



CENTRAL HEALTH

Caring for Our Neighbors

2010 Annual Report





OUR SHARED VISION

Central Texas is a model health community.

OUR MISSION

Central Health creates access to healthcare for those who need it most.

OUR GOALS

Access: Increase access to healthcare for residents of Travis County

Quality: Strategically invest in practices designed to improve healthcare outcomes

Technology: Maximize the use of technology community-wide to inform healthcare decisions and delivery

Leadership: Assume a leadership role in convening and planning for the healthcare needs of our community

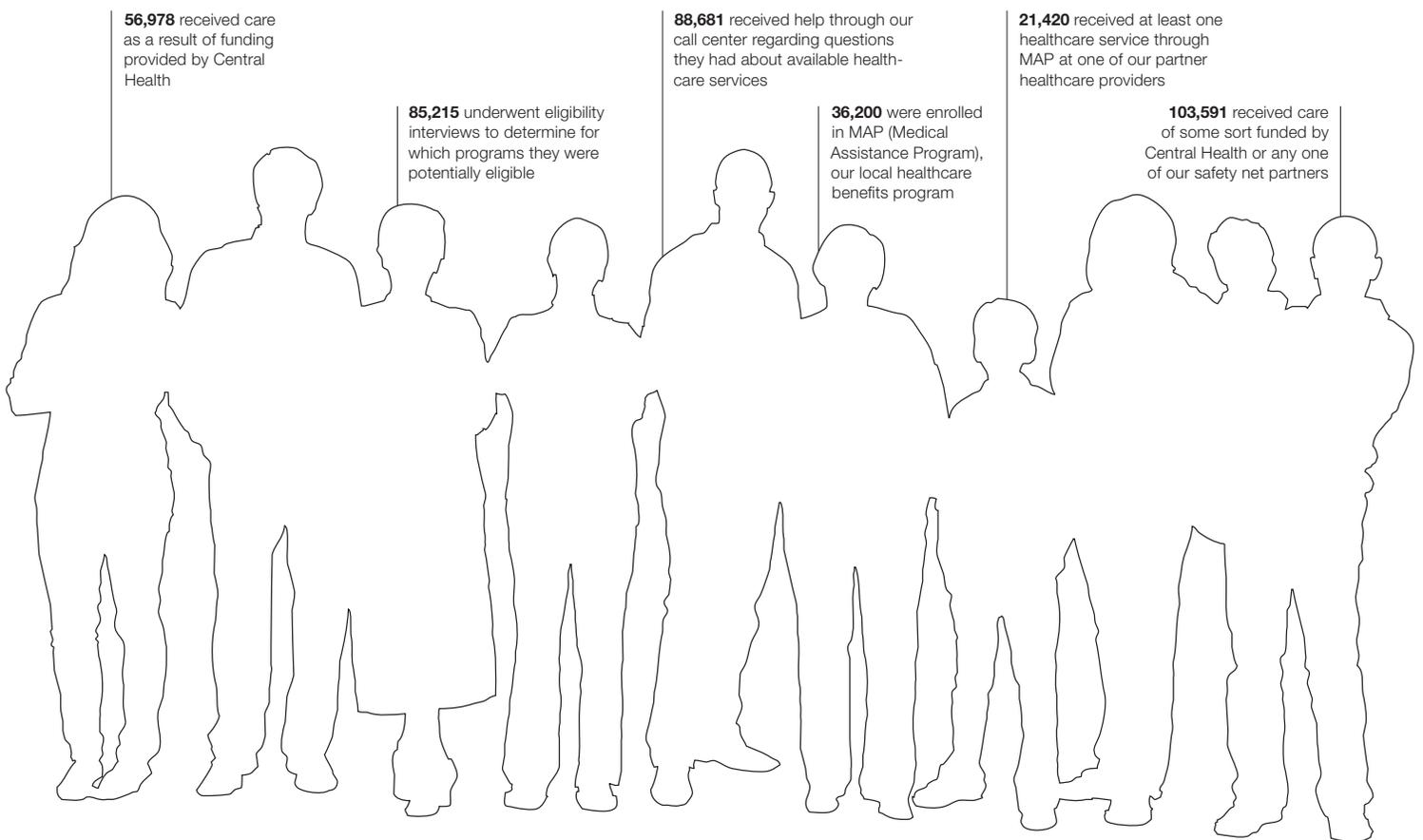
See the work we're doing:

Primary Care	2
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FACT: 23% of Travis County residents do not have health insurance. But that doesn't mean they don't have access to quality healthcare. The network of providers offering healthcare services to these individuals is rising to meet those needs—and finding considerable success.

