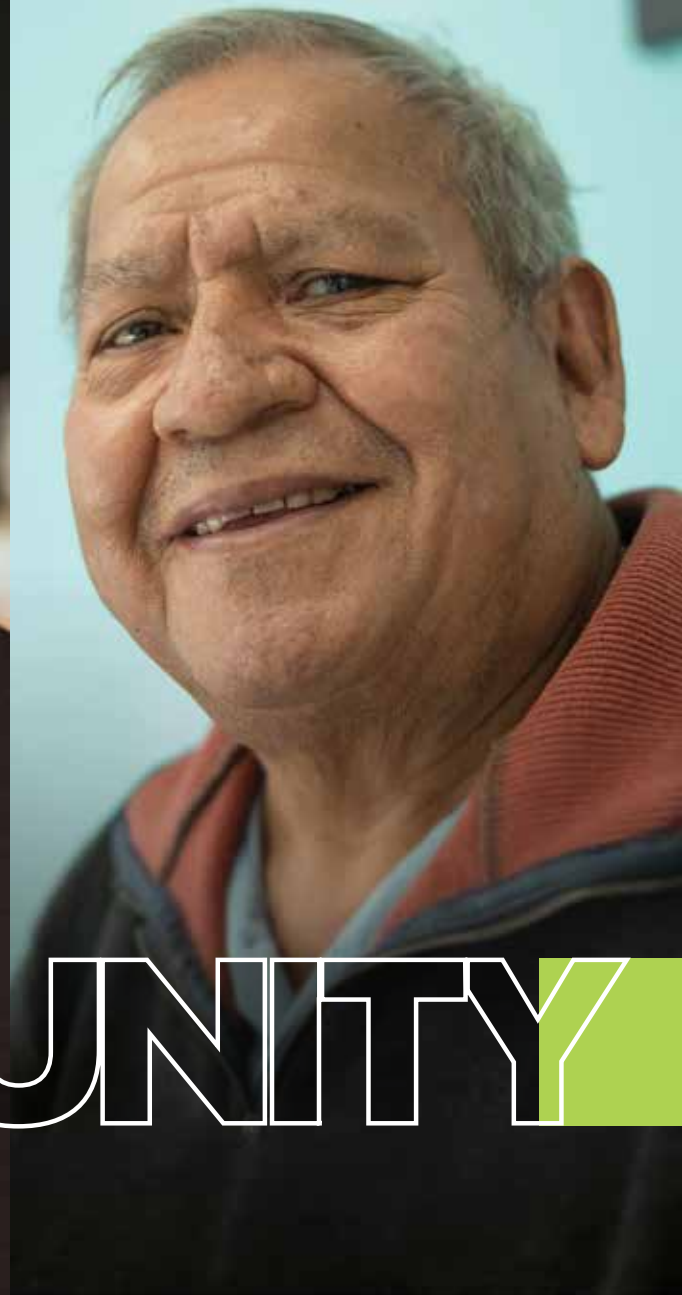




ANNUAL REPORT
2021



COMMUNITY



**To support and uphold
our community's right
to health by providing
quality, equitable, and
comprehensive care.**

MISSION



LETTER FROM THE CEO

Community. Via Care is community. We are a team of dedicated professionals, staff, and board members who are committed to serving the myriad of health care needs that our patients entrust us with.

We live and work in a beautiful and supportive community. The pandemic is proof of the resilient nature of both our community and our staff alike. Community is what got us through the pandemic, and it's what will continue to get us through the daily challenges and successes that we experience every day. Throughout this last year, our staff were committed to ensuring that both our patients and community were treated with the utmost respect and care for what they were experiencing.

It is because of our community that we continue in our efforts to extend the highest quality of care.

Sincerely,

Deborah Villar, CEO
Via Care Community Health Center

Pictured from left to right clockwise: Patti Wagonhurst, Christina Bugarin, Maria Valdez, Franklin Gonzalez, Dr. Tom Tu, Dr. Howard Kim, Nina Falcetti, Deborah Villar, Lourdes Olivares.



IN MEMORIAM

JOE GOTSILL



We dedicate this annual report to a dear co-worker and friend who we lost this year. Joe Gotsill, CPA, was Via Care's chief financial officer from 2015-2021, seeing Via Care successfully through a significant period of growth. A devoted Yankees fan, Joe was never caught without a jacket and tie. Joe's office, always with a large jar of M&Ms, was a frequent staff gathering place. We loved his wisdom, mentorship, and dry sense of humor. Joe is dearly missed by his Via Care family.

