



LA CLINICA DE LA RAZA, INC.  
**ANNUAL REPORT 2011**







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:

**La Clínica de La Raza, Inc.**  
 Phone: 510-535-4000  
 Fax: 510-535-4189  
[www.laclinica.org](http://www.laclinica.org)

**Administration Offices**  
 1450 Fruitvale Ave, 3rd Floor  
 Oakland, CA 94601

**Mailing Address**  
 P.O. Box 22210  
 Oakland, CA 94623-2210

## Dear Friend of La Clínica,

La Clínica started in 1971 as a small storefront clinic in Oakland, with only a couple hundred patients. In 2011, La Clínica provided health care services to over 74,000 patients, a 9% increase from 2010. La Clínica has transformed into a leading health care provider, delivering comprehensive, culturally and linguistically appropriate health care services to thousands of people. With 29 sites, we operate in the counties of Alameda, Contra Costa and Solano.

This year, La Clínica opened two new clinics, launched an expansion project and added new services to benefit the community. The opening of La Clínica Oakley was the culmination of years of work by our many partners. The new 20 hour per week satellite clinic will offer primary care services and health education. This clinic is a testament to the power of collaboration to bring much needed critical health care services to the uninsured in East Contra Costa County, as it required the efforts of the City of Oakley, Contra Costa County, community members and key partners. We also opened the Havenscourt Health Center (School-Based Clinic) in Oakland, where we are providing comprehensive medical and dental care, health education and referral services to the student body.

One of La Clínica's endeavors in 2011 has been the Monument Clinic Expansion in Concord. Since La Clínica's Monument clinic opened in 2003, it has been operating beyond capacity due to a lack of health care services available for uninsured residents in the area. The replacement clinic opened its doors in February 2012, and will triple patient capacity from 5,000 to 15,000 patients by 2016. La Clínica Monument will decrease ER visits, effectively lower costs for the county hospital and save tax payers money.

As we look toward the future of health care, we see the need to further enhance patient care and promote best practices in our clinics by converting to Electronic Health Records (EHR). The transition to EHR will allow us to improve the quality of care, become more efficient, increase patient safety and engage patients and families in their health care.

Our 40 years of work is only possible because of your support. Thank you for believing in us!

