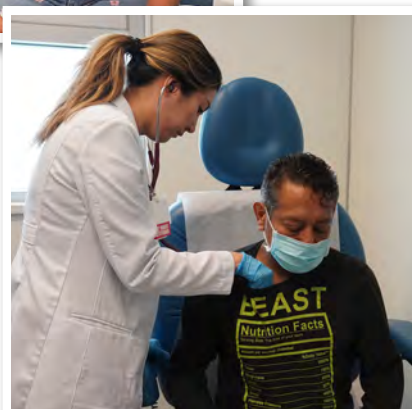




# Providing Healthcare That Cares

*Since 2001, providing access to a variety of healthcare services for 22 years!*



## Letter from the Deputy CEO

Dear Friends,

As 2023 comes to an end, I take the time to reflect on all the accomplishments Ravenswood Family Health Network (Ravenswood) has had in the past year. We have expanded our Social Services department to offer more services to all patients in need of support. We successfully added an ADA ramp to our Palo Alto clinic to assist our patients in safely reaching their doctor visit. In August, we encouraged our community to attend our Health Fair on our main campus in East Palo Alto. In September, we expanded our Podiatry services to our Palo Alto clinic. Thanks to our determined staff, our generous funders, our loyal partners, and our community, we continue to expand care across our five clinic sites and create a healthy environment for our community.

I would also like to appreciate Luisa Buada for creating the foundation for Ravenswood. Her leadership and rigor have helped us create a health network devoted to providing high quality health care to the community. In the past year, I have learned much from Luisa after her 21 years of experience as CEO. Along the 18-month process in transitioning to CEO, I have also grown to understand how each department operates and how I can support each one. I look forward to stepping in as the next CEO of Ravenswood, and continue to show up for our communities.

Together in Health,

Gralyn Jacques, MBA  
Deputy Chief Executive Officer  
Ravenswood Family Health Network



Photographers: Patricia Palomares and Lourdes Sanchez





## OUR MISSION

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.



*Luisa was the Executive Director of both Clinicas de Salud in the Salinas Valley and of Berkeley Primary Care Access Clinic.*



*Luisa graduates from the School of Nursing in 1977.*

### BOARD OF DIRECTORS

Fred Mondragon, Chair  
Siteri Maravou, Vice Chair  
Genesis Cerna, Secretary  
Julio Garcia, Treasurer  
Senseria Conley, Parliamentarian  
Manuel Arteaga  
Marcelline Combs  
VJ Periyakoil, MD  
Melieni Falemaka Talakai  
Sherri Sager, Board Liaison

### ADVISORY COUNCIL

Patricia Bresee, Chair  
Maya Altman  
Greg Avis  
Caretha Coleman  
Greg Gallo  
Lily Hurlimann  
Rose Jacobs  
Gibson Ross Jaffe, MD  
Jim Koshland  
Richard Levy, (ret.)  
John A. Sobrato  
Dr. Frederick St. Goar  
Jane Williams  
Gordon Russell (ret.)

# Luisa's Legacy

Luisa has been an advocate for accessible and affordable health care for all who need it for 50 years. She has promoted health care for the most vulnerable populations—from the Salinas Valley, Berkeley, East Palo Alto, Menlo Park's Belle Haven community, to low-income communities in San Mateo and Santa Clara Counties.

She served as a consultant in the creation of the Ravenswood Family Health Clinic in 2001, which began providing culturally-competent, primary, and preventative health care out of a portable building. She later became its Interim CEO for 12 months, and was appointed as the permanent CEO in November 2003. While working with diverse community stakeholders, she forged the community vision of a permanent health facility. In 2014–2015, she shepherded the construction of a two-story 38,300 square foot state-of-the-art health clinic campus in East Palo Alto.

In 2020, under Luisa's leadership, the clinic expanded its footprint to Palo Alto, Mountain View, and Sunnyvale. Upon the acquisition of the three MayView clinics, the health center became known as a health network, with staff almost doubling. Luisa's passion and tireless community advocacy led to Ravenswood incorporating a kaleidoscope of complementary services and programs over the years, including a stand-alone dentistry with 19 operatories, virtual dental homes (portable diagnostic dental services) for pre-school and kindergarten-age children at various locations in the community, CenteringPregnancy® and CenteringParenting® programs for new mothers and parents, optometry, podiatry, lactation counseling, mobile clinics, and more.

With her continued resilience and fortitude, Luisa presided over a process to develop successful creative strategies to implement multiple mass vaccinations for patients and the community-at-large during the Covid-19 pandemic. As of September 2023, Ravenswood has administered over 35,500 vaccines to staff, patients, and the community.

Luisa has made an indelible impact on the health outcomes of low-income residents in East Palo Alto and the surrounding communities. She retires as the Chief Executive Officer of Ravenswood Family Health Network on December 15, 2023, stepping down from a health care operation that initially served 300 patients in 2001 to now serving over 20,000 patients a year throughout its five permanent facilities.

