



Health Care that Cares

Empowering Communities for 23 years

ANNUAL REPORT | Fiscal Year 2023 - 2024

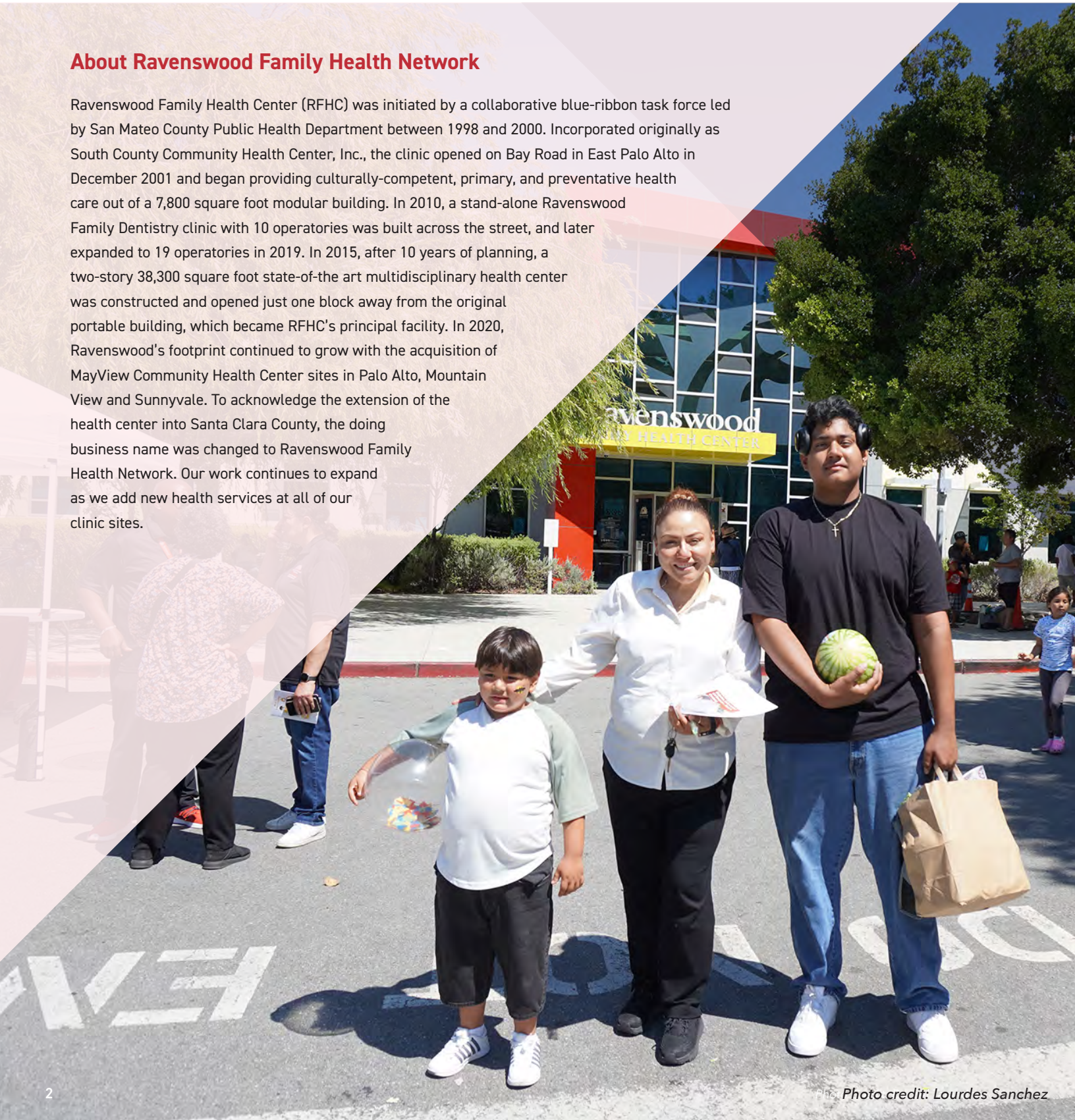


Our Mission

Our mission is to improve the health of the community by providing culturally sensitive, integrated primary and preventative health care to all, regardless of ability to pay or immigration status, and collaborating with community partners to address the social determinants of health.

