



**PEOPLE'S
COMMUNITY
CLINIC**



**2017
YEAR IN REVIEW**



VISION
People's Community Clinic is redefining the standard for high quality, holistic health care.

VALUES
Our values are...

PATIENT-CENTERED
Decisions and operations sustain and enhance the dignity and welfare of each patient.

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 the contributions of each individual to achieve the clinic's mission and to create a rewarding and pleasant workplace.

fact Texas recently placed 43rd in a national ranking of child well-being and 41st in child health.



Regina Rogoff, JD
Chief Executive Officer

MISSION

Our mission is to improve the health of medically underserved and uninsured Central Texans by delivering high-quality, affordable health care with dignity and respect.

2017 YEAR IN REVIEW

FROM THE CHIEF EXECUTIVE OFFICER: REGINA ROGOFF, JD

2017 was a year of firsts. It was the first full year that People’s Community Clinic occupied our spacious and beautiful new facility on Camino La Costa. At year end, we had seen 15,636 unduplicated patients and provided 60,751 medical encounters for a whopping 19% year-over-year increase in patients served and a 21% increase in encounters. We are all very proud. These significant gains put us well on our way to serving 20,000 patients annually, our long-term goal in pursuing the Camino expansion.

It was also the first full year that anti-immigrant policies impacted the Central Texas community causing fear among our immigrant neighbors and resulting in an increase number of missed appointments. Our staff has worked extremely hard to reassure patients that People’s is a friendly and supportive environment. I am pleased to report that the no-show rate has almost, albeit not quite, returned to its previous level.

And it was also the first year in which funding for the Children’s Health Insurance Program (CHIP) and Community Health Centers appeared to be in serious jeopardy. What was once thought of as the funding cliff for these programs, September 30, came and went and, for the first time in my experience, Congress failed to act. Fortunately, funding for both programs was ultimately restored.

And, let us not forget the meteorological disasters that befell our state and country last year. Multiple hurricanes (e.g., Harvey, Irma, Maria), each massive and causing more damage than prior year storms, displaced thousands of people from their homes. Our staff was affected and involved in multiple ways, from helping displaced family members to caring for hurricane survivors. We were glad to be of assistance when the community needed us.

As we entered the new year, the clinic’s team continued to explore ways in which we can play an even

greater role, particularly in the northeast sector of the city surrounding our new clinic. We’ve worked to develop new partnerships with community-based organizations, as well as strengthen existing connections. New partnerships have given our patients access to services that help relieve the health-harming effects of poverty, such as assistance with the Earned Income Tax Credit program and help with utility bills for patients experiencing financial difficulties, as well as partnerships directly impacting health: free Zumba classes, SNAP assistance, and free diaper distribution for babies and adults. We’re also exploring collaborations with food pantry services, transportation assistance, youth mentoring, and pregnancy and parenting classes, among an assortment of other programming options.

The organizing principle behind all of these activities is our work to fully embrace the possibilities and opportunities associated with being a Community-Centered Health Home (CCHH). As a CCHH our goal is to actively address the root causes and upstream conditions that often result in poor health (e.g., poor nutrition, substandard housing). You will be hearing more about our work on the social determinants of health in the future.

As you can tell, I continue to be extraordinarily proud of the amazing things that happen at People’s Community Clinic and am grateful for your generous support that allows us to successfully weather the temporary ups and downs and helps make all the outstanding work possible.

Regina Rogoff, JD
CEO, People’s Community Clinic

The People's Community Clinic Difference

AUSTIN MEDICAL-LEGAL PARTNERSHIP

The Austin Medical-Legal Partnership (AMLPL) assists People's patients in overcoming health harming legal barriers to wellness including poor housing, inadequate public benefits, and lack of appropriate educational support. The AMLPL integrates an experienced public-interest attorney into People's primary care team. Then, providers and other staff members can easily refer patients whose socio-legal issues may be negatively affecting their health. The attorney provides intake, advice and counsel, representation, and as appropriate, referral to pro bono attorneys. People's is proud to be a medical-legal partnership leader by providing training for staff, medical residents, and patients on legal issues affecting health.

CENTER FOR ADOLESCENT HEALTH

Although adolescents often face complex health and behavioral challenges, they are less likely than younger children to have a regular source of medical care. People's is a leader in the care of teens and at-risk youth in Central Texas. People's Center for Adolescent Health (CAH) offers medical, reproductive and preventive health services, both on and off-site. CAH is staffed by a team of health educators, social workers, nurse practitioners and physicians with expertise in adolescent medicine, working together to provide comprehensive care to this historically underserved patient population.

