

Serving Houston's East End since 1994



Impact Report 2018



El Centro de Corazón
Quality Health Care

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From Our Leadership



"El Centro de Corazón improves the health and well-being of its patients and area residents by ensuring high quality health care services are available, accessible, affordable, and appropriate to meeting the needs of the community."

Dear Friends,

2018 was a year of growth, progress, and achievement for El Centro, furthering our community impact by improving health and quality of life for so many. El Centro celebrated its 24th year of service to the East End community and provided comprehensive health care services for 12,571 children and adults over 47,508 patient visits. El Centro has worked diligently to ensure integrated health services are accessible to underserved and uninsured individuals and families. El Centro is an accomplished Federally Qualified Health Center (FQHC) with four health center locations and dedicated staff who deliver high quality primary and preventive health care, dental services, and behavioral health services for anyone in need of care. While the majority of our patients live in the East End, El Centro also serves patients from over 100 zip codes in the greater Houston area.

2018 Highlights:

- Implemented *Commit to Be Fit*, the new physical activity component to its Wellness Program, so that exercise and fitness activities with a trainer are available for patients and area residents.
- Provided 1,104 mammograms through its partnerships with American Cancer Society, Breast Health Collaborative, UT School of Public Health, and MD Anderson Cancer Center - Project VALET.
- Implemented the *Fresh Rx* Program as part of the City of Houston's *Get Moving Houston Farmer's Markets* program, increasing access to fresh, nutritious foods for Children's Wellness Program participants and their family members.
- Hosted its annual Be Healthy Family Expo with over 900 children and adults in attendance and over 400 backpacks filled with school supplies distributed to elementary-aged children.
- Hosted its annual East End Holiday Event with approximately 1,000 individuals and families in attendance and over 400 toys distributed to local children in East End schools.
- Revitalized the Magnolia Multi-Service Center's garden through a community engagement initiative to promote healthier lifestyles, build a sense of community, and increase access to healthy foods.

El Centro is a vital part of the fabric of the East End, working tirelessly to identify challenges and barriers that our families face when accessing resources for their health and well-being. We are committed, day in and day out, to make the East End, and Houston, a healthier community. This has been the driving force of El Centro for the past 24 years and we will continue to serve with integrity, compassion, and perseverance.

All my best,

Marcie Mir, LCSW

Chief Executive Officer



Our Mission: *To be the leader in improving the well-being of the communities we serve through the provision of quality health care and the delivery of innovative programs.*

Board of Directors

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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

Our Service Area

1. Eastwood Health Center
412 Telephone Rd.
Houston, Texas 77023

2. Magnolia Health Center
7037 Capitol St.
Houston, Texas 77011

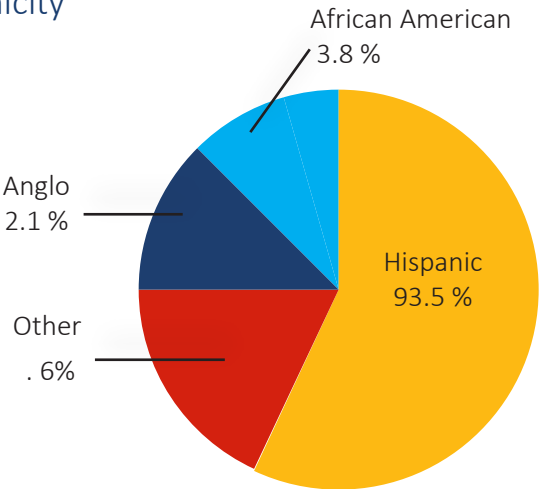
3. John S. Dunn Health Center
7635 Canal St.
Houston, Texas 77012

