

YA ME VACUNÉ CONTRA EL COVID 19!
HEALTHCARE IS A HUMAN RIGHT
Clinica Romero

I GOT MY COVID 19 VACCINE!

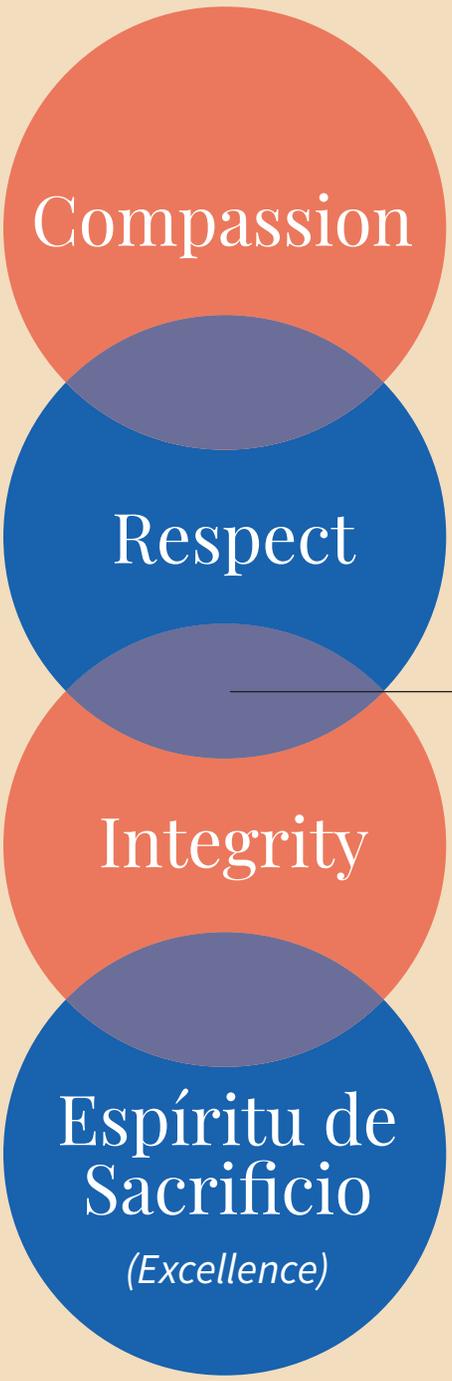
Clínica Romero

Annual Report

2021

MISSION AND VALUES

To provide quality, affordable, and culturally-sensitive health care and other services to the underserved communities of Greater Los Angeles regardless of their ability to pay by upholding the legacy and tradition of Monseñor Oscar A. Romero.



Compassion

Respect

Integrity

Espíritu de
Sacrificio
(Excellence)

THE PROBLEM

Thousands in LA County remain uninsured and lack regular access to high quality health care services.

OUR SOLUTION

**CLÍNICA ROMERO BELIEVES THAT
HEALTHCARE IS A HUMAN RIGHT.**

Regardless of one's insurance status or ability to pay. We provide comprehensive, high quality care to underserved populations living in Los Angeles County.

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Dear Friends,

The COVID-19 pandemic continues to present challenges to organizations around the world, particularly for health service organizations like ours, that are fighting on the frontlines on a daily basis. Looking back on the past year, there is a sense of pride as we think about all of our accomplishments at Clínica Romero. We have persevered through the second year of the pandemic, thanks to the dedication and passion of our staff, leadership team, and board of directors. Their commitment to providing services to those most in need in Los Angeles has been unwavering and inspiring.

It is undeniable that low-income and predominantly black and brown communities have been disproportionately impacted by the pandemic. That is, the communities just outside of our clinic walls. Health inequalities that existed prior to the pandemic have only been exacerbated due to the increasing strain on the health care system. As advocates of “health as a human right,” we knew that despite the many challenges before us, we had to serve as a beacon of hope for our communities.

Over the past year, Clínica Romero served over 10,000 patients! We continued to provide telehealth services amidst a return to in-person modalities; were certified as a COVID-19 vaccine clinic and administered over 25,000 vaccines; offered pharmacy delivery services to our most vulnerable patients to lower infection risk; and provided hot meals and food vouchers to thousands of families experiencing food insecurity.

