



El Centro de Corazón
Quality Health Care

2023 IMPACT REPORT



El Centro is at the heart of making the East End a healthy community, through affordable quality care that reaches the entire family, treating the whole person through prenatal, pediatric, and adult primary care, dental, and behavioral health services.

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ABOUT EL CENTRO DE CORAZÓN

Founded in 1994, El Centro de Corazón (El Centro) is an accomplished Federally Qualified Health Center (FQHC) with three health center locations in Houston's East End, offering a comprehensive range of adult and pediatric health care services for the underserved, which includes primary care and family medicine, women's health, dental, and behavioral health services. El Centro also provides ancillary services to assist patients to overcome barriers to accessing health care. In 2023, El Centro provided direct patient care to 12,339 low-income children and adults for a total of 47,347 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

LETTER FROM **MARCIE MIR, LCSW**

It is my joy and privilege to present El Centro de Corazón's (El Centro) 2023 Impact Report that highlights our commitment to strengthen our communities as shown by our donors, supporters, and volunteer board members, but most especially by our incredible staff. Whether they are healthcare providers, clinical support staff, or management staff, El Centro's employees are genuinely the most caring and dedicated people I have had the honor to lead and work beside as El Centro's Chief Executive Officer. Working in community health can be challenging at times; but it is also very rewarding. All these individuals work tirelessly to ensure this organization grows stronger and is better able to meet the needs of those we serve. As a result of these tireless efforts, I can report that El Centro was able to serve 12,339 patients in 47,347 visits in 2023.

As a community health center, El Centro is focused on providing whole-person healthcare, including comprehensive primary care, dental, and behavioral health services for children and adults in need in Houston's East End community. However, we must provide much more than that. Whole-person care means that we focus on those non-medical factors that impact health like food insecurity, housing, and transportation. El Centro's Community Health Workers are now part of the clinical care team to assist our patients with maximizing mainstream and community resources that address these factors. For example, I recall one of our families who lost their home to a fire and were struggling to survive; our CHWs immediately connected them to community resources for clothes, food, school supplies, and furniture. By leveraging our community partnerships, our CHWs guide patients to specialty care providers, substance use disorder treatment services, healthy food service providers, and school supplies/ backpacks during our Back-to-School expo every August.

Meeting our community's needs is what we do. When patients from the Guatemalan community in the East End who are not Spanish speaking are coming to El Centro for healthcare and other services, we engage a company to provide translation services in two of the main dialects spoken. As a result, our reputation has even spread to our patients' families and friends who reside in Guatemala. I know that we have a strong reputation here in Houston and I remember realizing that we are internationally renowned! Indeed, our patients are finding us through word of mouth because of the excellence of the services we provide to everyone who comes into any of our health centers.

The philosopher Aristotle wrote that excellence is never an accident; it is the result of high intention, sincere effort, and intellectual execution. Our staff, Board members, and community partners strive for this every day. Our patients and community who face so many obstacles in life, deserve nothing less.

El Centro's vision is to be the cornerstone of a healthier community. We are truly invested in the communities we serve. Every day we work to achieve our vision: building a healthier community – making sure that our patients are physically, mentally, academically, financially, and spiritually healthy. It is the foundation that El Centro was built upon, and it continues to be our driving force.

My very best,



Marcie Mir, LCSW
Chief Executive Officer



Marcie Mir, LCSW
Chief Executive Officer

EXECUTIVE LEADERSHIP

Kavon Young, MD
CHIEF CLINICAL OFFICER

Shannon Hart, BSN, RN
CHIEF OPERATIONS OFFICER

Shawn Yun, CPA
CHIEF FINANCIAL OFFICER

Javier Rosa-Martinez
CHIEF TECHNOLOGY OFFICER

Joe C. Fuentes, Jr. MBA
CHIEF INTEGRATION OFFICER



"My passion has always been to help the pediatric population especially those with special needs and to be involved in the family care."

Anayda Landry, MD
El Centro de Corazon.