4. Southeast Health Center
5901 Long Dr.
Houston, Texas 77087

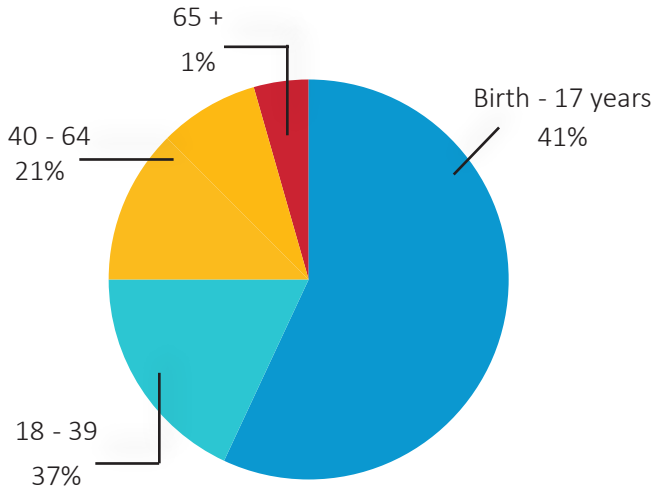


Our Demographics

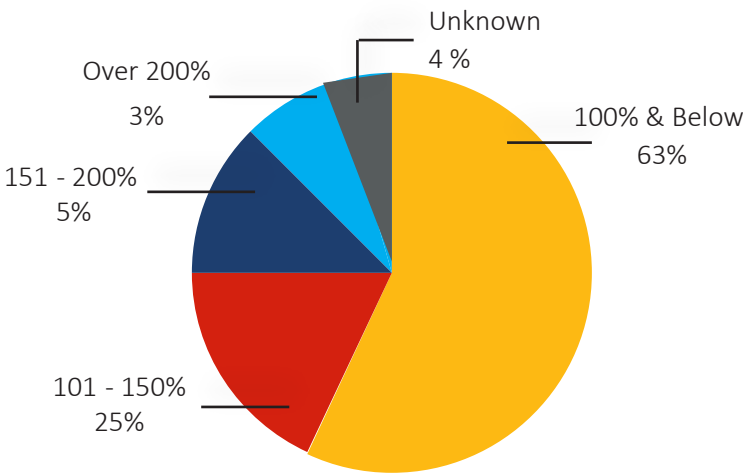
Ethnicity



Age



Patient Income As % of Poverty Level



Who we served in 2018

Total Patients Served: 12,571

Total Patient Encounters: 47,508

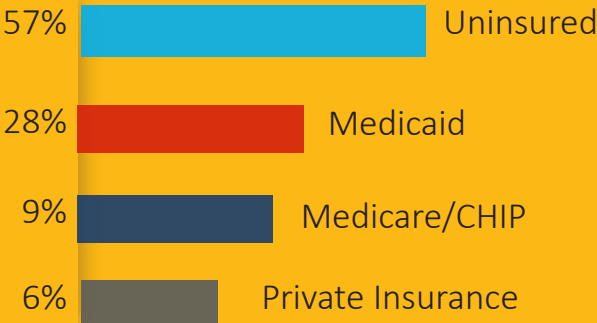
Gender



Patients Preference by Language



Patients by Healthcare Coverage



Source: 2018 UDS



Our Services

El Centro is building a healthier community 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

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 STD's
- Pregnancy testing
- Family planning
- Screenings for premenstrual syndrome and menopause
- Referrals for mammograms and genetic counseling

Adult and Pediatric Dental Services

- Dental exams
- Dental cleanings (propylaxis)
- Radiographs/x-rays
- Scaling and root planning/deep cleanings
- Fluoride varnish
- Sodium Diamine Fluoride (SDF)
- Sealants
- Preventive dental care
- Risk assessments
- Stainless Steel Crowns
- Restorations (Fillings)
- Endodontics/root canals
- Tooth extractions

Behavioral Health Services

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

Meeting the Need

Our Organization

Serving Houston’s East End community since 1994, El Centro de Corazón (El Centro) is an accomplished Federally Qualified Health Center (FQHC) which promotes 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, including adult and pediatric primary care, prenatal and women’s health services, dental care, and behavioral health services. We accept private and public health insurance, such as Medicare, Medicaid, Children’s Medicaid, CHIP, and CHIP Perinatal. We also offer a sliding fee scale program based on family income and household size for uninsured 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 and Services Administration (HRSA) with a **2018 Health Center Quality Leader Award** and by the Better Business Bureau Education Foundation with a **2018 Winner of Distinction Award for Excellence** for its commitment to excellence in providing quality health care services. Finally, El Centro was selected as one of two Centering Regional Leadership Partners by the Centering Healthcare Institute and is helping to lead the expansion of Centering® as a standard model of primary care delivery in the Southwest region of the United States.

