

**Community Healthcore
Needs Assessment**

Year 2 Updates

Summary Report

May 2022

Submitted to:
Community Healthcore
107 Woodbine Pl
Longview, TX 75601

Prepared by:
Trebuchet Research
P.O. Box 150904
Austin, TX 78756

Introduction	1
Needs Assessment Approach.....	2
CCBHC context	2
Implementation	2
Primary Data	3
Surveys	3
Qualitative Interviews.....	11
Key Informant Interviews.....	11
Focus Groups.....	13
Secondary Data	14
U.S. Census Bureau Data.....	14
De-Identified Data Community Healthcore Service Data	28
County Profiles (Center Data by County of Residence)	32
Bowie County	33
Cass County	35
Gregg County	37
Harrison County	39
Marion County	41
Panola County	43
Red River	45
Rusk County	47
Upshur County	49
Outcomes.....	51
Persons Served Survey.....	59
Workforce Survey	64
Community Partners Survey	66
Qualitative Interviews.....	70
Limitations and Future Enhancements for Data Collection	74
Preliminary Conclusions and Recommendations	75
Recommendations	75
Appendix A.....	78
Detailed Question Summaries	78

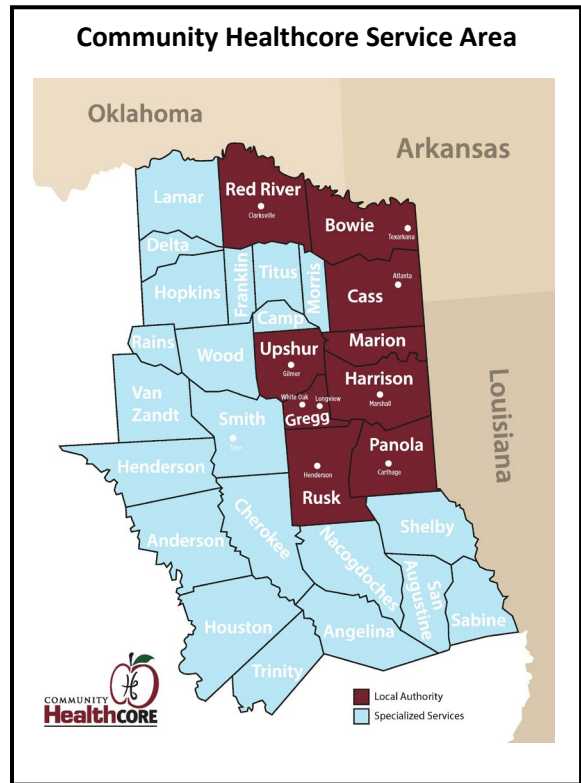
Introduction

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 465 employees serve approximately 16,600 individuals¹ 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 a 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 key informant interviews (KIIs) and small focus groups.

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 FY21

Needs Assessment Approach

CCBHC context

In August 2019, Community Healthcore obtained 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 surveys and qualitative interviews, which consisted of key informant interviews (KIIs) and focus groups. Surveys were designed for three populations: Persons who receive services from Community Healthcore (Persons Served), Employees at Community Healthcore (Workforce), and Organizations that partner with Community Healthcore (Community Partners)

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.

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

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

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). Individuals for whom Community Healthcore had email addresses received personalized invitations with their own personal link to the survey. Personalized invitation emails included a button to "Start Survey" which would launch the web survey. Exhibit 1 illustrates each survey and the outreach modes.

Exhibit 1: Surveys and outreach modes

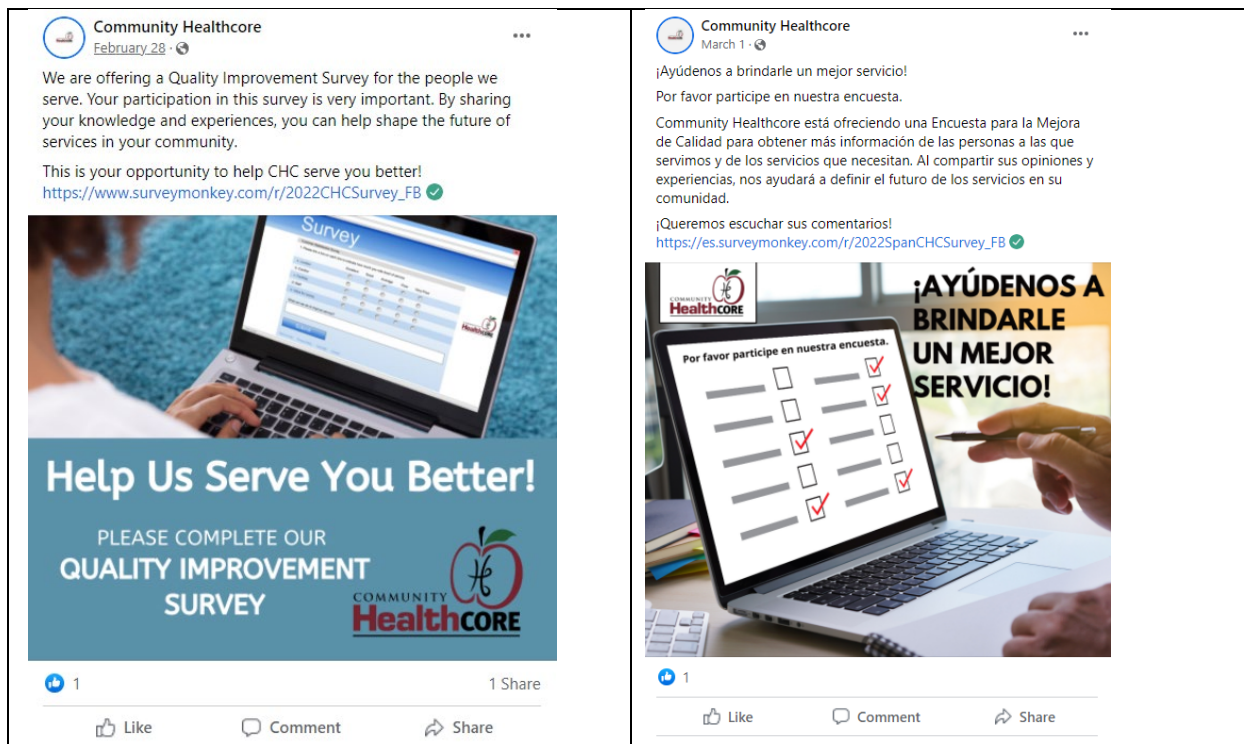
Survey Type	Direct Emails	Community Healthcore Website	Facebook	Instagram	LinkedIn	Text messages
Persons Served	✓	✓	✓	✓	✓	✓
Workforce	✓					
Community Partners	✓	✓	✓	✓	✓	

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

Exhibit 2 illustrates a sample of social media posts. The Persons Served Survey was promoted in English and Spanish.

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

Exhibit 2: Sample social media posts in English and Spanish



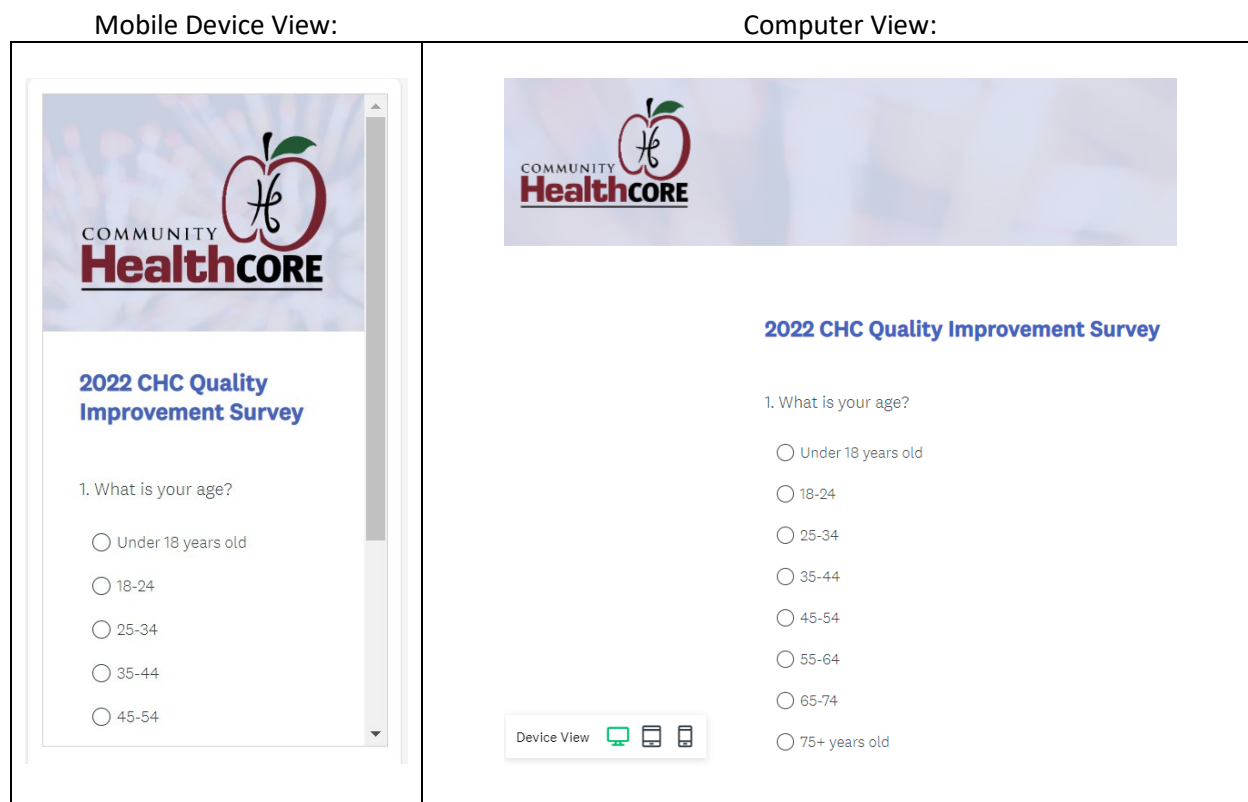
Outreach methods included the URL in QR codes so that a respondent could scan the QR code and launch the survey website. Exhibit 3 illustrates the QR code example.

Exhibit 3: Example QR code



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



Questionnaire Development

Questionnaire development began after receiving input from the Comprehensive Planning Advisory Community (CPAC) in October 2021. The CPAC expressed interest in adding COVID-19-related topics to the surveys. The research team engaged the Community Healthcore team (including members in Peer Services, Mental Health, Substance Use, and Intellectual and Developmental Disabilities) in an interactive process to revise the questionnaires.

Keeping respondent burden in mind, the team discussed which questions to keep and which to remove from the initial survey. Additionally, the team developed new items that would be relevant to the groups they led. For the Persons Served Survey, new questions were added to capture information about the effect of COVID-19 (for instance, the use of telehealth services) on the experience of care. Similarly, questions were added to explore the needs and barriers experienced by those receiving services from Community Healthcore. The team leveraged validated data collection instruments, such as the Center for Mental Health Services (CMHS)

National Outcome Measures (NOMs) questionnaires, to develop new items for the Persons Served Survey.

An important enhancement in this year's questionnaire development was the inclusion of equivalent items across surveys (Persons Served, Workforce, and Community Partners). This supported assessment of the perceived barriers to healthcare from three audience perspectives.

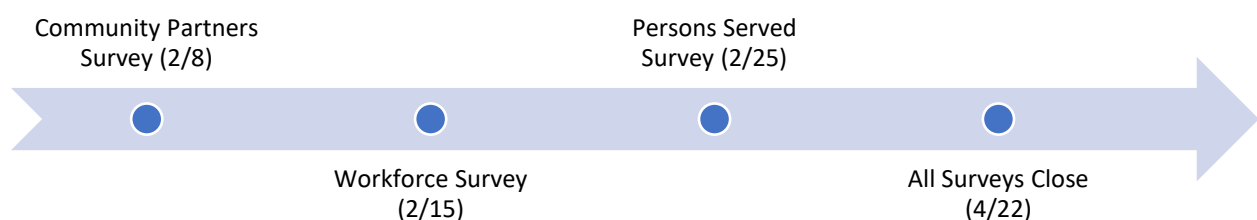
For the Workforce Survey, the team developed items to gather input that could be used for recruitment to address staffing shortages resulting from the pandemic. New questions included items to understand the kind of employment benefits the organization could offer to attract well-qualified, diverse staff. For the Community Partners Survey, the team added questions to gauge interest in participation in a focus group session.

The questions for each survey are listed in the Survey Summaries section. New items are asterisked.

Timeline

The survey start dates were staggered in February so that data collection could begin as each questionnaire was approved and finalized with Community Healthcore. Treating each survey independently avoided inefficiencies in fielding that would be associated with holding all surveys until they were all finalized. All surveys were closed on April 22. Exhibit 5 illustrates the timeline for survey data collection.

Exhibit 5: Timeline



Overall response (English)

There were **845** survey responses collected in total **844** were in English, and **1** was in Spanish.

Exhibit 6 (next page) summarizes the total number of English responses by survey type.

The average time spent by respondents is summarized in Exhibit 7 (next page). The Persons Served Survey was the longest of the three surveys and contained 47 questions. The Workforce Survey contained 33 questions and the Community Partners Survey consisted of 23 questions.

Exhibit 6: Responses by survey type (English)

Survey	Responses
Persons Served	389
Workforce	320
Community Partners	135
Total	844

Exhibit 7: Average time spent by survey type

Survey	Average time spent
Persons Served	8m:53s
Workforce	6m:53s
Community Partners	7m:23s

Response by Outreach

The surveys were promoted in a variety of outreach modes, including the Community Healthcore website, social media (for instance, Facebook, LinkedIn, and Instagram), and direct email invitations. Exhibit 8 summarizes responses by outreach mode for each survey type. Outreach via text messages yielded the greatest number of responses (194) to the Persons Served Survey. For the Community Partners Survey, outreach through direct emails to subscribers resulted in 91 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. To address phishing concerns, Community Healthcore sent Center-wide messages assuring employees of the legitimacy of the survey invitation prior to distributing the Workforce Survey.

Exhibit 8: Responses by outreach mode

Outreach Mode	Persons Served Survey (English)	Persons Served Survey (Spanish)	Workforce Survey	Community Partners	Total
Text message	194				194
Community Healthcore Website	6	1		39	46
Facebook	11			3	14
Instagram				1	1
LinkedIn				1	1
Direct emails to CHC Master list	117		320	91	528
Direct Emails to IDD list	45				45
ICF location 1	12				12
ICF location 2	4				4
Total	389	1	320	135	845

This year's follow-up strategy for the Persons Served Survey included text messages to those who did not respond to the email invitation, as well as text messages to individuals with invalid

email addresses (bounced emails). This approach accounts for 11.3% of the total responses received by text message (22 out of the 194), summarized in Exhibit 9.

Exhibit 9: Text Message Responses

Text Message Type	Completions
Text message, non-master list	172
Text message master list nonrespondents	20
Text message master list bounced emails	2
Total	194

This iteration of the Needs Assessment did not include outreach via printed flyers. In the initial year of the Needs Assessment, there were flyers printed with QR codes for the survey in English and Spanish. Printed outreach may be an area of opportunity for the future. This iteration of the Needs Assessment focused on text message outreach, which yielded more responses than other modes of outreach.

Overall Response Rates by Survey Type

Community Healthcore provided a list of **2,063 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. **162** individuals from the list that Community Healthcore provided responded to the Persons Served Survey, for an overall response rate of 7.9%.

For the Workforce Survey, Community Healthcore provided a list of **470 Community Healthcore employees**. **320** individuals responded for an overall response rate of 68.1%

For the Community Partners, Community Healthcore provided a list of **443 Community Partners**. **91** individuals on the list completed the survey with an overall response of 20.5%.

Exhibit 10 summarizes the response rate by survey type.

Exhibit 10: Response Rate by Survey Type

Survey	Completed	Partial	Total Responses	List	Overall Response Rate
Persons Served	135	27	162	2,063	7.9%
Workforce	306	14	320	470	68.1%
Community Partners	73	18	91	443	20.5%

Response Rate by County

Participation by county could be calculated for the lists that included county information (Persons Served and Workforce Survey). Community Partners lists did not include county information.

Persons Served Survey

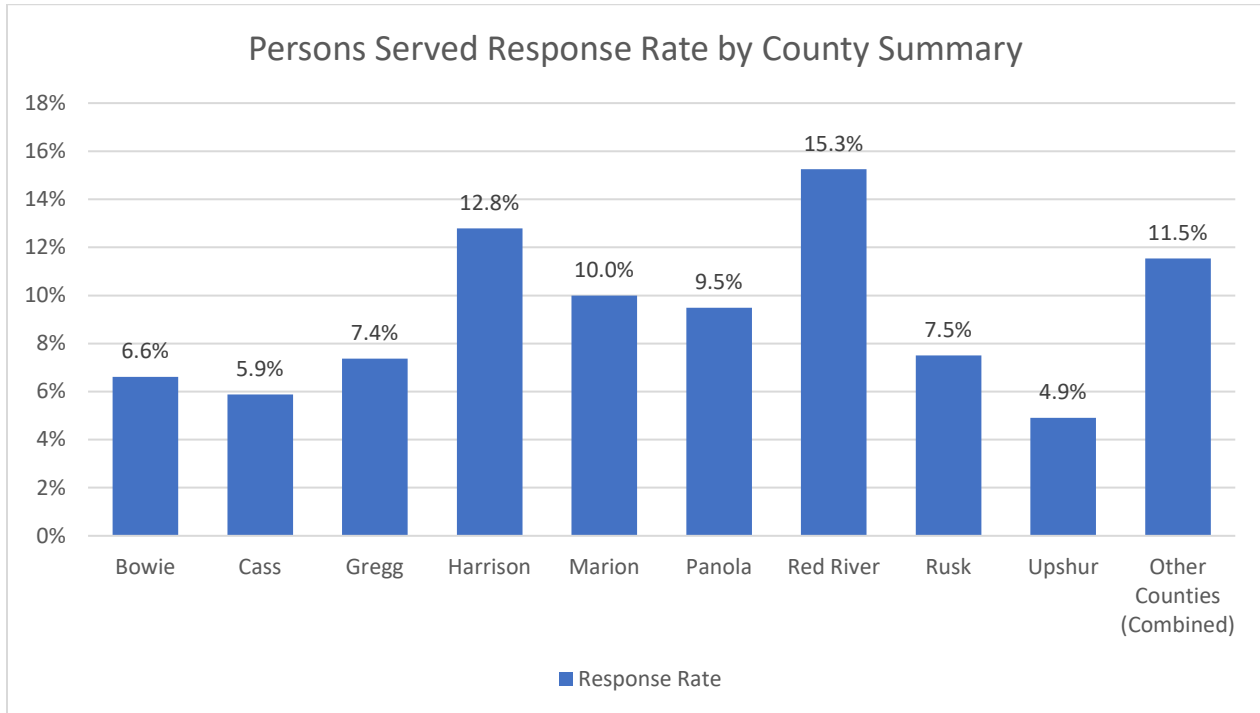
Exhibit 11 and Exhibit 12 summarize the response by county for the list.

Exhibit 11: Response by county—Persons Served

County	Community Healthcare Provided List	Responses	%
Anderson	3	0	0.0%
Angelina	2	0	0.0%
Bowie	378	25	6.6%
Camp	7	1	14.3%
Cass	136	8	5.9%
Cherokee	3	0	0.0%
Collin	1	0	0.0%
Deaf Smith	1	0	0.0%
Delta	1	0	0.0%
Franklin	3	0	0.0%
Galveston	1	0	0.0%
Gregg	692	51	7.4%
Harrison	172	22	12.8%
Henderson	7	1	14.3%
Hopkins	2	2	100.0%
Houston	4	2	50.0%
Lamar	3	1	33.3%
Marion	20	2	10.0%
Mason	1	0	0.0%
Morris	5	1	20.0%
Nacogdoches	9	1	11.1%
Orange	1	0	0.0%
Panola	137	13	9.5%
Rains	1	0	0.0%
Red River	59	9	15.3%
Rusk	80	6	7.5%
San Augustine	1	0	0.0%
Shelby	5	0	0.0%
Smith	29	3	10.3%
Tarrant	1	0	0.0%
Trinity	2	0	0.0%

County	Community Healthcore Provided List	Responses	%
Upshur	285	14	4.9%
Van Zandt	2	0	0.0%
Wood	9	0	0.0%
Grand Total	2063	162	7.9%

Exhibit 12: Responses by County



Workforce Survey

Community Healthcore provided a list of **470 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 68.1%. Exhibit 13 summarizes the response by county.

Exhibit 13: Response by county—Workforce

County Served	Community Healthcore Provided List	Responses	%
Bowie	71	47	66.2%
Cass	32	14	43.8%
Gregg	328	229	69.8%
Harrison	8	4	50.0%

County Served	Community Healthcore Provided List	Responses	%
Panola	5	5	100.0%
Red River	2	2	100.0%
Rusk	3	3	100.0%
Smith	20	15	75.0%
Upshur	1	1	100.0%
Grand Total	470	320	68.1%

Qualitative Interviews

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.” Sessions were held individually and lasted 30 minutes. 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 with the services they have received. The services ranged from intellectual & developmental disabilities (IDD), substance use disorder (SUD), mental health (adult and child), and Veterans services.

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

Nine key informant interviews were held remotely by telephone. Individual interviews were audio-recorded and lasted 30 minutes. Sessions were held throughout the month of March 2022. Exhibit 14 summarizes the geography and the type of services each participant referenced.

Exhibit 14: Key Informant Interviews--Participants

ID#	Key Informant Interview Date	County	Services Received
Respondent 1	3/8/2022	Gregg	Veterans services-housing subsidy
Respondent 2	3/11/2022	Rusk	Psychiatry and therapeutic services
Respondent 3	3/11/2022	Harrison	Speech therapy for child
Respondent 4	3/14/2022	Marion	Counseling and group therapy

ID#	Key Informant Interview Date	County	Services Received
Respondent 5	3/15/2022	Gregg	Early childhood services, Community Living & Support (CLASS), Home and Community Based Services (HCBS)
Respondent 6	3/16/2022	Cass	Counseling and prescriptions
Respondent 7	3/22/2022	Gregg	Counseling and chemical dependency counseling
Respondent 8	3/22/2022	Bowie	Job recovery, mental health
Respondent 9	3/22/2022	Gregg	Intellectual and Developmental Disabilities

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 group topics. They explored three key areas, summarized in Exhibit 15.

Exhibit 15: Key Informant Interviews--Discussion topics

Area	Sample questions
Current state	<p>What has your experience with Community Healthcore been like?</p> <p>How long have you been receiving services? What county are you in?</p> <p>What kind of services do you receive? How satisfied are you with the services you've received?</p> <p>How has the COVID-19 pandemic affected your experience receiving services from Community Healthcore?</p>
Positive aspects	<p>What do you value most about your experience with Community Healthcore?</p> <p>What is the highlight of your experience with Community Healthcore?</p> <p>What do they get right? What would you like Community Healthcore to retain?</p>
Opportunities for enhancements (services, needs, barriers)	<p>What is an area where you would like to see change? What would you like to see done differently?</p> <p>Ideas for additional services/offerings?</p> <p>How would you describe the most significant barrier that prevents people in your area from getting the healthcare they need?</p> <p>Any issues with the availability of appointments?</p> <p>Any issues with the consistency of staff? If you have a complaint, who do talk to?</p> <p>Any final comments? What would you like Community Healthcore to know?</p>

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. The focus groups lasted one hour and were held remotely using video conference software (Zoom).

Like the key informant interviews, focus group sessions were recorded and 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 in March and April 2022.

About the Participants

Participants for the focus groups were recruited using the Community Partners Survey. The final questions in the survey gauged interest in focus group participation as well as collaboration with Community Healthcore. Those who expressed interest in participating in a focus group were invited to a session. Additionally, Community Healthcore completed targeted outreach to invite specific organizations that have previously partnered with Community Healthcore. Exhibit 16 Exhibit 16 summarizes the geographic diversity of the participants in each session. Some participants had experience in multiple counties.

Exhibit 16: Focus group participants

ID#	Focus Group Date	County Participant Identified During Introductions
Participant 1	3/15/2022	Harrison
Participant 2	3/17/2022	Harrison
Participant 3	3/22/2022	Gregg, Rusk, Smith
Participant 4	3/22/2022	Gregg, Harrison, Smith
Participant 5	3/22/2022	Bowie, Gregg, Harrison, Upshur
Participant 6	4/15/2022	Harrison
Participant 7	4/15/2022	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 exploring enhancements in the future. Exhibit 17 summarizes the discussion topics covered in each session.

Exhibit 17: 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? How has the COVID-19 pandemic affected your community? Your experience with 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?
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?

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 the 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 capabilities³. Data on Social Explorer is available at the national, state, county, and census-tract levels.

² Social Explorer; U.S. Census Bureau; 2020 ACS 1-year and 2016-2020 ACS 5-year Data Releases : Technical Documentation.

³ Social Explorer, www.socialexplorer.com

We present the 2020 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:

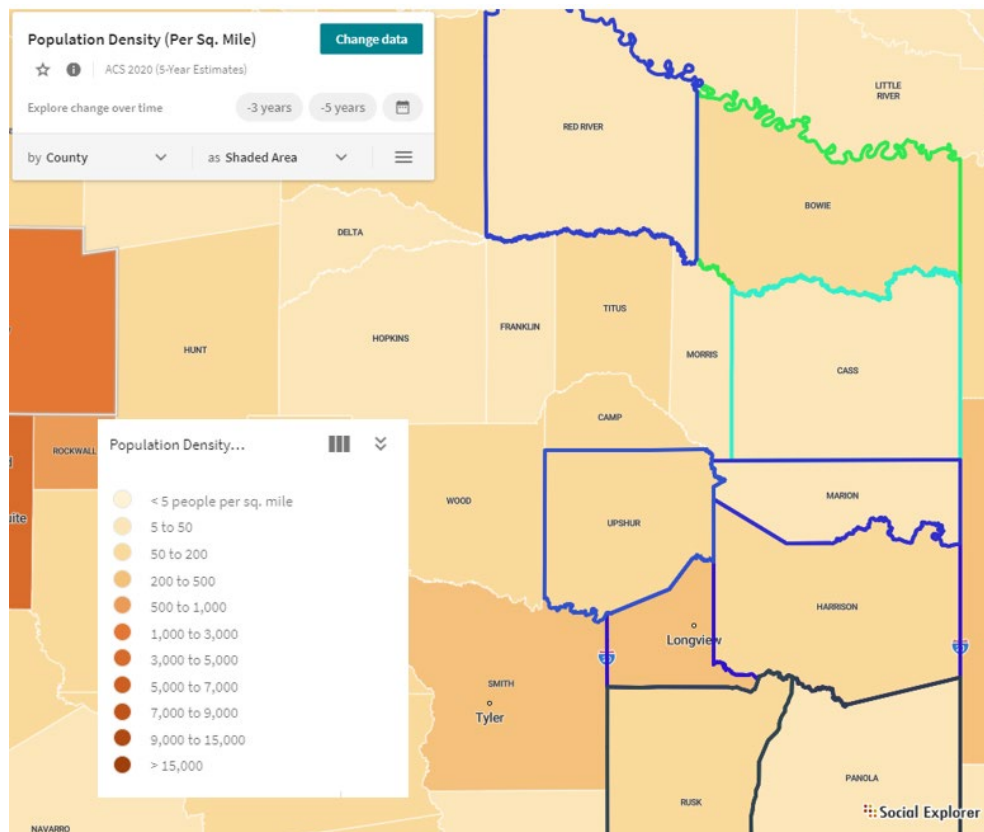
- Population
- Gender
- Age
- Race
- Hispanic Origin
- Language
- Education
- Unemployment
- Income
- Insurance coverage
- Veteran status

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 11.6 people per square mile, while Gregg county has 452.2 people per square mile. Exhibit 18 and Exhibit 19 summarize the population and population density for the nine counties in map and table format.

Exhibit 18: Population density map



Population and Population Density

Exhibit 19: Population density table

County	Total Population	Area (land) Sq. mile	Population Density (per Sq. mile)
Bowie	93,622	884.93	105.8
Cass	30,002	936.95	32.0
Gregg	123,633	273.38	452.2
Harrison	66,547	900.06	73.9
Marion	9,987	380.90	26.2
Panola	23,186	811.36	28.6
Red River	12,115	1,043.90	11.6
Rusk	53,988	924.20	58.4
Upshur	41,386	582.98	71.0
TOTAL	454,466	6,738.65	67.4

Gender

Exhibit 20 summarizes the gender distribution for the nine counties Community Healthcore serves. For all counties combined, the gender of the population is roughly evenly split (49.5% male, 50.5% female). Rusk county has a slightly higher percentage of males in the population (53.4%).

Exhibit 20: Gender

Gender	Male	Female	Total
Bowie	47,251	46,371	93,622
	50.5%	49.5%	
Cass	14,284	15,718	30,002
	47.6%	52.4%	
Gregg	60,092	63,541	123,633
	48.6%	51.4%	
Harrison	32,253	34,294	66,547
	48.5%	51.5%	
Marion	4,828	5,159	9,987
	48.3%	51.7%	
Panola	11,361	11,825	23,186
	49.0%	51.0%	
Red River	5,730	6,385	12,115
	47.3%	52.7%	
Rusk	28,816	25,172	53,988
	53.4%	46.6%	
Upshur	20,363	21,023	41,386
	49.2%	50.8%	
TOTAL	224,978	229,488	454,466
	49.5%	50.5%	

Age

Exhibit 21 and Exhibit 22 summarize the age distribution for the region. 6.3% of the total population in the nine counties is under 5 years old and 10.1% is 65 to 74 years old.

Exhibit 21: 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	93,622	5,965	5,905	6,515	3,766	7,896	12,572
		6.4%	6.3%	7.0%	4.0%	8.4%	13.4%
Cass	30,002	1,713	1,867	1,932	1,206	2,324	2,945
		5.7%	6.2%	6.4%	4.0%	7.8%	9.8%
Gregg	123,633	8,959	8,912	8,958	5,048	11,561	17,090
		7.3%	7.2%	7.3%	4.1%	9.4%	13.8%
Harrison	66,547	4,170	4,491	5,137	2,960	5,509	7,998
		6.3%	6.8%	7.7%	4.5%	8.3%	12.0%
Marion	9,987	474	592	451	296	751	797
		4.8%	5.9%	4.5%	3.0%	7.5%	8.0%
Panola	23,186	1,353	1,280	1,791	966	2,061	2,771
		5.8%	5.5%	7.7%	4.2%	8.9%	12.0%
Red River	12,115	653	464	866	425	729	1,161
		5.4%	3.8%	7.2%	3.5%	6.0%	9.6%
Rusk	53,988	3,027	3,517	3,400	2,073	4,819	7,184
		5.6%	6.5%	6.3%	3.8%	8.9%	13.3%
Upshur	41,386	2,346	3,173	2,628	1,755	3,351	4,524
		5.7%	7.7%	6.4%	4.2%	8.1%	10.9%
TOTAL	454,466	28,660	30,201	31,678	18,495	39,001	57,042
		6.3%	6.7%	7.0%	4.1%	8.6%	12.6%

Exhibit 22: 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	93,622	12,293	11,469	11,606	8,993	4,727	1,915
		13.1%	12.3%	12.4%	9.6%	5.1%	2.1%
Cass	30,002	3,219	3,811	4,286	3,730	2,221	748
		10.7%	12.7%	14.3%	12.4%	7.4%	2.5%
Gregg	123,633	14,874	14,196	14,988	10,719	5,635	2,693
		12.0%	11.5%	12.1%	8.7%	4.6%	2.2%
Harrison	66,547	8,150	8,063	8,801	6,847	3,091	1,330
		12.3%	12.1%	13.2%	10.3%	4.6%	2.0%
Marion	9,987	1,160	1,110	1,737	1,572	849	198
		11.6%	11.1%	17.4%	15.7%	8.5%	2.0%
Panola	23,186	2,715	2,644	3,178	2,544	1,414	469
		11.7%	11.4%	13.7%	11.0%	6.1%	2.0%
Red River	12,115	1,454	1,513	1,784	1,731	1,105	230
		12.0%	12.5%	14.7%	14.3%	9.1%	1.9%
Rusk	53,988	7,366	6,618	6,957	5,194	2,678	1,155

	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
		13.6%	12.3%	12.9%	9.6%	5.0%	2.1%
Upshur	41,386	4,865	5,123	6,087	4,414	2,426	694
		11.8%	12.4%	14.7%	10.7%	5.9%	1.7%
TOTAL	454,466	56,096	54,547	59,424	45,744	24,146	9,432
		12.3%	12.0%	13.1%	10.1%	5.3%	2.1%

Race

Exhibit 23 summarizes the race in the region. The total population in the nine counties is predominantly White (73.6%) or Black/African Americans (19.0%).

Exhibit 23: Race

	Total Population	White Alone	Black or African American Alone	American Indian and Alaska Native Alone	Asian Alone	Native Hawaiian and Other Pacific Islanders Alone	Some Other Race Alone	Two or More Races
Bowie	93,622	63,778	23,278	753	1,130	39	1,760	2,884
		68.1%	24.9%	0.8%	1.2%	0.0%	1.9%	3.1%
Cass	30,002	23,376	5,183	51	172	0	386	834
		77.9%	17.3%	0.2%	0.6%	0.0%	1.3%	2.8%
Gregg	123,633	88,003	24,177	242	1,462	155	1,673	7,921
		71.2%	19.6%	0.2%	1.2%	0.1%	1.4%	6.4%
Harrison	66,547	47,633	13,781	229	541	23	1,663	2,677
		71.6%	20.7%	0.3%	0.8%	0.0%	2.5%	4.0%
Marion	9,987	7,204	2,259	21	28	40	252	183
		72.1%	22.6%	0.2%	0.3%	0.4%	2.5%	1.8%
Panola	23,186	18,560	3,748	32	126	0	257	463
		80.1%	16.2%	0.1%	0.5%	0.0%	1.1%	2.0%
Red River	12,115	9,475	1,942	216	11	0	202	269
		78.2%	16.0%	1.8%	0.1%	0.0%	1.7%	2.2%
Rusk	53,988	41,091	8,831	82	293	29	870	2,792
		76.1%	16.4%	0.2%	0.5%	0.1%	1.6%	5.2%
Upshur	41,386	35,201	3,340	155	165	0	1,070	1,455
		85.1%	8.1%	0.4%	0.4%	0.0%	2.6%	3.5%
TOTAL	454,466	334,321	86,539	1,781	3,928	286	8,133	19,478
		73.6%	19.0%	0.4%	0.9%	0.1%	1.8%	4.3%

Hispanic Origin

Exhibit 24 summarizes Hispanic or Latino origin. Among the total population in the nine counties, the majority identified as Not Hispanic or Latino (87.5%).

Exhibit 24: Hispanic or Latino Origin

	Total Population	Not Hispanic or Latino:	Hispanic or Latino:
Bowie	93,622	86,371	7,251
		92.3%	7.7%
Cass	30,002	28,593	1,409
		95.3%	4.7%
Gregg	123,633	100,279	23,354
		81.1%	18.9%
Harrison	66,547	57,710	8,837
		86.7%	13.3%
Marion	9,987	9,553	434
		95.7%	4.4%
Panola	23,186	21,132	2,054
		91.1%	8.9%
Red River	12,115	11,222	893
		92.6%	7.4%
Rusk	53,988	44,764	9,224
		82.9%	17.1%
Upshur	41,386	37,785	3,601
		91.3%	8.7%
TOTAL	454,466	397,409	57,057
		87.5%	12.6%

Hispanic or Latino Origin—Race detail

Exhibit 25 details race selections for those who identified as *Not* Hispanic or Latino.

Exhibit 25: Not Hispanic or Latino Origin-Race Detail

	Not Hispanic or Latino:	White Alone	Black or African American Alone	American Indian and Alaska Native Alone	Asian Alone	Native Hawaiian and Other Pacific Islanders Alone	Some Other Race Alone	Two or More Races
Bowie	86,371	59,229	23,156	699	1,081	16	75	2,115
	92.3%	63.3%	24.7%	0.8%	1.2%	0.0%	0.1%	2.3%
Cass	28,593	22,851	5,132	42	172	0	30	366
	95.3%	76.2%	17.1%	0.1%	0.6%	0.0%	0.1%	1.2%
Gregg	100,279	70,235	24,003	165	1,462	155	152	4,107
	81.1%	56.8%	19.4%	0.1%	1.2%	0.1%	0.1%	3.3%
Harrison	57,710	41,889	13,781	169	541	23	34	1,273
	86.7%	63.0%	20.7%	0.3%	0.8%	0.0%	0.1%	1.9%
Marion	9,553	7,072	2,259	21	28	40	0	133

	Not Hispanic or Latino:	White Alone	Black or African American Alone	American Indian and Alaska Native Alone	Asian Alone	Native Hawaiian and Other Pacific Islanders Alone	Some Other Race Alone	Two or More Races
	95.7%	70.8%	22.6%	0.2%	0.3%	0.4%	0.0%	1.3%
Panola	21,132	16,963	3,748	32	71	0	14	304
	91.1%	73.2%	16.2%	0.1%	0.3%	0.0%	0.1%	1.3%
Red River	11,222	8,891	1,942	123	11	0	19	236
	92.6%	73.4%	16.0%	1.0%	0.1%	0.0%	0.2%	2.0%
Rusk	44,764	34,140	8,807	68	293	29	27	1,400
	82.9%	63.2%	16.3%	0.1%	0.5%	0.1%	0.1%	2.6%
Upshur	37,785	33,113	3,307	155	165	0	163	882
	91.3%	80.0%	8.0%	0.4%	0.4%	0.0%	0.4%	2.1%
TOTAL	397,409	294,383	86,135	1,474	3,824	263	514	10,816
	87.5%	64.8%	19.0%	0.3%	0.8%	0.1%	0.1%	2.4%

Race among those who identified as Hispanic or Latino

Exhibit 26 details the race selections for those who did identify as Hispanic or Latino.

