



Annual Report 2020



Our Message

From the President & CEO and Board Chair



Colleen Curtis
*President &
Chief Executive Officer*



Dr. Jack Shantz
Board Chair

We vividly recall that as the decade began it appeared to be off to another great start with plans for celebrations underway including Grand Openings planned for the new Parlier and Reedley health centers that just opened, invitations had been designed for our Annual Spring Gala in April and so many other celebrations had been placed on our annual calendars. However, with terrible news of the coronavirus in China having also emerged in Europe, it brought apprehensions that quickly turned into closures and lock downs across the U.S. as the weeks and months brought rapidly alarming COVID-19 news that prompted the World Health Organization to declare a world-wide pandemic on March 11th. We resolved quite early that we had to follow the difficult CDC guidelines and to make very tough decisions to get through the most difficult period, as spring turned to summer. Then to ensure we made every effort to continue the utmost support to our patients and provide absolute safety measures for our staff, we took the lead in local efforts to battle the impact of the coronavirus thru testing.

We now can marvel at how determined and committed we were to build our mobile teams, develop procedures, train our staff and acquire the necessary resources to implement our efforts while also working in concert with local governments and health departments to help reopen our economies. Testing events, both large and small, were in operation as early as June and then exponentially increased throughout the remaining months of 2020. Drive-up testing was established at each UHC health center, local businesses and nursing homes were being tested and massive drive-thru events were in operation, often performing as many as 1,500 tests per day. By the end of 2020 more than 90,000 COVID-19 tests had been performed in Fresno County by UHC.

While celebrations and public events were no longer scheduled, the construction industry was largely un-interrupted. The new UHC health centers that were scheduled to open in 2020 were now becoming more essential than ever before and it was welcomed news that they opened throughout the period. The new Parlier health center on Manning Avenue opened in January, Reedley in February, Milburn in March, Bullard in June, Dinuba in August, Manchester in September and both the Tuolumne and Clovis health centers opened in October of 2020.

We all missed the normal celebrations as the new health centers opened and breaking ground for Minnewawa in southeast Fresno, but it also went on as planned in November. Construction / renovations also continued all during 2020 in several other cities and communities around the Valley including Corcoran, Hanford, Fresno and Clovis with plans to open in 2021.

We are thankful for the **wonderful innovations and technology** that were key factors in the battle to overcome the impact of the coronavirus pandemic.

Other than the remarkable development of many new vaccines and the advanced supply distribution networks in place, remarkable ingenuity also helped to overcome traditional barriers in healthcare as well. Drive through services, the extensive use of tele-medicine, advanced phone systems, zoom and other conferencing programs made it possible for patients to continue with their essential healthcare, receive their prescription medications and avoid further complications in their health. Our Leadership Team, Operations, Clinical Services and IT Departments can be congratulated for working extremely hard to effectively incorporate these advanced services and tele-medicine into all aspects of healthcare including screening protocols for virus testing now essential in our daily delivery of healthcare. We closed the year delivering our first vaccinations on December 29, 2020.

And in 2021, as COVID-19 Vaccines become widely available, we will make the necessary transition into becoming the leader in community vaccinations by offering both large and small vaccination events that will mirror the outstanding COVID-9 Testing Program perfected in 2020. We look forward to beginning a new year with the promise of better months ahead as the coronavirus recedes from a pandemic with annual vaccinations.

Board of Directors



Dr. Jack Shantz
Board Chair



Sarah Guerra
Vice Chair



Ofelia Garcia
Secretary



Nathan Williams
Treasurer



Daniel Parra
Parliamentarian



Angel Angulo
Member



Esther Nicacio
Member



Lorane Avalos
Member

Meet the Newest Members



JOSE ENRIQUE GUTIERREZ serves as Board member to United Health Centers. He is a long-time resident of Fresno, California, and is the second oldest of seven siblings who migrated with his mother from Tijuana, Baja California, Mexico. He praises his mother for how she raised her children by imposing the importance of a strong family unity and when necessary, by taking prompt and appropriate disciplinary action. Mr. Gutierrez attended Modesto Junior College and subsequently California State University, Stanislaus. In 1988, he began his 32-year career in law enforcement, earning several recognitions and awards as a proven leader, and subsequently promoted to the rank of Lieutenant Commander with the California Highway Patrol. Mr. Gutierrez has been involved with multiple nonprofit groups and community organizations throughout the years. Jose is married and has two beautiful daughters.



NICOLE THOMPSON is a Sr. Legal Secretary/Paralegal with 29 years of experience and is currently employed by Travelers Insurance, a Fortune 500 company, in their legal department. She is a graduate of Fresno City College where she obtained her Paralegal Degree. Nicole is inspired daily by her husband of 23 years. In her free time, she enjoys spending time with her four nieces, traveling, hiking, and most of all working along side the Animal Rescue Team to help save animals who are in need.

Executive Leadership Team



Colleen Curtis
*President and
Chief Executive Officer*



Justin Preas
*Deputy Chief
Executive Officer*



Ganga Hematillake, M.D.
Chief Medical Officer



Jesus Maldonado
Chief Financial Officer



Beatrice Perez, R.N.
Clinical Services Officer



Miguel Rodriguez
*Chief Operations
Officer*



Raul Venegas
*Chief Information
Officer*



Ricardo Viveros
*Business
Development Officer*



David Phillips
*Community
Development Officer*

UHC Promotes Dr. Ganga Hematillake to Chief Medical Officer

Ganga Hematillake, M.D. has been selected as the new Chief Medical Officer for United Health Centers effective November 1, 2020. Dr. Mabodawilage (Ganga) Hematillake was serving as Interim Chief Medical Officer during the difficult transition period with the passing of Dr. Robert Shankerman and will continue to build upon the tremendous clinical programs that he and Dr. Shankerman have developed which now encompasses operations in 23 health centers with 160 clinicians, as well as, their support staff. Dr. Hematillake's vast experience will be critical to the success of UHC as he now takes on this important leadership role leading the medical teams in this challenging period of dynamic expansion while in the midst of a national pandemic.

Prior to beginning his service as UHC Associate Medical Officer in August 2017, Dr. Hematillake has had a very successful and acclaimed work history. He had completed his college education at Royal College, Colombo, Sri Lanka and post graduate work at University of Colombo (1981) and North Colombo Medical College (1982-1989). In 1989, Ganga moved to the United States and graduated with two masters degrees (Physiology and Pharmacology) from Idaho State University (1992). He completed his Medical Doctorate (MD) (1994) and his post graduate training in Internal Medicine and Hematology (1998) from St. Georges University School of Medicine.

Dr. Hematillake began working with the Veterans Affairs Medical Centers as an American Board Certified Physician in Internal Medicine. His 20 year VA career included service in five different states in Senior Physician Leadership positions (Idaho, Pennsylvania, California, Kansas and Vermont). In 2016, Ganga was appointed to the Senior Executive Service (SES), the highest rank in U.S. Federal Civil Service. Dr. Hematillake has also held many academic medical school appointments including; Assistant Clinical Professor of Medicine at University of San Francisco School of Medicine, Assistant Professor of Medicine and Interim Dean of the University of Kansas School of Medicine and Assistant Professor of Medicine, Geisel School of Medicine at Dartmouth.

His last position before returning to Fresno was as the Chief Medical Officer for the prestigious VA New England Health Care Network, that operates eight large teaching hospitals in six New England States (Massachusetts, Connecticut, Maine, Vermont, Rhode Island, New Hampshire) that are affiliated with nine medical schools including four Ivy League Universities (Harvard, Yale, Brown and Dartmouth). Ganga celebrates 30 years of marriage to his loving wife Subhashi and has a full house with 4 children, two dogs and three cats.

