



GROWING FOR OUR COMMUNITY



HARBOR
COMMUNITY
HEALTH CENTERS

Annual Report
2023



OUR MISSION

Our mission is to provide quality, comprehensive healthcare and supportive services to those in our community, regardless of their ability to pay.

OUR VISION

Improving the health and well-being of our community.

OUR CORE VALUES

INTEGRITY

We have integrity in everything we do. We are responsible for our actions and make sound business decisions that serve our staff, our patients and our community.

COMPASSION

We show respect and are a caring organization recognizing the unique challenges faced by our community. We act on that knowledge with positive intent.

EXCELLENCE

We strive to implement evidence-based practices to promote safe, high-quality, efficient care that puts patients and their families at the center. We strive for excellence in everything we do.

DIVERSITY, EQUITY & INCLUSION

As an organization, we intentionally value differences and promote and respect individuality.



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A message from our CEO

TAMRA KING

Dear friends,

If you know me, you know that I talk about Harbor Community Health Centers, or HarborCHC, a lot. So much that it can be easy to lose sight of what that means. *Who are we? What do we value? Why do we do what we do?*

The answer is right in our name. As a Community Health Center, we put our community first. By serving as a one-stop shop — and by centering the needs of those we serve — we can help remove barriers to care.

For many in our community, if you can get your teeth cleaned in the same clinic where your kids get their check-ups, it makes it easier to do both. Talking to someone who knows you, knows your language and knows your neighborhood takes it a step further. And when you know that you can go there to receive affordable care, it makes going to HarborCHC an easy choice.

For me, helping our friends and neighbors is what it means to be part of a community. And it's what it means to be Harbor Community Health Centers.

In these pages, you'll get a snapshot of the good work HarborCHC has done for our community over the past year. You'll learn about the services we've provided and the people we've served. And you'll read about how we continue to grow to meet the needs of our community.

From all of us at HarborCHC, thank you for reading — and for being part of our community.

Warmly,



A message from our Board Chair

BIANCA BANKS

Dear friends,

As board chair, it has been immensely rewarding to see HarborCHC grow over the past few years. In that time, we have added or expanded dental care, behavioral health, diabetes care, supportive services and other specialties. HarborCHC has welcomed new patients from the community, nearly all of whom come from historically marginalized populations. We have also grown our staff to more than 100 members for the first time in 2023.

All that said, this is only the beginning. HarborCHC's vision continues to evolve to help us better meet the needs of our community. Exciting things are coming that will take our growth to the next level — and allow us to deliver better care to even more residents in need.

Growth like ours does not just happen. It takes thoughtful planning and strategic thinking. It takes years of building relationships with members of the community. It takes careful budgeting. It takes hard work from our dedicated staff.

And it takes generosity. We are grateful to the donors, funders and sponsors who have supported HarborCHC along the way — and who continue to invest in the future of our community, as we plan for the next phase of our growth.

Read on to learn more about HarborCHC's journey of growth: past, present and future.

Sincerely,

A handwritten signature in black ink, appearing to be "B. Banks", written in a cursive style. The signature is located below the word "Sincerely,".

HarborCHC by the Numbers

Our Services In 2023



7,367

UNIQUE
PATIENTS SERVED



1,230

CHILDREN
SERVED



904

DIABETES CARE
PATIENTS SERVED



621

PODIATRY
PATIENTS SERVED



70%

MEDICAL



16%

DENTAL



7%

SUPPORTIVE
SERVICES



4%

BEHAVIORAL
HEALTH



3%

PODIATRY



6,187

DENTAL
VISITS



2,143

OBSTETRICS &
GYNECOLOGY
VISITS



1,537

MENTAL
HEALTH
VISITS



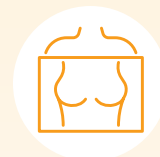
310

SUBSTANCE USE
TREATMENT
& SUPPORT
VISITS



112

HIV
PREVENTION
& EDUCATION
VISITS



693

MAMMOGRAMS
CONDUCTED

About Us

Harbor Community Health Centers is...



Experienced.

HarborCHC is a non-profit, Federally Qualified Health Center (FQHC) that has been a leading safety net healthcare provider in our region for more than 50 years.



Convenient.

We operate two health clinics in the city of San Pedro, providing care to adults, children and families.



Inclusive.