Exhibit 26: Hispanic or Latino Origin-Race Detail

	Hispanic or Latino:	White Alone	Black or African American Alone	American Indian and Alaska Native Alone	Asian Alone	Native Hawaiian and Other Pacific Islanders Alone	Some Other Race Alone	Two or More Races
Bowie	7,251	4,549	122	54	49	23	1,685	769
	7.7%	4.9%	0.1%	0.1%	0.1%	0.0%	1.8%	0.8%
Cass	1,409	525	51	9	0	0	356	468
	4.7%	1.8%	0.2%	0.0%	0.0%	0.0%	1.2%	1.6%
Gregg	23,354	17,768	174	77	0	0	1,521	3,814
	18.9%	14.4%	0.1%	0.1%	0.0%	0.0%	1.2%	3.1%
Harrison	8,837	5,744	0	60	0	0	1,629	1,404
	13.3%	8.6%	0.0%	0.1%	0.0%	0.0%	2.5%	2.1%
Marion	434	132	0	0	0	0	252	50
	4.4%	1.3%	0.0%	0.0%	0.0%	0.0%	2.5%	0.5%
Panola	2,054	1,597	0	0	55	0	243	159
	8.9%	6.9%	0.0%	0.0%	0.2%	0.0%	1.1%	0.7%
Red River	893	584	0	93	0	0	183	33
	7.4%	4.8%	0.0%	0.8%	0.0%	0.0%	1.5%	0.3%
Rusk	9,224	6,951	24	14	0	0	843	1,392
	17.1%	12.9%	0.0%	0.0%	0.0%	0.0%	1.6%	2.6%
Upshur	3,601	2,088	33	0	0	0	907	573
	8.7%	5.1%	0.1%	0.0%	0.0%	0.0%	2.2%	1.4%
TOTAL	57,057	39,938	404	307	104	23	7,619	8,662
	12.6%	8.8%	0.1%	0.1%	0.0%	0.0%	1.7%	1.9%

Language

Exhibit 27 summarizes the languages spoken at home by the population 5 and over. The estimates for the region reflect English (89.9%) and Spanish (8.9%) are the most prevalent languages spoken, accounting for 98.8% of the population 5 and over. Languages identified for the remaining 1.2% include: Other Indo-European Languages 0.3%, Tagalog (Incl. Filipino) 0.1%, Chinese (Inc. Mandarin) 0.1%.

Exhibit 27: 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	87,657	82,220	3,926	2,352	1,574
			93.8%	4.5%	2.7%	1.8%
	Std. Error	33.94	381.21	282.42	228.48	176.36
Cass	Estimate	28,289	26,992	941	731	210
			95.4%	3.3%	2.6%	0.7%
	Std. Error	36.36	165.45	122.42	109.09	58.18
Gregg	Estimate	114,674	95,153	17,487	10,876	6,611
			83.0%	15.3%	9.5%	5.8%
	Std. Error	70.91	630.91	553.94	520.00	367.88
Harrison	Estimate	62,377	56,969	4,968	2,895	2,073
			91.3%	8.0%	4.6%	3.3%
	Std. Error	30.30	388.48	389.09	313.33	155.76
Panola	Estimate	9,513	9,080	349	133	216
			95.5%	3.7%	1.4%	2.3%
	Std. Error	35.76	95.76	92.12	43.03	73.33
Red River	Estimate	21,833	20,430	1,295	839	456
			93.6%	5.9%	3.8%	2.1%
	Std. Error	9.09	175.76	167.88	121.82	93.33
Rusk	Estimate	11,462	11,095	319	173	146
			96.8%	2.8%	1.5%	1.3%
	Std. Error	75.76	87.88	54.55	50.30	40.00
Smith	Estimate	50,961	43,713	6,767	4,195	2,572
			85.8%	13.3%	8.2%	5.1%
	Std. Error	10.30	337.58	329.09	303.64	280.00
Upshur	Estimate	39,040	37,219	1,636	1,015	621
			95.3%	4.2%	2.6%	1.6%
	Std. Error	62.42	261.82	242.42	175.76	135.76
TOTAL	Estimate	425,806	382,871	37,688	23,209	14,479
			89.9%	8.9%	5.5%	3.4%
	Std. Error	138.05	974.03	870.40	757.40	552.50

Education

Exhibit 28 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 (32.7%).

Exhibit 28: 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	63,575	6,679	21,530	21,451	9,049	3,704	795	367
		10.5%	33.9%	33.7%	14.2%	5.8%	1.3%	0.6%
Cass	20,960	2,744	8,944	5,434	2,667	823	149	199
		13.1%	42.7%	25.9%	12.7%	3.9%	0.7%	1.0%
Gregg	80,195	12,351	22,429	28,443	11,908	3,781	928	355
		15.4%	28.0%	35.5%	14.9%	4.7%	1.2%	0.4%
Harrison	44,280	6,022	14,059	15,200	6,183	2,101	460	255
		13.6%	31.8%	34.3%	14.0%	4.7%	1.0%	0.6%
Marion	7,423	1,031	2,953	2,201	980	227	18	13
		13.9%	39.8%	29.7%	13.2%	3.1%	0.2%	0.2%
Panola	15,735	2,511	4,905	5,870	1,819	447	126	57
		16.0%	31.2%	37.3%	11.6%	2.8%	0.8%	0.4%
Red River	8,978	991	3,545	3,035	1,023	319	31	34
		11.0%	39.5%	33.8%	11.4%	3.6%	0.4%	0.4%
Rusk	37,152	6,457	11,963	12,807	3,858	1,792	144	131
		17.4%	32.2%	34.5%	10.4%	4.8%	0.4%	0.4%
Upshur	28,133	3,725	9,828	9,449	3,552	1,382	129	68
		13.2%	34.9%	33.6%	12.6%	4.9%	0.5%	0.2%
TOTAL	306,431	42,511	100,156	103,890	41,039	14,576	2,780	1,479
		13.9%	32.7%	33.9%	13.4%	4.8%	0.9%	0.5%

Unemployment

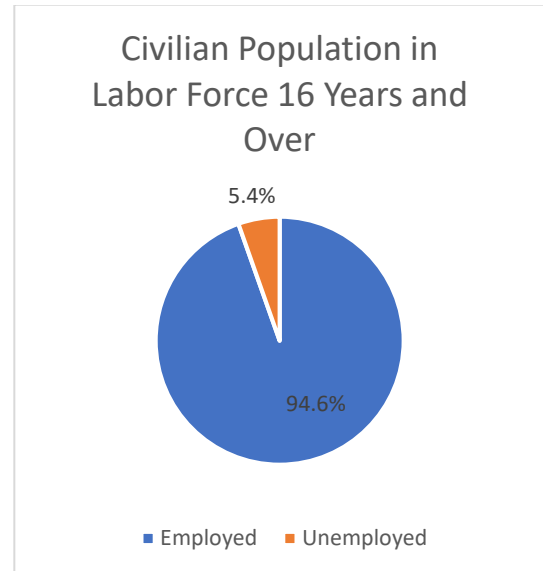
Exhibit 29 and Exhibit 30 illustrate the unemployment rate for the civilian population in the labor force 16 years and over. Although the overall unemployment rate for the nine counties is 5.4%, there are counties with substantially higher unemployment rates (for instance, Marion county has 10.9%).

Exhibit 29: Unemployment Rate for Civilian Population in Labor Force 16 Years and Over

	Civilian Population in Labor Force 16 Years and Over:	Employed	Unemployed
Bowie	39,812	37,897	1,915
		95.2%	4.8%
Cass	12,375	11,367	1,008

	Civilian Population in Labor Force 16 Years and Over:	Employed	Unemployed
		91.9%	8.2%
Gregg	57,865	55,502	2,363
		95.9%	4.1%
Harrison	30,142	28,314	1,828
		93.9%	6.1%
Marion	3,960	3,528	432
		89.1%	10.9%
Panola	9,623	9,346	277
		97.1%	2.9%
Red River	5,151	4,886	265
		94.9%	5.1%
Rusk	23,604	21,871	1,733
		92.7%	7.3%
Upshur	18,214	17,130	1,084
		94.1%	6.0%
TOTAL	200,746	189,841	10,905
		94.6%	5.4%

Exhibit 30: Civilian Population in the Labor Force Chart



Income

Exhibit 31, Exhibit 32, and Exhibit 33 summarize household income in the area for 2018 and 2020. Although the average household income increased overall (6.7%), the average household income in Marion County decreased by 7.2%. Similarly, median income increased overall (6.4%) but decreased in Red River by 2.2%.

Exhibit 31: Average and Median household income (In 2018 Inflation-Adjusted Dollars)

	2018 Average Household Income	2020 Average Household Income	% Change	2018 Median Household Income	2020 Median Household Income	% Change
Bowie	\$67,304	\$72,639	7.9%	\$47,505	\$51,796	9.0%
Cass	\$56,515	\$62,065	9.8%	\$45,345	\$47,539	4.8%
Gregg	\$67,886	\$73,022	7.6%	\$49,287	\$52,027	5.6%
Harrison	\$68,884	\$71,393	3.6%	\$51,202	\$54,234	5.9%
Marion	\$60,527	\$56,147	-7.2%	\$37,283	\$39,093	4.9%
Panola	\$67,548	\$68,947	2.1%	\$51,569	\$51,297	-0.5%
Red River	\$50,123	\$52,872	5.5%	\$37,955	\$37,135	-2.2%
Rusk	\$68,838	\$74,851	8.7%	\$52,329	\$56,223	7.4%
Upshur	\$66,328	\$71,874	8.4%	\$50,906	\$54,330	6.7%
TOTAL	\$66,302	\$70,735	6.7%	\$48,623	\$51,740	6.4%

Exhibit 32: Average and median household income, chart

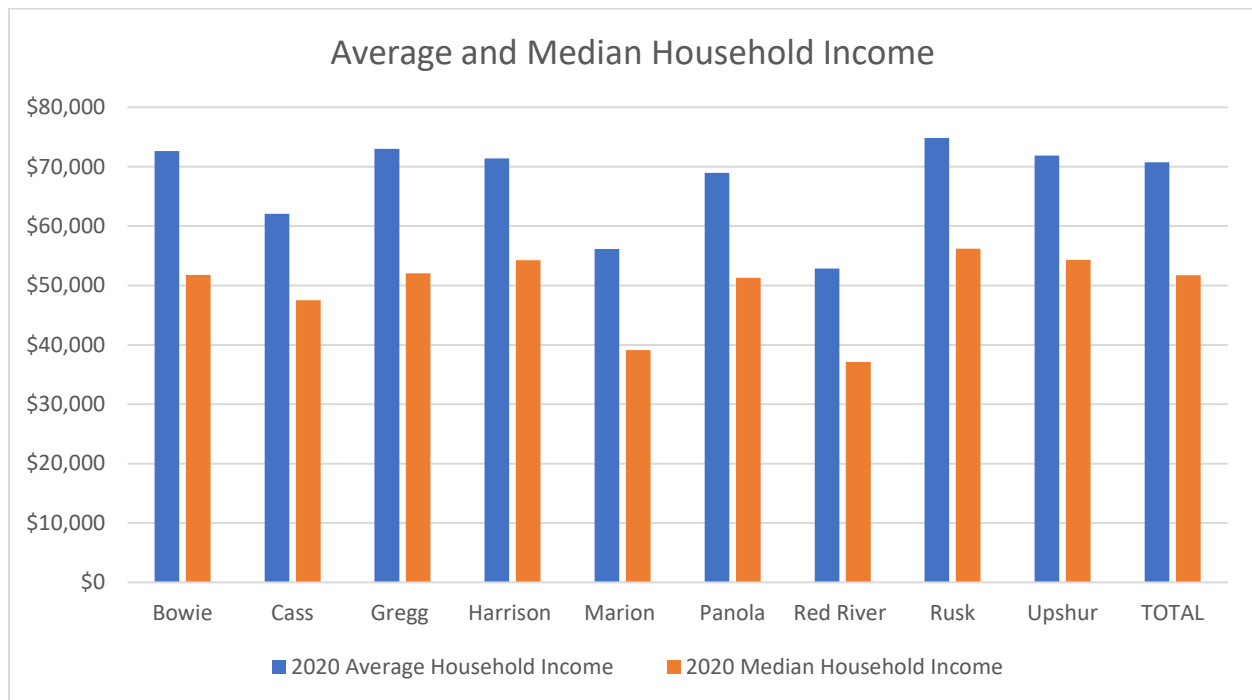


Exhibit 33: Household Income (In 2018 Inflation-Adjusted Dollars) (Collapsed Version)

	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	34,283	8,936	7,590	6,030	4,262	7,465
		26.1%	22.1%	17.6%	12.4%	21.8%
Cass	11,962	3,274	3,024	2,282	1,319	2,063
		27.4%	25.3%	19.1%	11.0%	17.3%
Gregg	46,174	10,154	11,935	8,815	5,169	10,101
		22.0%	25.9%	19.1%	11.2%	21.9%
Harrison	23,841	5,447	5,292	4,655	3,617	4,830
		22.9%	22.2%	19.5%	15.2%	20.3%
Marion	4,535	1,426	1,468	670	412	559
		31.4%	32.4%	14.8%	9.1%	12.3%
Panola	8,662	2,299	1,936	1,605	956	1,866
		26.5%	22.4%	18.5%	11.0%	21.5%
Red River	5,143	1,539	1,595	854	362	793
		29.9%	31.0%	16.6%	7.0%	15.4%
Rusk	18,056	3,489	4,665	3,511	2,449	3,942
		19.3%	25.8%	19.5%	13.6%	21.8%
Upshur	14,392	3,273	3,345	2,614	1,666	3,494
		22.7%	23.2%	18.2%	11.6%	24.3%

	Households:	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 or More
TOTAL	167,048	39,837	40,850	31,036	20,212	35,113
		23.9%	24.5%	18.6%	12.1%	21.0%

Health Insurance

Exhibit 34 summarizes health insurance coverage in the area. 15.6% of the total population in the area has no health insurance coverage.

Exhibit 34: Health insurance coverage

	Total	No Health Insurance coverage	With Health Insurance Coverage:	Public Health Coverage	Private Health Insurance
Bowie	87,899	11,960	75,939	31,679	55,465
		13.6%	86.4%	36.0%	63.1%
Cass	29,639	4,026	25,613	11,897	18,417
		13.6%	86.4%	40.1%	62.1%
Gregg	121,357	21,555	99,802	41,420	71,355
		17.8%	82.2%	34.1%	58.8%
Harrison	65,816	10,243	55,573	23,648	39,670
		15.6%	84.4%	35.9%	60.3%
Marion	9,867	988	8,879	4,664	6,031
		10.0%	90.0%	47.3%	61.1%
Panola	22,965	3,749	19,216	9,191	12,736
		16.3%	83.7%	40.0%	55.5%
Red River	11,922	1,735	10,187	5,366	6,735
		14.6%	85.5%	45.0%	56.5%
Rusk	49,209	8,236	40,973	16,823	30,004
		16.7%	83.3%	34.2%	61.0%
Upshur	40,887	6,185	34,702	14,760	24,910
		15.1%	84.9%	36.1%	60.9%
TOTAL	439,561	68,677	370,884	159,448	265,323
		15.6%	84.4%	36.3%	60.4%

Veterans

Exhibit 35 summarizes the veteran status of the civilian population and their age. The total veteran population for the region is 8.5%. There are more Veterans in Marion county (11.1%).

Exhibit 35: 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	71,455	7,022	3,625	3,397	64,433	52,195	12,238
		9.8%	5.1%	4.8%	90.2%	73.1%	17.1%
Cass	23,283	2,535	1,105	1,430	20,748	15,479	5,269

	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
		10.9%	4.8%	6.1%	89.1%	66.5%	22.6%
Gregg	91,683	6,842	3,014	3,828	84,841	69,622	15,219
		7.5%	3.3%	4.2%	92.5%	75.9%	16.6%
Harrison	49,768	4,339	2,233	2,106	45,429	36,267	9,162
		8.7%	4.5%	4.2%	91.3%	72.9%	18.4%
Marion	8,159	908	429	479	7,251	5,111	2,140
		11.1%	5.3%	5.9%	88.9%	62.6%	26.2%
Panola	17,790	1,505	668	837	16,285	12,695	3,590
		8.5%	3.8%	4.7%	91.5%	71.4%	20.2%
Red River	9,707	624	251	373	9,083	6,390	2,693
		6.4%	2.6%	3.8%	93.6%	65.8%	27.7%
Rusk	41,938	2,985	1,313	1,672	38,953	31,598	7,355
		7.1%	3.1%	4.0%	92.9%	75.3%	17.5%
Upshur	31,484	2,620	1,136	1,484	28,864	22,814	6,050
		8.3%	3.6%	4.7%	91.7%	72.5%	19.2%
TOTAL	345,267	29,380	13,774	15,606	315,887	252,171	63,716
		8.5%	4.0%	4.5%	91.5%	73.0%	18.5%

Poverty

Exhibit 36 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. 38% of the total population in the area is identified as poor or struggling. In Marion County, the rate is higher (44.9%).

Exhibit 36: 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	87,779	32,167	55,612
		36.7%	63.4%
Cass	29,585	11,595	17,990
		39.2%	60.8%
Gregg	119,811	48,645	71,166
		40.6%	59.4%
Harrison	64,746	23,965	40,781
		37.0%	63.0%
Marion	9,882	4,437	5,445
		44.9%	55.1%
Panola	22,653	9,164	13,489
		40.5%	59.6%
Red River	11,917	4,906	7,011
		41.2%	58.8%
Rusk	48,907	16,769	32,138
		34.3%	65.7%

	Population for Whom Poverty Status Is Determined:	Under 2.00 (Poor or Struggling)	2.00 and Over (Doing Ok)
Upshur	40,849	14,174	26,675
		34.7%	65.3%
TOTAL	436,129	165,822	270,307
		38.0%	62.0%

De-Identified Data Community Healthcore Service Data

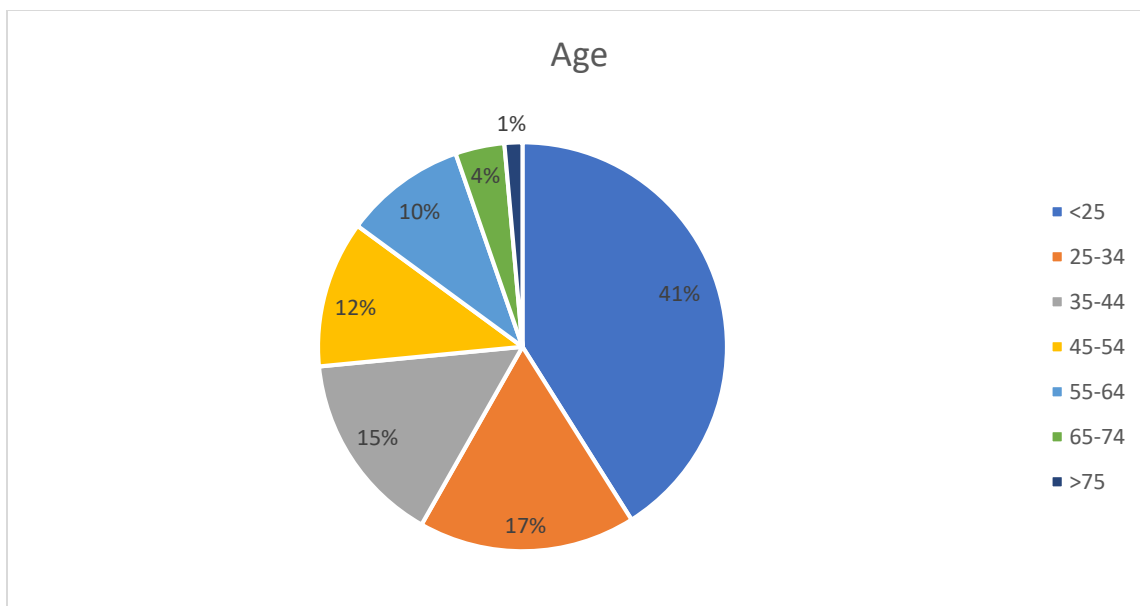
Community Healthcore provided information about individuals who received services between May 1, 2021, and April 30, 2022. The list focused on individuals who received their most recent service in the time period. The list was de-identified to protect the identity of the people receiving services. A total of **14,185** individuals received services in that period. The following tables summarize their demographics:

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

Age

Exhibit 37: Center Data, Age

Age	Individuals	%
<25	5,822	41.0%
25-34	2,436	17.2%
35-44	2,163	15.2%
45-54	1,646	11.6%
55-64	1,366	9.6%
65-74	551	3.9%
>75	201	1.4%
Grand Total	14,185	100.0%



Gender

Exhibit 38: Center Data, Gender

Gender	Individuals	%
Female	7,027	49.5%
Male	7,093	50.0%
Unknown	65	0.5%
Grand Total	14,185	100.0%

Education

Exhibit 39: Center Data, Education

Grade level	Individuals	%
01st Grade	1	0.0%
02nd Grade	1	0.0%
03rd Grade	2	0.0%
05th Grade	1	0.0%
06th Grade	2	0.0%
08th Grade	1	0.0%
09th Grade	1	0.0%
11th Grade	1	0.0%
12th Grade	5	0.0%
Assoc. Degree	281	2.0%
Bach Degree	199	1.4%
GED	842	5.9%
Grad Degree	59	0.4%
Graduate Sch	12	0.1%
HS Grad	2,860	20.2%
Kindergarten	1	0.0%
No HS Diploma Earned	4,961	35.0%
None	1,327	9.4%
Some College	1,433	10.1%
Tech School	209	1.5%
Unknown	1,159	8.2%
(blank)	827	5.8%
Grand Total	14,185	100.0%

Marital Status

Exhibit 40: Center Data, Marital Status

Marital status	Individuals	%
Divorced	1,486	10.5%
Married	1,173	8.3%
Never Married	8,981	63.3%
Separated	604	4.3%
Unknown/NA	809	5.7%
Widowed	312	2.2%
(blank)	820	5.8%
Grand Total	14,185	100.0%

Employment

Exhibit 41: Center Data, Employment Status

Employment status	Individuals	%
Employed - Full time	1,399	9.9%
Employed - Part Time	409	2.9%
Full-Student	3,295	23.2%
None	7,268	51.2%
Part-Student	29	0.2%
Trans/Sheltered Employment	18	0.1%
Unemployed but wants to work	879	6.2%
(blank)	888	6.3%
Grand Total	14,185	100.0%

County of Residence

Exhibit 42: Center Data, County of Residence

County	Individuals	%
ANDERSON COUNTY	42	0.3%
ANGELINA COUNTY	7	0.0%
ARANSAS COUNTY	2	0.0%
BASTROP COUNTY	1	0.0%
BELL COUNTY	1	0.0%
BEXAR COUNTY	1	0.0%
BORDEN COUNTY	1	0.0%
BOWIE COUNTY	2,567	18.1%
BRAZORIA COUNTY	1	0.0%
BRAZOS COUNTY	1	0.0%
CAMP COUNTY	29	0.2%

County	Individuals	%
CASS COUNTY	767	5.4%
CHEROKEE COUNTY	37	0.3%
COLLIN COUNTY	3	0.0%
COOKE COUNTY	1	0.0%
DALLAS COUNTY	17	0.1%
DELTA COUNTY	1	0.0%
DENTON COUNTY	2	0.0%
EL PASO COUNTY	1	0.0%
FALLS COUNTY	1	0.0%
FRANKLIN COUNTY	7	0.0%
FREESTONE COUNTY	2	0.0%
GALVESTON COUNTY	2	0.0%
GOLIAD COUNTY	1	0.0%
GRAYSON COUNTY	1	0.0%
GREGG COUNTY	4,852	34.2%
HARDIN COUNTY	2	0.0%
HARRIS COUNTY	7	0.0%
HARRISON COUNTY	1,411	9.9%
HENDERSON COUNTY	102	0.7%
HOPKINS COUNTY	8	0.1%
HOUSTON COUNTY	6	0.0%
HUNT COUNTY	3	0.0%
KAUFMAN COUNTY	13	0.1%
LAMAR COUNTY	12	0.1%
LIBERTY COUNTY	2	0.0%
LIMESTONE COUNTY	2	0.0%
MARION COUNTY	253	1.8%
MATAGORDA COUNTY	1	0.0%
MCLENNEAN COUNTY	3	0.0%
MONTGOMERY COUNTY	2	0.0%
MORRIS COUNTY	68	0.5%
NACOGDOCHES COUNTY	17	0.1%
NAVARRO COUNTY	1	0.0%
PANOLA COUNTY	509	3.6%
POLK COUNTY	1	0.0%
RAINS COUNTY	20	0.1%
RED RIVER COUNTY	287	2.0%
RUSK COUNTY	864	6.1%
SAN AUGUSTINE COUNTY	2	0.0%
SHELBY COUNTY	7	0.0%
SMITH COUNTY	329	2.3%
TARRANT COUNTY	3	0.0%

County	Individuals	%
TAYLOR COUNTY	1	0.0%
TITUS COUNTY	39	0.3%
TRAVIS COUNTY	5	0.0%
TRINITY COUNTY	3	0.0%
UNKNOWN	3	0.0%
UPSHUR COUNTY	916	6.5%
VAN ZANDT COUNTY	32	0.2%
VICTORIA COUNTY	1	0.0%
WASHINGTON COUNTY	1	0.0%
WICHITA COUNTY	1	0.0%
WILLIAMSON COUNTY	1	0.0%
WOOD COUNTY	99	0.7%
(blank)	800	5.6%
Grand Total	14,185	100.0%

County of Service

Exhibit 43: Center Data, County of Service

County	Individuals	%
Bowie	1,576	11.1%
Cass	201	1.4%
Gregg	7,845	55.3%
Harrison	453	3.2%
Panola	221	1.6%
Red River	92	0.6%
Rusk	353	2.5%
Upshur	333	2.3%
(blank)	3,111	21.9%
Grand Total	14,185	100.0%

County Profiles (Center Data by County of Residence)

In the next section, we present Center data grouped by county of residence. As in the prior section, the information is for individuals who received services between May 1, 2021, and April 30, 2022.

Bowie County

2,567 residents of Bowie County served

Age	Individuals	%
<25	943	36.7%
25-34	497	19.4%
35-44	418	16.3%
45-54	327	12.7%
55-64	256	10.0%
65-74	91	3.5%
>75	35	1.4%
Grand Total	2,567	100.0%

Gender	Individuals	%
Female	1,338	52.1%
Male	1,229	47.9%
Grand Total	2,567	100.0%

Education	Individuals	%
01st Grade	1	0.0%
06th Grade	1	0.0%
11th Grade	1	0.0%
12th Grade	4	0.2%
Assoc. Degree	43	1.7%
Bach Degree	40	1.6%
GED	151	5.9%
Grad Degree	10	0.4%
Graduate Sch	1	0.0%
HS Grad	657	25.6%
No HS Diploma Earned	1,047	40.8%
None	38	1.5%
Some College	282	11.0%
Tech School	31	1.2%
Unknown	250	9.7%
(blank)	10	0.4%
Grand Total	2,567	100.0%

Marital Status	Individuals	%
Divorced	324	12.6%
Married	225	8.8%
Never Married	1,726	67.2%
Separated	136	5.3%
Unknown/NA	97	3.8%

Marital Status	Individuals	%
Widowed	52	2.0%
(blank)	7	0.3%
Grand Total	2,567	100.0%

Employment	Individuals	%
Employed - Full time	306	11.9%
Employed - Part Time	96	3.7%
Full-Student	710	27.7%
None	1,161	45.2%
Part-Student	7	0.3%
Trans/Sheltered Employment	8	0.3%
Unemployed but wants to work	259	10.1%
(blank)	20	0.8%
Grand Total	2,567	100.0%

County of Service	Individuals	%
Bowie	1,369	53.3%
Cass	3	0.1%
Gregg	688	26.8%
Panola	1	0.0%
Red River	5	0.2%
(blank)	501	19.5%
Grand Total	2,567	100.0%

Cass County

767 residents of Cass County served

Age	Individuals	%
<25	236	30.8%
25-34	173	22.6%
35-44	122	15.9%
45-54	114	14.9%
55-64	82	10.7%
65-74	32	4.2%
>75	8	1.0%
Grand Total	767	100.0%

Gender	Individuals	%
Female	381	49.7%
Male	386	50.3%
Grand Total	767	100.0%

Education	Individuals	%
02nd Grade	1	0.1%
06th Grade	1	0.1%
12th Grade	1	0.1%
Assoc. Degree	14	1.8%
Bach Degree	6	0.8%
GED	40	5.2%
Grad Degree	1	0.1%
HS Grad	218	28.4%
No HS Diploma Earned	287	37.4%
None	14	1.8%
Some College	87	11.3%
Tech School	8	1.0%
Unknown	86	11.2%
(blank)	3	0.4%
Grand Total	767	100.0%

Marital Status	Individuals	%
Divorced	96	12.5%
Married	104	13.6%
Never Married	455	59.3%
Separated	42	5.5%
Unknown/NA	39	5.1%
Widowed	29	3.8%

Marital Status	Individuals	%
(blank)	2	0.3%
Grand Total	767	100.0%

Employment	Individuals	%
Employed - Full time	92	12.0%
Employed - Part Time	23	3.0%
Full-Student	181	23.6%
None	358	46.7%
Part-Student	1	0.1%
Trans/Sheltered Employment	2	0.3%
Unemployed but wants to work	95	12.4%
(blank)	15	2.0%
Grand Total	767	100.0%

County of Service	Individuals	%
Bowie	133	17.3%
Cass	188	24.5%
Gregg	245	31.9%
Harrison	7	0.9%
Upshur	10	1.3%
(blank)	184	24.0%
Grand Total	767	100.0%

Gregg County

4,852 residents of Gregg County served

Age	Individuals	%
<25	1,782	36.7%
25-34	877	18.1%
35-44	799	16.5%
45-54	578	11.9%
55-64	519	10.7%
65-74	219	4.5%
>75	78	1.6%
Grand Total	4,852	100.0%

Gender	Individuals	%
Female	2,396	49.4%
Male	2,455	50.6%
Unknown	1	0.0%
Grand Total	4,852	100.0%

Education	Individuals	%
Assoc. Degree	120	2.5%
Bach Degree	78	1.6%
GED	366	7.5%
Grad Degree	28	0.6%
Graduate Sch	2	0.0%
HS Grad	1,050	21.6%
No HS Diploma Earned	1,748	36.0%
None	406	8.4%
Some College	584	12.0%
Tech School	87	1.8%
Unknown	368	7.6%
(blank)	15	0.3%
Grand Total	4,852	100.0%

Marital Status	Individuals	%
Divorced	557	11.5%
Married	393	8.1%
Never Married	3,299	68.0%
Separated	225	4.6%
Unknown/NA	237	4.9%
Widowed	127	2.6%

Marital Status	Individuals	%
(blank)	14	0.3%
Grand Total	4,852	100.0%

Employment	Individuals	%
Employed - Full time	547	11.3%
Employed - Part Time	165	3.4%
Full-Student	1,040	21.4%
None	2,768	57.0%
Part-Student	12	0.2%
Trans/Sheltered Employment	3	0.1%
Unemployed but wants to work	276	5.7%
(blank)	41	0.8%
Grand Total	4,852	100.0%

County of Service	Individuals	%
Bowie	8	0.2%
Gregg	3,781	77.9%
Harrison	14	0.3%
Panola	1	0.0%
Rusk	34	0.7%
Upshur	42	0.9%
(blank)	972	20.0%
Grand Total	4,852	100.0%

Harrison County

1,411 residents of Harrison County served

Age	Individuals	%
<25	701	49.7%
25-34	206	14.6%
35-44	192	13.6%
45-54	154	10.9%
55-64	110	7.8%
65-74	37	2.6%
>75	11	0.8%
Grand Total	1,411	100.0%

Gender	Individuals	%
Female	703	49.8%
Male	708	50.2%
Grand Total	1,411	100.0%

Education	Individuals	%
Assoc. Degree	39	2.8%
Bach Degree	29	2.1%
GED	67	4.7%
Grad Degree	5	0.4%
Graduate Sch	2	0.1%
HS Grad	279	19.8%
No HS Diploma Earned	562	39.8%
None	148	10.5%
Some College	130	9.2%
Tech School	26	1.8%
Unknown	121	8.6%
(blank)	3	0.2%
Grand Total	1,411	100.0%

Marital Status	Individuals	%
Divorced	99	7.0%
Married	111	7.9%
Never Married	908	64.4%
Separated	62	4.4%
Unknown/NA	204	14.5%
Widowed	26	1.8%
(blank)	1	0.1%
Grand Total	1,411	100.0%

Employment	Individuals	%
Employed - Full time	126	8.9%
Employed - Part Time	42	3.0%
Full-Student	469	33.2%
None	693	49.1%
Part-Student	4	0.3%
Trans/Sheltered Employment	1	0.1%
Unemployed but wants to work	70	5.0%
(blank)	6	0.4%
Grand Total	1,411	100.0%

County of Service	Individuals	%
Bowie	4	0.3%
Cass	1	0.1%
Gregg	857	60.7%
Harrison	308	21.8%
Panola	6	0.4%
Rusk	1	0.1%
Upshur	2	0.1%
(blank)	232	16.4%
Grand Total	1,411	100.0%

Marion County

253 residents of Marion County served

Age	Individuals	%
<25	91	36.0%
25-34	39	15.4%
35-44	46	18.2%
45-54	22	8.7%
55-64	39	15.4%
65-74	11	4.3%
>75	5	2.0%
Grand Total	253	100.0%

Gender	Individuals	%
Female	126	49.8%
Male	127	50.2%
Grand Total	253	100.0%

Education	Individuals	%
Assoc. Degree	5	2.0%
Bach Degree	5	2.0%
GED	17	6.7%
Graduate Sch	2	0.8%
HS Grad	45	17.8%
No HS Diploma Earned	104	41.1%
None	17	6.7%
Some College	30	11.9%
Tech School	7	2.8%
Unknown	21	8.3%
Grand Total	253	100.0%

Marital Status	Individuals	%
Divorced	29	11.5%
Married	23	9.1%
Never Married	144	56.9%
Separated	9	3.6%
Unknown/NA	39	15.4%
Widowed	8	3.2%
(blank)	1	0.4%
Grand Total	253	100.0%

Employment	Individuals	%
Employed - Full time	20	7.9%
Employed - Part Time	8	3.2%
Full-Student	71	28.1%
None	144	56.9%
Unemployed but wants to work	10	4.0%
Grand Total	253	100.0%

County of Service	Individuals	%
Bowie	3	1.2%
Cass	5	2.0%
Gregg	151	59.7%
Harrison	49	19.4%
Upshur	1	0.4%
(blank)	44	17.4%
Grand Total	253	100.0%

Panola County

509 residents of Panola County served

Age	Individuals	%
<25	195	38.3%
25-34	67	13.2%
35-44	77	15.1%
45-54	63	12.4%
55-64	59	11.6%
65-74	34	6.7%
>75	14	2.8%
Grand Total	509	100.0%

Gender	Individuals	%
Female	248	48.7%
Male	261	51.3%
Grand Total	509	100.0%

Education	Individuals	%
Assoc. Degree	9	1.8%
Bach Degree	11	2.2%
GED	36	7.1%
Grad Degree	1	0.2%
Graduate Sch	1	0.2%
HS Grad	102	20.0%
No HS Diploma Earned	190	37.3%
None	44	8.6%
Some College	62	12.2%
Tech School	10	2.0%
Unknown	43	8.4%
Grand Total	509	100.0%

Marital Status	Individuals	%
Divorced	72	14.1%
Married	57	11.2%
Never Married	304	59.7%
Separated	25	4.9%
Unknown/NA	37	7.3%
Widowed	14	2.8%
Grand Total	509	100.0%

Employment	Individuals	%
Employed - Full time	49	9.6%
Employed - Part Time	10	2.0%
Full-Student	123	24.2%
None	307	60.3%
Unemployed but wants to work	20	3.9%
Grand Total	509	100.0%

County of Service	Individuals	%
Bowie	3	0.6%
Gregg	219	43.0%
Harrison	4	0.8%
Panola	187	36.7%
Rusk	3	0.6%
Upshur	1	0.2%
(blank)	92	18.1%
Grand Total	509	100.0%

Red River

287 residents of Red River County served

Age	Individuals	%
<25	81	28.2%
25-34	46	16.0%
35-44	50	17.4%
45-54	39	13.6%
55-64	40	13.9%
65-74	20	7.0%
>75	11	3.8%
Grand Total	287	100.0%

Gender	Individuals	%
Female	147	51.2%
Male	140	48.8%
Grand Total	287	100.0%

Education	Individuals	%
03rd Grade	2	0.7%
05th Grade	1	0.3%
08th Grade	1	0.3%
09th Grade	1	0.3%
Assoc. Degree	2	0.7%
Bach Degree	3	1.0%
GED	18	6.3%
Grad Degree	2	0.7%
HS Grad	62	21.6%
Kindergarten	1	0.3%
No HS Diploma Earned	92	32.1%
None	10	3.5%
Some College	33	11.5%
Tech School	5	1.7%
Unknown	51	17.8%
(blank)	3	1.0%
Grand Total	287	100.0%

Marital Status	Individuals	%
Divorced	52	18.1%
Married	25	8.7%
Never Married	157	54.7%
Separated	17	5.9%

Marital Status	Individuals	%
Unknown/NA	25	8.7%
Widowed	8	2.8%
(blank)	3	1.0%
Grand Total	287	100.0%

Employment	Individuals	%
Employed - Full time	28	9.8%
Employed - Part Time	9	3.1%
Full-Student	65	22.6%
None	151	52.6%
Trans/Sheltered Employment	3	1.0%
Unemployed but wants to work	25	8.7%
(blank)	6	2.1%
Grand Total	287	100.0%

County of Service	Individuals	%
Bowie	23	8.0%
Gregg	83	28.9%
Red River	84	29.3%
(blank)	97	33.8%
Grand Total	287	100.0%

Rusk County

864 residents of Rusk County served

Age	Individuals	%
<25	369	42.7%
25-34	133	15.4%
35-44	123	14.2%
45-54	93	10.8%
55-64	97	11.2%
65-74	37	4.3%
>75	12	1.4%
Grand Total	864	100.0%

Gender	Individuals	%
Female	441	51.0%
Male	423	49.0%
Grand Total	864	100.0%

Education	Individuals	%
Assoc. Degree	24	2.8%
Bach Degree	13	1.5%
GED	53	6.1%
Grad Degree	3	0.3%
Graduate Sch	4	0.5%
HS Grad	191	22.1%
No HS Diploma Earned	357	41.3%
None	73	8.4%
Some College	85	9.8%
Tech School	12	1.4%
Unknown	49	5.7%
Grand Total	864	100.0%

Marital Status	Individuals	%
Divorced	104	12.0%
Married	102	11.8%
Never Married	581	67.2%
Separated	32	3.7%
Unknown/NA	28	3.2%
Widowed	17	2.0%
Grand Total	864	100.0%

Employment	Individuals	%
Employed - Full time	90	10.4%
Employed - Part Time	27	3.1%
Full-Student	243	28.1%
None	456	52.8%
Part-Student	2	0.2%
Unemployed but wants to work	43	5.0%
(blank)	3	0.3%
Grand Total	864	100.0%

County of Service	Individuals	%
Bowie	2	0.2%
Gregg	411	47.6%
Harrison	2	0.2%
Panola	10	1.2%
Rusk	290	33.6%
Upshur	2	0.2%
(blank)	147	17.0%
Grand Total	864	100.0%

Upshur County

916 residents of Upshur County served

Age	Individuals	%
<25	433	47.3%
25-34	120	13.1%
35-44	119	13.0%
45-54	108	11.8%
55-64	80	8.7%
65-74	40	4.4%
>75	16	1.7%
Grand Total	916	100.0%

Gender	Individuals	%
Female	457	49.9%
Male	459	50.1%
Grand Total	916	100.0%

Education	Individuals	%
Assoc. Degree	20	2.2%
Bach Degree	9	1.0%
GED	67	7.3%
Grad Degree	5	0.5%
HS Grad	162	17.7%
No HS Diploma Earned	382	41.7%
None	103	11.2%
Some College	95	10.4%
Tech School	18	2.0%
Unknown	51	5.6%
(blank)	4	0.4%
Grand Total	916	100.0%

Marital Status	Individuals	%
Divorced	103	11.2%
Married	88	9.6%
Never Married	629	68.7%
Separated	34	3.7%
Unknown/NA	38	4.1%
Widowed	21	2.3%
(blank)	3	0.3%
Grand Total	916	100.0%

Employment	Individuals	%
Employed - Full time	78	8.5%
Employed - Part Time	21	2.3%
Full-Student	247	27.0%
None	514	56.1%
Part-Student	1	0.1%
Unemployed but wants to work	48	5.2%
(blank)	7	0.8%
Grand Total	916	100.0%

County of Service	Individuals	%
Bowie	1	0.1%
Gregg	498	54.4%
Harrison	7	0.8%
Rusk	1	0.1%
Upshur	251	27.4%
(blank)	158	17.2%
Grand Total	916	100.0%

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 44 and Exhibit 45.

