FY20 NEEDS ASSESSMENT REPORT

Community Healthcore

Needs Assessment

Summary Report

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Submitted to:
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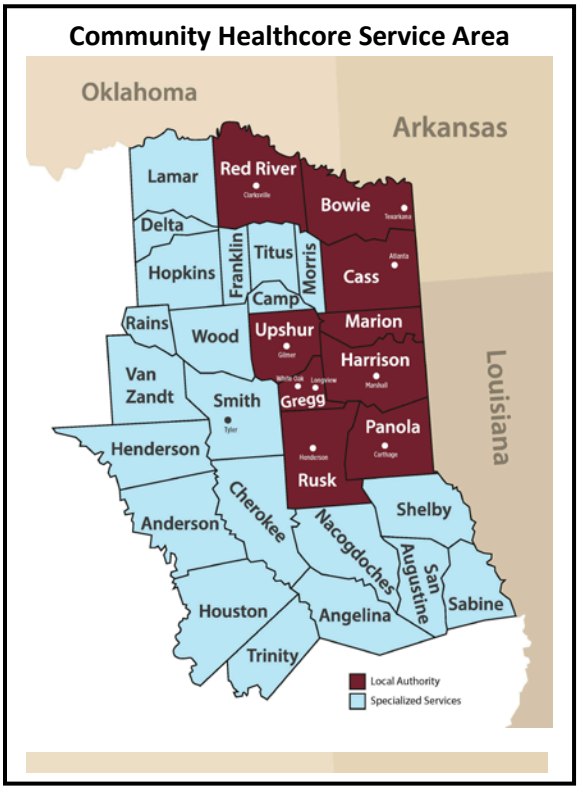
Introduction

For 50 years, Community Healthcore has served some of the most vulnerable populations in North East Texas, such as children and adults with mental health conditions, intellectual and developmental disabilities, and substance use disorders. Community Healthcore's 460 employees serve approximately 17,000 individuals[1] across thirty counties in Texas. Community Healthcore is the Local Mental Health Authority (LMHA) and Local Intellectual and Developmental Disabilities Authority (LIDDA) for nine counties: Bowie, Cass, Gregg, Harrison, Marion, Panola, Red River, Rusk, and Upshur.



The Needs Assessment Project supports Community Healthcore's commitment to continuous improvement by gathering data to improve the system of care and by identifying needs that are not met. Additionally, the data collected on this project will be used to explore enhancements for future growth of service areas. Most importantly, the Needs Assessment is essential to meeting Community Healthcore's goals for maintaining the Certified Community Behavioral Health Clinic (CCBHC) certification.

Community Healthcore contracted with Trebuchet Research, LLC to conduct the Needs Assessment Project. For this project, Trebuchet worked closely with Community Healthcore to collect quantitative and qualitative data to gain greater understanding of the people Community Healthcore serves and their needs. The data collected may also be used to inform enhancements to future services. Quantitative data was gathered through three surveys (Persons Served, Workforce, and Community Partners). Qualitative data was gathered through focus groups and key informant interviews (KIIs).

In the following sections we summarize the data gathered and the outcomes outlined in the CCBHC Needs Assessment administrative procedure 1.07.01.

[1] Community Center Profile FY19

Needs Assessment Approach

CCBHC context

In August 2019, Community Healthcore obtained a state certification as a Certified Community Behavioral Health Clinics (CCBHCs). The CCBHC framework is designed to improve service delivery and efficiency to support vulnerable populations through coordinated services.

The CCBHC program criteria span six areas:

1. Staffing
2. Availability and accessibility of services
3. Care coordination
4. Scope of services
5. Quality and other reporting
6. Organizational authority, governance, and Accreditation.

An important aspect of CCBHCs, and the impetus for the Needs Assessment Project, is that CCBHCs are required to demonstrate that they have identified and considered the needs of the population, as well as community stakeholder input, in the planning process for service delivery design and implementation. The Needs Assessment is essential for CCBHCs to understand the people in their service area, their needs, and the challenges they face, so that the organization may align services and staffing to meet their needs.

Specifically, the Needs Assessment is referenced in CCBHC program requirements 1-4. For instance, program requirement 1.a.1 specifies that "CCBHCs have a needs assessment process, including a process for gathering community input." Similarly, program requirement 4.b.2 specifies "CCBHC have protocols in place to use needs assessments to ensure services are culturally appropriate."

To meet these requirements, the Needs Assessment Project gathered input from persons receiving services, Community Healthcore workforce, and community partners.

Implementation

For this project, we collected primary data and examined secondary data. Primary data was gathered through web surveys, focus groups, and key informant interviews (KIIs). Secondary data consisted of external data including US Census Bureau data and de-identified client data provided by Community Healthcore to summarize the services they provide.

Primary Data

Surveys

We worked closely with Community Healthcore to develop three questionnaires to survey persons served by Community Healthcore, Community Healthcore workforce, and partners in the community. The persons served survey included validated items from publicly available surveys, such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS). The Persons Served Survey was also offered in Spanish.

Web Surveys

1. Developed the surveys using online survey software (SurveyMonkey)
2. Optimized survey display for mobile devices
3. Flexible outreach
4. Response tracking and follow-up to encourage participation

The questionnaires were designed for electronic self-administration via web survey. The surveys were programmed using Survey Monkey, a robust platform for online data collection.

Using survey software offered important methodological enhancements for this project. For instance, skip patterns and instructions in the questionnaire were systematically and consistently implemented. As a result, the web surveys presented the appropriate question on the screen based on the respondent's answers.

Additionally, using online survey software allowed for flexibility in outreach efforts and each effort was tracked distinctly. The surveys were accessed through web links (URLs). Flyers featured the URL in QR codes, so that a respondent could scan the QR code and launch the survey website. Individuals for whom Community Healthcore had emails received personalized invitations by email with their own link to the survey. Exhibit 1 illustrates each survey and the outreach modes.

Exhibit 1: Surveys and outreach modes

Survey Type	Outreach modes
Persons Served Survey	Community Healthcore Website Direct emails (for whom Community Healthcore had an email address) Facebook Text message Flyers Tablet on site
Workforce Survey	Email
Community Partners Survey	Community Healthcore Website Direct email to Community Healthcore-provided list Facebook Email to subscribers

The Persons Served Survey and the Community Partners Survey were promoted on social media sites and the Community Healthcore website.

The Persons Served Survey was promoted in English and Spanish. Exhibit 2 illustrates a sample social media post. Exhibit 3 illustrates the buttons that were added to the Community Healthcore website to promote the Persons Served Survey.

The Workforce Survey was distributed internally within the organization by email.

Exhibit 2: Sample social media post

Exhibit 3: Buttons added to Community Healthcore website

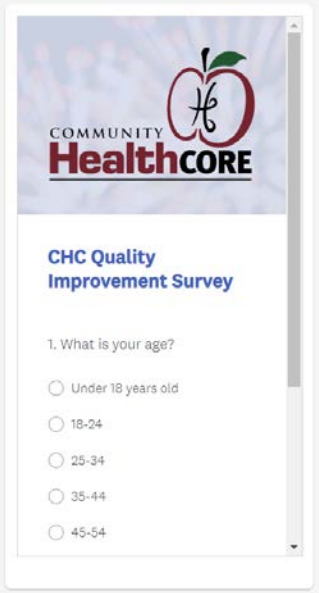
Spanish button

English button

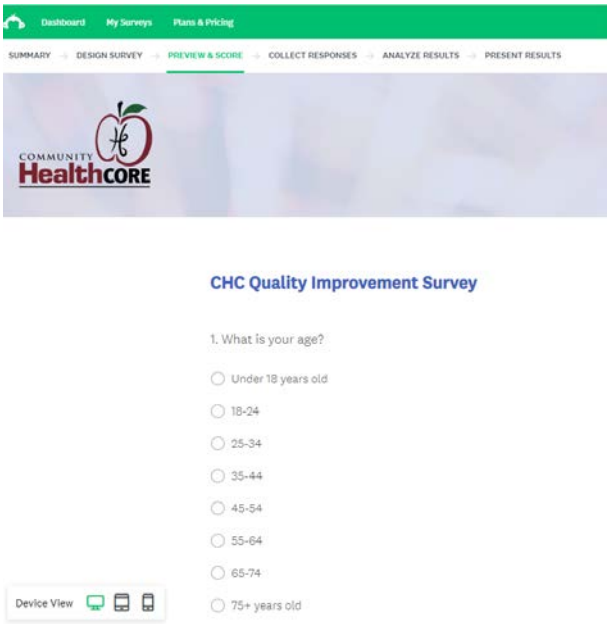
The links could be accessed across multiple devices (desktop computer, tablet, or smartphone). Using survey software ensured that the surveys were optimized for viewing on mobile devices. Exhibit 4 illustrates how Question 1 of the Persons Served Survey appeared on a mobile device and a computer.

Exhibit 4: Mobile and computer view of Persons Served Survey

Mobile Device View:



Computer View:

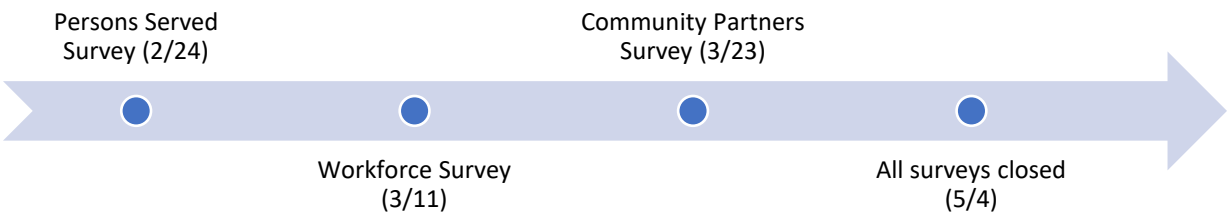


Timeline

The survey start dates were staggered between February and March so that data collection could begin after each questionnaire was finalized with Community Healthcore, instead of waiting for all three questionnaires to be finalized. All surveys were closed on May 4.

Exhibit 5 illustrates the timeline for survey data collection. The Persons Served Survey was open for the longest period (70 days) to allow them the most time to participate.

Exhibit 5: Timeline



Overall response

There were **720** survey responses collected in total.

Exhibit 6 summarizes the total number of responses by survey type.

The average time spent by respondents is summarized in Exhibit 7. The Persons Served Survey was the longest of the three surveys and contained 41 questions. The Workforce Survey contained 23 questions and the Community Partners Survey consisted of 21 questions.

Exhibit 6: Responses by survey type

Survey	Responses
Persons Served	278
Workforce	326
Community Partners	116
Total	720

Exhibit 7: Average time spent by survey type

Survey	Average time spent
Persons Served	8m:10s
Workforce	4m:25s
Community Partners	6m:29s

Response by Outreach

The surveys were promoted in a variety of outreach modes, including the Community Healthcore website, social media, and direct emails. Exhibit 8 summarizes responses by outreach mode for each survey type. Outreach via text messages yielded the greatest number of responses (155) to the Persons Served Survey. For the Community Partners Survey, outreach through direct emails to subscribers resulted in 47 responses.

The Workforce Survey was distributed through Survey Monkey. The personalized invitation was configured to display an internal Community Healthcore email address, to emphasize the legitimacy of the survey.

Exhibit 8: Responses by outreach mode

Outreach Mode	Persons Served Survey (English)	Persons Served Survey (Spanish)	Workforce Survey	Community Partners	Total
Text message	155				155
Flyer	6	8			14
Tablet 1	1				1
Community Healthcore Website	27			24	51
Facebook	16	1		11	28
Direct emails (Survey Monkey)	73		326	34	433
Subscriber emails (Constant Contact)				47	47
Total	**278**	**9**	**326**	**116**	**729**

Response Rates for Community Healthcore-Provided Lists

Persons Served Survey

Community Healthcore provided a list of **1,150 email addresses** for the Persons Served Survey. The list consisted of individuals (or their guardians/legal representatives) who had received services from Community Healthcore. After the initial email invitation, weekly email reminders were sent to encourage their participation. 73 individuals from the list that Community Healthcore provided responded to the Persons Served Survey, for an overall response rate of 6.3%. Exhibit 9 summarizes the response by county for the list.

Exhibit 9: Response by county—Persons Served

County	Community Healthcore provided list	Responses	%
Bowie County	171	8	4.7%
Camp County	3	0	0.0%
Cass County	84	6	7.1%
Collin County	1	0	0.0%
Franklin County	1	0	0.0%
Galveston County	1	0	0.0%
Gregg County	447	30	6.7%
Harrison County	50	3	6.0%
Marion County	3	1	33.3%
Morris County	2	0	0.0%
Nacogdoches County	5	1	20.0%
Panola County	101	7	6.9%
Red River County	29	1	3.4%
Rusk County	36	2	5.6%
Shelby County	5	0	0.0%
Smith County	4	0	0.0%
Tarrant County	1	0	0.0%
Upshur County	204	14	6.9%
Wood County	2	0	0.0%
Grand Total	1,150	73	6.3%

Workforce Survey

Community Healthcore provided a list of **486 email addresses** for the Workforce Survey. The list consisted of Community Healthcore employees as of February 27, 2020. They received weekly email reminders to participate in the survey. 326 of them responded to the Workforce Survey, for an overall response rate of 67.1%. Exhibit 10 summarizes the response by county.

Exhibit 10: Response by county--Workforce

Row Labels	Community Healthcore Provided list	Responses	%
Bowie	60	35	58.3%
Cass	39	17	43.6%
Gregg	337	236	70.0%
Harrison	15	11	73.3%
Panola	6	5	83.3%
Red River	5	3	60.0%
Rusk	3	3	100.0%
Smith	20	14	70.0%
Upshur	1	1	100.0%
(blank)*		1	N/A
Grand Total	486	326	67.1%

* Special invitation was requested for a new employee on 4/17, who was not in the original list. The employee completed the Workforce Survey.

Community Partners Survey

Community Healthcore provided a list of **206 Community Partners**. For this survey, only the overall list response rate is available since county information was not available. 34 individuals on the list completed the survey for an overall response of 16.5%.

Focus Groups

Four focus groups were held to gather qualitative feedback for the Needs Assessment Project. Focus groups are guided discussions designed to gather feedback on a variety of topics. Although the sessions were originally planned to be held in-person, due to the COVID-19 pandemic, the focus groups were held remotely using video conference software (Zoom).

Sessions were recorded and lasted for one hour. The recordings were transcribed for thematic analysis. The major themes that emerged are presented in the Outcomes section. Participants provided their verbal consent to participate in the recorded session. The sessions were held March 23-March 25, and on April 7.

About the Participants

Community Healthcore invited a diverse group of individuals, from all nine counties, to participate in the focus groups. The recruitment efforts included outreach to partners in all nine counties, including schools, chambers of commerce, law enforcement/Sherriff offices, and judges throughout nine counties. 73 people were invited to participate, and 23 individuals participated in the focus groups. Exhibit 11 summarizes the geographic diversity of the participants in each session.

Exhibit 11: Focus group participants

ID#	Focus Group Date	County Participant Identified During Introductions
Participant 1	3/23/2020	Marion
Participant 2	3/23/2020	Harrison
Participant 3	3/23/2020	Harrison
Participant 4	3/23/2020	Harrison, Marion, Camp, Morris, Cass, Upshur
Participant 5	3/23/2020	Region 7 (Gregg County)
Participant 6	3/23/2020	Gregg
Participant 7	3/23/2020	Panola
Participant 8	3/23/2020	Marion
Participant 9	3/24/2020	Rusk
Participant 10	3/24/2020	Rusk
Participant 11	3/24/2020	Panola, Rusk, Gregg, Upshur
Participant 12	3/24/2020	Panola
Participant 13	3/24/2020	Rusk
Participant 14	3/24/2020	Rusk
Participant 15	3/24/2020	Smith
Participant 16	3/25/2020	Gregg
Participant 17	3/25/2020	Gregg
Participant 18	3/25/2020	Gregg
Participant 19	3/25/2020	Rusk
Participant 20	3/25/2020	Gregg
Participant 21	3/25/2020	Gregg
Participant 22	4/7/2020	Red River
Participant 23	4/7/2020	Bowie

Discussion Topics

The goal of the focus groups was to gather feedback to help Community Healthcore better understand the needs in the community, with emphasis on learning about potential gaps and barriers to the services that Community Healthcore offers, and explore enhancements in the future. Exhibit 12 summarizes the discussion topics covered in each session.

Exhibit 12: Focus group discussion topics

Area	Sample questions
Current state	Establish as is: How would you describe Community Healthcore's current role in your community? What is your community's perception of Community Healthcore?
Positive aspects	What do you value the most about Community Healthcore? What is one thing you would hope doesn't change about Community Healthcore?

Area	Sample questions
Opportunities for enhancements (services, needs, barriers)	Who needs the most help in your community? How would you describe the greatest health-related needs in your community? How would you describe the barriers that prevent people in your area from getting the healthcare they need? What kind of additional services would you like to see Community Healthcore offer in your community? How would you enhance the services that Community Healthcore provides?

Key Informant Interviews

Key informant interviews (KIIs) are a form of in-depth interviews with key stakeholders who have deep knowledge of the group they represent or substantial "lived experience." Participants were asked to share their experiences to help Community Healthcore learn about what has worked well and what could be done differently in the future. Questions were open ended and designed to learn about the aspects of their experience with Community Healthcore that they have found valuable; as well as additional services or enhancements that would benefit persons who may have needs similar to the participant's needs.

Community Healthcore invited informants to share their experiences about the services they have received. The services ranged from intellectual & developmental disabilities (IDD), substance use disorder (SUD), mental health (adult and child), and Parents as Teachers.

Like the focus groups, key informant interview sessions were recorded and transcribed for thematic analysis. The major themes that emerged are presented in the Outcomes section.

About the Participants

Eleven key informant interviews were held remotely by telephone. Individual interviews were audio recorded and lasted 30 minutes. Sessions were held throughout the week of March 30 and the week of April 6. Exhibit 13 summarizes the geographic diversity of the participants in each session.

Exhibit 13: Key Informant Interviews--Participants

ID#	Key Informant Interview Date	County
Respondent 1	3/31/2020	Gregg
Respondent 2	4/2/2020	Harrison
Respondent 3	4/6/2020	Bowie
Respondent 4	4/6/2020	Marion
Respondent 5	4/6/2020	Rusk

ID#	Key Informant Interview Date	County
Respondent 6	4/7/2020	Gregg
Respondent 7	4/8/2020	Upshur
Respondent 8	4/8/2020	Cass
Respondent 9	4/9/2020	Panola
Respondent 10	4/9/2020	Red River
Respondent 11	4/10/2020	Gregg

Topics

The goal of the Key Informant Interviews was to gather additional feedback to help Community Healthcore understand the needs of people with lived experience. Discussion topics in the key informant interviews were similar to the focus groups topics. They explored three key areas, summarized in Exhibit 14.

Exhibit 14: Key Informant Interviews--Discussion topics

Area	Sample questions
Current state	What has your experience with Community Healthcore been like? How long have you been receiving services? What county are you in? What kind of services do you receive? How satisfied are you with the services you've received?
Positive aspects	What do you value most about your experience with Community Healthcore? What is the highlight of your experience with Community Healthcore? What do they get right? What would you like Community Healthcore to retain?
Opportunities for enhancements (services, needs, barriers)	What is an area where you would like to see change? What would you like to see done differently? Ideas for additional services/offerings? How would you describe the most significant barrier that prevents people in your area from getting the healthcare they need? Any issues with availability of appointments? Any final comments? What would you like Community Healthcore to know?

Secondary Data

To examine secondary data, the Needs Assessment Project explored data published by external sources. Specifically, we focused on the U.S. Census Bureau's American Community Survey (ACS). The ACS is a nationwide survey that provides "reliable and timely social, economic, housing, and demographic data every year.[2]" Unlike the decennial census, which is conducted every 10 years, the ACS is conducted every month to provide annual information. The ACS surveys 3.5 million addresses across the country, and the U.S. Census Bureau publishes 1-year and 5-year estimates based on the data gathered.

Additionally, Community Healthcore provided de-identified service data to explore services provided, and demographics of the people served.

U.S. Census Bureau Data

To examine the data, we used **Social Explorer**, an online tool that links various publicly available data sources and offers robust mapping capabilities[3]. Data on Social Explorer is available at the national, state, county, and census-tract level.

We present the 2018 ACS 5-year estimates data for the nine counties for which Community Healthcore is the mental health authority, and summarize population aspects relevant to the Needs Assessment Project. We focused on the following aspects to understand the region:

- Population
- Gender
- Age
- Race
- Language
- Education
- Employment status
- Income
- Insurance coverage
- Veteran status

This section contains tables for each aspect. Each table contains subtotals for each county and the grand total for the nine-counties combined.

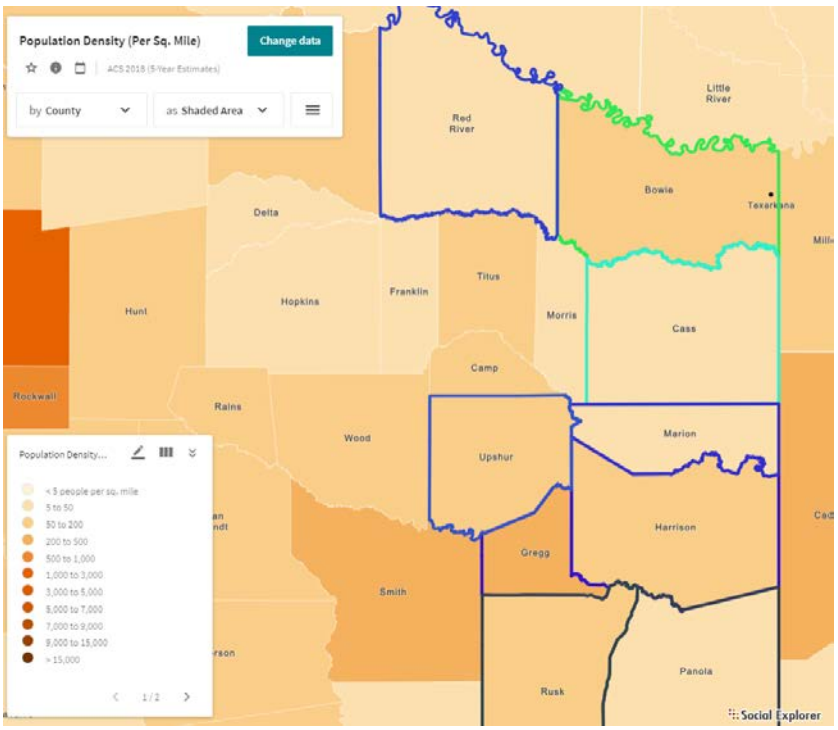
Population and Population Density

Community Healthcore serves nine counties that encompass nearly 7,000 square miles with a total population of more than 450,000 people. Some counties are more densely populated than others. For instance, Red River County has 11.8 people per square mile, while Gregg County has 451.7 people per square mile. Exhibit 15 and Exhibit 16 summarizes the population and population density for the nine counties in map and table format.

[2] Social Explorer; U.S. Census Bureau; 2018 ACS 1-year and 2014-2018 ACS 5-year Data Releases: Technical Documentation.

[3] Social Explorer, www.socialexplorer.com

Exhibit 15: Population density map



Population and Population Density

Exhibit 16: Population density table

County	Total Population	Area (land)	Population Density (per Sq. mile)
Bowie	93,858	885.00	106.1
Cass	30,087	936.96	32.1
Gregg	123,494	273.38	451.7
Harrison	66,645	899.96	74.1
Marion	10,083	380.88	26.5
Panola	23,440	811.36	28.9
Red River	12,275	1,043.88	11.8
Rusk	53,595	924.04	58.0
Upshur	40,769	582.98	69.9
TOTAL	454,246	6,738.43	67.4

Gender

Exhibit 17 summarizes the gender distribution for the nine counties Community Healthcore serves. For all counties combined, the gender of the population is roughly evenly split (49.7% male, 50.3% female). Rusk County has a slightly higher percentage of males in the population (53%).

Exhibit 17: Gender

Gender	Male	Female	Total
Bowie	47,275	46,583	93,858
	50.4%	49.6%	
Cass	14,692	15,395	30,087
	48.8%	51.2%	
Gregg	60,208	63,286	123,494
	48.8%	51.3%	
Harrison	32,556	34,089	66,645
	48.9%	51.2%	
Marion	4,915	5,168	10,083
	48.8%	51.3%	
Panola	11,498	11,942	23,440
	49.1%	51.0%	
Red River	5,986	6,289	12,275
	48.8%	51.2%	
Rusk	28,379	25,216	53,595
	53.0%	47.1%	
Upshur	20,224	20,545	40,769
	49.6%	50.4%	
TOTAL	225,733	228,513	454,246
	49.7%	50.3%	

Age

Exhibit 18 and Exhibit 19 summarize the age distribution for the region. 6.5% of the total population in the nine counties is under 5 years old and 9.5% is 65 to 74 years old.

Exhibit 18: Age, part 1

	Total Population	Under 5 Years	5 to 9 Years	10 to 14 Years	15 to 17 Years	18 to 24 Years	25 to 34 Years
Bowie	93,858	6,060	6,076	6,476	3,650	8,107	12,531
		6.5%	6.5%	6.9%	3.9%	8.6%	13.4%
Cass	30,087	1,482	1,958	2,162	1,210	2,136	3,156
		4.9%	6.5%	7.2%	4.0%	7.1%	10.5%
Gregg	123,494	9,322	9,310	8,434	4,916	11,924	17,098
		7.6%	7.5%	6.8%	4.0%	9.7%	13.9%
Harrison	66,645	4,354	4,977	4,720	2,997	5,838	7,842
		6.5%	7.5%	7.1%	4.5%	8.8%	11.8%
Marion	10,083	435	536	554	322	663	911
		4.3%	5.3%	5.5%	3.2%	6.6%	9.0%
Panola	23,440	1,430	1,282	1,903	959	2,081	2,675
		6.1%	5.5%	8.1%	4.1%	8.9%	11.4%
Red River	12,275	518	547	911	487	1,008	1,173

	Total Population	Under 5 Years	5 to 9 Years	10 to 14 Years	15 to 17 Years	18 to 24 Years	25 to 34 Years
		4.2%	4.5%	7.4%	4.0%	8.2%	9.6%
Rusk	53,595	3,167	3,705	3,292	2,087	4,770	7,115
		5.9%	6.9%	6.1%	3.9%	8.9%	13.3%
Upshur	40,769	2,548	2,901	2,728	1,690	3,314	4,367
		6.3%	7.1%	6.7%	4.2%	8.1%	10.7%
TOTAL	454,246	29,316	31,292	31,180	18,318	39,841	56,868
		6.5%	6.9%	6.9%	4.0%	8.8%	12.5%

Exhibit 19: Age, part 2

	Total Population	35 to 44 Years	45 to 54 Years	55 to 64 Years	65 to 74 Years	75 to 84 Years	85 Years and Over
Bowie	93,858	12,537	11,786	11,643	8,611	4,656	1,725
		13.4%	12.6%	12.4%	9.2%	5.0%	1.8%
Cass	30,087	3,314	3,927	4,268	3,653	2,048	773
		11.0%	13.1%	14.2%	12.1%	6.8%	2.6%
Gregg	123,494	14,731	14,571	14,983	10,055	5,425	2,725
		11.9%	11.8%	12.1%	8.1%	4.4%	2.2%
Harrison	66,645	8,124	8,253	8,860	6,439	2,959	1,282
		12.2%	12.4%	13.3%	9.7%	4.4%	1.9%
Marion	10,083	1,016	1,367	1,735	1,500	896	148
		10.1%	13.6%	17.2%	14.9%	8.9%	1.5%
Panola	23,440	2,890	2,688	3,306	2,393	1,361	472
		12.3%	11.5%	14.1%	10.2%	5.8%	2.0%
Red River	12,275	1,424	1,473	1,831	1,667	917	319
		11.6%	12.0%	14.9%	13.6%	7.5%	2.6%
Rusk	53,595	6,993	6,959	6,897	4,874	2,787	949
		13.1%	13.0%	12.9%	9.1%	5.2%	1.8%
Upshur	40,769	4,722	5,383	6,018	4,092	2,359	647
		11.6%	13.2%	14.8%	10.0%	5.8%	1.6%
TOTAL	454,246	55,751	56,407	59,541	43,284	23,408	9,040
		12.3%	12.4%	13.1%	9.5%	5.2%	2.0%

Race

Exhibit 20 summarizes the race in the region. The total population in the nine counties is predominantly White (75.4%) or Black/African Americans (19.5%).

Exhibit 20: Race

	Total Population	White Alone	Black or African American Alone	American Indian and Alaska Native Alone	Asian Alone	Native Hawaiian and Other Pacific Islander Alone	Some Other Race Alone	Two or More Races
Bowie	93,858	64,640	23,061	877	1,012	44	1,692	2,532
		68.9%	24.6%	0.9%	1.1%	0.1%	1.8%	2.7%
Cass	30,087	23,487	5,234	39	110	1	552	664
		78.1%	17.4%	0.1%	0.4%	0.0%	1.8%	2.2%
Gregg	123,494	91,969	25,062	459	1,654	121	1,127	3,102
		74.5%	20.3%	0.4%	1.3%	0.1%	0.9%	2.5%
Harrison	66,645	49,105	14,084	246	489	15	1,590	1,116
		73.7%	21.1%	0.4%	0.7%	0.0%	2.4%	1.7%
Marion	10,083	7,364	2,361	43	0	38	184	93
		73.0%	23.4%	0.4%	0.0%	0.4%	1.8%	0.9%
Panola	23,440	18,983	4,023	29	57	0	167	181
		81.0%	17.2%	0.1%	0.2%	0.0%	0.7%	0.8%
Red River	12,275	9,712	2,080	39	6	0	147	291
		79.1%	17.0%	0.3%	0.1%	0.0%	1.2%	2.4%
Rusk	53,595	42,148	9,196	96	301	22	820	1,012
		78.6%	17.2%	0.2%	0.6%	0.0%	1.5%	1.9%
Upshur	40,769	35,051	3,406	294	239	0	1,115	664
		86.0%	8.4%	0.7%	0.6%	0.0%	2.7%	1.6%
TOTAL	454,246	342,459	88,507	2,122	3,868	241	7,394	9,655
		75.4%	19.5%	0.5%	0.9%	0.1%	1.6%	2.1%

Language

Exhibit 21 summarizes the languages spoken at home for the population 5 and over. The estimates for the region reflect that 98.5% speak Only English (87.2%) or Spanish (11.3%). Languages identified for the remaining 1.5% include: Other Indo-European Languages 0.3%, Tagalog (Incl. Filipino) 0.2%, Chinese (Inc. Mandarin) 0.1%.

Exhibit 21: Language spoken at home for population 5 years and over (English and Spanish only)

		Total:	Speak Only English	Spanish	Speak English "Very Well"	Speak English Less Than "Very Well"
Bowie	Estimate	87,798	82,366	4,065	1,966	2,099
			93.8%	4.6%	2.2%	2.4%
	Std. Error	33.33	370.30	336.36	208.48	270.30

		Total:	Speak Only English	Spanish	Speak English "Very Well"	Speak English Less Than "Very Well"
Cass	Estimate	28,605	27,481	1,032	737	295
			96.1%	3.6%	2.6%	1.0%
	Std. Error	77.58	147.27	110.91	103.03	82.42
Gregg	Estimate	114,172	94,952	17,155	9,966	7,189
			83.2%	15.0%	8.7%	6.3%
	Std. Error	47.27	485.45	437.58	428.48	400.61
Harrison	Estimate	62,291	56,490	5,359	2,892	2,467
			90.7%	8.6%	4.6%	4.0%
	Std. Error	41.21	341.21	321.21	276.36	200.00
Panola	Estimate	22,010	20,527	1,375	870	505
			93.3%	6.3%	4.0%	2.3%
	Std. Error	0.00	158.18	141.21	118.79	78.18
Red River	Estimate	11,757	11,085	656	529	127
			94.3%	5.6%	4.5%	1.1%
	Std. Error	37.58	110.91	118.79	149.70	52.12
Rusk	Estimate	50,428	43,379	6,536	3,866	2,670
			86.0%	13.0%	7.7%	5.3%
	Std. Error	11.52	294.55	276.97	253.33	219.39
Smith	Estimate	209,519	173,028	31,870	17,385	14,485
			82.6%	15.2%	8.3%	6.9%
	Std. Error	16.97	671.52	560.61	632.12	627.27
Upshur	Estimate	38,221	35,615	2,432	1,729	703
			93.2%	6.4%	4.5%	1.8%
	Std. Error	57.58	188.48	176.36	151.52	103.03
TOTAL	Estimate	624,801	544,923	70,480	39,940	30,540
			87.2%	11.3%	6.4%	4.9%
	Std. Error	126.10	1,057.87	934.64	914.10	860.29

Education

Exhibit 22 illustrates the educational levels in the area for those 25 and over. About a third of the region's total population are high school graduates (33.5%).

Exhibit 22: Educational attainment for population 25 years and over

	Population 25 Years and Over:	Less than High School	High School Graduate	Some College	Bachelor's Degree	Master's Degree	Professional School Degree	Doctorate Degree
Bowie	63,489	7,515	22,063	21,285	8,599	3,058	719	250
		11.8%	34.8%	33.5%	13.5%	4.8%	1.1%	0.4%
Cass	21,139	3,067	9,155	5,458	2,340	917	133	69
		14.5%	43.3%	25.8%	11.1%	4.3%	0.6%	0.3%
Gregg	79,588	12,869	22,830	27,367	11,393	3,658	983	488

	Population 25 Years and Over:	Less than High School	High School Graduate	Some College	Bachelor's Degree	Master's Degree	Professional School Degree	Doctorate Degree
		16.2%	28.7%	34.4%	14.3%	4.6%	1.2%	0.6%
Harrison	43,759	6,591	15,027	13,781	5,809	1,851	404	296
		15.1%	34.3%	31.5%	13.3%	4.2%	0.9%	0.7%
Marion	7,573	1,250	3,083	2,114	806	264	26	30
		16.5%	40.7%	27.9%	10.6%	3.5%	0.3%	0.4%
Panola	15,785	2,580	5,285	5,476	1,661	526	87	170
		16.3%	33.5%	34.7%	10.5%	3.3%	0.6%	1.1%
Red River	8,804	1,369	3,539	2,789	851	203	18	35
		15.6%	40.2%	31.7%	9.7%	2.3%	0.2%	0.4%
Rusk	36,574	7,260	11,522	12,482	3,602	1,480	141	87
		19.9%	31.5%	34.1%	9.9%	4.1%	0.4%	0.2%
Upshur	27,588	4,321	9,400	9,172	3,316	1,188	131	60
		15.7%	34.1%	33.3%	12.0%	4.3%	0.5%	0.2%
TOTAL	304,299	46,822	101,904	99,924	38,377	13,145	2,642	1,485
		15.4%	33.5%	32.8%	12.6%	4.3%	0.9%	0.5%

Employment

Exhibit 23 illustrates the unemployment rate for the civilian population in the labor force 16 years and over. Although the overall unemployment rate for the nine counties is 6%, there are counties with substantially higher unemployment rates (for instance, Marion county has 11.1%).

Exhibit 23: Unemployment Rate for Civilian Population in Labor Force 16 Years and Over

	Civilian Population in Labor Force 16 Years and Over:	Employed	Unemployed
Bowie	39,723	37,085	2,638
		93.4%	6.6%
Cass	12,520	11,615	905
		92.8%	7.2%
Gregg	58,384	55,553	2,831
		95.2%	4.9%
Harrison	29,923	28,251	1,672
		94.4%	5.6%
Marion	4,061	3,612	449
		88.9%	11.1%

	Civilian Population in Labor Force 16 Years and Over:	Employed	Unemployed
Panola	10,318	9,846	472
		95.4%	4.6%
Red River	5,327	4,910	417
		92.2%	7.8%
Rusk	22,207	20,822	1,385
		93.8%	6.2%
Upshur	18,320	16,963	1,357
		92.6%	7.4%
TOTAL	200,783	188,657	12,126
		94.0%	6.0%

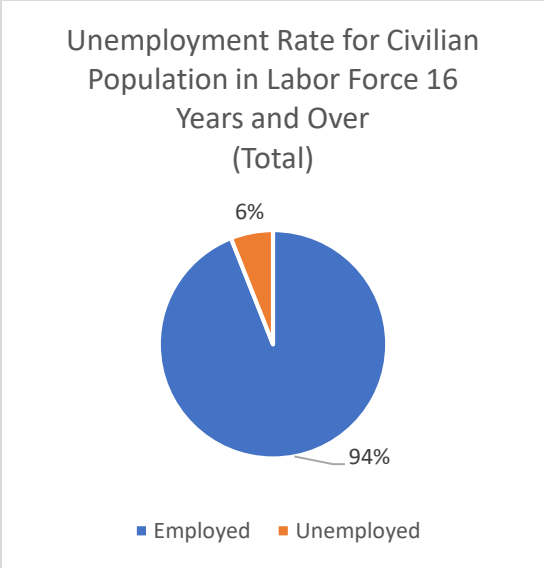


Exhibit 24, Exhibit 25, and Exhibit 26 illustrate the major industries by occupation for the employed civilian population 16 years and over. About a quarter of the total population (23.3%) in the area is "Educational Services, and Health Care and Social Assistance".

Interestingly, although "Agriculture, forestry, fishing and hunting, and mining account" account for 6.1% of the total employed population in the region, the rate is much higher (20%) of the employed population in Panola County.

Exhibit 24: Industry by Occupation for Employed Civilian Population 16 Years and Over

	Total Employed Civilian Population 16 Years and Over:	Agriculture, Forestry, Fishing and Hunting, and Mining	Construction	Manufacturing	Wholesale Trade	Retail Trade
Bowie	37,085	571	2,119	3,453	976	4,604
		1.5%	5.7%	9.3%	2.6%	12.4%
Cass	11,615	452	983	1,305	369	1,708
		3.9%	8.5%	11.2%	3.2%	14.7%
Gregg	55,553	2,759	3,940	6,339	1,672	7,238
		5.0%	7.1%	11.4%	3.0%	13.0%
Harrison	28,251	1,959	2,233	3,567	900	2,881
		6.9%	7.9%	12.6%	3.2%	10.2%
Marion	3,612	131	291	379	172	542
		3.6%	8.1%	10.5%	4.8%	15.0%
Panola	9,846	1,965	627	630	198	1,162
		20.0%	6.4%	6.4%	2.0%	11.8%
Red River	4,910	374	383	801	91	404
		7.6%	7.8%	16.3%	1.9%	8.2%
Rusk	20,822	2,424	1,639	2,151	433	2,110

		11.6%	7.9%	10.3%	2.1%	10.1%
Upshur	16,963	920	1,548	1,891	521	2,473
		5.4%	9.1%	11.2%	3.1%	14.6%
TOTAL	188,657	11,555	13,763	20,516	5,332	23,122
		6.1%	7.3%	10.9%	2.8%	12.3%

Exhibit 25: Industry by Occupation for Employed Civilian Population 16 Years and Over, part 2

	Total Employed Civilian Population 16 Years and Over:	Transportation and Warehousing, and Utilities	Information	Finance and Insurance, and Real Estate and Rental and Leasing	Professional, Scientific, and Management, and Administrative and Waste Management Services	Educational Services, and Health Care and Social Assistance
Bowie	37,085	2,033	530	1,947	2,965	9,301
		5.5%	1.4%	5.3%	8.0%	25.1%
Cass	11,615	518	71	405	724	3,059
		4.5%	0.6%	3.5%	6.2%	26.3%
Gregg	55,553	2,759	676	2,768	4,689	12,419
		5.0%	1.2%	5.0%	8.4%	22.4%
Harrison	28,251	1,413	171	1,271	1,799	7,229
		5.0%	0.6%	4.5%	6.4%	25.6%
Marion	3,612	192	41	128	280	853
		5.3%	1.1%	3.5%	7.8%	23.6%
Panola	9,846	544	79	333	724	2,025
		5.5%	0.8%	3.4%	7.4%	20.6%
Red River	4,910	212	13	198	185	1,202
		4.3%	0.3%	4.0%	3.8%	24.5%
Rusk	20,822	1,505	198	690	1,950	4,187
		7.2%	1.0%	3.3%	9.4%	20.1%
Upshur	16,963	1,009	126	699	1,547	3,709
		6.0%	0.7%	4.1%	9.1%	21.9%
TOTAL	188,657	10,185	1,905	8,439	14,863	43,984
		5.4%	1.0%	4.5%	7.9%	23.3%

Exhibit 26: Industry by Occupation for Employed Civilian Population 16 Years and Over, part 3

	Total Employed Civilian Population 16 Years and Over:	Arts, Entertainment, and Recreation, and Accommodation and Food Services	Other Services, Except Public Administration	Public Administration
Bowie	37,085	3,305	1,904	3,377
		8.9%	5.1%	9.1%
Cass	11,615	744	752	525
		6.4%	6.5%	4.5%

	Total Employed Civilian Population 16 Years and Over:	Arts, Entertainment, and Recreation, and Accommodation and Food Services	Other Services, Except Public Administration	Public Administration
Gregg	55,553	5,583	3,096	1,615
		10.1%	5.6%	2.9%
Harrison	28,251	1,947	1,922	959
		6.9%	6.8%	3.4%
Marion	3,612	266	179	158
		7.4%	5.0%	4.4%
Panola	9,846	689	394	476
		7.0%	4.0%	4.8%
Red River	4,910	344	251	452
		7.0%	5.1%	9.2%
Rusk	20,822	1,534	1,103	898
		7.4%	5.3%	4.3%
Upshur	16,963	961	1,022	537
		5.7%	6.0%	3.2%
TOTAL	188,657	15,373	10,623	8,997
		8.2%	5.6%	4.8%

Income

Exhibit 27and Exhibit 28 summarize household income in the area.

Exhibit 27: Average and Median household income (In 2018 Inflation Adjusted Dollars)

	Average Household Income	Median Household Income
Bowie	$67,304	$47,505
Cass	$56,515	$45,345
Gregg	$67,886	$49,287
Harrison	$68,884	$51,202
Marion	$60,527	$37,283
Panola	$67,548	$51,569
Red River	$50,123	$37,955
Rusk	$68,838	$52,329
Upshur	$66,328	$50,906
TOTAL	$66,302	$48,623

Exhibit 28: Average and median household income, chart

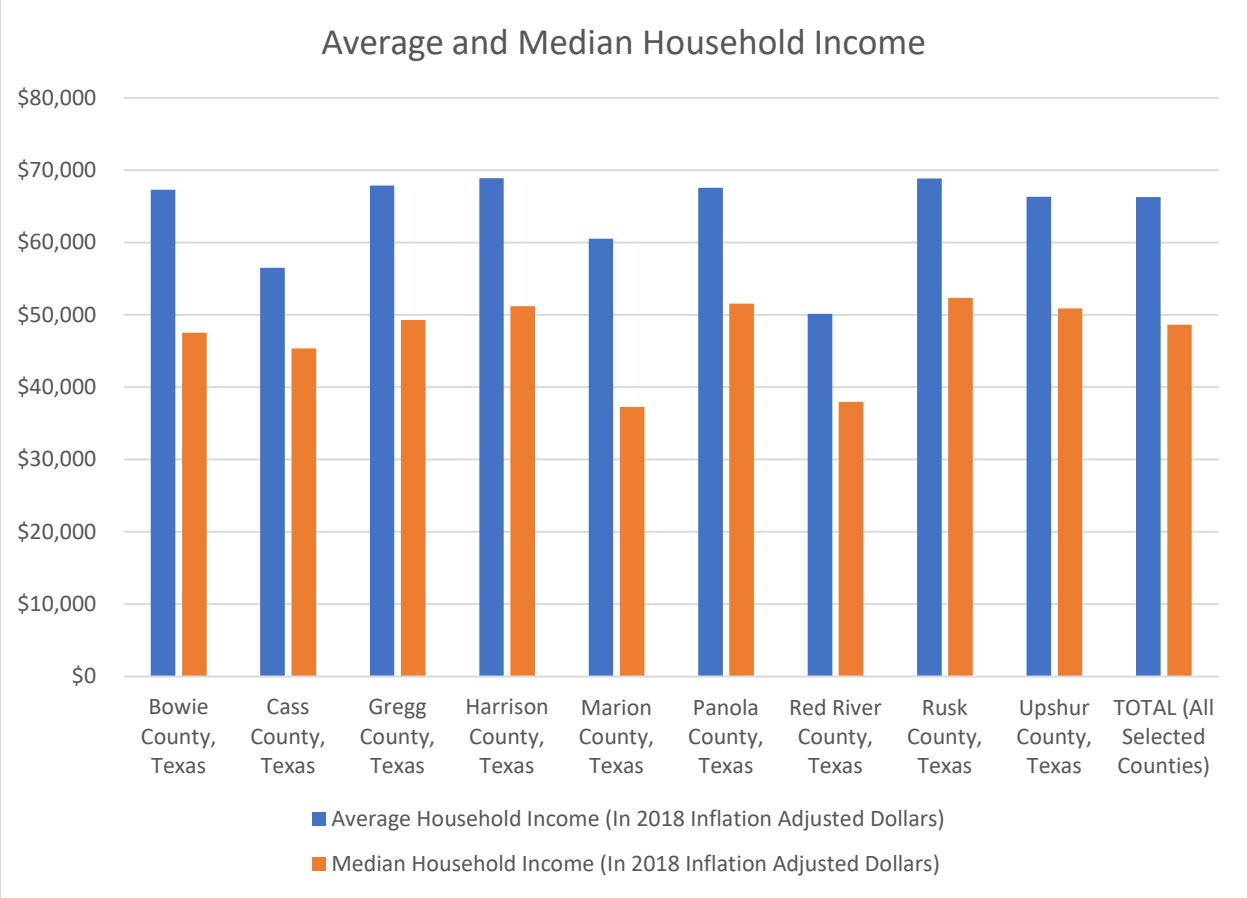


Exhibit 29: Household Income (In 2018 Inflation Adjusted Dollars) (Collapsed Version)

	Households:	Less than $25,000	$25,000 to $49,999	$50,000 to $74,999	$75,000 to $99,999	$100,000 or More
Bowie	33,731	9,091	8,518	5,944	3,927	6,251
		27.0%	25.3%	17.6%	11.6%	18.5%
Cass	11,789	3,221	3,351	2,075	1,316	1,826
		27.3%	28.4%	17.6%	11.2%	15.5%
Gregg	45,532	11,022	12,203	8,496	4,784	9,027
		24.2%	26.8%	18.7%	10.5%	19.8%
Harrison	23,217	5,324	5,971	3,908	3,554	4,460
		22.9%	25.7%	16.8%	15.3%	19.2%
Marion	4,459	1,555	1,324	552	398	630
		34.9%	29.7%	12.4%	8.9%	14.1%
Panola	8,827	2,229	1,936	1,858	1,071	1,733
		25.3%	21.9%	21.1%	12.1%	19.6%
Red River	5,048	1,606	1,417	944	525	556

	Households:	Less than $25,000	$25,000 to $49,999	$50,000 to $74,999	$75,000 to $99,999	$100,000 or More
		31.8%	28.1%	18.7%	10.4%	11.0%
Rusk	17,960	4,083	4,556	3,298	2,270	3,753
		22.7%	25.4%	18.4%	12.6%	20.9%
Upshur	14,036	3,153	3,786	2,505	1,891	2,701
		22.5%	27.0%	17.9%	13.5%	19.2%
TOTAL	164,599	41,284	43,062	29,580	19,736	30,937
		25.1%	26.2%	18.0%	12.0%	18.8%

Health Insurance

Exhibit 30 summarizes health insurance coverage in the area. 16.7% of the total population in the area has no health insurance coverage.

