



**2016/17**

Year-End Report

**INSPIRING HEALTH. IMPROVING LIVES.**



## ASPIRE. Achieve. Inspire.

Dear Friends,



I am delighted to be introducing The Achievable Foundation's 2nd annual year-end report covering our 2016-17 fiscal year. This has been a tumultuous year for health care policy on the federal level. Despite this, Achievable continues to provide high quality care to the immensely underserved patients who walk through our doors every day. Achievable is now four years into its experiment, that of a Federally Qualified Health Center (FQHC) that serves vulnerable children and adults of all abilities. And guess what? We've shown our model is a success! The 2018 calendar year marks our five year anniversary and I'm excited by the trajectory of our health center both for the patients and community we serve.

The theme for this past year has very much been about growth. We've seen growth in the number of patients served, in the number of overall visits, in the number of staff at the health center, and most importantly in the services provided to our patients. This year we:

- Provided healthcare to 1,691 patients to date, with over 4,604 total visits. That is an increase of 10.3% in the number of patients seen and 13.4% in the number of total visits. By the end of calendar year 2017, we expect to have seen over 1,800 patients.
- Added 6 new doctors, medical staff and care coordinators to serve our growing patient base. This includes a pediatrician to focus on children at the health center, an outreach and enrollment coordinator to help patients identify the most appropriate health insurance for them, and a patient care coordinator to assist patients in navigating the complex social service systems necessary to optimize their care outside of the health center.
- Continued to improve clinical outcomes including an almost 20% increase in nutrition and exercise counseling for kids, and nearly 10% increases in cervical cancer screenings as well as patients who have lowered their previously high blood pressure levels to a safe number.
- Awarded 41 camp scholarships through our "Camp Is Achievable!" program, which provides summer camp scholarships to children with autism through the generous support of the Solomon R. and Rebecca D. Baker Foundation.

We've also continued to raise Achievable's profile in the community hosting our first ever Gala, our second annual legislative breakfast focusing on shortages in the health care workforce, and a speakers forum highlighting potential changes to Medi-Cal at the federal level. Finally, Achievable was recognized for the ground breaking work we are doing, winning an award from a national association of safety net health insurance providers and from the Los Angeles County Commission on Disabilities.

People of all abilities deserve access to high-quality, comprehensive healthcare regardless of their gender, income, sexual orientation, or ethnicity, which is why Achievable is here. In the coming year, Achievable plans on continuing its growth and reach within L.A. County. We cannot do it without partners such as you, so thank you.

All the best,

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

Carmen Ibarra  
Chief Executive Officer

Aspire. **ACHIEVE.** Inspire.

# HOW WE'RE DOING

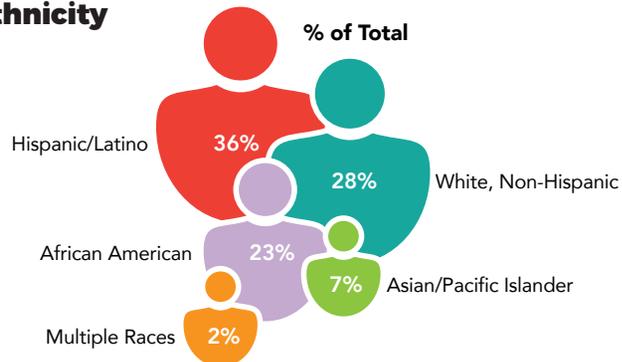
We're delivering on our mission: to provide high quality, integrated health care to individuals with intellectual and developmental disabilities, their families, and other vulnerable populations.

## Unique Patients Served

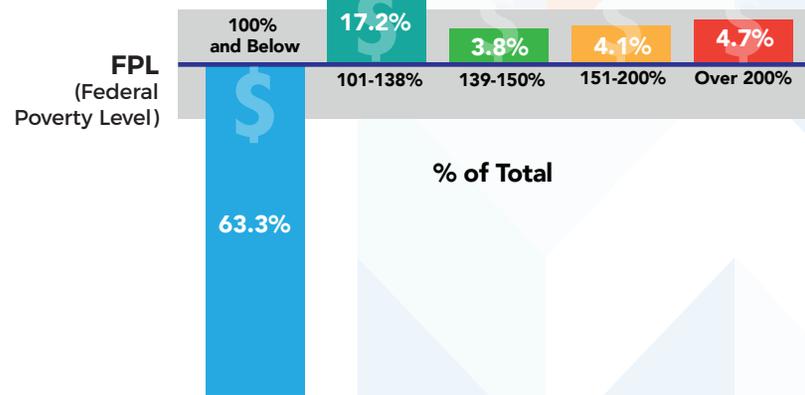
- FY 2015-16: **1,516**
- FY 2016-17: **1,691**

Percentage of Developmentally Disabled Patients 2015-16: **31.5%**  
 Percentage of Developmentally Disabled Patients 2016-17: **33.6%**