Serving over 75 communities

in Fresno, Kings
& Tulare 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.

2020

772,390
Patient Visits

156,158
Total Patients

70%
Farmworkers

24
Health Centers

Clinical Services



MEDICAL

- Family Medicine
- Internal Medicine
- Pediatrics
- OB-GYN
- Immunizations
- Perinatal Care
- Women's Health
- Work/School & Sports Physicals
- Health Education
- COVID-19 Testing & Vaccinations



DENTAL

- General Family Dentistry
- Cleaning
- Crowns & Bridges
- Fillings
- Complete & Partial Dentures
- Implants
- Emergency Dental Services
- Extractions
- Root Canals
- Screening Exams



SPECIALTY CARE

- Tele-Dermatology
- Cardiology
- Chiropractic
- Podiatry
- Urgent Care



OPTOMETRY

- Comprehensive Vision Exams
- Contact Lens Fittings
- Eye Trauma Care
- Treatment of Eye Allergies, Infections, Dryness, & Redness
- Diagnosis and Treatment of Cataracts, Glaucoma, Diabetic Retinopathy, & Pterygium
- Optical with more than 500 eyewear choices available



BEHAVIORAL HEALTH

- Treatment for Depression & Anxiety
- Resources for Attention-Deficit / Hyperactivity Disorder (ADHD)
- Counseling for Post-Traumatic Stress Disorder (PTSD)
- Counseling for Domestic Violence & Conflict Resolution
- Substance Abuse Program



ANCILLARY

- Laboratory
- X-Ray
- Pharmacy
- Free Transportation
- Enrollment Services

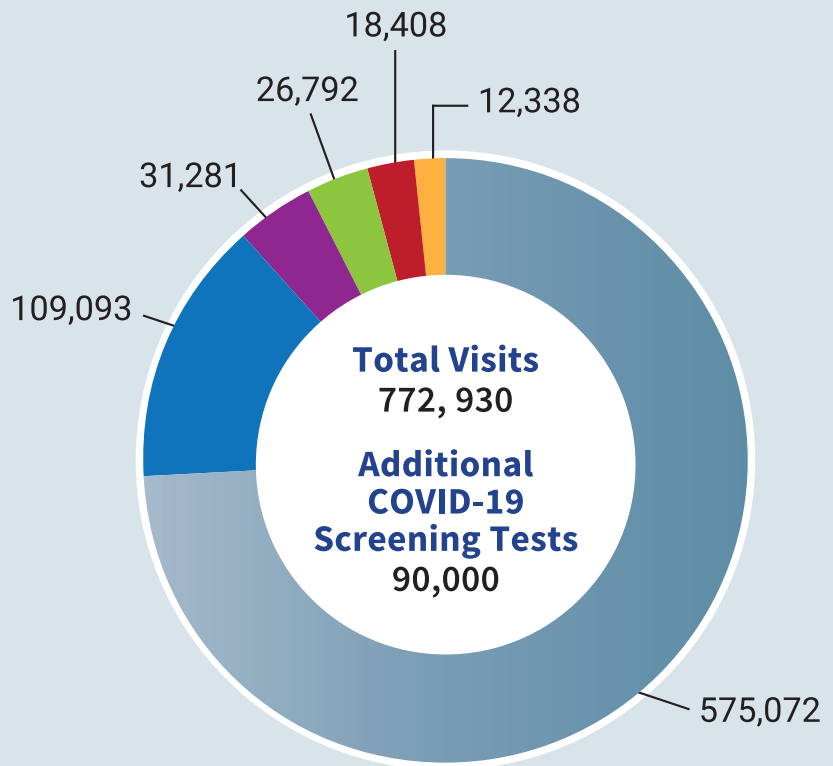


“At United Health Centers, we are committed to doing everything we can for our patients.”

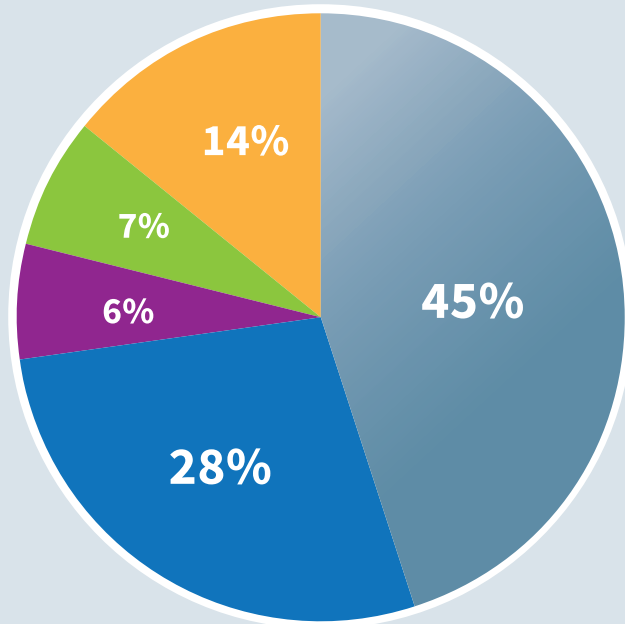
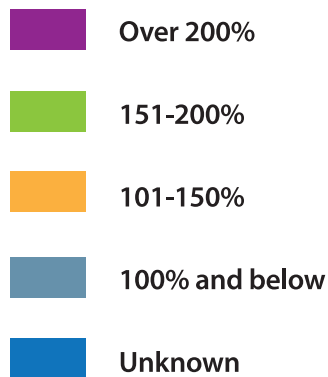
Fresno Fairgrounds Parking Lot (UHC COVID-19 Testing)

