

United Health Centers

2022

ANNUAL REPORT



Administration Building | Fresno, CA

Our Message:

From the President and CEO and Board Chair



Justin Preas

President & Chief Executive Officer

Eighteen years ago, I arrived in Parlier feeling a little apprehensive yet hopeful about the impact I could have in operations. Looking back, not even my most optimistic dreams would have predicted the tremendous growth to come for a system of 7 health centers that would quadruple to 28 locations by the end of 2022. With 1,000 employees caring for 165,000 patients, and our elevation to one of the largest systems in the state, our growth could not have happened without the collective efforts from our Board of Directors. Their vision, and their trust in executive staff to inspire natural leaders among technical, financial, clinical and support staff, has helped this organization realize its true potential.

The pandemic has transformed our nation's healthcare system, and UHC has transformed too, thanks to successful planning. In 2022, UHC opened four new health centers—two in southeast Fresno, and one each in Kingsburg and Hanford, offering great employment opportunities for dozens of new staff. I could not be prouder of the monumental efforts from so many this year who overcame various adversities and hardships to achieve great successes, including our talented IT staff, recruitment and Human Resources, finance and construction, our outstanding clinical teams, community engagement and so many others.

We said farewell to Colleen Curtis upon her retirement, the longest serving and most successful President and CEO in UHC's 52-year history. Her legacy and the strength of the organization under her leadership will continue to inspire us all well into the future. Starting in 2023, we plan to serve several new communities in Visalia, Fresno and Clovis while also offering new specialty services for our patients and benefits for our staff. Together, we will help ensure that UHC remains the Best Place to Work and the Best Place for Healthcare for years to come.



Jack Shantz, PsyD

Board Chair

I have had the distinct pleasure of working with President and CEO Colleen Curtis since my arrival on the UHC Board of Directors in 2014. As UHC's Board Chair, I speak for all of us on the Board that we are extremely pleased with the legacy Colleen has blessed this organization with upon her retirement. She enabled UHC's executive leadership to achieve truly amazing success, and she will always be known as a "powerhouse" in the healthcare industry and community healthcare system.

I was also extremely pleased to announce the selection of Mr. Justin Preas as the new President and CEO, effective January 1, 2023. He had been serving as Deputy CEO and worked together with Colleen for nearly 20 years, collaborating, planning and implementing a management and growth strategy that is second to none in the Central Valley or in the entire state of California. The UHC Board of Directors recognizes how extremely fortunate UHC is to have had Colleen Curtis serving in the most crucial leadership position during times of unique challenges while achieving exceptional outcomes.

2022 demonstrated a trend of phenomenal growth with four new health centers and many new and talented clinicians and staff. We are grateful and excited our new President and CEO Justin Preas is here to lead the organization towards further accomplishments. The strategic planning and thoughtfulness developed this year offers a glimpse into UHC's future with many new services and facilities being planned in the years ahead.

Board of Directors



Jack Shantz, PsyD
Board Chair



Sarah Guerra
Vice Chair



Ofelia Garcia
Secretary



Daniel Parra
Parliamentarian



Jose Gutierrez
HRSA/Policy



Nathan Williams
Treasurer



Irma Cruz
Board Member



Esther Nicacio
Board Member



Nicole Thompson
Board Member



Maricela Vargas
Board Member



Michael Graville
Board Member



Lorane Avalos
Board Member

Executive Leadership Team



Justin Preas
*President & Chief
Executive Officer*



Gregory Williams, MD
Chief Medical Officer



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



Beatrice Perez, RN
*Chief Clinical
Services Officer*



Jesus Maldonado
*Chief Financial
Officer*



Raul Venegas
*Chief Information
Officer*



Faith Driscoll, Esq.
*Chief Legal
Officer*



Anthony Olivares
*Chief Operations
Officer*



Miguel Rodriguez
*Chief Administrative
Officer*



Ricardo Viveros
*Business Development
Officer*



David Phillips
Community Resource Officer

28 Health Centers

Serving over 100 communities in
Fresno, Kings & Tulare Counties

Patient Visits

826,053

Total Patients

162,084

Agriculture Workers

57%

Employees

1,143

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.

Our Services



MEDICAL

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



DENTAL

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



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 & 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
- Referral Services

Urgent Care

Open Saturdays, Sundays, and weekday evenings.
No appointment is necessary, and short wait times.
All UHC health centers accept same-day and walk-in appointments.

Urgent Care Locations

We can help you with...

