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Health Care by Design



20 | ANNUAL
20 | REPORT

Lone ★ Star
Circle of Care

A LETTER FROM OUR C.E.O.

To Our Stakeholders:

Lone Star Circle of Care (LSCC) went through one of the most challenging and unprecedented years in its history, a year chock-full of uncertainty and change that required adaptability and resilience. The COVID-19 pandemic forced us to drastically modify our work and personal lives and constantly evolve to match the latest developments and guidance to protect our families and communities. LSCC started out the first quarter of fiscal year 2020 providing record level access across its six-county Texas service area. Then the pandemic hit and what was previously unfathomable became everyday. Most concerning, the pandemic disproportionately impacted the historically disadvantaged populations LSCC serves, exacerbating and further exposing health inequities.

The popular quote by Sun Tzu, "In the midst of chaos, there is also opportunity," certainly rang true in 2020. Amidst the evolving understanding of the COVID-19 virus and ever-changing guidance from governmental officials, LSCC embraced the chaos, adapting our operations to new circumstances while continuing to deliver high-quality care. We modified clinical environments, adjusted staff roles, and extended our reach by swiftly adding virtual visits to mitigate barriers to accessing care.

As conditions changed, we changed, too. LSCC forged new community relationships, rolled out COVID-19 testing system-wide, and geared up for COVID-19 vaccine administration. Focused on serving high-risk and vulnerable populations, health centers like LSCC had a meaningful role in the aim to extinguish the pandemic. I am truly proud of the efforts and fortitude of my colleagues at LSCC. Numerous stories come to mind of providers and staff embracing an all-hands-on-deck approach to ensure our patients and staff were cared for and protected to the extent possible. When the pressure was on, LSCC never strayed from its mission, vision, and values.

Another change at the end of fiscal year 2020 was my transition to the role of Chief Executive Officer. I am honored to serve our incredible organization in this new capacity. We have made substantial progress over the last several years, and it is our unequivocal goal to take LSCC to new heights in this next chapter. LSCC started its journey nearly 20 years ago with one clinic in Georgetown and has grown to serve over 95,000 Texans annually across 26 sites, providing high-value care to those who need it the most.

Thanks for all you do for LSCC and for strengthening the health of our communities.

