

Central Texas Check-In Survey

Personal experiences of Central Texans in priority populations during the COVID-19 Pandemic

February 2021

The University of Texas at Austin Dell Medical School, critical partners of the Austin/Travis County Community Health Plan, presented findings on their “Central Texas Check-In Survey: Personal experiences of Central Texans in priority populations during the COVID-19 Pandemic” at the annual Community Health Plan Networking Summit. Researchers completed Household Level Assessments in targeted geographic areas with under-represented populations in English and Spanish from August through December; 758 Households responded to the survey and 534 provided permission for follow up. Findings highlighted resources needed, health conditions, ability to quarantine, communication channels, and other concerns related to social determinants of health.

The Austin/Travis County Community Health Plan structures its efforts on Social Determinants of Health (SDoHs), including housing, food, job opportunities and economic stability, and public safety, aiming to address health needs in a broad sense and critical to resolving health disparities. The 2017 Community Health Assessment identified the unequal distribution of household income and the disproportionate impact of poverty for Latinos/Hispanics and Black/African American populations in the Austin/Travis County area. These populations also had less access to health insurance and health providers and higher incidence rates of Diabetes and Cardiovascular Disease in comparison to their White counterparts.

The enduring COVID 19 pandemic heavily impacted people’s health, employment, housing security, access to healthy food, etc., exacerbating existing health disparities in the Austin/Travis County area and which are further detailed in the report.

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Attachments:

- Cover Page
- Presentation Slides

CENTRAL TEXAS CHECK-IN

EXPERIENCES AND NEEDS DURING THE COVID-19 PANDEMIC

The Department of Population Health's Community Engagement and Health Equity (CEHE) Division at Dell Medical School launched a unique initiative in 2018, the Household Level Assessment (HoLA). CEHE hired community health workers to visit residents in an Austin neighborhood to ask about their health and help them access resources, like getting health screenings and finding a PCP. COVID hit as CEHE was preparing to launch another HoLA cycle, and they shifted in response. The Central Texas Check-In is a modification of HoLA conducted online and by-phone, instead of in person, focused on assessing needs in four areas relevant to the pandemic and available public resources: health care, food access, housing and employment.

SURVEY

- Data Collection Timeframes — August 21 to September 21 and October 19 to December 23.
- Sample Population — N=758, convenience sample of low-income and BIPOC in Travis, Williamson, Bastrop, Caldwell and Hays, English and Spanish.
- Distribution — Community partners working with priority populations sent emails, texts, printed flyers and posted on social media.

RESULTS

- Top Resource Needs —
1) Food 2) Cash 3) PPE 4) Utilities 5) Rent.
- 52% are having trouble getting or paying for food.
- 39% were not able to make a full, on-time rent or mortgage payments.
- Quarantine is hard on families because of —
1) Loss of income 2) Caring for others 3) Fear of spreading the disease.

COMMUNITY VOICES



"I am behind on bills and am trying to catch up. It's just a cycle that seems to not end."

"It's really hard for someone that is an immigrant to receive help from the government or city."

"Some people don't have cars to drive to a location to pick up food and many don't deliver in our rural areas."



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CENTRAL TEXAS CHECK-IN SURVEY

Personal experience of Central Texans in priority populations during the COVID-19 Pandemic

MARIANNA ESPINOZA, MPH AND KACEY HANSON, MPH

Division of Community Engagement and Health Equity



CEHE MISSION

Community Engagement and Health Equity:

- Leverages collaborations with community members, organizations, government entities, businesses, policy makers and UT
- Tackles social determinants of health
- Promotes equity and quality of life and improve health outcomes.



BACKGROUND



- Household Level Assessment (HoLA)
 - In person data collection in targeted geographic areas
- Contact Tracing Follow-ups/Pilot
 - Opt-in phone based survey
- Partnership with COA and UTSPH



UNIQUENESS

- Pre-tested process
- Timeframe – Fall 2020
- Targeting under-represented populations
- Providing timely resources
- Continued connection





SURVEY OVERVIEW

- English and Spanish
- Priority Populations (non-representative sample)
 - Seniors, BIPOC, East Austin, Health Conditions, Homeless, Rural
- Distributed through community partners to capture over sample (emails, texts, social media)



