

A nighttime aerial view of Los Angeles, California, showing the city's skyline with numerous illuminated skyscrapers and a dense residential area below. The sky is a deep blue, and the city lights create a vibrant, glowing effect.

25 UMMA

COMMUNITY CLINIC
YEARS OF SERVICE

2020 ANNUAL REPORT

CREATING A CULTURE
OF COMPASSION

UMMA Community Clinic is part of a larger network of institutions addressing the health and well-being of the underserved and indigent, mindful of the cultural, spiritual, social, and economic realities that impinge upon them, and the traditional barriers to accessing care. Our mission is to promote the well-being of the underserved by providing access to high-quality healthcare for all, regardless of ability to pay.



Both our Florence and Fremont clinics are certified Patient Centered Medical Homes.



Federally Qualified Health Centers receive federal funding to provide care in underserved areas.



Awarded for the 59th Assembly District of California.



This award recognizes health centers with the best overall clinic performance.

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RIDAA ATCHA

CREATING A CULTURE OF COMPASSION

Dear Friends, Colleagues, Supporters, and Partners,

What a year it has been.

The COVID-19 pandemic is changing the nature of our everyday life. This pandemic is different from other diseases and other systemic challenges of our time. Across the nation, the pandemic has shown what years of divestment in a public health system means for many of the most vulnerable amongst us.

Here at UMMA Community Clinic, our supporters and colleagues met the challenges head-on with a resilience and dedication that was inspiring. And I want to express my deepest appreciation to all of you who have been on this journey with us.

Heroes save lives. When the pandemic threatened our ability to continue providing lifesaving health services, our entire network of community and supporters like you stepped up to ensure no patient lost access to care.

For generations, racial and economic segregation has limited Angelenos' mobility, resulting in the concentration of low-income Black, Latino, Indigenous, and other people of color in socioeconomically disadvantaged communities. Communities exposed to toxic chemicals and other unhealthy land uses, failing infrastructure, and lack of access to services. The average life expectancy in L.A.'s City Council District 8 in South Los Angeles is 78.0 years, while the average in Council District 5, which includes much of the Westside and parts of the San Fernando Valley, is 85.3 years. This is the definition of inequity.

At UMMA we understand that delivering access to high-quality healthcare is part of the solution. We continued to expand, because at a time like this the call to service is greater than ever. Our entire operations needed to adjust, and with teamwork from a group of over 70 staff members and 13 board members, we accomplished transforming our care delivery model to continue meeting the needs of patients.

We are a family of healers, supporters, and educators focused on creating a culture of compassion. With a full heart, we thank our entire staff, as well as those who support our vision, our values, and our mission.

