



## 2020 REPORT TO THE COMMUNITY



a california *health+* center

# LEADERSHIP MESSAGE



**“We take tremendous pride in how we faced the public health crisis with resolve and a laser focus on our mission.”**

As a community health center on the frontlines of the pandemic, 2020 was certainly a challenging year for CommuniCare. We take tremendous pride in how we faced the public health crisis with resolve and a laser focus on our mission. Vulnerable members of our community, particularly

immigrants, and those from diverse backgrounds faced disproportionate health, social, and economic consequences related to COVID-19. Our staff and community truly stepped up to meet their needs. We quickly launched telehealth

visits and provided COVID-19 testing, treatment, and outreach. We partnered with Yolo County and the City of Davis to provide Street Medicine and case management services to 431 unhoused individuals through the new Respite Center and Project Room Key. The pandemic pushed us to be flexible in our implementation of facilities projects, which led to a temporary move for Davis Community Clinic services and employees to Lyndell Terrace, resulting in the completion of a much-anticipated renovation more quickly and at less cost.

In 2020, we saw 22,196 patients and continued to serve the healthcare needs of one in every nine Yolo County by providing primary medical care, dental care, perinatal care, mental health care, and treatment for substance use disorders. In August 2020, we opened new pediatric and specialty dental clinics on the campus of our Family Wellness Center, in Woodland; and in its first year of production at the Hansen community garden in Woodland, we harvested 2,000 pounds of vegetables that were distributed to CommuniCare patients as an integrated component of their health care services.

In 2020, CommuniCare once again was recognized for excellence, as a top five organization in Partnership Health Plan’s

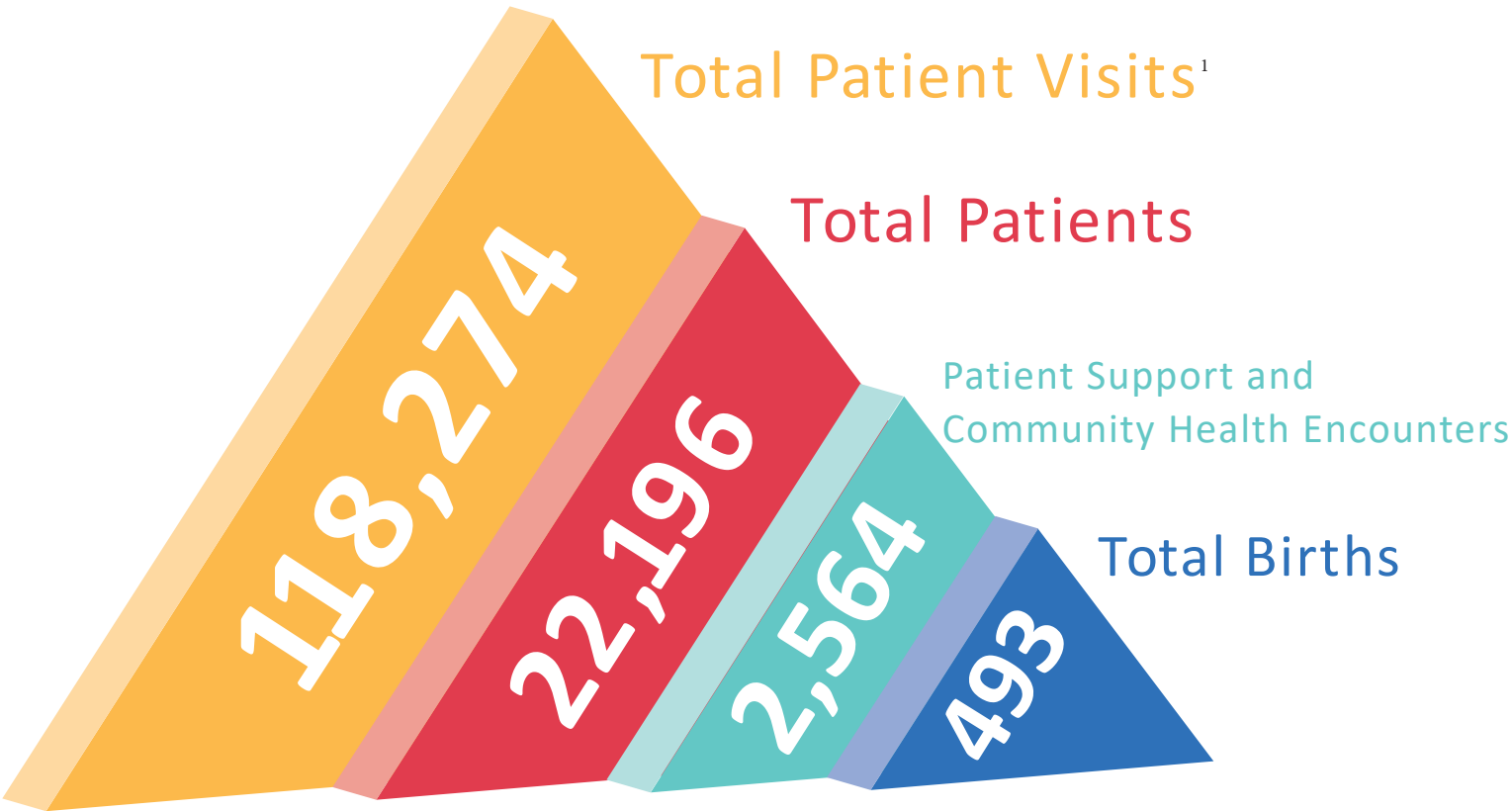
fourteen counties for clinical quality, including: controlling high blood pressure, colorectal cancer screenings, control of diabetes, well child visits, and childhood immunizations. We consider this to be quite an accomplishment, especially during the COVID-19 public health emergency. While we are proud of and celebrate this achievement, we know there is much more work to be done. Specifically, we need to catch up on the deferred chronic disease management and preventive care appointments that could not occur due to the pandemic, as well as to continue to address the behavioral health needs of our patients that emerged over the past eighteen months. CommuniCare is also focused on the vaccine effort and is gratified by our collaboration with Healthy Davis Together to bring more vaccines to more people than we could do alone.

