Dear friends,

2020 started out as a year of celebration, one in which Venice Family Clinic marked its 50th anniversary of providing quality health care to people in need in our community. Unfortunately, our plans went awry in March, as a global pandemic upended our lives. COVID-19 changed daily life for the people we serve – from hardworking families trying to make ends meet to thousands of people experiencing homelessness on the Westside. The virus disproportionately affected this community, which underscored how important the Clinic is and the impact we have on their lives every day. In fact, COVID-19 reinforced the power of our model.

Because we were already providing some services via telehealth, we quickly transitioned many in-person visits to telehealth, conducting individual appointments on the phone, and later, group care via video. Telehealth worked well for patients, lowering barriers to care, like needing to take time off work or find transportation, and made it easier to keep their appointments. We checked in on our patients more often and more proactively, to ensure their physical and mental well-being.

For patients who needed to be seen in person, and to keep our clinicians and staff safe, our team constantly assessed and adjusted operations in our clinics, from ensuring physical distancing in our waiting rooms to enhancing infection control measures. We expanded care for people experiencing homelessness, visiting new shelters and temporary housing sites, and working with partners to get people into Project Roomkey and quarantine housing.

We also ramped up free food distributions, increasing their frequency and expanding to more locations, recognizing that our community was likely struggling to put food on the table.

Our patients have been disproportionately affected by COVID-19, because they are more likely to have jobs that can’t be done at home and to live in closer quarters in more densely populated areas. We must also acknowledge the systemic racism that permeates our society, brought to the forefront by the increased number of Black and Latinx people dying from COVID-19, and by the murder of George Floyd and the many protests that came after.

As the pandemic wears on, people in already precarious situations continue to have their hours cut or lose their jobs entirely, creating even greater need for accessible and affordable health care. Venice Family Clinic will be there for them, as we have been for 50 years.

And we are humbled to know that throughout it all, you will be there, too, as you have been from the beginning. As we celebrate our past, we also look forward to the future together.

Sincerely,

ELIZABETH BENSON FORER
Chief Executive Officer and Executive Director

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Our work in 2020

Venice Family Clinic is a leading choice in free and affordable health care for low-income people annually.

Our Team
421 full- and part-time staff
1,387 volunteers, including 395 physicians

Our Performance
128,775 patient visits annually
82,742 primary and specialty care visits
15,362 behavioral health visits
9,789 dental visits
14,429 health education visits
8,703 Children First Early Head Start home visits

Our Patients
64% live below the federal poverty line
74% have health insurance
36% speak Spanish as their primary language
24% are children
16% experience homelessness
8% are seniors

Our Team
421 full- and part-time staff
1,387 volunteers, including 395 physicians

Our Performance
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15,362 behavioral health visits
9,789 dental visits
14,429 health education visits
8,703 Children First Early Head Start home visits

Thank you
do our doctors for your generous and unwavering support. To view a list, visit venicefamilyclinic.org/supporterlist.

All numbers in this report reflect fiscal year 2020 (7/1/19 to 6/30/20).

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ELIZABETH BENSON FORER
Chief Executive Officer and Executive Director
Sharing our expertise in the media

Elizabeth Benson Forer on the Affordable Care Act, telehealth
Our CEO and executive director wrote in ColMatters about the negative impacts repealing the Affordable Care Act would have on the health care system. She also wrote in Capitol Weekly about the value of telehealth for both patients and health care providers.

Dr. Despina Kayichian on telephone visits
The Clinic’s chief medical officer was quoted in the Journal of the American Medical Association on the benefits of telephone visits.

Dr. Gilmore Chung on addiction
As fentanyl use rose in California, our director of addiction services wrote in ColMatters about the need to treat addiction as a disease.

Dr. Margarita Loezo on our 50th anniversary
Our chief medical information officer, who was a Venice Family Clinic patient as a child, highlighted the Clinic’s 50th anniversary in the Santa Monica Daily Press while discussing the connection between her lived experience and the care we provide to families like hers.

Dr. Michelle Aguilar, Dr. Zarin Tejani & Dr. Margarita Loezo on COVID-19 and the Latinx community
Three of our doctors were quoted in a ColMatters article on the disproportionate effects of COVID-19 on Latinx children.

Rigoberto Garcia on food insecurity
With many of our patients struggling financially during the pandemic, the Clinic’s director of health education was discussing the connection between her lived experience and the care we provide to families like hers.

Dr. Coley King on street medicine
Our director of homeless services was featured several times throughout the year for his expertise in street medicine, including in the Los Angeles Times, on VICE News and on 89.3 KPCC Southern California Public Radio.

The future is now: Moving to telehealth

In March when the coronavirus pandemic hit, Venice Family Clinic quickly shifted to a model of care that prioritized phone and video visits.

Before the onset of COVID-19, we used telehealth to help a small number of patients. That infrastructure allowed us to efficiently transform our operations almost overnight to keep our patients, clinicians and staff safe while keeping our promise of providing quality care to anyone who needs it.

