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A Haven of Help

T.H.E. Clinic, Inc. 2008 – 2009 Annual Report



Special recognition is extended to Jamesina E. Henderson, MBA, chief executive officer during 2006 – 2009, who led T.H.E.'s growth and emphasis on eradicating health care disparities. Thank you, Jai, for the positive impact you had on our organization and best wishes for continued success in your new position at Cornell Scott Hill Health Corporation.

In memory of Dr. Fred Alexander (board member 2009).

Dr. Fredric Eugene Alexander served for more than 10 years on the Board of Directors of T.H.E. Clinic, Inc., as an active representative from Kaiser Permanente where he was the medical director and chief of staff of Kaiser Permanente Hospital in West Los Angeles. During his tenure with the Board, he served as president and vice president, bringing many resources to the clinic. He provided expertise to help T.H.E. Clinic become JACHO accredited, instructed with TB rules, advised on the medical plan, and with the support of Kaiser Permanente, provided equipment, painting, and other refurbishments to the building. He was instrumental to Kaiser's donation of funds to fund a search for a new CEO after its director of 17 years, Sylvia Drew Ivie, left. A year after Dr. Alexander retired from the Board, he died of a heart attack in April 2009. Dr. Alexander was a great humanitarian, outstanding physician, wonderful husband, father and grandfather. He will be sorely missed.

HEALING

the Body

RAISING

the Spirit

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Past and Present

Founded in 1974 by a small group of compassionate women, T.H.E. Clinic, formally known as To Help Everyone Clinic, Inc., is located in an economically challenged area of Los Angeles. This highly praised clinic attracts long-time Los Angeles families, new immigrants and transplants from other states. Generations have come to rely on T.H.E. for their family health care.

Now 35 years old, T.H.E. is a haven of help to the hundreds of patients who fill its waiting area on a daily basis. To Help Everyone Clinic initially was established to provide prenatal care and family planning for women. It soon became clear to the founders that the children and families of these women required care as well, and the doors literally opened to everyone. T.H.E. is the first private, nonprofit health clinic to have been established in South Los Angeles. Our motto, “Healing the body, raising the spirit” clearly reflects T.H.E.’s impact on the community.

At T.H.E. Clinic, staff is prepared to communicate in 14 different languages, from Amharic to Yoruba, not only understanding the words, but the cultures as well. So, as the nation discusses the importance of assuring everyone access to health care, this corner of Los Angeles has been providing access to health care for its community on a sliding scale and, often free, basis for decades. When the rest of the country catches up with T.H.E. Clinic, it still will be leading the way in providing important basic health care services to the diverse residents of Los Angeles County.



I WILL SAVE THE WORLD

WEAR CONDOMS
EDUCATE YOURSELF!
BE AWARE
ABSTAIN!



A PRAYER FOR PEACE

HEAVENLY FATHER, LEAD ME FROM DEATH TO LIFE,
FROM FEAR TO TRUST, LEAD ME FROM DESPAIR TO HOPE,
FROM FALSEHOOD TO TRUTH, LEAD ME FROM HATE TO LOVE,
FROM WAR TO PEACE, LET PEACE FILL MY HEART
MY WORLD, MY UNIVERSE..... AMEN

La Virgen de Guadalupe
nos da amor
esperanza y paz
en nuestros
corazones

ONE FIGHT

ELSA 2-14-52/3-3-01



WE LOVE & MISS YOU!

R.I.P.



STRONGER than HIV

Facilitated by

From the Board President

I was drawn to T.H.E. because of the staff. They are very dedicated and do an outstanding job of providing health care and helping the clinic grow and get stronger.

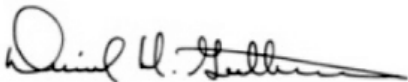
As a retired attorney, I had time on my hands and so when in 2005 I was asked to serve on the T.H.E. Clinic board, I was pleased to do so. I had been involved with non-profits before and thought I could add something of value. What captured my attention was the opportunity to get involved with other board members and staff to work together to strengthen the internal structure of the organization and build the clinic. After serving as treasurer and director, I became board president in June 2008.

T.H.E. Clinic is well known in the South Los Angeles community, but not as much outside that area. I see that, not as a problem, but as a challenge. This organization now has a firm business foundation. The biggest change has been in the professional leadership. I realize that when I first joined the board, we were providing needed services, but were driving along without a long-range plan for financial security. That's no longer the case. The staff has made remarkable improvements and has doubled the number of patients being served at almost half the annual operating budget.

