



achievable

2020-2021
ANNUAL REPORT

www.achievable.org



Inspiring Health. Improving Lives.

Message From The Chief Executive Officer



Carmen Ibarra
Chief Executive Officer

Dear Achievable Community,

For nearly two years now, we've all had to be flexible, nimble and adaptable. From day to day, we've learned to manage our personal and professional lives in ways never before imagined. That's certainly been the case at The Achievable Foundation.

In the face of a global pandemic, Achievable's Health Center never closed its doors. Not once. We pivoted as needed, and continued to be here for our patients, each and every weekday.

Achievable's passion lies in providing health care to people with intellectual and developmental disabilities (I/DD), along with other vulnerable members of our community. We were the first in California to qualify as a Federally Qualified Health Center (FQHC) with this specialty, and we know that even today there are only a handful of FQHCs in the entire country with a similar specialty.

Like everyone, Achievable has felt the effects of the COVID-19 pandemic. All industries have been challenged in one way or another, but we've been on the front lines on a different level. We're not only responsible for our staff, but for the lives of our patients as well.

It's taken resourcefulness, compassion and responsiveness to serve patients during the pandemic. We've had patients – particularly those with I/DD - who were so scared by what they were hearing, that they refused to step outside their homes. We've had to address their needs in a way that didn't trigger their behavioral buttons, which led to a lot of creativity working with our patients. We learned to adapt as they learned to adapt.

Some of the specific ways we've responded to the pandemic include:

- **Offering telehealth for both medical and behavioral health appointments**
- **Expanding upon our behavioral health program, which has been particularly important during the pandemic**
- **Offering COVID-19 vaccines, including special vaccine clinics, at the Health Center**

What we are doing is making a difference. The Achievable Foundation's Health Center is only eight years old, yet has grown tenfold during that time. Community members see what we're doing and acknowledge that our mission is a critical one.

We are so grateful to our Board of Directors, staff members, government funders, and philanthropic donors for sharing our vision and making our mission possible. On behalf of the more than 2,000 distinct patients we are currently serving each year, thank you for making all things achievable!

All the best,

A handwritten signature in blue ink, appearing to read 'Carmen Ibarra'.

Carmen Ibarra
Chief Executive Officer



Meet Thomas

Thomas is like a Timex watch – he takes a licking and keeps on ticking.

He's cheated death four times. During his 47 years, he has survived childhood leukemia, a severe car accident, a major house fire and a severe upper respiratory infection that resulted in a 12-week medically induced coma.

Thomas, who was born with severe Down Syndrome, was raised in Nova Scotia, Canada alongside five brothers and sisters. He moved in with his brother Alan and Alan's fiancée Adam in 2018, after his father passed away and his mother was no longer able to care for him (Thomas and Alan's mother has since passed away). "I've known since I was 14 years old that I would one day be involved in his care," explains Alan.

A week after arriving in California, Thomas became a patient at Achievable. "I was familiar with Achievable through my employer, which has supported Achievable with charitable donations for a number of years," explains Adam. Achievable was then able to connect the family with the Westside Regional Center, which provides a variety of services for people with developmental disabilities and their families.

But just eight weeks after moving in with Alan and Adam, Thomas developed a severe upper respiratory infection. He ended up in the hospital for 12 weeks, followed by an intensive two-week stay in rehab, where he learned to eat and walk again along with handling other daily needs.

"When he came to live with us, Thomas was overweight, had a broken arm and type 2 diabetes, among other health issues," explains Alan. "The team at Achievable has since made him well!"

The family is particularly grateful for Dr. Michelle Catanzarite, or Dr. C., who is Thomas' primary care physician at Achievable. "Dr. C. advocates for our family and makes us feel important," explains Alan. "She checks in with us between Thomas' quarterly appointments, and has also prepared us for the challenges Thomas will face in the future. And, she encourages Adam and me to take care of ourselves. The entire staff at Achievable is also gentle and caring, incredibly kind and wonderful!"

Although Thomas continues to face a variety of chronic health challenges - including asthma, dementia, seizures, fainting spells and hypertension - his health is reasonably stable, thanks to the care he receives at Achievable and from his various specialists. He is cared for at home by both Alan and Adam, along with professional caregivers. Together, they plan and carry out Thomas' days, which include medical appointments, long walks, games like cornhole, Plinko and Jenga; music (Abba, Andrea Bocelli, Dolly Parton, Michael Bublé and Elvis Presley are favorites), sports (particularly bowling and basketball), the beach and museums. And, Thomas loves to bake!

