



Annual Report 2015-2016



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The right to
quality healthcare
is our

mission

It shall be the mission of Clinica Sierra Vista to provide high quality and comprehensive primary and preventative health care services at the most efficient cost to the underserved populations of Kern, Fresno, and Inyo Counties regardless of ability to pay, and to seek necessary resources to meet the growing health care demands while maintaining the corporation's financial integrity.

We strongly believe in everyone's right to quality health care; therefore, no one is denied services based on race, religion, ethnicity, sex, age, disability or economic status.



Steve Schilling, CEO

We are proud to present this 2015-2016 Annual Report, which we hope will inform, inspire, and remind you of the important work you enable us to do.

One of the best things about working for an organization like Clinica Sierra Vista is that I never have to wonder whether the work we are doing is worthwhile. Each day, we see victories and success, big and small, in the lives of people who count on us.

In the face of stubborn poverty, high unemployment and lack of health access, CSV continues to do hard work against incredible odds-to make life better and to transform communities into more livable places, for all of us.

Great organizations have cultures of achievement. Clinica Sierra Vista long ago adopted a permanent mission to embrace, to grow, and to learn that a healthy community requires widening the circle of opportunity, deepening the meaning of health equity, and strengthening the bonds of social justice.

We started 44 years ago as a "social experiment," in a storefront in a small farmworker town. We came together almost by accident, joined in a common purpose, and in those intervening years we have created a primary care delivery system, including vast social services and health education programs across a huge multi-county area, that have come to define a health care home. We are now at the sweet spot, between "youthful" exuberance and ambition, and "middle age" wisdom and reflection.

We came together then and continue today, as a team of committed professionals, possessing a relentless optimism and a strong sense of purpose to create a responsive organization through action. We have evolved from a fringe provider to a mainstay in the communities we touch, bringing brighter futures to our people, creating jobs and opportunities, and helping to build the emerging foundations for a new era of improved health access and stronger lives.

So as I look forward to next year, I see more expansion, more changes and challenges, and more families and neighborhoods to be served. I am confident that our constituent communities, who own and govern our cause, can count on our staff to be as faithful to our vision as we have been in the past.

"For all those whose cares have been our concern, the work goes on, the cause endures, the hope still lives and the dream shall never die." -Senator Edward Kennedy

Board of Directors

We want to express our sincere appreciation to our Board of Directors for their leadership, guidance, and unwavering support of our vision and mission.

Matthew C. Clark
President

Clarabel Gutierrez
Vice President

Juanita Benavidez
Secretary

Roberto Rivera
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Anthony T. Marrufo

Clinica and the Impact of Health Reform

The Patient Protection and Affordable Care Act (ACA) is the most far-reaching health reform legislation enacted since the establishment of Medicare and Medicaid in the 1960s. This legislation has substantially increased the number of Californians who have health insurance. Our patients gaining coverage will no longer face financial ruin if they develop severe illness or suffer major injuries. They will also have greater access to preventive and primary care services that can improve their health and reduce their need for hospitalization and emergency services.

CSV has embarked on a huge capacity-building effort, as evidenced on these pages in more places, with more services and programs, to prepare for these exciting expansions now underway.

Clinica Sierra Vista ranks as one of the top community health centers in the country in terms of financial efficiency, quality of care, and breadth of services. We've discovered, however, that many of our community members still aren't sure about what we do and the services we offer.

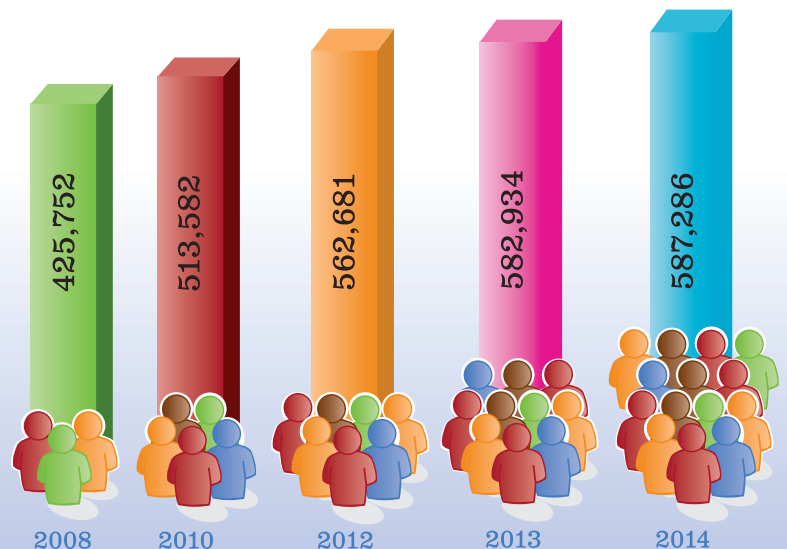
What we do is care. We care for those who've lost their jobs—and their health insurance along with it. We care for those who have never had health insurance at all. We care for the migrant workers, the homeless and the homebound. We care for senior citizens and premature infants. We care for everyone—regardless of race, religion, ethnicity, or ability to pay.

