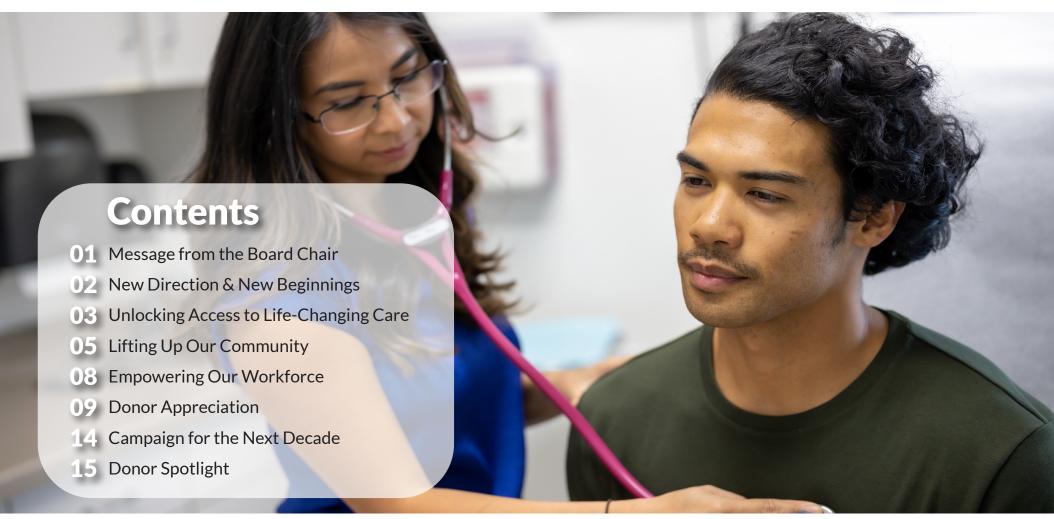


Annual Report

2022-2023





Message from the Board Chair

Preparing an Annual Report provides an opportunity to pause and look back; to reflect on what has been achieved while keeping in mind what remains to be done in service to our mission. I hope you are inspired by Marin Community Clinics' work as you read this report, and take pride in being part of our community.

In addition to sharing some of the achievements of the past year in these pages, I will take this opportunity to introduce you to the person who will lead us into the future. The past year saw a change in our Chief Executive Officer leadership when Dr. Mitesh Popat relocated to Southern California. After a comprehensive and careful search, the Board of Directors has recruited a leader who will help us continue to provide excellent compassionate care to the patients of Marin Community Clinics. **Farhan Fadoo, MD, MS**, will become CEO on December 1, 2023. Dr. Fadoo is an experienced health care executive and family medicine physician. Most recently, he served as CEO of San Joaquin County Clinics. Dr. Fadoo has a demonstrated record of results with the ability to build and lead organizations, aligning employees and budgets to drive success. He is well accustomed to navigating ever-changing challenges within the health care arena – a must in today's environment.

"I am absolutely thrilled to be joining the vibrant team at Marin Community Clinics. It is a profound privilege to lead an organization as forward thinking and mission-driven as this one," says Dr. Fadoo. "I am humbled by the many ways the Clinics demonstrates its commitment to serving the most vulnerable populations in Marin County. Together, we will strive to build upon Marin Community Clinics' enviable achievements in enhancing access to quality healthcare, fostering innovation, and strengthening our region's overall health."

As we welcome Dr. Fadoo, I want to extend my heartfelt thanks to Interim CEO, **Leigha Andrews**, **MBA**. Stepping into the role during a crucial period and filling big shoes was no easy feat. She has been instrumental in ensuring our patient-centered care has remained steadfast. After wearing two hats throughout 2023, Leigha is returning to a singular focus on her vital role as Chief Health Services Officer.

Leigha notes, "I am excited to work closely with Dr. Fadoo as he brings extensive medical, business, and strategic planning expertise – along with enthusiasm - to our community health center. " She and the other members of the Executive Management Team will work closely with Dr. Fadoo to ensure a seamless transition.

On behalf of our board, staff and volunteers, I thank you for your support. Many of the accomplishments described herein are only possible with the generosity of our donors (see pages 9-14). Thanks to you, Marin Community Clinics will continue its legacy of touching lives through health.

Nelson Branco, MD, FAAP Board Chair

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New Direction & New Beginnings

Meet Tina Bailey - Resourceful Survivor

Tina Bailey has always been resilient. At 61, she's the mother of three children and grandmother to 11 grandchildren. She's held a variety of jobs to provide for her family, including working for non-profit organizations and as a professional seamstress on large-scale projects.

