



# 2022 ANNUAL REPORT



CENTRAL HEALTH



# CENTRAL HEALTH

## VISION

Central Texas is a model healthy community.

## MISSION

By caring for those who need it most, Central Health improves the health of the community.

## VALUES

**Central Health will achieve excellence through:**

**Stewardship:** We maintain public trust through fiscal discipline and open transparent communication.

**Innovation:** We create solutions to improve health care access.

**Respect:** We honor our relationship with those we serve and those with whom we work.

**Collaboration:** We partner with others to improve the health of our community.

Providing access to health care for those who need it most: That is Central Health’s mission. The way we do that is changing rapidly. Guided by our Health Care Equity Plan, adopted in 2022, we have sharpened our focus to eliminate health care disparities and make the healthiest life possible a reality for the more than 110,000 people we enroll annually in our programs.

In health care, we often operate on general truths: Walk through an impoverished neighborhood, have a real conversation with someone living the experience, or sit in the waiting room of a clinic and you can see and hear what needs to be done. Our Equity Plan shed light on these general truths by showing the magnitude of unmet need and measured the gaps in Travis County’s health care system; telling us exactly what and how much care is needed and where.

As Travis County’s hospital district, Central Health has continued to innovate and respond to changes in the local health care environment by creating space and broadening services. In a few short years, we’ve moved from temporary clinics in eastern Travis County to permanent clinics under construction at Del Valle and Hornsby Bend and being planned for Colony Park. Other real estate projects, such as the upcoming multi-specialty clinic at Rosewood Zaragosa and clinical services at the Hancock Center are creating more access points for care. Moreover, we continued expanding services for podiatry (a major concern for people living with diabetes), dialysis, substance use disorder treatment, and medical respite care to allow people a stable place to heal and restore health.

All that we are doing has been years in the making, each year providing a foundation for the next. What we can do and have done would not be possible but for our Board of Managers and staff, our adherence to strategic objectives, and our ability to plan and pivot to best serve our patients. Equally important have been the many volunteers, policy groups, community advocates, and champions who have worked with us to make it happen. We also express our gratitude to our affiliates CommUnityCare Health Centers and Sendero Health Plans; to our hundreds of contracted partners; to the Dell Medical School at The University of Texas at Austin; to our friends at Integral Care, People’s Community Clinic, and Lone Star Circle of Care; and to the Travis County Commissioners Court, which approves our budget and tax rate.

We are making up decades of lost time and reversing inequities in people’s lives today. Real health equity is a steadfast commitment to become a high-functioning system of care that is built around one person, the patient. While this annual report documents the year past, consider it an opening chapter in a new story of how your hospital district made life better for each person we are thankful to serve.

Regards,

**MIKE GEESLIN**

Central Health President and CEO



## CENTRAL HEALTH ENTERPRISE PARTNERS



CommUnityCare Health Centers is a separate but affiliated 501(c) (3) organization of Central Health that provides medical, dental, behavioral health and prescription services through Travis County’s largest network of Federally Qualified Health Centers (FQHCs).



Founded in 2011, Sendero Health Plans is the local nonprofit, community-based health maintenance organization (HMO) of Central Health designed to serve the unique needs of Central Texas residents.

# 2022 BY THE NUMBERS

As the hospital district serving Travis County, Central Health creates access to care and coordinates health care services so residents with low income have the opportunity to get well and stay healthy. Central Health's mission is to improve the health of the community by caring for those who need it most. To better fulfill this mission, in 2022 Central Health developed new primary care locations in underserved areas; expanded its network of specialty care providers; and improved eligibility and health coverage enrollment services.

## ACCESS TO COVERAGE

51,318

uninsured Travis County residents received health coverage through Central Health's Medical Access Program (MAP).

68,739

residents received coverage through MAP Basic, a program with essential primary care and prescription services covered for low-income residents who earn too much to qualify for MAP.

2,102

received insurance premium assistance from Central Health.

