



**PEOPLE'S  
COMMUNITY  
CLINIC**

2020 YEAR IN REVIEW

VISION

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



**fact**

In 2020, 62% of our pediatric patients were fully immunized.

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.*

2020 YEAR IN REVIEW

FROM THE CHIEF EXECUTIVE OFFICER: REGINA ROGOFF, JD

2020 started like any other year, but in March, it evolved into something entirely different. From the moment in March 2020 when the national COVID-19 shutdown started, it was definitely not business as usual. I'd like to share with you some of what People's accomplished and my pride in how well our team responded.

In what seemed like the blink of an eye, People's Community Clinic pivoted from its traditional role as a primary care provider for uninsured and underserved Central Texans into COVID-19-response mode working to keep staff and patients safe, restructuring operations across the organization. The team created separate droplet and non-droplet clinics, the former for symptomatic patients, the latter for those who were non-symptomatic. We acquired personal protective equipment (PPE) (this would become increasingly challenging) and staff trained in how to correctly don and doff this gear. The clinic's cleaning routines were ramped up, and additional cleaning staff were added.

Patients scheduled for preventive medicine services were notified that their appointments would be rescheduled, and nonessential staff were directed to work from home. Entry and exit from People's buildings were restricted, and entering patients were met by greeters who checked temperatures and COVID-19-related histories. New signage was produced in English and Spanish to guide patients appropriately. Drive-through testing clinics were initiated for COVID-19 during regular hours and

Saturdays. Telehealth visits were initiated to address both acute and chronic care needs. The social and economic needs of COVID-19 patients were screened, and appropriate interventions were developed.

We all changed in 2020 and learned new things about ourselves and our community. We learned what it means to live through a pandemic. As canceled appointments led to plummeting revenues, the development staff worked tirelessly to identify and apply for all sources of COVID-19-related funding. We learned how resilient and dedicated our clinical team is, as new processes and procedures were introduced to ensure the safety of staff and patients and, as I write this, we're now vaccinating and boosting patients.

But most importantly, we've learned how generous our friends and supporters are. **We could never have done all this without you!**

Sincerely,

Regina Rogoff, JD  
Chief Executive Officer



# The People's Community Clinic Difference

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## PEOPLE'S MEDICAL-LEGAL PARTNERSHIP

People's 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. As with other integrated services, the attorneys collaborate with clinicians and other care team members on structural determinants of individual and community health, such as the March 2020 joint petition for emergency rule-making that resulted in a statewide moratorium on utility termination in light of the pandemic. **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

In 2020, People's Center for Adolescent Health (CAH) was **honored to receive a Gold Level Certification as an Adolescent Centered Environment** from the Adolescent Health Initiative. CAH focuses on adolescents and young adults (AYA) ages 10 to 24. It provides innovative, comprehensive primary and specialty care to meet the needs of often complex patients. Fellowship-trained adolescent medicine and other AYA-friendly physicians, nurse practitioners, nurses, lawyers, medical assistants, social workers, health educators, medical scribes, rotating trainees and volunteers, a program manager, and other health professionals focus on best practices as an interdisciplinary team. Services include physicals, immunizations, reproductive health, behavioral health, help with school problems, chronic disease management, and minor acute and sick care. CAH welcomes all AYA, including LGBTQ+ and neurodiverse.

CAH staff engage in advocacy through international, national, state, and local presentations; teaching; academic journal and textbook authorship; research; social media; professional organization membership; and other collaborations. We are involved in the yearly International Adolescent Health Week. CAH believes in giving voice to AYA themselves through our 14-to-24-year-old Youth Advisory Council (YAC) members. YAC grew significantly this past year, with AYA seeking opportunities to connect and give back.

## GOALS

The GOALS Program (Generating Outcomes and Liaisons for Students) formally began in 2005 to provide specialty and primary care support for youth ages 4 to 19 with neurodevelopmental and behavioral concerns that interfere with learning. This interdisciplinary program combines support of People's pediatric and adolescent physicians, Medical-Legal Partnership lawyers, People's social workers, rotating trainees, consulting psychiatry, and the GOALS program coordinator and staff to promote optimal wellness and development for the individual student. The team partners with schools and outside agencies. The pandemic has been particularly difficult on students who need accommodations in order to learn at their best. Online schooling and accompanying stress created many challenges.

