



# Legacy

Community Health Services

YEAR IN REVIEW

Fiscal Year 2014/2015

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## FORWARD



CITY OF HOUSTON  
Office of the Mayor

Annise D. Parker  
Mayor  
P.O. Box 1562  
Houston, Texas 77251-1562

Legacy Community Health has been driving healthy change in our community for more than 35 years. Their commitment to providing services and programs to all who need them, regardless of the ability to pay, without judgement or exception, serves as a shining example of the community impact nonprofit organizations can have.

It is easy to take access to health care for granted when it is provided at a reasonable cost through an employer but for many in our community it's a daily worry. Will their children get the dental care or eyeglasses they need to perform well at school? Will an expectant mother be able to receive the vitamins and checkups she needs to ensure a healthy delivery? Where will an unemployed young adult diagnosed with HIV/AIDS be able to turn for help and treatment?

Thankfully, Legacy Community Health is there with the answers and the care. They identify unmet needs in health care services and fill in the gaps with client-centered programs that address those needs. And they do so with a keen eye toward fiscal responsibility.

I salute Legacy Community Health for being a community leader. Thank you for all that you do and best wishes for more successful years ahead!

Sincerely

Annise D. Parker  
Mayor



## CRAFTING A LEGACY: BEYOND THE EXAM ROOM

It is no secret Legacy treats the whole patient, body and mind. We care for anyone who walks through our doors, regardless of their ability to pay. Whether they need prenatal care or counseling to cope with depression, Legacy is here to serve the community and connect patients to health care every day, in every way.

What you may not know about Legacy is how we improve health outcomes outside the exam room. Health is more than what happens in a doctor's office, and Legacy goes above and beyond to offer services that enhance all aspects of our patients' lives.

Many studies show there is a connection between education and health. Legacy has branched out to help community members educate themselves in many areas. For example, Legacy offers classes to help patients earn their GED. Why? It is known that people with higher levels of education have lower rates of chronic illnesses such as diabetes and heart disease.

Also, we provide dietary services because we believe families make better food choices when educated about proper nutrition. And through our Little Readers program, we offer books to pediatric patients at every well-child visit because early literacy builds language and social skills that last a lifetime.

We could go on, but you get the idea. We want to drive healthy change in the community. As long as there is a need for comprehensive health care, Legacy will continue to go beyond the exam room for years to come.

Katy Caldwell  
Executive Director  
Legacy Community Health

Bryan Hlavinka  
Chair  
Legacy Community Health Board of Directors



## ABOUT US

### MISSION

Driving healthy change in our communities.

### VISION

Connecting our communities to health every day, in every way.

### VALUES

**Health Care As a Right, Not a Privilege.** We believe that comprehensive health care is a human right. Legacy's services and programs are open to all who need us, regardless of the ability to pay, without judgment or exception.

**Devotion To Our Communities:** We continue to build our legacy on a solid foundation by learning from our communities, embracing the people in them, and serving their unique needs. Especially when no one else will.

**Leading The Charge:** We address issues others shy away from. Not because it's easy or popular, but because it's the right thing to do. The Legacy team possesses unwavering courage and serves as a visionary catalyst for sustainably healthy communities.

**Active Stewardship of Resources:** We carefully manage our available resources, in order to deliver on our promise of driving healthy change. We remain grounded in responsible decision making for sustainable operations, putting every asset where it can do the most good for the community.