- Flu/Colds
- Eye Infections
- Headaches
- Minor Injuries
- Earaches, Coughs, Fever
- Sprains, Aches, and Pains
- Urinary Tract Infections
- Stomach and Digestive Pain
- Sore Throat and Upper Respiratory Infections
- COVID-19 Testing & Treatment

**THE
EXTRAORDINARY
CARE YOU EXPECT
FOR THE INJURIES
YOU DON'T.**



Fresno Milburn Health Center

6810 N Milburn Ave, Fresno, CA 93722



Sanger 7th Street Health Center

1570 7th St, Sanger, CA 93657



Fresno Bullard Health Center

1780 E Bullard Ave, Fresno, CA 93710



Mendota Health Center

121 Barboza St, Mendota, CA 93640



Kerman Health Center

517 S Madera Ave, Kerman, CA 93630









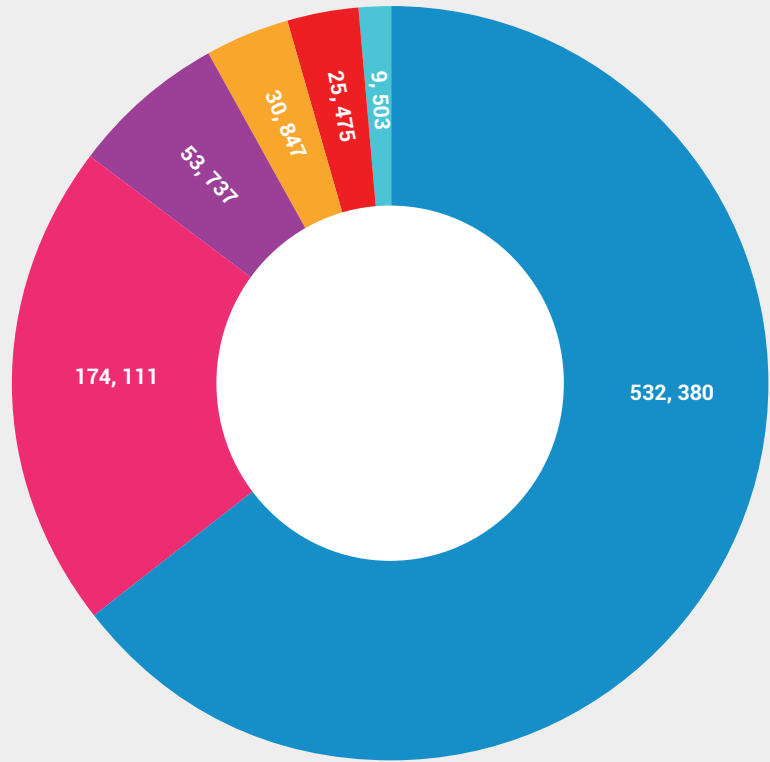
Corcoran Health Center

1000 Chittenden Ave, Corcoran, CA 93212

At-a-Glance




Patient Visits

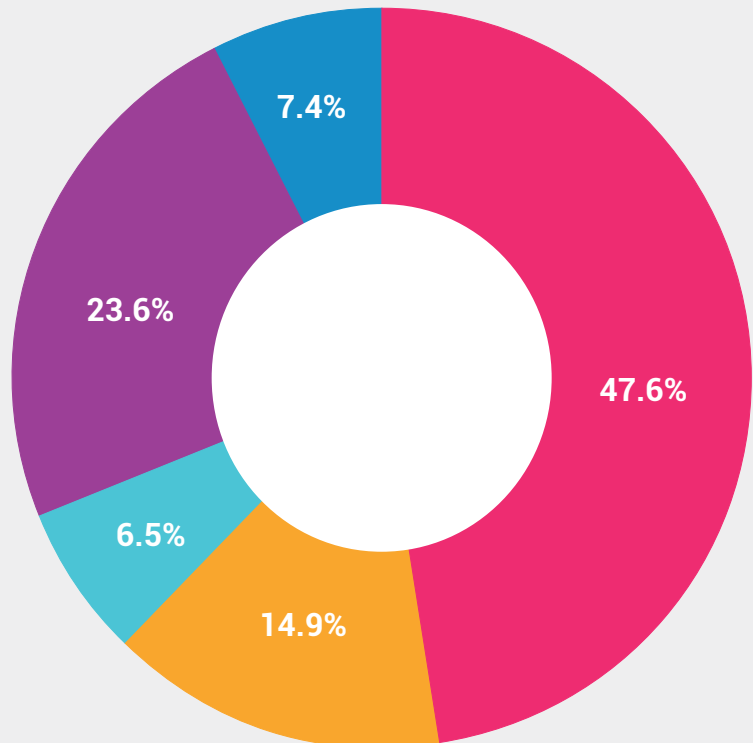
-  Medical
-  Dental
-  Chiropractic
-  Optometry
-  Behavioral Health
-  Perinatal Program



