ANNUAL

REPORT YEAR 2023

A STABILIZING FORCE THAT TRANSFORMS LIVES



TABLEOF

Executive Leadership & Board of Directors	1-2
President's Message	4
Locations	5
Services Offered	6
2022-23 Impact Report	7–10
Literacy Initiatives	11-12
Mobile Unit Spotlight	13-14
Community Partners	15-16
Fresno City Center	17–18
CCM & ECM	19-20
Specialty Programs	21



CONTENTS

Anita Fund	22
Outreach	23-24
Food Insecurity	25-26
Expanding Access to Quality Health Care	27-30
Medical Student Education	31-32
Leadership Development	33
Navigation Center	34
National Recognition	35
Local Recognition	36
Expanding Health Care	37-38
Recognizing FHCN Staff	39
Always Here Campaign	40

LEADERSHIP

JULY 1, 2022 - JUNE 30, 2023



KERRY HYDASH, MPA
President & Chief Executive Officer



CHAD VAWTER, MBA
Deputy Chief Executive Officer



MARISOL DE LA VEGA CARDOSO Chief Administrative Officer



JAY KELLEY, MHA
Chief Information Officer



NORMA VERDUZCO, MPA
Chief Clinical Officer

BOARDOF DIRECTORS



MINNETTA COSTA

Board Chair



JOHN ZAPALAC Vice Chair



MICHAEL BOTELLO
Secretary



SANDI MILLER
Treasurer



EMZY COPEBoard Member



TERESA DE LA ROSA Board Member



VIVIAN DEL TORO

Board Member



MICHELLE DEWEES

Board Member



OLIVIA GAMBOA

Board Member



MARIA GONZALEZ

Board Member



PRESIDENT'S MESSAGE

On behalf of Family HealthCare Network, it is a privilege to look back at fiscal year 2023 with you as a true celebration of growth, collaboration, and success. From the roots of our earliest foundations in Tulare County, to our continually-growing presence in Fresno and Kings Counties, our patients continue to share their gratitude for the care we provide each day. Not only has this year offered us opportunities to double down on our mission to provide quality health care for all, but it has emboldened us to pursue new goals and relationships that will jettison us into the future with a newfound momentum.

In the pages that follow, I encourage you to join our network-wide celebration of quality care, community service, innovation, technological advancement, and recognition for the great work being done by our teams every day. We are proud of what we've accomplished: implementing new measures to improve literacy rates and the accessibility of books throughout Central California, creating and reinforcing partnerships with local leaders throughout the communities we serve, taking bold new steps to improve the quality of our care provided at each of our 48 sites, cultivating our mobile health services into community-oriented initiatives that work to improve the daily quality of peoples' lives, and meeting our new and returning patients at their most urgent and immediate points of need.

Although fiscal year 2023 represents a time of record-breaking successes and a glimpse of new horizons to come, we remain focused on the goals close to home. We are steadfast in

our commitment to continuously transform health care throughout the communities we serve, to remind them of the 47-year legacy that remains intact through each health center in Tulare, Kings, and Fresno County. We continue to embrace the vibrancy and energy of our new brand, and the pledge it represents—a pledge that dates all the way back to our earliest days in 1976, when the founding members of Family HealthCare Network first committed to offering quality health care to the people who needed it most. We continue to remain focused on maintaining that mission, and we are humbled by the trust instilled in us by the communities we serve each day.

