

San Mateo County Behavioral Health and Recovery Services (SMC BHRS) Provider Outreach Annual Report

FY 2020-2021

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December 2021



Advancing Evidence.
Improving Lives.

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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 percent 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. Each collaborative has providers who provide direct services to the populations they serve.

This report summarizes self-reported data from attendees across individual and group outreach events that occurred in fiscal year (FY) 2020-2021 (July 1, 2020, through June 30, 2021). We also present historical data since FY 2014-2015 to show how outreach has changed over time. The appendices provide information at the provider level.

Total Attendance

For FY 2020-2021, SMC BHRS providers reported a total of 7,499 attendees at all outreach events. This number was lower than for FY 2019-2020, when there were 13,023 attendees, but is comparable to the numbers observed in prior years. The decrease from the previous year is driven by a reduction in both the group and individual outreach events in FY 2020-2021. For example, in FY 2019-2020, SMC BHRS providers reached 12,210 attendees across 252 group outreach events, while in FY 2020-2021 providers reached 6,984 attendees across 115 group outreach events.

Demographic Characteristics of Outreach Attendees

NCOC

There was a total of 7,254 attendees at NCOC's outreach events. NCOC's most common age group among outreach attendees was adults (33%). Almost half of the attendees were female (49%). The three largest racial/ethnic groups were White (27%), Mexican (14%), and Asian (7%). Twenty-four percent of attendees declined to state their race and ethnicity. Of those reporting special population status (i.e., homeless, at risk of homelessness, vision impaired, hearing impaired, veterans), 36 percent of attendees reported being at risk of homelessness, and 21 percent of attendees reported having a physical/mobility disability.

EPAPMHO

There was a total of 254 attendees at outreach events. EPAPMHO outreach attendees were largely adults (57%). Most attendees were female (67%). The greatest proportion of attendees by ethnicity were Mexican (41%), followed by Hawaiian (16%). The percentage of Mexican attendees almost doubled from 22.8 percent to 41.1 percent over the last two years. Of those reporting special population status, 28 percent were at risk of being homeless and 25 percent were homeless.

Outreach Event Characteristics

NCOC

NCOC individual outreach events ranged from 15 minutes to 2 hours, averaging 40 minutes. Outreach events took place virtually and over the phone. Most individual outreach events were conducted in English (95%).

NCOC group outreach events ranged from 5 minutes to 8 hours, averaging 83 minutes. Of the 112 group outreach events, most were conducted in non-traditional locations and virtually. All outreach events were conducted in English.

NCOC individual outreach events resulted in mental health referrals (78%) and substance use referrals (9%). Providers made 866 referrals for 226 NCOC individual outreach attendees. Of the different referral types, the top four types of referrals made for attendees were in food (19%), medical care (19%), “other” category (17%), and financial services (14%). “Other” category referrals that were reported include obtaining referrals for communication, check-ins, and COVID testing.

EPAPMHO

EPAPMHO individual outreach events lasted from 10 to 60 minutes and averaged 21 minutes. Outreach events took place mostly in offices and over the phone. Over half were held in Spanish (53%).

There were three EPAPMHO group outreach events that lasted 90 minutes. All three events occurred in offices. Two events were conducted in English while one event was conducted in Tongan.

EPAPMHO individual outreach events resulted in mental health referrals (37%) and substance use referrals (20%). Providers made 367 referrals for 194 attendees. Of the different referral types, the top three types of referrals were for housing (20%), food (17%), and “other” category (14%). “Other” referrals that were reported were mostly referrals for the Housing Energy Assistance Program (HEAP).

Recommendations

We have the following recommendations based on FY 2020-2021 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, outreach events were conducted in languages that represented the residents served by the participating providers. For example, the EPAPMHO collaborative conducted outreach in Spanish, as the Mexican population was the largest racial/ethnic population attending these events. Similarly, EPAPMHO group sessions were offered in Tongan, as participants indicated it as their preferred language. Conducting outreach in languages other than English can ensure that the SMC BHRS outreach program is serving the needs of the county's non-English speaking population.

Continue to offer non-office locations for group and individual outreach events. The data for this year show that many outreach events were conducted in communities, in non-traditional locations such as virtual meetings, and through telehealth services. Although this may have been in response to the pandemic, the county should consider continuing to provide alternative locations or venues, including a virtual option. This will help with the outreach efforts and also give county residents multiple options to avail themselves of the services offered through the program.

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, participants who selected the "other community location" were able to indicate the other locations in an open text field provided by the survey. The data show that, in many cases, attendees reported Zoom calls or similar virtual platforms for other locations. However, in some cases, it is difficult to assess the nature of the responses that fall under the "other" category. For example, for referrals, the "other" category (17%) included common responses such as "communication" or "check-ins" without any further detail. A next step could be providing more information related to these responses to better understand the nature of the referral.

It will also be beneficial to offer more categories for respondents to use when describing the "location" of individual outreach events, as up to 13 percent of respondents served by the EPAPMHO collaborative selected "unspecified" field locations.

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 percent tax on personal income in excess of \$1 million. Activities funded by MHSA are grouped into various components. The Community Services and Supports (CSS) component was created to provide direct services to individuals with severe mental illness. CSS is allotted 80 percent of MHSA funding for services focused on recovery and resilience while providing clients and families with an integrated service experience. CSS has three service categories: (1) Full-Service Partnerships, (2) General System Development Funds, and (3) Outreach and Engagement.

The San Mateo County Behavioral Health and Recovery Service (SMC BHRS) MHSA Outreach and Engagement strategy aims to increase access and improve 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.

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

The American Institutes for Research (AIR) has supported SMC BHRS in providing findings from the county's outreach activities since FY 2014-2015. This annual report reports on outreach activities conducted by providers in fiscal year (FY) 2020-2021 (July 1, 2020, through June 30, 2021). Providers collected outreach data using an electronic form (SurveyMonkey®) that gathers information self-reported by the attendees. AIR created this form based on interviews with San Mateo County staff and focus groups with providers. After data are entered, AIR cleans the data and calculates aggregated counts and percentages to describe outreach activities.

This report focuses on EPAPMHO’s and NCOC’s outreach events that occurred during FY 2020-2021. We also present historical data from FY 2014-2015, FY 2015-2016, FY 2016-2017, FY 2017-2018, FY 2019-2020, and FY 2020-2021 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. Summaries are also available to help SMC BHRS and its providers better understand each individual provider’s outreach efforts. Please refer to Appendixes A through H.

Overall Outreach

During FY 2020-2021, SMC BHRS outreach providers reported a total of 7,499 attendees at outreach events—515 attendees reached through individual outreach events and 6,984 attendees reached across 115 group outreach events. An 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.

Exhibit 1 shows outreach attendees, by collaborative, provider, and event type (i.e., individual or group), for FY 2020-2021.

Exhibit 1. Outreach Attendees, by Collaborative, Provider, and Event Type, FY 2020-2021

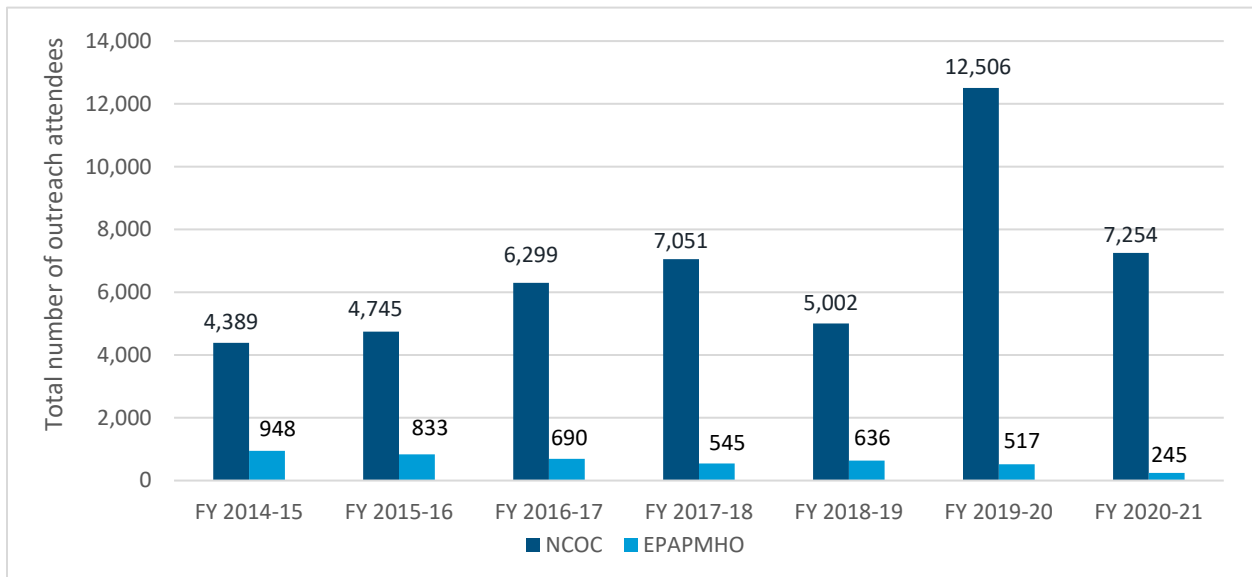
Provider Organization	Number of Individual Outreach Attendees	Number of Attendees at Group Outreach Events	Total Attendees Reported Across All Events
North County Outreach Collaborative (NCOC)			
Asian-American Recovery Services	95	148	243
Daly City Peninsula Partnership Collaborative	197	976	1,173
Daly City Youth Health Center	0	1,636	1,636
Pacifica Collaborative	4	3,921	3,925
Star Vista	14	263	277
Total (NCOC)	310	6,944	7,254
East Palo Alto Partnership for Mental Health Outreach (EPAPMHO)			
Anamatangi Polynesian voices	35	40	75
El Concilio	101	0	101
Free at Last	69	0	69
Total (EPAPMHO)	205	40	245
Total (NCOC and EPAPMHO)	515	6,984	7,499

Note: Multicultural Counseling and Education Services of the Bay Area (MCES) changed its 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 northern 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 EPAPMHO. The north region also spans a much wider geographical area, making group events (vs. individual outreach) such as community wide fairs more feasible. 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 2014-2020, with FY 2018-2019 being the exception, then dropped a little in FY 2020-2021. In 2019-2020, the total number of NCOC attendees increased significantly due to the 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, as many more residents were likely seeking mental health services in response to the pandemic. Events sponsored by the Daly City Peninsula Partnership Collaborative and the Daly City Youth Health Center also addressed food security during the pandemic (FY 2019-2020) by distributing food during the events. A higher attendance at these events may contribute towards an overall increase seen in FY 2019-2020. **Exhibit 2** shows the trends in the total outreach attendees over the years for both collaboratives.

Exhibit 2. Total Outreach Attendees, by Collaborative, FY 2014-2021



Note: The attendee numbers from previous fiscal years are slightly higher than those reported in the previous reports because some outreach data were reported after that fiscal year.

Exhibits 3a and 3b present 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, FY 2019-2020, and FY 2020-2021 within each collaborative. A table with the entire breakdown of race/ethnicity groups from FY 2014 to FY 2021 is presented in Appendix I.

