



2024 Annual Report

Putting Our Heart Into
Whole Person Care



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Our Mission

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



Our 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.



Our 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.

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
Demetraus Minter	Chief Behavioral Health Officer
Ezreal Garcia	VP, Govt Aff., PR, EP, PI Officer
Melialoha Bartlett	VP, Hea Syst & Tech Development
Sindy Medina	VP, Integrative Operations

MyCHN Board of Directors:

Gerald Roznovsky	Board Chair
Gina Adams	Vice Chair
Marbella Hooper	Secretary
Cornelia Jammer	Treasurer
Bel Sanchez	Board Member
Dr. Debra Fontenot	Board Member
Bonnie Horton	Board Member
Cheryl Sellers	Board Member
Andrea Nguyen	Board Member
Adam Martinez	Board Member

Honoring the Life of Former Board Chair, Vicki Arendell Ennis



MyCHN's CEO Mark Young and community members band together to honor Ms. Vicki Ennis.

Ms. Vicki Ennis was a distinguished leader and advocate for MyCHN as a founding board member. MyCHN expressed deep appreciation for everyone's presence and support during this meaningful occasion as the community came together to celebrate Vicki's lasting impact, contributions, and the legacy she leaves behind.

The tree-planting ceremony served as a powerful tribute to Vicki Arendell Ennis's influence, with attendees' presence standing as a testament to the positive change she inspired in so many lives.



Vicki Arendell Ennis

MyCHN hosted a memorial event to honor the life and legacy of MyCHN's founding board member Vicki Ennis on Saturday, April 13th, 2024 at the MyCHN Adoue clinic site in Alvin, TX.

The memorial event brought together community members, colleagues, friends, and family to pay tribute to Ms. Ennis's significant contributions to MyCHN and the wider community. Attendees gathered at MyCHN Adoue as a tree was planted in her memory.



This tree stands at MyCHN Adoue as a living memorial.



"We are extremely grateful for Vicki Arendell Ennis' servant leadership. She played an impactful role in MyCHN and the communities we serve, and we are happy to honor her in this way. I personally and professionally benefited greatly from Vicki's leadership."

—Mark Young, CEO of MyCHN.



Putting Our Heart Into Whole Person Care



MyCHN is proud to present its 2024 Annual Report, a reflection of a year defined by growth, achievement, and an unwavering dedication to the communities it serves. Throughout 2024, the organization reached new milestones by renovating clinic sites, introducing new specialty services, and deepening its focus on the physical, mental, and emotional well-being of every individual in its care.

This report highlights the many accomplishments that have continued to bring MyCHN's mission to life over the past year. From the launch of new service lines and the expansion of community partnerships to impactful outreach events and team milestones, 2024 was a year of meaningful progress.

The compassion and commitment of MyCHN's employees made these successes possible, allowing the organization to deliver high-quality, whole-person care across all MyCHN clinic sites.

Looking ahead, MyCHN remains focused on broadening access to care, enhancing service quality, and strengthening its community connections. As the health and social needs of the communities it serves continue to evolve, MyCHN is committed to adapting its services and programs to meet those changing demands. With each new initiative, MyCHN continues to build a stronger foundation for accessible, compassionate, and comprehensive healthcare to all.

MyCHN extends its gratitude to its patients, partners, and team members for making 2024 a year of growth and shared success and looks forward to creating an even healthier future together across Brazoria, Galveston, Harris Counties, and beyond.



MyCHN Services



MyCHN is proud to offer a wide range of services, including, but not limited to, the following:



Primary Care

- Primary Health
- Dental Health
- Behavioral Health
- Pharmacy



Primary and Family Care

- Remote Patient Monitoring
- @Home Care
- Patient & Family Education
- Acute, Preventive Care & 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



Dental Care

- Preventive Exams
- Oral Health & Hygiene
- Endodontics
- Prosthodontics
- Pediatric Sedation



Medication- Assisted Treatment (MAT) Program

- Detoxification & Maintenance



Counseling

- Individual Therapy
- Therapy Support Groups
- Group Therapy
- Transportation
- Crisis Program
- Intensive Outpatient Program (IOP) Services



Psychiatry

- Medication Management
- Substance Use Treatment Services



Pharmacy Services

- Class A
- Telepharmacy
- Specialty Mail Order



Virtual Care for Medical and Behavioral Health After Hours Coverage

- Continuity of Care

Specialty Services



- Cardiology
- Gastroenterology
- Infectious Disease
- Infusion Services
- Maternal-Fetal Medicine
- Oncology
- Podiatry
- Pulmonology
- Rheumatology
- Wound Care

Imaging

- Mammograms
- Ultrasound Services
- X-Ray Imaging



Health in the Home Services

- Care Gap Closure
- Virtual Care

Care Coordination/Navigation

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



Immtrac Bidirectional Interface

- VFC Children
- Texas Adult Safety Net

Technology Development

- Phone App
- Remote Patient Monitoring
- CRM

AIH Research

- Clinical Trials



Non-Medical Drivers of Health (NMDOH)

- Food Insecurity Screenings
- Prepare Screens/Referrals
- BrazCo Resource Network
- Food for Change - Food Rx Program

Outreach and Enrollment

- Community Partnerships
- Referral to Care

Insurance Enrollment

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

Eligibility

- Financial Screenings - State/Federal funding programs

Health Information Exchange

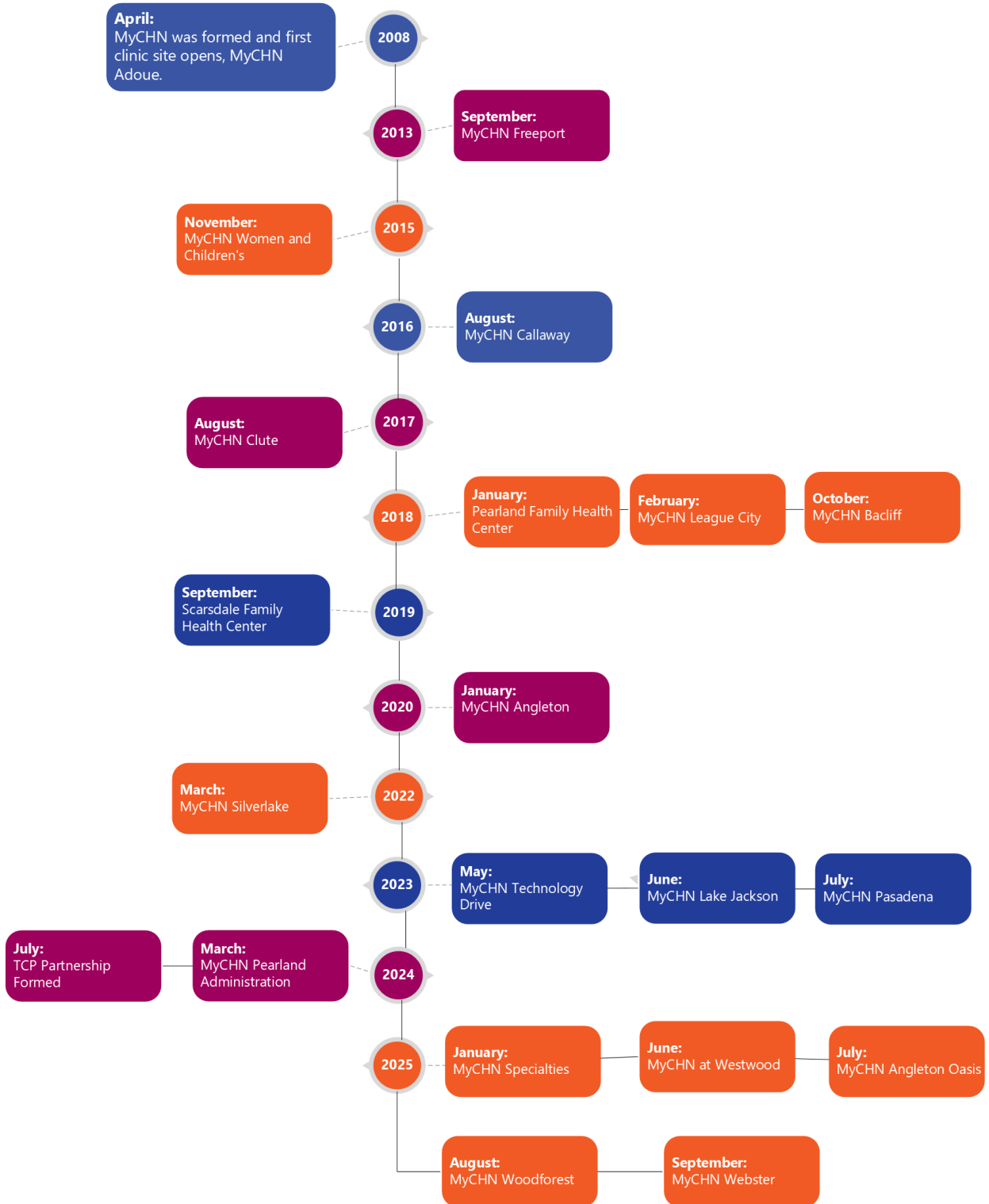
- Healthconnect Texas Clinical Viewer



Commission on Accreditation of Rehabilitation Facilities (CARF) Level 3

- Integrated Behavioral Health Primary Care
- Opioid Based Treatment
- Governance Standards Applied

MyCHN's Timeline:



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.

MyCHN received two Community Health Center Quality Recognition (CHQR) awards from HRSA for 2024 activities and two National Quality Leader (NQL) awards.



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 non-medical drivers of health to increase access to care and advance quality of care.



Designates Patient Center Medical Home Recognized clinic locations



Recognizes health centers that demonstrate excellence in depression remission, screening for depression follow-up plan, and screening, brief intervention, and referral to treatment.



Recognizes health centers that demonstrate excellence in adult body mass index screening and follow-up plan, weight assessment and counseling for nutrition and physical activity for children and adolescents.



2024 Accomplishments

MyCHN continues to achieve many milestones by remaining committed to removing barriers and delivering patient-centered services.

In 2024, MyCHN achieved a **23%** increase in patient visits from 2023 to 2024, reflecting its continued growth and commitment to accessible care. Of the 226,702 visits in 2024, there were 176,205 in-person visits and 50,497 virtual medical and behavioral health visits.

This compares to 2023, when MyCHN recorded 183,689 total visits – 130,766 in-person and 52,923 virtual. The year-over-year growth demonstrates MyCHN’s success in expanding care and meeting the evolving needs of its patients through both in-person and virtual services.

MyCHN Service Overview:

Total Patients Served: 44,213 Unduplicated Patients

Total Visits: 226,702 Visits

Year-over-Year Growth:


MyCHN increased visits by **23%** from 2023 to 2024

2024 Visit Breakdown:

- Total medical service visits: 101,948
- Total dental service visits: 30,406
- Total mental health service visits: 64,135 *Versus*


2023 Comparison:

- Total medical service visits: 86,089
- Total dental service visits: 26,125
- Total mental health service visits: 42,112

 MyCHN received the CARF (Commission on Accreditation of Rehabilitation Facilities) Accreditation.

- Integrated Behavioral Health/Primary Care at the Women and Children’s Clinic.
- Office-Based Opioid Treatment (OBOT) (MyCHN’s MAT Program) at:
 - MyCHN Adoue,
 - MyCHN Pearland,
 - MyCHN Freeport,
 - MyCHN Bacliff,
 - MyCHN BCDC
- Governance standards applied across MyCHN.