Of approximately 250,000¹ Travis County residents without health insurance:



No one anticipates the need for access to care will subside for some time, and there are serious gaps which remain to be filled, but Central Health will continue to work to provide access to healthcare for those who need it most.

¹ 2009 American Community Survey, U.S. Census Bureau



We are expanding access to primary care, which benefits our entire community

FACT: Access to primary care reduces sudden illness, reduces unnecessary usage of emergency facilities, and keeps costs lower for everyone.

Central Health's mission is to create access to healthcare for those who need it most. For most people, that access equates to primary care – visits to the doctor's office. Over the past year, we have not only expanded that network of primary care doctors but also the variety and number of services they provide. It's our vision to see Central Texas become a model healthy community, and by continually expanding our network and the services available, we are working toward realizing that vision.

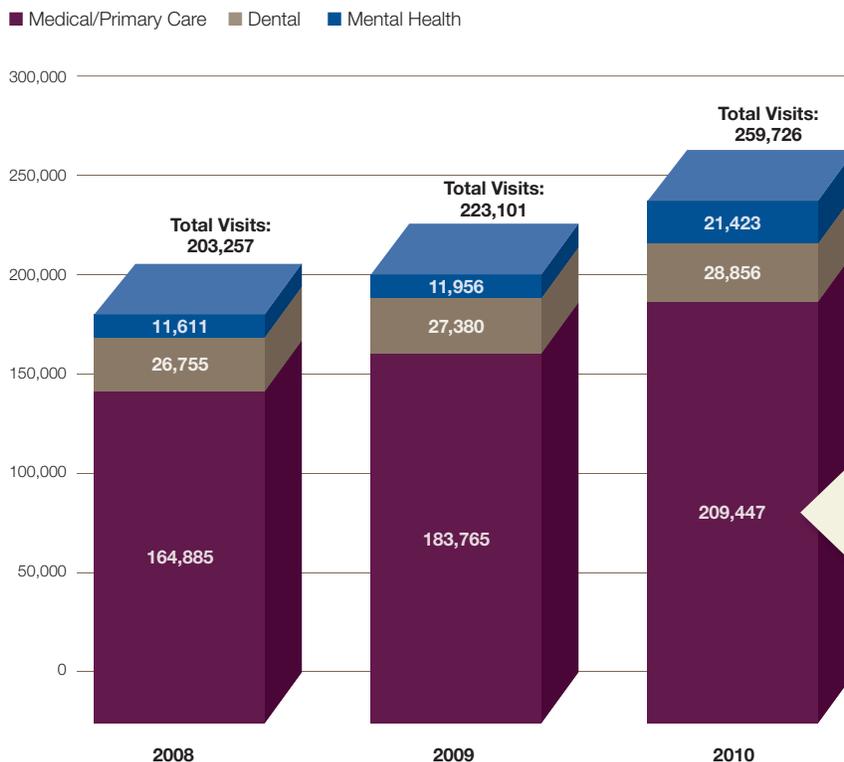
In Fiscal Year 2010, we experienced the largest increase in medical visits we've ever seen. Central Health funded a total of 209,447 visits, representing a 14 percent increase over 2009.



"WE'RE REALLY TRYING to decrease the time the patient spends waiting in the clinic so that they spend more time actually with the physician or provider. We're able to take care of the whole person at CommUnityCare. I could have gone into a private practice, I could have worked in the hospital, but I wouldn't be having this feeling I have with the patients I take care of, and seeing them progress and get better."

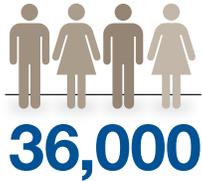
Dr. Alina Ramos,
CommUnityCare
Pflugerville & Manor

Central Health Programs' Service Visits by Year



Medical Assistance Program

The Medical Assistance Program (MAP) is a local health plan, much like insurance, that provides enrollees access to a network of providers and services.



