



camarenahealth.org | (559) 664-4000

The POWER

OF *Care*



2024

A YEAR OF PROGRESS POWERED BY CARE

At Camarena Health, care is a powerful force for change. It is the foundation of every initiative, every innovation, and every milestone achieved. In 2024, we expanded our reach with new facilities and urgent care partnerships, invested in our workforce with training programs and career pathways, and enhanced patient care through technology and process improvements.

Whether it's an employee gaining new skills, a patient experiencing more seamless access, or a community benefiting from advocacy and outreach, the impact of care is far-reaching and deeply felt. This year's report is a testament to the power of care in action—a force that doesn't just treat, but uplifts, empowers, and transforms lives.

Because when care is intentional, it becomes unstoppable.



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Letter from OUR CEO

The Power of Care

This past year has been one of expansion, not only in facilities and services, but in vision, innovation, and impact. We've grown in measurable ways: opening new urgent care centers in Fresno and Chowchilla, advancing specialty care services, and using technology to improve patient access and care. But the real story lies beyond the numbers. It's in the lives touched, the barriers removed, and the moments of connection that define who we are.

At Camarena Health, care is not just what we do—it's how we lead. It's a principle that guided us as we implemented new technologies to make the patient experience more seamless, and as we launched the Service Excellence Initiative to strengthen our culture from within. It's what drives us to invest in our employees' growth, to advocate for Medi-Cal funding, and to meet families where they are.

This report reflects the heart of our organization: a team of people who believe in the power of care to uplift, transform, and connect. The stories within these pages are testaments to what's possible when compassion meets strategy, when vision meets action.

Thank you to our board, our staff, our partners, and our community for sharing in this work. Your support makes our mission possible, and your belief in our values pushes us to do more—and to do better.

With heartfelt appreciation,



Paulo Soares, MHA
Chief Executive Officer



POWER IN Numbers

From patient encounters to workforce growth, these numbers represent the measurable impact of Camarena Health in 2024. Each figure tells part of the story, showing how far care can reach when it's powered by purpose, compassion, and community connection.

HEALTH CENTER demographics



GENDER



IDENTITY



AGE groups

5,081
0-5



13,965
6-17

13,158
18-29

30,674
30-54

8,347
55+

TOTAL PATIENT encounters



373,482

244,312
Medical Visits

67,079
Dental Visits

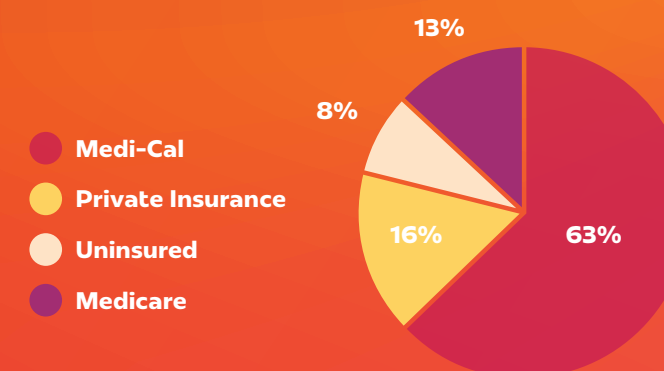
17,279
Behavioral Health

12,788
Vision

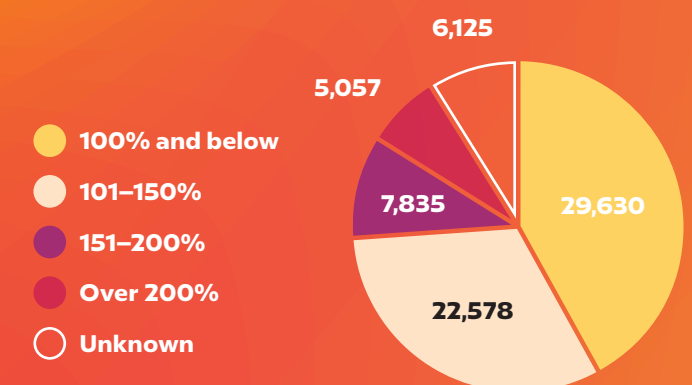
4,662
Chiropractic

27,362
Enabling Services

PAYMENT sources



FEDERAL INCOME levels



Want to go deeper?

