



**2017**

**IMPACT REPORT**

## BOARD OF DIRECTORS

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Carole Gebhard

James Aldrete

Carl Angel

The Rev. William M. Bennett

Julie de Wette, M.D.

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Lucy Nazro

The Rev. Merrill Wade

Amy Young, M.D.

Luis Zayas, Ph.D.

Iliana Gilman, CEO

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Guy Blumhagen, M.D., *Secretary*

Robin May Davis, M.D.

Jennifer Aranda, M.D.

Iliana Gilman, CEO

## RECOGNITIONS AND AWARDS



### Patient-Centered Medical Home

Received Level 3 recognition (highest level given) for our commitment to patient-centered care and high quality services.



### Mother-Friendly Worksite

A Department of State Health Services designation for worksites that provide a range of support for working mothers.



### Mayor's Health and Fitness Council

Partner certification given to organizations that practice workplace health and wellness.

# HONORING the RIGHT REVEREND DENA HARRISON

This year (2018) we honor all the contributions, achievements and retirement of our outstanding leader - the Right Reverend Dena Harrison, Bishop Suffragan of the Diocese of Texas.



**Bishop Harrison**  
Chair, 2000–2018

During the past 18 years, Bishop Harrison's unwavering commitment and leadership has given way to transformative growth and change for all those touched by El Buen Samaritano.

Vickie Blumhagen, current executive chair notes, "Bishop Harrison's steady guiding hand enabled El Buen to become a model for other organizations and has become a strong voice in the community."

The Rev. Bill Bennett, who served with Bishop Harrison on the board of directors for nine years, spoke of her clarity to organizational leadership. As part of her oversight, she presided over the implementation of three strategic plans that have progressively increased El Buen's capacity to comprehensively serve the low income Latino community and respond to emerging needs.

"Like a painter, she captured a vision of what the organization could be as it matured and breathed life into that vision for all to see. She has courageously, and insightfully, led El Buen through many challenges during her tenure. Her inspiration has also inspired both current and former Board members to see the possibilities now

being realized by the community and people served by the work and El Buen's ministry," said Bennett.

**Bishop Harrison's strength, modeled through compassion, will leave a lasting legacy.**

Iliana Gilman, El Buen CEO added, "Bishop's leadership guided by her unwavering principles, values and integrity allowed for boundless growth throughout the years."

On behalf of the board and staff - we offer this special tribute and our gratitude for the many thousands of lives touched and wish her joy in her retirement.



**We are 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 affordable healthcare, education and food assistance.**



El Buen  
Samaritano  
Episcopal  
Center

# 30 YEARS OF ANSWERING THE CALL

For 30 years, El Buen has been building healthy, resilient and vibrant communities by addressing the physical, social and emotional wellbeing of families.

We are proud to announce the achievement of becoming a Patient-Centered Medical Home by the National Committee for Quality Assurance last summer. **This ongoing transformative journey began more than two years ago, marking this one of our most significant achievements to date!**

This strategic approach uses social determinants of health as a foundation, knowing that long before we need medical care, health begins in our schools, homes and neighborhoods. Much was accomplished in 2017; highlights can be found on the next page.

Our biggest challenge last year presented after the ICE raids in the spring. These events had a chilling effect on our clients and many chose to forgo critical health and basic needs services because they were afraid to leave their homes and risk being separated from their families. To them, the risk exceeds any support we can offer. These realities jeopardize the health of our entire community.

Impending changes in healthcare policy and funding also threaten our viability. El Buen, just like so many of our clients, faces an uncertain future. Fortunately, we received much appreciated support from funders like Bank of America (see next page) and the Madroño Foundation during this difficult period.

In the fall, we celebrated 30 years of “Answering the Call” and hosted a wonderful celebration to commemorate and honor all our supporters and leaders who have built El Buen into a trusted beacon of hope.

Thank you for your steadfast support. The good work and deeds that happen daily could be not possible without your involvement and commitment to our mission. As good stewards of your trust and support - we too are committed to continuing the fulfillment of our mission.

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

  
Iljana Gilman  
Chief Executive Officer

# ACCOMPLISHMENTS

## Patient-Centered Medical Home (PCMH) Recognition

One of our most significant accomplishments to date is achieving PCMH recognition at the highest level awarded. This designation is given to organizations that demonstrate improved quality of care, patient experience and cost reduction.

## Community Outreach, Advocacy and Support

This year our immigrant clients and their families experienced extraordinary challenges when the ICE raids in Central Texas occurred in early spring. El Buen responded in several ways to provide support. This included doubling down on outreach efforts by our promotores (Community Health Workers), who offer peer support to reduce fear and remove barriers to services.