Exhibit 3a. Percentage of Race/Ethnicity Groups Served by NCOC, FY 2014-2015 to FY 2020-2021

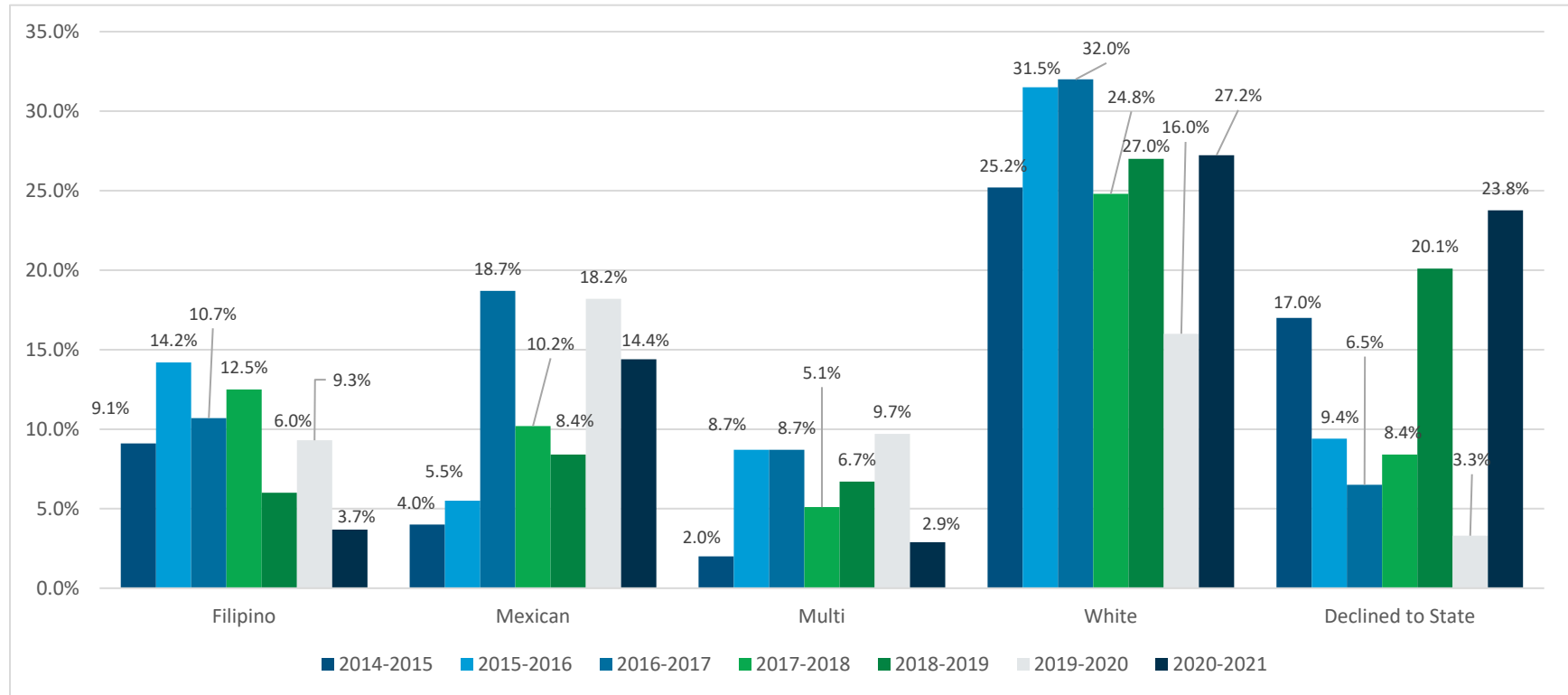
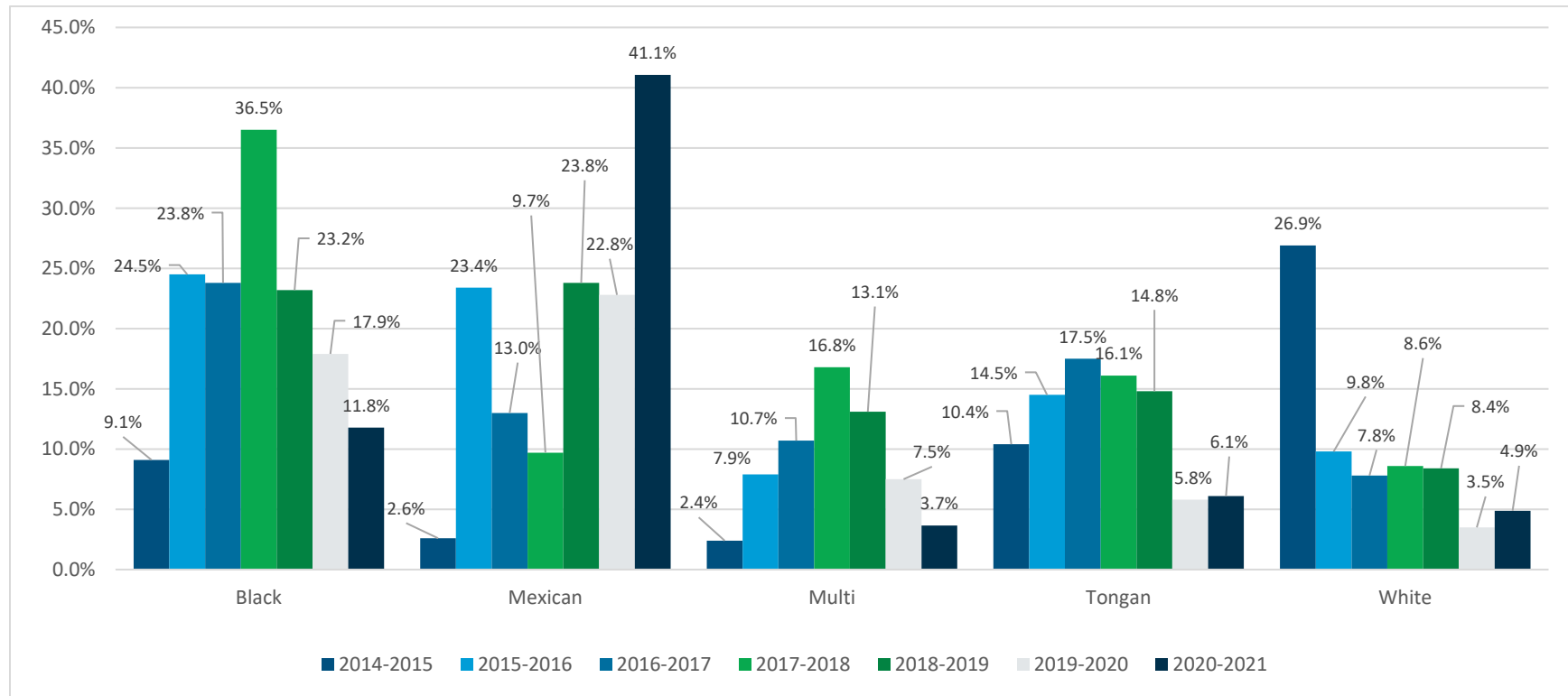


Exhibit 3b. Percentage of Race/Ethnicity Groups Served by EPAPMHO, FY 2014-2015 to FY 2020-2021



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. For example, Filipino, Mexican, and multi-racial attendees at these events decreased from FY 2019-2020 to FY 2020-2021, while White attendees and those who declined to state their race/ethnicity increased during this time period.

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. From FY 2019-2020 to FY 2020-2021, there has been an observed decrease in attendance by Black and multi-racial attendees at these events. However, there is a significant increase in attendees who are Mexican, and slight increases in the percentages of attendees who are Tongan and White.

Exhibits 4a and 4b present the percentages of the mental health and substance use referrals made as a result of attending the outreach events, by collaborative, for FY 2014-2015 through FY 2020-2021.

Compared to FY 2019-2021, mental health referrals increased by 16 percent in FY 2020-2021. Substance use referrals decreased significantly—by 44 percent—during this time frame.

Exhibit 4a. Percentage of Mental Health/Substance Use Referrals by NCOC, FY 2014-2015 to FY 2020-2021

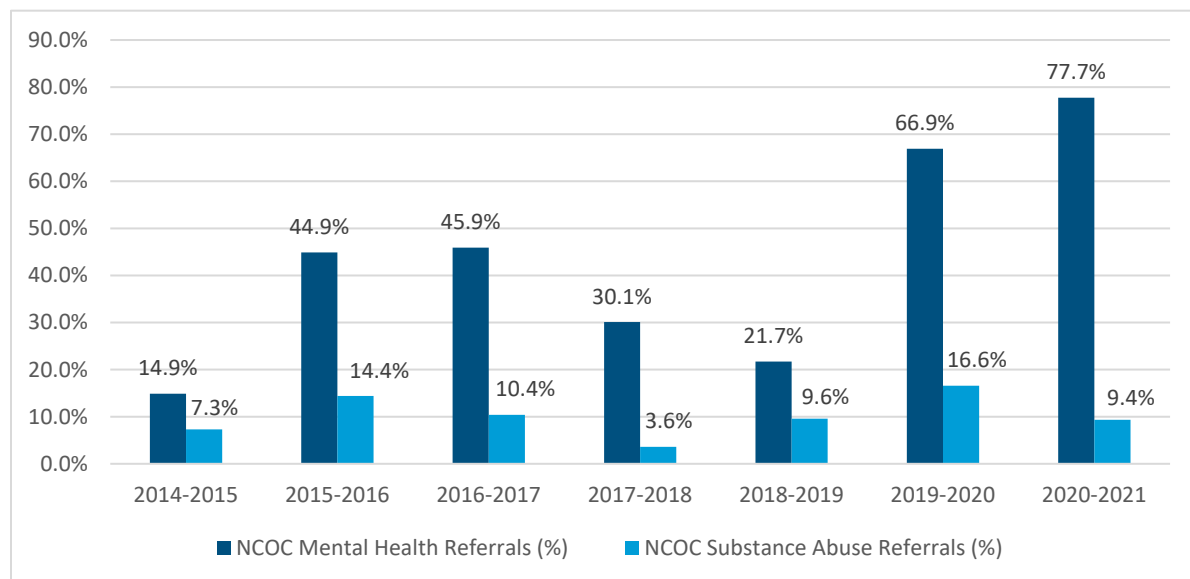
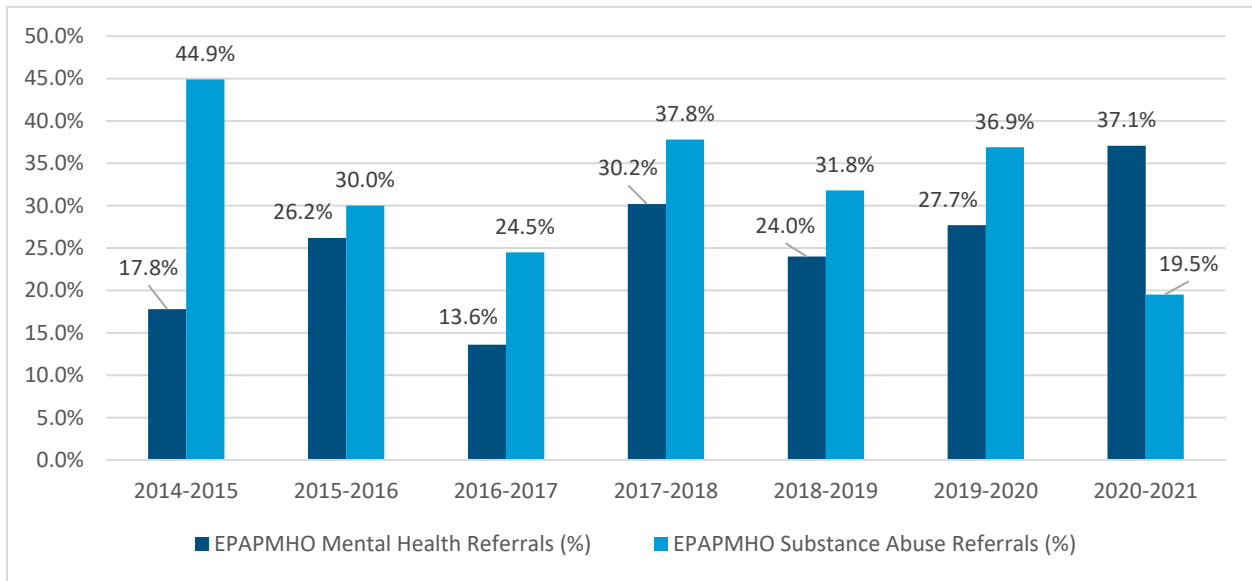


Exhibit 4b. Percentage of Mental Health/Substance Use Referrals by EPAPMHO, FY 2014-2015 to FY 2020-2021



Exhibits 5a and 5b present referrals to social services, from FY 2014-2015 through FY 2020-2021, for each collaborative. The percentages represent percent of total attendee referrals to social services.

