



# DEAR FRIENDS



I will step down as Chief Executive Officer and Executive Director of Venice Family Clinic at the end of 2022. After 28 years at the helm of this amazing organization, I remain in awe of all we have accomplished together and the comprehensive way we provide care to our patients.

When I started at Venice Family Clinic in 1994, the Clinic was a very different place. Our only sites were on Rose Avenue, with hundreds of volunteers joined by a small staff, whose shared commitment to caring for our patients allowed them to serve 10,000 people who lived predominantly on the Westside of Los Angeles. Today, this culture of caring continues with a focus on prevention; comprehensive primary care that includes behavioral health, dental, health education, case management and health insurance enrollment; and a steadfast commitment to child and family development.

Thanks to the dedication of our volunteers, staff, generous supporters and volunteer leaders, Venice Family Clinic is making an even bigger impact now through 17 locations in Inglewood, the South Bay and the Westside. Thank you for helping us expand our footprint. This past year we were able to serve more than 40,000 people who need high quality health care.

The Clinic is in good hands with our innovative and mission-driven staff and volunteers. I look forward to seeing all that Venice Family Clinic will do to continue our mission of providing quality primary health care to people in need.

Sincerely,

**Elizabeth Benson Forer**  
Chief Executive Officer and Executive Director



What Liz Forer has accomplished over the past three decades is extraordinary. On behalf of the Board of Directors, we thank Liz for her unwavering dedication, passion and fortitude in leading the Clinic.

All of us at the Clinic will build on this strong foundation in the years to come, ensuring our patients continue to benefit from the kinds of advancements in care that they have come to expect and we know they deserve. We remain resolute in our shared values: passion for the organization's mission; dedication to achieving health equity; commitment to building and maintaining strong relationships within the organization and in the community; and devotion to achieving equity, inclusion and racial and social justice

Our commitment to everyone in our community – patients, staff, volunteers, partners and supporters – endures, and Venice Family Clinic will continue to deliver the highest quality care with compassion, dignity and respect, as we have done for more than 50 years.

Sincerely,

**Joan E. Herman**  
Chair, Board of Directors

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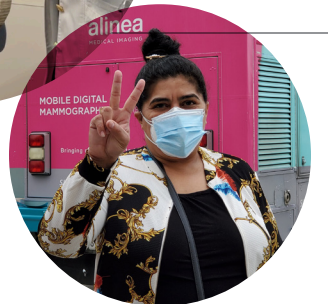
# 2022 BY THE NUMBERS

Venice Family Clinic provided quality primary health care to 40,380 people in need.

## Performance



**189,917** Patient visits:  
**133,150** Primary and specialty care visits:  
**8,760** Dental visits:  
**24,488** Behavioral health visits:  
**10,106** Health education visits:  
**9,575** Children First Early Head Start home visits:



## Patients

**91%** lived below 200% of the federal poverty line\*  
**36%** spoke Spanish as their primary language  
**86%** had health insurance  
**25%** were children  
**11%** experienced homelessness  
**11%** were seniors



## Our Team



**513** employees  
**70** clinicians (physicians, physician assistants, nurse practitioners, therapists, optometrists and dentists)  
**1,239** volunteers, including **308** clinicians

\*Number only includes patients for whom we have income information. All numbers in this report reflect fiscal year 2022 (7/1/21-6/30/22) for Venice Family Clinic.



# FEELING SEEN

When Zeke Ridgley, 18, was released from a hospital's psychiatric ward, what to do next wasn't clear. Zeke, whose pronouns are they/them, was still dealing with the trauma of physical abuse from a peer and the death of a pet they were training to be an emotional support animal.

"I had lost all hope for my future," said Zeke, who also has autism.



Then Zeke's social worker recommended a support group for LGBTQ+ youth ages 12-21 called AFFIRM, which integrates gender identity affirmation with cognitive-behavioral therapy. The program, which started in July 2021 at the Clinic, is open to patients and non-patients alike and is part of our commitment to gender-affirming care.

Zeke decided to give this group-based model a try.

Not only did Zeke receive resources and learn techniques that they continue to use, including distraction, processing and communication tools, Zeke felt genuinely cared for by the facilitators, including Jennifer

Amaya Gonzalez, LCSW, clinical supervisor in our Behavioral Health department. For example, when it was apparent during a meeting that Zeke wasn't well, Jennifer called them afterward to help resolve the issue, and also called the next day to check up on them.

***"I would definitely recommend the AFFIRM group to fellow LGBTQ+ people," Zeke said. "Because of what I learned there, I know now that what I feel is valid."***

"Limiting the group to a specific age group was helpful," Zeke said. "The facilitators' understanding that being LGBTQ+ already made things difficult made it more comfortable for people who didn't have that support from their families."