In speaking for the CommuniCare staff, as the Chief Executive Officer, we all feel very fortunate to work in a community that supports the work of our organization whether it be a monetary donation, cloth masks for patients to keep them safe from COVID-19, or volunteer time for a vaccine event at one of our sites in Davis, West Sacramento, or Woodland. This past year showed us the importance of community and we believe, now more than ever, that it takes a village to keep everyone healthy and safe. As we have moved into 2021, it is a better day thanks to all of you and CommuniCare is proud to continue to serve the needs of the people living in Yolo County regardless of immigration status, race, ethnicity, gender identity, or insurance status.

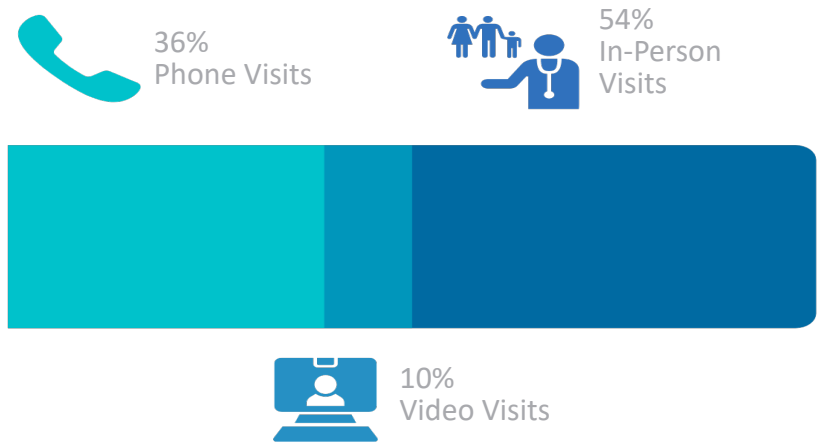
**“In 2020, CommuniCare once again was recognized for excellence, as a top five organization in Partnership Health Plan’s fourteen counties for clinical quality.”**

A handwritten signature in black ink, appearing to read 'Melissa Marshall'.

Melissa Marshall, MD  
Chief Executive Officer



Visit Mode



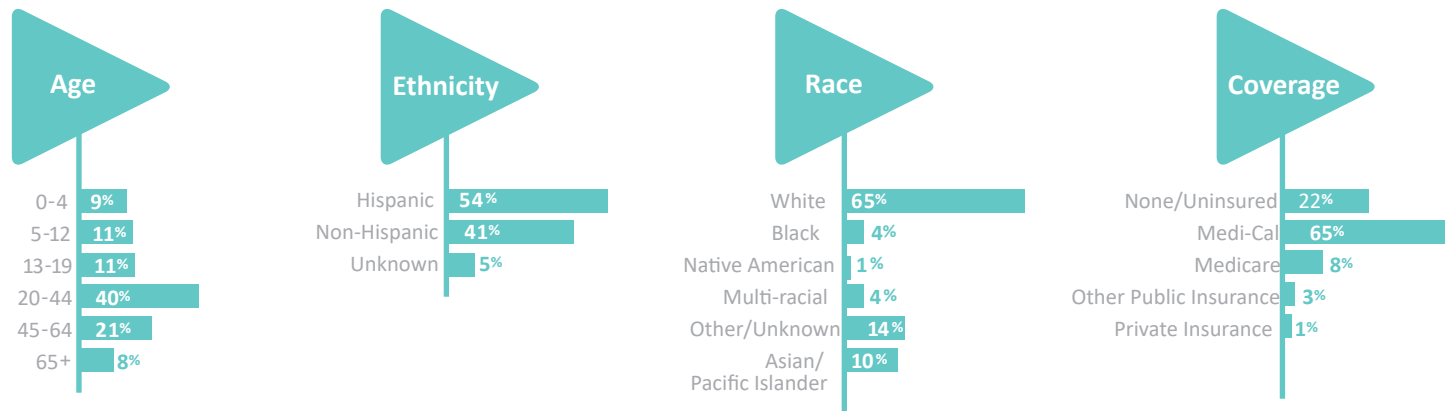
“THE VIDEO APPOINTMENTS ARE A VERY GOOD WAY TO COMMUNICATE WITH HEALTH CARE PROVIDERS. I HOPE THEY CAN CONTINUE EVEN WHEN THE VIRUS IS LESS OF A THREAT.”