In addition to providing much needed services to our community, we also embarked on developing a new strategic plan that would help us navigate the “new normal.” The future looks bright for Clínica Romero! In 2022, we look forward to breaking ground on renovation projects at our Alvarado clinic and Msr. Romero Community Center sites, opening a new clinic site in Montebello, offering new specialty services, and expanding full coverage access to newly Medi-Cal eligible undocumented seniors in our community.

I would like to thank our staff, board of directors, volunteers, donors, and friends of Clínica Romero for their contributions and support throughout the past year. We look forward to a better year ahead and to continue working with our team and partners to overcome the pandemic and serve “nuestra comunidad.”



Carlos Vaquerano

CARLOS VAQUERANO

Chief Executive Officer





Serving our
community for
over 39 years!



"Clínica Romero is a beacon of hope – providing quality, affordable, and culturally-sensitive health care to our immigrant and low-income communities who call Westlake and the Eastside home. I'm thankful for their commitment to our most vulnerable Angelenos, particularly during the COVID-19 pandemic, and look forward to our continued partnership together. "



HILDA L. SOLIS

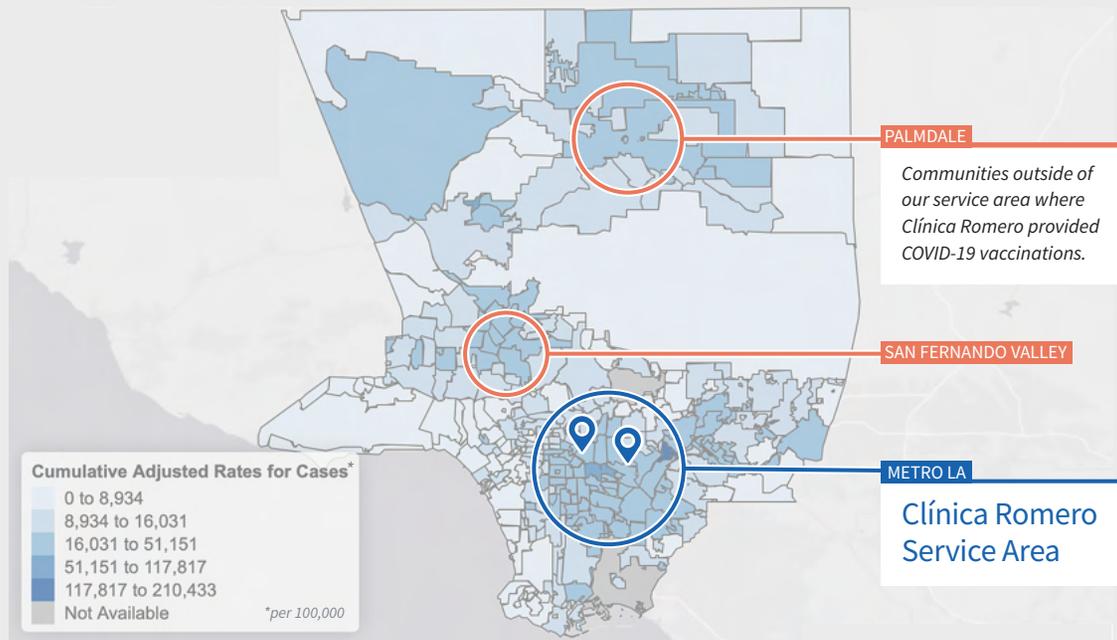
Los Angeles County Board of Supervisors Chair







County of Los Angeles Public Health Department Data: COVID Cases (November 2021)



COVID

IN OUR COMMUNITY

Clínica Romero serves areas of Los Angeles that were among the hardest hit by the COVID-19 pandemic, including the neighborhoods of Pico Union/Westlake and Boyle Heights. Unfortunately, families in these neighborhoods experienced higher rates of COVID-19 due to risk factors such as high density, crowded living conditions, being employed in the service industry, and due to the fact that many undocumented individuals lack access to health insurance and are afraid to seek help. Many of our patients did not have the luxury of working from home or lost their jobs altogether.

