

2021

**Community Health Needs Assessment**  
The Children's Home & Lemieux Family Center

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## Table of Contents

1.0	Executive Summary .....	2
1.1	Background & Purpose of The Children’s Home of Pittsburgh & Lemieux Family Center .....	3
1.2	Definition of Community .....	3
1.3	Community Profile and Key Statistics .....	4
2.0	CHNA Process and Primary Data Collection .....	5
2.1	Steering Committee and Focus Groups .....	6
2.2	Community Surveys.....	7
2.3	Key Informant Interviews.....	8
3.0	Findings .....	9
	<i>Community Surveys</i> .....	9
	.....	9
	<i>Key Informant Interviews</i> .....	10
3.1	Recommendations from the Steering Committee .....	10
	Appendix A: List of Stakeholders .....	12
	Appendix B: Community & Hospital Family Surveys .....	13
	.....	13
	.....	14
	Appendix C: Key Informant Interview Questions .....	15
	References .....	16



## 1.0 Executive Summary

The Children's Home & Lemieux Family Center is a 501(c)(3) nonprofit organization operating three distinct programs for children and families: Pediatric Specialty Hospital, Child's Way®, and Adoption. Since 1893, we have worked to promote the health and wellbeing of infants and children through services which establish and strengthen the family. In compliance with the Patient Protection and Affordable Care Act of 2010, nonprofit, tax-exempt hospitals must complete a **Community Health Needs Assessment (CHNA)** every three years, adopting an implementation strategy to meet identified health needs. We conducted our three-year CHNA between September 2020 and April 2021. Our goals were to:

- *Better understand and identify health needs in our community*
- *Develop a roadmap to direct resources where services are most needed*
- *Collaborate with community partners to make a positive impact*
- *Improve the health of our community and achieve measurable results*

Over the course of seven months, a strategic assessment was conducted to solicit input from community members and a diverse group of steering committee members who work with children and families. This assessment included focus group meetings, community surveys, steering committee and community stakeholder interviews, and secondary data analysis. As a result, the following needs were identified and prioritized in order of importance based on the perceived urgency in the community:

1. Child abuse and neglect
2. Racial injustice in healthcare treatment and outcomes
3. Support in accessing assistance and resources (SSI, waivers, insurance)
4. Community resources for families with children with special needs
5. Family support for children with complex medical issues
6. NAS education (newborns exposed to opiates)
7. Technology support for families to provide help with physician visits through telehealth.

We are now in the process of developing an implementation plan to address these needs affecting children and families in our community. In accordance with the guidelines for CHNA Implementation Plans, the programming provided will be free and open to all community members and designed to target one or more of the needs identified above.

*The following assessment provides the steps taken in conducting The Children's Home Community Health Needs Assessment 2021.*

## 1.1 Background & Purpose of The Children's Home of Pittsburgh & Lemieux Family Center

Established in 1893, The Children's Home & Lemieux Family Center works to advance our mission to promote the health and well-being of infants and children through services which establish and strengthen the family. Serving over 900 people a year, three distinct programs fill an essential community need in the care and support of children and families.

The **Pediatric Specialty Hospital** is a 30-bed, sub-acute hospital for medically fragile children, from birth to age 21. The unique model of the hospital provides high-quality care to children while also teaching parents and guardians how to be caregivers, preparing families for their eventual discharge home. Patient rooms and hospital units are designed to be home-like, reducing stress for children and families while simulating the home environment for training. With highly skilled nurses who can deliver complex care and educate families, this model ensures parents are ready for home as they help their medically fragile child fully heal, with reduced instances of emergency department recidivism after discharge.

**Child's Way** is a daycare for medically fragile children offering early childhood development and high-quality nursing. Created for children who are unable to attend traditional daycares due to physical disabilities and complex medical needs, Child's Way provides families an alternative to in-home nursing, combining education and skilled nursing throughout each child's day. Serving children ages 0 to 21, Child's Way also provides older children with before and after school care and summer programming. All unique services benefit the whole person and allow families the ability to maintain employment while their child is safe and in our care.

