

Community Health Network



2023 Annual Report
Putting Our Heart Into Whole Person Care

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MISSION

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



VISION

The vision of MyCHN 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.

Stephen F. Austin Community Health Network, Inc., dba Community Health Network (MyCHN) 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.

MyCHN Executive Team:

Mark Young	Chief Executive Officer
Dr. Yvette Poindexter	Chief Medical & Integration Operations Officer
Linh Tran	Chief Financial Officer
Penny Pabst	Chief Administrative Officer
Dennis Shelton	Chief Information Officer
William Parker	Chief of Pharmacies Officer
Sharon Barnes	Chief Human Resources Officer
Demeatraus Minter	Chief Behavioral Health Officer
Ezreal Garcia	VP, Govt Aff., PR, EP, PI Officer
Melialoha Bartlett	VP, Hea Syst & Tech Development
Claudia Rodriguez	VP, Dental and Integrative Operations

MyCHN Board of Directors:

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 Sellers	Board Member
Andrea Nguyen	Board Member
Adam Martinez	Board Member

MyCHN is proud to present its 2023 Annual Report, offering a detailed reflection of the organization's growth, accomplishments and continued dedication to serving the community. As MyCHN looks back on the past year, the organization is excited to share the many milestones and successes that have defined its progress. This report highlights key areas of growth and expansion, from the increase in service offerings and the opening of new locations, to the commitment to delivering whole-person care to more individuals.

Growth and Expansion

This year, MyCHN significantly expanded its services, including the launch of Specialty services designed to address the various healthcare needs of its patients. The opening of new clinic sites made healthcare even more accessible, ensuring MyCHN's care reached a wider population. These expansions reflect MyCHN's commitment to reaching beyond its current service area to provide exceptional care to more communities.

The emphasis on **whole-person care** continues to be the foundation of MyCHN's mission. Understanding that health goes beyond physical health, MyCHN offers a whole person care approach that includes mental, emotional, and social support. In 2023, MyCHN worked tirelessly to ensure that every patient received the resources necessary to improve and maintain their health in all aspects of their lives.

This annual report also provides a detailed look at MyCHN's **activities and performance** throughout the year. From community outreach events and partnerships with key stakeholders, to the hard work and dedication of MyCHN's staff, these pages showcase the positive impact MyCHN has had on the lives of those it serves. Additionally, financial highlights demonstrate MyCHN's sustainable growth, enabling the organization to continue expanding its services and reaching more individuals in need.

A special focus of this report is on **patient testimonials**, which highlight the real difference MyCHN is making in the lives of community members. These stories are a testament to the commitment and expertise of MyCHN's staff and the high-quality care they provide. – Need to finish success stories

Looking ahead, MyCHN is excited about the **future developments** in scope. The Center remains committed to expanding its services further, enhancing care options, and continuously improving community outreach efforts to meet the evolving needs of those it serves.

MyCHN looks forward to what can be achieved together in the coming year. With sustained growth and collaboration, MyCHN is confident it will remain a leading force in providing comprehensive healthcare for all.



Community Health Network Services



Services provided by Community Health Network (MyCHN) 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
- *Acute, Preventive & Chronic Care



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

- * Detoxification & Maintenance



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 Service



Pharmacy Services

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



Social Determinants of Health (SDOH)

- *Food Insecurity Screenings
- *Prepare Screens/Referrals
- *BrazCo Resource Network
- *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



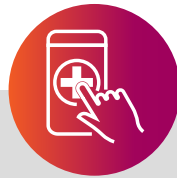
Eligibility

- *Financial Screenings -State/Federal funding programs



After Hours Coverage

- * Continuity of Care



Virtual Care for Medical and Behavioral Health



Student Health Services

- * Medical Students
- *Medical Residents
- *BH Students



Health Information Exchange

- *Greater Houston Health Connect



Health in the Home Services

- *Care Gap Closure
- *Virtual Care



Outreach and Enrollment

- *Community Partnerships
- *Referral to Care



Advances in Health Research

- *Clinical Trials



Immtrac Bidirectional Interface

- *VFC Children
- *Texas Adult Safety Net



HIV Testing

- *HIV Treatment
- *PrEP Prescribing
- *Patient Education



Radiology

- *Ultrasound Services
- *X-Ray Imaging



Technology Development

- *Phone App
- *Remote Patient Monitoring
- *CRM



Specialty Services

- *Podiatry/Wound Care
- *Oncology
- *Infusion Services
- *Cardiology
- *Gastroenterology
- *Rheumatology



Certified Community Behavioral Health Clinic (CCBHC)

- *Screening, Assessment & Diagnosis
- *Primary Care Screening & Monitoring
- *Patient-Centered Treatment Planning
- *Outpatient MH SUD (Brazos Place)
- *Targeted Case Management (GCC)
- *Crisis Services
- *Peer Support
- *Psychiatry Rehab (GCC)



Commission on Accreditation of Rehabilitation Facilities (CARF) Level 3

- *Integrated Behavioral Health Primary Care: Comprehensive Care (Adults, Children & Adolescents)
- *Opioid Based Treatment: Addictions Pharmacotherapy (Adults, Children & Adolescents)
- *Governance Standards Applied

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.

In 2023, MyCHN received three CHQR awards for 2022 activities:

- Advancing HIT for Quality
- Addressing Social Risk Factors
- PCMH

**For the 2023 Calendar Year,
MyCHN received FIVE Community Health Center Quality Recognition (CHQR)**



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.



Recognizes health centers that are screening for social risk factors impacting patient health and are increasing access to enabling services.



Recognizes health centers that qualify for the Access Enhancer badge and demonstrate at 10% improvement during the two most recent consecutive UDS reporting years and/or meet specific benchmarks for all racial/ethnic groups served within the most recent USD reporting year.



Patient Center Medical Home:

Recognizes health centers that have adopted a patient-centered model of care.



2023 Accomplishments

MyCHN achieved many milestones in 2023 and continues to remove barriers to care for its patients to receive essential and affordable services.

MyCHN Served 40,438 Unduplicated Patients with 183,689 Visits

Breakdown:

MyCHN increased visits by **15%** from 2022 to 2023, with 130,766 in-person visits and 52,923 medical and behavioral health virtual visits, culminating in a total of

156,440 visits in 2023,

Versus

108,455 in-person visits and 47,949 virtual visits, for a total 156,404 visits provided in 2022.

🌸 MyCHN successfully completed the HRSA (Health Resources and Services Administration) site review, meeting all requirements with no conditions. The review process, a critical component for community health centers like MyCHN, ensures that all services meet the expectations set by HRSA.

🌸 MyCHN passed the State Board visit at the Pearland Silverlake site. As a result, the site obtained a Class A pharmacy license. This achievement involved thorough preparation, and ensuring compliance with all necessary pharmacy guidelines, permitting the site to operate as a fully licensed pharmacy in the Pearland community.

🌸 MyCHN received Year 2 of the CCBHC (Certified Community Behavioral Health Clinics) grant. This funding supports the expansion of MyCHN's mental health and substance use treatment programs, enabling the organization to continue delivering integrated, high-quality care to those in need. MyCHN remains dedicated to improving the mental health of the communities it serves through innovative and patient-centered behavioral health services.

🌸 In addition to CCBHC, MyCHN hosted the CCBHC Mental Health Partnership Luncheon, bringing together key community partners to highlight the importance of mental health awareness. The event provided an opportunity for collaboration and shared commitment to making a positive impact on mental health services in the community. MyCHN extended its sincere gratitude to all attendees and partners for their support. Participating organizations included Brazosport ISD, Pearland ISD, Alvin ISD, Communities in Schools, HOPE Church, the Resources and Crisis Center of Galveston, Gulf Coast Center, Brazoria County Alliance for Children, United Way of Brazoria County, Harris County Elections Administration, BPSOS Houston Office, and The Harris Center for Mental Health & IDD.



Left to Right: Nydia Garcia & Chief Officers, Dr. Yvette Poindexter, Demeatraus Minter & Mark Young at the CCBHC Luncheon





MyCHN Staff at the CCBHC Luncheon

MyCHN attended the 2023 Texas Association of Community Health Centers (TACHC) Health Information Technology (HIT) and Clinical Conference. The team engaged in valuable training sessions and participated in insightful discussions with representatives from other Federally Qualified Health Centers (FQHC). This conference provided an excellent opportunity to share best practices, gain new perspectives, and strengthen collaborations across the FQHC network.

Left to Right: Jiali Sun, James Simmons, Dr. Yvette Poindexter and Jolie Gana at the TACHC conference.



The Alvin Sun and Advertiser presented the “**Best of the Best**” awards and voted three of MyCHN’s dedicated staff members with top honors!

- **Best Pediatrician:** Dr. Mary Keith
- **Best Dentist:** Dr. Moustafa Badawi
- **Best Dental Hygienist:** Royella Brown

MyCHN thanks the community for voting and for making this recognition possible. These awards celebrate the hard work and commitment of MyCHN's staff in providing exceptional care to the Alvin/Manvel area. Congratulations to Dr. Badawi, Dr. Keith, and Royella Brown for earning these awards!



❁ MyCHN hosted Medicare and Affordable Care Act Enrollment Educational Events at its Adoue, Freeport, and MyCHN Angleton sites. These events took place throughout the month of November and were designed to assist community members with the Medicaid and Medicare enrollment process. Trained staff were available at each location to guide patients through the enrollment process and provide valuable information about health coverage options.

Additionally, the events included community education sessions on "What is Medicare and Who Qualifies?" aimed at raising awareness about available health coverage options. The Angleton, Freeport, and Adoue communities were invited to attend these informative sessions, with weekly events held from November 6th to December 7th, 2023. Information booths were set up at the clinics to provide direct support.

❁ **The Brazoria County Hispanic Chamber of Commerce (BCHCC) recognized MyCHN as Non-Profit of the Year at their 2023 BCHCC Night of Unity Gala.**



❁ **Miriam Guzman, Outreach Manager, was honored at the Brazoria County Hispanic Chamber of Commerce for Ambassador of The Year.**



Expansion of Sites and Services

MyCHN is dedicated to enhancing healthcare access and quality through a series of strategic expansions and service enhancements across its facilities and service area. MyCHN continues to achieve milestones while removing barriers to care so that its patients may receive essential and affordable services.

Expansion of New MyCHN Clinics and Enhancements:

- ✓ MyCHN expanded services to a second clinic located in Lake Jackson (Brazoria County) in April 2023. MyCHN acquired a location that was operated by Stephanie Bradley, FNP, and her staff. The clinic was renamed and branded as **MyCHN Lake Jackson**.
 - On its opening day, 4/10/2023, MyCHN successfully served 17 patients. The MyCHN Lake Jackson location provides Primary Care and Occupational Health Services.



MyCHN is expanding access to care and specialty healthcare services for our Lake Jackson community, and adding a second site to Lake Jackson this year is a positive step towards bringing much-needed resources to the community."

Mark Young, CEO of MyCHN

- ✓ MyCHN increased services in Harris County by opening its first new, full-service site in Pasadena (Harris County), Texas, on Monday, July 3rd, 2023, acquiring the private practice of Dr. Durga Sunkara's Internal Medicine practice, and relocating it to a larger space on Fairmont Street. The MyCHN Pasadena location represents the second, full-time clinic that MyCHN opened in Harris County. The new facility represents MyCHN's commitment to serving the diverse needs of the Harris County community.
 - MyCHN Pasadena provides whole-person medical and mental/behavioral health services to the community. Certified and highly trained providers are ready to see patients at this new location, with dental services coming in the near future.



"We are always looking for ways to expand health services to underserved communities. MyCHN will bring its capabilities of reducing barriers to care for medical, dental, pediatric, and specialty services such as psychiatry. MyCHN strives to make a difference in the lives and health of Pasadena families."

Mark Young, CEO of MyCHN



- ✓ MyCHN opened a second clinic in Angleton, Texas, **MyCHN Technology Drive** in May 2023 to serve the full community. On its opening day, a total of 13 patients were discharged for Acute Care (9), Men's Health (1), Prenatal Acute (1), Wellness (1), & Chronic Care (1).


MyCHN received a \$500,000 Federally Qualified Health Center Incubator Program Grant in 2022 from the Texas Department of State Health Services for a Capital Improvement construction and equipment project. The project allowed MyCHN to open new space and expand services at the Central Business County Business Park, provide salary support, and cover equipment costs to furnish the building with new exam rooms, a front desk, a pharmacy, and a dental clinic.