"Ultimately, Adam and I are brothers to Thomas, not his parents," states Alan, who works in retail strategy and marketing. "Thomas loves hanging out with 'just the boys!' We are a one-of-a-kind, divine family!"

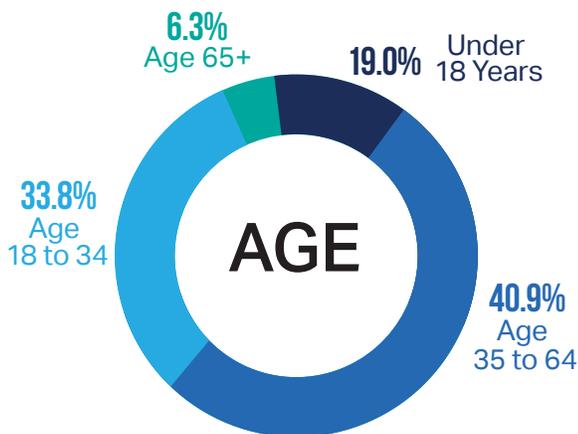
"We are passionately persistent about Thomas' care," concludes Alan. "Achievable has played a key role in his care and emulates this same passion."

Fulfilling Our Mission: In light of the coronavirus pandemic, Achievable’s mission was more important than ever in 2020-21. Here are the metrics that illustrate another part of our story.

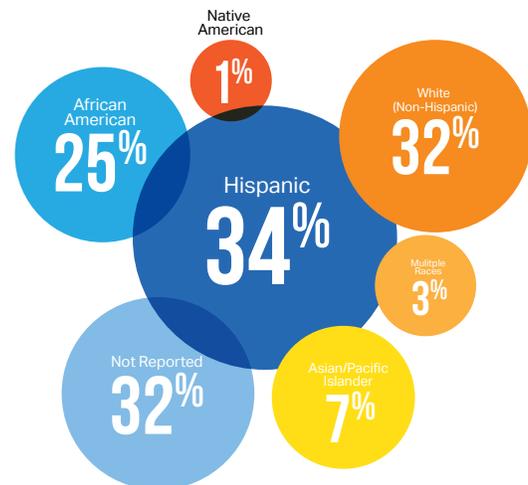
Unique Patients Seen



Gender

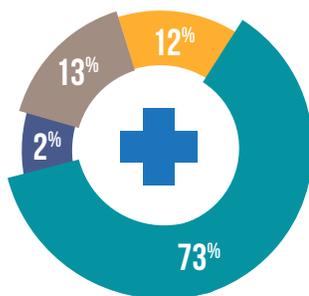


Race/Ethnicity



NOTE: Ethnicity and Race were calculated separately; some patients identify as White and Hispanic

Type of Insurance

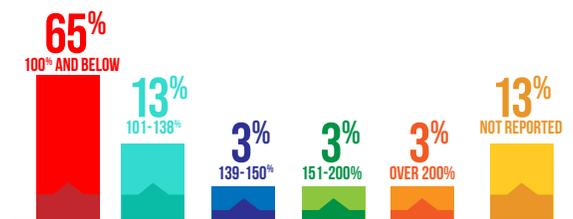


- % OF PATIENTS WITH MEDI-CAL
- % OF PATIENTS WITH PRIVATE COVERAGE
- % OF PATIENTS UNINSURED
- % OF PATIENTS WITH MEDICARE OR MEDI/MEDI

Household Income



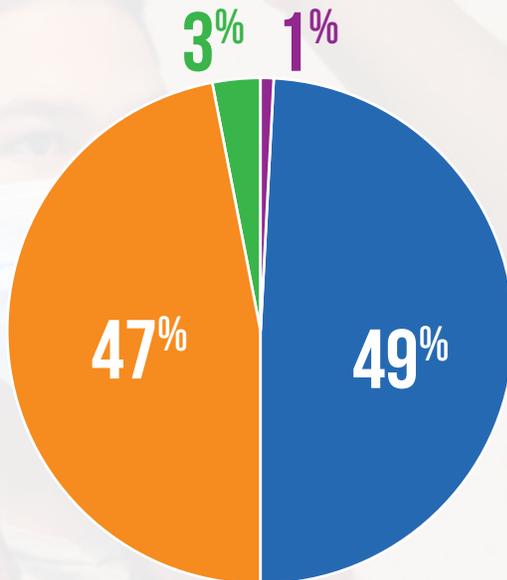
% FEDERAL POVERTY LEVEL
(FEDERAL POVERTY LEVEL \$25,750 FOR A FAMILY OF FOUR)