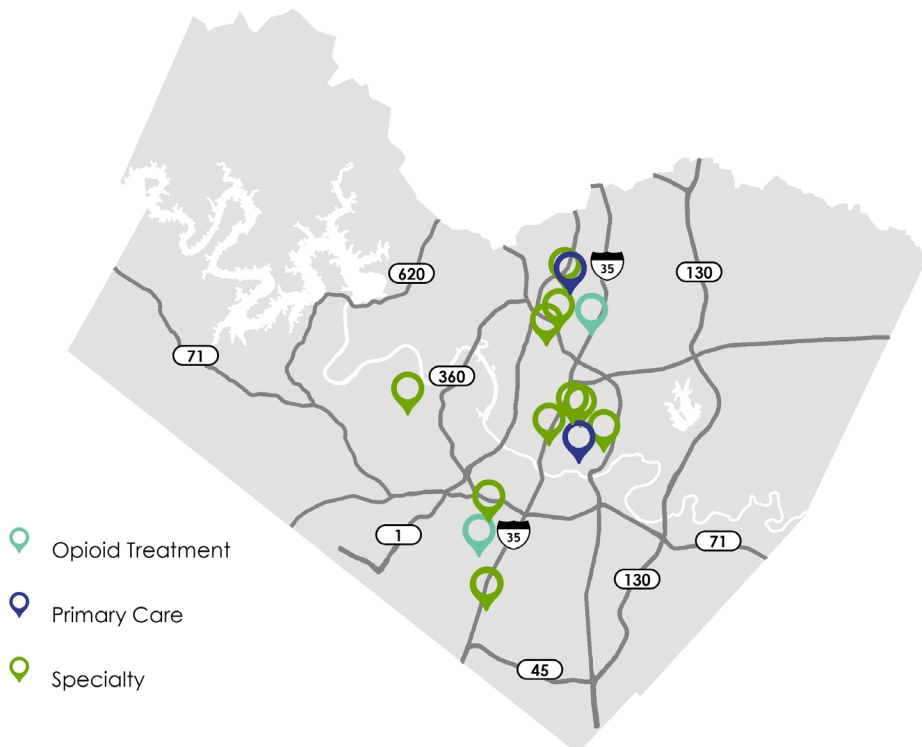
75,339

enrollment assistance calls taken at the Central Health Call Center.

23,261

online applications were submitted.

## 2022 SERVICE EXPANSION



## ACCESS TO CARE

### OUR PATIENTS

152,453 people served in FY2022 – a 4% year-over-year increase.

### OUR CARE

532,644 primary care visits provided through Central Health's broad network of health care partners.

### OUR NETWORK

228 provider locations, including community health centers, hospitals, specialists, dentists, and urgent care locations.

### OUR GROWTH

In 2022 Central Health's provider network **increased by 12%**. Twenty-four new providers were added to the network including opioid treatment, primary care, and specialty providers.



# 2022 MILESTONES & HIGHLIGHTS

The hospital district's work is guided by three strategic objectives, which provide a roadmap toward achieving its vision and supporting its values—**Stewardship, Innovation, Respect and Collaboration.**

## OBJECTIVE 1

### DEVELOP AND EXECUTE HEALTH CARE DELIVERY BASED ON PEOPLE AND SPACE

#### SERVICE PLANNING & EXPANSION

- Central Health conducted a voice of the community study; a safety-net focused community health needs assessment; and a capabilities and gap assessment to support the development of a new Equity-Focused Service Delivery Strategic Plan (Health Care Equity Plan) which identifies the moderate and significant health care needs for low-income residents in Travis County.
- Central Health joined CommUnityCare in transitioning to a new electronic health record (Epic), with the goal of improving care and coordination for patients.

#### POPULATION HEALTH

- Central Health, CommUnityCare and Integral Care publicly committed to pursuing designation from the Human Rights Campaign to recognize the cultural and gender affirming care provided to LGBTQIA+ patients. At the end of the process over 70 clinics will have implemented policy, system, and environmental changes to better serve the LGBTQIA+ safety net patient population.
- Central Health created a pilot program to purchase needed services to address social factors of health in alignment with Central Health's Health Care Equity Plan and focusing on wellness and prevention from local nonprofits.

