



# IMPACT



El Centro de Corazón  
*Quality Health Care*

**2016 IMPACT  
REPORT**

# our LEADERSHIP

## our MISSION

The mission of El Centro de Corazón is to promote the individual, community, and social health of the East End and the greater Houston area.



I am pleased to share our 2016 Impact Report, which reflects a tremendous year of growth and accomplishments. A very special thank you is extended to our generous donors, community partners, Board members, and volunteers who have helped us to provide a higher quality of health care to El Centro's patients. El Centro remains focused on sustainable growth and capacity building in order to serve more patients year after year.

El Centro has made a significant impact in addressing and meeting the health care needs of our patients:

- Provided direct patient care to 12,032 children and adults over a total of 47,716 patient visits, which is a 7% increase in patients served over 2015
- Implemented its Pediatric and Adult Wellness Programs
- Implemented CenteringPregnancy® and CenteringParenting® groups
- Implemented the Primary Care Behavioral Health model of care for its pediatric patients
- Provided free mammograms for 569 patients
- Hosted its Be Healthy Family Expo for over 900 children and families

El Centro is committed to being the Provider of Choice and designated Medical Home for Houston's East End by improving access to quality care and promoting community health prevention through positive change. I am so proud of El Centro's talented and dedicated team, all of whom provide such great care to our patients.

El Centro has continued to increase its community collaborations to foster strong health and wellness among Houstonians. By working in partnership with like-minded organizations, El Centro has not only enhanced its programs and services and improved outreach efforts, but also has increased our efficacy, impact, and sustainability.

It is my hope that you will continue to support El Centro's mission and help to ensure high quality health care for so many East End children and families in need.

Best regards,

A handwritten signature in black ink, reading "Marcie Mir, LCSW". The signature is fluid and cursive, written in a professional style.

