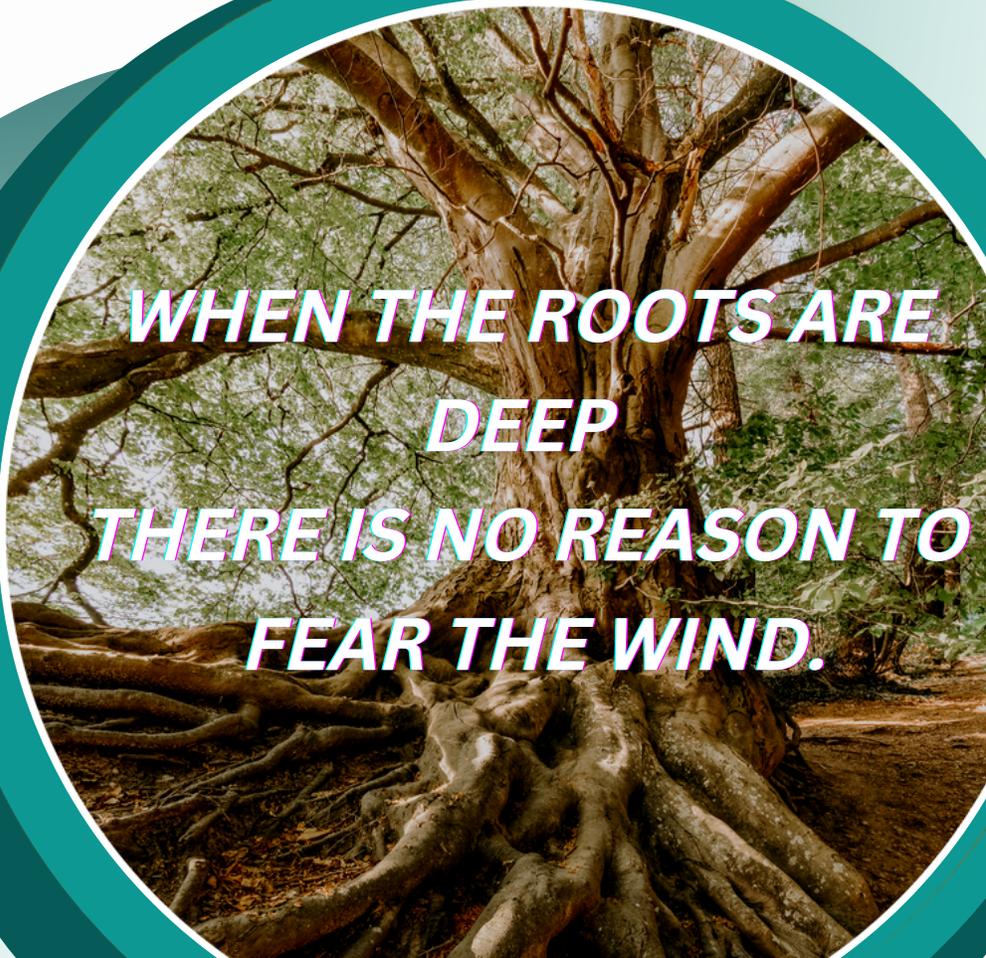


2021



Community Action
Health Center

ANNUAL REPORT



*WHEN THE ROOTS ARE
DEEP
THERE IS NO REASON TO
FEAR THE WIND.*

Table of Contents

A message from the Executive Director	2
Board of Directors	3
CACOST Team	4
CACOST Mission, Vision, and Values	5
CACOST Patients	6
CACOST STATS	7
CACOST Service Branches	8
COVID Response	9
Financial	13
Achievements	14
Clinical Performance	15
Community Outreach	17
Branching Out	18
Future Growth	19

Executive Director Message

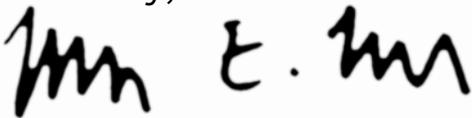
To Our Stakeholders:

One hundred and forty years ago the Scottish author Robert Louis Stevenson wrote, “Don’t judge each day by the harvest you reap, but by the seeds you plant.” While the following Health Center Annual Report recounts our work as the Covid-19 storm swept across our South Texas service area, the Report should also be understood as a report on the seeds that were planted since the Corporation’s organization in 1971.

