



2017 Eastern Travis County Community Needs Survey

Purpose

As part of an ongoing collaborative effort, Central Health works closely with a diverse group of community partners to assess the needs of the communities in Travis County. During the second quarter of 2017, Central Health partnered with Travis County and Del Valle Independent School District to conduct a Community Needs Survey in Eastern Travis County.

Population

Surveys were administered to participants during community and school events which occurred between April 4th and June 1st of 2017, throughout Eastern Travis County. This process yielded the completion of 869 bilingual, paper surveys, with the majority being obtained during school events.

Results

Survey participants were allowed to choose as many options to questions #1, 2 & 4 as they would like and were asked to choose up to three options for question #3. Participants were also given the opportunity to write in “other” options of their choice for each question. The tables below depict the results of each question, including other written options.

1. *“What kind of health services would you or your family like to see in Eastern Travis County?”*

Health Services	Total	Percentage of Participants who Chose This Option
Pediatrics	614	71%
Family Practice	591	68%
Urgent Care	575	66%
Dental	499	57%
Pharmacy	451	52%
Women’s Health	451	52%
Counseling/Mental Health Services	331	38%
Substance Use/Abuse Services	260	30%
*Other	20	2%
Total Number of Participants	869	

*Other Health Services	Total
Hospital	3
Emergency Room	3
Specialty Care	2
Orthopedic Care	2
Cardiology	1
Gastroenterology	1
Physical Therapy	1
Lab Services	1
Vision	1
Diabetic Care	1
CDC	1
Austin Regional Clinic	1
Affordable Care	1
Everything	1
TOTAL	20

2. "What other services would you or your family like to see in Eastern Travis County?"

Services	Total	Percentage of Participants who Chose This Option
Fun & Physical Activities	483	56%
After School Care	451	52%
Parenting Education	450	52%
Child Care	437	50%
Job Search	395	45%
English as a Second Language (ESL)	391	45%
Adult Education	388	45%
Reading Programs	381	44%
Food Assistance	313	36%
Housing/Utility Assistance	309	36%
Legal Assistance	293	34%
Tax Preparation	273	31%
Senior Citizen Activities	249	29%
Financial Literacy	243	28%
Meeting Space	241	28%
*Other	62	7%
TOTAL Number of Participants	869	

*Other Services	Total	*Other Services	Total
HEB/Grocery Store	11	Farmers Market	1
Recreation Center/Gym	5	Clothing Assistance	1
Big Box Stores Walmart/Sears/Kohl's	4	Foster Care Services	1
Public Transportation	4	Eligibility Services	1
Sports/Swimming/Karate	4	Resume Building	1
Immigration/Citizenship	3	Volunteer Opportunities	1
Spanish Classes	3	Self Defense Classes	1
Summer Programs for Kids	2	Gun Safety Classes	1
Parks	2	Information on Local Resources	1
Library	2	Family Events	1
Home Improvement Store	2	Mother's Day Out Program	1
Better Schools	1	Shelter	1
Boys & Girls Club	1	Jobs for non-citizens	1
Community Relations	1	Auto Parts Store	1
Chipotle	1	Next Door App Usage	1
All Services	1		
Sub Totals	47		15
GRAND TOTAL			62

3. “Which of these is **most important** to you when you go to the doctor?” (Please choose up to 3 below)

Most Important	Total	Percentage of Participants who Chose This Option
Quality Care	489	56%
Cost of Service	454	52%
Trusting the Doctor	406	47%
Open when I have time to go	401	46%
Obtaining appointment when I need it	386	44%
Feeling comfortable at the clinic	297	34%
Medical care from someone who speaks my language	252	29%
Easy access to public transportation	197	23%
Medical care from someone with my culture/background	114	13%
*Other	4	0.4%
TOTAL Number of Participants	869	

Note: 284 participants chose “more” than 3 options to this question.

*Other Things of Importance	Total
Lab Services	1
Accepts Private Insurance	1
Cleanliness	1
Appointment Reminders	1
TOTAL	4

4. “Did you or your family use any of the services below at the old Del Valle Community Center?”

Services	Total	Percentage of Participants who Chose This Option		
Did not use the Community Center	392	45%		
CommUnityCare Health Center	274	32%		
WIC Office	194	22%		
Rent/Mortgage/Utility Assistance	111	13%		
Food Pantry	111	13%		
Community Room	77	9%		
Social Worker Assistance	73	8%		
Home Repair/Weather Protection Assistance	72	8%		
Senior Citizen Activities/Meals	62	7%		
*Other	7	0.8%		
TOTAL Number of Participants	869			
			*Other Services Used/Received	Total
			Blue Santa Program	2
			Vaccines	1
			School Physicals	1
			Emancipet Services	1
			Resource during flood	1
			CDC	1
			TOTAL	7

Health Services

Results demonstrate when participants were asked about the kind of health services they would like to see in Eastern Travis County, 71% chose Pediatric services, followed by 68% who chose Family Practice and 66% who chose Urgent Care. At least half of the participants chose Dental, Pharmacy and Women's Health services, with other written options including Hospital, Emergency Room and Specialty Care. Please note, results do not necessarily indicate an order of priority. But rather, options that participants chose which were important to them.

When asked what was most important when participants go to the doctor, 56% chose Quality Care, followed by 52% who chose Cost of Care and 47% who chose Trusting the Doctor. Almost half of the participants indicated that the clinic being open when they were able to go and obtaining an appointment when they need it, was important. Other written options included lab services, accepting private insurance, cleanliness and appointment reminders.

Community Services

Results demonstrate when participants were asked what other services they would like to see in Eastern Travis County, 56% chose fun and physical activities. At least half of the participants chose after school care, parenting education and child care, with other written options including a grocery store, recreation center, big box stores and public transportation.

When asked if they had used specific services at the old Del Valle Community Center, 45% of the participants indicated that they had not used any services at the old Del Valle Community Center, followed by 32% who indicated they had used CommUnityCare Health Center services, 22% who had used the WIC Office, and 13% who had used Rent/Mortgage/Utility Assistance and the Food Pantry. Other written options included the Blue Santa Program, vaccines, school physicals, Emancipet Services, a resource during the flood and the CDC. Please note, results do not necessarily indicate an order of priority; but rather, services that participants indicated that they had utilized.

Additional feedback was received in the form of written comments on some of the paper surveys. Comments are listed below:

- *Would like a clinic in the local area*
- *I used to use Seton as my provider. However, am no longer able to do so, as I no longer pertain to Austin, Travis County.*
- *Would like after-school programs like LEAD (Leading Enrichment After-school in Del Valle ISD), safe meeting spaces for community groups and mobile markets/Farm Share Austin*
- *Would like a community park with a pool and a community center for private parties that is spacious*
- *Community Center should be large, well maintained and secure*
- *Was unaware of the Del Valle Community Center or the services they offered*
- *There should only be healthy snacks/food in schools*
- *All of these services are a good idea. The problem is; are or would they be "affordable" to the community?*
- *Our community is over weight*

The results of this survey will be used to inform the ongoing collaborative effort to assess the needs of the communities in Travis County.