

**2023 Waukesha County
Online Community Health Survey
Frequencies Report**

Methodology

An online community health survey was commissioned by Ascension Wisconsin, Aurora Health Care, Froedtert & the Medical College of Wisconsin, ProHealth Care and the Waukesha Public Health Department.

The questionnaire was entered into Survey Monkey with links and QR codes for easy access. Partners marketed the survey throughout the county. A total of 488 online surveys were completed between September 15, 2023 and November 25, 2023. This is a convenience sample and is useful to obtain information from harder-to-reach people who are often underrepresented in general population surveys. As a result, this is a good supplemental piece to the general population survey. Post-stratification was conducted at the estimated 5-year-age-group level by sex of the 2021 county characteristics of the American Community Survey. The margin of error is ± 4 percent. The margin of error for smaller subgroups will be larger than ± 4 percent, since fewer respondents are in that category.

The survey was conducted by JKV Research, LLC. For technical information about survey methodology, contact Janet Kempf Vande Hey, M.S. at (920) 439-1399 or janet.vandehey@jkvresearch.com. For further information about the survey, contact the Waukesha County Public Health Department at (262) 896-8430.

1. Do you live in Waukesha County, Wisconsin?

Yes94%
No..... 6

2. Do you work in Waukesha County, Wisconsin?

Yes57%
No.....43 → AND Q1=No.

I'm sorry, you are not eligible for this survey. We are looking to collect data from those who live or work in Waukesha County. Thank you for your time.

3. Generally speaking, would you say that your own health is...?

Poor 1%
Fair10
Good.....37
Very good.....43
Excellent10
Not sure..... 0

4. Was there a time during the last 12 months that YOU OR SOMEONE IN YOUR HOUSEHOLD did not get the medical care needed?

Yes23% → CONTINUE WITH Q5
No.....76 → GO TO Q6
Not sure..... 2 → GO TO Q6

5. What were the reasons you or someone in your household did not receive the medical care needed?
[110 Respondents: MULTIPLE RESPONSES ACCEPTED]

Cannot afford to pay	50%
Inconvenient hours	34
Don't know where to go.....	31
Insurance did not cover it.....	22
Unable to get appointment	22
Co-payments too high	14
Specialty physician not in area.....	8
Poor medical care.....	7
Not enough time.....	6
Uninsured.....	5
Technology issues/no internet or computer	2
Physical barriers.....	<1
Lack of transportation	<1
Lack of child day care.....	<1
Language barriers.....	0
Not sure.....	2
Other, (please specify)	3
<ul style="list-style-type: none"> • Doctor didn't think it was necessary. • I need a therapist, but I am older and most are too young and don't have the experience or gravitas to make me feel safe to talk about severe trauma. • Lack of airborne infection control measures. • Lack of county DHS not providing notice of the ability to request reasonable accommodations. • My husband like many of the residents that move into the assisted living where I work are given just days to get out of rehab by insurance when they are not ready to go home. • Work occurrence policy. 	

6. In the past 12 months, was there a time that YOU OR SOMEONE IN YOUR HOUSEHOLD needed or considered seeking alcohol or drug abuse treatment but did not get it?

Yes	3%	→ CONTINUE WITH Q7
No, I got the services that I needed.....	1	→ GO TO Q8
Does not apply, I did not need services in past year	95	→ GO TO Q8
Not sure.....	<1	→ GO TO Q8

7. What were the reasons you or someone in your household did not receive the alcohol or drug abuse treatment needed? [15 Respondents: MULTIPLE RESPONSES ACCEPTED]

Stigma	10 Respondents
Not enough time.....	7 Respondents
Cannot afford to pay	6 Respondents
Co-payments too high	5 Respondents
Don't know where to go.....	4 Respondents
Insurance did not cover it.....	3 Respondents
Inconvenient hours	3 Respondents
Poor AODA treatment care.....	2 Respondents
Unable to get appointment	2 Respondents
Lack of child day care.....	1 Respondent
Uninsured.....	0 Respondents
Lack of transportation	0 Respondents
Specialty physician not in area.....	0 Respondents
Physical barriers.....	0 Respondents
Language barriers.....	0 Respondents
Technology issues/no internet or computer	0 Respondents
Not sure	0 Respondents
Other, (please specify)	7 Respondents
• Declined treatment offered.	
• Legal impacts.	
• My husband did not want to at first.	
• Put with someone exactly what you're going through. It comes to a cultural barrier and a color barrier when it comes to privilege. Individuals get treatment and then they're not harassed or traumatized on their jobs. When it tells the people of color that follows you throughout your treatment plan as well as your community and it's not giving the same help.	
• There is no place in Waukesha County to take a drug addict except Rogers and it is \$5,000 when you walk in. How many drug addicts have \$5,000?	

