



# **2024**

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# **Annual REPORT**



**UNITED HEALTH CENTERS**



## Fresno First Health Center

4615 N. First Street, Fresno, CA 93726

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Message From the

# President & CEO



*Celebrating a year of growth, innovation, and impact, thanks to our dedicated team and trusted partners, United Health Centers is transforming lives and building a healthier future together.*

As we reflect on 2024, we are proud of the incredible progress we've made together. United Health Centers' success is a direct result of the passion, dedication, and commitment of our exceptional team, as well as the trust and support of our stakeholders. Together, we continue to make a meaningful impact on the lives of our patients and the communities we serve.

In 2024, we reached remarkable milestones. We surpassed 1 million patient visits, opened four new health centers, and expanded our specialty services to include pulmonary care, vascular surgery, cardiology, gynecology, orthopedics, nephrology, and gastroenterology. We also introduced in-house mammography services to improve access to breast cancer screenings, with plans to expand this vital service to more locations in 2025.



These accomplishments reflect the dedication of our team and the collaborative partnerships that drive our success. Notably, United Health Centers was ranked 9<sup>th</sup> in the nation and 3<sup>rd</sup> in California for the number of patients served—an accomplishment we are deeply proud of.

The road ahead remains challenging as we navigate an evolving landscape of national economics and policies. However, with the exceptional strategic planning of our Board of Directors, we are well-prepared and confident for 2025 and beyond. We are excited to announce the opening of several new health centers in Fresno, Tulare, Kings, and Kern counties. These new facilities, along with expanded services like mammography screenings, will greatly enhance our ability to serve our communities.

Looking to 2025, we see even more opportunity for growth. We are investing in our team through the launch

of the Emerging Leader Program via UHC University, empowering the next generation of leaders within our organization. We are also enhancing care for our most vulnerable populations through our Enhanced Care Management Program.

Together, we are writing the next chapter in the story of United Health Centers. Thank you for being an essential part of this journey and for your continued commitment to providing Wellness for a Lifetime.

**Justin Preas**

President & Chief Executive Officer

Message From the

# Board Chair



As Board Chair of United Health Centers, I am honored to serve an organization whose mission is to provide quality healthcare to all, regardless of their ability to pay. Our strength lies in the dedicated professionals, providers, and staff who work tirelessly to ensure that our communities receive the best possible care every day.

Throughout the year, I have witnessed firsthand the unwavering commitment and expertise of our team. Their passion and dedication are the backbone of UHC, allowing us to expand services, enhance patient care, and strengthen our impact. Under the leadership of CEO Justin Preas, whose dedication and hands-on approach continue to drive UHC's success, we are well-positioned to grow and serve even more individuals in need.

As we reflect on this year's accomplishments, I want to express my deepest gratitude to everyone who makes UHC's mission a reality. Together, we are building a healthier future for our communities.

**Jose Gutierrez**  
UHC Board Chair

Board of

# Directors



**Jose Gutierrez**  
Board Chair

**Sarah Guerra**  
Vice Chair

**Ofelia Garcia**  
Secretary

**Nathan Williams**  
Treasurer

**Daniel Parra**  
Parliamentarian

**Michael Graville**  
Board Member

**Lorane Avalos**  
Board Member

**Nicole Thompson**  
Board Member

**Stephanie Sherrell**  
Board Member

**Joseph Amador**  
Board Member

# 34 Health Centers

Serving over 150 communities in Fresno, Kings, Tulare & Kern Counties

## OUR MISSION

We are committed to the lifetime wellness of our communities by providing accessible, comprehensive quality health care to everyone with compassion and respect, regardless of ability to pay.

## OUR VISION

To improve the health and quality of life for the communities we serve.

### Patient Visits

1,017,709

### Total Patients

179,318

### Agriculture Workers

47%

### Employees

1,379

## Our Services

### Primary Healthcare Services

Medical • Dental • Optometry • Behavioral Health • Ancillary Services

### Specialty Services

United Health Centers offers an impressive range of specialty services improving access to expert care, advanced treatments, and specialized resources.

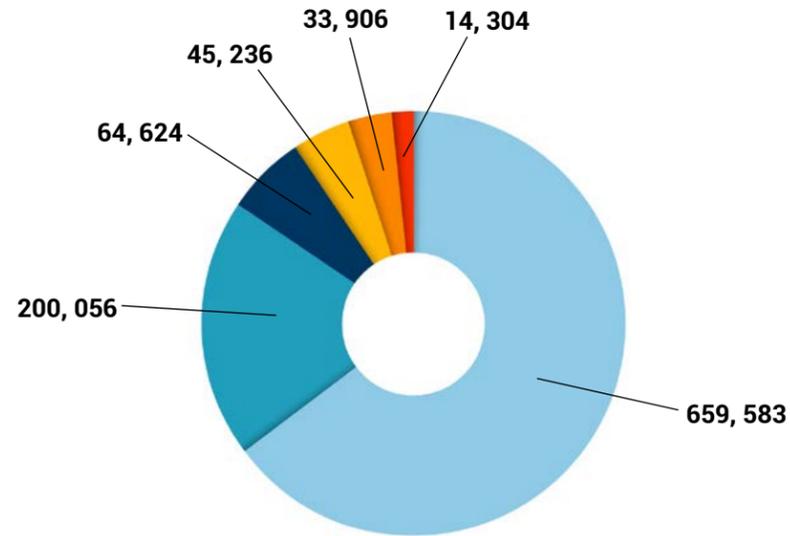
- Allergy & Immunology
- Cardiology
- Chiropractic
- Gastroenterology
- Endocrinology
- Harm Reduction Care
- Infectious Disease
- Nephrology
- OB-GYN
- Ophthalmology
- Podiatry
- Psychiatry
- Pulmonology
- Sleep Medicine
- Sports Medicine
- Tele-Dermatology
- Urology
- Vascular Surgery