BOARD OF DIRECTORS

Melissa A. Fisher, CPA-Retired, ***Chair***

Michael Hinojosa, Community Leader, ***Vice Chair***

Poonam Chadha, Evolent Health, ***Secretary***

Mark Van Elden, ACEC Life/Health Trust, ***Treasurer***

German Ibañez, Ibañez Consulting

Bob Longoria, Circulation Concepts

Consuelo Meza, AC FEC Life/Health Trust

Lupe Olivarez, Jr., Community Leader

Carol Paret, Memorial Hermann Health System

Tom Perich, Hunton Andrews Kurth LLP

Melanie Rodriguez, Elevate Latinas

Joseph Revira, Hunton Andrews Kurth LLP

2023 AUDITED FINANCIALS

ASSETS

Current Assets:	\$3,491,843
Patient AR (net allowance of):	\$964,989
Grants & Other Receivables:	\$414,225
Fixed Assets:	\$4,025,371
Other Assets:	\$569,292

Total Assets:	\$9,085,669
Total Net Assets:	\$6,624,787
Total Liabilities & Net Assets:	\$9,465,708

LIABILITIES

Current:	\$1,406,289
Long-term:	\$1,434,632

NET ASSETS

Current:	\$5,983,536
Long-term:	\$641,251

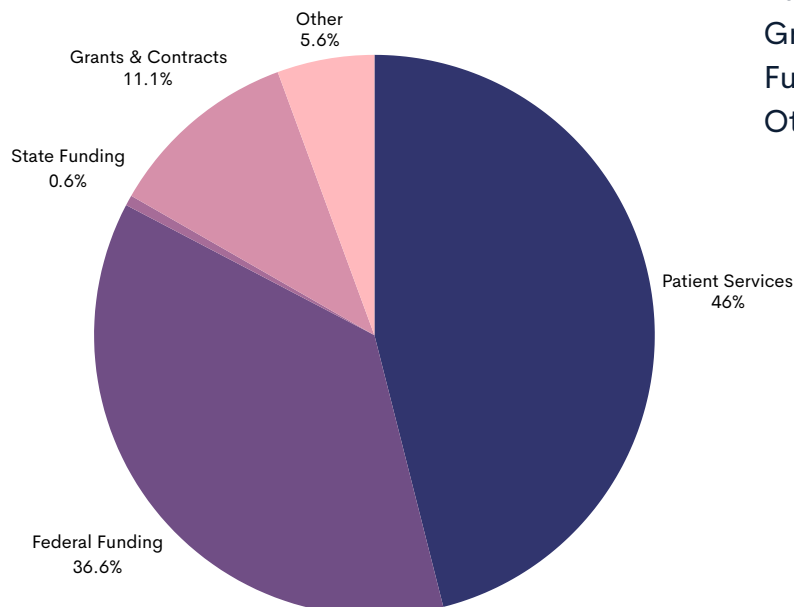
EXPENSES

Program Services	
Expenses:	\$8,564,229
Management/General	
Expenses:	\$5,951,010
Fundraising Expenses:	\$197,183
Total Expenses:	\$14,712,422
Change in Net Assets:	\$486,186

2023 COST ANALYSIS

Average Cost Per Patient	\$1,058.22
Medical Cost Per Encounter	\$275.78

STATEMENT OF OPERATING SUPPORT & REVENUE



Patient Service Revenue:	\$7,214,531
Grants & Contracts:	\$5,197,074
Fundraising Contributions:	\$1,845,949
Other:	\$39,717

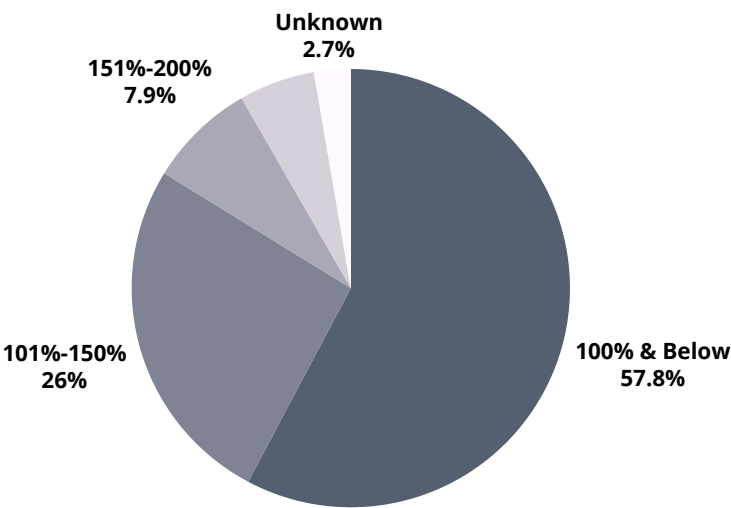
OUR PATIENTS

In 2023, around **69.7% of our patients identified as female**, and 30.3% identified as male.