Luisa's passion, leadership, and dedication has helped improve the community health of residents, and improved health care for all within San Mateo and Santa Clara Counties. Her legacy in health care is one of one.



*Luisa was a supporter of farmworkers' rights and health care for all.*



*Luisa and her son, at his 8th grade graduation, in 2007.*



*Luisa visits the construction site of the main health center, Ravenswood Family Health Center, in East Palo Alto.*

*Photographer: Jason Wurtz*



*The construction of Ravenswood Family Health Center.*

*Photographer: Jason Wurtz*



*This colorful mural was painted in honor of Luisa and her love for art. It's located in the stairwell of Ravenswood's main health center, in East Palo Alto.*

*Photographer: Rachel Tarantino*



# 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.



*The Social Services Team meets to discuss enhanced care management. Photographer: Lourdes Sanchez*



*Workinesh (right), who is pregnant, visits Dr. Karina (left) for a prenatal visit with her daughter (center). Photographer: Lourdes Sanchez*



*Maria (left) visits Dr. Phan (right), Optometry Director, for a routine eye exam. Photographer: Lourdes Sanchez*



*Maria (left) has a home visit with the Social Services Team (right) to discuss her health, next clinic visit, and transportation to her visit. Photographer: Patricia Palomares*

## Closing Care Gaps in Social Services

COVID-19 exacerbated the need for comprehensive case management, social services, and integrated behavioral health services (IBHS) in the communities we serve. From January 2020, the onset of the pandemic, to January 2023, our monthly referrals jumped from 200 patients to 400 patients. From the referrals, our Social Services team helps patients make essential connections to primary care and the necessary resources to reduce overall health disparities, which may include food, safe and affordable housing, financial and/or domestic violence resources, and more.

Patients seen by our Social Services team come from diverse backgrounds, with a multitude of impediments in their lives. These patients also tend to have multiple diagnoses, be on multiple medications, are at high-risk for poorer health outcomes, and can be high Emergency Department (ED) utilizers. In supporting these patients, our program team develops and carries out care plans to address each patient's determined needs. Social Service Department Manager Karla Fraser and Clinical Nurse Manager Brenda Valencia of Enhanced Care Management (ECM)/Medication-Assisted Treatment (MAT), both say they are "proud of our Social Services team's ability to navigate complex and quite honestly—broken—systems with limited resources."

In addition to individualized care plans, the program also provides in-depth case management, care coordination, and home visits for patients. The care coordinators maintain close collaboration between patient providers, nurses, and other allied care team members, which make up a care team. The entire care team ensures problems are addressed from all angles for overall optimal care. Ultimately, the program aims to address the factors that influence health outcomes, while guiding patients to a place where they can independently utilize the tools and resources needed to successfully manage their own care.

## Maria's Story

A decade ago, our patient Maria's life took a drastic and unexpected turn: Maria suffered a stroke. This life-altering event left her with various challenges, including mobility impairment, difficulty carrying out daily tasks and multiple surgeries. Since her stroke, she has been a patient of Ravenswood Family Health Network where she now utilizes many of the services, including Family Medicine, Optometry, Social Services, Lab, and Pharmacy.

Social Services has played a pivotal role in Maria's health and well-being. In March of 2023, she had multiple absent medical appointments, overdue labs, and was at risk of losing In-Home Support Services (IHSS). Ravenswood's Social Services Manager, Karla, made a visit to Maria's home and noticed Maria had a lack of motivation to attend to her medical needs. Jacqueline, Ravenswood's Medical Social Worker, began making regular visits to help Maria overcome any health challenges.

The biggest barrier Maria was facing was transportation to and from the clinic, which was the reason she was missing appointments. Ravenswood's Transportation Coordinator, Zack, began coordinating her rides to and from the clinic, and eventually showed her how to order a ride online. Maria uses Redi-Wheels, which is a transportation service assisting the mobility impaired people traveling in San Mateo County. Maria says, "being able to schedule my own rides to the clinic helps make me feel more self-reliant." She is also excited to be able to order a ride to her physical therapy where she is learning to walk again.

Another struggle Maria faced was food insecurity. For some time, Maria's mother would walk to the closest grocery store, which is about a mile away. Maria would sit in her bed and worry when her mother would leave on foot due to her bad knee and the heavy grocery bags. To help the family, Jacqueline connected them to Second Harvest of Silicon Valley, which is a local food bank. Through one of the food bank's programs, Maria has been receiving bi-weekly grocery drop offs to her front door. "Having food delivered to my home has helped me feel more secure and relaxed about my health," shared Maria, cheerily.

The latest obstacle that our Social Services Team is working on overcoming with Maria is creating a comfortable and safe place to shower. Each day, her sister commutes from San Jose to help her get cleaned up. Since her bathroom has a really high tub that she has not been able to get into safely, Maria sits in a chair in her kitchen where she gets lathered and washed. To help Maria feel more independent, Jacqueline has been working with Maria's insurance company, the apartment landlord, and contract workers to reconstruct her bath tub. Maria looks forward to having more privacy after the reconstruction.

