2024 – 2026
COMMUNITY HEALTH IMPROVEMENT PLAN

Covenant Lubbock Hospitals
Covenant Medical Center, Covenant Children’s Hospital, Grace Surgical Hospital, Covenant Specialty Hospital
Lubbock, TX

To provide feedback on this CHIP or obtain a printed copy free of charge, please email Veronica Soto at vsoto@covhs.org
EXECUTIVE SUMMARY

Providence continues its Mission of service in Lubbock, County through Covenant Health Lubbock Hospitals (Covenant Medical Center, Covenant Children’s Hospital, Grace Surgical Hospital and Covenant Specialty Hospital). Covenant Health is a network of acute-care hospitals founded in 1998 through a merger of two faith-based hospitals in Lubbock, TX. The total service area spans roughly 35,000 square miles and includes approximately 750,000 people.

Covenant Health dedicates resources to improve the health and quality of life for the communities it serves, with special emphasis on the needs of people experiencing social inequities and health disparities. The Community Health Needs Assessment (CHNA) is an opportunity for Covenant Health to engage the community every three years with the goal of better understanding community strengths and needs. The results of the CHNA are used to guide and inform efforts to better address the needs of the community. Through a mixed-methods approach, using quantitative and qualitative data, the CHNA process relied on several sources of information: state and national public health data, qualitative data from interviews and focus groups with community stakeholders, listening sessions with community members, available secondary data, and hospital utilization data.

Collaborating Organizations

Due to overlapping service areas, close geographic proximity to one another, and shared community outreach programs and staff, the Covenant Health Lubbock hospitals collaborated to develop a regional service area approach to the 2024-2026 CHIP in response to a joint 2023 CHNA. Selected strategies and community partners are shared across the Covenant Lubbock Hospitals which includes Covenant Medical Center, Covenant Children’s, Grace Surgical Hospital and Covenant Specialty Hospital. This approach also allows for more effectively leveraging of investments to meet community needs.

Covenant Health Lubbock Hospitals Community Health Improvement Plan Priorities

As a result of the findings of our 2023 CHNA and through a prioritization process aligned with our Mission, resources, and hospital strategic plan, Covenant Health Lubbock Hospitals will focus on the following areas for its 2024-2026 Community Benefit efforts:

MENTAL/RELATIONAL HEALTH

Mental and behavioral health treatment, intervention, and prevention services for the community; including social and relational health, stigma reduction, and community education.

SUBSTANCE MISUSE

Substance misuse including the use of illegal drugs and the inappropriate use of legal substances, such as alcohol, prescription drugs and tobacco; community education and awareness through partnerships with non-profits, law enforcement, and schools; support for accessibility and availability of addiction treatment options.
ACCESS TO CARE AND HEALTH RESOURCES

Issues related to accessing health services and resources including social determinants of health with an emphasis on vulnerable populations and health equity; includes but is not limited to the following areas of focus: Dental Care for the Uninsured, Mental Health and Counseling Services, Health Education (preventative care and chronic diseases), Women’s Health, and social determinants of health.

HOUSING INSTABILITY

Support for safe, affordable, stable housing through community partnerships and continued support of permanent supportive housing solutions for people experiencing chronic homelessness.

FOOD INSECURITY

Access to healthy food, nutrition education, and healthy lifestyle support with an emphasis on health equity; supporting current food solution partners and options to meet growing needs and to address root causes.
INTRODUCTION

Who We Are

Our Mission  As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Our Vision  Health for a Better World.

Our Values  Compassion — Dignity — Justice — Excellence — Integrity

Covenant Health is a network of acute-care hospitals founded in 1998 through a merger of two faith-based hospitals in Lubbock, TX. Covenant Health’s network includes Covenant Medical Center, Covenant Children’s, Grace Surgical Center, and Covenant Specialty Hospital (joint venture) all located in Lubbock, TX. Additionally, Covenant operates three regional hospitals in Texas and Eastern New Mexico, Covenant Health Plainview, and Covenant Health Levelland, and Covenant Hobbs. Covenant Health also operates Covenant Medical Group clinics throughout West Texas and Eastern New Mexico. Covenant Medical Group (CMG) is an employed physician group comprised of approximately 150 primary care and specialist physicians throughout Lubbock, West Texas, and Eastern New Mexico. The total service area spans roughly 35,000 square miles and includes approximately 750,000 people.