# At-a-Glance

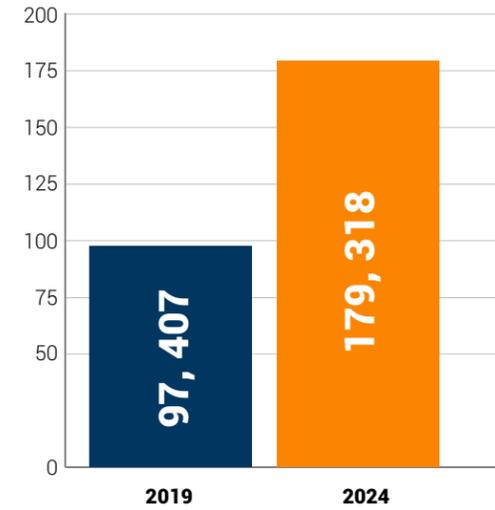
## Five Years of Growth

### Total Patient Visits

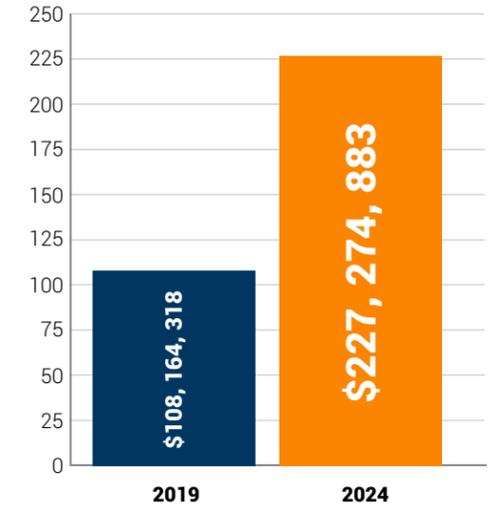
- Medical
- Dental
- Chiropractic
- Optometry
- Behavioral Health
- Perinatal Program



### Patients Served (In Thousands)



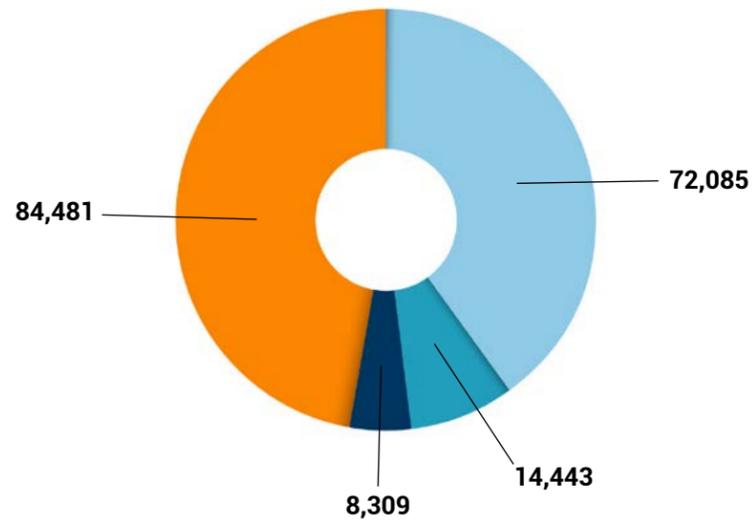
### Revenue Growth (In Millions)



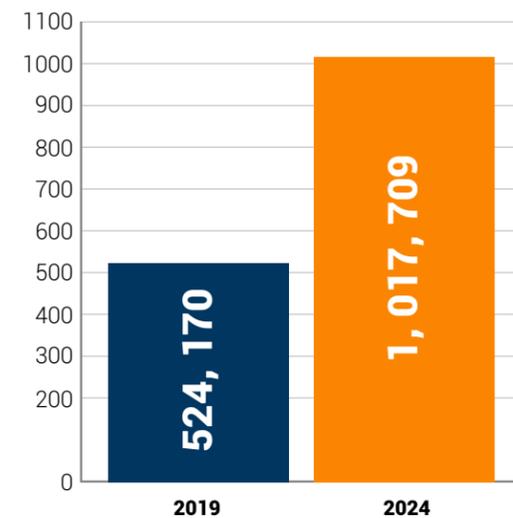
### Total Patient Income

Patient income based on the Federal Poverty Level (FPL)

