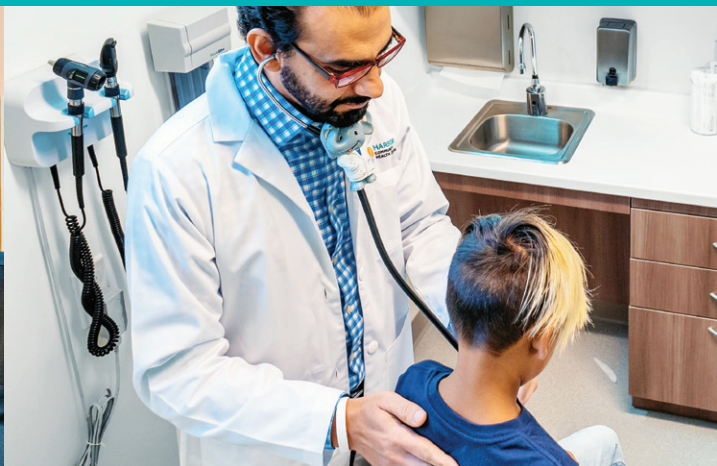




HARBOR
COMMUNITY
HEALTH CENTERS

Annual Report 2021-2022



OUR VISION

Improving the health and well-being of our community.

OUR MISSION

Our mission is to provide quality, comprehensive healthcare and supportive services to those in our community, regardless of their ability to pay.



INSIDE

A Message from our CEO	2
A Message from our Board Chair	3
Our Mission, Vision and Values	4
HarborCHC by the Numbers	5
Our History	6
Services Provided in 2021 and 2022	7
What a Difference Five Years Make!	10
HarborCHC in the Community	11
Our Funders	12
Our Executive Team and Board of Directors	Inside Back Cover



A message from our CEO **TAMRA KING**

Dear friends,

It's hard to sum up the incredible work that Harbor Community Health Centers (affectionately known as HarborCHC) has accomplished in 2021 and 2022. Even as the impacts of the COVID-19 pandemic lingered on, we provided uninterrupted service to our community — and continued to innovate and grow. This speaks to the dedication of our incredible team, who have gone above and beyond for our patients, the past two years and always.

In our first annual report, you'll read about who we are and what we've made possible over the course of 2021 and 2022. We have screened patients for cancer. We have delivered education and connected people with benefits. We have filled cavities and brightened smiles. And we have continued to fight COVID-19 with vaccinations and treatment.

As we look forward, our future is bright. Our programs are continuously evolving to better meet the needs of the underserved communities of San Pedro, Wilmington, and the South Bay. We are exploring new service lines, such as our new substance use disorder (SUD) program, and HIV prevention, testing, and treatment.

Thanks to the support of Congresswoman Nanette Barragán, construction is already underway on a new project that will help expand our service line even more — a brand new site! Once complete, this new healthcare center will broaden our reach to provide more community members with the services they need and deserve. Stay tuned for more details in the coming year.

But before we start the next chapter, let's take a look back at how far we've come together.

Warmly,

A handwritten signature in black ink, likely belonging to Tamra King. The signature is stylized and cursive, with a large loop at the end.



A message from our board chair

BIANCA BANKS

Dear friends,

I have been delighted to see the evolution of HarborCHC's work over these past two years. As board chair, I know that it was a team effort that helped us deliver care to so many underserved people in our community.

Our generous donors and funders were integral partners in our success. Although we secure some funds from patient fees, federal grants, and other sources, HarborCHC also relies on funds from private philanthropic sources to make our work possible. In 2021 and 2022, these incredible friends supplied millions of dollars in funds needed to keep our health centers open and thriving. They also provided in-kind gifts and volunteered their time. You can read about a few of these thoughtful supporters in our report.

We are also grateful for the continued friendship of our many partners in the community. We cherish our relationships with local businesses, nonprofit organizations, and local leaders. Whether you helped with referrals, donated supplies, served as an event venue, partnered with us on a project, served as an advocate, or offered another kind of support — I thank you.

Our triumphs in providing care to our community would not be possible without partners like you. Together, we've come far.

