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# **San Mateo County Behavioral Health and Recovery Services (SMC BHRS) Provider Outreach Annual Report FY 2019-2020**

**Quy Nhi Cap, MPH;  
Lee Nethercott, BA**

JAN 2021

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## Executive Summary

In 2004, California voters approved Proposition 63, the Mental Health Services Act (MHSA), to provide funding to Counties for mental health services by imposing a 1% tax on personal income in excess of \$1 million. The Community Services and Supports (CSS) component of MHSA was created to provide direct services to individuals with severe mental illness and included Outreach and Engagement activities.

San Mateo County Behavioral Health and Recovery Services (SMC BHRS) funds the North County Outreach Collaborative (NCOC) and the East Palo Alto Partnership for Mental Health Outreach (EPAPMHO) to provide outreach and engagement activities throughout San Mateo County.

This report summarizes self-reported outreach data from the attendee at the collaborative and provider-specific level across individual and group outreach events that occurred in fiscal year (FY) 2019-2020 (July 1, 2019 through June 30, 2020). We also present historical data since FY 2014-2015 to show how outreach has changed over time.

To note, on March 13, 2020, San Mateo experienced a regional stay-at-home order due to the COVID-19 pandemic. Data, from March to June 2020, reflect outreach and engagement activities during the pandemic.

### Total Attendance

For FY 2019-2020, SMC BHRS providers reported a total of 13,023 attendees at all outreach events. This number increased significantly from last year where there were 5,417 outreach attendees. The increase is mainly observed in the NCOC collaborative. In 2019-2020, the total number of NCOC increased significantly due to COVID-19 pandemic. The COVID-19 regional stay-at-home order was issued March 13 and services provided from March to June 2020 showed an increase in outreach. Of these, 813 attendees were reached through individual outreach events and 12,210 attendees were reached across 252 group outreach events. There were 12,506 NCOC attendees and 517 EPAPMHO attendees.

### Demographics of outreach attendees

#### NCOC

NCOC's most common age group among outreach attendees was adults (44%). Over half of the attendees were female (62%). The four largest racial/ethnic groups were Mexican (18%), White (16%), Hawaiian (12%), and Filipino (9%). There is a positive shift in the number of Mexican attendees attending outreach events. The percentage of Mexican attendees attending outreach events increased from 8% to 18% over the last two years. Of those reporting special population status (i.e., homeless, at risk for homelessness, vision impaired, hearing impaired, veterans), 52% had other disabilities.

## EPAPMHO

EPAPMHO outreach attendees were largely adults (57%). Over half of the attendees were female (58%). The greatest proportion of attendees were Hawaiian (31%), followed by Mexican (23%). The percentage of Hawaiian attendees significantly increased from 2.3% to 31% over the last two years. Of those reporting special population status, 35% were at risk of being homeless and 30% were homeless.

## Outreach event characteristics

### NCOC

NCOC individual outreach events lasted from 5 to 120 minutes and lasted on average 32 minutes in FY 2019-2020. Outreach events took place primarily over the phone, or at health primary clinics and unspecified field locations. Most individual outreach events were in English (72%).

NCOC group outreach events lasted from 1 to 240 minutes and were on average 110 minutes in length in FY 2019-2020. Of the 246 group outreach events, most were conducted in other community locations and at home. Other community locations included places such as Boys and Girls club, community centers, Daly City Youth Health Center, health fairs, fair grounds, malls, and public parks. Most were conducted in English (99%).

NCOC individual outreach events resulted in mental health referrals (67%) and substance abuse referrals (17%) in FY 2019-2020. Providers made 1102 referrals to 327 NCOC individual outreach attendees. Of the different referral types, the top four types of referrals made for attendees were in *other* category (22%), food (20%), legal (16%) and financial services (13%). *Other* referrals that were reported included obtaining referrals for advocacy resources, clothing assistance, and utility assistance.

### EPAPMHO

EPAPMHO individual outreach events lasted from 10 to 60 minutes and were an average of 31 minutes in FY 2019-2020. Outreach events took place primarily over the phone or in health primary clinics, unspecified field locations, other locations, and offices. Over half were held in English (51%).

EPAPMHO group outreach events lasted from 15 to 90 minutes and were on average 55 minutes. Group outreach events primarily occurred in other community locations homes, other locations, and schools. Other community locations included places such as Boys and Girls club, community centers, Daly City Youth Health Center, health fairs, fair grounds, malls, and public parks. Sixty-two percent were conducted in Spanish.

EPAPMHO individual outreach events resulted in mental health referrals (28%) and substance abuse referrals (37%) in FY 2019-2020. Providers made 563 referrals to 311 attendees. Of the

different referral types, the top three types of referrals made for attendees were for medical care (34%), housing (32%), and food (11%).

## Recommendations

Recommendations based on FY 2019-2020 data fall under two umbrellas: those aimed at enhancing outreach and those to improve data collection.

**Continue to conduct outreach in languages other than English.** This past reporting year showed an increase in outreach to diverse populations. The Hawaiian attendees at these outreach events increased over the last two years in the NCOC from 2% to 31%. Outreach to residents speaking another language increased from 21% (942 activities) to 30% (1,066 outreach activities). Outreach conducted were in multiple languages (<1% in Tagalog, 2% in Samoan, 2% in Tongan, 5% in Cantonese, 6% in Mandarin, and 13% in Spanish). However, certain languages that are preferred such as Samoan (preferred: 14%) have limited outreach (used: 2%). By increasing the number of languages offered, this will help ensure individuals who do not speak English are able to access services.

**Make other/unspecified categories clearer.** Outreach staff have made an effort to provide better data collection and minimize missing data. For example, the reported percentage of outreach in “Other Community Location” decreased for individual outreach in the EPAPMHO over the last two years from 3% to 0%. A next step will be to further work at revising certain variables such as the number of participants who access social services. In this year’s finding, the percentage of individuals who reported being referred to “other social services” made up 22% of referrals for the NCOC collaborative for FY 2019-2020. This percentage remained the same compared to last year. This speaks to the need to expand upon the categories for this question.

## Introduction

In 2004, California voters approved Proposition 63, the Mental Health Services Act (MHSA), to provide funding to Counties for mental health services by imposing a 1% tax on personal income in excess of \$1 million. Activities funded by MHSA are grouped into components, and the Community Services and Supports (CSS) component was created to provide direct services to individuals with severe mental illness. CSS is allotted 80% of MHSA funding for services focused on recovery and resilience while providing clients and families an integrated service experience. CSS has three service categories: 1) Full Service Partnerships; 2) General System Development Funds; and 3) Outreach and Engagement.

San Mateo County Behavioral Health and Recovery Services (SMC BHRS) MHSA Outreach and Engagement strategy increases access and improves linkages to behavioral health services for underserved communities. Strategies include community outreach collaboratives, pre-crisis response, and primary care-based efforts. SMC BHRS has seen a consistent increase in representation of underserved communities in its system since the strategies were deployed.

In particular, community outreach collaboratives funded by MHSA include the East Palo Alto Partnership for Mental Health Outreach (EPAPMHO), which targets at-risk youth, transition-age youth and underserved adults (Latino, African American, Pacific Islander, and Lesbian, Gay, Bisexual, Transgender, and Questioning [LGBTQ]) in East Palo Alto, and the North County Outreach Collaborative (NCOC), which targets rural and/or ethnic communities (Chinese, Filipino, Latino, Pacific Islander, and LGBTQ) in the North County region including Pacifica. These collaboratives provide advocacy, systems change, resident engagement, expansion of local resources, education and outreach to decrease stigma related to mental illness and substance abuse. They work to increase awareness of, and access and linkages to, culturally and linguistically competent behavioral health, Medi-Cal and other public health services, and social services. They participate in a referral process to ensure those in need receive appropriate services. Finally, they promote and facilitate resident input into the development of MHSA funded services and other BHRS program initiatives.

Providers reported fiscal year (FY) 2019-2020 (July 1, 2019 through June 30, 2020) outreach data using an electronic form first implemented in quarter four (Q4) of FY 2014-2015. The information collected is self-reported by the attendee. AIR created this form based on interviews with San Mateo County staff and focus groups with providers. This collective effort sought to improve the data collection process so that SMC BHRS and its providers could better understand the reach of their outreach efforts. After data are entered, AIR cleans the data and calculates aggregated counts and percentages to describe outreach activities. Please see Appendix I for information about calculations.

This report focuses on EPAPMHO and NCOC's outreach events that occurred during FY 2019-2020 and outreach event attendees. We also present historical data from FY 2014-2015, FY 2015-2016, FY 2016-2017, FY 2017-2018, and FY 2018-2019 to show how outreach has changed over time. Counts of attendees do not necessarily represent unique individuals because a



person may have been part of more than one outreach event, taken part in both individual and group outreach events, and/or interacted with different providers. Provider summaries are also available to help SMC BHRS and its providers better understand each individual provider’s outreach efforts. Please refer to Appendix A to I.

## Overall Outreach

During FY 2019-2020, SMC BHRS outreach providers reported a total of 13,023 attendees at outreach events—813 attendees reached through individual outreach events and 12,210 attendees reached across 252 group outreach events. Each individual outreach event occurs with a single attendee. Group outreach events include multiple attendees. The count of attendees is not necessarily unique because a person may have been a part of multiple individual or group outreach events.

**Table 1** shows outreach attendees, by collaborative, provider, and event type (i.e., individual or group) for FY 2019-2020.

Table 1. Outreach Attendees, by Collaborative, Provider, and Event Type, FY 2019-2020

Provider Organization	Number of Individual Outreach Attendees	Number of Attendees at Group Outreach Events	Total Attendees Reported Across All Events
<b>North County Outreach Collaborative (NCOC)</b>			
Asian American Recovery Services	304	594	898
Daly City Peninsula Partnership Collaborative	0	5999	5999
Daly City Youth Health Center	23	2689	2712
Pacifica Collaborative	18	2453	2471
Star Vista	118	308	426
<b>Total (NCOC)</b>	463	12,043	12,506
<b>East Palo Alto Partnership for Mental Health Outreach (EPAPMHO)</b>			
Anamatangi Polynesian voices*	73	167	240
El Concilio	81	0	81
Free at Last	196	0	196
<b>Total (EPAPMHO)</b>	350	167	517
<b>Total (NCOC and EPAPMHO)</b>	813	12,210	13,023

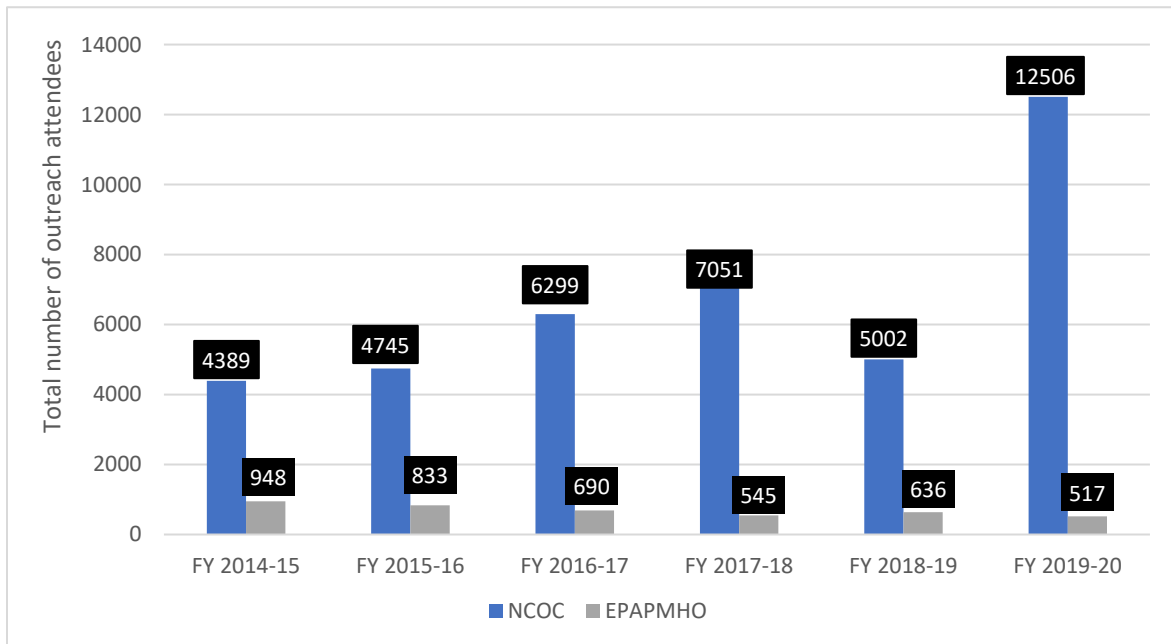
\*Note: Multicultural Counseling and Education Services of the Bay Area (MCESBA) changed their name to Anamatangi Polynesian voices.

It is expected that the NCOC would serve a much larger proportion of the Outreach Collaborative effort as it serves the entire north region of San Mateo County (estimated population 140,149) including the cities of Colma, Daly City, and Pacifica, which is five times the population of the city of East Palo Alto, served by the EPAPMHO. The north region also spans a

much wider geographical area, making group events (vs. individual outreach) such as community wide fairs much more feasible and relevant. In contrast, East Palo Alto spans 2.5 square miles making an individual approach to outreach more achievable.

The total number of NCOC outreach attendees showed an increase over time from 2018-2020, with FY 2018-2019 being the exception. In 2019-2020, the total number of NCOC increased significantly due to COVID-19 pandemic. The COVID-19 regional stay-at-home order was issued March 16 and services provided from March to June 2020 showed an increase in outreach. Daly City Peninsula Partnership Collaborative and Daly City Youth Health Center also both do food distribution and outreach and these services were highly used during COVID-19 pandemic. The total number of EPAPMHO outreach attendees decreased in FY 2014-2018 but then increased again from FY 2018-2019 to decrease again in FY 2019-2020 (**Figure 1**).

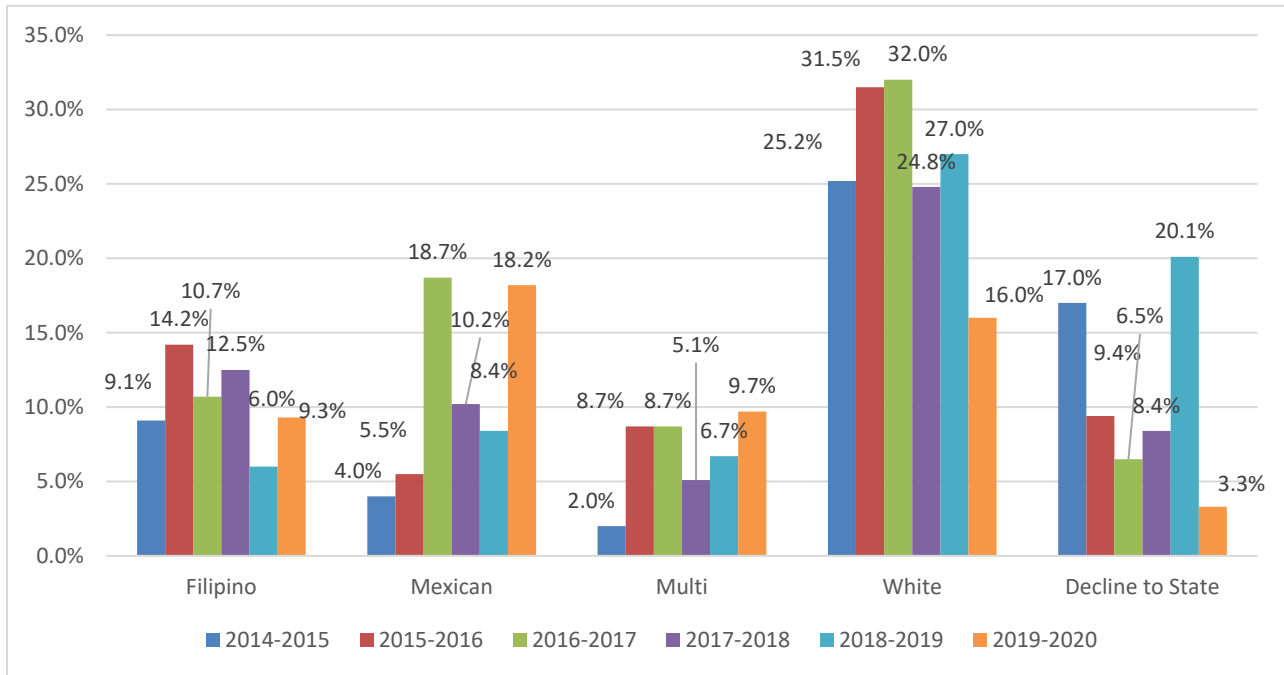
Figure 1. Total Outreach Attendees by Collaborative, FY 2014-2020



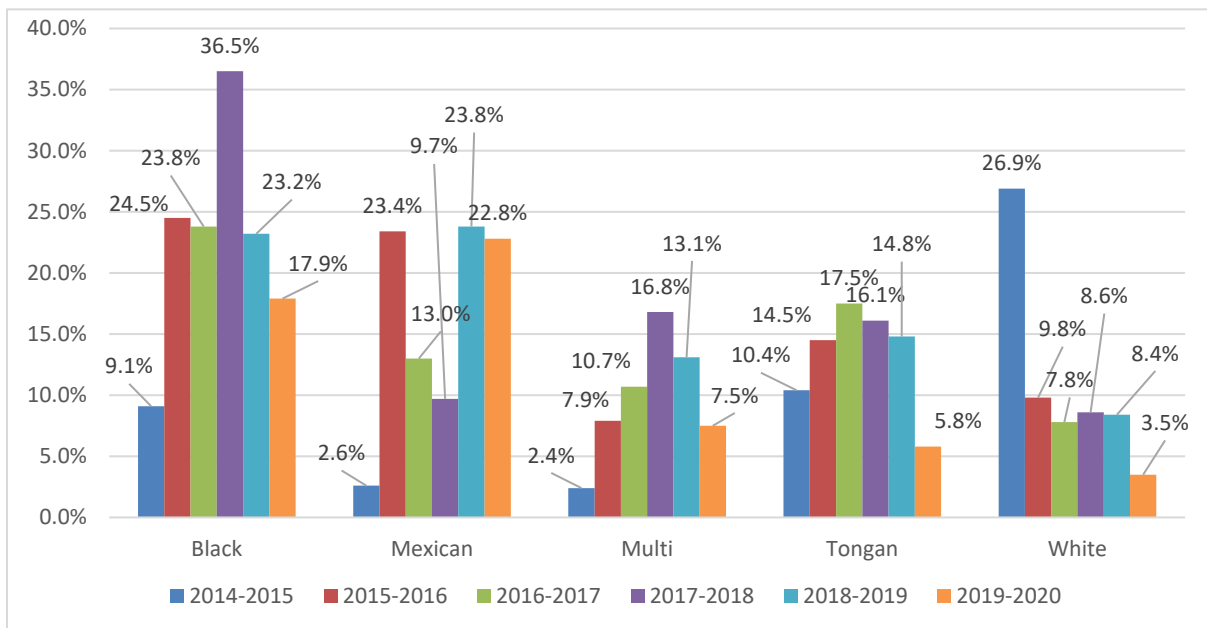
Note: The attendee numbers from previous FYs are slightly higher than those reported in the previous reports because some outreach data was reported after that FY.

**Figures 2a and 2b** presents the top five race/ethnicity groups served by individual or group outreach in each year for FY 2014-2015, FY 2015-2016, FY 2016-2017, FY 2017-2018, FY 2018-2019, and FY 2019-2020 within each collaborative. A table with the entire breakdown of race/ethnicity groups from FY 2014 to FY 2020 is presented later in the Appendix J.

**Figure 2a. Percentage of Race/Ethnicity Groups Served by NCOC, FY 2014-2015 to FY 2019-2020**



**Figure 2b. Percentage of Race/Ethnicity Groups served by EPAMHO, FY 2014-2015 to FY 2019-2020**



The NCOC has seen a fluctuation in outreach numbers overall and there are a few key differences in the racial/ethnic demographics of the outreach attendees. Outreach to Filipino, Mexican, and multi-racial attendees increased from FY 2018-2019 to FY 2019-2020. However, outreach to White attendees and those who declined to state their race/ethnicity decreased from FY 2018-2019 to FY 2019-2020.

