ENSURING THE FUTURE OF COMMUNITY HEALTH

2018 IMPACT REPORT





THE MISSION OF LA CLÍNICA DE LA RAZA IS TO IMPROVE THE QUALITY OF LIFE OF THE DIVERSE COMMUNITIES WE SERVE BY PROVIDING CULTURALLLY APPROPRIATE, HIGH QUALITY, AND ACCESSIBLE HEALTH CARE FOR ALL.

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Back row, left to right: Rev. Rodney J. Leggett, Ramón Terrazas, Yvonne Hudson-Harmon, Paul Marriott Swenson

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LA CLÍNICA EMPLOYEES



SITES IN ALAMEDA, CONTRA COSTA, AND SOLANO COUNTIES

PATIENT SATISFACTION



NUMBER OF PATIENTS SERVED IN 2018

> Writers: Saeed Mirfattah and Geovanni Ximénez-García

Editors: Geovanni Ximénez-García, Vanessa Tan, and Anita Addison Photos (except where noted): www.anahomonnay.com Design: www.isondesign.com



RESPONDING TO THE HEALTH WORKFORCE SHORTAGE

Dear Friend of La Clínica,

Since the passage of the Affordable Care Act (ACA) in 2010, access to insurance coverage has improved dramatically in California. We are also encouraged by the major shift we see in how social determinants of health are influencing the redesign of health care systems. That's the good news.

However, with the increase in access, we are now facing an alarming shortage of health care professionals coupled with an imbalance in the geographic and racial distribution of these workers. Of particular importance is the underrepresentation of Latino and African American workers. While Latinos make up 40% of the total population of California, less than 7% of the physicians in the state are Latino.

Swelling demand and an aging workforce are only part of the problem. Primary care professionals, often the first point of contact and on the frontlines of healthcare, are facing burnout. The number of individuals ready to fill these vacancies continues to shrink. We need smart strategies to fill the pipeline of trainees in health occupations.

La Clínica has prioritized this issue and is making substantial investments to address the inequitable supply of health professionals in our region. We are implementing strategies to foster better training and retention to fill gaps in primary care. We continue to maintain strong relationships with residency programs that we have held for decades. We continue to support our workforce pipeline by cultivating youth in the health care profession. We continue to recruit and hire from our community. We are advocating for policy changes to move patients towards more primary care prevention services where we can have the most impact on quality of life. We have committed ourselves to changing the equity equation to generate greater opportunities and resources for our most disadvantaged populations. The movement for health equity is gaining momentum and we are honored to be part of it. But our work is not complete.

We still have many who are uninsured and inequities are placing a burden on both the patient and the system. Together, we can champion solutions for the dire shortage of health care professionals. The health of our communities depends on it.

¡Sí se puede!

sancie

Jane García, La Clínica CEO

2018 HIGHLIGHTS

LA CLÍNICA DENTAL EXPANDS SPECIALIZED PEDIATRIC CARE

La Clínica's newly expanded Children's Dental Clinic opened in September 2018. For the past 16 years, La Clínica has specialized in serving pediatric patients with complex medical conditions or special health care needs through this clinic in partnership with UCSF Benioff Children's Hospital Oakland. The expanded space includes 13 dental chairs and state-of-the-art equipment. Since the expansion, the wait time to enroll new patients has decreased significantly from 6 months to 1 week. In addition, this site is only one of 2 children's dental clinics in Northern California that serves pediatric patients on Medi-Cal that need special care.





Left to right: Ken Grullon, Kaiser Permanente; Jane García, La Clínica CEO; Yvonne Hudson-Harmon, La Clínica Board President; Aisha Hampton-Bowser, Natixis Investment Managers; Logan Taylor, Union Bank

ALL THAT JAZZ (& SUSH!) CELEBRATES 47TH ANNIVERSARY

La Clínica's 2018 annual gala celebrated our 47th anniversary of connecting communities to better health. As part of the evening, more than 300 of our guests came together at the lively Yoshi's Jazz Club & Japanese Restaurant in Oakland to celebrate and dance to the Latin jazz rhythms of legendary Pete Escovedo. Through the support and generous investments of our guests and sponsors, we were able to raise \$94,985 at the event alone and \$324,245 overall—the most to date! We would like to thank everyone who made the evening such a great success.