And we know we must maintain the means to provide this care. We must be practical and efficient in our dedication. We must manage our finances carefully, expand slowly, and never lose sight of the values of the people on whose behalf we serve—the people of Kern, Fresno, and Inyo Counties.

Patient Visits

Total Number of Patient Visits*

*Medical, Dental & Behavioral Health visits only



clinical services

In 1971, one part-time physician began caring for migrant farm workers out of a trailer in Weedpatch.

Clinica Sierra Vista currently operates 29 community health centers, six dental centers, and six behavioral health centers serving 587,286 unique individuals. We also offer health education, WIC services, case management, and other health and social services to hundreds of thousands of patients annually.

Our health centers are carefully and strategically located throughout Kern, Fresno, and Inyo Counties, with specially planned hours of operation for the convenience of our patients who struggle with transportation.

Over 80 doctors, nurse practitioners, and physician assistants provide across-the-board care, including Pediatrics, Internal Medicine, Obstetrics and Gynecology, Family Planning, Podiatry, and Pediatric Dermatology.

Fifteen of our health centers provide radiology and X-ray capabilities, and our largest facilities offer mammogram and ultrasound services. All of our medical community health centers are CLIA (Clinical Laboratory Improvement Act of 1988) certified, meaning we establish quality standards for laboratory testing.

Clinical Services fees are generally based upon each patient's individual ability to pay. We also offer multiple pharmacy patient assistance programs, such as the 340B Program, which help provide free to low cost medication to those individuals without prescription drug coverage.



Clinica Sierra Vista has been accredited by The Joint Commission since 1998, and has undergone its seventh and most recent re-accreditation in 2014. Clinica was granted full re-accreditation for our Medical, Dental, and Behavioral Health programs and facilities for another 3 year period, until the Spring of 2017. This is our sixth full re-accreditation over the last sixteen years, and is a testament to the high quality and hard work of all our staff. Additionally, because of various milestones reached this year, our programs earned the designation as a Primary Care Health Home (PCMH), joining many other accredited entities around the country of the special recognition and designation. The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. The Joint Commission seeks to continuously improve health care for the public by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

Clinica has an innovative approach to addressing health issues, which close coordination with government and community agencies is critical by streamlining processes. The underserved citizens of Kern County Clinica Sierra Vista” —Lucinda L Wasson, PHN, MS, Director of Public Health Nursing



Dental Health Services

Dental check ups are crucial to the health of your teeth, gums and smile. But without health insurance, families are often more likely to spend the money on everyday necessities instead.

The central valley has a very high prevalence of oral health problems. These problems range from cavities to gum disease and include the many barriers to accessing dental services. Thanks to the dental department of Clinica Sierra Vista, thousands of residents in Kern and Fresno counties receive quality preventative and restorative dental treatments that improve their oral health at significant cost savings. Our dental team strives to educate our patients to provide them with tools to limit their risk for dental disease. We are learning more and more about the correlation between good oral health and good systemic health, and it is vital to our community to consistently provide good quality oral healthcare in a comfortable environment.

We now have six facilities throughout our network that increase the access to oral health service more conveniently to the metro- Bakersfield, Delano, Lamont, and Fresno areas. We have added several staff members with an emphasis on treating our most vulnerable population; children 0-5 years old. We look forward to continued growth and success in preventing and treating dental disease throughout our extensive network of community health centers.

ch has led to the expansion of services throughout the county. The
tical for successful outcomes through reductions in duplication and
y are fortunate to have access to the high caliber services provided by
ng (Retired)

behavioral health

Behavioral Health Services for Adults

Our Behavioral Health Program provides a full continuum of mental health services at locations in Bakersfield, Lamont, Delano, Frazier Park and Fresno. Psychiatric, psychological, therapy, addiction counseling and case management are included at most sites.

We treat adults over the age of 18 who experience significant impairment in one or more aspects of their life due to a mental illness or co-occurring disorder. Our integrated behavioral health programs at South Community Health Center and East Niles Community Health Center in Kern and Divisadero and Elm Community health Centers in Fresno; as well as our Project Care integration programs at Delano, McFarland, Arvin and Lamont Community Health Centers offer psychotherapy and psychiatric consultation for mild to moderate behavioral health issues.

We also provide psychotherapy services to Bakersfield College students on the Bakersfield and Delano campuses, as part of the Clinica Sierra Vista Student Health Center primary care team.

Substance Abuse Disorders

On campus, school-based addiction and substance abuse services are provided in Delano to eligible adolescents referred by the local school district. We also provide Alcohol and other Drug counseling services to individuals, 18 and over, and their affected friends and families through our Delano Behavioral Health Center. Services for co-occurring specialty mental health and substance complicated disorders are available at all Behavioral Health Centers in Delano, Bakersfield, Lamont and Frazier Park

Behavioral Health Services for Children

Children's Behavioral Health Services offer individual, family, and group counseling, case management, psychiatric evaluation, psychological testing and medication support. We serve children up to the age of 21 who are living, or attending school, in the communities of Arvin, DiGiorgio, Frazier Park, Lamont, Weedpatch, Fairfax, Southeast Bakersfield, and Fresno. We also provide adolescent substance use disorder services to adolescents in Delano.

