



Health Care That Cares

Building a Healthier Future for 24 Years
ANNUAL REPORT FISCAL YEAR 2024-2025



About Ravenswood Family Health Network

Ravenswood Family Health Center (RFHC) was initiated by a collaborative blue-ribbon task force between the years 1998 and 2000. Incorporated originally as South County Community Health Center, Inc., the clinic opened in East Palo Alto on Bay Road in December 2001 and began providing culturally-competent, primary, and preventive 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.

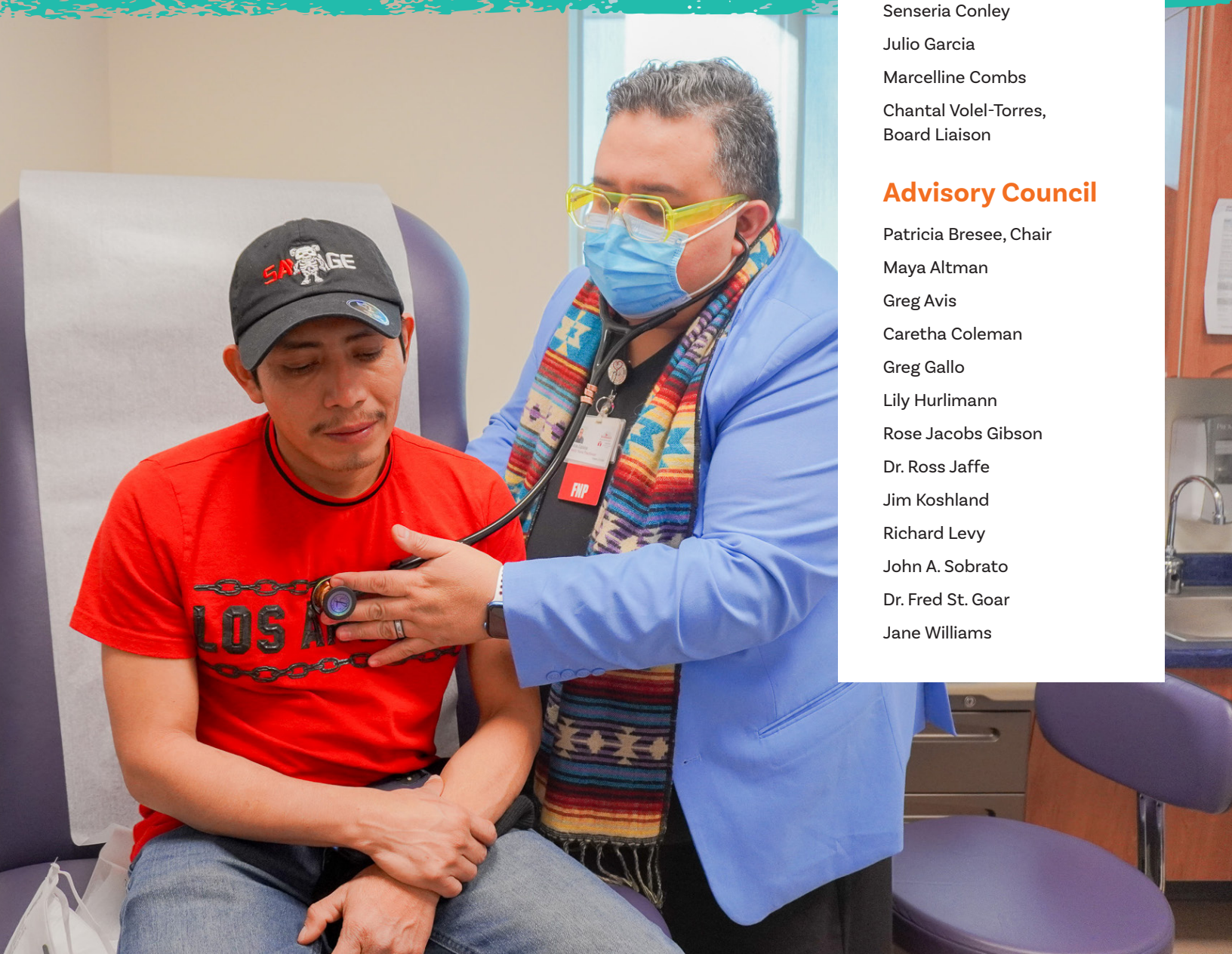
In 2020, Ravenswood's footprint continued to grow with the acquisition of MayView Community Health Center sites in Palo Alto, Mountain View and Sunnyvale. To acknowledge the extension of the health center into Santa Clara County, the doing business name was changed to Ravenswood Family Health Network. Our work continues to expand as we add new health services at all of our clinic sites.