LA CLÍNICA VALLEJO EXPANSION BREAKS GROUND

Construction of La Clínica's 26,000 sq. ft. premier health center in Vallejo began in December, two blocks away from the current Vallejo Medical. Upon completion, the expanded site will serve an additional 6,000 people per year and offer them medical, dental, behavioral health, optical and health education services under one roof for greater efficiency and patient convenience. Not only will this project improve health and wellness of patients, it will contribute to the economic revitalization of the downtown community through increased foot traffic and additional customers. Construction of the project is slated to be completed in 2020.

VALLEJO EXPANSION PROJECTExisting Two Small
Standalone Medical &
Dental ClinicsNew Comprehensive
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Alumni Honoree Jane García (left) with Stacey Baba & James Vokac from the UC Berkeley School of Public Health Dean's Circle.

JANE GARCÍA RECOGNIZED AS ONE OF 75 MOST INFLUENTIAL ALUMNI

On April 21, La Clínica CEO Jane García was honored at the 75th Anniversary celebration of the UC Berkeley School of Public Health. She was recognized as one of the 75 most influential members of the alumni community for her significant contributions to the field of public health over the past 75 years. The weekend-long celebration took place at the new home of the School of Public Health on Berkeley Way West.

DENTAL

Recruiting, Training, and Hiring from the Community

Having a workforce that understands the community leads to better health outcomes for patients.

Through La Clínica's partnership with the NYU Langone Advanced Education in General Dentistry program, dental residents receive valuable training and experience at our sites providing equitable and affordable dental care for a variety of patients including in culturally diverse patient populations and patients with special needs.

This NYU Langone program, administered in California through UCSF, allows residents to hone the skills of postdoctoral dental practitioners by successfully completing a number of supervised procedures in general dentistry. Residents hosted at La Clínica often exceed their minimum requirements, not only because of the overwhelming community need, but also because of the opportunity to learn from dental specialists to perform specialty procedures. As a result, program participants extol the exposure they get to community dentistry and the experience often becomes a commitment to serving the community as a career choice. As a testament to the model's effectiveness, the last two residents who were trained through this program are now employed full-time by La Clínica: Dr. Tessa McGregor at the Monument Dental Clinic in Concord and Dr. Guadalupe Madrigal, page 7, at the Pittsburg Dental Clinic.



10%

of Trainees Agencywide Were Hired to La Clínica's Workforce in 2018





As a kid I was in the dental chair all the time.

I had a lot of issues: cavities, problems with my teeth, infections, you name it. But it was those experiences, plus my interest in science and wanting to be of service to people, especially underserved populations, that brought me to La Clínica. I knew I was interested in health care so I decided to pursue dentistry. As part of my training at UOP dental school, I had the opportunity to spend time working at La Clínica on Fruitvale. It was an invaluable experience for me because it taught me so much more about working with people. I am convinced that the confidence I have today as a dental practitioner can be traced back to my community level work with La Clínica.

— **Guadalupe Madrigal, DDS**, former NYU Dental program resident and current La Clínica dentist

BEHAVIORAL HEALTH

Developing a Culturally Competent Workforce

Since 1973, La Clínica's commitment to ensuring the future of community health has meant training and recruiting future generations of culturally and linguistically competent behavioral health professionals. Our behavioral health services include prevention, integrated early intervention at our medical sites as part of primary care, and specialty mental health treatment for people with more severe conditions.

The worsening shortage of behavioral health professionals will continue to acutely affect underrepresented and low-income communities. Therefore, our workforce development efforts and partnerships have been expanded in recent years.

