The following topics and populations were identified as priorities in the 2019 Community Health Needs Assessment and will be prioritized in our three-year implementation plan.

Social and Economic Determinants that Impact Health

Social Environment
Alzheimer’s disease and Dementia
Focus: Social isolation and loneliness
Population: Older adults
Goal: Increase opportunities for social connections through collaboration with community-based organizations

Access to Healthy Food, Transportation, and Places to be Active
Focus: Access to healthy food
Population: Lower income in Amherst, Easthampton, Northampton, and other communities
Goal: Increase opportunities to access affordable, fresh, healthy food through collaboration with community-based organizations and projects

Barriers to Accessing Quality Health Care

Transportation
Focus: Transportation to medical appointments, food access, and social events
Population: Rural older adults
Goal: Help support the Hilltown Easy Ride through the provision of funding to a community-based organization

Lack of Care Coordination
Focus: Age-friendly health care initiative
Population: Older adults
Goal: Train providers in the serious illness conversation model

Focus: Health care for veterans
Population: Veterans and military families
Goal: Optimize use of electronic medical record for screening and referrals
Goal: Training for providers to better understand unique needs of veterans

Need for Increased Culturally Sensitive Care
Health Literacy and Language Barriers
Focus: Language access through medical interpreter services
Population: Patients with limited English proficiency receiving services at a Federally Qualified Health Center
Goal: Help mitigate barriers to access to health care services for health center patients
Focus: Training and community capacity building such that non-profit health and social service boards and leaders reflect the population
Population: People of the global majority and non-profit health and social service organizations
Goal: Increase the number of people of the global majority serving on non-profit boards as well as the cultural competency of non-profit boards

Focus: System development to ensure access to culturally appropriate services for LGBTQ residents
Population: LGBTQ adults and youth
Goal: Increase organizational effectiveness providing health care to LGBTQ residents

Focus: Information & Referral
Population: Spanish speaking residents
Goal: Ensure access to services through collaboration with a community-based organization to provide health and social service information and referral that is bilingual Spanish

**Health Conditions and Behaviors**

**Mental Health and Substance Use**
Focus: Trauma informed care
Population: all
Goal: Increase awareness of impact of trauma and ways to build resiliency into systems. We will work in collaboration with community-based organizations.

Focus: Prevention of substance use
Population: youth
Goal: Support prevention coalitions through the provision of funding to collect data on behavior and risk and protective factors

Focus: Opioid use disorder
Population: all
Goal: Support community initiatives aimed at reducing use and impact of opioids while also continuing to implement programs, change practices, and educate patients, families, and providers in our health care system.

**Chronic Health Conditions**
Focus: Provide housing and social supports for people living with HIV/AIDS
Population: People living with HIV/AIDS
Goal: Increase access to housing, social services, and case management
**Underserved and Vulnerable Populations**

The community health needs assessment identified children and youth, older adults, Latinos and Blacks as experiencing disproportionately high rates of some health conditions. Data also indicated increased risk for poor mental health and substance use disorder among youth, (particularly girls), LGBTQ youth, older adults, Latinos, Blacks, women, veterans, people reentering society after incarceration, people experiencing homelessness, and those with dual diagnoses (mental health and substance use disorder). Cooley Dickinson will act to address needs of underserved and vulnerable populations through our community health implementation plan as well as through providing health care services.

The following topics were identified as priorities in the 2019 Community Health Needs Assessment and were not prioritized in our three-year implementation plan due to lack of resources. However, Cooley Dickinson will address these issues through other programs when possible.

- Housing Needs
- Lack of Resources to Meet Basic Needs
- Violence
- Limited Availability of Mental Health Providers
- Insurance and Health Care Related Challenges