

ST. JOHN'S WELL CHILD AND FAMILY CENTER IS THE LARGEST PROVIDER OF HEALTHCARE SERVICES TO UNDOCUMENTED IMMIGRANTS IN THE COUNTRY. OUR MISSION HAS ALWAYS BEEN TO SERVE THE MOST VULNERABLE AND DISENFRANCHISED FAMILIES, AND WE CONTINUED TO ACHIEVE THIS MISSION IN 2018 WITH THE DEEPEST LOVE AND RESPECT FOR THE 100,000 PATIENTS WE SERVED. ST. JOHN'S IS PROUD TO BE A

# *Refuge for Health*



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# *I grew up in a family of immigrants*

in the low-income housing projects of New York City. I was always taught that America was a country of immigrants, and that this was a big part of what made America great. The vitriol, rhetoric, and policies coming from the current administration in Washington are not only un-American, they have hurt many of us to our moral core.

We now live in an era where it is standard practice to attack the basic civil and human rights of immigrants; separate children from their families at the border; deny asylum without trial; imprison immigrants for extended periods of time in dilapidated detention facilities; allow immigrant children to die without medical care while in our custody; and shut down the federal government over a wall that should not and will not ever be built. We have grown immune to the constant barrage of tweets, lies, and anti-immigrant rhetoric spewing from the highest office of our land. But these lies and their subsequent policy manifestations have real repercussions for millions of people.

At St. John's, we have seen firsthand the fear these human rights violations have created. Adolescents caring for and bringing in their younger siblings for annual physicals or medical visits because their parents have been deported. Patients asking for extra bottles of their diabetes medication so they have a reserve, or requesting copies of their children's medical records so they have them should they be deported. Or hundreds of patients running out of our waiting room because of a rumor that immigration authorities were arresting people "around the corner" from the clinic.



***"We must remain ever-vigilant in standing up for immigrant rights."***

While voters issued a dramatic repudiation of these violations of basic human rights in the November, 2018 midterm election, we must ask ourselves: How far are we really ready to go to defend our immigrant sisters and brothers?

We asked ourselves that very question in 2018, and St. John's acted. We trained our staff on forming a human chain to keep immigration authorities from entering our clinic sites, and educated tens of thousands of our patients on their right to receive "sensitive" health services in a safe and protected clinic space. We brought hundreds of immigrant patients to the LA County Board of Supervisors to advocate for preserving and expanding the My Health LA Program (a County program that reimburses nonprofit health centers to serve undocumented Angelenos). We developed a statewide campaign to build support for an expansion of Medi-Cal to undocumented adults of all ages, so that all Californians—regardless of immigration status—have a fundamental human right to health. We sent a team of doctors, mental health providers and hundreds of boxes of medication to Puerto Rico to aid the hurricane relief effort. And we are sending our mobile clinic to Tijuana to provide crucial medical care to the immigrant caravans making their way across Mexico.

We must remain ever-vigilant in standing up for immigrant rights. It is one of the key civil and human rights struggles we face today. As the clinic on the front lines in providing care to immigrant families, St. John's pushed back against these horrible federal atrocities and provided a safe haven to the South Los Angeles community. Will you join us?

A handwritten signature in black ink that reads "Jim Mangin". The signature is fluid and cursive, with a long horizontal line extending from the end of the name.



## MEDICAL VISITS

**246,156**

## TOTAL UNDUPLICATED PATIENTS SERVED

**103,297**

**73,069**

patients living below 200% FPL

**63,686**

dental visits

**22,993**

behavioral health visits

**3,455**

optometry visits

**4,041**

substance use disorder visits

**39,889**

diabetes treatment visits

**37,390**

visits for health education, case management, and outreach

**47,609**

individuals enrolled into Medi-Cal

**24,249**

individuals enrolled into My Health LA

**33,255**

uninsured patients served

**12,529**

patients served in school-based health centers

**10,617**

individuals served from public housing sites

**7,318**

homeless individuals served

**9**

community health centers

**7**

school-based health centers

**2**

mobile clinic units





## ***2018 By the Numbers***

**TOTAL PATIENT VISITS**

**382,314**





# Immigrant and Community Health

Long before threats to immigrant rights were front-page news, St. John's was providing healthcare and supportive services to the largest community of immigrants in all of Los Angeles County. In 2018, we successfully mobilized efforts to encourage the Los Angeles County Board of Supervisors to protect the My Health Los Angeles program, which extends crucial healthcare coverage to undocumented immigrants who can't qualify for Medi-Cal or traditional insurance. We also prepared our front-line health center employees to defend immigrant patients against possible raids by Immigrations and Customs Enforcement agents; increased our voter registration outreach efforts; and continued to empower health activism with our 13 patient Right to Health committees focusing on issues impacting our diverse community, including immigration, diabetes, homelessness, and transgender health.