- DAVIS COMMUNITY CLINIC PATIENT

1. All data on this page is derived from the State of California OSHPD AUR, 2020.



# 2020 PATIENT PROFILE



## SPECIAL POPULATIONS<sup>1</sup>

### Migratory/Seasonal/Dependents

1 of every 10 patients



### Homeless

2 of every 25 patients



### Veterans

1 of every 100 patients



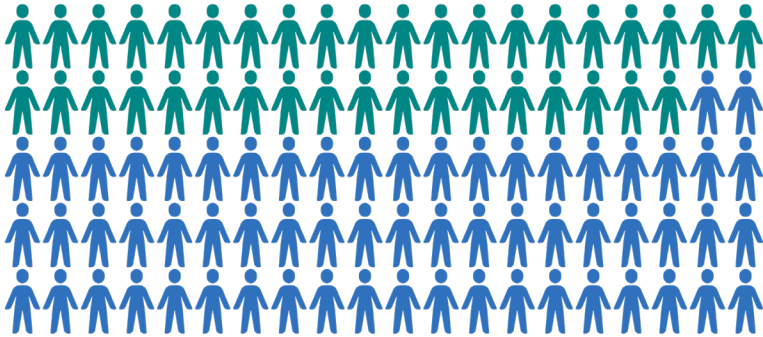
1. Uniform Data System, 2020.



# 2020 PATIENT PROFILE

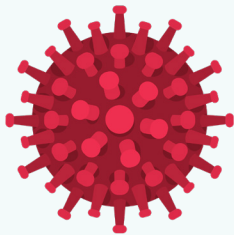
## LANGUAGE

**38%** of clients are best served in a non-English language



## COVID - 19 RESPONSE

In 2020, amidst the COVID-19 pandemic, the safety of our health center staff and patients was our top priority.



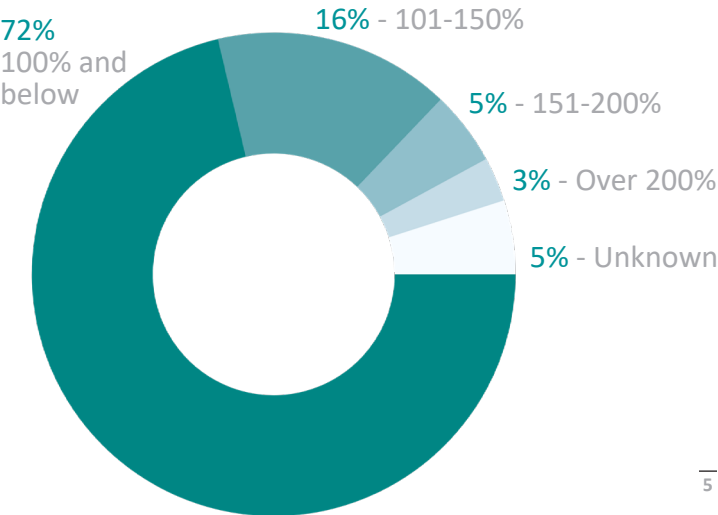
Provided **1,419** COVID-19 tests in 2020

*Note: COVID-19 vaccines were not available until 2021*



## INCOME

Percentage of patient households by income as a percentage of the Federal Poverty Level



# COVID - 19 RESPONSE AND RESILIENCE

Due to the urgent and unexpected nature of this public health emergency, CommuniCare Health Centers began a concurrent process to respond to the immediate needs of the organization and community, prepare for future needs including surge capacity and telehealth, to prevent wide-scale spread and unnecessary exposure risk to COVID-19, starting in early 2020. The first incident demonstrating community spread of COVID-19, within the State of California, was a resident from Vacaville, in the neighboring Solano County. Both California and Yolo County moved quickly into mitigation which prompted school closures and orders to shelter-in-place before much of the country.

## COMMUNICARE'S BRIEF COVID-19 TIMELINE

### January and February 2020

- Began following the COVID-19 issues around the world.
- Assessing, ordering, and stocking supplies including PPE.
- New external and internal tools were developed for rapid updates and information sharing.

### March 2020

- Began offering telehealth services to patients and implemented remote work for staff, as feasible, based on shelter-in-place requirements.
- Screening all patients before entering and opened a nurse triage line.
- Temporarily closed our dental program for all services except emergencies.
- Reorganized waiting rooms, implemented social distancing practices, and staff began wearing masks and other PPE as needed for their role.

### April, May and June 2020

- Shelter-in-place requirements went into place.
- A majority of healthcare was transitioned to telehealth to minimize exposure and abide by public health guidelines.
- From April 6 through June 26, we provided 5,420 virtual visits, of which 5,255 were phone visits and 165 were video. Virtual visits accounted for approximately 52% of all visits during this period.
- 191 COVID-19 tests, resulting in a 5% positivity rate.

