

2021 IMPACT A YEAR OF RESILIENCE & STRENGTH REPORT



El Centro de Corazón
Quality Health Care

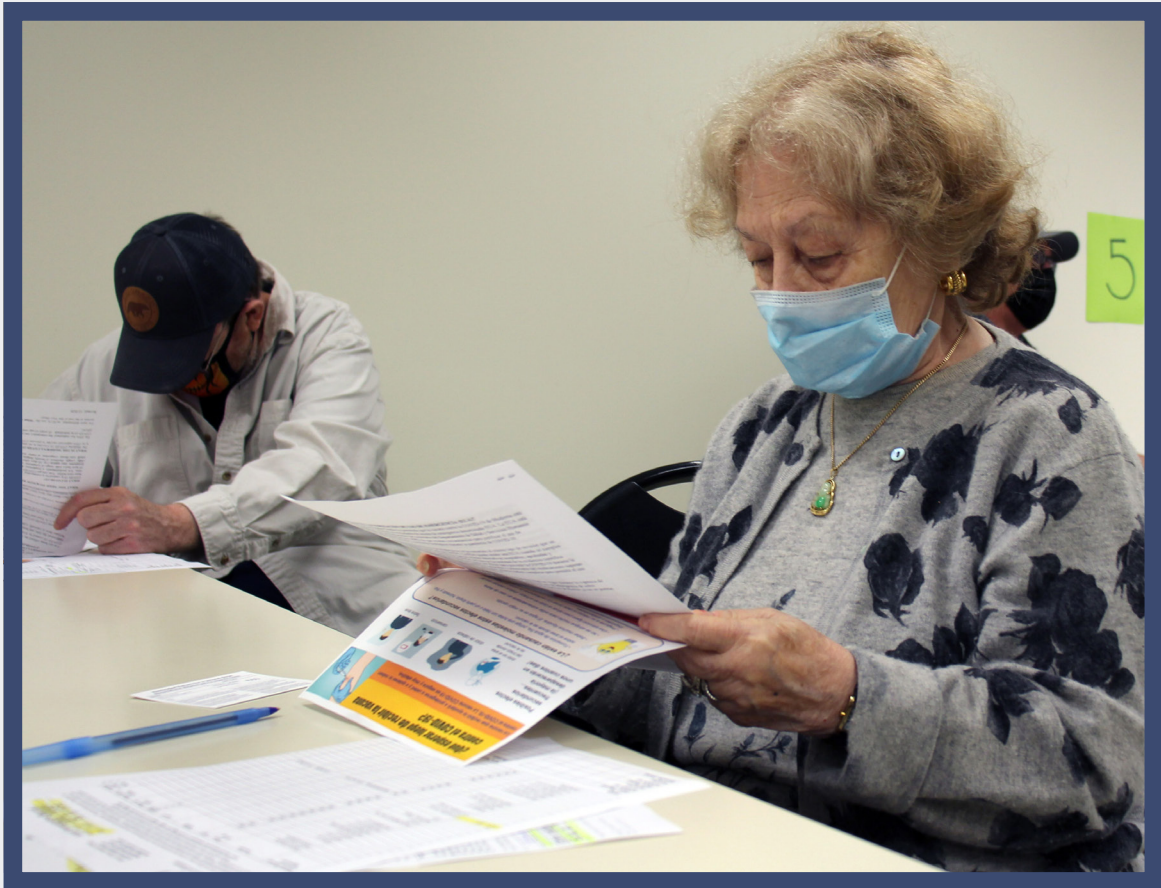


TABLE OF CONTENTS

4	ABOUT EL CENTRO DE CORAZON
6	LETTER FROM MARCIE MIR, LCSW, CEO
8	2021 HIGHLIGHTS
10	FINANCIAL INFORMATION
11	OUR PATIENTS
13	OUR IMPACT
15	OUR SERVICES
16	OUR PROGRAMS
17	OUR PARTNERS
19	COMMUNITY ENGAGEMENT & OUTREACH

ABOUT

EL CENTRO DE CORAZÓN

QUALITY HEALTHCARE, FROM THE HEART

Founded in 1994, El Centro de Corazón (El Centro) is a renowned Federally Qualified Health Center (FQHC) with three locations in Houston's East End. El Centro offers a comprehensive range of adult and pediatric health care services for the underserved, uninsured, and underinsured—including primary care and family medicine, women's health, dental, and behavioral health services. El Centro also provides ancillary services to assist patients in overcoming barriers to accessing health care. In 2021, El Centro provided direct patient care to 11,999 low income children and adults for a total of 44,644 patient visits.



