The mission of Herald Christian Health Center is “to provide high quality and affordable holistic health care to the low-income and underserved.” In 2019, we served over 15,000 patients with over 67,000 visits, which reflects a 12% and 15% increase from 2018 respectively. Over 90% of our patients are below 200% poverty level, and we are trying our best to provide high quality health care services to these people. Last year, we were once again accredited by The Joint Commission and received 3 awards from the federal government (HRSA).

By the time I am preparing my introductory remarks for this annual report, the whole world is still overwhelmed by the threat of COVID-19 (coronavirus). As the leader of a safety net clinic rooted in our community, I kept thinking, “What could HCHC do to protect our patients and community?” So within a week, my teams responded promptly by sending health alerts to all patients, screening all incoming patients, educating the communities with bilingual information flyers, and collaborating with the government and other agencies for updates and resources.

We are grateful for the awesome privilege to serve God and people, and we are also grateful for the tremendous support that we received from our funders and supporters in 2019. Let’s hope that the virus will be gone soon and 2020 is another year full of blessings for everyone.

David Lee, CEO

ABOUT HCHC

MISSION STATEMENT
To provide high quality and affordable holistic health care to the low-income and underserved.

MEDICAL SERVICES
- Preventive Care
- Cancer Screening
- Immunizations
- Well Woman Exam
- Primary Care

CHILD HEALTH & DISABILITY PREVENTION
- Optometry Services
- Behavioral Health Services

MEDICAL VISITS: 35,915
MEDICAL PATIENTS: 10,288

DENTAL SERVICES
- Oral Examination
- Dental Cleaning
- Filling
- Extraction
- Root Canal
- Dentures
- Crown
- Fluoride Treatment

DENTAL VISITS: 29,312
DENTAL PATIENTS: 7,928

SITES
- Rosemead
- San Gabriel
- City of Industry
- San Diego

2019
**PATIENTS**

**PATIENTS BY FEDERAL POVERTY LEVEL**
- 0-100%: 54%
- 101-150%: 27%
- 151-200%: 9%
- Above 200%: 9%
- Unknown: 1%

**PATIENTS BY TYPE OF INSURANCE**
- Medi-Cal: 64%
- Private: 14%
- None/Uninsured: 12%
- Medicare: 3%
- Dually Eligible (Medi-Medi): 7%

**13,900** ASIAN
**721** UNREPORTED/REFUSE TO REPORT
**354** WHITE
**77** OTHER, INCLUDING MORE THAN ONE RACE
**76** BLACK/AFRICAN AMERICAN

**15,128** TOTAL PATIENTS IN 2019

**13,214** PATIENTS WHO ARE BEST SERVED IN A LANGUAGE OTHER THAN ENGLISH

**FINANCIALS**

**REVENUES BY TYPE**
- HRSA Grant: 16%
- Covered CA: 2%
- Foundation & Contribution: 1%
- Other: 1%

**EXPENSES BY TYPE**
- Direct Patient Services: 83%
- Administration: 17%
- Other: 2%
ENROLLMENT SERVICES

HCHC supports and enables its patients to access health care by providing free enrollment assistance services. The Enrollment Team guides patients through the application process for Covered California and Medi-Cal, whether the patient is applying for the first time or filling out redetermination forms. Our knowledgeable Certified Enrollment Counselors (CECs) also help with answering other insurance-related inquiries, filling out medical forms, and helping patients select a primary care provider. Thanks to funding from Covered CA, HCHC has been able to provide our community with health benefits enrollment and utilization assistance for the last seven years.

13,044
INDIVIDUALS ASSISTED

3,813
are unique HCHC patients

1,784
patients enrolled in Covered CA

GOSPEL AMBASSADOR PROGRAM

The Gospel Ambassador Program is part of the holistic care that HCHC provides to its patients. There are 38 volunteer Gospel Ambassadors (GA) who reach out to the patients through serving in the reception area, via telephone support, prayer, and home visits. In 2019, they had over 1,000 interactions with patients. The Spiritual Services Supervisor (SSS) meets with patients interested in emotional or prayer support, then refers them to a GA who can make weekly calls. GAs are trained in several topics, such as depression, basic counseling and listening skills, management of emotions, and other topics that empower GAs to weather the difficulties of life alongside our patients. They even do home visits with the SSS for those with great physical pain, depression, cancer, and other special needs.