### July, August and September 2020

- From July 1 through September 30, we provided 5,078 primary care virtual visits, of which 4,731 were phone visits and 347 were video. Virtual visits accounted for approximately 45% of all visits.
- 679 COVID-19 tests, resulting in a 23% positivity rate. There was a surge in cases shortly following the July 4, 2020 holiday.

### October, November and December 2020

- From October 1 through December 31, we provided 5,564 primary care virtual visits, of which 4,417 were phone visits and 1,147 were video. Virtual visits accounted for approximately 48% of all visits.
- 731 COVID-19 tests, resulting in a 29.7% positivity rate.
- As of January 11, 2021, Yolo County provided 80,862 tests and there were 9,291 total cases. The surge following the fall and winter holiday season was significant.
- Planning for vaccine distribution began in jest and the first CCHC staff members were vaccinated on January 1, 2021.





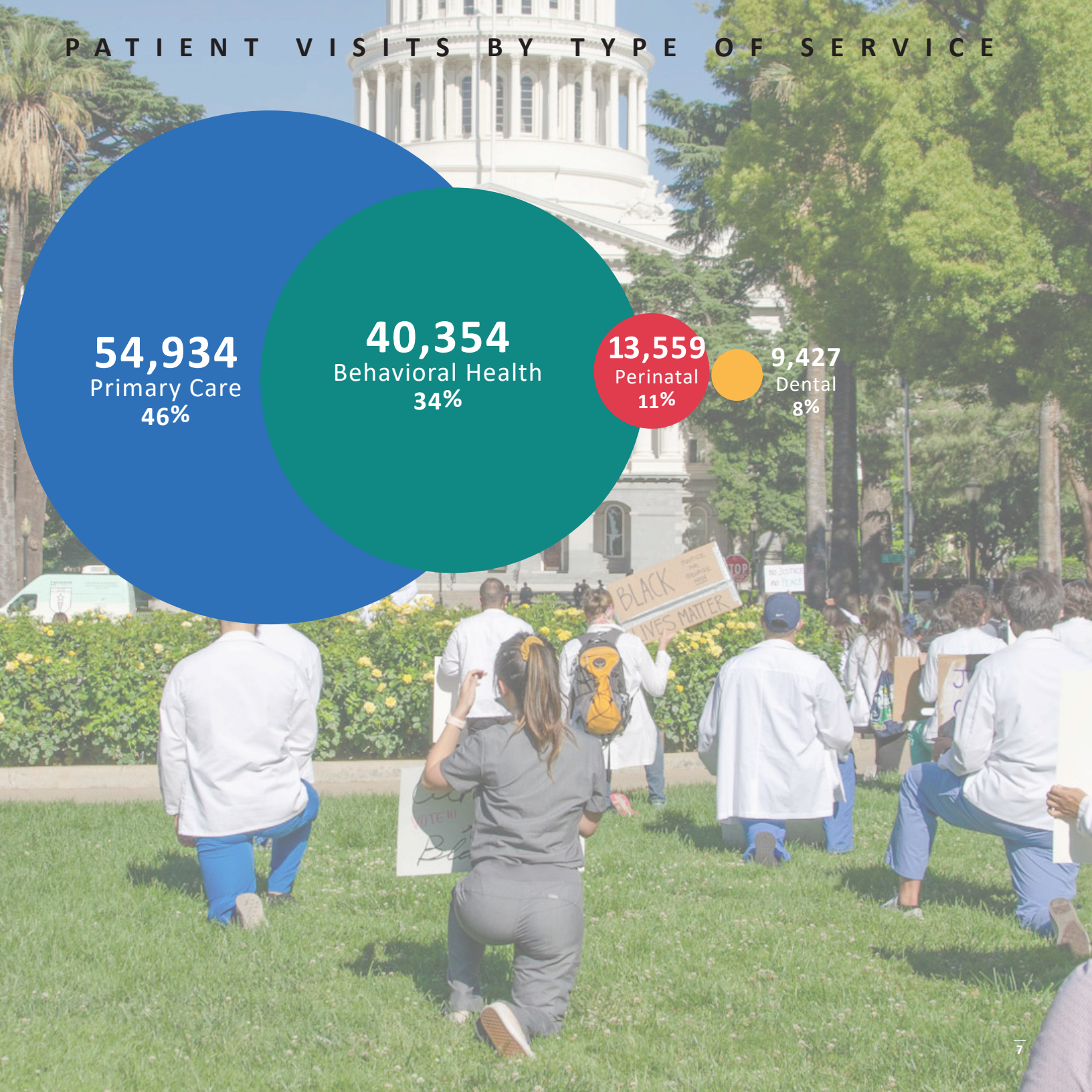
# PATIENT VISITS BY TYPE OF SERVICE

**54,934**  
Primary Care  
46%

**40,354**  
Behavioral Health  
34%

**13,559**  
Perinatal  
11%

**9,427**  
Dental  
8%





# G R O W T H   A N D   E X P A N D E D   S E R V I C E S

**2/10/20**

## **DAVIS MENTAL HEALTH NAVIGATION SERVICES EXPANDED**

The Mental Health Navigation site, located in downtown Davis, began providing services in 2019 and expanded its breadth of offerings in early 2020. The unique program partnership and expanded services include warm handoffs from the Davis Police Department for navigation to mental health and substance use services. Services include crisis support, mental health assessments, referrals, linkages to care, Substance Use Disorder Screenings (ASAM), linkage to treatment, and so much more.

