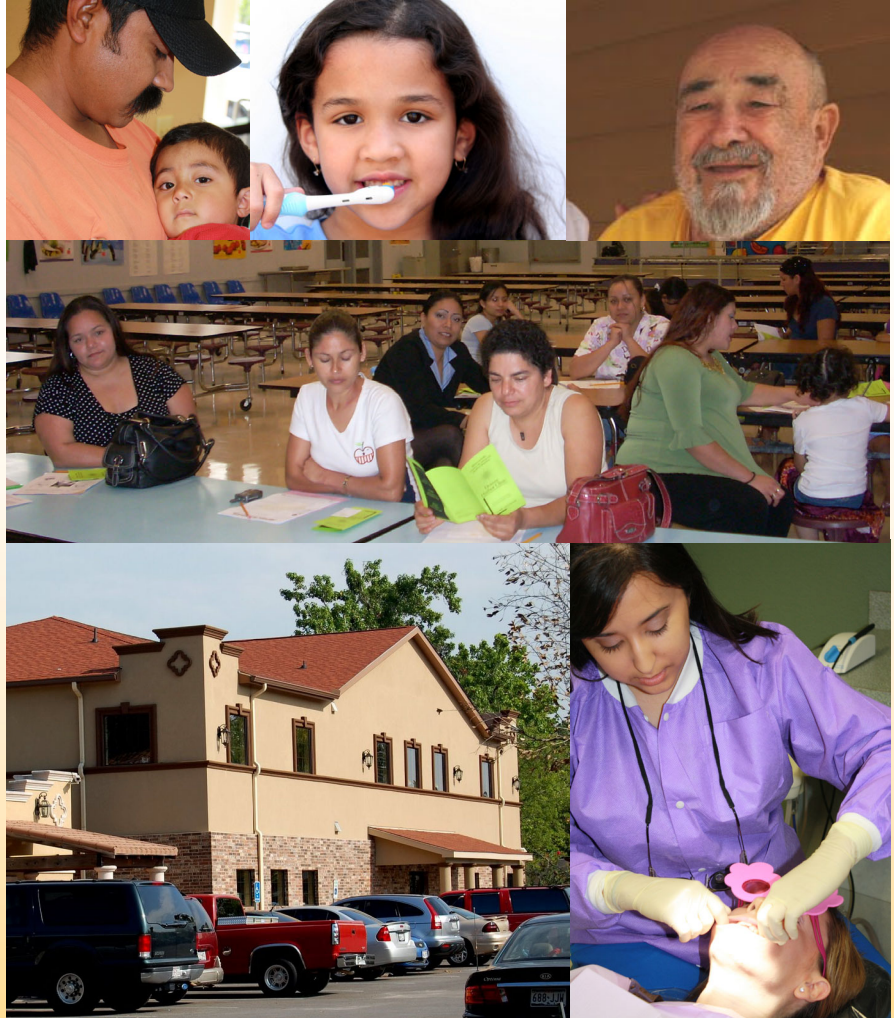




# Denver Harbor Clinic

Houston Community Health Centers, Inc.



## *2008 Annual Report to the Community*

## A year of growth...

July 2009

Dear friends,

It's always a pleasure to stop by our busy new dental clinic and see the familiar faces of long-term patients and greet others who are being introduced to the Clinic's services for the first time.

Dental services weren't available in Denver Harbor a year ago. They are a symbolic reminder of a new chapter in the Clinic's unfolding story that began in 2008—**a year of significant growth.**

More services, more patients, more community involvement, more board members, more geographic reach, more staff and more capacity were added to generate more *impact* toward reducing the cost of health-care and addressing the unacceptable health inequities that exist in Houston.

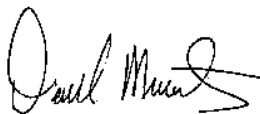
All the achievements were possible, not only because of dedicated and talented staff members, but also due to key long-term trusted alliances, including our relationship with Methodist Hospital and partnerships with community leaders and individuals.

