

partnerships



Via Care
— community health center —
ANNUAL REPORT
2022



mission

**TO SUPPORT
AND UPHOLD
OUR COMMUNITY'S
RIGHT TO HEALTH
BY PROVIDING
QUALITY, EQUITABLE, AND
COMPREHENSIVE CARE**

LETTER FROM THE CEO



If there is one word to describe 2022 for Via Care, it would be “growth”. In 2022, we purchased our new administrative headquarters, renovated our flagship clinic on Atlantic, opened 3 new clinical sites, tripled our patient population, and quadrupled the number of services we offer, all while continuing to provide quality medical, dental, behavioral health and supportive services for our low-income community. Via Care may be growing exponentially, but we have not achieved this alone. That is why our annual report this year celebrates our partnerships.

Our patients are our most important partners. In 2022, our service model began to change so that staff and patients work together as a team to achieve each patient’s personal health goals. Via Care has two large capital projects in the works, several small capital projects improving and increasing access at current clinics, and four new clinics opening in the next year. And our community partnerships allow us to offer even more services to our patients through referrals.

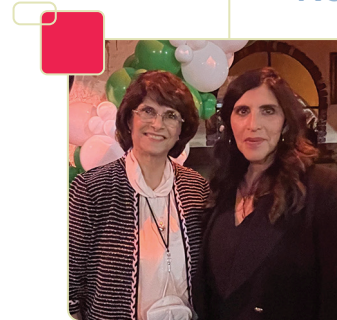
Thank you for partnering with Via Care as we grow. We hope you enjoy our 2022 annual report!



Sincerely,
Deborah Villar, CEO
Via Care Community Health Center

Congresswoman Lucille Roybal-Allard inspires a young Via Care patient to follow in her footsteps.

Health Center Champion Congresswoman Lucille Roybal-Allard



Via Care congratulates the Honorable Lucille Roybal-Allard who retired in 2022 after 30 years as a U.S. Representative. The first Mexican American woman elected to Congress, Roybal-Allard was a staunch champion of community health centers and was considered one of the House’s foremost supporters of the rights of women and children. The eldest daughter of the late Congressman Edward R. Roybal, from their humble beginnings in Boyle Heights, she and her father used their influential positions to fight for equity in our community. Via Care is proud to be among select non-profits that Roybal-Allard championed for federal appropriation grants in 2022. Via Care will receive \$389,000 for state-of-the-art medical and dental equipment for our upcoming renovated Cesar Chavez Health Center.





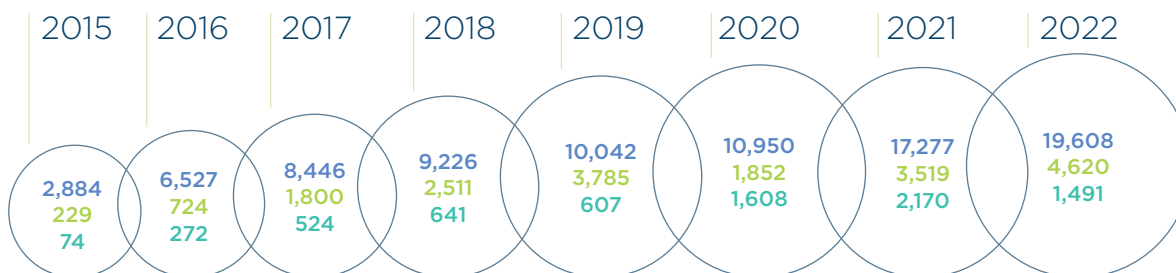
Clinical services are the “bread and butter” of our success and growth as a community health center. At Via Care, our healthcare teams work collaboratively with patients to reach their health and wellness goals. Whenever possible we include family members, who are often our biggest allies in helping our patients improve their health. As the landscape of community healthcare changes toward a patient-centered model, Via Care stays at the forefront of those changes to meet our patients’ needs. The future of clinical services will be anchored in a unique care plan for every patient.