**2/24/20**

## **DAVIS RESPITE CENTER OPENED**

The daytime respite center provides a safe, temperature-controlled, and welcoming space where individuals can access basic needs resources and services. There is an on-site full-time behavioral health clinician and a part-time registered nurse. Services include robust staffing, individualized case management, permanent housing plans for willing participants, service coordination with community partners, restrooms, showers, laundry facilities, food, resting area, storage, pet kennels, rotating veterinary care, bike parking, and access to phone and internet. In January 2021, the Davis City Council approved a one-year extension of this essential service.



**5/20/20**

## **DAVIS COMMUNITY CLINIC RENOVATION BEGAN**

A major renovation, with the support of funding from HRSA in 2015, of the Davis Community Clinic had been planned for many years in order to better serve patients and expand access. The original plan was to complete the project in three phases, over one and a half years, which would have allowed for significant operations to continue through the construction. In light of the COVID-19 pandemic and its impact on care delivery, CCHC decided to execute the project more quickly and at a lower cost. On Monday, May 4, CCHC opened a temporary clinic across the street from the current location.

# G R O W T H   A N D   E X P A N D E D   S E R V I C E S

**8/11/20**

## **NEW PEDIATRIC AND SPECIALTY DENTAL CLINIC OPENED AT THE FAMILY WELLNESS CENTER**

After a year of planning, CCHC expanded services at our Family Wellness Center campus in downtown Woodland to include pediatric and specialty dental care. Our Dental team joined our Youth and Family Behavioral Health Services team, further expanding services to our community. Pediatric and specialty dental services include expanded pediatric access, as well as oral surgery, endodontic, and orthodontic specialty care. Embedded with the dental team will be a Behavioral Health Clinician, to provide trauma-informed services to patients with behavioral health conditions impacting their ability to receive dental care.



**1/2021**

## **WOODLAND COMMUNITY COLLEGE SERVICES BEGAN**

In partnership with The Yolo County Health and Human Services Agency (HHS) and Yuba Community College District (YCCD), CCHC began providing services at Woodland Community College. This new partnership provides on-site physical healthcare, behavioral healthcare, and related social services in a client-centered and culturally and linguistically competent manner.

**2/1/2021**

## **RENOVATED DAVIS COMMUNITY CLINIC OPENED**

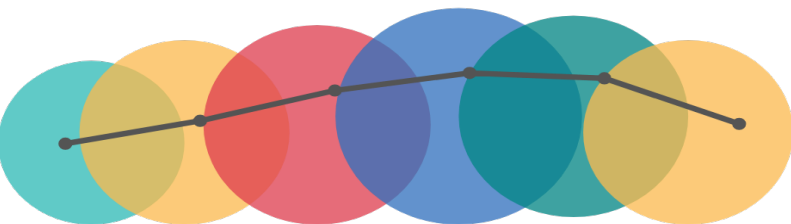
In early 2021, despite many complexities, the renovated Davis Community Clinic opened. The renovated space includes 16 exam rooms and seven dental operatories. The expanded capacity will provide more access to the community and improved services.





# 2020 TRENDS IN VISITS BY LOCATION

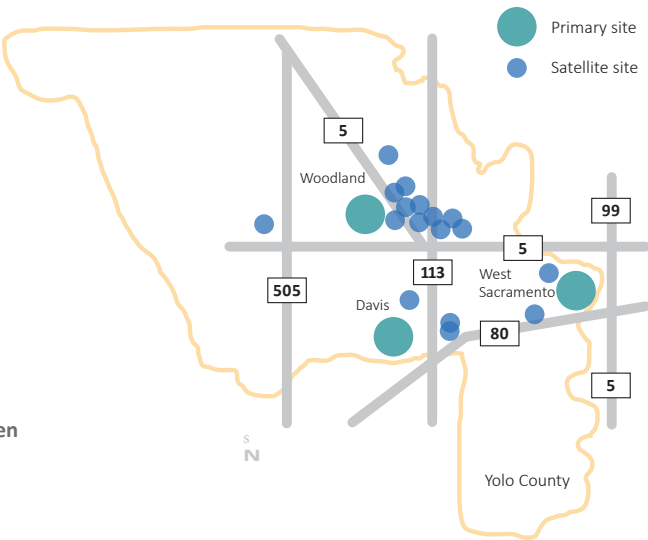
## Visits



Patients

112,042	119,233	128,805	134,326	132,632	118,274	
FY15	FY16	FY17	FY18	FY19	FY20	
43,011	45,622	47,836	51,588	52,950	47,189	Salud
42,569	48,416	55,550	55,685	51,687	49,498	Hansen
26,462	25,195	25,419	27,053	27,995	21,587	Davis