I hope you take great pride in your association with Denver Harbor Clinic and all the achievements of 2008 that are highlighted in the pages that follow. The active involvement of all of us is required now, more than ever, to continue to create the change we wish to see in our city.

I think that Clara Vargus, a grandmother who has been a patient at the clinic for nearly 10 years, has captured what Denver Harbor Clinic has come to be with a single word: "bendicion," which means "a blessing for all."

Thank you for your support and involvement.

Sincerely,



Daniel Montez, CEO  
Denver Harbor Clinic

### **Updated Mission**

*To reflect the Clinic's broadening scope, the Board of Directors updated the Clinic's mission statement in 2008:*

To improve the health of residents of Denver Harbor and other communities by providing accessible quality, primary health care in a compassionate and respectful manner regardless of ability to pay.

### **Original mission:**

Houston Community Health Centers, Inc. seeks to improve the health and wellness of underserved populations in the Greater Houston area through health promotion strategies and comprehensive and integrated, primary, health-care services that address individual and collective health care needs.

# More Services

The unmet health care needs in Houston are the driving force behind Denver Harbor Clinic's new and expanded services. They include dental, expanded pediatric care, and community outreach.

## Dental Services

*Examinations, cleaning, fillings, crowns, dentures*

The direct link between dental care and overall health is consistently demonstrated in clinical studies. Dental services effectively treat conditions that have the potential of becoming serious medical issues in the future.

In fact, research shows that pregnant women and people with diabetes or heart disease who seek dental care can lower the risk or severity of their conditions, which ultimately lowers their overall medical costs.

The preventative impact of dental care is equally compelling for children. Tooth decay is the top chronic childhood disease in America, five times more common than asthma and often just as debilitating. Children from low-



income families have two to three times more cavities than their peers.

Affordable dental care in the neighborhood is a key strategy for creating a healthy community.

## Expanded Pediatric Care



The clinic expanded its commitment to pediatric care in 2008 with the acquisition

and conversion of Airline Family Clinic to Airline Children's Clinic as a sister site serving the children of Houston.

## Community Outreach

*Parent meeting, community health education, community involvement program, and community health screenings*

As a committed community partner and with new on-site meeting space available, Denver Harbor Clinic is engaged with several groups in providing ongoing health initiatives. They include our *Back-to-School Check-Up* and *Flu-Shot* campaigns, as well as *Medicaid/CHIP Enrollment* drives.

## Extended Hours

In addition to new services, Denver Harbor Clinic is more accessible to the community with extended hours. We are now open until 8 p.m. on Tuesdays and Thursdays. These evening appointments are popular and frequently booked.

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## Denver Harbor Clinic's Services

### Medical Services

*Adult medicine, children's care, pediatric care, adolescent care, women's health (Gynecology), prenatal care, low risk obstetric care, geriatric care, ophthalmology, nutrition classes, minor procedures*

### Dental Services

*Examinations, cleaning, fillings, crowns, dentures*

### Mental Health

*Bilingual (English and Spanish) counseling and therapy services for families, individuals and groups*

### Community Outreach

*Parent meetings, community health education, community involvement program, community health screenings*