One of those partnerships is between Stanford's Department of Psychiatry and Behavioral Sciences and one of La Clínica's two specialty mental health clinics, Casa del Sol. This program trains psychiatry residents who are passionate about community mental health, equity, and social justice. Residents gain critical skills through a range of didactic sessions, comprehensive training, and supervision provided by a multidisciplinary team of clinicians, psychiatrists, and psychiatric nurse practitioners. Through this work in a community clinic environment, residents strengthen their capabilities to address the current and future needs of low income communities. La Clínica is proud to partner with Stanford to tackle the state's workforce shortage and to help balance the unequal distribution of mental health professionals. These strategies are a vital component of addressing California's workforce shortage and La Clínica continues to be at the forefront of these efforts.



When I was in college, I volunteered at a foster home where the children had been removed by Child Protective Services.

That experience changed my life and career trajectory. I had learned a little bit of Spanish in high school and wanted to learn more medical terminology in Spanish to help provide care to this patient population. In my fourth year at Stanford, I learned that working at La Clínica was an option for my elective clinic. It was an opportunity to practice medicine in a meaningful community setting I could not pass up. Working in a collaborative, interdisciplinary model that facilitates comprehensive care — something I haven't had much exposure to beyond here at La Clínica — has been extremely rewarding. I hope to continue working in community settings and to use what I have learned here to improve patient care in the public health system.

— Grace Lee, MD, Stanford Psychiatry program resident 2019



Number of Trainee

Number of Trainee Hours Provided at La Clínica Agencywide in 2018

Left picture: Dr. Lee in supervision with Dr. Wendy Bernstein, Associate Medical Director at La Clínica Casa del Sol.

MEDICAL

Expanding and Sustaining Strong Partnerships

At La Clínica, we are committed to building partnerships with institutions to collaboratively address both the worsening health care workforce shortage and the increasing demand for the services we provide. One such partnership is with the Kaiser Permanante Vallejo Family Medicine Residency Program. La Clinica North Vallejo hosts Kaiser Permanente residents who complete rotations onsite and learn about community medicine by being exposed to a community clinic environment. This residency program equips participants with the cultural competency required to provide care to an increasingly diverse patient population and to patients with complex medical and social needs.

La Clínica proudly serves on the front lines of health care for the uninsured and underserved to deliver medical care to the people in our communities and to create a pipeline for future community-based health care professionals. Together with Kaiser Permanente, we are meeting our joint social mission of providing access to affordable, high quality health care services for our most vulnerable populations.



Ever since I was a little girl, I knew I wanted to be a doctor.

My mom raised three daughters with a passion for science and strong values for giving back to the community. That's why I took a different route than most med students and majored in public health at UC Berkeley. The coursework in community health and social sciences shifted my perspective as I began to see my work through an equity lens. I began to see my patients in a larger context of community, society and economic disparities. That's why the La Clínica residency program has been such a great fit for me. I believe that fulfillment comes through the ability to connect your passion with your work and my work at La Clínica connects these dots together in the most meaningful way I could have imagined.

— **Emily Fisher, MD, MPH**, former KP Vallejo program resident and current fellow



207 Number of People Agencywide Trained at La Clínica in 2018



Cultivating the Next Generation of Health Care Leaders

At La Clínica de La Raza, we are always thinking strategically about how to grow and sustain our workforce development efforts. Since 2015, La Clínica has partnered with Bay Area Youth Agency Consortium to place AmeriCorps members at La Clínica's eight School-Based Health Centers.

La Clínica's AmeriCorps program serves as a workforce development pipeline, preparing members for careers in health care, public health, and social services. Members receive extensive clinical and community health education training that enables them to provide individual health coaching with patients. They also lead peer health training programs to build the next generation of youth leaders as Peer Health Educators.

These Peer Health Educators engage other youth on a range of community-selected topics. This model serves as an entry point to opportunities in health care and social justice by exposing young people to the wide array of career possibilities. It also empowers young people to directly address and respond to the diverse needs of their communities, which is at the heart of La Clínica's approach to foster future health care leaders with the right competencies and capabilities to deliver better care.

