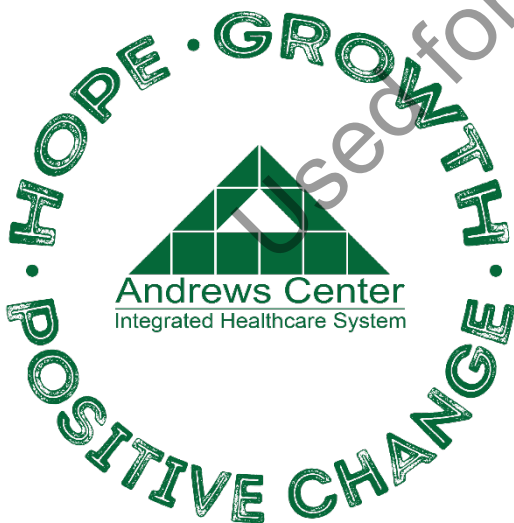


# EAST TEXAS BEHAVIORAL HEALTH NEEDS ASSESSMENT REPORT

**2023-2025**



## ANDREWS CENTER

2323 W. FRONT ST  
TYLER, TX 75702

Phone: (903) 597-1351  
[www.andrewscenter.com](http://www.andrewscenter.com)

Prepared By

*Jelly* NONPROFIT  
CONSULTING  
*Nonprofits are our jam!®*

## SECTION 2. ABOUT ANDREWS CENTER

### MISSION STATEMENT

Andrews Center provides and coordinates high-quality integrated healthcare services to the East Texas community to achieve independence and well-being.

### VISION STATEMENT

Promoting hope, growth, and positive change for the lives of our community today and beyond!

### VALUES

- Recognize and affirm the dignity and worth of each individual.
- Seek the best in others; demand it from ourselves.
- Seek character, competence, and caring.
- Take care of each other.
- Value ethics, honesty, and integrity.