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 health conditions, such as obesity, diabetes, heart disease, and depression. Area residents are also impacted by high poverty rates and health disparities. Finally, the majority of area residents are best served in Spanish, thus emphasizing the critical need for bilingual and culturally competent health care services.

Awards and Recognitions



Patient Centered Medical Home (PCMH)
Level 1- John S. Dunn Health Center



2018 Health Center Quality Leader



2018 Winner of Distinction Award for
Excellence



Selected as a Centering Regional Leadership
Partner by the Centering Healthcare Institute



Our Impact

Number of Patients Served



12,571

Number of Patient Visits



47,508

4 Health Centers

Serve over 100 zipcodes

With over 100 employees

Community Impact



1,104

Mammograms provided with the help of several community health partners.



1,204

Numbers of hours donated by volunteers and staff.



400

Gifts distributed to local children in East End schools.



400

Backpacks filled with school supplies distributed to elementary-aged children.



Access to Dental Health



At El Centro, we know that good oral health starts with access to affordable, comprehensive dental care. Through its Dental Program, El Centro provides the highest quality of care for the dental management and treatment of oral health conditions in children and adults, with a strong emphasis on prevention to ensure long-lasting, optimal oral health.

El Centro addresses the unique oral health needs of its patients, improving oral health as an integral part of overall health. Through its pediatric Dental Home, El Centro provides high quality preventive and restorative services in a child-friendly environment so that children and teens develop a positive attitude toward dental treatments and their oral health. Furthermore, First Dental Home exams, including cleanings and fluoride varnish, are provided for infants, starting at six months of age, while parents are educated about proper pediatric oral health hygiene and diet during CenteringParenting® group well-child visits. El Centro also provides oral health education for expectant women and emphasizes early childhood dental care for children through its CenteringPregnancy® prenatal groups.

Finally, El Centro provides dental management for adult patients with diabetes and periodontitis, which can reduce the risk of other serious health problems.



Centering® Groups

What are Centering® groups?

The Centering® model of care combines health assessment, interactive learning, and community building to help support positive health behaviors and drive better health outcomes. Centering® groups offer continuity of care from pregnancy through the critical early childhood period of health and development (prenatal to age 2+), with a focus on parent empowerment.

CenteringPregnancy®



Group prenatal care to improve health outcomes for child-bearing women and newborns, including regular health assessments, dental care, bilingual educational sessions to improve knowledge of pregnancy and childbirth, and valuable support in the areas of nutrition and behavioral health.

CenteringParenting®

Group well-child care to improve maternal and child health outcomes, including preventative care screenings, dental care, well-child visits, and parent-centered support to promote healthy parent-child interactions.



I started attending CenteringPregnancy® groups for my prenatal care and was welcomed with open arms. Thanks to what I learned in the groups I was able to have my gestational condition under control and stay healthy for the arrival of my baby boy Andy. Today, we attend the CenteringParenting® group together. The quality care provided by my doctor and the staff is incomparable with the one I received previously in my native country Mexico.

Veronica and Andy Monreal Montalvo,
El Centro's patient since 2016



"El Centro is at the heart of making Houston's East End a healthier community through quality health care that reaches the entire family, which includes prenatal and women's health services, adult and pediatric primary care, dental, and behavioral health services. We are proud to work with Centering Healthcare Institute to expand Centering's model of care."

(L to R) Marcie Mir,
El Centro's CEO
and Angie Truesdale,
Centering Healthcare
Institute's CEO



16

CenteringPregnancy® groups

162

Participants in CenteringPregnancy®

21

CenteringParenting® groups

157

Participants in CenteringParenting®



I enjoy attending the group sessions, learning from the other moms, and sharing my own experiences. It feels great to come for the medical and dental check-ups for my daughter and have staff that speaks Spanish that I can address my concerns to and that understands my needs.