Persons Served Survey

Exhibit 44: 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*	Due to the pandemic, Community Healthcore offered telehealth services (for example, virtual visits). In the last 12 months, did you receive any telehealth services from Community Healthcore?	Pandemic (new question)
16*	Please rate your overall satisfaction with telehealth services from Community Healthcore. Were you...	
17	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
18	In general, is the location of the services offered by Community Healthcore convenient for you?	Accessibility of services
19	Please identify the main reason the location is not convenient for you:	Accessibility of services
20	Please rate your satisfaction with the current hours of operation offered by Community Healthcore (8 a.m.-5 p.m.):	Accessibility of services
21	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
22	In what language do you prefer to receive services?	Language and literacy levels
23	Did Community Healthcore provide services in the language you prefer?	Language and literacy levels
24	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
25	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
26	Please describe how Community Healthcore could be more responsive to those needs:	Cultural, language, economic and other environmental factors of the people served

27	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
28	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
29	In the last 12 months, how much were you helped by the services, counseling, or treatment you got?	Needs of the population
30*	In the last 12 months, how often were you involved as much as you wanted in the services you received from Community Healthcore?	Needs of the population
31*	In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?	Needs of the population
32*	Thinking about the services you received in the last 12 months, to what extent would you agree with the following statements...	Needs of the population
33*	If you have a complaint about services received from Community Healthcore, who do you talk to? (Select all that apply)	Needs of the population
34*	In the last 12 months, did you file a complaint about the services you received from Community Healthcore?	Needs of the population
35*	Please describe your satisfaction with the resolution of the complaint. Were you...	Needs of the population
36	Would you recommend the services at Community Healthcore to a friend or family member?	Needs of the population
37*	In the last 12 months, have any of the following barriers prevented you from getting the healthcare you needed? (Select all that apply)	Needs of the population
38	In the last 12 months, were there any services or supports that you needed, but did not receive?	Needs of the population
39	Please describe the services or supports you needed, but did not receive:	Needs of the population
40	What would you say is the main reason you did not receive the services you needed?	Needs of the population

41	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
42*	In the last 12 months, approximately how many times did you go to an emergency room or crisis center to get primary care services for yourself?	Needs of the population
43	In general, how would you rate your overall health now?	Needs of the population
44	Did someone help you complete this survey?	Cultural, language, economic and other environmental factors of the people served
45	How did that person help you? Select all that apply.	Cultural, language, economic and other environmental factors of the people served
46	Do you have any additional comments for Community Healthcore?	Needs of the population
47	Please enter your comments:	

* New item in the survey for this iteration of the Needs Assessment

Workforce Survey

Exhibit 45: 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*	Approximately how many years in total have you been working for Community Healthcore?	Makeup of the workforce
7	Which of the following best describes your role in the organization?	Makeup of the workforce
8	Please select the credentials you have (select all that apply):	Degree/license
9	How many staff do you directly manage?	Organizational management
10	Do you provide direct services, counseling, or treatment to those served by Community Healthcore?	Makeup of the workforce
11	Please select the services you provide (select all that apply):	Makeup of the workforce

12*	Due to the pandemic, Community Healthcore offered telehealth services (for example, virtual visits). In the last 12 months, did you provide any telehealth services for people served by Community Healthcore?	Pandemic (new question)
13*	To what extent would you agree that telehealth services improved your ability to provide services?	Pandemic (new question)
14	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
15*	To what extent would you agree that the following barriers prevent people in your area from getting the healthcare they need...	New question (Needs)
16	Are you a credentialed substance abuse specialist? This includes substance use professionals.	Makeup of the workforce
17	Do you have expertise in addressing those with primary or co-occurring substance use?	Makeup of the workforce
18	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
19	Can you prescribe and manage medications used to treat opioid and alcohol use disorders (For example buprenorphine, and naltrexone)?	Makeup of the workforce
20	Are you a peer staff member? This includes peer specialists/providers.	Makeup of the workforce
21	Approximately how many years have you been a peer staff member?	Makeup of the workforce
22	In what language(s) do you generally provide services?	Makeup of the workforce
23	In the last 12 months, have you used language line or other language interpreter services to provide services, counseling, or treatment?	Workforce development
24	In the last 12 months, have you attended training on cultural competence? Cultural competence programs promote positive and effective interactions with diverse cultures. Please include online training sessions.	Workforce development
25	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
26*	Community Healthcore currently offers a variety of employee benefits. How important is each benefit to you?	New question (benefits)
27*	Are there any new or additional benefits that Community Healthcore could offer in order to attract a well-qualified, diverse workforce?	New question (benefits)
28*	Please describe the benefit	

29*	Would you be interested in participating in a key stakeholder interview to talk about working at Community Healthcore? Key stakeholder interviews are individual, in-depth conversations designed to gather feedback and explore diverse topics. Interviews last approximately 30 minutes and respondents are not identified in any report.	New question (KII recruitment)
30*	Please provide your contact information and someone from the research team may contact you about participating in a key stakeholder interview.	New question (KII recruitment)
31*	Preferred method of contact	New question (KII recruitment)
32	Do you have any suggestions for additional services that could improve the experience for people receiving services from Community Healthcore?	Residential treatment needs
33	Please enter your comments	Residential treatment needs

* New item in the survey for this iteration of the Needs Assessment

Summary data are grouped by topic, as illustrated in Exhibit 46 and Exhibit 47.

Exhibit 46: 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 accessibility 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 47: 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 48 summarizes the questions and topics to which they align.

Exhibit 48: 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

Question	Text	Topic
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	Due to the pandemic, did your organization provide virtual services (for example virtual visits)?	New question (Pandemic)
13	To what extent would you agree that virtual services improved your ability to provide services?	New question (Pandemic)
14	Thinking about the health challenges in your local service area, how important is it to address the following issues?	Needs and barriers
15	How would you describe the greatest health-related need in your area?	Needs and barriers
16	To what extent would you agree that the following barriers prevent people in your area from getting the healthcare they need...	Needs and barriers
17	How would you describe the most significant barrier that prevents people in your area from getting the healthcare they need?	Needs and barriers
18	Who are the people who need the most help in your area?	Needs and barriers
19	Please describe one way in which Community Healthcore could improve the health and well-being of people in your area:	Needs and barriers
20	Would you recommend the services at Community Healthcore to a friend or family member?	Interaction with Community Healthcore
21	Would you like someone from Community Healthcore to contact you about... (select all that apply)	Interaction with Community Healthcore
22	Please enter your contact information and preferred method of contact:	Interaction with Community Healthcore
23	Preferred method of contact:	Interaction with Community Healthcore

Survey Summaries

For each survey, we present the question text, the most selected response (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 of people who responded or skipped the question).

Persons Served Survey

Q#	Question Text and Key Takeaways	Respondents
1	What is your age?	389
	63.24% under 45 years old	
2	What is your gender?	387
	66.93% Women	
3	How would you describe your race or ethnicity? (Select all that apply)	380
	66.58% White	
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.	373
	41.29% of High school graduate	
5	What is your marital status?	373
	56.27% Single, never married	
6	Which of the following best describes your current employment status?	367
	33.51% Unable to work	
7	Please select the county in which you currently live.	367
	Gregg (29.16%) and Bowie (18.80%)	
8	What is your zip code?	362
	The highest number of mentions: 75501 (Texarkana) had 31 mentions 75604 (Longview) had 24 mentions	
9	In the last 12 months, did you receive any services from Community Healthcore?	357
	80.67% Yes	
10	How did you hear about the services provided by Community Healthcore? (Select all that apply)	279
	28.67% Referral from a doctor, 27.24% Friend or family member	
11	Please select the services you received from Community Healthcore (Select all that apply):	273
	43.96%Mental health services (Adult), 29.67%IDD Services	
12	How did you receive these services? (Select all that apply)	271
	63.36%In person, outside my home	

Q#	Question Text and Key Takeaways	Respondents
13	Please rate your satisfaction with the services you received:	263
	In mental health services (Adult), 66.37% were very satisfied	
14	How would you describe the overall quality of the care you received?	266
	Met or Exceeded Expectations 91.75%	
15*	Due to the pandemic, Community Healthcore offered telehealth services (for example, virtual visits). In the last 12 months, did you receive any telehealth services from Community Healthcore?	265
	66.04% Yes	
16*	Please rate your overall satisfaction with telehealth services from Community Healthcore. Were you...	175
	82.86% satisfied (somewhat + very)	
17	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.	266
	Gregg (39.10%)	
18	In general, is the location of the services offered by Community Healthcore convenient for you?	263
	95.06% selected the location as convenient	
19	Please identify the main reason the location is not convenient for you:	15
	73.33% Too far from where I live (27% were residents of Cass county)	
20	Please rate your satisfaction with the current hours of operation offered by Community Healthcore (8 a.m.-5 p.m.):	263
	73.77% satisfied with hours of operation.	
21	Do you agree or disagree with the following statements?	261
	76.25% of hours of operation meet needs. Some interest in services after 5 pm (29.08%), weekends (25.70%)	
22	In what language do you prefer to receive services?	262
	99.27% English	
23	Did Community Healthcore provide services in the language you prefer?	261
	99.62% Yes	
24	Does your language, race, religion, ethnic background or culture make any difference in the kind of services, counseling, or treatment you need?	257
	85.60% No	
25	In the last 12 months, was the care you received responsive to those needs?	40
	87.50% Yes	
26	Please describe how Community Healthcore could be more responsive to those needs:	3

Q#	Question Text and Key Takeaways	Respondents
	<ul style="list-style-type: none"> <i>We need services for teens with autism</i> <i>Set up an appointment. 2 counselors have resigned. Granddaughter has not received services for quite a while and is needed. Heard a counselor does go to new Diana middle school. Would be great if this could be arranged.</i> <i>Understanding the different needs of different people.</i> 	
27	In the last 12 months, how often were you seen within 15 minutes of your appointment or scheduled start time for your service?	255
	Typically (Usually + Always) 77.65%	
28	In the last 12 months, overall how often did the people who provided services, counseling, or treatment...	248
	Spend enough time with you? (90.32%) Show respect for what you had to say? (93.12%) Listen carefully to you? (93.12%) Explain things in a way you could understand? (94.33%)	
29	In the last 12 months, how much were you helped by the services, counseling, or treatment you got?	249
	89.56% somewhat + a lot	
30*	In the last 12 months, how often were you involved as much as you wanted in the services you received from Community Healthcore?	248
	89.52% Usually+Always	
31*	In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?	241
	75.52% Yes	
32*	Thinking about the services you received in the last 12 months, to what extent would you agree with the following statements...	244
	I felt comfortable asking about my treatment and medications (84.77%) I, not the staff, decided my treatment goals (70.42%) I was given information about my rights as a patient (86.89%) I felt free to complain (84.36%)	
33*	If you have a complaint about services received from Community Healthcore, who do you talk to? (Select all that apply)	245
	Case manager (61.63%). Note 24.49% reported I don't know	
34*	In the last 12 months, did you file a complaint about the services you received from Community Healthcore?	244
	No 94.67%	
35*	Please describe your satisfaction with the resolution of the complaint. Were you...	13
	Satisfaction split, see detail	
36	Would you recommend the services at Community Healthcore to a friend or family member?	242
	Yes 93.39%	

Q#	Question Text and Key Takeaways	Respondents
37*	In the last 12 months, have any of the following barriers prevented you from getting the healthcare you needed? (Select all that apply)	142
	23.94% Health insurance, 21.13% public transportation	
38	In the last 12 months, were there any services or supports that you needed, but did not receive?	300
	79.33% No	
39	Please describe the services or supports you needed, but did not receive:	53
	Highest mentions for therapy, medication, and services	
40	What would you say is the main reason you did not receive the services you needed?	62
	30.65% Types of services I need were not available	
41	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?	298
	17.45% 1-5 times	
42*	In the last 12 months, approximately how many times did you go to an emergency room or crisis center to get primary care services for yourself?	295
	29.15% 1-5 times	
43	In general, how would you rate your overall health now?	295
	73.22% Good, very good, Excellent	
44	Did someone help you complete this survey?	295
	Yes 37.97%	
45	How did that person help you? Select all that apply.	113
	Answered the questions for me on my behalf (For example Guardians and Legal Representatives) 67.26%	
46	Do you have any additional comments for Community Healthcore?	294
	11.56% Yes	
47	Please enter your comments:	32
	<p>Sample comments:</p> <ul style="list-style-type: none"> <i>It would be extremely beneficial if the initial visit was via video conference. I feel like there are many that would find this way more than helpful. Thank you!</i> <i>Please come up with a name or a way to discern between the mental health side of community health core versus the intellectual side of community health core. It is difficult to explain to others interested in your services.</i> <i>I have moved often in the last several years. Community Healthcore is the best non-private mental health service I have received.</i> <i>All of the staff at Community Healthcore is very helpful very friendly very attentive always on point!! I really appreciate</i> 	

Q#	Question Text and Key Takeaways	Respondents
	<i>knowing that there is somewhere & someone that is there and cares. Thank you.</i>	

* New item in the survey for this iteration of the Needs Assessment

Workforce Survey

Question	Question Text	Respondents
1	What is your age?	320
	49.7% under 45 years old	
2	What is your gender?	317
	88.33% Female	
3	How would you describe your race or ethnicity? (Select all that apply)	317
	62.46% White	
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.	314
	34.71% Bachelor's degree	
5	Which of the following best describes your current employment status?	315
	93.97% working for Community Healthcore 30 hours or more per week	
6*	Approximately how many years in total have you been working for Community Healthcore?	313
	27.16% 1-3 years	
7	Which of the following best describes your role in the organization?	308
	26.62% Case management	
8	Please select the credentials you have (select all that apply):	208
	27.88% Qualified mental health professional (QMHP)	
9	How many staff do you directly manage?	306
	80.72% No direct reports	
10	Do you provide direct services, counseling, or treatment to those served by Community Healthcore?	305
	60.98% Yes	
11	Please select the services you provide (select all that apply):	189
	38.62% Mental health (Adult)	
12*	Due to the pandemic, Community Healthcore offered telehealth services (for example, virtual visits). In the last 12 months, did you provide any telehealth services for people served by Community Healthcore?	190
	70.53% Yes	
13*	To what extent would you agree that telehealth services improved your ability to provide services?	135
	49.63% Strongly agree	
14	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.	186
	70.43% Gregg	

Question	Question Text	Respondents
15*	To what extent would you agree that the following barriers prevent people in your area from getting the healthcare they need...	186
	Lack of affordable housing (34.59% strongly agree) Lack of public transportation (46.77% strongly agree) Lack of health insurance (48.39% strongly agree) Lack of employment opportunities (20.97% strongly agree) Food insecurity (23.20% strongly agree) Cultural barriers (for example, language or religion) (13.11% strongly agree)	
16	Are you a credentialed substance abuse specialist? This includes substance use professionals.	187
	88.77% No	
17	Do you have expertise in addressing those with primary or co-occurring substance use?	187
	69.52% No	
18	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)?	186
	69.35% No	
19	Can you prescribe and manage medications used to treat opioid and alcohol use disorders (For example buprenorphine, and naltrexone)?	187
	94.65% No	
20	Are you a peer staff member? This includes peer specialists/providers.	184
	91.85% No	
21	Approximately how many years have you been a peer staff member?	15
	66.66% 3 years or fewer	
22	In what language(s) do you generally provide services?	185
	99.46% English	
23	In the last 12 months, have you used language line or other language interpreter services to provide services, counseling, or treatment?	184
	73.37% No	
24	In the last 12 months, have you attended training on cultural competence? Cultural competence programs promote positive and effective interactions with diverse cultures. Please include online training sessions.	185
	85.95% Yes	
25	To what extent would you say that cultural competence training has helped you meet the needs of people receiving services from Community Healthcore?	159
	65.41% Agree	
26*	Community Healthcore currently offers a variety of employee benefits. How important is each benefit to you?	300

Question	Question Text	Respondents
	Paid time off (PTO) 95.27% extremely important; Health insurance (individual) 90.27% extremely important	
27*	Are there any new or additional benefits that Community Healthcore could offer in order to attract a well-qualified, diverse workforce?	295
	Yes 46.10%	
28*	Please describe the benefit:	127
	Highest mentions for PTO/Paid holidays, higher pay	
29*	Would you be interested in participating in a key stakeholder interview to talk about working at Community Healthcore? Key stakeholder interviews are individual, in-depth conversations designed to gather feedback and explore diverse topics. Interviews last approximately 30 minutes and respondents are not identified in any report.	303
	Yes 22.44%	
30*	Please provide your contact information and someone from the research team may contact you about participating in a key stakeholder interview.	68
31*	Preferred method of contact	67
	Email 67.16%	
32	Do you have any suggestions for additional services that could improve the experience for people receiving services from Community Healthcore?	303
	Yes 18.81%	
33	Please enter your comments:	53
	Example comments: <ul style="list-style-type: none"> • <i>Red River county patients need transportation to and from appointments more than anything else</i> • <i>Transportation would be great because many of our clients struggle with getting to their appointments due to lack of transportation.</i> • <i>More staff center-wide. Support Specialists explaining insurance benefits and costs, including out of network policies to clients.</i> 	

* New item in the survey for this iteration of the Needs Assessment

Community Partners Survey

Q #	Question Text and Key Takeaway	Respondents
1	Which of the following best describes your organization's structure?	134
	Most were private, non-profit (23.9%)	
2	Which of the following best describes your type of organization?	132
	Most were government agencies (23.5%)	

Q #	Question Text and Key Takeaway	Respondents
3	What is your organization's zip code?	127
	Most (24 mentions) from 75601(Longview)	
4	Approximately how many employees, in total, currently work for your organization? Please include all full-time and part-time employees.	126
	Most (50.8%) responded that 1-99 employees	
5	Please select the services your organization provides (Select all that apply):	123
	Most selected case management (39.8%) and education services (34.1%)	
6	Does your organization provide any of the following specialty services?	82
	Most selected other specialty services 40.2%), Emergency services (30.5%), Crisis services (29.3%)	
7	Does your organization provide services for... (select all that apply)	120
	Most selected Adults (88.3%)	
8	Which of the following special populations does your organization serve? (Select all that apply)	109
	Most selected Low-income (85.3%)	
9	How has your organization collaborated with Community Healthcore? (Select all that apply)	114
	Most selected referred clients to CHC (68.4%)	
10	Approximately how many years has your organization worked with Community Healthcore?	109
	Most selected 0-5 years (42.2%)	
11	Please identify your local service area (select all that apply):	113
	Most selected Harrison (56.5%), Gregg (54.9%)	
12*	Due to the pandemic, did your organization provide virtual services (for example virtual visits)?	113
	Most selected Yes (69%)	
13*	To what extent would you agree that virtual services improved your ability to provide services?	77
	Most agreed (59.8%)	
14	Thinking about the health challenges in your local service area, how important is it to address the following issues?	110
	Most selected as Extremely Important: Access to mental health practitioners (95.5%) and Drug addiction or abuse (including opioids) (89.1%)	
15	How would you describe the greatest health-related need in your area?	85
	Mental health/mental health services: 31 mentions, Access: 17 mentions. Example comments: <ul style="list-style-type: none"> • Access to mental health and primary care • Need more community clinics, including a huge need for community dental clinics. • Upshur County currently does not have a primary health facility. We have two local health care clinics. Most of the families in our ISD are low-socioeconomic and often struggle for health care services. 	

Q #	Question Text and Key Takeaway	Respondents
	<ul style="list-style-type: none"> • Accessible mental health care for all ages. It takes so long to get in to see someone, and so many don't take insurance. • Access to mental health services, and primary care providers if you have no health insurance • Two things cause the most problems. First is drug-related mental health issues and the crime lifestyle that accompanies it. Second is healthy eating and exercise are low priorities leading to many illnesses. 	
16	To what extent would you agree that the following barriers prevent people in your area from getting the healthcare they need...	106
	The top 3 barriers with the most Strongly Agree responses: lack of health insurance (55.7%), lack of public transportation (40.0%), lack of affordable housing (33.7%)	
17	How would you describe the most significant barrier that prevents people in your area from getting the healthcare they need?	85
	<p>Example comments:</p> <ul style="list-style-type: none"> • People do not understand how to navigate the system to get care especially mental health care. • The lack of health care facilities in our community. Parent work schedules often play a factor in being able to get students to and from doctor appointments. • Education; people don't know what is available where and they always believe it will be cost-prohibitive • Accessibility and quality healthcare providers for individuals with Medicare and Medicaid • It is so hard for families to take children to the doctor if they are working a job with zero flexibility. Low-income families typically work hourly jobs that don't pay sick time for employees or when their child is sick. The employee just has to call in and risk losing their job. It is a catch-22. 	
18	Who are the people who need the most help in your area?	107
	Most selected Uninsured (29.9%), Individuals with mental health issues (28.0%)	
19	Please describe one way in which Community Healthcore could improve the health and well-being of people in your area:	62
	<p>Example comments:</p> <ul style="list-style-type: none"> • Letting the community know what types of assistance you provide. • Continue to expand CORE HEALTH SYSTEMS into the rural communities. Marion, Harrison & Panola Counties have the highest unemployment rates (past & present) in the East Texas region. A good example is the low-income, pregnant women with no transportation lack access to the most basic supportive prenatal care; and let's not mention what happens when they go into labor with no hospitals that provide labor and delivery in these rural communities. 	

Q #	Question Text and Key Takeaway	Respondents
	<ul style="list-style-type: none"> • <i>Free healthcare clinics to homeless and low income.</i> • <i>Increase the number of licensed providers, not just case management</i> • <i>Provide means of transportation</i> • CHC wait times are extremely long for starting or getting back into services. I know it is due to staffing and needs but people get frustrated quickly and go into crisis while they're waiting for an appointment 	
20	Would you recommend the services at Community Healthcore to a friend or family member?	103
	98.1% said Yes	
21	Would you like someone from Community Healthcore to contact you about... (select all that apply)	98
	30.6% selected yes to collaboration with CHC	
22	Please enter your contact information and preferred method of contact:	39
23	Preferred method of contact:	38
	92.1% preferred email	

* New item in the survey for this iteration of the Needs Assessment

Qualitative 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 well perceived and resourceful**

I like the way they step up...I've seen the people that they help people that really need help. And they step up to the plate. They, they care about what they say they do, they do it. They don't just talk. They walk the walk.

They're very accommodating to each individual need. And they do care. They genuinely care. You're just not...just a number, you are a real person, you are treated with dignity and respect

...you can tell she [counselor] cares... She cares about my recovery. I could tell that she's not just there for, for, for a paycheck, I guess you would say...she cares about the recovery, our recovery, and wants us do good.

And, and if you, if I have a question about anything I can go to [staff] or [staff] and, and if they don't have the answer, they will find it.

And if [staff] can't figure out or find a way to get it, you know, the other programs that he could get on and stuff, she can help me direct me to someone else that could help me with things for Jay and stuff. She's very good about stuff like that.

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

I just want them to know how much we appreciate them. We appreciate partnering with them. We appreciate just, um, you know, their openness, their willingness to embrace our students and to help them to become mental health professionals and to give them those opportunities.

They're putting themselves in a position to, um, serve the underserved. And that, that in itself is, is the, what I value the most...and I highly value their employees. They have wonderful employees. They've had wonderful doctors, nurses, um, counselors, you know, support staff. So, um, we really do value them in our community.

...their heart for service and just their heart for what they're doing. I got that message so strongly from the people I've interacted with [at Community Healthcore]...They just really have a heart for what they do and they're passionate about it.

- **Persons served successfully despite pandemic**

When asked about the effect of the COVID-19 pandemic on services received:

No effect--Really, it hadn't affected me much at all, you know? Yeah. We had to wear, had to start wearing masks, you know, too, to my interviews and stuff. But other than that, you know, it hadn't really changed.

I don't feel like it's really affected things very much from my end. I know it did take them a while to get him a therapist but that was just because they were shorthanded. But they sent me a text the day before making sure we're still good for the appointment and just making sure that there's nobody in the house who is sick or has any symptoms of being sick for everybody's benefit. But other than that, I don't really feel like it's affected anything. They still put their best foot forward.

Areas for Enhancements

- **Community Partners expressed a lack of knowledge about who to contact at CHC**

...They have wonderful programs. The problem is... I couldn't tell you the point person there. I couldn't tell you what the criteria is...I could tell you the main number...So I find myself chasing my tail to find, you know, [staff] who it's over the like substance use. Like I'm having a Facebook message to her because I don't know how else to get in touch with them...it's not for lack of trying. I mean, there's so many of us agencies that we talk to each other and I'll get a call and they're like, do you know how to get ahold of this program at Community Healthcore? And I'm like, no, but if you find out, please let me know. And I mean that in all sincerity, it's like, I want the contact for that department....

I mean, it's like beating a dead horse at this point, but I mean, I would want them to know genuinely know that there are referral partners that are extremely competent that have been doing this for a million years in this field. And we don't know who to contact. We don't know what they offer. We don't know how to get our clients connected. And so if they know that we're having issues, then they have to know that clients are not being able to access it.

- **Promote CHC services more widely to address the lack of awareness**

But I think that that is something that is very, very necessary because we're missing a particular segment of population that could maybe utilize and benefit from Community Healthcore services that are not aware of the services that they're there.

They [Community Healthcore] have such good services and, and a variety and a diverse array of services, but still, some people in our rural, rural back roads areas are unfamiliar and they don't know where their office is in their county or if they have a satellite office or how many days of the week they come to our place. And where do you come? You know, those types of things.

Barriers

- **Transportation**

Access to, um, transportation, which is definitely a barrier, even though we do have, um, um, the T line, which is, um, public transportation. Um, they don't, they don't have money to purchase passes. And then if they, if, and if there are resources here within the community that will, um, pay for a pass for, you know, a week or two weeks or a month or whatever, but if you don't know about them, how can you, you know, take advantage of it.

Coming to our house is really nice. If I had to take my child to a remote location, it would be really hard. I have two other kids at home and we are, we're a homeschool family, so I'd have to drag all of my kids to take just one to speech therapy.

I guess it's just taking the time out of your day and then how expensive gas, you know, to get there and you know, I'm not working at this point. Um, so I'm able to [now], but say I was at work, uh, working a job, it would just be almost impossible.

Distance... I live 30 minutes away... most people in the same or close to the situation that I'm in, they either don't, they usually don't have a car. I know for a fact that the people in my community at the lake, uh, they don't, they don't have transportation. So, uh, that would be one barrier right there...I drive, but I've noticed that the majority in the groups don't. They have somebody picking them up.

- **Lack of knowledge or education about available services**

...some people aren't seeking help until they see that there is that help [available]...If they're not aware of what they can get, then how [do] they know they can get it, you know what I mean? I had never heard of them [Community Healthcore] before until my child's doctor mentioned it. And not just lack of knowledge of who they are, but a lot of parents, a lot of first time, parents don't even know that you can get your child help as young as a year, year and a half and by the time most people or most doctors tell you, your child's speech [is] delayed and need outside help.

... A lot of it around here is people just don't know about the services that are provided. You know, a lot of people don't know about Healthcore and how, how they help people out....Um, my sister had brought it up about, about it when I first moved down here.

Key Informant Interviews: Individual Suggestions

- **More locations for testing for dyslexia**

Honestly, I, I don't think I could really think of anything. Um, maybe something for dyslexic kids or like dyslexic testing...[for] families in this area to get tested, to have your child tested for dyslexia, you have to drive all the way to Dallas...That's about two and a half hours.

- Additional counseling

I really can't say that anything should be improved or added or other than grief therapy...I lost my husband in May. And, um, it's, um, it's just, it's, you know, I need to talk, I mean, I haven't really mourned his death yet.

I would wanna be able to choose who I would like to see for my medication therapist. And I would like to have more time to spend with talk therapy and those are the two things that I would like to see that to change.

Maybe, you know, the counselor being more available...Well, as, you know, at times it's hard to get a hold of her cause of her having so many people that she has to, you know, take care of besides me.

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 address listed, which prevented them from receiving a personalized invitation to participate in the survey. Many people (6,408) prefer text messaging over email.
- **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 survey 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. 49.9% (194 out of 389) of the participants responded to the survey through links distributed via text message.
- **Explore outreach to Spanish-speaking populations.** Although the Persons Served Survey was available in English and Spanish, there was only 1 partial survey collected in Spanish. To gain insights into the Spanish-speaking population, targeted outreach to promote the survey in Spanish could encourage future participation and comparison. An area of opportunity to consider could be the use of postcards or printed flyers at locations with a higher concentration of Spanish-speaking populations.
- **Collect email addresses.** Additional email addresses for persons served by Community Healthcore would benefit the future implementation of web surveys. This would support tracking of responses and improve follow-up and reminders to encourage participation.
- **Subgroup analysis and longitudinal trends.** Having two rounds of Needs Assessment data, it would be feasible to examine changes over time and study longitudinal trends. Similarly, subgroup analysis could yield insights on differences in experiences for specific groups (for instance, by type of service received or by county in which the service is received).

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.

1. **The main area where an agreement was noted was in the satisfaction with Community Healthcore services.** Specifically, among respondents to the Persons Served Survey, 93.4%% of respondents would recommend the services at Community Healthcore to a friend or family member. Similarly, 98.1% of the respondents to the Community Partners Survey would recommend the services at Community Healthcore to a friend or family member. Most (91.7%) of the respondents to the Persons Served Survey said the overall quality of the care they received met or exceeded their expectations.
Most of the respondents who received telehealth services during the pandemic were satisfied (82.9%)
2. **Community Healthcore's efforts toward cultural sensitivity are worthwhile.** The Persons Served Survey asked respondents whether or not their language, race, religion, or ethnic background makes any difference in the kind of services, counseling, or treatment the respondent needs. The majority responded no (85.6%). For those for whom it does make a difference (14.4%), the majority (87.5%) responded that the care they received was responsive to those needs.
3. **Barriers identified across surveys suggest prioritizing initiatives to improve access to transportation and access to healthcare.** Persons Served survey asked respondents to identify barriers that prevent individuals from getting needed healthcare. 23.9% selected **lack of health insurance** and 21.1% selected **lack of public transportation**. Similarly, the Workforce Survey asked employees about their perception of the barriers that prevent people from getting needed healthcare. Nearly half of Workforce respondents strongly agreed on lack of health insurance (48.4%) and lack of public transportation (46.8%) as barriers. Community Partners shared similar views on barriers, over half strongly agreed that lack of health insurance (55.7%) and lack of public transportation (40.0%) were barriers to getting needed healthcare.

Recommendations

The following recommendations were made following the Comprehensive Planning Advisory Community (CPAC) meeting on May 10:

1) Develop a directory of services to distribute to the community (on the website)

One of the compelling stories gathered in a Community Partners focus group was a gap in knowledge about the appropriate person to contact at each program or department. The

participant shared that even after having been a former Community Healthcore employee, it was difficult to pinpoint the right person for each program. Developing a directory of services, programs, and points of contact could improve collaboration with agencies and community partners,

2) Explore strategies to address barriers to healthcare (transportation and access to health insurance)

Data across the three surveys in the Needs Assessment (Persons Served, Workforce, and Community Partners) showed agreement on the main barriers to needed healthcare. Developing and funding strategies to improve access to transportation and access to health insurance would reduce the primary barriers experienced by those who receive services from Community Healthcore. One alternative to consider is a collaboration with Community Partners to tackle these barriers jointly.

3) Explore drivers for the ability to refuse treatment or medicine.

The Persons Served Survey included new questions related to autonomy and having a voice in the care received. One of the data points (Q31) showed nearly a quarter of respondents (24.5%) did not feel they could refuse a specific type of medicine or treatment. If the ability to refuse a kind of treatment is reflective of an aspect of autonomy, Community Healthcore may be interested in exploring the drivers for this kind of response. The other questions related to autonomy and personal involvement were generally aligned. Specifically, in question 30, the vast majority (89.5%) of respondents felt they were involved as much as they wanted in the services they received from Community Healthcore. Similarly, in question 32, the majority of respondents (percent in parenthesis) agreed that they:

I felt comfortable asking about my treatment and medications (84.8%)

I, not staff, decided my treatment goals (70.4%)

I was given information about my rights as a patient (86.9%)

I felt free to complain (84.4%)

4) Promote education about client rights and complaints

Another important aspect of autonomy and having a voice in the care received was captured in the questions about complaints. Although the majority of respondents (84.4%) felt free to complain, question 33 asks “If you have a complaint about services from Community Healthcore, who do you talk to?” and nearly one-quarter of respondents (24.5%) selected “I don’t know.” An education campaign to more prominently emphasize client rights and the steps for filing a complaint could reduce uncertainty in the complaint process. It is important to note, however, that the data indicated the majority of respondents (94.7%) had not filed a complaint in the last 12 months (Q34).

5) Explore offering unique employment benefits, such as student loan help, to attract well-qualified, diverse staff

Community Healthcore, like many employers, experienced staffing disruptions as a result of the COVID-19 pandemic. To address staffing shortages and support recruitment efforts, the Workforce Survey included new questions to gain insights into the benefits that matter to employees. This feedback could be used by the hiring and staffing teams to be better positioned to attract qualified and diverse staff. In addition to higher pay and paid time off/paid holidays, employees expressed interest in student loan repayment assistance.

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, a data table with a subtotal of responses by category, a chart/graph illustrating the distribution of responses, and the number of people who responded or skipped the question.

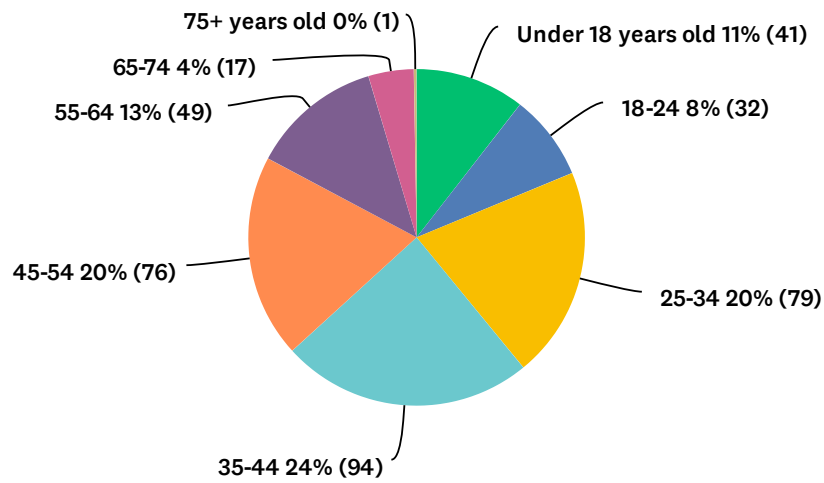
Appendix A-1 Persons Served Survey

Appendix A-2 Workforce

Appendix A-3 Community Partners

Q1 What is your age?

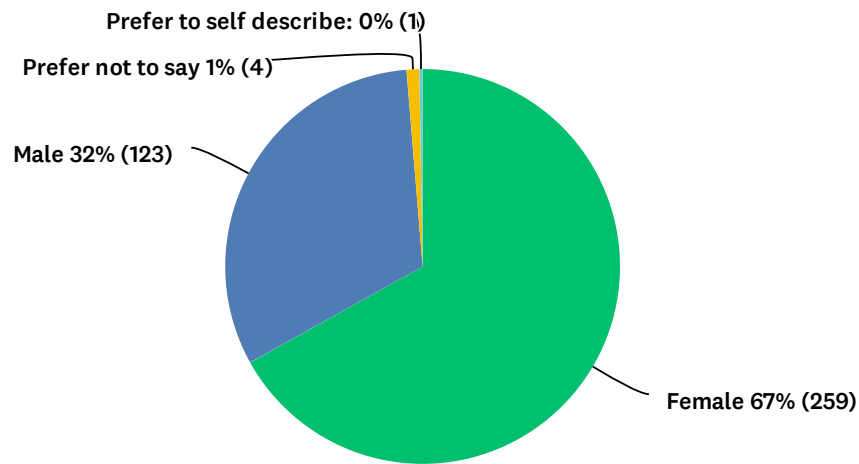
Answered: 389 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18 years old	11%	41
18-24	8%	32
25-34	20%	79
35-44	24%	94
45-54	20%	76
55-64	13%	49
65-74	4%	17
75+ years old	0%	1
TOTAL		389

Q2 What is your gender?

