

# 2024 - 2026

## COMMUNITY HEALTH IMPROVEMENT PLAN

# Covenant Health Levelland

Levelland, Texas



To provide feedback on this CHIP or obtain a printed copy free of charge, please email Veronica Soto at [vsoto@covhs.org](mailto:vsoto@covhs.org)

CovenantHealth  <sup>SM</sup>

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# EXECUTIVE SUMMARY

Providence continues its Mission of service in Hockley County through Covenant Health Levelland which is an acute care hospital. Covenant Health Levelland is a part of Covenant Health, a network of acute-care hospitals founded in 1998 through a merger of two faith-based hospitals in Lubbock, TX. Covenant Health Levelland is located in Levelland, TX. The hospital's primary service area is the entirety of Hockley, County, including 21,670 people.

Covenant Health Levelland 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 Levelland 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.

## Covenant Health Levelland 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 Levelland 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 abuse 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 Levelland is a part of Covenant Health, 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 Hospital, 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 Health Hobbs Hospital. 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

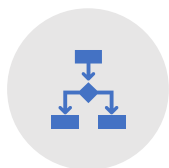
Covenant Health Levelland dedicates resources to improve the health and quality of life for the communities we serve. For more information on the resources invested to improve the health and quality of life for the communities we serve, please refer to our Annual Report to our Communities: <https://www.providence.org/about/annual-report>.

## 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:

**Figure 1. Best Practices for Centering Equity in the CHIP**



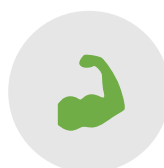
Address root causes of inequities by utilizing evidence-based and leading practices



Explicitly state goal of reducing health disparities and social inequities



Reflect our values of justice and dignity



Leverage community strengths

## 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 Levelland has a Financial Assistance Program (FAP) that provides free or discounted services to eligible patients.

One way Covenant Health Levelland 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 visit:

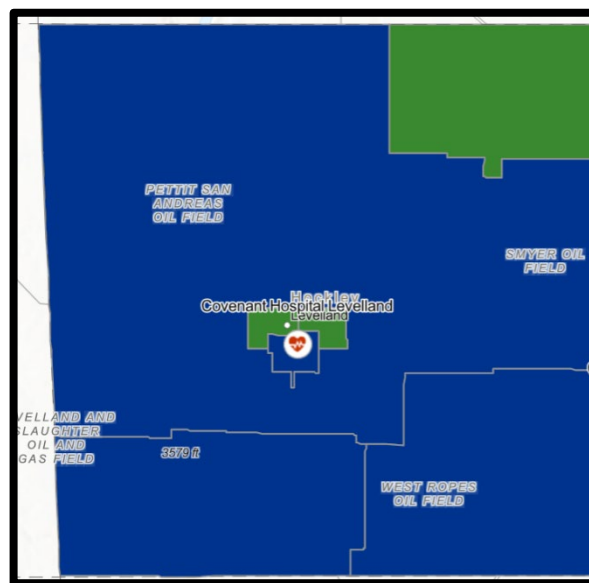
<https://www.providence.org/obp/covenant/tx/financial-assistance>

# OUR COMMUNITY

## Description of Community Served

Covenant Health Levelland’s primary service area is Hockley County and includes a population of approximately 21,670 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 Hockley 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.<sup>1</sup>



## Community Demographics

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

### POPULATION BY AGE, RACE AND ETHNICITY DEMOGRAPHICS

Hockley County demographics reflect an overall young population. The largest age group in Hockley County is under 18, constituting 26.3% of the population. The population ages 18 to 34 and 35 to 54 are relatively balanced, each comprising around 24% of the total population. Males and females are almost equally represented in Hockley County overall with slightly more females living in the high need service area. The Hispanic population is a significant demographic within Hockley, constituting 49.3% of Hockley County, 41.3% of the broader service area, and 59.8% of the high-need service area. The total Black or African American population for Hockley County is 723 with a total of 439 living in the high need

<sup>1</sup> 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)

service area. 10,690 persons in Hockley County identify as Hispanic and 5,615 of those live within the high need service area.

## SOCIOECONOMIC INDICATORS

**Table 1. Income Indicators for Hockley County Service Area**

Indicator	Hockley County	Broader Service Area	High Need Service Area	Texas
Median Household Income	\$49,137	\$65,059	\$45,126	\$67,062
Severe Housing Cost Burden	19.0% (426 renter households)	16.1% (158 persons)	18.5% (268 persons)	21.7% (1,177,536 renter households)

Source: 2021 American Community Survey, 5-Year Estimate

Household median income includes the income of the householder and all other individuals 15 years old and over in the household, whether they are related to the householder or not. Because many households consist of only one-person, average household income is usually less than average family income.

