



2024

Annual Report



Shaping the Future of Healthcare

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Message from the *Board Chair*



Community health centers across the country are revolutionizing healthcare by providing accessible, high-quality, and comprehensive services to underserved populations. We play a crucial role in reducing health disparities, improving public health outcomes, and driving innovation in the delivery of care.

At Golden Valley Health Centers (GVHC), we have served the community since 1972, providing affordable care to people from all backgrounds for more than 52 years. We ensure that financial barrier never prevent patients from receiving essential healthcare services. The work we do reduces emergency room visits and hospitalizations, leading to cost savings for both patients and the overall healthcare system.

We focus on preventive care, early intervention and chronic disease management. By offering routine screenings, vaccinations, and wellness programs, the providers at GVHC can help detect and manage conditions such as diabetes, hypertension, and heart disease before they become unmanageable.

Over the years, Golden Valley Health Centers has grown to offer over 25 comprehensive specialty services. This one-stop-shop model of care ensures that patients receive well-rounded support that leads to a longer life and better health.

We bridge gaps in care and transform healthcare through innovative solutions like AI, virtual appointments, telehealth and the MyChart app. Because we understand the unique needs of the community, we are driving meaningful change in healthcare throughout the Central Valley.

Golden Valley Health Centers Board of Directors takes pride in serving at the forefront of tackling health disparities in our area. Our organization plays a vital part in building a healthier community.

On behalf of the Board, thank you for trusting us with your care.

With thanks,
John Price, GVHC Board Chair

Golden Valley Health Centers *Board of Directors*



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Chairperson



Maria Rosales
Vice Chairperson



Francisco Guerrero
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Ernesto Gomez
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Board Member



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Board Member



Maria Vargas
Board Member



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Board Member

Message from the CEO:

Innovating Care, Empowering Communities

The growing patient population and shortage of primary care providers make health care delivery innovation essential for Golden Valley Health Centers. GVHC plays a critical role in providing health care to underserved communities in San Joaquin, Stanislaus and Merced counties, but we continue to confront increasing pressure due to limited resources and rising demand. By embracing technological and clinical innovations, GVHC can overcome workforce shortages, expand access to care, and improve outcomes for the growing patient population we serve.

Here are the top five key reasons why it is necessary for GVHC to embrace innovation:

1. Addressing Workforce Shortages

The shortage of primary care providers in the Central Valley is exacerbated by high patient volumes, leading to staff burnout and turnover. Technology, such as telehealth and augmented/artificial intelligence (AI), can alleviate these challenges by reducing administrative burdens and enabling our health care providers to focus on impactful clinical services.

2. Improving Access to Care

Digital health tools like online scheduling, telehealth platforms, and mobile health applications allow patients to access care more conveniently. These innovations are particularly beneficial for underserved populations who may face barriers such as transportation or geographic and social isolation.

3. Enhancing Efficiency

Integrated electronic health records systems and robotic process automation streamline workflows by reducing paperwork, minimizing errors, and improving data sharing across providers. This improves continuity of care and better resource allocation.

4. Boosting Patient Engagement

Patient portals and mobile apps empower individuals to take control of their health by providing tools for self-scheduling, medication reminders, and access to health records. This fosters better adherence to treatment plans and promotes preventive care.

5. Supporting Population Health Management

Advanced data analytics and AI-driven tools enable GVHC to identify health trends, predict disease outbreaks, and develop targeted interventions. This population-level approach improves outcomes while optimizing limited resources.

GVHC technology advancements such as our EPIC system, the MyChart app and our cloud-based integrated call center allows us to proactively address patients' social, behavioral, and medical needs before they escalate into costly emergencies. By automating routine tasks and improving operational efficiency, GVHC lowers administrative costs while reallocating resources toward direct patient care.

While the benefits are significant, implementing new technologies requires substantial investment in infrastructure, leadership, staff training, and ongoing maintenance. With continued focus and prioritization of patient and provider interaction, GVHC will continue to evolve with the health care delivery system by providing high-quality health care services as well as leveraging all innovations to continue to lead in caring for our communities.



David Quackenbush MHA
President & Chief Executive Officer





**GOLDEN VALLEY
HEALTH CENTERS**

Mission

We provide access to high-quality health care for all, serving with dignity, respect and compassion.

Vision

By living our core values, we will be recognized as an employer and provider of choice, where everyone feels genuinely cared for and valued.

Core Values

Collaboration:

We value and promote collaboration at all levels, creating a culture built on trust, empathy, positivity, clarity and accountability.

Advocacy:

We champion practices and policies that promote equity in health care and sustainability for GVHC.

