



2021 ANNUAL REPORT

Celebrating 50 Years of Health Care for All



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

50 Years Strong: La Clínica's Multi-Generational Impact

As I reflect on the history of La Clínica, the word that comes to mind is

tenacity. For over 50 years, La Clínica has been key to ensuring that communities in the East Bay, especially diverse and medically underserved populations, have access to health care that is affordable, high quality, and both culturally and linguistically appropriate. As a community health center, we have strived to deliver comprehensive health services that truly make an impact locally and serve as a national model of success.

Over the course of this COVID-19 pandemic, our staff and our community have faced many challenges. But it's in the face of challenge that the true character of an individual, an organization, or a community reveals itself. Time and again, we have shown how our resilience and our strength have helped us navigate difficult times with gratitude and grace. Our staff are mission-oriented problem-solvers who work beyond the exam room to care for the whole person. They not only provided medical care but also supported patients and their families in their most dire time of need through direct referrals to necessities like food, housing, and financial assistance services. They cared for patients even as they faced a changing public health emergency.

But the COVID-19 pandemic isn't the first challenge we have experienced. We have carried on through many challenging times since we served our first patient in 1971. Throughout, we have never once lost sight of our purpose and are proud of our many accomplishments through the decades. The community health center movement has always been about providing access to high-quality health care to all. This has been the foundation upon which we have built our system of care to support our wide range of services that help our communities thrive. We have prioritized workforce development by hiring from the community and ensuring that Community Health Workers are part of

the care team and the overall health system. We have expanded into new service areas such as Vallejo, Oakley, Pittsburg, and Concord and extended access for hard-to-reach populations. We have intentionally worked with our local and state partners, such as the Alameda Health Consortium and California Primary Care Association, as well as our sister clinics throughout the nation, to not only sustain our efforts but to expand them.

We can see the fruits of our labor in healthier communities and in progressive health care policies. For example, after decades of advocacy, California is on the cusp of providing health care coverage to all low-income immigrants and making low-income adults eligible for Medicaid by 2024. This is a major victory and a validation of the work we have been doing since our founding. The expansion of Medicaid and challenging our State leadership to get to this point is something we are particularly proud of. We continue to advocate for programs that recognize the importance of support services that address the social determinants of health and reduce the health disparities facing the communities we serve.

Our winning strategy has always been to work in partnership with others. We could not have done any of this without the support of our donors, colleagues, board members, and community partners, who have wholeheartedly embraced our Mission and our commitment to expanding health care access for all. Moving forward, we will take the lessons learned in the last 50 years to innovate our way into the future, meet our clients where they are, and help our communities thrive for the next 50 years and for generations to come.

¡Sí se puede!

Jane García, La Clínica CEO



Caring for Community Across Four Generations

To say that the Figueroas are part of the patient family at La Clínica is an understatement. Four generations of the family have been receiving care since La Clínica first opened its doors back in 1971.



ESPERANZA PALOS

Gloria's parents were both born in Mexico. Spanish was their first language when they arrived in the United States in 1917.

Between the 1910s and 50s, West Oakland was home to a thriving Latino community, but urban renewal policies displaced many who began moving to East Oakland, especially to the Fruitvale district. The community began to organize itself around the lack of services. In this context, Gloria remembers how much people appreciated La Clínica when it began providing healthcare services in Spanish. This was a time when more immigrants began arriving in the Fruitvale area and Spanish-speaking service providers were few and far between.

"It was a great service to the community," she said. "Immigrants wouldn't go to the doctor because they didn't speak English, and they didn't feel confident going to a doctor who didn't understand Spanish."

By now, it is well documented that language and communication problems lead to patient dissatisfaction, poor comprehension and adherence, and lower quality of care. Spanish-speaking Latinos are less satisfied with the care they receive and more likely to report overall problems with health care than are English speakers.

It was 1978 when Gloria found herself driving her mom to La Clínica to be seen. Esperanza wasn't feeling well. After some initial blood tests, the medical team kicked into immediate action. They called Gloria the same day and told her to take Esperanza to the hospital immediately.

At the hospital, they began exploratory surgery because they suspected cancer. They were right. Esperanza had terminal pancreatic cancer. They immediately operated on her. Their actions saved her life.

After the surgery, Gloria brought her mom back home to care for her. She remembers the care team at La Clínica was by her side the whole time.