SURVEY OVERVIEW



- Two data collection timeframes
 - August 21 to September 21
 - October 19 to December 23
- 758 total, 91% in Travis County, 9% Outside of Travis (Bastrop, Caldwell, Hays, Williamson)
 - 534 provided permission for follow up (70%)



RESPONDENT DEMOGRAPHICS

- Top 5 Zip Codes:
 - 78753, 78723, 78758, 78744, 78745
- Ages 20-96
 - Mean 47
 - 13% Seniors
- Race/Ethnicity
 - 42% Latino, 40% White, 13% Black, 3% Asian
 - 5% of those, multi-ethnic
- Preferred language
 - 73% English
 - 26% Spanish



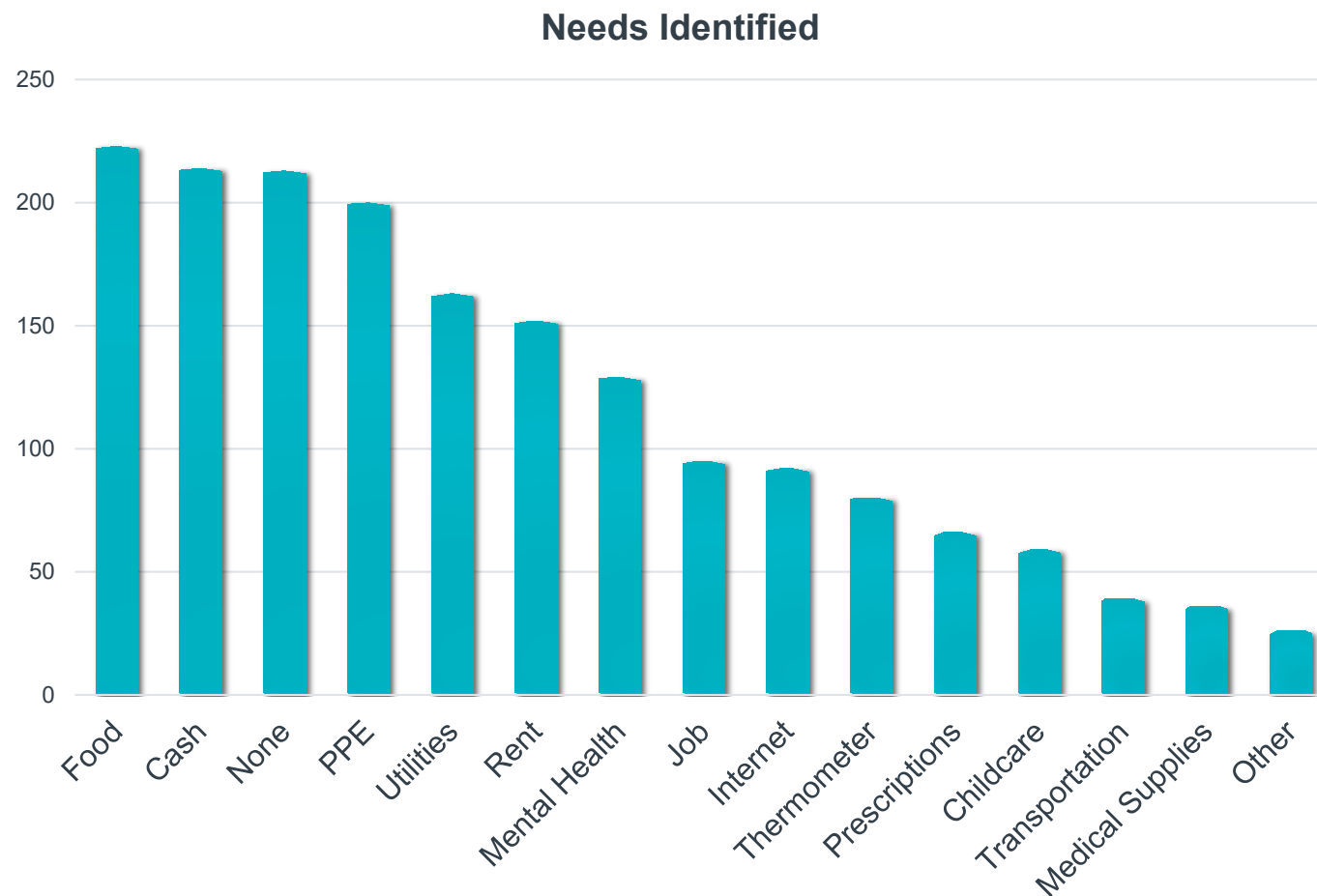
RESULTS OF SURVEY





SERVICES AND RESOURCES

- Q. *What services or resources do you or your family need at this time, due to COVID-19?*
- Top 3 responses
 - 29% Food
 - 28% Cash Assistance
 - 26% PPE