Diana Perez, former La Clínica AmeriCorps member (2 years) and current La Clínica School-Based Health Educator, with Ahmed Hajaji, Peer Health Educator (3 years), at our Tiger Clinic at Fremont High in Oakland.



\$516,846

Amount in Service Value Contributed Back to the Community in 2018 Agencywide





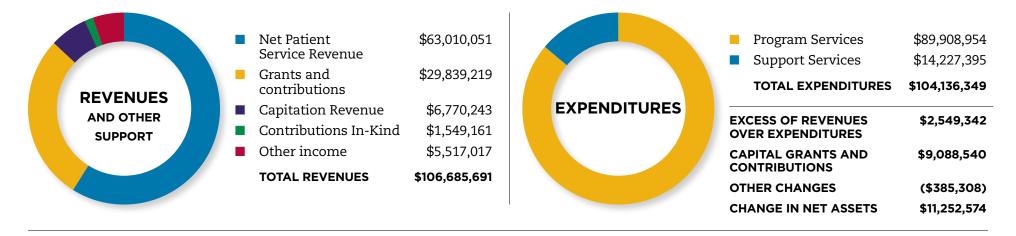
I became a Peer Health Educator in my sophomore year of high school.

I'm now a senior at Oakland Tech and the experience has really helped me grow and become a better community advocate. Through this opportunity, I've been able to elevate the voices of my peers and address challenges and issues impacting them. Not only this, but our diverse backgrounds makes us stronger and gives us the confidence that we can make lasting positive change. Overall, I've gained valuable skills and feel prepared to take on any obstacle to uplift my community.

— **Sela Roach**, La Clínica School-Based TechniClinic Peer Health Educator 2016–2019

LA CLÍNICA AT A GLANCE

Fiscal year July 1, 2017 - June 30, 2018



Patient Profile

Calendar Year 2018

PATIENTS SERVED	PATIENTS*	VISITS
Medical	66,475	223,456
Dental	29,085	80,760
Vision	10,105	14,110
Mental Health	6,580	19,244
Health Education/ Preventive Medicine	5,791	11,604

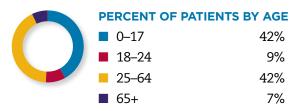
Total Number of **Patients and Visits**

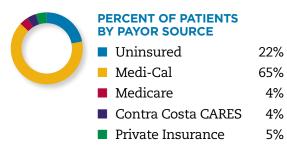
349,174

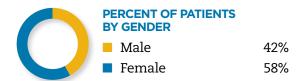
90,725

PERCENT OF PATIENTS	BY RACE
Asian	8%
Native Hawaiian	<1%
Pacific Islander	1%
Black/ African American	10%
American Indian/ Alaska Native	1%
White	67%
More than one race	5%
Unreported	8%
PERCENT OF PATIENTS	BY ETHNICITY
Hispanic/Latino	66%

- (of all races) Not Hispanic/Latino 32%
 - 2%
- Unreported







*Many patients access multiple services

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YOUR GIFT MATTERS

You make a huge impact every time you give to La Clínica. Thank you for coming along with us on this journey and for your commitment to our work. Together, we can create thriving communities and ensure the future of community health for generations to come.

THE EAGLE SOCIETY DONOR CLUB

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(\$10,000 & ABOVE) Anonymous (2)

Delta Dental

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\$100-\$249

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* La Clínica staff ** Board of Director

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We hope we have acknowledged your gift accurately. Please contact our Fund Administrator, Vanessa Tan at vtan@laclinica. org or 510-535-2912 to notify us of any unintended errors or omissions.

