



2016 IMPACT REPORT



strengthening families
creating opportunities
improving health
fostering community



STRENGTHENING FAMILIES

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.





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TRANSFORMING EL BUEN

Our 2016 theme was “Transforming El Buen” - a year focused on learning and refining our approach to service delivery and ensure there were “no wrong doors” a client could enter that didn’t get them the information and assistance they really needed.

Because of the investments of our funders and donors, we had the opportunity to make great strides in our collective journey to improve the health and well-being of the community. Through the encouragement and financial support of St. David’s Foundation and Episcopal Health Foundation, we were able to examine the provision of our services, and how they were delivered.

Throughout the year, it was of the utmost importance to ensure that the people we serve have a sense of security, belonging and trust in El Buen and in their new life.

In 2015, we began our work to attain the highest rating for Patient Centered Medical Home accreditation from the National Committee for Quality Assurance (NCQA). Becoming patient-centered allows us to focus on quality and meaningful engagement with our patients.

Being patient (or person)-centered means understanding a person's needs, their environment, behaviors and other factors in order to provide the additional services or assistance that will produce better healthcare outcomes.

We turned our focus to the integration of our many services and to employing diverse strategies that address the many things that influence individual health. More than 50% of our patients have one or more chronic conditions. Many of these chronic conditions require accessing better quality food and learning how to prepare foods to improve nutritional quality. Helping a patient navigate the complexities of follow up care and the transformation that can come about with life-style changes require trust and deep engagement.

We thank our supporters for aligning with us on health equity, because now many more families have the opportunity to live a healthier life, no matter who we are, where we live, or how much money we make. This is important because when their wellbeing is undermined by inequity, communities run the risk of losing out on their contributions to our neighborhoods, our economy, and our civic life.

Because of your faithful support the culmination of this work has cemented a strong, sustainable foundation for the years ahead.

And we could not have done it without you.


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


Diana Gilman
Chief Executive Officer

ACCOMPLISHMENTS

Increasing Access to Primary Care

This year, we grew the number of our patients by 10 percent! This was a combined effort that included outreach and strengthening our patient navigation services to facilitate access to care by addressing barriers. Also, individuals who qualify for the Medical Access Program provided by Central Health could now begin receiving care at El Buen.

Health Literacy Program Launch

Last Fall, we launched our Health literacy program to support clients with successful access to care and use of services, self-care of chronic conditions, and maintenance of health and wellness.

Health literacy is the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions. It is also the strongest predictor of a person's health - more so than age, income, education level, employment status and race.

Towards Quality

Quality, according to the Institute of Medicine, is the degree to which health services for individuals increase the likelihood of desired health outcomes and are consistent with current professional knowledge.

It can be reflected in a variety of program aspects such as: access, clinical effectiveness, integration of services, care coordination and continuity and cultural competence.

This year, we launched a variety quality initiatives including:

- data collection through patient satisfaction surveys and electronic record enhancements;
- a staff and board quality committee; and
- formalized care coordination to ensure a patient's needs and preferences are understood and shared between providers, patients, and families as a patient moves from one healthcare setting to another.



"The teachers at El Buen are excellent and so caring. It's a wonderful atmosphere and brings opportunity for friendships."

- Student in the ESL Program

Wellness

El Buen offers various supports that address the diverse needs of clients at El Buen - starting with **spiritual support services** through San Francisco De Asis Episcopal Church.

We also offer various **support groups** that range from people who live with diabetes, elderly support group, and others.

Finally, our **emergency food assistance** program provides healthy choices for families year-round. Community members may also grow fresh vegetables and fruits in our **community garden** as a way to improve access to nutritious food and supplement their budget.

4,427

Total
Individuals Assisted

1,272 Households

1,865 Children

Females: **77% (990)**
Males: **22% (282)**

67% Hispanic
19% Caucasian
9% African American
5% Other

Medical Services

Comprehensive care for adults and children including **prenatal and family planning** services, **immunizations**, on-site **lab and pharmacy**, as well as coordinates **specialty care referrals**

Medical teams are comprised of professional medical providers, counselors, nutritionists and community health workers (promotores) who work in partnership with our patients to achieve their best health outcomes.