Individuals in our community regularly face numerous barriers, such as lack of health insurance or reliable transportation, when seeking medical care. During the pandemic, additional barriers surfaced given that the majority of health and social services shifted to an online format. Many Clínica Romero patients lacked internet access, smart technology, or the digital skills required to connect to online platforms. Throughout the pandemic,

COVID-19 testing and vaccination appointments were available via online platforms and took place at mega COVID sites. LA County mega testing and vaccination sites were an option for some people, however these sites did not cater to all and are not reaching those most impacted by the pandemic.

In response to the pandemic, Clínica Romero rapidly began to offer COVID-19 testing and vaccinations both within and outside of its clinic walls. We partnered with other trusted community-based organizations and elected officials, including Governor Newsom, Mayor Garcetti, County Supervisor Hilda Solis, City Councilmembers De Leon, O'Farrell, and Cedillo, Assemblymembers Carrillo and Santiago, State Senator Maria Elena Durazo, and US Representative Jimmy Gomez, among others. We set up testing sites throughout the service area and through our outreach efforts we were able to test thousands of community members, gave out much needed PPE, and provided accurate COVID-19 health information. We pride ourselves in working with community partners to meet people where they work, go to school, grocery shop, and worship.

We have been providing medical care and vaccinating these communities for decades. We have built trust with our patients and provide the support they need to lead healthy lives. Clínica Romero operates under the mission to protect, engage, and empower our vulnerable patient populations to become leaders of their own health and wellness.

AT THE HEIGHT OF THE PANDEMIC

32%

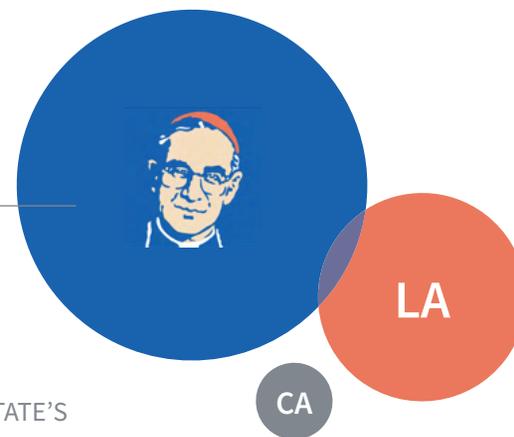
CLÍNICA ROMERO'S COVID POSITIVITY RATE

2x

NEARLY TWICE THE LA COUNTY RATE OF 19%

5x

ALMOST FIVE TIMES THE STATE'S RATE OF 7%



OUR FAMILIES LIVE IN THE EPICENTER OF THE PANDEMIC

With over **105,000 cases** in the communities that are home to our two clinics. In the area of Boyle Heights/East LA served by our Marengo clinic, a stunning **36% of the total population** was infected. Similarly, **28% of the population** in Pico Union/Westlake served by our Alvarado clinic has tested positive for COVID.

County of Los Angeles Public Health Department Data: COVID Cases (November 2021)



"Our partnership with Clínica has grown and flourished since we started a promotores led cancer education and screening program together which has educated thousands, screened hundreds, eliminated barriers to access and built community trust. This program has made a significant impact in the Pico-Westlake neighborhood which has a higher incidence of late-stage breast cancer diagnosis than any other part of Los Angeles County. I extend my sincere gratitude to the Promotores and the entire management of Clínica Romero for all that they do for our communities and for their partnership."



ZUL SURANI

Associate Director, Community Outreach and Engagement at Cedars-Sinai Cancer





Patient Highlight



"I have been a Clínica Romero patient since 2016 and I am very happy with the services that they provide. When I heard about the clinic, I had not seen a doctor for many years because of lack of health insurance and resources. But one of the Promotoras told me all about the MyHealth LA program and how I could get an appointment. Every time that I come into the clinic, I am treated with respect. I have been approached by other clinics in the area, but I will not leave Clínica Romero because they helped me when I needed it the most."