GOALS PROGRAM

Low-income children and teens with special developmental and behavioral health needs are eligible to participate in GOALS, an interdisciplinary program that provides ongoing assessment and support to this population. GOALS serves as a medical/behavioral health home for at-risk youth. It promotes optimal mental health, wellness and developmental functioning using a team trained in evidence-based best practices. GOALS is supported by a community advisory council that meets with area professionals to review standards and resources regarding youth with special needs.

HEALTH LITERACY

Low health literacy levels in the United States raise costs by increasing the likelihood of patients using emergency care and reducing the chance that they will use preventive care measures. Improved health literacy allows patients to achieve better health outcomes and increases their ability to effectively manage medications. People's develops and disseminates health education materials that provide clear direction to patients irrespective of their literacy levels.

INTEGRATED BEHAVIORAL HEALTH SERVICES

At People's, helping patients manage depression and mental health issues is a team effort. The Integrated Behavioral Health Program uses a collaborative care model in which a primary care provider, social worker, and consulting psychiatrist work together to address a patient's mental health issues within the primary care setting. Patients are screened for symptoms of depression and anxiety, and treated using evidence-based approaches to counseling.

NUTRITION AND BREASTFEEDING COUNSELING

People's offers nutrition counseling services to clinic patients, from newborns to adults. Studies demonstrate that breastfeeding is healthier than formula feeding for both babies and moms. Breastfeeding protects infants from infection and helps lower a child's risk of developing asthma and obesity. Mothers who breastfeed have lower risks of developing ovarian and breast cancer. There has been a certified lactation counselor on staff since People's began its breastfeeding counseling program in 2009. Of People's pediatric patients, 87% are receiving breast milk at two weeks of life, which is higher than the national average. Other nutrition education services include one-on-one sessions and group classes that promote healthy eating, diet support for chronic disease management (e.g., hypertension, diabetes and hyperlipidemia), and nutritional guidance for women before and during pregnancy. The clinic also collaborates with local agencies that advocate for healthy eating habits and promote disease prevention through healthy eating.

PRENATAL CARE

The goal of our prenatal care team is to ensure that People's babies come into the world healthy, at optimal birth weights, and that mothers remain healthy before, during and after pregnancy. We are proud of our outstanding birth outcomes. Babies born at normal weights have significantly fewer complications and lower risks for morbidity and mortality. The percentage of People's babies born in 2017 at healthy weights was 93%, exceeding state rates.

TANDEM TEEN PRENATAL & PARENTING PROGRAM

Texas consistently has one of the highest repeat teen birth rates of all states, according to the National Center for Health Statistics. People's leads a multiagency collaboration designed to reduce the risk of subsequent unplanned pregnancies in Travis County. A second birth during the teen years greatly increases negative social, educational and health consequences for both young mothers and their children. Tandem connects pregnant teens with resources that address their individual needs, such as medical, educational and psychosocial services through the first three years of their baby's life. Through intensive case management, direct

access to family planning, parenting education and mental health services, the Tandem program has been particularly successful in keeping teens on track to achieve their goals. Tandem clients had an average repeat birth rate below 5% in the past five years, compared to a statewide rate that hovers between 19% and 22%.

PARTNER SITES

Through community partnerships, People's offers primary healthcare, immunizations and other preventive health services to vulnerable populations at three partner sites. People's has two clinics with SAFE (Stop Abuse for Everyone), where People's provides medical care to help abuse survivors and their children build healthy, self-sufficient futures, and SAFE/Austin Children's Shelter at Rathgeber Village Campus, where People's provides primary medical care to infants through age 22 experiencing abuse, neglect or abandonment. People's is also partnered with Integral Care and Manor ISD to ensure students attending Manor ISD have access to high-quality primary and behavioral healthcare. These services are offered at the Manor Mustang Health Center located on the grounds of Manor New Tech Middle School.

fact

1 out of every 6 Texans is uninsured, the highest rate in the country. More than 4.3 million Texans, including 623,000 children, have no health insurance.



DEAR NURSE CANDICE: LETTER FROM A PATIENT

Dear Nurse Candice,

I appreciate your call yesterday regarding my lab results. You have always gone above and beyond what is required, not merely to take care of me, but to give me the best possible care. It has long been clear to me that it is the nursing staff who hold up the structure of any medical practice. You, however, have gone beyond these noble and intelligent yet normal practices, to encourage me wisely to take significant preventative measures, with your many persistent letters and calls. I am writing not compliments, but facts. For your care over the years, usual and extraordinary, I am very grateful.