Board of Directors

Fred Mondragon, Chair
Siteri Maravou, Vice Chair
Adrian Amaral, Treasurer
VJ Periyakoil, MD, Secretary
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
Dr. Ross Jaffe
Jim Koshland
Richard Levy
John A. Sobrato
Dr. Fred St. Goar
Jane Williams



Letter from the CEO



To Our Dedicated Community,

This past year has reminded me, once again, of the power of community. I am filled with deep gratitude for each member of our Ravenswood family—our staff, board members, funders, and partner organizations. Each person plays a vital role in our care team. As a collective, we've been able to adapt, persevere, and continue meeting the needs of our patients and communities with excellence. Your unwavering commitment has allowed us to continue delivering high-quality, compassionate care, regardless of the challenges that come our way.

Every role is vital to ensuring our clinics deliver quality care. From our staff on the front lines with patients, to those behind the scenes ensuring operations run smoothly, or supporting our work through funding and partnerships, everyone's contributions help us keep our communities healthy and strong.

As you read on, you'll learn about the ways we connect people in our communities to the care and resources they need to lead healthy lives. A crucial first step to ensuring access to care is helping patients get connected to health coverage. Our Eligibility and Enrollment Department works to ensure our communities are connected to coverage and limit gaps in care. Our care teams protect community health through preventive services like chronic condition screenings and vaccines for children and families. Our work also extends beyond the clinic through events like our Community Health and Resource Fair, where we connect community members to our services and resources from other local organizations.

We're also excited about the future, with our new dental clinic opening in Redwood City with the generous support and partnership from Sequoia Healthcare District, and a new clinic site in Sunnyvale in the coming years. These expansions will allow us to serve even more patients in the years to come.

It takes a village to make this work possible. Thank you for being with us every step of the way. We are stronger, more resilient, and more hopeful because of you.

With gratitude,

Gralyn Jacques, MBA



VOICE FROM THE CLINIC
"Our work is more than just a job—it's a commitment to protect, to uplift, and to stand in solidarity with those who are most vulnerable."

Gralyn,
Chief Executive Officer



Keeping Our Community Covered

For many in our community, health coverage can mean the difference between getting timely care and delaying treatment. That's why our Eligibility and Enrollment team is here—to make sure no one goes without the coverage they need to live a healthy life.

It starts with outreach. Every month, our team receives information about patients whose coverage is about to expire. From there, we send texts, make calls, and mail reminders to help them renew. We also meet people at community events and through referrals from county social workers, sometimes reaching foster youth who may not know where to turn for help.

When someone connects with us, our Community Health Advocates (CHAs) take the time to listen and learn about their situation— income, household size, employment—and walk them through every step of the application process. They gather the necessary documents, explain the programs they might qualify for, and make sure nothing falls through the cracks.

If someone isn't eligible for insurance, we don't stop there. We offer our Sliding Fee Scale, which lowers the cost of care based on income, so everyone can afford to see a provider. And if life changes, patients can always come back to be re-screened and see if they are eligible for other health coverage programs.

We have CHAs stationed at every clinic site, ready to help walk-ins and working side-by-side with other departments to remove barriers to care, whether that means covering a dental procedure insurance won't pay for or helping renew coverage so treatment isn't interrupted.

More than enrollment specialists, our CHAs are trusted guides. They connect patients to community programs, share resources, and provide a safe place to ask for help. By keeping our patients covered, they're not just filling out forms, they're safeguarding the health of our community.

More than enrollment specialists, our CHAs are trusted guides. They connect patients to community programs, share resources, and provide a safe place to ask for help.



Sara, Community Health Advocate, walks Terrance through an application process for health coverage.



Our Community Health Advocate, Sara, helps Michael identify health coverage options available to him.