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TRIBUTE GIFTS – DURING 2018, GIFTS WERE MADE IN HONOR OF:

Shelly Federwisch and Jim Cortez Wedding

by Andrés Schafhauser, Andrew Biederman, Benjamin Canning-Pereira, Brenda McNabb, Brian and Aida Howell, Calnen Swingen, Elena & Greg Hollander, Elisabeth Hallman, Eric Perez, Fabiola Hernandez-Soto, Jaime Campos, Jasper Roel, Jean Earley, Jeanette Browne, Jerry Fine, Joanne Laus, Joseph Earley, Joy Serguina, Kathy Carter, Kita Seiger, Lisa Ingrassia, Maka Clifford, Malka Stover-Kemp, Marilyn and Cliff Wexler, Marina Iida, Mark and Anne Ivie, Mary Fitzgerald, Michael Earley, Michael Fleischner, Natalia Hellems, Nick Koier, Prescilla Gines, Robert Lee, Rudd and Nancy Stevens, Russell Preston, Sandra Gilmore, Sarah and Vero Shane-Vasquez, Stephanie Federwisch, Susan White, Terry and Eileen McMahon, Timothy Ingrassia, Tom and Jane Reinsel

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Dr. Peggy Payne Sheppard by Ann and Micheal Parker

Drs. Peggy Payne & Dean Sheppard by Bonnie Payne

Amy Prevedel and Stewart Slafter by Franklin and Norma Prevedel

Eve Fine by Hazel Sofrin

Dr. Kim Reynoso by James Albritton

Bonnie Payne by Judy Payne

Dr. Peggy Payne by Judy Payne

Dr. Ann Finkelstein by Kathryn Wekselman Jane García and Anita Addison by Dr. Kenneth Greene

Dr. Jennifer Brodsky by Kumar Dandapani

Dr. Meg Renik by Mary & Stan Friedman

Dr. Isabel Lee by Melissa Nelken & Ronald Lee

Dr. Erin Gutierrez, MD by Robin & Greg Finnegan

Dr. John Pescetti by Thomas Eusterbrock

Anita Addison by Dara Schur

Bonnie Payne, Roger Tobin, Amy Payne & Judith Payne by Drs. Margaret Payne* and Dean Sheppard

MEMORIAL GIFTS - DURING 2018, GIFTS WERE MADE IN MEMORY OF:

La Clínica patient Maria T. Arroliga

by Alex and Mercedes Arroliga, Ronald Holder, Michael and Tresa McNeal, Penny and Mark Cermak, Glen and Heidi Couchman, Erin Bird, Angie Hochhalter, Chuck Virnau, Tim Bittender, Pat Currie

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Dora Bacigalupi by Denise Veronello

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Michelle Kellman by Judith Kellman

Shirley & Philip Schild by Daryl Dichek

Francisca Alvarez & Dora Bacigalupi by David Alvarez



INVESTMENT IN OUR COMMUNITY

We are grateful for the generous support received from the government, foundations, and corporate community for funding important La Clínica de La Raza programs and services in 2018.

Alameda Alliance for Health Alameda County ALL IN

Alameda County Behavioral Health Care Services

Alameda County Health Care Services Agency

Alameda County Public Health Department

Alameda County Public Health Department -HIV Health Services Administration

Alameda County Social Services Agency

Alameda Health Consortium

Blue Shield of California Foundation

California Colorectal Cancer Coalition

California Department of Public Health

California Department of Public Health (CDPH), Department of Health Equity

California Department of

Public Health[•]Office of AIDS California School-Base Health Alliance

Center for Care Innovations

Center for Youth Wellness

City of San Leandro

Community Clinic Consortium

Community Health Center Network (CHCN) Connecticut Children's Medical Center

Contra Costa Health Services-Behavioral Health Division/Mental Health

Delta Dental Community Care Foundation

East Bay Community Foundation on behalf of Kaiser Foundation Hospital Fund

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Improvement John Muir/Mt Diablo

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Kaiser Foundation Hospitals, East Bay Area

Kaiser Foundation Hospitals, Greater Southern Alameda Area Kaiser Foundation Hospitals, Diablo Area

Kaiser Foundation Hospitals, Napa/Solano

Los Medanos Community Healthcare District

March of Dimes

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Oakland Unified School District (OUSD)

Office of Statewide Health Planning and Development (OSHPD)

OneSight

Partnership HealthPlan of California

Public Health Institute

Robert Wood Johnson Foundation and Urban Institute

Senior Assistance Foundation Eastbay (SAFE)

