



# FACING UNCERTAINTY WITH COURAGE

**COVID-19 EMERGENCY REPORT**



Assemblymember **Reginald Byron Jones-Sawyer, Sr.** has awarded UMMA Community Clinic, the 2020 California Nonprofit of the year for the 59<sup>th</sup> Assembly District.

The 59<sup>th</sup> Assembly District covers large areas of South Los Angeles.

We are grateful that the incredible efforts of the UMMA Clinic staff and volunteers have been recognized by Assemblymember Reginald Byron Jones-Sawyer, Sr.



The Health Resources and Services Administration (HRSA) is the primary federal agency for improving access to health care services for people who are uninsured, isolated, or medically vulnerable.

HRSA provides leadership and financial support to health care providers in every state and U.S territory.

This year we were awarded the health center quality leader award. This award recognizes health centers with the best overall clinic performance. Ranking us in the top 20%.

# FACING UNCERTAINTY WITH COURAGE

Dear UMMA Supporter,

We are incredibly grateful for all your amazing support this past year.

2020 has been a year of great challenge for our community. We are living through events never seen during our lifetimes. COVID-19 has challenged our social fiber, but our community has displayed significant resiliency. As UMMA staff and volunteers continued their heroic efforts during these difficult times, we are acutely aware that this crisis will have a lasting impact on the South Los Angeles community.

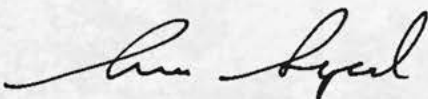
At UMMA we remain focused on the health and well-being of our community. We are meeting the challenge of COVID-19 with courage and commitment. 1 in 5 patients that we tested for COVID-19 have been positive for the virus.

During the midst of this crisis, we also witnessed a nation in turmoil as people protested across the US demanding social justice. We reflect on our history when students from UCLA and Charles Drew University gathered to address health inequity in South Los Angeles following the 1992 civil unrest. This was the beginning of our promise to provide access to high-quality healthcare for all, regardless of ability to pay.

I have great confidence that with our dedicated staff, board members, and donors we will navigate these unprecedented times. Despite the challenges we have faced in 2020, UMMA Community Clinic has not only survived, but we have thrived. We are currently working on three expansion projects. Our Behavioral Health wing expansion project at our Florence location is in its final phase. The addition of 4 new exam rooms will allow our Behavioral Health staff to meet the growing demand for therapy and counseling services. Construction continues at our Dental Clinic at Fremont High School to provide greater access to dental care for the residents of South Los Angeles. We have also invested in a 15,000 sq. ft. property to build a new UMMA Community Clinic facility on Vermont Avenue.

Thank you for your continued support and your commitment to our mission. We hope you will join us and make a meaningful gift that will allow us to continue to provide the much-needed services to our community.

Sincerely,



Adel Syed, CEO

# ADAPTING RAPIDLY

## 1. Active Screenings

We set up active screening stations at both of our clinic locations to monitor incoming patients for symptoms of COVID-19. We also moved our pediatric patient visits to Fremont Wellness Center to ensure their safety.

## 2. Expanding Telehealth

UMMA worked fast to increase our telehealth capacity. As more patients wanted to see their providers online we ensured that our staff had the tools and resources necessary to ensure quality service. Telehealth now accounts for 60% of our patients visits.

## 3. Patient Outreach System

We made more than 130,000 calls since COVID-19 began to check in with our high risk patients, especially those that have a chronic illness and are older than 65 years.

## 4. Shifting Online

At UMMA Clinic we offer a wide range of non-traditional wellness services and therapy/counseling to our patients. These services are currently offered online.

## 5. Staff Trainings

Our medical staff participated in weekly trainings to stay updated on our security protocols and the latest public health guidelines.

# PATIENT VISITS

Total visits for the first 8 months of our response to COVID-19: **24,895**

*11,134 in-person visits and 13,761 telehealth visits*

<b>APRIL</b>	<b>604 IN-PERSON</b> <b>1,546 TELEHEALTH</b>
<b>MAY</b>	<b>1,012 IN-PERSON</b> <b>1,483 TELEHEALTH</b>
<b>JUNE</b>	<b>1,184 IN-PERSON</b> <b>1,852 TELEHEALTH</b>
<b>JULY</b>	<b>1,264 IN-PERSON</b> <b>2,022 TELEHEALTH</b>
<b>AUGUST</b>	<b>1,477 IN-PERSON</b> <b>2,045 TELEHEALTH</b>
<b>SEPTEMBER</b>	<b>1,830 IN-PERSON</b> <b>1,984 TELEHEALTH</b>
<b>OCTOBER</b>	<b>2,226 IN-PERSON</b> <b>1,505 TELEHEALTH</b>
<b>NOVEMBER</b>	<b>1,537 IN-PERSON</b> <b>1,324 TELEHEALTH</b>

# CARING FOR THE VULNERABLE

Since 2017, UMMA Clinic has been providing fresh produce at our Free Food Fair, as part of our Food Insecurity Initiative.

COVID-19 has significantly impacted our community resulting in a greater need for these services.



# FACES OF COURAGE



**ANA & NATASHA**

"About two years ago, I was really worried that I'd still be able to provide for my kids. I wasn't feeling well and I didn't have a doctor. We didn't know who to turn to for affordable healthcare. Luckily, a friend of ours told us of free produce available at Fremont high school. We didn't know who offered it or why but we needed the help."



**EDDIE**

"UMMA is helping me take care of my mother. She is a cancer survivor and she's not able to go out to work or get groceries. During this pandemic, the UMMA free food fair has been really helpful"



**CENOBIO & WIFE**

"I had never been to a doctor here in the U.S. I was worried that I would not get the medical services I needed. UMMA was there and did much more than I could ask for. My last three years as an UMMA patient have been a blessing. UMMA has allowed me to continue living a meaningful life with my wife"

## UMMA EXPANSION PROJECTS



**VERMONT CLINIC**

We have invested in a 15,000 sq. ft. property in South Los Angeles. We demolished the previous structure and will be building a new health center.



**BEHAVIORAL HEALTH WING**

To meet the growing demand for behavioral health services in our community, we are in the final phase of an additional Behavioral Health wing expansion project at our Florence location.



**DENTAL CLINIC**

We are building a dental clinic at our Fremont Wellness Center. The South Los Angeles community needs greater access to dental care.



**25** **UMMA**  
COMMUNITY CLINIC  
YEARS OF SERVICE

**UMMA CLINIC**  
711 WEST FLORENCE AVE.  
LOS ANGELES, CA 90044

**FREMONT WELLNESS CENTER**  
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