



# Annual Report to our Community



West County Health Centers

*Caring for our Communities*

a *californiahealth* center



# 2018 Highlights



**West County  
Health Centers**

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## Teen Clinic THE WEST COUNTY HUB

The Forestville Teen Clinic provides a full array of sexual health services and counseling for young people ages 12-25 years. We also host a Peer Education program of local high school and college age students who volunteer in the clinic and help our educators teach sex education in West County schools. We now teach in 14 different K-12 schools. Because we serve as a hub for young people in West County, our space is always full with young people who just need a place to grab a snack or hang out.

## Dental Services NEW LOCATION IN SEBASTOPOL

In 2018, WCHC's Dental Services delivered 6,041 visits for 1,869 unduplicated patients. We continued to work in partnership with the Sonoma County Department of Health Services' Dental Program: Cavity-Free Sonoma. This four-year pilot project's goal is to improve the oral health in Medi-Cal eligible children age 6 and under by implementing a comprehensive system of care that prevents, diagnoses, and manages the treatment of early childhood caries as a chronic disease. So far, the dental health outcomes have been favorable as the percentage of Medi-Cal eligible children with a high risk of developing dental caries has decreased significantly. WCHC Dental Services considers children as one of the most vulnerable populations and we look forward to continuing being a champion for this impactful pilot project. We also recently completed the four-year Perinatal and Infant Oral Health Quality Improvement Project, a State pilot project funded



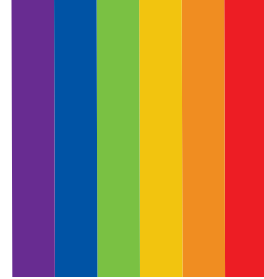
by the Health Research and Services Administration. It has successfully increased the number of pregnant women and infants who receive dental care from WCHC Dental Services.



## patient family council

Our Patient Family Council continues to add the patient's perspective to many of West County Health Centers' innovative projects and programs. Council members are passionate about the care they and their families receive at West County Health Centers and are dedicated to supporting the best care for all patients. Patient Advisors serve in many roles, including reviewing and approving West County Health Centers brochures and other patient communications. Advisors also serve on innovation committees. The Council's "Seal of Approval" ensures that the messaging is clear, concise and inclusive of all West County Health Centers patients.

A PAP Screening Workgroup session with **Dana Valley**, Assoc. Director of Quality Management; **Sean Lyons**, Advanced Medical Assistant; and **Mark Short**, Patient Advisor.



## Gender Expansive Services CELEBRATING INCLUSION

While West County Health Centers has consistently provided healthcare for transgender patients for many years, the growth in these services has increased the total number of patients who identify as gender expansive to over 100. Some patients seek out West County to receive specialized gender affirming medical treatment. Each medical site has at least one medical provider who is trained in and champions gender affirming care.

West County employees now wear name badges that include their pronouns and signage has been adjusted to reflect a stronger message of inclusion. Additionally, each site and department, and all new employees receive training to increase cultural knowledge of and humility about gender expansive individuals.

Gender Expansive Services Clinic, a monthly group medical visit for gender expansive individuals, offers a protected space for education, community building, mentoring and full spectrum health care that includes gender-specific medical treatment. In addition, participants are offered longer 1:1 visits with a medical provider or access coordinator.

*WCHC Gender Services Team, from Left to right: Jill Rees, PhD, Assoc. Director of WCHC Behavioral Health; Brooke Vezino, MD, GCHC Family Physician; and Erin Elo, Forestville Teen Clinic Manager and Gender Services Coordinator.*

## Medication ASSISTED TREATMENT

Medication-assisted treatment (MAT) is the use of medications in conjunction with counseling and behavioral therapies to treat substance use disorders and prevent opioid overdose. Research shows that by offering a combination of medication, counseling, and groups, MAT lowers mortality rates among patients with Opioid Use Disorder (OUD) by 50% or more.

West County Health Centers has an extensive history of employing MAT to treat OUD. Now, using a grant from the Center for Care Innovations, WCHC is expanding and strengthening its ability to treat OUD through community education and added medical staff. In addition, the grant allows us to develop strategies to disrupt the forces that contribute to the current level of addiction in West County.