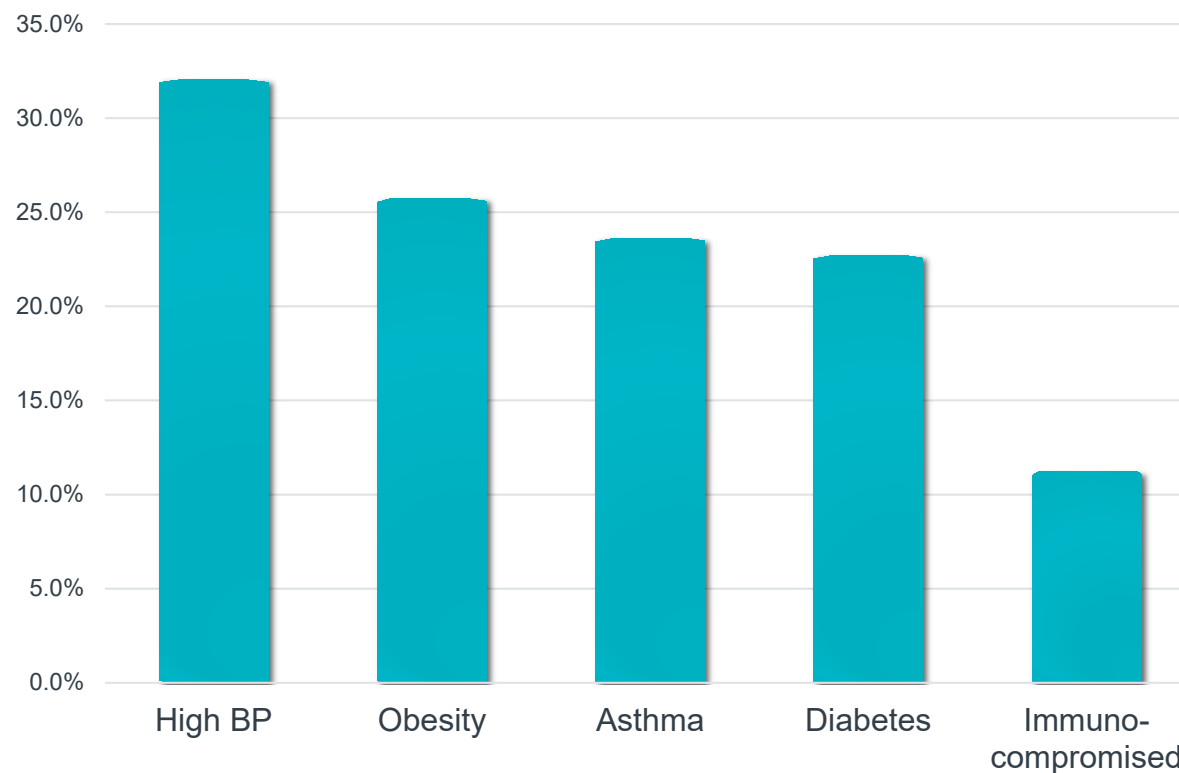


HEALTH CARE



- 56% had **1-3** high risk health conditions in the HH
- 8.9% had COVID+ person in HH
- 4% said they needed help getting a PCP