Explore additional stats and milestones throughout the report—each section begins with a Power in Numbers snapshot of our year in action.

Section 1

EXPANDING
ACCESS
to Care

More Locations, More
Services, More Possibilities

Care is most powerful when it reaches those who need it most. In 2024, Camarena Health expanded its reach through new urgent care centers, a mobile health unit for students, and a growing portfolio of specialty services. From creating access to care for students to deepening care for at-risk populations, the year’s access initiatives reflected the organization’s commitment to meeting people where they are with care that is timely, trusted, and transformative.

POWER IN
Numbers

MAPPING OUR GROWTH

FACILITY GROWTH
& expansion

Chowchilla Urgent Care
Open February 2024
285 Hospital Drive
Chowchilla, CA 93610

Fresno Urgent Care
Open July 2024
1245 E. Herndon Ave.
Fresno, CA 93720

SERVICE GROWTH
& expansion

Sports Medicine Pain Management
Oncology Gestational Diabetes

CAPACITY GROWTH
& expansion

Total Patients			Total Patient Encounters		
63,371	71,225	12.4%	325,052	373,482	14.9%
2023	2024	Growth YOY	2023	2024	Growth YOY

Letter from OUR CMO

In medicine, the most important thing we can do is listen.

This past year, more than ever, I found myself listening—not just to patients, but to providers on the front lines of care. They shared their experiences, both heartwarming and harrowing. They told us what was working. They told us what wasn't. We listened, and in 2024, we began implementing changes.

In response, we focused on removing barriers for patients trying to access services and for the medical professionals doing their best to deliver them. We implemented tools that make care more seamless, like AI-driven charting, self-scheduling, and workflow optimizations in urgent care. We expanded specialty services to meet growing demand. And because the people doing the work every day often have the clearest view of what's needed, we launched programs grounded in provider insight.

I'm especially proud of the way our team embraced new technology as a way to make care more human. By reducing documentation time and improving access, we've allowed our providers to do what they do best: focus on the patient in front of them. That is the true power of care—being fully present, fully equipped, and fully supported.

At the same time, our community's needs continue to evolve. We saw significant growth in demand for urgent care, mobile care, and school-based care. We met those needs with compassion and speed. We adapted. We stepped up, and we never lost sight of the reason we're here.

Looking ahead, I remain hopeful—not just for the return of hospital-based resources to our region, but for the continued momentum we've built in access, innovation, and collaboration. Our care model is stronger because our people are stronger, and the future of healthcare in this Valley is brighter than ever because it's being shaped by those who live and serve here every day.

With gratitude,



Joel Ramirez, M.D.
Chief Medical Officer





Financing the Future Los Banos Expansion Enables Better Care

In 2024, Camarena Health unlocked a new level of impact through the New Market Tax Credit (NMTC) program—a strategic financial tool designed to drive investment in underserved communities. For the first time in its history, Camarena Health leveraged this powerful funding mechanism to accelerate the development of its Los Banos facility, sourcing \$24.5 million in NMTC allocations towards the project.

What could have taken years to finance was brought to life in under 12 months. But the impact went far beyond construction speed: the project generated local jobs, ensured living-wage employment opportunities, and laid the groundwork for expanded access to healthcare in a region that needs it most. As CEO Paulo Soares explains, “Securing NMTC funding was a critical milestone in our mission to expand healthcare access. This investment not only accelerated the development of our Los Banos facility but also delivered economic and health benefits to an underserved region.”

Impact Highlights

- \$24.5M in New Market Tax Credit allocations
- \$7.7M total subsidy
- Construction completed in under one year
- Local job creation & job training embedded

Care That Comes to Class

When a Chowchilla school administrator reached out with an idea, Camarena Health responded with action. In 2024, a new mobile clinic partnership was launched at Chowchilla Union High School, providing essential healthcare directly to students, staff, and the broader community. The program, made possible through a school-secured grant, quickly became a model for barrier-free, student-centered care.

Full-day clinics operated every other week during the school year, providing medical services while working closely with school staff to support students and families. Services included required health screenings such as Tdap vaccines, TB tests, annual and sports physicals, and general primary care. By partnering with Chowchilla High School, Camarena Health improved healthcare access, reduced student absenteeism, and minimized the need for parents to miss work—all while strengthening community trust. The program has since expanded, now welcoming students and families from all Chowchilla schools to visit the mobile health unit during the school day at Chowchilla High.