Ensuring the safety of our clients and access to critical services is a top priority. **Bank of America** awarded us with the **Neighborhood Builders Award** funding a two-year pilot - "Pathways to Social Equity." This work will assess emerging barriers that prevent Latinos from accessing needed healthcare and social services.

## Celebrating 30 Years Of Empowering Families

A big rousing "**Grito Gala**" was held in September to commemorate 30 years of "**Answering the Call.**" El Grito Gala was more than an event — it was our community's call to action to honor and continue building on our legacy as a trusted community and family resource. Past board and leadership, along with 300 supporters and Grammy winning performers celebrated the milestone anniversary.

## Service Enhancement Through Client Engagement

In response to meaningful feedback from clients, we made the following improvements:

- Established a Patient Advisory Committee
- Added Tele-psychiatry services
- Expanded our food pantry so clients can "shop-for" healthy, fresh produce and nutritious food options

*"With fear of immigrants and anyone who is different or 'other' on the rise, El Buen has become more than classrooms and clinics, we are on the front line welcoming all those who aspire and dream."*

-James Aldrete, Board Member



*An all female mariache group serenaded attendees at the 30th anniversary gala.*

# PROGRAMS AND SERVICES

El Buen is dedicated to empowering low-income Latino families to become resilient by offering a range of quality services that address a person's health.

## Food Security and Wellness

Our **emergency food assistance** provides healthy choices for families year-round.

We also offer community members access to our **community garden**. The garden supplements their budgets, and teaches them how to grow fresh vegetables and fruits, while learning about nutrition.

**4,957**

Total  
Individuals Assisted

**1,400**

Households

**2,020**

Children

**78% Females**  
**22% Males**

**71% Hispanic**  
**16% Caucasian**  
**10% African American**  
**3% Other**

## Medical and Mental Health

Our medical facility offers a range of services for low income families in one location including: **comprehensive primary care, mental health, immunizations, pre-natal, family planning, an on-site lab and pharmacy.**

Our care teams consist of medical providers, counselors, a nutritionist and promotores who provide peer support.

**20,280**

Total  
Clinic Visits

**6,030**

Unique Patients

**65% Females**  
**35% Males**

**18,484 Primary Care**  
**(11% Increase)**  
**3,257 Mental Health**  
**(70% Increase)**  
**1,704 Family Planning/  
Prenatal**

## Family and Health Literacy

Adults can choose from five levels of **English classes, computer literacy, Spanish adult basic education and GED program.** We also offer **parent-child classes, after-school tutoring and summer camps** for youth.

In addition, people with chronic conditions (diabetes, high cholesterol) can enroll in our **disease management and prevention** education classes.