Renter households experiencing severe housing cost burden are households spending 50% or more of the income on housing costs. County Health Rankings and Roadmaps explain the link between health and housing in the following way: "There is a strong and growing evidence base linking stable and affordable housing to health. As housing costs have outpaced local incomes, households not only struggle to acquire and maintain adequate shelter, but also face difficult trade-offs in meeting other basic needs. When the majority of a paycheck goes toward the rent or mortgage, it makes it hard to afford doctor visits, healthy foods, utility bills, and reliable transportation to work or school. This can, in turn, lead to increased stress levels and emotional strain."

Full demographic and socioeconomic information for the service area can be found in the 2023 CHNA for [Covenant Health Levelland CHNA](#)



# COMMUNITY NEEDS AND ASSETS ASSESSMENT PROCESS AND RESULTS

## Summary of Community Needs Assessment Process and Results

### Review of Primary and Secondary Data






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 Committee reviewed the quantitative and qualitative data collected for each of the following community health-related needs:

- Mental Health
- Substance Misuse
- 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

### Identification and Prioritization of Significant Health Needs

Covenant CHNA Advisory and Community Benefit Committees reviewed 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:

						
Alignment with Mission, Vision and Values	Importance to Community: extent community engagement recognized and identified as a problem	Disproportionate impact: low income and/or Black, Brown, Indigenous, and People of Color (BBIPOC) communities	High need service area rates compared to state average and/or national benchmarks	Opportunity to impact: organizational commitment, partnership, severity, and/or scale of need	Alignment with existing strategies and priorities	Risk of creating or increasing a gap by not addressing or stopping a current service

## 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 Health Levelland did not select these as priority focus areas. Covenant Health Levelland 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 Levelland will collaborate with South Plains Food Bank, South Plains College, CASA of the South Plains, Catholic Charities, Bills Backpacks, 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 Levelland 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, Covenant Health Levelland worked with Covenant Health Lubbock Hospitals to develop similar interventions where appropriate in 2024-2026 CHIP.

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 discussed 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 hospital's 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**

<b>Strategy</b>	<b>Population Served</b>	<b>Strategy Measure</b>	<b>Baseline</b>	<b>2026 Target</b>
Expand counseling internship program	Low-income families and individuals in the community with difficulties accessing counseling services	Total LPC interns for Hockley County	0	1
Create Mental Health First Aid (MHFA) Outreach Team to offer evidence-based, early-intervention education and resources for mental health and substance use	Levelland community members, schools, and non-profit organization	# of certified trainers	0	1
		# of community-based courses	0	2
Covenant Children’s Hospital partnership with Texas Tech Health Sciences Center to improve mental health access to schools across West Texas through Telemedicine	Children in the community with difficulties accessing counseling services	Telehealth referrals from Hockley County schools	2024 Baseline data collection	TBD
5% increase individuals receiving community-based MH/SU services through partnerships and community investments	Low-income families and individuals in the community with difficulties accessing counseling services	Persons Served Covenant Health Combined Service Area	3,868	4,062

*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*

Dedicated caregivers to become MHFA trainers by 2026 and to staff time to offer free quarterly community MHFA courses, space within Covenant Health Levelland dedicated to mental health intern, staff time and educational resources committed to community education, Covenant Medical Center Community Counseling Program support to Hockley County, and Wellness and Prevention Grants

*Key Community Partners*

South Plains College, Levelland Police Department, Texas Tech Center for Adolescent Resiliency, Texas Tech Health Sciences Center, and Levelland 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**

<b>Strategy</b>	<b>Population Served</b>	<b>Strategy Measure</b>	<b>Baseline</b>	<b>2026 Target</b>
Covenant Dental Outreach program will deliver sealants to high-risk children with susceptible permanent molar teeth	Elementary aged students attending Title 1 schools in Hockley County and in need of preventative dental care	Number of Title 1 schools participating in sealant clinics	3 schools	4 schools

Screen for access to primary care within all Covenant Community Outreach Programs	Low-income vulnerable community members accessing Covenant Health Outreach Programs	Total screenings with documented interventions	0	70% screened have documented interventions in place
Engage with 725 Helping Kids and Nurse on Demand to aid in linking community members to care providers and resources to address SDOH	Broader community in need of health access and resources	Total referrals to community partners from Hockley County	2024 Baseline data collection	TBD

*Evidence Based Sources*

Healthy People 2030 Evidence-Based Resources: <https://health.gov/healthypeople/objectives-and-data/browse-objectives/health-care-access-and-quality/evidence-based-resources>

AHA White Papers on SDOHs: <https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-health/strategies>