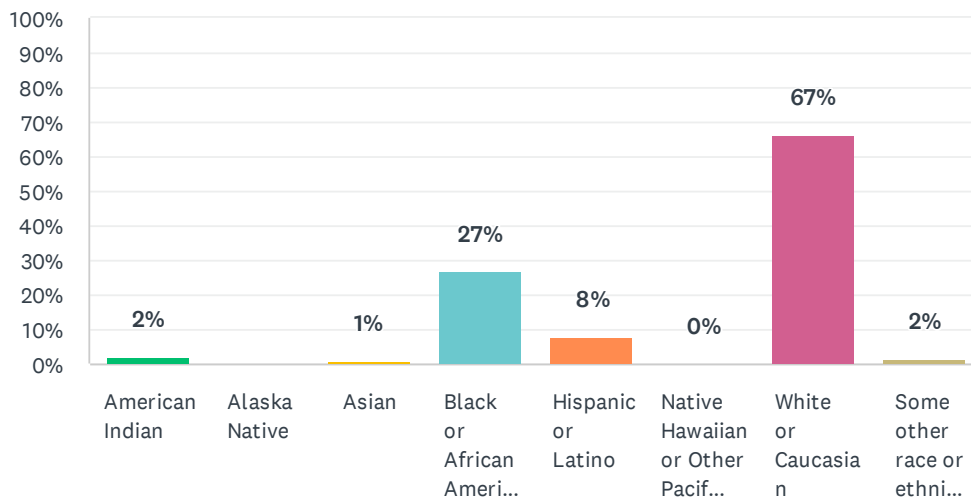
Answered: 387 Skipped: 2



ANSWER CHOICES	RESPONSES	
Female	67%	259
Male	32%	123
Prefer not to say	1%	4
Prefer to self describe:	0%	1
TOTAL		387

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

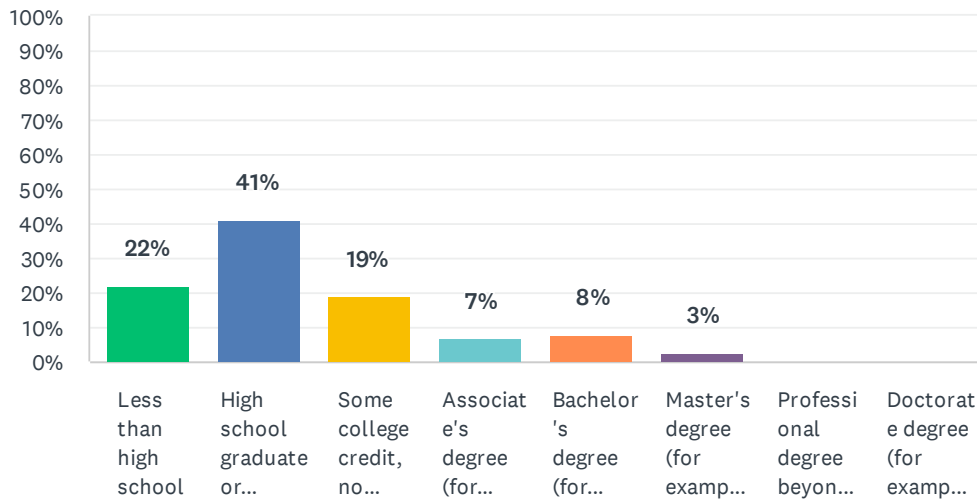
Answered: 380 Skipped: 9



ANSWER CHOICES	RESPONSES	
American Indian	2%	8
Alaska Native	0%	0
Asian	1%	4
Black or African American	27%	102
Hispanic or Latino	8%	30
Native Hawaiian or Other Pacific Islander	0%	1
White or Caucasian	67%	253
Some other race or ethnicity, please specify	2%	7
Total Respondents: 380		

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.

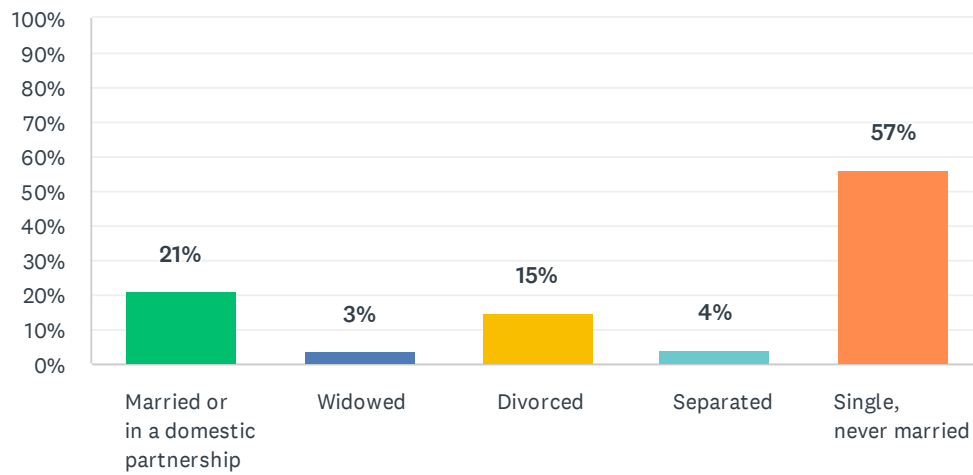
Answered: 373 Skipped: 16



ANSWER CHOICES	RESPONSES	
Less than high school	22%	83
High school graduate or equivalent (for example: GED)	41%	154
Some college credit, no degree	19%	71
Associate's degree (for example: AA, AS)	7%	25
Bachelor's degree (for example: BA, BS)	8%	30
Master's degree (for example: MA, MS)	3%	10
Professional degree beyond bachelor's degree (for example: JD, MD, DDS)	0%	0
Doctorate degree (for example, PhD, EdD)	0%	0
TOTAL		373

Q5 What is your marital status?

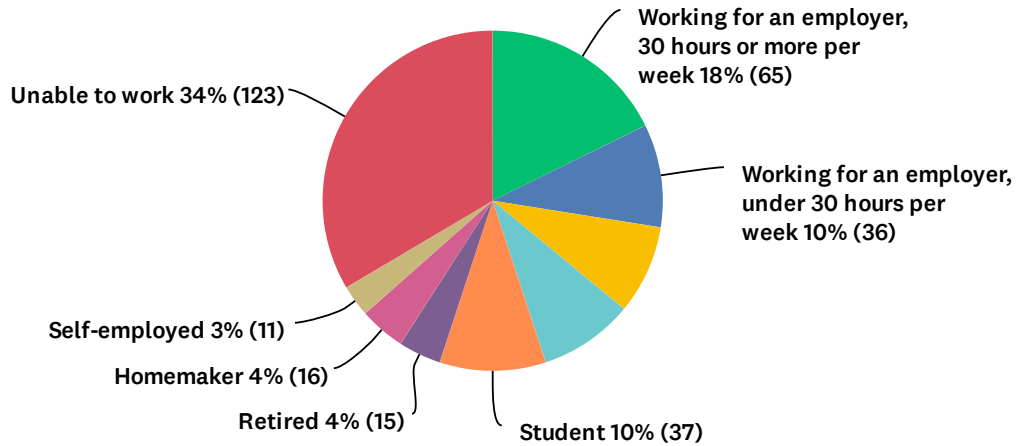
Answered: 373 Skipped: 16



ANSWER CHOICES	RESPONSES	
Married or in a domestic partnership	21%	79
Widowed	3%	13
Divorced	15%	55
Separated	4%	15
Single, never married	57%	211
TOTAL		373

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

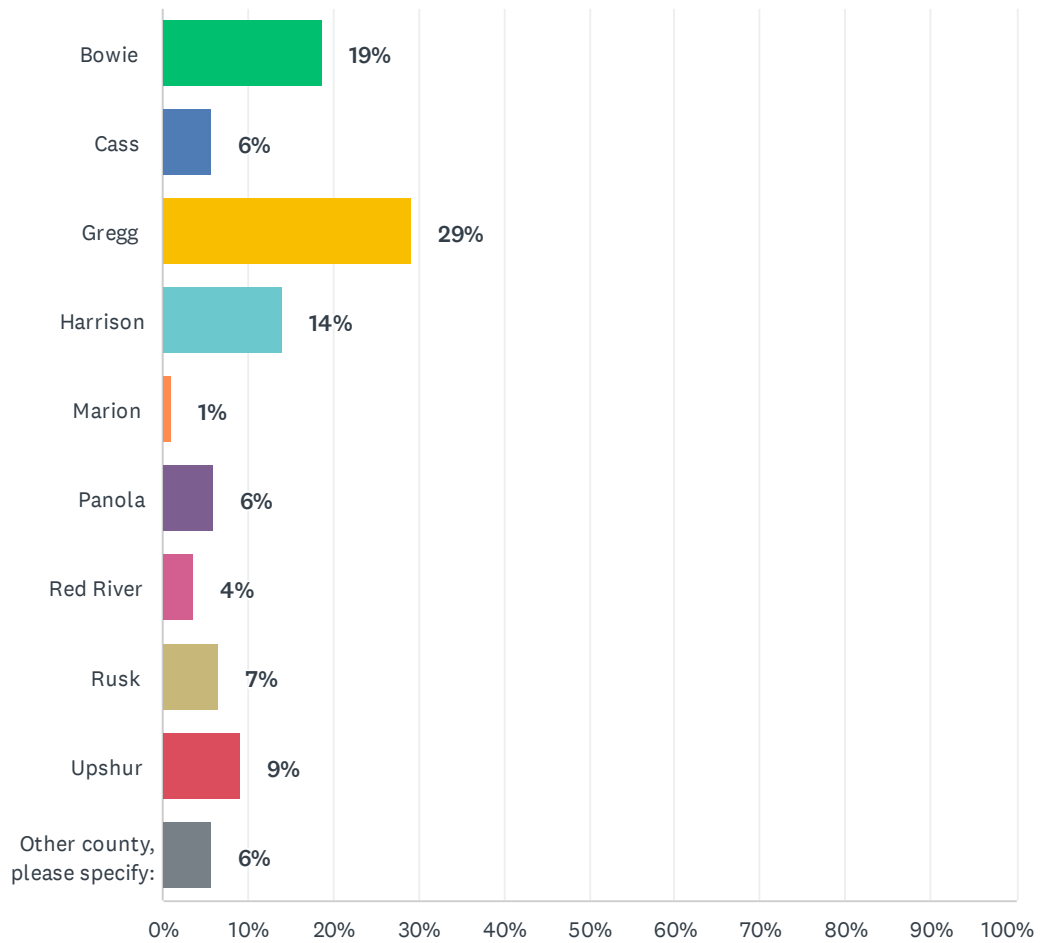
Answered: 367 Skipped: 22



ANSWER CHOICES	RESPONSES	
Working for an employer, 30 hours or more per week	18%	65
Working for an employer, under 30 hours per week	10%	36
Unemployed and currently looking for work	8%	31
Unemployed and not currently looking for work	9%	33
Student	10%	37
Retired	4%	15
Homemaker	4%	16
Self-employed	3%	11
Unable to work	34%	123
TOTAL		367

Q7 Please select the county in which you currently live.

Answered: 367 Skipped: 22



2022 CHC Quality Improvement Survey

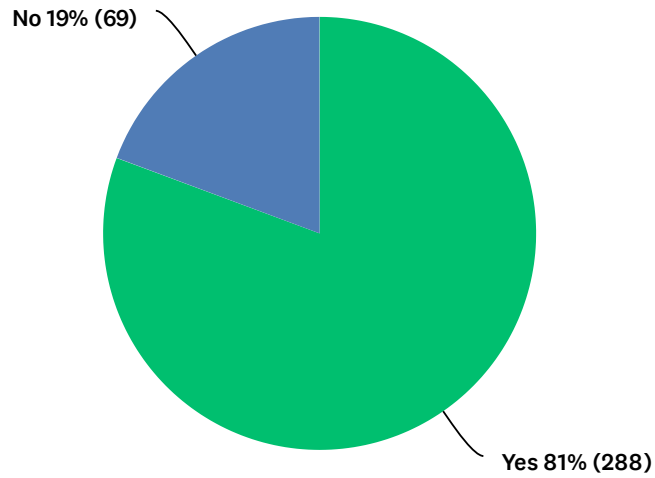
ANSWER CHOICES	RESPONSES	
Bowie	19%	69
Cass	6%	21
Gregg	29%	107
Harrison	14%	52
Marion	1%	4
Panola	6%	22
Red River	4%	13
Rusk	7%	24
Upshur	9%	34
Other county, please specify:	6%	21
TOTAL		367

Q8 What is your zip code?

Answered: 362 Skipped: 27

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

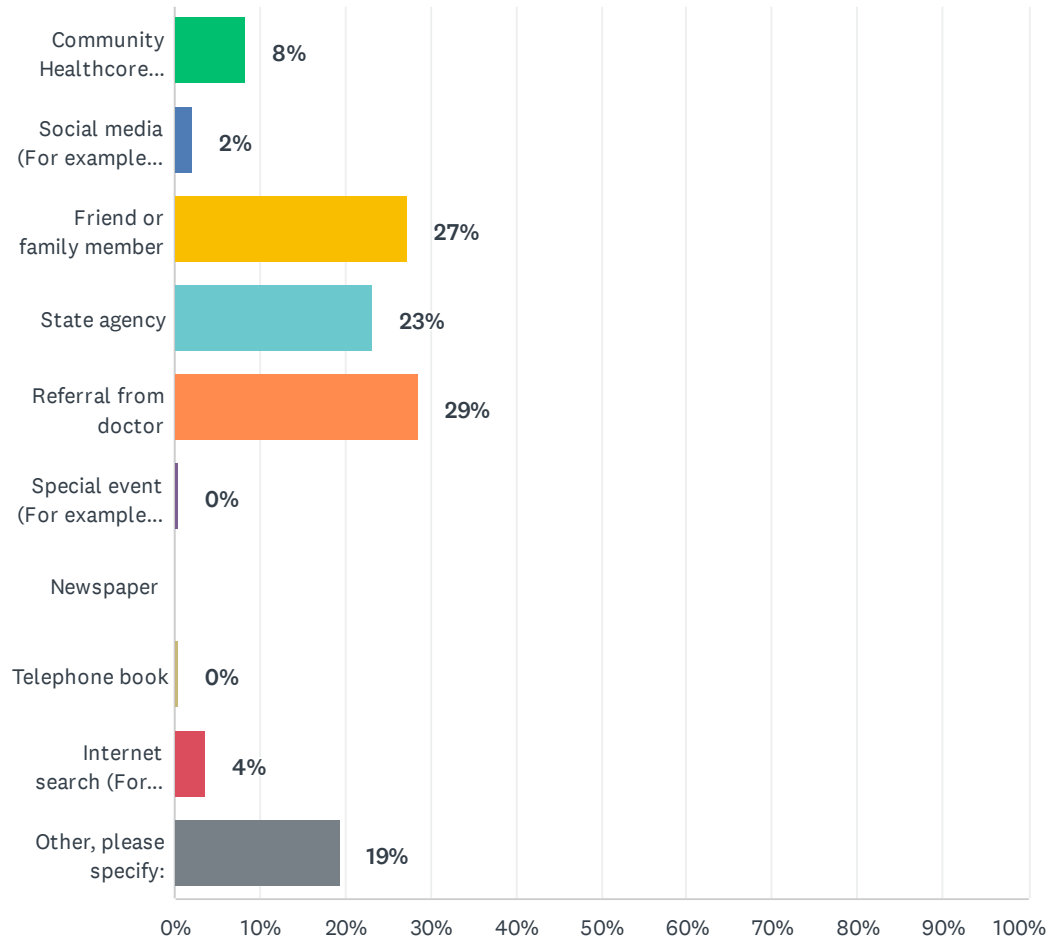
Answered: 357 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	81%	288
No	19%	69
TOTAL		357

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

Answered: 279 Skipped: 110

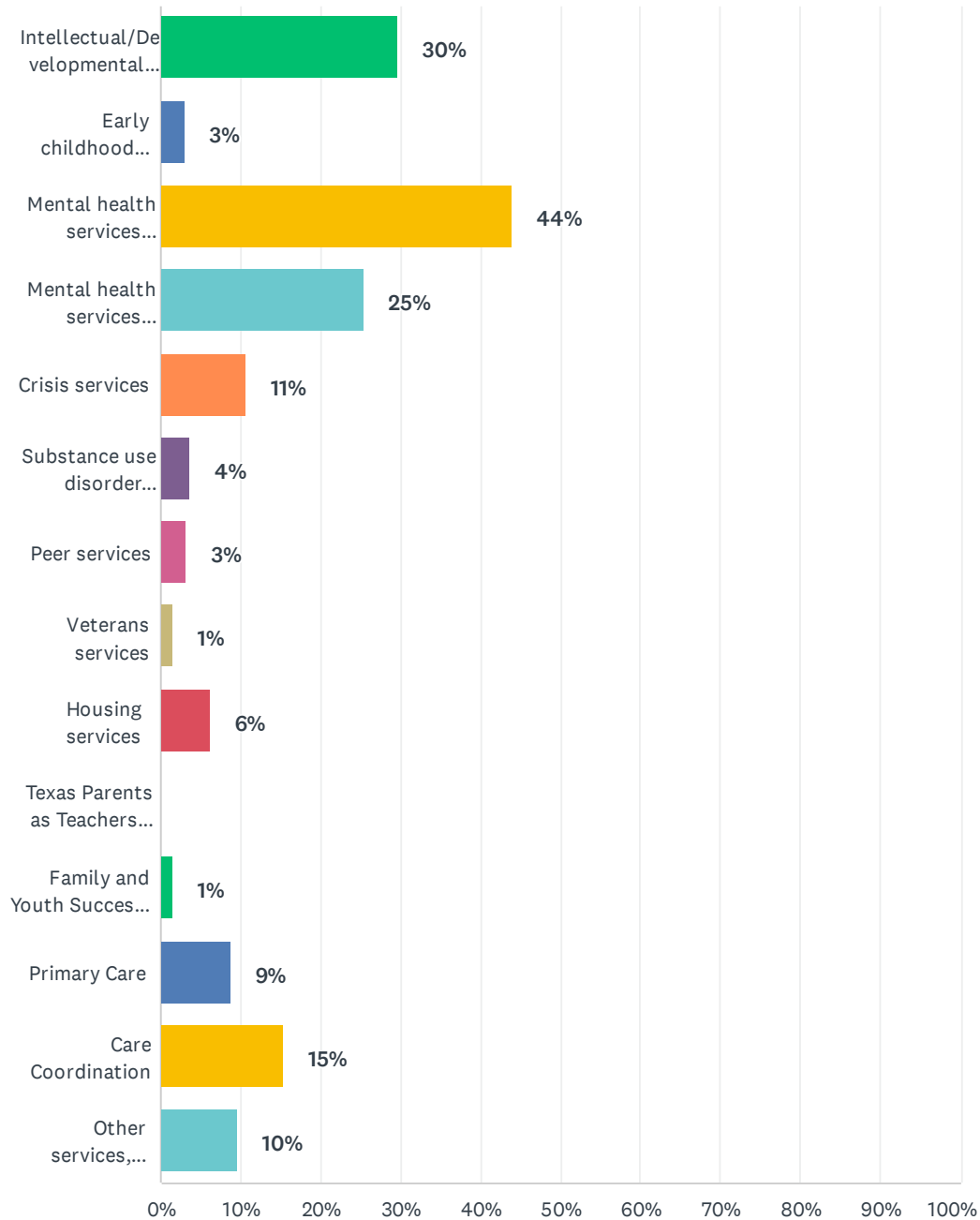


2022 CHC Quality Improvement Survey

ANSWER CHOICES	RESPONSES	
Community Healthcore website	8%	23
Social media (For example: Facebook, LinkedIn)	2%	6
Friend or family member	27%	76
State agency	23%	65
Referral from doctor	29%	80
Special event (For example: Resource fair or Health fair)	0%	1
Newspaper	0%	0
Telephone book	0%	1
Internet search (For example: Google, Yahoo)	4%	10
Other, please specify:	19%	54
Total Respondents: 279		

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

Answered: 273 Skipped: 116

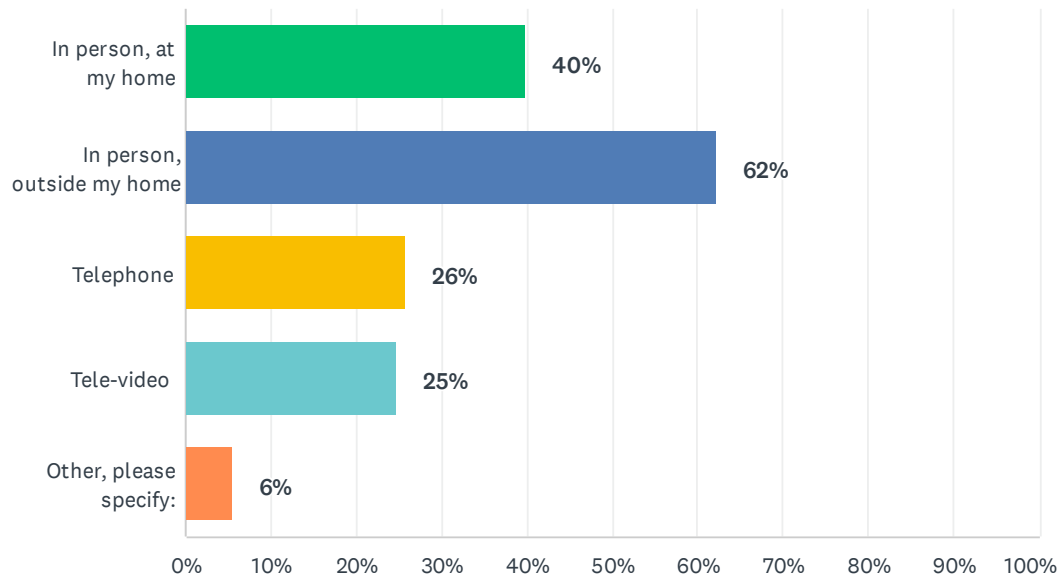


2022 CHC Quality Improvement Survey

ANSWER CHOICES	RESPONSES	
Intellectual/Developmental Disability (IDD) services	30%	81
Early childhood intervention services	3%	8
Mental health services (Adult)	44%	120
Mental health services (Children)	25%	69
Crisis services	11%	29
Substance use disorder services	4%	10
Peer services	3%	9
Veterans services	1%	4
Housing services	6%	17
Texas Parents as Teachers Program (TXPAT)	0%	0
Family and Youth Success (FAYS)	1%	4
Primary Care	9%	24
Care Coordination	15%	42
Other services, please specify:	10%	26
Total Respondents: 273		

Q12 How did you receive these services? (Select all that apply)

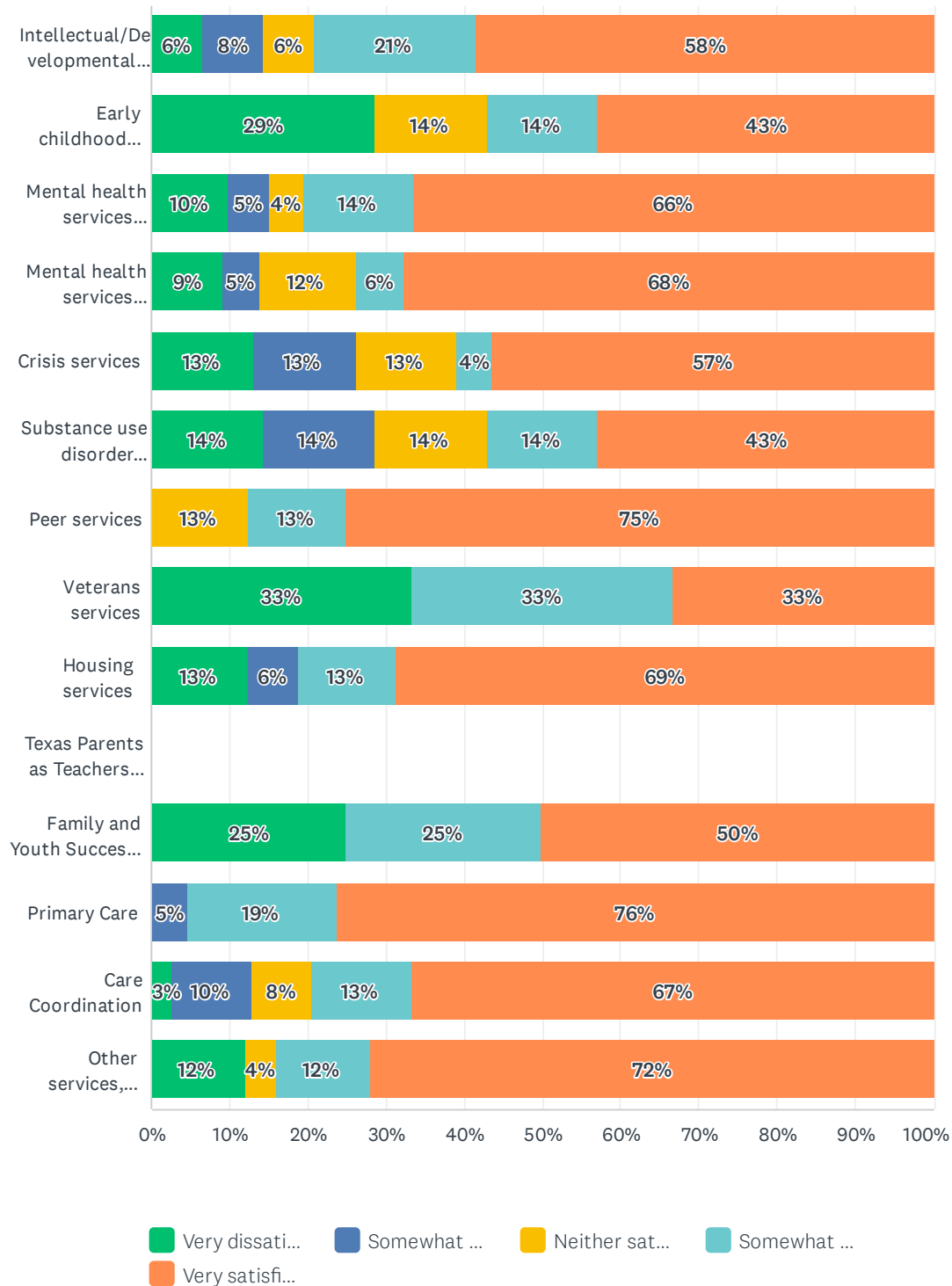
Answered: 271 Skipped: 118



ANSWER CHOICES	RESPONSES	
In person, at my home	40%	108
In person, outside my home	62%	169
Telephone	26%	70
Tele-video	25%	67
Other, please specify:	6%	15
Total Respondents: 271		

Q13 Please rate your satisfaction with the services you received:

Answered: 263 Skipped: 126

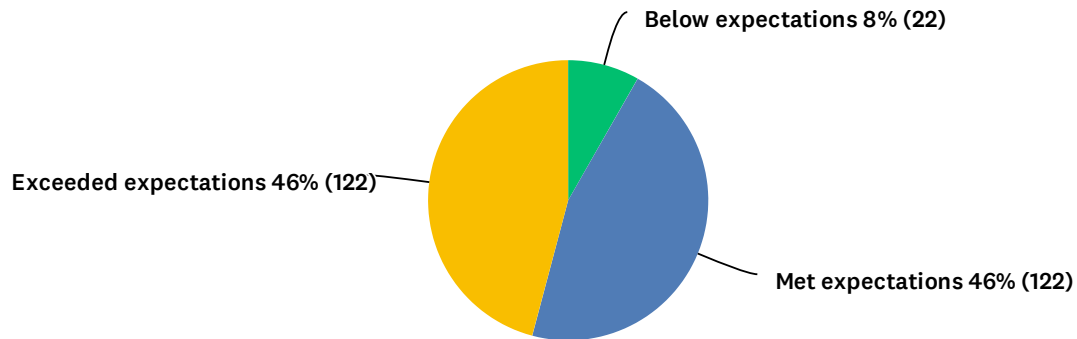


2022 CHC Quality Improvement Survey

	VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL	WEIGHT AVERAGE
Intellectual/Developmental Disability (IDD) services	6% 5	8% 6	6% 5	21% 16	58% 45	77	1
Early childhood intervention services	29% 2	0% 0	14% 1	14% 1	43% 3	7	0
Mental health services (Adult)	10% 11	5% 6	4% 5	14% 16	66% 75	113	1
Mental health services (Children)	9% 6	5% 3	12% 8	6% 4	68% 44	65	1
Crisis services	13% 3	13% 3	13% 3	4% 1	57% 13	23	0
Substance use disorder services	14% 1	14% 1	14% 1	14% 1	43% 3	7	0
Peer services	0% 0	0% 0	13% 1	13% 1	75% 6	8	1
Veterans services	33% 1	0% 0	0% 0	33% 1	33% 1	3	0
Housing services	13% 2	6% 1	0% 0	13% 2	69% 11	16	1
Texas Parents as Teachers Program (TXPAT)	0% 0	0% 0	0% 0	0% 0	0% 0	0	0
Family and Youth Success (FAYS)	25% 1	0% 0	0% 0	25% 1	50% 2	4	0
Primary Care	0% 0	5% 1	0% 0	19% 4	76% 16	21	1
Care Coordination	3% 1	10% 4	8% 3	13% 5	67% 26	39	1
Other services, please specify:	12% 3	0% 0	4% 1	12% 3	72% 18	25	1

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

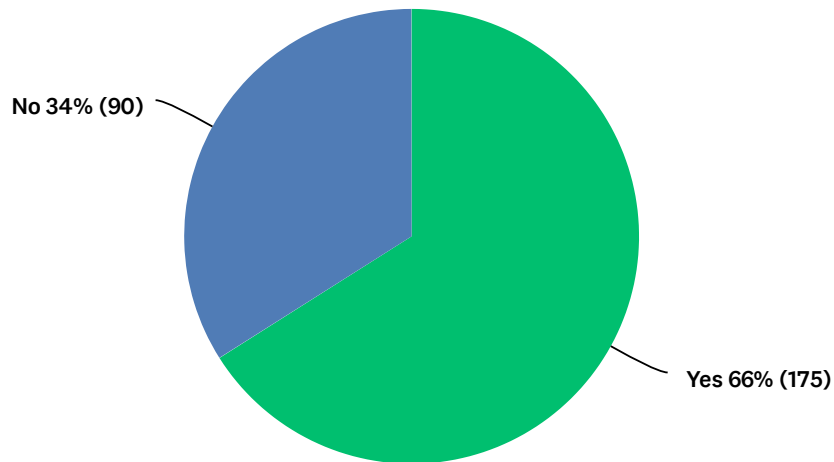
Answered: 266 Skipped: 123



ANSWER CHOICES	RESPONSES	
Below expectations	8%	22
Met expectations	46%	122
Exceeded expectations	46%	122
TOTAL		266

Q15 Due to the pandemic, Community Healthcore offered telehealth services (for example, virtual visits). In the last 12 months, did you receive any telehealth services from Community Healthcore?

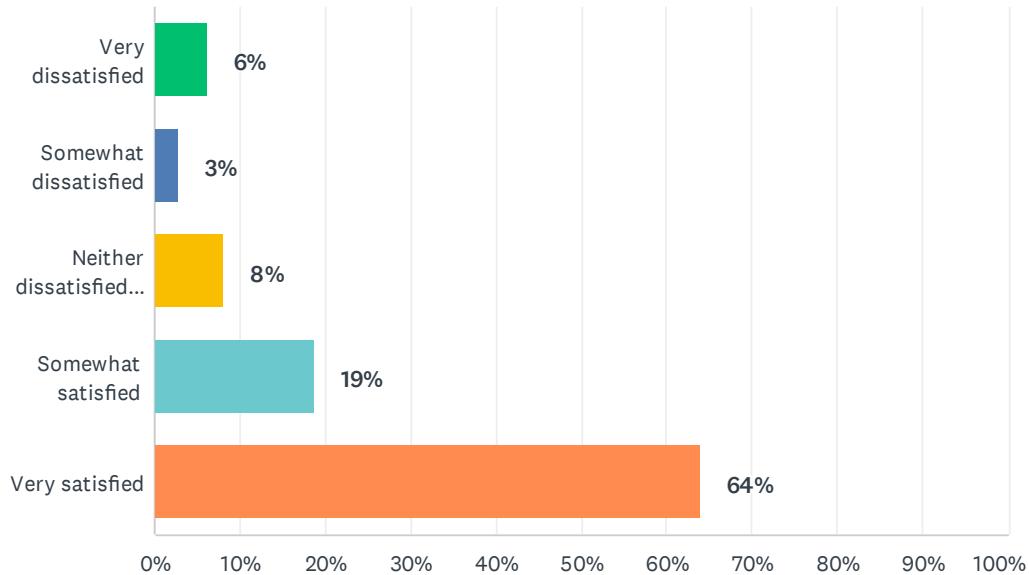
Answered: 265 Skipped: 124



ANSWER CHOICES	RESPONSES	
Yes	66%	175
No	34%	90
TOTAL		265

Q16 Please rate your overall satisfaction with telehealth services from Community Healthcore. Were you...

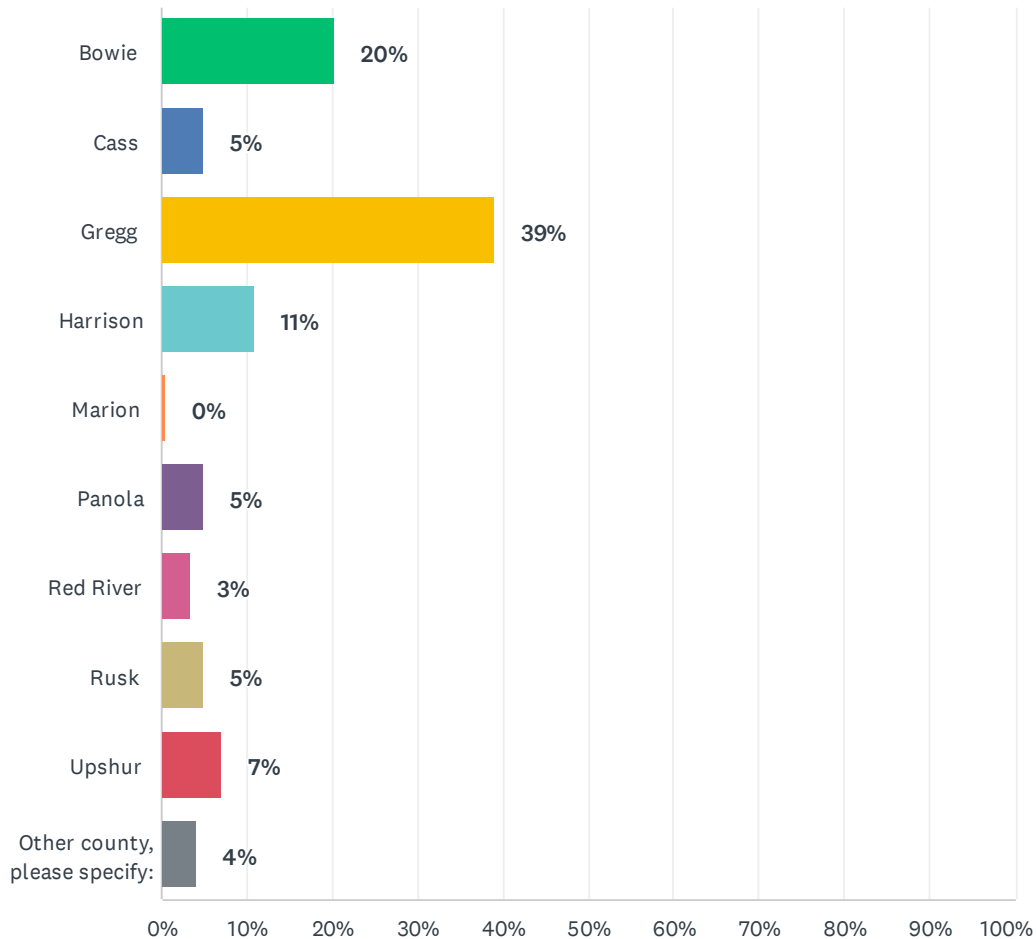
Answered: 175 Skipped: 214



ANSWER CHOICES	RESPONSES	
Very dissatisfied	6%	11
Somewhat dissatisfied	3%	5
Neither dissatisfied nor satisfied	8%	14
Somewhat satisfied	19%	33
Very satisfied	64%	112
TOTAL		175

Q17 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: 266 Skipped: 123

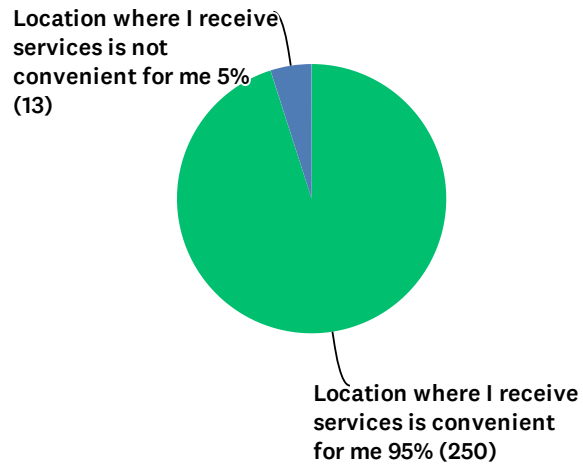


2022 CHC Quality Improvement Survey

ANSWER CHOICES	RESPONSES	
Bowie	20%	54
Cass	5%	13
Gregg	39%	104
Harrison	11%	29
Marion	0%	1
Panola	5%	13
Red River	3%	9
Rusk	5%	13
Upshur	7%	19
Other county, please specify:	4%	11
TOTAL		266

Q18 In general, is the location of the services offered by Community Healthcare convenient for you?

