



Providing Health Care That Cares

Since 2001, Empowering Communities for 23 years



Photo credits: Kalena Carvalho and Lourdes Sanchez

Letter from the CEO

Dear Community,

As the year ends, I would like to extend my gratitude to all who contributed to our accomplishments and triumphs in 2024. Thank you to our staff, patients, partners, funders, donors, and Board of Directors for helping us expand our reach and strengthen our programs and services. Without each of you, we would not be able to provide care that improves the health of our communities.

In our dedication to serving residents across San Mateo and Santa Clara Counties, we've reintroduced our CenteringPregnancy® program at our Ravenswood Family Health Center in East Palo Alto to support mothers as they prepare to give birth, as well as offered Cervical and Colorectal Cancer screening clinics at MayView Mountain View to close care gaps and catch cancers early. We also collaborated with our partner organizations to provide valuable resources, such as backpacks for school-age children and free fresh fruits and vegetables to the community, at our annual Community Health and Resource Fair.

I am grateful for the progress we continue to make in reaffirming our vision to engage and empower our patients through our programs and services. I believe everyone on our team strengthens our vision by continuing to implement care for every patient at every visit. The care we put into our work makes us stand out as a health center, and is why Ravenswood was one of 211 medical practices in California to be selected to participate in an Equity & Practice Transformation initiative led by the California Department of Health Care Services. In preparation for the transition from volume-based to value-based reimbursement, we look forward to receiving support through coaching and training, and achieving milestones through this initiative to support our organization in this process over the next three years.

As we look ahead to 2025, we will continue to expand our access to underserved populations in Redwood City with the help of our longtime partner, Sequoia Healthcare District (SHD). SHD will convert their home office into a dental facility, which Ravenswood will help construct, equip, and staff. This expansion of our network will continue to drive positive change in our communities.

With gratitude,

Gralyn Jacques, MBA
Chief Executive Officer



Photo credit: Alejandro Vazquez



A Dyad in Care

Since 2016, Remedios and her mother, Maria, have found care and comfort at Ravenswood. Both women share a special bond with Dylan, a Family Nurse Practitioner, who provides primary care at our MayView clinic in Mountain View. As a provider, Dylan enjoys seeing multiple members of the same family. She says, “I feel that I get to know them better and I’m able to gather better understanding of their health by seeing the bigger picture.” Over the past few years, she has played a central role in the routine care of both Remedios and Maria, guiding them through their health journeys.

Remedios’ Battle with Breast Cancer

Remedios had a life-altering experience at the start of 2023 when a routine mammogram at Ravenswood revealed an abnormal finding. A Ravenswood gynecologist reviewed the mammogram results with her and referred her to Santa Clara Valley Medical Center (VMC) for a mastectomy, a surgical procedure to remove the malignant tissue from her breasts.

Dylan followed up with Remedios to help navigate the overwhelming diagnosis and prepare her for the next steps of the mastectomy. Understanding Remedios’ family medical history, Dylan also ordered additional testing, including one that revealed she carried the BRCA2 gene. This gene can increase the risk of cancer, including breast cancer. Dylan explained the risks associated with the BRCA2 gene, and helped alleviate her anxiety with reassuring answers to her questions.

When meeting with the plastic surgeon from VMC, Remedios made the difficult decision to undergo a bilateral mastectomy. By the end of March 2023, her surgery was complete and it was a success. During her recovery, Dylan was there to address any concerns. When Remedios experienced abdominal pain following the procedure, Dylan recommended she manage the pain with ibuprofen and to stay diligent about her post-operative care.

Today, Remedios feels blessed to have overcome her battle with breast cancer and is happy to be with her family. She’s grateful for the support of Dylan and her care team.

Maria’s Routine Care

Remedios’ mother, Maria, continued her own health journey under Dylan’s care. Every year, Maria meets with Dylan for an annual health exam and discuss all health matters, including exercise and dietary counseling, addressing health concerns, and managing chronic diseases. Together, they monitor her hemoglobin levels through regular lab work, ensuring her health stays on course.

A year ago, Maria was given the option to have a test for latent pulmonary tuberculosis, an infectious disease that affects the lungs and can be common in people who come from parts of Central and South America. After explaining the purpose of the exam, Dylan empowered Maria to make her own choice. “I like being given options for my health. It is, after all, my care,” said Maria, and she chose to proceed with the test. She tested positive for latent tuberculosis and underwent three months of treatment under Dylan’s medical guidance.

Maria finished her treatment and was proud to have made that decision for her health, resulting in healthier lungs.



