Ravenswood Family Health Network

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Health Care That Changes Lives

Empowering Communities for 25 Years

ANNUAL REPORT | FISCAL YEAR 2025-2026



About Ravenswood Family Health Network

Ravenswood Family Health Network, which was established in 2001, is a non-profit, federally qualified health center that serves primarily low-income patients from San Mateo and Santa Clara Counties. We are committed to addressing the health needs of our communities and provide integrated primary and preventive health care using a whole-person, patient-centered approach. Each patient at Ravenswood has a dedicated care team working closely to help them achieve the best health outcomes possible.

Annually, we serve approximately 20,000 patients of all ages across five clinic sites. Our services include pediatrics, women's health, family medicine, integrated behavioral health, dental, optometry, podiatry, pharmacy, mammography, ultrasound, x-ray, lab, social services, health education, health coverage enrollment, and more. Our ultimate goal is to create a healthier future for our patients.

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To Our Community,

As Ravenswood Family Health Network enters its 25th year, I am filled with gratitude. For nearly a quarter century, we have grown alongside the communities we serve, expanding access to compassionate, high-quality care for families across San Mateo and Santa Clara Counties.



This year, our focus remains clear: ensuring every individual receives the support and resources needed for a healthier life. This commitment is made possible by our dedicated staff, the leadership of our Board, the steady partnership of community organizations, support from our funders, and the generosity of our individual donors. Together, we meet every challenge with resilience and a shared belief that health care is the foundation of a strong community.

At the same time, this milestone year unfolds amid uncertainty stemming in part from recent administrative actions and the passage of H.R. 1, with changes to Medicaid and Health Insurance Marketplaces. According to the Academy of Managed Care Pharmacy (AMCP), an estimated 17 million Americans could lose access to health coverage due to provisions including eligibility checks twice a year, new work requirements, and less time and financial help to get coverage. As these administrative barriers affect the communities we serve, Ravenswood will carry an even greater responsibility to adapt to these policy shifts and ensure that our services remain available to those who depend on us.

Access to care begins long before a patient enters an exam room. Our Eligibility and Enrollment team plays a critical role in helping patients navigate Medi-Cal changes and avoid gaps in coverage. Once connected to care, preventive health becomes our priority. We emphasize routine checkups and vital screenings—including breast, cervical, and colorectal cancer screenings—to identify concerns early and empower patients to take an active role in their health.

We are also expanding our reach. The opening of our new Redwood City dental clinic marks a significant milestone in addressing the urgent need for accessible oral health care. We are deeply thankful to the Sequoia Healthcare District and our partners for bringing this vision to life.

Furthermore, Ravenswood is embracing innovation by piloting AI scribing. By leveraging technology to streamline documentation, we return more time to the patient-provider relationship, keeping the human side of medicine at our core. This focus extends to our workforce development program, in which we provide in-house training for our Dental Assistants, Medical Assistants, and Front Office staff.

The accomplishments highlighted in this report reflect the work of many hands and hearts. To our staff: thank you for your expertise, dedication, and compassion. To our patients: thank you for trusting us with your care. To our Board, donors, funders, and community partners: thank you for believing in Ravenswood's mission and making this work possible.

With gratitude,

Gralyn Jacques, MBA
Chief Executive Officer

Health Center Program
HEALTH CENTER QUALITY LEADER
2026 Awardee

Enabling Services: Eligibility & Enrollment During Medi-Cal Changes

Given the recent changes to Medi-Cal, Ravenswood Family Health Network expanded our Eligibility and Enrollment Department in order to help community members renew or apply for health coverage. In the past year, our enrollment staff, known as Community Health Advocates, provided culturally and linguistically responsive enrollment assistance to 6,163 unduplicated patients.

Our Community Health Advocates helped individuals understand their coverage options, answer coverage related questions, complete and submit applications (including renewals), resolve barriers that could otherwise interrupt access to care, and much more. Our Community Health Advocates submitted 5,394 health coverage applications and renewals. A single application can cover an entire household, which shows the impact of this work can extend beyond just the individual seeking assistance in our office.

