

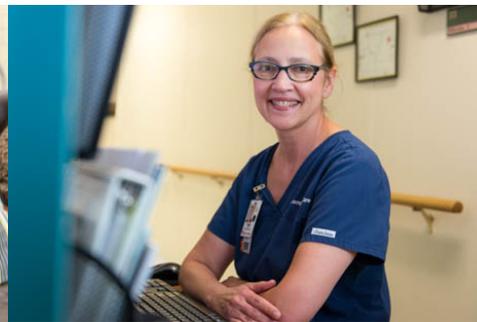


CENTRAL HEALTH

Del Valle Community Conversations

Report by Influence Opinions

October 30, 2017



Del Valle Community Conversations

- **Goals:**

1. Increase understanding of barriers to health care for Del Valle residents.
2. Increase understanding of potential location preferences for future Central Health clinics in Del Valle.
3. Increase understanding of health care services needed in Del Valle

- **We talked with:**

1. Del Valle Community Advocates
2. Del Valle Current/Potential Consumers
 - English and Spanish speakers



Consumer Focus Group Parameters

- We selected participants based on the following criteria:
- Ages 25 - 65
- Residing in zip codes: 78617, 78719, 78725
- Income: at or below 200% of the Federal Poverty Level

Two Groups

- One group: Spanish was preferred language (five participants)
- One group: English was preferred language (eight participants)



Consumer Focus Group Key Takeaways

- Participants expressed a desire for a wide variety of increased services – including basic services, convenient care, and specialty care such as OB/GYN and diabetes care
- Participants cited significant barriers to accessing healthcare - primarily due to money, location, and lack of transportation options
 - Lack of pharmacy access was also cited as a barrier to health
- After a discussion of options, participants ranked preferred sites as:
 1. Hornsby Bend Area (North Del Valle)
 2. Central Del Valle Area
 3. Creedmoor Area (South Del Valle)



Challenges to Getting Health Care

- Money was mentioned as a primary limitation
 - Not having health insurance
 - Having to choose between health care and paying bills
 - Meeting deductibles/paying co-pay
 - Missing work (lost wages) to get treatment and then pay for treatment – double whammy
 - Cost of treatment
- Access was mentioned as a key challenge
 - Inconvenient locations – travel time is prohibitive
 - Lack of access to public transportation
 - Traffic makes some areas harder to travel to and from
 - Lack of pharmacy services



Services Participants Mentioned in Discussion

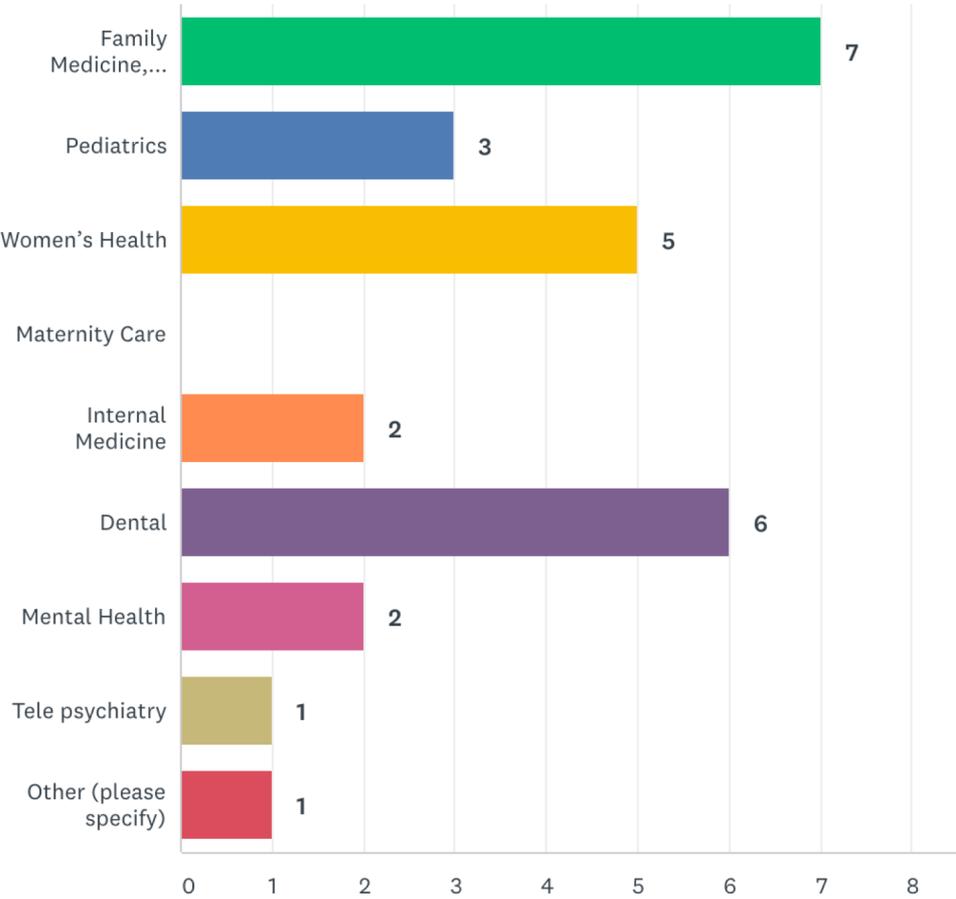
- **Minor injuries/illnesses mentioned most often**
 - Pink eye
 - Ear infections
 - Asthma treatment
- **Preventative Care**
 - Flu shots
 - Immunizations
 - Physicals for children's school
- **Specialists**
 - Diabetes services
 - Heart and blood pressure
 - Dermatology
 - OB/GYN
 - Women's health services
- **Services Missing from Other Clinics**
 - Faster service
 - Extended clinic hours
 - X-rays
 - Specialized services for women – prenatal, birth control, OB/GYN



