

Love

is all you need



“Let me say at the risk of sounding ridiculous, that revolutionaries are guided by the deepest feelings of love.”

DR. ERNESTO “CHE” GUEVARA

Introduction

In 1964, St. John’s Episcopal Church took a revolutionary step to open a community clinic for the poorest residents of South Los Angeles. As was stated by Rev. Lawrence Carter, the Church Rector at the time and the clinic’s founder, “It would appear that the role of the Church in today’s urban civilization is that of the innovator.”

The passage of health care reform (the Affordable Care Act) this past year is the most innovative and significant piece of social legislation passed in the United States in more than a generation. While many argue that the legislation didn’t go far enough, its passage was nothing short of revolutionary, and clearly the first step in an ongoing struggle to provide universal health coverage for every resident of the United States.

This expression of love and caring for people is in the spirit of the morals and values that we strive for as Americans.

The Affordable Care Act (ACA) will more than double the number of community health centers from the 7,000 that currently exist to more than 15,000 sites nationwide. The number of Americans served will increase from 50 million to more than 140 million patient visits.

The passage of this legislation was clearly the result of a commitment to health as a fundamental human right, rather than a privilege - a revolutionary concept for American political discourse. In collaboration with many partners, St. John’s is committed to not only preserving the ACA, but expanding it.

We hope you will join us in that effort.





Dear Friends

Founded in 1964 (one year before the Watts riots) by St. John's Episcopal Church in response to the devastating poverty and despair which had engulfed South Los Angeles, St. John's Well Child and Family Center has been steeped in a culture of service and love for the people living in the neighborhoods we serve. Whether through our innovative programs designed to engage the social determinants which cause ill health – such as slum housing, lack of access to healthy food, and poverty – or St. John's development as a patient-centered medical home providing the highest quality care to our patients; the direction of the organization has always been guided by the deepest feelings of love for the people of South Los Angeles.

The guiding principle of love informs every aspect of our work and has impacted the growth and expansion of St. John's services and locations. This care and emotion which guides our practice and decisions has resulted in dramatic improvements in the health of patients who access services at St. John's ten clinics – located throughout the poorest and most underserved neighborhoods in Los Angeles.

We are grateful for the 46 years of love we have been able to share with our community. And we are proud of the resilience, determination and strength the people of South Los Angeles have shown in the face of seemingly insurmountable odds.

We invite you to share these experiences by reading our 2010 annual report. We will highlight the innovation of our programs, the dedication of our services, and the perseverance of our model to improve the health and power of the people and communities we are so honored to serve.

With love,

Jim Mangia, *President & CEO*





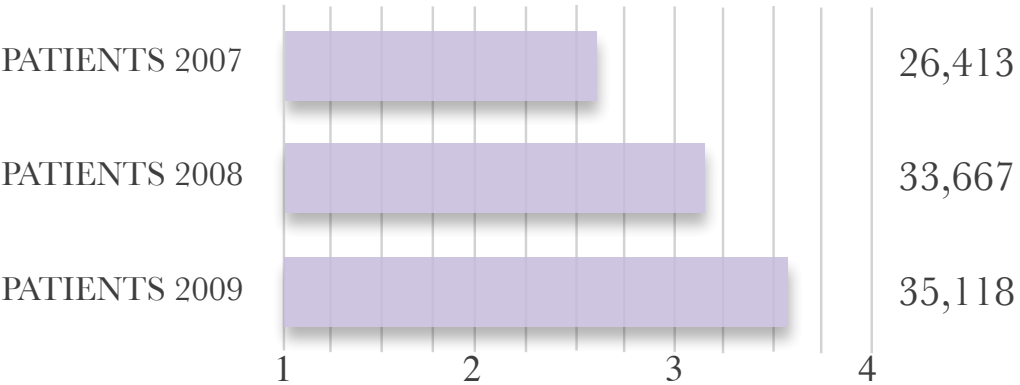
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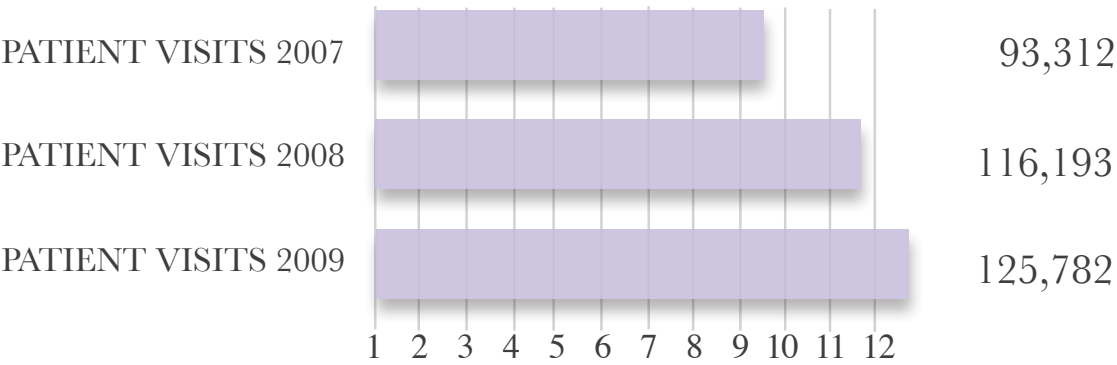


