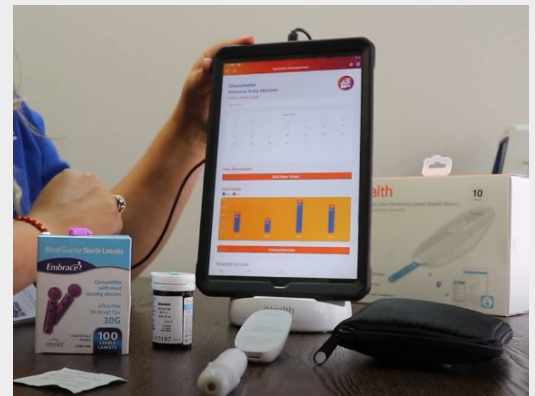




Community Health Network

2020 – 2021

Annual Report



“Putting Our Heart into Your Care”

*Community Health Network
is built with exceptional leaders who lead the Center with
encouragement, expertise and success. With program
expansion, development and innovation, the Center is
continuously evolving to better serve its population.*

Transforming Patient Access Through the Covid-19 Pandemic

Community Health Network assisted with natural disasters such as Hurricane Harvey in 2017 recovery efforts. However, 2020 posed new and considerable challenges for CHN due to the ongoing global Covid-19 Pandemic that impacted billions worldwide and threatened the health of the workforce, funding streams and forced Community Health Network to rethink its practice designs. Despite the hardships of the Pandemic, CHN met the challenge with increased knowledge, substantial growth, and transformative technology developments .

When the Covid-19 Pandemic began in early 2020, CHN followed the Center for Disease Control (CDC) protocol to eliminate the spread of the coronavirus by wearing masks, social distancing to reduce patient contact and the spread of the virus. Most of CHN administrative staff began working from home and the frontline workers, medical assistants, managers, chiefs and communication staff began their duties developing strategies to assist patients in need of Covid-19 testing as well as providing continued access to affordable healthcare to the community. CHN's goal was to continue providing its regular services while operating effectively and seamlessly during the Covid-19 Pandemic.

CHN recognized the need to transition from in-clinic visits to virtual telehealth visits to prevent the spread of exposure and provide safety to patients and staff. Due to the Governors mandate to postpone dental services in response to the coronavirus for safety precautions and CHN only provided dental services for emergencies on a limited schedule. CHN was faced with significant decrease in dental services and Medicaid revenue losses more than 50% and private insurances losses of 35%. CHN also experienced a reduced number of pediatric visits for well-child visits due to parental fears about potential infection within the clinic lobbies. The behavioral health department conducted counseling and psychiatry sessions through virtual appointments.

Stay-at-home orders and social distancing threatened to disrupt medical care for people receiving Medication-Assisted Treatment (MAT) for opioid use disorder (OUD) across the country. In response, the Texas Department of State Health Services (DSHS) allowed patients to receive these health care services virtually. CHN's Data Waived MAT providers worked with their patients to ensure continuity of care during the Pandemic.

The overwhelming calls to the Communication Center caused CHN to immediately hire contract employees, administrative staff and managers also assisted with receiving calls and screening patients for Covid testing. CHN's IT Department and Williams Medical Technology (WMT) joined together to develop CHN's first patient portal for patients to use as a communication source with their medical care team, schedule appointments, request medication refills and view their Covid test results.

CHN also applied to several private foundations and federal sources for funding opportunities to increase its efforts against the Pandemic. With the awarded grant funding it allowed CHN to enhance its Electronic Health Record (EHR) and Patient Portal for a more robust and integrated systems along with funding to assist with shortage of PPE (personal protective equipment), covid testing supplies and telemedicine equipment for remote medical providers.

Through a Memorandum of Understanding (MOU), CHN and Brazoria County partnered together to provide mass covid testing for Brazoria County residents at the Brazoria County Fairgrounds in Angleton, Texas. The Homeland Preparedness team assisted CHN in preparation before and during the event. CHN provided an average of 100 tests per day. With the high demand for covid testing CHN developed a Covid on the Go project utilizing the Medical Mobile Unit to expand testing to multiple organizations across Brazoria, Galveston Counties and continues to provide Covid testing to this day.

- ❖ Congressman Pete Olson recognized CHN's nurses and doctors for keeping the Alvin community healthy in the face of Covid-19 and stopping the spread by providing prescreening and testing. Pete Olson's office delivered Certificate of Recognition to acknowledge CHN's efforts to help the communities it served during this difficult time.



Chief Officers shared their experience testing the community for Covid-19 with Congressman, Pete Olson, through a virtual meeting.

Since 2020, CHN has invested heavily in technology in order to assist patients to provide safe and seamless care during the Covid-19 Pandemic. The financial and staff investments extended access to telemedicine to medical patients and increased behavioral health virtual care to address the increased stress, depression and in extreme cases suicidal ideation among those most affected by isolation.

CHN started seeing evidence of increased stress in patients as demonstrated by greater severity of depression scores most likely attributed to forced social distancing, employment loss due to lay-offs especially in the service industry (e.g., such as restaurants/bars, hotels, retail and non-essential workers), family separation, virtual-only classes for teachers and students, deaths and losses due to Covid-19.

CHN redesigned its website to provide greater integration with the patient portal. This enhancement enabled patients to register online and receive virtual care prior to Covid testing and other services during the Pandemic when the Center for Disease Control recommended social distancing to decrease the risk of infection. CHN enhanced its EMR to provide Covid test results, register for mass testing events and monitor patient portal messages electronically.

CHN increased access to new and established patients in response to the Covid-19 Pandemic by enhancing its patient portal to help streamline patient registration and connect patients with their medical provider through virtual technology while social distancing. Patients may communicate through their patient portal with the communications staff to schedule appointments, review test results and vaccine records, view and download a summary of their past visits, sign consents online, update patient registration forms, request a copy of their medical records and request medication refills. CHN decreased its wait time for appointments, added new behavioral health groups and has received approval from the state to conduct virtual MAT visits to help the spread of virus and eliminate transportation barriers.

CHN transitioned back to face-face counseling and psychiatry visits at its clinic sites while following CDC guidelines by continuously sanitizing lobby areas and exam rooms, optional face masks to those individuals who are vaccinated and continuing social distancing.

“The worldwide Covid-19 Pandemic has been a true challenge for Community Health Network (CHN). CHN immediately transformed and adapted to the pandemic day-by-day by creating innovated access to care. CHN recognizes the economic and health barriers Covid-19 has caused. The virtual experience has moved to the forefront as the desired method to continue healthcare. CHN is extremely proud of all staff and their dedication to provide services to the community while living through the effects of Covid themselves.” – Mark Young, CHN’s CEO

Community Health Network Services

Services provided by Community Network (CHN) include, but are not limited to the following:



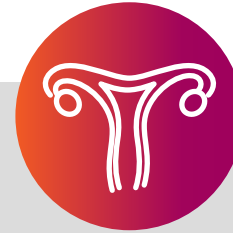
Whole Person Care Services

- *Primary Health
- *Dental Health
- *Behavioral Health
- *Pharmacy



Primary and Family Medicine

- *Remote Patient Monitoring
- *@Home Care
- *Patient & Family Education



Women's Health

- *Prenatal Care
- *OB Delivery Services
- *Well Woman Care
- *Cervical Screens
- *Breast Screens
- *Contraceptives



Pediatric Care

- *Newborn Care
- *Well Child Exams
- *Immunizations
- *Pediatric Dental
- *Acute Care



Medication-Assisted Treatment (MAT) Program



Dental Care

- *Preventative:
 - Exams
 - Oral Health
 - Hygiene
- *Endodontics
- *Prosthodontics
- *Pediatric Sedation



Counseling

- *Individual Therapy
- *Therapy Support Groups
- *Group Therapy
- Transportation
- *Crisis Program



Psychiatry

- *Medication Management
- *Substance Use Treatment Services



Pharmacy Services

- *Class A
- *Telepharmacy
- *URAC Specialty
- *URAC Mail Order



Social Determinants of Health

- *Food Insecurity Screenings
- *Prepare Screens/Referrals
- *SDOH Platform
- *Food for Change - Food Rx Program



Care Coordination/ Navigation

- *Chronic Care Management
- *Pediatric Care Coordination
- *CPRIT Navigation
- *Senior Medicaid/Medicare Advantage



Insurance Enrollment

- *HHSC Community Partner Program
- *Medicaid, SNAP, TANF Application Assistance
- *My Concierge Program



Eligibility

- *Financial Screenings -State/Federal funding programs



After Hours Coverage



Virtual Care for Medical and Behavioral Health



Student Health Services

- *Medical Students
- *Medical Residents



Health Information Exchange

- *Greater Gulf Coast Community Network



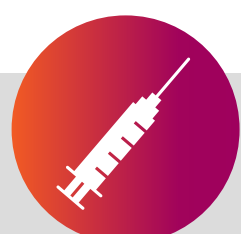
Health in the Home Services



Outreach and Enrollment



Advances in Health Research



Immtrac Bidirectional Interface

- *VFC Children
- *Texas Adult Safety Net

CHN Served 31,026 Unduplicated Patients in 2020



CHN deployed Telehealth primary medical and behavioral health, including psychiatry and group therapy, to new and established patients within one week of the Covid-19 Pandemic by maintaining social distancing, removing transportation barriers and keeping patients safe to reduce the spread of the virus.

- ✓ In 2019, CHN provided comprehensive primary care services to 19,831 unduplicated patients. CHN increased the total number of unduplicated patients served by 36% in 2020.
- ✓ CHN added two remote Telepharmacies linked to CHN's Freeport Class A pharmacy at its Scarsdale Family Health Center located in Harris County 77089 on February 25th, 2020 and at the Angleton Internal Medicine and Primary Care located in Angleton on September 24th, 2020.
 - **CHN filled over 23,000 prescriptions within the first year of opening its original Freeport Family Health Center pharmacy in October 2019.**
- ✓ The Angleton Internal Medicine and Primary Care site opened its doors to the community on January 2nd, 2020 and provided primary care medical services to **11 patients** on the first day.
 - The Angleton Internal Medicine and Primary Care site provides primary care services such as physical examinations, women and men's services, acute care treatment, chronic disease management, care coordination and TelePharmacy.