Impact Highlights

- On-site access for students, families, and staff
- Supports CNA student training through school partnership
- Available to all Chowchilla Unified campuses
- Builds trust and reduces absenteeism

“

In a small community like ours, the mobile health unit has been a lifeline.

Christina Stockton, Nurse

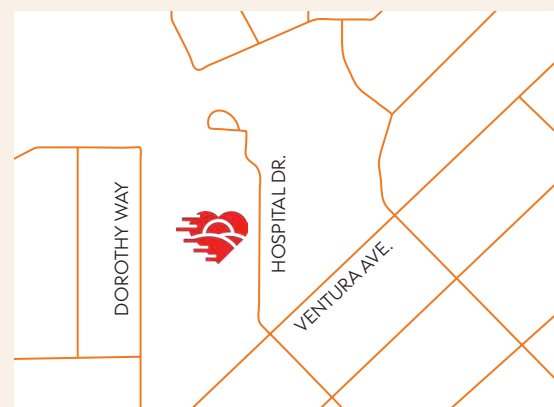


NEW SITES, SAME *Commitment*

A New Era of Walk-in Care in Chowchilla

In March 2024, Camarena Health celebrated the opening of its newest urgent care center in the heart of Chowchilla. The 9,000-square-foot facility was introduced with a ribbon-cutting ceremony, tours, and strong community support—a reflection of the organization’s two-decade presence in the area.

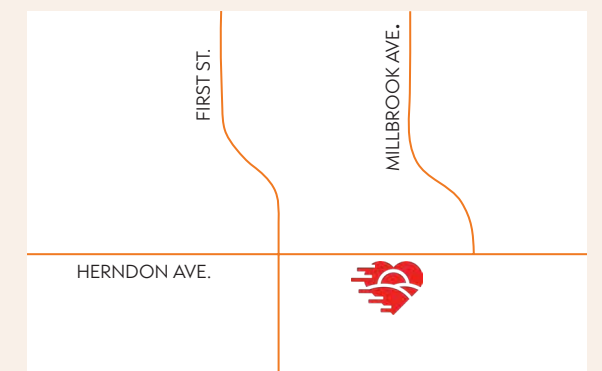
Located just off Hospital Drive, the center provides walk-in access for urgent care services and is designed to grow with the needs of the community. “This new location allows us to bring much-needed urgent care services to residents while continuing to meet the healthcare needs of the community for many years to come,” said CEO Paulo Soares.



Expanding Access in Fresno Through Partnership

In July 2024, Camarena Health expanded its presence into Fresno with the opening of a new urgent care facility on the campus of Saint Agnes Medical Center. Through a strategic transition of ownership and operations, Camarena Health assumed management of the Saint Agnes Main Campus Urgent Care, bringing its patient-first model to a broader population in Fresno County.

The new site is now open seven days a week. “This transition furthers our commitment to delivering quality care and making a meaningful impact on the health and wellness of more individuals in our community,” said CEO Paulo Soares. This partnership marks a new chapter in Camarena Health’s mission to provide accessible, high-quality urgent care to all.



Closing the Gap **Prenatal Care That Saves Lives**

Camarena Health developed its own in-house Gestational Diabetes Program—delivering early detection and personalized care throughout pregnancy. Beyond addressing an immediate care gap, it raised the standard of care—promoting long-term wellness and helping to reduce health disparities across the community.

Led by Soledad Reyes and an integrated care team, the program is reducing birth complications, preventing emergency C-sections and tackling unspoken social factors that influence prenatal health. Expectant mothers enrolled in the program receive comprehensive support, including screening and diagnosis, medication and dietary management, health education, behavioral health services, ongoing monitoring, and postpartum follow-up.

Why It Matters

Without care:

- ↑ risk of birth injury
- ↑ risk of respiratory distress
- ↑ risk of emergency C-sections

With care:

- ✓ Early detection
- ✓ Condition monitoring
- ✓ Safe delivery
- ✓ Postpartum monitoring and care

Now:

- ✓ Care provided in-house
- ✓ No need to refer out



“
I’m grateful for the opportunity to ensure essential care continues for our mothers in their crucial times.