OUR STATISTICS

Number of employees  
**>600**

**66%** of our patients live at or below 100% of the federal poverty level

Number of patients served annually  
**More than 100,000\***

Number of annual appointments booked  
**Over 300,000**

We have over 20 locations in

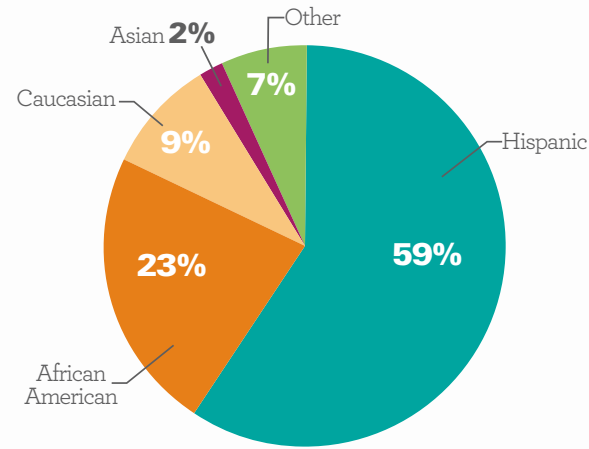
**Houston, Baytown and Beaumont**

**\$ OUR FINANCIALS**

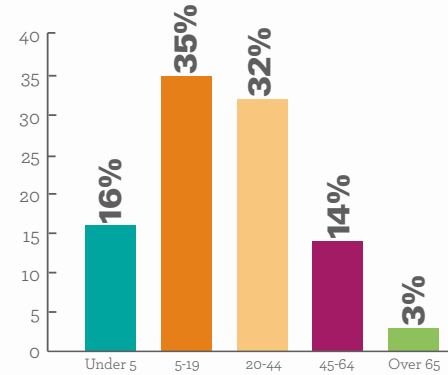
Total revenue: **\$92,514,753**      Total expenses: **\$86,823,900**

Total uncompensated care: **\$8,404,141**

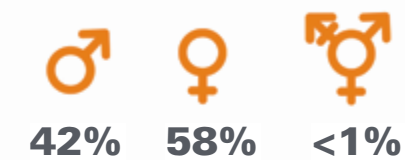
WHO DO WE SERVE?



AGE



GENDER



LEGACY COMMUNITY HEALTH:  
BOARD OF DIRECTORS

Bryan Hlavinka	Chairperson
Beth Bruce	Vice-Chairperson
Jani C. Lopez	Secretary
Glenn Bauguss	Treasurer
Ian M. Rosenberg	At-Large/Executive Committee

Sehba Z. Ali	Alex Jessett
Beryl Basham	Bethsheba Johnson
Tony Bravo	Alton LaDay
George Burch	Glenna Pierpont
Dr. Abigail Caudle	Cyndy Garza Roberts
Victor Cordova	Jay K. Sears
Shaun P. Davis	John C. Sheptor
David L. Fox, J.D., Ph.D.	Lauren Soliz
Amanda Goodie	

LEGACY COMMUNITY HEALTH ENDOWMENT:  
BOARD OF DIRECTORS

Claire Cormier Thielke	Chairperson
Mark A. Grierson	Vice-Chairperson
James A. Reeder, Jr.	Secretary
David L. Fox, J.D., Ph.D.	Treasurer

Michael S. Alexander, J.D.	Bryan Hlavinka
Tripp Carter	Mike Holloman
Joshua L. Espinedo	Melissa Mithoff
Melanie Gray	Monsour Taghdisi

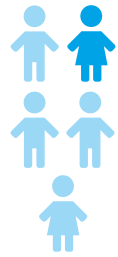


\* Number of total patients is represented as the sum of patients served at each site. Patients are counted more than once when they access care across multiple sites or service lines. The total also may or may not include services beyond traditional clinical care such as health education and community-based outreach and screening programs. These programs provide education and screening targeting sexually transmitted infections and chronic health conditions.

# THE PROBLEM

Health disparities that affect our communities and the nation.

## DENTAL



About **1 of 5** children aged 5 to 11 years have at least one untreated decayed tooth.  
*(Centers for Disease Control and Prevention)*

## WOMEN'S HEALTH



An estimated **11,967** new cases of HPV-associated cervical cancer are diagnosed in the U.S. each year.  
*(Centers for Disease Control and Prevention)*

## ELIGIBILITY



**6.3 million** Texans are uninsured including 1.2 million children.  
*(Texas Medical Association)*

## ADULT CARE



Heart disease is the leading cause of death for men of most racial/ethnic groups in the U.S.  
*(Centers for Disease Control and Prevention)*



The number of adults in the U.S. aged 18-79 with newly diagnosed diabetes has more than tripled from 493,000 in 1980 to more than 1.5 million in 2011.  
*(Centers for Disease Control and Prevention)*

## BEHAVIORAL HEALTH



**25%** of all U.S. adults have a mental illness.  
*(Centers for Disease Control and Prevention)*

## HEALTH EDUCATION



Approximately **12.7 million** U.S. children and adolescents aged 2-19 years are obese.  
*(Centers for Disease Control and Prevention)*

Approximately **66%** of Houston-area adults were overweight or obese in 2009, compared to 61% in 2002.  
*(Texas Department of State Health Services)*