Top 5 Health Conditions





QUARANTINE

Q. If you/someone in your HH had to self-quarantine for 14 days, what would make it difficult to stay home?

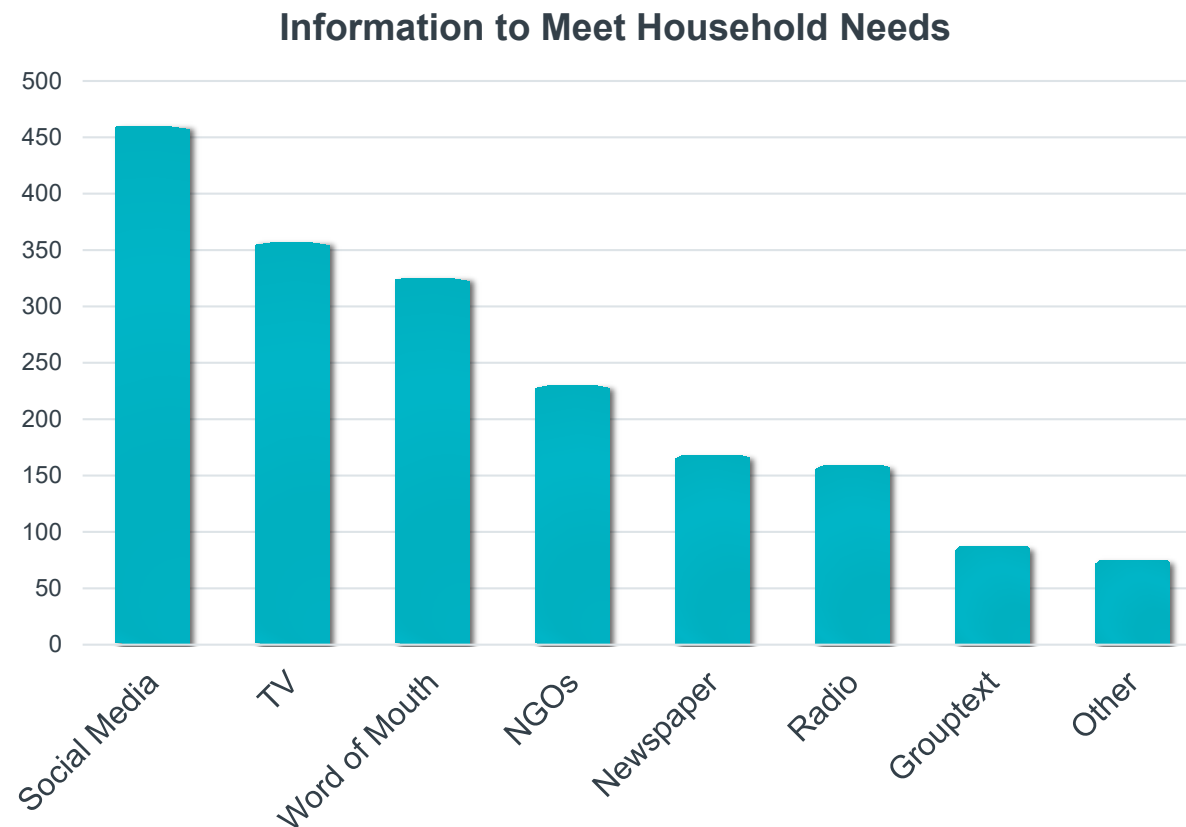
- Income loss
 - *Not working and not having the money to pay bills, rent and food. It causes a lot of stress and in turn, depression.*
- Taking care of others
 - *I'd worry about how to get food and what my daughters and Mother need.*
- Spreading the disease to others
 - *Well, putting my family at risk.*
 - *[We have] one bathroom and one bedroom for four of us in this tiny space.*



INFORMATION SOURCES



- Health information about COVID:
 - News, City, and Social Media
- Information on resources needed:
 - Social Media, TV, Word of Mouth