Soledad Reyes, FNP

Section 2

EMPOWERING
THE *Workforce*

Investing in People To
Strengthen Healthcare

Camarena Health knows that empowered teams create exceptional care. In 2024, the launch of the Service Excellence Initiative set a new standard for professional development, recognition, and cultural growth across the organization. From formalized training programs to individual career journeys, this section highlights how Camarena Health is investing in its people to shape a stronger, more connected future in healthcare.

POWER ^{IN}
Numbers

PEOPLE BEHIND THE PROGRESS

COMMITTED
employees

629
Full-Time Employees

5%
Growth

WORKFORCE
breakdown

89
Providers

21
Community Outreach
& Health Education

484
Clinical
Support Staff

38
Administrators

30
New Positions

122
New Hires

Building a Culture of Care, **From the Inside Out**

The Power of Internal Investment

In 2024, Camarena Health set out to achieve something ambitious: to become both the provider and employer of choice in the Central Valley. To do that, we knew we had to start from within.

The Service Excellence Initiative (SEI) was our response—a system-wide movement to empower employees, strengthen internal culture, and improve the patient experience at every level. In less than a year, staff across departments came together to implement practical, people-first changes that made an immediate difference.

**“
We didn’t just
talk about
culture change—
we equipped
people to lead it.”**

Gabriel Mejia, Chief Human
Resource Officer





Excellence Worth Celebrating

The success of SEI didn't go unnoticed. Camarena Health was recognized nationally with the Outstanding First Year Initiative award from Custom Learning Systems. Internally, one team—The Can-Do Crew—was honored as the top SEA (Service Excellence Advisor) team of the year for their leadership, engagement, and positivity throughout the rollout.

Uriana Acosta Ambriz, a member of that winning team, is grateful for the opportunity to make such an impact. She said, "Being part of the SEA Can-Do Crew allowed us to reflect and commit each day to raising the bar in our work, treating each other and our patients with kindness and respect, while spreading positivity throughout the workplace."

Members of The Can-Do Crew Service Excellence Advisor (SEA) Team

- Manuel Beltran
- Cindy Hernandez
- Daisy Alvarez Valencia
- Uriana Acosta Ambriz



Growing Talent From *Within*

Celebrating Camarena Health's First Graduating Class of Clinical Medical Assistants

In 2024, Camarena Health launched its first in-house Clinical Medical Assistant training program—a 12-week, grant-funded initiative developed in partnership with Central Valley Health Network and Jewish Vocational Service.

Ten frontline team members gained new clinical skills while continuing to serve patients. Designed to ease the burden of balancing work and school, the program brought education directly into the workplace—removing barriers and building career pathways from within.

With additional support from the Madera County Workforce Assistance Center's Incumbent Worker Program, participants were even paid during clinical training.

Each graduate took a meaningful step forward in their career and helped set a powerful example for what's possible when an organization invests in its people.



Resilience in Action

Julie's Journey

From front desk to clinician, Julie Juarez's story is a powerful example of resilience in motion. A teen mom juggling school, work, and parenthood, she learned early how to fight for her future. She joined Camarena Health in 2011—and she never stopped moving forward.

Over the next decade, Julie became a health educator, a program coordinator, and assistant to Chief Medical Officer Dr. Joel Ramirez. All the while, she held onto a bigger dream: becoming a licensed clinician to help others facing complex life challenges.

Determined to make it happen, Julie enrolled in a Master of Social Work program, completing coursework and clinical hours at Camarena Health while working full time. The days were long—often 12 hours—but she found support in leaders like Dr. Ramirez and Behavioral Health Director Rosalba Serrano Rivera, who helped guide her journey.

In 2025, Julie will officially step into her new role as a behavioral health clinician. For her, it's more than a job—it's a way to give back to the community that shaped her, and show her children what perseverance can become.