When Tina lost her job during the COVID-19 pandemic, she felt lost. But, ever resourceful, she turned a small boat into a makeshift home because she had nowhere else to go and didn't want to burden her children. It wasn't easy, as the boat lacked electricity and water had to be hauled in.

Tina made the situation work -- until she couldn't. She fell ill and required surgery to remove her spleen. Having dealt with a number of serious medical issues in the past, she was distrustful of the health care system. As she explained, "By that point, I had put up a wall."

Marin Community Clinics Team Rebuilds Trust

Through a collaboration between Marin Community Clinics and MarinHealth, Tina was referred to Esme Cullen, MD, MPH, Associate Site Medical Director. Although Dr. Cullen's responsibility was simply to clear Tina for surgery, she did more than that, always checking in with Tina after their appointments. She also saw the life challenges Tina was facing and referred her to a Complex Care Case Manager, Jodie Campbell, MSW. Our Complex Care Case Managers work with patients who have multiple issues such as inadequate housing, abuse, lack of family support, and limited income. As Campbell explains, "We do a lot of advocating from a lot of different angles."

"Once that trust was built at Marin Community Clinics, I completely changed my mind," reports Tina. "Jodie and Dr. Cullen held me accountable and set goals for me." In addition to earning Tina's respect, they also determined she was eligible for life-changing Medi-Cal insurance and connected her with the Clinics' Enrollment Services team.



"If it wasn't for Marin Community Clinics, I don't think I'd be mentally capable of going this far."

TINA BAILEY, Patient

New Direction, New Beginnings

After surgery, Tina was more vulnerable than ever. Struggling with balance issues, she was at high risk for falls, so returning to her boat was not an option. Campbell stepped in, helping Tina set some immediate goals, including referring her to New Beginnings Center – an 80-bed shelter in Novato operated by Homeward Bound of Marin.

Today, Tina is living at New Beginnings while awaiting an apartment through the Marin Housing Authority. Her progress, according to Campbell, has been amazing. She still comes to the Clinics to see Dr. Cullen and will remain with Campbell until she has all the tools necessary to independently achieve her goals. "When patients are ready to 'graduate' from Complex Care, they're listening, learning, and following through with the care plan we create for them," said Campbell. "Tina is well on her way."

Recently, Tina graduated from Homeward Bounds' Fresh Starts Culinary Academy, and is excited about finding work putting her culinary skills to use. "If it wasn't for Marin Community Clinics, I don't think I'd be mentally capable of going this far," she says. "Between Jodie and Dr. Cullen, they gave me direction."

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Unlocking Access to Life-Changing Care

Marin Community Clinics' Outreach & Enrollment Team

As a Certified Enrollment Counselor (CEC) and patient outreach specialist at Marin Community Clinics, **Karla Bermejo-Coronel** has seen first-hand how the right support at the right time can transform someone's life. Handling a medical emergency can be challenging for anyone, but for low-income families working hard to make ends meet, navigating the complex process of determining what financial assistance may be available is often overwhelming.

"Earlier this year, I worked closely with a mother and father whose son was hospitalized with tuberculosis," reports Bermejo-Coronel. "The family could not afford the care their child urgently needed. They had no health insurance and, as newcomers to the U.S., had no idea what help might be available. They simply did not know where to start."

Fortunately, they were connected to Marin Community Clinics by an acquaintance. Bermejo-Coronel immediately stepped in and in short order enrolled them in Medi-Cal. The child's health care was now covered and the parents could concentrate on his treatment and recovery.

"The system is so confusing – it's like a maze," explains Outreach and Enrollment Manager **Armando Cerros**. "There are so many options, and patients receive all kinds of mail from different insurance companies with different interests. Our job is to find the best solution for our patients and to guide them throughout the enrollment process. Every situation is different, and many of our patients are monolingual Spanish speakers, so having someone explain the benefits in their native language is invaluable."

The CECs start with determining what insurance program individuals qualify for – it could be Medi-Cal or other insurance programs for low-income families such as Covered California, County Medical Services Program (CMSP), or Path to Health. Next, they gather the necessary documents and forms, help complete applications, and explain what to expect after enrollment. The work is not limited to new applicants for programs – they also assist patients with renewing benefits.

In the past year, the team assisted 3,334 patients in enrolling or renewing their benefits.

