



COUNTY OF SAN MATEO
**HEALTH CARE FOR THE
HOMELESS & FARMWORKER
HEALTH PROGRAM**

2018
Annual Report

OUR MISSION:

To serve homeless and farmworker individuals and families by providing access to comprehensive health care in a supportive, welcoming, and accessible environment.

OUR VALUES:

ACCESS Homeless and farmworker individuals and their families have full access to the continuum of health care and social services

DIGNITY Services provided by the HCH/FH Program are respectful, culturally competent and treat the whole person's physical health and behavioral health

INTEGRITY Homeless and farmworker individuals and their families are valued and considered a partner in making decision regarding their health care

INNOVATION Services provided by the HCH/FH Program will be targeted to respond to the needs of the homeless and farmworker individuals and their families with the outcome of making these individuals healthier and their lives more stable



LETTER from the BOARD CHAIR

Overall, the idea is simple - if people don't wait until an emergency to see their doctor, their health outcomes are better, and the health system saves money. This explains why health insurance companies and large companies offer wellness programs encouraging employees to exercise and make annual visits to their primary care physician.

Still, few of us really like going to the doctor or the dentist, or confronting mental illness in ourselves or loved ones. Add the stress and isolation associated with being homeless or an immigrant in a politically hostile climate - the two populations our program focuses on - and it is both obvious and proven that seeking health care is de-prioritized on a personal level and more difficult to obtain on a systematic level due to stigma, geographic accessibility, health literacy, fear and more.

This is where Health Care for the Homeless/ Farmworker Health

Program (HCH/FH) comes into the picture. We channel federal funds to alleviate some of the burdens these two populations disproportionately feel in an attempt to reduce health disparities and hopefully reduce health costs. We leverage the extensive services of San Mateo County Health and partner with respected community-based organizations (see pages 5 & 6) to provide primary, dental, behavioral health and case management services. In 2018, 4,600 homeless individuals and 1,100 farmworkers received health related services from San Mateo County Health or one of our partner organizations (see page 4).

Even though we've been at this for 28 years, this is our first Annual Report. We are happy to share the program's 2018 work, some plans for the following year and invite new partners, health care providers, and community members to join us in this important work.

- Brian Greenberg, Board Chair

IT TAKES A VILLAGE – A CLIENT'S STORY



Bill S. became homeless when his apartment in South San Francisco burned down in the summer of 2018. At 71 years old, he didn't have anywhere else to go and turned to Safe Harbor, a shelter in South San Francisco run by Samaritan House. Bill was battling alcohol abuse and chronic obstructive pulmonary disease (COPD). Over the years, he had gone to numerous emergency rooms for his COPD exacerbations but did not have a primary care doctor.

The team on the San Mateo County Mobile Health Clinic, which comes to Safe Harbor weekly, was able to get Bill's COPD under control and connect him to the SMC integrated medication assistance team (IMAT) for alcohol support. By early fall, Bill reported he did not have a drink since working with IMAT and had established a primary care team at the Ron Robinson Senior Care Center. Moreover, with the assistance of LifeMoves, Bill received a housing voucher and moved into an assisted living apartment in late Fall.



BACKGROUND

Health Care for the Homeless/Farmworker Health Program (HCH/FH)

San Mateo County's Health Care for the Homeless/Farmworker Health Program is a federally funded program which has delivered and coordinated health care and support services for homeless individuals and families since 1991. In July 2010, the program expanded its scope of services to include the farmworker population and their families/dependents.

HCH/FH is funded by U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA) pursuant to Sections 330(g) and 330(h) of the Public Health Service Act to support the planning for and delivery of services to medically underserved populations. It is jointly governed by an independent Co-Applicant Board (Page 7) and the San Mateo County Board of Supervisors.

People in San Mateo County experiencing homelessness or who work as farmworkers (and their families) can access any San Mateo County Health touch point – San Mateo Medical Center, satellite clinics, mobile clinics – and numerous other County and community-based organizations to receive outpatient health services regardless of insurance or documentation status. The HCH/FH Program has agreements with county and nonprofit organizations to provide these services.

HRSA has a broad definition of homelessness which, in addition to people residing in shelters or on the street/in cars/RVs, includes doubling up (i.e. couch surfing) and those in transitional or permanent supportive housing

Strategic Plan Goals

In 2016, the HCH/FH Program developed a strategic plan with four high level goals:

1. Expand health services for homeless individuals and farmworkers
2. Improve the ability to assess the on-going needs for homeless individuals and farmworkers
3. Maximize the effectiveness of the HCH/FH Program's Board and Staff
4. Improve communication about resources for the homeless and farmworkers

The strategic plan is scheduled to be updated in the second half of 2019.