The total number of individuals enrolled in MAP in 2010.

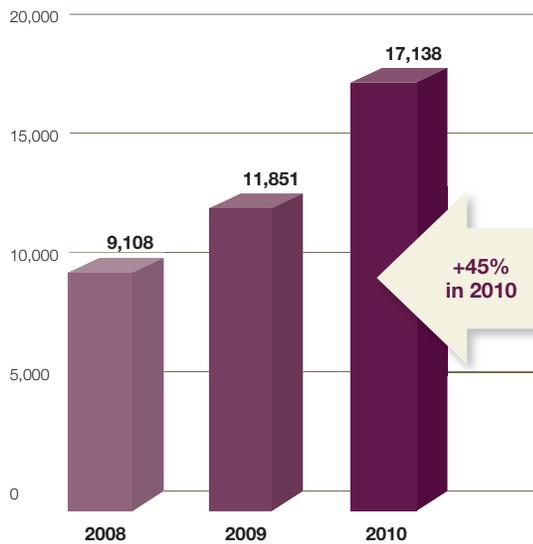
This increase is partially due to the addition of new primary care providers to our network, including the Volunteer Health Clinic and Samaritan Health Ministries, but also because the total number of individuals covered by our **Medical Assistance Program (MAP)** has continued to increase.

For the entire year, we maintained an average monthly enrollment of 17,138 individuals in the program, a 45 percent increase over 2009.

A total of 36,000 individuals were enrolled in the program at some point in the year.

MAP Enrollment

Average monthly enrollment totals for 2010.



New and Expanded Service Partnerships

In December, 2009, we created a new contract with the SIMS Foundation to provide mental health services to local musicians (see page 7 for more). We also enhanced an existing contract with Lone Star Circle of Care that will allow more MAP enrollees to receive services. A contract with Seton Community Health Centers, created in 2010, is providing expanded primary care for enrollees in the Medical Assistance Program. The contract will provide care for 2,000 individuals within three years.



In our neighbors' words



Jeffrey Lorrain
Zhi Tea owner

"I'm somebody who didn't have healthcare for 10 years. But when the opportunity to get healthcare came — and was affordable — I could give it to my employees. That was a huge thing. A lot of the people who work for me are young and have no access to healthcare and would never get it otherwise, so it's been a really exciting and good thing for us, to be able to do that."



Photo: Will Lucas ©2010

Nakia
Austin Musician

"SIMS saved my life. When I moved to Austin and began performing as a musician I needed someone or something to connect to on a deep level and I needed a safe place to search for myself. SIMS provided that and so much more. I've accomplished so much since that first phone call to SIMS and none of it would have been possible had I not been able to find the peace of mind and achieve the balance between my personal life and my career. SIMS gave me access to people who truly cared and helped me along the way."

For more on our partnership with SIMS, see page 7.



Barbara Shirley
MAP enrollee

"I was working and lost my job, and lost my healthcare as well. I am so grateful, because I get the care I need in a timely manner. My diabetes is under control, my cholesterol level has been lowered. I'm doing well because I'm able to get in to see a doctor at the onset of a problem."



We are listening to residents and developing ways to connect them with healthcare resources

FACT: According to our community surveys, one of the biggest challenges to getting healthcare is the overwhelming complexity of the system, with seemingly nowhere to turn for help.

Communicating directly with the residents of Travis County to better understand their thoughts, needs and expectations is a high priority for Central Health. The past year marked some significant strides in the ways we accomplish this, from helping

people get health coverage and find providers, to fostering discussions about the state of healthcare in Travis County and how we can do more to address the issues we still face.

In 2010, we launched a new program called **Central Health Connection**, with the goal of learning more about how the entire community felt about health care. It was also an opportunity to reach out and educate the public about our services, other affiliated programs and partners, and general information about health and wellness. The effort was kicked off with an extensive, summer-long community survey and outreach effort, aimed at gathering as much information as possible about the thoughts, fears, questions and ideas of the residents of Travis County. The data collected through these conversations fed into the development of an overall plan for ongoing outreach and education efforts. The program continues through 2011.