The GOALS team adapted and implemented changes that were crucial to further assist our patients during the COVID-19 pandemic. The team provided at-home ADHD resources for parents and caregivers to alleviate some of the struggles of online schooling. GOALS followed up with patients' schools to collaborate on ensuring continuation of support during virtual schooling and informed patients that their educational rights remained in place during school closings. They also created at-home versions of their spring and summer activities packets, which offer free or low-cost activity and educational resources for families. The program moved its psychiatry conferences to a virtual platform, which provided vital ongoing medication evaluations for GOALS patients during the pandemic. Additionally, counseling patients received support for coping with new and ongoing stressors exacerbated by the pandemic.

**The GOALS team is involved in a community participatory research collaboration with the University of Texas faculty and students.** The research demonstrates the benefits of our unique psychiatric clinic and gives our patients and their families a voice in medical literature.

The program 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 and school success. GOALS serves over 400 patients a year.

## 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 2020 at healthy weights was 94%, 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

Under the Center for Adolescent Health (CAH), People's provides primary healthcare, immunizations, and other preventive services to children and adolescents and young adults (AYA) at two partner-site embedded clinics. **A dedicated medical team offers consistency, education, support, and reproductive health as appropriate.**

We have collaborated with SAFE/SAFE Children's Shelter at Rathgeber Village since 2010. These patients have experienced abuse, neglect, or abandonment, resulting in foster care placement. Teen mothers and their infants and AYA aging out of the foster care system are part of this population. We work closely with SAFE staff to ensure quality, coordinated care. Recognizing medical and behavioral health needs, Manor ISD, Integral Care, and People's formalized our collaboration in 2016 to start the Manor Mustang Health Center (MMHC) on MISD property. This school-based clinic is one of the few in Central Texas. Our integrated approach includes regular staffing of students with multiple diagnoses. PCC's Medical-Legal Partnership has assigned a legal fellow to be part of this interdisciplinary team. This past year, MMHC expanded to Monday through Friday, added a health educator/outreach position, and made plans for a MISD Youth Advisory Council.



# PEOPLE'S MEDICAL-LEGAL TEAM FIGHTS FOR UTILITY RELIEF DURING PANDEMIC SHUTDOWNS

In 2020, People's Medical-Legal Partnership (MLP) led an effort that successfully petitioned the state to institute rules to suspend utility shutoffs. This meant Texans affected by the coronavirus pandemic were shielded from late fees and the loss of electric and water services. Initially, the new regulation was time-limited to only 30 days. But those emergency protections lasted six months, and in that time, 595,000 households were exempt from disconnection and over \$30 million of bill payment assistance was provided.

The MLP legal team saw the need to address this health-harming issue only after a clinic patient, Susan\*, was referred.

Susan had been without utilities for a few months. She'd lost her job shortly after Austin shut down, and she owed a large utility bill. She was unsure what to do about the bill or how she might be able to restore her utilities. She was also concerned because her children attended school virtually and required electricity to charge their devices.

"My life was on hold, basically," said Susan. "It was getting hotter and hotter being inside the house during the day, and my kids still needed a way to attend school."

After her doctor referred her to the MLP legal team, attorneys advised Susan on her rights under the new utility rules. They counseled that she could call Austin Energy and request utility reconnection. Despite her inability to pay on a plan, she was eligible for her utilities to remain connected throughout the summer. Fortunately, after Susan called Austin Energy, her utilities were reconnected within 48 hours.

"I'm so grateful for the MLP for helping me get back our utilities. The relief was immediate," said Susan.

Keegan Warren-Clem, director of People's MLP, had patients just like Susan in mind when it went to the state with the utility petition.

"We realized that we could remediate individual social needs not by responding with case-by-case recommendations, but rather by going upstream and solving the problem at its root for everyone," said Warren-Clem. "I am so proud of the work that all the MLP legal team did [on the petition that led to emergency rules] and that the MLP medical team at People's stood behind the efforts. But we won't have transformed healthcare until there are as many resources in upstream preventive action as there are in individual responses to crisis."