## HIV CARE



**1.1 million** people are living with HIV/AIDS.  
*(Centers for Disease Control and Prevention)*

**75,000** Texans are living with HIV/AIDS.  
*(Texas Department of State Health Services)*

**14%** of those people do not know their status.  
*(Centers for Disease Control and Prevention)*

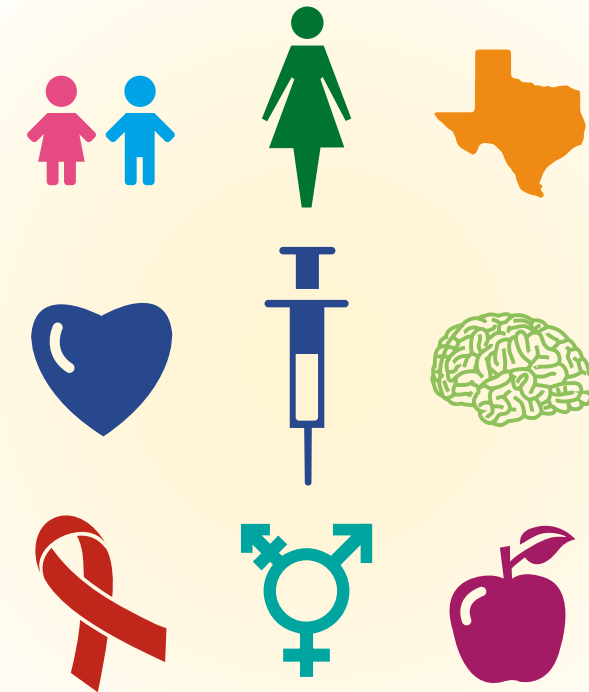
## LGBT SERVICES



**21.5%** of lesbian, gay, and bisexual youth were likely to attempt suicide in the previous 12 months vs. 4.2% of heterosexual youth.  
*(American Academy of Pediatrics)*

# THE SOLUTION

Legacy Community Health



With Legacy's vision of health care to all, we're committed to providing a range of clinical services that address these national disparities:

Adult Primary Care	Health Promotion & Education	Pediatrics
Behavioral Health	HIV Specialty Care	Pharmacy
Dental	LGBT Services	Social Services
Eligibility & Enrollment	OB/GYN & Maternity	Vision
Family Medicine	Patient Navigation & Linkage to Care	



**OUR IMPACT:**  
PEDIATRICS

**Growing up is a little easier with LEGACY.**

By keeping kids safe and healthy, Legacy plays its part to ensure the future success of Houston, Baytown and Beaumont. Whether a child needs a sports physical, behavioral health services or medication for an ear infection, Legacy is here to help parents nurture future leaders into healthy and productive citizens.

“When I reflect on this past year, I immediately think about the tremendous growth of the pediatrics department,” said Lia Rodriguez, medical director of pediatrics. “We treated more patients and added services that included launching Houston’s only transgender teen clinic. We definitely made a greater impact on the community in 2014 and I am certainly looking forward to what’s ahead.”



**OUR IMPACT:**  
OB/GYN & MATERNITY

**Healthy women ensure HEALTHY COMMUNITIES.**

Women are busy people, especially if they juggle a career and family obligations. Far too often, women forgo their own health care needs to ensure everything else in their lives is in working order.

Whether a woman needs a routine physical or is expecting a baby, quality obstetrical and gynecological care are essential for disease prevention and healthy birth outcomes.

This past year, Legacy’s OB/GYN & Maternity department expanded and grew significantly. Now the practice includes a maternal fetal medicine service line to meet the needs of patients experiencing high-risk complications.

“Offering this service to patients is a blessing since high-risk complications occur in about 6 to 8 percent of all pregnancies,” said Dr. Whittier, medical director of OB/GYN & Maternity. “It is extremely gratifying to work at Legacy because I directly impact communities with known health disparities.”

At the end of the day, women have a desire to stay healthy for themselves and their loved ones. Legacy is their safe haven for health care.



“With managing so many responsibilities, it is easy for women to get lost in the shuffle. Legacy is here for all women and we encourage patients to keep their health a top priority, not only for themselves, but for the people they cherish the most.”

*Dr. Faith Whittier,  
Legacy OB/GYN & Maternity*

**OUR IMPACT:**  
BECOMING A MOM  
NUTRITION

“When my baby arrives, I will be ready for this new chapter in my life thanks to Legacy’s *Becoming a Mom* classes.”

