



REPORT TO
THE COMMUNITY

DECEMBER 2016

LOS ANGELES CHRISTIAN
HEALTH  CENTERS

LACHC.COM



CHANGE AND INNOVATION PRODUCES MORE CARE & SERVICES

Patient care always comes first at Los Angeles Christian Health Centers (LACHC.) We continuously and strategically leverage anticipated and current changes in access to health care to infuse and wrap more care and supportive services around the more than 9,000 patients who call LACHC their health home. Our innovation is the fuel that marks partnerships and programs that are expanding optometry care; helping homeless diabetics; fighting pediatric obesity and offering more housing opportunities to our patients. Our goal is simple, but the pathway to the goal of quality access to comprehensive care for all is not. Our mission to share God's love through delivering these services and care remains our inspiration. Our resolve to face the ongoing changes in healthcare with innovation and faith is firm. **That's why last year we made some changes and expanded our reach by adding space and staffing to meet the needs of men, women and children who are experiencing homelessness, poverty and chronic illnesses.**

We added a new dental clinic at our Pico Aliso Clinic. And in skid row, at our flagship clinic, Joshua House, we added five medical exam rooms, two social work areas, case management offices, two mental health rooms, a dental operator, and an enrollment office to meet the growing needs. We also embarked on a project to replace the cramped and aged Joshua House Clinic. The plans for this new clinic include more innovation and a special association with The Skid Row Housing Trust, the premier permanent supportive housing developer in Los Angeles. We are excited about this and you will hear more about our progress in 2017.

We remain steadfast in our commitment to carry out our mission through services that are innovative, non-judgmental, and compassionate. We are also grateful for the support and contributions from our founders, partners, leaders and contributors. Above all we hope this report inspires your continued interest, commitment and care for our work here at LACHC.

**MORE THAN 9000 PATIENTS CALL
LOS ANGELES CHRISTIAN HEALTH
CENTERS THEIR HEALTH HOME**

Lisa Abdishoo, M.D.
President and CEO



CASE MANAGEMENT AT CLINIC **LEADS PEOPLE HOME**

For many years, the path to locating housing involved a lengthy application process, countless waitlists, confusing red tape, and endless dead ends and closed doors. Someone looking for supportive housing would have to apply separately at each housing project, where they would be placed on a waiting list, sometimes for years. Often, by the time their name made it to the top of the list, they couldn't be located, and their spots would be given away. The system often worked against people who were disabled by favoring those who were more physically able to make their way through the system. **But thanks to the creation of the Coordinated Entry System (CES) in 2013, case managers at LACHC can access a real-time list of people experiencing homelessness and quickly and efficiently match them to available housing and services that best fit their needs.**

LACHC's Director of Social Services, Gina Jones, was one of the case managers who created CES. According to Jones, in the last three years the system has gone from a small pilot project to a county wide system, and is now "the primary way that disabled homeless are linked into permanent housing." **Before 2013, LACHC found housing for an average of 10 or 12 people every year, but by 2015, after the introduction of the CES, they were able to find homes for 41 individuals.**

Because the Joshua House Clinic is linked with the CES, Jones and her fellow case managers are able to help the clinics patients get medical care AND find housing, making a huge impact on patients' lives. Jones recalls one particular patient, **Johnny, who had been released from prison, where he had spent 15 years for petty theft. He was in his sixties with no work history, no benefits, and needed a wheelchair to get around.** He also suffered from a seizure disorder and an injury to one of his arms, limiting his ability to propel his wheelchair. This left Johnny unable to make his way from housing project to housing project searching for a place to live. He managed to find his way to Joshua House, and there, because of the "one stop shopping" aspect of the CES, Ms. Jones was able to get him an electric wheelchair and permanent supportive housing. In the process, Gina discovered that Johnny was eligible for an in-home care provider.

Ms. Jones says that the CES is working wonderfully now. She's hoping to soon get the additional funding to add more case managers and enable them to continue to connect patients who are homeless with the best resources available for them.

HELP FOR HOMELESS DIABETICS

At LACHC, meeting patients where they are is a fundamental strategy to inspire people with hope for a healthier future. It's reflected in who we help and why we strive so hard to connect our patients with care and services that extend beyond the dizziness or frequent urination that might bring them to our door. Sometimes the symptoms that nag them are an indication of other medical issues like diabetes. **Diabetes impacts many of our patients and the Diabetes Care Coordination project at Joshua House is a program designed to help people overcome these challenges while providing integrated medical care.** This project is funded in part by L.A. Care Health Plan and will benefit low-income and uninsured residents of Los Angeles County. Jason Stringer is the face of the program and to many, he is the lifeline they need to manage all the twists and turns of living with this chronic disease and living on the streets.

