



RESILIENCY

Impact Report

2020



the 1990s, the incidence of *S. flexneri* infections has increased in the United Kingdom [10]. In the United States, *S. flexneri* has been reported as the most common serotype of *Shigella* isolated from patients with shigellosis [11]. In the United Kingdom, *S. flexneri* is the most common serotype isolated from patients with shigellosis [12].

There is a paucity of data on the epidemiology of *S. flexneri* in the United Kingdom. In the United States, *S. flexneri* has been reported as the most common serotype of *Shigella* isolated from patients with shigellosis [11]. In the United Kingdom, *S. flexneri* is the most common serotype isolated from patients with shigellosis [12].

The purpose of this study was to determine the prevalence of *S. flexneri* in the United Kingdom. The study was conducted in the United Kingdom, where *S. flexneri* is the most common serotype isolated from patients with shigellosis [12]. The study was conducted in the United Kingdom, where *S. flexneri* is the most common serotype isolated from patients with shigellosis [12].

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Charlene Flash, M.D., CEO
Avenue 360 Health &
Wellness

Letter From The President



Avenue 360 reacted with resolve to the extraordinary challenges of 2020 by doing what we do best: serving the community.

The coronavirus pandemic demanded we quickly expand access to care. We fast-tracked a rollout of our telemedicine platform; partnered with the Houston Health Department to provide 1,300 free COVID-19 tests; and redesigned the workflow at our nine locations to keep patients and staff safe.

Meanwhile, we stayed true to our longtime model of care, learned decades ago during the height of the AIDS epidemic. That model is a 360-degree approach to healthcare that integrates a patient's socio-economic realities outside of the exam room and into their care plan.

For instance, we are the only Federally Qualified Health Center that finances housing for hundreds of Houstonians, while continuing our much-lauded hospice program for those at the end of life.

In addition, it's important to me to lead conversations on issues of health equity. Research shows racism impacts health.

My first year as CEO at Avenue 360 was dominated by equal parts COVID-19 crisis management and the need to innovate parts of our health system. That work has set the organization up to now concentrate on diversifying revenue streams, acquiring talent, and meeting newly established quality benchmarks for our patients.

The demand for quality primary and behavioral health care will increase in the years to come, particularly in communities of color, which were hit the hardest by COVID-19. Avenue 360 will be there to meet the challenge.

Dr. Charlene Flash
PRESIDENT AND CEO

About Us

The mission of Avenue 360 is to provide high quality and caring services to promote healthy people and communities.

Our 360-degree approach addresses medical needs and social and environmental challenges, like housing. Our compassionate care extends to those with and without insurance. We believe income must not determine the level of and access to quality health care.

At Avenue 360, we value a healthy community. That means we:

- Work with other organizations to remove barriers to healthcare.
- Gather community feedback to improve health care.
- Address health disparities in our community.

Our vision is that every individual in our community has access to comprehensive health care services and a high-quality medical center to meet their healthcare needs.