- When it first opened in May 2023, the MyCHN Technology Drive location provided adult primary care, pediatric, mental and behavioral health, and pharmacy services.
- Dental services began shortly after opening in August 2023 and kicked off by offering free dental screening to the community and providing hygiene visits for three (3) patients.
- Pharmacy services were also available in August 2023 to provide affordable medications to MyCHN Tech Drive patients.



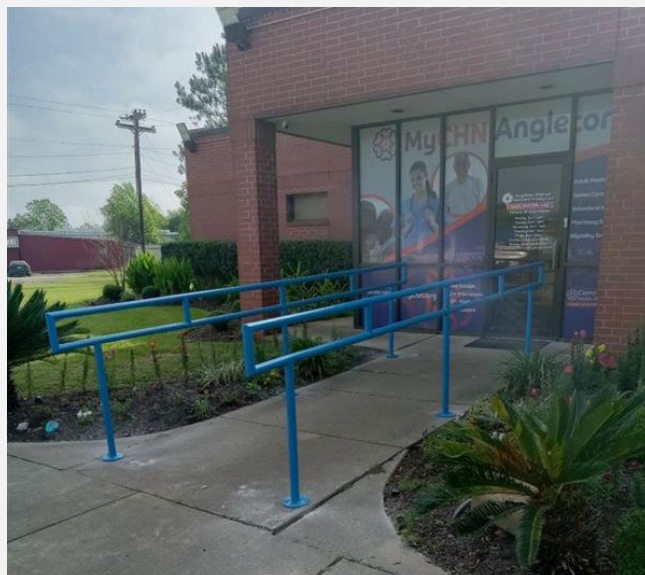
- Dental glass privacy walls were installed in December 2023, enhancing the comfort and privacy of its dental operatories. This addition provides patients with a more sophisticated and secure environment during their dental visits.

- To celebrate the opening of its new location, MyCHN proudly announced the grand opening of MyCHN Technology Drive on Monday, October 30th, 2023. This clinic became MyCHN's 8th location in Brazoria County, dedicated to providing the Angleton community with comprehensive, whole-person care. The opening represented a significant milestone in MyCHN's ongoing commitment to delivering accessible and affordable healthcare. MyCHN celebrated with a ribbon cutting with local leaders, staff, and community members.

 "We are excited to bring this new clinic to Central Brazoria County. It is easily accessible off Hwy 288 and is ready to serve the people of Angleton and the surrounding area," says Mark Young, Chief Executive Officer of MyCHN.



MyCHN Technology Drive, 4005 Technology Drive, Suite 1190, Angleton, Texas Blue Lot



- ✓ On April 17th, handrails were added to both the **MyCHN Adoue and MyCHN Angleton** sites to enhance patient safety and prevent accidents, ensuring a safer environment for all patients and staff.

Pharmacy Expansions:

- ✓ MyCHN expanded weekend pharmacy hours at the **Adoue Family Health Center and Freeport Family Health Center** in February 2023 and at its Scarsdale Family Health Center in August 2023. Both pharmacies now operate on Saturday from 9 a.m. to 3 p.m.
 - This initiative is designed to improve access to affordable medications and healthcare services for the community.
- ✓ In June 2023, the **Pearland Silverlake Pharmacy** officially opened; and following August 2023, the **MyCHN Technology Drive Pharmacy** opened on August 7th, 2023; this is MyCHN's second pharmacy in Angleton, TX. This marks an important step in expanding MyCHN's pharmacy services. The next location set to open is the Pasadena pharmacy at MyCHN Pasadena in Harris County in 2024, which will further extend access to affordable medications and healthcare services for local Pasadena residents.

Remote Patient Monitoring:

- ✓ MyCHN extended Remote Patient Monitoring (RPM) devices into Behavioral Health to assist mental health and Medicaid patients with integrated behavioral health and primary care in February 2023:
 - These devices enable healthcare providers to conduct assessments and screenings and monitor patient vitals remotely, ensuring patients receive timely care from the comfort of their homes.

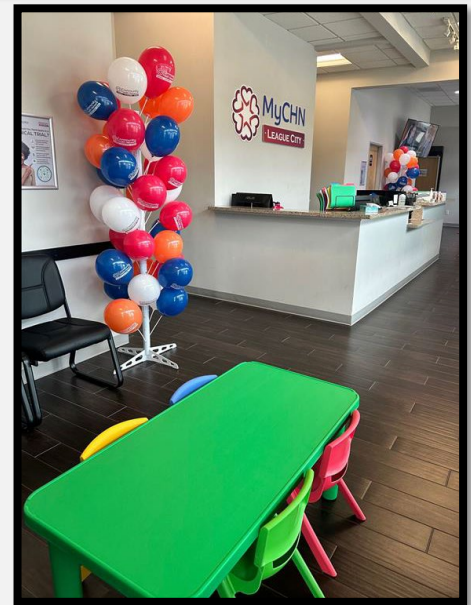
New Patient Initiatives:

- ✓ In early February, MyCHN welcomed the first Medicaid Pediatric patient through **Zocdoc** at the MyCHN League City clinic site. MyCHN teams' members assisted with refining the workflow for processing the referrals. In March, two additional Pediatric patients with Medicaid benefits scheduled their new patient appointments with Dr. Jackson and Sherrel Gibson, FNP for women's health services using MyCHN's *ZocDoc* page.
 - *ZocDoc* is an online platform that helps patients find and book appointments with healthcare providers based on location, insurance, and specialty. It also allows users to read reviews, check credentials, and schedule appointments in real time.

Launch of Dental Services and Innovations:

- ✓ MyCHN expanded dental services at its **MyCHN League City** location in March 2023, during the week of Spring Break. MyCHN staff hosted the Grand Opening for the new dental wing with a Ribbon Cutting presented by the League City Chamber of Commerce and the Clear Lake Chamber of Commerce.

MyCHN's CEO, Mark Young officially opening the new dental wing.



Dental Wing at MyCHN League City

- ✓ MyCHN announced the exciting addition of the 3D *SprintRay* dental printer to its repertoire of offerings. The new technology was acquired in June 2023 to create nightguards, crowns, splints, bridges, dentures, and more state-of-the-art dental pieces. Dental crowns are made while the patient waits! The dental printer is located at MyCHN's Pearland Family Health Center in-house dental lab, and services are available for any patient across all MyCHN sites. MyCHN dental staff received specialized training to ensure high-quality, efficient care. MyCHN Dental is excited to bring the latest in precise, customizable, and chairside efficiency treatment for each patient's dental care!



Community Health Initiatives, Collaborative Efforts and New Services:

- ✓ MyCHN signed a Memorandum of Understanding (MOU) with MyCHN MSS to provide services for MyCHN low-income patients that will benefit other patients. This collaboration will enhance services such as radiology, laboratory, and specialty services.
- ✓ MyCHN launched Ultrasound services at the Women and Children's Clinic successfully completing eight (8) ultrasounds for patients on the first day of service.
- ✓ MyCHN collaborated with Dr. Asit Choksi, MD, a private oncologist, to enable MyCHN to provide a range of critical services, such as diagnostic testing, infusion treatment, patient observation, IV hydration, and allergic reaction management.
 - Dr. Choksi began seeing patients in October 2023 at the Scarsdale Family Health Center where he served seven (7) patients on his first day.
- ✓ MyCHN began promoting MyCHN Concierge Access and Ovation Health to increase accessibility to services to patients without insurance at reasonable prices.
- ✓ MyCHN partnered with the Texas Vein & Wellness Institute to provide vascular screening to patients in the community. These screenings will be available at select MyCHN locations.

These initiatives reflect MyCHN's commitment to expanding access to quality healthcare and improving patient experience across its facilities. MyCHN's ongoing efforts are aimed at meeting the diverse needs of the community we serve, ensuring comprehensive care for all individuals.



Since 2021, Advances in Health Research (AIH) and MyCHN have partnered together to enhance patient care through access to cutting-edge trials. This collaboration aims to offer community members and patients of the clinic a gateway to innovative treatments and research opportunities without any financial burden, whether they are insured or uninsured. AIH enables patients to participate in clinical trials, providing access to the latest medical advancements, including new medications, medical devices and vaccines. This access is crucial for driving medical improvements and ensuring patients benefit from advancements in healthcare.

AIH clinical trials specialize in Women’s Health, Internal Medicine, Behavioral and Mental Health, Cardiology, Wound Care, Podiatry and other specialty services. These services are primarily offered at two clinic sites: **MyCHN’s Silverlake and MyCHN’s Scarsdale Family Health Center.**

AIH conducts a variety of studies ranging from Clinical Trials to Chronic Diseases such as:

- Benign Prostate Hyperplasia/Overactive Bladder
- Chronic Cough
- Chronic Obstructive Pulmonary Disease
- Contraceptive
- Endometriosis
- FDA-Approved HIV Prevention
- Household Covid Prophylaxis
- Hypothyroidism
- Infant formula
- Interstitial Cystitis
- Meningitis Vaccines for Adolescents
- Pregnancy - nausea/vomiting in Teens
- Polycystic Ovarian Syndrome
- Uterine Fibroids
- Vasomotor symptoms

AIH Research participated in the clinical trials for the following medications which have undergone rigorous clinical testing and have been approved by the U.S. Food and Drug Administration (FDA) to treat Uterine Fibroids and Endometriosis.

- **Myfembree**
- **Oriahnn**
- **Orlissa**

AIH is experienced in phase I-IV clinical trials and is fully equipped and staffed with a team of professionals dedicated to ensuring high-quality research outcomes. AIH staff include Investigators (MDs and licensed mid-level providers), Clinical Research Coordinators, Clinical Research Assistants, Clinical Trial Recruitment Coordinators and Regulatory Coordinators. All staff are GCP-certified to ensure adherence to Good Clinical Practice standards. Additionally, our Coordinators and Assistants hold IATA certification for the safe packaging and shipping of participant collected specimens. This experienced team works collaboratively to deliver timely, high-quality results that maximize the value of each study.

Advances in Healthcare is continually seeking research participants to volunteer for studies. For more information about ongoing studies, please visit AIH’s website at <https://aihresearch.com/>.



In 2023, AIH and MyCHN served 410 patients across its clinical trials.



MyCHN's Growth and Patient Cost Savings

MyCHN has experienced remarkable growth, evolving from a single Class A pharmacy in 2018 to five Class A pharmacies and six Telehealth pharmacies in 2023. The transformation made a significant impact on both the accessibility and affordability of healthcare for MyCHN patients. Expanding pharmacies to additional locations has played a crucial role in providing cost savings to patients, offering more affordable options for low-cost prescription medications and healthcare services, and ultimately reducing the financial burden many patients face when accessing care. This growth allows MyCHN to serve a wider range of communities, including those in rural or underserved areas where access to affordable prescription options has generally been limited. The increased number of physical pharmacies and expanded hours has reduced the need for patients to travel long distances to obtain medications during the week and weekends or seek healthcare services. This has proven especially valuable for patients with mobility issues, busy schedules, or those living in areas with fewer local pharmacy options.

Projected savings of 55% to 60% in out-of-pocket costs to patients is a key MyCHN achievement that was realized through the discounted prescription drug pricing MyCHN provided in 2023, reflecting the financial relief offered to patients. These savings also help MyCHN reduce expenses significantly, allowing the organization to reallocate resources to other programs that benefit MyCHN patients and the community.

MyCHN Pharmacies:

MyCHN Adoue

1111 W. Adoue St.
Alvin, TX 77511

Women & Children's Health Center

218 E. House St.
Alvin, TX 77511

Pearland Family Health Center

2552 E. Broadway
St. #102, Pearland,
TX 77581

Freeport Community Health Center

905 N. Gulf Blvd.
Freeport, TX 77541

MyCHN League City

2360 Gulf Fwy S
#100-C
League City, TX
77573

Scarsdale Family Health Center

10851 Scarsdale Blvd
Suite 160,
Houston, TX 77089

MyCHN Angleton

2020 E Mulberry St.
Angleton, TX 77515

Brazoria County Dream Center

792 Brazosport Blvd. S
Clute, TX 77531

MyCHN Silverlake

9430 Broadway St
Suite 120,
Pearland, TX 77584

MyCHN Technology Drive

4005 Technology
Drive Suite 1190
Angleton, TX 77515

MyCHN Pasadena

6243 Fairmont Ste.
204
Pasadena, TX 77505

All Pharmacies are Open Monday – Friday, 9:00AM – 5:30PM

**Saturdays, 9:00AM – 3:00PM: MyCHN Adoue, Freeport Community Health Center and Scarsdale Family Health Center*



2023 Grant Funding

Each year, MyCHN actively seeks grant opportunities to expand the development of new programs to enhance MyCHN's programs and services. Grant funds are a staple to the organization as they provide valuable resources to carry out specific projects. MyCHN is able to innovate and expand while ensuring that it meets the evolving needs of the communities it serves. With grant funding, MyCHN can invest in dynamic initiatives, recruit skilled personnel, purchase essential resources, and implement programs that drive meaningful impact. The dependence on grant funding not only sustains current operations but also drives MyCHN towards future growth and success.