- NCOC had 866 referrals in FY 2020-2021 to social services, compared to 1,101 referrals in FY 2019-2020, 330 referrals in FY 2018-2019, 592 referrals in FY 2017-2018, 496 referrals in FY 2016-2017, 485 referrals in FY 2015-2016, and 379 referrals in FY 2014-2015. In FY 2020-2021, EPAPMHO had 367 referrals to social services, compared to 563 referrals in FY 2019-2020, 921 referrals in FY 2018-2019, 727 referrals in FY 2017-2018, 652 referrals in FY 2016-2017, 1,433 referrals in FY 2015-2016, and 438 referrals in FY 2014-2015.
- In FY 2020-2021, NCOC had decreases in housing, medical care, and transportation compared to the prior year. In particular, the referrals for housing were the lowest since FY 2014-2020. On the other hand, the percentage of referrals to financial, food, and form assistance increased in FY 2020-2021 compared to the previous year, indicating the residents continued to face challenges pertaining to food security, employment, and assistance to complete forms to avail themselves of benefits.
- In FY 2020-2021, EPAPMHO had decreases in the percentage of food referrals. The percentage of financial, form assistance, housing, medical care, and transportation referrals increased.

Exhibit 5a. Referrals to Social Services Made by NCOC, FY 2014-2015 to FY 2020-2021

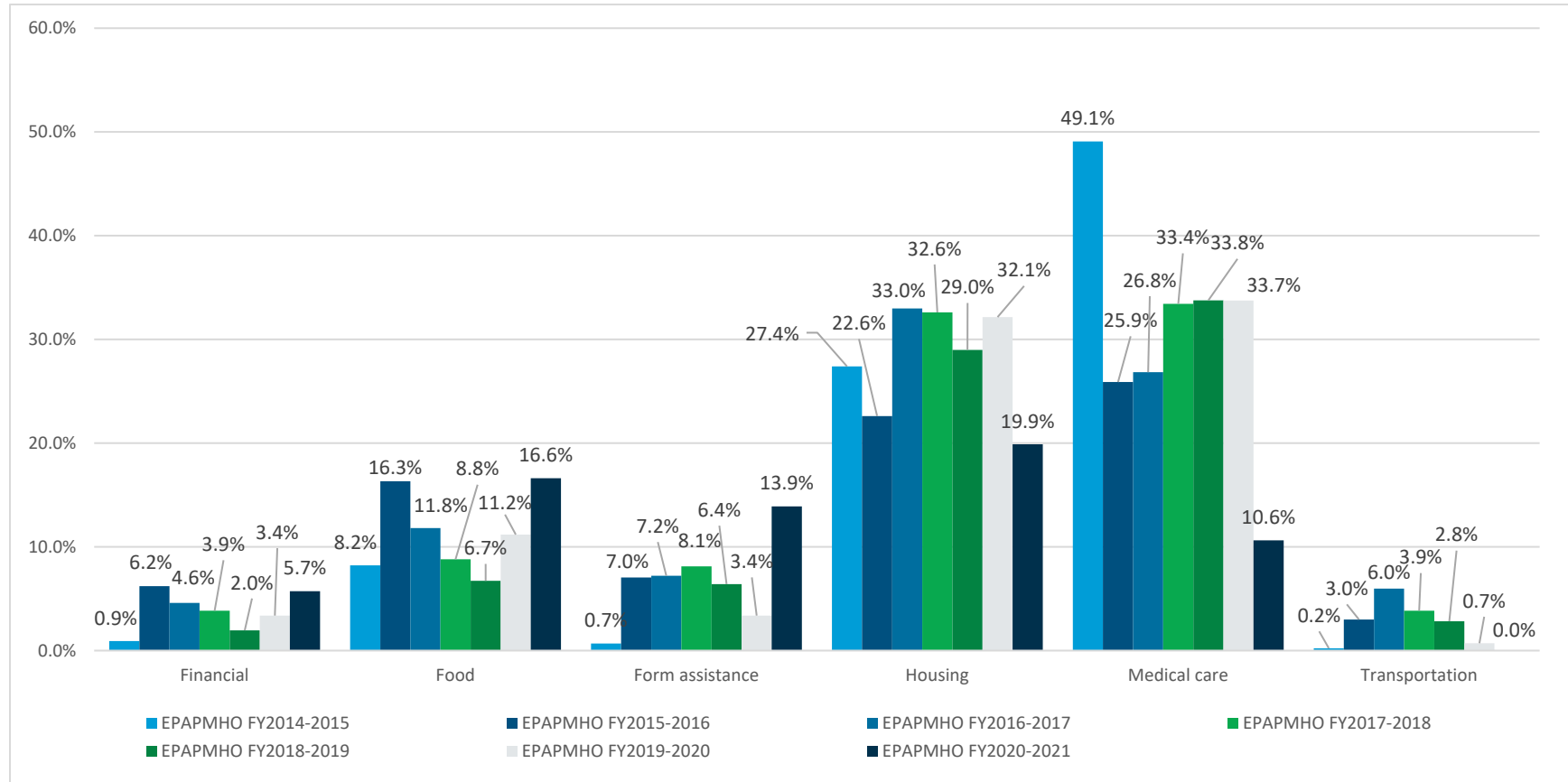
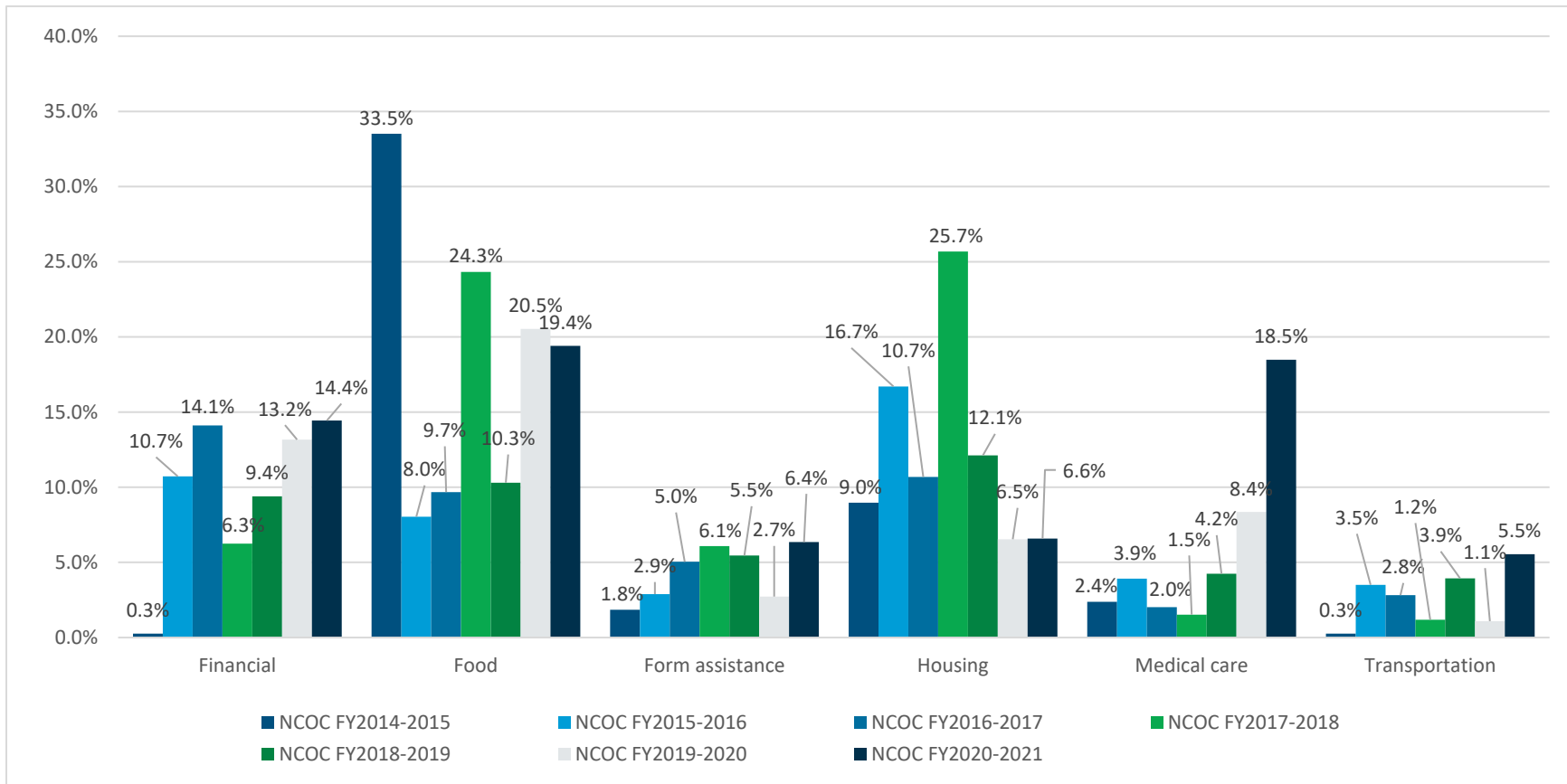


Exhibit 5b. Referrals to Social Services Made by EPAPMHO, FY 2014-2015 to FY 2020-2021



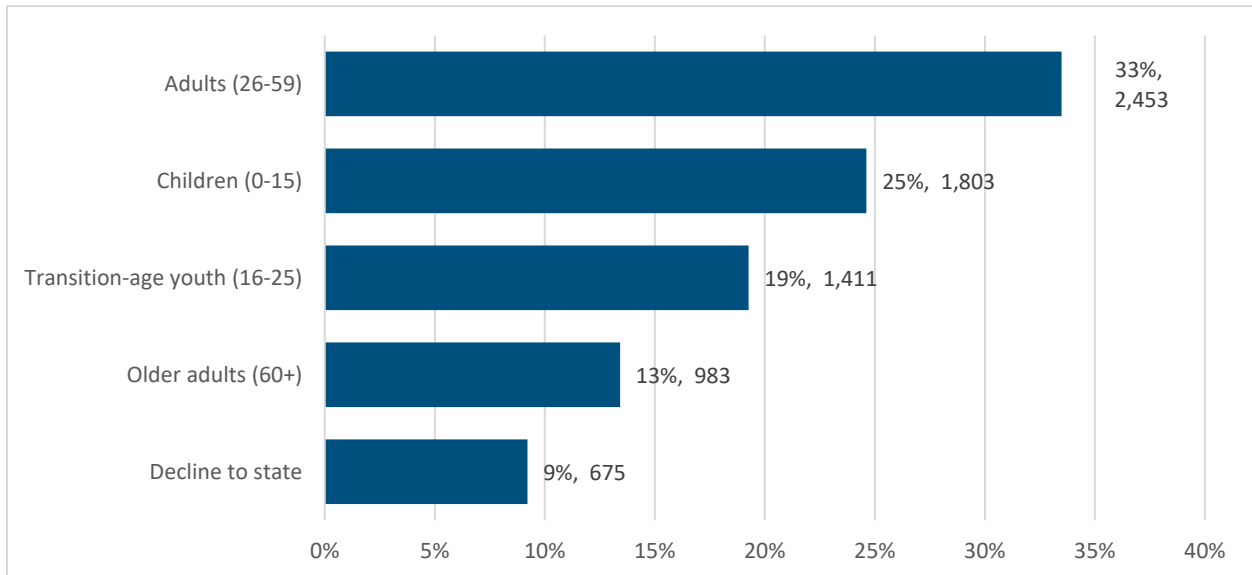
NCOC

This section provides details about 7,254 attendees at NCOC group and individual outreach events across the five provider organizations in FY 2020-2021.

