



# CRISIS



# CHALLENGES

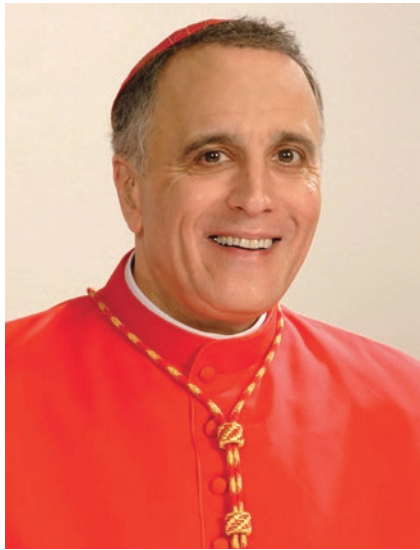


# CHANGE



SAN JOSÉ CLINIC

## ANNUAL REPORT 2020



## A Note From The Cardinal

In 2020, we endured many hardships and changes to our way of life. We witnessed our brothers and sisters in Christ experience great need, and as people of faith, we rallied and rose to the challenge of supporting one another. The Archdiocese of Galveston-Houston gave support to struggling families, the hungry, and the sick—and you have been an integral part of this great work.

In 2020, the San José Clinic valiantly weathered its 98th year to support our uninsured brothers and sisters in need of quality healthcare thanks to the support of each of its stakeholders, and I am grateful to each of you for your unwavering commitment to those who need help.

While we are pleased to present in this Annual Report all of the hard work done last year, we ask that you continue to keep the Clinic in your prayers as the team strives to do God's will every day.

Sincerely yours in Christ,

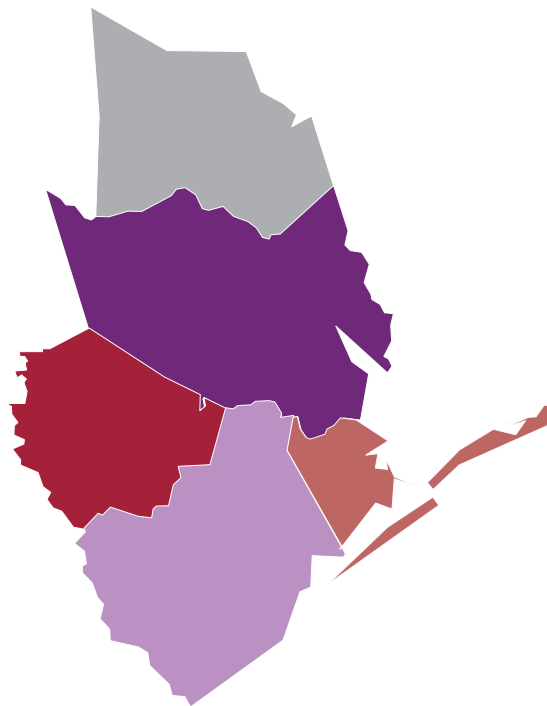
+ *Daniel Cardinal DiNardo*

Daniel Cardinal DiNardo  
Archbishop of Galveston-Houston

In 2020, we served **2,725** patients resulting in a total of **19,023** patient visits.

### Top 5 Counties

- 79%** Harris County
- 10%** Fort Bend County
- 5%** Brazoria County
- 2%** Montgomery County
- 1%** Galveston County

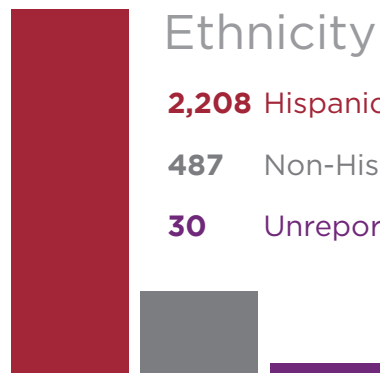


### Patient age



### Ethnicity

- 2,208** Hispanic/Latino
- 487** Non-Hispanic/Latino
- 30** Unreported



### Type of Visit

Department	Midtown	Fort Bend
Medical Provider	5,876	223
Medical Ancillary	593	---
Other Med. Visits	3,281	138
Radiology	198	---
Dental	2,773	---
Pharmacy	5,941	---
<b>TOTAL</b>	<b>18,662</b>	<b>361</b>