MyCHN received \$900,000 in Private Foundation Funding:

- The Delta Dental Community Care Foundation awarded \$50,000 through the Access to Care program to assist MyCHN's low-income and uninsured adults and children with dental needs by offsetting the cost of dental services.
 - MyCHN assisted 431 unduplicated patients with 2023 Delta Dental grant funding.
- DOW Chemical Company awarded \$40,000 in grant funds through the Expansion of Social Determinants of Health Program Services program to purchase mobile radiology equipment to provide affordable imaging services on-site for the low-income individuals residing in Brazoria County. MyCHN obtained a new X-Ray machine.
- The Episcopal Health Foundation awarded \$500,000 in grant funding through the Clinical Pathways Approach program to support MyCHN's Value Based Care (VBC) program for Year 3. The funding supported A/I to implement a Diabetes risk-based system for diagnosing and intervention, SDOH Outcome driving and outcome documentation withing the EMR, improve reporting functions within the Data Warehouse for Quality and Population Health, Implement Patient Self-Referrals, Extract HIE Clinical data to populate into specific EMR fields for UDS, Meaningful Use, ACO and HEDIS.
- The Episcopal Health Foundation awarded \$75,000 in grant funding to enhance the Remote Patient Monitoring (RPM) Dashboard to expand RPM services to patients with mental health issues and integrate vital sign data into extractable fields within the EHR for integrated behavioral health and primary care. The goal is to ensure dashboard vital sign information populates into practice EMR and is imported into provider-patient virtual or in-office visits and utilized for patient care and quality reporting.
- Houston Methodist awarded \$75,000 through the Community Benefits Grant (CBG) 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.
 - With the CBG funding, MyCHN assisted 680 low-income and uninsured patients with 1,132 dental visits such as emergency dental care, extractions, fillings, exams, cleanings, root canals and other procedures.



- MyCHN also received a \$60,000 Houston Methodist Mental Health Innovation (MHI) award towards salary support to offset the cost of care for low-income uninsured patients in need of opioid, tobacco, alcohol and other substance use disorders with Medication Assisted Treatment (MAT) and provide integrated primary and behavioral health care services.
 - MyCHN surpassed its initial goal of 800 patients and served 1,448 low-income and uninsured patients with 2,973 integrated primary care and behavioral health visits. With the same grant funds, MyCHN assisted 113 unduplicated low-income, uninsured, indigent patients with 1,231 MAT visits by providing induction, follow-up, and/or suboxone services (761 visits) and care coordination services (470); CHN assisted 55 unduplicated patients with 496 suboxone prescriptions receiving MAT services.
- United Way of Brazoria County (UWBC) generously awarded \$100,000 towards MyCHN's Integrated Behavioral Health Program to provide counseling and psychiatry services to the residents of Brazoria County. MyCHN's Integrated Behavioral Health Program aims to provide comprehensive care that addresses both physical and mental health, ensuring that individuals receive the highest support for their overall well-being.
 - MyCHN assisted 872 low-income, uninsured Brazoria County residents with 3,712 behavioral health visits (2,115 psychiatry and 1,341 counseling visits) with UWBC funding.



MyCHN and community partners receive grant award from UWBC.

MyCHN received \$1,226,327 in State and Federal Funding:

- MyCHN received a \$379,588 Expanding Covid-19 Vaccine Access Grant to expand updated COVID-19 vaccination activities through outreach and education, community engagement and coordinating with community partners to reach the underserved populations, including patients and residents of MyCHN' service area.
- MyCHN received a \$189,805 Covid-19 Bridge Access Program Grant to assist with the cost of caring for COVID-19 for uninsured, low-income patients and to purchase Cepheid test cartridges.
- MyCHN also received Year 2: \$656,934 Substance Abuse and Mental Health Service Administration (SAMHSA) Certified Community Behavioral Health Clinic Planning, Development, and Implementation (CCBHC-PDI) to help transform MyCHN's behavioral health program and provide comprehensive, coordinated behavioral health care by establishing new CCBHC programs.
 - MyCHN's CCBHC project intends to improve quality services and divert patients out of the emergency department for mental health and Substance Use Disorder (SUD) issues and reduce the mortality rate for all populations.

MyCHN by the Numbers



Patients: 40,438



Visits: 183,689



55,447 In-Clinic Visits

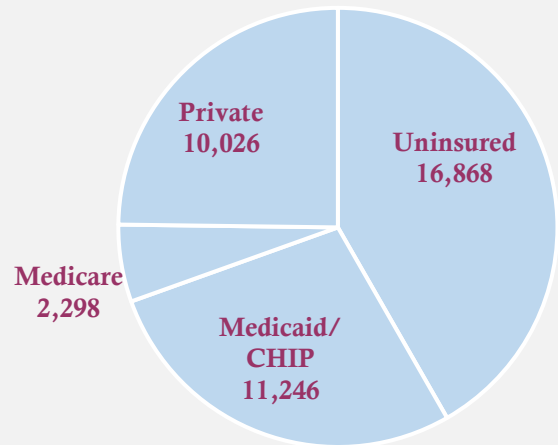


41,880 Virtual Visits

Breakdown by Department:

2023			
Departments	# Patients	# In-Person Visits	# Virtual Visits
Medical	29,444	73,739	12,350
Mental Health	8,101	15,186	26,926
SUD	2,654	2,535	13,647
Dental	10,896	26,125	
Enabling Services	2,301	13,181	

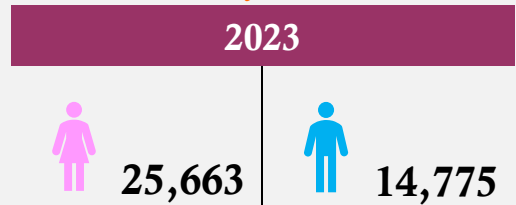
Served by Insurance/Program:



Top 10 Zip Codes Served:

Zip Code	City	Patients Served
77511	Alvin	8,449
77541	Freeport	3,618
77515	Angleton	2,423
77089	Houston	1,922
77584	Pearland	1,891
77531	Clute	1,832
77566	Lake Jackson	1,732
77583	Rosharon	1,523
77581	Pearland	1,468
77539	Dickinson	1,085

Served by Gender

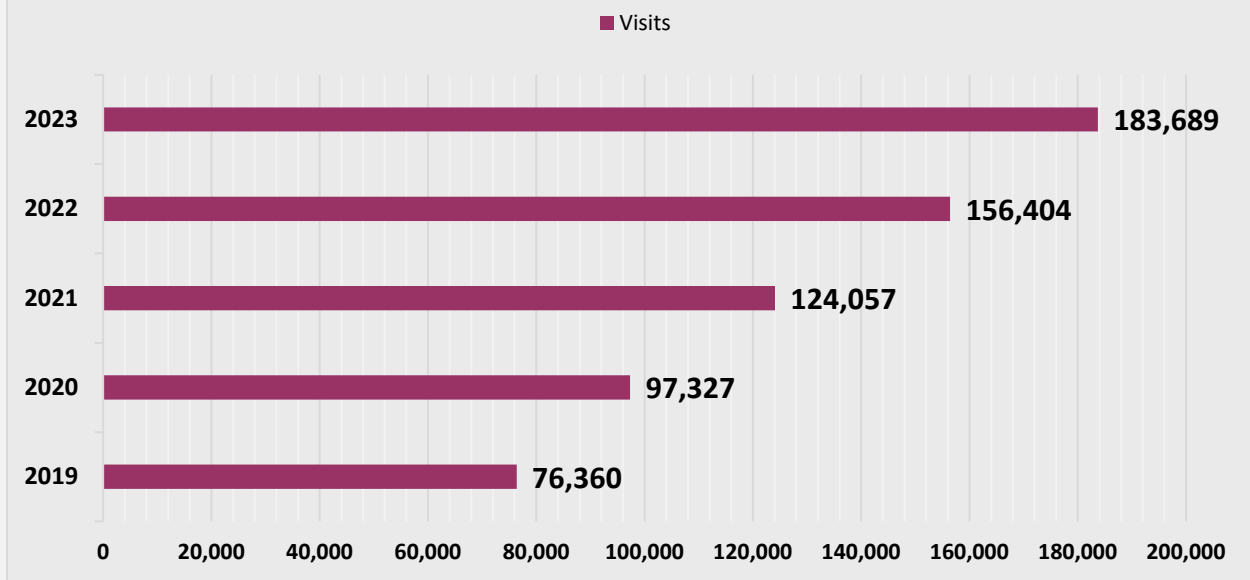


Served by Age Range

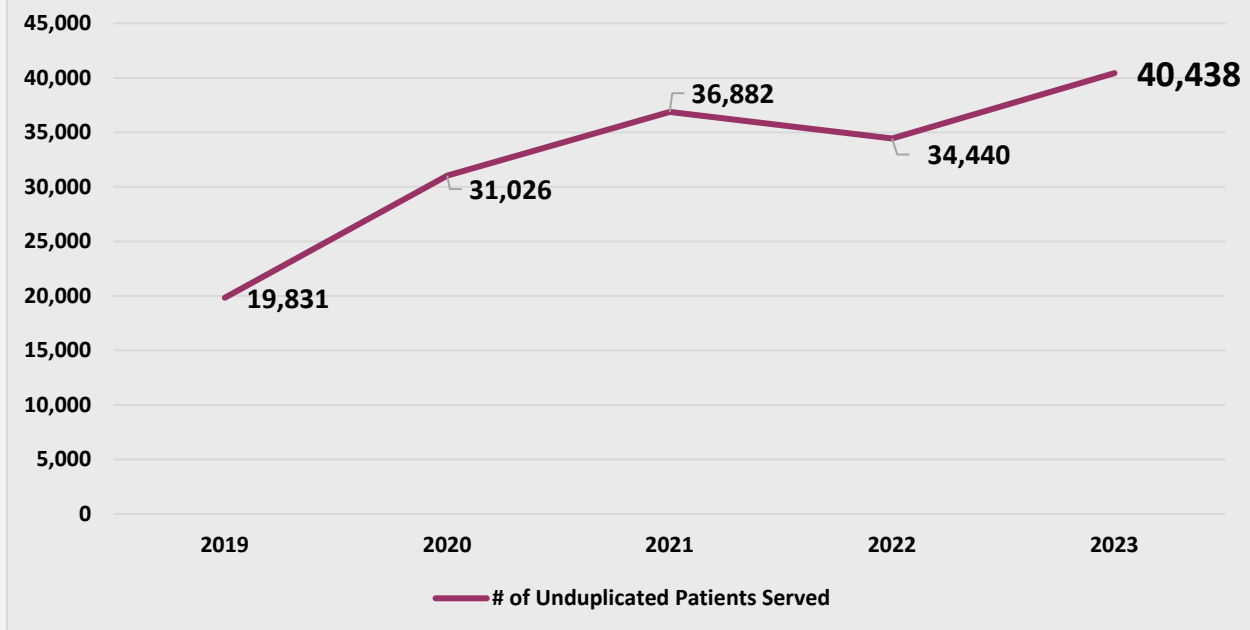
Ages	Patients
0 – 18	12,095
19 – 64	25,465
65+	2,695
85+	183



MyCHN Visit Trend



MyCHN's Unduplicated Patients Served Through the Years



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

2023 Clinical Outcomes

MyCHN's patient centered, team-based approach to care results in proved patient outcomes demonstrated in the 2023 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 Measure	MyCHN 2023	MyCHN 2022	Texas Average	National Average
Body Mass Index (BMI) Screening and Follow-Up Plan	% of patients 18 years of age and older with (1) BMI documented and (2) follow-up plans documented if BMI is outside normal parameters.	96.60%	97.38%	70.59%	67.13%
Cervical Cancer Screening	% of women 26 – 64 years of age who were screened for cervical cancer	57.79%	25.93%	56.88%	54.96%
Colorectal Cancer Screening	% of patients 46 – 75 years of age who had appropriate screening for colorectal cancer.	23.76%	11.63%	32.75%	41.10%
Depression Remission at Twelve Months	% of adolescent patients 12 – 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.	60.84%	40.78%	22.23%	13.60%
Early Entry into Prenatal Care (first visit in first trimester)	% of prenatal care patients who entered prenatal care during their first trimester.	73.30%	67.47%	63.04%	70.98%
HIV Screening	% of patients 15 – 65 years of age who were tested for HIV when within age range.	25.03%	23.41%	52.46%	48.45%
Ischemic Vascular Disease (IVD): Use of Aspirin or Another Antiplatelet	% of patients 18 years of age and older with a diagnosis of IVD or AMI, CABG, or PCI procedure with aspirin or another antiplatelet.	68.48%	72.88%	73.94%	75.78%
Preventive Care and Screening: Screening for Depression and Follow-Up Plan	% of patients 12 years of age and older who were (1) screened for depression with a standardized tool and, if screening was positive, (2) had a follow-up plan documented.	90.23%	65.47%	75.19%	71.60%

Community Health Network (MyCHN) 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.