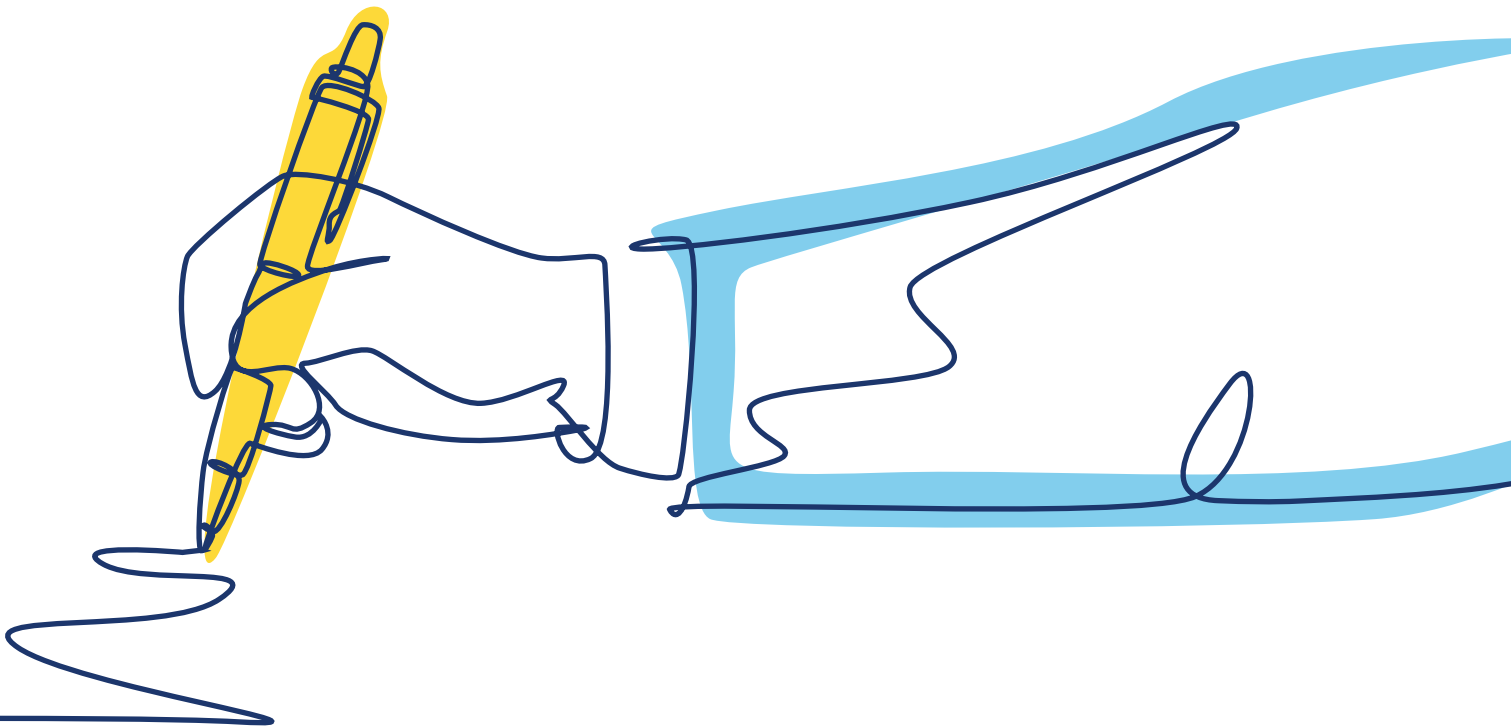
Sincerely,

A handwritten signature in blue ink, appearing to read "J. Calvin", written in a cursive style.