Since about 1970, The Free Clinic—now People’s Community Clinic—has given me essential, economical, superior medical attention—care which I could not have paid for in a private setting, which would not have matched the standards of PCC anyway. My physician was stern but caring in his demands that I improve my lifestyle. I will always appreciate him.

More recently I have grown to value greatly the Clinical Director, her patient and informative communications with me. As I have written and repeated to him many times in my 66 years, including almost four in medical school, I have never found a finer, more compassionate, wiser or more knowledgeable, more unassuming and more truly helpful provider than my physician at People’s. Consistently giving his time and wisdom during my visits, he has also gone far beyond what is expected, taking the time to write me numerous letters with exhortations and directions to act preventively. He is as fine a gentleman as he is a physician.

I am fortunate to have lived in great poverty over the last 43 years, in that it qualified me as a patient at People’s Community Clinic, even at times when I had nothing at all. It is clear that your office spends a great deal of time maintaining currency in your practice, in reviewing patients’ records, in conferring about best courses of action, and in communicating the resultant directives to them. Service to others is the noblest of callings; your office and People’s Clinic have thus achieved nobility. Thank you sincerely, Nurse Candice, thanks to all of you.

With my very best wishes,
Frank Smith*



Candice Trulson, RN
People’s Community Clinic

“ I am fortunate to have lived in great poverty over the last 43 years, in that it qualified me as a patient at People’s Community Clinic, even at times when I had nothing at all. ”

*—Frank Smith**

(*Name has been changed to protect patient privacy)

People’s Community Clinic Leadership Councils

Members of our leadership councils, President’s Council and Council of 100, form the foundation of our annual support. Their generosity and dedication ensures the long term sustainability of the clinic, so that we’ll always be here when patients need care.

President’s Council – annual gift of \$5,000 +

Council of 100 – annual gift of \$1,000 +

Patient services

| |
|--|
| Acupuncture |
| Adolescent health |
| Adult primary care |
| Chronic disease management |
| Diabetes education |
| Health education |
| Immunizations |
| Integrated behavioral health |
| Laboratory procedures |
| Lactation counseling |
| Nutrition counseling and cooking classes |
| Pediatric care |
| Pharmacy/prescription assistance |
| Prenatal care and reproductive health |
| Social work |

How your gifts help our patients...

| | |
|---------|---|
| \$135 | vaccinates 10 mothers or fathers against the flu |
| \$250 | helps prevent cervical cancer in 1 teen |
| \$350 | provides a long-acting reversible contraceptive for 1 woman |
| \$600 | ensures 2 infants get their well-baby checkups |
| \$1,000 | protects 5 grandparents against shingles |

Gifts of \$4,000,000 +
St. David’s Foundation

Gifts of \$250,000 +
St. David’s Medical Center
Episcopal Health Foundation
Michael & Susan Dell Foundation

Gifts of \$50,000 +
David Newberger
Dr. Henry Renfert, Jr. Fund

Gifts of \$20,000 +
Colon Cancer Coalition
Philip S. and Christine L. Dial
The Moody Foundation

Gifts of \$15,000 +
The Elizabeth Crook & Marc Lewis Foundation
Federal, State, and Local Employee Giving Campaign
Donald D. Hammill Foundation
The KLE Foundation
Nona Niland
Shield-Ayres Foundation
Women’s Fund of Central Texas
Lola Wright Foundation

Gifts of \$10,000 +
David Garcia & Assel Kassainova
Haven Financial Advisors
Sarah Heather
Jastrow Foundation
Joan & Jeff Lava
McBee Family Foundation
Peggy O’Shaughnessy
Quest Diagnostics
Alice Kleberg Reynolds Foundation
Nancy Scanlan
Marina Sifuentes
SXSW Community Fund
Tried and True Foundation
Wheatsville Food Co-op
Mary & Howard Yancy

