



Clínica



Monseñor Oscar A.

Romero

**HEALTHCARE IS
A HUMAN RIGHT**



*From Adversity
to Prosperity*

*41 Years of
Service and More*

Clínica Monseñor Oscar A. Romero's **2023–2024 ANNUAL REPORT**



MESSAGE FROM CARLOS VAQUERANO,

Chief Executive Officer

Since its inception, Clínica Romero has stood as a bastion for hope in healthcare among our community's most underserved populations. For forty years, we have tirelessly worked to provide healthcare services to those in need, regardless of their ability to pay, or immigration status.

Reflecting on these four decades has shown us just how much we have been able to accomplish. From its humble beginnings of a voluntary organization to now standing as the largest Salvadoran organization in the United States, Clínica Romero has a workforce of over 250 employees, and is proud to provide living wages to our union employees. Additionally, Clínica Romero is proud to have gone from only a few hundred patients to now over twenty thousand patients across our six clinic sites. These patients are some of Los Angeles County's most in need. Of the service area residents Clínica Romero supports, 29.8% are without a high school diploma, and 17.2% have less than a ninth-grade education. Just over 46% of the residents in the service area (but 100% of Clínica Romero patients) are low income, and 20.6% live below the poverty level. Furthermore, 44.1% receive public insurance benefits (Medicaid, Medicare, or other public insurance), and 13.7% are uninsured. With the recent expansions of our Street Medicine Team, over 12% of the patients we see are now unhoused individuals. This equates to roughly 1,200 unique patients each year.

Despite the difficult circumstances our patients face, the future for Clínica Romero and its patient population is bright – as we prepare to open our new Immigrant Wellness & Cultural Center, we prepare to offer an outlet for those immigrant communities suffering from trauma of war and threat of deportation. The Wellness Center will be designed to support adults and children who have suffered due to their immigration status or flight from worn-torn homes. To support this initiative, Clínica Romero purchased a new building, which will be converted into both a cultural center, where our community can celebrate their culture and traditions, and spaces for wellness treatment so our immigrant populations to heal.

It is thanks to our staff, board members, funders, community members, elected officials, supporters, partners, and our patients that Clínica Romero is able to reflect on these forty years of growth, and for an amazing 2023-2024 successful year. We thank you for joining us on this journey and look forward to continued counting on you.



**Carlos
Vaquerano**
*Chief Executive
Officer*

MESSAGE FROM MAYOR BASS

Congratulatory Letter from Mayor Bass



KAREN BASS

November 16, 2023

Dear Friends,

With great pleasure, I extend my warmest congratulations to Clínica Monseñor Oscar A. Romero on hosting its 40th Anniversary Celebration. Founded in 1983, Clínica Romero aims to provide an array of high quality, affordable, and culturally-sensitive health care and other services to the underserved communities of Greater Los Angeles, regardless of their ability to pay. Over the years, Clínica Romero has grown from one clinic to now six clinics, and from a few hundred patients to over twenty thousand patients. I applaud the organization's commitment to improving access to healthcare for Angelenos.

You have my best wishes on a memorable event!

Sincerely,

Karen Bass

Clínica Monseñor Oscar A. Romero's **LEADERSHIP THROUGHOUT THE YEARS**

CURRENT BOARD OF DIRECTORS

Dr. Sonia Molina *Board President*
Marin Castillo Valle *Board Vice President*
Armando Carranza *Board Secretary*
Jose Atilio Hernandez *Board Treasurer*
Mario Hercules *Board Member*
Jose Lino Ruiz *Board Member*
Romina Fernandez De Budde *Board Member*
Lizeth Chicas *Board Member*
Sandra Rodriguez *Board Member*

CURRENT EXECUTIVE LEADERSHIP

Carlos Vaquerano, *Chief Executive Officer*
Sandra Rossato, *Chief of Staff & Chief Strategy Officer*
Marcelo Villagomez, *Chief Financial Officer*
& Chief Administrative Officer
Dr. Don Garcia, *Chief Medical Officer*
Guisela Juarez, *Chief Operating Officer*

FORMER BOARD OF DIRECTOR PRESIDENTS

Dr. Ryu Khee
Deborah Villar
Luke Williams
Dr. Ignacio de Artola
Carlos Vaquerano
Sandra Rossato
Marcelo Villagomez

FORMER EXECUTIVE DIRECTORS

Anne Mello
Margie Martinez
Roland Palencia
Eduardo Gonzales
Albert Pacheco
Sandra Rossato



MISSION

Our mission is 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.