CHAT Program: Child Abuse Treatment (CHAT) is a proven psychotherapy program that provides specialized, safe, supportive outpatient treatment for traumatized children. Psychotherapists are trained in Trauma Focused Cognitive Behavioral Therapy, Child Trauma Institute: Adolescent Intensive Trauma Therapy; Applied Behavioral Analysis; EMDR and Solution Focused Therapy to provide individual and group counseling, as well as family sessions in support of the child's recovery.

CHAT also covers crisis counseling, outreach home and school visits, and linkage to the Victims of Crime program.

Clinica Sierra Vista is also an Intensive Social and Emotional Services (ISES) provider for the Kern County Superintendent of Schools SELPA. This program provides therapy to students through referral by the district, and as the need is defined in a student's Individualized Education Plan.



wic

Clinica Sierra Vista's WIC program is the sixth largest WIC agency in the state of California and provides nutrition and breastfeeding education to approximately 43,625 income eligible women, infants, and children in Kern and Fresno Counties.

“Clinica Sierra Vista is vital to our community, and I am deeply supportive and appreciative of all your services. I am proud to have Clinica Sierra Vista in our community.”

**-Harvey L Hall,
Mayor,
City of Bakersfield**

The WIC program serves participants in 25 locations in Kern County and five locations in Fresno County. "We locate our WIC offices in the communities where our participants live to make it easy for them to access our services," says Tina Canales, WIC director. "We also schedule our office hours to accommodate working families and those attending school. Many of our offices are open on Saturdays and after 5."

The WIC program serves women who are pregnant or have recently had a baby, as well as infants and children up to their fifth birthday. WIC offers nutrition education, breastfeeding education and support, referrals to other community programs and social services, and vouchers for healthy foods.

The WIC food package includes vouchers for healthy foods that reinforce the nutrition messages provided by the program and provide nutrients essential for healthy pregnancies and growing children. Foods that can be purchased with the WIC vouchers include milk, eggs, cheese, whole grains, fruits, and vegetables.

WIC counselors educate program participants on many health topics, including healthy eating, active living, proper feeding of infants, and breastfeeding. Studies have shown that for every WIC dollar spent on pregnant women there is a savings of over three dollars in future healthcare costs. There is also a great amount of support and resources given to nurturing the breastfeeding relationship between new mothers and their babies. As explained by Mrs. Canales, "WIC creates a partnership between counselors and families to make a healthier future."



Maternal Child Outreach Program

The Maternal Child Outreach Program (MCOP) serves an average of 4,000 prenatal patients annually, and offers medical care, patient education, and support services at 17 of Clinica Sierra Vista's primary care health centers.

MCOP patients are cared for by a team of professionals, including a physician or nurse practitioner/midwife, nursing support staff, MCOP staff, nutritionists, and counselors. In addition to medical care, patients are also offered education and support services, including AFP screening, HIV information, antibody testing, counseling, nutritional services, and early pregnancy and childbirth classes. Family planning, including tubal ligation counseling, is also offered as one-on-one counseling sessions.

Medically Vulnerable Infant Program

Another critical service that is part of Clinica Sierra Vista's MCOP program is the Medically Vulnerable Infant Program (MVIP). This program offers nurse case management and home visitation services to families of high-risk infants who spent time in local hospital Neonatal Intensive Care Units (NICU) after birth.

The needs of those medically fragile babies can be overwhelming for parents as they struggle to understand their infant's condition or medical problems. Well trained registered nurses guide each family through the medical, developmental, and educational service delivery system and help parents cope with and attend to their infant's special needs.

In addition to linkages to community resources and coordination of medical services, MVIP nurses help families establish a medical home, keep their babies up to date with well baby check-ups and immunizations, complete infant developmental screenings, and help assure families that their babies can reach their optimal potential by preventing or minimizing developmental disabilities or delays.



Black Infant Health Program

The Black Infant Health Program addresses the high rates of infant mortality and morbidity in African American babies. The Black Infant Health Program provides outreach, case management, transportation, and support services to pregnant African American women during their pregnancy, and continues monitoring and supporting these families through the baby's first 18 months.

While this program has helped cut the rate of infant deaths in half, African American babies are still twice as likely to die in their first year of life compared to babies of all other races or ethnicities.

Since the early 1980s, the Human Immunodeficiency Virus (HIV) has claimed more than 25 million lives worldwide, and over 500,000 in the United States alone. CSV responded to the HIV/AIDS epidemic when it established the Kern Lifeline Program (KLP) in the early 1990's. KLP provides a variety of services that address both the prevention and treatment of HIV in Kern County. KLP case managers link clients to medical, dental, vision, behavioral health, substance abuse treatment, and basic needs services. Through a variety of federal, state, and local funding sources, KLP is able to assist persons living with HIV with housing, medication, lab services, and mental health, and nutritional counseling.