### Gender





## A Note From The President/CEO

Dear loyal friends and supporters,

San José Clinic was founded in 1922 by Monsignor George Walsh and a \$50 donation from the Charity Guild of Catholic Women. Today, after 98 years, San José is Houston's original safety net clinic and a staple in our proud community. Every day, I am filled with gratitude to be a cog in the operations of a healthcare institution that is bound and determined to provide affordable care to, and improve the livelihoods of, the uninsured and underserved in our city.

The unfaltering dedication of our staff, volunteers, board members and supporters to care for those who fall far below the federal poverty line is an amazing and inspiring thing to witness every day. There is no greater good than reaching out and aiding those who need assistance, and our team accomplishes this daily.

Mother Teresa once said that "we ourselves feel that what we are doing is just a drop in the ocean, but the ocean would be less because of that missing drop." Every staff member, supporter and volunteer at SJC create not only drops in the ocean, but they make waves every day.

We are profoundly grateful, especially, to our collaborative partners, academic affiliates, volunteers and staff at SJC Midtown and SJC Fort Bend. With their determination and aid, we were able to use our available resources to provide 19,023 clinic visits to 2,725 patients in 2020. We are looking forward to the start of our Endowment Campaign, which will help us serve patients for the next 99 years.

Thank you to everyone who contributed to the progress of SJC in the last year. You are the reason we were able to fulfill the original vision of Monsignor George Walsh, and you are the reason that we will be able to continue to fulfill that vision for many more years to come.

Sincerely,

A handwritten signature in black ink that reads "Maureen Sanders".

Maureen Sanders  
President and CEO  
San José Clinic



## A Note From The Board Chair

Dear friends of San José Clinic,

As we close the door on the year 2020, we walk into a new year full of exciting opportunities to make a difference. The mission of San José Clinic is to provide quality healthcare and education to those with limited access to such services in an environment that respects the dignity of each person, and in 2020, the staff did just that. We can proudly look back on the year and reflect on the incredible accomplishments of our benefactors, staff and volunteers.

It's easy to look back on 2020 and think of the trials and tribulations, but what if, instead, we chose to look back on our triumphs? The success of our drive-thru clinic, the opening of our Fort Bend location, our new telemedicine platform, and the dedication of our frontliners set 2020 apart in the history books of San José Clinic.

After 98 years of service, we feel honored to have generous supporters who provide us with the means to serve comprehensive, affordable healthcare to our friends and neighbors in the Houston area. Because of our supporters, we are able to further our mission daily, and we will continue to do so for 100 more years.

The 2020 grand opening of our Fort Bend location is a strong pillar that will continue our ability to do the most amount of good for the greatest number of people. In 2020, more than in any other year in memory, we have had to learn to embrace change. Now, we are smarter, stronger, and more capable of doing good.

On behalf of the patients that the San José Clinic staff and volunteers see every day, we thank you for your unwavering support and love.

Sincerely,

A handwritten signature in black ink that reads "Michelle Herrera".

Michelle Herrera  
Board Chair  
San José Clinic



Our mission is to provide quality healthcare and education to those with limited access to such services in an environment which respects the dignity of each person.

San José Clinic was founded in 1922 with the vision of Monsignor George Walsh, a donation of \$50 from the Charity Guild of Catholic Women, and the service of community volunteers, who all came together with the same hope of breaking down barriers to healthcare for the underserved.

For nearly a century, the Clinic has grown from a small frame house to a multi-level healthcare facility, and it has become one of the leading providers of quality healthcare services for the underserved in the Greater Houston area.

Today, we proudly uphold the legacy of our founders by continuing to provide healthcare for those who need a health home the most, including primary and specialty medical and dental care as well as vision, laboratory and pharmacy services. San José Clinic is a ministry of the Archdiocese of Galveston-Houston, a Texas Medical Center member institution, and a United Way agency.