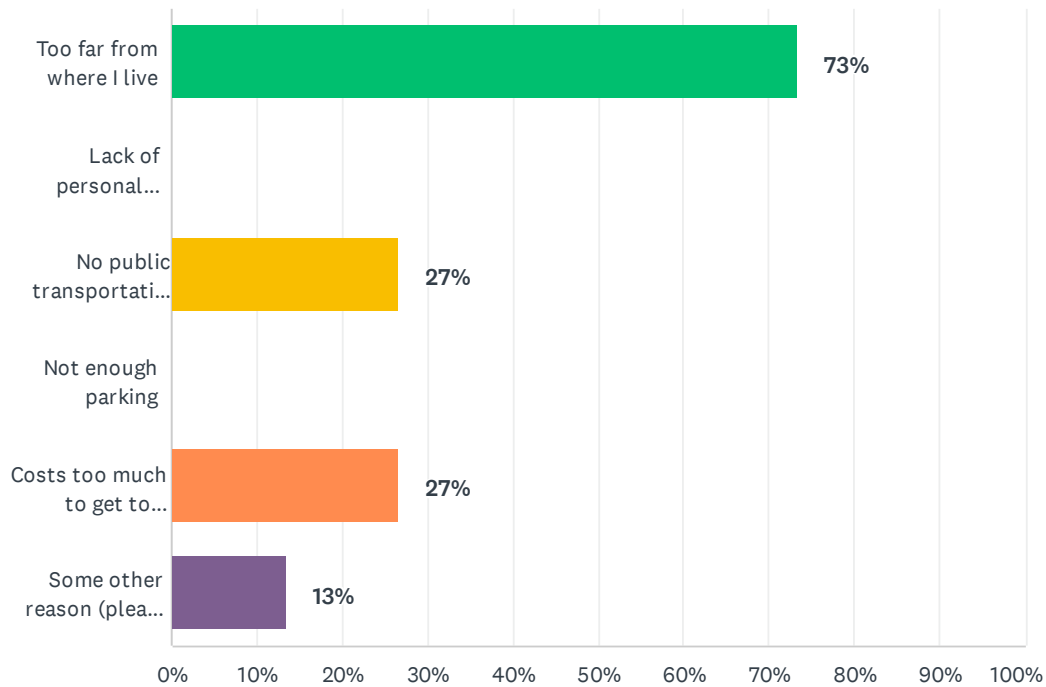
Answered: 263 Skipped: 126



ANSWER CHOICES	RESPONSES	
Location where I receive services is convenient for me	95%	250
Location where I receive services is not convenient for me	5%	13
TOTAL		263

Q19 Please identify the main reason the location is not convenient for you:

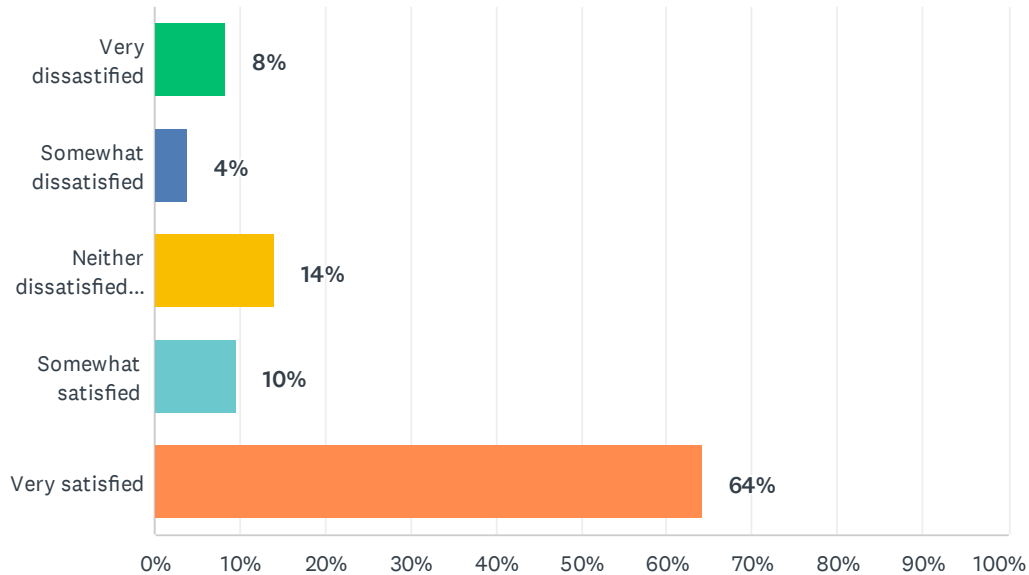
Answered: 15 Skipped: 374



ANSWER CHOICES	RESPONSES	
Too far from where I live	73%	11
Lack of personal transportation	0%	0
No public transportation available	27%	4
Not enough parking	0%	0
Costs too much to get to location	27%	4
Some other reason (please specify)	13%	2
Total Respondents: 15		

Q20 Please rate your satisfaction with the current hours of operation offered by Community Healthcore (8 a.m.-5 p.m.):

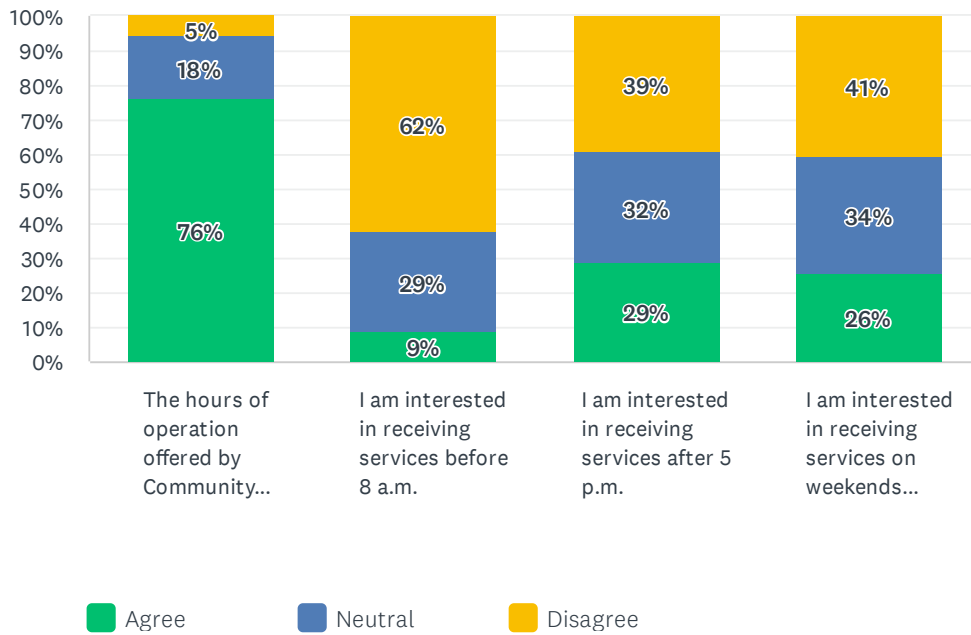
Answered: 263 Skipped: 126



ANSWER CHOICES	RESPONSES	
Very dissatisfied	8%	22
Somewhat dissatisfied	4%	10
Neither dissatisfied nor satisfied	14%	37
Somewhat satisfied	10%	25
Very satisfied	64%	169
TOTAL		263

Q21 Do you agree or disagree with the following statements?

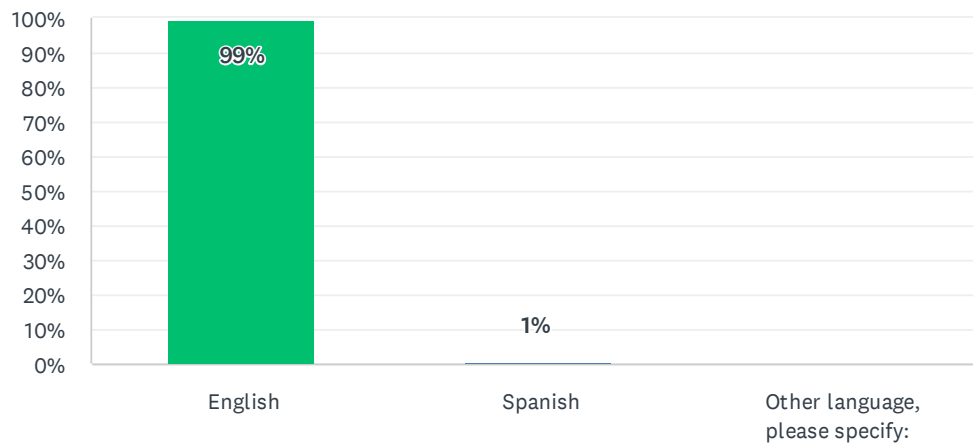
Answered: 261 Skipped: 128



	AGREE	NEUTRAL	DISAGREE	TOTAL	WEIGHTED AVERAGE
The hours of operation offered by Community Healthcore meet my needs	76% 199	18% 48	5% 14	261	0.71
I am interested in receiving services before 8 a.m.	9% 23	29% 72	62% 156	251	-0.53
I am interested in receiving services after 5 p.m.	29% 73	32% 80	39% 98	251	-0.10
I am interested in receiving services on weekends (Saturdays and Sundays)	26% 64	34% 84	41% 101	249	-0.15

Q22 In what language do you prefer to receive services?

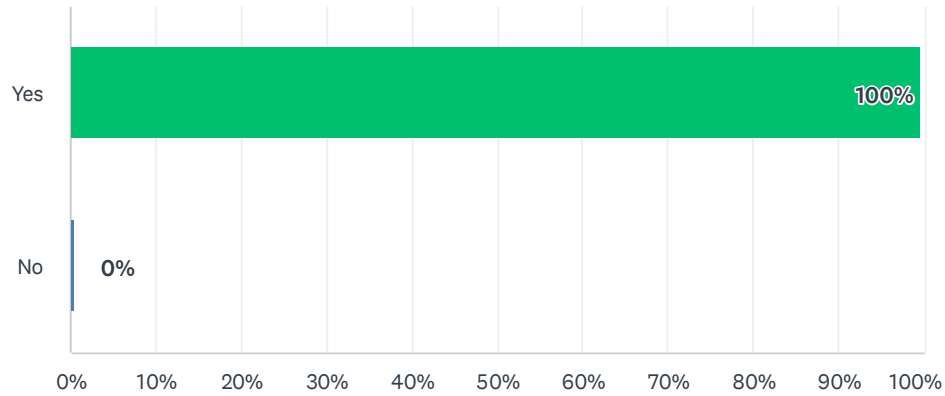
Answered: 262 Skipped: 127



ANSWER CHOICES	RESPONSES	
English	99%	260
Spanish	1%	2
Other language, please specify:	0%	0
TOTAL		262

Q23 Did Community Healthcore provide services in the language you prefer?

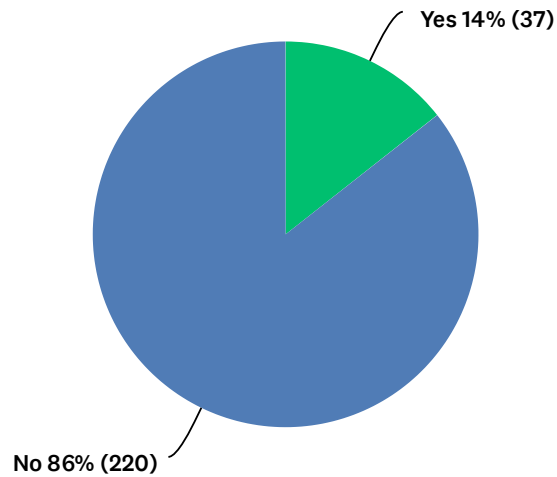
Answered: 261 Skipped: 128



ANSWER CHOICES	RESPONSES	
Yes	100%	260
No	0%	1
TOTAL		261

Q24 Does your language, race, religion, ethnic background or culture make any difference in the kind of services, counseling or treatment you need?

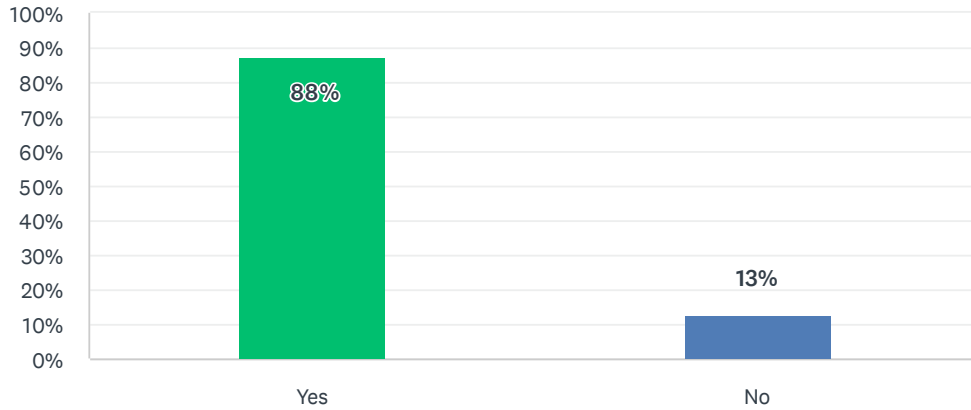
Answered: 257 Skipped: 132



ANSWER CHOICES	RESPONSES	
Yes	14%	37
No	86%	220
TOTAL		257

Q25 In the last 12 months, was the care you received responsive to those needs?

Answered: 40 Skipped: 349



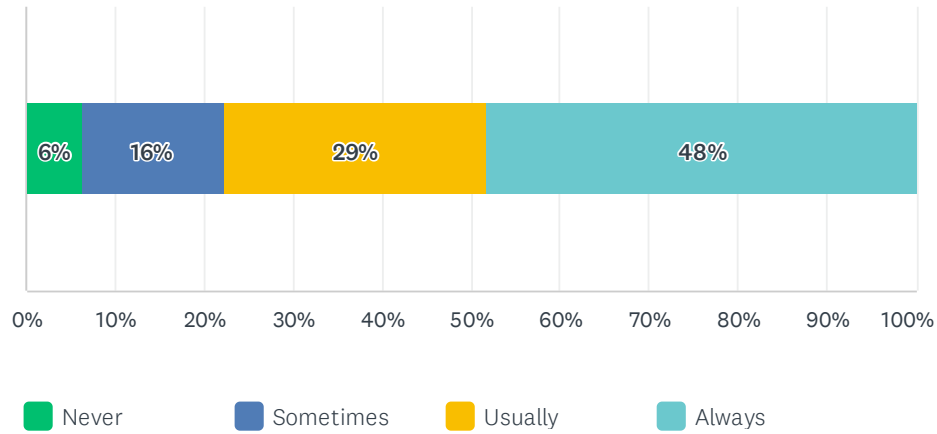
ANSWER CHOICES	RESPONSES	
Yes	88%	35
No	13%	5
TOTAL		40

Q26 Please describe how Community Healthcore could be more responsive to those needs:

Answered: 3 Skipped: 386

Q27 In the last 12 months, how often were you seen within 15 minutes of your appointment or scheduled start time for your service?

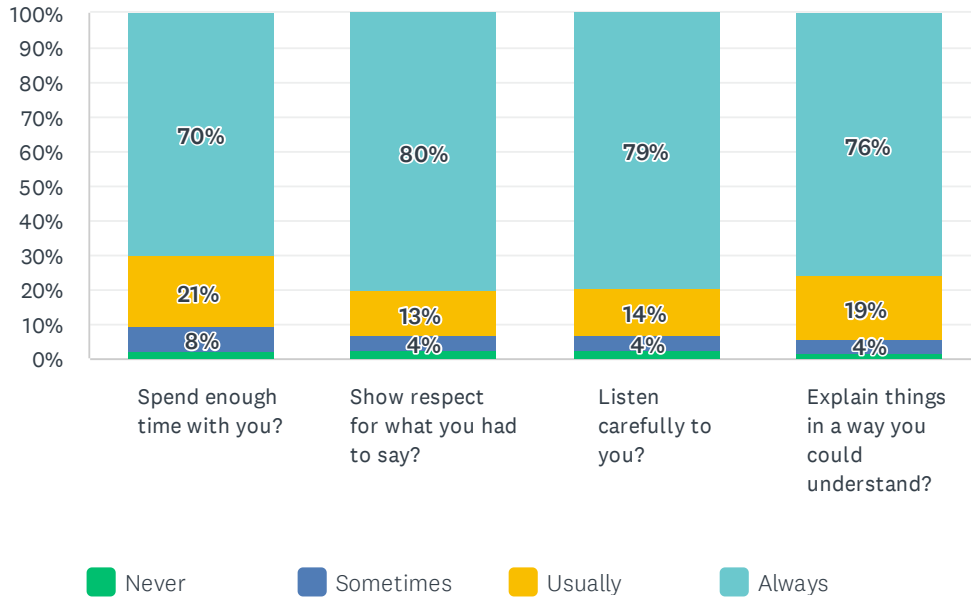
Answered: 255 Skipped: 134



ANSWER CHOICES	RESPONSES	
Never	6%	16
Sometimes	16%	41
Usually	29%	75
Always	48%	123
TOTAL		255

Q28 In the last 12 months, overall how often did the people who provided services, counseling or treatment...

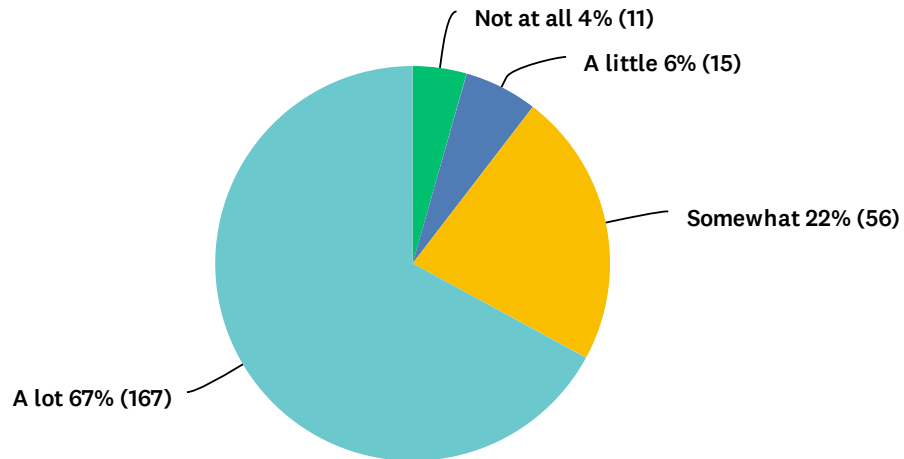
Answered: 248 Skipped: 141



	NEVER	SOMETIMES	USUALLY	ALWAYS	TOTAL	WEIGHTED AVERAGE
Spend enough time with you?	2% 5	8% 19	21% 51	70% 173	248	1.48
Show respect for what you had to say?	3% 7	4% 10	13% 33	80% 197	247	1.63
Listen carefully to you?	3% 7	4% 10	14% 34	79% 196	247	1.63
Explain things in a way you could understand?	2% 4	4% 10	19% 46	76% 187	247	1.63

Q29 In the last 12 months, how much were you helped by the services, counseling or treatment you got?

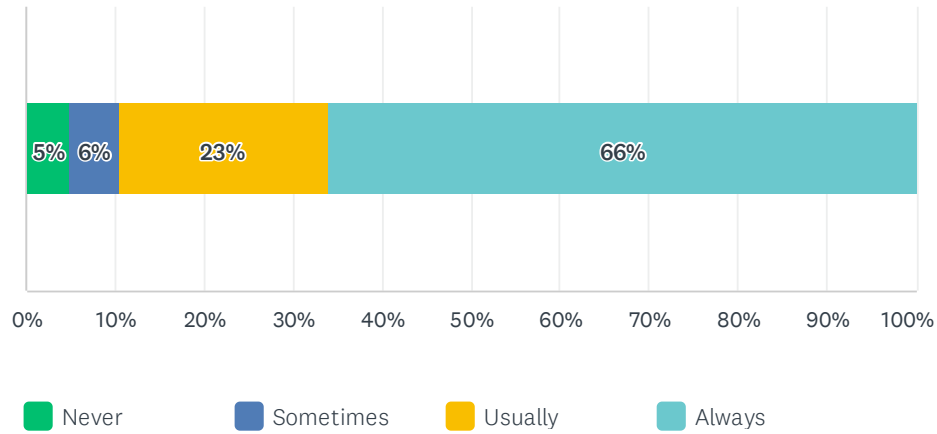
Answered: 249 Skipped: 140



ANSWER CHOICES	RESPONSES	
Not at all	4%	11
A little	6%	15
Somewhat	22%	56
A lot	67%	167
TOTAL		249

Q30 In the last 12 months, how often were you involved as much as you wanted in the services you received from Community Healthcore?

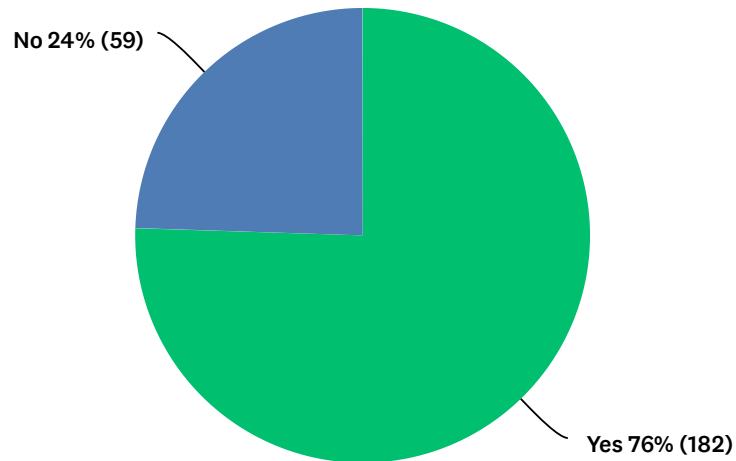
Answered: 248 Skipped: 141



ANSWER CHOICES	RESPONSES	
Never	5%	12
Sometimes	6%	14
Usually	23%	58
Always	66%	164
TOTAL		248

Q31 In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?

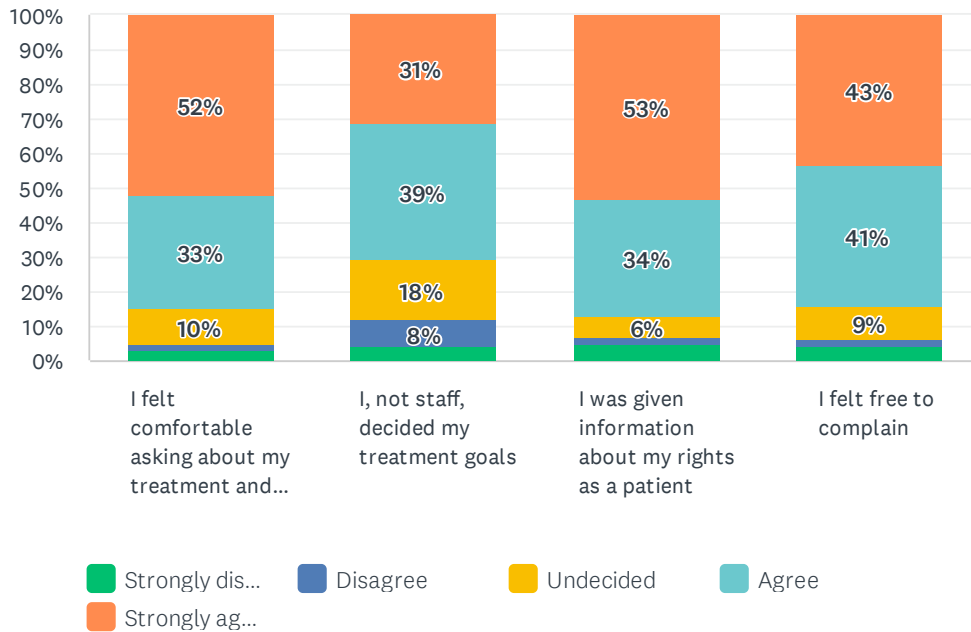
Answered: 241 Skipped: 148



ANSWER CHOICES		RESPONSES	
Yes		76%	182
No		24%	59
TOTAL			241

Q32 Thinking about the services you received in the last 12 months, to what extent would you agree with the following statements...

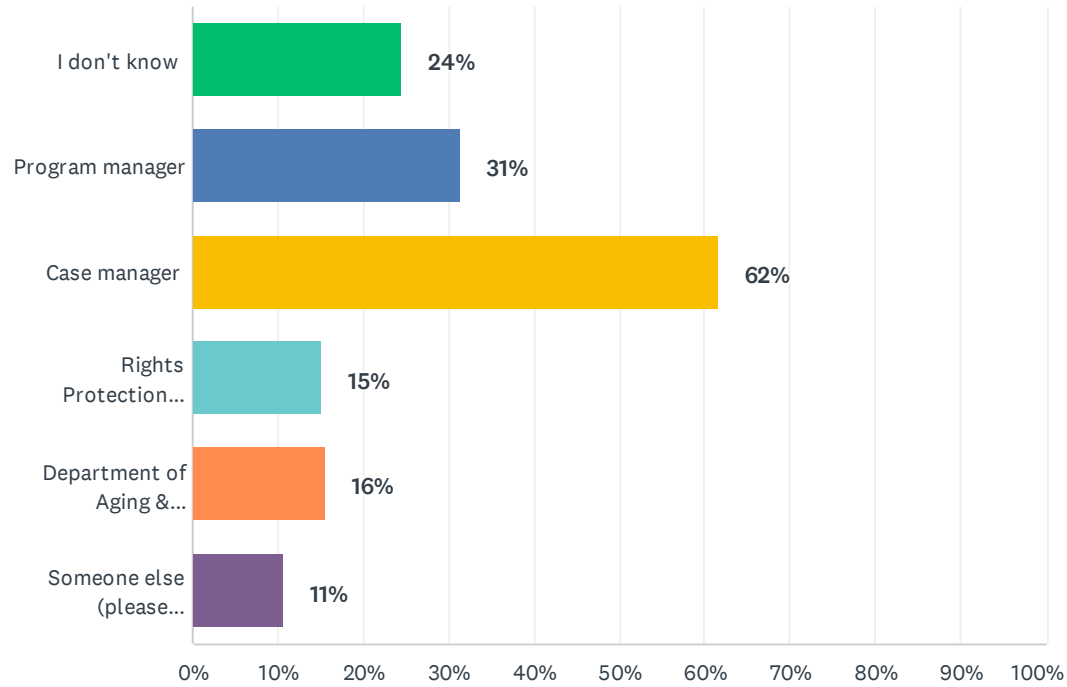
Answered: 244 Skipped: 145



	STRONGLY DISAGREE	DISAGREE	UNDECIDED	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I felt comfortable asking about my treatment and medications	3% 8	2% 4	10% 25	33% 79	52% 127	243	1.29
I, not staff, decided my treatment goals	4% 10	8% 19	18% 42	39% 94	31% 75	240	0.85
I was given information about my rights as a patient	5% 11	2% 6	6% 15	34% 82	53% 130	244	1.29
I felt free to complain	4% 10	2% 5	9% 23	41% 100	43% 105	243	1.17

Q33 If you have a complaint about services received from Community Healthcore, who do you talk to? (Select all that apply)

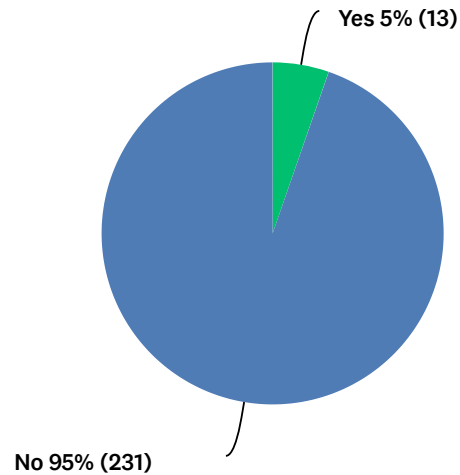
Answered: 245 Skipped: 144



ANSWER CHOICES	RESPONSES	
I don't know	24%	60
Program manager	31%	77
Case manager	62%	151
Rights Protection Officer	15%	37
Department of Aging & Disability Services	16%	38
Someone else (please specify)	11%	26
Total Respondents: 245		

Q34 In the last 12 months, did you file a complaint about the services you received from Community Healthcore?

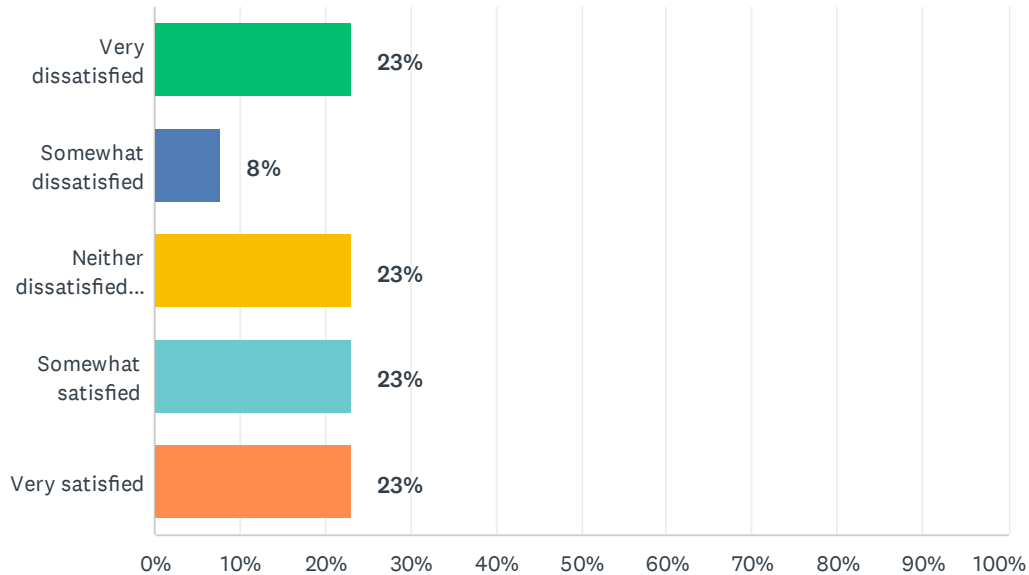
Answered: 244 Skipped: 145



ANSWER CHOICES		RESPONSES	
Yes		5%	13
No		95%	231
TOTAL			244

Q35 Please describe your satisfaction with the resolution of the complaint. Were you...

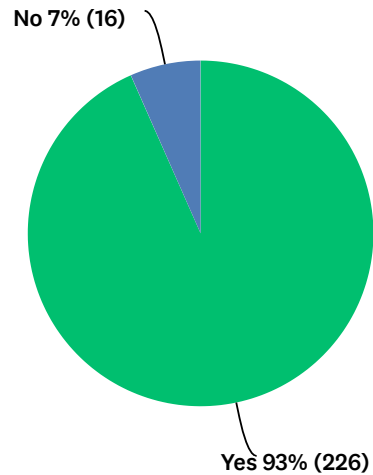
Answered: 13 Skipped: 376



ANSWER CHOICES	RESPONSES	
Very dissatisfied	23%	3
Somewhat dissatisfied	8%	1
Neither dissatisfied nor satisfied	23%	3
Somewhat satisfied	23%	3
Very satisfied	23%	3
TOTAL		13

Q36 Would you recommend the services at Community Healthcore to a friend or family member?

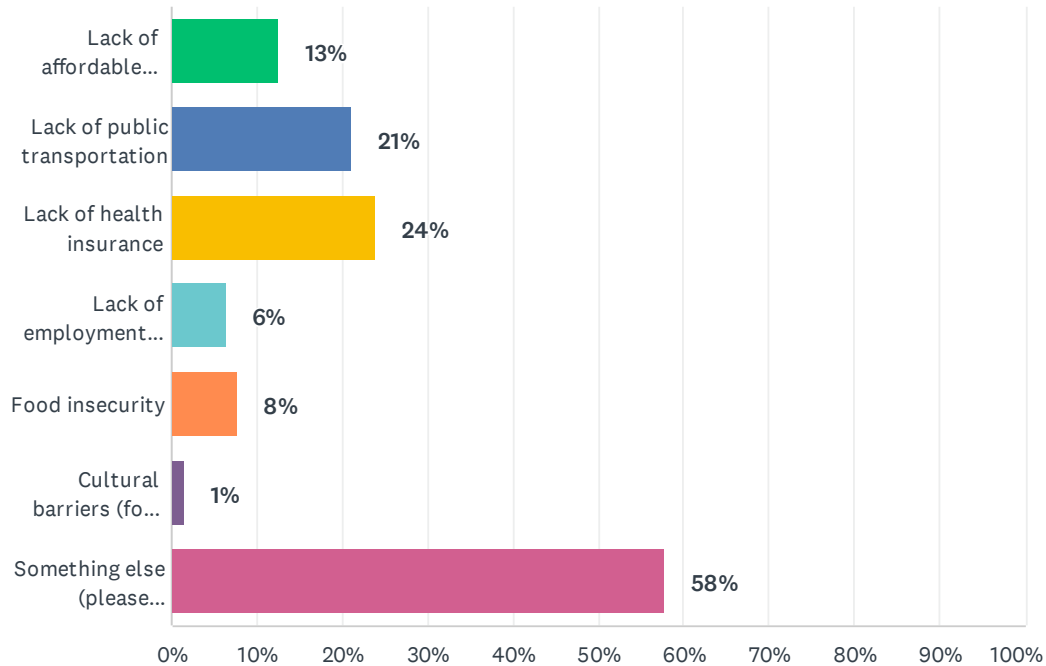
Answered: 242 Skipped: 147



ANSWER CHOICES	RESPONSES	
Yes	93%	226
No	7%	16
TOTAL		242

Q37 In the last 12 months, have any of the following barriers prevented you from getting the healthcare you needed? (Select all that apply)

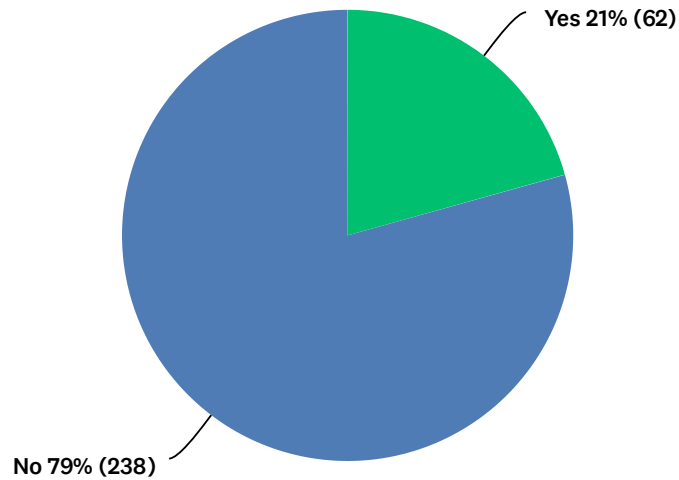
Answered: 142 Skipped: 247



ANSWER CHOICES	RESPONSES	
Lack of affordable housing	13%	18
Lack of public transportation	21%	30
Lack of health insurance	24%	34
Lack of employment opportunities	6%	9
Food insecurity	8%	11
Cultural barriers (for example, language or religion)	1%	2
Something else (please specify)	58%	82
Total Respondents: 142		

Q38 In the last 12 months, were there any services or supports that you needed, but did not receive?

Answered: 300 Skipped: 89



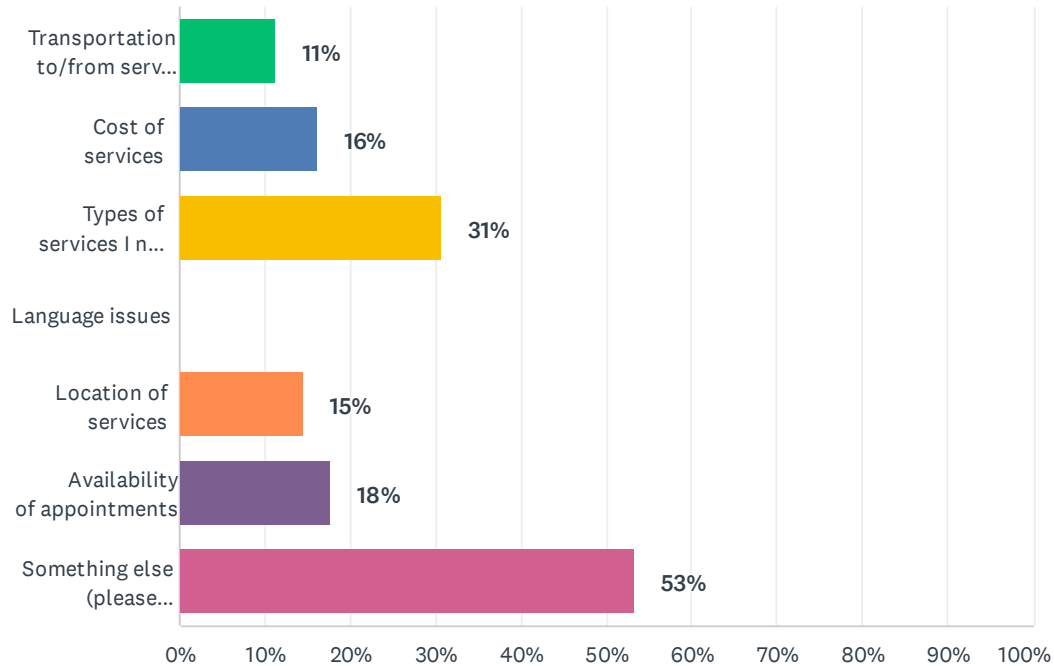
ANSWER CHOICES	RESPONSES	
Yes	21%	62
No	79%	238
TOTAL		300

Q39 Please describe the services or supports you needed, but did not receive:

Answered: 53 Skipped: 336

Q40 What would you say is the main reason you did not receive the services you needed?