OUR MOST IMPORTANT PARTNERSHIP IS WITH OUR PATIENTS

Patient Growth

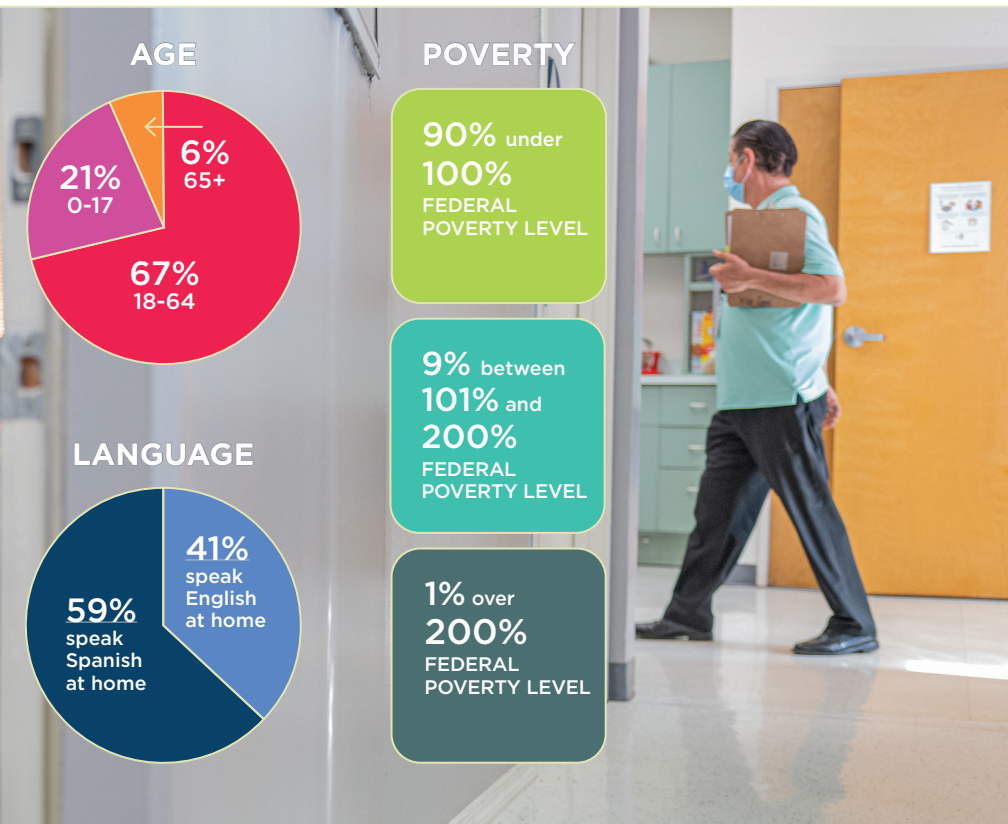
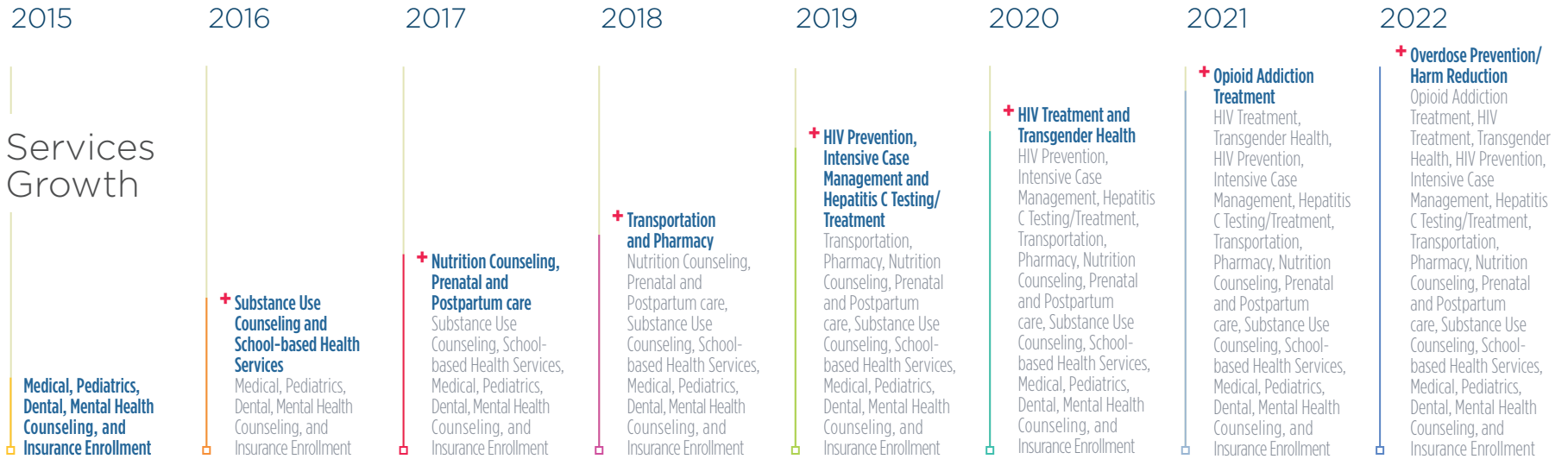
MEDICAL | DENTAL | BEHAVIORAL HEALTH