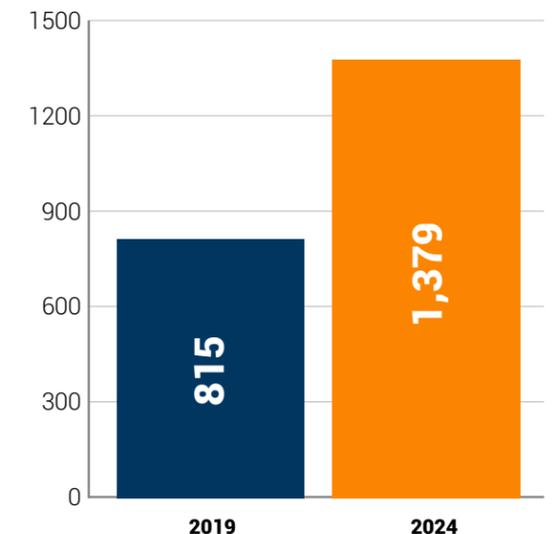
- 100% and below
- 101-150%
- 151-200%
- Over 200%



### Patient Visits (In Thousands)

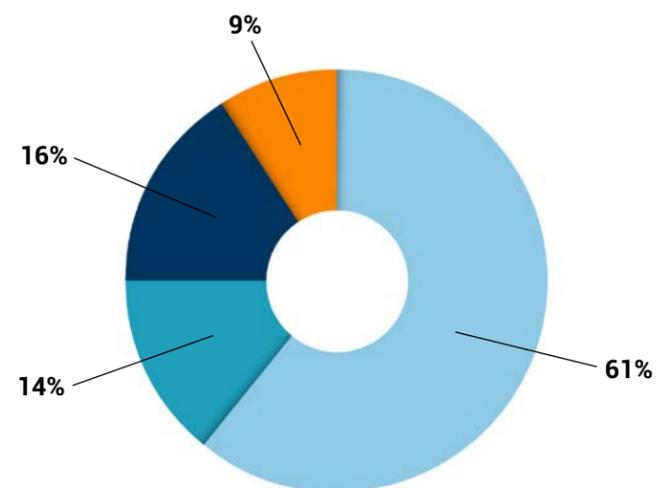


### Employment



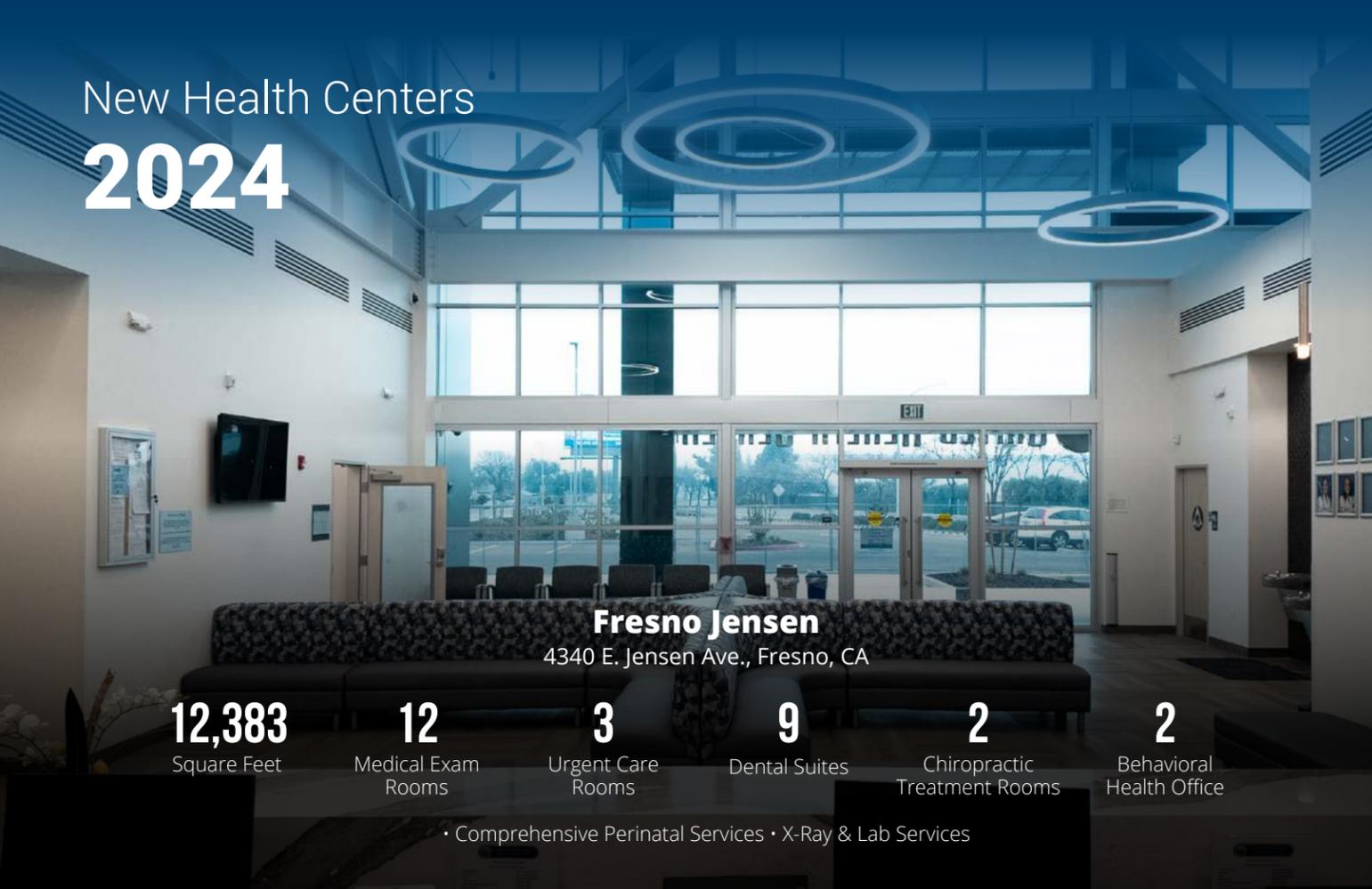
### Payor

- Medi-Cal
- Uninsured
- Private
- Medicare