At A Glance

Patient Visits



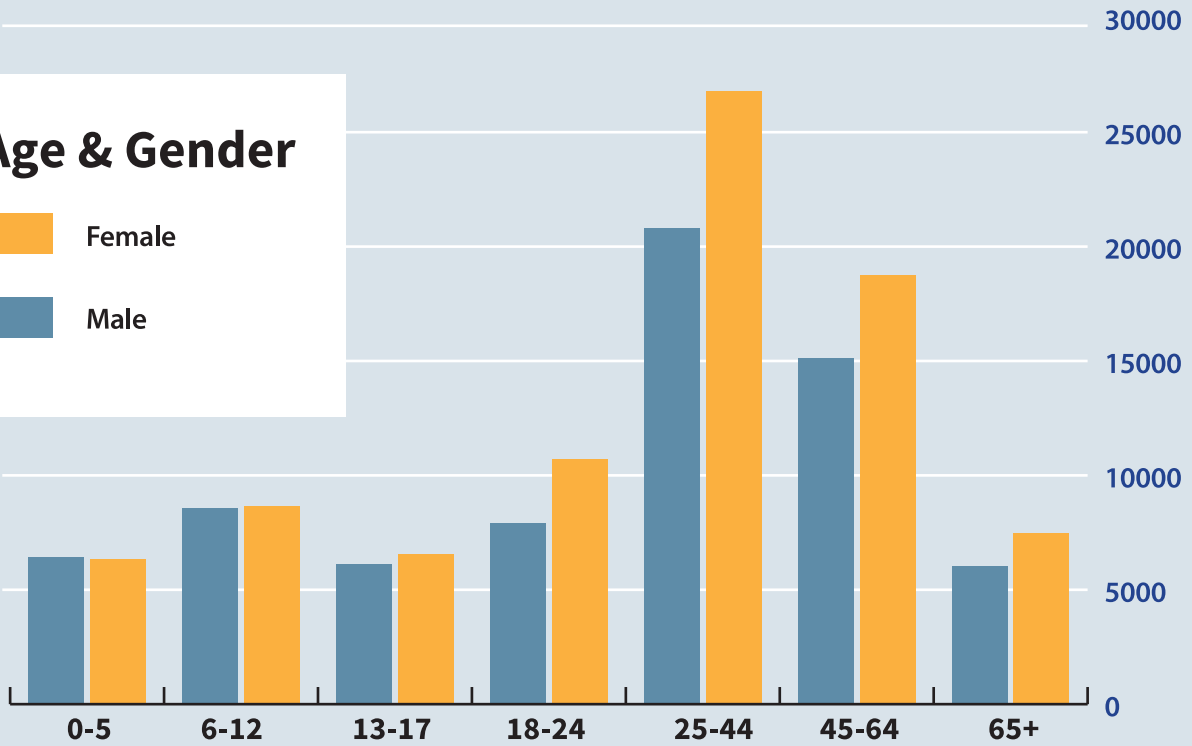
Patient Income



At A Glance

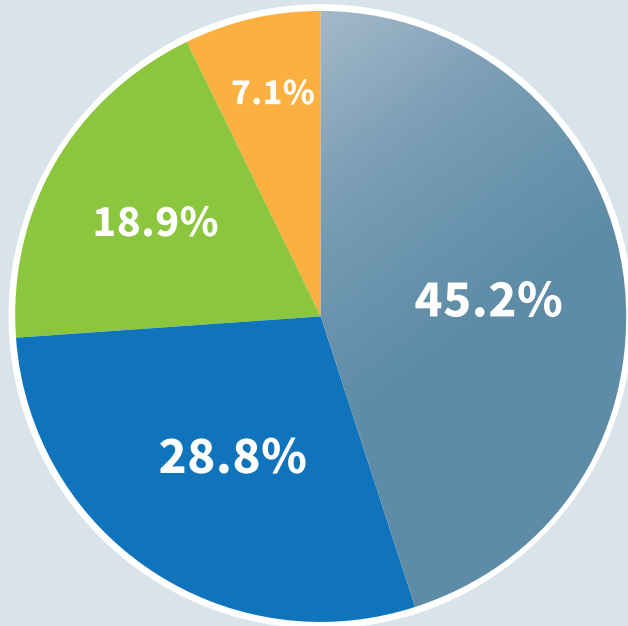
Age & Gender

- Female
- Male

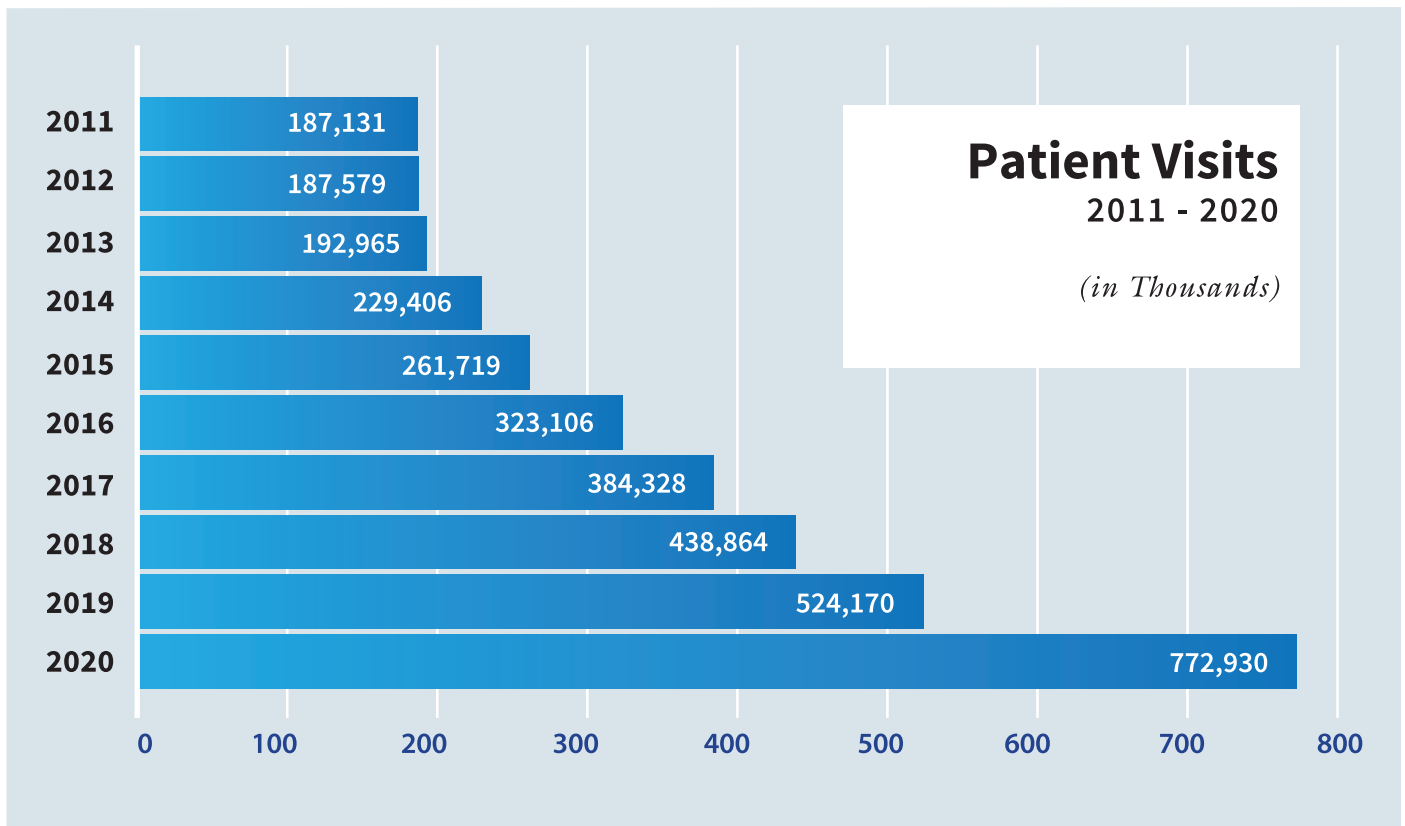
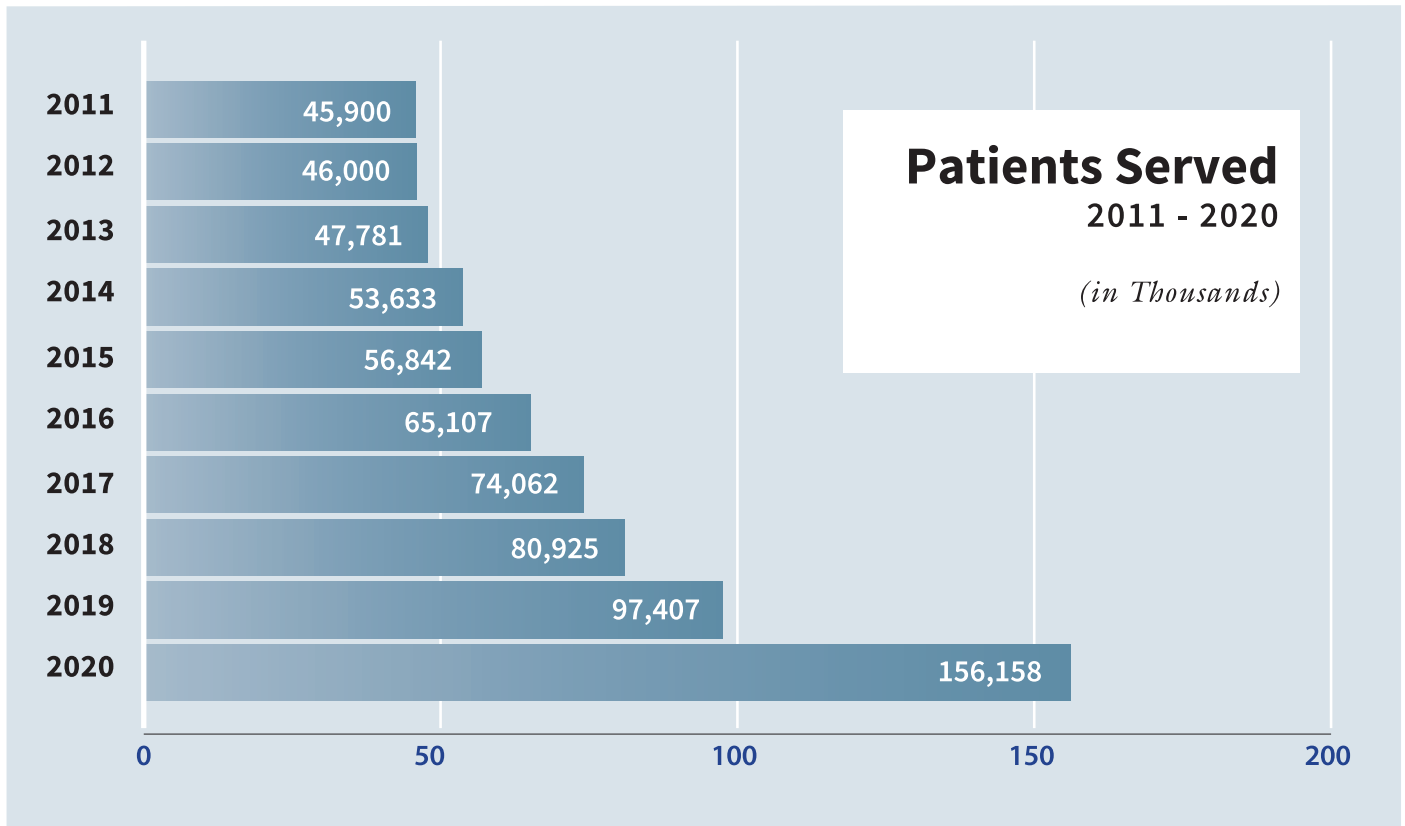