Jason has resources at his disposal. He links patients to all the areas of care available at Joshua House. He helps them find a mental health professional to treat depression, a medical provider to treat their illness, a pharmacist to help them with their medication, a dentist, diagnostic imaging to make sure they're seeing the full picture, and a case manager to locate housing. Many patients with diabetes develop retinopathy, which can cause blindness, so Jason makes sure they are screened by an optometrist.

Finally, Jason makes sure that these patients are able to navigate the system – figuratively and literally. He not only guides them through all paperwork and red tape, but he also often goes with them on appointments to assure that they get to where they need to be. Not long ago, a blind patient came to see Jason whose blood sugar was off the charts. He needed to go straight to an emergency room, and Jason rode the bus with him to the hospital. Since then, the man's health has improved dramatically, and with Jason's help is on his way to finding permanent housing.

Thanks to the Diabetes Care Coordination project, many of Joshua House's most vulnerable patients are getting a chance to get their disease under control and live a healthier, happier life.



HEALTHY FOOD + FUN = PICO ALISO AFTERSCHOOL PROGRAM

The “Food and Fun After School” program fills the Pico Aliso Community Clinic with fun and activity Tuesday and Thursday afternoons. That's when children from the Boyle Heights area spend an hour and a half playing games and sports, making crafts, eating healthful snacks, and learning about healthy lifestyle habits.

The program is the brainchild of Kristen Chen, a USC student who saw the significant impact of obesity on children and their parents in Boyle Heights and envisioned a way to help. She approached Dr. Dina Brent, a pediatrician at the Pico Aliso Clinic, and together they began the program. Initially formed as an afterschool program at the Dolores Mission School, they have, thanks to a generous grant from Kaiser Foundation Hospitals, moved onsite at the Pico Aliso Clinic and are now partnered with an enthusiastic group of nutrition students from Cal State LA. Together they teach the kids and their parents healthy eating habits, nutrition, and the importance of physical activity.

Families with children between the ages of 10 and 13 whose BMIs fall within a certain range are invited by Dr. Brent and her staff to join the program. Activities include interactive games and crafts such as “The Sugar Challenge” and “Bad fats/Good fats”, interspersed with physical activities and short, educational lessons on nutrition and health. Snacks such as pita pizzas and hummus tempt many first time tasters to give new foods a try. The response has been enthusiastic.

A mental health curriculum and the direct involvement of parents is part of the Food and Fun After School Program. Groups discuss cultural and social behaviors, emotions and eating, coping skills, and respect. Parents are exposed along with their children to nutritional studies and recipe demos. According to Dr. Brent, “We recognize the importance of treating the whole family.”

One of Dr. Brent's favorite moments is when, at the end of the program, children are asked to share something they have learned, or something new they have tried. “It's really fun... They'll say things like ‘Whole grains are the best!’ or ‘Water is healthier than juice!’ It's clear that their attitudes toward exercise and healthy eating are SO improved. I believe these are changes that will last a lifetime.”

NEW DENTAL CLINIC OPENS AT PICO ALISO CLINIC



1. Supervisor Hilda Solis gets a tour of new space with LACHC Dental Director, Dave Campbell, DDS. | 2. 2015 Board Chair, Lisa Proft greets and welcomes guests. | 3. Dr. Lisa Abdishoo surrounded by leaders and patients at Pico Aliso Dental Clinic Grand Opening on March 5, 2015.

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HELPING PATIENTS SEE CLEARLY GIVES DOCTOR A NEW PERSPECTIVE ON LIFE

Three days a week, Dr. Alvin Tan leaves his thriving optometric practice in Beverly Hills and heads to Joshua House clinic in downtown Los Angeles where he provides vision care for patients living on Skid Row. While Tan cares deeply about providing the best care he can to all of his patients, his work with people who are homeless has been particularly... eye-opening. “Many patients come in who have never been able to see clearly in their lives, they don’t even know what clear looks like,” said Tan. **The ability to see clearly can be life-changing for people who are homeless.**

