Dear Supporters,

As I reflect on the past year, I am filled with deep gratitude for our community. Despite the unprecedented challenges of the past year, your support enabled us to meet the countless and ever-evolving demands of the COVID-19 pandemic. While 2020 was a year of deep loss, it was also undeniably a tremendous testament to our strength and ability to persevere.

Just as COVID-19 quickly transformed our lives, so were the ways in which we deliver care to our community. In the past year, we:

- Launched telehealth services and provided 5,809 virtual visits to our patients.
- Provided uninterrupted care to our community and achieved zero cases of COVID-19 transmission in our clinics by closely monitoring public health guidance and protocols and implementing remote systems for patient registration and check-in.
- Met increased demand for mental health and case management services to help patients weather the impact of the pandemic.
- Provided onsite COVID-19 testing in SROs—taking our services outside of the walls of our clinic and to the places where they were needed most.
- Partnered with HOPE SF to provide COVID-19 testing in the Bayview-Hunters Point.

The pandemic laid bare to how inequity resulting from systemic discrimination prey on our health—taking deep tolls on our bodies and compounding our vulnerability in a time of crisis.

The pandemic and uprisings against police brutality were yet another stark reminder of the racial violence woven into our communities and their profound impact on Black and Brown bodies—adding an even more profound sense of urgency to the calls for justice, accountability, and inequality. At SMHC, where over half of our patients are people of color, we have always known that diversity is our strength, and we remain committed to achieving equitable health outcomes for all of our patients.

The past year was one of struggle and uncertainty for so many of us. I am grateful for the tireless persistence of South of Market Health Center’s staff that enabled us to care for our community, as well as the many supporters who stood by our side. As we look ahead, I know that we will carry the many lessons of the past year into the future. We will continue to reduce barriers to care, reduce health disparities, and strive to comprehensively meet the health needs of our community.

In solidarity,

Asa Satariano, MBA, DHA
(pronouns she/her)
South of Market Health Center is a private, non-profit community health center providing quality care that is affordable and accessible. As a Federally Qualified Health Center, South of Market Health Center places special attention on comprehensive, accessible, and excellent healthcare.

Our one-stop facilities provide on-site medical, dental, and behavioral health care, as well as podiatry and access to other specialists. Our clinics are strategically located in the SOMA and Bayview neighborhoods, making them highly accessible. Our culturally and linguistically diverse neighborhoods welcome everyone—and South of Market Health Center does the same. We work with all types of insurance and will never deny care due to an inability to pay for services.

Today, we care for individuals and families in our community the same way we have for the last 48 years—with sensitivity, compassion, and respect.

MISSION:

South of Market Health Center provides quality health and wellness services with an emphasis on compassion, prevention, and a patient-centered focus. We believe in excellent healthcare for everyone in our community and are dedicated to being relevant and accessible to all.
Throughout the past year, SMHC staff responded quickly to emerging needs and limitations brought on by the pandemic to provide uninterrupted access to care.

SERVICES

Primary Care: General Primary Medical Care, Diagnostic Laboratory Screening, Coverage for Emergencies During and After Hours, Voluntary Family Planning, Immunizations, Well Child Services, Gynecological Care, Hep C, and HIV Care

Mental Health: Mental Health Services, Therapy, Substance Use Disorder Services, Psychiatry, Case Management, Group Therapy

Dental: General Dental Exams, Complete Oral Care (Extractions, Fillings, X-Rays, Oral Hygiene, and Preventative Services)

Podiatry: Evaluation and Diagnostic Services, Diabetes Foot Care and Treatment, Ankle and Foot Care, Nail and Skin Care

VISITS BY SERVICE LINE

16,245
11,103 Medical Visits
3,944 Dental Visits
720 Mental Health Visits
419 Case Management Visits
59 Podiatry Visits

CLINIC VS. VIRTUAL VISITS

10,436 CLINIC
5,809 VIRTUAL

CONTINUED

What we do
What we do CONTINUED

PATIENT SERVICES HIGHLIGHTS

We continue to support the needs of our patients by growing our psychiatry services—launched in 2019—and re-introducing podiatry services in 2020.

Amid record unemployment and pandemic-induced barriers to accessing basic needs, we delivered 414 remote case management visits to help patients navigate services.

Mental health visits increased by 28% over the past year.

