

Bay Area Community Health
United for a stronger,
healthier community.

2020
ANNUAL REPORT





United for a stronger,
healthier community.

CEO Message



For many people and businesses, 2020 was a challenging year. At Bay Area Community Health, we measure success by how many people we have helped and the quality of that help.

In 2020, we provided services seven days a week without interruption through our on-site clinics, mobile health clinics, telehealth, health and wellness checks, chronic disease management, and partnerships with other businesses. We also stepped up with pop-up and drive-through COVID-19 testing while maintaining sound financial management that sustained the employment of all our staff.

While other businesses were pulling back with layoffs and reduced services, Bay Area Community Health stood on the frontline with our commitment to being an Emergency Room diversion system, acute service deliverer, and an active referral for timely specialty care to those in need. Additionally, we made a bold commitment upon merging on June 1, 2020. We celebrated as two Federally Qualified Health Centers with long histories united to reach **more than 70,000 patients** in 2020.

BACH could not have made this positive impact without support from our communities and employees.

continued

CEO Message continued

Our employees are why BACH is recognized as one of the Bay Area's essential frontline healthcare providers, stretching from Union City south to Gilroy.

This effort stands out even more in 2020 when many of our employees found new ways to conduct their work, as we stayed the course in being a safety net provider.

With enormous appreciation and excitement, on behalf of our Board of Directors and the leadership team, we look forward to another remarkable year serving our patients, staff, Board, and community! Thank you for your continued support. We look forward to working with stakeholders and policymakers as we advance population health within southern Alameda and Santa Clara counties.

In health and with gratitude,



Zettie D. Page III, MD, Ph.D., MBA, MSW, MS
Chief Executive Officer





A community asset



75,964

DISTINCT PATIENTS
from Alameda and
Santa Clara counties

679

EMPLOYEES

>\$98M

TOTAL ECONOMIC
IMPACT
to BACH service area

Mission

To deliver exceptional health and social services that improve quality of life for the individuals, families, and communities we serve

Vision

For everyone in our community to have access to high quality, comprehensive, and affordable healthcare

Values

Equality: Everyone deserves to enjoy quality healthcare, no matter their ability to pay

Commitment: We are dedicated to FQHCs, and will seek opportunities to advocate and strengthen this service model

Community: By listening to our community with humility, we gain strength, partnership, and purpose

Respect: All who enter our doors—patients, staff, community, and partners—are heard with an open mind, valued for their unique strengths, and treated with respect and kindness

Excellence: We constantly strive to perform at the highest level while learning new ways to improve our work



Healthcare system savings



22% LOWER COSTS
FOR HEALTH CENTER
MEDICAL PATIENTS

\$87M

MEDICAL SAVINGS

\$136M

OVERALL HEALTH
SYSTEM SAVINGS

Fundamental leadership

Executive Leadership Team

Chief Executive Officer

Zettie D. Page III
MD, Ph.D., MBA, MSW, MS

Chief Medical Officer

Harsha Ramchandani, MD

Chief Operating Officer

Olivia Dear, MPA

Chief Financial Officer

Jagat Sheth, MBA

Chief of Strategic Development

Johnny OBrien, MPH

As Bay Area Community Health moves forward, leadership will continue to be integral to the character and success of the organization. Our unified Board of Directors—formerly of Tri-City Health Center and Foothill Community Health Center—and Executive Leadership Team guide each department, project, and service to achieve Bay Area Community Health’s vision for everyone in our community to have access to high quality, comprehensive, and affordable healthcare.

More than half of our Board of Directors utilize our services which ensures that our decisions are made with patient input. As a result, **we are held accountable to the unique needs of our community.** In addition to providing valued consumer input, our Board has expertise in healthcare, public health, legal affairs, small business operations, finance, and nonprofits.

Together our teams provide quality care, improving the patient experience through increased access to **affordable, culturally competent, efficient care.**

Board of Directors

Carlos Rosario, *Chair*
Robert Wyckoff, *Vice Chair*
Kobin Lee, *Vice Chair*
Jackie Belser-Welch, *Secretary*
Sy Dang Tran, *Treasurer*
Zettie D. Page, *Ex-officio Officer*

Norma Advincula
Estela Camacho
Joseph Davalos
Elizabeth Guerrero
Dyanne Headley
Taha Kahn
Karen Levine
David Perez
Brenda Quillin
Stephanie Reddell
Marvin Wong
Steven Zhu



Who are we?