*West County Health Centers systems mapping, pictured from left to right: Gilda Estevez, LMFT; Diane Rooney, RN, WCHC Behavioral Health Care Manager; and Emilio Licea, PsyD, WCHC Assoc. Director of Behavioral Health.*



## Senior COLLABORATIVE CARE TEAM

Older adults suffering with depression, (particularly those with multiple medical problems), often do not seek or receive effective treatment. West County Health Centers has a new approach to close this care gap: the Senior Collaborative Care Team (SCCT). This program offers an innovative and effective method of treating late-life depression care; meeting the patient where they are, either in the clinic or in their home. Patients receive outreach, assessment, and help with achieving manageable goals through regular home visits and telephone contact. They also receive referrals to a higher level of treatment, if needed.

Funded by the Archstone Foundation, the SCCT is based on research showing that systematic collaboration between community-based organizations and primary care clinics can be successful in treating individuals with late-life depression. Our collaborators are West County Community Services (WCCS) and the Sonoma County Human Services Department's Adult and Aging Division (A&A).







## Healthcare FOR THE HOMELESS

The primary goal of our healthcare for homeless program is to provide high quality healthcare and intensive case management to those who need it most. The new Third Street House location for these services has two medical exam rooms, a behavioral health office, and several consultation rooms for resource navigation. Our co-location in Guerneville with West County Community Services' Rapid Rehousing Program helps us provide a home-like setting so that those in our community experiencing homelessness feel welcome and safe. Their comfort with the setting helps us provide award-winning primary care, and addiction, psychiatry, and resource services that enable a return to recovery and wellness.



## Sonoma Resilience COLLABORATIVE

The Sonoma Resilience Collaborative was initiated by a collaborative including West County Health Centers after the devastating 2017 wildfires. The goal of the collaborative is to increase community resilience by training lay people to share mind-body skills which help to heal stress and trauma, however it occurs. This science-based curriculum provides tools for healing trauma to our staff, patients, and West County community members through a 16 hour course. Health Center staff and volunteers have been trained as facilitators and staff are allowed time in their work schedule to participate. Patients and community members can take part in the groups held at the Forestville Wellness Center and other venues in the community.



This experience has changed the way I live my daily life. I am calmer, more empowered, less quick to anger and more loving and aware of the beauty of my life.

— WCHC Patient Sheila S.

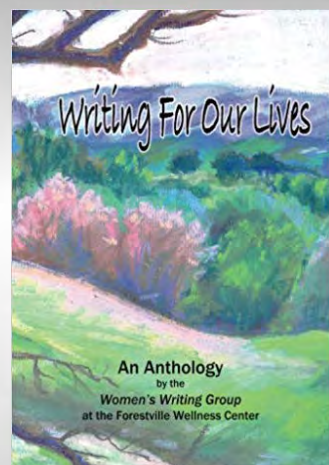


## The Forestville WELLNESS CENTER

The Forestville Wellness Center offers wellness and integrative medicine services to all West County patients, regardless of their economic situation.

Over the last year FWC has added hours in multiple services including acupuncture and naturopathic consultations. We are working toward having evening hours three days a week. In addition, we are working with the Ceres Community Project to offer an evening group for patients to cook and eat dinner together and learn about healthy eating.

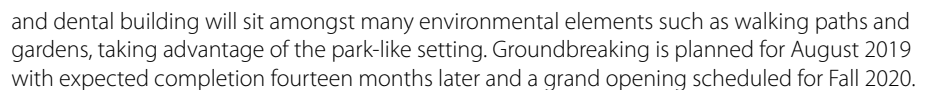
The "Writing for our Lives" writing group for women self-published an anthology of their writings under the leadership of Chris Perkowska, PA. It was an impressive and labor-intensive project and we are so proud of their work. It is available for purchase on Amazon.