Clinica Sierra Vista's 34th Street Community Health Center also offers direct medical services to people living with HIV/AIDS. In addition to medical treatment and case management services, KLP and the 34th Street Community Health Center provide HIV testing and education to prevent the spread of HIV with a special focus on women and people of color who are disproportionately affected by HIV/AIDS in Kern County and across the United States.

Kern Lifeline Project

"The program receives federal, state and local funding for several of our programs. The Ryan White Part B that provides a range of supportive and direct treatment services that include outpatient medical care, mental health services, and vision care. The Ryan White Part C program supports efforts to provide early intervention services and linkages to care for those newly identified with HIV/AIDS. The Ryan White Part D provides direct services to Women, Infant, Children and Youth who are positive for HIV/AIDS are provided case management, transportation assistance, and emergency food and hygiene. The HOPWA program provides emergency housing assistance that include rental and utility payment assistance, hotel vouchers for homeless persons, as well as housing information and counseling to persons living with HIV/AIDS. The Sebastian House Project funded by HUD provides permanent housing for homeless persons living with HIV/AIDS. The KLP also receives funding from Kaiser Permanente to support HIV Rapid Testing and education support services to persons living with HIV/AIDS in Kern County.

Our Patient Navigator Program focuses on disease management and intervention services. Our primary focus is chronic disease management and preventive care. Patient Navigators aim to increase compliancy by identifying current health status and working to encourage behavioral changes.

Patient Navigation

Currently, the primary focus of the program is managing diabetes and breast and cervical cancer patients. We aim to add obesity, colorectal screening, as well as hypertension in the near term. Overall, the focus of the Patient Navigation Program is to develop a robust patient tracking, education, and follow-up system to improve care management practices, and prevent further complications related to disease and chronic conditions.

Cancer Detection

As most women know, early detection and proper treatment are the two most important factors for surviving breast cancer. For women without health insurance, however, the likelihood of either happening is slim to none.

Clinica Sierra Vista's Cancer Detection Program (CDP) was started as a way to combat this growing problem. Last year, over 8,612 cervical cancer tests and 6,474 breast cancer screenings and mammograms were provided at no cost to low income, under or uninsured women.

In the past few years, we have diagnosed more than 33 women with breast cancer and 178 women with cervical cancer. This is a surprisingly high rate of occurrence when compared to all the incidences of breast cancer in the U.S.

Our Cancer Detection Program case managers enroll women who have been diagnosed with cancer into the Breast Cancer and Cervical Cancer Treatment Program. This program covers treatment such as surgery, chemotherapy, and radiation. Once treatment has been completed, the CDP case manager continues monitoring each woman's care and provides education on breast and cervical cancer screenings to prevent re-occurrence.

The Diabetes collaborative provides free, bilingual classes on nutrition, medication, complications, diabetes management, and lifestyle coaching in order to help patients make and maintain necessary lifestyle changes. These adjustments can dramatically improve the quality of life and vigor, and can prevent life altering complications such as loss of vision or extremities.

Diabetes Collaborative

When lifestyle adjustments aren't enough to control blood sugar and blood pressure levels, many of our patients must turn to medication. Most of these medications can be obtained at Clinica Sierra Vista's pharmacy in Lamont through the Pfizer's "Sharing the Care" program.

And because cavities, gum infections and other dental issues may aggravate blood sugar levels, many patients are also referred to a Clinica Sierra Vista Dental Health Center for additional treatment.

Clinica Sierra Vista also offers Diabetic Retinopathy Screenings through a telemedicine-based partnership with the University of California, Berkeley's School of Optometry. In the program's first year, over 600 patients were screened. To our surprise we have screened 2,439 patients this year at our Kern and Fresno locations.

While we make strides to prevent and manage diabetes in the entire Kern County population, it's crucial that we work to educate and empower those who have been diagnosed to self-manage their disease. There is a tremendous need for our help throughout the community.



Homeless

Health Services

For the hundreds of homeless men and women throughout Kern and Fresno Counties, Clinica Sierra Vista is often their only hope for medical care.

Services offered by Clinica Sierra Vista's Homeless Health Services (HHS) include primary and preventative healthcare, communicable disease screening, immunizations, medications, diagnostic tests, lab services, HIV testing, and counseling, all free-of-charge. In 2011, HHS served 9,649 people. Each October, Homeless Health Services participants in the Homeless Veteran's Stand Down". The event provides a safe place for homeless veterans to eat, receive medical check-ups, and be given much needed supplies such as clothing and shoes, and receive haircuts as well.

Transitional Housing and Respite care, is available to homeless adults who are on the street or in a shelter. Transitional Housing is available for up to 24 months. Respite care is a short term (10-14 days) opportunity for patients to recover from illness or injury in a safe place that provides nourishment, nursing care, medication instruction and other services. Intensive case management is provided, including linkage with job training, addiction, and mental health treatment. Housing placement specialists are also available to offer assistance, especially when applying for benefits. Currently we have 17 beds in Kern County.