While we charge some fees for service, the majority of our funding comes from grants, foundations, Medicare, Medi-Cal and direct donations. These donations help to bring vital health care services and education to people who have few options in their lives.

This clinic is true to the vision of its founders. It provides superb care to a vastly underserved population in an extremely efficient, yet caring way. And the services here extend to motivating individuals to develop healthy lifestyles. We hope you will join us in continuing to work to provide care for so many whose health care needs might otherwise not be met.

Sincerely,



President
Board of Directors



In Their Own Words

Health care is a topic that is on everyone's mind these days; whether you're visiting your corner barbershop, are on the bus, in the boardroom or at the grocery store, someone is talking about health care. Yet, at T.H.E. Clinic, health care isn't just a topic. Caring for people's health—body, mind and spirit—is all that we do.

We are very proud of the services that we provide, the growth we've experienced and the health outcomes we've helped patients to achieve. Yet, we believe that what really makes this clinic so remarkable are the people who consider it their medical home. And, it is their stories, in their words, that tell our story. These are the stories of ordinary people who often have had to go to extraordinary lengths just to be seen. We are humbled by their willingness to share their stories so openly and are positively challenged by their expectations. We will strive to continue to meet and exceed these expectations.

For some, T.H.E. is the only place where they feel heard, understood and supported in their quest for live-saving help; for others, it is acts of respect and caring that forged relationships. For others still, the relationship has been built on their own commitment to helping improve the lives of those who frequently lack health care and health education.

As you read these stories, we hope you will listen to their voices and share their understanding—their experience of T.H.E. Clinic.

“We’ll be here for you.”

RITA SANTANA AND DULCE

Dulce came early, weighing a mere five pounds, three ounces, but despite her early arrival and lightweight, she was, and is, perfectly healthy.

Rita Santana considers her third child and only girl a miracle. Twice she was told to terminate her pregnancy due to results of blood tests that indicated potential abnormalities in the infant she was carrying, Rita reluctantly made an appointment for an abortion, but didn’t keep the appointment. “It’s a miracle, I didn’t go.”

Rita was confused, frightened, and emotionally conflicted. “I was told the baby would die before or right after being born.” After the results of the blood test, she had an amniocentesis and again was advised to terminate her pregnancy. “I was very sad. I didn’t know where to turn for help.” That’s when one of Rita’s sister’s stepped in. “My sister told me about T.H.E. Clinic where she had received excellent prenatal care.”

During her first phone call with the T.H.E. social worker, Rita says that she was emotional and depressed. “But,” she adds, “I felt like I was talking to a friend who understood my dilemma. She told me, ‘We’ll be here for you,’ and when I went to the clinic for my first prenatal visit, the nurse said the same thing.” And the clinic doctors, nurses and social worker, true to their word, supported Rita and her decision throughout her pregnancy. They eased the trauma of fear and uncertainty and provided her with superb prenatal care.

“I still take Dulce to the clinic for care and I now bring my two sons here as well.” Dulce’s brothers, Richard, 4, and Gerardo, 18, love their new little sister.



According to Rita, there is no way that she can ever pay enough for the caring service offered by T.H.E. Clinic. “I hear a lot of good things about the clinic when I’m sitting in the waiting area. Some people come from long distances—they drive a long way—to get here, but they come for the wonderful service.

“I tell my friends about T.H.E. I tell them that this is the place to go when you can’t get help anywhere. I’m not depressed or worried anymore. I thank God for the words of comfort, support, hope and faith.” She is equally grateful for the excellent medical care that she and her two sisters receive. “We are three sisters and we all use this clinic.”

When no one else heard her anguished appeal to save her baby, T.H.E. Clinic’s staff listened and provided emotional and physical support. Take one look at Dulce who is now almost three months old and learning to laugh, and it’s clear health care is more than technology and medication.

Passion

TRACY ROBINSON, MD, MEDICAL DIRECTOR

Tracy Robinson grew up in Louisiana where, from an early age, she saw what harm not having access to health care can do. She saw how minor ailments left untreated become catastrophic illnesses. She saw how discomfort turned into an ache and, then, excruciating pain. She knew then she wanted to make a difference by serving the underserved.

What she didn't know was that she would become the medical director for one of the busiest community health clinics in South Los Angeles. And it's a job that requires her to do clinical work, set policy, assure quality of care and make time to care for patients in the hospital as well.