COVID-19

CARING FOR OUR COMMUNITY DURING THE PANDEMIC

THANK YOU VIA CARE COVID-19 TEAM!

Our COVID-19 testing and vaccine team has worked tirelessly to serve the community through thick and thin, rain or shine, day in and day out during the pandemic.

To meet the needs of the most vulnerable East L.A. community members during the pandemic, Via Care performed vaccine outreach, held COVID-19 testing and vaccination clinics with community partners, and continued to provide life-saving primary care. COVID-19 education and outreach were essential as our community faced challenges of misinformation, fears regarding immigration status, and high COVID-19 case and death rates. And to address the economic challenges resulting from the pandemic, in partnership with the Los Angeles Regional Food Bank, Via Care provided fresh produce, eggs, milk, bread, and dried goods to thousands of food-insecure patients and community members at our drive-through food banks in our 507 Family Health Center parking lot.



13,000

FAMILIES RECEIVED FOOD THROUGH FOODBANKS



26

FOODBANK EVENTS

19,590

COVID-19 TESTS



13

COVID-19 GRANTS RECEIVED



85,188

MEDICAL, DENTAL, BEHAVIORAL HEALTH AND SUPPORTIVE SERVICES VISITS

17,277

PATIENTS

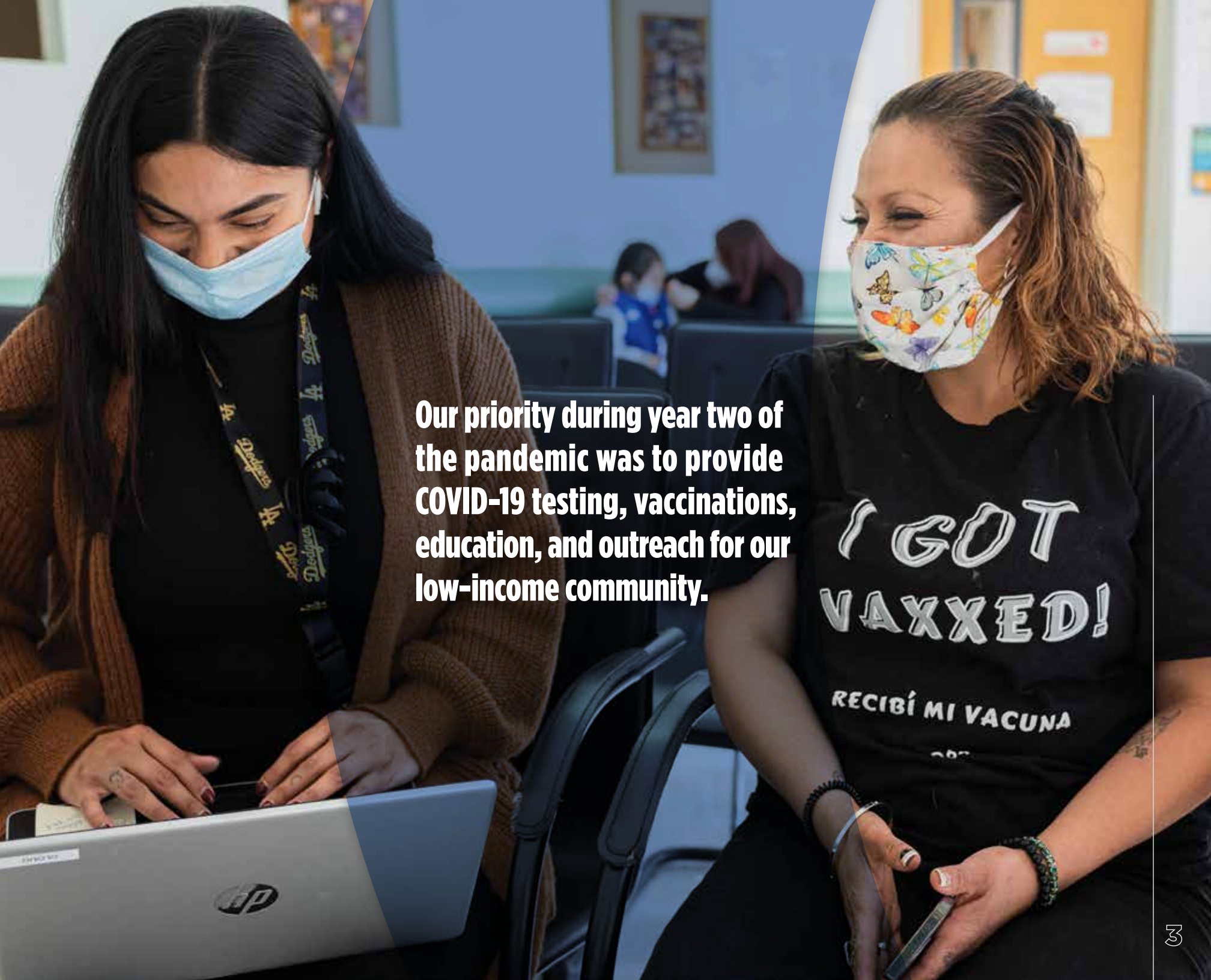
10,588

COVID-19 VACCINE DOSES



300

COMMUNITY COVID-19 TESTING & VACCINE EVENTS



Our priority during year two of the pandemic was to provide COVID-19 testing, vaccinations, education, and outreach for our low-income community.

SERVICES

S.A.F.E. PROGRAM

In 2021, Via Care piloted a **Medication Assisted Treatment (MAT) project to serve individuals struggling with opioid use disorder (OUD).** **Via Care's Substance Abuse Functional Excellence (S.A.F.E.) program will serve 370 low-income individuals with OUD annually. Stay tuned for a full rollout in 2022!**

SERVICES INSIDE AND OUTSIDE THE EXAM ROOM

IN OUR CLINICS | Health services inside the exam room are provided at 14 Via Care clinics and school-based sites by licensed providers and staff who care for low-income patients in need of medical, dental, behavioral health, and supportive health services. **Via Care provides services to community members regardless of their ability to pay.**



