In 2019, 64% of our pediatric patients were fully immunized, compared with 40% at other community health centers.

VISION
People’s Community Clinic is redefining the standard for high-quality holistic healthcare.

VALUES
Our values are to be …

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 healthcare.

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 create a rewarding and pleasant workplace.
MISSION

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

2019 YEAR IN REVIEW
FROM THE CHIEF EXECUTIVE OFFICER: REGINA ROGOFF, JD

There’s an old axiom that says that change is the only constant. Today, it seems especially true. As we closed out 2019, we never imagined that months later we would be in the midst of a pandemic or that all aspects of our lives would be turned upside down. Nor could we have imagined how People’s Community Clinic would be transformed and rise to the occasion. What we knew then and know now is that People’s was and continues to be a resilient and strong organization.

So what does it mean to be PCC strong? It means that in 2019, our clinicians treated 18,564 patients, providing 71,853 medical encounters, a 57% increase since opening the Camino La Costa clinic in 2016.

It means that in 2019, People’s Community Clinic was recognized for its clinical outcomes as among the top 10% of all community health centers nationwide and designated by the Austin American-Statesman as a Top Workplace!

And with a focus on the board-adopted Strategic Goals (Expanding and Enhancing Clinic Services, Building Upon Patient- and Community-Centered Health Home Models, Maximizing Clinic Resources, and Assuring Financial Stability and Sustainability), People’s successfully initiated a variety of creative programs and services.

Our first dentist began work in 2019. Operating with a dental hygienist and two assistants out of a refurbished van donated by St. David’s Foundation, and with its financial support, People’s began providing adult dental care to patients. Many of these patients had gone years without even routine care. We plan to grow this program over time.

We started an innovative multidisciplinary Integrative Pain Management Program focused on relieving the chronic pain that often triggers opioid abuse. The program is based on patients’ preferences and integrates numerous services offered at People’s, including behavioral health counseling, nutrition, exercise, acupuncture, substance use treatment, and our Medical-Legal Partnership. Central to this program are group medical visits, which focus on education, self-management, and peer-to-peer connection. At the end of 2019, plans were in place to add a massage therapist and yoga therapy.

This was the year People’s introduced a new Intensive Diabetes Clinic to help our patients living with the disease. Over a four-month period, patients meet monthly with a physician, a chronic disease management nurse, and a dietitian. Patients who “graduate” from this program achieve excellent success in the management of their disease.

People’s also began the work of implementing a trauma-informed model of care at our Center for Women’s Health.

In 2019, the clinic conducted a needs assessment of Travis County in order to inform future growth planning activities. After multiple pilots, People’s initiated use of a screening tool the clinic had developed to assess social determinants of health in our patient population. This data helped inform the introduction of other new programs, including a weekly on-site farmers’ market in collaboration with FarmShare.

As part of the clinic’s pre-COVID-19 community engagement strategy, our Community-Centered Health Home team deployed a Community Health Worker to assist patients with their healthcare needs at home. Twenty staff members were trained as Volunteer Voter Registrars, and an Outreach Worker was hired to help educate patients about the importance of the census and assist those who requested help in completing the survey.

Sadly, nearly all of these new and expanded programs and services, as well as several others, were temporarily suspended or modified as our staff pivoted to provide COVID-19 care and testing to our patients. New protocols and procedures have been adopted to protect both staff and patients, and telehealth/telemedicine services have been initiated to assure patient access. Even in the face of the coronavirus pandemic, our resilience has ensured continued success in providing high-quality, affordable care with dignity and respect. We are PCC strong!

Sincerely,

Regina Rogoff, JD
Chief Executive Officer
MEDICAL-LEGAL PARTNERSHIP

The Medical-Legal Partnership (MLP) 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 MLP integrates experienced public-interest attorneys into the clinic’s primary care teams so providers and other staff members can easily refer patients whose socio-legal issues may be negatively affecting their health. Attorneys provide intake, advice and counsel, representation, and, as appropriate, referral to pro bono attorneys. People’s is proud to be a leader in this area, providing training for staff, medical residents, and patients on legal issues affecting health.