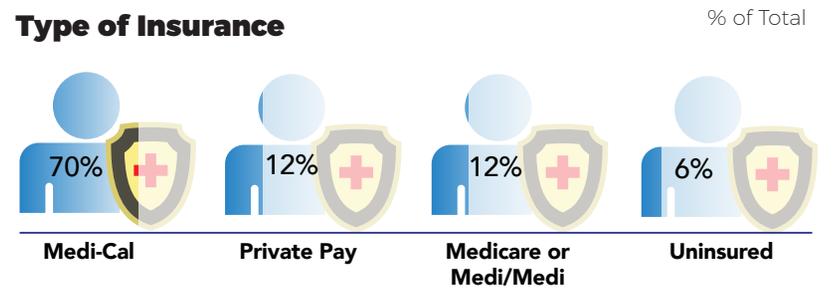
## Ethnicity



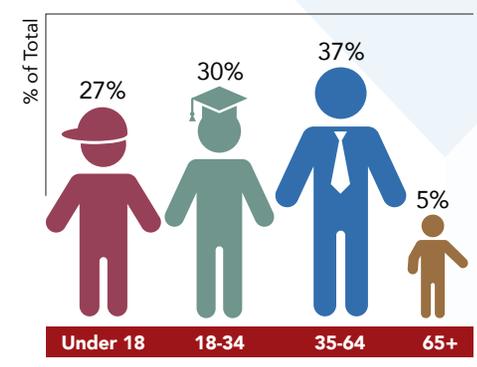
## Household Income



## Type of Insurance



## Age





## Playing a Part in Achievable's Future

**Wendy** has never been content to just sit back. Two years ago, she brought her daughter, Liberty, to Achievable for her first patient visit. Today, as a member of Achievable's Parent Advisory Council, Wendy is helping to shape the health center's future.

Liberty, 21, has autism and is nonverbal. Through the years Wendy tried other doctors, but their office environments weren't accommodating of a patient who has difficulty coping in new situations. "Liberty is very intuitive and gets cues from her surroundings and especially from me," explained Wendy. "If I feel comfortable in a situation, Liberty feels safe. Achievable is warm, welcoming and reassuring. They treat all patients with dignity."

As one of five parents on the Advisory Council, Wendy meets with Achievable staff four times a year to provide input into operational plans. In 2017, one of the group's key initiatives has been a waiting room remodel, funded by a grant from Cedars-Sinai. The reconfigured space will offer better flow, more space to check in with staff, additional seating, and will include a children's area with tactile play equipment to keep kids engaged.

"Achievable is always seeking ways to make the medical experience better for individuals with I/DD and their families," said Wendy. "I'm honored to play a part in its phenomenal growth."



## Finding Quality, Compassionate Care

**Lisa** has worked in physicians' offices and clinics since she graduated from college. So when she visits a doctor, she's a tough critic. When she first came to Achievable a year ago, she knew she had found her medical home.

"It's humbling to be on the other side of the care equation. Before I came to Achievable, I would bring a long list of concerns and questions to my doctor, but he would just dismiss me," she explained. "Here everyone listens to your symptoms and concerns - from the doctors on down."

Today, Lisa's son Kyle, 19, and daughter Kayla, 12, receive their primary care at Achievable. "The whole process is very easy," said Lisa. "The clinic is clean and comfortable, and both the front and back office staff are pleasant. My daughter is very hesitant when she goes to a new doctor, but she really likes Dr. Wu. Now she looks forward to her appointments."

Lisa recently broke her foot and can't drive. "Everybody at Achievable has been fantastic in terms of scheduling appointments and helping me get the right referrals and authorizations," she said. "They've even helped me with transportation!"

"I know quality care when I see it. The doctors and staff at Achievable treat people compassionately - whatever place in life they're in."

## Serving the Community through Pediatric Care

**Lauren Wu, M.D.** knew early that she wanted to work with underserved populations. As an undergraduate at Berkeley, she worked in a clinic that served the homeless. While a resident at UCLA, she practiced at the UCLA Children's Health Center, which provided care for Medi-Cal patients. Her first staff position was in a community clinic in the San Fernando Valley.

"I've always been drawn to the altruistic side of medicine," she said. "When you see this need in the community, why wouldn't you want to work with these patients?"

It was through her alumni network that Wu learned about Achievable. "I received an email to alumni looking for pediatricians. The baseline, stated up front, was that the physician would spend more time with patients. I already knew I wanted to work with the underserved, and given Achievable's focus, I was extremely interested."

While the I/DD population was new to Wu, she has had incredible support from the Achievable physicians and staff. "Coming here was a little bit daunting," she said, "but Achievable has a staff that just gets it. They're patient, they try different methods, they're willing to go the distance."

