



2022 ANNUAL REPORT

Whole Person Care La Clínica's Model



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

On the Front Lines of Innovation and Community Health

The social movements of the 1960s championed civil rights and social justice. During this time, civil rights activists recognized disparities in health outcomes and care access for low-income and marginalized communities. The concept of community health centers was born from this movement, and it sought to make high-quality and culturally competent health care accessible and affordable for all.

Since 1971, La Clínica has been part of this incredibly important movement. For over 52 years, we have provided care in underserved communities for everyone, regardless of their ability to pay. By design, La Clínica is run by a board of directors composed mainly of our patients, ensuring the care we deliver is tailored to the needs of our communities. From the beginning, La Clínica embraced a philosophy, approach, and commitment to providing patient-centered comprehensive care to improve health and well-being through coordination of medical and dental health, behavioral health, social services, and health education.

La Clínica is effective because our neighborhood-based and patient-directed centers are so intertwined with our communities that they can often identify health needs earlier and design effective community-based solutions before others even understand the underlying dynamics. During the COVID-19 global pandemic, La Clínica quickly demonstrated that it could put additional local, state, and federal investments to work, pivoting to redirect dental clinic staff to testing and infection control. We then effectively leveraged telehealth technology to reduce hospital admissions, readmissions, and emergency department presentations, reducing overall healthcare costs. We took the lessons from the pandemic and strengthened our services. Our legacy, therefore, is one of community service and innovation.

The funding sources of community health centers have changed with time. Yet, studies continue to demonstrate

that increased funding to health centers creates additional economic stimulus within and beyond. We are incredibly proud that our decades-long commitment to advocacy and providing care for all is about to benefit from another important milestone. Beginning January 1, 2024, a new law in California will allow adults ages 26 through 49 to qualify for full-scope Medi-Cal, regardless of immigration status. This latest expansion of full-scope Medi-Cal brings our community and our state closer to a Healthy California for All.

In celebrating our achievements and intergenerational impact over the years, we are grateful to all our stakeholders, including our Board of Directors, donors, community partners, patients, and our incredible team of providers and staff. I am reminded of this impact in the most personal way. I was saying hello to a new team member who proudly told me they are a 'La Clínica baby.' Then, two other members of staff who were standing close by overheard the conversation and shared that they, too, were born at La Clínica, as were their mothers. It is incredibly profound to be part of this family and to see our La Clínica babies return and serve the community in new and meaningful ways. La Clínica is 52 years old, but we are just getting started.

¡Sí se puede!

Jane García, La Clínica CEO

Care Neighborhood

At the age of 31, a traumatic car accident resulted in paralysis of both of Dalia's legs.

She expects to spend the rest of her life in a wheelchair and to require assistance for the normal tasks of daily living. Dalia can no longer work or live independently and requires skilled care. In addition to a variety of physical complications, those affected by paralysis often struggle with depression and need psychological or psychiatric support.

Dalia used to love going to the park with her daughter. She loved cooking and cleaning and taking her to school. She knows that her daughter wants to be active, but simple things like going down the stairs are no longer possible for Dalia. Additionally, many places in the community are still not wheelchair-accessible. With limited resources and English still being a challenge for the household, Dalia has felt the impact of the accident both emotionally and physically.



Karolina is a Health Educator for the Care Neighborhood program at La Clínica. The program works with patients who are in the highest risk category and who are under-represented in the system of care.

These patients are often unable to navigate the complexities of the healthcare system on their own. Community Health Workers, Social Workers, and Health Educators work with patients' doctors and mental health specialists over the course of 6 months to a year—or longer, depending on their needs—helping them remove barriers and obstacles to receive care.

In addition to chronic illness and/or mental health issues, these patients are also exposed to Social Determinants of Health (SDOH). These are the non-medical factors such as poverty, education, housing, domestic violence, and systemic discrimination that influence health outcomes and daily life. Health educators connect patients to local resources that help address these barriers, including shelters, rehab facilities, and food banks.

"I haven't had to live on the streets or worry about when I'm going to eat next or about being assaulted," says Karolina, "but when I talk to these patients, I am always surprised by their resilience and perseverance."

Dalia is a Care Neighborhood success story. Through the program, she has been able to access Supplemental Security Income (SSI), social security, and occupational therapy. "I live on the second floor of a duplex, and I have to go down 12 steps to get out," says Dalia. "I always need two people to carry me down and out of the house." Care Neighborhood is now working in partnership with East Bay Innovations to get a wheelchair ramp for the stairs of her apartment so she can be more mobile and spend time with her daughter like she used to do.

