

New Horizon Health Center

2024 Impact Report



Dear Members of Our Community,

Metamorphosis is “a striking alteration in appearance, character, or circumstances.” This word profoundly describes our year in 2024. For the first time in 40 years, our organization had a change of leadership which resulted in the rebranding from Brownsville Community Health Center to New Horizon Health Center (NHHC). This year has been a pivotal one for our organization, and we are thrilled to share our vision for the future as we continue to serve you with dedication and compassion.

This new name reflects our commitment to broadening our reach and embracing innovation while staying true to our roots as a cornerstone of community health in Brownsville. We remain steadfast in our mission to provide comprehensive, high-quality healthcare to everyone, regardless of their circumstances.

This year also marks a personal milestone for me, Jason Wallace, as I step into the role of CEO. It is an honor to lead this incredible team and work alongside our dedicated Board of Directors, staff, and community partners. Together, we aim to expand our impact, ensuring that every individual has access to the care they need and deserve.

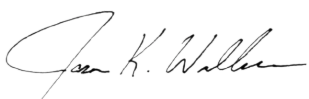
One of the ways we are making this vision a reality is by expanding NHHC’s services to the Rio Grand Valley. In September 2024 we opened a new clinic in Laguna Vista. We recognize the importance of bringing quality healthcare closer to home for underserved populations, and this new location represents a critical step in addressing healthcare disparities in our region. Our team is working diligently to ensure that this facility becomes a beacon of hope and healing for Laguna Vista and the surrounding communities.

Beyond expanding our physical footprint, we remain deeply committed to our community health outreach programs. These initiatives—ranging from health education and preventative care to screenings and wellness events—are vital in empowering individuals to take charge of their health. We believe that healthcare goes beyond the walls of our clinics and into the heart of our communities, where lasting change begins.

As we look ahead, we are inspired by the partnerships and collaborations that make our work possible. Your support, trust, and engagement are the foundation of our success. Whether you are a patient, donor, volunteer, or advocate, you play an essential role in shaping a healthier, more vibrant future for us all.

Thank you for being part of our journey. Together, we are not just imagining a better tomorrow; we are creating it. We look forward to serving you and working alongside you to build a healthier community for generations to come.

With gratitude and hope,



Jason K. Wallace, MBA
Chief Executive Officer



Juan Jose Guerra
Board President



Jason K. Wallace, MBA
Chief Executive Officer



Juan Jose Guerra
Board President

Board of Directors

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Luz Maria Silva, **Vice-President**
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Raul Rodriguez
Edward A. Stapleton, III
Maria Sylvia Treviño
James Calvin Walker

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New Horizon Health Center Leadership

Jason Wallace, MBA
Chief Executive Officer

Cristela Gonzalez
Clinical Operations Director

Henry Imperial, MD
Medical Director

Arturo Olivarez
Pharmacy Director

Ricardo Pacheco, MD
Assistant Medical Director

Elizabeth Soto
Human Resources Director

Martha Agado, RN
Director of Nursing

Maria R. Reyna Gomez
Interim Director of Finance

Mission

Our principal mission is to provide quality comprehensive primary health care services with excellence and dignity to our community.

Vision

To be a premier community health center in the state of Texas.

Values

Excellence

Teamwork

Performance Improvement

Community Orientation

Responsiveness to Needs

Recognitions



Our Services

Pediatrics



The Pediatrics team works to ensure your child will receive the most appropriate and expedient care with a wide range of services to ensure a healthy childhood and beyond.

OB/GYN



Our OB/GYN professionals offer a wide range of services whose goal is to support women and their families through all stages of life. Women and their provider develop care plans to address a woman's unique and specific needs.

Internal Medicine



A dedicated team of internal medicine professionals, including physician assistants and nurse practitioners, offer variety of professional experiences to diagnose, prevent, and treat adults in our adult medicine clinics.

Dental



Our dental professionals are focused on preventive care to help our patients maintain a healthy mouth and avoid costly dental treatments.

Pharmacy



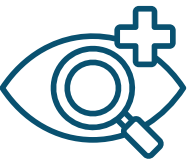
Our Class A Pharmacy allows patients to receive prescription drugs at a discounted rate.

Behavioral Health



The Behavioral Health Care program at New Horizon Health Center offers compassionate and competent care for a wide range of mental health, emotional and behavioral conditions, and substance use disorders for adult and pediatric patients.

Eye Clinic



Our Optometrist and Ophthalmologist provides the best affordable eye care that includes eye exams, screening for glaucoma and diabetic retinopathy.

Rheumatology



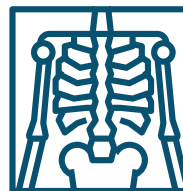
Our board certified rheumatologists focuses on diagnosing, treating, and managing diseases that affect the joints, muscles, bones, and connective tissues.

