# Via Care

# SHAPING THE FUTURE

2023 | A Year of Progress

# OUR
# MISSION

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

# OUR
# VISION

Via Care **envisions** a world where **healthcare** is a **basic human right.**

# Deborah Villar
# President & CEO

At this point in Via Care's nine year history, I can confidently say that the organization is no stranger to growth and change. In 2023, Via Care channeled both growth and change into shaping the future of our community – in the myriad of services we offer, in the measured quality of care we provide, and in the constantly expanding access we provide to individuals in need.

In 2023, we purchased our second property on historic East Cesar E. Chavez Boulevard where we will build a state-of-the-art health and wellness campus. We also celebrated the opening of two new medical clinics, marking the expansion of our service area into Bellflower and the San Fernando Valley. Yet, during this time of rapid growth, we retained a strong focus on keeping our Medi-Cal patients insured through a statewide renewal and improving the health results of our patients by emphasizing a deep commitment to measured quality care within our clinics.

Thank you to all those who have played a part in Via Care's journey. We hope you enjoy this annual report!

Deborah Villar, President & CEO

## ASSEMBLYMEMBER WENDY CARRILLO
# A True Champion

In March of 2023, Via Care celebrated a transformational **$7.8 million investment** from a State of California budget appropriation, which was used to purchase the property at 4755 East Cesar E. Chavez Avenue, where Via Care currently rents its Cesar Chavez clinic. We were honored to be joined by California State Assemblymember Wendy Carrillo, who championed the state budget appropriation, former Mayor of Los Angeles, Antonio Villaraigosa, and former Speaker of the California Senate, John A. Perez. By acquiring the property and funding its redevelopment, Via Care is securing long-lasting access to a modern healthcare facility for the East L.A. community for years to come.

*"Via Care's staff has repeatedly proven their devotion to providing the highest quality care to this community and have never stopped providing services. I was honored to fight for this appropriation in the State Assembly and I am proud to deliver for this great organization."*

- Assemblymember Wendy Carrillo

# Community Covered

For the first time since the COVID-19 pandemic began in 2020, all Medi-Cal patients were subjected to a tedious renewal process in 2023. With over 89% of Via Care patients enrolled in Medi-Cal, the Medi-Cal redetermination renewal process presented a significant challenge to Via Care and its patients.

The Via Care enrollment team met this challenge. Led by Director of Managed Care, Louie Ulloa, the Via Care enrollment team spread the news of Medi-Cal redetermination through increased tabling presence across the community, daily onsite enrollment assistance at our 17 clinic sites, frequent marketing, and a summer health fair hosted in partnership with L.A. Care Health Plan. The Via Care team has exceeded L.A. county re-enrollment averages, re-enrolling over 98% of our patients.

### PAYING HOMAGE TO
## Our East L.A. Roots

Maintaining the strength and quality of our longest-standing community college partner, East Los Angeles Community College, is a strategic endeavor in every year of our operations. In 2023, we took time to sit down with ELAC's leadership, President Alberto J. Román and California State Assemblymember Mike Fong to discuss the present needs of the ELAC student population including mental health best practices and supportive services available at Via Care outside of regular school hours. Ensuring the continued strength and resilience of our first community college practice is a significant part of shaping the future of Via Care.

### SILVIA OREGEL'S
## Success Story

**Silvia Oregel came to Via Care in early 2023 seeking enrollment assistance. After getting to know Silvia's situation in more detail, Via Care enrollment officer, Silvia Torres, was able to enroll her in full-scope Medi-Cal benefits. With newly expanded access to full-scope Medi-Cal benefits, Silvia established regular care with Dr. Victor Ruiz, MD, Via Care's Director of Internal Medicine. Dr. Ruiz referred Silvia to a specialty provider for her chronic knee pain, and she will be undergoing knee replacement in 2024, with the cost being fully covered by her Medi-Cal benefits. Enrolling Silvia in full-scope Medi-Cal benefits dramatically impacted her life by enabling her to receive quality regular primary care and specialty care to treat longstanding chronic health issues.**

# EVOLUTION OF
# OUR SERVICES

Via Care was established in 2015 to address lack of access to healthcare for low-income residents of East Los Angeles, initially serving 2,884 patients. Since that time, we have expanded to a wider geographic area and continue to add **new services every year** based on community need.