8. In the past 12 months, was there a time that YOU needed or considered seeking mental health care services but did not get it?

Yes	25%	→ CONTINUE WITH Q9
No, I got the services that I needed.....	16	→ GO TO Q10
Does not apply, I did not need services in past year	57	→ GO TO Q10
Not sure	2	→ GO TO Q10

9. What were the reasons you did not receive the mental health care needed? [122 Respondents: MULTIPLE RESPONSES ACCEPTED]

Unable to get appointment	48%
Don't know where to go.....	39
Cannot afford to pay	37
Insurance did not cover it.....	19
Not enough time.....	14
Stigma	14
Co-payments too high	13
Inconvenient hours	12
Poor mental health care.....	5
Specialty physician not in area.....	5
Lack of child day care.....	2
Uninsured.....	<1
Lack of transportation	0
Physical barriers.....	0
Language barriers.....	0
Technology issues/no internet or computer	0
Not sure	<1
Other, (please specify)	27
<ul style="list-style-type: none"> • Again the culturally significant contact if you have an understand the stress or traumas and the constant layers of PTSD as well as emotional and physical trauma how can you diagnose me or help me properly if you can't even conceive the pain in which a person is going through and it is not always textbook and most therapist follow textbook guidelines not understanding the trauma in which a person has experienced throughout their life history and there was one person who could and was helping in the Milwaukee area but their insurance job • At ER help not allowed because suicide threatened (idealized) only but not physically attempted • Couldn't locate one who was old enough to treat a severely traumatized senior. The young therapists always seem intimidated by older patients. It makes me feel unsafe to talk about things. • Debating on if I need it and not sure where to go that my insurance covers. • Don't want to waste my time with a doctor who doesn't have the same religious beliefs as myself. • Had to pay for other health care. • Negative experience with only available provider. • Not sure whether it would be helpful. • Other communication barriers. DHS not calling legal guardian if adult prior to beginning outpatient services. Very poor quality. Counselor in training broke several conduct codes and did not provide civil rights access. 	

10. When you are sick, to which one of the following places do you usually go?

Doctor's or nurse practitioner's office	55%
Urgent care center	20
Quickcare clinic/Fastcare clinic	4
Worksite clinic	3
Virtual health/tele-medicine or electronic visit.....	3
Public health clinic or community health center.....	1
Hospital emergency room	<1
Hospital outpatient department	<1
Alternative medicine location, such as acupuncture, homeopathy, chiropractor, etc.....	<1
Some other kind of place, please specify	6
No usual place.....	5
Not sure.....	<1

In the past three years, have you been treated for or been told by a doctor, nurse or other health care provider that:

		Yes	No	Not Sure
11.	You have diabetes, not associated with a pregnancy	9%	90%	<1%
12.	You have high blood pressure	39	61	<1
13.	Your blood cholesterol is high.....	30	68	2
14.	You have heart disease or a heart condition	12	87	1
15.	You have a mental health condition, such as an anxiety disorder, obsessive-compulsive disorder, panic disorder, post-trauma	35	64	<1
16.	You have asthma	16	83	<1

17. During the past 30 days, about how often would you say you felt sad, blue, or depressed?

Never.....	19%
Seldom	37
Sometimes.....	32
Nearly always.....	5
Always	2
Not sure.....	6

18. How often do you feel lonely or isolated from those around you?

Never.....	33%
Seldom	28
Sometimes.....	31
Nearly always.....	4
Always	3
Not sure.....	<1

19. In the past year have you considered suicide?

Yes 9%
 No.....89
 Not sure..... 2

211 connects you with thousands of nonprofit and government services in your area. If you want personal assistance, call the three-digit number 211, 877-947-2211 or dial 988 for a crisis hotline.

20. To which gender identity do you most identify with? The purpose of this question is to identify the proper follow-up questions in this survey.

Male48%
 Female.....50
 Transgender male/transgender female/nonbinary/prefer
 not to answer/not sure/other gender identity 3

21. Considering all types of alcoholic beverages, how many times during the past 30 days did you have (5 or more drinks male) or (4 or more drinks female) on an occasion? Note: an alcoholic drink is one can or bottle of beer, one glass of wine, one can or bottle of wine cooler, one cocktail or one shot of liquor. [Due to an initial program error, only 375 respondents completed the corrected question.]

