



LA CLINICA DE LA RAZA, INC.



ANNUAL REPORT 2007

The mission of La Clínica de La Raza is to improve the quality of life of the diverse communities we serve by providing culturally appropriate, high quality, and accessible health care for all.

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Guiding Principles

1. Commitment to provide affordable, quality health services in a manner that is culturally and linguistically accessible to the community.
2. Commitment to serve patients with the ability to pay and to subsidize those patients who cannot pay.
3. Commitment to recognize the total health needs of our patient population by considering its psychological, social, economic, and physical needs.
4. Commitment to respond to new market opportunities and service needs that are prompted by new technology, an evolving health care industry, the changing political environment, and social, health, and economic demographics of the communities we serve.

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La Clínica de La Raza, Inc.

www.laclinica.org

(510) 535-4000

Mailing Address:

P.O. Box 22210

Oakland, CA 94623-2210

Administration Offices:

1450 Fruitvale Ave, 3rd Floor

Oakland, CA 94601

La Clínica de La Raza Executive Team

Chief Executive Officer

Chief Operations Officer

Chief Financial Officer

Medical Director

Director of Planning

Director of Development

Human Resources Director

Area Director

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Cover artwork: Details of La Clínica's mural by artist, Xochitl Guerrero.

Message from the Chief Executive Officer

For more than 35 years, La Clínica de La Raza has been at the forefront of providing culturally competent health care for low-income residents in the East Bay. We are a strong mission-led organization, always aiming to improve the quality of life of the diverse communities we serve by providing culturally appropriate, high quality and accessible health care for all. In 2007, La Clínica provided health care to nearly 50,000 patients at 24 sites in three counties of the East Bay. Many of the patients we serve are low-income and uninsured, a population known to suffer disproportionately from chronic diseases, particularly diabetes, asthma and obesity.

One of our many goals in 2007 was to improve the outcomes of patients with chronic disease through preventive medicine and health education. In an effort to develop a comprehensive system to prevent, detect, and reduce complications of chronic diseases, La Clínica has been involved with the United States Bureau of Primary Health Care's Health Disparities Collaborative for nearly a decade. The collaborative seeks to improve the health outcomes in patients with chronic disease by initiating improvement projects using the chronic care model.

For example, through our participation with the diabetes collaborative and Advancing Diabetes Self-management program, more than two-thirds of patients experienced a drop of one point in their hemoglobin A1C (a measure of long-term blood sugar control), drastically reducing the risk of further complications. These successful outcomes were possible in part, through the work of our Community Health Workers (CWH), or "Promotoras." They are active members of the community who have been trained in self-management support to bring health care awareness to our patients. They also help run our walking club, chronic disease support group, and diabetes group visits.

In addition, through the work of the asthma collaborative, La Clínica was able to improve asthma diagnosis and monitoring by introducing spirometry services at four new sites. A spirometer is a tool used to measure the amount of air that can be inhaled and exhaled which can diagnose asthma and indicate the levels of asthma control. This intervention has improved efficiency and



JANE GARCÍA, CEO

the effectiveness in the delivery of care for children suffering with asthma. Over the past two years we have also expanded our asthma collaborative from 2 sites to 5 new sites.

In addition to our work on diabetes and asthma, we are pioneering new programs and services in the area of pediatric obesity and pre-diabetes. We started an early intervention program for patients with pre-diabetes that focuses on preventing or delaying the development of diabetes.

Our work in pediatric obesity includes the identification and tracking of children with obesity. We have created curricula for parents and children that encourage healthy eating and active living.

Lastly, La Clínica has a number of programs focused on HIV testing and prevention. These include community outreach to prevent and diagnose HIV and case management and multidisciplinary HIV clinic days.

La Clínica has been incorporating the chronic care approach for over ten years now, with successful prevention programs in diabetes and asthma. We focus our energy on preventive medicine and education to avoid emergency room visits. Our goal is to increase the number of people being served, while improving the overall quality of care being offered. By ensuring that quality monitoring processes are in place, we will be able to expand preventive programs and services and we will create a more efficient process of delivering health care services.

La Clínica is an integral component of the existing safety net health care system in California. As we look to the future, we hope to continue making positive changes in the lives of our patients, their families, and the East Bay community at large.

