



# Impact Report 2015



strengthening families  
creating opportunities  
improving health  
fostering community





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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 financial security services.

# Reflecting on 30 years

## 1970s

Xavier and Pilar Ubias, Latin American Episcopalians move to Austin. After an unsuccessful search for a Spanish-speaking church, they begin to hold Spanish services in their home



## 1987

Outreach center is founded in a small stone house on West Mary and South Fifth Street. Includes soup kitchen, clothing closet, food pantry, literacy classes and immigration services

## 1988

El Buen is formally recognized by the Episcopal Diocese of Texas as an Episcopal Mission

San Francisco de Asis holds its first service on Easter Sunday, just blocks from El Buen's location on South First Street

## 1991

First Hands for Hope Thanksgiving event, providing meals for families

## 1992

First six employees hired

Volunteers grow to almost 200

1980

## 1986

After Ubiases grow congregation to 50 Episcopalians  
Rev. Juan Jimenez begins ministry

1990

## 1989

Outreach center merges with San Francisco de Asis, co-locating at 1919 South First Street

Health services offered for uninsured individuals by volunteer medical professionals

## 1993

Clinic treats 350 patients

## 1997

Building Hope, a campaign for a new campus in South Austin is launched

## 2003

El Buen breaks ground and moves to 11-acre campus, its current location, housing three buildings to support a clinic, classrooms and San Francisco de Asis Episcopal Church

## 2009

Transition from volunteer to hired medical professionals

## 2012

A record 8,300 clients served

# 2000

## 1999

Hands for Hope distributes care packages to nearly 500 families

# 2010

## 2015

Begin two-year **PCMH** recognition effort through generous support from Episcopal Health Foundation and St. David's Foundation

*Patient Centered Medical Home (PCMH) is a widely recognized healthcare delivery model emphasizing care coordination and communication to improve health outcomes. Patients are engaged and supported with respect, dignity and compassion.*

# Word from Our Leaders

El Buen addresses the physical, social and emotional wellbeing of Latinos to build a healthy, resilient and vibrant community. We do this by offering coordinated medical, literacy, food stability and spiritual services to promote healthy behaviors for the family.

On behalf of everyone at El Buen Samaritano, we are proud to share our 2015 Annual Report. This period is one of transformation. As we adapt to changes in healthcare, we are navigating further towards a vision set out at our founding.

Collectively, we strive to improve the emotional, physical and spiritual health and wellbeing of our community through the provision of culturally appropriate, comprehensive, family-focused and patient-centered healthcare. We model our approach knowing that a person's literacy, employment status and physical environment have a profound impact on individual health and quality of life. For example, to successfully manage a disease such as diabetes, you must know how to read and write, learn how to cook healthy, nutritious meals and understand your medical treatment plan. Unlike other healthcare settings, El Buen provides all these services and much more, on our beautiful 11-acre campus.

Our clients benefit from our work this year to deliberately integrate and align our programs. This coordination engages clients to identify their specific needs, develop tailored treatment plans and be connected to other social services in our community.

We also kicked-off the ambitious process to attain Patient Centered Medical Home (PCMH) accreditation – a nationally recognized practice model that positions us to improve the health of our clients by focusing on quality of care, patient engagement, and patient

satisfaction. As a medical home, we ensure individual patient needs and values are at the center of care. This approach is important because it reduces health disparities and furthers health equity. Today, ninety-seven percent of our clients are Latino. Sixty percent live at or below 100 percent of the Federal Poverty Level – meaning the household income for a family of four is less than \$24,000 annually.

Many of our client families have complex needs. Our dedicated staff understand that every encounter with individuals meets these needs and also builds strong ties between us, clients and the broader community. One of the most universal needs of all our clients is a sense of belonging – a community. Some of our longtime employees first came to El Buen as clients and their paths closely resemble those of the clients they now serve.

This model is a true reflection of our purpose and vision – to empower and support Latino and other families in Central Texas to thrive in a vibrant community. We look forward to continuing to share our progress on this transformative initiative in the year ahead.