We offer health services to patients who are undocumented, underserved, low-income, uninsured and/or experiencing homelessness.



Holistic.

We provide integrated medical, dental and behavioral health care, to treat the whole person, as well as supportive services including referrals, linkages and insurance enrollment assistance.



Accessible for all.

All public insurance plans are accepted and all of our programs and services are offered on a sliding fee scale. No one is turned away for inability to pay.



SERVICES PROVIDED IN 2023

HarborCHC provides care to thousands of individuals in a patient-centered medical home. This past year, we grew our services to better meet the unique needs of each person who walks through our doors. In 2023, we were proud to offer:



PRIMARY & PREVENTIVE CARE

As a recognized National Committee for Quality Assurance Patient-Centered Medical Home, HarborCHC puts patients at the forefront while prioritizing teamwork, communication and coordination. Our primary care program includes a full range of services including routine physical exams, health screenings, treatments for injuries and illnesses, chronic care management, vaccinations and other preventive care. **In 2023, we provided 27,553 primary care visits.**



DENTAL CARE

In our fourth year offering dental care for children and adults, our program continues to flourish. Our team of oral health professionals provides accessible, affordable dental screenings, oral hygiene instruction, X-rays for caries and periodontal disease and other critical dental services. **Our team conducted 6,187 dental visits this past year.**



OBSTETRICS & GYNECOLOGY

From routine check-ups to prenatal care and family planning, we provide a comprehensive range of services to support obstetric and gynecologic health at every stage of life. By providing critical access to vital screenings such as Pap smears and pregnancy testing, we ensure that all women in our area have access to high-quality, patient-centered care. **HarborCHC also conducted nearly 700 mammograms last year.**



PODIATRY

Specialized, affordable podiatry care can be hard to find. Our in-house podiatrist diagnoses and manages conditions like diabetic foot complications, arthritis and injuries. With a growing population of older adults and individuals with chronic conditions like diabetes, foot-related issues have become more prevalent among our patients and we are happy to offer this service across all ages. In 2023, **HarborCHC provided podiatry services for 621 patients.**



PEDIATRIC CARE

From newborns to teenagers, we promote healthy growth and development while empowering families with the knowledge they need to make informed decisions about their children's health. Our "whole child" model integrates physical, mental and oral health. We provide wellness check-ups, physicals, immunizations, health and development assessments, diagnosis and treatment of acute illness and management of chronic ailments such as asthma, among other services. **HarborCHC provided care to 1,230 children in 2023.**



BEHAVIORAL HEALTH CARE

We aim to enhance access, improve treatment outcomes and reduce the stigma associated with seeking mental health treatment. Our highly qualified behavioral health team provides mental health screenings, individual and family psychotherapy, psychotherapy support groups and medication management. **Last year, this team provided 1,537 mental health visits.**



CASE MANAGEMENT & SUPPORTIVE SERVICES

Navigating the health care system can be overwhelming, which is why our dedicated team of licensed clinical social workers, community health workers and support staff helps connect individuals with vital resources and partner programs. As part of our whole-person approach to care, we offer case management, referral coordination, insurance enrollment assistance, care coordination, community outreach and transportation services.



CHIEF MEDICAL OFFICER CALEB LUSK, MD

Dr. Lusk joined HarborCHC in 2022. He is a licensed, board-certified physician motivated by his strong desire to provide access to high-quality, affordable and equitable health care to all.

He completed an Addiction Medicine Fellowship at the Yale Program in Addiction Medicine and is dedicated to integrating primary care and substance use treatment to provide holistic, individualized care for patients in need.

Originally from the Midwest, Dr. Lusk received his master's degree in public health and doctor of medicine degree from Southern Illinois University School of Medicine. He completed his residency training and served as chief resident in the Riverside Community Hospital Family Medicine Residency Program.

Since joining our team, Dr. Lusk has helped to evolve our programming to reach new patients. In addition to helping our diabetes and HIV programs, he has served as a champion for patients experiencing substance use disorder. His leadership continues to help transform the care we offer.

