

Executive Summary

This Community Health Needs Assessment addresses both Metroplex Adventist Hospital in Killeen and Rollins Brook Community Hospital in Lampasas. The two hospitals share a common license and service area (Bell and Lampasas Counties), and comprise the Metroplex Health System.

The Metroplex Health System Community Health Needs Assessment is the product of a regional collaborative process. The Bell County Community Needs Coalition (the Coalition) consists of various health and human service stakeholders dedicated toward the development of a countywide health and human services needs assessment. Nearly all of the Coalition members represented low-income, minority and underserved populations.

The Coalition was founded and funded by major organizations and agencies in Bell County. Funders include Metroplex Adventist Hospital/Rollins Brook Community Hospital, Scott & White Healthcare, United Way of Central Texas, and United Way of Greater Fort Hood Area. They and other partners are active members of the Coalition, which served as the community and hospital advisory board for the Metroplex health System Community Health Needs Assessment. The Coalition partners also serve residents in Lampasas County.

Funders

Bell County Public Health District	Serves children of all backgrounds including high numbers of Hispanic children and those on free or reduced lunch
Metroplex Health System	Provides community health education to the broad community and sees high numbers of charity patients who lack insurance
Scott & White Healthcare	Provides community health education to the broad community and sees high numbers of charity patients who lack insurance
United Way of Central Texas	Provides social services and social service funding to community agencies serving low-income and minority populations
United Way of Greater Fort Hood Area	Provides social services and social service funding to community agencies serving low-income and minority populations as well as low-income and minority families from Fort Hood

Other Coalition partners

Central Counties Center Mental Health and Mental Retardation	Mental and behavioral health services for the broad community and low-income, minority families
Central Texas Area Agency on Aging	Serves senior citizens of all incomes and ethnicities
Central Texas College	Serves students of all backgrounds and ethnicities, and provides financial aid assistance for low-income students
Texas A&M University/Central Texas	Serves students of all backgrounds and ethnicities, and provides financial aid assistance for low-income students
Texas Department of State Health Services	Public Health entity with strong experience in community health needs assessment. The majority of clients using Health Department services are low-income, and many are Hispanic.
Texas Health & Human Services	Provides social services for all Central Texas residents, with a

Commission, Region 7 Central Texas	special focus on low-income and minority clients.
Texas AgriLife Extension Service	Statewide educational agency focusing on agriculture, environmental stewardship, youth and adult life skills, human capital and leadership for all residents.
III Corps and Fort Hood Health Promotion	Operates community health promotion efforts for military families through the Community Health Promotion Council. Encourages healthy living and good nutrition.

The top priority of the Coalition was for the assessment to be as conclusive and inclusive as possible. The group spent several months deciding on the most important indicators to assess through the survey instrument, the focus groups and key informant interviews; as well as secondary data points from county, state and federal agencies. A real effort was made to reach out to all members of the Bell and Lampasas County communities and obtain perspectives across age, race/ethnicity, gender, profession, household income, education level and geographic location. In this Needs Assessment process, the Coalition formed strong partnerships with healthcare providers, county and state agencies, Ft. Hood, nonprofits, media, faith-based groups, business and civic organizations.

The Coalition reviewed all of the data and prioritized the key issues according to intensity of the need, current initiatives around the issue, and the potential for future collaboration. Metroplex and Rollins Brook used additional data collection tools and methods, both quantitative and qualitative, to conduct a needs assessment of the factors that facilitate health and human services needs among our hospitals' primary service area, Bell and Lampasas County residents.

Because this was such a comprehensive needs assessment, Metroplex Adventist Hospital and Rollins Brook Community Hospital used the Bell County Coalition as its **Community Health Needs Assessment Committee**. Based on the Coalition work and the specific hospital work, the Coalition and Metroplex/Rollins Brook hospitals chose three top priorities for the hospitals to address for the following reasons (based on data seen later in this document):

1. Obesity – high obesity rates in the entire community. This has been an issue for many years.
2. Flu vaccinations – high rates of flu and deaths from flu in the service area.
3. Integration of mental and spiritual health – high need for mental health services, especially among low-income and minority populations.

The hospitals will also work with the Coalition on the other issues.

To solicit broad community input, the Coalition distributed a paper survey to thousands of people, entered the data online, and shared the web link for those people who preferred to fill out the survey electronically. The survey was conducted in three languages: English, Spanish and Korean. The response to the survey far exceeded the goal of the coalition: to get about 1,200 responses from the community. Over the three months 2,881 Bell County residents participated in the survey. Participants include people of all incomes and ethnicities.

In addition, fourteen people were part of the key informant interviews and more than 60 people participated in community focus groups.

For the analysis of the data, Central Texas Counties were divided into six regions so the coalition was able to understand the differences that exist between different parts of the county. The six regions are listed below:

- Western Bell County (Killeen, Fort Hood, Harker Heights and Copperas Cove areas) Estimated Population 89,395
- Central Bell County (Belton, Nolanville and Morgan's Point areas) Estimated Population 26,951
- Eastern Bell County (Temple, Troy and Seaton areas) Estimated Population 76,460
- Northern Rural Bell County (Moody and White Hall areas) Estimated Population 2,871
- Southern Rural Bell County (Holland, Salado and Cedar Valley areas) Estimated Population 14,130
- Lampasas County (Lampasas, Lometa, Kempner, Adamsville) Estimated Population 20,915

The next part of this document shows the data that was used to develop community and Metroplex/Rollins Brook priorities for the next three years.

Key Findings

Primary and secondary data collected by the Coalition identified the following top areas of need. Metroplex Health System’s key priorities are listed in boldface. :

TOPIC	IMPACT	REGIONS AFFECTED	SOLUTIONS
TOP CHALLENGES IN HUMAN SERVICES	1. Unemployment	West Bell County East Bell County	<ul style="list-style-type: none"> • Increase economic development • Improve transportation infrastructure • Provide more training opportunities
	2. Family Violence and Child Abuse	Countywide	<ul style="list-style-type: none"> • Research and implement evidence-based programs addressing family violence and child abuse.
	3. Homelessness	Countywide, but higher in: East Bell County North Rural Bell County West Bell County	<ul style="list-style-type: none"> • Improve mental health services • Increase employment • Provide more affordable housing
	4. Senior Services	Countywide	<ul style="list-style-type: none"> • Provide aid for elderly • Develop adult daycare solutions • Explore the existing capacity for affordable home health
TOP CHALLENGES IN HEALTH SERVICES	1. Affordable medical care	Countywide	<ul style="list-style-type: none"> • Increase enrollment of eligible Medicaid and CHIP recipients
	2. Low cost walk-in clinics for preventive care	Countywide	<ul style="list-style-type: none"> • Expand Federally Qualified Health Centers and free clinics
	3. Late clinic hours	Countywide	<ul style="list-style-type: none"> • Expand primary care clinic hours evenings and weekends
	4. Integration of mental and physical health	Countywide	<ul style="list-style-type: none"> • Improve knowledge among primary providers and patients • Increase coordination among providers
	5. Preventable hospitalization Influenza	Countywide	<ul style="list-style-type: none"> • Conduct free community flu clinics • Offer other needed vaccines for free
	6. Obesity	Countywide	<ul style="list-style-type: none"> • Partner with The Boys & Girls Club of Central TX to assist in Health Education

Hospital description

Metroplex Health System is the primary healthcare provider for West Bell, Coryell, and Lampasas counties, offering a wide array of medical and wellness services. The 245-bed, multi-campus facility is a not-for-profit Christian organization operated as a community service by Adventist Health System, which manages 42 hospitals and employs over 55,000 people. Adventist Health System is the 10th largest hospital system in the country. Metroplex also serves as the largest community health care provider to the military in the nation.

Dedicated to meeting residents' needs for quality healthcare services, Metroplex has grown rapidly over the past few years. Metroplex Hospital provides 148 acute-care beds in Killeen, 60 psychiatric care beds in the nearby Metroplex Behavioral Health Center and 25 beds at Rollins Brook Community Hospital in Lampasas. The system employs about 1,200 area residents and cares for more than 140,000 patients each year. Metroplex supports an exceptional staff of more than 300 physicians, representing 42 medical specialties.

As the hub of the Metroplex system, Metroplex Adventist Hospital is a modern, acute-care facility with high-end, state-of-the-art equipment and technology. It includes a 24-hour emergency room, cardiac care equipment, general and same-day surgery suites and maternity services. Metroplex Adventist Hospital offers a radiology lab equipped with advanced diagnostic imaging capabilities, including state-of-the-art Magnetic Resonance Imaging (MRI and Open MRI), 64-image CT scans, nuclear medicine techniques, a cardiac-cath lab for diagnosing and treating heart blockage and other heart-related problems, X-ray imaging, ultrasound and mammography. Metroplex also has an extensive on-site laboratory, pharmacy and cardio-pulmonary care. Metroplex Cardiac Rehab, Metroplex Sleep Disorders Center and Metroplex Endoscopy Center are also located at the Metroplex Adventist Hospital campus. In 2006, Metroplex Adventist Hospital opened a new patient tower expansion that added three floors to the existing two-story north wing. The 62,248-square-foot expansion added 22 private rooms to the fifth floor—14 designated as surgical/medical patient rooms and eight as orthopedic rooms. The floor also includes a hydrotherapy whirlpool and rehabilitation gym. The fourth floor includes 24 ICU and intermediate care rooms. In 2011, the third floor was built out creating a Progressive Care Unit.

The \$8.2 million dollar **Sue Mayborn Women's Center** was opened in 2009 adding 7,200 square feet to improve patient comfort, facility aesthetics and hospital staff work flow. The new facility will provide labor and delivery care, laboratory testing, Osteoporosis care, breast care, women's Radiology (Ultrasound and Mammography Services), Oncology, Gynecological, and Urological care, as well as a Health Resource Room dedicated to women's health needs.

Metroplex Health System also operates **Rollins Brook Community Hospital**, a 25-bed critical access hospital in Lampasas, located 25 miles west of Killeen. Rollins Brook offers many technological services including a 24-hour emergency center, a state-of-the-art laboratory, medical/surgical rooms, CT scanning, mammography and cardio-pulmonary services with EKG and stress testing. Rollins Brook Community Hospital also offers access to a sleep disorder center and bone density (DEXA) scan capabilities. In 2005, Rollins Brook completed a 14,000-square-foot expansion that added 17 new patient rooms, a new surgical suite and an ambulatory surgery area. The new surgical suite, located on

the lower level, houses two operating rooms and an ambulatory surgery area with six pre-op/post-op bays and four recovery bays designed for same-day surgical procedures.

The Metroplex Behavioral Health Center is a full-service behavioral health center for children, adolescents, adults and seniors. The 60-bed facility offers numerous treatment programs and has separate patient areas for children, adolescents and adults. With inpatient, transitional and partial hospitalization programs, the Metroplex Behavioral Health Center provides a variety of options to meet the needs of both families and individuals.

Metroplex also operates physician office buildings; Home Care of Metroplex, which provides home health services for a five-county area; Metroplex Pediatric Rehabilitation Center and the Metroplex Rehabilitation Center, which provide state-of-the-art outpatient physical therapy, occupational therapy and speech/language pathology for children and adults as well as specialized sports rehabilitation programs and lymphedema care.

Wellness and Spiritual Care

As Metroplex grows in size and technology, the health system's well-earned reputation of outstanding personalized healthcare remains steadfast. Like other Adventist-operated hospitals, Metroplex is committed to meeting the physical, emotional and spiritual needs of the people it serves. Expanded services include such programs and resources as chaplaincy services, grief recovery counseling, and daily and weekly devotional programs for employees and hospital visitors and patients. Metroplex offers a community wellness program that has 10-15 classes and screenings each month, such as monthly health screenings, blood drives and CPR classes. Two special services include Prime of Life for individuals 55 years and older and monthly childbirth classes for the more than 1,400 babies born at Metroplex each year. Physicians and employees also participate in community outreach programs, including an annual Silver Classic 5K Run and Walk each spring, the Lampasas Health Fest each June, spring and fall golf tournaments, KidFest Health & Safety Fair every fall, and the Gold Star Gala Foundation fundraiser each November. Metroplex Health System is a sponsor of the Greater Killeen Free Clinic, which provides medical care for those in need in Killeen and surrounding communities.

Choosing the Community

Lampasas is part of the Killeen–Temple–Fort Hood Metropolitan Statistical Area. As noted above, Metroplex Health System’s primary service area includes Bell and Lampasas Counties. Over 75% of our patients come from this area. We serve a large military community and our community has a large Latino population.

Needs Assessment & Data Collection Process

The Bell County Coalition desired to achieve a balance between data that described the demographic, social, and economic conditions from existing databases (secondary data) and the opinions of persons who live, work, and study in Bell and Lampasas County about the assets, needs, and gaps in health and human services (primary data). The Coalition decided to develop a public survey (available online and in paper form), to be supplemented by focus groups and key informant interviews, to collect primary data.

The **Texas Health Institute** (THI) collected secondary data according to a set of health and human service indicators determined by the Coalition.

Texas Health Institute is a 501c3, which provides leadership in development of health care solutions to shape the Texas health care landscape. Texas Health Institutes' mission is to improve the health of Texans and their communities. As an independent, nonpartisan, nonprofit organization, THI takes a broad view of health care issues and their impact on people and their communities. From acting as a neutral convener and facilitating balanced health care dialogue, to creating a vision of improved health care, THI is a think tank - providing innovative, "outside the box" collaboratively developed options to improve the health of people and their communities. THI is a member of the National Network of Public Health Institutes.

THI worked closely with Coalition partners and organizations to ensure that the survey would meet the specific planning and evaluation needs of their specific organizations, programs and services. THI staff created the online survey in English, Spanish, and Korean with assistance from translators in Bell County. United Way of Central Texas provided the links to the surveys in Survey Monkey on their website. A one-page (front and back) paper survey was developed and translated into Spanish and Korean. Paper surveys were entered into the electronic survey system by volunteers.

The survey was conducted from the beginning of August 2012 through the end of November 2012, with a total of 2,881 respondents. The sampling of the respondents did not differ significantly from the county demographics. Many attempts were made to increase the response from these communities. However, the percentage of Hispanic and Korean survey respondents was fairly close to the percentage of Hispanic/Korean residents in the survey area.

The survey data was broken down by the following regions:

- Western Bell County (Killeen, Fort Hood and Harker Heights areas)
- Central Bell County (Belton, Nolanville, and Morgan's Point areas)
- Eastern Bell County (Temple, Troy and Seaton areas)
- Northern Rural Bell County (Moody and White Hall areas)
- Southern Rural Bell County (Holland, Salado and Cedar Valley areas)
- Lampasas County – Respondents reside in Lampasas County, but work, study, or receive services in Bell County

Focus Groups

Additional information on reasons for lack of access to services and other information were gleaned through focus groups targeting areas of special needs, including:

- Senior Caregivers
- Caregivers for Children with Special Health Care Needs
- National Alliance on Mental Illness Chapter Members
- United Way of Central Texas Partner Agencies
- Representatives from Faith-based Organizations

These focus groups provided additional information on Bell and Lampasas County's strengths, gaps, and needs for specific services and supports.

Secondary Data

Health and human service indicator data for Bell and Lampasas County were obtained to supplement the primary data. With the help of the Honorable Judge Burrows of Bell County, THI enlisted the assistance of: Mike Gilliam, Jr., M.S.W., M.P.H., an Assessment & Benchmarking Specialist for The Texas Department of State Health Services (DSHS), Centers for Program Coordination, Policy & Innovation, in the collection of data specific to health in Bell County and utilized some of his previous community assessments in the design of the Bell County Survey.

DSHS prepared an epidemiological profile of Bell and Lampasas County. This profile provides the very latest data available for Bell and Lampasas County. Bell County data and comparison data with the State were obtained from the following sources:

- U.S. Census Bureau (2011)
- Bureau of Labor Statistics (2012)
- National KIDS COUNT Program (2011)
- Texas State Data Center (2010)
- Texas Department of State Health Services – Center for Health Statistics (2012)
- Texas Department of Family and Protective Services (2011)
- Texas Health and Human Services Agencies (2012)
- Texas Education Agency (2012)
- Texas Medical Board (2012)
- Centers for Disease Control and Prevention (2012)
- Texas State Board of Dental Examiners (2012)
- Annie E. Casey Foundation (2012)

Stakeholder Input Process

In addition to the surveys, 14 individual stakeholders were interviewed. These included a mayor, county commissioners, a city council member, a chief of police, a chamber president, several CEOs and agency directors. The stakeholders represented all segments of the community, including underserved and ethnic populations. Interview questions focused on the best qualities of Bell and Lampasas County, along with the most needed health and human services. Additionally, the key informants and others were asked about potential solutions and recommendations for improving the quality of life in Bell and Lampasas County.