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Sutter Health

Sutter Health East Bay Region

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Tides Foundation/Center for Care Innovations

TJ Long Foundation

Transnational Institute for Grassroots Research and Action (TIGRA)

Tri-City Health Center

UCSF Benioff Children's Hospital Oakland

UCSF Benioff Children's Hospital Oakland (Family Care Network)

UnidosUS

University of California Office of the President

University of the Pacific

US Department of Health and Human Services, Health Resources and Services Administration

US Department of Health and Human Services, Substance Abuse and Mental Health Services Agency (SAMHSA)

Vesper Society

Wells Fargo

Webb Family Foundation

Werner-Kohnstamm Family Fund

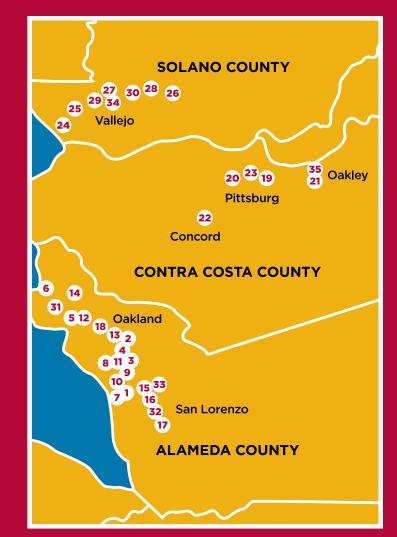
William G Irwin Charity Foundation

MEETING OUR PATIENTS WHERE THEY ARE: OUR LOCATIONS

- 1. La Clínica de La Raza (Fruitvale Village)
- 2. La Clínica de La Raza Fruitvale Dental
- **3.** Community Health Education (Adult)
- 4. Community Health Education (Youth)
- 5. La Clínica de La Raza WIC Program
- 6. La Clínica Dental at Children's Hospital Oakland
- 7. Family Optical
- 8. Casa del Sol
- 9. Casa del Sol II
- 10. Casa del Sol III
- 11. Clínica Alta Vista
- 12. San Antonio Neighborhood Health Center
- **13.** Hawthorne Elementary School-Based Health Center
- Oakland Technical High School-Based Health Center (TechniClinic)
- **15.** Fremont High School-Based Health Center (Tiger Health Clinic)
- **16.** Havenscourt Health Center
- 17. San Lorenzo High School-Based Health Center
- **18.** Roosevelt Middle School-Based Health Center

- **19.** La Clínica Pittsburg Medical
- 20. La Clínica Pittsburg Dental
- **21.** La Clínica Oakley
- 22. La Clínica Monument
- 23. Dental Care Mobile, a Contra Costa Collaborative
- 24. La Clínica Vallejo
- 25. La Clínica Vallejo Dental
- 26. La Clínica Vallejo Great Beginnings
- 27. La Clínica Vallejo Great Beginnings Support Services
- 28. La Clínica North Vallejo
- 29. La Clínica North Vallejo Administrative and Support Services*
- 30. La Clínica North Vallejo/Great Beginnings Administrative and Support Services*
- **31.** Youth Heart Health Center
- 32. Fuente Wellness Center
- 33. La Clínica Julian R. Davis Pediatrics
- **34.** La Clínica Dental at Elsa Widenmann Health Center
- **35.** Casa de Luz

no direct health services/administration only



Service site markers are approximations of facility locations. Some markers were moved to make them more visible.

OUR SERVICES INCLUDE:

Adolescent Services Behavioral Health Case Management Dental Health and Nutrition Education Laboratory Medical Pediatric Services Pharmacy Prenatal and Postnatal Care Preventive Medicine Radiology Referral Services Vision and Eye Care Women's Health WIC



BECAUSE WHEN YOU INVEST IN HEALTH, YOU ENSURE THE FUTURE OF OUR COMMUNITIES.

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To learn the various ways you can invest in La Clínica, please contact Fund Administrator, Vanessa Tan: 510-535-2912 or vtan@laclinica.org