who WE SERVED IN 2009

UNDUPLICATED PATIENTS



PATIENT VISITS/ENCOUNTERS





Patient Centered Medical Home

Creating a patient centered medical home is a primary goal of St. John's Well Child and Family Center this year. The concept of a medical home is based on a model of compassion and love – where each patient is surrounded by a team of committed healthcare workers who assess and meet their healthcare needs, but more importantly their social and emotional needs.

Being healthy is a necessity for freedom and quality of life. Teams of physicians, nurses, medical assistants, benefits counselors, behavioral health therapists, dentists, dental assistants, care coordinators and front desk staff are committed to working closely with our patients and developing a care plan for patients of all ages, with and without chronic diseases – to create the bundle of tailor-made services and care they need to be healthy, free, and empowered.

Each patient's needs are different. And only through the love of our patients and our devotion to service can we competently and effectively develop a medical home for every family. We are creating "unit-based teams" where all staff work together to develop a care plan and set of services related to our patients' needs. This plan is a critical piece to creating a healthy South Los Angeles!



Health education and care coordination, pictured above, are critical components of a medical home.





Healthy Homes / Healthy Kids Health is Where the Home Is

With a model in place and a substantial grant from the EveryChild Foundation, St. John’s, in collaboration with its closest organizational partners - Esperanza Community Housing Corporation and Strategic Actions for a Just Economy - was able to expand their jointly-developed Healthy Homes/Healthy Kids program to eradicate lead poisoning and reduce asthma exacerbations caused by slum housing for more than 5,682 children and their families.

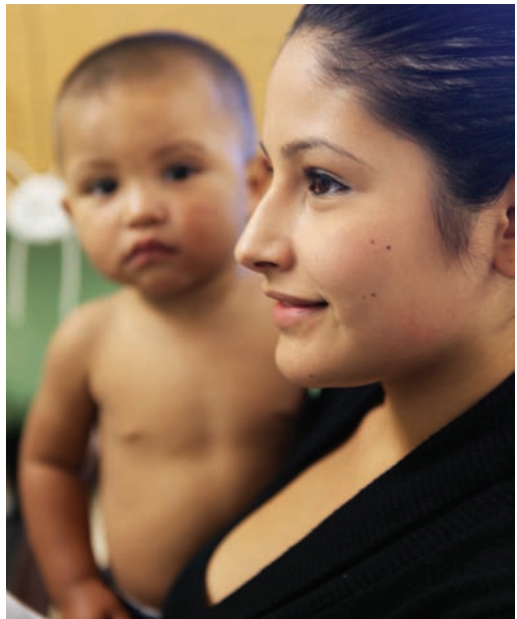
Families received comprehensive medical care and health education from St. John’s, intensive home-based case management, environmental assessment and health promotion services by Esperanza and tenant and community organizing engagement by SAJE – which resulted in a 100% reduction in blood lead levels and an 82% reduction in asthma attacks and symptoms for the children served.

The case managers and community health promoters in the program visited patients in their homes a minimum of three times over the course of the last year. Tenant organizing support helped families engage landlords to make much-needed repairs to improve the slum housing conditions in which they lived. This program showed the substantial impact of housing conditions on the health of our children and families and how significantly children’s health could improve with a coordinated strategy of compassionate health care, home visitation, attentive case management and tenant rights organizing.



Substandard housing is a cause of many diseases in children and families. By alleviating the slum housing that causes poor health, we can dramatically improve health conditions in South Los Angeles.