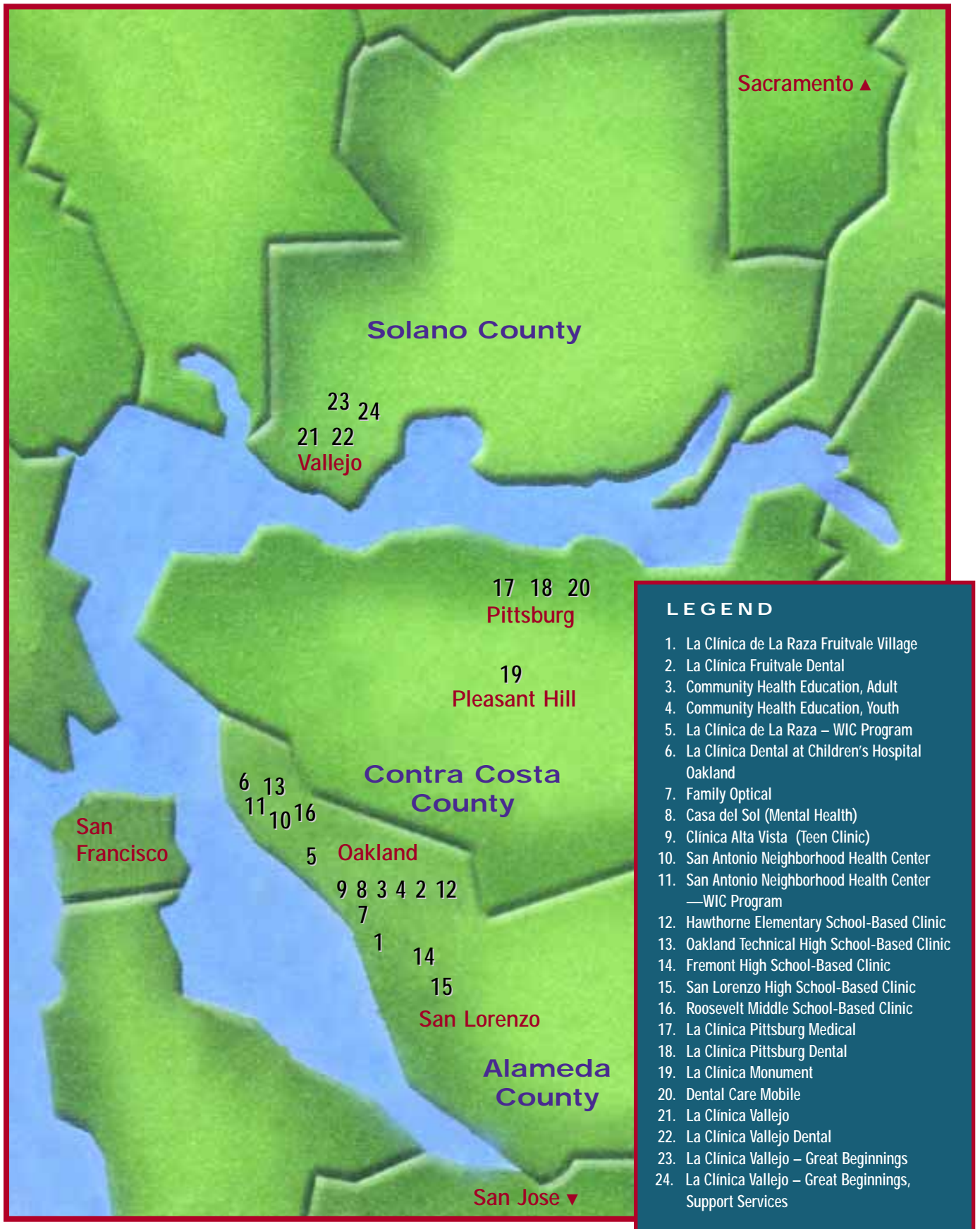
We are immensely grateful for the support we received from our generous donors, sponsors, and supporters. Thank you for a wonderful year!

Sincerely,

A handwritten signature in black ink that reads "Jane García". The signature is fluid and cursive.

Jane García
Chief Executive Officer

LA CLINICA DE LA RAZA Service Sites



About LA CLINICA DE LA RAZA

Founded in 1971, La Clínica de La Raza provides community-based primary health care services, designed and delivered in a manner which appropriately addresses the cultural and linguistic needs of a diverse array of people from Latino, Asian, African and other heritages. To most effectively serve this diverse community, La Clínica employs health practitioners who speak fluent Spanish, English, Chinese, Arabic, Amharic, and Urdu, among other languages, and who either come from the countries of our patients or have an understanding of their cultures.