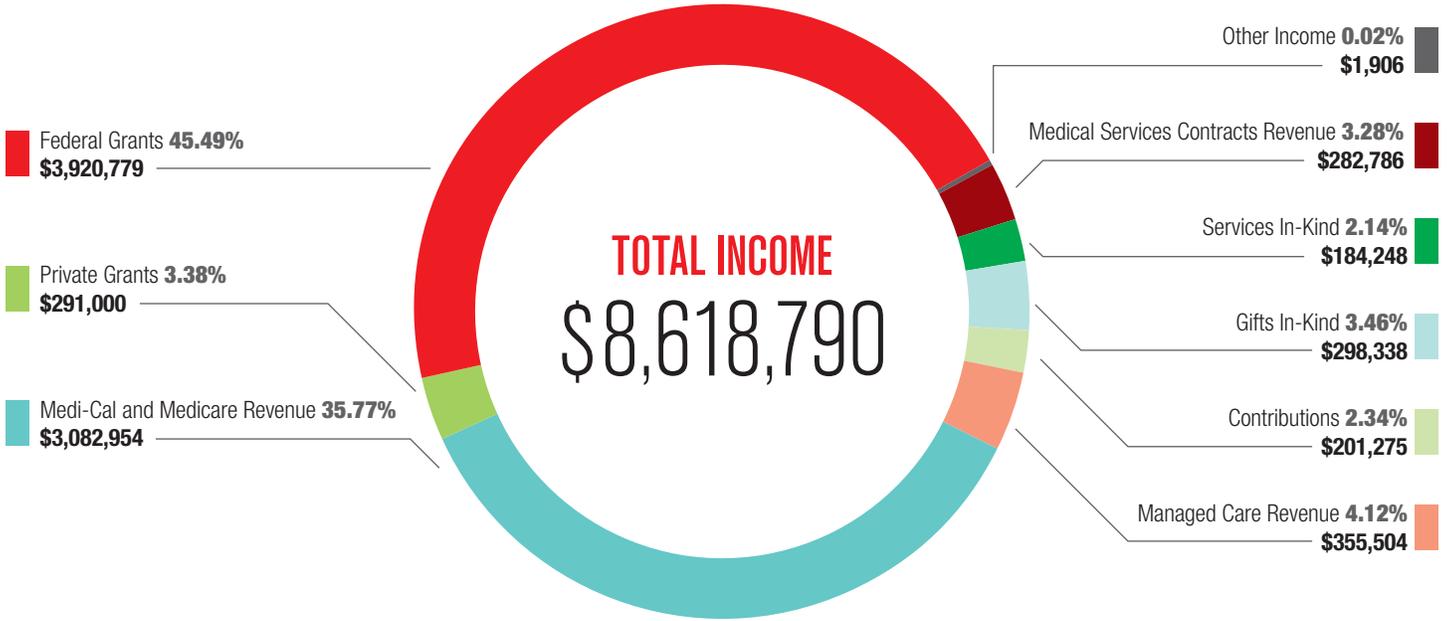
While most people who live on the streets are able to find a medical provider, very few have access to vision care. Few optometrists work on Skid Row, and most private practices don’t want to offer this care. But since Dr. Tan arrived at Joshua House a little over a year ago, **he has been able to provide eye exams to over 250 patients who are homeless.** In addition to providing glasses either free or at a reduced rate, Joshua House’s optometry service also offers comprehensive eye exams. Dr. Tan makes sure patients are checked for glaucoma and retinopathy, a common complication of diabetes which can cause blindness. People with these conditions may not notice changes to their vision until the damage is extremely severe. According to Dr. Tan, “The need for glasses drives them in, but then we often find other issues we need to deal with.”

Dr. Tan believes that working on Skid Row has changed his perspective on life. So many people have no advantages, and often even a small thing he can do for someone goes a long way. Many of Dr. Tan’s patients are in programs at the LA Mission, across the street from Joshua House, and he often joins them for lunch. He recalls one particular patient who has very poor eyesight, but had long since broken his glasses. Tan provided him with a new pair, and now every time he walks into the Mission, this patient waves him over, points at his glasses and cheers “I can see! I can see!”

For the most vulnerable patients who are homeless, restoring eyesight with a pair of glasses can be life-changing. Not just by allowing them to see the world more clearly, but by actually enabling them to enroll in vocational training programs as they move out of the cycle of homelessness and see the world through fresh eyes.

FINANCIALS

Fiscal Year Ending June 30, 2015




CARE FOR
9,063
PATIENTS



31,995
MEDICAL
VISITS



6,550
DENTAL
VISITS



6,731
MENTAL HEALTH
SESSIONS

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