She specializes in obstetrics and gynecology and became the T.H.E. Clinic medical director in November 2008 after serving on staff for four years.

Tracy Robinson, first came to Los Angeles to visit her parents who lived here. While seeing the city sites with her mom, she drove by UCLA. "I thought it was a pretty place to go to school, so I applied and was accepted." After receiving her undergraduate and medical degree at UCLA and completing her residency at King/Drew Hospital, she moved to rural South Carolina, where she worked for almost five years before returning to private practice in Los Angeles.

She later left her private practice and joined T.H.E. Clinic. "This is my passion.

"I'm here at T.H.E. because I have a passion for caring for the underserved. We make a difference in the lives of the poor and underserved on a daily basis. There are many special people working here who

are committed to T.H.E. Clinic and to the people of this community.

"What sets us apart is that our patients are our community and we make every effort to make their experience here worthwhile. We've established relationships. We hear our patients when they express their frustrations. We respect our patients' time, we understand that they have jobs and we make every effort to accommodate our patient's needs. Our staff is here because we are committed to this community. We see generations of people here. Parents bring their children, who grow up and bring their children.

"We are a business and our business is taking care of patients. We run efficiently. We are fiscally sound and operationally functional. We do a good job."



“I Feel Safe There”

SHIBA ARRINGTON

“It seems that, if I’m in pain, the pain subsides, just by sitting in the lobby.”

For 17-plus years, Shiba Arrington has been going to T.H.E. Clinic and, over the years, the clinic has begun to feel almost like home.

“I’ve gone to other doctors and to private doctors’ offices, but I always felt nervous and wasn’t satisfied with the doctors. I just don’t like it anywhere else. I like the way I’m treated at T.H.E. and I’d rather go there.

“When I walk in the door people greet me by name.”

As a T.H.E. patient for close to two decades, Shiba has been treated for numerous different ailments and the staff is careful to keep her informed, making sure she has the medications that she needs when she needs them. That, too, makes her feel safe and that her “friends” at T.H.E. Clinic really care about her. “I remember when I was being treated for hypertension, I was crying all the time. The physician assistant listened to me, never wanted me to give up and was always in a good mood.” That, she admits, really helped her even on those days when it seemed as though there were few reasons to keep going.

That sense of familiarity and knowing that someone cares about you is, by itself, a strong healing power that touches all patients. And that positive power extends far beyond the reception area.

“I travel by bus, but the clinic provided transportation when they took me to a hospital for some procedures. That was so helpful. The nurse at the hospital was



very impressed. Until then, I thought everyone provided transportation, but they don’t. I didn’t know that.”

Her work as a food demonstrator for a major food distribution store brings her into constant contact with people. It’s a job that suits her well as she meets people easily. “I love to laugh,” she says with a wide smile.

Health depends on more than medication. At T.H.E., there is an atmosphere of caring and a focus on the individual that permeates the clinic. It shows in small things like greeting a patient by name, knowing why he or she is there, or simply a warm welcome.

“There’s a legacy that lives on with the people working at T.H.E. Clinic,” says Shiba Arrington, “As long as I’m six feet above ground, I’ll be going there. I love it there.”

“A Respite from Troubles”

SHARON LAFFELL

Things were different at T.H.E. when Sharon Laffell started working at the clinic 21 years ago. For one thing, the clinic was in a completely different location. For another, the focus was exclusively on women’s health care. She’s delighted with the way T.H.E. adapts to changing needs by expanding its services. That and the fact that her job is “never boring” are two things that have made Sharon turn down many job offers.

“Yes, I’ve had other job offers, but I think about it and then say, “No, I don’t think so. The patients and the community are what keep me here. Other clinics have similar missions, but T.H.E. Clinic has tried to stay the course and always tries to find funds so we don’t have to turn people away. What sets us apart is our staff.”

Sharon remembers the exact date that she started working at T.H.E. “I came here on May 31, 1988, as a nurse practitioner for women’s health. In the beginning, the majority of our work was prenatal. We were one of the first clinics to provide HIV care for women. I’ve seen T.H.E. Clinic grow from a woman’s clinic to a primary care facility. We always have served the underserved and we’ve expanded to include the women’s families.”

Half of Sharon’s day is spent with the patients and the rest is administrative, working as a clinic manager. “Before I worked here, I was with Los Angeles County and we saw the same client base. But the environment at T.H.E. is different. There is closeness here. We try to make this a respite from other troubles and help our patients learn things to better themselves.