Since we first opened a storefront clinic in the Fruitvale District of Oakland, La Clínica has been a point of access to health care services for hundreds of thousands of underserved people. We offer comprehensive health care services including pediatrics, family medicine, women's health care, prenatal services, preventive medicine, health and nutrition education, adolescent services, mental health services, dental and vision care, school based clinics, pharmacy, laboratory and radiology services. La Clínica offers social services support including case management, advocacy and referrals. With over thirty-six years of experience serving the community, La Clínica is one of the largest networks of community-based clinics in the state of California.

LA CLINICA 2007 HEALTH CARE PROVIDERS*

- 20 Family Physicians
- 16 Pediatricians
- 9 Obstetricians/Gynecologists
- 1 Psychiatrist
- 37 Nurse Practitioners and Physician Assistants
- 4 Nurse Midwives
- 32 Dentists
- 8 Optometrists

* Does not include on-call staff

FACT SHEET CALENDAR YEAR 2007

Patients Served	Patients	Visits*
Medical	37,800	151,872
Dental	16,996	48,377
Eye, Podiatry, Chiropractic	7,289	10,734
Mental Health	1,827	15,295
Health Education/Prevention Medicine	6,159	16,459
Total Number of Patients and Visits	49,448	242,737

*Many patients access multiple services.

Percent of Total Patients by Poverty Level

< 100%	64%
101-150%	24%
151-200%	6%
> 200%	6%

Percent of Total Patients by Ethnicity*

African American	9%
Asian	7%
Latino	72%
White	12%

*Patients may be included in more than one category.

Percent of Total Patients by Age

0-12	36%
13-19	13%
20-64	47%
65+	4%

Percent of Total Patients by Gender

Female	60%
Male	40%



LA CLINICA DE LA RAZA, INC.

Statement of Unrestricted Operations

Year Ended June 30, 2007

REVENUES AND OTHER SUPPORT

	Fiscal Year 2007
Grants & Contracts	\$16,847,319
Patient & Third Party Fees	28,606,825
Other Revenue	1,951,496
Total Revenues and Support	<u>\$47,405,640</u>

EXPENDITURES

Program Services	\$40,496,363
Support Services	6,429,001
Total Expenditures	<u>\$46,925,364</u>

CHANGES IN UNRESTRICTED NET ASSETS \$ 480,276



STRATEGIC PLAN

Fiscal Year 2004-05 Through Fiscal Year 2008-09

- Goal 1 To ensure La Clínica de La Raza provides quality service in a cost-effective manner.
- Goal 2 To improve and strengthen La Clínica de La Raza's infrastructure (people, process, system, and structure) to sustain the existing operations and respond to future growth demands.
- Goal 3 To ensure clear and consistent internal communication so that all employees and board members understand La Clínica de La Raza's vision and goals. Strengthen external communication to build positive relations and foster strategic alliances with other community stakeholders.
- Goal 4 To ensure La Clínica de La Raza's financial viability, reducing the impact of economic fluctuations and public policy changes.

HEALTH CARE PLAN STRATEGIES, 2008-09

Children and Youth:

- Strategy 1 Improve delivery of prenatal services agency wide and increase access to early care in Contra Costa and Solano Counties.
- Strategy 2 Improve dental health of pediatric patients.
- Strategy 3 Improve obesity screening and data for pediatric patients.
- Strategy 4 Ensure pediatric patients receive appropriate vaccinations.
- Strategy 5 Maintain and improve services offered to teens including family planning, psycho-social, HIV and sexually transmitted infection testing and counseling, and mental health services.

Adults:

- Strategy 6 Reduce complications related to diabetes.
- Strategy 7 Improve obesity screening.
- Strategy 8 Ensure appropriate screening for HIV and sexually transmitted diseases.
- Strategy 9 Ensure appropriate vaccination of adults.
- Strategy 10 Decrease morbidity and mortality associated with breast and colorectal cancers by facilitating early screenings.
- Strategy 11 Reduce complications related to bone fractures in geriatric patients by conducting osteoporosis screenings.