## Locations



### West Sacramento Salud Clinic



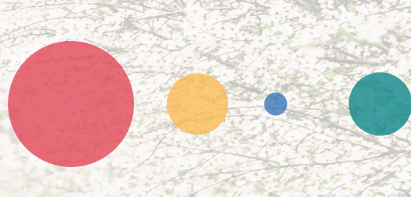
23,783	14,337	3,375	5,694
Primary Care	Behavioral Health	Dental	Perinatal

### Woodland Hansen Family Health Center



17,495	22,756	4,769	4,478
Primary Care	Behavioral Health	Dental	Perinatal

### Davis Davis Community Clinic



13,656	3,261	1,283	3,387
Primary Care	Behavioral Health	Dental	Perinatal



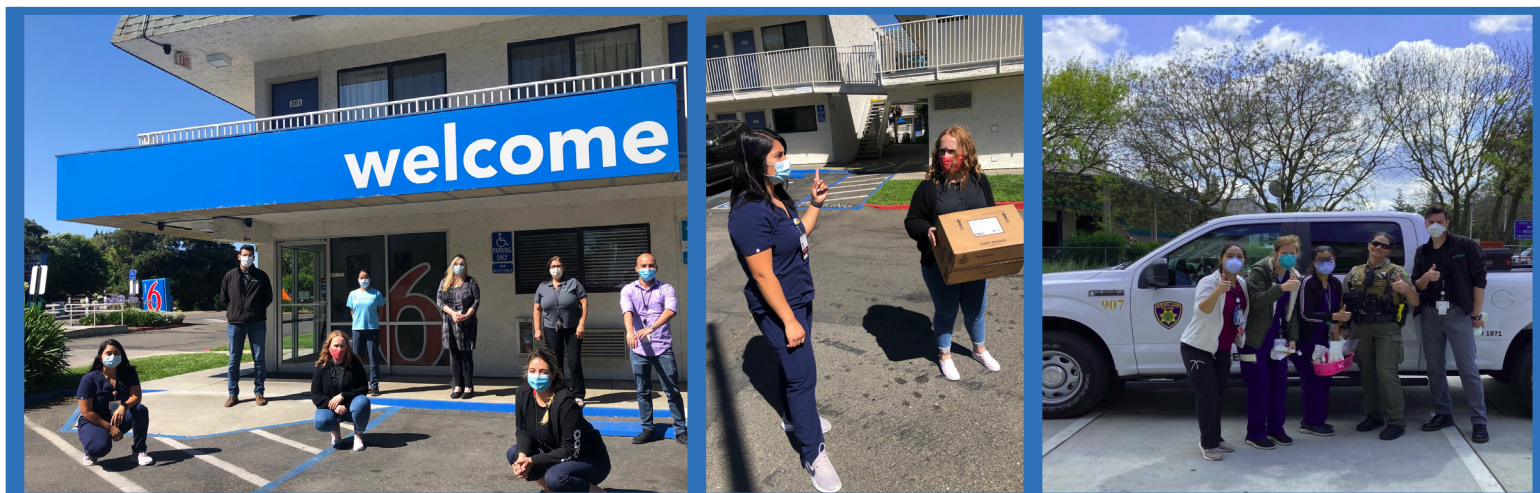
## MOBILE MEDICINE & PROJECT ROOM KEY

In March 2020, days after California Governor Gavin Newsom declared a state of emergency in response to the pandemic, Yolo County identified its first infected resident, triggering the county to also declare a state of emergency. In a matter of weeks, the governor released \$150 million to provide housing to people experiencing homelessness under Project Room Key. The goal of that program was to protect public health by shifting people out of congregate shelters or encampments and into facilities that could ensure social distancing. In Yolo County, Project Room Key funded the rental of hundreds of motel rooms, where residents moved from encampments and shelters.

Yolo County enlisted CommuniCare to provide medical care for the motel residents throughout the county and case management services in Davis. To meet the unique needs of these patients, CommuniCare assembled a mobile medical team that included a physician, a medical assistant and a registered nurse. From April 1, 2020, to December 31, 2020, the team saw 516 patients and provided 1,581 visits. (Averaging 175 visits a month!) In addition to playing a central role in the prevention, diagnosis, and management of Covid-19, the team provided urgent care and chronic disease management. Remarkably, some clients had not seen a health care provider for years. Many had been disconnected from primary care or had used emergency rooms as their main source of health care. The mobile medical team program connected scores of clients with mental health and substance use treatment programs. Clients in the program also have had access to on-site case management, laundry service, and Meals and Wheels for elderly clients.

The team did weekly patient rounds at eight Yolo County locations and provided services to patients, such as Steve Rios. CommuniCare's Mobile Medicine team assisted Mr. Rios with his diabetes management. The team helped him secure a glucometer and supplied weekly support while Mr. Rios worked to bring his blood sugar under control.

**“IN ADDITION TO PLAYING A CENTRAL ROLE IN THE PREVENTION, DIAGNOSIS, AND MANAGEMENT OF COVID-19, THE TEAM PROVIDED URGENT CARE AND CHRONIC DISEASE MANAGEMENT.”**



## “ANDREW WAS SO DELIGHTED TO HAVE HOUSING THAT HE HUNG UP A HOMEMADE “HOME SWEET HOME” SIGN SOON AFTER ENTERING PROJECT ROOM KEY.”



