

To: MCDC
From: James Tippit, Board President, North Texas Family Health Foundation
Cc: NTXFHF Board; Paige Simpson, Executive Assistant
Date: December 8, 2021
Re: Family Health Center on Virginia – Funder Update

With Gratitude

We are extremely grateful to you for believing in our mission to bring a new medical home to McKinney. Establishing the Family Health Center on Virginia and building a permanent home for the clinic has been a highly rewarding eight-year journey and we could not have done it without your support and generosity.

After such an eventful year, we would like to take this opportunity to share with you some updates and milestones.

A new state-of-the-art facility and inviting medical home with dignified care

In 2021, the Family Health Center on Virginia (FHC) officially opened its new facility, welcoming dental patients in January, and establishing medical and behavioral health services soon after. The new building allows clinic staff to effectively provide primary care and services to patients within an inviting, comfortable and friendly atmosphere. The state-of-the-art facility, designed in collaboration with MASS Design Group, represents a signature element of The North Texas Family Health Foundation's commitment to providing patient-centered care in a welcoming and dignified setting.

"The Family Health Center does not turn anybody away. Patients get taken care of and that was pretty much needed in the community. We had other places that would provide free care, but it was limited. With its one-stop shop model, the Family Health Center provides a much-needed service in McKinney."

Dennis Williams, McKinney Resident

Patient Visits Continue to Grow

At a time when many primary care providers had a decline in patient volume due to the pandemic, the Family Health Center held steady in 2020, seeing approximately 4,000 unique patients. Even during the pandemic, patient care continued. Along with in-office visits, the Family Health Center met the needs of

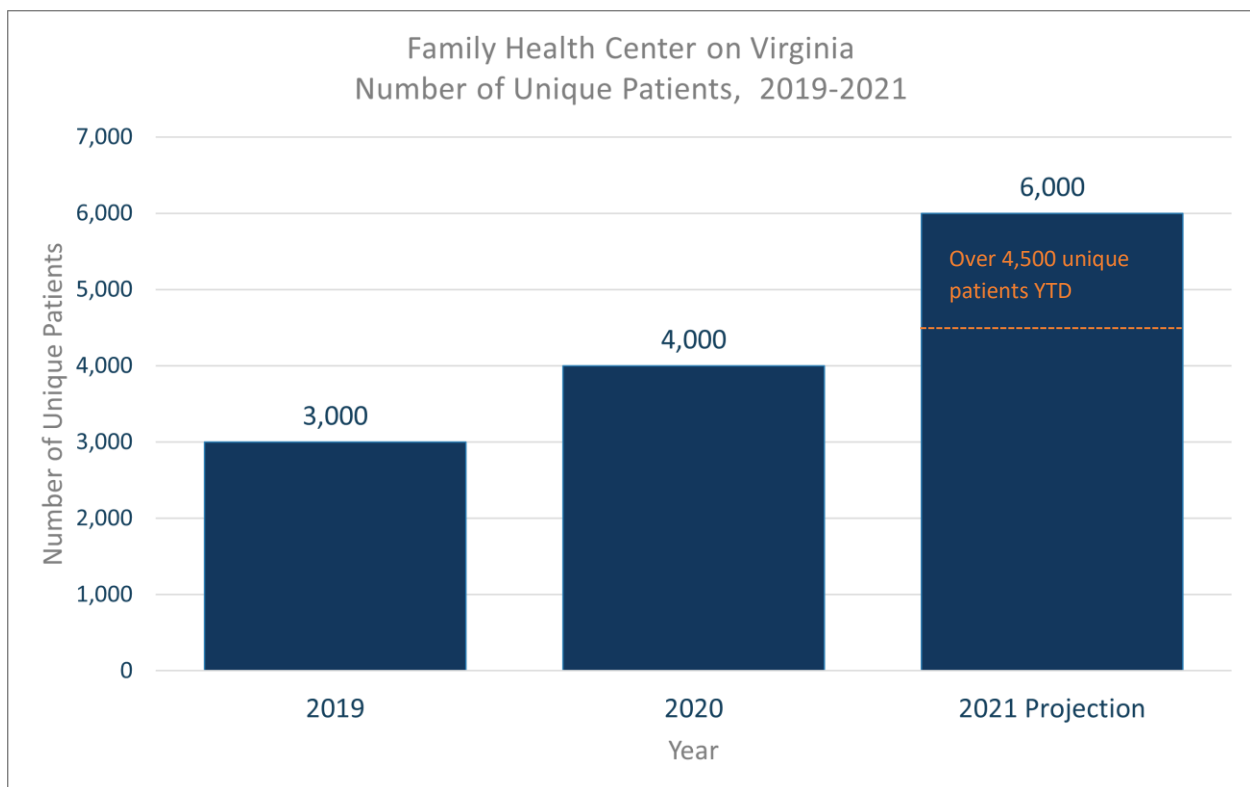


its patients via telemedicine visits, providing information related to COVID-19, and continued care for chronic disease management. The introduction of telemedicine eliminated barriers such as transportation issues and mental health stigma for many who have been hesitant in the past to reach out.