Picture taken in front of the Angleton Internal Medicine and Primary Care site.

- ✓ CHN launched its new website with improved user functionalities designed to increase access to patient care through the patient portal and a secured messaging system. CHN's patient portal provided a seamless experience for patients during the new patient registration process connecting patients with their care team.

- ✓ The Scarsdale Family Health Center site was selected by Shell Federal Credit Union as the Business of the Month in December 2020. The award is presented to businesses that provide a safe and positive working atmosphere by exceeding customer expectations, and actively participate in the community.



CHN staff, Ezreal Garcia, Jesecca Drake, Max Garcia and Jules Rangel receive the Shell Federal Credit Union Business of the Month certificate in front of the Scarsdale Family Health Center

- ✓ CHN's increased its social presence by hosting a variety of social media events through Facebook during the Pandemic:
 - CHN launched **Safe Space**, an online information source about various health topics, with several CHN therapists discussing unique subjects such as:
 - Substance Abuse During Covid
 - Holiday Depression
 - Online School Depression and Anxiety
 - Teen Anxiety During Covid
 - How to Manage Your Stress While Working from Home with Family Distractions
 - How to Deal with Crisis-related Trauma from Natural Disasters, Social Injustices, and a Health Pandemic
 - Another unique social media hosted event, **Pedi Time**, a live Q&A event where parents ask questions and receive tips from CHN Board-certified Pediatricians
 - Dr. Zebda, Pediatrician and Dr. Jackson, Pediatric Director hosted their first **Pedi Time** "Parenting During Covid" in May 2020



- CHN's Chief Medical Officer, Dr. Poindexter, presented a Live Q&A with KHEA radio to inform and educate the public the importance of the Covid-19 Vaccine and promoted healthy and safe behaviors during the Pandemic




RENOVATIONS AND EXPANSION

- ✓ CHN renovated the oral health clinic at the **Adoue Family Health Center** to add new laminate flooring, fresh paint, added customized pictures in the exam rooms and lightly renovate the conference room for staff meetings and trainings.
 - CHN's **Women and Children and Callaway Administration** locations also received facelifts to provide a more welcoming environment for both patients and staff.
 - Major equipment purchases outfitted the medical and oral health departments at Adoue, Freeport and Women and Children's clinic sites through a federal capital improvement grant.




The Women and Children's Health Center lobby area (left) and Adoue Family Health Center's conference room (right) with new laminate floors and fresh paint.

CHN's 2021 Accomplishments

 CHN developed a Whole Person integrated care model to coordinate primary care, behavioral health and dental services with goals to improve patient outcomes as a whole.

- ✓ In 2020, CHN provided 55,447 in-person visits and 41,880 virtual visits, for a grand total of 97,327 visits. CHN increased its visits by **22%** in 2021 by providing 71,225 in-person visits and 52,832 medical and behavioral health virtual visits, culminating in a grand total of 124,057 visits.

CHN continues to expand virtual care to enhance service delivery for medical and behavioral health patients throughout the Pandemic.


 **95% of all behavioral health care and 65% of primary medical services were provided virtually using Telehealth during regular business hours.**

CHN Served 36,822 Unduplicated Patients in 2021

- ✓ In 2020, CHN received PCMH recognition for five additional sites:
 - Bacliff Family Care
 - BCDC Family Care
 - Callaway Behavioral Health Care
 - League City Women & Children's Center
 - Pearland Family Health Center
- ✓ Established a temporary site, Lake Jackson Family Care inside Brazos Mall in Lake Jackson, in response to the COVID-19 Public Health Emergency to provide Covid-19 vaccines, testing and behavioral health services to the public in Spring 2021.
 - CHN also established temporary Covid-19 testing and vaccination sites at The Children's Center in Galveston and The Sunshine Center.



- ✓ CHN added Infusion therapy to its array of services in response to the Covid-19 Pandemic with monoclonal antibody therapy for mild to moderate treatment of patients with comorbid conditions. Monoclonal antibody therapy is a successful form of outpatient treatment for Covid-19.

 CHN expanded the use of infusion therapy to care for other chronic conditions including osteoporosis at the Scarsdale, Alvin, and Freeport location.

- ✓ CHN integrated Wound Care, Prenatal, Cardiology and Podiatry into primary care at the Freeport Family Health Center and at the Scarsdale Family Health Center site in late Summer 2021.

- ✓ Expanded the Value Based Care (VBC) program by providing care coordination to close care gaps and direct patient care to improve health.

The program is composed of the 10 elements:

- Chronic care management
- Remote patient monitoring (RPM) with MyVitals
- Referral management
- OB care coordination with MyPrenatal Care
- Pediatric care coordination
- CPRIT navigation and women's health management
- Patient navigation (ReCare)
- Medication Assistance Treatment (MAT) navigation
- Behavioral health integration case management, transitional care (hospitalizations)
- Senior care population management (Medicare/Medicare Advantage Plans)

RPM Project:

On June 16th, 2021, CHN launched RPM devices and distributed to 10 patients.

- ✓ Expanded TelePharmacy services by placing a full-service Class A pharmacy at the:
 - Women and Children's Center in Alvin

🌸 **All remote TelePharmacy locations offer low-cost, name brand prescription drugs, and provide free mail delivery to patients' homes. The Telepharmacy accepts Medicaid, CHIP, Medicare, private insurance, and cash payments for uninsured individuals and families.**

- ✓ Dr. Clementine Ingabire, DDS, built the first crown on the CEREC dental machine which took just 2 hours to create.
- ✓ The Dental Integration initiative began at the Women and Children's Health Center on September 15th, 2021. CHN's Dentists and Hygienist served four patients during the first day.
- ✓ CHN's Pediatrician, Dr. Shari Jackson M.D., F.A.A.P, was recognized as one of the top Pediatricians in the Alvin-Manvel area for four consecutive years starting in 2018, 2019, 2020 and now 2021.
 - Dr. Jackson, a general pediatrician with CHN since 2014, continues her love of teaching medicine to the next generation of physician assistants and nurse practitioners.



- ✓ CHN expanded its presence in the community by boosting Outreach efforts and by partnering with local news channel **The CW39 Houston Happens.**

🌸 *Lead Behavioral Health Therapist, Demi Minter, LPC presented a segment on behavioral health with Houston Happens on CW39.*

RENOVATIONS AND EXPANSION

- ✓ The **Women & Children's Center** in Alvin received additional renovations by adding fresh paint and new counter tops to the check-in area. New flooring and fresh paint were added to the hallway exiting the clinic area and leading to the front desk area as well as new walls to accommodate **two additional** offices to increase behavioral health and financial services.

- ✿ CHN extended pharmacy services by renovating an outdated provider office at the **Women & Children's** clinic site to transform it into a Class A TelePharmacy. The new pharmacy provides same-day access to low-cost medications for CHN patients.



CHN now has two pharmacies located in Alvin, Texas.
A soft launch began early April 2021 for CHN patients.
Patients residing in the Alvin area access low-cost prescriptions at either the Women & Children's location or the Adoue Family Health Center.



- ✓ CHN utilized Direct Relief grant funds to expand and reconstruct the **Adoue Family Health Center** parking lot in early 2021. The parking lot increased to an additional 30 more parking spaces for more parking space for patients and staff. The project was finished in May 2021. The facility also received a major makeover with fresh paint, new windows and beautiful landscaping.

- ✓ CHN partnered with **Brazosport College** by adding a clinic on campus in Lake Jackson to provide medical, behavioral health services and virtual psychiatry for registered college students, the faculty and staff. The clinic was delayed in opening in the summer of 2020 due to the Covid-19 Pandemic when the college suspended on-site classes. The clinic briefly opened in August 2021 when the students returned to campus following a year of virtual studies.

🌸 **New initiatives to improve services include expanding integration of oral health care and pharmacy into primary health care services to reduce adverse outcomes.**

- Construction plans are underway to integrate oral care within the **Women and Children’s Center** in Alvin by adding a dental operatory at the site for a hygienist to practice. CHN will focus on oral health being a part of overall health noting that good oral health is part of optimum well-being.

- ✓ A second renovation project is underway at the **Victory Lakes Family Care** location to integrate dental operatories in the existing women and children service clinic. CHN welcomed Fall 2021 by beginning the demolitions, expansion and reconstruction of its clinic in League City, Texas.

- 🌸 Victory Lakes Family Care will offer whole person care with mental health, pediatric, and women services both in-person and virtually. The clinic will also offer financial services and plans to expand to include dental services soon.



“We are so excited about this new expansion. League City Women and Children’s Clinic will become Victory Lakes Family Care offering care to all children, women, men, and seniors. Our services will include primary care, obstetrics, pediatrics, dental, and behavioral health,” said Mark Young, Community Health Network’s Chief Executive Officer.

2020 Grant Funding

CHN received \$570,633 in Private Foundation funding:

- Houston Methodist awarded \$60,000 through the Community Benefits Grant Women's Health Initiative to increase access for preventive women's services.
 - CHN also receive a \$50,000 Mental Health Innovation grant award to hire a SUD therapist for the Freeport location to provide Medication-Assisted Treatment (MAT) services for adolescents and adults.
- United Way of Brazoria County awarded \$90,501.26 for Behavioral Health Intensive Outpatient Treatment (IOP) services for the low-income, uninsured individuals in Brazoria County.
- Episcopal Health Foundation awarded \$100,000 during the first round of funding in May 2020 to support business continuity due to the Covid-19 pandemic and \$85,000 in round two to fund four Cepheid machines.
- The Dow Chemical Company and Chevron Phillips Chemical Corporation each donated \$10,000 for a combined \$20,000 to support one Cepheid machine.