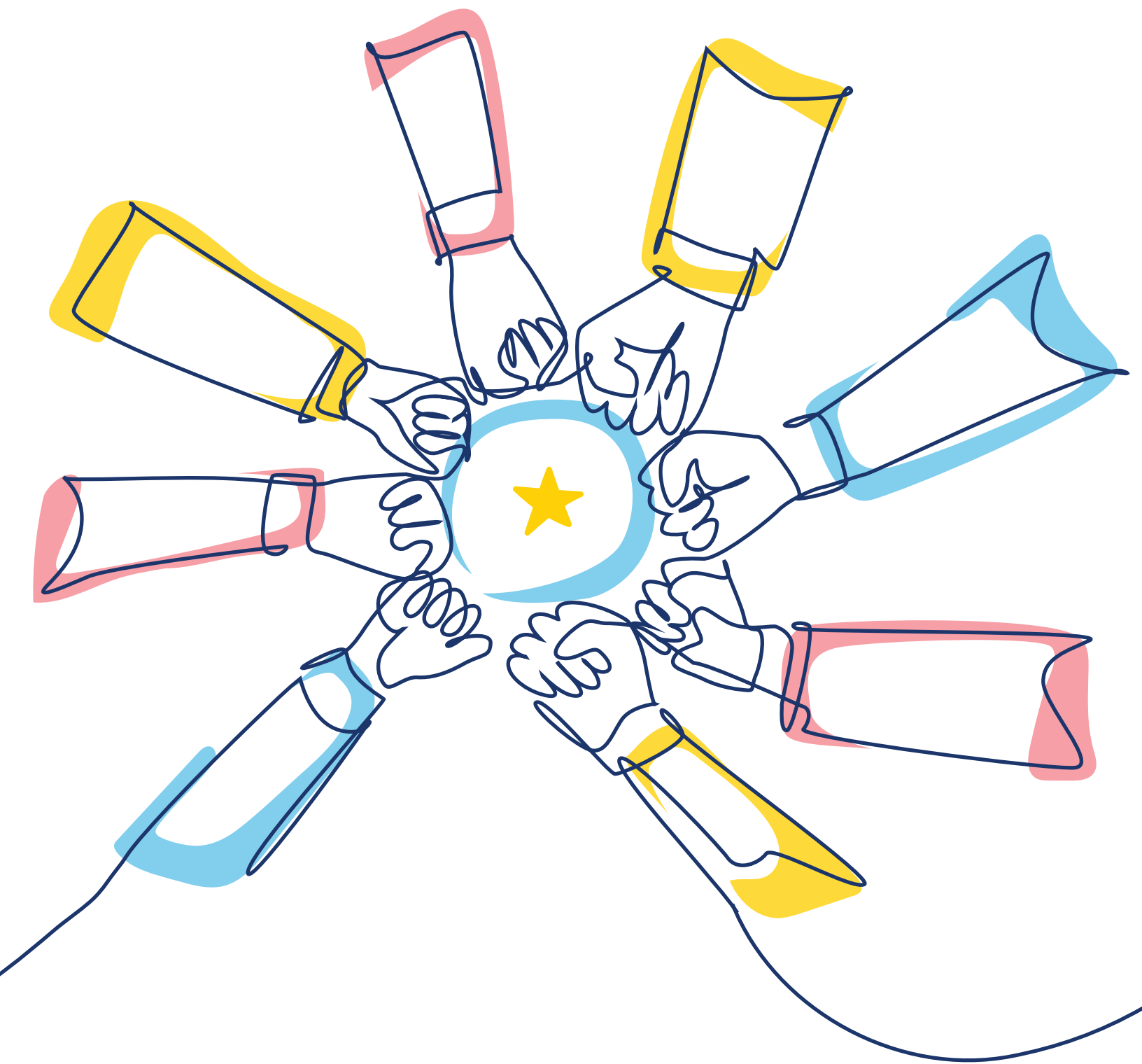
Jon Calvin

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An Outline for Success



OUR MISSION

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

OUR SERVICE LINES

We are working for a brighter future for all our Texas neighbors. That is why we offer exceptional patient care, including adult and pediatric primary care, senior care, comprehensive obstetric and gynecological services, convenient care, vision, dentistry, behavioral health, and pharmacy services. Virtual visits are available for most service lines.

Behavioral Health

LSCC offers 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.

Convenient Care

LSCC offers convenient care with walk-in appointments available at certain clinics.

Dentistry

LSCC offers general dentistry for all ages.

Family Medicine

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

Obstetrics & Gynecology

LSCC offers obstetrics and gynecology, including prenatal care, labor and delivery, family planning and gynecological surgery.

Pediatrics

LSCC offers preventative and acute medical care for children and teens.

Pharmacy

LSCC offers substantially discounted prescription medications for patients of LSCC's providers at LSCC's pharmacies and participating Walgreens.

Senior Care

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

Virtual Visits

LSCC offers virtual telehealth visits day and night, which allow patients to have a safe and convenient video visit with an LSCC clinician.

Vision

LSCC offers general optometry for ages 5 and up, including glasses.

Drawn Together for Good



EXECUTIVE TEAM (as of June 2021)

Standing (L-R)

Adeyoyin “Lola” Okunade
Medical Director of Family
and Adult Medicine

Tracy Angelocci
Chief Medical
Information Officer

Kathleen V. Butler
Chief Medical Officer /
Chief Quality Officer

Raj Diwan
Director of Dental Services

M. Renee Valdez
Medical Director of
Psychiatry &
Behavioral Health

Seated (L-R)

Lindsey Tippit
Chief Operations Officer

Jon Calvin
Chief Executive Officer

Tillery Stout
Chief Administrative
Officer & General Counsel

Brandon Teenier
Chief Financial Officer



BOARD OF DIRECTORS (as of June 2021)

Top Row (L-R)

Jack Hunnicutt
President & Chair

Cynthia Brien
Vice President