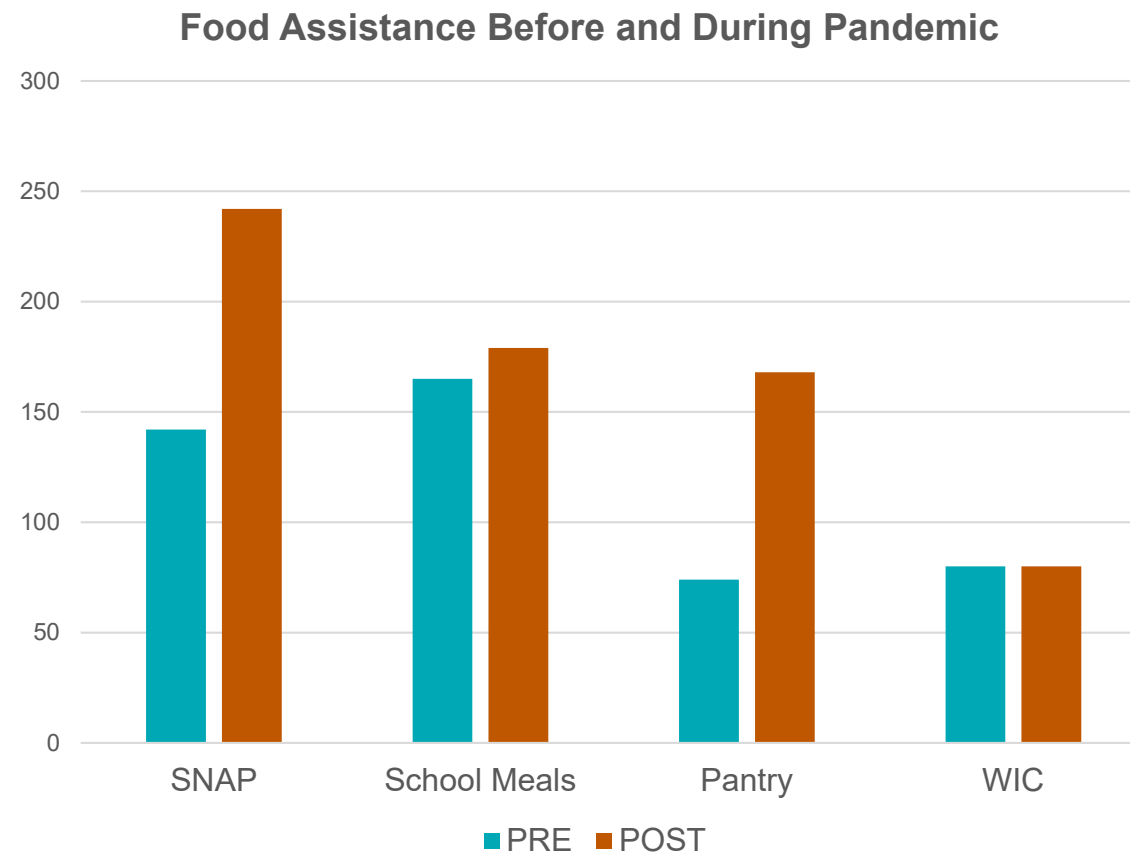




FOOD NEEDS SINCE COVID



- It's more difficult to have enough food for my HH:
 - 20% Yes, 25% Somewhat
- I worry our food will run out before I can buy more:
 - 23% Yes, 24% Somewhat
- **52% answered Yes or Somewhat to either question**