Podiatry



Our podiatry team is committed to providing comprehensive care for foot and ankle conditions. Services offered are diabetic foot exams, removal of corns and calluses, cutting of the nails, foot pain, fungal in the nails, ingrown toenails, and assess, diagnose, treat, and manage conditions of the feet and legs.

Radiology



Our top priority at the Radiology Department is to improve patient care by providing high quality services with state of the art advanced X-Ray machines, ultrasound machines, and dexta bone density equipment for different parts of the body.

Laboratory

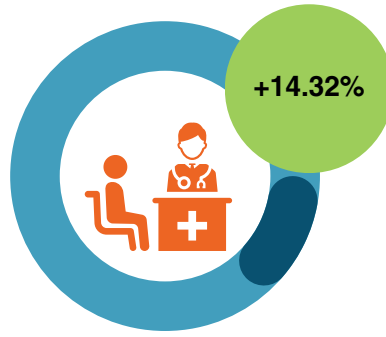


Moderately complex, in-house laboratory services are offered to patients to process patient specimens

Key Achievements in 2024



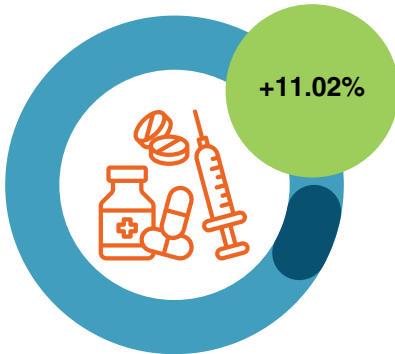
16,219 Unique Patients



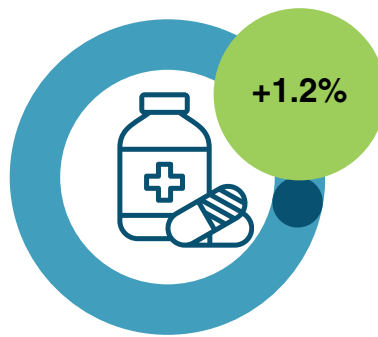
75,601 Patient Visits



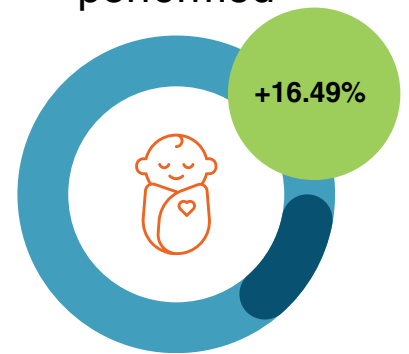
440,571 lab tests performed



Pharmacy generated \$1,431,291 in revenue



Pharmacy processed 102,359 prescriptions



219 Babies Delivered

New Horizon Health Center Clinical Outcomes Exceed National Averages:

| | NHHC 2024 | National Data 2023 |
|-------------------------------------|-----------|--------------------|
| Tobacco Screening | 94.14% | 84.90% |
| Pediatric Weight Assessment | 92.33% | 71.50% |
| Statin Therapy | 84.53% | 77.31% |
| Adult BMI and Follow-Up | 84.41% | 67.13% |
| HIV Screening | 75.05% | 48.45% |
| IVD | 79.79% | 75.78% |
| Controlling High Blood Pressure | 72.67% | 65.68% |
| Depression Screening | 72.48% | 71.60% |
| Breast Cancer Screening | 60.76% | 52.40% |
| Childhood Immunization Status | 49.12% | 30.23% |
| Cervical Cancer Screening | 54.99% | 54.96% |
| Colorectal Cancer Screening | 46.57% | 41.10% |
| Diabetes A1c Poor Control (Inverse) | 24.16% | 28.81% |

Key Achievements in 2024



New Horizon Health Center added Podiatry service line in August 2024



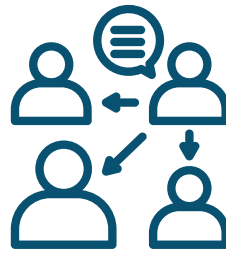
Facilitated 753 Medicaid applications



Implemented reduced Sliding Scale fee for Behavioral Health services



346 patients completed Diabetic Education Class series



7,660 total specialty referrals



98% of patients say they would refer NHHC to a friend or family



Since the launch of the Call Center in May 2024, there has been 46,796 answered calls



Staff to provider ratio is 5.24



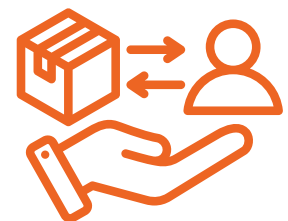
UTRGV recognizes NHHC for their 2024 Community Engagement Partner Award



\$650,000 in state grants for TX FQHC Incubator Program



\$600,000 in federal grants for HRSA Behavioral Health Service Expansion



\$190,000 in foundation grants from Direct Relief Foundation

Healthcare Hero

At New Horizon Health Center, the commitment to providing compassionate and accessible care is embodied by healthcare professionals like Esmeralda Roque, a dedicated Physician Assistant specializing in adult medicine. Esmeralda's journey with New Horizon Health Center is deeply personal, starting when she was a pediatric patient at the age of eight until she graduated from college, receiving care in both pediatric and adult medicine.