Rudolph Metayer

Dr. Quianta Moore

Steve Peña
Treasurer

Middle Row (L-R)

Scott Alarcón
Vice President

Roland Valle

Amy Medrano

Sofia Nelson

John Gustainis

Bottom Row (L-R)

Karen Cole
Secretary

Elizabeth Johnson

Mark Schroeder

Shirley Robinson

Alton McCallum

Where We Draw the Line



In 2001, Lone Star Circle of Care was founded on the promise of bringing quality, affordable healthcare to all. Our vision of caring for our Texas neighbors, regardless of income or coverage status, remains unchanged. And we are still striving every day to strengthen our communities by eliminating health inequalities to facilitate wellness and optimal living.

COMPASSION
INTEGRITY
RESPECT
SERVICE
INNOVATION
EXCELLENCE



PARTNERS & GRANTORS

- All Together ATX
- Ascension Seton
- Austin Physical Therapy Specialists
- Austin Radiological Association
- Austin/Travis County Health & Human Services
- Bluebonnet Trails Community Services
- Bastrop County
- Bastrop County Cares
- Bastrop County Indigent Health Care Program
- Bell County Public Health District
- Carl C. Anderson Sr. & Marie Jo Anderson Charitable Foundation
- Cedar Park Regional Medical Center
- Central Health
- City of Taylor
- CommuniCare
- CommUnityCare
- The Community Care Collaborative
- Community Health Best Practices, LLC
- Community Health Centers of South Central Texas
- ConferMED
- Cullen Trust for Health Care
- Delta Dental Community Care Foundation
- Dent-Well Campus Smiles
- El Buen Samaritano
- Episcopal Health Foundation
- Every Body Texas
- Family Connects International
- Foundation Communities
- Georgetown Health Foundation
- Health Resources and Services Administration
- Houston Endowment
- Michael & Susan Dell Foundation
- National Association of Community Health Centers
- One Step Diagnostic
- Opportunities for Williamson & Burnet Counties
- People's Community Clinic
- Dr. Sridhar P. Reddy, M.D.
- St. David's Foundation
- St. David's HealthCare Partnership
- St. Joseph Medical Center
- Texas A&M Health Science Center
- Texas Association of Community Health Centers
- Texas Health & Human Services Commission
- United HealthCare Services, Inc.
- The University of Houston
- The University of Texas at Austin Dell Medical School
- Williamson County & Cities Health District