0 Times.....70%
 Once12
 Twice..... 6
 Three times..... 2
 Four or more times 9
 Not sure<1

During the past year, has ANYONE IN YOUR HOUSEHOLD, INCLUDING YOURSELF, experienced any kind of problem such as legal, social, personal, physical or medical in connection with...? (Select an option for your response in each row below.)

		Yes	No	Not Sure
22.	Drinking alcohol	6%	94%	0%
23.	Marijuana or THC-containing products including Delta-9.....	3	96	<1
24.	Cocaine, heroin, or other street drugs.....	1	98	<1
25.	Misuse of prescription drugs or over-the-counter-drugs	2	98	<1

In the past 30 days, did you use... (Select an option for your response in each row below.)

		Yes	No	Not Sure
26.	Smokeless tobacco including chewing tobacco, snuff, plug, or spit	2%	98%	0%
27.	Cigars, cigarillos or little cigars.....	3	97	0
28.	Electronic cigarettes, also known as e-cigarettes or vaping	2	98	0
29.	Delta-8, also called marijuana-lite, diet weed or dabs	4	96	0

30. During the past year has anyone made you afraid for your personal safety?

Yes 7%
No.....93
Not sure.....<1

The next two questions are about issues that our community faces that need to be addressed in order to improve the quality of life of county residents.

31. What are the two largest social or economic issues in your community that must be addressed? (Select two.)

Accessible and affordable health care.....	40%
Safe and affordable housing.....	26
Community violence and crime	19
Affordable childcare	19
Racism and discrimination.....	11
Economic stability and employment.....	10
Environmental health (clean air, safe water, etc.).....	9
Social connectedness and belonging.....	9
Access to social services	8
Education access and quality	6
Quality of health care.....	6
Food insecurity.....	6
Accessible and affordable transportation.....	5
Family support	2
Not sure.....	4
Do not want to answer	1
Other, (please specify)	10

- A place to take a drug addict for help.
- Access to affordable mental health services.
- Access to mental health care in a timely manner.
- Access to timely, professional Fire and EMS services.
- Addiction recovery.
- ADRC disability rep for over 50.
- Affordable drugs.
- All of the above.
- Availability of mental health care.
- Drug abuse and mental health crisis.
- Education is focused on college prep only. Need to bring back education in the trades and just daily living (personal finance/maintenance).
- Good prices affecting food I buy for a large family.
- Living on the same block as Salvation Army you are living on Skid Row of Waukesha you are dealing with theft, drunks, overdosing, loitering in the parking lot, living in the wooded area, and people ringing your doorbell at 4 am it's hell. Also, no help with water bill from a leak, no option for help when the city mows your lawn because you are too sick from mental health but they'll slap a lean on this POS, worst mistake of my life buying a house out here had less BS in Milwaukee.
- Many of these are connected.
- Mental Health.
- Mental health resources with getting fast appointments.
- Mental health services for our youth.
- More access to in-person mental health services.
- More trails/sidewalks to make walking on streets safer. I'd also like to see red light cameras installed. I am an avid runner and 2-3 times a week I almost get hit by a car not stopping to turn right on red or I witness someone doing it.

- Parenting skills and developing family values/beliefs.
- Property taxes are too high.
- Resources in the schools for bullying and to have consequences for those that do! Schools don't address nor do the police!
- Respect and acceptance of others - not imposing your beliefs on others.
- Safe drivers, not speeders or tailgaters. Tickets!!!
- Supportive ER staff who compare notes for mental health crisis. My son told Terri providers in the ER his true voices/thoughts but didn't feel comfortable sharing with intimidating behavioral health-they should share what they are being told. Thank God he lived through that psychosis after being turned away at ER because he has "no physical" injuries. Waukesha Memorial hospital is not a good psych intake center/ ER.
- Taxes are too high, government is too big.
- The attack on trans students by Waukesha County school districts.
- Understanding how medical insurance trumps what a doctor indicates because they have "statistics" and the algorithm decides what will be paid for.
- Waukesha's drug problem.

32. What are the two largest health conditions or behaviors that must be addressed in order to improve the health of county residents? (Select two.)