Gifts of \$5,000 +

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 Karen & Brian Burgess
 Christine & James Cowden
 Emerson
 Michael Esposito
 Stefanie & Stephen Griffith
 Balie & Beverly Griffith
 Linda Haines
 Ingrid Schmidt & Walter Hennigan Jr.
 Jacob and Terese Hershey Foundation
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 Mary Ellen & John Nemetz
 Bettye & Bill Nowlin
 JoRel & Jack Nye
 Janis & Joe Pinnelli
 SAFE Alliance
 Claire & Carl Stuart
 Texas Council on Family Violence
 Cathy and Dwight Thompson Foundation
 UBS Financial Services
 Kandi & Dirk Van De Graaf
 The Kintzel Family Charitable Fund
 Mary Walker
 John Warren Jr.
 Kim & Eric Weidmann
 Stephanie & Bill Whitehurst
 Amy Wilson-Janice

Quality Awards

People’s Community Clinic was recognized by the U.S. Department of Health and Human Services for exceeding federal health center standards in 2017. Specifically, People’s has exceeded standards for Improving Quality of Care, Advancing Health Information Technology (HIT) for Quality, and Achieving Patient-Centered Medical Home (PCMH) Recognition.

| Quality Measure | Description |
|--|--|
| Electronic Health Record Reporters | Employed EHRs to report on all clinical quality measures (CQM) data for all of the health center’s patients. |
| Clinical Quality Improvers | Demonstrated at least a 10% improvement in one or more CQMs between 2016 and 2017. |
| Health Center Quality Leaders | Achieved the best overall clinical performance among all health centers and placed in the top 30%. |
| Advancing Health Information Technology for Quality | Recognized health center that utilized HIT systems to increase access to care and advance quality of care. |
| Patient-Centered Medical Home (PCMH) | Achieved PCMH designation for service delivery sites. |

BECKY BEAVER, JD Foundation Board of Trustees

“Since my first season on the board in 2009, I observed so much heart at People’s. From doctors, nurses and other medical staff to educators and administrative staff, everyone has a special excitement and passion for the work they do. As the Central Texas area expands and we face new challenges, I know People’s will continue to set the bar high for compassionate and competent care. People’s Community Clinic is as much a part of this city as live music and Longhorns.”



fact

In 2017, People's Community Clinic saw a 19% increase in patient visits, attributed largely to expanded capacity in the new building.