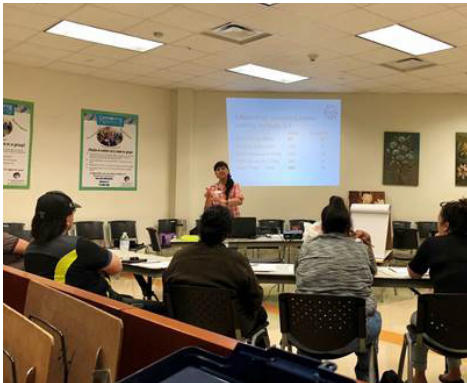
Alicia Perez, CenteringParenting®
patient since 2017



Diabetes Management and Prevention



“When individuals make healthy lifestyle changes, they not only improve their own health, but they also improve the health of their family and the community at large.” **Jackie Parson, RN, CDE**



Adult Diabetes Self-Management Program

Program that offers diabetes education classes and support groups to teach the skills necessary for the day-to-day management of diabetes.

CDC’s Lifestyle Change/Prevenga T2 Program

Program that reduces the risk of developing type 2 diabetes by learning about and maintaining healthy lifestyle changes, with support from a trained lifestyle coach, to eat healthier, increase physical activity, reduce stress and problem solve.

Education in the Community

El Centro generated community awareness about diabetes management at 235 community outreach events, which included health fairs, resource fairs, parent meetings (Diabetes 101 presentations), and information distribution at local schools, community centers, and organizations.



102 Patients

Adult diabetic patients served through the program

139 Patient Visits

Visits with Certified Diabetes Educator

144 Patients

Pre-diabetic patients identified for the program and attended an orientation on pre-diabetes



I recommend the Prevent T2 program because they educate you about eating healthier, teach you about diabetes, and the importance of health and exercise. **Herlinda Escamilla, Prevenga T2 program participant**

Children's Wellness Program

Nutrición con Corazón



About the Children's Wellness Program (Nutrición con Corazón)

Program that addresses childhood obesity, including medical assessments, individualized treatment plans, one-on-one and group education classes, weight management structure, and referrals for behavioral health services.

Commit to be Fit

Fitness component to increase physical activity in children, adults and families and to teach the importance of healthier eating and regular exercise, which have immediate and long-term health benefits.

Fresh Rx- City of Houston's Get Moving Houston Farmer's Market

Prevention program to address childhood obesity whereby participants in the Children's Wellness Program (Nutrición con Corazón) receive a \$25 voucher per family member per month to purchase fresh fruits and vegetables.

30 Families



Received vouchers to purchase fresh foods and vegetables through the *Fresh Rx* program.

220 Children

Enrolled in the Children's Wellness Program (Nutrición con Corazón)



539 Pediatric Patients

Visits with the Registered Dietitian



My son was diagnosed with diabetes at an early age; our lifestyle choices were affecting his health. We enrolled in El Centro's Nutrición con Corazón program and it helped us make healthier choices as a family and to be more active. Since participating in the program, my son has lost 20 pounds, has improved blood sugar levels, and is more confident. We couldn't have done this without the support from El Centro.

Luz Gonzalez, El Centro's patient

Magnolia Park Community Garden

Community Health Initiative



724,750 Food Insecure individuals in Harris County (USDA)

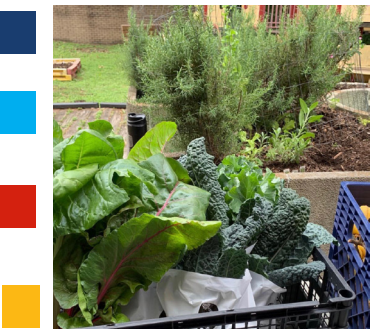
The lack of nutritious foods has been shown to have effects on physical and mental health, and hinders chronic disease management. (Feeding America)

About the Magnolia Park Community Garden

El Centro de Corazón, Houston Health Department, and community members in the East End joined in a collaborative effort to promote healthier lifestyles, build a sense of community, address childhood obesity, educate, and increase access to healthy foods.