Funders, donors, volunteers, patients, staff, and friends, we thank you for your devotion and generosity. Without you, we wouldn't be able to continue the lifesaving work we do every day.

Sincerely,

A stylized, handwritten signature in black ink, likely belonging to Bianca Banks. The signature is fluid and cursive, with a large initial 'B'.



OUR MISSION | VISION | VALUES



OUR MISSION

Our mission is to provide quality, comprehensive healthcare and supportive services to those in our community, regardless of their ability to pay.



OUR VISION

Improving the health and well-being of our community.

OUR CORE VALUES

INTEGRITY

We have integrity in everything we do. We are responsible for our actions and make sound business decisions that serve our staff, our patients, and our community.

EXCELLENCE

We strive to implement evidence-based practices to promote safe, high-quality, efficient care that puts patients and their families at the center.

We strive for excellence in everything we do.

COMPASSION

We show respect and are a caring organization recognizing the unique challenges faced by our community. We act on that knowledge with positive intent.

DIVERSITY, EQUITY & INCLUSION

As an organization, we intentionally value differences and promote and respect individuality.

"My experience as a patient at HarborCHC has been excellent.

The support staff is friendly, efficient, and helpful. My doctor inspires trust and warmth."

– Patient Testimonial

HarborCHC By The Numbers

2021



3

PHYSICIANS



5

ADVANCED PRACTICE
PROVIDERS



2

DENTISTS



6,698

UNIQUE
PATIENTS



1,206

CHILDREN
SERVED



4,430

DENTAL VISITS



2,650

BEHAVIORIAL
HEALTH VISITS



5,629

COVID-19
VACCINATIONS



15K

TOTAL
VIRTUAL VISITS



21K

TOTAL
CLINIC VISITS

2022



5

PHYSICIANS



6

ADVANCED PRACTICE
PROVIDERS



3

DENTISTS



6,937

UNIQUE
PATIENTS



1,143

CHILDREN
SERVED



6,204

DENTAL VISITS



2,698

BEHAVIORIAL
HEALTH VISITS



722

COVID-19
VACCINATIONS



11K

TOTAL
VIRTUAL VISITS



25K

TOTAL
CLINIC VISITS



Pacific Avenue Health Center

Harbor Community Health Centers is a non-profit, Federally Qualified Health Center (FQHC), and leading safety net healthcare provider in our region. We provide services to thousands of patients a year who are underserved, low-income, and/or experiencing homelessness in the South Bay region of Los Angeles.

First established as Harbor Free Clinic in 1970, our team of healthcare professionals has continuously delivered a wide variety of care services to vulnerable people in our area. Nearly all of those we serve live in households at or below 200% of the Federal Poverty Level, with most on Medi-Cal or uninsured.

Over the years, we have strategically expanded our services and programs to continue to help bridge the access and care gaps in the South Bay. In February 2020, we opened a new flagship clinic, Pacific Avenue Health Center (PAHC), offering pediatrics, women's health, behavioral health, and family dentistry.


Our comprehensive array of services means patients can meet all of their care needs in one place. Some of our offerings include preventive and primary medical care, family planning, prenatal care, well baby and well child services, pediatric asthma care, laboratory services,

routine disease screening, intensive chronic conditions management, immunizations, dental care and dental health education, behavioral health and psychotherapy, substance abuse screening and referral, case management, and more.

No one is turned away for inability to pay. All of our programs and services are offered on a sliding fee scale and all public insurance plans are accepted. Without the services HarborCHC provides, many of our patients would have no regular or dependable source of healthcare.

Begun in 1945, Neutra designed the Norman Clinic in the San Pedro which later became our 6th Street location.





"Everyone at HarborCHC is so welcoming and caring. They take their time to assist you in the best way possible."

– Patient Testimonial

SERVICES PROVIDED

IN 2021 AND 2022

Over the past two years, Harbor Community Health Centers delivered a wide range of care services for underserved adults, children and families in our region, in a patient-centered medical home setting.