About Ravenswood Family Health Network

Ravenswood Family Health Center (RFHC) was initiated by a collaborative blue-ribbon task force led by San Mateo County Public Health Department between 1998 and 2000. Incorporated originally as South County Community Health Center, Inc., the clinic opened on Bay Road in East Palo Alto in December 2001 and began providing culturally-competent, primary, and preventative health care out of a 7,800 square foot modular building. In 2010, a stand-alone Ravenswood Family Dentistry clinic with 10 operatories was built across the street, and later expanded to 19 operatories in 2019. In 2015, after 10 years of planning, a two-story 38,300 square foot state-of-the-art multidisciplinary health center was constructed and opened just one block away from the original portable building, which became RFHC's principal facility. In 2020, Ravenswood's footprint continued to grow with the acquisition of MayView Community Health Center sites in Palo Alto, Mountain View and Sunnyvale. To acknowledge the extension of the health center into Santa Clara County, the doing business name was changed to Ravenswood Family Health Network. Our work continues to expand as we add new health services at all of our clinic sites.



Letter from the CEO

Dear Friends and Community,

The last year has brought forth many smiles and triumphs at Ravenswood Family Health Network (Ravenswood). I've seen many smiles from patients as they meet eyes with our greeters and as they walk out of the exam room after meeting with their care provider. I've seen our staff work diligently to provide the best care and health resources possible for our patients, and am proud of the milestones we have achieved as a health network. As patients work hand in hand with their Ravenswood care team to improve their health habits, we are together creating a healthier community.

It's a blessing to have had over 21,000 patients in the past year who trust Ravenswood with their health care. The patients we provide care for across San Mateo and Santa Clara Counties have access to multiple services to address their health needs. We tailor care to the phases of life our patients are going through, whether that's being a first-time mother, assisting a child who has developmental needs, or helping our elderly patients manage their chronic disease. Our staff make a conscious effort to address the social determinants of health affecting our patients, and work with our community partners to help address these concerns. There are many ups and downs of life, and Ravenswood is here to support our patients through it all.

Each year, our staff continues developing their skills to contribute to better patient care. It's important for clinic staff to learn efficient treatment methods that will improve the experience of our patients, and for administrative staff to improve skills that will keep our clinic sites operating productively. Meeting a new departmental goal or seeing a patient's smile is what empowers our staff to continue growing professionally and reminds us of the impact we make each day for our patients.

Out of all of the medical practices and doctor's offices, Ravenswood was one of 211 practices throughout the state of California to be selected to participate in an Equity & Practice Transformation initiative. Led by the California Department of Health Care Services this program only accepted 29% of applicants. Over the next three years, we look forward to receiving guidance and coaching, attending learning sessions and completing milestones to help our organization prepare for the transition from volume-based to value-based reimbursement.

In Community Spirit,



Gralyn Jacques, MBA
Chief Executive Officer



BOARD OF DIRECTORS

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- Siteri Maravou, Vice Chair
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Celebrating Four Years of MayView

2020

In 2020, Ravenswood Family Health Network (RFHN) acquired MayView Community Health Center, which includes clinic sites in Palo Alto, Mountain View, and Sunnyvale. With our original clinics in San Mateo County and the addition of the MayView clinics in Santa Clara County, we have been able to extend our footprint and increase access to health care in the Peninsula of the Bay



Dr. Villalon sees Sandra for her six-month well-child exam to see how she is developing.
Photo Credit: Kalena Carvalho

2021

In 2021, we renovated the MayView Palo Alto Clinic to create a more pleasant and COVID-safe environment for our patients, doctors, nurses, and clinic staff. Three additional exam rooms were created, two of which were designated for optometry services. Our waiting room was expanded to fit more chairs and adhere to social distancing at the peak of the pandemic. Cabinets were replaced, and handwashing sinks and electrical outlets were added throughout the clinic. A handicap accessible bathroom with a lab specimen pass through cabinet was also built.

"It felt like the clinic got a face lift, a morale boost and with that came the sense of wanting to do more and be more for the patients," says Loretta, Service Line Operations Manager for Family Medicine.

