Sea Mar Community Health Centers is a community-based organization committed to providing quality, comprehensive health, human, housing, educational and cultural services to diverse communities, specializing in service to Latinos.
Dear Friends,

On behalf of the Board of Directors and Staff of Sea Mar Community Health Centers, we are pleased to share with you the 2021 Report to the Community, illustrating Sea Mar’s highlights from the past year.

2021 began with excitement and hope for all of us. After a year of fear, stress and isolation, the approval of the COVID-19 vaccine gave people hope, relief and gratitude. Once again, Sea Mar was committed and ready to serve its patients and its communities. We were prepared to begin distributing the vaccines.

While maintaining the same safety precautions implemented the previous year, we took on the task of ensuring we got the COVID-19 vaccines into people’s arms as quickly as we could. This meant opening our doors even wider and finding ways to accommodate everyone that came through our doors. By implementing vaccine distribution based on a first come, first served mode, our employees—your frontline healthcare workers—rose to the challenge of the pandemic and continued to prove that in times of new challenges, they are resilient, resourceful and focused on our mission to serve the community. We’ve pushed ourselves as an organization and as individuals to carry out our mantra of exceptional service, every person, every time—even when it wasn’t easy to do so.

Sea Mar remains committed to serving diverse communities, which goes beyond the walls of our clinics. As an organization that prioritizes advocacy and equality, we were determined to remove any barriers that created any COVID-19 vaccine inequity and accessibility. Sea Mar is proud and celebrates the accomplishment of vaccinating more than 400,000 people.

The following pages reflect a year of committed service during another difficult year for all of us. Sea Mar remains a vital community resource, adapting to the changing health care environment and to the needs of our community. We look forward to continuing to serve our patients, clients and community, now and into the future.

---

Rogelio Riojas  
President and CEO

Gregory J. Ma  
Chairman, Board of Directors
King County
Medical, Dental, Behavioral Health, Pharmacy, MSS, WIC, Affordable Housing, Skilled Nursing and Long-Term Care, Education, Community and Social Services, Radio KKMO, Inpatient Substance Abuse, Residency Program

Whatcom County
Medical, Dental, Behavioral Health, MSS, WIC, Homeless Outreach, Inpatient Substance Abuse, Migrant and Seasonal Farmworker Outreach, Community and Social Services

Skagit County
Medical, Dental, Behavioral Health, Pharmacy, MSS, Community and Social Services, Homeless Outreach, Migrant and Seasonal Farmworker Outreach

Pierce County
Medical, Dental, Behavioral Health, Pharmacy, MSS, WIC, Homeless Outreach, Inpatient Substance Abuse, Community and Social Services

Clark County
Medical, Dental, Behavioral Health, Pharmacy, MSS, WIC, Housing, Community and Social Services

Grays Harbor County
Medical, Dental, Behavioral Health, Pharmacy, MSS, WIC, Community and Social Services

Thurston County
Medical, Dental, Behavioral Health, Pharmacy, MSS, WIC, Community and Social Services

Snohomish County
Medical, Dental, Behavioral Health, Pharmacy, MSS, WIC, Community and Social Services, Residency Program

Yakima County
Northwest Communities Education Center, Radio KDNA, Affordable Housing

Island County
Dental, Behavioral Health

Clallam County
Dental, Affordable Housing

Cowlitz County
Behavioral Health

Franklin County
Migrant and Seasonal Farmworker Housing

Chelan County
Affordable Housing

Skamania County
Affordable Housing

Spokane County
Affordable Housing

Grant County
Affordable Housing

Adams County
Affordable Housing
Sea Mar proudly calls Washington state home. Serving over 320,000 patients and clients, our model of care places patients’ needs at the center of attention as we deliver comprehensive health and human services, including medical, dental, behavioral health, preventive health, housing, education, and more.