Clinica Sierra Vista was awarded funding for Homeless Most Vulnerable Project in 2013 by HUD to house 18 of the most vulnerable chronically homeless persons in Kern County. Utilizing mainstream Housing Choice Vouchers set aside by Kern County Housing Authority. The project will use Home First model for housing this persons with intense Case Management Services.

In 2014 Homeless Most Vulnerable Project was expanded to Homeless Most Vulnerable Project II. This project will house an additional 22 chronically homeless persons in Kern County and will use the same criteria of eligibility as the Homeless Most Vulnerable Project.

In 2014 SAMHSA awarded Clinica Sierra Vista funding for Behavioral Health Interventions & Treatment with Housing Solutions Program. This program will provide Substance Abuse treatment using the Matrix Model, Mental and Behavioral Health Services serve the chronically homeless persons and homeless veterans who have received a housing voucher or are on the process of obtaining housing.



Adolescent & Family Services

Adolescent and Family Services offer specialized case management, home visitation, health education, and support services to targeted populations to help improve the health and developmental, educational, and psycho social outcomes of children, adolescents, and parenting adults.

These populations include middle and high school students at risk of early and unplanned pregnancies, pregnant and parenting teens and their children, families with children at risk for child abuse and/or neglect, and families with children under the age of six.

Teen Pregnancy Prevention

Kern County ranks one of the highest counties in the state of California of teen births to adolescent females between the ages of 15 to 19. Clinica Sierra Vista operates several programs that address this issue, targeting middle and high school students in areas of Kern County with the highest teen birth rates.

The Information & Education Program provides an eight-day curriculum to high school students, focusing on abstinence, self-esteem, decision making, communication, and the consequences of sexual activity.

The Family Life Education Program is offered to middle and junior high school students and covers topics such as self-esteem, communication, decision making, abstinence, STDs, family functioning, human growth and development, and contraception.

Teen Parents and Their Children

The Adolescent Family Life Program (AFLP) provides comprehensive case management services to pregnant and parenting teens and their children in Metro Bakersfield. AFLP provides these services on a voluntary basis in order to help teens have healthy pregnancies, avoid repeat pregnancies, stay in school, and learn critical parenting skills that will keep their children safe, healthy, and ready for school.

Differential Response/Families with Children at Risk for Abuse and Neglect

Local officials have developed a plan to address the growing problem of child abuse and neglect in Kern County. Part of this plan was the development of the Differential Response Program (DR). The purpose of DR is to reach families before the crisis reaches a point where families lose custody of their children and must go through the court system to obtain reunification. DR offers intensive case management and family support services that address the needs of all family members to eliminate behaviors and circumstances that lead to child abuse and neglect. DR has been successful in keeping two-thirds of the families served out of the Child Protective Services system.

Families with Young Children

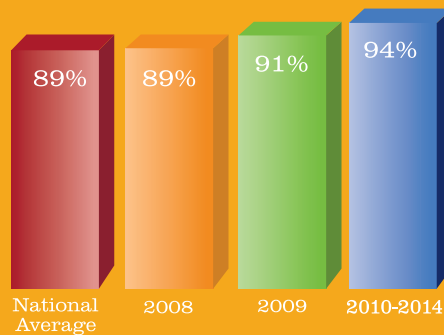
The Families with Young Children Program offers case management, linkages to community resources, and support services to families with children 0-5. These services are provided through two Family Resource Centers, South East Neighborhood Family Resource Center (Bakersfield, CA) and Indian Wells Valley Family Resource Center (Ridgecrest, CA). The primary purpose of this program is to ensure that young children have a bright future and that they are healthy, safe, and ready to learn. Our Family Resource Centers also offer parent education services that meet local and state requirements for parents who are court-ordered to attend parenting and neglect classes.

“Clinica has a vast amount of experience and success in delivering community-based primary care, and in administering outreach and case management to the community, and they address many barriers to provide better health for our underserved populations.”

–Norma Forbes,
Fresno Healthy
Communities
Access
Partners

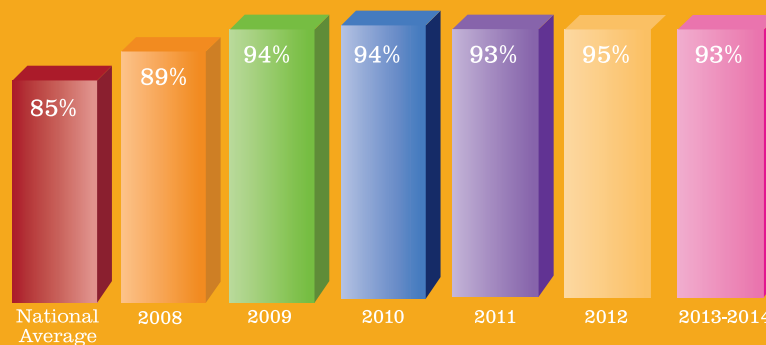
Did your
physician/provider
 appear interested in

you and your medical
 problem?



Patients rate Clinica Sierra Vista providers higher in terms of demonstrating interest in their problem than the national average.