Exhibit 30: Health insurance coverage

	Total	No Health Insurance coverage	With Health Insurance Coverage:	Public Health Coverage	Private Health Insurance
Bowie	88,388	12,858	75,530	31,804	54,941
		14.6%	85.5%	36.0%	62.2%
Cass	29,691	4,579	25,112	11,986	17,684
		15.4%	84.6%	40.4%	59.6%
Gregg	121,339	23,020	98,319	40,044	70,968
		19.0%	81.0%	33.0%	58.5%
Harrison	65,875	9,810	56,065	21,476	41,879
		14.9%	85.1%	32.6%	63.6%
Marion	9,954	1,232	8,722	4,726	5,681
		12.4%	87.6%	47.5%	57.1%
Panola	23,205	4,045	19,160	8,458	13,936
		17.4%	82.6%	36.5%	60.1%
Red River	12,077	1,754	10,323	5,109	7,083
		14.5%	85.5%	42.3%	58.7%
Rusk	48,744	9,385	39,359	16,142	28,715
		19.3%	80.8%	33.1%	58.9%
Upshur	40,221	6,798	33,423	13,276	24,738
		16.9%	83.1%	33.0%	61.5%
TOTAL	439,494	73,481	366,013	153,021	265,625
		16.7%	83.3%	34.8%	60.4%

Veterans

Exhibit 31 summarizes the veteran status for the civilian population and their age. The total veteran population for the region is 8.9%. There are more in Marion County (11.5%).

Exhibit 31: Veteran Status for the Civilian Population

	Civilian Population 18 Years and Over:	Veteran:	18 to 64 Years	65 Years and Over	Non-veteran:	18 to 64 Years	65 Years and Over
Bowie	71,547	7,163	3,996	3,167	64,384	52,559	11,825
		10.0%	5.6%	4.4%	90.0%	73.5%	16.5%
Cass	23,275	2,409	1,027	1,382	20,866	15,774	5,092
		10.4%	4.4%	5.9%	89.7%	67.8%	21.9%
Gregg	91,497	7,641	3,696	3,945	83,856	69,596	14,260
		8.4%	4.0%	4.3%	91.7%	76.1%	15.6%
Harrison	49,509	4,557	2,284	2,273	44,952	36,545	8,407
		9.2%	4.6%	4.6%	90.8%	73.8%	17.0%
Marion	8,219	942	377	565	7,277	5,298	1,979
		11.5%	4.6%	6.9%	88.5%	64.5%	24.1%
Panola	17,849	1,547	730	817	16,302	12,893	3,409
		8.7%	4.1%	4.6%	91.3%	72.2%	19.1%
Red River	9,812	603	229	374	9,209	6,680	2,529
		6.2%	2.3%	3.8%	93.9%	68.1%	25.8%
Rusk	41,309	3,150	1,481	1,669	38,159	31,218	6,941
		7.6%	3.6%	4.0%	92.4%	75.6%	16.8%
Upshur	30,902	2,573	1,317	1,256	28,329	22,487	5,842
		8.3%	4.3%	4.1%	91.7%	72.8%	18.9%
TOTAL	343,919	30,585	15,137	15,448	313,334	253,050	60,284
		8.9%	4.4%	4.5%	91.1%	73.6%	17.5%

Poverty

Exhibit 32 summarizes the ratio of total family income to the poverty level. The U.S. Census Bureau uses poverty thresholds that account for differences in family size/composition. Nearly 40% of the total population in the area is identified as poor or struggling. In Marion County, the rate is higher (48.1%).

Exhibit 32: Ratio of Income to Poverty Level (Summarized)

	Population for Whom Poverty Status Is Determined:	Under 2.00 (Poor or Struggling)	2.00 and Over (Doing Ok)
Bowie	88,265	34,893	53,372
		39.5%	60.5%
Cass	29,619	12,509	17,110

	Population for Whom Poverty Status Is Determined:	Under 2.00 (Poor or Struggling)	2.00 and Over (Doing Ok)
		42.2%	57.8%
Gregg	119,520	50,163	69,357
		42.0%	58.0%
Harrison	65,126	24,198	40,928
		37.2%	62.8%
Marion	9,949	4,784	5,165
		48.1%	51.9%
Panola	22,836	8,879	13,957
		38.9%	61.1%
Red River	12,052	5,251	6,801
		43.6%	56.4%
Rusk	48,474	17,918	30,556
		37.0%	63.0%
Upshur	40,128	13,363	26,765
		33.3%	66.7%
TOTAL	435,969	171,958	264,011
		39.4%	60.6%

De-Identified Data Community Healthcore Service Data

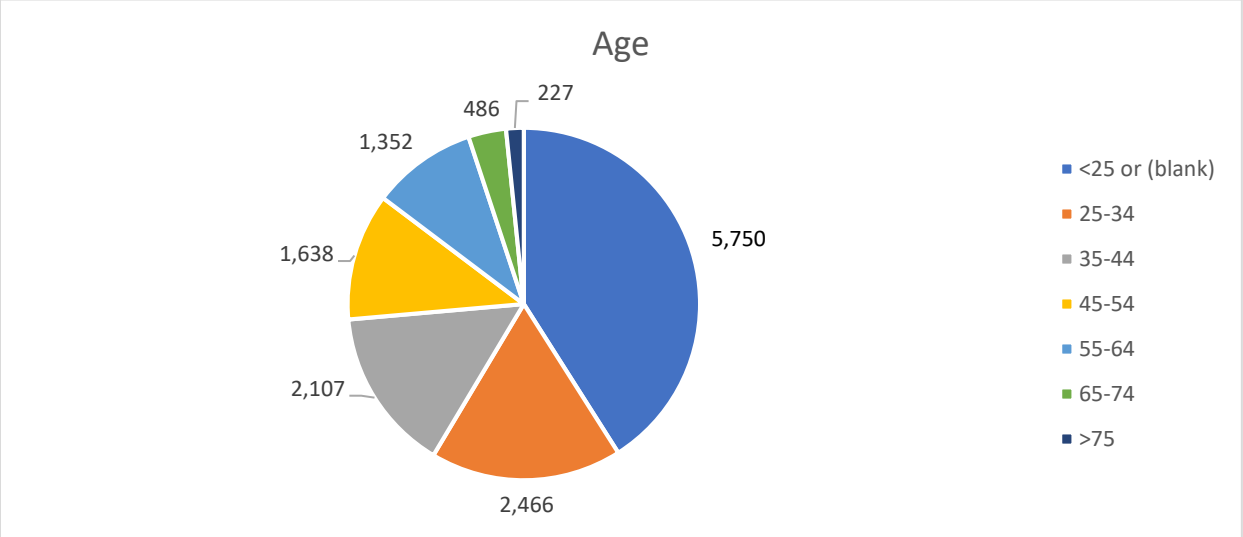
Community Healthcore provided information about individuals who received services between May 1, 2019 and April 30, 2020. The list focused on individuals who received their most recent service in the time period. The list was de-identified to protect the identity of the people receiving services. A total of **14,026** individuals who received services in that period were in this data set. The following tables summarize their demographics:

- Age
- Gender
- Education
- Marital status
- Employment
- County of Residence
- County of Service

Age

Exhibit 33: Center Data, Age

Age	Individuals	%
<25 or (blank)	5,750	51.86%
25-34	2,466	16.04%
35-44	2,107	12.10%
45-54	1,638	8.72%
55-64	1,352	6.75%
65-74	486	2.58%
>75	227	1.96%
Grand Total	**14,026**	**100.00%**



Gender

Exhibit 34: Center Data, Gender

Gender	Individuals	%
Female	6,819	48.62%
Male	7,206	51.38%
Unknown	1	0.01%
Grand Total	**14,026**	**100.00%**

Education

Exhibit 35: Center Data, Education

Grade level	Individuals	%
02nd Grade	1	0.01%
03rd Grade	3	0.02%
06th Grade	3	0.02%
08th Grade	4	0.03%
09th Grade	3	0.02%
10th Grade	4	0.03%
11th Grade	1	0.01%
12th Grade	11	0.08%
Assoc. Degree	261	1.86%
Bach Degree	215	1.53%
GED	955	6.81%
Grad Degree	28	0.20%
Graduate School	20	0.14%
HS Graduate	2,894	20.63%
No HS Diploma Earned	5,157	36.77%
None	1,378	9.82%
Some College	1,523	10.86%
Tech School	175	1.25%
Unknown	1,337	9.53%
(Blank)	53	0.38%
Grand Total	**14,026**	**100.00%**

Marital Status

Exhibit 36: Center Data, Marital Status

Marital status	Individuals	%
Divorced	1,706	9.35%

Marital status	Individuals	%
Married	1,314	9.15%
Never Married	9,040	67.97%
Separated	657	3.94%
Unknown/NA	870	6.69%
Widowed	384	2.54%
(blank)	55	0.37%
Grand Total	**14,026**	**100.00%**

Employment

Exhibit 37: Center Data, Employment Status

Employment status	Individuals	%
Employed - Full time	1,286	9.62%
Employed - Part Time	316	2.27%
Full-Student	3,309	29.29%
None	7,898	51.15%
Part-Student	27	0.18%
Trans/Sheltered Employment	32	0.15%
Unemployed but wants to work	1,030	6.81%
(blank)	128	0.54%
Grand Total	**14,026**	**100.00%**

County of Residence

Exhibit 38: Center Data, County of Residence

County	Individuals	%
ANDERSON COUNTY	44	0.44%
ANGELINA COUNTY	11	0.07%
ARMSTRONG COUNTY	1	0.01%
BELL COUNTY	4	0.04%
BEXAR COUNTY	4	0.04%
BOWIE COUNTY	2,806	21.90%
BRAZOS COUNTY	1	0.00%
CAMP COUNTY	38	0.33%
CASS COUNTY	769	5.30%
CHAMBERS COUNTY	1	0.01%
CHEROKEE COUNTY	35	0.36%
COLLIN COUNTY	4	0.04%
COMANCHE COUNTY	1	0.01%
DALLAS COUNTY	21	0.20%
DELTA COUNTY	2	0.01%

County	Individuals	%
DENTON COUNTY	4	0.04%
ELLIS COUNTY	1	0.01%
FANNIN COUNTY	1	0.01%
FISHER COUNTY	1	0.01%
FOARO COUNTY	1	0.01%
FRANKLIN COUNTY	14	0.15%
FREESTONE COUNTY	1	0.01%
GALVESTON COUNTY	3	0.02%
GRAYSON COUNTY	3	0.01%
GREGG COUNTY	5,285	34.63%
HARRIS COUNTY	8	0.08%
HARRISON COUNTY	1,357	9.45%
HENDERSON COUNTY	71	0.73%
HILL COUNTY	1	0.01%
HOPKINS COUNTY	9	0.07%
HOUSTON COUNTY	5	0.04%
HUNT COUNTY	2	0.02%
JEFFERSON COUNTY	1	0.01%
KAUFMAN COUNTY	15	0.14%
KENDALL COUNTY	1	0.01%
KERR COUNTY	1	0.01%
LAMAR COUNTY	14	0.11%
LEON COUNTY	1	0.01%
LIBERTY COUNTY	1	0.00%
LIMESTONE COUNTY	2	0.01%
MARION COUNTY	218	1.43%
MONTGOMERY COUNTY	3	0.03%
MORRIS COUNTY	47	0.41%
NACOGDOCHES COUNTY	18	0.14%
NAVARRO COUNTY	1	0.01%
ORANGE COUNTY	1	0.01%
OUT OF STATE	1	0.00%
PANOLA COUNTY	499	3.32%
RAINS COUNTY	22	0.23%
RED RIVER COUNTY	240	1.65%
RUSK COUNTY	903	6.11%
SAN AUGUSTINE COUNTY	3	0.03%
SAN JACINTO COUNTY	1	0.01%
SAN PATRICIO COUNTY	1	0.01%
SHELBY COUNTY	9	0.07%
SMITH COUNTY	331	3.27%
SOMERVELL COUNTY	1	0.01%

County	Individuals	%
TARRANT COUNTY	10	0.10%
TITUS COUNTY	90	0.95%
TRAVIS COUNTY	3	0.03%
TRINITY COUNTY	3	0.02%
UNKNOWN	7	0.07%
UPSHUR COUNTY	953	6.54%
VAN ZANDT COUNTY	48	0.47%
WALKER COUNTY	1	0.01%
WASHINGTON COUNTY	1	0.01%
WOOD COUNTY	66	0.64%
Grand Total	**14,026**	**100.00%**

County of Service

Exhibit 39: Center Data, County of Service

County	Individuals	%
BOWIE	1,799	14.53%
CASS	229	1.48%
GREGG	3,559	23.92%
HARRISON	360	3.31%
PANOLA	210	1.25%
RED RIVER	81	0.56%
RUSK	335	2.13%
UPSHUR	337	2.32%
NO COUNTY PROVIDED	7,116	50.50%
Grand Total	**14,026**	**100.00%**

Outcomes

This section is designed to address the outcomes listed in Community Healthcore's Administrative Procedure For Needs Assessment Procedure 1.07.01.

The questions in the Persons Served Survey and the Workforce Survey have been mapped to the outcomes in the procedure, as illustrated in Exhibit 40 and Exhibit 41.

Persons Served Survey

Exhibit 40: Persons served survey mapping to Procedures

Question	Text	Outcome from Procedure 1.07.01
1	What is your age?	Cultural, language, economic and other environmental factors of the people served
2	What is your gender?	Cultural, language, economic and other environmental factors of the people served
3	How would you describe your race or ethnicity? (Select all that apply)	Cultural, language, economic and other environmental factors of the people served
4	What is the highest degree or level of schooling you have completed? If you are currently enrolled in school, please indicate the highest degree you have received.	Language and literacy levels
5	What is your marital status?	Cultural, language, economic and other environmental factors of the people served
6	Which of the following best describes your current employment status?	Cultural, language, economic and other environmental factors of the people served
7	Please select the county in which you currently live.	Cultural, language, economic and other environmental factors of the people served
8	What is your zip code?	Cultural, language, economic and other environmental factors of the people served
9	In the last 12 months, did you receive any services from Community Healthcore?	Needs of the population
10	How did you hear about the services provided by Community Healthcore? (Select all that apply)	Needs of the population
11	Please select the services you received from Community Healthcore (Select all that apply):	Needs of the population
12	How did you receive these services?	Accessibility of services

13	Please rate your satisfaction with the services you received:	Needs of the population
14	How would you describe the overall quality of the care you received?	Needs of the population
15	Please select the county in which you generally receive services. If you receive services in more than one county, please select the county where you receive the most services.	Location of services
16	In general, is the location of the services offered by Community Healthcore convenient for you?	Accessibility of services
17	Please identify the main reason the location is not convenient for you:	Accessibility of services
18	Please rate your satisfaction with the current hours of operation offered by Community Healthcore (8 a.m.-5 p.m.):	Accessibility of services
19	Do you agree or disagree with the following statements? The hours of operation offered by Community Healthcore meet my needs I am interested in receiving services before 8 a.m. I am interested in receiving services after 5 p.m. I am interested in receiving services on weekends (Saturdays and Sundays)	Accessibility of services
20	In what language do you prefer to receive services?	Language and literacy levels
21	Did Community Healthcore provide services in the language you prefer?	Language and literacy levels
22	Does your language, race, religion, ethnic background or culture make any difference in the kind of services, counseling or treatment you need?	Cultural, language, economic and other environmental factors of the people served
23	In the last 12 months, was the care you received responsive to those needs?	Cultural, language, economic and other environmental factors of the people served
24	Please describe how Community Healthcore could be more responsive to those needs:	Cultural, language, economic and other environmental factors of the people served
25	In the last 12 months, how often were you seen within 15 minutes of your appointment or scheduled start time for your service?	Needs of the population

26	In the last 12 months, overall how often did the people who provided services, counseling or treatment… Spend enough time with you? Show respect for what you had to say? Listen carefully to you? Explain things in a way you could understand?	Needs of the population Accessibility of services
27	In the last 12 months, how much were you helped by the services, counseling or treatment you got?	Needs of the population
28	Please rate your overall satisfaction with the following aspects: Courtesy of the Community Healthcore staff Wait time for my appointment Availability of materials in a language I can understand Availability of services in a language I can understand Availability of the types of services I need	Needs of the population Cultural, language, economic and other environmental factors of the people served
29	Would you recommend the services at Community Healthcore to a friend or family member?	Needs of the population
30	Using any number from 0 to 10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate the services, counseling or treatment you received from Community Healthcore in the last 12 months?	Needs of the population
31	In the last 12 months, did you receive a referral for services from someone at Community Healthcore?	Needs of the population
32	In the last 12 months, were there any services or supports that you needed, but did not receive?	Needs of the population
33	Please describe the services or supports you needed, but did not receive:	Needs of the population
34	What would you say is the main reason you did not receive the services you needed?	Needs of the population
35	What kind of medical insurance or coverage do you have? (Select all that apply)	Payer source
36	In the last 12 months, approximately how many times did you go to an emergency room or crisis center to get mental health or substance use services, counseling or treatment for yourself?	Needs of the population
37	In the last 6 months, in general how often was it easy to get the care, tests or treatment you needed?	Needs of the population
38	In general, how would you rate your overall health now?	Needs of the population

39	Did someone help you complete this survey?	Cultural, language, economic and other environmental factors of the people served
40	How did that person help you? Select all that apply.	Cultural, language, economic and other environmental factors of the people served
41	Do you have any additional comments for Community Healthcore?	Needs of the population
42	Please enter your comments:	

Workforce Survey

Exhibit 41: Workforce survey mapping to procedures

Question	Text	Outcome from procedure 1.07.01
1	What is your age?	Makeup of the workforce
2	What is your gender?	Makeup of the workforce
3	How would you describe your race or ethnicity? (Select all that apply)	Makeup of the workforce
4	What is the highest degree or level of schooling you have completed? If you are currently enrolled in school, please indicate the highest degree you have received.	Degree/license
5	Which of the following best describes your current employment status?	Makeup of the workforce
6	Which of the following best describes your role in the organization?	Makeup of the workforce
7	Please select the credentials you have (select all that apply):	Degree/license
8	How many staff do you directly manage?	Organizational management
9	Do you provide direct services, counseling or treatment to those served by Community Healthcore?	Makeup of the workforce
10	Please select the services you provide (select all that apply):	Makeup of the workforce
11	Please select the county or counties in which you provide services. If you provide services in more than one county, please select all the counties in which you provide services.	Makeup of the workforce
12	Are you a credentialed substance abuse specialist? This includes substance use professionals.	Makeup of the workforce
13	Do you have expertise in addressing those with primary or co-occurring substance use?	Makeup of the workforce
14	Do you have expertise in addressing trauma and promoting the recovery of children and adolescents with serious emotional disturbance (SED) and adults with serious mental illness (SMI)?	Makeup of the workforce

15	Can you prescribe and manage medications used to treat opioid and alcohol use disorders (For example: buprenorphine, naltrexone)?	Makeup of the workforce
16	Are you a peer staff member? This includes peer specialists/providers.	Makeup of the workforce
17	Approximately how many years have you been a peer staff member?	Makeup of the workforce
18	In what language(s) do you generally provide services?	Makeup of the workforce
19	In the last 12 months, have you used language line or other language interpreter services to provide services, counseling or treatment?	Workforce development
20	In the last 12 months, have you attended training on cultural competence? Cultural competence programs promote positive and effective interactions with diverse cultures.	Workforce development
21	To what extent would you say that cultural competence training has helped you meet the needs of people receiving services from Community Healthcore?	Workforce development
22	Do you have any suggestions for additional services that could improve the experience for people receiving services from Community Healthcore?	Residential treatment needs
23	Please enter your comments	Residential treatment needs

Summary data is grouped by topic, as illustrated in Exhibit 42 and Exhibit 43.

Exhibit 42: Procedures mapping to summary-Persons Served

Persons Served Survey	Section
a. Identify the acuity of symptoms/needs of the population served	Demographics
b. Identify cultural, language, economic and other environmental factors of the people served and the service area	
c. Identify appropriate methods, language(s), and literacy levels in accordance with the people served and the local service area	
d. Compare locations of services to locations of persons served to determine accessibly of services	Satisfaction and Needs
e. Assess community needs to determine the adequacy of the needs provided	
f. Identify other consumer needs such as housing, transportation, employment and the like	Barriers

g. Identify potential barriers to services including cultural, linguistic, treatment, staffing needs, transportation, income, culture, and other barriers.	
h. Payer source of the population served	Satisfaction and Needs

Workforce Survey

Exhibit 43: Procedures mapping to summary--Workforce

Workforce Survey	Section
a. Identify the makeup of the workforce compared to persons served and need to ensure that the Center has the needed staff disciplines to address the individual's needs. This will include medically trained health care providers for opioid and alcohol disorders; credentialed substance abuse specialists; workforces with trauma-informed care and promoting recovery in children with and adolescents with serious emotional disturbance, and adults with serious mental illness; Peers; expertise in providing primary and co-occurring substance use disorder; and other disciplines needed in persons served.	Demographics of the workforce
b. Clinical decision making and workforce development provided by the Center.	
c. Determine degreed, licensed and non-degreed positions are based on the scope of services	
d. Assess the caseload size of the workforce to the acuity of persons served	Expertise
e. Compare organizational management levels across the workforce to determine the adequacy of supervision and support	
f. Identify any workforce shortages in the system of care such as specific licensed positions, language or cultural background, or comparison to nationally accepted ratios.	
g. Identify inpatient psychiatric bed needs and any other residential treatment needs within the system of care	Suggestions for additional services

Although the Community Partners Survey was not directly tied to the Outcomes in Procedure 1.07.01, it gathered valuable information about the needs that partner organizations have

observed in their communities. Exhibit 44 summarizes the questions and topics to which they align.

Exhibit 44: Community Partners Survey Summary

Question	Text	Topic
1	Which of the following best describes your organization's structure?	Demographics
2	Which of the following best describes your type of organization?	Demographics
3	What is your organization's zip code?	Demographics
4	Approximately how many employees, in total, currently work for your organization? Please include all full-time and part-time employees.	Demographics
5	Please select the services your organization provides (Select all that apply):	Demographics
6	Does your organization provide any of the following specialty services?	Demographics
7	Does your organization provide services for... (select all that apply)	Demographics
8	Which of the following special populations does your organization serve? (Select all that apply)	Demographics
9	How has your organization collaborated with Community Healthcore? (Select all that apply)	Interaction with Community Healthcore
10	Approximately how many years has your organization worked with Community Healthcore?	Interaction with Community Healthcore
11	Please identify your local service area (select all that apply):	Demographics
12	Thinking about the health challenges in your local service area, how important is it to address the following issues?	Needs and barriers
13	How would you describe the greatest health-related need in your area?	Needs and barriers
14	To what extent would you agree that the following barriers prevent people in your area from getting the healthcare they need…	Needs and barriers
15	How would you describe the most significant barrier that prevents people in your area from getting the healthcare they need?	Needs and barriers
16	Who are the people who need the most help in your area?	Needs and barriers
17	Please describe one way in which Community Healthcore could improve the health and well-being for people in your area:	Needs and barriers
18	Would you recommend the services at Community Healthcore to a friend or family member?	Interaction with Community Healthcore
19	Would you like someone from Community Healthcore to contact you about opportunities for collaboration in your community?	Interaction with Community Healthcore

Question	Text	Topic
20	Please enter your contact information and preferred method of contact:	Interaction with Community Healthcore
21	Preferred method of contact:	Interaction with Community Healthcore

Survey Summaries

For each survey, we present **Key Takeaways** (question text, key takeaway, and the number of people who responded to the question).

Appendix A contains the **Detail question summaries** for each survey (Question number and text, data table with subtotal of responses by category, graph illustrating the distribution of responses, and the number people who responded or skipped the question).

Persons Served Survey

		Respondents	
Q #	**Question Text & Key Takeaways**	**English**	**Spanish**
1	What is your age?	277	9
	Key takeaway: More than half (55.24%) of respondents were under 45 years old		
2	What is your gender?	274	9
	Key takeaway: Most respondents (73.36%) were female		
3	How would you describe your race or ethnicity? (Select all that apply)	273	8
	Key takeaway: Majority (67.77%) selected white or Caucasian		
4	What is the highest degree or level of schooling you have completed? If you are currently enrolled in school, please indicate the highest degree you have received.	271	8
	Key takeaway: Majority (54.62%%) selected high school graduate or equivalent, or some college credit		
5	What is your marital status?	266	8
	Key takeaway: Most (37.59%) Single, never married		
6	Which of the following best describes your current employment status?	267	8
	Key takeaway: Majority (59.55%) unemployed or unable to work		
7	Please select the county in which you currently live.	266	8
	Key takeaway: Most responses came from (34.59%) from Gregg County		
8	What is your zip code?	258	8

Q #	Question Text & Key Takeaways	Respondents	
		English	Spanish
9	In the last 12 months, did you receive any services from Community Healthcore?	263	2
	Key takeaway: Majority (74.9%) received services from Community Healthcore		
10	How did you hear about the services provided by Community Healthcore? (Select all that apply)	194	5
	Key takeaway: 64.95% heard from someone (37.11% referral from doctor, 27.84% friend or family member)		
11	Please select the services you received from Community Healthcore (Select all that apply):	190	4
	Key takeaway: 91.05% respondents received Mental Health Services (Adult and Children)		
12	How did you receive these services?	189	4
	Key takeaway: Most (77.25%) receive services in -person, outside their home		
13	Please rate your satisfaction with the services you received:	186	4
	Key takeaway: Respondents could select multiple services, and they were only asked about the satisfaction with the services they selected. Some services were only selected (and rated) by a handful of people. For instance, Veterans services was rated by 2 individuals and TXPAT was rated by 1 person. All of those 3 individuals (100%) selected Very Satisfied. See Detail Question Summary for the full ratings by service.		
14	How would you describe the overall quality of the care you received?	190	4
	Key takeaway: 87.89% reported quality of the services met or exceeded their expectations		
15	Please select the county in which you generally receive services. If you receive services in more than one county, please select the county where you receive the most services.	189	4
	Key takeaway: Most respondents receive services in Gregg County (44.97%)		
16	In general, is the location of the services offered by Community Healthcore convenient for you?	171	4
	Key takeaway: Location is convenient for 90.96% respondents		
17	Please identify the main reason the location is not convenient for you:	18	0

Q #	Question Text & Key Takeaways	Respondents	
		English	Spanish
	Key takeaway: For those who said location was not convenient (9.04%), 88.89% listed “too far from where I live” or “lack of personal transportation” as reasons		
18	Please rate your satisfaction with the current hours of operation offered by Community Healthcore (8 a.m.-5 p.m.):	188	4
	Key takeaway: 75.53% satisfied with current hours of operation (8 a.m.-5 p.m.)		
19	Do you agree or disagree with the following statements? The hours of operation offered by Community Healthcore meet my needs I am interested in receiving services before 8 a.m. I am interested in receiving services after 5 p.m. I am interested in receiving services on weekends (Saturdays and Sundays)	186	4
	Key takeaway: 83.87% said current hours meet their needs Some interest in services after 5 p.m. (28.18%) and weekends (30.39%)		
20	In what language do you prefer to receive services?	185	4
	Key takeaway: Majority (98.92%) prefer receiving services in English		
21	Did Community Healthcore provide services in the language you prefer?	186	4
	Key takeaway: 100% said Community Healthcore provided services in the language their prefer		
22	Does your language, race, religion, ethnic background or culture make any difference in the kind of services, counseling or treatment you need?	184	3
	Key takeaway: Religion, race, ethnic background makes a difference in the kind of services needed for 15.76% of respondents		
23	In the last 12 months, was the care you received responsive to those needs?	30	1
	Key takeaway: 86.67% said the care they received was responsive to those needs		
24	Please describe how Community Healthcore could be more responsive to those needs:	3	0
	Key takeaway: For those who mentioned the care was not responsive to those needs: “I don't need the counselors mimicking me and talking about stuff that stereotypically relates to my race. It's very unprofessional, unproductive, and offensive”		

Q #	Question Text & Key Takeaways	Respondents	
		English	Spanish
25	In the last 12 months, how often were you seen within 15 minutes of your appointment or scheduled start time for your service?	184	3
	Key takeaway: Majority (71.19%) seen within 15 minutes of appointment or scheduled start time for service		
26	In the last 12 months, overall how often did the people who provided services, counseling or treatment… Spend enough time with you? Show respect for what you had to say? Listen carefully to you? Explain things in a way you could understand?	183	4
	Key takeaway: Most selected Usually or Always for… Spend enough time with you? (90.71%) Show respect for what you had to say? (91.76%) Listen carefully to you? (89.07%) Explain things in a way you could understand? (91.81%)		
27	In the last 12 months, how much were you helped by the services, counseling or treatment you got?	183	4
	Key takeaway: 68.85% of respondents said they were helped a lot by the services received		
28	Please rate your overall satisfaction with the following aspects: Courtesy of the Community Healthcore staff Wait time for my appointment Availability of materials in a language I can understand Availability of services in a language I can understand Availability of the types of services I need	179	4
	Key takeaway: 87.08% were very satisfied with availability of services in a language they could understand and 79.89% were very satisfied with the availability of materials in a language they could understand		
29	Would you recommend the services at Community Healthcore to a friend or family member?	180	4
	Key takeaway: 89.44% of respondents would recommend to a friend or family member		
30	Using any number from 0 to 10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate the services, counseling or treatment you received from Community Healthcore in the last 12 months?	175	4
	Key takeaway: 85.14% said 7 higher when rating the services received from Community Healthcore. Average of scores: 8.44		
31	In the last 12 months, did you receive a referral for services from someone at Community Healthcore?	238	7

Q #	Question Text & Key Takeaways	Respondents	
		English	Spanish
	Key takeaway: Majority (76.05%) did not receive a referral for services		
32	In the last 12 months, were there any services or supports that you needed, but did not receive?	235	7
	Key takeaway: 20.85% reported there were services or supports they needed but did not receive		
33	Please describe the services or supports you needed, but did not receive:	43	0
	Key takeaway: Open-ended responses fell in major categories: Transportation/ride to see doctor Help reaching caseworker Prescription management Counseling		
34	What would you say is the main reason you did not receive the services you needed?	49	0
	Key takeaway: Main reason for not receiving the services needed: Types of services I needed were not available 34.69% Transportation to/from service location 14.29% Something else 44.90% Unable to reach correct person Unaware of services		
35	What kind of medical insurance or coverage do you have? (Select all that apply)	235	8
	Key takeaway: 15.74% reported no insurance. 75.74% reported medical insurance coverage through Medicaid or Medicare		
36	In the last 12 months, approximately how many times did you go to an emergency room or crisis center to get mental health or substance use services, counseling or treatment for yourself?	233	8
	Key takeaway: Most did not go to ER in the last 12 months 83.26%		
37	In the last 6 months, in general how often was it easy to get the care, tests or treatment you needed?	225	8
	Key takeaway: 75.55% said it was usually or always easy to get the care, tests, treatment needed		
38	In general, how would you rate your overall health now?	226	8
	Key takeaway: 32.74% rated overall health now as Excellent (12.39%) or very good (20.35%)		
39	Did someone help you complete this survey?	226	8
	Key takeaway: Most (85.4%) did not receive help completing the survey		
40	How did that person help you? Select all that apply.	33	0

Q #	Question Text & Key Takeaways	Respondents	
		English	Spanish
	Key takeaway: Of those who did receive help, the majority (60.61%) selected “answered the questions for me on my behalf”		
41	Do you have any additional comments for Community Healthcore?	225	7
	Key takeaway: 13.78% said they had comments		
42	Please enter your comments:	30	1
	Key takeaway: **Thanking Community Healthcore** “On behalf of my grandson I believe that community health core has helped tremendously.” “I love Community Healthcore they are very helpful to me and always go beyond thanks bunches” **Issues with specific providers/location** “The Atlanta facility needs to be upgraded , for the better. Not only for us patients but for the staff as well the building is small it’s hard for them to see all the people that they need to see when they need to see them due to the lack of space” **Requests for additional information** “How can we PLEASE get an appointment to meet with the psychiatrist & case worker? Tried at least 5 times to make an appointment & always got the “run around”		

Workforce Survey

Q #	Text	Number of Respondents
1	What is your age?	326
	Key takeaway: Nearly half (49.69%) of respondents were under 45 years old	
2	What is your gender?	325
	Key takeaway: Most respondents (84.31%) were female	
3	How would you describe your race or ethnicity? (Select all that apply)	324
	Key takeaway: Majority (61.73%) selected white or Caucasian	
4	What is the highest degree or level of schooling you have completed? If you are currently enrolled in school, please indicate the highest degree you have received.	322
	Key takeaway: Majority (90.34%) working for Community Healthcore 30 hours or more per week	
5	Which of the following best describes your current employment status?	321
	Key takeaway: Majority (90.34%) working for Community Healthcore 30 hours or more per week	
6	Which of the following best describes your role in the organization?	317
	Key takeaway: Top three roles in the organization: • Case management (24.92%) • Clinical treatment providers (19.24%) • Administration and support (18.61%)	
7	Please select the credentials you have (select all that apply):	212
	Key takeaway: 31.13% respondents possess Qualified Mental Health Professional (QMHP) credential	
8	How many staff do you directly manage?	314
	Key takeaway: Most have no direct reports (81.85%)	
9	Do you provide direct services, counseling or treatment to those served by Community Healthcore?	313
	Key takeaway: Majority (61.66%) provide direct services	
10	Please select the services you provide (select all that apply):	193
	Key takeaway: Top three categories of services provided by the staff: • Mental health (adult) 32.64% • Mental health (children) 19.69% • Substance use 16.58%	
11	Please select the county or counties in which you provide services. If you provide services in more than one county, please select all the counties in which you provide services.	195
	Key takeaway: Majority of workforce respondents (68.72%) provide services in Gregg County	

Q #	Text	Number of Respondents
12	Are you a credentialed substance abuse specialist? This includes substance use professionals.	193
	Key takeaway: 11.92% of respondents are credentialed substance abuse specialists/substance use professionals	
13	Do you have expertise in addressing those with primary or co-occurring substance use?	191
	Key takeaway: 27.23% of respondents said Yes	
14	Do you have expertise in addressing trauma and promoting the recovery of children and adolescents with serious emotional disturbance (SED) and adults with serious mental illness (SMI)?	191
	Key takeaway: 35.08% of respondents said Yes	
15	Can you prescribe and manage medications used to treat opioid and alcohol use disorders (For example: buprenorphine, naltrexone)?	189
	Key takeaway: 2.65% of respondents said Yes	
16	Are you a peer staff member? This includes peer specialists/providers.	189
	Key takeaway: 5.82% of respondents said Yes	
17	Approximately how many years have you been a peer staff member?	10
	Key takeaway: Most (40%) have been peer members for 0-3 years	
18	In what language(s) do you generally provide services?	192
	Key takeaway: Most respondents (98.6%) provide services in English	
19	In the last 12 months, have you used language line or other language interpreter services to provide services, counseling or treatment?	191
	Key takeaway: Most (75.92%) said No	
20	In the last 12 months, have you attended training on cultural competence? Cultural competence programs promote positive and effective interactions with diverse cultures.	191
	Key takeaway: Most (73.82%) said Yes	
21	To what extent would you say that cultural competence training has helped you meet the needs of people receiving services from Community Healthcore?	140
	Key takeaway: Most (81.43%) said Yes	
22	Do you have any suggestions for additional services that could improve the experience for people receiving services from Community Healthcore?	305
	Key takeaway:11.15% of responses said Yes	
23	Please enter your comments	35

Q #	Text	Number of Respondents
	Key takeaway: Salient comments: • Out-patient care, dental care, primary care • Substance abuse programs or services • Employment placement services • Housing and transportation services • Eye movement desensitization and reprocessing (EMDR) therapy services • Professional development for staff • Streamlining paperwork • Vending machines	

Community Partners Survey

Q #	Custom Data 1	Number of Respondents
1	Which of the following best describes your organization's structure?	115
	Key takeaway: Most respondents were state agency (17.39%) and non-profits (private-21.74%, public 19.13%)	
2	Which of the following best describes your type of organization?	111
	Key takeaway: Most: 21.62% government agency, 21.62% mental health service provider, 24% other specialty groups	
3	What is your organization's zip code?	107
4	Approximately how many employees, in total, currently work for your organization? Please include all full-time and part-time employees.	105
	Key takeaway: Nearly half of responses from organizations with under 200 employees (49.53%)	
5	Please select the services your organization provides (Select all that apply):	102
	Key takeaway: Top 3: Medical services (32.35%), Education services (32.35%), and Other services (42.16%)	
6	Does your organization provide any of the following specialty services?	74
	Key takeaway: 45.95% of respondents selected Crisis Services, 37.84% selected Emergency Services	
7	Does your organization provide services for... (select all that apply)	102
	Key takeaway: 90.2% of respondents selected adults, 74.51% selected children	

Q #	Custom Data 1	Number of Respondents
8	Which of the following special populations does your organization serve? (Select all that apply)	93
	Key takeaway: Major populations served: low-income populations (75.27%), individuals with intellectual or developmental disabilities (76.34%), individuals with mental health issues (77.42%)	
9	How has your organization collaborated with Community Healthcore? (Select all that apply)	89
	Key takeaway: Most refer clients to Community Healthcore (69.66%)	
10	Approximately how many years has your organization worked with Community Healthcore?	81
	Key takeaway: Most (59.26%) have collaborated with Community Healthcore for 10 years or less	
11	Please identify your local service area (select all that apply):	85
	Key takeaway: More than half (52.94%) serve Gregg county	
12	Thinking about the health challenges in your local service area, how important is it to address the following issues?	86
	Key takeaway: 97.67% selected Access to Mental Health Practitioners, 89.41% selected Access to primary health care	
13	How would you describe the greatest health-related need in your area?	72
	Key takeaway: Mental health identified as greatest health-related need in your area (36 mentions out of 72 comments)	
14	To what extent would you agree that the following barriers prevent people in your area from getting the healthcare they need…	83
	Key takeaway: Top 3 barriers with most Strongly Agree responses: lack of health insurance (45.12%), lack of public transportation (31.71%), lack of employment opportunities (20.78%)	
15	How would you describe the most significant barrier that prevents people in your area from getting the healthcare they need?	75
	Key takeaway: Transportation (17 mentions) Lack of insurance (11 mentions) Mental health (5 mentions)	
16	Who are the people who need the most help in your area?	79
	Most (45.57%) respondents identified individuals with mental health issues as the population that needs the most help	
17	Please describe one way in which Community Healthcore could improve the health and well-being for people in your area:	63

Q #	Custom Data 1	Number of Respondents
	Key takeaway: Salient categories: o Mental health services o Community education about what Community Healthcore does o Provide access to services in rural counties	
18	Would you recommend the services at Community Healthcore to a friend or family member?	81
	Key takeaway: 95.06% would recommend services to friend or family member	
19	Would you like someone from Community Healthcore to contact you about opportunities for collaboration in your community?	83
	Key takeaway: 32.53% would like someone from Community Healthcore to reach out	
20	Please enter your contact information and preferred method of contact:	25
21	Preferred method of contact:	26
	Key takeaway: Most (92.31%) preferred email	

Focus Groups and Key Informant Interviews

In this section, we summarize the themes that emerged during the focus groups and the key informant interviews.

Community Healthcore Strengths

- **Client-facing staff**

"Empathy I hope they don't change the way that they do reach out to recovering addicts. And by that what I mean is because they, um, they really, really show a lot of compassion."

"I think it's the people that make it such an easier process. So the intake process is really intimidating because of the phone call and the answering service and it's kind of creepy. But then when you go in there and the people are just so sweet and they're like, no, let's help you, this is how it's going to be. Like, don't worry about all that."

"[Staff member] has been a constant… [she's] been able to be like the one main person that I could bounce things off."

"…all the positivity that they offer and the uplifting things and the reassurance, I mean, I do see now in such a short time, I mean it's, I've only been there a month and my outlook on things, it's completely changed. I mean, and, and it's all because of them."

- **Community Partners expressed appreciation for collaboration with Community Healthcore**

"[I] just appreciate their work. I know that they all work very hard with limited resources and they don't let that stop them."

"I would just like to say that I'm very thankful they have an office here in the community…They are wonderful. We just need a little more help, you know, because our county is so rural."

"…the main exposure I've had with Community Healthcore has been with the day hab clients and the day hab staff and those staff are phenomenal."

"One thing that's very beneficial that you all do for us is the, uh, the mental transports. Um, so if we have a patient that's at the ER that needs to go to your facility or anybody else's facility, uh, Community Healthcore is good about transporting those. And that just frees up, uh, us from having to take a deputy off the streets to, uh, to do that. It's very helpful. We appreciate that very much."

Focus groups: Barriers

- **Lack of awareness of services Community Healthcore provides**

"Well, actually I'm not sure if our community actually knows how much Community [Healthcore], what services Community Healthcore can provide for them. I think the families that do participate in or that receive counseling services, I think they benefit from it. But I don't know if, if the majority of our community actually knows what services Community Healthcore can provide for them."

"So I'm very familiar with them, but a lot of times the community is not. And so when patients come in for their initial crisis in the emergency department, that's when we introduce them to Community Healthcore and all the resources they're able to provide, including uh, inpatient services.

"I would encourage them to, uh, to recognize that although they obviously are very familiar with what with what they do, but oftentimes the people in the community at large don't really know what they do… I think just advertising in general for Community Healthcore of the services that they provide, um, would be a help to people."

- **Stigma of receiving services**

"But I think in general, the issue with mental health here in East Texas has to do with the stigma related to mental health. It's not perceived as, uh, an illness such as diabetes or hypertension. It's perceived as something different. And I think combating the, the stigma, I'd be interested to

hear how Community Healthcore combats that barrier. But, just in my opinion, I think its stigma."

- **Lack of insurance**

"Well, I work also a lot with Spanish speaking clients and, um, the barrier there is no health insurance and the language…I think more provides more bilingual providers will be good because, uh, of course they use the, the language line or they have translators, but it's not the same."

"I would say the ones that don't have insurance, so they're going to be under 65, um, from the age, not teen twenties, where they can't get Medicaid to the age of 64. Um, because there's no insurance out there for those patients right now unless they're working. And most people that are mentally unstable can't work."

- **Lack of transportation**

"…transportation because we're spread out as a community. Um, we're just not a walkable kind of place. Um, and…we do have public transportation, but we don't have enough of it, that will get people from where they are to where they need to go in a convenient manner."

"I'm going to echo transportation. We actually developed a contract with Community Healthcore to help us transport our patients because that was an issue that we faced at the hospital. I can speak for the hospital system itself that people don't have transportation to get to their appointments or the resources to get there."

Focus groups: Who needs the most help?

- **People with mental health issues, in particular the undiagnosed**

"I would say it's the unrecognized and undiagnosed individuals with mental health illness… those that you don't see unless they're in crisis or, um, or are get locked, you know, get arrested for a crime or something like that."

"I would agree with that. I mean, I think we know in our community, in our county even, that mental health is, um, we, we don't have enough resources and, uh, so I mean those are the folks really that are very vulnerable and they need help and they can't always get help. And I think I would, I would even drive down further just say that children with mental health issues, you know, are probably the most vulnerable and the most in need. So that'd be my perspective."

- **Children, at risk of feeding into legal system**

"I don't know what the case loads are for the Community Healthcore workers, but they need to be able to have access to more people that are coming out into the schools or going into the homes. If you can reach them as the young adults and the teenagers going into the schools, maybe we'll see less of them with the court system, if they can get that help earlier and, and more, more of it."

"I mean, we do offer a support for our youth that are aging out of care, but if we don't get those issues under control and they are not taught appropriate ways to navigate in the world, um, we become, and I think I can safely say we are currently the pipeline to the prison and jail system. As much as I hate to say that…Maybe the support is there for our younger, but [for] our older it, it starts to level off."

"I'll venture out and say that in my professional opinion, the most difficult placement I have is for children, our area, which someone already mentioned. And so getting the children and adolescent seen and plugged into the program is a lot more difficult than the adult population.

Key Informant Interviews: Barriers

- **Transportation to get to services**

"…a lot of them don't even have a way to travel. So I think that they neglect their health care because they don't have a way to get to the doctor...I live in a very poor community too. And they don't have vehicles."

"I'm lucky right now because my sister helps me get back and forth, but right. You know, I'm trying to rebuild all of my things as well and get another vehicle and all. If my sister wasn't helping me, it would be a problem for me driving 20 minutes every day."

- **Lack of insurance**

"if somebody doesn't have any insurance that they're not going to go do what they need to do or go get help because they don't want to pay for it. But my boys have insurance so I've never experienced that side of it, but I do know that that is an issue because I've been there before."

"So, I mean insurance overall is kind of turned healthcare kind of turned into where insurance rules and telling doctors how they can and cannot do their job. If my son was not on Medicaid, he would have already had an MRI of his brain, but he can't get one approved because of Medicaid."

- **Stigma of needing emotional support**

"I think, um, the stigma of needing emotional support is a big deal in East Texas."

"Community Healthcore has changed my thinking on people who go and receive help. Uh, I was like, most of the mainstream of people that when you go to a place like Community Healthcore, you are really crazy and, uh, I mean the worst that I can think of, you know, no offense, but, I, I've learned that that's not so much the case."

Focus groups: Suggestions

- **Campaign to remove stigma**

"I think that, um, the, the PSAs would be, the public service announcements would be a wonderful campaign. And I think that the, the more it can be, um, normalized, the more normal it becomes, um, to receive therapy for a myriad of different reasons. So I think any kind of public service announcement would be, would be great."