## 2015

**CLINICS** | 2
**PATIENTS** | 2,884

Medical

Pediatrics

Dental

Mental Health Counseling

Insurance Enrollment

## 2016

**CLINICS** | 4
**PATIENTS** | 6,527

+ **Substance Use Counseling**

+ **School-based Health Services**

## 2017

**CLINICS** | 5
**PATIENTS** | 8,486

+ **Nutrition Counseling**

+ **Prenatal and Postpartum Care**

## 2018

**CLINICS** | 5
**PATIENTS** | 9,226

+ **Transportation**

+ **Pharmacy**

## 2019

**CLINICS** | 8
**PATIENTS** | 10,042

+ **HIV Prevention**

+ **Enhanced Care Management**

+ **Hep C Testing and Treatment**

## 2020

**CLINICS** | 11
**PATIENTS** | 10,950

+ **HIV Treatment**

+ **Transgender Health**

## 2021

**CLINICS** | 13
**PATIENTS** | 17,277

+ **Opioid Addiction Treatment**

## 2022

**CLINICS** | 16
**PATIENTS** | 19,608

+ **Overdose Prevention**

## 2023

**CLINICS** | 17
**PATIENTS** | 21,580

+ **Psychiatry**

**+** = Added Services

# BY THE NUMBERS

## Visits

### 123,026
Total Patient Visits

**15,732**
Dental Visits

**6,649**
Behavioral Health Visits

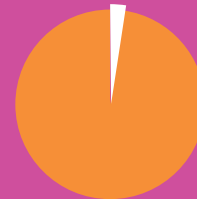**77,813**
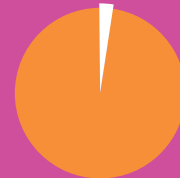Medical Visits

**16,695**
Case Management Visits

## Patients

**21,580** Total Number of Patients

**%** Below 200% Federal Poverty Line — 89

**%** Speak Spanish — 74

**%** Are Children — 28

## Insurance

**5%** Uninsured

**89%** Medi-Cal/Other Public Insurance

**3%** Medicare

**3%** Private Insurance
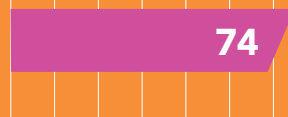
## Team

**325**
Number of Employees

**42.5%** ▲
Employee Growth from 2022

**64**
Medical, Dental, and Behavioral Health Providers

All data points recorded are from January 1, 2023 through December 31, 2023.

# OUR COMMITMENT TO
# Quality

Providing high-quality services to our patients has always been a strategic focus for Via Care. In 2023, Director of Quality and Family Medicine Provider, Demetrio Cardenas, P.A., took quality care to the next level. Using the Healthcare Effectiveness Data and Information Set (HEDIS) quality performance tools, Demetrio and his team strategically focus on top HEDIS measures that disproportionately impact the low-income and majority Latino patient base they serve. These measures include colorectal cancer, breast cancer, cervical cancer, STIs, STDs, HIV, obesity, and heart disease. By regularly encouraging and reminding patients to undergo routine screenings, Via Care was able to measure a positive improvement in their reported HEDIS measurements year over year, often reporting 2% to 15% above national averages.

Due to this team effort, Via Care was recognized for their quality improvement successes by receiving six HRSA badges commending their quality of service, and by securing the sought-after Patient Centered Medical Home certification. This top recognition recognizes not only Via Care's focus on quality, but also its dedication to increasing access to healthcare and taking a patient-centered approach to care.

RECOGNIZED
NCQA
PATIENT-CENTERED
MEDICAL HOME

Health Resources and Services Administration
**HRSA**
Health Center Program
ACCESS ENHANCER
2023 Awardee

Health Resources and Services Administration
**HRSA**
Health Center Program
HEALTH CENTER QUALITY LEADER
2023 Awardee

Health Resources and Services Administration
**HRSA**
Health Center Program
HEALTH DISPARITIES REDUCER
2023 Awardee

Health Resources and Services Administration
**HRSA**
Health Center Program
ADVANCING HIT FOR QUALITY
2023 Awardee

Health Resources and Services Administration
**HRSA**
Health Center Program
ADDRESSING SOCIAL RISK FACTORS
2023 Awardee

FEDERAL TORT CLAIMS ACT
**HRSA**
Health Center Program
FSHCAA Deemed Health Center

**27.2 point increase from 2021–2023**

## 27.2%⬆

### Dental Sealants in Children Ages 6-9

2021 – **24.6%** of patients
2022 – **46.8%** of patients
2023 – **51.8%** of patients

