

LA CLINICA DE LA RAZA, INC. **ANNUAL REPORT 2012**



La ClínicaSM



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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Board of Directors in photo—Back row: Rev. Rodney Leggett, Ramón Terrazas MD, MPH, Yvonne Hudson-Harmon, Peter Manoleas, Aisha Hampton-Bowser. Front row: JoAnn Intili, Sasha Guzmán, Norma Guerrero, Jill Noonan, Amy Prevedel, Michael Moore. Not pictured: Bob Katter, Jorge Perez, Andrea Ronzani, Paul Swenson.

For more information, please contact:

La Clínica de La Raza, Inc.
 Phone: 510-535-4000
 Fax: 510-535-4189
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,

We close another year with gratitude for your partnership in providing affordable, accessible, and high quality health care to underserved communities in the Bay Area. I am proud to present to you our 2012 Annual Report, which we hope will inform, inspire, and remind you of the important work you enable us to do.

In 2012, we opened the newly expanded La Clínica Monument in Concord! This state of the art health center is expected to serve more than 15,000 patients annually by 2016. This long awaited expansion will allow us to provide the central Contra Costa community with affordable and high quality health care services for years to come. We also expanded our North Vallejo site, one of our fastest growing health centers, and more than doubled the number of patients we can serve annually from 4,600 to 10,000.

With provisions from the Affordable Care Act (ACA) going into effect in 2014, millions of Californians are expected to be eligible for coverage. We are preparing our health centers for this new and dynamic health care environment by strengthening our existing infrastructure, and expanding our programs to increase access to our health care services. To accomplish this, we launched several initiatives, including the implementation of the NextGen Electronic Practice Management (EPM) system. With this critical software installed at all of our sites, we are now converting our health centers to Electronic Health Records (EHR). EHR will give us the technological capability to serve more patients, enhance coordination of patient care, and improve our quality of care.

In 2013, our focus will be to fund the implementation of Electronic Dental Records (EDR), improving the quality of care for all of our dental patients in Alameda, Contra Costa, and Solano Counties. EDR is an innovation that will manage every patient's treatment plan, allow digital x-rays and other services to be delivered locally or off-site, and link every patient's dental record to their medical record. With just one health record for each patient, all sites and providers can coordinate patient care together. This \$2.1 million enterprise revolutionizes our dental services and ensures our ability to meet the needs of our patients for years to come.

Thank you for your gracious support over the last year. Your contributions to La Clínica are making a true difference in the lives of individuals and families in the Bay Area. With your help, we will continue to increase access and provide critical health care services to families in need.