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.

OUR VALUES

Community Centered
Innovative
Quality Driven
Honest
Respectful



El Centro de Corazón

Quality Health Care

BOARD OF DIRECTORS

Melissa Fisher, CPA-Retired, Chair

Michael Hinojosa, Community Leader, Vice Chair

Nike Otuyelu, Community Leader, Secretary (left 10/2021)

Poonam Chadha, Evolent Health, Secretary

Mark Van Elden, Community Health Choice, Treasurer

Mark Armstrong, Polsinelli

German Ibañez, Ibañez Consulting

Bob Longoria, Circulation Concepts

Lupe Olivarez, Jr., Community Leader

Carol Paret, Memorial Hermann Health System

Tom Perich, Hunton Andrews Kurth LLP

EXECUTIVE LEADERSHIP

Marcelle Mir, LCSW

Kavon Young, MD

Shannon Hart, RN

Vanessa McKeown, CPA

LETTER

FROM MARCIE MIR, LCSW

El Centro's primary challenge in 2021 was to continue to adjust and adapt to the evolving challenges triggered by the Covid-19 pandemic and emerging variants. In addition to doubling down on our efforts to distribute Covid-19 vaccines and boosters to vulnerable communities, we continued to provide affordable and high-quality primary and preventative care to our patients.

El Centro has pushed itself as an organization to carry out our mission with exceptional service, while adapting to the changing health care environment and needs of the community. As front-line health care workers, El Centro's employees have shown resilience and strength, ensuring that all patients—especially those negatively impacted by the pandemic and its economic implications—maintained access to primary care, mental health care, prenatal care, and although limited at times, dental care.



More than half (**55%**) of our patients live at or below 100% of the federal poverty level (\$26,500 annually for a family of four), and **about 60%** are uninsured. East End residents are disproportionately affected by obesity, diabetes, hypertension, and other chronic illnesses, all conditions exacerbated by the pandemic. Many of our patients were unable to pay for their visits because of the various losses they experienced. I am proud to say that El Centro **never** turns anyone away due to inability to pay for their care.

We exist to ensure our community is healthy. Our staff—our providers, the front office, the finance team, and the development team—have worked tirelessly to ensure this access to the highest quality of care. In 2021, our 27th year of service and 18th year as an FQHC, El Centro provided direct patient care to 11,999 low income children and adults for a total of 44,644 patient visits.

Every day, we work to achieve our goal: building a healthier community—physically, mentally, academically, financially, and spiritually. This is the foundation that El Centro was built upon, and it continues to be our driving force. With our partners and each of you, El Centro can make this vision a reality.

My very best,

Marcie Mir, LCSW
Chief Executive Officer

LOCATIONS

MAGNOLIA HEALTH CENTER
7037 CAPITOL ST., STE. N100
HOUSTON, TEXAS 77011

EASTWOOD HEALTH CENTER
412 TELEPHONE RD.
HOUSTON, TEXAS 77023

JOHN S. DUNN HEALTH CENTER
7635 CANAL ST.
HOUSTON, TEXAS 77012

2021 HIGHLIGHTS

Administered over 3,500 COVID-19 vaccines free of charge to 1,900 patients.

Tested over 1,871 patients for COVID-19. Engaged patients in over 13,538 telehealth visits across most El Centro services to accommodate COVID-19 safety protocols.

Hosted the annual Back-to-School Family Expo during which volunteers distributed over 2,000 backpacks filled with school supplies for elementary-aged children in Houston's East End.

