Building a healthier community since 1994

Impact Report
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A MESSAGE FROM OUR LEADERSHIP

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.

Dear Friends,

I am pleased to share our 2019 Impact Report, which showcases some of our biggest accomplishments, as well as new and ongoing initiatives to best serve our patients and families. Proudly celebrating our 25th year of service to Houston’s East End community, El Centro provided comprehensive, integrated health care services to 12,978 children and adults over 46,595 patient visits, with high quality care as our top priority. El Centro continues to lead efforts in building a healthier community by providing services and establishing new programs that directly impact the physical, mental, emotional, and social well-being of our patients.

As I reflect on working at El Centro for over 20 years, I am moved by our humble beginnings as a social service agency that embarked on a mission to provide much-needed quality, affordable, and accessible health care services for the underserved, uninsured, and underinsured. With four health center locations in the East End, El Centro provides comprehensive primary and preventive medical, dental, and behavioral health services for anyone who walks through our doors, regardless of their ability to pay. With the commitment, compassion, and dedication of our partner agencies, donors, volunteers, board members, and staff, El Centro is able to break down barriers and provide health care for all, and I am deeply grateful.

2019 highlights include:

• Reopened our newly renovated John S. Dunn Health Center, greatly improving access to care with a larger facility and the addition of adult medical and dental services.
• Provided 699 mammograms with the help of our community health partners: MD Anderson Cancer Center, UT School of Public Health, The Rose, and East Side Imaging.
• Initiated the Growing Roots East End Network (GREEN) with local schools and organizations to revitalize community gardens, increase access to fresh foods, and improve community cohesion.
• Increased access to physical activity through its Commit to Be Fit program, offering free weekly exercise classes for patients and area residents at three convenient locations in the East End and Galena Park.
• Hosted its annual Be Healthy Family Expo with over 800 attendees and distributed 803 backpacks to elementary-aged kids, which were filled with school supplies.
• Hosted its annual East End Holiday Event for nearly 800 individuals and families, with over 1,500 toys being distributed to local children in East End schools.

I look forward to working with you as we continue to create a healthier community. Together, we will positively impact the health, well-being, and quality of life for thousands of medically vulnerable children and adults-in the East End and greater Houston area.

My very best,

Marcie Mir, LCSW
Chief Executive Officer
1. **Eastwood Health Center**  
   412 Telephone Rd.  
   Houston, Texas 77023

2. **Magnolia Health Center**  
   7037 Capitol St., Ste. N100  
   Houston, Texas 77011

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

4. **Southeast Health Center**  
   5901 Long Drive, Ste. 500  
   Houston, Texas 77087
OUR DEMOGRAPHICS

DEMOGRAPHICS - BASED ON 2019 UDS

Gender

- 70% Females
- 30% Males

Ethnicity

- 90.8% Hispanics
- 4.2% African American
- 3.3% Other
- 1.7% Anglo

Age

- 41% Birth - 17
- 37% 18-39
- 21% 40-64
- 1% 65+

Patients Preference by Language

- 76% Spanish
- 24% English

Patients by Healthcare Coverage

- 59% Uninsured
- 33% Medicaid/CHIP
- 7% Private Insurance
- 1% Medicare

Patient Income as % of Poverty Level

- 58% 100% & Below
- 27% 101% - 150%
- 7% 151% - 200%
- 4% Over 200%
- 4% Unknown
El Centro’s target population is the Ripley Medically Underserved Area (MUA).

The East End is designated as a Health Professional Shortage Area (HPSA) for medical and mental health providers.
OUR IMPACT

46,595
Patient visits

12,978
Number of patients served

803
Backpacks filled with school supplies distributed to elementary-aged children

4
Health Centers

1,500
Gifts distributed to local children in East End schools

1,301
Numbers of hours donated by volunteers

100
Zip codes served

699
Mammograms provided via community health partners

CATALOG TITLE
2019 Impact Report • 8
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) that 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 was recognized by the Health Resources and Services Administration (HRSA) with a 2019 Health Center Quality Leader Award and by the Better Business Bureau Education Foundation with a 2019 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 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.
**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 Primary Care**
- Well-exams
- Sick visits
- Immunizations
- Cervical cancer and colorectal cancer screenings
- Chronic disease management

**Pediatric Primary Care**
- Well-exams
- School/sports physical exams
- Sick visits
- Immunizations
- Newborn screenings
- Hearing and vision screenings
- Chronic disease management

**Adult Dental Services**
- Preventative Dental Care
- Exams/X-rays
- Cleanings
- Fillings
- Sealants
- Silver Diamine Fluoride (SDF)
- Simple Extractions
- Anterior Root Canals
- Scaling and Root Planing

**Pediatric Dental Services**
- Preventative Dental Care
- Exams/X-rays
- Cleanings
- Fillings
- Sealants
- Silver Diamine Fluoride (SDF)
- Extractions
- Stainless Steel Crowns
- Nitrous Oxide Sedation

**Women’s Health Services**
- Prenatal care
- Postpartum care
- Well women
- Pelvic ultrasounds
- 20-week anatomy scans
- Colposcopies
- Cryotherapy
- LEEP procedures
- Endometrial biopsies
- Testing for STI’s
- Pregnancy testing
- Family planning including insertion and removal of Long-Acting Reversible Contraception devices such as IUDs and implants
- Screenings for premenstrual syndrome and menopause
- Referrals for mammograms and genetic counseling
- Male newborn circumcisions
- Infertility evaluation
- Treatment routine gynecological issues and disorders
- Treatment of incontinence and other pelvic floor disorders

**Behavioral Health Services**
- Psychiatric Evaluation
- Medication Management
- Individual and Family Therapy
- Trauma Focused-Cognitive Behavioral Therapy
- Play Therapy
- Sand Tray Therapy
- EMDR (Eye Movement Desensitization Reprocessing)
- EMDR DeTUR Protocol for treatment of addictions
- DBT (Dialectical Behavior Therapy)
- Positive Parenting Support Group
WELLNESS PROGRAMS

ADULT DIABETES SELF-MANAGEMENT PROGRAM
A program that offers diabetes education classes and support groups to teach the skills necessary for the day-to-day management of diabetes.