NOTE: FY 2020 numbers reported due to data collection barriers during the pandemic

Fiscal Year 2020-21 Financials*

INCOME: \$4,083,327



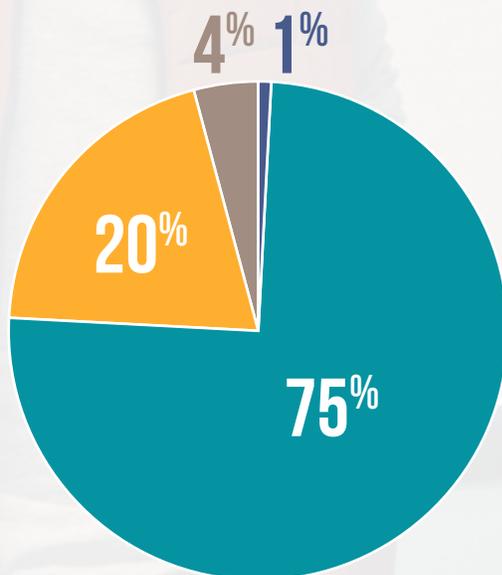
● **Patient Service Revenue**
\$2,014,840

● **Institutional Giving**
\$1,926,266

● **Individual Giving**
\$110,940

● **Interest and Other Revenue**
\$31,281

EXPENSES: \$3,905,614



● **Salaries & Benefits**
\$2,924,104

● **Other Health Center Expenses**
\$760,060

● **Operating Expense**
\$175,790

● **Depreciation Expense**
\$45,660

NET INCOME: \$177,713

*Unaudited

Thank You To Our Philanthropic Partners

The Achievable Foundation is so appreciative of every contributor that supports our organization. Every gift – whether \$25 or \$25,000 – provides the funding needed to inspire health and improve lives. In this year's Annual Report, we would like to extend special appreciation to our donors that made cumulative cash contributions or pledge payments of \$1,000 or more from July 1, 2020 through October 31, 2021:

\$100,000 or more

Los Angeles Initiatives Support Corporation

\$50,000 to \$99,999

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Meet John Cortez

John Cortez* is a gentleman.

He greets visitors to the home he shares with his mother, Maria, politely and enthusiastically. He shows them around the home, making sure they have a place to sit and are comfortable.

John, 51, has a significant intellectual disability, including autism. Yet he lives life with gusto, enjoying time with family, music, and favorite TV shows like *Scooby Doo* and *I Love Lucy*. He's also a big James Bond fan – Sean Connery and Daniel Craig are his "top Bonds." And, he loves slap stick comedy – Three Stooges, anyone?

John also participates in a day program (on Zoom these days), and helps his mother take care of their two dogs. He recently celebrated his 50th birthday one year late, along with his younger brother, who turned 50 in 2021. The party featured a mariachi band, with John dancing along most of the evening.

John has been an Achievable patient since the health center opened its doors in 2013, when the family was referred by the Westside Regional Center. "Achievable understands John's limitations," explains Maria. "Frankly, he's a horrible patient – he doesn't like to be touched. Yet the Achievable staff really understand him and he trusts them. In particular, Edith is a gift from heaven! Edith, a medical assistant, can always get John to cooperate, and administered his J & J COVID-19 vaccination."

John tends to be quite healthy, so his visits to Achievable are typically just twice a year. In between visits, Maria has come to rely on Achievable's Call Center, which assists with special requests and information between appointments. "The Call Center staff are very knowledgeable," notes Maria. "They are very personable and truly care about what's going on with you. I can always speak with someone at the Call Center."

Dr. Laveeza Bhatti is the physician John usually sees at Achievable. "Dr. Bhatti's approach is very holistic," explains Maria. "Her first thought is to never start with medications. She only uses medication as a last resort."

"Achievable truly understands the challenges that come with an intellectual or developmental disability," concludes Maria. "Every team member is very patient, knowledgeable and willing to help in whatever way they can."

*Patient and family member names have been changed to protect patient privacy



“Achievable truly understands the challenges that come with an intellectual or developmental disability.”

The Achievable Foundation



The business of the Board of Directors continued during the pandemic via Zoom. Pictured above are members of our Board, along with members of Achievable's management team, during the November, 2021 board meeting.

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