Demographics

Age: Attendees across NCOC outreach events were adults (26-59 years, 33%), children (0-15 years, 25%), transition-age youth (16-25 years, 19%), and older adults (60 years or older, 13%) in FY 2020-2021. Nine percent of attendees declined to state their age. See **Exhibit 6** for the number and percentage of total outreach attendees representing each reported age group.

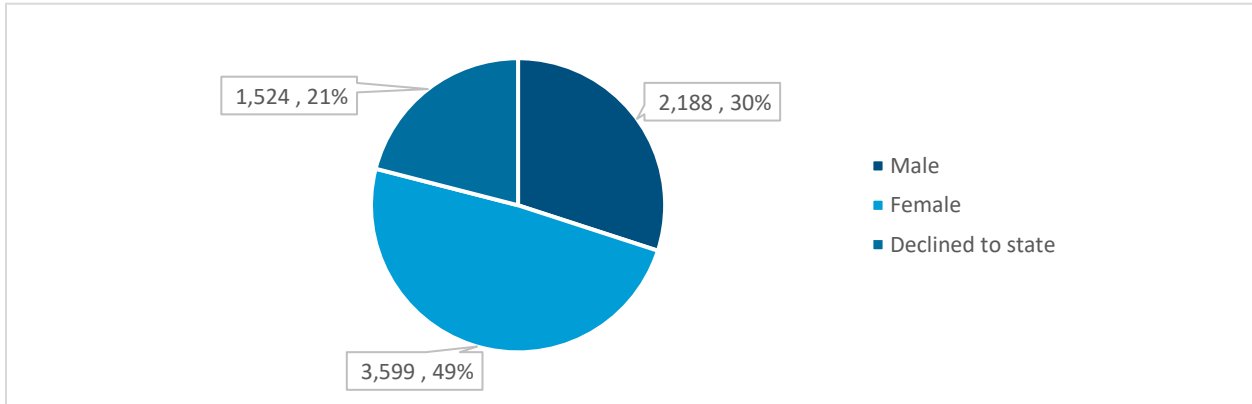
Exhibit 6. Age of Total Outreach Attendees Served by NCOC, FY 2020-2021



Note: Percentages may not sum to 100 percent 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 2020-2021, attendees across NCOC events indicated their sex at birth as females (49%), males (30%), or declined to state their sex at birth. (See **Exhibit 7** for the number and percentage of outreach attendees reporting each sex type.)

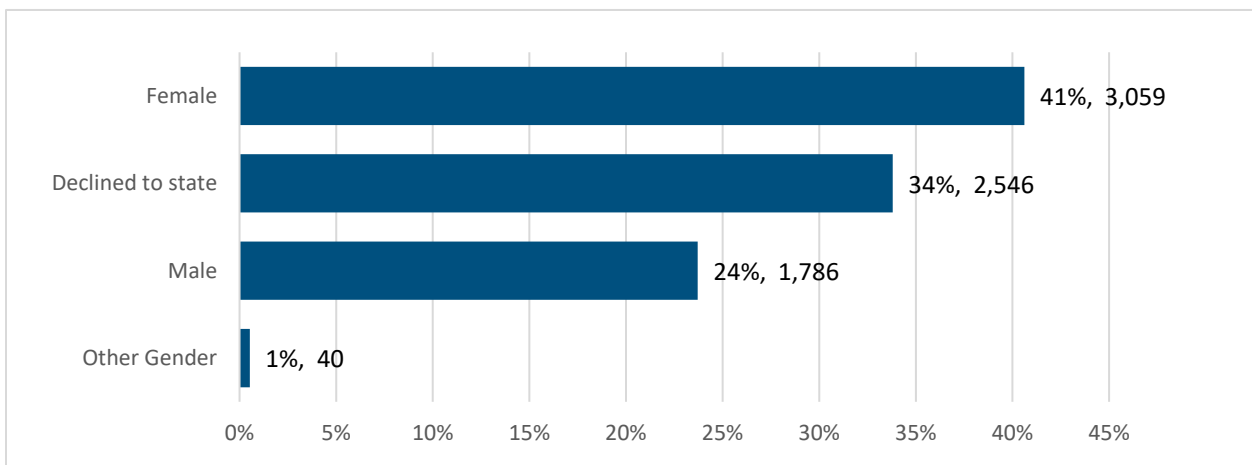
Exhibit 7. Sex at Birth of Outreach Attendees Served By NCOC, FY 2020-2021



Note: Percentages may not sum to 100 percent 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 2020-2021 identified themselves as female (41%), male (24%), or other gender (1%). Thirty-four percent declined to state their gender. See **Exhibit 8** for the number and percentage of attendees reporting each gender type.

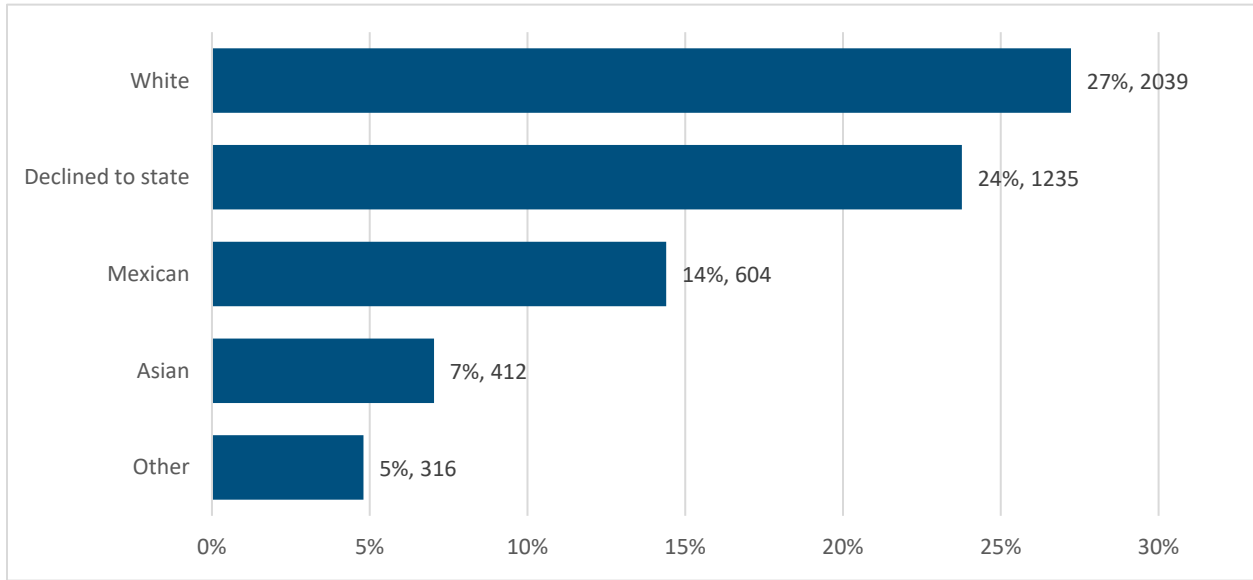
Exhibit 8. Gender of Outreach Attendees Served By NCOC, FY 2020-2021



Note: Percentages may not sum to 100 percent 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 2020-2021, the five largest racial/ethnic groups represented by all NCOC attendees were White (27%), Mexican (14%), and Asian (7%). Five percent of the attendees were other race and ethnicity, and 24 percent declined to state their race. See **Exhibit 9** for the number and percentage of attendees representing each reported racial/ethnic group.

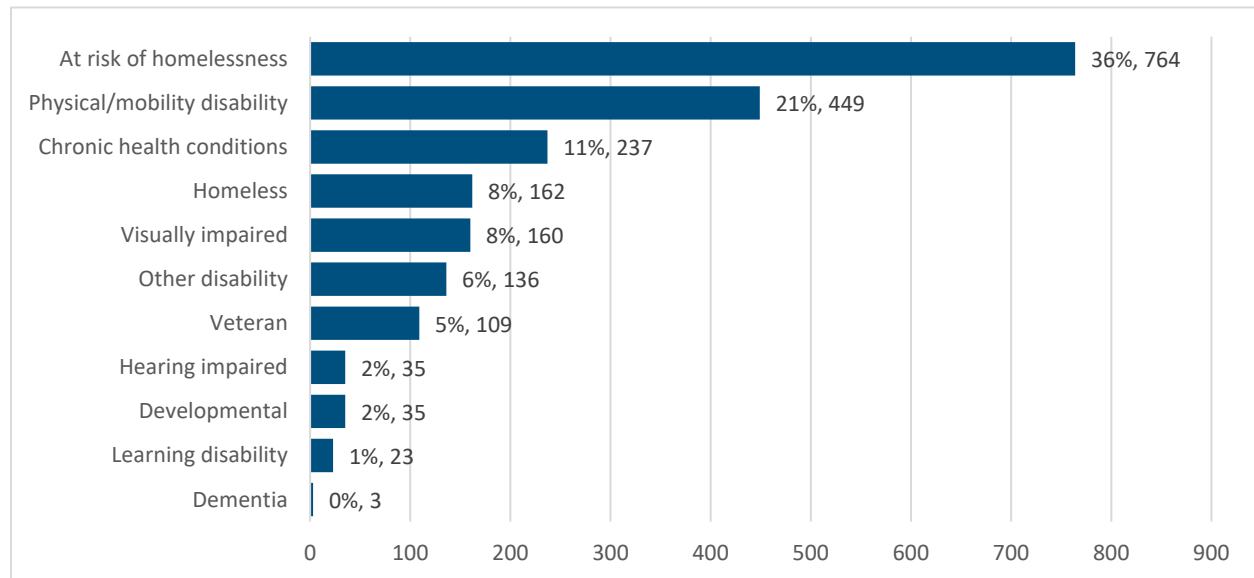
Exhibit 9. Race and Ethnicity of Outreach Attendees Served By NCOC, FY 2020-2021



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, 36 percent were at risk of homelessness, 21 percent had a physical/mobility disability, 11 percent had chronic health conditions, 8 percent were visually impaired, 8 percent were homeless, 6 percent had other disabilities, 5 percent were veterans, 2 percent were hearing impaired, and 2 percent had a developmental disability. Refer to **Exhibit 10** for the number and percentage of attendees representing each special population in FY 2020-2021.

Exhibit 10. Special Populations Served By NCOC, FY 2020-2021



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

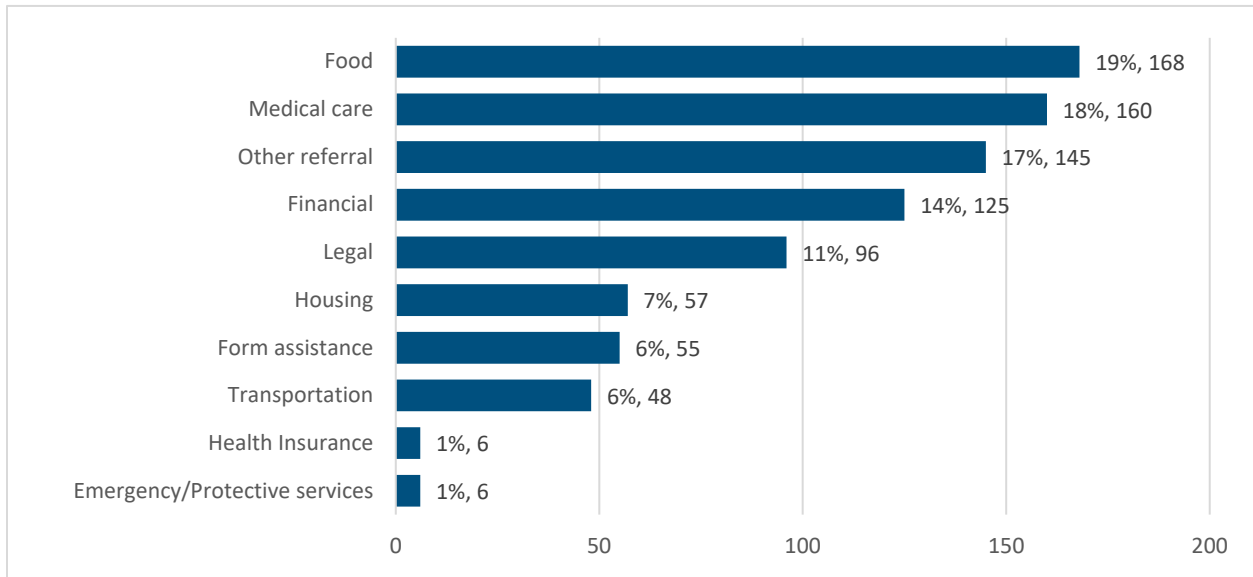
Additional Outreach Characteristics (Individual Outreach Events Only)

Previous contact: More than half of individual outreach events (61%) were conducted with attendees who previously had attended an outreach event.