### HISTORY

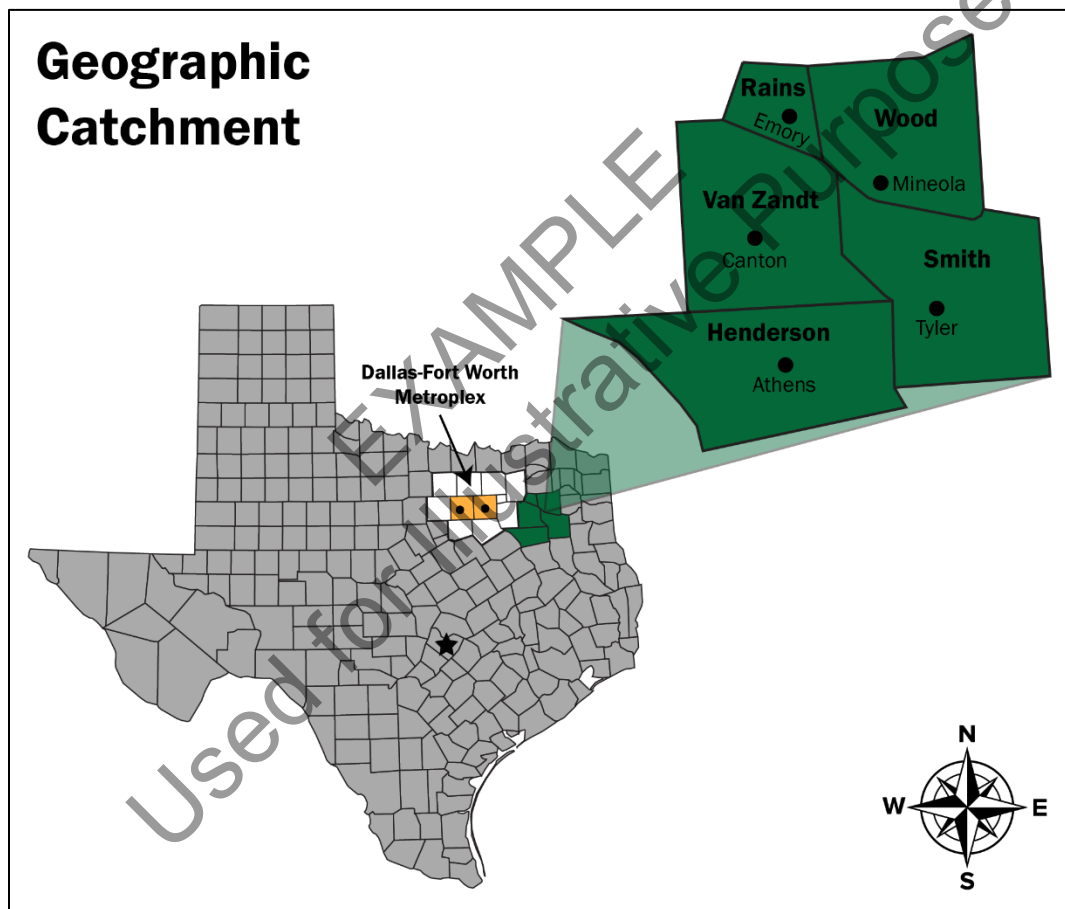
- ❖ **June 4, 1968** – The **Smith-Wood County Mental Health Mental Retardation (MHMR) Center** was established under the sponsorship of the Commissioners Courts of Smith and Wood Counties. Gary K. Smith was employed by the Board of Trustees to plan the Center and became its first Executive Director.
- ❖ **November 1969** – The Smith-Wood County Center for MHMR Services began formal operations. The offices were moved from the Smith County Courthouse basement to the Bryant Petroleum Building.
- ❖ **August 15, 1973** – Mr. Earl C. Andrews was elected as Chair of the Board of Trustees and continued to be elected to that capacity each year until his retirement.
- ❖ **1974** – The County Commissioners Courts of Henderson, Rains, Smith, Van Zandt, and Wood counties contracted to sponsor the **MHMR Regional Center of East Texas**, a name change for the Center, to reflect the expanded geographic area served. A nine-member Board of Trustees was established as the governing body of the Center. Members were appointed by the County Commissioners Courts on the basis of population as follows: three trustees from Smith County; one trustee each from Henderson, Van Zandt, Wood, and Rains Counties; two trustees appointed at large. The Board of Trustees established policy and employed the Executive Director to carry out the purpose and policy for which the Center was created.
- ❖ **March 1978** – Following these years of rapid expansion and growth, the Board of Trustees employed Mr. Richard J. DeSanto as Executive Director (now Chief Executive Officer). Mr. DeSanto was employed to assist in the improvement of the quality of care and the completion of a capital improvement plan to establish adequate facilities for operation in each sponsoring county.
- ❖ **April 1991** – Mr. Earl C. Andrews retired as Chair of the Board of Trustees.
- ❖ **May 31, 1991** – Richard J. DeSanto, Chief Executive Officer, announced that Earl Andrews had agreed to allow the Center to be renamed “**Andrews Center**” in his honor.

## SECTION 3. ABOUT THE POPULATION

### GEOGRAPHIC CATCHMENT AND DEMOGRAPHICS

Andrews Center Behavioral Healthcare System is a non-profit, comprehensive mental health and intellectual and developmental disability center that is contracted by the State of Texas to serve as the Local Mental Health Authority (LMHA). Services are provided in a five-county area of East Texas (Smith, Wood, Rains, Van Zandt, and Henderson), which is just east of the Dallas-Fort Worth Metroplex (Exhibit 1). Center services are available to residents of these counties without regard to race, national origin, sex, age, religion, or disability. The administration office and Smith County clinic are located in Tyler. For convenience, additional clinics are located in Athens (Henderson County), Canton (Van Zandt County), Emory (Rains County), and Mineola (Wood County).

EXHIBIT 1. GEOGRAPHIC CATCHMENT



**Athens Clinic**  
6901 State Highway 19 S  
Athens, TX 75751-9119  
Henderson County  
903.675.8541 Or  
800.256.5851  
Hours Of Operation:  
Monday – Friday: 8:00  
A.M. – 5:00 P.M.

**Canton Clinic**  
575 W. Highway 243  
Canton, TX 75103  
Van Zandt County  
903.567.4197 Or  
800.256.5861  
Hours Of Operation:  
Monday – Friday: 8:00  
A.M. – 5:00 P.M.

**Emory Clinic**  
1174 East Lennon  
Emory, TX 75440  
Rains County  
903.473.2671  
Hours Of Operation:  
Monday – Friday: 8:00  
A.M. – 5:00 P.M.

**Mineola Clinic**  
703 West Patten St  
Mineola, TX 75773  
Wood County  
903.569.5409 Or  
800.256.5254  
Hours Of Operation:  
Monday – Friday: 8:00  
A.M. – 5:00 P.M.

