



Annual Impact
Report 2016



A LETTER FROM OUR BOARD CHAIR AND CHIEF EXECUTIVE OFFICER AND FOUNDER



Jim Garcia



Ann Murphy

DEAR CLÍNICA TEPEYAC SUPPORTERS,

As one of Metro Denver's only health resources founded to address the unique needs of underserved Latinos, Clínica Tepeyac's ultimate goal is to help the most vulnerable by delivering culturally responsive health care integrated with behavioral health and health promotion services. With your help, Tepeyac made remarkable progress in 2016 toward these ambitious goals.

As a relatively new Federally Qualified Health Center (FQHC), we engaged in a number of high impact initiatives, including participating in the first cohort in the State Innovation Model (SIM) focused on integrating behavioral and physical health and implementing Team-Based Care. In addition, our leadership team and staff prepared for our first site visit from the Health and Human Resources Administration (HRSA) to assess Tepeyac's implementation as an FQHC. After 3 days of intensive analysis by experts in finance, service delivery, governance, and management, Tepeyac received the remarkable feedback that it is functioning on par with FQHCs that have been established for years. Other notable achievements are as follows.

Clínica Tepeyac:

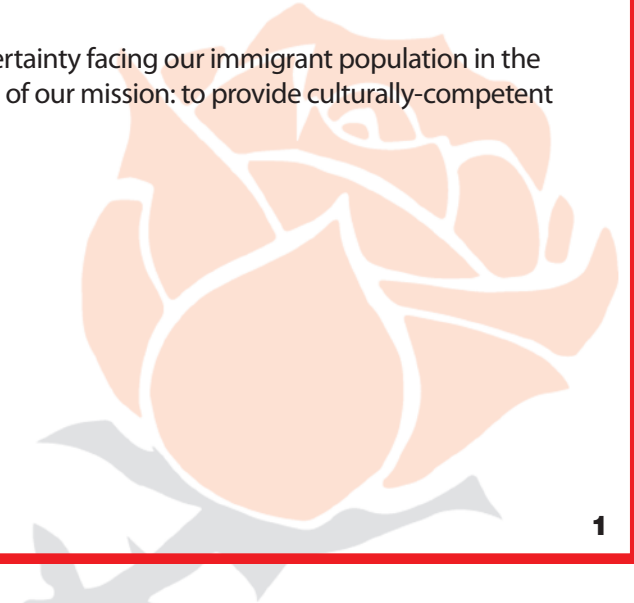
- Purchased the High Street administrative building with a grant and low-interest loan from the Mayor's Office of Economic Development
- Completed a business plan to guide our growth over the next 3-5 years
- Submitted a proposal to include a new, larger, integrated service location for Clínica Tepeyac as part of a transit-oriented, mixed income development project
- Diversified our revenue stream by doubling Medicaid reimbursable visits from 5% to 10% of total visits
- Initiated steps toward applying for Patient Centered Medical Home recognition
- Grew the number of behavioral health visits by 44%
- Successfully implemented the first full year of a Quality Improvement/Quality Assurance plan
- Strengthened infrastructure by upgrading phone, internet and IT network

Our community is looking to us more than ever given the current political climate and the heightened level of uncertainty facing our immigrant population in the Denver Metro Area. Many thanks to our many friends and supporters who offer their time and resources in support of our mission: to provide culturally-competent health care and preventive health services for the medically underserved.

Muchísimas Gracias,

Jim Garcia, CEO and Founder

Ann Murphy, Board Chair



ABOUT CLÍNICA TEPEYAC

For more than two decades, Clínica Tepeyac has been providing affordable, accessible, culturally responsive health care to the most vulnerable residents in the Denver Metro area. Even with expanded coverage through the Affordable Care Act, in the City and County of Denver alone there are nearly 90,000 low-income persons who are not seen by a health center. Over 80% of Clínica Tepeyac's patients lack insurance of any type, and almost all (97%) are low income. Many come to Clínica Tepeyac acutely ill, having delayed care due to financial, cultural or language barriers, or because they fear seeking care. In 2016, Clínica Tepeyac redoubled efforts to meet this need through its high-quality, integrated care model.