In 2017, El Buen marks a historical 30 years of strengthening families. Our humble beginnings rooted in faith, gave way to the pioneering of comprehensive health services in Austin. We will continue to build our legacy as trusted community resource because of the support provided by all stakeholders like you. Thank you for being a part of the El Buen community.



**The Rt. Rev. Dena A. Harrison**  
Episcopal Diocese of Texas



**Iliana Gilman**  
Chief Executive Officer





# New Partners

- AGE of Central Texas
- Any Baby Can
- Austin Travis County Health and Human Services Department
- Community Care Collaborative
- CommUnityCare
- East Side Memorial and Menendez High Schools
- Jeremiah Program
- Justice for our Neighbors
- KLRU, Austin PBS Affiliate
- Mexican National Institute of Adult Education
- Phoenix House
- Planned Parenthood of Greater Texas
- SAFE Alliance
- Seminary of the Southwest
- University of Texas Dell Medical School
- United Way of Central Texas
- Volunteer Clinic
- Women's Health and Family Planning Association of Texas

# Accomplishments



Community Health Workers developed a Spanish adaptation of curriculum for individuals who face challenges as caregivers in partnership with **AGE of Central Texas**

**Austin Travis County Health and Human Services** provided free vaccinations to 836 adults; delivered diabetes management classes to 105 students

Implemented chronic disease care model for diabetes and depression to 130 patients in partnership with **Community Care Collaborative**

Conducted 96 sex education classes designed to prevent pregnancy and reduce the risk of contracting sexually transmitted infections, teaching 1,792 **Eastside Memorial high school and Gardner Betts Juvenile Justice Center** teenagers safe and appropriate dating practices

Offered Play to Learn,<sup>™</sup> a **United Way** initiative that brings parents and youth ages 2-4 together for learning with the use of digital tablets to 10 families

Launched call center for screening, intake and referrals to internal and community services, linking more than 500 individuals a month through the resources of **United Way of Central Texas**

Referred 237 diabetic patients for free retinal eye exams to **Volunteer Clinic**

Provided family planning services to 1,260 individuals through funding from **Women's Health and Family Planning Association of Texas**

Kickstarted our Patient Centered Medical Home initiative (PCMH) with support from **Episcopal Health Foundation**



“I saw it as another way to help my community”



## Fostering Community

Since 2002, Rosa arrives each day with a smile and warm welcome for families who come to El Buen.

Her story starts after emigrating to the United States in 1987. Alone, she sought community and soon found El Buen. Her time started as a student, where she began to learn basic English. In those early years, Rosa said, El Buen was a great support.

She then volunteered her time as teacher while raising a child with another one on the way. But she worked as much as she could because it brought her fulfillment and joy to see others in her community benefit from these services.

A year later after her second child was born, she returned to El Buen. “This time, staff asked me if I wanted to become a promotora [Community Health Worker] to teach the Comenzando Bien (Starting Right) classes to expecting mothers.”

In 2008, Rosa became El Buen's Basic Needs Coordinator, "I saw it as another way to help my community."

In addition to managing the food pantry and community garden, Rosa goes out of her way to help families choose the foods needed for balanced nutritional meals, and prepare them.

On average, more than 400 recipients benefit from our emergency food assistance program a month. Many have lost jobs, are paid low wages or simply find themselves without any resources.

Food insecurity contributes to poor health outcomes and impacts a child's physical and physiological health - impacting academic success. Through partners such as Applied Materials Foundation, Central Texas Food Bank and Farmshare Austin, we provide healthy fruits, vegetables and dairy products in addition to staples like beans, rice, bread, and canned goods.





