LONE STAR CIRCLE OF CARE PROVIDES EXCEPTIONAL AND ACCESSIBLE PATIENT CENTERED HEALTHCARE FOR OUR TEXAS NEIGHBORS.

<table>
<thead>
<tr>
<th>TABLE OF CONTENTS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PATIENTS AND KINDNESS</td>
<td>03-04</td>
</tr>
<tr>
<td>CREATING HEALTHY FAMILIES AND STRONG TEAMS</td>
<td>05-06</td>
</tr>
<tr>
<td>NEVER STOP CARING</td>
<td>07-08</td>
</tr>
<tr>
<td>PROVIDING A CURE</td>
<td>09-10</td>
</tr>
<tr>
<td>MORE PATIENTS, MORE SMILES</td>
<td>11-12</td>
</tr>
<tr>
<td>LOOKING AT THE NUMBERS</td>
<td>13-16</td>
</tr>
<tr>
<td>NOW OPEN</td>
<td>17-18</td>
</tr>
<tr>
<td>MORE TO COME IN 2018</td>
<td>19-20</td>
</tr>
</tbody>
</table>

ANNUAL REPORT 2017
We’re All About We. At Lone Star Circle of Care, we are dedicated to fostering a healthy and collaborative atmosphere for our staff in order to better connect our communities with exceptional, patient centered healthcare. Collaboration remains an integral part of Lone Star Circle of Care’s model, and it is with that spirit that we approach each endeavor. Over the past year we have continued to enhance our relationships with all of the communities that we serve. Thanks to our innovative and collaborative model, we can continue to not only sustain our services but also further increase our capacity to serve and bring affordable healthcare to our Texas neighbors in the changing health care environment.
CREATING
HEALTHY FAMILIES
AND
STRONG TEAMS

All Together Now. In 2001, Lone Star Circle of Care was founded on the promise to bring quality, affordable healthcare to all. Our goal is to provide care for our Texas neighbors regardless of their income or coverage status. We want to eliminate health inequalities to facilitate wellness and optimal living for all, helping to strengthen our communities.

EXECUTIVE TEAM
(L-R)
Jon Calvin
Chief Financial Officer
Tracy Angiellocci
Chief Medical Information Officer
Denise Armstrong
Chief Dental Officer
Rhonda Mundhenk
Chief Executive Officer
Tillery Stout
General Counsel
Kathleen V. Butler
Chief Medical Officer / Chief Quality Officer

BOARD OF DIRECTORS
TOP (L-R)
Roland Valle (Vice President)
Cynthia Brien
Doak Fling
Karen Cole (Secretary)
Amy Medrano

BOTTOM (L-R)
Elizabeth Johnson
Jock Hunnicutt (Chair)
Sofia Nelson
Scott Alarcon (Vice President)

THE FOLLOWING BOARD MEMBERS ARE NOT PICTURED:
Steve Peña (Treasurer)
John Gustainis
Rudolph Metayer
Mark Schroeder
Achieving Excellence. In 2017, Lone Star Circle of Care was awarded the Health Center Quality Leader Award by the U.S. Department of Health and Human Services. We beat the Texas average on 13 of 16 clinical quality indicators and improved performance on three metrics by more than 10% in a single year, helping us earn our ranking in the top 10% of community health centers nationwide.

COMPASSION
INTEGRITY
RESPECT
SERVICE
INNOVATION
EXCELLENCE

PARTNERS & GRANTORS

- American Heart Association
- Austin Radiological Association
- Austin/Travis County Health & Human Services
- Bluebonnet Trails Community Services
- Bastrop County Cares
- Bastrop County Indigent Health Care Program
- Bell County Public Health District
- Central Health
- City of Georgetown
- CommunityCare
- The Community Care Collaborative
- Community Health Centers of South Central Texas
- Delta Dental Community Care Foundation
- El Buen Samaritano
- Episcopal Health Foundation
- Foundation Communities
- Fund for Shared Insight
- Georgetown Health Foundation
- Health Resources and Services Administration
- Highland Lakes Health Partnership
- Michael & Susan Dell Foundation
- National Association of Community Health Centers
- People’s Community Clinic
- Seton Healthcare Family
- St. David’s Foundation
- St. David’s HealthCare Partnership
- Susan G. Komen Austin
- Texas A&M Health Science Center
- Texas Association of Community Health Centers
- Texas Health and Human Services Commission
- TMF Health Quality Institute
- Williamson County & Cities Health District
**FAMILY MEDICINE**

Primary and acute medical care for all ages, including prevention, diagnosis and treatment of chronic conditions.

**BEHAVIORAL AND MENTAL HEALTH**

Psychiatry, psychotherapy and counseling for seniors, adults, teens and children. Behavioral health services are integrated with primary medical care to provide seamless and holistic treatment for all patients.