The EPAPMHO has also seen a decrease in outreach numbers overall and there are a few key differences in the racial/ethnic demographics of the outreach attendees. In particular, from FY 2018-2019 to FY 2019-2020, the Black, multi-racial, Tongan, and White populations reported an increase by five percentage points, six percentage points, nine percentage points, and five percentage points, respectively. The Mexican population had a one-point percentage decrease. As a special note, the percentage of Hawaiian attendees, not shown in the Figure 2b, increased significantly in FY 2019-2020 to 31.5% compared to FY 2018-2019 (2.3%), FY 2017-2018 (0.9%), FY 2016-2017 (0.3%), FY 2015-2016 (0.8%), and FY 2014-2015 (1.0%).

**Figures 3a and 3b** present the percentages of the mental health and substance abuse referrals made as a result of attending the outreach events by collaborative for FY 2014-2015, FY 2015-2016, FY 2016-2017, FY 2017-2018, FY 2018-2019, and 2019-2020.

**Figure 3a. Percentage of Mental Health/Substance Abuse referrals by NCOC, FY 2014-2015 to FY 2019-2020**

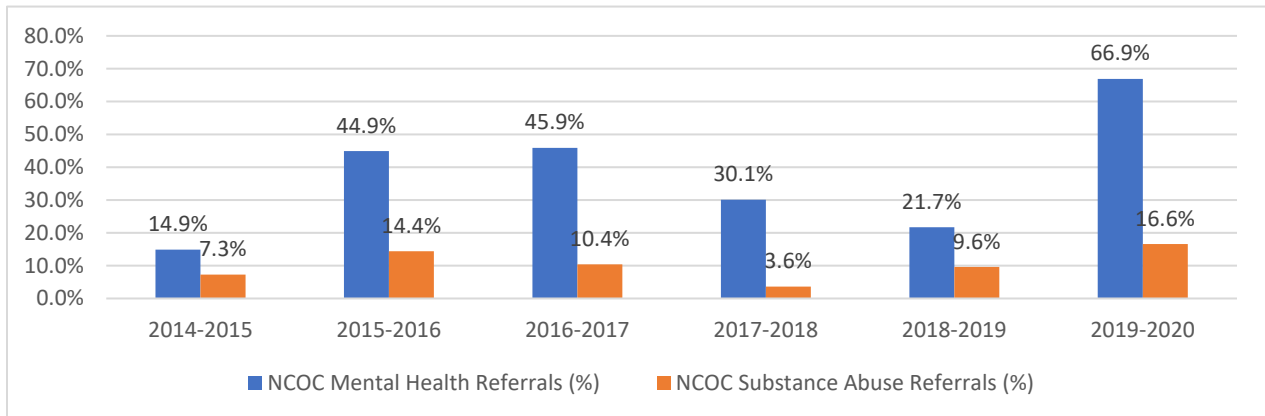
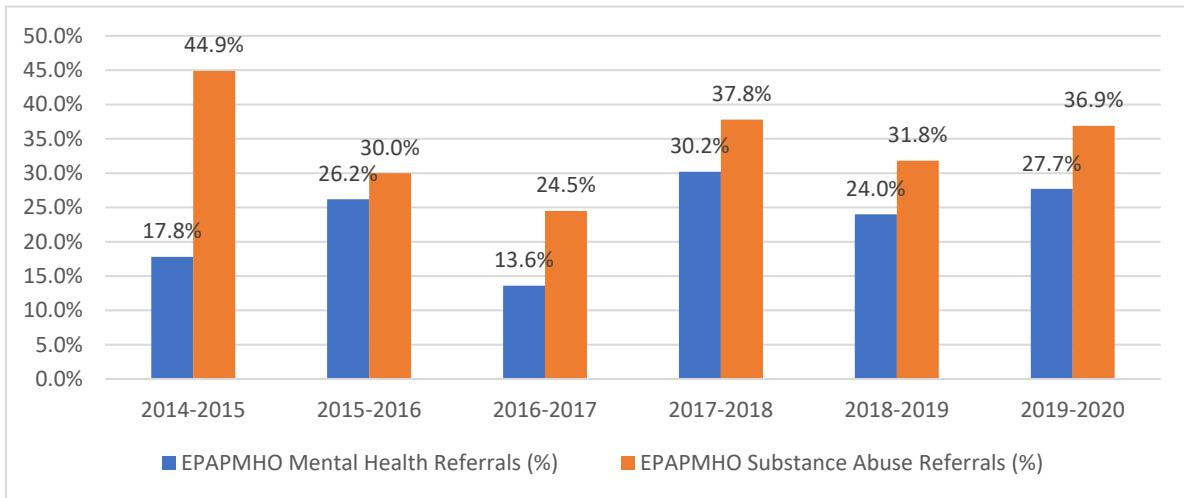


Figure 3b. Percentage of Mental Health/Substance Abuse referrals by EPAPMHO, FY 2014-2015 to FY 2019-2020



Mental health referrals in the NCOC collaborative has fluctuated over the years. In FY 2019-2020, mental health referrals increased significantly by 45 percentage points. Substance abuse referrals also increased in FY 2019-2020 by ten percentage points.

A similar pattern in mental health and substance referrals between FY 2018-2019 to FY 2019-2020 is observed in the EPAPMHO collaborative. Mental health referrals increased by three percentage points in FY 2019-2020. Substance abuse referrals increased by five percentage points in FY 2019-2020.

Figures 4a and Figure 4b present referrals to social services in FY 2014-2015, FY 2015-2016, FY 2016-2017, FY 2017-2018, FY 2018-2019, and 2019-2020 by each collaborative. The percentages represent percent of total attendee referrals to social services.

Figure 4a. Referrals to Social Services made by NCOC, FY 2014-2015 to FY 2019-2020

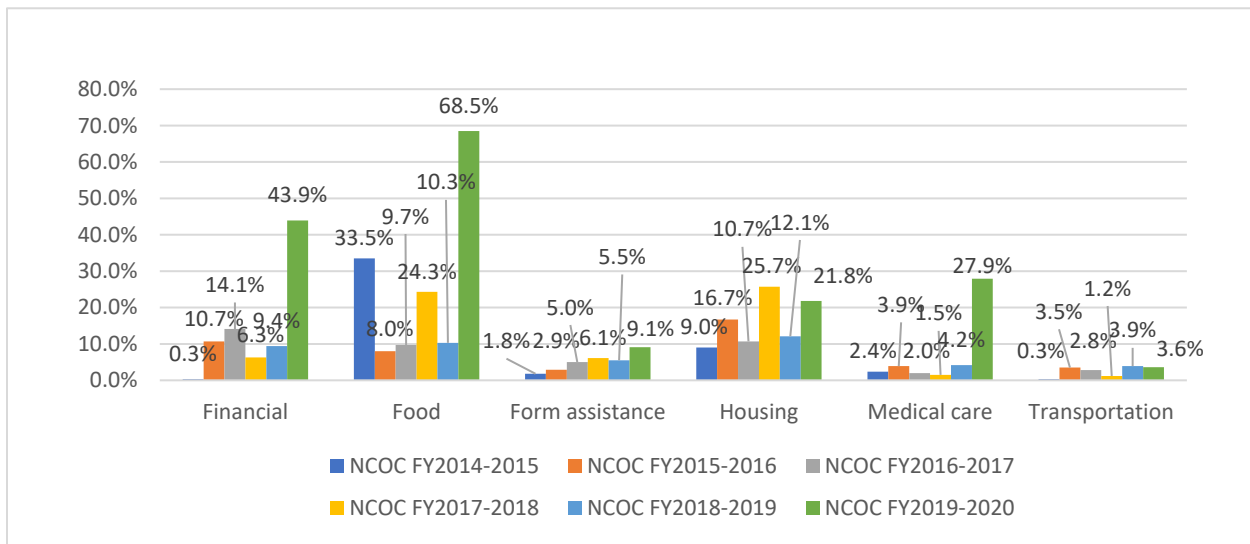
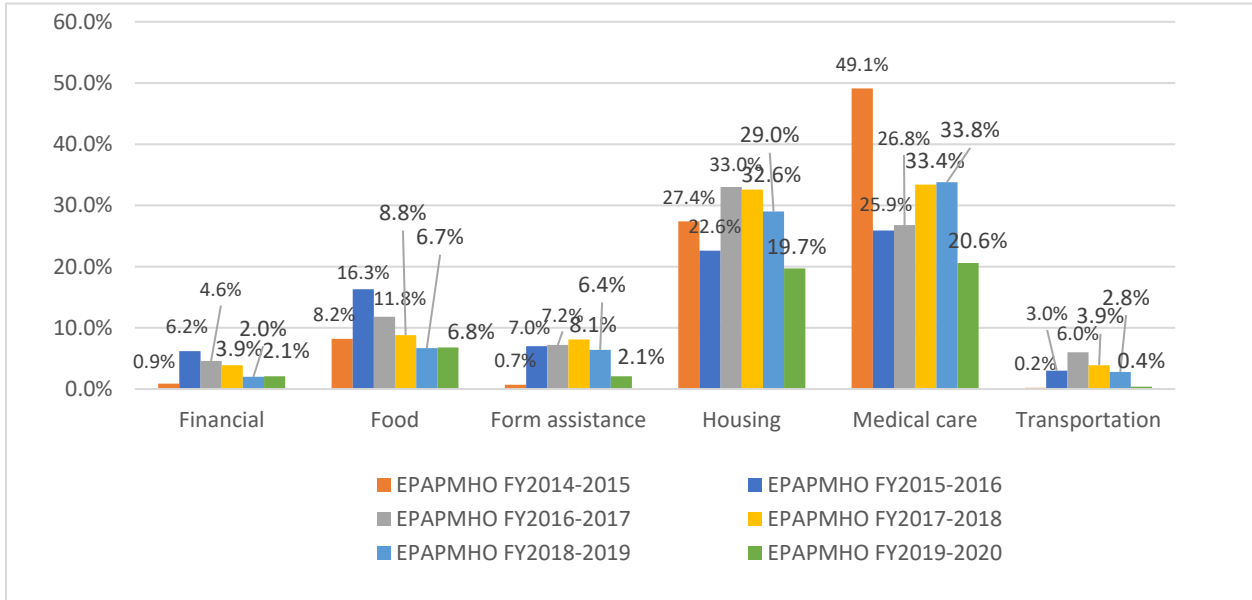


Figure 4b. Referrals to Social Services made by EPAPMHO, FY 2014-2015 to FY 2019-2020



- NCOC had 1,101 referrals in FY 2019-2020 to social services, as compared to 330 referrals in FY 2018-2019 and 592 referrals in FY 2017-2018 and 496 referrals in FY 2016-2017 and 485 referrals in FY 2015-2016 and 379 referrals in FY 2014-2015. In FY 2019-2020 EPAPMHO had 563 referrals to social services as compared to 921 in FY 2018-2019 and 727 in FY 2017-2018 referrals and 652 referrals in FY 2016-2017 and 1433 referrals in FY 2015-2016 and 438 referrals in FY 2014-2015.
- In FY 2019-2020, NCOC had a decrease in transportation compared to the prior year, going from 3.9% to 3.6%. There was an increase in percentage of referrals to financial (35 percentage points), food (58 percentage points), form assistance (4 percentage points), housing (10 percentage points), and medical care (24 percentage points) over the last two years.
- In FY 2019-2020, EPAPMHO had decreases in the percentage of referrals to form assistance (4 percentage points), housing (9 percentage points), medical care (13 percentage points), and transportation (2 percentage points) referrals. Percent of attendee referrals for financial and food increased by less than one percentage point.

The next two sections discuss the recipient and event characteristics in FY 2019-2020 for the NCOC and EPAPMHO collaboratives, respectively.

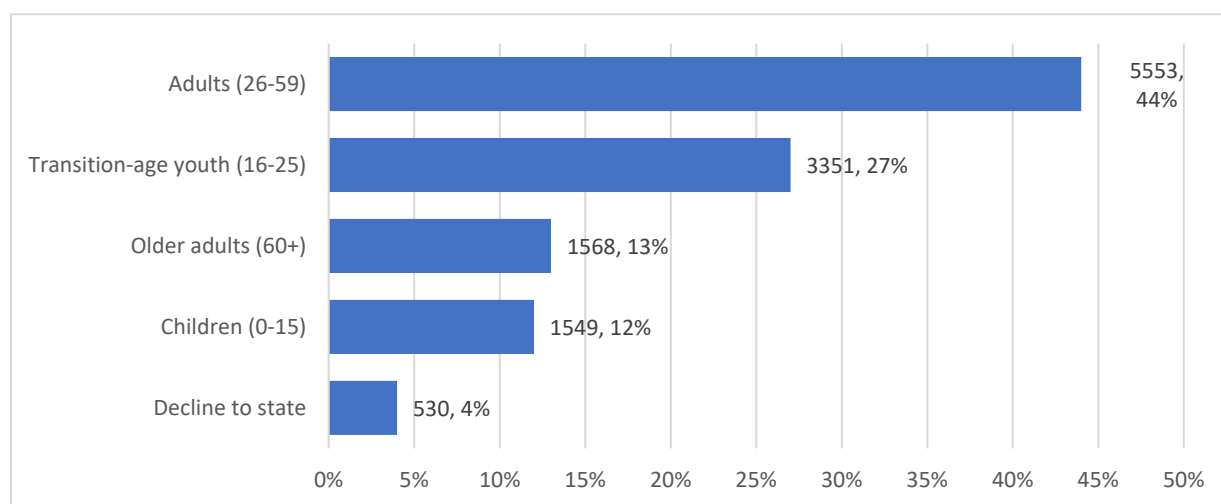
## NCOC

In FY 2019-2020, there were 12,506 attendees at individual and group outreach events across the five provider organizations in the NCOC.

### Demographics

**Age:** Attendees across NCOC outreach events were adults (26-59 years, 44%), transition-age youth (16-25 years, 27%), older adults (60 years or older, 13%), and children (0-15 years, 12%) in FY 2019-2020. Four percent of attendees declined to state their age. See **Figure 5** for the number and percentage of total outreach attendees representing each reported age group.

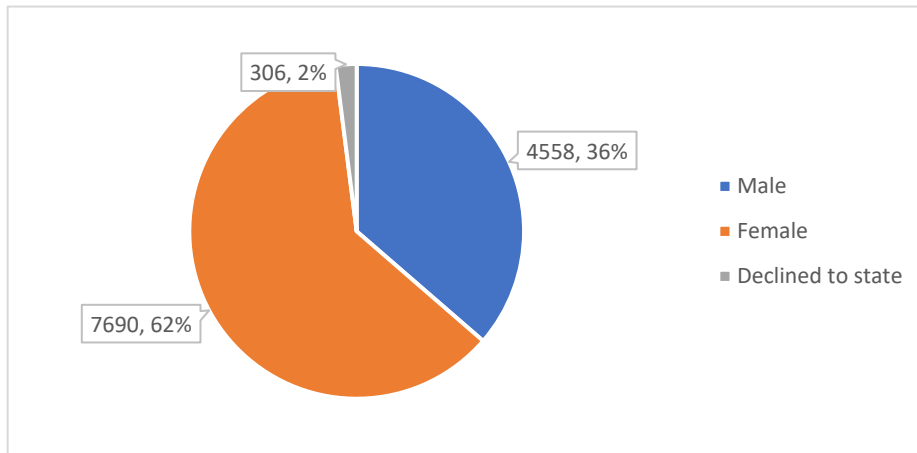
Figure 5. Age of Total Outreach Attendees Served by NCOC, FY 2019-2020



Note: Percentages may not sum to 100% because of rounding. The denominator for age percent is the sum of all age data reported. Total count for age reported may exceed the total number of attendees, because some providers may have reported individuals in two or more age groups, leading to extra counts in some cases for the group outreach attendees. The denominator for age percent is the sum of all age data reported.

**Sex at birth:** In FY 2019-2020, attendees across NCOC events were females (62%), males (36%). Two percent of attendees declined to state their sex at outreach events. See **Figure 6** for the number and percentage of outreach attendees reporting each sex type.

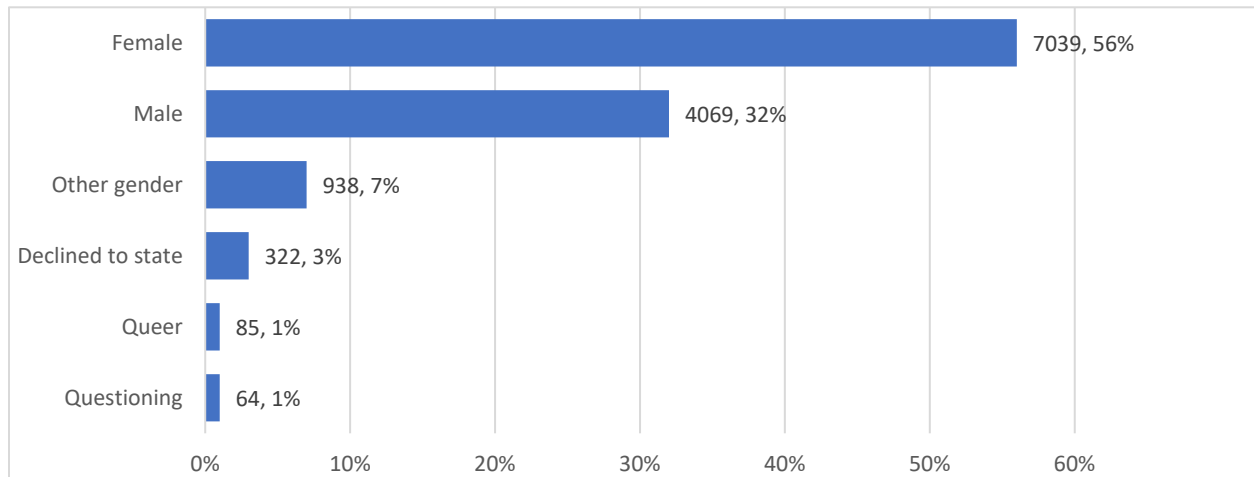
Figure 6. Sex at Birth of Outreach Attendees Served By NCOC, FY 2019-2020



Note: Percentages may not sum to 100% because of rounding. \*\* Total count for sex reported may exceed the total number of attendees, because some providers may have reported individuals in two or more sex groups, leading to extra counts in some cases for the group outreach attendees. The denominator for sex percent is the sum of all sex data reported.

**Gender:** Attendees in FY 2019-2020 identified themselves as female (56%), male (32%), other gender (7%), queer (1%), and questioning (1%). Less than 1 percent identified themselves as female-to-male transgender, male-to-female transgender, and indigenous. Three percent declined to state their gender. See **Figure 7** for the number and percentage of attendees reporting each gender type.

Figure 7. Gender of Outreach Attendees Served By NCOC, FY 2019-2020

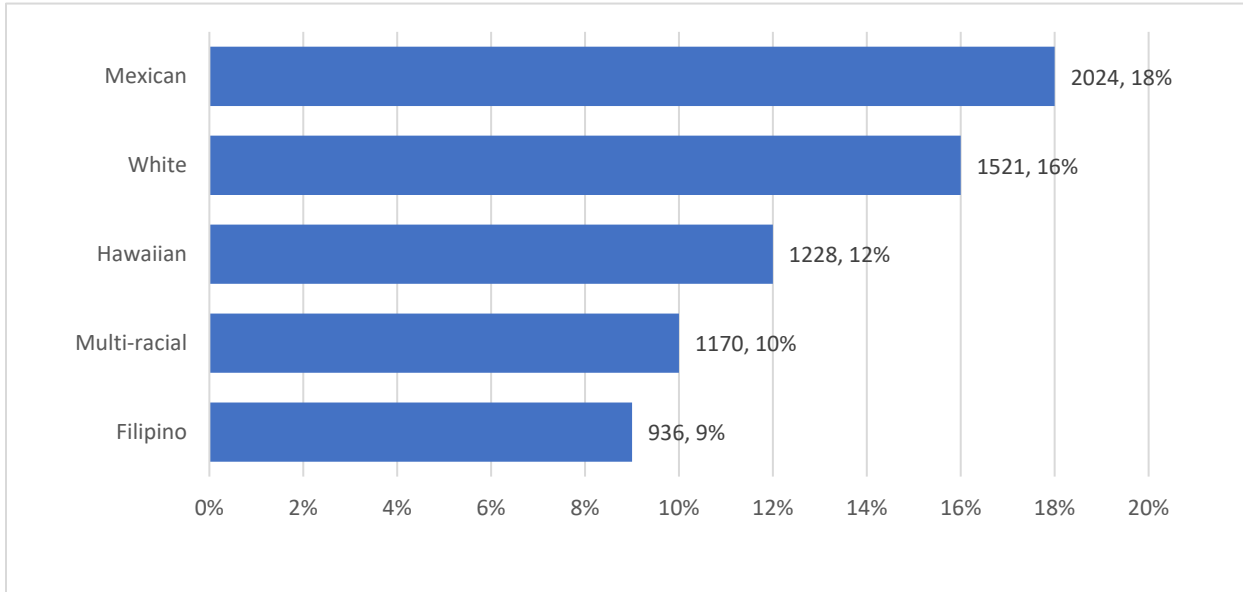


Note: Percentages may not sum to 100% because of rounding. \*\* Total count for gender may exceed the total number of attendees, because some providers may have reported individuals in two or more gender groups, leading to extra counts in some cases. The denominator for gender percent is the sum of all gender data reported.