If the following services were offered as part of a new health clinic in Del Valle, which would you personally be most likely to use? Please check all that apply.

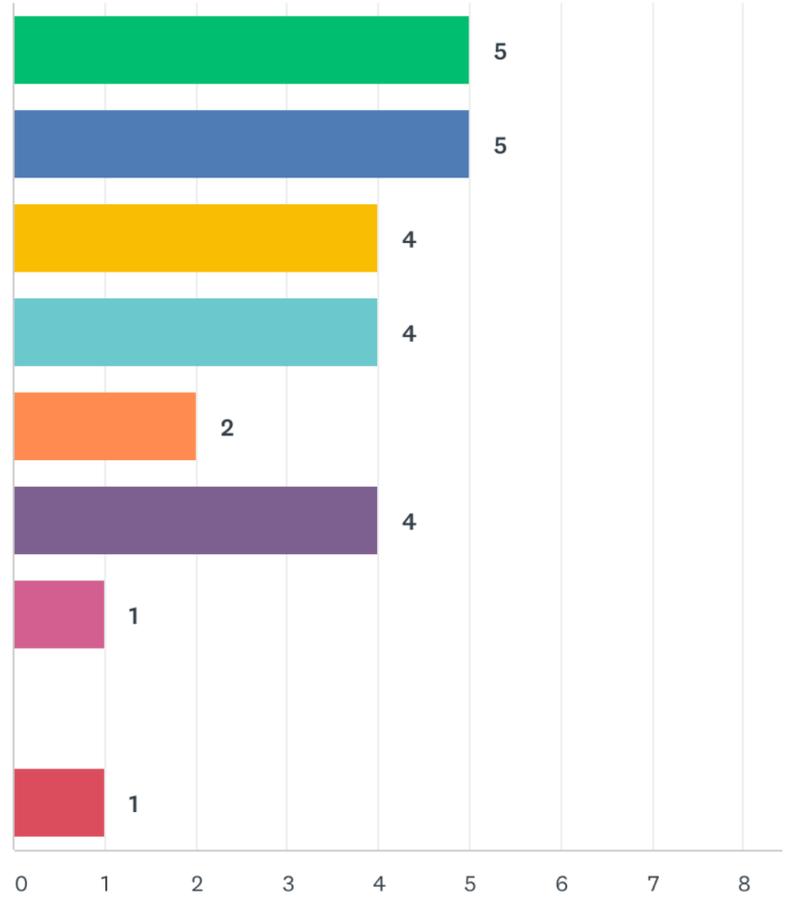
English speaking

8 answered 0 skipped



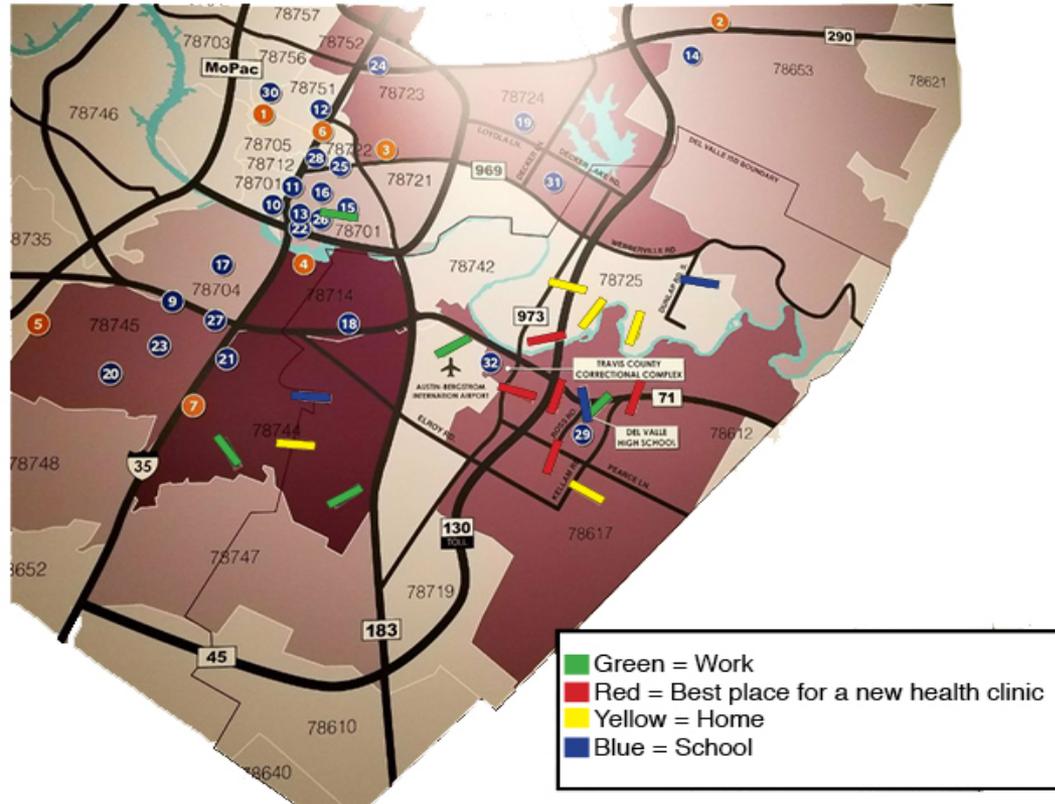
