



**LA CLINICA DE LA RAZA, INC.**

**ANNUAL REPORT 2008**

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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### For more information please contact:

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[www.laclinica.org](http://www.laclinica.org)  
(510) 535-4000

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Oakland, CA 94623-2210

**Administration Offices:**  
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3rd Floor  
Oakland, CA 94601

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

## Message from the Chief Executive Officer



Jane García, CEO

*“With 6.6 million Californians remaining uninsured, the urgency remains as great as ever to ensure a strong and viable health care safety net.”*

Dear Friends and Supporters,

**D**uring these financially challenging times, community clinics and health centers continue to be an essential component of California’s health care delivery system, especially for the state’s most difficult to reach populations. With 6.6 million Californians remaining uninsured, the urgency remains as great as ever to ensure a strong and viable health care safety net.

Thanks to the collective effort of staff, donors, volunteers, board members, and community supporters, we achieved significant accomplishments in 2008. La Clínica provided health care to over 53,000 patients, an 8 percent increase from 2007, at 26 sites in the counties of Alameda, Solano and Contra Costa. In Solano County, 10-12% of the population has no health insurance. An alarming number of these uninsured do not have established medical homes and continue to receive primary care through the emergency rooms. With the help of our many partners this past year, we were able to open a new primary care health center in North Vallejo. The clinic offers primary care services, urgent after hour care, health education, and behavioral health services.

In addition to expanding services in areas where there is the most need, we focused on improving the lives of our children with asthma. Asthma is the third most common diagnosis of La Clínica patients; half of our patients are children. Our goal in 2008 was to expand services to asthmatic children to improve their health. Thanks to the generous support of sponsors and guests, we raised over \$134,000 for La Clínica’s Children with Asthma Program. With these funds we were able to provide comprehensive asthma services to over 1,300 children that include full testing, regular visits, individualized self-management education and training, referral services and home assessments.

La Clínica’s impact in the community goes far beyond the direct effect of the care we provide. We are a family and a resource to the communities we serve. As we continue to make positive changes in the lives of our patients, we look forward to working with dedicated donors and supporters who care passionately about the uninsured communities in the East Bay.

Sincerely,

Jane García  
Chief Executive Officer

# Service Sites of La Clínica de La Raza



- LEGEND**
1. La Clínica de La Raza Fruitvale Village
  2. La Clínica 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 (Mental Health)
  9. Casa del Sol II
  10. Clínica Alta Vista (Teen Clinic)
  11. San Antonio Neighborhood Health Center
  12. San Antonio Neighborhood Health Center – WIC Program
  13. Hawthorne Elementary School-Based Clinic
  14. Oakland Technical High School-Based Clinic
  15. Fremont High School-Based Clinic
  16. San Lorenzo High School-Based Clinic
  17. Roosevelt Middle School-Based Clinic
  18. La Clínica Pittsburg Medical
  19. La Clínica Pittsburg Dental
  20. La Clínica Monument
  21. Dental Care Mobile
  22. La Clínica Vallejo
  23. La Clínica Vallejo Dental
  24. La Clínica Vallejo – Great Beginnings
  25. La Clínica Vallejo – Great Beginnings, Support Services
  26. La Clínica North Vallejo

## Message from the President of the Board of Directors



**Yvonne Hudson,  
President of the Board  
of Directors 2009**

*“The high quality care and vast array of services provided at La Clínica make me happy to be a dedicated donor and supporter of this organization.”*

**A**s the 2009 President of the Board of Directors of La Clínica de La Raza, as well as a patient and volunteer of La Clínica, I'd like to share my experience being a part of the La Clínica community.