New Health Centers

# 2024



**Fresno Jensen**  
4340 E. Jensen Ave., Fresno, CA

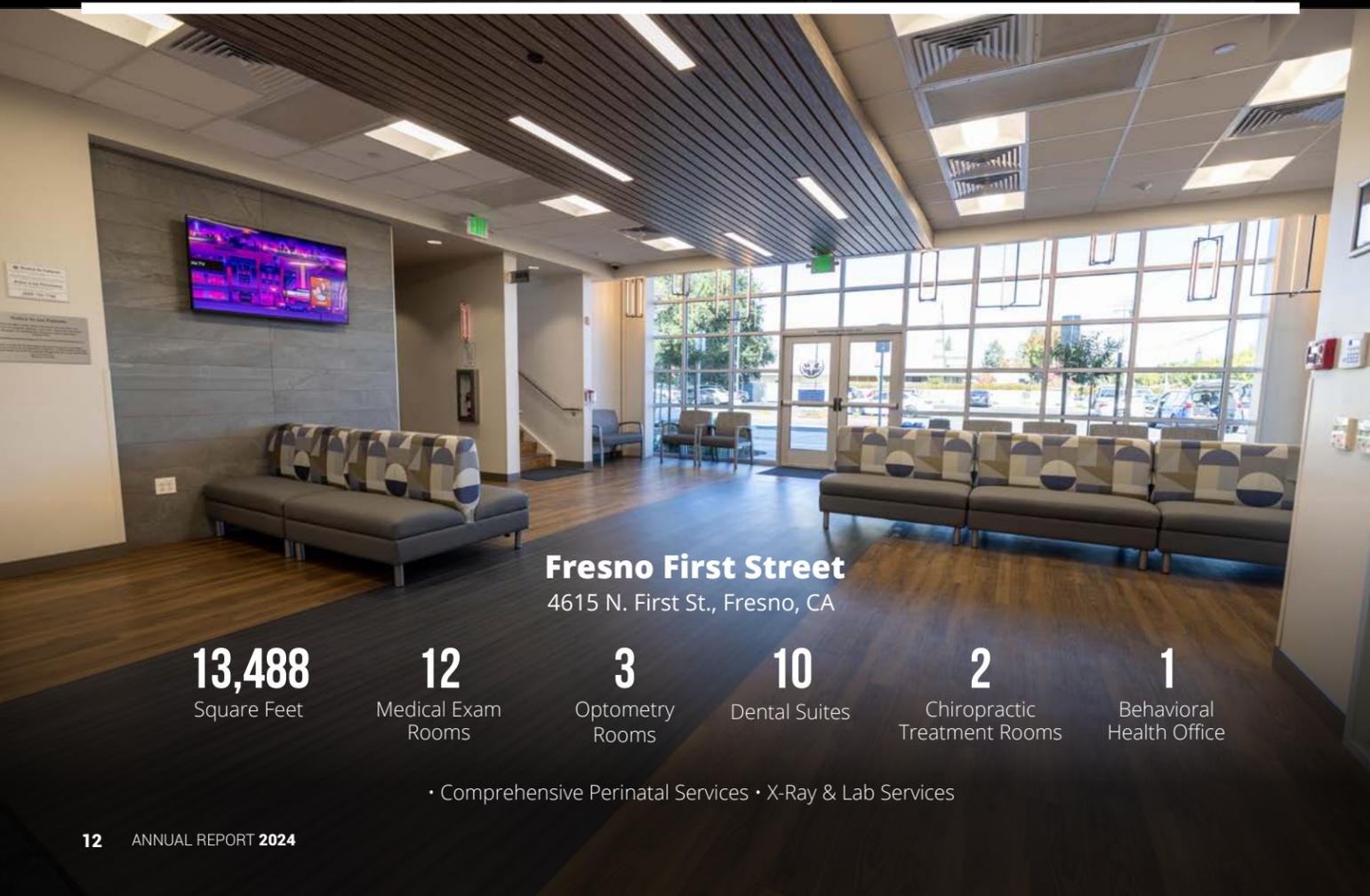
**12,383** Square Feet    **12** Medical Exam Rooms    **3** Urgent Care Rooms    **9** Dental Suites    **2** Chiropractic Treatment Rooms    **2** Behavioral Health Office