17,310

Total
Clinic Visits

5,719

Total
Patients

Types of Services

15,399 Primary Care
1,911 Mental Health
616 Pediatric
2003 Family Planning
540 Prenatal

Females: **65% (3,745)**
Males: **35% (1,974)**

Family and Health Literacy

Designed to build healthy, resilient and vibrant communities, adult students can choose from five-levels of **English classes** and/or computer classes.

Youth have **after-school and summer camp programming** available. Through various partnerships, we also offer adult basic education in Spanish, parent-child classes and other specialty programming.

In addition, we offer courses on **disease management and prevention**, women's health, **exercise and yoga**, **nutrition**, and **general wellness**.

818

Total Family Literacy Students

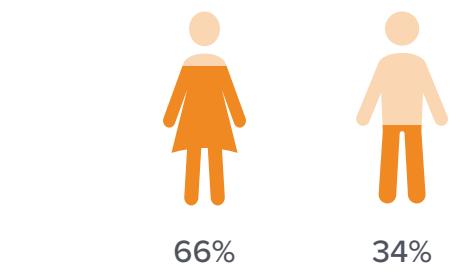
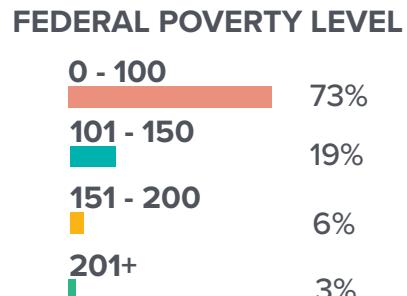
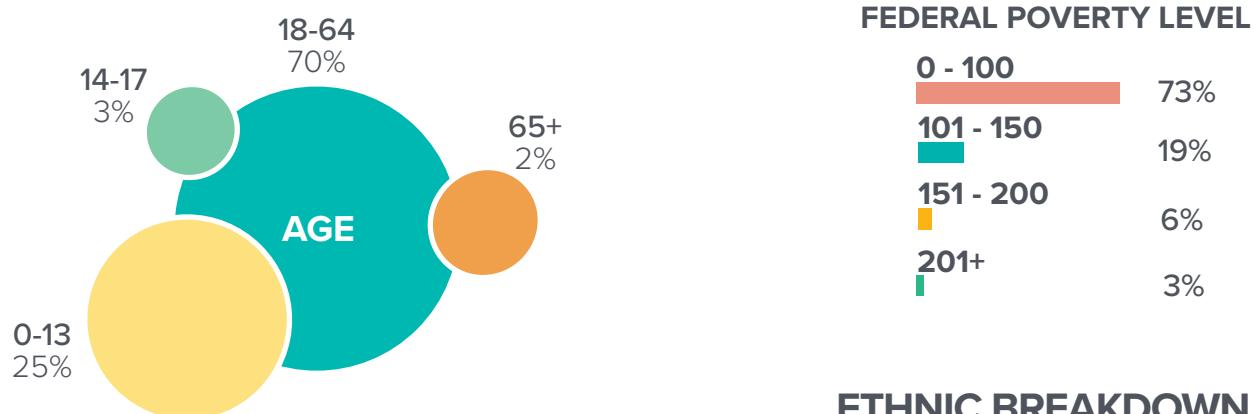
240

Total Health Literacy Individuals Reached

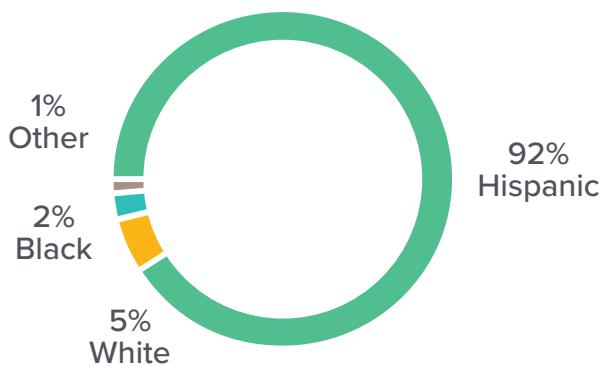
Females: **58% (478)**
Males: **42% (340)**