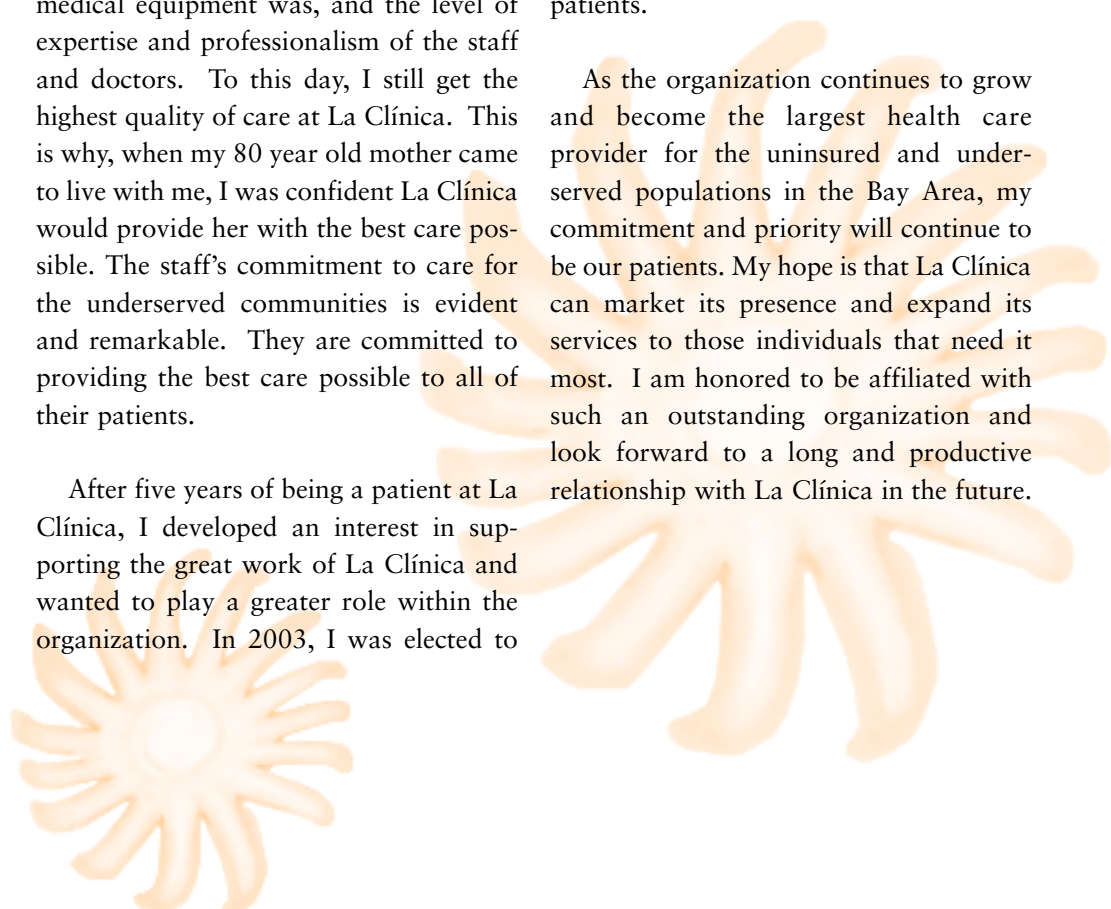
I came to La Clínica in 1998 when I moved to Oakland from Los Angeles. As a new resident of the East Bay, I was looking for health care services in the area. In searching for a local doctor, I came across La Clínica. When I learned that it was a community health clinic, I was nervous about the quality of care I would receive. However, when I made my first visit, I was pleasantly surprised at how well the clinic was maintained, how advanced the medical equipment was, and the level of expertise and professionalism of the staff and doctors. To this day, I still get the highest quality of care at La Clínica. This is why, when my 80 year old mother came to live with me, I was confident La Clínica would provide her with the best care possible. The staff's commitment to care for the underserved communities is evident and remarkable. They are committed to providing the best care possible to all of their patients.

After five years of being a patient at La Clínica, I developed an interest in supporting the great work of La Clínica and wanted to play a greater role within the organization. In 2003, I was elected to

the Board of Directors and I've served as the Secretary, Vice President and President. As President of the Board, my vision is to see La Clínica continue to expand services and reach groups that may not have access to medical care.

After becoming more intimately involved with La Clínica and learning about the health care needs of the uninsured, I felt a great sense of responsibility to support the agency financially. The high quality care and vast array of services provided at La Clínica make me happy to be a dedicated donor and supporter of this organization. Our CEO, Jane García, along with the medical and support staff, make the clinic a warm and special place for our patients.

As the organization continues to grow and become the largest health care provider for the uninsured and underserved populations in the Bay Area, my commitment and priority will continue to be our patients. My hope is that La Clínica can market its presence and expand its services to those individuals that need it most. I am honored to be affiliated with such an outstanding organization and look forward to a long and productive relationship with La Clínica in the future.