Patient Income

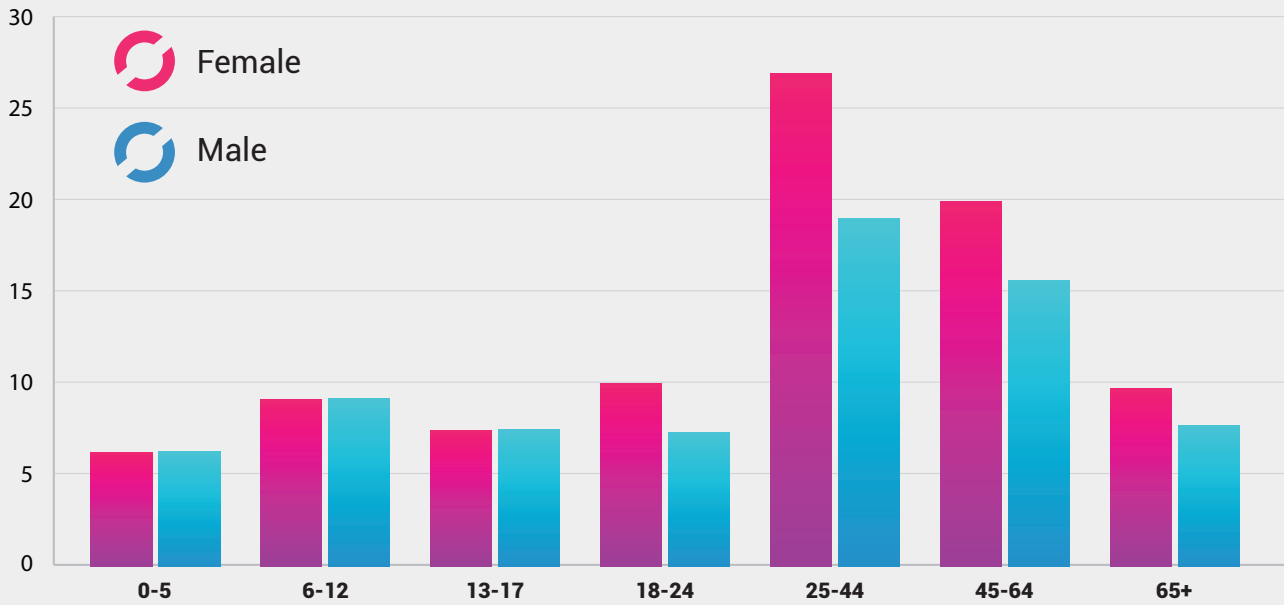
Patient income based on the Federal Poverty Level (FPL)

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



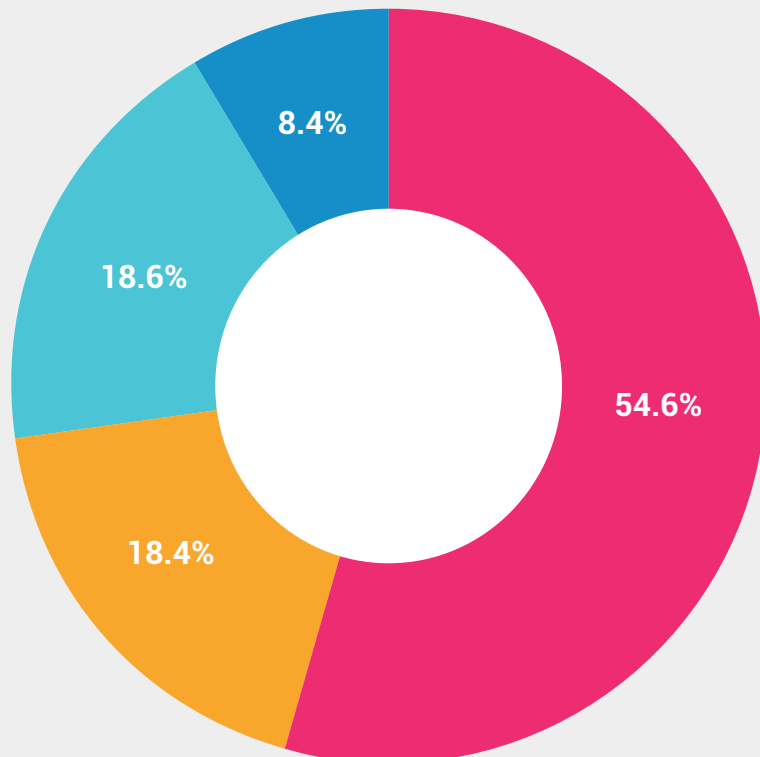
At-a-Glance

Age & Gender
(In Thousands)