"In addition to that, even some self-screening tools that they could put interactive in that way, you know, and then you know, a screen for depression or a screen for mood disorder or whatever, whatever that it is. And, and allow people to do some, some self-screening, I think that'd be a great thing."

- **Market Community Healthcore services to improve awareness**

"I have a child, um, who is on the spectrum and when those, uh, initial screening tests took place, um, we had a, a great, um, deal of issues trying to get him plugged into services, um, just anywhere. So I think anything that we could do to, uh, illuminate what it is that Community Healthcore does, um, in our community for those that are in the need of mental health services or, um, even someone who might need to be referred to another provider, I think that would be great. It took us, I want to say four months to get plugged into a provider. And that's with stellar insurance. So I can only imagine had we been uninsured, the, um, the degree of difficulty we would have faced getting him plugged in."

"I'd like to echo what [she] said just a few minutes ago, that it is helping the families know exactly, um, what services are available for them and what, and how they can get enrolled quickly and get the services for their family members that they need the most would coming from a school district point of view, I think it'd be important for us to be able to help our families, um, with students who are suffering from mental illnesses and being able to receive the services quickly that they need it. They're receiving services from the school. But what about counseling and services from outside of school that they may be eligible for and may need."

"I think it's a lack of understanding or a lack of a knowledge of what services are available for them."

- **Transportation assistance**

"They're a satellite office here, so to get to see someone for mental health, they have to see someone in Texarkana. And I know you don't probably realize how far that is, but that's over an hour away from, that's Bowie County and we're in Red River…So to get to Texarkana office, it's over an hour away. And there are Tracks buses, but they stop at New Boston. And I know there's another one probably to get on, but when you're dealing with mental health, he can barely get him on the bus to even think about transferring to another bus to get to Texarkana to see a doctor."

"…That first initial appointment is really hard to get to for the patients that are really needing some mental help"

- **Rural counties could benefit from additional staff for initial screening and diagnosis**

"I got stuck with the notion that one of the things Community Healthcore could do that would really be phenomenal in our area to help to assess for persons, you know, children with IDD or with mental health issues would be to provide some teaching of the screening. Um, as well as a screening tool. Just an elementary screening tool that those teachers could use say at a particular grade level. Maybe it's first grade, maybe its kindergarten, whatever that it is, and have a screening baseline and then a re- screening, um, at different stages through their, their primary education. So if you had a baseline at kindergarten and then repeated the screening in second grade, you could see if there was a decline or a change in their status"

"I have something that we've talked about actually, Community Healthcore and I, is to have a mobile screening bus. Um, that goes to the parks, goes to the shelters maybe one day a week and we have a one stop shop for mental health services, medications. Um, like, like our annual Homeless Day that we have, but it's something different. So instead of the patients having to come to us for services, we actually go to them that would be ideal for our community so that they know that they can present at X park at this time, this day of the week and get everything that they need. That would be ideal for our community."

"I think if maybe we could provide training for our teachers in how to recognize, um, symptoms of students who suffer from mental illnesses, that would help in, um, allowing us to be able to diagnose students, um, at an earlier age and then begin, um, allowing them to receive services that would, would help them."

Key Informant Interviews: suggestions

- Mandatory 48 hour detox prior to starting services

"…The only thing that I really would like to see is that maybe they do, some sort of, they offer some kind of detox program and everybody start more on the same page with their level normal sober heads… Maybe like a 48 or 72 hour detox program. I don't think that would be a bad idea, to make sure everybody starts with a sober head"

- More activities/support for parents

Respondent described activities that Community Healthcore had organized for parents, for example the parenting classes in Longview and social activities like the Christmas dinner.

Respondent described how much she appreciated the Intellectual or Developmental Disabilities (IDD) program, where they have evening activities.

You know, it gives us a night that we can have dinner together and just visit…you know, gives us a couple of hours of respite.

- Improve website

"*As far as the website, um, I think there could be a little more detail, maybe adding some things in the website, you know, some underlying services or whatever that, because like I said, when you look at the website, it does give you a run through of the services that Community Healthcore offers. Um, but it, it doesn't really break it down, you know, and people need that broken down. So, I mean, my opinion, I think that would help a lot…"*

- Streamline paperwork/drop box

Respondent described the monthly paperwork that she has to return to Community Healthcore and asked if there was a way to make it easier.

- Review initial intake (may be intimidating)

"And that's where the start of the crazy intake process came. Like I was just floored that I had to call it basically a suicide hotline for my child. And so maybe, I mean, maybe there could be another intake process for children that aren't, you know, harming or self-harming, but they take it just as seriously."

"When I first started looking for a psychiatrist for him is, um, it's really intimidating because they tell you in order to get to a psychiatrist you have to call this like one 800 help line situation. Um, and I think if they maybe redesigned that cause I kinda felt like I was calling a, like a weird, my child was out of control hotline versus just trying to find a psychiatrist. Um, like the, the

intake process is a lot into, it's very intimidating and I'm a nurse and I'm like, I do not want to call this place on my child. Like, that just seems so weird. And when I finally got up and did it and call it the place, they were like, Oh, and the intake hotline acts like its huge deal. They asked me like 15 times, have you tried to hurt anybody else or himself and all, I was trying to do was regulate his medication. That was it. And so, yeah, for the process it's quite intimidating for anyone."

Limitations and Future Enhancements for Data Collection

It is important to note some of the limitations in the data collected:

- **Lack of email-addresses**. The majority of the persons receiving services did not have an email addresses, which prevented them from receiving a personalized invitation to participate in the survey.
- **Small numbers**. Due to the limited responses, the summary data presented reflects descriptive statistics, not predictive. They can offer initial insights and highlight areas for future examination but are not intended to offer population projections.

Enhancements for the future include:

- **Explore additional modes of outreach**. Although web surveys are cost effective and offer important advantages of electronic survey administration, future efforts may benefit from additional modes of outreach. For example, Community Healthcore sent text messages to encourage participation in the Persons Served Survey. 55.7% (155 individuals) of the participants responded to the survey through the link distributed via text message. Using tablet computers (e.g. iPad) to offer the Persons Served Survey on-site at Community Healthcore locations was also explored, but safety measures for the COVID-19 pandemic prevented the full deployment of on-site tablets.
- **Collect email addresses.** Additional email addresses for persons served by Community Healthcore would benefit future implementation of web surveys. This would support tracking of responses and improve follow-up and reminders to encourage participation.

Preliminary Conclusions and Recommendations

In this section, we highlight the topics that emerged across data collection initiatives to identify the areas where Community Healthcore could invest in the future.

Strengths

1. During the focus groups and key informant interviews, the participants consistently expressed appreciation for Community Healthcore's staff and partnerships in the community. People with lived experience appreciated the empathy and genuine care from the team at Community Healthcore. Partners in the community refer people to Community Healthcore and want more people to benefit from, and know about what Community Healthcore can offer.
2. The main area where agreement was noted was in the satisfaction with Community Healthcore services. Specifically, among respondents to the Persons Served Survey, 89.44% of respondents would recommend the services at Community Healthcore to a friend or family member. Similarly, 95.05% of the respondents to the Community Partners Survey would recommend the services at Community Healthcore to a friend or family member. Most (87.89%) of the respondents to the Persons Served Survey said the overall quality of the care they received met or exceeded their expectations. When asked to rate the services, counseling or treatment on a scale of 1-10, the average rating was 8.44.
3. Community Healthcore's efforts toward cultural sensitivity are worthwhile. The Persons Served Survey asked respondents whether or not language, race, religion, or ethnic background makes any difference in the kind of services, counseling or treatment the respondent needs. The majority responded no (84.24%). For those for whom it does make a difference (15.76%), the majority (86.67%) responded that the care they received was responsive to those needs. Similarly, more than 85% of the respondents to the Persons Served Survey were somewhat satisfied or very satisfied with the availability of services in a language they could understand, and materials in a language they can understand.

Recommendations

1. **Increase awareness of Community Healthcore's offerings**

Focus group participants and some key informant interview participants noted they were not aware of what Community Healthcore offers. Investing in a campaign to promote the services that the organization offers would amplify the reach to serve more people. In more rural counties, the issue of awareness is compounded by the distance between satellite and main office locations. It appears that even if people learn about the available services, there are some services that need to be initiated at main office locations which may be too far for those with limited transportation options.

2. **Address the stigma associated with receiving mental health support**

Focus group, key informant interview participants, and community partner survey participants noted the need to shift the negative perception or stigma associated with receiving mental health support. Community Healthcore can help normalize mental health support through education campaigns.

3. **Bolster support for services for children/early age**

Focus group participants noted the value of early assessment and diagnosis to better serve children. It was noted that children with mental health needs (in particular those that go undiagnosed), are some of the most vulnerable populations that are at risk of feeding into the criminal justice system. Community Healthcore has an opportunity to break the cycle—first, by providing a foundation of needed services, and second, by bridging the gap in supports for children who may not receive the services they need as they get older.

After meeting with the Comprehensive Planning Advisory Community (CPAC) on June 4 the following recommendations were added:

1. **Explore Needs Assessment data and Transportation Options**

Most Persons Served reported that the location of services was convenient for them. 9% of the persons who completed the Persons Served survey reported it was not convenient as the location was too far or lack of personal vehicles. It is recommended to further analyze the responses to determine if there was a common location, service type or other factor. It is recommended that Community Healthcore seek funding opportunities to provide transportation and to continue to collaborate with other key partners in addressing transportation needs.

2. **Explore Needs Assessment data and Hours of Operation**

Most Persons Served reported they were satisfied with the current hours of operation (142 responses, 76%). 25 participants (13%) did report "Somewhat Dissatisfied" or "Very Dissatisfied" to the question "Please rate your satisfaction with the current hours of operation offered by Community Healthcore (8 a.m.-5 p.m.)" Additionally, 156 respondents (84%) agreed that the hours of operation offered by Community Healthcore me their needs. When asked about interest in receiving services in alternative hours, 51 respondents (28%) agreed they would be interested in services after 5 p.m., and 55 respondents (30%) agreed they would be interested in receiving services on weekends (Saturdays and Sundays).

Community Healthcore should further investigate the specific responses of those persons who rated their satisfaction with the current hours of operation as "Somewhat Dissatisfied" or "Very Dissatisfied" to determine if there was a common location, service type or other factor. Using this information Community Healthcore should consider how to accommodate this desire.

Appendix A

Detailed Question Summaries

This section contains the **detailed question summaries** for each of the surveys. For each survey, the accompanying PDF lists the question number and text, data table with subtotal of responses by category, chart/graph illustrating the distribution of responses, and the number people who responded or skipped the question.

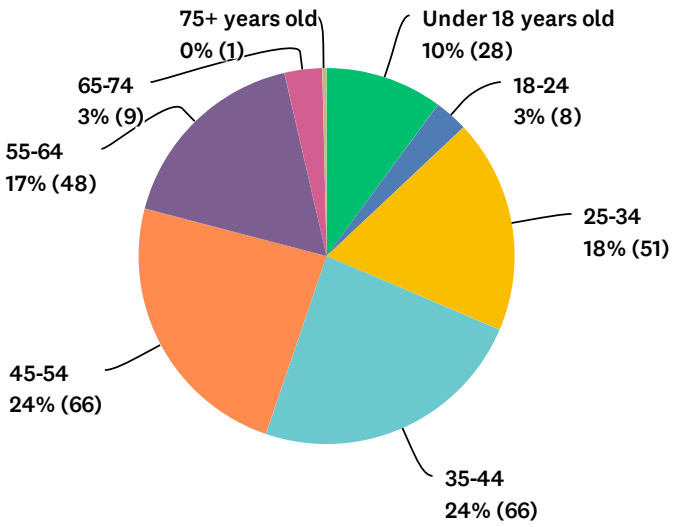
Persons Served Survey English (see PDF) & Spanish (see PDF)

Workforce (See PDF)

Community Partners (See PDF)

Q1 What is your age?

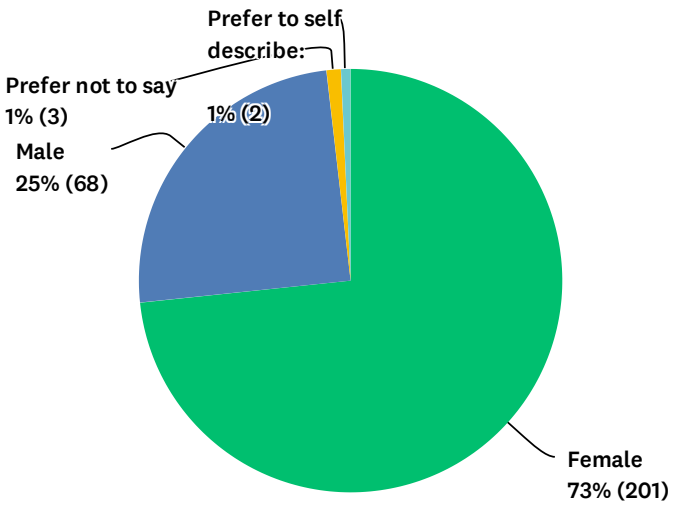
Answered: 277 Skipped: 1



ANSWER CHOICES	RESPONSES	
Under 18 years old	10%	28
18-24	3%	8
25-34	18%	51
35-44	24%	66
45-54	24%	66
55-64	17%	48
65-74	3%	9
75+ years old	0%	1
TOTAL		277

Q2 What is your gender?

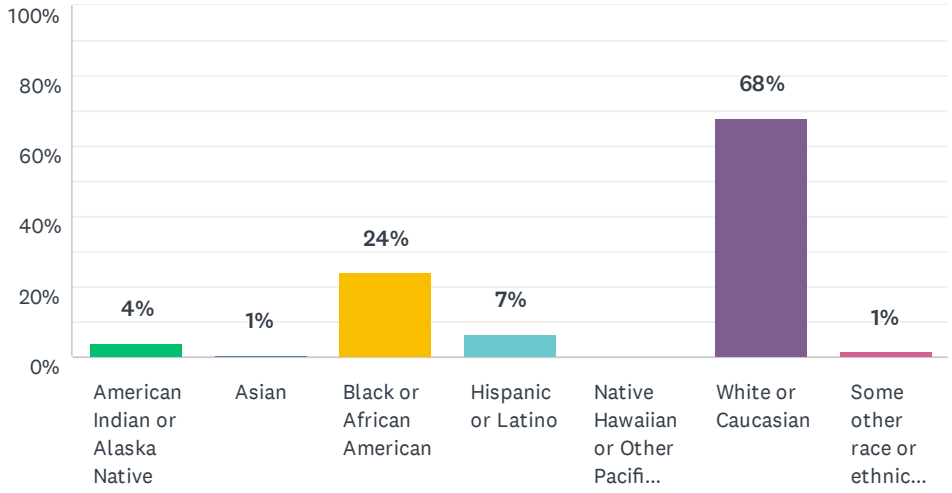
Answered: 274 Skipped: 4



ANSWER CHOICES	RESPONSES	
Female	73%	201
Male	25%	68
Prefer not to say	1%	3
Prefer to self describe:	1%	2
TOTAL		274

Q3 How would you describe your race or ethnicity? (Select all that apply)

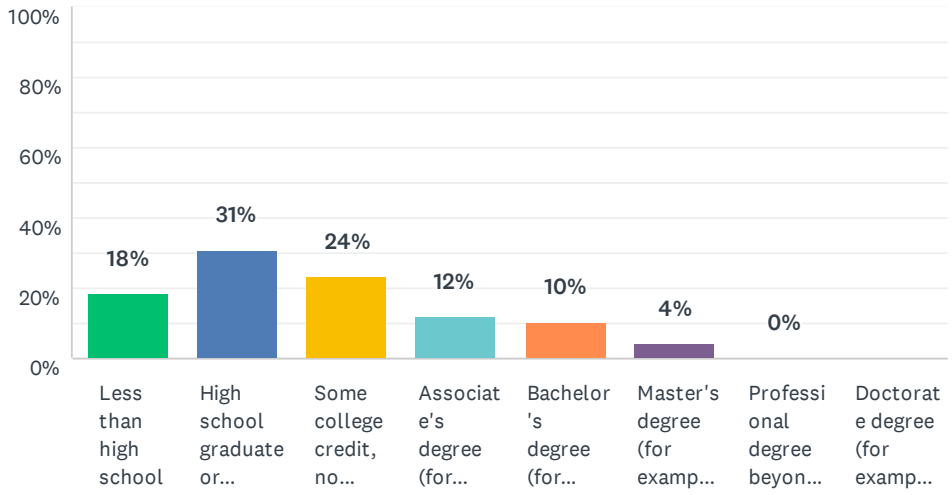
Answered: 273 Skipped: 5



ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	4%	11
Asian	1%	2
Black or African American	24%	66
Hispanic or Latino	7%	18
Native Hawaiian or Other Pacific Islander	0%	0
White or Caucasian	68%	185
Some other race or ethnicity, please specify	1%	4
Total Respondents: 273		

Q4 What is the highest degree or level of schooling you have completed? If you are currently enrolled in school, please indicate the highest degree you have received.

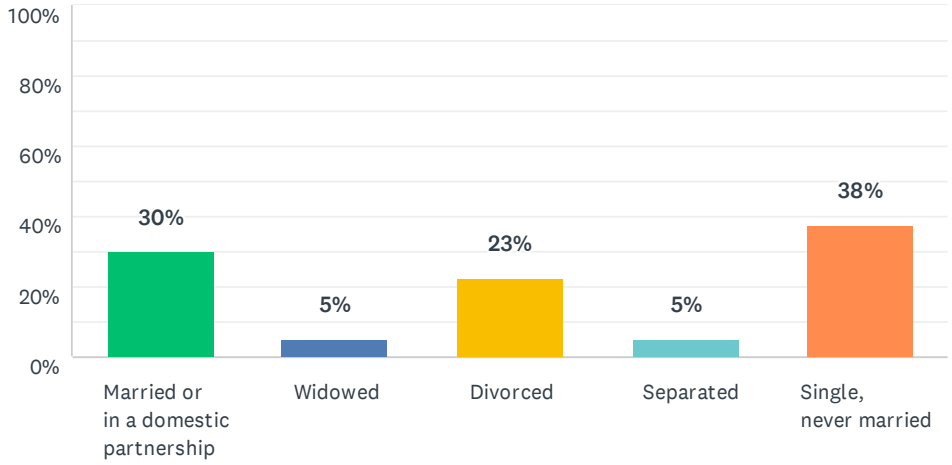
Answered: 271 Skipped: 7



ANSWER CHOICES	RESPONSES	
Less than high school	18%	50
High school graduate or equivalent (for example: GED)	31%	84
Some college credit, no degree	24%	64
Associate's degree (for example: AA, AS)	12%	32
Bachelor's degree (for example: BA, BS)	10%	28
Master's degree (for example: MA, MS)	4%	12
Professional degree beyond bachelor's degree (for example: JD, MD, DDS)	0%	1
Doctorate degree (for example, PhD, EdD)	0%	0
TOTAL		271

Q5 What is your marital status?

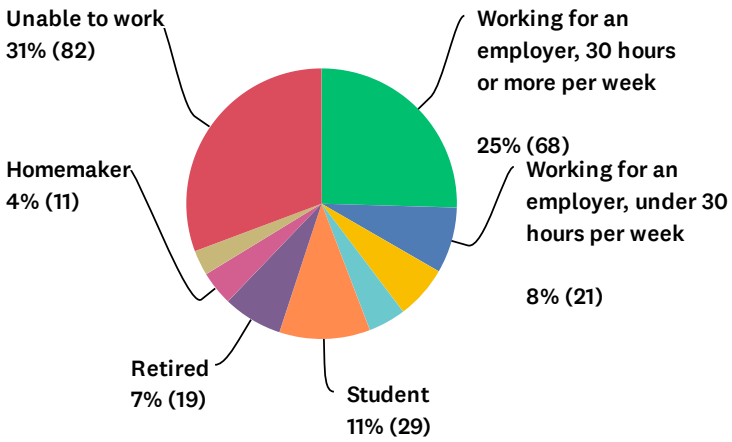
Answered: 266 Skipped: 12



ANSWER CHOICES	RESPONSES	
Married or in a domestic partnership	30%	80
Widowed	5%	13
Divorced	23%	60
Separated	5%	13
Single, never married	38%	100
TOTAL		266

Q6 Which of the following best describes your current employment status?

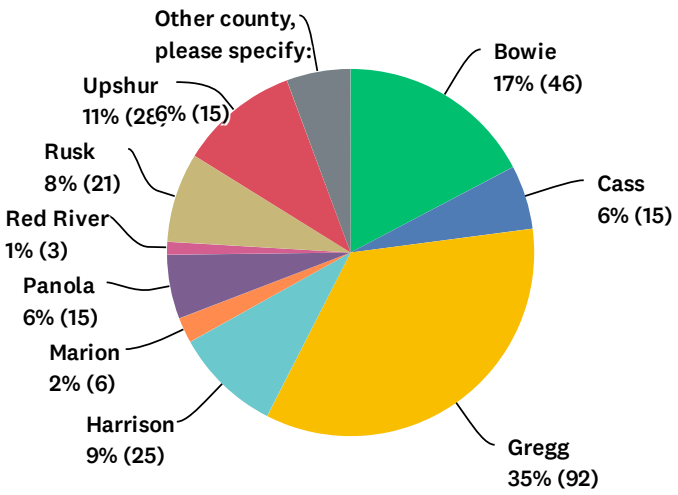
Answered: 267 Skipped: 11



ANSWER CHOICES	RESPONSES	
Working for an employer, 30 hours or more per week	25%	68
Working for an employer, under 30 hours per week	8%	21
Unemployed and currently looking for work	6%	17
Unemployed and not currently looking for work	4%	12
Student	11%	29
Retired	7%	19
Homemaker	4%	11
Self-employed	3%	8
Unable to work	31%	82
TOTAL		267

Q7 Please select the county in which you currently live.

Answered: 266 Skipped: 12



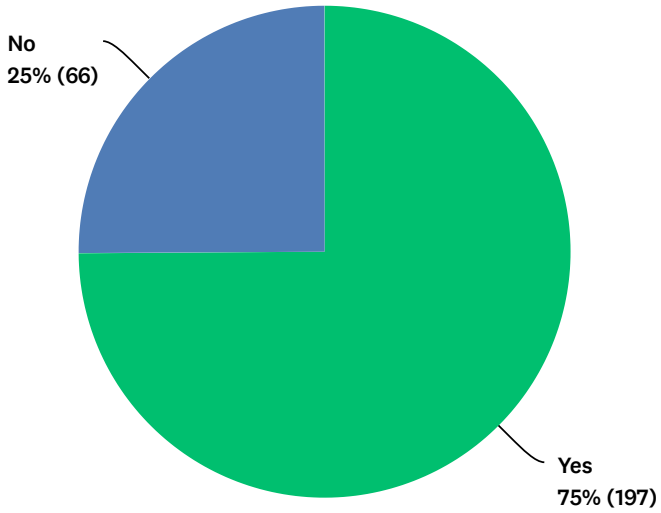
ANSWER CHOICES	RESPONSES	
Bowie	17%	46
Cass	6%	15
Gregg	35%	92
Harrison	9%	25
Marion	2%	6
Panola	6%	15
Red River	1%	3
Rusk	8%	21
Upshur	11%	28
Other county, please specify:	6%	15
TOTAL		266

Q8 What is your zip code?

Answered: 258 Skipped: 20

Q9 In the last 12 months, did you receive any services from Community Healthcore?

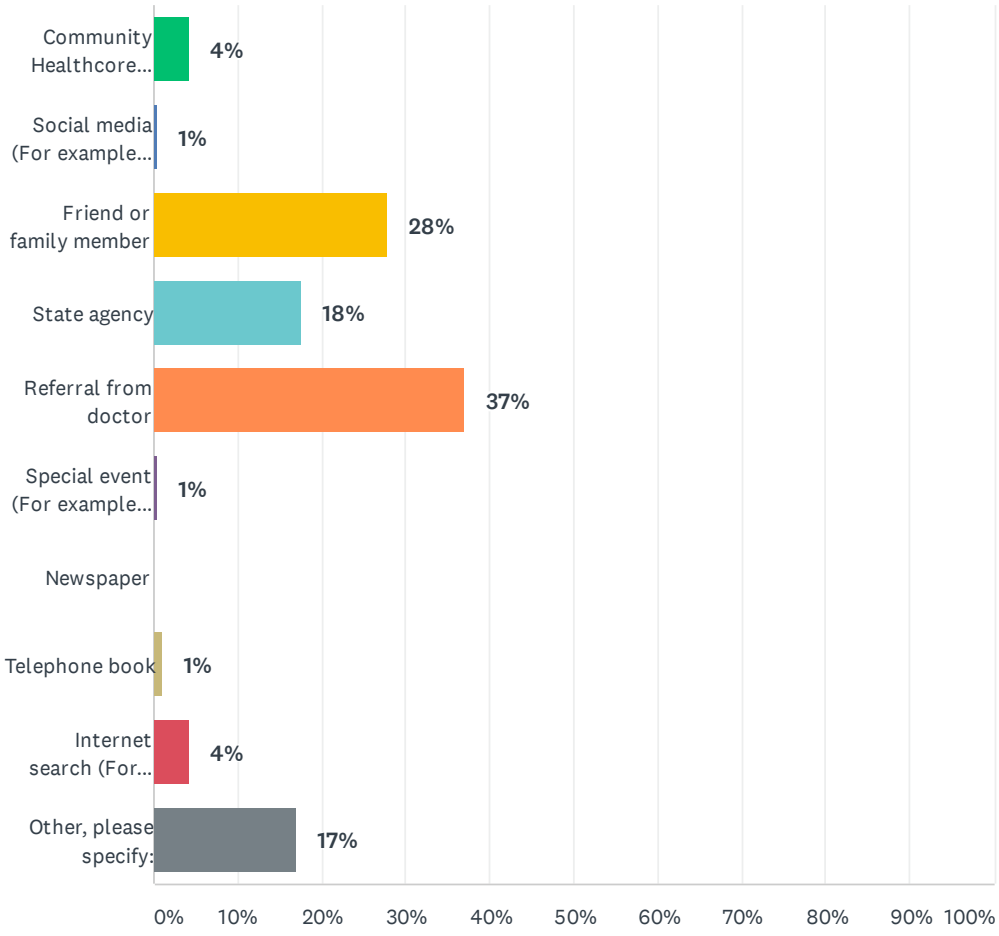
Answered: 263 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	75%	197
No	25%	66
TOTAL		263

Q10 How did you hear about the services provided by Community Healthcore? (Select all that apply)

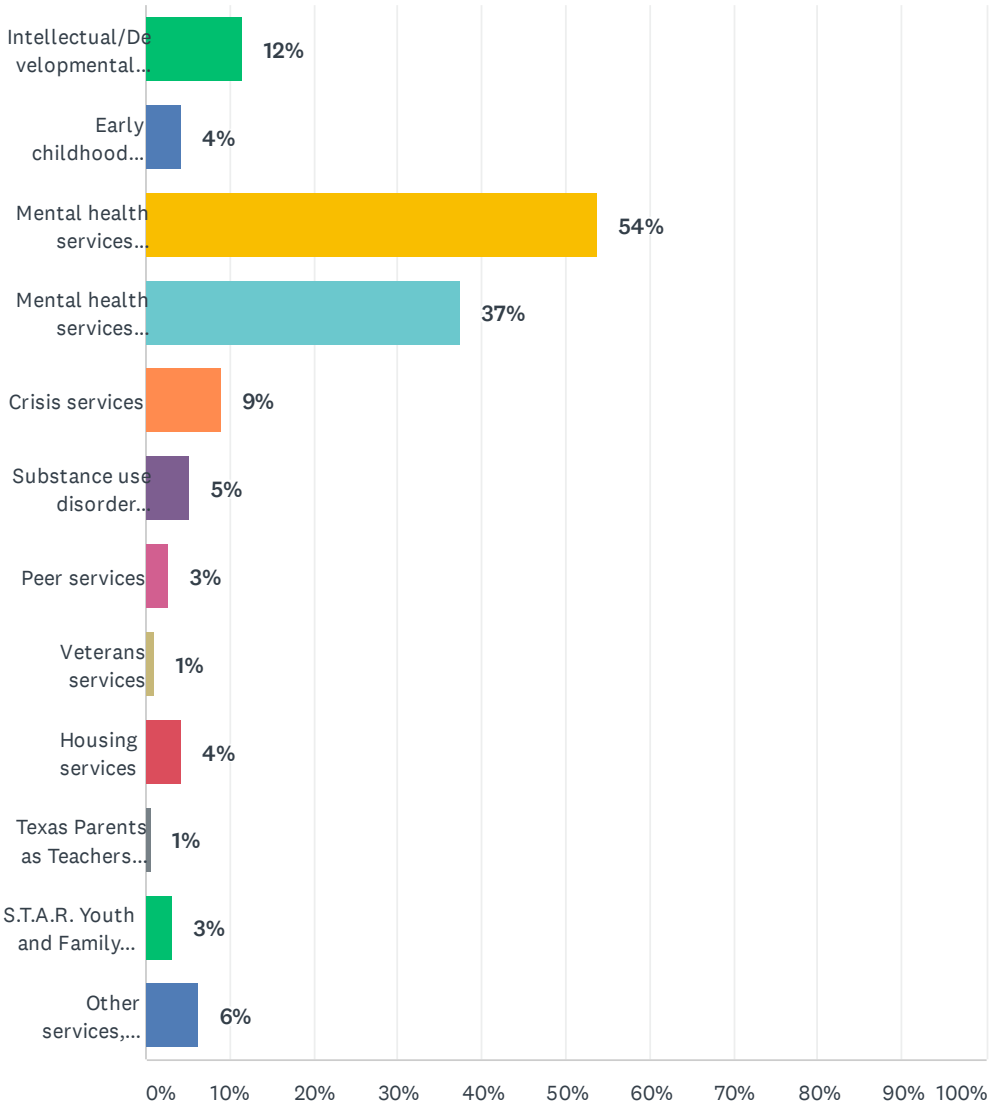
Answered: 194 Skipped: 84



ANSWER CHOICES	RESPONSES	
Community Healthcore website	4%	8
Social media (For example: Facebook, LinkedIn)	1%	1
Friend or family member	28%	54
State agency	18%	34
Referral from doctor	37%	72
Special event (For example: Resource fair or Health fair)	1%	1
Newspaper	0%	0
Telephone book	1%	2
Internet search (For example: Google, Yahoo)	4%	8
Other, please specify:	17%	33
Total Respondents: 194		

Q11 Please select the services you received from Community Healthcore (Select all that apply):

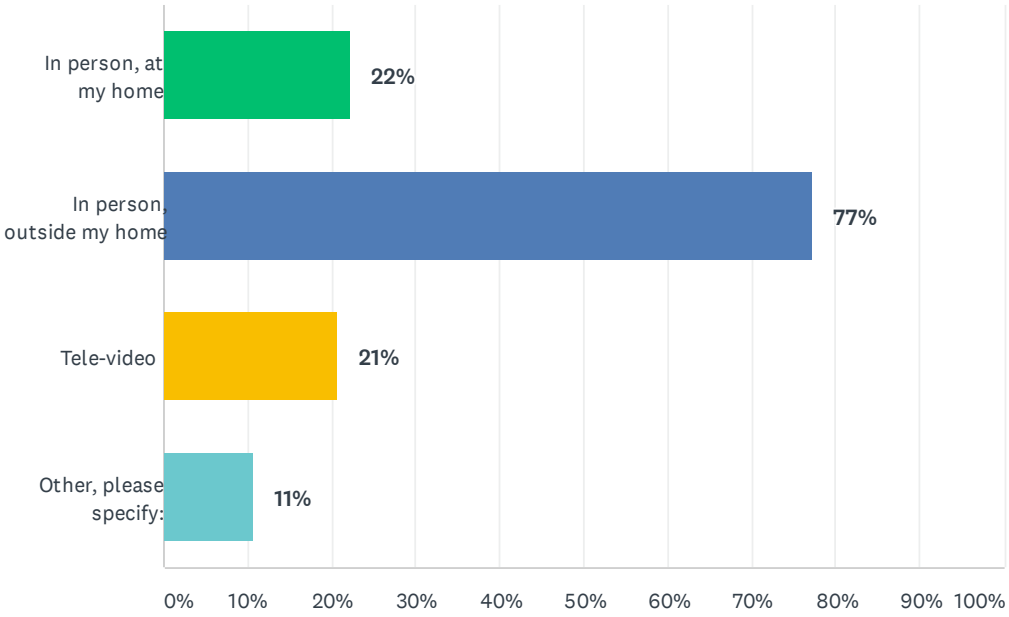
Answered: 190 Skipped: 88



ANSWER CHOICES	RESPONSES	
Intellectual/Developmental Disability (IDD) services	12%	22
Early childhood intervention services	4%	8
Mental health services (Adult)	54%	102
Mental health services (Children)	37%	71
Crisis services	9%	17
Substance use disorder services	5%	10
Peer services	3%	5
Veterans services	1%	2
Housing services	4%	8
Texas Parents as Teachers Program (TXPAT)	1%	1
S.T.A.R. Youth and Family Program	3%	6
Other services, please specify:	6%	12
Total Respondents: 190		

Q12 How did you receive these services?

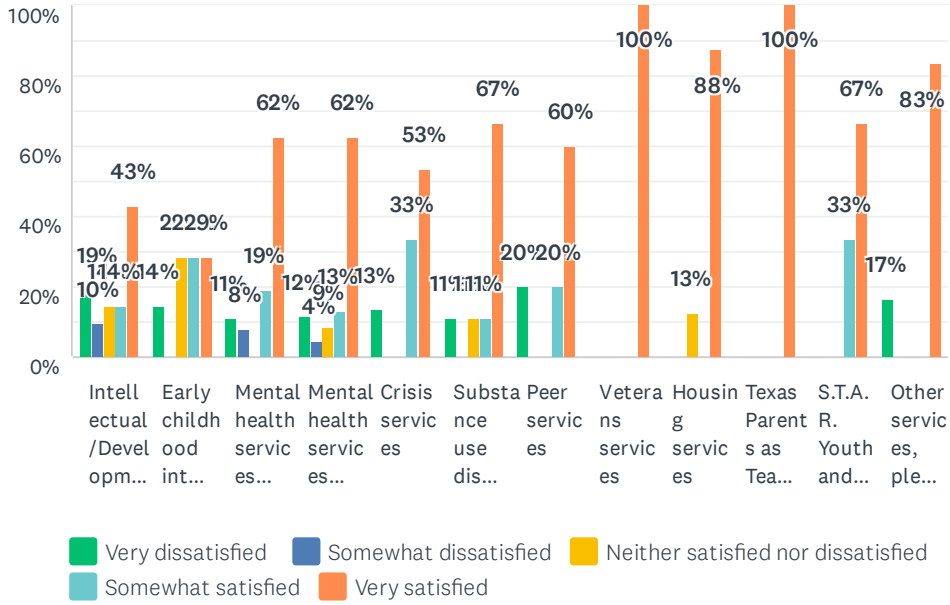
Answered: 189 Skipped: 89



ANSWER CHOICES	RESPONSES	
In person, at my home	22%	42
In person, outside my home	77%	146
Tele-video	21%	39
Other, please specify:	11%	20
Total Respondents: 189		

Q13 Please rate your satisfaction with the services you received:

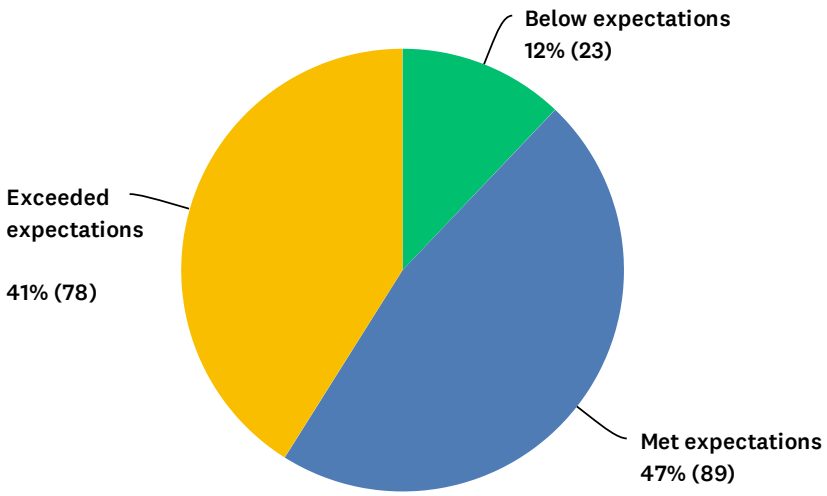
Answered: 186 Skipped: 92



	VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Intellectual/Developmental Disability (IDD) services	19% 4	10% 2	14% 3	14% 3	43% 9	21	0.52
Early childhood intervention services	14% 1	0% 0	29% 2	29% 2	29% 2	7	0.57
Mental health services (Adult)	11% 11	8% 8	0% 0	19% 19	62% 63	101	1.14
Mental health services (Children)	12% 8	4% 3	9% 6	13% 9	62% 43	69	1.10
Crisis services	13% 2	0% 0	0% 0	33% 5	53% 8	15	1.13
Substance use disorder services	11% 1	0% 0	11% 1	11% 1	67% 6	9	1.22
Peer services	20% 1	0% 0	0% 0	20% 1	60% 3	5	1.00
Veterans services	0% 0	0% 0	0% 0	0% 0	100% 2	2	2.00
Housing services	0% 0	0% 0	13% 1	0% 0	88% 7	8	1.75
Texas Parents as Teachers Program (TXPAT)	0% 0	0% 0	0% 0	0% 0	100% 1	1	2.00
S.T.A.R. Youth and Family Program	0% 0	0% 0	0% 0	33% 2	67% 4	6	1.67
Other services, please specify:	17% 2	0% 0	0% 0	0% 0	83% 10	12	1.33

Q14 How would you describe the overall quality of the care you received?

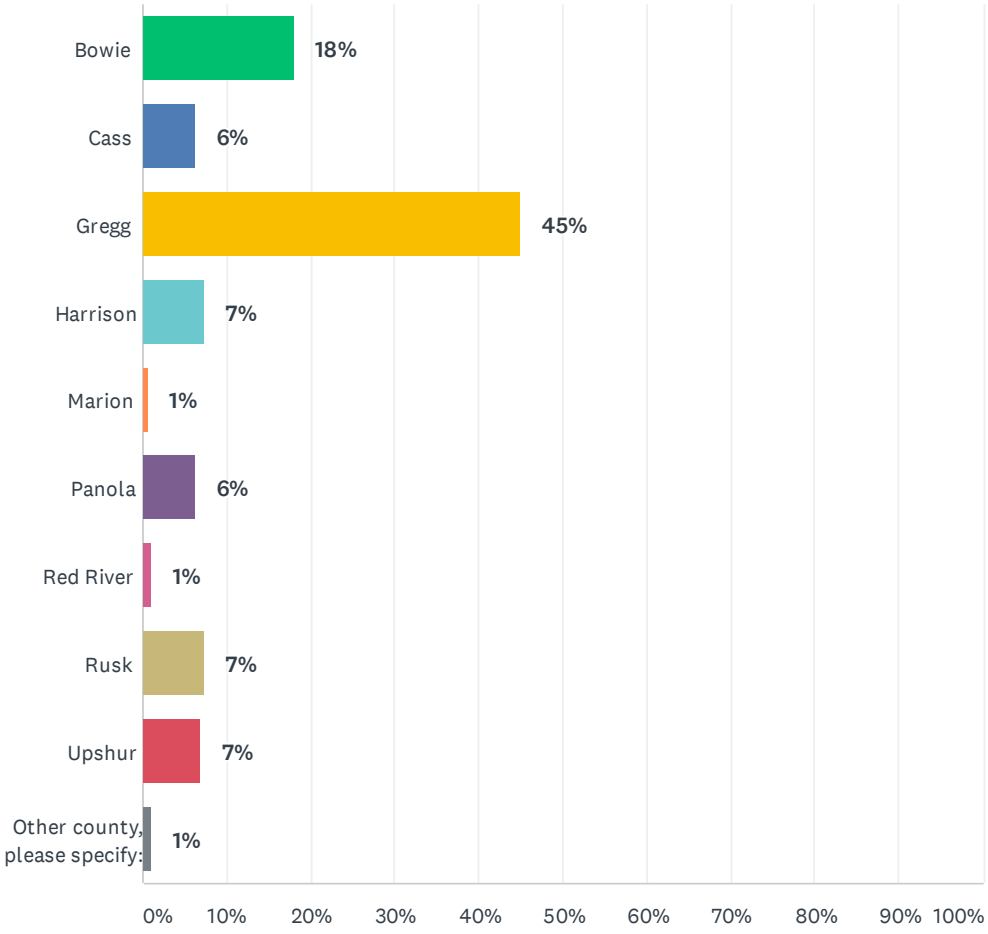
Answered: 190 Skipped: 88



ANSWER CHOICES	RESPONSES	
Below expectations	12%	23
Met expectations	47%	89
Exceeded expectations	41%	78
TOTAL		190

Q15 Please select the county in which you generally receive services. If you receive services in more than one county, please select the county where you receive the most services.

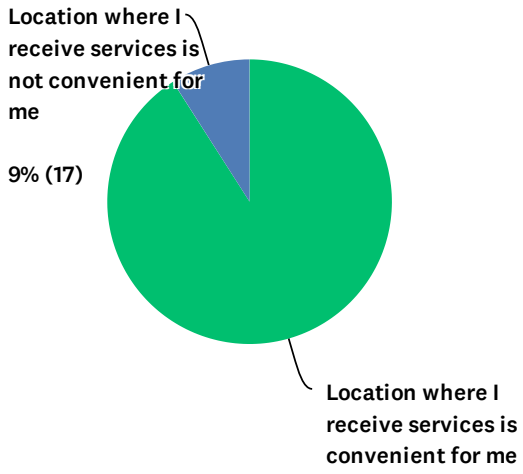
Answered: 189 Skipped: 89



ANSWER CHOICES	RESPONSES	
Bowie	18%	34
Cass	6%	12
Gregg	45%	85
Harrison	7%	14
Marion	1%	1
Panola	6%	12
Red River	1%	2
Rusk	7%	14
Upshur	7%	13
Other county, please specify:	1%	2
TOTAL		189

Q16 In general, is the location of the services offered by Community Healthcore convenient for you?

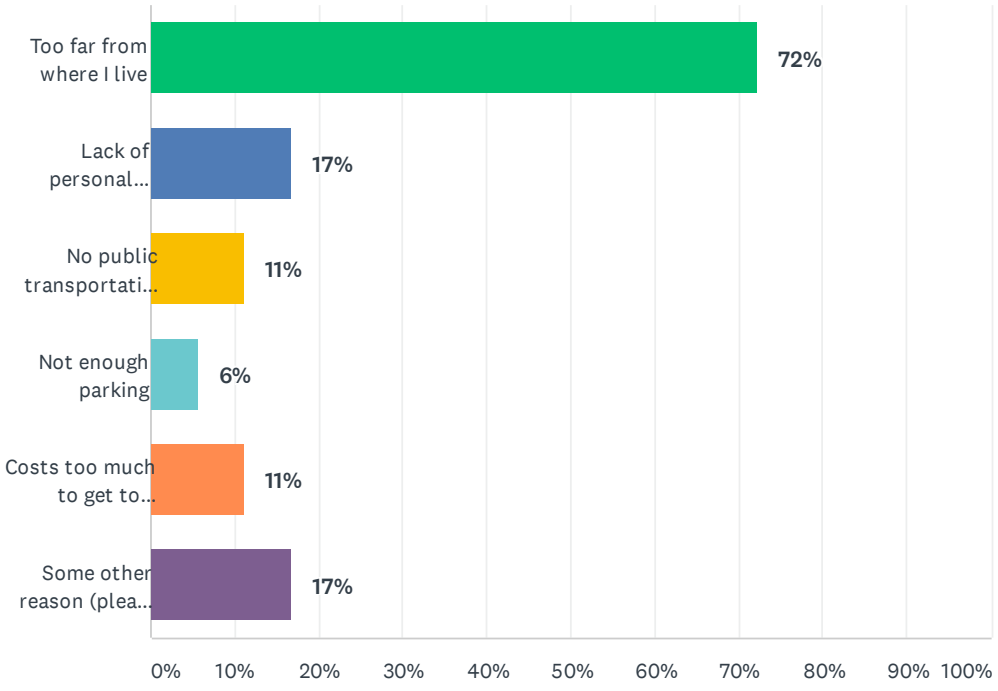
Answered: 188 Skipped: 90



ANSWER CHOICES	RESPONSES	
Location where I receive services is convenient for me	91%	171
Location where I receive services is not convenient for me	9%	17
TOTAL		188

Q17 Please identify the main reason the location is not convenient for you:

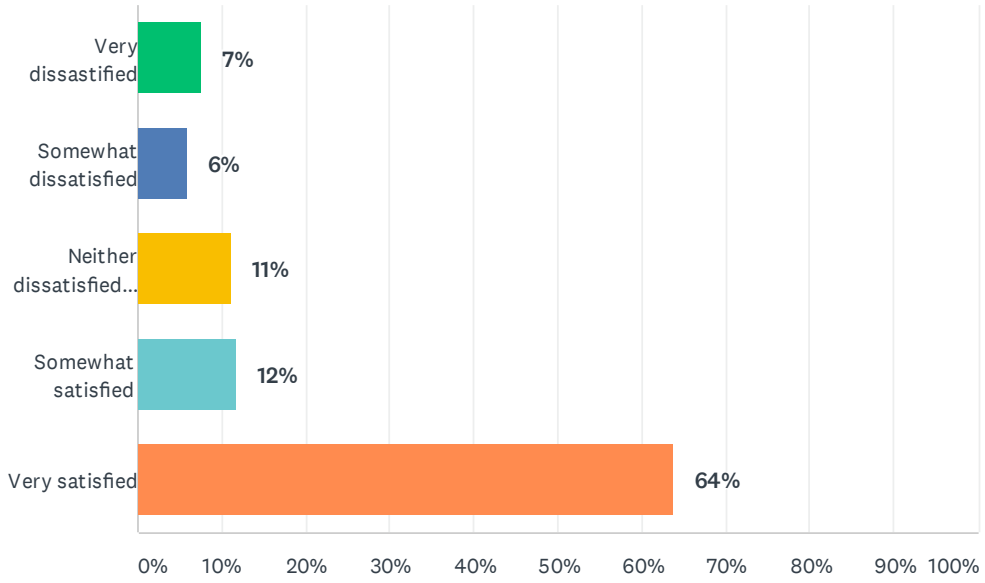
Answered: 18 Skipped: 260



ANSWER CHOICES	RESPONSES	
Too far from where I live	72%	13
Lack of personal transportation	17%	3
No public transportation available	11%	2
Not enough parking	6%	1
Costs too much to get to location	11%	2
Some other reason (please specify)	17%	3
Total Respondents: 18		

Q18 Please rate your satisfaction with the current hours of operation offered by Community Healthcore (8 a.m.-5 p.m.):

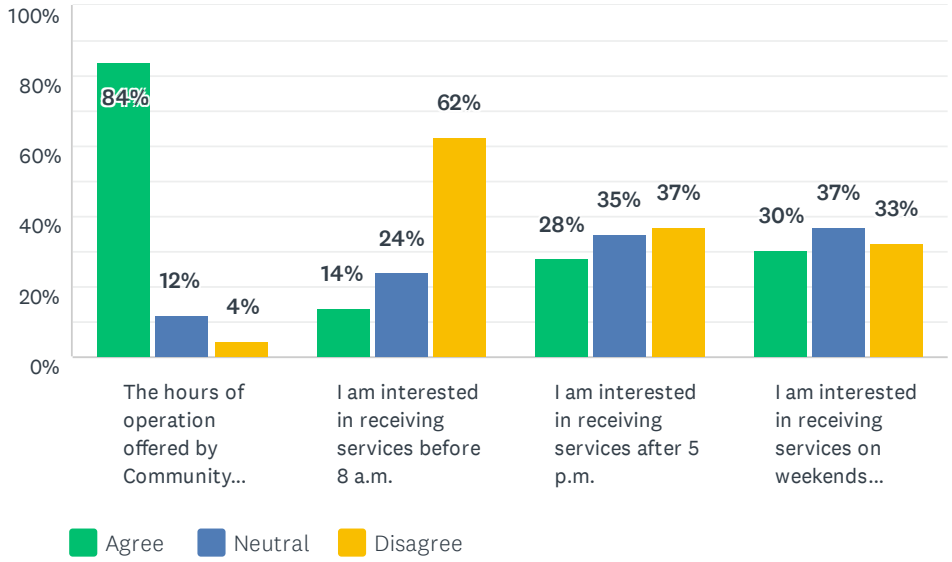
Answered: 188 Skipped: 90



ANSWER CHOICES	RESPONSES	
Very dissastified	7%	14
Somewhat dissatisfied	6%	11
Neither dissatisfied nor satisfied	11%	21
Somewhat satisfied	12%	22
Very satisfied	64%	120
TOTAL		188

Q19 Do you agree or disagree with the following statements?