 MyCHN received Year 3 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.



🌸 In July 2024, MyCHN and the United Way of Brazoria County (UWBC) announced the relaunch of the Brazco Resource Network (BrazCo) platform, powered by CHN Tech Solutions.

- ♦ The BrazCo Resource Network is a complete referral and tracking system for facilities to refer clients to other agencies to assist in meeting Non-Medical Determinants of Health (NMDH) needs. The BrazCo Resource network will retire with the launch of Elevations, an enhanced NMDH platform in collaboration with the Pearland Economic Development Council in 2025.



MyCHN is proud to collaborate with UWBC on this relaunch. This partnership is a testament to the shared commitment to strengthen ties within the community and foster better communication and collaboration among agencies. The decision to relaunch BrazCo was a strategic move to fine-tune services, with ongoing improvements to the platform’s features and functionalities to ensure it remains at the forefront of community health management tools.

MyCHN and UWBC, alongside other local partner organizations, celebrated the successful relaunch. The event highlighted the collaborative efforts made to strengthen access to essential services across Brazoria County. As community partners came together, the momentum underscored the shared vision to improve lives through smarter, more responsive care coordination tools.



“We consider it a privilege to work with our partners to seek solutions to the challenges our community members face in meeting their everyday needs. We believe it is critical to understand individual needs and depict the intensity by type. It’s also important to track referrals and ensure the individuals are assisted. The ultimate goal is to improve their lives.”

–Penny Pabst, Chief Administrative Officer of MyCHN

Sites and Services Expansion

MyCHN continues to achieve many milestones that reflect its ongoing commitment to advancing health equity and improved access to care. Through strategic initiatives and community-driven innovation, MyCHN continues to break down barriers that often prevent individuals and families from receiving essential, affordable healthcare services. From expanding service offerings to enhancing digital platforms and strengthening partnerships, MyCHN remains dedicated to meeting patients where they are and delivering comprehensive care that is both accessible and responsive to their needs.

In 2024, MyCHN marked an exciting year of growth and community impact. MyCHN celebrated the opening of MyCHN Pasadena and the expansion of pediatric services at MyCHN Silverlake. To commemorate these achievements, MyCHN hosted ribbon-cutting events to celebrate MyCHN's commitment to accessible, compassionate care.

- ◆ MyCHN celebrated the official grand opening and ribbon cutting of **MyCHN Pasadena** and the addition of a TelePharmacy on January 25th, 2024. This clinic became MyCHN's 14th location and second clinic in Harris County, dedicated to providing the community with comprehensive, whole-person care. Following the ribbon cutting ceremony, community members and guests enjoyed an open house tour and light refreshments. MyCHN extends a heartfelt thank-you to the Pasadena Chamber of Commerce and South Belt-Ellington Chamber of Commerce for their generous support in making the celebration a success.



“MyCHN is glad to be in the Pasadena community. Our facility will be a great resource for community members to receive whole person care. We have great qualified health professionals available to profoundly impact the community's health outcomes.”

–Mark Young, CEO of MyCHN



- ◆ In addition to the Pasadena ribbon cutting, MyCHN hosted the *Transformative Care Launch: Event Partnership Announcement*, which featured a networking and happy hour. During the event, MyCHN announced its strategic partnership with Wysa, an AI-driven mental health platform. Through this collaboration, MyCHN aims to bolster the well-being and mental health of MyCHN’s crisis and behavioral health patients by providing them access to Wysa’s innovative AI personal mental health companion at no cost. The ongoing commitment of MyCHN to support patients through their behavioral health challenges is further solidified by the introduction of Wysa’s services.

In recognizing the various stressors individuals face in both personal and professional spheres, MyCHN aims to equip its patients with the necessary tools to navigate these challenges confidently and build resilience.

What is Wysa?

- ❖ Wysa provides a range of innovative tools and resources such as:
 - ✓ Access to a 24/7 emotional support chat in a safe and non-judgmental environment
 - ✓ Access to an evidence-based library of self-help content and exercises to foster resilience
 - ✓ Cognitive Behavioral Therapy (CBT) exercises to develop healthier thought patterns and behaviors.



- ★ Additionally, Wysa offers mindfulness and relaxation techniques to help reduce stress and improve overall well-being, along with mood tracking features that provide valuable insights into emotional health over time.

Clinical Director and Chief Behavioral Health Officer Demeatraus Minter highlights the accessibility of the partnership:

“This collaboration provides patients and clinicians with access wherever they are, whenever they want it.”



CEO Mark Young emphasizes the significance of the partnership:

“MyCHN’s partnership with Wysa is a step in the right direction for our patients and our mental/behavioral program. We want to provide and implement modern, innovative technology that is sure to benefit the mental health of our patients.”

- ◆ MyCHN celebrated the grand opening and ribbon cutting of the **MyCHN Silverlake** location, marking the first pediatric specialty clinic in the MyCHN network and the second clinic in Pearland. The event was a significant milestone for the organization and a proud moment for the Pearland community. MyCHN hosted an open-house event that welcomed the community to meet the team, tour the clinic, and learn more about the comprehensive whole-person care provided at the facility. The event was supported by both the Pearland Chamber of Commerce and the Alvin-Manvel Area Chamber of Commerce.
- ◆ MyCHN Silverlake stands out as a unique specialty pediatric clinic, offering accessible services in medical care, dental sedation, mental/behavioral health, and pharmacy, ensuring a holistic approach to children’s healthcare. MyCHN was thrilled to bring this full spectrum of pediatric specialty care to the Pearland community, making it a valuable resource for parents seeking high-quality, integrated care for their children.
- ◆ *In addition, MyCHN Silverlake also houses Advances in Health Research (AIH) clinical trials that specialize in women’s health, internal medicine, behavioral health and mental health, cardiology, wound care, podiatry, and other specialty services.*



MyCHN showcased its state-of-the-art, jungle-themed pediatric clinic, designed to offer a fun and engaging environment for children.

Expansion of Services:

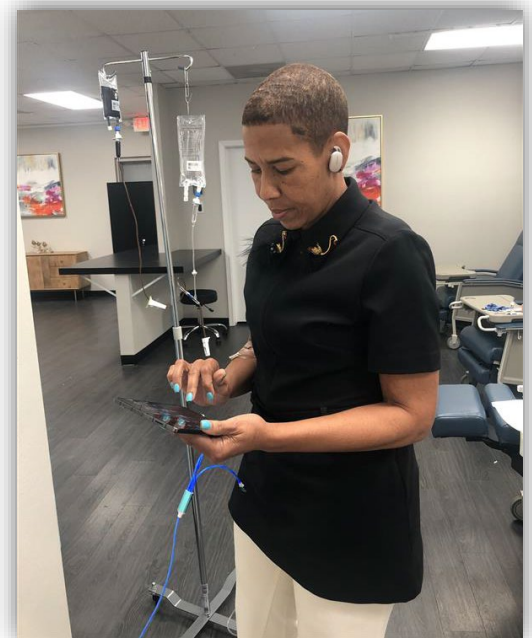
- ◆ MyCHN launched imaging X-ray services at MyCHN Technology Drive in April 2024. MyCHN imaging services include various types of x-rays such as chest, cervical, shoulder, lumbar, hips, hand, wrist, knee, and more which are essential for diagnosing for identifying fractures issues. The in-house imaging services are offered at a lower cost so patients can receive the imaging they need without the burden of excessive out-of-pocket expenses.

★ **In 2024, MyCHN conducted a total of 273 X-rays, with 240 of those provided to low-income, uninsured patients.**

- ◆ In April 2024, MyCHN Scarsdale began providing infusion services in their new suite, providing treatments such as iron infusion, vitamin K, therapeutic phlebotomy, and intravenous antiemetics and hydration.



To mark the occasion, MyCHN's Chief Medical Officer Dr. Poindexter became the first patient to receive the first infusion in the new suite at Scarsdale Family Health Center.



“It is amazing to have an Infusion Center with great staff right here at MyCHN, but what is more amazing is I could not have done my much needed iron infusion without special inspiration that was given to me to move out of my fear and take care of myself so I can continue to be my best to take care of others.”

–Dr. Yvette Poindexter, Chief Medical and Operations Officer

- ◆ Cardiology services began at MyCHN to provide comprehensive heart health care to the community. This initiative was led by Dr. Deepali Tukaye, MD, esteemed cardiologist with over 20 years of experience.
 - Jessica Castaneda, Family Nurse Practitioner, began cardiology services with guidance and partnership with Dr. Tukaye at the MyCHN Adoue location.
- ◆ MyCHN launched its new Intensive Outpatient Program (IOP) for teens struggling with mental health challenges. This comprehensive program offers a transformative approach to recovery, ensuring teens receive the care and tools they need to overcome their challenges and thrive. The IOP team is comprised of experienced professionals and providers that specialize in adolescent mental health.
- ◆ In September, MyCHN proudly announced the expansion of its healthcare services by introducing a comprehensive gastroenterology service line. Leading the new healthcare service is Dr. Krishnamurthy Shivshanker, board-certified gastroenterologist.
- ◆ MyCHN launched a new MyCHN MMS PCR lab at the Pearland Family Health Center. This lab is just another means of bringing whole-person, comprehensive healthcare to MyCHN patients and the community.

Disaster Response & Recovery: Hurricane Beryl

Hurricane Beryl made landfall along the Texas Gulf Coast as a Category 1 storm on July 8th, 2024, causing significant wind damage, heavy rain, flooding, and power outages severely impacting communities across Brazoria, Galveston, Harris, and surrounding counties.

MyCHN closed during the storm and the aftermath left MyCHN with limited capacity to resume operations the following day. MyCHN provided limited services with the limited staff who were directly affected by the storm, with several unable to report to work. Power outages and lack of water left staff and MyCHN clinic sites without basic utilities needed to function normally. Staff and patients were unable to travel due to the trees and debris that caused road blockages.

Despite the challenges, MyCHN made efforts quickly to provide critical services with limited resources, demonstrating its resilience and commitment to the community during this disaster.

MyCHN faced significant operational disruptions, with three major health centers forced to close due to storm-related damage and patients were rerouted to the nearest site closest to their homes.

- The **Freeport Community Health Center** underwent major roof repairs and flood damage causing a two-month closure for renovations. Patients were routed to the Brazoria County Dream Center and MyCHN Technology Drive clinic locations. To ensure patients continued to receive necessary care and vital medications, MyCHN arranged for prescription pick up at the Freeport location to prevent disruptions to medication access.
- The **Bacliff Community Health Network** location suffered significant damage and remains closed to patients to this day. Additionally, the Angleton Internal Medicine and Primary Care location in Angleton suffered power outages that lasted three weeks. During this period, patients at these two locations were also redirected; Bacliff patients were routed to League City and Angleton to MyCHN Technology Drive.

In the aftermath of Hurricane Beryl, MyCHN staff members Cesar Hernandez, Jules Rangel, and Javier Rangel and many others showed remarkable resilience and teamwork by contributing to the cleanup and recovery of the Freeport site.



In the aftermath of Hurricane Beryl, MyCHN took immediate action to support its employees who were personally impacted by the storm. Understanding the challenges staff faced both at home and at work, MyCHN distributed a SurveyMonkey link to gather information about employees' most urgent needs. This brief survey allowed staff to communicate any personal or family-related hardships, enabling the organization to respond with targeted support. In response to the feedback received, MyCHN provided essential supplies such as cases of water and bags of canned food to employees and their families. This initiative was part of MyCHN's broader commitment to care not only for the community, but also for the well-being of its dedicated team during times of crisis.