From the north in Everson to the south in Vancouver, to the east in Spokane and to the west in Ocean Shores. Sea Mar provides services throughout the state with affordable and quality care. The following pages give a glimpse into the impact and stories that make Sea Mar the passionate organization it is.
Sea Mar is proud to serve as one of Washington’s premier safety net health care systems. We consistently seek to provide quality health and human services to all individuals regardless of ability to pay.

From April 1, 2021 to March 31, 2022, Sea Mar served:

320,898 Patients & Clients 1,711,541 Visits

**Services Provided**

- Dental: 13%
- Housing: 17%
- Behavioral Health: 18%
- Medical: 28%
- Preventive Health: 9%
- Other Support Services: 13%
- Long Term Care: 2%

**Race/Ethnicity**

- Latino: 39%
- Caucasian: 38%
- Native American / Alaska Native: 1%
- Native Hawaiian or Other Pacific Islander: 2%
- Asian: 5%
- Black or African American: 6%
- Multiracial/Unknown: 9%
**Income Level**

100% or below FPL: 67%

151% - 200% FPL: 4%

Over 200% FPL: 3%

101% - 150% FPL: 12%

15% - 200% FPL: 4%

Unknown FPL: 14%

**Patient Age**

20-44: 37%

65+: 7%

5-12: 11%

13-19: 12%

45-64: 21%

101% - 150% FPL: 12%

FPL - Federal Poverty Level
OUR TEAM

Everett Staff

Kent Staff

Burien Staff

Aberdeen Staff
The Sea Mar team is comprised of 3,000 highly trained, passionate and dedicated professionals committed to community while focused on mission. With a diverse group of staff, Sea Mar is not only able to reach a diverse group of patients, but also provide culturally-sensitive care that meets the needs of each individual client.

Sea Mar understands the barriers Latinos and many other underserved and immigrant groups face because our employees are a part of these communities themselves. Being able to communicate in different languages and/or having similar traditions, beliefs and experiences as our patients has been essential in providing effective care for our communities across WA state, especially this past two years amid the pandemic and COVID-19 vaccine distribution.
As a community based organization, Sea Mar Community Health Centers has continued to make it its mission to be there for the community during the uncertainty that has surfaced during the COVID-19 pandemic. At the beginning of the pandemic, Sea Mar acted quickly by assembling a COVID-19 task force to combat misinformation and promote safe methods of prevention in our organization and community.

We found ways to support our community when they needed us most by continuing in person care, while launching new telehealth services. As COVID-19 vaccines became available at the end of 2020, Sea Mar ensured that all 34 medical clinics were vaccination sites, and we implemented a system where no appointments were necessary in order to receive a vaccine, to increase access and the number of people we were able to vaccinate.

The pandemic has brought social injustice and inequity to the forefront of public health. Across the United States, the pandemic has disproportionately affected communities of color by putting them at a higher risk of contracting COVID-19, experiencing severe symptoms, and dying from COVID-19. In addition to race, older adults and individuals with certain underlying medical conditions are more likely to develop severe cases of COVID-19.

After more than eight months of testing, we finally received the news we had been waiting for – the first COVID-19 vaccine received authorization for emergency usage in the United States. However, after the approval of the Pfizer/BioNtech and Moderna COVID-19 vaccine, it became clear that the initial supply was limited. With guidance from the Washington State Department of
Health, Sea Mar became an eligible distributor of the COVID-19 vaccine and on December 24 administered their first COVID-19 vaccine. Not only were the vaccines in short supply, but locations with doses were few and far between. But Sea Mar had a plan—to make the vaccination process as convenient and easy as possible to the community.