Dalia receives all the services she needs through La Clínica, including lab work and medications. The services she receives from the Spanish-speaking staff, including home-based services to support her while homebound, have changed the quality of her life.

"It's not that easy for just anyone to come to your house and really help you. They've truly helped me."

Comprehensive Perinatal Program

When Johanna first started receiving care at La Clínica, she realized how many things she didn't know about pregnancy and her baby. "They explained the entire pregnancy process to me, how to recognize alarming signs, which signs are normal, and tips for dealing with stronger pregnancy symptoms," says Johanna, "they taught me a lot."

In addition to receiving prenatal care, Johanna receives behavioral health care and dental services. Dr. Siopack has practiced obstetrics and gynecology at La Clínica for over 24 years. "We have good resources to address the needs of patients that go beyond just the clinical aspect of their pregnancy," he explains, "we provide them comprehensive wrap-around services and are with them through their entire journey." These services include behavioral health care, dental care, nutrition and health education, and social worker support, among others.

Dr. D'Harlingue, Associate Medical Director of Pediatrics at the Fruitvale Transit Village, explains that the biggest challenges are related to Social Determinants of Health (SDOH). She explains that patients suffer a lot of trauma: "The social-emotional challenges, poverty, and violence in Oakland are a huge factor for the health of our patients."

Many patients have language, communication, and trust issues with the medical establishment. Cultural and language barriers present unique challenges, as has been the case with the recent influx of immigrants from the Mam community — an indigenous people from the western highlands of Guatemala who speak the Mam language.

Sitting in the waiting room, Johanna talks about her positive experiences and relationships with the clinicians. "I have felt that mental health services have been of great benefit to me. I have participated in both group and individual therapy sessions," she says, "and I felt safe during the birth because I trust [La Clínica] knowing how familiar they are with my medical history."

"Many years ago, patients didn't qualify for health insurance, and they had no perinatal care," explains Dr. Siopack, "but that changed when Medi-Cal started to insure undocumented people for their pregnancy care about 20 years ago." Still, more resources are needed to



hire more staff and to continue providing services, support, and resources to the community. For example, according to the Centers for Disease Control, there are about 3,400 sleep-related deaths among US babies each year. Black and Native American/Alaska Native infants die at rates more than double that of white babies. These deaths are highly preventable through safe sleep resources such as safety-approved cribs.

Dr. Siopack reflects on the intergenerational impact of his 24 years at La Clínica. "There have been in a handful of situations where I've delivered patients who have become young women and have come back to La Clínica to give birth," he explains, "we have a very good reputation in the community, and the patients see us as part of their family."

As she gets ready for her appointment, Johanna says that she hopes to continue being a patient at La Clínica. "There are many people who need these services and what La Clínica offers. It ensures economic and social stability. Without them, I don't think I could survive."

Integrated Behavioral Health

Sometimes anxiety is easy to identify — like when a student is feeling nervous before a test. Other times, anxiety in the classroom can look like something else entirely.

Like many students, Milton wasn't sure why he was feeling anxious and didn't know where to get support until the anxiety had become so acute that it was unbearable. "I didn't seek out help until it got to a point where I realized I really needed it," says Milton.

So, when he heard about La Clínica through his school's health center, he decided to seek help. La Clínica serves eight school-based health centers through a unique integrated care model that addresses the whole person.

La Clínica's school-based health centers make access to health care easy since they are embedded within students' neighborhoods. Staffed by multilingual providers trained in trauma-informed care, the range of services to meet students' healthcare needs includes behavioral screenings, checkups, lab tests,

prescriptions, individual and group counseling, health education, medical and dental services.

Serving students aged 14–21, the unique system of care engages schools and community partners in a comprehensive and integrated approach that prioritizes prevention and early intervention. Clinicians work in close partnership with health educators and schools to coordinate universal screenings and triage care, collaborating with an on-site student care team.

Students who aren't feeling well have a harder time learning. Students who use school-based health centers benefit in many ways. They spend more time in class because they tend to be sick less often and don't have to take as much time off school to get care visits. When Milton came to La Clínica, the integrated care model helped him avoid going to multiple clinics. He was able to speak to a doctor and get medication all in the same visit. Milton reflects on his experience and says: "It's good that they have medical and behavioral health together. They can check my symptoms or give me medicine when I'm not feeling well. I think it's also helped me with doing better in school."