Pictured here with Dr. Risbi Manchanda is Karen Diaz and her 1 year old son Angel who was recently diagnosed with asthma. He attends daycare in the Children's Collective at Casa Dominguez and Karen thought the quality of care was so great at St. John's, she has spread the news with her friends and family.

Casa Dominguez

East Compton Community Health Center

Through a unique partnership with Abode Communities (a nonprofit affordable housing developer), the Children's Collective (a childcare and preschool service organization), and St. John's – a beautiful housing project was built with childcare services, a community clinic and a myriad of care and support services for foster youth and residents living in extreme poverty. Located in East Rancho Dominguez, formerly known as East Compton, the project created a center of tranquility and love for thousands of families. More than 70 families live in the affordable housing project, over 100 children are enrolled in the child care facility, and thousands of residents of the housing project and the surrounding community receive free medical and dental services at the complex.

Casa Dominguez is a shining example of the highest design standards, "green" building certifications, environmentally safe living conditions and luxuriously landscaped grounds. It is a model for the kinds of partnerships and developments which put communities first and create safe and healthy living environments.

St. John's is honored to be a participant in this unique and innovative project. And we look forward to building our care model and serving more and more people in need at this extraordinary site.



Developing a Transgender Health Program to Serve South Los Angeles

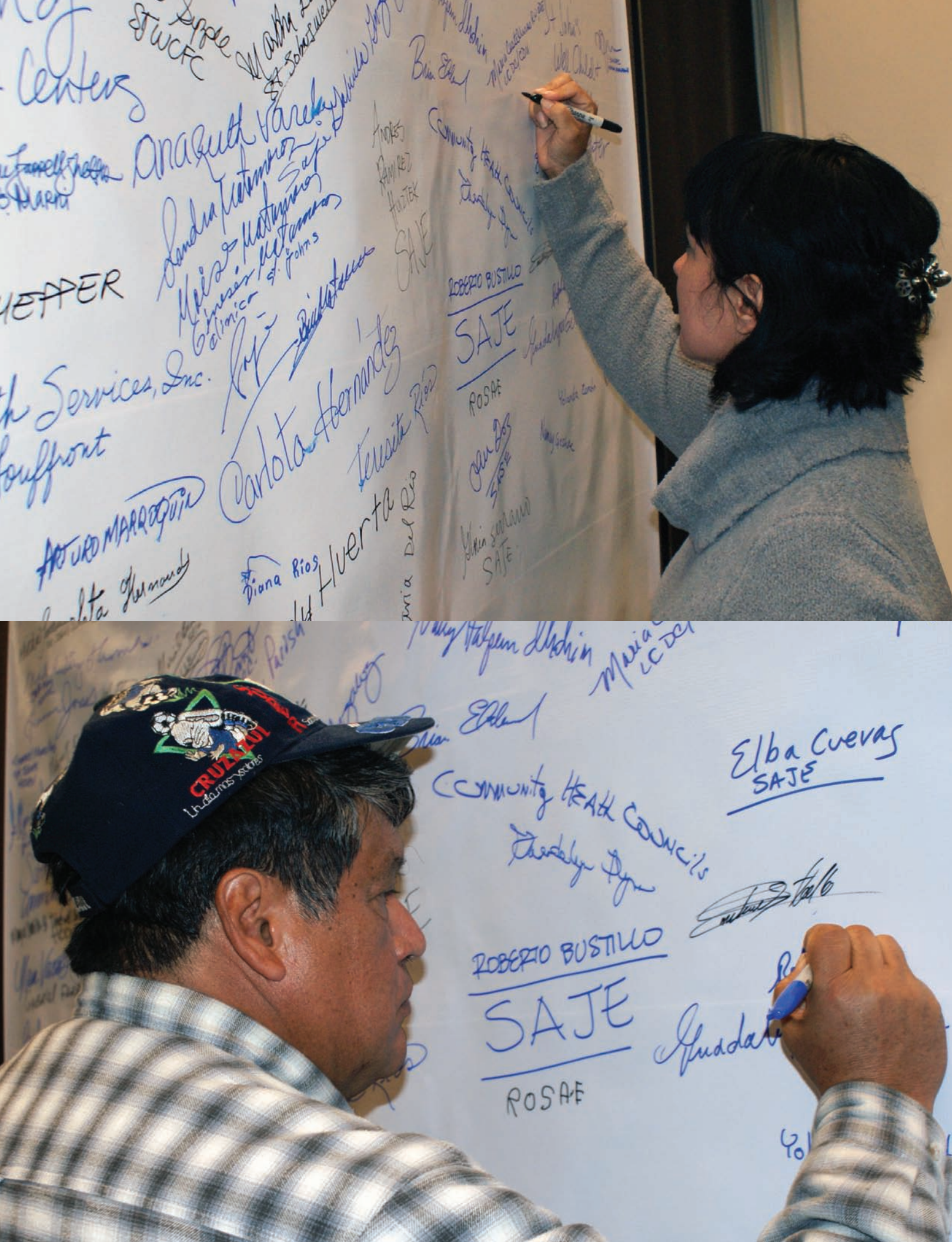
One of the most underserved communities in South Los Angeles is the Transgender community. Through a unique partnership with the Imperial Court of Los Angeles (a transgender and “drag” fundraising organization), Lyon Martin clinic in San Francisco, and the Transgender Law Project – St. John’s is creating a health program specifically targeted to the health care needs of Transgender persons. The only project of its kind in South Los Angeles, the Transgender Health Program will develop a coordinated system of care and a quality of service for a community that has been ignored and discriminated against for far too long.