**Tyler Clinic**  
2323 West Front Street  
Tyler, TX 75702  
Smith County  
903.597.1351 Or  
800.374.6058  
Hours Of Operation:  
Monday – Friday: 8:00  
A.M. – 5:00 P.M.

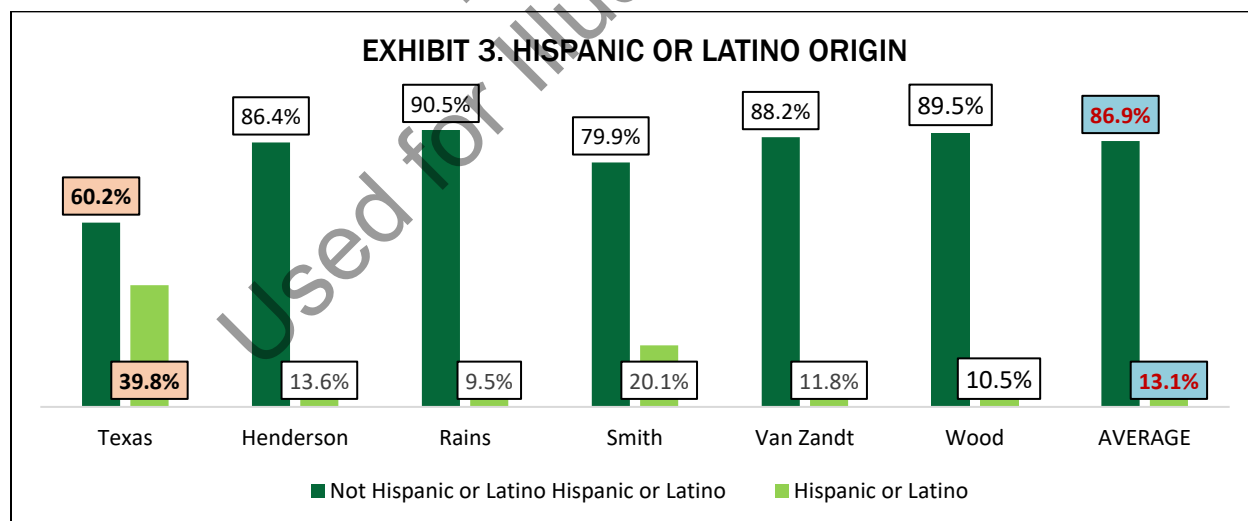
## RACE AND ETHNICITY

Based on the 2021 American Community Survey (ACS) 5-Year Estimates, the total East Texas population is over 428,000 (Exhibit 2). Smith County accounts for a majority (54%) of the total catchment population. The majority identify as White (80.5%), which is 16.2% higher than the Texas average. The second highest racial group (11.3%) identify as Black or African American. Data indicates that the racial demographics in East Texas are less diverse than the state averages.<sup>1</sup>

EXHIBIT 2. TOTAL POPULATION BY RACE								
	Texas	Henderson	Rains	Smith	Van Zandt	Wood	TOTAL	AVERAGE
White	64.3%	69,801	11,064	171,794	53,815	38,626	345,103	80.5%
Black or AA	12.1%	4,788	341	39,402	1,718	2,100	48,349	11.3%
AI & AN	0.5%	265	111	972	388	106	1,842	0.4%
Asian	5.0%	548	130	3,907	251	269	5,105	1.2%
NH & PI	0.1%	40	0	203	11	21	275	0.1%
Some Other Race	7.0%	1,051	197	5,345	911	1,120	8,624	2.0%
Two or More Races	10.9%	5,224	170	9,806	1,688	2,373	19,261	4.5%
<b>TOTAL</b>	<b>100%</b>	<b>81,717</b>	<b>12,013</b>	<b>231,429</b>	<b>58,782</b>	<b>44,615</b>	<b>428,560</b>	<b>100%</b>

AA = African American, AI = American Indian, AN = Alaskan Native, NH = Native Hawaiian, OPI = Other Pacific Islander