School-based health centers increase access to care, which benefits all stakeholders. Parents and caregivers benefit from the knowledge that their child can receive health care without leaving school and that this care is covered at no or low cost. School leaders and the school community benefit because the students' healthcare needs are addressed on-site, and there is a reduction in missed class time and absenteeism. Employers of parents and caregivers appreciate that there are reduced employee productivity losses because of missed work time to care for sick children or transport them to medical settings.

"Sometimes it's hard for students to get help because they can be scared," says Milton. "I was in that position too. It's scary not to know, but the staff at La Clínica do their job well, which makes you feel confident and makes you feel like you can trust them."



"It's good that they have medical and behavioral health together. They can check my symptoms or give me medicine when I'm not feeling well."

—Milton

Pregnancy Integration Project at La Clínica Monument

When Rosalba was referred to the dental clinic in La Clínica Monument during her pregnancy by her medical provider, she felt reassured that it would be safe because she had trust in her provider. Most pregnant women in California receive insufficient dental care during pregnancy, and over half report a dental problem prenatally.



Despite evidence to the contrary, there is still a belief that going to the dentist while pregnant is risky. “Even doctors don’t understand that there is a new paradigm,” says Dr. Tessa McGregor, the Associate Dental Director at La Clínica Monument. In fact, just the opposite is true. The staff at La Clínica are aware that prenatal care is an opportune time for appropriate referrals from medical providers for oral health care because patients are more likely to pursue medical care during pregnancy than at other times. Moreover, a patient’s oral health can be a good indicator of overall health.

They are also aware of the importance of oral health during pregnancy, not only for the potential risk of poor pregnancy outcomes but also because untreated infections in the mouth can be painful and have adverse long-term health consequences. Dental caries is a bacterial infection that is highly transmissible from mother to infant, and control of dental caries in pregnant women has the potential to reduce the severity of transmission once the baby is born.

Being pregnant also makes you more likely to have cavities. In addition to regular cleanings, Rosalba had two cavities filled at the clinic. Through the health education program, she learned that the bacteria that causes cavities can be passed to her baby during pregnancy and after birth and cause problems for her baby later in life.

“The strength of the program,” explains Dr. McGregor, “is in early intervention, collaboration, and community education.” The program works with the community to highlight that preventive, diagnostic, and restorative oral health care is safe throughout pregnancy and effective in improving and maintaining oral health. Since good oral health is essential to good overall health, the team at La Clínica works to ensure that health professionals and pregnant women and their families are aware of the importance and safety of receiving oral health care during pregnancy. The goal of these efforts is to increase their access to and use of oral health care and ultimately improve the oral health and overall health of pregnant women and their children.

That work has had a profound impact on Rosalba and her family. She reflects on the care she has received through La Clínica: “I feel happy because I know I’m doing all I can to help my baby develop healthily, and at the same time, I’m taking care of myself.”

The team at La Clínica also makes sure that patients know that after childbirth, continuing with their own and their baby’s dental care is very important. The program’s core message is that good dental health is key to overall wellness, and pregnancy is an optimal time to establish healthy habits.

“I feel happy because I know I’m doing all I can to help my baby develop healthily, and at the same time, I’m taking care of myself.”

—Rosalba

2022 Highlights



La Clínica Vallejo Hosts Open House

La Clínica held an open house of its newest comprehensive health center in downtown Vallejo. The open house included remarks from community partners, local elected officials, and supporters who made the expansion project a reality.

Guests were also invited to take part in tours of the health center and learn about the different integrated services all housed under one roof.

All That Jazz (& Sushi!): Celebrating 50+ Years

After a two-year hiatus because of the pandemic, La Clínica once again held its signature All That Jazz (& Sushi!) gala at Yoshi's Jazz Club & Japanese Restaurant in Oakland. The gala commemorated 51 years since our founding and was an opportunity to celebrate our 50th anniversary of connecting communities to better health.

We would like to thank our guests and sponsors for their support and generous contributions, and everyone who made the evening such a great success.