<table>
<thead>
<tr>
<th>Area</th>
<th>Reception</th>
<th>Telephone</th>
<th>Prayer</th>
<th>Home Visit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Interactions</td>
<td>720</td>
<td>1,080</td>
<td>720</td>
<td>4</td>
</tr>
</tbody>
</table>
**MENTAL HEALTH VIA TELEHEALTH**

Through HRSA funding, HCHC was enabled to start providing Substance Use Disorder and other mental health services via telehealth. A psychiatrist, program manager, and case manager were brought on staff to expand services and care to patients seeking help with mental health. Providing appointments via telehealth has improved access for patients and given them a new, modern way to receive care.

**HEALTH EDUCATION AND OUTREACH**

HCHC’s Health Education team organized and hosted 11 workshops throughout 2019 to educate patients and the community about their physical and mental health, as well as resources to help them in their wellbeing.

**PUBLIC CHARGE**

Since many in our community are immigrants, the most well-attended workshop was on the new public charge rules. Participants were educated about the changes and the impact of the new rules on them and their families. The updated regulations add certain noncash health, nutrition, and housing benefits to the public charge assessment of immigrants seeking to enter the U.S. or obtain lawful permanent resident status, thus making it more difficult to be approved. This led to a lot of confusion, fear, and withdrawal from public programs, especially by immigrants using Medi-Cal. This workshop was led by an attorney from Neighborhood Legal Services of LA County to educate and alleviate fears among the community.

**WORKSHOP ATTENDANCE**

<table>
<thead>
<tr>
<th>Workshop Category</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefits &amp; Legal Services (3 workshops)</td>
<td>294</td>
</tr>
<tr>
<td>Insurance (2 workshops)</td>
<td>136</td>
</tr>
<tr>
<td>Diabetes Management (2 workshops)</td>
<td>95</td>
</tr>
<tr>
<td>Behavioral Health (2 workshops)</td>
<td>77</td>
</tr>
<tr>
<td>Preventive Health (2 workshops)</td>
<td>76</td>
</tr>
</tbody>
</table>

Thank you to our guest speakers:
- Dr. Alex Leung
- Yin Lai, Coldwell Banker New Century Real Estate
- Agnes Chiu, Attorney
- Tzung-Lin Fu, Neighborhood Legal Services of LA County
- Bill Tong, RD, Huntington Memorial Hospital
HCHC has greatly benefited from moving our analog phone system to VOIP since May 2019. With an average of 2,000 calls a day in addition to our expansion of services, we needed to upgrade to a VOIP internet phone system to meet our patient service demands. By doing this, we have been able to streamline calls through automation, funnel calls directly to personnel to cut down on the waiting time, and serve our clients through technology improvements. As a result of enhancing our communication system, patients are able to benefit from improved access to care.

CALL CENTER

HCHC hosted a health fair in collaboration with Hep B Free-LA on May 18 for the 2019 National Viral Hepatitis Testing Day Event. The event included lectures by Dr. C. George Lai from Gilead and booths by collaborative partners:

- Asian Pacific Liver Center
- Azusa Pacific University
- Vietnamese Pharmacy Association
- Vietnamese American Cancer Foundation
- LA County Department of Mental Health
- LA County Department of Public Health
- Pasadena Health Center
- Pals for Health
- Every Woman Counts
- Walgreens
- Intercept
- Gilead

These partners provided services and resources to the participants from the community. Some organizations provided screening for Hep B and C, Fibro Scans, and mammograms. Others provided education on mental illness, language rights in health care, women’s health, and CPR training. Participants were able to meet with HCHC’s Enrollment Services team to select HCHC as their primary care medical home and follow-up clinic for any abnormal findings. It was a wonderful way to work with so many organizations to provide services to the community.
PATIENT EXPERIENCE SURVEY
This year, 533 patients provided feedback on their experiences utilizing our medical and dental services via the Patient Experience Survey. These are some positive statements from them:

- "Whenever I need assistance with any medical service, medical questions, or have been referred to a specialist, I can count on them. Very helpful to have a doctor that listens to you and takes the time to answer your questions."
- "Staff are kind and nice. It is a clean clinic."
- "Staff and doctors are very attentive and always kind. Professional and work hard to help whenever I have questions/concerns."
- "The service, attitude, and quality are really good. The neighbors from my elderly apartment especially like to come here to see a dentist."

