



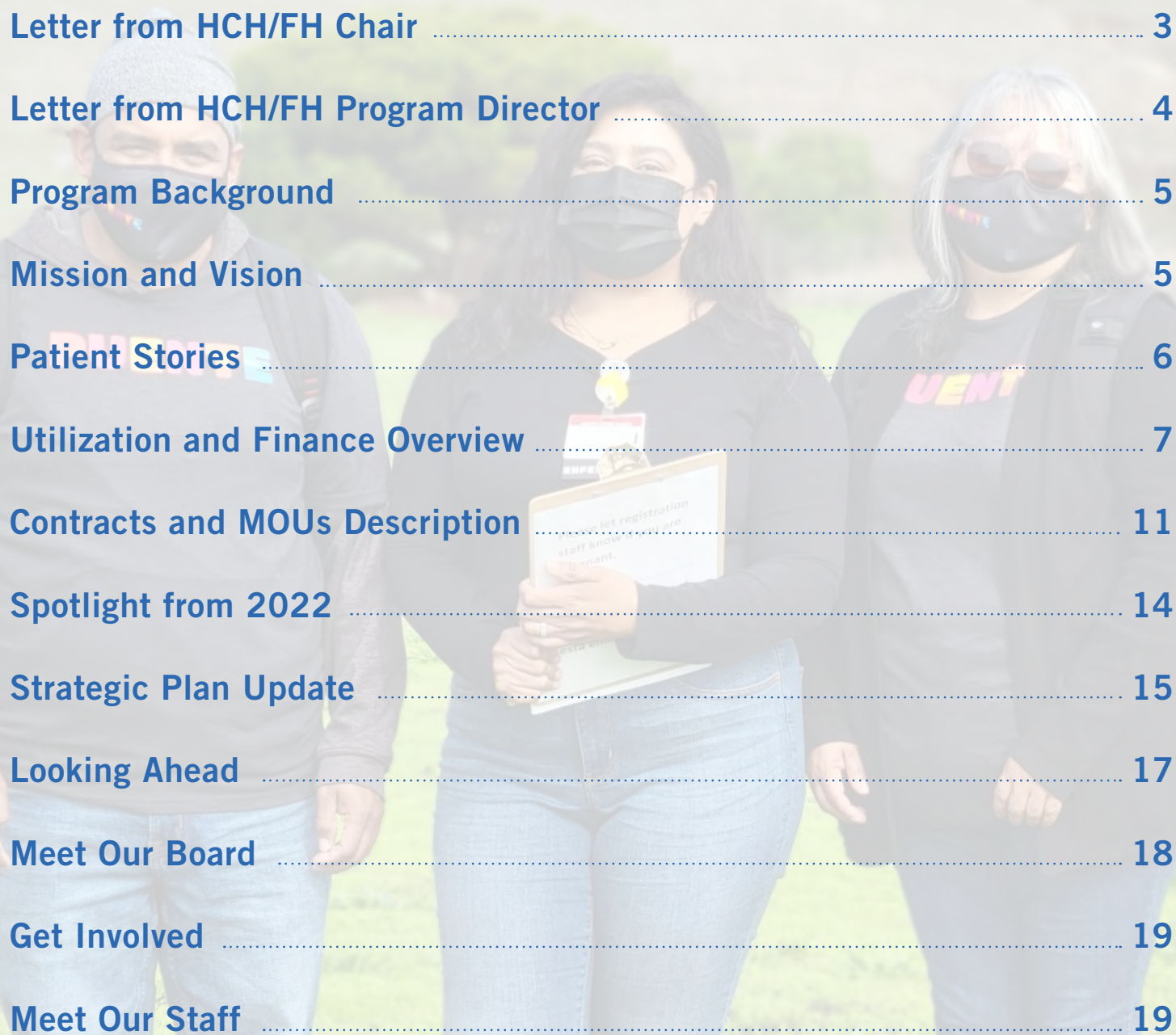
ANNUAL REPORT 2022

County of San Mateo

Healthcare for the Homeless & Farmworker Health Program

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SMMC_HCH_FH_Program@smcgov.org

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A background image showing three people standing outdoors on a grassy area. They are all wearing black face masks. The person on the left is a man in a grey hoodie and blue jeans. The person in the middle is a woman in a black long-sleeved shirt and blue jeans, holding a clipboard with a sign that says "Please let registration staff know you are a tenant." The person on the right is a woman in a black jacket and blue jeans. The text of the table of contents is overlaid on this image.

