

No Wrong Door

for Access to
Comprehensive Health Care

LA CLÍNICA DE LA RAZA, INC. ANNUAL REPORT 2013



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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Editors: Amy DeBower, Samantha Seals, Ketty Bacigalupi and Anita Addison
 La Clínica's mural by artist Xochitl Guerrero
 Cover page photo: Oakland Fremont High School students walking to the La Clínica Teen Clinic

We want to thank all of our staff, patients and community partners who participated in our photo shoots.
 Photo of Jane García on page 1 courtesy of Chris Kiteas III
 Photos on covers, pages 4–15: www.anahomonnay.com
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Dear Friend of La Clínica,

La Clínica has spent the last 42 years creating a health home for many who have been denied access to care. The recent implementation of the Patient Protection and Affordable Care Act (ACA) is an historic opportunity to participate in creating a culture where having health insurance is the norm.



Jane García, CEO, and Mateo, her grandson

The concept of “No Wrong Door” has been a term used in our industry for some time and refers to the many ways in which individuals can gain access to health care. This concept not only roots back to La Clínica’s historical beginnings, but with the implementation of the Affordable Care Act it is critical to the future for California and our country.

La Clínica has always been an advocate for expanding access to health care for everyone. *Regardless of how patients come to know us, we firmly believe that whatever “door” an individual initially comes through, this should be their entry point to finding a health home.* This is a welcoming place that will coordinate and connect them to a broad network of services to treat the whole person to improve and maintain their health and well-being.

In 2013, our concerted efforts allowed us to continue to strengthen our infrastructure through the implementation of Electronic Health and Dental Record systems. Having a single record for each patient enables us to provide integrated services that benefit the patients’ overall health. Much of this year was also spent making sure every door was an opportunity to care for the underserved in our neighborhoods and schools. We sought to engage and educate the community about Covered California options. We continued to develop partnerships to meet the complex needs of our patients. We took advantage of opportunities to be a leading voice in advocating for issues that

affect the entire health care system. ***Ultimately, we strive year after year to be a model for high quality community health care.***

As health care activists, we know the success of the Affordable Care Act is important to the health of our nation. Yet millions of individuals remain without insurance coverage due to their residence status. We are dedicated to making sure these individuals get the same quality care as those who are eligible for coverage. We hope to raise funds in the next year and years after to preserve our capacity to serve the uninsured and underinsured of our community.

I invite you to read the 2013 Annual Report and discover just a few of the ways we are leveraging our resources today to positively impact tomorrow’s outcomes. Through strong partnerships — like those we have with our community partners and generous supporters — we can all work together to create a seamless system of care for everyone. A system that is inclusive, where there is truly no wrong door to gain access to comprehensive, preventive, and primary health care.

Thank you for coming along with us on this journey and for making an investment in this ongoing work.

With Gratitude,

Jane García, La Clínica CEO

Highlights of 2013



ELECTRONIC HEALTH RECORDS

We successfully launched Electronic Health Records (EHR). 11 sites are currently using the EHR system, and 7 more will be up in the near future!

WELLNESS INITIATIVE AWARD

Santa Clara County is the lead agency for BANPAC — Bay Area Nutrition and Physical Activity Collaborative. La Clínica was recognized for our Wellness Initiative: Incorporating a Culture of Wellness into the Workplace Policies and Procedure Manual.

photo courtesy of Ketty Bacigalupi

ANNUAL FUNDRAISER: ALL THAT JAZZ (& SUSHI!) EVENT

Our event drew more than 280 guests and we raised \$293,210 for our implementation of Electronic Dental Records.

HEALTH CARE REFORM

Senator Barbara Boxer held a press conference at La Clínica Fruitvale Transit Village highlighting the benefits of the Affordable Care Act.



KAISER PERMANENTE DIVERSITY CONFERENCE

Shown here with George Halverson, former CEO of Kaiser Permanente, Jane García, CEO of La Clínica, spoke at *Kaiser Permanente's 36th National Diversity Conference*. Jane's keynote focused on how there is "No Wrong Door" in our new age of health care.



STAFF CAMPAIGN AND PATIENT SATISFACTION

In 2013 our employees donated a total of \$45,320. 98% of our staff participated in the campaign. 92% of our patients that completed the 2013 survey indicated they were happy with the overall service they received at La Clínica.