We want to keep improving our services so that patients have a safe, comfortable, and high-quality experience at HCHC. Opportunities for improvement include informing patients of after hours care options and that we have a Sliding Fee Discount Program for those who need assistance.

THE STORY OF MR. TSAO
A PATIENT WITH HCHC FOR 7 YEARS

I first learned about Herald Christian Health Center (HCHC) in 2013. At that time, I was not feeling well and a friend of mine introduced me to HCHC for medical treatment. Back then, I did not have any medical insurance. When I got there, their enthusiastic front desk staff immediately referred me to their Enrollment Services department. The experienced enrollment specialist quickly helped me apply for Medi-Cal and get approval, so I was able to get free medical services. Once I was approved for Medi-Cal, I chose HCHC as my medical home. My primary care provider’s (PCP’s) care team was attentive and caring, and I was well taken care of for six years.

At the beginning of 2019, I sought medical treatment for a long cough, and my PCP carefully and quickly made an early diagnosis and arranged multiple tests for me, and ultimately I was diagnosed with lung cancer. While I was still digesting this sudden news, my PCP introduced me to the Herald Cancer Association. By participating in the Herald Cancer Association’s activities, I was referred to the City of Hope Hospital for cancer treatment and underwent a surgery to remove the cancerous cells. During that period, the HCHC Gospel Ambassadors reached out to me to show support. Their volunteer, Mrs. Guan, also visited or called me to encourage me. After over five months, my recovery progressed well and I didn’t need any chemotherapy or electrotherapy. The oncologist said that I was a lucky man, since the timing for cancer treatment is critical. Thanks to my PCP, my lung cancer had been diagnosed at an early stage. To this end, I sincerely appreciate all the HCHC staff for the comprehensive care so that I am able to continue enjoying my life.
AWARDS AND ACHIEVEMENTS

The Joint Commission - Primary Care Medical Home: Provided patient-centered, comprehensive, accessible, systems-based, and coordinated care.

The Joint Commission - Gold Seal of Approval: Met The Joint Commission’s rigorous performance standards in delivering quality, safe care.

HRSA - Health Center Quality Leader: Achieved the best overall clinical performance among all health centers and achieved Gold (top 10%) for clinical quality measures in 2018.

HRSA - Access Enhancer: Increased number of patients served and number of patients with access to comprehensive services.

HRSA - Health Disparities Reducer: Met or exceeded the Healthy People 2020 goals, or made at least a 10% improvement across different racial/ethnic groups.

American Medical Association/American Heart Association Target BP - Gold: Recognizes practices that have 70 percent or more of their adult patient population with high blood pressure controlled.

AMA Check. Change. Control. Cholesterol - Gold: Recognizes practices that have committed to improving ASCVD risk assessment and have 70% or more of their adult, at-risk ASCVD patient population appropriately managed with statin therapy.

LA Care/LAPTN - Transforming Clinical Practice Initiative: Achieved large scale health care transformation, prepared for value-based payment models, and improved the quality of care.
SUPPORT US

Herald Christian Health Center treasures your support and will spend every dollar entrusted to us in a responsible way. Your donation will help us provide quality health care services to the uninsured and underserved people in the community.

You can donate by:
- PayPal at www.hchcla.org
- Check payable to "Herald Christian Health Center"
  - Mail the check to: Herald Christian Health Center
    8841 Garvey Avenue
    Rosemead, CA 91770
    Attn: Accounting Department

SUPPORTING ORGANIZATIONS

Special thanks to the organizations who help make our work possible:
- Health Resources and Services Administration
- Covered California
- Santa Monica Nikkei Hall Fund
- UniHealth Foundation
- American Heart Association

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