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LETTER FROM THE BOARD CHAIR

San Mateo County's Healthcare for the Homeless & Farmworker Health (HCH/FH) Program's mission remains steadfast: to provide quality and accessible healthcare to Homeless and farmworker populations, fostering an environment that is supportive, welcoming, and easily accessible.

Through strong partnerships with San Mateo County Health and respected community-based organizations, we deliver a comprehensive range of health services that encompass primary care, dental care, behavioral health support, and case management services. It is our firm belief that everyone, regardless of their circumstances, deserves the highest standard of care and a chance to attain optimal well-being. HCH/FH is federally funded through the U.S. Department of Health and Human Services, from Health Resources and Services Administration (HRSA)

The HCH/FH Program receives oversight from 12 dedicated and compassionate Board individuals who possess a wealth of experience in serving the homeless and farmworker communities. Together, with the invaluable assistance of our committed staff of five, we convene monthly to make informed decisions pertaining to the program's operation, development, implementation, and evaluation. It is through our collective efforts that we ensure the ongoing success and impact of our initiatives, striving to make a tangible difference in the lives of those we serve.

The two populations we serve have previously experienced challenges in seeking quality healthcare due to stress and isolation associated with being homeless or an immigrant. The HCH/FH Program has been successful in serving these two communities by expanding health services and access to the ongoing needs for homeless individuals and farmworkers.

In 2022 the HCH/FH Program provided services to 3783 individuals experiencing homelessness and 1071 farmworkers and family members in the coastal area of San Mateo County. We are grateful for the continued support and partnership of each member of our esteemed Board, as well as the unwavering commitment of our devoted staff. Together, we have achieved significant milestones and overcome challenges, always guided by the vision of providing comprehensive and equitable healthcare to those in need.



Robert Anderson
*Healthcare for the Homeless/Farmworker Health
Board Chair*

LETTER FROM HCH/FH DIRECTOR

The HCH/FH Program is the awardee of Health Resources and Services Administration (HRSA) grant funding pursuant to Section 330(g) & (h) of the Public Health Services Act (PHS) to provide healthcare services for people experiencing homelessness and farmworkers in San Mateo County. The HCH/FH Program also confers “Federally Qualified Health Center” status upon San Mateo County Health’s outpatient clinics.

The HCH/FH Program has been doing great things since its inception. The past year has been a challenging one for our program, as we faced turnover of 3/4th of our operational staff. Despite these challenges, we were able to continue to focus on the provision of high-quality healthcare to our patients through the dedication of our staff, who worked tirelessly to ensure all our patients had access to the care they needed.

During 2022, we were able to recruit, hire and successfully onboard replacement staff, allowing us to continue our efforts in expanding services and reaching more patients. And also continued our commitment to ensuring high-quality healthcare for our patients across all their ambulatory health care needs.

In this 2022 annual report, you will read and see the contracts we have with different community organizations and county departments, the work we have been doing in the past year, and testimonials from patients. These provide us with immense gratification in the work we do and motivate us for our ongoing efforts in 2023 and beyond.



Jim Beaumont

*Healthcare for the Homeless/Farmworker Health
Program Director*

PROGRAM BACKGROUND

OUR MISSION

The mission of the San Mateo County Health Care for the Homeless/Farmworker Health (HCH/FH) Program is to serve homeless and farmworker individuals and families by ensuring they have access to comprehensive health care, in particular, primary health care, dental health care, and behavioral health services 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 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 decisions regarding their health care.