IN OUR COMMUNITY | Health services outside the exam room happen in the community spaces where our most vulnerable patients can be found. Via Care teams conduct HIV and hepatitis C screening, health insurance enrollment, outreach, COVID-19 testing and vaccines, and risk-reduction counseling. Our team members are community peers of the clients we serve.

Via Care is Spanish-speaking and LGBTQ+ friendly.

 <p>Medical</p>	 <p>Dental</p>	 <p>Mental Health</p>	 <p>Hepatitis C Screening & Treatment</p>	 <p>COVID-19 Testing & Vaccines</p>	 <p>OB/GYN Services</p>	 <p>Substance Use Counseling & Treatment</p>
 <p>Clinical Pharmacy</p>	 <p>Podiatry</p>	 <p>Health Insurance Enrollment</p>	 <p>Health Education & Outreach</p>	 <p>Case Management</p>	 <p>LGBTQ+ Services</p>	 <p>HIV Prevention & Treatment</p>



Our HIV prevention team provides services in the community where patients live, work, and play.



SCHOOL HEALTH

Community is at the heart of everything we do. Via Care is now partnered with one high school and four community colleges where we operate on-campus student health clinics. In 2021, Via Care staff supported campus events for COVID-19 testing and vaccine clinics, job fairs, group Zoom information sessions with providers, and back-to-school events. Our partnerships with Garfield High School, East L.A. College, West L.A. College, L.A. Trade-Technical College, and Rio Hondo College have given us the opportunity to care for a greater breadth of patients and have contributed to our overall growth. These community partnerships anchor Via Care in East L.A. and neighboring communities.

TOGETHER, WE ACCOMPLISHED SO MUCH

2021 IN REVIEW

COMMUNITY COLLABORATION | Governor Gavin Newsom with Via Care CEO Deborah Villar at a Via Care vaccine event at South Gate Park.



COMMUNITY PROTECTION | Via Care and the East L.A. Women's Center launched the CDC-funded CHICAS project to prevent HIV among East L.A. Latinas.



COMMUNITY SPIRIT | CCalac President & CEO Louise McCarthy and actress Fernanda Kelly donated medical gowns to Via Care through the Medical Gown Project.



COMMUNITY CARE | Baby2Baby helped Via Care moms and babies with diapers and other supplies in East L.A.