Enhanced Care Management (ECM)

Via Care is among the first clinics to implement ECM, a new statewide Medi-Cal benefit that is part of CalAIM, California’s multi-year plan to improve the health of those with complex medical needs. ECM extends care into the community, meeting the patient’s clinical and non-clinical needs wherever they are — at home, in a clinic, at a hospital, or on the street. Each patient has a Lead Care Manager to help coordinate medical, behavioral, dental, developmental, and social services. Patients also receive Community Supports such as housing and food to address the social determinants of health. Via Care currently offers ECM services to 455 individuals, with a goal to serve 1,000 ECM patients by the end of 2023.

Via Care was established in 2015 to address lack of access to healthcare for low-income residents of East Los Angeles. Since that time, we have expanded to a wider geographic area and continue to add new services every year based on community need.





**CAPITAL
PARTNERSHIPS
MAKE IT
POSSIBLE FOR US
TO GROW**

THIS YEAR BROUGHT VIA CARE'S FIRST LARGE-SCALE CLINIC RENOVATION PROJECT.

In March 2022, we broke ground on our new Family Health Center at 507 S. Atlantic Blvd. in East Los Angeles. This location is Via Care's original clinic that once housed our entire clinical team, patient exam rooms, and administration offices. Our outdated clinic was gutted for a complete renovation and redesigned with a new central reception area, additional exam rooms, state-of-the-art technology, new plumbing, new electrical and air conditioning, and new furniture, fixtures, and equipment. The new 507 Family Health Center represents Via Care's growth, and this is just the beginning!

THANK YOU

to the following organizations for their support on our 507 Health Center renovation:

- Ahmanson Foundation
- Delta Dental Foundation
- Health Resources and Services Administration (H.R.S.A.)
- L.A. Care Health Plan
- Ralph M. Parsons Foundation

Plus, a generous thank you to our 70+ staff and community members who supported the project with individual donations.



Pride of Ownership

In 2022, Via Care purchased its first buildings. The first is the former Botana & Gomez Uniforms Company at 4741-4743 E. Cesar E. Chavez Avenue in East L.A. The owners of Botana & Gomez, a beloved business that served the community for decades, wanted to sell to an agency that would benefit the residents of East L.A. In 2024, the Botana & Gomez buildings will be transformed into a beautiful 20,000-square-foot community wellness center with medical, dental, behavioral health, and supportive services such as case management, parenting groups, and wellness classes. Via Care made a second real estate investment in 2022, a two-story building at 3601 First Street in East L.A., to house our administrative staff as we continue to grow.



COMMUNITY PARTNERSHIPS SUPPORT THE HEALTH OF OUR PATIENTS

School partnerships are a cornerstone of our community involvement. Our partnerships at four community colleges allow Via Care to provide medical, dental, behavioral health and supportive services, as well as educational events and webinars, to thousands of young adults. We operate student health centers at East L.A. College (E.L.A.C.), West L.A. College, L.A. Trade-Technical College, and Rio Hondo College. Additionally, we operate the student Wellness Center at James A. Garfield High School in East L.A.



