

2017 IMPACT REPORT



El Centro de Corazón
Quality Health Care

Celebrating 23 years of **SERVING**
the **COMMUNITY**
and health **NEEDS** *of the East End*
and the Greater Houston area

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.

“El Centro remains committed to providing the highest quality of healthcare services for everyone who walks through our doors seeking care.”



2017 was a year of incredible growth and significant accomplishments, which enabled El Centro to better serve its patients. El Centro celebrated its 23rd year of service to the community and provided comprehensive, quality health care for 12,759 underserved and uninsured children and adults over 49,567 patient visits. When I started at El Centro over 19 years ago, we were a small social service agency that provided support and services for women and girls in the East End. At the time, the East End didn't have a place where a family could go to access affordable health care. With determination and resolve, El Centro dove head first into the healthcare arena and established a community health center that remains accessible for anyone in need. Today, El Centro is a Federally Qualified Health Center with four health center locations that provide high quality medical, dental and behavioral health services to residents of the East End. El Centro also provides care to patients from over 110 zip codes in the greater Houston area.

2017 Highlights:

- Implemented its CDC's Lifestyle Change/Prevenga T2 Program for diabetes prevention.
- Integrated behavioral health services into its Wellness Program by providing brief interventions and pathway services for children, adults and families.
- Expanded behavioral health services through the implementation of a support group for parents with children diagnosed with autism.
- Increased access to dental care for pregnant women and their babies through its CenteringPregnancy® and CenteringParenting® groups.
- Provided 635 mammograms with the help from American Cancer Society, Breast Health Collaborative, UT School of Public Health, and MD Anderson Cancer Center-Project VALET.
- Hosted its annual Be Healthy Family Expo with over 800 children, adults, and families in attendance and distributed over 400 backpacks filled with school supplies to elementary-aged kids.

And of course, Hurricane Harvey hit Houston and affected us all. I am thankful that El Centro and my staff were safe and relatively undamaged. I am thankful that El Centro was in a position to provide much needed resources to our patients and our community. I am thankful to live in a city that works together for the common good. #HoustonStrong

To that point, we all have a common goal, one that we work towards every single day: we want healthier communities—physically, mentally, emotionally, academically, economically, and spiritually – where individuals can realize their optimum health. This has been the driving force of El Centro for the past 23 years. Our role has always been driven by the needs of the community and with our collaborative partners and supporters, we can achieve the reality of a healthier community; one of healthy choices, healthy lifestyles and healthy living.

All my best,

A handwritten signature in black ink that reads "Marcie Mir".