Initially housed in a two-exam room, North Denver house renovated by community members, our current clinic in Globeville has 10 exam rooms, a procedure room and a counseling room, facilitating the provision of comprehensive, integrated primary care. As a Community Health Center, a key part of Clínica Tepeyac's mission is to work within the Globeville Elyria-Swansea neighborhoods, where we are located, to identify and address community health and wellness needs. The GES neighborhoods are located in the most polluted zip code in the United States, and are experiencing uncertainty and rapid change in the face of the I-70 reconstruction and development of the National Western Complex. From its inception, community engagement and health promotion have been key components of Clínica Tepeyac's approach, and these are the cornerstones of our work in GES and the broader Denver Metro community today.

Clínica Tepeyac's commitment to serving the most vulnerable in our community with compassionate, high-quality care draws patients from across the Denver Metro Area. They come for the unique health care experience Clínica Tepeyac provides: high-quality care that integrates physical and behavioral health along with health promotion and wellness activities, delivered in a fully bilingual, culturally responsive environment.



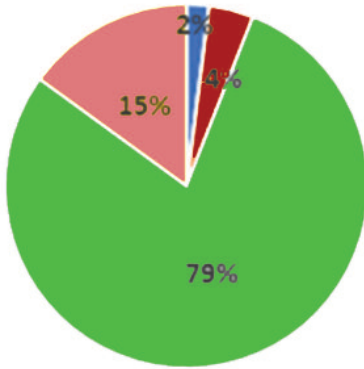
Our clinic.



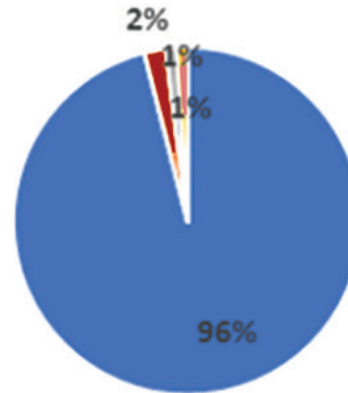
Our administration, behavioral health, and health promotions office.

WHO WE SERVE, BY THE NUMBERS:

2016 Age Breakdown



2016 Race/Ethnicity Breakdown

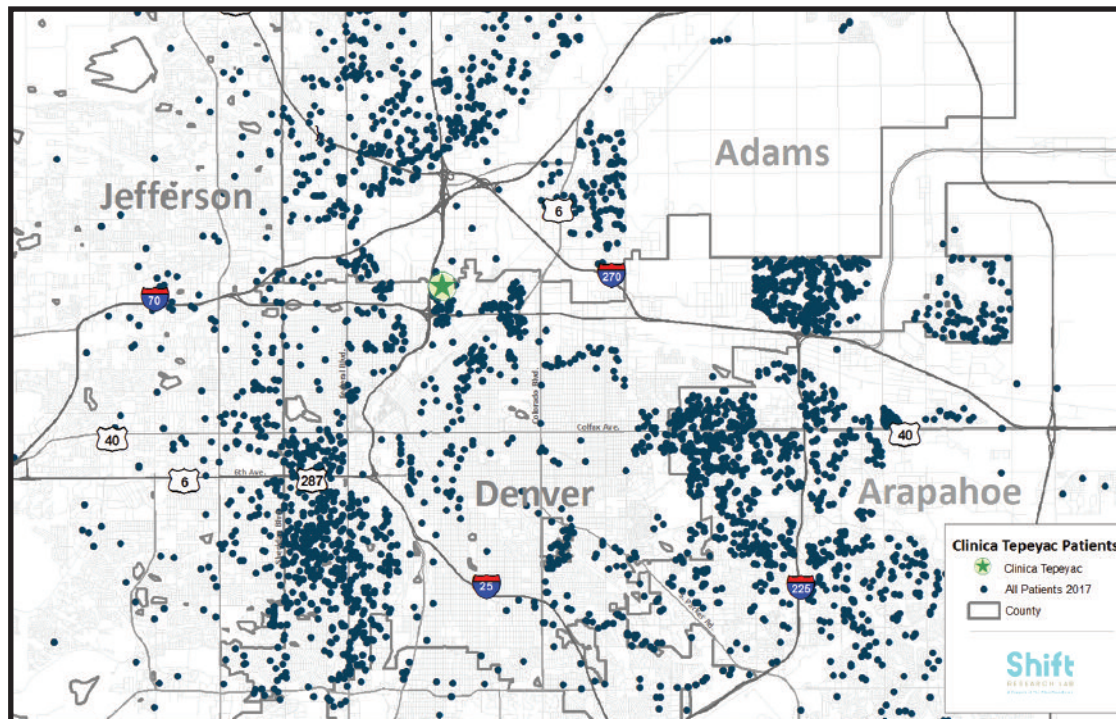


■ Age 1-4 ■ Age 5-17 ■ Age 18-54 ■ Age over 55 ■ Hispanic ■ White ■ Other ■ Refused to Report