***“The staff at St. John’s are so humane with everyone and ensure that it is a welcoming environment. I don’t worry about my safety, despite our political climate targeting immigrants, because St. John’s makes me feel safe.”***

***—Margarita V.***

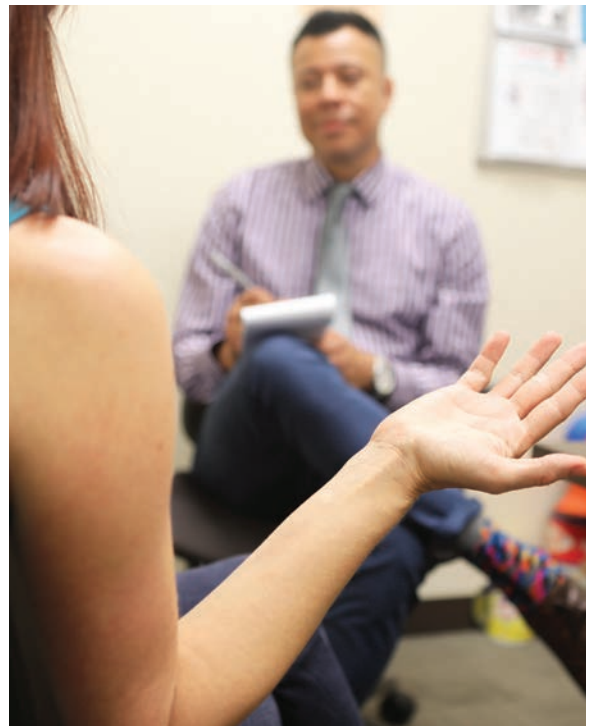






# Reentry Services

St. John's blazed a trail as the first federally qualified health center to be awarded a Los Angeles County Whole Person Care contract to provide comprehensive case management, supportive services, and community referrals to people reentering society after incarceration. Through the Reentry with Integrated Services and Empowerment (RISE) program, case managers with lived experience use their intimate knowledge of the barriers and challenges facing reentry clients to help them access crucial resources—from identification documents to connection to substance use disorder treatment to clothing for interviews—to help them successfully navigate the world post-release. In 2018, RISE gained an even greater foothold in the community, serving 360 clients through 2,520 case management visits, and expanding to five case managers, each with a specialty focus area of care: substance use, post-traumatic stress disorder, transgender health, HIV/AIDS, and transitional age youth/gang involvement. We also strengthened partnerships with Los Angeles County's Office of Diversion and Reentry, Department of Probation, and the reentry-focused Transitions Clinic Network, and received generous four-year funding from the California Community Foundation to foster community reintegration services for even more South Los Angeles residents.



***“St. John’s RISE program has impacted my life tremendously on every level; I no longer have to worry about my housing, my food, my health. I go to sleep in peace, and I wake up in peace, thanks to St. John’s.”***