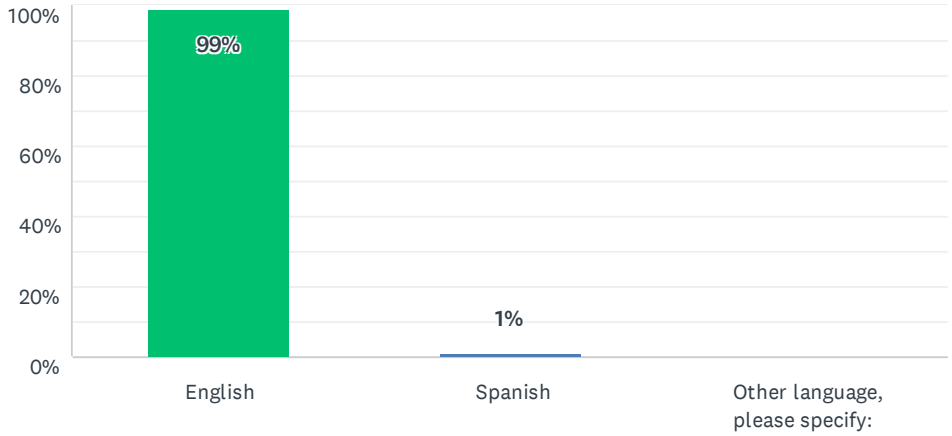
Answered: 186 Skipped: 92



	AGREE	NEUTRAL	DISAGREE	TOTAL	WEIGHTED AVERAGE
The hours of operation offered by Community Healthcore meet my needs	84% 156	12% 22	4% 8	186	0.80
I am interested in receiving services before 8 a.m.	14% 25	24% 43	62% 113	181	-0.49
I am interested in receiving services after 5 p.m.	28% 51	35% 63	37% 67	181	-0.09
I am interested in receiving services on weekends (Saturdays and Sundays)	30% 55	37% 67	33% 59	181	-0.02

Q20 In what language do you prefer to receive services?

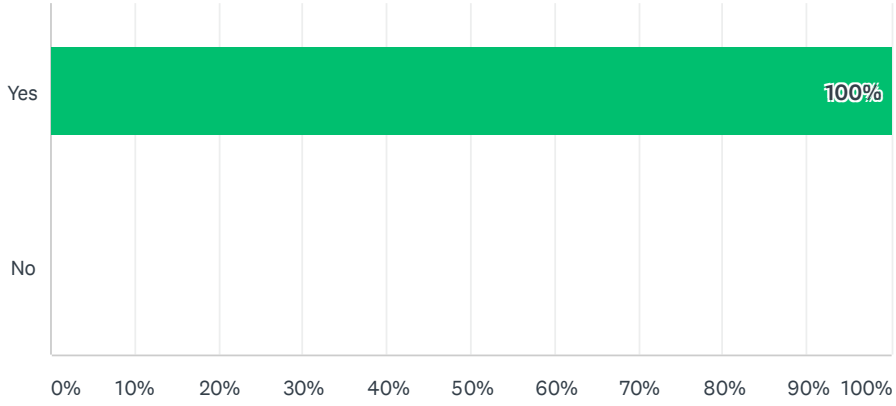
Answered: 185 Skipped: 93



ANSWER CHOICES	RESPONSES	
English	99%	183
Spanish	1%	2
Other language, please specify:	0%	0
TOTAL		185

Q21 Did Community Healthcore provide services in the language you prefer?

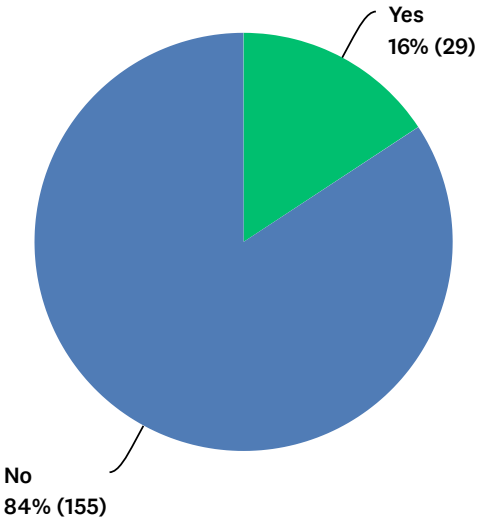
Answered: 186 Skipped: 92



ANSWER CHOICES	RESPONSES	
Yes	100%	186
No	0%	0
TOTAL		186

Q22 Does your language, race, religion, ethnic background or culture make any difference in the kind of services, counseling or treatment you need?

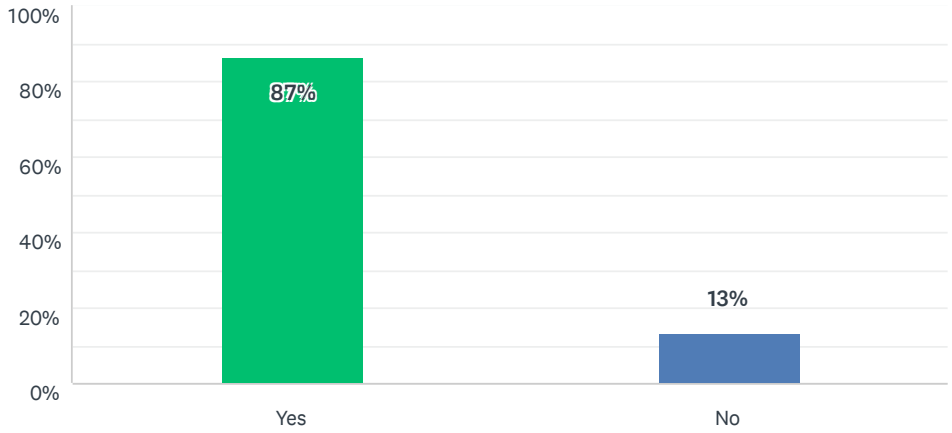
Answered: 184 Skipped: 94



ANSWER CHOICES	RESPONSES	
Yes	16%	29
No	84%	155
TOTAL		184

Q23 In the last 12 months, was the care you received responsive to those needs?

Answered: 30 Skipped: 248



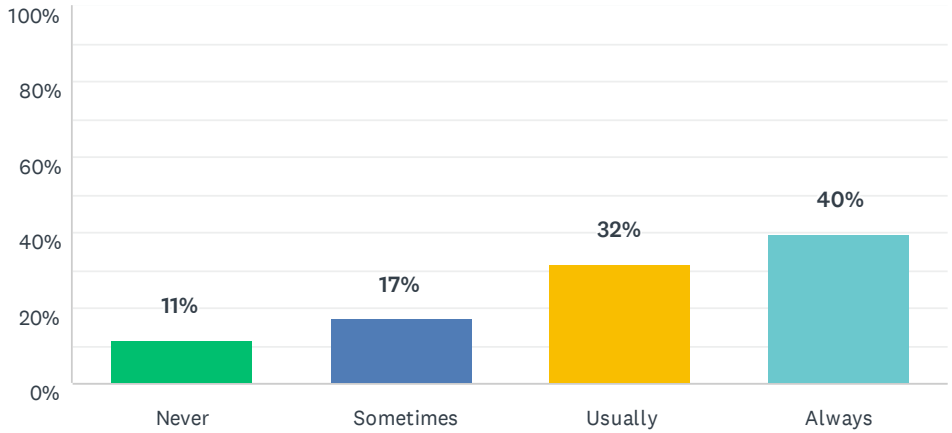
ANSWER CHOICES	RESPONSES	
Yes	87%	26
No	13%	4
TOTAL		30

Q24 Please describe how Community Healthcore could be more responsive to those needs:

Answered: 3 Skipped: 275

Q25 In the last 12 months, how often were you seen within 15 minutes of your appointment or scheduled start time for your service?

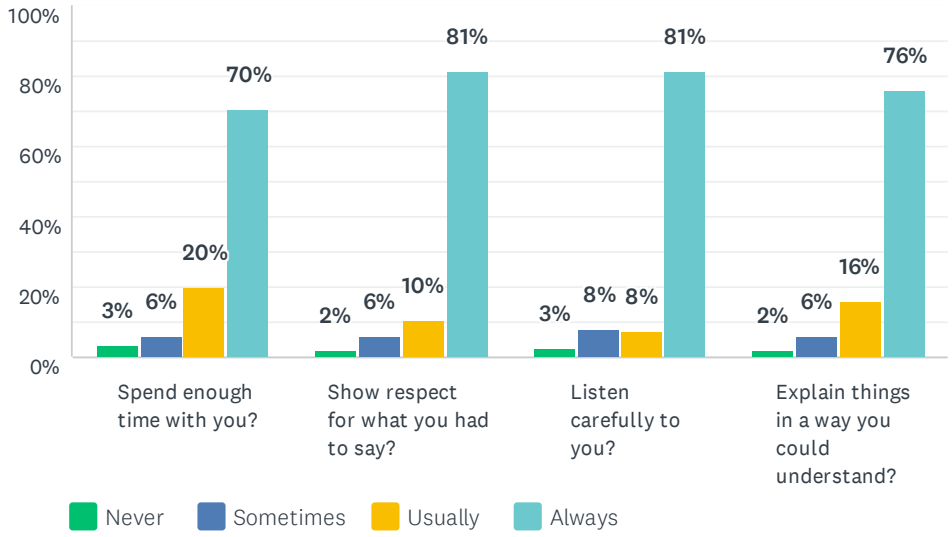
Answered: 184 Skipped: 94



ANSWER CHOICES	RESPONSES	
Never	11%	21
Sometimes	17%	32
Usually	32%	58
Always	40%	73
TOTAL		184

Q26 In the last 12 months, overall how often did the people who provided services, counseling or treatment…

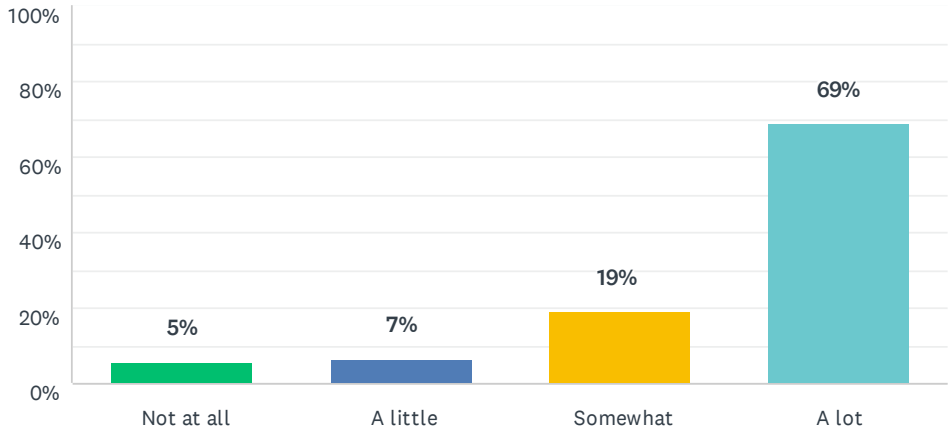
Answered: 183 Skipped: 95



	NEVER	SOMETIMES	USUALLY	ALWAYS	TOTAL	WEIGHTED AVERAGE
Spend enough time with you?	3% 6	6% 11	20% 37	70% 129	183	1.49
Show respect for what you had to say?	2% 4	6% 11	10% 19	81% 148	182	1.63
Listen carefully to you?	3% 5	8% 15	8% 14	81% 149	183	1.57
Explain things in a way you could understand?	2% 4	6% 11	16% 29	76% 139	183	1.57

Q27 In the last 12 months, how much were you helped by the services, counseling or treatment you got?

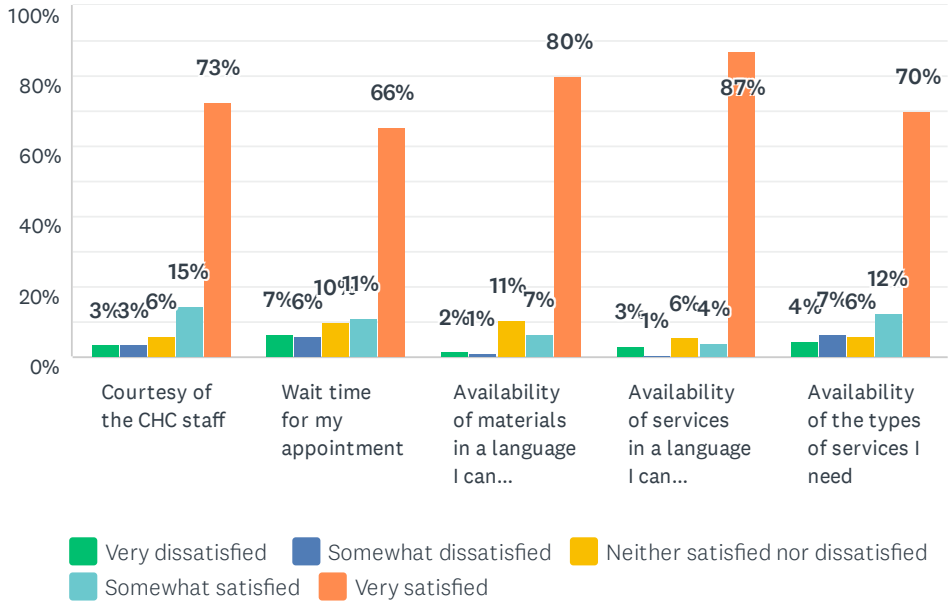
Answered: 183 Skipped: 95



ANSWER CHOICES	RESPONSES	
Not at all	5%	10
A little	7%	12
Somewhat	19%	35
A lot	69%	126
TOTAL		183

Q28 Please rate your overall satisfaction with the following aspects:

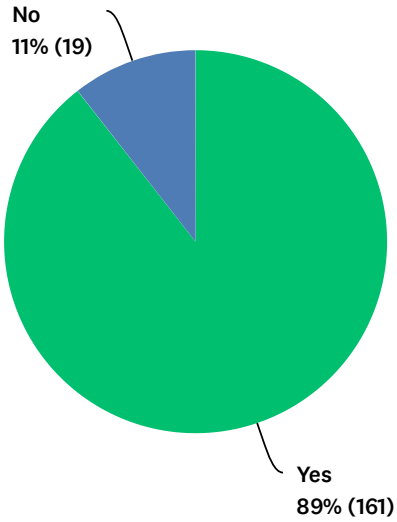
Answered: 179 Skipped: 99



	VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Courtesy of the CHC staff	3% 6	3% 6	6% 11	15% 26	73% 130	179	1.50
Wait time for my appointment	7% 12	6% 11	10% 18	11% 20	66% 117	178	1.23
Availability of materials in a language I can understand	2% 3	1% 2	11% 19	7% 12	80% 143	179	1.62
Availability of services in a language I can understand	3% 5	1% 1	6% 10	4% 7	87% 155	178	1.72
Availability of the types of services I need	4% 8	7% 12	6% 11	12% 22	70% 125	178	1.37

Q29 Would you recommend the services at Community Healthcore to a friend or family member?

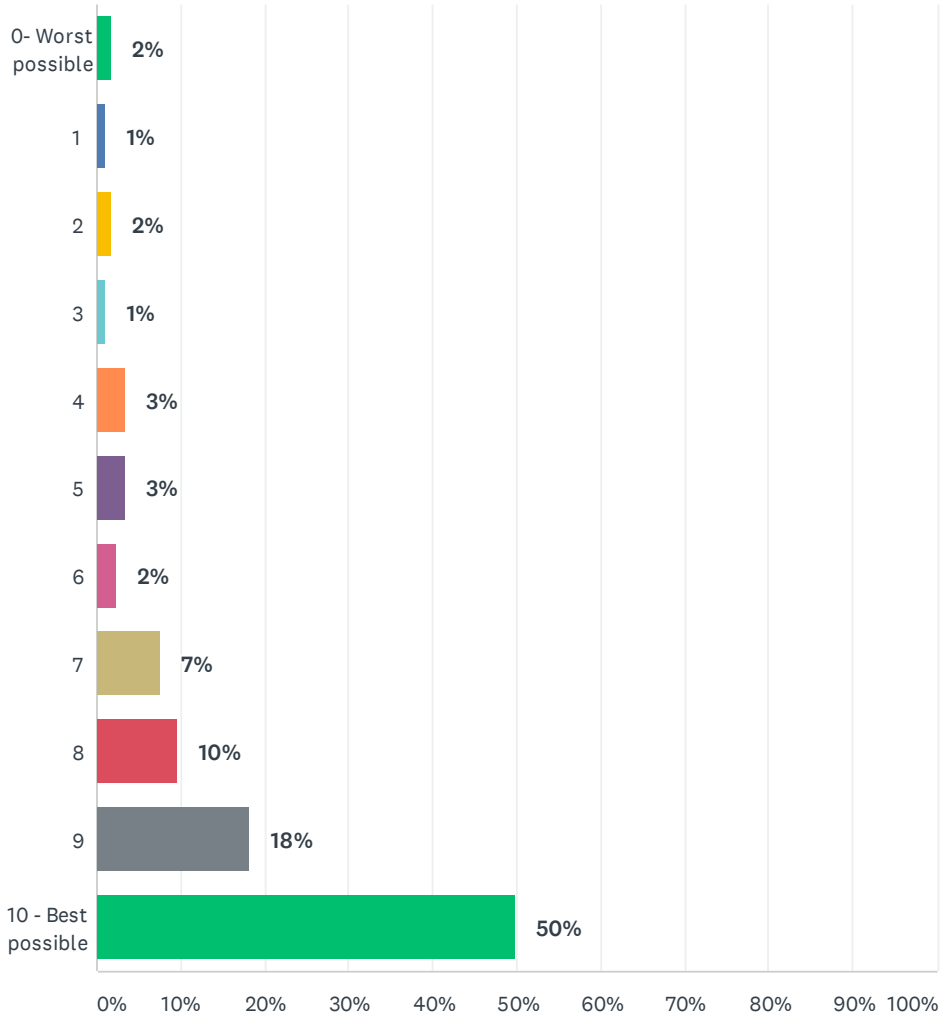
Answered: 180 Skipped: 98



ANSWER CHOICES	RESPONSES	
Yes	89%	161
No	11%	19
TOTAL		180

Q30 Using any number from 0 to 10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate the services, counseling or treatment you received from Community Healthcore in the last 12 months?

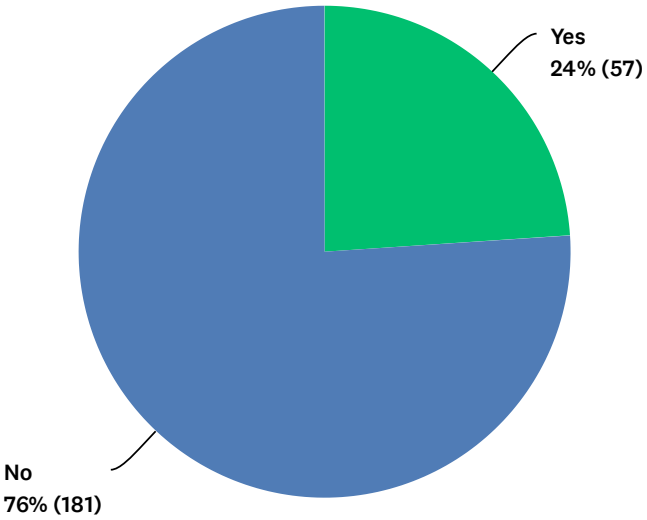
Answered: 175 Skipped: 103



ANSWER CHOICES	RESPONSES	
0- Worst possible	2%	3
1	1%	2
2	2%	3
3	1%	2
4	3%	6
5	3%	6
6	2%	4
7	7%	13
8	10%	17
9	18%	32
10 - Best possible	50%	87
TOTAL		175

Q31 In the last 12 months, did you receive a referral for services from someone at Community Healthcore?

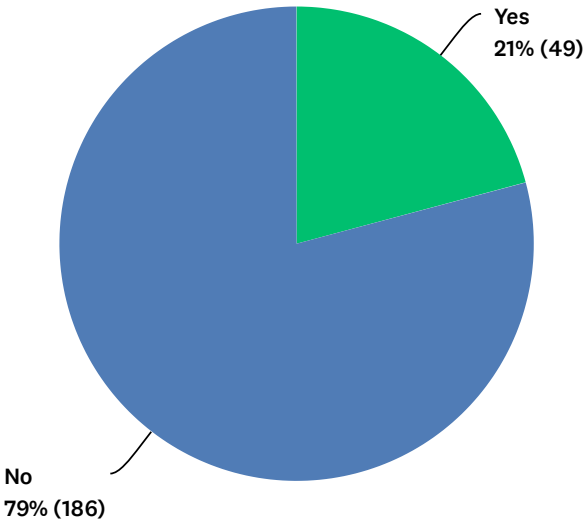
Answered: 238 Skipped: 40



ANSWER CHOICES	RESPONSES	
Yes	24%	57
No	76%	181
TOTAL		238

Q32 In the last 12 months, were there any services or supports that you needed, but did not receive?

Answered: 235 Skipped: 43



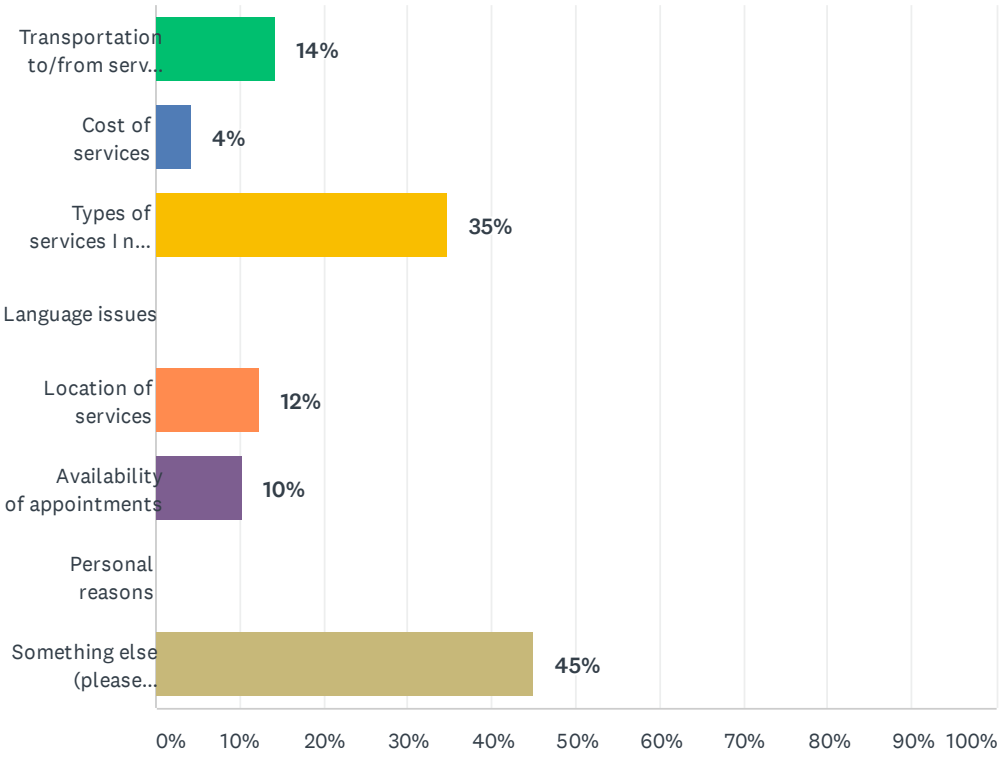
ANSWER CHOICES	RESPONSES	
Yes	21%	49
No	79%	186
TOTAL		235

Q33 Please describe the services or supports you needed, but did not receive:

Answered: 43 Skipped: 235

Q34 What would you say is the main reason you did not receive the services you needed?

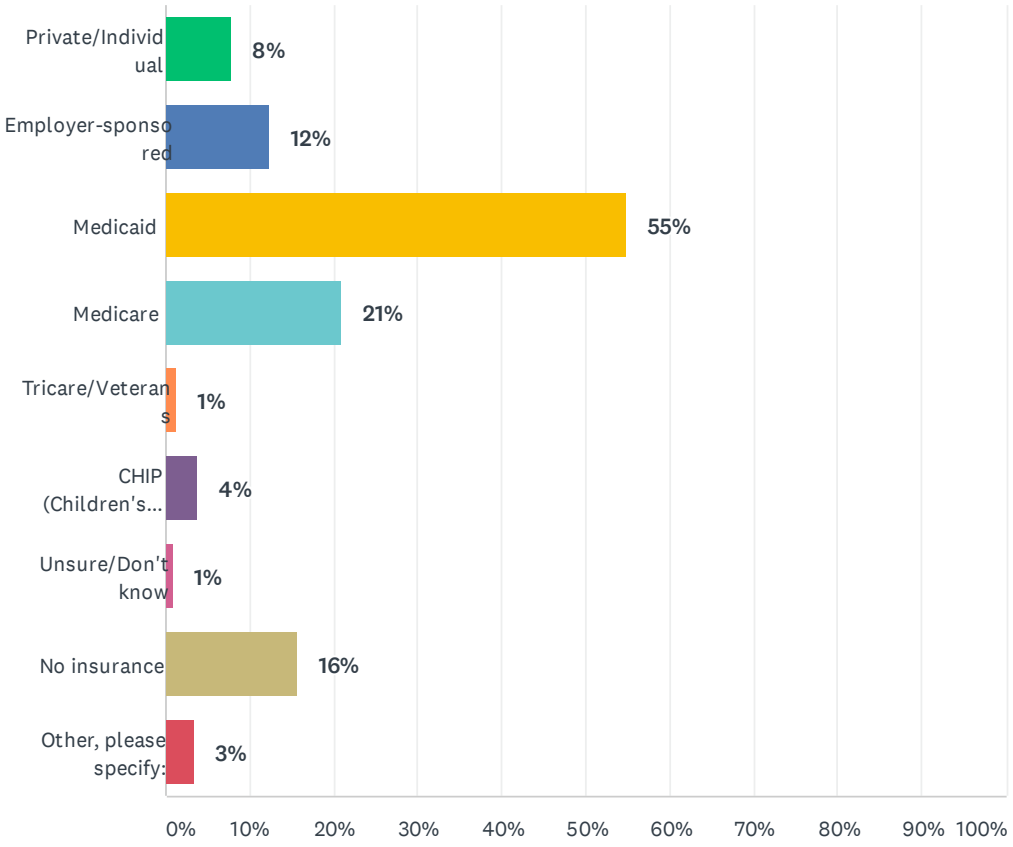
Answered: 49 Skipped: 229



ANSWER CHOICES	RESPONSES	
Transportation to/from service location	14%	7
Cost of services	4%	2
Types of services I need were not available	35%	17
Language issues	0%	0
Location of services	12%	6
Availability of appointments	10%	5
Personal reasons	0%	0
Something else (please specify)	45%	22
Total Respondents: 49		

Q35 What kind of medical insurance or coverage do you have? (Select all that apply)

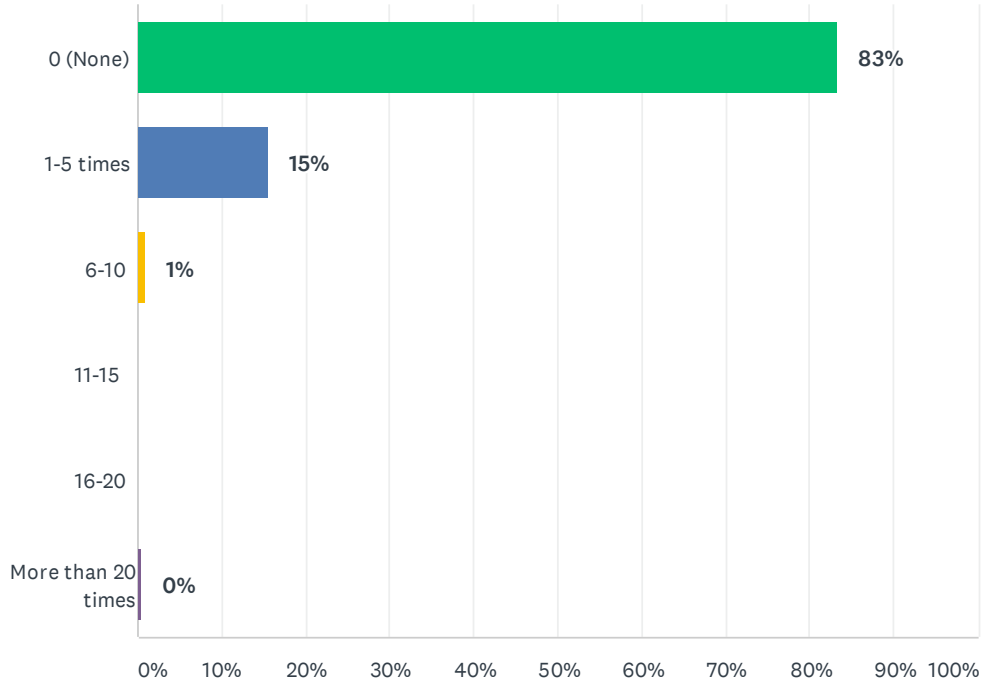
Answered: 235 Skipped: 43



ANSWER CHOICES	RESPONSES	
Private/Individual	8%	18
Employer-sponsored	12%	29
Medicaid	55%	129
Medicare	21%	49
Tricare/Veterans	1%	3
CHIP (Children's Health Insurance Program)	4%	9
Unsure/Don't know	1%	2
No insurance	16%	37
Other, please specify:	3%	8
Total Respondents: 235		

Q36 In the last 12 months, approximately how many times did you go to an emergency room or crisis center to get mental health or substance use services, counseling or treatment for yourself?

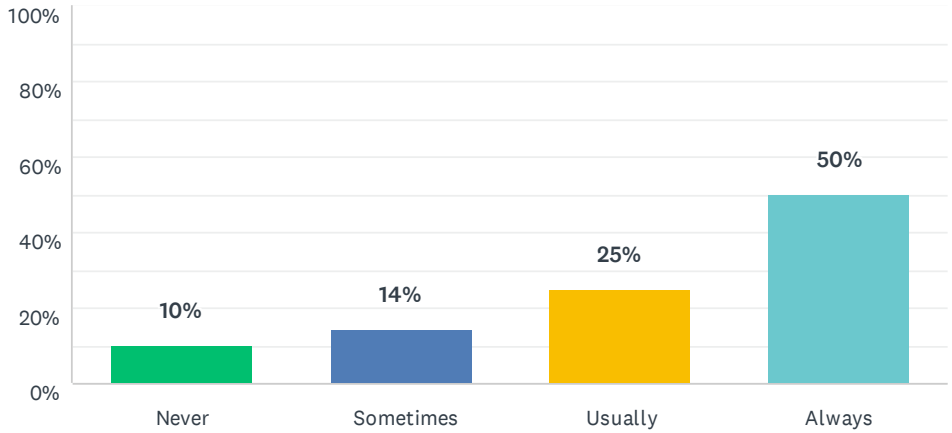
Answered: 233 Skipped: 45



ANSWER CHOICES	RESPONSES	
0 (None)	83%	194
1-5 times	15%	36
6-10	1%	2
11-15	0%	0
16-20	0%	0
More than 20 times	0%	1
TOTAL		233

Q37 In the last 6 months, in general how often was it easy to get the care, tests or treatment you needed?

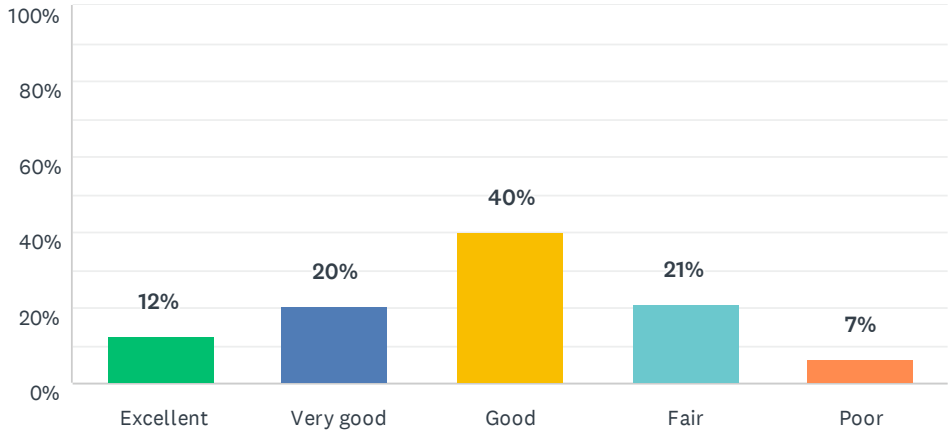
Answered: 225 Skipped: 53



ANSWER CHOICES	RESPONSES	
Never	10%	23
Sometimes	14%	32
Usually	25%	57
Always	50%	113
TOTAL		225

Q38 In general, how would you rate your overall health now?

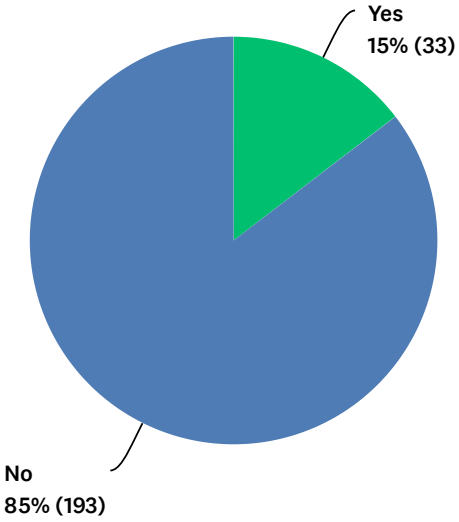
Answered: 226 Skipped: 52



ANSWER CHOICES	RESPONSES	
Excellent	12%	28
Very good	20%	46
Good	40%	90
Fair	21%	47
Poor	7%	15
TOTAL		226

Q39 Did someone help you complete this survey?

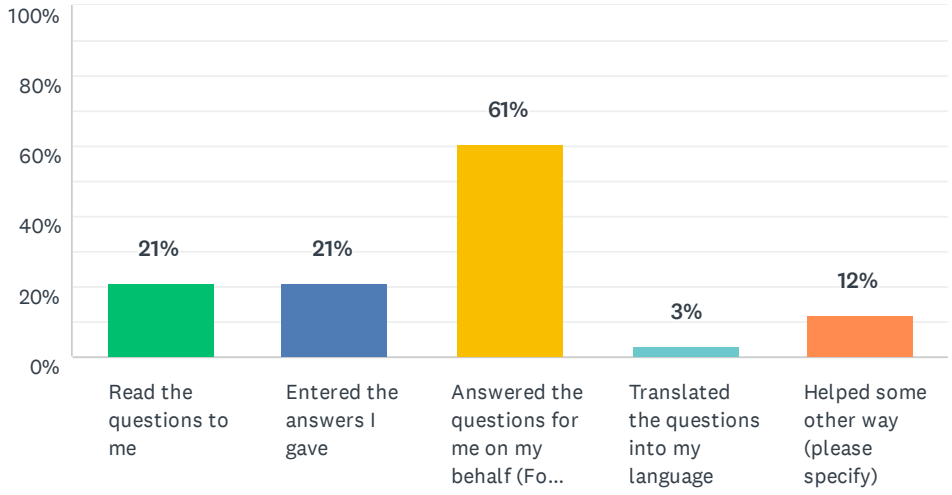
Answered: 226 Skipped: 52



ANSWER CHOICES	RESPONSES	
Yes	15%	33
No	85%	193
TOTAL		226

Q40 How did that person help you? Select all that apply.

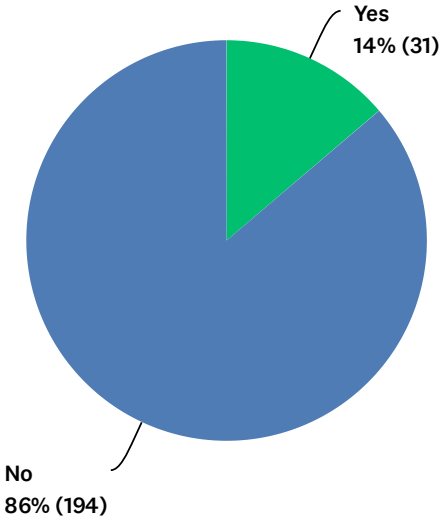
Answered: 33 Skipped: 245



ANSWER CHOICES	RESPONSES	
Read the questions to me	21%	7
Entered the answers I gave	21%	7
Answered the questions for me on my behalf (For example: Guardians and Legal Representatives)	61%	20
Translated the questions into my language	3%	1
Helped some other way (please specify)	12%	4
Total Respondents: 33		

Q41 Do you have any additional comments for Community Healthcore?

Answered: 225 Skipped: 53



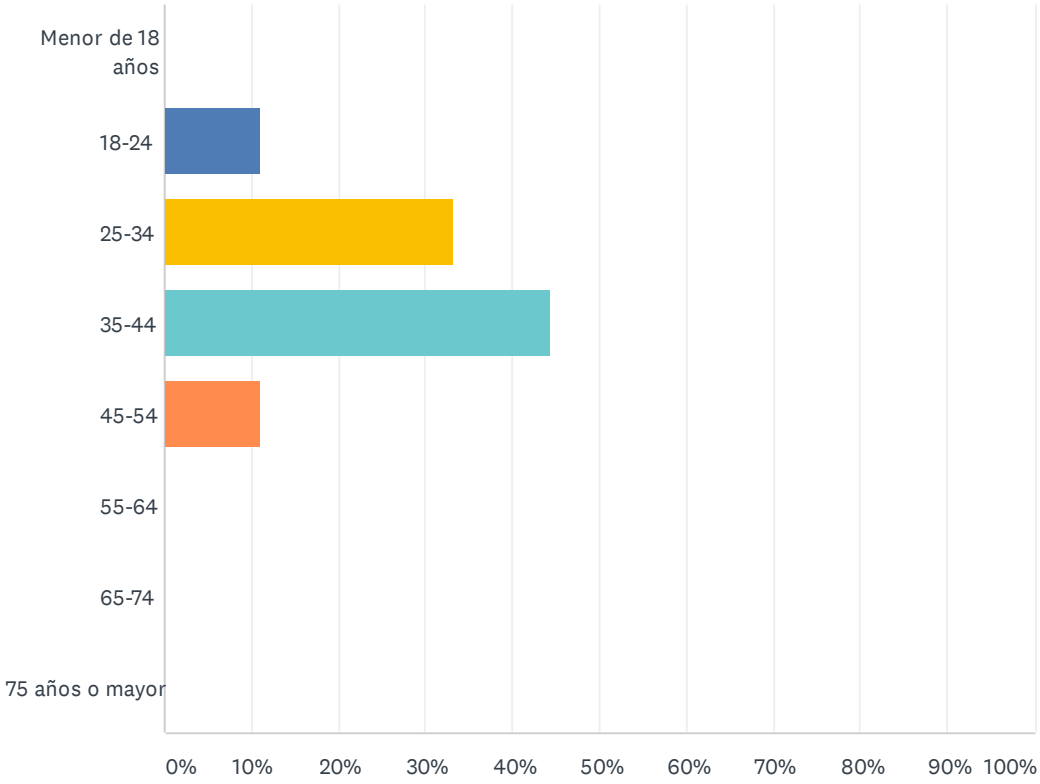
ANSWER CHOICES	RESPONSES	
Yes	14%	31
No	86%	194
TOTAL		225

Q42 Please enter your comments:

Answered: 30 Skipped: 248

Q1 ¿Qué edad tiene?

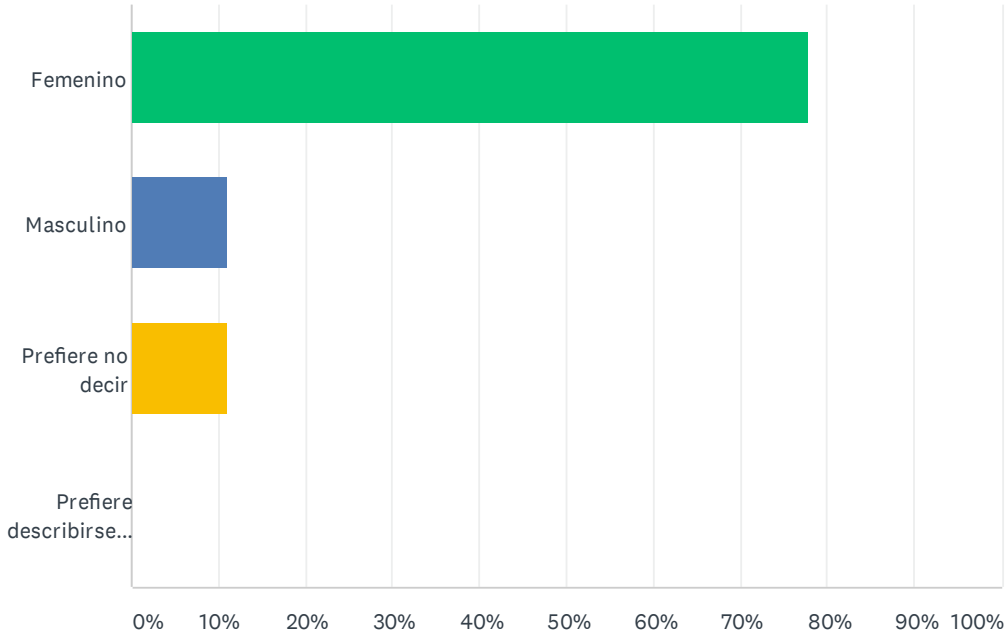
Answered: 9 Skipped: 0



ANSWER CHOICES	RESPONSES	
Menor de 18 años	0.00%	0
18-24	11.11%	1
25-34	33.33%	3
35-44	44.44%	4
45-54	11.11%	1
55-64	0.00%	0
65-74	0.00%	0
75 años o mayor	0.00%	0
TOTAL		9

Q2 ¿Cuál es su género?