OUR SERVICES INCLUDED:

PRIMARY CARE

As a recognized National Committee for Quality Assurance Patient-Centered Medical Home, HarborCHC offers a model of primary care that combines teamwork and information technology to improve care, improve patients' experience of care, and reduce costs. We encourage patients to return to us regularly for primary and preventive care, helping to prevent health emergencies before they happen. **In 2022, we served 6,233 patients through more than 24,629 primary care visits.**



DENTAL CARE TAKES OFF

Our dental department opened in early 2020, but 2021 was the year it truly took off.

By 2022, dental care accounted for 17% of all patient visits. Our oral health services include dental screenings, oral hygiene instruction and education, oral prophylaxis, topical application of fluorides, digital X-rays, sealants, fillings, extractions, partials, and dentures.



SHOTS IN ARMS

In January 2021, HarborCHC began vaccinating our staff members against COVID-19. As soon as we were able, we launched vaccine clinics for eligible patients and community members. Our team also conducted outreach to members of the community, including people experiencing homelessness, to help them get vaccinated.

In total, we have delivered more than 6,000 shots since the vaccine first became available.

SERVICES PROVIDED (CONTINUED)



PEDIATRICS

At HarborCHC, we know kids. We are focused on caring for the whole child, through comprehensive and integrated pediatric services across physical, mental, and oral health within a patient-centered medical home model.

We served 1,206 children in 2021 and 1,143 in 2022.



BEHAVIORAL HEALTH SERVICES

We provide patients with mental health and substance use disorder screenings, individual and family psychotherapy, and medication management support. At HarborCHC, we have focused on ramping up our behavioral health services over the past two years. **In 2022, we provided nearly 2,700 behavioral health visits.**

SERVICES PROVIDED (CONTINUED)

DENTAL CARE

To respond to the high community need and extreme lack of available and affordable dental care for low-income families in our service area, HarborCHC began offering dental services for adults and children at our Pacific Avenue Health Center in February 2020. Today, our dental program is flourishing!

In our second and third year of providing dental care, we served 1,516 and 2,094 dental patients, respectively.

Additionally, we provide supportive services to help address gaps in access, such as case management, referral coordination, health insurance eligibility assistance, care coordination, and transportation services. At our Beacon Street Health Center, our unhoused community members receive integrated primary medical and behavioral healthcare, supportive services, and linkage to dental care.



"HarborCHC goes above and beyond to get you the help you need. They talk with you as if they have known you for years. I can't express how grateful I am for their help."

– Patient Testimonial



STAYING SAFE WITH TELEHEALTH

When the COVID-19 pandemic hit, HarborCHC followed all guidance from the Centers for Disease Control and Prevention (CDC), as well as state and local health departments. To help keep our patients and staff safe, our team initiated a telehealth care option for some patient visits, a delivery method that has proven to be successful. We continue to offer telehealth care at all three of our sites, in order to increase access to care.



SUPPORTING BREAST HEALTH

HarborCHC offers comprehensive women's healthcare services, including gynecology, prenatal care, screenings and more. Each October, in honor of Breast Cancer Awareness Month, we also offered free mammograms to women ages 40 and older.

Over the course of 2021 and 2022, 1,706 women had a screening mammogram through HarborCHC.

WHAT A DIFFERENCE **5** YEARS MAKE!

OUR SERVICES IN 2017



93%

MEDICAL



7%

BEHAVIORAL HEALTH



Where We Were

Five years ago, our 6th Street Health Center was our flagship location in San Pedro with additional care being provided at our Beacon Street Health Center. We were established providers of high-quality healthcare services, including family medicine, obstetrics and gynecology, and pediatric care.

OUR SERVICES IN 2022



67.5%

MEDICAL



7.5%

BEHAVIORAL HEALTH



17%

DENTAL



6%

ENABLING SERVICES



2%

PODIATRY

Where We Are

By 2022, HarborCHC had opened an additional clinic in San Pedro: our Pacific Avenue Health Center. In the past five years, we have added dental, podiatry, and intensive case management to our services. We have seen a significant increase in our operating budget since 2017 — which totaled more than \$9,000,000 during our 2021-22 fiscal year. We look forward to continuing to act as a crucial part of the social safety net for our community members in 2023 and beyond.