The Cepheid machines are located at five clinic sites: Freeport, Adoue, Scarsdale, Pearland, and Angleton sites.

These machines are used to process rapid diagnostic testing to detect for Flu, Strep and coronavirus SARS-CoV-2 within 45 minutes.



- Direct Relief Covid-19 Response Fund Community Health Grant, \$50,000 to provide emergency operating funds to help offset expenses due to the Covid-19 pandemic. The funding was used to cover the cost of the following projects to improve patient access:
 - Expand and improve communications through phone and web services;
 - Build a secure and interactive web and patient portal by enhancing CHN's web page, patient portal and EHR system;
 - Expand and build a TelePharmacy at the Angleton Internal Medicine & Primary Care site to provide affordable name brand prescriptions to the vulnerable low income and elderly population on site.
- \$34,000 Delta Dental Covid-19 Relief funding to purchase PPE equipment supplies, COVID-19 testing kits, and the cost of telehealth equipment.

- \$71,131 FCC (Federal Communications Commission) Covid-19 Telehealth Program to fund telecommunication services by enhancing CHN's EHR system to allow Covid-19 coding and developed a health screening questionnaire embedded in patient's chart, improvements to the Patient Portal to allow scheduling of patient appointments in response to the Covid-19 Pandemic, telemedicine equipment and purchase virtual licensures for telemedicine care to enable greater access through the Zoom app, purchase SMS text messaging, 20 telemedicine units which included the otoscope, derma scope and a stethoscope.
- CHN received a \$10,000 grant from Texas New Mexico Power Company to provide covid testing for the uninsured patients of Brazoria County.

CHN Received \$1,717,949 in Federal Funding:

- \$ 76,725 Coronavirus Supplemental Funding for Health Center to purchase testing supplies and Personal Protective Equipment, including masks and gloves.
- \$995,430 Health Center Coronavirus Aid Relief, Economic, and Security (CARES) Act Funding to assist with payroll relief.
- \$395,794 Expanding Capacity for Coronavirus Testing (ECT) to cover the cost of contract testing staff, purchased an air purifier to protect CHN's dental staff and patients receiving oral health treatments such care, e.g., hygiene's, root scaling, root canal and other procedures that may expose individuals to aerosol viral particles.
 - CHN also used ECT funds to purchase Coronavirus 1200 Antibody tests. The majority of the ECT funding has been used to maintain health center staffing capacity throughout the grant period by covering additional contract staff cost needed to supplement COVID-19 testing in addition to supporting the cost of contract administrative and clinic staff contractor costs.
- \$250,000 Brazoria County Community Development Building Grant covered the cost of covid testing for Brazoria County residents with no other resource.
- CHN was also successful in receiving one of the Paycheck Protection loans to assist in covering salaries during the Covid Pandemic.



Ezreal Garcia, Director, Community Relations and Emergency Preparedness receives donation from Chevron Phillips Chemical Corporation.

CHN received \$245,451 in Private Funding:

- Houston Methodist awarded \$70,000 through the Community Benefits Grant Program to provide affordable dental services to low-income, uninsured adults and children by promoting oral health to achieve healthier lives for patients and prevent future dental diseases.
 - CHN also received a \$50,000 Mental Health Innovation grant award to hire a bilingual Licensed Clinical Social Worker (LCSW) with a strong Behavioral Health and Substance Use Disorder (SUD) background to provide intake, comprehensive mental health screenings and referrals.
- Houston Methodist Antibody Treatment \$15,000 towards equipment such as infusion chairs and staffing costs to support Monoclonal Antibody Infusion services for patients suffering with severe COVID-19 symptoms. The service was provided at the Scarsdale Family Health Center.
- Delta Dental awarded \$29,000 to assist low-income and uninsured adults and children with dental needs by supplementing the cost of service.
- United Way of Brazoria County awarded \$81,451 towards CHN's Integrated Behavioral Health Program to support Intensive Outpatient Treatment (IOP) services for the low-income, uninsured individuals in Brazoria County.



CHN received \$7,219,781 in Federal Funding:

- CHN received \$660,000 in funds as a subcontractor of Brazoria County from the United States Government for a Community Development Block Grant to assist Brazoria County residents by administering COVID-19 testing and vaccinations in response to the Coronavirus (Covid-19) Pandemic.
- \$148,560 HRSA Supplemental Funding for Hypertension to support CHN's Remote Patient Monitoring project.
- \$353,205 HRSA Ending the HIV Epidemic Primary Care HIV Prevention (PCHP) to expand HIV prevention services and increase linkage to care to decrease the risk of HIV transmission in geographic locations.
- \$5,339,875 HRSA American Rescue Plan Funding for Health Centers to assist in covering salary costs.
- \$718,141 HRSA American Rescue Plan – Health Center Construction and Capital Improvements (ARP – Capital) to fund medical, dental, behavioral health equipment and technology software and a second Medical Mobile Unit to provide comprehensive medical services.
- T-Mobile received CARES funding through a FCC grant and provided 1,000 Tablets with Mifi at no cost to patients enrolled in the Remote Patient Monitoring through the FCC grant to provide connectivity for patients.

Community Health Quality Recognition Awards

The Community Health Quality Recognition (CHQR) badges recognize Health Center Program awardees and look-alikes (LALs) that have made notable quality improvement achievements in the areas of access, quality, health equity, health information technology, and COVID-19 public health emergency response for the most recent UDS reporting period.

CHN received SIX Community Health Center Quality Recognition (CHQR) awards in 2021 for 2020 activities:



For increasing the total number of patients served and the number of patients who receive at least one comprehensive service.



For meeting all criteria to optimize HIT services that advance telehealth, patient engagement, interoperability, and collection of social determinants of health to increase access to care and advance quality of care.



For meeting or exceeding Healthy People goals in the areas of low birth weight, hypertension, or uncontrolled diabetes for at least one racial/ethnic minority group, and also demonstrating at least a 10% improvement in those areas.



COVID-19 Data Reporter for supported data for public health emergencies with response rates of 90% or more to the weekly Health Center COVID-19 Survey from April 10, 2020 to July 2, 2021.



COVID-19 Testing for testing more than 50% of 2020 reported UDS patient populations from April 10, 2020 to July 2, 2021, and have a response rate of at least 50% to the weekly Health Center COVID-19 Survey.



Designates Patient Center Medical Home Recognized clinic locations

CHN also received four Community Health Center Quality Recognition (CHQR) awards in 2020:



CHN Expands Covid-19 Testing

COVID-19 severely impacted CHN's service area and CHN played a substantial role in providing testing and resources since mid-March of 2020. CHN provided same day access for patients to receive rapid Covid testing and antibody testing during the Pandemic. CHN also began offering Serology Rapid Antibody testing for COVID-19 at its testing clinic locations on August 5th, 2020. Since that time, CHN provided 51,809 individuals Covid screenings, and provided 17,296 viral tests to 13,745 individuals and identified 3,312 positives for a 19.15% positivity rate.

Novel Coronavirus (SARS-CoV-2) Testing Data:

| | | 2020 |
|-------------------------------------|-----------------|---------------|
| <i>Covid-19 Diagnostic Testing:</i> | 13,190 Patients | 18,139 Visits |
| <i>Covid-19 Antibody Test:</i> | 282 Patients | 303 Visits |
| | | 2021 |
| <i>Covid-19 Diagnostic Testing:</i> | 12,687 Patients | 18,340 Visits |
| <i>Covid-19 Antibody Test</i> | 3 Patients | 3 Visits |

UDS table 6A – Patients diagnosed with Covid-19



- ❖ The first day of Covid testing occurred on April 21st, 2020, at the Brazoria County Fairgrounds in Angleton, Texas.
- ❖ CHN partnered with Brazoria County, Homeland Preparedness Project, Sweeny Community Hospital and Brazosport College to offer free COVID-19 testing to Brazoria County residents.



Covid-19 Testing Drive Through Events were held at the following locations:

- Brazoria County – Angleton Fairgrounds
- Damon ISD in Damon
- First Missionary Baptist Church in Angleton
- Hope Church in Pearland
- Mastersroad Church in Manvel
- St Hope Foundation along with HIV, Syphilis & Hep-C testing in Dickinson
- Sunshine Center Inc. in Galveston
- West Columbia Rural Health in West Columbia
- United Way Galveston County Mainland in Texas City

Representative, Randy Weber visited the Brazoria County Angleton Fairgrounds COVID-19 Testing site to observe the testing and operation.

From left to right, District Representative, Donnie Armstrong, Ezreal Garcia, Dr. Yvette Poindexter, Rep. Randy Weber, Board Chair, Gerald Roznovsky and Penny Pabst, CAO

Covid-19 Donations

Community Health Network is extremely thankful for the donations received during the Covid-19 Pandemic to continue serving patients throughout the community.

CHN received a donation of face shields from **Alvin Community College** to protect staff from exposure when performing Covid-19 tests at the Angleton Fairgrounds.



Sno Crush and More treated our healthcare workers to delicious snow cones to beat the Texas heat while provided Covid-19 testing!



Community Health Network's Chief Officers received a generous Personal Protective Equipment donation from Achalesh Amar, Executive Member of **Sewa International USA - Houston.**

The donation of 200 KN95 masks, 700 small and 400 large nitrile gloves, 25 face shields, and 2500 4 ply/4-layer disposable masks helped our health center efforts on the front lines of COVID-19.



The Project C.U.R.E. donated 64 boxes of gowns, 210 boxes of N95 masks, 550 surgical masks and in early June 221 gowns were also donated for CHN staff to use.



The 413 Spot Can Do Nutrition and The Dub Nutrition for the delicious and nutritious energy drinks.

