

**Community
Needs
Assessment**

2020

Community Needs Assessment

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I. Introduction

Spindletop Center has served as the Local Mental Health Authority (LMHA) and Local Intellectual and Developmental Disability Authority (LIDDA) for over 45 years in Hardin, Jefferson, Orange and Chambers Counties of Southeast Texas. Our mission is helping people help themselves by providing resources and supports. To that end, Spindletop Center has taken steps to pursue Certified Community Behavioral Health Clinic (CCBHC) status from the Texas Health and Human Services Commission (HHSC). CCBHCs provide a comprehensive collection of services that expand access, provide crisis stabilization, and ensure integration of treatment and recovery supports for mental health and substance use disorders. Additionally, CCBHCs provide services to any individual regardless of their ability to pay.

In order to ensure our services are responsive to the specific needs of our community, Spindletop Center will conduct a community needs assessment which will inform organizational decisions including strategic planning, staffing plans, cultural and linguistic needs, program services, transportation barriers, continuous quality improvement and annual budget. The community needs assessment shall be updated every three years or more frequently based on local conditions.

II. Method

Spindletop Center used a variety of data collection methods to complete the needs assessment, all of which are available upon request and incorporated into this report by reference.

- A. Consumer Experience Survey: Annually, Spindletop Center contracts with an outside vendor to conduct a survey of consumers for their perception of services being provided. This information is used to support our ongoing efforts to improve the quality of services.

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- B. Employee Satisfaction Survey: Annually, Spindletop Center contracts with an outside vendor to conduct a survey of employees for their perception of the workplace. This information is used to support our ongoing efforts to improve the workplace culture of our organization.
- C. Internal Reviews: At least annually, Spindletop Center performs internal reviews of accessibility, critical incidents, facilities, clinical records, various risk factors, and quality of subcontracted services. The information from these internal reviews helps inform our ongoing efforts to improve quality and efficiency of services.
- D. Advisory Boards: Spindletop Center shares information and seeks feedback from three key advisory boards. The Board of Trustees is the 9-member governing body appointed by the Commissioners' Courts of our four sponsoring counties which meets monthly. The local Planning and Network Advisory Committee, consisting of members representing the perspectives of persons served, family members and other stakeholders in the community, is appointed by the Board of Trustees and meets quarterly to identify needs and priorities of the local service area. The Regional Planning and Network Advisory Committee, consisting of at least 9 members representing the perspectives of persons served, family members and other stakeholders in the region, is appointed by the local Boards of Trustees and meets quarterly to identify needs and priorities for the regional service area.
- E. County Health Rankings: Annually, the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute collaborate on a program called the County Health Rankings & Roadmaps which provides data, analysis and guidance around the multiple factors that influence health and help communities improve health outcomes and health equity. The rankings have been updated in March of each calendar year since the collaboration began in 2008.
- F. Christus Southeast Texas Health System: As required by law, Christus Southeast Texas Health System commissions a community health needs assessment once every three years as a condition of its 501(c) (3) status. The information

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contained in the 2020-2022 report pertaining to Spindletop Center’s service area was reviewed as part of this assessment process.

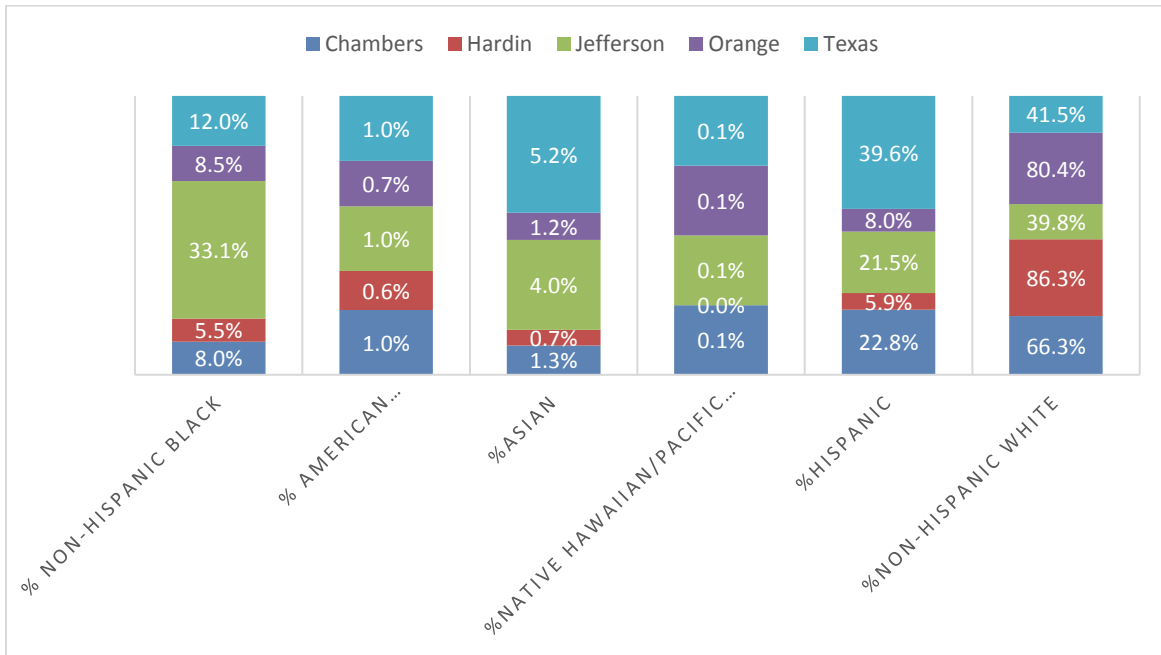
- G. Baptist Hospitals of Southeast Texas: As required by law, Baptist Hospitals of Southeast Texas commissions a community health needs assessment once every three years as a condition of its 501(c) (3) status. The information contained in the May 2019 report pertains to Jefferson and Orange counties and was reviewed as part of this assessment process.