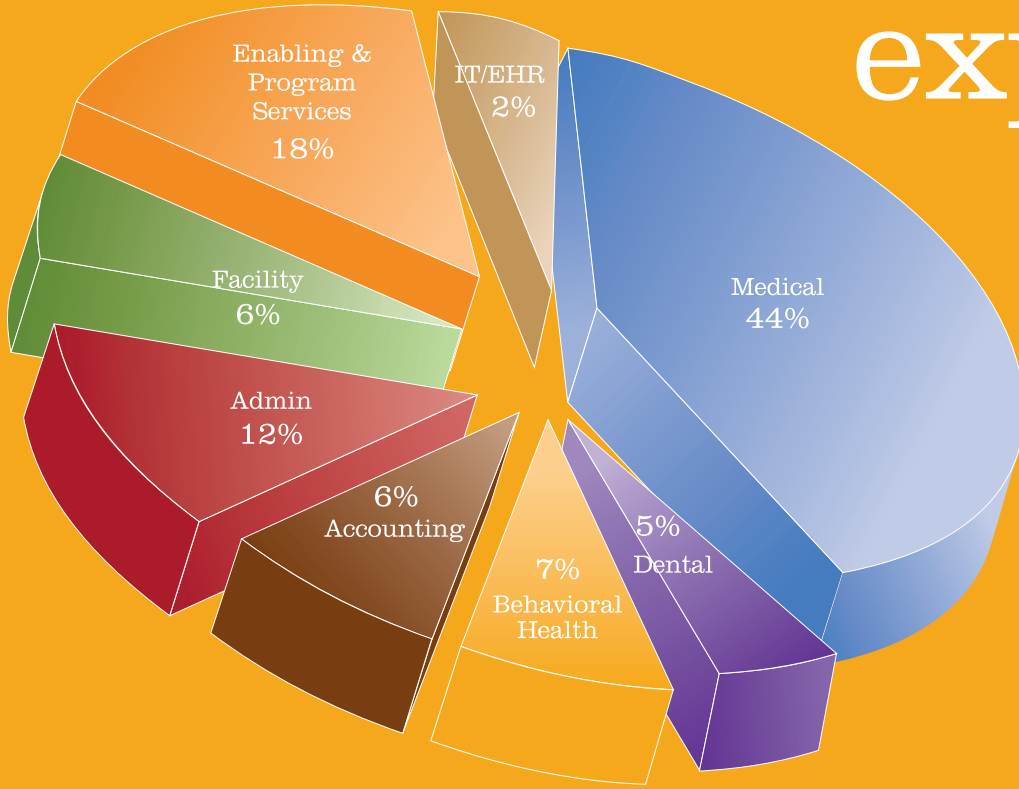
Were you
satisfied
 with your physician/provider
 and the medical care you received?



Clinica Sierra Vista patients are significantly more satisfied with the care they receive than the national average.

Cross Roads Group, Inc. (2014)

expenses



Financial efficiency is always a top priority at Clinica Sierra Vista. As a result, our administrative costs are less than half of the amount allowed.*



Budget in millions

*UDS 2014

new programs

In the past three years, Clinica Sierra Vista has started two Teaching Health Center - Graduate Medical Education program in Family Medicine. The Sierra Vista Family Medicine Residency Program (SVFMRP), located in Fresno, California is a 4-resident per year, residency training program, and is in partnership with the Fresno Healthy Communities Access Partners, a consortium of community health organizations.



The second residency program, the Rio Bravo Family Medicine Residency Program (RBFMRP) is a three-year postgraduate training program consisting of six residency positions per year. The RBFMRP is sponsored and housed within Clinica Sierra Vista (CSV) at a Federally Qualified Health Center in Kern County, and has an academic affiliation with University of California, Los Angeles (UCLA).

Both programs are accredited by the Accreditation Council on Graduate Medical Education. This teaching health center program was formed in response to the shortage of primary care physicians in the Central San Joaquin Valley, with financial support through the Affordable Care Act. As such, one of the goals of the program is to train and retain exceptional, culturally-competent family physicians in this region, with particular emphasis on practice in community health centers and other areas that reach medically underserved populations.

Teaching health centers provide an optimal training environment for graduate medical education, given their close faculty supervision and the emphasis on patient-centered care, and represent the future of high-quality medical practice.





Primary care residents trained in this setting can immediately increase the clinical capacity of community health centers. In addition, many of the graduates would provide access to low-cost primary care services for the projected increased number of underserved patients. By increasing access to primary care, teaching health centers would be a major step in forging a link between achieving fiscally feasible universal coverage and reforming the health care delivery system. Improved primary care access

School-based Community Health Center

The Gaston Middle School Health and Wellness Center

The Gaston Middle School Health and Wellness Center is located at 1120 East Church Avenue, Fresno, California 93706. This new site is co-located within a new middle school with Fresno Unified, the largest school district in Fresno in terms of student enrollment, with average daily attendance of 72,391. Fresno Unified is the fourth largest school district in California, exceeded in size by Los Angeles, San Diego and Long Beach.