Our Services



Adult Medicine



Women's Health



Pediatrics



HIV Care



Dental



Housing Assistance



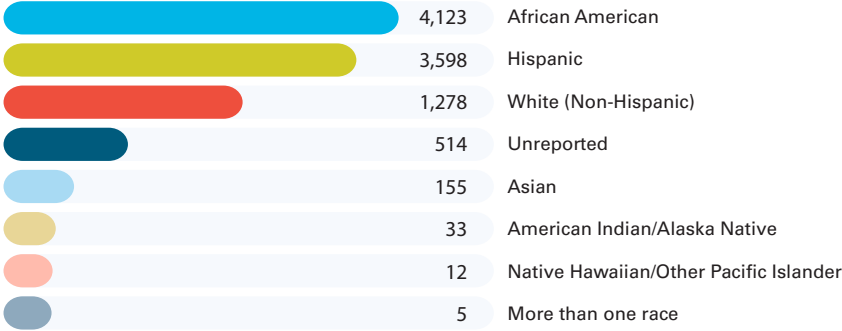
Pharmacy



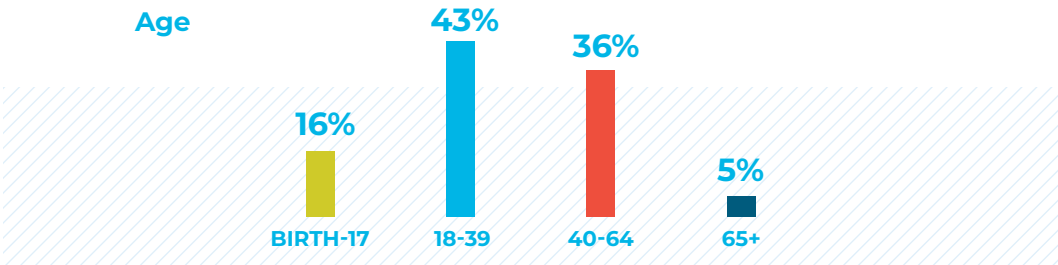
Mental Health

Patient Profile

Race



Age



Insurance Coverage



90%

of our patients are at or below the federal poverty level.



Self-Pay	51%
Medicaid	32%
Private Insurance	11%
Medicare	6%

Our Impact



2020

BY THE NUMBERS

539

Individuals experiencing homelessness were placed into permanent housing



5,153

Telehealth patient visits



39,970

Patient Encounters



500

Back-to-school backpacks for our pediatric patients



1,300

Free COVID-19 tests



7,200

Meals provided to offset food insecurity



800+

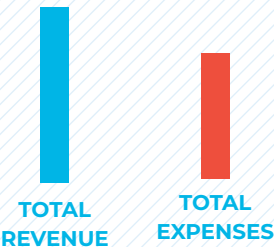
HIV Tests



2020 Financials

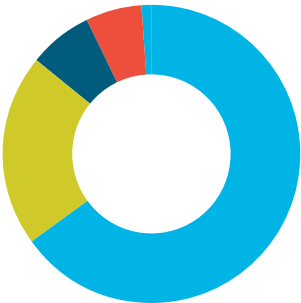
GRANTS & PHILANTHROPY	\$21,464,396
PHARMACY	\$6,832,808
PATIENT SERVICES REVENUE	\$2,242,815
OTHER	\$2,133,157

Revenue vs. Expenses




Total Revenue	32,618,584
Total Expenses	30,379,773

Funding Source



Grants	66%
Pharmacy	21%
Patient Revenue	7%
Other	6%



"As a funder, we have seen Avenue 360's commitment and follow through on providing health care to Houston's large underserved population. Texas notoriously has the highest number of uninsured in the nation. Without health centers like Avenue 360, uninsured Texans would have fewer options for high quality, affordable health care."

**ELENA MARKS, PRESIDENT AND CEO OF
EPISCOPAL HEALTH FOUNDATION**



Midtown Health Center

Medical

In 2020, we pushed forward with critical growth initiatives while navigating disruption caused by the pandemic.

WOMEN'S HEALTH

We expanded our OB/GYN practice to better meet the growing needs of women in their 20s and 30s by partnering with Healthy Women Houston and the UT Health Department of OB/GYN.

TELEMEDICINE

We launched the Avenue 360 virtual visit initiative, allowing patients to access care from the comfort and safety of their homes. Telemedicine appointments represented up to 42% of our patient volume. According to our patient survey, 95% of our patients would utilize our telehealth services again.

NEW CLINICS

In March we opened a new clinic in Southwest Houston that provides primary care, pediatrics, and dentistry to a largely underserved part of the city. We are constructing a new clinic in the Midtown area, opening in 2021, that will provide HIV care, primary care, dental, and behavioral health services.

PHARMACY

Our pharmacy provides medications at low or no cost for underinsured and uninsured patients. We expanded these services by providing prescription delivery to all of our sites, making it convenient for patients to pick up their medications.

Patients

"People at Avenue 360 are really concerned for you. I can be myself and be accepted."

ISAAC GUTIERREZ

PATIENT TESTIMONIAL

ISAAC GUTIERREZ

Isaac Gutierrez was diagnosed with HIV at the age of 21. He lived in the small town of Angleton, Texas, which did not have proper health care options.