*Ieshia, Legacy patient*



**OUR IMPACT:**  
BEHAVIORAL HEALTH

## Healthy minds **MATTER.**

When thinking about our health, we immediately consider our physical wellness. Far too often, we fail to evaluate the state of our physiological and emotional well-being. What’s even more devastating is when people forgo mental health care because of stigma.

“I treat some of the most challenging patients ever, but I am devoted to helping them get better,” said Dr. Ken Masters, Legacy psychiatrist. “Because Legacy believes health care is a human right, I feel empowered to be the best for my patients.”

“This past year, I treated a young woman who came to me severely depressed and anxious. She would not leave the house or bathe. After working with her for about six months, I saw small, gradual changes,” said Dr. Masters.

“My patient was wearing less black and exhibiting more positive emotions. One day after months of work, my medical assistant saw the patient working out at the gym, looking happier and healthier,” said Dr. Masters.

“I feel honored to work at Legacy because my work is fulfilling. I have the flexibility and encouragement to bond with my patients and as a result, they let me into their lives and real healing takes place. That’s when I see real hope, real change.”

“I treat some of the most challenging patients ever, but I am devoted to helping them get better.”

*Dr. Ken Masters,  
Legacy Psychiatrist*

## Better nutrition as **PREVENTION.**

Legacy believes disease prevention begins with what’s on the dinner plate. Proper nutrition plays an important role in one’s health and well-being. That’s why Legacy offers nutrition services for patients. Paola Rondon, Legacy’s dietician, works every day to ensure patients understand portion control and how to make better food choices.

“This past year, I worked with a newly diagnosed diabetic patient who needed help managing her weight,” said Paola. “We worked together to design a tailored nutrition plan to control her diabetes. Over two months, my patient lost 22 pounds and her glucose levels improved significantly.”

Proper nutrition is not about being skinny. It’s about giving the body the best fuel to achieve optimal health and encouraging future generations to embrace healthy lifestyles.

“One of the best ways to drive healthy change in our communities is to help patients make the connection between disease prevention and nutrition,” said Paola. “When patients see the correlation, they change, feel better and are more confident when making food choices.”





**OUR IMPACT:  
NEW GRANT AWARDS**

**Cancer Prevention and Research Institute (CPRIT)**

In 2014, Legacy received a \$1.5 million grant from the Cancer Prevention and Research Institute of Texas (CPRIT) to provide Human Papilloma Virus (HPV) related disease prevention services to young Texans.

“Each year in the U.S., more than 33,000 people are diagnosed with HPV related cancers including cervical cancer,” said Dr. Lia Rodriguez, medical director of pediatrics. “More than 21,000 of these cancers can be prevented by receiving the HPV vaccine.”

Funding enables Legacy to provide the 3-dose HPV vaccine to adolescent and young men and women, regardless of their ability to pay. Through the CPRIT grant, prevention services will reach more than 144,000 young persons over a three year period.

**Health Resources and Services Administration**

- Behavioral Health Integration - Legacy received funds to incorporate mental health into primary care practices at the San Jacinto clinic

- Expanded Services - Legacy received funds to increase clinic hours on weekdays and weekends at the Montrose clinic

**Harris County Public Health and Environmental Services**

- Ryan White Services Oral Health Grant - funds were used to provide dental care and education to people living with HIV/AIDS

**Texas Safe Riders Programs**

- Legacy distributed more than 1,000 car seats to families with newborn babies



Through the CPRIT grant, HPV prevention services provided by Legacy will reach more than 144,000 young Texas women over a three-year period.

**OUR IMPACT:  
PUBLIC HEALTH**

**It takes a village to keep  
COMMUNITIES HEALTHY.**

**HIV Couples Counseling**

In 2014, Legacy’s HIV counseling staff was certified to provide couples HIV testing and counseling (CHTC) services. CHTC provides a safe environment for couples to discuss their relationship and support each other during the HIV testing process. Thanks in large part to successful print and social media campaigns, Legacy increased awareness of counseling services in the Montrose and Lyons communities and tested more than 20 couples.

**PrEP – It works**



In 2012, Pre-Exposure Prophylaxis (PrEP) was approved by the Food and Drug Administration for the purpose of reducing the risk of HIV infection in HIV-negative individuals. For people who take PrEP regularly and as prescribed, an HIV infection is reduced by more than 90 percent. Since then, Legacy has been at the forefront of raising awareness about the effectiveness of PrEP by participating in media interviews and organizing outreach activities. Legacy also provided more than 100 new PrEP prescriptions to community members in Houston and surrounding areas.





