

achievable

**INSPIRING HEALTH.  
IMPROVING LIVES.**



**2017-18** Year-End Report







Dear Friends,

During 2018, Achievable celebrated an important milestone—the Fifth Anniversary of our Achievable Health Center! I like to say that Achievable is “small but mighty,” but the truth is, we are not so small because we have you, our vast network of supporters. You help ensure we are able to do what we do—provide high quality health care to children and adults regardless of their capacity to pay or level of ability. We’ve been able to accomplish so much in this short period of time because of your support. You have allowed us to not only open our doors to patients, but to expand our services and increase our impact. Here are some things we can be proud of together:

- While the original idea for Achievable was a health center exclusively for patients with intellectual and developmental disabilities (I/DD), once we became a Federally Qualified Health Center (FQHC) we worked to integrate patients of all abilities into our service delivery model. Achievable is now a thriving health center where patients with I/DD and those without can get their health care together in one welcoming environment.
- Thanks to support from corporate and foundation funders—including Cedars-Sinai, The Ahmanson Foundation and L.A. Care Health Plan—Achievable has redesigned our facility to make it more accommodating to our patients. This includes fully accessible exam tables in all of our rooms and special diagnostic equipment for examining and treating patients with mobility challenges. We’ve also created more space for families to sit together in our waiting room and made staff more visible and accessible for patient check-ins upon arrival.
- Achievable has become a training facility for those seeking to enter the health care workforce, helping to fulfill our vision of impacting the entire health care system for individuals with I/DD. Today we have a partnership with The Chicago School of Professional Psychology to train psychologists to treat individuals with I/DD, we are starting a partnership with a local college to train medical assistants to treat these individuals, and we’re working on several other partnerships with local medical schools which we hope to launch this year.
- Finally, this year (fiscal ‘17-‘18) we saw just over 2,000 individual patients over the course of approximately 5,500 visits. This continues our almost 20% increase per year for the past three years and is an increase of 750% from the 267 patients we saw in our first year.

Anniversaries are a time of both reflection and looking toward the future. Going forward, we will continue to focus on the three pillars of our mission—direct services, training, and advocacy—to increase our impact in Los Angeles and beyond.

We hope you’ll continue with us on the journey!

All the best,

Carmen Ibarra  
Chief Executive Officer

ASPIRE. **ACHIEVE.** INSPIRE.

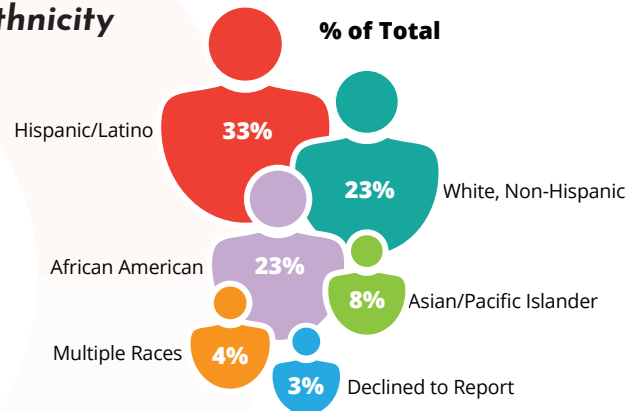
# HOW WE'RE DOING

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.