# LA CLINICA DE LA RAZA, INC.

## Statement of Unrestricted Operations

Year Ended June 30, 2008

### REVENUES AND OTHER SUPPORT

	Fiscal Year 2008
Grants & Contracts	\$18,578,517
Patient & Third Party Fees	34,136,330
Other Revenue	2,234,298
<b>Total Revenues and Support</b>	<b><u>\$54,949,145</u></b>

### EXPENDITURES

Program Services	\$44,924,861
Support Services	6,742,037
<b>Total Expenditures</b>	<b><u>\$51,666,898</u></b>

### CHANGES IN UNRESTRICTED NET ASSETS

**\$ 3,282,247**



## Fact Sheet

Calendar Year 2008

Patients Served	Patients*	Visits
Medical	40,184	159,190
Dental	19,680	55,272
Eye, Podiatry, Chiropractic	7,875	11,183
Mental Health	2,596	17,310
Health Education/Prevention Medicine	7,147	19,485
<b>Total Number of Patients and Visits</b>	<b>53,697</b>	<b>262,440</b>

\*Many patients access multiple services.

#### Percent of Total Patients Poverty Level

<100%	66%
101-150%	22%
151-200%	6%
>200%	6%

#### Percent of Total Patients by Age

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

#### Percent of Total Patient by Ethnicity\*

African American	9%
Asian/Pacific Islander	6%
Latino	71%
White	14%

\*Patients may be included in more than one category.

#### Percent of Total Patients by Gender

Female	60%
Male	40%

#### Health Care Providers in 2008\*

- 25 Family Physicians
- 17 Pediatricians
- 9 Obstetricians/  
Gynecologists
- 1 Psychiatrist
- 47 Nurse Practitioners &  
Physician Assistants
- 5 Nurse Midwives
- 35 Dentists
- 9 Optometrists

\* Does not include on-call staff.

#### Percent of Patients by Payor Source

Uninsured/Self Pay	44%
Medi-Cal	43%
Medicare	3%
Other Public Insurance	4%
Private Insurance	6%

## 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** 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 5** Reduce complications related to diabetes and maintain careful monitoring of diabetic patients, and identification of pre-diabetic patients.
- Strategy 6** Improve obesity screening.
- Strategy 7** Ensure that patients diagnosed with hypertension have their blood pressure under control.
- Strategy 8** Women ages 21-64 receive pap tests at least every three years.
- Strategy 9** Decrease morbidity and mortality associated with breast and colorectal cancers by facilitating early screenings.
- Strategy 10** Reduce complications related to bone fractures in geriatric patients by conducting osteoporosis screening.

### Agency-wide Strategy:

Expand access to health care for underserved populations in Alameda, Contra Costa and Solano Counties.

# About Us

Since its beginnings as a single storefront operation in Oakland in 1971, La Clínica has grown into a sophisticated provider of primary health care and other services, with 26 sites spread across Alameda, Contra Costa and Solano Counties. La Clínica delivers health care services in a culturally and linguistically appropriate manner to most effectively address the needs of the diverse populations we serve. Today, La Clínica delivers an array of services including: medical, dental, optical, women's health, prenatal and postnatal care, preventive medicine, health and nutrition education, adolescent services, mental health, behavioral health services, case management, referral services, pharmacy, radiology and lab. With over thirty-seven years of experience serving the community, La Clínica is one of the largest community-based clinics in the state of California.



**“At La Clínica, we are dedicated to improving the health of the underserved and uninsured communities of the East Bay. We are committed to serving those with limited access and who are most likely to experience disparities in health care. Doctors, along with medical staff at La Clínica, are undeniably essential to our mission and are true leaders in delivering high quality, culturally sensitive care to our patients.”**

*Dr. Patricia Zayas, Medical Director*





**“Children are our future...  
keeping them healthy  
is our goal.”**

*Edward Risgalla, M.D.*



**“I enjoy the environment  
I work in and I am proud of  
the excellent service  
we provide at La Clínica  
Pittsburg Medical.”**