Jane García  
*Chief Executive Officer*



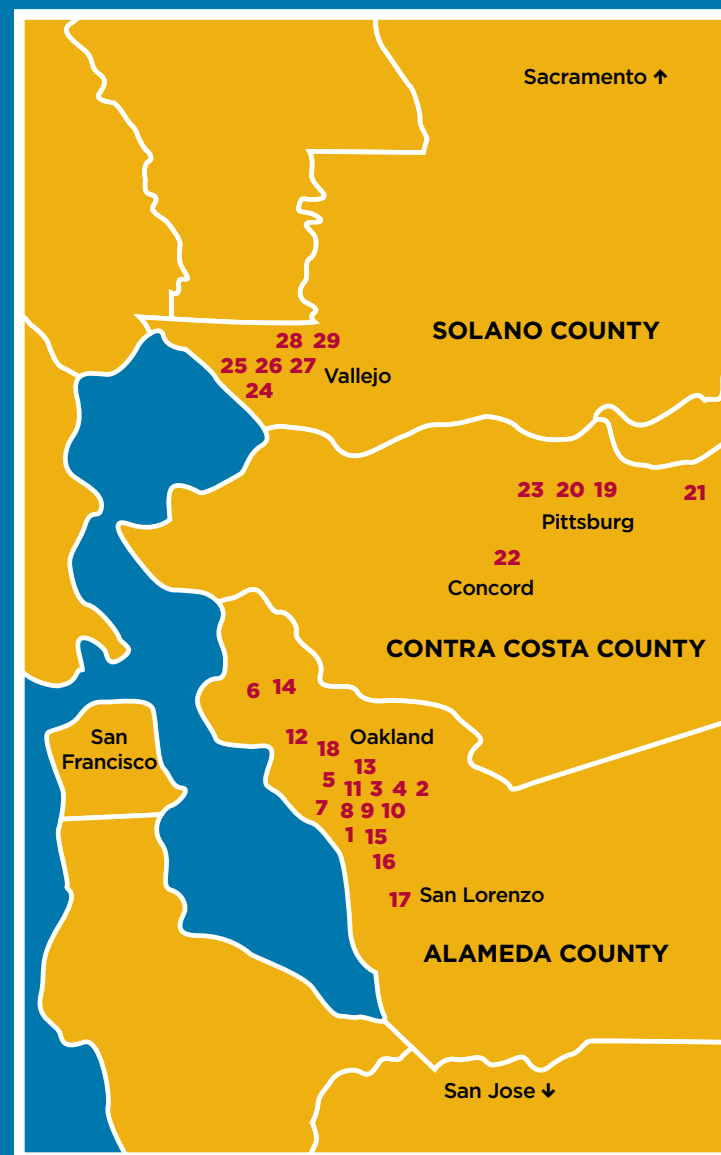
Jane García, CEO

## SERVICE SITES OF LA CLINICA DE LA RAZA

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 29 sites spread across Alameda, Contra Costa and Solano Counties.

- |   |   |  |
|---|---|--|
| <b>1</b> La Clínica de La Raza (Fruitvale Village)        | <b>11</b> Clínica Alta Vista                                      | <b>19</b> La Clínica Pittsburg Medical                             |
| <b>2</b> La Clínica de La Raza Fruitvale Dental           | <b>12</b> San Antonio Neighborhood Health Center                  | <b>20</b> La Clínica Pittsburg Dental                              |
| <b>3</b> Community Health Education (Adult)               | <b>13</b> Hawthorne Elementary School-Based Clinic                | <b>21</b> <b>La Clínica Oakley*</b>                                |
| <b>4</b> Community Health Education (Youth)               | <b>14</b> Oakland Technical High School-Based Clinic              | <b>22</b> La Clínica Monument                                      |
| <b>5</b> La Clínica de La Raza—WIC Program                | <b>15</b> Fremont High School-Based Clinic                        | <b>23</b> Dental Care Mobile                                       |
| <b>6</b> La Clínica Dental at Children's Hospital Oakland | <b>16</b> <b>Havenscourt Health Center (School-Based Clinic)*</b> | <b>24</b> La Clínica Vallejo                                       |
| <b>7</b> Family Optical                                   | <b>17</b> San Lorenzo High School-Based Clinic                    | <b>25</b> La Clínica Vallejo Dental                                |
| <b>8</b> Casa del Sol                                     | <b>18</b> Roosevelt Middle School-Based Clinic                    | <b>26</b> La Clínica Vallejo Great Beginnings                      |
| <b>9</b> Casa del Sol II                                  |   | <b>27</b> La Clínica Vallejo Great Beginnings Support Services     |
| <b>10</b> Casa del Sol III                                |   | <b>28</b> La Clínica North Vallejo                                 |
|   |   | <b>29</b> <b>La Clínica North Vallejo Administrative Services*</b> |

\* Opened in 2011



## Statement of Unrestricted Operations Year Ended June 30, 2011

| REVENUES AND OTHER SUPPORT                |                      |
|---|----------------------|
| Patient & Third Party Fees                | \$ 49,213,987        |
| Other Revenue                             | 2,856,837            |
| Grants and Contracts                      | 21,720,764           |
| <b>Total Revenues and Support</b>         | <b>\$ 73,791,588</b> |
| EXPENDITURES                              |                      |
| Program Services                          | \$ 50,786,199        |
| Support Services                          | 20,621,965           |
| <b>Total Expenditures</b>                 | <b>\$ 71,408,164</b> |
| <b>Changes in Unrestricted Net Assets</b> | <b>\$ 2,383,424</b>  |

“We pride ourselves on providing high quality care for all of our patients.”