Our Eligibility and Enrollment Department is especially critical when patients experience changes in income, family circumstances, or eligibility requirements that create uncertainty about their coverage. Recent Medi-Cal changes also required many patients to review their eligibility and explore available options. By providing clear information and hands-on assistance, Ravenswood helps patients avoid gaps in coverage and continue accessing critical health care services, including breast and cervical cancer screenings that support early detection.

We are committed to building on this momentum so that more people in our communities can enroll in affordable coverage, maintain continuity of care, and access the preventive services they need to stay healthy.

*Data mentioned in this article is from FY 2025-2026

Our enrollment team pictured below helps Ravenswood patients obtain health coverage.





EARLY DETECTION SAVES LIVES:

Expanding Preventive Care Across Our Communities

Registered Nurse Vanessa (left) checks vital signs for Mara (right), while discussing the importance of preventive care.

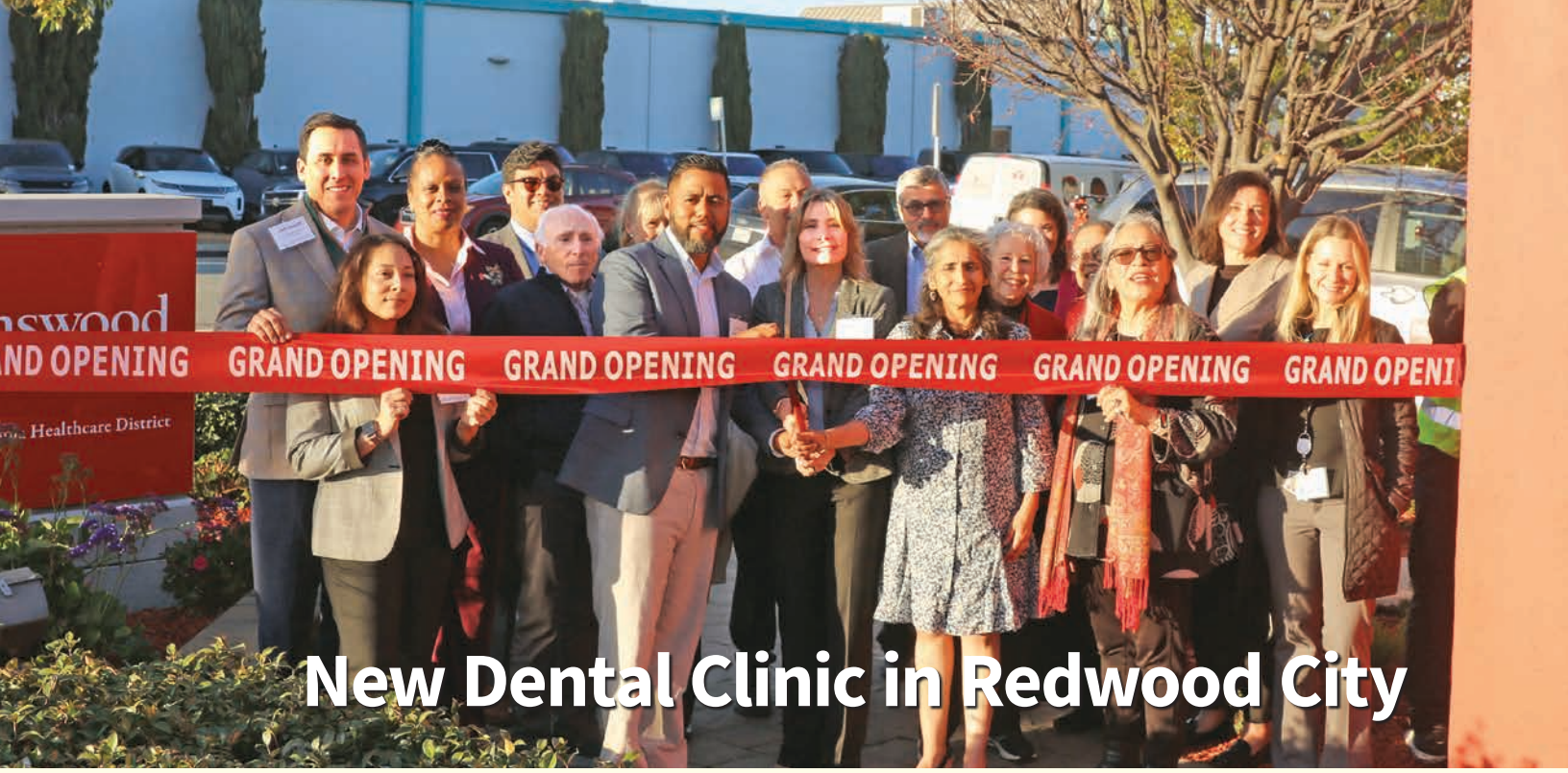
At Ravenswood Family Health Network, we believe that preventive care and routine screenings are among the most powerful tools we have to protect our community's health, catch conditions when they are most treatable, and ultimately save lives.