• Comprehensive Perinatal Services • X-Ray & Lab Services



**Fresno Kings Canyon**  
5539 E. Kings Canyon Rd., Fresno, CA

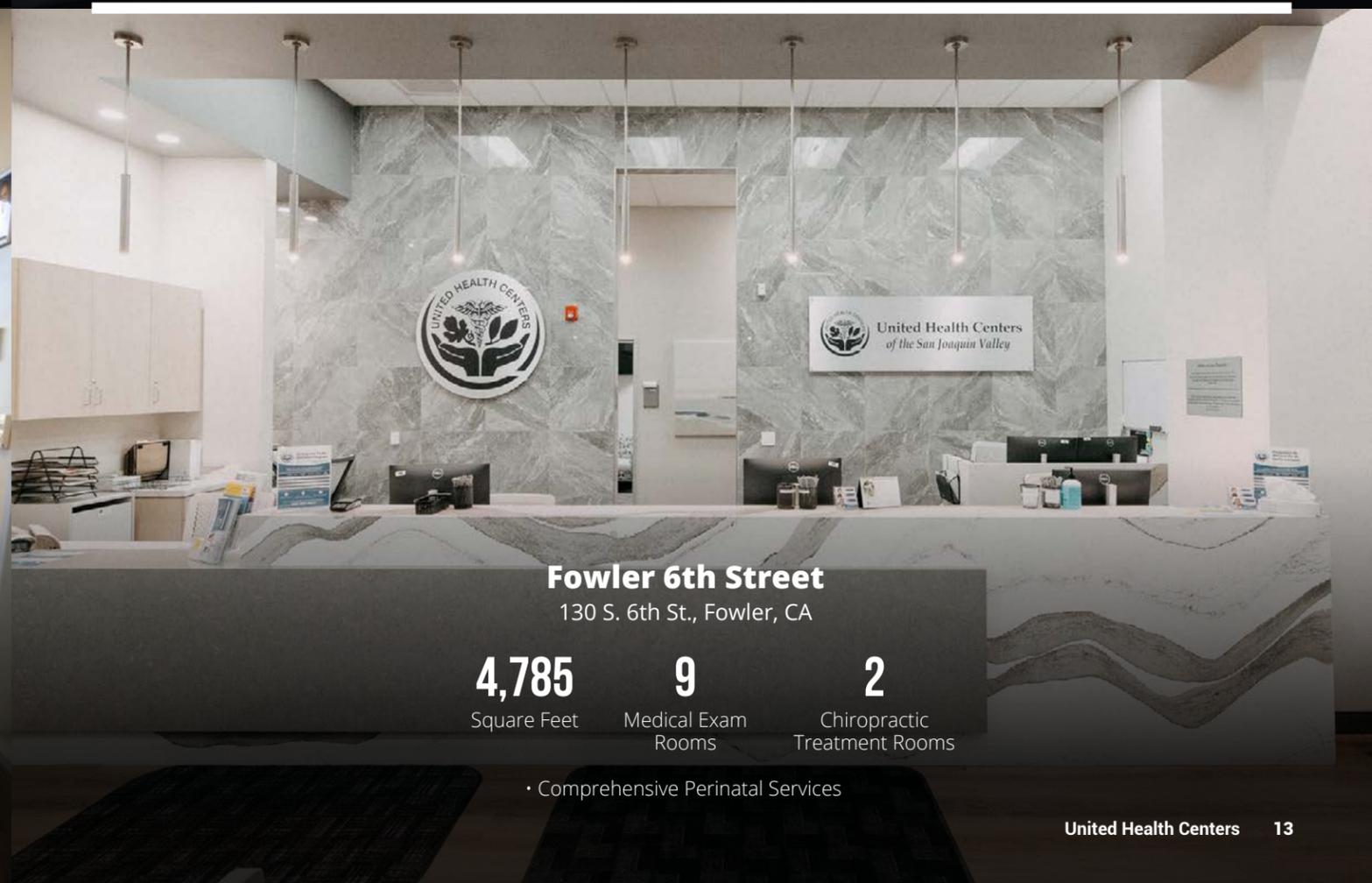
**3,005** Square Feet    **6** Medical Exam Rooms



**Fresno First Street**  
4615 N. First St., Fresno, CA

**13,488** Square Feet    **12** Medical Exam Rooms    **3** Optometry Rooms    **10** Dental Suites    **2** Chiropractic Treatment Rooms    **1** Behavioral Health Office

• Comprehensive Perinatal Services • X-Ray & Lab Services



**Fowler 6th Street**  
130 S. 6th St., Fowler, CA

**4,785** Square Feet    **9** Medical Exam Rooms    **2** Chiropractic Treatment Rooms

• Comprehensive Perinatal Services

# Executive Leadership Team



**Justin Preas**  
President & Chief Executive Officer



**Jesus Maldonado**  
Executive Vice President & Chief Financial Officer



**Arlin Venturina, MD, FAFP**  
Chief Medical Officer



**Ganga Hematillake, MD**  
Chief Medical Officer - United Physicians Network



**Nathan Boyd, DDS**  
Chief Dental Officer



**Beatrice Perez, RN**  
Chief Clinical Services Officer



**Anthony Olivares**  
Chief Operations Officer



**Faith Driscoll, Esq.**  
Chief Legal Officer



**David Phillips**  
Community Resource Officer



**Ricardo Viveros**  
Business Development Officer



**Miguel Rodriguez**  
Chief Administrative Officer



**Raul Venegas**  
Chief Information Officer



**Navjot Singh, MSHA**  
Contracting and Managed Care Officer



**Nathan Boyd, DDS**  
Chief Dental Officer

Dr. Nathan Boyd, Chief Dental Officer at United Health Centers, has been with the organization since 2017. He earned his Bachelor of Science (B.S.) in Biology from Occidental College in 2008 and his Doctorate of Dental Surgery (DDS) from Howard University in 2012, where he was recognized with the Dr. E. Preston Award for excellence in operative dentistry and the Academy of Osseointegration Award for outstanding achievement in implant dentistry. Following dental school, Dr. Boyd completed a hospital-based residency at the University of Utah, receiving advanced training in general dentistry, IV moderate sedation certification, and dental implant procedures. Prior to joining UHC full-time in 2019, he spent over six years in private practice specializing in full-mouth rehabilitation and implant services under IV sedation. Driven by a passion for delivering high-quality care to underserved populations, Dr. Boyd's leadership enhances the strategic coordination of UHC's dental services and reinforces our commitment to accessible, comprehensive dental care.