Finally, **Adoption** works to place infants in permanent homes and provide a lifetime of support to birthparents, adoptees, and adoptive families throughout all stages of the adoption process. Through comprehensive services delivered by skilled social workers, our program ensures families, birthparents, and adoptees are comfortable and confident with their decisions, so they will be less likely to experience adoption-related difficulties.

In addition to infant placement services, our Adoption program is also a Statewide Adoption and Permanency Network (SWAN) affiliate, working to help older children in Pennsylvania's foster care system prepare for permanent living situations. Social workers also work to connect adoptive families with foster care children.

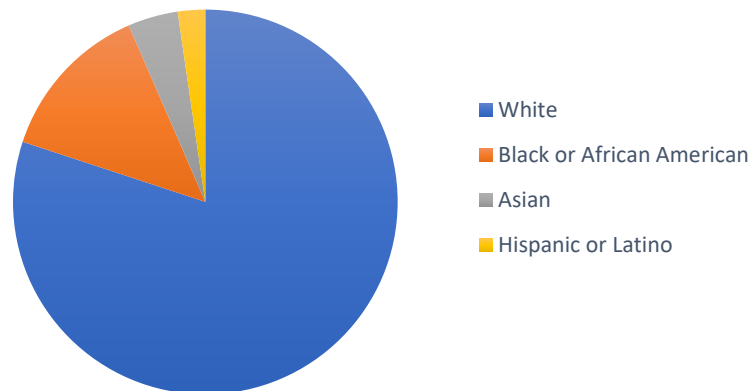
## 1.2 Definition of Community

Located in the City of Pittsburgh, The Children's Home primarily serves children and families in and around Allegheny County. However, throughout the year, patients and families come to us from all areas of Pennsylvania as well as from neighboring states. The Pediatric Specialty Hospital focuses on caring for these medically fragile infants and children from birth to age 21. Patients are admitted from surrounding hospitals, including Children's Hospital of Pittsburgh UPMC, Magee-Womens Hospital of UPMC, West Penn Allegheny Hospital, and outlying hospitals.

### 1.3 Community Profile and Key Statistics<sup>1</sup>

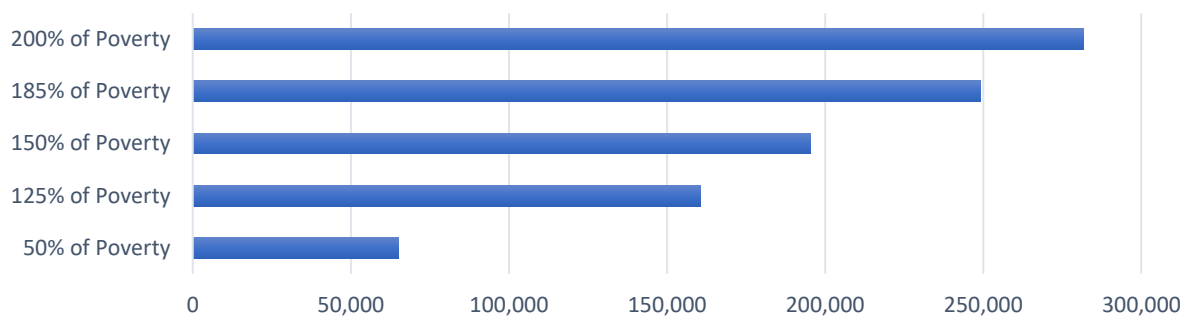
Allegheny County's population is 1,216,045. Of our population, 18.6% of residents are under 18 years of age, including 5.2% who are under 5 years of age. Of our total population, 79.9% of residents in Allegheny County are White and 13.4% are Black or African American. The remaining population is primarily Asian, Hispanic, or Latino.