## Volunteers

Our volunteers are a part of our ministry and legacy that has been serving Houston for nearly a century. Through their generous donation of time and talent, volunteers make it possible for San José Clinic to fulfill its mission. Exceptional volunteer healthcare providers and community volunteers work together alongside Clinic staff to serve the uninsured of Houston.



# Volunteer Spotlight

## Dr. De Roth

Occupation: Family Medicine Doctor

Volunteer since 2018

Volunteer of the Year 2020



Dr. Georgine De Roth has been a dedicated volunteer of San José Clinic since April of 2018. Throughout her time here, Dr. De Roth has served over 700 hours providing high quality medical care to the patients that depend on her. Every week, she works with unwavering loyalty to her patients, and she has great relationships with staff.

Before her time at SJC, Dr. De Roth attended McGill University in Montreal, Quebec for medical school and finished her education at McMaster University in Hamilton, Ontario for her post-grad residency in family medicine. After graduating, she moved to Texas where she has had her own private practice for 12 years.

When asked, other SJC team members said Dr. De Roth is a passionate provider who cares genuinely and deeply for the well-being of her patients. They feel lucky to work with such an attentive, impressive, and kind volunteer.

Dr. De Roth's medical interests are in health promotion, disease prevention, elderly care, women's health, and mental health. She also speaks four languages: English, Spanish, French and Hungarian. Dr. De Roth has also participated in the Ontario Medical Association and the Canadian Medical Association during her time in the field.

Without volunteers like Dr. De Roth, San José Clinic would not be what it is today. Through the challenges presented to us in 2020, Dr. De Roth has remained steadfast in providing love and care to the uninsured and underserved in Houston. Thank you to our Volunteer of the Year, Dr. Georgine De Roth!

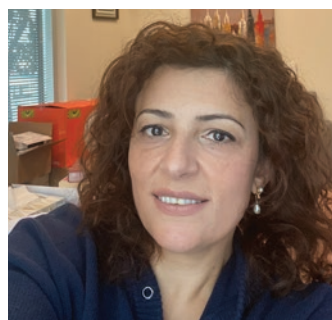
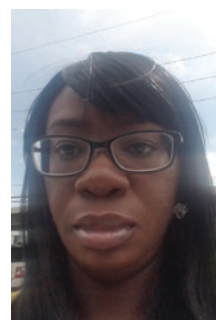
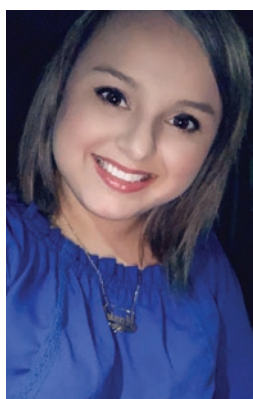
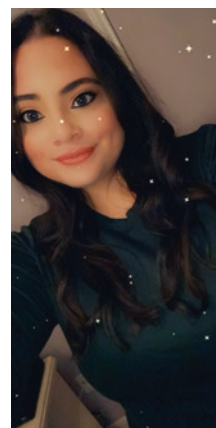
# Staff Spotlight

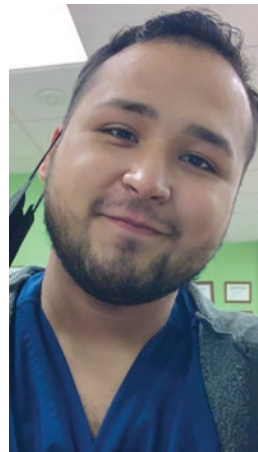
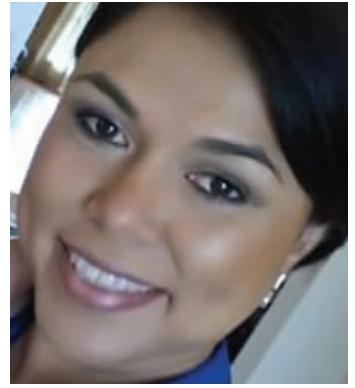
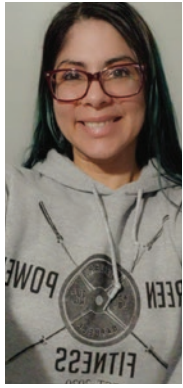
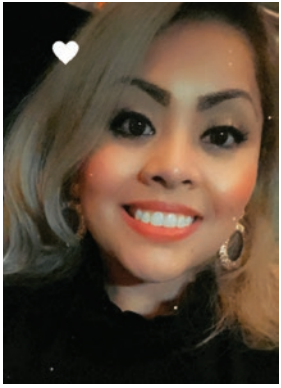
## Meet the Entire Staff