Mental health, mental conditions and suicide	58%
Alcohol abuse and drug/substance use.....	40
Chronic diseases (heart disease, diabetes, cancer, autoimmune conditions, arthritis, etc.).....	26
Nutrition, physical activity and obesity	21
Reproductive and sexual health (STD's, abortion, etc.)	6
Maternal, infant, and child health	5
Tobacco and vaping products	5
Intimate partner and domestic violence	4
Communicable diseases or COVID-19 (flu, cold, etc.)	4
Unintentional injury, including falls and motor vehicle accidents.....	3
Oral health.....	<1
Not sure.....	5
Do not want to answer	2
Other, (please specify)	13
<ul style="list-style-type: none"> • Access to timely EMS Services with access to Paramedics service. • Accessible health care that supports and affirms trans youth. • All Health Care for All Conditions for Good Health No Matter What the Affliction. • Breaking down the stereotype and stigmatism that comes along with asking for help, receiving help and not feeling this though you are this Giant Center that no one wants to help and all sin is sin. • Care for elderly. • COVID-19 and its associated after-effects including long COVID, heart attacks, strokes, diabetes, autoimmune conditions, lymphocytopenia, etc. • Gun violence. • Homelessness. • Lack of desire to punish criminals. • Let doctors assist with health care decisions for individuals. Government/county health needs to stop dictating health care decisions. • Parenting skills to better support childhood health and education. • Proper coordination and communication of lab results. 	

Finally, a few questions about you to make sure we have a good representation of the people in Waukesha County.

33. What is your age?

18-34 years old.....	23%
35-44 years old.....	16
45-54 years old.....	16
55-64 years old.....	19
65 and older.....	23
No answer	3

34. Are you Hispanic or Latino?

Yes	4%
No.....	92
Not sure.....	<1
No answer	3

35. Which of the following would you say is your race?

American Indian or Alaska Native.....	<1%
Asian	<1
Black, African American	1
Native Hawaiian or Other Pacific Islander	0
White.....	85
Another race (please specify).....	<1
Multiple races.....	9
Not sure.....	<1
No answer	3

36. What is the highest grade level of education you have completed?

8th grade or less	0%
Some high school	0
High school graduate or GED.....	10
Some college.....	14
Technical school graduate.....	8
College graduate	32
Master's degree or higher	33
Not sure.....	<1
No answer	3

37. What is the zip code of your primary residence?

53188.....	12%
53186.....	9
53189.....	9
53045.....	8
53051.....	6
53066.....	6
53089.....	6
53072.....	6
53005.....	5
53151.....	4
53149.....	3
Other (2% or less)	14
No answer	11

38. What is your current employment status?

Employed, working full-time	51%
Working part-time.....	15
Not working by choice.....	<1
Out of work, but looking for work	<1
Out of work, but NOT currently looking for work	<1
Retired.....	24
Unable to work.....	8
Not sure.....	<1

39. What is your annual household income before taxes?

Less than \$10,000	7%
\$10,000 to \$20,000	<1
\$20,001 to \$30,000	8
\$30,001 to \$40,000	2
\$40,001 to \$50,000	4
\$50,001 to \$60,000	5
\$60,001 to \$75,000	9
\$75,001 to \$90,000	7
\$90,001 to \$105,000	7
\$105,001 to \$120,000	8
\$120,001 to \$135,000	5
Over \$135,000.....	25
Not sure.....	7
No answer	6

40. Was there a time during the last 12 months that your household was hungry, but didn't eat because you didn't have enough food?

Yes	9%
No.....	90
Not sure.....	<1

41. How strongly do you agree or disagree with the following statement: “During the past month, my household has been able to meet its needs with the money and resources we have.”

Strongly Agree	40%
Agree.....	42
Disagree	14
Strongly Disagree.....	4
Not sure.....	0

42. How many children under the age of 18 are living in the household?

0 children	70%	→ GO TO Q46
1 child.....	11	→ CONTINUE WITH Q43
2 children	11	→ CONTINUE WITH Q43
3 children	6	→ CONTINUE WITH Q43
4 children	1	→ CONTINUE WITH Q43
5 children	<1	→ CONTINUE WITH Q43
6 or more children.....	0	→ CONTINUE WITH Q43
Not sure.....	<1	→ GO TO Q46

For the next questions, we would like to talk about the **oldest** child.