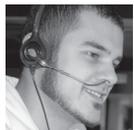
We know everyone has questions about healthcare, and we heard that simply reaching someone to help answer those questions can be a major obstacle. So, this past year, we implemented a new customer service call center that not only answers questions, but helps callers find healthcare and even enroll in coverage programs. In collaboration with Capital Area United Way, we launched the call center to a flurry of activity. By the end of its first year of operation, we had taken more than 88,000 calls and helped thousands of people get answers to their questions, and, more importantly, find healthcare services.

Central Health Connection

is a multi-phase outreach project to learn more about the community's health-care needs, and plan to meet those needs.



CENTRAL HEALTH CONNECTION
Join a Healthy Conversation



"BASED ON FOLLOW-UP SURVEYS, callers say they have nothing but high praise for the call center staff. We now know the callers really appreciate how the call center staff are extremely reassuring and sensitive to their needs when scheduling appointments, and that overall the callers are getting the information they need to access care. One of the satisfaction survey questions we asked was, 'What was your overall impression of our services on a scale of 1 to 4; 4 being exceptional and 1 being the worst experience.' Notably, one caller said, 'If I could rate you it would be a THOUSAND! Our call volume keeps increasing and people are getting answers to their questions, so we know this is making it easier for callers to find information about healthcare.'"

Jerry Ronquillo
Helpline Manager,
Capital Area United Way

The Call Center's Most Commonly-Asked Questions

"A neighbor told me about the MAP program. How do I apply for it?"	"What are my pharmacy benefits with MAP?"	"Help. We lost our COBRA."
"I need to see a doctor and the clinic I was assigned to is not taking patients. What is medical/dental appointment availability at another clinic?"	"I need some help to understand the bill I got from my last doctor visit."	"How do I renew my MAP card?"
	"Who will cover my baby when she is born?"	"It's often hard for people without a car to get primary care."



(512) 978-8130

88,000

Number of calls taken by our call center in its first year of operation.



United Way Capital Area



We help people get access to the healthcare they need to stay happy, healthy and productive

FACT: Less than 35% of small businesses in Texas (those with 50 or fewer employees) offer health insurance. The national average is 41%.



Federal Poverty Level (FPL)

is the minimum income necessary to provide necessities, and varies according to family size. The US Department of Health and Human Services determines FPL each year based on inflation and other economic factors.

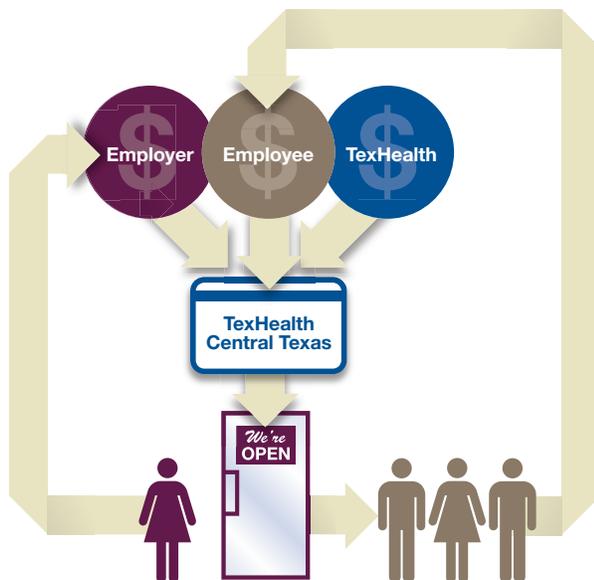
<http://aspe.hhs.gov/poverty/index.shtml>

For more than 30 years, Travis County Residents have had access to health coverage through the Medical Assistance Program (MAP). This program provides a variety of coverage options for residents who are at or below 100 percent of the **Federal Poverty Level (FPL)**. In the past year, Central Health has continued to significantly increase the total number of individuals enrolled as well as enhance the services available and the locations to receive those services. More people than ever are able to access high quality care through our affiliated CommUnityCare health center system and other providers within our network.

In addition to MAP, Central Health co-funded the startup of **TexHealth Central Texas**, a small-employer health insurance program that completed its first year of operation in 2010. A “three-share” program, so-called because costs are split among the employer, the employee and the State, TexHealth Central Texas offers health insurance to small employers who otherwise would not be able to afford to offer such a benefit.