In 2020, our staff worked tirelessly to continue to provide comprehensive, affordable healthcare amidst an unpredictable, unprecedented, unexpected global pandemic. Our patients needed our staff more than ever before, and our staff put themselves in the way of danger every day to uphold the health of Houston's uninsured and underserved.

Our first responders are on site and on our telemedicine platform every day caring for patients. The leadership team at San José Clinic could not be more proud to watch our healthcare staff continue operations as seamlessly as possible. It has been over a year since COVID-19 became a part of the international daily lexicon, and for over 365 days, our staff has fought through the intense hours in their often thankless jobs to make sure their Houston neighbors are cared for.

There have been over 91 million COVID-19 cases worldwide, and that number is still growing rapidly every day. The fight against this pandemic is not over, so thank a first responder today. They are the ones carrying out our mission. Thank you, SJC staff. We would be nowhere without you.





# CRISIS | CHALLENGES | CHANGE

## 10th Annual Fall Speaker Series

Never in our 98 year history would we have predicted the challenges and changes that 2020's global health crisis would present. Through innovation, collaborations and partnerships our medical team has modified treatment methods, protocols and the delivery of medical and pharmaceutical services to create a seamless transition of uninterrupted care to the patients we are privileged to serve. But, clinic operations weren't the only thing that changed; our annual Fall Speaker Series looked different too. In 2020, we hosted our first ever virtual Fall Speaker Series, which also happened to be our 10th anniversary of this event. Through the adaptations that had to be made, our supporters came through for us and for our patients. We surpassed our \$75,000 dollar goal and raised \$91,595 in total revenue. Thank you to everyone who helped us make Fall Speaker Series 2020 a success!

**Moderator:** Kirstin R.W. Matthews, PhD, Fellow in Science and Technology Policy, Baker Institute for Public Policy, Rice University

**Speaker:** Andrew C. Von Eschenbach, MD, President, Samaritan Health Initiatives, Inc.





## Opening of the Fort Bend Clinic

The opening of our new clinic location in Fort Bend County was one of our greatest successes of 2020. After 99 years of serving Houston, we had the opportunity to expand our services to provide greater accessibility, ease and care to our patients.

One patient, Rosa Zapata, first learned of San José Clinic when we set up temporary operations at Our Lady of Guadalupe Church in the aftermath of Hurricane Harvey. In 2020, after being a patient of the Clinic's Midtown location, Rosa and her family were able to receive healthcare services at our new clinic in Fort Bend.

"This location is more accessible for me because I don't drive, and I can see my primary care provider in the comfort of my own neighborhood," Rosa says. She also praises the staff at both locations for their kindness and understanding.

Patients like Rosa are the sole reason we wanted to reach further into the various neighborhoods of Houston and the surrounding areas. Our ultimate goal is to provide the highest quality healthcare services to those patients who depend on us. With this new location, we can provide patients with convenience, and healthcare should be convenient.



## Curbside Pharmacy

The defining word of 2020 was “change.” We all had to learn to adapt, and there was no life left untouched by the global COVID-19 pandemic.

A change we made at San José Clinic, which we are immensely proud of, is our new drive-thru curbside pharmacy pickup. Every Thursday, patients picked up their prescriptions outside of the clinic from the comfort and safety of their own vehicles.

Our pharmacy staff changed their daily operations to fulfill the needs of our patients amidst an international health crisis. Since the drive-thru pharmacy’s creation until the end of 2020, we dispensed 10,426 prescriptions to our patients.

2020 was a year of adjusting to the “new normal” for everyone, and the Clinic was only able to make those necessary adjustments because of the loyalty and care of our staff. Thank you to our pharmacy team and all of our first responders for all of their hard work and dedication!