43. What is the age of this child? [134 Respondents]

4 years old or younger.....	21%	→ GO TO Q46
5 to 9 years old.....	10	→ CONTINUE WITH Q44
10 to 17 years old.....	69	→ CONTINUE WITH Q44
Not sure.....	0	→ GO TO Q46

44. Does the child have a diagnosed mental health condition, such as an anxiety disorder, obsessive-compulsive disorder, panic disorder, post-traumatic stress disorder or depression? [106 Respondents]

Yes	21%
No.....	78
Not sure.....	<1

45. During the past 6 months, how often was the child unhappy, sad or depressed? [105 Respondents]

Always	0%
Nearly always.....	6
Sometimes.....	19
Seldom	58
Never.....	15
Not sure.....	2

46. Please list any additional thoughts or comments you have about helping us improve the health of county residents.

- A balanced diet, physical exercise, mental and social activity.
- Abortion is not health care and has no place in a survey related to community health.
- Access to a county or community pool for physical activity.
- Access to affordable health care/insurance has a significant impact on entrepreneurship and economic vitality. As a disabled veteran I receive health care at no cost through the VA, which enabled me to start the business that has supported me for 18 years, instead of struggling to try to hold down a traditional job which would create conflicts with my health conditions.

- Access to developmental evaluations- like ASQ.
- Access to quality mental health care, seems what is in my network, is not very good.
- Advance initiatives which are inclusive and support all of our county residents.
- Affordable housing and enough food to maintain healthy outcome.
- Affordable housing, not just for seniors for everyone, when you spend all your income on housing, there becomes a huge need for other social services. Housing is a HUGE issue that that the county needs to enforce with each municipality, because it drains the county services because the villages and towns don't offer affordable housing. Mukwonago hasn't added affordable housing in YEARS!!! A studio apartment is \$1,200.00 per month.
- Affordable transportation evenings and weekends for those of us that no longer drive. Currently I feel very isolated and am never able to attend city social events. No fireworks, no parades, etc. I never thought my life would become like this.
- Allow the doctors to assist individuals with their personal health care decisions. The county and government need to stop dictating the health care of the population as they are not the professionals.
- Anxiety about rising costs is difficult to manage sometimes. Having a local food pick up has been a savior for my family.
- As one of the wealthiest counties in the state, those that are struggling to make ends meet, are struggling with the stigma of asking for/accepting help/assistance & don't know where to look for support services without embarrassment.
- As painful as the water/sewer bills are...thank you for completion of the needed project on time, on budget and with minimal issues, exceptionally transparent all the way!
- Ascension is not helpful to the community.
- Basic needs of the residents need to be met....housing, food, etc. Especially children.
- Better nutrition for school aged children, free breakfast and lunches for all.
- Better resource for teens for mental health.
- Bias against others and in school districts.
- Caregiver support.
- Change youth's attitude towards alcohol is what cool kids do. Many 30s, and older adults I know, think something is wrong with you, if you don't want marijuana smoking in your neighborhood. You are shunned for that. Teenagers lack a teen center to hang out at; there used to be one in Waukesha. Need a rehabilitation center for chemically dependent people. Single homeless people especially young men need a safe place to stay.
- CLTS is too limited in providing needed services. They'd rather just pay for "stuff" than services.
- Combating drugs and alcohol problems will decrease the crime and violence in our community. This must be a priority for Waukesha county!!
- Communication between patient and doctors who really listen to each other.
- Decrease in drug use. More mental health services. Affordable housing and transportation. More help for elderly in need. Kindness and patience. Understanding community issues.
- Don't sell vaping stuff and cigarettes in so many stores like gas stations and drugstores. Have end stage lung cancer patients tell their stories to be used in classrooms possibly starting in 6th grade thru 12th. Show also on TV, movie theaters.
- Easy access to therapy.
- Education on healthy food and motivation for restaurants to make healthy options on their menus.
- Education on personal responsibility is needed rather than be dependent on the community for things you can control yourself. I believe in providing help, but personal responsibility needs to be included in the discussion.
- Ensure residents know where they can seek help r/t financial or health care needs.
- Faster transportation time from getting from one county to the next better lighting and stop racially profiling individuals when they're trying to drive through the community to get to other jobs or trying to look for jobs.
- For the first, having been in excellent health my entire life, I am now in debt with medical bills because my teacher's salary and health insurance is so poor.
- Groceries cost too much. The budget does not go as far. People eat too many processed foods.
- Have more free clinics available.