Keegan Warren-Clem, JD, of People's MLP

\* Name changed to protect privacy

## People's Community Clinic Leadership Councils

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The leadership councils at People's include three groups, the President's Council, the Council of 100, and the People's Collective, 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 +

**People's Collective** members make an annual gift of \$240+

## Patient Services

Acupuncture	Immunizations
Adolescent health	Integrative pain management
Adult primary care	Laboratory procedures
Behavioral health counseling	Lactation counseling
Cancer screenings	Legal assistance
Chronic disease management	Nutrition counseling and cooking classes
Dental services	Pediatric care
Diabetes education	Pharmacy/prescription assistance
Family planning/reproductive health care	Prenatal care
Financial screening	Social work
Health education	

## How Your Gift Helps Our Patients

\$27	vaccinates against the flu
\$54	vaccinates a child against measles
\$75	provides an IBH visit with a social worker
\$116	immunizes a teenager from cervical cancer
\$200	provides EKGs for three adults to prevent heart disease
\$500	provides ultrasounds for 10 pregnant women
\$1,000	covers well-child checkups for six children

# 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 2020.

Quality Measure	Description
<b>Health Center Quality Leaders</b>	Achieved the best overall clinical performance among all health centers and placed in the top 10% nationwide.
<b>Access Enhancer Award</b>	Recognized as a health center that increased the total number of patients served and the number of patients receiving comprehensive services between 2019 and 2020.
<b>Health Disparities Reducers</b>	Met or exceeded the Healthy People 2020 goals, or made at least a 10% improvement across different racial/ethnic groups between 2019 and 2020.
<b>Advancing Health Information Technology for Quality</b>	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 2019 and 2020.
<b>Patient-Centered Medical Home</b>	Achieved designation as a patient-centered medical home (PCMH) in one or more delivery sites.

## Christine Mulcahy, RN, JD

### Board of Directors

*The opportunity to serve on the Board and committees for People’s Community Clinic is truly a gift and an honor. It is humbling to experience the dedication of every individual who works at the clinic, how the focus of every program and initiative strives to provide high-quality healthcare, and how patients and families are consistently delivered services with dignity and respect. Understanding and meeting the needs of the patients it serves, People’s continually strives to be a relevant resource to improve community health and well-being. Nationally recognized for its excellence as a federally qualified healthcare organization, People’s leverages its experience and reputation to improve the delivery of healthcare services to the uninsured and underinsured population. Not only does this improve the lives of People’s patients and families, it improves the entire community.*





# PANDEMIC 2021

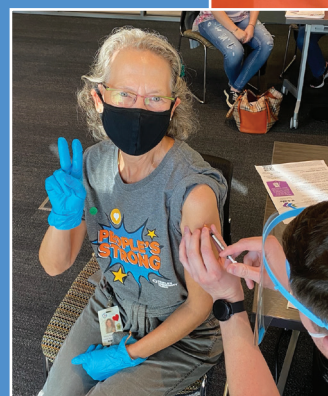
As the COVID-19 pandemic persists, People’s Community Clinic remains steadfast in serving as a front-line healthcare provider. Our team has shown incredible resilience and dedication to our mission. We are proud to have remained in full operation despite the many challenges presented. This year, the clinic saw an increase in demand for care and served more patients than ever before. As variants arise and the demand for services remains high, local safety net healthcare providers like People’s will continue to play a critical role by offering relief to the hospital system through outpatient care and providing comprehensive primary and preventive care—like access to COVID-19 vaccines. People’s has offered weekly COVID-19 vaccine clinics since they were made available, administering thousands of doses to our patients as well as anyone else who needs one.

Measures to protect against the pandemic were instituted in March 2020; since that time, clinic staff have worked diligently to stay abreast of new developments around COVID-19 and continuously adjusted processes across the organization as part of dynamic response efforts. These changes have often involved unexpected costs (e.g., signage to support distancing, software, equipment, and additional personnel), strains on staff time for planning and implementation, and more.

Needs among our patient families go beyond primary care. People’s holistic approach to healthcare takes this into account and helps inform our work. People’s devotes the efforts of staff within its Health Promotion and Community Advocacy Department to work closely with internal and external stakeholders to ensure that services align with patients’ evolving needs and that patients’ social determinants of health needs are met through the assistance of community health workers, supporting patients in advocating for themselves, and more. Community health workers have helped connect many patients to local resources, including direct financial assistance (the RISE Fund, the Restaurant Employee Relief Fund), fresh food (the Central Texas Food Bank FarmShare/Fresh for Less with curbside delivery, H-E-B and Favor Senior Support for grocery delivery), transportation (Medicaid/CHIP Medical Transportation Program), and rent and utility bill assistance—further underscoring People’s positive impact on the lives of Central Texans in need. A key part of the team’s work is also to foster and develop community partnerships to bring wrap-around services to patients at the clinic. For example, People’s now partners with halfHelen to provide free eyecare through its mobile exam vehicle and the WIC Mobile Clinic, which offers on-site WIC enrollment assistance on a weekly basis.

