Our Mission

Centro San Vicente provides community-based primary health care with particular concern for the poor and needy. With a coordinated and holistic approach in caring for body, mind, and spirit, we offer affordable health care, social services, and health education programs in collaboration with other health, social service, and educational agencies. Creating an atmosphere of respect, kindness and simplicity, and encouraging individuals to become responsible for their health and well-being, Centro San Vicente is an advocate for social justice and a voice for the cause of improving the health of the medically underserved.

Our Vision

We aspire to be the best collaborative caregiver model that blends both community and faith-based approaches in delivering primary healthcare and that provides access to care for the poor and needy. We are committed to assure a continous care path for those we serve. As an organization, we build a care model that excels in providing quality service. We strive to create an atmosphere of kindness, respect, and simplicity. We strive to create a safe workplace by reducing risk and managing our work environment in a manner that is conducive to the wellbeing of our associates and our patients. We incorporate advances in technology that improve the efficient delivery of cost effective health care to large numbers of people in a manner that exceeds their very highest expectations!

Our Values

Service of the Poor — Generosity of spirit, especially for persons most in need

Reverence — Respect and compassion for the dignity and diversity of life

Integrity — Inspiring trust through personal leadership

Wisdom — Integrating excellence and stewardship

Creativity — Courageous innovation

Dedication — Affirming the hope and joy of our ministry
I’m honored to be the 5th CEO in Centro San Vicente’s history, and will work to preserve a legacy of trust, transparency and accountability. At the forefront of our efforts, the provision of high quality, affordable health care services for the medically underserved will remain a top priority.

As an organization, comprised of nearly 200 employees, we have much to offer. With ingenuity, passion, and perseverance, I believe many more achievements await our organization in terms of expansion of our health care delivery model and improving patient accessibility to these services. Despite dramatic changes occurring in health care, I believe our organization is poised for sustainable growth, with services that are not only mission-driven, but patient centered.

In 2013, we began providing our patients with information or enrollment assistance into affordable health insurance coverage through the health insurance marketplaces. Our outreach and enrollment program has been tremendously successful and has been recognized as a high performing site. In 2014, we will continue to expand our role in this effort, with the goal of reaching out to thousands of uninsured residents with information about what coverage options are now available to them under the Affordable Care Act.

In closing, we must not forget how important Centro San Vicente services are to the thousands of El Pasoans who depend on us for their medical needs. As we celebrate a 25-year organizational milestone, we extend our gratitude to the Daughters of Charity, our funders, and more importantly, to the patients we serve.

Sincerely

Jose Luna, M.D.

Jose Luna, M.D.
Chief Executive Officer
On September 27, 2013, Centro San Vicente became a Certified Application Counselor Designated Organization (CDO). Since that time, CSV’s Outreach and Enrollment program has provided hundreds of patients with the latest, most accurate information on the Marketplace. As of January 2014, the program has assisted 5,226 people, helped 1,806 apply for services and has enrolled an estimated 247 people. Additionally, the program is working closely with Enroll El Paso, a coalition of providers in our region who have agreed to help people who need assistance with access to comprehensive enrollment services.

Centro San Vicente’s Outreach and Enrollment program staff is comprised of six enrollment navigators, including one Outreach and Enrollment Director to help community residents find health insurance that meets their individual needs and the needs of their family, from private health plans that cover a comprehensive set of benefits, including doctor visits, hospital stays, preventive care, and prescriptions. Additionally, with a single application, patients can see if they qualify for Medicaid or the Children’s Health Insurance Program (CHIP), and other options that may be available based on the individual needs of the patient. We welcome all patients and community residents to check out for themselves what’s available to them.

### Outreach & Enrollment Office Hours

**Alameda Health Center**  
Monday through Thursday, 7 a.m. to 9 p.m.  
Friday, 8 a.m. to 5 p.m.  
Saturday and Sunday, 7 a.m. to 7 p.m.  
Phone: 915-858-2932

**San Elizario Health Center**  
Monday through Friday, 8 a.m. to 5 p.m.  
Phone: 915-851-0999

**Homeless Health Center**  
Phone: 915-351-8972 (Hours Vary)

---

Get prepared and enroll in the Health Insurance Marketplace

**Outreach and enrollment information sessions every**  
**Monday, Tuesday and Friday**

**8 a.m. to 8:30 a.m.**  
**Tuesday & Thursday**  
**6:30 p.m.**

**Sessions will be in Classroom B**
Nutritional Services to be Offered to Pediatric Patients

Good nutrition is the first line of defense against numerous childhood diseases and is a crucial part in child growth and brain development. Now thanks to the Paso Del Norte Health Foundation, Centro San Vicente has the funding to integrate nutritional services into the clinical setting through a grant designed specifically for model development and direct clinical system change. The program will modify clinical systems and policies for the integration of nutritional services for children ages 6 and older in such specific areas as weight assessment and monitoring, healthy lifestyle promotion and patient treatment. Primary care is the ideal setting in which to address obesity and promote healthy eating and active living. However, numerous barriers exist to the provision of behavioral health counseling by primary care providers. This includes practitioner’s lack of time, skills, resources, and reimbursement, as well as competing demands of the many other recommended preventive services that are available to them. This program is designed to eliminate the barriers our providers face in offering and delivering nutritional services in a clinical setting.