Bay Area Community Health (BACH) is a nonprofit, Federally Qualified Health Center (FQHC) committed to delivering excellent healthcare services in a caring, nurturing, and respectful atmosphere while improving the quality of life for every individual and family in our care. BACH promotes optimal health, chronic disease management, and access to healthcare services for every individual and family in southern Alameda County (BACH North) and Santa Clara County (BACH South).

With a dedicated team of **650+ staff**, we care for **more than 70,000 patients** in the greater San Francisco Bay Area (Fremont, Union City, Newark, Milpitas, Gilroy, and San Jose) **regardless of their ability to pay.**

Our target population includes the working poor, those experiencing homelessness, persons with HIV/AIDS, transgender individuals, and other medically underserved populations.

Continued growth

During the COVID-19 pandemic, Bay Area Community Health remains at the forefront of southern Alameda and Santa Clara counties' COVID-19 emergency response.

We are actively addressing the increased demand for patient COVID screening, tracing, testing, health education, social service navigation, mental health counseling, and food insecurities.



PATIENT STORY

"My son has multiple health needs. He has a physical disability, major depressive disorder, and other conditions. When I brought him home from college due to a mental health crisis he experienced, we went to Bay Area Community Health for a medical exam using his MediCal insurance due to his disability. What an incredible experience we had! During the medical exam, they brought in a behavioral health provider to meet my son to address his mental health issues. In addition, they scheduled a much-needed dental appointment. The whole care team, including the front desk staff, just wrapped their arms around us.

We are so glad we found our **new healthcare home** at Bay Area Community Health."

Patient's Mother

Quality of care



In 2020, **Bay Area Community Health received the Health Center Quality Leader award**, given by the Health Resources and Services Administration (HRSA). As a Health Center Quality Leader, we achieved the best overall clinical performance placing in **the top 30%** among all health centers. The qualification for this award is based on national benchmarks, including chronic disease management, preventative care, and behavioral health.

Bay Area Community Health has always focused on quality, cost, and access. The HRSA award demonstrates that our providers and staff continue to strive for the best patient outcomes while remaining affordable and accessible.

Bay Area Community Health served **75,964 patients** in 2020. These patients comprised a total of **306,053 clinic visits** and **110,748 enabling services visits**.

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Bay Area Community Health Services



MEDICAL



DENTAL



BEHAVIORAL HEALTH



VISION

Quality of care continued

Preventative care benchmarks which qualified Bay Area Community Health for the HRSA award include:



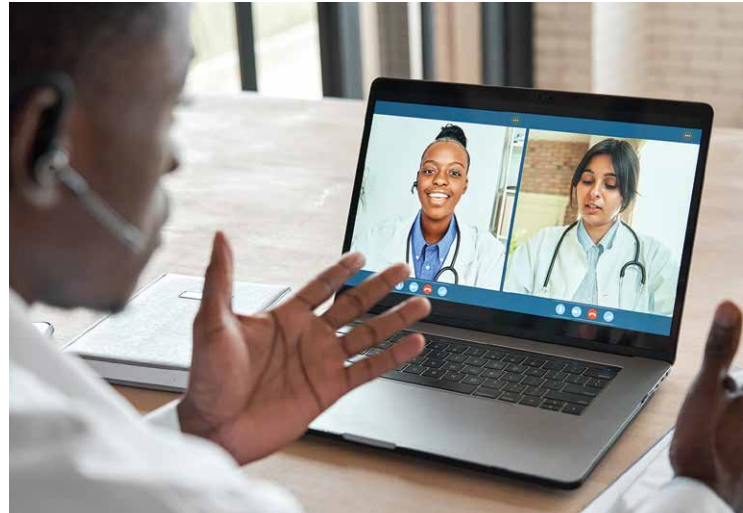
National Quality Leaders **ranked in the top 1 to 2% of all health centers** in one or more clinical quality measures (CQMs) that promote behavioral health, diabetes health, and heart health in 2019.



Advancing Health Information Technology (HIT) for Quality Awards recognized health centers that **optimized HIT services for advancing telehealth, patient engagement, interoperability, and collection of social determinants of health** to increase access to care and advance quality of care between 2018 and 2019.