Mental health/substance use referrals: NCOC individual outreach events resulted in mental health referrals (78%) and substance use referrals (9%) in FY 2020-2021.

Referrals to social services: Providers made 866 referrals to 310 NCOC individual outreach attendees. Of the different referral types, the top four types of referrals made for attendees were food (19%), medical care (18%), “other” category (17%), and financial services (14%). Participants also obtained referrals for legal, housing, form assistance, transportation, and health insurance services. About one percent were referred to emergency protective services. In **Exhibit 11**, we summarize the number and percentage of attendees receiving a given type of referral in FY 2020-2021.

Exhibit 11. Referrals to Social Services, FY 2020-2021

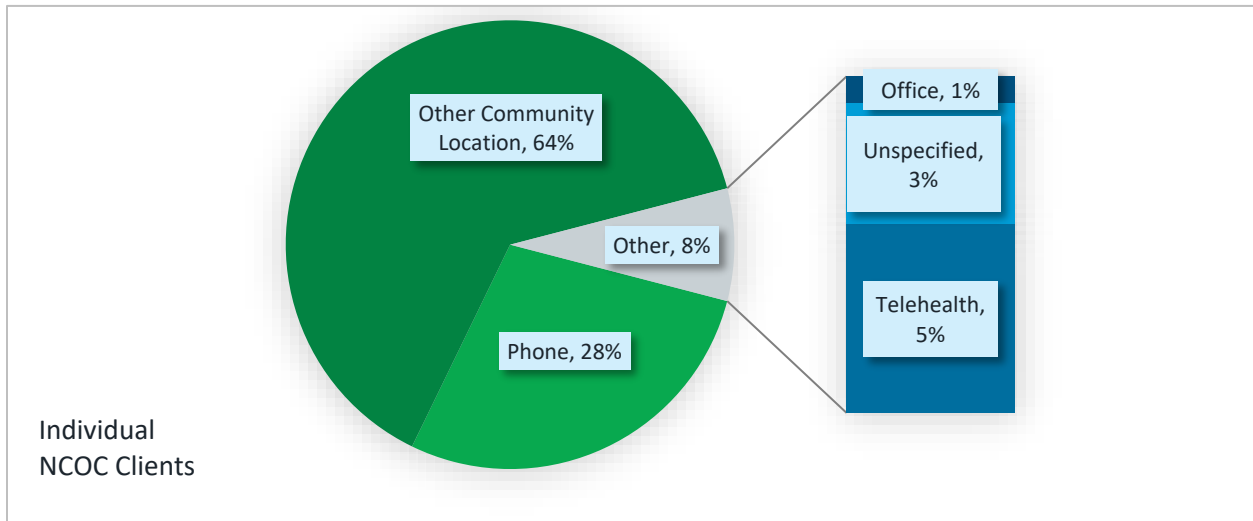


Note: Percentages may not sum to 100 percent because of rounding. Attendees could choose more than one category. The denominator for referral group is the sum of all referral data reported.

Event Characteristics

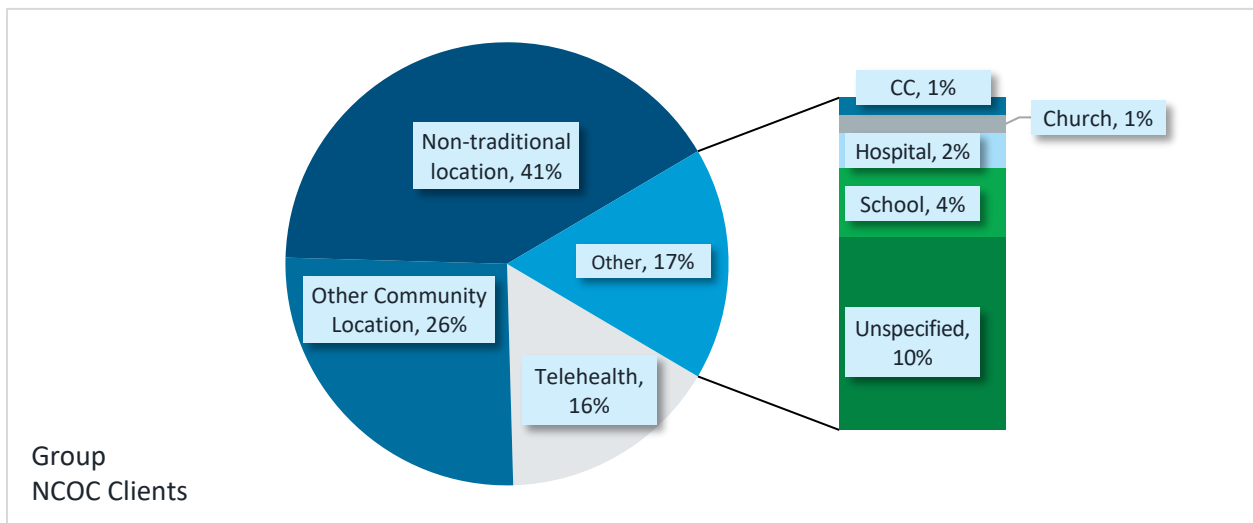
Location: NCOC individual outreach events occurred primarily in other community locations (64%), over the phone (28%) or “other locations” (8%) in FY 2020-2021. Group outreach events occurred primarily in non-traditional locations (41%), other community locations (26%), “other locations” (17%), and telehealth (16%). Other community locations included places such as Boys & Girls Club, community centers, Daly City Youth Health Center, health fairs, fair grounds, malls, and public parks. The “other locations” category includes all the locations that were reported that make up less than 10 percent of the total locations reported. **Exhibits 12 and 13** present individual and group outreach event locations in FY 2020-2021.

Exhibit 12. Locations of NCOC Individual Outreach Events, FY 2020-2021



Note: The breakdown for the “Other” category is slightly higher than 8 percent due to rounding.

Exhibit 13. Locations of NCOC Group Outreach Events, FY 2020-2021



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

Length of contact: For FY 2020-2021, the individual outreach events ranged from 5 to 120 minutes and lasted 40 minutes on average. The average length of NCOC group outreach events ranged from 1 to 240 minutes and lasted 83 minutes on average.

Language used: NCOC individual outreach events were conducted in English (95%), Mandarin (2%), and Cantonese (2%) in FY 2020-2021. NCOC group outreach events were conducted in English (100%) in FY 2020-2021.

Preferred language: NCOC individual outreach attendees preferred English (88%), Mandarin (5%), Cantonese (3%), Tongan (3%), and Samoan (1%). NCOC group outreach attendees preferred English (83%), Spanish (11%), Tagalog (1%), Tongan (1%), Cantonese (1%) and other languages (3%). **Exhibits 14 and 15** present breakdowns of preferred languages at individual and group outreach events in FY 2020-2021.

Exhibit 14. Preferred Languages of NCOC Individual Outreach Attendees, FY 2020-2021

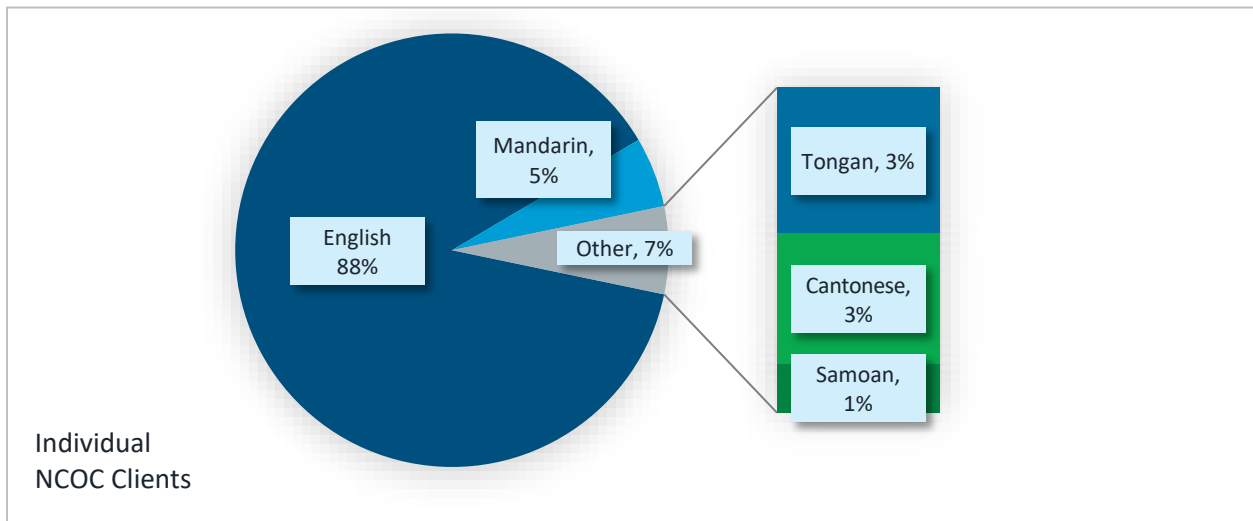
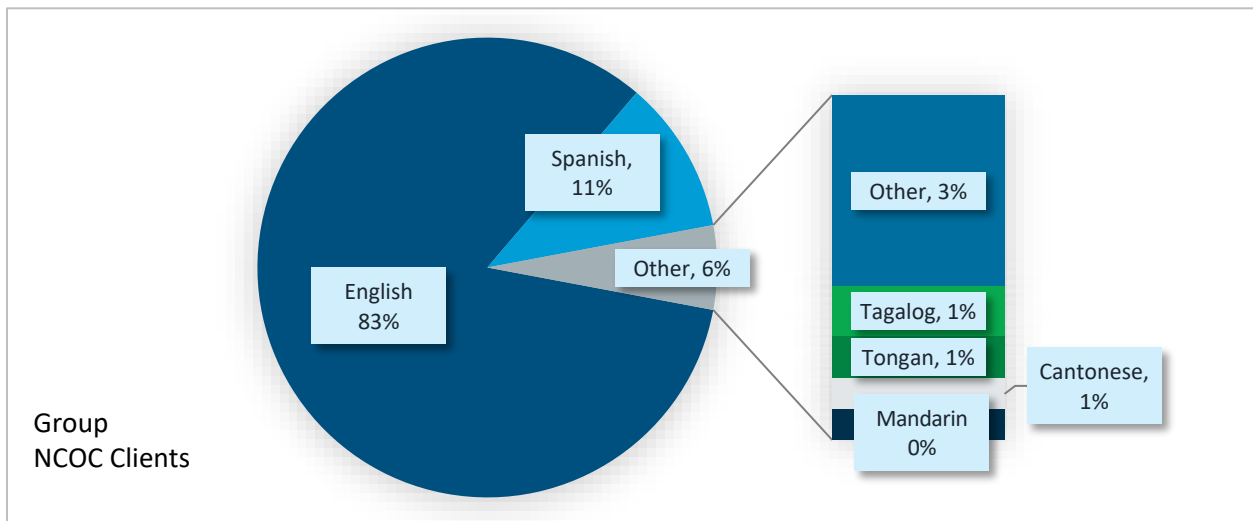