Bethany A. Mata, RD, LD is currently available for assisting parents whose children are in need of nutritional services. Ms. Mata is excited about helping pediatric patients and their parents to improve their diets and their lifestyles.

Substance Abuse Services to be Made Available to Patients

Centro San Vicente was awarded a grant from the City of El Paso’s Community Solutions for Substance Abuse program. The funding comes from the El Paso Police Department from confiscated funds, allocated for substance abuse prevention, chemical dependency intervention and rehabilitation services. With this grant, Centro San Vicente (CSV) will launch a Screening, Brief Intervention, and Referral to Treatment (SBIRT) program designed to identify, reduce, and prevent problematic use, abuse, and dependence on alcohol and illicit drugs. The SBIRT model was incited by an Institute of Medicine recommendation that called for community-based screening for health risk behaviors, including substance use. SBIRT is a comprehensive, integrated, public health approach to the delivery of early intervention and treatment services for person with substance use disorder or who are at-risk. The target population will be patients who are at high risk and are currently diagnosed with a substance abuse disorder who are ages 18 and older. The majority of the services offered to patients under this program will be administered by a Licensed Dependency Drug Counselor who has been designated as qualified and credentialed by the Texas Commission on Alcohol and Drug Abuse. The grants is designed to expand care to include SBIRT services in a primary care setting and support clinically appropriate services for persons at-risk or diagnosed with a substance abuse disorder.
Maria del Carmen Casavantes - Maria del Carmen Casavantes agreed to become a board member because she believes in the community and the faith based approach that guides how primary health care services are delivered at San Vicente health care centers. Ms. Casavantes brings significant non-profit experience from both sides of the border. In the early 1980s she became an active member of the association called Voluntarias Vicentinas de Cd. Juarez A.C. The volunteer work of this organization is focused in promoting and assisting the poor and needy through health and educational services at Hospital General, Hospital de la Mujer, Casa Vicentina and Colonia Diaz Ordaz of Cd Juarez. Through her role as Executive Director of FECHAC, (Fundación del Empresariado Chihuahuense, A.C.), Ms. Casavantes gained additional experience in areas of accounting, program development, fundraising as well as insight into the tremendous demands that charitable organizations are faced with on both sides of the border.

“I believe that poverty is a violation of human rights because it creates a vicious cycle of deprivation, insecurity, exclusion and powerlessness,” Ms. Casavantes said. “Every human being has the right to have access to good health care, education, housing, and employment. Therefore, I am willing to serve in an organization that strives to do their best on behalf of the neediest.”

Ms. Casavantes is excited about the opportunity to work with the Daughters of Charity and the role she can now play in helping to bring health care services to the regions’ most medically undeserved populations. Currently, Ms. Casavantes is the manager for the Workplace Literacy Programs at the El Paso Community College and a member of CAPACITAR En la Frontera Committee.

Graciela Rios - Graciela Rios said when she was approached to join Centro San Vicente’s Board of Directors she was honored to be considered to be part of an organization that continues to play such an important role in community health. Moreover, Ms. Rios also said she believes in the mission of Centro San Vicente and the work of the Daughters of Charity.

Ms. Rios began her charitable work with Voluntarias Vicentinas de Cd. Juarez A.C. Through this role, she started working with women in jails and learned about the many hardships they faced, which was often directly attributed to poverty and lack of opportunities. In addition to being an active member of Voluntarias Vicentinas for more than 20 years, Ms. Rios said she has conducted missionary work around world, including Africa, working in a hospital in the Republic of Mozambique as well as assisting providers in delivering health care services in the war torn country of the Congo. She added that the provision of health care remains one of one of most important services any charitable organization can provide.

“What I’ve learned by working on both sides of the border is that we share many of the same barriers, difficulties and struggles,” Ms. Rios said. “I believe Centro San Vicente can do much to reduce these barriers, especially through the provision of high quality health care.”

Ms. Rios earned a bachelors’ in chemical engineering and her master’s in psychology in Mexico. She later earned her Masters’ in Mental Health at the University of Phoenix and is a licensed professional counselor at Family Services of El Paso.
Commemorating the lives of those who died while homeless in our community was the focus of the first annual Light Up the Night Event. The event was hosted by Iglesia Metodista Unida Emmanuel Church and was sponsored by Cento San Vicente and the National Coalition for the Homeless. El Paso’s Light Up the Night Event was one of more than 150 such events held across the country near or on the first day of winter to bring attention to the tragedy of homelessness. Guest speakers included Pastor Maribel Vásquez, Iglesia Metodista Emmanuel Unida; Camille Castillo, El Paso Homeless Coalition; Robin Rollins, veteran; Kenny Skaggs, veteran; Patricia Ross, homeless health care program participant; Lidia Hidalgo, homeless health care program participant, and Josue Johnson, Church Youth Pastor. Donations were sponsored by Walgreens, Texas Gas Service, Unifirst Corporation and Delta Airlines. Walgreens provided free flu shots, Texas Gas provided blankets, Unifirst Corp provided hundreds of overalls, jackets and pants, and Delta Airlines provided coats. These items were distributed to homeless residents after the commemoration ceremony.