Innovation

Services will continuously evolve to reflect current best practices and technological advances.

San Mateo County's Health Care for the Homeless/Farmworker Health Program (HCH/FH) is a federally funded program which has delivered and coordinated health care and support services for people experiencing homelessness 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 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's (SMMC) hospital and 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 and compliance with HRSA regulations provides SMMC with Federally Qualified Health Center status.



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 (PSH). For farmworkers, both seasonal and migrant workers are included in HRSA's definition, and importantly, so are family members.

PATIENT STORIES

Firsthand accounts submitted by providers and patients



***“LifeMoves Community Health Outreach Worker (CHOW) had the pleasure of assisting a wonderful family in connecting them to healthcare services.*”**

The family consists of a single mother and her three children, who were experiencing homelessness in San Mateo County. LifeMoves was able to connect them to one of our family shelters. During their stay, the assigned CHOW case manager assisted the head of the household in receiving Primary Care at SMMC, scheduled pediatrician appointments for the children, and arranged dental services.

The family faced some challenges, including transportation to appointments and language barriers. The CHOW Case Manager provided support by attending the family’s in-person appointments and addressing any questions they had during the visits. Moreover, the Case Manager accompanied the mother and child to a San Mateo After Hour Clinic for a physical exam, which was necessary for the child to join an after-school sports team.

This family was matched to a housing opportunity and accepted an apartment unit that they now call home.”

- Testimony submitted by LifeMove’s Case Manager



***“A client that HEAL worked with for several months reported having dangerously high blood pressure.*”**

The HEAL clinician collaborated with Street Medicine and encouraged the client to seek their assistance. Consequently, the client received blood pressure medication, arranged for necessary dental care, and expressed her intention to schedule a primary care appointment.”

- Testimony submitted by HEAL Clinician

***“Abode is a fantastic program. Abode has helped me get to my doctor appointments and has helped me and my family overcome problems due to no transportation. I just want to say thank you Abode for all your support and help.”*”**

- Anonymous patient testimony from Abode Services



***“It helps a lot that the dental clinic is close by and it’s free because of the pandemic we don’t have a lot of extra income to spend. It is a very good service, the doctors are very polite and professional.”*”**

- Anonymous patient testimony from Puente

UTILIZATION & FINANCE

UTILIZATION OVERVIEW

4,854 UNIQUE CLIENTS

- 16% decrease from 2021
- 1,071 (20%) FW
- 3,783 (80%) PEH

34,760 VISITS

- <1% decrease from 2021
- 26,135 In-person visits
- 8,625 Virtual visits

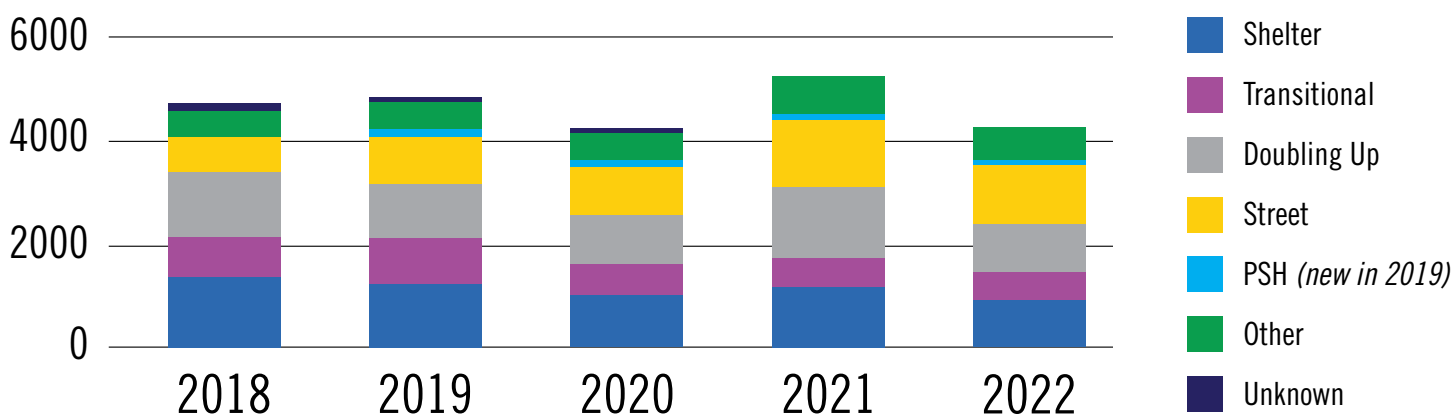
In 2022 the HCH/FH Program served 4854 unique individuals, 3783 (~80%) of which were Patients Experiencing Homelessness (PEH), and 1071 (~20%) Farmworkers.