III. Community Demographics

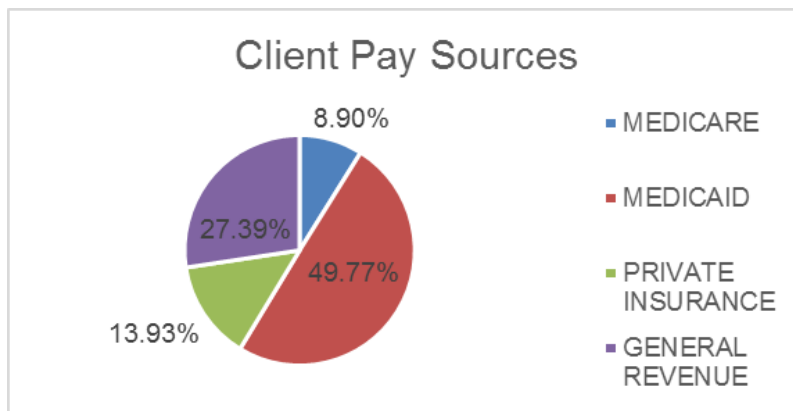
Spindletop Center’s local service area covers 3,262 square miles including Hardin, Jefferson, Orange and Chambers Counties in Texas. According to the U.S. Census Bureau, the total estimated population as of July 2019 was 436,940, reflecting a slight population growth since 2016 of 1,075 residents. Of the four sponsoring counties, Chambers, Jefferson and Orange are located along the coastline of the Gulf of Mexico. Since 2005 when the community was devastated by Hurricane Rita, this same service area has been impacted by nine tropical storms and hurricanes, most notably Hurricane Harvey in 2017, as reported by the National Hurricane Center.

	Population	% Rural	Uninsured Adults	Uninsured Children	% not proficient in English	Median Household Income
Chambers	42,454	45.7%	19%	10%	4%	\$89,500
Hardin	57,207	51.5%	16%	9%	0%	\$60,900
Jefferson	255,001	8.4%	24%	11%	4%	\$48,100
Orange	83,572	35.2%	18%	8%	1%	\$56,600
Texas	28,701,845	15.3%	23%	11%	8%	\$60,600