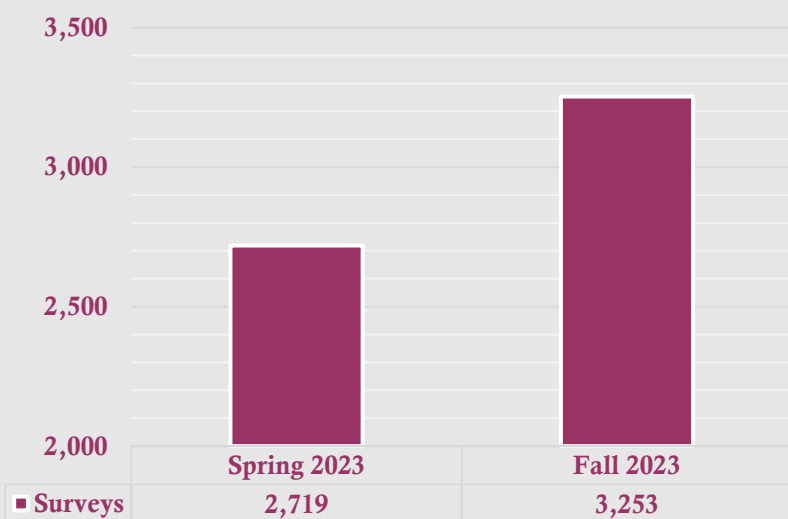
Spring & Fall 2023 Patient Satisfaction Survey Results

MyCHN conducts the Patient Satisfaction Survey twice a year in the **Spring and Fall** to gather feedback from patients about the services provided; to learn how satisfied they are with their care, the time they spend waiting on services, the friendliness of staff, if they believe staff is keeping their information confidential and if they would refer friends and family to MyCHN among other things.

The survey identifies where MyCHN is **excelling** and where MyCHN needs to **close gaps** and implement corrective actions to **improve** processes or **implement** technology to serve patients better.

MyCHN Staff make the survey process successful each year with their efforts to collect the surveys.

Patient Satisfaction Survey Trend



Would you recommend MyCHN to you friends and family?

98.5%

Responded "Yes"

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

96.4%

Rated their satisfaction as Great 75.8% or Good 20.6%

Do you consider MyCHN as your regular source of care?

96.8%

Responded "Yes"

How is the provider at listening to your needs?

97.2%

Rated their provider as Great 78.8% or Good 18.4%

Are the charges for your care reasonable?

96.9%

Responded "Yes"





Patient Comments:

- ★ “I love going to my MyCHN in Freeport, Texas. I can get in there fast, the employees are very kind and sweet and very helpful. I am involved in many of the programs that MyCHN has to offer. The dental staff are very sweet. They help you and explain the procedures that will be happening. I feel very comfortable knowing that I want to be taken care of. And the inside pharmacist and laboratory makes our visit very convenient.”
- ★ “We use Ms. Demeatraus [Therapist] for Behavioral Health for both my young children and she is Amazing!!!! She really cares and listens and has met every expectation I have. I recommend her to all my family and friends. She is a gifted therapist, and I appreciate her patience and care for my children and their well-being. Thank You.”
- ★ “El personal es muy amable. La Doctora explica cualquier duda que tengo acerca de mi salud y medicinas.” (*The staff is very friendly. The doctor explains any questions I have about my health and medications.*)
- ★ “Alma Garcia [Terapeuta] es bien atenta y agradable.” (*“Alma Garcia [Therapist] is very attentive and pleasant”*)
- ★ “Todo el personal,es demasiado amable, y la doctora Mary B. Keith es una excelente doctora, ella te explica con cuidado cada detalle, y es muy amigable y generosa.” (*The entire staff is very friendly, and Dr. Mary B Keith [Family Practice Physician] is an excellent doctor, she explains every detail to you carefully, and she is very friendly and generous.*)
- ★ “MyCHN has many forms of healthcare all in one place. Good staff and good nurses.”
- ★ “I walked into the clinic with no appointment & the front desk was so helpful & got me in as soon as possible. You guys are the best.”
- ★ “Dr. Quiroz [Family Practice Physician] is an awesome doctor. He takes the time to listen to you. He's a definite asset to MyCHN.”
- ★ “Dr. Mikki [Family Practice Physician] is wonderful & the staff are always polite.”
- ★ “The front desk & medical staff are fantastic! I enjoy coming to this office due to the awesome staff at Angleton Internal Medicine and Primary Care! The pharmacy at this location is great as well!”
- ★ “We love going to Scarsdale Family Healthcare Center. Everyone especially front desk & medical team staff are super friendly & helpful. Thank you!”
- ★ “Amee Stoneman [Family Nurse Practitioner] is the best. I recommend her to anyone looking for a provider. The Staff are all Awesome. Whether I ask a question, need medicine refills, or appts, they're Professional and kind. A1 in my book. The very best!!!! ♥ ♥ ♥ ♥ ♥”
- ★ “Ya'll [MyCHN] have been an absolute blessing. My tooth was causing so much pain and yall [MyCHN] were able to work with me financially to get the work done that I needed, thank you.”
- ★ “Excelente trato con la psicóloga, es una persona profesional que ama su trabajo. Gracias!!!” (*Excellent treatment with the psychologist, she is a professional person who loves her work. Thank you!!!*)
- ★ “Desde que estoy asiendo a su clínica, mi salud ha mejorado mucho tanto fisicamente como mental,el personal es muy amable y atento.” (*Since coming to your clinic, my health has improved a lot both physically and mentally, the staff is very friendly and caring.*)
- ★ “Exelente servicio, atencion y personal. El costo por la visitas esta completamente a mi alcance y lo mejor que si no puedo pagar tiene un plan de pagos.” (*“Excellent service, attention and staff. The cost of the visits are completely within my reach and the best thing is that if I cant pay, they have payment plans.”*)
- ★ “I felt so welcomed as a new patient, everyone was so friendly and very efficient. I took a glucose test and thought my time would be wasted for the hour and I saw a behavioral health specialist and a dental specialist. Time went by so fast, and it was just so great overall.”
- ★ “My visit today for my prenatal visit was awesome. The medical assistant was great. She assisted and answered all of my many questions. Even stayed with me to get my blood drawn, such a sweetheart. My provider Destanee Hamilton [Nurse Practitioner] was the best. She is a very sweet lady. All my concerns were answered. I am glad I came to MyCHN for my prenatal care.”

2023 MyCHN Empathy Champion Awards

The dedicated staff of MyCHN work hard to positively impact change the communities and patients they serve.

The Empathy Champion Award program began in May 2022 and continues to this day. Below are the recognized staff and their Empathy Champion Story.

January 2023:

Jennifer Coogan
Whole Person Care Virtual Associate Director



Empathy Champion's Story:

Jennifer has selflessly served our behavioral health team for several years. For the last 2 years, during COVID, MyCHN has been short-staffed on behavioral health medical assistants. She [Jennifer] continued to fill in and provide support, extending herself to make sure patients were taken care of. She has gone the extra mile to provide after-hours on-call assistance if a site lead needs help with a behavioral health patient. She goes above and beyond daily and behind the scenes to make sure each patients get the most empathetic and quality care, the true "MyCHN way!" She is a true example of the MyCHN mission and values!

February 2023:

Diana Ruiz
Medical Assistant



Empathy Champion's Story:

A patient was picking up medication from the pharmacy when their oxygen tank ran out. Diana was notified and without hesitation, she switched the patient's tank and stayed with her until she was taken to her vehicle.

March 2023:

Fabiola Contreras
Eligibility Specialist



Empathy Champion's Story:

Fabiola usually gets off at 5pm and was booked with patients for the day. A new patient came into the clinic after 5pm, and Fabiola took the time to get them registered, scheduled for labs, and more. In addition, she discussed getting set up with eligibility since they did not have insurance and helped them get more information on their future appointments. Even though she had a long day and was supposed to be on her way home, she went above and beyond to help care for a patient.

May 2023:

Anayeli Gallegos
Eligibility Specialist



Empathy Champion's Story:

A patient was scheduled to see Anayeli for an eligibility appointment. While going through the screening questions, when asked about the patient's marital status, the patient stated she was a widow; her husband had passed away 2 years ago. Right away, Anayeli paused the screening to empathize with the patient. Anayeli mentioned she was sorry and advised the patient that MyCHN also had amazing counselors and psychiatric providers. She thoroughly expressed all the services MyCHN offers – all in one building. After completing the screening, Anayeli expressed to the patient to take full advantage of the benefits she qualified for; she then reassured the patient that it would be beneficial to seek all the help possible. The patient was very pleased to see how Anayeli showed empathy for her, even when she didn't inquire or ask about mental health services. The patient left, assured that her family would benefit from counseling services at MyCHN and that she would schedule BH visits for her family.

June 2023:

Janette Casanova
Medical Assistant



Empathy Champion's Story:

There was a patient who was upset and in pain. He was getting the run-around from multiple non-MyCHN offices. He had been waiting here for a referral for a lengthy amount of time. The patient was beginning to raise his voice and expressed feelings of hopelessness. Janette came to the front and listened to his concerns. She listened to everything he had to say, and she expressed empathy, then she calmly explained the process and why he was waiting. Janette brought him to the back and de-escalated the situation. The patient left that day with his referral and felt heard.



July 2023:

Dr. Mary Beth Keith
Pediatrician



Empathy Champion's Story:

Dr. Keith always goes above and beyond for all her patients on the daily, giving them the best care possible. She cares so much about every single one of her patients, however one story stand out. A dental hygienist in training went into the room after Dr. Keith's visit and OHI was discussed. During this visit it was brought to attention that the mom was feeding her 6-month-old baby juice due to the expense of formula. Thanks to our daily integration operations this was caught and Dr. Keith was able to consult with the mom again. Dr. Keith used all her resources and continuously looked for formula representatives to come into the office. She was able to create a basket full of formula to give away to the family.

September 2023:

Diana Lara
Patient Service Specialist



Empathy Champion's Story:

A patient came in worried about his son and was crying and very upset due to the son needing a virtual appointment. She booked him an appointment and told him about our eligibility service. In addition, she informed him that she would happily make him an appointment with our eligibility specialist and reminded the patient that he is not alone and we are here to help. She is a prime example of how much a patient services specialist can touch the lives of our patients and families and get them to continue using MyCHN!

October 2023:

Alansya Martin
Medical Assistant



Empathy Champion's Story:

Alansya went above and beyond for a patient who was having difficulty getting labs done by another medical assistant. She went out of her way to make the patient feel comfortable and walk her through the blood draw. The patient was extremely happy to have someone who could finally take their lab. Alansya always goes above and beyond to make sure all patient feel comfortable and relaxed in the clinic. She walks them through every step, and many patients who know her by name will actually request her. She is amazing and continues to go the extra mile!

November 2023

Stephanie Rodales
Patient Service Specialist



Empathy Champion's Story:

In October, a patient was dropped off at a MyCHN location for an appointment. Once her appointment was complete, we all thought she had left, but when the dental was done for the day, and Stephanie was leaving, she noticed a patient standing outside. The patient had been waiting for her ride, but it didn't show up. Stephanie came back into the office and called another staff member to ask if there was anything else we could do for the patient. Of course, there was! She ordered her an Uber and Stephanie waited until her ride came. The patient was eternally grateful for the kind gesture.