Our Commitment to Community

Covenant Health dedicates resources to improve the health and quality of life for the communities we serve. For more information on the resources invested to improve the health and quality of life for the communities we serve, please refer to our Annual Report to our Communities: https://www.providence.org/about/annual-report.

Health Equity

At Providence, we acknowledge that all people do not have equal opportunities and access to living their fullest, healthiest lives due to systems of oppression and inequities. We are committed to ensuring health equity for all by addressing the underlying causes of racial and economic inequities and health disparities. Our Vision is “Health for a Better World,” and to achieve that we believe we must address not only the clinical care factors that determine a person’s length and quality of life, but also the social and economic factors, the physical environment, and the health behaviors that all play an active role in determining health outcomes.

To ensure that equity is foundational to our CHIP, we have developed an equity framework that outlines the best practices that each of our hospital will implement when completing a CHIP. These practices include, but are not limited to the following:
Planning for the Uninsured and Underinsured

Our Mission is to provide quality care to all our patients, regardless of ability to pay. We believe that no one should delay seeking needed medical care because they lack health insurance. That is why Covenant Health has a Financial Assistance Program (FAP) that provides free or discounted services to eligible patients.

One way Covenant Health informs the public of FAP is by posting notices. Notices are posted in high volume inpatient and outpatient service areas. Notices are also posted at locations where a patient may pay their bill. Notices include contact information on how a patient can obtain more information on financial assistance as well as where to apply for assistance. These notices are posted in English and Spanish and any other languages that are representative of 5% or greater of patients in the hospital’s service area. All patients who demonstrate lack of financial coverage by third party insurers are offered an opportunity to complete the Patient Financial Assistance Application and are offered information, assistance, and referral as appropriate to government sponsored programs for which they may be eligible. For information on our Financial Assistance Program click: Covenant Health Texas Financial Assistance
Description of CHNA Service Area and Community Served

Covenant Health Lubbock Hospital’s primary CHNA service area is Lubbock County and includes a population of approximately 308,580 people.

To facilitate identifying health disparities and social inequities by place, we designated a “high need” service area and a “broader” service area, which together make up the Lubbock County Service Area. Based on work done by the Public Health Alliance of Southern California and their Healthy Places Index (HPI) tool, we identified the high need service area based on income, education, English proficiency, and life expectancy.¹

¹ The following variables were used for the PNI analysis: Population below 200% the Federal Poverty Level (American Community Survey, 2021); Percent of population with at least a high school education (American Community Survey, 2021); Percent of population, ages 5 Years and older in Limited English Households (American Community Survey, 2021); Life expectancy at birth (estimates based on CDC, 2010 – 2015 data)
Community Demographics

The following demographics are from the American Community Survey, 2021, 5-year estimates.

POPULATION AGE DEMOGRAPHICS

A review of population demographics for Lubbock County indicates that Lubbock County is growing in population and has a young median age with 31% of the residents in the age group of 18-34. This age group is also the largest within the high need service area at 36.8%. Lubbock County is almost evenly split between males and females with no significant difference based on sex reflected in the broader and high needs service areas.

POPULATION BY RACE AND ETHNICITY

The high-need service area exhibits higher percentages of Black or African American (11.3%), Two or more Races (11.5%), and Other Race (8.5%) populations compared to Lubbock County and the broader service area. The high-need service area also has a significantly higher percentage of the Hispanic population at 48.1%, compared to Lubbock County (36.4%) and the broader service area (27.0%). It is significant to note, when reviewing the data for health equity, that the total population for Black/African American in Lubbock County is 22,378 with 15,618 living in the high need service area. Furthermore, 112,432 totally population in Lubbock County identify as Hispanic with 66,387 living in the high need service area.