MyCHN organized the distribution of water cases and canned goods to support its employees in the aftermath of Hurricane Beryl. Additionally, MyCHN provided donations to local agencies to assist shelters and social service organizations to meet increased community needs.

Celebrating a New Chapter: MyCHN Freeport

Months after Hurricane Beryl, the Freeport Community Health Center underwent major renovations and partially reopened its doors on **Monday, September 30th, 2024**, with limited medical, mental health, dental, and pharmacy services as repairs continued. MyCHN successfully resumed operations and restored vital access to healthcare services for families in the region. While operations at Freeport resumed, Bay Area Family Care in Bacliff remained closed due to extensive damage. Patients from Bacliff were redirected to the nearest MyCHN location in League City to ensure continuity of care. MyCHN anticipates the Bacliff site will reopen in 2025.

Following late November 2024, renovations at the MyCHN Freeport were officially complete. The newly rebranded MyCHN Freeport facility was revitalized with modernized spaces and updated technology, all designed to enhance the quality of care for MyCHN's Freeport patients.

The renovation process was comprehensive, addressing both structural repairs and facility upgrades to ensure a safe, welcoming, and fully functional environment for patients and staff. This included not only repairing damage, but also enhancing patient service areas to better support MyCHN’s commitment to quality care.

On December 10, 2024, MyCHN proudly hosted a ribbon cutting ceremony and open house to unveil the newly renovated and rebranded **MyCHN Freeport**, formerly known as the Freeport Community Health Center. The event celebrated the successful reopening following Hurricane Beryl’s devastation and marked a renewed commitment to community health.

Following the ribbon-cutting, MyCHN welcomed the public to an open house tour, featuring facility tours, festive treats, and photos with Santa to celebrate the holiday season and a fresh start for MyCHN Freeport. MyCHN would like to extend special thanks to the Brazoria County Hispanic Chamber of Commerce, the City of Freeport, and all community members for their incredible support in celebrating a bright new chapter for MyCHN Freeport.



MyCHN CEO Mark Young pictured with Santa Claus during the ribbon-cutting and holiday celebration.



Mark Young, CEO of MyCHN, expressed his excitement about the reopening, stating, “The reopening of MyCHN Freeport is a testament to our resilience and our commitment to provide accessible healthcare in Freeport. After [Hurricane] Beryl, our team worked tirelessly to rebuild and reimagine this space to better serve our community. We’re proud to open our doors again and look forward to supporting the health and wellness of the Freeport community.”

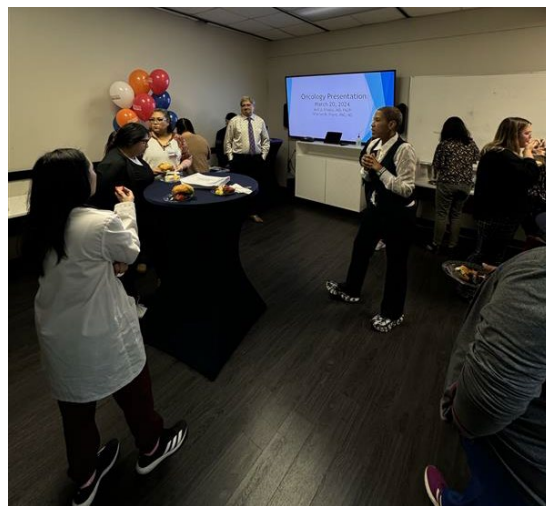
MyCHN Freeport celebrated its ribbon cutting alongside MyCHN staff, local leaders, and community members, marking a new chapter of service and care.



Continuing education and professional development are vital in any industry in a rapidly changing world. Trainings foster career advancement, personal growth, and increased earning potential. Acquiring new skills in the workforce leads to expanded professional networks, adaptation in industry innovations, and ability to achieve greater job satisfaction and success. MyCHN is committed to ensuring that staff receive the most up-to-date training, equipping them with the latest knowledge and skills to provide exceptional care and service.

Happy to Learn Hour was established to provide a new opportunity for staff to learn about programs and services MyCHN has to offer.

- ◆ MyCHN hosted its first internal employee networking hours at Scarsdale Family Health Center where staff learned about the oncology program. Dr. Choski presented on cancer care and infusion services that are offered in the program.
- ◆ Following this, Adoue Family Health Center hosted another *Happy to Learn Hour*, this time focused on home health and imaging services.
- ◆ The third *Happy to Learn Hour* was hosted at MyCHN Silverlake and offered staff the opportunity to learn more about MyOptimal Health and the Wysa app.



Happy to Learn Hour: Oncology Program

STAFF TRAINING

- ◆ MyCHN's Regional Operations Director Heaven Carter gave a presentation on the importance of vaccines for the MyCHN League City staff. The session focused on the latest vaccine recommendations, the role vaccines play in preventing disease, and how MyCHN providers can effectively educate and support patients in making informed decisions about immunizations.
- ◆ Several MyCHN Patient Eligibility Specialists participated in a comprehensive mammogram training session to improve their ability to schedule patients with The Rose. This training focused on the necessary steps and processes involved in coordinating mammogram appointments, ensuring that patients have seamless access to this crucial screening service.
- ◆ MyCHN clinical staff Heaven Carter and Jolie Gana and Family Nurse Practitioner Margaret Hazelton attended the Perinatal Hepatitis B Prevention Program conference in Houston. This event provided valuable insights into the latest practices and strategies for preventing perinatal hepatitis B, allowing the team to bring back important knowledge to enhance their work.



- ◆ MyCHN participated in the **Interprofessional Perinatal Oral Health Summit**, where they presented the importance of oral health for both mothers and babies, along with other related topics.

MyCHN’s FNP Sherrell Gibson and Registered Dental Hygienists (RDH) Heidy Soto and Royella Brown presented on “***Reflection on a National Medical-Dental Integration Learning Collaborative.***”

During their presentation, they shared their expertise on the integration of oral health and prenatal care, offering valuable insights into how these two areas of healthcare can work together to improve health outcomes for both mothers and babies. Their participation highlighted MyCHN’s dedication to advancing integrated care models and addressing the diverse needs of the communities they serve.



- ◆ MyCHN hosted a Non-Violent Intervention training for several staff members, organized by Chief Behavioral Health Officer Demeatraus Minter. The training was not only an invaluable learning experience, but an essential tool in equipping the team with vital skills needed to handle challenging situations with calmness and professionalism. During the session, staff were taught various de-escalation techniques, strategies for managing conflict, and ways to maintain a safe and respectful environment for both staff and clients.



- ◆ The Medical Assistants Annual Skills Fair was a great success, offering staff and participants valuable opportunities to enhance their skills. The event featured engaging workshops and presentations, leaving attendees with positive feedback and a wealth of new knowledge.



Medical Assistants Skills Fair

MyCHN by the Numbers



Patients: 44,213



Visits: 226,702



176,205 In-Clinic Visits



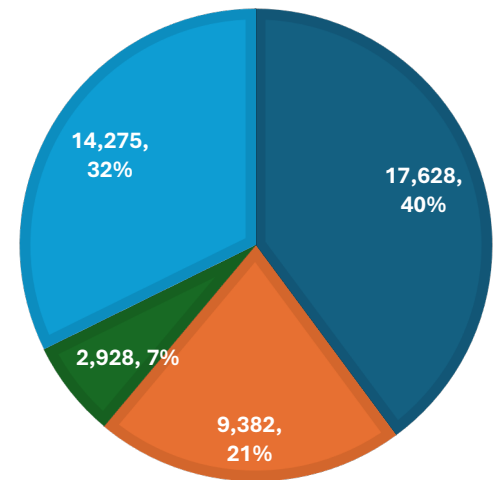
50,497 Virtual Visits

Breakdown by Department:

2024			
Departments	# Patients	# In-Person Visits	# Virtual Visits
Medical	33,514	91,027	10,921
Mental Health	9,786	25,098	39,037
SUD	309	181	539
Dental	12,019	30,406	
Enabling Services	3,309	29,493	

Served by Insurance/Program:

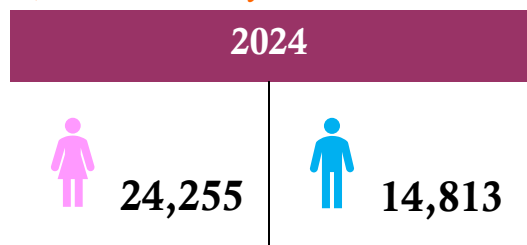
■ Uninsured ■ Medicaid/CHIP ■ Medicare ■ Private



Top 10 Zip Codes Served:

Zip Code	City	Patients Served
77511	Alvin	7,868
77541	Freeport	3,226
77515	Angleton	2,633
77089	Houston	2,474
77584	Pearland	2,110
77531	Clute	1,817
77566	Lake Jackson	1,742
77583	Rosharon	1,626
77581	Pearland	1,612
77539	Dickinson	1,134