2022

In 2022, a mobile dental clinic was launched to provide dental services once a week outside of our Mountain View clinic site. This clinic has made it easier for patients facing transportation barriers to access oral health care without having to travel to our main dental clinic, Ravenswood Family Dentistry, in East Palo Alto.

Social Services and Chiropractic services were also added at our Mountain View and Palo Alto MayView sites.



Dereck visits Dr. Villalon for his annual physical exam.
Photo Credit: Kalena Carvalho

2023

In 2023, an ADA accessible ramp was constructed at the Palo Alto site, and upgraded the entrance of the building to have an electronic sensor to open the door. The completion of this ramp was especially crucial for our patients who use wheelchairs, have hearing or vision impairments, or have chronic medical conditions. Many of our Palo Alto patients felt much safer going up the ramp.

In addition, we also began providing Podiatry services once a week at our MayView Palo Alto Clinic in September 2023. Our podiatrist, Dr. Javeria Hussaini, offers a comprehensive range of services, including diagnosis, treatment, and management of conditions related to the feet and ankles.



The ADA Ramp, completed in 2023, at MayView Palo Alto.
Photo Credit: Loretta Kirton



Edhemira and her partner see Dr. Karina for a prenatal visit, to ensure their baby is developing healthy.

Photo Credit: Kalena Carvalho

→ What's Next?

Ravenswood is also looking to increase medical and dental access to underserved populations in Redwood City and Sunnyvale.

In 2025, RFHN expects to construct a dental clinic, which is planned to open that fall. Our longtime partner, Sequoia Healthcare District (SHD) is supporting this capital project by allowing us to convert their SHD offices in Redwood City to a dental clinic. Once fully operational, an anticipated 4,600 patients will have access to comprehensive dental services through approximately 11,000 dental visits each year.

In 2026 or shortly thereafter, we will open a new clinic in Sunnyvale, which will include the following services: Medical, Dental, Behavioral Health, Social Services, Optometry, and possibly Ultrasound and Mammography in a 12,300 square foot facility that will serve 7,200 patients. In April 2024, RFHN took a step towards fulfilling this vision by closing escrow on the purchase of 145 North Wolfe Road in Sunnyvale. Our goal is to raise \$25 million dollars over the next 24 months to construct the new clinic.

Comprehensive Perinatal Services Program

Our Comprehensive Perinatal Services Program (CPSP) is part of the routine care our female patients receive during and after their pregnancy. The program provides prenatal care, health education, nutritional assessment, psychosocial assessment, and referral support for pregnant patients on Medi-Cal. Many times, CPSP is the only source of support our pregnant patients have. The CPSP team helps women navigate a wide range of personal hardships; these commonly include transportation and housing barriers, mental health issues, and food insecurity during pregnancy. Our CPSP team is trained to engage with and support pregnant mothers who have mild symptoms of depression and anxiety, as well as experiencing baby blues after delivery. Baby blues is a term used to describe the feelings of sadness a mother may experience during the first couple of days after giving birth.

Nuanced assistance we provide includes anticipating the psychosocial impact of pregnancy and its aftermath, understanding the role of fathers in maternal mental health, and how fathers can provide additional support to mothers. Our staff empower pregnant patients in asking for emotional or behavioral health assistance and resources. Overall, our CPSP team continues to strive in building strong relationships with our pregnant patients. Many of our patients in CPSP also participate in our CenteringPregnancy® program, which provides further support through a mom's pregnancy journey.



Lurdes provides support and resources for Alondra during her pregnancy.
Photo Credit: Lourdes Sanchez

CenteringPregnancy®



Families gather together at a CenteringPregnancy® session to discuss their pregnancies. Photo Credit: Monte Gavia

CenteringPregnancy® is a group-care model that provides prenatal care to mothers and families. Patients who are not first-time mothers are welcome to join, too, as they often still have questions surrounding their pregnancies—from pregnancy myths and sleep safety to eating habits. Our CenteringPregnancy® team creates a safe and comfortable environment for pregnant mothers to ask questions and discuss their concerns. During these group sessions, pregnant women learn how to

monitor their own pregnancy progress and perform basic health screenings, such as checking their blood pressure and weight. At each session, they also receive one-on-one consultation time with their providers. Not only do the pregnant patients learn from the health care professionals during these sessions, but also from each other as they build an invaluable network with each other.