—Dr. Chika Akera, Associate Medical Director

## Fact Sheet Calendar Year 2011

| PATIENTS SERVED                            | PATIENTS*     | VISITS         | PERCENT OF TOTAL PATIENTS BY ETHNICITY         |
|--|---------------|----------------|--|
| Medical                                    | 55,729        | 205,492        | African American 11%                           |
| Dental                                     | 28,610        | 90,633         | Asian/Pacific Islander 8%                      |
| Eye/Podiatry                               | 8,819         | 12,671         | Latino 73%                                     |
| Mental Health                              | 4,905         | 19,606         | White 8%                                       |
| Health Education/<br>Preventive Medicine   | 12,244        | 32,859         |  |
| <b>Total Number of Patients and Visits</b> | <b>74,302</b> | <b>361,261</b> | <b>PERCENT OF TOTAL PATIENTS BY AGE</b>        |
|  |               |                | 0–12 31%                                       |
|  |               |                | 13–19 13%                                      |
|  |               |                | 20–64 51%                                      |
|  |               |                | 65+ 5%   |
|  |               |                | <b>PERCENT OF TOTAL PATIENTS POVERTY LEVEL</b> |
|  |               |                | <100% 78%                                      |
|  |               |                | 101–150% 14%                                   |
|  |               |                | 151–200% 7%                                    |
|  |               |                | >200% 1%                                       |
|  |               |                | <b>PERCENT OF PATIENTS BY PAYOR SOURCE</b>     |
|  |               |                | Uninsured/Self Pay 45%                         |
|  |               |                | Medi-Cal 43%                                   |
|  |               |                | Medicare 4%                                    |
|  |               |                | Other Public Insurance 3%                      |
|  |               |                | Private Insurance 5%                           |
|  |               |                | <b>PERCENT OF TOTAL PATIENTS BY GENDER</b>     |
|  |               |                | Female 59%                                     |
|  |               |                | Male 41%                                       |

\*Many patients access multiple services



## PATIENT PROFILE: JESUS MUÑOZ

“As a Peer Health Educator...I like that my peers feel comfortable enough to ask me questions that they wouldn't ask their teachers or parents, although they should. We don't get this information anywhere else.”

—Jesus Muñoz

La Clínica has always held a strong presence in my life. Since I was a baby, my family and I have been going to La Clínica to receive health care services. As the oldest of four kids, my younger three siblings are my motivation to do well in school and life. I want them to achieve what I have accomplished, and even more. During my 8th grade year, I became a Peer Health Educator at La Clínica. I was nominated by several of my teachers to join this program, but I had never heard of it before and didn't know what I was getting myself into.

Once I got into the program, I started to learn about health, nutrition, sex education, and other topics that affect teens and I loved it. As a Peer Health Educator, I teach others about these topics in their classrooms. I had originally thought that my classmates had some prior knowledge of the topics that we presented but I realized that most of them didn't. It makes me feel good to be able to teach someone something new, and I like that my peers feel comfortable enough to ask me questions that they wouldn't ask their teachers or parents, although they should. We don't get this information anywhere else.



Jesus Muñoz, 18 years old, Peer Health Educator

I am now a senior and in my fourth year in the program. I am so grateful for the opportunity to be part of this program. It has taught me to be a leader, provided me with valuable skills, and the ability to teach others about important topics that affect youth. Most importantly, I believe I have made a difference in someone's life. I recently submitted my college applications and plan to study psychology and continue working with teenagers. I will be the first in my family to attend college.

## VOLUNTEER/DONOR PROFILE: KETTY BACIGALUPI

The best volunteers are those who have a passion for and are committed to the cause. I have worked with organizations such as the local Girl Scouts, local PTA, schools, and La Clínica de La Raza because I believe that volunteering does make a difference.

As a member of the Monument Expansion Campaign Cabinet, I helped raise funds to support La Clínica's newly expanded clinic on Sierra Road in Concord, CA. Although I had no previous experience with fundraising and joined the Cabinet mid-way, I am proud to have raised \$2,615 in just a few months. With the help of matching funds, the net amount reached \$3,940. Equally as important, I was able to spread the word about the amazing work of La Clínica and gain support from many community members. Interacting with such a diverse group of people and challenging myself in an area I never would have considered was the biggest reward for me.