96% Hispanic
2% Caucasian
1% African American
1% Asian

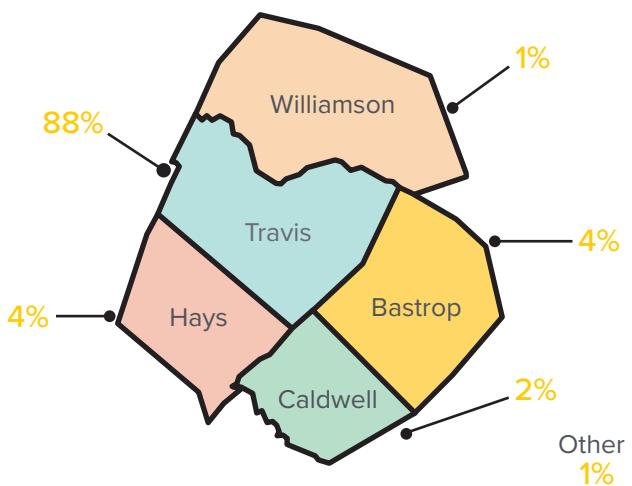
10,777 TOTAL PEOPLE SERVED ACROSS ALL SERVICES in 2016



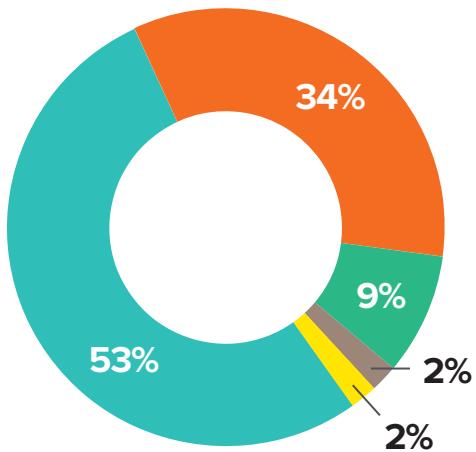
ETHNIC BREAKDOWN



SERVICE AREA



2016 FINANCIALS

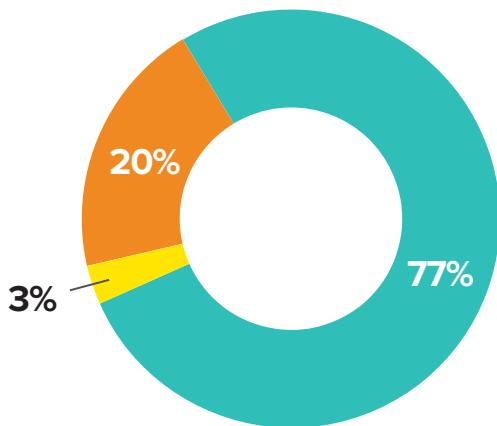


EXPENSES

Programs & Services	77%
General & Administrative	20%
Fundraising	3%

REVENUE

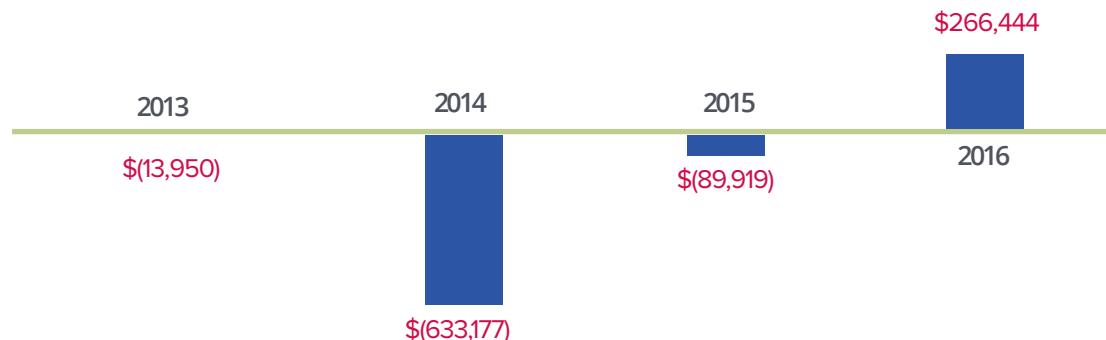
Grants & Contributions	53%
Government Contracts	34%
Return on Investments	9%
Other Revenues	2%
Patient Fees	2%
Total	\$6,291,769



TOTAL CHANGE IN NET ASSETS

Revenues grew 14% while expenses increased only 7.4% - creating a positive change in net assets of \$266,444. Net assets climbed to \$7.2k at the end of fiscal year 2016.