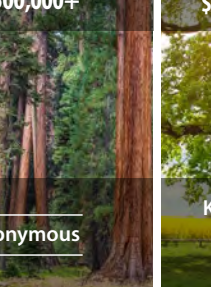


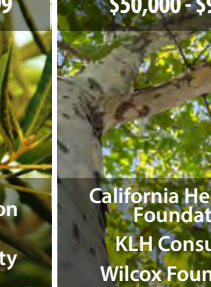
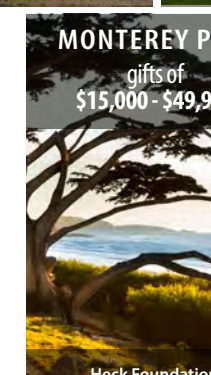
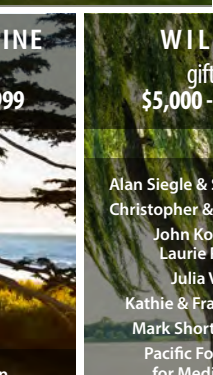





Our vision is to build the Russian River Health & Wellness Center as an integrated hub that supports individuals and communities to achieve optimal health. Our building project budget is \$14.2 million for a 10,000 square foot OSHPD-3 compliant medical, dental and behavioral health facility on a 1.8 acre riverfront location. The three story medical



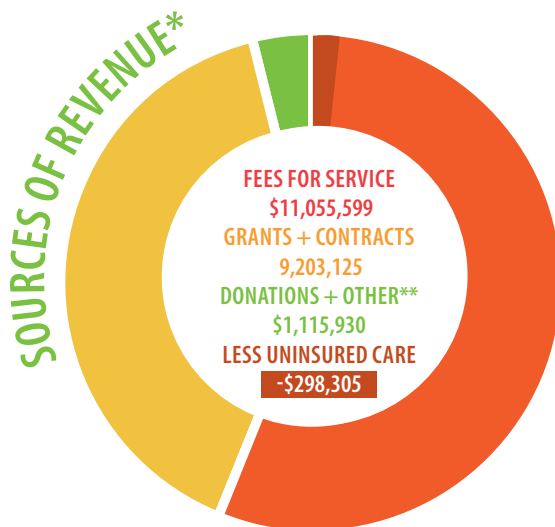
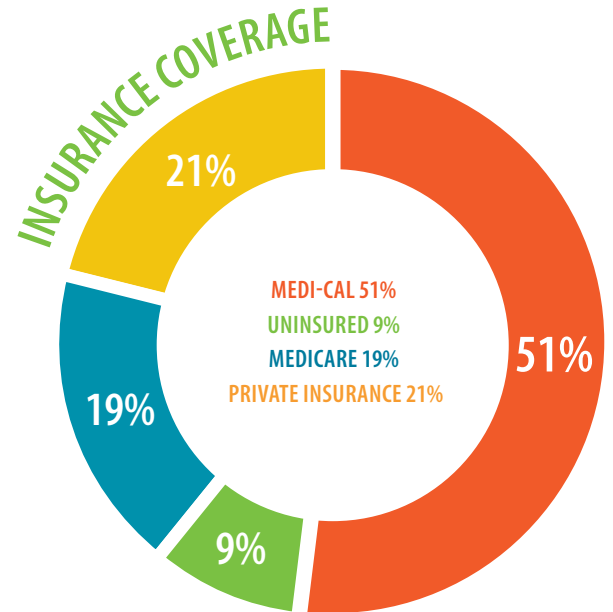
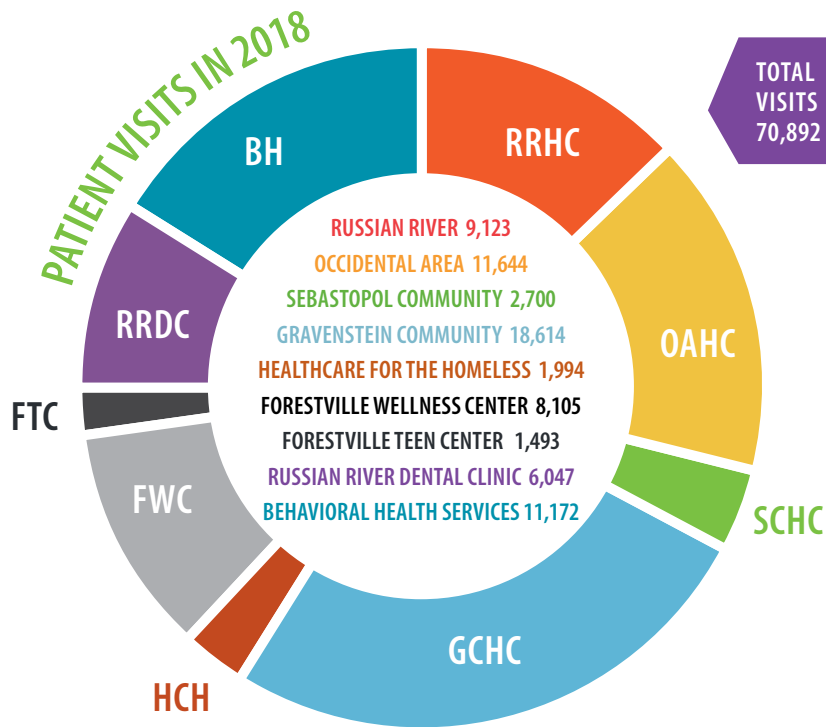
## LEAD CAPITAL CAMPAIGN GIFTS & LEVELS OF DONOR RECOGNITION