VOICE FROM THE CLINIC
"Being from the community, I understand the needs and demands of the community and can help address those needs."

Preventing Illness, Promoting Health — One Immunization at a Time

Ravenswood's immunization program has grown into a well-coordinated system serving patients across San Mateo and Santa Clara Counties. We play a vital role in protecting our community from preventable diseases.

From July 1, 2024 to June 30, 2025, Ravenswood vaccinated over 11,000 patients, and administered more than 31,000 immunizations. Expanding vaccine clinics across multiple sites has allowed us to reach more individuals. We also have partnerships with local school districts, which ensure children are fully immunized before returning to class.

Our partnerships with the Vaccines for Children Program, Vaccines for Adults Program, and other state-funded initiatives guarantee that vaccines remain accessible to all. These partnerships provide both a reliable supply of vaccines and the training needed to follow the latest protocols.

Technology has also transformed our vaccine process. Electronic Health Record (EHR) systems make it easier to track patient care gaps, streamline documentation, and ensure compliance with state and federal requirements. This centralization allows

patients to move seamlessly between sites while keeping their records up to date.

AccuVax, a specialized vaccine storage and management system, further enhances safety and efficiency. Unlike past reliance on paper charting and manual checks, AccuVax automates storage, reduces the risk of errors, prevents the use of expired vaccines, and ensures staff always pull the correct doses. Together with EHR systems, it allows our clinics to act quickly, maintain compliance, and deliver vaccines with greater confidence.

Today, Ravenswood's immunization program stands as a cornerstone of preventive health, protecting the well-being of thousands of children and adults each year.

Testing Today for a Healthier Tomorrow

At Ravenswood, our laboratory services are the backbone of accurate diagnosis and effective treatment. Operating across all five clinic sites, the lab team ensures patients receive timely, precise results providers can trust. From routine blood draws to complex testing, every step is handled with care and precision.

Our most common tests include cholesterol and diabetes screenings, STI testing, comprehensive panels, and prenatal panels. We also offer specialized genetic testing for expectant mothers through Natera, which can provide early insights into a baby's health.

On a busy week our labs serve up to 450-500 patients. This includes patients who have been scheduled for lab visits and patients needing immediate testing after receiving a referral during their clinic visit. Having an on-site lab makes testing faster and more convenient, eliminating the need for extra appointments, reducing time away from work, and helping patients who face transportation barriers or risk delaying essential care. Capacity has expanded significantly since acquiring MayView and extending services to Santa Clara County, allowing us to meet more patients' needs.

Through commitment from Ravenswood's lab team, we received recognition from Quest Diagnostics for an outstanding 0.2% error rate in 2024. This is made possible through rigorous training, strict protocols, and accountability at every step, ensuring patient information is accurate and specimens are handled with the utmost care.

From prenatal testing to newborn screenings, Ravenswood's lab plays a vital role in keeping families healthy. More than a behind-the-scenes operation, it is a cornerstone of compassionate, high-quality care for every patient who walks through our doors.

VOICE FROM THE CLINIC

"I get great satisfaction from knowing that my work contributes to the diagnosis and treatment of patient care."

Tammi,
Lab Operations Manager



Bringing Dental Care to Redwood City

Soon, even more of our community will have the opportunity to access quality dental care right in their neighborhood.

With the support of our longtime partner, Sequoia Healthcare District (SHD), we're excited to announce the opening of a brand-new dental clinic in Redwood City by 2026.

Thanks to SHD's generosity, we'll be transforming 5,186 square feet of their office space into an operator dental clinic with eleven chairs. This state-of-the-art facility will offer a warm, welcoming environment where patients of all ages can receive high-quality dental care, from preventive services to advanced treatments.

Once fully operational, the new clinic will serve approximately 4,600 patients each year, and will result in providing nearly 11,000 dental visits. From preventive care to specialty treatments for patients with complex dental needs, this expansion will help close the gap in oral health access that we see among our community.