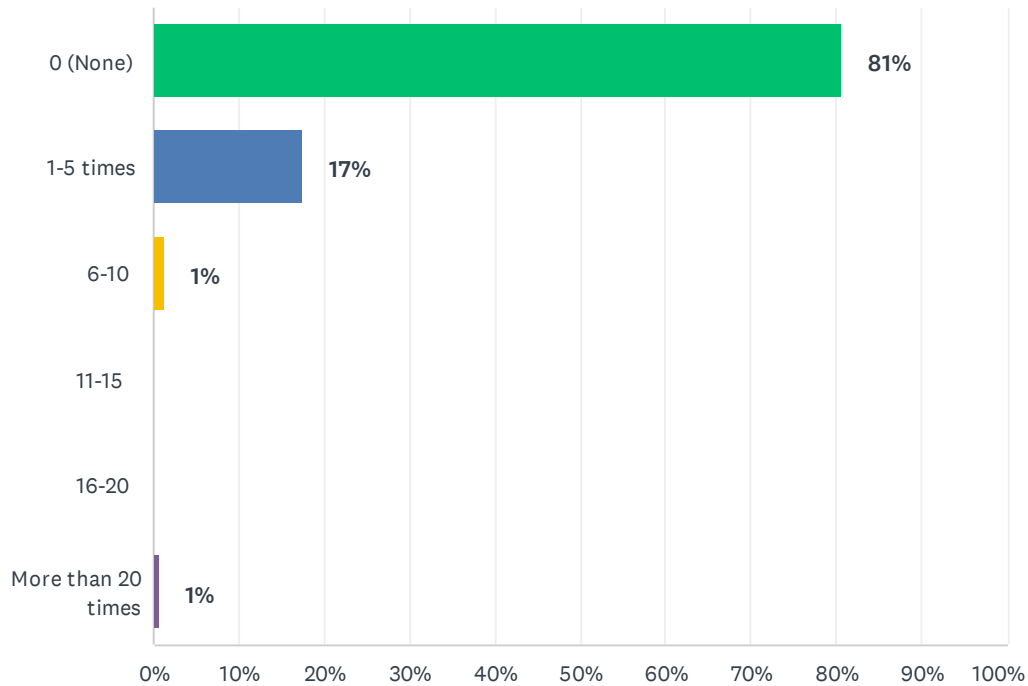
Answered: 62 Skipped: 327



ANSWER CHOICES	RESPONSES	
Transportation to/from service location	11%	7
Cost of services	16%	10
Types of services I need were not available	31%	19
Language issues	0%	0
Location of services	15%	9
Availability of appointments	18%	11
Something else (please specify)	53%	33
Total Respondents: 62		

Q41 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?

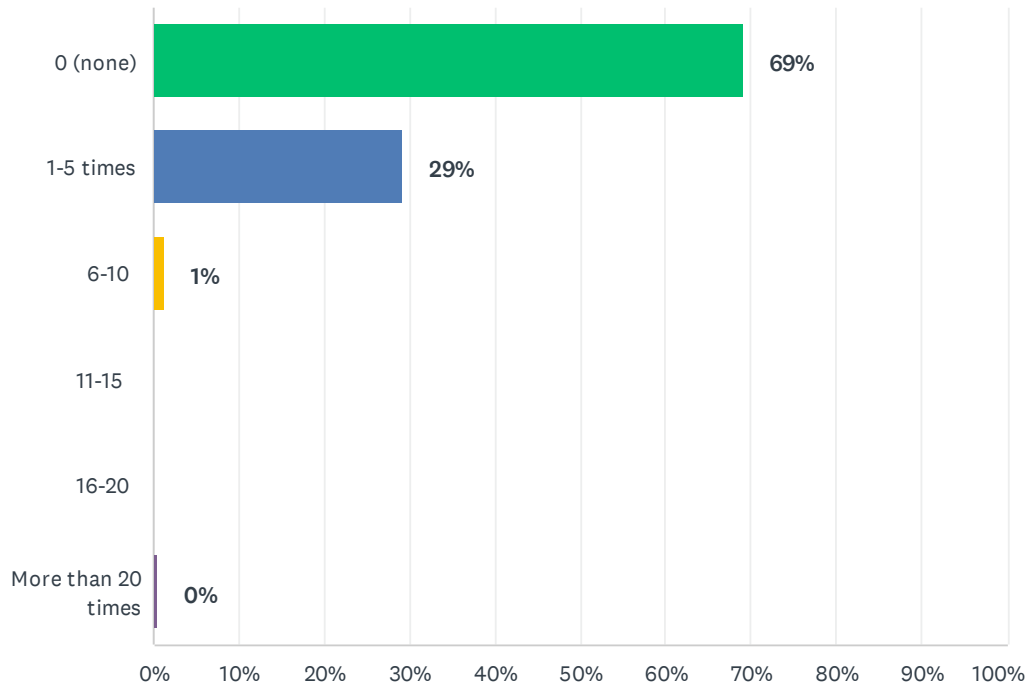
Answered: 298 Skipped: 91



ANSWER CHOICES	RESPONSES	
0 (None)	81%	240
1-5 times	17%	52
6-10	1%	4
11-15	0%	0
16-20	0%	0
More than 20 times	1%	2
TOTAL		298

Q42 In the last 12 months, approximately how many times did you go to an emergency room or crisis center to get primary care services for yourself?

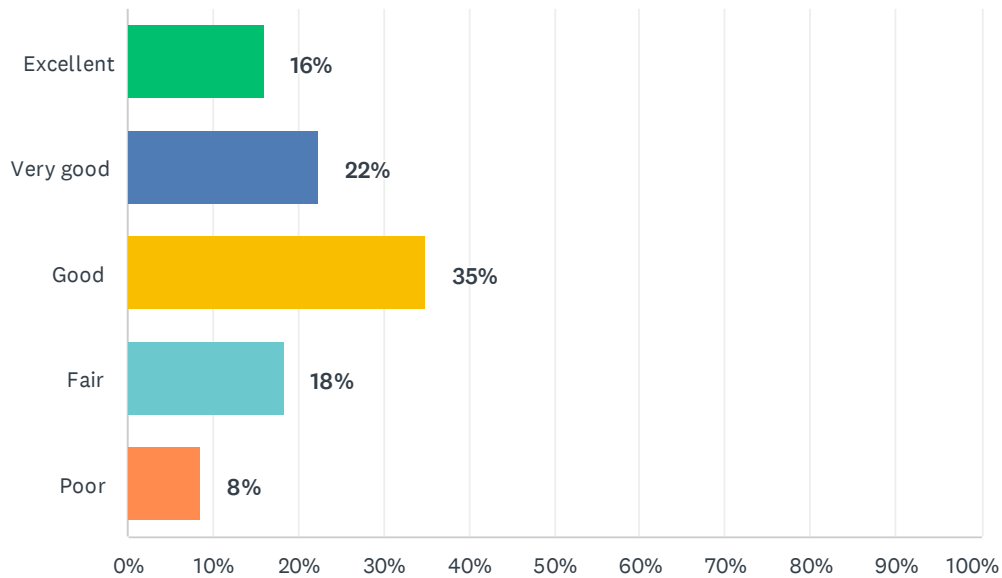
Answered: 295 Skipped: 94



ANSWER CHOICES	RESPONSES	
0 (none)	69%	204
1-5 times	29%	86
6-10	1%	4
11-15	0%	0
16-20	0%	0
More than 20 times	0%	1
TOTAL		295

Q43 In general, how would you rate your overall health now?

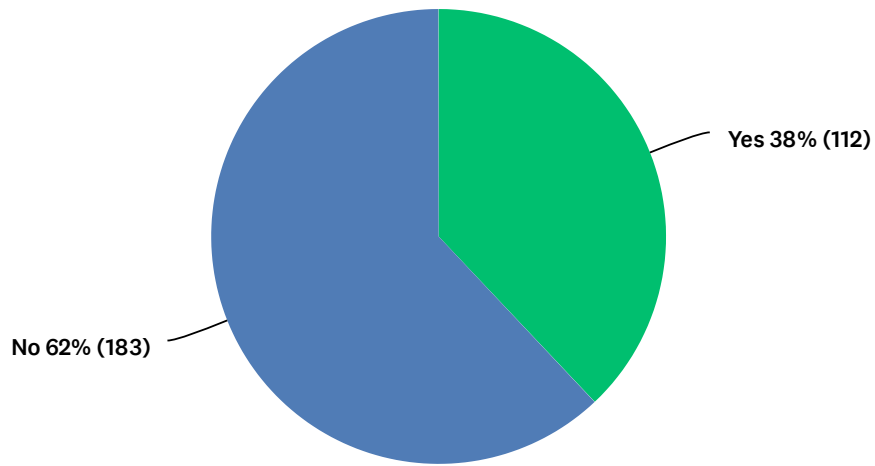
Answered: 295 Skipped: 94



ANSWER CHOICES	RESPONSES	
Excellent	16%	47
Very good	22%	66
Good	35%	103
Fair	18%	54
Poor	8%	25
TOTAL		295

Q44 Did someone help you complete this survey?

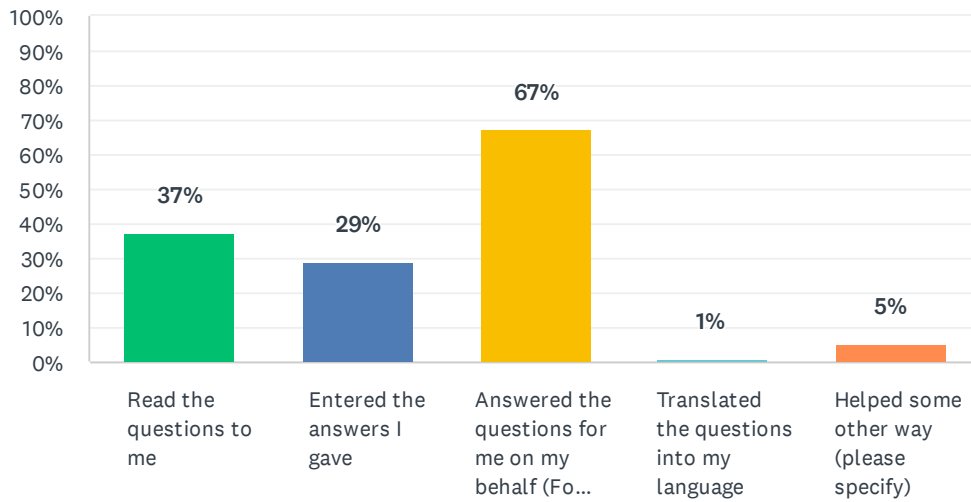
Answered: 295 Skipped: 94



ANSWER CHOICES	RESPONSES	
Yes	38%	112
No	62%	183
TOTAL		295

Q45 How did that person help you? Select all that apply.

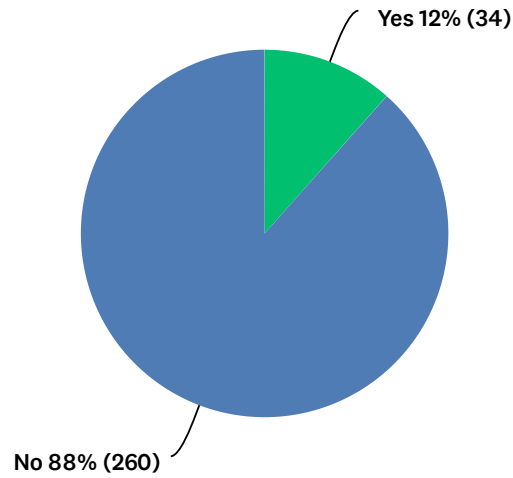
Answered: 113 Skipped: 276



ANSWER CHOICES	RESPONSES	
Read the questions to me	37%	42
Entered the answers I gave	29%	33
Answered the questions for me on my behalf (For example: Guardians and Legal Representatives)	67%	76
Translated the questions into my language	1%	1
Helped some other way (please specify)	5%	6
Total Respondents: 113		

Q46 Do you have any additional comments for Community Healthcore?

Answered: 294 Skipped: 95



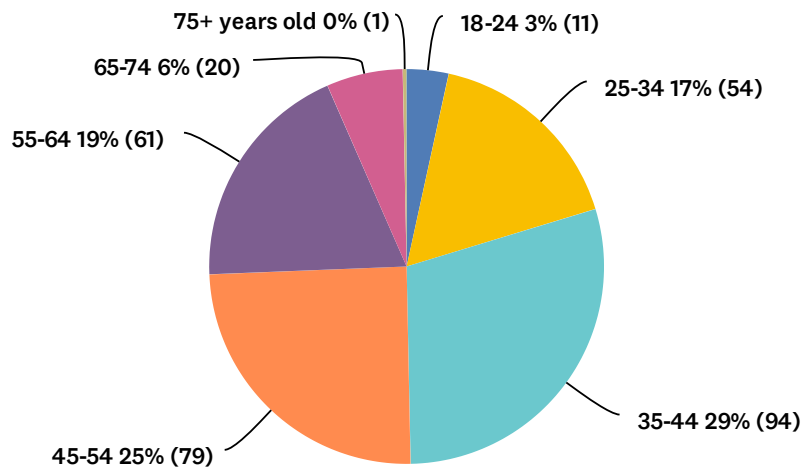
ANSWER CHOICES	RESPONSES	
Yes	12%	34
No	88%	260
TOTAL		294

Q47 Please enter your comments:

Answered: 32 Skipped: 357

Q1 What is your age?

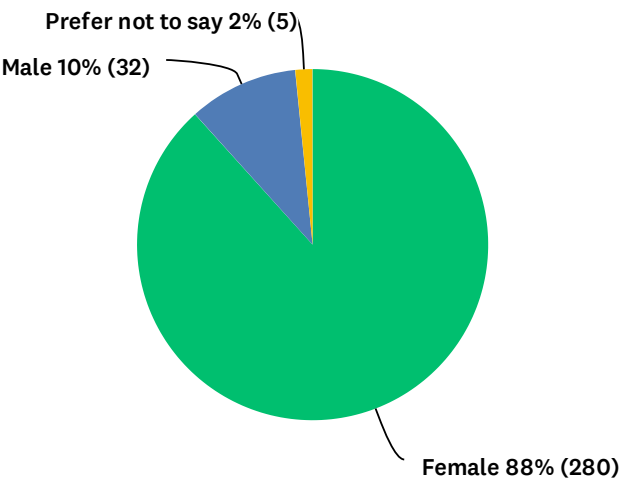
Answered: 320 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18 years old	0%	0
18-24	3%	11
25-34	17%	54
35-44	29%	94
45-54	25%	79
55-64	19%	61
65-74	6%	20
75+ years old	0%	1
TOTAL		320

Q2 What is your gender?

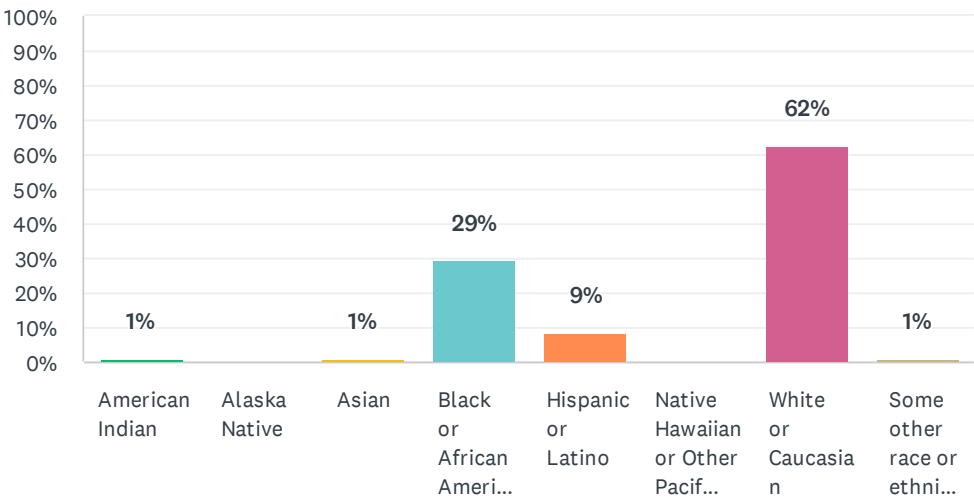
Answered: 317 Skipped: 3



ANSWER CHOICES	RESPONSES	
Female	88%	280
Male	10%	32
Prefer not to say	2%	5
Prefer to self describe	0%	0
TOTAL		317

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

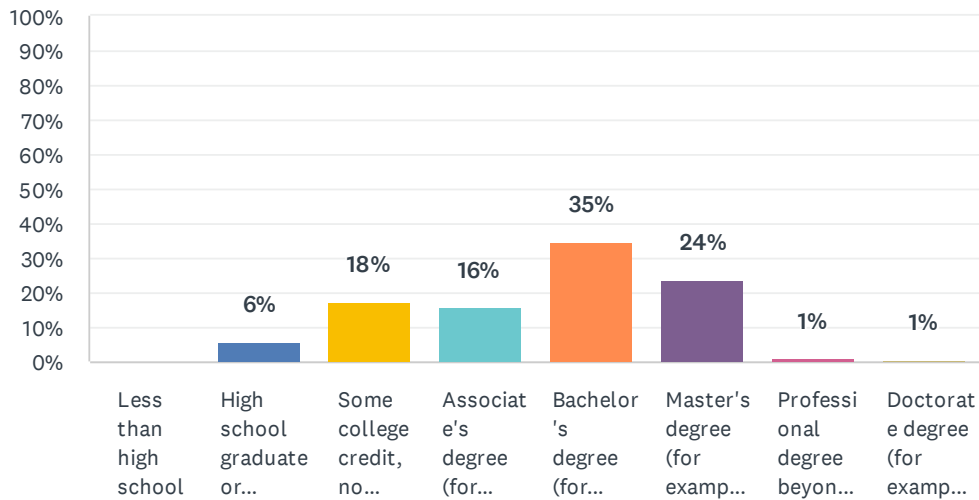
Answered: 317 Skipped: 3



ANSWER CHOICES	RESPONSES	
American Indian	1%	4
Alaska Native	0%	0
Asian	1%	3
Black or African American	29%	93
Hispanic or Latino	9%	27
Native Hawaiian or Other Pacific Islander	0%	0
White or Caucasian	62%	198
Some other race or ethnicity, please specify	1%	3
Total Respondents: 317		

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.

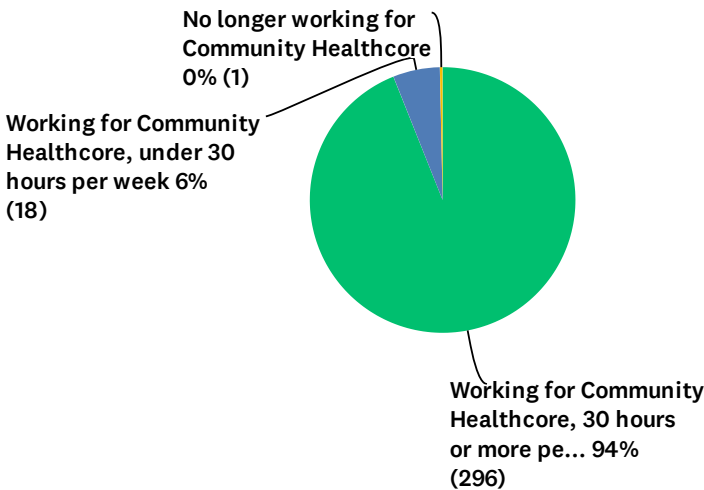
Answered: 314 Skipped: 6



ANSWER CHOICES	RESPONSES	
Less than high school	0%	0
High school graduate or equivalent (for example: GED)	6%	19
Some college credit, no degree	18%	55
Associate's degree (for example: AA, AS)	16%	50
Bachelor's degree (for example: BA, BS)	35%	109
Master's degree (for example: MA, MS)	24%	75
Professional degree beyond bachelor's degree (for example: JD, MD, DDS)	1%	4
Doctorate degree (for example, PhD, EdD)	1%	2
TOTAL		314

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

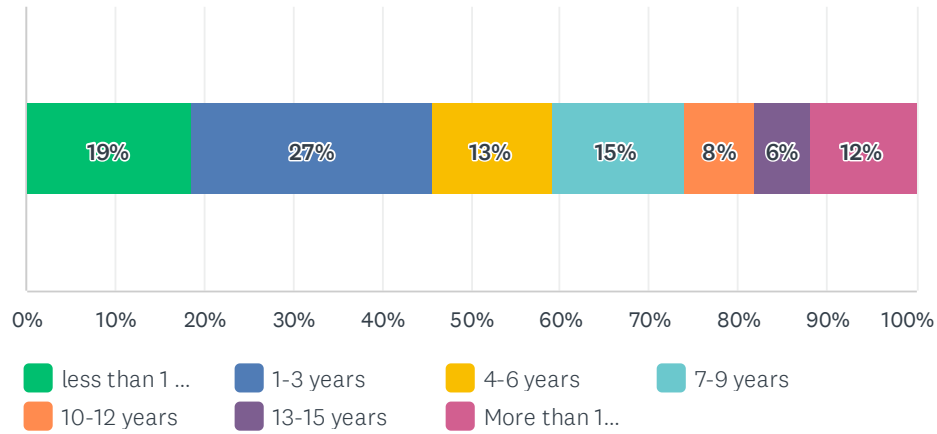
Answered: 315 Skipped: 5



ANSWER CHOICES	RESPONSES	
Working for Community Healthcore, 30 hours or more per week	94%	296
Working for Community Healthcore, under 30 hours per week	6%	18
No longer working for Community Healthcore	0%	1
TOTAL		315

Q6 Approximately how many years in total have you been working for Community Healthcore?

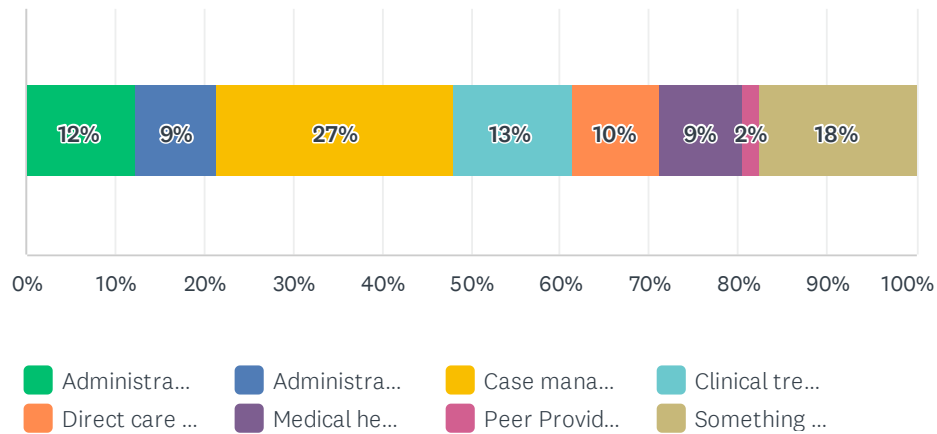
Answered: 313 Skipped: 7



ANSWER CHOICES	RESPONSES	
less than 1 year	19%	58
1-3 years	27%	85
4-6 years	13%	42
7-9 years	15%	47
10-12 years	8%	24
13-15 years	6%	20
More than 15 years	12%	37
TOTAL		313

Q7 Which of the following best describes your role in the organization?

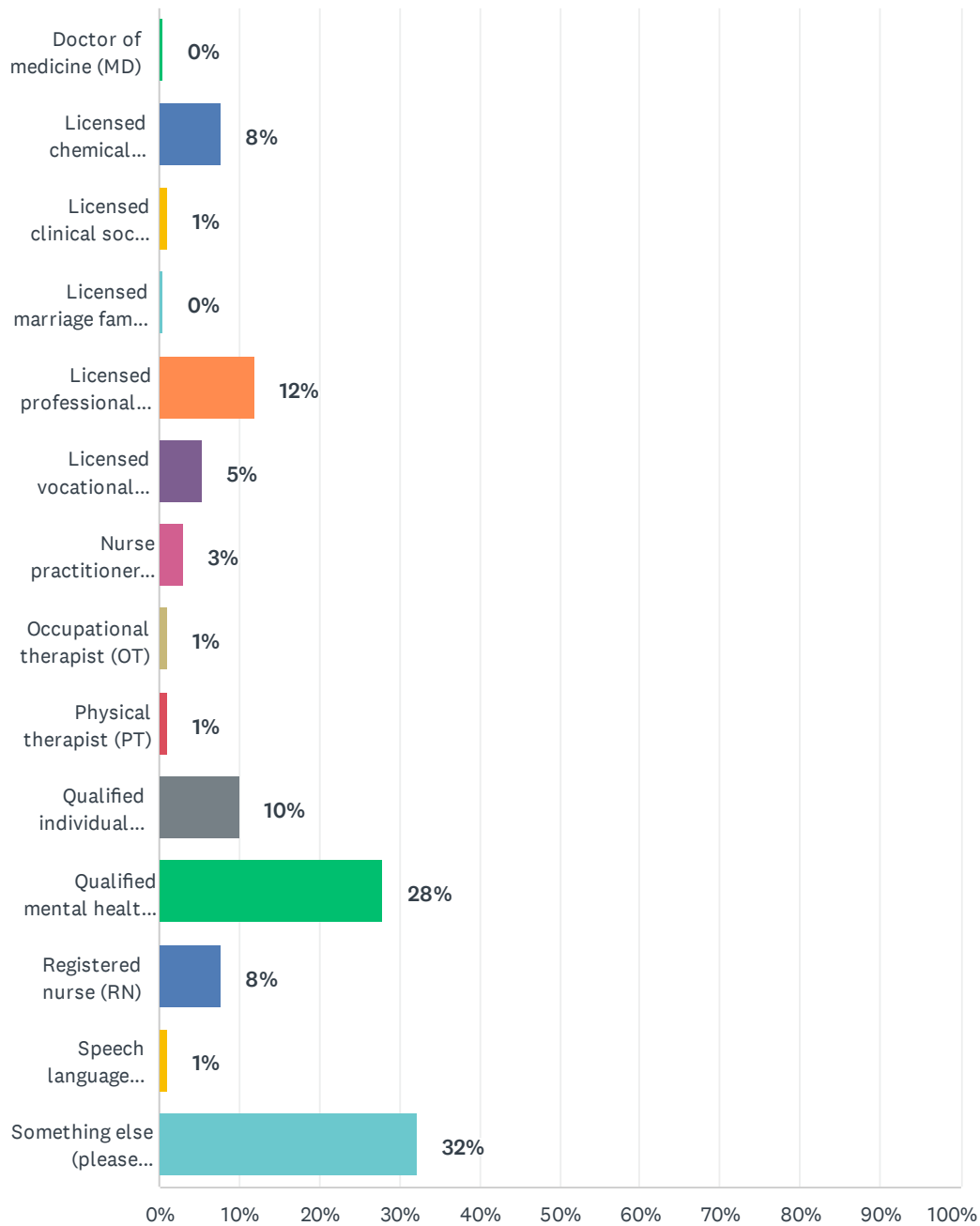
Answered: 308 Skipped: 12



ANSWER CHOICES	RESPONSES	
Administration and support (For example: Accounting, human resources, information technology)	12%	38
Administrative (For example: Admin tech, clinical support)	9%	28
Case management (For example: Case managers, care coordinators)	27%	82
Clinical treatment providers (For example: Substance use disorders professionals, counselors, therapists)	13%	41
Direct care (For example: Program tech, support specialist)	10%	30
Medical healthcare providers (For example: Doctors, nurses)	9%	29
Peer Provider	2%	6
Something else (please specify)	18%	54
TOTAL		308

Q8 Please select the credentials you have (select all that apply):

Answered: 208 Skipped: 112

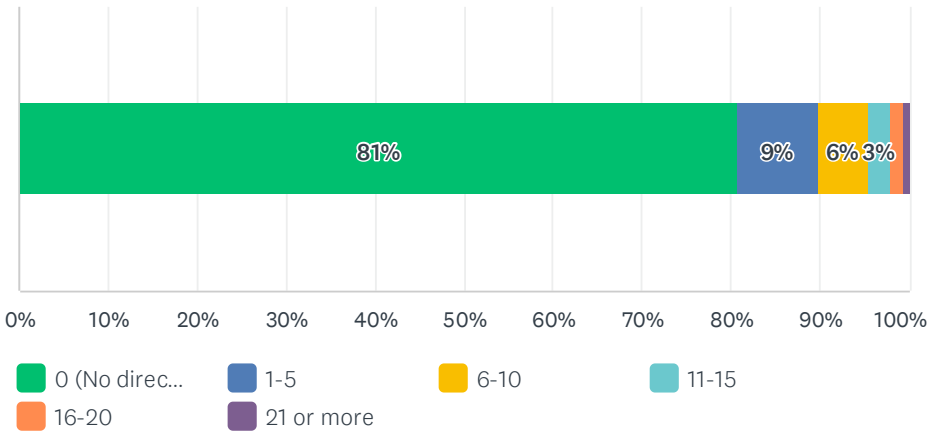


2022 CHC Workforce Inventory Survey

ANSWER CHOICES	RESPONSES	
Doctor of medicine (MD)	0%	1
Licensed chemical dependency counselor (LCDC)	8%	16
Licensed clinical social worker (LCSW)	1%	2
Licensed marriage family therapist (LMFT)	0%	1
Licensed professional counselor (LPC)	12%	25
Licensed vocational nurse (LVN)	5%	11
Nurse practitioner (NP)	3%	6
Occupational therapist (OT)	1%	2
Physical therapist (PT)	1%	2
Qualified individual disability developmental professional (QIDDP)	10%	21
Qualified mental health professional (QMHP)	28%	58
Registered nurse (RN)	8%	16
Speech language pathologist (SLP)	1%	2
Something else (please specify)	32%	67
Total Respondents: 208		

Q9 How many staff do you directly manage?

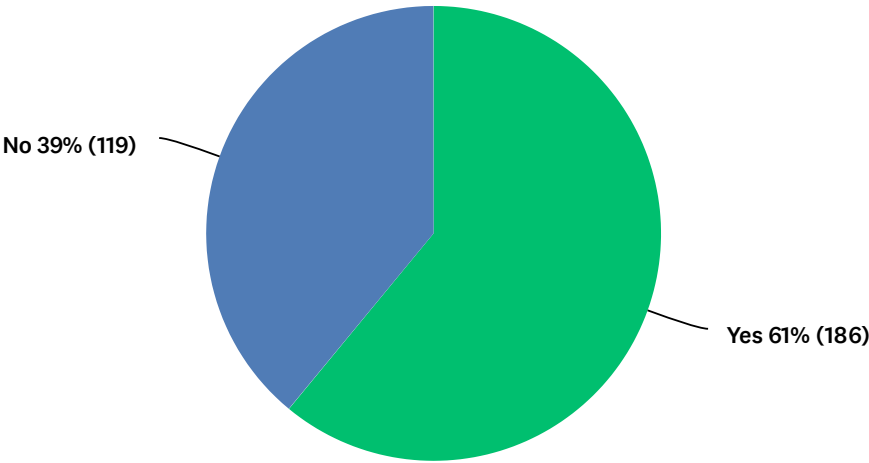
Answered: 306 Skipped: 14



ANSWER CHOICES	RESPONSES	
0 (No direct reports)	81%	247
1-5	9%	28
6-10	6%	17
11-15	3%	8
16-20	1%	4
21 or more	1%	2
TOTAL		306

Q10 Do you provide direct services, counseling or treatment to those served by Community Healthcore?

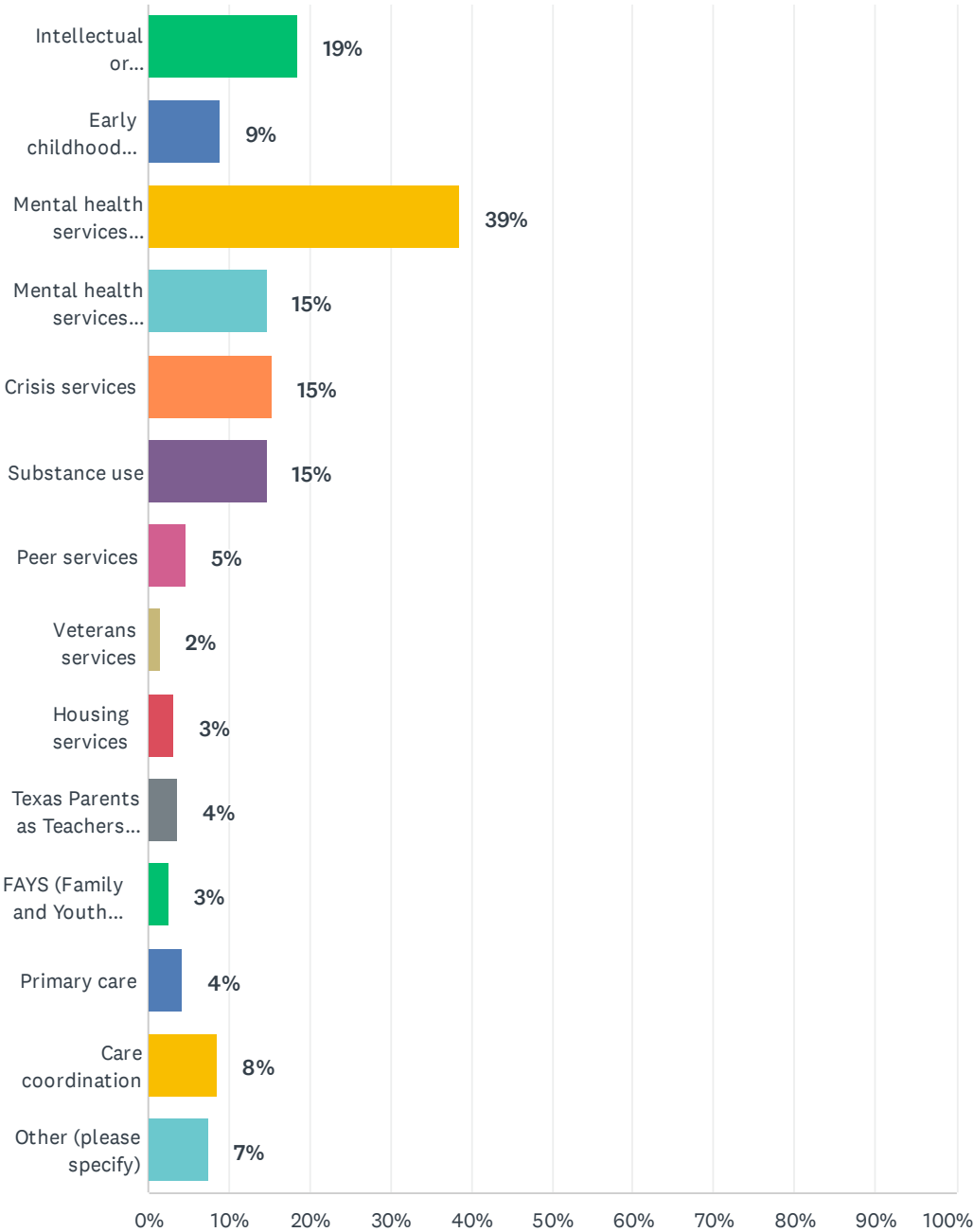
Answered: 305 Skipped: 15



ANSWER CHOICES		RESPONSES	
Yes		61%	186
No		39%	119
TOTAL			305

Q11 Please select the services you provide (select all that apply):

Answered: 189 Skipped: 131

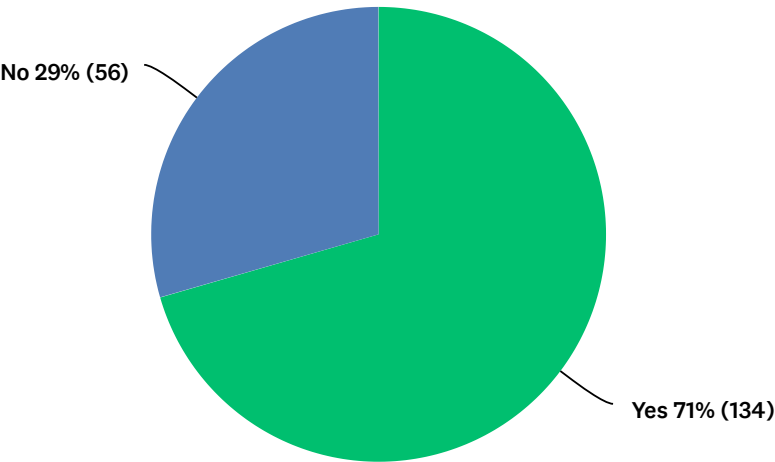


2022 CHC Workforce Inventory Survey

ANSWER CHOICES	RESPONSES	
Intellectual or Developmental Disability (IDD) services	19%	35
Early childhood intervention services	9%	17
Mental health services (Adult)	39%	73
Mental health services (Children)	15%	28
Crisis services	15%	29
Substance use	15%	28
Peer services	5%	9
Veterans services	2%	3
Housing services	3%	6
Texas Parents as Teachers Program (TXPAT)	4%	7
FAYS (Family and Youth Success)	3%	5
Primary care	4%	8
Care coordination	8%	16
Other (please specify)	7%	14
Total Respondents: 189		

Q12 Due to the pandemic, Community Healthcore offered telehealth services (for example, virtual visits). In the last 12 months, did you provide any telehealth services for people served by Community Healthcore?

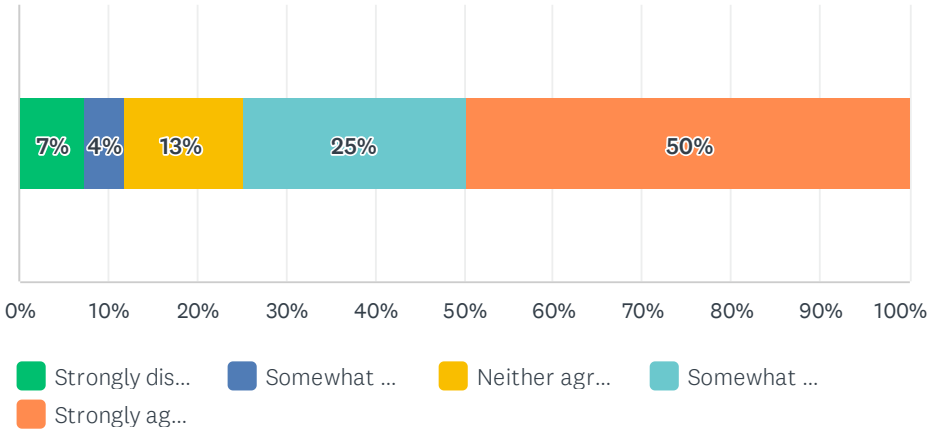
Answered: 190 Skipped: 130



ANSWER CHOICES	RESPONSES	
Yes	71%	134
No	29%	56
TOTAL		190

Q13 To what extent would you agree that telehealth services improved your ability to provide services?