Underlining the Importance of Community

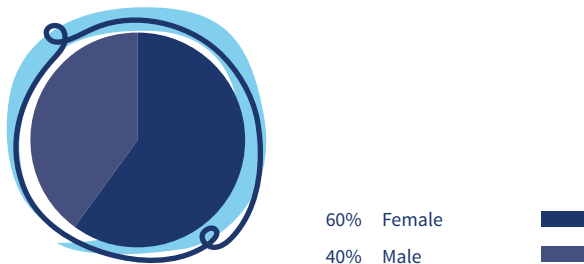


WHO WE SERVE

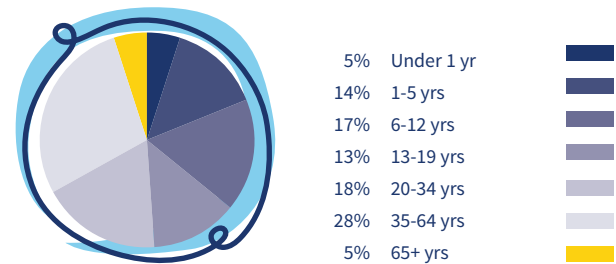
Offering comprehensive healthcare to patients in need builds healthy families and communities. That is why we do what we do. Lone Star Circle of Care delivers patient-centered care that embraces innovation and evidence-based practices.

Through de-identified patient data, we can better examine our offerings and tailor the healthcare experience to those we serve. Building healthy relationships with our patients is at the heart of everything we do.

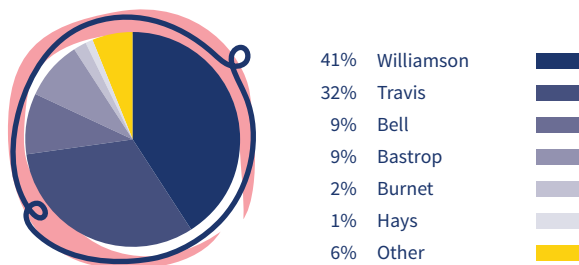
GENDER



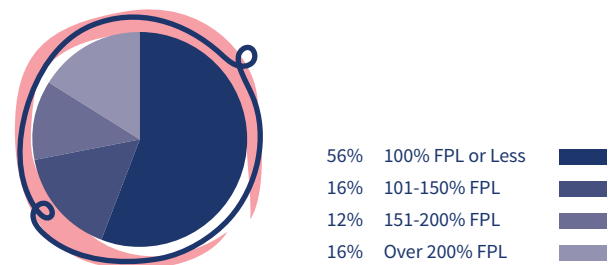
AGE



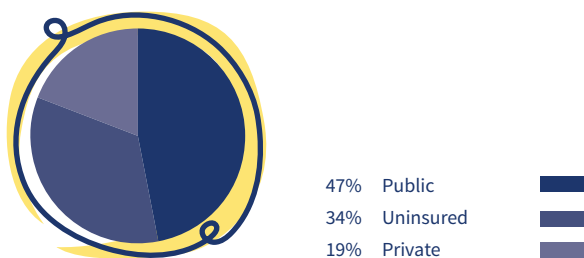
COUNTY OF RESIDENCE



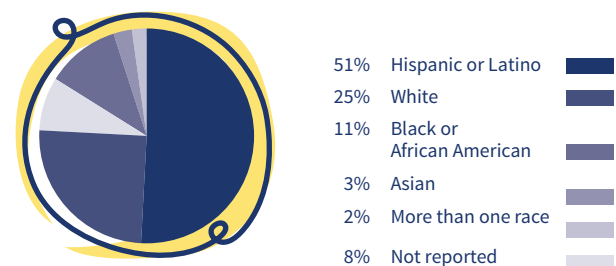
INCOME AS PERCENT OF POVERTY



INSURANCE STATUS



ETHNICITY



TOP 25 PATIENT ZIP CODES

- 78664 • 78634 • 78744 • 76537 • 78728
- 78626 • 76574 • 78613 • 76549 • 78617
- 78660 • 78628 • 78681 • 78621 • 76548
- 78665 • 78753 • 78745 • 78612 • 78654
- 78602 • 78641 • 78758 • 76542 • 78741

All patient demographic information above is based on fiscal year 2020 data.