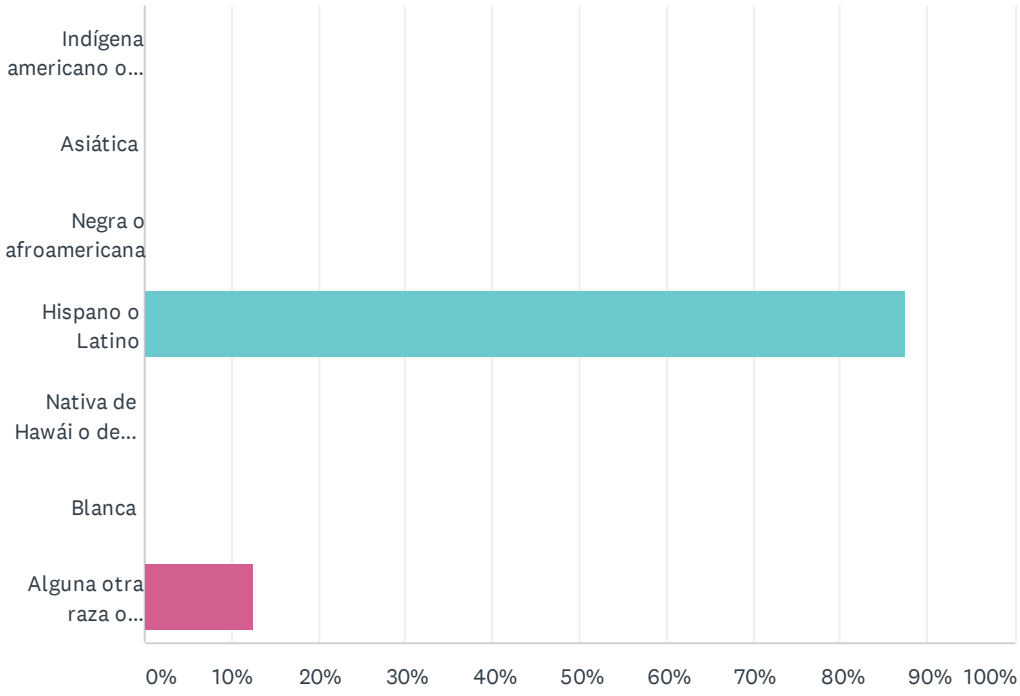
Answered: 9 Skipped: 0



ANSWER CHOICES	RESPONSES	
Femenino	77.78%	7
Masculino	11.11%	1
Prefiere no decir	11.11%	1
Prefiere describirse como:	0.00%	0
TOTAL		9

Q3 ¿Cómo describiría la raza a la que pertenece o su etnicidad? (Seleccione todas las que correspondan)

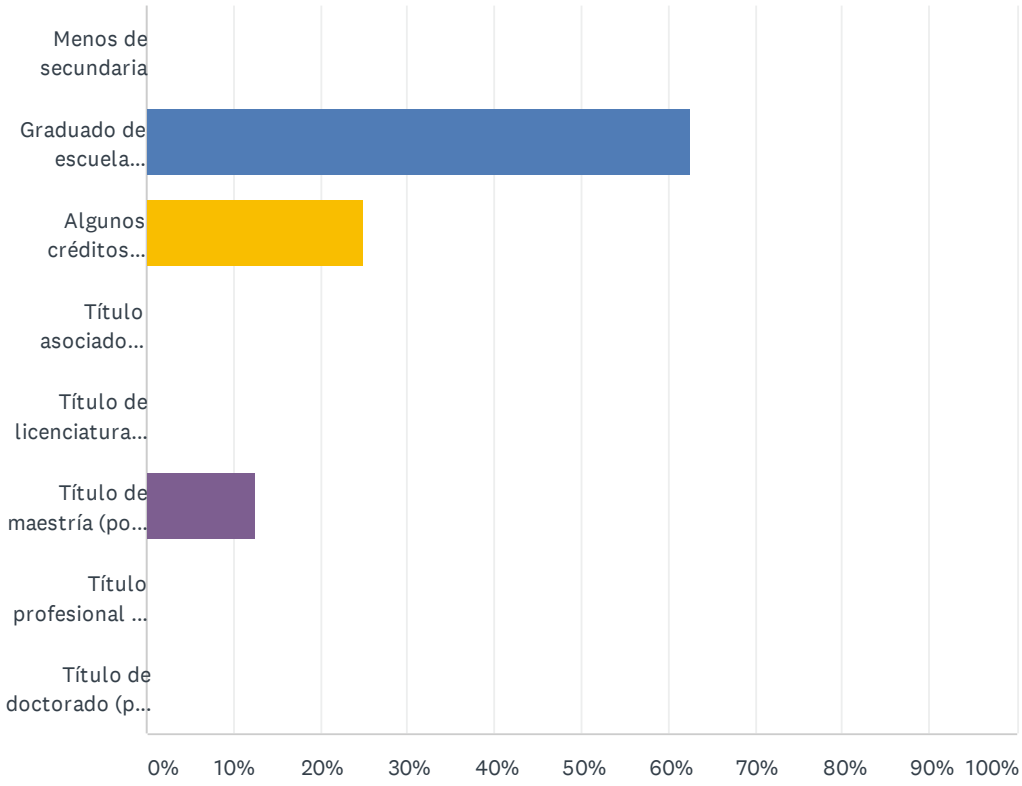
Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
Indígena americano o nativo de Alaska	0.00%	0
Asiática	0.00%	0
Negra o afroamericana	0.00%	0
Hispano o Latino	87.50%	7
Nativa de Hawái o de otras islas del Pacifico	0.00%	0
Blanca	0.00%	0
Alguna otra raza o etnicidad, por favor especifique	12.50%	1
Total Respondents: 8		

Q4 ¿Cuál es el título o nivel escolar más alto que ha completado? Si está matriculado actualmente, indique el título más alto que ha recibido.

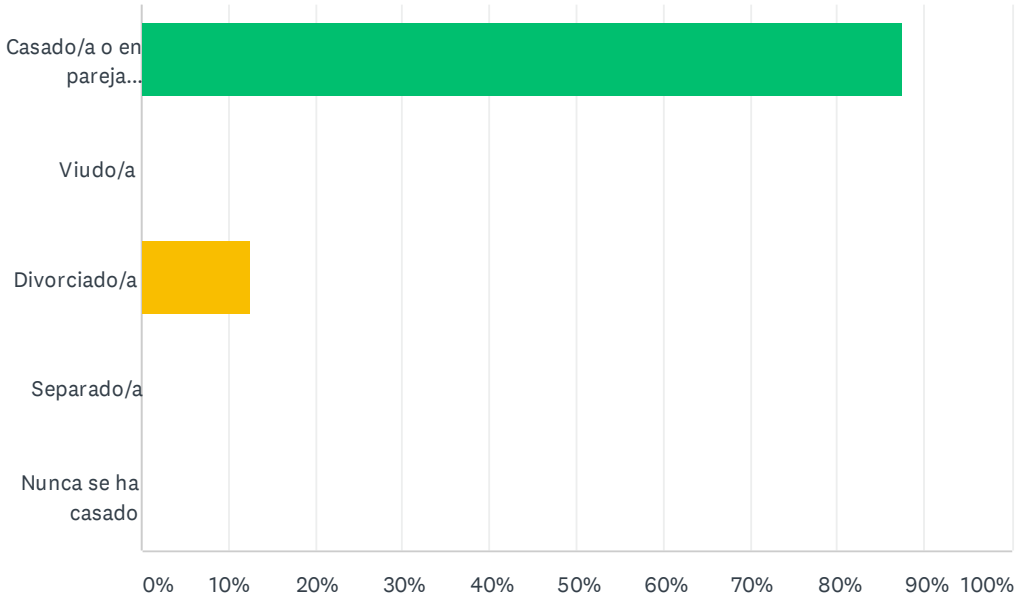
Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
Menos de secundaria	0.00%	0
Graduado de escuela secundaria o equivalente (por ejemplo: GED)	62.50%	5
Algunos créditos universitarios, sin título	25.00%	2
Título asociado universitario (por ejemplo: AA, AS)	0.00%	0
Título de licenciatura universitaria (por ejemplo: BA, BS)	0.00%	0
Título de maestría (por ejemplo: MA, MS)	12.50%	1
Título profesional más allá de un título de licenciatura universitaria (por ejemplo: JD, MD, DDS)	0.00%	0
Título de doctorado (por ejemplo: Doctorado, EdD)	0.00%	0
TOTAL		8

Q5 ¿Cuál es su estado civil?

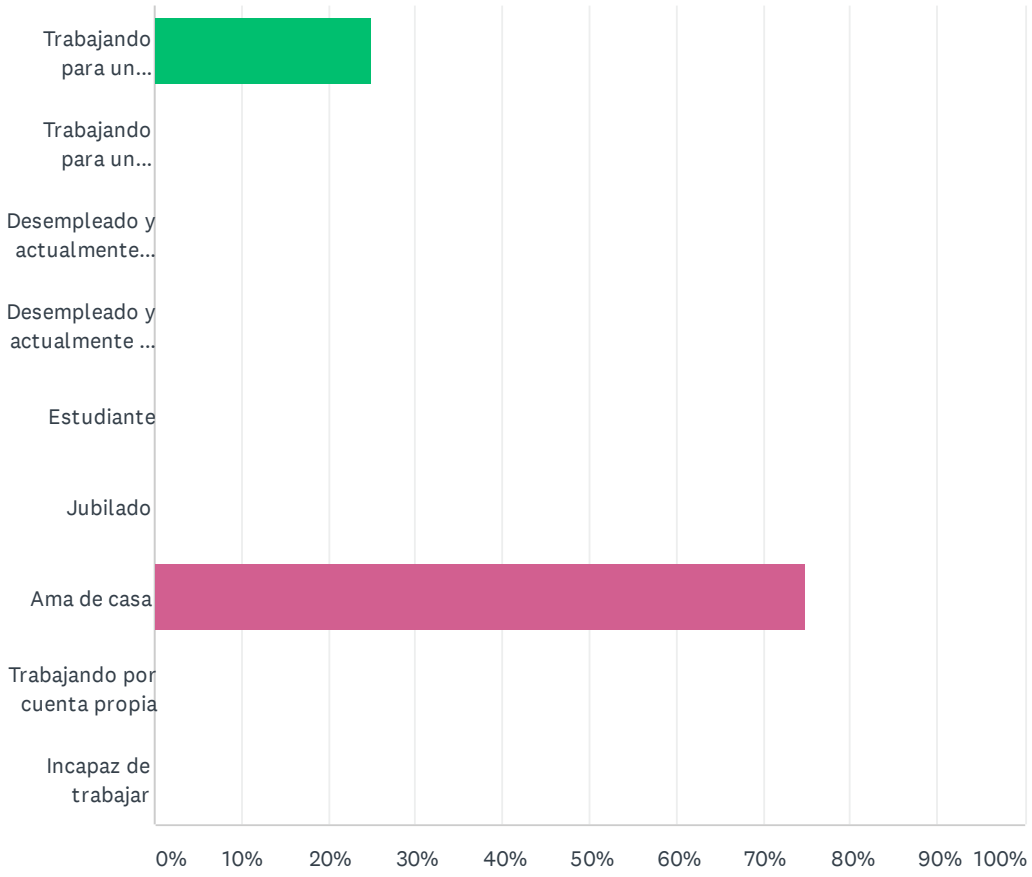
Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
Casado/a o en pareja doméstica	87.50%	7
Viudo/a	0.00%	0
Divorciado/a	12.50%	1
Separado/a	0.00%	0
Nunca se ha casado	0.00%	0
TOTAL		8

Q6 ¿Cuál de las siguientes opciones describe mejor su situación laboral actual?

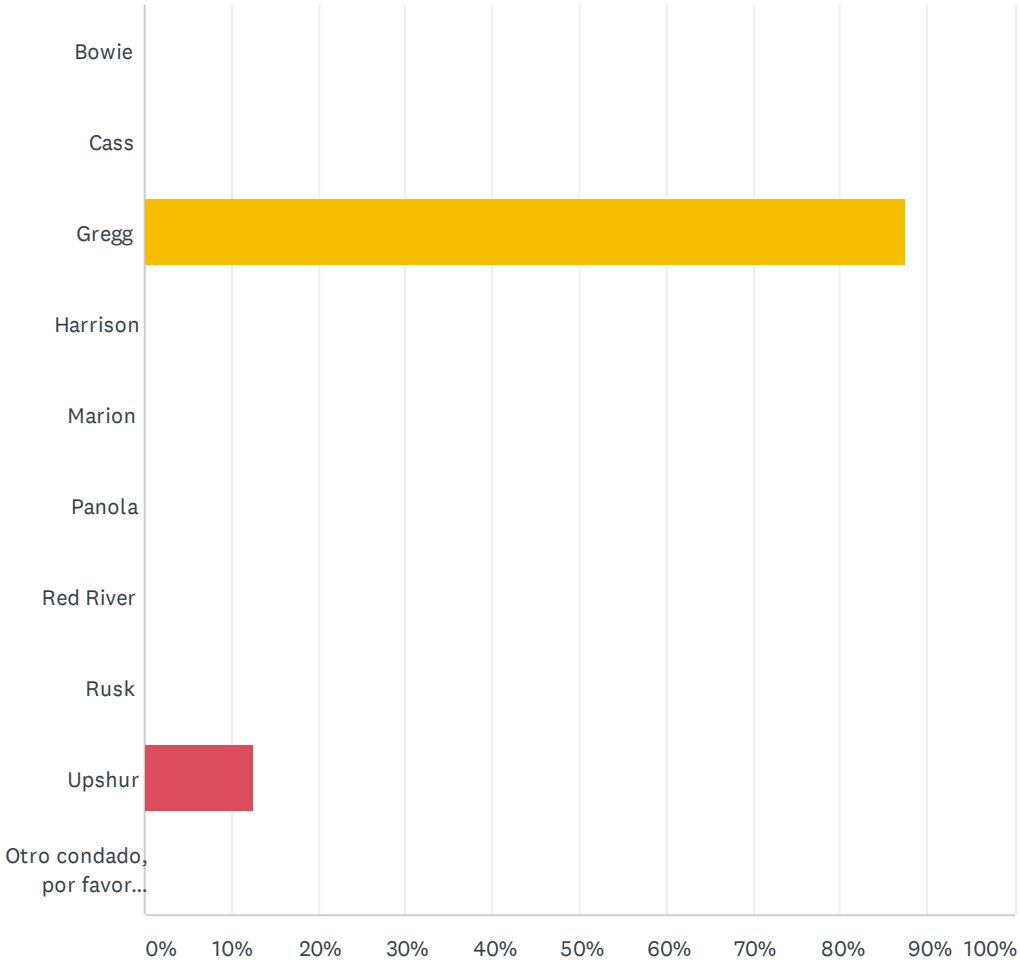
Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
Trabajando para un empleador, 30 horas o más por semana	25.00%	2
Trabajando para un empleador, menos de 30 horas por semana	0.00%	0
Desempleado y actualmente buscando trabajo	0.00%	0
Desempleado y actualmente no buscando trabajo	0.00%	0
Estudiante	0.00%	0
Jubilado	0.00%	0
Ama de casa	75.00%	6
Trabajando por cuenta propia	0.00%	0
Incapaz de trabajar	0.00%	0
TOTAL		8

Q7 Por favor, seleccione el condado en el que vive actualmente.

Answered: 8 Skipped: 1



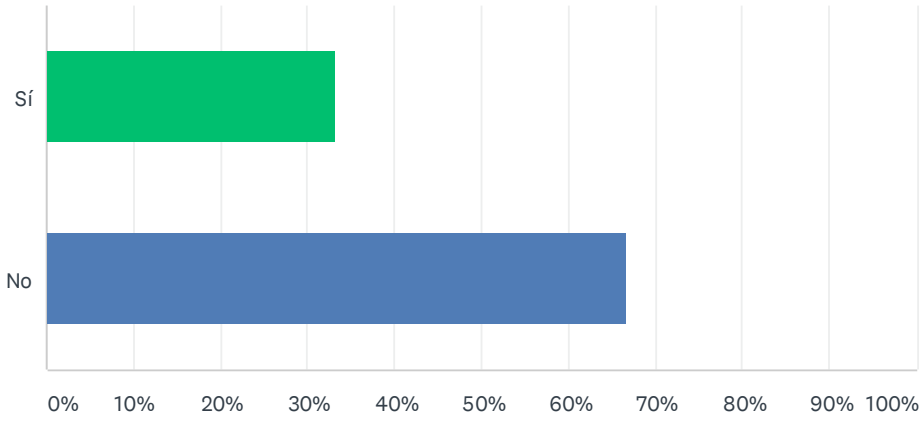
ANSWER CHOICES	RESPONSES	
Bowie	0.00%	0
Cass	0.00%	0
Gregg	87.50%	7
Harrison	0.00%	0
Marion	0.00%	0
Panola	0.00%	0
Red River	0.00%	0
Rusk	0.00%	0
Upshur	12.50%	1
Otro condado, por favor especifique:	0.00%	0
TOTAL		8

Q8 ¿Cuál es su código postal?

Answered: 8 Skipped: 1

Q9 En los últimos 12 meses, ¿recibió algún servicio de Community Healthcore?

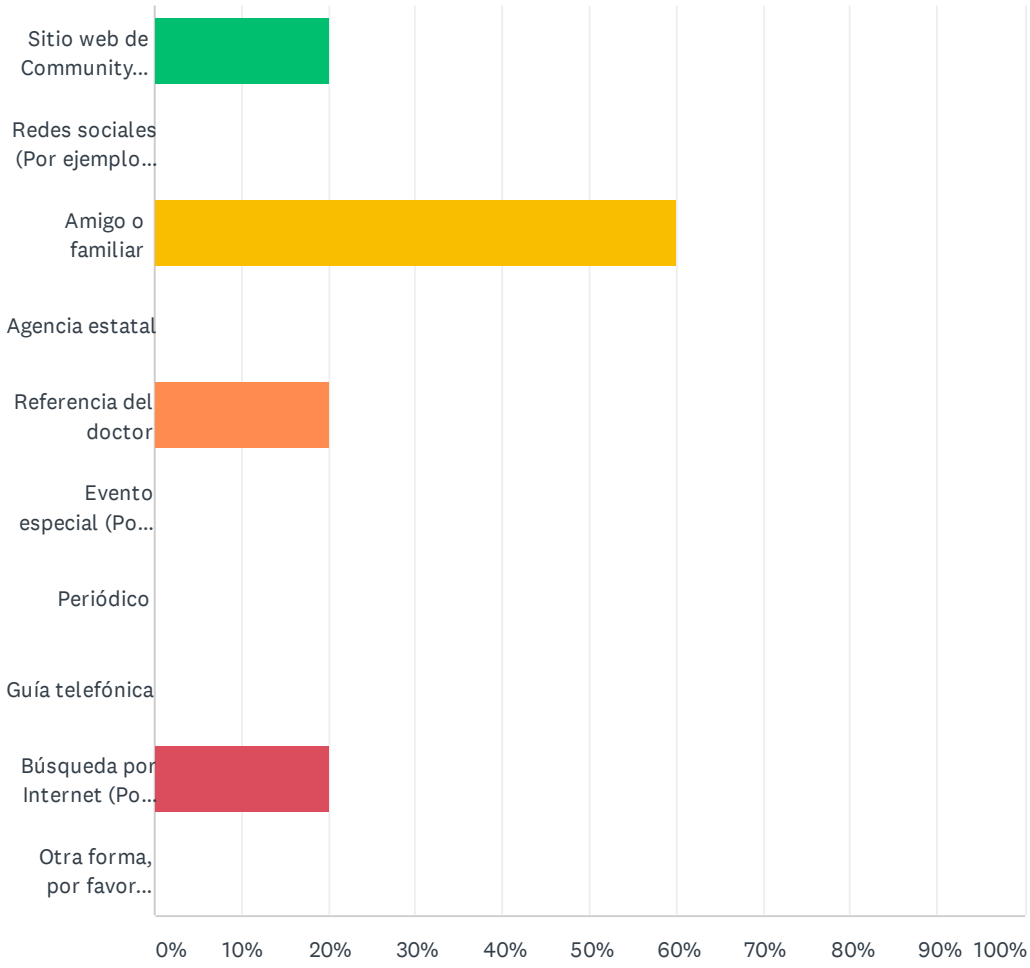
Answered: 6 Skipped: 3



ANSWER CHOICES	RESPONSES	
Sí	33.33%	2
No	66.67%	4
TOTAL		6

Q10 ¿Cómo se enteró de los servicios prestados por Community Healthcore?

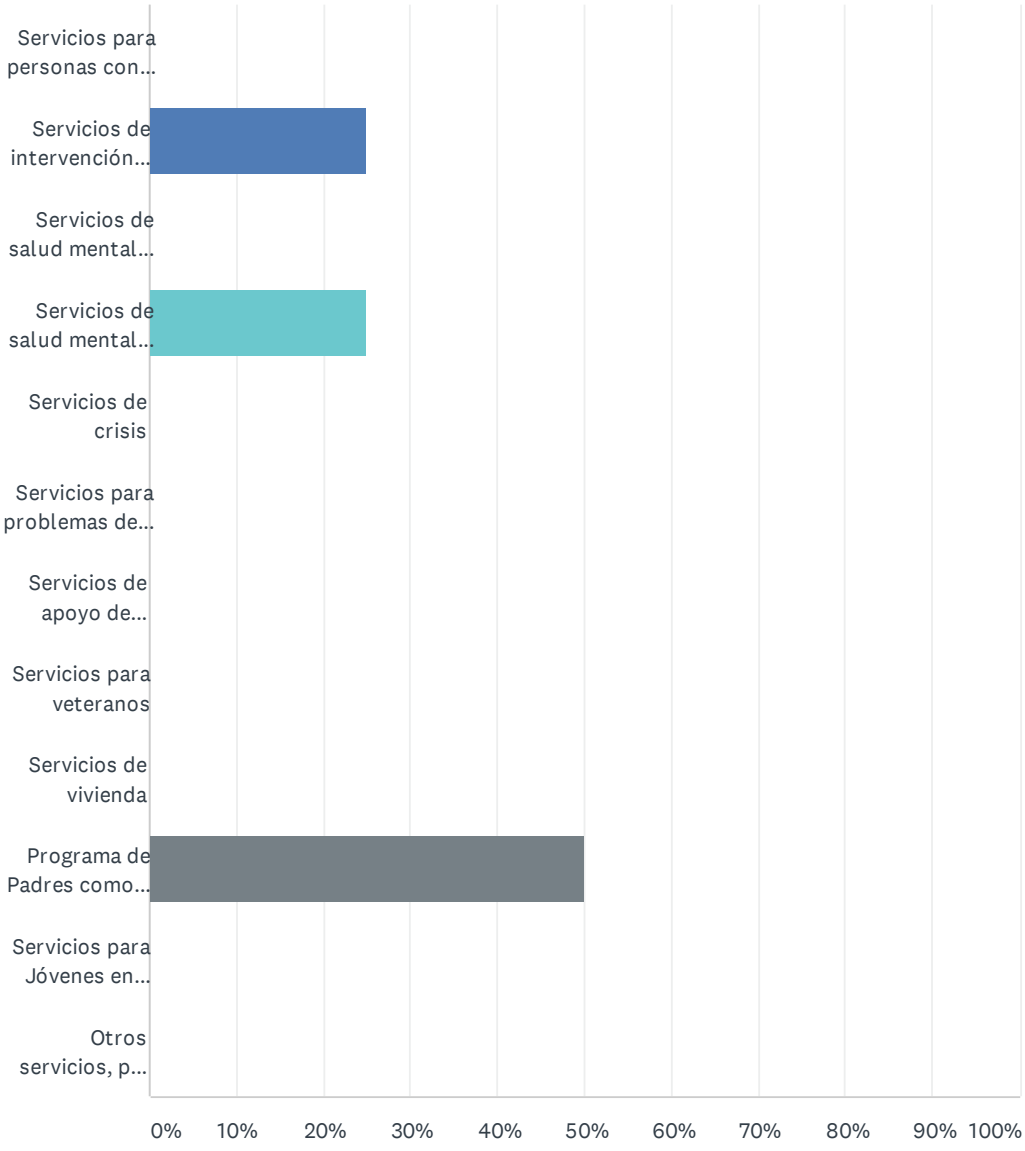
Answered: 5 Skipped: 4



ANSWER CHOICES	RESPONSES	
Sitio web de Community Healthcore	20.00%	1
Redes sociales (Por ejemplo: Facebook, LinkedIn)	0.00%	0
Amigo o familiar	60.00%	3
Agencia estatal	0.00%	0
Referencia del doctor	20.00%	1
Evento especial (Por ejemplo: feria de recursos o feria de salud)	0.00%	0
Periódico	0.00%	0
Guía telefónica	0.00%	0
Búsqueda por Internet (Por ejemplo: Google, Yahoo)	20.00%	1
Otra forma, por favor especifique:	0.00%	0
Total Respondents: 5		

Q11 Seleccione los servicios que recibió de Community Healthcore:

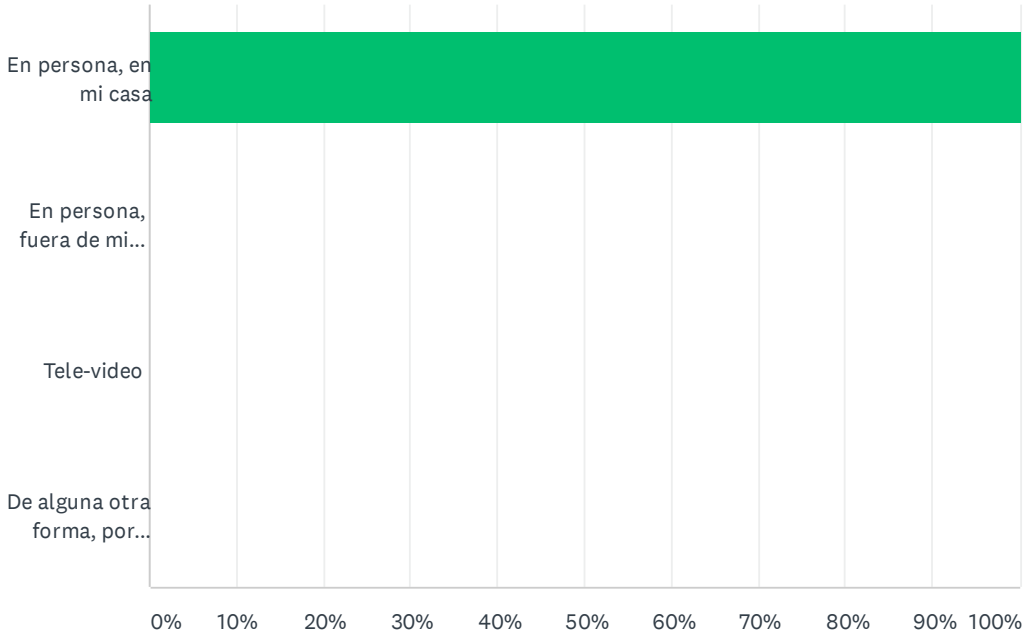
Answered: 4 Skipped: 5



ANSWER CHOICES	RESPONSES	
Servicios para personas con discapacidad intelectual o del desarrollo (IDD)	0.00%	0
Servicios de intervención temprana en la infancia	25.00%	1
Servicios de salud mental (Adultos)	0.00%	0
Servicios de salud mental (Niños)	25.00%	1
Servicios de crisis	0.00%	0
Servicios para problemas de abuso en consumo de sustancias	0.00%	0
Servicios de apoyo de pares/apoyo entre compañeros (peer services)	0.00%	0
Servicios para veteranos	0.00%	0
Servicios de vivienda	0.00%	0
Programa de Padres como Maestros de Texas (TXPAT)	50.00%	2
Servicios para Jóvenes en Riesgo (STAR)	0.00%	0
Otros servicios, por favor especifique:	0.00%	0
Total Respondents: 4		

Q12 ¿Cómo recibió estos servicios?

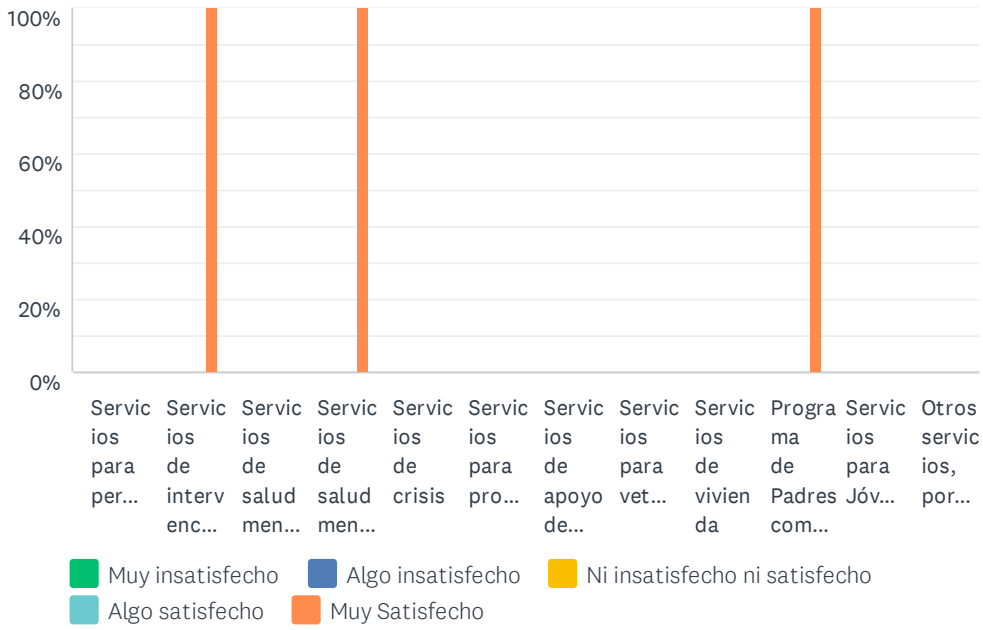
Answered: 4 Skipped: 5



ANSWER CHOICES	RESPONSES	
En persona, en mi casa	100.00%	4
En persona, fuera de mi casa	0.00%	0
Tele-video	0.00%	0
De alguna otra forma, por favor especifique:	0.00%	0
Total Respondents: 4		

Q13 Por favor, indique su satisfacción con los servicios que recibió:

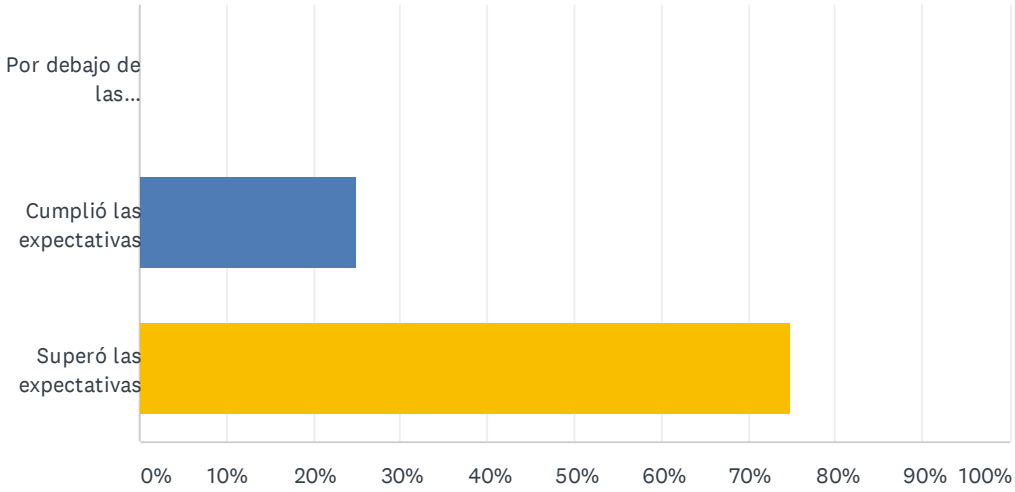
Answered: 4 Skipped: 5



	MUY INSATISFECHO	ALGO INSATISFECHO	NI INSATISFECHO NI SATISFECHO	ALGO SATISFECHO	MUY SATISFECHO	TOTAL	WEIGHTED AVERAGE
Servicios para personas con discapacidad intelectual o del desarrollo (IDD)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Servicios de intervención temprana en la infancia	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1	2.00
Servicios de salud mental (Adultos)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Servicios de salud mental (Niños)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1	2.00
Servicios de crisis	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Servicios para problemas de abuso en consumo de sustancias	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Servicios de apoyo de pares/apoyo entre compañeros (peer services)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Servicios para veteranos	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Servicios de vivienda	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Programa de Padres como Maestros de Texas (TXPAT)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 2	2	2.00
Servicios para Jóvenes en Riesgo (STAR)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Otros servicios, por favor especifique:	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

Q14 ¿Cómo calificaría la calidad general de la atención que recibió?

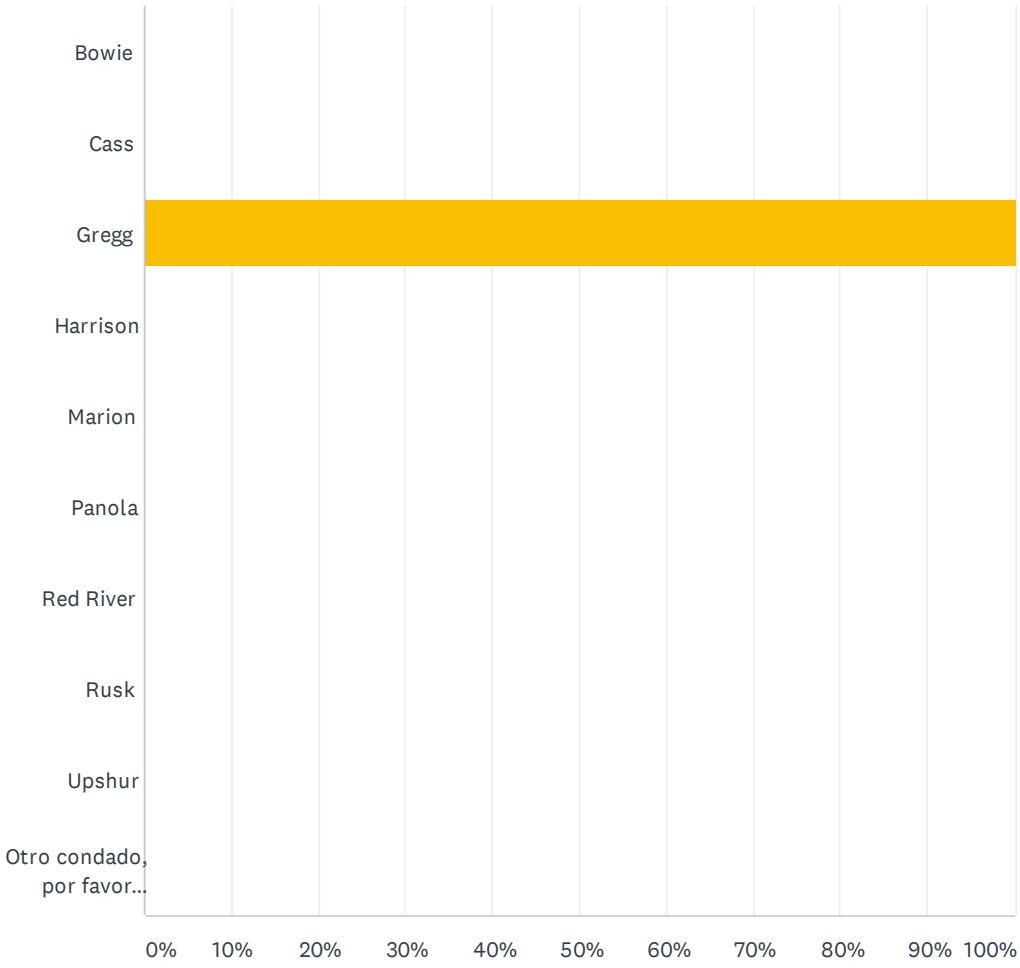
Answered: 4 Skipped: 5



ANSWER CHOICES	RESPONSES	
Por debajo de las expectativas	0.00%	0
Cumplió las expectativas	25.00%	1
Superó las expectativas	75.00%	3
TOTAL		4

Q15 Seleccione el condado en el que generalmente recibe los servicios. Si recibe servicios en más de un condado, seleccione el condado donde recibe la mayoría de los servicios.

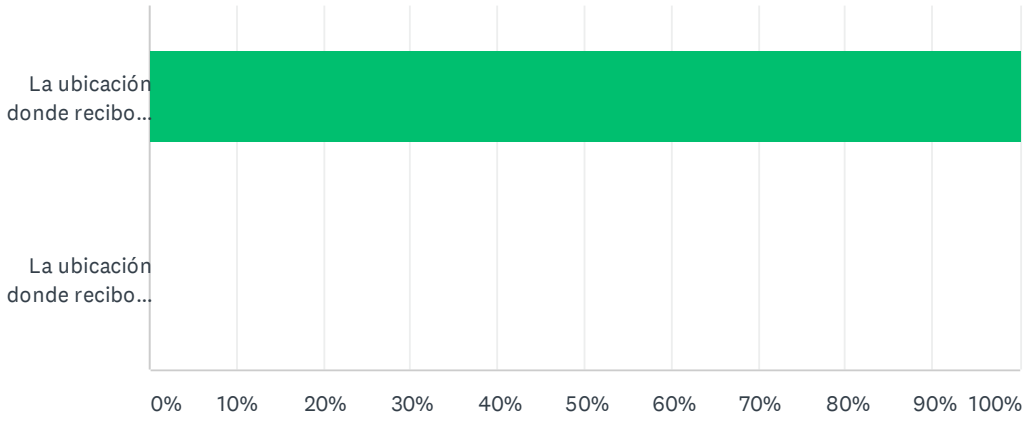
Answered: 4 Skipped: 5



ANSWER CHOICES	RESPONSES	
Bowie	0.00%	0
Cass	0.00%	0
Gregg	100.00%	4
Harrison	0.00%	0
Marion	0.00%	0
Panola	0.00%	0
Red River	0.00%	0
Rusk	0.00%	0
Upshur	0.00%	0
Otro condado, por favor especifique:	0.00%	0
TOTAL		4

Q16 En general, ¿es conveniente para usted la ubicación de los servicios que Community Healthcore ofrece?

Answered: 4 Skipped: 5



ANSWER CHOICES	RESPONSES	
La ubicación donde recibo los servicios es conveniente para mí	100.00%	4
La ubicación donde recibo los servicios no es conveniente para mí	0.00%	0
TOTAL		4

Q17 Por favor, identifique la razón principal por la que la ubicación no es conveniente para usted:

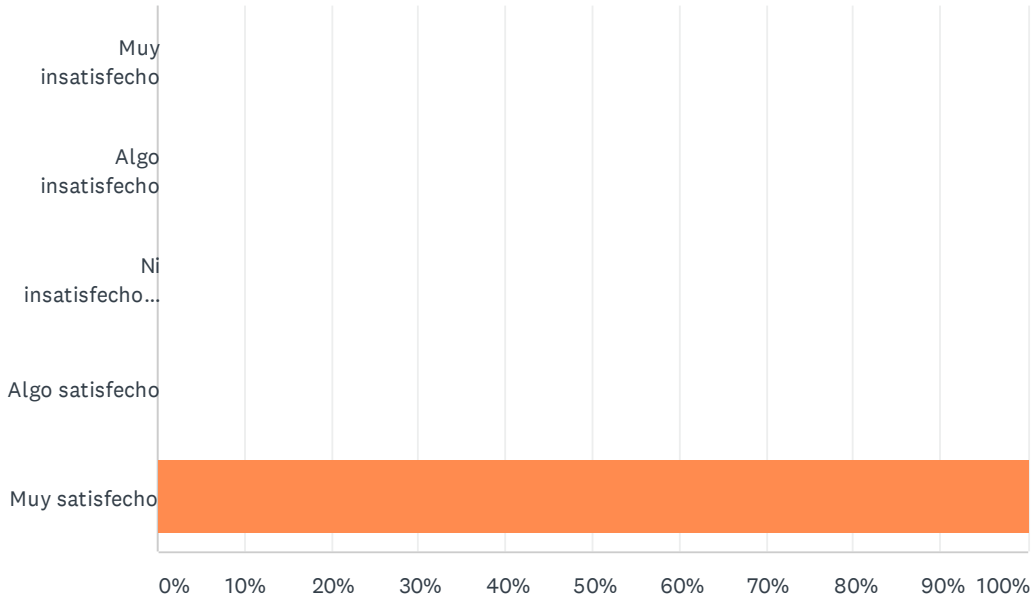
Answered: 0 Skipped: 9

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Demasiado lejos de donde vivo	0.00%	0
Falta de transporte personal	0.00%	0
No hay transporte público disponible	0.00%	0
No hay suficiente estacionamiento	0.00%	0
Es muy caro ir a la ubicación	0.00%	0
Otra razón, por favor especifique:	0.00%	0
Total Respondents: 0		

Q18 Por favor, indique su satisfacción con las horas de operación que Community Healthcore ofrece actualmente (8 a.m.-5 p.m.):

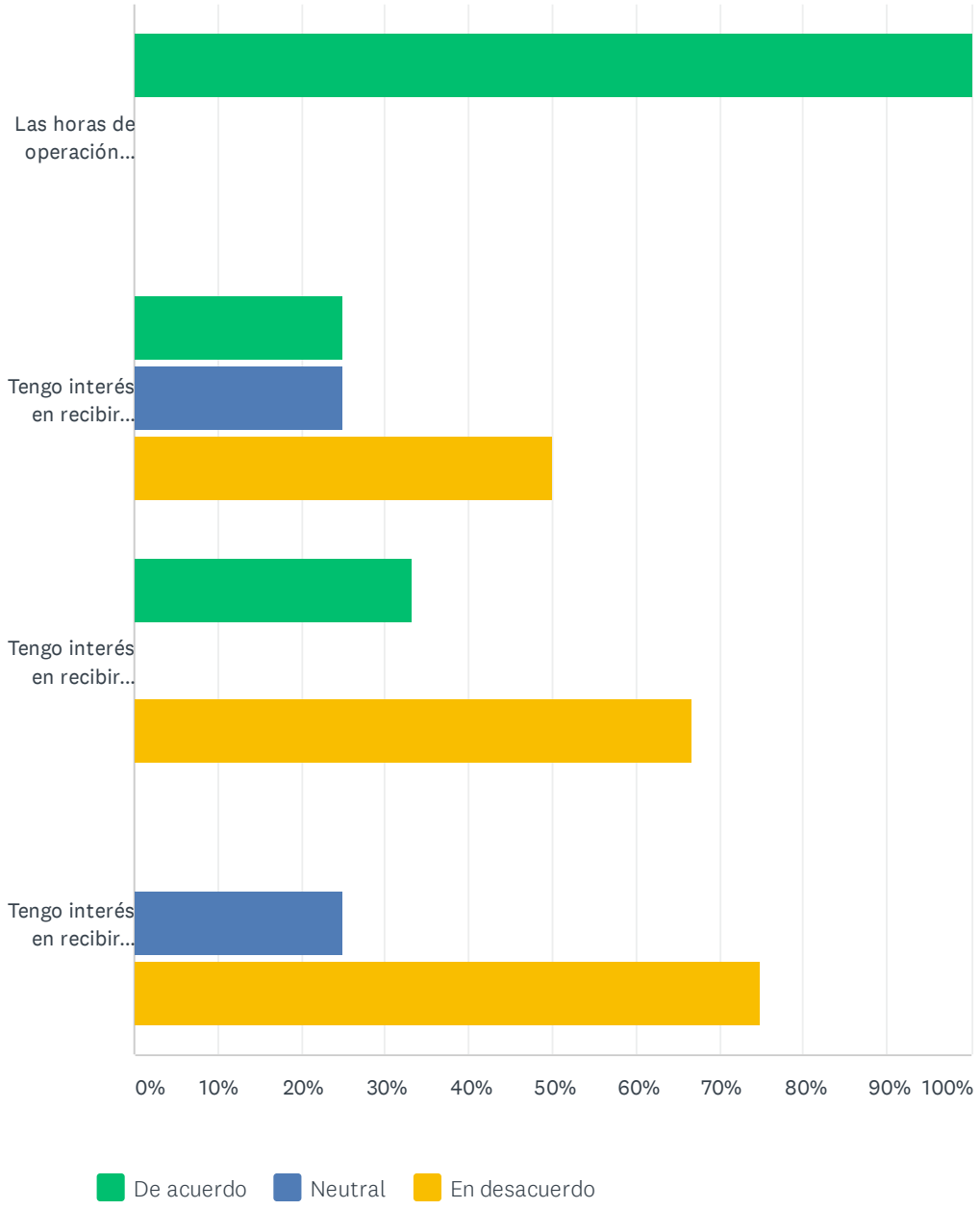
Answered: 4 Skipped: 5



ANSWER CHOICES	RESPONSES	
Muy insatisfecho	0.00%	0
Algo insatisfecho	0.00%	0
Ni insatisfecho ni satisfecho	0.00%	0
Algo satisfecho	0.00%	0
Muy satisfecho	100.00%	4
TOTAL		4

Q19 ¿Está de acuerdo o en desacuerdo con las siguientes afirmaciones?

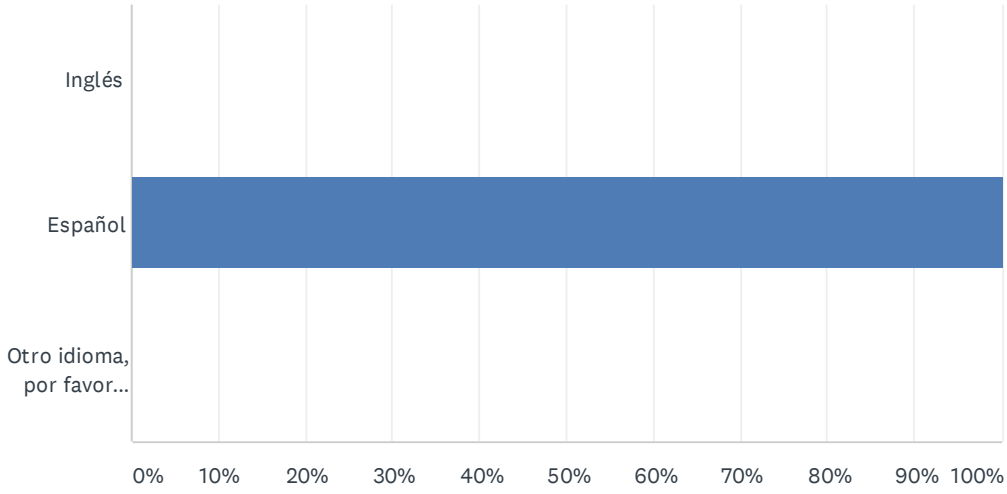
Answered: 4 Skipped: 5



	DE ACUERDO	NEUTRAL	EN DESACUERDO	TOTAL	WEIGHTED AVERAGE
Las horas de operación ofrecidas por Community Healthcore satisfacen mis necesidades	100.00% 4	0.00% 0	0.00% 0	4	-1.00
Tengo interés en recibir servicios antes de las 8 a.m.	25.00% 1	25.00% 1	50.00% 2	4	0.25
Tengo interés en recibir servicios después de las 5 p.m.	33.33% 1	0.00% 0	66.67% 2	3	0.33
Tengo interés en recibir servicios en los fines de semana (Sábados y Domingos)	0.00% 0	25.00% 1	75.00% 3	4	0.75

Q20 ¿En qué idioma prefiere recibir servicios?

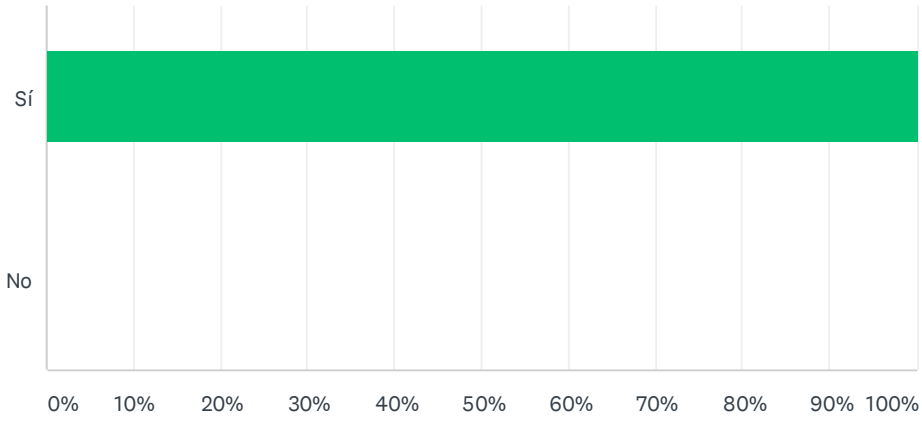
Answered: 4 Skipped: 5



ANSWER CHOICES	RESPONSES	
Inglés	0.00%	0
Español	100.00%	4
Otro idioma, por favor especifique:	0.00%	0
TOTAL		4

Q21 ¿Community Healthcore le ha brindado servicios en el idioma que prefiere?