December 2023

Christina Smith
Patient Service Specialist



Empathy Champion's Story:

Christina always takes care of our patients. This month, a patient needed assistance with social services for himself and his newborn son. Christina took time to assist him in researching and making calls to social service agencies for referrals. She even comforted the baby throughout this process. The patient was tearful as he thanked her for all her help. Christina went above and beyond the call of duty with a smile on her face. She is amazing!



Addressing Social Determinants of Health through Community Partnerships

MyCHN and the Houston Food Bank actively collaborate to provide essential foods to local communities through MyCHN’s Food for Change and Food RX Market Trailer events. These mobile food distribution efforts are critical in addressing food insecurity and supporting individuals and families in need.

What is a Food RX Program? – A Food RX Program is a health initiative where providers “prescribe” nutritious foods to MyCHN patients to manage or prevent health conditions. The program targets individuals identified with chronic care conditions such as pre-diabetes, hyperlipidemia, obesity, and hypertension, and screens them for food insecurity. The Food Rx program provides participants with access to healthy foods including fresh produce, and education to improve their health.

MyCHN eligible patients receive up to 30 pounds of healthy food at each event. The giveaways include items such as fresh, seasonal fruits and vegetables, canned fruits and vegetables, frozen lean meats, unsweetened low-fat milk, eggs, whole grains (pasta, rice, and bread), low-sodium or no salt-added canned goods (chicken, tuna, tomato sauce), beans, nuts, and peanut butter.

MyCHN hosted the Food RX Food Market Trailer at the Pearland Chamber of Commerce in Pearland and assisted the following number of patients and families with resources and food:

January:	64 individuals and families	July:	155 individuals and families
February:	74 individuals and families	August:	86 individuals and families
March:	N/A	September:	95 individuals and families
April:	102 individuals and families	October:	61 individuals and families (Stanton’s)
May:	91 individuals and families	November:	102 individuals and families
June:	90 individuals and families	December:	30 individuals and families



- On October 16th, 2023, the Food RX program held its first event at a new location across from Stanton’s in Alvin, TX. This event assisted 61 families and individuals, expanding our reach to new areas in need.

This milestone marks the continued growth and success of the Food RX program as it evolves to meet the needs of diverse communities.

These numbers reflect MyCHN’s ongoing efforts, in collaboration with local partners, to make essential food resources accessible to its service area. Each event is an opportunity to help alleviate hunger and provide vital support to individuals and families, particularly during challenging economic times.





Mark Young, the CEO of MyCHN, shares the organization's ongoing commitment to addressing the broader factors that affect health:

“Healthy food is the foundation of good health. We are proud to partner with the Pearland Chamber of Commerce and the Houston Food Bank to bring this service to our communities. MyCHN addresses the social determinants of health impacting the communities we serve. We ensure our patients and community members can get the resources they need locally.”

In addition to providing food, during the month of February MyCHN donated a total of 285 lbs of food to Brazoria County Dream Center’s (BCDC) Food Drive. Big shout out to the ADOUE CREW, whose location donated the most food! Because of everyone’s commitment to the cause, the food donation totaled a cash value of \$485.35! The impact is that MyCHN contributed a total of 237 meals to families in need!

Tyrasia Starghill, SDOH Manager, with Terri Willis, BCDC’s CEO/Executive Director



SDoH Announcement: BrazCo Resource Collaborative Network Partners

MyCHN is excited to announce the growing list of organizations that have joined the **BrazCo Resource Collaborative Network**, an innovative SDoH referral platform designed to connect local agencies with resources to meet the needs of our patients and community members. These partnerships are instrumental in strengthening the support system available to the vulnerable. MyCHN is thrilled to be working alongside dedicated partners and looks forward to further expanding this network into Galveston and Harris County to ensure that all individuals within MyCHN’s service area have access to the essential services and support they need for better health and well-being. Together, the Network is making a lasting impact on the lives of those we serve.

- Boys & Girls Club of Brazoria County
- Brazoria County Alliance for Children
- Brazoria County Dream Center
- Brazos Place
- Brazosport Cares Food Pantry
- Brazosport Independent School District
- Communities in Schools Brazoria County
- Damon Independent School District
- Forgotten Angels
- Gathering Place Interfaith Ministries, Inc.
- Gulf Coast Center
- Hand in Hand Child Development Center

- NAMI Gulf Coast
- New Birth HH
- Pearland Neighborhood Center
- River of Hope
- St. Thomas Center
- Society of St. Vincent de Paul, Archdiocese of Galveston-Houston
- The Arc of the Gulf Coast
- The Salvation Army
- The Warrior’s Refuge
- United Way of Brazoria County
- Youth and Family Counseling Services
- Women’s Center of Brazoria County

Patient Success Story: A Journey to Better Health Medical and RPM Services

In January 2023, a 70-year-old male patient with Hypertension and a recent diagnosis of Diabetes, came into the clinic feeling tired and dizzy. After consulting with his medical provider and completing further lab testing, it was discovered that his A1C level increased to 9.8, indicating uncontrolled diabetes. This was a significant concern for the patient, who had always taken his health seriously and was alarmed by the sudden spike.

The patient's provider prescribed diabetic medication and recommended daily blood glucose monitoring. MyCHN's clinical team stepped in with Remote Patient Monitoring (RPM) support, providing him with an iHealth Glucometer and other devices to track his glucose levels at home. MyCHN issues Remote Patient Monitoring (RPM) devices and MiFi-enabled tablets so patients may send vitals to MyCHN care coordinators of daily vital sign readings. Devices may include blood pressure cuffs, a glucometer, pulse oximeters, and a scale.

The patient was so committed to lowering his A1C level that he monitored his blood sugar daily, changed his eating habits, and developed an evening routine of taking evening strolls with his dog. His dedication paid off. The patient took significant steps toward managing his health with regular glucose testing, eating a healthy diet, and regular exercise. Within a few months, the patient's A1C level dropped from 9.8 to an impressive 5.1. Within five months of the high lab value, by May 2023, his doctor was pleased to report that the patient had successfully discontinued his diabetic medication and chose to continue living a healthy lifestyle. This patient's story is a testimony to the power of self-care, education, and support in managing chronic conditions, and MyCHN is thrilled to have played a role in his journey to better health.



Patient Success Story: Bridging Barriers Crisis Care Service

In July 2023, a patient from Ukraine, who was a refugee, and her mother, who spoke Russian and were living with an American sponsor family, visited Scarsdale Family Health Center and saw Dr. Antonia Way for self-harming behavior. Due to a language barrier, Dr. Way used a translator from Language Link to communicate with them. After assessing the situation, Dr. Way instructed her medical assistant to involve a behavioral health team member in the care.

Dr. Way explained through the translator that Natalie Burt, Qualified Mental Health Provider (QMHP), would come in to ask questions as part of an assessment. Ms. Burt assessed the patient with the assistance of the translator, and it was determined that hospitalization was warranted. The mother agreed to the plan, and a hospital bed was secured for the patient. The mother received all necessary information and contact details for the hospital where her daughter was being admitted. The case was discussed with case manager Jewel Adelle Cyr. Ms. Cyr remembered the patient from a prior visit and contacted the sponsor to share the team's contact information and ensure the patient's arrival at the hospital would be communicated. After a follow-up call, the patient was admitted to the behavioral health hospital. The sponsor expressed heartfelt thanks to the MyCHN team, especially Dr. Way, who had been their family's primary care provider for years.



Patient Success Story: Overcoming Challenges with Behavioral Health Support Mental Health Services

A low-income, uninsured 25-year-old man with a history of ADD, depression and anxiety established care with MyCHN for counseling in 2018 and added psychiatry services in 2019 for additional support. The patient initially sought behavioral health care for mental health and medication management, the patient attended therapy and psychiatric appointments but struggled with ongoing medical and mental health challenges. Following numerous sessions and appointments, additional care coordination support was provided to help the patient maintain consistency across all scheduled therapy and psychiatric visits.

In April 2022, the patient required hospitalization and was referred to MyCHN's Crisis Prevention services due to a history of unfortunate events. Prior to hospitalization, the patient experienced urges to self-harm after discontinuing medication, exacerbating symptoms. The patient's past experience contributed to major symptoms including impulsive spending, intense mood swings, fear of abandonment, uncontrollable anger, irritability, and chronic feelings of emptiness.

Since entering the Crisis Care Coordination program, the patient received close monitoring with monthly care coordination follow-ups to provide ongoing support. This approach ensures the patient attends their counseling and psychiatry appointments for continued comprehensive care. The patient reports significant improvements in their mental well-being, effective medication management, and achieving greater stability. Most important, the patient self-reports no suicidal ideation, self-harm, auditory or visual hallucinations, or hospitalizations since the last episode. There are currently no issues or concerns with medication adherence, and the patient remains dedicated to attending his scheduled appointments and following treatment recommendations for ongoing care. Additionally, the patient recently shared positive updates stating he was doing well and how he's obtained a second job and improved financially, as well as becoming more outgoing. To this day, the patient continues to receive behavioral health service at MyCHN. It has been a long journey, and the patient has overcome the toughest challenges. MyCHN also referred the patient to UWBC for rent and utility assistance and Brazosport Cares for food assistance.

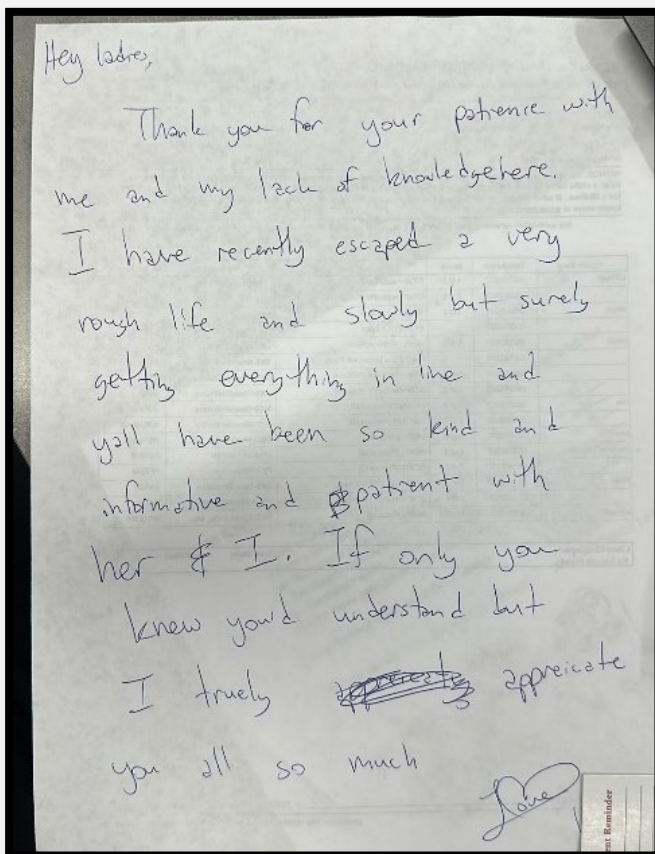
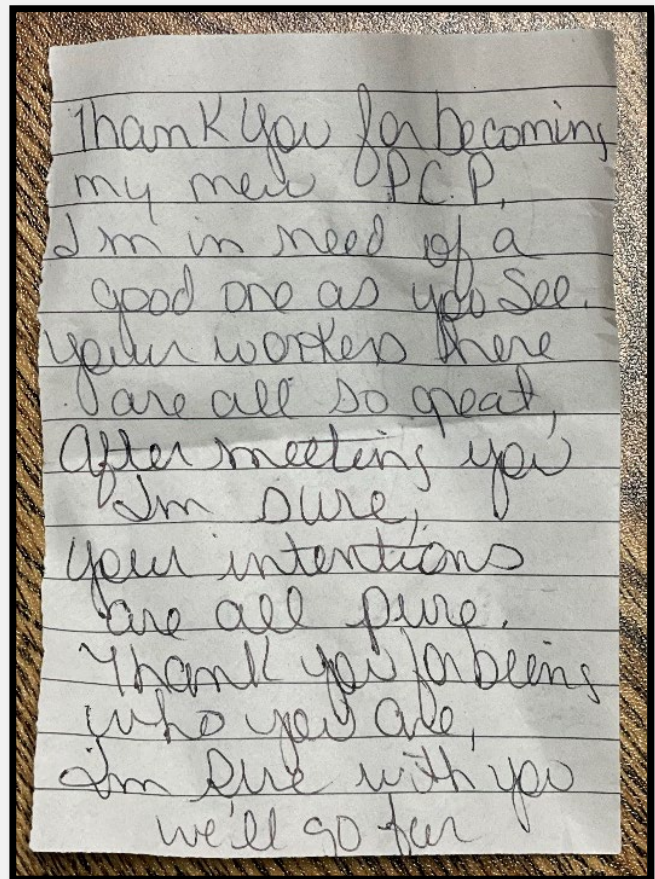


Executive Director Quote: MyCHN appreciates the support from United Way Brazoria County (UWBC), which enables MyCHN to continue providing vital and essential behavioral health services to the Brazoria County community. MyCHN highly values UWBC's partnership and support, as it plays a crucial role in helping us meet the needs of those we serve. This collaboration strengthens MyCHN's ability to make a positive impact and enhance the well-being of individuals and families in our community.