SAN ANTONIO NEIGHBORHOOD HEALTH CENTER - STAFF GARDEN

La Clínica partnered with the HandsOn Bay Area (HOBA) 2013 East Bay LIFT Team and Diane Goldsmith of Concord's Markham Nature Park and Arboretum, to create a refurbished, low-maintenance & permanent retreat space for staff that celebrates wellness. With the help of our community partners, today it not only serves as a place for staff to park their bicycles and enter the Clinic, but a place to take a well-deserved break from the fast paced and sometimes stressful clinic environment.



CLINIC



Building Bridges

from Our Neighborhoods to Our Health Centers

From La Clínica's genesis as a community health center in 1971, we understood that we cannot heal our communities without also addressing the economic and social factors that affect health. Many times this requires that we offer direct services in the communities we serve. Through our community health fairs, walking groups, culturally based healing events and street outreach programs we have been able to build the bridge that is necessary for us to link individuals to our Health Centers for preventive and primary care.



Engaging *Healthy*

DREAMers

Although the Affordable Care Act (ACA) will expand the opportunity for most people to have access to health care, access for the undocumented still remains a challenge. With the ACA, youth in particular are encouraged to take advantage of these new opportunities. However, in California more than 550,000 youth are undocumented through no fault of their own. These DREAMers, as they have been called, require services to maintain their overall health. Our eight School-Based Health Centers and variety of youth programs ensure our current generation of youth are engaged in learning to live healthy lifestyles.





