



*People's
Community
Clinic*

YEAR IN REVIEW



Founded in 1970 by volunteer nurses and doctors, PCC has pioneered a clinical model that is focused on offering care with respect and dignity to Central Texans. One out of every four people in Texas has no health insurance. People's Community Clinic provides a comprehensive, holistic approach to primary care that covers the lifespan and improves the health and well-being of our patients.

We offer the following patient services:

- | | |
|---|---|
| PRENATAL CARE | DIABETES EDUCATION
AND NUTRITION
COUNSELING |
| PEDIATRIC CARE | INTEGRATED BEHAVIORAL
HEALTH SERVICES |
| ADOLESCENT
HEALTH SERVICES | ACUPUNCTURE
FOR CHRONIC PAIN |
| GYNECOLOGY AND
FAMILY PLANNING | LABORATORY SERVICES |
| ADULT PRIMARY CARE | PHARMACY SERVICES |
| IMMUNIZATIONS | SOCIAL WORK SERVICES |
| TEEN PRENATAL CARE
AND PARENTING
(TANDEM) | HEALTH EDUCATION |
| CHRONIC DISEASE
MANAGEMENT | REACH OUT AND READ |

From the Chief Executive Officer

Our national healthcare system is in crisis and Texas leads the nation in having the highest rate of uninsured. At People's Community Clinic our mission is to improve health by providing high quality affordable healthcare for uninsured families. We have been doing this for almost 40 years. Our primary care practice is the medical home for 11,000 Central Texans and includes an extensive prenatal and pediatric program, as well as comprehensive services for adults. While these are challenging times for all of us, we are very proud of the accomplishments of the past year.

Of course for me the highlight of 2008 was the birth of my grandson, Elijah Alexander Zachary. I am pleased to report that, Eli, as we call him, is healthy. He has a supportive extended family. He is breastfed and has regular well-child check-ups. He has a medical home and a primary care provider. He has health insurance. When he started wheezing recently, there was someone his parents could call for a consultation. Unfortunately, that is not the case for many low-income uninsured parents and their children.

Last year, 870 babies were born into the clinic's practice, and we are on course to have a similar number this year. Our goal is to make sure that each of these babies comes into the world healthy. Birth outcomes for PCC's expectant mothers are excellent: 95% of the babies are of normal birth weight, meeting the Healthy People 2010 goal and besting the 2006 Texas average of 91.6%.

Well-child checks are an important part of making sure these babies stay healthy. Diseases like whooping cough, chickenpox, mumps and measles can be prevented by immunizations. With check-ups scheduled at regular intervals, minor health problems can be caught before they become serious, and complicated issues can be addressed early. One of our youngest patients recently had a newborn screening that indicated hypothyroidism. Untreated, this condition can lead to severe developmental disorders. Early detection and a daily supplement will mean that this baby will live a normal life.

PCC has long been a Central Texas leader in the care of at-risk teenagers. Overall, teenagers are much less likely than younger children to have a reliable source of medical care. The Clinic's

Center for Adolescent Health at PCC provides a combination of medical and preventive services both on-site and off-site at the LifeWorks Street Outreach Clinic, American YouthWorks, and Phoenix Academy. Teaching teens how to navigate the healthcare system and how to be good advocates for their own health is part of their care.

An investment in PCC pays off for the whole community. Each day the Clinic accepts several adult patient referrals from the St. David's Hospital Emergency Room, and these patients come to PCC with complex medical issues that can best be dealt with by having a medical home. Since many suffer from multiple chronic diseases, compounded by economic hardships, the patients under the care of our adult providers are complex and challenging. The difference the Clinic can make in their lives is enormous. It also helps limit their use of the emergency room to emergencies.

Patients find a full range of primary care medical services at PCC, all under one roof. Access to full laboratory services onsite saves patients time and assures that laboratory tests are obtained quickly. The onsite pharmacy saves patients time and money and enhances adherence in starting and completing a prescribed medication plan. Prevention services include immunizations, health education, and nutritional counseling. The Clinic also offers behavioral health counseling and social work services. Timely interventions can make a huge difference in outcomes.

As the country anxiously awaits federal intervention to save our ailing health care system, thank you for remembering that there are thousands of uninsured Central Texans who rely on People's Community Clinic for their primary medical care. The commitment of our partners and supporters ensures that the Clinic can offer healthcare with dignity and respect to thousands of Austin families.