We maintained all staff members throughout the pandemic, reassigned staff as needed, and launched staff-focused wellness initiatives to ensure wellness and satisfaction amongst staff.

We advanced new care models, including virtual visits to reduce barriers to care and provided uninterrupted care to our patients.

Built and grew partnerships to deliver effective, patient-centered care with the needs of our community in mind.

PROTECTING OUR COMMUNITY FROM COVID-19

Over 500 COVID-19 tests provided

Over 8,633 COVID-19 vaccines administered

500 COVID-19 DIAGNOSTIC VISITS

368 PATIENTS RECEIVING COVID-19 TESTS

ALSO...

We launched our new website! Visit us at smhcsf.org
We pride ourselves on delivering the highest quality care, compassion, and understanding to our patients. Regardless of life’s situations, we provide healthcare in a manner that respects each individual’s dignity, socio-economic status, culture, ethnicity, gender, or sexual orientation.

Our goal is to continue to provide healthcare services when one needs it, and partner with patients to get healthy—and stay that way.

PATIENT DEMOGRAPHICS (RACE)

- 24% Black/African American
- 23% Asian
- 21% White
- 18% Unreported/Refused to report
- 11% More than one race
- 3% Other Pacific Islander
- 1% American Indian/Alaska Native

Due to conventional rounding, percentages do not add up to 100.
LOCATIONS

Our four clinics are embedded in the communities we serve to ensure our patients can meet their health needs.

South of Market Health Center
Main Clinic
229 7th Street
San Francisco, CA 94103
(415) 503-6000

South of Market Health Center
Senior Clinic
317 Clementina Street
San Francisco, CA 94103
(415) 284-2270

2020 marked TEN YEARS since completing construction on our main clinic—the first built-from-the-ground-up community clinic in San Francisco.

Bayview Child Health Center
3450 3rd Street
Bldg. 2, Ste. 2A
San Francisco, CA 94124
(415) 697-0500

LoPrest Health Center
551-555 Minna Street
San Francisco, CA 94103
(415) 697-0490
## INCOME

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Program Revenue</td>
<td>$2,452,741.24</td>
<td>27%</td>
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<tr>
<td>Private Contributions</td>
<td>$417,411.67</td>
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<tr>
<td>Quality Improvement/Assurance Incentives</td>
<td>$689,836.79</td>
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<tr>
<td>Public Funding</td>
<td>$5,256,388.19</td>
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<tr>
<td>Other Income</td>
<td>$60,139.21</td>
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Due to conventional rounding, percentages do not add up to 100.

## EXPENSES

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Medical</td>
<td>$1,366,237.89</td>
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<tr>
<td>Dental</td>
<td>$768,765.51</td>
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<td>Behavioral Health</td>
<td>$748,424.69</td>
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<td>Pediatrics</td>
<td>$1,290,959.12</td>
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<td>Podiatry</td>
<td>$8,016.42</td>
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<tr>
<td>Administrative</td>
<td>$3,621,937.27</td>
<td>45%</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>$191,419.08</td>
<td>2%</td>
</tr>
</tbody>
</table>

Due to conventional rounding, percentages do not add up to 100.
$100,000+
Center for Care Innovations (CCI) & Genentech Charitable Giving
Crankstart
Health Net

$50,000-$99,999
Direct Relief

$10,000-$49,999
Hellman Foundation
Adelma Taylor LoPrest

$5,000-$9,999
Anthem Blue Cross
Greg Facktor & Associates
Mount Zion Health Fund
NORCAL Group Foundation
PRC
Rebecca Henderson
UCSF

$1,000-$4,999
ABBVIE Employee Engagement Fund
ABC Partnership Plan
Hubert Ban
The California Endowment
Metta and Keith Krach
Rob Mayberry
Don Ernesto C. Saturnino
Armin Vaziri
Z&D Consulting
Anonymous

$500-$999
Stacy Ban
Timothy Losch & Brandi Brooks
Elizabeth Cartwright
Gene Domecus
Traci Lewis
Morgan Stanley Gift Fund
Anonymous (3)

$250-$499
Noah Bronstein
Peter Nelson
Mahyar Nooraei
Anne Waterman
Sarah Whitman
Anonymous (6)