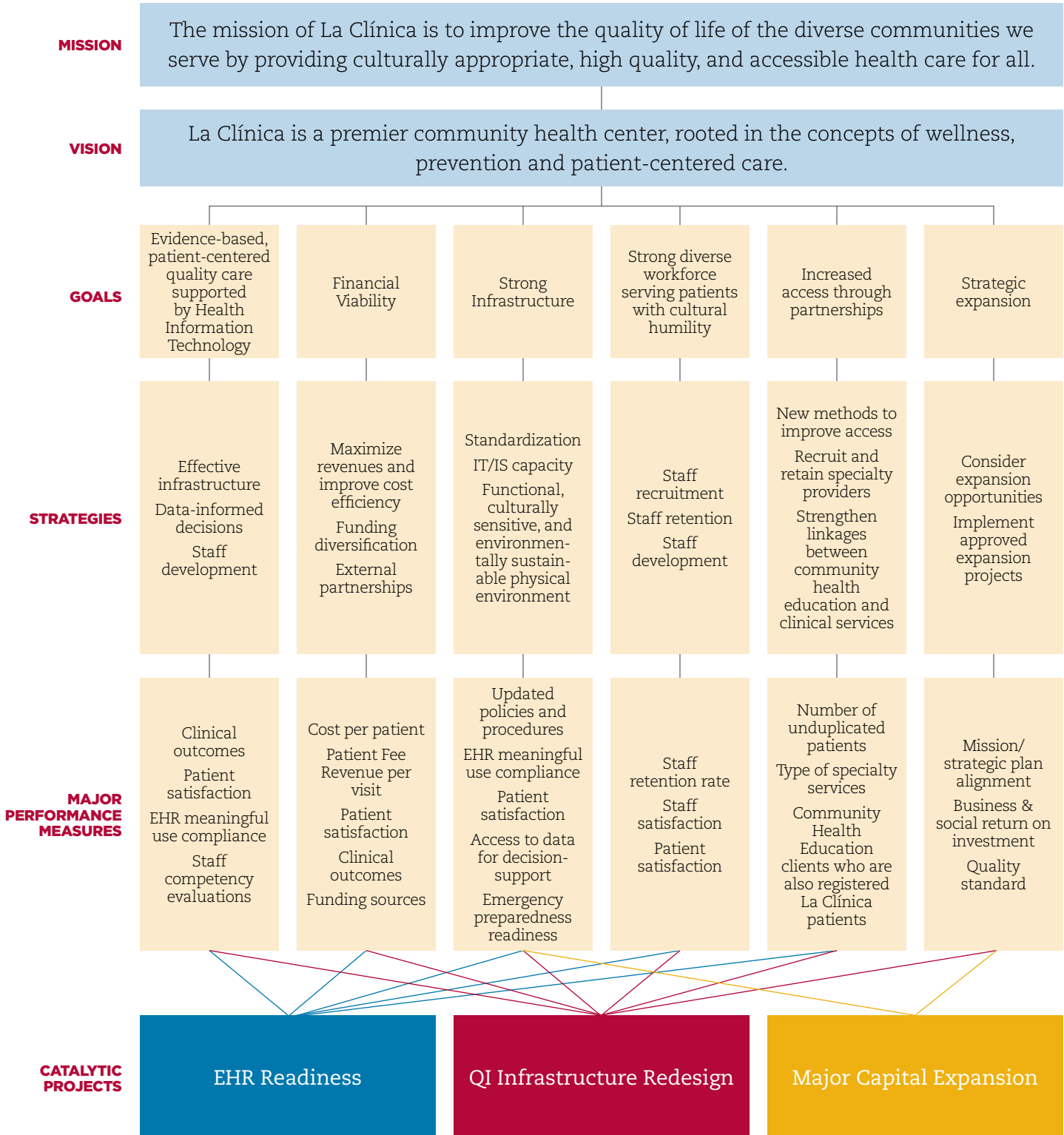


From the Emergency Room to **Medical Home**

All too often, Californians who do not have a regular source of primary care will rely on their local emergency room for routine care and treatment of minor ailments. ER care is costly to the system and does not provide for continuity or preventive care that is so important for population health. Since 2008, La Clínica has partnered with Sutter Solano Medical Center through the Health Care Access Project to help ease the burden on the ER and transition patients into our health centers to establish an ongoing primary care relationship. Through the Sutter Solano Patient Navigator Program, La Clínica community outreach workers and patient navigators are stationed at the ER. Results have shown a 5% return rate to the Sutter Solano ER after being seen at La Clínica.

Looking to the Future

STRATEGIC PLAN FRAMEWORK



Our Services include: Adolescent Services | Behavioral Health | Case Management
Dental | Health and Nutrition Education | Laboratory | Medical | Pediatric Services
Pharmacy | Prenatal and Postnatal Care | Preventive Medicine | Radiology
Referral Services | Vision and Eye Care | Women's Health | WIC



Every Gift Matters

ANNUAL GIVING 2013

We thank the following individuals, corporations, organizations and foundations for their generous support during 2013:

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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 2013.

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Financial Report

UNRESTRICTED REVENUES, GAINS, AND OTHER SUPPORT — 2013

Net patient service revenue less provision for uncollectable accounts	\$ 49,107,606
Capitation Revenue	3,568,327
Grants and Contributions	25,682,771
Other	3,475,679
Net assets released from restrictions	725,004

Total unrestricted revenues, gains, and other support **\$ 82,559,387**

EXPENSES AND LOSSES — 2013

Program Services	\$ 73,324,606
Support Services	12,983,952

Total expenses and losses **\$ 86,308,558**

Operating Income (Loss) **\$ (3,749,171)**

Excess of Revenue Over Expenses **\$ (3,749,171)**

Investment Return — change in unrealized gains and losses on investment (398,274)

Change in Net Assets (4,147,445)

Net Assets, beginning of year 41,879,528

Net Assets, end of year **\$ 37,732,083**

La Clínica at a glance

PATIENTS SERVED	PATIENTS*	VISITS	PERCENT OF TOTAL PATIENTS POVERTY LEVEL		PERCENT OF TOTAL PATIENTS BY AGE	
Medical	68,018	247,647	<100%	51%	0–12	31%
Dental	36,365	119,294	101–150%	11%	13–19	12%
Eye/Podiatry/ Chiropractic	11,804	18,035	151–200%	4%	20–64	53%
Mental Health	5,466	19,898	>200%	2%	65+	5%
Health Education/ Preventive Medicine	9,197	22,993				
Total Number of Patients and Visits	91,752	427,867	PERCENT OF TOTAL PATIENTS BY GENDER		PERCENT OF PATIENTS BY PAYOR SOURCE	
			Female	60%	Uninsured/Self Pay	47%
			Male	41%	Medi-Cal	46%
			PERCENT OF TOTAL PATIENTS BY ETHNICITY		Medicare	4%
			African American	11%	Other Public Insurance	1%
			Asian/Pacific Islander	8%	Private Insurance	4%
			Latino	66%		
			White	8%		