- Heading into retirement would like social security meetings NOT associated with investment firms. I don't know where to find such a meeting based solely on social security process.
- Health care costs and premiums are way too high. Government subsidies are not the answer, it all comes from the taxes we pay. We must find ways to lower the costs of medical care.
- I believe it is important that elected officials state clearly the things the county is doing and things individuals can do to protect health, community, government. They must state openly and clearly that protecting the health of others by masking, distancing, staying home, providing healthcare for all is the right thing to do. They must state clearly that violence toward others is not appropriate in families, community, and government.
- I had to respond negatively to the questions regarding access to mental health services because it did not involve family members in Waukesha County. However, I have had horrible experiences recently with a family member who was suicidal and in a mental breakdown. It was a nightmare to try to get her the help that she needed. When I now see commercials on tv advertising helplines I do not take them seriously.
- I love living in Waukesha, WI. I do worry about the rise of ultra conservatism in the area, embracing all sorts of conspiracy theories and legitimizing fascist behaviors.
- I think it is important to increase penalties for drunk driving and to have some common sense gun laws such as background checks, waiting periods, and gun registration.
- I think we really need to put resources directly to families to help parents learn how to develop important parenting skills. Skills focused in building strong values and beliefs so they can provide for their children to have better mental and physical health, as well as better education. It is very sad to see the issues my family members that are teachers are having to deal with in the early elementary years, which only gets worse as the children get older.
- I wish there were more sidewalks so that people could walk, run, and bike safely. This would encourage people to walk more, improving health.
- It's two children under 18 in the household there should be an option for taking care of somebody else in the household who is over 18 like a disabled person or parent.
- I'm one of the lucky ones where I live in a safe, affordable place with access to insurance and health care but Waukesha is quickly becoming a place where families will be unable to afford living here. Housing is crazy expensive and the job market isn't keeping up with the standard of living. This causes stress, anxiety etc.
- Increase and improve healthy diet (veggie and vegan) info and availability, leading to healthy weight and disease prevention.
- Increase of rats in city of Waukesha. I've lived here for 39 years and never saw them till early October. Nothing is in my yard to attract them. Besides being disgusting, I'm concerned about the diseases they may carry. The city just tells us to "clean up." I have nothing to clean.
- Intercounty transportation options are non-existent and should be a higher priority. Individual suffering from mental health crises should not be jailed but treated humanely and with compassion. Our mental health system is broken. Child care options for single mothers are cost prohibited and holding women back from advancing in our society and community. Time to have the government get involved. Employers aren't stepping up!
- Invest in more alternative transportation - better sidewalks, better/safer bike lanes, safe public transportation.
- It is imperative that Waukesha County school districts affirm and support transgender students. It is also necessary to train physicians and support staff to care for transgender youth, and at the very least to have the infrastructure to call their patients by their correct name and pronouns in Waukesha County. This will keep the youth here healthy, and it does not endanger others to keep youth healthy in this manner.
- It would be nice to have a cost friendly and less competitive option for middle school kids to participate in sports. Mukwonago YMCA is the only option for volleyball team sport. More than skill development. It does not have to be sports, but something that has kids moving and not on a screen with other kids of like age.
- Keep growing the police community connection & presence in every neighborhood. Special concern near rail road tracks in downtown Waukesha, too many deaths there. Also bars in downtown Waukesha need a police presence on duty, especially on weekends, on foot in uniform like downtown Milwaukee does, too much unnecessary violence.
- Knowledge of resources.
- Legalize marijuana. Need dispensaries in our state to keep revenue here instead of it going to neighboring states.