**Arlin Venturina, MD, FAFP**  
Chief Medical Officer

Dr. Arlin Venturina, Chief Medical Officer for United Health Centers, joins us from the UCSF Fresno Department of Family and Community Medicine, where she served as Director of Family Medicine for a Health Center partnered with Community Regional Medical Center.

Dr. Venturina has been affiliated with UCSF since 2004 as a Health Sciences Assistant Clinical Professor and has held numerous leadership roles in both Family Medicine and Palliative Medicine. She served as Chair of the Department of Family Medicine at Community Regional Medical Center and played a key role in the development of the UCSF Fresno Family Medicine Residency Pathway at UHC in Parlier. Her areas of focus include medical education, family medicine, hospice and Palliative Medicine, Obesity Medicine, and hepatitis C treatment. She has delivered presentations on a wide range of clinical topics at local, national, and international conferences.

She holds a Bachelor of Science (B.S.) in Biochemistry and Cell Biology from UC San Diego, earned her medical degree with high honors from Ross University School of Medicine, and completed her Family Medicine residency at UCSF Fresno. Dr. Venturina is board-certified in both Family Medicine and Hospice and Palliative Medicine, and most recently Obesity Medicine. Her achievements include numerous publications, curriculum contributions, and honors such as the UCSF Excellence in Teaching Award, the American Academy of Family Physicians Degree of Fellow, and the UCSF Award for Achievement in Education and Advocacy.



*We are honored to welcome Dr. Arlin Venturina as our new Chief Medical Officer, a visionary leader whose passion for medical education, compassionate care, and community health will guide United Health Centers into an even brighter future.*

*- Justin Preas  
President & Chief Executive Officer*



*Dr. Arlin Venturina and President and CEO Justin Preas speaking at a press conference hosted at United Health Centers' Administration Building.*

# Investing in the Future: Partnerships for a Healthier Valley

At UHC, our commitment to the Central Valley extends far beyond care delivery — we are actively cultivating the next generation of healthcare professionals who will serve and strengthen our communities for decades to come.

This year, we continued to expand and deepen our partnerships with a wide range of academic institutions and training programs. Through clinical rotations, mentorship, internships, and immersive learning opportunities, we are helping shape future physicians, nurses, medical assistants, and allied health professionals — many of whom are inspired to stay and serve right here in the Valley.

Together, these partnerships are not only helping to bridge workforce gaps but also ensuring that the Valley has access to homegrown healthcare professionals who reflect the diversity and resilience of our region. Our shared goal is clear: to keep talent rooted in the Central Valley by providing high-quality training and meaningful career opportunities within our own communities.

By continuing to invest in education and clinical experience, UHC is proud to be part of a movement that is building long-term solutions — for health, for equity, and for the future of care in the Valley.



**UCSF Fresno PGY-1 Residents.** Pictured from left to right:  
Ana Paula da Cunha Varella, MD; Ikken Aisin, MD; Megan Haney, MD; Bilal Sheikh, MD; Ikjot Thind, MD.

**We are proud to collaborate with outstanding institutions that share our mission, including:**

## MEDICAL AND HEALTH SCIENCES PROGRAMS

- CHSU – California Health Sciences University
- UCSF ASPIRE Program
- UCSF SJV PRIME
- UCSF Family Medicine Residency Program
- Brighton and Sussex Medical School
- Rocky Vista University
- Marysville University
- A.T. Still University
- Russell Sage College
- Valley Health Team Family Medicine Program

## NURSING AND ALLIED HEALTH TRAINING PROGRAMS

- Herzing University
- Chamberlain University
- Agape College
- Gurnick Academy
- SJVC – San Joaquin Valley College
- Fresno City College
- UEI College (Fresno & other campuses)

## UNIVERSITY PARTNERSHIPS

- Fresno Pacific University
- California State University, Bakersfield
- California State University, Fresno



***At UHC, we're investing in the future of the Central Valley by nurturing the next generation of healthcare professionals who will serve, lead, and strengthen our communities for years to come.***