Quality Improvement/Quality Assurance

HCH/FH monitors clinical outcomes of people experiencing homelessness and farmworkers to ensure their health outcomes, such as rates of diabetes, heart disease, and prenatal care, are no worse than the general population.

In 2018, the QI/QA subcommittee led by HCH/FH's Medical Director and Clinical Coordinator focused on aligning clinical outcomes and embedding improvement procedures with San Mateo Medical Center efforts. This has the potential to streamline efforts such as connecting diabetic patients with poor blood-sugar control to dental care.

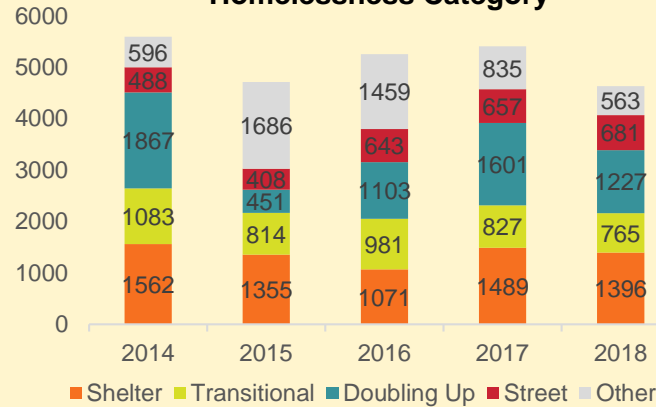
2018 in Review

Patients experiencing homelessness

In 2018, ~ 4,600 individuals experiencing homelessness received outpatient health care services through the HCH/FH Program, relatively comparable with previous years, but a 15% decrease from 2017. This could be due to the County's efforts to rapidly re-house people experiencing homelessness often times outside of San Mateo as well as high cost of living.

Patients self-report where they slept the night before, therefore HCH/FH Program numbers are indicative but not full reflections of the number of people experiencing homelessness. This is partially due to the difficulty connecting chronically homeless patients to health services. Contracting with nonprofits (see page 7) for enabling services attempts to connect difficult-to-reach patients to health care.

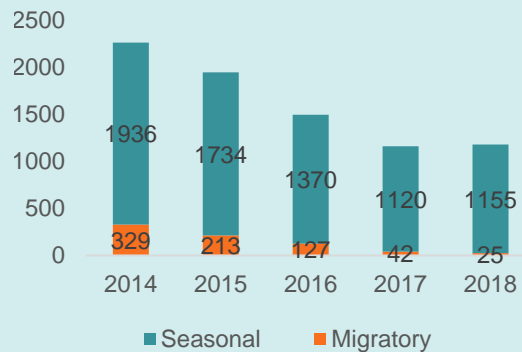
Patients Receiving Services by Homelessness Category



Patients who identify as farmworkers

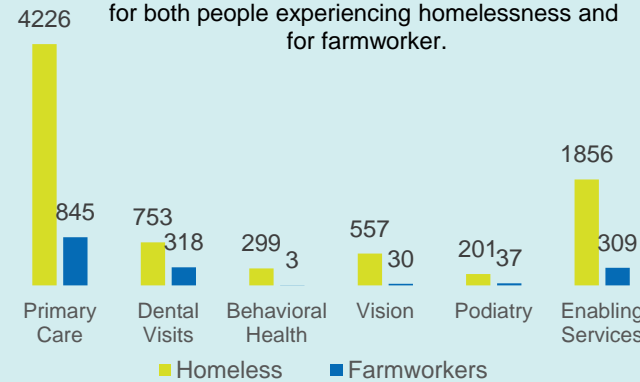
In 2018, 1,180 farmworkers and their dependents received health care services through the HCH/FH Program. The majority of farmworkers in San Mateo County are seasonal and the decline is likely due to the national politics and discourse about immigrant issues.

Farmworkers using SMC Health Services by Work Classification



Type of Services Received

Primary Care was the predominate service received for both people experiencing homelessness and for farmworker.



Spotlight: Mental Health Services and Substance Use Disorder

Substance use disorders impact the health and well-being of individuals, families, and entire communities across the country, and have been called “one of the critical public health problems of our time.”¹ Until 2018, HCH/FH was not able to allocate many resources to mental health. Mental health and substance use are particularly and intricately connected to the overall well-being of vulnerable populations.