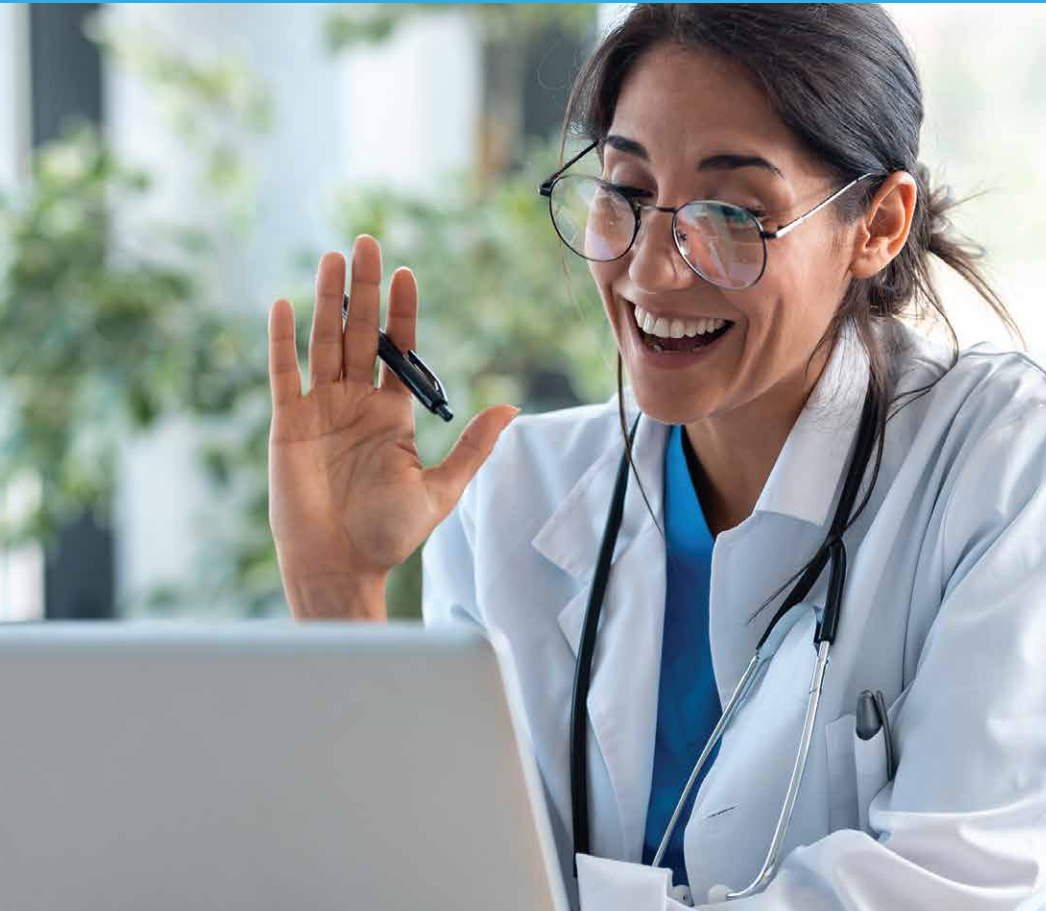
Patient-Centered Medical Home Recognition recognized health centers with **patient-centered medical home (PCMH) recognition** in one or more delivery sites.



Bay Area Community Health Programs and Specialty Services

- HIV Program
- Transgender Care
- Women's Health Programs
- Senior Services
- Health Home Program
- Care Neighborhood
- Medication-Assisted Treatment Program
- Homeless Street Medicine
- Podiatry
- Chiropractic
- Acupuncture

Pandemic response



Bay Area Community Health responded swiftly to the healthcare challenges resulting from the COVID-19 pandemic. **We have worked diligently to provide the healthcare needs to the community when and where they need it.**

In one week, we redesigned our operational strategies and provided safe, quality healthcare to our patients. All of this was done while ensuring a safe work environment and maintaining our staffing team.

The processes and workflow in our medical and behavioral health departments were transformed to telehealth. Dental services were restricted to emergency procedures only, and elective and preventative services were suspended.

Unfortunately, the pandemic has affected every person and organization within our community. We are no different. **We experienced overnight a 40% reduction in patient visits.** As the vaccine became available to the entire community, we made strides toward a full recovery.