The total patients served in 2022 represents a 16% decrease from 2021 where the total was 5,777 individuals. This decline can be attributed to several factors including the County's efforts to end homelessness, as well as HCH/FH Program's contract cycles.

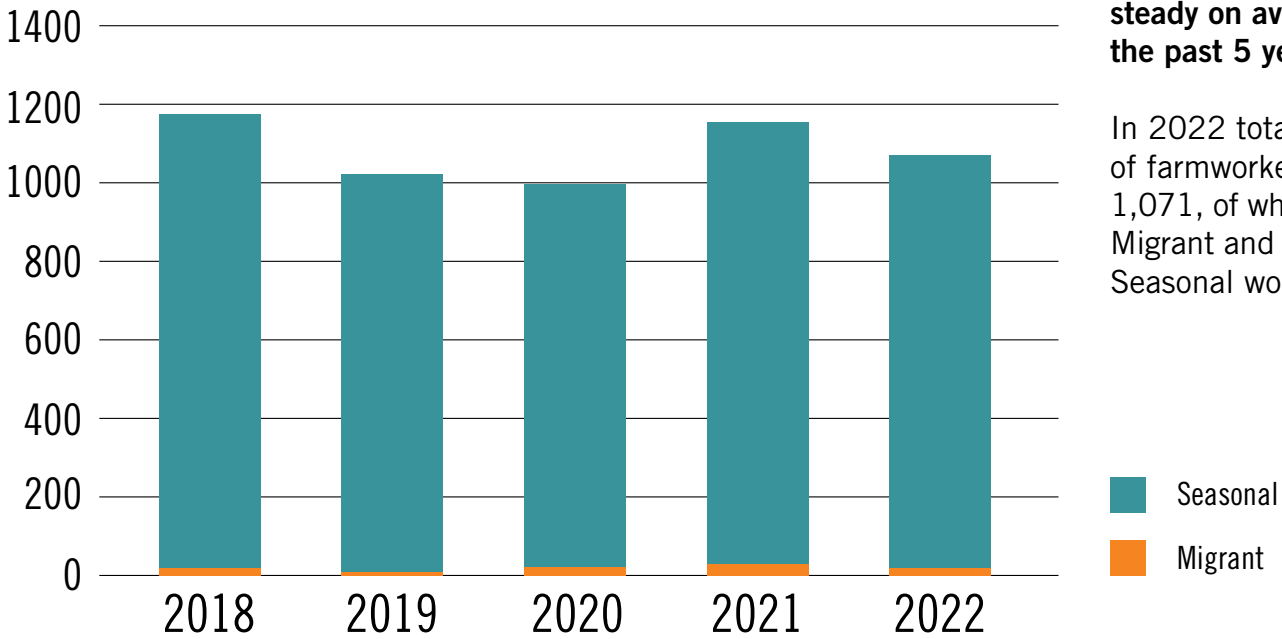
Of the two populations this program serves the decline in unique patients from 2021 to 2022 is particularly evident among the total homeless population, which was 4,660 in 2021, and 3783 in 2022, an 18% decline.

Of the 3783 patients experiencing homelessness the program served in 2022, the largest category were individuals living on the Street (1,004 patients), followed by sheltered homeless (826), and those who are doubled Up (804).

