



Annual Report
2023

Dear Friends

When I first became CEO of Venice Family Clinic in December 2022, I knew my colleagues would be talented and dedicated, and that I was joining an organization with a stellar reputation. What I found was that and so much more. Our staff and clinicians do excellent work every day, and their commitment to the Clinic’s mission, patients and community comes through loud and clear in everything they do. That includes making sure our patients have access to the quality, comprehensive care they need when and where they need it – a commitment that is foundational to Venice Family Clinic.

I am so very proud of the newly renovated Chuck Lorre Rose Avenue Health and Wellness Center. Now our flagship’s design matches the exceptional quality of care our team provides. The facility is bright and welcoming for our patients and staff, who have already remarked how much better they feel being inside it. This renovation is one example of how we will continue to invest in creating healthier communities.

It’s our second year since merging with South Bay Family Health Care, and we have continued to push ourselves to meet the needs of our patients, as we have constantly done since our founding more than 50 years ago. We have continued to standardize processes and operations across all of our 17 locations. And we’ve brought our free food programming, homeless services, enhanced diabetes care, better-integrated behavioral health care and more to our South Bay sites. You’ll read about one of our



patients who has benefited from this expanded care in this report.

Venice Family Clinic’s patients already have so many challenges to overcome in life; getting the health care they need shouldn’t be one of them. Which is why we will continue to explore how we can serve our communities even better, especially in places and among populations where there are people whose need for health care remains unmet.

We’ve accomplished so much, and we plan to do so much more. But none of it would be possible if it weren’t for our extraordinary community of supporters, partners, volunteers, staff and patients bolstering the indispensable work that we do. I look forward to being a part of what we’ll achieve together.

Sincerely,

Mitesh S. Popat

Dr. Mitesh Popat
Chief Executive Officer

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Thank you to our donors for your generous and unwavering support. To view a list, scan this QR code with your smartphone’s camera.

2023 by the Numbers

Venice Family Clinic provided comprehensive, high-quality primary health care, free food, health insurance enrollment assistance and harm reduction services to more than 45,000 people.

Performance



28,094
behavioral health visits

9,649
health education visits

9,352
health insurance enrollment visits

11,713
dental visits

182,458
patient visits

120,181
primary and specialty care visits



9,386
Children First Early Head Start home visits

956,516
pounds of food distributed to 70,494 people

8,788
case management visits, including 1,628 people served

Patients

97%
lived below 200% of the federal poverty line*

27%
were children

11%
experienced homelessness

71%
had health insurance

36%
spoke Spanish as their primary language



9%
were older adults

45%
of patients who were screened were food insecure



Our Team

535
employees

69
clinicians
(physicians, physician assistants, nurse practitioners, therapists, optometrists and dentists)



1,119
volunteers, including 228 clinician volunteers

*Number only includes patients for whom we have income information. All numbers in this report reflect fiscal year 2023 (7/1/22-6/30/23). Audited financials will be available after December 31, 2023, at venicefamilyclinic.org/financials. Projected budget for fiscal year 2024 is \$88 million.

‘Everything Falling into Place’ for South Bay Patient



Over the past year, Venice Family Clinic has worked hard to ensure all of our patients have access to our comprehensive services no matter which clinic they get their care from. Since merging with South Bay Family Health Care in 2021, nowhere has this been more evident than at our South Bay sites, where we’ve expanded many of our signature programs. Thanks in part to support from Providence Little Company of Mary and Torrance Memorial Medical Center, this expansion includes street medicine, harm reduction services, free food programming, better-integrated behavioral health care, and enhanced diabetes care.

Troy Bailey is a patient at the Inglewood South La Brea clinic who sees Associate Medical Director Dr. Cesar Barba for her primary care needs. Earlier this year, Dr. Barba diagnosed Troy with diabetes.

“Dr. Barba showing me that he cared made me care more about myself.”

“When Dr. Barba told me my A1C was high, he broke it down for me and told me what I needed to do to get it down,” said Troy, who lives a short drive away from the clinic. “Now I’m eating less carbs, and my A1C went from 7.3% to 6.8%. And I’ve lost seven pounds. I can walk better, and taking the stairs has gotten a little easier. Everything is falling into place for me.”

Troy credits the care she receives from Venice Family Clinic and Dr. Barba for encouraging her to continue losing weight and getting her A1C level down. She even got herself an exercise bicycle.

“Dr. Barba listens and doesn’t make me feel bad about my weight. I respect and trust him,” Troy said. “Dr. Barba showing me that he cared made me care more about myself.”

Around the Clinic and in the Community



We held the 44th annual Venice Family Clinic Art Walk + Auction with a gallery at RUNWAY Playa Vista, live mural paintings and family friendly activities. This year’s auction featured a diverse group of emerging artists alongside some of the most well-known artists in Los Angeles.



