



Frequently Asked Questions Hornsby Bend and Del Valle Health & Wellness Centers

Why is Central Health building the Hornsby Bend and Del Valle Health & Wellness Centers?

Central Health was created by Travis County voters in 2004 to improve the health of our community by providing health care for those who need it most. The Hornsby Bend and Del Valle Health & Wellness Centers help fulfill a promise to provide better access to health care for underserved parts of the county, including Eastern Travis County.

What community needs will these new health centers address?

It's important to note Central Health took into account both hard data and lived human experiences, so these centers are designed both *for* and *by* the communities in which they're located.

The Del Valle and Hornsby Bend communities are more disease burdened and with lower income than Travis County as a whole. According to Central Health's 2020 Demographic Report:

- 21.4% of Hornsby Bend households are below 200% of the Federal Poverty Level, compared to 13.8% in Travis County.
- The Federal Poverty Level is just over \$27,000 for an individual, or \$55,500 for a family of four.
- In Del Valle, 35.6% of households are below 200% of the Federal Poverty Level, which is nearly three-times the poverty rate for Travis County.
- Hornsby Bend and Del Valle residents also suffer more from severe chronic conditions such as diabetes and hypertension.

We also spoke with community members to learn what they want and need in a health center beyond direct health services, through our Voice of the Community initiative.

Do people in these communities currently have any access to health care services?

While we were gathering data and community input, Central Health expanded healthcare access and services in Eastern Travis County by setting up temporary clinics, extending hours at existing clinics and providing free transportation for patients. The new state-of-the-art health and wellness centers will replace the temporary clinics and serve as a permanent community resource.

What else is Central Health doing to improve healthcare access for Travis County residents with low income?

The Central Health Board of Managers recently approved a new Healthcare Equity Plan to build an equity-focused, comprehensive, high-functioning and affordable health care system. The process started with an extensive research project called "Voice of the Community," where Central Health collected the input of patients, providers, stakeholders and community members. A framework is in place to identify the most significant gaps in care and what needs to be done to eliminate the inequities that hamper our safety-net health care system.

Where are the new health centers?

The Hornsby Bend Health & Wellness Center will be a 7,800 square foot facility located at 3700 Gilbert Road, across from Dailey Middle School. It replaces the existing Hornsby Bend Health Center, which is a modular building that opened in 2020. Central Health estimates the new center will serve approximately 13,000 residents with low income who live in the Hornsby Bend area.

The Del Valle Health & Wellness Center is a 18,900 square foot facility located at 3700 Gilbert Road, across from Dailey Middle School. It will replace the existing Del Valle Health Center, which currently operates in the Travis County Employee Wellness Center. The new facility is anticipated to serve over 21,000 Del Valle residents with low income.



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What services will be provided at the Hornsby Bend and Del Valle Health and Wellness Centers?

Hornsby Bend Health & Wellness Center will offer primary care, integrated behavioral health and oral assessments, select specialty care services via telehealth and an accessible community gathering space, including an indoor community room, an outdoor community garden, play areas and green space.

Del Valle Health & Wellness Center will include primary care, dental care, integrated mental health and a retail pharmacy.

How will these two health centers improve the health of residents who live in these communities?

The new health centers help address the long-standing health disparities and systemic racism preventing some of the most vulnerable people in our community from living the healthiest possible lives. These new health centers will be tremendous assets to both of these historically marginalized and underserved communities.

How many people does Central Health serve?

The recently-released 2021 Annual Report shows:

- Central Health served more than 147,000 people in 2021, a more than 6% increase over the previous year.
- Central Health funded more than 500,000 primary care visits in 2021.
- 97% of Central Health's budget funds health care for Travis County residents with low income.