Stepping Up So No One Is Left Behind

Three years ago, the Federal Government instituted an emergency COVID-19 pandemic provision to ensure continuous Medi-Cal coverage for low-income families. By June 2023, 15 million Californians were enrolled statewide - a positive step towards increasing access to care.

In May 2023, the provision ended, which may result in families losing Medi-Cal benefits if they do not complete renewal applications. Medi-Cal offices review the information they have in a database. If they can confirm that the member remains eligible, they automatically renew benefits. If the Medi-Cal office cannot determine eligibility, the member needs to complete and submit renewal docu-

mentation. If the renewal packet is not submitted to Medi-Cal, benefits are terminated.



Karla Bermejo-Coronel assisting a patient

Once again, CEC team members are stepping in: they are proactively reaching out to patients due for renewal.

"We have made this a priority so that patients do not lose their benefits," explains Cerros. "We are updating contact information, advising patients to be on the lookout for renewal packets, and explaining the importance of completing the information. I am pleased to report that, to date, our efforts have been successful."

A Crucial Component of Patient Care

Cerros and Bermejo-Coronel sum it up well: Bermejo-Coronel explains: "Knowing I can make a difference in someone's life motivates me to keep working and keep informing my community about all the benefits they can receive. We all work together to find ways to prevent the patients from losing their health insurance coverage, and to prevent them from being burdened by out-of-pocket expenses."

"We're touching people's lives and helping patients gain access to life-saving surgeries or treatments," says Cerros.

"For others, continuous coverage can open the door for basic preventive care and regular check-ups."

2022-2023 Snapshot

Our Patients and Services

The following are some characteristics of the people we have seen and some of the services they received

36,207

people received much-needed care

94%

earn 200% or less FPL which is just over \$29,000 annually for 1 person

43,399

7,767
cancer screenings
colorectal, cervical, and

mammograms

11,524

patients were children

145,647

medical & behaviora health visits

7,018 reproductive health visits

15,505

COVID-19 vaccines & boosters administered

Our mission is to promote health and wellness through excellent compassionate care for all.

LIFTING UP OUR COMMUNITY

Over the past year, Marin Community Clinics has continued to make good on our commitment to improve the health and well-being of our patients and community while expanding access to compassionate health care – for anyone. Throughout our network of clinics in Marin County, living our values – Excellence, Integrity, Equity and Resilience - has helped us earn the trust of those we serve. Our medical, dental, and behavioral health care teams provided quality care to 36,207 people of all ages the past year.



Fourth Street Dental Clinic Expansion Progress

In July, we completed the first phase of our expansion and renovation project at 411 Fourth Street in San Rafael. This project was made possible thanks to generous donations to our capital campaign. The first phase combined multiple suites into a more efficient space to increase access for more patients. The optimized space has new dental chairs, state-of-the-art equipment, and a remodeled lobby, lab, and sterilization room. The remaining renovations will be completed in 2024.



Recognized for Top Quality Care

Partnership HealthPlan of California's Quality Improvement Program offers financial incentives to public health care systems that achieve established quality measures for Medi-Cal managed care enrollees. Marin Community Clinics' performance ranked in the top 10% out of 264 provider sites in Partnership's entire service area, thanks to the focused efforts of our providers and staff.



Inspiring Local Students to Pursue Health Careers

Marin Community Clinics partnered with the Marin County Office of Education and Terra Linda High School to offer paid internships to students interested in health care careers directly out of high school. The Medical Assistant interns learned medical terminology and simple procedures while observing physicians, nurses, and other health professionals. We were excited to introduce students to our health center and hope they will enter into health care professions.



National Health Center Week (August 6-12)

From passing out healthy snacks to patients on Patient Appreciation Day to treating staff to breakfast and t-shirts showing Federally Qualified Health Centers (FQHCs) throughout the U.S. on Staff Appreciation Day, the week was jam-packed! Celebrating the impact of FQHCs, National Health Center Week recognizes the value of patients, staff, and you – our stakeholders.

This year, we were honored to host leaders from the California Primary Care Association and Marin Community Foundation along with California Assemblymember Damon Connolly and aides of Marin County Supervisors at a site visit that included presentations, tours and discussions. Each guest was eager to discuss opportunities for advocacy and action to support Marin Community Clinics. We appreciated the exchange of insights and information.