The Health and Wellness Center is a school-based health center (SBHC), which is an innovative way to provide students with access to health care so they are prepared to do their best in school. The development of a SBHC is consistent with the concept of a community school model, in which children and families have an array of support based at the school that lead to improved student learning, and stronger families and neighborhoods. Clinica is proud to be moving in this innovative direction by expanding our access to care for school-aged children and their families in Fresno. The Health and Wellness Center provides primary care services, including treatment for acute illnesses, preventative care and early intervention, physicals and immunizations.

Electronic Health Records

Presently, we have 11 sites in Fresno County live on EHR. We have brought up another 6 in Kern county with 10 more super sites to go. We have found that production has been severely impacted due not only the time necessary to train staff and implement the EHR product but, also redevelopment of old work flow to new electronic work flow and simply using the system instead of paper. On top of all of that we also, have to help our providers become meaningful users and bring yet another change to them with ICD10. We have learned that it is not a simple process converting from paper to electronic since there are still many other business partners who still use paper. For example we are required to turn in a hand filled in form to the DHS. This form is used for CHDP. Also, we have found that a lot of pharmacy defaults to refilling medications even if the prescribing provider is subscribed to sure scripts.



CSU uses Green sustainability design practices and principles and is LEED certified.

Health Center Locations

Kern County

ARVIN

Arvin Community Health Center
1305 Bear Mountain Blvd.
661.854.3131

BAKERSFIELD

Baker Street Village
1015 Baker Street
661.328.4283

Central Bakersfield Community Health Center
301 Brundage Lane
661.323.6086

E. Bakersfield Community Health Center
815 Dr. Martin Luther King, Jr. Blvd.
661.322.3905

East Niles Community Health Center Rio Bravo Family Medicine Residency Program
7800 Niles Street
661.328.4284

Family Health Center
1611 1st Street
661.336.5300

Greenfield Community Health Center
9001 South H Street
661.328.4260

Old Town Kern/
234 Baker St. Suites 1 & 2,
661.322.7580

North of the River Community Health Center
2525 N. Chester Ave.
661.328.4295

South Bakersfield Community Health Center
2400 Wible Road, Suite 14
661.835.1240

34th Street Community Health Center
2000 Physicians Plaza
Extended Hours Clinic 1st Floor
661.324.1455

DELANO
Delano Community Health Center
1508 Garces Hwy. Suite 1
661.725.4780

LAKE ISABELLA
Kern Valley Medical Center
6310 Lake Isabella Blvd.
Lake Isabella
760.379.2415

LAMONT
Lamont Community Health Center
8787 Hall Road
661.845.3731

LEBEC

Frazier Mountain Community Health Center
704 Lebec Road
661.248.5250

MCFARLAND

McFarland Community Health Center
217 W Kern Avenue
661.792.3038

WOFFORD HEIGHTS

Kern River Health Center
67 Evans Rd.
760.376.2276

Fresno County

FRESNO

Divisadero Community Health Center
145 N. Clark Street
559.457.5900

Easton Community Health Center
5784 S. Elm Avenue
559.457.5600

Elm Community Health Center
2740 S. Elm Avenue
559.457.5200

Elm Women's and Pediatric Community Health Center
2760 S. Elm Avenue
559.457.5300

FRESNO

Elm Dental Center
2756 S. Elm Ave.; 559.457.5826

West Fresno Dental Center
302 Fresno St., Suite 204
559.457.5826

Gaston Middle School Health & Wellness Center
1120 E. Church Avenue
559.457.6970

Garland Community Health Center
3727 N. First Street, Suite 106
559.457.6900

North Fine Community Health Center
1945 N. Fine Avenue, Ste. 100
559.457.5650

Orange & Butler Community Health Center
1350 S. Orange Avenue
559.457.5400

Regional Medical Community Health Center
2505 E. Divisadero Street
559.457.5500

West Fresno Community Health Center
302 Fresno Street, Suite 101
559.457.5700

West Shaw Community Health Center
4739 W. Shaw Avenue, Suite 108
559.457.6800

Inyo County

Death Valley Health Center
140 N. State Highway 127
760.852.4383
800.852.3842

Dental Center Locations

ARVIN

Arvin Dental Center
1305 Bear Mtn Blvd.; 661.854.5859

BAKERSFIELD

East Bakersfield Dental Center
1125 California Ave.; 661.632.2144

DELANO

West Delano Dental Center
441 Diaz Avenue; 661.725.3882

LAMONT

Lamont Dental Center
8787 Hall Road; 661.845.3688

Additional Program Locations

BAKERSFIELD

Adolescent and Family Services
2707 F Street
661.324.0293

Behavioral Health Children's Services
1400 S. Union Ave.
661.397.8775

Kern Lifeline Project
2000 Physicians Plaza Blvd.
661.324.3262

Medically Vulnerable Infants
2000 Physicians Plaza Blvd.
661.634.1164

Southeast Neighborhood Partnership Family Resource Center
1509 East 11th St.
661.322.3276