SOCIOECONOMIC INDICATORS

Table 1. Income Indicators for Lubbock County Service Area

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Lubbock County</th>
<th>Broader Service Area</th>
<th>High Need Service Area</th>
<th>Texas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median Household Income</td>
<td>$56,383</td>
<td>$76,778</td>
<td>$40,468</td>
<td>$67,062</td>
</tr>
<tr>
<td>Severe Housing Cost Burden</td>
<td>28.1% (14,836 renter households)</td>
<td>18.7% (5,451 persons)</td>
<td>28.2% (9,385 persons)</td>
<td>21.7% (1,177,536 renter households)</td>
</tr>
<tr>
<td>Households Receiving SNAP Benefits</td>
<td>11.1% (13,224 households)</td>
<td>6.3% (4,101 persons)</td>
<td>17.4% (9,123 persons)</td>
<td>11.5% (1,177,536 households)</td>
</tr>
<tr>
<td>Population Uninsured</td>
<td>13.4% (40,927 persons)</td>
<td>11.2% (18,796 persons)</td>
<td>16.1% (22,131 persons)</td>
<td>17.6% (4,995,381 persons)</td>
</tr>
</tbody>
</table>

Source: 2021 American Community Survey, 5-Year Estimate

The median household income across Lubbock County was $56,383. The High Need Service Area reflects a lower median income of $40,468. Both Lubbock County overall and the High Need Service area indicate higher housing cost burden and lower median incomes than the state of Texas overall. This can potentially create a negative impact on the health of the residents particularly in the high need service area.
area. There is a higher percentage of households receiving SNAP benefits within the high need service area when compared to the state of Texas.

Full demographic and socioeconomic information for the service area can be found in the 2023 CHNA Covenant Health Lubbock Hospitals CHNA.
Summary of Community Needs Assessment Process and Results

After a careful review of the qualitative and quantitative data, we developed a preliminary list of identified community health needs. These needs were identified by key informants through a ranking process and by community members through discussion and theming of the data. Additionally, needs were identified after reviewing the quantitative data.

The Covenant CHNA Advisory and Community Benefit Committees reviewed the quantitative and qualitative data collected for each of the following community health-related needs:

- Mental Health
- Substance Abuse
- Access to Care and Health Resources
- Housing
- Food Insecurity
- Economic Insecurity
- Crime/Safety/Safe Public Spaces
- Homelessness
- Chronic Conditions/Obesity
- Civic Issues
- Transportation
- Racial and Health Equity Issues
- Support to Schools
- Support to Aging Populations
- Teen and Youth Support Programs
- Crime/Safety/Safe Public Spaces
- Homelessness
- Chronic Conditions/Obesity
- Civic Issues
- Transportation
- Racial and Health Equity Issues
- Support to Schools
- Support to Aging Populations
- Teen and Youth Support Programs

Identification and Prioritization of Significant Health Needs

The Covenant CHNA Advisory and Community Benefit Committees considered and ranked the medium and high need issues identified within the community input. Additionally, primary data was examined with an emphasis on the high need service areas. The committee also considered Covenant Community Outreach staff input.

The following criteria were used in the prioritization process:
Significant Community Health Needs Prioritized

The list below summarizes the significant health needs identified through the 2023 Community Health Needs Assessment process (listed in no order):

MENTAL/RELATIONAL HEALTH

Mental and behavioral health treatment, intervention, and prevention services for the community; including social and relational health, stigma reduction, and community education.

SUBSTANCE MISUSE

Substance misuse including the use of illegal drugs and the inappropriate use of legal substances, such as alcohol, prescription drugs and tobacco; community education and awareness through partnerships with non-profits, law enforcement, and schools; support for accessibility and availability of addiction treatment options.

ACCESS TO CARE AND HEALTH RESOURCES

Issues related to accessing health services and resources including social determinants of health with an emphasis on vulnerable populations and health equity; includes but is not limited to the following areas of focus: Dental Care for the Uninsured, Mental Health and Counseling Services, Health Education (preventative care and chronic diseases), Women’s Health, and social determinants of health.

HOUSING INSTABILITY

Support for safe, affordable, stable housing through community partnerships and continued support of permanent supportive housing solutions for people experiencing chronic homelessness.

FOOD INSECURITY

Access to healthy food, nutrition education, and healthy lifestyle support with an emphasis on health equity; supporting current food solution partners and options to meet growing needs and to address root causes.

Needs Beyond the Hospital’s Service Program

No hospital facility can address all the health needs present in its community. We are committed to continuing our Mission through providing Wellness and Prevention Community Grants and sponsorships/donations to non-profits addressing identified needs.

The following community health needs identified in the CHNA will not be directly addressed due to resource constraints, lower priority assigned to the needs, duplication of efforts with other community or civic organizations and/or lack of effective methods for hospitals to intervene.

- Economic insecurity, crime/safety/safe public spaces, workforce issues, civic issues, and transportation.