Insurance

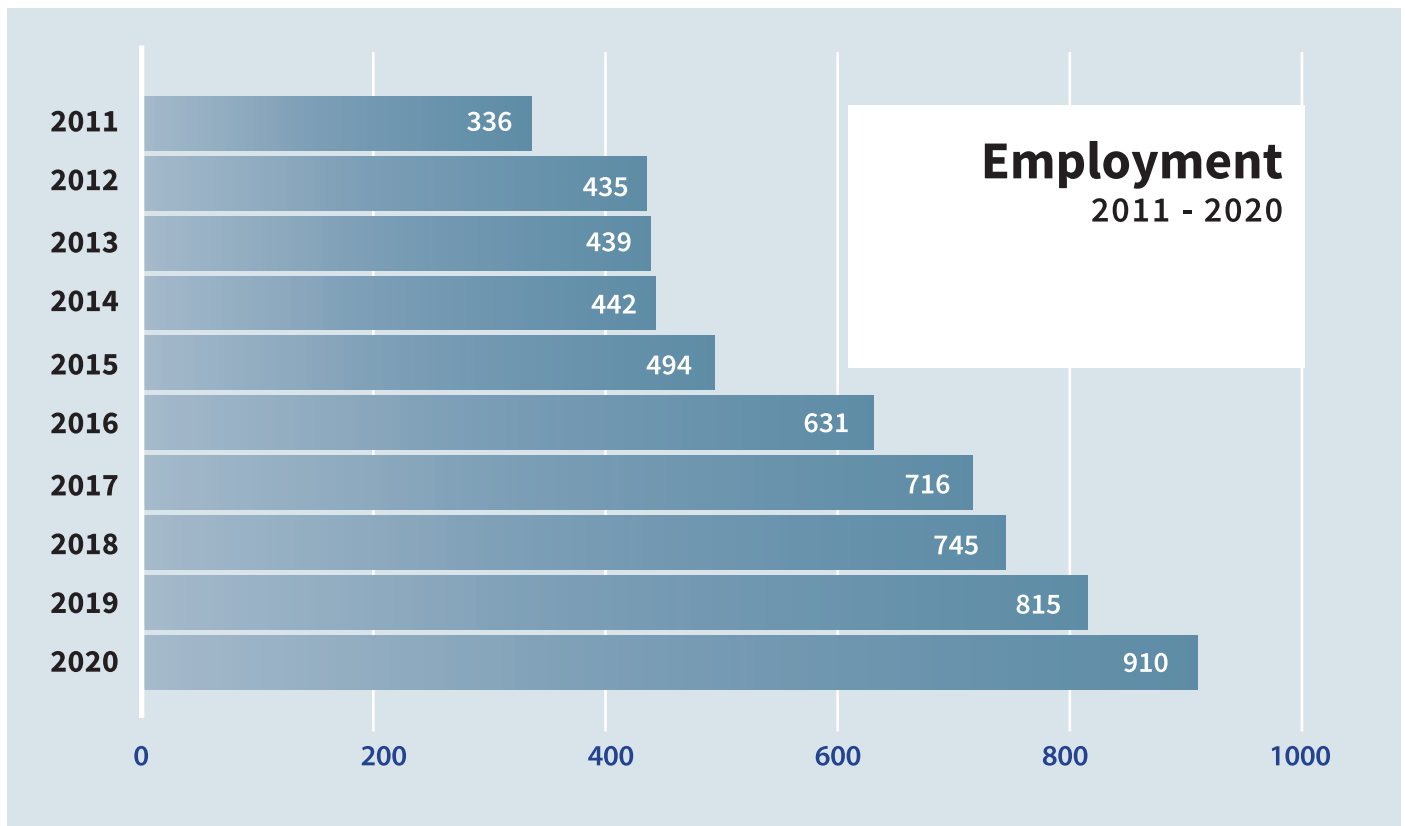
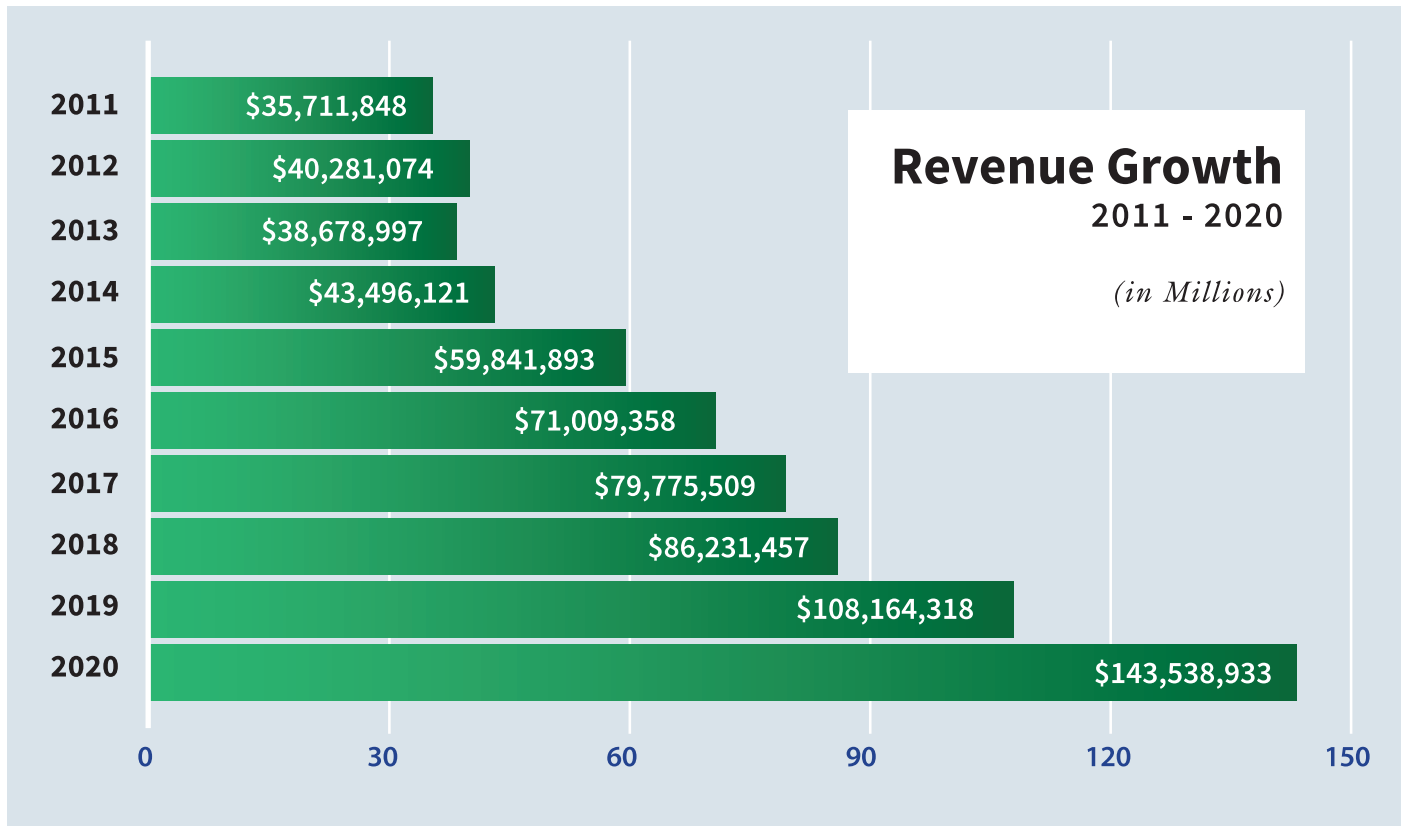
- Medi-Cal
- Uninsured
- Private
- Medicare