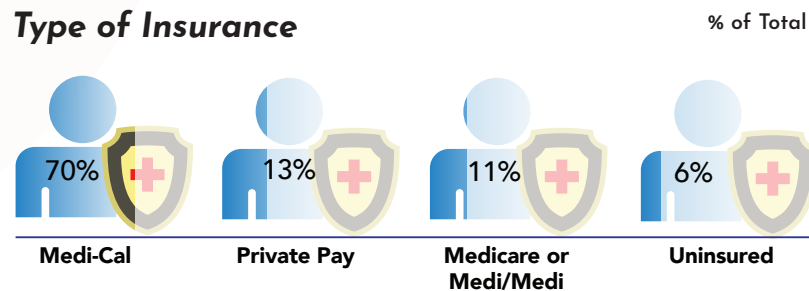
## UNIQUE PATIENTS SERVED

- FY 2016-17: 1,691
- FY 2017-18: 2,056

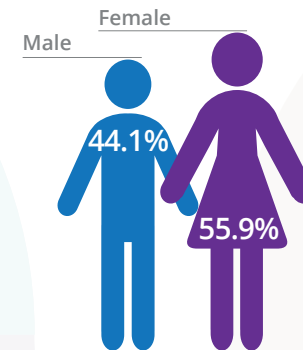
## Ethnicity



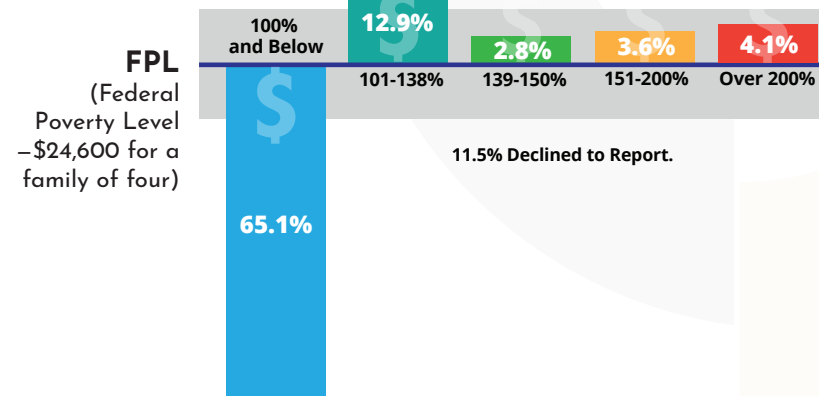
## Type of Insurance



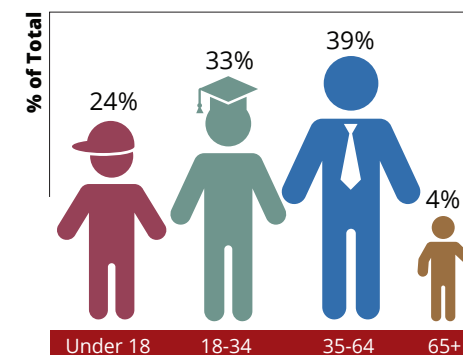
## Gender



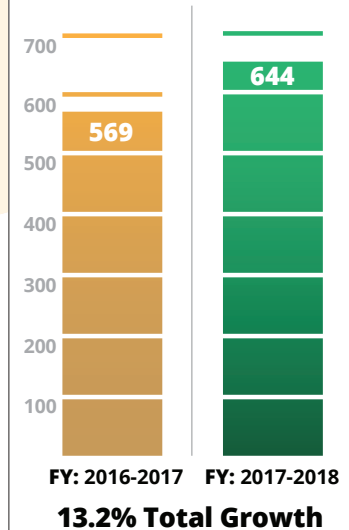
## Household Income



## Age



## Number of Patients with an Intellectual or Developmental Disability





## Achievable Patient Joins Board as Advocate

When **Geri Flowers** discovered that her doctor, Mark Benor, M.D., was leaving the clinic where she received medical care, she tracked him down to his new location. “I thought, ‘I love him so much...I have to go where he goes!’” she said. “When you have a doctor who really cares, you follow.”

That new health center was Achievable. Today, over three years later, Geri and her son are still patients. Michelle Catanzarite, M.D., Achievable’s Chief Medical Officer, is their primary care physician. “My son, who’s 21, is healthy, but I have diabetes and hypertension,” said Geri. “Dr. C. takes care of it all.”

Geri likes the fact that at Achievable, she can see her own doctor every time she visits and not be rotated among staff physicians: “I don’t like seeing different doctors, I want to see my doctor; she explains things—breaks them down. At Achievable, they don’t just write a prescription and tell you to go home. They give you suggestions beyond medication for managing your health.”

Geri never hesitates to speak her mind about things she thinks are both positive and negative. “I’m very vocal; if I don’t like the way something’s working, I speak out. I wanted to know how I could help other Achievable patients get what they needed and wanted.”

When a slot on the Achievable Board of Directors came open, several staff members told Geri she would be a great addition. The experience has been a real eye-opener. “This group includes business owners and CEOs, as well as other patients,” she said. “I meet with the other board members monthly.”

She’s received training in how to be an effective board member. “They sent me out to a class about the roles and responsibilities of health center board members! I’ve been on other boards, but none that have invested this much in me. It’s a real privilege to hear about the medical side and to represent other patients. When I see something I’m not happy with, I bring it to the board and we make changes. The board at Achievable cares about patients and when something isn’t working, they take steps to fix it.”

In addition to her board work, Geri is one of Achievable’s biggest promoters: “I suggest Achievable to my friends who complain because they’re shuttled in and out of the doctor’s office. At Achievable, you get the time you need with your doctor. There’s enough staff to go around. They treat you with respect. When they ask how you’re doing, you know they really mean it.”

“I love the name ‘Achievable,’” she said. “It really represents what they stand for—you will achieve something. I’ve seen a great change in my health since I started coming here. At Achievable, you’re an individual, not just a patient.”