“We provide good support. Often we provide health education, but sometimes we learn from our patients,” Sharon adds. She explains that many of the staff has been at the clinic for a long time. “Some have been here longer than I have; the patients know them. We have people who have moved away from our community, but they come back from as far as Orange County. It’s because they are comfortable with the staff. We have a very diverse population and many come back because they feel understood here.”

The bottom line for Sharon: she plans to stay where she knows she is making a difference.



“We Don’t Turn Anyone Away”

TAWANA, CIERRA AND EVONNA HUGHES
PATIENTS, BOOSTER AND STAFF MEMBER

It started off as a great place to get care for her infant daughter. Now, it’s a place for the whole family—six-year-old Cierra, eight-year-old Evonna and Tawana herself.

Tawana Hughes’ first experience with T.H.E. Clinic was about five years ago when her youngest daughter, Cierra, was an infant. “I was so impressed with the services that I began bringing Evonna here too. She loves it. The girls have their physicals here every year and see the dentist every six months.” But that’s only part of the story.

Not long ago, Tawana was laid off from her job in manufacturing. It’s not easy raising two girls and it’s especially not easy without a job. Thankfully, her mother told her about an opening at T.H.E. Clinic. “I got my resume in right away and had an interview the next day. I love it here. I love a fast-paced environment.”

Tawana is a relatively new staff person working at the registration desk. She says that she knows that T.H.E. Clinic treats patients and families with respect, not only because of her training, but “because, as a parent, I was always treated as an equal and the staff was always very personable.

“Today, we’ve had about 30 walk-in patients and that’s a slow day.” The toughest part of her job, she says, is fitting in the people who walk in without an appointment. “They are always seen, but sometimes they have to wait. Yet no one gives us a hard time. People appreciate receiving the help.”

Tawana’s strong feelings about T.H.E. Clinic run deep. As a parent, who lives in the community, she is thrilled to have found a place that she can trust to care for her

children and that the two girls are comfortable and happy to visit. And as the person who greets patients and the public when they walk through the clinic doors, Tawana is proud to be working in the community where she lives.

“I want people to know that we don’t turn anyone away. That’s important.”

To make sure people know about and use the clinic, Tawana carries clinic business cards in her purse and hands them out to people in the community. “I tell them to come here. I let them know that I work at T.H.E., but I also let them know that I bring my children here, as well.

“It’s a pleasure to be working here and a good thing to be able to help people every day.”



“I made up my mind I wanted to live”

AVA DENMARK

Straightforward. Direct. Vibrantly alive. That’s Ava Denmark.

She was first diagnosed as HIV-positive in 1990. She says that she spent the first decade after her diagnosis waiting to die. Then, in 1997, she had pneumonia and was certain she was going to die. She didn’t.

Ava is direct when talking about her HIV status. “I contracted the AIDS disease from my husband, who died in 1992.”

“I’ve been a patient at T.H.E. Clinic for 12 years and I went from almost dying to living again. I made up my mind that I wanted to live. I’ve come a long way. I’ve also had to educate my son and daughter about the disease,” says Ava, admitting that that was not an easy task. But first, she had to educate herself. She was able to do that at T.H.E. because education is part of the treatment there.

Like other people whose stories are in these pages, Ava found out about T.H.E. from someone she knew. That person knew that T.H.E. Clinic was one of the few local facilities at the time that provided care for women who are HIV-positive. Still often considered a disease that affects only men, in fact, one in four Americans living with HIV today is a woman.

“There are other clinics in the area, but I believe this one is very important to the community. I’d like people to know that this is a very low key, but very important clinic in the neighborhood. Everyone here is very easy to talk to and polite. It’s changed my life.”

Ava has received tests to determine which medications work best for her. She has had psychiatric counseling and met with

exercise and nutritional counselors and case managers, whom she says are very good. “I’ve had three excellent doctors. My medications have changed and there’s education about side effects.”

Exercise is something she now values, as she values participating in one of the women’s groups that meet to discuss living with HIV. “Our group meets when we can and some of us stay in touch by telephone as we are not always able to meet as frequently as we would like. It’s important to have a support system.”

Besides the women in her group, Ava says, “My family, the girl friends I went to school with and people at my church are part of my strong support system. I’m married again to a good friend I’ve known for 40 years. Everything is great; I really feel blessed.”