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, TX 77012

4. SOUTHEAST HEALTH CENTER

5901 Long Dr.
Houston, TX 77087



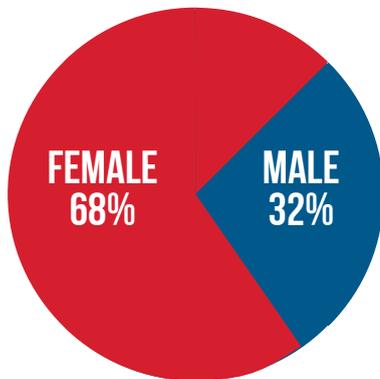
our DEMOGRAPHICS

DEMOGRAPHICS - BASED ON 2017 UDS

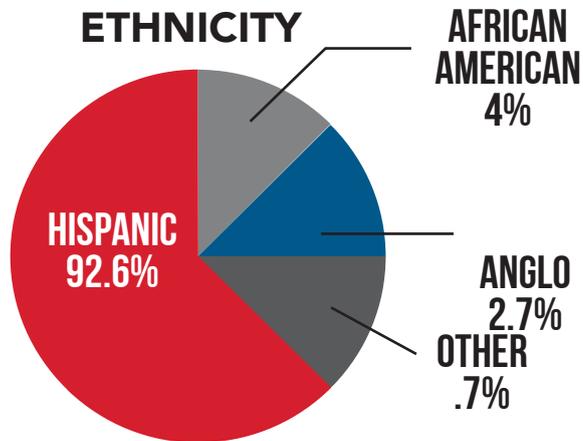
TOTAL PATIENTS SERVED: 12,759

TOTAL PATIENT ENCOUNTERS: 49,567

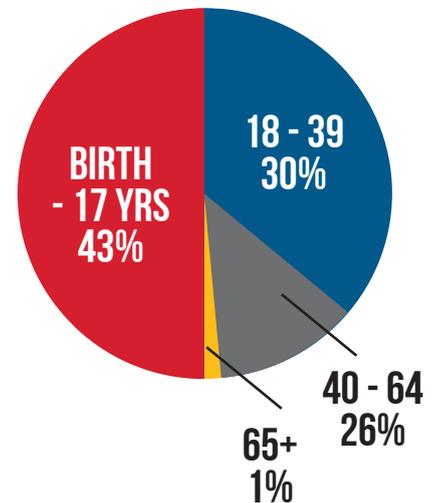
GENDER



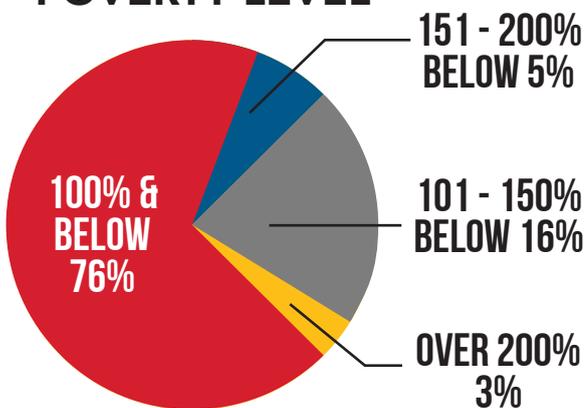
ETHNICITY



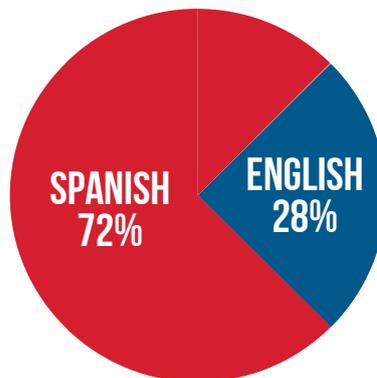
AGE



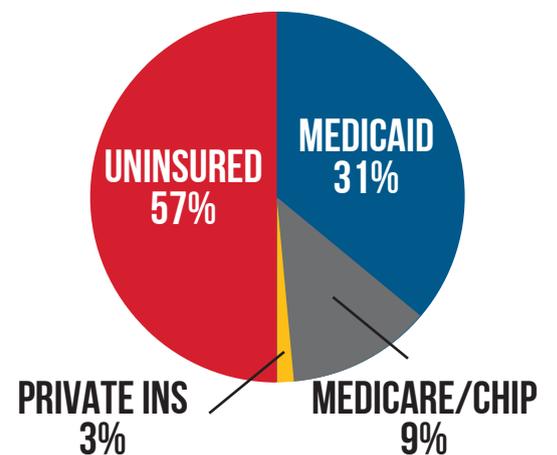
PATIENT INCOME AS % OF POVERTY LEVEL



PATIENTS PREFERENCE BY LANGUAGE



PATIENTS BY HEALTH CARE COVERAGE



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
- Dental cleanings
- Dental treatment plans
- Radiographs/x-rays
- Fluoride treatments
- Sealants
- Fillings
- Endodontics/root canals
- Scaling and root planning/deep cleanings
- Prophies/full mouth debridement/periodontal maintenance cleanings
- Tooth extractions
- Preventive dental care
- Patient education

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
- Individual, Couples and Family Therapy
- Trauma Focused-Cognitive Behavioral Therapy
- Play Therapy
- Medication Management



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 four health center locations in the East End and offers 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. We accept both public and private insurance including Medicare, Medicaid, Children's Medicaid, CHIP and CHIP Perinatal, and a sliding fee scale program based on family income for uninsured or underinsured 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. El Centro was recognized by the Health Resources Services & Administration (HRSA) for a 2017 Health Center Quality Leader Award and by the Better Business Bureau Education Foundation with a 2017 Winner of Distinction Award for Excellence for its commitment to excellence in providing quality health care services.