Many of the identified needs will be indirectly addressed through outreach efforts and internal programming; however, Covenant Lubbock Hospitals did not select these as priority focus areas.
Covenant Lubbock Hospitals works closely with community non-profits, agencies and organizations that provide more direct outreach and have the resources and expertise to lead initiatives to address these needs. In addition, Covenant Health will collaborate with CASA of the South Plains, Catholic Charities, The Dream Center, The YWCA, South Plains Community Action, Communities in Schools, Texas Tech University, local FQHCs, community clinics and other local non-profits that address the aforementioned community needs to coordinate care and referrals to address these unmet needs.
COMMUNITY HEALTH IMPROVEMENT PLAN

Summary of Community Health Improvement Planning Process

Covenant Health engaged our community in the Needs Assessment process through stakeholder listening sessions, stakeholder interviews and community listening sessions. That data was used to set priorities and guide the Community Health Improvement Plan (CHIP). Due to a shared service area, close geographic proximity to one another, and shared community-outreach programs, the Covenant Health Lubbock hospitals collaborated to develop the 2024-2026 CHIP. The below strategies are shared across all Covenant Health Lubbock Hospitals unless otherwise noted. All Covenant Health Lubbock Hospitals will commit resources to support CHIP strategies as appropriate.

Additionally, a Covenant Health CHIP workgroup was established to include Covenant Health Plainview, Covenant Health Levelland and Covenant Health Hobbs, therefore the full Covenant Health Region shares some similar CHIP strategies. This encourages more effective leveraging of resources and investments in the region to meet identified community needs in common. The Covenant Health Community Benefit Committee for Lubbock hospitals and the Covenant Health Levelland, Hobbs and Plainview boards provided input, reviewed, and approved the respective Community Health Improvement Plans.

Addressing the Needs of the Community: 2024-2026 Key Community Benefit Initiatives and Evaluation Plan

COMMUNITY NEED ADDRESSED #1: MENTAL/RELATIONAL HEALTH

Population Served

Community members in need of mental and behavioral health treatment, intervention, and prevention services for with a focus those that are vulnerable due to economic, social, and other factors.

Long-Term Goal(s)/Vision

- To ensure equitable access to high-quality, culturally responsive, and linguistically appropriate mental health services, especially for populations with low incomes.
- An improved workforce of mental health professionals that is representative of the community served and can effectively and compassionately respond to the community’s mental health and substance use needs.

Table 2. Strategies and Strategy Measures for Addressing Mental/Relational Health

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Population Served</th>
<th>Strategy Measure</th>
<th>Baseline</th>
<th>2026 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Covenant Medical Center expand counseling outreach services at identified</td>
<td>Low-income community members with difficulties accessing counseling services</td>
<td>Number of community partner site locations</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Community Partner Agencies/Organizations</td>
<td>Low-income families and individuals in the community with difficulties accessing counseling services</td>
<td>Total LPC interns placed through Covenant Community Counseling Center</td>
<td>Lubbock – 5 Levelland – 0 Plainview - 0</td>
<td>Lubbock – 7 Levelland – 1 Plainview - 1</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Covenant Medical Center enhance counseling intern program to include 2 additional interns in Lubbock, 1 in Levelland, and 1 in Plainview</td>
<td>Covenant Medical Center enhance counseling intern program to include 2 additional interns in Lubbock, 1 in Levelland, and 1 in Plainview</td>
<td>Covenant Medical Center enhance counseling intern program to include 2 additional interns in Lubbock, 1 in Levelland, and 1 in Plainview</td>
<td>Covenant Medical Center enhance counseling intern program to include 2 additional interns in Lubbock, 1 in Levelland, and 1 in Plainview</td>
<td>Covenant Medical Center enhance counseling intern program to include 2 additional interns in Lubbock, 1 in Levelland, and 1 in Plainview</td>
</tr>
<tr>
<td>Create Mental Health First Aid (MHFA) Outreach Team to offer evidence-based, early-intervention education and resources for mental health and substance use</td>
<td>Create Mental Health First Aid (MHFA) Outreach Team to offer evidence-based, early-intervention education and resources for mental health and substance use</td>
<td>Create Mental Health First Aid (MHFA) Outreach Team to offer evidence-based, early-intervention education and resources for mental health and substance use</td>
<td>Create Mental Health First Aid (MHFA) Outreach Team to offer evidence-based, early-intervention education and resources for mental health and substance use</td>
<td>Create Mental Health First Aid (MHFA) Outreach Team to offer evidence-based, early-intervention education and resources for mental health and substance use</td>
</tr>
<tr>
<td>Covenant Children’s Hospital partnership with Texas Tech Health Sciences Center to improve mental health access to schools across West Texas through Telemedicine</td>
<td>Covenant Children’s Hospital partnership with Texas Tech Health Sciences Center to improve mental health access to schools across West Texas through Telemedicine</td>
<td>Covenant Children’s Hospital partnership with Texas Tech Health Sciences Center to improve mental health access to schools across West Texas through Telemedicine</td>
<td>Covenant Children’s Hospital partnership with Texas Tech Health Sciences Center to improve mental health access to schools across West Texas through Telemedicine</td>
<td>Covenant Children’s Hospital partnership with Texas Tech Health Sciences Center to improve mental health access to schools across West Texas through Telemedicine</td>
</tr>
<tr>
<td>5% increase individuals receiving community-based MH/SU services through partnerships and community investments</td>
<td>5% increase individuals receiving community-based MH/SU services through partnerships and community investments</td>
<td>5% increase individuals receiving community-based MH/SU services through partnerships and community investments</td>
<td>5% increase individuals receiving community-based MH/SU services through partnerships and community investments</td>
<td>5% increase individuals receiving community-based MH/SU services through partnerships and community investments</td>
</tr>
</tbody>
</table>
Evidence Based Sources

