Our Mission

Our mission is to improve the health of the community by providing culturally sensitive, integrated primary and preventative health care to all, regardless of ability to pay or immigration status, and collaborating with community partners to address the social determinants of health.

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Photographers: (covers) Shiv Matta, Valeria Sandoval & Rachel Tarantino; (opposite page) Katherine Bick & Tomomi Mori
I would like to take this opportunity to thank you for your unyielding dedication to Ravenswood Family Health Center and our patients. Your contribution, leadership, advice, and loyalty have made it possible for Ravenswood to continue providing high-quality and accessible health care services to our community’s most underserved and at-risk children and families.

Thanks to your support we were able to expand our stand-alone dental clinic, Ravenswood Family Dentistry, to serve our growing patient population. This expansion will increase our capacity to address the oral health needs of more children and adults at the same time, and ensure our new patients have access to the comprehensive dental care to support their wellbeing.

As we look to the future, we recognize that there is still much work to be done. Over the next year Ravenswood will continue to increase our capacity by hiring additional providers and clinic staff as well as adding more exam rooms in our Women’s Health and Optometry departments to increase the number of patients served every year.

We are also building on the success of our CenteringPregnancy® program, our group visit prenatal model which brings women with similar due dates together for their prenatal exams and education, by implementing CenteringParenting®. CenteringParenting is a group-based pediatric program where Ravenswood providers meet with groups of parents and their children to conduct development exams and lead parental education discussions during the first two years of the children’s lives.

As we move forward we are counting on you to be there as partners in our care team.

Thank you for your continued commitment to promoting access to health care for all. You have helped shape Ravenswood into what we are today and what we will be tomorrow.

In Community Spirit,

Luisa Buada, RN, MPH
Chief Executive Officer
At Ravenswood Family Health Center, we provide a kaleidoscope of health care services!

Women’s Health • Family & Adult Medicine • Pediatric & Adolescent Medicine
Dental • Optometry & Optical • Imaging • Laboratory • Pharmacy
Stanford Health Library • Health Education • Integrated Behavioral Health
Referrals • Eligibility & Enrollment

Ravenswood Family Health Center (center) with collage of Ravenswood patients and staff.
Patient feedback is essential to a health center’s quality of care. The experiences of patients help health centers improve access to care, enhance customer service, and identify processes that can be streamlined to better meet patient needs.

Driven by a commitment to honor patient voice, Ravenswood Family Health Center (RFHC) organized its first Patient Advisors Day in July 2018. Over 70 patients participated in discussion groups facilitated by RFHC’s staff and Board of Directors. The vast majority of participant feedback was positive and focused on RFHC’s areas of strength including friendly and caring staff, ease of access to services, and quality of care.

**FRIENDLY AND CARING STAFF**
- RFHC staff acknowledge patients and make them feel that their health and well-being are important
- Patients felt a sense of community because many of the staff are from their communities, and can speak the same languages

**EASE OF ACCESS TO SERVICES**
- RFHC has close proximity to bus stops and residential neighborhoods
- RFHC extended evening and weekend hours to make it possible for patients to easily access their medical appointments

**QUALITY OF CARE**
- Patients expressed that the clinical staff explain and communicate treatment plans in ways that are easy to understand
- Patients shared that medical providers and clinicians are knowledgeable and thorough

**BECAUSE PATIENT FEEDBACK MATTERS**
RFHC is grateful to the Patient Advisors Day participants for their opinions and suggestions. It is their input that allows RFHC to continue improving, learning, and growing. RFHC will continue to hold Patient Advisors Day annually, and looks forward to learning more about patient needs.

What Do Our Patients Have to Say About Us?  
*Ravenswood’s First Annual Patient Advisors Day*

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CenteringPregnancy, an evidence-based group model of prenatal care developed by the Centering Healthcare Institute (CHI), was launched at Ravenswood Family Health Center (RFHC) in 2017. RFHC’s CenteringPregnancy program brings together expectant mothers who are due in the same month for their scheduled prenatal visits. Patients attend appointments in a group setting with a RFHC provider and co-facilitator, and other women, to receive prenatal health assessments, engage in interactive learning activities, and to build a community amongst themselves.