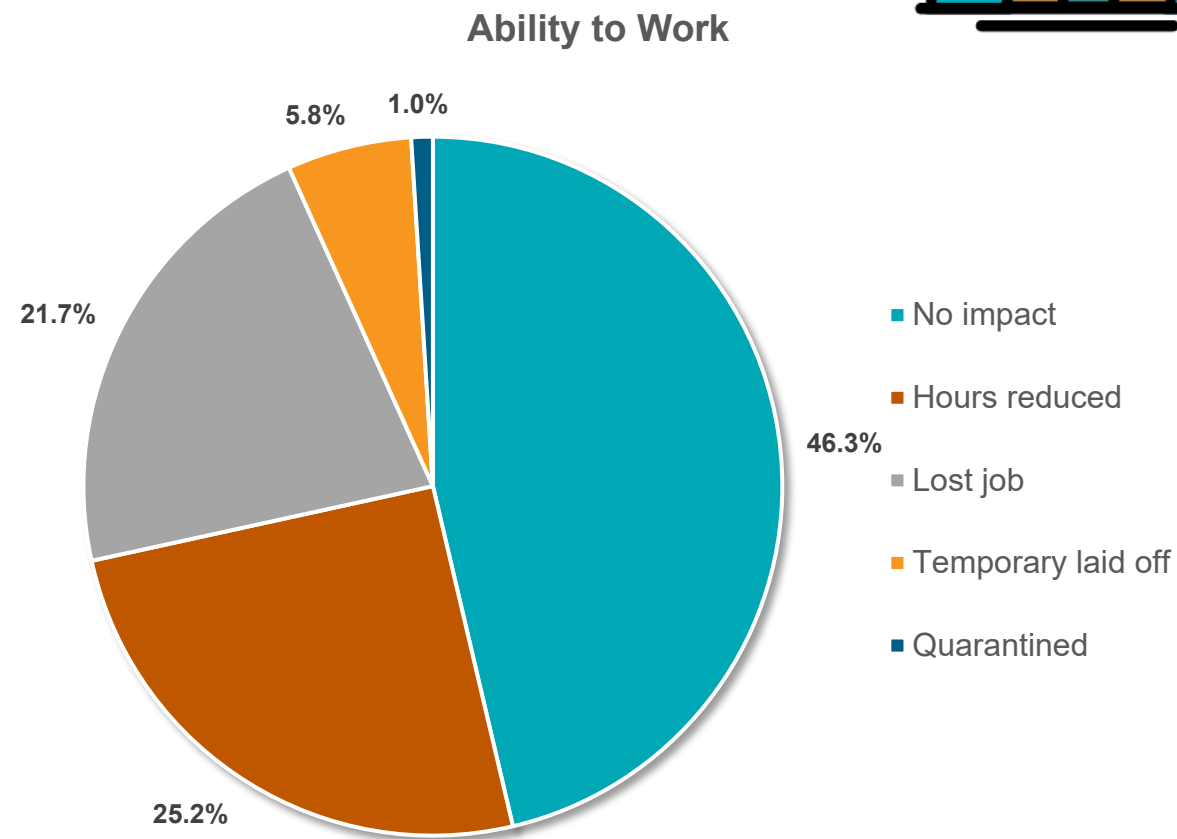




WORK/EMPLOYMENT

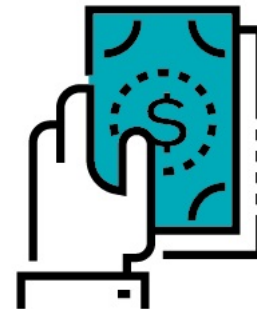


- **56% said their financial status is worse than before**
- 47% lost their job or had hours reduced
- 53% HH member with loss in income

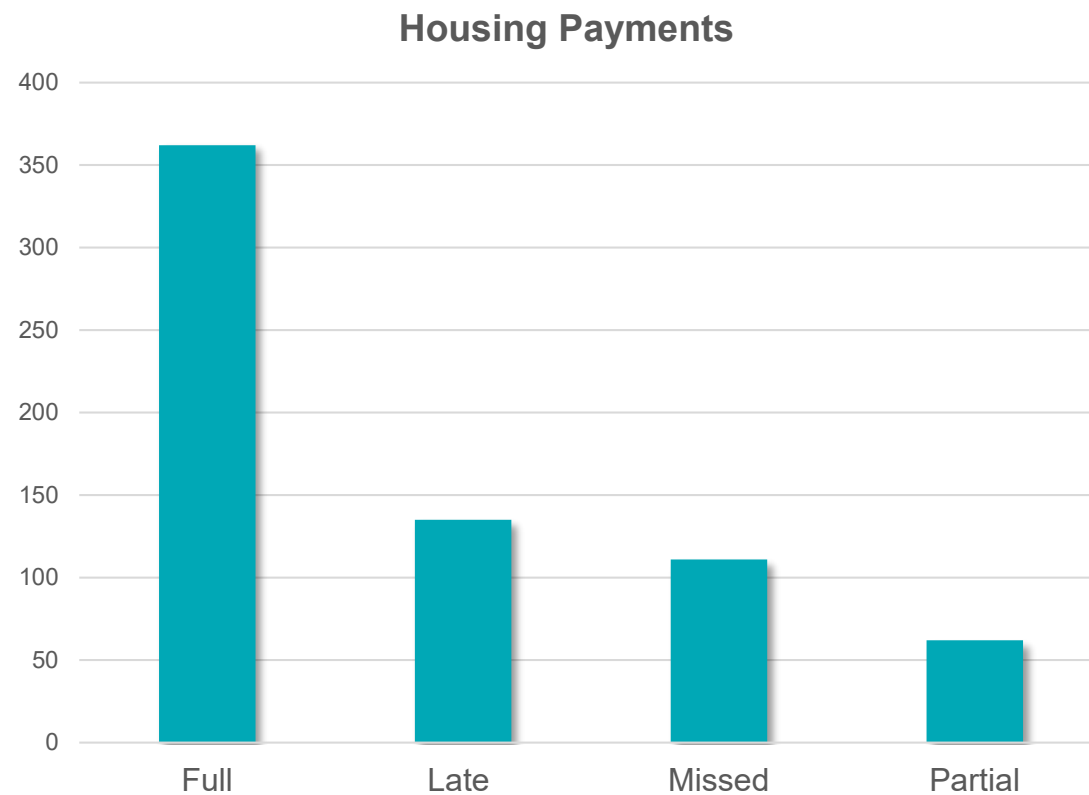




HOUSING PAYMENT



- **39% not able to make full rent or mortgage payment on time**
 - 8% received eviction notices
 - 65% Latino
 - 46% Spanish speaking





CLOSING REMARKS

Q. Is there anything else that you want city, county or state government to know about how the pandemic is affecting you/your HH/your community?