Enrollment at A Bridge Home (ABH) shelter



Back to School Fair 2022



Holiday Toy Drive 2022

HarborCHC In The Community

With 2021 came the return of in-person events! Throughout 2021 and 2022, we connected with community members at our vaccine clinics, mammogram screenings, flu shot clinics, and more. We also welcomed children and their families to our annual Back to School Fair, where we gave away free backpacks and other school supplies to more than 1,800 children. For the winter holiday season, we distributed toys and other gifts during our annual Holiday Toy Drive to 350 children. Additionally, HarborCHC worked with partner agencies in the service area to further promote our work and engage the community.



Drive through flu shot clinic



First COVID-19 vaccine given to a HarborCHC employee



HarborCHC is grateful to the many thoughtful and generous supporters who contributed to our work in 2021 and 2022.

A special thank you to the following friends:

- AAPD Foundation
- Blue Shield of California
- California Community Foundation
- California Department of Health Care Services
- California Department of Public Health
- California Government Operations Agency
- Community Clinic Association of L.A. County (CCALAC)
- Congresswoman Nanette Barragán
- Crail-Johnson Foundation
- Direct Relief
- DoorDash
- Green Foundation
- Health Resources and Services Administration (HRSA)
- House Institute Foundation
- ILWU Auxiliary 8
- Kaiser Permanente South Bay
- Kenneth T. and Eileen L. Norris Foundation
- L.A. Care Health Plan
- Marathon Oil
- Max H. Gluck Foundation
- MemorialCare Long Beach Medical Center
- Miller Children's & Women's Hospital
- Negri Foundation
- Providence Little Company of Mary Foundation
- Ralph M. Parsons Foundation
- Siegal & Friend Foundation
- United Way of Greater Los Angeles
- W.M. Keck Foundation

FUNDER SPOTLIGHTS

L.A. CARE HEALTH PLAN

L.A. Care Health Plan (Local Initiative Health Authority of Los Angeles County) is a public entity and community-accountable health plan serving residents of Los Angeles County through a variety of programs including L.A. Care Covered, Medi-Cal and L.A. Care Cal MediConnect Plan. L.A. Care is a leader in developing new programs and innovative partnerships designed to provide health coverage to vulnerable populations and to support the social safety net. With more than 2.3 million members, L.A. Care is the nation's largest publicly operated health plan. L.A. Care has been a longtime supporter of Harbor Community Health Centers. Their most recent gift was a 2022 grant for our behavioral health department.

THE PROVIDENCE LITTLE COMPANY OF MARY FOUNDATION

The Providence Little Company of Mary Foundation identifies opportunities for growth and enhancement of healthcare services in the South Bay area and connects donors with these much-needed projects. For generations, Providence Little Company of Mary Foundation has been dedicated to the philanthropic support of Providence Little Company of Mary Medical Centers in San Pedro and Torrance, creating opportunities to inspire our local community to include the medical centers among their philanthropic priorities. Providence Little Company of Mary Foundation partners with HarborCHC to help us to deliver much-needed care and support to vulnerable members of our community. They have made many thoughtful gifts, including a 2023 grant in support of our Substance Use Disorder work.

THE KENNETH T. AND EILEEN L. NORRIS FOUNDATION

The Kenneth T. and Eileen L. Norris Foundation was established in 1963 and supports programs in Southern California. The foundation emphasizes quality of life through medicine, education, and the arts by funding cultural, community, health, and education through their grantmaking. It has awarded more than \$100 million to programs that advance better health and intellectual enlightenment. The Kenneth T. and Eileen L. Norris Foundation has been a strong supporter of our work for years. In 2022, they awarded us a grant to help fund our dental program.