In 2021, the clinic grew significantly. In the period from January 1, 2021, through October 1, 2021, the clinic served more than 4,500 unique patients and provided over 18,000 clinic services. The breakdown of services includes:

- 14,000-plus medical visits
- Nearly 2,000 dental visits
- Approximately 2,200 telemedicine appointments

FHC is on track to provide care to more than 6,000 unique patients this year and more than 24,000 services this year.

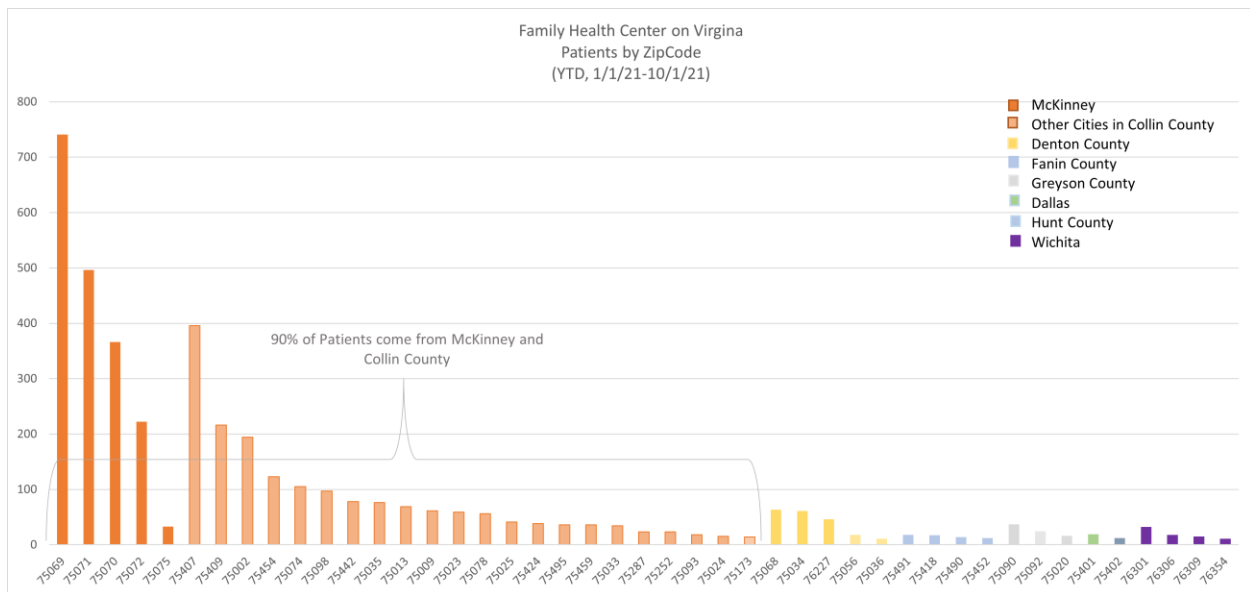




Increasing Access to Care

The Family Health Center’s proximity to U.S. 75 and Highway 5 make it easily accessible to patients in McKinney and the surrounding North Texas region. And, while many patients can drive to access services, the clinic provides other modes of access, including telehealth, taxi vouchers and pedestrian access from much of the downtown McKinney area. In fact, 90% of patients seen at the clinic are from areas immediately around the clinic (zip codes 75069, 75070 and 75071).

Family Health Center is a critical access point for care, especially for those who are uninsured or underinsured. While the majority of patients seen reside in the McKinney area, the clinic is also finding that patients travel from quite a distance to access care, speaking to the fact there are so few options for healthcare access. The health center is exploring opportunities for growth and how to better serve the needs of families across the North Texas area.