Data Collection & Analysis

Age

The Bell and Lampasas County survey received almost 3,000 responses from residents as of November 2012. According to respondents, they are predominately 36-59 years in age. The age distribution of Bell County residents is comparable to data collected by the State Demographer's office in 2007; however, there is a statistical difference between the age distributions in survey respondents compared to the State Demographer's numbers.

Question 1: What is your age?

Answer Options	Response Percent	Response Count
16 to 21 years old	3.5%	99
22 to 29 years old	13.8%	391
30 to 35 years old	11.4%	324
36 to 50 years old	28.9%	821
51 to 59 years old	21.7%	615
60 to 64 years old	9.5%	269
65 to 75 years old	7.7%	219
76 years old and over	3.5%	100
<i>answered question</i>		2838
<i>skipped question</i>		43

Data

Among 16-35 year old residents, West Bell County had the greatest number of respondents, followed by East Bell. For residents 36 and older, East Bell County had the greatest number of respondents. Overall, East Bell County had the greatest number of respondents. North Rural Bell had the least. The greatest number of respondents was aged 36-50 years old.

What is your age?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
16 to 21 years old	2.0% 10	2.3% 26	0.0% 0	6.2% 56	0.0% 0	7.0% 3
22 to 29 years old	9.8% 48	11.4% 131	11.7% 19	20.0% 179	4.2% 1	7.0% 3
30 to 35 years old	9.4% 46	10.4% 119	6.8% 11	14.6% 131	25.0% 6	11.6% 5
36 to 50 years old	27.4% 134	28.4% 325	31.5% 51	29.4% 264	41.7% 10	32.6% 14
51 to 59 years old	22.9% 112	24.1% 276	25.3% 41	16.5% 148	25.0% 6	30.2% 13
60 to 64 years old	11.7% 57	11.7% 134	13.0% 21	5.2% 47	0.0% 0	4.7% 2
65 to 75 years old	10.4% 51	7.8% 89	9.3% 15	6.0% 54	4.2% 1	4.7% 2
76 years old and over	6.3% 31	3.9% 45	2.5% 4	2.0% 18	0.0% 0	2.3% 1

P<0.01, the difference among different zones is significant

Gender

Bell County respondents were overwhelmingly female (~75%). According to the State Demographer’s office, females represented 50.1 percent of the population. When compared there is a statistically significant difference between the gender distribution of survey respondents and the State Demographer’s numbers.

Question 2: What is your gender?

Answer Options	Response Percent	Response Count
Female	74.4%	2015
Male	25.6%	694
answered question		2709
skipped question		172

Data

Respondents were overwhelmingly female and from either East or West Bell County. For male respondents the least portion came from Northern Rural West Bell County.

What is your gender?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Female	70.3% 325	74.1% 817	75.9% 120	76.7% 649	82.6% 19	79.1% 34
Male	29.7% 137	25.9% 285	24.1% 38	23.3% 197	17.4% 4	20.9% 9

P>0.05, there is no significant difference among different zones

Education

Over 26 percent of survey respondents finished college. Twenty-percent of respondents have a high school diploma or GED equivalent. According to the American Community Survey, only 15 percent of respondents had a bachelor’s degree while 28 percent had a high school diploma or GED equivalent. The survey estimates 68.8 percent of percipients have completed some college or higher education, which is statistically higher than the rate of 61.3 percent (p<0.01) in Bell County for 2008.

Question 3: What is the highest level of education you have completed? (Select one answer)

Answer Options	Response Percent	Response Count
8th grade or less	2.0%	57
Some high school, but did not graduate	3.3%	94
High school or GED	20.1%	568
Vocational certification	3.5%	98
Some college	24.0%	678
Completed college	26.3%	743
Post-graduate education	19.1%	541
Other (please specify)	1.7%	49
answered question		2828
skipped question		53

Data

Out of county respondents had a higher percentage of persons with less than a high school diploma or GED than Bell County respondents as a whole. East Bell County and Lampasas County had the highest percentage of respondents with college and post-graduate degrees.

What is the highest level of education you have completed? (Select one answer)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
8th grade or less	2.9% 14	1.4% 16	1.2% 2	2.6% 23	0.0% 0	4.8% 2
Some high school, but did not graduate	2.9% 14	3.5% 40	1.2% 2	3.9% 35	0.0% 0	4.8% 2
High school or GED	16.7% 81	17.2% 196	22.2% 36	25.4% 228	37.5% 0	9.5% 4
Vocational certification	3.7% 18	3.1% 35	2.5% 4	3.8% 34	0.0% 0	0.0% 0
Some college	21.3% 103	21.9% 250	25.9% 42	28.6% 256	25.0% 6	9.5% 4
Completed college	26.7% 129	30.4% 347	25.3% 41	20.0% 179	25.0% 6	52.4% 22
Post-graduate education	23.8% 115	20.1% 229	21.6% 35	14.5% 130	8.3% 2	19.0% 8
Other (please specify)	2.1% 10	2.4% 27	0.0% 0	1.2% 11	4.2% 1	0.0% 0

P<0.01, the difference among different zones is significant

Race/Ethnicity

Respondents were overwhelmingly identified themselves as White/Caucasian (71%) followed by Black or African American (15.1%) and Hispanic/Latino (11.3%). The American Community Survey (2008) reports Bell County as being 68 percent White/Caucasian, 21.2 percent Black or African American, and 19.7 percent Hispanic. The difference between respondents and the American Community Survey respondents for those who identified themselves as white or Black is statistically significant. In the “Other” category, two respondents listed German, two listed human, one listed Aztec Indian/Spaniard, one listed Puerto Rican, one listed Irish/English.

Question 4: Which one or more of the following would you say is your race?		
Answer Options	Response Percent	Response Count
White	70.0%	1959
Black or African American	15.6%	436
Asian	1.8%	51
Hispanic or Latino	11.8%	331
Native Hawaiian or Other Pacific Islander	0.6%	17
American Indian or Alaska Native	1.7%	48
Other (please specify)	1.8%	51
	<i>answered question</i>	2800
	<i>skipped question</i>	81

Data

Among those who listed themselves as Hispanic or Latino, Lampasas County residents were the largest percentage, with East and West Bell County having the greatest number. Respondents were overwhelmingly white. All respondents in North Rural Bell County were White. Respondents from West Bell County provided the greatest number and percentage of responses for African Americans. The highest number and percentage of Asian respondents was from West Bell County. Nearly all of the Native American or Other Pacific Islander respondents were from West Bell County. The highest number of American Indians and Alaska Natives reside in Central, East and West Bell County

Which one or more of the following would you say is your race?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
White	80.8% 401	72.0% 842	86.5% 141	50.4% 471	100.0% 24	70.5% 31
Black or African American	3.6% 18	12.5% 146	0.6% 1	27.9% 261	0.0% 0	2.3% 1
Asian	0.8% 4	1.4% 16	0.6% 1	3.0% 28	0.0% 0	4.5% 2
Hispanic or Latino	10.9% 54	10.9% 127	11.0% 18	12.6% 118	0.0% 0	20.5% 9
Native Hawaiian or Other Pacific Islander	0.0% 0	0.1% 1	0.0% 0	1.7% 16	0.0% 0	0.0% 0
American Indian or Alaska Native	2.2% 11	1.7% 20	0.6% 1	1.8% 17	0.0% 0	2.3% 1
Other (please specify)	1.6% 8	1.5% 18	0.6% 1	2.5% 23	0.0% 0	0.0% 0

P<0.01, the difference among different zones is significant

Hispanic

The majority of respondents were not Hispanic or Latino (85.2%). The American Community Survey (2008) reports Bell County 19.7 percent Hispanic. The difference between the survey respondents (14.3%) and the American Community Survey respondents for those who identified themselves as Hispanic indicates that the Hispanic population may be underrepresented in the survey results. However, the response volume of 395 still exceeds the minimum sample size for statistically validity.

Question 5: Are you Hispanic or Latino?		
Answer Options	Response Percent	Response Count
Yes	14.3%	395
No	85.2%	2352
Don't Know/Not Sure	0.5%	14
answered question		2761
skipped question		120

Data:

The majority of respondents were not Hispanic or Latino. Hispanic or Latino was also listed as a race and may have caused some confusion among respondents who completed the previous question, hence the difference in numbers. This could be a result in the definition (self and societal) of what race and ethnicity are. While Lampasas County respondents had the highest percentage Hispanic, East and West Bell County had the largest number of Hispanic respondents. There was no significant difference among the different regions

Are you Hispanic or Latino?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Yes	14.1% 67	13.0% 146	11.3% 18	17.0% 150	0.0% 0	22.5% 9
No	85.1% 404	86.7% 971	88.8% 142	82.4% 728	95.8% 23	77.5% 31
Don't Know/Not Sure	0.8% 4	0.3% 3	0.0% 0	0.7% 6	4.2% 1	0.0% 0

P>0.05, there is no significant difference among different regions.

Language Spoken at Home Other than English

Spanish was the most dominant language among respondents if a language other than English was spoken at home. There were a large number of "other" languages spoken at home.

If you speak a language other than English at home, what is it?

Answer Options	Response Percent	Response Count
Spanish	68.2%	266
Korean	2.1%	8
German	10.5%	41
Other (please specify)	19.2%	75
answered question		390
skipped question		2491

Data

Spanish was the most dominant language among respondents if a language other than English was spoken at home in all regions. There were a large number of “other” languages spoken at home, particularly in West and East Bell County. The greatest number of Korean and German speakers was in West Bell County. In the “Other” category, two respondents listed Chinese (Mandarin) and Filipino; one respondent each listed the following languages: Russian, Zapoteco, French, Tagalog, Laos, and English.

If you speak a language other than English at home, what is it?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Spanish	71.2% 42	71.2% 99	75.0% 15	62.9% 100	100.0% 2	85.7% 6
Korean	0.0% 0	1.4% 2	0.0% 0	3.1% 5	0.0% 0	14.3% 1
German	13.6% 8	6.5% 9	15.0% 3	13.2% 21	0.0% 0	0.0% 0
Other (please specify)	15.3% 9	20.9% 29	10.0% 2	20.8% 33	0.0% 0	0.0% 0

Sign Language

Only 1.6 % of the survey respondents indicated that if they were hearing impaired that they used sign language to communicate.

Caution should be taken in the interpretation of this data due to the fact that almost half of the survey respondents answered this question. Respondents that answered the question negatively may have misinterpreted the question and inaccurately identified themselves as hearing impaired rather than whether they were hearing impaired and not using sign language.

If you are hearing impaired, do you use sign language to communicate?		
Answer Options	Response Percent	Response Count
Yes	1.6%	23
No	98.4%	1438
	<i>answered question</i>	1461
	<i>skipped question</i>	1420

Data

Among respondents, only 23 were hearing impaired and used sign language to communicate with others. Again, East and West Bell County had the largest number of respondents. But all the different areas had very few percentages of persons answering “yes” to this question.

If you are hearing impaired, do you use sign language to communicate?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Yes	0.4% 1	1.9% 10	1.4% 1	2.0% 11	0.0% 0	0.0% 0
No	99.6% 223	98.1% 522	98.6% 70	98.0% 551	100.0% 15	100.0% 32

P>0.05, there is no significant difference among different zones

Disability

Survey responses indicated that 21.3 percent of persons living in the household other than themselves had a disability. Caution should be taken in the interpretation due to the particular wording of the question.

Does anyone else in your household have a disability?

Answer Options	Response Percent	Response Count
Yes	21.3%	564
No	78.7%	2079
answered question		2643
skipped question		238

Data

Households with disabilities were most prevalent in East Bell County. North Rural Bell had the least number of respondents noting someone in the household with a disability.

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Yes	18.9% 87	21.3% 229	21.1% 32	22.8% 190	27.3% 6	12.8% 5
No	81.1% 373	78.7% 847	78.9% 120	77.2% 644	72.7% 16	87.2% 34

Marital Status

Among respondents, almost 56 percent listed themselves as married. Over 42 percent of respondents listed themselves as single, divorced, or widowed.

What is your marital status? (Select one answer)		
Answer Options	Response Percent	Response Count
Single, Never Married	19.2%	532
Domestic Partnership	1.9%	54
Married	55.7%	1546
Divorced	18.4%	512
Widow/Widower	4.8%	133
answered question		2777
skipped question		104

Data

Among respondents, West Bell had the greatest number and percentage of single, never married respondents. East Bell had the largest number of domestic partnerships. Most respondents were married. East and West Bell County had the highest number and percentage of divorced and respondents

What is your marital status? (Select one answer)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell
Single, Never Married	10.8% 52	17.7% 200	7.1% 11	27.9% 246	12.2% 3
Domestic Partnership	0.8% 4	2.3% 26	0.6% 1	2.4% 21	2.4% 1
Married	64.2% 309	55.4% 627	75.0% 117	46.0% 406	78.0% 16
Divorced	17.7% 85	19.6% 222	14.1% 22	19.5% 172	4.9% 2
Widow/Widower	6.4% 31	5.0% 57	3.2% 5	9.1% 38	2.4% 1

P<0.01, the difference among different zones is significant

Employment

Almost 14 percent respondents reported themselves as being unemployed. In 2008, the American Community Survey reported only 3.8 percent as unemployed. The unemployment among survey respondents is significantly different from unemployment reported by the American Community Survey for Bell County.

What is your employment status? (Select all that apply)		
Answer Options	Response Percent	Response Count
Employed full-time	58.1%	1622
Employed part-time	8.9%	249
Active Military	0.4%	10
Self-Employed	2.7%	74
Unemployed	14.5%	405
Student	4.0%	112
Retired	12.8%	356
Other (please specify)	4.2%	117
	<i>answered question</i>	2791
	<i>skipped question</i>	90

Data

The majority of respondents were employed full time. West Bell County had the greatest number and percentage of respondents who were unemployed. The majority of retired respondents lived in East Bell. The greatest number of self-employer persons and students was in West Bell County. The greatest number of responses in the “Other” category indicated that the respondent was disabled and/or on SSI.

What is your employment status? (Select all that apply)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Employed full-time	53.1% 275	62.0% 736	68.7% 114	43.0% 404	76.2% 16	71.1% 32
Employed part-time	9.1% 47	6.7% 79	6.0% 10	10.8% 102	9.5% 2	6.7% 3
Active Military	0.4% 2	0.1% 1	0.0% 0	0.9% 8	0.0% 0	0.0% 0
Self-Employed	3.7% 19	1.4% 16	2.4% 4	3.6% 34	4.8% 1	0.0% 0
Unemployed	8.0% 41	10.0% 119	8.4% 14	23.2% 219	4.8% 1	13.3% 6
Student	3.3% 17	3.2% 38	0.6% 1	5.5% 52	0.0% 0	4.4% 2
Retired	18.2% 94	13.1% 155	11.5% 19	8.9% 84	4.8% 1	0.0% 0
Other (please specify)	4.4% 23	3.7% 44	2.4% 4	4.6% 43	0.0% 0	4.4% 2

P<0.01, the difference among different zones is significant

Service in the Armed Forces

The majority (67.1%) of the respondents never served in the military. Those that are currently serving the Armed Forces or who have ever served constitute over 32.8 percent of the respondents.

Have you or your spouse ever served on active duty in the U.S. Armed Forces, military Reserves, or National Guard? (NOTE: Active duty does *not* include training for the Reserves or National Guard, but DOES include activation, for example, for the Persian Gulf War).

Answer Options	Response Percent	Response Count
Yes, now on active duty	3.2%	88
Yes, on active duty in the past, but not now	28.0%	765
No, training for Reserves or National Guard only	1.6%	44
No, never served in the military	67.1%	1833
answered question		2730
skipped question		151

Data

Most respondents never served in the military. Over 700 respondents have been on active duty but are not currently serving. Only 89 respondents were on active duty; most of these were in West Bell County.

Have you or your spouse ever served on active duty in the U.S. Armed Forces, military Reserves, or National Guard?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Yes, now on active duty	1.9% 9	1.5% 16	0.7% 1	7.1% 62	4.6% 1	2.4% 1
Yes, on active duty in the past, but not now	30.5% 145	24.1% 266	22.1% 34	33.6% 293	36.4% 8	19.5% 8
No, training for Reserves or National Guard only	2.1% 10	1.2% 13	1.2% 8	1.4% 12	0.0% 0	0.0% 0
No, never served in the military	65.5% 311	73.3% 810	72.1% 111	57.9% 504	59.1% 13	78.1% 32

P<0.01, the difference among different zones is significant

Living Arrangements

Most respondents own their own home or are renting (88.3%). Three persons indicated they are living in a nursing home or assisted living facility. Eight persons reside in a residential treatment center. There were 22 persons indicating they were homeless and lived in a shelter. Four respondents lived in a dorm or barracks.