UDS average – **58.4%**

**8.2 point increase from 2021–2023**

## 8.2%⬆

### Mammograms in Patients Aged 40+

2021 – **39.7%**
2022 – **43.2%**
2023 – **48.1%**

UDS average – **45%**

**5.9 point increase from 2021–2023**

## 5.9%⬆

### Diabetic Patients A1C Under Control

2021 – **59.9%**
2022 – **61%**
2023 – **65.8%**

UDS average – above **65%**

# GROWTH
## IN 2023



## NEW BEGINNINGS IN
## Bellflower

Spring 2023 marked the opening of Via Care's Bellflower Health Center, a 5,000-square-foot clinic near the intersection of the 605 and 91 freeways. This new clinic represents both a regional expansion for Via Care and further development in the partnership between Via Care and Presbyterian Intercommunity Hospital (PIH).

Now in their third year of formal partnership, Via Care and PIH have established a primary care medical and specialty home for over 14,500 individuals. At Via Care and PIH's shared Bellflower and South Gate clinics, Medi-Cal beneficiaries receive quality primary, dental, and behavioral healthcare and a variety of supplementary support services unique to Via Care's FQHC integrative medicine practice model. PIH's leading hospital and urgent care centers meet the more urgent medical needs of the community, serving as a resource partner to Via Care patients during medical emergencies and for surgeries, obstetric care, and specialty care.





## PROUDLY SEEING STUDENTS IN THE
## San Fernando Valley

Via Care added a new site to its roster of five community college partners, expanding its footprint into the San Fernando Valley. With the opening of the Via Care Student Health & Wellness Center at Los Angeles Valley College (LAVC) in June of 2023, Via Care expands its service offerings to over 20,000 students. The Via Care Student Health & Wellness Center is housed in a modern and spacious new facility complete with six patient rooms and two behavioral health offices.

## GRAND OPENING OF
## Our Flagship Clinic

In June 2023, Via Care celebrated the major remodel of our 507 Flagship Clinic with a luncheon and ribbon cutting ceremony for employees, the board of directors, and donors of the new facility! A complete gutting and redesign, new signage, sustainable landscaping, and new equipment brought the dream of a modern family health center to life for the East Los Angeles community.

# Looking Forward



**BUILDING FOR THE FUTURE**

The Campaign for Via Care

Via Care continues to break boundaries in its effort to secure and invest in high-quality and long-lasting healthcare facilities for the East L.A. community. Breaking ground in March 2025, Via Care will build a state-of-the-art healthcare campus to serve thousands of East Los Angeles residents who urgently need access to comprehensive and dependable healthcare. Via Care bought the two Botana & Gomez parcels, then purchased four adjacent parcels with a generous appropriation grant championed by Assembly Member Wendy Carrillo. Together, the Cesar Chavez Health & Wellness Campus will comprise 48,912 square feet of space that will include medical, dental, behavioral health, and many other supportive services, including case management, a retail pharmacy, and after-hours urgent care. Over 35,408 patients will be seen annually. The campus is a future-minded investment, providing a high-quality permanent healthcare facility in the center of the historic Maravilla corridor of East L.A.

## CAMPUS Highlights

**URGENT CARE & RETAIL PHARMACY**
two new service offerings that will dramatically increase access to after-hours care and low-cost prescriptions

**48,912-SQUARE-FOOT** healthcare facility

**158,816 VISITS** projected annually across medical, dental, and behavioral health

**35,408 INDIVIDUALS** from low-income households served annually

**15,000 CASE MANAGEMENT** visits annually

### 4743 East Cesar E. Chavez Boulevard, Los Angeles, CA 90022

PHASE 1          PHASE 2

# OUR
# Leadership

Via Care is proud to be supported by a diverse group of staff executives and board of directors, who each come to Via Care with a unique background of experience in the world of community health. Many of these leaders, including President & CEO, Deborah Villar, have been with Via Care since its founding in 2015 and are directly responsible for the organization's impressive growth.

Armando Lawrence, Wendy Ruiz, and Fabian Torres not pictured.