Maria enjoys having in-home visits with Jacqueline, receiving care at Ravenswood, and feels good about being an advocate for her own health. Karla says, "She has been a beautiful evolving patient. The biggest thing for me is her motivation. Going from depressed to hopeful and determined." With the help of our Social Services Team, Maria has regained hope, mobility strength, and determination to attend to her medical needs. She has been attending all medical appointments and has built a strong relationship with Karla, Jacqueline, and the entire Social Services Team.

## RAVENSWOOD SERVICES

### 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 19 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
- Screenings and Immunizations
- 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

### Development Department

Development@RavenswoodFHN.org  
650.617.7829  
www.RavenswoodFHN.org



## Extending Our Podiatry Services to Palo Alto

Foot and ankle conditions tend to be among the most common health conditions and have a pronounced impact on a patient's overall health and quality of life. Patients often face significant barriers to accessing treatment, such as long wait times, high out-of-pocket costs, and transportation challenges. After assessing the need for Podiatry services beyond our East Palo Alto Clinic, we also began providing services at our Palo Alto Clinic in September of 2023.

Our Podiatry Service offers a comprehensive range of services, including diagnosis, treatment, and management of conditions related to the feet and ankles. Preventive education to promote healthy foot and ankle practices is also offered, including regular check-ups and recommendations for appropriate footwear. The most common problems seen are plantar fasciitis (heel pain), in-growing toenail/infections, and diabetic foot evaluations.



*Jose (left) meets with Dr. Javeria (right), his podiatrist, to inspect the healing of his foot. Photographer: Lourdes Sanchez*

## A New ADA Ramp for Our Palo Alto Clinic

After the acquisition of MayView in 2020, Ravenswood Family Health Network has continued to make advancements to the care we provide for our patients. One of those advancements made in 2023 has been the addition of an Americans with Disabilities Act (ADA) Ramp and motion detection entrance at our MayView Palo Alto Clinic. In September 2023, our MayView Palo Alto Clinic closed for 15 business days as the new ramp and sliding glass entrance was installed. The addition of this ramp was crucial in ensuring our clinic is accessible to our patients who use wheelchairs, have a hearing or vision impairment, or have chronic medical conditions. The ramp was made compliant with the Americans with Disabilities Act of 1990. The planning for this ramp began in January 2022, when an architect was hired for the year to design this project. We also successfully waived the National Environmental Policy Act Environmental Assessment, and obtained the necessary permits to begin construction of the ramp and new entrance.

During the time of the ramp's construction, our patients and staff were relocated to our main clinic site in East Palo Alto, as there was no reliable entrance for our patients to enter through at the MayView Palo Alto Clinic.

Through this closure, we were able to still ensure our delivery and access to our services continued for our patients in Palo Alto, diminishing any discrepancy in their health access and care. Staff ensured all patients were notified of the clinic closures and their options for care during the time of construction, and provided them the option to reschedule their appointments for a later time. Even in the course of the closure, we made sure we were not inhibiting our ability to provide critical medical services to our patients residing in Palo Alto. Ultimately, the addition of the ADA Ramp and motion detection entrance supports our Palo Alto Clinic in assuring all patients have the accessibility to enter our buildings and receive access to medical care.



*The new ADA ramp at our Palo Alto Clinic allows easy access for all visitors. Photographer: Loretta Kirton*

## Our Annual Health Fair is Back!

Each year, Ravenswood proudly organized a Community Health and Resource Fair, an event tailored to meet the needs of the East Palo Alto community - until the pandemic happened in 2020. On August 5 of 2023, our community and staff rejoiced in having another health fair. This year, we had 500 community members mark a substantial increase in attendance compared to the previous years of 200 attendees. The event was filled with adults and children who enjoyed the fun activities of the fair. The children had bouncy houses, face paint, and more. In addition, this event garnered support from 32 vendors who offered services related to health, wellness, education, support services, job development, city resources, and housing assistance.

This event was a way to bring everyone from the community together. In light of the event, we received generous contributions from local community organizations and the office of Senator Josh Becker. These contributions comprised of 75 children's backpacks, a MacBook, gift baskets, bicycles, and gift cards, all of which were thoughtfully distributed through community-wide raffles, enhancing the sense of unity and support. The raffles were held by our CEO, Luisa Buada, and our Board Chair, Fred Mondragon.



*Senator Josh Becker (center) and Monte (right) hand out back packs to children (left) at Ravenswood's health fair. Photographer: Patricia Palomares*

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

**Donate online at:**  
[www.ravenswoodfhn.org/donate/](http://www.ravenswoodfhn.org/donate/)

**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](mailto: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 \_\_\_\_\_

**GIVING TUESDAY**

**TUESDAY, NOVEMBER 28, 2023**



Scan to  
donate online