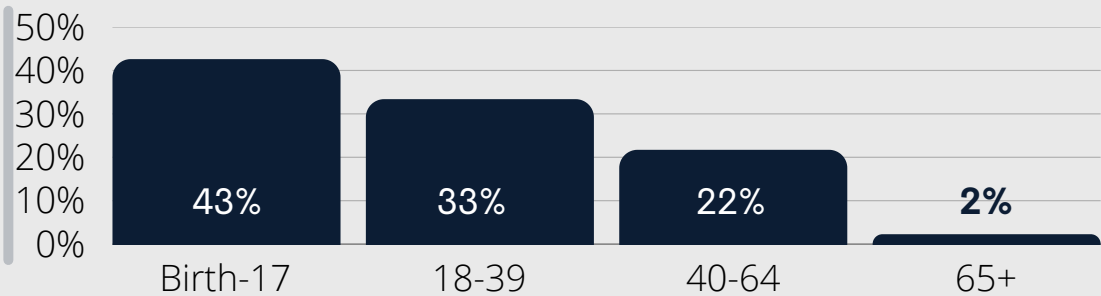
Regardless of gender, **79.5% of patients prefer to speak Spanish** when they visit their El Centro provider. 94.3% of all El Centro patients live at or below 200% of the Federal Poverty Line.

Source: 2023 UDS Report

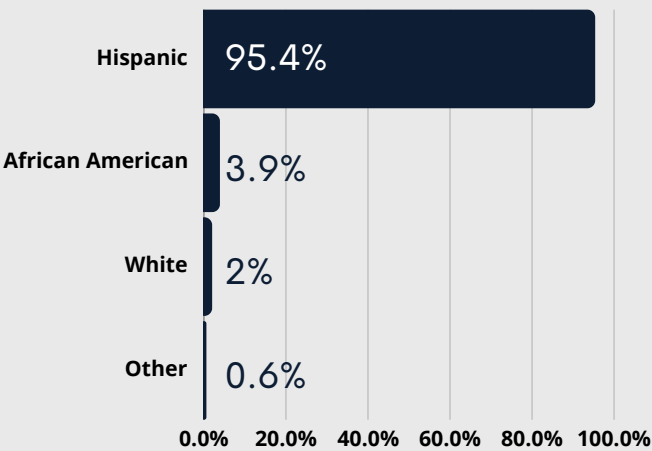
Patient Income as % of Poverty Level



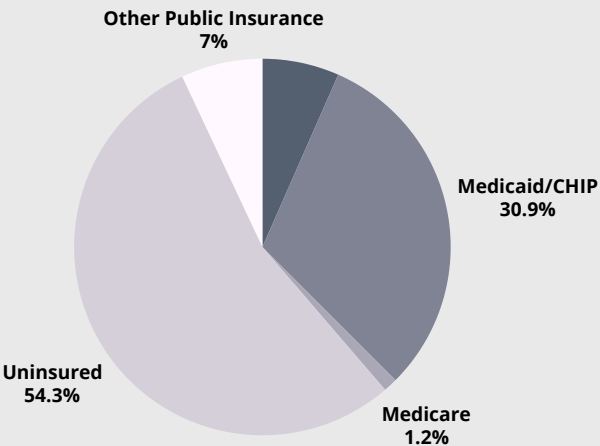
Patients By Age



Patients By Ethnicity



Patients By Healthcare Coverage



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 • Comprehensive medical care services address prevention, assessment, diagnosis, screening, and treatment of acute and chronic conditions • Referrals and follow-up of such services, documenting the referral loop is closed • Well-exams • Sick visits • Immunizations • Cervical cancer and colorectal cancer screenings • Chronic disease management including diabetes, high blood pressure, heart disease, and asthma • Healthy lifestyle education

PEDIATRIC PRIMARY CARE • Well-exams • School/sports physical exams • Sick visits • Immunizations • Newborn screenings • Hearing and vision screenings • Chronic disease management

ADULT & PEDIATRIC DENTAL SERVICES • All basic dental screenings and recommendations for preventive intervention • Oral hygiene instruction and related oral health education • Oral prophylaxis, as necessary • Topical application of fluorides (e.g., fluoride varnishes) • Application of sealants • Diagnostic screening for caries and periodontal disease • Dental x-rays • Each patient also receives a dental care bag at each visit

ELIGIBILITY SERVICES • Prior to a patient's first appointment at El Centro, our friendly and bilingual eligibility staff work with each patient to assess their unique needs and explore which programs would best support those needs.