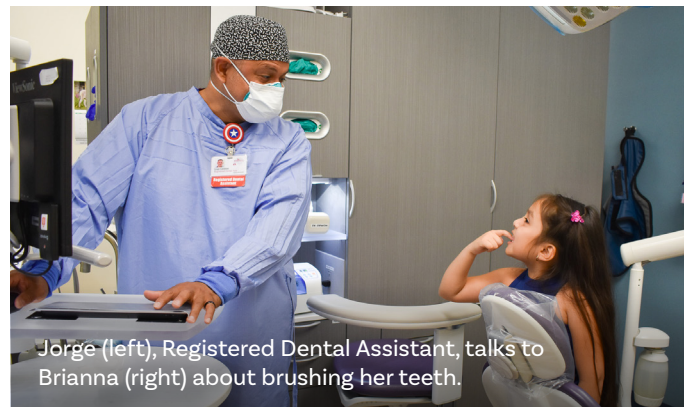
This clinic represents more than just a new building, it's a commitment to healthier smiles and positive oral health outcomes. By promoting prevention, enabling early diagnosis, and addressing the social factors that affect oral health, we're ensuring that children, adults, and seniors all have access to the care they need.

Together with SHD, we're building more than a dental clinic. We're building brighter futures, one smile at a time.

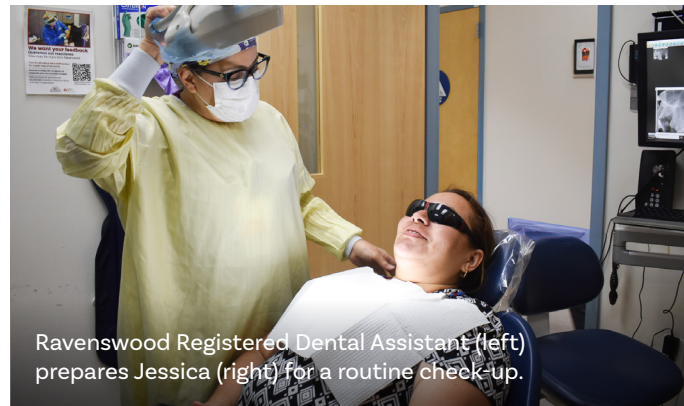
*As of September 2025, we also have capital support from Delta Dental Community Care Foundation and operational support through a collaborative grant by Dignity Health Sequoia Hospital and SHD.



Dr. Rahgozar prepares Iuhisi for her dental procedure.



Jorge (left), Registered Dental Assistant, talks to Brianna (right) about brushing her teeth.



Ravenswood Registered Dental Assistant (left) prepares Jessica (right) for a routine check-up.



2024 Annual Health Fair Recap

On August 3, 2024, Ravenswood Family Health Network's main clinic in East Palo Alto came alive with music, laughter, and connection as we welcomed the community to our annual Community Health and Resource Fair, held in celebration of National Health Center Week.

More than 700 neighbors joined us for a day filled with resources, wellness, and joy. Forty-eight local vendors and agencies shared valuable information on health, education, housing, job development, and more. Thanks to our partners at Second Harvest of Silicon Valley, we provided 800 bags of fresh produce to nourish households and 400 backpacks to help children start the school year prepared and confident.

Families explored Ravenswood's own services, learning about Pediatrics, Women's Health, Health Coaching, and other programs that support every stage of life. We were honored to be joined by East Palo Alto Councilmember Lisa Gauthier, Menlo Park Mayor Cecilia Taylor, and members of our Board. Their attendance and heartfelt words emphasized Ravenswood's deep roots and long-standing impact in the community.

The day was a true reminder of what we can accomplish when we come together: neighbors, leaders, partners, and clinic staff united in one shared goal: building a healthier, stronger community for all.

Patient Demographics



TOTAL # OF PATIENTS



TOTAL PRENATAL PATIENTS



TOTAL PEDIATRIC PATIENTS



% OF PATIENTS LIVING BELOW
FEDERAL POVERTY LEVEL

The Federal Poverty Level (FPL) for 2024 equates to an annual income of \$62,400 for a family of four.