"I enjoy talking with families and learning about people's lives. Every patient is unique. My goal is to listen to their concerns and address them in the best way we can."



## Taking the Time to Get It Right

**Daniel Delgadillo** is an expert at navigating the twists and turns of the healthcare system – especially for patients with intellectual and developmental disabilities (I/DD) and their caregivers. He has a child with autism, so he has walked in their shoes. As Achievable's Outreach and Enrollment Specialist, Danny knows it's especially difficult for this population to find health coverage. A big part of his job is assisting families in determining which plan will get them maximum coverage for their healthcare needs.

"My job is to solve problems," he explained. "What makes me really, really, happy is when I can help a patient get into the right plan."

Danny's experience with individuals with I/DD runs deep; he worked at Westside Regional Center for 12 years. This and his personal experience give him insight to look at insurance challenges for patients with I/DD through a different lens. But it's really Danny's approach that's the key to his success.

"I think what helps is that I can break things down so they're easier to understand," he said. "I'm always looking for new tricks. When I find something that works, I add it to the tool box."

In addition to his work with patients, Danny represents Achievable in the community. "I tell people that the difference between Achievable and other health centers is that we take the time to get it right."



Aspire. Achieve. Inspire.



We're getting attention. Attracting funds from diverse sources. And using these resources to serve more patients.

**All people pictured from left to right:**  
 Chris Barrett (Staff), Josh Kruskol (Staff), Lou Spitz (Board), Mike Danneker (Board).  
**BACK ROW:** Kent Graham (Board), Yolanda Caldwell (Board), Carmine Manicone (Executive Director of Westside Regional Center), Ben Davidson (Board), Teddy Tannenbaum (Board), Russel Tanner (Board)  
**FRONT ROW** from left to right: Leticia Lozano (Staff), Carmen Ibarra (CEO), Penny Rodriguez (Board), Ida Diab (Staff), John Chavez (Board)  
 Not Pictured: Bob Steiner (Board), Rebeca Aguirre (Board)

## BY THE NUMBERS\*

REVENUE		(FY 2016-17)	
			% of Total
Corporations	\$ 56,600		1%
Foundations	\$ 155,000		14.8%
Individual Donors	\$ 72,433		1.8%
Government	\$ 696,145		27%
Patient Fees & Other	\$1,176,320		52.4%
Events	\$ 81,815		2.7%
Other	\$ 5,878		0.3%
<b>TOTAL</b>	<b>\$2,244,191</b>		

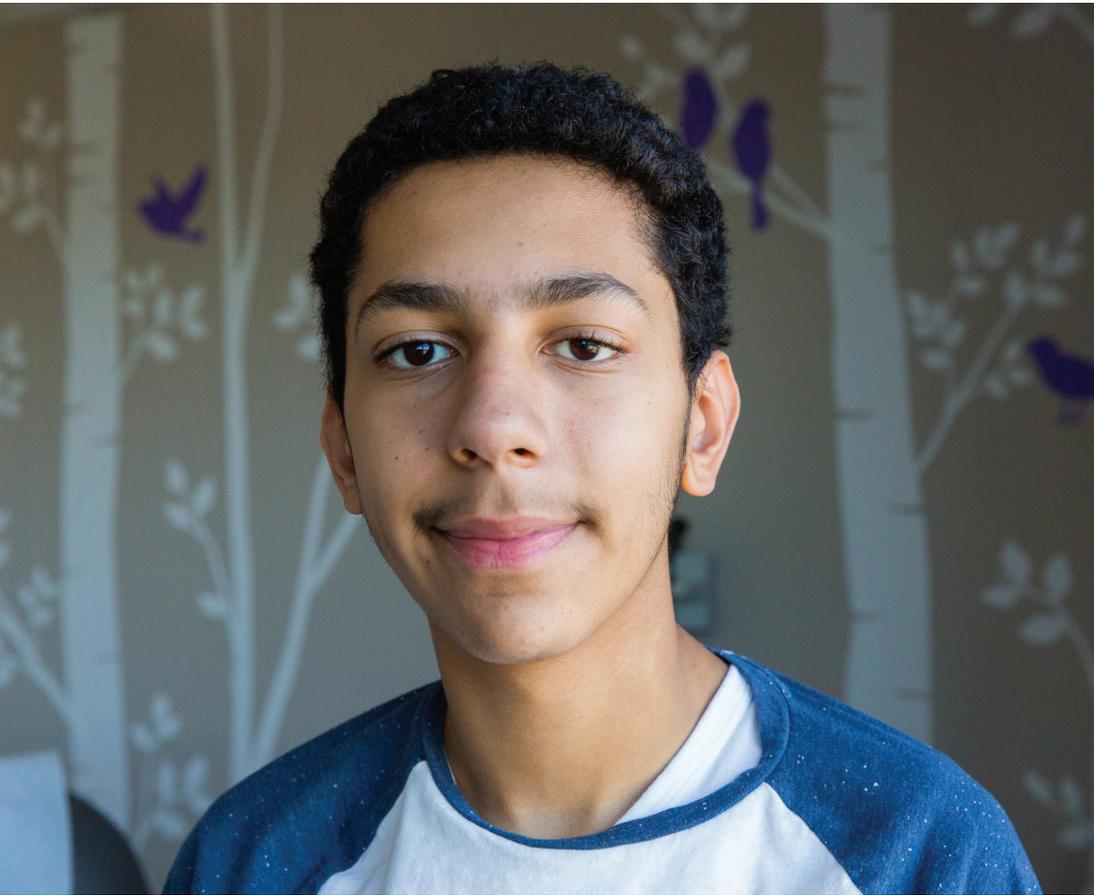
EXPENSES		(FY 2016-17)	
			% of Total
Programs & Services	\$1,798,073		78.9%
Fundraising	\$ 89,527		14.8%
Administrative	\$ 332,669		4%
Operations	\$		2.3%
<b>TOTAL</b>	<b>\$2,220,269</b>		
<b>NET INCOME</b>	<b>\$ 23,922</b>		