CENTER FOR ADOLESCENT HEALTH

The Center for Adolescent Health (CAH) at People’s focuses on youth ages 10 to 24. The CAH is a leader in providing innovative care for this population. The team is comprised of fellowship-trained adolescent medicine physicians, other adolescent-friendly physicians, nurse practitioners, nurses, medical assistants, social workers, health educators, and more. Youth receive physicals, immunizations, reproductive health assessments, behavioral health referrals, chronic disease management, and sick care. Beyond providing medical care, the CAH engages adolescents in a myriad of ways through community events, an Adolescent Resource Room, and its Youth Advisory Council.

GOALS

The GOALS Program serves at-risk children and teens ages 4 to 19 who experience developmental and behavioral health concerns that affect their school success. The interdisciplinary program combines the support of physicians, schools, counselors, social workers, and program coordinators to promote optimal mental health, wellness, and developmental functioning. GOALS is supported by a community advisory council that meets with area professionals to review standards and resources regarding youth with special needs. GOALS patients receive ongoing assessment and support from their team to promote optimal well-being.

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 regardless of their literacy level.

INTEGRATED BEHAVIORAL HEALTH SERVICES

At People’s, helping patients manage depression, anxiety, and post-traumatic stress disorder is a team effort. The Integrated Behavioral Health Program uses a collaborative care model in which a primary care provider, a clinical social worker, and a consulting psychiatrist work together to address a patient’s mental health issues so that they can be safely treated within the primary care setting. Patients are screened for symptoms of depression and anxiety and treated using evidenced-based psychotherapy and medication, if needed.

NUTRITION AND BREASTFEEDING COUNSELING

People’s offers nutrition counseling services to clinic patients, from toddlers to adults. 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. To give moms and babies the best start, People’s offers the expertise of a full-time certified Lactation Consultant. As a result of these dedicated efforts, 80% of the clinic’s pediatric patients are breastfeeding at two weeks of life, higher than the national average. For wider advocacy, the clinic also collaborates with local agencies that promote disease prevention through healthy eating and provide additional breastfeeding support.
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 2019 at healthy weights was 95%, exceeding the state average.

TANDEM TEEN PRENATAL & PARENTING PROGRAM

Texas consistently has one of the highest repeat teen birth rates in the country, 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 and parenting teens with resources that address their individual medical, educational, and psychosocial services needs through the first three years of their baby’s life. Tandem serves both young mothers and fathers. Through intensive case management, direct access to family planning, parenting education, and mental health services, the Tandem program has been particularly successful in reducing the repeat pregnancy rate of participating teens to below 5% in the past five years, compared with a statewide rate that ranges between 19% and 22%.

PARTNER SITES

Through community partnerships, People’s offers primary healthcare, immunizations, and other preventive health services to vulnerable populations at two partner sites. At the SAFE/Austin Children’s Shelter at Rathgeber Village campus, People’s provides primary medical care to infants and youth through age 22 experiencing abuse, neglect, or abandonment. People’s also partners with Integral Care and Manor ISD to ensure students in the district 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.

People’s saw a 7% increase in patients from 2018 to 2019—a total of 18,564 patients served.
A SMILE FOR GUADALUPE

For months, Guadalupe feared going to the doctor. First, there was the cost. As a childcare worker, her paycheck wouldn’t cover expensive medical bills. Then, there were the alarming symptoms—fatigue, blurred vision, insatiable thirst, numbness in her feet. She worried that the disease that had killed several of her family members was beginning to affect her too.

Eventually, Guadalupe’s sister Marina grew so concerned that she made a visit to Austin.

“She was sick, very sick, and with our family's history of diabetes, I knew that she couldn’t wait anymore to get help,” said Marina.

Marina searched for an affordable option for her sister and, fortunately, found People’s. The diagnosis was what they feared—type 2 diabetes—and with very high blood sugar levels, Guadalupe’s unmanaged condition could’ve led to kidney failure and, eventually, death.