Sincerely,



Adel Syed, MPPA
Chief Executive Officer



Paul Wong, ESQ
Board Chairman

2020 IMPACT



27,577 Patient Visits



3,001 Behavioral Health Visits



24,576 Primary Care Visits



6,981 Patients in our Care



16,920 Telehealth Visits



361,332 Pounds of Fresh Produce Distributed

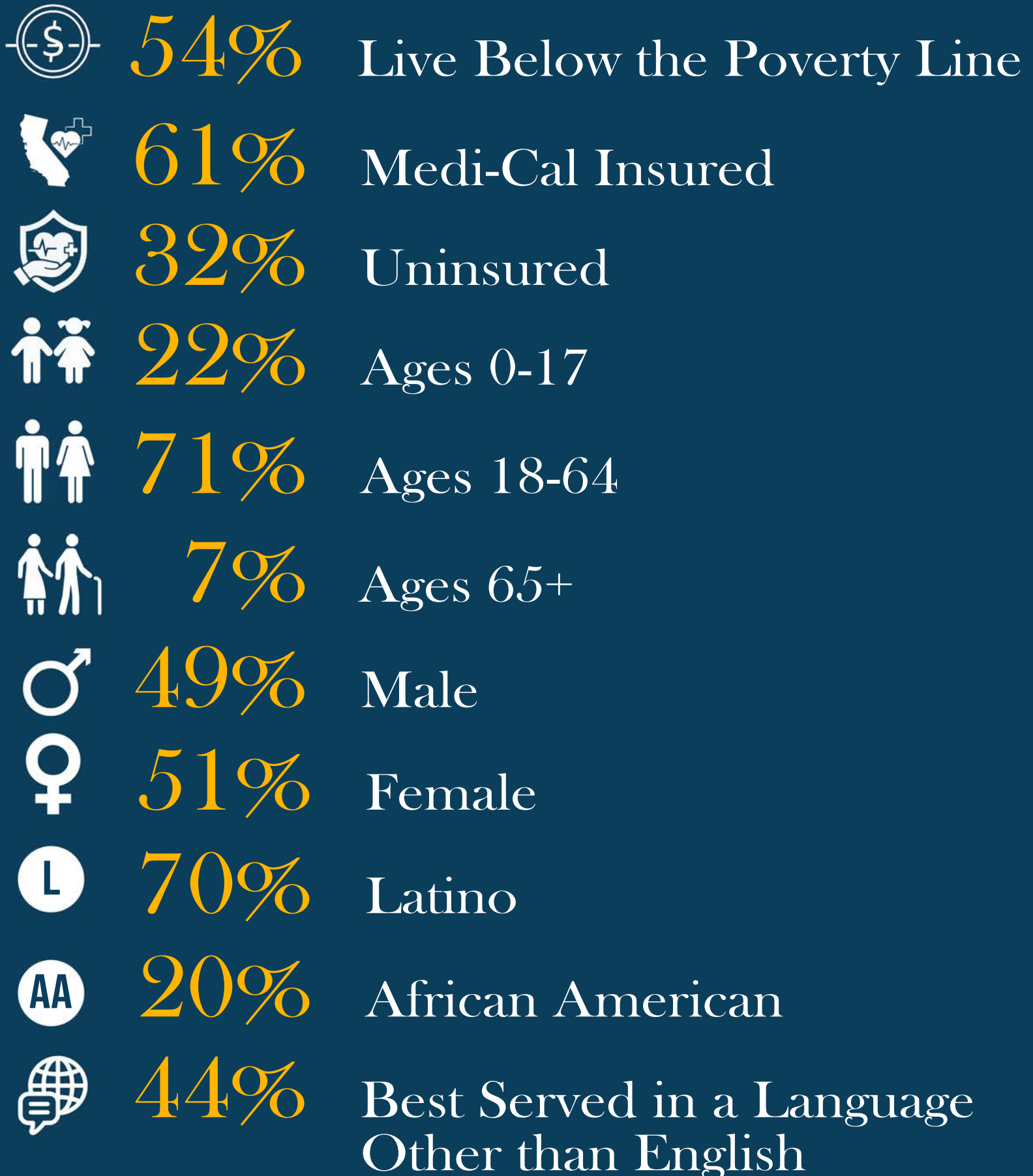


72 Staff members across 2 clinic locations



68% Staff members are South Los Angeles residents

PATIENT PROFILE



SOUTH LOS ANGELES BY THE NUMBERS

1

Deep inequities exist in the physical, social, and healthcare environment of South Los Angeles. These disparities lead to social instability and poor health outcomes. While data cannot fully capture the dire situation in South Los Angeles, the following statistics help illustrate the degree of inequity and burden of disease in our community.



Sources: LA County Department of Public Health - Key Indicators of Health 2017; Community Health Councils South Los Angeles Equity Scorecard.

Serving South Los Angeles for 25 years





ACTIVE SCREENINGS

We established active screening stations at our Florence Clinic and Fremont Wellness Center locations to monitor incoming patients for COVID-19 symptoms. We also moved our pediatric patient visits to our Fremont Wellness Center as an additional safety measure.



INCREASE TELEHEALTH CAPACITY

We incorporated telehealth and telephonic services into our modalities of care in March 2020. As more patients requested to see their providers online, we ensured that our staff had the tools and resources necessary to provide quality services. In 2020, 61% of our visits were via telehealth.