Family HealthCare Network is always here to provide the highest quality care we can possibly offer, and fiscal year 2023 stands as our strongest declaration yet that health care should

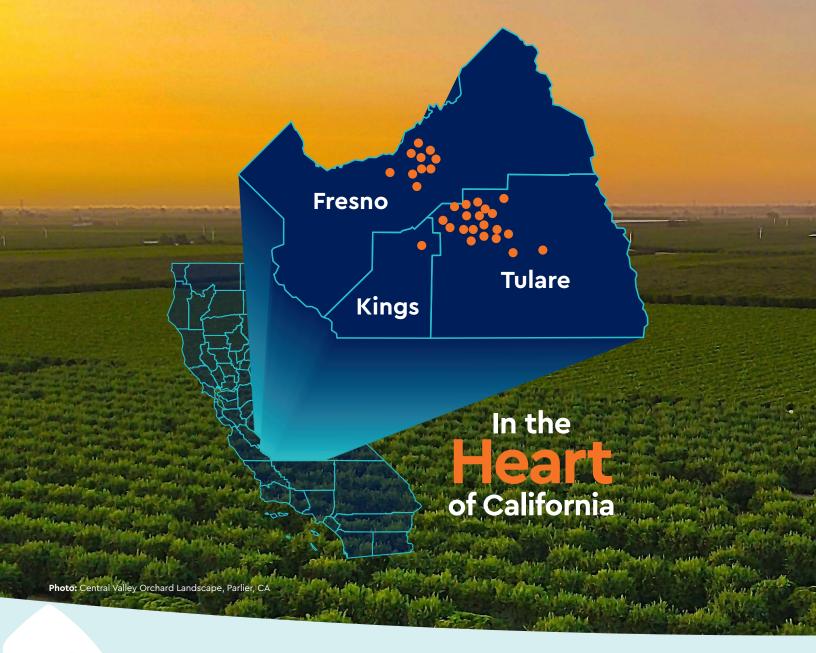
be a fundamental human right, regardless of who you are or where you're from.

Sincerely,

Kerry L. Hydash, MPAPresident & CFO



48 LOCATIONS IN FRESNO, KINGS, & TULARE COUNTIES



SERVICES

Family Medicine

Internal Medicine

Obstetrics & Gynecology

Pediatrics

Immunizations

Adult & Children's Dentistry

Behavioral Health

Chiropractic Care

Optometry

Pharmacy

Podiatry

Diagnostic Services

Nephrology

Dermatology

Cardiology

Ears, Nose & Throat

Endocrinology

Gastroenterology

General Surgery

Hematology

Infectious Disease

Neurology

Ophthalmology

Orthopedic Surgery

Psychiatry

Mental Health

Vascular Surgery

Pulmonology

Rheumatology

Urology

Community Health

& Outreach

Enrollment & Eligibility

Assistance

Case Management

Health Education

Imaging/Ultrasound

Nutrition Counseling

Substance Abuse Treatment

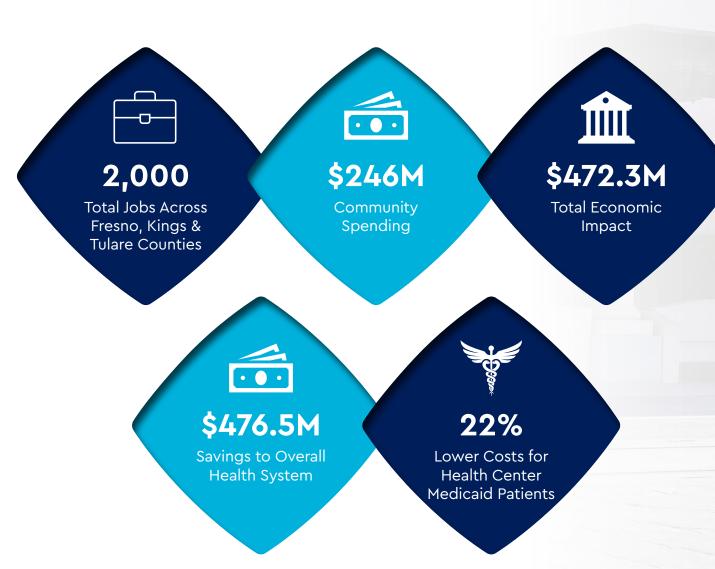
Transportation

Translation



ANNUA REPORT

SUPPORTING OUR LOCAL ECONOMIES:



2022 IMPACT

QUALITY HEALTHCARE FOR ALL:



194,024

Telehealth Visits



138,747

Dental Visits



24,472

Vision Exams

7,565
HIV/Aids Visits



Photo: Visalia Oak Site | 400 East Oak Avenue | Visalia, CA 93291

ANNUJA REPORT

OUR PATIENTS:





2022 IMPACT



WHO WE SERVE:



149,566

Pediatric Visits



3,083

Infants Delivered



95%

Patients At or Below 200% Poverty Level

82.4%

Patients Who Identify as Ethnic or Racial Minority



Photo: Hanford Site | 250 West 5th Street | Hanford, CA 93230



CHILDREN'S ITERACY



The Book Nook Helps Foster FHCN's Dedication **Toward Improving Local Literacy Rates**

In October 2022, Family HealthCare Network officially opened the doors to a brand new, local bookstore at the heart of Main Street in Downtown Visalia: The Book Nook. Not only does The Book Nook represent Family HealthCare Network's latest effort toward improving literacy rates across Central California, but the manifestation of years of research and service toward literacy programs throughout the communities we serve.

From 'Reach Out and Read' to 'Reading Rx'

Through our partnership with the Reach Out and Read Program, Family HealthCare Network has previously established an environment that encourages young readers to discover new books during their well-child checkups. Each of Family HealthCare Network's waiting rooms feature free books to take home, which often represents the only book a child may have in their home.

> This year saw Family HealthCare Network take another step toward improving local literacy rates through the introduction of our new Reading Rx initiative: children who complete their well-child checkup receive a Reading Rx form to complete and redeem for a free book at The Book Nook. The program was initially launched in April as a pilot program within the Mooney, Oak, and School health centers in Visalia.

ACCESS TO QUALITY CARE

Medical & Dental Mobile Units Create Specialized Access to Local Communities

Since they were first implemented in 2017 and 2018 respectively, Family HealthCare Network's two mobile health centers have revolutionized the ways in which we serve the rural communities across Central California. Additionally, both units help spread FHCN's unique brand of care to local food and agricultural workers, while granting us an avenue to build new partnerships within the communities we serve. Our medical unit offers a direct and immediate line of assistance to people regardless of where they live, and our dental unit functions as a direct line of connection to the student populations of schools throughout Tulare, Kings, and Fresno Counties.

KEY PARTNERS IN 2023

Prima Wawona

Kings Community Action Organization

School Districts throughout Tulare, Kings, and Fresno Counties

1,098

Visits to the Mobile Health Center

773

Visits to the Mobile **Dental Center**





COMMUNITY PARTNERS

Project Room Key

Initiated as a program to offer safe housing during the COVID-19 pandemic and provide temporary shelter for people displaced from their homes, Project Room Key has evolved to further implement the health services of Family HealthCare Network's mobile medical and dental units. Additionally, in partnership with the Kings-Tulare Homeless Alliance, Project Room Key expanded to help support key populations in securing permanent, stable housing opportunities for themselves, while offering quality health care and assistance with finding proper insurance.

Poverello House

Family HealthCare Network's mobile dental unit has partnered with the Poverello House this year to offer dental services for some of Fresno's most vulnerable populations. Patients who received care ranged from 3-years old to people in their late 50s, all being assisted on-site and taught to seek, pursue, and maintain proper dental care at the newly-opened Fresno

Clinton Health Center.

1,195 **Total Homeless** Patients Served

696 Homeless Patients Touched through Events & Partnerships

COMMUNITY PARTNERS

Building Up the Fresno Community Through New Fresno Mission City Center Partnership

Throughout the majority of 2023, passers-by along East Dakota Avenue have seen the beginning construction work for a revolutionary new campus that will transform countless lives of people struggling with homelessness throughout the Fresno community. Family HealthCare Network is thrilled to be a partner of the incoming Fresno Mission City Center campus, a 9-acre facility that will provide a new front door for people in crisis. City Center's mission will offer crisis housing for vulnerable children and families, while prioritizing their dignity, comfort, and basic needs along the way. The campus will feature an urban soccer field, a basketball court, a fully functioning restaurant-style kitchen, more than 150 rooms to house families, and our own Family HealthCare Network health center that opened in June. At the heart of City Center, our mission to provide quality care for all can reach new heights for years and generations to come.