COMMUNITY HONORS | Via Care Chief Development Officer Patti Wagonhurst accepted an award at the East L.A. Chamber of Commerce holiday celebration.



COMMUNITY SERVICE | Assemblywoman Wendy Carrillo sponsored a Via Care COVID-19 vaccine event for more than 150 East L.A. community members.



COMMUNITY AWARENESS | Gilead supported Via Care in honoring Pride, Día de los Muertos, HIV Awareness and World AIDS Days.



COMMUNITY GROWTH | Via Care purchased the two beautiful "Botana & Gomez" buildings to be transformed into our Supportive Services Center.



COMMUNITY LOVE | On Mother's Day, Via Care showed appreciation for our hard-working moms with flowers and gifts.



COMMUNITY ACTION | Assemblywoman Wendy Carrillo with the Via Care outreach team at the Homeboy Industries 5K event.



COMMUNITY CELEBRATION | During National Health Center Week, Congresswoman Nanette Barragan visited the Via Care Tweedy Health Center in South Gate.



COMMUNITY STRENGTH | Congresswoman Judy Chu and ELAC President Dr. Alberto Roman visited the Via Care COVID-19 vaccine clinic at ELAC.



LEADERSHIP

Leading Via Care is our entrepreneurial team — a collaboration between our staff executives and board of directors. 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, making a significant difference in our service area.

BOARD OF DIRECTORS

John Donner
Board Chair

Jose Andrade, M.Ed.
Co-Vice Chair

Devon Rios, Esq.
Co-Vice Chair

Beatrice Bojorquez
Secretary

Ed Reyes
Treasurer

Wendy Ruiz
Board Member

Armando Lawrence
Board Member

Laura Barrera, MPA
Board Member

Fabian Torres
Board Member

Sylvia Villanueva
RN, MSN, FNP
Board Member

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

Howard Kim, DDS
Co-Director of Dental

Lourdes Olivares, LCSW
Chief Operations Officer

Tom Tu, DDS
Co-Director of Dental

Patti Wagonhurst, MA, MPH
Chief Development Officer

IN MEMORIAM

DONNA SCEMONS



Donna Scemons, PhD, FNP-C, a beloved board member, passed away in May of 2021. Donna, an esteemed mentor and professor of nursing at Cal State Los Angeles, embodied the concept of “community” with her tireless commitment to providing health access to the most vulnerable. All of us will miss Donna and her valuable contributions to Via Care and to the health and well-being of the East L.A. community.



FINANCES

THANK YOU TO OUR COMMUNITY OF DONORS AND SUPPORTERS!

GOVERNMENT AND PRIVATE FOUNDATION SUPPORTERS

Anthem Blue Cross
Architectural Glass & Aluminum
Archstone Foundation
Asian American Economic Development Association
Blue Shield
California Department of Health Care Services (DHCS)
California Health Care Foundation
Cedars-Sinai
Centers for Disease Control and Prevention (CDC)
Delta Dental Foundation
Direct Relief
East Los Angeles College
Essential Access Health
Federal Communications Commission (FCC)
Gilead
Health Net Foundation
Health Resources and Services Administration (HRSA)
Kaiser Permanente
Los Angeles Center for Law and Justice
Los Angeles County Department of Health Services, Office of Diversion and Reentry (DHS)
Los Angeles County Department of Public Health, Divisions of HIV and STD Programs (DHSP)
Los Angeles Trade-Technical College

L.A. Care Health Plan
Ralph M. Parsons Foundation
Rio Hondo College
Sierra Health Foundation
Substance Abuse and Mental Health Services Administration (SAMHSA)
SoCalGas
The L.A. Trust for Children's Health
QueensCare
Weingart Foundation
West L.A. College

INDIVIDUAL SUPPORTERS

Jose and Araceli Andrade
Clare and Chris Barnett
Laura Barrera
Beatrice Bojorquez
Christina Bugarin
Dr. Joanna Calderon
Johanna Cypis
Mahsa Dadkhah
Leslie Davis
Roberta Davis
Dr. Kamlesh Dhawan
John Donner
Kathy Duffy
Nina Falcetti
Dr. Casey Fu
Franklin Gonzalez
Joe Gotsill
Debbie Guerra
Dr. John Kwon
Rocky and Margo Lane
Armando Lawrence
Dr. Beggis Lieberg
Kaira Jewel Lingo
Dora Magana Burgos