We are driven to educate and empower Salvadoran and other community members through community organizing, health education, social justice, and exchange programs in El Salvador.



SAINT ROMERO

Until his assassination by right wing gunmen, Archbishop Oscar A. Romero (1917-1980) of San Salvador spoke out courageously in defense of human rights and social justice in strife-torn El Salvador.

Romero's campaign for human rights in El Salvador won him many national and international admirers as well as a Nobel Peace Prize nomination. It also won him enemies, however. On March 24, 1980, a group of unidentified gunmen entered a small chapel in San Salvador while Romero was celebrating mass and shot him to death. The archbishop had foreseen the danger of assassination and had spoken of it often, declaring his willingness to accept martyrdom if his blood might contribute to the solution of the nation's problems.

"As a Christian," he remarked on one such occasion, "I do not believe in death without resurrection. If they kill me, I shall arise in the Salvadoran people."

Clínica Romero is named after Saint Romero in reflection of the values that guide our organization:

**COMPASSION • RESPECT
INTEGRITY • EXCELLENCE**

OUR SERVICES

Clínica Romero takes an integrative approach to treatment. We believe in promoting teamwork between the patient and their medical providers to address the patient's social and emotional needs. We have a commitment to service and quality care that is provided with respect, dignity, and cultural sensitivity. We are able to offer same day intakes with no waiting list while working with patients to obtain medical benefits. Often, we will manage enrollment with the patient and our onsite Eligibility Worker so that services can be obtained right away.

Clínica Romero provides low-cost comprehensive primary care and disease prevention services for men, women and children of all ages. Our doctors strive to provide the best level of care in order to improve the quality of life of all patients. Our services include adult wellness exams, vaccinations, cancer screenings, chronic disease management, pediatrics, prenatal care, and family planning.



VISION SERVICES

Clínica Romero's Vision Service department provides each patient with comprehensive eye examination and ocular health screening / management that maintains the health of their eyes. Our optometry services are personalized to give patients their best vision possible for everyday needs.



DENTAL SERVICES

Clínica Romero also provides low-cost dental services for adults and children in a friendly environment that puts our patients at ease. Good oral health requires regular dental examination and maintenance to help prevent and manage disease.



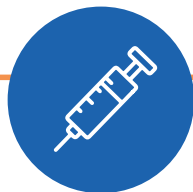
BEHAVIORAL HEALTH SERVICES

We also offer a robust Behavioral Health Department that is equipped with licensed clinicians who offer services in both English and Spanish. We utilize a trauma-informed care approach while emphasizing the use of preventative services.



PHARMACY SERVICES

Clínica Romero's pharmacy offers low-cost prescriptions as well as medication management services at two of our locations. Our pharmaceutical staff is committed to providing accurate and easy to understand information regarding the medication prescribed to our patients. Low-cost, on-site, same day filling of prescriptions can be ready within 30 minutes when signing in.



SUBSTANCE USE DISORDER SERVICES

Our Substance Use Disorder (SUD) Department is an accredited, licensed and certified treatment program. We are county and state approved, and compliant in all areas related to licensing and certification. We offer both youth programs (ages 12-18) as well as adult programs (18+). We also offer Perinatal and Parenting programs which provide outpatient and intensive outpatient support for women who are parents, pregnant or postpartum and are struggling with issues of substance abuse.



WOMEN HEALTH SERVICES

Clínica Romero also offers a Women's & Children's Health programs. Our prenatal patients are greeted by our caring and friendly Certified Perinatal Health Workers (CPHW) whose focus is to promote prenatal and postnatal healthcare, family planning, social service case management and home visitation care.



HOMELESS SERVICES

Clínica Romero offers multiple services to meet the medical needs of our homeless populations. These services include Showers of Hope, which provides hot and cold showers, home cooked food, and clothes to the unhoused on a weekly basis. We also manage the Street Medicine Team, which works at partner sites and encampments to address medical needs, wound care, prescription refills, and other necessary services.