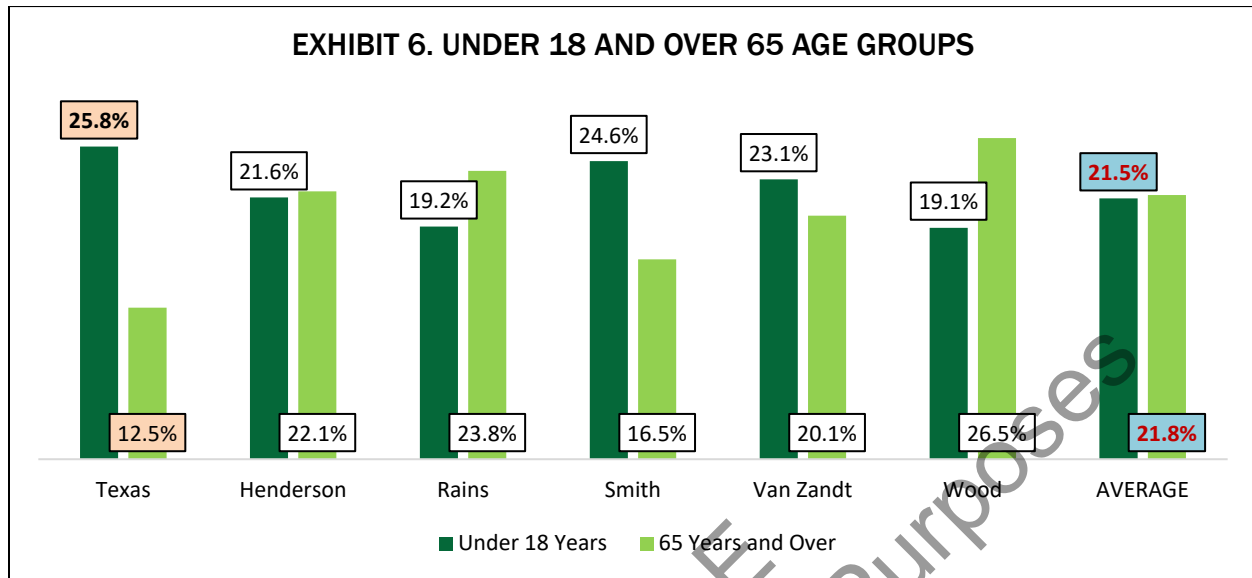
Per the Census Bureau, "U.S. federal government agencies must adhere to standards issued by the Office of Management and Budget (OMB), which specify that race and Hispanic origin (also known as ethnicity) are two separate and distinct concepts. These standards generally reflect a social definition of race and ethnicity recognized in this country, and they do not conform to any biological, anthropological, or genetic criteria. The standards include two minimum categories for data on ethnicity: "Hispanic or Latino" and "Not Hispanic or Latino." Thirteen percent identify as Hispanic or Latino (Exhibit 3), which is 27% less than the Texas average.<sup>2</sup>



<sup>1</sup> United States Census Bureau 2021 American Community Survey 5-Year Estimates (Table ID B02001)

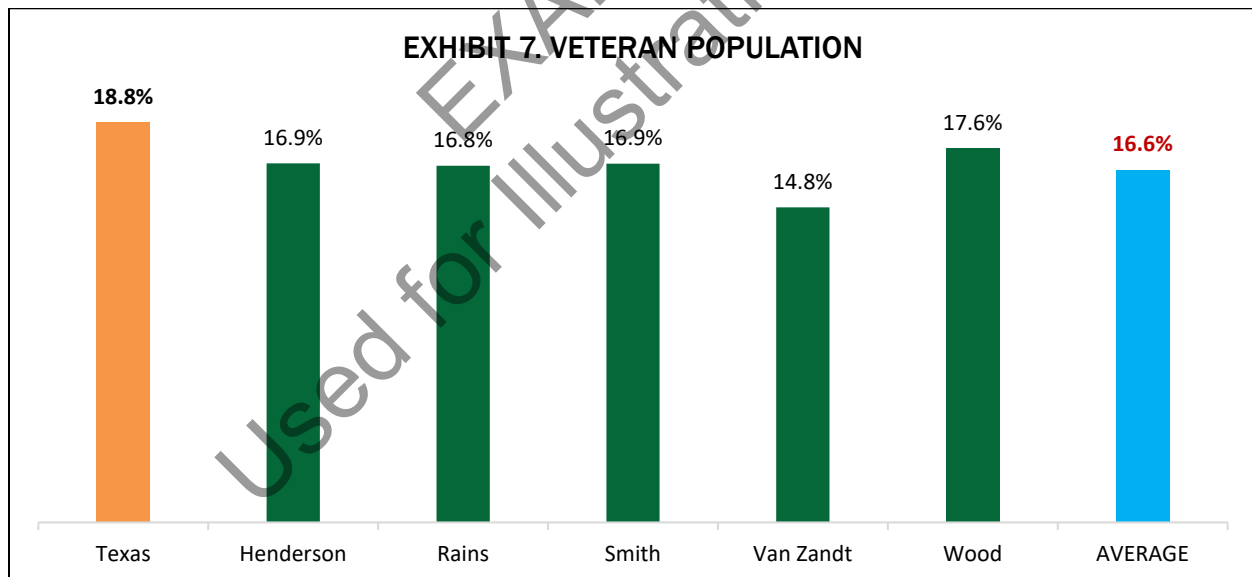
<sup>2</sup> United States Census Bureau 2021 American Community Survey 5-Year Estimates (Table ID B03002)