Exhibit 15. Preferred Languages of NCOC Group Outreach Attendees, FY 2020-2021



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

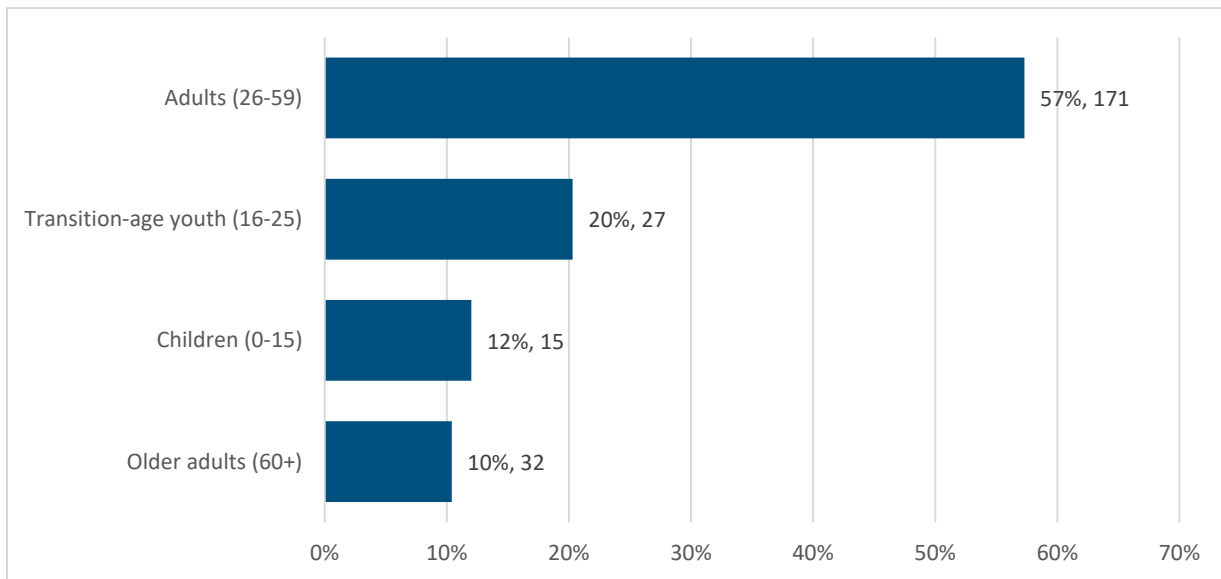
EPAPMHO

This section provides details about 245 attendees at EPAPMHO group and individual outreach events across three provider organizations in FY 2020-2021.

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 2020-2021. See **Exhibit 16** for the number and percentage of outreach attendees representing each reported age group.

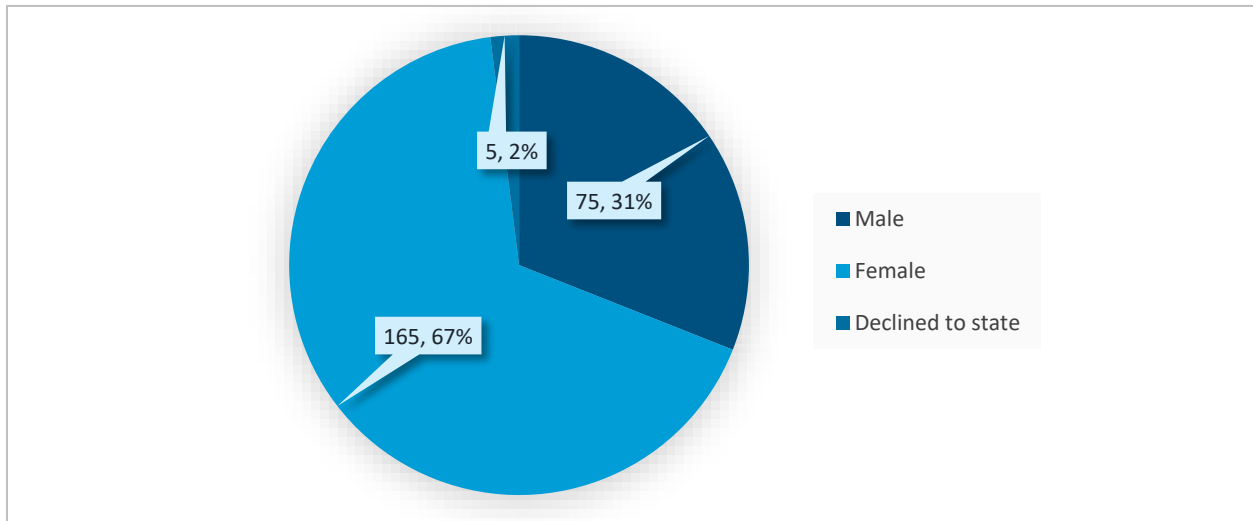
Exhibit 16. Age of Outreach Attendees Served By EPAPMHO, FY 2020-2021



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

Sex at birth: Attendees across EPAPMHO outreach events indicated their sex at birth as male (31%), female (67%), or declined to state (2%). See **Exhibit 17** for the number and percentage of outreach attendees representing each reported sex.

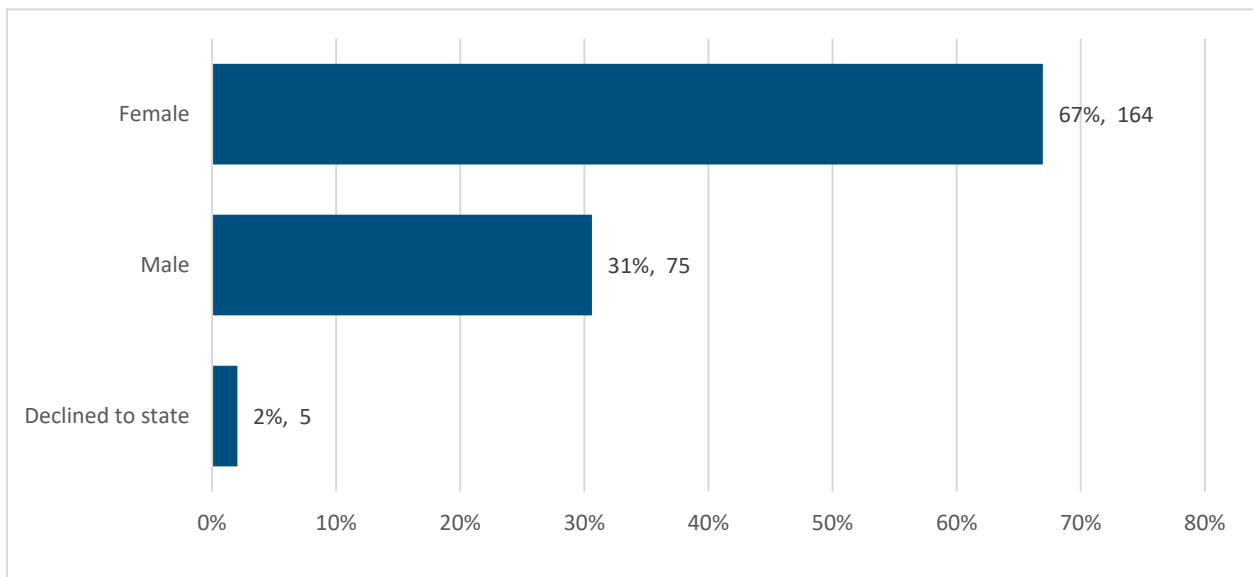
Exhibit 17. Sex at Birth of Outreach Attendees Served By EPAPMHO, FY 2020-2021



Note: Percentages may not sum to 100 percent 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 (67%), male (31%), or declined to state (2%). See **Exhibit 18** for the number and percentage of individual and group outreach attendees representing each reported gender.

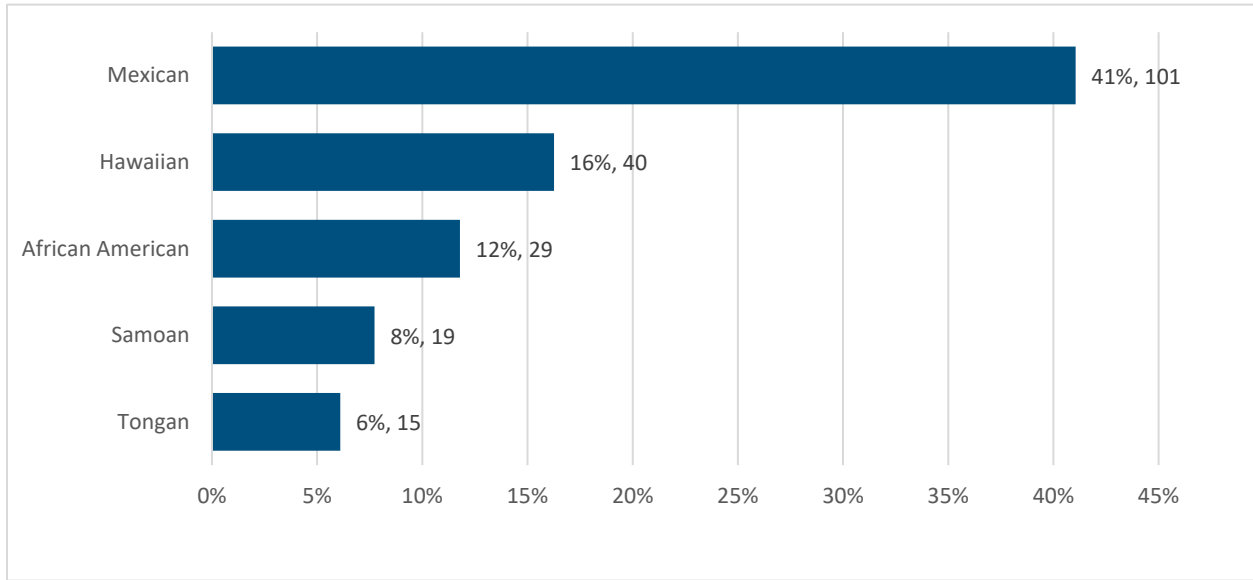
Exhibit 18. Gender of Outreach Attendees Served By EPAPMHO, FY 2020-2021



Note: Percentages may not sum to 100 percent 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 2020-2021, the four largest racial/ethnic groups represented by all EPAPMHO attendees were Mexican (41%), Hawaiian (16%), African American (12%), and Samoan (8%). See **Exhibit 19** for the number and percentage of attendees representing each reported racial/ethnic group.

