When you received our last impact report, AltaMed was celebrating 50 years of service, building our infrastructure, investing our funds and energy into a program for in-home care and outreach, as well as a new electronic health records system. In addition, we had just been approved for a new family medicine residency program, eager to welcome our first cohort in the summer of 2020.

As we write this letter, we are now two years into a pandemic, and the investments we began have since proven invaluable. In March 2020, we moved to a telehealth model in a matter of days, and set up testing and evaluation sites throughout our service areas to do our part in tracking and containing COVID-19. We established new safety policies, modified our offices for environmental compliance, and retrained many of our PACE employees to serve as personal care attendants as we asked our senior participants to stay home.

To date, we have issued nearly 80,000 vaccinations against COVID-19, and launched multiple campaigns to promote vaccination throughout California. We are proud to say that many of our service areas are seeing high rates of inoculation, relative to LA County overall. Areas like Commerce, Downey, El Monte, Montebello, West Covina, Pico Rivera, and South Gate have now exceeded single-dose vaccination rates of 70%.

However, we need your help to address problems that remain. We are still at the mercy of variants and limited vaccination rates across the board. Rates of COVID-19 infection are lower than one year ago, but employment for many is uncertain. Federal unemployment extensions ended for millions in September, leaving Californians on unemployment assistance with income that is, frankly, not sufficient to live in LA and Orange counties.

When you received our last impact report, we were nervous about the future of the Affordable Care Act, and had just seen the term “public charge” revised to include many of the people we serve. We are pleased to say that we no longer have reason to be concerned, for the time being, and further, that Medi-Cal eligibility has expanded to low-income adults 50 and older, regardless of immigration status. These are not just wins. They are critical components of affordable health care access — a basic human right.

Nevertheless, we have much rebuilding to do on a community scale. This pandemic will not end until we get every household vaccinated. Our patients and neighbors will simply not thrive unless we share our resources and advocate for an environment supporting equitable outcomes rather than continued disparities.
Critical community needs

This report highlights the impact of COVID-19 on people who have historically struggled with health care. There are no easy solutions to these issues. Every day, the experts who work at AltaMed, along with our community partners and supporters, work on new and innovative ways to “move the needle” so that ALL people in our communities have the ability to live happy, healthy lives.

Chronic diseases – including diabetes, asthma, hypertension and obesity – are prevalent in our communities, affecting more than 33% of AltaMed patients.

COVID-19 worsened many of these patients’ status and care. In August 2020, the Los Angeles County Department of Public Health noted that 92% of COVID-19-related deaths were among those with underlying health conditions, the most common being hypertension and diabetes. During the pandemic, many of these patients lost control of their diseases.

Today, more than 25,000 AltaMed patients live with diabetes, and half of them are not managing their condition well. It currently costs about $9,000 to treat one patient with hypertension each year. Over the next 24 years, AltaMed’s hypertension patients will cost the system more than $314 billion over the next 20 years.

We need to help our patients manage and treat their chronic diseases. But it is equally important that we prevent our patients from falling into this potentially deadly lifestyle.

How does AltaMed currently deal with chronic conditions?

AltaMed has taken a three-pronged approach to fight chronic conditions in our community.

1. We work with individual patients, and help them manage their conditions.
2. We work with the pre-chronic condition populations.
3. We work on systems changes to make it easier for families to live happy, healthy, productive lives.

In 2020, we saw:

- 31,803 Patients with hypertension
  Accounting for 91,857 visits

- 35,703 Patients with overweight or obese patients
  Accounting for 53,602 visits

- 12,063 Patients with asthma
  Accounting for 21,924 visits

- 25,157 Patients with type 2 diabetes
  Accounting for 106,061 visits

These statistics highlight the impact of COVID-19 on people who have historically struggled with health care. In 2020, we saw an increase in patients with chronic conditions. This report underscores the need for continued support and innovative solutions to ensure that all people in our communities can live happy, healthy lives.
The work with our patients

Six years ago, AltaMed adopted a Patient Centered Medical Home (PCMH) approach to managing chronic conditions. In short, a team of specialists assemble to discuss comprehensive treatment options for patients with complex chronic diseases. PCMH takes a team-based approach, to work on a patient’s various medical issues and develop a care plan that the patient can realistically adopt. The PCMH model has seen dramatic success over the years, and is largely responsible for the renowned PACE program at AltaMed, which is designed for frail seniors with multiple chronic conditions. PACE, has seen patients, enter the program in a frail state and thrive for many years later.

Keeping people from getting chronic conditions

AltaMed has deployed many efforts to work with patients to control their health outcomes before they become problematic. “We know that in communities of color and particularly Latino communities, mothers control most of the health decisions,” says Zoila D. Escobar, Chief Administrative Officer and President, AltaMed Foundation. “If we can make targeted investments in the mother and be her partner in managing her family’s health, we can make tremendous strides in preventing many chronic conditions.” AltaMed offers classes for mothers and daughters to learn to manage their diabetes and the STOMP program helps families learn to move more and make better food choices. Due to the pandemic and quarantine, AltaMed has an active participation rate of less than 9% of our pre-chronic condition patients enrolled.