WOMEN'S HEALTH SERVICES • Clinical assessment, management, treatment, and coordination of services and referrals to care for people planning pregnancy, during their pregnancy, during labor and delivery, and after they give birth. • Gynecological services including Annual Well-Woman exams • Ultrasounds • Testing for sexually transmitted infections • Pregnancy testing • Family planning • Premenstrual syndrome and menopause screenings. • Referrals are available for services not performed at El Centro health centers.

BEHAVIORAL HEALTH SERVICES • Address behavioral issues (mental health and substance used disorders (SUDs)) in primary, pediatric, and women's health care by providing brief interventions and pathway services (one-on-one, screenings, and group visits) • 24-hour crisis intervention for patients in need of immediate behavior health services • Screen patients ages 12 years and older for depression referring patients with positive screenings for BHS services • Virtual support groups and psychoeducation groups for children • Brief intervention, psychoeducation, and referral to community services for those with behavioral health diagnosis for SUDs. • Provided School-Based services at local elementary, middle, and high schools.



COMMUNITY ENGAGEMENT & CHW PROGRAM

Through its innovative Community Health Worker Program, El Centro realizes its vision to be the cornerstone of a healthier community by extending its care beyond its physical clinics to address social determinants of health barriers experienced by East End residents. Consisting of an Outreach team and Clinic-based team, both employ certified **Community Health Workers (CHWs)**. The outreach team encounters people in the community through community events, venues and social media efforts and connects people with needed health and social services in their communities. If the client does not have a health home and chooses El Centro, the Outreach CHW assists with the client's entry into the health center.

The Clinic-based team helps El Centro's patients navigate mainstream and community support services to maximize needed resources. This team also addresses nonmedical drivers of health such as providing bus passes to reduce transportation barriers, making appointments on behalf of patients to outside entities for those patients who cannot self-navigate, and offering translation services for Limited English Proficiency patients so that they can communicate in their preferred language. Both teams can help patients and community members with food insecurity issues access healthy, nutritious food as well as meal-planning and shopping education and guidance.



El Centro recognized its Community Health Workers with a special lunch to celebrate CHW Day and for their dedication to serving our patients and providing outreach, community education, and social support for children, adults, and families in Houston's East End.

Our Work:

- Connect patients with a referral database to appropriate resources (e.g., Social Services Resource Locators such as "211info" or "Unite Us")
- Gives patients written resources information based on a health center-maintained resources list, "My Chart"
- Provides more personalized navigation support to patients to connect directly with community resources
- Food insecurity screenings

PROGRAMS INITIATIVES

In addition to our comprehensive health care services, we also have a wide range of programs that our patients can enroll in or can be enrolled in with the recommendation of their physician.

CHILDREN'S WELLNESS PROGRAM/NUTRICIÓN CON CORAZÓN

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 education classes, weight management structure, cooking classes and/or local food shopping trips, and referrals for behavioral health services.



CONSERVANDO CORAZONES

A hypertension control initiative, to improve the health outcomes of adult patients with high blood pressure, participants are provided self-monitoring blood pressure units to increase their awareness of hypertension and how to control it through preventive care.

COMMUNITY HEALTH WORKER PROGRAM

El Centro expanded its Community Health Worker Program by linking individuals and families to needed services and mainstream and community resources.





OUR PARTNERS | STRONGER TOGETHER

Growing healthier communities cannot be done alone. 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 Heart Association
- American Cancer Society
- American Health Imaging
- Breast Health Collaborative of Texas
- Communities of Care Initiative
- East Side Imaging
- East End Communities
- Episcopal Health Foundation
- Growing Roots
- Finca Tres Robles
- Harris County Public Health
- Houston Health Department
- Houston Medical Imaging
- Houston Immigration Legal Services Collaborative - Planning Cohort
- Houston In Action
- Houston Independent School District (HISD)
- Houston Methodist
- L.I.F.E. Houston
- Magnolia Park/Manchester Complete Communities
- Memorial Hermann
- Mental Health America of Greater Houston
- M.D. Anderson Cancer Center
- Sanmore Investments
- Solis Mammography
- The Council on Recovery
- The Rose
- Texas Children's Hospital
- University of Houston - College of Medicine
- University Eye Institute at the University of Houston
- University of Texas Health Science Center - School of Dentistry