PATIENT SERVICES AND COMMUNITY OUTREACH

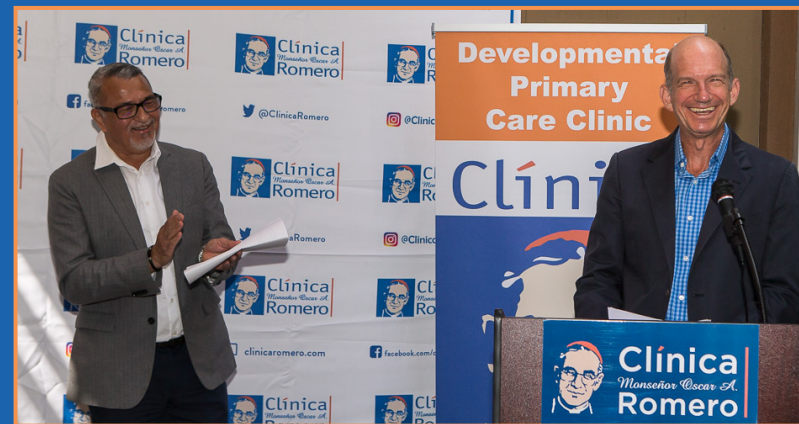
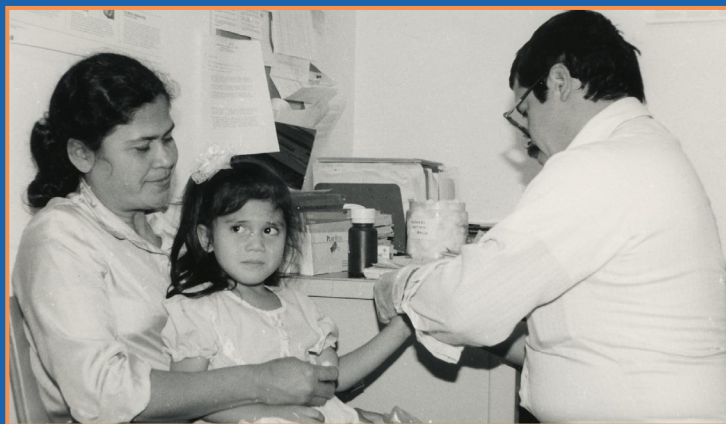
In addition, Clínica Romero also currently conducts internal identification and enrollment assistance for existing uninsured eligible health center patients. Clínica Romero conducts community outreach in the health center's service area of Greater Los Angeles by promoting the health center as a resource for enrollment assistance, providing one-on-one and group education sessions about affordable insurance coverage options, securing access to Medicaid and other available health, social service, pharmacy and other assistance programs, assisting individuals with filing appeals and exemptions and assisting individuals with requesting a special immigration services, such as how to apply for U.S. citizenship.



HUMANITARIAN WORK

In recent years, Clínica Romero's delegations and engagements in El Salvador, including humanitarian trips, have demonstrated a steadfast commitment to the organization's mission, further emphasized by hosting elected officials in order to deepen their understanding of Monseñor Romero's legacy and the communities served by the clinic. These international missions underscore a dedication to service, compassion, and cross-border collaboration.





Clínica Romero's Major Accomplishments

1983

Clínica Romero opens its doors at 1833 West Pico Blvd, with an opening celebration featuring Dr. Charlie Clements. The Clínica provided primary and preventive care six days and four nights a week with all-volunteer health professionals assisted by members of the "Santana Chirino Amaya" (Central American Refugee Committee).

1994

Clínica Romero initiates bilingual health education programs to bridge the language barrier and empower patients with vital health information.



1999

Clínica Romero opens second clinical site in Boyle Heights on Bailey Street.



2002

Clínica Romero receives designation as a Federal Qualified Health Center (FQHC) by providing required services outlined by the Department of Health Care Services (DHCS).



1988

Clínica Romero expands its services to include a wider range of healthcare options, including dental care and mental health services, to better serve the needs of the community.



1990

Clínica Romero introduces promotoras via Red Cross to address the HIV outbreak in Pico-Union / Westlake areas.



1995

Clínica relocates to 123 Alvarado Street in Pico Union.



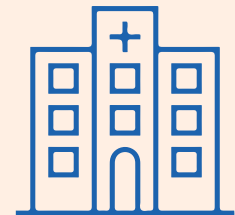
1997

Clínica Romero establishes its first community organizing program, focusing on advocacy for immigrant rights, access to healthcare, and social justice issues.