97% of patients were below 200% of the federal poverty level

96% were Latino

90% stated that they were best served in a language other than English



PATIENT MAP

This map shows Clínica Tepeyac's patients in 2016 in relation to their home address. Although the clinic is located in North Denver, our impact area is throughout the entire Denver-Metro area. The clinic is located just north-east of the I-25 / I-70 interchange (represented by the green star on the map).

CLÍNICA TEPEYAC'S MISSION, VISION, AND VALUES:



Pediatric patient and patient's father in the clinic waiting room.

MISSION:

Clínica Tepeyac provides culturally competent health care and preventive health services to the medically underserved in metro Denver.

VISION:

We envision a healthy community. The people we serve know that the health care we provide is regular and ongoing. They are healthier and their children are healthier. There are fewer people in emergency rooms receiving routine care. As we can expand our reach and bring cultural competency into the community, we are able to help more people live healthy lives.

VALUES:

Dignity ~ We respect the inherent dignity of each person.

Integrity ~ We value authenticity and consistency.

Quality ~ We demonstrate excellence.



Children at the starting line at our Adelante! 5K and Community Festival.

2016 SERVICE STATISTICS

4,802 unduplicated patients served

2,820 health promotions contacts made with 1,811 unduplicated patients/ community members

349 children (18 and under) served

13,889 medical appointments including nurse visits, health coach visits, etc. provided

1,636 behavioral health appointments held with 811 patients

673 obstetric appointments

220 Well Child Checks made

195 immunizations given to children

189 teens, a traditionally underserved population, served

134 obstetric women enrolled in the Tepeyac prenatal program

CLÍNICA TEPEYAC'S SERVICES

COMPREHENSIVE PRIMARY CARE SERVICES: health assessments, diagnosis, screening, education and treatment; wellness exams; immunizations; physicals; mammograms; fluoride treatments; sexually transmitted infection and pregnancy testing; acute care treatment; referrals for specialty care; chronic disease management; health coaching; HIV/AIDS care management; (limited) on-site dental care; and screening and enrollment for Medicaid, CHP+ and subsidized health insurance.

BEHAVIORAL HEALTH SERVICES: behavioral health screening, consultations and counseling for individuals, couples and families, including brief interventions and longer-term more traditional treatment.

HEALTH PROMOTIONS SERVICES: cancer awareness, prevention, and education; healthy cooking and healthy living/exercise classes; smoking cessation advocacy; chronic disease prevention classes; and community health assessments.



Patient receiving pre-natal care at the clinic.



Adelante! 5K Run and Community Festival participant on a climbing wall, provided by the National Western.



Clínica Tepeyac medical assistants working in our garden, which is a collaboration with Denver Urban Gardens.



PATIENT STORY

Maria, a 54 year-old monolingual Spanish speaking woman, arrived at Tepeyac with a health crisis: she had lost a tremendous amount of weight and become frail. She couldn't eat, couldn't sleep, was so ill that she couldn't work, and was incredibly frightened. In Maria's words, "I felt like something was eating me." She had been to another health care provider in Denver, to a nutritionist, and had sought out herbal remedies. Nothing seemed to help. The other health center had identified a thyroid condition that was being treated but Maria still wasn't feeling better. The nutritionist also tried to help, but upon realizing his services were not resulting in significant improvement, he referred her to Clínica Tepeyac.

The day that she arrived at Clínica Tepeyac, Maria tells us, "I was so sick that I thought that I might not make it home, that I wasn't going to survive." One of Tepeyac's medical providers had a visit with Maria and ran a test for a stomach bacteria. It turned out that Maria had *Helicobacter pylori*, a bacterium that usually resides in the stomach of a patient and can cause physical symptoms like Maria's. Three days after Maria started taking medicine to treat the bacteria, she felt significantly better.