Number of patients experiencing homelessness receiving services (by living situation type)



Number of farmworker patients receiving services



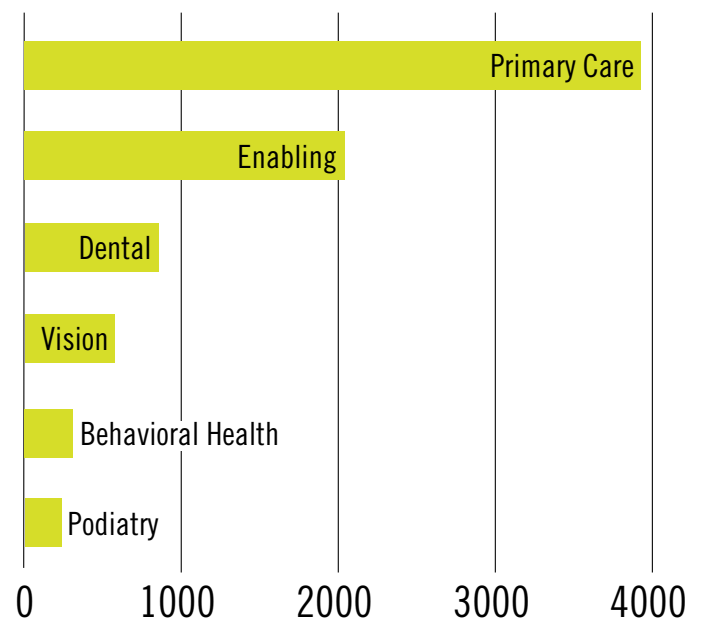
Farmworker population has remained relatively steady on average over the past 5 years.

In 2022 total number of farmworkers was 1,071, of which 32 were Migrant and 1,039 were Seasonal workers.

Although the total number of unique individuals served by this program has decreased from 2021, service utilization remains strong. 34,760 patient visits in 2022 represent a minor 1% decrease from 2021, with 75% of the total visits being in-person, and 25% virtual.

- Primary care is the largest service and is utilized by over 80% (3,928 of 4,854) of patients served under the HCH/FH Program.
- Enabling services, which include case management, transportation assistance, translation, navigation assistance, and more, represent the second largest service accessed by over 40% of patients.
- Dental services were accessed by 17% of program’s total number of patients, and represent this program’s investment and commitment, though two separate contracts, to making dental care accessible and available for individuals experiencing homelessness and farmworkers.
- Vision, behavioral health, and podiatry saw the smallest service utilization accessed by 12%, 6%, and 5% of total patients respectively.

Number of patients by Service Utilization (2022)



FINANCIAL OVERVIEW

In 2022, HCH/FH received \$2,858,632.00 from HRSA to support programmatic activities, nearly \$2M of which was allocated to contracts and MOUs to support healthcare and enabling services for people experiencing homelessness and farmworkers and their families in San Mateo County.

Revenue	Financial 2021	Financial 2022
HRSA Health Center Program Grant (HRSA 3330 Farmworker & Homeless)	\$2,910,173	\$2,684,036
Patient Revenue	\$4,957,896	\$4,375,010
COVID-19 Supplemental	\$632,864	\$539,834
Non-Federal/Local Support	\$9,791,314	\$10,802,677
TOTAL	\$18,292,247	\$18,401,557

Item Cost	Financial 2021	Financial 2022
Clinical Visits	\$8,452,831	\$8,514,587
Enabling Services	\$789,616	\$975,558
Facility & Non-Clinical Support	\$9,049,800	\$8,911,412
TOTAL	\$18,292,247	\$18,401,557

The HCH/FH Program continues to monitor its current contracts¹, which were initiated in the 2020/2021 Request for Proposal (RFP) cycle.

¹ Refer to pages 11-13 for the current Program contracts overview.

CONTRACTS DESCRIPTION

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

Please note that these organizations provide a range of services beyond those described here. The following information focuses specifically on the contracted services offered by the HCH/FH Program.