OUTREACH PHONE CALLS

Since the start of COVID-19, UMMA has made more than 155,175 phone calls to check in with our high-risk patients, especially 65 and older adults and/or patients with chronic illnesses. We ensured continuity of care was maintained even during the pandemic.



WELLNESS SERVICES ONLINE

We moved our non-traditional wellness services to our online platform: yoga, art therapy, Zumba, and personal fitness. Our mental health services, case management, and individual and group therapy sessions also shifted to virtual care.



WEEKLY STAFF TRAININGS

Safety is a top priority for our organization. Medical staff participated in weekly trainings to ensure their safety and the safety of our community members, by following the latest public health guidelines and security protocols.



COVID-19 TESTING

We initiated COVID-19 testing services at our Florence location for patients and community members. In December 2020, we purchased essential vaccine storage equipment and supplies in preparation for wide-scale COVID-19 vaccination.



FOOD INSECURITY INITIATIVE 361,332 LBS OF FOOD DISTRIBUTED

In 2017, we launched our Food Insecurity Initiative to offer free fresh fruits and vegetables to community members in need. Located on the grounds of John C. Fremont High School, UMMA's Fremont Wellness Center hosts a Free Food Fair every 2nd and 4th Wednesday of the month, providing relief to more than 300 families per week.

During the COVID-19 health crisis, we doubled our Free Food Fair services, reaching more than 2,600 community members in need and distributing more than 270,000 pounds of fresh produce in just the first 9 months of COVID-19. UMMA is also a resource for 19 local community organizations who pick up fresh produce from our Free Food Fair and distribute to their local communities.



I do not have family members that can help me everyday. I get isolated and depressed thinking about my health problems. Teletherapy with UMMA helps me to stay positive. I feel better being connected to people who care about me.

**63%
INCREASE**
IN BEHAVIORAL
HEALTH VISITS
FROM 2019
TO 2020

I felt hopeless about being stuck at home and not having a life. My parents don't believe in therapy. UMMA helps me with my depression and anxiety. Thanks to them I feel more confident about my future.

I am enjoying teletherapy because it means that I do not need to leave my kids home alone and pay for additional childcare. I can get the help that I need from the comfort of my home.

Key Indicators of Mental Health in South Los Angeles

- **8.1%** — Adults tried to get mental healthcare.
- **5.6%** — Children ages 3-17 years had their parents or guardians get them behavioral healthcare.
- **8.4%** — Adults suffer from depression.
- **16.8%** — Adults are at risk for major depression.
- **22** — People per 100,000 die from Alzheimer's disease.

Increasing Our Capacity

- 4** New behavioral health exam rooms at our Florence location.
- 2** Additional therapists
- Additional case managers

DENTAL CLINIC

In South Los Angeles, 1 in 3 adults and 1 in 8 children do not have access to dental care. Dental issues remain a top cause of school absences among Los Angeles Unified School District students (LAUSD).

To address these oral health disparities, UMMA is opening a Dental Clinic in collaboration with LAUSD in Fall 2021. The clinic will host 4 exam rooms. It is estimated that UMMA's Dental Clinic will have between 2,500 annual visits from existing UMMA patients. We expect to see an additional 1,200 unique dental patients per year.



VERMONT PROJECT

We have purchased a 15,000 sq. ft. property on Vermont Avenue in South Los Angeles. We have completed the demolition phase of this project and are conducting a community needs assessment to guide our future construction efforts.



HEALTH ON WHEELS INITIATIVE

We have invested in a Mobile Health Clinic that comes equipped with 2 full-functioning exam rooms and a lobby area. With our Mobile Health Clinic, we expect to serve 3,000 more patients each year across Los Angeles.

For 25 years, UMMA Community Clinic has been working to ensure that the social, medical, and behavioral health needs of South Los Angeles residents are met. We function as an innovative health center working to achieve health equity not only through integrated primary care and behavioral health services, but also through unique health education programming and groundbreaking community engagement initiatives.