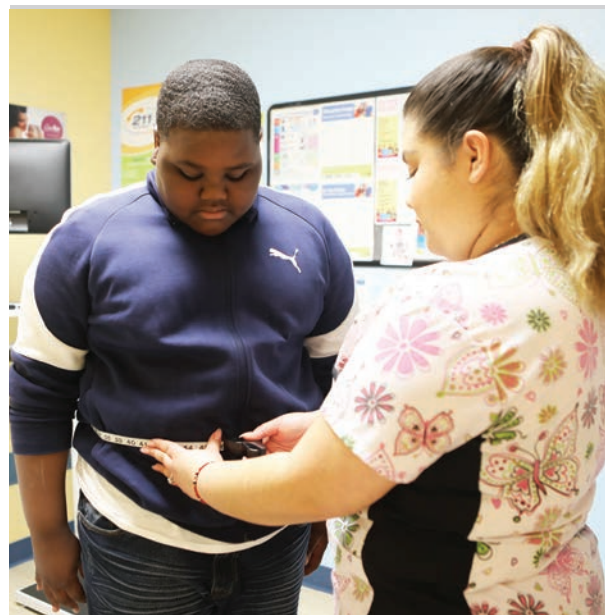
***—David B.***





# Obesity and Chronic Diseases

South Los Angeles has the highest obesity rates in all of Los Angeles County, and each year St. John's treats more than 25,000 overweight or obese patients, nearly 20% of them children. As they age, these pediatric patients are at much higher risk for developing chronic conditions such as diabetes, hypertension, and cardiovascular disease. St. John's has long offered weekly community classes to educate patients on weight and chronic disease management. Led by a bilingual registered dietician, these workshops offer hands-on instruction in how to shop for and prepare foods to best control diabetes and other diseases. In 2018, St. John's launched its pilot Pediatric Obesity Medicine program to further our commitment to addressing the most urgent health issues facing our South Los Angeles communities. The program's multi-pronged approach includes evidence-based clinical treatment, fitness education, and nutrition classes, helping pediatric patients and their caregivers learn new habits to achieve better health for the entire family.



***"My first appointment here, I was almost 30 pounds overweight for an average person my age. And in less than six months, I've consistently lost a little weight every week, and I can say that I am proud of it. Eating healthier, limiting portions—it all paid off."***

***—Juan, age 13***







# PRIME Clinic

South Los Angeles is home to two “hot spots” where the majority of the County’s new HIV and Hepatitis C (HCV) cases are diagnosed, and the area has skyrocketing rates of Sexually Transmitted Infections such as chlamydia and gonorrhea. In 2018, John’s PRIME (Prevention, Risk-Reduction, Intervention, Medication, and Education) Clinic served 1,100 of these at-risk patients with 4,200 specialized care visits. Using a multidisciplinary approach, PRIME has the capacity to diagnose a patient’s viral status, screen and enroll them in benefits, conduct an initial visit with a specialist, create an individualized care plan, prescribe and dispense medications, and link patients to support services—all in one day, under one roof. St. John’s engages the most at-risk patients through intensive outreach into traditionally underserved communities. The innovative SLAY program provides a safe space to address HIV/HCV risk reduction for queer and transgender teen boys of color; Trans\*Empower tackles the underlying economic instability that can elevate HIV rates for transgender individuals; and our powerful partnership with the Black AIDS Institute helps connect low-income Black and African American clients to nonjudgmental, culturally appropriate care. Like all of St. John’s programs, the PRIME Clinic removes as many barriers as possible to help patients achieve the best possible health outcomes.



***“I was incarcerated for 22 years and had Hepatitis C while I was in prison. When I got out, St. John’s got me the care I needed. The PRIME staff broke the treatment down for me and went out of their way to support me in any way they could.”***

—Aldo G.







# Homeless Services Program

St. John's recognizes that having a safe, stable home is crucial to improving health for our most vulnerable homeless patients. Now in its sixth year, our Homeless Services Program offers mobile medical care, wraparound case management, housing navigation, social support, and connection to the resources that homeless individuals and families need to get safely and stably housed. In 2018, St. John's provided healthcare to more than 7,300 individuals, served 712 people with case management, placed 275 people in emergency shelter and motel accommodations, and successfully secured permanent housing for 60 individuals and families. The Homeless Services Program also continued to foster community health in small and large ways, participating in local advocacy efforts, deepening robust partnerships with other area homeless service agencies, and docking its mobile clinic at six locations throughout South Los Angeles to offer convenient, reliable medical care for people living on the street. We also handed out hundreds of blankets and hygiene kits, fed dozens of St. John's homeless patients at our first-ever Thanksgiving feast, and threw a holiday party where we distributed food, raffle prizes, and more than 300 toys and shoes for families and individuals from local shelters. At St. John's, we believe in creating safe spaces to build trust and foster community health.



***"St. John's has made a 180-degree turn in my life. I can't describe it in words. When I was on the streets, I thought I was worthless. They helped me change my mind and made my dreams come true. St. John's has changed my life."***

*—Maria M.*





# Financial Statement

## STATEMENT OF ACTIVITIES 2018

### Unrestricted Revenues, Gains, and Other Support

Net patient service revenue less provision for uncollectible accounts	29,272,336
Capitation revenue	15,545,248
Grant revenue	12,162,042
Contributions	534,266
Other	12,630,48
Net assets released from restrictions used for operations	2,099,347
<b>Total Unrestricted Revenues, Gains, and Other Support</b>	<b>72,243,722</b>

Infrastructure Grant Revenue	973,628
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### Expenses and Losses

Salaries and wages	36,032,803
Employee benefits	8,136,402
Purchased services and professional fees	5,891,353
Supplies and other	15,896,788
Rent	603,972
Depreciation and amortization	1,690,931
Interest	363,863
<b>Total Expenses and Losses</b>	<b>68,616,112</b>

<b>Excess of Revenues Over Expenses</b>	<b>3,627,610</b>
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<b>Net Surplus</b>	<b>4,601,238</b>
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# Year in Review



A staunch supporter of expanded healthcare coverage for all Californians, regardless of immigration status, in May Governor Gavin Newsom joined St. John's President and CEO Jim Mangia and patients for a campaign speech at Augustus Hawkins High School in South Los Angeles.