Regina Rogoff, JD

Chief Executive Officer







Operations for 2008

SOURCES FOR REVENUE (%)

St. David's Community Health Foundation	23%	\$1,648,030
Michael & Susan Dell Foundation	4%	275,000
Topfer Family Foundation	1%	75,000
Restricted Private Grants	9%	650,621
Events and Other Fundraising	7%	523,390
Major Gifts and President's Council	2%	121,800
Council of 100	2%	143,848
Planned Giving	4%	293,273
Federal, State, County and City Grants	19%	1,382,058
Federal	4%	51,506
State	39%	538,900
City	4%	50,661
County*	54%	740,991
Medicaid/Medicare/CHIP Reimbursements	15%	1,066,299
Fees Paid by Patients	6%	394,727
Multi-Agency Collaborations	4%	316,306
Interest and Miscellaneous Income	1%	65,181
In-kind Goods and Services	3%	195,869
TOTAL		\$7,151,402

EXPENDITURES (%)

Personnel	66%	\$4,513,964
Contract Personnel	14%	961,498
Facility, Equipment and Information Systems	5%	365,344
General and Administration	5%	349,714
Laboratory and Medical Supplies	4%	288,800
Pharmacy	2%	166,672
Collaborations	2%	127,439
Development and Fundraising	1%	57,306
In-kind Expenses	3%	195,869
Depreciation	1%	87,246
TOTAL		\$7,113,852

NET SURPLUS

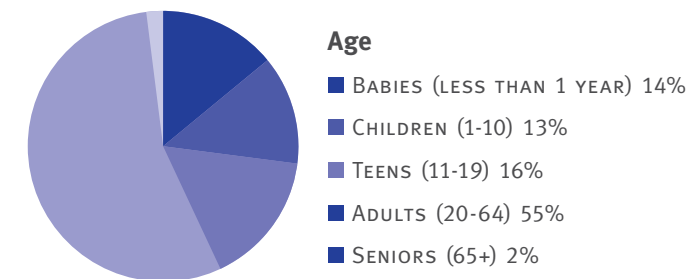
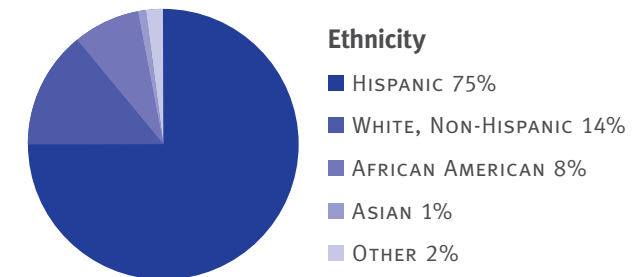
\$37,550

*Travis County Healthcare District



Patient Demographics

74% of PCC's patients report having household income at or below 100% of the U.S. Federal Poverty Level (\$21,200/year for a family of four). Another 18% report household income that is between 101% and 150% of the U.S. Federal Poverty Level. 4% have household income that is between 151% and 200% of the U.S. Federal Poverty Level.



Annual Utilization Report

All Medical Visits	2009 (PROJECTED)	2008	2007	% change 2007-2009
Prenatal	9,744	9,856	8,654	+12.60
Family Planning	10,024	9,688	8,992	+11.48
Pediatrics	9,740	9,393	8,512	+14.43
Adolescents	3,972	3,224	2,820	+40.85
Adults	14,796	13,287	11,337	+30.51
TOTAL	48,276	45,448*	40,315	+19.75

* Visits with providers totaled 35,000

Health Support Visits	2009	2008	2007	% change
Social Work	1,436	780	1,002	+43.31
Health Education	1,832	2,123	1,740	+5.3
Behavioral Health	1,088	581	690	+57.68
Laboratory Procedures	69,320	62,267	50,867	+36.28
Prescriptions*	11,168	11,804	13,720	-18.60
Immunizations†	15,272	16,611	16,624	-8.13

*Reflects introduction of inexpensive alternatives in the community

†Reflects introduction of combined vaccines



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Gifts of \$100,000 & up

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**Gifts received between January 1–December 31, 2008*

Mission & Values

Our mission is to improve the health of medically underserved and uninsured Central Texans by providing high quality, affordable health care.

The values of People's Community Clinic are to be: Patient-centered—Decisions and operations sustain and enhance patients' dignity and welfare; Caring—Relationships promote continuity of care and support patient self-care and wellness; Community-oriented—Clinic outreach efforts expand and support health care; Cost-effective—Clinic resources are utilized efficiently; Mutually respectful—We recognize and appreciate each individual's contributions to achieving the Clinic's mission and to creating a rewarding and pleasant workplace.

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