EXECUTIVE TEAM



**CHIEF EXECUTIVE
OFFICER**
Tamra King



**CHIEF OPERATING
OFFICER**
Christopher C. Walter



**CHIEF FINANCIAL
OFFICER**
Yessenia
Henriquez, CPA



**MEDICAL
DIRECTOR**
Caleb Lusk, MD



**DENTAL
DIRECTOR**
Elaine Nguyen, DDS

BOARD OF DIRECTORS



CHAIR
Bianca Banks



VICE CHAIR
Dana Martin



SECRETARY
Ida Mae Taylor



TREASURER
Chad Sparks, MD



MEMBER
Jane Castillo



MEMBER
Mike Lansing



MEMBER
Margie Lunt



MEMBER
Deborah Olson



MEMBER
Julie Van Wert, JD



MEMBER
Alan Weinfeld, JD

HONORARY BOARD MEMBERS



NANETTE BARRAGÁN
United States
House of Representatives
44th Congressional District



STEVEN BRADFORD
California State Senate
35th District



TIM MCOSKER
Los Angeles City Council
15th District



JANICE HAHN
Los Angeles County
Chair of the
Board of Supervisors
4th District

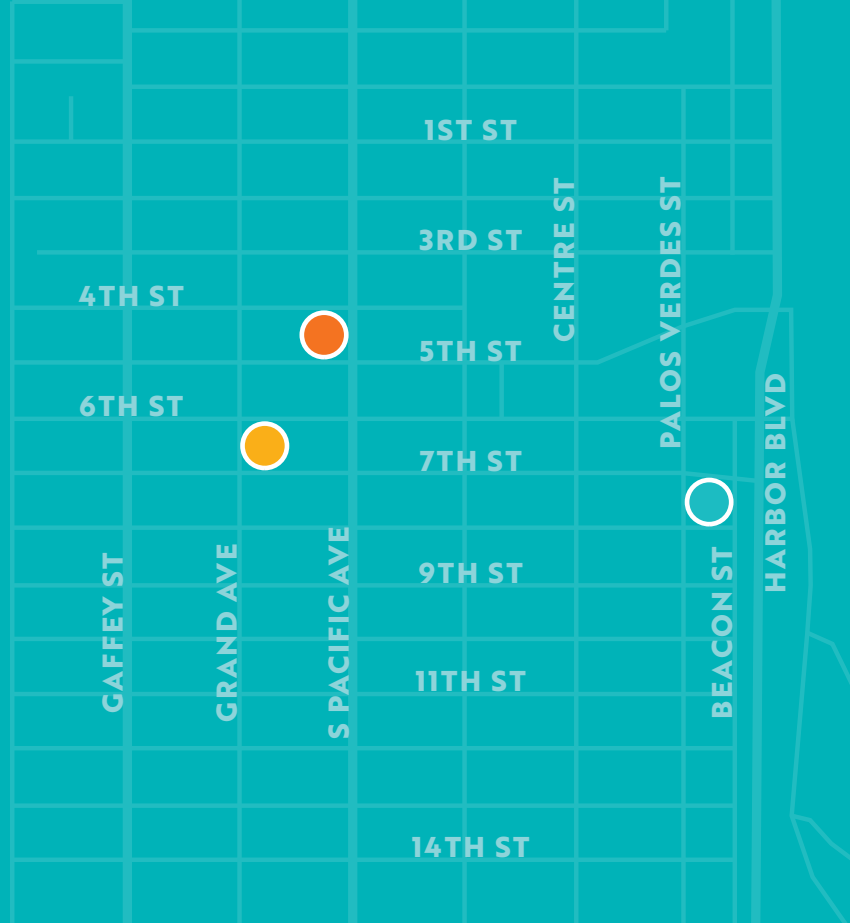


HARBOR
COMMUNITY
HEALTH CENTERS

Our locations

Visit us at one of our convenient
San Pedro locations:

- 425 South Pacific Avenue
San Pedro, CA 90731
- 593 West 6th Street
San Pedro, CA 90731
- 731 South Beacon Street
San Pedro, CA 90731



Thank you for supporting HarborCHC.

CONTACT US

To learn more, make a donation,
or get involved, contact us at:

www.harborchc.org
310-547-0202

FOLLOW US



Follow us on Facebook and Instagram!
@HarborCHC