Ushma, Senior Manager of Oral Health Access and Outreach, explains to Sebastian and his mom how to brush his teeth properly at home.

Photo credit: Kalena Carvalho



The VDH team provides Yazmin's mom dental health education at her first dental visit.

Photo Credit: Kalena Carvalho

CenteringParenting®

CenteringParenting® is a group-care model that provides pediatric care and parenting education during a child's first two years of life.

During each of the nine sessions, medical providers conduct well-child exams, and medical professionals engage parents in lively discussions regarding parenting and healthy childhood development. Topics include attachment, safe sleep, breastfeeding, nutrition, early literacy, and more. Sessions include screening children for possible developmental delays and new mothers for any symptoms of depression. Additionally, resources that help promote development in children and address stress in parents are provided. Most importantly, parents have the opportunity to bond with other parents going through the same or similar experiences, which in turn allows them to receive much needed social and emotional support.

Virtual Dental Home Program

In partnership with First 5 of San Mateo County and SAGA Foundation, our **Virtual Dental Home (VDH) Program brings dental care directly to over 20 preschools and community sites.** For many young children, the VDH Program acts as an introduction to the basics of oral healthcare. The program allows us to provide frontline preventative oral health services, help with a child's fear of dental care, provide dental health counseling to the families of the children, and create a primary dental home. This primary dental home is a place for these patients to receive care from start to finish, first performing routine exams and cleanings and providing preventive treatment, then diagnosing patients and referring them to specialty services, and finally performing advanced procedures while following up with each child's family to ensure good health.

We recently held dental workshops in group settings for children ages six to 24 months old and their parents, which had a great turnout. The dental workshop advocated for the importance of early dental care in children, a much-needed topic among parents in the community. In the near future, Ravenswood Family Dentistry will host parent circles to provide extra support for children younger than 24 months old. Each session will have about six infant patients accompanied by their parents to introduce the child to dental care and help the parents learn more about safe dental care practices.



Many of our partners set up tables as vendors to provide resources for those attending the health fair.
 Photo Credit: Kalena Carvalho

Annual Health Fair

Each year, Ravenswood normally holds an annual health and resource fair, which takes place in the parking lot of our main health center in East Palo Alto. After a couple of dry years of Covid-19 during which no event was held, we brought back this in-person event in August 2023. The Health Fair posed a great opportunity for the community to take advantage of various health resources available to them, such as assistance with renewing their Medi-Cal and registering as a new patient. Children were also able to get their immunizations during the event in preparation for the new school year and had the chance to enjoy face painting, arts and crafts, and other fun activities. In 2023, we attracted 500 visitors. The community gathered around the event stage to watch colorful and lively performances from local dance groups and eagerly awaited raffle drawings and prizes. Thirty-two vendors participated, many local partners, who tabled at the event and shared their own resources. Overall, the event was a success, as many of our guests were able to walk away with big smiles and knowledge to take care of their own and their family's health.



Ravenswood Health Coaches, at the health fair, provide resources for those interested in chronic disease management.
 Photo Credit: Kalena Carvalho

Diabetes Management Program

At Ravenswood, health coaching is offered to patients in both individual and group settings where a number of patients are guided by a health coach to learn more about bettering their health. Through these practices, our patients learn how they can best support their own health with their daily living habits and improve their chronic and preventable illnesses through comprehensive care and guidance.

Recently, the health coaches have been conducting Chronic Disease Self-Management (CDSM) sessions at our main clinic in East Palo Alto and at our MayView clinic sites. The six-week program consists of group sessions focusing on the management of chronic diseases through self-management goals, social support, and building skills to manage the patient's overall health. The program is offered in Spanish, English, and Tongan to fit the linguistic and cultural needs of our patients. The health coaches are trained through the Self-Management Resource Center (SMRC), which strives to help people manage their symptoms, improve quality of life, and minimize healthcare costs. Ravenswood health coaches are guided by SMRC's evidence-based curriculum.