Mental Health First Aid Instructor: https://www.mentalhealthfirstaid.org/become-an-instructor/

Healthy People 2030 Evidence-Based Resources: https://health.gov/healthypeople/objectives-and-data/browse-objectives/mental-health-and-mental-disorders/evidence-based-resources

Resource Commitment

Funding and in-kind staff (all Covenant Lubbock Hospitals) for 4 caregivers to become MHFA trainers by 2026 and to staff time to offer free quarterly community MHFA courses, Covenant Medical Center Community Counseling Program, Well Being Trust and Covenant Health all Lubbock Hospitals shared grant funding for mental health, and Covenant Children’s Hospital Relational Health Unit

Key Community Partners

Open Door, Lubbock YWCA, Texas Tech Center for Adolescent Resiliency, Texas Tech Health Sciences Center, Lubbock Children’s Health Clinic, and Lubbock ISD

COMMUNITY NEED ADDRESSED #2: ACCESS TO HEALTHCARE AND RESOURCES

Population Served

Community members encountering barriers to accessing care, experiencing health inequities and/or who are disproportionately impacted by issues related to social determinants of health.

Long-Term Goal(s)/ Vision

To improve access to health care and preventive resources for people with low incomes and/or those who are uninsured by deploying programs and forming community partnerships to assist with navigating the health care system.

Table 3. Strategies and Strategy Measures for Addressing Access

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Population Served</th>
<th>Strategy Measure</th>
<th>Baseline</th>
<th>2026 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor metabolic health markers through</td>
<td>Primarily serving Arnett-Benson neighborhood - 38% lower median income than</td>
<td>Percentage of persons identified with high health</td>
<td>Collecting</td>
<td>80%</td>
</tr>
<tr>
<td>Action Family programming at the Lubbock</td>
<td>Lubbock overall; majority of residents identify as Hispanic/Latino and do not</td>
<td>markers will be connected to follow up care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dream Center</td>
<td>have higher education</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Covenant Children’s Dental Outreach program</td>
<td>Elementary aged students attending Title 1 schools and in need of preventative</td>
<td>Number of Title 1 schools participating in sealant</td>
<td>3 schools</td>
<td>6 schools</td>
</tr>
<tr>
<td>will deliver sealants</td>
<td>dental care</td>
<td>clinics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity</td>
<td>Beneficiary Description</td>
<td>指标</td>
<td>Progress</td>
<td>Notes</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>-----</td>
<td>----------</td>
<td>-------</td>
</tr>
<tr>
<td>Partner with Larry Combest Center to connect uninsured and/or Medicaid patients with high-risk children with susceptible permanent molars</td>
<td>Uninsured and underinsured community members</td>
<td>Number of referrals</td>
<td>0</td>
<td>TBD</td>
</tr>
<tr>
<td>Support Prescription Assistance Program at Catholic Charities</td>
<td>Low-income vulnerable community members in need of prescription assistance</td>
<td>Persons Served</td>
<td>Collecting Data</td>
<td>TBD</td>
</tr>
<tr>
<td>Screen for access to primary care within all Covenant Community Outreach Programs</td>
<td>Low-income vulnerable community members accessing Covenant Health Outreach Programs</td>
<td>Total screenings with documented interventions</td>
<td>0</td>
<td>70% screened have documented interventions in place</td>
</tr>
</tbody>
</table>

