

Providing Healthcare That Cares

Since 2001, providing access to a variety of healthcare services.



Photographers:
Kalena Caravaho and Monte Gavia



Letter from the CEO

Dear Friends,

When a patient visits one of our clinic sites, they receive care as soon as they walk through the door. Our greeters and front desk staff have clear cultural communication which help our patients feel at home. Beyond the lobby, our patients meet with a full care team who are committed to providing high quality care. Regardless of their income level and status, we bridge access to care for the communities we serve. Every Ravenswood patient experiences healthcare that cares.

With our kaleidoscope of health services, we aim to take care of our patients at the preventative level. Our clinical staff provide pediatric care, obstetric and gynecologic care, adult medicine, behavioral health services, dental services, and more! We are able to refer our patients to our in-house specialty services, such as optometry, podiatry, and chiropractic services. Other convenient services our patients appreciate having right in their neighborhood are our imaging, pharmacy, and lab services. To help our patients receive holistic care and get past their barriers to health, we provide social services and enabling services. With over 21,000 patients seen in 2023, we are dedicated to continue serving our communities and meeting the needs of each patient.

I am honored to serve as the CEO of Ravenswood Family Health Network. My purpose as CEO is to support each health department across our five clinic sites to help improve the well-being of our patients. I, along with the rest of the Ravenswood care team, am committed to seeing our patients lead healthy lives. We are grateful for our patients who allow us to learn and grow as we serve them.

Together in Health,



Gralyn Jacques, MBA
Chief Executive Officer
Ravenswood Family Health Network



Photographer: Alejandro Vazquez

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.

In Loving Memory of Gordon Russell

Gordon W. Russell, beloved member of our Ravenswood Family Health Network (RFHN) community, passed away peacefully on November 25, 2023.

Gordon was a venture capitalist, philanthropist, husband, and father, who dedicated his life after retirement to community needs and purposeful philanthropy. In his commitment to serving the community, Gordon served as a Board Member and Advisory Council Member for Ravenswood Family Health Network from the network’s early stages.

He dedicated many hours in helping Ravenswood cultivate relationships with generous donors, and has contributed financial support over the years for buildings, programs and services at RFHN. He financially supported the construction of our dental clinic and health promotion buildings in 2009. He contributed funding as well as played a pivotal role in Ravenswood’s financing to build a state-of-the-art permanent health center facility that opened in 2015.

Gordon saw the potential that Ravenswood had to improve the health status of communities and set the bar for providing cost-effective healthcare that is focused on prevention. “No organization captured Gordon’s heart more than Ravenswood,” states San Francisco Chronicle.

Gordon was a mentor to former long-time CEO Luisa Buada. “We all loved Gordon for his heartfelt compassion not only for the clinic, but also for us as individuals,” says Luisa. In difficult and in good times, he checked in with the Ravenswood Leadership team to encourage us, lift our spirits and to remain in tune with our challenges. He enthusiastically celebrated our successes with us. When Gordon came to visit, he greeted staff by name and was genuinely pleased to see them. All the staff who knew Gordon and who Gordon recognized when he visited the health center, feel his



Gordon Russell at RFHN’s Board retreat in 2013.



Gordon Russell in 2010.
Photographer: Veronica Weber

BOARD OF DIRECTORS

Fred Mondragon, Chair
Siteri Maravou, Vice Chair
VJ Periyakoil, MD, Secretary
Manuel Arteaga, Treasurer
Melieni Falemaka Talakai, Parliamentarian
Genesis Cerna
Senseria Conley
Julio Garcia
Marcelline Combs
Chantal Volel-Torres, 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



In December 2023, Mele’s condition escalated into an emergency requiring early admittance to the hospital - her placenta was bleeding. During her time there, Dr. Santana would call Mele to check on her and review her health chart from her own office. She reassured Mele that

she was doing great. Mele remained in the hospital for about a month before finally giving birth to Tevita in February 2024 at 33 weeks.

After a successful delivery, Mele came in for her post pregnancy appointment with Dr. Santana. She was experiencing a lot of pain from the surgery, and her blood pressure was high. Dr. Santana prescribed blood pressure medication to Mele, and also gave her a blood pressure monitor. “She pushed me all the way to the pharmacy in a wheelchair because she knew how much pain I was in,” said Mele. The medication and blood pressure monitor helped Mele feel more secure about her health.