Health Coach, Martha, discusses how medications help manage chronic diseases during diabetes management class.

Photo Credit: Kalena Carvalho

Did You Know?

RefillPro Pharmacy Services: For online prescription refill requests, our pharmacy uses an automated system for refills called RefillPro. This app allows patients to connect to the pharmacy by phone number, submit refill requests by number entry or barcode scan, request refill authorizations, and select pick-up options such as pick-up, mail, or delivery. The app also allows patients to call the pharmacy, get directions, and access store information.

MyChart: In 2020, Ravenswood started using MyChart as the patient portal for patients to manage their health care and communicate with their care team. MyChart is also used by patients for health reminders, requesting appointments, and managing care for family members. Patients can use MyChart through a web browser or mobile app.



Kubra picks up her prescriptions at Ravenswood's convenient pharmacy with her baby.

Photo Credit: Kalena Carvalho

Our Patients

Calendar year 2023

Data on this page taken from Ravenswood Family Health Network's 2023 Uniform Data System Report for the Health Resources and Services Administration.



115,295
total patient
visits

56% of visits were at
Ravenswood Family Health Center

13% of visits were at
Ravenswood Family Dentistry

8% of visits were at
MayView Palo Alto

16% of visits were at
MayView Mountain View



<1% of visits were at
our Mobile Dental Clinic

6% of visits were at
MayView Sunnyvale



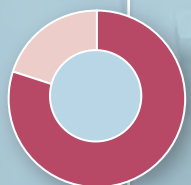
21,508
Total number
of patients



711
Total prenatal
patients



7,876
Total pediatric
patients
(ages 0-18)



80%
Patients live at
or below 200%
Federal Poverty
Level

*A household of four with an
annual income of \$60,000 in
2023 is considered to be at
200% Federal Poverty Level.*



1,492
Patients identify
as homeless



14,919
Patients identify
as Latino, African
American, or
Pacific Islander



4,159
Patients are
uninsured



◀ Sandra's dad holds her as they prepare to
check her weight at her 6-month checkup.
Photo Credit: Kalena Caravvalho

Our Services

RAVENSWOOD:

PRIMARY MEDICAL CARE

Primary Medical Care
Prenatal Care
Pediatric & Adolescent Medicine
Adult Medicine
Women's Health
Optometry
Screenings & Immunizations
Pharmacy
General X-ray
Ultrasound
Mammography
Chiropractic Care
Podiatry
Lactation Counseling
Laboratory Services
Referrals to Specialty Care

INTEGRATED BEHAVIORAL HEALTH & SOCIAL SERVICES

Adult and Pediatric Short-Term Counseling
Domestic Violence Counseling
Grief Counseling
Crisis Intervention
Psychiatry Consultation
Enhanced Case Management Field Services
Health Care for the Homeless
Medically Assisted Therapy for Alcohol/Substance Use Disorder

CENTER FOR HEALTH PROMOTION

Chronic Disease Management
Health Coaching
Health Coverage Enrollment

RAVENSWOOD FAMILY DENTISTRY

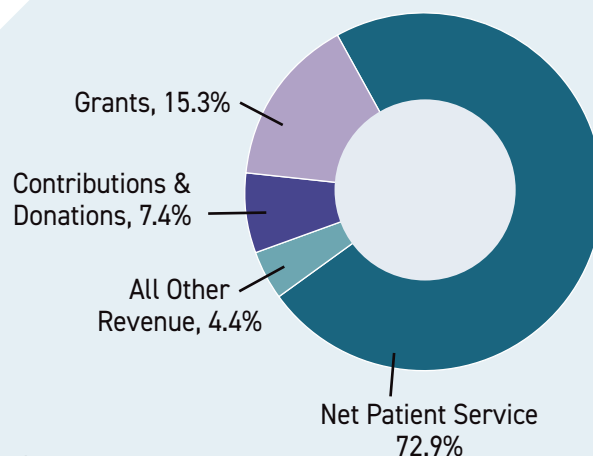
Pediatric & Adult Dental Care
Preventive Care
Restorative & Periodontal Care
Prosthodontic Crowns, Bridges & Dentures
Oral Surgery under General Anesthesia
Emergency Dental Services
Oral Health Education
Special Needs Pediatric Dental Care
Preventive Dental Care in 20+ San Mateo
County Pre-Schools and Other Sites