Given that RFHC’s CenteringPregnancy program was highly successful in its first year, RFHC was able to apply to become an accredited site through CHI. Accreditation indicates that a CenteringPregnancy site has successfully completed the rigorous application process, met expected quality measures, and is therefore deemed as an entity that upholds the standards of the Centering model of care. “It gives us legitimacy,” explains Nikki Gallegos, RFHC’s CenteringPregnancy Coordinator.

CHI was impressed by how seamlessly RFHC’s facilitators worked together to successfully run group visits. “To gain accreditation in your first year speaks very highly of your clinical staff and administration,” Ms. Gallegos shares. “I am extremely proud of our team that really came together to make this program successful!”

“Working at RFHC is a great pleasure for me. The thing I appreciate most about the company is that it has given me the opportunity to balance work and life by allowing me to work flexible hours. I managed to contribute a lot to my own community (as I live here in East Palo Alto), my company and I still have time for my family. RFHC also gives me the opportunity to work in a pleasant multicultural environment and I have very nice colleagues from different parts of the world. I am proud to be part of RFHC family for more than 10 years.”

Ofa Mataele, Licensed Vocational Nurse

Ofa (right) checks Falanisi’s (left) blood pressure before his medical exam.

Ravenswood’s CenteringPregnancy Team (left to right): Nikki Gallegos, Dr. Sonia Santana, Dr. Diana Mokaya, Sonia Cardenas (currently Staff Development Manager), Isabel Quinonez (currently Health Education and Prevention Manager), and Mariela Magana.

Photographers: (this page) Valeria Sandoval & Rachel Tarantino; (opposite page) Rachel Tarantino
Austin was an active 15 year-old boy who could often be seen riding his bike around town and skateboarding to his after school activities. In 2017, Austin was involved in an accident that left him seriously injured. He was hospitalized and underwent extensive rehabilitation.

After hospitalization, the hospital’s doctors recommended Austin’s mother, Leonora, to take Austin to Ravenswood Family Health Center (RFHC) for additional care. Leonora immediately made an appointment for her son. At the appointment, Austin was seen by RFHC pediatrician, Dr. Jeremiah Davis. Leonora was impressed by how personable Dr. Davis was. “He really got the gist of who Austin is, and he addressed my concerns,” Leonora smiles. Dr. Davis understood that Austin needed specialized support, in addition to medical services, to aid his recovery.

He connected Leonora to RFHC’s onsite pharmacy for all of Austin’s medications. Leonora was thrilled to learn that she could easily access her son’s medicine close to home instead of traveling out of town to an external pharmacy. When Leonora informed Dr. Davis that her vehicle could not accommodate Austin’s wheelchair, he connected them to RFHC’s Referrals department for transportation assistance. This has helped reduced Austin’s barriers to health care services.

Ever since they began meeting with Dr. Davis, Leonora has seen significant improvements in Austin’s condition. She is grateful that Dr. Davis works closely with them and celebrates the progress Austin has made. “The fact that he remembers where Austin was the last time he was here, and recognizing [his] growth [and] what he is capable of doing now after such a short time, that is huge!”

RFHC was the right choice for Austin. “The community of people who have connected with us and partnered with us to make sure that Austin gets what he needs is overwhelming!” she shares. She is always impressed by the care and service Dr. Davis, and all the RFHC staff, have shown Austin. “Meeting his needs is meeting my needs,” she says. “My ultimate need [is Austin] getting better.”
Ravenswood Family Dentistry (RFD)—Ravenswood’s dental clinic—increased its capacity to serve its growing patient population.