What are your current living arrangements? (Select one answer)		
Answer Options	Response Percent	Response Count
Own Home	58.2%	1602
Renting	30.1%	829
Friends/Relatives	7.8%	216
Nursing Home/Assisted Living	0.1%	3
Residential Treatment Center	0.3%	8
Shelter	0.8%	22
Homeless	0.8%	22
Dorm/Barracks	0.1%	4
Other (please specify)	1.7%	48
answered question		2754
skipped question		127

Data

West Bell County reported the lowest percentage of home ownership. The highest number of renters was in East and West Bell County. Twenty-three respondents listed themselves as homeless with the most being in East and West Bell County, with 20 respondents listing themselves in a shelter. The greatest number of persons reporting living with friends and relatives was in West Bell County. The most frequent responses to the “Other” category included living with parents, in RVs or mobile homes, in public housing, and in military housing.

What are your current living arrangements? (Select one answer)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Own Home	71.4% 339	59.5% 668	79.4% 123	43.8% 384	78.3% 18	80.5% 33
Renting	20.2% 96	32.4% 364	11.6% 18	37.1% 325	17.4% 4	14.6% 6
Friends/Relatives	5.1% 24	4.7% 53	6.5% 10	14.0% 122	4.4% 1	4.9% 2
Nursing Home/Assisted Living	0.0% 0	0.1% 1	0.7% 1	0.1% 1	0.0% 0	0.05 0
Residential Treatment Center	0.2% 1	0.1% 1	0.0% 0	0.7% 6	0.0% 0	0.0% 0
Shelter	0.0% 0	1.1% 12	0.0% 0	1.0% 8	0.0% 0	0.0% 0
Homeless	0.2% 1	1.1% 12	0.0% 0	1.1% 10	0.0% 0	0.0% 0
Dorm/Barracks	0.2% 1	0.0% 0	0.0% 0	0.2% 2	0.0% 0	0.0% 0
Other (please specify)	2.7% 13	1.1% 12	23.1% 3	2.1% 18	0.0% 0	0.0% 0

P<0.01, the difference among different zones is significant

Household Composition: Size

Respondents overwhelmingly had two-four individuals living in their household (70.1%). Those living alone constituted 18.5 percent and 11.4 percent indicated that there were five or more persons living in their household.

How many people (including yourself) live in your household?		
Answer Options	Response Percent	Response Count
1 (I live alone)	18.5%	513
2-4	70.1%	1945
5 or more	11.4%	315
answered question		2773
skipped question		108

Data

Respondents overwhelmingly had two-four individuals living in their household. The greatest number of those who lived alone lived in East Bell County, and the greatest percentage was in East Bell County. West Bell County had the greatest number of homes with five or more people. Most households had 2-4 adults and no children. West and East Bell had the greatest number of households with children under the age of 18 years.

How many people (including yourself) live in your household?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell
1 (I live alone)	17.7% 85	23.2% 261	6.5% 10	16.4% 145	4.9% 2
2-4	72.5% 348	66.9% 753	80.0% 123	70.1% 621	83.0% 19
5 or more	9.8% 47	10.0% 112	13.6% 21	13.5% 120	12.2% 4

P<0.01, the difference among different zones is significant

Household Composition: Number of Adults

Only 1.5 percent of household had five or more adults living in their household. The overwhelming majority of households (71.1%) were composed of two-four adults. Single adult households were represented by 27.4 percent of the survey respondents.

How many adults including yourself, over the age of 18 years old, live in your household?		
Answer Options	Response Percent	Response Count
1	27.4%	749
2-4	71.1%	1942
5 or more	1.5%	42
answered question		2733
skipped question		148

Data

Most households in all six regions had 2-4 adults. The number of household with one adult was most prevalent in East and West Bell County. There was no significant difference among the regions with respect to the number of adults in each household.

How many adults including yourself, over the age of 18 years old, live in your household?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
1	25.4% 120	29.8% 329	11.0% 17	29.6% 259	19.1% 4	12.8% 5
2-4	73.2% 346	68.7% 759	87.1% 135	68.6% 601	81.0% 17	87.2% 34
5 or more	1.5% 7	1.5% 17	1.9% 3	1.8% 16	0.0% 0	0.0% 0

P>0.05, there is no significant difference among different zones

Household Composition: Children

Over 60 percent of households among Bell County survey respondents had no children. Only 1 percent of households reported more five or more children.

How many children, under the age of 18 years old, live in your household?		
Answer Options	Response Percent	Response Count
0	59.1%	1627
1	18.4%	505
2-4	21.5%	593
5 or more	1.0%	27
answered question		2752
skipped question		129

Data

The majority of households had no children with the exception of Out of County respondents. The greatest number of households with 2-4 children was in East and West Killeen. The greatest percentage of households with one child was in Lampasas County responses. The greatest number of households with five or more children was in East Bell County.

How many children, under the age of 18 years old, live in your household?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
0	62.7% 296	63.5% 708	56.9% 87	52.7% 466	58.3% 14	40.4% 21
1	17.4% 82	16.0% 178	15.0% 23	21.4% 189	20.8% 5	42.3% 22
2-4	19.3% 91	19.4% 216	28.1% 43	25.0% 221	16.7% 4	15.4% 8
5 or more	0.6% 3	1.2% 13	0.0% 0	1.0% 9	4.1% 1	1.9% 1

P<0.01, the difference among different zones is significant

Household Income

The number percent of respondents earning less than \$10,000 was more than twice the percentage recorded by the American Community Survey in 2008. The distribution of income between survey respondents and American Community Survey results is statistically significant. The majority of respondents had an annual household income of \$50,000-74,000.

What is your annual household income? (Select one answer)

Answer Options	Response Percent	Response Count
Less than \$10,000	13.9%	371
\$10,001 to \$14,999	5.8%	155
\$15,000 to \$24,999	9.4%	250
\$25,000 to \$34,999	7.5%	199
\$35,000 to \$49,999	10.7%	286
\$50,000 to \$74,999	17.7%	473
\$75,000 to \$99,999	12.4%	330
\$100,000 and above	14.1%	377
I don't know	8.6%	229
answered question		2670
skipped question		211

Data

East Bell had the greatest number of respondents with an annual household income of \$50,000-74,000. Over 360 respondents had an annual household income less than \$10,000. West Bell had the greatest number of respondents with an annual household income of less than \$10,000. East Bell had the largest number of respondents with an annual household income of \$100,000 and above.

What is your annual household income? (Select one answer)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Less than \$10,000	7.8% 36	11.6% 126	5.4% 8	22.2% 189	8.7% 2	4.9% 2
\$10,001 to \$14,999	3.9% 18	5.9% 64	4.7% 7	6.8% 58	4.4% 1	4.9% 2
\$15,000 to \$24,999	6.9% 32	10.2% 110	7.4% 11	10.2% 87	8.7% 2	0.0% 0
\$25,000 to \$34,999	8.2% 38	8.1% 88	6.7% 10	6.3% 54	13.0% 3	4.9% 2
\$35,000 to \$49,999	11.9% 55	13.1% 142	9.4% 14	7.4% 63	13.0% 3	9.8% 4
\$50,000 to \$74,999	19.3% 89	19.5% 211	18.1% 27	15.0% 128	26.1% 6	19.5% 8
\$75,000 to \$99,999	13.0% 60	12.7% 138	23.5% 35	9.1% 78	8.7% 2	26.8% 11
\$100,000 and above	19.1% 88	13.5% 146	18.8% 28	10.7% 91	13.0% 3	19.5% 8
I don't know	10.0% 46	5.4% 58	6.0% 9	12.3% 105	4.4% 1	9.8% 4

P<0.01, the difference among different zones is significant

Employment

Of survey respondents, 31.8 percent indicated that at least one member of their household has had to find a job within the past year.

Have you or any member of your household had to find a job in the last year? If yes, answer question 19. If not, skip to question 20.

Answer Options	Response Percent	Response Count
Yes	31.8%	825
No	68.2%	1767
answered question		2592
skipped question		289

Data

West Bell had the greatest number of respondents who either they or someone else in the household has had to find a job in the last year. All but Lampasas County respondents had over 25 percent of their respondents who indicated that they or someone else in the household has had to find a job in the last year.

**Have you or any member of your household had to find a job in the last year?
If yes, answer question 19. If not, skip to question 20.**

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Yes	26.9% 119	28.3% 297	28.8% 42	39.6% 328	39.1% 9	21.1% 8
No	73.1% 323	71.7% 754	71.2% 104	60.4% 500	60.9% 14	78.9% 30

P<0.01, the difference among different zones is significant

Employment: Obstacles to Find a Job

The most prevalent barrier to job seeking among those who had to find a job in the last year was the lack of jobs available. Over 21 percent of those responding indicated that they had faced no obstacles to finding a job. Among the most prevalent reasons given in the “Other” category included: physical disabilities, health issues, mental health issues, criminal background, and being overqualified or overeducated for the jobs available.

If yes, what are some of the obstacles faced? (Select *all* that apply)

Answer Options	Response Percent	Response Count
Lack of affordable child care	11.0%	110
Language barrier	1.7%	17
Lack of jobs available	61.1%	612
Lack of skills needed	13.4%	134
Lack of transportation	16.2%	162
None	21.5%	215
Other (please specify)	12.7%	127
	answered question	1002
	skipped question	1879

Data

Lack of jobs available was the overwhelming response to this question among all regions. Transportation in West Bell served as a significant barrier. Among East Bell residents, the lack of skills served as a barrier to seeking employment.

If yes, what are some of the obstacles faced? (Select *all* that apply)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampapas County
Lack of affordable child care	7.1% 14	6.9% 34	8.8% 6	8.8% 49	13.3% 2	0.0% 0
Language barrier	1.5% 3	1.0% 5	1.5% 1	1.4% 8	0.0% 0	0.0% 0
Lack of jobs available	43.7% 86	45.4% 225	50.0% 34	41.7% 233	60.0% 9	72.7% 8
Lack of skills needed	9.6% 19	10.9% 54	8.8% 6	8.6% 48	13.3% 2	9.1% 1
Lack of transportation	7.1% 14	9.5% 47	8.8% 6	16.8% 94	13.3% 2	0.0% 0
None	19.3% 38	17.1% 85	14.7% 10	13.8% 77	0.0% 0	9.1% 1
Other (please specify)	11.7% 23	9.3% 46	7.4% 5	8.9% 50	0.0% 0	9.1% 1

P>0.05, there is no significant difference among different zones

Social Services

During the past year, survey respondents indicated that they needed the most assistance with food and household items (45.3%), prescription and medications (30.5%), utilities (29%), affordable medical care (26.4%), rent and mortgage (24.1%), and clothing and shoes (22.9%). The most prevalent responses in the “Other” category related to help paying for college tuition, dental care, employment, and economic assistance.

In the past year, did you or anyone in your household need assistance that you were UNABLE to provide yourself? (If yes, please check all that apply).

Answer Options	Response Percent	Response Count
Clothing/Shoes	22.9%	222
Food/Household Items	45.3%	440
Rent/Mortgage	24.1%	234
Utilities	29.0%	282
Prescriptions/Medications	30.5%	296
Affordable Medical Care	26.4%	256
Mental Health Care	9.1%	88
Pre-natal Care	2.1%	20
Homeowners/Renters Insurance	6.0%	58
Repairs (structural, plumbing, electrical, heating, A/C)	12.5%	121
Affordable Housing	8.8%	85
Emergency Shelter	2.9%	28
School Supplies	8.0%	78
Car Payment	10.5%	102
Car Insurance	10.6%	103
Gasoline	18.6%	181
Car Maintenance/Repairs	14.3%	139
Public Transportation	7.8%	76
Access to Transportation	5.4%	52
Childcare	10.5%	102
Care for Elderly	5.5%	53
Care for Disabled	5.1%	50
Legal Counsel	6.9%	67
Counseling Services	9.8%	95
Substance Abuse Counseling	2.1%	20
Help Escaping Domestic Abuse	3.0%	29
Unemployment Aid	11.1%	108
Job Training	7.0%	68
Other (please specify)	6.8%	66
answered question		971
skipped question		1910

Data

A large number of residents in East and West Bell needed assistance with clothing, food/household items, rent/mortgage, utility payments, prescription drugs and affordable medical care. Over 100 respondents needed unemployment aid and almost 70 needed job training.

In the past year, did you or anyone in your household need assistance that you were UNABLE to provide yourself? (If yes, please check all that apply).

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Clothing/Shoes	4.9% 22	5.6% 83	5.4% 9	7.3% 100	5.9% 2	3.1% 1
Food/Household Items	12.1% 55	11.4% 159	12.0% 20	13.8% 188	11.8% 4	9.4% 3
Rent/Mortgage	6.6% 30	6.4% 89	6.0% 10	7.0% 96	5.9% 2	6.3% 2
Utilities	8.2% 37	7.7% 108	8.4% 14	8.2% 112	11.8% 4	12.5% 4
Prescriptions/Medications	8.8% 40	8.8% 123	5.4% 9	8.3% 113	17.7% 6	6.3% 2
Affordable Medical Care	7.7% 35	7.2% 101	4.8% 8	7.6% 103	5.9% 2	6.3% 2
Mental Health Care	1.5% 7	2.4% 33	1.8% 3	3.0% 41	2.9% 1	6.3% 2
Pre-natal Care	0.2% 1	0.7% 9	0.6% 1	0.7% 9	0.0% 0	0.0% 0
Homeowners/Renters Insurance	2.2% 10	2.0% 28	0.6% 1	1.4% 19	0.0% 0	0.0% 0
Repairs (structural, plumbing, electrical, heating, A/C)	6.6% 30	3.2% 44	5.4% 9	2.4% 33	5.9% 2	6.3% 2
Affordable Housing	2.2% 10	2.8% 39	1.2% 2	2.0% 28	5.9% 2	0.0% 0
Emergency Shelter	0.4% 2	0.7% 9	0.6% 1	1.1% 15	0.0% 0	0.0% 0
School Supplies	1.3% 6	2.3% 32	2.4% 4	2.3% 31	0.0% 0	3.1% 1
Car Payment	3.5% 16	3.1% 43	4.2% 7	2.4% 33	0.0% 0	3.1% 1
Car Insurance	3.3% 15	2.4% 34	4.2% 7	3.2% 43	0.0% 0	3.1% 1
Gasoline	4.2% 19	5.5% 76	7.8% 13	4.7% 64	2.9% 1	6.3% 2
Car Maintenance/Repairs	5.1% 23	3.7% 51	4.8% 8	3.4% 46	8.8% 3	6.3% 2

In the past year, did you or anyone in your household need assistance that you were UNABLE to provide yourself? (If yes, please check all that apply).

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Public Transportation	1.8% 8	2.2% 30	1.8% 3	2.6% 35	0.0% 0	0.0% 0
Access to Transportation	0.4% 2	1.8% 25	1.8% 3	1.5% 20	0.0% 0	0.0% 0
Childcare	2.4% 11	2.5% 35	4.8% 8	3.2% 44	2.9% 1	6.3% 2
Care for Elderly	2.4% 11	1.8% 25	1.2% 2	1.0% 14	2.9% 1	0.0% 0
Care for Disabled	1.1% 5	1.7% 23	0.6% 1	1.3% 18	5.9% 2	0.0% 0
Legal Counsel	1.3% 6	2.4% 33	4.2% 7	1.5% 20	0.0% 0	0.0% 0
Counseling Services	2.4% 11	3.0% 42	2.4% 4	2.4% 33	0.0% 0	6.3% 2
Substance Abuse Counseling	0.9% 4	0.6% 8	0.6% 1	0.5% 7	0.0% 0	0.0% 0
Help Escaping Domestic Abuse	0.4% 2	0.6% 8	0.6% 1	1.2% 16	2.9% 1	0.0% 0
Unemployment Aid	3.1% 14	3.3% 46	2.4% 4	2.9% 39	0.0% 0	6.3% 2
Job Training	2.0% 9	2.2% 30	3.0% 5	1.8% 24	0.0% 0	0.0% 0
Other (please specify)	2.9% 13	2.0% 29	1.2% 2	1.5% 20	0.0% 0	3.1% 1

P>0.05, there is no significant difference among different zones

Adequate Services

Nearly one-half of the survey respondents indicated that Bell County had adequate services in the following areas: low-income housing, healthcare access, crime and safety, early childhood education, and access to transportation. Approximately 40 – 60 percent of respondents said they didn’t know if the services in the following areas were adequate: financial aid, substance abuse, homelessness, youth behavior, child abuse and neglect, domestic violence, mental illness, adult day care, poverty, services and care for the elderly, services and care for the disabled, English as a second language services, affordable counseling and therapy, and legal aid. This high response rate about the lack of knowledge of the adequacy of these services would indicate along with the responses on the question regarding lack of knowledge of the 2-1-1 information and referral service that increased public awareness is vitally needed in Bell County.