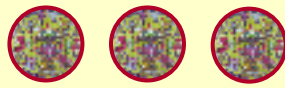
*Eliana Hernandez,  
Medical Assistant*



**“As a Clinical Health Educator,  
it’s incredibly rewarding to help  
people learn to make lifestyle changes  
and to take better control of  
their health. I love my job  
here at La Clínica!”**

*Jess Strange, Clinical Health Educator*





Since 1971, La Clínica has provided primary health care to thousands of

## ANNUAL GIVING 2008

The *Health Care Without Borders* campaign links the mission and goals



people 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 ensure that we continue providing quality health care to low income citizens and to engage the greater community in our mission, La Clínica launched the *Health Care Without Borders* annual fund campaign in 2004.

of La Clínica to the community and supports our efforts to provide accessible health care to the community's most vulnerable population.

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 this growing organization, serving more uninsured people every year. In 2008, our donors helped to raise \$564,000. Funds provided for critical needs at our clinics and for programs and services for our patients. We also received generous support for our 11th Annual Health Fair, which gave us the opportunity to provide important health screenings and health education for residents of the Oakland area. Our annual fundraising event netted over \$134,000 for La Clínica's Children with Asthma program, providing comprehensive services for 1,300 patients.

We thank the following individuals, corporations, and foundations for their generous support during 2008:

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 Yoshi's Jazz Club and Restaurant



**“With the help of our partners, donors, and supporters,  
 we hope to continue increasing vital health care services  
 especially during these financially challenging times.”**

*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 2008.

Abbott Fund	Latino Community Foundation
Alameda County	Macy's Foundation
Alameda Health Consortium	McKesson Foundation
Alta Bates Medical Group	Mt. Diablo Unified School District
Bay Area Community Resources	Mt. Diablo Healthcare District
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California Department of Health Services	National Council of La Raza
California Department of Public Health	National Council on Crime and Delinquency
California Family Health Council	PolicyLink
California HealthCare Foundation	Public Health Institute
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City of Oakland	Solano County
Community Clinic Consortium	Solano Napa Health Fund
Community Health Center Network	Sutter Delta
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First 5 Alameda County Hedge Funds Care	The California Wellness Foundation
John Muir Community Health Alliance	The East Bay Foundation on Aging
John Muir/Mt. Diablo Community Health Fund	The San Francisco Foundation
Kaiser Permanente	The Tides Foundation
Kellogg Foundation	U.S. Department of Health and Human Services
	United Way of the Bay Area
	Wachovia

## MEMORIAL GIFTS

During 2008, gifts were made in memory of:

Nina M. Balint  
Toni Burnham  
Elena Castañeda  
Eunice Cooper  
Justino Cuevas  
Betty and Jack Goldsmith  
Loree Goude  
Margaret Hernandez  
Sarah Rose Horowitz  
Maria N. Juarez  
Mi Amá  
José Perez  
Ellen Posey  
Jan Prayer  
Kevin Richards  
Annabelle Ritschel Ashton  
Jaime Troncoso

## TRIBUTE GIFTS

During 2008, gifts were made in honor of:

All immigrants whether documented or undocumented  
Warren Balint  
Dr. Paul Bayard  
Cori Belew  
Juan Carlo, Fernando and Crystal Caldera  
Olga Carmona  
Cathy Chin  
The Cortez Family  
Justino Cuevas  
Development Staff  
Naraso, Ana, David, Jonathon, Anielle Golib  
James Gonzales III  
The Juarez Family  
Kids with no insurance  
La Clínica Staff Campaign  
Lynn Kuo and Justin Davis  
Sofia Gabriela Ortega Guerrero  
The Payne and Sheppard Families  
Judy Payne and Family  
Tom Payne and Family  
John Pescetti  
Planning Department  
Evelia Reyes  
Martin and Idalia Rodriguez  
The Russell Family  
Robert and Mary Shih  
The dedicated, hardworking friendly staff  
Saskia Van der Wal  
The Vasquez Family  
Elsie Vega  
The Venegas Family  
Dr. Kam Wong  
Dr. Patricia Zayas



## Guiding Principles of La Clínica de La Raza

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.



**“As a physician at La Clínica, I love that we reach out to take care of our communities.”**

*Dr. Chika Akera, Associate Medical Director*



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