Ketty Bacigalupi  
*Donor and Volunteer*

Left to right: Ketty Bacigalupi (Volunteer/Donor), Ketty's daughter Kristine Craig (Volunteer), Katia Reges (La Clínica's Community Health Educator), Alexa Urbina (La Clínica's Community Health Educator) at the local Farmer's Market in Concord.







Left to right: Assemblywoman Joan Buchanan, Senator Mark DeSaulnier, La Clínica's CEO Jane García, Oakley Mayor Jim Frazier,

## HIGHLIGHTS 2011



### Record Breaking — Yoshi's

This year, La Clínica celebrated 40 years of service providing comprehensive health care to the East Bay communities. Thanks to the generous contributions made by the sponsors and donors, La Clínica's 40th Anniversary Celebration at the All That Jazz (& Sushi!) Gala netted a record-breaking \$174,000!

### Expanding Health Care Services

#### Oakley

In November, La Clínica celebrated the grand opening of its new site in Oakley. The 20 hour per week satellite clinic will offer primary care services and health education. In the first year, the clinic is projected to serve approximately 1,000 patients.

#### Havenscourt Health Center (School-Based Clinic)

In late December, La Clínica celebrated the opening of its new school-based health center at Havenscourt Middle School (School-Based Clinic). The clinic offers medical, dental, health education and youth development services, all available directly on the school campus. La Clínica projects to serve over 200 youth during the first year of operation.





## The New Monument Clinic

With the efforts of the Monument Capital Campaign Cabinet and the support from sponsors and donors, La Clínica secured the final funds to complete the new clinic in Concord. This new clinic is expected to triple patient capacity from 5,000 to 15,000 patients by 2016. The clinic opened in February 2012.



## Awards

The San Francisco Business Times awarded Jane García, La Clínica's CEO, the Health Care Heroes Individual Award in the category of Community Impact!

The Social Welfare Alumni Association (SWAA) at UC Berkeley awarded La Clínica the Field Agency of the Year award! "There was really no better agency that could have been chosen to receive this first agency award," said Francesca Dinglasan, on behalf of SWAA.



## Converting to Electronic Health Records

As La Clínica looks towards the future, its goal is to continue to enhance patient care, promote best practices in the clinics, and embed tools that will improve quality of care for the patients by converting to Electronic Health Records (EHR). By converting to EHR, La Clínica will be able to improve quality of care, increase patient safety, become more efficient and reduce health disparities.



# ANNUAL GIVING 2011

“I give to La Clínica because I believe in its mission and vision. I believe it is a basic human right to receive appropriate quality health care regardless of the ability to pay.”

— *Mitzy Mejia,*  
*Donor and Volunteer*



Since 1971, La Clínica has provided primary health care to thousands of people at 29 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.

Through the Health Care Without Borders campaign, La Clínica draws on the support of individuals, corporations, and foundations to build a foundation that helps meet the needs of this growing organization, serving more uninsured and underserved people every year.

We thank the following individuals, corporations, organizations and foundations for their generous support during 2011:



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“We strive to bring new programs to the community, adjusting and adapting as the needs of our community changes.”

—Jane García,  
La Clínica CEO

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Lynn Baskett by Anonymous  
Andrew Bowles by  
Denise Bowles  
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Bonnie Payne & Roger Tobin  
Peggy Payne by Judy Payne

Payne/Sheppard Family by  
Amy Payne  
Sue Rainey by  
Amy & Tom Worth  
Jack Chase and Rebecca  
McEntee by John Bennett  
The Wedding between Rebecca  
McEntee & Jack Chase by Paul  
Di Capua  
The Wedding of Rebecca  
McEntee & Jack Chase by  
Zubin Teja  
Maria Visintini by  
Karen Mitchoff  
Wolfe Family by  
Mindy & Tim Ariowitsch