\*These numbers are pending verification from our annual external audit.

Weingart Foundation	\$125,000
Cedars-Sinai Medical Center	\$63,000
John Gogian Family Foundation	\$44,000
Solomon R. & Rebecca D. Baker Foundation	\$30,500
Providence Health and Services	\$26,000
L.A. Care Health Plan	\$22,500
Blue Shield of California Foundation	\$21,500
T. June and Simon K.C. Li Charitable Fund	\$20,000
Kaiser Permanente	\$15,000
Mr. and Mrs. Julian Elliott	\$12,000
Wells Fargo Bank - Los Angeles	\$12,000
Mr. and Mrs. Kent Graham	\$10,500
Mr. and Mrs. Werner Wolfen	\$10,500
The Estate of Norman Brokaw	\$10,000
Crail-Johnson Foundation	\$10,000
Public Relations Society of America, Los Angles Chapter	\$10,000
MedPoint Management	\$7,500
The Rosalinde and Arthur Gilbert Foundation	\$7,500
Mr. and Mrs. Lou Spitz	\$6,500
Mr. Chuck and Ms. Diane Hill	\$6,300
Dr. Pam Wiley-Hubbard	\$6,300
Lekavich Dental Company	\$5,500
Carl W. Johnson Foundation	\$5,000
Dr. Anahita and Mr. James Lovelace	\$5,000
Mr. Jeff and Mrs. Allison Mirkin	\$5,000
Mr. and Mrs. John Nickoll	\$5,000
SoCalGas	\$5,000
Mr. and Mrs. Bob Steiner	\$4,550
Mr. Ted Tannenbaum and Ms. Danise Lehrer	\$4,250
Mr. and Mrs. Mike Danneker	\$4,000
Mr. Ira Goldberg	\$4,000
Manufacturers Bank	\$4,000
Mr. Ben Davidson	\$3,500
WINDES	\$3,500
Ted Levine Drum Company	\$3,000
Mr. Carmine Manicone	\$2,613
City National Bank	\$2,500

**With the generous help of our supporters, we are improving the quality of life for individuals with intellectual and developmental disabilities, and other vulnerable populations.**

Los Angeles Speech & Language Therapy Center	\$2,500
The Sheri & Les Biller Family Foundation	\$2,500
Wiley Center for Speech & Language Development	\$2,500
Carl E. Wynn Foundation	\$2,000
Mr. and Mrs. Jerry Doren	\$2,000
Mr. and Mrs. Mark Levey	\$2,000
Mr. Andy Martin	\$2,000
Care1st Health Plan	\$1,500
Princess Cruises	\$1,500
Mr. and Mrs. Leonard Shapiro	\$1,500
Mrs. Carmen Ibarra and Mr. Leonel Ibarra	\$1,350
McKesson	\$1,250
Mr. and Mrs. Jesse Beim	\$1,000
Mr. Martin Blank, Jr. and Mrs. Linda Blank	\$1,000
Ms. Geri Brawerman	\$1,000
Mr. and Mrs. Warren Breslow	\$1,000
Mr. David and Ms. Lisa Gervasi	\$1,000
Golden State Water Company	\$1,000
Mr. Harry Horowitz	\$1,000
Mr. Give and Mrs. Nahid Kamali	\$1,000
Mr. and Mrs. Paul Martin	\$1,000
Sidney Stern Memorial Trust	\$1,000
Mr. Maxwell Sinclair	\$1,000
Mr. and Mrs. Steven Spitz	\$1,000
The Gurwin Family Foundation	\$1,000
Mr. Josh and Mrs. Narges Castillo	\$1,000



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[achievable.org](http://achievable.org)

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