"My mother was 76 when she passed away. That was my first real experience with La Clínica. I don't know what I would've done without them."

RICHARD FIGUEROA

Gloria's mom wasn't the only person in the family who was a patient at La Clínica. Gloria's husband, Richard, was also a patient at La Clínica for nearly 50 years. "It was through him that I first saw how thoughtful La Clínica was," she recalls.

People who do not have a regular doctor or health care provider are less likely to obtain preventive services or diagnosis, treatment, and management of chronic conditions. Having a medical home — a regular doctor or a usual source of care — facilitates obtaining health care when needed.

Moreover, people with chronic conditions require more health services, increasing their interaction with the health care system. If the providers, organizations, and systems are not working together to provide culturally competent and compassionate whole-person care, patients are at higher risk of having negative health consequences.

Richard didn't trust the medical system, but he learned to trust the care team at La Clínica. This started with a trip to the ER to remove a hernia. Later, Richard was having heart problems when Dr. Bayard was introduced to the family. Dr. Bayard referred Richard to a heart specialist. Richard needed open heart surgery and five bypasses. During the surgery, they discovered that Richard had prostate cancer. That was his first cancer. Later, he was diagnosed with lymphoma. Once a month, he would go to La Clínica to get blood work and treatment for his cancer.

"That was a stressful time for my husband with all the health problems he was facing," remembers Gloria, "but I saw how dedicated they were and how La Clínica truly cared for my husband to make sure he was comfortable and confident and that everything was going to be fine. Whenever he walked into the waiting room, the nurses and reception staff were so friendly," she says.



Richard then got congestive heart failure and continued to have problems with his prostate. He was hemorrhaging and having to wear a catheter. He was then diagnosed with bone cancer and needed radiation treatment. Gloria helped Richard get hospice care, but his health suffered more because of the medications they gave him. Once again, Dr. Bayard intervened to get him the proper treatment.

It has been 15 years since Richard passed away from pneumonia. He was not very outgoing, so he didn't have many friends. But he came to trust the care team at La Clínica and especially Dr. Bayard, who he saw as an older son. He respected him and had confidence in him.

Throughout the nearly 50 years of care Richard received, La Clínica and his care team were always by his side and followed his health closely. It was quite a journey for him. "My husband was fortunate to have such a dedicated team of providers and professionals," says Gloria as she looks back on his journey.

Despite all of his health challenges, Richard Figueroa never forgot to give back. He served on La Clínica's Board of Directors advocating for patients and working to ensure the mission of serving all in the community. We are grateful for his service and his humanity.

GLORIA FIGUEROA

One day, Gloria's husband Richard told Dr. Bayard that his wife suffered from knee pain. When Dr. Bayard examined her, he knew right away to order x-rays. The x-rays revealed that Gloria needed knee surgery. She was referred immediately to an orthopedic surgeon.

"This was my first surgery," Gloria explains. "The specialist was just amazing. I was so happy with the referral."

During the pandemic, the whole family had phone appointments with Dr. Bayard and a care team at La Clínica. When it was time to get flu shots or



COVID vaccines and boosters, La Clínica became an indispensable source for information and care. And because of social isolation, it became a joy to see people at the clinic who felt like family. Even the pharmacy and urgent care staff felt like an extension of the family.

"All these people brought us through crises in our lives and they were like angels to me," says Gloria. "They were all gifted in their specialties, they are all personable, and we miss seeing everyone — even the friendliness of the gentleman at the front door."

Gloria has full confidence in the care team at La Clínica. She doesn't get stressed out because she knows if she has medical problems, they will be there for her. She doesn't have to wonder if they'll have room for her or time to see her. She knows they will make time.

Gloria's confidence in La Clínica goes beyond herself and extends to her nine children (and grandchildren) and friends. Gloria started taking her son Daniel to La Clínica when she learned that they had bought a building in Fruitvale with pediatric offices.

"After my husband passed away, Daniel and I were still patients," she explains. "The majority of my friends are La Clínica patients as well. They're not ignored and they're safe. They're cared for and La Clínica wants to take care of them. It's a great comfort and it touches my heart. It must be a relief for them to know they can count on La Clínica," she says.