**Race and ethnicity:** In FY 2019-2020, the five largest racial/ethnic groups represented by all NCOC attendees were Mexican (18%), White (16%), Hawaiian (12%), and Filipino (9%). Ten percent of the attendees were multi-racial. See **Figure 8** for the number and percentage of attendees representing each reported racial/ethnic group.



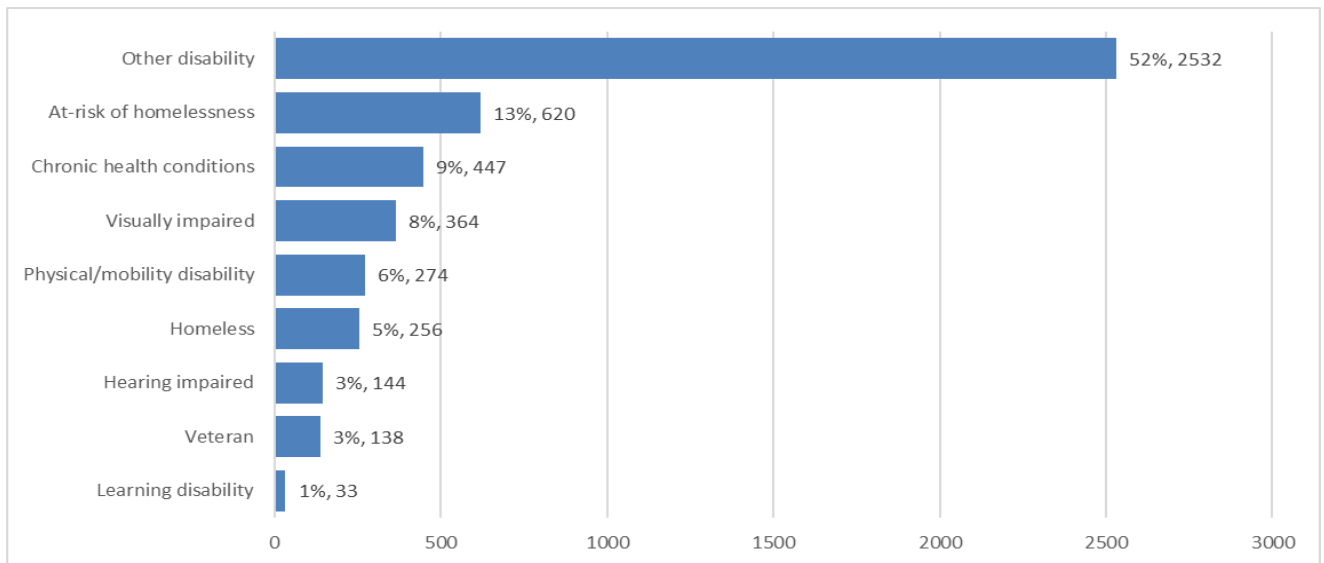
Figure 8. Race and Ethnicity of Outreach Attendees Served By NCOC, FY 2019-2020



Note: The denominator for race/ethnicity percent is the sum of all race/ethnicity data reported. \*\* Total count for race/ethnicity may exceed the total number of attendees, because some providers may have reported individuals in two or more race/ethnicity groups, leading to extra counts in some cases. The denominator for race/ethnicity percent is the sum of all race/ethnicity data reported.

**Special populations:** Of the attendees indicating they were part of special populations, 52% had other disabilities, 13% were at risk for homelessness, 9% had chronic health conditions, 8% were visually impaired, 6% had a physical/mobility disability, 5% were homeless, 3% were hearing impaired, 3% were veterans, and 1% had a learning disability. Less than 1% had dementia and developmental disability. Refer to **Figure 9** for the number and percentage of attendees representing each special population in FY 2019-2020.

Figure 9. Special Populations Served By NCOC, FY 2019-2020



Note: Attendees could be included in more than one special population. Percentages may not sum to 100% because of rounding. The denominator for special population group is the sum of all special population data reported.

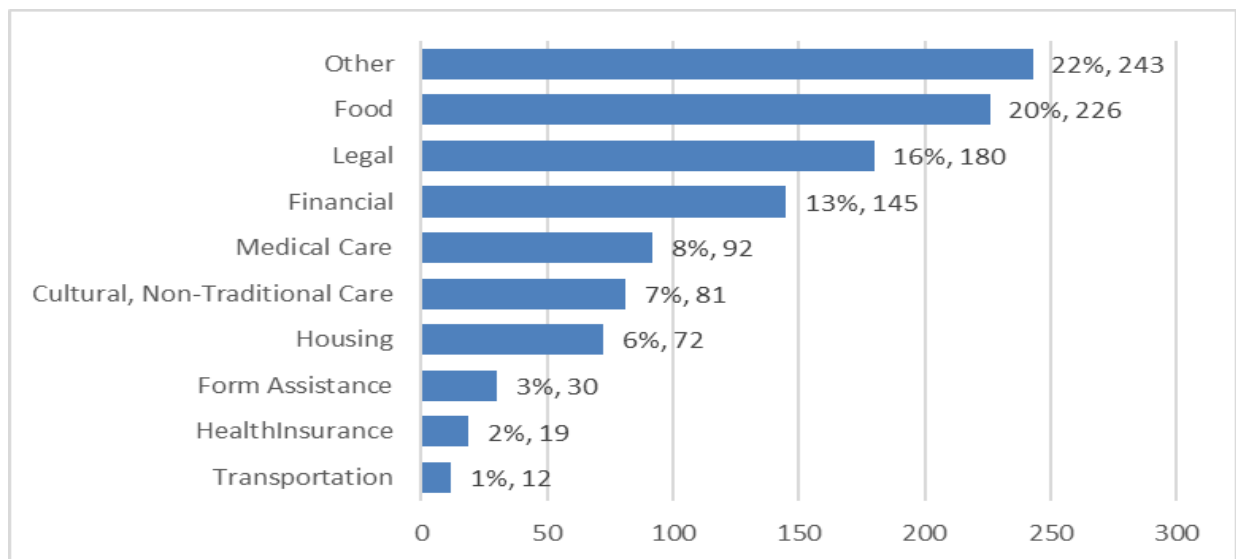
### Additional outreach characteristics (individual outreach events only)

**Previous Contact:** Twenty-two percent of individual outreach events were conducted with attendees who had a previous outreach contact with NCOC.

**Mental Health/Substance Abuse Referrals:** NCOC individual outreach events resulted in mental health referrals (67%) and substance abuse referrals (17%) in FY 2019-2020.

**Referrals to Social Services:** Providers made 1102 referrals to 327 NCOC individual outreach attendees. Of the different referral types, the top four types of referrals made for attendees were in other category (22%), food (20%), legal (16%) and financial services (13%). Less than one percent were referred to emergency protective services. Other referrals that were reported included obtaining referrals for advocacy resources, clothing assistance, and utility assistance. In **Figure 10**, we summarize the number and percentage of attendees receiving a given type of referral in FY 2019-2020.

Figure 10. Referrals to Social Services, FY 2019-2020



Note: Percentages may not sum to 100% because of rounding. Attendees can choose more than one category. The denominator for referral group is the sum of all referral data reported.

### Event characteristics

**Location:** NCOC individual outreach events primarily occurred over the phone (37%) or in health primary clinics (22%), unspecified field locations (17%), **other locations** (13%), and offices (11%) in FY 2019-2020. Less than one percent of attendees reported attending outreach events at non-traditional locations. Group outreach events primarily occurred in other community locations (56%), homes (24%), schools (10%), and **other locations** (9%), Less than

1% of attendees reported attending outreach events at hospitals or skilled nursing facilities. Other community locations included places such as Boys and Girls club, community centers, Daly City Youth Health Center, health fairs, fair grounds, malls, and public parks. The **other location** category includes all the locations that are reported that make up less than 10 percent of the total locations reported. **Figures 11 and 12** present individual and group outreach event locations in FY 2019-2020.

Figure 11. Locations of NCOC Individual Outreach Events, FY 2019-2020

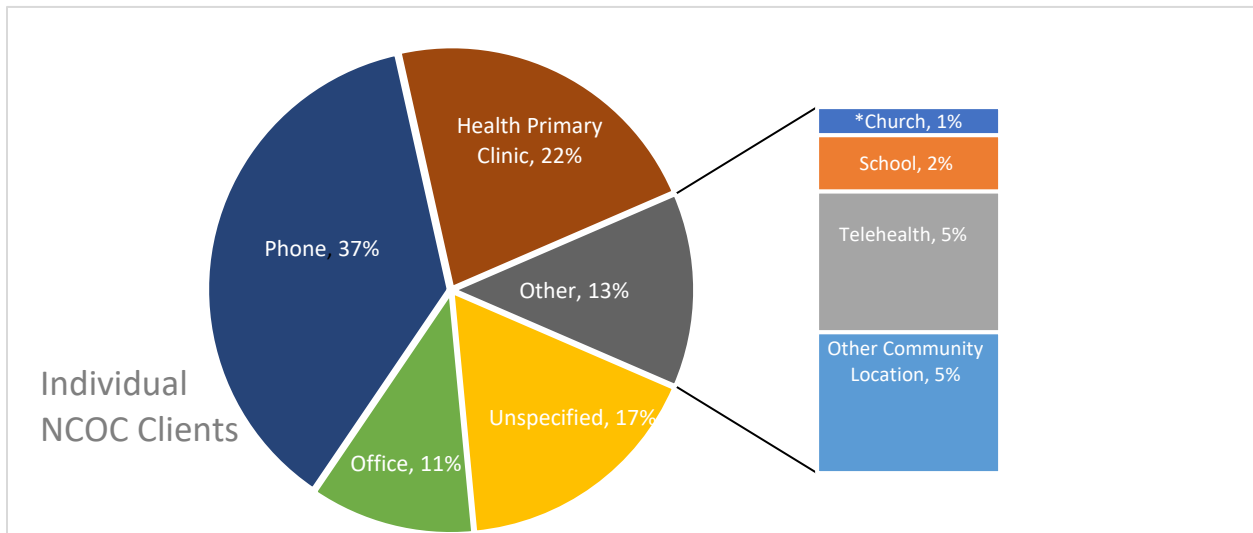
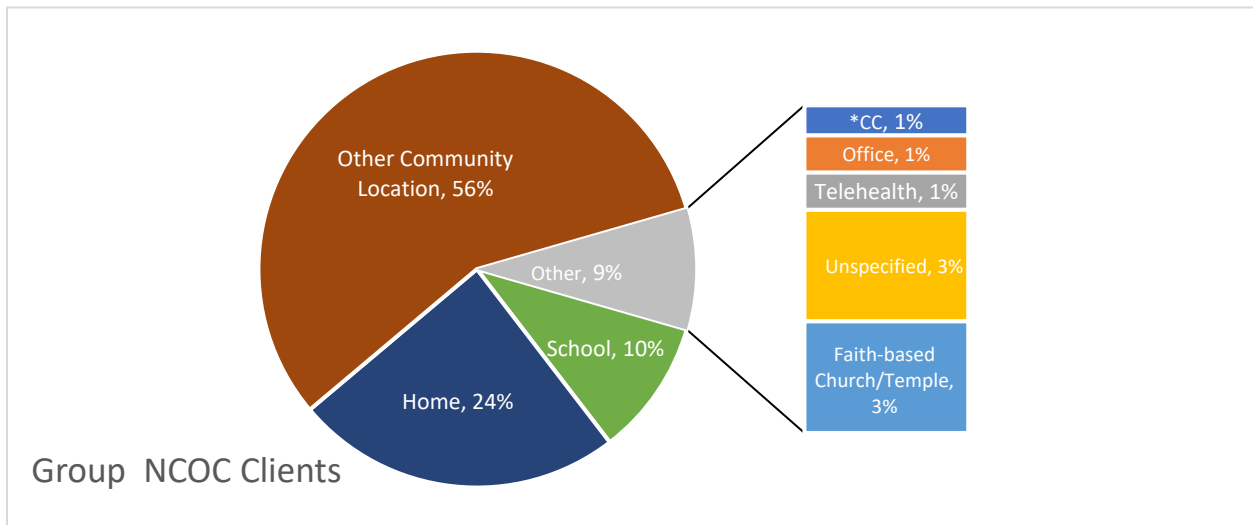


Figure 12. Locations of NCOC Group Outreach Events, FY 2019-2020



Note: CC = Age-Specific Community Center, Church = Faith based Church/Temple, Unspecified = Field (unspecified). Percentages may not sum to 100% because of rounding. Attendees can choose more than one category. The denominator for location percent is the sum of all location data reported.

**Length of contact:** For FY 2019-2020, the individual outreach events lasted from 5 to 120 minutes and lasted on average 32 minutes. The average length of NCOC group outreach events ranged from 1 to 240 minutes and lasted 110 minutes on average.

**Language used:** NCOC individual outreach events were conducted in English (72%), Mandarin (15%), Cantonese (11%), Spanish (1%), Tagalog (<1%), Tongan (<1%), and other languages (<1%) in FY 2019-2020. NCOC group outreach events were conducted in English (99%), Spanish (1%), and Tagalog (<1%) in FY 2019-2020.

**Preferred language:** NCOC individual outreach attendees preferred English (60%), Mandarin (15%), Cantonese (11%), Samoan (5%), Tongan (4%), Spanish (3%), and Tagalog (2%). One individual stated that they preferred to use another language. NCOC group outreach attendees preferred English (77%), Samoan (14%), Tagalog (3%), Cantonese (3%), Spanish (2%), Mandarin (1%), and Tongan (<1%). **Figures 13 and 14** present breakdowns of preferred languages at individual and group outreach events in FY 2018-2019.

Figure 13. Preferred Languages for NCOC Individual Outreach Attendees, FY 2019-2020

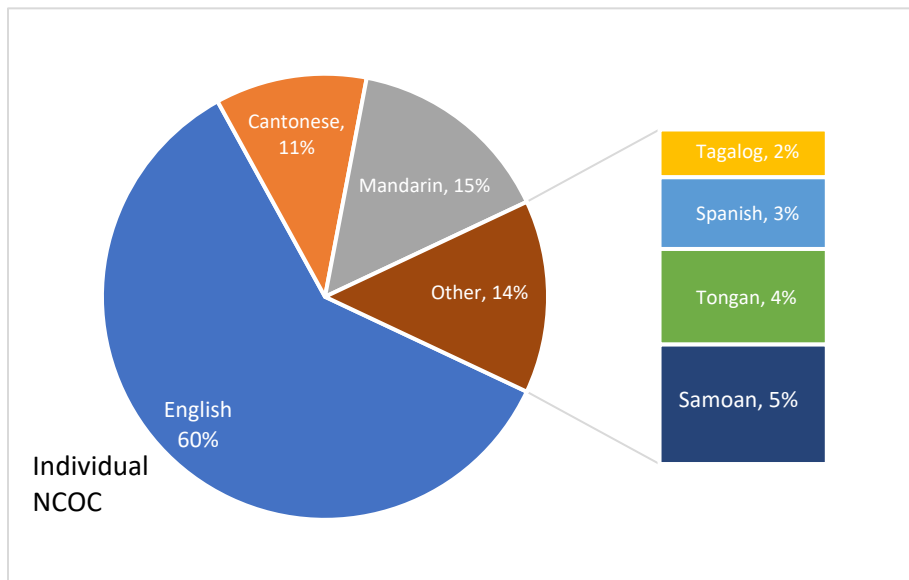
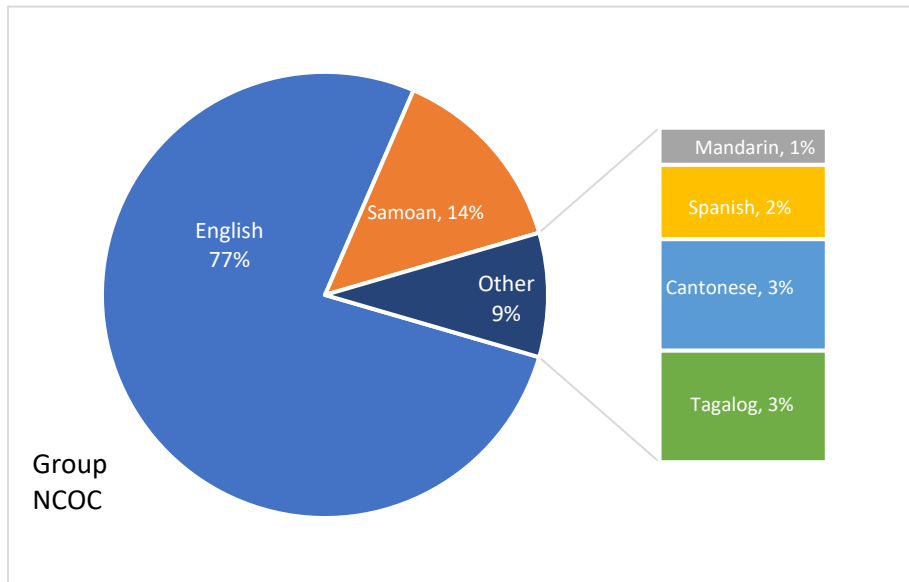


Figure 14. Preferred Languages for NCOC Group Outreach Attendees, FY 2019-2020



Note: Percentages may not sum to 100% because of rounding. The denominator for preferred language percent is the sum of all preferred language data reported.

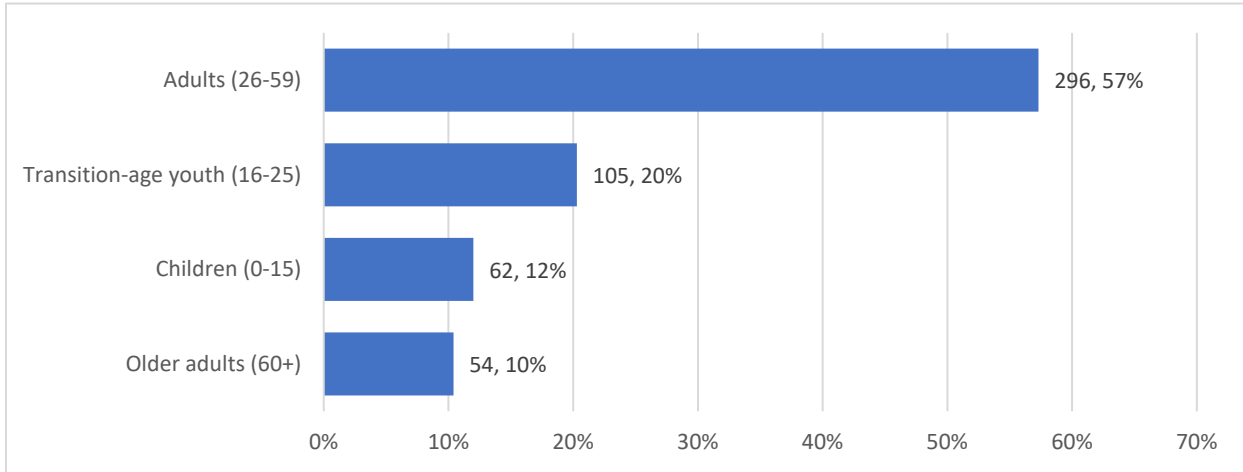
## EPAPMHO

In FY 2019-2020, there were 417 attendees at individual and group outreach events across the three provider organizations in the EPAPMHO.

### Demographics

**Age:** EPAPMHO individual and group outreach attendees were adults (26-59 years, 57%), transition-age youth (16-25 years, 20%), children (0-15 years, 12%), and older adults (60+ years or older, 10%) in FY 2019-2020. See **Figure 15** for the number and percentage of outreach attendees representing each reported age group.