#### COMMUNICATION & COMMUNITY ENGAGEMENT

- Central Health led or participated in 260 grassroots outreach activities reaching almost 16,000 individuals.
- Central Health hosted 55 community engagement opportunities, more than double the number in 2021.
- Two major paid media campaigns – Affordable Care Act and MAP/MAP Basic enrollment – connected more than 21,000 people to care via the Central Health website.
- An education campaign on Central Health's FY 2023 Strategic Objectives and Budget helped more than 4,200 people learn more about the value Central Health brings to the community.
- Central Health was mentioned in media coverage 667 times, the equivalent of more than \$22 million in paid advertising.

#### CAPITAL IMPROVEMENTS

- To begin addressing needs identified in the Health Care Equity Plan The Board of Managers approved the Rosewood Zaragosa Multi-specialty clinic preliminary project budget for design and pre-construction.



## OBJECTIVE 2

### IMPLEMENT A PATIENT-FOCUSED AND COORDINATED HEALTH CARE SYSTEM

#### HEALTH COVERAGE

- Central Health staff completed 6,562 in-person eligibility appointments - a 135% increase over 2021 - and processed 50,460 applications.
- CMS awarded Sendero the 4-Star Marketplace Quality rating for the second consecutive year.
- Sendero Health Plans enrolled more than 7,800 individuals in health insurance plans in 2022.
- Sendero worked with over 40 community resource partners to conduct extensive weekly community outreach and engagement activities, with several major outreach events in FY2022.

#### DENTAL CARE

- Primary care dental services increased by 4%.
- Additional specialty dental care services were made available to patients including a periodontal pilot program.

#### SPECIALTY CARE

- For the first time, Central Health doctors provided direct specialty care to MAP patients and began extensive operational planning to open the new Rosewood Zaragosa Multi-specialty clinic.
- Central Health expanded its agreements with specialty care providers in gastroenterology, podiatry, physical therapy, palliative care, hospice, gynecology, and ophthalmology to improve patient care and outcomes.
- Central Health launched its medical weight loss pilot, which included coverage of weight loss medications, group nutrition classes, co-visits with an endocrinologist, and individual nutritionist visits.

#### BEHAVIORAL HEALTH SERVICES

- Central Health expanded the Medication Assisted Therapy (MAT) program and partnered with a new methadone clinic to provide substance use disorder treatment for 44 patients in 2022.

#### POST-ACUTE CARE

- Central Health launched a new medical respite program in March 2022, providing unhoused MAP patients a safe and comfortable place to recover from injuries or illnesses after discharging from hospitals. In its first year of operation, the program was able to help serve 59 patients.

#### PHARMACY

- Central Health facilitated medication delivery by developing partnership with CommUnityCare's Central Pharmacy.
- For patients enrolled in Central Health's weight loss pilot program, access to weight loss medications were expanded.

#### TRANSPORTATION SERVICES

- Central Health continued working with transportation providers to assist wheelchair bound patients, and patients with limited mobility.
- More than 3,600 rides were provided to over 500 patients through an expanded agreement with a rideshare mobility partner.

## OBJECTIVE 3

### IMPLEMENT A SUSTAINABLE FINANCIAL MODEL FOR HEALTH CARE DELIVERY AND SYSTEM STRATEGIES THROUGH 2024

#### STEWARDSHIP

- Central Health continued to maintain the lowest tax rate among the six major urban Texas hospital districts.

#### INVESTING IN EASTERN TRAVIS COUNTY

- Central Health hosted groundbreaking events for Hornsby Bend and Del Valle Health and Wellness Centers, and construction activities continued apace.