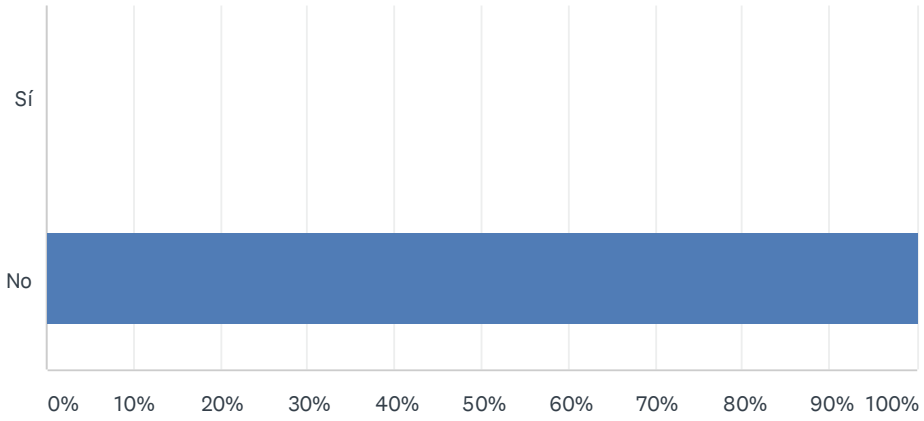
Answered: 4 Skipped: 5



ANSWER CHOICES	RESPONSES	
Sí	100.00%	4
No	0.00%	0
TOTAL		4

Q22 ¿Hay alguna diferencia en el tipo de servicios, consejería o tratamiento que usted necesita, debido a su idioma, raza, religión, origen étnico o cultura?

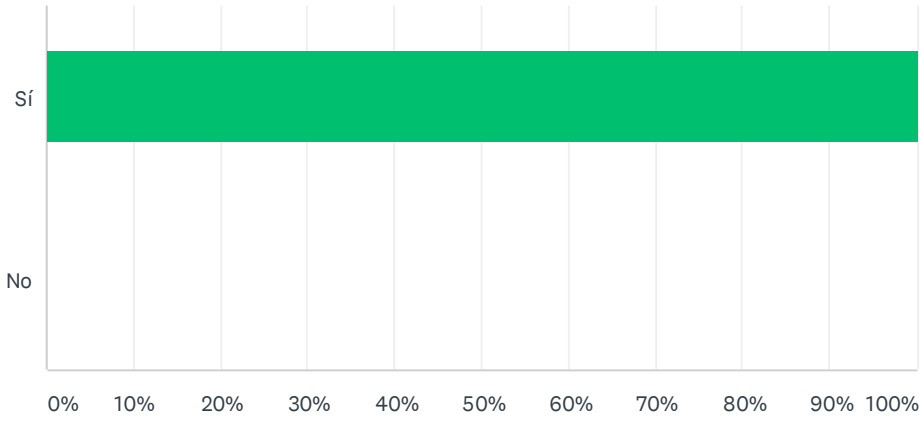
Answered: 3 Skipped: 6



ANSWER CHOICES	RESPONSES	
Sí	0.00%	0
No	100.00%	3
TOTAL		3

Q23 En los últimos 12 meses, ¿la atención que recibió respondió a esas necesidades?

Answered: 1 Skipped: 8



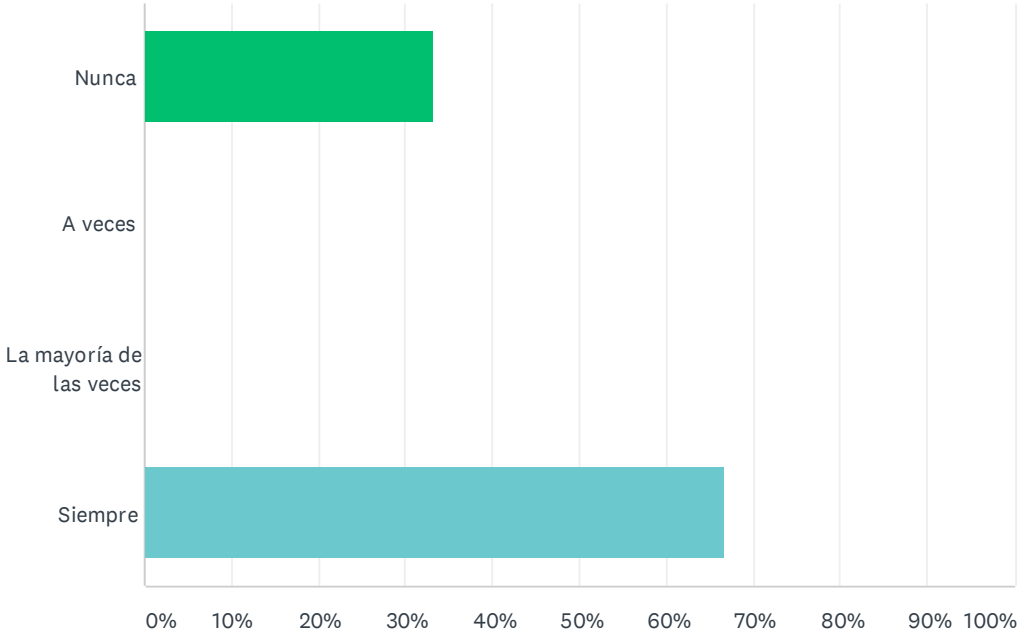
ANSWER CHOICES	RESPONSES	
Sí	100.00%	1
No	0.00%	0
TOTAL		1

Q24 Por favor describa cómo Community Healthcore podría responder mejor a esas necesidades:

Answered: 0 Skipped: 9

Q25 En los últimos 12 meses, ¿con qué frecuencia le atendieron antes de que pasaran 15 minutos de su cita o de la hora programada para el inicio de su servicio?

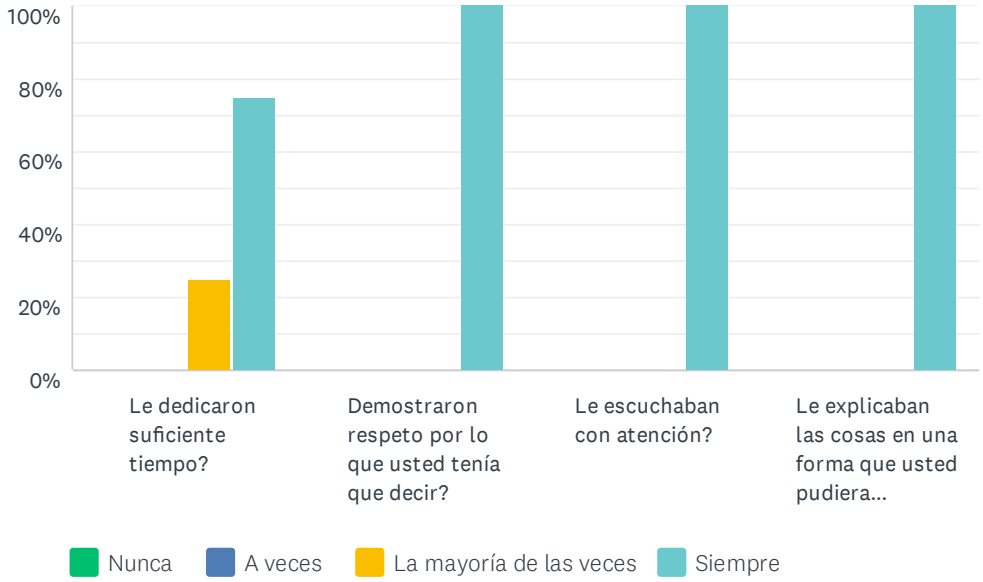
Answered: 3 Skipped: 6



ANSWER CHOICES	RESPONSES	
Nunca	33.33%	1
A veces	0.00%	0
La mayoría de las veces	0.00%	0
Siempre	66.67%	2
TOTAL		3

Q26 En los últimos 12 meses, ¿con qué frecuencia las personas que le brindaron servicios, consejería o tratamiento...

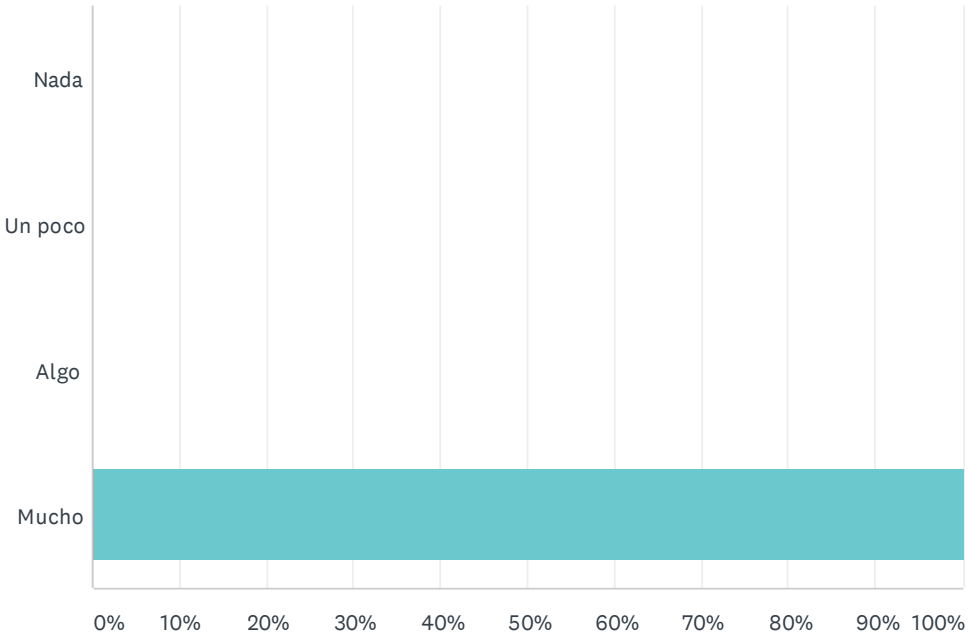
Answered: 4 Skipped: 5



	NUNCA	A VECES	LA MAYORÍA DE LAS VECES	SIEMPRE	TOTAL	WEIGHTED AVERAGE
Le dedicaron suficiente tiempo?	0.00% 0	0.00% 0	25.00% 1	75.00% 3	4	1.75
Demostraron respeto por lo que usted tenía que decir?	0.00% 0	0.00% 0	0.00% 0	100.00% 4	4	2.00
Le escuchaban con atención?	0.00% 0	0.00% 0	0.00% 0	100.00% 4	4	2.00
Le explicaban las cosas en una forma que usted pudiera entenderlas?	0.00% 0	0.00% 0	0.00% 0	100.00% 4	4	2.00

Q27 En los últimos 12 meses, ¿cuánto le ayudaron a usted los servicios, la consejería o tratamiento que recibió?

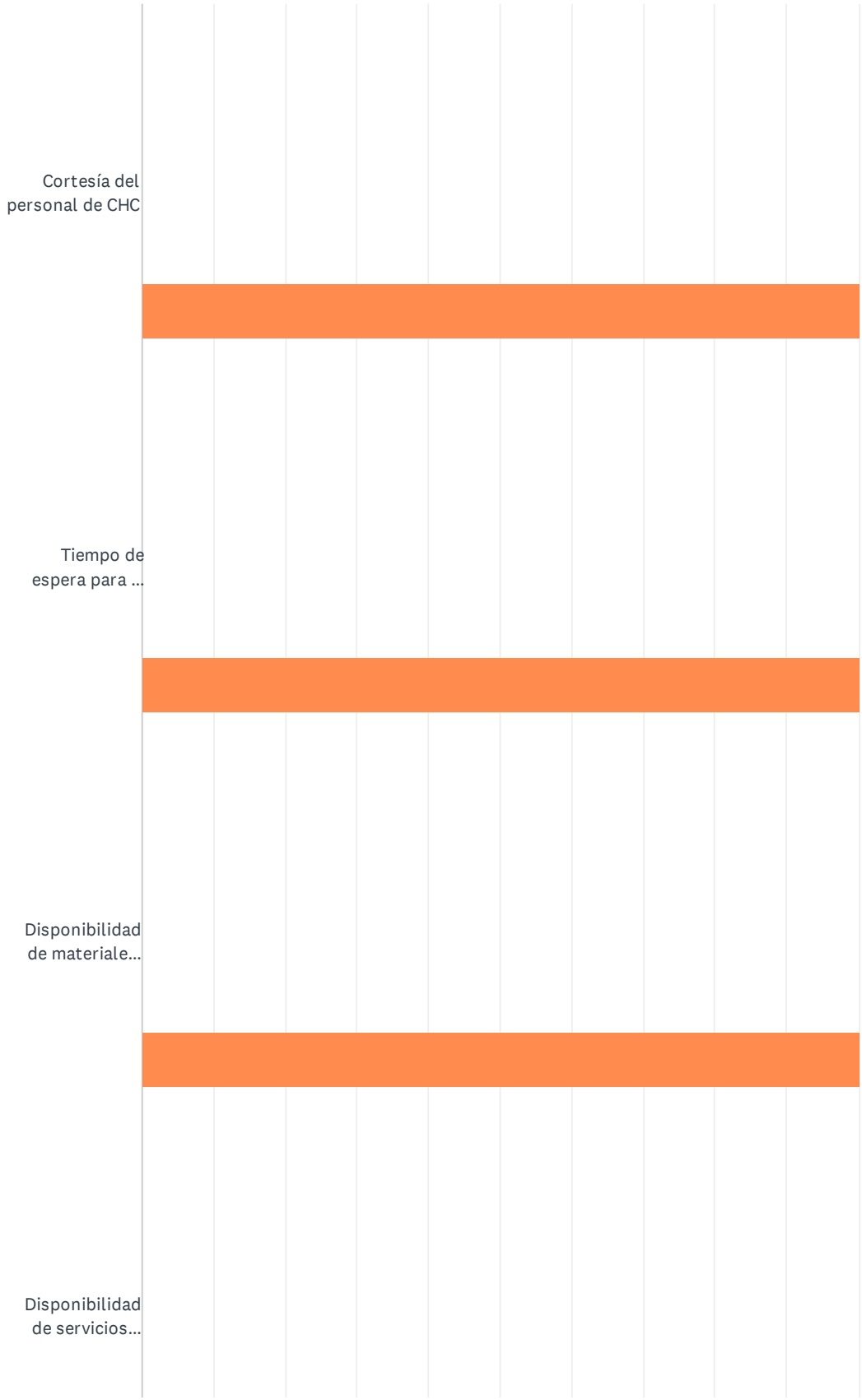
Answered: 4 Skipped: 5

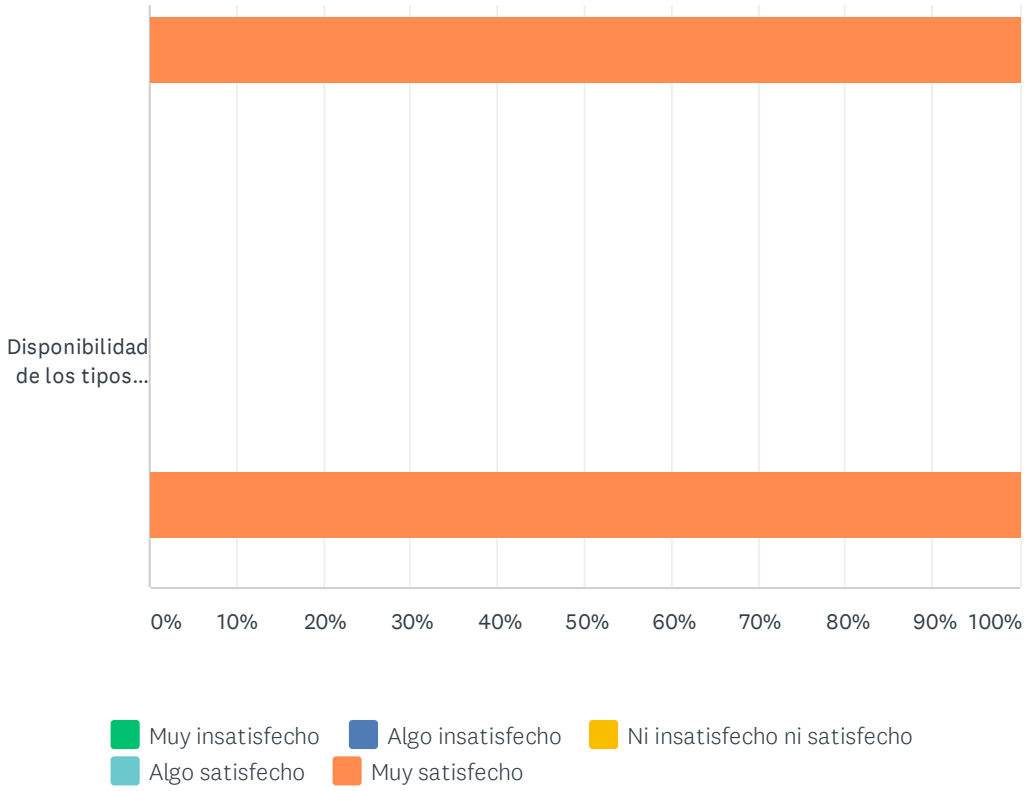


ANSWER CHOICES	RESPONSES	
Nada	0.00%	0
Un poco	0.00%	0
Algo	0.00%	0
Mucho	100.00%	4
TOTAL		4

Q28 Indique su satisfacción general con los siguientes aspectos:

Answered: 4 Skipped: 5

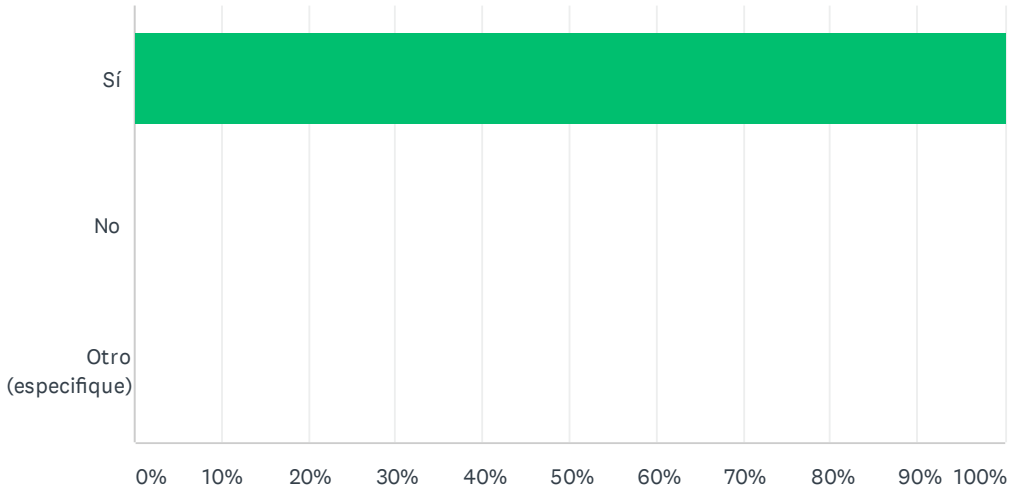




	MUY INSATISFECHO	ALGO INSATISFECHO	NI INSATISFECHO NI SATISFECHO	ALGO SATISFECHO	MUY SATISFECHO	TOTAL	WEIGHTED AVERAGE
Cortesía del personal de CHC	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 4	4	2.00
Tiempo de espera para mi cita	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 4	4	2.00
Disponibilidad de materiales en un idioma que puedo entender	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 4	4	2.00
Disponibilidad de servicios en un idioma que puedo entender	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 4	4	2.00
Disponibilidad de los tipos de servicios que necesito	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 4	4	2.00

Q29 ¿Recomendaría los servicios de Community Healthcore a un amigo o familiar?

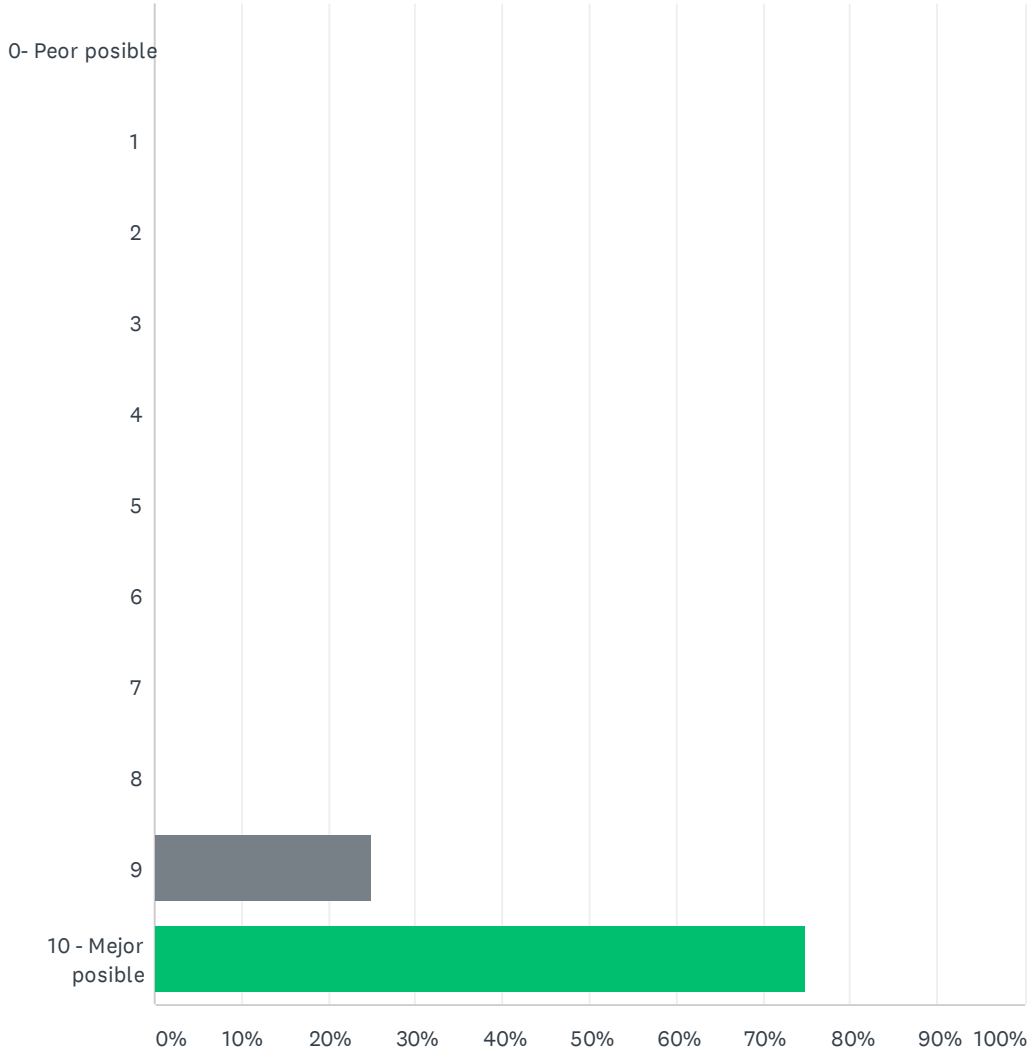
Answered: 4 Skipped: 5



ANSWER CHOICES	RESPONSES	
Sí	100.00%	4
No	0.00%	0
Otro (especifique)	0.00%	0
TOTAL		4

Q30 Usando cualquier número del 0 al 10, donde 0 es lo peor posible y 10 es lo mejor posible, ¿qué número usaría para calificar los servicios, consejería o tratamiento que recibió en los últimos 12 meses?

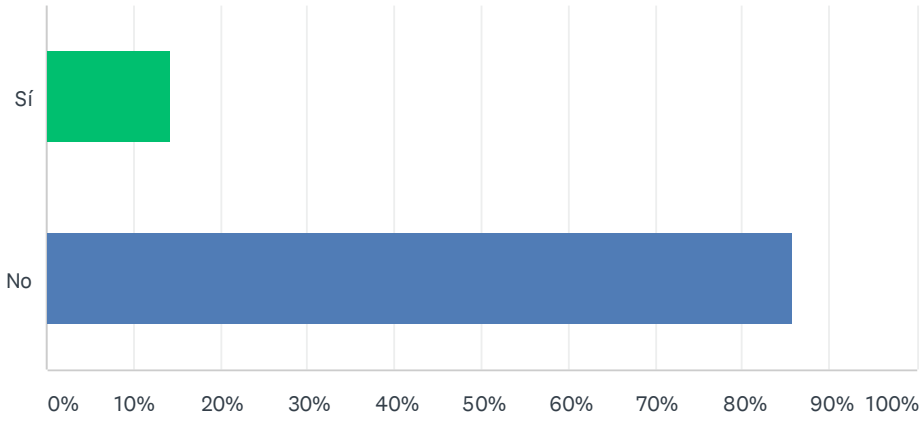
Answered: 4 Skipped: 5



ANSWER CHOICES	RESPONSES	
0- Peor posible	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	0.00%	0
7	0.00%	0
8	0.00%	0
9	25.00%	1
10 - Mejor posible	75.00%	3
TOTAL		4

Q31 En los últimos 12 meses, ¿recibió una referencia para otros servicios proporcionada por alguien de Community Healthcore?

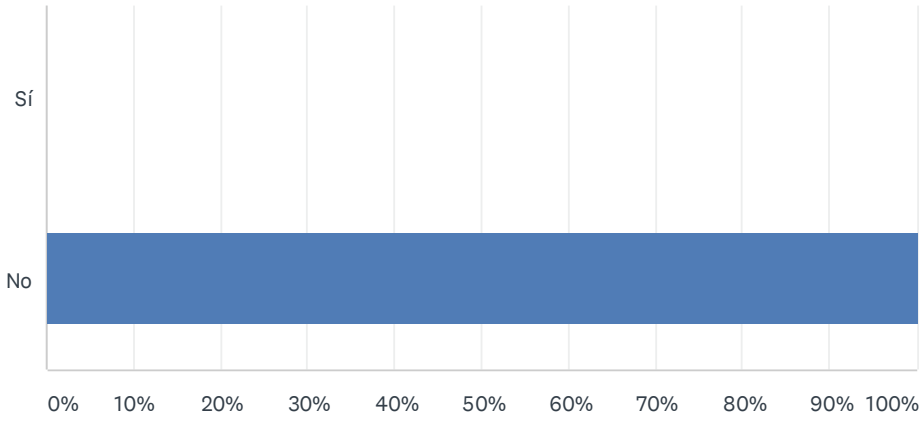
Answered: 7 Skipped: 2



ANSWER CHOICES	RESPONSES	
Sí	14.29%	1
No	85.71%	6
TOTAL		7

Q32 ¿En los últimos 12 meses, hubo algún servicio o apoyo que usted necesitaba, pero no recibió?

Answered: 7 Skipped: 2



ANSWER CHOICES	RESPONSES	
Sí	0.00%	0
No	100.00%	7
TOTAL		7

Q33 Describa los servicios o apoyo que necesitaba, pero no recibió:

Answered: 0 Skipped: 9

Q34 ¿Cuál diría que es la razón principal por la que no recibió los servicios que necesitaba?

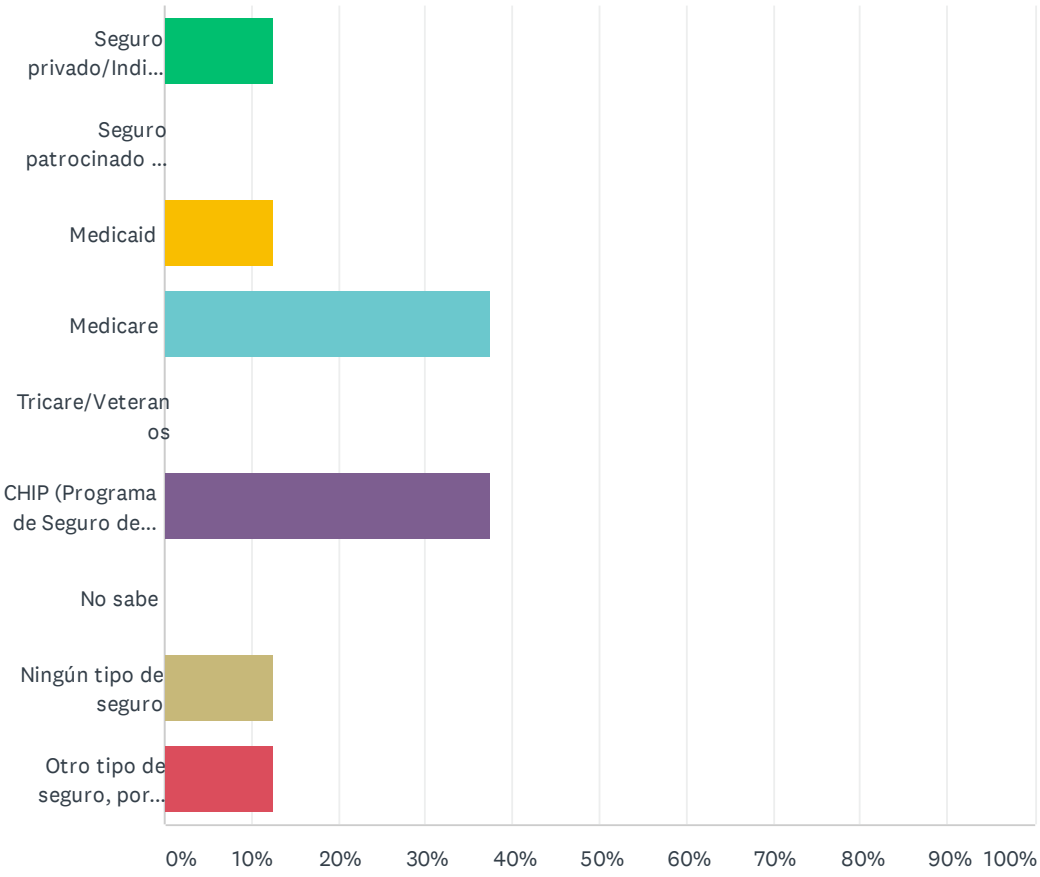
Answered: 0 Skipped: 9

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Transporte hacia/desde la ubicación del servicio	0.00%	0
Costo de los servicios	0.00%	0
Los tipos de servicios que necesito no están disponibles	0.00%	0
Problemas con el idioma	0.00%	0
Ubicación de los servicios	0.00%	0
Disponibilidad de citas	0.00%	0
Otra razón (por favor especifique)	0.00%	0
Total Respondents: 0		

Q35 ¿Qué tipo de seguro médico o cobertura de seguro de salud tiene? (seleccione todos los que aplican)

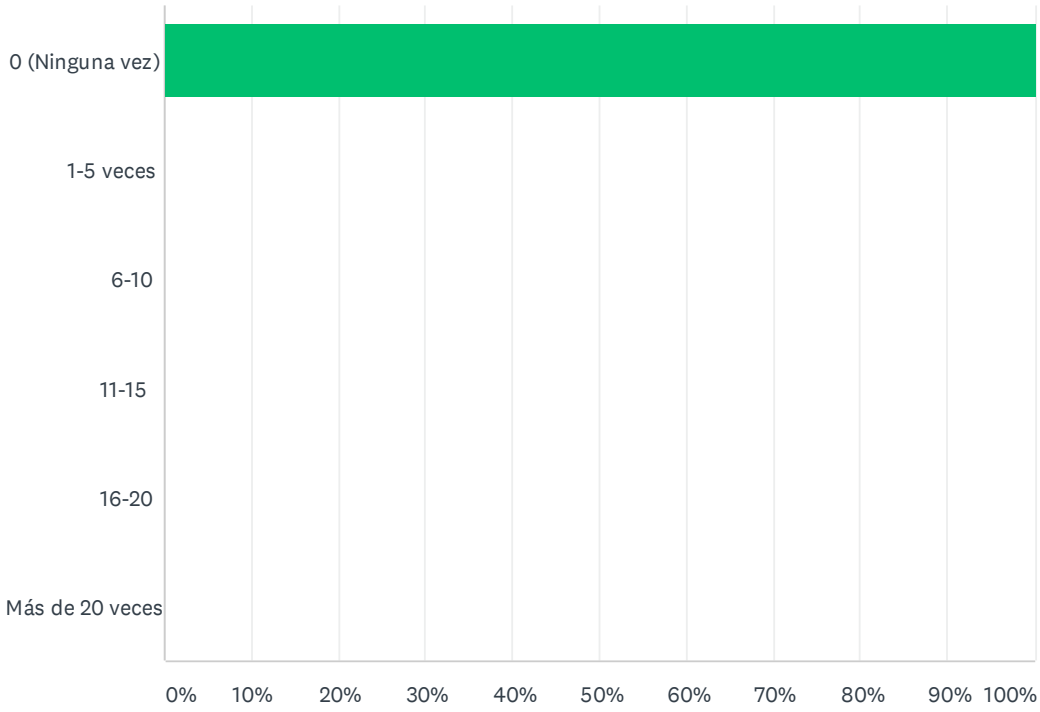
Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
Seguro privado/Individual	12.50%	1
Seguro patrocinado por el empleador	0.00%	0
Medicaid	12.50%	1
Medicare	37.50%	3
Tricare/Veteranos	0.00%	0
CHIP (Programa de Seguro de Salud para Niños)	37.50%	3
No sabe	0.00%	0
Ningún tipo de seguro	12.50%	1
Otro tipo de seguro, por favor especifique	12.50%	1
Total Respondents: 8		

Q36 En los últimos 12 meses, ¿cuántas veces fue usted a una sala de emergencias o centro de crisis en busca de servicios para la salud mental o para el consumo de sustancias, consejería o tratamiento para sí mismo/a?

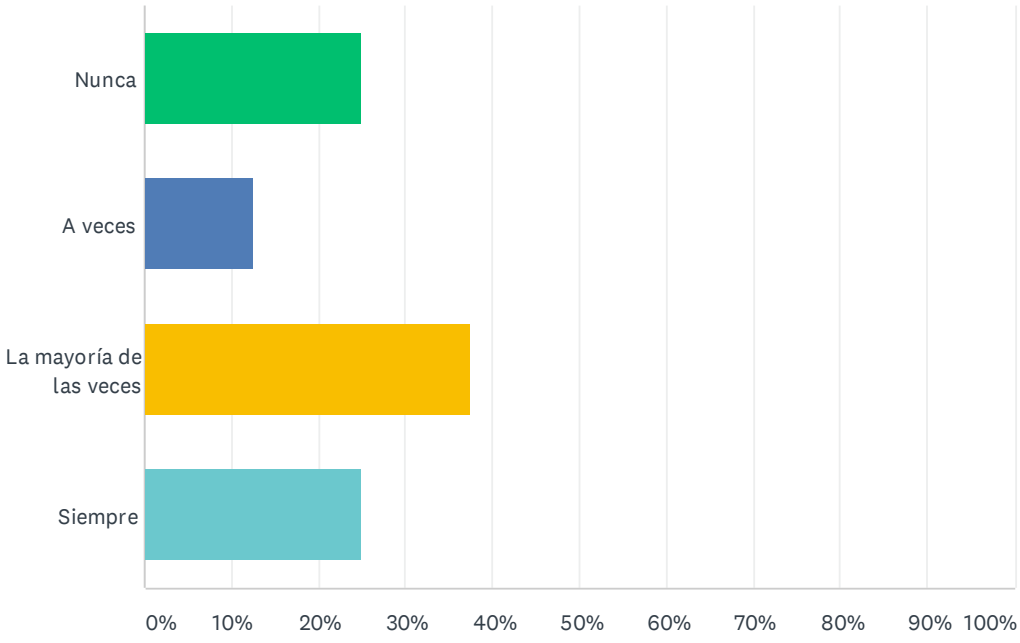
Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
0 (Ninguna vez)	100.00%	8
1-5 veces	0.00%	0
6-10	0.00%	0
11-15	0.00%	0
16-20	0.00%	0
Más de 20 veces	0.00%	0
TOTAL		8

Q37 En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención médica, las pruebas o el tratamiento que usted necesitaba?

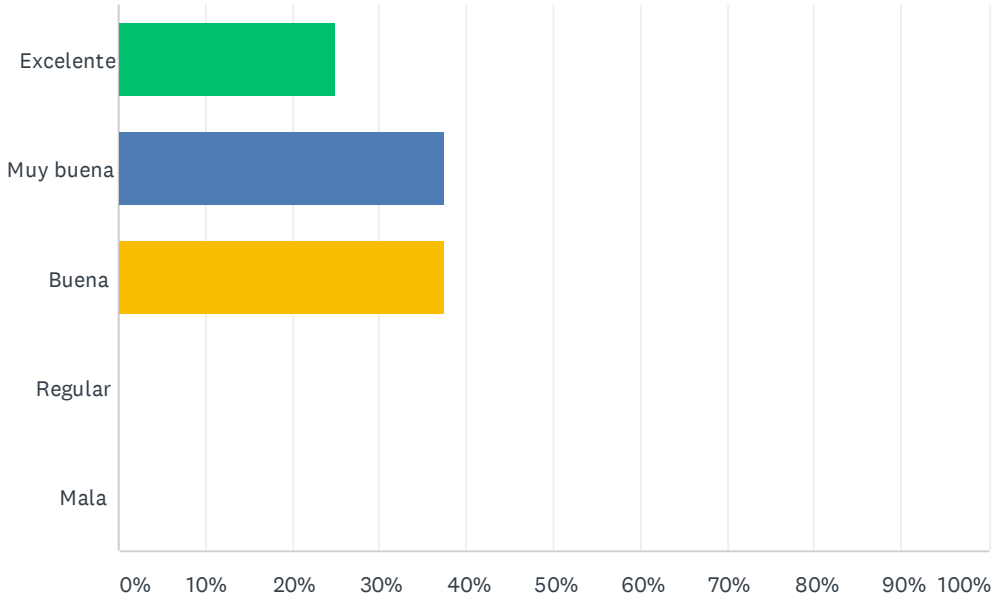
Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
Nunca	25.00%	2
A veces	12.50%	1
La mayoría de las veces	37.50%	3
Siempre	25.00%	2
TOTAL		8

Q38 En general, ¿cómo calificaría toda su salud actualmente?

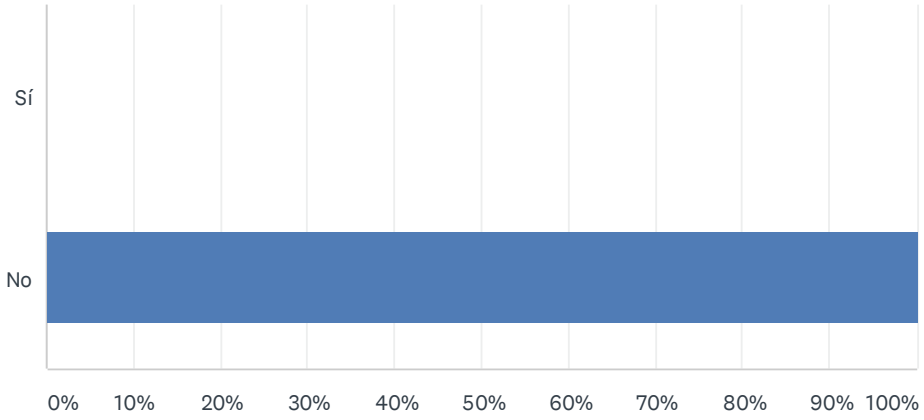
Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excelente	25.00%	2
Muy buena	37.50%	3
Buena	37.50%	3
Regular	0.00%	0
Mala	0.00%	0
TOTAL		8

Q39 ¿Alguien le ayudó a completar esta encuesta?

Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
Sí	0.00%	0
No	100.00%	8
TOTAL		8

Q40 ¿De qué manera le ayudó esa persona? Marque todas las respuestas que correspondan.

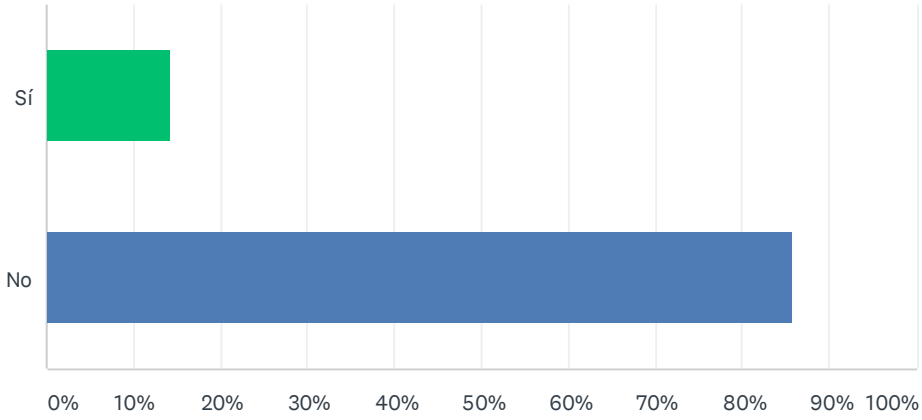
Answered: 0 Skipped: 9

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Me leyó las preguntas	0.00%	0
Ingresó las respuestas que yo le di	0.00%	0
Contestó las preguntas por mí (Por ejemplo: tutores y representates legales)	0.00%	0
Tradujo las preguntas a mi idioma	0.00%	0
Me ayudó de alguna otra forma:	0.00%	0
Total Respondents: 0		

Q41 ¿Tiene comentarios adicionales para Community Healthcore?

Answered: 7 Skipped: 2



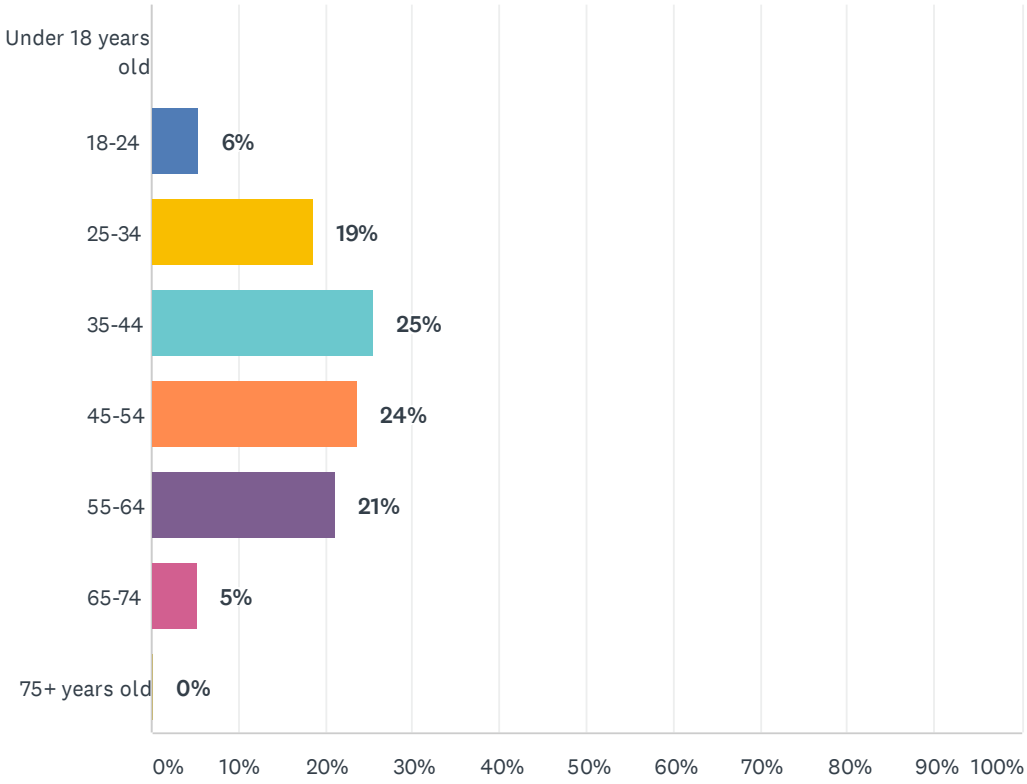
ANSWER CHOICES	RESPONSES	
Sí	14.29%	1
No	85.71%	6
TOTAL		7

Q42 Por favor ingrese sus comentarios:

Answered: 1 Skipped: 8

Q1 What is your age?

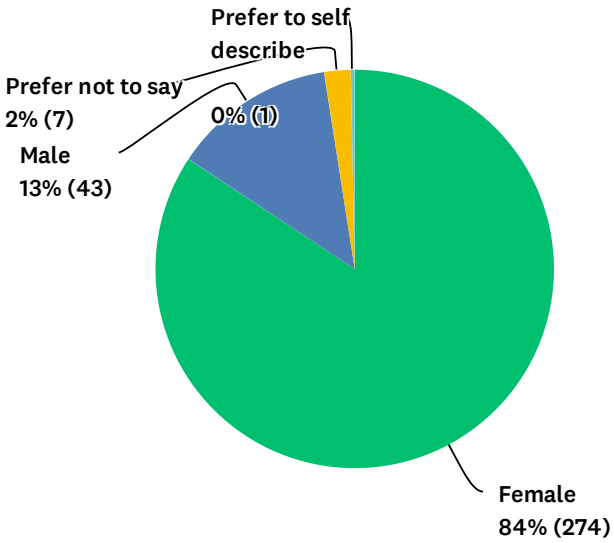
Answered: 326 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18 years old	0%	0
18-24	6%	18
25-34	19%	61
35-44	25%	83
45-54	24%	77
55-64	21%	69
65-74	5%	17
75+ years old	0%	1
TOTAL		326

Q2 What is your gender?