Abode Services

HCH/FH has contracted with Abode Services to provide medical care coordination services to individuals who have recently been housed or are preparing to move into permanent housing.

Abode Services receives referrals from within Abode case managers and shelters when they identify a homeless client who is ready to transition to permanent housing. The Abode case manager then assists the individual in connecting or staying connected to primary care, behavioral health, and dental services. This program is prioritized for newly housed individuals.



Ayudano Latinos a Soñar (ALAS)

ALAS is located in Half Moon Bay, which is where the majority of farmworkers in San Mateo County reside. HCH/FH has contracted with ALAS to provide health education in a “promotores” model, which utilizes community health workers to educate farmworkers and their families about health care topics and connect them to primary care.

The goal of the Promotoras program is to increase farmworker knowledge of health care and facilitate connections to care. This program is prioritized for farmworkers and their families.



LifeMoves

The LifeMoves Community Health Outreach Worker (CHOW) team provides care coordination to people experiencing homelessness throughout San Mateo County, with the goal of helping them continue or establish primary care at either the San Mateo Medical Center (SMMC) or the Behavioral Health Recovery Services (BHRS) clinic.

The CHOW team works closely with Street Medicine, the Health Coverage Unit, and the New Patient Connection Center to achieve this goal. This program is prioritized for people experiencing homelessness.



Puente de la Costa Sur

The Puente Community Health team provides care coordination and health insurance eligibility/enrollment services to farmworkers in the Pescadero region. This includes outreach, education, transportation, and translation services. Puente also collaborates with the Field Medicine Team to provide medical care to uninsured farmworkers. This program is prioritized for farmworkers and their families.



Sonrisas

Sonrisas provides comprehensive dental services to farmworkers and their families at Puente’s Pescadero location once a week. Sonrisas and Puente work closely together to coordinate dental care for patients. This program is prioritized for farmworkers and their families.



Behavioral Health & Recovery Services (BHRS)

Healthcare for the Homeless: One of the HCH/FH Program’s longest standing agreements is with BHRS to provide care coordination to people experiencing homelessness with mental illness. The BHRS team assesses and links homeless clients to medical, mental health, and/or substance use treatment, acts as a liaison between clients and their health care providers, and provides peer support to homeless clients. The team works with both sheltered and unsheltered clients via referrals.

Homeless Engagement, Assessment, and Linkage (HEAL): This program began in July 2022. HEAL clinicians provide field-based mental health therapy to homeless clients who are interested in the service but not yet ready to link to a clinic. HEAL also provides groups and workshops to people experiencing street homelessness in partnership with the LifeMoves Homeless Outreach and Street Medicine Teams.

El Centro de Libertad: The HCH/FH Program has partnered with BHRS to support a contract with El Centro de Libertad. The program aims to outreach and provide case management and education for substance use disorder to farmworkers and their families. El Centro’s Substance Use Disorder Case Manager works closely with ALAS’s promotores to ensure effective and efficient support for the targeted population.



Public Health Policy & Planning (PHPP)

San Mateo County Mobile Health Clinic: A state-of-the-art van provides drop-in primary care services to people experiencing homelessness throughout San Mateo County at regularly scheduled sites.

San Mateo County Street/Field Medicine Team: To meet people where they are, this backpack medicine program provides primary care, mental health and alcohol and other drug (AOD) case management to people experiencing homelessness living on the street or in tent encampments and to farmworkers in the field.

San Mateo Medical Center (SMMC)

SMMC is a safety net hospital for all county residents with Medi-Cal, Medicare or San Mateo County Access and Care for Everyone (ACE) coverage. Outpatient clinics are located across the entire county. Anyone experiencing homelessness and/or is a farmworker or family member of a farmworker can receive health care services at any of these clinics.

Saturday Dental Clinic for Farmworkers: SMMC launched the Saturday Dental Clinic in June 2021 to provide free dental services to farmworkers who cannot easily take time off work to access dental care during the week. This monthly clinic aims to hold weekly dental clinics in the future, and the priority population for this program is farmworkers and their families.