#### RACE IN ALLEGHENY COUNTY



Relative to other age groups in Allegheny County, children experience a disproportionate rate of poverty. Of those under the age of 18, 14.1% face poverty. By contrast, individuals 35 to 64 years of age experience poverty at a rate nearly half that of children.<sup>2</sup> Federal Poverty Guidelines are an important metric for determining eligibility for Medicaid and CHIP (which many children and families at The Children's Home qualify for). As point in reference, a family of four at 100% of poverty would have a collective income of \$26,500.<sup>3</sup>

#### POVERTY LEVELS IN ALLEGHENY COUNTY



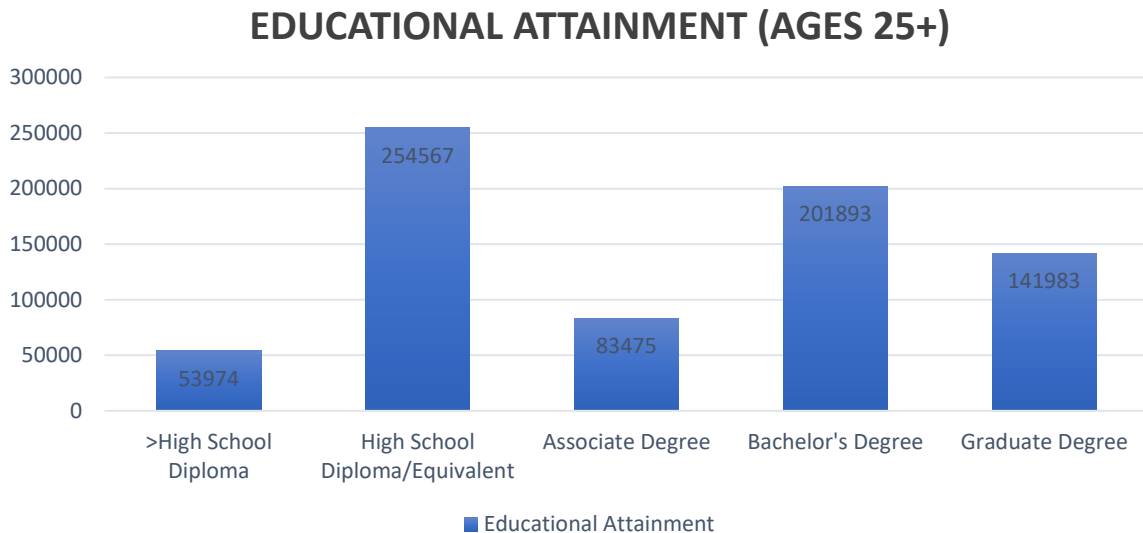
	50% of Poverty	125% of Poverty	150% of Poverty	185% of Poverty	200% of Poverty
■ Poverty Ratios for Allegheny County	64,984	160,702	195,454	249,261	281,675

<sup>1</sup> U.S. Census Data (2019) <https://www.census.gov/quickfacts/alleghenycountypennsylvania>

<sup>2</sup> U.S. Census Data (2019) <https://www.census.gov/quickfacts/alleghenycountypennsylvania>

<sup>3</sup> Department Health & Human Services (2021) <https://aspe.hhs.gov/poverty-guidelines>

Allegheny County has a population with higher rates of educational attainment than the national average, with 94.6% of residents obtaining a high school diploma or higher, and 41.6% of residents obtaining a bachelor's degree or higher. Minority populations experience lower levels of educational attainment.<sup>4</sup>



#### Other Key Statistics:

- The infant mortality rate is 5.6 per 1,000 live births.<sup>5</sup>
- 8.6% of live births have a low birth weight.<sup>6</sup>
- Over 9.7% of births in Allegheny County are preterm.<sup>7</sup>
- 7.1% of Allegheny County's pediatric population lives with a disability.<sup>8</sup>

## 2.0 CHNA Process and Primary Data Collection

Primary research consisted of Steering Committee input, community surveys, and key informant interviews (professionals in a position working with the pediatric population).