Our Freeport Community Health Center was one of the TOP nominated facilities as part of their Pay it Forward Project.



CHN received critically important PPE, respiratory medicine and disinfectant supplies from AmeriCares Emergency Response.

CHN has worked closely with AmeriCares when Hurricane Harvey hit and now Covid-19.



DOW Chemical

donated two Personal Power Air Purifying Respirator Equipment Systems (PAPRs) to help prevent the spread of COVID-19. Dow also donated non-woven medical gowns.

CHN staff that test individuals for COVID-19 at the Freeport and Angleton Fairgrounds donned the headgear while performing nasal swab.



Brazosport Rotary

donated gallons of hand sanitizer, this generous donation helped continue our efforts in combating COVID-19.



Covid-19 Vaccinations for the Community

Community Health Network's fight against COVID-19 continues with the distribution of COVID-19 vaccines across Texas in late 2020. CHN healthcare workers are preparing for the shipment of vaccines to our sites. CHN has adopted the protocols outlined by the Centers for Disease Control and Prevention (CDC) and the Texas Department of State Health Services (DSHS) for CHN to help prevent the spread of the COVID-19 disease.

“The vaccine for COVID-19 cannot come at a better time for these unprecedented times with the increase of illness, hospitalization, and death. It is our responsibility to educate our community that the COVID-19 vaccines are safe, effective and will help restore us to some normalcy while continuing to practice safe health measures,” said Dr. Yvette Poindexter, Community Health Network's Chief Medical Officer.

With Dr. Poindexter's guidance, educational material with a Q&A, and a survey were presented prior to receiving the Covid-19 vaccines to CHN employees to better understand vaccine hesitancy from its staff and encourage vaccine confidence. CHN recognized many factors would influence vaccine decision-making, including cultural, social, political, individual, group, and vaccine-specific factors.

On December 23rd, 2020, CHN received its first batch of 400 allocated FDA approved two-dose primary series Moderna Covid-19 vaccines, the team was thrilled to learn they would soon become vaccinated to prevent the Coronavirus Disease 2019 (COVID-19) caused by SARS-CoV-2. CHN's First Day of Covid-19 Vaccination distribution were held on the same day at the Pearland Family Health Center and Freeport Family Health Center for staff and their immediate family members. The Vaccination Distribution Team did a phenomenal job ensuring CHN Healthcare Heroes received their vaccinations flawlessly.



Chief Executive Officer, Mark Young and Dr. Yvette Poindexter led the first Covid-19 vaccination session at CHN. Medical providers and staff and Board Chair, Gerald Roznovsky, also received their first Covid-19 vaccines to welcome the new year.



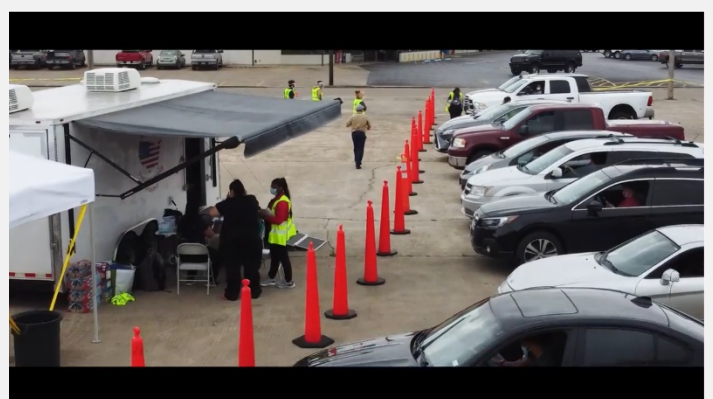
On January 23rd, 2021 CHN employees and family members received their second dose of the Moderna vaccine to become fully vaccinated. CHN collaborated with the Homeland Security Team by organizing the drive-thru event that was held at the Alvin Community College parking lot. There were 142 individuals vaccinated, averaging 57 minutes per lane. CHN hosted vaccination in three sessions to guarantee a seamless experience. Clinical staff ensured all individuals waited in their vehicles during the 15 minute-observation period before discharge.



CHN also partnered with Homeland Preparedness Project and local agencies through Brazoria, Galveston and Harris Counties to provide Covid-19 vaccinations, Covid-19 testing and health screening screenings such as blood pressure checks, vitals, and glucose checks to the community.

CHN hosted multiple Mass Vaccination Drive-up events and administered 9,576 Covid-19 vaccines including 2,907 second doses (fully immunized) within the first few months into April.

| | | |
|---|---|-----------------------------------|
| January 30 th , 2021 | Brazoria County Fairgrounds in Angleton | Vaccinated 409 community members |
| February 4 th | Scarsdale Family Health Center | Vaccinated: 205 community members |
| February 5 th , (1 st Dose) | Brazos Mall in Lake Jackson | Vaccinated: 680 community members |
| February 6 th (1 st Dose) | Freedom Field in Iowa Colony | Vaccinated: 880 community members |



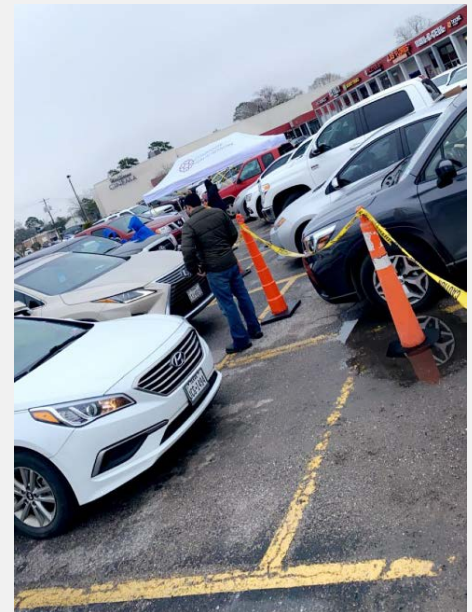


Mass Vaccination Event hosted by CHN at Freedom Field in Iowa Colony, Texas.

CHN kicked off its first “**Drive Up and Park**” vaccine distribution event at its Women & Children’s Center in Alvin and Angleton Internal Medicine & Primary Care in Angleton! The events were held on February 10th and February 11th, 2021, and both events were an amazing success!

- ❖ 444 vaccinations were administered at the Alvin location and 365 vaccinations were administered at the Angleton location for a **total of 809 in just two days!**

The Vaccine Team members did an outstanding job serving the communities in less-than-ideal weather conditions with smiles on their faces. There were many leaders, call center team members, and clinic-based team members joined forces in order to assist in any way needed. Additionally, the Homeland Preparedness partners joined CHN on the 2nd day to assist with traffic control.



FDA Approved COVID-19 Vaccines
Total Vaccinated:

2020:

140
Staff Members
Vaccinated

2021:

24,940
Staff and Community
Members Vaccinated

CHN by the Numbers

2020



Patients: 31,026



Visits: 97,327



55,447 In-Clinic Visits



41,880 Virtual Visits

2021



Patients: 36,882



Visits: 124,057



71,225 In-Clinic Visits

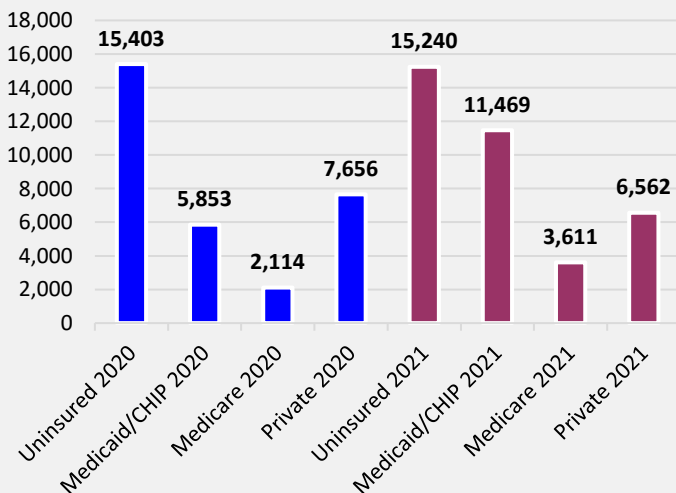


52,832 Virtual Visits

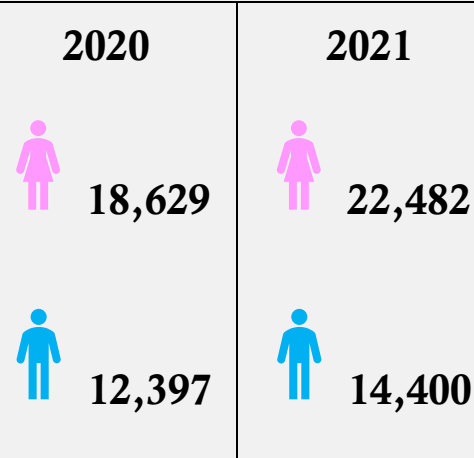
Breakdown by Department:

| Departments | 2020 | | | 2021 | | |
|-------------------|------------|--------------------|------------------|------------|--------------------|------------------|
| | # Patients | # In-Person Visits | # Virtual Visits | # Patients | # In-Person Visits | # Virtual Visits |
| Medical | 26,926 | 37,506 | 22,816 | 27,814 | 46,350 | 20,536 |
| Behavioral Health | 3,611 | 6,311 | 17,415 | 4,706 | 7,163 | 28,488 |
| SUD | 297 | 447 | 1,649 | 548 | 546 | 3,808 |
| Dental | 4,441 | 9,936 | | 4,661 | 11,057 | |