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# More Patients



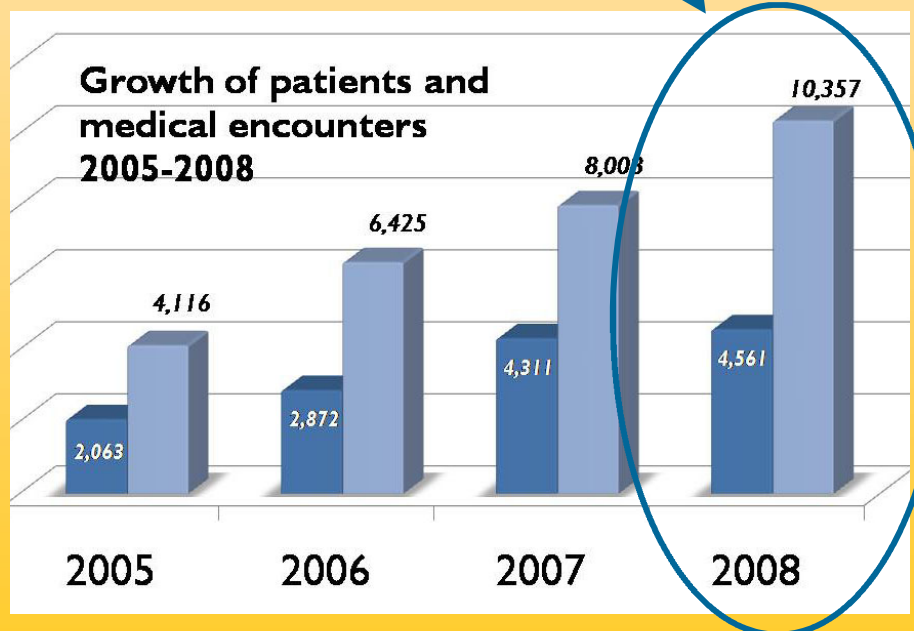
Denver Harbor Clinic has become more than just a place for medical care, it is now an integral part of the Harris County community. In fact, many community members and patients are employees of the Clinic.

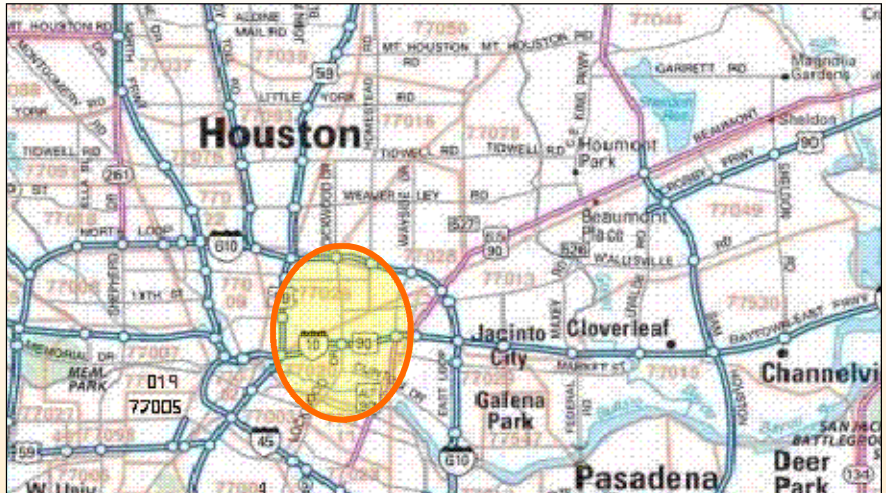
Noteworthy in 2008, is the fact that each patient visited the clinic an average of 2.3 times, up from approximately 1.8 times each in 2007. This increase is a clear indication that the bilingual Clinic has become a trusted medical home to the patients, 86 percent of whom are Hispanic.

A successful community-based facility like Denver Harbor Clinic saves healthcare costs for all by helping patients reduce the risk and manage chronic conditions like heart disease and diabetes. Before making the clinic their medical home, many patients went without medical care or relied on emergency room services. Studies show that patients who rely on emergency rooms as their primary source of medical care are at greater risk for developing chronic conditions and ending up with premature complications of their illnesses.

*Denver Harbor Clinic provided record levels of care in 2008: more than **10,000** medical encounters to a patient base of just over **4,500**.*

*On average, each patient came to the clinic for a medical appointment 2.3 times in 2008, evidence that the Clinic has become a trusted medical home for the community.*





# More Impact

*“By coming to this clinic we are saving the government money, we do not need to go to the emergency room anymore.”*

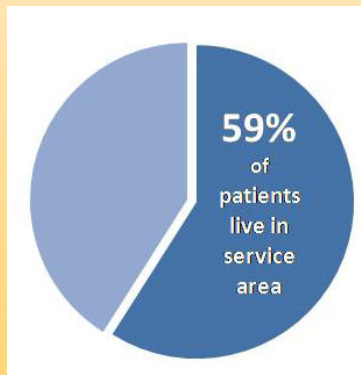
Clara Vargas and Liz Montero  
Denver Harbor Clinic patients

Denver Harbor Clinic is drawing increasing numbers of patients from its direct service area with medical services that are aligned with the needs of the community.