Jane García, CEO

Jane García
Chief Executive Officer

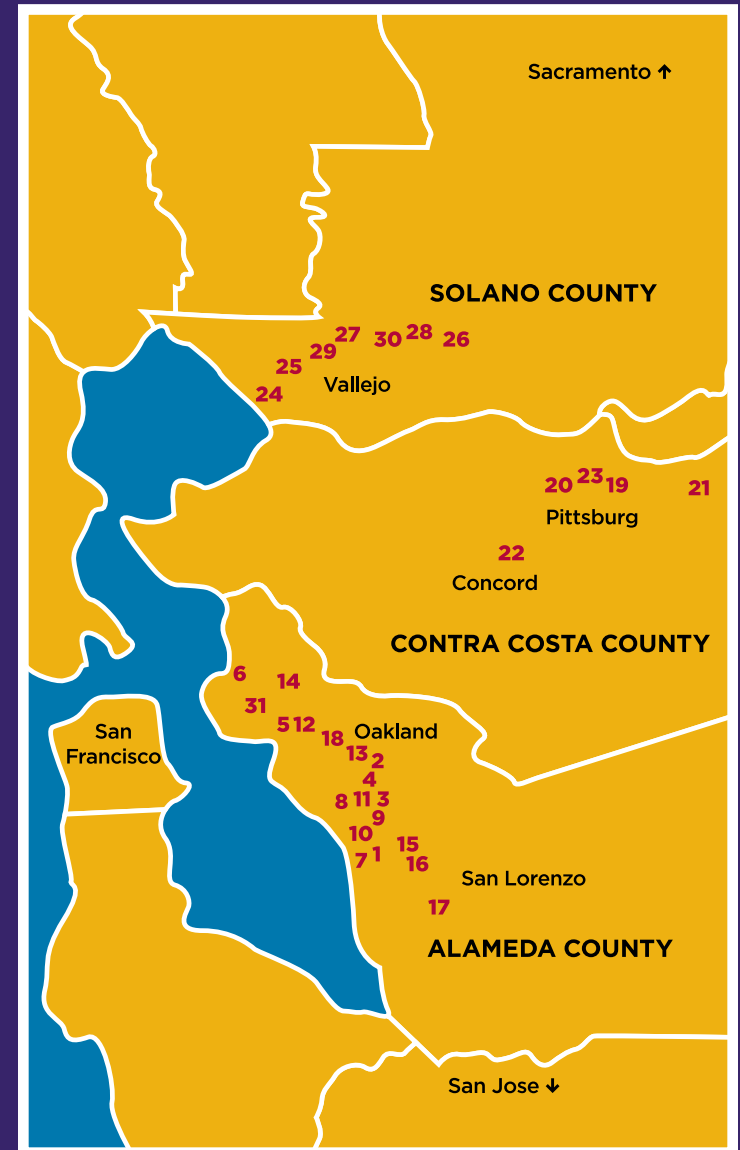
LOCATIONS OF LA CLINICA DE LA RAZA

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

- | | | |
|---|---|--|
| 1 La Clínica de La Raza (Fruitvale Village) | 12 San Antonio Neighborhood Health Center | 21 La Clínica Oakley |
| 2 La Clínica de La Raza Fruitvale Dental | 13 Hawthorne Elementary School-Based Health Center | 22 La Clínica Monument |
| 3 Community Health Education (Adult) | 14 Oakland Technical High School-Based Health Center | 23 Dental Care Mobile |
| 4 Community Health Education (Youth) | 15 Fremont High School-Based Health Center | 24 La Clínica Vallejo |
| 5 La Clínica de La Raza—WIC Program | 16 Havenscourt Health Center | 25 La Clínica Vallejo Dental |
| 6 La Clínica Dental at Children's Hospital Oakland | 17 San Lorenzo High School-Based Health Center | 26 La Clínica Vallejo Great Beginnings |
| 7 Family Optical | 18 Roosevelt Middle School-Based Health Center | 27 La Clínica Vallejo Great Beginnings Support Services |
| 8 Casa del Sol | 19 La Clínica Pittsburg Medical | 28 La Clínica North Vallejo |
| 9 Casa del Sol II | 20 La Clínica Pittsburg Dental | 29 La Clínica North Vallejo Administrative Services |
| 10 Casa del Sol III | | 30 La Clínica North Vallejo/ Great Beginnings Administration* |
| 11 Clínica Alta Vista | | 31 Youth Heart Health Center** |

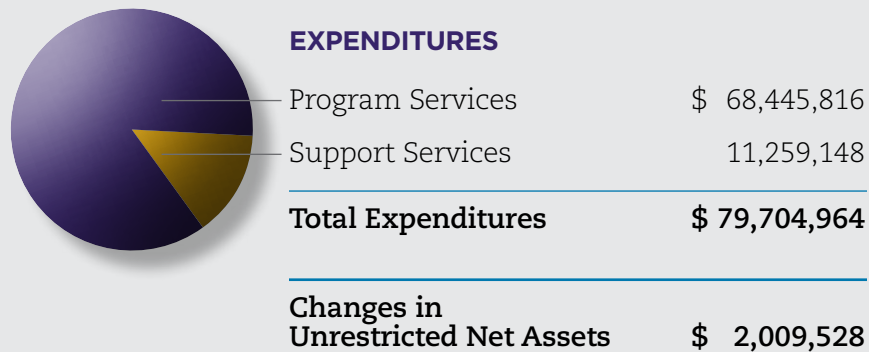
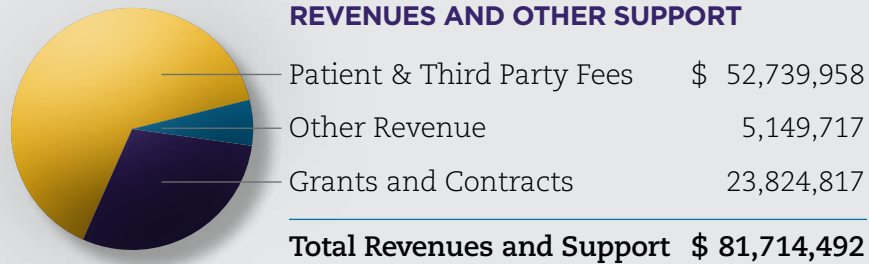
* Opened in 2012

** Opened in 2013



Statement of Unrestricted Operations

Year Ended June 30, 2012



Fact Sheet

Calendar Year 2012

PATIENTS SERVED	PATIENTS*	VISITS
Medical	57,889	206,369
Dental	27,796	99,638
Eye/Podiatry/Chiropractic	9,922	14,305
Mental Health	4,472	17,876
Health Education/Preventive Medicine	12,716	33,175