***-Sharareh Shabafrooz, DO***  
*Associate Medical Director*

# Health Centers Coming Soon

**Fresno Cesar Chavez Health Center**  
122 E. Cesar Chavez Blvd., Fresno, CA

**CRMC Ambulatory Care Clinics**  
290 N. Wayte Lane, Fresno, CA

**Fresno Shields Health Center**  
3652 W. Shields Ave., Fresno, CA

**CRMC Surgical Services Center**  
255 N. Herwaldt Drive, Fresno, CA

**Kerman Urgent Care**  
14271 Whitesbridge Ave., Kerman, CA

**Delano Health Center**  
601 Cecil Ave., Delano, CA



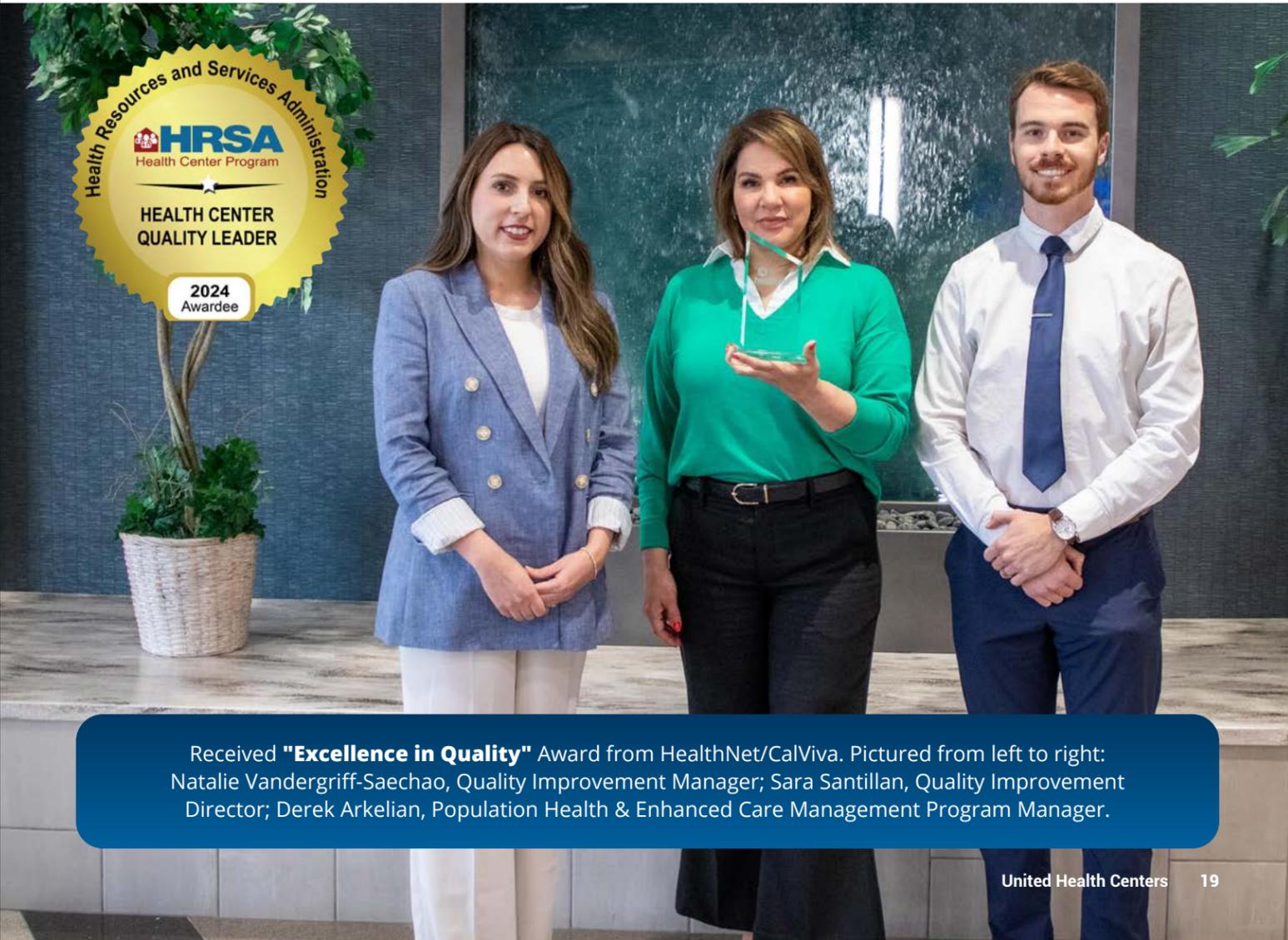
Coming Soon

# In Fresno & Kern Counties



# Quality Measures Exceed National Standards in 2024

- \$103,543 Funding for Lead Screening's for Children– Health Net CalViva.
- Purchased 28 point-of-care machines for simple finger sticks instead of blood draws
- \$2,262,212– Health Net Provider Based Compensation Award for performance
- \$324,785 – Anthem Clinic Pay for Performance Award
- Completed year four of our centralized model for rendering Annual Wellness Visits (AWVs) to close quality care and diagnosis gaps for Medicare members
- AWV payment projection of \$623,382 to UHC from payors for 2024.
- Incentive for panel management, quality care gaps closures, and diagnosis code actions projection of \$442,427 for 2023.



Received "**Excellence in Quality**" Award from HealthNet/CalViva. Pictured from left to right: Natalie Vandergriff-Saechao, Quality Improvement Manager; Sara Santillan, Quality Improvement Director; Derek Arkelian, Population Health & Enhanced Care Management Program Manager.

# Honoring Dedication: Celebrating Years of Service

At UHC, our people are at the heart of everything we do. This year, UHC proudly celebrated employees at the annual Years of Service ceremony; an event that recognizes the exceptional dedication of our employees across the organization.

We honored team members who have committed 10, 15, 25, 30, and an extraordinary 45 years of service to our mission. Their loyalty and leadership reflect the strength of our workplace culture and the deep connection our staff have to the communities we serve.

By acknowledging these milestones, we not only express gratitude to our employees but also reinforce our commitment to cultivating a supportive, mission-driven environment where people can grow and thrive. Events like these also serve as powerful moments of connection for new hires and long-time employees alike — helping to communicate who we are and what we value at UHC.