The project is steeped in the deepest feelings of love for our community’s most disenfranchised and is committed to building an empowering health care program that extends the dignity and respect our Transgender sisters and brothers deserve. This is a critical project which is closely aligned with the mission of St. John’s. Given its importance to our community and our organization, we will keep you posted as the program develops and the health of South LA’s Transgender community improves significantly as a result of our collaborative efforts.



Karina Samala (right), helped bring the Transgender Health Project to St. John’s. She is the Chair of the West Hollywood Transgender Advisory Board and sits on the Board of Directors of Christopher Street West.





Health and Human Rights

Building off of a tremendously successful conference in June 2009, the South Los Angeles Health & Human Rights Coalition grew and expanded. It convened hundreds of local residents in a series of meetings to draft the South Los Angeles Declaration of Health and Human Rights, which was unveiled at the Martin Luther King Hospital auditorium on December 10, 2009 – International Human Rights Day. Several hundred community residents attended the event and signed the Declaration along with Supervisor Mark Ridley-Thomas and Dr. Robert K. Ross, President & CEO of The California Endowment.

The Declaration establishes a set of principles and rights, and pledges signers to uphold and promote health and human rights and oppose any action or legislation that infringes on those basic rights. It includes principles steeped in the deepest feelings of love for others - supporting: the Right to Health; the Right to Behavioral Health; the Right to Education and Employment; the Right to Housing; the Right to Food Sovereignty; and the Right to Dignity and Safety.

The Service Employees International Union (SEIU)- UHW, joined the coalition in 2010, providing substantial resources, staff and member support for the Conference. The collaboration between labor and the community in the development of the South Los Angeles Health & Human Rights work, marks a milestone in bringing together a collective labor/community agenda for change and progress.

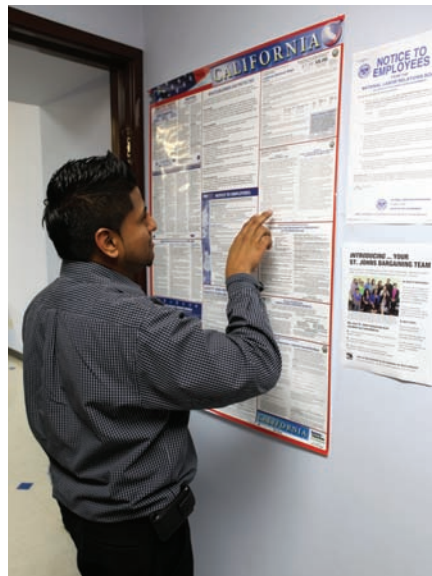
This year, the 2nd annual South Los Angeles Health & Human Rights Conference, held on December 10, brought together close to 1,000 people from South Los Angeles, across America and the world. Speakers included Supervisor Mark Ridley-Thomas; Dr. Robert K. Ross (California Endowment); Dave Regan, Senior Vice President of SEIU; Dr. Violeta Menjivar, Vice Minister of Health for the Nation of El Salvador; and Howard Kahn, President and CEO of LA Care.



(Left) Patients and residents signing the South Los Angeles Declaration of Health and Human Rights.