*Many patients access multiple services

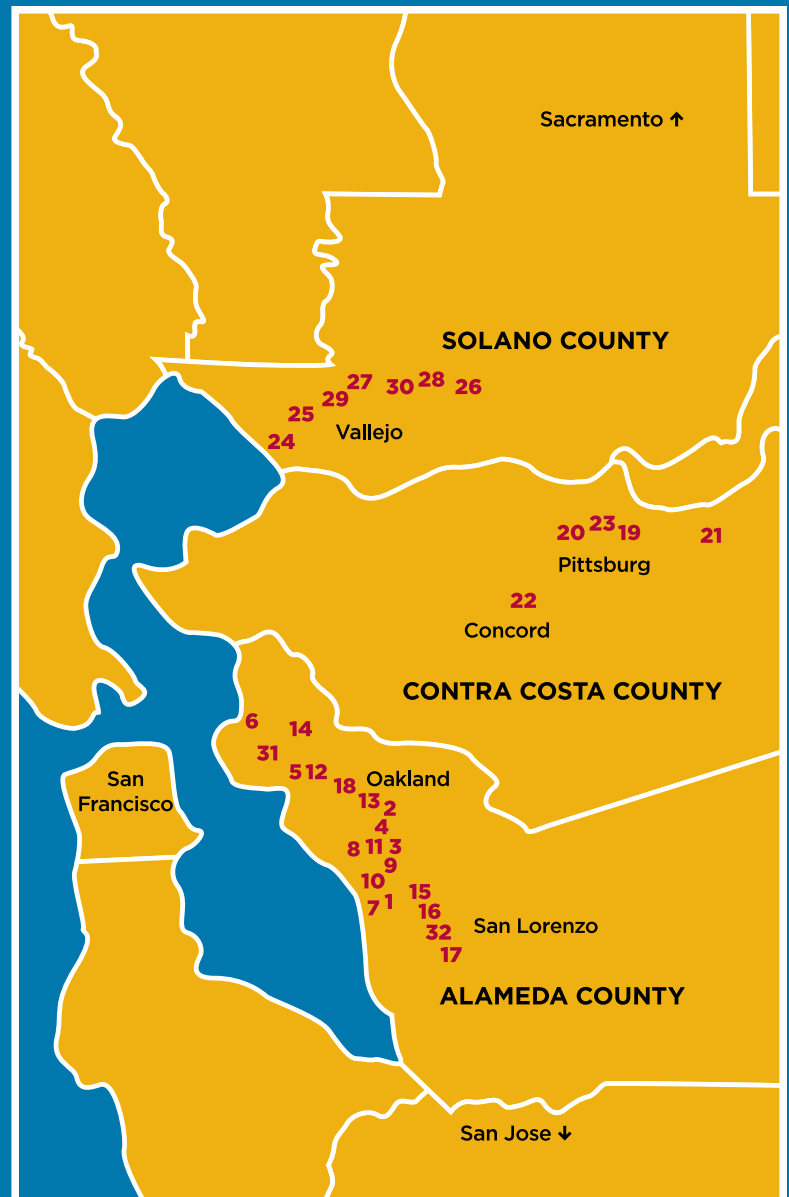
Meeting Patients *Where They Are*

OUR LOCATIONS

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 spread across Alameda, Contra Costa, and Solano Counties. With a total of 40 locations including service sites, support sites, and administration, we continue to expand our reach in our community. The map below represents the 32 locations where we provide direct health related services.

- | | |
|--|--|
| 1. La Clínica de La Raza (Fruitvale Village) | 18. Roosevelt Middle School-Based Health Center |
| 2. La Clínica de La Raza Fruitvale Dental | 19. La Clínica Pittsburg Medical |
| 3. Community Health Education (Adult) | 20. La Clínica Pittsburg Dental |
| 4. Community Health Education (Youth) | 21. La Clínica Oakley |
| 5. La Clínica de La Raza — WIC Program | 22. La Clínica Monument |
| 6. La Clínica Dental at Children's Hospital Oakland | 23. Dental Care Mobile, a Contra Costa Collaborative |
| 7. Family Optical | 24. La Clínica Vallejo |
| 8. Casa del Sol | 25. La Clínica Vallejo Dental |
| 9. Casa del Sol II | 26. La Clínica Vallejo Great Beginnings |
| 10. Casa del Sol III | 27. La Clínica Vallejo Great Beginnings Support Services |
| 11. Clínica Alta Vista | 28. La Clínica North Vallejo |
| 12. San Antonio Neighborhood Health Center | 29. La Clínica North Vallejo Administrative Services |
| 13. Hawthorne Elementary School-Based Health Center | 30. La Clínica North Vallejo/Great Beginnings Administration |
| 14. Oakland Technical High School-Based Health Center (TechniClinic) | 31. Youth Heart Health Center* |
| 15. Fremont High School-Based Health Center (Tiger Health Clinic) | 32. Fuente Wellness Center* |
| 16. Havenscourt Health Center | |
| 17. San Lorenzo High School-Based Health Center | |

* Opened in 2013





“There can be no wrong door to truly have access to preventive and primary care. This means meeting patients where they are.”

—Jane García,
CEO of *La Clínica*

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Please contact Development Director, Amy DeBower, to learn the various ways you can invest in La Clínica. 510-535-2911 or aдебower@laclinica.org