Systems change

Our clinics in Orange County were seeing tens of thousands of frail seniors who suffered from multiple chronic conditions. However, in the neighborhoods where these seniors live, there were no options for them to get complex care management while staying at home with their families. Simple things like double-checking prescriptions to avoid harmful interactions, were not being done. This lack of care option was causing a disproportional number of seniors to end up in the emergency room and family caregivers to feel burned out. After many years of advocacy, AltaMed finally got regulators to open the door to PACE in Orange County, a program designed to help frail seniors manage their complex medical conditions while living at home.

Moving the needle, together

Given the cost of chronic conditions, prevention has to be a top priority. We need to substantially increase the investment we make in preventing borderline patients’ conditions from further developing. We need to partner with the families in our communities to help them “grow healthy.” We also need to continue to work on systems changes, such as addressing disparities in health care. With continued work, a person’s ZIP code will not be the primary driver of health outcomes.

Critical community needs (Continued)
Health Professionals Shortage

The shortage of frontline health care staff – physicians and nurses specifically – has always been an issue in our Health Professionals Shortage Areas (HPSA) designated communities.

Patients adhere to their doctor’s recommendation at much higher rates when the doctor understands their culture, community, and communicates in a way the patient prefers. The pandemic has placed a tremendous strain on frontline medical staff, and unfortunately, we have seen many good, quality people leave the industry altogether.

Despite the shortage of frontline staff, demand from our communities for basic and preventive health care is escalating. To be designated as an area with quality and proportionate care, there should be 80 primary care providers for every 100,000 community members. That means in the communities that AltaMed serves, we need a minimum of 6,525 providers. However, we have as few as 50 doctors per 100,000 people in our communities. We need to substantially increase the number of providers who understand our communities’ unique needs and can provide compassionate care.

Another major issue is that Latinos comprise 40% of California’s population, but represent a mere 7% of doctors. Thus, many doctors don’t speak the language and aren’t familiar first-hand with the cultural nuances of our community.

**Why is this important?**
Our communities have far worse health outcomes (health disparities) than most other communities in the region. If you are suffering from a chronic condition and you cannot see your doctor as often as you need to, how can you be expected to adequately manage your condition? There is a lot of publicity about the high utilization of emergency rooms for conditions that could be treated elsewhere, but if the wait to see your doctor is six days away, where else do you go?

In 2020, we saw:
- 819,807 Primary care visits
- 34% Patients who only speak Spanish

**We’re creating change**
As a result of the shortage, AltaMed launched the Family Medicine Residency Program shortly before the pandemic. The program offers newly graduated doctors the opportunity to learn and practice in a FQHC setting. This community-patient centered, three-year experience provides doctors with a comprehensive understanding of the specific needs of the community and our diverse, multi-ethnic patient population.

AltaMed’s programming goes beyond basic health services to focus on eliminating health care barriers and providing primary care services and resources to patients and community members regardless of ability to pay.

**Our goal**
We will continue to eliminate disparities in health care access for the most vulnerable patients in our communities. Increasing the number of frontline staff who are culturally sensitive to serve the low-income, underinsured committees is a top priority.

**Making a difference, together**
At AltaMed, we are committed to the goal of accomplishing big things in our community. We see a future where diabetes is no longer an issue, hypertension is under control, HIV is nearly eliminated, and children are vaccinated and healthy. To achieve these ambitious goals, we need a team who is out in the community, knows how to work with our unique patients, is committed to our mission, and large enough to meet the demand. By continuing our work and with your support, culturally competent care will be available to everyone regardless of socioeconomic status.
The following generous donors have each contributed over $100,000 over the last 52 years.