Marcie Mir, LCSW  
Chief Executive Officer

# our SERVICE area



**1. EASTWOOD HEALTH CENTER**

412 Telephone Rd, Houston, TX 77023

**2. MAGNOLIA HEALTH CENTER**

7037 Capitol St, Houston, TX 77011

**3. JOHN S. DUNN HEALTH CENTER**

7635 Canal St, Houston, Texas 77012

**4. SOUTHEAST HEALTH CENTER**

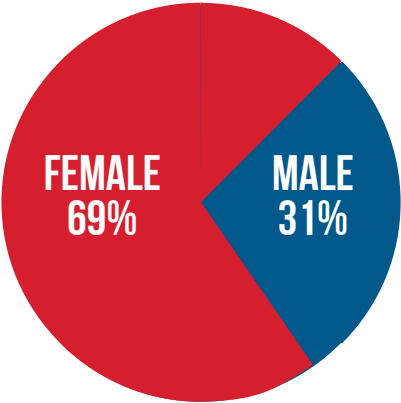
5901 Long Dr, Houston, TX 77087

# our DEMOGRAPHICS

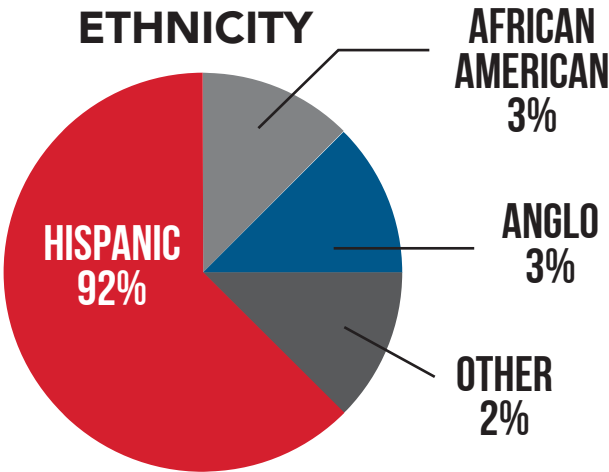
## DEMOGRAPHICS - BASED ON 2016 UDS

Total Patients Served 12,032    Total Patient Encounters 47,715

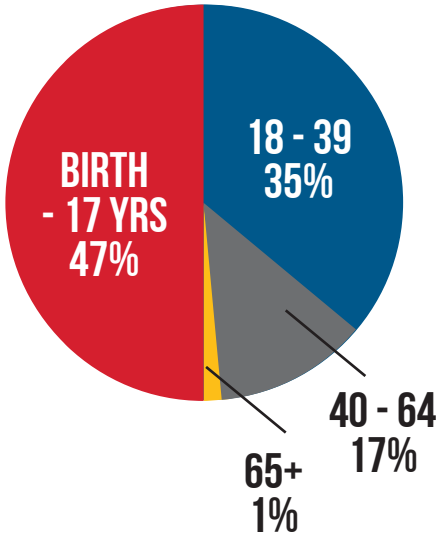
### GENDER



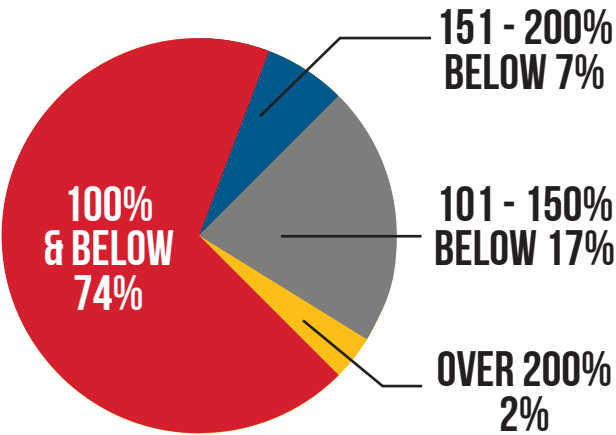
### ETHNICITY



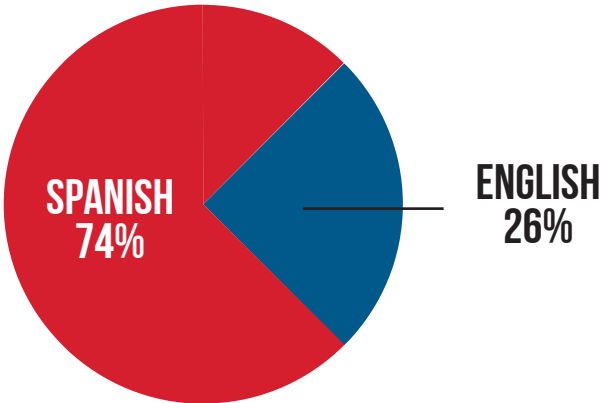
### AGE



### PATIENT INCOME AS % OF POVERTY LEVEL



### PATIENTS PREFERENCE BY LANGUAGE



# our SERVICES

El Centro is building a strong community of health in Houston's East End by improving prevention and intervention through high quality, comprehensive health care services.

## ADULT AND PEDIATRIC PRIMARY CARE

- Well exams
- School/sports physical exams
- Sick visits
- Immunizations
- Newborn screenings
- Hearing and vision screenings
- Cervical cancer and colorectal cancer screenings
- Chronic disease management

## ADULT AND PEDIATRIC DENTAL SERVICES

- Dental exams
- Cleanings
- X-rays
- Fillings
- Extractions
- Root Canals
- Preventive dental care



## WOMEN'S HEALTH SERVICES

- Prenatal care
- Postpartum care
- Well woman exams
- Pelvic ultrasounds
- 20-week anatomy scans
- Colposcopies
- Cryotherapy
- LEEP procedures
- Endometrial biopsies
- Testing for sexually transmitted infections
- Pregnancy testing
- Family planning
- Screenings for premenstrual syndrome and menopause
- Referrals for mammograms and genetic counseling

## BEHAVIORAL HEALTH SERVICES

- Psychological Testing and Assessment
- Psychiatric Evaluation
- Medication management
- Individual, Couples and Family Therapy
- Trauma Focused-Cognitive Behavioral Therapy
- Play Therapy





# meeting NEEDS

## OUR ORGANIZATION

Serving Houston's East End community since 1994, El Centro de Corazón is an accomplished Federally Qualified Health Center (FQHC) which exists to promote the individual, community, and social health of the East End and the greater Houston area. El Centro has three health center locations in the East End that offer a comprehensive range of high quality health care services, which include adult and pediatric primary care, prenatal and women's health services, dental care, and behavioral health services. El Centro also provides primary care services at its Southeast Health Center, which is located in an outpatient facility of The Harris Center for Mental Health and IDD. We accept both public and private insurance including Medicare, Medicaid, Children's Medicaid, CHIP and CHIP Perinatal, and a sliding scale based on family income for insured patients. El Centro is recognized by the National Committee for Quality Assurance as a Patient Centered Medical Home (PCMH) - Level 1 at its John S. Dunn Health Center.

## COMMUNITY SERVED

El Centro's target population is the Ripley Medically Underserved Area, which is also designated as a Health Professional Shortage Area with limited primary and preventive care providers and medical facilities. The impoverished, primarily Hispanic community is disproportionately burdened with chronic illness, such as obesity, diabetes, heart disease, depression, and periodontal disease. Additionally, the East End's median household income is 48% less than the Houston median household income (Source: US Census demographics). Finally, the majority of area residents are best served in Spanish, thus emphasizing the critical need for bilingual and culturally competent health care.

# our IMPACT

## PATIENTS SERVED



12,032

Number of patients served



47,716

Number of patient visits

## MORE IMPACT



569

Mammograms provided with the help of several community health partners



1,029

number of hours donated by volunteers

## NEW AT EL CENTRO



### Children's Wellness Program

- Program to address childhood obesity



### Primary Care Behavioral Health

- Model of care to address the co-occurring medical and behavioral health needs of pediatric patients



### Wellness Prevention Program

- Diabetes prevention program for children & adults



### CenteringPregnancy®

- Group model of care to improve maternal & infant health outcomes



### CenteringParenting®

- Group model of care to improve family health outcomes

# our PARTNERS



## EL CENTRO BUILDS PARTNERSHIPS TO ACHIEVE A HEALTHIER COMMUNITY, INCLUDING:

- American Cancer Society and the National Football League
- American Diabetes Association
- Avenue 360 Health and Wellness
- Breast Health Collaborative of Texas
- Community Family Centers
- Episcopal Health Foundation
- Houston Methodist
- MD Anderson Cancer Center
- San José Clinic
- Spring Branch Community Health Center
- University Eye Institute at the University of Houston
- University of Texas Health Science Center – School of Dentistry
- Vecino Health Center





# our OUTREACH

In 2016, El Centro was grateful to have 308 community volunteers donate over 1,000 hours of time, energy and effort to support its breast health education, health fairs, back-to-school events, baby showers, and holiday Posada.