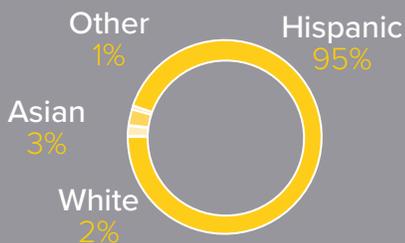
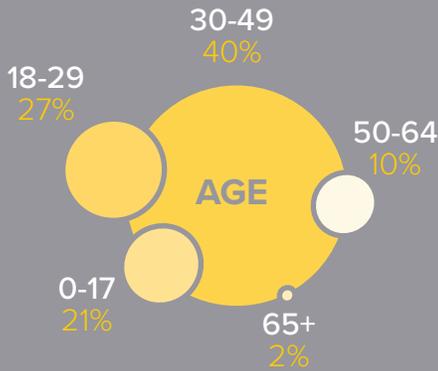
**842** Total Students



520  
62%



322  
38%



## Creating Opportunities

Owner of Maximum Hair Salon, Ana has studied at El Buen for more than five years, "I attended a diabetes and healthy eating class," she says.

Last year, after the death of her husband, she became determined to improve her well-being and build her work skills, beginning with digital marketing.

She enrolled in El Buen's digital literacy course to learn computer basics.

"Since I no longer have my husband, I needed to do things myself. I began to learn how to do my own accounting using the spreadsheets my husband created. But still, I needed to learn more." Ana learned to create flyers and build a website for her business.

"I'm excited to create this website using my own ideas," she said, taking pride in her newfound empowerment.

Our students come from different backgrounds. Some never completed school, others are residents who need to learn basic English for employment and others simply want to learn.

"The rate of completion for students is high," says Karen Green, manager of family literacy. Students connect to their communities, their teachers and to each other. So much so, that former students now teach others, creating a continuum in the classroom.

Because educational attainment and income are significant influences on our health and quality of life, we place great emphasis on our family literacy program.

We provide a full array of services for our students, such as English as a Second Language, Adult Basic Education in Spanish, computer literacy, afterschool tutoring and summer camps.



# Strengthening Families

El Buen's reach is far and wide. We employ Community Health Workers, or "Promotores de Salud," to deliver health education and supports at people's homes, schools and places of employment. Promotores are state-certified and trained to provide information about everyday health and wellness topics.

They are frontline public health workers who are trusted members of our community. By becoming partners in health, promotores are instrumental in building trust, reducing fear, removing barriers and improving patient-provider communication. This ensures the provision of quality, culturally-competent care.

Through a range of activities such as outreach, patient navigation and follow-up, community health education and information, informal counseling and social support - promotores serve as wonderful community advocates. Last year, our promotores provided evidence-based health education to almost 2,000 individuals on diabetes self-management, prenatal and reproductive health, and support to caregivers in partnership with various local health and human services.

These supports can account for nearly a third of an individual's quality of life and well-being by encouraging healthy behaviors.

In doing so, our clients have seen **transformative changes**.

Our constituents are primarily low-income Latinos who have higher rates of disease, fewer treatment options, and reduced access to care. This year, we developed a streamlined intake process that allows us to screen individuals and families for the social and medical services at El Buen and in the community.

Employees from each service area—food pantry, clinic, education—have various opportunities for clients to learn about all our services and are equipped to identify client needs. For example, a teacher may identify a summer camp student who has not seen a doctor in the last year and recommend scheduling a well-check where the student would receive needed immunizations.

With the support of Episcopal Foundation of Texas, El Buen will further develop these efforts by launching a Health Literacy program in 2016. Health literacy is the strongest predictor of a person's health—more so than age, income, education level, employment status and race.

**2,667** Total Community Members Reached

## Teen Sex Education

1,792 Participants

## Diabetes Empowerment Education Program (DEEP)

105 Participants

## Prenatal Health Education

118 Participants

## Ventanilla de Salud Outreach (Mexican General Consulate)

652 Reached



1,345  
52%



1,322  
48%

# Two Decades of Service

Greg Abell has been volunteering at El Buen for more than 20 years. He shared some of his experiences and knowledge about his early years at El Buen, teaching English as a Second Language at our original location on South First Street.