30%

Increase Reported in Fresno's Homeless Students

16,000

Square Feet of Building Space to Serve People in Crisis





QUALITYOF LIFE CARE

3,528

Patients Reached by Chronic Care Outreach

ECM Patients

13%

More Likely to Complete **Cervical Cancer** Screenings than Non-Patients

CCM Patients

16.6%

More Likely to Complete **Breast Cancer** Screenings than Non-Patients

> CCM & ECM **Patients**

19-30%

More Likely to Improve Hemoglobin Aic Levels than **Non-Patients**



Our Care Coordination Teams are Revolutionizing the Quality of Care We Offer Our Patients

Family HealthCare Network's Chronic Care Management and Enhanced Care Management (CCM and ECM) teams represent our desire to offer each of our patients 'Care Centered on You,' by offering the highest quality, value-based care to meet our patients' needs. From developing individualized care plans that focus on improving patients' overall health, to assisting with transportation and translation services or key recommendations with our vital community partners, our CCM and ECM teams focus on working to improve our patients' quality of life both within and beyond our health centers. Our CCM team works directly with Medicare Patients throughout Central California, while our ECM team serves all other patients throughout Tulare, Kings, and—thanks to a recent expansion of services in 2023—Fresno Counties.

OGRAM

Connecting Patients to the Programs They Need Most

Family HealthCare Network believes that access to health care is a right, not a privilege. Our teams have engaged thousands of people across the communities we serve to help them enroll with the ideal insurance programs to best serve their healthcare needs.

Medi-Cal and Covered California

2023 represented a major shift for people who relied on Medi-Cal during the COVID-19 pandemic, as this year signaled the end of the federal public health emergency and the "continuous coverage" of Medi-Cal benefits expired for countless patients. Family HealthCare Network's Community Health representatives have been standing by since April to help ease people through the renewal process, and if Medi-Cal was no longer an option for them, our teams worked to help find effective insurance opportunities through Covered California.









ANITA DE LA VEGA

The Anita de la Vega Fund Offers **Scholarships and Support for Needy Families**

Anita de la Vega served as a clinician in Tulare County for three decades, where she was known for tenacity in the belief that practicing medicine in underserved communities was a privilege, and that it was a moral responsibility to advocate for those same people. Since 2009, Family HealthCare Network has utilized the Scholarship Fund to continue supporting Anita's legacy by building a mentality toward servant leadership and giving back to the local communities who need our support the most. Every December, the staff-funded Anita Fund helps us provide food, blankets, and support for local families who need it most during the holidays.



Educational Scholarships Awarded Since the Inception of the Anita de la Vega Scholarship Fund



STRONGER COMMUNITIES

Going Beyond Our Health Centers to Meet the Needs of Local Communities

From July 2022-June 2023, Family HealthCare Network's outreach efforts have created a groundswell of support from across the communities we serve by introducing new ways to offer quality healthcare while spotlighting culturally significant events. Family HealthCare Network remains focused on supporting the health care needs of those we serve while simultaneously building new partnerships to build foundations toward the future, and the result of those efforts showcased itself through a series of engaging health fairs and health education initiatives.

Health fairs on Easter weekend, Cinco de Mayo, and other culturally significant events and holidays have fortified our efforts to build a strong channel of community engagement; at the heart of each familyoriented festivity, Family HealthCare Network has provided thousands of referrals and health screenings to the people of the communities we serve.