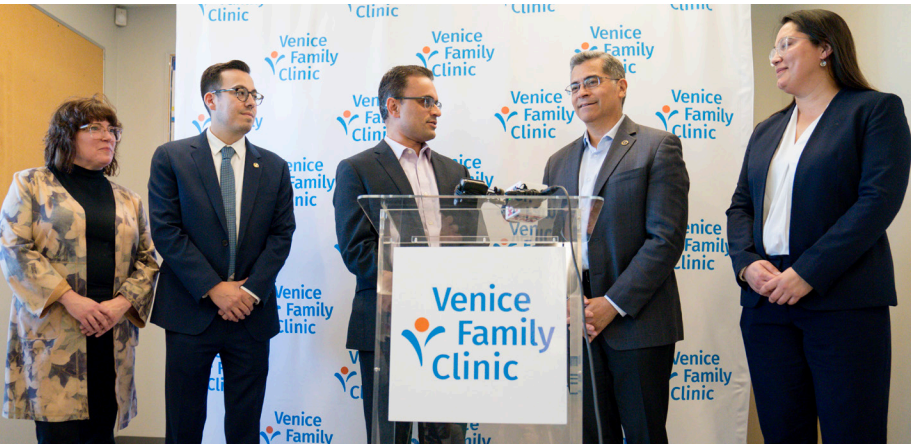
Clinic staff and board members attended the Families USA Conference and the National Head Start Association Winter Leadership Institute in Washington, DC, to engage with and learn from education and health care advocacy teams from across the nation. Our team also met with Senate and House representatives on Capitol Hill, including Rep. Maxine Waters, pictured here.



TOMS, the Culver City-based shoe company that pioneered the “buy one-give one” model, named Venice Family Clinic its Impact Partner of the Year for our work in promoting mental health and equity.



Our Homeless Services team celebrated the opening of Bridge of Hope Community Housing in Hawthorne, a tiny home village for people experiencing homelessness. We began providing health care services for these residents and anyone else using the city’s homeless services drop-in center next door.



US Secretary of Health and Human Services Xavier Becerra and HHS Regional Director Jeffrey Reynoso toured the renovations at our flagship clinic, the Chuck Lorre Rose Avenue Health and Wellness Center, and learned about our work.



We installed Venice Family Clinic exterior signage at all our clinics in the South Bay, bringing all our sites under one name.



The Clinic launched a third mobile clinic, supported by a gift from Michael and Marlene Rapkin, to provide health care and harm reduction services to people experiencing homelessness.

Introducing the Chuck Lorre Rose Avenue Health and Wellness Center



Venice Family Clinic completed renovations at our Rose Avenue flagship – newly renamed the Chuck Lorre Rose Avenue Health and Wellness Center – and celebrated its grand reopening with a ribbon cutting and open house for the community. This renovation was made possible by The Chuck Lorre Family Foundation’s generous support to remodel the 40-year-old clinic, inside and out.

As the medical home for patients who entrust us with their care, we made design choices with lighting, color and open spaces that would ensure they feel welcome and respected. This beautiful building at 604 Rose Avenue – our first permanent location originally established in 1983 – is a symbol of Venice Family Clinic’s history and our future.

The improvements expand the facility’s capacity to serve patients, enhance access to services and enable more integration of those services. The pharmacy is now on the ground floor, and there’s a new community room for fitness classes and other group sessions. Exam rooms can now serve multiple purposes, with patients staying in one place while mental health specialists, case managers, care coordinators and health educators come to them during their visit. The redesign also improves spaces for behavioral health and substance use services, offers two showers for people experiencing homelessness, and adds dedicated pediatric waiting and exam rooms.

Venice-based artist Christina Angelina (also known as Starfighter) created a custom mural on the outside of the building called “Community in Unity,” featuring a compilation of photorealistic hands of actual Clinic patients, health care professionals and volunteers – a reflection of Venice Family Clinic’s commitment to the community it serves.



Our Expertise in the Media

Dr. Mitesh Popat and Valerie Ibarra-Figueroa on the impacts of losing health care coverage due to a problematic Medi-Cal redetermination process
CEO Dr. Mitesh Popat wrote an opinion piece for *CalMatters* about the need for Los Angeles County to improve its administrative systems to ensure smooth Medi-Cal redeterminations. Valerie Ibarra-Figueroa, a health insurance enrollment specialist, and a patient were featured in the *Los Angeles Times* on the difficulties patients encounter with Medi-Cal redeterminations.

Dr. Coley King (pictured below) on issues that affect our patients experiencing homelessness
Dr. Coley King, director of homeless services, discussed the dangers and effects of fentanyl use in a *STAT News* video; the importance of quality, stable housing for people being moved from encampments on *Spectrum News1*; the traumatic effects of living on the streets in *Los Angeles Daily News*; and substance use as one of several factors affecting the mortality of people experiencing homelessness on *LAist*.

Dr. Cesar Barba on the comprehensive care the Clinic offers
Telemundo interviewed Dr. Cesar Barba, associate medical director, to inform viewers about the comprehensive, quality health care that Venice Family Clinic provides to its patients, as well as the services available to the community.



Evonne Biggs (pictured above, right) recognized for making an impact in collaborative care for people experiencing homelessness
Evonne Biggs, program manager for homeless services and health equity, was recognized by the City of Los Angeles Civil + Human Rights and Equity Department, along with the Commission on the Status of Women, as a Pioneer Woman for her dedication to solving homelessness. *Authority Magazine* also featured Biggs as one of its Heroes of the Homeless Crisis. The extensive Q&A covered Biggs’ personal and professional background, her reasons for persevering in this work, and what she has learned about homelessness from her years of serving this population.



To read these stories and more, scan this QR code with your smartphone’s camera.



“One night on the streets is scary — it changes your mental picture and your physiology and your emergency response. You’re a different person.”

Dr. Coley King, *Los Angeles Daily News*



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