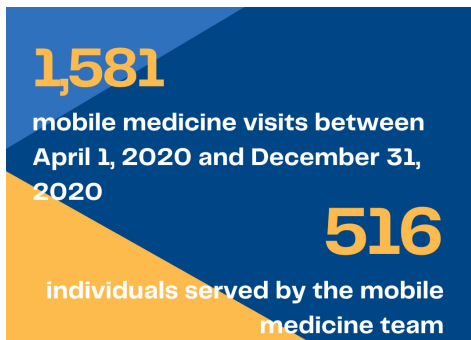
(CONTINUED ON NEXT PAGE)

The medical team has been moved by witnessing the impact of gaining and losing shelter. One resident in Davis remarked that having access to a clean bed and shower made him “feel human again.” Another resident, Andrew (name changed), is over 65 and had been living in his car prior to entering Project Room Key. Andrew was so delighted to have housing that he hung up a handmade 'Home Sweet Home' sign soon after entering Project Room Key. Housing not only can have an impact on an individual's sense of well-being but their overall health as well.

The medical team worked with Mr. Smith (name changed) at one of the Project Room Key sites. Prior to Project Room Key, Mr. Smith was living in his car and struggling to control his insulin-dependent diabetes. The team worked with Mr. Smith to bring his diabetes under control and to connect him to primary care.

Many of Yolo County's homeless are working full time or have monthly social security income. Many also have access to housing vouchers. The lack of affordable housing and uncontrolled health issues are just a few of the many barriers faced by people as they try to get back on their feet.

The goal of CommuniCare's Mobile Medicine team is to improve the health and well-being of these people. By mission and design, CommuniCare Health Centers, as a federally qualified health center, exists to serve those with limited access to healthcare. The Mobile Medicine team will continue its work for at least another two years thanks to the generous support from Yolo County, Sutter Health, and Dignity Health.







## GARDEN AND OUTDOOR CLASSROOM

When the Hansen Family Health Center opened its doors in 2014, staff and patients noticed the vacant lot adjacent to the facility and asked what it would take to turn the area into a verdant space. They envisioned a garden that would visually demonstrate CommuniCare's commitment to the role of healthy eating in preventing and managing chronic disease, while providing a refuge for staff, patients and community members.

After years of planning, CommuniCare broke ground on an ambitious Garden & Outdoor Classroom in February 2020. The COVID-19 pandemic brought many projects to a grinding halt, but garden installation marched onward as the need for healthy food became pronounced. COVID-19 intensified food insecurity, a term that describes both hunger and uncertainty about securing enough food to meet one's household needs. The Garden & Outdoor Classroom rose to the occasion, and in its first year of production, 2,000 pounds of vegetables were distributed to CommuniCare patients as an integrated component of their health care services. Cooking classes also came online in 2020 with the goals of equipping participants with skills to prepare healthy, delicious and affordable meals using garden produce; classes were offered virtually to ensure social distancing.

The Garden & Outdoor Classroom has benefited from widespread support from stakeholders including patients, local businesses, universities and partner organizations. As it enters its second year, construction on a 600 square foot shade structure will soon be completed that will bring the "Outdoor Classroom" to it's next chapter. CommuniCare anticipates welcoming more patients and community members into this healing environment and is happy to host a novel project that is one of the first of its kind in the United States.

**"I LIKED THE VARIOUS VEGGIES IN THE WAITING ROOM AREA!"**

**-Hansen Family Health Center patient**







“A BABY GIRL CAME INTO THE WORLD AS OUR FIRST COMMUNICARE BABY.”

On Monday, July 13, 2020 around 8:00 am, a patient arrived in active labor at our Lyndell Terrace location in Davis. She was having contractions in quick succession and she knew she was ready to have her baby. She was calm and collected when she told us she needed to push. With one slow, controlled push, a baby girl came into the world as our first CommuniCare baby. She was pretty and pink with bright eyes that opened immediately. Our Davis team was all on hand to help and ready to welcome her with open arms.

“I was so pleased that the priority of our community’s first responders was to help mama get settled and then instantly get baby girl skin-to-skin at the breast to bond,” said Dr. Meux, who assisted mom in the delivery. Our pediatrician, Dr. Phillips and Sutter’s Midwife, Jessica Nagel were on call at Sutter Davis Hospital to receive and welcome both mother and baby to provide after birth care.

Baby girl was named Xisela and the experience brought us a ray of light in our COVID-focused office workflows. Her birth story will live on in our collective memory as a special moment and she and her mama will hold a dear place in the hearts of our CommuniCare Family.