CHILDREN’S WELLNESS PROGRAM
NUTRICIÓN CON CORAZÓN
A 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
A 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.
CENTERING® GROUPS

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.

15 CenteringPregnancy® groups
143 Participants in CenteringPregnancy®

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.

24 CenteringParenting® groups
184 Participants in CenteringParenting®
The GREEN Collaborative connects East End HISD schools with area community gardens to increase access to fresh, nutritious foods, provide support, education, and resources.

17 Gardens

303 Volunteer hours

186 Volunteers

249 Lbs. of produce harvested

4 Community Gardens

- Magnolia
- Mission Milby
- John S. Dunn
- Finca Tres Robles

13 School Gardens

**Elementary Schools**
- Briscoe
- Burnet
- De Zavala
- Franklin
- Gallegos
- J.R. Harris
- Lantrip
- Tijerina

**Middle Schools**
- Edison
- Rusk Academy
- Yolanda Black Navarro

**High Schools**
- Austin
- Milby

*Volunteer hours, volunteers, and pounds of produce harvested are reflective of El Centro’s Magnolia Garden.*
OUR PARTNERS

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

• American Cancer Society

• City of Houston’s Get Moving Houston Farmer’s Market

• East End Community Collaborative

• Episcopal Health Foundation

• Greater Houston Coalition on Social Determinants of Health

• Healthy Living Matters - Healthcare Sector Action Team

• Houston Food Bank

• Houston Independent School District (HISD)

• Houston Methodist

• Magnolia Park/Manchester Complete Communities

• MD Anderson Cancer Center

• Second Ward Complete Communities

• The Rose

• University of Houston Bounce Program

• University Eye Institute at the University of Houston
In 2019, El Centro was grateful to have 464 community volunteers donate over 1,301 hours of time, energy and effort to support its breast health education, health fairs, back-to-school events, and East End Holiday event.
12TH ANNUAL MAKING A DIFFERENCE LUNCHEON
Celebrating 25 years of serving Houston's East End

(L to R) Susan Sarofim (Community Leader Honoree), Christina Morales (Chairperson), Marcie Mir (El Centro's CEO), and Roxann Neumann (Corporate Leader Honoree)

(L to R) George Connelly, Catherine Mitchell, Daisy Morales, and Ken Janda

(L to R) Emily Mir-Oliver & Gasper Mir

(L to R) Leila Perrin and Leisa Holland-Nelson (Honorary Chairpersons)

(L to R) Christina Morales (Chairperson), Steve Pemberton (Special Guest Speaker), and Marcie Mir (El Centro's CEO)

(L to R) Mary Lynn Kallina, Gloria Luna, Diane Englet, and Sally Dwyer

(L to R) Reane Jackson and Cathy Easter (Houston Methodist)

(L to R) Council Member Robert Gallegos and John Steven Cisneros
2019 AUDITED FINANCIALS

**Assets**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tr>
<td>Current Assets</td>
<td>$3,007,674</td>
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<tr>
<td>Patient AR</td>
<td>$596,074</td>
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<tr>
<td>net allowance of Grants + other receivables</td>
<td></td>
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<tr>
<td>Grants</td>
<td>$724,754</td>
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<td>Fixed Assets</td>
<td>$4,285,544</td>
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<td>Other Assets</td>
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Total Assets: $8,615,311

**Liabilities**

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<th>Amount</th>
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<tr>
<td>Current</td>
<td>$979,480</td>
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<tr>
<td>Long term</td>
<td>$1,168,112</td>
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**Net Assets**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Current</td>
<td>$979,480</td>
</tr>
<tr>
<td>Long term</td>
<td>$1,168,112</td>
</tr>
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**Total Net Assets:** $6,467,719  
**Total Liabilities and Assets:** $8,615,311

**Statement of Operating Support and Revenue**

<table>
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<th>Revenue Category</th>
<th>Amount</th>
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<tr>
<td>Patient Service Revenue</td>
<td>$6,444,918</td>
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<tr>
<td>Grants &amp; Contracts</td>
<td>$2,806,905</td>
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<tr>
<td>Fundraising Contributions</td>
<td>$2,070,505</td>
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<tr>
<td>Other</td>
<td>$284,225</td>
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**Expenses**

<table>
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<th>Expense Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Program Services Expenses</td>
<td>$8,480,626</td>
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<tr>
<td>Management/General Expenses</td>
<td>$3,758,583</td>
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<td>Fundraising Expenses</td>
<td>$277,522</td>
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<td>Total Expenses</td>
<td>$12,516,731</td>
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<td>Change in Net Assets</td>
<td>$910,178</td>
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**2019 Cost Analysis**

- **Average Cost per Patient:** $964.64
- **Medical Cost per Encounter:** $254.76

Patient Service Income: 55.53%

Federal Funding: 19.69%

Foundation/Private Grant and Contracts: 17.83%

State Funding: 4.49%

Other: 2.46%
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<tr>
<th>Health Center</th>
<th>Address</th>
<th>City, State</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>Eastwood Health Center</td>
<td>412 Telephone Rd.</td>
<td>Houston, Texas</td>
<td>(713) 660-1880</td>
</tr>
<tr>
<td>Magnolia Health Center</td>
<td>7037 Capitol St., Ste. N100</td>
<td>Houston, Texas</td>
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