Assemblymember Damon Connolly with Interim CEO Leigha Andrews & Medical Director of Strategic Projects, José Chibrás-Sainz, MD



Mammography to Go! Mobile Unit Comes to MCC

With support from Partnership HealthPlan of California, Marin Community Foundation and the Outdoor Art Club, we hosted mobile mammogram events, bringing a mobile imaging unit to our clinics in Novato and San Rafael. We outreached to patients that had never had a mammogram or were past due for breast cancer screening. Approximately 200 women were screened at these events. We are grateful for these partnerships that provided much-needed access to this important screening at a convenient and familiar location.



San Rafael team preparing for mammogram event



New Technology to Improve Patient Care

Upgrading our patient health record system to Epic (the same software used by many health care systems and hospitals) was a major undertaking. Among the many benefits, patients can access the intuitive MyChart patient portal, communication is enhanced between patients and their care team, and providers can securely exchange information with hospitals and specialists who use Epic, adding to the quality and efficiency of care.



County Supervisor Lucan's Aide Tanya Albert, Health Hubs Supervisor Carlos Garcia, District 5 Supervisor Eric Lucan, and SF-Marin Food Bank's Senior Government Affairs Manager Marchon Tatmon



Tackling Food Insecurity with Access to Nutritious Food

Each week, Marin Community Clinics distributes free nutritious, fresh food to over **800 households** at our Community Health Hubs. Held outside our clinics in Novato and San Rafael, the Hubs also provide information on resources and services. Our nutritionists offer budget-friendly recipes and healthy food samples, using the foods distributed that week.

"I am learning a lot about how to eat healthier with the help of nutrition professionals." – Maria, Patient

This program is possible thanks to our partners at San Francisco-Marin Food Bank and extrafood.org. Throughout the past year, the Hubs have continued to alleviate food insecurity in Marin. We have seen an increase in the number of people relying on this service as the cost of food has increased.

Volunteers are key to the program's success. If you are interested in volunteering in this fast-paced, rewarding environment, visit marinclinic.org/health-hubs.

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Summer Solstice Celebration

Elected officials, community health ambassadors, and other friends of the Clinics came together at our annual fundraiser on June 21st to welcome the summer and honor Lifetime Achievement Community Health Champion Grace Hughes and 2023 Community Health Champion Shirin Vakharia. "This team provides life-changing care each and every day," said **Senator Mike McGuire**, speaking about MCC's dedicated staff. "They care for thousands of our neighbors in every corner of this amazing community that we all call home." More than \$185,000 was raised, including \$44,500 to fund new dental x-ray equipment and state-ofthe-art dental chairs for the Fourth Street Dental Clinic in San Rafael.

"This team provides life-changing care each and every day," said Senator Mike McGuire (pictured at right), speaking about MCC's dedicated staff. "They care for thousands of our neighbors in every corner of this amazing community that we all call home."

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highlighting the festivities here:

https://bit.ly/SolsticeVideo2023

EMPOWERING OUR WORKFORCE, ELEVATING OUR COMMUNITY

Our resilience-focused employees distinguish our organization. Having staff that understand the challenges and strengths of our patients helps build the type of trusting relationships that set us apart. Often, our staff have lived experiences similar to the community we serve. Many were patients of the Clinics as children and became part of our team as adults.

Workforce shortages and challenges in health care are highly publicized, and Marin Community Clinics is not immune to those challenges. In addition to robust recruitment strategies and providing staff development opportunities, we are generating opportunities for new health professionals.

One innovative program addresses a long-time problem: the critical need for more dental assistants. A dental training program affirms our commitment to offer growth opportunities to employees while addressing workforce needs, and interest is growing. The Dental Trainee In-



Two dental trainees performing CPR exercises

ternship Program is for anyone, including staff in other positions, looking to launch a dental career and receive paid on-the-job training. The Clinics' dental team trains students in the essential job functions and responsibilities required to become a Dental Assistant.

"The dentists helped me a lot throughout my training, working with me to teach treatment planning and procedure set-ups. They explained it in a way I could understand. I felt encouraged the entire time!" - Dental Trainee

In the last cohort, five trainees graduated from the program, with one more set to graduate soon. Of these graduates, most are now employed as dental assistants at Marin Community Clinics. We look forward to creating a similar training program for medical assistants.