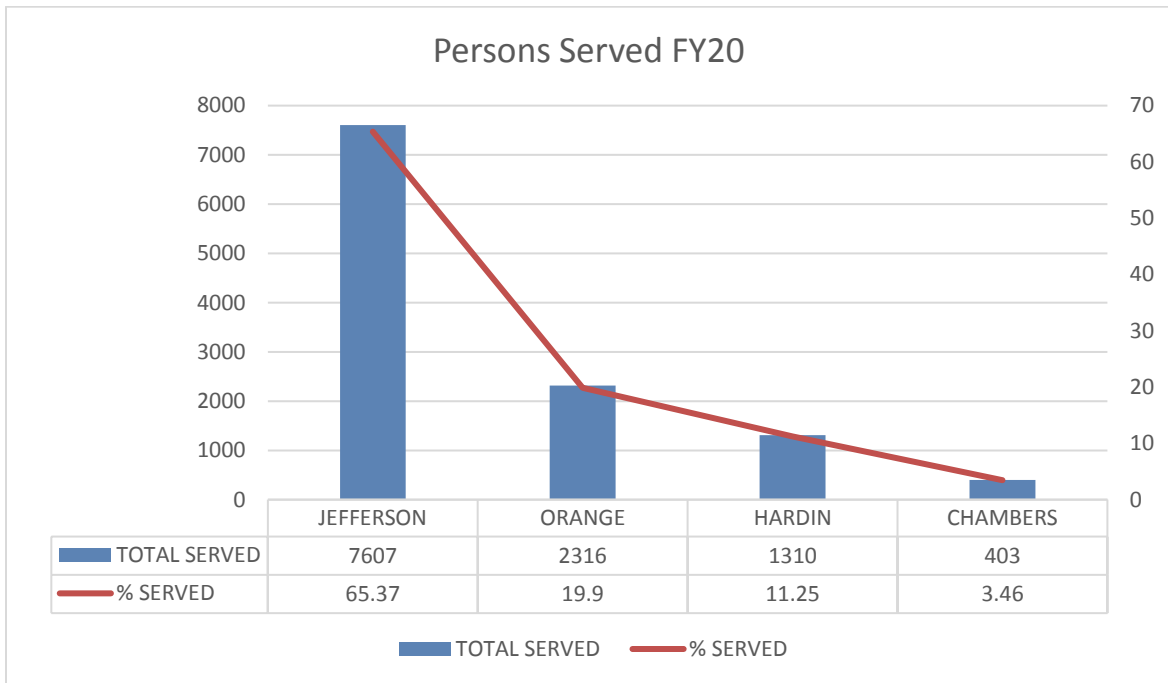
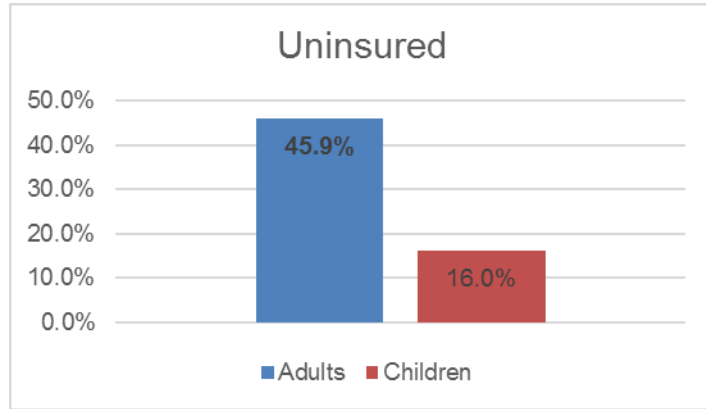
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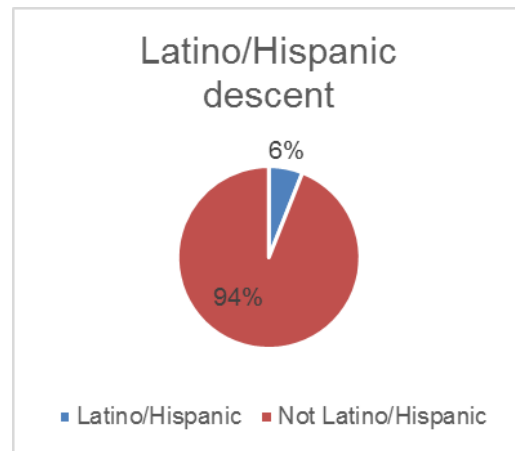
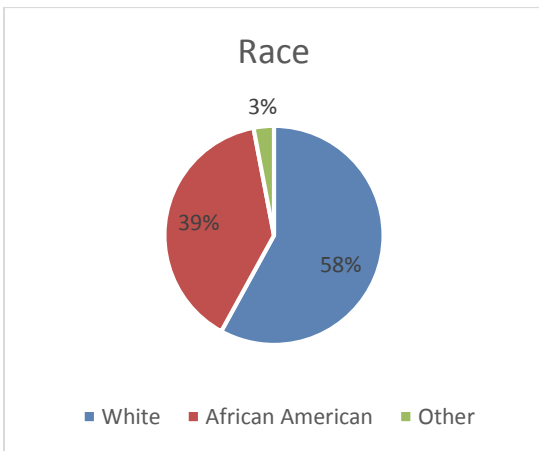
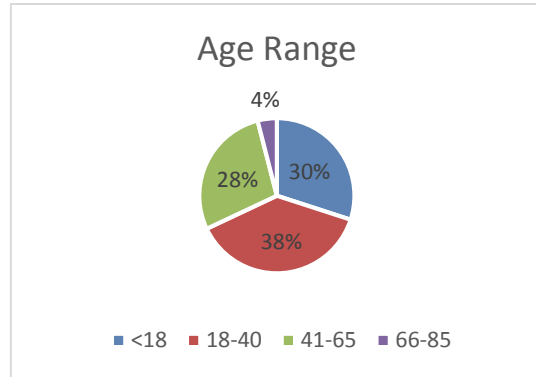
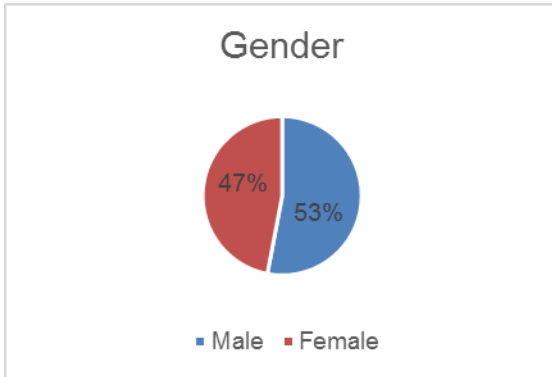
Additional information describing the population served by Spindletop Center programs and services in fiscal year 2020 is as follows:



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Spindletop Center operates services in outpatient clinics located in three counties within the local service area. There is not a clinic located in Chambers County.

Outpatient Clinic	Address	County
Spindletop Center Beaumont South Campus	2750 South 8 th Street, Beaumont, Texas 77701	Jefferson
Spindletop Center Beaumont North Campus	655 South 8 th Street, Beaumont, Texas 77701	Jefferson
Spindletop Center South County Outpatient Clinic	3407 57 th Street, Port Arthur, Texas 77640	Jefferson
Spindletop Center Port Arthur Programs for Individuals with Intellectual and Developmental Disabilities	3419 57 th Street, Port Arthur, Texas 77640	Jefferson

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Outpatient Clinic	Address	County
Spindletop Center Hardin County Outpatient Clinic	839 Highway 96 South, Silsbee, Texas 77656	Hardin
Spindletop Center Hardin County NDI	839 Highway 96 South, Silsbee, Texas 77656	Hardin
Spindletop Center Orange Outpatient Clinic	4305 North Tejas Parkway, Orange, Texas 77630	Orange

Other Community Resources:

- 3 local hospitals, 2 of which offer inpatient psychiatric care
- 15 Federally Qualified Health Clinics
- 4 Public Health Departments
- Southeast Texas Food Bank
- 3 local Housing Authorities
- Beaumont and Port Arthur each operate public bus services within city limits
- Medicaid Transportation Program
- South East Texas Transit rural transportation service available in Jefferson, Orange and Hardin counties
- Various non-profit organizations serving the homeless population (soup kitchens, shelters, clothing, medication assistance)
- Lamar University, Lamar Institute of Technology, Lamar State College Port Arthur and Lamar State College Orange
- Many state and local parks and waterways with public access to outdoor recreation
- Several faith-based organizations and churches

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- YMCA of Southeast Texas
- Mental Health America of Southeast Texas
- Beaumont VA Clinic
- Approximately 10 substance use disorder treatment provider agencies including outpatient, medication assisted therapy and rehabilitation

IV. Identified Needs and Barriers

The below community needs and barriers were identified based on the review of available information referenced above. These identified needs and barriers are listed in no particular order.

1. Access to affordable healthcare
 - a. higher than average rate of uninsured
 - b. higher than average rate of poverty
 - c. lack of reliable public transportation
 - d. low number of licensed and bachelor level providers
2. Knowledge of available community resources
 - a. need for care coordination
 - b. health information exchange
3. Trauma – natural disasters
4. Poor Health Behaviors
 - a. Smoking
 - b. Obesity
 - c. Substance use

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5. Underserved populations

- a. Hispanic/Latino community
- b. Veterans, active military service members, and their families

V. Recommendations

Following are recommendations Spindletop Center will consider enacting into strategic plans, budget processes, staffing plans, and continuous quality improvement plans to address the aforementioned community needs and barriers.