- Social and physical isolation
 - *Less of a sense of community without the ability to meet, gather, and celebrate.*
 - *I'm immuno-compromised and haven't gone [out] in months because I am just too afraid of being exposed*
 - *Some people don't have cars to drive to a location to pick up food and many don't deliver in our rural areas.*



CLOSING REMARKS

Q. Is there anything else that you want city, county or state government to know about how the pandemic is affecting you/your HH/your community?

- Difficulty getting help needed
 - *The systems in place to help are backed up and it is difficult to connect with government, local and private agencies that are providing assistance.*
 - *It's really hard for someone that is an immigrant to receive help from the government or city or by stimulus checks*



CLOSING REMARKS

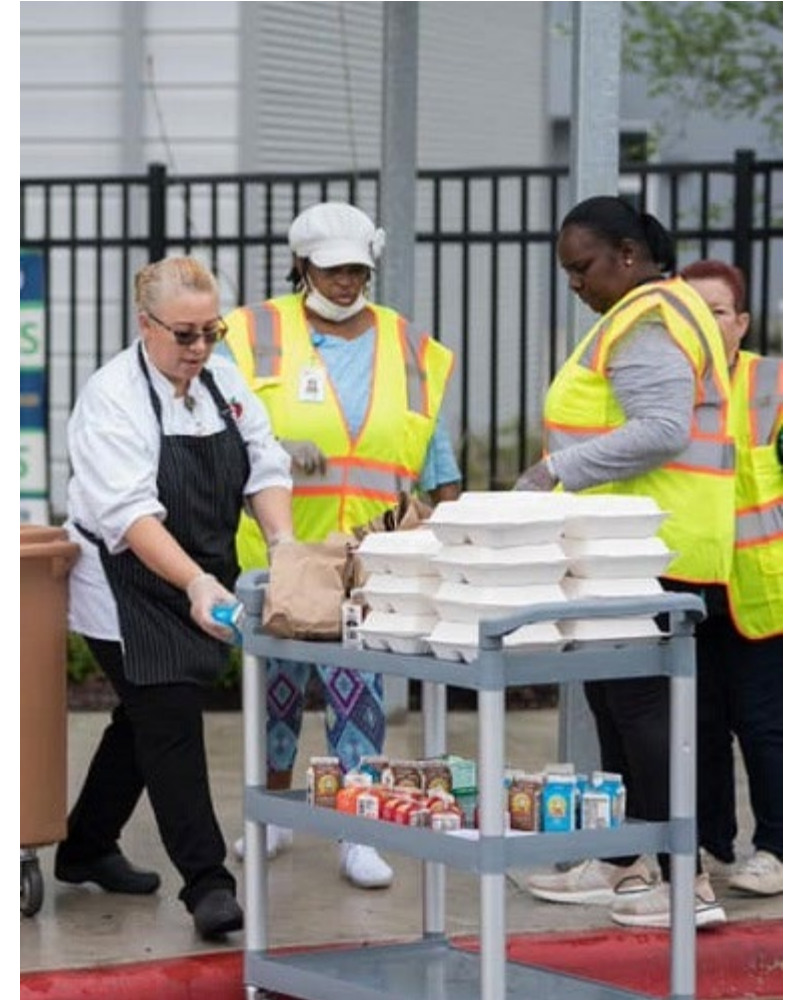
Q. Is there anything else that you want city, county or state government to know about how the pandemic is affecting you/your HH/your community?

- Loss of income
 - *There are less hours of work and not enough cash to cover the necessities*
 - *My industry has shuttered and I cannot find another job*
 - *I am behind on bills and am trying to catch up. Its just a cycle that seems to not end.*



WHAT'S NEXT?

- Continuing to analyze data
- Final report to the City in March
- Intentional expansion to other communities in Travis County
- Ongoing check-ins with survey respondents





QUESTIONS?



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