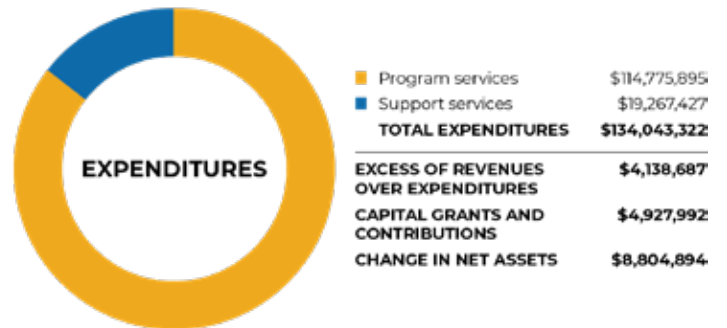
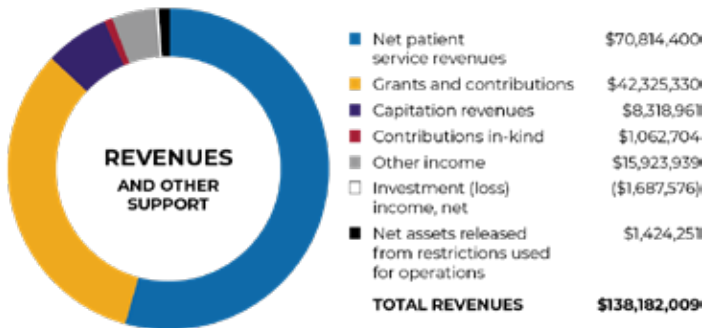
Jane García Receives SPUR Award

SPUR recognized La Clínica CEO Jane García's exemplary leadership and La Clínica's work in serving communities in the Bay Area. The prestigious Silver SPUR Awards recognize outstanding individuals whose achievements exemplify the highest aspirations of the San Francisco Bay Area. Now in its 60th year, this annual event casts a spotlight on those who make the Bay Area a better place.

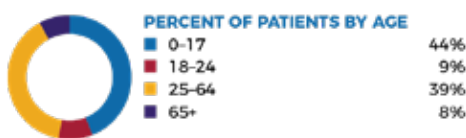
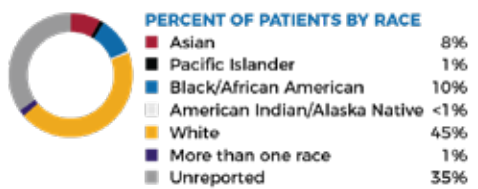
We thank SPUR for this award and for their work as one of the Bay Area's leading nonprofit organizations on public policy, helping to create an equitable and thriving community for all.

La Clínica at a Glance

FINANCIAL HIGHLIGHTS | FISCAL YEAR JULY 1, 2021 – JUNE 30, 2022



PATIENT PROFILE | CALENDAR YEAR 2022



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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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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

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Please contact Geovanni Ximenex-Monteon or call 510-535-2964 to notify us of any unintended errors or omissions.

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We are grateful for the generous support from the government, foundations, and corporate communities. In 2022 they funded important La Clínica de La Raza programs and services.



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 U.S. Health Resources and Services Administration (HRSA)
 UCSF
 UCSF Benioff Children’s Hospital Oakland (Family Care Network)
 UCSF Center for AIDS Prevention Studies
 Unidos Us
 US Department of Health and Human Services, Health Resources and Services Administration
 Vesper Society
 ViiV Healthcare
 Vot-ER
 Wells Fargo

