# ANNUAL REPORT 2020 LA CLÍNICA DEL PUEBLO







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Catalina Sol Executive Director



Erin M. Scheick Board President

## **DEAR FRIENDS**

Throughout our history, La Clínica del Pueblo has been a source of health care, social connection, and resources for immigrant families from Central and South America. No event in recent memory has challenged us more to be "La Clínica" for our patients and clients than the 2020 global COVID pandemic. We are so pleased to share with you our stories of transformation, service, and advocacy in this extraordinary year.

COVID has been called "the great revealer." In our region, COVID cases, hospitalizations and deaths soared within brown and black communities, tragically highlighting the inequity experienced daily in housing, health access and health status. Many of our patients suffered greater exposure to COVID as they fulfilled their jobs in sectors finally recognized as essential, including restaurants, childcare, cleaning, and construction. Many others suffered job loss, food insecurity, economic hardship, and exclusion from federal benefits. Locally, 25% of COVID cases were attributed to Hispanic/Latinx communities.

At La Clínica we know the names, faces, and lives behind these statistics, and our efforts from the very beginning centered on responding in any way possible. In 2020, 56% of our essential clinical services were delivered virtually, reflecting our adoption of new technologies to ensure continuity of care. But our COVID response went far beyond telehealth. Our dedicated front-line staff kept the doors open for medical care, care coordination, COVID testing, food distribution, HIV testing, and a myriad of other community services. La Clínica's medical interpreters ensured our patients did not "fall through the cracks" in an overwhelmed hospital system, while mental health and substance use counselors provided IT support for patients desperate to connect. In community health, staff developed new ways to reach our community through social media, virtual platforms, and many, many phone calls.

We cannot talk about 2020 without acknowledging loss. Like many of you, La Clínica lost friends and family to COVID, whom we still mourn. We also experienced economic losses, as COVID severely limited capacity for on-site services for much of the year. This created difficulties for our patients and led to a revenue shortfall of nearly \$2 million in our billable visits. We were fortunate to mitigate our losses through federal rescue funding, the Paycheck Protection Program (PPP), and generosity from individuals and private donors.

Our successes this year rest on many shoulders. We are immensely grateful to our staff, who displayed remarkable adaptability, perseverance, courage, and creativity in unprecedented circumstances. We were also proud to collaborate with our community and government partners in a robust regional response. Our Board steered us through difficult moments, and our patients continued to honor us with their trust throughout our many changes. We are especially grateful to you, our supporters, for your early and ongoing financial support to us in our hour of need. Thanks to you, we were able to survive and make needed investments for our continuing recovery. We look forward to continuing to work with you in our mission to build a healthy Latino community for those most in need.

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Catalina Sol Executive Director

Erin M. Scheick Board President

## LA CLÍNICA'S RESPONSE TO COVID-19

In March, when most staff shifted to working from home, our frontline staff were nothing less than heroic as they stepped on-site to ensure our patients who needed in-person care could still access it. This past year required our staff to go well beyond the extra mile as they both provided essential services and kept La Clínica afloat. It was the stories of hardship and deep system injustice we heard each day from our patients that kept us all fighting for them every day.

SCAN QR CODE TO SEE THE FULL STORY IN VIDEO







Our on-site workforce, who is primarily female, immigrant, and Latinx, balanced their jobs while also shouldering much of the care for their families (young, elderly, and/or ill), making resources stretch where others in the family had lost jobs, and then working at a distance from each other, with masks, restrictions on break rooms, and the ongoing fear of their own exposure. At home, in suboptimal working conditions, with constant competing interests from family, our staff stayed true to our mission and worked in tight connection with each other and with our community. As each month passed, the intensity of the pandemic only grew; staff wellness became a significant priority. La Clínica's own Mental Health Department launched "Cuidar de los que Cuidamos," a safe space, held each Friday, for staff to share their feelings and de-compress with one another. In the summer, La Clínica engaged the Hope Center for Wellness which provided a series of workshops for all staff and managers focusing on information and exercises to take care of ourselves and clients from a trauma-informed based perspective.