Ravenswood has a dedicated breast and cervical cancer screening program managed through our Health Education department. Our team reaches out to patients overdue for screenings, coordinates referral resources, provides education on early detection, and assists with scheduling mammograms and Pap tests. Together with our broader clinical staff, we ensure individuals at increased risk have an equitable path to early detection.

While Ravenswood has long provided routine Pap tests and connected patients to outside imaging centers, a major milestone came in 2015 when we installed our own mammography machine at our East Palo Alto clinic. Bringing screening mammograms on site significantly reduced transportation and scheduling barriers for our community. Today, our Health Education team pairs proactive outreach with direct, on-site access, ensuring screenings happen on time to prevent care gaps and catch cancer early.

For anyone with an abnormal finding needing additional evaluation, our Women's Health team provides continuous support, coordinating referrals with partner hospital systems for diagnostic imaging, biopsies, and specialized treatment options. Through every step, Ravenswood providers ensure patients feel supported and secure, easing what can otherwise be an overwhelming process—particularly for those facing cultural or linguistic barriers.

This proactive approach is part of Ravenswood's larger commitment to expanding access to essential preventive services across San Mateo and Santa Clara Counties. By offering direct access to life-saving screenings and dedicated patient navigation, we continually look for ways to bring vital health resources directly to our community.



New Dental Clinic in Redwood City

Board and leadership from Ravenswood, Sequoia Healthcare District, Health Plan of San Mateo, and additional partners celebrated the grand opening of the Redwood City Dental Clinic.

This spring, Ravenswood Family Dentistry reached an exciting milestone: on April 6, 2026, we opened our new Redwood City Dental Clinic, bringing high-quality, accessible oral health care closer to the families and communities we serve.

The new clinic reflects Ravenswood's deep commitment to expanding dental care across San Mateo County, where too many low-income families still face barriers to getting timely dental services. For many patients, this new location means care is now much closer to home.

This capital project was made possible through an investment of more than $6 million from Sequoia Healthcare District, along with support from Health Plan of San Mateo, Bothin Foundation, Delta Dental, and Dignity Health Sequoia Hospital. The new site transformed 5,186 square feet of office space into a welcoming dental home designed around patient comfort and access.

The Redwood City clinic features 11 operatories, a sterilization room, a dental laboratory, and dedicated support areas. When fully operational, the clinic is expected to serve approximately 4,600 patients each year through more than 11,000 visits. It is steadily building patient volume and currently operates at the same clinical hours as our dental clinic in East Palo Alto, which is Monday through Friday from 8 am – 5 pm, with the exception of Tuesday hours being 10 am – 5 pm.



At Ravenswood Family Dentistry, care goes far beyond routine checkups. Patients have access to comprehensive services, including preventive care, cleanings, restorative treatment, oral surgery, root canals, dentures, and urgent dental care. Our team-based model brings together dental professionals and support staff to care for the whole family.