 <p><b>REDWOOD</b> gifts of <b>\$500,000+</b></p> <p>Anonymous</p>	 <p><b>OAK</b> gifts of <b>\$250,000 - \$499,999</b></p> <p>Kaiser Permanente Sutter Health Anonymous</p>	 <p><b>OLIVE</b> gifts of <b>\$100,000 - \$249,999</b></p> <p>Coddling Foundation Sig Anderman Wm. G. Irwin Charity</p>	 <p><b>SYCAMORE</b> gifts of <b>\$50,000 - \$99,999</b></p> <p>California Healthcare Foundation KLH Consulting Wilcox Foundation</p>
 <p><b>MONTEREY PINE</b> gifts of <b>\$15,000 - \$49,999</b></p> <p>Heck Foundation James Fox Jennifer Nichols Marc &amp; Mary Felton</p>	 <p><b>WILLOW</b> gifts of <b>\$5,000 - \$14,999</b></p> <p>Alan Siegle &amp; Shelley Brown Christopher &amp; Mary Szczyk John Kornfeld &amp; Laurie Prothro Julia Veitch Kathie &amp; Frank Mayhew Mark Short &amp; Carl Ray Pacific Foundation for Medical Care PRAXIS Architects Steve Bromer, MD Surani &amp; Patrick Kwan</p>	 <p><b>MADRONE</b> gifts of <b>\$2,500 - \$4,999</b></p> <p>Church Family Debra Johnson &amp; Carol Kanner Eric LaPointe Karen Egan Liza Loop McElroy &amp; Renfro Family Nonstop Wellness Thomas Novotny MD MPH</p>	

West County Health Centers is pleased to recognize lead capital campaign donors who have made commitments to rebuilding the Russian River Health Center. Add your name TODAY to the Donor Tribute Wall which will be prominently located in the New Russian River Health & Wellness Center building.

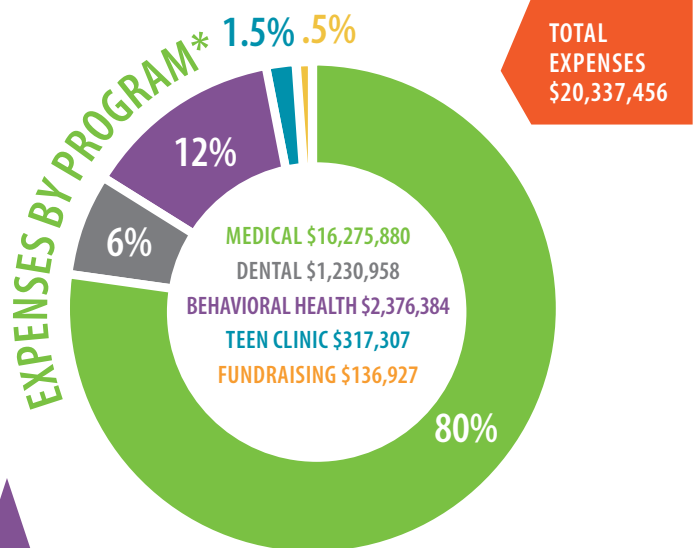
# 2018 Service Report—West County Health Centers