Served by Gender

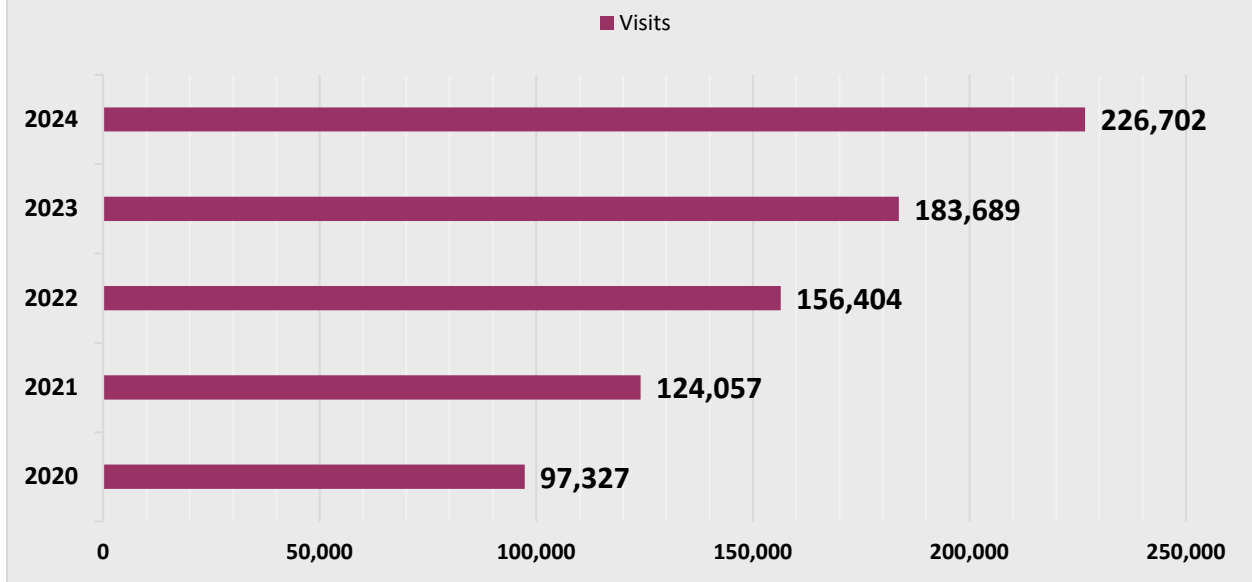


Served by Age Range

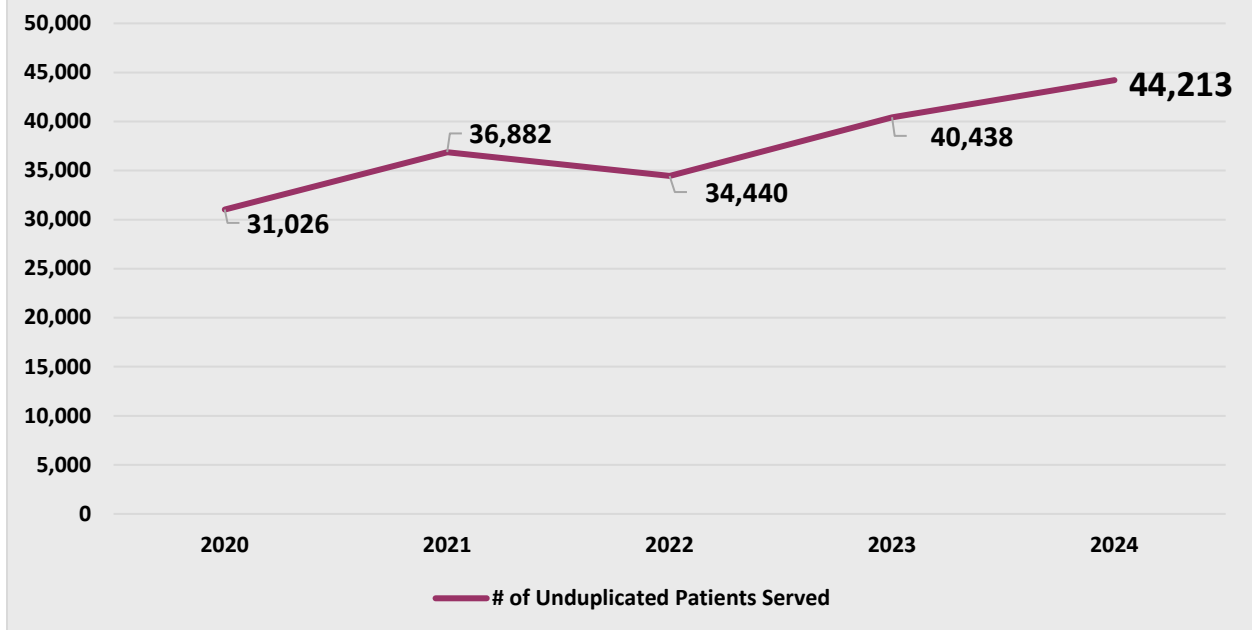
Ages	Patients
0 – 18	13,151
19 – 64	26,611
65+	4,451
85+	299



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.

2024 Clinical Outcomes

MyCHN’s patient centered, team-based approach to care results in proven patient outcomes demonstrated in the 2024 Uniform Data System (UDS) Report submitted to the Health Resources & Service Administration (HRSA).

Measurement Title	Uniform Data System and Community Health Network Continuous Quality Improvement Performance Measure	MyCHN 2024	MyCHN 2023	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.	97.26%	96.60%	67.80%	67.63%
Breast Cancer Screening	% of women 52-74 years of age who had a mammogram to screen for breast cancer.	53.96%	52.40%	44.81%	53.96%
Colorectal Cancer Screening	% of patients 46 – 75 years of age who had appropriate screening for colorectal cancer.	28.59%	23.76%	33.93%	42.71%
Controlling High Blood Pressure	% of patients with hypertension whose blood pressure <140/90 mmHg	65.02%	63.56%	65.02%	67.42%
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.	70.56%	60.84%	19.40%	13.83%
HIV Screening	% of patients 15 – 65 years of age who were tested for HIV when within age range.	29.65%	25.03%	54.96%	51.84%
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.	92.26%	90.23%	74.61%	73.70%
Statin Therapy for the Prevention and Treatment of Cardiovascular Disease	% of patients who were prescribed or were on statin therapy during the measurement period.	80.63%	78.90%	80.63%	78.18%

MyCHN is a Federally Qualified Health Center 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](https://www.hrsa.gov).



2024 Grant Funding

Grant funding plays a vital role in supporting MyCHN's mission to deliver high-quality, accessible care. Each year, MyCHN actively pursues grant opportunities to launch new programs, strengthen existing services, and address the changing needs of the communities it serves. These funds enable MyCHN to innovate, expand its reach, and implement targeted initiatives that make a lasting impact. From hiring specialized staff to investing in critical resources, grant support fuels both immediate progress and long-term development and drives MyCHN toward continuous growth and success.

MyCHN received \$845,000 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 390 unduplicated patients with 2024 Delta Dental grant funding.
- The ***Episcopal Health Foundation*** awarded \$450,000 in grant funding through the Clinical Pathways Approach program to support MyCHN's Value Based Care (VBC) program and to continue the completion of the projects for Year 4. This funding supported the implementation of a diabetes risk-based AI system for diagnosing and intervention, SDOH outcome driving and outcome documentation within Electronic Medical Records (EMR), improve reporting functions within the data warehouse for quality and population health, implement patient self-referrals, extract Health Information Exchange (HIE) data to populate into specific EMR fields for UDS, Meaningful Use, Accountable Care Organization (ACO) and Healthcare Effectiveness Data and Information Set (HEDIS).
- The ***Episcopal Health Foundation*** awarded \$120,000 in grant funding to support MyCHN's partnership with ConferMED, a platform that enables primary care-driven consultations with board-certified specialists. This funding expands access to specialty care for low-income, uninsured patients in Brazoria and Galveston Counties, helping to close critical gaps in care and improve health outcomes for underserved populations.
- ***Houston Methodist*** awarded \$100,000 through the ***Community Benefits Grant (CBG) Program*** towards salary support for a new medical doctor (MD) to provide whole-person care services to the Pasadena community, specifically focusing on the unserved low-income, indigent, uninsured adults and children. The physician was stationed at the MyCHN Pasadena clinic site in the Southeast Houston area.
 - MyCHN surpassed its initial goal of 750 unduplicated patients and expanded access to primary care services to 1,559 low-income unduplicated patients with 2,740 primary care visits at the end of the grant period. This achievement highlights the MD's strong performance in addressing the healthcare needs of the Pasadena/Harris County area.



- MyCHN also received a \$75,000 *Houston Methodist Mental Health Innovation (MHI)* award towards salary support towards a new Spanish speaking Licensed Clinical Social Worker (LCSW) to conduct initial assessments, diagnose mental and emotional disorders, and conduct anxiety screenings at intake.
 - MyCHN served 348 unduplicated patients and provided 990 counseling visits by the end of the grant period. A comprehensive range of behavioral health services was delivered to meet the diverse needs of these patients, including individual therapy, urgent behavioral health care, attention disorder testing, group therapy, and integrated behavioral health services. The range of services provided supported the diverse mental health needs of the patient population.
- *United Way of Brazoria County (UWBC)* generously awarded \$50,000 towards MyCHN's Integrated Behavioral Health Program to provide counseling and 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 137 low-income, uninsured Brazoria County residents with 542 behavioral health visits with UWBC funding. A significant portion of these patients presented with severe mental health issues, requiring more intensive support for counseling sessions. This explains the high volume of counseling visits delivered during the grant period, highlighting the substantial need for therapy services and the effectiveness of the funding in meeting those needs.

MyCHN received \$1,189,595 in state and federal funding:

- MyCHN was awarded a \$500,000 grant through the *Accelerating Cancer Screening award (AxCS)* grant to launch a comprehensive cancer screening initiative focused on improving early detection breast, cervical, and colon cancer screenings. MyCHN is partnering with M.D. Anderson Cancer Center in Houston, Texas, an NCI-designated cancer center, for the project. The initiative aims to expand access to lifesaving services in the community to reduce health disparities, improve early detection rates and ultimately save lives by identifying cancers at their most treatable stages. As part of this initiative, MyCHN used the AxCS grant funds to purchase a new state-of-the-art mammography unit to perform mammograms and hired an experienced mammography technician with specialized training in breast imaging and patient care. MyCHN anticipates mammography services to begin at the Pearland Family Health Center site in 2025.



"We are honored to receive this award [AxCS]. This grant allows us to continue our mission of serving the underserved and expand access to life-saving cancer screenings and treatments. With this support, we can significantly impact the lives of many individuals, helping to detect cancer early and providing them with the best possible care."

Mark Young, CEO of MyCHN

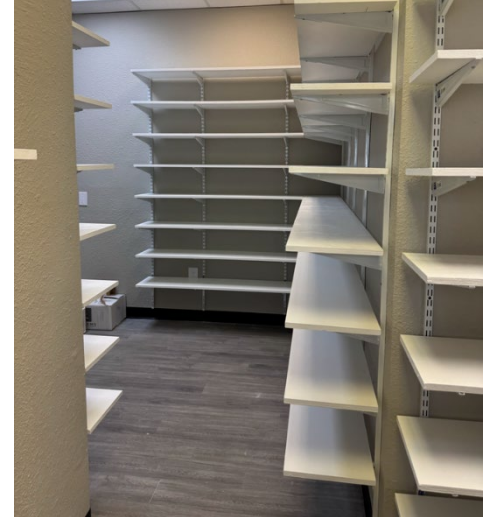
- MyCHN also received \$689,595 for Year 3 ***Substance Abuse and Mental Health Service Administration (SAMHSA) Certified Community Behavioral Health Clinic Planning, Development, and Implementation (CCBHC-PDI)*** for continued support of MyCHN’s behavioral health program. This funding helps provide 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.

In addition, MyCHN received funding through the Department of State Health Services (DSHS) for several additional programs to further support and expand essential healthcare services. These included awards Primary Health Care (PHC), Family Planning Program (FPP), Title V grants for prenatal medical, prenatal dental, child medical, and child dental services. These funds help enhance MyCHN’s ability to provide comprehensive, accessible care to women and children across the communities it serves.

- MyCHN received a \$650,000 ***Federally Qualified Incubator Program Grant*** from the Texas Department of State Health Services to initiate a capital improvement construction and equipment project. The project allowed MyCHN to renovate space and expand services at MyCHN’s Brazoria County Dream Center location (MyCHN Clute); provide salary support; add a dental clinic; cover equipment costs to furnish the new exam rooms, front desk, pharmacy, and lobby areas.



Demolition began shortly after the contract was awarded. Within one-month, new plumbing lines were installed and framing was completed, marking significant progress early in the project.



The construction phase was completed on October 31, 2024. By December 19, 2024, all clinical areas, including the pharmacy, were fully outfitted and ready to serve patients.

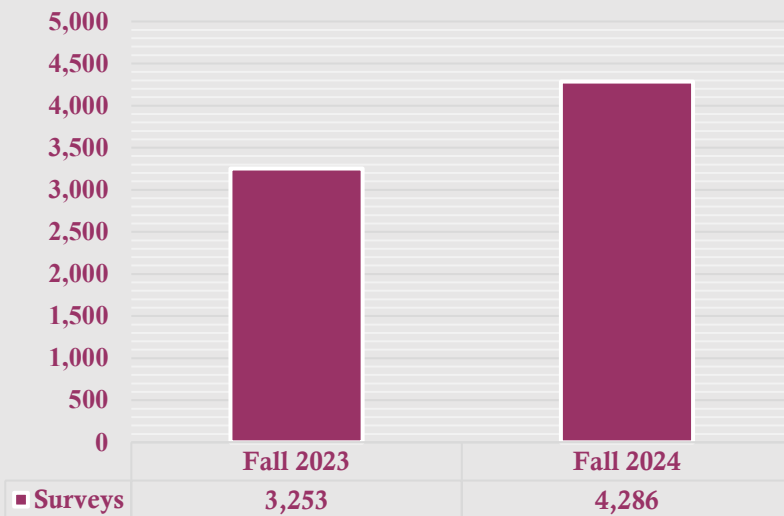
Fall 2024 Patient Satisfaction Survey Results

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 makes the survey process successful each year with their efforts to collect the surveys.