This report is dedicated to every CACOST staff person who worked through this pandemic and juggled the care of their families with their commitment to our mission and our communities. This report is dedicated to our Board of Directors who adopted and evaluated effective infectious disease control policies and practices, following the advice of our Medical Director, Dr. Vandana Kamat, and our Attorney, Oscar Villarreal.

May our work honor those who fell victim to Covid-19, continue to fuel our passion for service and plant the seeds for innovation and resilience into the next decade.

Sincerely,



Ann E. Awalt
Executive Director



2021 Board of Directors

Victoriano "Vic" Casas, Jr.
Health Center
User/Board Chair
Duval County

Mary Jan Jenkins
Secretary
Jim Wells County

Homer Roblez
Treasurer
San Patricio County

Maria Rodriguez-Casas
Rep. of the Poor
Health Center User
Brooks County

Christina Rosalez-Soliz
Rep. of the Poor
Health Center User
Jim Wells County

Agapito "Gap" Alaniz
Public Official Rep.
Jim Wells County

Deborah "Debbie" Harville
Rep. of the Poor
Health Center User
Jim Wells County

Lynda J. Silvis
Rep. of the Poor
Health Center User
San Patricio County

Amy Koenning
Public Official Rep.
Jim Wells County

Enedina "Nina" Trevino
Public Official Rep.
San Patricio County

Carlos Omar Garcia
Public Official
Jim Wells County

Gilbert N. Saenz
Private Interest
Duval County

Ludivina "Ludie" Tynan
Private Interest
Health Center User
Bee County

Estefana G. Garza
Public Official
Health Center User
Kleberg County

Frances Garcia
Private Interest
Health Center User
Kleberg County

CACOST Team



Dr. Vandana Kamat
Medical Director



Dr. Jose Mendez
Dental Director



Elizabeth Alviar,
RN-BSN
Chief Operating Officer



Jessica Amador
Director of Accounting



Jason Muller
Director of Information
Technology



Rebecca Raymond
Director of Human
Resources



Sarah Soliz, RN-BSN
Quality and
Compliance Officer

CACOST MISSION, VISION AND VALUES

Excellence

Accountability

Quality Service

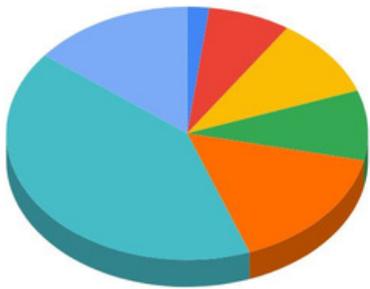
Integrity

Teamwork

Our mission is to continuously improve the lives of South Texans by providing high quality health care, education, housing, and economic opportunities to reduce poverty through services and partnerships.

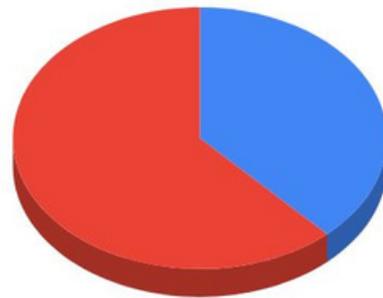
We envision a vibrant community where everyone has access to quality health care, education, housing and employment.

CACOST Patients



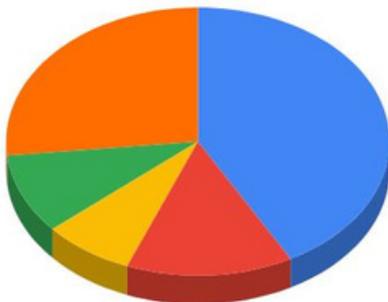
- < 1 (1.9%)
- 1-5 (7.4%)
- 6-12 (10.2%)
- 13-17 (8.9%)
- 18-34 (16%)
- 35-64 (41.2%)
- 65+ (14.4%)

Patient Age



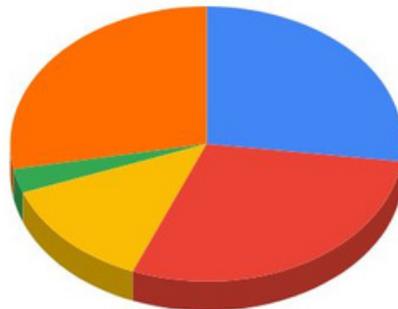
- Male (38.1%)
- Female (61.9%)

Gender



- 1. 100% and below (42%)
- 2. 101% - 150% (14%)
- 3. 151% - 200% (7.7%)
- 4. Over 200% (9.6%)
- 5. Unknown (26.7%)

Poverty Level



- None/Uninured 29.95%
- Medicaid/CHIP 32.23%
- Medicare 14.52%
- Dually Eligible 3.13%
- Other Public and Private Insurance 30.95%

Payor Source

CACOST STATS

Patient
Visits
63,889

Unduplicated
Patients
16,314

Medical Visits
54,937

Dental Visits
5,028

Mental Health
Visits
3,279

Prescriptions
Dispensed
18,906

Telehealth Visits
9,756

Substance Abuse
Visits
655

CACOST Service Branches

Family Medicine

CACOST offers primary medical care for all ages, including prevention, diagnosis and treatment of chronic conditions.

