STRENGTHENING FAMILIES
THROUGH INTEGRATED CARE, FAMILY SUPPORT & LITERACY SERVICES
2014 ANNUAL REPORT
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DEAR EL BUEN COMMUNITY,

We are excited to share our 2014 Annual Report with you and all of our stakeholders and advocates. Enjoy the highlights of 2014, a year that marked the beginning of focused efforts on leading quality improvements, increasing access to care and enhancing patient experience.

We started the fiscal year by creating a non-profit health organization to employ physicians and provide guidance regarding clinical care. With this new physician advisory board governing structure, we hired a medical director, Dr. Lisa Doggett, a family practice physician, to oversee our Wallace Mallory Clinic. We also hired a director of integrated care, Debbie Del Valle, to develop a system of care between our medical, social and educational services.

To date, our team has implemented improvements such as designating walk-in clinic hours, establishing partnerships that provide patients access to critical specialty care, and preparing to expand access for families and individuals who are MAP and Medicaid eligible. It is truly an exciting time for El Buen!

Our work ahead includes the development of crucial technology and operational infrastructure to support data reporting for improved quality outcomes, needs assessments and to ensure long-term financial sustainability. We look forward to reporting on our success in 2015.

Our data analysis this year revealed interesting information. For the first time, we were able to quantify that 95 percent of the people who use our services are Latino, and a large portion are low-income immigrants from Mexico, Central and South America. Immigrants are defined as a vulnerable population. They are at increased risk for poor physical, psychological and social health outcomes. Key factors to poor health include socioeconomic status, limited English proficiency, immigration status, and social and political marginalization.

In the daily pursuit of our mission to empower families, we are collectively working towards health equity. El Buen does this by providing culturally effective, integrated and comprehensive health and human services. This means we must recognize that an individual’s health begins before they come to our clinic—at their homes, schools and places of employment.

When El Buen was founded in the late 1980s, the Episcopal Diocese of Texas had the foresight to establish an outreach ministry rooted in a philosophy that adapted and responded to the unique needs of our families. El Buen has continued to honor this tradition and grown to be one of the only safety net providers to address all aspects of an individual’s health.

Our humble beginnings involved the help of volunteer physicians who provided care in small multi-purpose exam rooms; church parishioners who distributed meals out of their cars; and other volunteers who taught English in a small room shared with San Francisco de Asís Episcopal Church. Twenty-seven years later, our community and supporters share the same spirit of giving. On behalf of our Board of Directors and the families we serve, please accept our sincere thanks for your commitment to our work.

Wishing you health and peace,
While access to medical care is critical to health, 80 percent of an individual's health begins with their environment at home, school and work. *

IMPROVING HEALTH AND QUALITY OF LIFE

Social Economic Factors: education, employment, income, family & social support, community safety, spirituality

Clinical Care: access to care, quality of care

Health Behaviors: tobacco use, diet & exercise, alcohol & drug use, sexual activity

Physical Environment: air & water quality, housing & transit

*ROBERT WOOD JOHNSON FOUNDATION

EL BUEN’S APPROACH

El Buen improves individual health and wellbeing by providing high-quality, integrated health services and family supports in a culturally appropriate environment.
El Buen Samaritano’s Wallace Mallory Clinic seeks to improve the health and wellbeing of individuals by providing comprehensive services using an integrated, family-centered approach. El Buen only employs bilingual providers who offer quality, affordable and culturally competent healthcare to Latino families.

**SERVICES INCLUDE:**
- Chronic disease management
- Family planning
- General and internal medicine
- Mental health/counseling
- Nutrition consultations
- Obstetrics and gynecology
- Preventive care and immunizations
- Specialty referrals

7,284

**UNIQUE PATIENTS IN 2014**

17,048 Primary Care Appointments
96% Latino
64% Women
80% Travis, 7% Hays, 7% Bastrop, 6% Other
80% At or Below 100% Federal Poverty Level (FPL)

Vanessa Martinez, 37

After experiencing the mental and physical distress of a miscarriage last year, I turned to El Buen’s health clinic to get my body the attention it needed. The doctor talked to me about depression and anxiety, so I sought help from El Buen’s counselor. I was also referred to an onsite nutritionist. Since then, I’ve learned about prenatal care and how to adjust my eating habits. I feel healthy and I know how to make the right decisions for me and my family.

Vanessa Martinez, 37
El Buen’s Community Health Worker (Promotores) program provides evidence-based education and supports on diabetes self-management, prenatal and reproductive health. Additionally, promotores help patients understand and adhere to their treatment plans while connecting them to El Buen’s array of health and human services. These interventions are effective in the improvement of health outcomes among Latinos.*

“With four children and a fifth on his way, I thought I knew everything there was to know about pregnancy. I didn’t realize the challenges I had during my previous pregnancies could have been easily avoided. El Buen’s promotores taught me how to regulate my stress levels and create healthy eating habits. With their support and the support of my peers, I am doing everything I can to ensure the healthy development of my baby.”