Patient Satisfaction Survey Trend



*Spring 2024 surveys were not conducted.

Do you consider MyCHN as your regular source of care?

96.2%

Responded "Yes"

How is the provider at listening to your needs?

96.4%

Rated their provider as Great 82.1% or Good 14.3%

Are the charges for your care reasonable?

96.2%

Responded "Yes"

Would you recommend MyCHN to you friends and family?

98.2%

Responded "Yes"

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

96.4%

Rated their satisfaction as Great 82.5% or Good 13.9%





Patient Survey Comments:

- ★ “You [MyCHN] are all awesome 🙏 I have been to many doctors and have never been treated as great as I have been treated here. Everyone is so understanding and so very nice. From the secretary to the doctors, everyone is amazing, they all deserve a raise!!!! You all are amazing at your job ❤️”
- ★ “You guys [MyCHN] are amazing!! Everyone from the one who answered the phone, to the nurses, to the doctor, are all so nice and helpful. No unpleasant attitudes, just good people who truly care about your health 🙏❤️.”
- ★ “Today's visit was EXCELLENT. The provider was much better and more personable than my previous. Tran Nguyen [Family Nurse Practitioner] made me feel comfortable and I will definitely be making her my PCP with MyCHN.”
- ★ “Muy agradecida con la atención recibida salí muy satisfecha son muy profesionales recibí un trato rápido amable y respondieron a mis inquietudes.” (*“Very grateful for the attention I received. I left very satisfied. They are very professional. I received quick and friendly treatment and they responded to my concerns.”*)
- ★ “Mrs Pamela Gamble [Family Nurse Practitioner] is amazing, she took care of me. The MAs [Medical Assistants] Dinora and Allison are very patient and sweet, Rose and Hannah [Patient Services Specialist] at the front very welcoming always with a smile, and Elizabeth [Pharmacy Tech] at the pharmacy amazing. Great treatment here at Tech Drive.”
- ★ “Ms. Iffy [Ifeoma Onozie, Family Nurse Practitioner] was outstanding. She listened to my needs and understood my issues. Great care with awesome access to treatment when I needed it the most...within two hours of my initial phone call. AWESOMELY WONDERFUL! Thanks for being there CHN.”
- ★ “Me gusta mucho esta clinica son muy eficientes en todo empesando desde el personal de enfrente hasta mi doctora que es muy atenta. No los cambio por nada.” (*“I really like this clinic. They're very efficient in every way, from the staff at the front desk to my doctor, who is very attentive. I wouldn't change them for anything.”*)
- ★ “Love my provider Briana Jones [Family Nurse Practitioner] and her staff. They are amazing and always give the best patient care.”
- ★ “Me tratan excelente estoy muy satisfecha en atenderme en su clínica mi doctora es excepcional me a ayudado mucho.” (*“They treat me excellently. I am very satisfied with being treated at their clinic. My doctor is exceptional and has helped me a lot.”*)
- ★ “My provider was wonderful in assessing the situation and providing what I needed to get better. This was my first time to visit here and I'm glad I found it. Will definitely be back for future needs.”
- ★ “My wife has been receiving the best personalized care by Dr Choksi [Board-Certified Oncologist] and his staff. Dawn, Jennifer, April, Candy and Affnie [Medical Assistants] to name a few have been so nice and supportive. I also would like to mention Dr. May who just recently is helping to aid in her recovery. We deeply appreciate all they do. Thank you so much!”
- ★ “MyCHN is an establishment that I hope to continue services with for as long as possible. Everyone is always considerate of my health needs and welcoming when I have felt anxiety.”
- ★ “La medicina me ayudó mucho. El trato y la importancia que le dan a uno es muy excelente muchas gracias Dios les multiplique al 100x 1 todo lo que hacen con las personas ❤️🙏” (*“The medicine helped me a lot. The treatment and the importance they give is excellent. Thank you very much. May God multiply everything you do for people by 100x.”*)
- ★ “I want to thank everyone at your clinic [MyCHN]!! Everyone has been wonderful listeners and very professional at the same time!!”
- ★ “I truly appreciate the care that I receive from Ameer Stoneman [Family Nurse Practitioner]! She is caring, patient and includes me in decisions regarding my health care. I highly recommend her to anyone in need of care. My friend and my daughter now see her and are very happy with their care.”

2024 MyCHN Empathy Champion Awards

The dedicated staff of MyCHN work hard to positively impact 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 2024:

Jennifer Harrison
Medical PSS



Empathy Champion's Story:

When a patient came into the clinic after her spouse's recent passing, Jennifer immediately got out of her chair and gave the patient her condolences. The patient greatly appreciated Jennifer's comforting words. Jennifer offered the patient water, and the Medical Assistant was able to admit her as soon as possible to give the patient privacy.

February 2024:

Roselynn Trigo
Medical Assistant



Empathy Champion's Story:

On Valentine's Day, a new, elderly patient came into the clinic experiencing pain. After Roselynn conducted her usual intake, the patient's intake history revealed signs that raised concern for cervical cancer. During the exam, the patient experienced a bleeding emergency. Roselynn remained by the patient's side, keeping her calm and meeting her immediate needs. Roselynn made herself fully aware of the patient's emotional, physical, and financial needs to assist with the care plan. Roselynn assured the patient that she would continue to support her through the process until she could secure insurance and an appointment with Oncology.

March 2024:

Shelly Ogle
Patient Service Specialist



Empathy Champion's Story:

Shelly went above and beyond in working with a patient with Down Syndrome by taking the time to connect with him while he was upset about getting a shot. She calmed him down and connected with him by talking about his love of wrestling. When it was time to go back to the room to get his shot, Shelly received permission from the mother and patient to sit with him and talk to him to distract him from his fear. The patient held Shelly's hand and received his shot. The mother raved about the experience afterwards and told the clinic staff it was an experience she and her family would not forget. They felt so appreciated and comforted by Shelly's warmth and kindness.

April 2024:

Lisa Vermeersch
Supervising Nurse at Home Health



Empathy Champion's Story:

Lisa had a patient who lived alone and, unfortunately, her living situation had deteriorated to nearly unlivable conditions. The Home Health team went to work and arranged for the patient to have home health aide and visits to assist bathing, physical therapy, and skilled nursing assistance with medication compliance and education. The patient's neighbor inquired to Lisa about the patient and Lisa told the neighbor that the patient struggled with social isolation. From this interaction, the neighbor began checking up on the patient and was able to fix her sink and shower at no cost to the patient. The patient also noted that the neighbor's sister had a cleaning service that would help clean her house. She was so thankful for everyone's assistance.

May 2024:

Melissa Linderman
MyConcierge Clinical Manager



Empathy Champion's Story:

A patient came into the office as a walk-in who was not feeling well. He conveyed that he was having chest pain and that it kept him up at night. A Patient Services Specialist team member called Melissa over to assess the situation, but the patient stated he just wanted his blood pressure checked and that he didn't want to see a doctor because he had a drug test that he needed to go to later that day for a new job and didn't want to miss it. Melissa took the patient to get his blood pressure checked and called EMS. The next day, Melissa called local hospitals to check on the patient and tell him his motorcycle would be safe in the MyCHN parking lot. The nurse from the hospital said he was recovering from a heart attack. Five days later, the patient came back in and thanked Melissa for saving his life and keeping him calm. He also got his dream job.



June 2024:

Teresa VanValkenburg
MyCHN Whole Person Care Associate Director



Empathy Champion's Story:

A patient walked into Scarsdale but seemed hesitant as she entered. With the front desk staff assisting another patient, Teresa noticed the patients discomfort and kindly asked how she could help. The patient became emotional and asked if she could speak to her. Sensing the urgency, Teresa quickly took her to the back for privacy. Teresa remained calm and understanding while the patient explained how she was dealing with emotional stress. With empathy and quick thinking, Teresa ensured the patient received timely support by scheduling her with Kaeside, Psychiatry Nurse Practitioner for further care.

September 2024:

Carla Garcia
HR Specialist



Empathy Champion's Story:

Carla goes above and beyond to help employees, giving curated attention to new hires to ensure they are onboarded and ready to start at MyCHN, even if it includes late nights and weekends. When her new employees struggle with external issues, she finds solutions to help them succeed. A recent example of Carla's dedication involved a new hire reaching out to her on her personal phone with questions about their paperwork. Although she had provided detailed instructions, Carla took the time to assist the employee throughout the weekend, even answering calls on a Sunday morning.

August 2024:

Jordana Harwell
Patient Experience Manager



Empathy Champion's Story:

Jordana went above and beyond for a patient in need of documentation in order to receive the formula needed for an nasogastric tube. She kept in contact with the Care Coordination, the patient's mother, and the provider to assist in getting things done. In the end, the patient was taken care of and the mother was very appreciative. Without the documentation and visit with the provider Jordana coordinated, the patient would have been at a risk of being rehospitalized again. Jordana made it possible for the patient to be seen quickly and made follow-ups with the mother several times. She also suggested offering the mother more support from Care Coordination to take some stress off of her.

October 2024

Teresa VanValkenburg
MyCHN Whole Person Care Associate Director



Empathy Champion's Story:

A patient entered the Scarsdale clinic after being turned away from the emergency room (ER) without getting the assistance needed to be submitted to the police. Unfortunately, the patient was a victim of rape and human trafficking whose car was also stolen. She needed a Mediation-Assisted Treatment (MAT) appointment, but had no money for Suboxone and no ID. Teresa contacted the Crisis Coordination and MAT Coordinators for additional support. She encouraged the patient to go to the police to report the rape. When the patient returned, Teresa escorted her to the pharmacy where she received her prescription. The patient was escorted by a constable to the hospital afterwards. Teresa's final words were, "I really hope she gets the help she needs. That was heartbreaking." Teresa's compassion and persistence ensured the patient received care, dignity and support when it mattered most.



November 2024

Contressa Watts
Behavioral Health Medical Assistant



Empathy Champion's Story:

"I just want to tell Contressa thank you for calling me every time I miss my appointment. My wife loves to hear you fussing at me about it. My visit was yesterday, and I didn't know the month was already here. I did not login on time because I was having trouble. When she called back, my wife said, 'That lady is about to fuss at you.' She just let me know if she had to call me every minute of the clock, she would. Thank you, Contressa, for having an amazing personality. We old folks need good young people like you."—MyCHN Patient

Contressa goes above and beyond everyday to ensure every patient feels heard, valued, and supported. She has exceptional dedication to providing compassionate, patient-centered care.

Annual Employee Appreciation Celebration

MyCHN celebrated their Annual Employee Appreciation festivities at the Brazoria County Fairgrounds! The fun activities included food such as crawfish, fried fish, hotdogs and more, games, a dunking booth, and water slide. This celebration brought the fantastic MyCHN team together from all locations for a day of laughter, fun, and bonding.

Teamwork truly makes the dream work here at MyCHN!