STUDENT HEALTH LEADERS PROGRAM

We help to inspire future generations to serve as peer health advocates. Our Student Health Leaders educate fellow students about health issues and refer them to appropriate healthcare services at our Fremont Wellness Center.



BLACK VISIONS OF WELLNESS

BVOW provides mental and physical health services designed to encourage healthy growth and development in underserved African/African American communities. We provide services that encourage physical, mental, and emotional wellbeing.



PRENATAL CARE

Comprehensive health care for expectant mothers in our community, including physical exams, nutrition counseling, and referral services. In 2020, we conducted 767 prenatal care patient visits for expectant mothers.



PREVENTATIVE SCREENINGS

We are deeply dedicated to providing preventative services to our community.

- Chronic Disease Prevention
- Mammography Screenings
- Colorectal Cancer Screenings
- Hepatitis C Testing
- HIV/STI Testing



FOOD INSECURITY INITIATIVE

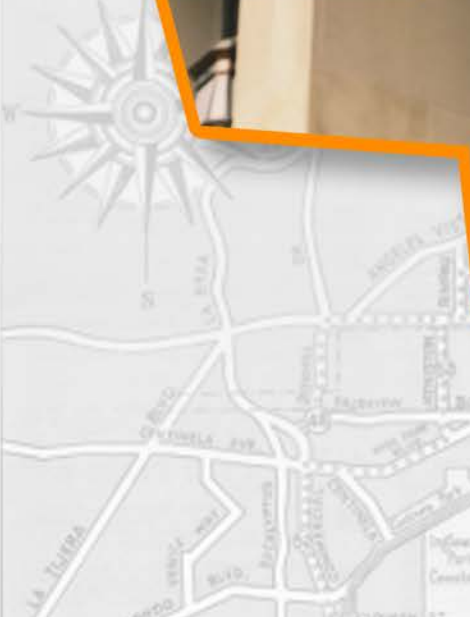
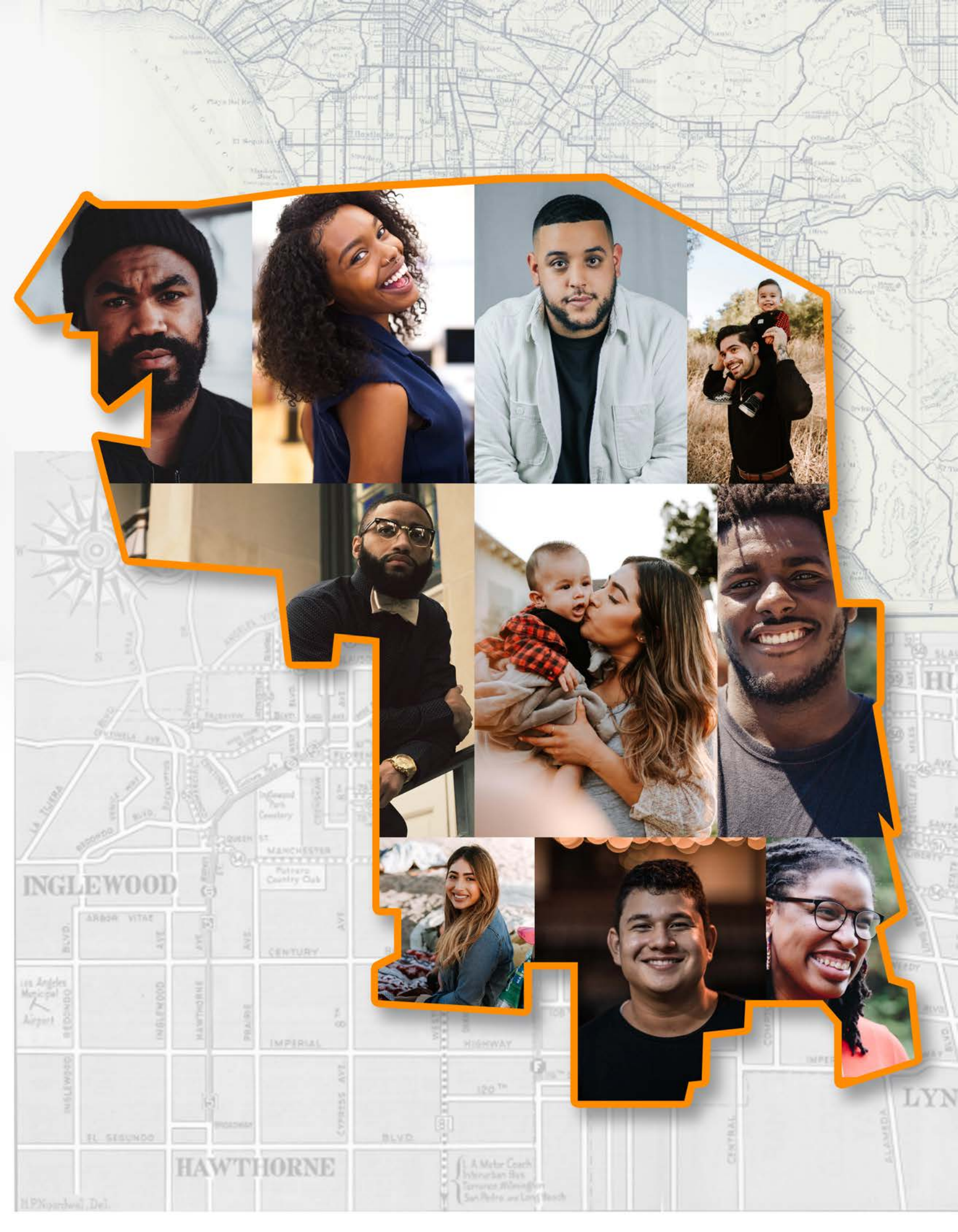
Our Free Food Fair runs twice a month to provide fresh fruits and vegetables to more than 300 families in need. We are also a distribution hub for 19 local community partners who pick up fresh produce from our Free Food Fair and distribute to community members across South Los Angeles.