Decade of Growth



Decade of Growth



Health Center Quality Improvement Awards in 2020



HRSA Award

Health Resources Services Administration (HRSA) provides Quality Improvement Awards (QIA) to promote optimization of overall quality, efficiency, and value of the health care services provided by the nation's health centers, and to celebrate their recent achievements in providing high quality care to nearly 30 million patients. These awards recognize the highest performing health centers nationwide, as well as, those health centers that have made significant quality improvement gains from the previous year. The QIA support HRSA's strategic goals to improve access to quality health services, achieve health equity, and enhance population health. The QIA also support the U.S. Department of Health and Human Service's (HHS') goal of improving the quality, breadth of services, modernization, efficiency, and overall value of primary health care delivered by health centers.

UHC continues to receive outstanding recognition with accompanying financial awards for its Quality Clinical Performance. These awards help ensure that all patients who visit a HRSA-funded health center continue to receive the highest quality of care, including access to COVID-19 testing and treatment. UHC was ranked 9th out of 168 health centers in California receiving \$266,470 in Grants for 5 quality measures and will use these funds to further strengthen quality improvement activities and expand quality primary health care service delivery.

- **Clinical Quality Improvement**
Demonstrated 15% improvement on Clinical Quality Measured.
- **Health Disparities Reducer**
Exceeded 10% improvement toward Healthy People 2020 Goals across different racial / ethnic groups.
- **Advancing Health Information Technology (HIT) for Quality**
Utilized 5 HIT services and/or telehealth services to increase access to care.
- **Access Enhancer**
Increased the number of patient serviced and the number of patients receiving services.
- **Patient Centered Medical Home (PCMH) Recognition**
Achieved or maintained PCMH recognition for 12 health centers.

Anthem Award

Anthem issues United Health Centers a Provider Award For Quality in 2020. Based on the UHC Quality Factor Score above the 90% percentile in Clinical Measures UHC was top 10 and one of the highest performers in the Central Region receiving the Award.

Ethics Award



Mr. Blair Looney of the BBB and UHC staff: Jesus Maldonado, Margarita Chavez, Dulce Meza-Flores, Ricardo Viveros, David Phillips, Darren Howard, Frances Gomez and Miguel Rodriguez join Linda Smith of the BBB in the group presentation of the Beautiful Crystal Ethics in Leadership Award to Colleen Curtis, President and CEO

UHC Receives Central Valley Ethical Leadership Award

On Saturday, September 12th the Better Business Bureau sponsored the Celebration of Ethical Leadership Program hosted by CBS47 News Anchor Megan Rupe, on a televised event honoring those businesses who go above and beyond to promote ethics in their communities. The presentation of the Award by BBB President & CEO, Blair Looney and interview preceded the actual televised broadcast.

Among other supporting factors for which UHC was selected was for a commitment to the delivery of exceptional quality in patient services to the Valley's most underserved and vulnerable populations. Demonstration of that commitment was recently observed in the battle with the coronavirus pandemic when UHC stepped up to shoulder the burden as a leader in COVID-19 Testing. There was also a great appreciation for the organizational Core Values. UHC Core Values align in the acronym ICARE with Integrity followed by Compassion, Advocacy, Respect and Excellence. These ICARE Core Values are incorporated in every aspect of employee development from orientation of new employees to recognition honoring their exceptional portrayal of these values.

Integrity begins with a strict practice that 'no one is turned away from care.' UHC staff have a genuine respect for the patients and their families and are honored to serve them at every encounter. UHC staff are compassionate and have a deep understanding of the difficulties many families face while living or working in underserved and often in very rural locations. Patients are provided with culturally sensitive education and information to which they may directly benefit, including health education for chronic disease management, information and details about free transportation and personal assistance with eligibility questions and options about enrollment for those who are unaware of their insurance choices.

A respect for every individual regardless of income, ensures a commitment to ethical actions and behaviors. Respecting diversity and confidentiality also builds trust and confidence of the patients which has become even more precious in this era of mistrust and suspicion among all vulnerable populations. The reputation of UHC has always centered upon the commitment to our ethical practices, our ICARE Core Values and dependable quality healthcare always delivered with a passion to serve.

New Health Centers

Now Open

Dinuba Health Center

The new 16,500 square foot health center is all new construction that began early in March 2019 with the Legacy Construction Company, a full-service commercial contractor working in the greater Fresno area that performed nearly 60 projects of various sizes for United Health Centers since 2011. The Dinuba Health Center is located at 300 Westgate Way in Dinuba, CA 93618 on the corner of W. El Monte Way and Westgate Way. The health center has 18 medical exam rooms, 13 dental operatories, 2 chiropractic exam rooms, behavioral health offices, as well as, a 7 exam room Urgent Care Suite with X-Ray. The Dinuba health center was completed August 10, 2020.



Dinuba Health Center

Clovis Health Center

The Clovis health center is located at 2497 E. Herndon Avenue, Suite #103 in Clovis, CA 93611. It is 3,720 square feet with state-of-the-art interiors and easy access parking out front. The health center has nine medical exam rooms and a behavioral health office plus ancillary laboratory services. Precision Custom Construction completed the renovation which opened in October 2020. The new health center is UHC's first in the City of Clovis and will offer comprehensive primary care services including family medicine, internal medicine, women's health, pediatrics, behavioral health, immunizations and no-cost COVID-19 testing and vaccinations. The new center is now open Monday-Friday from 8:30am - 5:30pm.