Dylan (left) examines Remedios’ (right) ears during her routine check-up.
Photo Credit: Lourdes Sanchez



Remedios (left) and her mother, Maria, (right) get ready to meet with their provider, Dylan, FNP.
Photo Credit: Lourdes Sanchez



Maria (left) at her follow up visit with Dylan (right) to discuss her exercise and dietary counseling.
Photo Credit: Lourdes Sanchez

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OUR VISION

Our patients will become educated, engaged, and empowered to actively manage their health and become advocates for healthy living within their family and the community, inspiring others to value good health as true wealth.

We’ve got you covered: Health Coverage Enrollment & Eligibility

Our Eligibility and Enrollment Center focuses on helping our patients and people from the community find health coverage and insurance that best suits them. Ravenswood has Community Health Advocates (CHAs) who assist members of our community and our patients by sharing the health coverage and insurance options available to them and helping them through the lengthy application process. The most popular health coverage options we offer are Medi-Cal, Santa Clara County Primary Care Access Program (PCAP), San Mateo County Access and Care for Everyone (ACE), Kaiser Permanente’s Charitable Health Coverage (CHC), and insurance plans offered through Covered California.



Many of our patients primarily speak a language that is not English, and have limited ability in terms of reading and writing in English, making it difficult to enroll in health coverage on their own. This is where our CHAs step in to support them through the enrollment process. Our CHAs do the remarkable work of determining eligibility, providing education on coverage options and benefits, helping fill out application and troubleshooting application issues, and much more. They help to fulfill health care needs, such as making sure pregnant women in need of prenatal care are covered, providing enrollment options to those without a steady job, helping asylees finalize their work permit to be able to find a job and make an income, and ensuring a child is able to be seen for physical appointments or immunizations needed to enroll in school.

Although we are at full capacity as of February 2024 and cannot take on new patients except for patients who fall under certain categories, enrollments can still be done for community members who are not currently our patients. We inform community members that we are able to assist with their applications, but unfortunately are not able to register them as patients. Instead of becoming Ravenswood patients, they are given information on other health centers where they can register as patients. In this way, we continue to make sure we are helping the community have access to health care.

◀ Giselle (left), Ravenswood CHA, helps Leslie (right) fill out forms to enroll in health coverage. Photo Credit: Kalena Caravalho

Boost your defense this Fall

Flu season is here! The flu vaccine is important for everyone because it helps protect you and those around you. When you get vaccinated for the flu, you also help protect those who are unable to get the vaccine, such as infants under six months of age or people with severe allergies to the ingredients in the vaccine (Source: CDC).

Ravenswood patients are offered the flu vaccine during clinic visits, and members of the community are welcome to get the flu vaccine at our community flu clinics, which are open to the public. In addition to the flu vaccine, Ravenswood also offers vaccines for Hepatitis A, Hepatitis B, Varicella, Measles, Mumps, and Rubella, Menactra, Polio, Covid-19, and more.

Xenia, Ravenswood’s Infection Prevention and Control Manager, says “Our goal this year is to vaccinate 80% of our RFHN patients (six months and older) with the flu vaccine by the end of the flu season.” The Infection Control Team at Ravenswood began preparing for the flu season early this year by starting their messaging to patients ahead of time and will continue sending out monthly reminders via text and MyChart.

For Xenia, working with and supporting Ravenswood’s vaccine team is exciting. The team works together to ensure that clinical staff are properly trained on how to handle vaccines and understand the importance of each one. Flu and COVID vaccines are seasonal, and each season there may be something new that our team will need to adapt to, such as a new vaccine or a new process.



Jacqueline (left) shows Esmeralda (right) her options for health coverage. Photo Credit: Kalena Caravalho



Natalia, Pediatric Medical Assistant, prepares a vaccine for a pediatric patient. Photo credit: Kalena Caravalho

RAVENSWOOD SERVICES

- Primary Medical Care**
- Prenatal Care
 - Pediatric & Adolescent Medicine
 - Adult Medicine
 - Women’s Health
 - Optometry & Optical Services
 - 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

- RAVENSWOOD LOCATIONS**
- Ravenswood Family Health Center**
1885 Bay Road
East Palo Alto, CA 94303

- Ravenswood Family Dentistry**
1807 Bay Road
East Palo Alto, CA 94303

- Center for Health Promotion**
Eligibility & Enrollment
1842 Bay Road
East Palo Alto, CA 94303

- MAYVIEW SERVICES**
- 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

- MAYVIEW LOCATIONS**
- MayView Sunnyvale**
785 Morse Avenue
Sunnyvale, CA 94085

- MayView Mountain View**
900 Miramonte Avenue, 2nd Floor
Mountain View, CA 94040

- MayView Palo Alto**
270 Grant Avenue
Palo Alto, CA 94306

- CONTACT US**
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Cultivating Optimal Oral Health for School Children

Twelve years ago, Ravenswood launched our Virtual Dental Home (VDH) program, which provides accessible oral health care to low-income children in school and community settings. The VDH team helps patients achieve optimal oral health outcomes, which in turn help them do well in school and reach their full potential.