In the fall, as preparations were made to bring more direct services on-site, an assessment of our DC clinical facility uncovered ventilation issues that required us to temporarily close and divert all patient appointments to our site in Hyattsville. Through herculean efforts on the part of our operations and support staff, the clinical floor was renovated in record time. This allowed our doors to open again, with brightly colored walls, and a safe, clean space our patients and staff were thrilled to fill.

In April, equipped and trained, staff began providing telemedicine, care coordination, medical interpretation, navigation, group support, health education, and mental health services all by virtual platforms or phone, launching *La Clínica Desde su Casa*. Innovative use of technology and new modes of delivery (home HIV test kits, rescheduling of appointments by interpreters, phone calls to patients 60+) allowed clients to access care safely. These new modes often provided the necessary lifeline and connections to clients who had nowhere else to turn.



## HIGHLIGHTS 2020

#### CENSUS TRAINING

In February, our Health Equity team trained more than 40 Health Promoters on the 2020 Census and how it shapes funding for critical resources and programs. They then helped inform, educate, and ensure Latinx community members were counted in - virtually!





#### COVID CARE MANAGEMENT

More than 400 patients needed care for COVID in 2020, requiring close monitoring at home; social, emotional, and educational support; and medical follow-up – all managed by our nurses and care coordinators. Latinx nurses were critical to the pandemic response.

#### FOOD DISTRIBUTION

Food scarcity became a growing concern for La Clínica's clients. In response, the Health Promotion team leveraged several partners to distribute food bags to clients, ensuring their access to fresh, healthy foods. In total, 1,318 food bags were distributed throughout the year.

#### COVID-19 TESTING AND CONTACT TRACING

Starting in June, La Clínica held COVID testing clinics at 15th Street and Hyattsville clinics. 24% of those tested had positive results. La Clínica also developed Spanish-language educational content to support contact tracing efforts in the broader community.

#### EMPODERATE OUTREACH

Our LGBTQ+ Health program took its work to the streets and adopted home-based HIV testing. Facebook Live also became a new way to reach clients and the broader Latinx community. Through weekly sessions, La Clínica's staff created a safe, space where participants could find information and connect. More than 1,670 individuals tuned in.



#### MI REFUGIO GRADUATION

The Mi Refugio program transitioned to virtual case management and mental health services, helping 169 program participants, and graduating 65 seniors in June. Program staff played a critical role in supporting students and their families through the hardships of the year.



#### **COLLOQUIUM:**

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ADAPTING HIV PREVENTION AND TREATMENT, SUBSTANCE USE, AND MENTAL HEALTH SERVICES IN THE ERA OF COVID-19

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Utilizing Technology as a Key Tool to Increase Access to Services and Retention



www.lcdp.org

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#### BEHAVIORAL HEALTH AND HIV

The 2020 Colloquium: Adapting HIV Prevention & Treatment, Substance Use, & Mental Health Services in the Era of COVID-19 highlighted the soaring substance use and mental health needs during the pandemic. La Clínica provided individual and group therapy virtually all year.







#### HEALTH COMMUNICATION

As a cultural broker for our community, La Clínica made sure that COVID-19 information shared by official sources was also accessible to low-income, Limited English Proficient Latinxs. La Clínica developed 32 culturally and linguistically appropriate infographics to inform the community about COVID-19.

#### FLU CLINIC

Our medical staff ensured our patients were protected from the flu by holding weekend influenza vaccine fairs as we transitioned from summer to fall. We were thrilled to administer 1,425 flu shots to our clients through this initiative.



#### DOMESTIC VIOLENCE AWARENESS MONTH

Nearly 400 women and allies joined virtual activities and conversations during Domestic Violence Awareness Month. Our Entre Amigas staff teamed with sister organizations and Telemundo to phonebank for women needing support and finished the month with our march and Vigil.