The newly renovated space consists of nine dental chairs and a sterilization room. The new treatment rooms are wheelchair accessible and plumbed for nitrous to allow for conscious sedation. All dental chairs are fully equipped, single functioning units that enable dentists and staff to complete treatment plans in one location rather than moving patients from room to room.

Ravenswood was able to complete this expansion thanks to a lead gift of $1 million from the Affordable Care Act in a grant received from The Obama Administration in 2016. Local contributions from foundations, healthcare organizations, and the County of San Mateo completed our $2.3 million Capital Campaign. See our complete list of funders on page 12.

With the expansion of RFD completed in 2019, new and existing patients will have continued access to the comprehensive oral health services they need to lead successful, healthy lives.
“I was happy [wearing glasses for the first time]! It was easier to move around!”

Ashley, RFHC Patient

“I enjoy working at Ravenswood because my job gives me the opportunity to have a positive impact on people’s lives and make a difference every day. The company genuinely cares about the people who use our services and as staff we do our best to provide great patient service. I love my team! They are talented, funny, have positive attitudes and are very dedicated to what we do.”

Mayra Tirado Garcia, Lab Technician I

Dr. Sonia Menchavez (left) provides Ashley (right) a routine eye exam.

An imaging technician (front) meets with Amparo (back) to explain the mammography procedure.

Ravenswood’s Lab department (left to right): Maria Morales, Mayra Tirado Garcia, Tammi Smith, Dominique Hunt.
Angel had always been a happy boy who exuded charisma. When Angel’s mother, Karina, observed that he was consistently down and not performing well in school, she knew Angel was not being himself. Karina was concerned so she decided to seek help from RFHC’s psychologist, Dr. Ryan Matlow.

Dr. Matlow worked closely with Angel by helping him understand his emotions, channel his feelings into activities, and create behavioral health goals for himself. “We made a paper with a happy and mad face,” Angel shares. “[Dr. Matlow] said if I ever felt mad, I could color or listen to music.” Angel started to channel his emotions into his passion for art! He turned to the resources Dr. Matlow provided him such as worksheets with tips and activities he could do whenever he needed assistance processing his emotions.

“From 1 to 10, I would [rate] Angel’s attitude change a 10!” Karina happily explains. “Now he’s always asking for more colors [and drawing materials],” Karina laughs. Guidance from Dr. Matlow motivated Angel to put his emotions into art and it has led to positive results at school and in life!

“I enjoy working at Ravenswood because I know I am making a difference every day and I also enjoy the relaxed environment.”

Chiung-Huei Liu, Pharmacist

Photographers: Brian Leahy, Valeria Sandoval & Rachel Tarantino
Referrals

“I love working at Ravenswood because I love providing services to our patients who are in need. I never thought that giving back to my community would feel so great, but it's the best feeling to see smiles on the faces of patients who I helped get transportation when they needed it. We may not have all the services, but at Ravenswood we can get patients what they need to help them live healthy lives.”

Giovanni Moreno,
Referrals Program Assistant II

Eligibility & Enrollment

“Working at Ravenswood gave me the opportunity to work closely with people in need, who are grateful for the little things in life, and who appreciate everything that Ravenswood stands for. I feel so fulfilled as a person to know I make a difference in someone’s life every day.”

Daisy Garcia,
Community Health Advocate

Ravenswood’s Referral team (left to right): Giovanni Moreno, Zachary Osorio, Kelym Fuentes, Moses Taufalele, and Alma Gonzalez.