“Me vacune para no andar con duda y no tener miedo
I got vaccinated so I wouldn’t be doubtful and afraid”

Accessibility and equity were at the forefront of our approach to vaccine distribution. We decided to distribute the vaccines on a first-come first served walk-in basis at our vaccination-approved sites. We viewed this approach vital to minimizing barriers to vaccine access, while maximizing the amount people we were able to vaccinate in a day. To provide access to individuals that could not use technology or had the time to sit on a computer to look for an appointment because of their work schedule. This approach helped the essential worker in our communities. As the distribution was slated to be done in phases, the first allocations were meant for those most at risk of developing severe symptoms from COVID-19. Frontline workers—which included our staff—and older adults (65 years and older) became the first group eligible to be vaccinated. To expand our reach, we found ways to meet the community where they were at by extending our clinic hours, issuing Uber codes to patients to get to vaccination clinics, and collaborating with community organizations to host vaccination events. We were proud to serve hundreds of thousands of people, and saw firsthand the joy most experienced after getting the shot.

Our commitment to vaccine equity stems from our mission to deliver comprehensive care to underrepresented communities. We saw the pandemic disproportionately affect underrepresented populations and act as an accelerant for racism in all its forms across the United States. As an organization, we have remained committed to being actively anti-racist and encouraging tough conversations among our staff. Our roots in equity and social justice has allowed us to be able to address the injustices that the pandemic has made more visible.

“Lo debes de hacer. No solo por su salud, pero por la salud de sus seres queridos y la gente que lo rodea. Sera un gran apoyo con todo.
You must. Not so much for your health, but for the health of your loved ones and the people around you. It will be a great support with everything.”
On Christmas Eve 2020, when a shipment containing the first 1,900 doses of the Moderna COVID-19 vaccine was delivered to Sea Mar Community Centers, the staff was ready. It was a Christmas gift that many had hoped for, but hadn’t thought they’d be lucky enough to receive that year. Ten months into the pandemic and everyone was anticipating the shift from COVID-19 testing to vaccine distribution. Kent medical was one of two King County clinics chosen by the Department of Health to receive the first initial shipment of vaccines. Staff was beyond excited, the anticipation of receiving the vaccines was high, and everyone was on alert. Kent’s Health Center Administrator, Marlen Mendez, said, “When we received a shipment that had ‘COVID vaccines’ stickers all over, we gathered the medical staff in the med room and prepared for a selfie with the box. Only to open up the box and realize it contained supplies, and not the actual vaccines.” The vaccines arrived the next day. In Everson, Sea Mar’s Dr. Jonathan Grymaloski was the first person to be vaccinated in Whatcom County. The clinic was the first to begin vaccinating the community and ended up vaccinating the majority of senior citizens, healthcare workers and teachers in that county. Due to vaccine supply being initially low in other parts of the state, most people were desperate to find a vaccine and didn’t mind how far they’d travel. Sharnjit Mann, MA Supervisor
Sea Mar Everson remembers, “It was challenging as people were flocking to our clinic once the news was spread out regarding the vaccines availability. We even had people coming from Seattle and Renton to get vaccinated.”

Sea Mar has been on the frontlines battling against the virus from the beginning and after the announcement of the emergency use authorization (EUA) of the Moderna and Pfizer vaccines, they were quick to rise to the challenge and proudly lead in the efforts to put the vaccine in people’s arms. Led by Health Center Administrators, with guidance from our Chief Medical Officer, Dr. Ricardo Jimenez, Sea Mar staff continue to work tirelessly to serve our community members and administered almost 8,000 vaccines in the first month after vaccine distribution began and provided by the end of March 2021. Front desk staff, medical assistants, care coordinators and even dental staff helped in one way or another to assist in vaccine distribution efforts. Many people had to take on extra responsibilities on top of their regular roles in order to accommodate the massive flow of people but, “knowing we were delivering hope and life-saving vaccines to our community and seeing the appreciation from patients and non-patients was unlike anything I have ever experienced,” Jesus Valdez Torres, Federal Way HCA said.

“Through perseverance and working together, we can get through anything.”