“
**Being a single mom,
balancing life, school, work,
parenthood—it wasn't easy.
But I wanted my kids to know
they can do hard things.
And I wanted to show up for
people in our community
who've been through it too.**

Julie Juarez

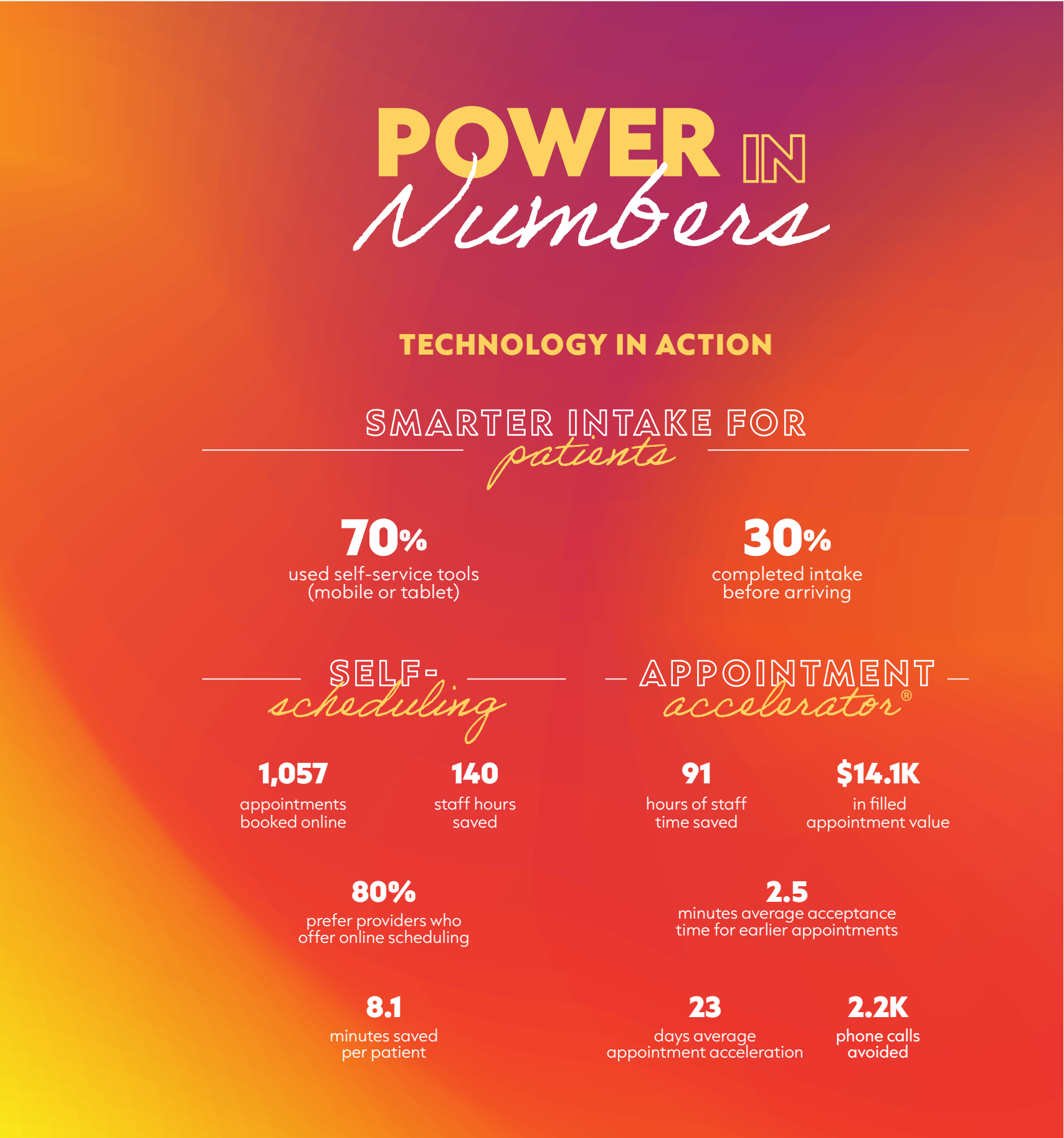


Section 3

ENHANCING THE Experience

Smart, Seamless & Patient-Centered

Patient experience is more than convenience—it’s a reflection of trust. This year, Camarena Health introduced new technologies and wellness opportunities designed to make care more efficient, accessible, and holistic. Whether through smarter scheduling, provider-facing AI, or community-led wellness classes, these efforts reinforce a singular goal: making every patient feel seen, supported, and well cared for.