Patient Letters:

Bay Area Family Care received a wonderful note from a New Patient after her visit with Ms. Beverly Howard, Family Nurse Practitioner.

“Thank you for becoming my new PCP. I’m in need of a good one as you see. Your workers here are all so great, after meeting you I’m sure your intentions are all pure. Thank you for being who you are, I’m sure with you we’ll go far.”



On June 16th, a patient’s mother left a sweet letter at MyCHN Technology Drive.

“Hey Ladies, Thank you for your patience with me and my lack of knowledge. I have recently escaped a very rough life and slowly but surely getting everything in line and yall have been so kind and informative and patient with her and I. If only you knew you’d understand but I truly appreciate you all so much.”

2023 Event Highlights

In 2023, the MyCHN Outreach Team played a key role in representing the organization at a wide range of community outreach events and partner meetings across its service area. The team worked tirelessly to raise awareness about MyCHN's services and ensure that the community had access to the resources they needed. The success of the Outreach Team is due, in part, to their ability to engage with local communities, attend every possible health fair to connect with individuals, and collaborate with various service and non-profit organizations.

The Year 2023 was one of growth, collaboration, and dedication to high quality care, and MyCHN is proud of the efforts and accomplishments made throughout the year.

- MyCHN participated in the *Brazoria County MLK Grand Parade, "Creating the Change"* in Freeport at Park Avenue to provide information about accessible whole-person care services and provide COVID-19 vaccine awareness to the community.
- MyCHN's Outreach and Human Resource team worked together to promote MyCHN locations and services at the *Avin Independent School District Career and Technical Education Career Extravaganza*.
- MyCHN attended the *Galveston County Health District, Hispanic Health and Resource Fair* and provided resources to individuals about MyCHN's programs and services.
- MyCHN participated in *Delta Sigma Theta Sorority's Fit 4 The Cause* event held at the Lake Jackson Recreation Center and provided free blood pressure readings. The event focused on heart disease awareness, self-care/mental health, and the importance of moving your body.

It was MyCHN's honor to support the Sellers Family and Brazosport Area Alumnae Chapter of Delta Sigma Theta Sorority, Inc.

- MyCHN was honored to sponsor Ravioli cans for Brazoria County Dream Center's *KidFuel Program* (formally Backpack Buddies Program) to children who require food assistance after school.
- MyCHN participated in the *BakerRipley Food Distribution* to bring awareness about HIV education and resources. MyCHN provided 28 dental screenings to attendees.
- MyCHN attended the second *State of Mental Health* event hosted by League City Regional Chamber of Commerce. The event provided valuable insight on mental health, and MyCHN's Chief of Behavioral Health Officer, Demeatraus Minter, LPC-S, LCDC, had the opportunity to serve as a panelist alongside other mental health professionals.



MyCHN staff with Board Member, Cheryl Sellers at the Fit 4 The Cause event!



- MyCHN's Outreach team had a "turtle-riffic" time attending the *Alvin ISD Turtle Race* held at National Oak Park in Alvin, TX. "When life is difficult and when everything turns bad, always remember that even a turtle can finish a race as long as he never gives up!"
- MyCHN's Outreach team hosted Bingo Bash in collaboration with Morada Deer Park at the East Harris County Activity Center.
- MyCHN's Outreach Team conducted *HIV testing at Brazos Place* and successfully tested 28 patients. This initiative highlights MyCHN's commitment to preventative health services.
- MyCHN attended the *Pasadena Chamber of Commerce State of the City* event. The event provided a great opportunity to connect with local leaders, businesses, and community members. MyCHN's team enjoyed engaging with new people, exchanging ideas, and discussing potential future collaborations.
- MyCHN attended *Lake Jackson Civic Center's Sober Bowl* event and provided mental health resources to individuals. The Sober Bowl, an annual ADAPT programs event, offers a safe space for families and people in recovery to watch the Super Bowl together, free from the temptation of substances. MyCHN was proud to be at the event and represent mental health support services.



Miriam Guzman at the Alvin ISD Turtle Race event showing the children how to brush their teeth.



Ezreal Garcia with Rep. Ed Thompson and community leaders in Austin, TX for the Pearland Day conference.

- MyCHN's Vice President of Government Affairs and Public Relations, Emergency Preparedness and Public Information Officer, Ezreal Garcia, represented MyCHN during a trip to Austin for "*Pearland Day*". The two-day trip allowed community leaders to strengthen and maintain positive, two-way relationships with legislators and agency personnel at the state capital.

Representative Ed Thompson and his District Director, Brandy Smalley organized the reception. MyCHN expressed gratitude to Sweet Bee Bakehouse and The Butcher, The Baker, The Cheese Board Maker for their support.

- MyCHN attended the New Hope Missionary Baptist Church event in Clute focused on **Black History Month** and **Heart Health**. Chief Medical Officer, Dr. Yvette Poindexter, Chief Human Resources Officer, Sharon Barnes and Outreach Eligibility Specialist, Jennifer Fields proudly represented MyCHN Strong.

During the event, 5 – 7 individuals expressed interest in becoming patients.



- MyCHN sponsored desserts and drinks for Pastor Hendricks of Greater Mt. Zion at their **Black History Month Luncheon**.
- MyCHN proudly donated items collected for the **Bring Lots for the Littles Drive** to the Pasadena Community Pregnancy Center. The donations were to support families in need who were impacted by storms in Pasadena and Deer Park area. In total, MyCHN delivered six large boxes filled with clothes, toys, shoes, hygiene products, and food, along with a stroller and car seat that were also generously donated. “Reaching out and giving to the community is one of our most important roles. We're glad we could be of assistance to the community. GREAT JOB CHN!” – Tyrasia Starghill, Social Determinants of Health Manager
- MyCHN’s Outreach team attended the **Hitchcock Primary Career on Wheels** event. The staff enjoyed interacting with the students, sharing insights about the important work MyCHN does in the community, and highlighting various career opportunities in the outreach and healthcare field.
- MyCHN’s Outreach and Marketing team attended the **Texas Association of Community Health Center Medicaid Re-Enrollment** event.
- MyCHN’s HIV Team provided **HIV testing at the Riverbrook Apartments** on Scott St. Houston.
- MyCHN attended **Pasadena ISD Family Engagement Conference** educating the public about MyCHN’s services and programs.
- MyCHN attended the **Ocean Resource Fair** and provided HIV testing, glucose and blood pressure screenings. A HUGE shoutout to Medical Assistant Kristaleah Galicia who volunteered at the event to provide glucose and blood pressure screenings. While doing so, she noticed a couple with abnormal levels, she took the time to educate them on the importance of preventive care and helped them schedule appointments with the eligibility specialist and with a medical provider!



Medical Assistant, Kristaleah Galicia assisting patients with their health screens.

- MyCHN's Outreach team attended *Adella's Elementary Health Fair* along with other community stakeholders.



Left to Right: Melialoha Bartlett, Penny Pabst, Dr. Yvette Poindexter, Claudia Rodriguez & Mariela Salgado

- MyCHN attended the *Greater Houston Partnership 13th Annual Rise to the Top* event to celebrate *International Women's Day*. Rise to the Top featured honest conversations with successful female executives about the challenges and achievements of being a woman in today's business world. MyCHN was honored to have been a part of this movement. MyCHN is proud of our staff members who represented at the event: Dr. Yvette Poindexter (Chief Executive Office), Penny Pabst (Chief Administrative Office), Sharon Barnes (Chief Human Resources Office), Claudia Rodriguez (Vice President, Dental and Integrative Operations), Nydia Garcia (Quality Director), Mariela Salgado (Marketing Director), and Melialoha Barlett (Vice President, Health Syst & Tech Development) for representing MyCHN.

- MyCHN attended the *Pasadena Public Library* for the *Hello Spring Festivities* event.
- MyCHN attended the *Health and Wellness Family Fair* at *HOPE Church Pearland* and provided dental screenings, blood pressure checks, and behavioral health screenings.
- MyCHN hosted the *Blessing Women Helping Women Stretching and Journaling* event. Nothing like a little stretching, meditation, and journaling to help soothe your mind and replenish the body.
- MyCHN celebrated *March Madness* at the *University of Houston Clear Lake (UHCL) in Pearland, TX* and provided dental screenings to students and professors.
- MyCHN partnered with the *City of Alvin* to host a *Teen Easter Egg Hunt* at Bob Briscoe Park. This event, sponsored by MyCHN and Texas Hope, was open to teens ages 13 to 17. Every teen who registered went home with a prize valued at \$25 or more. MyCHN was pleased to offer the Alvin community a fun, family-friendly event, and we were excited to bring the Teen Easter Egg Hunt to the area!

UHCL's Hunter the Hawk and cheerleader visiting MyCHN's booth at the March Madness Event



- MyCHN attended the *South Shaver Elementary Health Fair*, the team had the opportunity to engage with students, parents, and staff to promote health and wellness. MyCHN's Outreach team provided valuable health resources, including information on preventive care, mental health, and healthy lifestyle choices.

- MyCHN's Outreach team was honored to attend the *Seniors on the Move Luncheon and Bingo* event at First MBC in Angleton, TX. MyCHN had a wonderful time engaging with the community.
- MyCHN attended a *Health and Resource Fair at The Life at Sterling Woods* apartments. It was a pleasure to connect with residents and provide valuable health resources.
- MyCHN toured faculty members from *Pearland ISD at its Pearland Family Health Center* clinic site, where they were educated about MyCHN services and referral processes. James Simmons, Crisis Program Manager, provided information on CCBHC (Certified Community Behavioral Health Clinics) and Claudia Guzman, Associate Director, led the tour and offered warm hospitality.
- MyCHN attended the *Bay Area Golf Tournament* and spread awareness to Communities in School!
- MyCHN attended the *Wellness Fair at Brazosport College* and connected with students, faculty and staff.
- MyCHN staff wore blue jeans on April 26, 2023 to show support for the *Annual Sexual Assault Awareness Event*. MyCHN stood in solidarity with the community to remove victim-blaming for those who had been assaulted.
- MyCHN's Outreach Team and Arely Martinez, Chronic Care Coordinator educated individuals about MyCHN services and programs at the *Madison Jobe Senior Center in Pasadena, TX*.
- MyCHN participated at the *2023 Brazoria County Juneteenth Celebration – Freedom Day Celebration at Bates Park* in Angleton, TX. The Family friendly event offered attendees free food, live music, games, water activities and a crocodile encounter.
- MyCHN provided information on services and eligibility screenings at the *M.I. Lewis Social Service Center*.
- MyCHN participated in the *Friday Night LIVE at Briscoe Park* hosted by the Alvin Parks and Recreation in Alvin during the first Friday of every month in May 5, June 2, July 7, August 4. There was live music, food trucks, and outdoor movies. MyCHN was excited to sponsor the Kids Activities!
- MyCHN partnered with *BakerRipley School for their Vaccine Event* at BakerRipley Pasadena School Back to School Health Fair, for children ages 4 – 18.
- MyCHN partnered with the *Galveston County Health District WIC Office for a Community Baby Fair in honor of World Breastfeeding Week*. The event provided valuable resources to new moms at the WIC Center. MyCHN was proud to be part of this important initiative to support and empower new mothers in the community.
- MyCHN participated in the *Community Resource Fair* on August 19th, 2023. MyCHN distributed Back-to-school supplies, dental screenings, food bag distributions, a crocodile encounter, free haircuts for school-age children, entertainment, and other fun activities for children.