- Make public health accountable or they will shut down schools again next time there is an opportunity.
- Make sure disabled people know about and have help accessing supports and services available to them through county and help work through state disability bureau and US gov.
- Mental health amongst our children is an urgent concern. We have experienced this personally. Your survey only asked about our oldest child, but we have other kids including one who has had these struggles. The access to mental health and crisis services is URGENT. When kids/families are in crisis and are waiting 12+ months to see a professional it is too long. Every parent should have access to help for a young person who is struggling in our community. Additionally, we have noticed a number of professionals like dentists, vets and pediatricians leaving their practices in our community, and their employers being unable to replace them. We need to make our community attractive to young professionals in these fields to continue to meet the needs within our growing community.
- Mental health services must expand. Prevention/basic health services needs to be where people are located (schools, grocery stores etc.). Schools need to not only prepare for college but also for the trades and just general adult living (personal management/finance/maintenance).
- Mental health services, homelessness, drug use needs better access and services. For my personal situation, being under employed and having limited choices to make a change due to ageism in hiring, major rent increase over the past few years, and inflation is making it hard to meet current financial obligations let alone trying to add to savings or even make any kind of contribution to retirement funds. I also had to not have a diagnostic mammogram done within six months of my annual one, as advised, due to cost even with insurance and even though I am just four years removed from breast cancer lumpectomy and radiation. I'm waiting for the next annual mammogram. Next year I will have to cancel the stress test that gets ordered every other year for the first time because my insurance isn't changing and I won't be able to afford it. I am paying off the echo cardiogram that out of pocket cost to me was \$1,800 this year. I basically have a running \$200 a month payment to my medical provider since cancer treatment in 2018. I won't even discuss dental health and expenses.
- Mire grants to help keep up with home improvements like roof, and windows, forgiven for lack of being able to upkeep lawn if rare and really could use a helping hand not to lose 350 dollars and the ability to feed myself to pay the city and making my depression and suicidal thoughts worse due to stress because you aren't working with me. 850-dollar water bill city waits two weeks to tell me again can't feed myself, can't afford proper heat out of fear of bill to make up a year plus of water in a month no help offered...again the worst mistake of my life buying this house with the Salvation Army the city should buy the block and build these people housing vs. letting people relocate only to find the block in Waukesha.
- More mental health services. Problem is people are not going into this field so you can't hire more! Need to find ways to encourage people to enter this field of work....
- More mental health treatment and support for unhoused people.
- More needs to be done to find affordable housing for the homeless population in the city of Waukesha, Hope Center helps where they can, but more needs to be done on the city and county level.
- More oral health resources are needed in our community.
- More resources for seniors.
- More resources to help those who don't have insurance get it as well as get health care when they don't.
- More Vaccination Programs for Children and Adults.
- My only thought as I'm completing this is that residents in Waukesha county who are having health issues (or for a variety of other reasons) may not be able to complete this survey online. I became aware via an emailed newsletter but how will marginalized members of Waukesha county even have an opportunity to complete this survey?
- Need behavioral health ED to offload demand on hospitals for those in need of ambulatory detox.
- Need more doctors in Waukesha to participate in affordable market place health insurance plans.
- Need more Doctors- Family Practice and not have to use Urgent Care just to be seen. Need more Peds Drs.
- Need more walk-in clinics for all not just families in poverty.
- Need to have improved resources for young adults with cognitive disabilities. Need more job coaches available.
- No transportation for those who use wheelchairs in ages below 65, but if over 65 there is no issue getting a ride program. This is unbelievable.

- Offer Brand Name and Generic prescription drugs to those with an RX, especially for brand name, that insurance won't cover. Also, get rid of the Waukesha County Mental Health Center or Get Contracts with hospitals nearby that will ACCEPT Medicaid (not just Medicare). This federal policy not allowing an IMD to bill MEDICAID causes residents emotional and financial suffering beyond words. When a person has MEDICAID, they should be able to use it. If the FEDS won't change the laws, then our county should be empathetic and proactive enough to change the current practices. Send patients with MEDICAID to a hospital who accepts their insurance(s). Please recertify this facility and follow what Granite Hills has done for Milwaukee residents - they accept and can bill Medicaid!
- Older residents have resources, it is the younger 18-40 year olds with debt despite a "decent" wage who are struggling financially and do not take time to see a doctor for a physical or maintenance care.
- Our politicians have to stop representing themselves and start doing the work that supports the community.
- Our residents need to have access to more free activities that are for families and people of all ages on a regular basis, not just for a few sparse days out of an entire year. The core benefits outweigh the costs.
- Pay attention to the big causes of death/disease: CV, cancer, Covid...too much communication and attention to drug abuse, especially Fentanyl. I don't know anyone in our family or friends circle that has drug abuse issues.
- People need more affordable access to healthier foods versus processed foods, which is the only choice they currently have.
- Physical challenges for residents with recognition. Affordable dental care. Affordable psychiatric care that works without drugs. Child abuse and neglect prevention.
- Post Covid, we have seen lots of my child's friends in need of mental health services. Perhaps it's the age now in high school but would like to see a continued effort and funding to help teens.
- Reasonable Cash for HC Services! Could even be based on a slide scale based on home income. Aurora HC had a Urgent Care at Walmart in Pewaukee - \$29 manned by a PA or NP. Offer minimal POC onsite testing. Didn't accept Ins. IT was Great! Then it went up to \$39, \$49 - Offered Coupons for \$10 & 20 off from time to time. Then it went up to \$79 and started billing insurance and NOW you have your Co-Pay issue...Now you might as well go to your FM/IM Provider...Can't Waukesha Community offer 1 location with the same \$29 offer? Work with Local Residency programs for MD's. etc...
- Reasonably priced health care available to home/bedbound patients. I'm often denied care because I'm chronically ill and can't leave my bed. During the last year I needed an ambulance to receive emergency treatment and was admitted each time. Despite having BCBS through my spouses employer, we still owed over \$700 for each ride even after all deductibles were met. No one should be forced to ambulance shop in an emergency!
- Remove covid restrictions so health care workers can get back to work. We need them!
- Safety re: guns, in schools, home and elsewhere should also be considered a health issue.
- Senior care and Day Care programs for Seniors.
- Seniors need a source to find safe housing that they can afford on fixed income. Wait lists for subsidized housing are way too many years long. This uncertainty causes anxiety and depression.
- Social media.
- Social services are an important support system for people in our community to have access to. Shelter and food security are the baseline that people need to be successful in other aspects of their lives.
- Society needs a universal health care system that gives comprehensive full care to all regardless of financial status. The total wealth of a very small percentage of the population is more than enough, when taxed fairly, to cover full universal health care.
- Spread out the locations of your Agencies, most resources are located in Waukesha.
- Thank you for doing this.
- Thank you for reaching out to the community.
- Thank you for taking this survey - I would like to have crime and prevention and community involvement increase as we gain a larger population - also taking care of infants and young children to take some burden off young families will pay off for the county in the long run - overall this is a great place to live!
- The ADRC in Waukesha is an excellent resource.
- The county seems to be doing well. Keep it up.
- The fact that you offer this survey for residents to complete will help!