Integrity:

Our actions reflect our commitment to a culture where honesty, transparency and accountability ensure we do the right thing.

Innovation:

We value curiosity, technology, inclusivity and adaptability to continually improve the way we work.

Respect:

We respect and value every person we interact with, treating one another with dignity and compassion.

Golden Valley Health Centers

Executive Team



David Quackenbush MHA
President &
Chief Executive Officer



Eduardo Villarama MD
VP & Chief
Medical Officer



Melinda Marshall
VP & Chief
Operations Officer



Jennifer Henson MA PHR
VP & Chief Human
Resources Officer



Wunna Mine MBA
VP & Chief Digital
Information Officer



Amy Collier Carroll
VP & Chief
Communications Officer



Gurjeet Sandhu
VP & Chief
Financial Officer



Tracy Blair
VP & Chief Legal Officer



Jason West
VP & Chief
Innovation Officer

Financial Highlights

\$220,846,179

total cost to run our health center in 2024

\$145,514,894

personnel expenses

\$19,874,424

supplies

\$34,920,963

purchased services

\$20,535,898

other expenses

\$1,363

cost per patient



Our Community Impact

162,317

total patients

Gender

57% female

42% male

1% other

Age Ranges

39% 0-17

23% 18-34

22% 35-54

16% 55+

Race

60% white

29% chose not to disclose

5% asian

3% african american

1% native american

1% american indian/alaska native

1% native hawaiian

Ethnicity

61% hispanic/latino

38% non-hispanic

1% non-disclosed

712,294

total visits

579,566

clinic visits

132,728

virtual visits

Insurance Information

78% Medi-Cal

12% private insurance

6% Medicare

4% none/uninsured

Central Valley Strong Since 1972

1,403 Employees

48 Locations in the Central Valley

30+ Services

3 in San Joaquin County

31 in Stanislaus County

14 in Merced County

Explore our full range of services and locations at GVHC.ORG

Central Valley PACE:

Celebrating our Grand Opening in Merced

In 2024, Central Valley PACE (Program of All-Inclusive Care for the Elderly) achieved a significant milestone by becoming the first PACE center to open in Merced County. Since its launch in July, the center has rapidly established itself as a trusted and essential resource, enrolling an average of 60 participants.

More than just a new facility, this expansion represents a meaningful investment in the health and well-being of Merced's senior community—offering comprehensive, compassionate care close to home. Central Valley PACE is proud of this progress and remains committed to continued growth and lasting impact.

Program Highlights



55,399

transportation rides



36,356

home-delivered meals



13,802

center-based meals



258

enrollments in Stanislaus and Merced County



3,557

medical appointments scheduled





Our *Mission*

The Golden Valley Health Centers Foundation was established in 2016 to provide support for and raise awareness of GVHC's mission: We provide access to high-quality health care for all, serving with dignity, respect and compassion. The health center provides care for those who need it, whether they are insured or uninsured. Through supportive programs, GVHC Foundation strives to improve the quality of life for those who trust GVHC with their health care. Our Foundation supports the patients, families, and employees of GVHC. Projects include the Food Pharmacy, Educational Scholarships, Emergency Funding for patients and employees, and more! The Foundation's goal is to improve the health of our community - beyond the exam room.

Foundation Board of Directors & Staff



Dauna Goza
Board Chair



Dr. John Abordo
Board Member



Patty Beach
Board Member



Tracy Blair
GVHC VP & Chief Legal Officer



Angelina Ceja
Board Member



Shannon Egleston
Foundation Manager



Francine Foley
Foundation Executive Director



David Kamins
Board Member



Marylou Muro
Board Member



Trey Regalo
Board Member



Gurjeet Sandhu
GVHC VP & Chief Financial Officer



Karla Seijas
Board Member

GVHC Foundation:

A Year of Celebration and Impact

The GVHC Foundation has made remarkable strides in its mission to enhance community health and support local families. Through successful fundraising events, generous sponsorships, and impactful programs, 2024 has been a year of growth—leaving an indelible mark on the lives of individuals and families by ensuring support reaches those who need it most.

Investing in our Future:

Tony Weber Medical Scholars Program

Golden Valley Health Centers is committed to helping employees advance their medical careers through education. Thanks to the generosity of Legacy Health Endowment, the Tony Weber Medical Scholars Program was established to honor former GVHC President/CEO Tony Weber. This scholarship provides tuition assistance to GVHC employees enrolled in an accredited college or university for a medical career.

In December 2024, three employees were selected as the first recipients:

- Victoria Andrade
- Connor Farris
- Jasmine Magana-Espinoso



These scholars are on their way to furthering their education and careers at GVHC, and the GVHC Foundation is excited to continue this opportunity for the next three years, empowering more employees in their medical career journeys.