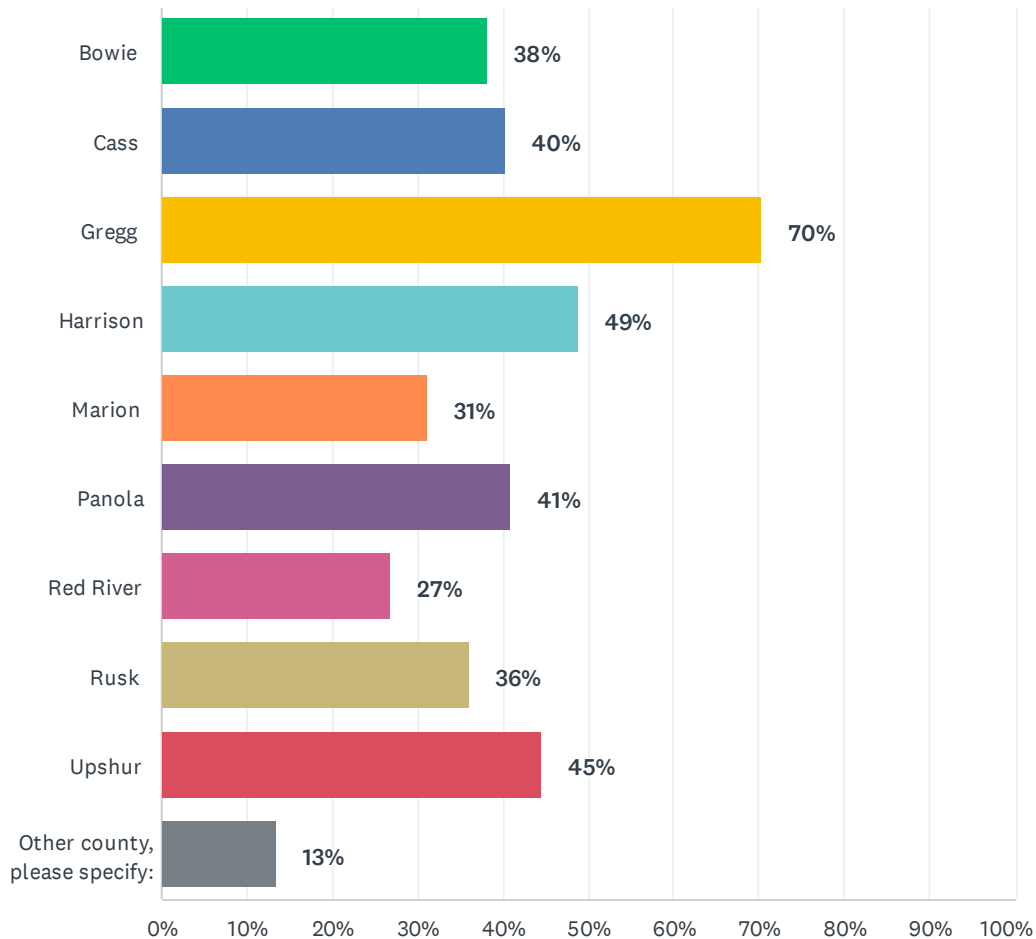
Answered: 135 Skipped: 185



ANSWER CHOICES	RESPONSES	
Strongly disagree	7%	10
Somewhat disagree	4%	6
Neither agree nor disagree	13%	18
Somewhat agree	25%	34
Strongly agree	50%	67
TOTAL		135

Q14 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: 186 Skipped: 134

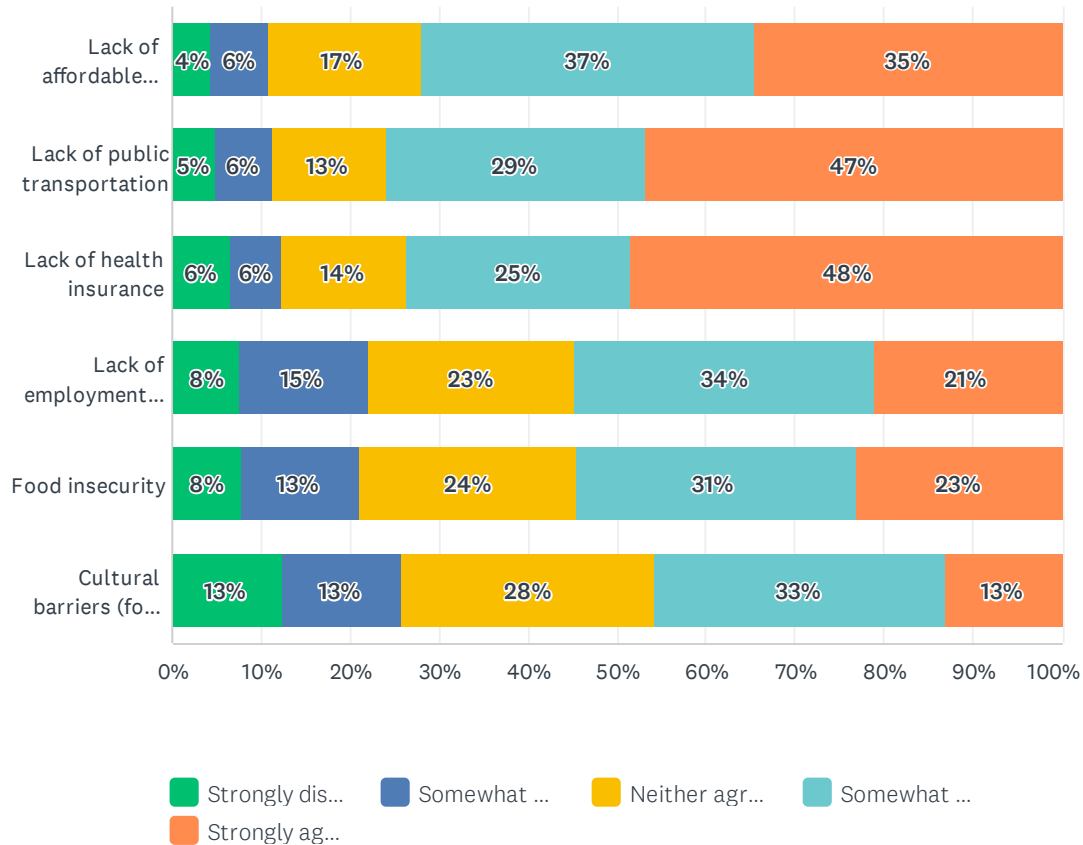


2022 CHC Workforce Inventory Survey

ANSWER CHOICES	RESPONSES	
Bowie	38%	71
Cass	40%	75
Gregg	70%	131
Harrison	49%	91
Marion	31%	58
Panola	41%	76
Red River	27%	50
Rusk	36%	67
Upshur	45%	83
Other county, please specify:	13%	25
Total Respondents: 186		

Q15 To what extent would you agree that the following barriers prevent people in your area from getting the healthcare they need...

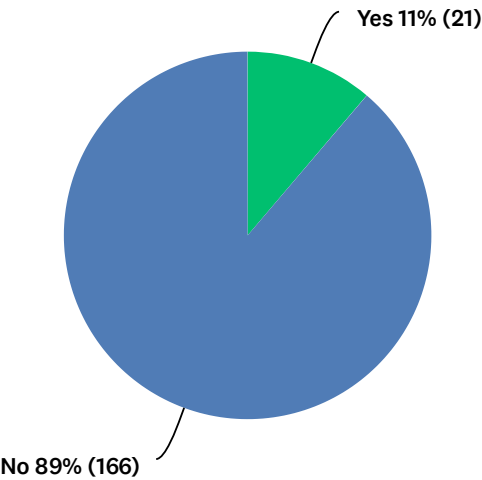
Answered: 186 Skipped: 134



	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Lack of affordable housing	4% 8	6% 12	17% 32	37% 69	35% 64	185	0.91
Lack of public transportation	5% 9	6% 12	13% 24	29% 54	47% 87	186	1.06
Lack of health insurance	6% 12	6% 11	14% 26	25% 47	48% 90	186	1.03
Lack of employment opportunities	8% 14	15% 27	23% 43	34% 63	21% 39	186	0.46
Food insecurity	8% 14	13% 24	24% 44	31% 57	23% 42	181	0.49
Cultural barriers (for example, language or religion)	13% 23	13% 24	28% 52	33% 60	13% 24	183	0.21

Q16 Are you a credentialed substance abuse specialist? This includes substance use professionals.

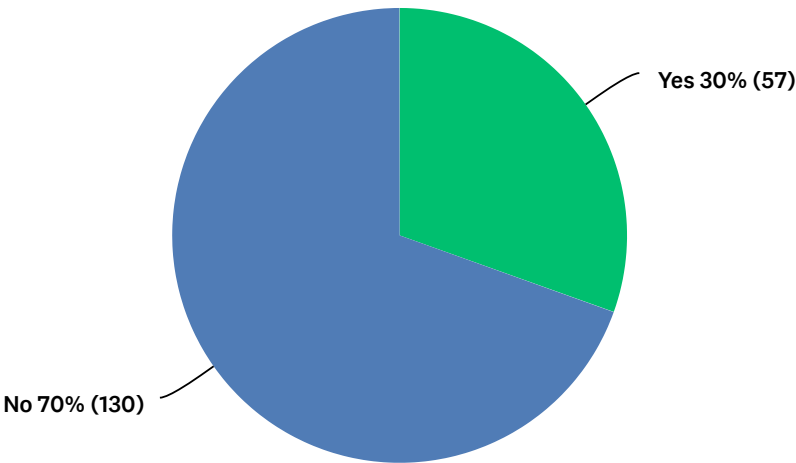
Answered: 187 Skipped: 133



ANSWER CHOICES		RESPONSES	
Yes		11%	21
No		89%	166
TOTAL			187

Q17 Do you have expertise in addressing those with primary or co-occurring substance use?

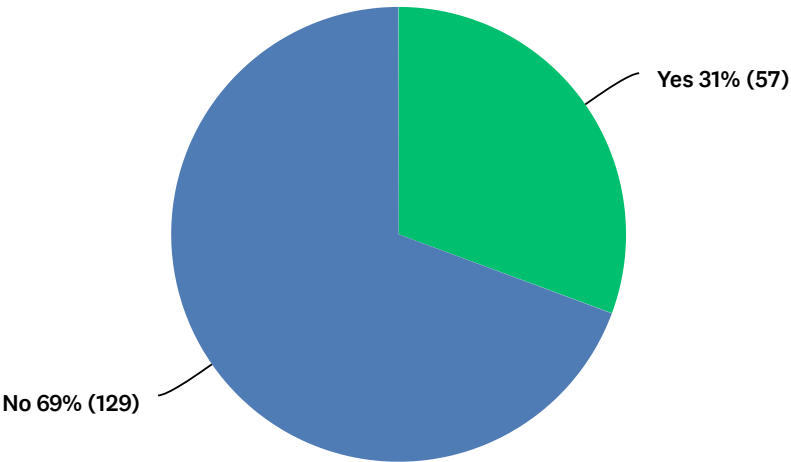
Answered: 187 Skipped: 133



ANSWER CHOICES	RESPONSES	
Yes	30%	57
No	70%	130
TOTAL		187

Q18 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)?

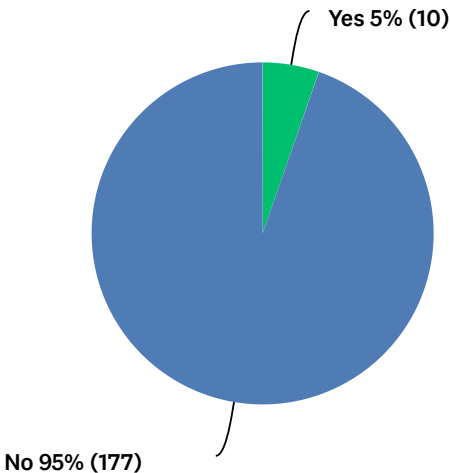
Answered: 186 Skipped: 134



ANSWER CHOICES	RESPONSES	
Yes	31%	57
No	69%	129
TOTAL		186

Q19 Can you prescribe and manage medications used to treat opioid and alcohol use disorders (For example: buprenorphine, naltrexone)?

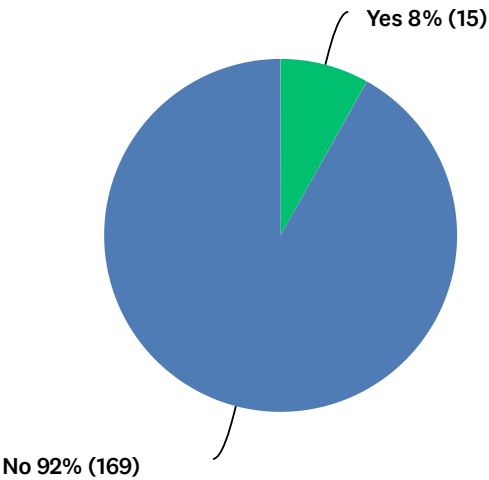
Answered: 187 Skipped: 133



ANSWER CHOICES		RESPONSES	
Yes		5%	10
No		95%	177
TOTAL			187

Q20 Are you a peer staff member? This includes peer specialists/providers.

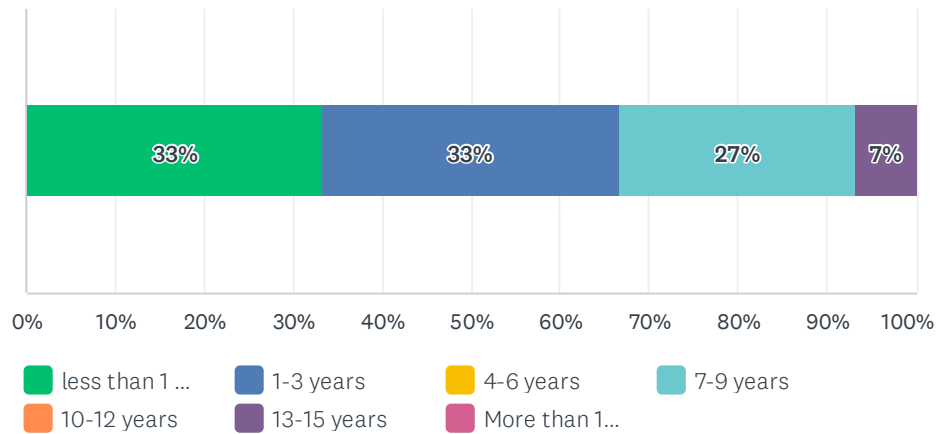
Answered: 184 Skipped: 136



ANSWER CHOICES	RESPONSES	
Yes	8%	15
No	92%	169
TOTAL		184

Q21 Approximately how many years have you been a peer staff member?

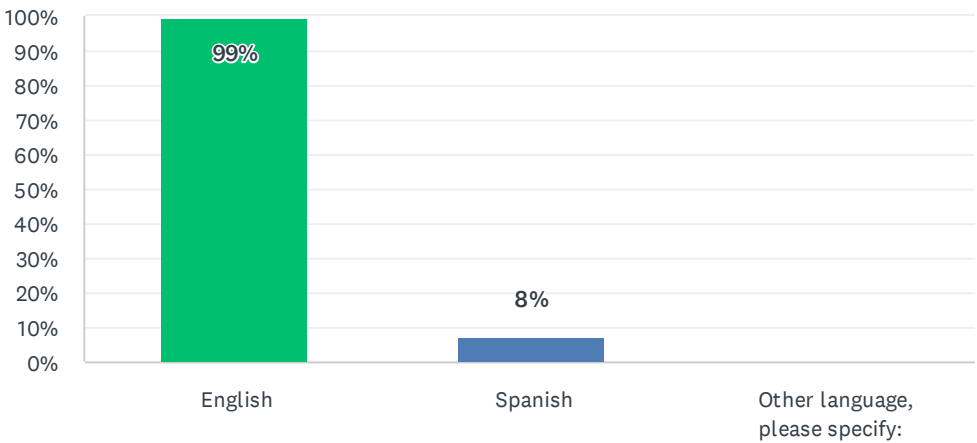
Answered: 15 Skipped: 305



ANSWER CHOICES	RESPONSES	
less than 1 year	33%	5
1-3 years	33%	5
4-6 years	0%	0
7-9 years	27%	4
10-12 years	0%	0
13-15 years	7%	1
More than 15 years	0%	0
TOTAL		15

Q22 In what language(s) do you generally provide services?

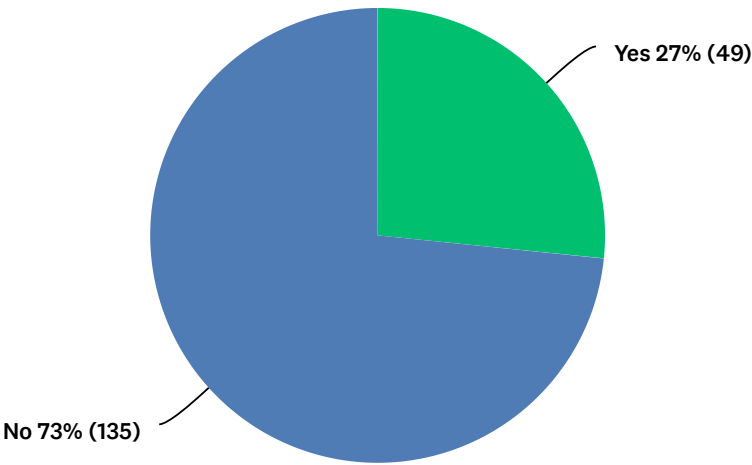
Answered: 185 Skipped: 135



ANSWER CHOICES	RESPONSES	
English	99%	184
Spanish	8%	14
Other language, please specify:	0%	0
Total Respondents: 185		

Q23 In the last 12 months, have you used language line or other language interpreter services to provide services, counseling or treatment?

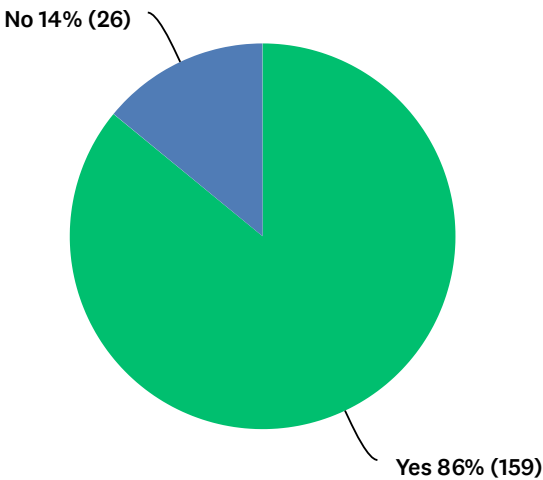
Answered: 184 Skipped: 136



ANSWER CHOICES	RESPONSES	
Yes	27%	49
No	73%	135
TOTAL		184

Q24 In the last 12 months, have you attended training on cultural competence? Cultural competence programs promote positive and effective interactions with diverse cultures. Please include online training sessions.

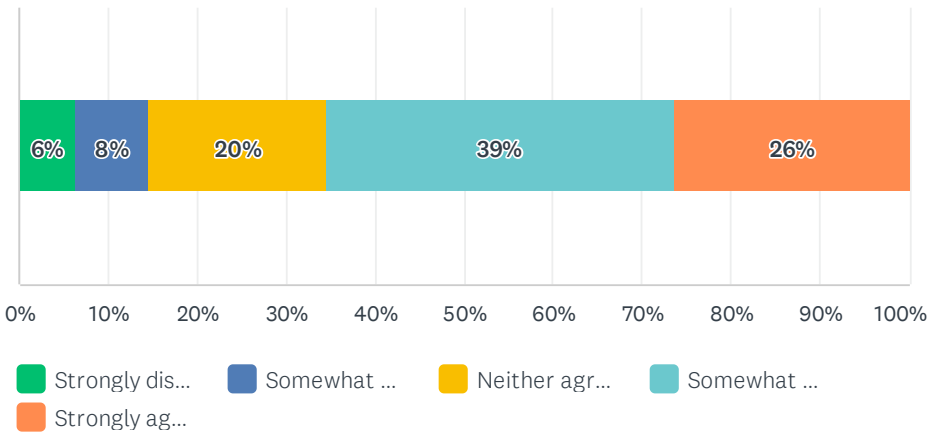
Answered: 185 Skipped: 135



ANSWER CHOICES	RESPONSES	
Yes	86%	159
No	14%	26
TOTAL		185

Q25 To what extent would you say that cultural competence training has helped you meet the needs of people receiving services from Community Healthcore?

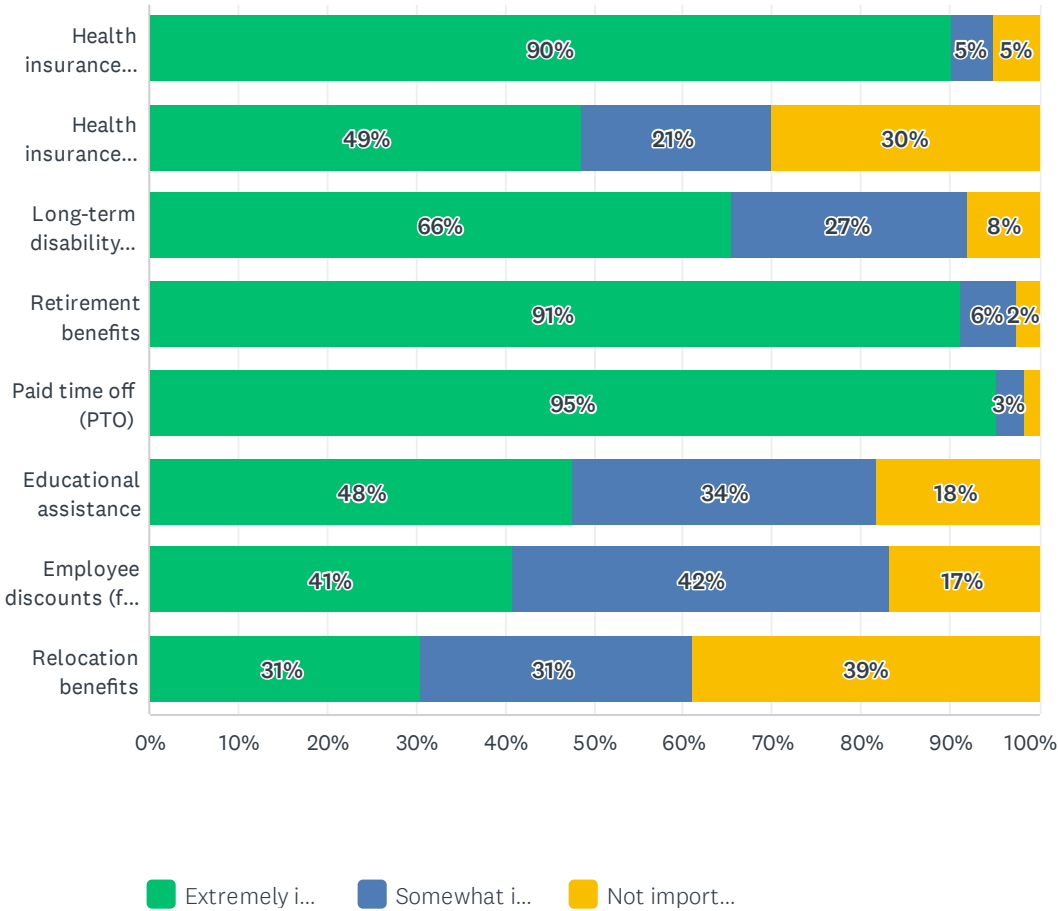
Answered: 159 Skipped: 161



ANSWER CHOICES	RESPONSES	
Strongly disagree	6%	10
Somewhat disagree	8%	13
Neither agree nor disagree	20%	32
Somewhat agree	39%	62
Strongly agree	26%	42
TOTAL		159

Q26 Community Healthcore currently offers a variety of employee benefits.
How important is each benefit to you?

Answered: 300 Skipped: 20

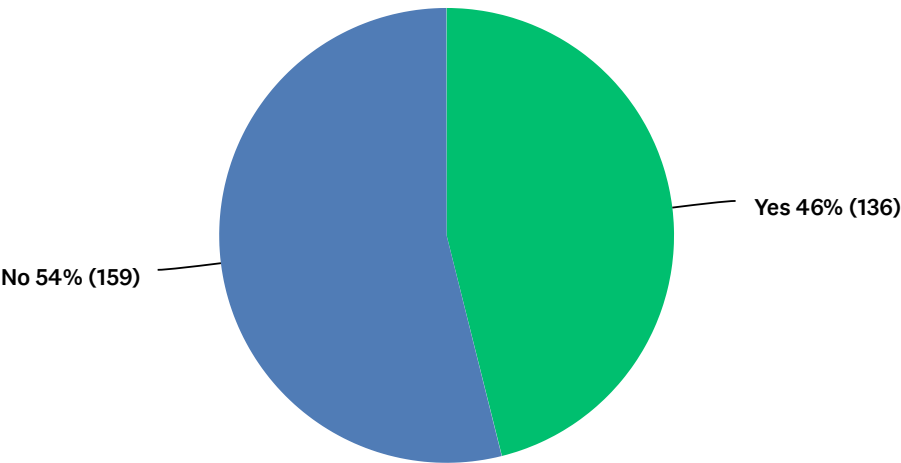


2022 CHC Workforce Inventory Survey

	EXTREMELY IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	TOTAL	WEIGHTED AVERAGE
Health insurance (individual)	90% 269	5% 14	5% 15	298	1.85
Health insurance (dependents)	49% 136	21% 60	30% 84	280	1.19
Long-term disability insurance	66% 190	27% 77	8% 23	290	1.58
Retirement benefits	91% 269	6% 19	2% 7	295	1.89
Paid time off (PTO)	95% 282	3% 9	2% 5	296	1.94
Educational assistance	48% 136	34% 97	18% 52	285	1.29
Employee discounts (for example, corporate discount benefits at retailers)	41% 117	42% 121	17% 48	286	1.24
Relocation benefits	31% 87	31% 87	39% 111	285	0.92

Q27 Are there any new or additional benefits that Community Healthcare could offer in order to attract a well-qualified, diverse workforce?

Answered: 295 Skipped: 25



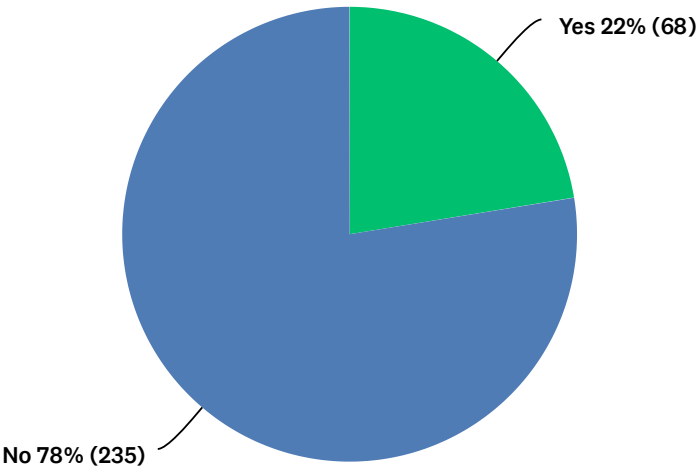
ANSWER CHOICES		RESPONSES	
Yes		46%	136
No		54%	159
TOTAL			295

Q28 Please describe the benefit:

Answered: 127 Skipped: 193

Q29 Would you be interested in participating in a key stakeholder interview to talk about working at Community Healthcore? Key stakeholder interviews are individual, in-depth conversations designed to gather feedback and explore diverse topics. Interviews last approximately 30 minutes and respondents are not identified in any report.

Answered: 303 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	22%	68
No	78%	235
TOTAL		303

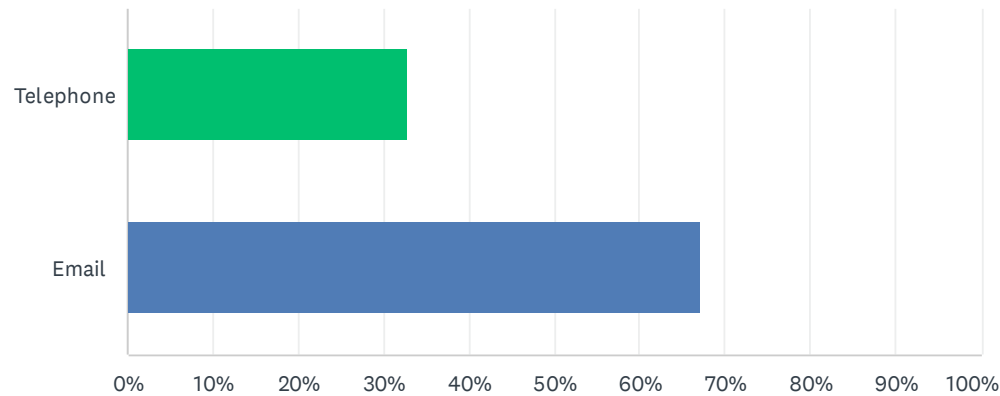
Q30 Please provide your contact information and someone from the research team may contact you about participating in a key stakeholder interview.

Answered: 68 Skipped: 252

ANSWER CHOICES	RESPONSES	
Telephone:	92.65%	63
Email:	97.06%	66

Q31 Preferred method of contact

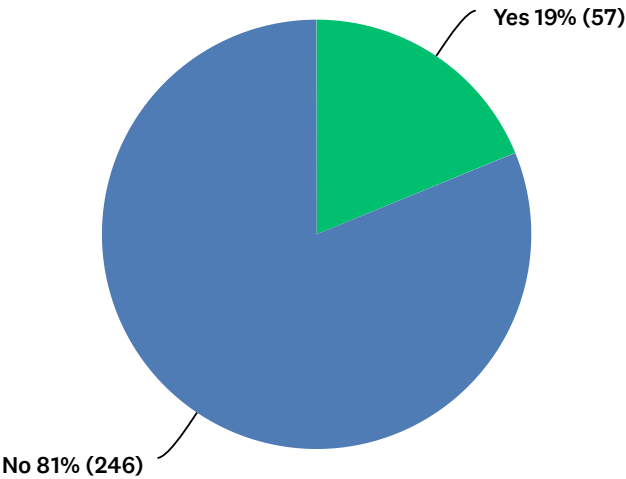
Answered: 67 Skipped: 253



ANSWER CHOICES	RESPONSES	
Telephone	32.84%	22
Email	67.16%	45
TOTAL		67

Q32 Do you have any suggestions for additional services that could improve the experience for people receiving services from Community Healthcore?

Answered: 303 Skipped: 17



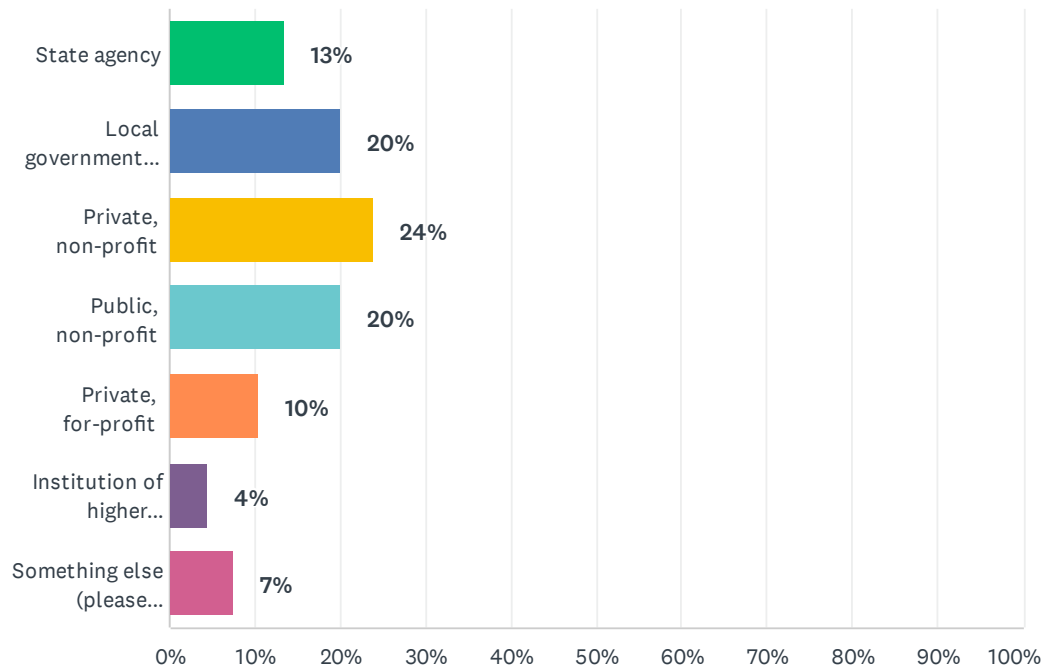
ANSWER CHOICES	RESPONSES	
Yes	19%	57
No	81%	246
TOTAL		303

Q33 Please enter your comments:

Answered: 53 Skipped: 267

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

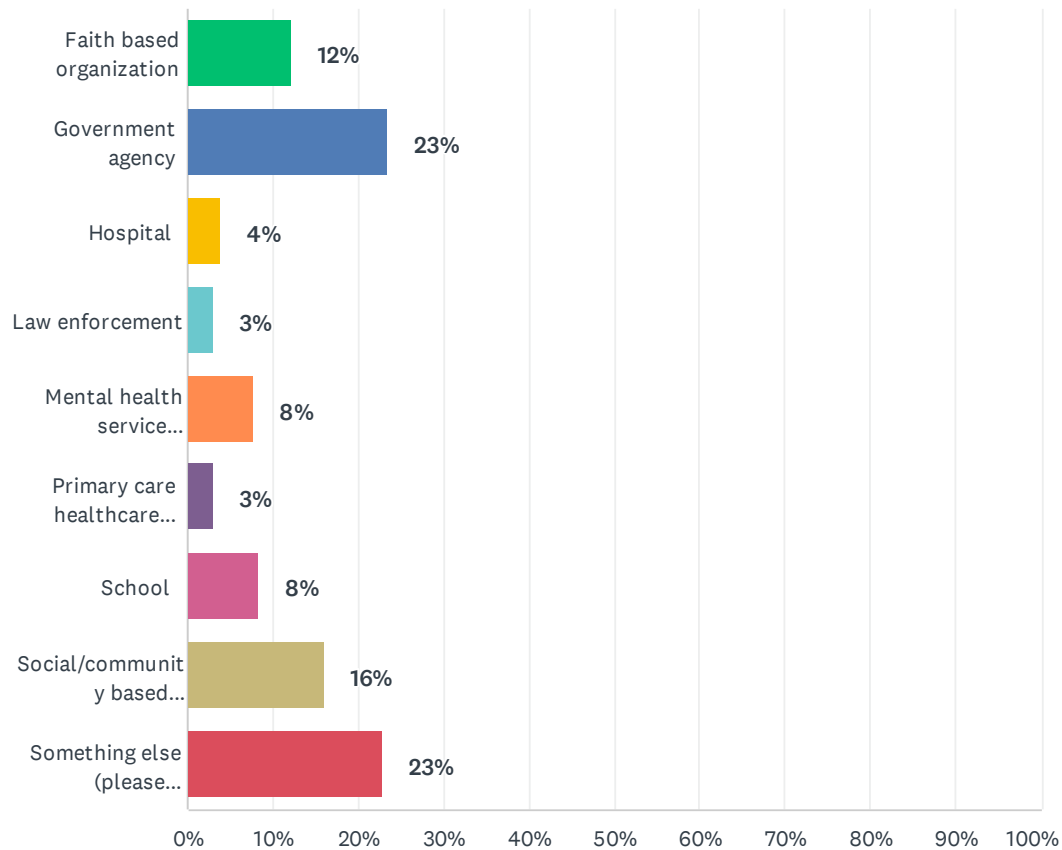
Answered: 134 Skipped: 1



ANSWER CHOICES	RESPONSES	
State agency	13%	18
Local government agency	20%	27
Private, non-profit	24%	32
Public, non-profit	20%	27
Private, for-profit	10%	14
Institution of higher education	4%	6
Something else (please specify)	7%	10
TOTAL		134

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

Answered: 132 Skipped: 3



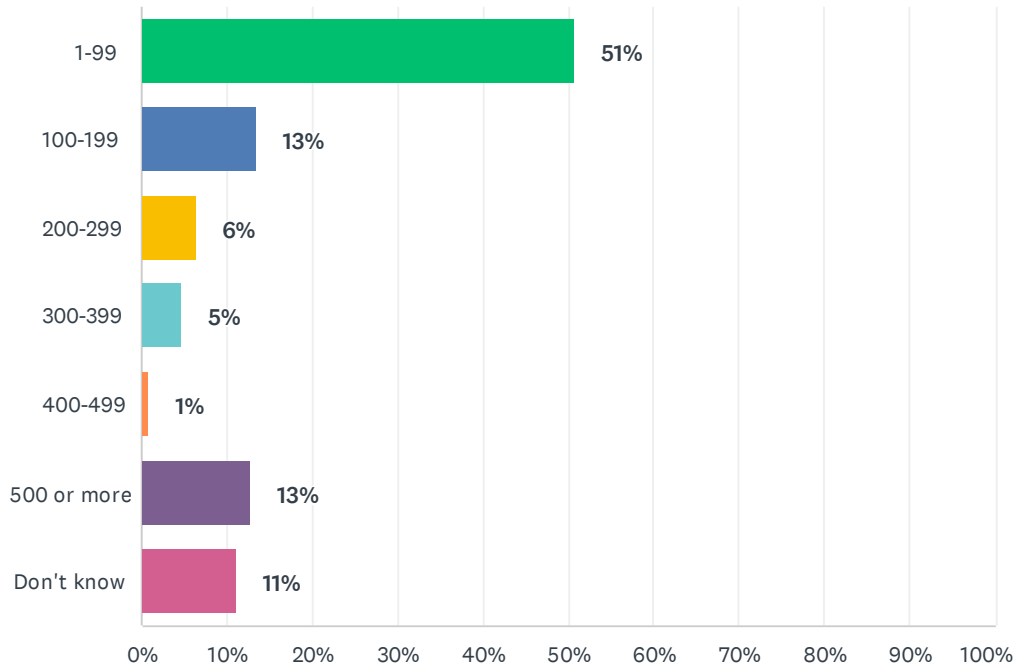
ANSWER CHOICES	RESPONSES	
Faith based organization	12%	16
Government agency	23%	31
Hospital	4%	5
Law enforcement	3%	4
Mental health service provider	8%	10
Primary care healthcare provider	3%	4
School	8%	11
Social/community based organization	16%	21
Something else (please specify)	23%	30
TOTAL		132

Q3 What is your organization's zip code?