SPOTLIGHTS FROM 2022

WORKING TOGETHER TO END HOMELESSNESS

In 2022, San Mateo County led year-long discussions on how to end homelessness, which culminated in a summit.

HCH/FH staff supported and participated in the planning of the meetings throughout the year and provided information for a resource handbook on factors contributing to health issues for people experiencing unhoused homelessness including physical and behavioral health. HCH/FH continues to work with the County as appropriate on the plans that came out of the 2022 efforts.

STAFF TRANSFORMATION

In 2022, our small program underwent significant staffing changes.

First, we were able to fill our long-standing open Community Program Coordinator position, which Meron Asfaw filled in early 2022. Then, later in the year, Sofia Recalde, Management Analyst, and Danielle Hull, Clinical Services Coordinator, moved on to exciting new opportunities in the County. This led to the hiring of a new Management Analyst (started Fall 2022) and interviewing for a new Clinical Services Coordinator who started early 2023.

A significant portion of 2022 was managing the program with a much-reduced staff and on-boarding new staff as they started. **Our three fantastic new staff are:**



Meron Asfaw, Community Program Coordinator

Meron holds a Master of Public Health degree. She is committed to working with underserved populations, including farmworkers, people experiencing homelessness, and others, to ensure that they have access to quality, affordable health care.



Alejandra Alvarado, Clinical Services Coordinator

Alejandra has a bachelor's degree in Biological Sciences and Psychology, and a master's degree in Public Health and Healthcare Administration. Her background is in research and public health advocacy, working primarily with underrepresented communities and populations with high-risk social needs in a healthcare setting.



Gozel Kulieva, Management Analyst

Gozel holds a master's degree in Healthcare Administration and Interprofessional Leadership (MSHAIL). Prior to joining the HCH/FH Program, Gozel worked with homeless programs in San Francisco in quality improvement and compliance roles.

STRATEGIC PLAN UPDATE

The Board's 2020-2023 Strategic Plan can be found here: <https://www.smchealth.org/smmc-hchfh-board>

STRATEGIC PRIORITY	2023 GOALS	2022 STATUS
1. Increase homeless & farmworker patient utilization of SMMC & BHRS Services.	<ul style="list-style-type: none">• By EOY 2023, increase percent of people experiencing homelessness receiving mental health & AOD services by 40% from 2019 baseline.• By EOY 2023, increase percent of farmworkers receiving mental health & AOD services by 20% from 2019 baseline.• By EOY 2023, 50% of clients receiving care coordination will have at least one brick and mortar health care visit within a 12-month period at SMMC or BHRS.	<p>Numerous efforts are underway to increase utilization of primary care and behavioral health services.</p> <p>We've seen some success and some efforts have not yet come to fruition.</p> <p>Staff is continuously working with partners to assess how to reach our targets.</p>
2. Decrease barriers for homeless and farmworker patients to access health care.	<p>By EOY 2023, decrease the number of un-insured homeless and farmworker patients seen by HCH/FH by 5% and 10% respectively.</p>	<p>We are fine tuning our ability to track this metric and continuing to work closely with the Health Coverage Unit to ensure patients are enrolled in insurance.</p>
3. Support health care providers serving homeless and farmworker patients.	<p>Quantifiable outcome metrics were not set for this priority but numerous efforts are ongoing, including a Needs Assessment aimed at better understanding SMMC providers' needs, beliefs, and resources to taking care of these two patient populations.</p>	

4. **Decrease health disparities among people experiencing homelessness & farmworker patients**

The program's QI/QA Plan outlines activities and metrics associated with decreasing health disparities.

5. **Meet and Exceed all HRSA Compliance Requirements**

- Following a site visit, have no more than **5** immediate enforcement actions, **2 or fewer** conditions enter the 90-day phase of Progressive Action and **0** conditions enter the 30-day phase of Progressive Action.
- Program will have no more than **5%** of funds remaining at the end of the current grant cycle.

Program did not have a site visit in 2022.