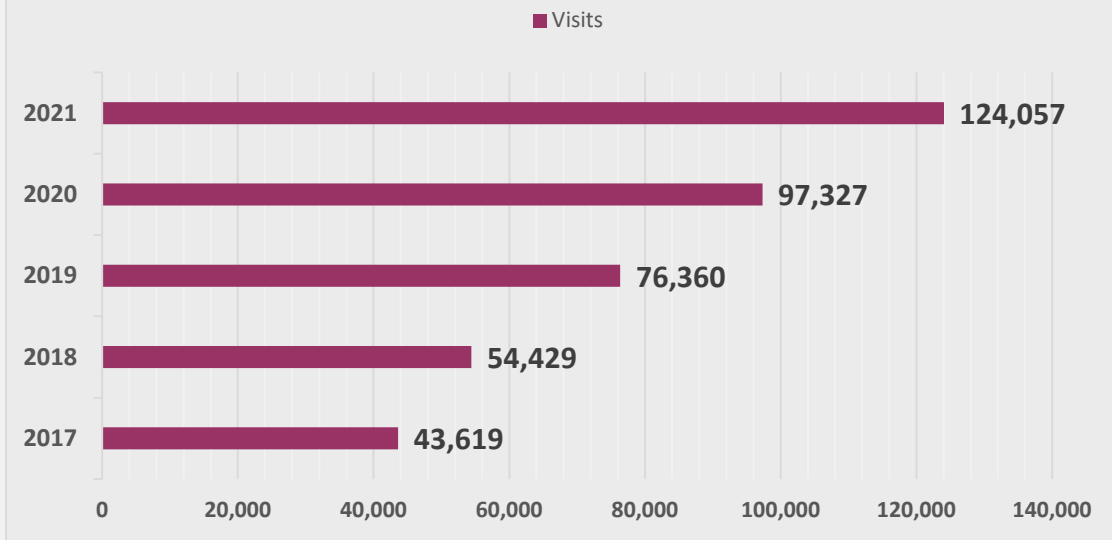
Served by Insurance/Program:



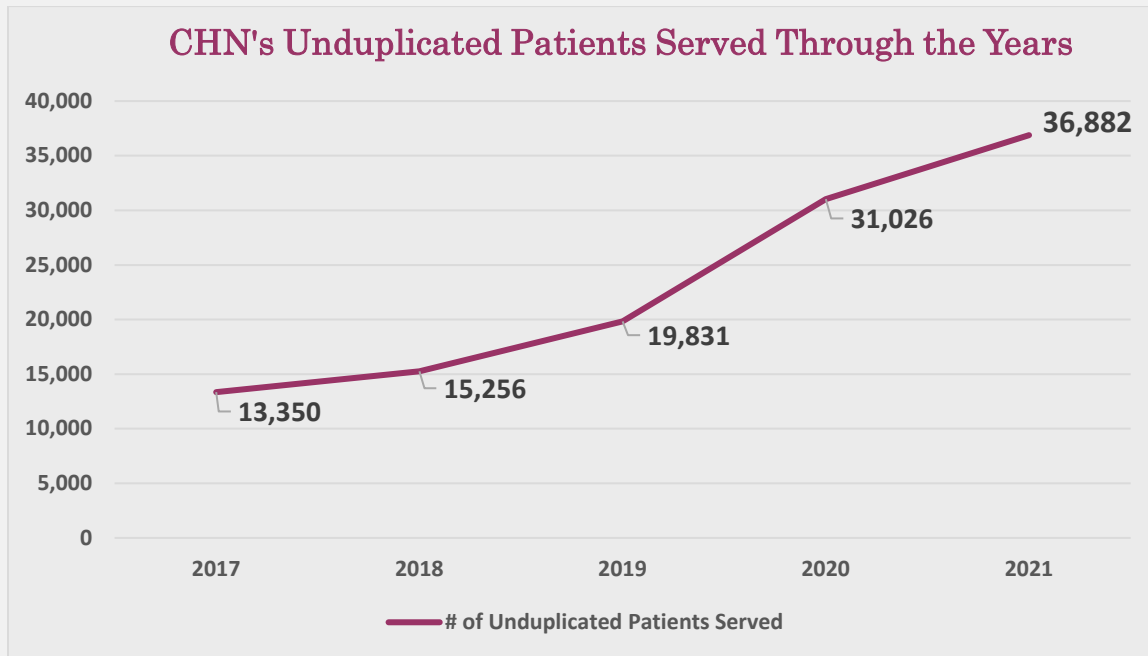
Served by Gender



CHN Visit Trend



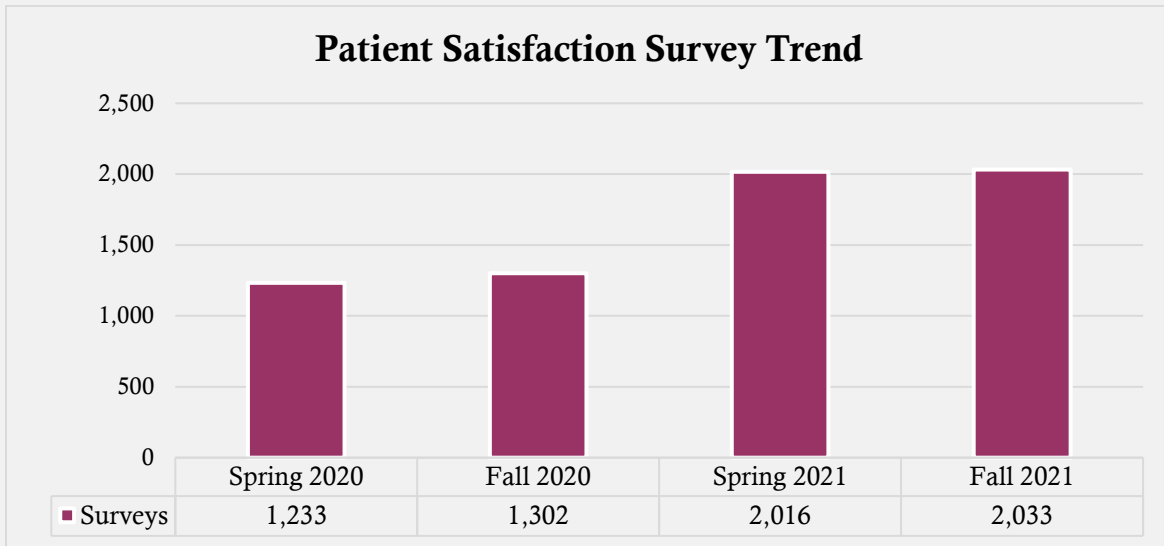
CHN's Unduplicated Patients Served Through the Years



The data charts and graphs above demonstrate exponential growth in all departments over the last few years.

Spring & Fall Patient Satisfaction Survey Results

CHN staff worked extremely hard to collect Patient Satisfaction Surveys through in-clinic and virtual visits during the Pandemic.



Fall 2021 Results:

How satisfied are you with the services and care you received at CHN?

94.9%

Rated their satisfaction as Great 74.4% or Good 20.5%

Would you recommend CHN to your family and friends?

98%

Responded "Yes"

How is the provider at listening to your needs?

96.2%

Rated their provider as Great 75.2% or Good 21.0%

Are the charges for your care reasonable?

97.3%

Responded "Yes"

Patient Comments:

"The girls at the front helped me with my co-pay. Offering me a program to lower my co-pay to \$2 and my meds to \$27 for 3 months when I usually pay over \$200. I really thank them!"

"Muy excelente clinica" (*"Very Excellent Clinic"*)

"We are pleased with the services & treatment we receive here – 'Happy-Happy'"

"Love yall so much I recommend you guys to everyone!"

"Everyone was great for my first visit."

"Es una excelente clinica, brinda excelente servicio medico como el personal muy amable. Excelente atencion me siento muy segura aqui, gracias por sus excelentes servicios. ★★★★★" – (*"It is an excellent clinic, provide excellent medical service with very friendly staff, excellent attention. I feel very safe here. Thank you for the excellent services. ★★★★★"*)

Patient Success Story

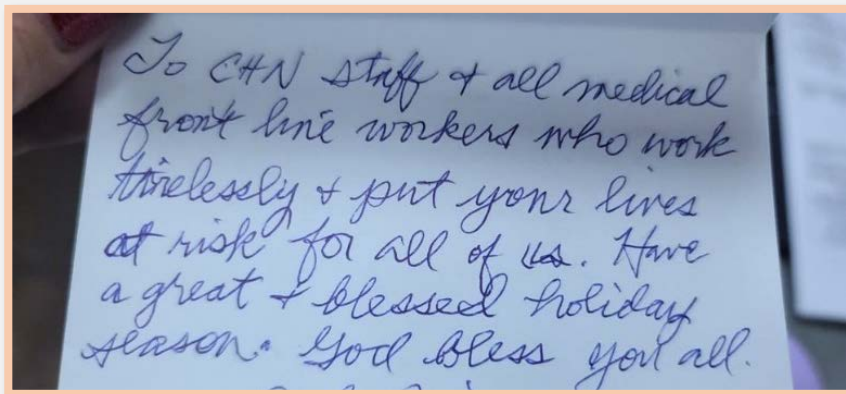
Coping through the Global Pandemic:

An unemployed 36-year-old female, with bipolar disorder, anxiety and depression has been a behavioral health patient receiving virtual care through telehealth visits for counseling and psychiatry services for four months due to the Covid-19 Pandemic. The patient was seeing a psychiatrist 2-months prior to initiating services at CHN where she was diagnosed with Bipolar, Schizophrenia/paranoia. She was not able to continue treatment with the previous psychiatrist due to financial barriers caused by unemployment. In early September 2020, the patient was admitted to the hospital for psychiatric reasons such as severe depression and suffering from verbal and physical outbursts.

The patient was initially seen through our eligibility department and began behavioral health counseling services in October 2020 with Elizabeth Adeseke, Licensed Clinical Social Worker (LCSW).