As we look toward the future, we remain focused on investing in our people, recognizing their contributions, and ensuring that UHC continues to be a place where passion meets purpose.



**Margie Macias**  
Comprehensive Perinatal Health Worker  
Huron

# 2024 Employee Holiday Gala



Our 2024 Holiday Employee Gala was a night to remember—filled with celebration, connection, and pure fun. Held at the stunning Table Mountain Casino Resort, the evening welcomed 1,000 guests for a festive night of dining, dancing, and joy. Highlights included a delicious plated dinner, exciting raffle prizes, casino cash cards, professional photography, and plenty of time on the dance floor. This memorable celebration recognized our incredible employees for their dedication that drives our organization forward.

“  
An unforgettable night at Table Mountain Casino Resort, our 2024 Holiday Gala celebrated the heart of our success—our incredible team—through laughter, recognition, and shared memories.

- David Phillips  
Community Resource Officer

# Community Outreach: Meeting People Where They Are

At United Health Centers, our commitment to care reaches far beyond our clinic walls. Through meaningful community outreach, we engage face-to-face with individuals and families to understand their needs, break down barriers, and build lasting trust. These heartfelt connections form the foundation of the personalized and impactful care we provide every day.

From local health fairs and school visits to vaccination drives and neighborhood resource events, our outreach team is on the ground—educating, listening, and responding. These efforts not only strengthen the bond between our staff and the community but also empower individuals with the knowledge and tools they need to take charge of their health and well-being.

Our outreach doesn't stop at in-person events. We also use a robust digital strategy to meet people where they are—online. By leveraging social media, our website, and engaging visual content like graphics and videos, we ensure that vital health information, updates, and services are just a click away. Whether it's a post about free screenings, a video on preventative care, or an online event reminder, our digital presence helps bridge the gap between awareness and access.

Together, these outreach efforts represent our unwavering commitment to health equity, connection, and community empowerment. Because we believe care should be accessible, understandable, and delivered with quality and respect regardless of anyone's ability to pay.



*The care we provide goes beyond the clinic—into neighborhoods, schools, and screens—meeting people where they are, building trust, and empowering healthier lives.*

*-Ricardo Viveros  
Business Development Officer*



## Community Impact Overview

1.1M

UHC Website Page Views



272K

UHC Website New Users



900K+

Social Media Reach  
(All Accounts)



1.1K+

Approved Graphics,  
Videos, Voice Overs



9,844

TV & Radio Spots



4 GOLD, 1 SILVER

Aster Awards



250+

Outreach Events



84K+

Estimated people in  
attendance at events



# Community Outreach



Fresno Cen Cal Sports Lowell Elementary School



Univision Fiestas Patrias



Fresno Reading Extravaganza



Dinuba Cinco De Mayo Festival



Clovis Big Hat Days

# 18<sup>th</sup> Annual UHC Employee Softball Tournament

In October, UHC hosted its 18th Annual Employee Softball Tournament — a much-anticipated tradition that unites teams from across all our health centers. This year, 10 spirited teams came together for a warm and festive day of friendly competition, camaraderie, and community pride.

The tournament champions, the Bad News Bears, battled their way to victory with impressive teamwork and determination. Off the field, families and staff enjoyed a lively atmosphere filled with music, refreshing drinks, and a classic barbecue — making it a memorable experience for all ages.



Bad News Bears



Deuces



Creative Aces

# The UHC Foundation: Advancing Health, One Community at a Time

The UHC Foundation is a 501(c)(3) nonprofit organization dedicated to improving the health and quality of life of the communities we serve. Originally established to support programs beyond the scope of primary healthcare in rural areas, the Foundation has grown into a catalyst for community wellness—both inside and outside the walls of United Health Centers.

Our mission is grounded in action. Through generous donations and community partnerships, the Foundation helps remove barriers to life-saving care, supports medical, dental, vision, and specialty services at United Health Centers, and invests in the future of healthcare by funding provider teaching and training programs.

## Events That Inspire and Give Back

The UHC Foundation hosts meaningful, community-driven events throughout the year—each one dedicated to fostering connection, supporting health, and generating funds for our mission.



**Fun Run**  
This annual run is a family event where health and wellness are promoted. The event invites participants of all ages to walk, jog, or run together in support of better community health. Every mile completed brings us closer to healthier futures for all.

**Under the Stars Gala**  
A spectacular evening of elegance and impact. Featuring a live auction and gathering of community leaders and stakeholders, the Gala is a celebration of generosity and shared purpose—supporting programs that transform lives.



**United Open Golf Tournament**  
Swing into action at our annual Golf Tournament, where players compete for a cause. With premier amenities, exciting hole-in-one prizes, and awards, every swing helps fund vital patient care initiatives at United Health Centers.

## Investing in the Future of Healthcare

This year, the UHC Foundation proudly contributed \$140,000 to the Dr. Robert Allen Shankerman College Scholarship, in partnership with Fresno State's College of Health and Human Services. This scholarship supports students pursuing careers in healthcare, ensuring that the next generation of clinicians has the opportunity to thrive and serve.





## Our Locations

**United Health Centers**  
3875 W. Beechwood Ave  
Fresno, CA 93711  
[unitedhealthcenters.org](http://unitedhealthcenters.org)