# Get Involved

## Volunteer

Exceptional volunteer healthcare providers, institutions of higher learning, church groups, community service organizations, retirees, and community volunteers work alongside Clinic staff to provide an array of services to those in need. To become a volunteer, contact Anthony Ciatto, Strategic Partnerships and Volunteer Manager, at (713) 490-2627 or [volunteer@sanjoseclinic.org](mailto:volunteer@sanjoseclinic.org).

## Donate

San José Clinic receives 90% of our funding from philanthropic sources. Join our financial supporters to help ensure quality care for the uninsured of Houston. You can give in honor or in memory of a loved one online at [sanjoseclinic.org/give](http://sanjoseclinic.org/give) or by phone at (713) 490-2633.

## Fundraising Events

San José Clinic has fundraising events throughout the year, including Art with Heart and Fall Speaker Series. These events raise vital operating support and awareness.

## Patient Events

Our patient events, including the Back-to-School Event and Christmas Party, bring joy to our patients and their families. You can volunteer at the parties, assist with preparations, or financially support these events.

## Corporate Engagement

Corporate sponsorship of events or programs and matching gift programs are ways for companies to get involved.

## Collaborative Partners

San José Clinic relies on volunteer healthcare providers and other community volunteers from institutions of higher learning, church groups and other faith-based and community service organizations and retirees. In addition to the much needed manpower, donated medications, supplies and support from funders combine to keep the Clinic costs at a minimum.

# Ways to Give

Your monetary and in-kind gifts help San José Clinic continue to fulfill our mission to provide quality healthcare for the uninsured.

**Donate Online** at [sanjoseclinic.org/give](http://sanjoseclinic.org/give)

**Make a one-time gift**, become a sustaining giver, or give in honor or memory of someone special.

**Be tax-wise** by donating appreciated securities, such as stock or mutual funds.

**Make a matching gift** through your company match and amplify your gifts.

**Planned gifts** are a very thoughtful way to provide for the future needs of San José Clinic.

*For more information, please call (713) 490-2633.*

# Leadership

## 2020 Board of Directors

### His Eminence

**Daniel Cardinal DiNardo, STL**

*Archbishop of Galveston-Houston*

### Maureen Sanders - Ex-Officio

*President & CEO, San José Clinic*

### Charles van Ravenswaay - Chair

*Director, Treasury & Assistant Treasurer, TEAM, INC.*

### Erin Asprec

*Executive Vice President and COO, Memorial Hermann Health System*

### Kimberly Bassett, RN, MBA, BSN

*President & CEO, St. Joséph Medical Center*

### Mary A. Cronin

*Former Associate Vice President for Human Resources, Rice University*

### Christina Deajon, JD

*Vice-Chancellor & Associate General Counsel, Archdiocese of Galveston-Houston*

### Christopher D. DeMeo, JD

*Partner, Seyfarth Shaw, LLP*

### Richelle Webb Dixon, FACHE

*Froedtert Hospital, Senior Vice President & COO, Milwaukee, WI*

### Barbara E. Hayes, PhD

*Former Professor Emeritus, Texas Southern University*

### Ken Janda

*Community Volunteer*

### Amy Leggio, CFRE

*Community Volunteer*

### Daniel J. Llerena

*Chief Financial Officer, Forward Science*

### James Lloyd, DDS

*Owner, Hedwig Village Family Dentistry*

### Margo Melchor, RDH, EdD

*Community Outreach and Associate Professor, University of Texas School of Dentistry at Houston*

### Catherine Mitchell

*President - West Region, Prospero Health*

### Michael Sullivan, Ph.D., FACHE

*Assistant Professor, University of St. Thomas - Houston*

### Thomas Howard Wilson, JD

*Partner, Vinson & Elkins L.L.P.*

### Anita Ying, M.D., M.B.A.

*Vice President, Ambulatory Medical Practice, Office of CMO Associate Professor, Department of Endocrine Neoplasia and Hormonal Disorders The University of Texas M. D. Anderson Cancer Center*