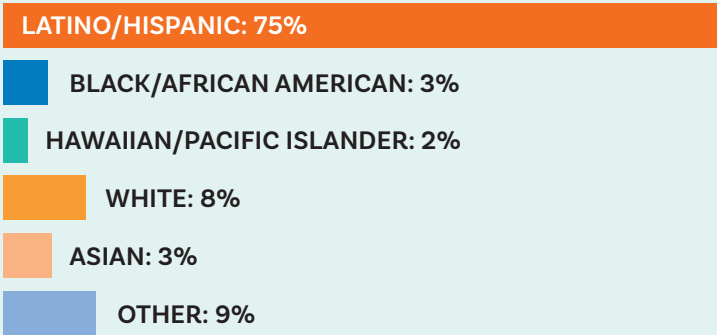
OF PATIENTS IDENTIFIED
AS HOMELESS



% OF PATIENTS UNINSURED

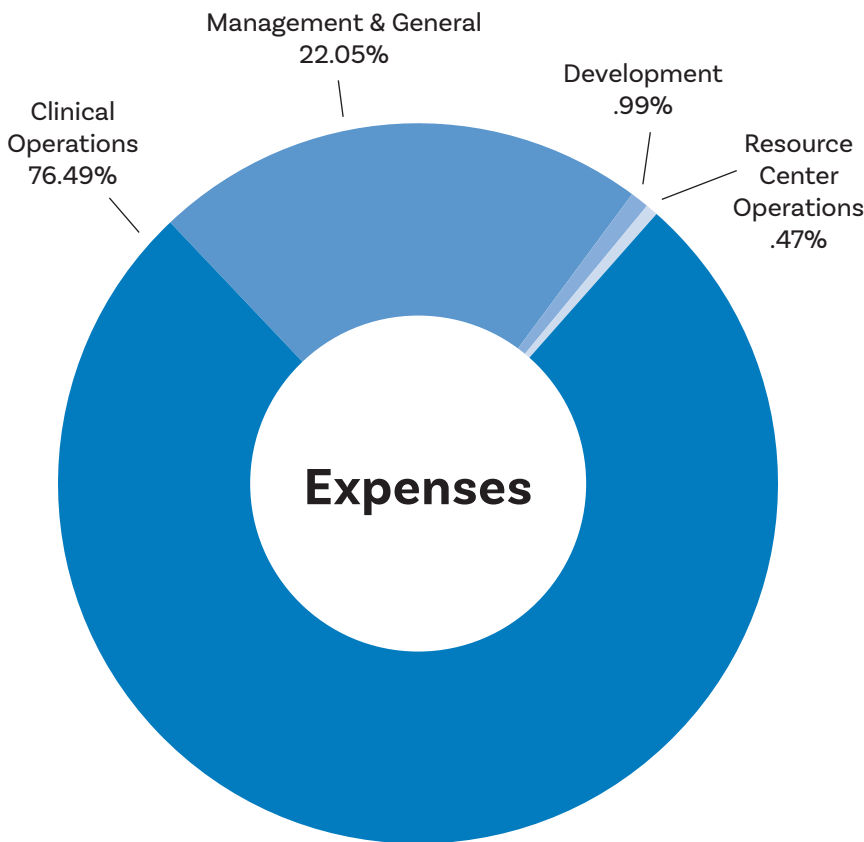
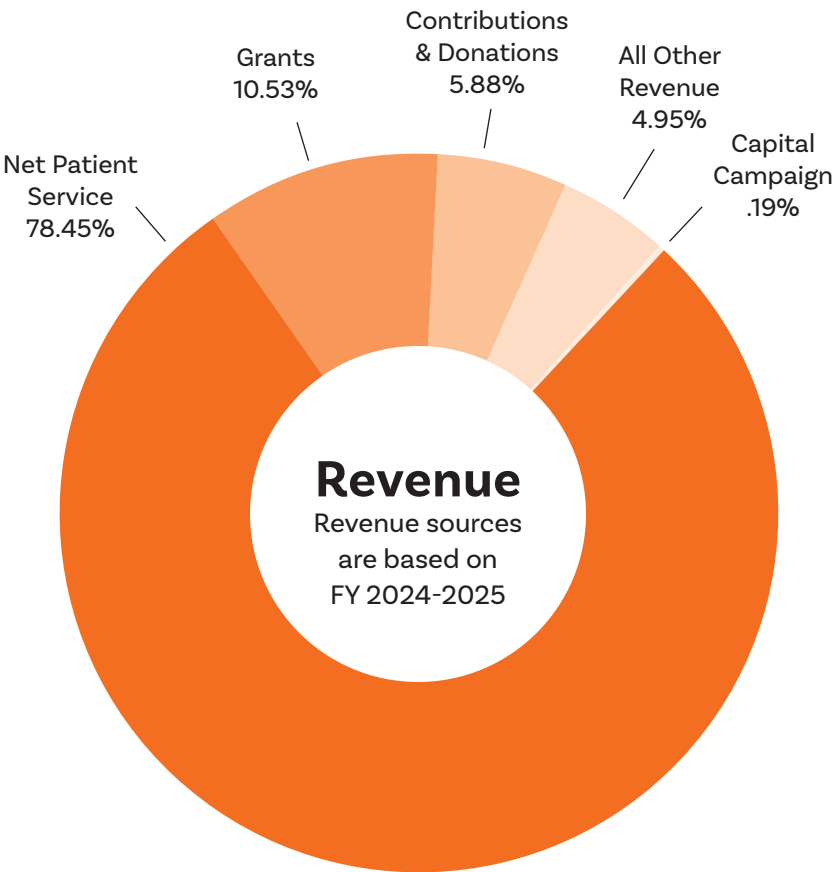