Zeke gained so much confidence after finishing the 8-week course that they started the first LGBTQ+ faculty workshop at their high school, leading meetings to share resources and experiences with teachers. Zeke would like to do more of that kind of advocacy and outreach, and today is majoring in critical race, gender and sexuality studies in college.

"I would definitely recommend the AFFIRM group to fellow LGBTQ+ people," Zeke said. "Because of what I learned there, I know now that what I feel is valid."

Our AFFIRM program has been supported by generous grants from TOMS, Macy's and The Charitable Foundation.

Since the COVID-19 crisis began, we've continued to optimize primary care and have been examining how our offerings align with our patients' needs. Here are some of the innovations, expansions and reintroductions we've made in the last year.

## Integrative Medicine

We brought back weekly acupuncture and physical therapy at our Simms/Mann Health and Wellness Center in Santa Monica to help patients manage chronic and acute pain.

## CenteringPregnancy™ and CenteringParenting™

These unique care models for expectant and new parents in group settings were reintroduced in a hybrid format. Long available at our South Bay sites, we also began offering CenteringParenting™ to patients at our Venice sites.

## Street Medicine Curriculum

In February 2022, we introduced our street medicine curriculum, a detailed training guide to educate the next generation of homeless health care providers. Funded by the United Way of Greater Los Angeles, the curriculum provides integrated, evidence-based guidelines for street medicine with best practices in social care.

## Universal Food Insecurity Screenings

Last year, we began asking patients if they worried about having enough food. The first 12 months of data showed that 48% of our patients experienced food insecurity in the previous year. We referred patients who answered affirmatively to our free food markets and CalFresh enrollment specialists.

## The Community Connection

With a \$5 million grant from the Tikun Olam Foundation, we launched The Community Connection, which expands and integrates medical, mental health, early childhood education and other services to families with young children. We conducted a pilot program by providing 14 of our pregnant patients with doulas. The feedback was so positive that we expanded the program to serve more families.

# AROUND THE CLINIC AND IN THE COMMUNITY



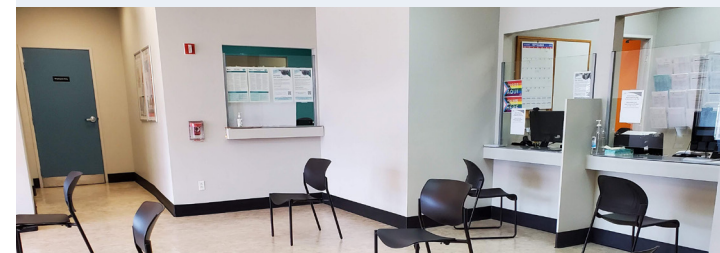
Our annual Venice Family Clinic Art Walk & Auction looked a little different this year while still raising money for the Clinic's vital services. Our first-ever Venice Art Walk Gallery at Santa Monica Place welcomed art aficionados to bid on donated artworks and view our first NFT auction. We also held an afternoon of live mural paintings.



Supported by the Chuck Lorre Family Foundation, we completed Phase 1 of renovation at our flagship Rose Avenue clinic. We opened a new pharmacy, vision and pediatric exam rooms, triage and lactation rooms, community/conference room and more. The renovation is expected to be completed in 2023.



We doubled the frequency of our COVID-19 vaccine clinics and tripled the number of vaccine clinic sites, including those in the South Bay. Here we are in Carson, providing free vaccines to our patients and community members.

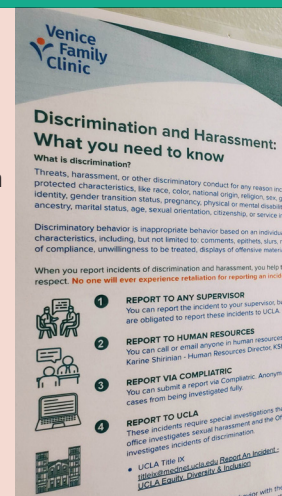


We freshened up our Inglewood Health Center with a new coat of paint and brand-new flooring, brightening the space for patients and staff.



Our street medicine team began providing services in the South Bay, including at the City of Torrance's Tiny Home Village, which provides people with temporary housing.

We continued our work toward becoming actively anti-racist to identify and address structural racism within our organization. We've held workshops, discussion groups and action teams for staff; developed a protocol defining discriminatory behavior and the Clinic's response; created an outline of how staff can report discrimination and/or harassment; surveyed patients on their Clinic experiences; and established a staff mentorship program.



We received a mobile clinic from Cedars-Sinai Medical Center to expand our street medicine outreach, making it our second mobile clinic. The unit, named after the late Dr. Theresa M. Brehove, who served as the Clinic's director of homeless services for many years, visits shelters, encampments and partner organizations.