- MyCHN participated in the *Galveston Independent School District Family Community Engagement (F.A.C.E.) Department and St. Vincent's House Back to School Blast*. The event was free for the whole family and served over 3,000 attendees. There were activities, delicious food, valuable resources, health screenings, vaccines, and student registration booths! It was an opportunity to celebrate the community and ensure that every child had the tools they needed to succeed. Every student walked away prepared with new supplies, clothing, and more because of everyone's support.
- MyCHN's Business Development Manager, Max Garcia, had the opportunity to present to the nurses of *Brazosport ISD*, of the various services and resources MyCHN offers. During the presentation, Max highlighted the wide range of programs available to support not only the district's staff but also the students and their families through referrals.
- MyCHN attended the *Brazoria County Head Start Annual Health Screening*, where 34 students were tested for hearing, blood pressure, height, and weight. Special thanks are extended to Medical Assistants Heydy and Rosa for their outstanding work! Participants noted that it was a joy watching these MyCHN Lake Jackson staff members convince the little ones to trust them while they did their jobs. Great job, ladies! Thank you for all you do.

Brazoria County Head Start student getting her blood pressure checked by MyCHN's Medical Assistant.



- MyCHN attended both the *Pasadena Health Fair and the BakerRipley Health Fair*, it was an eventful weekend with a huge success! A huge shout-out to the Outreach team—Darlin Rodriguez, Miriam Guzman, Max Garcia, and Maria Martin—who always say YES to every event and rise to the challenge, making it happen as a true #TEAM. MyCHN's Dental team had the opportunity to participate in both successful events, where they provided cleanings for 30 children. In addition, 50 children received vaccinations, with a total of 109 vaccines administered. Thank you to all MyCHN Staff for your dedication, hard work, and unwavering commitment to making this event such a success!
- During *Back-to-School Week*, MyCHN was proud to give back to the community by donating dental bags and backpacks to support local families as they prepared for the school year. Our team provided dental hygiene bags to the residents of Ocean Breeze Apartments in Freeport, ensuring that both children and adults had the tools they needed to maintain good oral health. In addition, MyCHN donated backpacks filled with essential school supplies to the children of First Missionary Baptist Church in Angleton, helping them start the school year with everything they need to succeed.
- MyCHN visited *Lake Jackson Intermediate and Clute Intermediate Schools*, where staff administered immunizations to 18 students. Additionally, MyCHN sponsored a Heart Screening Event, screening 75 students, including band members and athletes.
- MyCHN participated at the *United Way Bay Area Back to School Health Fair* where 45 dental screenings were provided.

- MyCHN and *Lighthouse Christian Ministries* collaborated to provide emergency backpacks for every K.E. Little Elementary School Classroom. The backpacks included hand sanitizer, first aid kits, flashlights, toilet paper, and other essential items.



- MyCHN would like to thank Nohemy Carreon, Chronic Care Coordinator, and Jiali Sun, Project Development Advisor, for attending the *New Jerusalem Seasoned Saints* event, which included 47 seniors. They led a discussion on wellness, meditation, and RPM (Remote Patient Monitoring) services, providing valuable insights to support the health and well-being of the senior attendees.

- MyCHN participated in the *Pearland Town Center Latin Festival*, enjoying a day filled with live music, delicious food, and fun activities for the whole family. It was a wonderful opportunity to connect with the community and our partners.

- MyCHN participated in the *UTMB Community Health Fair* in Angleton, TX. MyCHN was on hand to provide health screenings and eligibility screenings and share information on MyCHN services and programs. MyCHN was proud to partner with UTMB in this effort to improve access to healthcare and promote healthier lifestyles for the residents of Angleton.

- MyCHN proudly supported the *Brazoria County Head Start Program* by dropping off a generous donation of dental products for the children in the program. These essential items, including toothbrushes and toothpaste, were provided to help promote good oral hygiene habits among the kids.

- Project Development Advisor, Jiali Sun, led tai chi lessons for children in *Ms. Lu's Kid Social Skills Group*, a therapy program focused on helping kids develop social skills. The kids had a wonderful time!



- MyCHN staff participated at the *“You Belong”* event held at the Alvin Community College where James Simmons, Crisis Program Manager took the initiative and led the group of students and staff with his testimonial along with Nydia Garcia, Quality Director and Ashlee Hunter, HIV Navigator who helped coordinate the event.



MyCHN Staff at “You Belong” Event

Halloween Events:

- MyCHN Technology Drive hosted a *MyCHN Halloween Event* on October 30th, 2023, in Angleton, TX. This family-friendly event offered a trunk-or-treat session, an educational session by the Crocodile Encounter, a kids' costume contest, and more. Local businesses were invited to participate in the trunk-or-treat portion of the event. MyCHN League City also celebrated its second MyCHN Halloween Event for the community. The event also included a trunk-or-treat session, two educational sessions by the Crocodile Encounter, a costume contest, and additional activities for all ages. The kids also had an opportunity to win a Nintendo Switch by joining the costume contest.
- MyCHN proudly sponsored the *Brazosport Area Alumnae Chapter Delta Sigma Theta Sorority, Inc. Legacy Luncheon Fundraiser*. The fundraiser honored the sorority's legacy and promoted a healthy mind, body, and spirit among the community. Women and girls in Lake Jackson and the surrounding communities were invited to the luncheon. Dr. Kymberly N. Butler, a MyCHN Family Medicine Physician located at MyCHN Technology was a keynote panelist and speaker at the luncheon to promote health advocacy.

- MyCHN visited the *Brazoria County of Independent Living*, where Medical Assistant Roxana Syers delivered an amazing presentation on Diabetes to a group of men. The audience was highly engaged, and MyCHN appreciates Roxana for raising awareness and sharing valuable information on this important health topic!



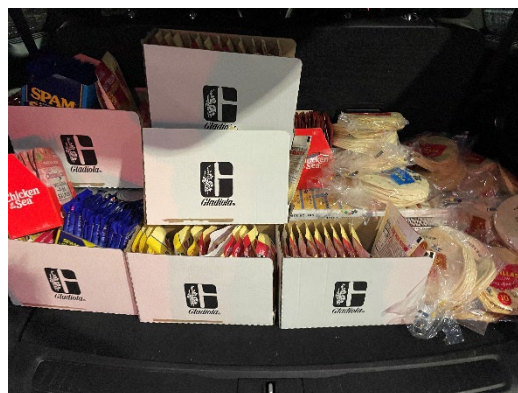
- During the Holidays, Outreach Manager Miriam Guzman and Crisis Program Manager James Simmons held a mental health presentation at *Robert Turner High School*, focusing on mental well-being during the holiday season. Later, they also presented to the teachers at Sam Jamison Middle School, providing valuable information about MyCHN services and introducing the *MyConcierge Access* program.

- MyCHN attended the "*Bringing Back Hope*" *Mental Health Education Conference*, hosted by NAMI Gulf Coast and the Gulf Coast Center. Nydia Garcia, Quality Director, and Brazoria County Suicide Prevention and Mental Wellness Coalition – Chair, represented MyCHN and did an exceptional job speaking on important mental health topics. The conference also featured a keynote Rebekah Gregory, whose inspirational speech left a lasting impression. It was a great opportunity to connect with friends and colleagues in the mental health advocacy community.



- MyCHN, in partnership with the *Rho Xi Chapter Omega Psi Phi Fraternity Inc., the Martin Luther King Celebration Committee, and Communities in Schools of Brazoria County (CIS)*, hosted the *“Christmas with Santa: Children’s Holiday Event”* to give back to the students of Brazoria ISD. The Children’s Holiday Event was held at Brazosport High School and provided a wide range of gifts, toys, gift cards, hot meals, food baskets, and 20 bikes (!) were given away to children. Additionally, medical and dental screenings were offered to attendees. As part of the community support, MyCHN staff contributed a monetary donation of \$320, which helped complete the preparation of 90 of 160 baskets for the students. The food items included:

- 48 Tuna Cans
- 48 Chicken Vienna Sausage Cans
- 26 Spam Packs
- 24 Salmon Packs
- 24 Sardines Cans
- 90 Cornbread Packs
- 40 Tortillas Packs
- 24 Cans of Corn Beef Hash



MyCHN Staff at the Christmas with Santa: Children’s Holiday Event

This event was a wonderful example of collaboration and generosity, making a positive impact on the children and families of Brazoria ISD. MyCHN is proud to have been part of this initiative, spreading holiday cheer and support to the community.

- To end the Holidays, MyCHN spread holiday cheer to its amazing community partners! MyCHN’s Outreach Team made stops at the University of Houston Clear Lake, San Jacinto Community College Foundation, United Way Bay Area, Pasadena Education Foundation, Brazosport ISD, Brazoria County Dream Center, Pearland ISD, and Alvin Police Department. MyCHN is incredibly grateful for the opportunity to collaborate with such wonderful organizations and thanked everyone for joining MyCHN in making a positive impact. MyCHN and partners continue to make a difference in the communities! #CommunityPartners #ImpactTogether

MyCHN & National Health Center Week: Roadmap to a Stronger America August 6th – 12th, 2023

National Health Center Week is an annual celebration to raise awareness about the accomplishments of healthcare centers in America. For decades health centers have been pillars of strength, service, and care in communities nationwide. National Health Center Week not only highlights the health center by itself but also acknowledges the dedicated providers and staff who ensure that these centers operate effectively and provide high-quality care.



Each day of National Health Center Week is focused on a different aspect of healthcare, shedding light on the many services that go beyond just visiting a clinic or seeing a doctor. MyCHN celebrated National Health Center Week with the following events:

Day 1: Public Health in Housing Day – August 6th, 2023

Mariela Salgado, Marketing Director, and Miriam Guzman, Outreach Manager, hosted a podcast on Public Health in Housing Day. In the podcast episode, Miriam Guzman discussed the connection between public health and housing as part of National Health Center Week. Miriam Guzman discussed the Public Housing Primary Care Program (PHPC), which helps community health centers improve access to primary health care and disease prevention services for residents of public housing. She also explained how health centers like MyCHN collaborate with organizations such as the United Way of Brazoria County to bridge gaps and provide essential resources, like rental assistance, by referring individuals to other social service agencies based on their needs. The conversation highlighted the importance of addressing both housing and health together, as stable housing is crucial for overall health. By screening patients for Non-Medical Drivers of Health (also known as Social Drivers of Health) and connecting them to necessary resources, health centers ensure whole person care meets both health and social needs. Miriam emphasized the critical role housing plays in maintaining good health, noting that instability can lead to physical and mental health challenges. The episode concluded with a preview of the next topic: healthcare for people experiencing homelessness.

Day 2: Healthcare for the Homeless Day – August 7th, 2023

Mariela Salgado, Marketing Director, and Miriam Guzman, Outreach Manager, hosted a podcast on Healthcare for People Experiencing Homelessness. The podcast focused specifically on discussing healthcare for people experiencing homelessness and explored the challenges and solutions community health centers provide for this vulnerable population. In addition, MyCHN partnered with Archangels of Texas to support the homeless community. Archangels of Texas help homeless individuals obtain their Social Security, driver's licenses, identification cards, and more. MyCHN organized a hygiene drive by placing donation boxes at all MyCHN clinic sites where employees were able to donate hygiene items placed in drawstring bags. MyCHN's Outreach Team and Archangel volunteers then met at a park in Alvin, where they distributed hygiene kits, water,

and pizza to the homeless. MyCHN was honored to help alleviate some of the challenges faced by those individuals experiencing homelessness.

Day 3: Agricultural Worker Health Day – August 8th, 2023

MyCHN's Outreach team had the opportunity to give back during the *Harvest for the Hungry* initiative, in celebration of Texas's *Agricultural Worker Health Day* by helping pick fruits and vegetables for families in need. MyCHN recognizes the hardworking individuals who play a vital role in putting food on our tables; their well-being is more than essential to our health and economy.

Day 4: Patient Appreciation Day – August 9th, 2023

At each MyCHN clinic, tables were set up with fruit, water, and granola bars for patients. Staff also informed patients about MyCHN's history, from when the Center opened in 2008 to its expansion to 15 sites and highlighted National Health Center Week. The clinics featured a roadmap theme, with numbered cones showing the order in which each clinic opened. This initiative helped patients learn more about MyCHN's journey and services.