ETHNIC BREAKDOWN OF PATIENTS:



Data taken from 2024 Uniform Data System (UDS).

Financial Overview



These figures represent unaudited financials.

Ravenswood Services

PRIMARY MEDICAL CARE

- Prenatal Care
- Pediatric & Adolescent Medicine
- Family Medicine
- Women's Health
- Dental
- Optometry
- Pharmacy
- Immunizations
- General X-ray
- Ultrasound
- Mammography
- Chiropractic Care
- Podiatry (will resume December 2025)
- Lactation Counseling
- Health Education
- Laboratory Services
- Referrals to Specialty Care
- Social Services
- Health Care for the Homeless
- Health Coverage Enrollment

MayView Services

- Prenatal Care
- Pediatric & Adolescent Medicine
- Family Medicine
- Women's Health
- Dental (via mobile clinic)
- Optometry
- Integrated Behavioral Health
- Chiropractic Care
- Podiatry (will resume December 2025)
- Immunizations
- Laboratory Services
- Lactation Counseling
- Health Education
- Referrals to Specialty Care
- Social Services
- Health Care for the Homeless
- Health Coverage Enrollment

Thank you!

GRANTS: 2024-2025

(As of June 30, 2025)

Anonymous Foundation
Anthem
Atkinson Foundation
Bella Vista Foundation
Chan Zuckerberg Initiative
Christiana Foundation, Inc.
City of Mountain View
City of Palo Alto
Community Health Partnership
County of San Mateo
Delta Dental Community Care Foundation
El Camino Healthcare District
EverBank
First 5 San Mateo County
George H. Sandy Foundation
The Grove Foundation
Health Plan of San Mateo
Health Resources & Services Administration
Kaiser Permanente
The Leonard C. & Mildred F. Ferguson Foundation
Los Altos Mountain View Community Foundation
Niebla Foundation
OCHIN
Palo Alto Community Fund
Safeway Foundation

SAGA Foundation
Santa Clara Family Health Plan
Sequoia Healthcare District
The Sobrato Family Foundation
Stanford Health Care
Stanford Medicine Children's Health
Sunlight Giving
Sutter Health

DONATIONS: 2024 - 2025

(As of June 30, 2025;
excludes in-kind and capital)

Abbott
Adam Rhine
Alain and Rosemary Enthoven Fund
Alexander Gruenstein
Allison Butler and Richard Peers
Almanac Holiday Fund
Ann Reisenauer and Richard Simpson
Anne DeCarli
Anne Houghteling
Anonymous
Arthur and Cindy Folker
Barbara Coll and John Sebes
Barbara Noparstak and Duane Bay
Barbara Zivkov
Barry and Patricia Sharrow
Betsy and Horace Nash
Betsy Gifford
Bettina McAdoo
Betty Bernstein
Bird Family Fund
Blue Oak Foundation
Carol Clarke
Carol D. Bacchetti
Carol Orton
Carole Wunderlich and Steven Wilhelm
Cheryl Branco
Chiung-Huei Liu