In your opinion, is adequate assistance available in our community for the following areas?			
Answer Options	Yes	No	Don't Know
Financial Aid	870	449	1051
Substance Abuse	825	408	1108
Homelessness	595	744	1015
Low-Income Housing	1089	501	782
Healthcare Access	1100	536	677
Crime and Safety	1129	432	755
Youth Behavior	619	675	1010
Child Abuse & Neglect	755	599	943
Domestic Violence	756	546	981
Mental Illness	797	522	1007
Adult Day Care	463	554	1292
Poverty	586	628	1100
Hunger	896	539	873
Services & Care for the Elderly	828	507	988
Services & Care for the Disabled	809	468	1048
Early Childhood Education	1131	296	841
Unemployment	915	529	877
Access to Transportation	1074	537	702
English as a Second Language Services	784	268	1225
Affordable Counseling/Therapy	521	646	1133
Legal Aid	674	496	1138
		answered question	2514
		skipped question	367

Data

Respondents in East Bell consistently reported adequate assistance for services more frequently than West Bell respondents. In Central Bell, respondents felt that there were adequate crime and safety services. North Rural identified low-income housing, health care access, crime and safety, and early childhood education as being adequate in the County.

In your opinion, is adequate assistance available in our community for the following areas?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Financial Aid	4.6% 132	4.9% 386	5.0% 42	5.7% 278	3.9% 5	4.6% 8
Substance Abuse	4.4% 127	4.9% 383	4.4% 37	5.0% 243	6.2% 8	3.5% 6
Homelessness	3.0% 86	3.8% 298	2.5% 21	3.5% 170	2.3% 3	2.3% 4
Low-Income Housing	6.6% 190	6.5% 513	6.0% 50	6.0% 293	7.7% 10	4.6% 8
Healthcare Access	6.7% 193	6.5% 516	7.2% 60	5.8% 284	8.5% 11	6.9% 12
Crime and Safety	7.4% 215	6.6% 523	7.2% 60	5.6% 286	7.7% 10	7.5% 13
Youth Behavior	3.8% 110	3.4% 266	4.6% 38	3.7% 179	2.3% 3	3.5% 6
Child Abuse & Neglect	4.1% 121	4.2% 332	3.7% 31	4.9% 237	4.6% 6	5.8% 10
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Domestic Violence	4.0% 115	4.2% 333	3.5% 29	5.1% 248	3.9% 5	5.2% 9
Mental Illness	4.6% 132	4.8% 378	4.7% 39	4.4% 215	6.2% 8	3.5% 6
Adult Day Care	2.8% 80	2.9% 230	3.1% 26	2.3% 113	3.1% 4	1.2% 2
Poverty	3.6% 103	3.5% 276	3.5% 29	3.2% 154	3.9% 5	2.3% 4
Hunger	5.1% 148	5.2% 412	4.7% 39	5.3% 261	3.9% 5	5.8% 10
Services & Care for the Elderly	4.9% 142	5.0% 394	4.8% 40	4.4% 215	4.6% 6	5.8% 10
Services & Care for the Disabled	4.5% 130	4.8% 378	4.8% 40	4.6% 224	4.6% 6	5.2% 9
Early Childhood	6.8% 190	6.5% 513	7.0% 50	6.6% 293	7.7% 10	9.2% 8

Education	198	509	59	322	10	16
Unemployment	5.3% 154	5.0% 392	4.9% 41	5.9% 289	5.4% 7	6.3% 11
Access to Transportation	6.0% 175	6.1% 484	4.9% 41	6.7% 327	5.4% 7	7.5% 13
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
English as a Second Language Services	4.8% 139	4.4% 349	5.8% 48	4.4% 214	3.9% 5	4.6% 8
Affordable Counseling/Therapy	3.0% 86	2.9% 230	3.1% 26	3.2% 155	2.3% 3	2.3% 4
Legal Aid	4.2% 123	3.9% 304	4.6% 38	3.7% 179	2.3% 3	2.9% 5

P>0.05, there is no significant difference among different zones

Human Services

Unemployment, youth and children, homelessness and elderly citizens were of selected as the top human service challenges facing Bell County.

**In your opinion, what are the Top 3 human service challenges facing Bell County?
(Please select 3 answers)**

Answer Options	Response Percent	Response Count
Financial Aid	22.4%	563
Youth & Children	39.5%	992
Elderly Citizens	31.0%	779
People with Disabilities	20.8%	521
Emergency Services	14.9%	375
Homelessness	31.3%	786
Domestic Violence	23.0%	578
Unemployment	44.0%	1105
Substance Abuse	23.1%	580
Availability of Low-Income Housing	27.1%	681
Other (please specify)	9.7%	244
answered question		2510
skipped question		371

Data

In Central Bell County, the top three challenges were youth & children, unemployment, and elderly citizens. Unemployment, youth and children, homelessness, and elderly citizens were listed as the top challenges in East Bell County. South Rural Bell County’s top challenges were youth and children, elderly citizens, and unemployment. In West Bell County, unemployment, youth and children, availability of low-income housing, and homelessness were listed as the top challenges. North Rural Bell County’s top challenges were listed as unemployment, availability of low-income housing, and youth & children. For respondents from Lampasas County, top challenges were listed as people with disabilities, availability of low-income housing, homelessness, and unemployment.

**In your opinion, what is the Top 3 human service challenges facing Bell County?
(Please select 3 answers)**

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Financial Aid	8.3% 102	7.8% 233	6.9% 28	7.9% 178	9.0% 6	6.1% 8
Youth & Children	15.1% 184	13.9% 416	17.6% 71	12.5% 282	13.4% 9	9.8% 13
Elderly Citizens	12.8% 157	12.1% 361	16.4% 66	6.9% 155	11.9% 8	7.6% 10
People with Disabilities	6.2% 76	7.9% 236	7.2% 29	6.6% 148	9.0% 6	17.4% 23
Emergency	4.9%	4.0%	3.7%	7.3%	3.0%	2.3%

**In your opinion, what is the Top 3 human service challenges facing Bell County?
(Please select 3 answers)**

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Services	60	121	15	165	2	3
Homelessness	7.9% 97	12.2% 365	9.7% 39	10.9% 246	10.4% 7	11.4% 15
Domestic Violence	7.4% 90	7.7% 232	8.7% 35	8.5% 191	6.0% 4	8.3% 11
Unemployment	14.5% 177	14.5% 433	11.7% 47	17.6% 395	16.4% 11	11.4% 15
Substance Abuse	9.7% 119	7.9% 238	9.9% 40	7.1% 159	4.5% 3	6.1% 8
Availability of Low-Income Housing	9.0% 110	8.7% 261	5.0% 20	11.5% 259	13.4% 9	17.4% 23
Other (please specify)	4.1% 50	3.3% 99	3.2% 13	3.2% 71	3.0% 2	2.3% 3

p<0.01, the difference among different zones is significant

Health Services

The most common reasons given for not accessing health services when needed were the lack of insurance and inability to pay the full costs, not knowing where to go to obtain services, and lack of ability to pay co-pays even with insurance.

Within the last year, if you or someone in your household have needed the following health services, but did not get them, please identify the reason(s) why. (Select ALL that apply)

Answer Options	Health Care	Vision Care	Dental Care	Mental Health Care	Pre-natal Care	Medicine	Durable Medical Equip.	Resp. Count
Don't know where to go	160	128	198	83	24	88	57	347
Doctor not accepting new patients	161	19	48	18	11	13	7	206
No insurance - unable to pay	465	323	438	147	54	299	68	610
Have insurance - unable to pay copay	165	86	134	46	13	92	29	252
Unable to leave work	98	40	52	30	9	17	9	126
Lack of childcare	28	12	15	11	7	7	6	43
Lack of transportation	80	38	42	23	12	28	14	97
Language barrier	21	12	10	9	5	11	6	36
Long office wait times	168	43	49	24	15	33	12	189
Waiting list	89	23	32	31	12	10	12	132

Shame/Embarrassment	59	25	49	46	11	21	10	115
Other	17	6	9	6	1	3	2	26
Other (please specify)								66
								answered question
								1024
								skipped question
								1857

Barriers to Health Care

Over thirty percent of survey respondents indicated that they did not have insurance and were unable to pay the costs associated with healthcare. Over 10 percent of respondents also reported difficulty knowing where to go for healthcare, that their doctors were not accepting new patients, that while they had insurance they were unable to pay the co-pay, and the long office wait times were prohibitive.

Answer Options	Percentage
Don't know where to go	10.6%
Doctor not accepting new patients	10.7%
No insurance - unable to pay	30.8%
Have insurance - unable to pay co-pay	10.9%
Unable to leave work	6.5%
Lack of childcare	1.9%
Lack of transportation	5.3%
Language barrier	1.4%
Long office wait times	11.1%
Waiting list	5.9%
Shame/Embarrassment	3.9%
Other	1.1%

Barriers to Vision Care

Nearly 43 percent of survey respondents indicated that the reason they were unable to receive vision care was the lack of insurance and inability to pay the cost of vision care. Over 10 percent of survey respondents indicated they did not know where to go for vision care, and that while they had insurance, they were unable to pay the co-pays.

Answer Options	Percentage
Don't know where to go	17.0%
Doctor not accepting new patients	2.5%
No insurance - unable to pay	42.8%
Have insurance - unable to pay co-pay	11.4%
Unable to leave work	5.3%
Lack of childcare	1.6%
Lack of transportation	5.0%
Language barrier	1.6%
Long office wait times	5.7%
Waiting list	3.0%
Shame/Embarrassment	3.3%
Other	0.8%

Barriers to Mental Health Care

Over 30 percent of respondents to this question indicated that they had difficulty accessing mental health services due to lack of insurance and inability to pay cost of mental health care. Over 17 percent of the respondents indicated they did not know where to go to access mental health services.

Answer Options	Percentage
Don't know where to go	17.5%
Doctor not accepting new patients	3.8%
No insurance - unable to pay	31.0%
Have insurance - unable to pay co-pay	9.7%
Unable to leave work	6.3%
Lack of childcare	2.3%
Lack of transportation	4.9%
Language barrier	1.9%
Long office wait times	5.1%
Waiting list	6.5%
Shame/Embarrassment	9.7%
Other	1.3%

Barriers to Prenatal Care

Over 30 percent of respondents to this question indicated that they had difficulty accessing prenatal care due to lack of insurance and inability to pay cost of care. Over 13 percent of the respondents indicated they did not know where to go to access prenatal care services.

Answer Options	Percentage
Don't know where to go	13.8%
Doctor not accepting new patients	6.3%
No insurance - unable to pay	31.0%
Have insurance - unable to pay copay	7.5%
Unable to leave work	5.2%
Lack of childcare	4.0%
Lack of transportation	6.9%
Language barrier	2.9%
Long office wait times	8.6%
Waiting list	6.9%
Shame/Embarrassment	6.3%
Other	0.6%

Barriers to Obtaining Prescription Medicine

Over 48 percent of respondents to this question indicated that they had difficulty accessing prescription medicine due to lack of insurance and inability to pay cost of care. Over 14 percent of the respondents indicated they did not know where to go to obtain medicines and while they had insurance, they were unable to pay the co-pays.

Answer Options	Percentage
Don't know where to go	14.1%
Doctor not accepting new patients	2.1%
No insurance - unable to pay	48.1%
Have insurance - unable to pay copay	14.8%
Unable to leave work	2.7%
Lack of childcare	1.1%
Lack of transportation	4.5%
Language barrier	1.8%
Long office wait times	5.3%
Waiting list	1.6%
Shame/Embarrassment	3.4%
Other	0.5%

Access to Durable Medical Equipment

Over 29 percent of respondents to this question indicated that they had difficulty durable medical equipment due to lack of insurance and inability to pay cost of care. Over 24 percent of the respondents indicated they did not know where to go to obtain durable medical equipment and over 12 percent said that while they had insurance, they were unable to pay the copays.

Answer Options	Percentage
Don't know where to go	24.6%
Doctor not accepting new patients	3.0%
No insurance - unable to pay	29.3%
Have insurance - unable to pay copay	12.5%
Unable to leave work	3.9%
Lack of childcare	2.6%
Lack of transportation	6.0%
Language barrier	2.6%
Long office wait times	5.2%
Waiting list	5.2%
Shame/Embarrassment	4.3%
Other	0.9%

Healthcare

A lack of insurance and inability to pay for health care costs were the top reasons for not receiving health care in all regions, except South Rural Bell County. In Central Bell County, other reasons for lack of access to care included having insurance but not being to pay co-pays, and long office wait times. Long wait times, doctors not accepting new patients, and having insurance but inability to pay co-pays, were cited as the top reasons for not receiving care in East Bell County. The top reason for not receiving care in South Rural Bell County was having insurance but inability to pay co-pays, followed by lack of insurance and long office wait times. In West Bell County, respondents lacked insurance and did not know where to go. Lack of insurance and having insurance but inability to pay co-pays were the top reasons cited by respondents from North Rural Bell County. For Lampasas County respondents, reasons included not knowing where to go, having insurance but inability to pay co-pays, and inability to leave work.

Within the last year, if you or someone in your household have needed the following health services, but did not get them, please identify the reason(s) why. (Select ALL that apply)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Don't know where to go	8.5% 19	7.2% 44	9.1% 7	15.8% 84	10.0% 1	11.1% 2
Doctor not accepting new patients	9.4% 21	11.8% 72	11.7% 9	9.6% 51	10.0% 1	5.6% 1
No insurance - unable to pay	26.8% 60	29.7% 182	16.9% 13	35.8% 191	30.0% 3	27.8% 5
Have insurance - unable to pay co-pay	12.5% 28	11.6% 71	22.1% 17	7.9% 42	30.0% 3	11.1% 2
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Unable to leave work	6.7% 15	7.0% 43	5.2% 4	5.4% 29	10.0% 1	11.1% 2
Lack of childcare	4.5% 10	1.1% 7	1.3% 1	1.7% 9	0.0% 0	0.0% 0
Lack of transportation	5.8% 13	4.6% 28	5.2% 4	5.8% 31	0.0% 0	5.6% 1
Language barrier	1.3% 3	1.8% 11	0.0% 0	1.1% 6	0.0% 0	5.6% 1
Long office wait times	12.5% 28	12.4% 76	15.6% 12	8.6% 46	0.0% 0	5.6% 1
Waiting list	4.9% 11	7.0% 43	9.1% 7	4.7% 25	10.0% 1	5.6% 1
Shame/Embarrassment	4.9% 11	4.9% 30	2.6% 2	2.6% 14	0.0% 0	5.6% 1
Other	2.2% 5	0.8% 5	1.3% 1	0.9% 5	0.0% 0	5.6% 1

p<0.01, the difference among different zones is significant

Vision Care

Lack of insurance and inability to pay for health care costs was the overwhelming top reason for not receiving vision care in all regions. In Central and East Bell County, other major reasons for lack of access to vision care included having insurance, but not being to pay co-pays and not knowing where to go for care. Long office wait times, and not knowing where to go for care, were cited as the top reason for not receiving health care in South Rural Bell County. In West Bell County, the other major reason than lack of insurance was that respondents indicated they did not know where to go for vision care.

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampas County
Don't know where to go	12.8% 15	14.1% 40	11.9% 5	22.6% 65	20.0% 1	11.1% 1
Doctor not accepting new patients	3.4% 4	2.5% 7	4.8% 2	1.7% 5	0.0% 0	0.0% 0
No insurance - unable to pay	39.3% 46	38.9% 110	31.0% 13	48.8% 140	40.0% 2	44.4% 4
Have insurance - unable to pay copay	10.3% 12	13.1% 37	21.4% 9	8.7% 25	0.0% 0	11.1% 1
Unable to leave work	6.0% 7	6.0% 17	2.4% 1	4.9% 14	20.0% 1	0.0% 0
Lack of childcare	3.4% 4	1.1% 3	0.0% 0	1.4% 4	0.0% 0	11.1% 1
Lack of transportation	6.0% 7	4.9% 14	7.1% 3	4.9% 14	0.0% 0	0.0% 0
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampas County
Language barrier	2.6% 3	2.8% 8	0.0% 0	0.3% 1	0.0% 0	0.0% 0
Long office wait times	6.0% 7	6.4% 18	14.3% 6	3.5% 10	20.0% 1	11.1% 1
Waiting list	4.3% 5	3.5% 10	4.8% 2	1.7% 5	0.0% 0	11.1% 1
Shame/Embarrassment	4.3% 5	5.7% 16	2.4% 1	1.0% 3	0.0% 0	0.0% 0
Other	1.7% 2	1.1% 3	0.0% 0	0.3% 1	0.0% 0	0.0% 0

p<0.01, the difference among different zones is significant

Dental Care

Lack of insurance and inability to pay for costs was the overwhelming top reason for not receiving dental care in all regions. In Central, East, and South Rural Bell County, other major reasons for lack of access to vision care included having insurance, but not being to pay co-pays and not knowing where to go for care. In West Bell County, the other major reason than lack of insurance was that respondents indicated they did not know where to go for dental care. Do not knowing where to go and having insurance, but inability to pay co-pays was cited as other reasons for not receiving dental care in North Rural Bell County. Lampasas County respondents cited that although they had insurance, inability to pay co-pays was another reason dental care was inaccessible.