Spanish speaking

5 answered 0 skipped



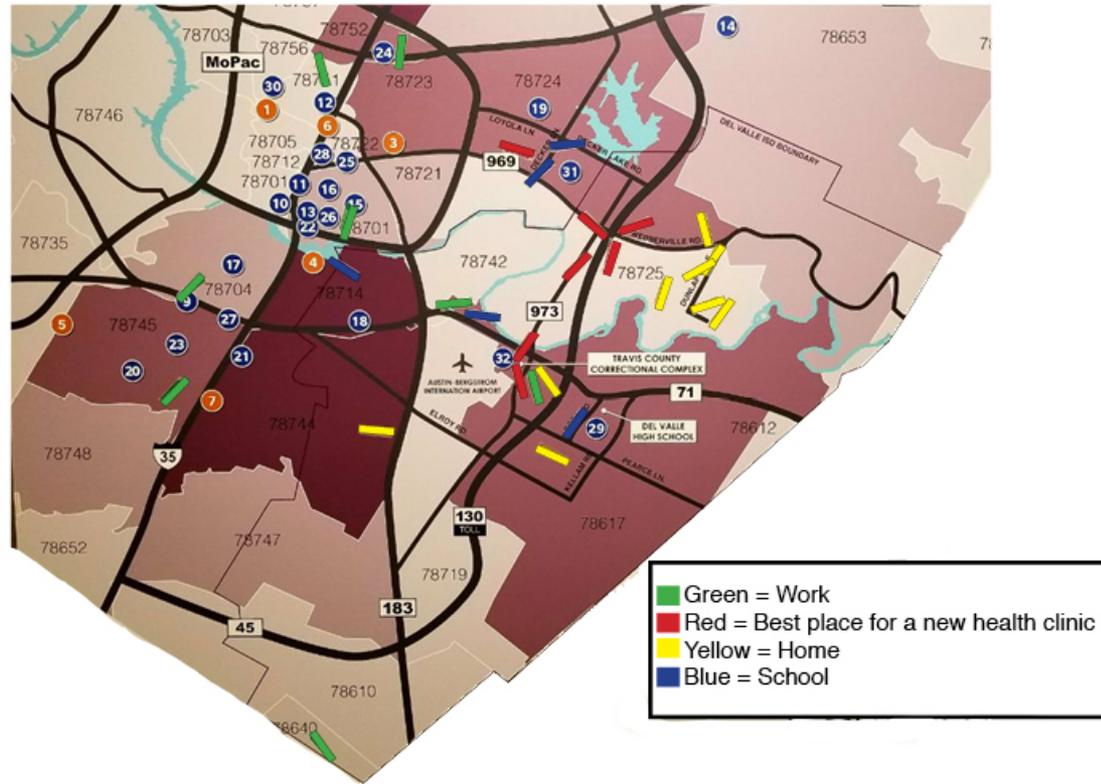
Participant Mapping Exercise

Consumer Focus Group - Spanish



Participant Mapping Exercise

Consumer Focus Group - Spanish



North Del Valle Area – “Hornsby Bend”