To further illustrate that the service region population skews older, Exhibit 6 demonstrates that the under 18 age group is 4.3% smaller than the state average. The over 65 group has a larger gap between the service region and state, which is 9.3%.<sup>4</sup>



## VETERANS

Over 16% of the population are Veterans, which is slightly less than the state average (Exhibit 7).<sup>5</sup>



<sup>5</sup> United States Census Bureau 2021 American Community Survey 5-Year Estimates (Table ID S2101)

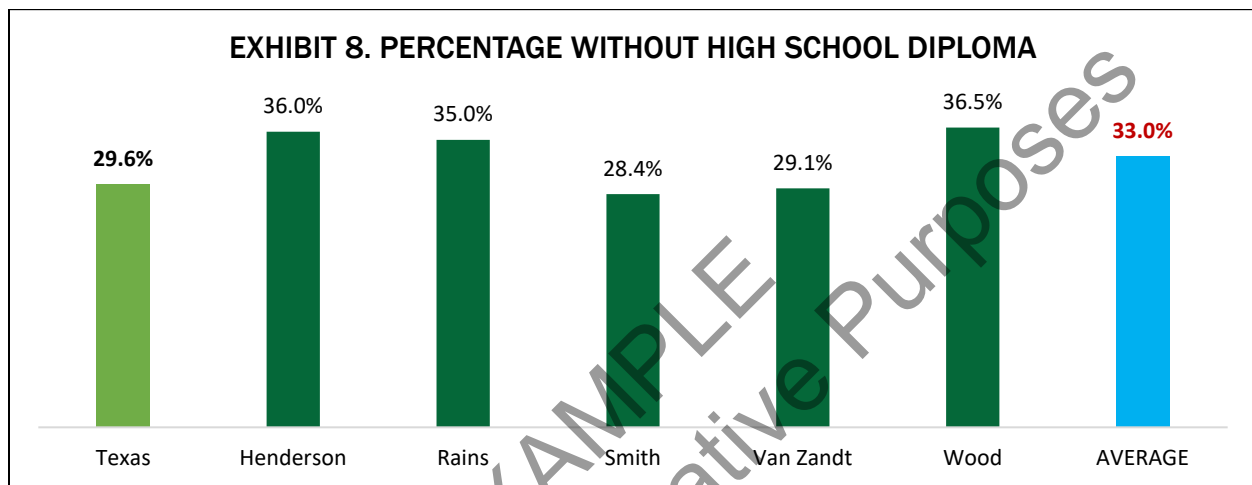


## EDUCATIONAL AND SOCIOECONOMIC CHARACTERISTICS

The educational and socioeconomic characteristics of a geographic area are helpful indicators of accessibility to behavioral health services. The level of education attained can impact the socioeconomic status of a population (i.e., earnings, transportation, health insurance coverage, poverty, and more). Several variables were assessed to illustrate the educational and socioeconomic characteristics of the service region.