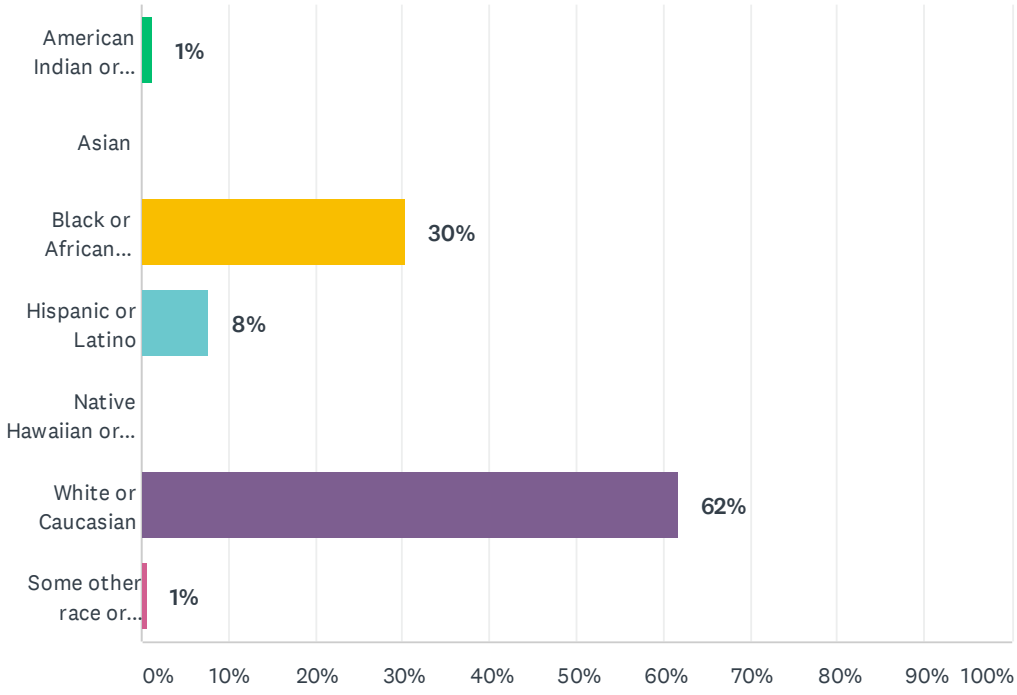
Answered: 325 Skipped: 1



ANSWER CHOICES	RESPONSES	
Female	84%	274
Male	13%	43
Prefer not to say	2%	7
Prefer to self describe	0%	1
TOTAL		325

Q3 How would you describe your race or ethnicity? (Select all that apply)

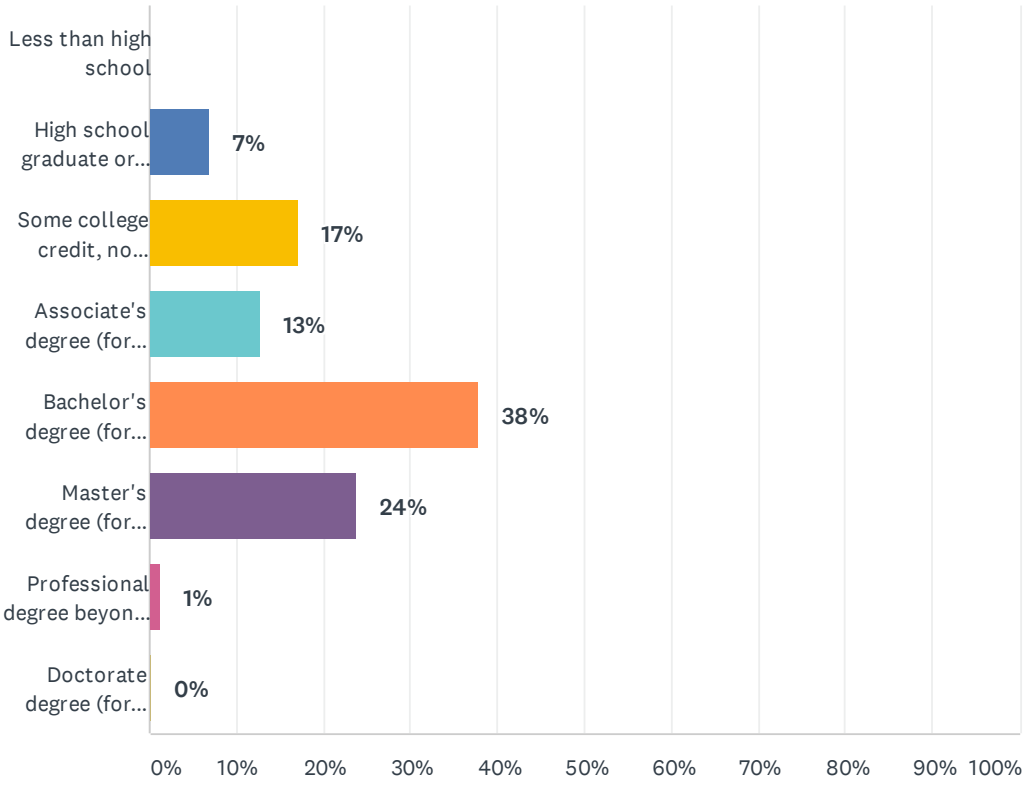
Answered: 324 Skipped: 2



ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	1%	4
Asian	0%	0
Black or African American	30%	98
Hispanic or Latino	8%	25
Native Hawaiian or Other Pacific Islander	0%	0
White or Caucasian	62%	200
Some other race or ethnicity, please specify	1%	2
Total Respondents: 324		

Q4 What is the highest degree or level of schooling you have completed? If you are currently enrolled in school, please indicate the highest degree you have received.

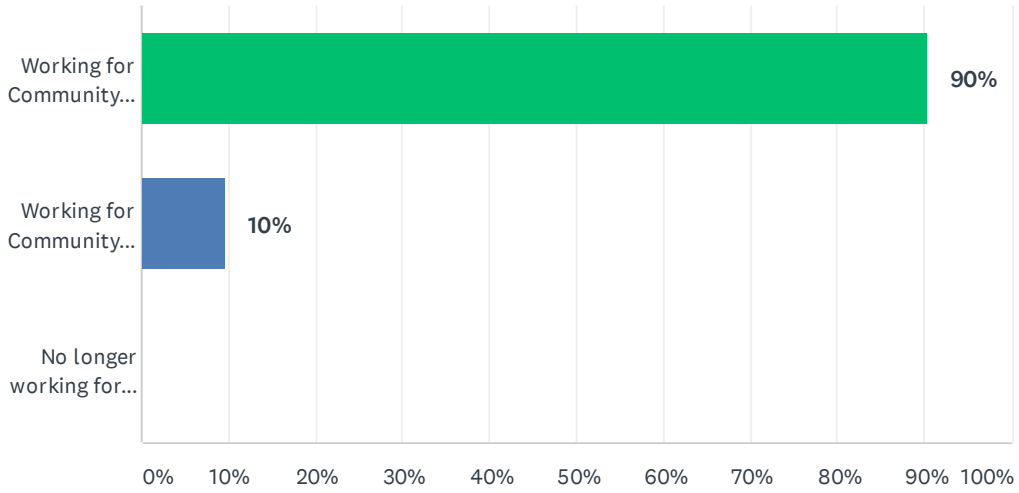
Answered: 322 Skipped: 4



ANSWER CHOICES	RESPONSES	
Less than high school	0%	0
High school graduate or equivalent (for example: GED)	7%	22
Some college credit, no degree	17%	55
Associate's degree (for example: AA, AS)	13%	41
Bachelor's degree (for example: BA, BS)	38%	122
Master's degree (for example: MA, MS)	24%	77
Professional degree beyond bachelor's degree (for example: JD, MD, DDS)	1%	4
Doctorate degree (for example, PhD, EdD)	0%	1
TOTAL		322

Q5 Which of the following best describes your current employment status?

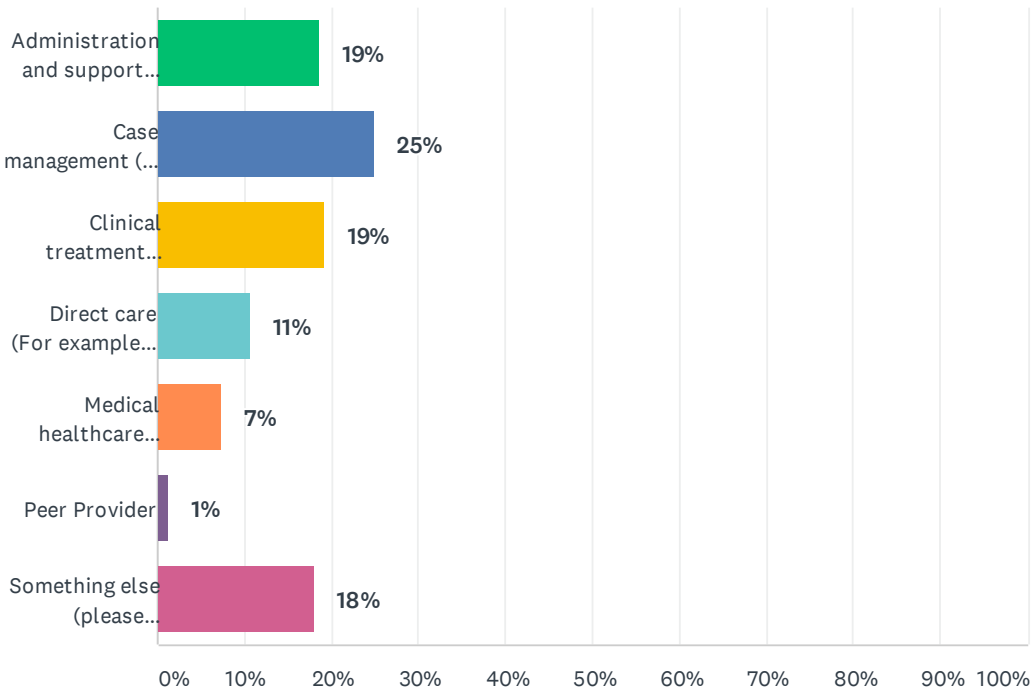
Answered: 321 Skipped: 5



ANSWER CHOICES	RESPONSES	
Working for Community Healthcore, 30 hours or more per week	90%	290
Working for Community Healthcore, under 30 hours per week	10%	31
No longer working for Community Healthcore	0%	0
TOTAL		321

Q6 Which of the following best describes your role in the organization?

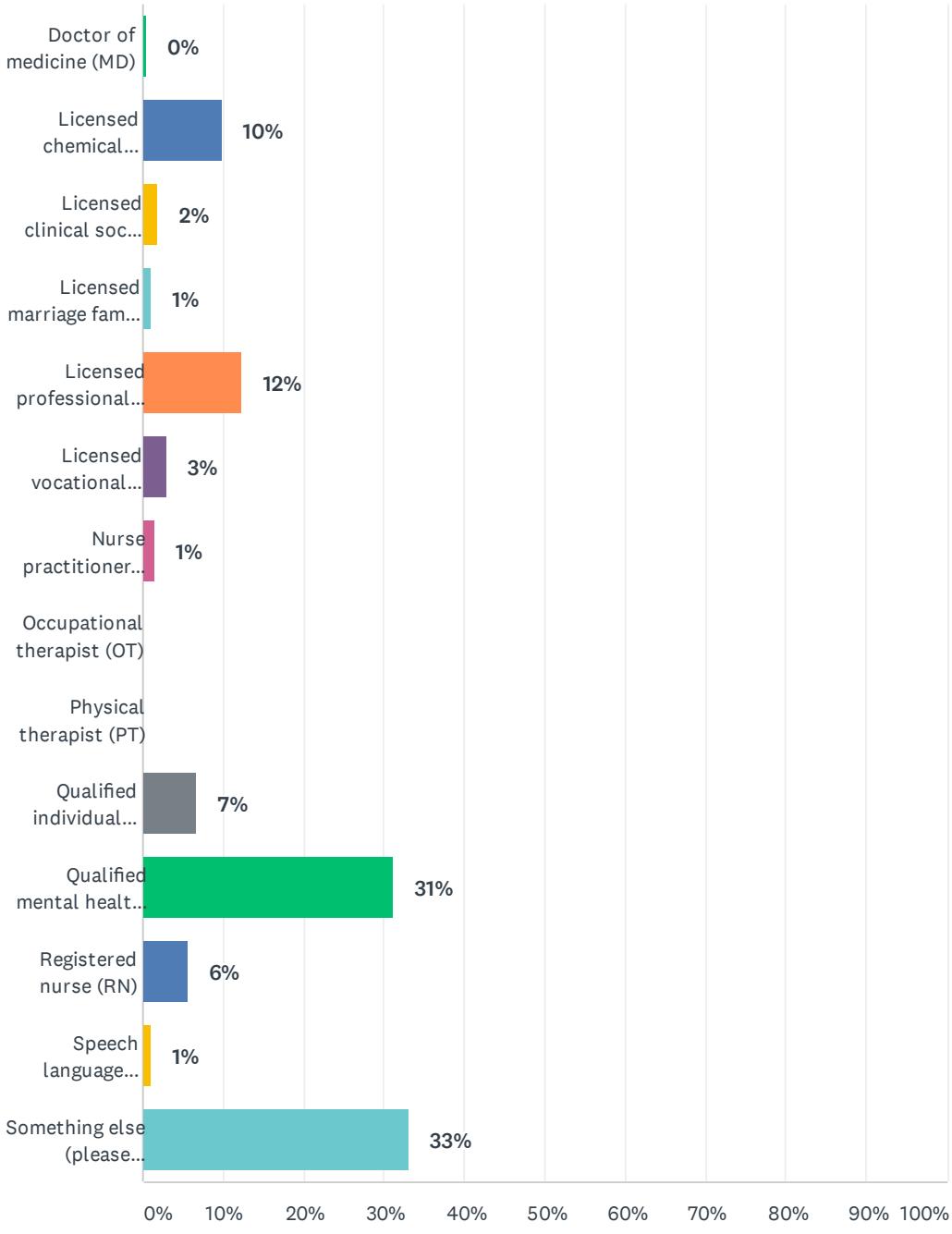
Answered: 317 Skipped: 9



ANSWER CHOICES	RESPONSES	
Administration and support (For example: Accounting, human resources, information technology)	19%	59
Case management (For example: Case managers, care coordinators)	25%	79
Clinical treatment providers (For example: Substance use disorders professionals, counselors, therapists)	19%	61
Direct care (For example: Program tech, support specialist)	11%	34
Medical healthcare providers (For example: Doctors, nurses)	7%	23
Peer Provider	1%	4
Something else (please specify)	18%	57
TOTAL		317

Q7 Please select the credentials you have (select all that apply):

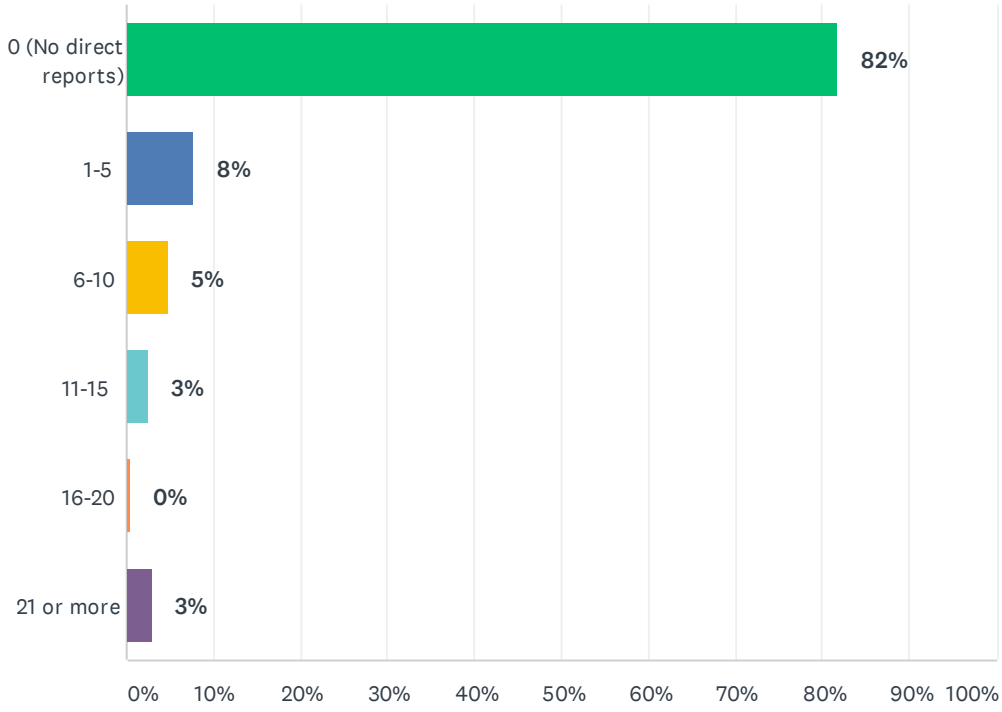
Answered: 212 Skipped: 114



ANSWER CHOICES	RESPONSES	
Doctor of medicine (MD)	0%	1
Licensed chemical dependency counselor (LCDC)	10%	21
Licensed clinical social worker (LCSW)	2%	4
Licensed marriage family therapist (LMFT)	1%	2
Licensed professional counselor (LPC)	12%	26
Licensed vocational nurse (LVN)	3%	6
Nurse practitioner (NP)	1%	3
Occupational therapist (OT)	0%	0
Physical therapist (PT)	0%	0
Qualified individual disability developmental professional (QIDDP)	7%	14
Qualified mental health professional (QMHP)	31%	66
Registered nurse (RN)	6%	12
Speech language pathologist (SLP)	1%	2
Something else (please specify)	33%	70
Total Respondents: 212		

Q8 How many staff do you directly manage?

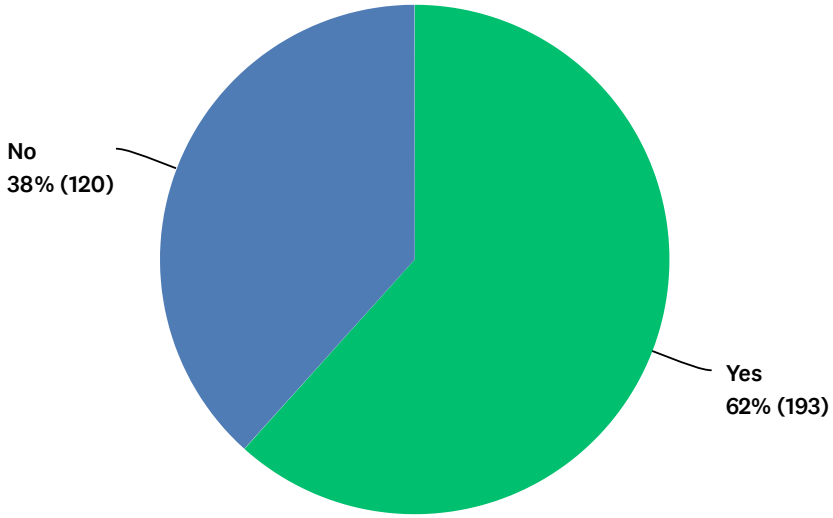
Answered: 314 Skipped: 12



ANSWER CHOICES	RESPONSES	
0 (No direct reports)	82%	257
1-5	8%	24
6-10	5%	15
11-15	3%	8
16-20	0%	1
21 or more	3%	9
TOTAL		314

Q9 Do you provide direct services, counseling or treatment to those served by Community Healthcore?

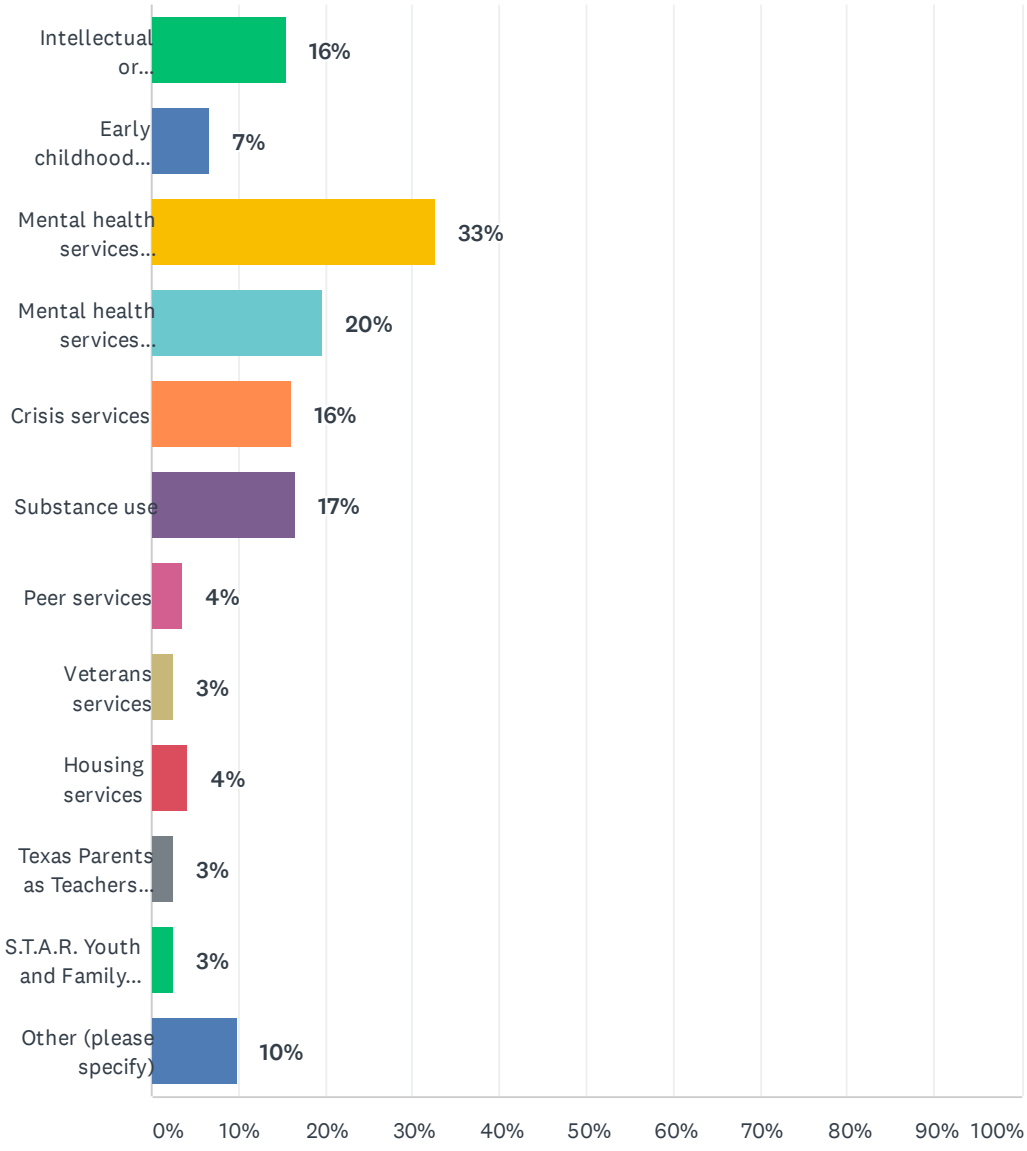
Answered: 313 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes	62%	193
No	38%	120
TOTAL		313

Q10 Please select the services you provide (select all that apply):

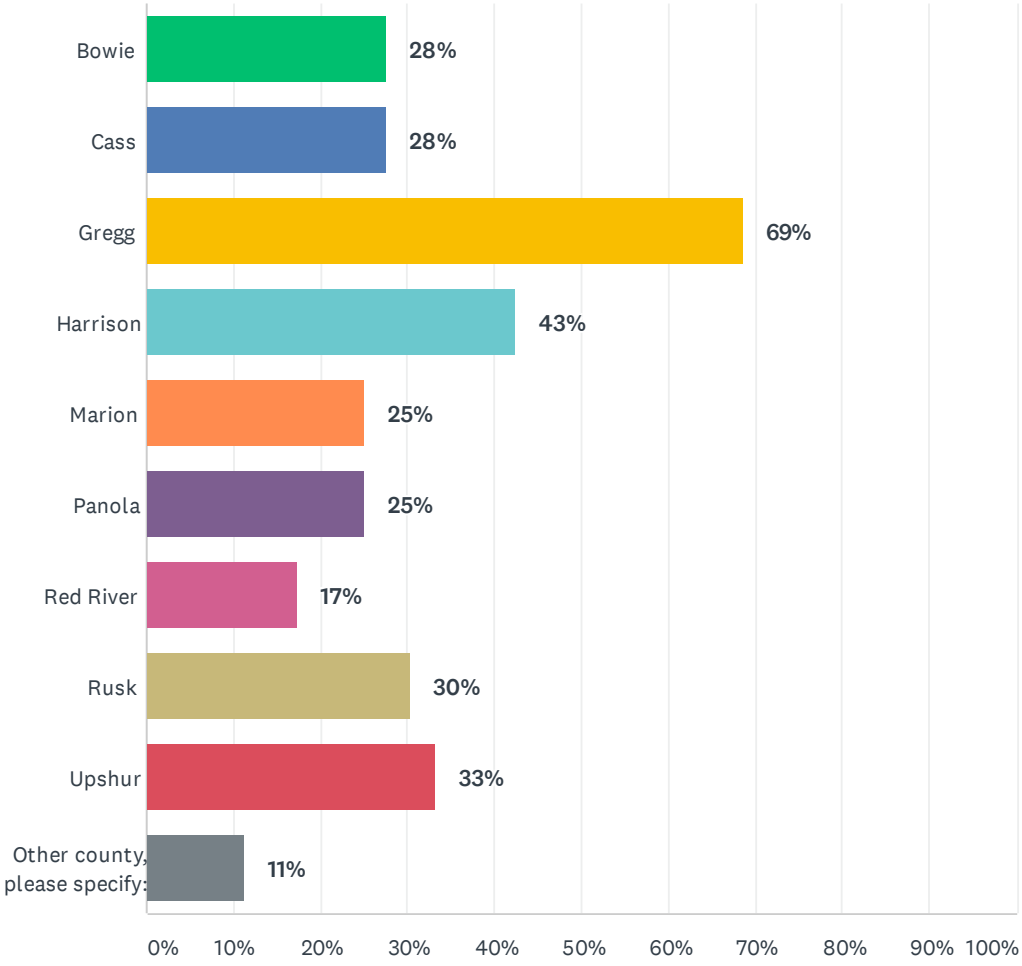
Answered: 193 Skipped: 133



ANSWER CHOICES	RESPONSES	
Intellectual or Developmental Disability (IDD) services	16%	30
Early childhood intervention services	7%	13
Mental health services (Adult)	33%	63
Mental health services (Children)	20%	38
Crisis services	16%	31
Substance use	17%	32
Peer services	4%	7
Veterans services	3%	5
Housing services	4%	8
Texas Parents as Teachers Program (TXPAT)	3%	5
S.T.A.R. Youth and Family Program	3%	5
Other (please specify)	10%	19
Total Respondents: 193		

Q11 Please select the county or counties in which you provide services. If you provide services in more than one county, please select all the counties in which you provide services.

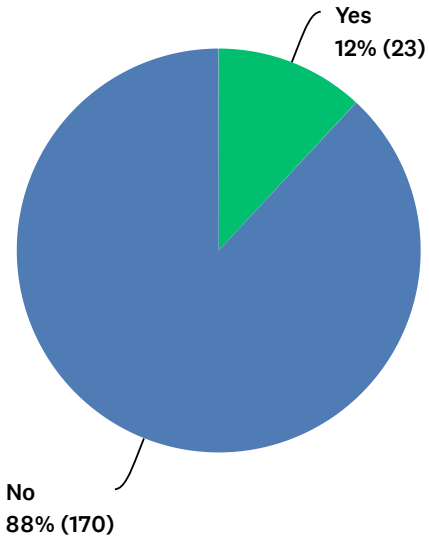
Answered: 195 Skipped: 131



ANSWER CHOICES	RESPONSES	
Bowie	28%	54
Cass	28%	54
Gregg	69%	134
Harrison	43%	83
Marion	25%	49
Panola	25%	49
Red River	17%	34
Rusk	30%	59
Upshur	33%	65
Other county, please specify:	11%	22
Total Respondents: 195		

Q12 Are you a credentialed substance abuse specialist? This includes substance use professionals.

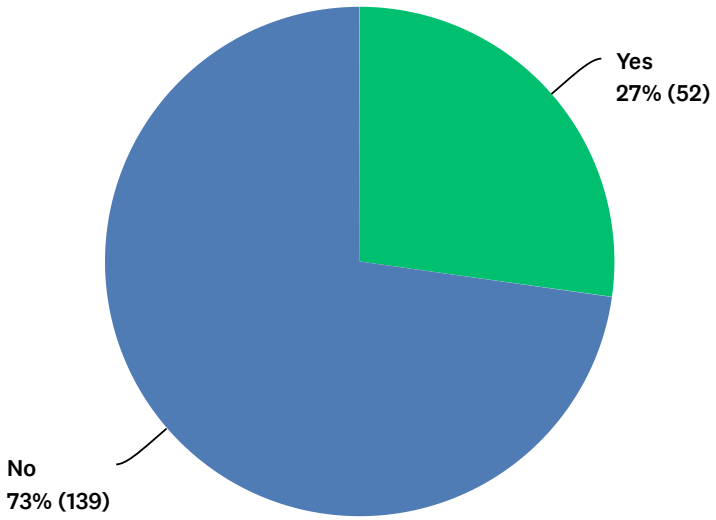
Answered: 193 Skipped: 133



ANSWER CHOICES	RESPONSES	
Yes	12%	23
No	88%	170
TOTAL		193

Q13 Do you have expertise in addressing those with primary or co-occurring substance use?

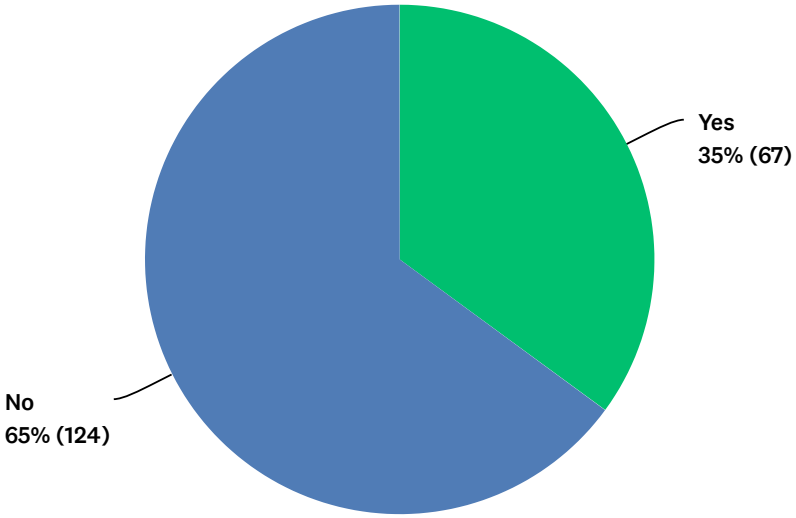
Answered: 191 Skipped: 135



ANSWER CHOICES	RESPONSES	
Yes	27%	52
No	73%	139
TOTAL		191

Q14 Do you have expertise in addressing trauma and promoting the recovery of children and adolescents with serious emotional disturbance (SED) and adults with serious mental illness (SMI)?

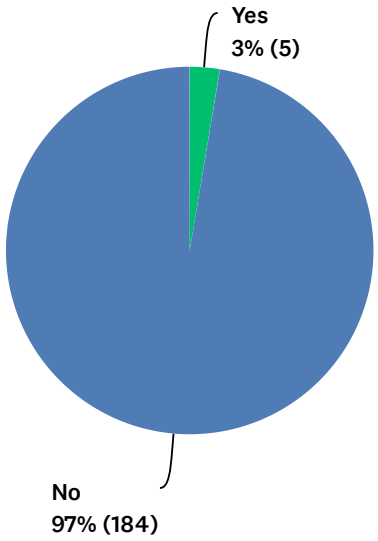
Answered: 191 Skipped: 135



ANSWER CHOICES	RESPONSES	
Yes	35%	67
No	65%	124
TOTAL		191

Q15 Can you prescribe and manage medications used to treat opioid and alcohol use disorders (For example: buprenorphine, naltrexone)?

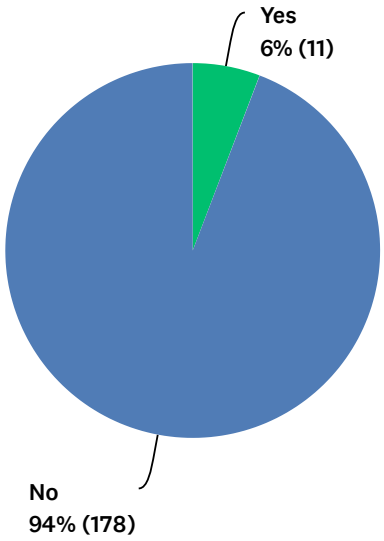
Answered: 189 Skipped: 137



ANSWER CHOICES	RESPONSES	
Yes	3%	5
No	97%	184
TOTAL		189

Q16 Are you a peer staff member? This includes peer specialists/providers.

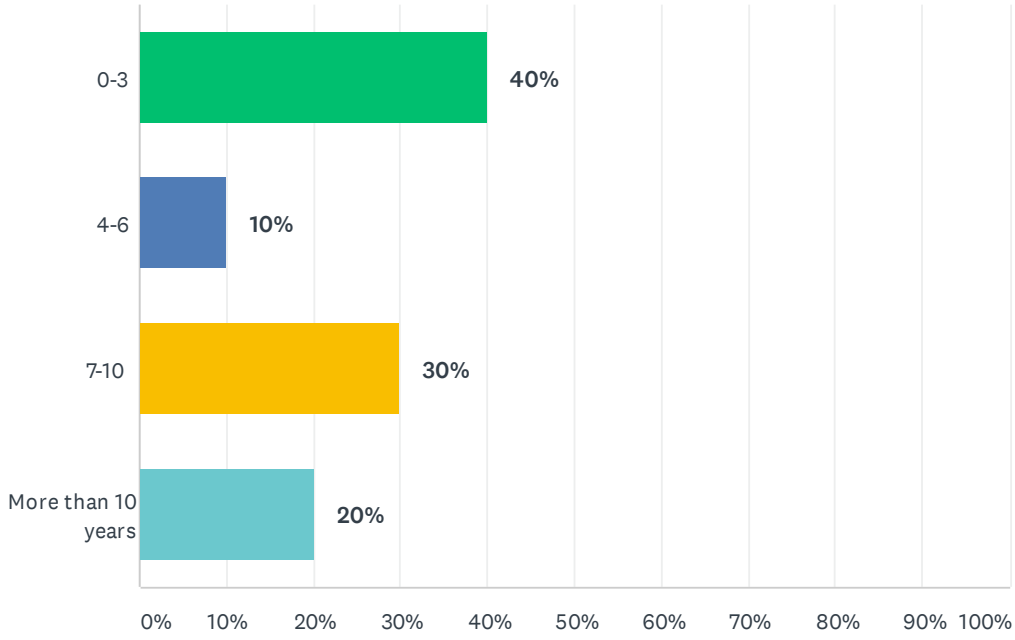
Answered: 189 Skipped: 137



ANSWER CHOICES	RESPONSES	
Yes	6%	11
No	94%	178
TOTAL		189

Q17 Approximately how many years have you been a peer staff member?

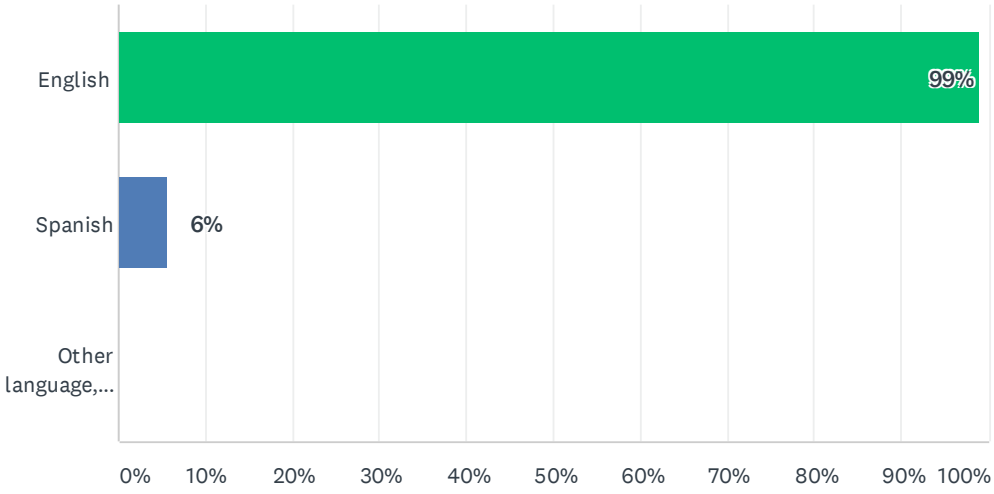
Answered: 10 Skipped: 316



ANSWER CHOICES	RESPONSES	
0-3	40%	4
4-6	10%	1
7-10	30%	3
More than 10 years	20%	2
TOTAL		10

Q18 In what language(s) do you generally provide services?

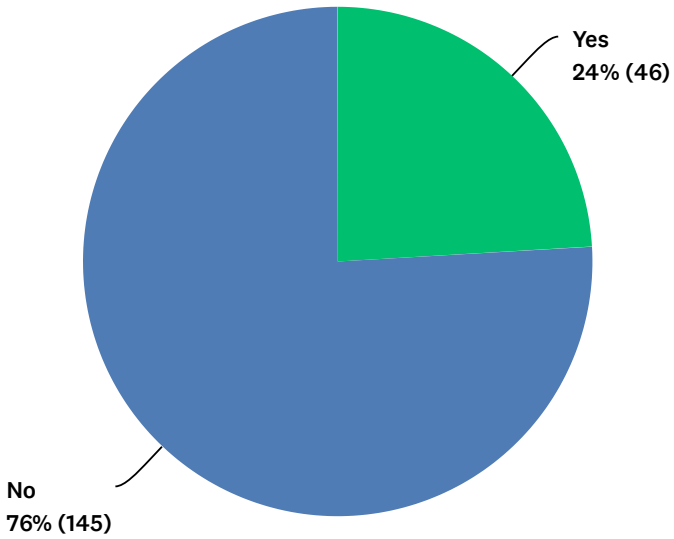
Answered: 192 Skipped: 134



ANSWER CHOICES	RESPONSES	
English	99%	190
Spanish	6%	11
Other language, please specify:	0%	0
Total Respondents: 192		

Q19 In the last 12 months, have you used language line or other language interpreter services to provide services, counseling or treatment?

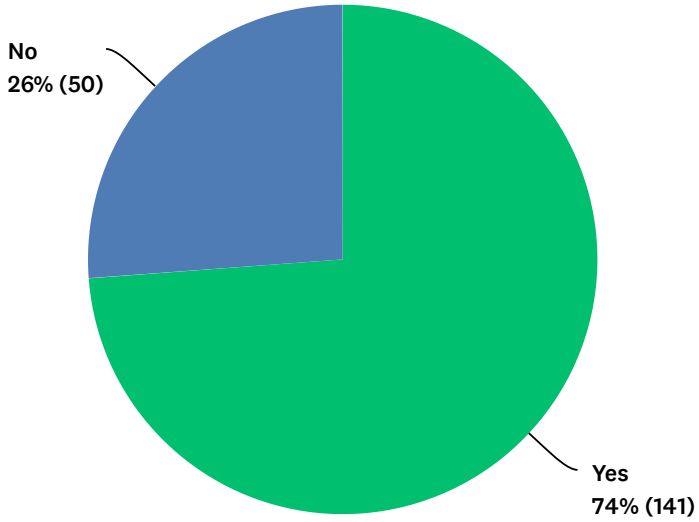
Answered: 191 Skipped: 135



ANSWER CHOICES	RESPONSES	
Yes	24%	46
No	76%	145
TOTAL		191

Q20 In the last 12 months, have you attended training on cultural competence? Cultural competence programs promote positive and effective interactions with diverse cultures.

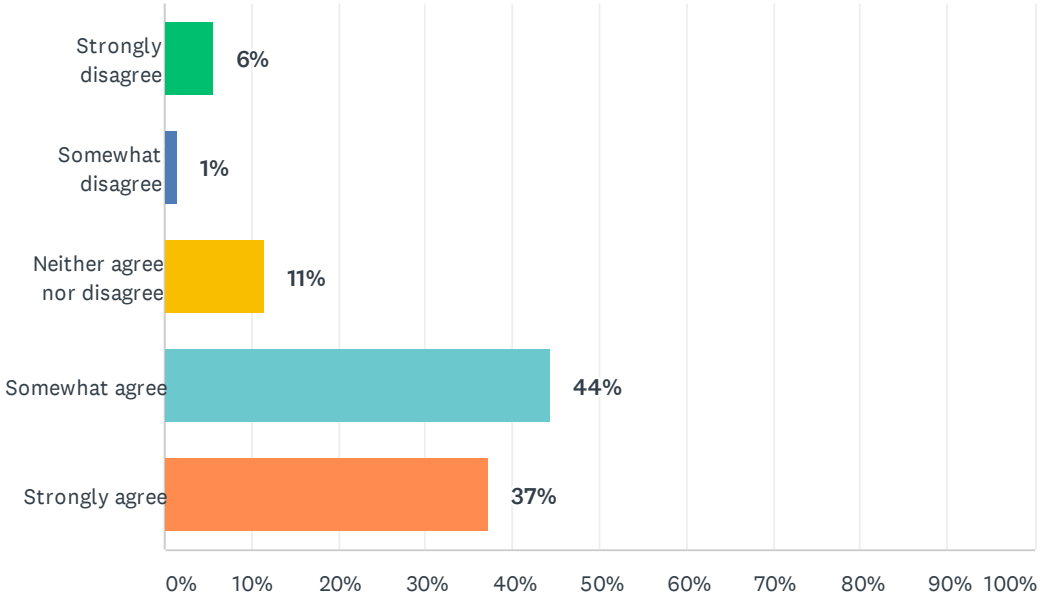
Answered: 191 Skipped: 135



ANSWER CHOICES	RESPONSES	
Yes	74%	141
No	26%	50
TOTAL		191

Q21 To what extent would you say that cultural competence training has helped you meet the needs of people receiving services from Community Healthcore?

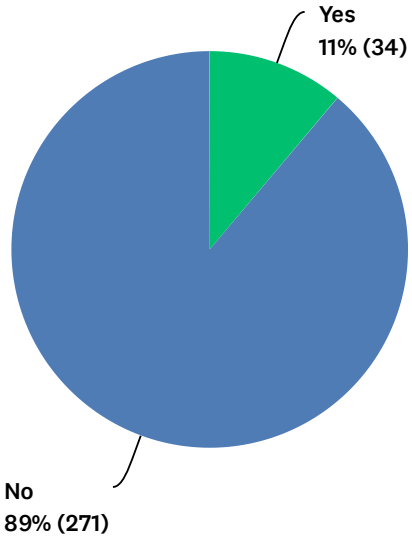
Answered: 140 Skipped: 186



ANSWER CHOICES	RESPONSES	
Strongly disagree	6%	8
Somewhat disagree	1%	2
Neither agree nor disagree	11%	16
Somewhat agree	44%	62
Strongly agree	37%	52
TOTAL		140

Q22 Do you have any suggestions for additional services that could improve the experience for people receiving services from Community Healthcore?

Answered: 305 Skipped: 21



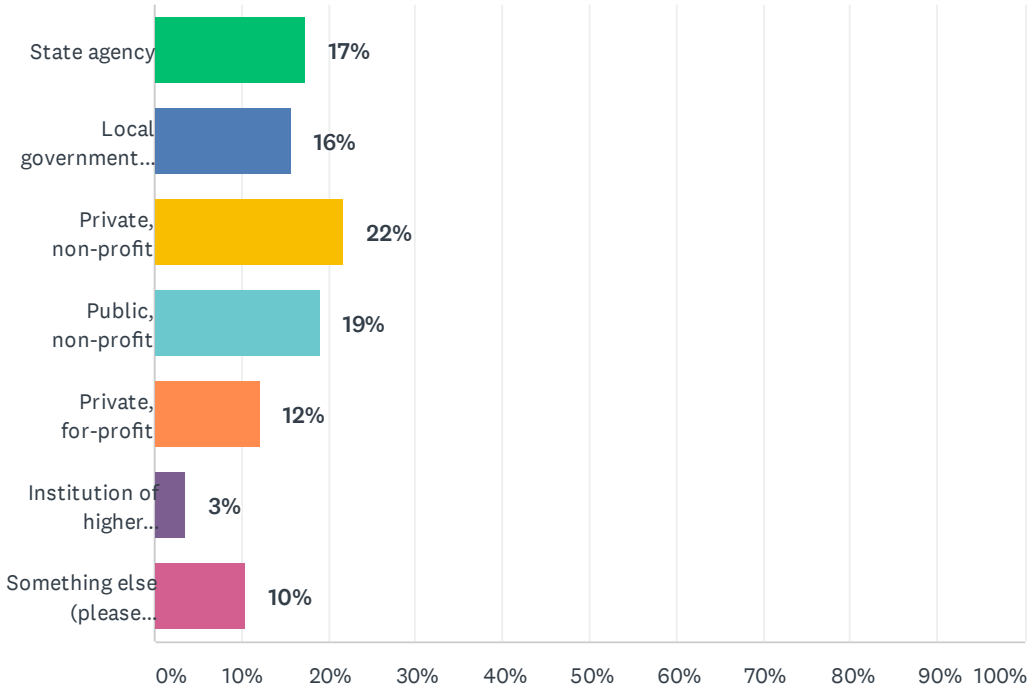
ANSWER CHOICES	RESPONSES	
Yes	11%	34
No	89%	271
TOTAL		305

Q23 Please enter your comments

Answered: 35 Skipped: 291

Q1 Which of the following best describes your organization's structure?

