

SEPTEMBER 25, 2020



South Central Family Health Center

MONTHLY NEWSLETTER.



THIS MONTH'S
NEWS
AND UPDATES:

**HISPANIC
HERITAGE MONTH**

CHILD CARE FOR
ESSENTIAL AND
LOW-INCOME
WORKERS

OUR MISSION

SCFHC's mission is: "To improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment."

MESSAGE FROM THE CEO

As September ends, despite all that is going on around us in our country, community, and homes, we strive each day to persevere through this time of adversity. In moments of the unknown, one thing is for certain. The SCFHC family continues to be a pillar of support for each other and our patients, whether we are proactively providing screening for Covid-19, serving the demand of calls via telehealth, or spreading awareness to the underserved. Our acts of service show we are true to the mission of SCFHC.



For this monthly newsletter we celebrate Hispanic Heritage Month, recognized nationally from September 15th through October 15th. Think of the words heritage and culture and look around the community of South Central; It is evident that our 40-year presence is a contributing element to both definitions. Our shared values of cultural experiences connect us with one another. For some, their heritage helped navigate them towards their personal life path.

For me, growing up I never saw doctors or lawyers who looked like me. Raised in East LA, I grew up thinking people had to see you work with your hands to prove your strong work ethic. Not until I received an opportunity to work at the L.A. County General Hospital on a federal training program was, I introduced to a different way of service. I worked at a clinic similar to SCFHC, and I immediately noticed how people of color who were poor, sick, homeless, had no family or spoke a different language were treated differently in a health care setting. Through a span of 7 years, while working at the hospital as a Respiratory Therapist, I can remember only knowing one Latino doctor and five Latina nurses. I share my background story to thank each and every one of you for being catalyst of change.

Our staff is a true example of what it means to incorporate heritage and culture into our everyday practices. When I look around our clinics, I recognize the young Latino and African American scholars who chose to practice their crafts in South LA serving SCFHC patients. I believe that public service is one of the highest callings one can make in life, and your decision to work at SCFHC serving the most underrepresented and vulnerable in our community is not only a great value to our patients but a great value of opportunity for yourselves. Thank you for remaining true to our mission.

Sincerely,

Richard A. Veloz, M.P.H., J.D.

Chief Executive Officer

What does Heritage Mean to SCFHC's Staff?



Genuine relationships between patients and SCFHC staff grow because we share a cultural understanding and background. Did you know many SCFHC staff members are natives of Los Angeles county or grew up inner cities like the communities we serve? Our Development Associate, Lizbeth Rivas, raised in Lynwood, California, has passion for social justice and addressing various inequities. Experiencing and learning about the difference in educational standards and preparation for students in poor low-resourced sparked her commitment to help others.

Her work in Development and Communications Department at SCFHC helped her gain a deeper understanding for federally qualified health centers and the role of the civil rights movement in bringing awareness to the community health needs. SCFHC's origin and history are an ode to the movement.

Her experience has been instrumental in informing her about the intersecting health disparities and inequities and understanding the role that SCFHC has in addressing these needs. She has been able to expand her enlightenment of development, fundraising, and philanthropy working with us.

Our Intern, Sergio Vasquez, has lived in South Central all his life. He remembers doctor visits with his mom as an all-day experience. Sergio shares, "We would only go as a last resort after the antibiotics my mother had from Mexico or the refrigerated cough syrup from last year no longer worked." During his internship, Sergio witnessed the clinic's senior administration commitment to make our services accessible for our patients.



Sergio adds, "I saw how the clinic adapted by taking a drastic shift towards Telehealth, offering free COVID-testing separate from the LA County, to adapting the clinic's phone line system which saw a 4000% increase in traffic to addressing the unique physical, mental, emotional and behavioral needs of community members of all ages as a result of the pandemic."

Shared Culture Helps SCFHC Engage with our Patients



Adjacent to Los Angeles' Jazz Corridor, SCFHC's clinics are located in one of the most historically inclusive sectors of the city. Serving as a vibrant home for African American culture, the Jazz Corridor has expanded its role by welcoming Latinos and immigrants from throughout. Borne out of a

need to create safe and inclusive spaces for people of color, communities like South LA help people avoid the indignities of racism, colorism, and social status.

Zuni Alvarez, Patient Service Representative in our Pediatrics clinic bridges the gap between Hispanic and African American biases. Born of Honduran and African descent her upbringing and past experiences allows her to empathize with the patients we serve at SCFHC, both Black and Latino(a). In her country, medical services were limited to the underserved which resulted in the use of home remedies.

Daily Zuni provides an authentic experience to each patient she assists. "In the community that I work, I am surrounded by about 80% Hispanic which I relate with because of my Afro- Latina heritage, the language, and sometimes of the culture. I am grateful to be a help for our patients who cannot speak English, speaking in my native tongue I can easily communicate with me without any problem." Zuni shares.

How Zuni communicates with SCFHC patients is the engagement needed to reach the community's underserved. Scarce resources, underdevelopment and lack of investments create a false narrative that both races must compete for resources in health care. Our 2019 Universal Data Systems report (UDS) revealed that 19,098 of 23,958 patients identify as Hispanic/Latino(a) while 863 people identified as African American for their race and 56 African American patients identified as Hispanic or Latino(a). Beyond the statistics we all have a role in this historic goal towards universal health care.

With these numbers we are empowered to grow, fully engage with our patients, and create an environment that mirrors our community because we share the same heritage along with culture. People are more comfortable in receiving health care services when they are able to be seen by someone who shares the same racial or cultural background. We can continue increase our outreach by impacting minority health and striving towards health equity.

CHILD CARE FOR ESSENTIAL & LOW-INCOME WORKERS

PROGRAM

The Los Angeles County Board of Supervisors and the City of Los Angeles have dedicated part of their CARES Act funding to provide child care services (vouchers) for essential workers and low-income working parents during the COVID-19 pandemic. The Child Care Alliance of Los Angeles (CCALA) and its partner agencies will distribute these funds to eligible essential workers.

ELIGIBILITY

Eligible families must be

- Essential workers or low-income working families (essential worker includes: parents/guardians working in essential services such as, the health care industry, emergency services, food and agriculture, and other businesses currently open as per the Governor's most recent guidelines)
 - Must live in Los Angeles County
 - Need child care to perform their essential work
 - Is not able to work remotely
 - Meet certain income eligibility
 - If the family includes a two-parent household, both parents must either be essential workers or the other parent must be unable to provide care for the child due to incapacitation
- Eligible families must be:

TIMELINE

Families who meet eligibility guidelines may receive emergency child care services for their children until **December 30, 2020**

APPLY HERE

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