Freeing Providers to Focus on *What Matters Most*

In 2024, Camarena Health introduced a game-changing solution to one of modern medicine's most pervasive pain points: documentation. With the rollout of our AI-powered scribe tool, providers gained back the time and clarity they needed to reconnect with the core of their calling—caring for patients.

The scribe tool operates quietly in the background during patient visits, capturing the conversation and generating a complete clinical note in under 90 seconds. What began as a pilot with three medical providers quickly scaled. Today, more than 43 providers—over half of Camarena Health's clinical team—have integrated this tool into their daily workflow.

Immediate Impact:

- Providers saved four to six hours a day on documentation
- Accuracy of notes and timeliness improved across departments
- Burnout levels dropped as clinicians reconnected with patient care

More than a convenience, the scribe tool is a reflection of Camarena Health's evolving approach to care—where technology enhances the provider experience, so every patient benefits.

“
**Many providers
entered medicine to
care for people—not to
spend hours charting.
Freed.ai is helping us
get back to the heart
of that purpose.**

Dr. Joel Ramirez
Chief Medical Officer



More Than a Clinic

Wellness in Motion

At Camarena Health, wellness goes beyond appointments. It's about creating everyday opportunities to move, recharge, and connect. In 2024, movement-based programming grew from Tesoro Viejo to new locations, thanks to team members like Cristina Rendon and Dr. Carolina Gutierrez Garcia. Yoga, pilates, and gym circuit classes opened to patients and the public, welcoming participants of all fitness levels.

When space was limited, the team got inventive, transforming the waiting room at Chowchilla North into a yoga studio during shift changes. The goal wasn't a new building—it was a new mindset.

With each class, Camarena Health is making wellness accessible, adaptable, and rooted in community.

Impact Highlights

- 141 fitness classes held
- 980 participants
- 397 gym reservations fulfilled



“

At Camarena Health, we see yoga as a form of care nurturing the body, calming the mind, and building community. Every class is a step toward healing, connection, and overall wellness.

Leanna Warner, Yoga Instructor

Care at the Table

Cooking Up Community Health

In alignment with the focus on accessible wellness this year, Camarena Health expanded health education with a flavorful twist: cooking classes that blend nutrition with culture and community. These hands-on workshops were designed not just to teach healthy eating, but to honor the traditions and flavors that shape people's lives.

Led by our health educators, the hands-on workshops were offered in English and Spanish and featured dishes from five different cultures. Participants cooked together, then shared a meal—turning each class into a celebration of wellness and belonging.

By bringing people to the table, Camarena Health is building trust, joy, and healthier habits, one meal at a time.



Impact Highlights

- 68 participants
- 8 cooking classes

Topics included:

- Homemade Salads & Dressings
- Quick & Easy Breakfast Ideas
- Hearty Soups & Tasty Treats
- Wholesome Sides & Festive Delights

“

As a registered dietitian, I love teaching Camarena's Cooking for Health classes. It's a great way to connect with the community and show how simple changes can make a lasting impact on health while being budget-friendly.

Cynthia Arellano Acosta, RD

Section 4

STRENGTHENING
COMMUNITY
Impact

Care Beyond the Clinic

Camarena Health’s connection to the community is central to its mission. In 2024, that connection took many forms—from bold advocacy campaigns and educational initiatives to heartfelt giving and foundational support. Together, these efforts show that when care extends beyond appointments and into the fabric of everyday life, it has the power to build healthier, more resilient communities.



2024 Women's Health & Wellness Conference

Shine Together

A Celebration of Women's Wellness

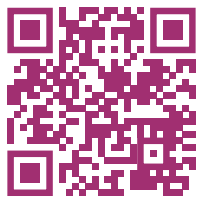
In November 2024, Camarena Health hosted the Shine Together Women's Health & Wellness Conference, welcoming more than 100 women for a day focused on self-love, resilience, and whole-person healing. From nutrition tips with Dr. Carolina Gutierrez Garcia to a heartfelt keynote by Claudia Castorena Castro on mental health and inner strength, the event created space for women to learn, reflect, and grow together.

Highlights included sessions on healthy relationships by Camarena's Behavioral Health team and a powerful story of resilience from cancer survivor Andrea Andrade, who co-founded a nonprofit for children battling cancer. With a strong sense of community, attendees left feeling inspired and empowered.