I am incredibly grateful to receive the Tony Weber Medical Scholarship. It has alleviated financial burdens, allowing me to focus on my studies and personal growth. This support has made my educational journey more accessible and inspired me to give back in the future.

- Jasmine Magana-Espinoso, Community Health Worker

Flora Martinez Nursing Scholarships

In 2024, the Foundation awarded five deserving students with \$5,000 each, for a total of \$25,000. These scholarships are empowering the next generation of healthcare professionals, enabling them to pursue their dreams and contribute to the health and well-being of the community.

Changing Lives for the Better

The success of these programs is a direct result of the generous sponsorships and unwavering support from individuals, organizations, and local businesses. Their contributions make it possible for the Foundation to continue offering programs like these and expand their reach to even more families and individuals in need.

As we look back on the year, it's clear that the GVHC Foundation has made great advances and progress in achieving its mission. The numbers tell a story of growth, generosity, and community impact, but behind those numbers are real lives changed for the better. With continued support, the Foundation will keep making a difference, one program, one event, and one person at a time.

Together, we're building a healthier, stronger, and more vibrant community.

How YOU can help.

Scan the QR code to visit our giving page.





Healthy Food

A Foundation for Good Health

Healthy food is the foundation of good health. To help GVHC patients meet their basic needs, the Foundation launched the Food Pharmacy in April 2023. This initiative provides weekly healthy food bags to patients from ten clinic sites. Two centrally located Modesto clinics serve as distribution hubs, offering 15–20 pound bags of shelf-stable food. The program is a collaboration between GVHC Foundation, Second Harvest of the Greater Valley, and Amazon Distribution DK1 in Manteca.

Patients are screened for food insecurity at clinic appointments and, once approved, receive bags filled with items such as pasta, rice, canned fruits and vegetables, peanut butter, and canned protein. The high demand was evident at the Paradise Clinic launch, where 145 patients lined up on the first day.

GVHC Community Health Workers distribute food with kindness and respect, meeting patients where they are. One unhoused patient, moved by their support, returned items he couldn't prepare. In a thoughtful response, the team customized a food bag with ready-to-eat items and included a can opener—ensuring he had what he needed. Recognizing that food access isn't one-size-fits-all, the Foundation is committed to expanding this work. A new Food Pharmacy is planned for Merced in Summer 2025, extending compassionate, tailored care to even more communities.

Appreciation from patients:

My family is very grateful. We ran out of food, and this helps.

I hope you stay open for a long time! There are no other food pantries near me.

Food Pharmacy Annual Stats



4,122

food bags distributed



16,488

individuals served
(approximately 4 people per family)



61,798

pounds of food distributed



\$118,280

total food donation from Second Harvest of the Greater Valley and Collective Initiatives for Collective Impact



**FOOD
PHARMACY**
GOLDEN VALLEY HEALTH CENTERS FOUNDATION



GVHC Golf Tournament: *A Record-Breaking Success*

This year's GVHC Golf Tournament saw an impressive 82% increase in net revenue, totaling \$62,000—a significant leap from 2023. This is a testament to the growing support and enthusiasm from the community. The funds raised from this event support a variety of initiatives, directly contributing to the Foundation's continued efforts to improve the health of our patients and their families beyond the exam room.

Making a Difference Gala: *Celebrating Generosity and Community*

The Foundation's Making a Difference Gala raised \$93,328 in net revenue for 2024—a 14% increase over the previous year. The event welcomed 50 additional guests, making the evening even more impactful. This spectacular night was not only a celebration of the work the Foundation is doing, but also a powerful reminder of the strength and generosity of the community that supports it.





Building the Future: *Provider Residency Program*

In July 2024, Golden Valley Health Centers assumed operational leadership of two clinics previously managed by the Stanislaus County Health Services Agency. The Paradise clinic in West Modesto serves as the home of the Valley Consortium for Medical Education (VCME), a local physician residency program overseen by GVHC. Dr. Carrie Janiski, GVHC's Regional Medical Director and Medical Education Director, serves as the VCME Interim Program Director and lead facilitator. Several GVHC physicians also serve as faculty.

This program plays a vital role in building and sustaining the local pipeline of health care providers. Family Medicine Resident Physicians in their first three years of supervised practice gain valuable experience through rotations in areas such as Sports Medicine, Geriatrics, and more at GVHC health centers.

For more information about Valley Consortium for Medical Education, visit them online at www.valleymodestofm.com



Bridging Borders, Expanding Care *Doctors from Mexico Program*

Golden Valley Health Centers is proud to join the Doctors from Mexico Program, a groundbreaking initiative bringing experienced, Spanish-speaking physicians from Mexico to underserved communities in California.