# TRAVIS COUNTY HEALTHCARE DISTRICT dba CENTRAL HEALTH

## STATEMENTS OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION SEPTEMBER 30, 2022

	PRIMARY GOVERNMENT	COMPONENT UNITS		
	BUSINESS-TYPE ACTIVITIES	COMMUNITYCARE	SENDERO (DECEMBER 31,2021)	COMMUNITY CARE COLLABORATIVE
<b>ASSETS</b>				
<b>Current Assets:</b>				
Cash and cash equivalents	\$ 3,420,496	\$ 26,020,521	\$ 16,802,360	\$ 17,033,373
Cash restricted for Local Provider Participation Fund (Note 15)	25,688	-	-	-
Short-term investments	382,075,278	7,545,954	2,698,989	-
Ad valorem taxes receivable, net of allowance for uncollectable taxes of \$2,869,443	1,885,295	-	-	-
Accounts receivable, net of allowance for doubtful amounts of \$9,424,482	-	16,079,223	-	-
Accounts receivable	-	-	2,702,008	-
Risk adjustments receivable	-	-	29,564,593	-
Premium receivable, net	-	-	1,957	-
Reinsurance recoverables	-	-	3,568,889	-
Grants receivable	-	3,449,320	-	-
Lease receivable	5,510,993	-	-	-
Other receivables	6,807,132	-	-	-
Inventory	-	225,353	-	-
Prepaid expenses and other assets	557,429	655,361	485,440	103,433
<b>Total current assets</b>	<b>440,282,311</b>	<b>53,975,732</b>	<b>55,824,236</b>	<b>17,136,806</b>
<b>Noncurrent Assets:</b>				
Investments restricted for capital acquisition	34,988,616	-	-	-
Investments restricted for Local Participation Fund (Note 15)	22,788,588	-	-	-
Investments restricted for facilities	54,432,042	-	-	-
Long-term receivables	4,000,000	-	-	-
Investment in Sendero	71,000,000	-	-	-
Sendero surplus debenture	37,083,000	-	-	-
Lease receivable	239,035,868	-	-	-
Goodwill	-	17,849,487	-	-
Capital assets:				
Land	26,372,223	-	-	-
Right to use leased assets - land	42,921,307	-	-	-
Capital projects in progress	17,024,100	2,780,711	-	-
Buildings and improvements	56,696,419	1,279,040	-	-
Right to use leased assets - buildings	524,253	-	-	-
Equipment and furniture	17,954,906	1,185,016	38,215	-
Less accumulated depreciation and amortization	(30,927,867)	(1,251,280)	(38,215)	-
<b>Total current assets, net</b>	<b>130,565,341</b>	<b>3,993,487</b>	<b>-</b>	<b>-</b>
<b>Total noncurrent assets</b>	<b>593,893,455</b>	<b>21,842,974</b>	<b>-</b>	<b>-</b>
<b>Total assets</b>	<b>994,175,766</b>	<b>75,818,706</b>	<b>55,824,236</b>	<b>17,136,806</b>
<b>LIABILITIES &amp; DEFERRED INFLOWS OF RESOURCES</b>				
<b>Current Liabilities:</b>				
Accounts payable	3,680,892	2,538,081	698,704	-
Unpaid losses, loss adjustment expenses and risk adjustment payable	-	-	11,027,790	-
Claims payable	-	-	337,843	-
Funds held under reinsurance agreements	-	-	21,803,020	-
Salaries and benefits payable	3,114,806	8,194,363	-	-
Accrued interest	894,200	-	-	-
Deferred rent	-	109,683	-	-
Other accrued liabilities	6,996,708	3,301,582	3,653,465	4,076,735
Bonds and certificates of obligations payable	4,345,000	-	-	-
Lease payable	116,632	-	-	-
Unearned revenue	500,063	906,327	2,267,227	9,045,686
Surplus debenture	-	-	37,083,000	-
Seller note payable	-	4,652,335	-	-
Note payable	-	1,140,000	-	-
Due to Central Health	-	723,895	2,080,707	75,977
<b>Total current liabilities</b>	<b>19,648,301</b>	<b>21,566,266</b>	<b>78,951,756</b>	<b>13,198,398</b>
<b>Noncurrent Liabilities:</b>				
Bonds and certificates of obligations payable	75,810,178	-	-	-
Due to Local Provider Participation Fund (Note 15)	22,814,275	-	-	-
Lease payable	43,139,338	-	-	-
Note payable	-	1,900,000	-	-
Due to Central Health	-	4,000,000	-	-
<b>Total noncurrent liabilities</b>	<b>141,763,791</b>	<b>5,900,000</b>	<b>-</b>	<b>-</b>
<b>Total liabilities</b>	<b>161,412,092</b>	<b>27,466,266</b>	<b>78,951,756</b>	<b>13,198,398</b>
<b>Deferred Inflows of Resources:</b>				
Leases	242,069,035	-	-	-
<b>Total noncurrent liabilities and deferred inflows of resources:</b>	<b>403,481,127</b>	<b>27,466,266</b>	<b>78,951,756</b>	<b>13,198,398</b>
<b>NET POSITION</b>				
Net investment in capital assets	7,154,193	-	-	-
Restricted for capital acquisition	34,988,616	-	-	-
Restricted for facilities	54,432,042	-	-	-
Restricted for HMO	-	-	71,000,000	-
Unrestricted	494,119,788	48,352,440	(94,127,520)	3,938,408
<b>Total net position</b>	<b>590,694,639</b>	<b>48,352,440</b>	<b>(23,127,520)</b>	<b>3,938,408</b>