Ben Massaband
Marissa McMillion-Olumoya
Anna Miranda
Maxine Moshay
Ken Neufeld
Lourdes Olivares
Maria Pappas
Janice and Kirk Pulley
Ed Reyes
Devon Rios
Gerry Rowland
Wendy Ruiz
Lynne Ruybalid
Yvette Sandoval
Donna Scemons
Kim Sleder
Sylvia Villanueva
Deborah Villar
Marianne and Rocky Wagonhurst
Patti Wagonhurst and Garret Cheves
Jennifer Yu
Nancy Zona

VOLUNTEERS

Brenda Allen
Norma Aguirre
Ellen Astryan
David Baltierra
Bella Barellano
Beatrice Bojorquez
Ruben Bojorquez
Debbie Castillo
Peter Castillo
Garret Cheves
Shea Cheves
Sendi Cisneros
Johanna Cypis
Clare De Briere

Xido Deng
Jason Donner
John Donner
Mirabai Dyson
Luz Galvan
Angelica Gamboa
Tony Green
Margarete Hahner
John Hanks
Bryan Haworth
Todd Hollien
Brenda Jall
Mark Kindhouse
Rocky and Rowan Lane
Paul Lanyi
Brittany Lopez
Celeste Lopez
Denise Lopez
Ellen Mair
Canandra Manansala
Merchant-Yates Family
Megan Moloughney
Monica Morales
Aram Nadjarian
Dante Navarro
Jimmy and Kay Osorio
Miguel Paredes
Dana Pederson
Gloria Rodriguez
Idalia Rodriguez
Susan Romero
Ely Rosales
Lynne Ruybalid
Vedanth Shethy
Jenny Walker
Fei Ye
Mari Zamora
Andrew Zappin
Stephanie Zubiate

VIA CARE COMMUNITY HEALTH CENTER, INC.

Statement of Activities for the Year Ended June 30, 2021

REVENUE	Patient Service Revenue	\$ 7,224,140
	Pharmacy Service Revenue	1,672,392
	Grant Revenue	5,800,679
	Contract Revenue	1,894,654
	Capitation Revenue	2,273,066
	Gifts in Kind	505,064
	Contributions	7,243
	Other income	1,194,624
	Total Operating Revenue	\$20,591,862
EXPENSES	Program Services	\$ 11,930,720
	Management and General	3,730,575
	Fundraising	338,997
	Total Operating Expenses	\$ 16,000,292
ASSETS	Change in Net Assets	\$ 4,591,570
	Net Assets Beginning of the Year	1,830,974
	Net Assets End of the Year	\$ 6,422,544

PATIENT INSURANCE

Of our total patient population, Via Care serves a higher percentage of undocumented patients than most of our clinic peers, underscoring our commitment to serving the most vulnerable in the community.