ROBERTO

Clínica Romero Patient

Our Impact



10,000+
UNDUPLICATED PATIENTS SERVED

25,000+ COVID-19
VACCINATIONS ADMINISTERED
AS OF DECEMBER 2021

28,654 MEDICAL VISITS

2,975 DENTAL VISITS

8,309 MENTAL HEALTH VISITS

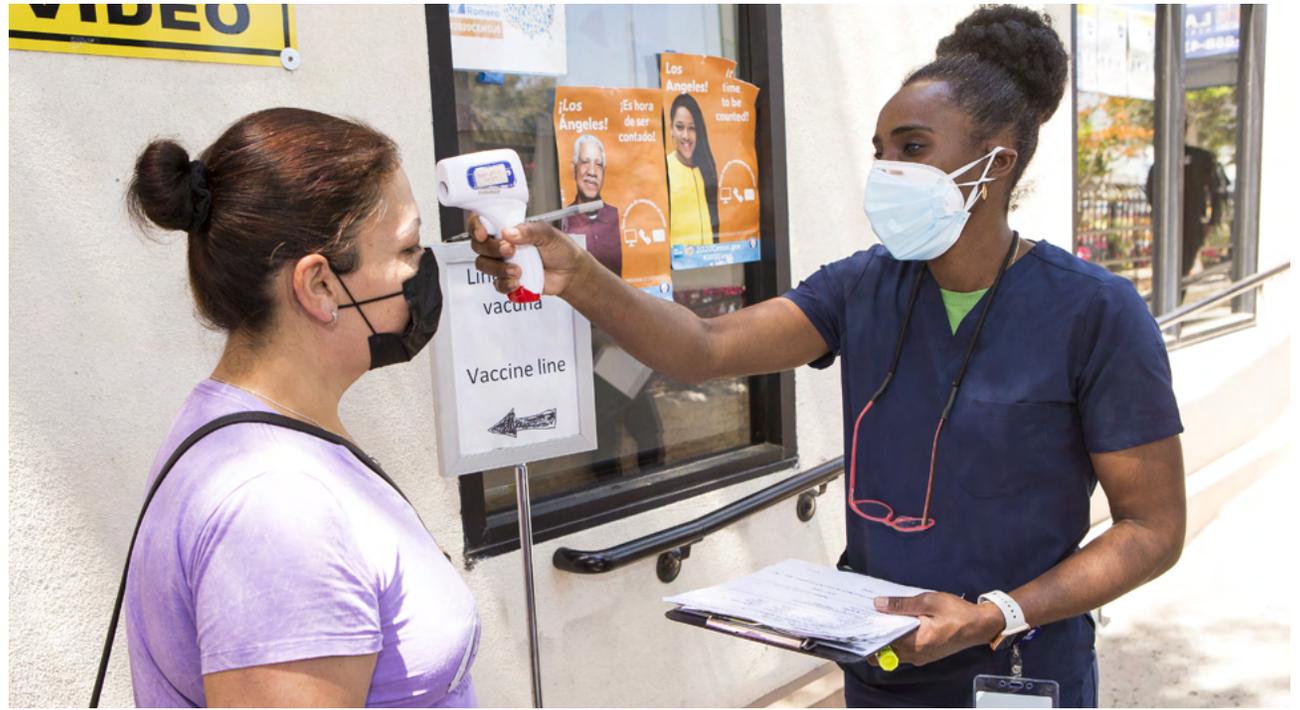
8,654 SUBSTANCE ABUSE TREATMENT VISITS

ADDRESSING SOCIAL DETERMINANTS OF HEALTH

1,567 MEDICATIONS DELIVERED

3,500 HOT MEALS

1,000 FOOD VOUCHERS





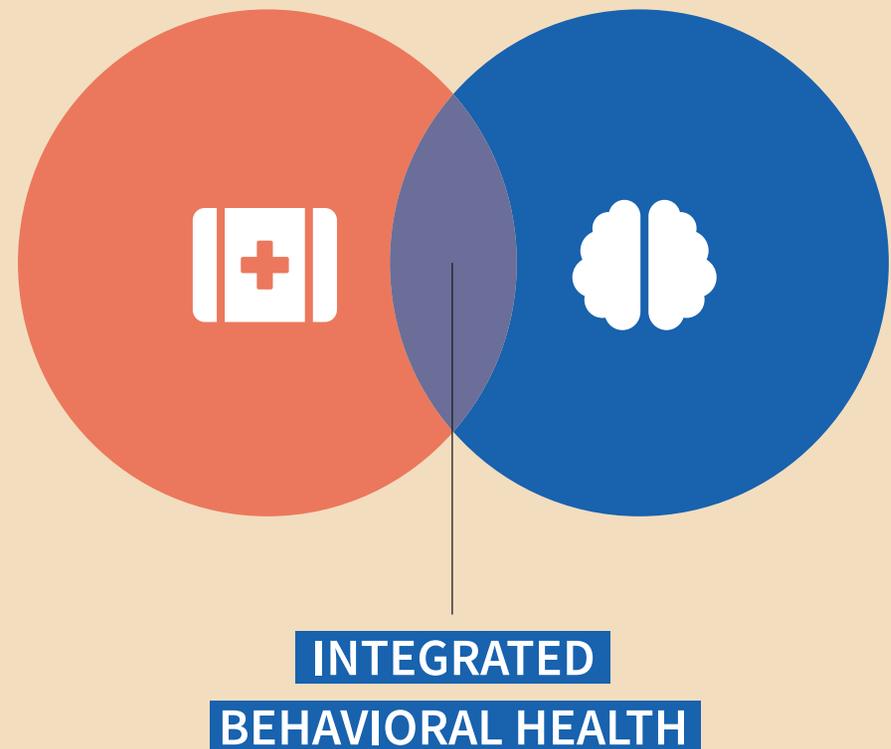
Integrative Care

Over the past five years, Clínica Romero has been able to expand and better integrate behavioral health services within our primary care practice. Funding from the U.S. Health Resources and Services Administration (HRSA) and LA County Department of Public Health (LADPH) has been instrumental in the:

- ✓ Expansion of Mental Health & Substance Use Disorder services
- ✓ Hiring of Behavioral Health Integration Specialists that provide patients with linkage to behavioral health services
- ✓ Addition of Psychiatry as a new service modality

At both of our clinic sites, medical and behavioral health clinicians collaborate with each other and patients to address identified health concerns. Cross-departmental collaboration ensures that we are providing patient-centered care that allows consideration of social determinants of health that may present barriers to care. Removing barriers to care is instrumental in supporting patients reach their health goals and improve their wellbeing.