OVERVIEW 12,124 PATIENTS SERVED 70,892 PATIENT VISITS 216 EMPLOYEES



\* Audited Financials  
December 2018

\*\* Includes  
\$665,900  
Restricted  
Capital Campaign  
Donations



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TOTAL PATIENTS 12,124 NEW 934 UNDER 18 2,605 OVER 60 3,275

**NUMBER OF PATIENTS IN 2018**

# West County Health Centers Community Survey Results



West County  
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SPRING 2019 | WCHEALTH.ORG

West County Health Centers conducted a community survey to get feedback about the programs and services we provide at our Health Centers in Guerneville, Sebastopol, Forestville, and Occidental.

These results are from 489 respondents who accepted our invitation to tell us how WCHC is doing.



PATIENT

**68%**

Responses: 317



COMMUNITY MEMBER

**22%**

Responses: 105



STAFF

**17%**

Responses: 79

Do you feel that WCHC uses and distributes healthcare resources appropriately in your community? (10 being the highest "Yes")



7.5 OUT OF 10 RATED #10  
AS HIGHEST "YES"

Do you feel like WCHC cares about and is invested in the overall health of our communities? (10 being the highest "Yes")



8 OUT OF 10 RATED #10  
AS HIGHEST "YES"

“During my husband’s recent illness we were treated with expertise and kindness”

On a scale of 1-5, how would you rate your experience with West County Health Centers? (5 being “excellent”)

**53%** ★★★★★

**24%** ★★★★

**14%** ★★★

**4%** ★★

**3%** ★

“People are warm, helpful, caring, and knowledgeable”

What services would you like to see added or enhanced?

\*Top five answers below.

- 1 Expanded Dental Services
- 2 Expanded Mental Health Services
- 3 Satisfied with Services Offered
- 4 Senior Services
- 5 Transportation