#### MENTAL HEALTH FOR FAMILIES

Our "Mi Familia" program continued supporting parents and children via Zoom throughout the year. In partnership with the Welcome Center of DC Public Schools, our Mental Health department also delivered virtual workshops to parents across the city on parenting skills, reunification, and depression.





**4,402** Total Unique Patients



**89%** Hispanic and Black Patients



**11,194** Mental Health and Substance Use Services



**17,211** Comprehensive Medical Services



140,065 Community Touchpoints



**1,871** HIV Tests Performed



**71** Health Promoters trained



**54,318** Health Education Materials Distributed



84% of patients are Limited English Proficient



**460** Virtual Group sessions provided



**6,319** Navigations provided by Medical Interpreters



**18** Coalitions Advocacy Committee members sat on



**9,350** Masks and PPE distributed



**123,336** People reached via Social Media platforms



**16,559** Clinical Telehealth Services Provided vs 303 in 2019



**11,805** In-person Clinical Services Provided vs 25,944 in 2019



## **EVENTS** 2020

#### WOMEN FORWARD

La Clínica's Executive Director, Catalina Sol, and Gender & Health Program Manager, Dilcia Molina, along with Heather Burns from the Live to Give Equity and Justice Fund; brought to light the factors leading to greater health disparities among Latina women and the distinct challenges that were magnified during the pandemic for many Latina women who juggled essential employment, income loss, fear of illness, food insecurity, virtual school for their children, and increased stress and violence at home. Panelists shared their perspectives regarding why women affirming work matters towards building more equitable and just communities.



#### Women Forward:

a conversation about gender-based violence, hope and justice

Date: September 29th, 2020 Time: 11:00 a.m. (EDT) Zoom Event





### DAY OF THE DEAD

This year, our LGBTQ+ Health program, Empodérate, and Health and Gender program, Entre Amigas teamed up for a Facebook Live session to celebrate Day of the Dead. Traditionally celebrated at La Casa with an altar and community gathering, this year the theme was *Recovering the Strength of our Ancestors; Celebration, Culture, and Resistance* and held space to recognize and honor patients, friends, and family lost to COVID or otherwise, that could not be honored in-person due to travel regulations and social distancing. To lighten the spirits and create new memories, staff safely distributed pumpkins, candy, PPE, and educational brochures to more than 200 patients.



Women and the Pandemic: The Fight for Just and Dignified Housing



#### 5:00 pm

October 22nd, 2020 English/Spanish interpretation Zoom Event

www.lcdp.org



## DIALOGUES FOR ACTION

In the fall, La Clínica's Health Equity unit hosted two Dialogues for Action events. Dialogues for Action events are designed to invite subject matter experts, partner leaders, academics, and community members to increase awareness and discussion around issues affecting low-income Latinx immigrants and health access. Drawing diverse listeners from across the DMV were Women and the Pandemic – The Fight for Just and Dignified Housing, joined by representatives from ONE DC, CASA, and Universidad Autonoma de Honduras and Immigrant Health Care in the District of Columbia – a conversation with Council Member Christiana Henderson.

## 1ST ANNUAL WALK-A-THON

Last October, with the signs of fall upon us, we launched our first Walk-A-Thon to raise essential funds while encouraging healthy activities during a time where still, coming together was not possible. As a peer-to-peer event, individuals created teams and walked in honor of those tragically lost to COVID. This first virtual walka-thon became the launchpad to scale up in 2021 for our now signature annual Walk-a-Thon for Health held in May. Stay tuned for 2022!





## LA POSADA

La Posada is traditionally celebrated by many Latinx cultures and for La Clínica has a special meaning of belonging and place in the community. Last year, many of our families faced dire situations and the holidays only presented a greater sense of isolation and sadness. La Clínica pivoted to a virtual gathering with live musicians, traditional music, holiday stories, and words of connection. Additionally, more than 400 toys, gift cards, and food bags were distributed to families directly through our programs and services. We hope to join our patients and families in-person in 2021 – stay tuned on how you can help!