The Clinic’s service area target population of nearly 28,000 people live in Harris County within the zip codes of 77020 and 77029. Nearly 60 percent of the current patient base comes from this geographic service area, and the number is expected to increase in 2009.

This area has been declared by

Top: Denver Harbor Clinic opened a new 9,000 square foot medical facility and converted the former medical facility into the new dental clinic. Bottom: The Clinic’s primary patient base is in the northeast Houston area highlighted in gold and red). In addition, data shows that increasing numbers of patients are traveling to the clinic from neighboring communities.

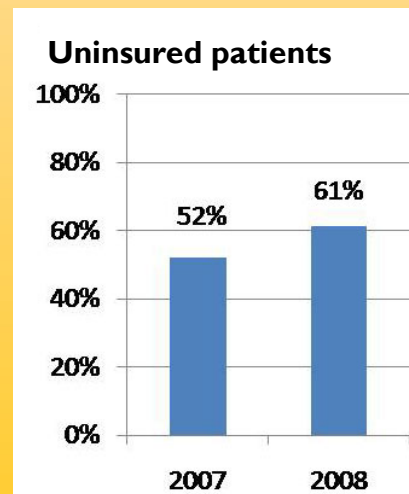


the U.S. Department of Health and Human Services to be medically underserved. The vast majority of residents are disadvantaged people of Hispanic origin who previously had little access to health care services.

Like other communities in in Houston and throughout the country, the unmet need for

primary healthcare services in Denver Harbor has increased.

In fact, the number of uninsured increased from 52 to 61 percent in 2008, putting the Clinic’s long-term sustainability in jeopardy without local support.



# More Outreach



Denver Harbor Clinic formalized and expanded its Community Outreach efforts in 2008. With involvement in **57** events during the year, the Clinic gained visibility and credibility with various community partners, patients and referral sources.

Activities included health fairs, parent meetings, back to school events, community health expos, health education talks, intra-agency meetings.

## Health Education

### Medical

- Breast cancer
- Teen Obesity
- Healthy eating habits

### Dental

- Oral Health for children
- Oral Health for seniors

### Mental Health

- Healthy discipline sessions
- Parenting tip workshops

## Health Screenings

### Medical

- Glucose screenings

## Dental

- Dental varnishes
- Cavity screenings

## Community Involvement Program

Once a month the clinic hosts a talk featuring a speaker from one of our partner organizations on the different issues affecting our community. Participating speakers include representatives from Social Security Office, American Heart Association, and the City of Houston, among others.

## Community Partners

Our continued success is possible because of our partnerships with the community organizations that share our commitment to the elimination of health inequities. They include:

- AVANCE Head Start
- Communities for Economic & Educational Development, Inc.
- Denver Harbor Seniors Citizen Center
- Eliot Elementary School
- ESCAPE, Family Resource

- Fifth Ward Pregnancy Center
- Head Start
- Healthy Families Initiative
- HISD Schools
- Hispanic Dental Association
- Houston Community College—Coleman College for Health Sciences
- Local community businesses
- Local community libraries
- Mental Health America of Greater Houston
- Northwest Preparatory Academy
- Texas Children Health Plan
- The Children's Defense Fund
- The Methodist Hospital
- United Healthcare Center
- University of Texas Dental School
- Women, Infant and Children (WIC) Nutritional Program
- YES Preparatory School

# More Support

Dozens of foundations and other funders have been instrumental in the critical support needed to launch and establish Denver Harbor Clinic as a valued and trusted community leader in healthcare.

Ongoing foundation, corporate, community, and individual support is welcome and required to offset costs to serve increasing numbers of uninsured patients.