The opening of the Redwood City Dental Clinic is about more than a new building—it is about healthier smiles, easier access, and a stronger community.



Enhancing Initial Health Assessments

Above: Dedicated Ravenswood nurses provide compassionate, team-based care across our health centers.

Ravenswood Family Health Network is redesigning how patients begin their care journey through an enhanced process for Initial Health Assessments (IHAs).

An IHA is a patient's first comprehensive visit with us. It is an opportunity to learn about a patient's health history, current medications, allergies, health needs, and preventive-care needs, while identifying the concerns that matter most to them. This first step helps connect patients to the right care at the right time.

Historically, providers completed both the extensive history-taking and the clinical visit during a single 40-minute appointment. When patients arrived without complete health information, providers often needed to spend much of the visit gathering background details rather than focusing on immediate concerns, treatment, and care planning.

Through the pilot, Ravenswood developed a more team-based approach that separates the assessment into two parts. Our nurses conduct the initial IHA intake by phone, collecting medical history, medication information, and key patient concerns before the provider visit. The provider then reviews this information and uses the in-person appointment to focus on assessment, treatment, questions, and a personalized care plan.

By redistributing responsibilities across the care team, this approach helps nurses use their clinical skills to gather and triage important information while allowing providers to dedicate more of their appointment time to direct patient care. It also strengthens care coordination and helps patients move more quickly into follow-up appointments and ongoing treatment.

Through this pilot, Ravenswood is working to improve access to timely, comprehensive, and patient-centered care from a patient's very first visit.

Building a Stronger Community Through Ravenswood's Workforce Development

At Ravenswood, exceptional care starts with a compassionate, well-prepared team that reflects the community we serve. Through our in-house workforce development program, we are creating meaningful career pathways for community members while preparing the next generation of healthcare professionals.

Our comprehensive training program equips new Medical Assistants, Dental Assistants, and Front Office staff with the skills, confidence, and hands-on practice needed to deliver top-quality care. From practicing clinical skills in mock exam rooms to receiving one-on-one coaching from experienced staff on the floor, each trainee receives tailored guidance before providing live patient care.

The results are inspiring. In the past year, we welcomed and trained 11 Medical Assistants, 11 Dental Assistants, and 17 Front Office staff across our clinics. This initiative opens doors right in our neighborhoods. Ninety-five percent of our trainees are bilingual in English and Spanish and live in San Mateo and Santa Clara Counties. Due to many of our staff sharing the background, language, and lived experiences of our patients, they bring empathy and cultural understanding to every visit.

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OUR PATIENTS

Total prenatal patients

654

Total number of patients

19,933

Total pediatric patients

7,363

Patients living at or below 200% of the federal poverty level*

80%

Patients identifying as homeless

580

Patients identifying as Latino, African American, or Pacific Islander**

16,475

Medi-Cal patients

81%

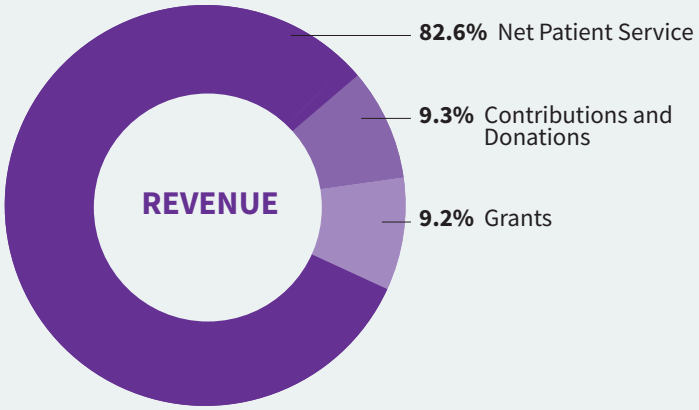
Data taken from Ravenswood Family Health Network's 2025 Uniform Data System Report for the Health Resources and Services Administration