Ms. Adeseke discussed healthy ways to cope, healthy expression of emotion and focusing on cognitive behavioral techniques. During a follow-up appointment for anxiety medication a depression and anxiety screen was conducted and returned a result of moderate depression (19) and severe anxiety (19). The patient was referred to psychiatry with Ms. Manju Menon, Psychiatric Nurse Practitioner and was able to obtain medication for her anxiety and depression. During her follow up appointment, she reported mild improvement with her medication adjustment, improved mood, less irritability and less mood swings. She continued attending counseling appointments weekly and psychiatry bi-weekly to monthly visits. Her goals were to reduce irritability, stabilize mood and improve family relationships.

A recent PHQ 2/9 screening resulted in moderate severe depression (15) and GAD-7 result of severe anxiety (17). However, she has reported improvement in her mood and reduction in anxiety since she started therapy and psychiatry services with us in October 2020. She reports being able to handle stress better and that she has a happier family life as well. She is just about to have her family reunited after having CPS involvement and has completed all services asked of her including other services outside of our agency. She continues to attend counseling and psychiatry services through virtual visits with Ms. Adeseke and Ms. Menon.



A wonderful and kind letter CHN received from one of its patients during the holidays.

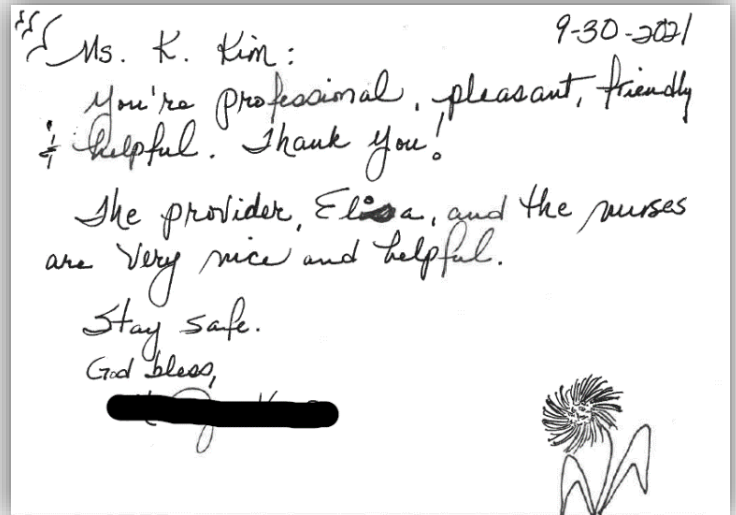
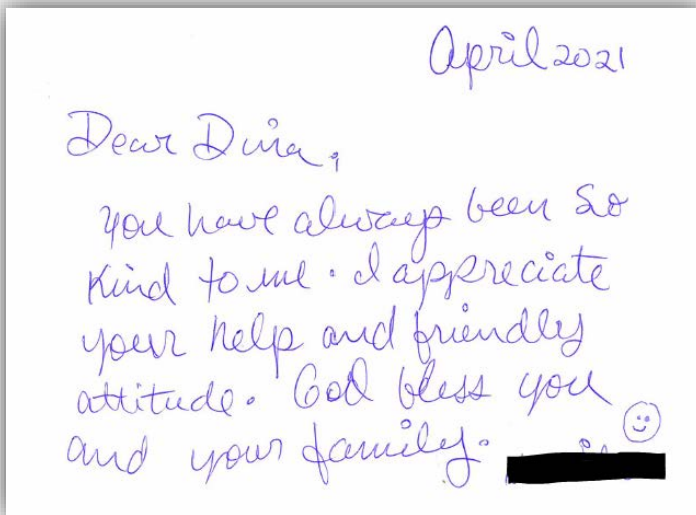
Since the Covid-19 Pandemic began early March 2020, people are forced to isolate and social distance from friends and family, more people are unemployed and losing their jobs. CHN recognizes these factors have led to increased stress, depression and suicidal ideation in extreme cases. CHN waived the copay for behavioral health visits during early months of the pandemic and provided virtual care immediately to address the increase demand for mental health services. CHN also expanded hours of operation for virtual behavioral health care to Sundays.

Community Messages

Putting Our Heart Into Your Care

Providing unique patient care is top priority at CHN. The dedicated and mission-driven employees of Community Health Network collaborate daily to ensure all patients receive exceptional customer care and customer service throughout their care. CHN is continuously evolving and building new programs to remove barriers to care for its patient population.

The Staff at Community Health Network were overwhelmed with “Thank You” notes and messages from their wonderful patients whom they provided care for.



Short Patient Success Story:

An unemployed 20-year-old female with anxiety came to seek counseling services at CHN at the end of 2021 with therapist Ms. Denise Rhone, LPC-S. Patient stated her anxiety became worse after leaving high school and starting college at Sam Houston State University. She struggled meeting new people and adjusting to college life and being away from home. Ms. Rhone worked with the patient on different coping skills such as relaxation techniques to use when feeling anxious including box breathing and self-talk to decrease her anxiety. As part of the patient's treatment plan, Ms. Rhone assigned homework to the patient by writing down when and why she is feeling anxious and what she tried to do to cope with her anxiousness. Part of her goals were also to participate in activities to increase social skills and build a future plan for herself to help feel more confident while being in college. The patient was also referred to psychiatry and medical services to receive anxiety medication.

Months after counseling and a busy college life, the patient is doing well with minimal anxiety. She continues to live on campus and has attended many social events including joining several Honors societies. She is scheduled for a summer job at a kid's camp and has registered and working on going to school abroad to South Korea.

2020 – 2021 Event Highlights

BEFORE THE PANDEMIC:

Prior to social distancing and mandatory face mask coverings, CHN's Outreach Team and staff partnered with local community stakeholders at community outreach events.

- ◆ CHN participated in the 2020 Point-In-Time (PIT) Count last year with United Way of Brazoria County and other organizations to identify the number of homeless people across Brazoria County. CHN placed donation boxes in lunchroom areas for staff to donate items such as socks, blankets, toiletries, canned foods and flyers to place in outreach bags to hand out during the PIT count.
- ◆ CHN clinical staff partnered with BAAC (Brazosport Area Alumnae Chapter of Delta Sigma Theta Sorority Inc.) at the MLKCC Rally to offer free blood pressure screenings and offer voter registration information about Fit 4 Cause event and BAAC scholarships at the Freeport Municipal Park.
- ◆ After the announced partnership with Brazosport College, CHN staff participated in the Brazosport College's Student Involvement Fair to promote the new health center and services that will provide health services to students, faculty and staff.
- ◆ CHN participated at the Go Red Fusion Z Fusion event with BAHA Deltas providing free dental screenings to the public.
- ◆ CHN was a sponsor at the Alvin Independent School District Turtle Race in February where hundreds of turtles were released to raise money for the AISD Education Foundation.
- ◆ CHN hosted its 2nd National Children's Dental Health Month event at the Freeport Community Health Center on February 22nd, 2020.
 - CHN partnered with Brazosport Cares Food Pantry to provide healthy fruits and vegetables from the Houston Food Bank to the community. CHN's Pediatrician, Dr. Zebda, MD and dentist, Dr. Kordab, DDS were present at the event for a meet and greet. CHN also provided face painting, kid games and a Crocodile Encounter show for the families.
 - The Dental Team distributed more than 400 oral health kits to children and adults, 6 visitors received dental screenings, 3 patients were scheduled for dental appointments, and 157 individuals were given information about our medical, dental, behavioral health, and eligibility services.

Volunteers passing nutritious foods to the community in front of the Freeport clinic site.



The children were so amazed at all the exotic animals presented by the Crocodile Encounter staff.

“It was wonderful to see so many individuals receive fresh produce and eggs in the food giveaway in the morning. We also enjoyed the great turnout in the afternoon when our provider team, pediatrician, Dr. Zebda and our dentist, Dr. Kordab, and therapist, Denise Rhone, introduced themselves and their services,” said Penny Pabst, CHN's Chief Administrative Officer.

ASSISTING THE COMMUNITY DURING THE PANDEMIC

For the majority of 2020 CHN's Outreach staff worked virtually through the Pandemic to educate the public of CHN's services and Covid testing information to maintain social distance and prevent the spread of Covid. The outreach staff participated in virtual collaborative meetings with community partners to provide resources CHN's staff and patients.



- ◆ CHN celebrated **NATIONAL HEALTH CENTER WEEK** through a Facebook LIVE event for the community! CHN's wonderful healthcare providers shared the following health tips through-out the week: Adult Wellness with Dr. Antonia Way (Family Medicine) ◆ Back to School with Dr. Shari Jackson (Pediatrician) ◆ Self-Care with Behavioral Health Counselor, Veronica Cavazos ◆ Gum Disease Prevention with Dr. Clementine Ingabire (Dentist).



- ◆ CHN hosted four Trick Or Treat Drive-Through events at the following sites in 2020:
 - Freeport Community Health center
 - Scarsdale Family Health Center
 - Women and Children's Health Center – League City
 - Women and Children's Health Center – Alvin
- ◆ CHN participated at a Trick or Treat Drive Thru at K E Little Elementary School and handed Halloween goodies with community resource information for the families.



To end the 2020 year, CHN collaborated with the South Belt – Ellington Chamber of Commerce and held a Christmas Dash Drive Thru for the Southeast Harris community with Santa who came to visit in his shiny red mustang!

FOLLOWING THE PANDEMIC IN 2021:

While the Pandemic brought many adjustments and challenges during the last two years, returning to a sense of normalcy amongst the Covid-19 Pandemic is bringing hope to the community and at CHN. Additionally, the Pandemic brought out the best in CHN and its dedicated team of staff members. CHN and staff continued to work its way through to reach its community in every aspect by providing.