**Evidence Based Sources**

Healthy People 2030 Evidence-Based Resources: [Healthy People 2030 Evidence-Based Resources](https://health.gov/healthypeople/tools-action/browse-evidence-based-resources)

AHA White Papers on SDOHs: [https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-healthстратегии](https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-healthстратегии)

**Resource Commitment**

Covenant Children’s Hospital Community Dental Clinic, Wellness and Prevention Community Grant Program funded for all Covenant Lubbock Hospitals, Covenant Medical Center Community Health Education Program, Covenant Community Health Partners supporting all Covenant Lubbock Hospitals, and dedicated staff community volunteer time from all Covenant Lubbock Hospitals
Key Community Partners

Catholic Charites, Communities in Schools, Larry Combest Center, Lubbock Impact, The Dream Center, Lubbock Children’s Health Clinic, and Title 1 Elementary Schools in the region.

COMMUNITY NEED ADDRESSED #3: SUBSTANCE MISUSE

Population Served

Community members impacted by substance misuse and experiencing barriers to accessing care, education, support, and treatment services.

Long-Term Goal(s)/ Vision

To increase community knowledge regarding substance misuse and increase access to treatment and recovery support services.

Table 4. Strategies and Strategy Measures for Addressing Substance Misuse

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Population Served</th>
<th>Strategy Measure</th>
<th>Baseline</th>
<th>2026 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engage with local universities and law enforcement to offer school-based educational outreach on substance misuse and naloxone</td>
<td>Area schools</td>
<td>Total schools served</td>
<td>0</td>
<td>TBD</td>
</tr>
<tr>
<td>Collaborate with CAPS and YWCA to offer summer programming</td>
<td>Youth</td>
<td>Persons served through summer programming</td>
<td>0</td>
<td>TBD</td>
</tr>
<tr>
<td>Provide grants to support non-profits providing substance misuse programs and treatment</td>
<td>Community members encountering barriers to accessing substance misuse treatment</td>
<td>Percentage of grants funding substance treatment and intervention programs</td>
<td>14%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Evidence Based Sources

Centers for Disease Control and Prevention: [https://www.cdc.gov/opioids/naloxone/training/index.html](https://www.cdc.gov/opioids/naloxone/training/index.html)

Healthy People 2030 Evidence-Based Resources: [Healthy People 2030 Evidence-Based Resources: https://health.gov/healthypeople/tools-action/browse-evidence-based-resources](https://health.gov/healthypeople/tools-action/browse-evidence-based-resources)
Resource Commitment
Covenant Health Community Wellness Center located within the Lubbock YWCA and supported by all Covenant Lubbock Hospitals, Wellness and Prevention Community Grant Program funded for all Covenant Lubbock Hospitals, Covenant Medical Center Community Health Education Program and Community Counseling Center, Covenant Community Health Partners supporting all Covenant Lubbock Hospitals, and dedicated staff community volunteer time for educational outreach from all Covenant Lubbock Hospitals

Key Community Partners
Lubbock ISD, YWCA, Lubbock Police Department, Communities in Schools, Lubbock Impact, The Dream Center, and Lubbock Children’s Health Clinic

COMMUNITY NEED ADDRESSED #4: FOOD INSECURITY

Population Served
Food insecure individuals and families within the community who lack reliable access to affordable, safe, and healthy food.

Long-Term Goal(s)/ Vision
To reduce the percentage of households experiencing food insecurity.