<sup>4</sup> U.S. Census Data (2019) <https://www.census.gov/quickfacts/alleghenycountypennsylvania>

<sup>5</sup> Allegheny County Community Indicators. <https://alleghenycounty.us/Health-Department/Resources/Data-and-Reporting/Chronic-Disease-Epidemiology/Allegheny-County-Community-Indicators.aspx>

<sup>6</sup> Allegheny County Health Department. (2018) Allegheny County Birth Report. [https://www.alleghenycounty.us/uploadedFiles/Allegheny\\_Home/Health\\_Department/Resources/Data\\_and\\_Reporting/Chronic\\_Disease\\_Epidemiology/2018-Birth-Report\\_Final.pdf](https://www.alleghenycounty.us/uploadedFiles/Allegheny_Home/Health_Department/Resources/Data_and_Reporting/Chronic_Disease_Epidemiology/2018-Birth-Report_Final.pdf)

<sup>7</sup> Allegheny County Health Department. (2018) Allegheny County Birth Report. [https://www.alleghenycounty.us/uploadedFiles/Allegheny\\_Home/Health\\_Department/Resources/Data\\_and\\_Reporting/Chronic\\_Disease\\_Epidemiology/2018-Birth-Report\\_Final.pdf](https://www.alleghenycounty.us/uploadedFiles/Allegheny_Home/Health_Department/Resources/Data_and_Reporting/Chronic_Disease_Epidemiology/2018-Birth-Report_Final.pdf)

<sup>8</sup> Allegheny County Community Indicators. <https://alleghenycounty.us/Health-Department/Resources/Data-and-Reporting/Chronic-Disease-Epidemiology/Allegheny-County-Community-Indicators.aspx>

## 2.1 Steering Committee and Focus Groups

The Steering Committee directed the assessment, providing input based on their backgrounds and experiences. The committee was composed of a diverse group of community representatives that work directly with pediatric populations, women and mothers, and people with disabilities. Members included:

- Dr. Beverly Brown, Physician, The Children's Home & Lemieux Family Center
- Tina Calabro, Disability Advocate
- Susan Davis, Board of Directors, FISA Foundation
- Stacy Freeman-Pistella, Health Manager, Health Plan, UPMC Magee-Womens Hospital's Pregnancy Recovery Center and Women's Recovery Center
- Marlee Gallagher, Foundation & Community Relations Manager, The Children's Home & Lemieux Family Center
- Karin Girasek, Austin's Playrooms Director, Mario Lemieux Foundation
- Hannah Hardy, Director, Chronic Disease & Injury Prevention Program, ACHD
- Kim Phillips, Chief Financial Officer, The Children's Home & Lemieux Family Center
- Felicia Robinson, Executive Director, A Peace of Mind, Inc.
- Min Song, Intern, Graduate School of Public Health – University of Pittsburgh
- Liana Verzella, Program Manager, Women's Behavioral Health, Allegheny Health Network
- Kristina Waltman, Chief Development Officer, The Children's Home & Lemieux Family Center
- Marvin Yu, Board of Directors, The Children's Home & Lemieux Family Center

The initial Steering Committee meeting served to prioritize health needs currently affecting the pediatric population from a list of issues developed internally amongst staff of The Children's Home. Using Nominal Group Technique, facilitated discussions, and surveys, the committee developed **seven key focus areas** in conducting the CHNA. These focus areas, listed below, were created considering the priority and urgency of needs in the community and the feasibility of The Children's Home having the capacity to address them.

### Identified Focus Areas

- Support in accessing assistance and resources (e.g. SSI, waivers, insurance)
- NAS education (newborns exposed to opiates)
- Family support for children with complex medical issues
- Child abuse and neglect
- Racial injustice in healthcare treatment and outcomes
- Community resources for families with children with special needs
- Technology support for families to provide help with physician visits through telehealth

## 2.2 Community Surveys

Community surveys (Appendix A) were developed from the needs affecting children and families determined by the Steering Committee and internal input from staff at The Children's Home. The main community survey asked individuals to rank needs from 1-7 based on level of importance. Surveys were anonymous and asked the following questions.

1. Rank the following from 1-7, with 1 being your highest concern and 7 being your lowest concern.
  - a. Support in accessing assistance and resources (e.g. SSI, waivers, insurance)
  - b. NAS education (newborns exposed to opiates)
  - c. Family support for children with complex medical issues
  - d. Child abuse and neglect
  - e. Racial injustice in healthcare treatment and outcomes
  - f. Community resources for families with children with special needs
  - g. Technology support for families to provide help with physician visits through telehealth
2. Do you have another concern that is not listed above?
3. So we know we're hearing from our community, please tell us your zip code.