- AARP California State Office
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- Agency for Healthcare Research and Quality (AHRQ)
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- Anthem Blue Cross of California
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- Ballmer Group
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- Bank of the West
- Mr. Hector V. Barreto
- Barreto/Rezinas Insurance Services Inc.
- Benefits Exchange Alliance
- Dr. and Mrs. Dale Benson
- Blue Shield of California
- Business Finance Capital
- California Community Foundation
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- California Department of Public Health
- California Earned Income Tax Credit
- California Family Health Council
- California Health Care Foundation
- California Health Facilities Financing Authority
- California Mental Health Services Authority
- California Primary Care Association
- CalOptima
- CareQuest
- Camfield Partners, LLC
- CareFirst Health Plan
- Dr. Hector R. Castillo
- Cedars-Sinai
- Charles R. Drew University of Medicine and Science
- Charitable Ventures
- Children & Families Commission of Orange County
- Children’s Hospital Los Angeles
- City of Anaheim
- City of Commerce
- City of Santa Ana
- City of South Gate
- City of Vernon
- City of West Covina
- Civica Latino
- Clear Channel Outdoor
- Jack & Cambria Clinic
- Coalition of Orange County Community Clinics
- The Michele and Vincent Cortes Endowment
- Covered California
- Community Clinics Initiative
- DaVita
- Dr. William de la Peña
- Mr. Cástulo de la Rocha, JD
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- Panasonic Corporation of North America
- Mr. Bruce Parsky
- Mr. and Ms. Warren D. Parchan
- Patient-Centered Outcomes Research Institute (PCORI)
- PharMedQuest
- Physicians for a Healthy California (CalMedForce)
- Public Health Institute
- Mr. Frank Quevedo
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- Sierra Health Foundation
- Dr. and Mrs. Juan Silva, M.D.
- Southern California Edison
- Susan G. Komen for the Cure
- Susan G. Komen Orange County
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- The Ahmanson Foundation
- The Annenberg Foundation
- The California Community Foundation
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- The California Wellness Foundation
- The Centers for Disease Control and Prevention (CDC)
- The Coca-Cola Company
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- The Marisla Foundation
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AltaMed Is Supported by:
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- California Community Foundation
- California Department of Health Care Services
- California Department of Public Health
- California Earned Income Tax Credit
- California Medical Association/LA County Medical Association
- CalOptima
- California Primary Care Association
- California Health Care Foundation
- CareQuest
- Cedars-Sinai
- Charitable Ventures
- Charles R. Drew University of Medicine and Science
- Comerica Bank
- Covered California
- Community Clinic Association of LA County
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- Great Public Schools Now (GSPN)
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- Health Net, LLC
- Hearst Foundation
-Keith and Judy Swaney Family Foundation
- Kaiser Permanente
- L.A. Care Health Plan
- LA County Department of Health Services
- LA County Department of Public Health
- LA County Metropolitan Transportation Authority (Metro)
- National Institutes of Health (NIH)
- NextGen California
- Novartis
- NBCUniversal Foundation
- Office of Statewide Health Planning & Development (OSHPD)
- Orange County Health Care Agency
- Tobacco Settlement Revenue
- Patlan-Centered Outcomes Research Institute (PCORI)
- par80, Inc.
- Physicians for a Healthy California (CalMedForce)
- SCAN Health Plan Community Giving Program
- Sierra Health Foundation
- Susan G. Komen Orange County
- Swaney Family Foundation
- The California Endowment
- The Centers for Disease Control and Prevention (CDC)
- The David Geffen Foundation
- The Los Angeles City Department of Neighborhood Empowerment
- The Manisla Foundation
- The Ralph M. Parsons Foundation
- Tides Foundation
- UnidosUS
- University of California, Irvine (UC)
- University of California, Los Angeles — Family AIDS Network (UCLA-FAN)
- University of California, San Francisco (UCSF)
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- Veteran Affairs
- Virginia Commonwealth University
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We have made every effort to ensure accuracy and apologize for any inadvertent oversights. Thank you!

THANK YOU TO ALL OUR GENEROUS DONORS

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Special Friends–6

These gifts were made in 2020.
Financial Summary

On March 19, 2020, Californians were ordered to shelter in place because of the global pandemic. AltaMed immediately deployed all of our available resources. We were among the first to set up testing sites, bring food and supplies to high-risk seniors, keep patients safe with telehealth visits, and reconfigure our facilities to safely care for our patients. Despite growing concerns of the virus and uncertainty of outside funding and assistance, we did not hesitate to offer the services that our communities desperately needed.

In 2020, AltaMed’s total COVID-19 response exceeded $30M. While federal funding was an important piece ($16M), government response was insufficient to deal with the magnitude of the pandemic in East LA and North Orange County.

You have a long-standing relationship with AltaMed, built on mutual trust and the understanding that AltaMed can deliver on solutions for problems of this magnitude.

Our scale, expertise in serving vulnerable communities and stability - which you made possible - are how AltaMed played a key role in flattening the curve and softening the impact in our community. We extend our deepest appreciation to our donors, who empower AltaMed to do the work when and where we are needed most. When you give, you provide solutions for both today’s issues and the emerging and unforeseen problems of the future.

<table>
<thead>
<tr>
<th>Expenditures</th>
<th>Fiscal Year 2020 (in thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research &amp; Development</td>
<td>$3,782</td>
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<tr>
<td>Primary Care Services</td>
<td>$497,314</td>
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<tr>
<td>Senior Services</td>
<td>$196,568</td>
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<tr>
<td>HIV/AIDS Program</td>
<td>$31,934</td>
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<tr>
<td>Youth Services (Preparing Tomorrow’s Medical Workforce)</td>
<td>$3,568</td>
</tr>
<tr>
<td>General Administration (including Fundraising)</td>
<td>$105,298</td>
</tr>
</tbody>
</table>

Total Revenue: $893,766
Total Expenditures: $838,467
Change in Net Assets: $55,298