“We were at my first appointment when Dr. Brode told me I was diabetic,” said Guadalupe. “He showed me the little black bag—you know, where you take your blood? I had seen it in the family for a lot of years, and that’s when we both got real emotional.”

Marina vowed that they would get through it together and that Guadalupe would get healthy.

People’s Chronic Disease Management team worked closely with Guadalupe to give her the information she needed to make diabetes-friendly food choices, schedule appointments around her work hours, optimize her medication dosage, and help her monitor blood sugar levels. The team also offered support through phone calls and in-person visits.

Now a year into her treatment at People’s, Guadalupe’s health is remarkably improved. Her blood sugar levels are within normal range, she has more energy to care for the kids at her job, and she is no longer afraid to go to the doctor.

The biggest surprise? Guadalupe’s smile is back, literally and figuratively. After learning about People’s Dental Program, she asked for a referral; diabetes had damaged her gums and teeth. Dr. Carlos Diaz’s team worked to repair her mouth, and now Guadalupe isn’t afraid to show her pearly whites.

“We got a hug from People’s Community Clinic when they said they’d care for my sister, and the dentist gave my sister a smile. They gave Guadalupe her life back!” said Marina.
People’s Community Clinic Leadership Councils

The leadership councils at People’s include two groups, the President’s Council and the Council of 100, whose memberships form the foundation of the clinic’s annual support. The generosity and dedication of each donor in the councils ensure the long-term sustainability of the clinic so that we’ll always be here when patients need care.

President’s Council members make an annual gift of $5,000 +
Council of 100 supporters make an annual gift of $1,000 +

Gifts of $1,000,000 +
Episcopal Health Foundation
St. David’s Foundation

Gifts of $500,000 +
Michael & Susan Dell Foundation
The Moody Foundation

Gifts of $100,000 +
St. David’s Medical Center
Mr. & Mrs. Stephen Yacktman

Gifts of $50,000 +
Jacob & Terese Hershey Foundation
Roddy Holden Kintzel Charitable Fund
Methodist Healthcare Ministries of South Texas
David Newberger
Dr. Henry Renfert Jr. Fund

Gifts of $20,000 +
Carl C. Anderson, Sr. & Marie Jo Anderson Charitable Foundation
Chris & Phil Dial
Michael Esposito
Donald D. Hammill Foundation
The Neavel Family
Susan Zane

Gifts of $15,000 +
Colon Cancer Coalition
The Elizabeth Crook & Marc Lewis Foundation
Sarah L. Heather
Shield-Ayres Foundation

How Your Gift Helps Our Patients

<table>
<thead>
<tr>
<th>Amount</th>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$15</td>
<td>vaccinates against the flu</td>
</tr>
<tr>
<td>$25</td>
<td>vaccinates a child against measles</td>
</tr>
<tr>
<td>$50</td>
<td>provides an ultrasound for an expecting mother</td>
</tr>
<tr>
<td>$75</td>
<td>provides an IBH visit with social worker</td>
</tr>
<tr>
<td>$400</td>
<td>provides one long-acting reversible contraceptive (LARC)</td>
</tr>
<tr>
<td>$550</td>
<td>immunizes a teen against HPV (full three-shot series, lifelong protection)</td>
</tr>
<tr>
<td>$1,050</td>
<td>protects seven grandparents from shingles</td>
</tr>
</tbody>
</table>
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 2019.