In addition to this survey, we created an additional survey specifically for families and patients who were treated at our Pediatric Specialty Hospital between January 1, 2018 and January 1, 2021. This second survey was mailed directly to family addresses on file.

In total, we collected 165 surveys over a 5-week period during February and March 2021, partnering with social service agencies to distribute to the community and utilizing online resources to reach more people during COVID-19. The survey was shared with/distributed by the following agencies/groups.

- Facebook/Social Media
  - Pittsburgh Parents
  - Pittsburgh Families
  - Pittsburgh Nurses
  - Pittsburgh Mamas
  - Pittsburgh Moms Connect
  - Pittsburgh – A Beautiful Melting Pot
  - The Children's Home & Lemieux Family Center
- Community Groups/Agencies
  - A Peace of Mind, Inc.
  - Allegheny County - Chronic Disease & Injury Prevention Program



- Allegheny County - Maternal & Child Health Program
- Allegheny County - WIC Program
- Allegheny Reproductive Health Center
- Bloomfield Garfield Corporation
- East Liberty Family Health Center
- FISA Foundation
- Hosanna House
- Magee-Womens Hospital of UPMC
- Mario Lemieux Foundation
- Northside Christian Health Center
- Pittsburgh Mercy Family Health Center
- Primary Care Health Services Inc
- Squirrel Hill Health Center
- The Children's Home & Lemieux Family Center
- West End Health Center
- Wilkinsburg Family Health Center
- Women's Behavioral Health – Allegheny Health Network

### 2.3 Key Informant Interviews

Interviews were held with a variety of professionals representing a cross-section of agencies working with the CHNA target population. Individuals chosen for these interviews included:

- Dr. Beverly Brown, Physician, The Children's Home & Lemieux Family Center
- Tina Calabro, Disability Advocate
- Susan Davis, Board of Directors, FISA Foundation
- Stacy Freeman-Pistella, Health Manager, Health Plan, UPMC Magee-Womens Hospital's Pregnancy Recovery Center and Women's Recovery Center
- Karin Girasek, Austin's Playrooms Director, Mario Lemieux Foundation
- Hannah Hardy, Director, Chronic Disease & Injury Prevention Program, ACHD
- Lisa Matt, Manager, WIC Program, ACHD
- Felicia Robinson, Executive Director, A Peace of Mind, Inc.
- Liana Verzella, Program Manager, Women's Behavioral Health, Allegheny Health Network
- Dannai Wilson, Manager, Maternal & Child Health Program, ACHD
- Marvin Yu, Board of Directors, The Children's Home & Lemieux Family Center