2020 COVID-19 pandemic accomplishments



104,599
TELEHEALTH VISITS



25,088
COVID-19 TESTING
in four months
(September–December)



986
HEALTH CENTER JOBS
provided

BACH patient profile



Poverty level patients

**>56% LIVE 200%
BELOW THE POVERTY LEVEL**



572
HOMELESS

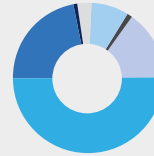


74
VETERANS



601
MIGRANT/
SEASONAL
WORKERS

Patients by race and ethnicity



50% HISPANIC/
LATINO

22% ASIAN

9% WHITE

3% BLACK/AFRICAN
AMERICAN

<1% HAWAIIAN/
PACIFIC ISLANDER

<1% AMERICAN INDIAN/
ALASKA NATIVE

15% OTHER

Patients by gender



56%
FEMALE



43%
MALE



<1%
TRANSGENDER

Patient by age



23%
0-18 YEARS



66%
19-64 YEARS



11%
65+ YEARS

Note: Due to rounding conventions, the statistics may not add up to 100%.



PATIENT STORY

"I have been a client of Generations Project for over 10 years. I have learned so much about keeping myself and other people safe. I didn't know about Narcan for a long time. One of the staff explained to me how to use it. About four months ago, a friend started having an overdose, and I used Narcan on her, which saved her life. **If I didn't know about this program or Narcan, she would be dead.** I always make sure I have a kit with me now. I am very grateful for everything the program does for me. The staff here have always treated me with respect and made me feel comfortable coming here. I tell everyone about this place."

BACH Patient

2020 Financial overview

REVENUE

Patient Service Revenue	\$55,378,724
Grant Revenue	\$27,993,776
Contributions	\$340,598
Other Revenue	\$11,929,394
Total Revenue	\$95,642,492

EXPENSES

Salaries and Wages	\$42,868,570
Employee Benefits	\$13,025,110
Services and Professional Fees	\$10,414,598
Supplies and Other	\$14,745,780
Occupancy	\$4,796,007
Depreciation	\$3,259,877
Total Expenses	\$89,109,942

Locations



Bay Area Community Health Alameda County Locations

Liberty Clinic
39500 Liberty St.
Fremont, CA 94538

Mowry I Clinic
2299 Mowry Ave., Suite 3B
Fremont, CA 94538

Mowry II Clinic
1999 Mowry Ave., Suite F/N/D/A
Fremont, CA 94538

Mowry III
1860 Mowry Ave., Suite 400
Fremont, CA 94538

Main Street Village Clinic
3607 Main St., Suite B
Fremont, CA 94538

Irvington Dave Clinic
40910 Fremont Blvd.
Fremont, CA 94538

Irvington Dave Vision Clinic
40924 Fremont Blvd.
Fremont, CA 94538

**Irvington Dave Clinic:
Acupuncture & Chiropractic**
40930 Fremont Blvd.
Fremont, CA 94538

Mobile Clinics

BACH has eight mobile units that provide medical and dental services in Alameda and Santa Clara counties.

continued

Locations continued

Bay Area Community Health Santa Clara County Locations

BACH Family Clinic

1066 S. White Rd.
San Jose, CA 95127

Monterey Road Clinic

5504 Monterey Hwy
San Jose, CA 95138

Story Road Clinic

2880 Story Rd.
San Jose, CA 95127

Gilroy Medical Clinic

9460 No Name Uno
Suite 110
Gilroy, CA 95020

Dental Clinics

La Pala Dental Clinic

242 La Pala Dr.
San Jose, CA 95127

Aborn Dental Clinic

2060 Aborn Rd.
San Jose, CA 95121

Montpelier Dental Clinic

2380 Montpelier Dr.
San Jose, CA 95116

Gilroy Dental Clinic

9460 No Name Uno
Suite 215
Gilroy, CA 95020

School-Based Clinics

Andrew Hill High School Clinic

3200 Senter Rd.
San Jose, CA 95111

Glenview Elementary School Clinic

480 W. 8th St.
Gilroy, CA 95020

Independence High School Clinic

617 N. Jackson Ave.
San Jose, CA 95133

Mt. Pleasant High School Clinic

1650 S. White Rd.
San Jose, CA 95127

**Silver Creek
High School Clinic**
3434 Silver Creek Rd.
San Jose, CA 95121

**Yerba Buena
High School Clinic**
1855 Lucretia Ave.
San Jose, CA 95112





bach.health