Increasing Diversity in Behavioral Health

Another program addresses the need for more bilingual and bicultural Licensed Clinical Social

Workers (LCSWs) to provide behavioral health services to the Clinics' diverse patient population. Marin Community Clinics has created an Integrated Behavioral Health Associates Social Worker Fellowship program. With this program, Masters-level clinicians from local universities who have achieved Associate Social Worker (ASW) certification receive further training that will lead to LCSW credentialing. We have two cohorts of ASW Fellows who are bilingual in English and Spanish and who are highly skilled and motivated. We are proud to support the next generation of Integrated Behavioral Health clinicians and leaders.

Marin Community Clinics' hiring and training commitment is more than just a strategy to build our workforce - it is a testament to community-driven care. We look forward to creating more career opportunities for community members and nurturing our diverse workforce.

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Thank you for your support.

Collectively, these gifts have a tremendous impact on the quality of care our patients receive.

Thank you to the generous supporters who donated from July 1, 2022 - June 30, 2023

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Sydne Bortel, Suzie Pollak, Allan Bortel at the Summer Solstice Celebration

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FISCAL YEAR JULY 1, 2021 - JUNE 30, 2022

REVENUES & OTHER SUPPORT



EXPENDITURES



"As a non-profit, it is essential that revenues outpace expenses for fiscal health Grants and donations help fund MCC's unique and innovative programs. Without support, we 22% would be unable to sustain and 8% expand essential services."

- Leigha Andrews, MBA Interim Chief Executive Officer

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Planned gifts transcend generations and we are deeply moved every time someone makes a future commitment.

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CAMPAIGN FOR THE NEXT DECADE IMPROVES AVAILABILITY OF HEALTH SERVICES

We have completed a multiple-year capital campaign, raising approximately \$7 million in the midst of a global pandemic. Thanks to the generous support of individuals, businesses, foundations and government entities, Marin Community Clinics has opened two new clinics and is in process of expanding another.

Profound thanks to the Campaign for the Next Decade Leadership Group for helping Marin Community Clinics reach this milestone! Kathy King & Jerry Cahill, Susan & Dennis Gilardi, Becky & Jerry Oken, and Linda & Frank Tavaszi championed the cause and were instrumental in garnering support for the campaign. Our gratitude to the Leadership Group, and to each capital campaign donor, is profound.

With these investments, a new facility (the Dennis & Susan Gilardi Medical Clinic) opened in Greenbrae in 2021; a new telehealth-focused medical and behavioral health clinic opened in West San Rafael in 2022, and the expansion and renovation of our 4th Street Dental Clinic in San Rafael will be completed early next year. For photos and more information, please visit www.marinclinic.org.



Melanie Thompson, DO, Chief Medical Officer on-site at West San Rafael Clinic

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Kitty Whitaker



Marin Community Clinics PO Box 5008 Novato, CA 94948



Dr. José Chibrás served as Chief Medical Officer of Marin Community Clinics from 2017-2021. Today,

he is Medical Director of Strategic Projects and an internal medicine physician. He came to the Clinics with a broad range of experience, including more than two decades as a Chief Medical Officer of Federally Qualified Health Centers in Sonoma and Santa Cruz Counties.

What inspired you to become a doctor?

As an adolescent, I received my primary healthcare at a community health center (CHC) in Santa Clara, California. The physicians who worked at the CHC were extraordinary role models and instrumental in encouraging me to pursue a career in healthcare.

Why did you pursue leadership?

In medical school, professors encouraged us to participate in leadership roles, and I took their words to heart. It has been my privilege to provide support for high-quality team based primary healthcare. I am grateful for the inspiring work my colleagues do each day.

Why do you volunteer & donate to the Clinics?

I am grateful to community health centers for providing health care to me as a young adult, and for the physicians who encouraged me to pursue a career in medicine. It has been a blessing. I believe it is my responsibility to give back to CHCs, as they have been so important in my life, personally and professionally.

Marin Community Clinics is an extraordinary organization that I am proud to work for and to provide annual contributions, including sponsoring the Summer Solstice Celebration and Golf Tournament. I also enjoy giving my time and energy to the Golf Committee where I can engage with new people and share my insights about how the Clinics makes this a better place to live and thrive - for everyone.



José Chibrás-Sainz, Frank Chong, Mike Johnson, and Grant Davis at MCC's inaugural golf tournament at Meadow Club

Why is supporting the work of Marin Community Clinics important?

People might be surprised to know that the Clinics provides healthcare to approximately one in five Marin County residents. The people we serve are the most vulnerable and medically underserved individuals in the county. They are often the people who provide essential services to many of us. Providing financial support to MCC ensures our community is productive and healthy, and that anyone can receive excellent health care services, which is a human right.