APOLONIA BALLESTEROS, 40

* Robert Wood Johnson Foundation
El Buen’s food assistance program offers nutritious foods to families and individuals who are experiencing financial hardship. Additionally, with the help of volunteers and families, El Buen maintains a community garden to promote the harvesting and consumption of fruits and vegetables. Families who choose to manage a plot in our garden are exposed to new healthy foods and learn about healthy cooking and nutrition. Fresh produce from the garden is then distributed to clients. Studies show that people who are food insecure experience poorer health outcomes. Food insecurity can also impact a child’s physical health, mental health and academic success.

Three years ago, we realized that living off one paycheck just wasn’t enough. Putting two kids through college and raising a child wasn’t easy. When the summer came, so did high electricity bills. With my kids home for the summer, I had a hard time making ends meet. El Buen’s food assistance program helped me save on groceries, so I had money for other vital things, like unexpected medical visits.

* Feeding America

5,438 Families Served

134,805 Pounds of Food Distributed to Families in Need

MARIA GARCIA, 53
El Buen’s family literacy program helps families improve their physical, emotional and financial wellbeing through educational attainment, job promotion and family engagement. Using a two-generation approach, we address gaps that limit opportunities for low-income adults and provide supports for their children. Core services and classes include:

**ADULT EDUCATION**
- English as a Second Language
- Computer skills
- Adult Basic Education in Spanish

**YOUTH ENRICHMENT**
- Kids Club
- Afterschool tutoring
- Summer day camp

735 UNIQUE ADULT STUDENTS 180 YOUTH PARTICIPANTS

<table>
<thead>
<tr>
<th>ADULT</th>
<th>YOUTH</th>
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</thead>
<tbody>
<tr>
<td>1,147 Course Enrollments</td>
<td>293 Program Enrollments</td>
</tr>
<tr>
<td>95% Latino</td>
<td>93% Latino</td>
</tr>
<tr>
<td>67% Women</td>
<td>89% Travis County</td>
</tr>
<tr>
<td>89% Travis County</td>
<td>22% Uninsured</td>
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<tr>
<td>68% Uninsured</td>
<td>63% At or Below 100% FPL</td>
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“As a female growing up in Mexico, my dreams to become a business owner were discouraged by my parents. When I arrived to the United States, I couldn’t help my kids in school, and it was my responsibility to do so. Despite a demanding job and two children—one with special needs, I was committed to learning. I never expected it would be my own children who would inspire me to learn English. El Buen’s family literacy program allowed me to take English classes while my son received homework assistance. Now, I’m more motivated than ever to complete my English studies so I can finally start my own business.”

GLORIA ROMERO, 39
Volunteers are critical to El Buen’s mission. They are deeply embedded in our programs and services. Approximately 1,000 duplicated volunteers supported ongoing programs throughout the year in all service areas. Others helped plan and execute outreach events, such as our annual Viva la Salud Health Fair and Hands for Hope Thanksgiving meal distribution. Their service has a profound impact on our clients and our community.

As a teacher at St. Stephen’s Episcopal School, I embrace a philosophy of social justice through volunteer service. I take pride in teaching El Buen’s inspiring and dedicated students. I teach English to adults, and my students tutor youth. Since my students and I started volunteering at El Buen, I can honestly say we have learned just as much as, if not more than, the students of El Buen.

“PHILLIP DOIG
## FINANCIAL SUMMARY
### 2014

### OPERATING REVENUE

<table>
<thead>
<tr>
<th>Earned</th>
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<tbody>
<tr>
<td>Program Revenue</td>
<td>$883,551</td>
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<table>
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<tr>
<th>Contributed</th>
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<tbody>
<tr>
<td>Philanthropic Support</td>
<td>$2,259,400</td>
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<tr>
<td>Government Contracts</td>
<td>$1,818,853</td>
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<table>
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<tr>
<th>Earned from Capital</th>
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</thead>
<tbody>
<tr>
<td>Investment Income</td>
<td>$149,002</td>
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**TOTAL OPERATING REVENUE**

$5,110,806

### OPERATING EXPENSES

<table>
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<th>Programs &amp; Services</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Integrated Care</td>
<td>$3,673,967</td>
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<tr>
<td>Community Health</td>
<td>$387,380</td>
</tr>
<tr>
<td>Food Assistance</td>
<td>$92,753</td>
</tr>
<tr>
<td>Family Literacy</td>
<td>$897,030</td>
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</table>

| General & Administrative    | $435,804        |
| Unfunded Depreciation       | $257,048        |

**TOTAL OPERATING EXPENSES**

$5,743,982

| Change in Net Assets        | $(633,176)      |
| Capital in Long-Term Investments | $2,079,717  |
| Capital Released            | $425,000       |

**TOTAL CHANGE IN NET ASSETS**

$(208,176)*

*due to unfunded depreciation expenses
Gifts of $1,000 and above 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.

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.

EPISCOPAL HEALTH FOUNDATION
The mission of the Episcopal Health Foundation 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.

MAJOR DONORS

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El Buen Samaritano, Medical Director
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 healthcare, education and economic stability services.