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Don't know where to go	14.0% 22	16.0% 66	12.5% 8	23.8% 96	22.2% 2	8.3% 1
Doctor not accepting new patients	5.1% 8	3.1% 13	4.7% 3	5.0% 20	0.0% 0	8.3% 1
No insurance - unable to pay	38.2% 60	39.7% 164	28.1% 18	45.0% 182	33.3% 3	41.7% 5
Have insurance - unable to pay copay	13.4% 21	14.3% 59	26.6% 17	7.7% 31	22.2% 2	16.7% 2
Unable to leave work	7.6% 12	5.1% 21	3.1% 2	3.7% 15	0.0% 0	8.3% 1
Lack of childcare	3.2% 5	1.2% 5	0.0% 0	1.2% 5	0.0% 0	0.0% 0
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Lack of transportation	3.2% 5	3.9% 16	6.3% 4	4.2% 17	0.0% 0	0.0% 0
Language barrier	1.9% 3	1.5% 6	0.0% 0	0.2% 1	0.0% 0	0.0% 0
Long office wait times	3.2% 5	4.8% 20	10.9% 7	3.5% 14	11.1% 1	8.3% 1
Waiting list	2.5% 4	3.4% 14	3.1% 2	2.5% 10	0.0% 0	8.3% 1
Shame/Embarrassment	6.4% 10	6.3% 26	3.1% 2	2.5% 10	11.1% 1	0.0% 0
Other	1.3% 2	0.7% 3	1.6% 1	0.7% 3	0.0% 0	0.0% 0

p<0.01, the difference among different zones is significant

Mental Health Care

Lack of insurance and inability to pay for costs was the overwhelming top reason for not receiving mental health care in all regions. In Central, East, and South Rural Bell County, other major reasons for lack of access to mental health care included having insurance, but not being to pay co-pays and not knowing where to go for care. In West Bell County, the other major reason than lack of insurance was that respondents indicated they did not know where to go for mental health care. Three responses in North Rural Bell County cited not knowing where to go and having insurance, but inability to pay co-pays as a barrier to mental health care. Single responses were recorded from Lampasas County respondents listed the following reasons for not receiving mental health care: not knowing where to go, unable to leave work, long office waits, waiting list, and shame and embarrassment.

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Don't know where to go	17.6% 13	13.2% 25	20.8% 5	22.6% 38	33.3% 1	14.3% 1
Doctor not accepting new patients	5.4% 4	4.8% 9	4.2% 1	1.8% 3	0.0%	0.0% 0
No insurance - unable to pay	28.4% 21	27.5% 52	8.3% 2	37.5% 63	33.3% 1	28.6% 2
Have insurance - unable to pay copay	9.5% 7	10.6% 20	25.0% 6	6.5% 11	33.3% 1	0.0% 0
Unable to leave work	4.1% 3	6.3% 12	4.2% 1	7.1% 12	0.0% 0	14.3% 1
Lack of childcare	6.8% 5	1.6% 3	4.2% 1	1.2% 2	0.0% 0	0.0% 0
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Lack of transportation	4.1% 3	4.8% 9	8.3% 2	5.4% 9	0.0% 0	0.0% 0
Language barrier	2.7% 2	2.1% 4	4.2% 1	1.2% 2	0.0% 0	0.0% 0
Long office wait times	2.7% 2	6.3% 12	12.5% 3	3.6% 6	0.0% 0	14.3% 1
Waiting list	8.1% 6	9.0% 17	4.2% 1	3.6% 6	0.0% 0	14.3% 1
Shame/Embarrassment	8.1% 6	12.2% 23	4.2% 1	8.9% 15	0.0% 0	14.3% 1
Other	2.7% 2	1.6% 3	0.0% 0	0.6% 1	0.0% 0	0.0% 0

P>0.05, there is no significant difference among different zones

Pre-natal Care

Lack of insurance and inability to pay for costs was the overwhelming top reason for not receiving prenatal care in Central, East, and South Rural Bell County, followed by not knowing where to go.

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampapas County
Don't know where to go	10.7% 3	10.5% 6	0.0% 0	18.8% 13	50.0% 1	0.0% 0
Doctor not accepting new patients	3.6% 1	8.8% 5	0.0% 0	5.8% 4	50.0% 1	0.0% 0
No insurance - unable to pay	25.0% 7	24.6% 14	20.0% 2	40.6% 28	0.0% 0	33.3% 1
Have insurance - unable to pay copay	10.7% 3	5.3% 3	20.0% 2	5.8% 4	0.0% 0	0.0% 0
Unable to leave work	3.6% 1	3.5% 2	0.0% 0	7.2% 5	0.0% 0	0.0% 0
Lack of childcare	10.7% 3	3.5% 2	0.0% 0	2.9% 2	0.0% 0	0.0% 0
Lack of transportation	10.7% 3	8.8% 5	10.0% 1	4.3% 3	0.0% 0	0.0% 0
Language barrier	3.6% 1	7.0% 4	0.0% 0	0.0% 0	0.0% 0	0.0% 0
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampapas County
Long office wait times	10.7% 3	8.8% 5	20.0% 2	5.8% 4	0.0% 0	33.3% 1
Waiting list	3.6% 1	5.3% 3	20.0% 2	7.2% 5	0.0% 0	33.3% 1
Shame/Embarrassment	7.1% 2	12.3% 7	10.0% 1	1.4% 1	0.0% 0	0.0% 0
Other	0.0% 0	1.8% 1	0.0% 0	0.0% 0	0.0% 0	0.0% 0

P>0.05, there is no significant difference among different zones

Medicine

Lack of insurance and inability to pay for costs was the overwhelming top reason for obtaining medicines in all regions except North Rural Bell County, followed by having insurance but inability to pay co-pays. In West Bell County another major reason for not obtaining medicines involved not knowing where to go. Having insurance, but inability to pay co-pays was the major reasons for not getting medicines in North Rural Bell County.

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampas County
.Don't know where to go	8.1% 7	9.7% 23	12.8% 5	21.6% 50	16.7% 1	11.1% 1
Doctor not accepting new patients	4.7% 4	1.3% 3	5.1% 2	1.3% 3	0.0% 0	0.0% 0
No insurance - unable to pay	44.2% 38	48.5% 115	28.2% 11	52.2% 121	16.7% 1	44.4% 4
Have insurance - unable to pay copay	15.1% 13	17.7% 42	25.6% 10	9.1% 21	50.0% 3	11.1% 1
Unable to leave work	4.7% 4	1.7% 4	2.6% 1	3.0% 7	0.0% 0	11.1% 1
Lack of childcare	3.5% 3	0.8% 2	0.0% 0	0.9% 2	0.0% 0	0.0% 0
Lack of transportation	7.0% 6	3.8% 9	7.7% 3	4.3% 10	0.0% 0	0.0% 0
Language barrier	2.3% 2	3.0% 7	0.0% 0	0.9% 2	0.0% 0	0.0% 0
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampas County
Long office wait times	5.8% 5	5.9% 14	10.3% 4	3.4% 8	16.7% 1	11.1% 1
Waiting list	1.2% 1	2.1% 5	2.6% 1	0.9% 2	0.0% 0	11.1% 1
Shame/Embarrassment	3.5% 3	5.1% 12	2.6% 1	2.2% 5	0.0% 0	0.0% 0
Other	0.0% 0	0.4% 1	2.6% 1	0.4% 1	0.0% 0	0.0% 0

p<0.01, the difference among different zones is significant

Durable Medical Equipment

Lack of insurance and inability to pay for costs was the top reason for obtaining medicines in all regions except South Rural Bell County. Not knowing where to go was cited as the second most common reason for inability to obtain durable medical equipment for Central, East, and West Bell County. Respondents in South Rural Bell County listed not knowing where to go and having insurance, but not being able to pay co-pays as the top reasons for not obtaining durable medical equipment. Having insurance, but inability to pay co-pays was the a major reasons for not getting durable medical equipment in East, South Rural, and North Rural Bell County.

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Don't know where to go	26.5% 9	20.2% 21	27.8% 5	31.3% 21	0.0% 0	0.0% 0
Doctor not accepting new patients	5.9% 2	3.8% 4	5.6% 1	0.0% 0	0.0% 0	0.0% 0
No insurance - unable to pay	26.5% 9	23.1% 24	16.7% 3	40.3% 27	50.0% 1	33.3% 1
Have insurance - unable to pay copay	2.9% 1	13.5% 14	27.8% 5	11.9% 8	50.0% 1	0.0% 0
Unable to leave work	5.9% 2	4.8% 5	0.0% 0	3.0% 2	0.0% 0	0.0% 0
Lack of childcare	2.9% 1	3.8% 4	0.0% 0	1.5% 1	0.0% 0	0.0% 0
Lack of transportation	8.8% 3	6.7% 7	5.6% 1	4.5% 3	0.0% 0	0.0% 0
Language barrier	2.9% 1	4.8% 5	0.0% 0	0.0% 0	0.0% 0	0.0% 0
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Long office wait times	2.9% 1	5.8% 6	11.1% 2	3.0% 2	0.0% 0	33.3% 1
Waiting list	5.9% 2	4.8% 5	5.6% 1	4.5% 3	0.0% 0	33.3% 1
Shame/Embarrassment	8.8% 3	6.7% 7	0.0% 0	0.0% 0	0.0% 0	0.0% 0
Other	0.0% 0	1.9% 2	0.0% 0	0.0% 0	0.0% 0	0.0% 0

P>0.05, there is no significant difference among different zones

Transportation

While the majority of respondents indicated that they had no difficulty with transportation, some respondents indicated that they had difficulty getting to the grocery store, pharmacy, doctor’s office, dentist office, eye doctor’s office and place of worship. Respondents from across the county acknowledged that if public transportation were available that they would use it.

Do you have trouble getting transportation to the following? (Select ALL that apply)			
Answer Options	YES	NO	Response Count
Work	146	1893	2039
Grocery Store	181	1943	2124
Pharmacy	143	1925	2068
Childcare	63	1705	1768
Child's School	72	1699	1771
Doctor's Office	139	1922	2061
Dentist's Office	127	1902	2029
Eye Doctor's Office	117	1907	2024
Emergency Room	125	1900	2025
Place of Worship	108	1874	1982
Other	45	1111	1156
<i>answered question</i>			2201
<i>skipped question</i>			680

Data

There were no significant differences between the regions with respect to their difficulty in arranging for transportation.

Do you have trouble getting transportation to the following? (Select ALL that apply)

Yes Count

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Work	7.9% 14	11.2% 54	14.3% 2	12.6% 71	33.3% 2	100.0% 1
Grocery Store	14.6% 26	15.2% 73	14.3% 2	13.7% 77	0.0% 0	0.0% 0
Pharmacy	10.1% 18	12.3% 59	14.3% 2	10.8% 61	0.0% 0	0.0% 0
Childcare	3.9% 7	5.4% 26	7.1% 1	4.8% 27	16.7% 1	0.0% 0
Child's School	3.9% 7	5.6% 27	21.4% 3	5.5% 31	33.3% 2	0.0% 0
Doctor's Office	10.7% 19	10.8% 52	7.1% 1	11.0% 62	16.7% 1	0.0% 0

Dentist's Office	9.0% 16	9.8% 47	0.0% 0	11.2% 63	0.0% 0	0.0% 0
Eye Doctor's Office	11.2% 20	9.6% 46	0.0% 0	8.9% 50	0.0% 0	0.0% 0
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lamparas County
Emergency Room	10.1% 18	10.0% 48	7.1% 1	9.9% 56	0.0% 0	0.0% 0
Place of Worship	11.8% 21	7.5% 36	7.1% 1	8.3% 47	0.0% 0	0.0% 0
Other	6.7% 12	2.7% 13	7.1% 1	3.2% 18	0.0% 0	0.0% 0

P>0.05, there is no significant difference among different zones

Transportation: Would You Use Public Transportation if Available

Less than half the total survey respondents answered the question about using public transportation, however, over 60 percent of those who did respond indicated they would use public transportation if it were available.

If you answered "yes" to any of the answer choices above, would you take public transportation if it were available?

Answer Options	Response Percent	Response Count
YES	62.2%	554
NO	37.8%	336
	answered question	890
	skipped question	1991

Data

Most respondents to this question in all regions except for South Rural Bell County indicated they would use public transportation if it were available.

If you answered "yes" to any of the answer choices above, would you take public transportation if it were available?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lamparas County
YES	63.5% 87	62.8% 219	47.2% 17	63.9% 211	62.5% 5	55.6% 5
NO	36.5% 50	37.2% 130	52.8% 19	36.1% 119	37.5% 3	44.4% 4

P>0.05, there is no significant difference among different zones

Transportation: Current Use

Over 90 percent of survey respondents do not use public transportation.

Do you currently use public transportation?		
Answer Options	Response Percent	Response Count
YES	8.8%	217
NO	91.2%	2237
answered question		2454
skipped question		427

Data

Respondents overwhelmingly indicated they did not currently use public transportation in all regions. The greatest number of respondents reporting the use of public transportation was in East and West Bell County.

Do you currently use public transportation?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
YES	2.6% 11	10.3% 105	2.1% 3	11.9% 92	0.0% 0	0.0% 0
NO	97.4% 411	89.7% 911	97.9% 139	88.1% 679	100.0% 20	100.0% 31

p<0.01, the difference among different zones is significant

Health Status

Almost 60 percent of survey respondents say their health is very good or excellent, with the other 40 percent indicating their health as fair or poor.

Generally, would you say your health is: (Select one answer)		
Answer Options	Response Percent	Response Count
Excellent	13.9%	354
Very Good	45.7%	1165
Fair	32.7%	833
Poor	7.7%	197
answered question		2549
skipped question		332

Data

The majority of respondents rated their health as very good or excellent in all regions.

Generally, would you say your health is: (Select one answer)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Excellent	16.5% 74	13.5% 142	17.0% 25	12.7% 100	8.0% 2	11.8% 4
Very Good	49.8% 223	47.6% 499	51.0% 75	38.8% 306	56.0% 14	58.8% 20
Fair	26.3% 118	31.6% 332	28.6% 42	38.6% 304	32.0% 8	26.5% 9
Poor	7.4% 33	7.2% 76	3.4% 5	9.9% 78	4.0% 1	2.9% 1

p<0.01, the difference among different zones is significant

Behavioral Health

Almost 22 percent of survey respondents report that they or another member of their household have problems with nervousness, stress, suicide, unpredictable outbursts of anger, addiction, alcohol consumption, and other behaviors that prevent full participation in work, school, housework, or other activities. This is consistent with national and state statistics regarding the prevalence of behavioral health problems in the population.

Does any member of your household have problems with nervousness, stress, suicide, unpredictable outbursts of anger, addiction, alcohol consumption, or any other behavior that PREVENTS full participation in work, school, housework or other activities?

Answer Options	Response Percent	Response Count
Yes	21.8%	550
No	78.2%	1969
answered question		2519
skipped question		362

Data

While most respondents indicated that no one in their household suffered from nervousness, stress, suicide, unpredictable outbursts of anger, addiction, alcohol consumption, or other behavioral issues, over twenty percent of respondents in all regions except Lampasas County reported that someone in their household did have these issues.

Does any member of your household have problems with nervousness, stress, suicide, unpredictable outbursts of anger, addiction, alcohol consumption, or any other behavior that PREVENTS full participation in work, school, housework or other activities?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Yes	20.3% 89	22.4% 234	21.1% 30	22.0% 171	23.8% 5	8.8% 3
No	79.7% 350	77.6% 812	78.9% 112	78.0% 608	76.2% 16	91.2% 31

P>0.05, there is no significant difference among different zones

Current Health Diagnoses

The most common health conditions among survey respondents were high blood pressure, obesity, high cholesterol, and depression, anxiety or other mental illness.