### Sister Jane Zartman, CCVI

*Congregation of Sisters of Charity of the Incarnate Word*

## 2020 Advisory Board

### Philip A. Morabito - Chair

*CEO, Pierpont Communications, Inc.*

### Sallie Alcorn

*Houston City Council Member, At-Large Position 5*

### Patricia Baxter Busher, MD, MBA

*Oncologist, Texas Children's Hospital*

### Bob Charlet

*President & Publisher, Houston Business Journal*

### Suzanne Clevenger, JD

*Partner, Vinson & Elkins L.L.P.*

### Elias Cortina, MBA

*Advisor, Strategy & Market Analytics, Chevron*

### Michael J. Davis, MD, MBA

*Community Volunteer*

### Christopher Erdeljac

*Executive Vice President McCoy-Rockford*

### Catherine Giegerich

*Chief Nursing Officer, Memorial Hermann Hospital -The Woodlands*

### John Hernandez

*Senior Vice President, Diverse Markets Banking, Amegy Bank*

### Michelle Herrera, DDS, JD

*Community Volunteer*

### Alicia Kowalski, MD

*Professor, Department of Anesthesiology and Perioperative Medicine, MD Anderson Cancer Center*

### Larry W. Massey, Jr.

*President, Scanlan Foundation*

### Patricia C. Mitchell

*Community Volunteer*

### Robert A. Ochoa, MD

*General Surgery, Houston Methodist Specialty Physician Group Rice Business Board Fellows Program*

### Leonid Onyiego

*Managing Partner, 7-21 Capital Group, LLC*

### Daniel S. Parsley

*Managing Partner, GPG Ventures*

### Jean Phillips, MA, PhD

*Community Volunteer*

### Louis Rossitto

*Assistant City Attorney, City of Houston*

### Leonard Zwelling, MD, MBA,

*President, Zwelling Consultants, LLC*

## Clinic Leadership

### Executive Team

#### Maureen Sanders

*President and Chief Executive Officer*

#### Neena Arora, MHA, MBA

*Chief Operations Officer*

#### Kimberlyn Clarkson

*Chief Advancement Officer*

#### Sharon Barnes, MBA, HRM

*Chief Human Resources Officer*

#### Diana Grair, MD

*Medical Director*

## Leadership Team

#### Sandy Alvarez, LVN

*Medical Services Director*

#### Jo Ann Betancourt

*Payroll & Accounting Manager*

#### Sean Carson

*Information Technology Manager*

#### Anthony Ciatto

*Strategic Partnerships and Volunteer Manager*

#### Adlia Ebeid, PharmD, BC-ADM, RPh

*Pharmacy Services Director*

#### Amy A. Manrique, RDH, BSDH

*Dental Practice Manager*

#### Nieves McClellan

*Operations Manager*

#### Gala Vela

*Director of Clinical Care*

#### Michael Wisnoski, DDS

*Dentist*

# 2020 Financials

Annual Giving	\$304,367
Program Funding	\$1,311,400
Patient Income	\$456,984
Foundations	\$948,027
Corporations and Organizations	\$1,046,134
In-kind Contributions	\$5,127,425
Special Events	\$309,301
Investment and Other Income	\$50,903
<hr/>	
Total:	\$ 9,554,541



## THANK YOU!

Your dedication and generosity play a tremendous role in ensuring thousands of hard-working, uninsured Texans can receive quality healthcare.

Thank you for recognizing the value of providing a respectful dignified health home for those in need.



**Our Mission:**

To provide quality healthcare and education to those with limited access to such services in an environment which respects the dignity of each person.



Founded in 1922, San José Clinic is a 501 (c)(3) non-profit organization, a United Way Agency, a Texas Medical Center member institution, and a ministry of the Archdiocese of Galveston-Houston.

**San José Clinic (Midtown)**

2615 Fannin St, Houston, TX 77002 - Tel: (713) 228-9411

**San José Clinic (Fort Bend)**

1615 Avenue E, Rosenberg, TX 77471 - Tel: (832) 945-6711

**[www.sanjoseclinic.org](http://www.sanjoseclinic.org)**