*One of the important components of being an FQHC is that we must have 51% consumers on our board. While it meets a federal requirement, it’s been more about hearing the voices of our patients—what works for them, what doesn’t work for them, and what services we should be focusing on. Having that direct voice has been critical in making us a strong health center.*

## FIVE YEARS AT THE ACHIEVABLE HEALTH CENTER.

Like many challenges faced by vulnerable communities in our society, it often takes determined parents to lead the charge. In 1996, the Achievable Foundation was created by a team of cause-motivated volunteers who worked to create a band-aid solution for parents of children with intellectual and developmental disabilities (I/DD). It was a small operation at first—summer camps, adaptive equipment, emergency support. But it quickly morphed into more, and a team assembled as the mission solidified into health care.

Thus, the Achievable Health Center came to be. Though no one involved had much experience running a health center or navigating the complicated funding and legalities involved, they were determined and had the steadfast support of their board. As they figured out how to put the pieces in place (literally—overseeing everything from construction to funding to recruiting patients), the vision was clear. The Achievable Health Center would be a place where underserved people received gold-standard care. Look at how much we've accomplished in five years!



**May 14, 2014**

Carmen Ibarra is hired as the first full-time CEO.

**June 16, 2014**

Achievable reaches 500 cumulative patient visits.

# 2014

# 2013

**September 30, 2013**

The Achievable Health Center opens its doors.

**October 1, 2013**

Doctors at Achievable see their first patient.

**November 1, 2013**

Achievable receives Federally Qualified Health Center status.



# 2015

**February 9, 2015**

Dr. Michelle Catanzarite is hired as Chief Medical Officer.

**December 22, 2015**

Achievable reaches 5,000 cumulative visits.







**September 1, 2016**

Achievable begins its mental health partnership with The Chicago School of Professional Psychology.



**February 15, 2017**

Achievable reaches 10,000 cumulative patient visits.

• **June 29, 2017**

Achievable receives the "2017 Supporting the Safety New Award" from the Association for Community Affiliated Plans (ACAP).

• **Summer of 2017**

Achievable completes its expansion and remodel including the opening of its administrative offices and the expansion from four to six exam rooms—as well as the complete remodel of the patient waiting room thanks to generous grants from Cedars-Sinai and The Ahmanson Foundation.



2016

2017

2018



• **October 16, 2017**

Achievable wins the "Access Award" from the Los Angeles County Commission on Disabilities and the Los Angeles County Board of Supervisors.

• **December, 2017**

Thanks to a generous grant from L.A. Care Health Plan, purchases handicap accessible exam tables for all of its exam rooms.



• **August, 2018**

To keep up with demand, Achievable opens a formal call center.

**By end of 2018**

Achievable is expected to reach 20,000 cumulative patient visits.



## Care Coordination Makes All the Difference



*The Achievable Health Center provides continuity of care—one primary doctor for a patient—plus a soothing environment, appointments with more time built in to help put patients at ease, doctors trained to work with individuals with I/DD, and patient care coordinators linking patients and their families to needed resources.*

Ingrid Hernandez's 21-year-old son, Timothy, lives with cerebral palsy, autism and intellectual disability. He can behave impulsively and has a difficult time with disappointment, which can make attending school a challenge. Timothy is also extremely sensitive and attached to his family. "He wants to be by my side all day," Ingrid explained, "from the time he wakes to the time he goes to sleep at night. If he doesn't see his father or brother for long periods of time, he also gets upset."

Timothy's medical care is a significant issue. Born with hydrocephaly, he requires braces for his legs, and his hands can become tight and frozen. Both these conditions require physical therapy. He also has scoliosis and requires a back brace. Because of his hydrocephaly, he needs to see a neurologist every two to three months to manage his medications.

Three years ago, when Timothy turned 18, he was removed from his father's company insurance plan. Ingrid's only choice was to enroll him in Medi-Cal, but Timothy's existing doctor didn't accept it. Around the same time, the couple needed to transition Timothy from a pediatric neurologist to one who treated adults. They were referred to a new neurologist but were told he didn't treat patients with special needs.

Timothy was receiving services at Westside Regional Center when Ingrid shared the troubles they were having with their case manager. Ingrid was informed about a health center on site that served patients like Timothy. Her case manager referred Ingrid to Achievable.

"Immediately after meeting with the doctor at Achievable we knew we were at the right place," said Ingrid. "He told us he could treat Timothy and that we wouldn't have to find a separate neurologist. Instead, Achievable's staff psychiatrist, Dr. Breitbart, could manage Timothy's medication. That was a huge weight off our shoulders."