E.L.A.C. President
Dr. Alberto J. Román

Congresswoman Judy Chu Supports Via Care

Via Care launched its **Overdose Prevention Program** in 2022, with distribution of free naloxone and fentanyl test strips at our community colleges and health centers. **Congresswoman Judy Chu** secured federal funding for the purchase of a Via Care mobile medical unit to distribute overdose kits and educational materials to the community.



Via Care is increasing its impact year over year, but we don't do it alone. We rely on all of our community partners and their expertise to provide our patients with social services such as legal assistance, housing, and education. Without our partners, Via Care would not be where it is today.

THANK YOU TO OUR NON-PROFIT COMMUNITY PARTNERS

Baby2Baby

Bienestar

CA Bridge

Community Clinic Association
of Los Angeles County

Downtown Women's Center

East L.A. College

El Centro de Ayuda

Garfield High School

Homies Unidos

Journey House

L.A. CADA

La Causa

Los Angeles Trade-Technical
College

Mental Health Advocacy Services

Nuevo Amanecer

Penny Lane

ReFresh Spot

Rio Hondo College

Share Love With Others

Toyota Southern California/
Energy Independence Now

Transitions Clinic Network

UCLA Student Mobile Clinic

Vitamin Angels

West L.A. College

Whittier Women's Shelter



Wendy Carrillo is Via Care's champion for low income immigrant families and access to healthcare.



Baby2Baby helps our moms and babies with basic necessities: formula, diapers, car seats and more.



Energy Independence Now partners with Via Care to bring hydrogen-powered Toyota vehicles to East L.A.



Transitions Clinic Network mentors Via Care as we grow our services for individuals with a history of incarceration.



Vitamin Angels, with 1,200 partner agencies across 65 countries, provides free prenatal vitamins to our expecting moms.



Julie Benavides Community Champion

Julie Benavides has been a committed partner to Via Care and East L.A. College (E.L.A.C.). With more than twenty-five years at E.L.A.C. as Dean of Student Services and faculty, Julie developed countless campus programs to support first-generation, low-income, undocumented, foster youth, and homeless college students. It was Julie who identified the need for increased access to healthcare for E.L.A.C. students and approached Via Care as an ideal healthcare partner. Due to Julie's vision, Via Care has served more than 5,000 low-income students, and our E.L.A.C. relationship has in turn helped us leverage additional community college partnerships at Los Angeles Trade-Tech, West L.A., and Rio Hondo colleges. Via Care sincerely thanks Julie for her dedication to Via Care and to student health.

Leadership

**TALENTED
LEADERSHIP
CREATES
POWERFUL
PARTNERSHIPS**

Via Care's staff executives and board of directors form a strong partnership that has led the organization through exponential growth in 2022. These visionaries are a diverse group of dedicated professionals and community members with decades of experience in community health. Their knowledge and expertise come together to build our Via Care health center network, which will continue to grow in the years to come.