2008 – 2009 Financial Highlights

T.H.E. Clinic, Inc.

Fiscal Year Ends on June 30th

Revenues

	2009	2008
Grants & Contract Revenue	\$ 1,798,725	\$ 1,765,958
Fees For Services	3,250,691	3,247,451
Foundations & Private Contributions	416,326	75,357
In-Kind Contributions	836,239	606,936
Other Income	61,868	76,864
Total Revenues	<u>\$ 6,363,850</u>	<u>\$ 5,772,566</u>

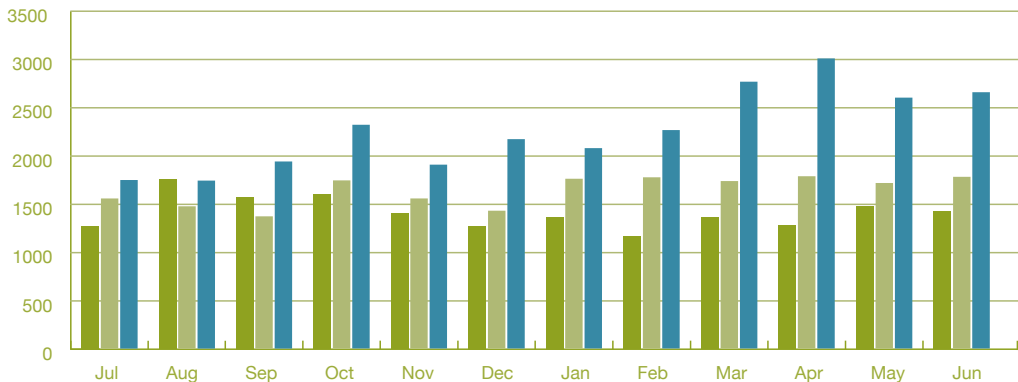
Expenses

Program expenses: Patient Care Services	\$ 4,989,630	\$ 4,626,941
Support Expenses: Administrative & General	1,183,415	1,030,502
Total Revenues	<u>\$ 6,173,044</u>	<u>\$ 5,657,443</u>

Gain (loss) on Disposal of Assets	0	0
Change in Net Assets	\$ 190,806	\$ 115,123
Net Assets at Beginning of Year	895,840	780,717
Net Assets at End of Year	<u>\$ 1,086,646</u>	<u>\$ 895,840</u>

For a copy of the complete audited financials, please contact T.H.E. Clinic, Inc. | 3834 S. Western Ave. | Los Angeles, CA 90062 | 323.730.1920 X 3011

Total Visits: July 2006 – June 2009



Total Visits Year 2006 – 2007 : 16,975

Total Visits Year 2007 – 2008 : 19,740

Total Visits Year 2008 – 2009 : 27,241

■ 2006 – 2007

■ 2007 – 2008

■ 2008 – 2009

Our Sincere Thank You to Our Major Partners and Supporters

(not in any order)

California Family Health Council

The California Wellness Foundation

Entertainment Industry Foundation

County of Los Angeles Office of AIDS Programs & Policy

Health Resources and Services Administration

Southside Coalition of Community Health Centers

Kaiser Permanente Foundation

A Community of Friends

Community Clinic Association of Los Angeles County

Los Angeles City Community Development Department

LA Bridges

1736 Family Crisis Center

Blue Shield Foundation

Los Angeles Best Babies Collaborative

St. Vincent Foundation

UCLA

Marilyn Norwood

Johnny K. Sakioka & Grace M. Sakioka

Christine Fisher

Craig A. Newman

Diane G. Medina

Margaret G. Lodise

David & Evelyn Luebke

2008 – 2009 Highlights **A Year of Growth**

This has been a year of change, growth and improvements. Like other non-profits, particularly those in health and human service, we have had to thoroughly evaluate how we operate with an eye to improving systems while maintaining our focus on the patient.

With a new management team, including Diane Poon, director of human resources and marketing, and Sergey Sergeyev, chief financial officer, and new board members, including Marlene Escobar; Howard J. Fullman, MD; Robert R. Trujillo and Leon W. Watts, III, T.H.E. Clinic's former Chief Executive Officer Jamesina Henderson revitalized the clinic board and clinical activities. These changes resulted in increased operational efficiency. Operating with a smaller number of staff, the clinic efficiently and effectively provided care to a much greater number of patients than the year before.