Serving Our Community



Financials

STATEMENT OF ACTIVITIES

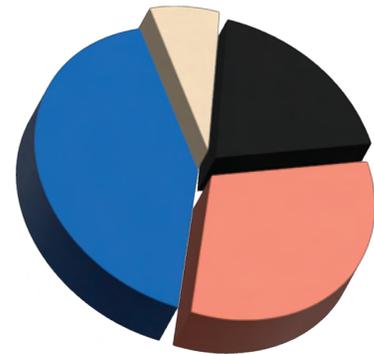
(FY END 2020)

NET ASSETS CHANGE

Beginning of Year	\$1,865,224
End of Year	\$2,787,096
CHANGE IN NET ASSETS	\$921,872

REVENUE

Program Revenue	\$6,374,303
Public Support	\$4,880,703
Other	\$2,917,762
Private Support	\$ 1,046,759
GRAND TOTAL	\$15,219,527

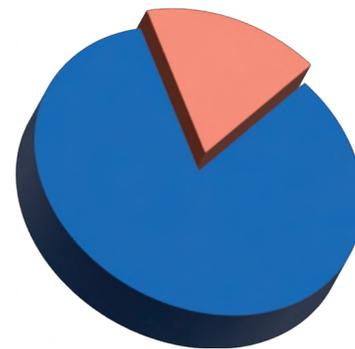


REVENUE

- 42% Program Revenue
- 32% Public Support
- 19% Other
- 7% Private Support

EXPENSES

Medical	\$10,073,499
Administrative	\$2,336,571
Dental	\$1,296,761
Health Education	\$438,491
Development/Fundraising	\$152,333
GRAND TOTAL	\$14,297,655



EXPENSES

- 83% Program
- 17% Administrative



Patient Highlight



“Clínica Romero has been my go-to clinic for over 15 years! I used to go to a private clinic but I was not happy with their service. A friend recommended Clínica Romero and I was so happy when I made the switch. I really like the attention they offer. I am a little older and they just take care of everything for me here. I owe so much thanks to Clínica Romero and their staff. God bless San Romero!”