Around FM 969 / Dunlap

- **PROS**

- There are no services in the area
- Six elementary and middle schools in the area
- Close to major roadways – SH 130 and FM 973 cited specifically
- Some participants were supportive of a clinic in this area even if it didn't benefit them personally
- Perception that population in the area is going to continue to grow

- **CONS**

- Lots of traffic
- Roads are dangerous
- No bus routes (mentioned by 3 people)
- Residents of Central Del Valle would not drive into that area



Central Del Valle Area

General area between TX 71 and Pearce Lane (north to south) and between SH 130 and Wolf Lane (west to east), Del Valle ISD boundary

- **PROS**
- Easy access to SH 130
- Participants mentioned that it “fit the need” based on Central Health patient population density map
- “Build close to high school” if Central Health chooses this area

- **CONS**
- Area floods (ever since Circuit of the Americas was built)
- Area has a lot of “small streets” (harder for traffic)
- Concern about putting it too close to areas that already have heavy traffic



South Del Valle Area – “Creedmoor”

SH 130/ TX 45 and US 183, Near Creedmoor Elementary School

- **PROS**
- Good location (mentioned only in the Spanish-speaking group)
- Isolated but growing area
- Residents in this area have a higher barriers to access care

- **CONS**
- Very small area – wouldn't serve many families
- Lack of knowledge about the area – not familiar with it
- Toll road
- Longer distance
- No mass transit options
- Lots of garbage trucks/18-wheelers that you can get stuck behind
- “...I would rather drive to St. David's before I come down there.”



Conversation with Del Valle Advocates

Who We Spoke To

- Rebecca Birch – President, Del Valle Independent School District
- Richard Franklin – Former Trustee, Del Valle Independent School District
- Susana Woody – Trustee, Del Valle Independent School District
- Ann Heuberger – Trustee, Del Valle Independent School District
- Charles W. Diggs, Jr. – Trustee, Del Valle Independent School District
- Stephanie Morgan – UT Austin School of Nursing
- Alice Vallejo – UT Austin School of Nursing
- Fred Cantu – On behalf of George Morales, III, Travis County Constable Pct. 4
- Stevan L. Vallejo
- Julia Diggs



Conversation with Del Valle Advocates

What we heard

- Frustration with lack of services in the Del Valle area
- Desire for immediate action on the part of Central Health
- Concern that CommUnityCare would be too expensive for many Del Valle residents
 - Specifically cited cost of immunizations as a concern
- Want temporary services on school property in Creedmoor as soon as possible, with assumption they will transition to permanent services
 - Assuming Creedmoor service will launch soon, priority locations were 1) Hornsby Bend 2) 78744 3) Central Del Valle
- Also very concerned about lack of pharmacy services
- High level of frustration with Capital Metro, lack of transportation access



North Del Valle Area – “Hornsby Bend”

Around FM 969 / Dunlap

- Area is growing
- Close to schools
- This is an isolated area and residents do not have access to healthcare services
- It is difficult to travel anywhere



Central Del Valle Area

General area between TX 71 and Pearce Lane (north to south) and between SH 130 and Wolf Lane (west to east), Del Valle ISD boundary

- Look at offering services closer to Wolf Lane (the Del Valle ISD boundary)
- The reason this is not at the top of the priority list is because people living in Central Del Valle could access the Del Vale Community Health Center (coming soon) next to the jail
- There are roads/transportation/infrastructure from Central Del Valle to the future Del Valle Community Health Center



South Del Valle Area – “Creedmoor”

SH 130/ TX 45 and US 183, Near Creedmoor Elementary School

- There is a high need here. Look at general population data.
- It's okay to create a temporary solution (modular) in this location with a long-term plan for a permanent solution
- As soon as Central Health gets information to the Del Valle Board about this location, the Board will approve it
- Community is growing and the lack of services will become even more acute



Services Needed

Advocates were united in stating that the population needs access to all services, but specifically brought up:

- Basic checkups
- Pharmaceutical services needed ASAP
- Affordable vaccines for children



Additional Feedback

- Del Valle residents may not have access to internet – for telehealth
- Reiterated Del Valle residents just need the basics
- CVS owns land near TX 71 and SH 130 and isn't doing much with it. Perhaps Central Health could engage with them for pharmaceutical solutions
- Desire for increased coordination among Central Health staff to avoid confusion.





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