Table 5. Strategies and Strategy Measures for Addressing Food Insecurity

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Population Served</th>
<th>Strategy Measure</th>
<th>Baseline</th>
<th>2026 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide grants to expand food access through key community partner agencies</td>
<td>Community members encountering food insecurity</td>
<td>Percentage of grants funding food insecurity</td>
<td>28%</td>
<td>30%</td>
</tr>
<tr>
<td>Covenant Nourishment Room Covenant Children’s Hospital</td>
<td>Community members encountering food insecurity</td>
<td>Families Served</td>
<td>Collecting Data</td>
<td>TBD</td>
</tr>
<tr>
<td>Screen for food insecurity within all Covenant Community Outreach Programs and Navigation programs</td>
<td>Low-income vulnerable community members accessing Covenant Health Outreach Programs</td>
<td>Total screenings with documented interventions</td>
<td>0</td>
<td>70% screened have documented interventions in place</td>
</tr>
</tbody>
</table>

Evidence Based Sources
Healthy People 2030 Evidence-Based Resources: [Healthy People 2030 Evidence-Based Resources:](https://health.gov/healthypeople/tools-action/browse-evidence-based-resources)
Resource Commitment

Covenant Children’s Hospital Nourishment Room, Covenant Medical Center Health Education Program including dedicated community-based dietician, Covenant Health Shared Central Budget (all hospitals) for committed grant and sponsorship funds, Covenant Health Partners supporting all Covenant Health Hospitals through screening for food insecurity, and Covenant Health Community Wellness Center located within the Lubbock YWCA and supported by all Covenant Lubbock Hospitals

Key Community Partners

South Plains Food Bank, Lubbock Dream Center, Lubbock Impact, St. Benedicts, the YWCA of Lubbock, and Lubbock ISD.

COMMUNITY NEED ADDRESSED #5: HOUSING INSTABILITY

Population Served

Housing insecure individuals and families within the community who lack reliable access to affordable, safe, and stable housing.

Long-Term Goal(s)/ Vision

A coordinated and holistic community approach to providing increased linkages to supportive services for people experiencing housing instability and/or homelessness.

Table 6. Strategies and Strategy Measures for Addressing Housing Instability

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Population Served</th>
<th>Strategy Measure</th>
<th>Baseline</th>
<th>2026 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide housing stability assistance for Open Door Clients using Housing First Model</td>
<td>Housing unstable and homeless</td>
<td>Housing retention of 90%.</td>
<td>90%</td>
<td>Maintain housing retention of 90%</td>
</tr>
<tr>
<td>Increase provision of in-kind staffing support for wrap-around services to non-profits addressing housing and homelessness</td>
<td>Housing unstable and homeless</td>
<td>Persons served</td>
<td>Collect in 2024</td>
<td>TBD</td>
</tr>
<tr>
<td>Screen every client enrolled in navigation services for SDOH and refer to social</td>
<td>Low-income</td>
<td>Number of clients referred</td>
<td>Collect in 2024</td>
<td>TBD</td>
</tr>
</tbody>
</table>
services to connect to housing and SNAP benefits as needed

| Provide grants to support housing programs through key community partner agencies | Housing unstable and homeless | Percentage of grants funding food insecurity | 14% | 20% |

**Evidence Based Sources**
Department of Housing and Urban Development:

**Resource Commitment**
Covenant Medical Center Health Education Program including dedicated community-based dietician, Covenant Health Shared Central Budget (all hospitals) for committed grant and sponsorship funds, Covenant Health Partners supporting all Covenant Health Hospitals through screening for housing insecurity, and Covenant Health Community Wellness Center located within the Lubbock YWCA and supported by all Covenant Lubbock Hospitals

**Key Community Partners**
Open Door, South Plains Food Bank, Salvation Army of Lubbock, Vet Star, Starcare Lubbock, and Lubbock Housing Authority
This Community Health Improvement Plan was adopted by the Covenant Health Community Benefit Board Committee on February 21st, 2024. The final report was made widely available by May 15, 2024.

______________________________________________________________
Walter L. Cathey FACHE Date 2/21/24
CEO Covenant Health Providence Regional Chief Executive Texas/New Mexico

Sr. Christine Ray Date 2/21/24
Sr. Christine Ray Community Benefit Board Chair, Covenant Health Providence Texas/New Mexico

Joel Gilbertson Date 4/24/24
Divisional Chief Executive Providence Central Division

CHNA/CHIP Contact:

Veronica Soto
Community Programs Manager
4421 21st, Lubbock, Texas 79410
vsoto@covhs.org

To request a printed copy free of charge, provide comments, or view electronic copies of current and previous Community Health Improvement Plans please email CHI@providence.org.