The TexHealth Central Texas Small Business Insurance Three-Share Funding Model

Employers, employees, and the state pool funds for this program. More than 138 local employers currently offer the TexHealth plan to their employees, including those in professional services, real estate, retail, child care, nonprofit, food service, and construction.



Texas' Small Businesses and Health Insurance

- Offer insurance to employees (34.2%)
- Do not offer insurance to employees (65.8%)

Source: Agency for Healthcare Research and Quality, Center for Cost and Financing Studies, 2009 Medical Expenditure Panel Survey - Insurance Component, Table II.A.2.



“OUR EXPERIENCE with TexHealth has been fabulous. As a result of the coverage of TexHealth, our employees have gotten together and decided that they want to live better, live healthier.”

Joyce McDonald
Executive Director, Frameworks Community Development Corporation



“ONE THING WE’VE been lacking, which we now have, is health insurance, which is really hard for small businesses to attain. So far we’ve been very, very happy with TexHealth. It’s a really good way to help local businesses thrive, a good way to keep your employees happy.”

Paul Fricano
Owner, Fricano's Deli



TexHealth Central Texas

is a community-based nonprofit created by and for Central Texas small businesses of 2 to 50 employees offering a low-cost health benefits program in Travis, Williamson, and Hays counties.

<http://texhealthct.org/>



We are building the healthcare facilities our neighbors need

FACT: A medical home where families can receive a full range of quality services, from routine exams to immunizations to specialty care, is key to the health of our community. Medical homes reduce costs for all involved, and result in healthier, happier families.

As we expand services, we have also worked to expand the locations where people can go to receive them.

Our most significant achievement in this area for 2010 was the beginning of construction for the new **North Central Health Center**, located on Braker Lane at Parkfield Drive. This is the first new health center built by Central Health and will be a state-of-the-art facility. The center will serve the rapidly expanding population of north central Austin and Travis County, one of the fastest growing areas in the Central Texas region.

The primary users of this facility will be uninsured Travis County residents who meet certain eligibility requirements and anyone covered by Medicaid, Medicare as well as children enrolled in CHIP. Approximately 70 percent of patients seen by **CommUnityCare** are women and children. Construction of the health center is presently well underway, and when opened later this year will serve as a model for the large-scale, regional provision of care.



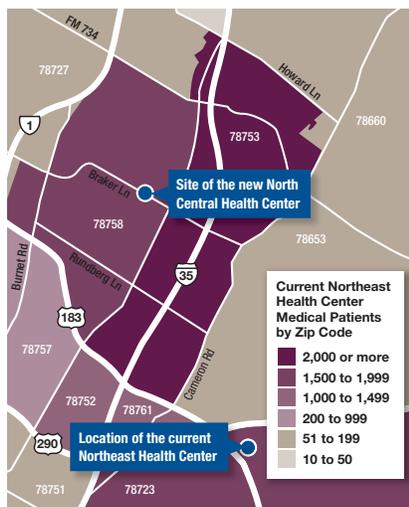
New Facility at Braker Lane and Parkfield Drive

The new North Central Health Center will be approximately 50,000 sq ft and will offer a full range of healthcare services. CommUnityCare will operate the facility when it opens in November of 2011. Rendering courtesy of Flynn Construction and Lawrence Group.



“CENTRAL HEALTH and its expanding network of healthcare providers, including CommUnityCare, provide essential healthcare for tens of thousands of Travis County residents and help keep our community moving forward. This is why I support Central Health and the network of community health centers with which it partners and am excited to see this new facility under construction on Braker Lane. The North Central Health Center will incorporate the latest equipment and medical infrastructure and will provide a professional and inviting location for patients. When the facility opens later this year and begins providing healthcare services to the people of Travis County, everyone will benefit.”

Rep. Lloyd Doggett
U. S. House,
Texas' 25th District



Over the past year we have also worked to expand and improve existing facilities to not just accommodate increased patient demand, but to expand the scope of services available. We approved a renovation and expansion of the CommUnityCare RBJ dental clinic, adding two dentists, one hygienist, three assistants and an admissions clerk in the process.

Using Data to Determine Need

Studies project a continued population expansion of eligible residents in the North Central region of Austin.