GLORIA

Clínica Romero Patient



THANK YOU TO OUR STAFF

Your dedication
makes all the
difference

Despite the numerous challenges brought forth by the pandemic, Clínica Romero staff worked tirelessly to meet the needs of our community. Our patients and community members undoubtedly benefit due to your dedication and commitment to providing high quality care. We thank you for your service.



Funders and Supporters

GOVERNMENT

- California Department of Social Services
- LA County Department of Public Health
- Frank D. Lanterman Regional Center
- LA County Supervisor Hilda Solis
- Health Resources & Services Administration
- Office of Governor Gavin Newsom
- LA City Council Member Mitch O'Farrell

PRIVATE

- Annenberg Foundation
- Immigrant Legal Resource Center
- Asian Americans Advancing Justice
- LA 2050
- Bank of America
- LA Care Community Benefit
- California Community Foundation
- Northeast Valley Health Corporation
- Cedars-Sinai Community Benefit
- Public Health Institute
- Centers for Care Innovation
- Ralph M. Parsons Foundation
- City National Bank
- S. Mark Taper Foundation
- Community Health Centers
- Tides Foundation
- Direct Relief
- Unidos US
- Essential Access Health
- USC Good Neighbors
- Everychild Foundation
- Weingart Foundation
- Golden State Opportunity Foundation
- Wells Fargo Foundation
- GROW @Annenberg
- Hispanic Federation



"National Health Foundation's partnership with Clínica Romero has been essential in meeting the increased health needs of our communities during a pandemic. Together, we were able to mobilize efforts in communities with the greatest need by providing access to health fairs and vaccine clinics. We look forward to a long and successful partnership!"



KELLY BRUNO
 President and CEO,
 National Health Foundation

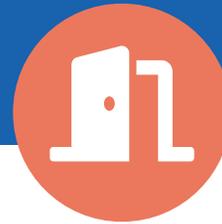
Looking Into the Future

Despite the many challenges of the past year, Clínica Romero's future looks very bright! With a new strategic plan in place, our Board of Directors and the executive team are leading the way for organizational growth and efforts to improve the patient experience. Some of the exciting efforts for the upcoming year include:



Renovations & Updates

In 2022, our two Pico Union/Westlake sites will be undergoing physical updates. Our Alvarado clinic will be renovated to expand our pharmacy, increase the number of exam rooms, and improve the overall clinic flow. Our nearby community center will receive interior and exterior renovations and provide much needed office space for our growing staff, and a new location for health education workshops led by our Promotores/Community Health Workers.



Specialty Clinic Grand Opening

Look out for the grand opening of our new specialty clinic in 2022. In partnership with the Frank D. Lanterman Regional Center, Clínica Romero has built specialized exam rooms at its Alvarado site that cater to patients with a developmental disability, cerebral palsy, autism spectrum disorder, or an intellectual disability.



Brand New Clinic Sites within our Service Area

Clínica Romero will be opening the doors at our new clinic site in Montebello! This site will expand our reach to over 1,000 patients on an annual basis. In addition to seeing more patients, addition of service modalities to these sites is in the works.





"When Los Angeles became the epicenter of the global pandemic, my district became Ground Zero as we watched communities of color ravaged at unprecedented rates. Thanks to Clínica Romero's demonstrated commitment to serving low-income families or those without health insurance, they were selected as one of the first clinics in the County authorized to provide vaccinations. Clínica Romero's efforts saved countless lives from Covid alone, but their everyday healthcare work goes further in preventing many more ailments that impact our communities."



KEVIN DE LEÓN

Los Angeles City Councilmember

"It is important to me as a donor to support healthcare in hard-to-reach communities, however during the COVID-19 pandemic it became essential to support Clínica Romero's community-centered healthcare approach. Clínica Romero has been and continues to be a lifeline for the residents in hard-to-reach Los Angeles communities, and I can think of no better clinic in the region to support."



GREGORY ANNEBERG WEINGARTEN

Vice President and Director, Annenberg Foundation and Founder, GRoW @ Annenberg



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Help us fight health inequity in our community.

DONATE TODAY

clinaromero.com/donate



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