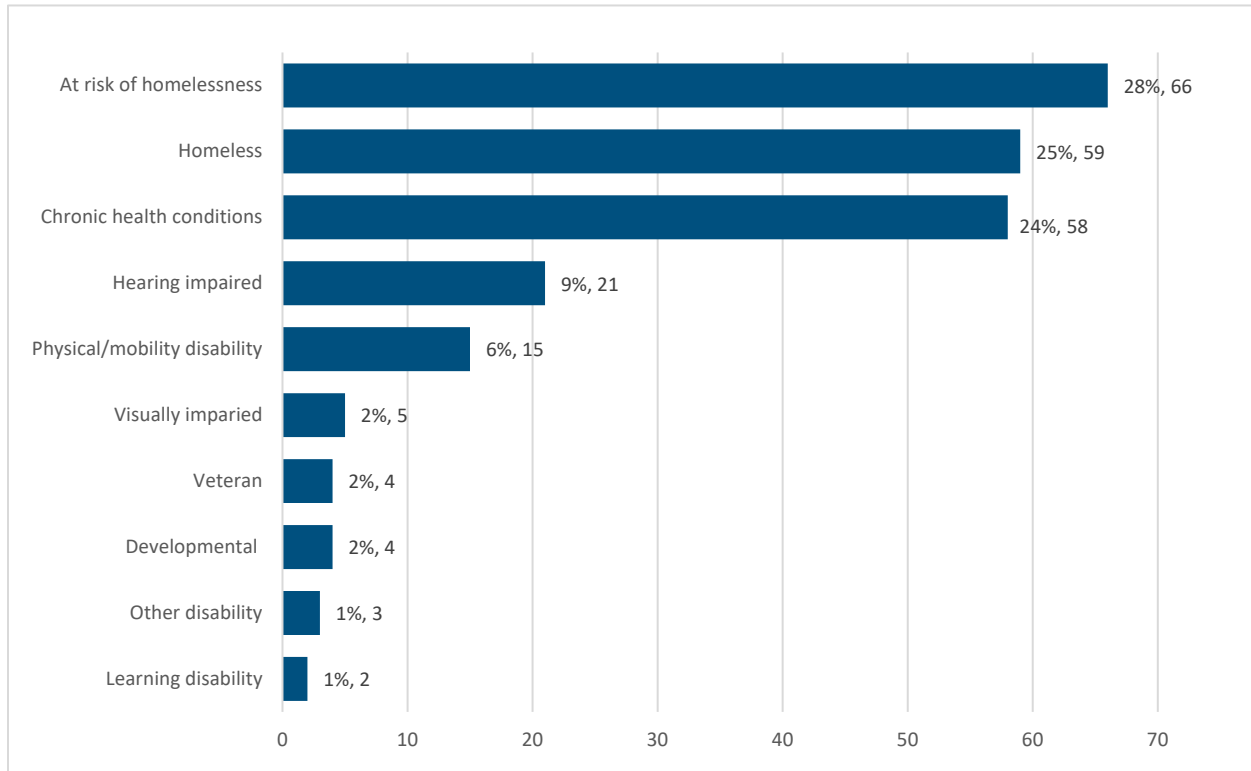
Exhibit 19. Race and Ethnicity of Outreach Attendees Served By EPAPMHO, FY 2020-2021



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, 28 percent were at risk of homelessness, 25 percent were homeless, 24 percent had chronic health conditions, 9 percent were hearing impaired, 6 percent had a physical/mobility disability, 2 percent were visually impaired, 2 percent were veterans, 2 percent had a developmental disability, and 1 percent had other disabilities. Refer to **Exhibit 20** for the number and percentage of attendees representing each special population in FY 2020-2021.

Exhibit 20. Special Populations Served by EPAPMHO, FY 2020-2021



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.

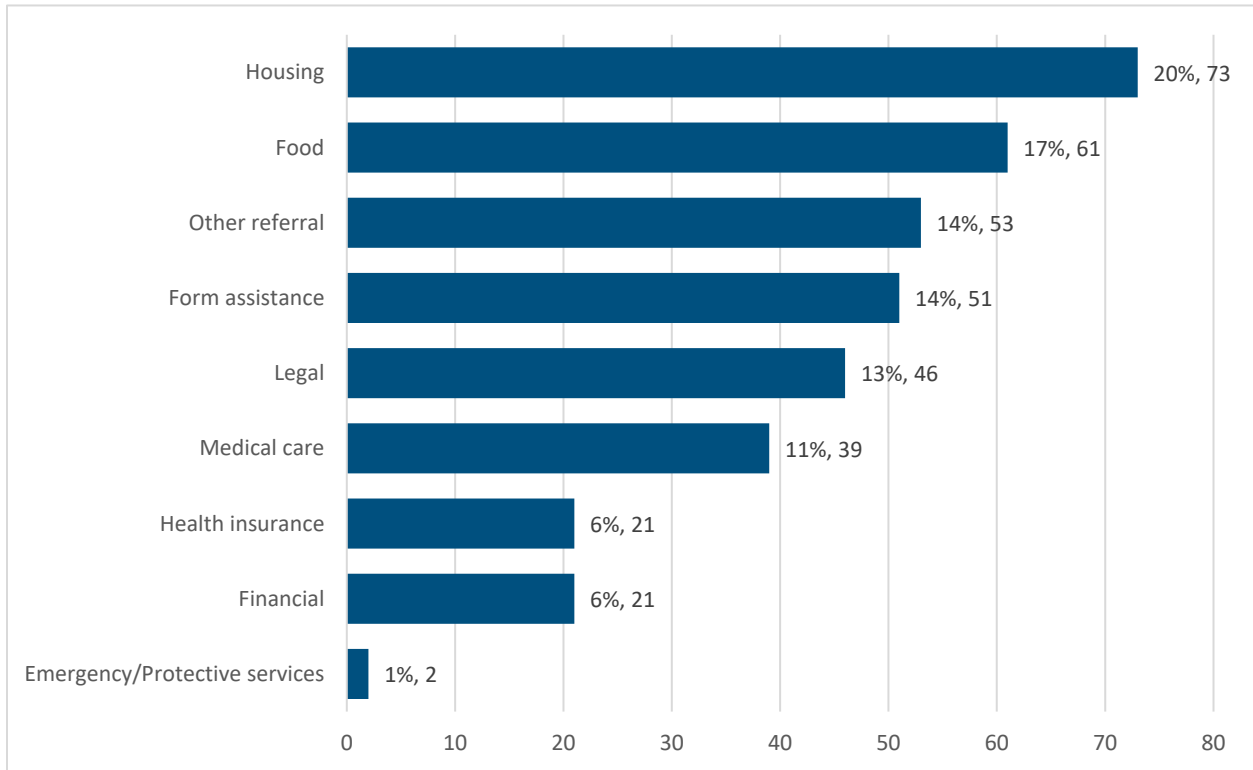
Additional Outreach Characteristics (Individual Outreach Events Only)

Previous contact: Sixteen percent of individual outreach events were conducted with attendees who had a previous outreach contact with EPAPMHO.

Mental health/substance use referrals: EPAPMHO individual outreach events resulted in mental health referrals (37%) and substance use referrals (20%) in FY 2020-2021.

Referrals to social services: Providers made 367 referrals to 205 EPAPMHO individual outreach attendees. Of the different referral types, the top five types of referrals made for attendees were for housing (20%), food (17%), other referrals (14%), form assistance (14%), and legal (13%). “Other” referrals that were reported were mostly referrals for the Housing Energy Assistance Program (HEAP). **Exhibit 21** summarizes the number and percentage of attendees receiving a given type of referral.

Exhibit 21. Referrals to Social Services, FY 2020-2021

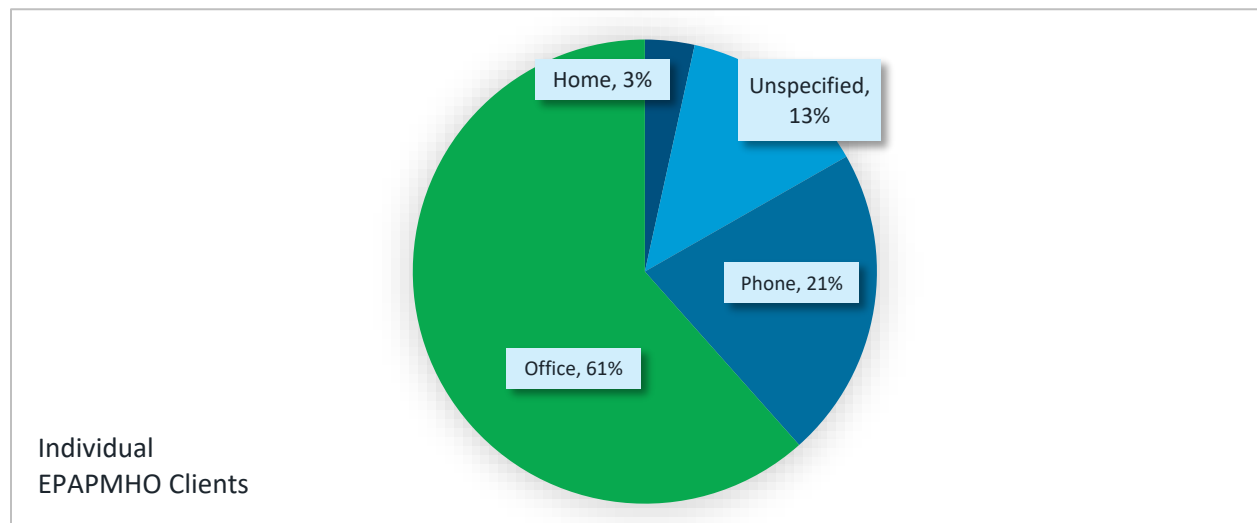


Note: Percentages may not sum to 100 percent because of rounding. Attendees could choose more than one category. The denominator for referral group is the sum of all referral data reported.

Event Characteristics

Location: EPAPMHO individual outreach events occurred in offices (61%), over the phone (21%), in unspecified field locations (13%), or at home (3%). **Exhibit 22** presents individual outreach event locations. All EPAPMHO group outreach events occurred in offices.

Exhibit 22. Location of EPAPMHO Individual Outreach Events, FY 2020-2021



Length of contact: In FY 2020-2021, the individual outreach events lasted from 10 to 60 minutes and were, on average, 21 minutes. The group outreach events lasted from 15 to 90 minutes and were, on average, 90 minutes.

Language used: EPAPMHO individual outreach events were conducted in Spanish (53%), English (31%), Samoan (9%), and Tongan (8%). Out of three group outreach events, two were conducted in English and one was conducted in Tongan.

Preferred language: EPAPMHO individual outreach attendees preferred Spanish (53%), English (31%), Samoan (9%), and Tongan (7%). Attendees at the EPAPMHO group outreach preferred English (72.5%) and Tongan (27.5%). **Exhibits 23 and 24** present breakdown of preferred languages at individual outreach events in FY 2020-2021.

Exhibit 23. Preferred Languages of EPAPMHO Individual Outreach Attendees, FY 2020-2021