Behavioral Health

CACOST offers counseling services for all ages. Behavioral health services are integrated with primary medical care to improve behavioral health access and outcomes.

Dentistry

CACOST offers general dentistry for all ages.

Obstetrics & Gynecology

CACOST offers obstetrics and gynecology including prenatal care, postpartum care and family planning.

Pediatrics

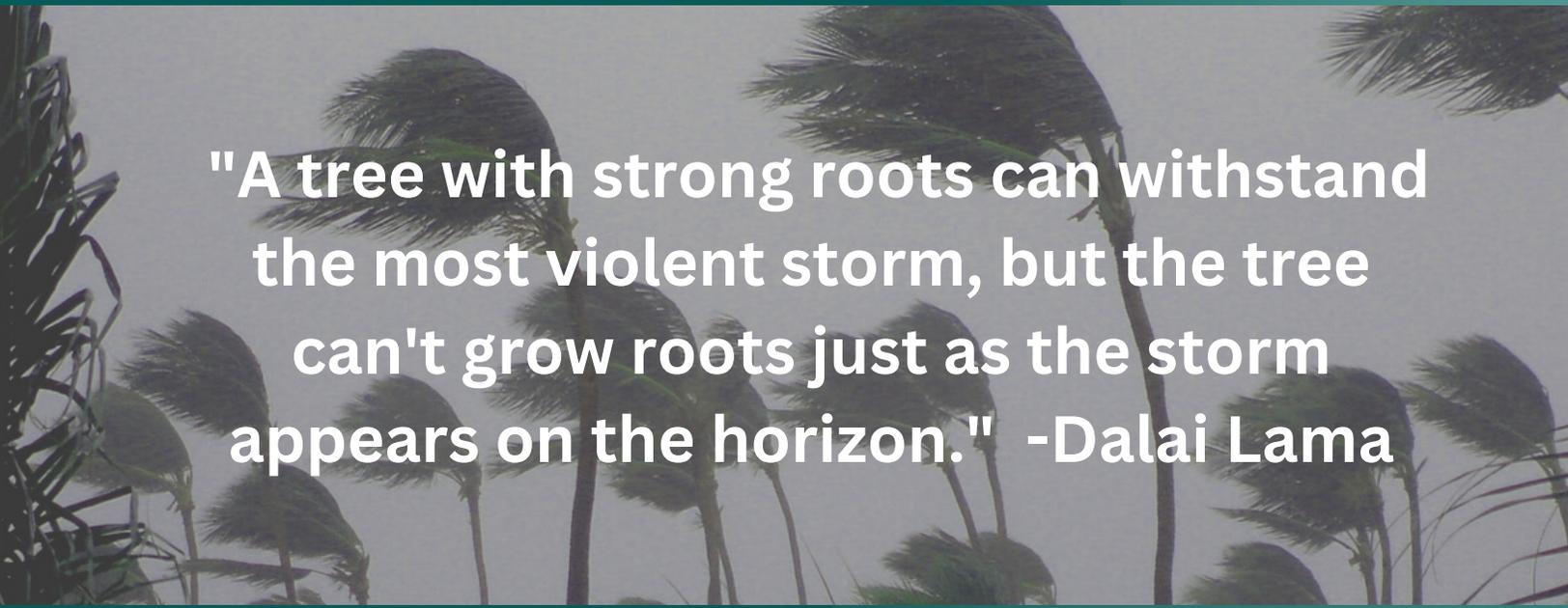
CACOST offers preventative and acute medical care for children of all ages..

Pharmacy

CACOST offers substantially discounted prescription medications for our patients at our Class D pharmacy and contracted pharmacies.

COVID Response

CACOST has been growing roots in our South Texas service area since 1971. Our dedication to our mission, vision and values enabled our organization to weather the storm of the pandemic, and our roots gave us the strength to bend and not break while modifying our services to meet the needs of our community.