Launched as a pilot and now signed into law through 2040, the program will help address the critical shortage of culturally competent primary care providers. Beginning in 2026, GVHC aims to recruit 10 new doctors from Mexico, with plans to add more every three years.

This expansion means better access to care, improved communication, and stronger connections for patients—especially those from Latino communities with deep roots in regions like Zacatecas, Jalisco, and Michoacán.



This program helps us meet a growing need for primary care while reflecting the cultural heritage of the people we serve.

- David Quackenbush MHA, GVHC President & CEO

Expanding Access:

New Clinics and Services



Ranchero Health Center

In September 2024, Golden Valley Health Centers opened its sixth school-based health center—Ranchero Health Center, the first of its kind in Merced County. Located next to Joe Stefani Elementary School, the center provides Pediatrics, Family Medicine, Dental Care, and Behavioral Health services. With six exam rooms and three operator rooms, this new facility is a collaborative effort with the Merced City School District to better serve the healthcare needs of students and the broader Merced community.



West Modesto Dental

Opened in February 2025, West Modesto Dental is GVHC's newest dental clinic. The clinic offers comprehensive dental care, including exams, cleanings, fillings, and X-rays. Patients can also receive referrals for specialized treatments such as root canals, crowns, and orthodontics, ensuring access to complete oral healthcare.



McHenry Specialty Clinic

In July 2024, GVHC expanded specialty care services with the opening of the McHenry Specialty Clinic on the third floor of its existing Modesto facility.

This clinic introduced new services to GVHC, including General Surgery, Orthopedic Surgery, Podiatry, Wound Care, Sports Medicine, and Physical & Occupational Therapy.



Paradise Health Center

In July 2024, GVHC expanded its presence in Modesto with the opening of the Modesto Paradise Clinic. As GVHC's largest clinic in Stanislaus County, this facility features 38 exam rooms and offers a wide range of medical services, including Family Medicine, Pediatrics, Women's Health, Behavioral Health, and Urgent Care. It also provides HIV Health & Wellness and Gender Affirming Care services. Additionally, the clinic serves as the home of the Valley Consortium for Medical Education, the region's only Family Medicine Physician Residency program.



West Modesto Pharmacy

In May 2025, GVHC opened its first in-house, on-site pharmacy in Stanislaus County. Designed for convenience, the pharmacy fills prescriptions from both GVHC and non-GVHC providers and offers free home delivery services to ensure easy access to medications.

Expanding our *Specialty Offerings*

Golden Valley Health Centers is committed to broadening access to specialty care for our patients. This year, we've expanded services in several key areas:

Wound Care

Available at our McHenry Suites in Modesto, wound care is provided as part of our rehabilitation services. A physical therapist with over 30 years of specialized experience delivers treatment for leg ulcers, burns, and a variety of other complex wounds.

Rainbow Clinic

Located within the Modesto Paradise Clinic, the Rainbow Clinic offers a welcoming and inclusive healthcare environment for LGBTQ+ patients. Services include Hormone Therapy, Family Planning, PrEP (Pre-Exposure Prophylaxis), Specialty Referrals, and access to community resources.

Neurology

GVHC is enhancing its specialty care offerings with the addition of neurology services at two clinic locations. The neurologist will diagnose and treat a wide range of conditions affecting the brain, spinal cord, peripheral nerves, and muscles. This service will enhance our ability to support patients with nerve-related conditions and diseases.

Rheumatology

In partnership with Kaiser Permanente, GVHC is proud to offer rheumatology services at our Modesto McHenry clinic. Rheumatology focuses on the diagnosis and treatment of musculoskeletal diseases and systemic autoimmune conditions, including arthritis, lupus, gout, and other disorders that cause inflammation, swelling, and chronic pain. Access to this specialty care is essential for managing conditions that significantly impact mobility, comfort, and quality of life.

Physical and Occupational Therapy

GVHC's Physical and Occupational Therapy services help patients manage pain, improve mobility, and prevent injury. Skilled therapists use stretching exercises, hands-on therapy, and specialized equipment to treat both acute and chronic conditions—promoting overall health and wellness.

Endocrinology

GVHC will soon introduce endocrinology services to support the diagnosis and treatment of conditions related to the endocrine system, which produces and regulates hormones controlling many body functions. This addition will allow us to better address health concerns such as diabetes, thyroid disorders, infertility, and more.