President and CEO Jim Mangia joined St. John's patients, Right to Health Committee members, and union employees for downtown Los Angeles' annual May Day march, which gathered thousands of union members, immigrant-rights advocates, and community activists to defend workers' rights and call for a halt to deportations that threaten immigrant families. A proud union shop, St. John's has always fought for immigrant and workers' rights and was the first federally qualified health center in the nation to pay a living wage of \$15 per hour.



St. John's Associate Director of Communicable Disease Programs Victor Martinez joins Regional Medical Director and HIV specialist Sushant Banderpalle, D.O., and PRIME Clinic staff at the LA Pride Festival in June, where they distributed condoms and information about St. John's HIV/Hepatitis C prevention and treatment services.



In celebration of National Health Center week in August, St. John's mobilized a community health fair at South Los Angeles' Mount Carmel Park. Sponsored in part by L.A. Care and Henry Schein Cares, the fair provided more than 250 community participants with resources, cooking demonstrations, educational workshops, health screenings, and services related to obesity, diabetes, asthma, hypertension, and oral health.



In April, California State Senator Holly Mitchell presented President and CEO Jim Mangia with a Certificate of Recognition commemorating the opening of St. John's Crenshaw Health Center, a full-service community clinic and home to collaborative partner Black AIDS Institute. The first African-American to chair the influential Senate Budget and Fiscal Review Committee, Senator Mitchell is a long-time champion of St. John's and has introduced significant legislation in support of community health centers.





In December, Caitlyn Jenner and Sophia Hutchins from the Caitlyn Jenner Foundation joined Transgender Health Program Associate Director Rizi Timane at a special holiday Trans Community Night, where they presented the program with a \$10,000 grant to support critical medical care and services for uninsured transgender individuals.



In March, Community Organizer Pablo Barrios joined a St. John's patient at the 8th anniversary of Obamacare celebration at Augustus Hawkins High School, located one block from two of St. John's health centers. Thanks to the Medi-Cal expansion under the Affordable Care Act, 55% of our low-income patients have coverage that allows them to access high-quality medical, dental, and behavioral healthcare at St. John's.



In November, St. John's Transgender Health Program staff held the first-ever "Still I Rise" event to celebrate the community's resilience in the face of ever-increasing federal attacks against transgender rights. The event, held in partnership with FLUX, brought together hundreds of community members and local politicians and featured panel discussion with actor and social media influencer Marquise Vilson and St. John's transgender patients.



Los Angeles County Supervisor Mark Ridley-Thomas joined St. John's President and CEO Jim Mangia and area residents at August's annual health walk in partnership with the Southside Coalition of Community Health Centers, a consortium of safety net providers in South Los Angeles.



St. John's Director of Community Organizing and Outreach Miguel Paredes and his staff mobilized dozens of Right to Health Committee members and community members at one of several voter registration workshops held throughout South Los Angeles in 2018.







# Grants and Contracts

Ahmanson Foundation  
Bienestar Human Services  
Caitlyn Jenner Foundation  
California Community Foundation  
California Department of Developmental Services  
California Department of Public Health  
California Governor's Office of Emergency Services  
Cedars-Sinai Medical Center  
City of Los Angeles  
Community Clinic Association of Los Angeles County  
Community Coalition for Substance Abuse Prevention and Treatment  
Delta Dental Community Care Foundation  
Essential Access Health  
Ethel Keshner and Levy Family Charitable Fund  
First 5 LA  
George Hoag Family Foundation  
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Henry Schein  
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Kaiser Foundation Hospitals  
L.A. Care Health Plan  
Los Angeles County Arts Commission  
Los Angeles County Department of Health Services  
Los Angeles County Department of Mental Health  
Los Angeles County Division of HIV and STD Programs  
Los Angeles Trade Technical College  
M·A·C AIDS Fund  
Matrix Institute on Addictions  
MUFG Union Bank Foundation  
National Network for Oral Health Access  
Queencare  
RCHN Community Health Foundation, Inc.  
Rose Hills Foundation  
S. Mark Taper Foundation  
Southside Coalition of Community Health Centers  
Substance Abuse and Mental Health Services Administration  
Tarzana Treatment Centers, Inc.  
The California Endowment  
The Denver Foundation  
The Ernest G. Herman Foundation  
The Los Angeles Trust for Children's Health  
The Stanley and Joyce Black Family Foundation  
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UniHealth Foundation  
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# Breaking New Ground