*Resource Commitment*

Covenant Community Dental Clinic, Wellness and Prevention Community Grant Program funded for all Covenant Hospitals, Covenant Health Levelland caregivers dedicated time to resource referrals, Covenant Health Levelland support for CB Operations, Covenant Community Health Partners supporting all Covenant Hospitals, and dedicated staff community volunteer time from Covenant Health Levelland

*Key Community Partners*

South Plains Community Action Association, South Plains Rural Health Clinic, Communities in Schools, South Plains College, 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**

Strategy	Population Served	Strategy Measure	Baseline	2026 Target
Engage with local universities and law enforcement to offer school-based educational outreach on substance misuse and naloxone	Area schools	Total schools served	0	TBD
Provide grants to support non-profits providing substance misuse programs and treatment	Community members encountering barriers to accessing substance misuse treatment	Percentage of Covenant Health grants funding substance misuse programs	14%	20%

#### Evidence Based Sources

Centers for Disease Control and Prevention: <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

Wellness and Prevention Community Grant Program funded for all Covenant Hospitals, Community Counseling Center, Covenant Community Health Partners supporting all Covenant Hospitals, and dedicated staff community volunteer time for educational outreach from all Covenant Health Levelland

#### Key Community Partners

Levelland Police Department, Communities in Schools, South Plains Community Action Association, and Hockley County schools



## 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**

Strategy	Population Served	Strategy Measure	Baseline	2026 Target
Provide grants to expand food access through key community partner agencies	Community members encountering food insecurity	Percentage of Covenant Health grants funding food insecurity	28%	30%
Prioritize staff volunteer support through maintaining Blessing boxes and by supporting Bill’s Backpack feeding program	Community members encountering food insecurity	Staff volunteer hours dedicated to supporting partners addressing food insecurity	Collecting baseline	TBD
Screen for food insecurity within all Covenant Community Outreach Programs and Navigation programs	Low-income vulnerable community members accessing Covenant Health Outreach Programs	Total screenings with documented interventions	0	70% screened have documented interventions in place
Healthy eating on a budget free community class	Broader Community Hockley County	Total free community classes	0	4

### *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](https://health.gov/healthypeople/tools-action/browse-evidence-based-resources)

*Resource Commitment*

Space, staff support, and materials for community classes, Wellness and Prevention Community Grant Program funded for all Covenant Hospitals, Covenant Community Health Partners supporting all Covenant Hospitals, and dedicated staff community volunteer time for educational outreach from all Covenant Health Levelland

*Key Community Partners*

Blessing Box Levelland, Bill’s Backpacks, South Plains College, and South Plains Food Bank

**COMMUNITY NEED ADDRESSED #5: HOUSING INSTABILITY**

*Population Served*

Housing insecure individuals and families within the community who lack reliable access to affordable, safe, and consistent 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**

<b>Strategy</b>	<b>Population Served</b>	<b>Strategy Measure</b>	<b>Baseline</b>	<b>2026 Target</b>
Increase provision of in-kind staffing support for wrap-around services to non-profits addressing housing and homelessness	Homeless community members	Persons served	Collect in 2024	TBD
Screen every client enrolled in navigation services for SDOH and refer to social services to connect to housing and SNAP benefits as needed	Low-income	Number of clients referred	Collect in 2024	TBD

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

Department of Housing and Urban Development:  
<https://www.huduser.gov/portal/periodicals/em/spring-summer-23/highlight2.html>

*Resource Commitment*

Wellness and Prevention Community Grant Program funded for all Covenant Hospitals, Community Health Education Program, Covenant Community Health Partners supporting all Covenant Hospitals, and dedicated staff community volunteer time for educational outreach from all Covenant Health Levelland

*Key Community Partners*

South Plains Community Action Association, Open Door, South Plains Food Bank, Salvation Army of Lubbock, Vet Star, and Starcare

# 2024- 2026 CHIP GOVERNANCE APPROVAL

This Community Health Improvement Plan was adopted by the Covenant Levelland Board of Directors on March 28<sup>th</sup>, 2024. The final report was made widely available by May 15, 2024.

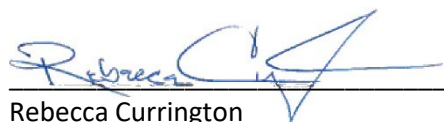


3/28/24

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Walter L. Cathey FACHE  
CEO Covenant Health  
Providence Regional Chief Executive Texas/New Mexico

Date



3/28/24

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Rebecca Currington  
Chair, Covenant Health Levelland Board of Directors

Date



4/24/24

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Joel Gilbertson  
Divisional Chief Executive  
Providence Central Division

Date

## CHNA/CHIP Contact:

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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](mailto:CHI@providence.org).