2013 ANNUAL REPORT
our approach
# BOARD OF DIRECTORS

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The Rt. Rev. Dena A. Harrison

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Iliana Gilman

Executive Director
DEAR EL BUEN COMMUNITY,

We are pleased to present our 2013 Annual Report, which highlights the many critical services El Buen Samaritano provides to Latinos in Central Texas. Our commitment to empowering Latino families through a comprehensive array of health and human services could not be carried out without the support of our partners. This includes our Board of Directors, dedicated workforce, Central Health, volunteers, the people who rely on our services and lead donors: St. David’s Foundation, the Episcopal Foundation of Texas, St. Luke’s Episcopal Health Charities and Michael & Susan Dell Foundation. Thank you.

El Buen offers a unique array of comprehensive services for the Latino community as one of the leading nonprofits in Austin. To continue doing so, we must prepare for the future. Impending federal changes to healthcare and immigration reform will challenge the way we support our community. They will impact our efforts to ensure families achieve self-sufficiency as guided by our collective vision.

Already the nation’s largest ethnic group, Latinos will comprise one-third of the U.S. population by 2050, according to the U.S. Census Bureau. This has many challenging implications for our future. Consider the facts on the right.

These numbers illustrate a growing burden for all Central Texans and safety-net providers. It is imperative to use this opportunity to prioritize and ensure that services meet the needs of our community.

To start, we, along with other local health and human service providers, have partnered with the Community Care Collaborative (CCC) to address patient satisfaction, service quality and fiduciary responsibility. The CCC works with its partners to incorporate new capabilities and services that shift from a focus of treating illness to emphasizing the prevention of illness, management of chronic diseases and the promotion of health. This means El Buen will be working to link and demonstrate the effectiveness of services that range from literacy to nutrition to healthy living and everything in between.

El Buen’s long history and innovative approach to holistic health—physical, mental and spiritual—is central to our mission. We look forward to reporting our progress throughout the year. In the meantime, please send us your thoughts and questions. To learn more about our work, visit ElBuen.org.

THE RT. REV. DENA A. HARRISON
The Episcopal Diocese of Texas

LIANA GILMAN
Executive Director

THE RT. REV. DENA A. HARRISON
The Episcopal Diocese of Texas

LIANA GILMAN
Executive Director

FACTS ABOUT POVERTY AND LATINOS:
A startling 31 percent of Latinos live in poverty, and in Travis County, Latinos have the highest poverty rate of any race.

One in three (34 percent) Latinos are uninsured, the highest rate of any race in the U.S. (similar to Travis County).

In 2008, 41 percent of Latinos aged 20 and older did not have a high school diploma and four percent had a GED (compared to 23 percent of African Americans, 14 percent of non-Hispanic whites and 15 percent of Asians).
Battling diabetes, I experienced anxiety and depression. El Buen was there not only to help me control my diabetes, but also to offer emotional and nutrition counseling support. I feel much more at peace now.

— GILBERTO ARELLANO
El Buen Samaritano provides patient-centered treatment to medically underserved families in Central Texas. This year, a total of 7,733 patients received quality integrated healthcare from El Buen’s Wallace Mallory Clinic. Of those patients, 90 percent lived below 200 percent of the federal poverty level and 95 percent were Latino.

Our integrated service model ensures individuals have access to a range of affordable prevention and wellness programs. These programs include behavioral health counseling, dental services, diabetes management, nutrition counseling, prenatal and reproductive health education. A case manager and referral specialists also work with our patients to access additional resources and specialty care. All healthcare providers and support staff are bilingual.

As a proud member of the Community Care Collaborative (CCC), El Buen is preparing to embark on new best practices in integrated community health that improve individual, family and community health outcomes. The CCC is an integrated delivery system comprised of multiple providers working together to provide a coordinated continuum of services to county residents who are uninsured or living at or below 200 percent of the federal poverty level.

LATINOS COMPRISE ONLY 34% OF THE TOTAL TRAVIS COUNTY POPULATION BUT MAKE UP 57% OF THE UNINSURED IN TRAVIS COUNTY.

PATIENT DEMOGRAPHICS

7,733 UNIQUE PATIENTS

2,505 MALES 5,228 FEMALES

AGE

0 – 4 5 – 17 18 – 54 55 – 64 65+

91 527 6,397 559 159

FEDERAL POVERTY INDEX LEVEL

0 – 100% 101 – 150% 151 – 200% 201% +

6,085 586 146 916

COUNTIES SERVED

TRAVIS COUNTY 6,275
HAYS COUNTY 495
BASTROP COUNTY 482
WILLIAMSON COUNTY 189
CALDWELL COUNTY 192
OTHER COUNTY 100

81% 6% 6% 3% 3% 1%

SOURCES
Travis County Health & Human Services & Veteran Services Research & Planning Division, 2014.
U.S. Census Bureau, 2003
WALLACE MALLORY CLINIC