<table>
<thead>
<tr>
<th>Quality Measure</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Disparities Reducers</td>
<td>Met or exceeded the Healthy People 2020 goals, or made at least a 10% improvement across different racial/ethnic groups between 2018 and 2019.</td>
</tr>
<tr>
<td>Health Center Quality Leaders</td>
<td>Achieved the best overall clinical performance among all health centers and placed in the top 10%.</td>
</tr>
<tr>
<td>Advancing Health Information Technology for Quality</td>
<td>Recognized as a health center that optimized HIT services for advancing telehealth, patient engagement, interoperability, and collection of social determinants of health to increase access to care and advance quality of care between 2018 and 2019.</td>
</tr>
<tr>
<td>Patient-Centered Medical Home</td>
<td>Achieved designation as a patient-centered medical home (PCMH) in one or more delivery sites.</td>
</tr>
<tr>
<td>Access Enhancer Award</td>
<td>Recognized as a health center that increased the total number of patients served and the number of patients receiving comprehensive services between 2018 and 2019.</td>
</tr>
</tbody>
</table>

Bill Hopkins, JD
Foundation Board of Trustees

People’s Community Clinic continues to be a shining example of the great things that can be accomplished when good people come together for an important mission. As we celebrate the 50th anniversary of the clinic, we are reminded of all the love, dedication, sacrifice, hard work, and humanity that has gone into the continuation of and building of the current clinic. Over the many years that I have worked with and supported the clinic, I am proud of so many things People’s does, such as providing healthcare that is vital to those in need and who could not otherwise afford it. But perhaps most impressive and worthy to brag about is that through multiple programs and resources, the clinic empowers patients to take control of their health, get educated about making good choices for themselves and their families, and perpetuate the ideal that we can all play a vital role in a healthier community!
While the Annual Report normally shares with you information about the previous year, we wanted to acknowledge the massive shifts that have occurred as a result of the COVID-19 pandemic. Since shutdown in March 2020, we’ve encountered numerous challenges which have been met with the same determination and grit you’ve come to expect from People’s Community Clinic.

In an incredibly short amount of time, the clinic completely restructured procedures across the organization. We created a separate droplet clinic for symptomatic patients; established a drive-through for COVID-19 testing, flu shots, and other services; implemented telemedicine for virtual visits so that patients would not have to leave their homes; expanded our Wi-Fi coverage to the parking lot for patients with little or no internet at home; and rolled out enhanced safety measures for patients and staff, including limiting the number of staff working on-site.

During this time, People’s experienced a critical drop in appointments—only 60% of our normal patient load. This was compounded by an ongoing shortage of personal protective equipment (PPE).

While in no way is it “business as usual,” we have adapted to the new normal. As of October 2020, we returned to almost 90% of our pre-COVID patient levels. About 40% of those appointments are being held by telephone or video call. We continue to offer the full range of services, including reproductive health care, behavioral health therapy, diabetes management, and legal help, to name just a few. Clinic staff have moved some services, like our Happy Kitchen cooking classes, to an online format. Our 2020 luncheon, “There’s No Such Thing as a Free Lunch,” took to the web as well. The online event was not how we planned to celebrate our 50th anniversary, but it was still a historic event that many of you helped make successful.

People’s continues to fight on the frontlines of this pandemic, doing our best to level the social inequities that affect health. Across the country, communities of color are far more likely to suffer infection and hospitalization. In fact, an overwhelming 95% of COVID-19 patients at People’s Community Clinic are Hispanic.

As we look toward 2021, a few things are clear:

- COVID-19 isn’t going away anytime soon. At the earliest, we might see distribution of a vaccine beginning in 2021.
- Our budget will be tighter. With shifting funding sources and fewer patient appointments, we will be relying more on the generosity of dear friends like you.
- People’s is here for patients—for the long haul. We will continue to stretch our resources and serve our community for as long as it takes to return to normal.

Your contributions will help see the clinic through this pandemic and ensure that families in need continue to receive high-quality care throughout this difficult time. People’s exists because of the caring support of community members like you.