- ◆ CHN's Outreach and Clinical team hosted several Covid-on-the-Go events delivering testing and vaccine events to the public including providing Covid-19 boosters and flu vaccines.
- ◆ From April 27th – 29th, 2021, CHN administered 136 immunizations in its Medical Mobile Unit (MMU) to 6th graders for their 12-year-old vaccines at seven Alvin ISD Jr High Schools:
 - Alvin Jr. High,
 - Fairview Jr. High,
 - Harby Jr. High,
 - Manvel Jr. High,
 - Rodeo Palms Jr High,
 - Dr. Ronald E McNair Jr High, and
 - Nolan Ryan Junior High School



- ◆ CHN attended several Food Drive Events throughout its service area in 2021. CHN also partnered with Manvel Community Outreach and Houston Food Bank and held a food drive at the Knights of Columbus Hall located off Hwy 6 in Alvin, Texas.

****Food drives are essential to the community. The need for people also goes beyond food drives. The Outreach staff target those individuals in need of healthcare services by enrolling them into CHN's In-house programs.**



- ◆ CHN hosted its first Patient Art Gallery at the Women and Children's Health Center in August 2021. The gallery displayed artworks created in CHN's Expressive Art Therapy Group by young artists expressing their mental wellness.
- ◆ CHN and other organizations participated in a Mobile Food Pantry & Back-to-School Drive-Thru event on August 14, 2021 at the Grace Episcopal Health Church in Alvin. The event had fresh fruit and produce, backpacks, school supplies, free haircuts, school vaccinations, free books from the book bus to prepare families for the upcoming school year.
- ◆ CHN also sponsored Kids Day (Back to School Event) at the Brazos Mall where a private concert, fashion show took place along with giveaways and a petting zoo.

- ◆ Prior to Halloween, CHN’s new Certified Pediatric Dentist, Dr. Moustafa Badawi held a free, virtual live event segment called “Tooth Friendly Halloween” during Pedi Time. Dr. Badawi shared tips on how to keep children’s teeth safe during Halloween. In addition, Dr. Badawi held a segment on “My Child’s First Dental Visit” and shared information regarding children’s first dental visit and when to start using toothpaste.
- ◆ CHN hosted its second annual Halloween Drive-Through event at the Pearland, Freeport and Scarsdale Family Health Center clinic sites where they had Costume contests and candy giveaway for the kids and families.

CHN and the Outreach Team also participated at the following Halloween Events:

- Alvin Community College Fall Festival
- Alvin Trick or Treat Trail
- Clute Trick or Treat Trail
- Hitchcock ISD Candy Bash and introduced the parents of Hitchcock Primary School students the benefits of Telemedicine services.
- League City Elementary and San Leon Elementary’s Halloween events



The staff had a wonderful time connecting with families at each event while also promoting CHN services.

- ◆ In December, the First Missionary Baptist church and CHN collaborated to provide 1st and 2nd dose Covid vaccines and boosters, flu vaccines, free blood pressure screenings and free HIV testing.
- ◆ CHN attended the Gathering Outreach Annual Youth Christmas party that was held at the Pearland Town Center. Promotional items, free t-shirts, pizzas and beverages and holiday prizes were passed out to its local shoppers.

The Outreach Team and staff members have been very successfully reaching out to all persons during each outreach event. The staff do a fantastic job listening and understanding patient needs in order to assist them by registering them to CHN programs available based on their need. Every day the team creates strategies and goals for each event that aligns with CHN’s mission. The Team collaborates with community stakeholders by working together to target social determinant of health needs.

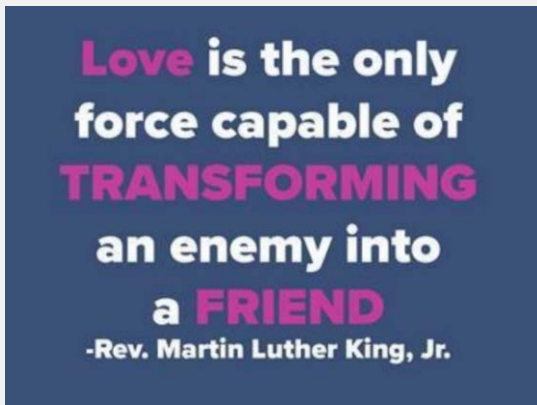
Love Unites

As a health organization, CHN is committed to ensuring everyone has access to care regardless of payment, race, ethnicity, or any other social disparity. CHN is also committed to improving the lives and the well-being of its staff members, patients, and the communities CHN serves.



On Tuesday, June 16th, 2020, at 12:50 pm, CHN staff participated in a moment of silence for 8 minutes and 46 seconds in honor of George Floyd.

In response to the tragic event, CHN designed a #LOVEUNITES Campaign to focus on unity and compassion for coworkers, patients, and the community. CHN had shirts made showing the message #LOVEUNITES in recognition of social justice and against racial and ethnic equality.



Healthcare Heroes

“Dear Friends and Colleagues of Community Health Network:

For many, if not all of us, this year has been one of extreme challenges and uncertainty. Despite the chaos, fear, and incredible struggles that we collectively faced, one thing remained true. **You!**

Your commitment to the patients we serve, our communities, and your team members.

Dr. Poindexter, the Center's leadership, and I have a primary mission: patient access to exceptional care for everyone despite any financial limitations. To achieve this requires people committed to this same mission, and you are these people. You have stood the test of a global pandemic and survived. You have served our communities with distinction, and you are all heroes.

We acknowledge the following ten healthcare heroes. These individuals have exemplified our mission and provided leadership in the face of adversity.

We want to personally thank the recognized healthcare heroes, and all of you for your dedication during this most trying of times. We have seen the many stressors, pains, and loss that so many have felt this year.

We all hope that the new year brings a renewed sense of normalcy, but I doubt any of us will be who we were before. I expect we have all grown through this experience, found resiliency in ourselves, and recognized that purpose and mission provide a foundation needed for perseverance.

Thank you all so much for your dedication and effort this year. We hope you have a holiday season that uplifts your heart.”

Sincerely,
Yvette Poindexter, MD Chief Medical Officer
Mark Young, Chief Executive Officer



Healthcare Heroes

- ◆ Jules Rangel
- ◆ Ashley Rodriguez
- ◆ Liz Garcia
- ◆ Andrea Abarca
- ◆ Julissa Hernandez
- ◆ Amber Stephenson
- ◆ Vvonne Garcia
- ◆ Arely Martinez
- ◆ Brittany Gallardo
- ◆ Isaac Dike

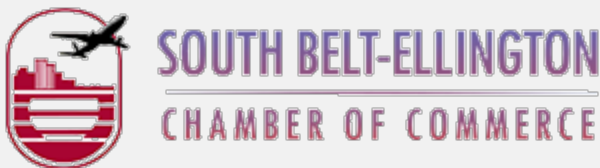
CHN recognized its own **Healthcare Heroes** for their tireless efforts to address the increased volume of individuals seeking covid related testing and care during the global pandemic. The Healthcare Heroes represented CHN's mission by providing leadership and demonstrated their commitment to serve their communities in the face of adversity.



Collaborative Partnerships

Thank You to Our Supporters!

Collaboration is at the core of our work to improve health outcomes and save lives through the power of innovation



2020 – 2021 Collaborative Partnerships

Alvin Community College
Alvin Independent School District
American Cancer Society
Americares
Angleton Independent School District
Bassem Maximos, M.D.
Brazosport College
Brazoria County Head Start Early Learning Schools, Inc.
Brazoria County Dream Center
Brazoria County Office of Emergency Management
Brazoria County Homeland Preparedness Project
Brazos Place
Brazosport Medical Center
Christus Point of Light
Direct Relief
Episcopal Health Foundation
Greater Houston Health Connect
Gulf Coast Center
Houston Food Bank
Houston Methodist Hospital
Houston Sonogram
Kingsley Asumghe, M.D.
M.D. Anderson Cancer Center
Memorial Hermann Hospital System
The Rose
The Salvation Army
Texas A&M University, Health Science Center
Texas WIC
The University of Texas at Austin
United Way of Brazoria County
United Way Galveston County Mainland
UTMB Health
YMCA of Greater Houston

2020 & 2021 Financials

| REVENUE | 2020 | | 2021 | |
|------------------------|------------------------|-------|------------------------|-------|
| | Amount | % | Amount | % |
| <i>Program Income</i> | \$14,139,051.41 | 64.7% | \$19,821,845.97 | 59.9% |
| <i>Grants</i> | \$6,766,614.92 | 31.0% | \$10,544,726.71 | 31.9% |
| <i>Other Incomes</i> | \$956,295.98 | 4.4% | \$2,716,595.65 | 8.2% |
| Total Revenue: | \$21,861,962.31 | | \$33,083,168.33 | |
| EXPENSE SUMMARY | | | | |
| | 2020 | | 2021 | |
| | Amount | % | Amount | % |
| <i>Program</i> | \$11,235,092.00 | 60.8% | \$18,210,545.24 | 70.0% |
| <i>Administration</i> | \$7,257,399.00 | 39.2% | \$7,789,639.10 | 30.0% |
| Total Expenses: | \$18,492,491.00 | | \$26,000,184.34 | |

| DETAILED REVENUE | 2020 | 2021 |
|---------------------------|----------------|-----------------|
| | Amount | Amount |
| <i>Grants</i> | \$6,766,614.92 | \$10,544,726.71 |
| <i>Medicaid</i> | \$8,283,915.79 | \$11,939,913.72 |
| <i>Medicare</i> | \$497,733.75 | \$875,709.37 |
| <i>CHIP</i> | \$505,415.18 | \$491,458.00 |
| <i>Private</i> | \$2,144,953.64 | \$3,703,396.96 |
| <i>Self-Pay</i> | \$1,280,550.13 | \$2,005,770.09 |
| <i>Medicare Advantage</i> | \$526,757.89 | \$709,914.73 |

Affordable Care for All

With the cost of health insurance increasing and an increasing percentage of uninsured and underinsured individuals, CHN has found a way to help. As a Federally Qualified Health Center, CHN is given funds to enroll uninsured individuals into discounted programs.