NEW SPECIALTY SERVICES

In 2023, we also grew our specialty services to better meet the needs of our patients:



HIV PREVENTION & EDUCATION

As part of the sexual health services and education provided by HarborCHC, we now offer specialized HIV prevention and education care. In addition to same-day testing for sexually transmitted infections,

patients can now access free or low-cost HIV testing, PrEP (pre-exposure prophylaxis) and PEP (post-exposure prophylaxis) to help prevent HIV infection. **In 2023, HarborCHC provided 3,450 HIV tests.**



SUBSTANCE USE TREATMENT & SUPPORT

Our community has a disproportionately high prevalence of substance use disorders — and thus a high need for health care interventions. Our substance use

treatment and support program includes medication for addiction treatment (MAT), evidence-based therapies, and linkages to care, including partner recovery programs. We have witnessed remarkable transformations in the lives of our patients through our holistic approach and continue to expand this specialized program. **Last year, we conducted 310 visits related to substance use treatment and support.**



DIABETES CARE

Last spring, we launched our diabetes clinic and have already witnessed exciting results. Patients with diabetes can work with our highly skilled providers to manage both Type I and Type II diabetes with regular,

ongoing exams and screenings for other related medical conditions. **In 2023, we leveraged telehealth, new technology and our expert team of clinical staff and dietitians to support each one of our 904 diabetic patients on their health journey.**

2023 A YEAR OF GROWTH..

...IN OUR COMMUNITY

Our newly expanded outreach team developed relationships with new patients, partners and health care advocates, gaining critical insights into our community. Together, these combined efforts directly informed our strategic plan, a living document that is the foundation of our growth initiatives.

...WITH OUR TEAM

From 2022 to 2023, our patient population grew by nearly 500 patients. To meet the evolving needs of our patient population, we welcomed a new registered dietitian, director of behavioral health, pediatrician, phlebotomist, licensed vocational nurse and registered nurse, among many other staff, to the HarborCHC team. We have grown to a dedicated team of more than 100 staff members!

We recognize that the strength of our team lies not only in its size, but in the skills of each individual employee. Last year, we invested in the growth of our staff, supporting them as they attained new licenses and sought out new professional development opportunities.

An integral component of our growth strategy in 2023 was the implementation of care teams. Care teams are a small group of clinical and non-clinical staff who are responsible for the health and well-being of a set group of patients. Each patient's care team is made up of a primary care provider and other staff such as a medical assistant, licensed vocational nurse, referral coordinator, patient experience specialist and care coordinator. Patients may receive additional support from our dietitian, in-house podiatrists, OB/GYNs, dentists, mental health professionals and pharmacists. This adds up to a powerhouse of services for our patients!



One of our care teams pictured with HarborCHC Chief Medical Officer Dr. Caleb Lusk.

...FOR OUR FUTURE

While we have worked diligently to meet the needs of our community, we know that more can always be done. We added multiple new specialty services last year — and we will continue to explore others. HarborCHC is seeking new and innovative ways to maximize our reach and impact, always ensuring that we grow for and with our community.



Last year, HarborCHC was delighted to get a **Health Center Quality Leader silver badge** from the Health Resources and Services Administration (HRSA). To earn badges, health centers are assessed for access, quality, health equity and health information technology.

"We are proud to be one of only 157 community health centers in the country to receive a silver badge or higher," says Dr. Caleb Lusk, chief medical officer at HarborCHC.

"This award represents our commitment to delivering exceptional care to our patients, each and every day. We thank HRSA for this recognition."

HARBORCHC IN THE COMMUNITY

Every year, HarborCHC gathers with partners, families and community members to celebrate and support our region. In 2023, we distributed toys and other gifts during our annual Holiday Toy Drive to more than 300 children. Our Back to School Fair kicked off the school year with hundreds of youth in our community receiving essential supplies. We also met with elected officials to share our vision to support the growing needs of our community.



Youth in our community were offered free school supplies, including backpacks, pencils and pens, notebooks and more, at our 2023 Back to School Fair.



Essential community partners — such as the Boys & Girls Clubs of the Los Angeles Harbor — were welcomed to our events last year, including the Back to School Fair.



Hundreds of students and youth from across the community left our Back to School Fair with supplies as they prepared for the start of the new school year.



Our outreach team attended many community events in 2023 including the San Pedro Farmers Market to share information about services and benefit enrollment assistance at HarborCHC.



Local events like the San Pedro Dia de los Muertos Festival offered our staff a chance to connect with our community and share information about the resources available at HarborCHC.



HarborCHC was proud to sponsor multiple events last year, including the San Pedro Dia de los Muertos Festival, which allowed us to support and celebrate our community.