"A tree with strong roots can withstand the most violent storm, but the tree can't grow roots just as the storm appears on the horizon." -Dalai Lama

COVID Response

In January of 2021, CACOST was given the privilege to vaccinate our community as a designated COVID-19 vaccine hub in Bee County. Our teamwork carried us through the adventures that followed. We faced new obstacles such as obtaining required PPE, finding dry ice, and braving extreme weather conditions. The CACOST team worked together to make two hour trips to San Antonio for dry ice, collect PPE from the Coastal Bend Regional Advisory Council, and bundle up to brave the 2021 Texas Freeze.



Vaccination team after completing an event in the midst of freezing temperatures and sleet

CACOST held a variety of vaccine events tailored to the needs of our communities.



Vaccination event at local steel mill



Vaccination event at local community center



Mass drive thru event



Vaccination event at community high school



COVID Response Continued

The impact of the CACOST COVID events cannot be measured by data alone. Our organization and communities have been forever impacted by the partnerships that were grown through CACOST's vaccination efforts. Not only did we forge new partnerships with local agencies, but we deepened our connections to our patients. Our staff and patients shared a palpable sense of relief to finally having a weapon to wield against the pandemic. The patient stories that were shared during these events gave us a deeper understanding of our patient's losses. Bittersweet tears were shared with a patient who told us he was being vaccinated in honor of his dad who passed away from COVID before the vaccine was available. We shared in the joy of grandparents who couldn't wait to hug their grandchildren again, and multigenerational homes that were relieved to not have the constant worry of exposing their elderly family members. These stories live on in the hearts of our staff and have renewed our purpose and calling to serve the rural communities of South Texas.



30,449 Vaccines Administered
15,780 Individuals Vaccinated
91 COVID-19 Vaccination Events
10,589 COVID-19 Tests Administered
25 COVID-19 Testing Sites

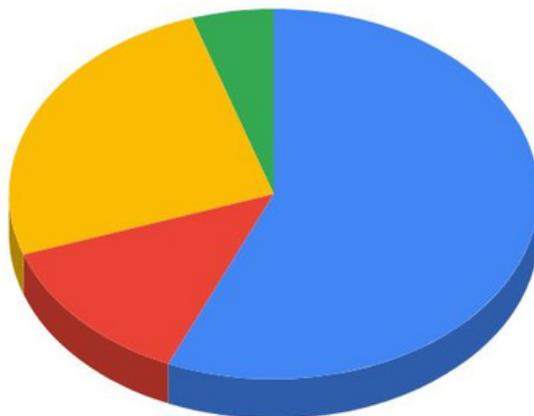
FINANCIAL

Total Patient Revenue
\$9,524,118

**Grants, Contribution &
Other Income**
\$5,299,113

**Total Operating
Expenses**
\$13,348,595

Expense Breakdown



● Salaries & Wages 56.52% ● Employee Benefits & Taxes 13.17%
● Supplies and Other 25.31% ● Rent 5%