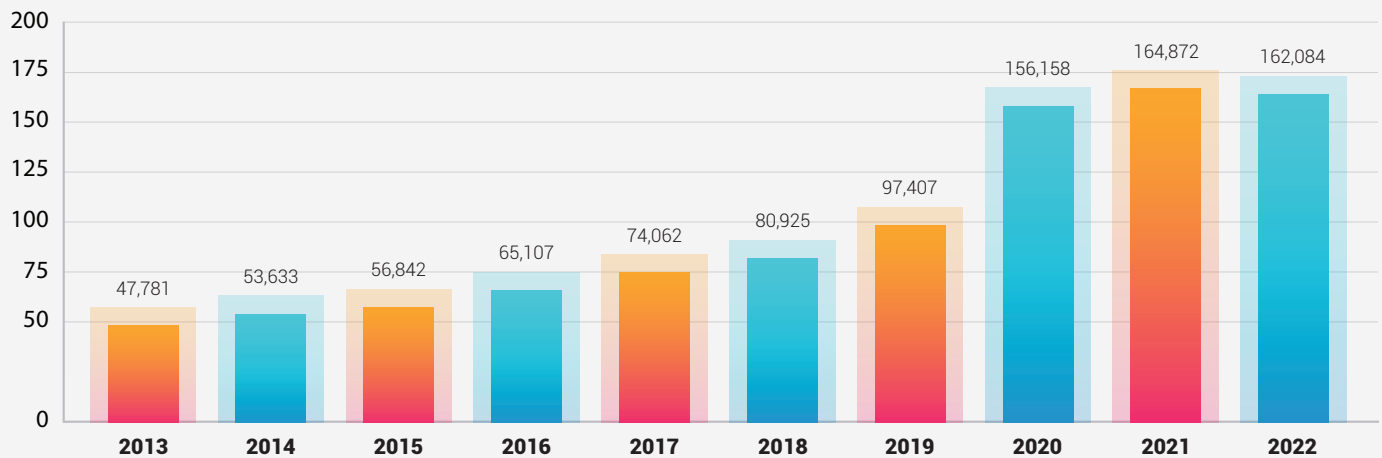
Insurance

- Medi-Cal
- Uninsured
- Private
- Medicare

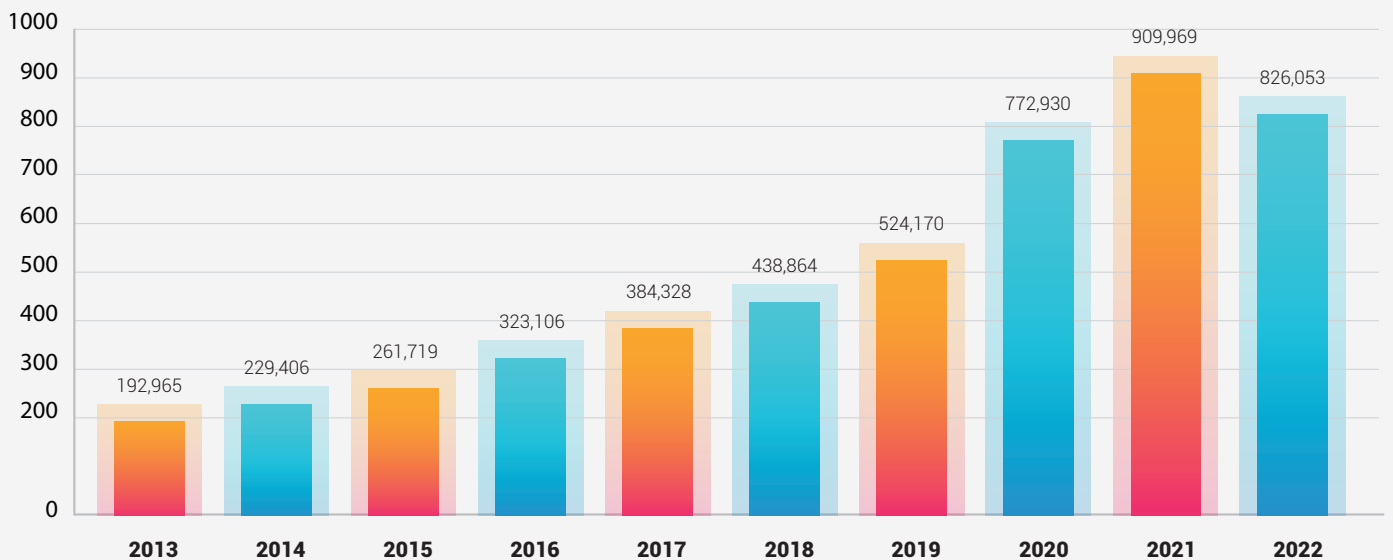


Decade of Growth

Patients Served
(In Thousands)