7,733 UNIQUE PATIENTS

2,100 patients connected to other services, including specialty care

1,600 CASE MANAGEMENT VISITS for financial assistance and referrals to specialty medical care

ELIGIBILITY & REFERRALS

new additions
Grew from 10 to 12 exam rooms, reaching facility capacity for patient visits

BEHAVIORAL HEALTH
Provided nearly 1,500 face-to-face visits for clinical depression, anxiety and post-traumatic stress disorder

highest in history exceeded clinic projected yearly visits by five percent

Grew from 10 to 12 exam rooms, reaching facility capacity for patient visits

HEALTH EDUCATION

Our Certified Community Health Workers, or promotoras, led 336 health education classes and workshops, including:

DIABETES MANAGEMENT
Offered Diabetes Empowerment Education Program (DEEP) classes to people living with type-2 diabetes. DEEP is a series of six 90-minute classes that provide the necessary knowledge and skills for diabetes self-management

REPRODUCTIVE AND SEXUAL HEALTH
Taught classes to young women based on Big Decisions, a medically accurate abstinence-plus curriculum. Additionally, promotoras taught Wise Guys®, a curriculum that promotes male responsibility and healthy relationships

PRENATAL HEALTH
Provided monthly prenatal health classes to men and women, based on the March of Dimes Comenzando Bien® curriculum

FOOD ASSISTANCE

Clients made nearly 4,700 visits to our food pantry for nutritious food, stocked and distributed by 180 volunteers

88% OF FOOD DISTRIBUTED
purchased from the Capital Area Food Bank, saving nearly $180,000

126,600 POUNDS
food distributed to eligible families

FOOD

nearly 4,700 VISITS

NUTRITION
Counseled 366 patients to improve their eating habits, in a way that is practical and sustainable, to ensure optimal health

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Family Engagement and Literacy

"El Buen’s ESL classes gave me the foundation to succeed at Austin Community College. Now I’m on my way to receiving a certificate in information technology, and I’ll be able to use this knowledge as a computer instructor."

— Jorge Zarate
Literacy is integral to our lives. Poor literacy can have a profound and far-reaching effect on every aspect of daily life. Literacy impacts an individual and family’s financial well-being, physical health and overall success. We also know that literacy influences the level of individual resilience to stress and the extent to which people feel in control of their lives.

El Buen supports a variety of family literacy programs that range from English as a Second Language (ESL) to digital literacy, health education and more. We use this approach knowing that parent literacy skills directly correlate to the literacy of their children. According to Begin to Read, two thirds of students who cannot read proficiently by the end of the fourth grade will end up in jail or on welfare. Our literacy programs are developed for three target age groups—0-5, youth and adults—focusing primarily on foreign-born parents.

Literacy is a particularly critical factor for Latino adults, who have on average lower health literacy than any other racial/ethnic group in the United States. Other priority groups include immigrants and people below the federal poverty index level. For the community, this has a broader impact that ranges from poverty, to crime, to economic growth.

**LATINO IMMIGRANT DEMOGRAPHICS**

82.5% \(\text{NATIVE BORN} \)

17.5% \(\text{FOREIGN BORN} \)

52% \(\text{BORN IN MEXICO} \)

48% \(\text{OTHER COUNTRIES} \)

**POVERTY RATES**

24% \(\text{FOREIGN BORN} \)

17% \(\text{NATIVE BORN} \)

**ACCESS TO LITERACY**

94,139

56% \(\text{NON-LATINO} \)

44% \(\text{LATINOS} \)

**VICTIMS OF CRIME**

48% UNINSURED

20% \(\text{LATINO IMMIGRANTS} \)

86% \(\text{NATIVE BORN} \)

**ACCESS TO HEALTH**

9 OUT OF 10 PEOPLE WHO NEED ACCESS TO ESL PROGRAMS DON’T HAVE IT

Almost a quarter of the foreign-born population in Travis County lives below the federal poverty index level, compared to 17% of the native-born population.

Sources:
- Community Advancement Network and U.S. Census Bureau 1-Year American Community Survey
- Literacy Coalition of Central Texas, 2010
- Travis County 2006-2007 Immigrant Assessments, Austin Police Department
- Travis County 2006-2007 Immigrant Assessments, Migration Policy Institute
ADULT EDUCATION

1,800 ENROLLED STUDENTS
- ESL, GED, Digital Literacy
- Fall Semester: 700 enrollees
- Spring Semester: 400 enrollees
- Summer Semester: 700 enrollees

- new additions:
  - Piloted three new innovative classes to supplement the standard five-level English as a Second Language (ESL) curriculum: Lite ESL, advanced/intermediate conversation and The Corner—a tutorial ESL class
  - Initiated a partnership with the Instituto Nacional para la Educación de los Adultos to implement Plazas Comunitarias, a Spanish literacy program sponsored by the Mexican government

