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.

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
Chief Executive Officer
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.
Statement of Unrestricted Operations
Year Ended June 30, 2012

REVENUES AND OTHER SUPPORT
- Patient & Third Party Fees $ 52,739,958
- Other Revenue 5,149,717
- Grants and Contracts 23,824,817
Total Revenues and Support $ 81,714,492

EXPENDITURES
- Program Services $ 68,445,816
- Support Services 11,259,148
Total Expenditures $ 79,704,964

Changes in
Unrestricted Net Assets $ 2,009,528

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 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 TOTAL PATIENTS BY PAYOR SOURCE
- Uninsured/Self Pay 46%
- Medi-Cal 42%
- Medicare 4%
- Other Public Insurance 3%
- Private Insurance 5%

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%
**HIGHLIGHTS 2012**

**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.
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!
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

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.

— Carmen J. Moore

— Palacios’ Family
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:
THE EAGLE SOCIETY
DONOR CLUB

PIONEER/PIONERO
($100,000+)
Wells Fargo

VISIONARY/VISIONARIO
($10,000–99,000)
Bernard E. & Alba Witkin Charitable Foundation
California HealthCare Foundation
JoAnn Intili** & Ed Kissam
John Muir Health
John Muir/Mt. Diablo Community Health Fund
Kaiser Permanente
McKesson Foundation, Inc.
Natixis Global Asset Management
Union Bank
Union Pacific Foundation
The Webb Family Foundation

STAR/ESTRELLA
($5,000–$9,999)
Anonymous (2)
Alameda County Dental Society Dental Health Foundation
The California Endowment Jane Chan-Ma
Delta Dental
F.E.L. Dobbs & D.S. Dobbs
Hanson Bridgett Marcus Vlahos Rudy, LLP
Helping Us Help Ourselves Foundation
Henry Schein
Peter Manolesas**
Metropolitan Arts Partnership Joe* & Roselynn Muzzy
Dr. Philip & Shirley Schild
Nancy & Kevin Sidow

LEADER/LIDER
($2,500–$4,999)
Anonymous
Joellen Adamski & Gary Lambert
Alta Bates Summit Medical Center
Danny Ayala
Blue Shield of California Cambridge CM, Inc.
Carmen Leon & Joseph Chouinard
Eileen T. Consorti, M.D.
Curtis Overway
Bonnie Payne
Rachel Rendel
Stephanie Rivera*
Mark & Lucia Savage
Sutter Health

PARTNER/SOCIO
($1,000–$2,499)
AAA Business Solutions & Interiors
Paul Abelison
Zenaida Aguilera* & Ernesto Ornelas
Alameda Alliance For Health
Alta Bates Medical Group, a Division of Brown and Toland
Ameripride Uniform Services
John Bearce
Tina Buop*
Carmen J. Moore Charitable Trust
Center For Elders’ Independence
Cintas Document Shredding
Brian Clark & Andrea Ronzani**
Community Health Center Network

Dental Health Products Inc.
DES Architects & Engineers, Inc.
Gerry & Gail Eiselman
Alvaro Fuentes
Jane Garcia* and Family
Rose Garcia-Bremont
Genentech
Thomas & Laura Gilman
GNU Group
Dr. Kenneth Grullon
Sasha Marie Guzman**
Charles & Shirley Hawthorne
Dennis G. Heiner
Yvonne Hudson-Harmon**
Dale Jenssen & Tom Foster
Laura & Robert Katter**
Susan Kennedy & Stephanie Bonham
Caron Lee & John Murphy*
Dorothy Lloyd
Paul Loya
Alicia Mayorga
Patricia McMahon
Nancy Morton
Moss Adams LLP
National Association of Community Health Centers, Inc.
NextGen Healthcare, Inc.
Olive and Company
Nancy Olson
Peggy* & Dean Payne
Dr. John* & Laura Pescetti
Suzanne Powell*
Dr. George Pugh & Mara McGrath
Renne Sloan Holtzman Sakai, LLP
Salvador Rivera
Roebbelen Contracting, Inc.
SGPA Architecture and Planning
Nancy Shemick & Thomas Charron, MD
The Stanley R. Wolfe Foundation
Rosa Maria Sternberg
John Suhr
Suhr Risk Services of California
Andrea & Paul Swenson**
Susan Sykes*
The Tides Foundation
UnitedHealthcare
The Unity Council
VLP Law Group LLP
Anna Fisher & Jerry Wolfe Ron & Grace Wright