12,499

Health Screenings at Health Fairs in FY 2023

143,110

People Educated through Health Fair Outreach

Photo: Woodlake Cinco de Mayo Health Fair 2023

Photo: Cutler Orosi Back to School Health Fair 2022



COMMUNITY ENGAGEMENT

Following the Flow of Food to Table in the Battle Against Food Insecurity

We believe that every patient who walks through the doors of Family HealthCare Network is entitled to do so with a full stomach. Food distribution efforts continue to be one of our top priorities each year, and this year saw the introduction of new methods and strategies toward helping our food insecure patients find a quality offering of high quality foods.



Hanford Food Pantry

In June 2023, Family HealthCare Network opened its first-ever food pantry located inside of our Hanford health center at 250 W 5th Street, representing a first of its kind for FHCN, our partner Kings Community Action Organization, and the United States Department of Agriculture. For our Hanford patients who report as food insecure, the food pantry is set up like a community market, offering our patients a dignified experience while selecting their food as if they were shopping in a grocery store.







EQUITY N HEALTH CARE

Migrant Seasonal Farmworkers

During the months between spring and autumn, Family HealthCare Network has fostered a commitment to supporting migrant seasonal farmworkers throughout the Central Valley. As part of our Cuadrillas program, our Community Health team travels weekly to meet farmworkers in the very fields they toil. As part of this outreach, Family HealthCare Network is able to provide workers with health screenings, information, and a new level of preventative attention for any abnormal health concerns.

90,615

Patients Identify as Migrant Seasonal Farmworkers

1,211

People Reached via Cuadrillas Events



EQUITY N HEALTH CARE

LGBTQ HealthCare Equality Leader

The core of our mission at Family HealthCare Network is to deliver equitable and inclusive care every day, and to grow in partnership with the communities we serve to better address their evolving health care needs. For the third year, Family HealthCare Network remains the only Federally Qualified Health Center in the Central Valley to be recognized as a Healthcare Equity Leader by the Human Rights Campaign Foundation.

The Healthcare Equality Index (HEI) was first created in 2007 as a benchmarking tool to evaluate healthcare facilities' policies and practices related to the equity and inclusion of their LGBTQ+ patients, visitors and employees. Today, the HEI evaluates more than 2200 health care organizations worldwide. Some of the rating criteria for these evaluations include Non-Discrimination & Staff Training, Patient Services & Support, Employee Benefits & Policies, and Patient & Community Engagement, among others.

Family HealthCare Network received its initial designation in 2020. Then, in 2022, Family HealthCare Network received its second designation with a perfect score of 100/100 possible points.



CULTIVATING HEALTHCARE

Working to Foster Leadership in Tomorrow's Medical Pioneers

In an effort to contend with a nationwide shortage of medical providers, Family HealthCare Network is actively committed to cultivating the next generation of passionate, empathic, and dedicated healthcare providers throughout the Central Valley. Through our innovative partnerships with A.T. Still University, NYU Langone Dental Medicine, and UCSF Fresno's Medical Education Program, Family HealthCare Network is proud to support the next generation of clinicians providing primary care in Tulare, Kings and Fresno Counties.



TOMORROW'S LEADERS TODAY

Student Spotlight: Western Forum for Migrant and Community Health

In early 2023, third year ATSU SOMA students— Uriel Martinez, Jonathan Do, Merett Saad, and Nancy Nguyen—created an educational program aimed at improving the health knowledge of Spanish-speaking mothers through Family HealthCare Network's Bailoterapia classes. As part of their presentation in Long Beach, CA, the students demonstrated the importance of bridging language barriers to help educate local mothers on health-related topics.



LEADERSHIP DEVELOPMENT

Investment Toward the Development of Today's and Tomorrow's Leaders

At Family HealthCare Network, we believe in making a sincere effort to invest in the communities we serve—not just to provide care and support for our patients, but to educate an empathic generation of future healthcare leaders. That's why FHCN is equally committed to promoting our Network's leaders from within and fortifying their skills and abilities with the best opportunities to learn, grow, and thrive.