- The vaping that exists with young adults who do not believe that addiction will occur with use.
- There is too many competing health care providers that are saturating the market with little concern about the economically disadvantaged in our community.
- Too many anti everything people in Waukesha county. Lots of me, myself, I kinds of individuals in the rural areas.
- Vote republicans out of office.
- Waukesha Memorial Hospital needs better mental health professional educated staff or call in NAMI resource during crises. It gets assumed all mental health is substance abuse and that is very damaging. Goal should be to help that population before they turn to drugs/alcohol. If Waukesha County programs decide to share resources with Milwaukee county there needs to be things available outside of Milwaukee. Crime fear and lack of transportation prevents using inner city group/peer resources.
- We appreciate the efforts you are making to improve the health of county residents. Please use the information people are giving you to follow up with constructive, realistic efforts.
- We are blessed.
- We desperately need to address indoor air quality in our schools, businesses, medical facilities, etc. We particularly need our hospitals, clinics, pharmacies, and other medical facilities to address infection control and prevention of airborne transmission of pathogens including, but not limited to SARS-CoV-2. Immunocompromised people should not have to risk their lives to seek health care. Cancer patients should not risk acquiring COVID when they get chemo. Hospital-acquired COVID infections have over a 10% fatality rate. We need mask mandates in health care facilities and on public transit, as well as HEPA filtration, CO2 monitoring and ventilation in all public spaces. Not only will this reduce the transmission of COVID, but it will also reduce flu, RSV, strep, tuberculosis, and many, many other pathogens, and it will protect members of our community who are unable to mask such as newborn babies and disabled people. We also need a public health information campaign so that the public understands airborne transmission (i.e. that pathogens spread through the air like smoke) and so that the public understands that COVID is not "just a cold" or "just the flu" but rather that it is a serious vascular condition and that a "mild" initial infection does not mean that no damage was done. We also need to invest more in wastewater monitoring, both for SARS-CoV-2 and for other pathogens, because this is our best early-warning system. It is unfortunate that Waukesha stopped sampling our wastewater, and it would be extremely beneficial if we could restart now that the Lake Michigan water project is complete. And finally, we need to be investing heavily in accessibility and infrastructure to support the people being disabled by COVID. Our community is unprepared for the dramatic increase in neurological and physical problems that COVID is causing.
- We must educate people and promote acceptance of all races and genders. The hate that exists because of the political climate is dangerous.
- We need affordable health care and we need to be able to see a doctor when needed not 5 months down the road. I use Froedtert physicians and you can't get in to see them when you need to.
- We need more Froedtert clinics in Waukesha city.
- We need to address mental health and substance abuse because it not only affects the individual but also their family and parents and/or children. There are inadequate resources and treatment options for children with fetal alcohol spectrum disorders (FASD) and the best thing is to prevent FASD from occurring.
- We need to strengthen our elder care services and the number of quality skilled nursing facilities in the area.
- Working with legislation to lower the cost of health insurance and medical costs.
- You are not dementia friendly.
- There should have been a question about how long it takes to get services at the county or at an agency...wait-list.

Thank you for taking the time to participate in this community survey. Your feedback and insight are vital as we work to improve and address issues impacting our community's health.

211 connects you with thousands of nonprofit and government services in your area. If you want personal assistance, call the three-digit number 211, 877-947-2211 or 988-947-2211.