Jesús V. Sea Mar Federal Way Medical

COVID-19 hit communities of color harder with miscommunication, misinformation and confusion compounding the crisis. Thus, Sea Mar aimed to get the vaccines to all, especially people in underserved communities. We welcomed everyone, from people of color, undocumented immigrants, the homeless and farmworkers. “Providing a place where our patients and community members can come, that’s what we stand for,” said Nick Ramirez, Senior Vice President. Recognizing the need and high demand for vaccines in our communities, a walk-in, first-come first-served system was implemented. The bold move immediately erased barriers and promoted vaccine equity, ensuring we vaccinated as many people as possible on any given day. And in turn, a lot of planning and care was put into ensuring no dose was wasted. William Ge, a care coordinator in Kent, loved lending a helping hand
to the medical staff and noted, “I think we all immediately recognized that this was going to be a massive undertaking and we all needed to pitch in.”

Community members showed up at clinics in droves and arrived as early as 5 a.m., all eager and excited to get vaccinated. The windy, sometimes rainy, 40-degree weather didn’t deter them and for most, they were simply thankful and hopeful for the end of the pandemic. For others, they would finally be able to return to work and get the opportunity to reconnect with family. One 80-year old woman stated, “I’ll finally get to see my grandchild who is almost five months old now.” There were elderly, people and some with disabilities waiting. Managing the crowds was a challenge for all clinics, but clinics adopted and utilized methods to make it work. Groups were assigned different times or even dates to come back, for which they didn’t mind. “We overcame the different challenges by staying calm during the storm,” Jill Jensen, Bellingham’s nurse manager said.

It was evident how the staff pulled together to succeed by vaccinating hundreds of people daily. Front Office Supervisor in Olympia, Isabel Mora, pointed out that despite the influx of patients, they got it done as it was all about, “finding the balance and most efficient ways to check-in everyone in a timely manner.” Staff sacrificed time away from their families and loved ones for extra hours at work. Everett HCA Erica Guillen returned to work after maternity leave right as the pandemic began. She knew of several moms that refused to go out during those times for various reasons. She was afraid of getting sick and transmitting COVID to her newborn, but she said what got her through those times was “educating herself, remaining calm and positive.”

Many community members received their COVID-19 vaccines at Sea Mar, many who were new to Sea Mar. Some would take time to come back to offer a simple thank you, bring treats for the staff, and or make a donation. “There would be patients that would come back weeks after getting vaccinated to talk to me about how wonderful their experience was and happy we were open to everyone,” Erica Guillen, recalls. Some clinics were fortunate to have community members who offered to volunteer in one way or another. In Vancouver Salmon Creek, the staff was thankful to get some retired physicians, who not only visited the clinic to get vaccinated, but also offered to volunteer. They wanted to know, “what can we do to help?” said HCA Hope Murray. They were able to observe vaccinated patients and screened for symptoms,
while the rest of the staff helped vaccinate. All in all, they ended up having 12 volunteers that helped for about eight weeks.

Even though different variants continue to emerge, there’s still hope for the endemic period soon. Front Desk Supervisor in Kent, Cristina Herrera, remains motivated and dedicated despite COVID continuing to disrupt lives everywhere. She couldn’t imagine not being able to help others and stated, “We are here to continue serving the community. I do it as a tribute to those who lost their lives trying to help others. There were a lot of people lost their lives, my brother included… so for me, it is an honor and a tribute and I do it with love and passion.”

Throughout the pandemic, different challenges and hurdles arose, but through periods of stress and loss, staff rose above and beyond in service to our communities. Today, they continue with sheer determination to make change in others’ lives. Vaccines are in abundance now. Booster doses are available and children as young as five years old can get vaccinated, and we remain vigilant.

“Even though different variants continue to emerge, there’s still hope for the endemic period soon. Front Desk Supervisor in Kent, Cristina Herrera, remains motivated and dedicated despite COVID continuing to disrupt lives everywhere. She couldn’t imagine not being able to help others and stated, “We are here to continue serving the community. I do it as a tribute to those who lost their lives trying to help others. There were a lot of people lost their lives, my brother included… so for me, it is an honor and a tribute and I do it with love and passion.”