CommUnityCare
CommUnityCare is a nonprofit 501(c) (3) corporation affiliated with Central Health that provides comprehensive primary care health services to the medically underserved at 20 health center locations in Travis County.

www.communitycaretx.org



We support mental health and collaborate with partners to enhance services

FACT: Texas ranks 50th in the nation for mental health funding.

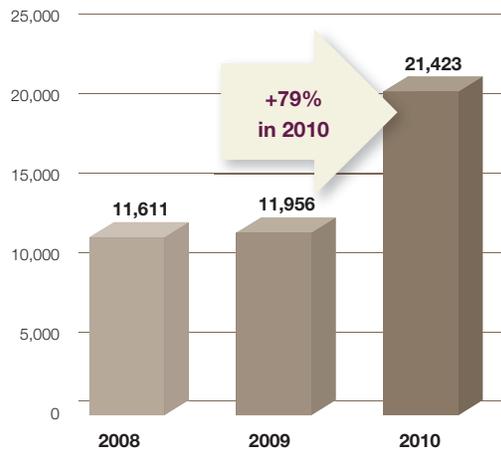
Mental health remains one of the most underfunded areas of healthcare in the State of Texas. Central Health has traditionally exerted a great deal of time and attention to improve services and the availability of care. This past year marks a high-water mark for service expansions and a total increase in the number of services rendered.



“THE IMPACT OF the SIMS Foundation’s contract with Central Health cannot be overstated. It allowed us to increase the number of clients we served by 35% in 2010. We have been able to provide mental health services to more people in a more comprehensive, coordinated manner. Now clients who need counseling, medication management for psychiatric disorders and/or addiction recovery services have access to all of these services, and SIMS’ staff coordinates communications between their providers. The 60 mental health professionals in the SIMS network serve our clients at a significantly reduced rate, resulting in \$500,000 of in-kind therapeutic services each year—a great deal for Travis County taxpayers, and a great investment in the professional musicians who are the backbone of our renowned live music industry.”

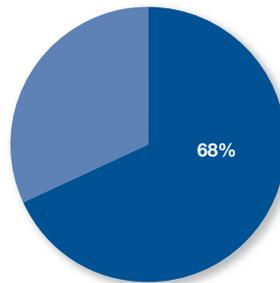
Tricia Forbes
*Executive Director,
SIMS Foundation*

2010 Travis County Mental Health Visits



Funding Mental Health Crisis Admissions

Of Travis County’s 1,659 inpatient mental health crisis admissions in 2010, 68% were directly funded by Central Health.



Mental health crisis admissions funded by Central Health



Central Health partners with Austin Travis County Integral Care (ATCIC), which is the local authority for mental health and developmental disabilities in Travis County.

Central Health operates differently than most hospital districts in the state, partnering with numerous area healthcare providers to deliver services. Near the beginning of the fiscal year (December, 2009) we added the SIMS Foundation, an Austin organization that funds mental healthcare for area musicians, to our list of partners. This service complements our ongoing efforts to focus more resources and attention on mental healthcare, which includes directly funding inpatient crisis beds at Seton Shoal Creek Hospital and Austin Lakes Hospital, and collaborative planning with other area agencies and providers through Austin Travis County Integral Care (ATCIC).