FRIEND/AMIGO
$500–$999
Anonymous (4)
Victor Acosta
Anita Addison*
Arimendi Cooperative, Inc.
George Arroyo
Marco & Cynthia Baisch
Paola Begazo
Andrew Bowles*
Darrel Boychuck*
David Buhler
Lisa Carlin
Lillian & Bruce Carp*
Claudine Ciccia
Nelson Cierra
Community Clinic Consortium
Marilyn Craig
Robert & Angelica Davies
Amy DeBower*
Dianna Deely
Dueñas-Lara Family*

* La Clínica staff
** Board of Director
"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
** Board of Director

IN-KIND DONORS

Anonymous
Allergy & Asthma Medical Group of the Bay Area
American Eagle Instruments, Inc.
Baby Love Ministry
Ketty Bacigalupi
Bennett Valley Golf Shop, Inc.
Berkeley Ironworks
Berkeley Repertory Theatre
Blackhawk Museum
Blue & Gold Fleet
Body, Mind, & Spirit
Boomers! Livermore
The California Endowment
California Shakespeare Theater
California’s Great America
Casa Orozco
Ceja Vineyards
Chop Bar
Club One at City Center
Columbia Cosmetics Manufacturing, Inc.
Concord Hilton
Crowne Plaza Hotel
Concord/Walnut Creek Demo Sport
Dimitra’s SkinCare & MediSpa
DMG America
Eagle Vines, Vineyard & Golf Club, LLC
Embassy Suites Napa Valley
Entourage Salon and Spa
Fentons Creamery
Fig + Clover
Funky Door Yoga, Berkeley
Greenhaus European Day Spa
Guittard Chocolate Company
Hagafen Cellars
Health Edco
Hennessey House
Herbs & Spices Catering
Judd’s Hill
Kaiser Permanente
Dr. Stanley Klein
La Caille
La Mediterranée
La Note Restaurant
Lafayette Park Hotel & Spa
Landmark Theatres
The Lindsay Wildlife Museum
Massage Envy, Walnut Creek
Medibadge Inc.
Medical Products Laboratories, Inc.
Melo’s Pizza & Pasta
Mlipitas Golfland
MRW & Associates
My Coyote Express Transportation
Name Finders Lists, Inc.
Napa County Fair Association
Napa Valley Wine Train, Inc.
National Children’s Oral Health Foundation
Natixis Global Asset Management
Oakland A’s
Oakland Ballet Company
Oakland Councilman Ignacio De La Fuente
Oakland Flower Market
Oakland Marriott City Center
Omni San Francisco Hotel
Oriental Trading Company
Pacific Coast Brewery
Physicians Sales and Service PDT Inc.
TRIBUTE GIFTS
DURING 2012, GIFTS WERE MADE IN HONOR OF:

Andy Bowles by Denise Bowles
The Bowles Family by Andrew Bowles
Catherine Chin by Pamela S. Jue
Julie Ellen Chouinard Grundstrom by Carmen Leon & Joseph Chouinard
Fernando Cortez by Anita Addison
Molly, Martha, Duane & Colleen DeBower by Amy DeBower

Each and every needy, neglected, or unhealthy person in Concord by Evelyn & Matthew Mullins
Family Optical by Erick Bárcenas; Marsha J. Benedict; Marcela Frias; Jeanette Marquez; Ana Puentes; José Luis & Ana Rosas; Ruth Torres
Jane García and Anita Addison by Marty Lynch
Leni & Burt Hoffman by Joan Hoffman
The Angel and Hurtado Family by Magdalia Hurtado
Lenny ‘Leenums’ the cat by Eli Jacobson
Peter Manoleas, MSW, LCSW, on his retirement from U.C. Berkeley, School of Social Welfare by Catharine Ralph
Barack Obama by Rebecca & Robert Tracy
Peggy Payne, MD & Dean Sheppard, MD by Eric Brown; Judy Payne; Amy Payne; Bonnie Payne & Roger Tobin

Gregorio Peña II by Dora Monterrosa
The Pediatric Staff by Thomas Eusterbrock
Dr. John Pescetti by Monica & Mark Capalia; Vernon & Joyce Hall; Dennis G. Heiner; Elaine Janks; Susan Konier; John Naclerio; Randy Peterson; Moshe & Ofra Salem; Mr. & Mrs. Kenneth & Tina Thurm; Sandra Vetton; Ron & Grace Wright
Joaquin & Jesse Ruiz by Sandra Ruiz
Andrew Sniderman by Anonymous
The great staff of La Clinica and the 74,000 patients and community members they serve by JoAnn Intili & Ed Kissam