“Thank you to all Sea Mar staff for the sacrifices you make daily in the workplace, and for caring for our patients and communities with compassion and skill. You have risen above and beyond in service even through changes, COVID-19 case surges and variants. You vaccinated more than 400,000 members of our communities and you’re greatly appreciated.

“We don’t have tomorrow guaranteed so what you choose to do today will really make a difference tomorrow.”

Erica G. Sea Mar Everett Medical
The COVID-19 pandemic serves as a stark reminder that racism remains embedded in all facets of our daily lives. Throughout the pandemic, we have seen increasing levels of health inequality affecting communities of color, while laying bare systemic racism throughout the healthcare infrastructure. According to King County Public Health, the Latino population and other communities of color experienced significantly higher rates of COVID-19 cases and hospitalizations as compared to whites. Additionally, the Washington State Department of Health (DOH) states, “The impacts of COVID-19 morbidity and mortality have not been felt equally by all populations in Washington State.” COVID-19 is a killer of communities of color, but especially Latinos. One study found that COVID-19 killed Latinos at twice the rate of whites.

The stress within these communities due to COVID-19 is unprecedented due to the interconnectedness of race, health, and inequality. Communities of color face challenges on multiple levels that are the result of centuries of racism and a healthcare system disproportionately underserving marginalized communities. Further, social structures within the United States have exacerbated negative healthcare outcomes for the most vulnerable populations, especially in regards to COVID-19. The pandemic not only exposed health inequities, but also revealed other crucial social determinants of health that put individuals at higher risk to exposure to COVID-19.

For example, Latinos and other communities of color felt the full impact of the pandemic because of their socio-economic status of the U.S. Living in crowded conditions due to lack of a livable wage and unaffordable housing places these communities in a vulnerable condition. If communities of color work in certain kinds of service jobs or agricultural industries, which require people to be in close proximity to other individuals without sufficient barriers, the likelihood of exposure to COVID-19 increases. Latinos remain highly vulnerable to COVID-19 because their occupations, deemed essential, places them at greater risk of exposure. While access to healthcare remains limited and problematic for communities of color, it is also important to recognize that at the onset of the pandemic many of these industries failed to protect their workers.

At Sea Mar Community Health Centers, we remain committed to addressing the issues mentioned above. Sea Mar is founded on a basic principle that all communities have a right to affordable healthcare and be free from all forms of oppression. Since the beginning of the pandemic, Sea Mar has reasserted these principals by tackling health inequities and other layers of social and structural conditions. Sea Mar not only stands firm with other communities of color, but also remains committed to ensuring everyone receives an affordable education and affordable housing. All communities should have access to health care and access to healthy foods. Social justice remains part of Sea Mar’s DNA and we reaffirm self-identity and the right to self-determination, which will result in greater social justice and heathier outcomes.


Ibid.

At the start of the pandemic, Sea Mar’s guiding principle was to do everything we could to remain open to serve the community, while ensuring the safety of patients and staff. Many Sea Mar patients are vulnerable and suffer from complex health conditions, and they needed continuity of care even as the pandemic persisted. Sea Mar also persisted and was able to keep its doors open to patients and the community. Here are just a few examples of patient successes, despite these trying times.

In Bellingham, Visions Youth Treatment Center, offers in-patient substance use disorder treatment for female youth ages 14 to 17. Two patients turned 18 while they were in Visions and graduated from both Visions and high school in June 2021. The girls came from different parts of the state, but chose to remain in Bellingham after graduating. They continue to be in recovery and one is going to college and working at Olive Garden, and she saved $10,000 and purchased her first car.