Esmeralda Roque, PA-C

Coming from a low-income family, she experienced firsthand the need for accessible healthcare. This fueled her lifelong dream of becoming a medical professional and addressing the struggles she witnessed growing up in the Rio Grande Valley, where families often faced months-long wait for medical care.

Esmeralda's path to becoming a PA was marked by hard work and perseverance. She graduated high school in 2015 and earned a Pharmacy Technician certification, and worked as a technician for eight years while pursuing her undergraduate degree in Biology with a minor in Chemistry at the University of Texas Rio Grande Valley (UTRGV). She then completed her Physician Assistant training at UTRGV, graduating in 2023. Being a pharmacy technician allowed her finance her education.

Now, as a provider, Esmeralda is a tireless advocate for her patients, particularly those who are low-income or uninsured. She strives to ensure they receive the care they need by leveraging resources available at the health center or finding creative solutions, such as locating coupons for medications or coordinating specialist appointments before a patient leaves. Her philosophy of care is rooted in empathy, treating each patient as she would want her own parents to be treated.

Working closely with patients dealing with chronic conditions such as hypertension, diabetes, and high cholesterol, she provides medical care and emphasizes the importance of patient education. Whether it's guiding patients on nutrition, teaching them how to properly administer and store medications, or connecting them with the center's in-house dietitian, Esmeralda goes above and beyond to ensure her patients feel supported and informed.

Reflecting on her journey, Esmeralda shared, "It felt right to come back as a provider instead of a patient." Her dedication and compassionate care continue to make a significant impact on the lives of the patients she serves, furthering the mission of New Horizon Health Center, and that is why she is our Healthcare Hero.

2024 Employees of the Year

Highlighting Significant Contributions



**Liana
Peña**

Liana Peña consistently exemplifies dedication and teamwork at NHHC, known for her flexibility and ability to adapt to various departments and responsibilities. Her reliability and willingness to assist in departments beyond her regular duties have earned her the respect of her colleagues. Liana's strong communication skills and empathy are evident in her patient interactions, where she ensures every individual feels cared for. Volunteering at key events like "PICC Causeway Run" and "Vive Tu Vida" highlights her commitment to the community. Her positive attitude and efficient work style make her an invaluable asset to the clinic.

Jennifer Huizar has been a cornerstone of the Customer Relations Department, always stepping up when her team needs her most. Known for her adaptability, she takes on extra shifts without hesitation and has become a go-to resource for training new employees. Jennifer's empathetic and patient-focused attitude ensures that every patient interaction is smooth and supportive, going beyond her job description to ensure their satisfaction. Her positive energy, dependability, and dedication to NHHC's mission of delivering excellent healthcare make her an indispensable part of the organization.



**Jennifer
Huizar**



**Rodolfo
Leal Jr.**

Rodolfo "Roy" Leal Jr. shines as an integral part of the NHHC team, particularly for his proactive approach and attention to detail. His habit of arriving early to assist with staff needs and preparing for key events like audits demonstrates his strong work ethic. Roy has proven to be dependable, managing tasks with precision, including leading the development of the new NHHC website. He consistently provides valuable tech support, whether for staff or special events like "Vive Tu Vida." His willingness to go above and beyond, combined with his problem-solving skills, sets him apart as a valuable team member who is always ready to help.

Araceli Villarreal is an exceptional Medical Assistant at the 22nd St. Clinic, where she consistently exceeds expectations. She handles both Adult Medicine and Pediatrics, multitasking with ease by managing patient triage, vaccines, and lab work. Araceli's strength lies in her initiative—she steps in to assist wherever needed and goes above and beyond in providing patient care. She excels in explaining medical instructions clearly to ensure patients feel supported. Her leadership and dedication to helping both patients and colleagues make her a well-deserved recipient of the Employee of the Year award.