Celebrated the annual East End Posada, reaching 130 families in need in East End area schools.

Provided 908 mammograms with the help of our community health partners: MD Anderson Cancer Center, UT School of Public Health, The Rose, and East Side Imaging.



2021

Audited Financials

ASSETS

Current Assets	\$4,466,233
Patient AR	\$751,113
Grants & Other Receivables	\$136,139
Fixed Assets	\$4,333,639
Other Assets	\$182,598

Total Assets:	\$8,799,873
Total Net Assets	\$6,993,530
Total Liabilities Assets	\$8,799,873

EXPENSES

Program Services Expenses	\$8,506,508
Management/General Expenses	\$3,412,852
Fundraising Expenses	\$279,654
Total Expenses	\$12,199,014
Change in Net Assets	(\$477,129)

LIABILITIES

Current	\$714,602
Long-term	\$1,091,741

NET ASSETS






Current	\$6,043,304
Long-term	\$950,225

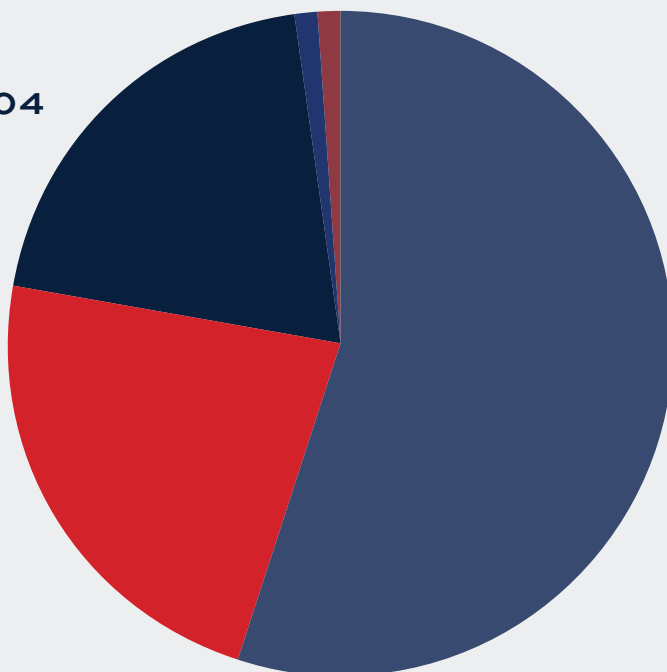
2021 COST ANALYSIS

Average Cost Per Patient
\$696.92

Medical Cost Per Encounter
\$238.37

STATEMENT OF OPERATING SUPPORT & REVENUE

	PATIENT SERVICE INCOME • \$6,404,504 55%
	FEDERAL GRANTS • \$2,723,462 23%
	FUNDING • \$2,349,417 20%
	LOCAL & STATE GRANTS • \$140,173 1%
	MISCELLANEOUS INCOME • \$104,329 1%