# West County Health Centers Community Survey Results

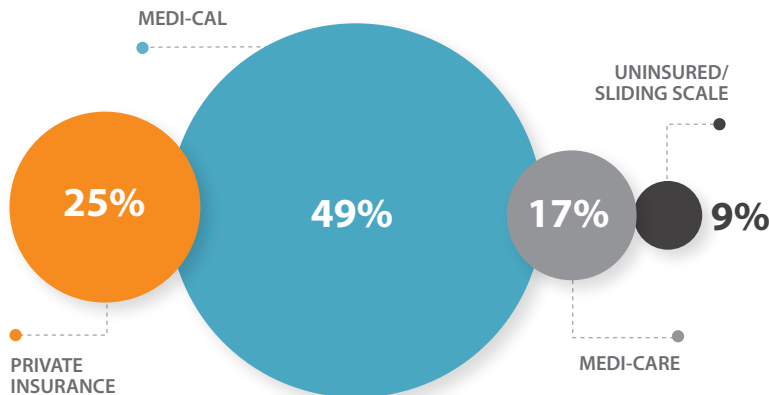


West County  
Health Centers

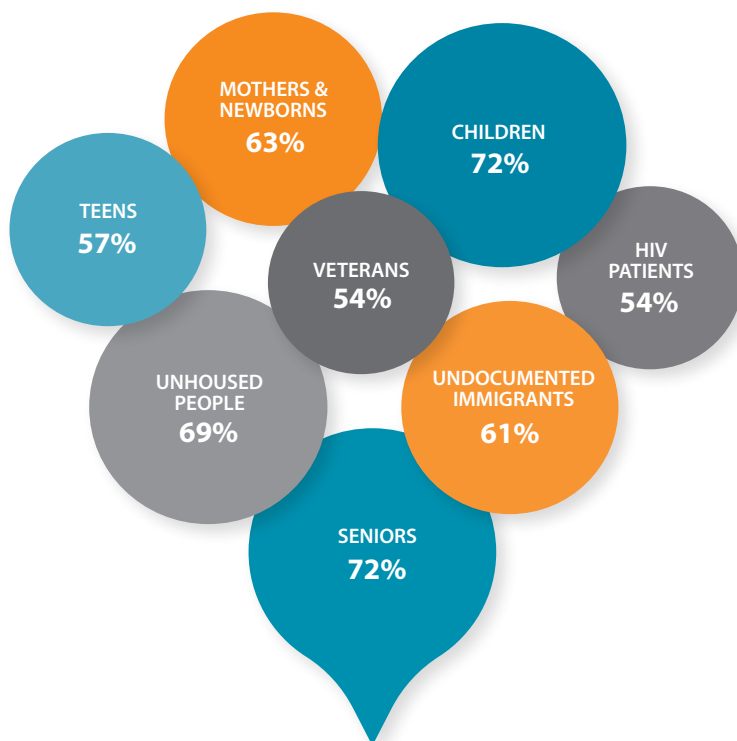
*Caring for our Communities*  
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SPRING 2019 | WCHEALTH.ORG

WCHC accepts many types of health insurance. Below is the insurance status of our 15,000 patients.

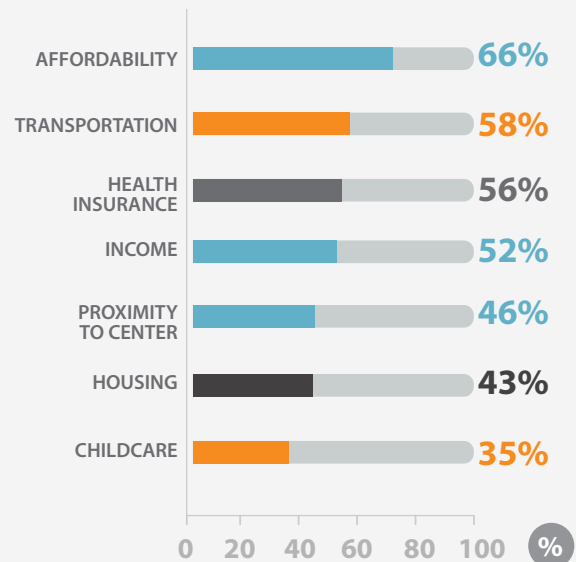


What populations of vulnerable and underserved WCHC patients in your community are most important to you?



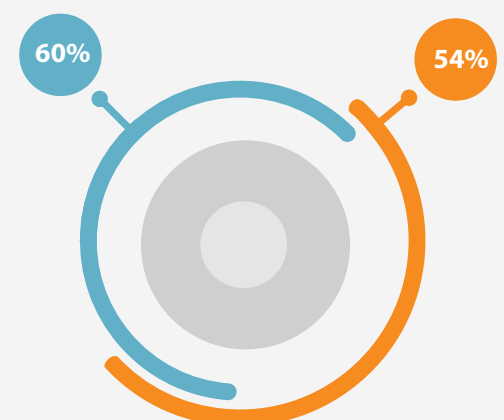
Which of the following do you think are significant barriers to health care access in our community?

Top responses.



The majority (60%) of West County Health Centers Board of Directors are patients.

54% of West County Health Centers 220 Staff reside in western Sonoma County.





# Quality Healthcare in your Neighborhood

## SERVICES

Family Practice . Specialty Care . Pediatric Care . Dental Care . HIV /AIDS Care  
Behavioral Health Care . Chronic Disease Care . Obstetrical Care  
Reproductive Health Care . Health Education . Eligibility Services