MyCHN's Dr. Yvette Poindexter & CEO, Mark Young



Chief Administrative Officer, Penny Pabst & SVP, External and Strategic Affairs, Ezreal Garcia



The MyCHN team and their families gathered to enjoy some tasty food and good times together!



Guests brought their own beverages and lawn chairs, making the day comfortable and relaxed. A live DJ kept the energy high throughout the day, and karaoke made for memorable moments on the dance floor. The event was held to show MyCHN's heartfelt appreciation for its dedicated employees. The event served as a way to celebrate their hard work, commitment, and contributions to the organization, while also providing an opportunity for staff and their families to relax, connect, and enjoy time together outside of work.



MyCHN Staff mingling and socializing



Dr. Poindexter, Jolie Gana and Jules Rangel take a selfie!



James Simmons took a turn in the dunking booth, adding lots of laughs to the event!



Staff busting a move on the dance floor!

Patient Success Story: Overcoming New Challenges Eligibility Services

An older patient came in who had lost his daughter earlier in the year. His daughter left behind three very young children, a three-year-old, a two-year-old, and an 11-month-old. After her passing, he was the only relative left and was granted guardianship. He had two people outside of MyCHN help him submit Medicaid and SNAP applications, however, they were done incorrectly. He came into the clinic distraught and in need of help. Melissa Parra, Eligibility Specialist, assisted him with submitting Medicaid and SNAP applications correctly for all three grandchildren. He thanked her and told her that he did not know MyCHN helped with these types of services. Melissa also placed him in MyCHN's in-house programs and offered counseling and informed him of additional resources. The patient also said that he was going to bring in the children for medical and dental services in the future. He left feeling like a weight had been lifted off his shoulders. The patient was very grateful for Melissa's support.



Patient Success Story: Finding the Right Fit in Therapy Behavioral Health

A patient was recommended to seek therapy services with MyCHN's Licensed Professional Counselor (LPC), Alma Garcia, after trying numerous times to cope with long-term traumatic family dysfunction. She had tried other therapists in the past that she didn't quite connect with. When she started seeing Ms. Alma, the patient's situation started improving. They clicked in a way that she had never clicked with a therapist before. Alma helped her set healthy boundaries, change her behavior, and stay close to her grandkids. Alma improved the patient's mental health significantly and brought peace back into her life.



Patient Success Story: Therapy Success Behavioral Health

A Behavioral Health patient was hesitant to begin her first session with Phoung "Maddie" Luu, Licensed Professional Counselor (LPC), but after meeting for the first time, she could not have asked for a better therapist. Maddie showed her patient empathy, compassion, and encouraged her to be her best self in their therapy sessions. Maddie gave the patient materials to study and work on as well as detailed, practical advice so that the patient can feel more secure in herself and make healthy decisions. Thanks to Maddie, the patient felt more confident in being a mother and helped her work through her past trauma. She was given the right tools to reach her fullest potential. She felt relieved that she was free of the constraints of her stress and emotions and can now handle her life with confidence and wisdom thanks to Ms. Phoung Maddie Luu.



Patient Letters:

MyCHN Pasadena received a wonderful note from a patient expressing their gratitude, especially towards their wonderful nurses, Dulce and Kiara.

“Thank you for your outstanding dedication and care. I’m grateful for the exceptional support you provided for my son. Awesome staff. A very good atmosphere. The nurses that drew his blood [were] awesome.”

COMMUNITY HEALTH NETWORK
www.chhn.org | 408.438.3333 | 1000 S. 10th Street, Phoenix, AZ 85001

Name: [REDACTED]
Phone Number: [REDACTED] Email: [REDACTED]
Location: 6245 Fairmont Plwy Date: 6-25-24
Comments: Thank you for your outstanding dedication and care. I am grateful for the exceptional support you provided for my son. Awesome Staff. A Very Good Atmosphere. The nurses that draw his blood she awesome. Dulce + Kiara
Proud Mother, [REDACTED]
Thank you for your remarks. We appreciate your feedback.



The **MyCHN League City** staff were pleasantly surprised to find that a patient had sent them a box of Tiff's Treats cookies for their amazing work.

“Thank you for the tireless dedication and compassion you show every day. Your selflessness does not go unnoticed. Thank you all! Enjoy!”

MyCHN Freeport received a comment card from a patient praising Briana Jones, FNP.

“Briana Jones is top notch. I love her, she addresses all of my issues. She's the best out of all of the [providers] I've seen here since coming here eight years ago. Thank you.”

COMMUNITY HEALTH NETWORK
www.chhn.org | 408.438.3333 | 1000 S. 10th Street, Phoenix, AZ 85001

Name: [REDACTED]
Phone Number: [REDACTED] Email: [REDACTED]
Location: Freeport Date: 3-25-24
Comments: Briana Jones is top notch. I love her she addresses all my issues. She's the best out of all of the doctors I've seen here. Since coming here 8 yrs ago. Thank you
Thank you for your remarks. We appreciate your feedback.

2024 Event Highlights

In 2024, the MyCHN Outreach Team played a key role in representing the organization at a wide range of community events and partner meetings across its service area. The team worked diligently 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.

EVENTS:

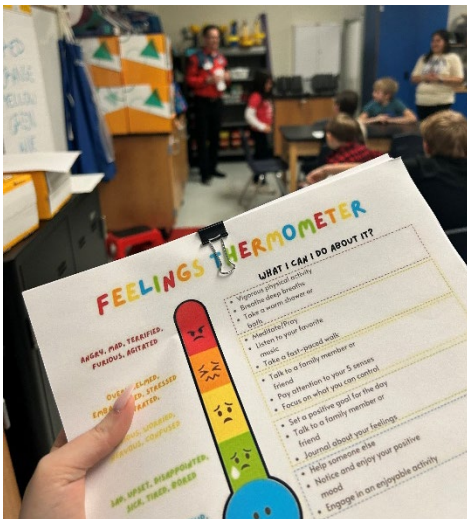
- MyCHN's Project Development Advisor, Jiali Sun, led a **MyCHN Wellness** session featuring a Senior Tai Chi lesson at a fitness center located in the B.R. Hester Complex in Clute, TX.

- The wellness session was joined by Care Coordinator, Nohemy Carreon, who participated in the exercise and introduced Remote Patient Monitoring (RPM) devices to the group.
- MyCHN Wellness Sessions are focused on 18 forms of Tai Chi movement, a series of slow, relaxing movements known for their health benefits for the body and mind.



Tai Chi with Wellness expert Jiali Sun and a group of

- MyCHN was featured in a segment of **CW39's Houston Happens** with MyCHN's Business Development Manager Max Garcia and Chief Financial Officer Linh Tran to discuss MyCHN's new MyConcierge program. During the segment, they explained how the MyConcierge program empowers patients to take control of their healthcare with personalized support and streamlines access to MyCHN services.
- MyCHN proudly sponsored the **Fit 4 the Cause Health and Fitness Expo** at the Lake Jackson Recreation Center. The event was hosted by Brazosport Area Alumnae Chapter of Delta Sigma Theta Sorority, Inc., and aimed to raise awareness on mental and physical health. Attendees enjoyed a morning of yoga, fitness activities, wellness tips, and fun, all while learning about the importance of a healthy lifestyle.



- MyCHN attended a local school where James Simmons, MyCHN's Crisis Prevention Program Manager, led an engaging and interactive session about mental health for a classroom of children. James introduced the concept of a "feelings thermometer" and discussed positive coping strategies tied with a fun and educational game of emotion charades. Special thanks to James and the MyCHN Outreach Team for their collaboration and expanding opportunities to allow the Certified Community Behavioral Health Clinic (CCBHC) staff to participate in impactful events.

Feelings Thermometer – A visual tool that helps kids and adults measure how they are doing emotionally and identify steps they can take to shift their mood.

- MyCHN embraced the spirit of love during Valentine’s Day by creating handmade Valentine cards and donating Valentine candy to bring joy and support to children and youth in foster care. All items were generously contributed by MyCHN staff and donated to the **Galveston County Department of Family and Protective Services** for distribution.



Handmade Valentine cards crafted by MyCHN staff from all clinic sites.



Dental Hygienist Royella Brown providing dental cleanings at the Alvin Head Start

- MyCHN’s Outreach and Dental Team (Maria Martin, Max Garcia, Claudia Rodriguez, and Royella Brown) visited the **Brazoria County Health Start School** in Alvin and met with parents at a parent-family meeting to discuss MyCHN’s services and the importance of dental health for their children. The team did an outstanding job providing clear and thoughtful responses to ensure parents felt informed and comfortable by the end of the meeting.
- On another occasion, MyCHN’s Outreach Specialist Maria Martin and Dental Hygienist Royella Brown visited **Brazoria County Health Start School** in Alvin where Royella provided dental screenings and cleanings as well as providing oral health education to children.

- MyCHN presented at **Brazoria County Center of Independent Living (BCCIL)** to educate a group of men on Cancer Prevention and Stress Awareness:
 - Chronic Care Champion Lead Roxana Syers presented on cancer prevention. The men were highly engaged and appreciative of the impactful sessions Roxana delivered.
 - Qualified Mental Health Professional (QMHP) Stephanie Hernandez provided a powerful presentation discussing the importance of stress awareness, sparking meaningful conversation and participation among the attendees. In addition, MyCHN Home Health brochures were provided to help participants learn more about MyCHN’s available services.



- MyCHN’s Pediatric Dentist’s Dr. Moustafa Badawai and Dr. Farh El Alfy, represented MyCHN at the **American Academy of Pediatric Dentistry (AAPD) Annual Session**, an event offering continuing education towards all levels of pediatric dentists.



MyCHN staff at the Hike for Hope 5K Walk

- MyCHN staff participated in the *American Foundation for Suicide Prevention (AFSP) "Hike for Hope"* 5K walk in Galveston, TX, an event dedicated to raising awareness for suicide prevention and mental health support. MyCHN is glad to be a voice in the community. #BetheVoice

- MyCHN's Trauma Informed Care team presented at the *Hope Clinic*, featuring MyCHN team members: Jolie Gana, Jiali Sun, Nydia Garcia, James Simmons, and Dr. Yvette Poindexter. The presentation focused on the principles of trauma-informed care, emphasizing the importance of understanding, recognizing, and responding to the effects of trauma in clinical and community settings.

- MyCHN's Healthy Texas Women Navigator Mary Gear presented at the *Brazoria County Head Start School* in Alvin to inform mothers about Healthy Texas Women (HTW) and Medicaid programs. She also gave a presentation to the WIC staff on HTW and Medicaid programs.

- MyCHN HIV Navigation Team had the pleasure of participating in the *Fifty Fathers Organization's Father's Day* event. The purpose of the event was to support men, women, and children by promoting strong family connections and reducing the prevalence of single-parent households. The MyCHN's HIV Team offered rapid HIV testing and resources about MyCHN for whole-person care services.



MyCHN's HIV Team offered rapid HIV testing and resources about MyCHN for whole-person care



MyCHN's Outreach Team joined in on the 4th of July celebrations, proudly representing MyCHN while engaging with the community.

- Celebrating Independence Day with the community! MyCHN's Outreach Team had an amazing time at the *Lake Jackson 4th of July Celebration* at the *Doris Williams Civic Center* alongside various community stakeholders! The team had a wonderful time engaging with community members throughout the event.