In 2018, HRSA announced supplemental funding for Substance Use Disorder and Mental Health Services (SUD MH), which was in addition to a similar announcement in 2017 for Access Increases in Mental Health and Substance Abuse Services (AIMS).

The HCH/FH Program was able to secure funding from both funding opportunities. This led to the development of two new community partnerships – StarVista and El Centro – to find ways of increasing services for farmworkers and people experiencing homelessness.

Additionally, the funding was used to conduct a county-wide Substance Use Needs Assessment, develop resources for people struggling with substance use, and a website framework. This work is being finalized in the early 2019 months as El Centro and StarVista are ramping up to provide services and reflects progress against the strategic goal of expanding health services.

Financial Overview

In 2018, the HCH/FH program received ~\$2.4M from HRSA which was distributed among ~10 contracts/MOUs and covered operational costs. Additionally, the Health System receives higher Medi-Cal and Medi-Care reimbursement rates due to the Federally Qualified Health Center status the HCH/FH Program provides to the county.

Total Program Costs & Revenues for Homeless & Farmworker Health Services

Item	Financial Cost
Total Clinical Cost	\$8,595,490
Total Enabling Cost	\$711,160
Facility & Non-Clinical Support	\$7,715,458
Total	\$17,022,108
Item	Revenue
Patient Revenue	\$4,051,614
Federal Grant (HRSA 3330 farmworker & Homeless)	\$2,410,741
Non-Federal/Local Support	\$10,559,753
Total	\$17,022,108

¹U.S. Department of Health and Human Services (HHS), Office of the Surgeon General, Facing Addiction in America: The Surgeon General's Report on Alcohol, Drugs, and Health. (Washington, DC: HHS, November 2016).

SERVICES FOR PEOPLE EXPERIENCING HOMELESSNESS AND FARMWORKERS IN SAN MATEO COUNTY

The Health Care for the Homeless/Farmworker Health Program works with the below organizations to ensure people experiencing homelessness, farmworkers and their families in San Mateo County are able to receive case management, primary care, dental care, as well as behavioral and substance use services.

Most of these organizations provide services beyond those described here, which focus on HCH/FH contracted services.

Primary Care

San Mateo County Mobile Health Clinic



A state-of-the-art van which provides drop-in (no appointment necessary) primary care services to homeless patients throughout San Mateo County at regularly scheduled sites.

San Mateo County Street/Field Medicine



In an effort to meet patients where they are, this backpack medicine program provides primary care to people experiencing homelessness on streets, in tent encampments and to farmworkers in the fields.

San Mateo Medical Center and Clinics

Anyone who is experiencing homelessness, is a farm worker or family member of a farm worker can receive health care services at San Mateo Medical Center (SMMC) or clinics throughout the county. SMMC is a safety net hospital for all county residents. Clinics are located across the entire county and services provided vary by location, include primary care, dental, etc.



Dental Care

San Mateo Mobile Dental Clinic



Provides comprehensive dental care services to San Mateo County residents throughout the County at various locations including homeless shelters. Qualified patients are assigned to the clinic.

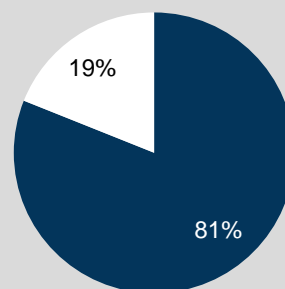


Provides comprehensive dental services to farmworkers and their families in the Southcoast region of San Mateo County, including exams, fillings, and crowns. Sonrisas works closely with Puente de la Costa Sur to conduct outreach and identify farmworkers.

HCH/FH Program Contracts Overview

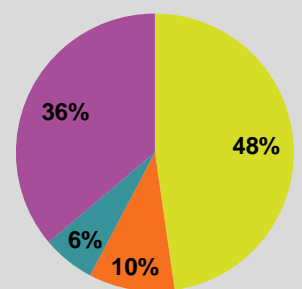
The program began with a focus on contracting for the delivery of primary care services, and as it has matured, it has begun funding more enabling services. Increasing access to mental health and dental services is a continued focus for this program. As required by HRSA, about 20% of the grant funds go toward services for farmworker health ("FH").

HCH vs. FH



■ Homeless
■ Farmworker

Contract Value by Service Type



■ Primary Care
■ Dental services
■ Behavioral Health
■ Enabling Services

Behavioral Health

Includes mental health and substance use treatment/outreach.