Staff turn over resulted in unplanned funds remaining at the end of 2022.



LOOKING AHEAD

2023 is in full swing and we are in the middle of many exciting projects:

NAVIGATION CENTER

In May 2023, the County opened a service-rich 240 bed non-congregate shelter in Redwood City, called the “Navigation Center.”



The Navigation Center is run by LifeMoves and features numerous services on-site, including employment, benefits, medical, behavioral and dental (in the future). HCH/FH staff has been integral in coordinating among all the health providers involved in caring for residents of the Navigation Center as well as securing additional funding.

SERVICE AREA COMPETITION (SAC)

Our tri-annual grant is up for renewal this year and we will submit our application in the summer of 2023. This award keeps the program in operation and provides Federally Qualified Health Center status to the County.

EPIC

After many efforts of trying to acquire case management automation support within the electronic health record for our efforts with PEH and farmworkers, we're thrilled with SMC Health's decision to implement Epic.



We look forward to the Integr8 Health project to bring increased capabilities in coordinating care across Health and community partners for a myriad of services to people experiencing homelessness and farmworkers.

MEET OUR BOARD

The Co-Applicant Board holds the responsibility for guiding the strategic direction of the HCH/FH Program, overseeing service selection, and evaluating progress.

Comprised of dedicated individuals, the Board ensures that the program meets the needs of San Mateo County residents effectively. Board members are required to be residents of San Mateo County and are ineligible for employment with San Mateo County Health.

The HCH/FH Program warmly welcomes passionate individuals residing in San Mateo County to join our Board. We value diverse perspectives and encourage individuals with lived experiences to apply, although homelessness or farmworker status is not a prerequisite.

By fostering collaboration and expertise, our Board members contribute significantly to the success of the HCH/FH Program. We are grateful for their dedication and commitment to improving the well-being of our community.



Robert Anderson,
Chair



**Victoria Sanchez
De Alba,** *Vice Chair*



Steve Carey



Eric DeBode



Tayischa Deldridge



Gabe Garcia



Brian Greenberg



Judith Guerrero



Steve Kraft



Suzanne Moore



**Francine
Serafin-Dickson**



Janet Schmidt



Tony Serrano

If you are interested in joining our team, please visit our website for more information:

<https://www.smchealth.org/smmc-hch-fh-board>

WANT TO GET INVOLVED?

ATTEND A BOARD MEETING

- Our board meetings are open to the public and provide an opportunity to learn more about our program.
- Join us to gain insights into our initiatives, share your ideas, and actively participate in shaping our direction.
- Scan this QR code for more information on upcoming board meetings.



BECOME A BOARD MEMBER: <https://www.smchealth.org/smmc-hchfh-board>

- Consider applying to become a board member and play a pivotal role in guiding our program's progress.
- Visit our website for detailed information on the application process, eligibility criteria, and expectations.

SHARE YOUR STORY

- We believe in the power of personal narratives to inspire and bring about positive change.
- Share your story and experiences to help raise awareness about homelessness and farmworker health.
- Become a guest speaker and share your story in our board meeting.
- Connect with our Community Program Coordinator, Meron Asfaw, at masfaw@smcgov.org to share your story.

HCH/FH STAFF

Jim Beaumont, HCH/FH Program Director

Kapil Chopra, Behavioral Health Director

Amanda Hing-Hernandez, Clinical Liaison

Frank Trinh, Medical Director

Alejandra Alvarado, *Incoming Clinical Services Coordinator*

Meron Asfaw, Community Program Services Coordinator

Danielle Hull, *Past Clinical Services Coordinator*

Gozel Kulieva, Management Analyst

Irene Pasma, Implementation & Planning Coordinator

Sofia Recalde, *Past Management Analyst*

**WE APPRECIATE YOUR INTEREST IN GETTING INVOLVED WITH OUR PROGRAM.
TOGETHER, WE CAN MAKE A SIGNIFICANT IMPACT ON THE LIVES OF THOSE IN NEED.**