(Right) Supervisor Mark Ridley-Thomas and Dr. Bob Ross participate in the Declaration signing event at Martin Luther King Hospital Auditorium.

(Center) UN Special Rapporteur on the Right to Health, Anand Grover, addresses a town hall meeting in South Los Angeles.



(Bottom Left) The St. John's bargaining team. (Top Left) Mary Kay Henry, SEIU President, leads a panel discussion with CEO Jim Mangia and SEIU members at the recent UHW leadership conference in Fresno, California.

A Unique and Unprecedented Community /Labor Partnership

With a long history and mission of love and compassion for the patients we serve, St. John's has also had a commitment to ensuring a healthy, supportive and productive work environment for all of our employees. Since its inception, St. John's has always paid entry level employees a living wage and provides employees with full health benefits.

When St. John's CEO Jim Mangia was approached by SEIU Local 721 about the possibility of a partnership between St. John's and SEIU, it seemed a natural progression given the social justice mission of St. John's. A series of meetings took place between SEIU union leadership and St. John's staff, management and Board of Directors to discuss the possibilities and parameters of a unique labor/community partnership. We decided to move forward together "shoulder to shoulder" in an innovative and unprecedented unionization process.

St. John's provided space at each of our ten clinics for SEIU union organizers to "meet and greet" employees and 60% signed cards to join the union. This unique partnership has created tremendous benefit for St. John's and its employees – including increased political access, influence and impact for clinic leadership and an increasing empowerment of St. John's employees. And St. John's and SEIU have engaged in an "interest-based" consensus bargaining process which has resulted in a supportive and collaborative approach to negotiating a contract between "employees" and "clinic leadership".





Medical-Legal Community Partnerships and the St. John's Social Medicine Program

The ancient Greeks and the world's great religions describe the highest form of love as unconditional and limitless, directed at transforming suffering through selfless and thoughtful work. In 2008, St. John's founded two initiatives to demonstrate this type of love in action.



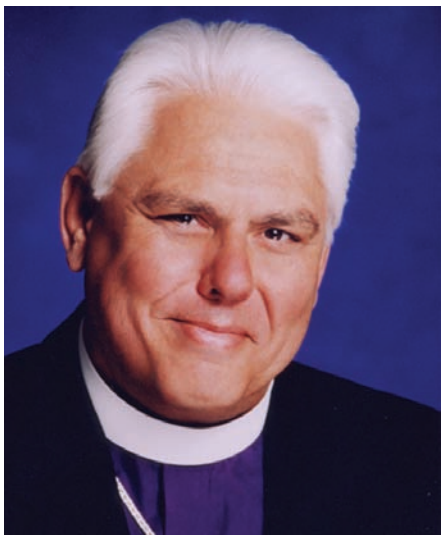
With Neighborhood Legal Services and other partners, we have helped thousands of patients who experience unhealthy social or legal problems. Working together, clinicians and public interest lawyers have helped patients get stable housing, fix health insurance problems, access food stamps or other benefits, and defend their rights as workers and tenants. St. John's partnership with lawyers who share our mission has helped to create new opportunities to promote this new standard of care- from writing in local law journals to educating the next generation of medical and law students at USC.

The St. John's Program in Social Medicine and Health Equity was founded on a simple premise: The best standard of care means that clinical care must help improve health where it begins – where we live, work, learn, eat and play. By asking about housing problems like chipping paint or mold during a pediatric visit, for instance, we have transformed the practice of medicine to address some of the most important problems – like substandard housing and food insecurity- that lead to disease in South Los Angeles.



"Justice was achieved!" says client Cecilia Serrano, "I am so to grateful to St. John's with all the doctors and staff and all the lawyers who gave me hope when I did not have any. My children and family were sick from the bad conditions, the landlord wanted to just kick us out. I love St. John's."

With our community partners, we demonstrate how health care providers in one of the neediest areas of Los Angeles can work with allies outside clinic walls to improve health and alleviate suffering. These and other innovations, from providing locally grown fresh fruits and vegetables for St. John's staff to providing patients with nonpartisan voter registration forms in clinic waiting rooms, have helped to attract some of the brightest students from local universities and graduate schools to learn about the St. John's model. We look forward to building on these innovations and demonstrating the highest form of love in action.