OUR IMPACT IN 2023

12,339

Family Practice
Patients Served

47,347

Total Patient Visits

5,521

Telehealth Visits



100+ Houston-area zip codes served amongst our patients



673 Screening Mammograms Referrals

316 Completed Mammograms with the help of our community health partners

305 Administered COVID-19 vaccines

142 Provided COVID-19 tests to patients (5 years of age and older)



COMMUNITY OUTREACH EVENTS

El Centro's 2023 Back to School Family Expo was another successful year with approximately 600 families in attendance. Thanks to the generosity of our sponsors, El Centro's volunteers distributed 1,200 backpacks filled with school supplies for elementary-aged children from local schools in the East End.

El Centro's annual East End Holiday Posada provided holiday toys to 800 children and their families of East End area schools.



DONOR SPOTLIGHT

El Centro's work serving people who face barriers to accessing high-quality health services would simply not be possible if it were not for our donors who genuinely care and understand the important work we do in our community.

Without donors, we would not be able to attend school functions, health fairs, and community groups to make connections with our patients.

In 2023, 11% of El Centro's revenues were from charitable gifts from individuals, corporations, and foundations. We would like to highlight three important funders:

The Root Cause Coalition

The Root Cause Coalition awarded El Centro the 2023 Health Justice Award which recognizes organizations that have successfully implemented a program or intervention to reduce health disparities in their community. The focus was on Food Insecurity/Nutrition.

The Brown Foundation

The Brown Foundation contributed to our operations, allowing El Centro to improve the well-being of the communities we serve through the provision of quality health care and the delivery of innovative programs.

The M.D. Anderson Foundation

The M.D. Anderson Foundation awarded a grant to provide comprehensive and integrated dental health to patients for annual dental care and treatment.

El Centro has been addressing community and healthcare issues for local families for over 29 years. We are committed to providing quality health care as well as addressing the social determinants of health (SDOH) in Houston's East End community which affects our patients' overall health and well-being.



16TH ANNUAL **MAKING A DIFFERENCE** LUNCHEON

Celebrating 29 Years of Serving Houston's East End

Thank you to all our guests and sponsors for attending El Centro's 16th Annual Making a Difference Luncheon. We are grateful for your support which allows us to continue to grow in the community we serve with our programs and services.

Congratulations to Event Chairs **Dr. Kelli Cohen Fein** and **Barbara Van Postman** and Honorary Chairs, **Leisa Holland-Nelson Bowman** and **Leila Perrin** who helped raise over \$120,000 for El Centro de Corazon's health centers. We would like to recognize our Title Sponsor and Community Honoree **Dr. Sippi Khurana** and Corporate Honoree, **Chamberlain Hrdlicka/George Connelly**.

A special thanks to our guest speakers, **Dr. Bob Sanborn**, President and CEO of Children at Risk, **Christy Serrano**, Program Officer at Episcopal Health Foundation, and **Cyndy Garza Roberts** who served as Emcee. El Centro is grateful to all of our generous sponsors and looks forward to seeing everyone at the next luncheon event.

2023 EVENT PHOTOS



Top Left, L-R Barbara Van Postman, Leisa Holland-Nelson Bowman, Chamberlain Hrdlicka/George Connelly, and Leila Perrin

Below Left, L-R Guest Speakers, Dr. Bob Sanborn, President and CEO of Children at Risk and Christy Serrano, Program Officer at Episcopal Health Foundation

Below Center, L-R Leila Perrin, Barbara Van Postman, Kelli Cohen Fein, M.D, Leisa Holland-Nelson Bowman, and Marcie Mir, LCSW, El Centro CEO

Top Right, L-R Barbara Van Postman, Dr. Sippi Khurana, Leila Perrin, and Leisa Holland-Nelson Bowman

Below Right, Cyndy Garza Roberts. Emcee

3 CONVENIENT LOCATIONS IN HOUSTON!

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

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

Eastwood Health Center
7635 Canal St.
Houston, Texas 77012

CONNECT WITH US ON SOCIAL MEDIA

PLEASE VISIT OUR WEBSITE
WWW.ELCENTRODECORAZON.ORG

CONNECT WITH US ON SOCIAL MEDIA
Facebook: EL CENTRO DE CORAZÓN
Instagram: @ELCENTRODECORAZON_FQHC
X: @EL_CENTRO_FQHC
LinkedIn: EL CENTRO DE CORAZÓN