Community Partners

- City of Houston
- Magnolia Park Civic Club
- Community Residents



25 Pounds
Produce Harvested



40
Volunteer Hours

Our Partners

El Centro builds partnerships to achieve a healthier community, including:

- American Cancer Society
- Avenue 360 Health and Wellness
- Breast Health Collaborative of Texas
- City of Houston's Get Moving Houston Farmer's Market
- Episcopal Health Foundation
- Houston Methodist
- MD Anderson Cancer Center - Project Valet
- San Jose Clinic
- Spring Branch Community Health Center
- University of Houston Bounce Program
- University Eye Institute at the University of Houston
- University of Texas Health Science Center- School of Dentistry
- Vecino Health Center



Our Outreach

In 2018, El Centro was grateful to have 299 community volunteers donate over 1,204 hours of time, energy and effort to supports its breast health education, health fairs, back-to-school events, and East End Holiday event.



El Centro’s patients at the Be Healthy Family Expo



El Centro’s patients at the East End Holiday Event



El Centro’s patients at the Be Healthy Family Expo



Magnolia Park Community Garden volunteers



L to R: Marcie Mir, El Centro’s CEO, Gonzalez Law Group (East End Holiday event sponsor)



Making Strides Against Breast Cancer American Cancer Society



Baker Hughes, a GE Company volunteers at El Centro’s Be Healthy Family Expo



Milby High School students volunteering at El Centro’s East End Holiday Event

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.



Delta Dental Community Care Foundation Grant



Halliburton Charity Golf Tournament



March of Dimes Community Grant



Go Red- American Heart Association

Annual Highlights

11th Annual *Making a Difference* Luncheon



L to R: John Quiñones (Special guest speaker), and Marcie Mir, El Centro's CEO



L to R: Harris County Judge Ed Emmett, Gwen Emmett (Champion Award Honoree), and Captain Mark Mitchem (Houston Pilots, Corporate Honoree)



L to R: Leisa Holland-Nelson, Leila Perrin (Honorary Chairperson) Cyndy Garza-Roberts, and Diane Englet (Chairpersons)



L to R: Cissy Smithers, Pam Springer, and Dr. Kelly Larkin



L to R: Emily Mir and Gasper Mir III



L to R: Melissa A. Fisher, El Centro's Board Member and Karen Love



L to R: Suzan Deison, Jen Lemanski, Annjeanette Yglesias, and Ken Guidry



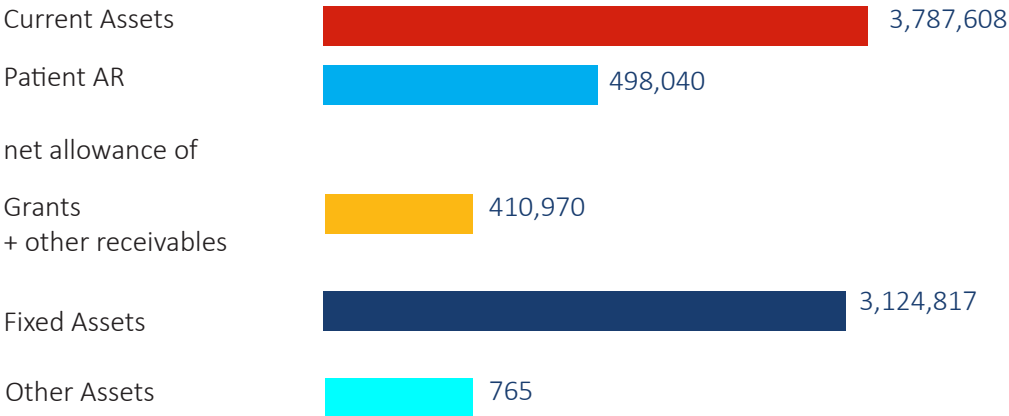
L to R: State Representative Ana Hernandez, Susie Molina, and Veronica Chapa