Special Thanks To Bishop Jon Bruno



St. John's Well Child and Family Center would like to extend a special thanks to Bishop Jon Bruno and the Episcopal Diocese of Los Angeles for their generous support and love for more than a decade. The Diocese has leased the space for our Compton facility, which opened in 1999, free of charge to St. John's, for the last eleven years. As a result, hundreds of thousands of patients in need of basic health care in South Los Angeles have received services.

The Compton Community Health Center, which is one of the largest in St. John's clinic network, is a center of community health in the City of Compton, providing medical, dental and mental health services through more than 40,000 patient visits each year.



(Center) St. John's Compton Clinic provided by the Episcopal Diocese of Los Angeles. (Top) The Right Reverend J. Jon Bruno, Sixth Bishop of Los Angeles.



FINANCIAL statements

STATEMENT OF ACTIVITIES

From 1/1/09 to 12/31/09

Unrestricted Revenues, Gains and Other Support	
Net patient service revenue	7,098,572
Grant Revenue	6,926,284
Contribution revenue & Other	1,688,524
Net Assets released from restrictions	1,257,189
Total unrestricted revenues, gains and other support	16,970,570
Expenses	
Total Operating Expenses & Losses	16,155,215
Excess of Revenue over expenses	815,355
Grants & Contributions for acquisition of property and equipment	1,016,893
Increase in Unrestricted Net Assets	1,832,248
Adjusted Net Assets, Beginning of Year, as Restated	3,581,453
Increase in unrestricted net assets	1,832,248
Increase in temporarily restricted net assets	771,262
Change in Net Assets	2,603,510
Ending Net Assets Balance	6,184,963

STATEMENT OF FINANCIAL POSITION

From 1/1/09 to 12/31/09

Assets	
Cash and cash equivalents	1,175,839
Accounts/Grants Receivable	3,626,178
Supplies	306,338
Prepaid expenses and other	130,616
Property and Equipment (net)	7,217,716
Total Assets	12,456,687
Liabilities and Net Assets	
Accounts payable	1,256,412
Accrued expenses & Current Maturities	1,553,372
Deferred grant revenue	130,156
Long-term Debt	3,091,851
Interest Rate Swap Agreement	239,932
Total liabilities	6,271,724
Total Net Assets	6,184,963
Total Liabilities and Net Assets	12,456,687

Audited financial statements are available upon request
Federal Tax ID # 95-4067758



Grants, Contracts
& Donations
2009 - 2010

Friends and Supporters

Private Foundations

The Ahmanson Foundation
Blue Shield of California Foundation
British Petroleum/Air Quality Management District Asthma Settlement Initiative
California Community Foundation
California Community Foundation – Audrey Backus Fund
California Dental Association
The California Endowment
The California Endowment Community Action to Fight Asthma (CAFA) Initiative
The California Endowment Integrated Behavioral Health Project
The California HealthCare Foundation
California Primary Care Association: Airborne Cy Pres Settlement Fund
The California Wellness Foundation
Carrie Estelle Doheny Foundation
Chapman Charitable Foundation
EveryChild Foundation
Fusenot Foundation
HealthHIV
Kaiser Community Benefit Program
Kaiser Permanente Southern California Fund for Charitable Contributions
Kaiser Foundation Hospital, West Los Angeles
Kenneth T. and Eileen L. Norris Foundation
LA Care Community Benefit Program Oral Health Initiative
LA Care Community Health Investment Fund

LA Care Extended Hours Program
LA Care Star Partners
Leon Lowenstein Foundation
Lon V. Smith Foundation
Martin R. Lewis Charitable Foundation
Payless Shoes Foundation
PhRMA
Robert Ellis Simon Foundation
Sidney Stern Memorial Trust
S. Mark Taper Foundation
Tides Community Clinics Initiative – Networking for Community Health
Tides Foundation – Integrated Behavioral Health Project
UniHealth Foundation
Weingart Foundation

Government Grants and Contracts

Federal

Bureau of Primary Health Care, US Department of Health and Human Services, Section 330 Federally Qualified Health Center Program
Bureau of Primary Health Care, US Department of Health and Human Services, American Recovery and Reinvestment Act, Increased Demand for Services
Bureau of Primary Health Care, US Department of Health and Human Services, American Recovery and Reinvestment Act, Capital Improvement Program
Bureau of Primary Health Care, US Department of Health and Human Services, Affordable Care Act, Capital Development Grants
Department of Health and Human Services, Centers for Disease Control: Congressional Earmark Introduced by Congressman Xavier Becerra
US Department of Education School Readiness Literacy Program