**PEDIATRICS**

Primary and acute medical care for children and teens.

**DENTISTRY**

General dentistry for all ages.

**SENIOR HEALTH**

Primary and acute medical care for patients age 55 and older, including diagnosis and treatment of chronic and complex conditions.

**VISION**

General optometry for ages 5 and up, including glasses.

**OBSTETRICS & GYNECOLOGY**

Comprehensive prenatal care, labor and delivery, family planning, and well-woman exams.

**PHARMACY**

Substantially discounted prescription medications available to patients at LSCC’s Class A pharmacies and participating Walgreens.

**A Prescription for Success.** Once every three years, Lone Star Circle of Care participates in a three-day operational site visit (OSV) conducted by the Health Resources and Services Administration (HRSA). The HRSA OSV provides objective assessment and verification of Lone Star’s compliance with Federally Qualified Health Center regulations and best practices. Lone Star’s most recent performance resulted in a perfect score, a rarity in the healthcare world.
MORE PATIENTS, MORE SMILES

Growing Together From Day One. In 2017, Lone Star Circle of Care welcomed 1,648 babies into the world. Lone Star is dedicated to assisting our patients at every stage of life through our prenatal care, labor and delivery, family planning, and gynecological services, pediatrics, adolescent care, adult care and senior services. During pregnancy and after birth, Lone Star is there to help mothers make healthy choices for themselves and their babies.

OUR PATIENTS

At Lone Star Circle of Care, we believe that offering comprehensive healthcare to patients in need helps to build healthy families and strong communities. Guided by our mission, LSCC delivers patient centered care to our Texas neighbors while embracing innovation and evidence-based practices. Analyzing de-identified patient data allows us to examine our offerings and better tailor our healthcare experience to the communities we serve. At Lone Star, our goal is to build healthy relationships with every patient we serve.

GENDER

39% Male
61% Female

AGE

6% Under 1 yr
16% 1-5 yrs
19% 6-12 yrs
13% 13-19 yrs
16% 20-34 yrs
26% 35-64 yrs
4% 65+ yrs

COUNTY OF RESIDENCE

50% Williamson
27% Travis
11% Bell
6% Bastrop
2% Burnet
1% Hays
3% Other

INCOME AS PERCENT OF POVERTY

58% 100% FPL or Less
21% 101-150% FPL
9% 151-200% FPL
12% Over 200% FPL

INSURANCE STATUS

53% Public
27% Uninsured
20% Private

ETHNICITY

49% Hispanic or Latino
25% White
12% Not Reported
11% Black or African American
3% Asian

TOP 25 PATIENT ZIP CODES

- 78664
- 78665
- 78753
- 78648
- 78758
- 78626
- 78628
- 78602
- 78728
- 78644
- 78634
- 78681
- 78549
- 78621
- 78641
- 78543
- 78745
- 78660
- 78613
- 78542
- 78654
- 78729
- 78574
- 78641
- 78637
- 78754
- 78627
- 76574

All patient demographic information above has been determined based on fiscal year 2017 data.
Focus On Providing Quality Eyecare. In 2017, Lone Star Circle of Care provided 1,691 vision visits at our Lake Aire Medical Center facility. Vision services are just one of the many ways Lone Star Circle of Care is committed to providing comprehensive healthcare to all of our Texas neighbors.
More Patients, More Grants, More Possibilities. Thanks to Lone Star Circle of Care’s strong operating performance coupled with substantial grants, contributions, and other income, a $5,838,898 net margin was generated in 2017. The improvement in financial health allows Lone Star to better serve its communities and extend access to care to more Texas neighbors. Lone Star is grateful for the financial support that has made the mission to provide quality, accessible healthcare possible.

**REVENUE**

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Amount</th>
</tr>
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<tbody>
<tr>
<td>Net Patient Service Revenue</td>
<td>$50,928,262</td>
</tr>
<tr>
<td>Grants, Contributions &amp; Other Income</td>
<td>$18,949,795</td>
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</tbody>
</table>

**TOTAL OPERATING EXPENSES**

<table>
<thead>
<tr>
<th>Expense Description</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Salaries &amp; Wages</td>
<td>11%</td>
</tr>
<tr>
<td>Employee Benefits &amp; Taxes</td>
<td>24%</td>
</tr>
<tr>
<td>Rent</td>
<td>3%</td>
</tr>
<tr>
<td>Depreciation &amp; Amortization</td>
<td>24%</td>
</tr>
<tr>
<td>Supplies &amp; Other</td>
<td>11%</td>
</tr>
<tr>
<td>Interest</td>
<td>1%</td>
</tr>
<tr>
<td>Salaries &amp; Wages</td>
<td>53%</td>
</tr>
</tbody>
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SEEING THE NUMBERS CLEARLY