### 3.0 Findings

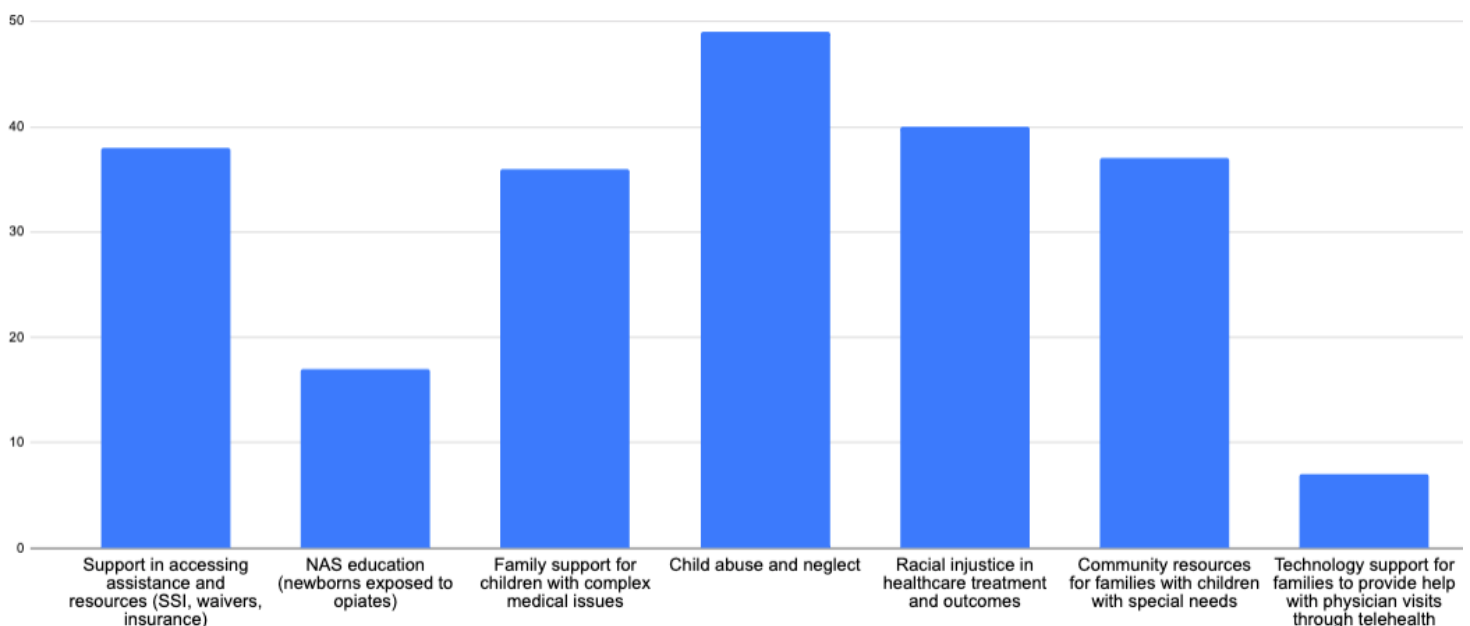
#### Community Surveys

The graph below illustrates community member input and those issues they felt were of most or least importance. To highlight the perceived *urgency* of a given issue, the data was analyzed so that the issues *ranked first most often* were weighted to produce the results. This weighted average method was selected to ensure feasibility: Given the organization's capacity, The Children's Home must address those issues of highest importance and urgency to produce the biggest impact.

Because of the broad nature of survey questions, many respondents expressed difficulty ranking between their first and second highest issues of perceived importance. As to avoid procedural bias, it was decided to also weigh the second most ranked issue from the survey results. The graph below demonstrates the average of *first and second most ranked issues*, concluding in order of importance the following needs:

1. **Child abuse and neglect, 21.9%<sup>9</sup>**
2. **Racial injustice in healthcare treatment and outcomes, 17.9%**
3. **Support in accessing assistance and resources (SSI, waivers, insurance), 17%**
4. Community resources for families with children with special needs
5. Family support for children with complex medical issues
6. NAS education (newborns exposed to opiates)
7. Technology support for families to provide help with physician visits through telehealth.

Issues of Highest Importance Based on Community Member Input



<sup>9</sup> This list ranks the issues from most important to least important as of April 2021, after all surveys were received and included in the final data.

### Key Informant Interviews

Key informant interviews supported many of the findings of the community survey and highlighted barriers to services to underserved populations. Some of these overarching themes gleaned from interviews included access to care, racial disparities in healthcare, barriers for children with special needs, and NAS education. These interviews also served to aid in developing potential partnerships for the CHNA strategic implementation plan.



### 3.1 Recommendations from the Steering Committee

Steering Committee members met at the end of March 2021 to review and discuss the following.

1. Findings of the assessment.<sup>10</sup>
2. Potential program ideas to address community needs determined by the assessment.
3. Potential collaborations with existing organizations to enhance reach/scope of activities.

As a result of the meeting, project and program considerations for our implementation plan included:

- Producing a community resource and available services email that is regularly sent to families served by The Children’s Home.
- Organizing a community resource fair.
- Producing more marketing materials to easily share and promote available resources and programs.