Live and Online



2020 VITALS THE BIG PICTURE

Patient Visits

332,529

Patients Seen (Unduplicated)

95,149

Net New Patients Added in 2020

2,348

Uncompensated Care Spending

\$23,984,456

A CLOSER LOOK

Family Medicine Visits

88,192

Pediatrics Visits

106,135

Senior Care Visits

8,580

OB/GYN Visits

45,358

Babies Delivered

1,841

Virtual Visits

54,030

Vision Visits

1,847

Dentistry Visits

16,363

Convenient Care

2,048

Behavioral Health Visits

64,006

Pharmacy Services (Prescriptions)

203,967

Value of Prescriptions Dispensed

\$40,280,492



Reshaping Health Care



COVID-19 RESPONSE

COVID-19, the disease caused by the novel coronavirus SARS-COV-2, and the resulting global pandemic presented Lone Star Circle of Care with unprecedented challenges, as well as opportunities, to maintain access to safe, high-quality health care for our patients.

- Lone Star Circle of Care launched an immediate, large-scale deployment of telehealth services including a user-friendly virtual visit platform providing HIPAA-compliant, secure connections and seamless integration with our electronic health record. An online patient registration platform allows patients to remotely complete registration, consent forms and assessment tools, equipping LSCC providers with information needed to establish their care plan.
- Access to virtual care is facilitated by newly developed tools to ensure patients get the care they need. To appropriately schedule patients for telehealth visits, staff conduct telephonic assessment using an automated decision support tool that determines whether the requested care can be provided remotely. Patients reporting symptoms consistent with COVID-19 are scheduled for telehealth visits whenever possible. Once scheduled, staff serve as virtual consultants to make sure patients have the appropriate technology and troubleshoot potential barriers to accessing virtual care.
- With patient safety of utmost concern, LSCC modified in-person appointment schedules to accommodate well visits in the mornings and sick visits in the afternoons with dedicated time for disinfection. Along with universal masking for patients and staff, LSCC outfitted clinical teams with highly effective Personal Protective Equipment (PPE) to minimize the risk of transmission.
- Forced to reduce dental services to all but emergency procedures, Lone Star Circle of Care dental staff stepped up to carry out critical response activities such as operating drive-thru COVID-19 testing sites, staffing administrative positions in medical sites, delivering medications to patients, and distributing PPE and supplies to clinics. Preventive dental services resumed in June 2020 with significant protective modifications to operatories and reduced scheduling to accommodate stringent disinfection routines.
- Initial drive-thru COVID-19 testing sites transitioned to rapid testing availability in September 2020 at all primary care sites providing patients with results in less than one hour. LSCC performed more than 4,500 COVID tests in 2020.
- Despite a decrease in year-over-year visits, Lone Star Circle of Care served a record 95,149 patients in fiscal year 2020. Equally important, with the help of grantors and partners, LSCC maintained staffing and care teams to ensure ongoing access to comprehensive health care during and after the pandemic.

A Long Line of Achievements



2020 ACHIEVEMENTS

QUALITY AWARDS

- In November 2020, Lone Star Circle of Care participated in a virtual Operational Site Visit (OSV) with the Health Resources and Services Administration. Conducted once every three years, the OSV is an objective assessment and verification of LSCC's compliance with the statutory and regulatory requirements of Federally Qualified Health Center status. As with the last OSV completed in 2017, LSCC was pleased to have demonstrated full compliance with the federal Health Center Program.
- For the seventh consecutive year, Lone Star Circle of Care was recognized by the Health Resources and Services Administration as a Health Center Quality Leader, ranking among the top 20% of the nearly 1,400 health centers across the nation for best overall 2019 clinical performance. Additionally, LSCC received the following quality service awards:
 - "Access Enhancer" to recognize the greater than 10% increase in the number of unique patients served between 2018 and 2019.
 - "Health Disparities Reducer" to observe progress towards meeting Healthy People 2020 goals across different racial/ethnic groups.
 - "Patient Centered Medical Home" to acknowledge efforts to provide integrated and coordinated care that puts patients at the forefront in the delivery of services.
- Million Hearts is a national movement to decrease deaths from heart attack and stroke. LSCC was recognized for the fourth consecutive year for exceeding national benchmarks on three clinical metrics aimed at reducing heart attack and stroke: aspirin therapy; BP control; and smoking cessation interventions (based on 2019 performance).
- LSCC is an active member of the Seton Accountable Care Organization (ACO) and is focused on healthcare economics, striving to achieve optimal health outcomes while reducing unnecessary healthcare spend. An ACO achieves savings when it delivers care to beneficiaries at a cost lower than the benchmark assigned by the Center for Medicare and Medicaid Services (CMS). Seton ACO, the fourth largest ACO in Texas, has managed the Medicare Shared Savings Program (MSSP) for more than 23,000 Medicare beneficiaries in the Austin area since 2014. In 2019 (the latest data available, announced in 2020) Seton ACO generated more than \$19 million in savings for MSSP, a 90% increase over the prior year, and capped a six-year total of \$58 million in savings. Despite being smaller than the other three ACOs and having the lowest benchmark (or "budget" for healthcare costs) to beat, Seton ACO achieved 60 – 75% more savings for Medicare than the other ACOs. Two notable areas of savings are in post-acute care and emergency department encounters.