"What is most important to me at Achievable," said Ingrid, "is that the doctors and staff talk with each other and really care about my son. And no one is more important to this team than Diana Rivera, the patient care coordinator at Achievable. Diana has been a gift to my family."

Timothy was recently having trouble sleeping, which can impact many aspects of his health and well-being. "I immediately called Diana and she promised to communicate with Timothy's psychiatrist, Dr. Breitbart, who was out of town. Dr. Breitbart addressed the problem with Timothy's medication—even though she was on vacation."

"At Achievable, the doctors and staff are accessible to me whenever I need them. Everyone treats Timothy with respect and dignity. They make him feel comfortable—and that goes a long way toward ensuring he gets the treatment he needs."





## ASPIRE. ACHIEVE. INSPIRE.

*From Left to Right:*  
**Board Members** Mike Danneker, John Chavez, Geraldine Clarke-Flowers, Penny Rodriguez, Russell Tanner, Ted Tannenbaum, Bob Steiner, Yolanda Caldwell

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

## BY THE NUMBERS\*

REVENUE		(FY 2017-18)	
			% of Total
Foundations	\$ 715,300		22%
Direct Public Support	\$ 28,567		1%
Government	\$ 775,969		23%
Patient Fees & Services	\$1,203,106		36%
Special Events	\$ 163,853		5%
Other	\$ 430,951		13%
<b>TOTAL</b>	<b>\$3,317,746</b>		

EXPENSES		(FY 2017-18)	
			% of Total
Personnel Costs	\$ 1,865,841		65%
Non-Personnel	\$ 668,265		23%
Fundraising	\$ 40,886		1%
Operations	\$ 195,704		7%
Other	\$ 98,856		3%
<b>TOTAL</b>	<b>\$2,869,552</b>		
<b>NET INCOME</b>	<b>\$ 448,194</b>		

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

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.

JL Foundation	\$150,000
Baxter International Foundation	\$75,000
S. Mark Taper Foundation	\$75,000
Anonymous	\$60,000
The Ahmanson Foundation	\$58,000
Annenberg Foundation	\$50,000
The Ralph M. Parsons Foundation	\$40,000
WITH Foundation (formerly Special Hope)	\$40,000
Appleton Foundation	\$38,343
John Gogian Family Foundation	\$32,500
Material World Charitable Foundation	\$25,000
Cedars-Sinai	\$15,000
L.A. Care Health Plan	\$15,000
Dr. Anahita Lovelace and Mr. James Lovelace	\$10,000
Mr. and Mrs. John Nickoll	\$10,000
Wells Fargo Foundation	\$10,000
The Rosalinde and Arthur Gilbert Foundation	\$7,500
Kaiser Permanente	\$6,500
Dr. Pam Wiley	\$5,600
Michael Berman	\$5,000
Jeff and Allison Mirkin	\$5,000
SoCalGas	\$5,000
Kent and Pat Graham	\$4,557
Ira Goldberg	\$4,500
Mr. and Mrs. Bob Steiner	\$4,250
Chuck and Diane Hill	\$3,400
Mr. Ted Tannenbaum and Ms. Danise Lehrer	\$3,300
Mr. and Mrs. Lou Spitz	\$3,040
Special Needs Dental Associates - Lekavich Dental Corporation	\$3,000
Manufacturers Bank	\$3,000
Mr. and Mrs. Jerry Doren	\$3,000
The Office of Supervisor Mark Ridley-Thomas	\$3,000
WINDES	\$2,900
Options For Life	\$2,650
MedPoint Management	\$2,500

Swanton Foundation	\$2,500
The Murray Reese Foundation	\$2,500
The Sheri & Les Biller Family Foundation	\$2,500
Golden State Water Company	\$2,500
Mr. and Mrs. David Woolley	\$2,000
Francine and Neil Afromsky	\$1,600
Nancy and John Leonardo	\$1,550
Albert Vera	\$1,350
Gerry and Penny Rodriguez	\$1,320
Ira Kruskol and Marissa Espinoza	\$1,250
Carmine Manicone	\$1,100
Linda Arias	\$1,000
Dr. and Mrs. James Mertz	\$1,000
Joyce Eisenbert-Keefer	\$1,000
James Kottra and Marjorie White-Kottra	\$1,000
Levey Cherry Family Foundation	\$1,000
Michael Lowinger	\$1,000
Marcus & Millichap	\$1,000
McKesson	\$1,000
Mark Burnett and Roma Downey	\$1,000
Mrs. Carmen Ibarra and Mr. Leonel Ibarra	\$1,000
Ed and Marla Wolkowitz	\$1,000
Rona Neiman	\$1,000
Barry Speyer	\$1,000
The Gurwin Family Foundation	\$1,000







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

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