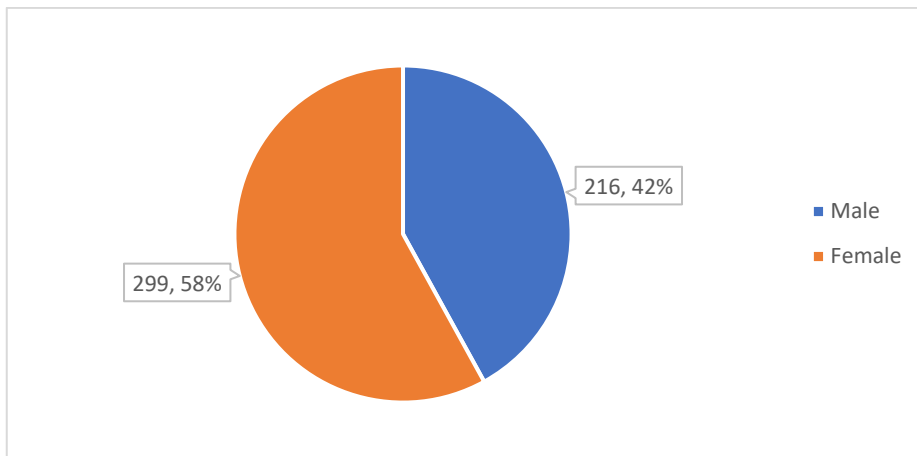
Figure 15. Age of Outreach Attendees Served By EPAPMHO, FY 2019-2020



Note: Percentages may not sum to 100% because of rounding. The denominator for age percent is the sum of all age data reported.

**Sex at birth:** Attendees across EPAPMHO outreach events were male (42%), female (58%), and less than one percent declined to state their sex at birth in FY 2019-2020. See **Figure 16** for the number and percentage of outreach attendees representing each reported sex.

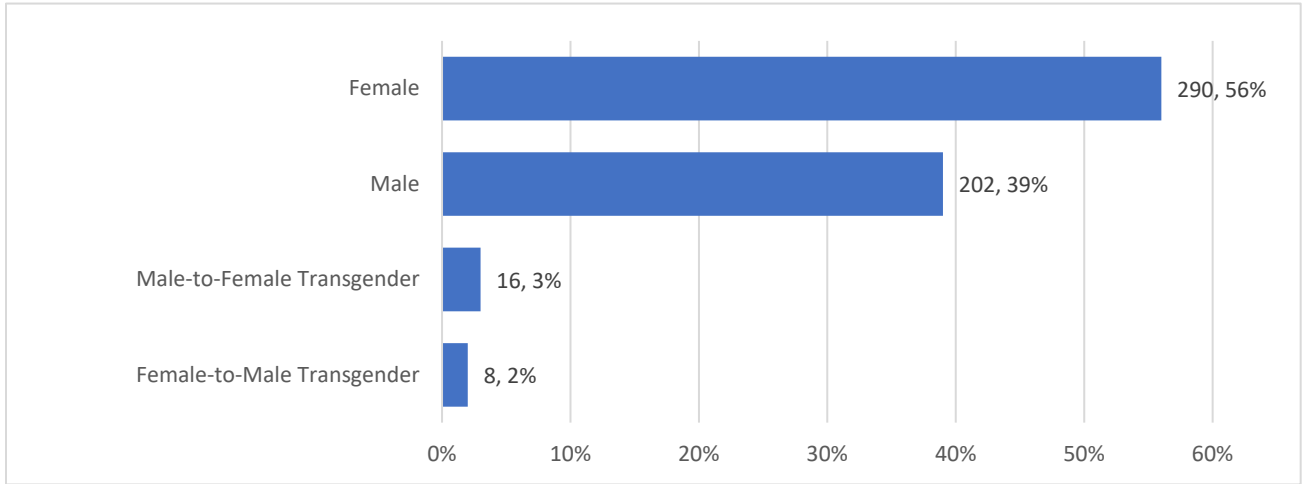
Figure 16. Sex at Birth of Outreach Attendees Served By EPAPMHO, FY 2019-2020



Note: Percentages may not sum to 100% because of rounding. The denominator for sex percent is the sum of all sex data reported.

**Gender:** Attendees across EPAPMHO individual and group outreach events identified themselves primarily as female (56%), male (39%), male-to-female transgender (3%), and female-to-male transgender (2%) in FY 2019-2020. See **Figure 17** for the number and percentage of individual and group outreach attendees representing each reported gender.

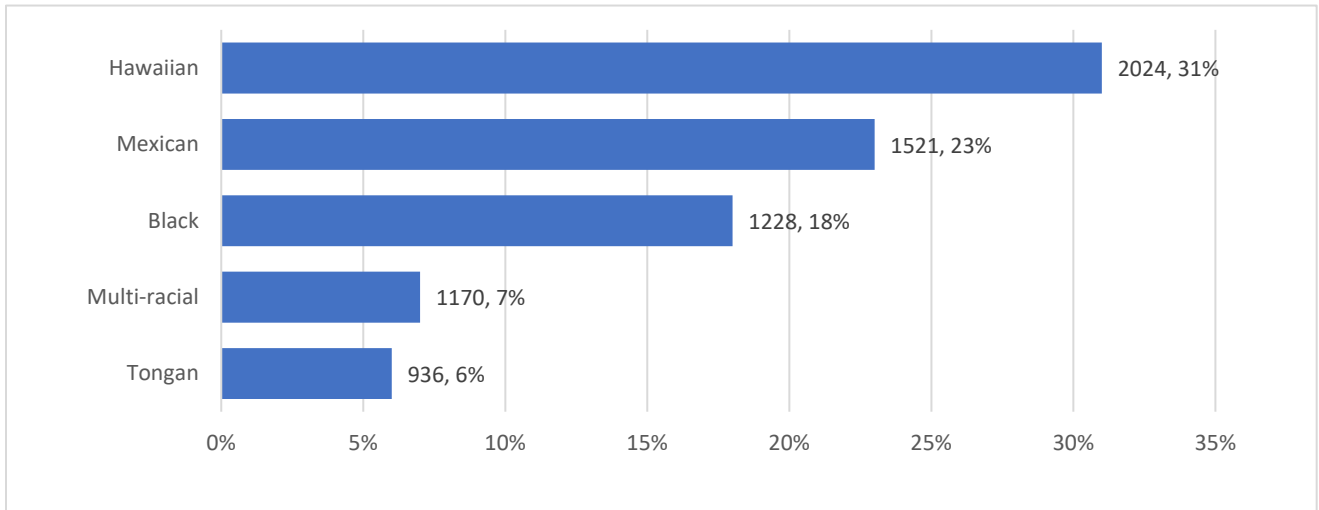
Figure 17. Gender of Outreach Attendees Served By EPAPMHO, FY 2019-2020



Note: Percentages may not sum to 100% because of rounding. \*\* Total count for gender may exceed the total number of attendees, because some providers may have reported individuals in two or more gender groups, leading to extra counts in some cases. The denominator for gender percent is the sum of all gender data reported.

**Race and ethnicity:** In FY 2019-2020, the four largest racial/ethnic groups represented by all EPAPMHO attendees were Hawaiian (31%), Mexican (23%), Black (18%), and Tongan (6%). Seven percent of the attendees were multi-racial. See **Figure 18** for the number and percentage of attendees representing each reported racial/ethnic group.

Figure 18. Race and Ethnicity of Outreach Attendees Served By EPAPMHO, FY 2019-2020

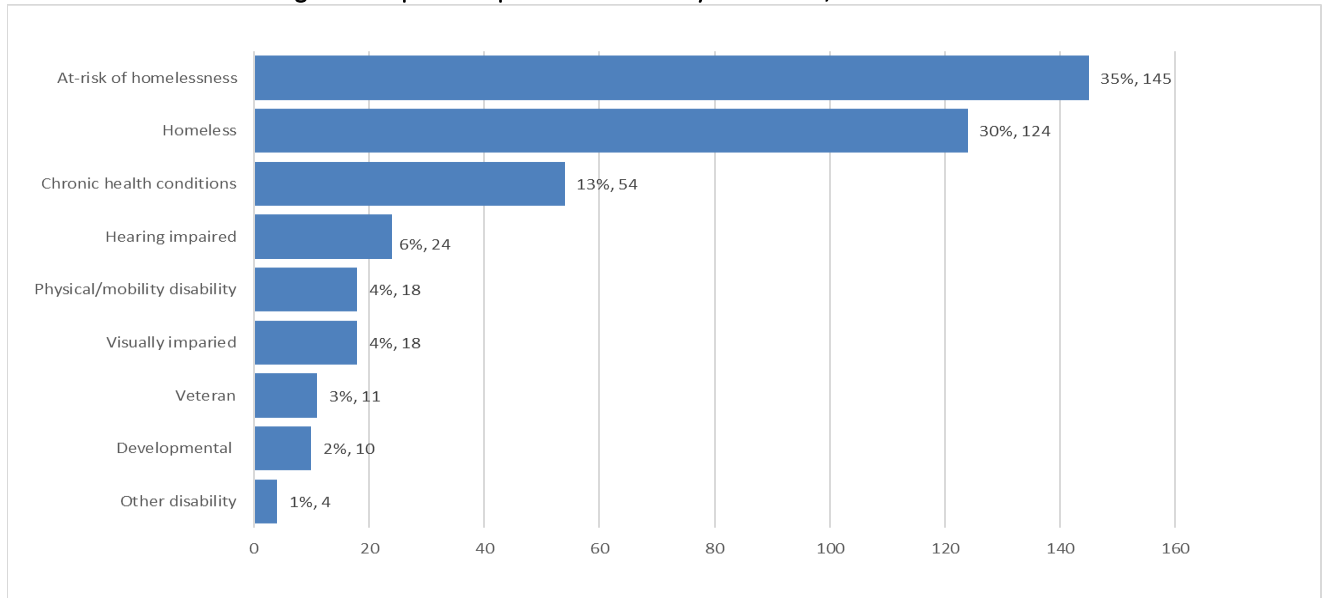


Note: Total count for race/ethnicity reported may exceed the total number of attendees, because some providers may have reported individuals who are multi-racial as both multi-racial and their respective race/ethnicities, leading to extra counts in some cases. The denominator for race/ethnicity percent is the sum of all race/ethnicity data reported.

**Special populations:** Of the special populations, 35% were at-risk of homelessness, 30% were homeless, 13% had chronic health conditions, 6% were hearing impaired, 4% had a physical/mobility disability, 4% were visually impaired, 3% were veteran, 2% had a

developmental disability, 1% had other disabilities, less than 1% had a learning disability and dementia. Refer to **Figure 19** for the number and percentage of attendees representing each special population in FY 2019-2020.

**Figure 19. Special Populations Served by EPAPMHO, FY 2019-2020**



Note: Attendees could be included in more than one special population. The denominator for special population group is the sum of all special population data reported.

### Additional outreach characteristics (individual outreach events only)

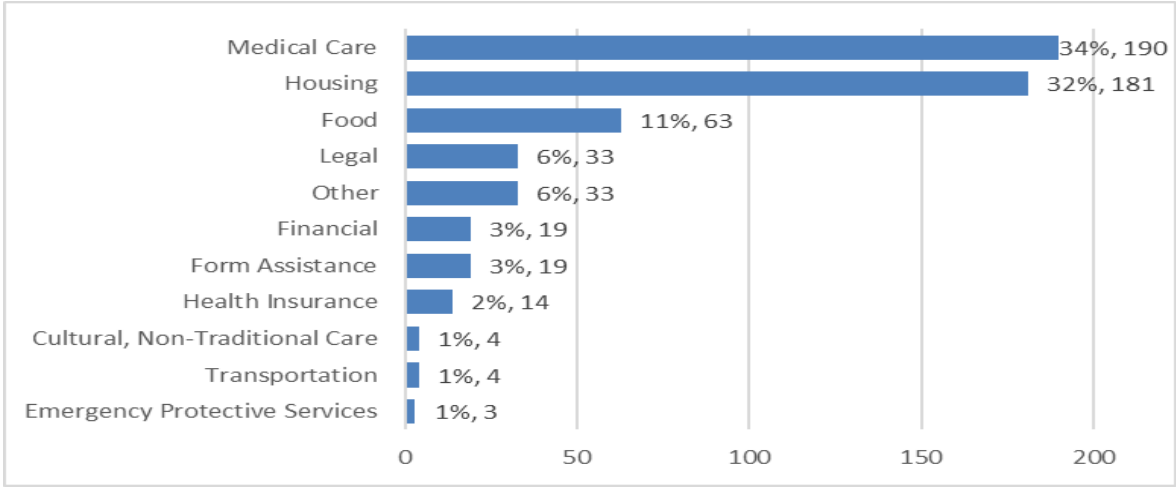
**Previous Contact:** Thirty-five percent of individual outreach events were conducted with attendees who had a previous outreach contact with EPAPMHO.

**Mental Health/Substance Abuse Referrals:** EPAPMHO individual outreach events resulted in mental health referrals (28%) and substance abuse referrals (37%) in FY 2019-2020.

**Referrals to Social Services:** Providers made 563 referrals to 311 EPAPMHO individual outreach attendees. Of the different referral types, the top five types of referrals made for attendees were for medical care (34%), housing (32%), food (11%), legal (6%), and other referrals (6%). Other referrals that were reported included obtaining referrals for COVID testing sites, job assistance, parenting classes, clothing assistance, and counseling resources. **Figure 20** summarizes the number and percentage of attendees receiving a given type of referral.



Figure 20. Referrals to Social Services, FY 2019-2020



Note: Percentages may not sum to 100% because of rounding. Attendees can choose more than one category. The denominator for referral group is the sum of all referral data reported.

### Event characteristics

**Location:** EPAPMHO individual outreach events occurred in unspecified field locations (44%), offices (31%), other locations (12%). Eleven percent occurred over the phone in FY 2019-2020. Less than one percent occurred on the job or via mobile sites. EPAPMHO group outreach events occurred in offices (33%), over the phone (24%), in homes (19%), unspecified field locations (14%), and other community locations (10%). Other community locations included places such as YMCA and on zoom sessions. The **other locations** category includes all the locations that are reported that make up less than 10 percent of the total locations reported. **Figures 21 and 22** present individual outreach and group outreach event locations in FY 2019-2020.

Figure 21. Location of EPAPMHO Individual Outreach Events, FY 2019-2020

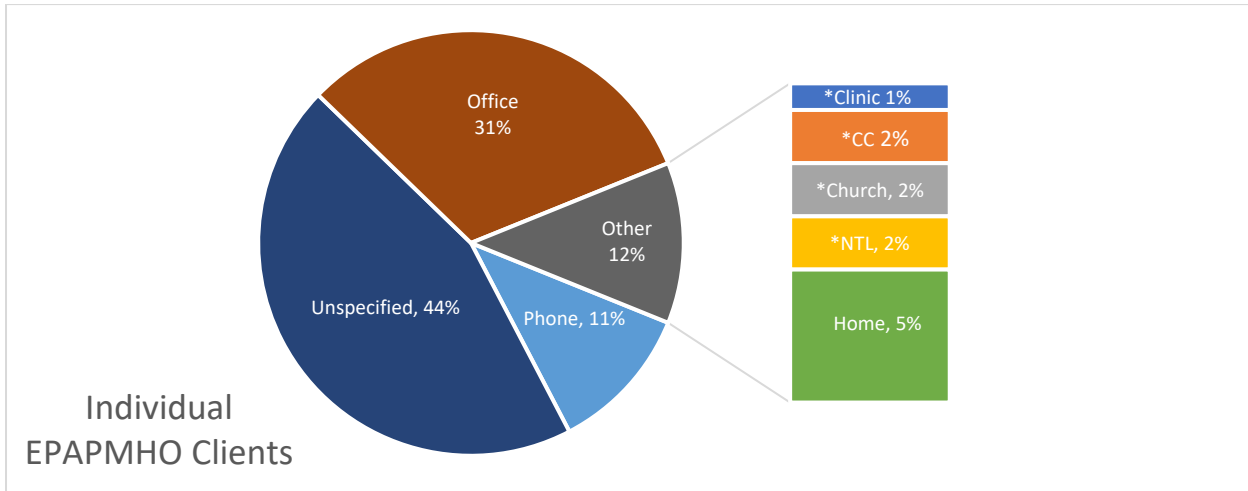
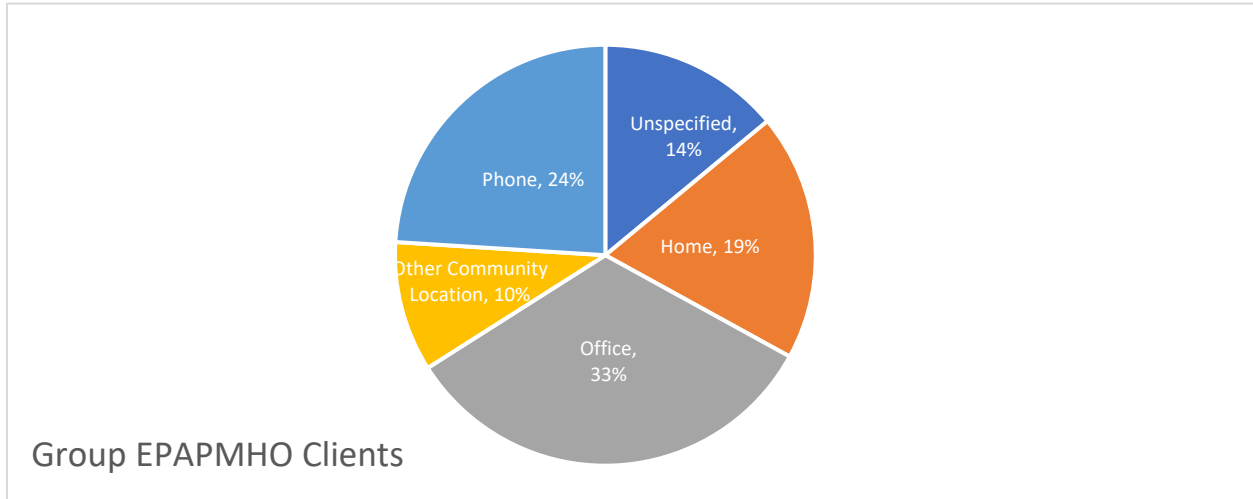


Figure 22. Location of EPAPMHO Group Outreach Events, FY 2019-2020



Note: \*CC = Age-Specific Community Center, Clinic = Health/Primary Care Clinic, Church = Faith-based Church/Temple, NTL = Non-Traditional Location  
Percentages may not sum to 100% because of rounding. Attendees can choose more than one category. The denominator for location percent is the sum of all location data reported.

**Length of contact:** In FY 2019-2020, the individual outreach events lasted from 10 to 60 minutes and were on average 31 minutes. The group outreach event lasted from 15 to 90 minutes and were on average 55 minutes.

**Language used:** EPAPMHO individual outreach events were conducted in English (51%), Spanish (39%), Samoan (6%), and Tongan (4%) in FY 2019-2020. Group outreach events were conducted in English (62%), Tongan (33%), and Samoan (5%) in FY 2019-2020.

**Preferred language:** EPAPMHO individual outreach attendees preferred English (49%), Spanish (39%), Samoan (6%), Tongan (5%), and Tagalog (1%) in FY 2019-2020. Attendees at the EPAPMHO group outreach preferred English (70%), Tongan (29%), and Samoan (1%). **Figures 23 and 24** presents breakdown of preferred languages at individual outreach events in FY 2019-2020.