BOARD OF DIRECTORS

John Donner, *Chair*

Jose Andrade, M.Ed., *Co-Vice Chair*

Devon Rios, Esq., *Co-Vice Chair*

Beatrice Bojorquez, *Secretary*

Ed Reyes, *Treasurer*

Wendy Ruiz, *Director*

Armando Lawrence, *Director*

Laura Barrera, MPA, *Director*

Fabian Torres, MBA, *Director*

Sylvia Villanueva, RN, MSN, FNP, *Director*

EXECUTIVE TEAM

Deborah Villar, *Chief Executive Officer*

Christina Bugarin, *Chief Financial Officer*

**Nina Falcetti, MS, SPHR,
*Chief Human Resources Officer***

**Franklin Gonzalez,
*Chief Administrative Officer***

**Lourdes Olivares, LCSW,
*Chief Operations Officer***

**Patti Wagonhurst, MA, MPH,
*Chief Development Officer***

**Jonathan Weedman,
*Chief External Affairs Officer***



Finances

**THANK YOU
TO OUR
DONOR
PARTNERS**



GOVERNMENT AND PRIVATE FOUNDATION PARTNERS

- | | |
|---|---|
| Ahmanson Foundation | Kaiser Permanente |
| Assembly Member Wendy Carrillo | L.A. Care Health Plan |
| Banc of California | Los Angeles County Department of Health Services |
| Blue Shield of CA | Los Angeles County Department of Public Health |
| California Community Foundation | Los Angeles Trade Technical College |
| CA Department of Health Care Services (DHCS) | Office of Violence Against Women |
| Cedars Sinai | QueensCare |
| Center for Care Innovations | Ralph M. Parsons Foundation |
| Centers for Disease Control (CDC) | Rose Hills Foundation |
| Congresswoman Judy Chu | Rio Hondo College |
| Delta Dental Foundation | S. Mark Taper Foundation |
| East Los Angeles College | Sierra Health Foundation |
| Essential Access Health | State Bar of California |
| Federal Emergency Management Administration (FEMA) | Southern California Gas Company |
| Gilead | Substance Abuse and Mental Health Services Authority (SAMHSA) |
| Health Net | West Los Angeles College |
| Health Services and Resources Administration (HRSA) | |
| Heluna Health | |

VIA CARE COMMUNITY HEALTH CENTER, INC.

Statement of Activities for the Year Ended June 30, 2022

REVENUE	Patient Services	\$ 11,745,104
	Pharmacy Services	2,065,676
	Grants	8,618,545
	Contracts	2,332,772
	Capitation	2,907,427
	Gifts in Kind	812,063
	Contributions	10,077
	Other income	18,010
	Total Operating Revenue	\$28,509,674
EXPENSES	Program Services	\$ 22,426,386
	Management and General	1,211,563
	Fundraising	478,586
	Total Operating Expenses	\$ 24,116,535
ASSETS	Change in Net Assets	\$ 4,393,139
	Net Assets Beginning of the Year	6,422,548
	Net Assets End of the Year	\$ 10,815,687

PATIENT INSURANCE

Via Care has always opened its doors to everyone in our community, regardless of lack of income, immigration status, sexual orientation or gender identity, or insurance status. Currently 23% of Via Care patients are uninsured. Luckily, in 2024, all Californians will qualify for Medi-Cal enabling us to provide even higher quality care for our most vulnerable patients.