Have you been diagnosed with any of the following conditions? (Select ALL that apply)

Answer Options	Response Percent	Response Count
High Blood Pressure	36.8%	919
High Cholesterol	24.5%	612
Allergies	15.3%	382
Asthma	13.8%	344
Cancer	6.8%	169
Diabetes	13.1%	328
Obesity	29.2%	730
Heart Disease	7.2%	179
Depression, Anxiety or other Mental Illness	23.2%	580
Alcohol and Substance Abuse Problems	1.9%	48
Intellectual and Development Disability (Mental Retardation)	0.6%	15
None	26.3%	658
answered question		2500
skipped question		381

Data

In Central Bell County, the top diagnoses were high blood pressure, high cholesterol, obesity, and mental illness. East Bell County respondents reported the following significant diagnoses: high blood pressure, high cholesterol, allergies, obesity, and mental illness. South Rural Bell County listed high blood pressure, high cholesterol, allergies, and mental illness as common diagnoses. Top diagnoses in West Bell County included: high blood pressure, high cholesterol, allergies, and mental illness. In North Rural County, high blood pressure, high cholesterol, allergies, diabetes, obesity, and mental illness as significant diagnoses. Lampasas County respondents most often listed high blood pressure, high cholesterol, allergies, and mental illness as diagnoses.

Have you been diagnosed with any of the following conditions? (Select ALL that apply)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
High Blood Pressure	20.8% 188	18.5% 393	21.0% 61	17.0% 237	15.1% 8	14.3% 9
High Cholesterol	14.3% 129	12.2% 259	14.1% 41	10.8% 151	9.4% 5	15.9% 10
Allergies	15.5% 140	13.6% 288	15.9% 46	15.1% 211	20.8% 11	19.0% 12
Asthma	6.4% 58	6.6% 139	5.2% 15	7.9% 110	7.5% 4	6.3% 4
Cancer	4.0% 36	3.6% 76	3.1% 9	2.9% 41	0.0% 0	4.8% 3
Diabetes	5.2% 47	7.0% 148	7.2% 21	6.5% 91	15.1% 8	4.8% 3
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Obesity	6.1% 55	9.3% 198	8.3% 24	6.0% 84	13.2% 7	6.3% 4
Heart Disease	4.8% 43	3.9% 83	4.5% 13	2.6% 37	0.0% 0	1.6% 1
Depression, Anxiety or other Mental Illness	9.9% 89	12.1% 257	10.0% 29	12.5% 175	13.2% 7	11.1% 7
Alcohol and Substance Abuse Problems	1.0% 9	1.0% 22	0.3% 1	1.0% 14	0.0% 0	0.0% 0
Intellectual and Development Disability (Mental Retardation)	0.2% 2	0.3% 7	0.3% 1	0.3% 4	0.0% 0	0.0% 0
None	11.8% 106	11.9% 252	10.0% 29	17.4% 243	5.7% 3	15.9% 10

p<0.01, the difference among different zones is significant

Location for Most Regularly Receiving Health Care

Overwhelmingly, survey respondents indicated that they go to the doctor’s office regularly for health care. Six percent indicated they used the emergency department for obtaining regular medical care.

Which one of the following choices best describes where you go most regularly for health care? (Select one answer)

Answer Options	Response Percent	Response Count
Doctor's Office	70.6%	1817
Emergency Room	6.4%	164
Public/Community Clinic	2.4%	61
Free Clinic	4.1%	105
Fort Hood Clinics	3.0%	76
Urgent Care/Walk-in Clinic	2.0%	51
Have not needed health care in the past 12 months	3.5%	89
None	4.4%	114
Other (please specify)	3.7%	95
	<i>answered question</i>	2572
	<i>skipped question</i>	309

Data

An overwhelming majority of respondents in all regions indicated that they received their regular health care in a doctor’s office, except for West Bell County. While over 50 percent of respondents in West Bell County chose doctor’s offices for their regular health care, there were also significant responses for emergency room, free clinic, and Fort Hood clinic,

Which one of the following choices best describes where you go most regularly for health care? (Select one answer)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Doctor's Office	79.6% 360	78.8% 834	85.6% 125	51.2% 407	84.0% 21	68.8% 22
Emergency Room	4.0% 18	4.3% 46	4.1% 6	11.1% 88	8.0% 2	3.1% 1
Public/Community Clinic	2.0% 9	2.3% 24	0.7% 1	3.0% 24	4.0% 1	3.1% 1
Free Clinic	2.9% 13	2.4% 25	2.7% 4	7.4% 59	0.0% 0	6.3% 2
Fort Hood Clinics	1.1% 5	0.9% 9	0.0% 0	7.3% 58	0.0% 0	6.3% 2
Urgent Care/Walk-in Clinic	1.5% 7	2.0% 21	1.4% 2	2.4% 19	0.0% 0	0.0% 0
Have not needed health care in the past 12 months	3.5% 16	2.8% 30	2.1% 3	4.3% 34	0.0% 0	12.5% 4
None	2.4% 11	3.0% 32	2.1% 3	8.2% 65	4.0% 1	0.0% 0
Other (please specify)	2.9% 13	3.5% 37	1.4% 2	5.2% 41	0.0% 0	0.0% 0

p<0.01, the difference among different zones is significant

Health Insurance

Almost one-half the survey respondents indicated they had employer-provided health insurance; however, over 20 percent indicated they did not have health insurance. Over 10 percent of respondents indicated they had Medicare or TRICARE.

What health insurance do you have? Select ALL that apply.		
Answer Options	Response Percent	Response Count
I don't have health insurance	20.4%	526
Employer provided insurance	48.8%	1255
Privately owned insurance	6.8%	174
Medicaid	5.9%	153
Medicare	12.4%	318
I go to the VA	4.2%	109
CHIP (Children's Health Insurance Program)	0.7%	18
TRICARE	10.4%	268
County Indigent Health Care Program	1.2%	30
Other (please specify)	6.7%	172
	<i>answered question</i>	2573
	<i>skipped question</i>	308

Data

The majority of respondents in most East, South Rural, and North Rural Bell County as well as Lampasas County have employee provided insurance. More residents in West Bell did not have insurance. More residents in East Bell used Medicaid or Medicare. Only 28 respondents used the county indigent health care program.

What health insurance do you have? Select ALL that apply.

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
I don't have health insurance	10.4% 58	11.6% 141	9.1% 15	31.1% 292	16.0% 4	14.0% 6
Employer provided insurance	43.3% 241	51.1% 624	60.6% 100	23.3% 219	52.0% 13	53.5% 23
Privately owned insurance	8.6% 48	6.2% 76	6.1% 10	3.6% 34	8.0% 2	2.3% 1
Medicaid	3.1% 17	6.0% 73	2.4% 4	5.6% 53	0.0% 0	2.3% 1
Medicare	14.7% 82	11.5% 140	7.9% 13	7.5% 70	0.0% 0	4.7% 2
I go to the VA	2.7% 15	3.2% 39	1.8% 3	5.2% 49	0.0% 0	2.3% 1
CHIP (Children's Health Insurance Program)	0.7% 4	0.4% 5	1.2% 2	0.7% 7	0.0% 0	0.0% 0
TRICARE	8.1% 45	3.7% 45	2.4% 4	17.6% 165	4.0% 1	0.0% 0
County Indigent Health Care Program	0.9% 5	0.7% 9	1.2% 2	1.3% 12	0.0% 0	9.3% 4
Other (please specify)	7.4% 41	5.6% 68	7.3% 12	4.0% 38	20.0% 5	11.6% 5

p<0.01, the difference among different zones is significant

Care Giving

About 16 percent of the respondents provide regular care or assistance to a family member or friend with a long-term illness or disability.

During the past month, did you or someone in your household provide regular care or assistance to a family member or friend with a long-term illness or disability? If yes, answer question 33. If not, skip to question 34.

Answer Options	Response Percent	Response Count
Yes	15.8%	387
No	84.2%	2061
answered question		2448
skipped question		433

Data

The vast majority of respondents were not providing care for someone in their household. The most caregivers were in Central, East, and West Bell County. The highest percentage of caregiver respondents was in North Rural Bell County.

During the past month, did you or someone in your household provide regular care or assistance to a family member or friend with a long-term illness or disability? If yes, answer question 33. If not, skip to question 34.

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Yes	17.2% 74	17.3% 174	22.1% 31	11.8% 90	33.3% 7	8.3% 3
No	82.8% 355	82.7% 834	77.9% 109	88.2% 671	66.7% 14	91.7% 33

p<0.01, the difference among different zones is significant

Long Term Illness or Disability of the Person Receiving Care by Caregiver

Physical disability, mental illness and Alzheimer’s/Dementia/Memory Problems account for three fourths of the long-term illnesses or disabilities that the caregivers are assisting with.

What is the long-term illness or disability? (Select ALL that apply)

Answer Options	Response Percent	Response Count
Alzheimer's/Dementia/Memory Problems	19.7%	98
Physical Disability	42.2%	210
Developmental Disability	10.6%	53
Mental Illness	20.9%	104
Other (please specify)	28.3%	141
answered question		498
skipped question		2383

Data

The long-term illness or disability listed predominately for all regions was physical disability. There was no significant difference between the regions.

What is the long-term illness or disability? (Select ALL that apply)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Alzheimer's/Dementia/Memory Problems	18.8% 21	18.1% 47	20.0% 10	11.5% 18	9.1% 1	0.0% 0
Physical Disability	37.5% 42	36.7% 95	26.0% 13	33.1% 52	18.2% 2	33.3% 1
Developmental Disability	8.9% 10	6.6% 17	12.0% 6	8.9% 14	27.3% 3	0.0% 0
Mental Illness	10.7% 12	18.9% 49	20.0% 10	18.5% 29	18.2% 2	33.3% 1
Other (please specify)	24.1% 27	19.7% 51	22.0% 11	28.0% 44	27.3% 3	33.3% 1

P>0.05, there is no significant difference among different zones

211 Information and Referral Service

Almost 40 percent of the respondents are not familiar with the 211 service that is used by less than 15 percent of the respondents.

Have you used 211 for information and referral within the last six months?

Answer Options	Response Percent	Response Count
Yes	14.6%	373
No	45.7%	1167
Don't know what 211 is	39.6%	1011
	answered question	2551
	skipped question	330

Data

The vast majority of respondents in all regions either did not use 2-1-1 or did not know about the service. The largest number of users of 2-1-1 was in East and West Bell County.

Have you used 211 for information and referral within the last six months?

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Yes	11.5% 51	11.0% 116	9.7% 14	22.6% 178	12.5% 3	8.1% 3
No	48.8% 217	49.4% 521	49.3% 71	38.9% 307	33.3% 8	40.5% 15
Don't know what 211 is	39.8% 177	39.6% 417	41.0% 59	38.5% 304	54.2% 13	51.4% 19

p<0.01, the difference among different zones is significant

HEALTH EDUCATION PRIORITIES

Weight loss, health awareness and stress management are the top priorities when it comes to new health education initiatives.

Answer Options	Response Percent	Response Count
Health awareness classes	18.1%	419
Monthly community health magazine	4.8%	110
Weight loss program with heart healthy/cooking classes	21.3%	493
Healthy cooking classes for children, families and adults	12.7%	294
Stress management	13.4%	311
Prevention education	11.0%	255
Health and stress management support groups	11.7%	270
Smoking cessation	7.0%	163
answered question		2315
skipped question		566

Data

In Central Bell County, the top health education priorities were weight loss programs with heart healthy/cooking classes, health awareness classes, and health cooking classes for children, families, and adults. Weight loss programs and health awareness classes were priorities in East Bell County. For South Rural Bell County, health awareness classes, weight loss programs, healthy cooking, and stress management were listed as priorities. Respondents from West Bell preferred health awareness classes, weight loss programs, and stress management. Health education preferences in North Rural Bell County included healthy cooking classes, stress management, and health and stress management support groups. Top priorities for Lampasas County respondents were health awareness classes, weight loss programs, and healthy cooking classes.

Health Education (Check one)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Health awareness classes	16.0% 65	16.1% 153	16.8% 22	22.0% 159	4.5% 1	20.6% 7
Monthly community health magazine	4.7% 19	4.7% 45	8.4% 11	4.3% 31	0.0% 0	2.9% 1
Weight loss program with heart healthy/cooking classes	23.5% 95	23.4% 223	19.8% 26	18.8% 136	9.1% 2	17.6% 6
Healthy cooking classes for children, families and adults	16.3% 66	12.3% 117	16.8% 22	10.2% 74	22.7% 5	23.5% 8
Stress management	8.9% 36	12.0% 114	16.0% 21	17.6% 127	22.7% 5	5.9% 2
Prevention education	11.4% 46	12.3% 117	11.5% 15	8.9% 64	13.6% 3	11.8% 4
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Health and stress management support groups	11.6% 47	12.2% 116	4.6% 6	11.3% 82	22.7% 5	8.8% 3
Smoking cessation	7.7% 31	7.1% 68	6.1% 8	6.9% 50	4.5% 1	8.8% 3

p<0.01, the difference among different zones is significant

Physical Activity / Exercise Priorities

Free exercise classes, built environment and indoor swimming facility top the list of priorities for improving physical activity.

Physical Activity/Exercise (Check one)		
Answer Options	Response Percent	Response Count
More free exercise classes	36.6%	852
A place for water aerobics year round	7.0%	163
Daytime exercise class	2.1%	48
Physical fitness classes for children	5.2%	120
Walking groups for young and old	8.0%	185
Indoor public swimming facility	8.7%	202
Bicycle trails	5.3%	123
Sidewalks and walking trails	18.0%	420
Dog park	4.8%	111
Water aerobics	1.7%	40
Yoga classes	2.7%	63
	<i>answered question</i>	2327
	<i>skipped question</i>	554

Data

The top priorities for physical activity/exercise were free exercise classes and sidewalks and walking trails in all regions. There were no significant differences between the regions with respect to physical activity/exercise priorities.

Physical Activity/Exercise (Check one)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lamparas County
More free exercise classes	35.4% 144	36.1% 345	32.0% 41	38.7% 284	30.4% 7	47.1% 16
A place for water aerobics year round	7.4% 30	7.6% 73	7.8% 10	5.2% 38	8.7% 2	5.9% 2
Daytime exercise class	1.7% 7	1.8% 17	4.7% 6	2.3% 17	0.0% 0	2.9% 1
Physical fitness classes for children	4.2% 17	5.6% 54	3.9% 5	5.2% 38	4.3% 1	2.9% 1
Walking groups for young and old	9.1% 37	7.8% 75	7.0% 9	7.8% 57	8.7% 2	5.9% 2
Indoor public swimming facility	7.1% 29	9.0% 86	7.8% 10	9.0% 66	0.0% 0	8.8% 3
Bicycle trails	7.1% 29	4.9% 47	7.0% 9	5.0% 37	0.0% 0	0.0% 0
Sidewalks and walking trails	20.6% 84	16.9% 162	25.0% 32	17.2% 126	34.8% 8	17.6% 6
Dog park	4.2% 17	4.9% 47	3.9% 5	4.9% 36	13.0% 3	2.9% 1
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lamparas County
Water aerobics	1.7% 7	1.9% 18	0.0% 0	1.9% 14	0.0% 0	2.9% 1
Yoga classes	1.5% 6	3.4% 33	0.8% 1	2.7% 20	0.0% 0	2.9% 1

P>0.05, there is no significant difference among different zones

Healthy Food Priorities

Restaurants with more healthy choices and farmers’ markets were perceived as the most important solutions to improved nutrition.

Healthy Food (Check one)		
Answer Options	Response Percent	Response Count
Restaurants with more healthy choices	38.3%	893
Health food store	13.5%	315
Health food/Salad restaurants	15.2%	355
Farmers’ Markets	32.9%	768
answered question		2331
skipped question		550

Data

The top priorities for healthy food for all regions were restaurants with more healthy choices and farmer’s markets.

Healthy Food (Check one)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Restaurants with more healthy choices	39.4% 164	39.3% 374	45.9% 62	33.5% 243	42.9% 9	52.8% 19
Health food store	14.9% 62	13.2% 126	11.9% 16	13.6% 99	4.8% 1	16.7% 6
Health food/Salad restaurants	15.4% 64	18.1% 172	13.3% 18	12.9% 94	9.5% 2	0.0% 0
Farmers’ Markets	30.3% 126	29.3% 279	28.9% 39	39.9% 290	42.9% 9	30.6% 11

p<0.01, the difference among different zones is significant

Senior Services Priorities

Aid for elderly, adult day care and home health care were the most popular solutions to improve services for seniors.

Senior Services (Check one)		
Answer Options	Response Percent	Response Count
Adult Day Care	18.1%	392
Senior exercise	8.8%	190
Indoor pool therapy	7.8%	168
Transportation to Senior Centers	13.2%	285
Aid for elderly	21.8%	472
Housekeeping services	10.6%	230
Home health care for elderly	15.6%	338
Evening Day Care	4.1%	89
	<i>answered question</i>	2164
	<i>skipped question</i>	717

Data

In Central and East Bell County, the top senior services priorities were aid for the elderly, adult day care, and home health. For South Rural and West Bell County, aid for the elderly, adult day care, housekeeping services, transportation, and home health were listed as priorities. Senior service preferences in North Rural Bell County included aid for the elderly, home health, and housekeeping services. Top priorities Lampasas County respondents were adult day care, aid for the elderly, home health, and senior exercise.