- In recognition of **National Immunization Month** during the month of August, MyCHN’s efforts to protect and promote community health were proudly demonstrated through two successful vaccination events:

- MyCHN participated at the **JB Hensler Vaccine Event** where MyCHN’s, Family Nurse Practitioner Mya Grisby and Medical Assistants Sandra Sanchez and Cristina Alvarado successfully vaccinated 10 children.
- In addition, on August 3rd, a successful vaccination event took place in which 13 children were vaccinated.



Medical Assistants Cindy Hernandez and Esther Perez were recognized for their outstanding work, playing a crucial role at the vaccination event.

Across both events, the Team demonstrated exceptional collaboration and dedication, positively impacting the lives of 23 children through vaccination efforts.

- MyCHN attended the annual **Elected Officials Meet and Greet at the University of Houston Clear-Lake in Pearland** with many community stakeholders. The annual event was an excellent opportunity to connect with businesses and elected officials.
- MyCHN Home Health Services attended **Senior Day at the Brazoria County Fair** where attendees were provided with information about the range of services MyCHN offers including skilled nursing, physical therapy, occupational therapy, and home health aide services. These services allow seniors to receive healthcare they need while allowing them to remain comfortable and safe in their own homes.
- MyCHN participated in the **College of the Mainland’s 2024 Fiesta Comunidad** event in celebration of **Hispanic Heritage Month**. The event was filled with family events, live music from mariachi bands, and performances from Aztec dancers.
- MyCHN participated in the **Annual Alvin Community College (ACC) Fall Festival** and provided resources and sweet treats along the way to children dressed in festive costumes.



MyCHN’s outreach team members Miriam Guzman and Maria Martin attended the ACC Fall Festival, where they had the opportunity to connect with the community and snap a photo with ACC’s mascot, “Blue” the dolphin.

- MyCHN participated in the *University of Houston Clear-Lake 3rd Annual Outdoor Scare on the Square* at the UHCL Pearland campus. The fun-filled, family-friendly event featured inflatables, games, face painting, food trucks, and more. Guests were encouraged to come in costume and enjoy an afternoon of exciting activities, music was provided MyCHN, and refreshments from Raising Cane's.
- In an effort to support families during the holiday season, MyCHN donated H-E-B gift cards to *Clute Intermediate School* and to families served by *Communities in Schools* of Southeast Harris and Brazoria County families for Thanksgiving. This contribution was intended to help provide holiday meals and ease the financial burden of families in need.



- MyCHN proudly supported local holiday celebrations by participating in two Winter Wonderland events in December:
 - MyCHN served as a community event sponsor for the *Winter Wonderland event* hosted by *Clear Brook City Municipal Utility District (MUD)* and the *South Belt-Ellington Chamber of Commerce*. The event featured fun-filled attractions, family friendly restaurants and a variety of fantastic exhibitors.
 - MyCHN participated in the *Clear Brook City Municipal Utility District (MUD) 3rd Annual Winter Wonderland* event, a family friendly event that included live music, games, food and pictures with Santa and Mrs. Claus. MyCHN was proud to be an event sponsor, helping bring holiday cheer to families in the area.

School Bashes

- MyCHN participated in the *Brazoria County Dream Center's annual Back 2 School Bash* at MyCHN Clute. The event was open to families with school-aged children enrolled in Brazoria County public schools. Families were provided with health and oral screenings, essential school supplies, and valuable resources from community partners for parents to ensure their children have a healthy start to the school year.



“We are thrilled to host the Back 2 School Bash at our Clute location. This event is a wonderful opportunity for families to come together, have fun, and prepare their children for a successful school year.” –Mark Young, CEO of MyCHN



“We are excited to partner with MyCHN, as they bring invaluable resources to our families and community. Having MyCHN within our facilities has been immensely beneficial. Their support at the BCDC Back 2 School Bash offers a wealth of options for families and students to prepare for the new school year. The BCDC Back 2 School Bash provides school supplies, new tennis shoes, and hygiene kits to registered students, along with the support of 20 community partners.” –Terri Willis, CEO of Brazoria County

- MyCHN participated in *Clute Intermediate's Registration Day*, offering school vaccines for **40 children** while sharing information about MyCHN resources.
- MyCHN also participated in *Operations Backpack 2024 for Communities in Schools*, one of MyCHN's community partners.
- MyCHN participated in the *Houston Health Department's Back to School* community event to give resource information. 1,200 students at the event walked away prepared for the school year with packs of school supplies.



Operation Backpack 2024

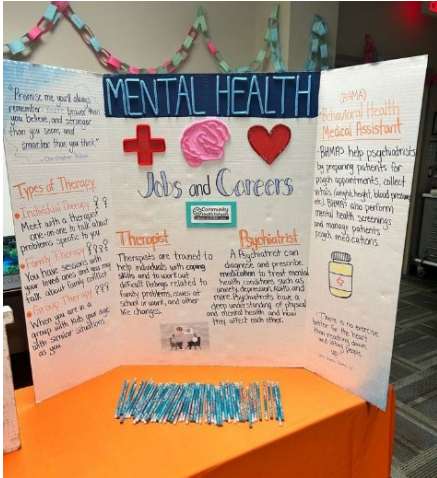
Health & Career Fairs

As part of its continued commitment to community outreach and health education, MyCHN participated in a series of local health fairs and career days across MyCHN's service area. These events serve as valuable platforms for MyCHN to connect with students, families, and community members while promoting awareness of its comprehensive healthcare services and programs.

- Burnett Elementary Community Health Fair
 - MyCHN's dedicated Vice President of Operations and Dental Director **Claudia Rodriguez** conducted dental screenings for 20 children, contributing to the promotion of oral health within the school community.
- Genoa Elementary Health Fair
- Mae Smythe Elementary Resource Fair
- Share the Love Community Resource Fair
- Mark Twain Elementary Career Day
- West Brazos Junior High College and Career Day
 - MyCHN's Quality Director **Nydia Garcia** highlighted mental health services and discussed career opportunities in behavioral health and community care.



Vice President of Operations and Dental Director Claudia Rodriguez and Outreach Coordinator Darlin Rodriguez



QMHP Stephanie Hernandez educated students on various mental health careers such as therapist, psychiatrist, and behavioral health assistant by presenting a detailed poster board outlining each role and its responsibilities.

Luncheons & Sponsorships

MyCHN values attending community meetings, luncheons, and events as essential opportunities to build relationships, collaborate with local partners, and expand its impact across the region.

- MyCHN along with community stakeholders, Sodalis Senior Living, Angels, CareBuilders, and Cypress Woods sponsored the winter dance at the Doris Williams Civic Center in Lake Jackson where they had music, dancing, and hors d'oeuvres for seniors.
- MyCHN attended the Pasadena State of the City Luncheon hosted by the Pasadena Chamber of Commerce, where MyCHN featured a resource table and promoted its 4th Annual Dodge for a Cause Dodgeball Tournament.
- MyCHN proudly sponsored the Latino Health Summit, demonstrating its commitment to improving the health and well-being of the Latino community.
- MyCHN proudly supported the San Jacinto Education Foundation to raise awareness about the importance of education and supporting the next generation.
- MyCHN and many other non-profits such as Actions Inc., Angleton ISD, DV8, Lions Club, Women's Center, Gulf Coast Center, and more sponsored the Non-Profit Expo presented by the Greater Angleton Chamber of Commerce at the Springs Magnolia Manor.



Outreach Coordinator Daisy Portillo and Social Determinants of Health Manager Tyrasia Starghill at the Non-Profit Expo



- MyCHN sponsored the Women in Leadership Luncheon hosted by the Alvin-Manvel Area Chamber of Commerce in support of empowering women in leadership in the local community.
- MyCHN had the privilege of sponsoring and supporting the annual Kidz Harbor Gala in support of their mission to meet the health and well-being needs of children at their facility.

- MyCHN served as a reception sponsor for the Texas City ISD New Teacher Welcome luncheon hosted by the Texas City La-Marque Chamber of Commerce at the Charles T. Doyle Convention Center. MyCHN's outreach team hosted a resource table with giveaways and provided teachers with MyCHN resources, highlighting valuable sources for both educators and their students.

Podcasts

MyCHN's podcast series offers insightful conversations with community partners and experts, highlighting key initiatives and important health topics impacting the community.

- ***Harvest for the Hungry with MyCHN CEO Mark Young:*** MyCHN's Chief Executive Officer Mark Young hosted a podcast featuring David Huang, founder of Harvest for the Hungry, and Risha Broom, the organization's office manager. They discussed the organization's mission to support those in need by providing fresh, free produce to the indigent population. The conversation included details about their newly opened education building, summer farming program, and the meditation classes offered by MyCHN's wellness expert, Jiali Sun.
- 
- ***Relaunch of BrazCo Resource Network:*** In July 2024, the BrazCo Resource Network relaunched alongside new developments at MyCHN. In this episode, Creative Design Specialist Kristen Jones introduced MyCHN's Chief Administrative Officer Penny Pabst, Vice President of Health-Systems and Technology Development Melialoha Bartlett, Social Determinants of Health Manager Tyrasia Starghill, and United Way of Brazoria County's Community Engagement Manager Daisy Ozuna. They discussed the new enhanced and refined technology, the social determinants of health needs in the community, and how these improvements aimed to foster community growth and success.
 - ***The Dangers of Self-Diagnosing:*** In this episode, Communications Lead Specialist Tolulope Ayoola and Marketing Coordinator Trevon Garner discuss the rising popularity on the internet with self-diagnosing among young people, particularly related to mental health. They highlighted the risks of self-diagnosis such as mislabeling emotions and negatively influencing others, while sharing their personal strategies and methods for mental health improvement and providing information on how to reach out to MyCHN for support.
 - ***Throwing Heat: The Heated Dodgeball Competition Benefitting MyCHN:*** Community and Donor Relations Manager Darlin Rodriguez and Vice President of External and Strategic Affairs Ezreal Garcia discussed the 2024 Dodge for a Cause tournament, a fundraiser supporting MyCHN patients and services. They emphasized the critical role of MyCHN's oncology program and the event's goal of raising awareness and funds to assist underinsured and uninsured individuals who face barriers to cancer treatment. They also highlighted how the Dodge for a Cause tournament directly supports this vulnerable population.

FoodRX Market Trailer Program

MyCHN collaborates with the **Houston Food Bank** to provide food 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 to support individuals and families in need.

The Food RX Program is a health initiative where healthcare providers “prescribe” nutritious foods to 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 and education to improve their health. Eligible patients receive up to 30 pounds of healthy food at each event, including 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.

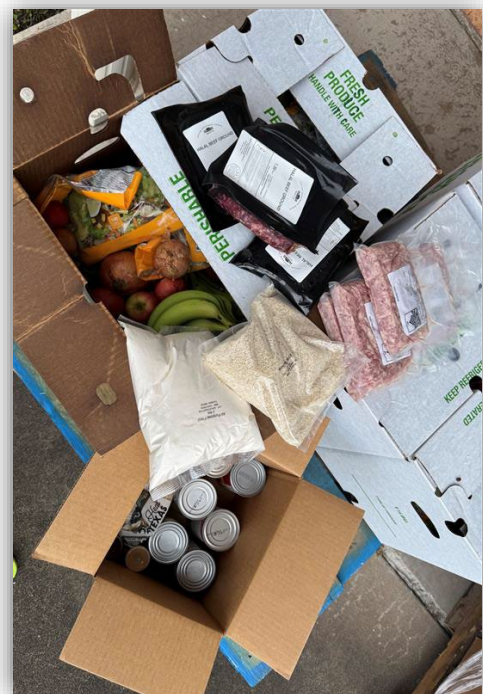


MyCHN hosted the Food RX Food Market Trailer at the Pearland Chamber of Commerce in Pearland, TX from January through August 2024. On September 16th, the Food RX Market Trailer was relocated to **MyCHN’s Callaway** site, bringing the event closer to the community MyCHN serves. This strategic move aimed to increase accessibility and better meet the needs of patients and families.