Since 2018, Family HealthCare Network has fostered a remarkable partnership with Huron Consulting Group to fortify our managers,

directors, supervisors, and other provider and non-provider leaders with the knowledge they need to serve our staff members and patients successfully. From day-to-day tactics to long-term team-building foundations, 2023 represents our most effectively concentrated year of dedicated leadership training. Our leaders engage in quarterly workshops that focus on improving accountability, mentorship, and the building of talent within our teams, while supervisors across the Network attend monthly skill-building workshops that line up with our other leadership competencies.





A CALL TO ACTION

Our Navigation Centers Represent an Empathic, **Energetic Introduction for All Patients**

Family HealthCare Network's Navigation Center represents a foundation of our relationships with the communities we serve throughout Central California. Often encountered as the first 'point of contact' in FHCN's effort to provide top-notch customer service, our Navigation Center teams in Visalia, Porterville, and Fresno dedicate their efforts each day toward efficiency, empathy, and understanding with each new phone call. In fiscal year 2023, FHCN's Navigation Center handled more than 1.3-million calls, passing a historic mark for the organization, and the first time the Network has handled more than one million calls in a single year. Additionally, FHCN's chat assist program Artera—formerly known as WELL has been fully implemented since October of 2022 to offer further support for our Managed Care, Care Coordinator, and Operational outreach teams, while empowering our patients to

schedule their appointments via text and other methods.

1,308,258

Total Calls Handled





Health Resources and Services Administration (HRSA)

Each year, HRSA awards a series of Community Health Quality Recognition (CHQR) badges, which honor the highest performing health care centers nationwide, as well as those health centers that have made significant quality improvement gains from the previous year. Family HealthCare Network is honored to have received five badges this year:



Increases the total number of patients served and the number of patients who receive at least one comprehensive service (mental health, substance abuse, vision, dental, and/or enabling) by at least 5%.



Demonstrates improvements in select CQMs for at least one racial/ethnic group.



Meets all criteria to optimize HIT services that advance patient engagement to increase access to care and advance quality of care.



Patient treatment is coordinated through the patient's primary care physician to ensure they receive the necessary care when and where they need it.



Achieves the best overall clinical quality measure (CQM).

FCCGNIT

Community Partners Recognize 'The Book Nook' in Visalia

To celebrate the opening of The Book Nook on Main Street in Visalia, Family HealthCare Network hosted a network of community leaders throughout Tulare County in February 2023. Larry Micari, Tulare County Supervisor representing District One, presented The Book Nook with a Certificate of Recognition from the County Board of Supervisors, celebrating The Book Nook as a private space that encourages children and their families throughout the county to develop and nourish their love of books, reading, and learning.

Dinuba's 'Large Business of the Year' Award

Family HealthCare Network was honored by the city of Dinuba as their 2023 Large Business of the Year. The Dinuba Chamber of Commerce presented the award in February 2023, less than five years after doors first opened at our Dinuba health center. Other finalists included two other Dinuba mainstays, Orbit Lanes and Durango Packing.

Porterville Recorder's 'Readers' Choice **Award for Best Health Clinic'**

For the 11th consecutive year, Family HealthCare Network received the Porterville Recorder's Readers' Choice Award for Best Health Clinic. The award was granted in November of 2022.

Dr. Carolina Quezada Honored with '2023 Leonard Tow Award' and 'ATSU Advocate of the Year'

Family HealthCare Network's Dr. Carolina Quezada was recognized in August 2022 as the 'Advocate of the Year' for Hometown Scholars endorsees. Dr. Quezada was chosen by the National Association of Community Health Centers (NACHC) and A.T. Still University (ATSU), for her advocacy toward students serving in their home communities during their time at the university. Then in May, Dr. Quezada received the 2023 Leonard Tow Humanism in Medicine Award. The award was presented by the Arnold P. Gold Foundation, a national organization that recognizes medical students and faculty members who prioritize humanism in the care of patients.