## Board of Directors

**John Donner, Board Chair**
Senior Advisor
Vectis Strategies

**Devon Rios, Esq., Co-Vice Chair**
Attorney-at-Law
Law Offices of Devon Rios Barellano

**Jose Andrade, Co-Vice Chair**
Educator
James A. Garfield High School

**Beatriz Bojorquez, Secretary**
Educator
Casa Cultural Saybrook Park

**Edward J. Reyes, Treasurer**
Director of Accounting Operations
Southern California Gas Company

**Laura Berrera, MPA**
Consultant
LB Consulting, Inc.

**Armando Lawrence**
Community Leader

**Wendy Ruiz**
Community Activist

**Fabian Torres, MBA**
Business Development Consultant
Nomad Desk US

**Sylvia Villanueva, RN, MSN, FNP**
Registered Nurse Practitioner
Retired

## Executive Team

**Deborah Villar**
President & CEO

**Christina Bugarin**
Chief Financial Officer

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

**Franklin Gonzalez**
Chief Administration
Officer

**Lourdes Olivares, LCSW**
Chief Operations Officer

**Maria Valdez-Franco**
Chief Compliance Officer

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

**Jonathan Weedman**
Chief External Relations
Officer

## OUR NEWEST EXECUTIVE OFFICER
# Hats off to Maria!

**Congratulations to Maria Valdez-Franco who was promoted to Via Care's executive team in 2023 as the organization's Chief Compliance Officer. Often known as the "mil-usos" (a thousand uses) of Via Care, Maria has risen through the ranks of the community clinic system, bringing her years of experience as a medical assistant, operations manager, and women's health director to her new role.**

# Financials | Statement of Activities for the Year Ended June 30, 2023

## Revenue

**Total Operating Revenue: $41,716,506**

**$14,417,676**
Patient Services

**$2,401,788**
Pharmacy Services

**$17,812,530**
Grants

**$9,342**
Contributions

**$3,112,368**
Contracts

**$3,921,552**
Capitation

**$9,261**
Gifts in Kind

**$31,989**
Other Income

## Expenses

**Total Operating Expenses: $30,231,687**

**$23,119,469**
Program Services

**$521,307**
Fundraising

**$6,590,911**
Management & General

## Assets

**Change in Net Assets: $11,484,819**

**$10,815,683**
Net Assets Start of the Year

**$22,300,502**
Net Assets End of the Year

## Government & Private Foundation Partners

Via Care's growth would not be possible without the donations of private foundations and government offices.
**Thank you to all who have contributed to Via Care's future in 2023!**

Ahmanson Foundation

Anthem Blue Cross

Archstone Foundation

Banc of California

Blue Shield of CA

California Community Foundation

CA Department of Health Care Services (DHCS)

CA Department of Health and Human Services (CalHHS)

CA Department of Public Health (CDPH)

California Healthcare Foundation

California Primary Care Association (CPCA)

Cedars Sinai

Center for Care Innovations

Centers for Disease Control (CDC)

Centers for Disease Control Foundation (CDCF)

Cintas Corporation

Community Clinic Association of Los Angeles County (CCALAC)

Delta Dental Foundation

Direct Relief

East Los Angeles College

Essential Access Health

Gilead

Health Net

Health Services and Resources Administration (HRSA)

Heluna Health

Kaiser Permanente

L.A. Care Health Plan

Los Angeles County Department of Health Services

Los Angeles County Department of Public Health

Los Angeles Trade Technical College

L.A. Trust for Children's Health

Office of Violence Against Women

Olive View/UCLA Medical Center

QueensCare

Rio Hondo College

Rose Hills Foundation

S. Mark Taper Foundation

Southern California Gas Company

Substance Abuse and Mental Health Services Authority (SAMHSA)