In November 2021 when floods swept across Whatcom County in the wake of a three-day storm, staff assisted a Spanish-speaking patient who was trapped in her car with three children and a baby, with only a small amount of formula remaining. Rescue services were unknowingly directing the family toward the floods and could not physically assist them. Our staff intervened and provided Spanish translation assistance, helping communicate the 911 dispatcher instructions and getting the family to safety.

In Clark County, a three-time mom who had suicidal ideation as a result of continuing depression was connected with resources. Sea Mar connected her with OB services, and she received medication changes and support from our team during a mental health crisis. She has since delivered a healthy baby boy and they are both doing well.

During 2021, Sea Mar increased its affordable housing portfolio to 491 rental units after acquiring 285 affordable housing units. This nearly quadrupled its housing service area to cover 10 total counties spread across eastern and western Washington state.

“The housing supports families, farmworkers, and seniors earning incomes of 60% of the area median income or less,” says Seth Lundgaard, Vice President, Housing and Development. In the last year, one resident went from living at a men’s shelter to applying for and receiving approval for low-income disabled housing apartments. He has lived a nomadic life in the last five years and appreciates stable housing. He has struggled with transportation and food access, but Sea Mar connected him with transportation, food and assistance programs.

These and many other unprinted stories highlight Sea Mar’s dedication to their patients and Exceptional service. Every person. Every time.
OUR FINANCES

Revenue and Expenses for Fiscal Year April 1, 2021 through March 31, 2022*

**Revenue**
$ 463,157,381

- Patient Services 82%
- Grants & Contracts 17%
- Interests & Other Revenue 1%

**Expenses**
$ 463,157,381

- Personnel 46%
- Uncompensated Care 34%
- Operating Supplies 4%
- Working Capital 7%
- Other 6%
- Interest & Depreciation 3%

*Unaudited financials as of fiscal year-end March 31, 2022.*
Donors and Sponsors
April 1, 2020 - March 31, 2022

• 3408 Direct
• 3408Basics
• Aaron Rasmussen
• Action Oriented Film Club
• Adam Craig
• Adam Engel
• Adam Sager
• Aileen Cronin
• Aileen Ly
• Aimes Luniér
• Alan Blackman
• Alan Halberton
• Alan Herring
• Alan Shen
• Alex Narvaez and Norma Zavala
• Alexandra Paddon Jones
• Alcino Lafamme
• Alice Chapman
• All Wire Electric
• Alyson Melz
• AmeriCorps Vista Sponsor: Opportunity Council
• Ameriprise Financial
• AMT Healthcare
• Ana Ibarra Flores
• Anastasia Fuller
• Andrew & Monica Martinez
• Andrew Bentley
• Andrew Valdez-Pape
• Andy Souder
• Anna and James Morrison
• Anne Maertens
• Anonymous
• Anthony’s Restaurants
• April De Novo
• Arcora Foundation
• Arthur Murray Dance Studio
• North of Seattle
• Audrey Olson
• Augie Delgado
• Barbara & Erik Bjare
• Barbara Flye
• Barbara Nash
• Barbara Trager
• Barghausen Consulting Engineers, Inc.
• Bazan Architects
• Bellevue Arts Museum
• Benjamin Cline
• Beth Peterson
• Bimbo’s Cantina
• Biniyam Debela
• Boys and Girls Club of King County
• Bremerton, Cervical and Colon Health Program - Clark County
• Brett Clouser
• Brian Mulvaney
• Brian Petro
• Brianna Hudock
• Burke Museum
• Caffe Lado
• Capital Medical Center
• CARMERA
• Carol Boyer
• Caroline Hartse
• Carolyn Carlesimo
• Central Area Youth Association
• Children’s Museum of Tacoma
• Chris Rivera
• Christel Laur
• Christian Hansen
• Christopher Brown
• Christopher Hück
• Chukar Cherries
• Cindy Lee
• City of Seattle Department of Education and Early Learning
• Claire Michel
• Claudia D’Allégre
• Claudia Denise Falkner-