## CASINO NIGHT REIMAGINED

Flock DC and La Clínica partnered for the 5th year in a row for a Casino Reimagined. Instead of the usual pop-up casino night with tables, games, and signature cocktail of the night - we went virtual with a week-long blitz of prizes and joy. Everyone was a winner. Raffle prizes were bought from our favorite businesses who had faced challenges throughout the year, and then won by happy guests who needed a win after nine months of navigating life in a pandemic. The biggest win came for La Clínica - \$80,000 was raised from tickets and sponsors to provide essential health services, relief for our frontline staff, and gift cards and holiday needs for our patients and their families. Lookout for the 6th annual Casino - October 6th, 2021!

· A FLOCK DC · LA CLINICA DEL PUEBLO FEEL GOOD COLLABORATION **5TH ANNUAL CASINO NIGHT** REIMAGINED BENEFITING LA CLINICA DEL PUEBLO WHEN: NOVEMBER 16-21 WHERE: COMFORT OF YOUR OWN HOME EVERY TICKET GIVES YOU AN ENTRY TO WIN! DAILY PRIZE DRAWINGS @NOON MUST NOT BE PRESENT TO WIN \$75 BASE SUGGESTED DONATION \$300 AND GET AN RBG T-SHIRT \$1,000 GET A FREE LIMITED EDITION RBG PRINT OF MURAL TO PARTICIPATE MAKE YOUR DONATION AT: LCDP.ORG/CASINONIGHT

#### MEDIA

#### SCAN QR CODE TO SEE THE FULL STORY IN VIDEO

During 2020, La Clínica del Pueblo played a fundamental role in informing the community as the COVID-19 pandemic advanced its course. Beyond being considered as experts in the health field, we became a reflection of what was being experienced throughout the country. We participated in dozens of interviews in the written press such as The Washington Post, radio programs on NPR, special reports



on television channels such as ABC 7, Telemundo and Univision among others. These opportunities helped us disseminate information relevant to our community, as well as the changes that our programs experienced due to the pandemic. In 2020 we were more present in the media than in previous years, creating content such as the pieces developed to talk about Mental Health in times of COVID-19, awareness of gender-based violence, equity and health access issues exasperated by the pan-demic, and other topics that were disseminated in English and Spanish.

#### **10 HEALTHY HABITS**

Our 10 Healthy Habits Campaign, a series of videos and communications, was created by our Health Promotion and Promotores in honor of World Diabetes Awareness Day. At La Clínica del Pueblo, we stand in solidarity with all those who live with Diabetes and recognize the extraordinary effort of health personnel who continuously work to control and prevent diabetes. We work hard to motivate our community to put these 10 healthy habits into practice.

SCAN QR CODE TO SEE THE FULL STORY IN VIDEO







#### **RACIAL AND HEALTH EQUITY**

"When I look at the numbers and who is dying from this pandemic, they look like me and the patients that I serve here at La Clínica. Our zip codes are determining our survival. It breaks my heart to see our community impacted disproportionately." – Luizilda, Director of Nursing and Care Coordination

The pandemic took a devastating toll on brown and black communities. The social and economic forces that create health disparities among different populations – and largely impacted La Clínica's patients and community members – were laid bare. These inequities existed prior to the pandemic - housing, wealth gaps, exclusionary practices due to immigration status, language barriers – and became more acute with each month that passed.

As the COVID numbers climbed so did the racial injustices experienced across our nation. With the murder of George Floyd, endemic racism that presents a daily threat to the health, wellbeing, and lives of black people called on our nation and all people to act. Racism is a public health problem and is responsible for incalculable damage and loss of life.

As an organization created under the conviction that health is a human right, it called us to look racism and privilege right in the eye. It was made clear some of us are safe and healthy due to the color of our skin, while some of us are not. This moved La Clínica into deeper anti-racist work, inclusive of trainings and workshops across all levels of our organization and actionable steps forward.