**Patient Demographics**

**Household Income by percentage of Federal Poverty Guidelines**

*$25,750 per year for a family of four

- 69.6% 0–100%
- 17.9% 101–150%
- 5.8% 151–200%
- 2.8% 201+
- 3.9% Unknown

**Ethnicity**

- Hispanic/Latino: 85.0%
- White: 6.3%
- African American/Black: 5.5%
- Asian: 0.5%
- American Indian or Alaska Native: 0.1%
- Other: 2.6%

**Age**

- Adults (35 to 64): 20.0%
- Young Adults (20 to 34): 22.7%
- Seniors (65 and older): 1.9%
- Children (5 to 10): 9.7%
- Adolescents (11 to 19): 19.9%
- Babies and young children (0 to 4): 25.8%

**Gifts of $5,000 +**

- Marina Sifuentes
- SKAM Productions
- Claire & Carl Stuart
- Superior HealthPlan
- Cathy & Dwight Thompson
- Travis County Medical Alliance
- Tried & True Foundation
- Lesley Varghese & Harry Thomas
- Mary E. Walker
- Susan & Jerry Jeff Walker
- Webber Family Foundation
- Pamela T. Wetzels
- Amy Wilson-Janice
- Suzanne & Marc Winkelman
- Jane & Manuel Zuniga
- Anonymous

**Gifts of $2,500 +**

- Michael F. Adams
- Applied Materials
- Patrice & James Arnold
- Arnold Foundation
- Ascension Seton
- Sheila & Daniel Beckett
- Marvin Brittman
- BSA LifeStructures
- Lize Burr & Chris Hyams
- Angela Caras
- Donna Carter & Michael Gagarin
- Emerson
- Frost Bank
- Patty & Sam Griswold
- H-E-B
- IE2 Construction
- Sheridan & Perry Lorenz
- Mary McDowell & Calvin Lin
- The Cynthia & George Mitchell Foundation
- Sally & Mitchell McFeron
- Ellen & Steven Miura
- Moshana Foundation Fund
- Chris Mulcahy & Stacy Bass
- Nona Niland
- Nonstop Wellness
### Annual Utilization

<table>
<thead>
<tr>
<th>MEDICAL CARE VISITS</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prenatal</td>
<td>12,702</td>
<td>12,152</td>
</tr>
<tr>
<td>Family planning</td>
<td>4,668</td>
<td>4,257</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>24,159</td>
<td>23,292</td>
</tr>
<tr>
<td>Adolescents</td>
<td>8,131</td>
<td>7,095</td>
</tr>
<tr>
<td>Adults</td>
<td>22,193</td>
<td>19,873</td>
</tr>
<tr>
<td>Dental</td>
<td>1,194</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>TOTAL MEDICAL CARE VISITS</strong></td>
<td><strong>73,047</strong></td>
<td><strong>66,669</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HEALTH SUPPORT SERVICES</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral health + social work</td>
<td>3,759</td>
<td>3,525</td>
</tr>
<tr>
<td>Chronic disease management + nutrition</td>
<td>3,138</td>
<td>2,406</td>
</tr>
<tr>
<td>Health education</td>
<td>6,953</td>
<td>4,520</td>
</tr>
<tr>
<td>Lactation/breastfeeding counseling</td>
<td>1,350</td>
<td>793</td>
</tr>
<tr>
<td>Lab services</td>
<td>141,138</td>
<td>137,698</td>
</tr>
<tr>
<td>Immunizations</td>
<td>54,802</td>
<td>52,309</td>
</tr>
</tbody>
</table>

### Gifts of $2,500 +
- Nancy & Michael Ohlendorf
- Janis & Joe Pinnelli
- Prosperity Bank
- Reed, Claymon, Meeker & Hargett, PLLC
- Alice Kleberg Reynolds Foundation
- Tracy & Mark Salmanson
- Shalom Austin
- Craig H. Smith
- Clark Hill Strasburger
- Studio8
- Gabrielle Theriault & Gary Grossenbacher
- Rachel & Patrick Thomas
- HH Weinert Foundation
- Marsh Wortham
- Anonymous