The illustration below provides a four-year history of net asset changes.





VOLUNTEER SPOTLIGHT

Interview with Dom Incollingo

On just about any week during the year, you can find Dom Incollingo at El Buen Samaritano – tutoring children, distributing food assistance, or interviewing clients. He enjoys the community and spirituality he experiences here. In fact, he likes it so much he drives 20 miles each way to participate in programs that give him a sense of purpose. “Other volunteer opportunities are closer, but I was drawn to El Buen by the vibe here,” he says.

“I really like serving with the Hispanic community because of the strong sense of community, family, and faith.”

About 30 years ago, Dom started tutoring adults who were learning English and got hooked. A few years later, he worked with young children and was surprised by how much it meant to him. With no children of his own, he wasn’t sure he’d be good at it. The staff and children in El Buen’s after school programs will tell you otherwise!

Volunteers give, but also receive: happiness, joy, and a sense of purpose.

VOLUNTEER SUPPORT



1,493
VOLUNTEERS



13,528
HOURS SERVED



\$277,854
IN KIND VALUE



We Are Most Grateful to Our 2016 MAJOR DONORS

\$1,000,000+



\$500,000+



\$100,000 - \$500,000



\$50,000-99,000

Alec Rhodes



\$10,000 - \$24,999

Austin Community Foundation
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Shield-Ayres Foundation

\$5,000 - \$9,999
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Cathy & Dwight Thompson
Foundation
David & Melody Vander Straten
Luis H. Zayas



\$500 - \$999

Albertson's Safeway
Carl Angel
William & Molly Bennett
Douglas M. Brothers & Lynn Rupp
Jerrold & Barbara Buttrey
Jennifer and Rick Cawley
Nathan and Laura Dooley
Quen and Jesus Garza
Health Management Associates
Louis K. Hine & Shannon Kilgore
Laura Longoria
Billy Moyer
Earl & Katie Nesbitt
Jim Nicoletto
Pete and Frances Schenkkan
Michele Seghers
Barbara and Floy Thurman
Young Nonprofit Professionals
Network of Austin