# TRAVIS COUNTY HEALTHCARE DISTRICT dba CENTRAL HEALTH

## STATEMENTS OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION SEPTEMBER 30, 2022

	PRIMARY GOVERNMENT	COMPONENT UNITS		
	BUSINESS-TYPE ACTIVITIES	COMMUNITYCARE	SENDERO (DECEMBER 31, 2021)	COMMUNITY CARE COLLABORATIVE
<b>OPERATING REVENUES</b>				
Downtown Campus lease revenue	\$ 16,543,784	\$ -	\$ -	\$ -
Ground sublease revenue	2,239,755	-	-	-
Net patient service revenue	-	133,291,213	-	-
Premium revenue, net	-	-	63,465,747	-
Grant revenue	99,938	19,600,399	-	-
Foundation grant revenue	-	1,424,399	-	-
Revenue received from Central Health	-	17,393,654	-	-
Revenue received from Delivery System Reform Incentive Payment	-	4,723,623	-	45,033,178
Revenue received from Seton Affiliation	-	641,490	-	-
Personal services received from an affiliate	-	-	-	238,980
<b>Total operating revenues</b>	<b>18,883,477</b>	<b>177,074,778</b>	<b>63,465,747</b>	<b>45,272,158</b>
<b>OPERATING EXPENSES</b>				
Health care delivery	125,726,629	57,097,859	54,071,071	54,674,209
Administration	-	-	-	851,508
Salaries and benefits	5,867,451	107,061,800	4,232,139	-
Other purchased goods and services	4,288,135	-	6,367,007	-
Depreciation and amortization	6,314,128	316,415	-	-
<b>Total operating expenses</b>	<b>142,196,343</b>	<b>164,476,074</b>	<b>64,670,217</b>	<b>55,525,717</b>
<b>Operating income (loss)</b>	<b>(132,312,866)</b>	<b>12,598,704</b>	<b>(1,204,470)</b>	<b>(10,253,559)</b>
<b>NONOPERATING REVENUES (EXPENSES)</b>				
Ad valorem tax revenue	261,531,264	-	-	-
Tax assessment and collection expense	(1,897,328)	-	-	-
Tobacco settlement revenue, net	4,676,730	-	-	-
Investment income	3,600,352	-	-	-
Interest expense	(3,329,331)	-	-	-
Gain on sale of capital assets	19,200	-	-	-
Other revenue (expense)	(18,524,392)	-	43,853	68,823
<b>Total nonoperating revenues, net</b>	<b>246,076,495</b>	<b>-</b>	<b>43,853</b>	<b>68,823</b>
<b>Change in net position</b>	<b>122,763,629</b>	<b>12,598,704</b>	<b>(1,160,617)</b>	<b>(10,184,736)</b>
<b>Total net position - beginning of year</b>	<b>467,931,010</b>	<b>35,753,736</b>	<b>(21,966,903)</b>	<b>14,123,144</b>
<b>Total net position - end of year</b>	<b>590,694,639</b>	<b>48,352,440</b>	<b>(23,127,520)</b>	<b>3,938,408</b>

THE NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THESE STATEMENTS.

FISCAL YEAR 2022  
CENTRAL HEALTH

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CENTRAL HEALTH

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