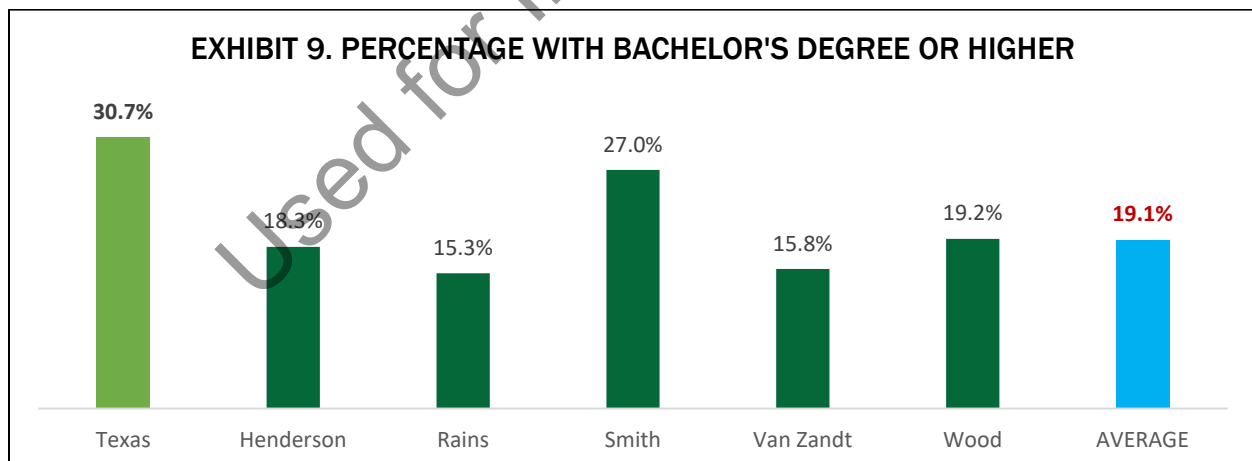
### WITHOUT HIGH SCHOOL DIPLOMA

The geographic catchment of Andrews Center has a higher percentage (33%) of the population without a high school diploma than the state average of 29.6% (Exhibit 8).<sup>6</sup>



### BACHELOR'S DEGREE OR HIGHER

Over 19% of the population of Andrews Center's service region has a bachelor's degree or higher, which is 11% lower than the Texas average of 30.7%.<sup>2</sup> (Exhibit 9).<sup>6</sup>



<sup>6</sup> United States Census Bureau 2020 American Community Survey 5-Year Estimates (Table ID S1501)

## HEALTH INSURANCE COVERAGE

In East Texas, 89% of the population has health insurance coverage, while 11% is uninsured. The majority (30%) of those insured receive health coverage from their employers – a 3% dip below the Texas average. The second highest (21%) health coverage provider is the Veterans Administration (VA). Others received coverage through Medicare (12%) or Medicaid (14%). These figures align with the Texas averages (Exhibit 13).<sup>7</sup>

EXHIBIT 13. HEALTH INSURANCE COVERAGE							
	Texas	Henderson	Rains	Smith	Van Zandt	Wood	AVERAGE
<b>With Health Insurance</b>	<b>88%</b>	<b>88%</b>	<b>89%</b>	<b>89%</b>	<b>88%</b>	<b>89%</b>	<b>89%</b>
<i>Employer-Based</i>	33%	24%	32%	31%	29%	31%	30%
<i>Direct-Purchase</i>	4%	5%	5%	7%	7%	3%	5%
<i>Medicare</i>	12%	11%	14%	11%	14%	12%	12%
<i>Medicaid/ Public Coverage</i>	13%	19%	10%	14%	13%	14%	14%
<i>TRICARE/ Military</i>	1%	0%	1%	1%	1%	1%	1%
<i>VA Health Care</i>	20%	23%	20%	23%	20%	22%	21%
<i>Two Or More Types</i>	4%	5%	6%	4%	6%	6%	5%
<b>No Health Insurance</b>	<b>12%</b>	<b>12%</b>	<b>11%</b>	<b>11%</b>	<b>12%</b>	<b>11%</b>	<b>11%</b>

## WORK COMMUTE

Workers fare well in their means of commuting to work and much of it aligns with Texas averages. The data in Exhibit 14 also indicates that 90% of the population has access to a personal vehicle whether commuting to work alone or carpooling. On the other hand, East Texas workers average longer travel times (31.8 minutes) than the Texas average (26.6 minutes).<sup>7</sup>

EXHIBIT 14. MEANS OF COMMUTING TO WORK							
	Texas	Henderson	Rains	Smith	Van Zandt	Wood	AVERAGE
Car, Truck, or Van (Drove Alone)	77.0%	81.3%	75.2%	82.2%	80.3%	78.3%	79.5%
Car, Truck, or Van (Carpooled)	9.7%	9.5%	14.2%	8.2%	10.6%	11.8%	10.9%
Public Transportation	1.1%	0.3%	0.0%	0.5%	0.1%	0.1%	0.2%
Walked	1.5%	1.3%	1.0%	0.8%	1.4%	1.9%	1.3%
Other Means	1.6%	0.6%	3.9%	2.1%	1.0%	1.1%	1.7%
Worked From Home	9.1%	7.0%	5.7%	6.1%	6.6%	6.9%	6.5%