Thanks to Dr. Santana, Mele felt supported throughout her pregnancy and the recovery of her c-section. She knows she can lean on Dr. Santana when she has a health concern or needs someone to talk to. Mele says, “Dr. Santana is a doctor and a friend - she is everything.”



Mele meets with Dr. Santana for a postpartum checkup.

Photographer: Alejandro Vazquez

(left) Mele holds Tevita as he wakes up from a nap.

Photographer: Lourdes Sanchez

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.

Expanding Access to Breast Cancer Screenings

Take a step inside Ravenswood’s main health center in East Palo Alto and you will find something rare among community health centers—mammography. In California, only 16% of community health centers have a mammography machine on site. ¹ This advancement “is not common for a community health center to have on site, and is unique,” said Isabel, our Health Education and Prevention Programs Manager.

Ravenswood’s Breast Cancer and Cervical Screening Program has helped improve access to breast cancer screenings for low-income women in our communities. The target age group for this program is women between the ages of 50-74, and screenings are done every one to two years for women in this age range. Two Ravenswood program assistants are responsible for identifying and contacting patients who are overdue for their screenings. The program assistants maintain a directory of referral resources, document patient encounters, and provide education on the importance of early detection. Additionally, we partner with Palo Alto Medical Foundation (PAMF) whose imaging technicians are stationed at our clinic. PAMF imaging technicians conduct the mammograms, and are readily available within days for new appointments. If a patient’s screening results are abnormal, Ravenswood staff assist patients in making a follow-up appointment to determine if it is cancer and connect patients to Stanford if there is a cancer diagnosis.

Access to mammogram exams has steadily increased for our patients over the years. In 2023, 74% of our patients who were



Angelica prepares for her mammogram screening.

Photographer: Kalena Carvalho

due for a mammogram were able to complete their mammogram exam. ² Our on-site mammograms are at no cost to our patients, and allow us to give timely access and diagnoses for Breast Cancer Screenings to our patients. Ravenswood’s Breast Cancer and Cervical Screening program is essential to ensure our patients are proactive about their health.

¹Source: Department of Health Care Access and Information.

²Source: internal database tracking via Epic

Introducing Pediatric Medical Social Work at Ravenswood

With many of our patients facing life’s most difficult challenges, there is a dire need to support children and their families. While Ravenswood’s pediatric team provides healthcare for the most vulnerable children and their families, it became evident more was needed to address barriers affecting the overall development of a child. These families may not be able to afford nutritious meals, or may have to share their home with extended family to be able to make rent payments. Children in these families may have emotional outbreaks in school resulting in fights with other kids, and parents are overly stressed from working multiple jobs with little time for involvement in the child’s education. These are barriers that affect the health and development of a child. To help address these concerns, we realized we needed a Pediatric Social Worker. In May 2023, we welcomed Yolanda to our Social Services team. She is a Licensed Clinical Social Worker with over 25 years of experience working in pediatric social work.

As a Pediatric Social Worker, Yolanda mainly works with children and their families. She works with pediatric patients of all ages. Patients who are over 18 years of age can still see our Pediatric Social Worker if their pediatric care needs to be extended. Depending on the needs that Yolanda is able to establish with the patient, she can advocate for the pediatric patient’s needs, inform and educate them on their medical condition, connect the family to housing resources, provide coping strategies for managing challenges, and much more. Every case is different, but her goal remains the same - to support and empower them in any way that she can.

As a Pediatric Social Worker, not only does Yolanda focus her attention on her patients, but also on the parent’s needs. At times, parents are not able to advocate for their children or meet their child’s needs if they are under stress themselves. Yolanda emphasizes, “I believe parents want to be good caregivers. When they can be stable, the chances the kid will



Yolanda (second left) shares resources for Rosa (right) and her sons.

Photographer: Kalena Carvalho

attend appointments, go to school, and have fun will be higher.” When there is a parent who is struggling with food insecurity and working hard to make ends meet, Yolanda is able to suggest local food programs to get nutritious meals on the table and assist parents with applying for government programs that provide financial assistance. In turn, overcoming these challenges allows the parent to be more involved in their child’s education and health, and the child is more likely to be successful in school, make age-appropriate healthy choices, and be happy.