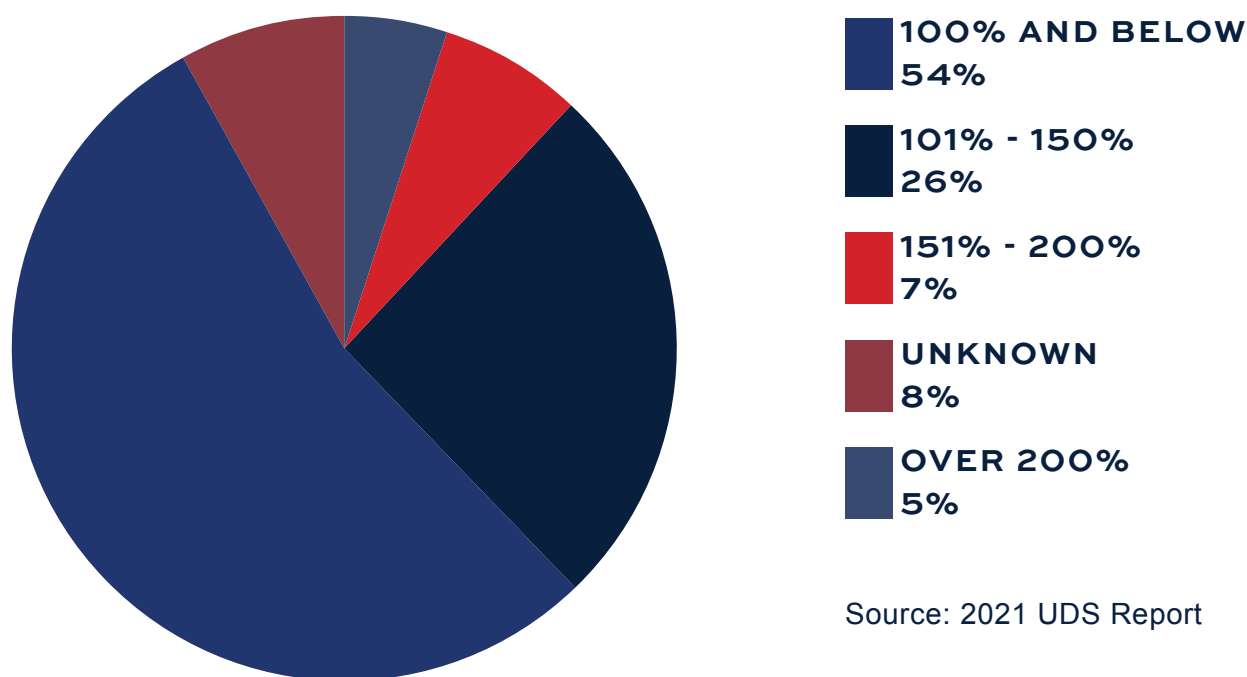


OUR PATIENTS

In 2021, 70% of our patients identified as female and 30% identified as male.

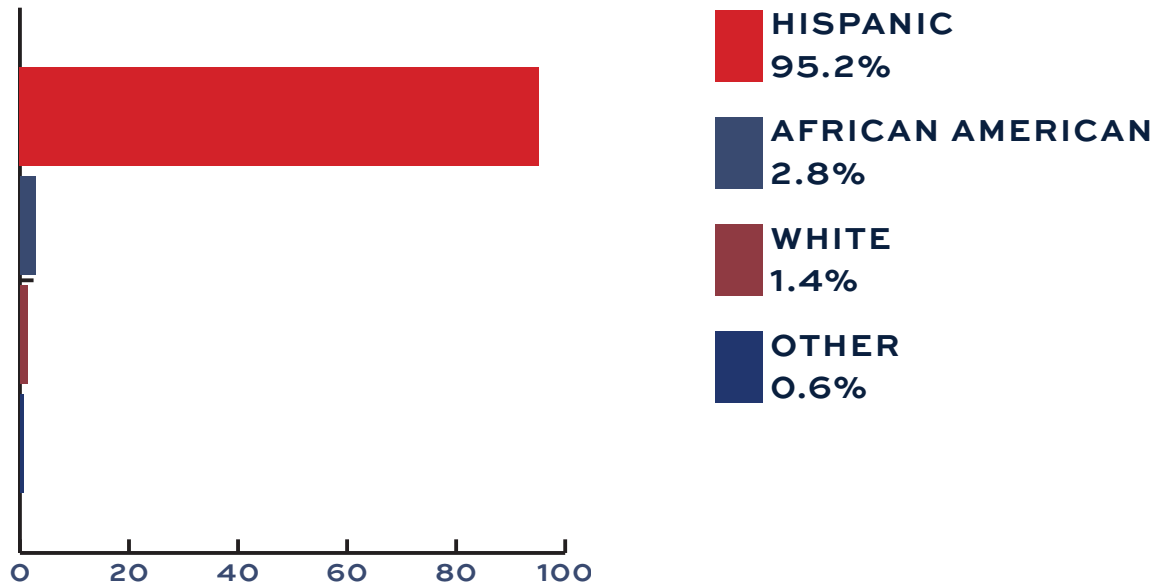
Regardless of gender, 76% of patients prefer to speak Spanish when they visit their El Centro provider. 55% of El Centro's patients are uninsured, and 87% of all El Centro patients live at or below 200% of the Federal Poverty Line.