Daisy (left) provides Florina (right) a reminder card for her next Eligibility & Enrollment appointment.
Our Patients

- 77% Latino/Hispanic
- 7% Black/African American
- 7% Native Hawaiian/Other Pacific Islander
- 9% Other ethnicities

91%
Patients who identify as Latino, African American, or Native Hawaiian/Other Pacific Islander

66%
Patients who are enrolled in public health coverage programs

33%
Patients who are uninsured

66%
Patients who prefer to communicate in a language other than English

92%
Patients who live at or below 200% the Federal Poverty Level—an annual income of $51,500 for a family of four

67%
Patients who identify as residents of East Palo Alto

5%
Patients who identify as homeless

60% Adult (19+ yrs-old)
40% Pediatric (0-18 yrs-old)

44% Male
56% Female
# Our Financials

## Statement of Financial Position Fiscal Year 2016-2018

### Assets

<table>
<thead>
<tr>
<th>Assets</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>$3,435,300.00</td>
<td>$2,831,047.00</td>
<td>$2,639,804.00</td>
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<tr>
<td>Insurance/Patient Receivables</td>
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<td>Campaign Pledges</td>
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<td>$755,000.00</td>
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<tr>
<td>Property &amp; Equipment</td>
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<td>$32,854,989.00</td>
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<tr>
<td>Other Assets</td>
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<td>$789,186.00</td>
<td>$797,649.00</td>
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<tr>
<td>Total Assets</td>
<td>$72,043,666.00</td>
<td>$70,874,253.00</td>
<td>$68,680,613.00</td>
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</tbody>
</table>

### Current Liabilities

<table>
<thead>
<tr>
<th>Liabilities</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
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<td>Long-Term Liabilities</td>
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<td>$37,133,292.00</td>
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<td>Total Liabilities</td>
<td>$41,812,079.00</td>
<td>$40,114,407.00</td>
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### Net Assets

<table>
<thead>
<tr>
<th>Assets</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
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</thead>
<tbody>
<tr>
<td>Unrestricted</td>
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<td>$27,007,436.00</td>
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<td>Temporarily Restricted</td>
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<td>$2,600,956.00</td>
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<tr>
<td>Total Net Assets</td>
<td>$30,231,587.00</td>
<td>$30,759,846.00</td>
<td>$29,267,574.00</td>
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<tr>
<td>Total Liabilities &amp; Net Assets</td>
<td>$72,043,666.00</td>
<td>$70,874,253.00</td>
<td>$68,680,613.00</td>
</tr>
</tbody>
</table>
Thank You!

**Dental Supporters**
Thank You to all who have helped make Ravenswood Family Dentistry’s expansion possible! Your support enabled us to increase access to oral health care for pediatric patients, pregnant women, and adults living with chronic diseases.

Bothin Foundation
The California Wellness Foundation
Chan Zuckerberg Initiative Community Fund
The David & Lucile Packard Foundation
Delta Dental Community Care Foundation
First 5 San Mateo County
George H. Sandy Foundation
The Grove Foundation
David Hale & Penny Bayless
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Kaiser Permanente Community Benefits
Lucile Packard Children’s Hospital at Stanford
Menlo Park Surgical Hospital
National Children’s Oral Health Foundation: America’s ToothFairy
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Health Program of San Mateo Medical Center
San Mateo County Measure K Funds
Sand Hill Foundation
Sequoia Healthcare District
The Sobrato Family Foundation

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**Grants: 2017–2018**

Blue Shield of California Foundation  
California Dental Association Foundation  
The California Wellness Foundation  
Chan Zuckerberg Initiative Community Fund  
Center for Care Innovations  
Christiana Foundation  
Community Health Partnership  
Delta Dental Community Care Foundation  
DentaQuest—University of the Pacific  
First 5 San Mateo County  
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Sutter Bay Medical Foundation  
Tipping Point Community  
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Photographer: Rachel Tarantino
Individual Donations, Gifts & Sponsorships: 2017–2018

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Matias Gonzalez
Maya Altman
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Michael Rafferty
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Yeemy Tatiana Gonzalez
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• ONLINE, securely, at http://ravenswoodfhc.org/

• MAIL A CHECK
  Ravenswood Family Health Center
  1885 Bay Road
  East Palo Alto, CA 94303

• CONTACT THE DEVELOPMENT TEAM
  650.617.7829 or at Development@RavenswoodFHC.org