**683**

Total  
Family Literacy Students

**996**

Total Health Literacy  
Individuals Reached

**62% Females**  
**38% Males**

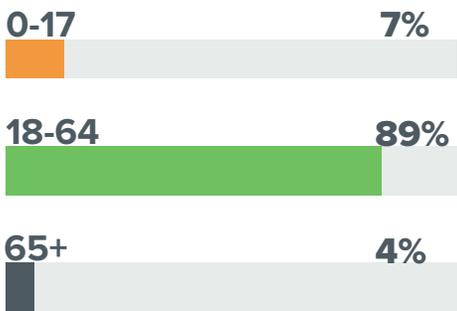


# 12,789 TOTAL PEOPLE SERVED

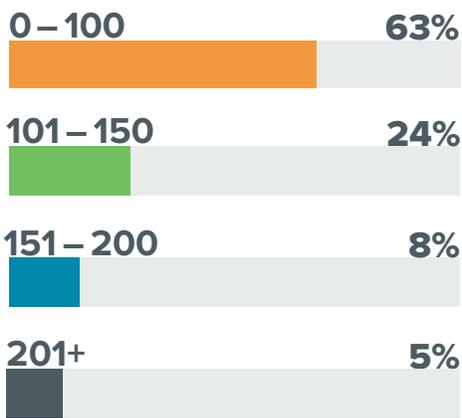
## 19% INCREASE FROM 2016

### ACROSS ALL PROGRAMS

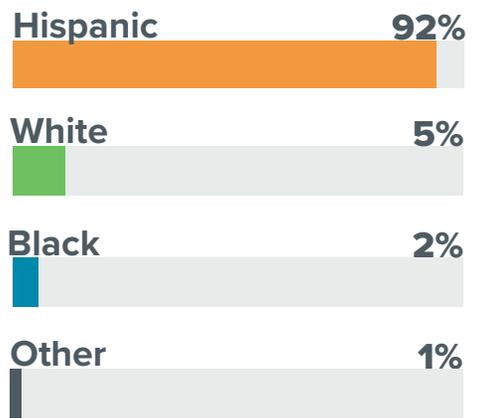
#### AGES



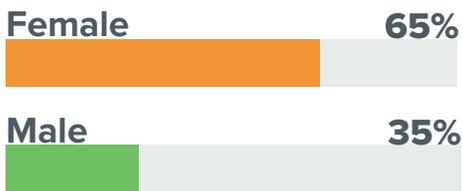
#### FEDERAL POVERTY LEVEL



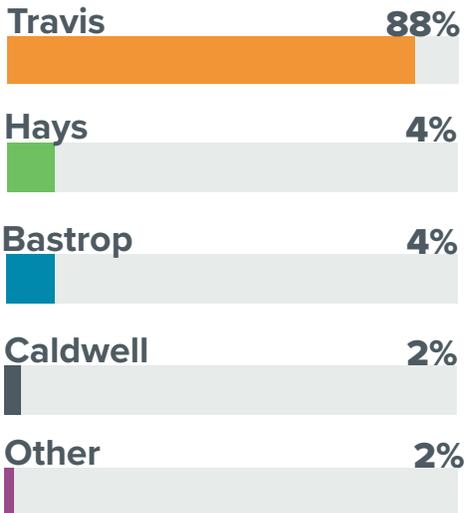
#### ETHNICITY



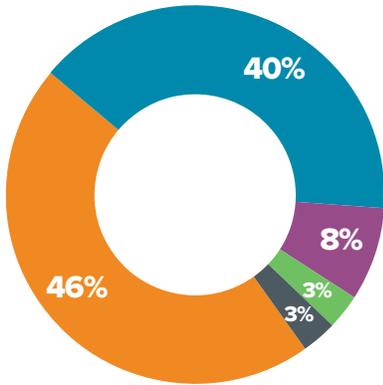
#### GENDER



#### SERVICE AREA

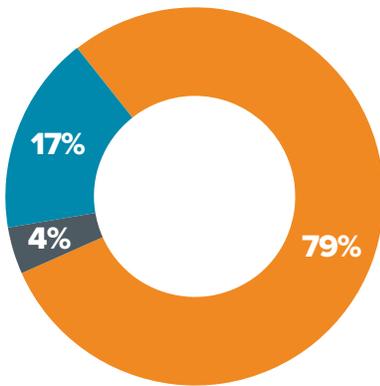


# 2017 FINANCIAL RESULTS



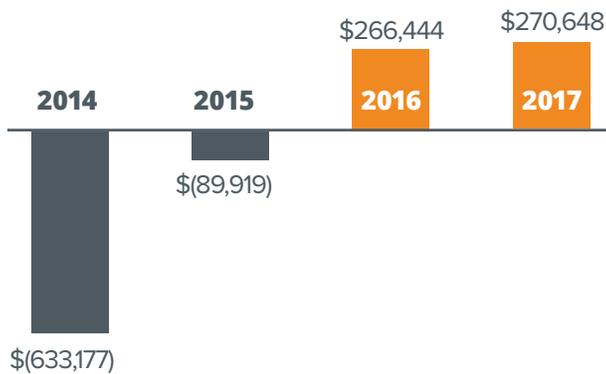
## 2017 TOTAL REVENUE \$7,170,354

●	Grants & Contributions	46%
●	Government Contracts	40%
●	Patient Fees	8%
●	Other Revenues	3%
●	Return on Investments	3%



## 2017 TOTAL EXPENSES \$6,899,706

●	Programs & Services	79%
●	General & Administrative	17%
●	Fundraising	4%



## TOTAL CHANGE IN NET ASSETS \$270,648

Our revenues and expenses grew from 2016, ending the year with \$270,648 positive increase. Net assets rose to \$7,485,574.

The illustration on the left provides a four-year history of net asset changes.