Tides Foundation

Valley Community College
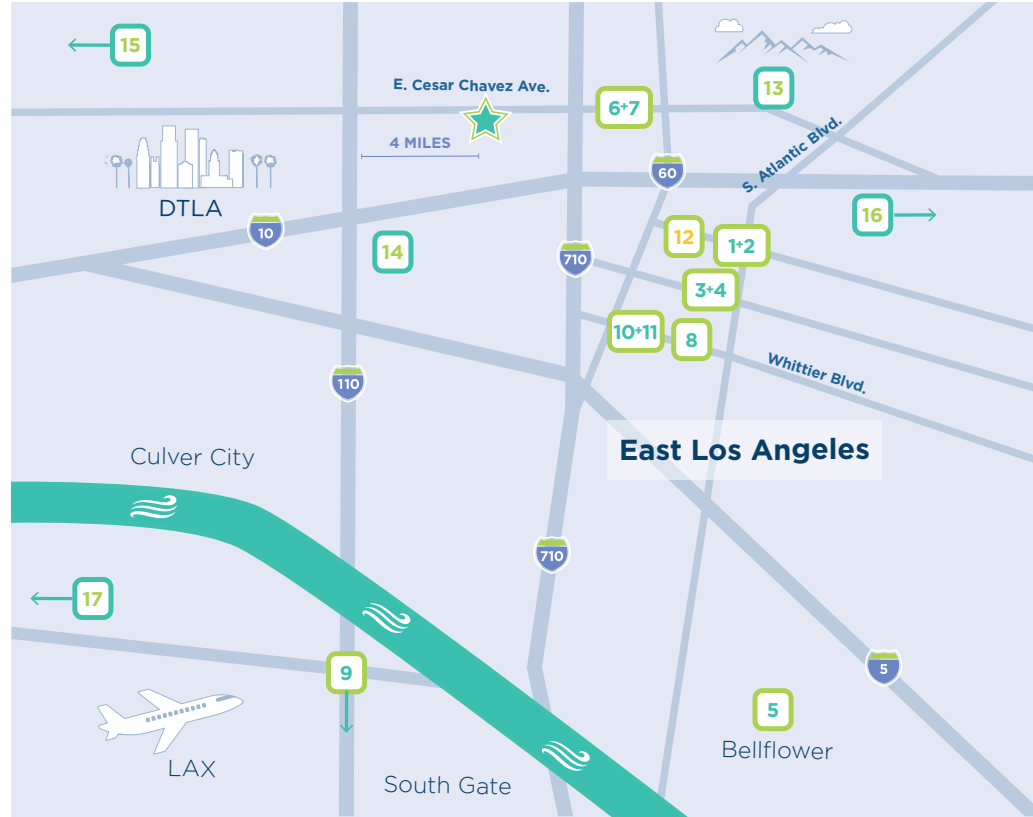
Wells Fargo Foundation

West Los Angeles College

# Our Clinics

Via Care has 17 service sites located in East L.A., South Gate, Bellflower, and dispersed across the Greater Los Angeles area.

## VIA CARE COMMUNITY HEALTH CENTERS

**★ 1st Street Administrative Headquarters**
3601 E. 1st St.
Los Angeles, CA 90063

**1 501 Case Management & Special Programs Office**
501 S. Atlantic Blvd.
Los Angeles, CA 90022

**2 507 Family Health Center**
507 S. Atlantic Blvd.
Los Angeles, CA 90022

**3 607 Family Health Center**
607 S. Atlantic Blvd.
Los Angeles, CA 90022

**4 609 Family Health Center**
609 S. Atlantic Blvd.
Los Angeles, CA 90022

**5 Bellflower Health Center**
10230 Artesia Blvd.
Bellflower, CA 90706

**6 Cesar Chavez Health Center**
4755 East Cesar E Chavez Ave.
Los Angeles, CA 90022

**7 Cesar Chavez West**
4755 East Cesar E Chavez Ave.
Suite D, Los Angeles, CA 90022

**8 Pharmacy & Chronic Care Clinic**
615 S. Atlantic Blvd.
Los Angeles, CA 90022

**9 Tweedy Health Center**
4476 Tweedy Blvd., Suite B
South Gate, CA 90280

**10 Whittier Health Center**
5015 Whittier Blvd.
Los Angeles, CA 90022

**11 Whittier Dental Clinic**
5017 Whittier Blvd.
Los Angeles, CA 90022



East Los Angeles

DTLA · Culver City · LAX · South Gate · Bellflower

E. Cesar Chavez Ave. · 4 MILES · S. Atlantic Blvd. · Whittier Blvd.

## VIA CARE SCHOOL-BASED HEALTH CENTERS

**12 Garfield High School Wellness Center**
501 S. Woods Ave.
Los Angeles, CA 90022

## VIA CARE CAMPUS HEALTH CENTERS

**13 ELAC Student Health Center**
1301 Avenida Cesar Chavez
Monterey Park, CA 91754

**14 LATTC Student Health Center**
400 Washington Blvd.
Los Angeles, CA, 90015

**15 LAVC Student Health 15**
5800 Fulton Ave.
Valley Glen, CA 91401

**16 Rio Hondo College Student Health Center**
3600 Workman Mill Rd.
Whittier, CA 90601

**17 West L.A. Community College Student Health Center**
9000 Overland Ave.
Culver City, CA 90230

## Via Care

**323 . 268 . 9191** viacarela.org | @viacarela  f  ⬤  in

Photo Credit: Ivan Flores, Christopher Reale and Tom Tu, DDS