1. Access to affordable healthcare:

- a. To address the high rate of uninsured, Spindletop will continue to provide Consumer Benefits Organization (CBO) services. The CBO department works with clients and assists them in applying for Medicaid, Social Security Disability benefits, food stamp benefits and more.
- b. To address the high rate of poverty, Spindletop will continue to offer supported employment services to persons served who meet eligibility criteria. The staff in these programs have developed collaborative relationships with employers in our community and assist clients with resume building, interviewing, job skill development, job search and more.
- c. Over the years, Spindletop has secured funding to purchase bus passes for dissemination to individuals needing transportation assistance. Through generous funding from The Moody Foundation in 2019, Spindletop purchased 3 RVs which have been modified and equipped for use as mobile mental health clinics to serve the rural parts of the local service area. To address transportation barriers for individuals living in rural areas, the mobile clinics will continue to be utilized to serve rural areas and may be deployed for specific outreach or disaster response events. To address urban area transportation, Spindletop will continue to seek funding to make bus passes available.
- d. In 2018, Spindletop conducted a market salary analysis and made significant increases to salary ranges for key positions which were historically hard to

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fill including licensed providers and bachelor level clinicians. While some gains have been made to reduce turnover and vacancy rates in these positions since then, the need is still present. To address the low number of licensed and bachelor level providers, Spindletop will continue to strategize ways to lower turnover and reduce vacancies in key provider positions.

2. Knowledge of available community resources

- a. Care coordination is a core service and hallmark of the CCBHC model of care. In preparation to seek status as a CCBHC, Spindletop Center has developed and implemented policies, procedures and processes to ensure appropriate coordination of services and improved quality of life for consumers. Additionally, Spindletop has implemented a campaign to develop memorandums of understanding (MOU) with other community resources and providers to strengthen the care coordination and referral system. To address the need for care coordination in the community, Spindletop will continue to seek MOUs with community organizations and providers and build a more robust referral network to meet the needs of our consumers.
- b. Spindletop Center has used the Cerner Anasazi electronic health record for a number of years. The current EHR is outdated and support from Cerner is limited. There are also many functions that will be necessary for successful implementation of CCBHC, including referral management, outcomes reporting, and health information exchange, that the current system does not provide. To address the need for health information exchange, Spindletop will procure and implement an updated electronic health record with adequate supports to meet the needs of the CCBHC model of care and the community.

3. Trauma

Spindletop Center has participated in trauma-informed care initiatives for the past several years. To address the pervasive trauma in the community from repeated hurricanes and other adverse events, Spindletop will continue to incorporate a trauma-informed approach to services, facilities, hiring, training and organizational culture.

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4. Poor health behaviors

- a. Spindletop Center has been a tobacco-free organization since January 2015, including initially a tobacco-free hiring policy, tobacco cessation counseling and free nicotine-replacement therapy products. The hiring policy changed in 2018 due to adverse impacts on recruitment for key positions and NRT was no longer offered once funding ran out. To address smoking as a poor health behavior, Spindletop will remain a tobacco-free organization and will seek funding opportunities to make NRT available to consumers.
- b. Spindletop Center operated a primary care clinic for about 7 years which was funded by DSRIP. The clinic offered minor medical care and preventive screening for individuals at reduced or no cost. The clinic was closed in October 2020 due to low service volume and unsustainable cost with the anticipated end of DSRIP funds. To address obesity as a poor health behavior, Spindletop will continue to provide preventive physical health screenings in its outpatient clinics and research funding opportunities to integrate minor medical care into outpatient clinics in the future.
- c. Spindletop Center offers outpatient substance use disorder treatment services to targeted populations in the community through funding from HHSC and TDCJ. Substance use disorder services including ambulatory detox level 1 are included as part of an integrated model of care under CCBHC. To address substance use as a poor health behavior, Spindletop Center will continue to provide substance use disorder services, including referrals and collaborations with other providers in the community. Additionally, Spindletop will implement an ambulatory detox level 1 service as part of its CCBHC service array.

5. Underserved populations

- a. Based on the population demographics, Spindletop Center is only serving a fraction of the Hispanic/Latino community in the area. Over the past few years, Spindletop developed a committee to outreach to this target population to educate individuals and families about signs and symptoms of mental health issues and available resources. To address the underserved

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Hispanic/Latino population, Spindletop will continue to support the efforts of the outreach committee by hosting events and developing educational materials.

- b. For several years, Spindletop Center has contracted with HHSC to provide a military veteran peer network in our community. The Center employs a military veteran to perform outreach, training and peer support services in the community. To address the underserved population of military service members, veterans and their families in the community, Spindletop Center will continue to support the efforts of the MVPN program and strengthen collaborations with other providers and community resources.

VI. Conclusion

Since 1973, the array of resources, supports and services provided by Spindletop Center to individuals and families living in Chambers, Hardin, Jefferson and Orange Counties has grown tremendously. The Board of Trustees and Executive Leadership Team recognize that there exists the potential for continued growth and performance improvement at the Center to the benefit of our community. Certification as a CCBHC is the next step in the progression of services at Spindletop, but it is not the end of the journey. Spindletop Center's vision – promoting healthy living in our community – is a constant reminder that the role we play in the lives of the most vulnerable Southeast Texans is vital to the health and success of the entire community.