Figure 23. Preferred Languages for EPAPMHO Individual Outreach Attendees, FY 2019-2020

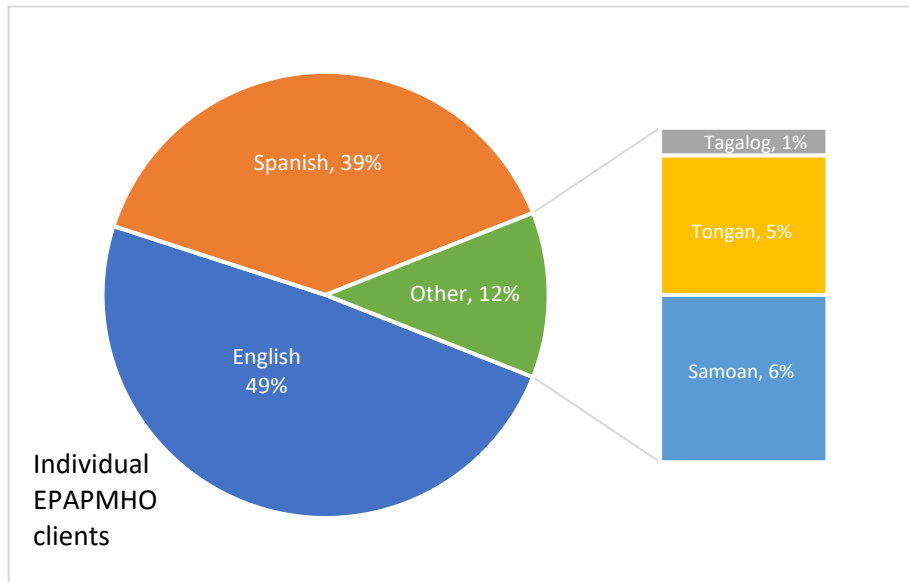
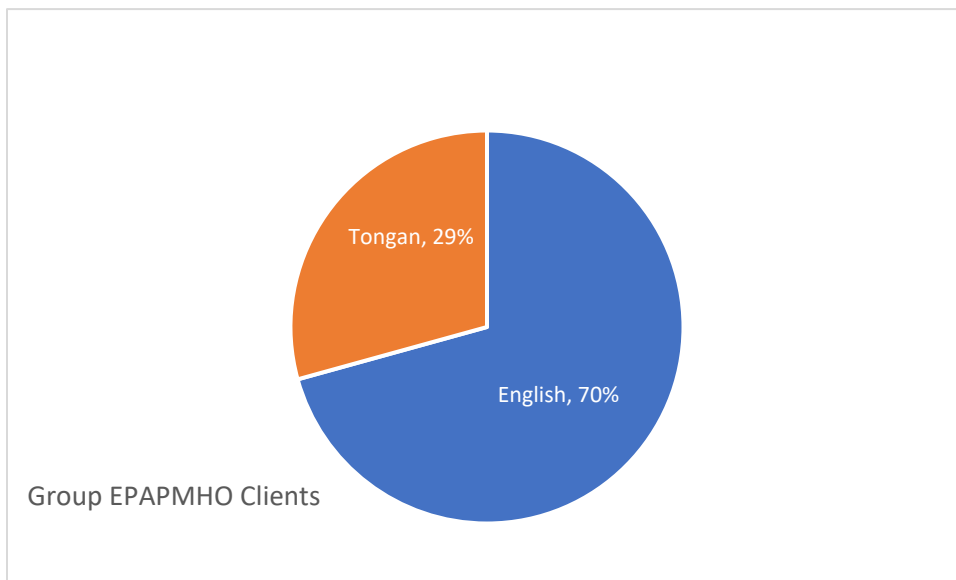


Figure 24. Preferred Languages for EPAPMHO Group Outreach Attendees, FY 2019-2020



## Recommendations

We have several recommendations based on FY 2019-2020 data. These recommendations fall under two umbrellas: those aimed at enhancing outreach and those to improve data collection.

### Enhance outreach

**Continue to conduct outreach in languages other than English.** This past reporting year showed an increase in outreach to diverse populations. The Hawaiian attendees at these outreach events increased over the last two years in the NCOC from 2% to 31%. Outreach to residents speaking another language increased from 21% (942 activities) to 30% (1,066 outreach activities). Outreach conducted were in multiple languages (<1% in Tagalog, 2% in Samoan, 2% in Tongan, 5% in Cantonese, 6% in Mandarin, and 13% in Spanish). However, certain languages that are preferred such as Samoan (preferred: 14%) have limited outreach (used: 2%). By increasing the number of languages offered, this will help ensure individuals who do not speak English are able to access services.

### Improve data collection

**Make other/unspecified categories clearer.** Outreach staff have made an effort to provide better data collection and minimize missing data. For example, the reported percentage of outreach in “Other Community Location” decreased for individual outreach in the EPAPMHO over the last two years from 3% to 0%. A next step will be to further work at revising certain variables such as the number of participants who access social services. In this year’s finding, the percentage of individuals who reported being referred to “other social services” made up 22% of referrals for the NCOC collaborative for FY 2019-2020. This percentage remained the same compared to last year. This speaks to the need to expand upon the categories for this question.

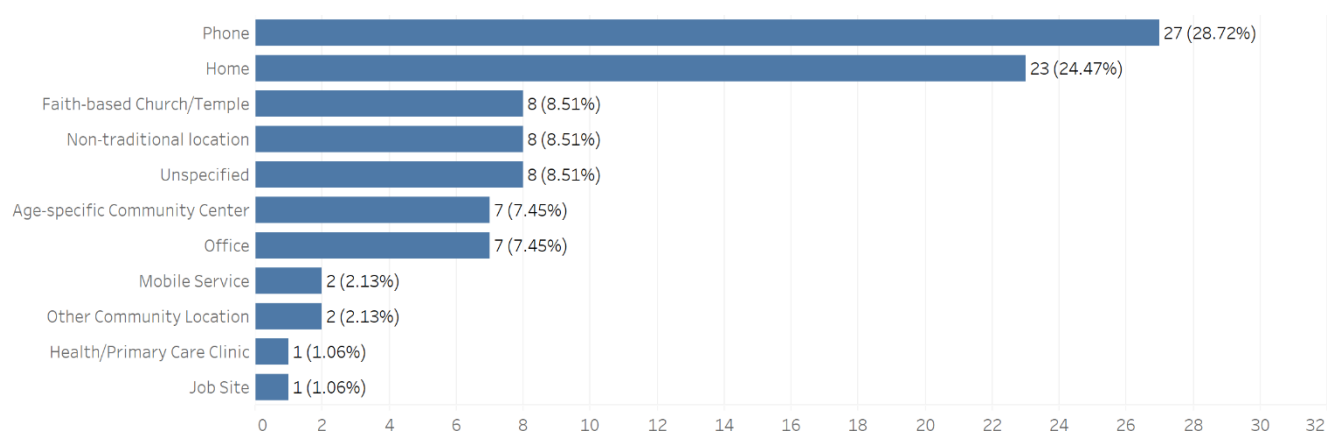
## Appendix A. FY 2019-2020 Outreach, Anamatangi Polynesian Voices

For FY 2019-2020, Anamatangi Polynesian Voices reported a total of 94 outreach events, 73 individual events, and 21 group events. There were 240 attendees. The individual outreach events lasted from 15 to 60 minutes and were 46 minutes on average. The group outreach events lasted from 15 to 90 minutes and were 55 minutes on average.

### Outreach events:

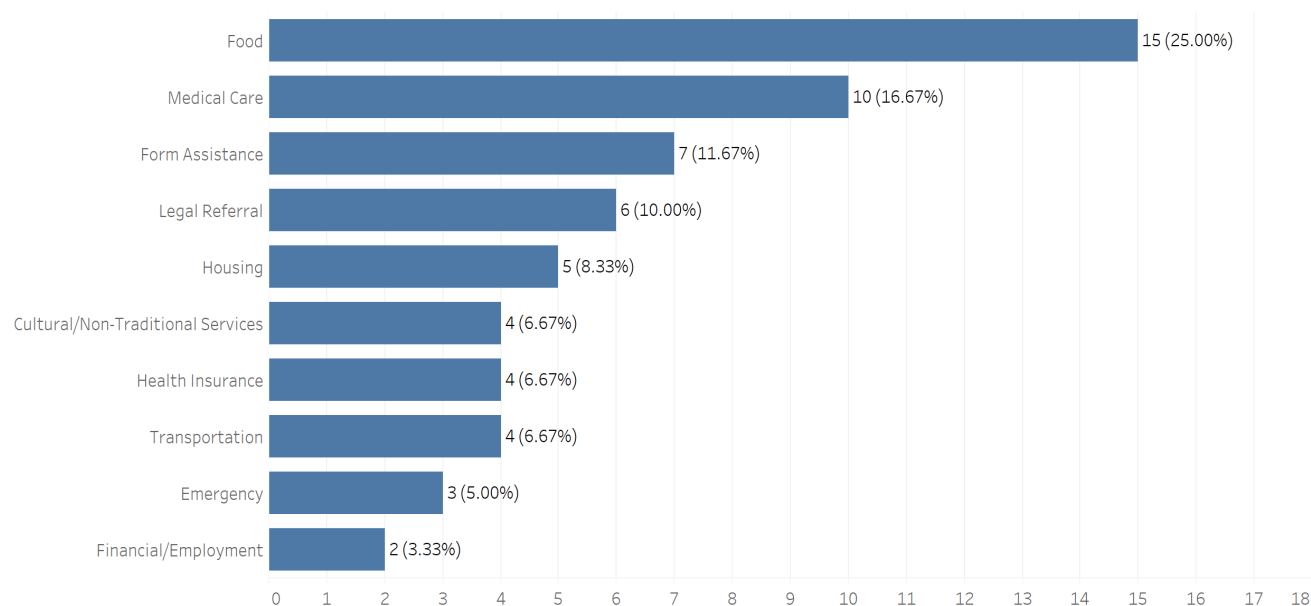
- Most frequently took place in over the phone (**28.7%**, n=27). Other locations of events and their respective percentages are shown in **Figure 1**.

Figure 1. Locations of Outreach events, FY 2019-2020



- Were conducted in English (**53.2%**; n=50), Samoan (**24.5%**; n=23), and Tongan (**22.3%**; n=21),
- Resulted in 39 mental health referrals and 2 substance abuse referrals.
- Resulted in 60 social service referrals (**See Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were made primarily to Food (**25%**; n=15), Medical Care (**16.7%**, n=10), Form Assistance (**11.7%**, n=7), Legal (**10%**, n=6), and Housing (**8.3%**, n=5).

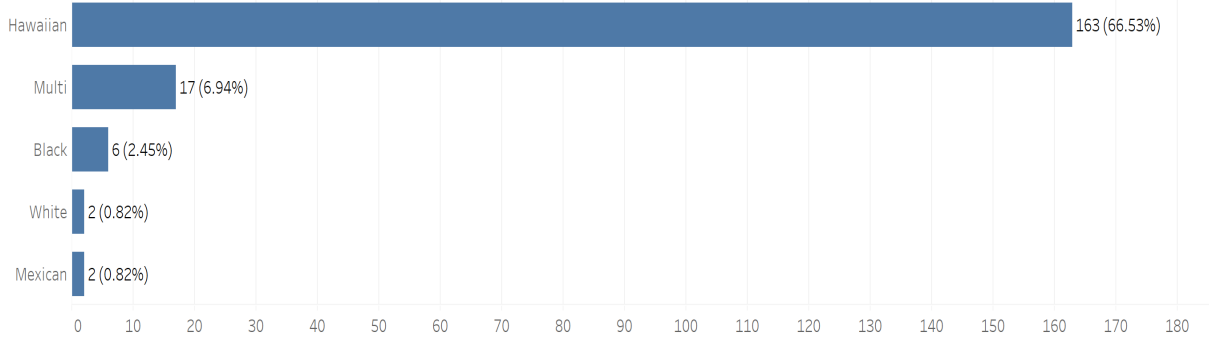
Figure 2. Social Service Referrals, FY 2019-2020



### Outreach event attendees:

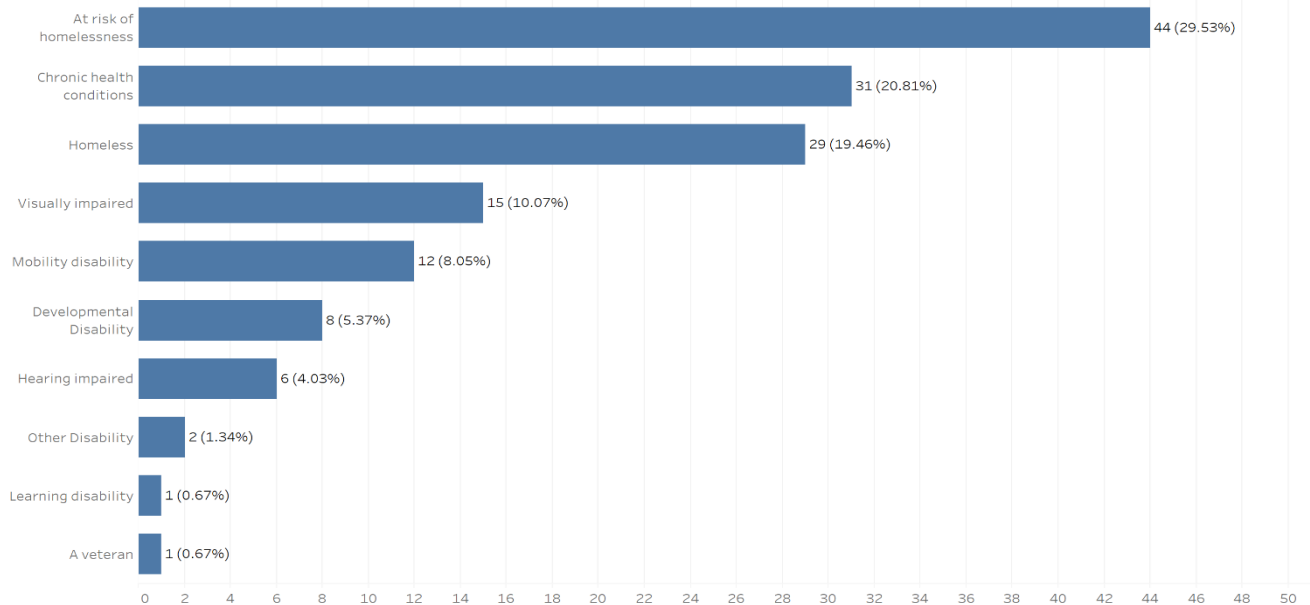
- Most often were female (**54.6%**, n=131). Forty-five percent were male (**44.6%**, n=107). Two individuals decline to state their sex at birth.
- Identified their gender as female (**53.8%**, n=129). Forty five percent identified as male (**44.6%**, n=107). One individual identified as male to female transgender, and one individual identified as female to male transgender. Two individuals declined to state their gender.
- Identified as Heterosexuals (**91.7%**, n=220), Gay/Lesbian (**3.8%**, n=9), Bisexual (**2.5%**, n=6), Questioning (**0.42%**, n=1), or Queer (**0.42%**, n=1). One percent of the attendees declined to state their sexual orientation (**1.3%**, n=3).
- Comprised of adults (26-59 years, **31.2%**; n=75), transition-age youth (16-25 years, **27.5%**; n=66), children (15 years and younger, **25.8%**; n=62), and older adults (60+ years, **15.4%**; n=37).
- Were primarily Hawaiian (**66.5%**, n=163), Tongan (**11.4%**, n=28), Samoan (**9.8%**, n=24), more than one race (**6.9%**, n=17), and Black (**2.5%**, n=6). (See Figure 3).

Figure 3. Attendees by Top Race/Ethnicity Category, FY 2019-2020



In FY 2019-2020, **22.9%** (n=55) Anamatangi Polynesian Voices attendees were in at least one special populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Amongst the special population group, **29.5%** were at risk of homelessness, **20.8%** had chronic health conditions, **19.5%** were homeless **10.1%** were visually impaired, **8.1%** had a mobility disability, **5.4%** had a developmental disability, **4.0%** were hearing impaired, **1.3%** had “other” disability, **0.7%** had a learning disability, and **0.7%** were veterans. (See Figure 4).

Figure 4. Special Populations, FY 2019-2020

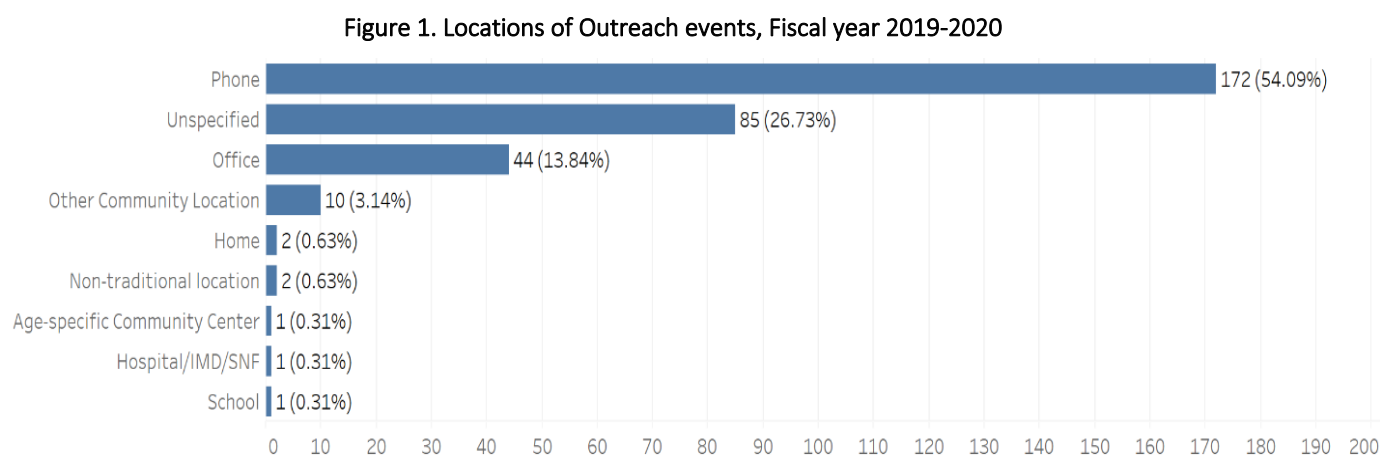


## Appendix B. FY 2019-2020 Outreach, Asian American Recovery Services (AARS)

For FY 2019-2020, Asian American Recovery Services (AARS) reported a total of 318 outreach events, 304 individual events, and 14 group events. There were 898 attendees. Individual outreach events lasted from 10 to 120 minutes and lasted 29 minutes on average. The group outreach events lasted from 15 to 120 minutes and lasted on average 85 minutes.

### Outreach events:

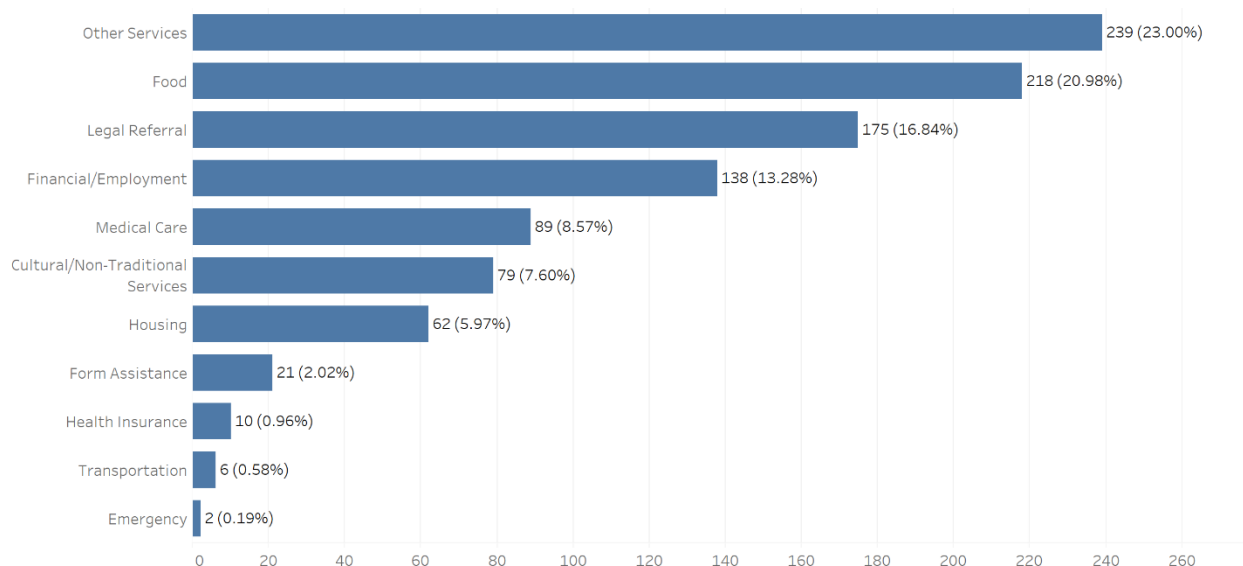
- Most frequently took place over the phone (**54.1%**, n=172). Other locations of events and their respective percentages are shown in **Figure 1**.