Total Number of Patients and Visits **80,916 371,363**

**Many patients access multiple services*

PERCENT OF TOTAL PATIENTS POVERTY LEVEL

<100%	79%
101-150%	14%
151-200%	6%
>200%	1%

PERCENT OF TOTAL PATIENTS BY GENDER

Female	59%
Male	41%

PERCENT OF TOTAL PATIENTS BY ETHNICITY

African American	11%
Asian/Pacific Islander	8%
Latino	72%
White	9%

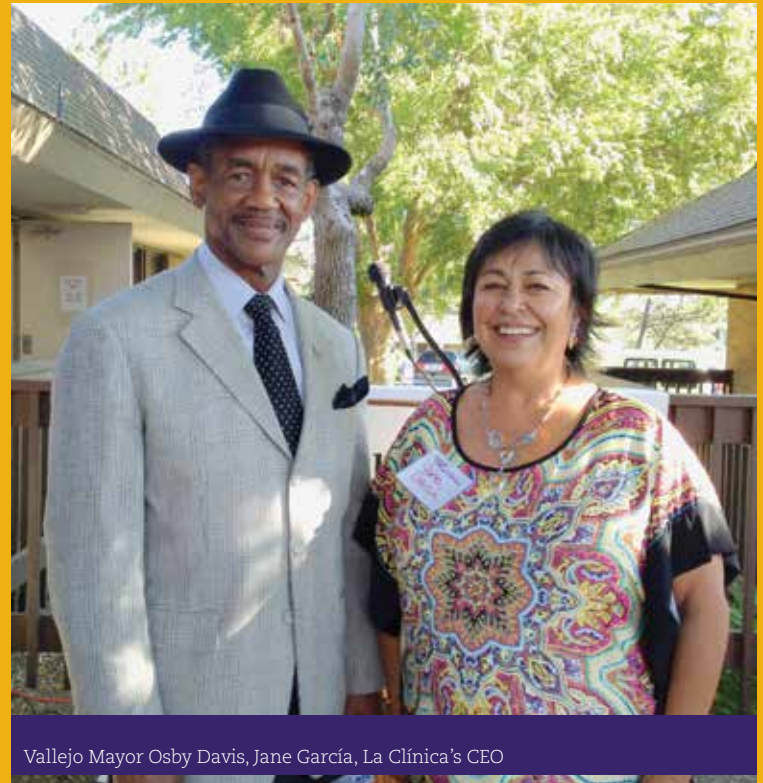
PERCENT OF TOTAL PATIENTS BY AGE

0-12	31%
13-19	12%
20-64	52%
65+	5%

PERCENT OF PATIENTS BY PAYOR SOURCE

Uninsured/Self Pay	46%
Medi-Cal	42%
Medicare	4%
Other Public Insurance	3%
Private Insurance	5%

HIGHLIGHTS 2012



Vallejo Mayor Osby Davis, Jane García, La Clínica's CEO



Increasing Access to Primary Care: Patient Navigator Programs

With the support from Sutter Health, La Clínica launched a Patient Navigator Program in Solano County. Community Health Educators, also known as Patient Advocates, were placed at Sutter Solano Medical Center three days a week to assist patients as they navigate the health care system.

With support from John Muir/Mt. Diablo Community Health Fund, La Clínica Monument launched the Senior Care Navigator Program in Contra Costa County. This program utilizes volunteers that work with La Clínica's senior patient population and helps them navigate the health care system. The volunteer meets with the patient once a week and makes routine phone calls to ensure the patient is on track with their health care needs.

La Clínica and Kaiser Permanente Pilot Project in Vallejo

In 2012, La Clínica collaborated on an exciting pilot project with long-standing partner, Kaiser Permanente. Kaiser Permanente's Solano County Medi-Cal members can now select La Clínica Vallejo Medical or La Clínica North Vallejo as their primary care medical home. This joint venture will allow La Clínica and Kaiser Permanente to develop new models that make it easier for doctors and clinicians in different care settings to work together to improve health outcomes for all patients.



Joellen Ademski, Union Bank; Yvette Radford, Kaiser Permanente; Nina Swanson, McKesson Foundation; Shellie Campos, John Muir Health; Bob Katter, La Clínica Board President



Sue Rainey, former Mayor of Walnut Creek and Richard Rainey, former State Assemblyman

All That Jazz (And Sushi!) Event at Yoshi's

This year's sold out event raised a record-breaking \$241,000 for the implementation of Electronic Health Records (EHR). We thank the sponsors and donors for their generous contributions and support this year.

North Vallejo Expands

In August 2012, community members, donors, key partners, and staff celebrated the expansion of La Clínica North Vallejo, one of La Clínica's fastest growing health centers. The expansion has increased the number of exam rooms from 9 to 15, which will more than double the number of patients the health center can serve annually from 4,600 to close to 10,000.