### Gifts of $2,000 +
- Lew Aldridge
- Judith & Richard Berkowitz
- Brigitte Z. Bosarge
- Kim Britt
- Sarah Buss
- Sarah Campbell
- Jennifer Claymon
- Carol & Chris Elms
- ExxonMobil
- Farabee Family Fund
- Daniel & Peggy Keelan
- Michael Landrum
- Melanie C. Lewis
- Judith & Bruce MacKenzie
- Jon G. Montgomery
- Judith & Edward Parken
- Yasho & Nagi Rao
- Lonnie Karotkin Taub
- Margot & Grant Thomas
- Barbara & Thomas Trager
ONE PEDIATRIC PATIENT WHO HELPED MANY

When Dr. Waleed Abdelhafez met Nina* and Kevin* for the first time in 2017, Nina was exhausted and in tears, unsure of how to improve her 4-year-old son’s behavior. Dr. Abdelhafez suspected that what Nina reported—the screaming, the angry outbursts, not being able to speak, not being potty-trained, not being able to brush his teeth, other developmental delays—were symptoms of autism. At the first appointment, they mapped out a plan to get a diagnosis. Still, Dr. Abdelhafez wanted to give the struggling mother some tangible sign that things would get better. From the limited storage of diapers that the clinic kept for emergencies, he grabbed a few packages in Kevin’s size and gave them to Nina.

“The only thing that I could do to help in that moment was to send them home with a package of diapers,” Dr. Abdelhafez said.

People’s pediatric staff soon started talking about what a good idea it would be to keep more diapers in store so that they could help patients, just like Nina and Kevin.

Meanwhile, Kevin began to have a regular doctor’s appointment for the first time in his life, receiving care that he desperately needed. First, he was given the diagnosis of autism and an intellectual disability.

“Early intervention is key for autistic children to develop normal, healthy social behavior,” Dr. Abdelhafez said.

Kevin began to work regularly with an occupational therapist, who helped him learn everyday habits like how to brush his teeth. Kevin also saw a speech therapist, who helped to transform his language skills. People’s Medical-Legal Partnership acted to get Kevin and Nina out of a bad renter’s situation. The Early Childhood Program coached Nina with useful parenting tips on raising a child with autism. Social workers stepped in to help Nina navigate paying for a large emergency room bill. The GOALS program touched base with Kevin’s school to make sure he was receiving the right resources. Dr. Abdelhafez even found a dentist who would treat Kevin’s painful tooth abscess, caused by his aversion to brushing. In three years, Kevin has made amazing progress.

“After these therapies he’s a sweet kid who comes and gives everyone a hug,” said Dr. Abdelhafez. “Today, he is verbal, cooperative, and potty-trained. His story is one that makes my heart happy.”

And thanks to Kevin’s inspiration, People’s began searching for a way to help patients meet their personal product needs. After the lightbulb moment in the pediatric department, People’s founded a partnership with the Austin Diaper Bank, for whom the clinic accepts donations and distributes packages of diapers back to those in need. Now People’s families are covered, with access to size-appropriate diapers to take home.

* name changed to protect privacy
**Operations for 2019***

<table>
<thead>
<tr>
<th>SOURCES OF REVENUE</th>
<th>2019</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governmental and Quality Incentive Programs</td>
<td>$2,028,759</td>
<td>7.5%</td>
</tr>
<tr>
<td>Patient Services</td>
<td>15,602,837</td>
<td>57.6%</td>
</tr>
<tr>
<td>Grants, Fundraising, In-Kind Donations, and Other</td>
<td>9,461,417</td>
<td>34.9%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td>$27,093,013</td>
<td>100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel and Contractual Services</td>
<td>20,061,887</td>
<td>74%</td>
</tr>
<tr>
<td>Patient-Related Supplies and Services</td>
<td>3,654,558</td>
<td>14%</td>
</tr>
<tr>
<td>Facility, Equipment, Depreciation</td>
<td>2,383,698</td>
<td>9%</td>
</tr>
<tr>
<td>Administrative and Fundraising</td>
<td>940,098</td>
<td>3%</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td>$27,040,241</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Operating Income**