Dr. Ankita Luthra Honored with '2023 Kaweah Health Outstanding Physician of the Year Award'

Family HealthCare Network's Dr. Ankita Luthra was recognized in March 2022 as the Kaweah Health '2023 Outstanding Physician of the Year' Award for Patient Advocacy. The award was presented by the Kaweah Health Professional Practice Council, a group of nurses who represent every area of nursing throughout the surrounding district. Among her many outstanding qualities highlighted by this award, Dr. Luthra was nominated in part for her exemplary patient-focused work, the ethically responsible example she sets, and her ability to work with multidisciplinary teams to further patient health.

EXPANDING HEALTH CARE

Growing A Strong Reputation Throughout Fresno County

Five years after opening our first location in Fresno, Family HealthCare Network now operates 10 locations throughout the county. As part of that expansion, Family HealthCare Network has continued to build a strong relationship with UCSF Fresno's Medical Education Program, Central California Faculty Medical Group, and the Fresno Mission City Center Project. As we continue our expansion into new communities throughout Fresno County, these blossoming partnerships will serve as a strong foundation for the future.

> Fresno Shields **Opened January 2020**

Fresno City Center/Clark Street **Opened June 2022**

Fresno Clinton **Opened October 2022**

Fresno First Opened April 2023



Future Plans for Expansion within Each of the Counties We Serve

PACE Facility - A first of its kind for Family HealthCare Network, our new Program of All-Inclusive Care for the Elderly (PACE) Center will operate as an adult day-care center for our senior community members in Tulare County. Located in Visalia, the PACE Center will include exam rooms to treat patients, areas designated for physical and occupational therapy, and daily meals for up to 300 people. Among the center's special amenities will be a demonstration kitchen, and a memory care activity room, granting our senior community members a truly specialized care experience that will benefit their daily lives.

Hanford Health Center - Our second health center in Hanford will provide a major boost toward providing quality health care throughout Kings County. Family HealthCare Network's new 15,000-square-foot Hanford health center will be located on 12th Avenue near Highway 198.

Selma Health Center – Expected to be complete by New Years Day 2024, our new Selma health center will help to meet the health care needs of people who live southeast of Fresno's city limits. The new health center will also replace our current Selma site.

D Street Center – Our D Street Center is currently moving at a consistent pace in Porterville and is expected to be complete in 2024.

Springville – Plans have been approved for a new Springville health center, which will offer both medical and dental services. We anticipate this new location will open in 2024.



EMPLOYEE

EMPLOYEES OF THE MONTH 2022-2023

July 2022 Pedro Hernandez

Medical Assistant Back Office Medical Mobile Unit

October 2022

Maria Camarena

Health Informatics Specialist Fresno ACC

January 2023

Sandra Martinez

Registered Dental Assistant Fresno ACC

April 2023 **Bryan Paul**

Facilities Technician Porterville Annex

August 2022

Elyssa Martinez-Rodriguez

Community Health Representative Visalia Oak

November 2022

Crystal Marriott

Surgery Scheduler Fresno ACC

February 2023

Alberto Tapia Jr.

Medical Assistant Front Office Porterville

May 2023

Jennifer V. Santos

Medical Assistant Back Office Visalia Mooney

September 2022

Pamela Estrada

Risk Management Analyst Corporate

December 2022

Araya Zavala

Dental Patient Representative Hanford

March 2023

Seng See

Medical Assistant Back Office Visalia School

June 2023

Brandon Hernandez Segura

Navigation Center Representative Porterville Annex

EMPLOYEE OF THE YEAR 2022

Matthew Ball

Facilities Technician Corporate





Always Here

"The opportunities presented to Family HealthCare Network during fiscal year 2023 have given us a chance to expand the availability of quality care we consistently provide throughout the communities we serve. Family HealthCare Network is always here to offer quality healthcare for all. Our growth throughout this year is a result of our commitment to serving our patients and our deeply rooted relationships with the people who call Central California home. With a 47-year history of excellence in service across Tulare, Kings and Fresno Counties, this year's success proves we're only getting started in our mission to deliver the highest quality health care to all."

-Kerry Hydash, President & CEO



FamilyHealthCare