- Were primarily conducted in English (**96.5%**, n=307) Spanish (**1.3%**, n=4), Mandarin (**0.9%**, n=3), Tongan (**0.6%**, n=2), Cantonese (**0.3%**, n=1), and other languages (**0.3%**, n=1).
- Resulted in 171 mental health referrals and 52 substance abuse referrals at the *individual* outreach events.
- Resulted in 1,039 social service referrals (**Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were primarily made to “other” services (**23.0%**, n=239), Food (**21.0%**, n=218), and Legal Referral (**16.8%**, n=175) services.



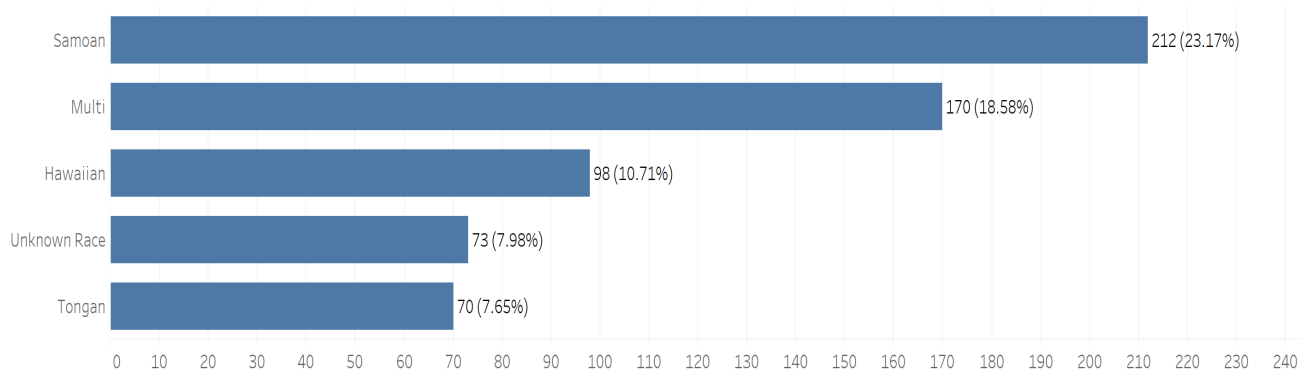
Figure 2. Social Service Referrals, FY 2019-2020



#### Outreach event attendees:

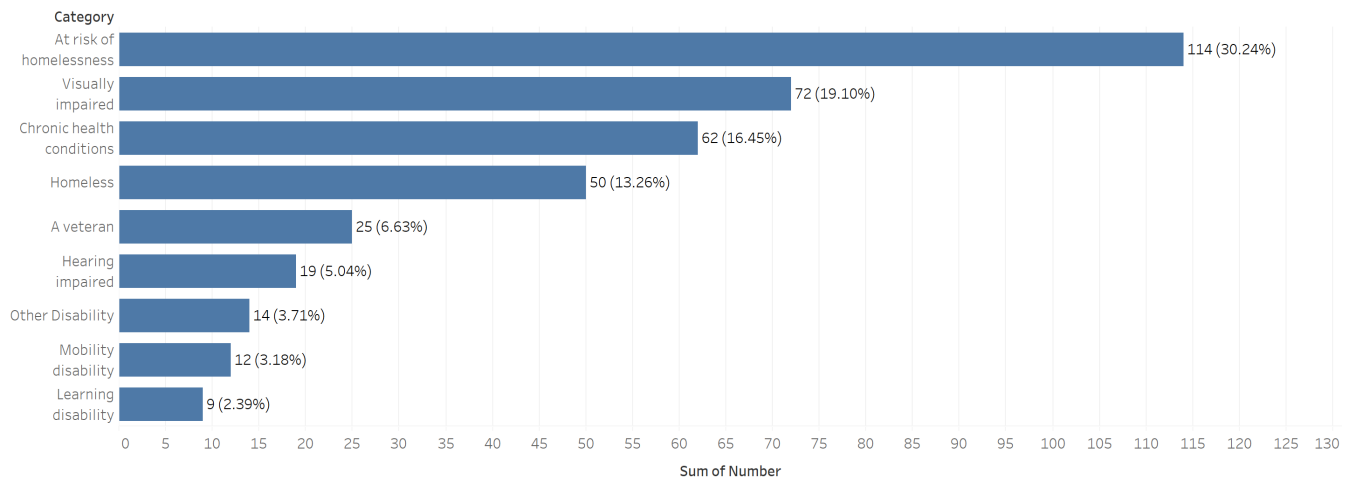
- Most often were female (**69.1%**; n=628). Thirty percent were male (**29.8%**; n=271). One percent declined to report their sex at birth.
- Identified their gender as female (**67.9%**, n=614), male (**29.6%**, n=268), female to male transgender (**0.8%**, n=7), genderqueer (**0.2%**, n=2), gender questioning (**0.2%**, n=2) and male to female transgender (**0.1%**, n=1). The remaining individuals identified as other gender (**0.1%**, n=1), or unknown gender (**1.1%**, n=10).
- Identified as Heterosexuals (**70.4%**; n=632), Gay/Lesbian (**5.8%**; n=52), Bisexual (**1.2%**; n=17), Queer (**1.6%**; n=14), Pansexual (**1.2%**; n=11), Asexual (**0.2%**; n=2), or Indigenous (**0.1%**; n=1). The remaining attendees declined to state (**18.4%**; n=165) or were questioning (**0.3%**; n=3) their sexual orientation.
- Comprised of adults (26-59 years, **57.8%**; n=520), transition-age youth (16-25 years, **16.7%**; n=150), children (15 years and younger, **13.7%**; n=123), and older adults (60+ years, **10.7%**; n=96).
- Were primarily Samoan (**23.2%**, n=212), more than one race (**18.6%**, n=170), Hawaiian (**10.7%**, n=98), unknown race (**8.0%**, n=73) or Tongan (**7.7%**, n=70). (**See Figure 3**).

Figure 3. Attendees by Top Race/Ethnicity Category, FY 2019-2020



In FY 2019-2020, **19.5%** (N=175) of AARS attendees were in at least one special population category. Special populations include those who: are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Amongst the special population group, **30.2%** were at risk of homelessness, **19.1%** were visually impaired, **16.5%** had chronic health conditions, **13.3%** were homeless, **6.6%** were veterans, **5.0%** were hearing impaired, **3.7%** had “other” disability, **3.2%** had a mobility disability, and **2.4%** had a learning disability. (See Figure 4).

Figure 4. Special Population, FY 2019-2020



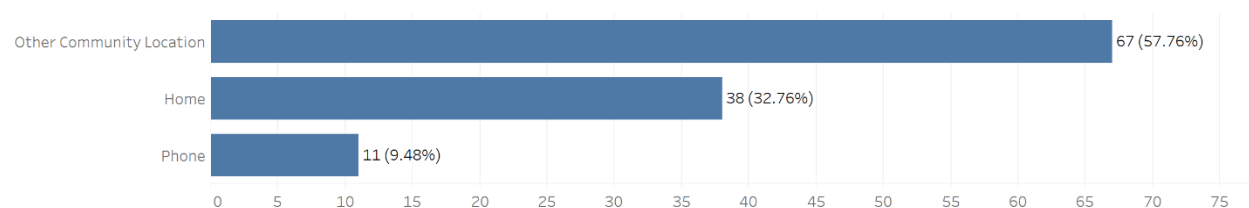
## Appendix C. FY 2019-2020 Outreach, Daly City Peninsula Partnership Collaborative

For FY 2019-2020, Daly City Peninsula Partnership Collaborative reported a total of 116 outreach events, all group events. There were 5,999 attendees. The group outreach events lasted from 1 to 180 minutes and lasted on average 116.9 minutes.

### Outreach events:

- Most frequently took place in other community locations (**57.8%**; n=67). Other locations of events and their respective percentages are shown in **Figure 1**.

Figure 1. Locations of Outreach events<sup>1</sup>, Fiscal year 2019-2020



- Were conducted in English (**99.1%**; n=115) and Spanish (**0.9%**; n=1).
- Resulted in no mental health referrals and substance abuse referrals at the *individual* outreach events.
- Resulted in no social service referrals.

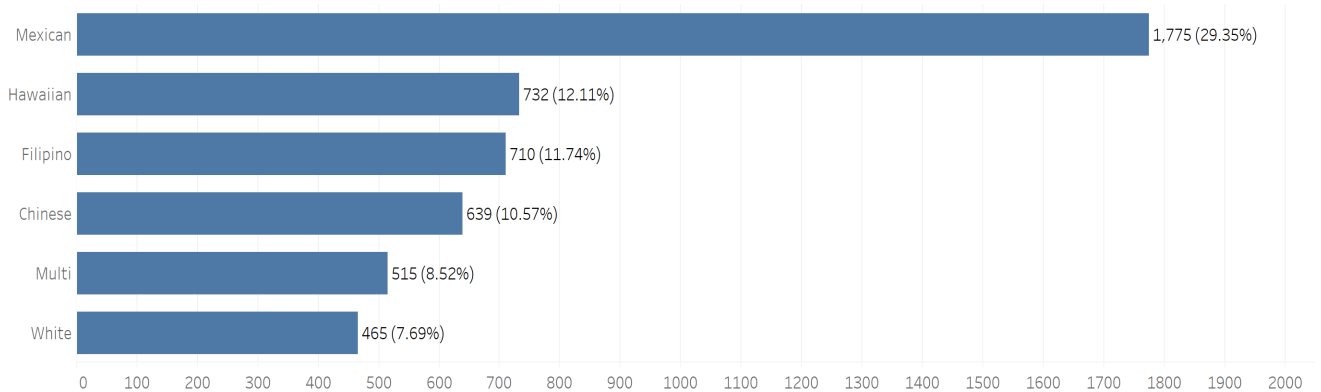
### Outreach event attendees:

- Most often were female (**61.4%**; n=3,698). Thirty nine percent were male (**38.6%**; n=2,326).
- Most identified their gender as female (**61.1%**, n=3,680). Thirty nine percent identified as male (**38.9%**, n=2,342). Five individuals identified as other gender.
- Identified as Heterosexuals (**92.2%**; n=5,530), or Gay/Lesbian (**0.1%**; n=7). Eight percent of the attendees (**7.7%**; n=462) declined to state their sexual orientation.
- Comprised of adults (26-59 years, **47.6%**; n=2,858), transition-age youth (16-25 years, **23.3%**; n=1,398), children (15 years and younger, **14.0%**; n=840), and older adults (60+ years, **12.3%**; n=725). The remaining attendees (**3.0%**; n=180) declined to state their age.

<sup>1</sup> Home is referring to “Our Second Home” – an early childhood family resource center.

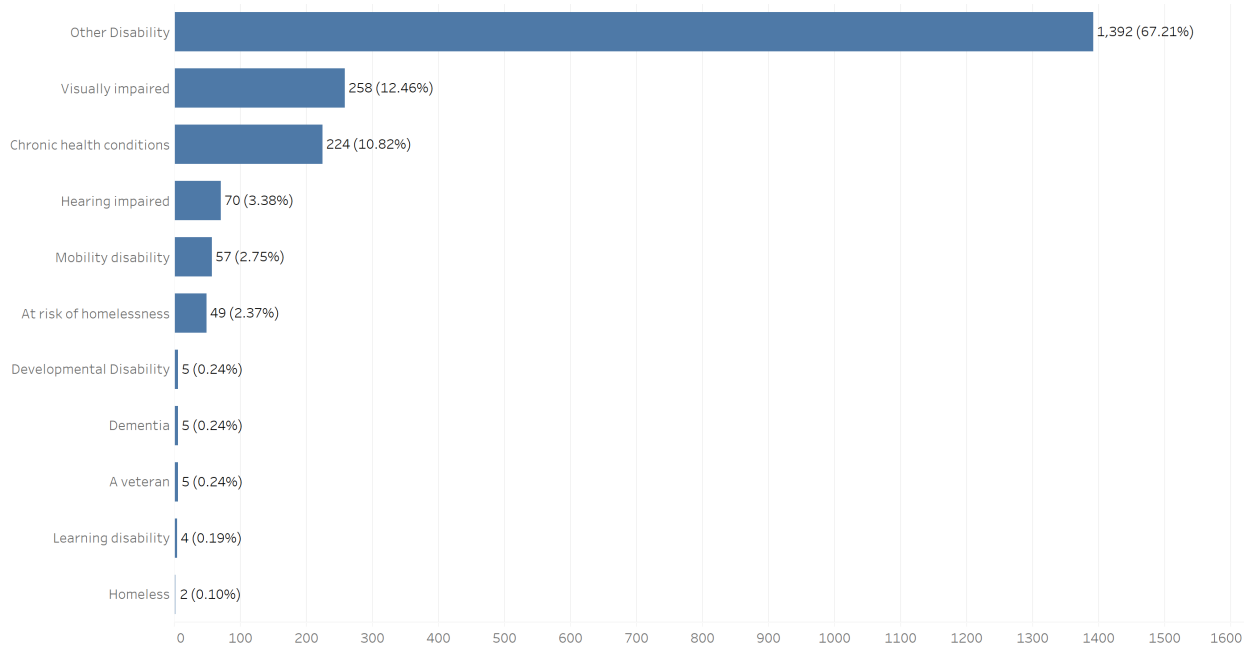
- Were primarily Mexican (**29.4%**; n=1,775), Hawaiian (**12.1%**; n=732), Filipino (**11.7%**; n=710), or Chinese (**10.6%**; n=639). (See Figure 2).

Figure 2. Attendees by Top Race/Ethnicity Category, FY 2019-2020



In FY 2019-20120, **34.5%** (n=2,071) of Daly City Peninsula Partnership attendees were in at least one special populations group. Special populations include those who: are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Amongst the special population group, **67.21%** had “other” disability, **12.5%** were visually impaired, **10.8%** had chronic health conditions, **3.4%** were hearing impaired, **2.8%** had a mobility disability, **2.4%** were at risk of homelessness, **0.2%** were veterans, **0.2%** had dementia, **0.2%** had a learning disability, and **0.1%** were homeless. (See Figure 3).

Figure 3. Special Populations, FY 2019-2020



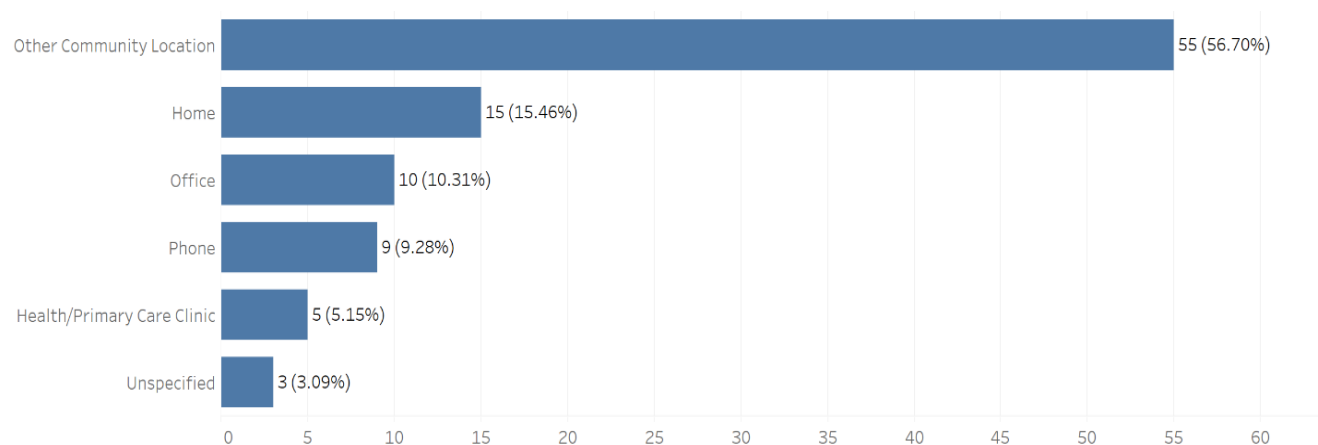
## Appendix D. FY 2019-2020 Outreach, Daly City Youth Center

For FY 2019-2020, Daly City Youth Center reported a total of 97 outreach events, 23 individual events, and 74 group events. There were 2,712 attendees. Individual outreach events lasted from 5 to 67 minutes and lasted on average 177 minutes. Group outreach events lasted from 30 to 180 minutes and lasted on average 105 minutes.

### Outreach events:

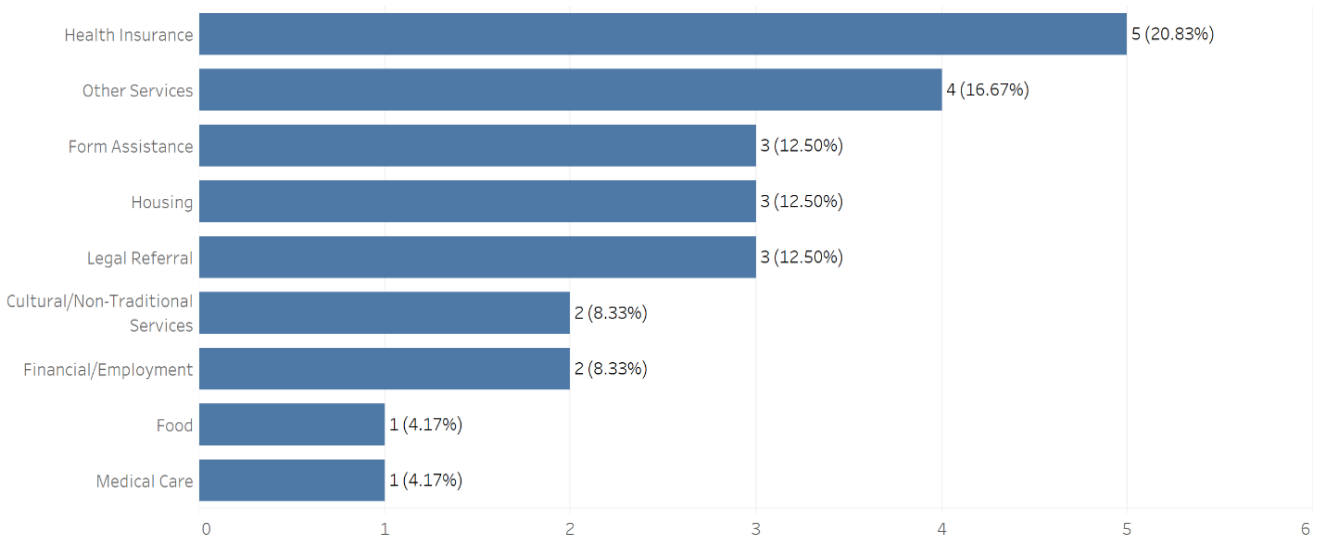
- Most frequently took place in other community locations (**56.7%**; n=55). Other locations of events and their respective percentages are shown in **Figure 1**.

Figure 1. Locations of Outreach events, Fiscal year 2019-2020



- Were conducted in English (**97.9%**, n=95), Spanish (**1.0%**, n=1), or Tongan (**1.0%**, n=1).
- Resulted in 14 mental health referrals at the *individual* outreach events.
- Resulted in 24 social service referrals (**See Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were primarily made to Health Insurance (**20.8%**; n=5), Other (**16.7%**; n=4), Form Assistance (**12.5%**; n=3), Housing (**12.5%**, n=3), and Legal Referral (**12.5%**, n=3).