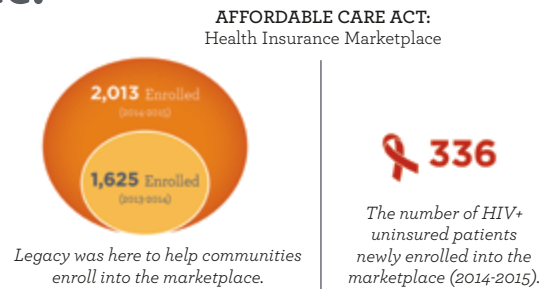
**OUR IMPACT:**  
ACA AND ELIGIBILITY

## Maneuvering through the **AFFORDABLE CARE ACT** Health Insurance Marketplace.

During the second ACA Health Insurance Marketplace enrollment period, Legacy's certified application counselors (CAC) were ready, willing and able to help people select health insurance plans that best fit their needs.

"Compared to last year, the second time around was definitely smoother and we were able to enroll more people," said Clara Rodriguez, certified application counselor. "We also helped more than 300 Ryan White grant recipients transition to the marketplace which is huge because, now they have better access to health care services," said Rodriguez.

In addition to enrolling more than 2,000 people during the 2014/2015 period, the CACs educated many people about the basics of navigating through a health insurance plan.



"We had one young gentleman come to us seeking general education about the Marketplace. He was confused about the different plans offered and was unsure about how to begin the process," said Rodriguez. "After I helped him enroll, it appeared a substantial weight was lifted off his shoulders."

"At the end of the day, we want to help people get the best insurance," said Clara. We want to see healthier communities. That's why we do what we do."



**OUR IMPACT:**  
ADVOCACY

## The People's **HERO.**

What does it mean to be a hero? For Legacy's Public Affairs office, not only does it mean to heal the sick, but to fight for the rights of community members. This past year, the Public Affairs office was involved in advocating for the passage of Houston's Equal Rights Ordinance (HERO), which prohibits discrimination on the basis of characteristics in areas such as housing, public accommodations, and private employment.

"Supporting this ordinance is very important to Legacy," said Januari Leo, director of public affairs. "HERO is a health care issue. Accessing care must start with an individual feeling comfortable seeking care. At Legacy, we constantly strive to improve and create a safe, inclusive environment for all of our clients," said Leo.

In May 2014, the Houston City Council heard public comments regarding HERO and Legacy was on the frontline advocating for the ordinance. "Whether you identify as LGBT or a mother seeking pediatric care for your children, everyone deserves a chance to get their health concerns addressed and treated," said Leo.



"Sometimes, in order to be a hero, you need to get involved in the legislative process and change things at the top."

*Januari Leo,  
Legacy director of  
public affairs*



**THEIR IMPACT:  
DONOR STORY**



**“I was hooked from the first time I set foot in a Legacy clinic,” says Legacy Community Health Endowment Board Chair, Claire Cormier Thielke. “I toured the old Westheimer location shortly after meeting**

**Legacy leadership, and agreed to serve on the Board there on the spot.”**

Six years later, Thielke continues to donate her time and resources to Legacy in large part because of what she calls our model of fractal caring. “Legacy doesn’t stand

still,” she says, “and keeps branching out to meet our patients where they are. Comprehensive care for HIV patients led to comprehensive care for everyone. Low-cost pediatric care led to more families accessing our services, which led to a busier OB/GYN practice which led to Legacy staff throwing baby showers for expectant moms who needed a little extra support.”

Legacy’s commitment to improving our patients’ lives has meant finding ways to help that go beyond the exam room. “Most people wouldn’t think that a health care organization would offer GED classes for adults,” says Thielke, “but Legacy has been doing just that for a while now. We want to keep our patients healthy, but we also want to help them advance themselves in all aspects of their lives.”

Thielke says she constantly discovers new things about the organization to share with her friends. “Our well-rounded care ensures that everyone can connect to Legacy’s mission. Whether you’re interested in providing underserved families with access to mental health care, preventing the spread of HIV, or improving the literacy skills of the youngest Texans, you’ll find what you’re looking for at Legacy.”





Community Health Services  
[www.legacycommunityhealth.org](http://www.legacycommunityhealth.org)



**Disorders of the Teeth and Jaw**



**Periodontal Disease**  
*also called Gum Disease*