Although People’s has returned to providing in-person medical visits across all departments, the clinic continues to offer tele-health services and many wraparound programs remotely. In 2021, People’s hosted its annual luncheon, “There’s No Such Thing As a Free Lunch,” online once more. While we hoped to return to hosting friends, partners, and supporters of the clinic in person, it was not the right time to do so safely.

Our fight against COVID-19 continues. Your support will help ensure that People’s is able to meet the strong demand for services and get through this uncertain time.

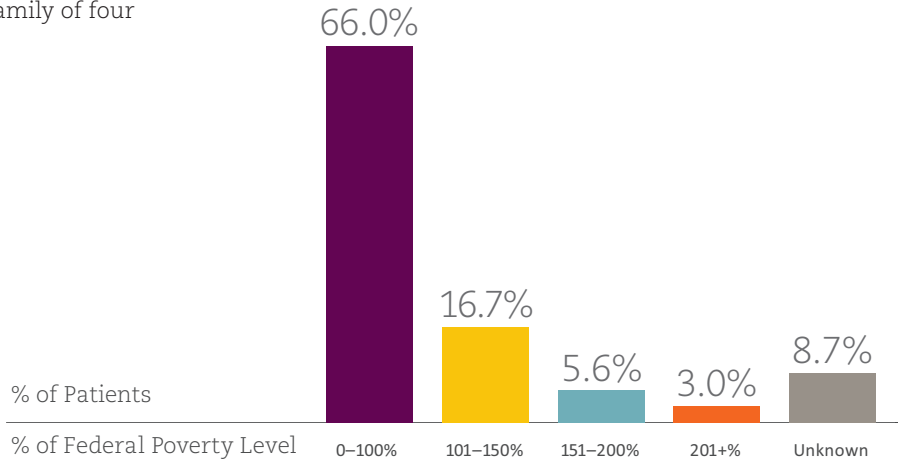


## Patient Demographics

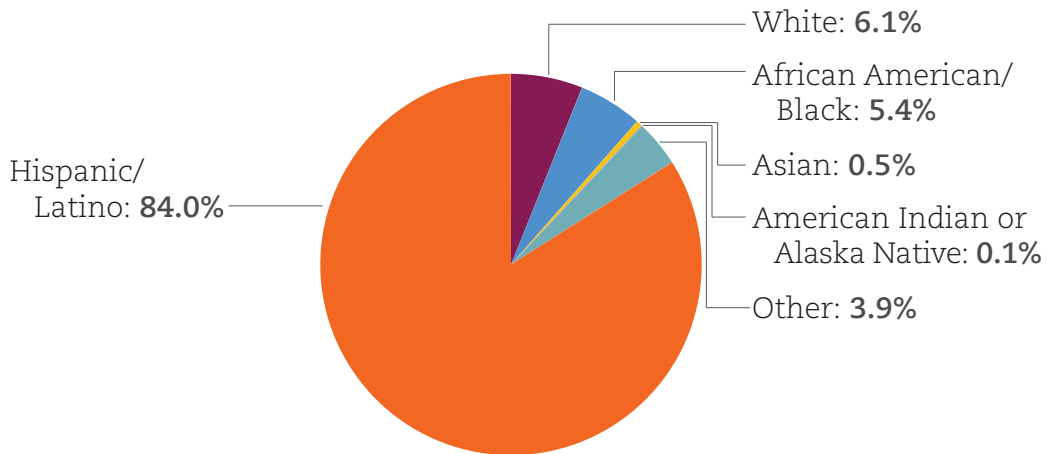
### Household Income

by percentage of Federal Poverty Guidelines\*

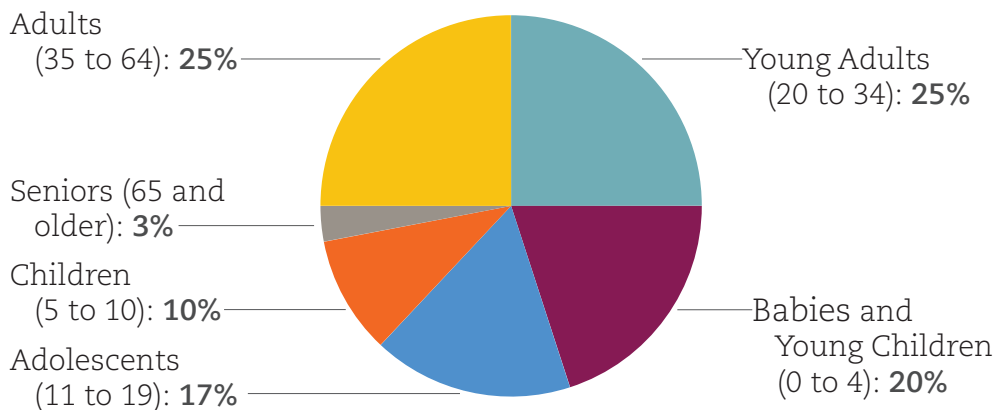
\*\$26,200 per year for a family of four