# CONSOLIDATING SCHEDULE OF ACTIVITIES

FOR THE YEAR ENDED SEPTEMBER 30, 2017

## REVENUES AND GAINS

Grants and contributions	3,339,151
Government grants and contracts	2,882,776
Patient fees	570,870
Return on investments	186,390
30th Anniversary Gala	97,446
Rental income	51,000
Program service fees	39,629
Other revenues	3,092
<b>Total revenues and gains</b>	<b>\$7,170,354</b>

## EXPENSES AND LOSSES

Program services	5,472,477
General and administrative	1,158,348
Fundraising	268,881
<b>Total expenses and losses</b>	<b>\$6,899,706</b>

<b>Change in net assets</b>	<b>\$270,648</b>
<b>Net assets at beginning of year</b>	<b>\$7,214,926</b>
<b>Net assets at end of year</b>	<b>\$7,485,574</b>



**“El Buen encouraged me to build my skills and opened a whole new world of possibilities.”**

## EMPOWERMENT AT EL BUEN

Maria came to Austin when she was 24 years old escaping a childhood of physical, emotional and sexual abuse. She was determined to re-build a better life than the one she had in Mexico. She fell in love, got married and raised two children. She supported her family working as a housemaid for the same family for 20 years. She lost her job when the family no longer needed her services.

Shortly thereafter, Maria was diagnosed with inflammation of the colon and grew weak. She fell into depression, triggering memories of the abuse she experienced in her childhood. "I could not find a way

out of my depression, I was living in darkness," remembers Maria.

Luckily, she found El Buen Samaritano.

After receiving much needed medical care for her illness and several counseling sessions, Maria felt so much better. She began volunteering at the food pantry. Helping others gave her purpose and inspiration to become a community health worker. After completing the certification, she enrolled in computer and English classes to help her find a better paying job. She will graduate with a high school diploma this year!

“El Buen's staff really cared about me. They encouraged me to build my skills and opened a whole new world of possibilities. Now I don't feel as isolated and alone," she said.

Maria knows these opportunities were made possible because of El Buen and the generosity of others. "I want to thank all of the people who support El Buen."

Maria's story is a wonderful testament to El Buen's mission – to empower low-income Latino families so they can lead healthy, productive and secure lives.

# YOUR SUPPORT BUILDS STRONG COMMUNITIES

**YOUR GENEROUS GIFTS** support families who need critical health services and emergency food assistance. Please consider monthly donations that add up to a large gift at the end of the year.

**VOLUNTEER!** We have many opportunities ranging from our Thanksgiving Hands for Hope food distribution event, teaching English or tutoring. We have a project for you!

**INCLUDE EL BUEN** in your will or as a beneficiary in your life insurance policy. This is a gift that costs nothing to you in your lifetime but could have a big impact on our services and the lives of Latinos with low incomes.



# DONORS AND SUPPORTERS

Thank you to all of our 2017 donors - those who appear here and those who do not. We could not fulfill our mission without your ongoing support.

## \$1,000,000+



## \$500,000 - \$999,999



## \$100,000 - \$499,999



Episcopal  
Diocese of  
of Texas



Michael & Susan Dell  
FOUNDATION



## \$50,000 - \$99,999

Alec Rhodes  
Madroño Foundation



## \$25,000 - 49,999



Fund for Shared Insight

## \$10,000 - \$24,999

Bob & Margy Ayres  
Bob & Pat Ayres  
Louis Black  
HEB Tournament of  
Champions  
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Lola Wright Foundation  
Shield-Ayres Foundation

## \$1,000 - 4,999

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Cathy & Dwight Thompson  
Foundation

## \$5,000 - \$9,999

Greg & Cindy Abell  
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Luis & Stephanie Zayas  
Anonymous Donor (2)

## \$500 - \$999

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William & Molly Bennett  
Nora Comstock  
John Corder  
Sandra Freitag  
Frost Insurance Agency, Inc.  
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Anonymous Donor

# VOLUNTEER SPOTLIGHT

## JOE & JOSEPH ROBINSON

Joe and Joseph Robinson - a father and son duo - have dedicated four hours a week to the food pantry for the past two years. "You're helping people and it feels good to do it," Joe explains. As a retired counselor, "it was second nature for me to serve in the food pantry."

Joseph said his father brought him to El Buen one morning and he has been returning ever since."

The beauty of volunteering is that you also receive so much more back. Joseph took home some lessons from the food pantry and started cooking, which he didn't do much before. "We're trying all kinds of different food all because of El Buen," Joe confesses "My diet has improved considerably."

The Robinsons understand it's not always easy to ask for help. "For

some people it's a struggle to ask for assistance, but it doesn't have to be that way- when people are assisted with compassion their burden lightens," says Joe.

Joseph concedes, "You don't decide where you're born, what skills you're born with, what family you're born into. Life just happens to you and if you need help getting back up El Buen is here to assist."



### VOLUNTEER SERVICES

**1,226**  
VOLUNTEERS  
GAVE

**10,544**  
HOURS

IN-KIND VALUE  
**\$259,816**

**57%** EDUCATION PROGRAMS

**28%** FOOD ASSISTANCE

**15%** HANDS FOR HOPE



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