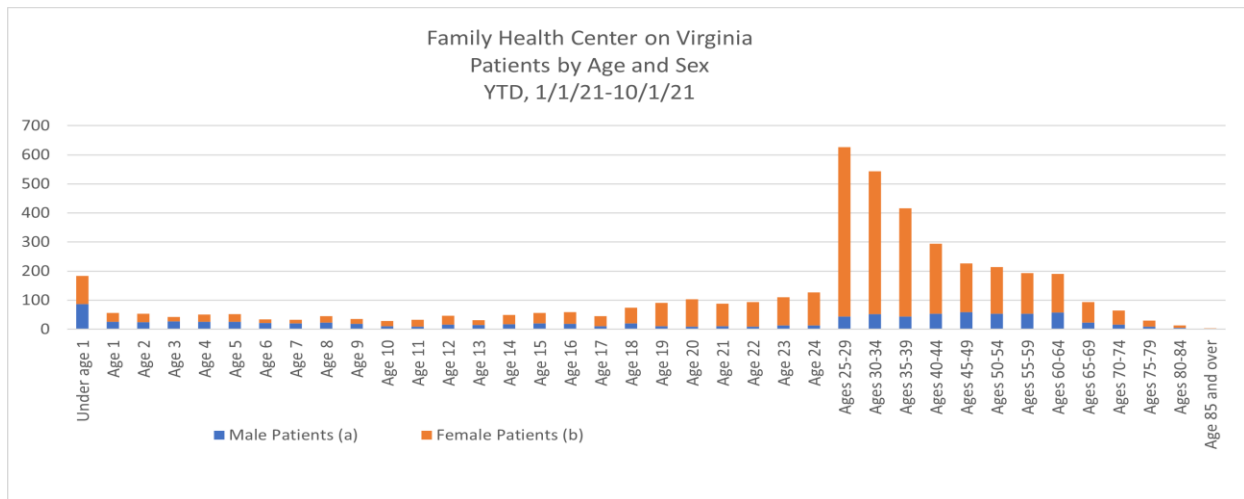
Building the Foundation for a Healthier Future

The Family Health Center welcomes patients of all ages, from infants to seniors. In 2019, the clinic expanded to include women’s health services and in 2021, added two pediatricians who practice at Family Health Center on Virginia. As a result, a great number of patients at the clinic are women and children. Of the 4,000-plus patients served in 2020, more than 3,500 were female. Pre-natal visits, well-child checkups, vaccination, behavioral health and dental services -- all support these families in building a healthy future.



One in four children in Texas live with a single mother, and 38 percent of those single-mother families live below the poverty line. In contrast, the poverty rate of single-father families is only 19 percent.

*Beyond ABC, The Assessment of Children and Well Being in North Texas
(Children’s Health, 2021)*



Expanded Services and Expertise

In addition to providing much needed space for existing operations, the new Family Health Center building has allowed the clinic to expand staff and services that could not have otherwise been considered or fully implemented at the previous location.

In 2021, the clinic added two new pediatricians — to help deliver care to the youngest and most vulnerable populations in the area. OBGYN providers now offer services at both the new facility on Virginia and satellite office located at Medical City McKinney. The clinic added a full-time site director that oversees McKinney operations and operations have expanded to include a patient navigator who assists patients with benefits enrollment for TANF, SNAP, Medicaid, and CHIP – an important resource that not only available to Family Health Center Patients, but to the community as well.

Partnerships and Community Outreach

A vital aspect of the Family Health Center mission focuses on community building with area organizations and partners to establish a one-stop shop for the community’s medical needs. The one-stop shop concept not only applies to healthcare, but also to essential wrap-around services to further support patients and communities. Partnerships with organizations such as Region 10 Early Headstart/Headstart, LifePath Systems, as well as the City and County allow for a better integration of services.



Through relationships with area independent school districts (McKinney, Allen, Plano, Frisco and other north Collin County districts), health systems, the non-profit sector and area coalitions such as the McKinney Hunger Free Coalition and the McKinney Chamber Senior Service Alliance, The Family Health Center continues to build an on-the-ground network to raise awareness of services and connect patients with key services.

What does this mean for Family Health Center patients?

- Less barriers to accessing care
- Care in a medical home that helps to ensure the whole patient is being treated
- A welcoming environment where patients can feel supported and cared for
- Connections to essential resources

Ongoing relationship building and community outreach is a critical piece of connecting patients and to essential resources and ensuring that everyone in our community has the opportunity to build the healthiest life possible.

*Your partnership and vision have helped make this all possible!
Together, building up community, health & hope.*

To learn more, or to connect with us for a tour of the new clinic please reach out to Valerie Lengel, vlengel@ntxfhf.org or (469) 693-8786.

Best,

A handwritten signature in blue ink, appearing to read 'James Tippit', with a large loop at the end.

James Tippit
Board President, North Texas Family Health Foundation