More Patients, More Grants, More Possibilities. Thanks to Lone Star Circle of Care’s strong operating performance coupled with substantial grants, contributions, and other income, a $5,838,898 net margin was generated in 2017. The improvement in financial health allows Lone Star to better serve its communities and extend access to care to more Texas neighbors. Lone Star is grateful for the financial support that has made the mission to provide quality, accessible healthcare possible.
In September 2017, Lone Star Circle of Care (LSCC) completed clinic renovations to expand services in Marble Falls. LSCC Family Care Center at Marble Falls now utilizes 8,000 square feet for adult and pediatric primary care, dental health services, and behavioral health care services. LSCC utilized a Health Infrastructure Investment Program funding award, authorized under Section 330(g)(3) of the Public Health Service Act, to complete the renovations.

**Expanded Dental Services**

St. David’s Foundation (SDF) awarded LSCC an expansion grant to add a new dental team at LSCC’s existing Georgetown dental clinic. Addition of the new dental team has greatly reduced wait times for patients seeking dental services. SDF also generously provided funding for LSCC to hire a dental team to open the dental suite at LSCC Community Health Center of Bastrop County, providing first-time access to affordable, coordinated dental care at the site.

**2017 Achievements**

**Marble Falls Renovations**

In September 2017, Lone Star Circle of Care (LSCC) re-established a clinic in Taylor, Texas. Lone Star Circle of Care at Taylor is within one mile of LSCC’s former Taylor clinic and provides family medicine services. LSCC continues to review opportunities that will allow LSCC to accommodate more patients and provide additional services to meet complex health care needs in Taylor.

**Senior Health at Lake Aire Medical Center**

As part of LSCC’s commitment to create better healthcare solutions, LSCC reintroduced Senior Health services in Georgetown, Texas. LSCC’s Senior Health services provide this target population with immediate accessibility to healthcare services.

**American Heart Association**

In early 2016, LSCC received an American Heart Association (AHA) grant to participate in a hypertension control project. With a baseline of 66%, LSCC’s goal was to achieve a minimum hypertension control rate of 70% among patients with diagnosed hypertension. LSCC received $60,000 to improve EHR templates and point-of-care decision support tools to facilitate care team adherence to AHA’s hypertension algorithm and to capture new data points on intervention components and their effect on blood pressure control. At grant conclusion in 2017, 73% of LSCC’s hypertensive patients had controlled blood pressure, which surpassed LSCC’s 70% goal.

**Provider Recruitment and Retention**

Following LSCC’s 2014 restructuring, LSCC struggled to build on its provider core. However, at the conclusion of 2017, LSCC employed over 100 full-time equivalent (FTE) providers. Growth of 10% in provider count over the previous year reflects both effective provider recruitment and effective retention of provider employees satisfied in their LSCC positions. With over 100 FTE providers, LSCC is better positioned to meet the needs of its abundant underserved population.

**Top 10% of Health Centers Nationwide**

In 2017, The U.S. Department of Health and Human Services (HHS) awarded LSCC the Health Center Quality Leader Award. This prestigious award is earned by health centers with outstanding performance and clinical outcomes. LSCC now ranks in the top 10% of community health centers nationwide. In addition to the distinction and recognition of the Health Center Quality Leader Award, LSCC earned financial incentives for improving performance on three metrics by more than 10% in a single year. LSCC beat the Texas average on 13 of 16 clinical quality indicators.

**19/19 Perfect Score on HRSA Site Visit**

In late March 2017, LSCC participated in a three-day Operational Site Visit (OSV) conducted by the federal Health Resources and Services Administration (HRSA). OSVs are conducted once every three years and provide objective assessment and verification of a Federally Qualified Health Center’s (FQHC) compliance with 19 program requirements. At conclusion of the visit, LSCC met all 19 program requirements with no corrective action needed, which, according to the lead reviewer, is an extremely rare occurrence. The HRSA representatives applauded LSCC for its knowledgeable, caring, and effective key management staff. LSCC was additionally commended for its incredible system of data dashboards and commitment to use data to make decisions at the highest level, its tight controls in financial collections and its thorough needs assessment.

**New Website | Lonestarcares.org**

In 2017, LSCC completed a rebuild and redesign of its website. LSCC’s new website features modern and secure accessibility for both desktop and mobile devices. The new site comes with a new name and destination – LoneStarCares.org – which precisely reflects LSCC’s mission to provide exceptional and accessible patient-centered healthcare for our Texas neighbors. The new website makes it easy to find a provider by location, language, or specialty. With many new website capabilities and enhancements, patients can now pay their bill online, access the patient portal or communicate with their care team.