Trust between a patient and a health care provider is linked to improved patient experience, health outcomes, and the patient's perception of the care they receive. However, it is also well documented that in the United States, not all communities feel the same level of trust in their health care providers. While we continue to see large disparities in trust by race and ethnicity, a critical area of focus for health equity, La Clínica has been working to narrow this gap for the last 50 years.

"The majority of my friends are La Clínica patients as well. They're not ignored and they're safe."

DANIEL FIGUEROA

Daniel is another grateful patient of La Clínica. The first time he remembers going to La Clínica's dental offices in Fruitvale was when he was six years old. His mom Gloria remembers when a group of dentists from La Clínica paid a visit to St. Elizabeth, where her son attended school.

She remembers that a group of dentists came and spoke to each classroom. They gave the students information cards, toothbrushes, and floss and said that they would be welcomed at La Clínica if their parents have a hard time finding a dentist who will take their children.

Daniel remembers the friendly atmosphere and staff of the clinics. "I remember on the way out, we'd pass by a treasure chest that was available for kids to pick a toy out," he recalls. "I remember as kids we'd always look forward to that, and that always made it fun."

By this time in 1975, La Clínica had a daycare center so that children could be watched while their parents were inside with their dentists. Later, La Clínica opened an optometric center in Fruitvale where family members went to receive vision care. These services were making a huge difference to the quality of life for families and to the quality of life in the community.

When he was 10, Daniel was referred for oral surgery. "Without La Clínica stepping up for me in that area, there's no way I would have been able to get any kind of dental care, let alone oral surgery," he says. Meanwhile, his older brother Raymond was referred by La Clínica to get eye surgery in San Francisco. "There are so many stories like that," says Daniel. They have truly been a blessing for our family and community."

Daniel has also struggled with back issues, and once again, Dr. Bayard was there to help. "I don't think I would've had access to back surgery were it not for La Clínica and Dr. Bayard," admits Daniel.



Daniel was referred to and connected to one of the best doctors in the Bay Area. Today he lives pain-free and wants to thank his care team because he feels that they gave him his life back through the surgery. "I was curled up and couldn't even stand straight or walk properly for over a year," says Daniel.

He also received mental health services at Casa del Sol. "When they ask how you are doing, they mean it from the heart," he says of the supportive and compassionate staff there.

By providing a range of quality community integrated multigenerational, multilingual, and multicultural services, La Clínica remains at the forefront of compassionate community care.

Daniel dreams of one day being a millionaire so he can give back to La Clínica in the same way he feels they have given to him and his family.

"Without them, I wouldn't have been able to be here," says Daniel. "They've been there at every stage of my life and I know that I could always count on them."

He is still a patient of Dr. Bayard after all these years.

2021 Highlights

La Clínica Rolls Out COVID-19 Vaccines



Early in 2021, La Clínica began offering COVID-19 vaccines to communities most at risk of contracting the disease, including older patients,

immunocompromised patients, and essential workers. As the demand for vaccines grew, La Clínica scaled up its COVID vaccine clinics to vaccinate as many people as possible.

La Clínica also educated the community about the benefits of the vaccines through direct outreach in multiple languages while working to dispel vaccine myths and disinformation.

These vaccines have been instrumental in slowing the spread of COVID-19 and keeping communities healthy and safe. To date, more than 116,000 COVID vaccine doses have been given to the community.

La Clínica Expands Access to Health Care in Vallejo

La Clínica's newest comprehensive health center opened in downtown Vallejo in fall of 2021. The new service site in the heart of the city offers integrated services — including dental care and optometry services — all under one roof.

By doubling our previous capacity, the 26,000 square-foot facility is expanding access to full-scope healthcare services and enrollment assistance for health insurance coverage and programs such as CalFresh and WIC.



The new health center will also help spur economic revitalization for the city by expanding foot traffic to the local business

and providing 100 full-time jobs for the people of the community. This includes \$7.8 million in wages and benefits distributed annually and more than \$1 million of goods and services purchased annually.

La Clínica Recognized as 2021 Nonprofit of the Year



In 2021, California State Senator Steve Glazer selected La Clínica de La Raza as “Non-Profit of the Year.”

He chose La Clínica because it has been critical to Contra Costa County's vaccination efforts, including teaming up with Contra Costa County to facilitate COVID testing and vaccinations for communities of color and other underserved and disproportionately impacted communities.