PATIENT INCOME AS % OF POVERTY LEVEL

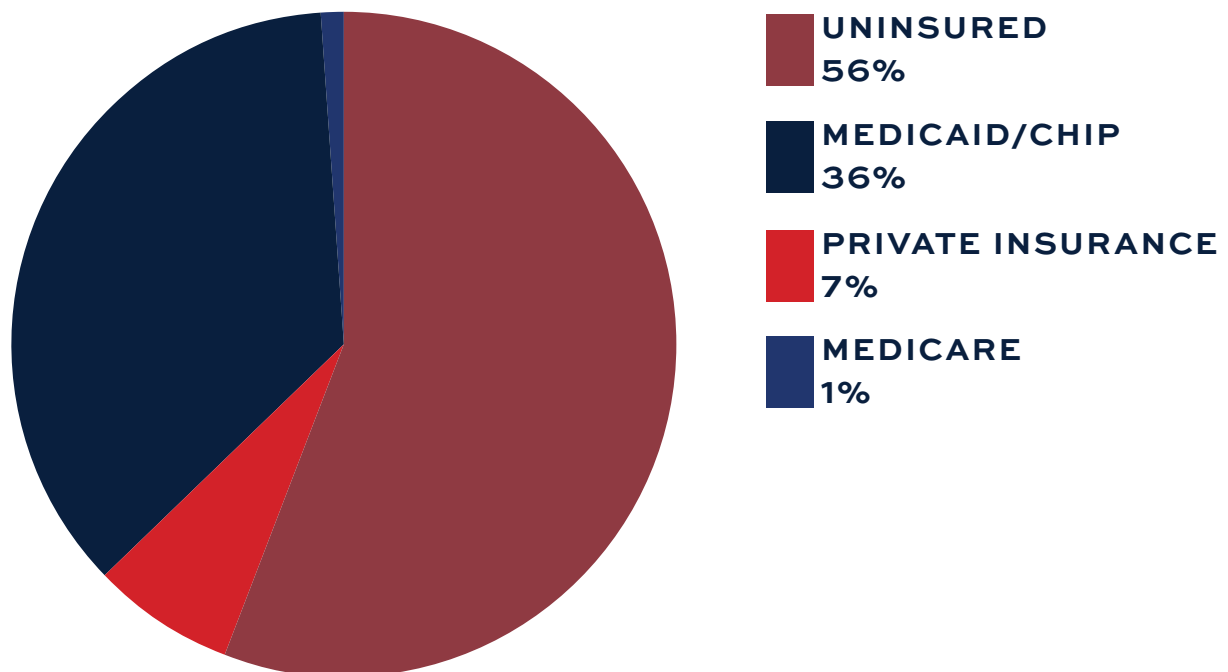


Source: 2021 UDS Report

PATIENTS BY ETHNICITY



PATIENTS BY HEALTHCARE COVERAGE





OUR IMPACT IN 2021

11,999

ADULT AND PEDIATRIC
PATIENTS SERVED

44,644

TOTAL PATIENT VISITS

106

HOUSTON-AREA ZIP CODES
SERVED AMONG OUR PATIENTS

2,000

BACKPACKS DISTRIBUTED AT
THE 2021 BACK TO SCHOOL EXPO

13,538

TELEHEALTH PATIENT VISITS
ADMINISTERED IN 2021

908

MAMMOGRAMS PROVIDED VIA
COMMUNITY HEALTH PARTNERS

3,525

FREE COVID-19 VACCINES/BOOSTER
DOSES ADMINISTERED

1,919

UNIQUE PATIENTS TESTED
FOR COVID-19



A team of 21 El Centro volunteers participated in the 2021 Making Strides Against Breast Cancer - American Cancer Society walk.