Answered: 127 Skipped: 8

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

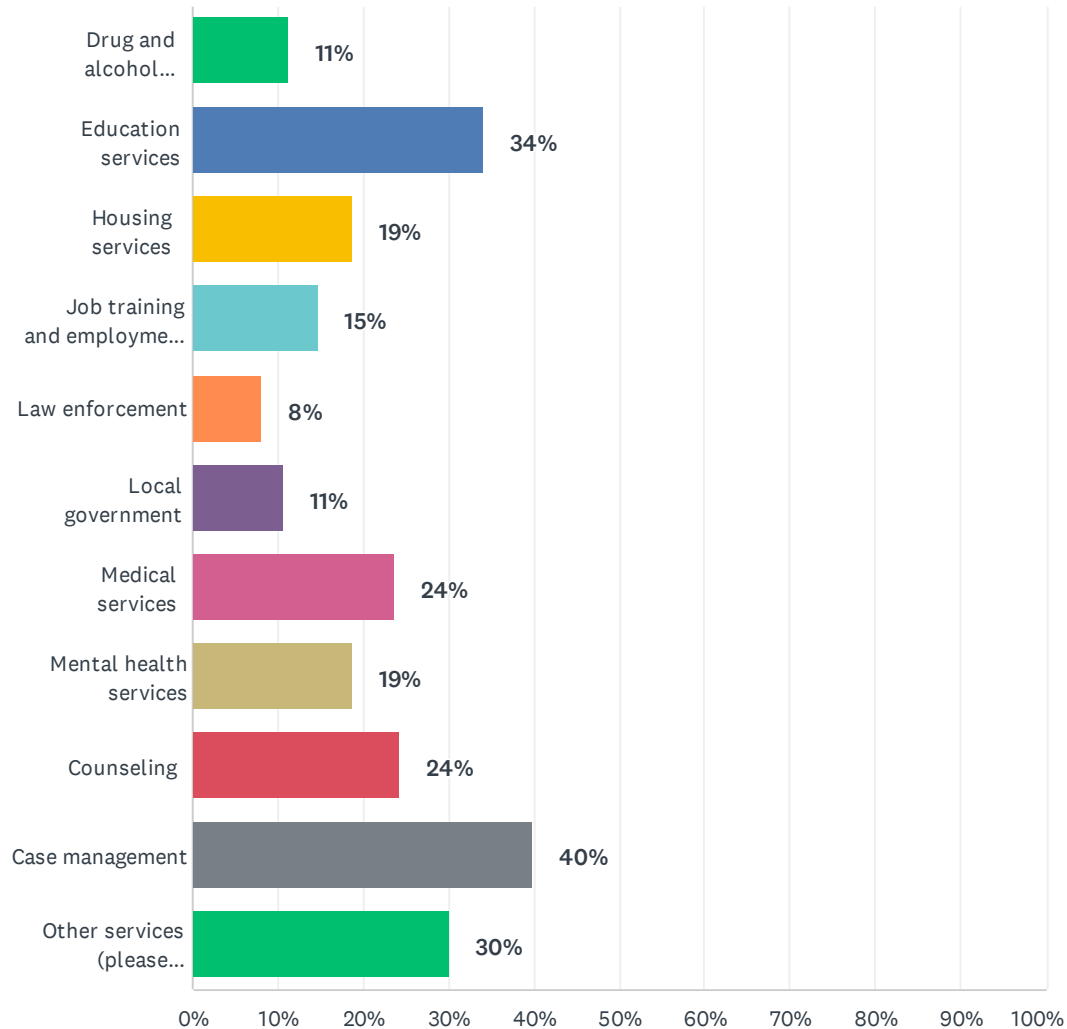
Answered: 126 Skipped: 9



ANSWER CHOICES	RESPONSES	
1-99	51%	64
100-199	13%	17
200-299	6%	8
300-399	5%	6
400-499	1%	1
500 or more	13%	16
Don't know	11%	14
TOTAL		126

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

Answered: 123 Skipped: 12

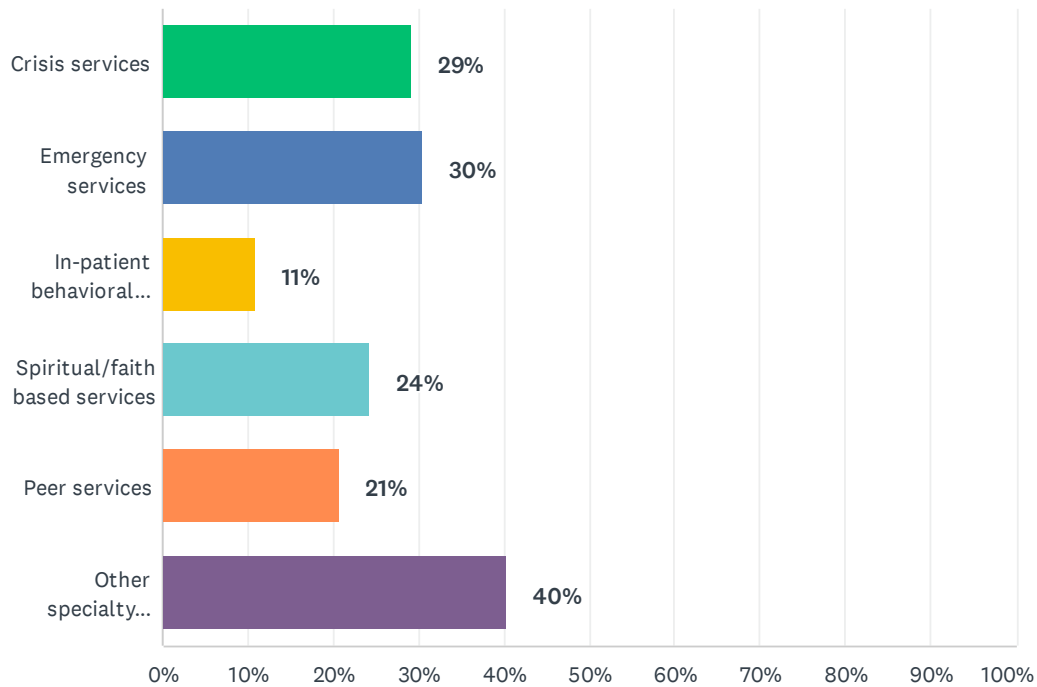


2022 CHC Community Partners Survey

ANSWER CHOICES	RESPONSES	
Drug and alcohol treatment	11%	14
Education services	34%	42
Housing services	19%	23
Job training and employment services	15%	18
Law enforcement	8%	10
Local government	11%	13
Medical services	24%	29
Mental health services	19%	23
Counseling	24%	30
Case management	40%	49
Other services (please specify)	30%	37
Total Respondents: 123		

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

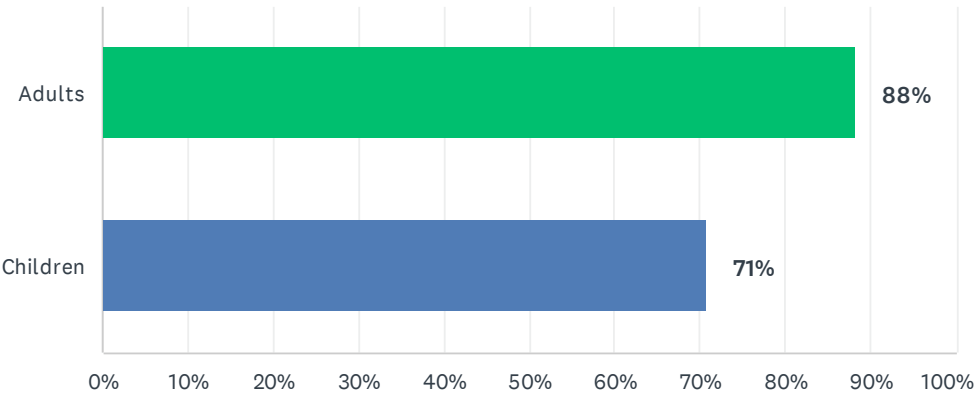
Answered: 82 Skipped: 53



ANSWER CHOICES	RESPONSES	
Crisis services	29%	24
Emergency services	30%	25
In-patient behavioral health services	11%	9
Spiritual/faith based services	24%	20
Peer services	21%	17
Other specialty services (please specify)	40%	33
Total Respondents: 82		

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

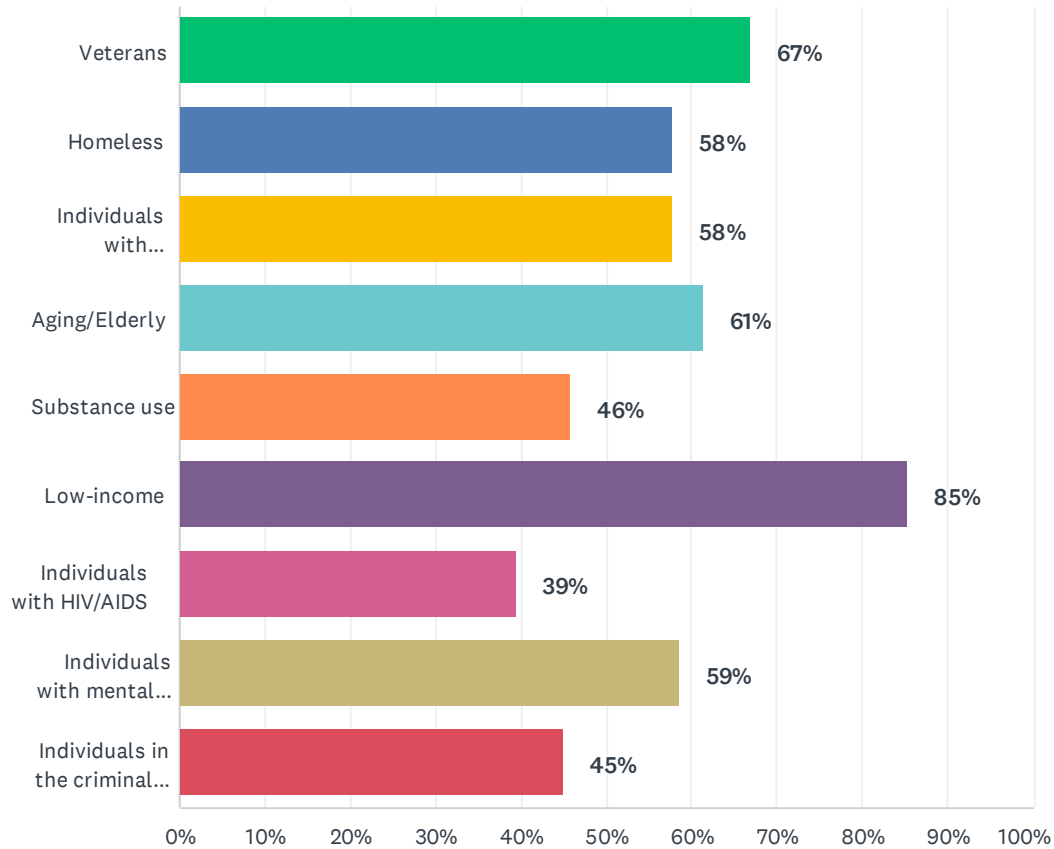
Answered: 120 Skipped: 15



ANSWER CHOICES	RESPONSES	
Adults	88%	106
Children	71%	85
Total Respondents: 120		

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

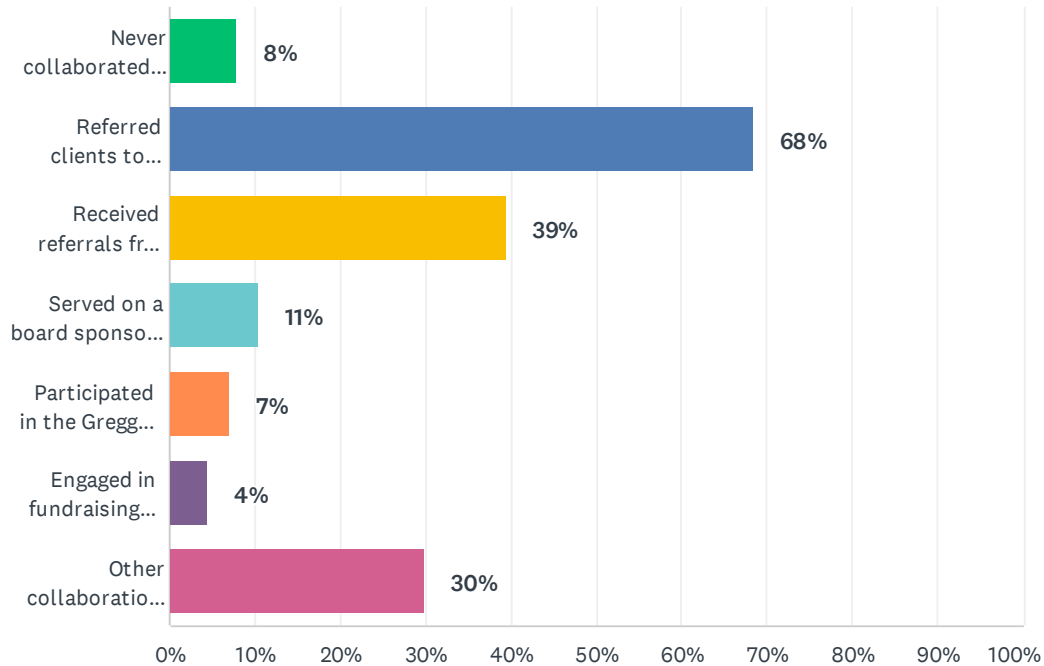
Answered: 109 Skipped: 26



ANSWER CHOICES	RESPONSES	
Veterans	67%	73
Homeless	58%	63
Individuals with intellectual or developmental disabilities	58%	63
Aging/Elderly	61%	67
Substance use	46%	50
Low-income	85%	93
Individuals with HIV/AIDS	39%	43
Individuals with mental health issues	59%	64
Individuals in the criminal justice system	45%	49
Total Respondents: 109		

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

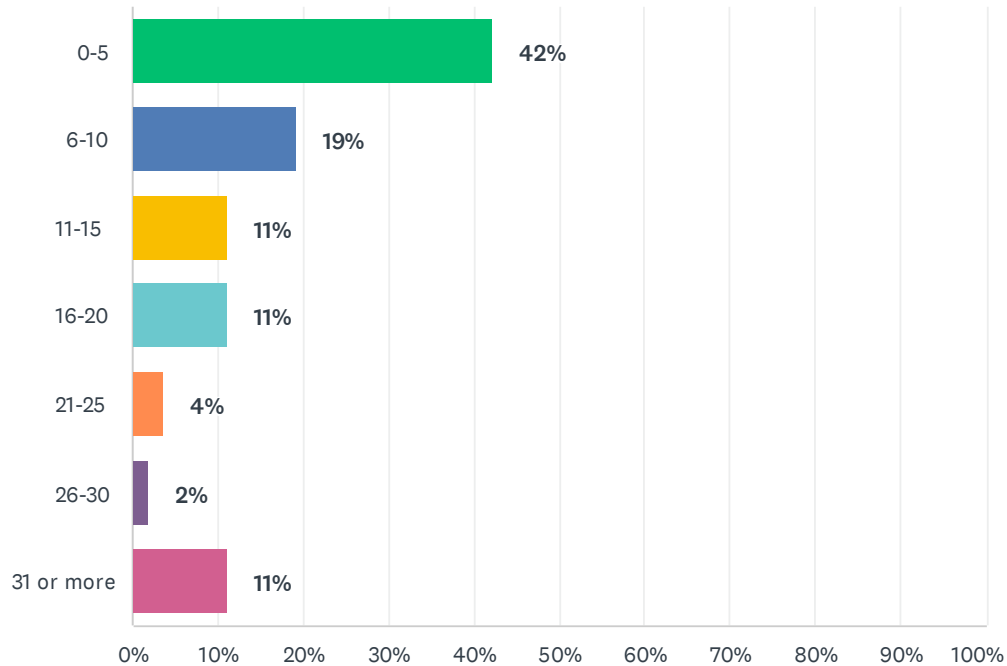
Answered: 114 Skipped: 21



ANSWER CHOICES	RESPONSES	
Never collaborated with Community Healthcore	8%	9
Referred clients to Community Healthcore	68%	78
Received referrals from Community Healthcore	39%	45
Served on a board sponsored by Community Healthcore	11%	12
Participated in the Gregg County Collaborative Wellness Center (The Collaborative)	7%	8
Engaged in fundraising events with Community Healthcore	4%	5
Other collaboration (please specify)	30%	34
Total Respondents: 114		

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

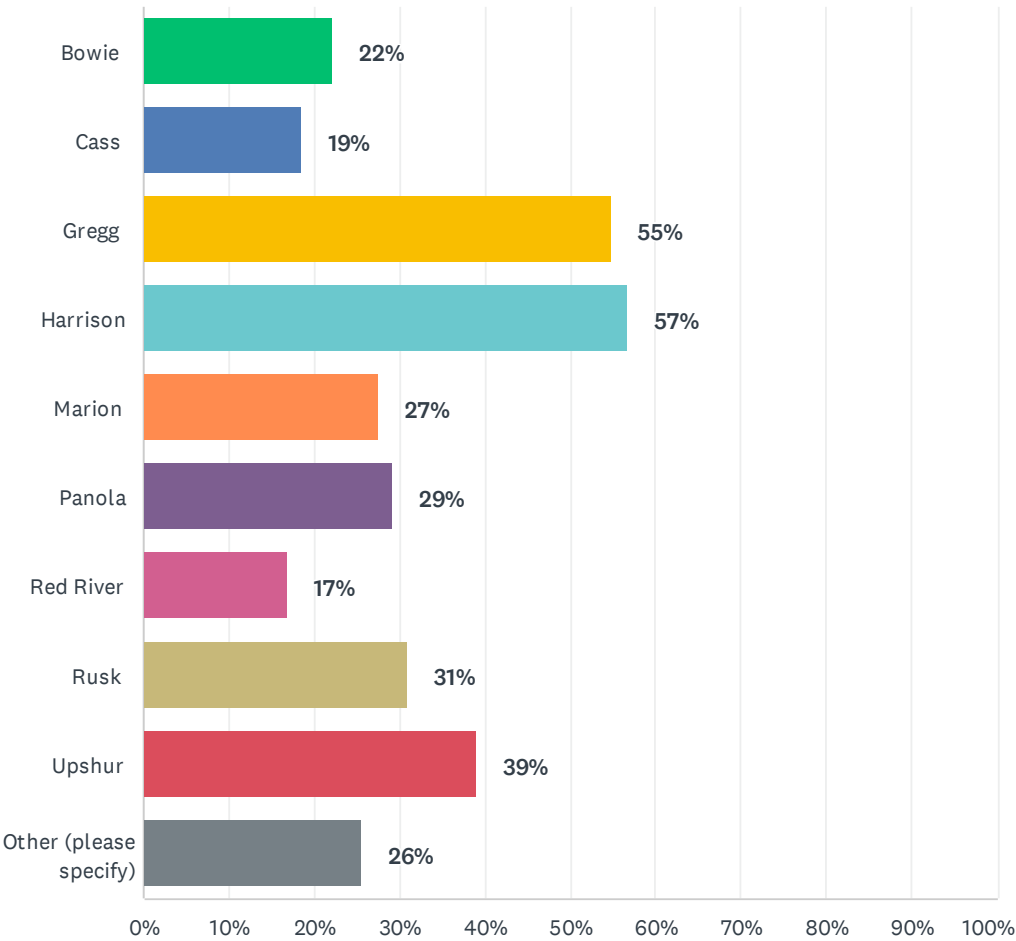
Answered: 109 Skipped: 26



ANSWER CHOICES	RESPONSES	
0-5	42%	46
6-10	19%	21
11-15	11%	12
16-20	11%	12
21-25	4%	4
26-30	2%	2
31 or more	11%	12
TOTAL		109

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

Answered: 113 Skipped: 22

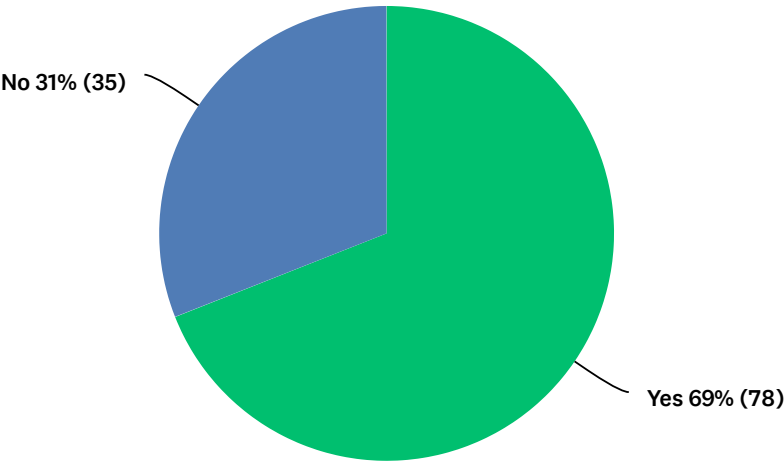


2022 CHC Community Partners Survey

ANSWER CHOICES	RESPONSES	
Bowie	22%	25
Cass	19%	21
Gregg	55%	62
Harrison	57%	64
Marion	27%	31
Panola	29%	33
Red River	17%	19
Rusk	31%	35
Upshur	39%	44
Other (please specify)	26%	29
Total Respondents: 113		

Q12 Due to the pandemic, did your organization provide virtual services (for example: virtual visits)?

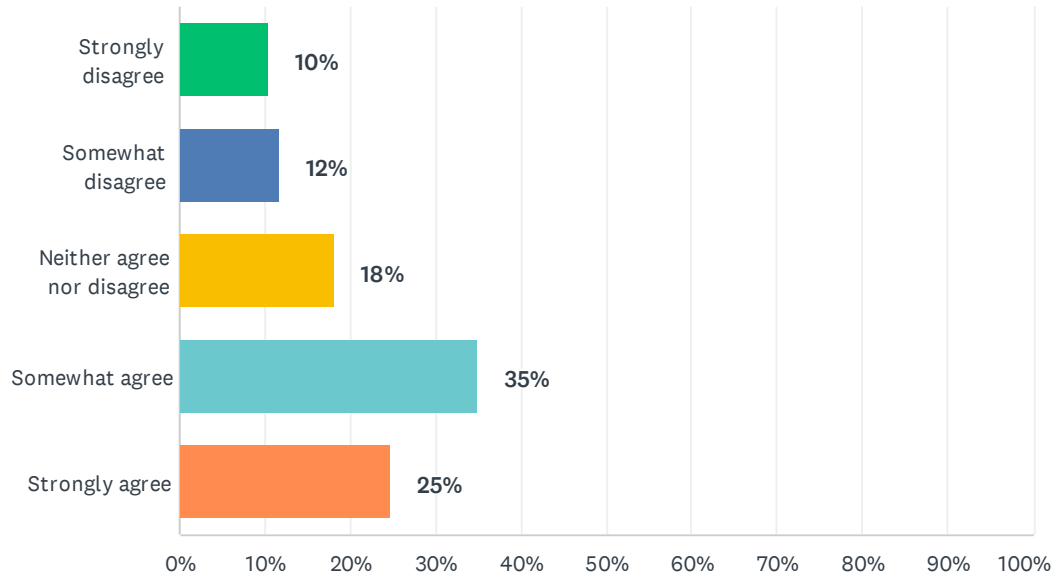
Answered: 113 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	69%	78
No	31%	35
TOTAL		113

Q13 To what extent would you agree that virtual services improved your ability to provide services?

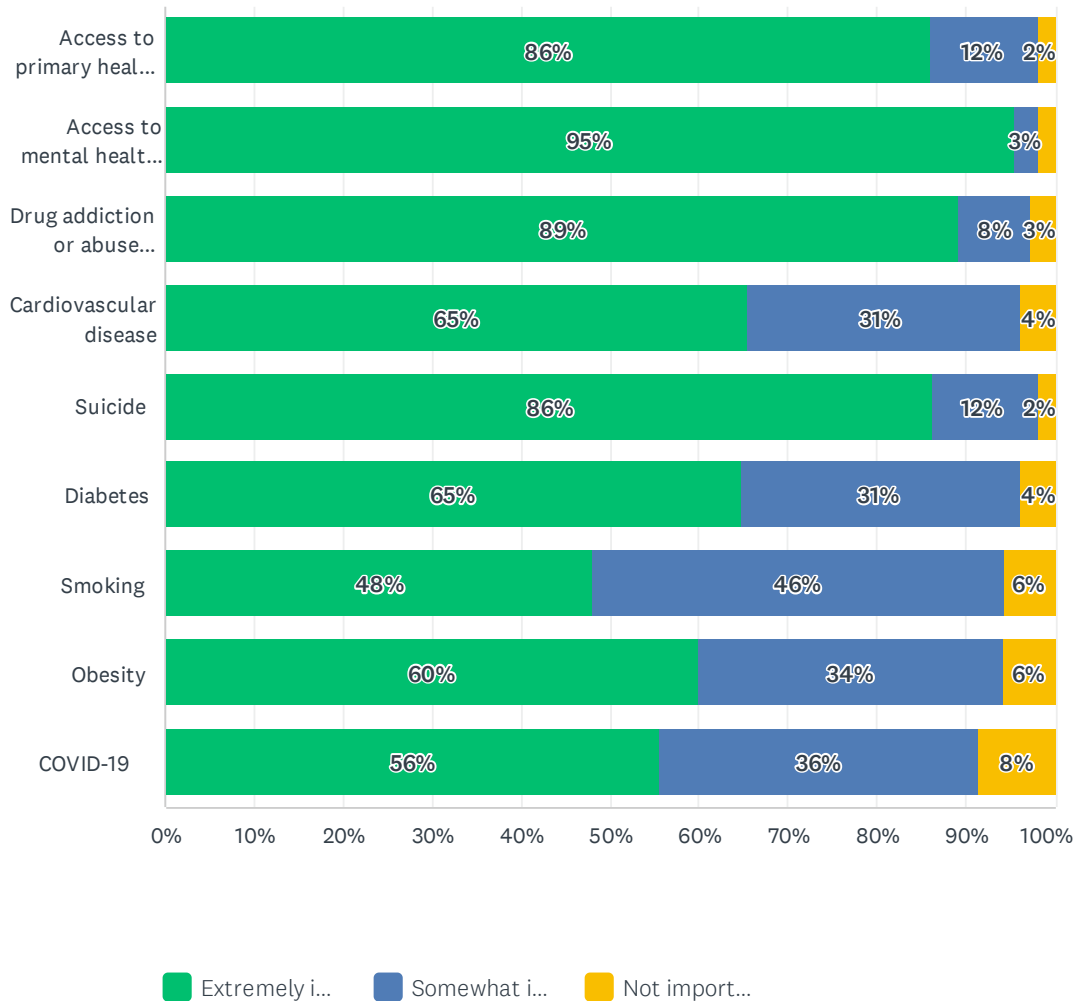
Answered: 77 Skipped: 58



ANSWER CHOICES	RESPONSES	
Strongly disagree	10%	8
Somewhat disagree	12%	9
Neither agree nor disagree	18%	14
Somewhat agree	35%	27
Strongly agree	25%	19
TOTAL		77

Q14 Thinking about the health challenges in your local service area, how important is it to address the following issues?

Answered: 110 Skipped: 25



2022 CHC Community Partners Survey

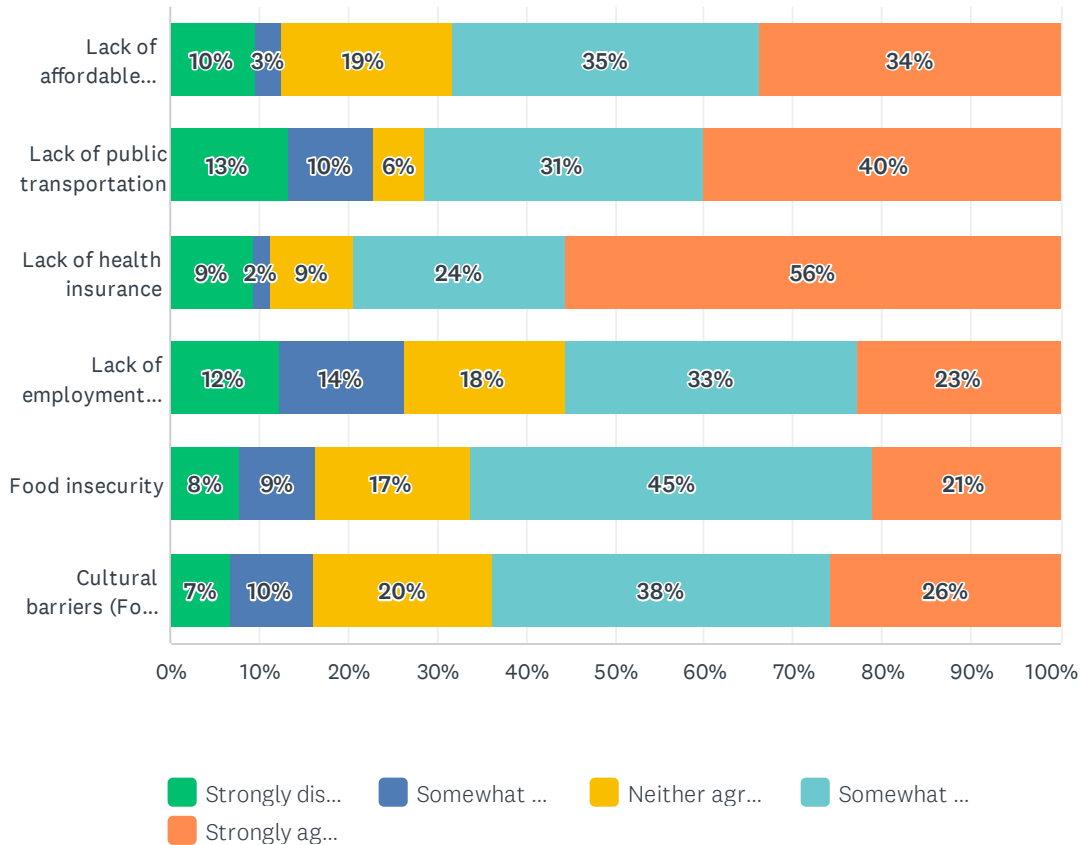
	EXTREMELY IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	TOTAL	WEIGHTED AVERAGE
Access to primary health care	86% 93	12% 13	2% 2	108	0.84
Access to mental health practitioners	95% 105	3% 3	2% 2	110	0.94
Drug addiction or abuse (including opioid)	89% 98	8% 9	3% 3	110	0.86
Cardiovascular disease	65% 68	31% 32	4% 4	104	0.62
Suicide	86% 94	12% 13	2% 2	109	0.84
Diabetes	65% 68	31% 33	4% 4	105	0.61
Smoking	48% 51	46% 49	6% 6	106	0.42
Obesity	60% 63	34% 36	6% 6	105	0.54
COVID-19	56% 59	36% 38	8% 9	106	0.47

Q15 How would you describe the greatest health-related need in your area?

Answered: 85 Skipped: 50

Q16 To what extent would you agree that the following barriers prevent people in your area from getting the healthcare they need...

Answered: 106 Skipped: 29



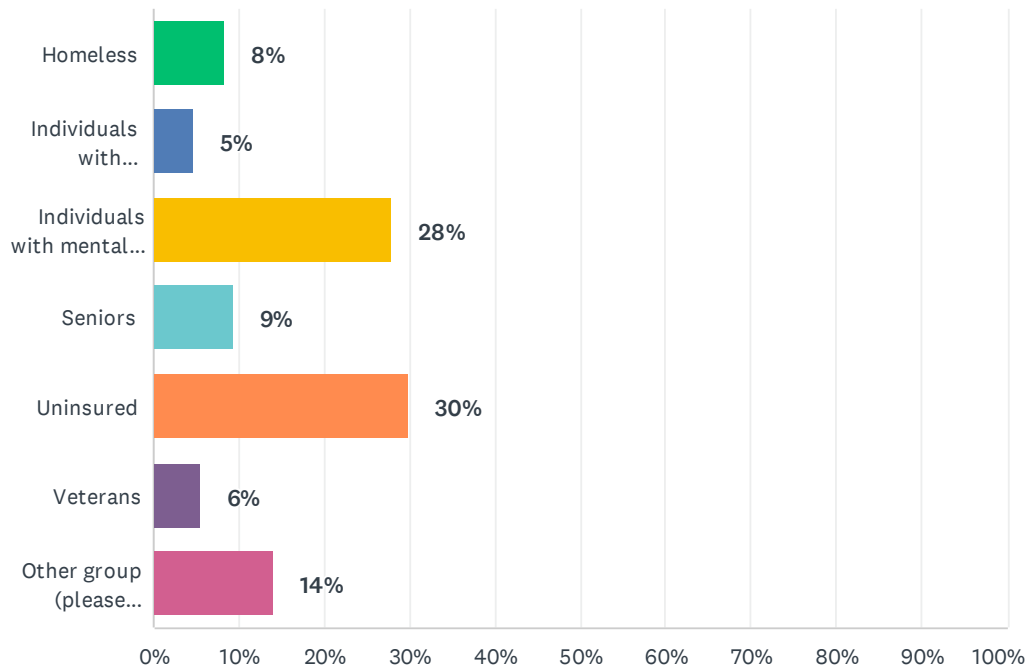
	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Lack of affordable housing	10% 10	3% 3	19% 20	35% 36	34% 35	104	0.80
Lack of public transportation	13% 14	10% 10	6% 6	31% 33	40% 42	105	0.75
Lack of health insurance	9% 10	2% 2	9% 10	24% 25	56% 59	106	1.14
Lack of employment opportunities	12% 13	14% 15	18% 19	33% 35	23% 24	106	0.40
Food insecurity	8% 8	9% 9	17% 18	45% 47	21% 22	104	0.63
Cultural barriers (For example: language or religion)	7% 7	10% 10	20% 21	38% 40	26% 27	105	0.67

Q17 How would you describe the most significant barrier that prevents people in your area from getting the healthcare they need?

Answered: 85 Skipped: 50

Q18 Who are the people who need the most help in your area?

Answered: 107 Skipped: 28



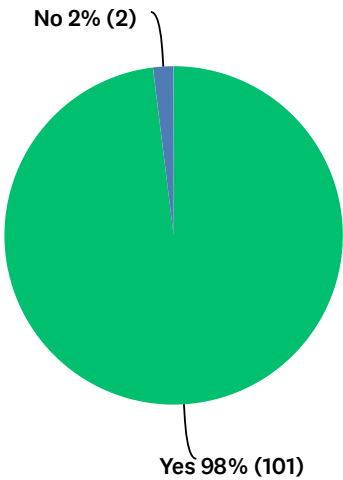
ANSWER CHOICES	RESPONSES	
Homeless	8%	9
Individuals with intellectual or developmental disabilities	5%	5
Individuals with mental health issues	28%	30
Seniors	9%	10
Uninsured	30%	32
Veterans	6%	6
Other group (please specify)	14%	15
TOTAL		107

Q19 Please describe one way in which Community Healthcore could improve the health and well-being for people in your area:

Answered: 62 Skipped: 73

Q20 Would you recommend the services at Community Healthcore to a friend or family member?

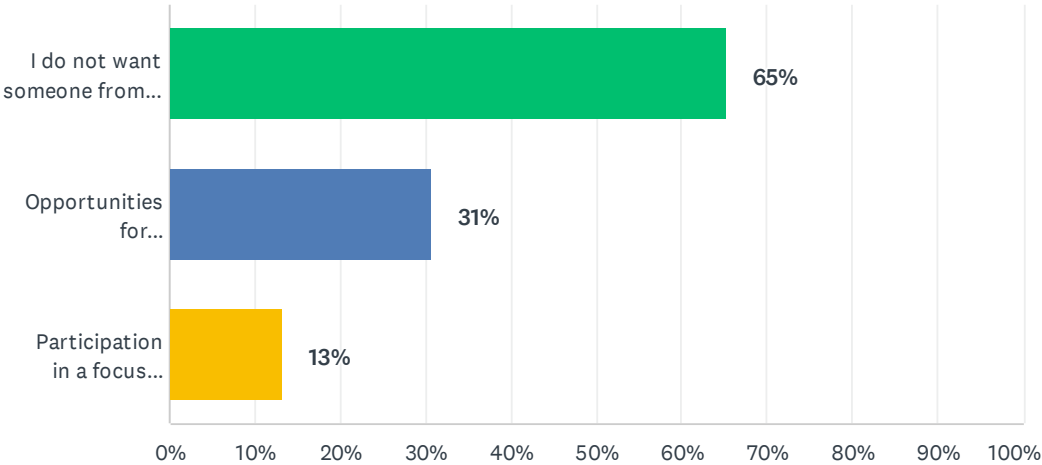
Answered: 103 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	98%	101
No	2%	2
TOTAL		103

Q21 Would you like someone from Community Healthcore to contact you about... (select all that apply)

Answered: 98 Skipped: 37



ANSWER CHOICES	RESPONSES	
I do not want someone from Community Healthcore to contact me.	65%	64
Opportunities for collaboration in your community.	31%	30
Participation in a focus group to talk about your experiences with Community Healthcore. Focus groups are guided discussions to gather feedback and explore diverse topics. Sessions are confidential and respondents are not identified in any report.	13%	13
Total Respondents: 98		

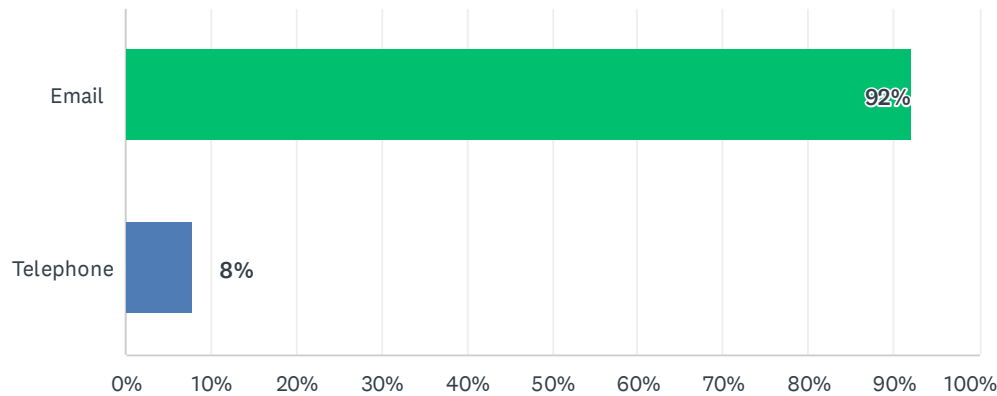
Q22 Please enter your contact information and preferred method of contact:

Answered: 39 Skipped: 96

ANSWER CHOICES	RESPONSES	
First Name	100%	39
Last Name	100%	39
Organization	95%	37
Email	97%	38
Telephone (XXX-XXX-XXXX)	95%	37

Q23 Preferred method of contact:

Answered: 38 Skipped: 97



ANSWER CHOICES	RESPONSES	
Email	92%	35
Telephone	8%	3
TOTAL		38