After years of not receiving the proper care, he ultimately developed AIDS, which lead to agoraphobia extreme fear of entering crowded places, or leaving his home.

Leaving home became a struggle for Issac, but he decided it was time to receive quality care and he moved to Houston. He found Avenue 360, only a few blocks from his home.

"Dr. Garza provides me with excellent care," Isaac said. At 27, Isaac was finally receiving appropriate care and able to manage his medications. He went from eight medications down to one.

Dr. Garza referred Isaac to Avenue 360's behavioral health services to begin taking care of his agoraphobia, PTSD, ADHD, and stress. He meets with his therapist 2-3 times a month and has noticed a visible improvement in himself.



Medical

OMEGA HOUSE HOSPICE

A Houston gem for decades, Omega House in Houston's historic Montrose neighborhood serves LGBTQ people living with HIV. We were able to safely allow family members to visit dying residents who would have been removed from them in a hospital due to coronavirus restrictions.

HIV TESTING INNOVATION

We expanded our services to free, drive-thru HIV testing at our South Central Houston clinic, making it safe and convenient for community members to receive same-day confidential results. In addition, we began offering at-home, rapid HIV testing that produces results within minutes.

Avenue 360 strives to provide high-quality, affordable, and accessible health care services to every patient who walks through our doors.

Avenue 360 uses quality measures to support patient-centered care. From 2019 to 2020, we made improvements in the following areas:

	FY 2019	FY 2020
Increased number of patients screened for depression	42%	49%
Increased number of patients with HIV viral load suppression	80%	83%
Increased number of patients screened for cervical cancer	71%	79%
Increased number of patients with controlled diabetes	58%	61%



Avenue 360 Bus

Health Equity

HOUSING

As the only Federally Qualified Health Center in the region that integrates housing into its health care practice, we helped provide stable housing for 539 individuals, 98% of whom experienced residential stability for six months or longer.

NEW HOPE HOUSING

In partnership with New Hope Housing, Avenue 360 made telemedicine visits available to residents at Rittenhouse and Sakowitz apartments.

ADULT DAY ACTIVITIES

Avenue 360's Adult Day Activities program cares for people with developmental and mental health disabilities through rehabilitative and restorative nursing and social services. We provided more than 7,200 meals to offset food insecurity experienced by program participants last year.

SUBSTANCE USE

Avenue 360 is committed to strengthening the recovery of individuals experiencing substance use through supportive, patient-centered services. We offer many of these services via telehealth – providing support before, during, and after treatment, thus improving the lives of many individuals and families.

CASE MANAGEMENT

Through our case management program, we conduct assessments to effectively meet patient needs, including access to medication and medication adherence. The goal is to prevent patient barriers to medical care access by providing assistance with things like housing, food access, finances, transportation, mental health services, and recovery services.



Jessie Guercio, Family Nurse Practitioner



Dr. Juan L. Garza



D'Shuanna Morgan-Grice, Family Nurse Practitioner and patient



Dr. Therese Obioha



Dr. Alejandro Barrera



7 health centers and growing in the Houston region.

1. Heights

2. Humble

3. Montrose

4. South Central

5. Spring Cypress

6. Memorial City

7. Southwest

COMMUNITY PARTNERSHIPS

In a region with 4.5 million people, Avenue 360 believes community partnerships are integral to building trust in the communities we serve.

SOME OF OUR PARTNERSHIPS INCLUDE THE FOLLOWING:





In The News

Houston Public Media
A SERVICE OF THE UNIVERSITY OF HOUSTON
PBS npr

HOUSTON★**CHRONICLE**

COMMUNITY
IMPACT
NEWSPAPER
LOCAL. USEFUL. EVERYONE GETS IT.

UNIVISION 45
HOUSTON

CityBook Houston

MSNBC

KPRC
HOUSTON

HOUSTON
BUSINESS JOURNAL

Women
WHO MEAN
BUSINESS
AWARDS

Dr. Charlene Flash

2020 OUTSTANDING LEADER IN HEALTHCARE



**We provide
quality health
care with
compassion.
For all.**

Avenue 360 Health and Wellness



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