## Past and current supporters

- Albert & Ethel Herzstein Charitable Foundation
- Baylor/ Methodist Community Health Fund
- CHRISTUS Health
- Dunn Research Foundation
- Fiesta Mart
- First Data Western Union Foundation
- Frank and Brenda Gallagher Family Foundation
- George & Mary Josephine Hamman Foundation
- Harris County Health Facilities Development Co.
- Harry S. and Isabel C. Cameron Foundation
- Houston Endowment, Inc.
- Journey Foundation



- JP Morgan Chase Bank
- Kappa Kappa Gamma Charitable Foundation
- M.D. Anderson Foundation
- Mabee Foundation
- Robert Wood Johnson Foundation
- Rockwell Fund, Inc.
- Salners Family Foundation
- Sisters of Charity of the Incarnate Word
- St. Luke's Episcopal Health Charities
- St. Luke's United Methodist Church
- Texas Department of State Health Services
- The Brown Foundation, Inc.
- The Cullen Trust for Health Care
- The Enrico & Sandra di Portanov Foundation
- The Florence and William K. McGee, Jr. Family Foundation
- The Frees Foundation
- The Healthy Houston Foundation
- The Houston Foundation
- The Junior League of Houston, Inc.
- The Lyons Foundation
- The Meadows Foundation
- The Methodist Hospital
- The Methodist Hospital System
- The Powell Foundation
- The Simmons Foundation
- The Strake Foundation
- The William Stamps Farish Fund
- Weekley Family Foundation

## Board of Directors

The following community members, philanthropists, and professionals generously donate their time and expertise on the Denver Harbor Clinic Board of Directors:

- Dario Arellano
- Raymond Carrizal
- Phyllis Cohen, Chair
- Emily Crosswell
- Watson Holyfield
- Otalia Lopez
- Ruby Lozanda
- Andres Ortiz, Secretary
- Miquel Quinones
- Jose Luis Villareal
- Rita Rodriguez
- Robbie Saladino
- Bert Smith
- Florida Suarez
- Lori Swann
- Waide Upton, Vice Chair
- Ed Tyrrell
- Michael Whitmire
- Thomas Wilson

Denver Harbor Clinic is proud to be the home of Methodist Hospital's Family Medicine Residency Program



# More Opportunity

*“A great organization is one that delivers superior performance and makes a distinctive impact over a long period of time.”*

*Good to Great and the Social Sectors* by Jim Collins

Like most social service organizations, Denver Harbor’s performance is measured relative to its mission, not financial returns. The critical question is “How effectively do we deliver on our mission and make a distinctive impact, relative to our resources?”

The answer is: **we excelled beyond measure.** In the face of new financial challenges, the Clinic has achieved record levels of impact.

We now face numerous challenges, offering new opportunities for us all to be part of something that is—indeed—making a distinctive impact in our city for many years to come.

## How you can help Denver Harbor Clinic

- Spread the word about our impact to community leaders and state representatives
- Encourage community members to use the clinic and become a patient yourself
- Invite us to speak at your next event
- Make a monetary donation through our website
- Sign-up to be a friend and receive our quarterly updates:

[www.denverharborclinic.org](http://www.denverharborclinic.org)



### Denver Harbor Clinic 2008 Financial Statement

	<u>FY08</u>
Operating Revenue:	
Net Patient Revenue	\$ 904,653.52
Grants & Contract Revenue	2,070,413.18
Other Revenue	<u>416,036.52</u>
Total Operating Revenue	\$3,391,103.22
Operating Expenses	
Salaries, Wages and Benefits	\$1,895,316.76
Supplies and Expenses	1,063,663.32
Depreciation and Amortization	90,854.07
Interest Expenses	26,668.13
Provision for Bad Debt	<u>427,131.21</u>
Total Operating Expenses	\$3,503,633.49
Excess Revenue Over Expenses/Loss from Operations	\$ (112,530.27)
<b>Monies Allocated to Capital Expenditures</b>	<b>\$1,063,528.77</b>

Note: Based on unaudited statements.

*Denver Harbor Clinic is funded primarily through third-party revenue including, Medicaid, Medicare, and private insurance. However, no one is refused services due to lack of insurance or ability to pay. The clinic depends on the support of foundations, corporations, and individuals to offset the costs associated with serving rising numbers of uninsured patients.*