FAMILY AND EARLY CHILDHOOD EDUCATION

323 youth
- Began the Strengthening Families Program through a collaboration with Phoenix House to offer elementary school children and their families training sessions and reduce risk factors for behavioral, emotional, academic and social problems
- As part of Michael and Susan Dell Foundation’s Go Austin Vamos Austin (GAVA) 78745 initiative to combat childhood obesity, El Buen established partnerships with local elementary schools to add healthy living education to all out of school programs

OUT-OF-SCHOOL-TIME YOUTH PROGRAMS

323 youth, ages six through 14, participated in programs including after school tutoring, Kids Club, Reading Buddies, Outdoor Kids, Chess Club and summer camp

- Implemented parent and outdoor education program to address childhood obesity and diabetes
- Approximately 90 El Buen youth participated in the El Ranchito Summer Camp, receiving a residential nature immersion experience designed to nurture their mind, body and spirit in ways that were completely new for many of them

Nearly 400 children enrolled in El Buen’s Child Learning Center, providing childcare options for families enrolled in onsite programs while children explore language, socialization and games

Redesigned curriculum to reflect a continuum for children, youth and adults

- Initiated an onsite behavioral health referral process to ensure youth learn social and emotional skills
COMMUNITY ENGAGEMENT

“As an El Buen volunteer, I taught English as a Second Language and became interested in Latin American studies. I went on to major in Latin American studies at Yale. And now I’m a journalist working in Brazil on human rights issues. Thank you, El Buen!”

— CATHERINE OSBORN
AMPLIFY ATX $7,150
26 NEW DONORS

SUMMER LEARNING FUN FEST SERVED 400 INDIVIDUALS

HANDS FOR HOPE SERVED 4,000 INDIVIDUALS

VIVA LA SALUD SERVED 1,000 INDIVIDUALS

EARNED MEDIA $118,000 IN-KIND VALUE

VOLUNTEERS
690
10,311 HOURS VOLUNTEERED
$199,706 IN-KIND VALUE

FACEBOOK REACH monthly average 13,168

EMAIL RECIPIENTS 2,659 monthly average

TWITTER REACH 58,773 monthly average

launched BILINGUAL WEBSITE
MOBILE ADAPTIVE 2,257 AVERAGE MONTHLY VISITORS

speaking engagements across THE EPISCOPAL AUSTIN CONVOCATION

participated in 20 FAIRS ACROSS AUSTIN DISTRIBUTING HEALTH EDUCATION INFORMATION

in-kind value

10,311
HOURS VOLUNTEERED
$199,706 IN-KIND VALUE

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FINANCIALS

EXPENSES
$5,604,760

PROGRAM SERVICES
$5,027,360
90%

INTEGRATED HEALTHCARE
$3,589,648

FOOD PANTRY
$100,433

HEALTHY LIVING
$260,945

DEVELOPMENT
$247,930
4%

ADULT EDUCATION
$441,139

YOUTH EDUCATION
$303,806

EARLY-CHILDHOOD EDUCATION
$331,389

GENERAL AND ADMINISTRATIVE
$329,470
6%

GOVERNMENT CONTRACTS
$2,234,164
40%

PHILANTHROPIC SUPPORT
$2,072,608
38%

PROGRAM REVENUE
$956,405
17%

INVESTMENT INCOME
$327,633
6%

REVENUE
$5,590,810
PHILANTHROPIC SUPPORT

lead donors

EPISCOPAL FOUNDATION OF TEXAS
Upon his death, H. H. Coffield left one-third of his estate to the Episcopal Diocese of Texas to be set aside as a permanent fund to support the ten institutions of the diocese and from time to time provide gifts, grants, loans or advances to the Bishop Quin Foundation.

MICHAEL & SUSAN DELL FOUNDATION
In its early years, the Michael & Susan Dell Foundation focused its efforts on improving education and children’s health in Central Texas. But within a few short years, their reach expanded, first nationally and then globally.

ST. DAVID’S FOUNDATION
St. David’s Foundation invests in a healthy community through funding, hard work, and initiatives to better care for the underserved and uninsured.

ST. LUKE’S EPISCOPAL HEALTH CHARITIES
The mission of St. Luke’s Episcopal Health Charities is to advance the Kingdom of God with specific focus on human health and well-being through grants, research, and initiatives in support of the work of the Episcopal Diocese of Texas.

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The Laughlin-Beers Foundation
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Episcopal Diocese of Texas
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Linda S. Gorzycki
The Rt. Rev. Dena Harrison
Hospira Employee Campaign

Gifts of $1,000+ are listed. El Buen Samaritano gratefully acknowledges the hundreds of generous donors (financial and in-kind) who have supported our mission at all levels of giving. We are honored to have you as a partner.
our mission

El Buen Samaritano is an outreach ministry of the Episcopal Diocese of Texas committed to helping Latino and other families in Central Texas lead healthy, productive and secure lives through high-quality and affordable health-care, education and financial security services.