COMMUNITY ENGAGEMENT

We continue to prioritize health education and community engagement through the following activities:

- Energy and Water Conservation Outreach
- COVID-19 Community Education and Awareness
- Safer Streets Initiative
- UMMA Tax Clinic



FUNDERS AND PARTNER ORGANIZATIONS

We would like to thank our supporters for their continued generosity. Our funders, donors, and community partners play a significant role in helping us deliver on our promise to provide high-quality healthcare for all.

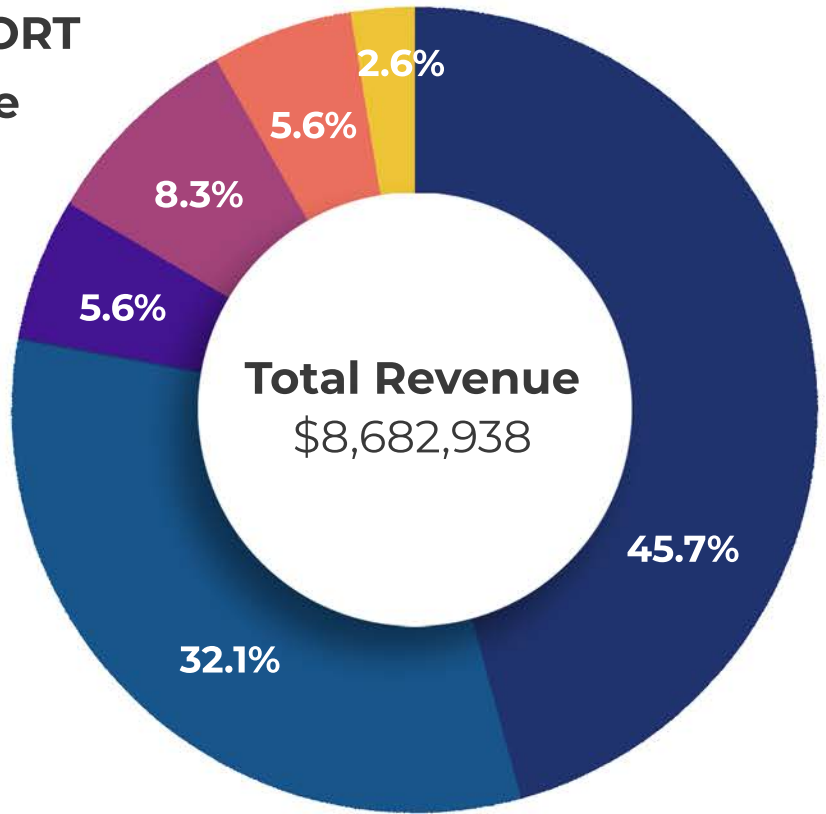


INDIVIDUAL DONORS

In 2020, we received **\$716,561** donations from **1,394** donors. Donors generously contributed more than \$400,000 to our COVID-19 Emergency Relief Fund and our annual Ramadan campaign, which were focused on funding our telehealth efforts, increasing behavioral health capacity, equipping our staff with essential personal protective equipment, and boosting our Food Insecurity Initiative.