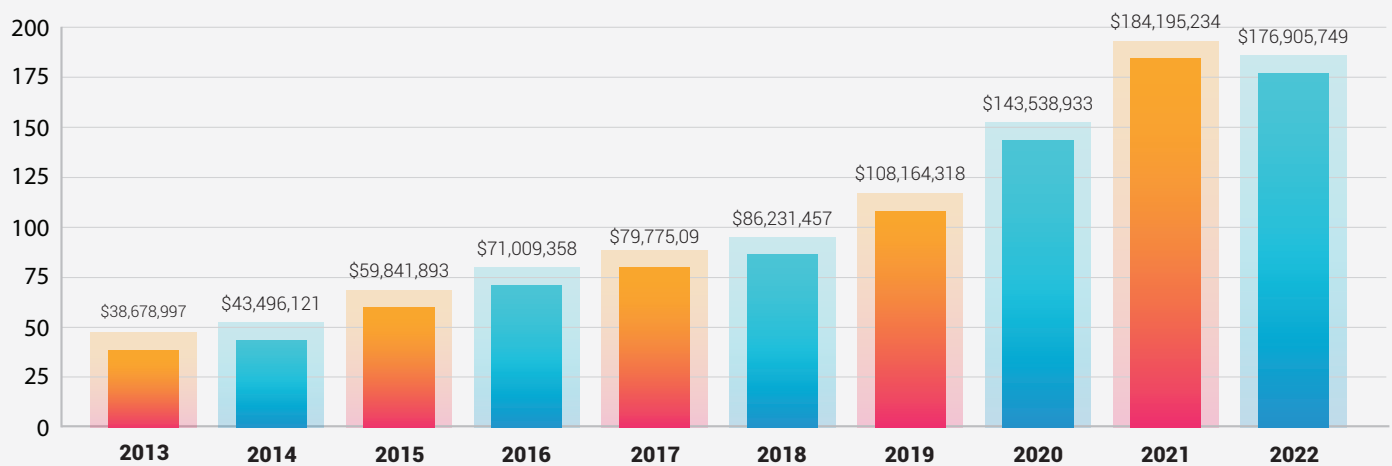


Patient Visits
(In Thousands)

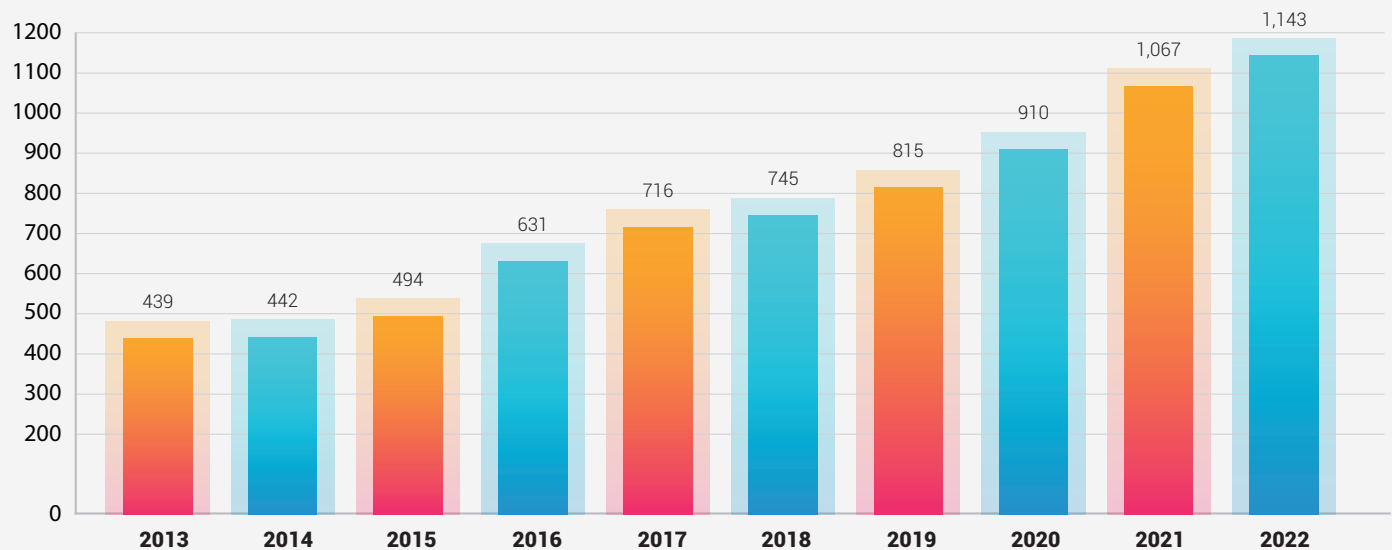


Decade of Growth

Revenue Growth (In Millions)



Employment



National Health Center Week: Staff Appreciation Lunches

National Health Center Week (NHCW) is an exciting time for UHC to appreciate the fantastic efforts of our leadership teams, providers, and staff in providing quality health care to our communities. NHCW's theme for 2022 was "The Chemistry for Strong Communities." UHC focused on Staff Appreciation Day and gave a delicious taco meal to our outstanding team

members throughout the company. Ortega's Taqueria prepared delicious lunches for all of our health centers throughout the valley, our administration team, and call center staff. UHC thanks every employee for their dedication and devotion to serving our communities. Strong communities would surely only be possible with the essential service they provide!



National Doctor's Day: Celebrating throughout the Central Valley

Our excellent team of providers work collaboratively to care for our underserved communities with compassion and respect, delivering uncompromised quality care each day in every visit. Doctor's Day was a beautiful opportunity to celebrate

our providers throughout the Central Valley. They truly improve the lives of those they serve, making it possible to maintain healthy communities by working tirelessly to strive for healthy outcomes for all the families and individuals they care for.