Last year, HarborCHC outreach and program staff observed multiple health awareness days — including AIDS Awareness Day — by sharing information and discussing resources and services available to community members.



HarborCHC Board Member Ida Mae Taylor (right), is pictured with Yvonne Wheeler (left), President of the Los Angeles County Federation of Labor, and Heather Hutt (center), Councilwoman for Council District 10.



Our staff gathered to celebrate the holiday spirit at the annual HarborCHC Holiday Toy Drive, where more than 300 children in our community received a gift.



THANK YOU TO OUR STAFF

We are incredibly grateful for the unwavering dedication and tireless efforts of our extraordinary team at HarborCHC. From frontline health care professionals to administrative staff, every member of our team has played a crucial role in making a positive difference for thousands of individuals in our communities. This annual report is a testament to the collective spirit and dedication of those who make HarborCHC a beacon of health and hope. Thank you for your unwavering commitment to our mission!

OUR PARTNERS

HarborCHC maintains strong partnerships with organizations throughout our community.

Last year, these partners helped us with awareness and education, mammogram screenings, community events, specialty supports, referrals and outreach to ensure our patients have the resources they need to be well.

Thank you to our community partners:

- Beacon House Association of San Pedro
- Boys & Girls Clubs of the Los Angeles Harbor
- Child Lane
- Fred Brown Recovery Services
- Harbor Area YWCA
- Harbor Interfaith Services
- House of Hope
- International Longshore & Warehouse Union (ILWU) Federated Auxiliary 8
- SHAWL House
- Toberman Neighborhood Center
- Twin Town Treatment Centers of Torrance
- Volunteers of America

OUR SUPPORTERS

A special thank you to our funders for their immense generosity:

- Blue Shield of California Promise Health Plan
- California Department of Health Care Services
- California Department of Public Health
- Center for Care Innovations
- Crail-Johnson Foundation
- Exact Sciences
- Farmers & Merchants Bank Foundation
- Health Net
- Health Resources and Services Administration (HRSA)
- Kaiser Permanente South Bay Medical Center
- Kenneth T. and Eileen L. Norris Foundation
- L.A. Care Health Plan
- Marathon Oil
- Max H. Gluck Foundation
- National Association of Community Health Centers
- Providence Little Company of Mary Foundation
- W.M. Keck Foundation

We are also grateful for our event supporters:

- Blue Shield of California
- Consolidated Contracting
- Facktor Healthcare Consulting
- Health Net
- International Longshore & Warehouse Union (ILWU) Federated Auxiliary 8
- Kim Sleder
- L.A. Care Health Plan
- Leslie Davis
- Linc Housing
- Marathon Petroleum Corporation
- Mason Schultz
- Medicus IT
- MedPOINT Management
- Molina Healthcare of California
- Port of Los Angeles
- Room & Board
- Rotary Club of San Pedro
- Sheikh/Impact
- SWA Architects
- Tamra King

FUNDER SPOTLIGHTS



L.A. Care Health Plan (Local Initiative Health Authority of Los Angeles County) is a public entity and community-accountable health plan serving residents of Los Angeles County through a variety of programs including L.A. Care Covered, Medi-Cal and L.A. Care Cal MediConnect Plan. L.A. Care is a leader in developing new programs and innovative partnerships designed to provide health coverage to low-income and uninsured populations and to support the social safety net. With more than 2.3 million members, L.A. Care is the nation's largest publicly operated health plan.



The Kenneth T. and Eileen L. Norris Foundation was established in 1963 and supports programs in Southern California. The foundation emphasizes quality of life through medicine, education, and the arts by funding cultural, community, health and education through their grantmaking. It has awarded over \$100 million to programs that advance better health and intellectual enlightenment.



The National Association of Community Health Centers serves as the leading national advocacy organization in support of community health centers, like HarborCHC, to help expand health care access for communities who are medically underserved and uninsured. For over 52 years, the National Association of Health Centers has provided training, technical assistance and resources to health centers, positively improving the public health safety net across the nation.



The Providence Little Company of Mary Foundation identifies opportunities for growth and enhancement of healthcare services in the South Bay area and connects donors with these much-needed projects. For generations, Providence Little Company of Mary Foundation has been dedicated to the philanthropic support of Providence Little Company of Mary Medical Centers in San Pedro and Torrance, creating opportunities to inspire our local community to include the medical centers among their philanthropic priorities.