OUR 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 and Pediatric Dental Services • Preventative dental care • Exams and x-rays • Cleanings • Fillings • Sealants • Simple extractions

Eligibility Services • Our friendly and bilingual eligibility staff work with patients to assess their unique needs and explore which programs will best support those needs.



Women's Health Services • Prenatal care • Postpartum care • Well women exams • Pelvic ultrasounds • 20-week anatomy scans • Colposcopies • Cryotherapy • LEEP procedures • Endometrial biopsies • Testing for STIs • Pregnancy testing • Family planning • Referrals for mammograms and genetic counseling • Newborn circumcisions • Infertility evaluation • 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 • EMDR (Eye Movement Desensitization Reprocessing)



OUR PROGRAMS

Adult Diabetes Self-Management Program

Offers diabetes education classes and support groups to teach the skills necessary for the daily management of diabetes.

Children's Wellness Program: Nutricion con Corazon

Designed to address the prevalence of childhood obesity in our service area using a comprehensive approach. The program includes medical assessments, individualized treatment plans, one-on-one and group education classes, weight management structure, and referrals for behavioral health services with El Centro's behavioral health staff.

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.



OUR PARTNERS

**Growing healthier communities cannot be done alone.
At El Centro we build strong, lasting relationships with our
partners to leverage tools and resources that help patients
and residents in our service areas live healthy, dignified
lives with access to quality health care.**

American Cancer Society
American Health Imaging
American Heart Association
Breast Health Collaborative of Texas
Communities of Care Initiative
East Side Imaging
Growing Roots East End Network
Harris County Public Health
Houston Health Department
Houston Independent School District
Houston Medical Imaging
Houston Methodist
L.I.F.E. Houston
M.D. Anderson Cancer Center
Memorial Hermann
Mental Health America of Greater Houston
Solis Mammography
Texas Children's Hospital
The Rose
University of Houston – College of Medicine
University of Texas Health Science Center – School of Dentistry
Urban Harvest

American Heart Association donated
250 Self-Monitor Blood Pressure (SMBP) units to El Centro.
These units will be foundational for our new program Conservando Corazones, which emphasizes
self-management of hypertension.



Bank of America recognized El Centro as a #BofAGrants recipient.
Contributions like this are essential as we continue working toward being 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.

COMMUNITY

Engagement & Outreach



At El Centro, community outreach and engagement are crucial to achieving our mission and vision. Beyond raising awareness around our health care services and COVID-19 response efforts, we host a range of events:

*health fairs · food distributions · job and resource fairs
parent meetings at local schools · collaborative
partnership community meetings*

EAST END POSADA

El Centro hosted its annual East End Posada on December 11th, 2021. With the support of our generous sponsors, over **400** toys were distributed to more than **125** elementary-aged children from nearly **100** area families. El Centro also distributed many coats and **69** gift cards to East End families.

2021 MAKING A DIFFERENCE LUNCHEON

14TH ANNUAL MAKING A DIFFERENCE LUNCHEON
CELEBRATING 27 YEARS OF SERVING
HOUSTON'S EAST END

Thank you to our guests and sponsors for attending El Centro's 14th Annual Making a Difference Luncheon in September 2021. Because of your support of the Luncheon, we raised over **\$138,000** to provide quality health care to underserved children and families in Houston's East End.

We want to thank our amazing chairs Barbara Van Postman and Heidi Helton Rockecharlie, and honorary chairs Leisa Holland-Nelson Bowman, and Leila Perrin, for their tremendous work and dedication in making this year's Luncheon a success.



PLEASE VISIT OUR WEBSITE

WWW.ELCENTRODECORAZON.ORG



El Centro de Corazón
Quality Health Care

CONNECT WITH US ON SOCIAL MEDIA

FACEBOOK EL CENTRO DE CORAZÓN

INSTAGRAM @ELCENTRODECORAZON_FQHC

TWITTER @EL_CENTRO_FQHC

LINKEDIN EL CENTRO DE CORAZÓN