Celebrating Employee's Years of Service

The Annual Years of Service ceremony was held at Pardini's in Fresno on April 7, 2022. UHC hosted this event to celebrate employees who reached their 5, 10, 15, 20, 25, and 30-year milestones. The 30-year honors (pictured on the left) went to Ana Guzman (Billing Specialist - Corporate), Norma Casarez (Registered Dental Assistant - Corcoran), and Elodia Hurtado (Medical Receptionist - Earlimart). Each individual honored and

celebrated has made an essential difference in the lives of so many. Their years of dedication and commitment toward our patients' well-being significantly contribute to advancing the delivery of health care to the communities we serve and upholding an exceptional standard of excellence. We are so proud and grateful! Congratulations to all our honorees!

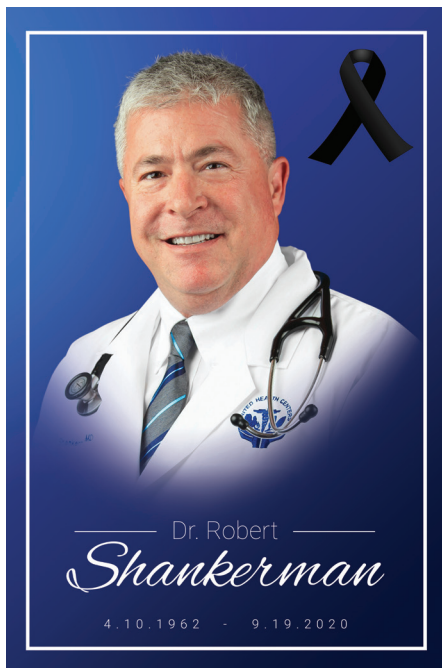


30 Years of Service Honorees



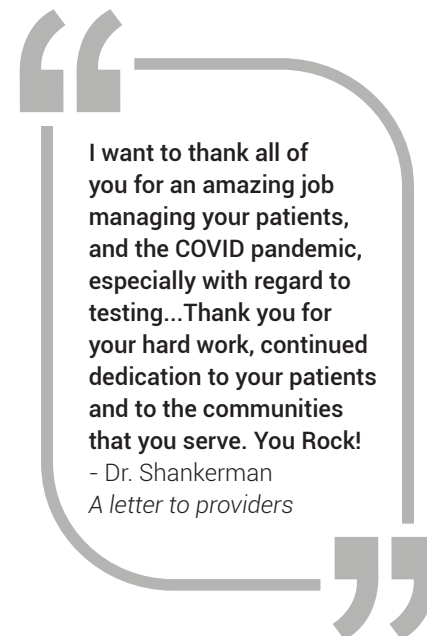
25 Years of Service Honorees

Dr. Shankerman Memorial Unveiling



United Health Centers unveiled the new memorial display in honor of former Chief Medical Officer, Dr. Robert Shankerman on February 21, 2022. Colleen Curtis, former UHC President & CEO; Dr. Ganga Hematillake, UPN Chief Medical Officer; Dr. Regis deBarros, life partner to Dr. Shankerman; and Steven Shankerman, brother to Dr. Shankerman, provided personal testimonials and accepted certificates from elected officials.

UHC also announced a new Scholarship Program in honor of Dr. Shankerman, which will support Fresno State Pre-Med Students looking to attend medical school. Education was his passion, and scholarships for pre-med students is a way to continue his message of forever learning and leading. For more information on how you can contribute to the Dr. Robert Allen Shankerman Scholarship Program, contact David Phillips, Community Resource Officer at phillipsd@unitedhealthcenters.org, or call 559-646-6618 Ext. 0006. The UHC Foundation is a 501(c)(3) Nonprofit Organization.

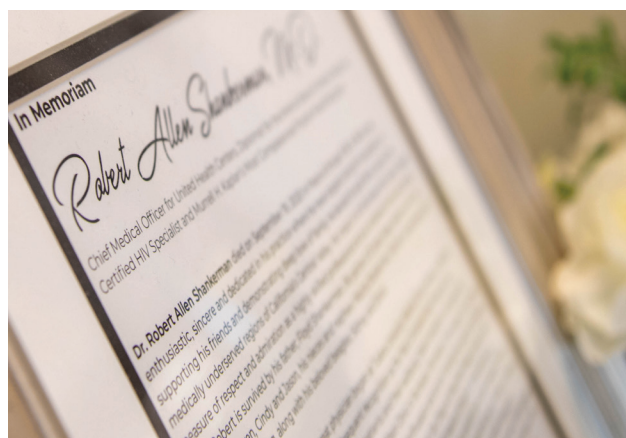


I want to thank all of you for an amazing job managing your patients, and the COVID pandemic, especially with regard to testing...Thank you for your hard work, continued dedication to your patients and to the communities that you serve. You Rock!
- Dr. Shankerman
A letter to providers

A special College Scholarship Program has been established to honor lasting memories and the powerful impact Dr. Shankerman had upon his patients, his peers, and co-workers alike.