# MEET OUR STAFF



## **Dr. Anjali Mahoney, Chief Medical Officer**

Dr. Anjali Mahoney became the Clinic's chief medical officer in March 2022. Before joining the Clinic, she oversaw the primary care program at Keck Medicine of USC. Dr. Mahoney lives in her hometown of Manhattan Beach and is proud to serve the community where she grew up. In addition to her medical degree, she also has a master's degree in public health and a strong background in community health. "Being a part of Venice Family Clinic makes me feel like I'm a part of something bigger. I believe health care is a human right, and it is my mission in life to ensure everyone has equal access to quality, affordable care."



## **Beatriz "Betty" Franco, Clinic Services Manager, Gardena Health Center**

Born and raised in Carson, California, Betty Franco began working at our South Bay sites as a teen 25 years ago. Today she serves as site manager for our Gardena clinic. "I like helping the community, being able to serve those in need, and working with the people around me. It is very special to work with individuals who share your passion and compassion with patients."



## **Dr. Jaspreet Kaur, Dental Director**

Dr. Jaspreet Kaur is an LA native who has been with Venice Family Clinic for five years and became dental director in March 2022. "What I enjoy most about my job is educating our patients and community about oral health. I am so thankful for the donations and grants that enable us to help the most vulnerable people in our community."



## **Dr. Kimberly McNally, Pediatrician, Inglewood Health Center**

Dr. Kimberly McNally has practiced pediatrics at our Inglewood location since 2014. Originally from San Diego, she moved to LA in 2000. "I love watching my patients and their families grow and thrive over time."



## **Teylar Black, Senior LVN, Redondo Beach**

Two years ago, Teylar Black, LVN, began working at our Redondo Beach clinic and has been serving the community at our COVID-19 vaccine clinics ever since. "My favorite thing about working at the Clinic is caring for my patients, building rapport with other health care professionals, and learning through everyday experiences."



## **Dalila O. López, Program Manager, Food Programs**

Dalila O. López joined the Health Education team in 2021 and oversees all food programming at the Clinic, including free food markets and nutrition education. She grew up in Carson. "I work with some of the most empathetic, passionate and hardworking individuals, not only within my team but at the Clinic as a whole. I continue to be inspired by my colleagues and volunteers and their unwavering commitment to reach health equity."



## **Alma V. Ramirez, Behavioral Health Liaison, Gardena Health Center**

Alma V. Ramirez, LMFT, is a behavioral health therapist based at our Gardena clinic, where she has been for over three years. She has lived in Los Angeles since she was 10. "I enjoy helping patients find ways to improve their lives and accomplish their goals, helping to guide them in creating change in their lives. I like giving back to the community and being able to provide behavioral health services to patients in need."



## **D. Bowie Russ, Director of Care Management**

D. Bowie Russ, ACSW, joined Venice Family Clinic in March 2022 to lead our Resource Case Management and Enhanced Care Management department, which connects patients to resources within and outside the Clinic that helps them with the necessities of life. "I enjoy supporting my staff members in their professional growth so they can expand their capacities in helping the Clinic's patients meet their needs."

## OUR EXPERTISE IN THE MEDIA

### **Dr. Margarita Loeza and Iliniza (Nisa) Baty on the impact on health of inequitable access to technology**

Dr. Margarita Loeza, chief medical information officer, and Iliniza (Nisa) Baty, director of behavioral health, were quoted in the *Los Angeles Times* and *Capital & Main*, respectively, about the effect of the digital divide on the Clinic's patients, many of whom do not have access to the technology needed for video telehealth visits.

### **Sharon Ng on Medi-Cal pharmacy program changes**

Sharon Ng, director of pharmacy, spoke to *Kaiser Health News* about the transition to California's new Medi-Cal pharmacy program, its challenges and recommendations to alleviate problems.

### **Ebony Funches recognized for excellence in meeting patients where they are**

Ebony Funches, DNP, was featured in *The Argonaut's* annual Westsiders issue as one of 14 "exceptional individuals" in the community for her work caring for people experiencing homelessness. The special issue includes people "paving the way for others and making a positive impact on the community with their creativity, innovation, activism and leadership."



Photo by Glenna Gordon

### **Dr. Coley King and Elizabeth Benson Forer on continuity of care, mobile clinic outreach for people experiencing homelessness**

Dr. Coley King, director of homeless services, underscored the need for continuity of medical care when relocating people experiencing homelessness from encampments in a letter to the editor of the *Los Angeles Times*. Elizabeth Benson Forer, CEO and executive director, also wrote about this topic in *CalMatters*. The Clinic's pioneering street medicine efforts, including our new street medicine curriculum and mobile clinic, were featured in the *Los Angeles Times* on more than one occasion.

**"With the elections bringing a much-needed focus to homelessness, we call on our political leaders to prioritize health care in their plans to end homelessness. Housing without quality health care will not yield the long-term success we all want for our state."**

— Elizabeth Benson Forer in *CalMatters*



Photo by Chris Mortenson





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