$100-$249
Affordable Tire Center
Mirella Abounayan
Kevin Acocella
Fakir Kilele Akilu
Peter & Kate Archer
Alan Arroyo-Chavez
Nestor Balazar, Jr.
Gregory Bonnen
Judith Boschini
Alberto Bottene
Virginia Campos
Stephen Clark
Jay Harry Cline
Phillippa Cole
Paul Connolly
Joan Cuddihy
Donna Dell’Era
Thomas Dnetto
Ellen Ebert
Vicken Ekmekjian
Kenneth Epstein
Roberta Fisch
Katherine Fischer
Daniel Ford
Louise Francis
Michelle Frey
Gambinos Deli
Susan Garfield
Akash Garg & Ann Menon
Bill Glenn

CONTINUED
$100–$249
The Greenberg Family
Robert Gutierrez
Marek Hadlaw
Roisin Hunt
Victor Jadallah
Ashley Jenkins
Alex Klimegos & Penelope Royal
Alan Kocha
Lula Kopakowski
Darren Main
Virginia Mc Elroy
Gioia McCarthy
Margaret McLaughlin
Stephanie McNeill
Anna Merritt
Malgorzata Morgan
Troy Astorino & Sam O’Keefe
Julie Patel
Marlo Pesulveda
Karen Ray
Joanne Rendell
Google Senior Counsel
Emily Shea
Scott Smith
May Sobala
Chris Somerville
Zan Jensen Sterling
Daniel Sullivan
Phillip & Kelly Tam
Kevin Turner
David Tutterow
Paul Westwater
Kelly Wikins
Clare Willis
Anonymous (28)

≤ $100
Marnelli Aguirre
Benjamin Argueta
Emilio & Eufroceña Arino
Rob Avruch
Delia Ayson
Hilary Baldi
Harry’s Bar
Lauren Barnikow
Rob Bennett
Tila Bibliowicz
Adam Blago
Indiana Blandon
Francine L. Bondell
Ruben Boror Curup
Agnes Boyd
Connor Burgess
Jonathan Cerf
Irene Chan
Huan Chen
Tiffany Chen
Sr. Teresa Contreras
Craig Corpora
Dauiel Costantini
Alex Cruz Vergara
Michelle Darne
Jerran Deming
Bradley and Mayara Dunn/
Ruski Augusto Sa
Brian E.
Howard Edelman
Elisabeth Fall
Lisa Featherstone
Isaiah Garcia
Nick Ghadiri
Noreen Gill
Sergio Gonzalez
Aphirat Greenlaw
Jill Groudan
Eduardo Guirre
Estrellita Guirre

Judy Hallden
Jean Halvorsen
Linda Hamilton
Ryan Hanao
Clifton Herrmann
Curis Howard
Irene Ishihara-Rivas
Rachel Jacobs
Gino Jones
Jodith Kaminsky
Camerine Kang
George Keller
Paul King
Steve Know
Anna Karydias & Linda Koll
Michael Kramer
Romeo Lacap
Maria Laura Argueta
Justin Lee
Seni Lee
Yuk Leung Chan
Jerry Liang
Michael Luzmore
Leonard Madison
Anna Manansala
Molly McClure
Deborah McIntyre
Hennie Melliza
Pat Miller
Connie Mistler-Ferguson
Roger Naluz
Richard Nelson
Thomas Nelson
Thai Nery
Siri Atma Oaklander
The Oerelius Family
Taylor Oh McCann
Juesita Perez

Saati Patel
Sendee Phitporn
Praparnrat Phrpmsen
Wanda Pierce
Jennifer Pompeo Murphy
Bradley Portnoy
Roshita Ramkhalawon
Kevin Rehak
Cat Reining
Daisy Rendon
Jaylee Richardson
John & Susan Richmond
Lilia Rodrigo
Phanpichaya Sajai
Tanya Sanderson
Maria Sandoval
Rosita Santos
Sotweed Schneble
Sireerat Sethanant
Rath Skallion
Brett Smith
Ray Smith
Edward Strom
Suchada Thai Massage
Tirumalai Tejas
Clifford Terrell Jr
Nuchanat Thepasywan
Suzanne Thompson
United Airlines SFO Int’l Airport
Atul Varshney
James Westover
Constantine Wong
Leona Wong
Onpalin Yokakul
Pawena Yokakul
Anonymous (55)