Dr. Shankerman's memorial at the entrance of UHC's Corporate Headquarters in Fresno, CA



Scan the QR code for a special video



Large Business of the Year Award



Dinuba Health Center located at 300 Westgate Way

On Friday, February 18, 2022, United Health Centers was awarded the Large Business of the Year 2021 by the Dinuba Chamber of Commerce. UHC President and CEO Justin Preas attended the Annual Banquet to receive the award and give remarks. Also in attendance were Miguel Rodriguez, Chief Administrative Officer; Ricardo Viveros, Business Development Officer and Jonathan Amezcuita, Community Outreach Liaison. We are honored to receive this award, and we look forward to continuing to bring the highest quality healthcare to the community of Dinuba!



"Thank you for your investment in this community and the Dinuba Chamber of Commerce. I wish you continued success!" -*Senator Melissa Hurtado, 14th Senate District*



New Health Centers: *Now Open*



Kingsburg Health Center *Opened in 2022*

This newly remodeled health center became UHC's first official location to open in Kingsburg after serving the Kingsburg community for over 50 years in Reedley, Selma, Fowler, and Parlier locations. It is equipped to offer medical, chiropractic, and behavioral health services, including an in-house laboratory and free transportation. It's located at 1251 Draper Street.



Fresno Minnewawa Health Center *Opened in 2022*

This beautifully designed health center is the largest UHC location. Located on 645 S. Minnewawa Avenue, it hosts 22 medical exam rooms, 14 dental exam chairs, 6 optometry exam rooms, including behavioral health and chiropractic services along with lab and X-Ray.



Fresno Church Health Center *Opened in 2022*

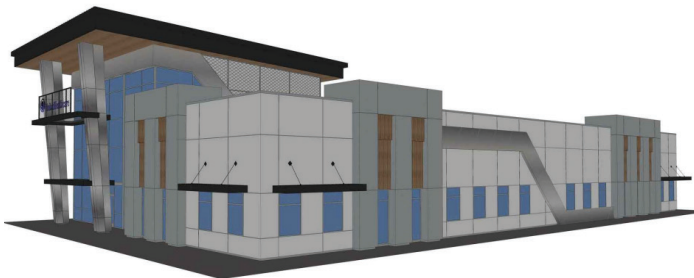
In partnership with Fresno Unified School District, this new UHC health center located at 5090 E. Church Avenue in Fresno was intentionally built on the Juan Felipe Herrera Elementary School Campus to provide its students and community members with excellent medical services right on campus.



Hanford Health Center *Opened in 2022*

The new state-of-the-art health center at 1545 Mall Drive offers Hanford residents medical, dental, chiropractic, behavioral health, X-Ray and Free Transportation services. Over 200 people were in attendance at the Grand Opening celebration on October 5, 2022.

In the Near Future: *Coming Soon*



Fresno Jensen Avenue Health Center

A new location on Jensen Avenue in Fresno is coming soon! The new health center will be located at 4340 E. Jensen Avenue. The new construction will be 13,855 square feet and equipped with 14 medical exam rooms, 10 dental chairs, 3 optometry rooms, 2 behavioral health rooms, 2 chiropractic treatment rooms, and X-Ray and laboratory services.



Fresno First Street Health Center

Located at 4615 N. First Street in Fresno, CA 93726, this renovation project is approximately 13,488 square feet. It is planned to offer comprehensive primary care services and will be equipped 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.

Fresno California Avenue Health Center

United Health Centers, is set to open a new facility on California Avenue in Fresno. The new health center will offer a range of medical, dental, and behavioral health services to the local community. With a focus on providing accessible and affordable healthcare, United Health Centers aims to improve the overall health and wellness of Fresno residents.

Fowler 6th Street Health Center

At approximately 4,950 square feet, this health center will be UHC's second location in Fowler. It will be located at 130 6th Street in Fowler, CA 93625. It will complement the existing health center with comprehensive primary care services, including 9 medical exam rooms, 2 chiropractic treatment rooms, and X-Ray and laboratory services for Fowler residents.



The Fowler Health Center is under construction. Its completion is anticipated for Winter 2023.

Community Outreach is as Strong as Ever

United Health Centers is committed to engaging with their patients and community through the Outreach and Creative departments. In the past year alone, the team has successfully reached over 42,400 patients through various outreach programs, including health fairs, community events, presentations, and more. By connecting with patients outside of the clinic, United Health Centers is able to build trust and provide valuable healthcare resources to those in need. The Creative Department has reached

over 315,000 people via social media. The team uses its expertise to create visually appealing and informative materials, including brochures, flyers, social media graphics, and other digital content to help educate patients and promote health and wellness. United Health Centers' dedication to innovation and community outreach continues to be a driving force in their mission to provide high-quality healthcare to all.