**Araceli
Villarreal**

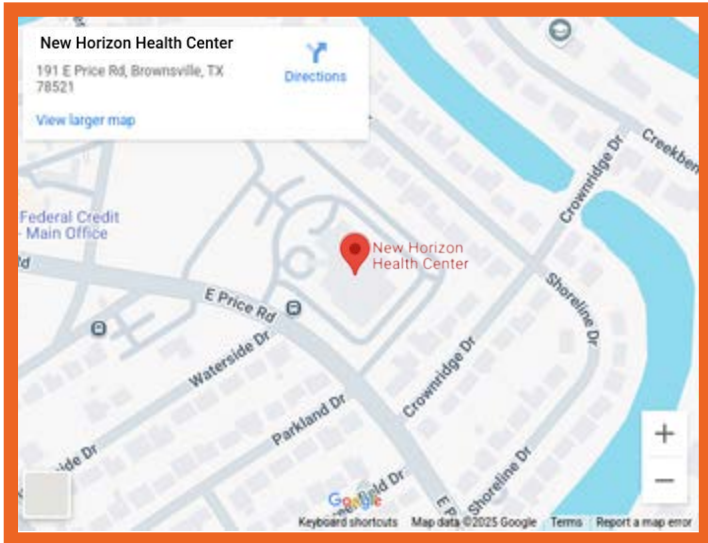


**Irma
Buentello**

Irma Buentello stands out for her unwavering dedication and proactive approach at the 22nd St. Clinic. She is a reliable Medical Assistant who seamlessly handles both Adult Medicine and Pediatrics, triaging patients, administering vaccines, and educating them on their care. Irma's compassion is reflected in her patient interactions, ensuring they feel heard and supported throughout their visit. Her ability to juggle multiple responsibilities while still providing top-tier patient care sets her apart. Irma's strong teamwork and consistent work ethic make her a critical part of NHHC, making her a deserving Employee of the Year.

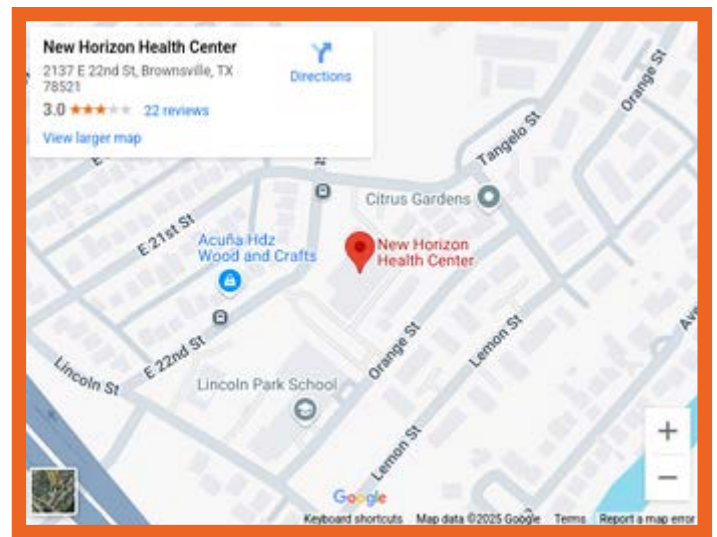
Our Locations

191 E Price Road
Brownsville, TX 78521



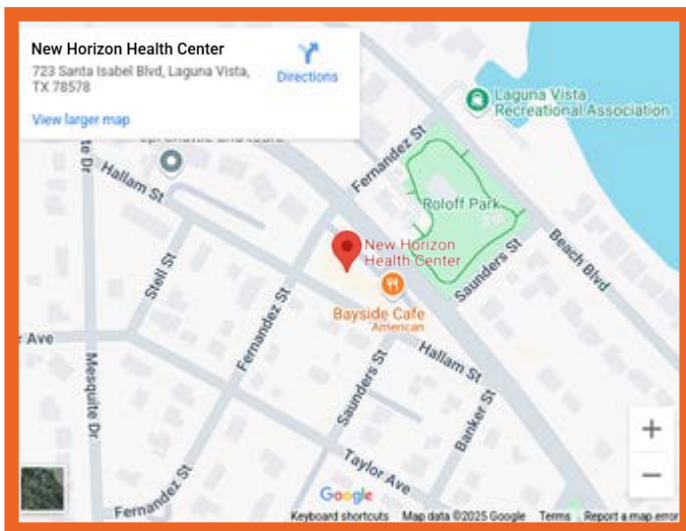
Services: Adult Medicine, Women's Health Center, Pediatrics, Dental, Behavioral Health, Laboratory, Pharmacy, and Health Education

2137 E 22nd Street
Brownsville, TX 78521



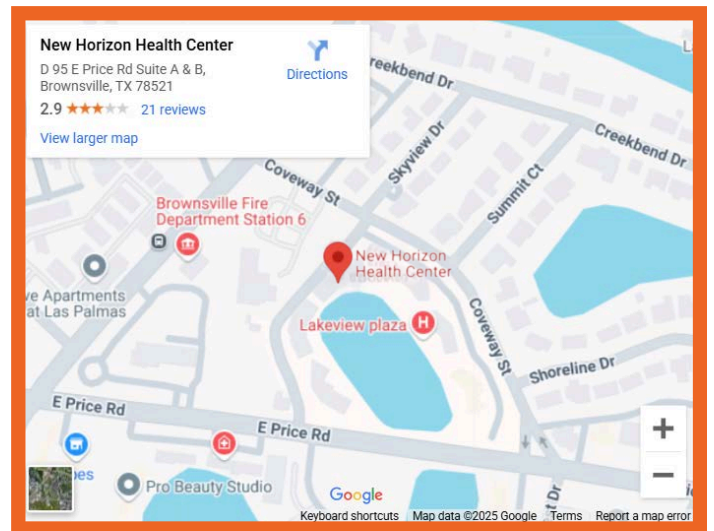
Services: Adult Medicine, Women's Health Center, Pediatrics, Eye Clinic, Behavioral Health, and Podiatry