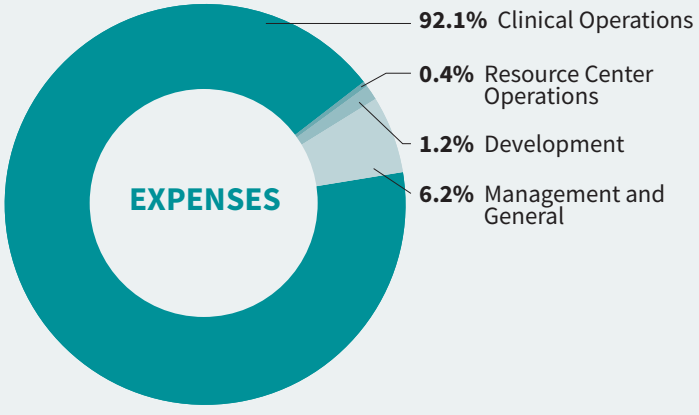
* A household of four with an annual income of $64,300 in 2025 is considered to be at 200% of the Federal Poverty Level.

** This figure is the sum of: Hispanic, Latino/a, or Spanish Origin: 15,340
Black or African American: 572
Native Hawaiian or Other Pacific Islander: 563

FINANCIALS

CATEGORY	FY 2024-2025 (unaudited)	FY 2025-2026 (unaudited)
REVENUE		
Grants	6,823,810	6,437,734
Contributions and Donations	3,996,050	6,482,211
Net Patient Service	52,111,206	57,593,548
All Other Revenue	3,263,114	(816,411)
Total Revenue	**66,194,180**	**69,697,082**
EXPENSES		
Clinical Operations	59,650,774	63,066,014
Resource Center Operations	304,444	286,799
Development	735,406	843,338
Management & General	4,373,186	4,273,163
Total Expenses	**65,063,810**	**68,469,314**





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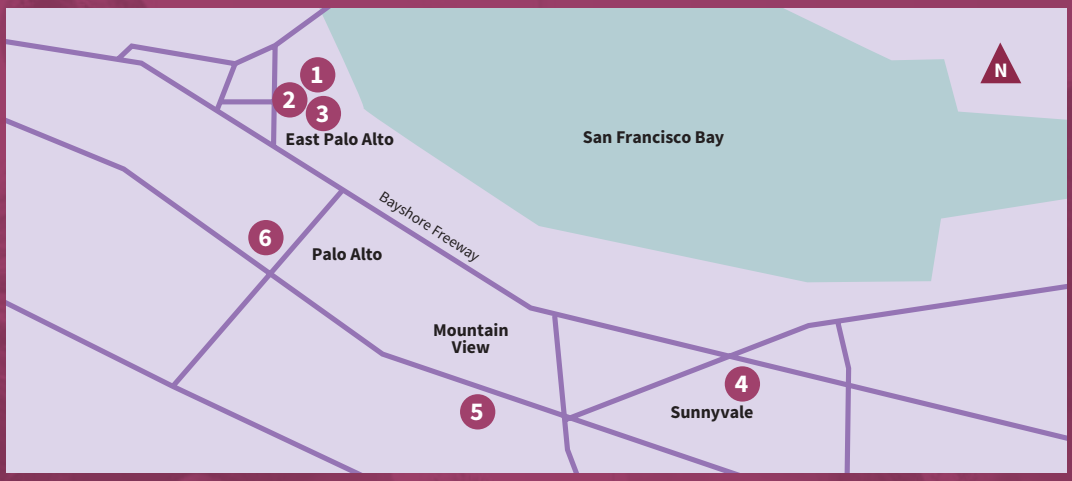
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Stanford Medicine Children's Health
Sutter Health
The William G. Irwin Charity Foundation

Your support brings health and hope to our community — thank you for making care possible for all.



RAVENSWOOD LOCATIONS

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

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

Ravenswood Family Dentistry – Redwood City
525 Veterans Blvd
Redwood City, CA 94063

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

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

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