SIMS

September 30, 2010

Statement of Net Assets

	Primary Government Governmental Activities	Component Unit CommUnityCare
ASSETS		
Current assets:		
Cash and cash equivalents	\$ 27,177	\$ 7,780,727
Restricted cash and cash equivalents	2,872,067	-
Short-term investments	96,535,032	-
Ad valorem taxes receivable, net of allowance for uncollectible taxes of \$1,270,345	405,580	-
Accounts receivable, net of allowance for doubtful amounts of \$8,986,126	-	7,700,585
Component Unit's grants receivable	-	1,045,968
Other receivables	16,097,644	-
Inventory	-	77,943
Prepaid expenses	71,890	154,349
Total current assets	\$ 116,009,390	\$ 16,759,572
Noncurrent assets:		
Short-term investments restricted for capital acquisition	18,309,942	-
Long-term receivables	4,000,000	-
Capital assets:		
Land	10,345,124	-
Buildings and improvements	91,286,390	-
Equipment and furniture	2,843,754	470,789
Construction in progress	2,593,602	-
Less accumulated depreciation	(11,970,184)	(31,219)
Total capital assets, net	95,098,686	439,570
Total noncurrent assets	\$ 117,408,628	\$ 439,570
TOTAL ASSETS	\$ 233,418,018	\$ 17,199,142
LIABILITIES		
Current liabilities:		
Accounts payable	5,079,276	2,049,197
Salaries and benefits payable	437,505	2,606,409
Due to other governments	78,264	-
Other accrued liabilities	-	792,176
Current portion due to Travis County Healthcare District	-	6,748,180
Total current liabilities	\$ 5,595,045	\$ 12,195,962
Long-term portion due to Travis County Healthcare District	-	4,000,000
Total current and long-term liabilities	\$ 5,595,045	\$ 16,195,962
NET ASSETS		
Invested in capital assets	95,098,686	-
Unrestricted	132,724,287	1,003,180
TOTAL NET ASSETS	\$ 227,822,973	\$ 1,003,180

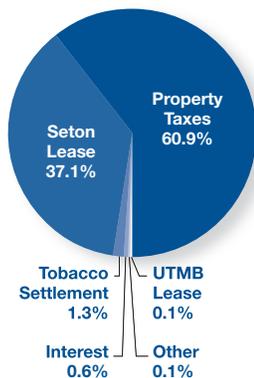
The notes to the financial statements are an integral part of these statements and can be found online at http://centralhealth.net/finances_and_funding.html

Statement of Revenues, Expenses, and Changes in Net Assets

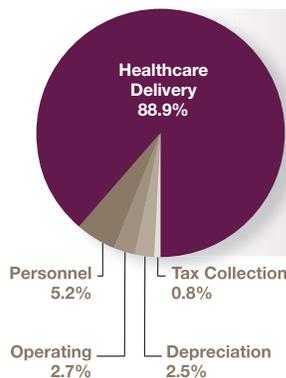
	Primary Government Governmental Activities	Component Unit CommUnityCare
Operating revenues:		
Lease revenue - additional rent	\$39,577,513	-
Lease revenue - base rent	1,155,396	-
Patient service revenue	-	13,266,500
Grant revenue	-	5,794,012
Revenue received from Travis County Healthcare District	-	32,523,699
Total operating revenues	\$ 40,732,909	\$ 51,584,211
Operating expenses:		
Health care delivery	82,853,821	15,832,232
Salaries and benefits	4,836,950	33,256,525
Other purchased goods and services	2,486,882	1,711,176
Depreciation	2,334,702	28,561
Total operating expenses	\$ 92,512,355	\$ 50,828,494
OPERATING INCOME (LOSS)	\$ (51,779,446)	\$ 755,717
Nonoperating revenues (expenses):		
Ad valorem tax revenue	66,843,210	-
Tax assessment and collection expense	(734,045)	-
Tobacco settlement revenue, net	1,390,461	-
Investment income	695,580	-
Other revenue	104,651	-
Total nonoperating revenues, net	68,299,857	-
Change in net assets	16,520,411	755,717
Total net assets – beginning of year, as restated	211,302,562	247,463
TOTAL NET ASSETS – END OF YEAR	\$ 227,822,973	\$ 1,003,180

The notes to the financial statements are an integral part of these statements and can be found online at http://centralhealth.net/finances_and_funding.html

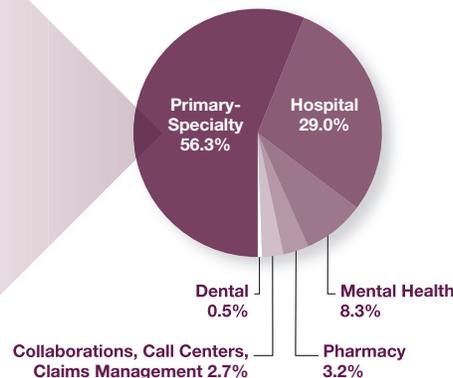
REVENUES



EXPENSES



HEALTHCARE EXPENSES





CENTRAL HEALTH

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Austin, Texas 78702
www.centralhealth.net

2010 Central Health Board of Managers



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