723 Santa Isabel Blvd.,
Laguna Vista, TX 78578



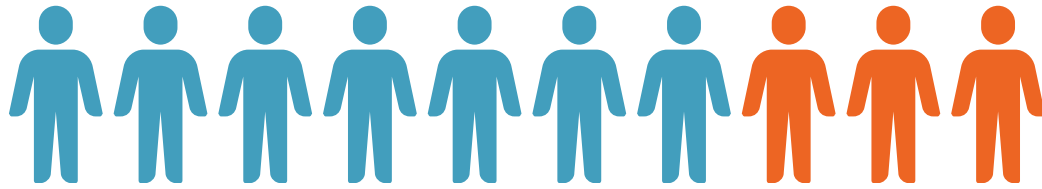
Services: Family Medicine and Laboratory

95 E Price Road
Brownsville, TX 78521



Services: Adult Medicine, Rheumatology and Laboratory

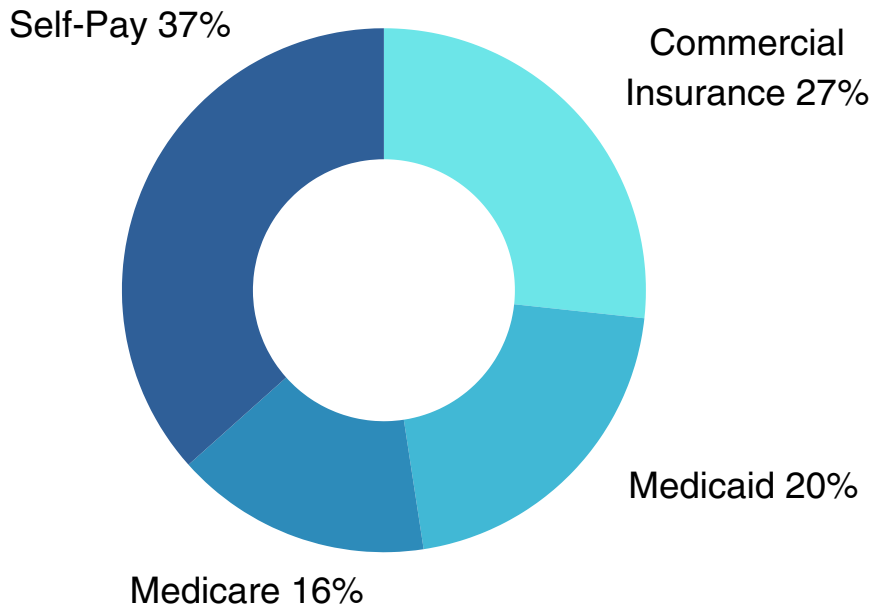
Patient Demographics



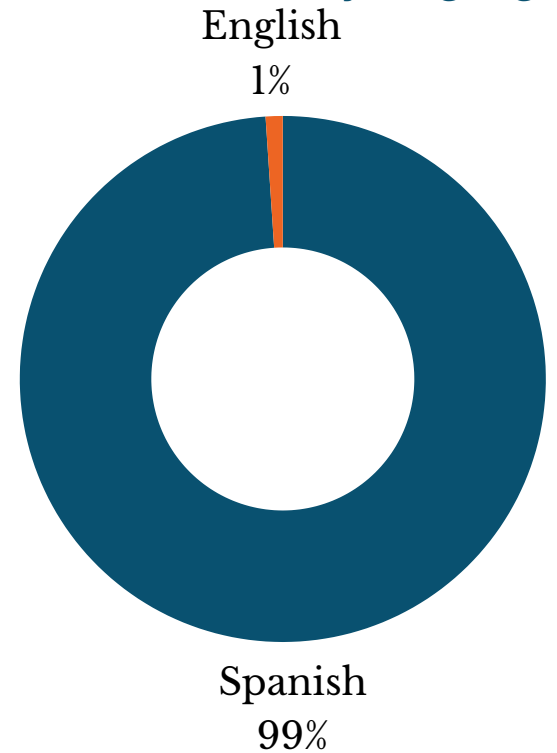
61% Female

37% Male

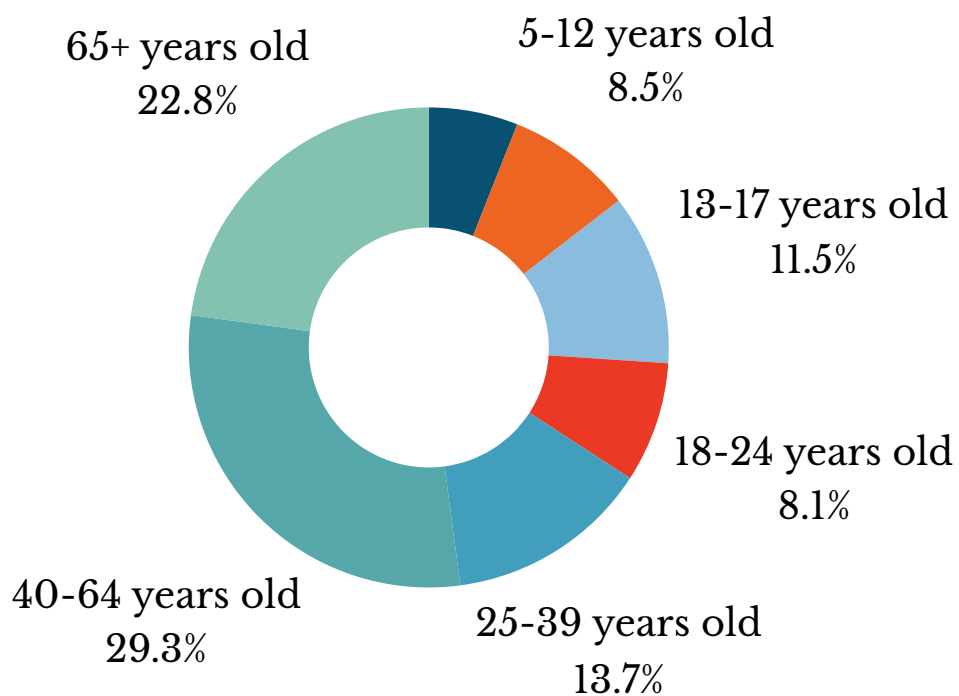
Patients served by insurance:



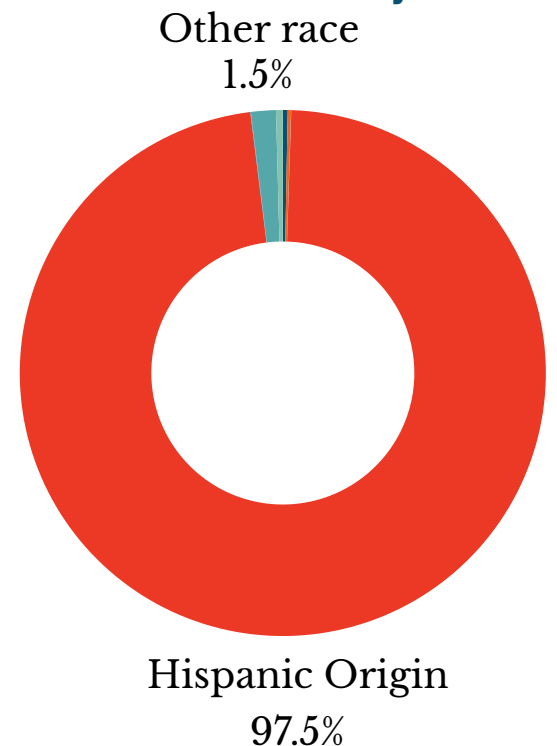
Patients served by language:



Patients served by age:



Patients served by race:

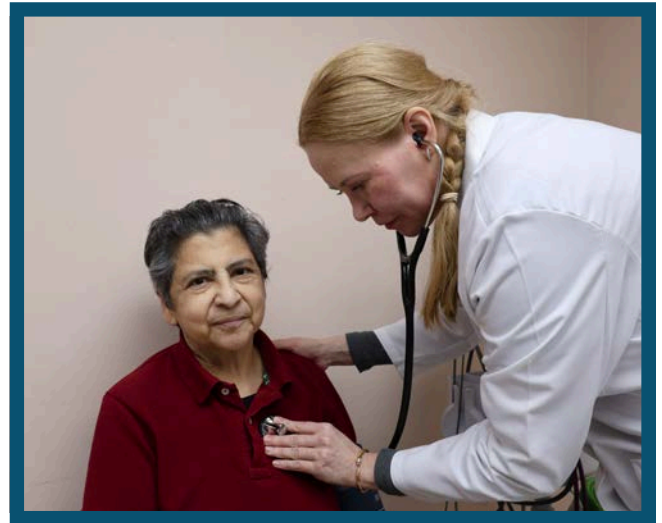


Patient Story

Julie Jaramillo came to New Horizon Health Center after feeling exhausted from traveling outside of Brownsville, sometimes outside of Cameron County and Texas, just to be seen by a doctor. Not only was it taking a toll on her health, but also her mental health.

While traveling far and wide to find quality care, Julie was also recovering from open heart surgery, where her doctors gave her a diagnosis of “not having a long time left to live.” Frustrated with her diagnosis, travel time to be seen, and tired of feeling severe pain, she decided to come try New Horizon Health Center.

When Julie entered New Horizon Health Center, she had to enroll at our enrollment center, but staff noticed she didn’t look like she was feeling well and assured her that the paper work was nothing to worry about and they would help her every step of the way.