2003

Clínica relocates its Boyle Heights clinical site to 2032 Marengo Street.



2006

Clínica Romero launches an exchange program partnering with La Divina Providencia hospice and chapel in El Salvador, fostering cultural exchange and providing valuable healthcare resources to cancer patients in hospice. This partnership reflects a strong connection to our organization's history as La Divina Providencia is the chapel at which Monseñor Oscar A. Romero was assassinated on March 24th, 1980.

2011

Clínica Romero begins offering mental health and substance use dependency (SUD) services to the patient population.



2014

Clínica Romero establishes a support program to address mental and health services to unaccompanied minors and their families.



2017

Clínica Romero's transformation project is launched. In the same year, Promotoras become a nationally recognized model and the organization is named in the top 30 percentile for Clinical Quality Measures by HRSA.



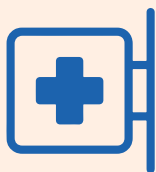
2007

Clínica Romero purchases its 123 S. Alvarado St. Site, the newest location of its organization headquarters in the Pico-Union / Westlake neighborhoods.



2008

Clínica Romero launches its pharmacy services at the Pico Union site.



2013

Clínica Romero establishes a sister partnership with Hospital Divina Providencia (Hospitalito) in El Salvador.



2016

Clínica Romero begins offering pharmacy services at the Boyle Heights site.



2018

Clínica Romero celebrates 35 years and breaks ground for construction at its Boyle Heights site.



2020

The COVID-19 pandemic, caused by the novel coronavirus SARS-CoV-2, had a profound impact on healthcare in 2020. The pandemic led to widespread illness, strain on healthcare systems, and significant public health measures.

Clínica Romero plays a key role in working with elected officials and partners to provide testing and patient care for those affected by COVID-19.



2023

Clínica Romero launches the Patient-Centered Medical Home (PCMH) model, which is an approach to delivering high-quality, cost-effective primary care.



2023

Clínica Romero Celebrates 40 Years

With over 20,000 members, and six sites, Clínica Romero marks its 40th anniversary, a remarkable milestone in the organization's history. This year serves as a testament to the unwavering dedication to providing quality healthcare and support to the underserved communities of greater Los Angeles and beyond.



2021

During the COVID-19 vaccination efforts, Clínica Romero was one of the leading organizations in Los Angeles County to advocate for expedited access to vaccines for the community's most vulnerable populations.



2022

- Clínica Romero make vaccinations and patient care an upmost priority. By the end of 2022, Clínica Romero had administered over 25,000 vaccinations and had seen over 1,000 COVID-19 positive patients.
- Clínica Romero expands its size by opening four new clinics – three in the San Fernando Valley and one in Montebello – thereby brining the total number of clinics to five.
- Clínica Romero receives its largest grant ever from the office of Governor Gavin Newsom - \$17.2 million to fund the new Wellness Center.

2024

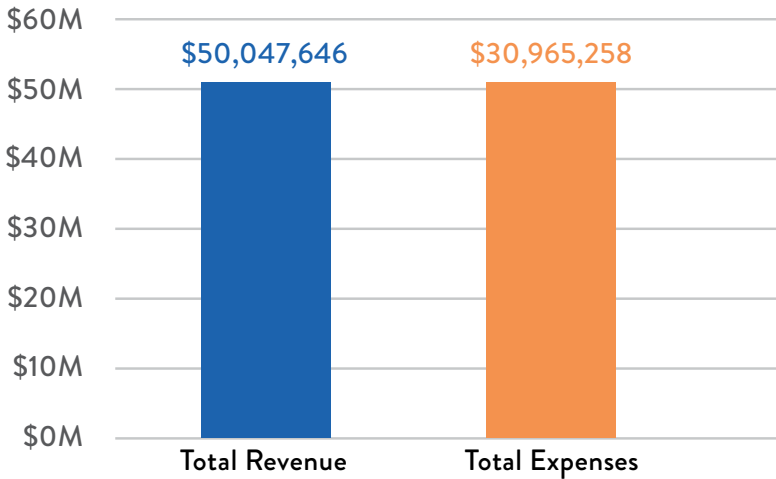
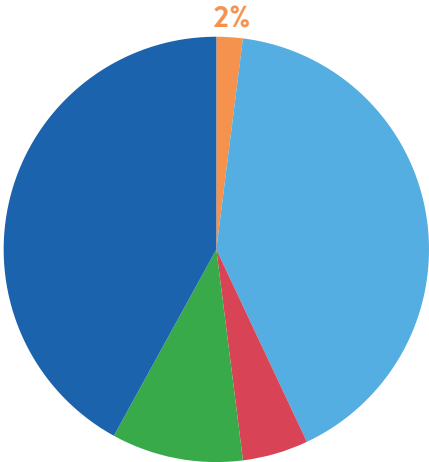
Clínica Romero purchased a new building in the Pico Union/Westlake area, which will be our new Immigrant Wellness and Cultural Center, allowing us to serve our immigrant populations in a larger capacity than ever before.