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<sup>10</sup> Since the CHNA Steering Committee’s March meeting, the top three priorities changed to include *racial injustice in healthcare treatment and outcomes*. This change to the data was due to late survey responses, which were received after the meeting. The Children’s Home will evaluate and discuss implementation plans taking into account this change and the most current findings and data available.

- Organizing an equity training for staff to help improve patient care.
- Implementing a regular surveying process to connect with patients and their family's post-discharge.
- Strengthening our NAS programming so that it addresses the needs of the mother/parents, not just the baby/child.
- Creating a webinar series that focuses on different resources and engages subject matter experts as guest speakers to educate families.
- Taking our services and resources out into the community once it is safe to do so post-COVID.

It was suggested that many of the above initiatives could be implemented together to make a more comprehensive program. In addition, the Committee felt it was important to leverage existing community resources and explore potential partnerships with other community groups/institutions rather than creating a new project/program that may already exist.

With the findings of the assessment and recommendations from the Steering Committee, we will convene key staff over the next several months and move forward in developing an implementation plan. The implementation plan and project/program adopted by The Children's Home will ultimately be determined by the capacity of the organization and the focus areas most in line with our mission and strategic goals.

## Appendix A: List of Stakeholders

The Children's Home & Lemieux Family Center would like to thank the following individuals for participating and providing information for this Community Health Needs Assessment.

- Denise Bergey, RN – Pediatric Specialty Hospital, The Children's Home & Lemieux Family Center
- Dr. Beverly Brown, Physician – Pediatric Specialty Hospital, The Children's Home & Lemieux Family Center
- Tina Calabro, Disability Advocate
- Susan Davis, Board of Directors, FISA Foundation
- Stacy Freeman-Pistella, Health Manager, Health Plan, UPMC Magee-Womens Hospital's Pregnancy Recovery Center and Women's Recovery Center
- Marlee Gallagher, Foundation & Community Relations Manager, The Children's Home & Lemieux Family Center
- Karin Girasek, Austin's Playrooms Director, Mario Lemieux Foundation
- Meg Hannan, Director – Child's Way, The Children's Home & Lemieux Family Center
- Hannah Hardy, Director, Chronic Disease & Injury Prevention Program, ACHD
- Ashley Herrington, RN – Pediatric Specialty Hospital, The Children's Home & Lemieux Family Center
- Lisa Houlihan, Manager of Nursing Services – Pediatric Specialty Hospital, The Children's Home & Lemieux Family Center
- Danira Jones, Clinical Leader – Pediatric Specialty Hospital, The Children's Home & Lemieux Family Center
- Pam Keen, Chief Executive Officer, The Children's Home & Lemieux Family Center
- Lisa Matt, Manager, WIC Program, ACHD
- Jennifer Moore, RN – Pediatric Specialty Hospital, The Children's Home & Lemieux Family Center
- Kim Phillips, Chief Financial Officer, The Children's Home & Lemieux Family Center
- Joe Ritacco, Social Worker – Adoption, The Children's Home & Lemieux Family Center
- Felicia Robinson, Executive Director, A Peace of Mind, Inc.
- Erika Schmitt, Director of Adoption & Permanency Services, The Children's Home & Lemieux Family Center
- Min Song, Intern, Graduate School of Public Health – University of Pittsburgh
- Liana Verzella, Program Manager, Women's Behavioral Health, Allegheny Health Network
- Kristina Waltman, Chief Development Officer, The Children's Home & Lemieux Family Center
- Dannai Wilson, Manager, Maternal & Child Health Program, ACHD
- Marvin Yu, Board of Directors, The Children's Home & Lemieux Family Center

## Appendix B: Community & Hospital Family Surveys



### The Children's Home & Lemieux Family Center Community Health Needs Survey

The Children's Home seeks your help to meet the needs of our community's pediatric population (ages 0-21). We're performing a Community Health Needs Assessment (CHNA) to help us develop new programs that meet those needs. To do that, we need to hear from you: *the community*. **You can also take this survey online right now at [bit.ly/TCHCommunitySurvey](https://bit.ly/TCHCommunitySurvey).**