### Ethnicity



### Age



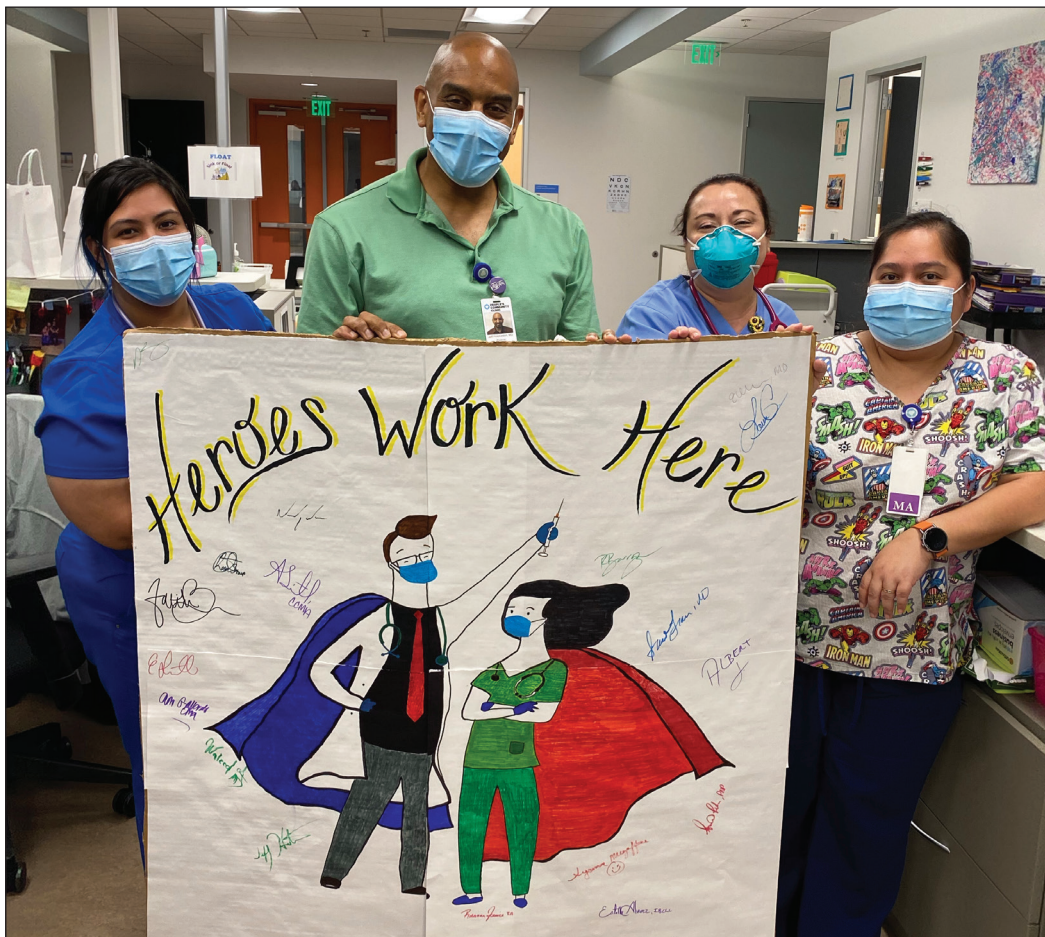
# Annual Utilization

MEDICAL CARE VISITS	2019	2020
Prenatal	12,702	13,006*
Family planning	4,668	3,013*
Pediatrics	24,159	20,228
Adolescents	8,131	8,574
Adults	22,193	25,768
<b>TOTAL MEDICAL CARE VISITS</b>	<b>71,853</b>	<b>70,589*</b>

HEALTH SUPPORT SERVICES	2019	2020
Behavioral Health + Social Work	3,759	3,680*
Chronic Disease Management + Nutrition	3,138	2,342*
Health Education	6,953	7,401
Lactation/Breastfeeding Counseling (phone and in person)	1,350	964*
Lab Services	141,138	106,810*
Immunizations	54,802	49,313*

\*Due to the COVID-19 pandemic, the clinic saw a decrease in visits across many departments and health support services.