Light Up the Night

‘More than 200 community residents attend event’

Particiants of the Light Up the Night Event had the opportunity to view Glen Holderson’s photography exhibition entitled, “Faces of Hope.”

Responding to Violence on the Border

In 2013, Centro San Vicente received continued grant funding through the Ascension Health Partnership in Ministry Grant to support a program called Capacitar en la Frontera. Training others in the skills of Capacitar was a direct response to the violence impacting both sides of the border. Through the program, training is provided to help leaders from a variety of agencies in El Paso including Centro San Vicente as well as outreach and human rights workers from Mexico to better serve victims of violence.

So far, Capacitar en la Frontera has reached out to an estimated 7,000 individuals on both sides of the U.S.-Mexico border. In El Paso, 47 participants have completed a Multi-cultural Wellness Education Training, which includes holistic, body-based methods and practices that assist survivors in healing and wellness. In Juarez, 43 participants (13 human rights workers from three regional cities) also completed three Capacitar en La Frontera training modules.

Moreover, the program’s binational team has conducted community workshops at the Tepeya Institute, Centro San Vicente, the Child Crises Center as well as the Mano y Corazon binational health conference. Through use of the techniques provided through Capacitar en la Frontera, outreach and human rights workers report improved overall mental health and diminished symptoms of trauma.
Key Highlights

Centro San Vicente served 15,538 patients in 2013. Some of the key quality of care accomplishments are as follows:

• Provided 5,039 patients ages 18 and older with adult weight screening and follow-up services.

• Of those patients ages 18 and older, 10,929 were screened about tobacco use one or more times in the measurement year.

• Provided more than 600 patients ages 18 older with tobacco cessation intervention services.

• Provided 1,191 children and adolescents aged 3 to 17 with a BMI percentile, and counseling on nutrition and physical activity.

• Administered nearly 3,000 Colorectal Cancer Screenings.

Patient Income (FPL)

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% and Below</td>
<td>67.2%</td>
</tr>
<tr>
<td>Between 101-150%</td>
<td>23.6%</td>
</tr>
<tr>
<td>Between 151 to 200%</td>
<td>5.5%</td>
</tr>
<tr>
<td>Over 200%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Unknown FPL</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

Insurance Status

<table>
<thead>
<tr>
<th>Insurance</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHIP/Other Public</td>
<td>1.8%</td>
</tr>
<tr>
<td>Private</td>
<td>17.6%</td>
</tr>
<tr>
<td>Medicare</td>
<td>7.6%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>11%</td>
</tr>
<tr>
<td>Uninsured</td>
<td>62%</td>
</tr>
</tbody>
</table>

Patient Age

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 19 Years</td>
<td>16.4%</td>
</tr>
<tr>
<td>20 to 34 Years</td>
<td>12.5%</td>
</tr>
<tr>
<td>35 to 44 Years</td>
<td>13%</td>
</tr>
<tr>
<td>45 to 54 Years</td>
<td>19.5%</td>
</tr>
<tr>
<td>55 to 64 Years</td>
<td>24%</td>
</tr>
<tr>
<td>65 &amp; Older</td>
<td>14.6%</td>
</tr>
</tbody>
</table>

Patient Ethnicity

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic</td>
<td>94.6%</td>
</tr>
<tr>
<td>Non-Hispanic White</td>
<td>3.8%</td>
</tr>
<tr>
<td>Other/Unreported</td>
<td>1.6%</td>
</tr>
</tbody>
</table>

Patient Race

<table>
<thead>
<tr>
<th>Race</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>African-American</td>
<td>7%</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>0%</td>
</tr>
<tr>
<td>White</td>
<td>98.9%</td>
</tr>
<tr>
<td>Asian American</td>
<td>0%</td>
</tr>
<tr>
<td>Other/Unreported</td>
<td>0.4%</td>
</tr>
</tbody>
</table>
Revenues, gains, and other support:

Revenues:
- Gross patient revenue: $7,743,615
- Discounts and contractual allowances: $(2,709,476)
- Net patient revenue: $5,034,139

Public Support:
- Grants – federal and state: $4,091,585
- Grants – federal forgivable loans: $1,054,574
- Grants – other: $101,008
- Donations: $1,819,243
- In-kind contributions: $1,020,082

Total public support: $8,086,492

Non-Operating Revenue:
- Interest income: $16,559
- Rental income: $9,522
- Miscellaneous income: $66,796

Total non-operating revenue: $92,877

Net assets released from restrictions

Total revenues, gains, and other support and net assets released from restriction: $13,213,508

EXPENSES:

Program services:
- Medical: $9,392,695

Supporting services:
- General and administrative: $2,977,196
- Fundraising: $87,194

Total functional expenses: $12,457,085

Changes in net assets before pension related changes other than net periodic pension cost: $756,423

Pension related changes: $(75,639)

Changes in net assets before pension related changes other than net periodic pension cost: $680,784