Senior Services (Check one)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Adult Day Care	20.6% 78	18.5% 167	17.6% 21	16.6% 111	4.3% 1	27.3% 9
Senior exercise	9.5% 36	8.1% 73	7.6% 9	9.0% 60	0.0% 0	15.2% 5
Indoor pool therapy	9.3% 35	7.3% 66	5.0% 6	8.2% 55	4.3% 1	0.0% 0
Transportation to Sr. Centers	11.9% 45	12.4% 112	14.3% 17	15.7% 105	8.7% 2	6.1% 2
Aid for elderly	22.0% 83	21.9% 198	21.8% 26	20.8% 139	43.5% 10	27.3% 9
Housekeeping services	10.1% 38	10.5% 95	16.0% 19	10.6% 71	13.0% 3	3.0% 1
Home health care for elderly	15.6% 59	16.3% 147	14.3% 17	14.7% 98	21.7% 5	18.2% 6
Evening Day Care	1.1% 4	5.0% 45	3.4% 4	4.3% 29	4.3% 1	3.0% 1

P>0.05, there is no significant difference among different zones

Youth and Families Services Priorities

When it comes to initiatives for youth and families, respondents indicated most interest in programs for teens during the summer, entertainment and more youth programs.

Services for Youth and Families (Check one)		
Answer Options	Response Percent	Response Count
Entertainment	17.2%	395
Programs for Special Needs Kids	7.5%	172
Programs for teenagers in summer	18.2%	416
Sexual education	7.2%	165
Housekeeping services	2.2%	50
Day Care	3.2%	74
Evening Day Care	3.5%	81
Domestic violence counseling	6.3%	144
More youth programs	19.6%	449
Free English classes	2.7%	61
Curb side recycling	12.4%	283
	<i>answered question</i>	2290
	<i>skipped question</i>	591

Data

In Central, East, and South Rural Bell County, the top priorities for youth and families summer youth programs, curbside recycling, entertainment, and more youth programs. Respondents from West Bell preferred health more youth programs, summer youth programs, and entertainment. Youth and Families services preferences in North Rural Bell County included more youth programs, entertainment, domestic violence counseling, and curbside recycling. Top priorities for Lampasas County respondents were summer youth programs, entertainment, and more youth programs.

Services for Youth and Families (Check one)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Entertainment	16.9% 66	16.6% 159	21.5% 26	17.8% 127	14.3% 3	20.6% 7
Programs for Special Needs Kids	7.4% 29	8.7% 83	5.0% 6	6.4% 46	0.0% 0	8.8% 3
Programs for teenagers in summer	18.9% 74	16.6% 159	24.0% 29	19.2% 137	9.5% 2	32.4% 11
Sexual education	6.6% 26	6.6% 63	5.0% 6	9.1% 65	0.0% 0	0.0% 0
Housekeeping services	2.3% 9	2.3% 22	2.5% 3	1.7% 12	4.8% 1	0.0% 0
Day Care	1.5% 6	3.5% 34	5.8% 7	3.5% 25	4.8% 1	0.0% 0
Evening Day Care	3.6% 14	3.6% 35	3.3% 4	3.1% 22	9.5% 2	2.9% 1
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Domestic violence counseling	7.7% 30	6.2% 59	6.6% 8	5.6% 40	14.3% 3	2.9% 1
More youth programs	15.1% 59	18.5% 177	11.6% 14	23.9% 171	28.6% 6	20.6% 7
Free English classes	2.8% 11	2.4% 23	2.5% 3	3.1% 22	0.0% 0	0.0% 0
Curb side recycling	17.1% 67	15.1% 145	12.4% 15	6.7% 48	14.3% 3	11.8% 4

p<0.01, the difference among different zones is significant

Health Services Priorities

By far affordable healthcare and low cost walk in clinics topped the ideas for improving health services among survey respondents.

Health Services (Check one)		
Answer Options	Response Percent	Response Count
Affordable medical care	42.6%	993
Dermatologist	1.6%	38
Paid research programs	2.0%	47
Low cost walk-in clinic for preventive care	15.5%	362
Infertility clinics	0.9%	20
More financial assistance for diabetics who cannot afford meds	3.6%	85
Urgent care clinic	4.7%	110
Late hours clinic	8.5%	198
Chronic pain specialists	1.7%	39
VA medical clinic or out patient clinic in Killeen	3.2%	75
Holistic health care alternatives/therapies	2.4%	57
Affordable mammograms	1.1%	26
Affordable alternative healthcare	2.2%	51
Affordable massage therapy	3.6%	84
Affordable pain management therapies	1.3%	30
Spirituality and health meetings	1.0%	24
Bus transportation to and from appointments	4.0%	93
	<i>answered question</i>	2332
	<i>skipped question</i>	549

Data

In Central and East Bell County and Lampasas County respondents, the top health services priorities were affordable medical care and low-cost walk-in clinics for preventive care. For South Rural, West, and South Rural Bell County, affordable medical care, low-cost walk-in clinic, and late hours clinic were listed as priorities.

Health Services (Check one)

	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Affordable medical care	41.8% 168	41.9% 400	41.5% 54	43.6% 326	31.8% 7	50.0% 17
Dermatologist	1.8% 7	1.4% 13	1.5% 2	1.6% 12	0.0% 0	5.9% 2
Paid research programs	1.3% 5	2.1% 20	2.3% 3	2.1% 16	0.0% 0	0.0% 0
Low cost walk-in clinic for preventive care	18.9% 75	17.2% 164	16.9% 22	10.8% 81	22.7% 5	14.7% 5
Infertility clinics	0.3% 1	0.8% 8	0.8% 1	1.2% 9	0.0% 0	0.0% 0
More financial assistance for diabetics who cannot afford meds	3.0% 12	4.7% 45	2.3% 3	3.3% 25	4.5% 1	0.0% 0
Urgent care clinic	3.0% 12	4.0% 38	6.9% 9	6.6% 49	0.0% 0	0.0% 0
Late hours clinic	6.3% 25	8.2% 78	11.5% 15	9.4% 70	27.3% 6	5.9% 2
	Central Bell (Belton)	East Bell (Temple)	South Rural Bell	West Bell (Killeen)	North Rural Bell	Lampasas County
Chronic pain specialists	2.0% 8	1.8% 17	2.3% 3	1.6% 12	0.0% 0	0.0% 0
VA medical clinic or out patient clinic in Killeen	1.8% 7	1.0% 10	0.0% 0	7.5% 56	0.0% 0	2.9% 1
Holistic health care alternatives/therapies	4.5% 18	2.7% 26	1.5% 2	1.2% 9	0.0% 0	2.9% 1
Affordable mammograms	1.0% 4	1.4% 13	0.8% 1	0.9% 7	0.0% 0	2.9% 1
Affordable alternative healthcare	2.0% 8	2.1% 20	4.6% 6	1.5% 11	9.1% 2	2.9% 1
Affordable massage therapy	5.0% 20	3.9% 37	2.3% 3	2.9% 22	0.0% 0	2.9% 1
Affordable pain management therapies	2.0% 8	1.7% 16	0.0% 0	0.7% 5	0.0% 0	2.9% 1

Spirituality and health meetings	1.3% 5	0.9% 9	0.8% 1	1.1% 8	0.0% 0	0.0% 0
Bus transportation to and from appointments	4.0% 16	4.2% 40	3.8% 5	3.9% 29	4.5% 1	5.9% 2

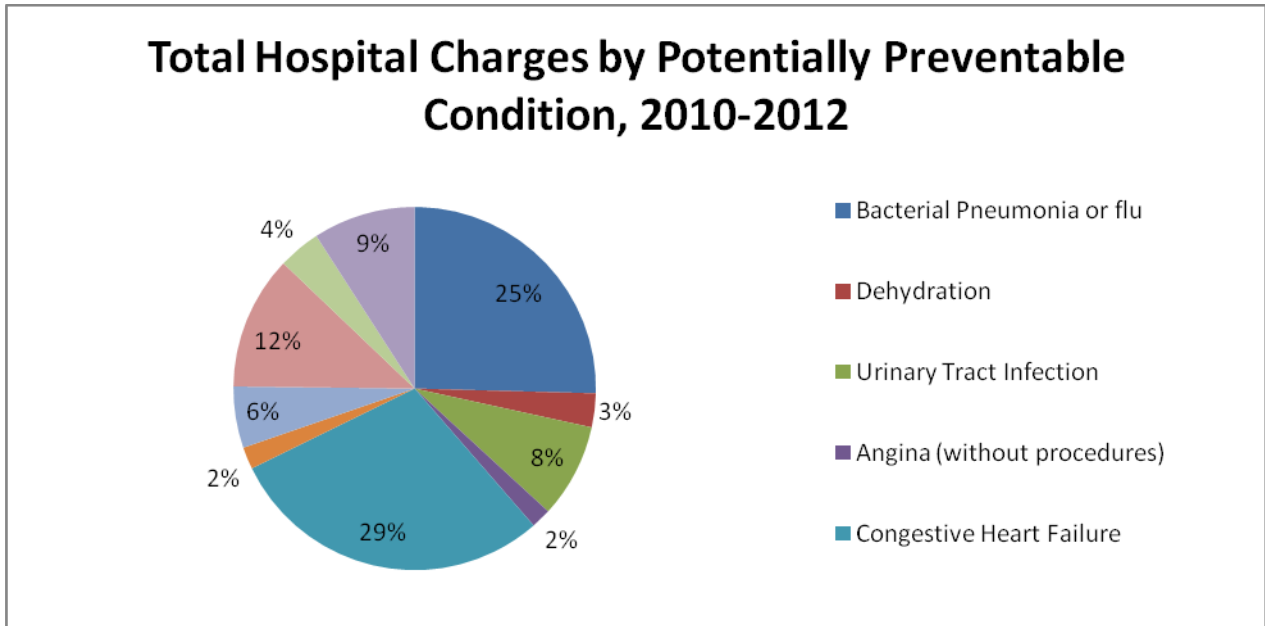
p<0.01, the difference among different zones is significant

Preventable Hospitalization

In Bell County, most residents needing hospitalization needed it for congestive heart failure (2,587) and bacterial pneumonia or flu (2,349). The most expensive hospital charges are derived from treating complications of chronic or long-term diabetes; however, over \$45 million of total hospital charges are the result of treating congestive heart failure. The treatment of congestive heart failure has an average \$246 impact on all Bell County residents.

Potentially Preventable Hospitalizations of Adult Residents of Bell County, 2010-2012

	Number of Hospitalizations	Average Hospital Charge	Total Hospital Charges	Avg \$ Impact for All Adult County Residents
Bacterial Pneumonia or flu	2,349	\$16,706	\$39,242,312	\$214
Dehydration	425	\$10,948	\$4,652,700	\$25
Urinary Tract Infection	1,051	\$12,330	\$12,958,899	\$71
Angina (without procedures)	201	\$13,672	\$2,748,128	\$15
Congestive Heart Failure	2,587	\$17,395	\$45,001,310	\$246
Hypertension (High Blood Pressure)	229	\$13,254	\$3,035,215	\$17
Asthma	671	\$12,577	\$8,439,246	\$46
Chronic Obstructive Pulmonary Disease	1,064	\$17,310	\$18,418,098	\$101
Diabetes Short-term Complications	420	\$13,834	\$5,810,187	\$32
Diabetes Long-term Complications	716	\$19,674	\$14,086,820	\$77
TOTAL	9,713	\$15,895	\$154,392,915	\$842



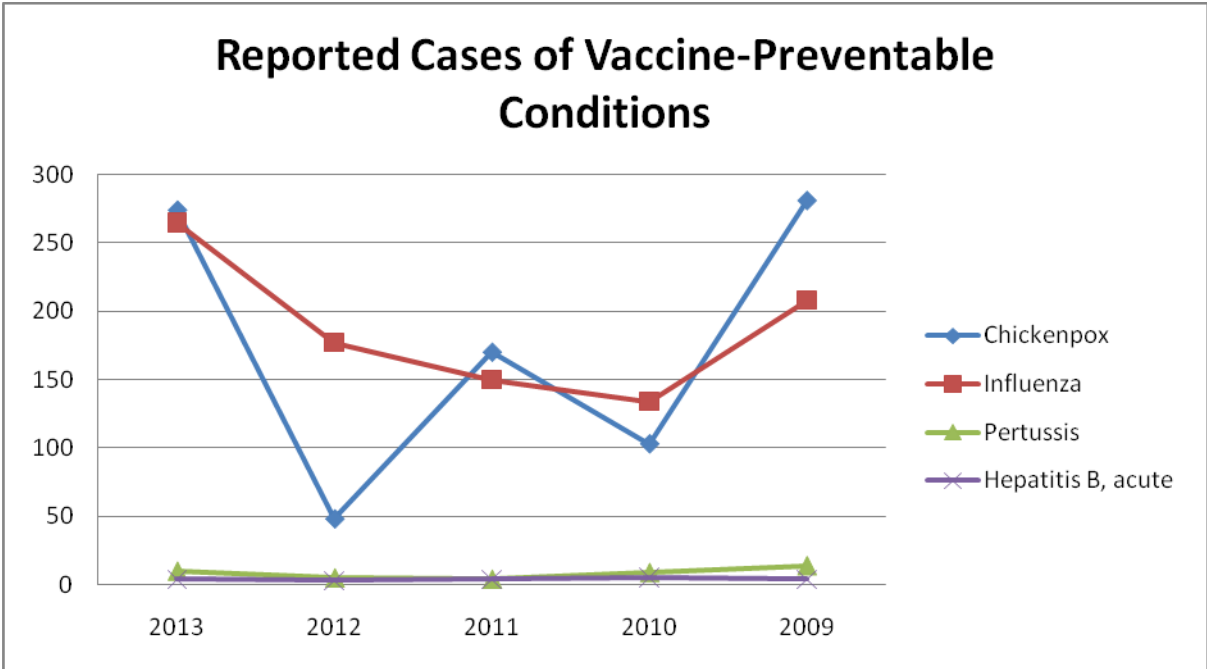
Vaccine Preventable Disease

In Bell County, there were 274 cases of chickenpox, 265 cases of influenza, and 10 cases of pertussis.

Reported Cases of Selected Vaccine-Preventable Conditions in Bell County

	2013	2012	2011	2010	2009
Chickenpox	274	48	170	103	281
Hepatitis B, perinatal	0	0	0	N/A	N/A
Hepatitis B, acute	4	3	4	5	4
Hib*	0	0	0	0	0
Measles	0	0	0	0	0
Mumps	0	0	0	0	0
Pertussis	10	5	4	9	14
Rubella	0	0	0	0	0
Tetanus	0	0	0	0	0
Influenza	265	177	150	134	208

Source: Center for Health Statistics- DSHS



Asset Inventory & Collaborative Opportunities

Area of Focus defined by Primary/Secondary Data	Current Community Programs	Current Hospital Programs	Potential Projects <i>(optional but helpful for guiding the HHNAC and CHNAC)</i>
<p>Lack health insurance – highest number is zip codes 76541, 76549 and 76542</p>	<ul style="list-style-type: none"> ✓ Bell County Public Health ✓ Greater Killeen Free Clinic ✓ Freedom Urgent Care Free Clinic ✓ Medicaid Enrollment office ✓ CHIP ✓ County indigent Health Care Program 	<ul style="list-style-type: none"> ✓ Medical Staff ✓ Volunteers ✓ Employees ✓ Medicaid enrollment through Patient Financial Services 	<ul style="list-style-type: none"> ✓ Explore options with S&W Urgent Care Clinic ✓ Expand current Killeen community clinic ✓ Work with community partners to develop a better system for secondary care ✓ Develop enrollment outreach program for potential Medicaid patients
<p>Obesity- which causes secondary issues such as high BP 36.8%, diabetes 13.1%, and high cholesterol 24.5%</p>	<ul style="list-style-type: none"> ✓ Wellness Fairs ✓ American Cancer Society Scholarships ✓ Public Health Department ✓ 	<ul style="list-style-type: none"> ✓ Diabetes Education classes ✓ Free Community Quarterly Health Screenings for total cholesterol, glucose, BP, BMI, and % body fat 	<ul style="list-style-type: none"> ✓ More frequent Screenings held at hospital ✓ Partner with local community High Schools/colleges to offer preventative measures ✓ Offer more exercise classes ✓ Offer Health cooking classes or partner with Health food stores ✓ Develop early detection educational programs cultural taboos ✓ Provide reminder kits
<p>Low cost walk-in clinics for preventive care Countywide</p>	<ul style="list-style-type: none"> ✓ S&W Urgent Care ✓ Fort Hood Urgent Care Clinic ✓ Freedom Urgent care 	<ul style="list-style-type: none"> ✓ Metroplex Clinic Physicians ✓ ER 	<ul style="list-style-type: none"> ✓ Expand Federally Qualified Health Centers and free clinics
<p>Flu Shots >65 y/o – Seniors in zip codes 76522, 76541, 76542, 76543, 76548 and 76549 have lower rates of flu shot compliance. May be linked to transportation issues.</p>	<ul style="list-style-type: none"> ✓ Bell County Public Health Department ✓ Walgreens ✓ Killeen Free Clinic ✓ HEB 	<ul style="list-style-type: none"> ✓ Free community Flu clinic ✓ Immunization clinics ✓ ER visits 	<ul style="list-style-type: none"> ✓ Partner with Walgreens or HEB to bring flu shots to more Bell County zip codes ✓ Arrange transportation from senior neighborhoods ✓ Hold more flu shot clinics

<p>Integration of mental and physical health – countywide over 50% suffer from some form of mental illness that affects their physical health</p>	<ul style="list-style-type: none"> ✓ Military Programs ✓ Health Department clinic ✓ Cedar Crest 	<ul style="list-style-type: none"> ✓ Metroplex Behavioral Health Center 	<ul style="list-style-type: none"> ✓ Develop relationship with Fort Hood and provide more options for soldiers and family ✓ Develop education classes to inform the community of their options ✓ Improve knowledge among primary providers and increase coordination
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Data Summary

Focus Groups

The focus groups focused on the qualities and resources in Bell and Lampasas County, and on ways to improve the health and well-being of residents. One focus group focused specifically on services and resources in Bell and Lampasas County. Participants included county leadership, local business professionals, caregivers (for dementia or children with special health care needs) and Bell County residents. Over 50 participants participated in the focus group discussions. Bell County Public Health District helped The Coalition develop and distribute a public survey available online and in paper form, to be supplemented by focus groups and key informant interviews to aid in the collection of primary data for the underserved.