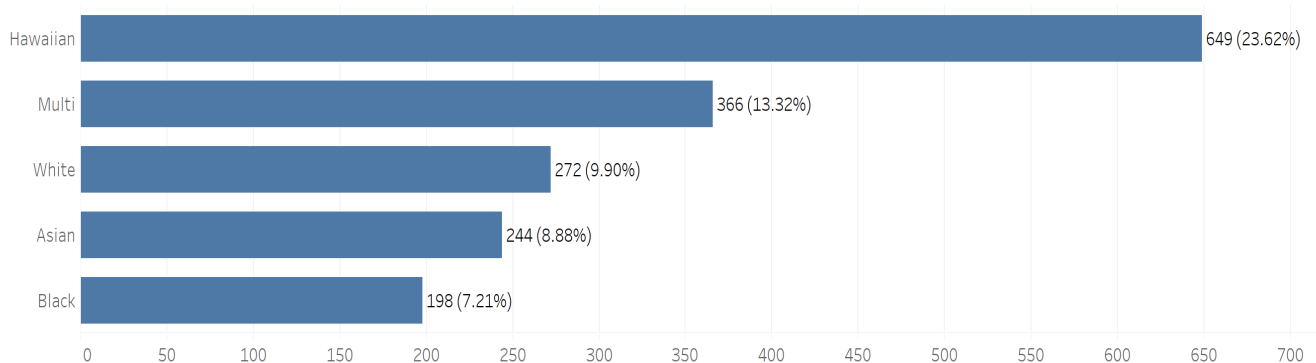
Figure 2. Social Service Referrals, Fiscal year 2019-2020



**Outreach event attendees:**

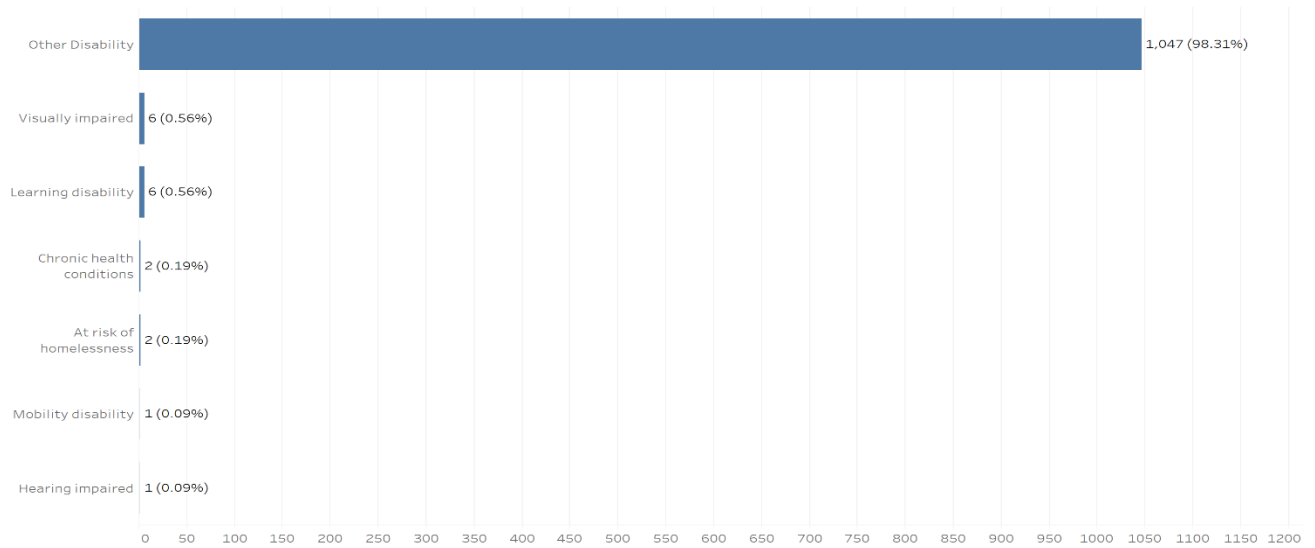
- Most often were female (**63.3%**; n=1,724). Thirty-three percent were male (**32.5%**; n=886). The remaining attendees (**4.2%**; n=114) declined to state their sex at birth.
- Identified their gender as female (**63.8%**, n=1,680), and male (**32.0%**, n=840). The remaining individuals declined to state their gender (**4.3%**, n=114).
- Identified as Heterosexual (**92.3%**; n=2,512), Gay/Lesbian (**0.2%**; n=5), Bisexual (**0.1%**; n=3), or Queer (**0.04%**; n=1). Seven percent of the attendees (**7.4%**; n=202) declined to state their sexual orientation.
- Comprised of transition-age youth (16-25 years, **48.0%**; n=1,313), adults (26-59 years, **34.9%**; n=955), children (15 years and younger, **10.0%**; n=274), and older adults (60+ years, **0.2%**; n=5). The remaining attendees (**6.8%**; n=186) declined to state their age.
- Were primarily Hawaiian (**23.6%**, n=649), more than one race (**13.3%**, n=366), White (**9.9%**, n=272), or Asian (**8.9%**, n=244). (**See Figure 3**).

Figure 3. Attendees by Top Race/Ethnicity Category, FY 2019-2020



In FY 2019-2020, **0.5%** (n=13) of Daly City Youth Center attendees were in at least one populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Amongst those in the special population group, **98.3%** had “other” disability, **0.6%** were visually impaired, **0.6%** had a learning disability, **0.2%** had chronic health conditions, **0.2%** were at risk of homelessness, **0.1%** had a mobility disability, and **0.1%** were hearing impaired (See Figure 4).

Figure 4. Special Populations, FY 2019-2020





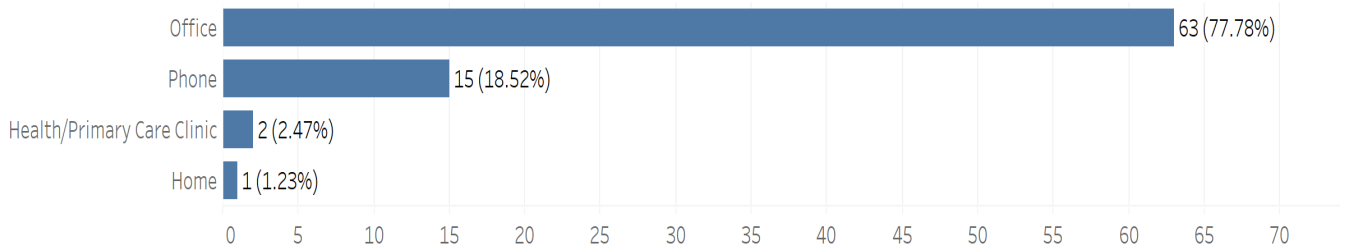
## Appendix E. FY 2019-2020 Outreach, El Concilio

For FY 2019-2020, El Concilio reported a total of 81 individual outreach events. Individual outreach events lasted from 10 to 45 minutes and lasted on average 17 minutes.

### Outreach events:

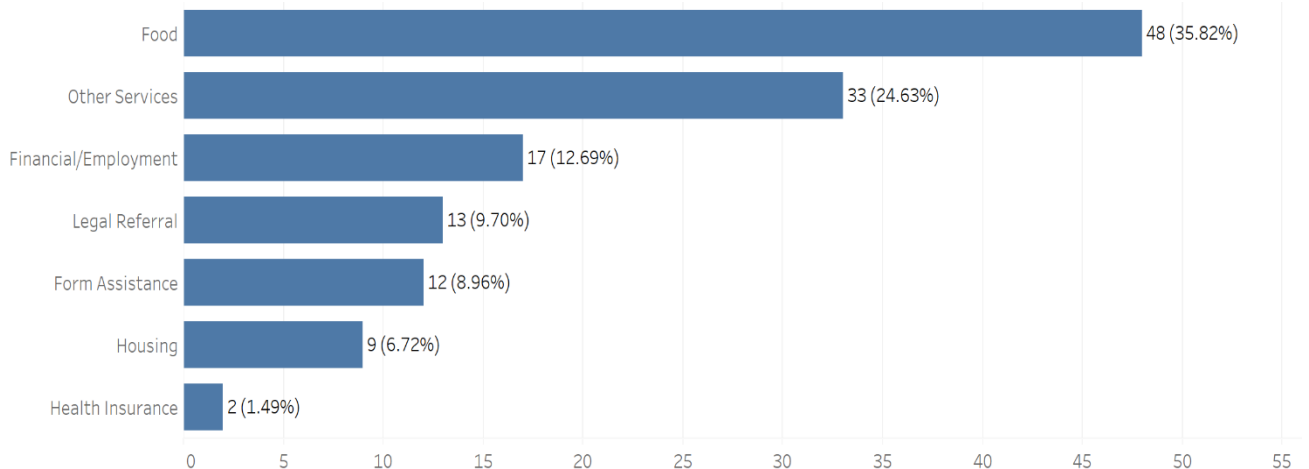
- Most frequently took place in offices (**77.8%**; n=63). Other locations of events and their respective percentages are shown in **Figure 1. (See Figure 1).**

Figure 1. Locations of Outreach events, Fiscal year 2019-2020



- Were conducted in Spanish (**88.9%**, n=72) and English (**11.1%**, n=9).
- Resulted in 16 mental health referrals and 1 substance use referral at the *individual* outreach events.
- Resulted in 134 social service referrals (**See Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were made for food, legal, housing, financial/employment, transportation, cultural, and health-related services. Referrals were made primarily to Food (**35.8%**, n=48), other services outside of the primary list (**24.6%**, n=33), and Financial/Employment (**12.7%**, n=17) services.

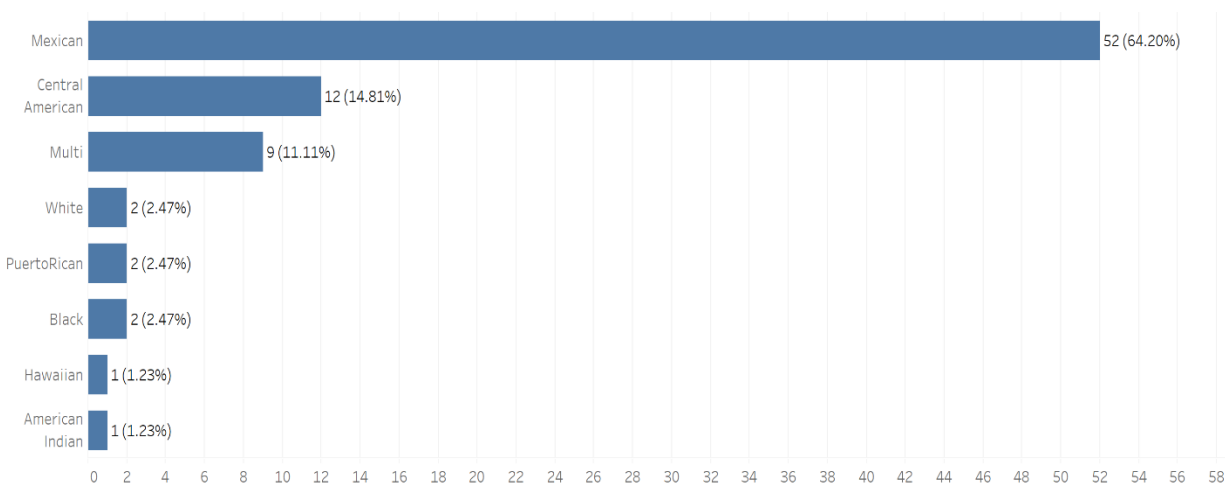
Figure 2. Social Service Referrals, FY 2019-2020



### Outreach event attendees:

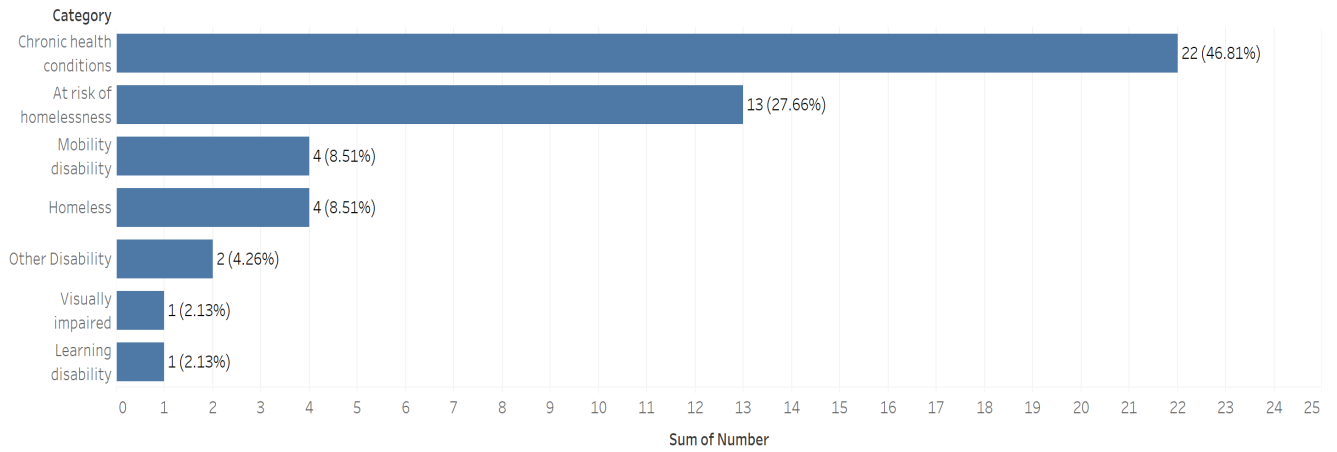
- Most often were female (**91.3%**; n=74). Nine percent were male (**8.7%**; n=7).
- Identified their gender as female (**87.7%**, n=71), male (**8.6%**, n=7), and male to female transgender (**3.7%**, n=1).
- Were Heterosexuals (**100.0%**, n=81).
- Comprised of adults (26-59 years, **84.0%**; n=68), older adults (60+ years, **11.1%**; n=9), and transition-age youth (16-25 years, **4.9%**; n=4).
- Were primarily Mexican (**64.2%**, n=52), Central American (**14.8%**, n=12), more than one race (**11.1%**, n=9), White (**2.5%**, n=2), Puerto Rican (**2.5%**, n=2), or Black (**2.5%**, n=2). (See Figure 3).

Figure 3. Attendees by Top Race/Ethnicity Category, FY 2019-2020



In FY 2019-2020, **48.1%** (n=39) of El Concilio attendees were in at least one special populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Amongst those in the special population group, **46.8%** had chronic health conditions, **27.7%** were at risk of homelessness, **8.5%** were homeless, **8.5%** had mobility disability, **4.3%** had “other” disability, **2.1%** were visually impaired, and **2.1%** had a learning disability. (See Figure 4).

Figure 4. Special Populations, FY 2019-2020



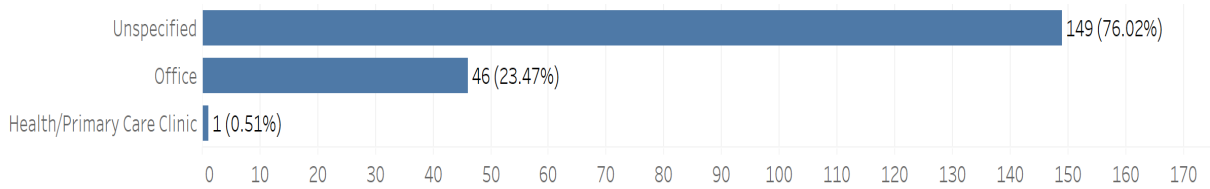
## Appendix G. FY 2019-2020 Outreach, Free at Last

For FY 2019-2020, Free at Last reported a total of 196 individual outreach events. The events lasted from 15 to 45 minutes and were on average 32 minutes.

### Outreach events:

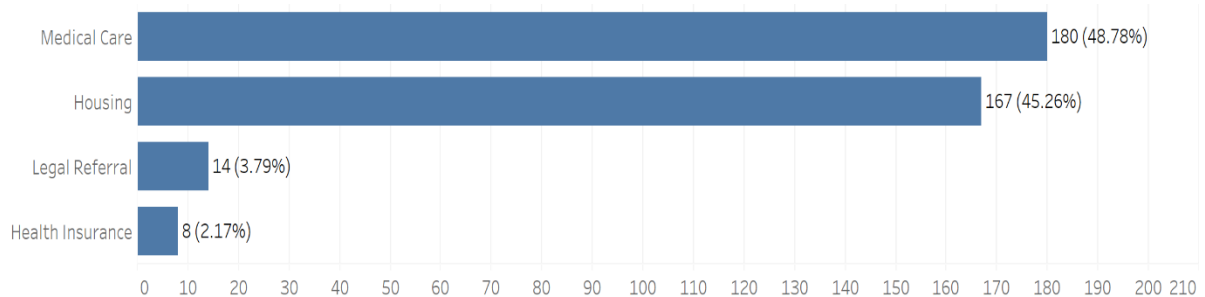
- Most frequently took place in unspecified locations (**76.0%**; n=149). Other locations of events and their respective percentages are shown in **Figure 1**. (See **Figure 1**).

Figure 1. Locations of Outreach events, Fiscal year 2019-2020



- Were conducted in English (**66.8%**, n=131) and Spanish (**33.2%**, n=65).
- Resulted in 42 mental health referrals and 126 substance abuse referrals at the *individual* outreach events.
- Resulted in 369 social service referrals (See **Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were made to Medical Care (**48.8%**, n=180), Housing (**45.3%**, n=167), Legal Referrals (**3.8%**, n=14) and Health Insurance (**2.2%**, n=8) services.

Figure 2. Social Service Referrals, Fiscal year 2019-2020

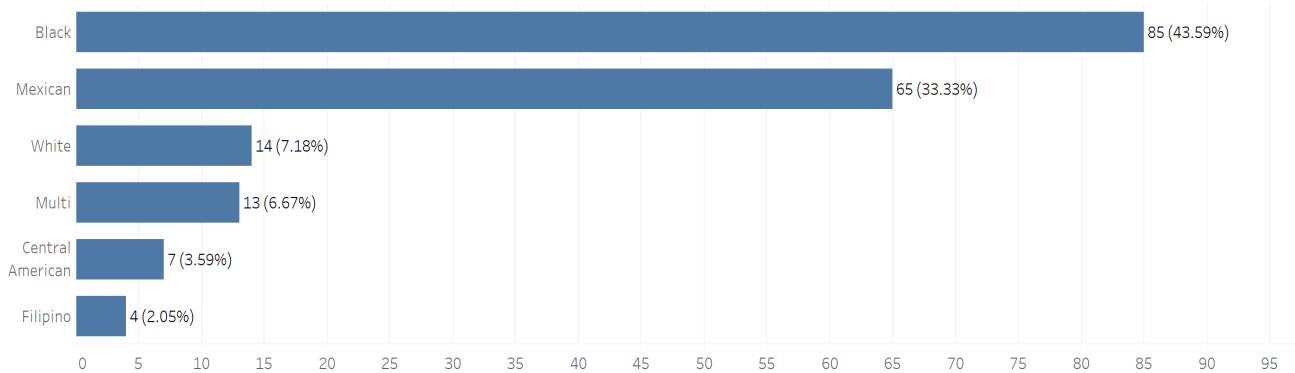


### Outreach event attendees:

- Most often were male (**52.0%**, n=102). Forty eight percent were female (**48.0%**, n=94).
- Identified their gender as female (**45.7%**, n=90), male (**44.7%**, n=88), male to female transgender (**7.6%**, n=15), and female to male transgender (**2.0%**, n=4).

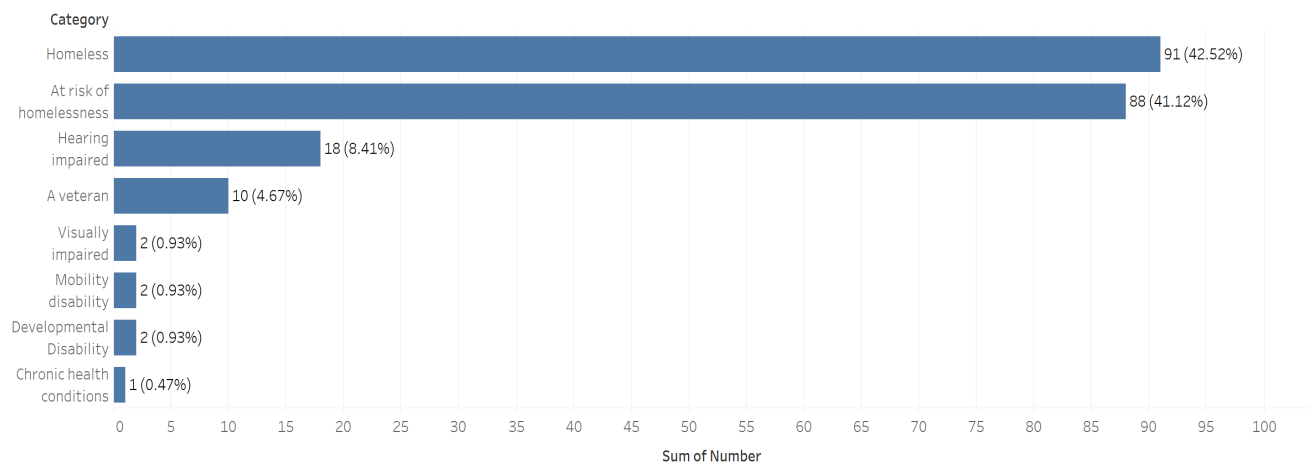
- Identified as Heterosexuals (**63.8%**, n=125), Gay/Lesbian (**12.8%**, n=25), or Bisexual (**11.2%**, n=22). Twelve percent chose more than one sexual orientation (**12.3%**; n=24).
- Comprised of adults (26-59 years, **78.0%**; n=158), transition-age youth (16-25 years, **17.9%**; n=35), and older adults (60+ years, **4.1%**; n=8).
- Were primarily Black (**43.6%**, n=85), Mexican (**33.3%**, n=65), White (**7.2%**, n=14), or more than one race (**6.7%**, n=13). (See Figure 3).