State

California Department of Health Services Immunization Program
California Family Health Council Title X Family Planning Services Grant
Child Health and Disability Prevention Program (CHDP)
Family Planning Access Care and Treatment Program (Family PACT)
Medi-Cal and Healthy Families Program
City of Compton: Compton Unified School District School Based Clinic Program
City of Los Angeles: AIDS Coordinator’s Office
First 5 Proposition 10 Asthma Treatment Services Collaborative Grant
First 5 LA Community Opportunities Fund
First 5 LA Healthy Births Initiative Harbor Corridor Heart of the City (northeast Los Angeles)
First 5 LA School Readiness Program South Los Angeles Compton

Los Angeles County Department of Public Health Services (DHS) Healthy Kids Program Healthy Way LA Public Private Partnership (PPP) SB 474 South Los Angeles Services Preservation Fund South Los Angeles Medical Services Preservation Fund
Los Angeles County Department of Public Health African American Collaborative – Immunization Project Childhood Lead Poisoning Prevention Program - Service Planning Area (SPA 6)
Los Angeles Unified School District Hyde Park School Readiness Program

Individual Donors

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Senior Management Team

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Dr. Ellen Rothman, *Chief Medical Officer*
Dr. Mona Iskandar, *Chief Dental Officer*
Gary Zimble, *Chief Information Officer*
Nomsa Khalfani, *Chief of Policy and Support Services*
Robert Adamik, *Chief of Human Resources*
Dr. Linda Tigner-Weekes, *Chief Medical Officer Emeritus*
Dr. Rishi Manchanda, *Director of Social Medicine*
Elena Fernandez, *Director of Behavioral Health Services*
Ana Campos, *Director of Clinic Operations*
Ernesto Barahona, *Director of Development*

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Martha Ortiz
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Marta Lilia Ramos
Donald Young
Lawrence R. Young

About The Annual Report

Cover Artwort
Roberto del Hoyo

A visual artist based in South Los Angeles, Roberto del Hoyo received his MFA degree in Public Practice from OTIS College of Art and Design. As an advocate for the arts, Roberto facilitates communtly engaged murals. He recently co-founded the Mobile Mural Lab, which navigates the physical network of the city’s infrastructure in order to create a series of temporary spatial interventions that provide individuals and communities with a mobile wall space. His paintings balance brutal reality and complete fantasy; a reflection of growing up in the urban landscape of the city of Los Angeles.

Producers
Nancy Geshke, Ernesto Barahona

Copy editing
Patrice Wagonhurst, Tina Christopulos

Art Direction / Design
Reyes Meléndez



St. John's Well Child & Family Center Locations

Corporate Headquarters

St. John's Well Child & Family Center
5701 S. Hoover Street – 2nd floor
Los Angeles, CA 90037
(323) 541-1600

Community Health Centers

- 1 *St. John's Well Child & Family Center*
Dr. Louis C. Frayser Clinic
5701 South Hoover Street
Los Angeles, CA 90037
(323) 541-1400
- 2 *St. John's Well Child & Family Center*
S. Mark Taper Foundation Chronic Disease
and Environmental Health Center
808 W. 58th Street
Los Angeles, CA 90037
323-541-1616
- 3 *St. John's Well Child & Family Center*
At Magnolia Place
1910 S Magnolia Avenue, Suite 101
Los Angeles, CA 90007
(213) 749-0947
- 4 *St. John's Well Child & Family Center*
Compton Community Health Center
W.M. Keck Foundation Clinic Building
2115 N. Wilmington Avenue
Compton, CA 90222
(310) 603-1332
- 5 *St. John's Well Child & Family Center*
East Compton Community Health Center
15729 S. Atlantic Avenue,
East Rancho Dominguez, CA 90221

School-Based Clinics

- 6 *St. John's Well Child & Family Center*
At Lincoln High School
2515 Alta Street
Los Angeles, CA 90031
(323) 441-2139
- 7 *St. John's Well Child & Family Center*
At Hyde Park Elementary School
6505 8th Avenue
Los Angeles, CA 90043
(323) 750-9232
- 8 *St. John's Well Child & Family Center*
At Dominguez High School
15301 San Jose
Compton, CA 90221
(310) 639-4321 Ext. 68351
- 9 *St. John's Well Child & Family Center*
At Bunche Middle School
12338 Mona Blvd.
Compton, CA 90220
(310) 605-5236
- 10 *St. John's Well Child & Family Center*
At Manual Arts High School
4131 S. Vermont Avenue
Los Angeles, CA 90037
(323) 541-1631