A SPECIAL THANK YOU



The Providence Little Company of Mary Foundation has been an exceptional partner and supporter of HarborCHC for many years, providing critical support to our pediatrics, case management and substance use support and treatment program. We are so grateful for their generosity and support, and we thank them for enhancing the impact HarborCHC can make across our community.



HarborCHC is proud to be one of many grantees of Providence Little Company of Mary Foundation. HarborCHC Chief Executive Officer, Tamra King, is pictured with other grantees and the staff of Providence Little Company of Mary Foundation.

OUR LEADERSHIP

EXECUTIVE TEAM



TAMRA KING
Chief Executive Officer



CALEB LUSK, MD
Chief Medical Officer



YESENIA HENRIQUEZ, CPA
Chief Financial Officer



CHRISTOPHER WALTER
Chief Operating Officer

BOARD OF DIRECTORS



BIANCA BANKS
Chair



DANA MARTIN
Vice Chair



IDA MAE TAYLOR
Secretary



CHAD SPARKS, MD
Treasurer



JANE CASTILLO
Member



MIKE LANSING
Member



MARGIE LUNT
Member



DEBORAH OLSON
Member



JULIE VAN WERT, JD
Member



ALAN WEINFELD, JD
Member

HONORARY BOARD MEMBERS



NANETTE BARRAGÁN
United States
House of Representatives
44th Congressional District



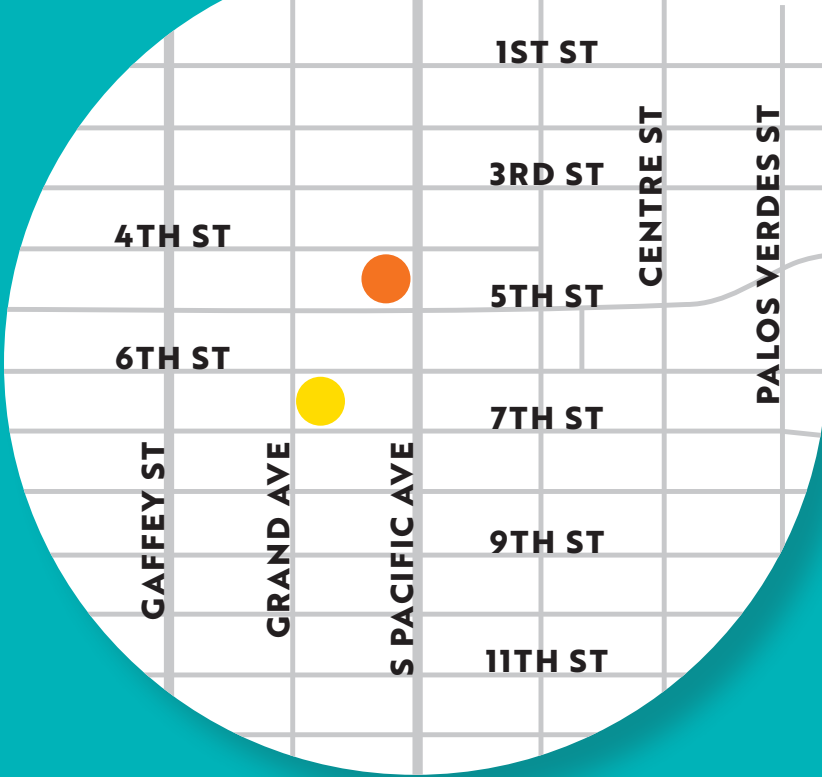
STEVEN BRADFORD
California State Senate
35th District



JANICE HAHN
Los Angeles County
Chair of the Board of Supervisors
4th District



TIM MCOSKER
Los Angeles City Council
15th District



HARBOR
COMMUNITY
HEALTH CENTERS

Visit us at one of our convenient San Pedro locations:

- **Pacific Avenue Health Center**
425 South Pacific Avenue
San Pedro, CA 90731
- **6th Street Health Center**
593 West 6th Street
San Pedro, CA 90731

THANK YOU FOR SUPPORTING HARBORCHC

To learn more about our work or to get involved:

CONTACT US

310-547-0202
info@harborchc.org

VISIT

harborchc.org

FOLLOW US

Facebook and Instagram
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A YEAR IN REVIEW

At the end of the year, we asked our team:

"WHAT DEFINED HARBORCHC IN 2023?"