Julie Jaramillo being seen by Sari Miller, PA



Julie Jaramillo (center) with her sister and medical team

Once enrolled, Julie saw Sari Miller, PA to get established at New Horizon Health Center. From the moment she walked into the clinic lobby, she felt like staff really cared about her wellbeing. “It’s the little things staff was offering on top of quality care, whether it be offering me a seat, asking how I’m feeling, and if I needed water. I encountered something that I never thought would happen in my life, meeting people who care, who have heart, even though they didn’t know me.”

In Julie’s personal life, she is a psychologist and often recommends her patients to come be seen by New Horizon Health Center physicians. She says she sees a lot of sick people in Brownsville, and the community needs compassionate doctors like New Horizon Health Center has.

Julie says often the staff will see she has very good insurance and ask why she comes to New Horizon when she could go anywhere, and her response is always that she has never met more empathetic staff who cares about every single patient as much as New Horizon does.

“Thanks to New Horizon Health Center, I am alive and getting better every day.”

-Julie Jaramillo, New Horizon Health Center Patient

Community Impact

¡Vive Tu Vida! Get Up! Get Moving!

New Horizon Health Center partnered with National Alliance for Hispanic Health and Healthy Americas Foundation to host ¡Vive Tu Vida! Get Up! Get Moving! at the Gladys Porter Zoo. This event has been going on for 18 years and is the nation's premier annual Hispanic family physical activity and healthy lifestyle event for the whole family. 10 different health agencies and 23 sponsors, we were able to give health screenings to start better health and wellbeing together.

Families enjoyed a day of fun including live music, physical activities such as Zumba, free health screenings, COVID-19 and flu vaccinations, and referrals to community health services and programs.

This year's ¡Vive Tu Vida! Get Up! Get Moving! had a record number of turn-out, with 2288 adults in attendance and 1762 children, totaling over 4,000 attendees. Of these attendees, New Horizon Health Center is excited to highlight the participation of participants making steps to a healthier lifestyle:

- 33 COVID-19 and flu vaccinations
- 73 Zumba participants
- 2500 participants in Healthy Foods activities
- 40 scheduled follow-up appointments made

"Community Health Centers like New Horizon Health Center play a vital role in addressing health disparities, but collaboration is key. By partnering with various community-based organizations in the Rio Grande Valley, we are leveraging our collective strengths to create a more comprehensive approach to health and wellbeing. Together, we empower individuals, promote prevention, and foster a healthier environment for everyone in the RGV. It's this community-driven approach that truly enhances our ability to tackle the challenges we face and build a brighter, healthier future for this community" said Jason Wallace, Chief Executive Officer of the New Horizon Health Center.

Special thanks to Siemens Foundation as our biggest sponsor and supporter!



New in 2024

New Location Opens! Laguna Vista, Texas

New Horizon Health Center proudly opened the newest clinic in Laguna Vista, Texas. This grand opening is part of our mission and commitment to providing high-quality, comprehensive healthcare services to underserved communities.

The new clinic aims to tackle pressing health issues by offering family medicine, lab services, and bilingual staff on site. Representatives from the City of Laguna Vista, alongside New Horizon's CEO, Jason Wallace, welcomed guests at the ribbon cutting, stressing the significance of accessible health care for everyone.



InovCares Partnership

Our Women's Health Clinic partnered with InovCares to revolutionize prenatal and postpartum care. Patients receive a medical kit with wireless diagnostic tools and access to an app offering maternal health resources, specialist support, and guidance on fertility, childbirth, mental health, and more. No other OB practice in South Texas offers this level of care for pregnant women!



New In 2024

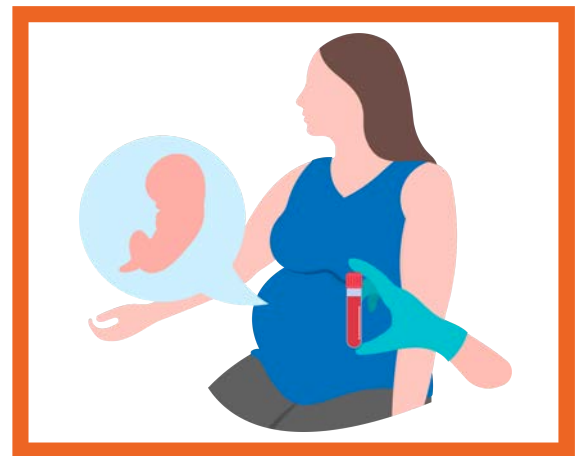
Colorectal Cancer Screening Partner

The best way to treat cancer is early detection, so that is why NHHC partnered with Cologuard, which allows patients to do at-home colorectal cancer screenings with their kits, making early detection easier and more affordable for patients.