“I am proud to honor La Clínica for its vital work in providing much-needed health services when the Coronavirus pandemic was at its worst,” said

Senator Glazer. “Without La Clínica's devotion to maintaining health care access, there is no telling how much worse the effects of COVID-19 would have been to communities of color and other underserved people. We are indebted to nonprofit organizations like La Clínica, which is fulfilling a truly critical mission that is so valuable to us all.”

1970s: MISSION-DRIVEN



In 1971, a group of UC Berkeley students and community activists came together to respond to the absence of healthcare services for monolingual Spanish speakers in East Oakland.

Their goal was to improve the quality of life for this community by providing culturally competent and affordable health care.

The project emerged from a larger student movement occurring at the time, which had been built upon the tenets of fighting systemic racism and healing racial inequities. La Clínica's original mission was based on the notion that viewed health care as a right.

La Clínica's holistic approach encompassed a full spectrum of care, including medical, dental, and optical services. Later mental health was added to complement physical health services. La Clínica offered these services in tandem with advocacy to continue the struggle against injustices faced by the Latino community.



1980s: COMMUNITY TRUST

Over the years, La Clínica was invited into communities and asked to take over struggling health centers.



In 1984, La Clínica merged with San Antonio Neighborhood Health Center (SANHC). As SANHC began facing budget challenges, it reached out to La Clínica to begin talks to merge operations to continue offering services in Oakland's diverse San Antonio District. La Clínica was well-positioned to serve these new communities because of its years of serving low-income and immigrant families and growing community trust.

As a result of the merger, La Clínica had to adapt: its Board of Directors changed to ensure representation from San Antonio; the Mission Statement was modified to explicitly include the more diverse populations now being served, and the two separate agency logos were consolidated to form the current La Clínica logo.



1990s: ADVOCACY



Since its inception, La Clínica has fought and advocated for marginalized communities. Often this has made La Clínica the public face of the cause it is championing.

In the 1990s, California experienced an increase in anti-immigrant attitudes. In 1994, California's voters passed Proposition 187 — a ballot initiative that denied undocumented immigrants access to the state's public services like education and health care.

La Clínica fought alongside unauthorized immigrant women against Proposition 187 as well as against then-California Governor Pete Wilson's administration for its attempts to defund prenatal care for undocumented women through Medi-Cal. La Clínica filed the lawsuit and won.

Proposition 187 was later ruled unconstitutional by a federal court and struck down.

2000s: GROWTH

The beginning of the new millennium ushered in a critical opportunity in the organization’s mission to provide high quality health care for all.

La Clínica was invited into new communities and asked to assume management of clinics that couldn’t make it on their own, or to partner with others on a larger community development project.

As a result, La Clínica expanded its geographic reach, the types of services provided, and the diversity of people it served. This willingness to collaborate for the greater good has allowed La Clínica and its partners to reach more communities to address barriers to health care.

In 2002, La Clínica opened additional sites in Contra Costa County (Pittsburg, Concord and Oakley) and its first of several in Solano County (Vallejo).

2003 was one of La Clínica’s busiest years with several projects occurring simultaneously:

That year, La Clínica assumed operations of the dental clinic at Children’s Hospital in Oakland. The clinic is only one of two in California that offer specialized dental services to immunocompromised and special needs patients with Denti-Cal. This vital program was about to be closed when Alameda County and the Hospital approached La Clínica for help.



In addition, La Clínica opened an additional site in Contra Costa site in the Monument Corridor. The area previously had zero access to outpatient services. Community members in that area gained access to both medical and dental services.

Finally, after more than 10 years of concrete planning, La Clínica completed its comprehensive La Clínica Fruitvale Village health center in the newly developed “Transit Village” at the Fruitvale BART Station. The endeavor was a complex partnership between numerous community organizations and La Clínica. The health center offered the community increased access to medical, dental, lab, and pharmacy services under one roof.



2010s: ACCESS — Affordable Care Act



The passage of the Affordable Care Act (ACA) was a pivotal moment for community health centers across the country.

Millions of Americans gained access to affordable, cost-effective, and high-quality preventive and primary care services, regardless of their insurance status or ability to pay.

Community health centers, such as La Clínica, have been able to reach millions of new patients and experience a robust transformation in size, capacity, and services offered.

2020 and Beyond: Equity & Social Justice — COVID and Building for the Future

Despite the challenges of recent years, including the ongoing COVID pandemic and other emerging health crises, we've remained committed to fighting inequities and injustices for the communities we serve.