Themes & Key Priorities

When respondents were asked about the “strongest and best qualities of Bell and Lampasas County”, they often referred to it as a family oriented community with good schools, affordable housing, low-cost of living, access to health care, great churches and central location. Respondents also saw Bell County as “progressive” in growth with a stable economy.

Despite access to health care, respondents described a huge need for dental and mental health services. Respondents from the children with special health care needs focus group cited the need for more specialized care, improvements to the sliding fee scale for adults, activities for older individuals with special health care needs and a resource guide to assist in accessing health and social services.

Other public health concerns included substance abuse, particularly among adolescents and family violence, especially child abuse. Respondents were concerned with teen pregnancy and dropouts. Though respondents believed that Bell County had great schools, they also mentioned the need to improve the public school systems in Bell County.

Respondents perceived the biggest health and human service concerns to include affordable housing, dental care and access, mental health, childcare, the county’s indigent population and affordable health care. One focus group specifically mentioned the Hispanic population of Bell County having specific food security, dental care, and language barrier concerns. This focus group also noted that agency “restrictions” such as hours, one-time services, and eligibility requirements make it difficult for Bell County residents to access and utilize services.

Respondents recommended the need to better understand the demographics of in Bell and Lampasas County and to specifically talk to residents “at their level”, engaging them in relationships to build trust. County leadership respondents felt that public education and parental involvement was necessary to improve the health and well-being of Bell County residents. A Lampasas County leader expressed the need to improve the coordination of services between existing agencies. Suggestions to make community resources more effective included improving public awareness among residents, open communications among health and human service providers and collaborations that “influence the greater good.”

Caregivers’ Focus Group

The caregivers’ focus group, whose participants were all caregivers of dementia patients, indicated the need for more information and education on living options, how to care for persons with medical issues, and what to expect as the dementia progresses. They felt that education on topics such as Medicare rules (what they will and will not pay for) and the community resources that are available in the area, such as Hospice, assistive devices and mental health counseling options for caregivers, would be extremely beneficial during a very stressful time. They agreed that the support groups are helpful for accessing information about available health and human services, but a comprehensive resource guide would be extremely useful as well. The members of this group expressed the importance of inclusion and participation of caregivers when deciding where the patient will be discharged as well as options for end-of-life care. By having the resources available and educating the public about them, they feel it could help improve the health and well-being of both in Bell and Lampasas County residents.

National Alliance On Mental Illness Focus Group

The National Alliance on Mental Illness (NAMI) Focus Group indicated the need for a continuum of services, including affordable treatment options, supported housing, supported employment, financial supports, and broader case management services, for persons living with mental illness to have a more positive quality of life, to live independently, and to support their recovery. Additionally, there is a great need for respite and other caregiver supports, such as phone trees. The group expressed concerns about the lack of capacity for behavioral health treatment, with huge waiting lists for local psychiatrists, in-home care, and Medicaid transportation. Other issues raised were the need to help people navigate the system and to simplify applications and procedures for obtaining needed services and support (e.g., Medicaid).

United Way Of Central Texas Partner Agencies Focus Group

The United Way of Central Texas Partner Agencies Focus Group indicated the following top priorities of need in Bell County: lack of living wage jobs, homelessness, high school dropout rate, family violence and child abuse, mental health resources, resources for the uninsured, dental care, transitional housing, services for children and elderly with physical disabilities, and financial stability education. Solutions proposed by this group included forming community collaboratives (including social services agencies, health agencies, media, churches, and financial institutions) or advisory committees around specific issues; utilizing and improving information technology (conference calls, modernizing existing systems); establishing a community board, a centralized place for distribution of information about services and supports; and a public awareness campaign, using media, to make the public aware of issues and programs and services available to help.

Caregivers Of Children With Special Health Care Needs Focus Group

The Caregivers of Children with Special Health Care Needs focus group indicated the need for a resource guide, childcare for children 13+ years of age, and summer childcare options. This group expressed concern of lack of access for medical and developmental services, due to the limited workforce of specialists, developmental pediatricians, and particularly providers accepting Medicaid. This group also indicated the lack of services available in the Killeen/Copperas Cove area. Ideas for improvements to increase the health and safety of this particular group included date nights, signs for front yards (similar to “service dog” notification); and bracelets with GPS for children with special health care needs.

Faith-Based Focus Group

The faith-based focus group felt that while Bell County has outstanding healthcare resources, that there is a lack of knowledge on the part of the citizens to know what resources are available and how to access these resources. Some of the major issues cited by the group were homelessness and unreached indigent populations, lack of dental care, transportation, drug issues, mental health, family violence and child abuse, and lack of good information systems. Solutions to some of these problems included collaboration between social service agencies and churches to foster better communication about what everyone does and to reduce duplication of services.

Stakeholder Interviews

Fourteen Bell and Lampasas County key informants were identified and contacted by coalition members between August and November 2012. Key informants included public safety officials, corporate entities, elected officials, county administrators, and executive directors of health, public health, and social service organizations. Interview questions focused on the best qualities of Bell and Lampasas Counties, along with the most needed health and human services based on the demographics of the individuals their organizations serve.

Themes

Key informants described in Bell and Lampasas County as a “great place to live” with “diverse...fast growing” communities that feature affordable housing, good educational and transportation systems. Just like focus group respondents, key informants also liked the accessibility to good health care and the proximity to Austin, Dallas and Houston. There is a very strong military influence because of its closeness to Fort Hood. Similar to the focus group respondents, Bell County is viewed as a family oriented area with a low cost of living and strong economy.

One of the major themes among Bell County key informants is that Bell County is fractured. There is little engagement of the different sections of the county. Communities function independently with separate cultures.

Family violence, mental health and services, access to care especially among indigent populations, and poor coordination of health and human services among the most serious problems in Bell County. One key informant noted the county population growing at an “expedient rate” and the need for new infrastructure to support the county growth. Another key informant noted the need for more employment opportunities for the growing workforce that is very skilled and diverse. Barriers that prevent residents and county officials from addressing these problems include limited funding,

strategies not comprehensive but fragmented, too many “players” with individual interests and the division among Bell County residents.

Key informants believed that the largest health and human service concerns of residents include services that are not as visible or proactive, duplicated services, limited access to care to uninsured/underinsured families, family violence, substance abuse, mental health services and resources for the evolving senior population. To improve the health and human services in Bell County, one key informant believed it was necessary to do a complete needs assessment and engage individual[s] and groups that represent citizens at all levels, agencies, providers and government entities”. Another key informant suggested the development of a “comprehensive action plan” that includes all service providers. Another key informant suggested an “inventory of ALL the agencies/organizations” and include their hours and costs for service. This key informant suggested that this could facilitate the organization, combination or elimination of duplicated resources. To improve the efficiency of current community resources, key informants suggested the need to create, sustain and expand successful programs, tailor fit services based on community need, develop a collaborative strategy to reduce redundant services and fill service gaps, improve communication across current resources, and search for ways to collaborate across current resources.

Priority Selection and Next Steps

Based on the assessment and review of secondary data, the Bell County Coalition recommended several priorities and next steps. The Coalition made these selections based on **community** need, prevalence of the issue, whether or not the hospital or others provide the services needed to help with the issue, whether or not someone else is already doing this and the hospital is or is not a part of that effort.

Priority 1 Adult and Child Obesity

One in three Texan adults/ children is overweight or obese. These children have greater than a two-thirds chance of remaining obese at age 35. These individuals will suffer lifelong health and productivity consequences such as diabetes, high blood pressure, high cholesterol, heart problem and much more. Already by 2005, obese adults cost Texas businesses \$3.3 billion per year. Today’s obese children are poised to triple Texas’ current adult obesity rate by 2040, and obesity-related expenses are projected to skyrocket accordingly.

Fortunately, obesity is a preventable condition. Innovative policies can reach children while they are still young, reversing their unhealthy weight trends, and preventing weight gain in the first place. Texas has taken bold first steps toward reducing adult and childhood obesity, yet more work remains. With the right combination of actions, the state could avert future costs for Texas and its businesses, and improve the next generation’s quality of life.

Adult and Child obesity

Data shows that child obesity is higher in our Latino and African American population. In the past decade, Texas has worked hard to reduce obesity among its children. This dedication stems not only from concern for the well-being of Texans, but from an acknowledgement of the high costs of obesity to the state. Texas leaders realize that obesity leads to chronic diseases that carry a high medical price tag for both public and private payers. Obesity also reduces productivity, both at work, and for the next

generation, at school. Not only do children incur medical and productivity costs themselves, but they are very likely to become costly obese adults. To reduce these costs, Texas policymakers have made the smart decision to focus on reducing obesity in children by requiring Coordinated School Health Programs (CSHPs), which push schools to consider the big picture of child health. CSHPs include nutrition, physical activity, health care, and parent involvement components, and when implemented well, they can reduce Body Mass Index (BMI) through high quality, community-wide CSHP implementation.

Metroplex has turned to upstream solutions that address the root, environmental causes of obesity by offering KidFest Metroplex Health and Safety Fair and Free Health Screenings. While medical treatment of obesity is crucial for certain adults and children, clinical intervention remains a costly and impractical solution for the large-scale epidemic of obesity. By addressing the causes of obesity, upstream solutions show promise as cost-effective population-based approaches.

KidFest

Free health screenings for children (BMI, percent body fat, and blood pressure) safety information and fun for kids and the entire family! This event is designed to address the health issues affecting families including obesity, nutrition, dental, mental and exercise. This event is held annually in July.

Quarterly Health Screening- MAH & RBCH

Free Glucose, Cholesterol, BMI, Blood Pressure, & height and weight; give your body a tune-up! Get all results before you leave!

Priority 2 Integration of mental and physical health

Data shows that 90 percent of our community is military based and soldiers face deployment approximately every two years, making depression more common in our military population. Soldiers often come home with post-traumatic stress disorder and other mental problems. Every month reports of suicide depict soldiers and families of soldiers who are victims to suicide due to symptoms that were not possibly addressed. Oftentimes these soldiers are afraid to express their feelings to their doctors and family members. A shortage of psychiatrist, mental health specialists, and follow-up care is prevalent. Communication between professionals and these patients and families is a need in addition to assistance for the treatment of depression, need for medications, referrals to psychiatrists and assistance from community support groups

Integration of mental and physical health

Integration of Behavioral Health Care and Physical Health Care refers to the intentional, ongoing, and committed coordination and collaboration between all providers treating the individual. Providers recognize and appreciate the interdependence they have with each other to positively impact healthcare outcomes. Ideally, a designated team of behavioral and physical healthcare providers develop a common treatment plan that identifies and addresses both physical health and behavioral healthcare needs. Integrated care can occur when:

- Behavioral health providers work alongside physical health providers in the same location; or
- Behavioral health and physical health providers work in different settings but coordinate care through shared electronic medical records.

We all need to take care of both our physical health needs and our behavioral health needs. The mind and the body cannot be separated; symptoms and illness in one affects the health of the other. Both

physical health and behavioral health benefit from prevention efforts, screening tests, routine check-ups, and treatment. Many people have both physical and behavioral health illnesses. It was estimated that 35 million American adults in 2010-2012 had both a behavioral health and physical health condition. Nationally, individuals with serious mental illness die more than 25 years earlier than the general population. This increased mortality is largely due to treatable medical conditions that are caused by modifiable risk factors such as smoking, obesity, substance abuse, and reluctance to access medical care. This is a serious public health problem.

The Metroplex Behavioral Health Center provides mental and behavioral health services and is located on the Metroplex Adventist Hospital campus. It is this area's only full-service behavioral health center. The 60-bed facility offers numerous treatment programs and has separate patient areas for children, adolescents and adults. With inpatient, transitional and partial hospitalization programs, the Metroplex Behavioral Health Center provides a variety of options to meet the needs of both families and individuals. The Metroplex Behavioral Health Center offers inpatient and outpatient services. There is also a 24-hour evaluation and free referral service.

Examples of care include

- Individual crisis stabilization or acute care
- Counseling a trauma survivor
- Responding to a community need

Whatever the mental health issue, the doctor and treatment team work together to make a diagnosis and develop a treatment plan to cope with the emotional needs of the patient and family.

Priority 3 Flu vaccination

Influenza (flu) is an infection of the nose, throat, and lungs caused by a virus. Influenza is a serious disease that can lead to hospitalization and sometimes even death. . It can lead to serious problems (complications) such as pneumonia, or it can make an existing disease worse. Every year thousands of people end up in the hospital with flu complications. Getting a flu shot each fall can help you avoid these serious risks. Every flu season is different, and influenza infection can affect people differently. Even healthy people can get very sick from the flu and spread it to others. Data shows that during a regular flu season, about 90 percent of deaths occur in people 65 years and older. The “seasonal flu season” in Texas can begin as early as October and last as late as June. During this time, flu viruses are circulating in the population. An annual seasonal flu vaccine (either the flu shot or the nasal-spray flu vaccine) is the best way to reduce the chances that you will get seasonal flu and lessen the chance that you will spread it to others. When more people are vaccinated against the flu, less flu can spread through that community.

Flu vaccination

Every year Metroplex Health System holds a free community flu shot clinic. In January 2013 Metroplex provided free flu vaccine to 350 adults and children.

The Texas Vaccines for Children Program was established to immunize the uninsured/underinsured children in the state of Texas. Metroplex Health System has been a provider of the Texas Vaccines for

Children since 2009 to ensure that the children of our community have the opportunity to stay fully immunized by participating in the free immunization clinics that are offered monthly.

Other Needs

All survey respondents were asked to rank the top three major health care needs for their community. These responses will serve as benchmarks for any additional needs assessments the committee pursues in the future. Of all responses, major concern focused on the following three areas also.

- Low cost walk in clinic for preventative care
- Affordability of care
- Late Clinic Hours

Several community-related needs assessment efforts are being spearheaded by various groups throughout Bell County to address the above needs. Some of the efforts include:

1. Establishment of Workgroups Around Major Issues
 - Unemployment and economic development
 - Family violence and child abuse
 - Homelessness
 - Senior services
 - Mental health
2. Convene Stakeholders to Develop Comprehensive Action Plans
3. Mine Assessment Data to Better Understand Regional and Sub-population Needs
4. Prioritize Target Groups and Solutions
5. Identify Evidence-based Practices
6. Explore Local, State and Federal Funding Opportunities
7. Use Assessment Data as Baseline for Project Implementation

CONCLUSION

There are many similarities in the perception and vision of in Bell and Lampasas County Health and Human Services among the focus group respondents and key informants. Participants have expressed a need for a resource guide, improved communication among health and human service providers, and collaboration across agencies/organizations to eliminate duplicity and fill service gaps. The Bell County Community Needs Coalition will stay apprised of these efforts and support them as needed.