www.wellchild.org



Love

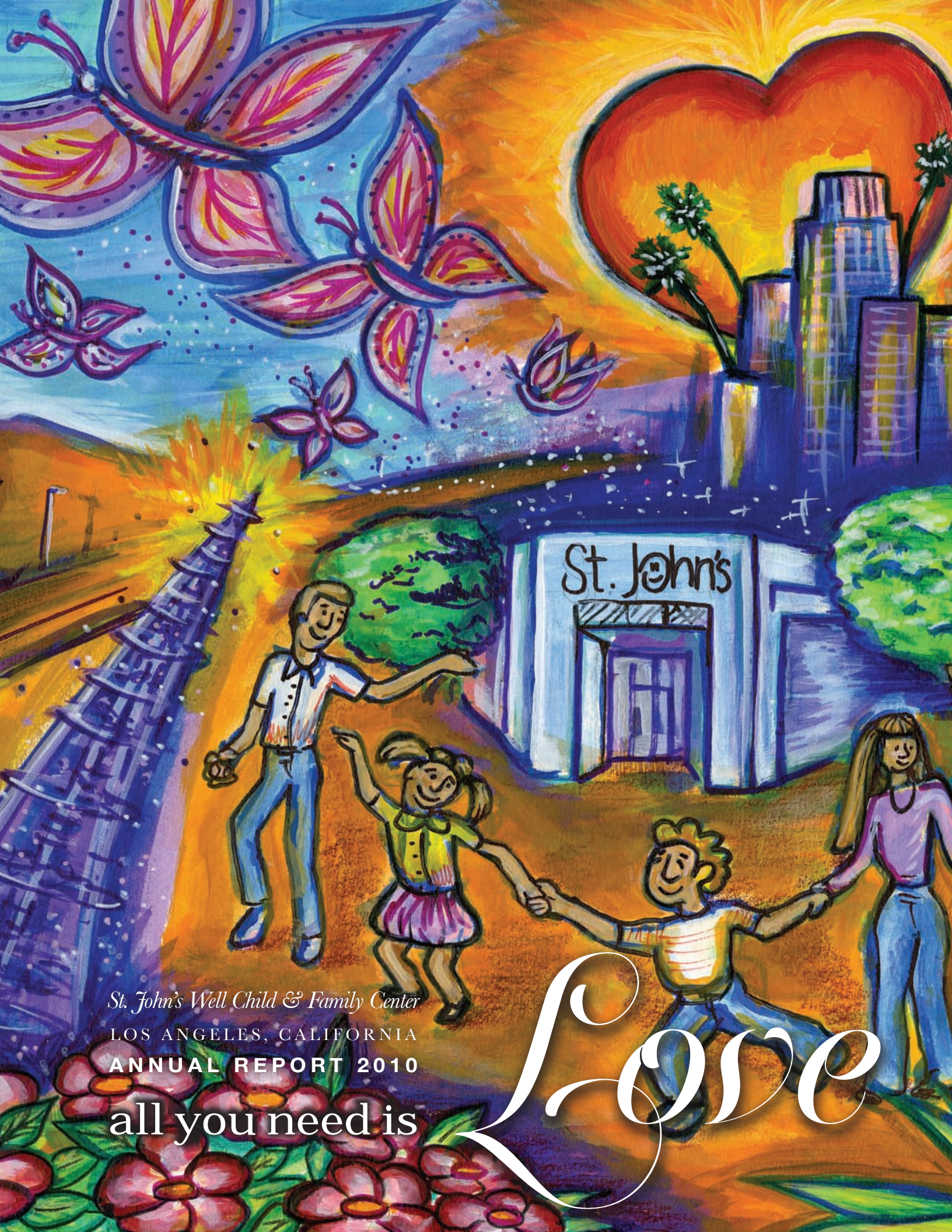
Our Mission

is to eliminate health disparities and foster community well-being by providing and promoting the highest quality care in South Los Angeles.

Our Vision

St. John's Well Child & Family Center will be a leader, catalyst, and model for the best care, long-term community health improvement and sustainable, health-enhancing systems and structures in South Los Angeles.





St. John's Well Child & Family Center
LOS ANGELES, CALIFORNIA
ANNUAL REPORT 2010

all you need is

Love