Figure 3. Attendees by Top Race/Ethnicity Category, FY 2019-2020



In FY 2019-2020, **91.3%** (n=179) Free at Last attendees were in at least one special populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Amongst those in the special population group, **42.5%** were homeless, **41.1%** were at risk of homelessness, **8.4%** were hearing impaired, **4.7%** were veterans, **0.9%** had a mobility disability, **0.9%** were visually impaired, **0.9%** had a developmental disability, and **0.5%** had chronic health conditions. (See Figure 4).

Figure 4. Special Populations, FY 2019-2020



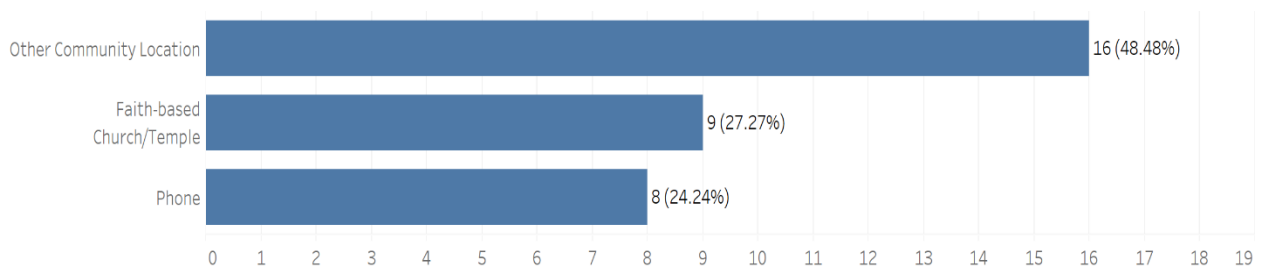
## Appendix H. FY 2019-2020 Outreach, Pacifica Collaborative

For FY 2019-2020, Pacifica Collaborative reported a total of 33 outreach events, 18 individual outreach events, and 15 group outreach events. There were 2,471 attendees. Individual outreach events lasted from 15 to 60 minutes and lasted an average of 32 minutes. Group outreach events lasted from 90 to 120 minutes and lasted an average of 106 minutes.

### Outreach events:

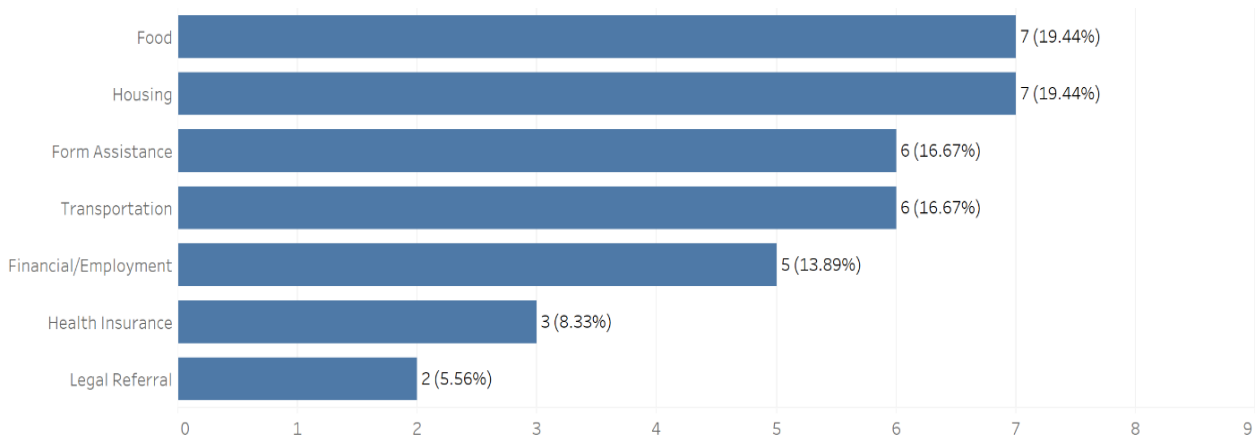
- Most frequently took place in other community locations (**48.5%**, n=16). Other locations of events and their respective percentages are shown in **Figure 1**.

Figure 1. Locations of Outreach events, Fiscal year 2019-2020



- Were conducted in English (**100.0%**, n=33).
- Resulted in 11 mental health referrals and 6 substance abuse referrals.
- Resulted in 36 social service referrals (**See Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were made primarily to Food (**19.4%**, n=7), Housing (**19.4%**, n=7), Form Assistance (**16.7%**, n=6), Transportation (**16.7%**, n=6) and Financial/Employment (**13.9%**, n=5) and services.

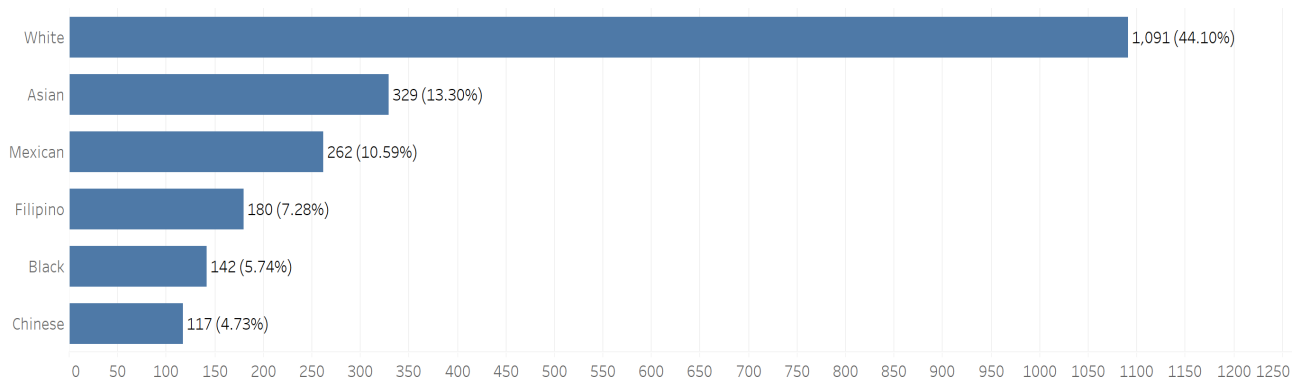
Figure 2. Social Service Referrals, Fiscal year 2019-2020



### Outreach event attendees:

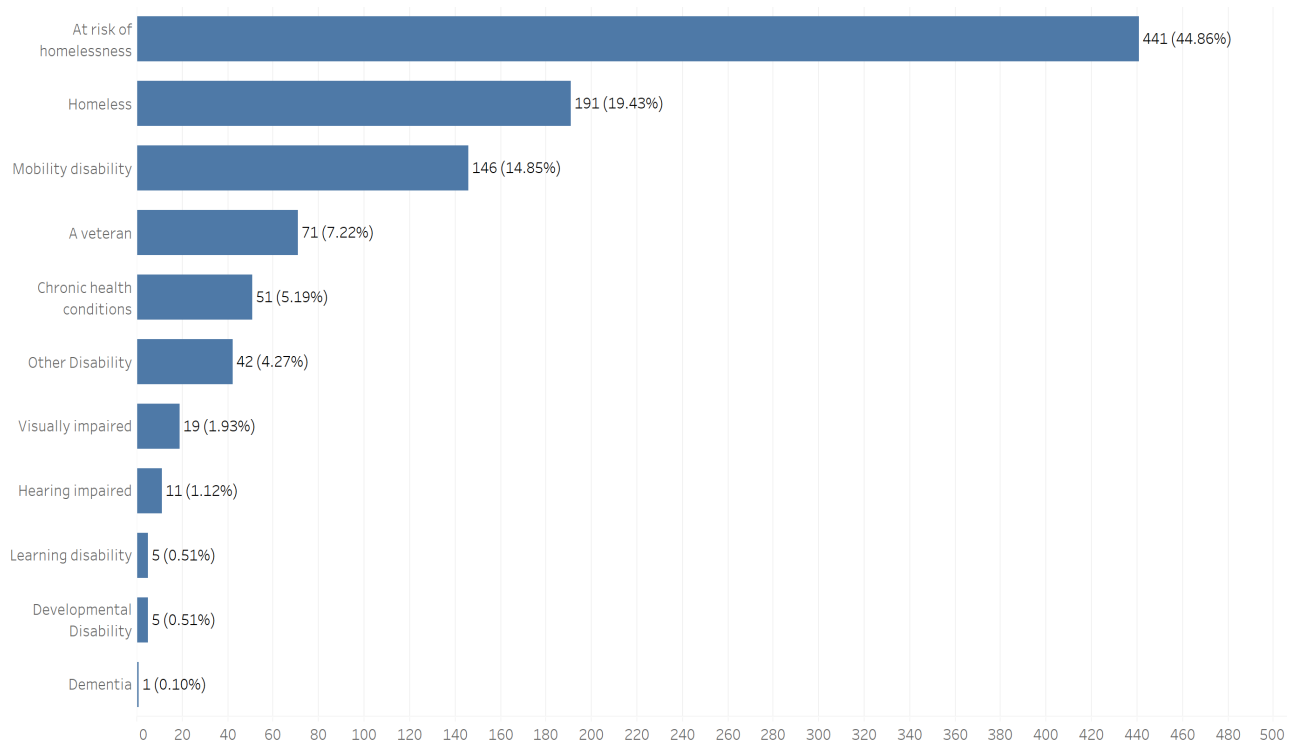
- Most often were female (**56.8%**, n=1,404). Thirty six percent were male (**35.8%**, n=885). There were 182 (**7.3%**) individuals who declined to state their sex at birth.
- Identified their gender as female (**55.5%**, n=926), male (**33.1%**, n=552), female to male transgender (**0.2%**, n=3), male to female transgender (**0.2%**, n=3), or gender questioning (**0.1%**, n=2). There were 182 (**10.9%**) individuals who indicated their gender as unknown.
- Identified as Heterosexual (**47.7%**, n=1,179), Gay/Lesbian (**7.2%**, n=177), Bisexual (**5.0%**; n=123), or Questioning (**0.3%**, n=8). Forty percent (n=986) declined to state their sexual orientation.
- Comprised of adults (26-59 years, **43.6%**; n=1,076), older adults (60+ years, **22.7%**; n=561), transition-age youth (16-25 years, **15.4%**; n=381), children (15 years and younger, **12.1%**; n=299), and those who declined to state their age (**6.2%**; n=154).
- Were primarily White (**44.1%**, n=1,091), Asian (**13.3%**, n=329), or Mexican (**10.6%**, n=262) (See Figure 3).

Figure 3. Attendees by Top Race/Ethnicity Category, FY 2019-2020



In FY 2019-2020, **0.9%** (n=22) Pacifica Collaborative attendees were in at least one special populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Amongst those in the special population group, **44.9%** were at risk of homelessness, **19.4%** were homeless, **14.9%** had a mobility disability, **7.2%** were veterans, **5.2%** had chronic health conditions, **4.3%** had “other” disability, **1.9%** were visually impaired, **1.1%** were hearing impaired, **0.5%** had a learning disability, **0.5%** had a developmental disability and **0.1%** had dementia (See Figure 4).

Figure 4. Special Populations, FY 2019-2020





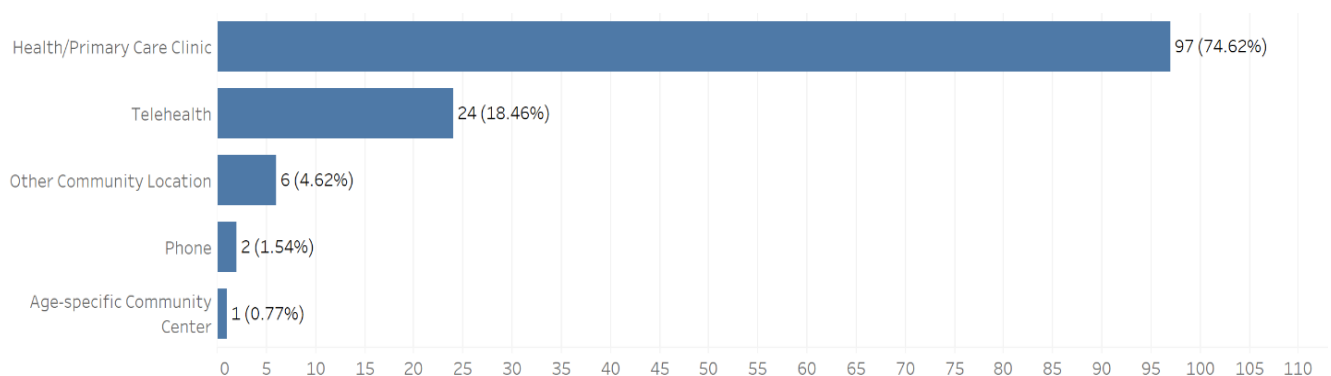
## Appendix I. FY 2019-2020 Outreach, Star Vista

For FY 2019-2020, Star Vista reported a total of 13 outreach events, 1 individual outreach event and 12 group outreach events. There were 426 attendees. Individual outreach events lasted from 50 to 50 minutes on average 32 minutes. Group outreach events lasted from 90 to 240 minutes and lasted on average of 106 minutes.

### Outreach events:

- Most frequently took place in a primary care clinic (**74.6%**, n=97). Other locations of events and their respective percentages are shown in **Figure 1**.

Figure 1. Locations of Outreach events, Fiscal year 2019-2020



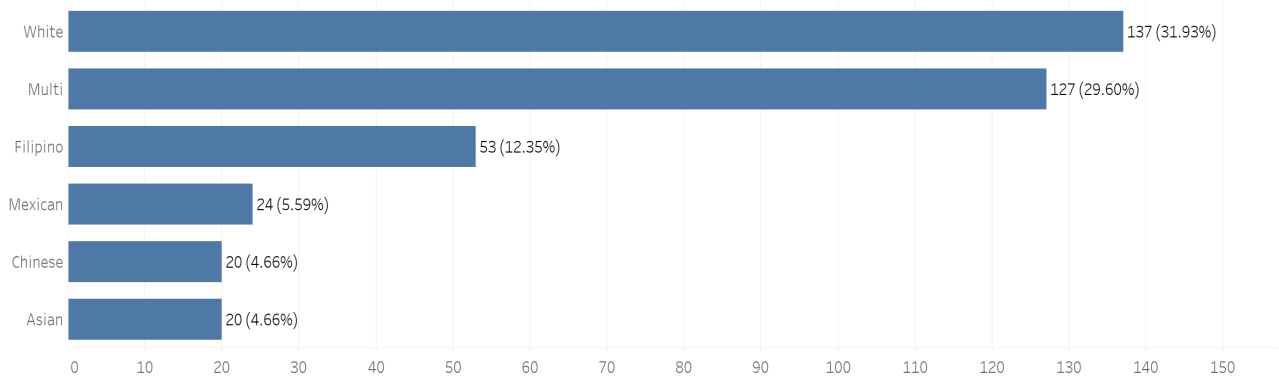
- Were conducted in Mandarin (**52.3%**, n=68), Cantonese (**38.5%**, n=50), English (**7.7%**, n=10), Spanish (**0.8%**, n=1) and Tongan (**0.8%**, n=1).
- Resulted in 114 mental health referrals and 19 substance abuse referrals.
- Resulted in 2 social service referrals. An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were made to Medical (**100%**, n=2) services.

### Outreach event attendees:

- Most often were female (**55.4%**; n=236). Forty-five percent were male (**44.6%**; n=190).
- Identified their gender as female (**30.2%**, n=129), Queer (**29.4%**, n=83), male (**15.7%**, n=67), questioning (**14.1%**, n=60), female to male transgender (**3.5%**, n=15), male to female transgender (**2.8%**, n=12), and Indigenous gender (**0.5%**, n=2). Fourteen percent (n=59) identified their gender as “other”.

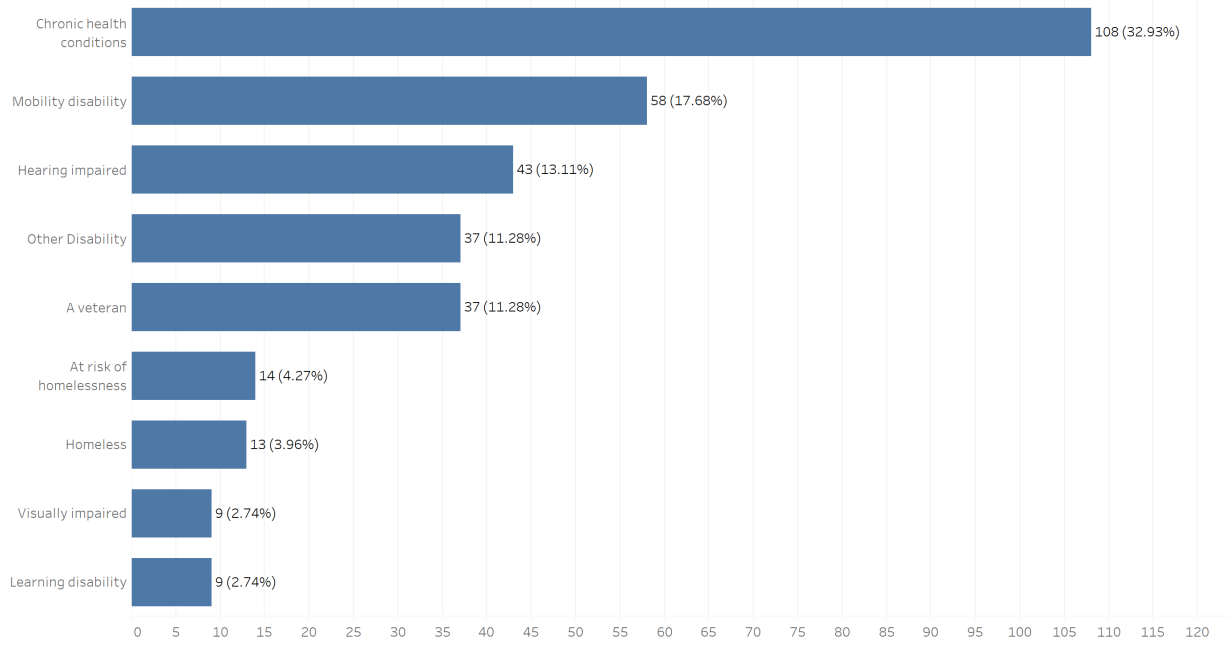
- Identified as Heterosexual (**38.3%**, n=168), Gay/Lesbian (**31.9%**, n=136), Questioning (**11.0%**, n=47), Queer (**9.4%**, n=40), Bisexual (**6.6%**, n=28), “Other” sexual orientation (**1.2%**; n=5), or Pansexual (**0.9%**, n=4). Less than a percent of individuals declined to state their sexual orientation (**0.7%**, n=3).
- Were older adults (60+ years, **40.5%**; n=181), adults (26-59 years, **32.2%**; n=144), transition-age youth (16-25 years, **24.4%**; n=109), and children (15 years and younger, **2.9%**, n=13).
- Were primarily White (**31.2%**, n=137), more than one race (**29.6%**, n=127), Filipino (**12.4%**, n=53), or Mexican (**5.6%**, n=24). (See Figure 2).

Figure 2. Attendees by Top Race/Ethnicity Category, FY 2019-2020



In FY 2019-2020, **30.5%** (n=130) of Star Vista attendees were in at least one special populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Amongst those in the special population group, **32.9%** had chronic health conditions, **17.7%** had a mobility disability, **13.1%** were hearing impaired, **11.3%** had “other” disability, **11.3%** were veterans, **4.3%** were at risk of homelessness, **4.0%** were homeless, **2.7%** had a learning disability and **2.7%** were visually impaired. (See Figure 3).

Figure 3. Special Populations, FY 2019-20





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