## **RAISING OUR VOICES**

The pandemic shined a light on the fact that policies that determine healthcare access based on immigration status are bad for public health. La Clínica lifts our voices to elevate the stories of the excluded, and reimagine collective action that ensures that everyone can live a healthy and dignified life. Over numerous occasions last year, La Clínica's leadership, staff, and clients testified on behalf of the Latinx immigrant communities. In the beginning of the year, Catalina Sol and Patient-Board member Paula Vasquez testified at DC Council to remove enrollment barriers for immigrants in the local DC Alliance health insurance program. During the public health emergency, onerous requirements were temporarily lifted to ensure health access.



DEPARTMENT OF HUMAN SERV



Sadly, language access suffered a setback during the pandemic. During the lockdown, hospitals and speciality centers cancelled many in-person interpretations, resulting in a wave of clients unable to communicate in their preferred language. La Clínica's medical interpreters stepped in to help clients navigate the crises by rescheduling visits, teaching clients to use Zoom, and accompanying them on calls. By the fall, our Language Access Task Force and La Clínica's leadership were laying out the groundwork to advocate for justice-informed health care for the Latinx immigrant community. Catalina Sol, testified to Prince George's County Council in favor of a bill strengthening the language access program, introduced by Councilmember Taveras.

La Clínica's Executive Director, Catalina Sol was appointed by Prince George's County Executive, Angela Alsobrooks to join the Prince George's Forward Task Force. The Prince George's Task Force was made up of a group of experts and County employees working together to address the impacts of COVID-19 on all Prince Georgians to guide its path forward. AAs one of 12 members on the Health Recovery Subcommittee, Catalina Sol provided ideas and recommendations for improved health outcomes, enhancing the overall well-being of Prince Georgians, and strengthening our infrastructure in the event of another crisis.



## **BOARD OF DIRECTORS**

La Clínica is led by a patient-majority Board of Directors who ensure the voice of our community is represented at the highest levels of leadership. This past year they each played an exceptional role navigating La Clínica through an unprecedented time. Despite all challenges, the Board met monthly, by Zoom, with simultaneous interpretation.



Catalina Sol Ex Officio



Jose Mauricio Silva Vice President

America Guardado

At-Large-Patient

Luis Ortiz

At-Large-Patient



Abel Nuñez Treasurer



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Ofir Hurtado At-Large-Patient



Veronica Vela At-Large



Samantha Amador At-Large-Patient



Edgar Jimenez At-Large



Paula Vasquez At-Large-Patient



## **FINANCIAL HIGHLIGHTS**

#### **REVENUE DISTRIBUTION**

52%	GOVERNMENT GRANTS AND CONTRACTS20192020COVID FUNDING			
52/0	2019	2020	<b>COVID FUNDING</b>	
	\$7,305,465	\$8,148,836	\$875,000	

20% EARNED INCOME 2019 2020 \$4,658,602 \$3,151,270

**13%** FOUNDATIONS AND CORPORATE GRANTS 2019 2020 COVID FUNDING \$1,692,081 **\$2,109,952** \$325,000

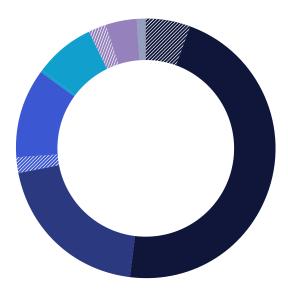
8% OTHER INCOME 2019 2020 \$310,735 \$1,299,735

6%	INDIVIDUAL CONTRIBUTIONS		
070	2019	2020	<b>COVID FUNDING</b>
	\$489,000	\$878,696	\$342,000

#### 1% INVESTMENT INCOME

**2019 2020** \$20.341 **\$13.418** 

#### REVENUE 2020 \$15,601,907



COVID FUNDING

#### **EXPENSES DISTRIBUTION**

76% DIRECT SERVICES AND PROGRAMS 2019 2020

\$9,841,328 **\$10,339,752** 

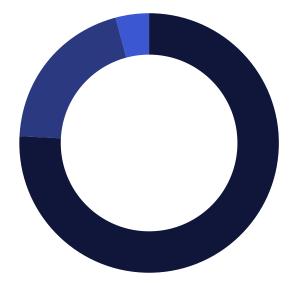
20% MANAGEMENT, FACILITIES, AND GENERAL 2019 2020 \$2,191,986 \$2,633,164