During the pandemic, we have had at least 50% of our billable appointments over the phone or via video.

“We had always planned on expanding our telehealth services, but the future came sooner than we anticipated,” said Elizabeth Benson Forer, CEO and executive director. “The need to minimize the chance of infection opened the door for telehealth to flourish; in many ways, telehealth has worked out better than expected.”

Rigoberto Garcia on food insecurity
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Dr. Coley King on street medicine
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Expenses

| Health Care                     | $56,028,943 |
| Children First Early Head Start Program | $3,361,092 |
| Education and Outreach          | $1,038,842 |
| Common Ground                   | $2,307,307 |
| Management and General Services | $1,043,533 |
| Fundraising                     | $4,043,288 |
| Total                           | $168,084,872 |

Revenue

| Patient Services Revenue (Third-Party Reimbursements) | $29,972,188 |
| Government Contracts and Grants                    | $70,711,357 |
| Private Support                                     | $18,043,872 |
| In-kind                                             | $14,630,400 |
| Investment Income                                   | $245,651 |
| Total                                               | $291,371,389 |

Venice Family Clinic

Consolidated Statement of Activities for Venice Family Clinic and Venice Family Clinic Foundation. Fiscal year ended 6/30/20. Full financial statement can be viewed at venicefamilyclinic.org/financials.
Responding to new challenges

How we transformed our services to maintain the health and safety of our community

Operations
• Converted in-person visits to telehealth to limit the number of patients in clinics at any one time
• Required masks, health screenings and physical distancing for all patients and staff
• Erected physical barriers in common areas
• Established new infection control pathways and protocols

Homeless services
• Expanded care to new shelters, temporary housing sites and encampments
• Worked with partners to get people into Project Roomkey and COVID-19 quarantine housing

Free food distributions
• Shifted from a farmers market-style shopping environment to prepackaged giveaways
• Increased frequency and number of locations
• Distributed 15,000 lbs of fresh food and produce to up to 1,600 people per week
• Launched partnership with UCLA Dining Services to serve 13,000 prepared meals a week to patients

Visit increases
Hired new staff, increasing visits by
17% in behavioral health
57% in Children First Early Head Start
71% in SUMMIT substance use treatment program

Children First Early Head Start
• Moved in-person home visits online
• Dropped off educational and hygiene supplies to families at home

Group meetings
Restructured group sessions to video meetings in several areas, including Children First (parenting trainings), health education (exercise, cooking and chronic disease management classes) and substance use treatment (SUMMIT support groups and shared medical visits)

Week of Action
In October, we held a weeklong anniversary celebration, inviting the community to join us in honoring all we’ve accomplished over the years and all that we plan to do together in the years to come.

On October 12, 1970, Venice Family Clinic first opened its doors, bringing quality, affordable health care to an underserved community. In honor of our 50th anniversary, we planned a series of events to mark this milestone, but ended up contending with a circumstance that only underscored our mission: the COVID-19 pandemic. And although the pandemic meant our plans needed to change, what didn’t change was the support we received from our community, making this momentous year even more meaningful for us.

Food + Social Justice at KCRW
Our year-long celebration began in person in February, before the pandemic started, at public radio station KCRW’s offices.
Hosted by chef and Good Food host Evan Kleiman, the panelists – Dr. Wendy Slusser, a UCLA associate vice provost and pediatrician, who built the Clinic’s pediatric residency program and its obesity program for kids; Amy Rowat, who pioneered the use of food in teaching scientific concepts; and Rick Nahmias, founder and executive director of Food Forward – discussed health equity and food insecurity.

Venice Family Clinic Art Walk & Auction
Determined to keep this 40-plus-year annual tradition alive, in May we moved Venice Art Walk to an online auction featuring over 190 pieces from nationally recognized contemporary artists, including Johan Andersson (whose Frontline 2019 is pictured here), John Baldessari, Gary Baseman, Billy Al Bengston, Jens Lucking, Andy Moses, Astrid Preston, Ed Ruscha, Analia Saban, Kim Schoenstadt and many more. We also held a series of Art Talks online where Venice Art Walk Curatorial Committee members highlighted their favorite auction pieces and engaged in conversation with participating artists. Despite the change in format, our community came through: We raised more than $700,000 to support the vital services we provide our patients.

Health + Justice series
In July, we launched the Health + Justice online speaker series, bringing together Clinic experts and thought leaders to explore the intersection of health and justice.
The five livestream events covered topics such as homelessness, the trauma of incarceration, racism as a public health crisis, Black maternal mortality, and public health in a pandemic. Guests included Dr. Barbara Ferrer, director of the LA County Department of Public Health; Susan Burton, founder and president of A New Way of Life Reentry Project; and Dr. David Hayes-Bautista, director of the Center for the Study of Latino Health and Culture at UCLA. The events were hosted by luminaries such as Gayle King and Lisa Ling. You can watch recordings of the events on our website at bit.ly/Health-Justice.

Celebrating 50 years of health