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 affected by chronic diseases and conditions, such as obesity, diabetes, heart disease and depression. Area residents are also impacted by high poverty rates and disparities in care. 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



12,759

Number of patients served



49,567

Number of patient visits

community IMPACT



635

Mammograms provided with the help of several community health partners



400

Backpacks filled with school supplies distributed to elementary-aged kids



934

Number of hours donated by volunteers

innovative PROGRAMS



Primary Behavioral Health (PCBH)

- Integration of behavioral health services into the Wellness programs
- Implementation of support groups for parents with children diagnosed with autism



Wellness Programs

- Adult Diabetes Self-Management Program
- Children's Wellness Program
- CDC's Lifestyle Change/Prevenga T2 Program

centering



CenteringPregnancy®



Group model of care to improve prenatal health outcomes that includes regular health assessments, dental care, bilingual group educational sessions, and support in the areas of nutrition and behavioral health



CenteringParenting®

Group model of care to improve health outcomes that includes preventative care screenings, dental care, and well-child visits, with the intention of promoting healthy parent-child interactions

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



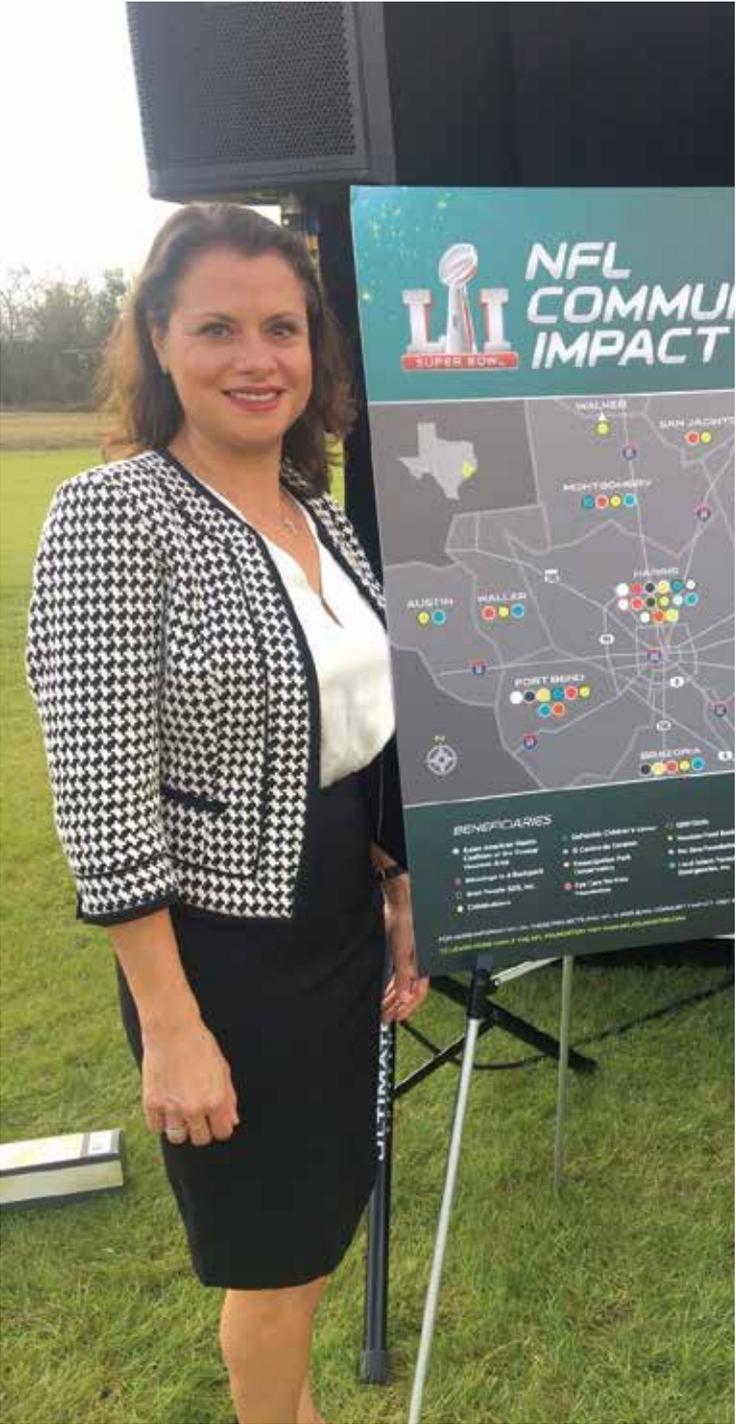
our OUTREACH

In 2017, El Centro was grateful to have 250 community volunteers donate over 900 hours of time, energy and effort to support its breast health education, health fairs, back-to-school events, 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 2017