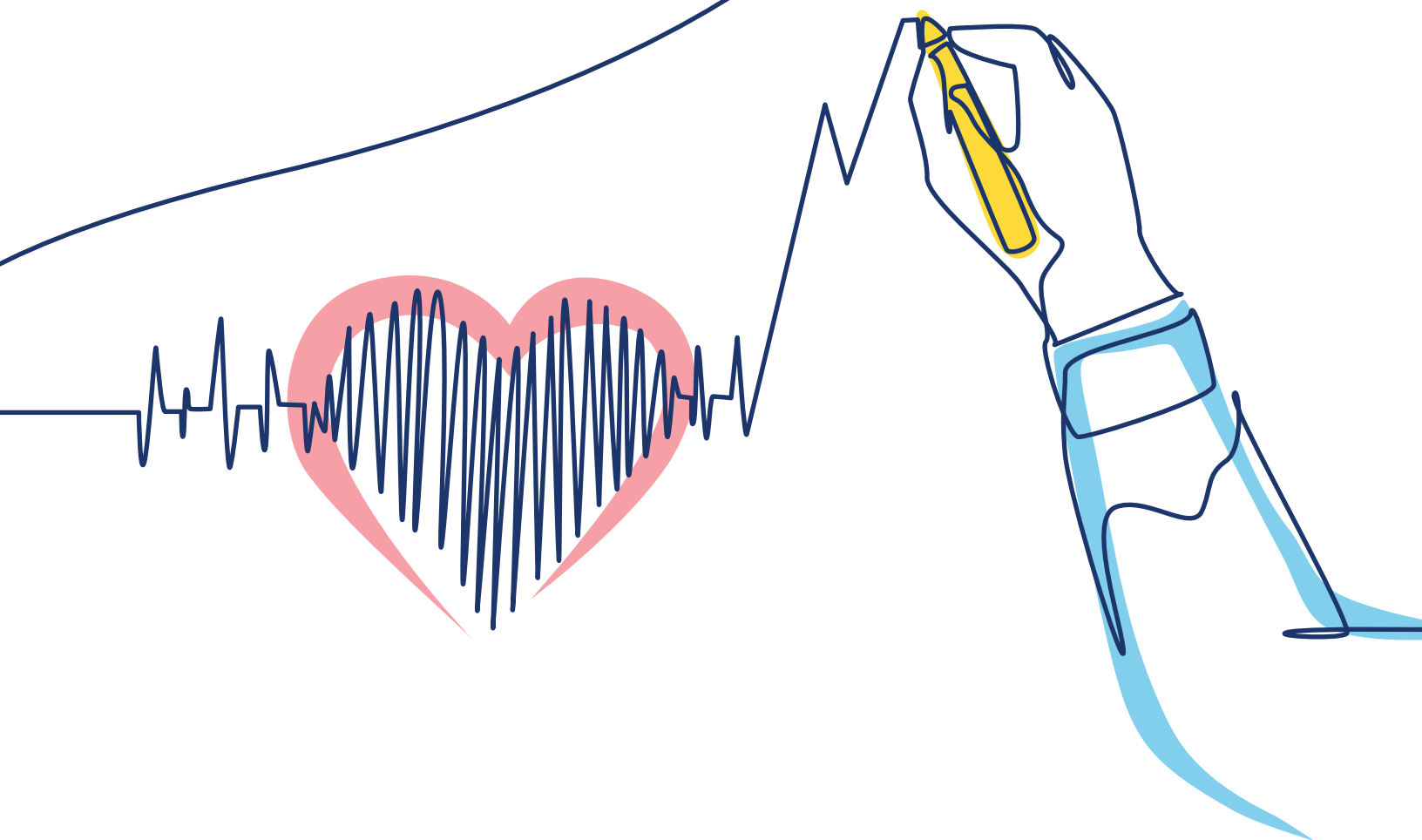
Highlighting Our Highlights



HIGHLIGHTS

- Lone Star Circle of Care is taking a central role in a collaborative regional effort to improve cancer outcomes for uninsured and underserved Central Texas women by relaunching the Big Pink Bus, a mobile unit providing 3D screening mammograms and patient navigation support for women needing breast cancer screening, diagnosis and treatment services. The Big Pink Bus will initiate services in mid-2021.
- Summer 2020 marked the start of renovations to the former Taylor West End School, which will house the future Project Headwaters campus – an intergenerational initiative to address the health and resiliency of vulnerable children and families. Lone Star Circle of Care and Opportunities for Williamson and Burnet Counties will provide co-located health and social services at the site once construction is completed in 2021.
- Ending the HIV Epidemic: A Plan for America, an initiative announced in 2019, aims to reduce the number of new HIV infections by 75% within five years, and by at least 90% within 10 years. With Austin and Houston service areas designated as “HIV hot spots,” Lone Star Circle of Care received funding from the Health Resources and Services Administration to enhance HIV testing efforts and increase access to and use of pre-exposure prophylaxis (PrEP) medication to prevent HIV transmission. These activities are led by two HIV Prevention Navigators, establishing LSCC’s first programming focused on HIV prevention and support services.
- Bastrop County supported a second year of Lone Star Circle of Care’s Family Connects program, which links Bastrop County families with newborn babies to an LSCC Family Connects nurse. The Family Connects nurse conducts home visits to assess the home environment, connect the family to community resources and available social support, provide guidance for caregivers and make appropriate referrals. LSCC’s Family Connects program has served 400 families since October 2018.
- In 2020, Lone Star Circle of Care launched 29 text campaigns to more than 180,000 recipients and sent more than 3,100 individual direct texts. Text campaigns are used to drive preventive medicine efforts, such as well child checks, annual wellness exams, immunizations, and cancer screenings. LSCC also used a text campaign to help notify patients of the availability of telehealth virtual visits.