- 52,772

**Other Income - Investment Return**

- 172,925

**Excess of Revenues Over Expenses**

- 225,697

**Net assets released from restriction used for purchase of property and equipment**

- 506,934

**Increase in Unrestricted Net Assets**

- 732,631

**ASSETS**

| TOTAL NET ASSETS | $27,460,947 |

---

*In 2019, a $371,404 investment in the construction of the new clinic was received. The costs related to this investment were incurred in 2016.*

**Gifts of $1,000 +**

- John Addickes / Morgan Stanley
- Sujata Ajmera
- Madeleine G. Appel
- Linda Ball & Forrest Preece
- Marcia Ball & Gordon Fowler
- Sherri Barras & David Mintz
- Karen Bartolletti
- Jerry A. Bell Jr.
- Victoria E. Beynon
- Robert Boney
- Susan O. Bradshaw
- LouAnn & Irving Brothman
- Becky Brownlee & Ross Ramsey
- Jean & Robert Bryan
- Becky & Michael Bullard
- Tom Bullard
- LuAnn & Anthony Bundrant
- Jane & Ned Carnes
- Leslie Carruth
- Amy Chamberlain
- Anita & William Cochran
- Jeff Coddington
- Beverly & Brian Crozier
- Roberta & Paul Davis
- Dell, Inc.
- The Rod de Llano Family Foundation
- Charleeene Dison
- Charles V. Faerber & Nancy Faerber
- Marialice & Dillon Ferguson
- Nanci L. Fisher
- Sharon & Frank Foerster
- Anne K. Freeman
- Lynda Frost
- Frost Insurance
- Lori & Kenneth Gates
- Cheryl & R. James George
## 2019 Board of Directors

- Crescencia Alvarado
- Frauke Baylor
- Charles Bell, MD
- Fred Blackman II, Secretary
- Kyle DeHaas, MBA, Chair
- Sevylla Del Mazo
- Philip S. Dial, FSA, Treasurer
- Mike Mackert, PhD
- Chris Mulcahy, RN, JD, Vice Chair
- Eva Roberts
- George Rodgers, MD
- Csilla Somogyi
- Harry Thomas, MD
- Sayuri Yamanaka
- Richard Yuen, PhD

## 2019 Foundation Board of Trustees

- Sujata Ajmera, JD
- Becky Beaver, JD
- Michael Bullard
- Karen Burgess, JD
- Bill Hopkins, JD, Vice President
- Meghan Hughes, Secretary
- Nancy McDonald, President
- Nona Niland, MD
- Marina Sifuentes, RPh

## Executive Staff

- Regina Rogoff, JD, Chief Executive Officer
- Louis Appel, MD, MPH, FAAP, Chief Medical Officer
- Andy Kennah, MBA, Chief Financial Officer
- Mary McDowell, Chief Operations Officer
- Joy Authur, Chief Development & Communications Officer
- Alex Berry, Chief Compliance Officer
- Fabian Martinez, Chief Technology Officer
- Susan Berliner-Smith, SPHR, Director of Human Resources
When I first arrived at People’s six years ago, I was battered, broken, and bruised. After a five-month hospital stay, and more procedures, injections, and surgeries than you can imagine, I was in need of more care than I realized. Doctors not only recognized my need for physical healing, but also for emotional healing. The programs here at the clinic allowed me to heal totally from within and without, and it is because of this that I am here today, alive and well. After the 2020 COVID-19 response, I am prouder than ever before to be on the board of directors of such a great organization as People’s Community Clinic.
1101 Camino La Costa  
Austin, Texas 78752  
Phone: 512.478.4939

Development Office  
Phone: 512.684.1722

Founded in 1970 by volunteers, People’s has pioneered a clinic model that is focused on delivering the right care, at the right time, with dignity and respect. Nearly one out of every five people in Texas has no health insurance. People’s Community Clinic offers a solution, providing high-quality, affordable, and respectful healthcare to Central Texans.

Design by  
Digital City Designs

Photography by  
Kelly West and Cecile Fusco

austinpcc.org  
facebook.com/austinpcc  
@austinpcc  
@peoplescommunityclinic  
@peoplesyouthclinic  
@people’s-community-clinic