Day 5: Stakeholder Appreciation Day – August 10th, 2023

MyCHN took the opportunity to express its gratitude on Stakeholder Appreciation Day. The Outreach team dedicated time to recognizing the hard work and support of its elected officials by presenting them with certificates of appreciation. These certificates were a small token of MyCHN's thanks for their continued partnership and advocacy in improving healthcare access for the community. Thank you to all who contribute to MyCHN's success and to those who support the value of Community Health Centers.

Day 6: Health Center Staff Appreciation Day – August 11th, 2023

MyCHN celebrated Health Center Appreciation Day by treating staff to root beer floats as a gesture of thanks for their dedication and hard work. The celebration included asking staff about their "Why" and "Why do you love what you do?"—the motivations behind their roles in patient care. MyCHN expressed deep appreciation for their team's unwavering commitment and the positive impact their compassion and teamwork have on the community. MyCHN honored staff as the backbone of care, inspiring excellence in healthcare through their dedication and collaboration.

Day 7: Children's Health Day – August 12th, 2023

Mariela Salgado, Marketing Director, and Miriam Guzman, Outreach Manager, hosted a podcast focused on Children's Health Day, emphasizing the importance of regular check-ups, vaccinations, proper nutrition, and early mental health support for healthy development. At MyCHN, the commitment to integrated care helps busy families by minimizing multiple visits. The message encourages parents to prioritize their children's health for a brighter future. In conjunction with Back to School and National Health Center Week, MyCHN hosted a vaccine event in Pasadena and participated in health fairs and back-to-school events.

MyCHN's Outreach goal for 2024 is to continue building strong partnerships with new community stakeholders who share the mission of increasing high-quality access to care. As MyCHN expands its reach beyond its current service area, MyCHN is committed to continuing to build collaborations that will bring quality healthcare resources to more communities. With these new partnerships, MyCHN expects to participate in even more impactful events throughout the year. MyCHN is excited about the continued growth and the opportunity to serve even more people in the coming year.

Collaborative Partnerships

THANK YOU TO OUR SUPPORTERS!

Collaboration is at the core of MyCHN's work to **improve** health outcomes, **remove barriers** to care, and **save lives** through the power of **partnerships**.

MyCHN's Collaborative Partnerships:

2023 CHAMBERS:

- ♦ Alvin-Manvel Chamber of Commerce
- ♦ Angleton Brazoria County Chamber
- ♦ Brazoria County Hispanic Chamber of Commerce
- ♦ Clear Lake Chamber of Commerce
- ♦ Dickinson Chamber of Commerce
- ♦ Galveston Island Regional Chamber of Commerce
- ♦ Houston Hispanic Chamber of Commerce
- ♦ League City Regional Chamber of Commerce
- ♦ Pearland Chamber of Commerce
- ♦ South Belt-Ellington Chamber of Commerce

2023 PARTNERSHIPS:

ActionS, Inc.
Advances in Health Research
Alvin Community College
Alvin Independent School District
Alvin Sunrise Rotary Club
AMACC Toastmasters
American Cancer Society
Americares
Angleton Independent School District
Archangel of Texas
BakerRipley
Bassem Maximos, M.D.
BayTran – Bay Area Houston Transportation Partnership
Brazosport College
Brazosport Independent School District
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
Clear Lake Independent School District
Communities in Schools
Direct Relief
Episcopal Health Foundation
Freeport Police Department
Galveston County Health District
Greater Houston Health Connect

2023 GRANT SUPPORTERS:

- Delta Dental Community Care Foundation
- DOW Inc.
- Episcopal Health Foundation
- Houston Methodist Community Benefits
- United Way of Brazoria County
- HRSA (Health Resources & Services Administration)
- SAMHSA (Substance Abuse & Mental Health Services Administration)

2023 PARTNERSHIPS CONT.:

Gulf Coast Center
Gulf Coast Transit
Harvest for the Hungry
Hitchcock Independent School District
Houston Business Women's Association
Houston Food Bank
Houston Methodist Hospital
Houston Sonogram
Kingsley Asumugha, M.D.
M.D. Anderson Cancer Center
Memorial Hermann Hospital System
Pasadena Independent School District
Pearland Community Coalition
San Jacinto College
St. John the Baptist Catholic Church
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
University of Houston – Clear Lake
UTMB Health
YMCA of Greater Houston



MyCHN's 4th Annual Fundraiser

This year, MyCHN went a step further by hosting **TWO** Dodge For A Cause events at different locations and on separate dates, providing even more opportunities for people to get involved and make a meaningful difference!

The Dodgeball Events were held at:

- 1st Event: Pearland Recreation Center on Saturday, July 29th, 2023
- 2nd Event: Lake Jackson Recreation Center, August 5th, 2024

MyCHN was grateful to **ALL** community sponsors who donated, came out to play and volunteered to make the annual fundraiser a success, and ultimately supported MyCHN's purpose. With the incredible backing of participants and donors, MyCHN successfully raised a total of **\$6,894.00** between both Dodge for A Cause events. This generous amount made a significant impact to fund essential care for low-income, uninsured, and underserved patients through MyCHN's **Community Impact Fund**. The funds raised supported medical, dental, and mental health care for those in need. The success of these events is a testament to the strength and generosity of the community, and MyCHN is deeply grateful to everyone who contributed to making this achievement possible.

Thank you to the amazing teams! The energy was high, and the competition was fierce! All the Teams gave it their all with determination to secure the win!

- 5D Meta Barber
- Always Dodgin'
- Angleton Fire
- A'S
- BCHCC Team
- Cade's Crew – 2nd Place Winners @ Event #1
- Freeport Fireballs
- JD Silva Law
- Manvel Lightning
- Men of Mustaches Team
- MG Promotions – 1st Place Winners @ Event #2
- MLKCC Team
- MyCHN Team A
- MyCHN Team B
- The A Team
- The Astros
- The Brazos Nutrition
- The Dodge Ballers
- The Recess Rejects – 1st Place Winners @ Event #1

MyCHN would like to thank the following Sponsors:





First Place Winners @ 1st Dodge Ball Tournament, Pearland Recreation Center: **The Recess Rejects!**



First Place Winners @ 2nd Dodge Ball Tournament, Lake Jackson Recreation Center: **MG Promotions!**



Second Place Winners @ 1st Dodge Ball Tournament, Pearland Recreation Center: **Cade's Crew!**



 MyCHN Teams!! 



 Group Picture at the Lake Jackson Recreation Center

2024 Strategic Developments

- ❁ Apply for CCBHC and CARF (Commission on Accreditation of Rehabilitation Facilities) Accreditation
- ❁ Extend hours of operation on weekends at additional sites
- ❁ Expand pharmacy services at MyCHN Pasadena
- ❁ Launch Intensive Outpatient Program (IOP) for Teens ages 12-18
- ❁ Increase Specialty Care services such as Cardiology, Gastroenterology, Rheumatology, and Pulmonology
- ❁ Increase Pediatric services at MyCHN Silverlake
- ❁ Host 4th Annual Dodge for a Cause event with two tournaments to support MyCHN's Cancer Treatment & Infusion Center initiative.

In 2023, MyCHN conducted a soft launch on the following technology developments, with Phase 2 set to roll out in 2024. Phase 2 will introduce several exciting features aimed at further elevating patient care and engagement.

- ❁ Relaunch of BrazCo Resource Network to better track SDOH screens and monitor referral reports to identify the greatest needs for MyCHN's patients.
- ❁ Upgraded Integrated Care EHR System (ICE3)
- ❁ Resource Manager
- ❁ Customer Resource Manager (CRM)
- ❁ Enhance MyCHN's referral system.
- ❁ Phase 2 Development of MyCHN Phone App with:
 - Vonage virtual care
 - Patient engagement chat
 - Group visits by diagnosis
 - Face recognition and
 - Artificial Intelligence



2023 Financials

<i>REVENUE</i>	<i>2023</i>	
	Amount	%
<i>Program Income</i>	\$39,836,136.49	76.6%
<i>Grants</i>	\$5,798,920.34	11.1%
<i>Other Income</i>	\$6,375,231.75	12.3%
<i>Total Revenue:</i>	\$52,010,288.58	

<i>EXPENSE SUMMARY</i>	<i>2023</i>	
	Amount	%
<i>Program</i>	\$34,771,263.01	66.8%
<i>Administration</i>	\$17,299,873.86	33.2%
<i>Total Expenses:</i>	\$52,071,136.87	

<i>DETAILED REVENUE</i>	<i>2023</i>	
	Amount	%
<i>Grants</i>	\$5,798,920.34	11.1%
<i>Medicaid</i>	\$19,034,275.10	36.6%
<i>Medicare</i>	\$503,145.90	1.0%
<i>CHIP</i>	\$494,062.88	0.9%
<i>Private</i>	\$13,552,450.32	26.1%
<i>Self-Pay</i>	\$3,171,958.61	6.1%
<i>Medicare Advantage</i>	\$1,526,434.23	2.9%

Affordable Care for All

With the cost of health insurance increasing and an increasing percentage of uninsured and underinsured individuals, MyCHN has found a way to help. As a Federally Qualified Health Center, MyCHN is awarded federal funding to offer sliding fee discount programs for eligible individuals.

MyCHN 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. MyCHN strives to provide the highest value of care and therefore offers substantial benefits for people who are uninsured and self-pay. MyCHN 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. MyCHN does not turn away anyone away due to an inability to pay.

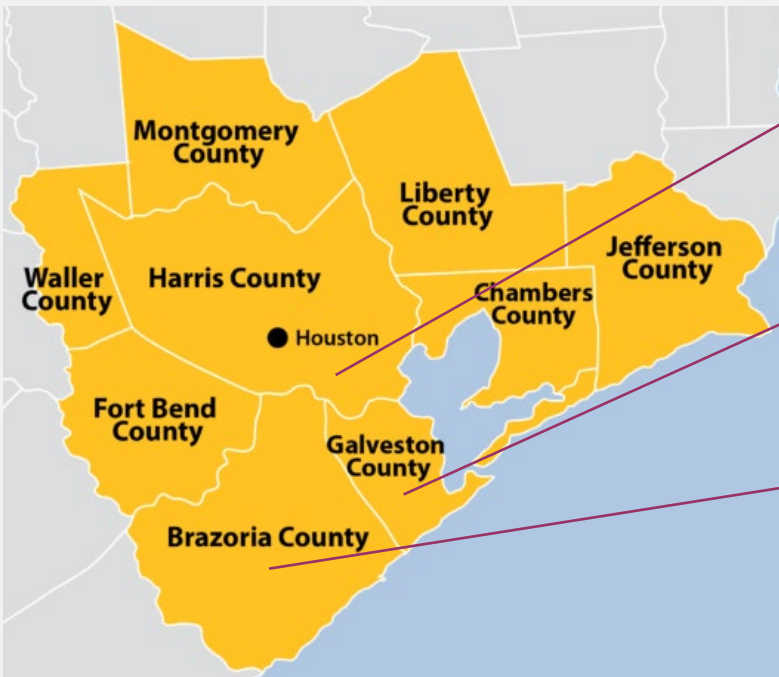
All patients enter the Center through the Patient Eligibility Department. Uninsured individuals may be eligible for discounted self-pay services based on their family size and household income. The patient and household are screened using the board-approved Patient Fee Procedures to determine the household's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



MyCHN Clinic Sites & Location

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

MyCHN 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
-  2024 – 2025 Anticipated Sites

-  Scarsdale Family Health Center
 - ◆ 10851 Scarsdale Blvd Suite 160, Houston, TX 77089
-  MyCHN Pasadena
 - ◆ 6243 Fairmont Pkwy Ste 203 & 204, Pasadena TX 77505
-  Bay Area Family Care
 - ◆ 1136 Grand Avenue, Bacliff, TX 77518
-  MyCHN League City
 - ◆ 2360 Gulf Fwy S#100-C, League City, TX 77573
-  MyCHN Adoue
 - ◆ 1111 W. Adoue St., Alvin, TX 77511
-  MyCHN Angleton
 - ◆ 2020 E. Mulberry St., Angleton, TX 77515
-  MyCHN Clute
 - ◆ 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 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
-  MyCHN Lake Jackson
 - ◆ 120 Flag Lake Drive #2, Lake Jackson, TX 77566
-  MyCHN Technology Drive
 - ◆ 4005 Technology Dr. Suite 1190, Angleton, TX 77515
-  New Freeport Site (2025)
 - ◆ 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





Follow MyCHN on Social Media:



Community Health Network



MyCHN



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MyCHN Podcast, Health Conversations Without Barriers



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