L to R: Philemena Baird and Ginger Blanton

2018 Audited Financials

Assets

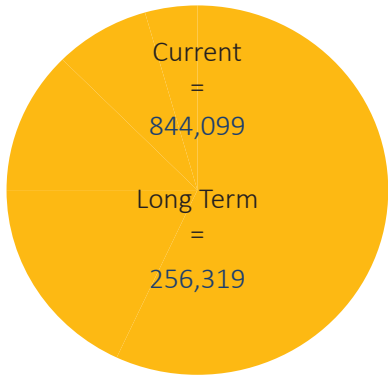


Total Assets 7,822,200

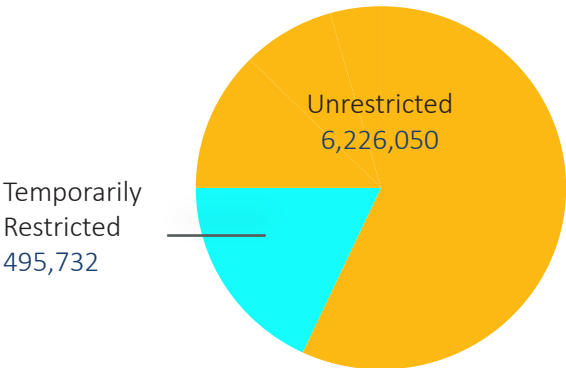
Total Net Assets 6,721,782

Total Liabilities and Assets 7,822,200

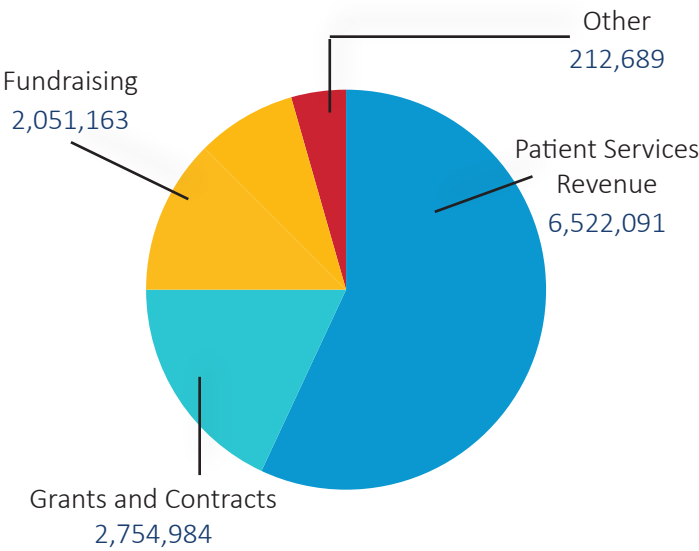
Liabilities



Net Assets



Statement of Operating Support and Revenue

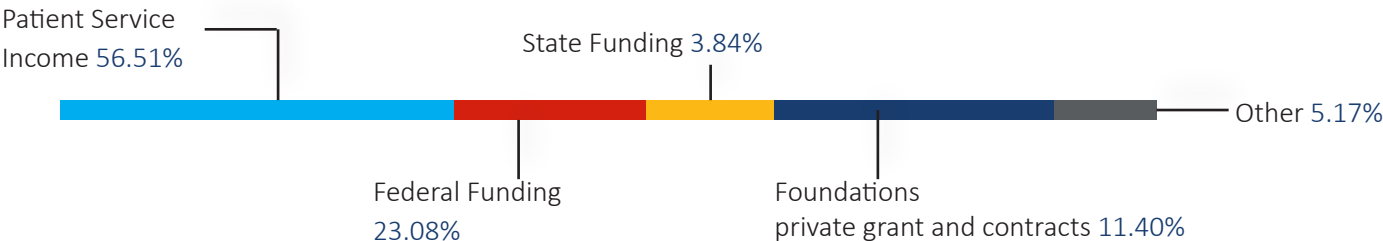


Expenses

Program Services Expenses 8,808,039
Management/General Expenses 2,373,421
Fundraising Expenses 245,470
Total Expenses 11,426,930
Change in Net Assets 113,997

2018 Cost Analysis

Average Cost per Patient 953.67
Medical Cost per Encounter 229.84



Thank you for your support.



Eastwood Health Center
412 Telephone Rd.
Houston, Texas 77023
(713) 660-1880

Magnolia Health Center
7037 Capitol St.
Houston, Texas 77011
(713) 660-1880

John S. Dunn Health Center
7635 Canal St.
Houston, Texas 77012
(713) 660-1880

Southeast Health Center
5901 Long Dr.
Houston, Texas 77087
(713) 660-1880

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