Maria's physical health problems contributed to mental health challenges as well. The stomach problems created a significant amount of anxiety and depression, which caused poor sleep, and these symptoms exacerbated each other. As a standard component of care at Clínica Tepeyac, Maria's physical health provider conducted a behavioral health screening. This screening indicated that Maria could benefit from behavioral health care. Maria's provider made a "warm-hand-off"—an in-person introduction—to a behavioral health provider, who assessed Maria's needs more thoroughly. Maria began some behavioral health work with Tepeyac providers and no longer has signs of elevated anxiety or depression.

Today, Maria has gained back some weight, is able to work, and was excited to share her story with us. As she told us recently, "The Tepeyac team gave my life back to me."



Maria, the patient featured in this story.



Maria with her care team: medical provider Erin Bender and medical assistant, Karina Rodriguez.

AWARD

Tepeyac was honored to receive **Susan G. Komen Colorado's Karen Hornbostel Award** in 2016. This annual recognition is given to a community partner that goes above and beyond to make an impact in our communities, including:

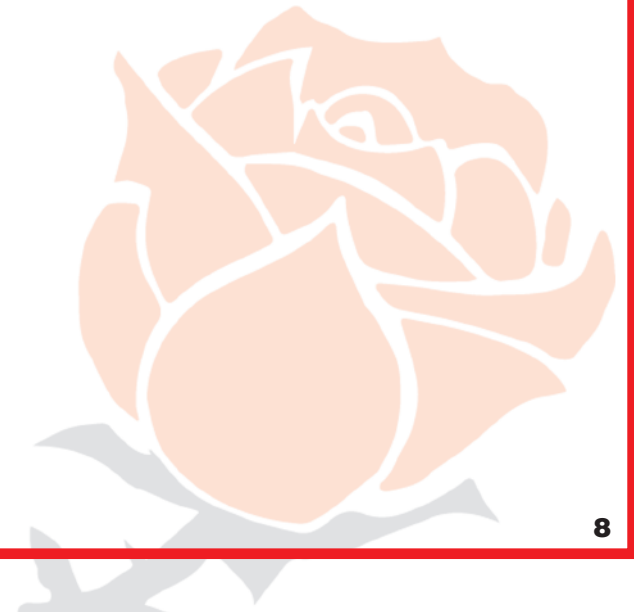
- filling a niche that no one else is
- providing easy access to patients
- reaching out to patients
- collaborating with other organizations
- advocating for women
- providing services in a compassionate way
- having a "whatever it takes" attitude

When Susan G. Komen Colorado informed us of the award, they stated, "***Clínica Tepeyac has been a strong community partner over the years and we are thrilled to be able to showcase that partnership in 2016!***" Thanks to Susan G. Komen Colorado for the committed funding over many years for breast health outreach and breast cancer screening.



Promotora Cecilia Rivera, Promotora Maribel Olivas and Health Promotions Manager Juan Espino with the award.

**SUSAN G.
KOMEN®** 



2016 EVENTS

TORTILLAS FOR TEPEYAC HELD ON MAY 20, 2016

Tortillas for Tepeyac is a spirited luncheon where local community leaders and celebrities roll up their sleeves, grab rolling pins and showcase their tortilla-making talents. Mascots from Colorado's professional sports teams, including the Broncos, Rapids, and Rockies also have their own wild tortilla rolling competition! In 2016, Jesse Ogas of Firefly Autism and Luis Canela of Entravision were Emcees and Jaime Smith of Saint Joseph's won the covered Tortilla Titan award! **Many thanks to our Patron sponsors, which were: Denver Business Journal and Delta Dental!**



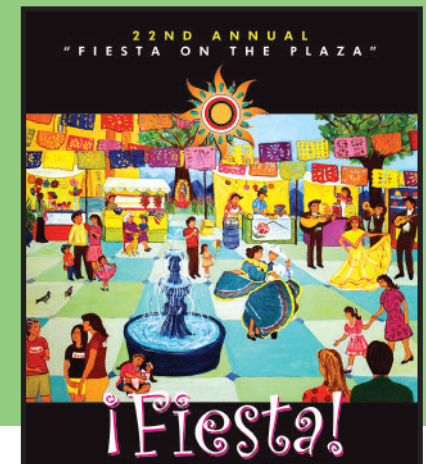
¡ADELANTE! 5K RUN HELD ON AUGUST 7, 2016