23%

Uninsured

71%

Medi-Cal/Other
Public Insurance

3%

Medicare

3%

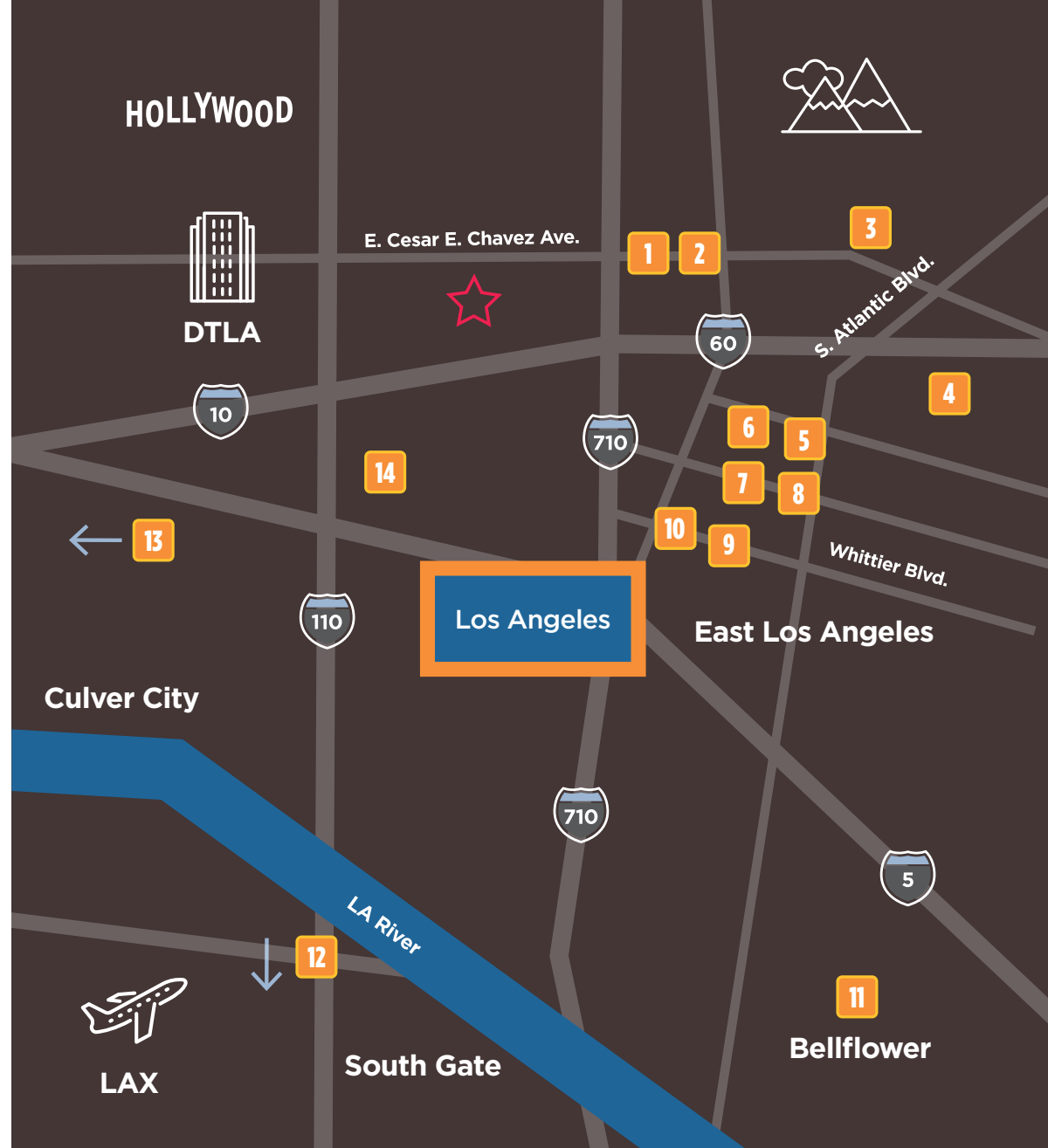
Private
Insurance

OUR CLINICS

Via Care has 14 community clinics in unincorporated East L.A. and surrounding communities, including one clinic in South Gate, one at Garfield High School and four at area community colleges.

- 1 Cesar Chavez West**
4755 E. Cesar E. Chavez Ave., Suite D, Los Angeles, CA 90022
 - 2 Cesar Chavez Health Center**
4755 E. Cesar E. Chavez Avenue, Los Angeles, CA 90022
 - 3 ELAC Student Health Center**
1301 Avenida Cesar Chavez, Monterey Park, CA 91754
 - 4 Rio Hondo College Student Health Center**
6000 Workman Mill Road, Whittier, CA 90601
 - 5 507 Family Health Center**
507 S. Atlantic Boulevard, Los Angeles, CA 90022
 - 6 Garfield High School Wellness Center**
501 S. Woods Avenue, Los Angeles, CA 90022
 - 7 607 Health Center**
607 S. Atlantic Boulevard, Los Angeles, CA 90022
 - 8 Pharmacy & Chronic Care Clinic**
615 S. Atlantic Boulevard, Los Angeles, CA 90022
 - 9 Whittier Dental Clinic**
5017 Whittier Boulevard, Los Angeles, CA 90022
 - 10 Whittier Health Center**
5015 Whittier Boulevard, Los Angeles, CA 90022
 - 11 Bellflower Health Center**
10230 Artesia Boulevard, Bellflower, CA 90706
 - 12 Tweedy Health Center**
4476 Tweedy Boulevard, South Gate, CA 90280
 - 13 WLAC Student Health Center**
9000 Overland Avenue, Culver City, CA 90230
 - 14 LATTC Student Health Center**
400 W. Washington Boulevard, Los Angeles, CA 90015
- ★ **1st Street Administrative Headquarters**
3601 1st Street, Los Angeles, CA 90063

Photos courtesy of Andrew Zappin and Todd Hollien.



323 . 268 . 9191

viacarela.org | @viacarela



Via Care is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n) for purposes of medical malpractice claims and, as such, is qualified for protection under the Federal Tort Claims Act.