SAN MATEO COUNTY HEALTH

BEHAVIORAL HEALTH & RECOVERY SERVICES

Provides a broad spectrum of services for children, youth, families, adults and older adults for the prevention, early intervention and treatment of mental illness and/or substance use conditions.

EL CENTRO DE LIBERTAD

The Freedom Center

Provides outreach/prevention education programs, screening and navigation assistance on substance use to homeless and farmworkers throughout San Mateo county. One of HCH/FH's newest partnerships.



STAR VISTA

Provides outreach/engagement services, including engagement with Medication Assisted Treatment services, and substance abuse and mental health services to homeless and farmworkers throughout San Mateo County.

Enabling Services

Are non-clinical services that aim to increase access to healthcare and improve health outcomes, i.e. transportation, health literacy

LifeMoves

Breaking the Cycle of Homelessness

Provides care coordination, health insurance enrollment including SSI/SSDI to homeless patients throughout San Mateo County. LifeMoves also collaborates with the SMC Street Medicine Team to provide medical needs assessment of street homeless.



Provides care coordination and health insurance eligibility/enrollment to farmworkers in the South Coast of San Mateo County. This includes outreach, education, transportation and translation services. Puente also collaborates with SMC Field Medicine Team to provide medical care to uninsured farmworkers.



Provides health care coordination services and patient education to clients experiencing homelessness at their Safe Harbor shelter located in South San Francisco.

Ravenswood Family Health Center

Located in a fully re-vamped, state-of-the-art facility in East Palo Alto as of 2015, Ravenswood Family Health Center is a Federally Qualified Health Center that provides comprehensive health care to residents of East Palo Alto. This includes primary care, dental care, behavioral health and enabling services specifically intended to connect vulnerable populations to the care they need.



Meet the HCH/FH Program's Co-Applicant Board Members

The Co-Applicant Board is responsible for the overall direction of the program, including selection of services and evaluation of progress. Board Members must be San Mateo County residents and cannot be employed by San Mateo County Health. The HCH/FH Program is always seeking passionate San Mateo County residents to join. People with lived experience are particularly encouraged to apply, however homeless or farmworker status is not required.



Brian Greenberg
*Board Chair, LifeMoves
Vice President of Programs & Services*



Robert Anderson
*Vice Chair, Retired
San Mateo Police Officer*



Steve Carey
*LifeMoves &
Consumer Advocate*



Mother Champion
*Community
Leader*



Eric DeBode
*Executive Director
Abundant Grace*



Tayisha Deldridge
*Ravenswood Family
Health Center*



Christian Hansen
*Intero Real
Estate Services*



Officer Shanna Hughes
*San Mateo Police
Homeless Outreach Unit*



Steve Kraft
*Consumer
Advocate*



Suzanne Moore
*Community Leader,
retired Nurse*



Victoria Sanchez de Alba
*Public Relations &
Community Leader*



Adonica Shaw
*Community Activist &
Business Woman*

Looking Ahead to 2019

Medical Respite, also referred to as recuperative care, provides acute and post-acute medical care for people who are homeless and too ill to be on the street or in a shelter but not ill enough to be in a hospital. Research has shown reduced health costs to hospitals and the overall health system when Medical Respite is a discharge option and/or an Emergency Room deterrent. Currently, San Mateo County does not have a comprehensive model. Due to a confluence of events including increased hospital interest, it has become a large focus of the HCH/FH Program in late 2018. In partnership with the Hospital Consortium of San Mateo County, a Community Task Force composed of diverse stakeholders has been formed to identify a comprehensive medical respite plan for the County.

The HCH/FH Program is focusing on numerous other initiatives in 2019 ranging from **data quality** improvement projects to seeking new and innovative projects. Examples include **increasing dental services** to farmworkers on the coast and exploring ways to improve **nutrition** which can in turn alleviate the burden of chronic illness. Additionally, the HCH/FH Program will be conducting a **needs assessment** and updating its **strategic plan**.

Staff

Jim Beaumont
Director

Frank Trinh, M.D.
Medical Director

Danielle Hull
Clinical Coordinator

Irene Pasma
Implementation Coordinator

Linda Nguyen
Program Coordinator

Sofia Recalde
Management Analyst

Get Involved

- Attend a Board Meeting
- Join the Board as a voting member
- Join one of two Advisory Boards
- Keep an eye out for RFPs to submit a proposal

Contact us:

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