All patients enter the Center through the Patient Eligibility Department. Uninsured individuals may be eligible for discounted self-pay services based on their family size and household income. The patient and household are screened using the board-approved Patient Fee Procedures to determine the household's poverty level and establish the appropriate patient fee for services. Household size and income are used to calculate the patient and patient household's poverty level and corresponding sliding scale fees for services. CHN uses the poverty levels according to the Federal Poverty Guidelines as published in the Federal Register each January.

CHN accepts most private insurances, Medicaid, Medicare, and CHIP. Uninsured individuals may be eligible for discounted self-pay services based on their family size and household income. CHN strives to provide the highest value of care and therefore offers substantial benefits for people who are uninsured and self-pay. CHN has controlled the cost of office visits and maintained lab and pharmacy costs far below other providers. Low-income, uninsured patients may apply for discounts to the cost of their care. CHN does not turn away anyone away due to an inability to pay.

Clinical Outcomes

CHN's patient centered, team-based approach to care results in improved patient outcomes demonstrated in the 2020 – 2021 Uniform Data System Report submitted to the Health Resources & Service Administration (HRSA).

| Measurement Title | Uniform Data System and Community Health Network Continuous Quality Improvement Performance Measures | CHN 2020 | CHN 2021 | Texas Average | National Average |
|---|--|----------|---------------|---------------|------------------|
| Body Mass Index (BMI) Screening and Follow-Up Plan | Percentage of patients 18 years of age and older with (1) BMI documented and (2) follow-up plans documented if BMI is outside normal parameters | 69.89% | 88.16% | 69.59% | 61.32% |
| Early Entry into Prenatal Care (first visit in first trimester) | Percentage of prenatal care patients who entered prenatal care during their first trimester. | 84.41% | 73.75% | 69.48% | 74.08% |
| Depression Remission at Twelve Months | Percentage of adolescent patients 12 to 17 years of age and adult patients 18 years of age or older with major depression or dysthymia who reached remission 12 months (+/- 60 days) after an index event. | 0.00% | 23.47% | 17.75% | 13.84% |
| Dental Sealants for Children between 6 – 9 Years | Percentage of children aged 6 to 9 years at moderate to high risk of caries who received a sealant on a first permanent molar during the measurement period. | 64.91% | 91.89% | 53.39% | 55.91% |

Community Health Network is a federally qualified health center (FQHC) and is required to submit an annual report of quality, financial and productivity data to the Bureau of Primary Health Care division of the Health and Human Services Administration. Data for each FQHC is available to the public at HRSA.gov.

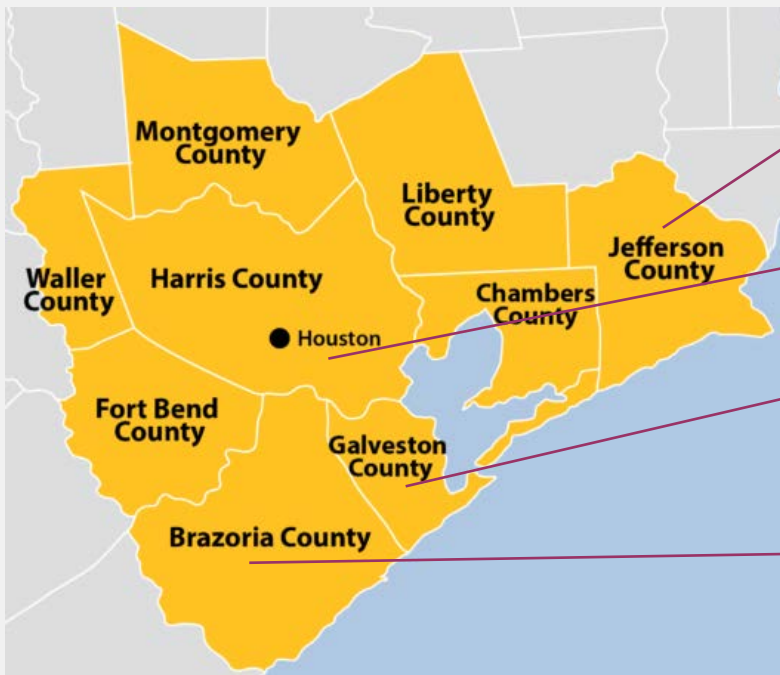
2022 Strategic Developments

- ❁ Expand access to low-cost prescriptions and open a Telepharmacy at the Pearland location and a Class A pharmacy at the Victory Lakes location in League City and Adoue locations in the Spring of 2022.
 - ❖ CHN is currently in process of changing the Scarsdale Pharmacy to a Class A pharmacy with plans to add a specialty license for mail order specialty drugs through a Utilization Review Accreditation Commission (URAC) accreditation.
- ❁ Provide Transportation services for behavioral health patients to attend their appointment in-office and provide prescription home delivery services.
- ❁ Open a new and 2nd Pearland Silverlake clinic site in March 2022 with a pharmacy towards Fall 2022.
- ❁ Expand the BCDC site by adding 3 exam rooms to accommodate a behavioral health therapist and medical provider to provide virtual appointments, insert a TelePharmacy, integrate dental
- ❁ Develop a new and improved MyCHN Phone Application by Fall 2022 for patients to schedule appointments, access lab results, refill prescriptions and track vitals.
- ❁ Expand dental services at the Scarsdale and League City clinic sites.
- ❁ Expand Dental Integration at its Women and Children's Health Center for pediatric and prenatal patients to emphasize whole person care.
- ❁ Expand Pediatric dentistry services with the addition of Sedation services at its Adoue clinic site.
- ❁ Integrate more specialty care services into its primary care clinics such as Podiatry and Cardiology on-site once a week at the Scarsdale location.
- ❁ Explore and expand radiology services, x-rays, MRI and ultrasound services on site to address new initiatives in oral health.
- ❁ Increase the number of SDOH screens and monitor referral reports from the GCCHC network to identify the greatest needs for CHN's patients.
- ❁ Develop Crisis Prevention Services to support patients during hospital admission and discharge.
- ❁ Increase the use of Remote Patient Monitoring (RPM) devices, Home Health and @Home services.
- ❁ Increase Outreach efforts by promoting CHN's new Primary Care HIV Prevention program.
- ❁ Host "Dodge for a Cause" Dodgeball Fundraiser in 2022.

CHN Clinic Sites

14 years ago, CHN was formed as a private, not-for-profit FQHC in April of 2008 with a single clinic and administrative site. Today, CHN operates 13 full time, full-service health centers and a mobile clinic. **CHN's mission is to provide high quality, compassionate care to all patients and families served.**

CHN is a thriving community care provider delivering a wide array of integrated primary care, oral health and behavioral health services to anyone in need of health care including the low-income, uninsured and underinsured with household incomes below 200% poverty level population of Brazoria, Galveston and Southeast Harris Counties and across multiple counties in southeast Texas along the Gulf Coast and the Greater Houston Metro Area.



- Established Sites
- 2022-2023 Anticipated Sites

- New Beaumont Site (2023)
- Scarsdale Family Health Center
 - 10851 Scarsdale Blvd Suite 160, Houston, TX 77089
- Bay Area Family Care
 - 1136 Grand Avenue, Bacliff, TX 77518
- MyCHN League City
 - 2360 Gulf Fwy S#100-C, League City, TX 77573
- Adoue Family Health Center
 - 1111 W. Adoue St., Alvin, TX 77511
- Angleton Internal Medicine & Primary Care
 - 2020 E. Mulberry St., Angleton, TX 77515
- Brazoria County Dream Center
 - 792 Brazosport Blvd S, Clute, TX 77531
- Freeport Community Health Center
 - 905 N. Gulf Blvd, Freeport, TX 77541
- Lake Jackson Family Care (inside Brazos Mall)
 - 100 Hwy 332 W. Suite 1404, Lake Jackson, TX 77566
- MyCHN at Brazosport College
 - 500 College Blvd B112, Lake Jackson, TX 77566
- MyCHN Silverlake
 - 9430 Broadway St. Suite 120, Pearland, TX 77584
- Pearland Family Health Center
 - 2552 E. Broadway St. #102, Pearland, TX 77581
- Women & Children's Health Center
 - 218 E. House St., Alvin, TX 77511
- New Angleton Site (Late 2022)
 - Business Drive, Angleton, TX 77515
- New Freeport Site (2023)
 - Freeport, TX 77541



In-Person Hours:

Monday-Friday: 8am – 6pm
Saturday: 9am – 3pm
Sunday: Virtual Care



Virtual Care Hours:

Monday-Friday: 8am – 9pm
Saturday: 8am – 5pm
Sunday: 8am – 5pm

CHN's Mission, Vision & Values

MISSION

CHN's mission is to provide quality care that uplifts, supports, and shapes healthy communities while addressing financial and social barriers.



VISION

The vision of CHN is to be a leader in providing quality services and programs that enhance the lives of the people in our community.



VALUES

The values of the Center are quality care at reasonable costs, education to promote healthy living, access to needed care, transparency in all aspects of our operations, competent and empathetic staff, high professional standards and commitment to advances in healthcare.



Administrative Team:

| | |
|-----------------------|------------------------------|
| Mark Young | Chief Executive Officer |
| Dr. Yvette Poindexter | Chief Medical Officer |
| Linh Tran | Chief Financial Officer |
| Penny Pabst | Chief Administrative Officer |
| Dennis Shelton | Chief Information Officer |
| William Parker | Chief of Pharmacies Officer |
| Melissa Hengst | Chief Operations Officer |
| David Lieske | Chief Development Officer |

2021 Board Members:

| | |
|--------------------|--------------|
| Gerald Roznovsky | Board Chair |
| Gina Adams | Vice Chair |
| Marbella Hooper | Secretary |
| Cornelia Jammer | Treasurer |
| Bel Sanchez | Board Member |
| Gilbert Romero | Board Member |
| Dr. Debra Fontenot | Board Member |
| Bonnie Horton | Board Member |
| Cheryl Seller | Board Member |