MAYVIEW:

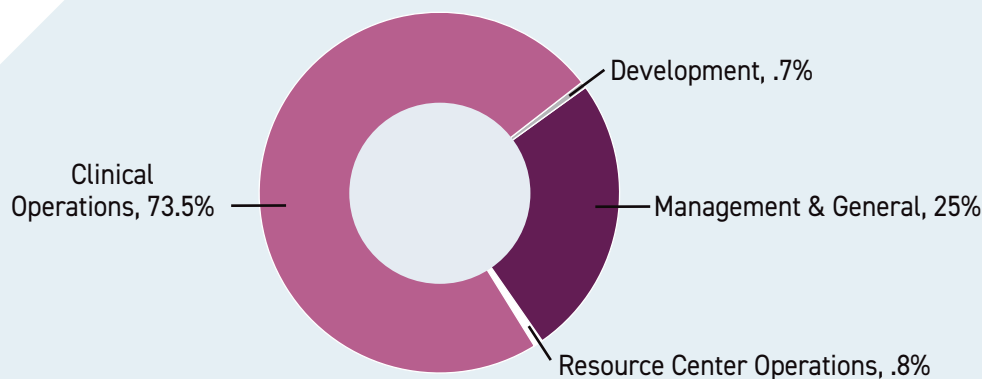
Prenatal Care
Pediatric & Adolescent Medicine
Adult Medicine
Women's Health
Immunizations & Screening
Optometry
Dental (via mobile clinic)
Integrated Behavioral Health & Social Services
Chiropractic Care
Podiatry
Chronic Disease Management
Health Education
Screenings & Immunization
Laboratory Services
Lactation Counseling
Health Coverage Enrollment

Revenue

Revenue sources are based off FY 2022-2023



Expenses



Thank you!

GRANTS: 2023-2024

(As of June 30, 2024)

Anthem
Anonymous Foundation
Atkinson Foundation
Bella Vista Foundation
Center for Care Innovation
Christiana Foundation, Inc.
City of Mountain View
City of Palo Alto
Community Health Partnership
CZI (Chan Zuckerberg Initiative) Community Fund
Delta Dental Community Care Foundation
El Camino Healthcare District
First 5 San Mateo County
George H. Sandy Foundation
The Grove Foundation
Health Plan of San Mateo
Health Resources and Services Administration
The June and Julian Foss Foundation
Kaiser Permanente
The Leonard C. & Mildred F. Ferguson Foundation
Los Altos Mountain View Community Foundation
Palo Alto Community Fund
Safeway Foundation
SAGA Foundation
San Mateo County Behavioral Health Recovery Services
Santa Clara Family Health Plan
Sequoia Healthcare District
The Sobrato Family Foundation
Stanford Health Care
Stanford Medicine Children's Health
Sutter Health
Sunlight Giving

DONATIONS: 2023-2024

(As of June 30, 2024; excludes in-kind donations)

