provider reached out to you during the COVID-19 pandemic? n95; Single Response						
Category:	Total %		Medicaid or Uninsured Panel Members n35		Community Resident Panel Members n60	
	n	%	n	%	n	%
Yes	35	37%	14	40%	21	35%
No	60	63%	21	60%	39	65%

Q11a: How do you feel about your healthcare provider not reaching out to you during the COVID-19 pandemic?

n60; Single Response

**Medicaid/Uninsured (n=21)**

- Ok, I didn't expect outreach. (5)
- No need (3).
- Fine. (2)
- Discouraged
- Fine. I wouldn't feel comfortable going to the doctor's office right not.
- Haven't thought about it.
- I absolutely understand her busy schedule and if I need her I can get a response.
- I understand they are under their own stresses/constraints.
- I'm sure she's busy.
- N/A.
- Not a problem, I will call if needed.
- They don't have the time to reach out to patients.
- We just dealt with my appointments online, but I never received any calls during to see how I was.
- Would be nice but he's busy/they're all busy.
- Fine. (3)
- I understand they are busy. (2)
- Assumed he is overwhelmed with COVID patients.
- Didn't reach out before...not concerned.
- I don't have one.
- I don't really have any negative feeling about them not reaching out.
- I got a reminder for an outpatient re-check ultrasound, but nothing else from the Primary physician.
- I think my Primary Care Physician is under more stress than I am.
- I'm ok with that. I know my provider will be there if needed.
- Neutral.
- Seems like they should have made the rounds, to check-in on everyone. Everyone needs someone.
- There are people who are sick that needed their attention.
- They are busy helping the sick and are very stressed themselves.
- Thought nothing of it.
- Understandable I guess given the demands.
- No response.

**Community Resident (n=39)**

- Isn't necessary. (6)
- Didn't expect them to reach out. They never have before. (4)
- Ok. (4)
- It is not an issue. (3)
- I will contact them if needed. (3)

Q12: Have you been diagnosed with a <u>mental health</u> condition prior to the COVID-19 pandemic? n95; Single Response						
Category:	Total %		Medicaid or Uninsured Panel Members n35		Community Resident Panel Members n60	
	n	%	n	%	n	%
Yes	34	36%	17	49%	17	28%
No	61	64%	18	51%	43	72%
Prefer not to answer	-	-	-	-	-	-

Q13: [If Q12=Yes] How do you feel the COVID-19 pandemic has impacted your <u>mental health</u> condition? n34; Single Response						
Category:	Total %		Medicaid or Uninsured Panel Members n17		Community Resident Panel Members n17	
	n	%	n	%	n	%
My mental health condition is better	1	3%	-	-	1	6%
My mental health condition is worse	15	44%	10	59%	5	29%
My mental health condition is about the same	18	53%	7	41%	11	65%

Q14: Have you been diagnosed with a <u>physical health</u> condition prior to the COVID-19 pandemic? n95; Single Response						
Category:	Total %		Medicaid or Uninsured Panel Members n35		Community Resident Panel Members n60	
	n	%	n	%	n	%
Yes	57	60%	21	60%	36	60%
No	35	37%	13	37%	22	37%
Prefer not to answer	3	3%	1	3%	2	3%

Q15: [If Q14=Yes] How do you feel the COVID-19 pandemic has impacted your <u>mental health</u> condition? n57; Single Response						
Category:	Total %		Medicaid or Uninsured Panel Members n21		Community Resident Panel Members n36	
	n	%	n	%	n	%
My physical health condition is better	3	5%	2	9%	1	3%
My physical health condition is worse	13	23%	6	29%	7	19%
My physical health condition is about the same	41	72%	13	62%	28	78%



Background and Methodology
Appendix



- ❖ This report details the findings from the COVID-19 Mental Health Impact Panel Survey conducted and administered electronically to Care Compass Network (CCN) panel members (Group 1: Medicaid and Uninsured and Group 4: Community Residents) in July 2020. The objective of this research was to **better understand panel members' mental health experience related to the COVID-19 pandemic.**
- ❖ This study consisted of an online survey that was administered to CCN panel members. The surveys included 46 questions and took respondents approximately 6 minutes to complete. A total of **95 surveys were completed representing a response rate of 11%.** Fieldwork lasted from **July 14<sup>th</sup>, 2020 to July 29<sup>th</sup>, 2020.**
- ❖ CCN partnered with Research & Marketing Strategies, Inc. (RMS) in the Spring of 2015 to create an online panel to engage in a series of research studies. This panel is comprised of four key stakeholder groups: (1) those individuals on Medicaid or uninsured; (2) clinical and non-clinical providers who see Medicaid and uninsured patients; (3) community groups, and (4) the population-at-large. The key role of the panel is to review and respond to material shared regarding improving area healthcare delivery and access.
- ❖ Any questions or comments regarding this market research study can be directed to Sara Cruz, Research Analyst at Research & Marketing Strategies, Inc. (RMS) at 1-866-567-5422 or email at [SaraC@RMSResults.com](mailto:SaraC@RMSResults.com).

Appendix

The information contained in this study has been obtained from primary sources and/or was furnished directly from the clients listed in this report. All source materials and information so gathered and presented herein are assumed to be accurate, but no implicit or expressed guarantee of data reliability can be assumed. This study has been prepared in the interest of a fair and accurate report, and therefore all of the information contained herein, and upon which opinions have been based, have been gathered from sources that Research & Marketing Strategies, Inc. (RMS) considers reliable.

RMS staff has reviewed and inspected the primary data results obtained from the surveyed individuals from the client. RMS has no undisclosed interests in the subject for which this analysis was prepared, nor does RMS have a financial interest in the client other than as a contracted vendor for this research. RMS' employment and compensation for rendering this research is not contingent upon the values found or upon anything other than the delivery of this report for a pre-determined fee.

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Certified by:   
Mark Dengler, President  
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Date: August 18<sup>th</sup>, 2020



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