Contra Costa Outreach

This year, La Clínica held its first fundraising house party event in Contra Costa County. Former Walnut Creek Mayor, Sue Rainey, and her husband, former State Senator, Richard Rainey, hosted the event at their home in Walnut Creek. The event was a success with approximately 40 individuals attending and over \$1,600 donated on the night of the event.

Voted Favorite Non-Profit in the Bay Area

Wells Fargo customers voted at ATMs throughout the Bay Area for their favorite non-profit and La Clínica garnered the most votes to win the \$100,000 award!

IN MEMORY HANNAH ELENA PALACIOS

Our daughter died last year, in part because she didn't manage her asthma properly. It was the most difficult thing that our family has ever faced. We knew we wanted to do whatever we could to help others avoid such a tragedy. To honor Hannah, we chose to have donations in Hannah's memory made to La Clínica, an organization we trust to use such resources wisely.

— Palacios' Family



This year, La Clínica's Tribute & Memorial Program received 74 donations in memory of Hannah Elena Palacios. At the age of 21, Hannah passed away on June 26, 2012 from complications related to an asthma attack. Although Hannah was not a patient of La Clínica, her mother, Mona Palacios,

worked for 11 years in La Clínica's Planning Department. Because of her belief in the work of La Clínica, Mona and her husband, Enrique, suggested that friends and family donate to La Clínica or a nonprofit of their choice in lieu of flowers. La Clínica received \$6,412 which will be used to help support the Asthma Program. These funds will strengthen our ability to track and provide health coaching to our asthmatic patients at our Transit Village and Clínica Alta Vista (teen clinic) locations. Asthma is a chronic inflammatory disease of the airways with no known cure, but can be managed or prevented by avoiding asthma triggers and consistently taking the proper medication.

If you'd like to learn more about how you can make a gift through La Clínica's Tribute & Memorial Program, please visit our website at <http://www.laclinica.org/giving-tribute.html>

DONOR PROFILE CARMEN J. MOORE



Carmen "Babe" Moore lived most of her life in Oakland's Fruitvale District and, over the years,

saw many cultural changes. She worked until she was 77 years old and contributed to many Oakland causes. She was a secretary who saved and found herself with a sizeable estate. The trust has been active since 2000 and has reached out to many causes nationwide and locally.



Since 1971, La Clínica has provided primary health care to thousands of people at 31 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 to 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 contributions of individuals, corporations, and foundations to build a base of support that helps meet the needs of this growing organization, serving more uninsured and underserved people every year.

In 2012, our donors helped raise over \$612,000. Funds are used for critical needs at our health centers, for programs and our services. Some of the items purchased with these funds included vital equipment such as a new jaundice meter for our Pediatrics department, a population management software for all of our health centers, a new storage cabinet for our Monument site, replacement toys for exam rooms, participation in the AIDS walk at Lake Merritt, a new video for patients on how to use our pharmacy, and a new cytoscope for our Women's Services at the San Antonio Neighborhood Health Center.

We thank the following individuals, corporations, organizations and foundations for their generous support during 2012:

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(\$100,000+)

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“We thank our partners and supporters whose contributions have made a difference in the lives of many families in the Bay Area. Thank you for your support in 2012.”

—Jane García,
La Clínica CEO

* La Clínica staff

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The Bowles Family by
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Catherine Chin by Pamela
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**The great staff of La Clínica
 and the 74,000 patients and
 community members they
 serve** by JoAnn Intili & Ed
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Elsie Vega by Moises Garcia-
 Lemus

MEMORIAL GIFTS

DURING 2012, GIFTS WERE
 MADE IN MEMORY OF:

Francisco & Consuelo Arce
 by Justina Sehuara Jauregui

Jonathan Casasola by Wendy
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Harriet Chalfant by Jessica
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**Guadalupe Elizondo (mother
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Mario J. Ferrey by Ignacio
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Gregorio & Andrea Gaucin
 by Mayra Castrejon-Gaucin

Jana Hobson by Elsa
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José Pérez and Jan Prayer by
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Maria Nicolasa Loya by Paul
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Eta Mendez by Cynthia
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 Cortez and Family

Hannah Elena Palacios by
 Anonymous; Emmanuel
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LA CLINICA SERVICES

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-one years of experience in serving the community, La Clínica has become one of the largest community health centers in the State of California, providing care to over 80,000 patients annually at 31 sites.

Services include: Adolescent Services ■ Behavioral Health
■ Case Management ■ Dental ■ Health and Nutrition
Education ■ Laboratory ■ Medical ■ Pediatric Services ■
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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