Yolanda is thrilled to share her knowledge with the community. She looks forward to seeing her patients grow and excel in their professions, education, and overcome their medical needs.

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
- 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
- Crowns, Bridges, & Dentures
- Oral Surgery
- Emergency Dental Services
- Oral Health Education
- 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
- Optometry
- Dental (via mobile clinic)
- Integrated Behavioral Health & Social Services
- Chiropractic Care
- Podiatry
- Chronic Disease Management
- Health Education
- Screenings & Immunization
- Lab

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

Celebrating 4 Years with MayView

In 2020, Ravenswood acquired MayView Community Health Clinic, which consisted of three health centers in Palo Alto, Mountain View, and Sunnyvale. Together, we formed a health network. To acknowledge the expansion, we changed our name to Ravenswood Family Health Network, and this year, we celebrate four years of this expansion!

Over the years, we have added multiple new services to our MayView health centers. A dental mobile clinic was launched to provide dental services once a week outside of our Mountain View clinic site. Having this mobile dental clinic in Mountain View has allowed for easier access to oral health for our patients who face transportation barriers to get to our main dental clinic, Ravenswood Family Dentistry, in East Palo Alto. Additionally, optometry services were added to our Palo Alto clinic, which helped us reach more patients in Santa Clara County who need access to vision and eye care. Social Services and Chiropractic services were also added at our Mountain View and Palo Alto MayView sites. Lastly, Podiatry is also offered once a week at our Palo Alto site.

On top of adding services, we also made physical improvements to the interior and exterior of our MayView Palo Alto site. We replaced sinks, mirrors, and cabinets in the exam rooms and in the lab room. An Americans with Disabilities Act (ADA) accessible bathroom was also added. Art paintings were placed on walls around the clinic to add ambiance and color. These changes were made to increase the comfort of our patients and staff during their time being in the clinic. "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, Manager of Site Operations at MayView Palo Alto & Mountain View sites.



left: Dr. Villalon (right) assesses Dereck's (left) overall physical health.

center: Mirna (middle) and her son Eli (right) meet with Dr. Karina (left) to get ready to welcome a new member to the family.

right: Marta (left) visits Dr. Karina (right) after the birth of her first baby.

Photographer, this page: Kalena Caravalho

We also constructed an ADA accessible ramp, 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 a hearing or vision impairment, or have chronic medical conditions. After hearing feedback from patients, Loretta found that "many patients expressed gratitude and voiced feeling much safer going up the ramp."

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

Sequoia Healthcare District (SHD) has been a longtime partner and funder of RFHN. SHD's mission to improve the health of District residents by enhancing access to care and promoting wellness goes hand in hand with RFHN's mission to provide high quality care to all. Sharing this same passion, SHD's Board of Directors voted on April 24, 2024 to partner with RFHN to increase access to dental services for

District residents. This partnership entails converting SHD's offices at 525 Veterans Boulevard in Redwood City to an 11-chair comprehensive dental clinic. RFHN expects to construct the dental clinic in 2025 for a projected opening in Fall of 2025. Once fully operational, an anticipated 4,600 patients will have access to comprehensive dental services through 11,000 dental visits each year.

In April 2024, RFHN closed escrow on the purchase of 145 North Wolfe Road in Sunnyvale. An expanded Sunnyvale health center is imagined that will include the following services: Medical, Dental, Behavioral Health, Social Services, Optometry, and possibly Ultrasound and Mammography in 12,300 square feet that will serve 6,000 patients. To achieve this vision, we are at the start of a capital campaign to raise \$16 Million dollars to construct the new clinic. Our goal is to be able to open for services as soon as the Fall of 2026 or shortly thereafter.

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

Donate online at:
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

- ☐ **\$100** pays for one pediatric patient's routine dental exam with x-rays
- ☐ **\$250** pays for one patient's routine eye exam
- ☐ **\$300** pays for one patient's podiatry exam
- ☐ **\$500** pays for one child's vaccines and immunizations
- ☐ **\$1,200** pays for one mother's prenatal care
- ☐ **\$2,000** pays for one year of care for a diabetic patient
- ☐ Other _____