#### **4%** DEVELOPMENT, FUNDRAISING, AND COMMUNICATIONS

**2019 2020** \$622,481 **\$680,208** 

TOTAL201820192020REVENUE\$13,253,656\$14,476,224\$15,601,907EXPENSES\$11,711,494\$12,655,789\$13,653,124





## **AMIG@S DEL PUEBLO**



OUR MONTHLY DONORS MAKE A DIFFERENCE IN MEETING THE HEALTH NEEDS OF OUR COMMUNITY BY PROVIDING A SUSTAINBLE STREAM OF SUPPORT.

GO TO: www.lcdp.org/amigos

"As a family we've always given back to our community and supported those who had the courage to start over. I know that La Clínica makes it a little easier by meeting patients where they are and by empowering them to take care of their health. I'm proud to support La Clínica's efforts, by supporting those who recently made their own journey to the U.S. "

"Giving monthly helps ensure that La Clínica can support all patients, regardless of their financial status."

VERONICA VELA -Board Member and Amig@ del pueblo since 2020

## **DONORS 2020**

This past year, rescue funding from public partners, private foundations, and more than 800 individuals kept La Clínica afloat and focused on keeping our patients, staff, and broader community members safe and healthy through the worst of the pandemic. The additional support and creative ways in which our donors stepped into help were remarkable then and still fuel us forward. We would like to recognize the following individuals, corporations, foundations, associations. and sponsors. We are profoundly grateful for your support.

#### Private Foundations, Corporate, and Public Partners

A. James & Alice B. Clark Foundation AIDS United Alexander and Margaret Stewart Trust American Association of Medical Colleges AmeriHealth Caritas District of Columbia Boeing Employees Community Fund Bobbie Bailey Foundation Bank of America Charitable Foundation, Inc. CareFirst BlueCross BlueShield Charles and Mary Latham Fund **Cigna Foundation** Consumer Health Foundation Direct Relief District of Columbia Department of Behavioral Health District of Columbia Department of Health District of Columbia Health Benefit Exchange Authority District of Columbia Mayor's Office of Latino Affairs (MOLA) District of Columbia Mayor's Office of Community Affairs (MOCA) District of Columbia Office of Victim Services and Justice Grants (OVSJG) George Washington University Greater Washington Community Foundation Hispanic Federation Nonprofit Emergency Assistance Fund Howard University Hospital Inter-American Development Bank Mars Foundation Maryland Community Health Resources Commission (CHRC) Maryland Office of Minority Health and Health Disparities, Minority Outreach & Technical Assistance (MOTA) Maryland Department of Housing & Community Development Maximus Foundation Merck Foundation Miller and Chevalier Charitable Foundation Morton K. and Jane Blaustein Foundation National Alliance for Hispanic Health National Immigration Law Center - Protecting Immigrant Families National Resource Center on Domestic Violence the hope & grace fund, a project of New Venture Fund, in partnership with the philosophy, Inc Nora Roberts Foundation Prince George's County Council Prince George's County Department of Social Services (PGCDSS): Community Schools Network Prince George's County Health Department **Qlarant Foundation** Robert Wood Johnson Foundation Tableau Foundation The Morningstar Foundation The Morris and Gwendolyn Cafritz Foundation The Sergey Brin Family Foundation (SBFF) The United States Department of Health and Human Services: Centers for Disease Control and Prevention (CDC) The United States Department of Health and Human Services: Health Resources and Services Administration (HRSA) The United States Department of Health and

The United States Department of Health an Human Services (HHS)

#### Gracias, Thank you!

The United States Department of Health and Human Services: Substance Abuse and Mental Health Services Administration (SAMHSA) The United States Department of Justice: Office on Violence Against Women (OVW) Toyota Theodore H. Barth Foundation Safeway Foundation UnidosUS Unity Health Care, Inc. Venable Foundation Washington AIDS Partnership

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