CLÍNICA ROMERO FINANCIALS: 2023-2024

REVENUE 2023-2024

- Patient Revenue
- Program Revenue
- Pharmacy Services
- Grants
- Other Revenue



TOTAL OPERATING REVENUE:

Patient Revenue	\$20,453,758
Program Revenue	\$2,743,835
Pharmacy Services	\$4,885,010
Grants	\$20,801,892
Other Revenue	\$1,163,151

TOTAL REVENUE: \$50,047,646

TOTAL OPERATING EXPENSES:

Salaries and Benefits	\$18,334,978
Facility Costs	\$1,270,476
Program Expenses	\$6,661,738
Operation Expenses	\$3,947,928
Others	\$750,138

TOTAL EXPENSES: \$30,965,258

CHANGE IN NET ASSETS:

Beginning of the Fiscal Year	\$4,967,313
End of the Fiscal Year	\$24,049,701

**CHANGE IN
NET ASSETS:
\$19,082,388**

LOOKING TOWARD THE FUTURE

For nearly four decades, Clínica Romero has stood as a vital cornerstone of support within Los Angeles County. Our organization delivers comprehensive, culturally-sensitive, and cost-effective services, designed to meet the unique needs of each patient, regardless of financial capacity. Simultaneously, our clinics addresses the broader requirements of the communities we serve. Clínica Romero aspires to set a standard as a sanctuary where everyone can access reliable information and receive compassionate, high-quality healthcare.

As the healthcare landscape continues to evolve, Clínica Romero is eager to adapt along with it and seize new opportunities for growth and advancement. Backed by an active and committed Board of Directors, and staff, Clínica Romero will leverage its numerous historic achievements and progressive strategies to steer the health center in the coming years and cement its status as a revered cornerstone of the community.



“We plant the seeds that one day will grow. We water seeds already planted, knowing that they hold future promise.”

- San Oscar A. Romero



THANK YOU TO OUR WONDERFUL 2023 GALA SPONSORS

COMPASSION



SOCIAL JUSTICE



HEALTH EQUITY



DIGNITY



EXCELLENCE



CLÍNICA ROMERO'S FUNDERS THROUGHOUT THE YEARS

- Health Resources and Services Administration
 - Annenberg Foundation
 - Bank of America
 - Wells Fargo
 - Kaiser Permanente
 - Weingert Foundation
 - City of Los Angeles
 - County of Los Angeles
 - State of California
 - Office of Governor Gavin Newsom
 - The Community Health Worker Outreach Initiative
 - Chinese Community Health Plan
 - Asian Americans Advancing Justice
 - California Department of Public Health
 - Stanford School of Medicine
 - Cedars-Sinai
 - AmeriCorps
 - California Wellness Foundation
 - Public Health Institute
 - California Department of Social Services
 - UnidosUS
 - Office of Community Partnerships and Strategic Communications
 - University of Southern California
 - L.A. Care Health Plan
 - Blue Shield Foundation
 - George Hoag Foundation
 - The California Endowment
 - CareMessage
 - Ahmanson Foundation
 - Northeast Valley Health Corporation
 - California Family Health Council
 - Taproot Foundation
 - UniHealth Foundation
 - The Charitable Foundation
 - MHP Salud
 - Health Care LA
 - Essential Health Access
 - California Community Foundation
 - The RoseHills Foundation
 - Ralph M. Parsons Foundation
- And many more!*