Nearly 1,500 more new patients were cared for during the 2008–2009 period than in the previous year, representing an 18 percent increase. The total number of patients who received care in 2008–2009 was 7,949, which translates into 27,241 visits for services, compared to 19,740 the previous year. Not only were a greater number of individuals cared for during the year, but also the greater efficiency provided a 47 percent increase in fees for services, bringing in a total of \$3.3 million compared to \$1.7 million. At the same time, our clinic provided \$1.3 million of free care to those unable to pay anything.

Despite the greater number of patients coming through our doors and the number of individuals requiring free service, our improved management resulted in T.H.E. Clinic moving from a loss of \$648,000 at year-end 2007 to a net gain of \$190,806 at the end of 2009.

Improvements Inside and Out

T.H.E. Clinic introduced a customer relations program to assist clients and improved employee benefits, salaries and morale. We introduced supervisory training and employee development programs and made numerous improvements to the facilities, furniture and office equipment. We also made improvements in treatment areas, including replacing nine exam tables.

We re-introduced the T.H.E. newsletter, created a Web site and developed a new logo, stationery and marketing materials.

In addition to creating a Family Day, we implemented the Healthy Way LA program that provides health care coverage at low-cost for uninsured adult legal residents.

These very positive changes made the patient experience at T.H.E. Clinic one that was, and continues to be, qualitatively better than in the past few years.

With Gratitude

We are grateful to Marilyn Norwood, one of T.H.E. Clinic founders for donating her \$5,000 award from the Judith Zitter Community Health Star to the clinic for ultrasound equipment, and to St. Vincent Foundation for donating a device they received as a donation from Medical Tactile Inc. to T.H.E. Clinic to benefit our community. The device, valued at \$17,500 assists health care providers in screening for breast cancer during routine examinations. We also are grateful for other important donations, including a \$12,000 UCLA Rosenberg Award, \$360,936 donations in pharmaceuticals, and approximately \$246,000 of various in-kind donations.

We look forward to continuing to provide life-saving services to the increasing numbers of individuals in our community who rely on T.H.E. Clinic for primary health care, health care education and treatment. The number and urgency of the need is amplified every day. That T.H.E. Clinic is making a critical difference is made clear by those who talk about our clinic and those whose lives are touched by it every day. We hear from them regularly. Sometimes, it is by a telephone call from a person whose only way to say thank you is to pick up the phone or to write a note of thanks.

We share that thanks with everyone who has helped make our services possible, and we invite you to continue your support, or begin to share with us, if you haven't yet. You will be contributing to better health and a better life for everyone who turns to T.H.E. Clinic. And to the generations whose lives will be improved by learning to live a healthy life. We—and they—sincerely appreciate your choosing to make a difference. It will, we promise, have a lasting and growing effect on our community, the city, state and, ultimately, the nation as we work together to help people learn to live a healthy lifestyle. Thank you.



T.H.E. Clinic Services

T.H.E.Clinic continues to focus its attention on “healing the body and raising the spirit” through its health care services. These include the following life-saving and life-affirming services indicated below.

General Medical

Preventive services
Screening and treatment for such illnesses
as diabetes, hypertension, cardio vascular
disease, asthma and other chronic diseases
General physical examinations
Drug testing
Health education
Case management
Mental health screening
Nutrition
STI screening and treatment
Assistance with low-cost medications
HIV/AIDS screening and treatment
AIDS drug assistance program

Especially for Women

Prenatal care
Mammography
Family planning
Colposcopy clinic
PAP smears

Especially for Men

Prostate examinations

Especially for children and teens

Well-child care
Sick visits for such things as ear infections,
stomach flu, asthma and bronchitis
Immunizations
Nutrition health information
Health education
Sports physicals
Adolescent counseling
Screening and treatment for STI and HIV

Support services

Individual, drug abuse and crisis
intervention counseling
Resource referrals
Transportation



The T.H.E. Team (FY 2008 – 2009)

Board of Directors

Fred Alexander, MD
Auleria Eakins
David H. Guthman, President
Douglas E. Nelson
Howard J. Fullman, MD
Salvador Ross
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Sergey Sergeyev, MPH, COO/CFO
Tracy Robinson, MD, Medical Director
Derrick Butler, MD, Associate Medical Director
Diane Poon, MS, Director of HR and Marketing
Muriel Nouwezem, Director of Finance
Sharon Leffall, NP, Clinic Manager



Photography courtesy of Robert Pacheco, Robert Pacheco Photography