Fresno Manchester Health Center

The Fresno: Shields health center is located at 1901 Shields Avenue, Suite #130 in Fresno, CA 93726 and is adjacent to the Crescent View West Charter School so students and their families can access healthcare, including physicals, immunizations, dental and vision services. The health center has committed to providing students and their families with dental, medical and optometry screenings, behavioral health assessments, vaccinations, prenatal services and health education classes. A certified enrollment specialist will help enroll students and their families in Medi-Cal, Covered California and CalFresh. Free COVID-19 testing and vaccinations are available on site. The private entrance of the new UHC health center is located between the CVW Charter School and the CalTrans Offices. Precision Custom Construction completed the renovation and UHC began seeing its first patients in September 2020.

Fresno Tuolumne Health Center

The Legacy Construction Company renovated two existing 7,000 square foot buildings at the corner of Tuolumne and P Streets in downtown Fresno. Services including comprehensive primary care medical services, also includes Dental, Optometry, Chiropractic, Behavioral Health and Urgent Care. The project; a complete remodel, included the removal and rebuild of all interior floors and walls. Tuolumne health center opened in September 2020 in the two separate buildings at 2610 & 2630 Tuolumne Street n Fresno, CA 93721

Fresno Bullard Health Center

The second of several new Fresno UHC health centers to open in 2020 is located at 1780 E. Bullard Avenue in Fresno, CA 93710 on the northwest corner of Bullard and Cedar Avenues and in close proximity to California State University Fresno. The 12,000 square foot building opened for business on June 3rd was renovated by Cooper Chase Construction Company. The Bullard health center has comprehensive primary care services including family medicine, dental care, free pregnancy test, immunizations, physicals, tele-dermatology, OB-GYN, perinatal care, women's health, behavioral health and chiropractic services along with lab, x-ray and a dedicated suite for Urgent Care.

Fresno Milburn Health Center

The first of several new UHC health centers to open in Fresno is located at 6810 N. Milburn Avenue on the southeast corner Herndon and Milburn Avenues and opened for business on March 16th. The vacant building was initially built to house a Fresh & Easy grocery store and the empty 14,000 square foot structure was the perfect size and location for a new health center in Northwest Fresno. Renovation began in early 2019 by Cooper Chase Construction Company to house medical, dental, optometry, chiropractic and behavioral health services along with a dedicated suite for Urgent Care.

Future Health Centers

Coming Soon

Clovis Health Center

The Clovis - Shaw health center is located at 313 W. Shaw Avenue in Clovis, CA 93612. It will be approximately 8,000 Square feet in size with comprehensive primary care services that will include 9 medical exam rooms, 7 dental chairs, 2 behavioral health rooms, 2 chiropractic treatment rooms and laboratory services. The builder for this location is Legacy Construction Company and the completion date is anticipated for July 2021.

Fresno Ashlan Health Center

The Fresno - Ashlan health center is located at 2848 Ashlan Avenue in Fresno, CA 93727. The renovation of a former drug store of approximately 13,855 square feet in size will be the 6th health center in Fresno. It will offer comprehensive primary care services to include 14 medical exam rooms, 10 dental chairs, 3 optometry rooms, 2 behavioral health rooms, 2 chiropractic treatment rooms, along with x-ray and laboratory services. This location will also feature a separate Urgent Care Suite with 4 treatment rooms. The completion date is anticipated for Fall / Winter 2022.

Fresno First Street Health Center

The Fresno - First Street health center is located at 4615 N. First Street in Fresno, CA 93726. The renovation project is approximately 13,488 square feet in size with comprehensive primary care services planned to include 12 medical exam rooms, 10 dental chairs, 4 optometry rooms, 1 behavioral health room, 2 chiropractic treatment rooms, x-ray and laboratory services. The completion date is anticipated for Spring 2022.

Fresno Minnewawa Health Center

The Fresno - Minnewawa health center is located at 645 S. Minnewawa Avenue in Fresno, CA 93727. It will be an all new building of approximately 19,990 square feet in size with comprehensive primary care services that will include 22 medical exam rooms, 14 dental chairs, 6 optometry exam rooms, 3 behavioral health rooms, 2 chiropractic treatment rooms with ancillary services to include lab and x-ray. The builder for this location is Legacy Construction Company and the completion date is anticipated for October 2021.

Hanford Health Center

The Hanford health center is located at 1545 Mall Drive in Hanford, CA 93230. It will be the third location for UHC in Kings County. The renovation project is approximately 8,936 square feet in size with comprehensive primary care services that will include 9 medical exam rooms, 7 dental chairs, 2 behavioral health rooms, 2 chiropractic treatment rooms, x-ray and laboratory services. The builder for this location is Legacy Construction Company and the completion date is anticipated for December 2021.



Fowler Health Center

The Fowler - Sixth Street health center is located at 130 6th Street in Fowler, CA 93625. The new building will be approximately 4,950 square feet and will be the second health center in Fowler. The new location on 6th Street will be adjacent to the Main Street location and will complement the existing health center with comprehensive primary care services to include 9 medical exam rooms, 2 chiropractic treatment rooms, x-ray and laboratory services. The completion date is anticipated for Fall 2022.

Kingsburg Health Center

The Kingsburg health center is located at 1251 Draper Street in Kingsburg, CA 93631. The renovation of an existing building of approximately 5,500 square feet in size will be the first UHC health center in Kingsburg. It is planned to offer comprehensive primary care services to include 7 medical exam rooms, 1 behavioral health office, 2 chiropractic exam rooms and laboratory services. The completion date is anticipated for Summer 2022.

Visalia Health Center

The Visalia health center is located at 4038 S. Mooney Blvd. in Visalia, CA 93277. It will be the third location for UHC in Tulare County and the first in the City of Visalia. The renovation project is approximately 17,044 square feet with comprehensive primary care services planned to include 14 medical exam rooms, 12 dental chairs, 6 optometry rooms, 1 behavioral health office, 2 chiropractic treatment rooms, x-ray and laboratory services. This location will also feature a separate Urgent Care Suite with 3 treatment rooms. The completion date is anticipated for summer 2022.

Community Programs

UHC Partners with Alinea Mammogram Mobile to Perform Breast Cancer Screening Exams for Patients



In September, the UHC Referral Department partnered with Alinea Mammogram Mobile to perform mammogram screenings for UHC patients at UHC health centers in Fresno County. The purpose was to increase screenings and reach our annual target of 50% of eligible patients by improving access by bringing the mobile unit to rural locations. It had been a few years since we conducted a similar mobile screening program. Because of the rapid growth of the organization in 2020 there was also a rapid growth in the number of eligible patients who should be screened. Alinea's Mobile service typically screens around 20 women daily but by working closely with UHC, the average daily number rose to 33 screenings a day. The program is currently limited to UHC patients but word quickly spread among families. On one occasion a patient inquired how she could bring her aunt for a mammogram as she had discovered a mass in her breast during a self-exam. Her aunt happened to see the pink bus at our Sanger health center and so she thought "how perfect, let me see if they take walk ins!" The niece (also a patient) shared that she had a genetic test performed recently, and the results showed a high breast cancer risk that ran in her family. In fact, she shared that her other aunt passed away a couple years earlier from breast cancer. UHC staff registered her for a mammogram and scheduled her to get the required screening that same day. Over the last months of 2020, there were many similar patient stories as screening events took place in Kerman, Huron, Parlier, Sanger, Selma, Mendota and Fresno. More than 1,000 women had received the mammogram screening through this critical program.