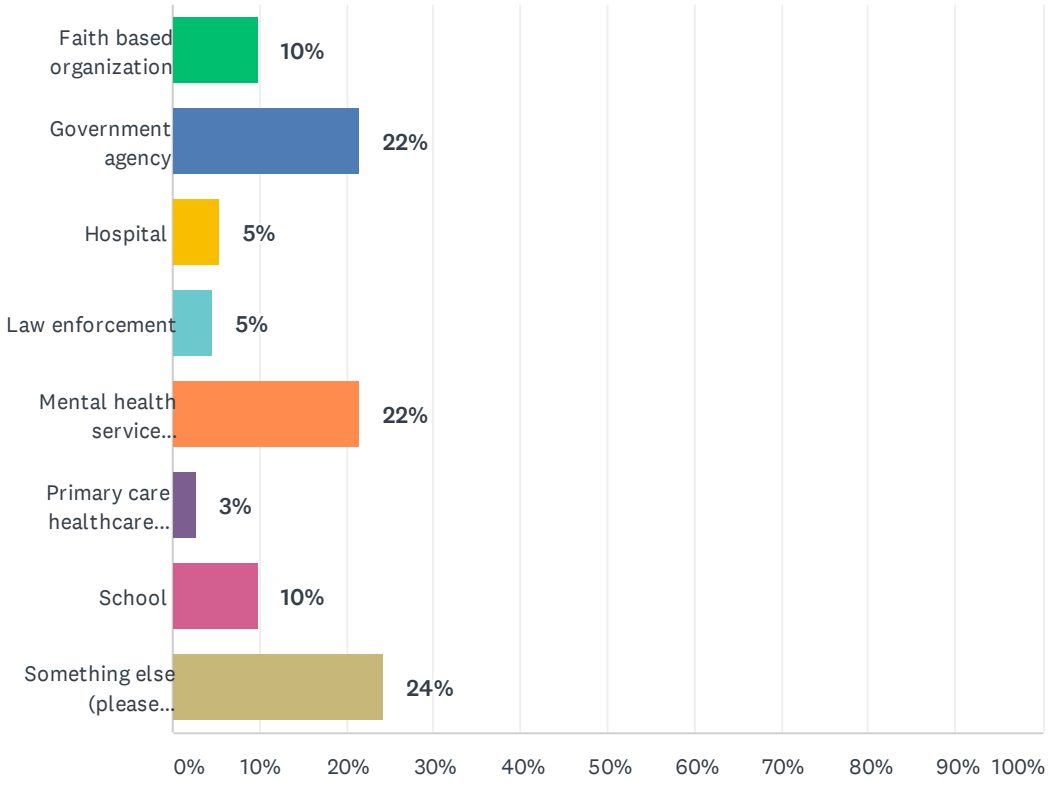
Answered: 115 Skipped: 1



ANSWER CHOICES	RESPONSES	
State agency	17%	20
Local government agency	16%	18
Private, non-profit	22%	25
Public, non-profit	19%	22
Private, for-profit	12%	14
Institution of higher education	3%	4
Something else (please specify)	10%	12
TOTAL		115

Q2 Which of the following best describes your type of organization?

Answered: 111 Skipped: 5



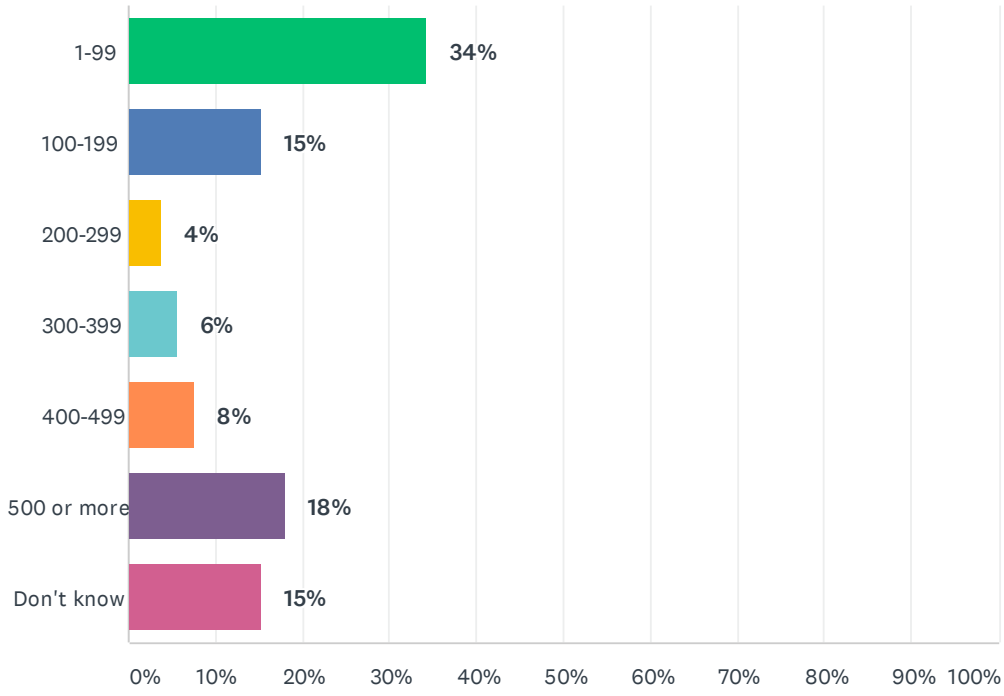
ANSWER CHOICES	RESPONSES	
Faith based organization	10%	11
Government agency	22%	24
Hospital	5%	6
Law enforcement	5%	5
Mental health service provider	22%	24
Primary care healthcare provider	3%	3
School	10%	11
Something else (please specify)	24%	27
TOTAL		111

Q3 What is your organization's zip code?

Answered: 107 Skipped: 9

Q4 Approximately how many employees, in total, currently work for your organization? Please include all full-time and part-time employees.

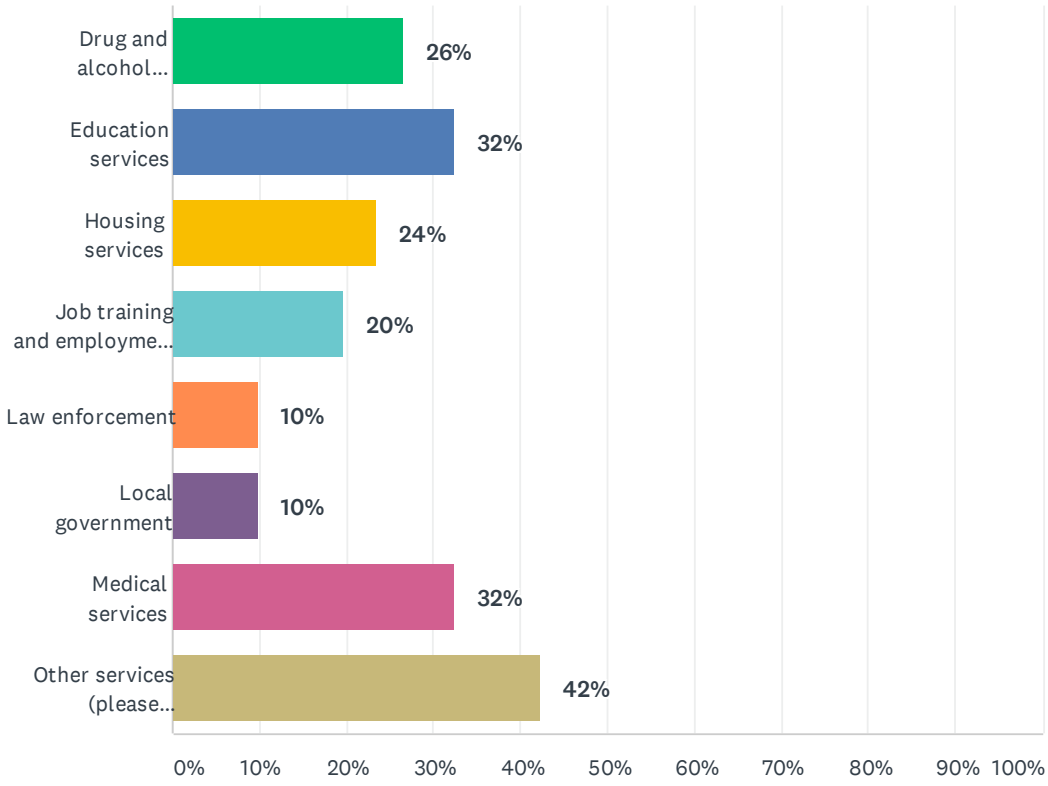
Answered: 105 Skipped: 11



ANSWER CHOICES	RESPONSES	
1-99	34%	36
100-199	15%	16
200-299	4%	4
300-399	6%	6
400-499	8%	8
500 or more	18%	19
Don't know	15%	16
TOTAL		105

Q5 Please select the services your organization provides (Select all that apply):

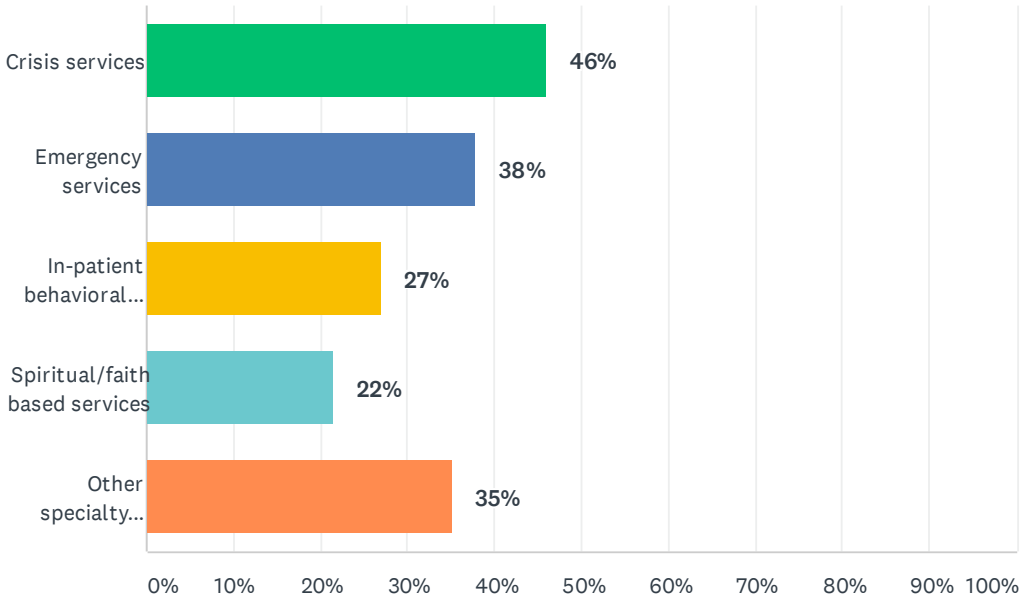
Answered: 102 Skipped: 14



ANSWER CHOICES	RESPONSES	
Drug and alcohol treatment	26%	27
Education services	32%	33
Housing services	24%	24
Job training and employment services	20%	20
Law enforcement	10%	10
Local government	10%	10
Medical services	32%	33
Other services (please specify)	42%	43
Total Respondents: 102		

Q6 Does your organization provide any of the following specialty services?

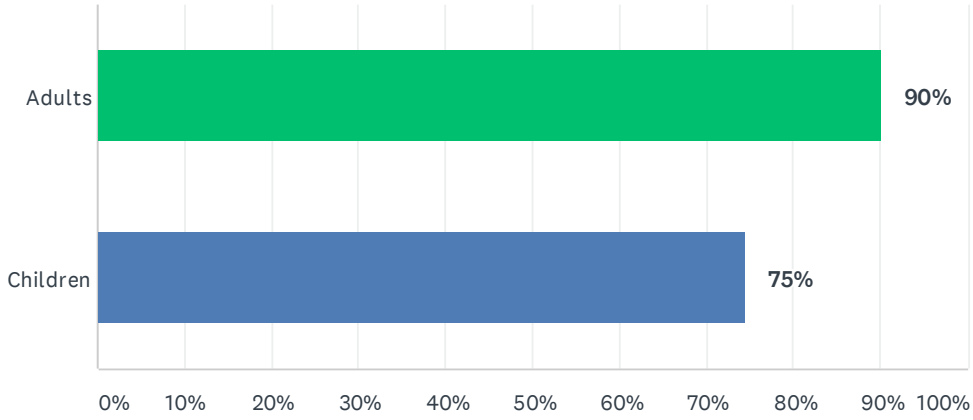
Answered: 74 Skipped: 42



ANSWER CHOICES	RESPONSES	
Crisis services	46%	34
Emergency services	38%	28
In-patient behavioral health services	27%	20
Spiritual/faith based services	22%	16
Other specialty services (please specify)	35%	26
Total Respondents: 74		

Q7 Does your organization provide services for... (select all that apply)

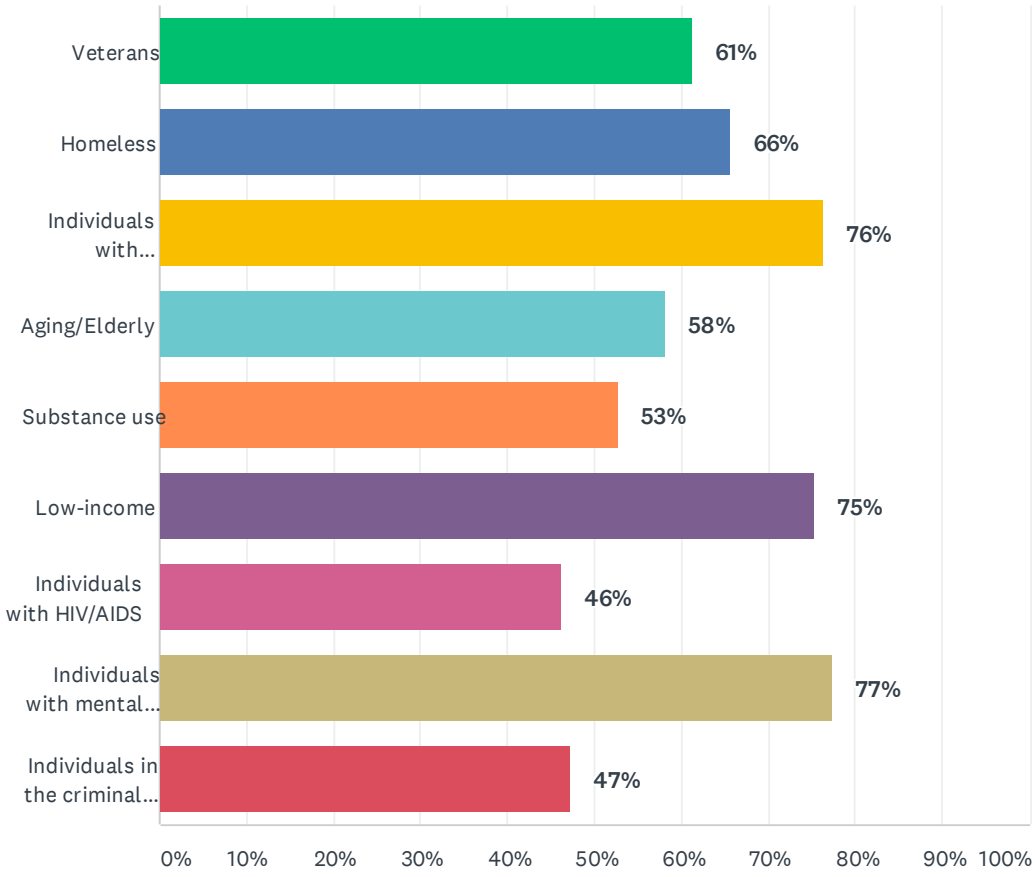
Answered: 102 Skipped: 14



ANSWER CHOICES	RESPONSES	
Adults	90%	92
Children	75%	76
Total Respondents: 102		

Q8 Which of the following special populations does your organization serve? (Select all that apply)

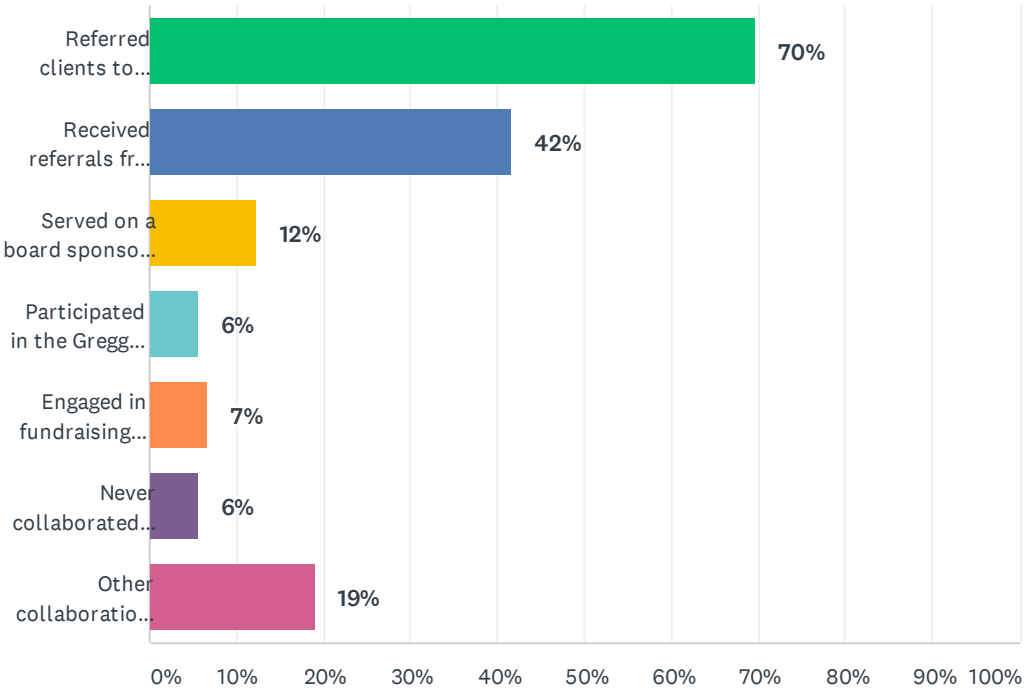
Answered: 93 Skipped: 23



ANSWER CHOICES	RESPONSES	
Veterans	61%	57
Homeless	66%	61
Individuals with intellectual or developmental disabilities	76%	71
Aging/Elderly	58%	54
Substance use	53%	49
Low-income	75%	70
Individuals with HIV/AIDS	46%	43
Individuals with mental health issues	77%	72
Individuals in the criminal justice system	47%	44
Total Respondents: 93		

Q9 How has your organization collaborated with Community Healthcore? (Select all that apply)

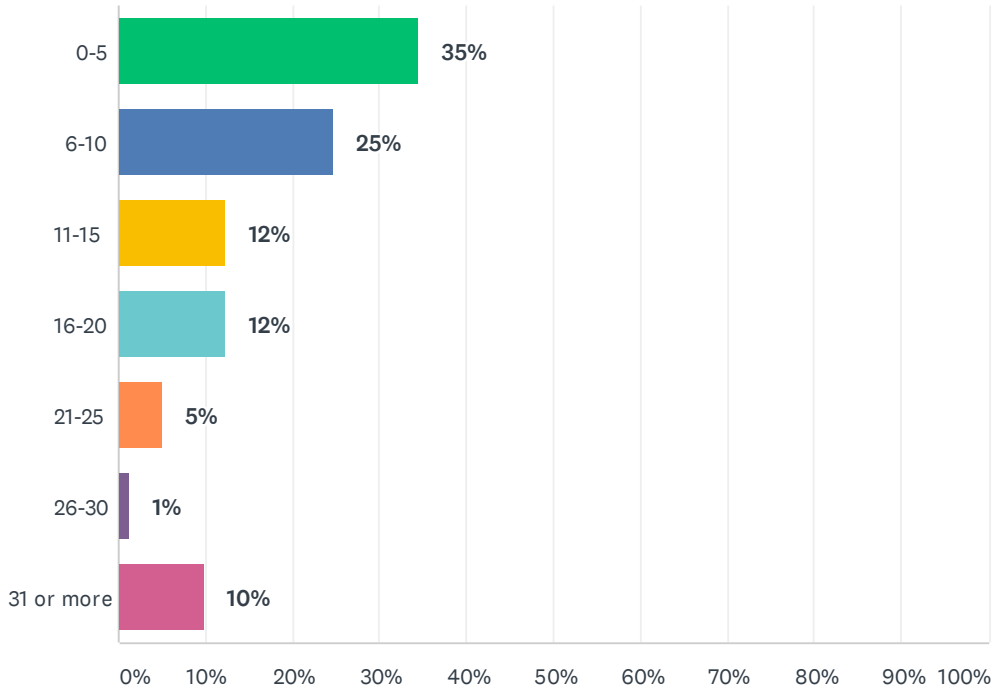
Answered: 89 Skipped: 27



ANSWER CHOICES	RESPONSES	
Referred clients to Community Healthcore	70%	62
Received referrals from Community Healthcore	42%	37
Served on a board sponsored by Community Healthcore	12%	11
Participated in the Gregg County Collaborative Wellness Center (The Collaborative)	6%	5
Engaged in fundraising events with Community Healthcore	7%	6
Never collaborated with Community Healthcore	6%	5
Other collaboration (please specify)	19%	17
Total Respondents: 89		

Q10 Approximately how many years has your organization worked with Community Healthcore?

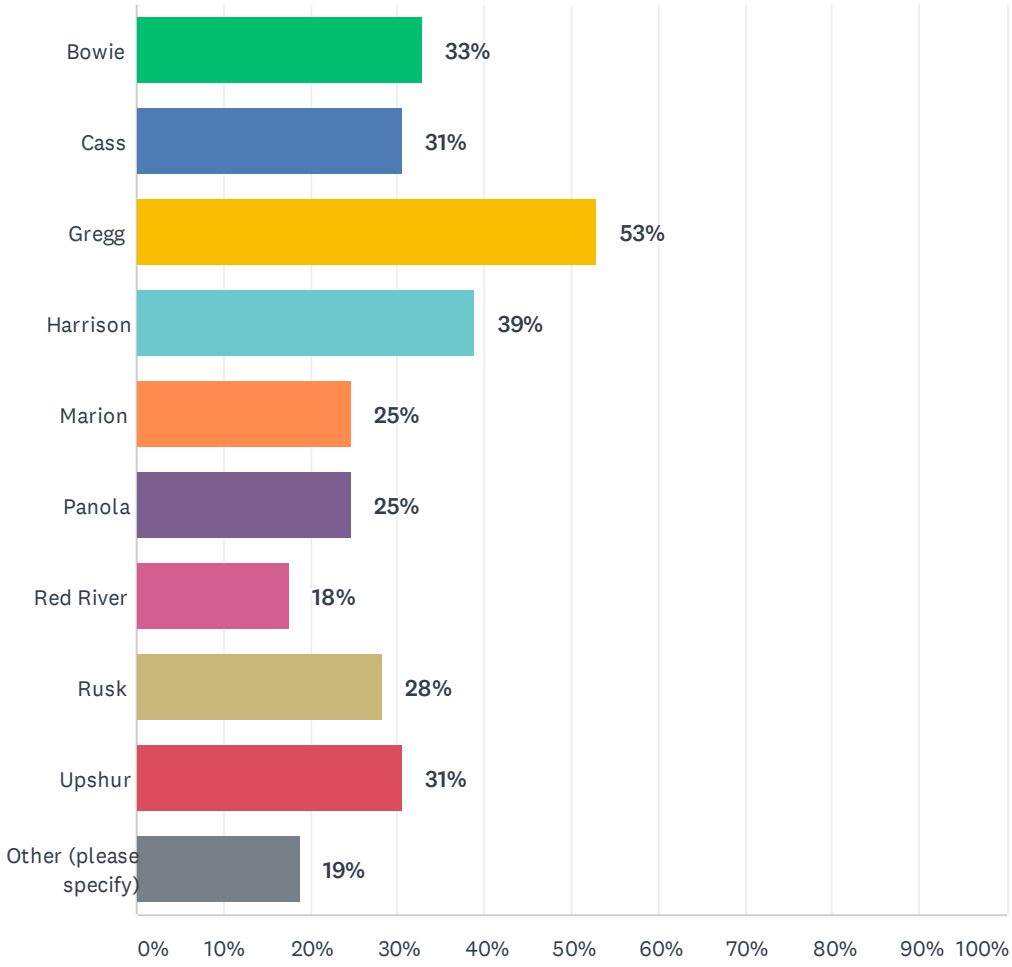
Answered: 81 Skipped: 35



ANSWER CHOICES	RESPONSES	
0-5	35%	28
6-10	25%	20
11-15	12%	10
16-20	12%	10
21-25	5%	4
26-30	1%	1
31 or more	10%	8
TOTAL		81

Q11 Please identify your local service area (select all that apply):

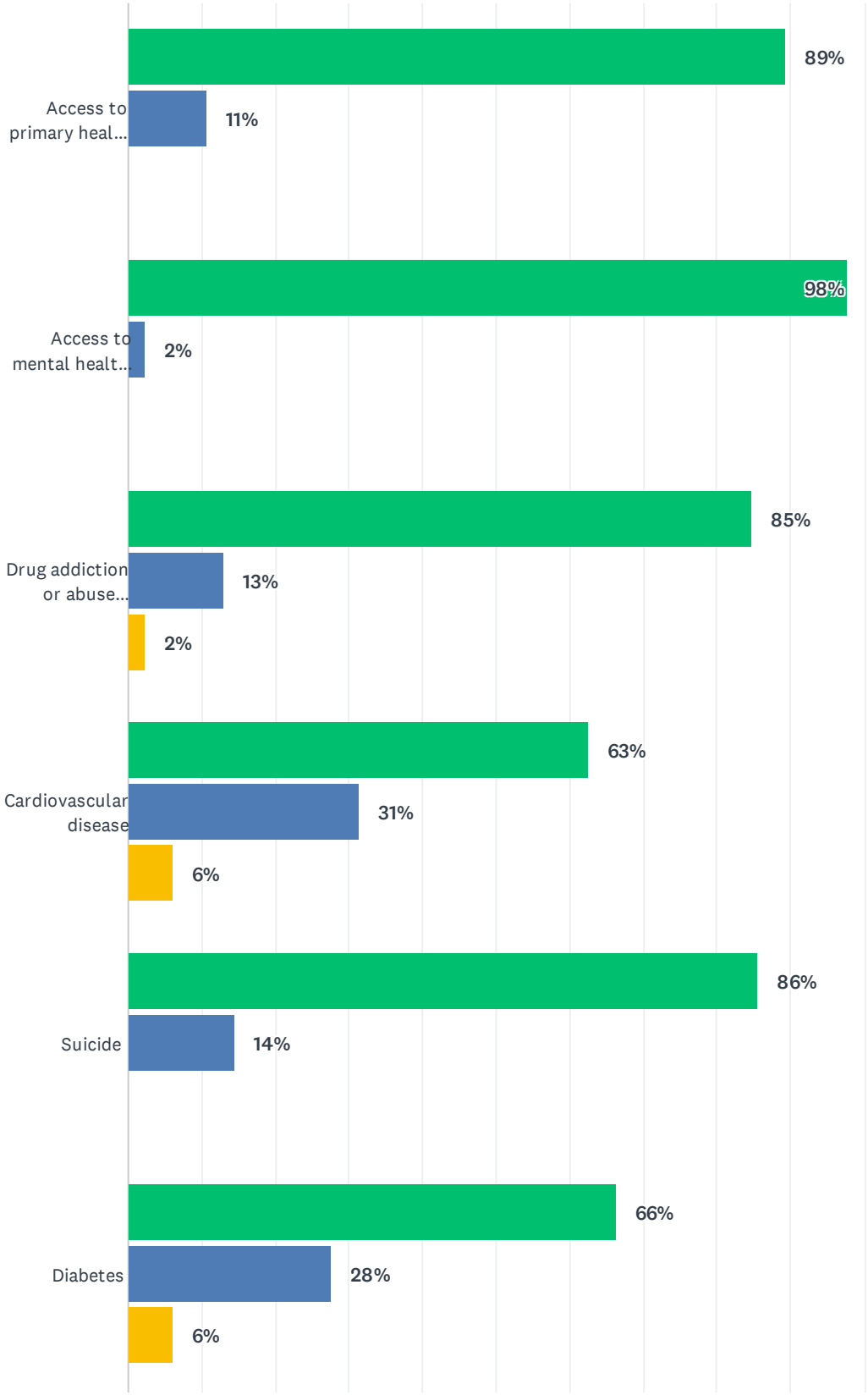
Answered: 85 Skipped: 31

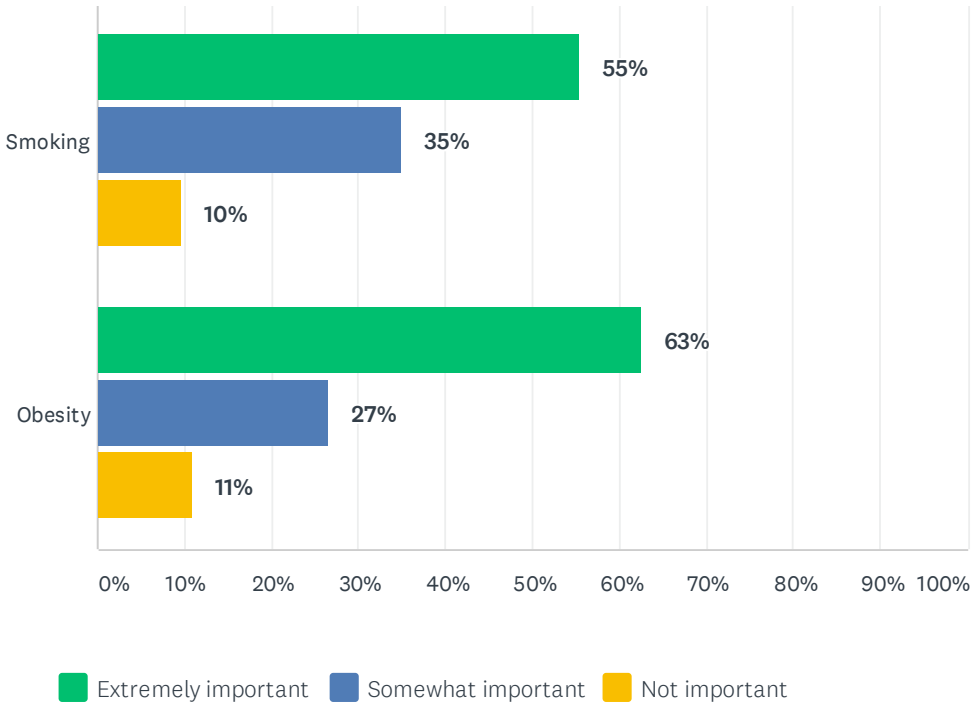


ANSWER CHOICES	RESPONSES	
Bowie	33%	28
Cass	31%	26
Gregg	53%	45
Harrison	39%	33
Marion	25%	21
Panola	25%	21
Red River	18%	15
Rusk	28%	24
Upshur	31%	26
Other (please specify)	19%	16
Total Respondents: 85		

Q12 Thinking about the health challenges in your local service area, how important is it to address the following issues?

Answered: 86 Skipped: 30





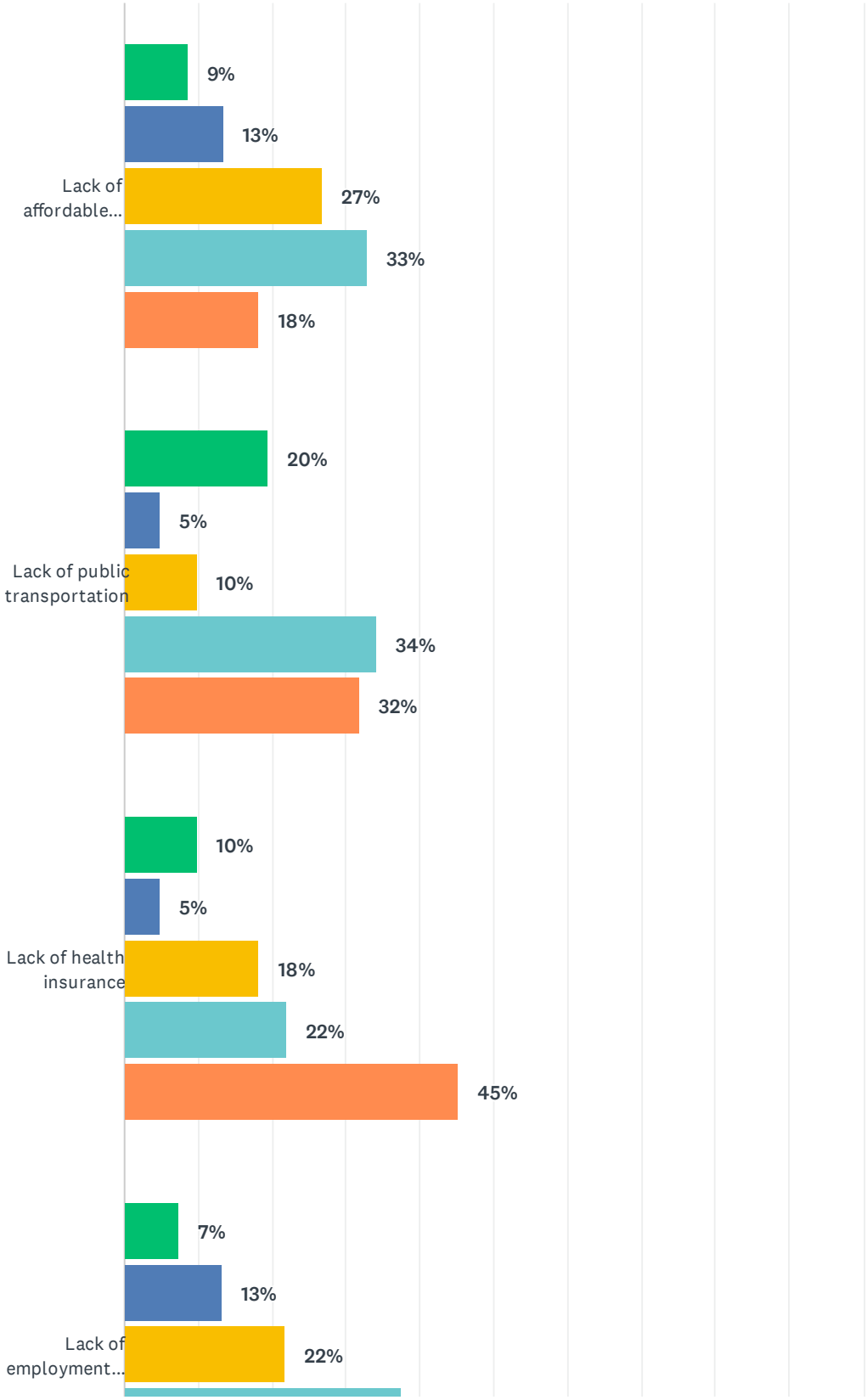
	EXTREMELY IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	TOTAL	WEIGHTED AVERAGE
Access to primary health care	89% 76	11% 9	0% 0	85	0.89
Access to mental health practitioners	98% 84	2% 2	0% 0	86	0.98
Drug addiction or abuse (including opioid)	85% 72	13% 11	2% 2	85	0.82
Cardiovascular disease	63% 52	31% 26	6% 5	83	0.57
Suicide	86% 71	14% 12	0% 0	83	0.86
Diabetes	66% 55	28% 23	6% 5	83	0.60
Smoking	55% 46	35% 29	10% 8	83	0.46
Obesity	63% 52	27% 22	11% 9	83	0.52

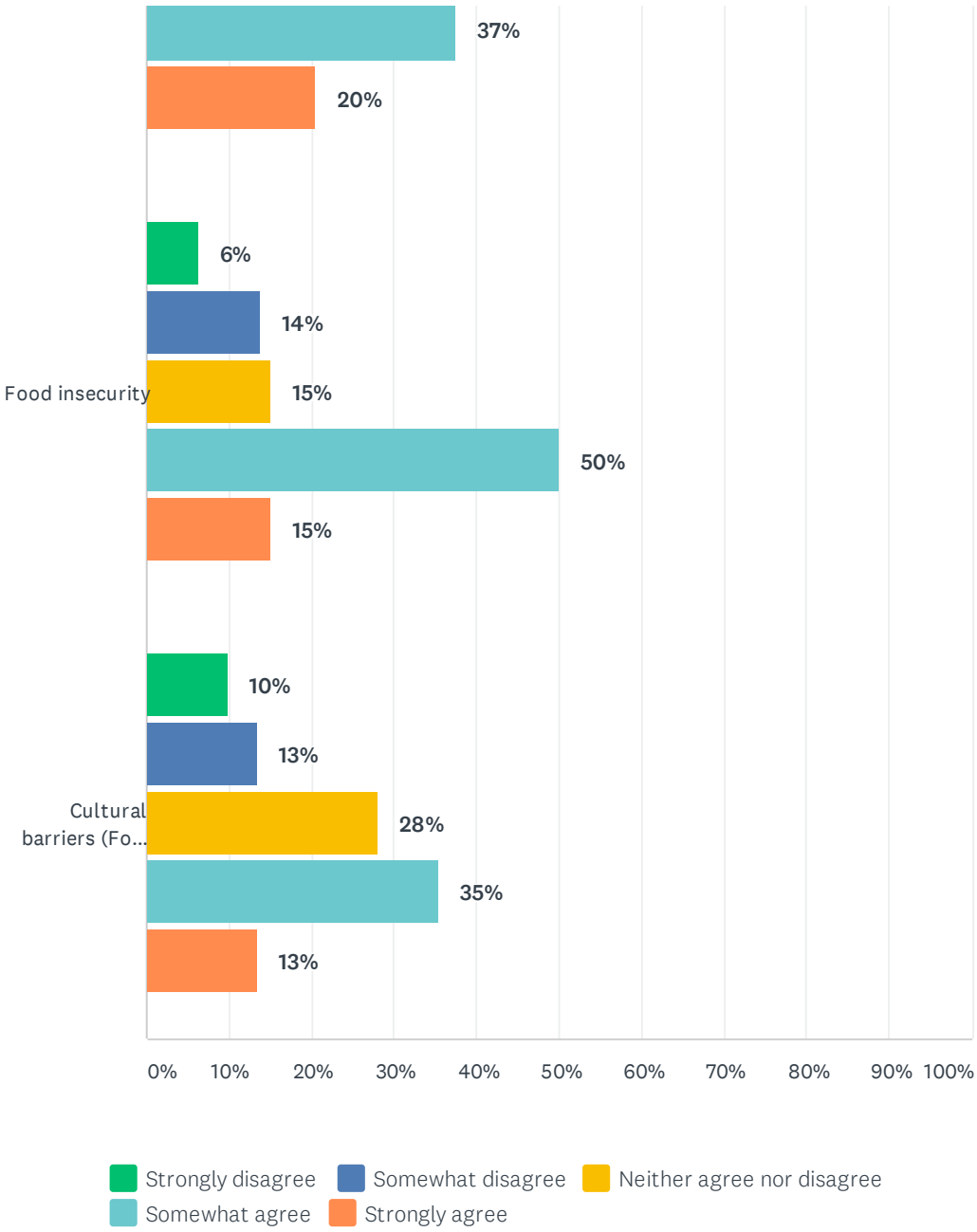
Q13 How would you describe the greatest health-related need in your area?

Answered: 72 Skipped: 44

Q14 To what extent would you agree that the following barriers prevent people in your area from getting the healthcare they need…

Answered: 83 Skipped: 33




37%
20%
6%
14%
Food insecurity
15%
50%
15%
10%
13%
Cultural barriers (Fo...
28%
35%
13%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Strongly disagree
Somewhat disagree
Neither agree nor disagree
Somewhat agree
Strongly agree

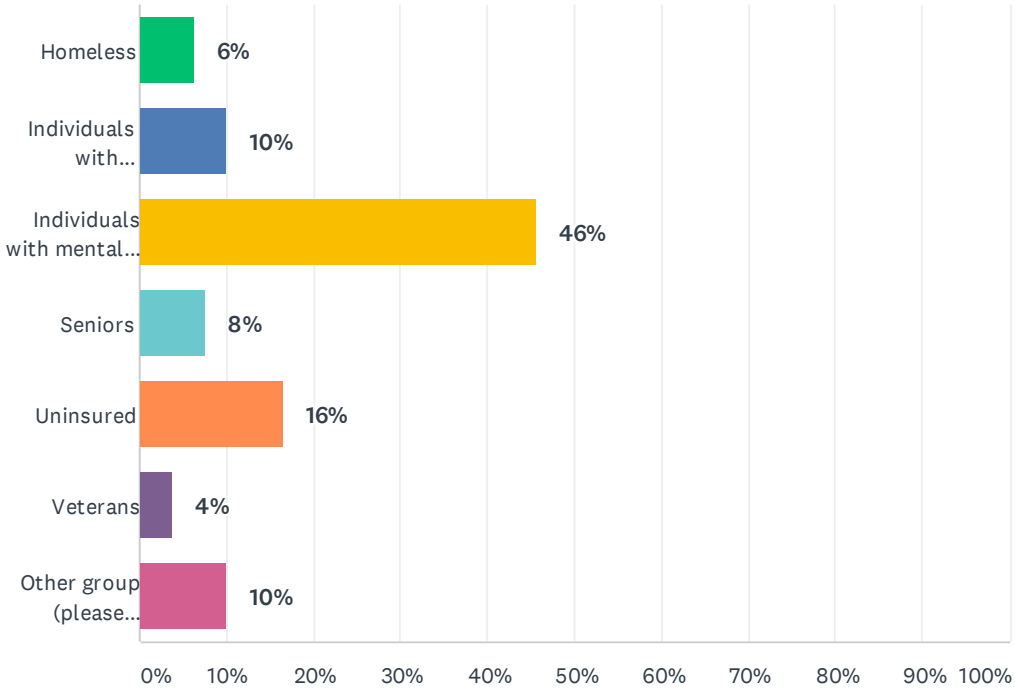
	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Lack of affordable housing	9% 7	13% 11	27% 22	33% 27	18% 15	82	0.39
Lack of public transportation	20% 16	5% 4	10% 8	34% 28	32% 26	82	0.54
Lack of health insurance	10% 8	5% 4	18% 15	22% 18	45% 37	82	0.88
Lack of employment opportunities	7% 6	13% 11	22% 18	37% 31	20% 17	83	0.51
Food insecurity	6% 5	14% 11	15% 12	50% 40	15% 12	80	0.54
Cultural barriers (For example: language or religion)	10% 8	13% 11	28% 23	35% 29	13% 11	82	0.29

Q15 How would you describe the most significant barrier that prevents people in your area from getting the healthcare they need?

Answered: 75 Skipped: 41

Q16 Who are the people who need the most help in your area?

Answered: 79 Skipped: 37



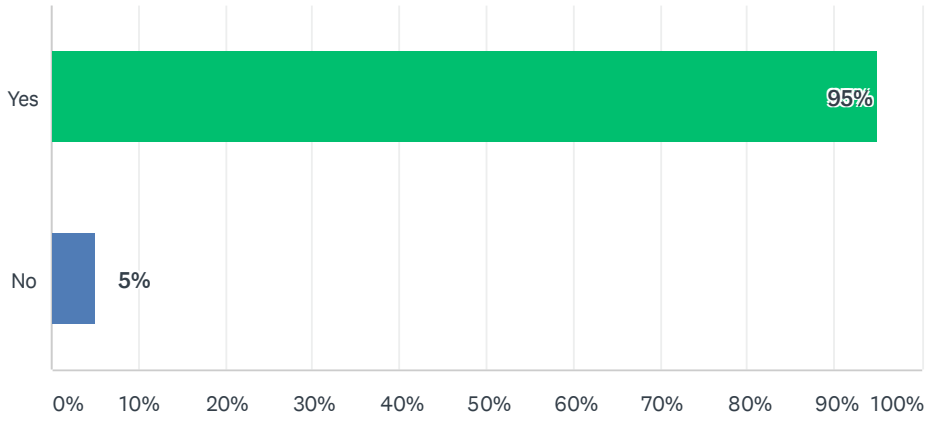
ANSWER CHOICES	RESPONSES	
Homeless	6%	5
Individuals with intellectual or developmental disabilities	10%	8
Individuals with mental health issues	46%	36
Seniors	8%	6
Uninsured	16%	13
Veterans	4%	3
Other group (please specify)	10%	8
TOTAL		79

Q17 Please describe one way in which Community Healthcore could improve the health and well-being for people in your area:

Answered: 63 Skipped: 53

Q18 Would you recommend the services at Community Healthcore to a friend or family member?

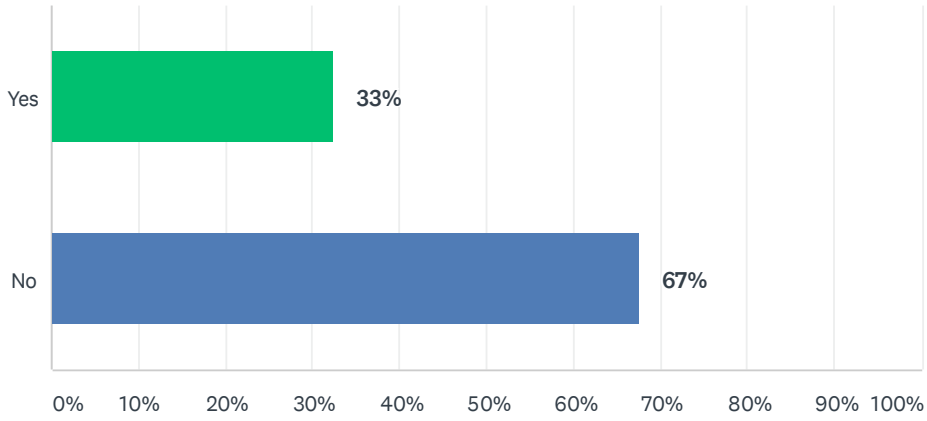
Answered: 81 Skipped: 35



ANSWER CHOICES	RESPONSES	
Yes	95%	77
No	5%	4
TOTAL		81

Q19 Would you like someone from Community Healthcore to contact you about opportunities for collaboration in your community?

Answered: 83 Skipped: 33



ANSWER CHOICES	RESPONSES	
Yes	33%	27
No	67%	56
TOTAL		83

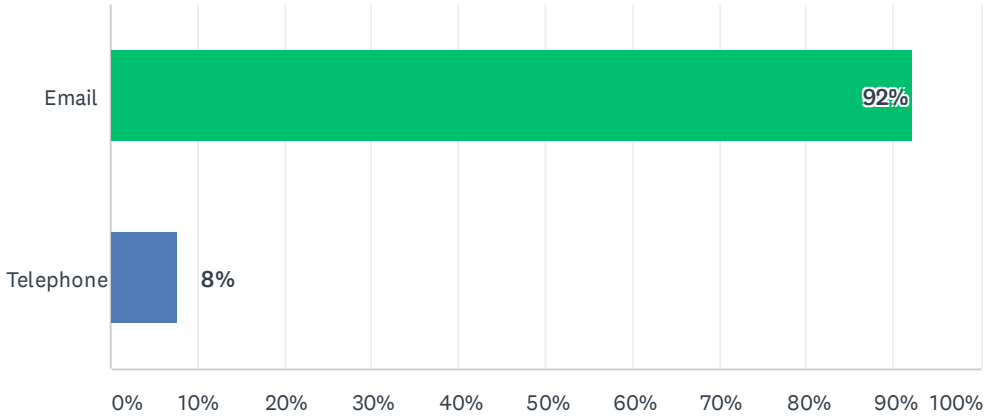
Q20 Please enter your contact information and preferred method of contact:

Answered: 25 Skipped: 91

ANSWER CHOICES	RESPONSES	
First Name	100%	25
Last Name	100%	25
Organization	96%	24
Email	100%	25
Telephone	100%	25

Q21 Preferred method of contact:

Answered: 26 Skipped: 90



ANSWER CHOICES	RESPONSES	
Email	92%	24
Telephone	8%	2
TOTAL		26