No job security, working as essential workers
Inadequate access to PPE and safe working conditions on the job
Lack of a living wage leads to more people per household to afford rent
Very limited social safety net and access to stimulus money

IsoCare accepts referrals from Sonoma County Community Health Centers, and 80% of our clients are Latino. By targeting lower-income populations, IsoCare responds to social inequities, focusing support where most needed.

Over 70% of positive tests are in the Latino community, who only make up 27% of the County’s population. Lower-income families bear this unfair brunt of Covid’s impact due to:

1. Early intervention
   Clients are either sick with Covid symptoms, or exposed to a known Covid positive person, and have just been tested. People are most infectious during the time they await results, so that by the time they learn they’re positive, they’re likely already spread the virus.

   Since IsoCare reaches clients within 24 hours of referral from a test site, our early intervention helps keep Covid contained for all.

   Impact on clients:
   - 76% of clients said the call helped them understand isolation and quarantine
   - 67% of clients said they would make significant changes to isolate or quarantine better based on the call

2. Support
   People who are sick or have been exposed to Covid are asked to isolate alone in a room and/or stay home, thereby risking loss of income and autonomy. Testing sites and Community Health Centers are unable to take the time required to problem-solve each client’s unique situation.

   IsoCare Community Health Workers reach out to each client with education and emotional support — as well as resource referrals to help with financial, food, employment, and other needs.

   Impact on clients:
   - 99% of clients said they felt supported by the call

3. Social Justice
   IsoCare accepts referrals from Sonoma County Community Health Centers, and 80% of our clients are Latino. By targeting lower-income populations, IsoCare responds to social inequities, focusing support where most needed.

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   - No job security, working as essential workers
   - Inadequate access to PPE and safe working conditions on the job
   - Lack of a living wage leads to more people per household to afford rent
   - Very limited social safety net and access to stimulus money

As we start this new year with the promise of the Covid-19 vaccine, we begin to see the light at the end of this dark tunnel.

Unfortunately the current surge in cases means that IsoCare’s work keeping Covid contained with isolation support where and when it matters is still crucial. With the support of our donors and partners (YOU), IsoCare has been a huge success.

Since April, we have supported over 4,000 low income, mostly Latino, Sonoma County people — through isolation or quarantine.

IsoCare’s work assisting Spanish-speaking Latinos has been crucial.

Dr. Sundari Mase
Sonoma County Health Officer
In March of 2020 IsoCare founder, Panna Lossy, MD, was on the front lines at a Community Health Center testing site. She left feeling helpless that our system was unable to offer adequate information, support, or resources to keep clients’ families and communities safe.

People were told to quarantine and isolate, but what did that really mean, and how were they supposed to get food or money to maintain their households?

A group of people convened. By April 2, IsoCare had partnered with Petaluma People Services Center, made our first phone contact with a client from Petaluma Health Center, and began to fill a critical hole in the system.

Maria, mother of a family of 4 who were all Covid positive and very ill, burst into tears speaking of how they were very low on food, almost out of diapers, and had no money. IsoCare delivered groceries and diapers within 3 hours to support this family, and signed them up for rental assistance and other financial aid.

A caregiver was very ill with Covid, and caring for an elderly wheelchair-bound stroke survivor. There was no door on the elder’s bedroom and the caregiver slept on the couch. IsoCare volunteers supported and counseled these women on how to maneuver safely in such a challenging situation.

Thank you for calling me back. You are the only ones who care what happens to me.”

COVID-POSITIVE CLIENT MOTHER OF 3

“God bless all of you who made it possible for us to eat. With all my heart, thank you very much.”

CLIENT RECEIVING GROCERIES

“I am a retired nurse who worked for 40 years and I am proud to be part of this organization.”

VOLUNTEER PAM VALE

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Before the holidays, our community health workers recognized that the surging virus and worsening financial crisis was reaching a breaking point. They heard increasingly desperate pleas for groceries. Some even generously donated their own money for grocery deliveries to clients.

We began a small program using Instacart to deliver emergency groceries. Initially meant to be a stopgap over the holidays when other services were closed, this continues to be an unmet need that we are raising funds to continue. Timely support makes all the difference.

For the first 5 months, everyone who worked at IsoCare, including the core team and those making calls to clients, were volunteers.

Receiving support from individual donors, Celebrate Community, Kaiser Permanente and the County-run CURA Collaborative brought more security, and we hired our first staff in September.

Over the year the core team trained 180 volunteers and hired 3 bilingual/bicultural Community Health Workers to make these critical phone calls.

With Sonoma County & UC Davis, IsoCare is assessing the impact of our intervention on household & community spread.

**FOOD IS A BASIC HUMAN NEED**

CURA Collaborative/Sonoma County (COVID-19 Urgent Response & Aid)
Kaiser Permanente Northern California
Celebrate Community Partnership
Petaluma People Services Center
The Taylor Group
Twilio
UCSF Center for Excellence in Primary Care
Daya Ceglia
Melissa Schoen Consulting

**ISOCARE STAFF**
Margaret Howe, Program Director
Panna Lossy, MD, Medical Director
Aurora Williams, Operations Coordinator
Judith Newton, Operations Coordinator
Mario Castillo, Community Health Worker
Bianca Garcia, Community Health Worker
Kiana Charles, Operations Coordinator, Community Health Worker
Ana Horta, Latinx Liaison

**DONATE**

Petaluma HC 30%  1180
Santa Rose HC 69%  2758
Sonoma Valley HC 1%  51
Alliance MC <1%  
West County HC <1%  

**THANK YOU DONORS & IN-KIND PARTNERS**

**OUR EVOLUTION**

**Community Health Centers Served**