Drawing up the Numbers



OUR FINANCIALS

TOTAL PATIENT REVENUE

\$59,380,611

GRANTS, CONTRIBUTIONS & OTHER INCOME

\$35,541,480

TOTAL OPERATING EXPENSES

\$89,489,570

OPERATING EXPENSES BREAKDOWN

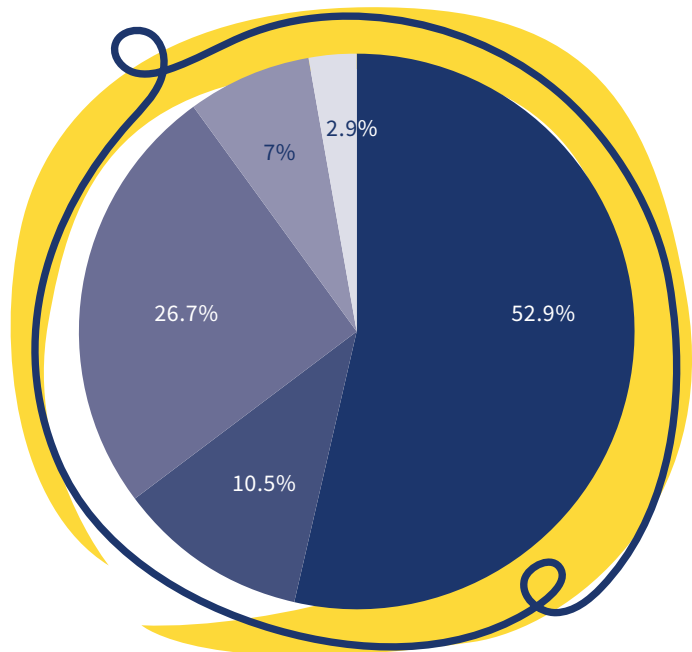
52.9% Salaries & Wages

10.5% Employee Benefits & Taxes

26.7% Supplies & Other

7% Rent

2.9% Depreciation & Amortization

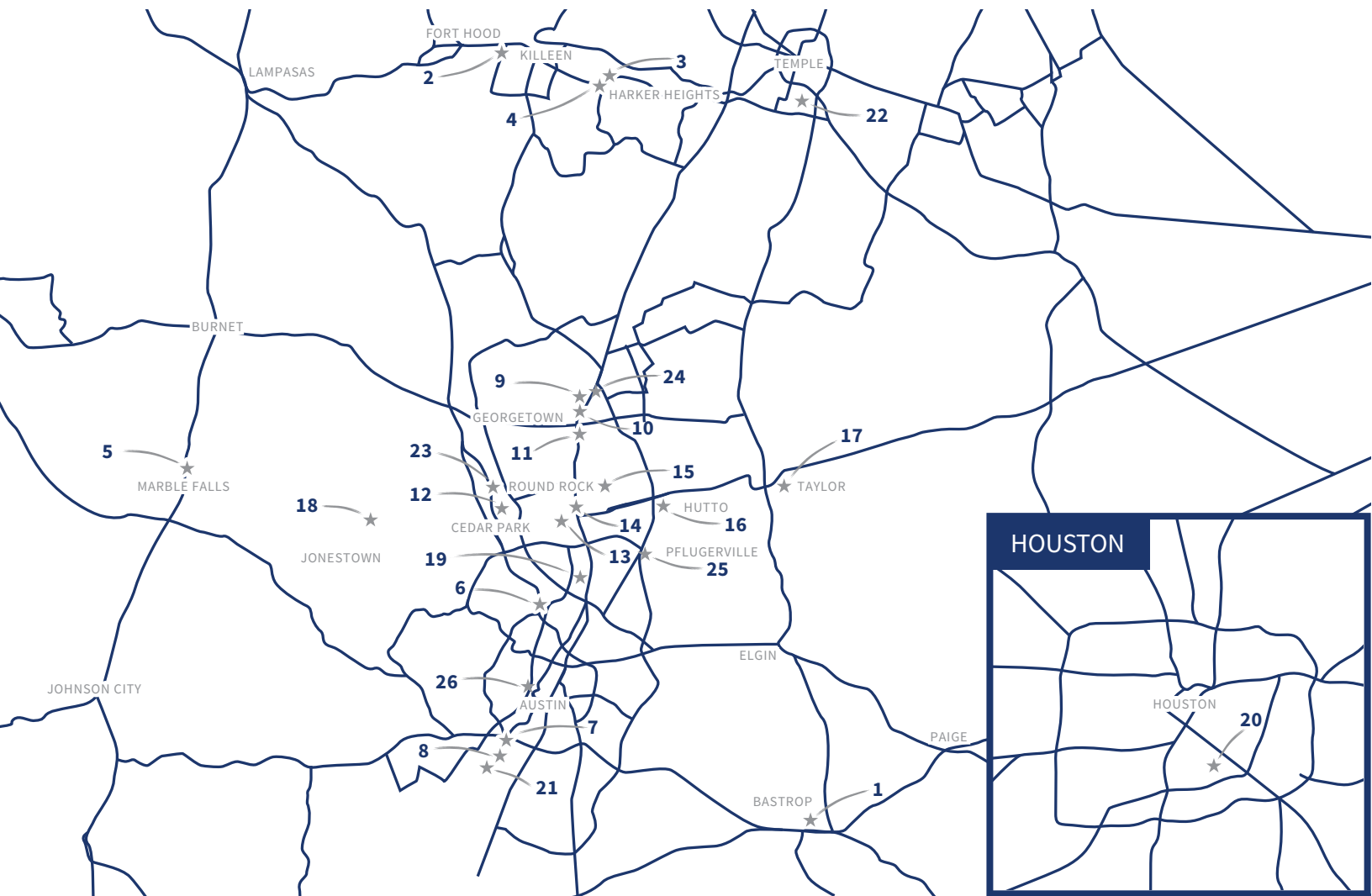


Sketching the Future of Growth



OUR CLINICS

CENTRAL TEXAS LOCATIONS



LOCATIONS

1. Lone Star Circle of Care at Bastrop
2. Lone Star Circle of Care at Killeen
3. Lone Star Circle of Care Pediatrics at Harker Heights
4. Lone Star Circle of Care Behavioral Health at Harker Heights
5. Lone Star Circle of Care at Marble Falls
6. Lone Star Circle of Care at Northwest Austin
7. Lone Star Circle of Care at Ben White Health Clinic
8. Lone Star Circle of Care at Stassney
9. Lone Star Circle of Care at Lake Aire Medical Center
10. Lone Star Circle of Care at Georgetown Dental
11. Lone Star Circle of Care at Georgetown Women's Center
12. Lone Star Circle of Care at Whitestone
13. Lone Star Circle of Care OB/GYN at Round Rock
14. Lone Star Circle of Care at Round Rock Health Clinic
15. Lone Star Circle of Care at Texas A&M Health Science Center
16. Lone Star Circle of Care at Hutto
17. Lone Star Circle of Care at Taylor
18. Lone Star Circle of Care at Jonestown
19. Lone Star Circle of Care at Collinfield
20. Lone Star Circle of Care at the University of Houston
21. Lone Star Circle of Care at El Buen Samaritano
22. Lone Star Circle of Care at Temple
23. Lone Star Circle of Care at Cedar Park
24. Lone Star Circle of Care at Georgetown ISD Health & Wellness Center (opened January 2021)
25. Lone Star Circle of Care at Pflugerville (opened April 2021)
26. Lone Star Circle of Care OB/GYN at MoPac North (opened May 2021)



Lone ★ Star
Circle of Care

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