

RFP 2020 Services

HCH/FH Board Meeting September 10, 2020



SAN MATEO COUNTY HEALTH
**SAN MATEO
MEDICAL CENTER**

Three Service Streams

**Promotores
on the Coast**

**Care
Navigator
linked to
Street/Field,
Mobile, and
NPCC**

**Medical Case
Management
linked to
newly housed**



SAN MATEO COUNTY HEALTH
**SAN MATEO
MEDICAL CENTER**

Community Health Worker/Promotores de Salud

Target Population: Adult Farmworkers

Expected Services

- Contractor will develop and implement a Promotores health model on the Coastside that will serve as a liaison between farmworkers/their dependents and SMMC and SMC Health
- The Promotora(s) will provide a range of supportive services, including but not limited to:
 - health education
 - pesticide safety
 - health insurance assistance
 - referrals to health resources
 - support in seeing their primary care physicians

Expected Outcomes

- Increase the overall number farmworkers and dependents that access SMMC and SMCH services, especially adult farmworkers
- Increase number of clients signed up for Medi-Cal and ACE
- Increase knowledge about women's health, pesticide exposure, and chronic disease
- Improve health outcomes in diabetes management, first trimester clinic appointments, and cancer screenings **[align with a few QI/QA goals]**
- Increase farmworker trust in SMMC/SMCH as an institution



Care Management linked to Street/Field/Mobile/NPCC

Target Population: Street and Shelter Homeless Individuals

Expected Services

- Provide outreach and health education
- Conduct initial assessments
- Help clients adhere to care management plan developed in consultation with medical provider
- Ensure clients make their scheduled appointments
- Assisting clients with completion and renewal of health insurance coverage
- Provide information to clients about health and community resources

Expected outcomes

- Increase the overall number of people experiencing homelessness that access SMMC and SMCH services
- Increase number of clients signed up for Medi-Cal and ACE
- Improve health outcomes in diabetes management, cancer screenings, depression **[align with a few QI/QA goals]**



Care Management/peer support for newly not-homeless individuals

Target Population: Previously homelessness and newly housed (not PSH) individuals

Expected Service

- Contractor will support housed individuals in maintaining or creating connection to full range of medical services – primary care, behavioral, dental
- Address social isolation/loneliness/denial
- Contractor will coordinate with existing case managers or be the primary care manager

Question: do we want to stipulate that the hires are from the community/have experience being homeless?

Expected Outcomes

- Increase number of people experiencing homelessness to access SMMC
- If PCP was Mobile or Street while homeless, transition to a brick and mortar SMMC provider
- Have at least one visit with SMMC HCP



RFP support

Help develop service streams and review submitted proposals

	PROPOSED: Non-Board Member Subject Matter Experts	Board Member (1-3)
Promotores	<ul style="list-style-type: none"> • Farmworker Justice • CRLA • BHRS • Health Outreach Partners • HCU 	
Case Mngt: Street/Mobile/ NPCC	<ul style="list-style-type: none"> • Alameda/Contra Costa/Santa Clara HCH Med Director • HCU 	
Case Mngt: Newly housed	<ul style="list-style-type: none"> • Center on Homelessness • HomeBase • Housing Department 	



Distribution Plan

- Who will be notified about the release of the RFP?
 - HCH/FH staff is compiling a robust list of entities that will be notified via e-mail.
 - **Mid November:** we'll send out a notice email
 - **Mid December:** RFP will be released
 - Staff will host a forum to answer questions if needed

Proposals will be due February 15.