Now a network of nine community health centers, seven school-based health centers, and two mobile clinics spanning South Los Angeles and Compton, St. John's has exciting plans to expand locations and services in the coming years. In Spring, 2019, St. John's S. Mark Taper Foundation Health Center will debut at the newly opened Rolland Curtis Gardens, a vibrant, multi-use affordable housing development with easy access to the Metro Expo line. St. John's also secured competitive City of Los Angeles Proposition HHH funding to construct the innovative Avalon Health Center, a full-service community medical home with an integrated drop-in center where homeless patients can access case management and necessities such as showers, a food pantry, computers, storage lockers, and even a place to keep pets secure while their owners receive services. Slated to open in early 2020, the Avalon Health Center will be colocated with a recuperative care center operated by Volunteers of America Los Angeles, greatly expanding access to wraparound healthcare and tailored support services to some of South Los Angeles' most vulnerable residents. And in Spring, 2020, St. John's new Center for Autism and Developmental Disabilities (CADD) will open in a full-service health center setting on the campus of Martin Luther King, Jr. Community Hospital. Created in partnership with the Special Needs Network, the CADD will bring together culturally sensitive healthcare, social support, wellness, and education services tailored to children with special needs and their families.







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## ABOUT THE ANNUAL REPORT

Juliana Nocker Ferry, Editor  
Reyes Melendez, Creative Director  
Reyes Melendez, Michel Pinto, and Andrew Zappin, Photographers

St. John's Well Child and Family Center is a proud "union shop" with a strong and innovative partnership with SEIU Local 721. We are honored to work closely with our union allies in the fight for social justice—for our patients, our employees, our community, and our network of health centers.

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## Community Health Centers

- 1 Dr. Louis C. Frayser Health Center  
5701 S. Hoover Street  
Los Angeles, CA 90037
- 2 S. Mark Taper Foundation Health and Wellness Center  
808 W. 58th Street  
Los Angeles, CA 90037
- 3 Magnolia Place Health Center  
1910 S. Magnolia Avenue, Suite 101  
Los Angeles, CA 90007
- 4 W.M. Keck Foundation Health Center  
2115 N. Wilmington Avenue  
Compton, CA 90222
- 5 East Compton Health Center at Casa Dominguez  
15715 S. Atlantic Avenue, 2nd Floor  
East Rancho Dominguez, CA 90221
- 6 Leavey Health Center  
3628 E. Imperial Highway, Suite 301  
Lynwood, CA 90262
- 7 Rev. Warner Traynham Health Center  
326 W. 23rd Street  
Los Angeles, CA 90007
- 8 Crenshaw Health Center  
4251 Crenshaw Boulevard  
Los Angeles, CA 90008
- 9 Boys & Girls Club Dental Clinic  
1000 W. 50th Street  
Los Angeles, CA 90037

## School-Based Health Centers

- 10 Lincoln High School  
2512 Alta Street  
Los Angeles, CA 90031
- 11 Hyde Park Elementary School  
6505 8th Avenue  
Los Angeles, CA 90043
- 12 Mark Ridley-Thomas Wellness Center at Manual Arts  
4085 S. Vermont Avenue  
Los Angeles, CA 90037
- 13 Dominguez High School  
15301 S. San Jose Avenue  
Compton, CA 90221
- 14 Washington Prep Wellness Center  
1555 W. 110th Street  
Los Angeles, CA 90047
- 15 Los Angeles Trade Tech  
400 W. Washington Boulevard  
Los Angeles, CA 90015
- 16 Compton College  
1111 E. Artesia Boulevard  
Compton, CA 90221

## Mobile Health

- 17 Mobile 1 at Homeboy Industries  
130 Bruno Street  
Los Angeles, CA 90012
- 18 Mobile 2 at Volunteers of America  
3804 Broadway Place  
Los Angeles, CA 90037









**We all  
require and want  
respect,  
man or woman,  
black or white.  
It's our basic  
human right.**

**—Aretha Franklin**

**St. John's**  
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