¡Adelante! 5K Walk and Run and Kids ½ mile Fun Run is a community-building celebration of health and wellness, with a community exposition, food, and awards. Some of the highlights of our 2016 event were the Colorado Rapids Street Team, a live DJ and MC (DJ Javi) and the Groundwork Colorado smoothie bike! For the first time in 2016, we had sponsors for the event! **They were: Colorado Access and Union Pacific Railroad.**



FIESTA ON THE PLAZA GALA HELD ON OCTOBER 8, 2016

In 2016, Tepeyac was thrilled to honor Dr. Bill Burman of Denver Health with the Corazon y Alma (Heart and Soul) Award, and Delta Dental with the Outstanding Community Partner award. Michael Sawaya and Yolanda Ortega served as dinner committee co-chairs and Greg Moss and Belen De Leon from 9News served as the Masters of Ceremony. Fiesta on the Plaza is our signature fundraiser and annual celebration, with cultural entertainment and award presentations. The National Western Stadium Arena is transformed into a replica of a Mexican plaza, complete with strolling musicians, a mercado, original art and traditional folk dancers. **We extend our gratitude to our highest-level sponsors, Rosas Sponsors, which were: Delta Dental, Entravision and HealthONE/Access HealthONE!**



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Behavioral health provider Christian Vasquez and physical health provider Melissa Ortega working together to provide team-based, integrated care.

VOLUNTEERS

Many thanks to our volunteers! We couldn't do it without you! Clínica Tepeyac engages volunteers to help leverage funding from its supporters, to expand the services and expertise available to its patients, to provide learning opportunities for new medical professionals, and to promote health access and healthy lifestyles at the community level. The support of volunteers also helps Clínica Tepeyac continue with one of its foundational commitments.

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Phillip Walravens
Tricia Whitlow
Robert Williams



A dancer performing at Fiesta on the Plaza, Clínica Tepeyac's annual gala.

DONORS

We couldn't do it without you! Thank you so much to everyone who donated in 2016!!!



Photo credit: Viktor Felkers

Rose in Tepeyac Garden

\$100,000 and above

Max & Elaine Appel
The Colorado Health
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\$50,000-\$99,999

Paul M. Angell Family
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\$25,000-\$49,999

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Colorado professional sports team mascot tortillas rollers competing for the best tortilla! (At our Tortillas for Tepeyac event.)

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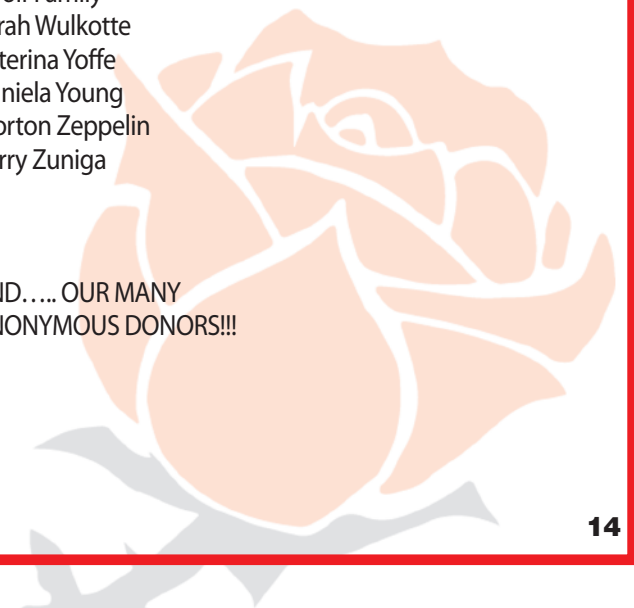
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Family after completing ¡Adelante!



FINANCIALS

EXPENSES

Source	Amount
Program Services	\$2,703,285
Admin and General	\$695,892
Fundraising	\$327,958
TOTAL	\$3,727,135
Increase in net assets	\$26,514

INCOME

Source	Amount
Patient revenue	\$738,874
Government grants and contracts	\$2,042,798
Contributions	\$887,234
Other income	\$84,743
TOTAL	\$3,753,649

Medical assistant
Diana Delagarza,
hard at work.



Child whose face was
painted at Adelante! 5K Run
and Community Festival.



A runner at Adelante! 5K Run
and Community Festival.



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