ASSETS

CURRENT ASSETS		3,540,476
PATIENT AR		724,640
net allowance of 72,732		
GRANTS		440,110
+ other receivables		
FIXED ASSETS		2,399,656
OTHER ASSETS		765

TOTAL ASSETS 7,105,647

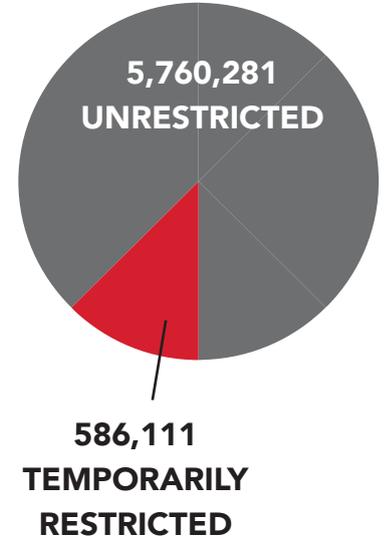
TOTAL NET ASSETS 6,346,392

TOTAL LIABILITIES AND ASSETS 7,105,647

LIABILITIES

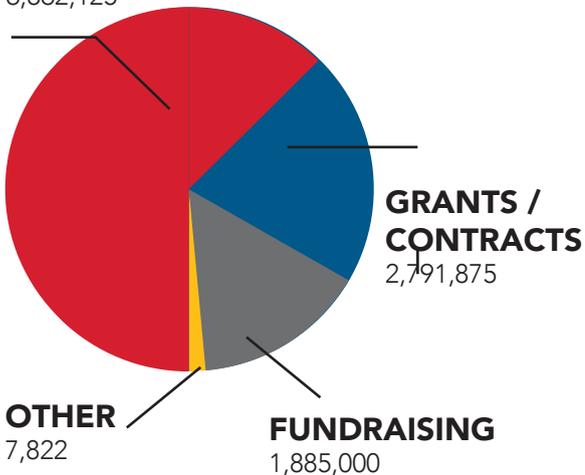


NET ASSETS



STATEMENT OF OPERATING SUPPORT & REVENUE

PATIENT SERVICE REVENUE
6,862,125



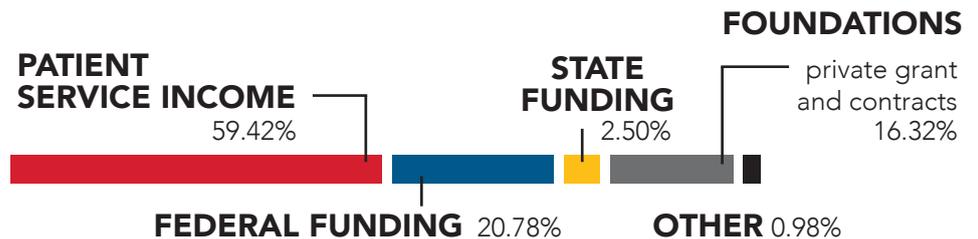
TOTAL NET REVENUE 11,546,822

EXPENSES

PROGRAM SERVICE EXPENSES	8,399,514
MANAGEMENT / GENERAL EXPENSES	2,281,502
FUNDRAISING EXPENSES	236,326
TOTAL EXPENSES	10,917,342
CHANGE IN NET ASSETS	629,480

2017 COST ANALYSIS

AVG COST PER PATIENT	792.49
MED COST PER ENCOUNTER	213.62



our LEADERSHIP

BOARD OF DIRECTORS

Doug Graham, Chair

Joel Shannon, Vice Chair

Nike Otuyelu, Secretary

Melissa Fisher, Treasurer

O. Clayton Lilienstern

Lupe Olivarez Jr.

Carol Paret

Maria Pereyra- Gonzalez

Pam D. Tyner

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: Chris Bailey, Emily Loving and Daniel Ortiz





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



CENTERING PREGNANCY®



Group model of care to improve maternal & infant health outcomes



CENTERING PARENTING®



Group model of care to improve family health outcomes



Compassion. Support. Health Care.