#### MEMORIAL GIFTS

##### DURING 2011, GIFTS WERE MADE IN MEMORY OF:

Ralph Baker by  
Anna Fisher & Jerry Wolfe  
Marie Brinkman by  
Anonymous  
Linnea Castañeda by  
Mario Castañeda  
Julie Ellen Chouinard  
Grundstrom by Carmen Leon  
& Joseph Chouinard  
Deceased Parents and  
Grandparents by Fernando  
Cortez & Family  
Guadalupe Elizondo (Mama of  
Lupe) by Mary Beth Canavan  
José Perez & Jan Praver by  
Susana Praver  
Pearl C. Morris by  
Pandora Dysart  
Pearl C. Morris by Merle Morris  
Mary Navarro Rivero by  
Ketty Bacigalupi  
Octavio Romano by  
Rosalind R. Singer  
Ruth Sipper by Endre Balint  
Patrick Swayze by James Lee

## COMMUNITY INVESTMENT

We are grateful for the generous support received from the Government, Foundation and Corporate community for funding important La Clínica de La Raza programs and services in 2011.



Alameda Alliance for Health  
Alameda County  
Alameda Health Consortium  
Amgen, Inc.  
Arthritis Foundation  
Blue Shield of California  
Foundation  
California Department of  
Health Care Services  
California Department of  
Public Health  
California Family Health  
Council, Inc.  
California HealthCare  
Foundation  
Caminar

Center for Human  
Development  
Centers for Disease Control  
& Prevention  
Central Valley Health  
Network  
Children's Hospital &  
Research Center at Oakland  
City of Oakland  
Community Clinic  
Consortium  
Community Health Center  
Network  
Contra Costa County  
U.S. Department of Health  
and Human Services

U.S. Department of Justice  
East Bay Community  
Foundation  
East Bay Foundation on  
Aging  
Eden Township Healthcare  
District  
Family Care Network  
Fidelity Charitable  
George Halvorson  
Hedge Funds Care  
HIV Education and  
Prevention Project of  
Alameda County (HEPPAC)  
William G. Irwin Charity  
Foundation

John Muir Health  
John Muir/Mt. Diablo  
Community Health Fund  
Kaiser Permanente  
Latino Community  
Foundation  
March of Dimes  
Foundation  
McKesson Foundation  
National Council on Crime  
and Delinquency (NCCD)  
Pangaea Global AIDS  
Foundation  
Public Health Foundation  
Enterprises, Inc.

Webb Family Foundation  
Radback Energy, Inc.  
S.D. Bechtel, Jr. Foundation  
San Francisco AIDS  
Foundation  
San Francisco Bay Area  
Rapid Transit District  
San Francisco Foundation  
Solano Coalition for Better  
Health  
Solano Community  
Foundation  
Solano County  
Supervisor Federal Glover's  
Office

Sutter Health  
Sutter Solano Medical  
Center  
Tri-City Health Center  
The California Wellness  
Foundation  
The Unity Council  
The Vesper Society  
The Tides Foundation  
To Celebrate Life Breast  
Cancer Foundation  
TransForm  
University of California,  
San Francisco





La Clínica delivers health care services in a culturally appropriate manner to most effectively address the needs of the diverse populations it serves.

With over forty years of serving the community, La Clínica has become one of the largest community-based clinics in the State of California, providing care to over 74,000 patients annually at 29 sites.

Adolescent Services ■ Behavioral Health Services ■ Case Management Services ■ Dental Services ■ Health and Nutrition Education ■ Laboratory Services ■ Medical Services ■ Mental Health Services ■ Optical Services ■ Pharmacy Services ■ Prenatal and Postnatal Care ■ Preventive Medicine ■ Radiology Services ■ Referral Services ■ Women's Health Services





La Clínica.

La Clínica de La Raza, Inc. | P.O. Box 22210, Oakland, CA 94623-2210  
Phone: 510-535-4000 | Fax: 510-535-4189 [www.laclinica.org](http://www.laclinica.org)