## LOCATIONS

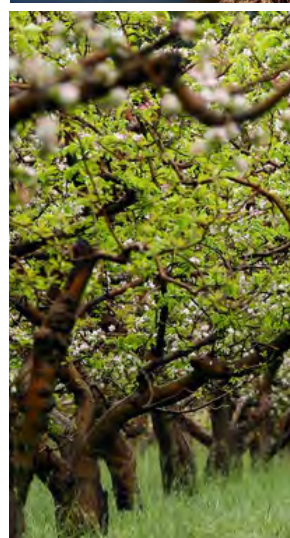
- 1** Gravenstein Community Health Center  
652 Petaluma Ave., Suite H  
Sebastopol, CA 95472  
707-823-3166
- 2** Third Street House  
16312 3rd Street  
P.O. Box 226  
Guerneville, CA 95446  
707-824-3398
- 3** Russian River Health Center  
16319 3rd Street  
P.O. Box 226  
Guerneville, CA 95446  
707-869-2849
- 4** Dental Services  
Sebastopol Community Health Center  
6800 Palm Ave., Suite C  
Sebastopol, CA 95472  
707-869-2933
- 5** West County Health Centers Administrative Office  
14045 Mill Street  
PO BOX 1449  
Guerneville, CA 95446  
707-869-5977  
[www.wchealth.org](http://www.wchealth.org)
- 6** Occidental Area Health Center  
3802 Main Street  
P.O. Box 100  
Occidental, CA 95465  
707-874-2444
- 7** Forestville Wellness Center  
6550 Front Street  
Forestville, CA 95436  
707-887-0290
- 8** Forestville Teen Center  
6570 1st Street  
Forestville, CA 95436  
707-887-0427



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P.O. Box 1449  
Guerneville, CA 95446

**NON-PROFIT  
US POSTAGE  
PAID  
PERMIT #470  
SANTA ROSA CA**

## HIV Prevention Plan **HIV PROGRAM**

Over the last couple of years, the HIV program has been involved in both drafting and now implementing a county-wide strategic plan focused on HIV prevention and treatment. Our partners in this endeavor are staff from the Kaiser Permanente system, the County Department of Public Health, Santa Rosa Community Health Centers, Food for Thought, and Face to Face. More recently, we are turning our attention

towards biomedical HIV prevention with PrEP, both within the West County Health Centers clinical sites and working with other County agencies.

Our clinical campaign within West County Health Centers is promoting HIV testing, in keeping with the recommendation from the CDC that all people between the ages of 13-65 get tested at least once in their lifetime.



*Mother Rising Circle, postpartum services support group for Moms and babies, graduation ceremony.*

## Comprehensive Perinatal **SERVICES PROGRAM**

West County Health Centers' Comprehensive Perinatal Services Program offers personalized care to pregnant women that extends through the postpartum time. A highlight of the postpartum services is our support group, called the Mother Rising Circle. In this group new moms have opportunities to meet weekly to learn together, nurture each other with peer support and build community. Moms learn in the group setting from our perinatal nurse on how to care for their babies and for themselves. Some topics

include mindful parenting practices, baby wearing, breastfeeding education, starting back to work, postpartum self-care, infant development, and more. The closeness that develops between group members forges lasting friendships. When a baby reaches their first birthday, the mom and baby "graduate" from the group in a special ceremony, with the group sharing memories and acknowledging the mother and baby for all their growth and achievements.

**West County Health Centers envisions healthy communities building relationships and partnerships that support health and wellbeing for all people.**

## A Message from Mary Szecsey **CHIEF EXECUTIVE OFFICER**

From our humble roots as rural health clinics in Guerneville and Occidental, organized in the 1970's by local community members, West County Health Centers has grown to be a vibrant network of facilities serving the primary healthcare needs of one in four residents in the area. Anchored by our values and vision of a healthy community that supports health and well-being for all people, our diverse array of programs and services strive to meet the individual and community needs for comprehensive and high-quality care every day. Our employees are proud to collaborate with patients, volunteers, supporters and partner agencies to realize the

many achievements that are highlighted in this year's Annual Report to the Community. From the rebuilding of the Russian River Health Center, to the development of gender expansive services, and our commitment to serving unhoused residents, our team is unwavering in its willingness to think creatively and serve selflessly to provide high quality health care for all.

We thank you for your support and look forward to building on our success in the coming years.

In health,



**Mary Szecsey, CEO**  
West County Health Centers, Inc.

**www.wchealth.org**