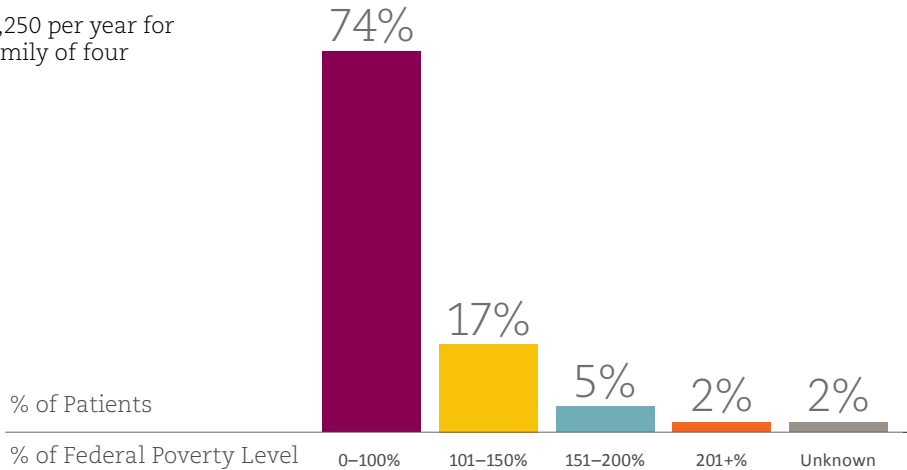


Patient Demographics

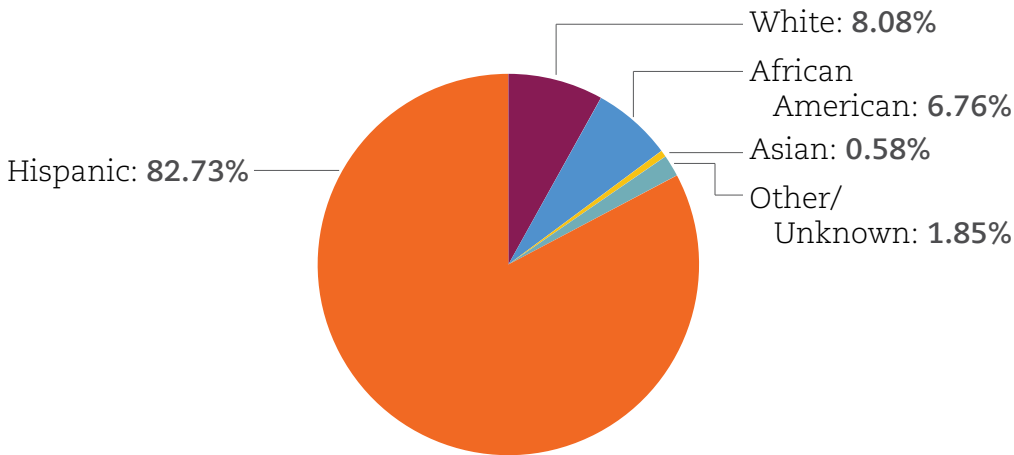
Household Income

by Percentage of Federal Poverty Level*

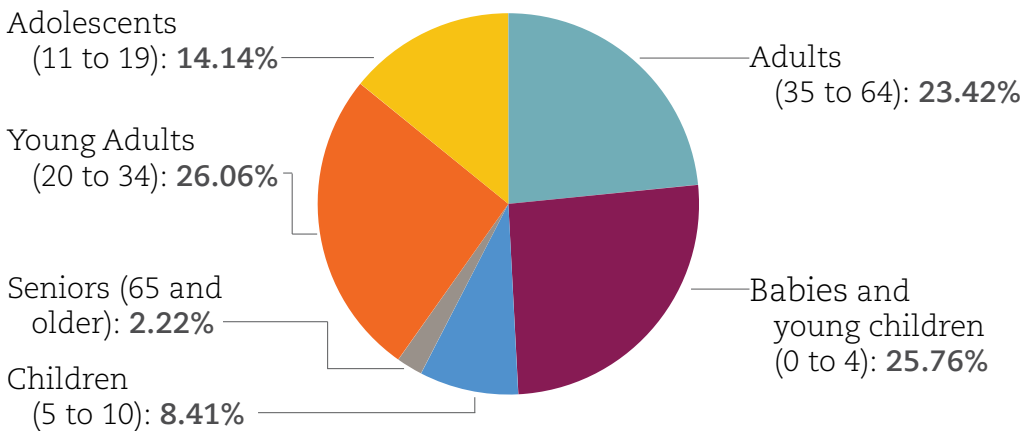
*\$24,250 per year for a family of four



Ethnicity



Age



Gifts of \$2,000 +

- Alamo Drafthouse Cinema
- Evelyn & Jeffrey Angelovich
- Applied Materials
- Austin Regional Clinic
- Bank of America
- Sheila & Daniel Beckett
- Carla Blumberg
- Mary Bowden
- Becky & Michael Bullard
- LuAnn & Anthony Bundrant
- The College of Health Care Professions
- Steve Crow
- Julie & John Cutrer
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- Dell Medical School at The University of Texas at Austin
- Dell, Inc.
- EngenderHealth
- EquiStar Wealth Management LLC
- ExxonMobil
- Farabee Fund
- Marialice & Dillon Ferguson
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- Henna Chevrolet
- Charlotte Herzele
- William Hopkins
- Catherine & Clay Levit
- Judy & Bruce MacKenzie
- Karen Macko
- Janet McCullar Vavra
- Mary McDowell
- Susan McDowell & Bob Elder
- Sally & Mitchell McFeron
- Ann McGinley

Annual Utilization

| MEDICAL CARE VISITS | 2016 | 2017 |
|-----------------------------|---------------|---------------|
| Prenatal | 11,427 | 12,686 |
| Family Planning | 4,717 | 4,671 |
| Pediatrics | 15,385 | 19,317 |
| Adolescents | 4,291 | 6,329 |
| Adults | 14,324 | 17,746 |
| TOTAL MEDICAL VISITS | 50,144 | 60,751 |

| HEALTH SUPPORT SERVICES | 2016 | 2017 |
|--|---------|---------|
| Behavioral health + social work | 2,393 | 2,846 |
| Chronic disease management + nutrition | 3,205 | 3,489 |
| Health education | 3,729 | 3,796 |
| Lactation/Breastfeeding Counseling | 415 | 862 |
| Lab services | 111,856 | 144,794 |
| Immunizations | 25,827 | 44,955 |





Keegan Warren-Clem, JD

*Eva**

Daphne Wilson, JD

Eva* had one too many scares. For months, she and her 6 children suffered from chronic respiratory issues. Her youngest, two-year-old Ana Maria*, was in the worst shape. After rushing Ana Maria to the emergency room for the third time, Eva came to People’s looking for relief. They met with multiple pediatric specialists, each looking for the root cause of the family’s illness.