## TEEN FINDS MEDICAL HOME AT PEOPLE'S

While she and her husband were going through a divorce, Sayuri realized that everything was going to change, including the family's finances. Her first priority was making sure that her son, 15-year-old Santiago, would have quality healthcare. She was looking for a clinic that would grow with him as he became a teenager and had staff who made them feel welcome as Spanish speakers. And, of course, they needed care that was affordable.

"It was so important to me that Santiago would feel comfortable with his doctor," said Sayuri.

Santiago established care at the Adolescent Health Center housed at the People's location at 1101 Camino La Costa, where his first course of action was to address the eczema that had been flaring up.

"My doctor explained many things that I didn't know before about eczema. Like how diet and allergies can make it worse," said Santiago.

Santiago also enrolled in the healthy relationships course, taught by a People's health educator. While taking the course, he learned about healthy relationships and got answers to questions related to his age group. All along the way, Sayuri felt good being able to converse with doctors, nurses, and health educators in her first language. She also loved how everyone they encountered was an expert in their field.

"I like that the doctors and other staff are passionate about healthcare. They are fully engaged in their field," said Sayuri.

When the COVID pandemic shut down in-person appointments, Santiago continued to receive care through telemedicine visits. He made an appointment specifically to discuss an upcoming visit with his grandparents.

"I was worried about them visiting, because this was before I could get the vaccine. I wanted to take every precaution I could before they traveled from Mexico," said Santiago.

Santiago's doctor helped him focus on the facts and assured him that with social distancing before the visit, he could help prevent spreading the virus to his grandparents.



In 2019, Sayuri became a member of People's Board of Directors. She sees her work on People's Board as closely related to her job as the community engagement manager at the Sustainable Food Center (SFC). Both People's and SFC, who partner together to bring patients the Happy Kitchen program, strive for health equity. In the future, she believes that People's will tackle Austin's equity challenges and become a leader in spaces that other organizations shy away from. She also sees People's as a catalyst for making connections between trends across Central Texas. And, of course, she anticipates that People's will continue providing high-quality healthcare for families like hers.

## Operations for 2020\*

<b>SOURCES OF REVENUE</b>	<b>2020</b>	<b>%</b>
Governmental and Quality Incentive Programs	\$2,826,314	10.0%
Patient Services	14,391,186	51.2%
Grants, Fundraising, In-Kind Donations, and Other	10,915,923	38.8%
<b>TOTAL REVENUE</b>	<b>28,133,423</b>	<b>100.0%</b>
<b>EXPENSES</b>		
Personnel and Contractual Services	22,728,552	77%
Patient-Related Supplies and Services	3,430,310	12%
Facility, Equipment, Depreciation	2,848,482	9%
Administrative and Fundraising	691,616	2%
<b>TOTAL EXPENSES</b>	<b>29,698,960</b>	<b>100%</b>
<b>Operating Income</b>	<b>(1,565,537)</b>	
Other Income–Investment Return	23,594	
<b>Excess of Revenues Over Expenses</b>	<b>(1,541,943)</b>	
Net assets released from restriction used for purchase of property and equipment	63,594	
<b>Increase in Unrestricted Net Assets</b>	<b>(1,478,349)</b>	
<b>ASSETS</b>		
<b>TOTAL NET ASSETS</b>	<b>\$ 23,061,159</b>	

\*In 2020, a \$4,333 investment in the construction of the new clinic was received. The costs related to this investment were incurred in 2016.



## 2020 Board of Directors

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## Executive Staff

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**Marina Sifuentes, RPh**  
**Foundation Board of Trustees**

*“Year after year, People’s Community Clinic continues to be at the forefront of innovative and compassionate medical care. This year, we are especially grateful to People’s for not only continuing its great work during the COVID-19 pandemic, but also expanding on it. COVID-19 has highlighted many of the health disparities in our community, but the clinic’s programs have been there to meet the challenge. People’s quickly pivoted to telehealth, while ensuring no patient was left behind because of technology inequities. The clinic also ensured that patients who were struggling with the mental health impacts of the pandemic received care through its integrated behavioral health services. And, of course, People’s has stepped up by promoting vaccine clinics and educational vaccine seminars. I am so proud to support People’s Community Clinic because I know People’s will always be there to respond to the needs of our community, even in the most challenging of times.”*





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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**

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