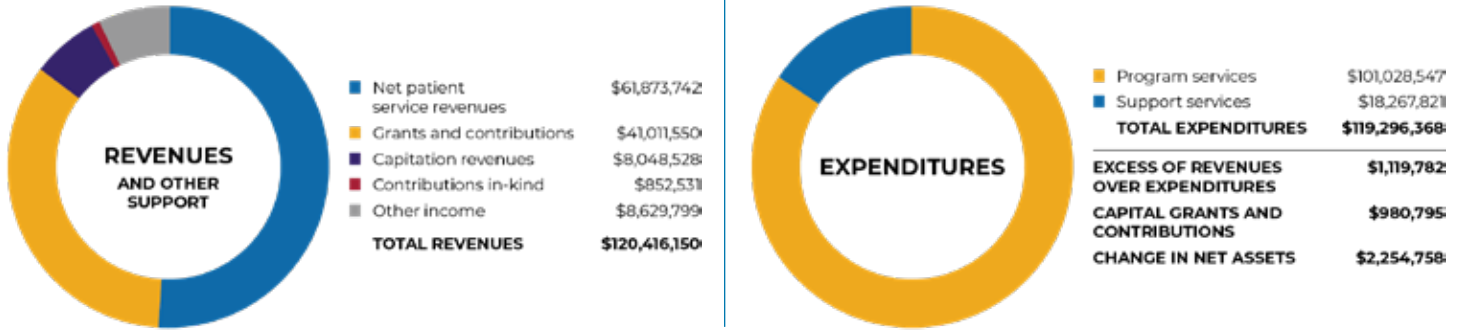
We've continued to work to ensure our communities have access to the healthcare they need and deserve while also addressing the socioeconomic factors that impact their health and well-being.

We've renewed our focus on the social determinants of the health of our patients and community. This focus, in turn, lays the foundation for many changes by expanding the number of people eligible for Medicaid and addressing health equity through services for Enhance Care Managed and Population Health

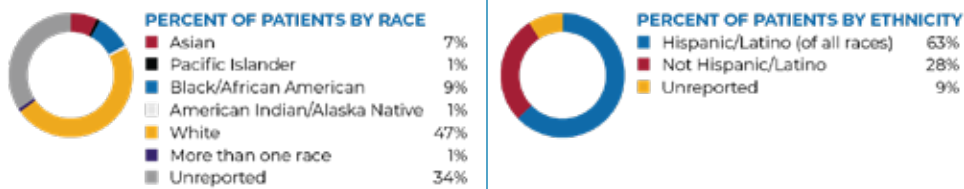


La Clínica at a Glance

FINANCIAL HIGHLIGHTS | FISCAL YEAR JULY 1, 2020 – JUNE 30, 2021



PATIENT PROFILE | CALENDAR YEAR 2021



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.

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by Rebecca Gebhart

Dorothy Raine
by Dr. Tina Raine-Bennett

Dr. Alan Smiler
by Dr. Norma Solarz and
Steven McCleary

Edna Combs
by Kristina Combs and
Rudy Donofrio

Hazel Mersfelder
by Anonymous

Jesse Sank
by Sherry Sank

Jesus Zavala
by Maria Olivas

Mama Chus (mother)
by Maria Boyle

Michael Carbone
by Michael Tully-Cintron

Michelle Kellman and
Neil Kellman, M.D.
by Judith Kellman

Peggy Payne
by Judy Payne

TRIBUTE GIFTS — DURING 2021, GIFTS WERE MADE IN HONOR OF:

Aliza and Noel Gallo
by Steve Lautze and Teresa Eade

All of the doctors (especially Art
Lande) and staff who assist those
most in need throughout the year
by Barbara Bernstein

Amy Prevedel and Stewart Slafter
by Frank and Norma Prevedel

Becky McEntee
by V.I.A. (Volunteers in Asia)

Bonnie Blakley
by Christie Blakley

Catherine A. Chin
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Dr. Peggy Payne and
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Jim and Shelly Cortez
by Nick Koier