Genetic Testing With Labcorp

Genetic testing is expensive with or without insurance. NHHC partnered with Labcorp to offer genetic testing for pregnant woman to enhance prenatal care with early detection of potential genetic disorders.



New Horizon Health Center Financials

*From Fiscal Year January 1, 2024 - January 31, 2025

Revenues and Support

| | |
|--|--------------|
| Patient Services Revenues | \$9,200,059 |
| Pharmacies (Inhouse and Contracted) | \$5,189,329 |
| HRSA - Operating Grant (330/329BASE) | \$6,944,482 |
| HRSA - Other (COVID Grants) | \$185,184 |
| HRSA FY20 Quality Improvement | \$21,897 |
| HRSA - Behavioral Health Expanded Services | \$22,739 |
| | <hr/> |
| | \$21,563,690 |
| State & Other Grants | \$715,808 |
| Contributions and In-kind Contributions | \$491,521 |
| Operational Reserve | \$550,784 |
| Other | \$1,256,674 |
| | <hr/> |
| | \$3,014,787 |
| | <hr/> |
| Total Revenues and Support: | \$24,578,477 |

Expenses

| | |
|---|--------------|
| Salaries & Wages | \$13,292,844 |
| Fringe Benefits | \$3,632,040 |
| Supplies | \$2,834,207 |
| Patient Care Services | \$1,074,084 |
| Other Costs | \$3,355,217 |
| Capital Expenditures | \$390,085 |
| | <hr/> |
| Total Expenses | \$24,578,477 |
| | <hr/> |
| Net Revenues over (under) Expenses | \$0 |

Donors

Interested in
becoming a donor?
Call 956-548-7440!

\$5,000 - \$3,000

Driscoll Health Systems
Methodist Healthcare Ministries

\$2,999 - \$1,000

PlainsCapital Bank
Rally Credit Union
STVT - AAI Education
Surge Mobile Physical Therapy
United HealthCare Svs Inc
Valley Federal Credit Union



\$999 - \$500

Abundant Life Home Health
Ambetter
Back to Action
Benavidez Driving School
Charlie Clark
Karla Hooper
NextDecade LNG, LLC
Pan American Clinical Research
PNC Bank
Primacy Insurance & Financial
Superior HealthPlan
Valley Regional Medical Center
WellCare by Allwell



\$499 - \$99

Border Press



Donors listed is from
February 2024 - January 2025

New Horizon Health Center Highlight Reel



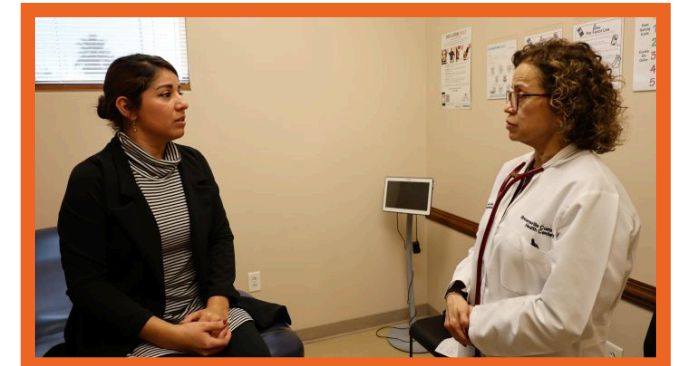
KRGV interviews CEO Jason Wallace on New Horizon Health Center Rebrands After 80 Years



KRGV & MyRGV covers the opening of Laguna Vista clinic.



State Senator Morgan LaMantia discussed health topics at a NHHC for National Healthcenter Week. Rio Grande Guardian, KRGV, and Valley Central covered the event.



MyRGV, The Brownsville Herald, and The Monitor cover \$5 mental health visits for qualifying patients



CEO Jason Wallace discusses importance of mental health in the Rio Grande Valley



New Horizon Health Center gains new genetic testing for women between 9 to 39 weeks pregnant. KRGV and Noticia RGV covered this milestone.



Yahoo Finance includes coverage of Vive Tu Vida event.

New Horizon Health Center Advocates For Patients

2024

New Horizon Health Center CEO Jason Wallace, Board Members Raul Rodriguez and Luz Maria Silva with U.S. Congressman Vincente Gonzalez.



2025

New Horizon Health Center CEO Jason Wallace, Board Members Raul Rodriguez, Cassandra Guillen, and Luz Maria Silva with U.S. Congressman Vincente Gonzalez & members from other community health centers from South Texas.



Policy Achievement and System Changes

In 2024 New Horizon Health Center actively participated in advocacy efforts in relation to legislation related to bringing attention to the role health centers play as the primary comprehensive healthcare provider for one in 10 people nationwide. It is important that our voice is heard as we push for increased funding and policies to ensure sustainability for health centers and the 32.5 million patients we collectively serve.

Our message to Congress is clear:

1. Fund health centers
2. Expand telehealth access
3. Support primary care workforce pipeline programs
4. Pass bipartisan legislation to protect 340B for health centers and patients



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