*I've seen El Buen's education programs grow from a group of well-meaning volunteers who had no teaching materials or training, to what it is now, quite a well-organized operation, serving a lot more people.*

*I enjoy the people who are really going from ground zero and making a significant step for them. I had an 80-year old Chinese student, who at first had difficulty understanding what I said to answering in complete sentences.*

*I love volunteering at El Buen, it's one of the most beneficial things I do in Austin.*



**Greg Abell**  
Volunteer

1,499  
Volunteers

25% Hands for Hope

9,675  
Hours served

26% Food Assistance

\$171,347  
In kind

49% Education



# Improving Health

One dreary day in December, Gloria arrived at El Buen's clinic and presented a clay pot to Irma, our front-desk coordinator for 15 years. Her note included a thank you to the clinical staff for being there for her all these years.

She is among thousands of community members being cared for by dedicated professional staff working together to provide a variety of integrated primary care, mental health and preventive services.

El Buen provides person-centered care for families and individuals with the following services:

- General and internal medicine
- Gynecology and obstetrics
- Immunizations
- Mental health and substance use
- Pediatrics
- Preventative care
- Sexual health services
- Support Groups for diabetics and the elderly

Approximately 65 percent of our patients are uninsured women living in Travis County and 88 percent have children. They rely on our services to maintain their emotional and physical well-being.

"As a community," said Iliana Gilman, chief executive officer, "we know how critical these services are and by increasing our reach we can identify and serve as a medical home for more families who are under or uninsured in our community - where the need is tremendous."

Also this year, we became a provider of the Title X Family Planning Program, administered by the Women's Health and Family Planning Association of Texas. Individuals can benefit from medical and education services that reduce rates of unintended pregnancy, HIV, sexually transmitted infections, and breast and cervical cancers. This program also assists individuals in determining the number and spacing of their children, which promotes positive birth outcomes.



**14,436** Clinic Visits

10,978 Primary Care

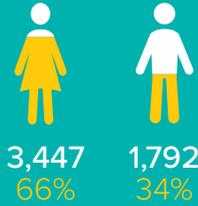
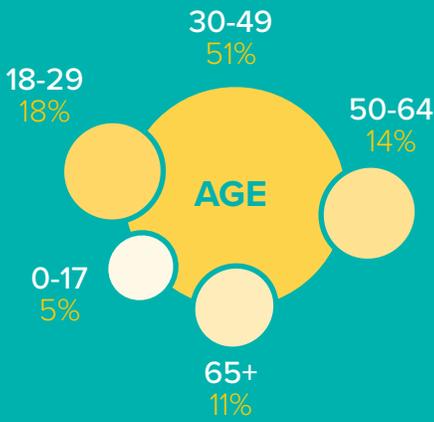
2,175 Mental Health