UHC Foundation Annual Spring Gala

The UHC Foundation hosted its Annual Spring Gala on April 22, 2022. The event raised funds for the Dr. Robert Shankerman College Scholarship Program, which aids aspiring medical students. The event was held at the Painted Table in Fresno and included dinner, a live band, and auctions. The UHC Foundation sponsors

programs to improve health outcomes in our communities. We thank all those who supported this event. We believe contributions to the Scholarship Program will make a significant difference for students in their pathway toward becoming valley clinicians.



Annual Strategic Planning Conference

UHC held its Annual Strategic Planning Conference in Pismo Beach, CA, from November 11th - 13th. UHC Board Members, Executives, and Key Staff reviewed the past 12 months covering accomplishments, challenges, and potential changes to the strategic goals previously set when the group last met in 2021.

There have been numerous accomplishments, including a successful HRSA site review in June and continued growth with 4 new health centers in 2022. Employment also grew, with more than 390 employees hired over the last 12 months, including 35 new providers. We look forward to another successful year!



Health Net Grant Supports Vaccination Efforts

UHC received a \$20,000 Grant from Health Net to support our vaccination efforts to distribute 15,000 doses. This Vaccine Program sponsored by Health Net lasted from December 2021 until March 2022. These vaccination events will provide the first, second and booster shots as recommended by the manufacturer

to several communities in the Central Valley. All approved age groups are eligible regardless of the type of insurance coverage or lack of insurance coverage of each individual or family. UHC greatly appreciates the support of Health Net in the pandemic's continuing threat of infection and serious illness from COVID-19.



UHC Empowers Leaders: "QBQ" with John G. Miller

On March 4th, United Health Centers Administration hosted a training session for all leadership roles throughout the company. The topic was Personal Accountability, and the guest speaker was John G. Miller, author of the *Question Behind the Question*. In his book, Miller speaks about what to ask yourself to eliminate blame, complaining, and procrastination and instead focus your energy on how you can best contribute to a solution. We thank our leadership staff who attended and encourage all employees to read this book. UHC continuously seeks to offer its employees training and development and help foster professional growth.



UHC CEO Retires after 20 Remarkable Years



Colleen Curtis
UHC President & CEO from
2008 - 2022

Colleen Curtis announced her retirement at the end of 2022 to all United Health Centers' employees in a formal letter in November. She joined UHC in 2002 as the Chief Financial Officer and was later appointed President and CEO in 2008. She has been the longest-serving CEO in UHC's history.

United Health Centers' reputation as the best choice in healthcare and the best place to work has undoubtedly been an effort she has spearheaded throughout her career with UHC. The entire UHC family wishes her a wonderful retirement and are immensely grateful for her outstanding leadership as President and CEO over the last 14 years.

"The UHC's Board of Directors fully recognizes how extremely fortunate [we are] to have Colleen Curtis serve in the most crucial leadership position in times of very unique challenges and accomplish such phenomenal outcomes and exceptional achievements. She is a 'powerhouse' in our healthcare industry and clinic system." - Dr. Shantz



Jack Shantz, PsyD
Board Chair

"It has been the privilege of my life to lead UHC for the last 14 years."

- Colleen Curtis



The Hanford Health Center was UHC's final Grand Opening of 2022 under the leadership of Colleen Curtis

UHC Employee Softball Tournament

One, two, three strikes, you're out at the 2022 UHC Employee Softball Tournament! Ten teams came together on Saturday, October 22nd, to compete in a double-elimination softball competition to become the new champions. The defending champs, Bad News Bears, went head-to-head with Creative Aces in the final game; in the end, the Aces took the win and became the 2022 UHC Employee Softball Tournament

Champions. Second place went to Bad News Bears, and third place went to Team Mamba. Staff and families enjoyed a beautiful day at the Regional Sports Complex in Fresno and were treated to a delicious hot dog and hamburger lunch. We hope participants had a great time, and we look forward to seeing everyone back at next year's tournament! We are grateful to all who attended and participated.



UHC Foundation 7th Annual Golf Tournament



Anthony Olivares, UHC Chief Operations Officer

The 7th Annual Golf Tournament at Dinuba Ridge Creek Golf Club was hosted by the UHC Foundation and held on Friday, October 14, 2022. Proceeds went to the Dr. Robert Allen Shankerman College Scholarship Program, which provides scholarships to Fresno State students going on to medical school. UHC President & CEO, Justin Preas, and his team won first place for the third year in a row! The success of the 2022 Golf Tournament was made possible by our wonderful sponsors, Ridge Creek Golf Club, and our fantastic staff, who volunteered their time to ensure this event was successful.



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for a Special Highlight
Video

A SPECIAL THANK YOU TO OUR SPONSORS

United Health Centers



**Scan the QR Code
to see a list of our locations**

Administration

3875 W Beechwood Ave, Fresno, CA 93722

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