Following the relocation, the Food RX Market Trailer saw an increase in the number of families assisted with food and essential resources:

January:	15 individuals and families
February:	27 individuals and families
March:	36 individuals and families
April:	29 individuals and families
May:	42 individuals and families
June/July:	N/A
August:	35 individuals and families
September:	65 individuals and families
October:	45 individuals and families
November:	45 individuals and families
December:	45 individuals and families

Note: The FoodRX Market Trailer event did not occur in June, and the July event was cancelled due to Hurricane Beryl, which impacted the area on July 8th, 2024, and caused unsafe road conditions.



Thanksgiving-themed holiday food packages were provided to help families prepare for the holiday season with healthy, festive meals.



MyCHN's 5th Annual Fundraiser

MyCHN is thrilled to announce the 5th Annual 2024 Dodge for a Cause, a community-driven event that combined the thrill of a friendly yet competitive dodgeball tournament with a mission to make a lasting impact on the communities served by MyCHN.

The Mission

Dodge for a cause is more than just a tournament; it's a rallying cry to bring the community together for a purpose. The proceeds from this event will play a crucial role in supporting MyCHN's mission to improve access to oncology services for patients. This event is crucial in supporting MyCHN's delivery of healthcare services to uninsured and underinsured populations, improving outcomes, and advocating for equitable care.

The Dodge for a Cause events were held at:

- **Northern Tournament**
 - Pearland Recreation Center, Saturday June 8th, 2024
- **Southern Tournament**
 - Lake Jackson Recreation Center, Saturday June 22nd, 2024

Support for this cause not only made the 2024 Dodge for a Cause a memorable event but has also helped MyCHN advance the mission of providing accessible health for those who need it most.



Congratulations to
Communities in Schools of
Southeast Harris and Brazoria
County Inc. on their first-place
win!

Congratulations to 1820
Coffee House on their
first-place win!

Making a Difference in the Community

MyCHN aims to bridge the gap in healthcare access by offering services to those who may not have the means to afford it. MyCHN's work is centered around people with a commitment to serving every patient, staff member, and community partner who walks through the door, no matter their ability to pay. Participation in the 2024 dodge for a cause directly contributed to funding the care for patients in the community who are in need.

A Special Thanks to our Sponsors:

- ★ Clinical Pathologies Labs
- ★ Frost Bank
- ★ Shell Federal Credit Union
- ★ Texas Advantage Community Bank
- ★ Pasadena Rotary
- ★ Lopez Custom Contractors
- ★ Alvin Community College
- ★ PNC Bank
- ★ HCA Pearland
- ★ Global Financial Impact
- ★ UTMB
- ★ MD Anderson
- ★ Quest Diagnostics
- ★ Ovation Health

Thank you to all the amazing teams for their determination and competitive spirit!

- MyCHN Elevate -Pearland Chamber of Commerce -1820 Coffee House -City of Alvin
- Forgotten Angels -LMSL Training -Brazoria County Hispanic Chamber
- Alvin Community College -Ovation Health -Wellby -N.A.H.S.E. Houston Chapter
- Smart Financial -Moo Kod -Texas Community Bank -PNC Bank -NAHLE -HCA Pearland
- Casa Ole -Ezreal's Team -Penny's Team -Communities in School -Merie Abercrombie
- New York Life -UTMB -Brazoria County Hispanic Chamber -Texas Advantage Community Bank
- Global Financial Impact -Brazoria County Hispanic Chamber Young Professionals
- Angleton Fire Department -Valerie Lerma/5d meta Barber -Lopez Custom Contractors



1820 Coffee House



The DodgeFathers



Team 2



Wellby Warriors



BCHCC Young Professionals



MyCHN staff having fun together watching the game!



Recess Rejects team with MyCHN CEO Mark Young



A packed court with teams ready to compete!

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:

2024 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
- ◆ Christ 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
- ◆ Greater Houston Partnership
- ◆ 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

2024 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

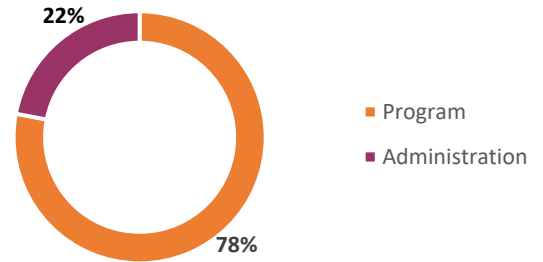
2024 Grant Supporters:

- ◆ Delta Dental Community Care Foundation
- ◆ Episcopal Health Foundation
- ◆ Houston Methodist Community Benefits
- ◆ United Way of Brazoria County
- ◆ HRSA (Health Resources & Services Administration)

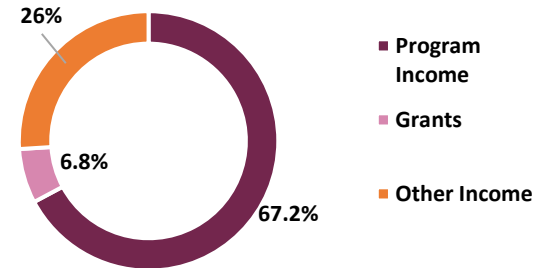


2024 Financials

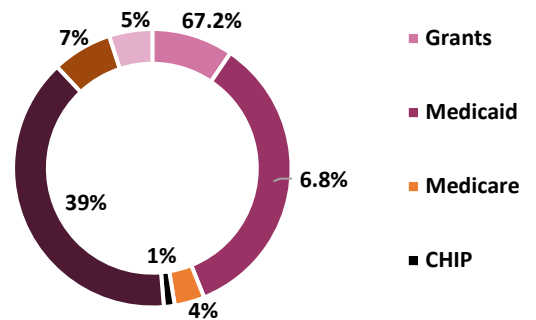
EXPENSE SUMMARY		2024	
	Amount	%	
Program	\$62,305,877	78%	
Administration	\$17,575,000	22%	
Total Expenses:	\$79,880,877		



REVENUE		2024	
	Amount	%	
Program Income	\$55,482,196.71	67.2%	
Grants	\$5,652,021.64	6.8%	
Other Income	\$21,395,225.19	26%	
Total Revenue:	\$82,529,443.54		



DETAILED REVENUE		2024	
	Amount	%	
Grants	\$5,652,021.64	6.8%	
Medicaid	\$20,345,132.16	24.7%	
Medicare	\$2,034,978.18	2.5%	
CHIP	\$761,230.25	0.9%	
Private	\$23,302,528.34	28.2%	
Self-Pay	\$4,150,182.47	5%	
Medicare Advantage	\$2,976,545.52	3.6%	



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 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.



2025 Strategic Developments

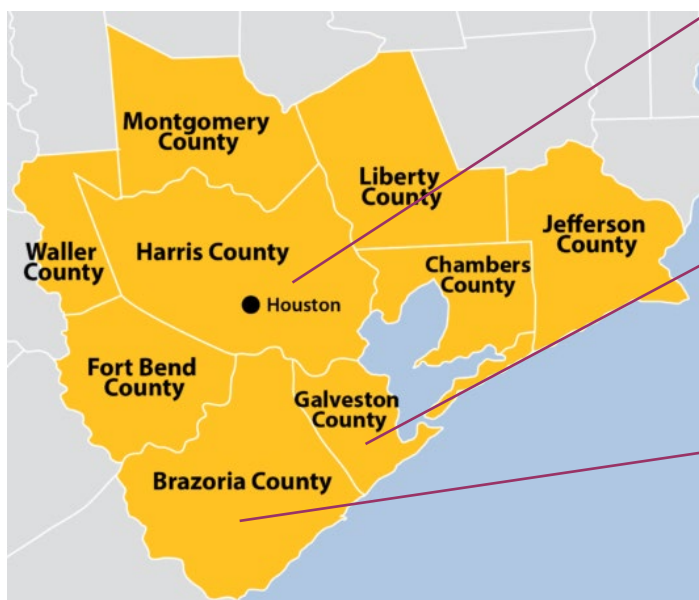
- ❁ Partner with Texas Children’s Pediatrics to elevate pediatric care in January 2025
- ❁ Open a new 2nd Lake Jackson site: MyCHN Specialties in Winter 2025
- ❁ Open a new 2nd Angleton site: MyCHN Oasis in Summer 2025
- ❁ Increase services in Harris County by opening two new full-time sites: MyCHN Webster and MyCHN Woodforest in Summer 2025
- ❁ Launch mammography services to enhance women’s health initiatives
- ❁ Launch maternal fetal medicine services for high-risk pregnancies
- ❁ Expand services at MyCHN Clute (BCDC) with a fully renovated space
- ❁ Expand specialty care services, including infectious disease
- ❁ Expand Teledentistry to clinic locations and within patient homes and implement implant services
- ❁ Host 5th annual Dodge for a Cause event with two tournaments to directly support MyCHN patients and their care
- ❁ Launch MyCHN Community Health Foundation to support the vital services for underserved communities
- ❁ Upgrade Integrated Care EHR System (ICE3)








MyCHN Clinic & Pharmacy Sites



17 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 17 full time, full-service health centers, two mobile units and transportation vans. **MyCHN’s mission is to provide high quality, compassionate whole-person care to all patients and families served.**

MyCHN is a community care provider delivering an 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 Harris Counties and across multiple counties in southeast Texas along the Gulf Coast and the Greater Houston Metro Area.



-  Established Sites
-  2025 – 2026 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
-  MyCHN at Westwood
 - ◆ 9700 Bissonnet St, Houston, TX 77036
-  MyCHN Woodforest (August 2025)
-  MyCHN Webster (September 2025)

-  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
-  MyCHN Callaway
 - ◆ 1612 Callaway Dr, Alvin, TX 77511
-  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
-  MyCHN Angleton Oasis (August 2025)
 - ◆ 303 East Locust Street, Angleton, TX, 77515
-  New Freeport Site (2026)
 - ◆ 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

Dental Sites

MyCHN Adoue

1111 W. Adoue St.
Alvin, TX 77511

Pearland Family Health Center

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

MyCHN Freeport

905 N. Gulf Blvd.
Freeport, TX 77541

Women & Children's Health Center

218 E. House St.
Alvin, TX 77511

Scarsdale Family Health Center

10851 Scarsdale Blvd
Suite 160,
Houston, TX 77089

MyCHN League City

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

MyCHN Technology Drive

4005 Technology
Drive Suite 1190
Angleton, TX 77515

MyCHN Silverlake

9430 Broadway St
Suite 120,
Pearland, TX 77584



Dental Hours:

Monday: 8am-6pm Wednesday: 9am-7pm
Friday: 8am-5pm

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

MyCHN Freeport

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

MyCHN Clute

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



Pharmacy Hours:

Monday-Friday: 9am-5:30pm
Saturday: 9am-3pm



Follow MyCHN on Social Media:



Community Health Network



MyCHN



mychn_texas



@MyCHN_Texas



MyCHN Podcast: Health
Conversations Without Barriers



MyCHN_Texas @mychn_tx



MyCHN

Community Health Network