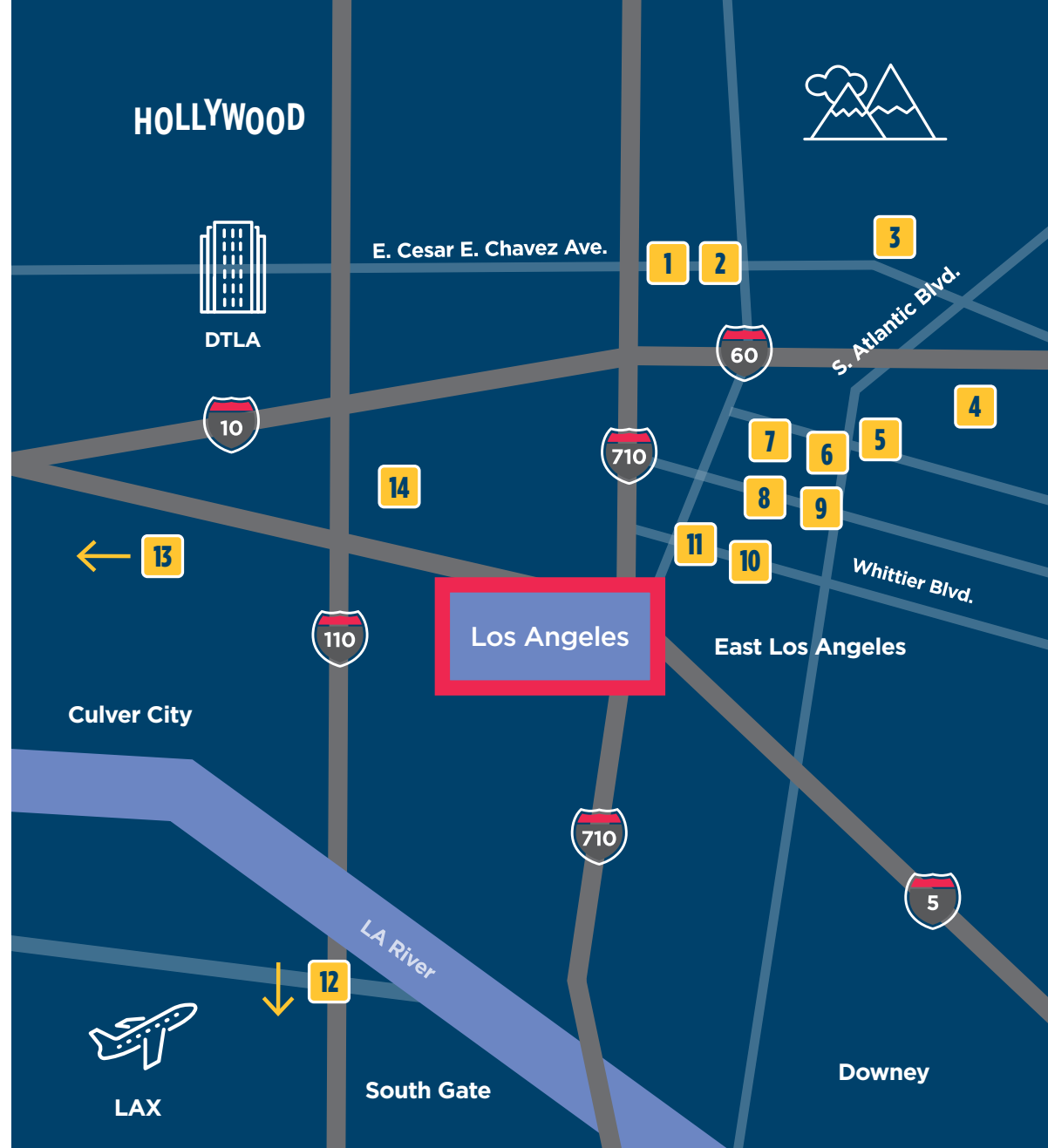
18% | Uninsured 77% | Medi-Cal/Other Public Insurance 2% | Medicare 3% | Private Insurance

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 Via Care Cesar Chavez West**
4755 E. Cesar E. Chavez Ave., Suite D, Los Angeles, CA 90022
- 2 Via Care Cesar Chavez Health Center**
4755 E. Cesar E. Chavez Avenue, Los Angeles, CA 90022
- 3 Via Care ELAC Student Health Center**
1301 Avenida Cesar Chavez, Monterey Park, CA 91754
- 4 Via Care Rio Hondo College Student Health Center**
6000 Workman Mill Road, Whittier, CA 90601
- 5 Via Care 280 Health Center**
280/284 S. Atlantic Boulevard, Los Angeles, CA 90022
- 6 Via Care 507 Family Health Center**
507 S. Atlantic Boulevard, Los Angeles, CA 90022
- 7 Via Care Garfield High School Wellness Center**
501 S. Woods Avenue, Los Angeles, CA 90022
- 8 Via Care 607 Health Center**
607 S. Atlantic Boulevard, Los Angeles, CA 90022
- 9 Via Care Pharmacy & Chronic Care Clinic**
615 S. Atlantic Boulevard, Los Angeles, CA 90022
- 10 Via Care Whittier Dental Clinic**
5017 Whittier Boulevard, Los Angeles, CA 90022
- 11 Via Care Whittier Health Center**
5015 Whittier Boulevard, Los Angeles, CA 90022
- 12 Via Care Tweedy Health Center**
4476 Tweedy Boulevard, South Gate, CA 90280
- 13 Via Care WLAC Student Health Center**
9000 Overland Avenue, Culver City, CA 90230
- 14 Via Care LATTC Student Health Center**
400 W. Washington Boulevard, Los Angeles, CA 90015

Photos courtesy of Andrew Zappin



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.