ANNUAL GIVING 2007

Since 1971, La Clínica has provided primary health care to thousands of people at 24 service sites in Alameda, Contra Costa and Solano counties. Over the years our health care services have increased while adapting to the changing needs of our patients. New programs and services are continually added with the commitment that we provide the highest quality of health care to our patients in a linguistically and culturally appropriate way. To help ensure that we continue providing quality health care to low income people and to engage the greater community in our mission to provide the resources needed, La Clínica launched the *Health Care Without Borders* annual fund campaign in 2004. The *Health Care Without Borders* campaign links the mission and goals of La Clínica to the community and supports and sustains accessible health care to the community's most needy.



Through the *Health Care Without Borders* annual fund campaign, La Clínica draws on the support of individuals, corporations, and foundations to build a funding base that helps meet the needs of a growing organization serving more uninsured people every year. In 2007, our donors helped raise \$459,000. Funds provided for critical needs at our clinics and for programs and services for our patients. We were able to purchase vital equipment for our Pediatrics department, Optical department, Dental department, Family Medicine department, and Prenatal program. In addition we provided refrigerators for vaccines, exam room tables in new exam rooms and tobacco cessation materials. We also received generous support for our 10th Annual Health Fair in order to provide important health screenings and health education for people in the Oakland area. We thank the following individuals, corporations, and foundations for their generous support during 2007.

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*“As we look at a growing aging population,
and we consider who is going to be taking care of us,
who is going to be paying into social security,
who is going to be the work force of the future, then you have
to look at how we are preparing our children,
and the investment has to occur now”*

— Jane García, CEO

COMMUNITY INVESTMENT

LA CLINICA DE LA RAZA PROGRAM SUPPORT

We are grateful for the generous support received by the Government, Foundation and Corporate community for funding important La Clínica de La Raza programs and services in 2007.

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Richard Chase
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Mignon Meyer
Chieko Okazaki
Jose de Jesus Perez
Jan Prayer
Armida Ramos
Rudy Rodriguez
Octavio Romano
Ramon Ronquillo
Richard and Leobardo Salceda
Goldie and Zalman Schneider
Frank Vega

TRIBUTE GIFTS

During 2007, gifts were made in honor of:

La Clínica's Medical Team
Lucy, Patrick and Milo Filler
San Antonio Clinic Staff
Paul Bayard
Angela, Holly, Matthew
and Wesley Block
Catherine Chin
Teresita Churchill
Maria Guadalupe Elizondo
Renata Fineberg
Jane Garcia
Angelica Guadiana
Irene Hilton
Irene Kelly
Oakland Firefighters Union Local
#55
Emma Martinez
Mona and Jim Martinez
Victor Martinez
Bonnie Payne
Laura Ponce
Idalia and Martin Rodriguez
Mary and Robert Shih
Susan Sykes



Serving Our Three Counties

At La Clínica we believe in health care for all. As such, we have clinics throughout the East Bay where we offer comprehensive health care that is culturally and linguistically appropriate to the communities we serve. The high quality of care we provide at La Clínica is vital to the residents in the East Bay, as it is often the only means of health care many families in the area receive.



"As the Medical Director at La Clínica, I feel very fortunate to work with a talented, dedicated clinical staff, committed to serving high quality care to our communities."

*Patricia Zayas, M.D.
Medical Director,
La Clínica de La Raza*



"I am thankful for having a school-based clinic because otherwise I wouldn't know where else to go to get information."

*Yvonne, Student
San Lorenzo High School*

"Before coming to the school-based clinic I didn't know who to talk to about questions I had about my body. La Clínica is a safe place to go and ask questions about anything."

*Markeisha, Student
Oakland Tech High School*

"I get checked at La Clínica because it can make the difference in your life."

*Lawrence, Student
San Lorenzo High School*

Alameda

"I couldn't see my self working anywhere else."

*Leticia Cazares
Pittsburg Medical Department Manager*



"I've worked at this clinic for 10 years and really love my job. It's so much fun to be able to watch our patients as they grow, and I feel like I'm really making a difference in our community."

*Kim Leli,
Pediatric Nurse Practitioner*



"The best part of my job is ensuring my patients receive high quality of care at Pittsburg Medical."

"Many of our patients have been coming here for a long time; they are now part of our family at Pittsburg Medical."

"The most amazing part of my job is when my patients go on to share their newfound knowledge with their larger communities, thus becoming agents of change. La Clínica provides that seed of education and motivation that flourishes beyond the walls of the clinic."

*Anita Roberts
Clinical Health Educator*

Contra Costa

Solano



La Clínica de La Raza, Inc. P.O. Box 22210 • Oakland, CA 94623-2210
510-535-4000 • www.laclinica.org