Joel Thompson
by Gordon Thompson

Joellen Ademski
by Glenna Carraway-Idowu

John Pescheti
by Dr. Thomas Eusterbrock

Jon Elam
by Ken Underhill

Kam Wong DPM
by Dr. Nanette K. Gartrell and
Dr. Diane Mosbache

Kam Wong, DPM
by Roderick Becker

Katie D'Harlingue, MD
by Dr. Art and Rebecca D'Harlingue

La Clinica staff
by Elizabeth Rogers

Leah Halper
by Anonymous

Maisa Lahham
by Sophia Bucheli

Mark Zuckerberg
by Pablo Arredondo

Mary Ellen Mena
by Ronald Perez

Mary Rebecca Vega and
Lupe Elizondo
by Gail Rubman

Peggy Payne, Dean Sheppard,
Bonnie Payne and Roger Tobin
by Amy Payne

Scotty Taylor
by Steve Schiff

Serafina Carter Kolomoyskyy
by Konstantine Kolomoyskyy

Shelly Cortez NP
by Donna Earley Cortez

Susana Praver-Perez
by Anonymous

* La Clínica staff

** Board of Director

We have recognized gifts made in 2021. We hope we have acknowledged your gift accurately. Please contact Geovanni Ximenex-Monteon or call 510-535-2964 to notify us of any unintended errors or omissions.

INVESTMENT IN OUR COMMUNITY



We are grateful for the generous support from the government, foundations, and corporate communities. In 2021 they funded important La Clínica de La Raza programs and services.

ACEs Aware
 Advocates for Human Potential
 Alameda Alliance for Health
 Alameda County Health Care Services Agency
 Alameda County Public Health Department – HIV Health Services Administration
 Alameda Health Consortium
 Altamed
 Bay Area Air Quality Management District
 Board of State and Community Corrections
 California Department of Public Health
 California Department of Public Health (CDPH), Department of Health Equity
 California Department of Public Health Office of AIDS
 California Institute for Behavioral Health Solutions
 California Primary Care Association
 Center for Care Innovations (CCI)
 Community Catalyst
 Community Clinic Consortium
 Community Clinic Consortium of Contra Costa and Solano Counties (via Kaiser Foundation Hospitals)

Community Health Center Network (CHCN)
 Community Health Center Network on behalf of Sutter Health
 Contra Costa County Health Services
 Contra Costa Health Plan
 County Medical Services Program (CMSP) Governing Board
 Crankstart
 Delta Dental
 DHHS Health Resources and Services Administration (HRSA)
 East Bay Asian Local Development Corporation
 Federal Communications Commission (FCC) via OCHIN/CTN
 Flora Family Foundation
 Governor’s Office of Business and Economic Development
 Health Net, Inc.
 Health Resources and Services Administration (HRSA)
 Healthy Americas Foundation
 Hellman Foundation
 Hispanic Federation
 HRSA (Health Resources and Services Administration)
 John Muir Health
 John Muir/Mt. Diablo Community Health Fund

Joseph and Vera Long Foundation
 Kaiser Permanente’s Northern California Community Benefit Programs
 Latino Community Foundation
 Life Sciences Cares Bay Area
 MedMark Treatment Services, Inc.
 Oakland Fund for Children & Youth (OFCY)
 Oakland Promise
 Partnership Health Plan
 Partnership Healthplan of California
 San Francisco Foundation
 Substance Abuse and Mental Health Services Agency (SAMHSA)
 Sutter Bay Hospitals
 Sutter Health Sacramento Sierra Region
 The Bank of America Charitable Foundation, Inc.
 TJ Long Foundation
 U.S. Health Resources and Services Administration (HRSA)
 UnidosUS
 University of California, San Francisco
 US Department of Health and Human Services, Health Resources and Services Administration
 Vesper Society

OUR IMPACT

58,000+

COVID-19 TESTS ADMINISTERED

(AS OF SEPTEMBER 6, 2022)

116,000+

COVID-19 VACCINES ADMINISTERED

(AS OF SEPTEMBER 6, 2022)

7,200+

COMMUNITY MEMBERS OUTREACHED FOR CONTACT TRACING

(AS OF MAY 12, 2021)

92%

PATIENT SATISFACTION

34

NUMBER OF SITES

(ALAMEDA, CONTRA COSTA, AND SOLANO COUNTIES)

1,200+

NUMBER OF LA CLÍNICA EMPLOYEES

OUR MISSION

Improve the quality of life of the diverse communities we serve by providing culturally appropriate, high quality, and accessible health care for all.

www.laclinica.org