UHC President & CEO Takes the Cover & Lead Story in 'How She Leads'

The Business Journal has produced a new magazine designed to showcase women in leadership positions from around the Central Valley. Colleen Curtis, UHC President and CEO was proud to be chosen for the cover with an accompanying article in the premier edition of the publication. In 2020, UHC had quickly taken the lead in COVID-19 testing efforts in Fresno County and has become widely recognized as a leader in quality care and accessible services to many underserved communities, most recently with 6 new health centers opening during the pandemic in 2020.





UHC Foundation's 5th Annual Golf Tournament

The 5th Annual Golf Tournament was on Monday, October 12, 2020 at Ridge Creek Dinuba Golf Club with a shot gun start at 11am. Pandemic safety protocols were in place on the course, at registration and at all the contest holes with social distancing and masks were required by all. A total of 32 teams and 129 golfers participated in the outstanding tournament that included raise in over \$65,000 from donations.

Immediately following the play, awards were given for the 1st, 2nd, and 3rd Place Teams and contest winners, as well as, Sponsor Plaques including:

- 3 Tournament Sponsors
- 6 Gold Sponsors
- 17 Silver Sponsors
- Long Drive Men's & Women's
- Closest to the Pin #13 & #16
- Putting Contest
- Lunch and Tee Box Sponsors

20 UHC employees had volunteered in the planning and logistics for the event and helped with registration, raffle tickets and management of the 5 contest holes. Breakfast sandwiches / coffee was provided for volunteers and a boxed lunch for every golf tournament participant. The Raffle Drawing was held during the final hour of play and winners picked up over 30 prizes at the conclusion of the tournament.





“The heart and soul of UHC has always been its people. People who want to help; people who care.”

-Colleen Curtis, President & CEO

Employer Paid Program

United Health Centers has implemented a partnership program with 33 employers in the Valley that is designed to help over 15,000 employees who may sustain minor injuries on the job. Those minor injuries can be treated quickly and easily at UHC. It is called the Employer Paid Program (EPP). The EPP allows UHC to treat patients right away without the wait time common in emergency care. UHC health centers is equipped to provide immediate attention to employees with minor injuries in accordance with the Cal-OSHA standards for First Aid Health Care Services. UHC medical staff will stabilize the employee as quickly as possible, and get them ready for the next step, whether it is returning back to work, going home, or seeking further treatment.

UHC's first priority is to provide medical attention for minor injuries as quickly as possible. Once the patient's needs have been addressed, the providers create a Treatment Report, which is sent to the employer within twenty-four hours. It is then up to the employer to decide whether or not to refer their employee to workers' compensation. UHC also offers free transportation for the injured employee both to and from work and our health centers, thus alleviating the stress and complications involved in arranging emergency transportation during a busy work day. Many more employers have reached out to UHC to join this program.



Community COVID-19 Testing Program

With the onset of the COVID-19 pandemic in the spring of 2020, UHC quickly implemented a drive-thru mobile COVID-19 testing team composed of numerous clinical and operations personnel including LVNs, medical assistants, enrollment staff, IT support personnel, medical providers and staff from the Business Development and marketing teams. The testing teams initially began working small events due to limited PPE and testing supplies, then quickly expanded their capabilities to manage over 100 major community testing events some as large as 1,500 tests in a day. By the end of the year the teams had documented more than 90,000 tests performed. This process incorporated tele-health visits with clinical providers for those symptomatic who required a medical consult. The complex process from event setup in the morning to sending out the tests for lab processing on the same day/night, required tremendous coordinated efforts and long hours. These major mobile testing events were performed in conjunction with drive-up COVID-19 tests performed daily at each UHC health center.

UHC takes the Lead to Expand COVID-19 Testing in 2020

The Operations and Business Development departments coordinated with Fresno County and the City of Fresno to establish a network of testing locations throughout the Valley where every person meeting the established criteria for age and occupations could be tested near where they live or work. As early as May the UHC mobile testing teams started small by testing 10-50 employees or nursing home residents in several rural agricultural businesses and senior centers across the Central Valley. Once the UHC mobile testing teams streamlined the process they began to perform over 500 tests in four-hour blocks for large drive-up and walk-up events and also between 100-150 tests in two-hour blocks. The schedules they developed included both weekdays and weekends to reach as many people as possible.

The City of Fresno Establishes Major Testing Events in its Districts

One of the first major testing events that occurred on consecutive days was at the Mosqueda Center at 70 E. Butler Avenue in District #5 with Councilmember Luis Chavez who also provided free face masks to the participants for two days on Friday, July 10th and Saturday July 11th. Several large events occurred on Friday, July 24th at the Sikh Institute at 4827 N. Parkway Drive, and on Friday and Saturday July 31st and August 2nd at Lions Park 4650 N. Marks where the UHC Mobile COVID-19 Testing Teams performed over 500 tests each day. The events were coordinated by District #1 Councilmember Esmeralda Soria, who along with her office staff, also provided free face masks to the participants. At the end of July, UHC had been averaging over 1,500 tests per day and with turnaround times for test results improved to of 2-3 days.

Beginning in August, District #7 Councilmember Nelson Esparza coordinated a major testing event at the Manchester Center on 3636 N. Blackstone in the old Sears Building Parking Lot in Fresno on Friday, August 7th. Council member Esparza participated in the event and provided face masks to the participants. On Saturday, August 22nd, District #3 Councilmember Miguel Arias coordinated a testing event at Roeding Park on 890 W. Belmont Avenue and on Saturday August 29th at Jaswant-Victoria Park in Fresno where face masks and fresh produce were distributed to the participants. And by September, UHC testing events were being performed all around the city of Fresno as well as throughout Valley in Tulare, Kings and Fresno Counties occurring in businesses, schools, fire departments, supermarkets, community centers, churches and the Mexican Consulate.



COVID-19 Testing

Fresno City Councilmember for District #2, Mike Karbassi, helped promote the need for testing by getting tested himself in a media event at the UHC Fresno Milburn health center on May 13th.



Plan for major mobile COVID-19 testing at Manchester Center in Fresno.

UHC Ramps Up COVID-19 Testing across the Fresno County

The need to accelerate the rate of testing for the COVID-19 virus has been a major goal for every community across the country and the number of tests was often limited by the availability of testing supplies. Once the quantities of testing supplies had become firmly established in the Central Valley. The goal by Fresno County was to reach 1,500 tests per day so additional efforts were made to increase access to testing so UHC began offering COVID-19 testing at all of its 21 health center locations through drive-up testing.

By working closely with Fresno County for testing supplies and City of Fresno Councilmembers for arranging specific locations in their Districts, as well as, helping with public notifications, traffic control supplies and covering some of the costs, weekly events became the norm. UHC health centers quickly became the leading testing organization in the County averaging more than 500 tests per day. And the UHC Business Development Department began working with local agriculture industries and small businesses to offer them mobile testing services to their employees at their place of business or given priority service at the local UHC location if preferred. Testing quickly increased to 750 tests per day by mid-June.



Fresno County Arranges Major Testing Locations to Centralize Access

As November began, Fresno County decided to use the Fresno Fairgrounds as an ideal location for County-wide access for drive-thru testing events. More than 1,500 tests would be performed Wednesdays and Saturdays each week. A second location was also utilized at the Central High School East Campus on for its centralized access and efficient traffic flow on Tuesdays each week. The school campus location provided easy access to restrooms although vehicle wait times seldom exceeded 30 minutes. A third major weekly event began in Clovis on December 3rd. UHC partnered with the City of Clovis to offer COVID-19 drive-thru testing in Clovis on Thursdays on Clovis Avenue at the corner of Dakota and Clovis Avenues.