Rooted in Community:

Connecting Patients to High-Quality Care

Community Health Workers:

Offering Outreach, Education, and Advocacy

At Golden Valley Health Centers, our Community Health Workers/Promotores (CHW/Ps) play a crucial role in promoting health equity and addressing social determinants of health. They serve as a vital link between patients, healthcare services, and community resources, ensuring access to essential care.

Our CHW/Ps provide culturally responsive support by:

- Connecting individuals to primary and preventive healthcare
- Empowering communities with health education and self-care strategies
- Partnering with local organizations to expand access to services
- Advocating for patients and helping navigate the healthcare system
- Assisting with GVHC events like National Health Center Week, Food Pharmacy, and Mammogram Clinics

Through outreach, education, and advocacy, our CHW/Ps improve patient health outcomes and strengthen community well-being.



Bringing Care to Those Who Need It Most

Golden Valley Health Centers has launched Enhanced Care Management (ECM), a transformative program made possible through a grant from Department of Health Care Services in partnership with Central California Alliance for Health. Designed for Medi-Cal patients with complex needs, ECM provides personalized, comprehensive care that extends beyond traditional medical settings.

With a dedicated care manager, patients receive coordinated support for physical, mental, and dental health, along with access to essential social services. Whether in a shelter, at home, or in a clinic, ECM meets patients where they are.



This program ensures patients get the right care, at the right time, in the right place

- Dr. Elaine Soriano, Senior RMD

Since launching in Merced County, ECM has grown rapidly. As of March 2025, over 900 GVHC patients are enrolled, gaining access to critical services that help them live healthier lives.

GVHC and FOMAT Bring Clinical Trials to the Central Valley

In 2024, GVHC entered into a partnership with FOMAT, an industry leader in clinical research. This partnership brings innovative medical research opportunities to the highly diverse, and traditionally underrepresented, communities that GVHC serves across the Central Valley. GVHC looks forward to integrating clinical research into its comprehensive care model and advancing treatment options within communities that do not often have access to groundbreaking research and innovative therapies.

The program will support studies across multiple areas, including: pediatrics, women's health, geriatrics, and behavioral health, delivering impactful healthcare advancements.



Clinical studies in community health centers help ensure patients receive evidence-based treatments tailored to their needs. By engaging in research, GVHC advances its mission to deliver quality care, improve outcomes, and build healthier, more equitable communities.

- Dr. Ibraheem Al Shareef, RMD



Patients Leading the Way: *New Advisory Committee*

To amplify patient voices, GVHC launched the Patient Advisory Committee (PAC), ensuring patients play an active role in shaping their care. Eight patients from diverse backgrounds—representing Planada, Merced, Ceres, and Modesto—were selected to provide crucial insights.

Their feedback has already driven new initiatives, improved procedures, and enhanced customer service, reinforcing GVHC's patient-first approach. The PAC will continue to guide improvements, ensuring patient needs remain at the heart of GVHC's innovation plans.

Impactful Events in the Community

GVHC Town Halls

Golden Valley Health Centers deepened community engagement by launching its first Town Hall events, creating a platform for direct patient and community feedback. These gatherings fostered trust, highlighted available services, and provided valuable insights to enhance care.

GVHC successfully hosted two Town Halls—in Patterson and West Modesto—facilitating meaningful discussions between leadership and the communities they serve. With plans to expand these events in the coming year, GVHC continues its commitment to open communication and collaboration.

Kids Dental Days

To support early oral health and school readiness, Golden Valley Health Centers held Kids Dental Days at its Newman and Ceres Dental Clinics, providing dental check-ups for transitional kindergarten (TK) and kindergarten students. These events helped young children feel at ease in a dental setting—an important first step in reducing anxiety and encouraging consistent dental visits.

According to a 2019 report published by the UCSF Oral Health Technical Assistance Center, only 21% of kindergarteners in Stanislaus County started school cavity-free, highlighting the urgent need for early preventative care (UCSF, 2019).

Source:

<https://oralhealthsupport.ucsf.edu/news/dental-disease-children-huge-burden-stanislaus-county-kids-%E2%80%93-help-way>

National Health Center Week

Every August, Community Health Centers (CHCs), like Golden Valley Health Centers, come together to celebrate and raise awareness of the vital role CHCs play in communities across the nation. National Health Center Week (NHCW) is a time to recognize the dedication of CHC staff, board members, and advocates who help provide high-quality, comprehensive healthcare to more than 32.5 million patients in nearly 16,000 communities each year.

CHCs serve as pillars of strength, care, and service—offering support in times of hardship and hope in moments of triumph. Last year's NHCW theme emphasized the importance of connecting communities with health centers and policymakers at all levels of government.



High-Quality Health Care For All



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