# annual HIGHLIGHTS

A special thank you to all of our generous donors who have provided substantial resources and support to impact the health of underserved children, adults, and families, and to build a stronger, healthier East End community.





# annual HIGHLIGHTS

MAKING A DIFFERENCE LUNCHEON SUPPORTERS



# audited financials 2016

## ASSETS

CURRENT ASSETS	2,658,881
PATIENT AR	527,154
net allowance of 19,021	
GRANTS	582,918
+ other receivables	
FIXED ASSETS	2,343,410
OTHER ASSETS	765

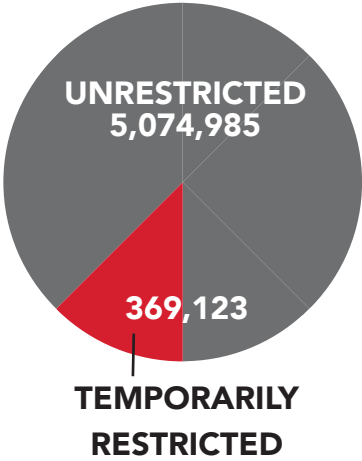
TOTAL ASSETS 6,113,128

TOTAL NET ASSETS 5,444,108 | TOTAL LIABILITIES AND ASSETS 6,113,128

## LIABILITIES

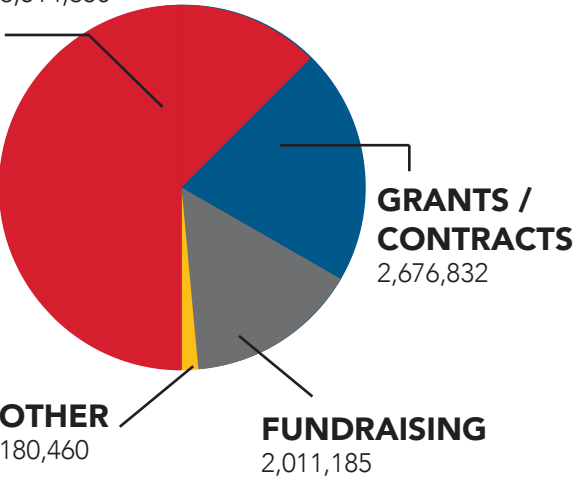


## NET ASSETS



## STATEMENT OF OPERATING SUPPORT & REVENUE

PATIENT SERVICE REVENUE  
6,514,650



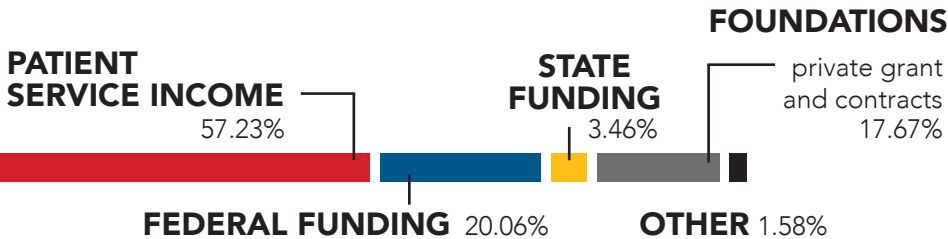
TOTAL NET REVENUE 11,383,127

## EXPENSES

PROGRAM SERVICE EXPENSES	8,064,976
MANAGEMENT / GENERAL EXPENSES	2,175,758
FUNDRAISING EXPENSES	262,566
TOTAL EXPENSES	10,503,300
CHANGE IN NET ASSETS	879,827

## 2016 COST ANALYSIS

AVG COST PER PATIENT	787.56
MED COST PER ENCOUNTER	213.00



# our LEADERSHIP

## BOARD OF DIRECTORS

Doug Graham, Chair

Joel Shannon, Vice Chair

Donna Alexander, Secretary

Richard Valdez, Treasurer

O. Clayton Lilienstern

Lupe Olivarez Jr.

Carol Paret

Maria Pereyra-Gonzalez

Pam Tyner

Reeve Van Nostrand, Jr.

## EXECUTIVE STAFF

Marcie Mir, LCSW, Chief Executive Officer

Kavon Young, MD, Medical Director

Shannon Hart, RN, Director of Operations

Paulina Putman, MBA, Chief Financial Officer

Photo credits to:

Emily Loving Photography, Chris Bailey Photography and Cynthia Stielow







“ Compassion. Support. Health Care.”