**Thank you for
supporting our
mission!**

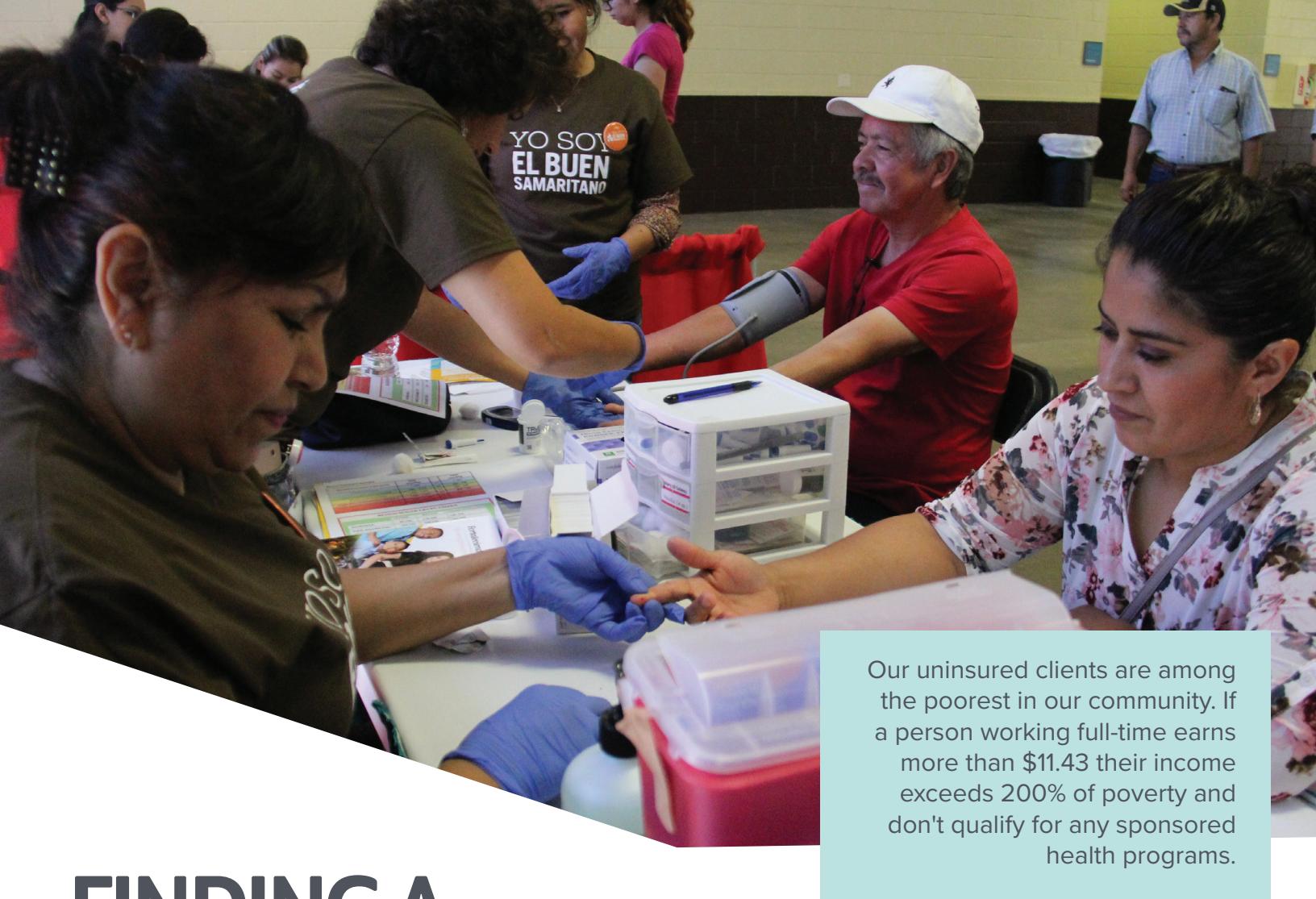
HOW YOU CAN HELP

GIVE annually or set up a monthly sustaining donation to support keeping El Buen's services available to all who need them.

VOLUNTEER – Pick a special project like Hands for Hope, working in the community garden or commit a few hours weekly to a program role like teaching english. We have a project for you!

GIVE the gift that costs nothing in your lifetime! Include El Buen Samaritano in your Will or as a beneficiary in your insurance policy or trust fund.





Our uninsured clients are among the poorest in our community. If a person working full-time earns more than \$11.43 their income exceeds 200% of poverty and don't qualify for any sponsored health programs.

FINDING A SUPPORTIVE COMMUNITY

Sandra started her journey back to wellness at El Buen Samaritano. She found herself in Austin shaken and disoriented after fleeing gang violence and personal threats against her and her family in her Honduran hometown. While there was no immediate threat in Austin, it was also very stressful! She was alone, sad and disoriented.

Thankfully she found El Buen Samaritano Episcopal Mission and got the support she needed to build a new life.

Every year thousands of young

people flee their countries because of extreme violence and threats of harm to themselves and their family members if they don't become pawns to violent gangs in Central America.

Sandra came to El Buen Samaritano to learn English and, thanks to you, she also regained her sense of self-worth and self-sufficiency.

In English classes she discovered she could also get health care and much needed counseling here. She regained her confidence and now has a job. Sandra is also working with our job coach to improve her employment

opportunities, and is building a community with friends and teachers.

What Sandra discovered is that there is no wrong door at El Buen, because we promote the wellbeing of the whole person – physical, emotional, and social. Every entry point – medical care and counseling, family literacy, emergency food assistance – gives access to a full range of programs and services to help individuals and families thrive. That is what it means to be patient-centered.





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