Cristina Tapia
Cyrus Behroozi
Dana & William Rhine
Darren Mei
David and Barbara Slone
David Hale and Penny Bayless
David Smith
Debbie Dalzell
Donna Hua
Doriell Nishioka
Douglas and Kathryn Stevens
Eileen Baylor
Elizabeth McDougall
Ellen Clear
Ellen Sawyer
Fischer Family Foundation
Foothills Congregational Church
Frances Codispoti and Kenneth Schroeder
Fred Mondragon
Frederick G. St. Goar
Gabriel Garcia and Marion Brown
Gallo Family Fund
George Bulloch
Google
Harry and Susan Dennis Giving Fund
Holly Welstein and Stuart Rojstaczer
Huberman Charitable Fund
Isabel Quinonez

Jaime Chavarria	Leavitt Pacific	Paul F. Perret	Sherri Sager
James Bassett	Insurance	Peggy and Jonathan	Sherrill Swan
James Cochran	Brokers Inc.	Propp	Shirley Jean
James DiMatteo	Linda Lenoir	Peter Rudd and Susan	Herring-Chapman
Jan Reed	Lisa Forssell and Hugh	Bernhard	Siteri Maravou
Jane Paulson	Holbrook	Ravenswood Shores	Sonia Cardenas
Jane Rytina and	Loretta Elvira Kirton	Business District LLC	Sonia Santana
Jonathon Chadwick	The David & Lucile	Rich Kelley	Spinzo Corporation
Jean Dawes	Packard Foundation	Richard Bland	Stanford Medicine
Jean Parmelee	Luisa Buada	Richard Elder	Children's Health
Jeanette Kennedy and	Lydia and Thomas	Richard Morris	Stasia Grose
Steven Alexander	Moran Fund	Robert A. and Carol	Stephen C. Beck and
Jennifer Silva	Marcelline Combs	Russo	Jane H. Baxter
Jessica Viteri-Kirton	Maria Flaherty	Robert English	Steven Asch
Jilma Rodriguez	Maria Morales	Robert Garner	Stuart and Jeanne
Joanne Kagle	Marina Yu	Robert Kirby and	Farwell
Judith Livengood	Martha Escobedo	Helen Landsman	Sue and Dick Levy Fund
Julia Platt	Martin Schiffenbauer	Robert T. Nurisso	Susan Bryan and Frank
Kara Bailey	Mary Ann Carmack	Roberta Morris and	Adams
Karen Kavanagh	Mary Sarmiento	Philip Bucksbaum	Susan Choquette
Karen Ross	Matthew Mesias	Robyn and Loren	Sybille Katz
Karina Zhuravleva	Maya Altman	Shalinsky	Tammi Smith
Katalina Taipaleti	Meals of Gratitude	Roger J. Way	Tate Family Fund
Kathleen Coryell	Michael Leviten	Rose Jacobs Gibson	Teresa Peters
Kayla Skidmore	Michael Rafferty	Roy Hayter	Thuy-Loan Phan
Kelly Miller-Sanchez	Molly Moira Ackley	Sally Falkenhagen	Timothy Petersen
Kimberly Rufus	Molly Moira Ackley	Sally MacDonald	Tom and Dana Hayse
Kimberly Young	Mountain View Voice	Sandra Peterson	Tricia Armstrong
Kiwanis Club of	Myles Berg	Sandy Napel	University Lutheran
Palo Alto Charitable	The Nancy and Greg	Saroja Srinivasan	Church
Foundation	Serrurier Fund	Scott Benson	Wendy Garcia
Kuckens Family Trust	Natalie Hodgen	Sharon Clay	WESPAC
Kyle Hom	Natembea Foundation	Shefren Family Fund	Yon Sung
Larry Tripplett	Okta	Shelley Abrahamson	
	Orlin and Onnolee Trapp	Charitable Fund	
	Patricia Bresee		

**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
1807 Bay Road
East Palo Alto, CA 94303

Eligibility and Enrollment Center
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

CONTACT US

Development Department
Development@RavenswoodFHN.org
650.617.7829
www.RavenswoodFHN.org



-  Facebook: @RavenswoodFHN
-  LinkedIn: @RavenswoodFHN
-  Twitter: @RavenswoodFHN
-  Instagram: @RavenswoodFHN