MEETING OUR PATIENTS WHERE THEY ARE— OUR LOCATIONS

ALAMEDA COUNTY

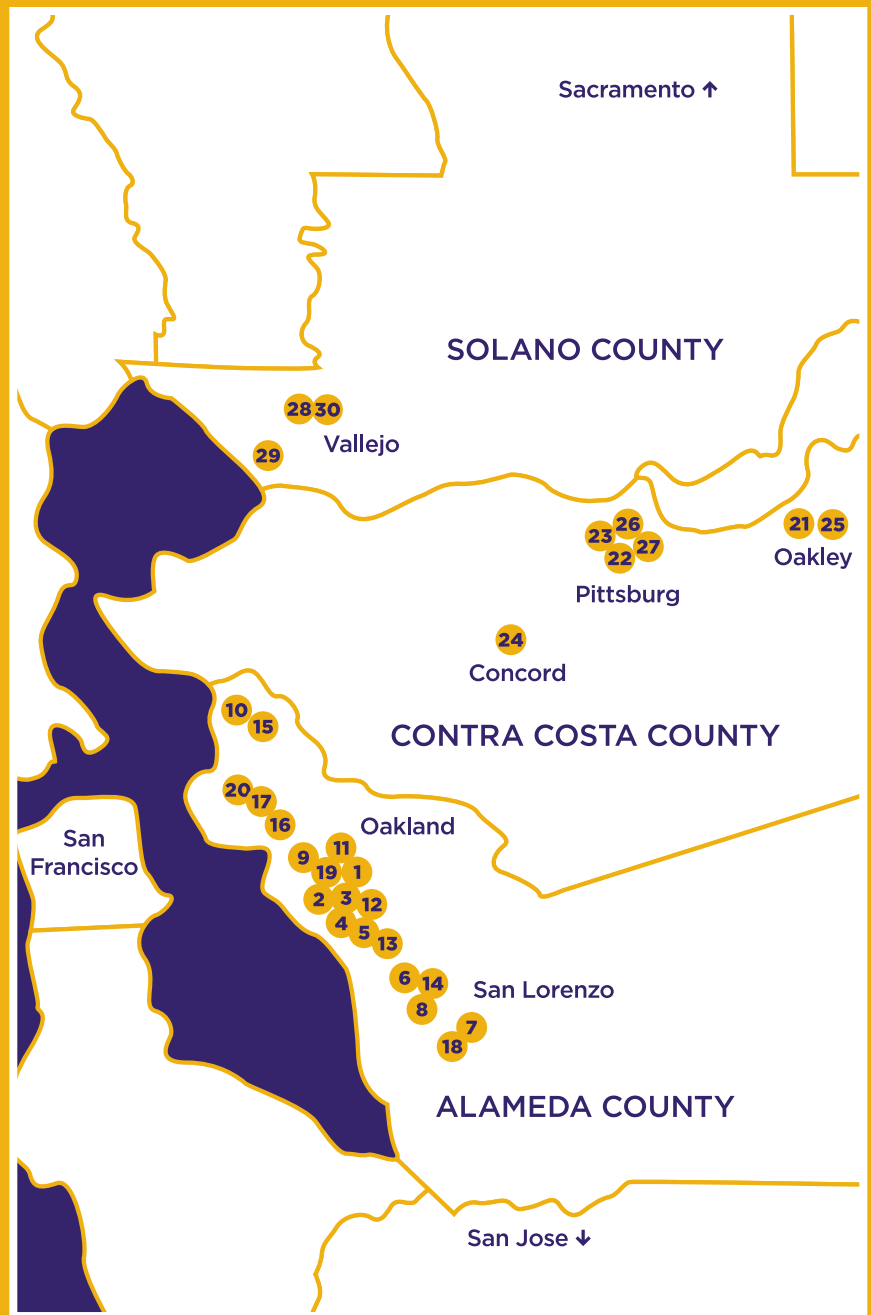
- 1 Casa CHE
- 2 Casa Del Sol
- 3 Clínica Alta Vista
- 4 Cultura y Bienestar
- 5 Family Optical
- 6 Fremont Wellness Center
- 7 Fuente Wellness Center
- 8 Havenscourt Health Center
- 9 Hawthorne Elementary School-Based Health Center
- 10 La Clínica Dental at Children's Hospital Oakland
- 11 La Clínica Fruitvale Dental
- 12 La Clínica Fruitvale Neighborhood WIC
- 13 La Clínica Fruitvale Village
- 14 La Clínica Julian R. Davis Pediatrics
- 15 Oakland Technical High School-Based Health Center (TechniClinic)
- 16 Roosevelt Health Center
- 17 San Antonio Neighborhood Health Center
- 18 San Lorenzo High School-Based Health Center
- 19 TRUCHA (Together Reaching Users Combating HIV and AIDS)
- 20 Youth Heart Health Center

CONTRA COSTA COUNTY

- 21 Casa de Luz
- 22 CHE Contra Costa County
- 23 Dental Care Mobile
- 24 La Clínica Monument
- 25 La Clínica Oakley
- 26 La Clínica Pittsburg Dental
- 27 La Clínica Pittsburg Medical

SOLANO COUNTY

- 28 La Clínica North Vallejo
- 29 La Clínica Vallejo
- 30 La Clínica Vallejo Great Beginnings



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

OUR IMPACT

92%

PATIENT SATISFACTION

34

NUMBER OF SITES

(ALAMEDA, CONTRA COSTA, AND SOLANO COUNTIES)

1,200+

NUMBER OF LA CLÍNICA EMPLOYEES

79,500+

NUMBER OF PATIENTS SERVED

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