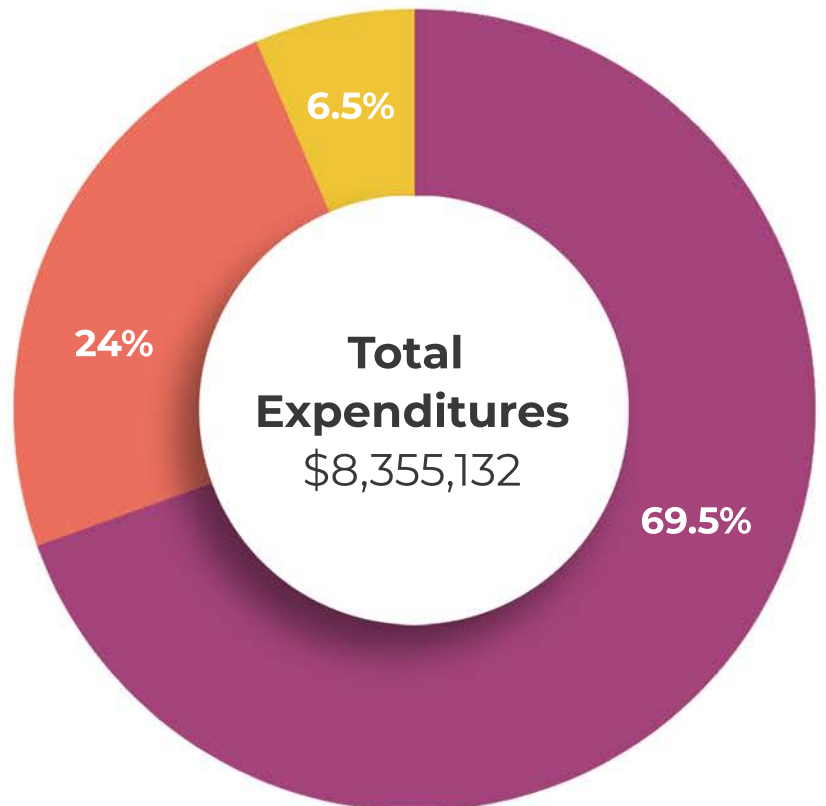
REVENUES AND OTHER SUPPORT

- Net Patient Service Revenue**
\$3,971,954
- Federal and State Grants**
\$2,791,307
- Foundation Grants**
\$486,081
- Individual Contributions**
\$716,561
- Capitation Revenue**
\$488,800
- Other Income**
\$228,235



EXPENDITURES

- Integrated Health Services**
\$5,807,611
- Support Services**
\$2,008,911
- Programs**
\$538,610





The UMMA Clinic and Islah LA 'Service Rooted in Faith' Fundraising Banquet was held on January 25th, 2020. It was attended by 900 supporters.

25 **UMMA**
 COMMUNITY CLINIC
 YEARS OF SERVICE

UMMA CLINIC
 711 WEST FLORENCE AVE.
 LOS ANGELES, CA 90044

FREMONT WELLNESS CENTER AND GARDEN
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