## SECTION 4. HEALTH STATUS OF THE COMMUNITY

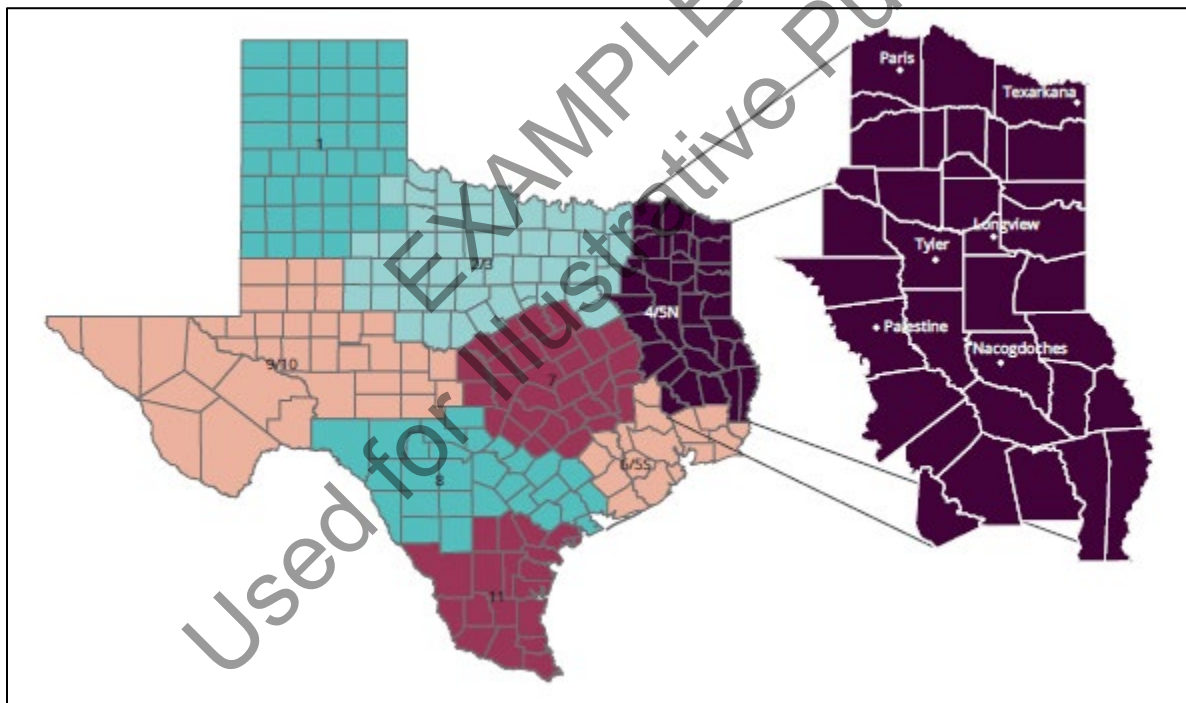
### BEHAVIORAL HEALTH

For this report, behavioral health encompasses both aspects of mental health and substance use disorders and treatment. According to SAMHSA, behavioral health conditions and the behavioral health field have historically been financed, authorized, structured, researched, and regulated differently than other health conditions, which is why it is important to highlight key data pertaining to mental health and substance use.

### MENTAL HEALTH

A significant source of data for this section comes from the Health Status of Northeast Texas, 2021 report by the University of Texas at Tyler. This report specifically covers the health status of the population of Northeast Texas, a 35-county area designated as Health Service Region 4/5N by the Texas Department of State Health Services. Andrews Center's geographic catchment is located within this region (Exhibit 18).<sup>12</sup>

EXHIBIT 18. PUBLIC HEALTH REGIONS IN TEXAS



<sup>12</sup> Health Status of Northeast Texas, 2021, University of Texas at Tyler



## SECTION 5. ACCESSIBILITY TO CARE

### HEALTH PROFESSIONAL SHORTAGE AREA

The counties in Andrews Center's service region are designated as Health Professional Shortage Areas (HPSAs) for both mental health and primary care. There are two types of HPSA designations:

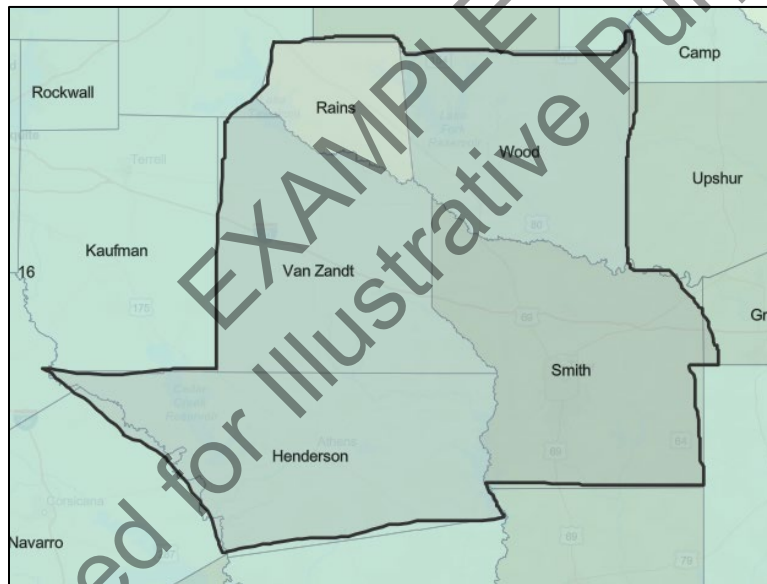
**Geographic:** Shortage of providers for an entire group of people within a defined geographic area.

**Population:** Shortage of providers for a specific group of people (i.e., low-income) within a defined geographic area.

Scoring for both is between 0-25, with a higher number indicating that key criteria, such as population-to-provider ratio, percentage of population below 100% of the Federal Poverty Level (FPL), and travel time to the nearest source of care outside the HPSA designation area were met.

### MENTAL HEALTH HPSA

EXHIBIT 29. MENTAL HEALTH HPSA DESIGNATIONS AND SCORES<sup>16</sup>



County	Designation Type	FTE Shortage	Score	Rural Status
Henderson	Low Income Population HPSA	1.80	17	Rural
Rains	Low Income Population HPSA	0.25	11	Rural
Smith	Low Income Population HPSA	4.30	18	Non-Rural
Van Zandt	Low Income Population HPSA	1.23	16	Rural
Wood	Low Income Population HPSA	0.98	16	Rural

*FTE Shortage = This attribute represents the number of full-time equivalent (FTE) practitioners needed in the Health Professional Shortage Area (HPSA) so that it will achieve the population to practitioner target ratio.*

<sup>16</sup> Health Resources & Services Administration, HPSA Find (2021)

## SECTION 6. COMMUNITY INPUT

### PARTICIPANT PROFILES AND METHODOLOGY

Collecting community input is critical to assess the public perceptions of East Texas's behavioral and physical health status and unmet needs. Two distinct participant profiles within East Texas were identified to gather community input, which is defined as primary data.

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#### KEY STAKEHOLDERS

Key stakeholders are defined as individuals who are likely knowledgeable about the community, maybe community leaders, and/or represent organizations in various community sectors (i.e., behavioral health, healthcare, education, law enforcement, etc.). A majority (47%) of stakeholders represented organizations providing services in Smith County and 20% provided services throughout Andrews Center's geographic catchment. Sixty-eight percent of stakeholders identified as a consumer or know someone close to them who identifies as a consumer of behavioral health services. In total, 25 stakeholders participated in the survey.

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#### CONSUMERS

Community members are those who represent Andrews Center consumers, their families, and individuals affected by or with a broad interest in behavioral health concerns in East Texas. A majority (65%) of survey participants identified Smith County as their place of residency, while the remaining participants represented the outlying East Texas counties. Eleven percent of survey participants were under 18, 85% were between the ages of 19-64, and 4% were 65 and over. Only one consumer utilized the Spanish-language. In total, 46 consumers participated in the survey.

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#### METHODOLOGY

Two (2) distinct surveys were developed – one for each participant profile – and were made available in a digital format. A copy of each survey is included in the Appendix at the end of this report.

Key stakeholders across East Texas were invited to participate in the survey via email to Andrews Center's stakeholder distribution list. The survey was administered over a 6-week period in May and June 2023.

A good faith effort was made to secure input from a broad base of the consumers served by Andrews Center, via in-person online surveys (available in English and Spanish) in the waiting rooms of Andrews Center's outpatient clinics over a 6-week period in May and June 2023, and over a range of days and timeframes during their hours of operations.