Elise 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 Casasola
Harriet Chalfant by Jessica Strange
Estelle Churgin by Victor Acosta
Guadalupe Elizondo (mother of Lupe Elizondo) by Mary Beth Canavan
Mario J. Ferrey by Ignacio Ferrey
Gregorio & Andrea Guacin by Mayra Castrejon-Gaucín
Jana Hobson by Elsa Orellana
José Pérez and Jan Praver by Susana Praver

Maria Nicolasa Loya by Paul Loya
Eta Mendez by Cynthia Gutierrez
Stephen Morse by Lawrence & Linda Nunnally
Our deceased parents, family and friends by Fernando & Edith Juarez Cortez and Family

Hannah Elena Palacios by Anonymous; Emmanuel Abelló, Mike Anderson; Louis Andrade y Family; Monica Andrade; Lorena Asdourian; ATI Architects & Engineers; Peter & Judy Bank; Louise Barbee; Timothy Barry, Barbara Berman & Jon Berke; Ken Berrick; Denise Briscoe; Wendee Brumwell; CALAFCO Staff and Board of Directors; California Special Districts Association; Harold & Phyllis Campbell; Laura Canciamilla; Alexandra Chavez; Beverly & Stephen Conlin; Carolle Cooper; Deborah Daily; Dorothy Epps; Martin Escalante; Fagen Friedman & Fulford, LLP; Suzanne Ferguson; Kurt Forsgren; Jason Fried; Nerissa Garcia & Celso Kiray; James & Jeanne Geesbhracht; Juan Gonzalez; Crystal Hishida Graff; Carol Gregorich; Dennis Hanley; Jean Hofacket; Sheila Jordan; Bruce Kern; Glenn Kirby; Maria K.; JoAnn & Roger Lau; Jody Lerner & Michael Volk; Carole Marshall; Ann Martinez; Sonya Marturano, David & Diana Mason; Chris Melodias; John Mercurio; Pat Mims; Susan S. & John A. Muranishi; Alexander Murdoch; Lydia Palmín; Ronni Parker-West; Matthew Pettler; Piypaong Phongpatanakhun; Linda Pierce; Pittsburg USD Staff; Lawrence Plotkin; Nicholas Ritzmann; Lynne Garety Rodesno; Theresa & Jeff Rude; Gloria Ruiz; Cindy Schulte; Ralph Silber; Robert Simmons; Carrie Spring; Susan Stuart, Michael Sullivan; The Task Force; Steve & Essi Santana Tuttle; Kayci Wasko; Regina Webber; Mavourneen & William Whittacre; Daniel Wilson & Page C. Tomblin; JoAnne Wuelfing

Angel Portillo by Robert & Rose Marie Portillo

Dr. Mary Prieto-Bayard by Anonymous
Roger Raboy by Barbara Raboy
Mary Ramírez by Jean Wolsiege
Jon Reo by Rochelle Ramírez
Octavio Romano by Rosalind R. Singer
Mars Silva, M.D by Anonymous
Frank Vega by Moises Garcia-Lemus
My husband, Alfonso Vega by Ana Vega
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 2012.

Aetna Foundation
Alameda Alliance for Health
Alameda County
Alameda Health Consortium
American Lung Association of California
Bernard E. & Alba Witkin Charitable Trust
Blue Shield of California Foundation
California Adolescent Health Collaborative, Public Health Institute
California Department of Health Care Services
California Department of Public Health
California Emergency Management Agency
California Family Health Council, Inc.
California HealthCare Foundation
The California Wellness Foundation
Caminar
Center for Oral Health
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
David B. Gold Foundation
Delta Dental Community Care Foundation
Eden Township Healthcare District
Family Care Network
Fidelity Charitable
Hedge Funds Care
HIV Education and Prevention Project of Alameda County (HEPPAC)
John Muir Health
John Muir/Mt. Diablo Community Health Fund
Kaiser Permanente
Latino Community Foundation
Michael Chavez Center for Economic Opportunity
National Council on Crime and Delinquency (NCCD)
Pangaea Global AIDS Foundation
S.D. Bechtel, Jr. Foundation
San Francisco AIDS Foundation
San Francisco Foundation
Solano County
State Farm
Sutter Health
The Tides Foundation
To Celebrate Life Breast Cancer Foundation
Tri-City Health Center
U.S. Department of Health and Human Services
The Unity Council
University of California, San Francisco
University of Pacific, Dugoni School of Dentistry
The Vesper Society
Webb Family Foundation
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 ■ Pharmacy ■ Prenatal and Postnatal Care ■ Preventive Medicine ■ Radiology ■ Referral Services ■ Vision and Eye Care ■ Women’s Health ■ WIC