In a remarkable fashion, while working with counties, cities, school districts, businesses and organizations by the end of 2020, UHC had conducted well over 90,000 COVID-19 tests in community drive through events and at smaller location specific events including daily testing at each of the 21 UHC health centers. And by the end of the year, the very critical lab test results were returning within 36-48 hours so testing sites could quickly inform people with the virus and to help stop the spread and quicken the community's economic recovery efforts.



Support for Essential Workers & Restaurants During the COVID-19 Pandemic

During the early months of the pandemic when many businesses were forced to close in March and essential healthcare workers faced plenty of unanswered questions about the coronavirus, methods of transmission and prevention measures, it was a very stressful and demanding period to be in the workforce when so many remained isolated at home.

Two new non-profit organizations from the Central Valley had selected this opportune time to recognize the essential healthcare workers who, in the fight against the ravages of the pandemic, often put their own health at risk while caring for their patients as well as for restaurants, who at no fault, had to close their doors and subsequently faced uncertain financial futures. To honor the dedicated efforts made by frontline healthcare workers and for support of the food services industry, two community non-profits; Feed the Frontline Fresno (FtFF) and the Front Line Appreciation Group (FLAG) Central Valley established as their mission to support both entities by sponsoring catered lunches for hospitals and health centers around the Valley including United Health Centers.

These local purchases supported restaurants with take-out orders while also recognizing essential health care workers. During several Spring and Summer months of 2020, UHC staff began receiving these special lunches at no-cost and often came as a very pleasant surprise. Local elected officials from the rural and impacted communities as well as local media attended the events.

The first FLAG recognition lunch was held at the Selma Health Center in April. It was attended by US Congressman TJ Cox. Several other lunches from FLAG were delivered around the Valley using local restaurants and eateries. In May events were held in Sanger, Mendota and in Parlier. The June events were held in Mendota, Fresno and Fowler while July events were held in Orange Cove and Earlimart. The wide variety of lunches were offered to staff from 25 at the smaller locations to over 100 meals. The first of two FtFF recognition lunches was held at the Kerman Health Center in May. It was attended by State Assemblymember Dr. Joaquin Arambula. The second lunch was provided by Mary's Café to the Reedley health center staff who just recently just started seeing patients in January and was a critical new resource to that community's healthcare services.



In Memoriam

Robert Allen Shankerman, M.D.

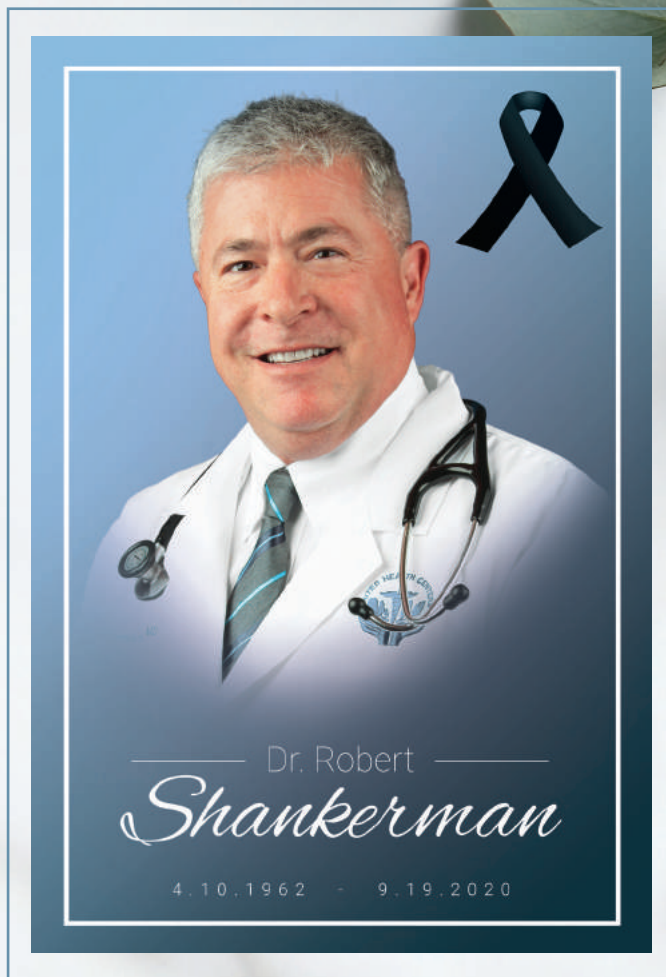
Chief Medical Officer, Chief of Medicine,
Internal Medicine, and HIV Medicine

April 10, 1962 - September 19, 2020

It is with deep sadness that we announced the passing of Dr. Robert Allen Shankerman, Chief Medical Officer and for so many of us, the passing of a close friend and admired co-worker. The loss of our beloved leader and colleague has been difficult for the entire UHC family, including his patients. As UHC's Chief Medical Officer since 2014, Dr. Shankerman was responsible for clinical operations at 21 health centers in the Central Valley where over 125,000 patients receive their primary healthcare in Fresno, Tulare and Kings Counties.

Dr. Shankerman's accomplishments during his 6 years with United Health Centers were numerous, including the establishment of the UHC/UCSF Family Practice Residency Program at the Parlier Health Center where he also saw patients. Dr. Shankerman recruited, trained and placed many medical practitioners as the organization transformed and expanded from 12 to 21 health centers in 2020. As a voracious reader and student of current medical practices, he was educator, mentor and tutor to 155 medical professionals including recent graduates from numerous residency programs, national and international transfers and those senior members of the UHC medical staff.

Dr. Shankerman had been in the ICU of St. Agnes Medical Center for over 5 weeks before he died. He was age 58 when he passed away on Saturday, September 19, 2020 from complications due to the coronavirus.



He was born April 10, 1962 and he is survived by his life partner, Regis deBarros also, one of our outstanding medical providers; his father Floyd Shankerman; sister Cindy Loewenberg; brothers Steven Shankerman and Jason Shankerman. Services were held Thursday, September 24th at the Beth Israel Cemetery. Numerous UHC employees were in attendance.

Dr. Robert Allen Shankerman Scholarship Program

A special College Scholarship Program has been established to honor lasting memories and the powerful impact he had upon his patients, his peers and co-workers alike. Education was his passion and scholarships for pre-med students is a way to continue his message of forever learning and leading. Scholarships will be awarded to Fresno State graduates who are going on to Medical School. We believe contributions to the Scholarship Program will make a significant difference in the support of future clinicians serving our underserved and rural communities for which he has spent much of his professional career serving. Donations can be made through the web page www.unitedhealthcenters.org/foundation.



Our 24 Locations

- **Clovis**
2497 E. Herndon Ave., Ste. 103
- **Corcoran**
1000 Chittenden Avenue
- **Dinuba**
300 Westgate Way
- **Earlimart**
476 E. Washington Avenue
- **Fowler**
106 E. Main Street
- **Fresno**
6810 N. Milburn Avenue
1780 E. Bullard Avenue
2610 Tuolumne Street
2630 Tuolumne Street
1110 N. Blackstone Avenue
1901 E. Shields Ave., Ste. 130
- **Huron**
17008 13th Street
- **Kerman**
517 S. Madera Avenue
- **Lemoore**
250 E. Hanford Armona Road
- **Mendota**
121 Barboza Street
- **Orange Cove**
445 11th Street
- **Parlier**
429 E. Manning Avenue
School-based: 601 3rd Street
- **Raisin City**
School-based: 6425 W. Bowles Ave.
- **Reedley**
1790 E. Manning Avenue
- **Sanger**
1570 7th Street
2502 Jensen Avenue
- **Selma**
2705 S. Highland Avenue
1201 Rose Avenue