F I N A N C I A L P R O F I L E

Total Operating Budget    \$32,260,370

REVENUES		\$36,231,457	EXPENDITURES		\$32,260,370
61.8%	Patient Fee-for-Services	\$22,375,252	82.3%	Patient Care	\$26,550,912
32.3%	Government Grants and Contracts	\$11,719,510	By Service		
5.4%	Non-Government and Foundation Grants	\$1,947,727	50%	Primary Care	\$13,181,136
0.5%	Community Fundraising	\$188,968	28%	Behavioral Health	\$7,531,010
			10%	Dental	\$2,649,941
			12%	Perinatal	\$3,188,825
			17.7%	Administration	\$5,709,458

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L E A D E R S H I P  
T E A M

- Melissa Marshall, MD  
Chief Executive Officer
- W. Suzanne Eidson-Ton, MD, MS  
Chief Medical Officer
- Lynn Bramwell, MA  
Chief Operating Officer
- Sara Gavin, LMFT, LPCC  
Chief Behavioral Health Officer
- Bonnie Shea, PHR  
Chief Human Resources Officer
- Aileen Barandas, FNP  
Chief Quality Officer
- Lynnette Brady, MHA  
Director of Health Information Systems
- Kristen Cates, CNM  
Cathy McGovern, CNM  
Co-Director of Perinatal Services
- Barry Chang, DDS  
Dental Director
- Lucretia Maas, FNP  
Director of Nursing
- Meghan Nousaine, MPH  
Director of Development
- Jeff Novick  
Director of IT
- Evan Priestley, MPH  
Director of Clinical Operations



April 9, 2020

## IN REMEMBRANCE OF GLENN CAMPANELLI

A birthday cake is a very special thing and Glenn Joseph Campanelli understood that. It represents celebration and commemoration; it is a symbol of deep affection. Glenn was someone who cared deeply about nearly everyone he met and really enjoyed the birthday cake tradition. He enjoyed it so much that he brought wonderfully decorated cakes to share with his CommuniCare family at the Davis Community Clinic every November on his birthday. He wanted to celebrate how Dr. Betsy Meux and the CommuniCare team had saved his life.



Sixteen years ago, Glenn came to CommuniCare as a patient. He was very ill at that first visit and was immediately sent to the hospital. As he received ongoing care from the CommuniCare staff, he began giving care back – he became the unofficial staff caretaker and baker! His penchant for sweets and treats was widely known as he brought baked goods to share at every visit. Dr. Betsy Meux fondly remembers the chocolate dipped macaroons he brought especially for her. Glenn also gifted her and Yolanda Mora, the Davis Community Clinic Manager, pocket-knives in memory of his mother passing in 2019. Dr. Meux was a

scout leader and Glenn and his mother thought it important she always be prepared.

In 2009, Glenn grew in his role at CommuniCare, and he became a Community Board Member. Kim Maslaniak, CommuniCare's Board Secretary and Treasurer, remembers the joy Glenn brought to the Board. Another Board member, Iliana Chevez misses his humor and cherishes the memory of Glenn gifting her daughters a Minnie Mouse plush doll. Glenn spent over 10 years on the Board providing

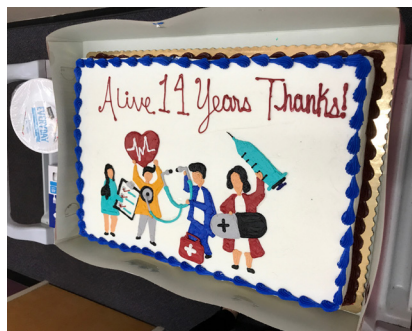
valuable consumer feedback and mentoring new Board members.

Glenn's mission was to bring warmth to CommuniCare other clients and staff, which took many forms. He lovingly gifted children's books and stuffed animals, placed house plants in clinic rooms, and set-up a TV and VCR in the waiting room children to keep them entertained. He loved to cook and often brought Tupperware containers filled with food to share with staff and was known to generously pick up an extra lunch to

share with our Patient Service Representatives and Medical Assistants.

Glenn believed food connected us with each other and he wanted to bake the world a better place. With his ritual of gifts, he built a tradition of celebrating people. It never was about the cake, or the stuffed toys, or the plants. It was a means of delivering joy and love to those around him. Glenn warmed the hearts of everyone around him and he touched many lives at CommuniCare.

Very sadly, Glenn died from COVID-19 complications in 2020. The CommuniCare family misses him every day and his legacy lives on in the sweet memories he left behind.



## BOARD OF DIRECTORS

CommuniCare Health Centers is governed by a patient-majority board. The goal is to have a diverse board of directors who help ensure a broad range of perspectives and healthy dialogue, and who collectively share the values, competencies, and commitment required to efficiently govern the organization.

### **Michael Golde**

President  
Davis

### **Rose Conroy**

Vice President  
Woodland

### **Kimberly Maslaniak**

Secretary-Treasurer  
Davis

### **Rick Baker, MD**

Davis

### **Beatriz Cabezon**

Davis

### **Glenn Campanelli**

Davis

### **Iliana Chevez**

Woodland

### **Teresa Gonzalez**

Woodland

### **Ridge Tolbert**

Davis

### **Randall Cooksey**

Woodland

### **Mayra Nuñez**

Woodland

### **Yenia Chavez-Torres**

Woodland





**"Everyone was extremely kind and patient. I felt very comfortable my entire visit. I would definitely, and already have, told my friends and recommended to go here in the future!"**

**— Hansen Family Health Center patient, 2020**

Graphic Design: Meghan Nussaine  
Photography: Various CCHC Staff and Sue Cockrell Per

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@communicarehealthcenters



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HEALTH CENTERS

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