Together, we shine—stronger, brighter, and more connected than ever.



Scan the QR code to see more of the 2024 Women's Health Conference!



Care Without Expectation

Giving Back, Heart First

Throughout 2024, Camarena Health's mission extended well beyond clinic walls as staff across the organization took part in a series of special community service events, aimed at meeting people with compassion where they are, especially during the moments that matter most.

From packing Thanksgiving dinners with the Madera County Food Bank, to partnering with Assemblywoman Esmeralda Soria's office to distribute turkeys in Madera and Chowchilla, staff showed up with full hearts and open hands. But it was the Christmas care packs for local seniors that left the deepest mark.

Instead of focusing solely on children or unhoused populations, we chose to center our efforts around seniors—often overlooked during the holidays—in Madera, Los Banos, and Chowchilla. Staff thoughtfully curated gift bags filled with practical items, not promotional swag, and hand-delivered them with sincerity and warmth.

"Why would you do this for us?" one senior asked. "For no other reason than we care," a team member replied.

The gesture resonated deeply—with recipients and with the teams involved. As one staff member put it, "Truly caring is when you do something with no expectation of reciprocation. It's the smile you bring them and the happiness you make them feel, that's what makes this job worth it."



**"Why would you
do this for us?"**
"We care."

Camarena Cares Giveback Days

- Back-to-school Backpack Giveaways
- Food Distribution With the Madera County Food Bank
- Heat Safety Kits for Our Ag workers
- Hygiene Kit Donations
- Operation Gobble: Turkey Distribution
- Senior Care Holiday Gifts

2024 Health Career Starts Here Youth Conference

Inspiring the Next Generation of Healthcare Leaders

Workforce development starts long before the hiring process at Camarena Health—it begins with exposure, encouragement, and real-life role models. That’s what made the 2024 Youth Conference so powerful. Hosted by Camarena Health and the Madera County Compact, the event brought together nearly 100 students from across Madera County for a day of connection, career exploration, and inspiration.

The highlight of the conference was keynote speaker Dr. Michelle Perez, a pediatrician at Camarena Kids Pediatric Center whose journey deeply resonated with attendees. Growing up in poverty, serving as a caretaker for her siblings, and overcoming countless obstacles on her path to medicine, Dr. Perez offered more than just advice—she offered proof that shared experience can lead to success.

“She made us feel seen. Her story was our story, and she made it to medical school,” one student shared.

“Her story was our story.”

This event included skill labs, breakout sessions, local speakers, and real-world guidance for students considering careers in healthcare. It was a full-circle moment for an organization committed to shaping future clinicians, advocates, and changemakers.



Dr. Michelle Perez



Supporting Community Wellness

Camarena Health’s commitment to whole-person care doesn’t end with a clinical visit. Through the Camarena Health Foundation, we support free, community-centered programs that address the root causes of wellness—from childhood literacy to injury prevention and education access. These programs reflect our belief that building healthier communities means investing in the people and needs that often fall outside traditional care.

2024 Foundation Impact Highlights

CAM: Let’s Read

Early literacy program for children aged 6 months to 5 years

2,000

Children's books distributed

Car Seats for Kids

Hands-on training and safety classes for parents and caregivers

424

Car seats distributed

Scholarships

Financial support for future healthcare professionals

\$20k

Awarded in scholarships

Health Education & Nutrition Services

Personalized support for managing chronic conditions and promoting wellness

1,301

Participants served



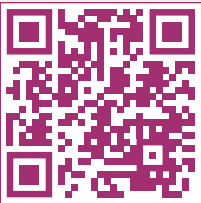
2024 Camarena Classic Golf Tournament

Held at Dragonfly Golf Club, the 2024 Camarena Classic welcomed 144 golfers and raised more than \$94,000 in support of Foundation programs. The day combined friendly competition with community spirit, including breakfast burritos, sponsored contests, and a 30-prize raffle. These funds directly support the programs highlighted to the left, helping families stay safe, supported, and seen.



The Camarena Health Foundation exists to be the heart behind the care—amplifying impact, building trust, uplifting underserved families, and supporting wellness far beyond the clinic.

Scan to visit our website, where you can learn more about our programs and donate to a meaningful cause.



From the Camarena Health Board of Directors

Thank You!

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