ACHIEVEMENTS

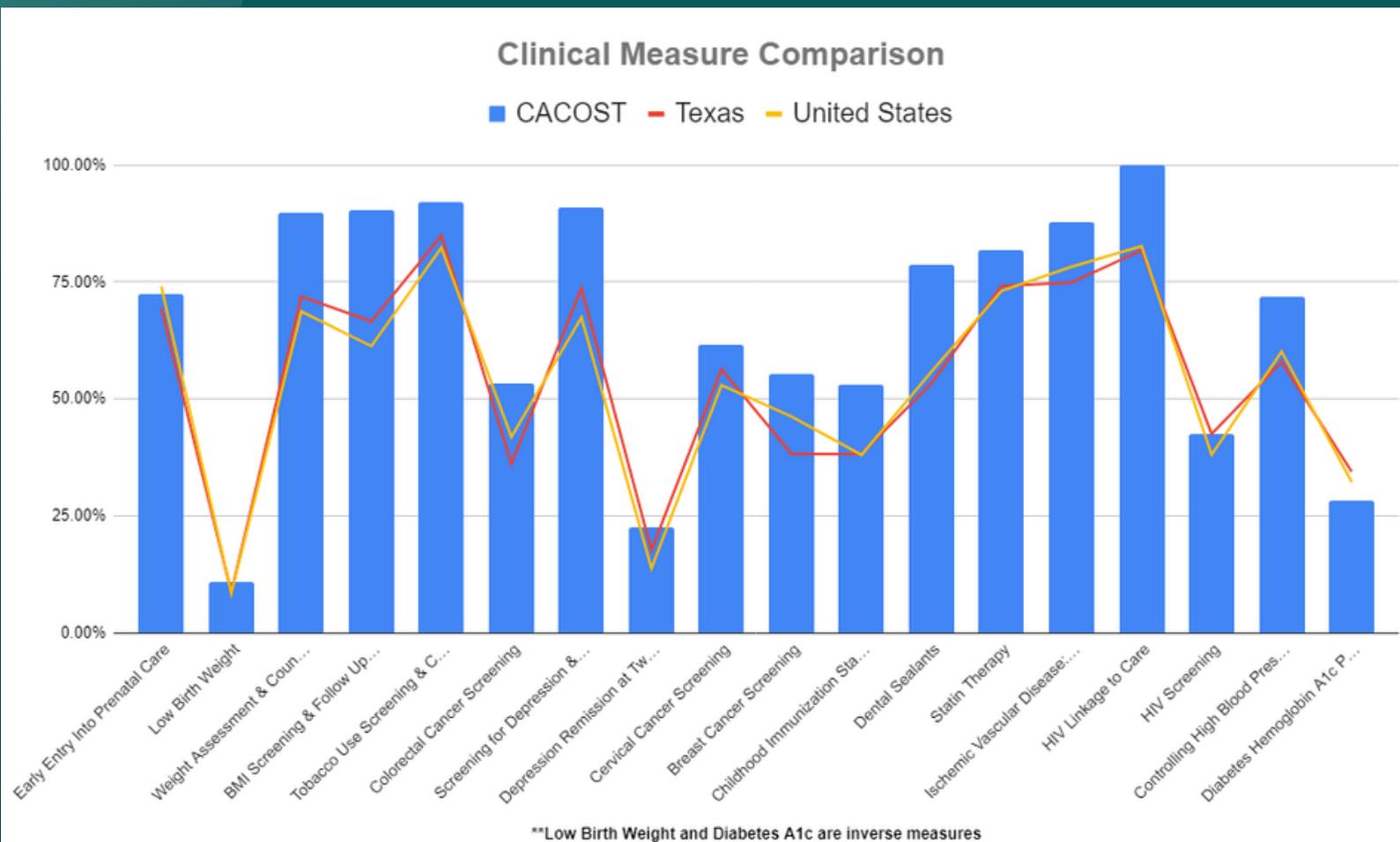


"Strong roots produce beautiful leaves"

Unknown

Clinical Performance Achievements

In spite of the challenges of the pandemic, CACOST continued to provide quality health care. CACOST ranked among the top 10% of health centers for overall clinical performance in addition to achieving annual recognition as a Patient Centered Medical Home (PCMH) at all seven health center sites.





In recognition of the Health Center's dedication to our community throughout the pandemic, we were visited by the office of Congressman Vincente Gonzalez and presented with a flag that was flown over the Nation's Capitol.

Community Outreach

CACOST participated in community outreach events throughout our communities, providing education on CACOST services and Covid supplies, such as thermometers, pulse oximeters, hand sanitizer, and face masks.



*"Your branches
can only REACH high
if your roots go deep"
-Brian Logue*

Branching Out

The CACOST Community Needs Assessment has identified access to medical care as a top need of our community. CACOST has prioritized improving access in our strategic plan, and in 2021 CACOST enhanced access in new ways to our health center sites.



In 2021, CACOST expanded telehealth capabilities with the addition of Medpod telediagnostic devices at all health center sites. Medpods facilitates a high quality telemedicine assessment and include a stethoscope, otoscope, and ophthalmoscope which allows the clinician to listen to heart and lung sounds and assess eyes and ears from a remote location. MedPods have expanded patient access throughout our rural service area by connecting patients to clinicians at other care sites.

Access to specialists is limited in our rural service area, which inspired CACOST to purchase Ankle Brachial Index (ABI) devices for all health center sites. The ABI tests for narrowed arteries that reduce blood flow, a condition which a large percentage of our patient population is at risk for due to diabetes, obesity, and high cholesterol prevalence. Providing this assessment in our health center during the primary care visit enhances detection and treatment of this progressive disease.



Future Growth

As CACOST looks to the future and the end of the public health emergency, we will cultivate the seeds that were planted through the pandemic response. The Health Center program will continue to build on partnerships, enhance access through telehealth innovations and address health disparities in our communities. The best is yet to come!