Acrisure	Holly Welstein
Alain & Rosemary Enthoven	Hugh Holbrook
Alexander Gruenstein	Isabel Quinonez
Alexandra Ramirez	Jaime Chavarria
Allison Butler	Jane Baxter
Ana Nishioka	Jane Bernasconi
Anna Zara	Jane Paulson
Annie L. Tate	Jane Rytina
Anonymous	Janet Osterdock
Arthur D. Folker	Jean Dawes
Barbara Coll	Jean Parmelee
Barbara Noparstak	Jean Tarantino
Barry Sharrow	Jeanette Kennedy
Betsy and Horace Nash	Jeanette Rosado
Betsy Gifford	Jeanne Fischer
Bindi Gandhi	Jeffrey Bird
Bobbie Wunsch	Jeffrey Oxendine
Bruce Cabral & Kimberly Harney	Jeffrey Poetsch
California Bank & Trust	Jennifer Silva
Carol Berg	Jerry Shefen
Carol D. Bacchetti	Jessica Ho
Carole Wunderlich	Joanne Kagle
Cecil Reeves	John A. Sobrato
Cheryl Branco	John Kriewall
Chiung-Huei Liu	John Reiter
Claire Murphy	John Shannon
Colleen Tate	John & Elizabeth Weatherby
Craig Peterson	Jonathan & Peggy Propp
Dana Shelley	Judith Bulloch
Daniela Rey-Ardila	Judith Mendelsohn
David Kautz	Julia Platt
David Slone	Kara Bailey
Debbie Dalzell	Karen Inaba
Diane Wieder	Karen Ross
Eileen Baylor	Kimberly Rufus
Elizabeth Brown	Larry Bailey
Elizabeth McDougall	Laura Singer
Ellen Clear	Leslie Ballinger
Ellen Loeb	Linda Faust
Eve and Ross Jaffe	Linda Golub
Gabriel Garcia	Linda Gotelli
Gabriel Wolosin	Linda Lenoir
Gordon Russell	Lisa Forssell & Hugh Holbrook
Gralyn A. Jacques	Loretta Elvira Kirton
Harry Dennis	Luisa Buada
Health Career Connection	Lydia Moran
Health Plan of San Mateo	Manuel Arteaga



Marcelline Combs
 Margot Rawlins
 Mariam Wahab
 Marisela Garcia
 Martin Deggeller
 Martin Schiftenbauer
 Maryellen Remmert-Loud
 Maya Altman
 Maya Julian-Kwong
 Michael Crisp
 Michael Leviten
 Michael Rafferty
 Nancy Serrurier
 Natalie Hodgen
 NEMS
 Orlin & Onnolee Trapp
 Patricia Bresee
 Paul Clifford & Thierry Bui
 Paul F. Perret
 Penny Bayless & David Hale
 Perrin French
 Peter Rudd & Susan Bernhard
 Phillip Harter
 Rich & Gina Kelley
 Richard Bland
 Richard Elder
 Richard Morris
 Robert Garner
 Robert Russo
 Robert Sawyer
 Roberta Morris
 Robyn and Loren Shalinsky
 Roger J. Way

Rose Jacobs Gibson
 Ross Jaffe
 Roy Hayter
 Sally MacDonald & Scott Gerken
 Sandy Napel
 Santa Clara County Administration
 Santa Clara Family Health Plan
 Saroja Srinivasan
 Scott Benson
 Sharon Clay
 Sherri Sager
 Sherrill Swan
 Silicon Valley Community Foundation
 Sobrato Philanthropies
 Sonia Cardenas
 Sonia Santana
 Stasia Grose
 Stanford Medicine Children's Health
 Stuart & Jeanne Farwell
 Susan Bartalo & David Fischer
 Susan Choquette
 Susan Temple
 Sutter Health
 Suzanne Knowlton
 Tammi Smith
 Tashia & John Morgridge
 Teresa Peters
 Thuy-Loan Phan
 Timothy Petersen
 Tom & Dana Hayse
 Vaughn Walker
 William S. Johnson

Tongan dancers share their culture and perform at Ravenswood's 2023 Health Fair.
Photo Credit: Kalena Caravalho



ACKNOWLEDGEMENT of FUNDING

*Funded by El Camino Healthcare District
 Ravenswood Family Health Network
 thanks El Camino Healthcare District
 for supporting some of the salaries
 and benefits of our medical and dental
 staff at our MayView Mountain View
 Clinic and MayView Sunnyvale Clinic.*



RAVENSWOOD LOCATIONS





- ① **Ravenswood Family Health Center**
1885 Bay Road
East Palo Alto, CA 94303
- ② **Ravenswood Family Dentistry**
1807 Bay Road
East Palo Alto, CA 94303
- ③ **Center for Health Promotion
Eligibility & Enrollment**
1842 Bay Road
East Palo Alto, CA 94303

MAYVIEW LOCATIONS

- ④ **MayView Sunnyvale**
785 Morse Avenue
Sunnyvale, CA 94085
- ⑤ **MayView Mountain View**
900 Miramonte Avenue, 2nd Floor
Mountain View, CA 94040
- ⑥ **MayView Palo Alto**
270 Grant Avenue
Palo Alto, CA 94306

CONTACT US

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