505 Pediatric

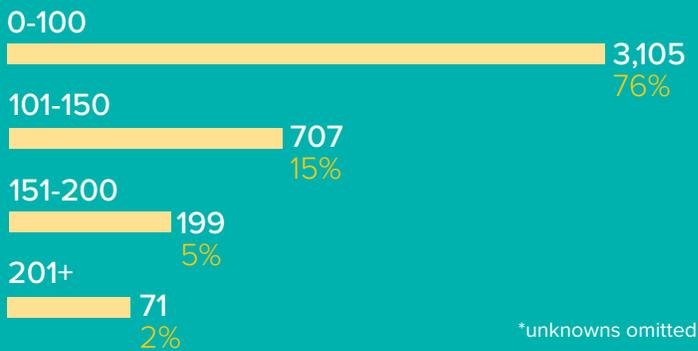
464 Family Planning

314 Prenatal

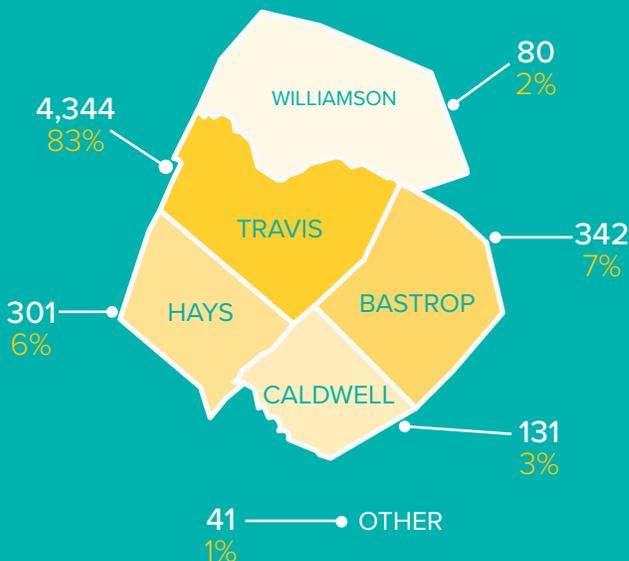
**5,239** Unique Patients



**FEDERAL POVERTY LEVEL**



**COUNTIES SERVED**



**Care Coordination Center  
Patient Navigation**

Despite many important efforts to increase health equity, not everyone has equal access to health-care—or similar health outcomes. Low-income Americans, racial and ethnic minorities, and other underserved populations often have higher rates of disease, fewer treatment options, and reduced access to care.

Patient navigation is an organizational service that, when applied in the context of a biopsychosocial approach to health, particularly among ethnic populations, can play a significant role in improving individual and population health.

Navigators are uniquely positioned to play an integral role in the changing environment of health-care delivery by facilitating access to care, as well as addressing language and cultural barriers. Patient navigators can break through literacy barriers (including health literacy and functional health literacy), build trust, reduce fear, and support patient-led care.

In doing so, navigators change the environment of healthcare delivery, with the potential to help in delivering better quality and more efficient care.

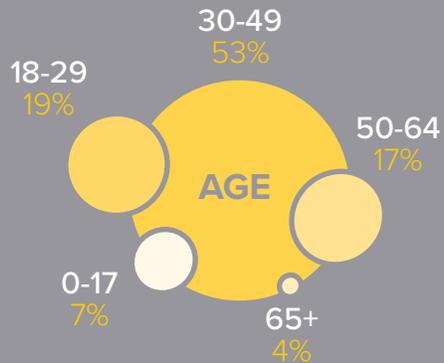
At El Buen, we have partnered with United Way of Central Texas to provide initial eligibility screening for individuals interested in receiving our services. From there, they meet with an eligibility specialist, who will help them enroll for services at El Buen and other applicable social services.

Care coordination is central to the PCMH model for excellence in care. Next year, we'll report on this exciting work.

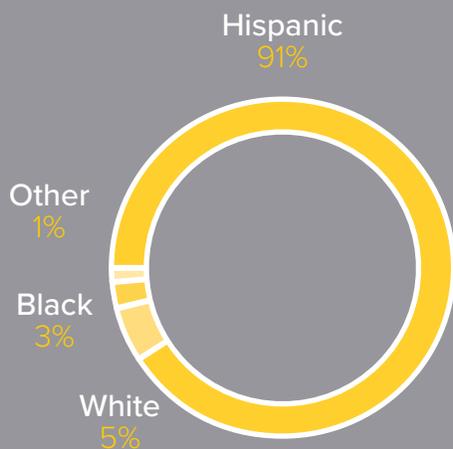
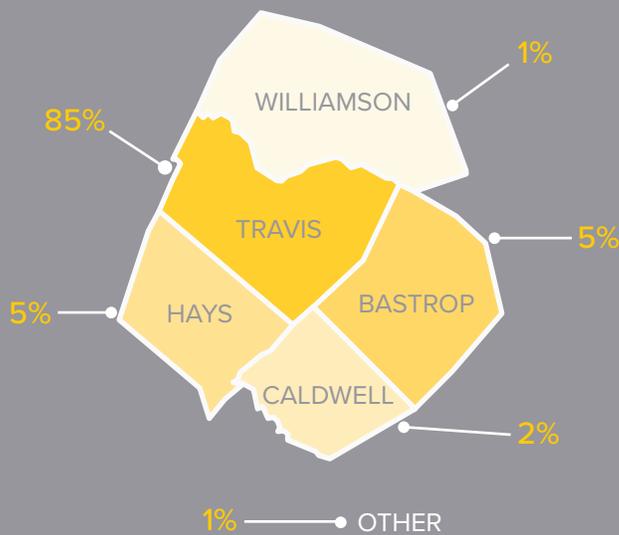
# 10,532 Total People Cared For