*Please take a moment to complete our brief survey.*

**Rank the following from 1 - 7, with 1 being your highest concern and 7 being your lowest concern.**

\_\_\_ Support in accessing assistance and resources (SSI, waivers, insurance)

\_\_\_ Racial injustice in healthcare treatment and outcomes

\_\_\_ NAS education (newborns exposed to opiates)

\_\_\_ Community resources for families with children with special needs

\_\_\_ Family support for children with complex medical issues

\_\_\_ Technology support for families to provide help with physician visits through telehealth\*

\_\_\_ Child abuse and neglect

**Do you have another concern that is not listed above?** If so, please share it here.

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So we know we're hearing from our community, **please tell us your zip code:**

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*\*Telehealth is the delivery of health-related services via electronic device.*



Please take a few minutes to complete this survey so that The Children's Home & Lemieux Family Center can better support and serve you and other families in our community. **Return this survey in the enclosed envelope or complete it electronically at [bit.ly/TCHFamilySurvey](https://bit.ly/TCHFamilySurvey).**



1. Since leaving The Children's Home, do you feel that you are **fully able to care for your child**? *Check one.*
  - Yes
  - No
  
2. Do you feel that you and your child **received all the necessary resources and support that you needed** after you left The Children's Home? *Check one.*
  - Yes
  - No
  
3. If no, what resources and/or support did you or your child **need after discharge that you did not receive**? *Please share in the space below.*
  
  
4. Check all that apply.
  - I have experienced and/or I am concerned about **being treated differently because of my and/or my family's race** when at an area hospital or doctor's office.
  - I and/or my family would benefit from **more community resources for families with children with special needs.**
  - I and/or my family have **technology needs** (for example, no computer/internet service and/or low-quality computer/internet service) that impact my/our ability to receive treatment or care electronically.
  - I and/or my family would benefit from **long-term planning programs for families with children with special needs.**
  
5. May we contact you to learn more about your answers to these questions? *If yes, please share your phone number and/or email address in the space below.*
  
  
6. Would you like to be added to our mailing list to receive news and updates? *If yes, please share your name, mailing address, and/or email address in the space below. This information will also be used for the \$25 Visa gift card drawing.*

*Thank you for your time!*



## Appendix C: Key Informant Interview Questions

### The Children's Home & Lemieux Family Center Community Health Needs Assessment Key Informant Interview Questions

- 1. Briefly describe the work you do in the community and/or your role at [company/organization].**
  - a. How does your work relate to The Children's Home and the populations we serve (e.g. maternal health, pediatrics, people with disabilities, medically fragile babies and children, etc.)?
  
- 2. What are the issues faced by the people you work with/serve?**
  
- 3. What are some things that could help resolve these issues** (e.g. new programming or building on existing programming, community outreach/awareness, support groups, etc.)?
  - a. Consider what is missing? What are the gaps in service for the population(s) you work with?
  - b. How can The Children's Home help you do your work and/or help those you serve?
  - c. What are some tangible things that we could feasibly do to make a difference in the short-term? Long-term?



## References

- **U.S. Census Data (2019)**
  - <https://www.census.gov/quickfacts/alleghenycountypennsylvania>
- **Department Health & Human Services (2021)**
  - <https://aspe.hhs.gov/poverty-guidelines>
- **Allegheny County Birth Report (2018)**
  - [https://www.alleghenycounty.us/uploadedFiles/Allegheny\\_Home/Health\\_Department/Resources/Data\\_and\\_Reporting/Chronic\\_Disease\\_Epidemiology/2018-Birth-Report\\_Final.pdf](https://www.alleghenycounty.us/uploadedFiles/Allegheny_Home/Health_Department/Resources/Data_and_Reporting/Chronic_Disease_Epidemiology/2018-Birth-Report_Final.pdf)
- **Allegheny County Community Indicators (Updated 2020)**
  - <https://alleghenycounty.us/Health-Department/Resources/Data-and-Reporting/Chronic-Disease-Epidemiology/Allegheny-County-Community-Indicators.aspx>