DELANO

Behavioral Health Adult Services
828 High St., Suite C
661.725.2788

FRAZIER PARK

Behavioral Health Services
3717 Mt. Pinos Way
Suites C and D
661.245.0250

FRESNO

Behavioral Health
145 N. Clark Street
559.457.5960

Homeless Healthcare Program
145 N. Clark Street
559.457.5960

Medi-Cal Health Insurance Assistance Program
For information call
559.457.5826

LAMONT

Behavioral Health Adult Services
8787 Hall Road
661.845.3717

Behavioral Health Children's Services
7839 Burgundy Avenue
661.845.5100

RIDGECREST
Ridgecrest Family Resource Center
825 N. Down Street,
Suite A
760.375.4357

KERN COUNTY

Maternal Child Outreach Program
(11 health center locations)
For information call 661.634.1164

Medi-Cal Health Insurance Assistance Program
For information call 661.328.4245

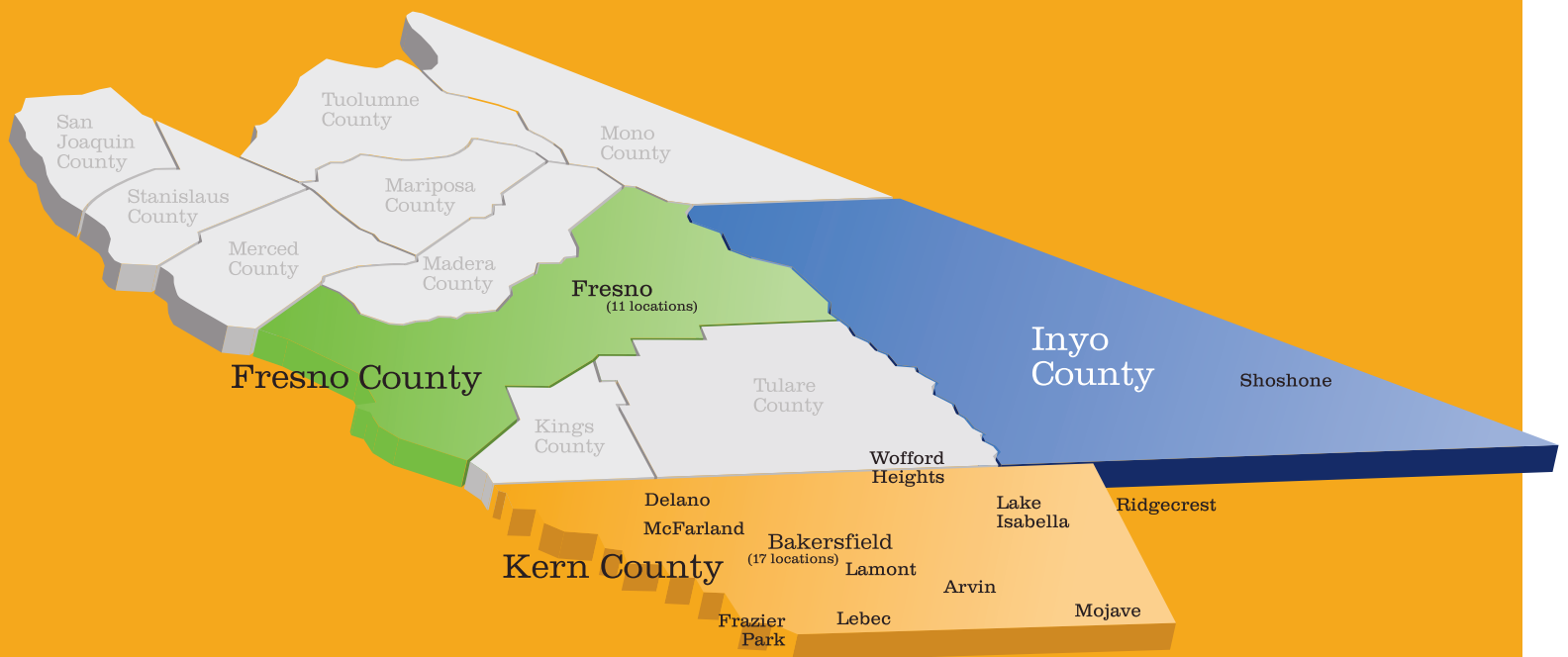
WIC
Women, Infants & Children
(25 locations in Kern County and 5 locations in Fresno)

For Arvin, Bakersfield and Lamont locations call 661.862.5422

For Delano, Kern River, Lebec, McFarland, and Taft locations call 800.707.4401

For Fresno locations call 559.457.5828

Community Health Center



Locations

I really appreciate what Clinica Sierra Vista did to save access to care for my constituents in Fresno County.”—Congressman Jim Costa

Clinica Sierra Vista



Clinica Sierra Vista was honored by the National Association of Comm

Staff

Since 1971, Clinica Sierra Vista has grown from two staff members providing services out of one site to over 1,100 employees operating out of 70+ sites.



Community Health Centers to receive the “2011 Grass Roots Hall of Fame.”



Caring for our Community



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Fresno Administrative Office
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