## ACROSS ALL SERVICES

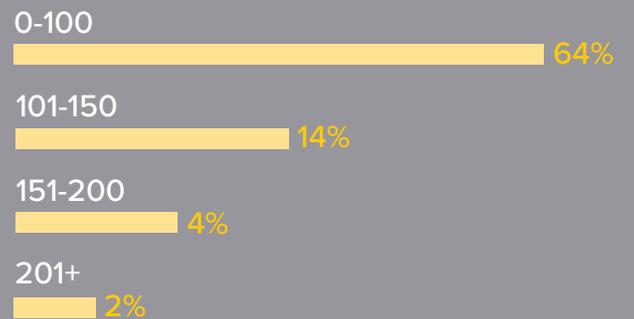
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### COUNTIES SERVED

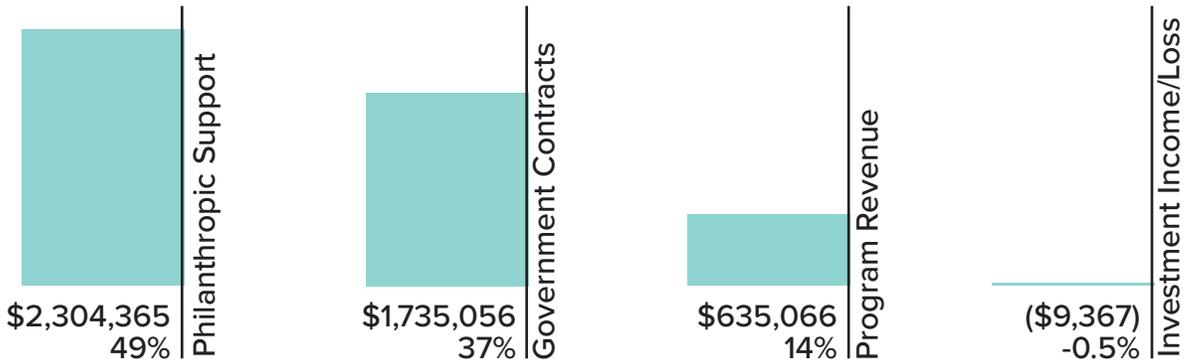


### FEDERAL POVERTY LEVEL

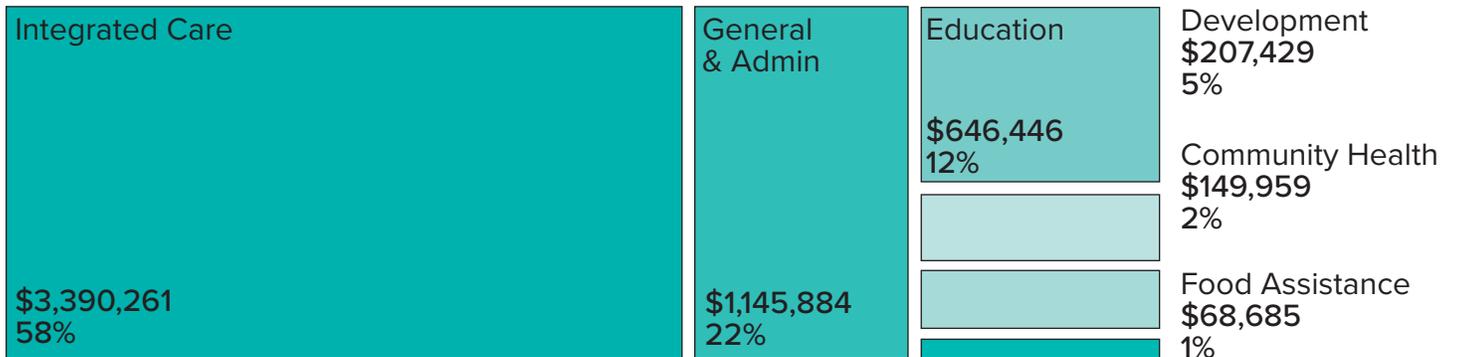


# 2015 Financials

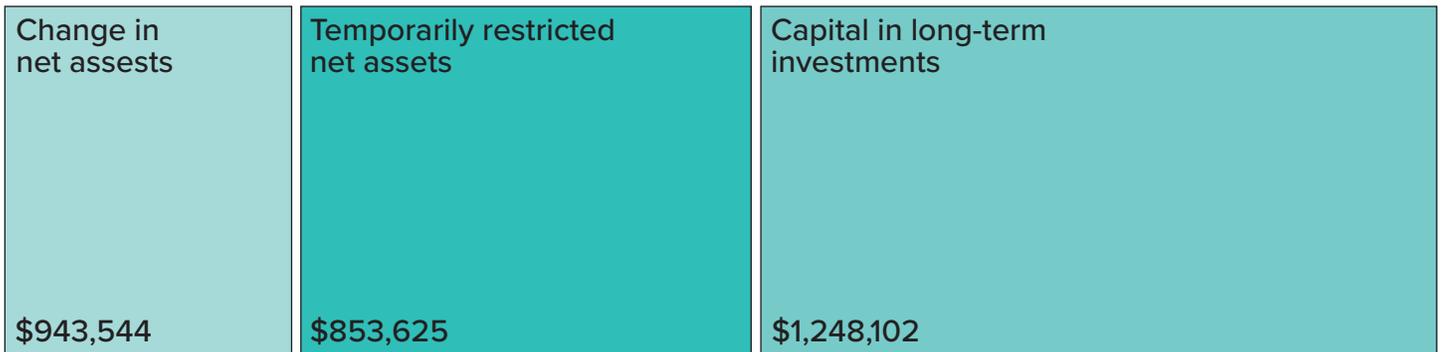
## REVENUE \$4,665,120



## EXPENSES \$5,608,664



## TOTAL CHANGE IN NET ASSETS \$89,919



# Supporting Our Mission

## Lead Investors



## Public Entities



## Major Investors

\$5,000+

- Applied Material Foundation
- Blue Cross and Blue Shield of Texas
- Catto Charitable Foundation
- Donald D. Hamill Foundation
- The Episcopal Church of the Good Shepherd
- I Live Here, I Give Here
- IME Becas
- Cathy and James Little
- Lola Wright Foundation
- March of Dimes of Central Texas
- Thomas E. Nelson, III
- Alec Rhodes
- Shield-Ayres Founndation
- St. Christopher's Episcopal Church
- St. Michael's Episcopal Church
- Cathy and Dwight Thompson
- Beth and Bowman Townsend