It became clear that an unsafe living condition, particularly mold, was endangering the family’s health. For help, the physicians called on Keegan Warren-Clem, JD, an attorney at the Austin Medical-Legal Partnership (AMLP), housed onsite at People’s Community Clinic.

The AMLP recognizes that good health depends on many factors outside of the exam room. Social and legal determinants of health – like housing and work conditions, or barriers to receiving disability benefits – effect health in important ways, sometimes even more than the clinical care they receive. Often, a legal intervention is needed to address these health-harming situations. As part of the AMLP, attorneys are housed at People’s, and patients are referred to attorneys if they need legal help to improve their health.

Keegan learned that rains from Hurricane Harvey had flooded the family’s apartment, but property managers had not addressed the resulting mold infestation. Mold in the walls, floor, and furniture had contributed to debilitating – and dangerous – respiratory problems.

With Keegan’s help, the family took the apartment owners to court, which forced them to address the sub-standard conditions. As a result, the family was able to move to a new, clean apartment. The children’s health issues resolved slowly, and Eva’s family began the process of healing – this time, in a home with fresh air.

*(*Name has been changed to protect patient privacy)*

Operations for 2017

| SOURCES OF REVENUE | 2017 | % |
|--|---------------------|---------------|
| Governmental and Quality Incentive Programs | \$2,834,676 | 13.9% |
| Patient Services | 9,690,844 | 47.4% |
| Grants, Fundraising, In-Kind Donations, and Other | 7,902,192 | 38.7% |
| TOTAL REVENUE | 20,427,712 | 100.0% |
| EXPENSES | | |
| Personnel and Contractual Services | 15,576,768 | 74% |
| Patient Related Supplies and Services | 2,770,851 | 13% |
| Facility, Equipment, Depreciation | 2,173,202 | 10% |
| Administrative and Fundraising | 652,871 | 3% |
| TOTAL EXPENSES | 21,173,692 | 100% |
| Operating Loss | (745,980) | |
| Other Income— Investment return | 5,217 | |
| Deficiency of Revenues over Expenses | (740,763) | |
| Net assets released from restriction used for purchase of property and equipment* | 158,543 | |
| Decrease in Unrestricted Net Assets | (582,220) | |
| ASSETS | | |
| TOTAL NET ASSETS | \$24,644,322 | |

Gifts of \$2,000 +

Burton Meador & Karol Griffiths
Mission Capital
Moshana Foundation Fund for
the People's Community Clinic
The Neavel Family
Michael & Nancy Ohlendorf
Carolyn Oliver
Judy & Ed Parken
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Prosperity Bank
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Reed, Claymon, Meeker &
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Sabrina & Bill Streusand
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Gifts of \$1,000 +

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Susan Moffatt & Nick Barbaro
Barbara Barron
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BBVA Compass
Russell Bennett
Victoria Beynon
Robert Boney

*In 2017, a \$158,543 investment in the construction of the new clinic was received. The costs related to this investment were incurred in 2016.

Gifts of \$1,000 +

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Susan Bradshaw
Kim Britt
Steven Britt
Sarah Buss
Jane & Ned Carnes
Leslie Carruth
Grayson Cecil
Central Texas Medical Orchestra
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Anita & William Cochran
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Valerie & Sam Dunnam
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Church of Austin
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Ragini & Harish Gandhi
Lori Lyn & Kenneth Gates
George Gau
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Dionne Green
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Paula Hern
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People's Board of Directors

“As a practicing physician in Austin, I am acutely aware of the need for quality healthcare in our community. Sadly, Texas has the largest number of medically uninsured people in the country. We are so lucky to have a clinic like People’s— a place where anybody can receive care, where they will be treated with respect, and in modern facilities. I am always impressed with the work of People’s dedicated staff, and am proud to serve as a Board member.”



Gifts of \$1,000 +

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The Warburton Family Foundation
Laura & Brian Weylie
Beth Gross & David Wolfe
Jodi & Fred Zipp



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Austin, Texas 78752
Phone: (512) 478-4939

Development Office
Phone: (512) 684-1722

Founded in 1970 by volunteer nurses and doctors, People's has pioneered a clinic model that is focused on delivering the right care, at the right time, cost-effectively. One out of every six people in Texas has no health insurance. People's Community Clinic offers a solution, providing high-quality, affordable, healthcare to Central Texans in need.

Design by **Digital City Designs**

Photography by Kelly West



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