The program provides dental care to children up to five years of age at preschools and community sites in low-income areas of San Mateo County through in-person visits and telehealth technology. Our VDH Team's Registered Dental Hygienist in Alternative Practice evaluates a patient's likelihood of developing oral health issues, and provides preventative treatments such as cleanings, sealants, or fluoride treatments. Portable dental imaging equipment is used to collect and upload children's dental records and dental x-rays for our dentists at our dental clinic, who then create treatment plans for the children. If children need additional dental treatment, they can continue dental care at either our dental clinic or other dental clinics through a referral.

Most children seen by our VDH team are at high risk for dental caries or have not had a dental exam until the age of two, leading to dental visits filled with panic and fidgeting because the unfamiliar environment magnifies their anxiety. To help ease a child's anxiety when a dental tool is being propped in their mouth, our VDH team offers desensitizing sessions to help them overcome their fears and feel more comfortable with dental tools and when seeing a dentist. "To see the children who once were scared and cried as soon as they entered a dental office overcome their anxiety and become comfortable receiving a dental procedure is the most satisfying aspect of my work," says Ushma, Senior Manager of Oral Health Access and Outreach.

This program has played a critical role in helping to address oral health disparities and inequities among low-income children. Each year, our VDH program serves over 600 low-income children across 20 to 25 preschools and community sites across San Mateo County.



Yazmin learns how to properly brush her teeth with her new toothbrush provided by our VDH team. Photo credit: Kalena Carvalho



Tongan dancers perform a culture dance during our Community Health and Resource Fair. Photo credit: Alejandro Vasquez



Children line up to receive backpacks during our annual Community Health and Resource Fair. Photo credit: Lourdes Sanchez

Bringing Health & Resources to the Community

On August 3, 2024, our main clinic in East Palo Alto turned into a vibrant community hub. Our community rallied together to join us at our Community Health and Resource Fair, a key annual event designed to showcase an array of services and resources tailored to meet the needs of our patients. The underlying aim of this event is to address the healthcare needs and access challenges faced by our community. By organizing this event yearly, we play a pivotal role in ensuring that our community is well informed about the resources available to them.

We were thrilled to see about 700 community members attend this year, a significant increase from previous years. The fair featured live performances from local dance groups, local vendors, and a dedicated kids' zone to provide entertainment for children. We distributed 430 backpacks to children and gave away 700 bags of fresh produce, with the help of Second Harvest of Silicon Valley. About 48 community vendors and agencies participated in the fair, offering services aligned with themes such as health, wellness, education, support services, job development, city resources, and housing assistance. Ravenswood staff from various departments including Health Education, Infant Feeding Program, Women's Health, Pediatrics, Specialty Services, and Dental, participated in the fair by hosting tables for patients to learn about our different departments and sign up for services.

Moreover, we were honored to have a few special speakers, such as Lisa Gauthier, Councilmember of the City of East Palo Alto, and Cecilia Taylor, Mayor of Menlo Park, as well as Ravenswood Board members. Our Board Members, along with Lisa Gauthier and Cecilia Taylor, spoke passionately about the significant influence Ravenswood has had on the community.

The Community Health and Resource Fair achieved remarkable success in fulfilling its core objectives. Ravenswood remains proud of its commitment to serving the community and will continue to organize similar events to help inspire the community to take care of their health and have fun while doing so.

Yes! I Want to Join Ravenswood's Care Team!

Donate online at:

<https://ravenswoodfhn.org/donate-rfhn/>

Mail a check with this slip to:

Ravenswood Family Health Network
1885 Bay Road, East Palo Alto, CA 94303

Ravenswood Family Health Network is a tax exempt 501(c)(3) nonprofit agency

Questions? Contact the Development Team at Development@RavenswoodFHN.org

- ☐ **\$100** pays for one pediatric patient's routine dental exam with x-rays
- ☐ **\$250** pays for one patient's routine eye exam
- ☐ **\$500** pays for one medical visit for an uninsured patient
- ☐ **\$2,000** pays for one year of care for a diabetic patient
- ☐ **\$5,000** pays for one mother's prenatal care
- ☐ Other _____