**\$1,000 - \$4,999**

Cindy and Greg Abell  
Anonymous  
Margaret and Robert Ayres  
Victoria Beynon  
Vickie and Guy Blumhagen  
Sheryl and Keith Brown  
Central Texas Food Bank  
Jennifer and Rick Cawley  
Robin and Malcolm Cooper  
Mary Jo and John Culver  
Donna Lou DiDonato  
Nathan Dooley  
Laurie Eiserloh and  
Jess Chapin  
Epic  
Frost Bank  
Carole and Tom Gebhard  
Iliana Gilman  
Helen and John Green  
The Rt. Rev. Dena  
A. Harrison and  
Larry Harrison  
Martha and William  
Hudson  
IBM Employee  
Services Center  
Robin and David Jackson  
Jackson, Sjoberg,  
McCarthy & Townsend LLP  
Catherine and Charles Kline  
Local Independent  
Charities of Texas  
Laura Longoria  
Michele Morrison  
Evelyn Nazro  
Lucy and Phil Nazro  
Rockwell Giving Fund  
Amanda and Dick Schmidt  
Lucy and Barry Simon  
Rudy Soto, Jr.  
St. Andrew's  
Episcopal School  
St. David's Episcopal Church  
St. Matthew's  
Episcopal Church  
Temple Hoyne  
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