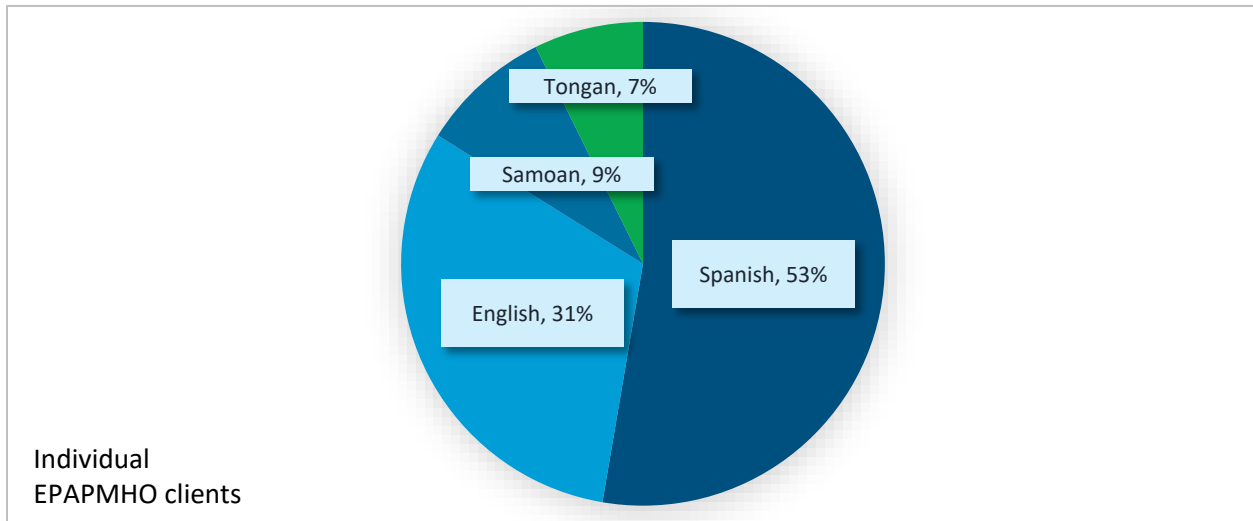
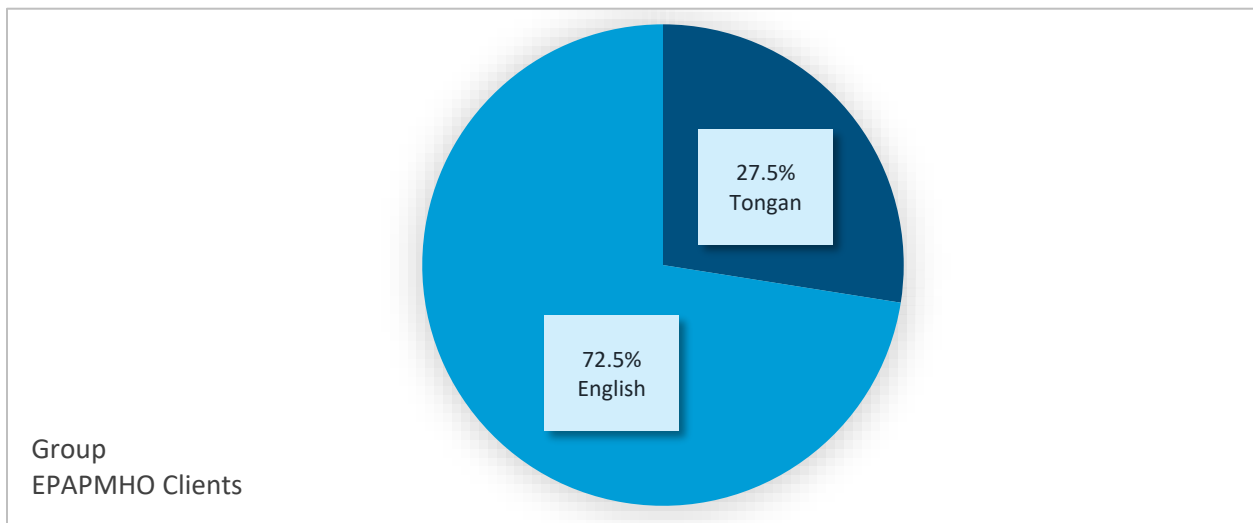


Exhibit 24. Preferred Languages of EPAPMHO Group Outreach Attendees, FY 2020-2021



Recommendations

We have the following recommendations based on FY 2020-2021 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, outreach events were conducted in languages that represented the residents served by the participating providers. For example, the EPAPMHO collaborative conducted outreach in Spanish, as the Mexican population was the largest racial/ethnic population attending these

events. Similarly, EPAPMHO group sessions were offered in Tongan because participants indicated it as their preferred language. Conducting outreach in languages other than English can ensure that the SMC BHRS outreach program is serving the needs of the county's non-English speaking population.

Continue to offer non-office locations for group and individual outreach events. The data for this year show that many outreach events were conducted in communities, in non-traditional locations such as virtual meetings, and through telehealth services. Although this may have been in response to the pandemic, the county should consider continuing to provide alternative locations or venues, including a virtual option. This will help with the outreach efforts and also give county residents multiple options to avail themselves of the services offered through the program.

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, participants who selected the “other community location” were able to indicate the other locations in an open text field provided by the survey. The data show that, in many cases, attendees reported Zoom calls or similar virtual platforms for other locations. However, in some cases, it is difficult to assess the nature of the responses that fall under the “other” category. For example, for referrals, the “other” category (17%) included common responses such as “communication” or “check-ins” without any further detail. A next step could be providing more information related to these responses to better understand the nature of the referral.

It will also be beneficial to offer more categories for respondents to use when describing the “location” of individual outreach events, as up to 13 percent of respondents served by the EPAPMHO collaborative selected “unspecified” field locations.

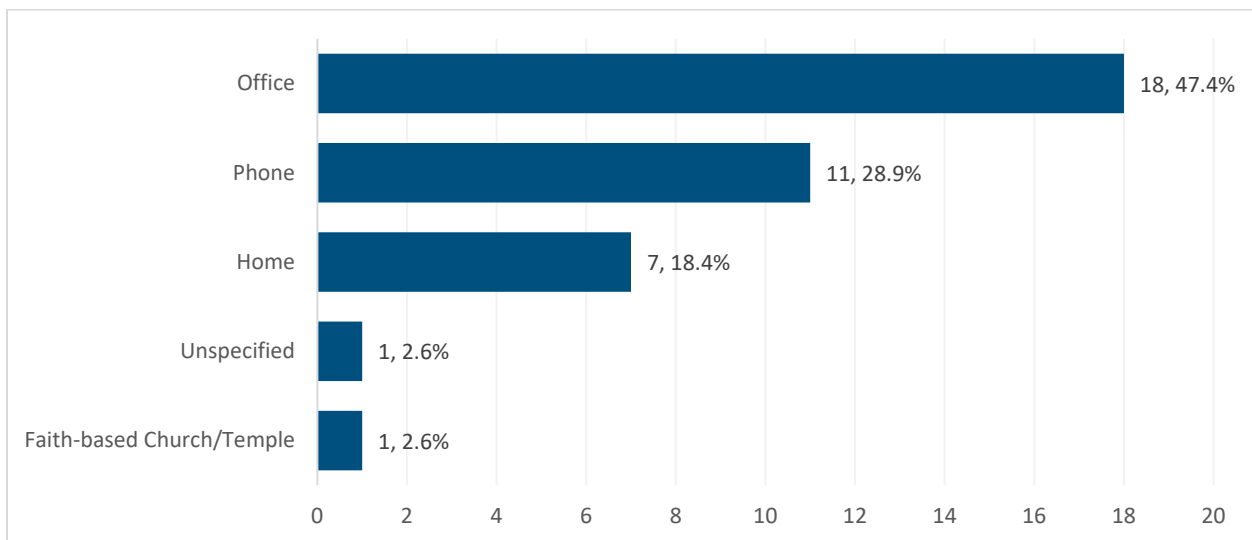
Appendix A. FY 2020-2021 Outreach, Anamatangi Polynesian Voices

For FY 2020-2021, Anamatangi Polynesian Voices reported a total of 38 outreach events, 35 individual events, and 3 group events. There were 75 attendees. The individual outreach events lasted from 20 to 36 minutes and were 30 minutes on average. The group outreach events were 90 minutes on average.

Outreach events:

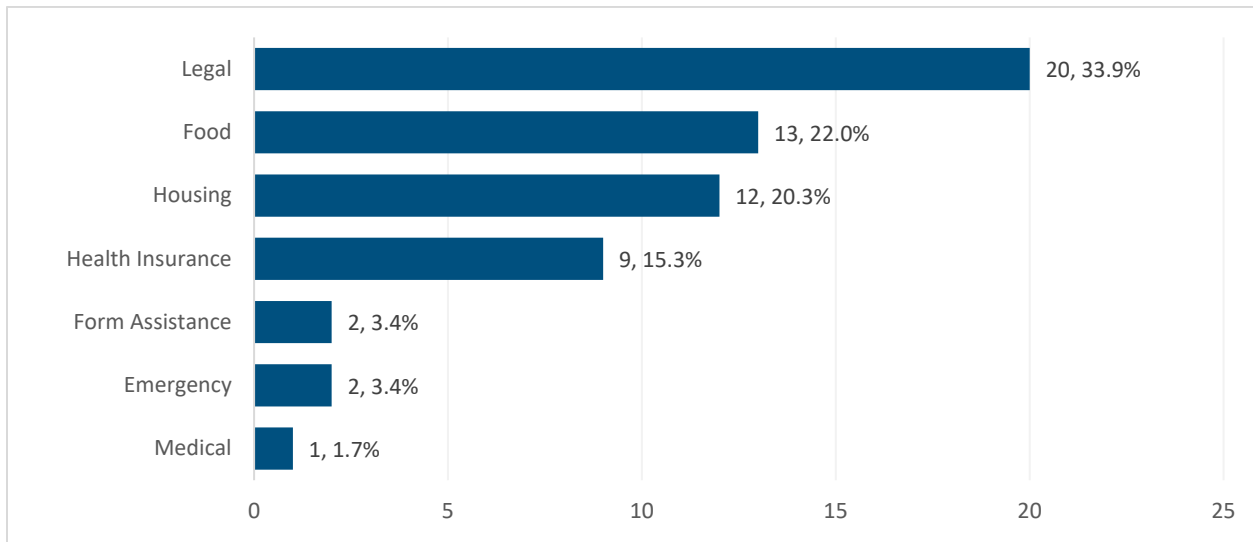
- Most frequently took place in an office (**47.4%**, n=18). Other locations of events and their respective percentages are shown in **Exhibit A1**.

Exhibit A1. Locations of Outreach Events, FY 2020-2021



- Were conducted in Samoan (44.7%; n=17), Tongan (44.7%; n=17) and English (10.5%; n=4)
- Resulted in 29 mental health referrals and 0 substance use referrals.
- Resulted in 59 social services referrals. (See Exhibit A2.) 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 Legal (33.9%; n=20), Food (22.0%, n=13), Housing (20.3%, n=12), and Health Insurance (15.3%, n=9).

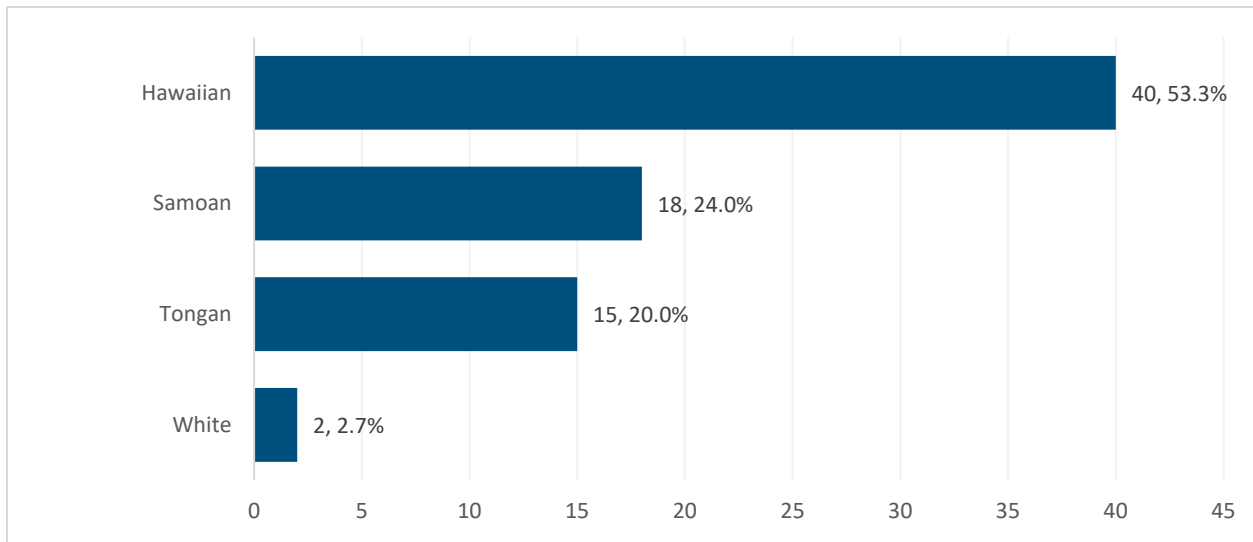
Exhibit A2. Social Services Referrals, FY 2020-2021



Outreach event attendees:

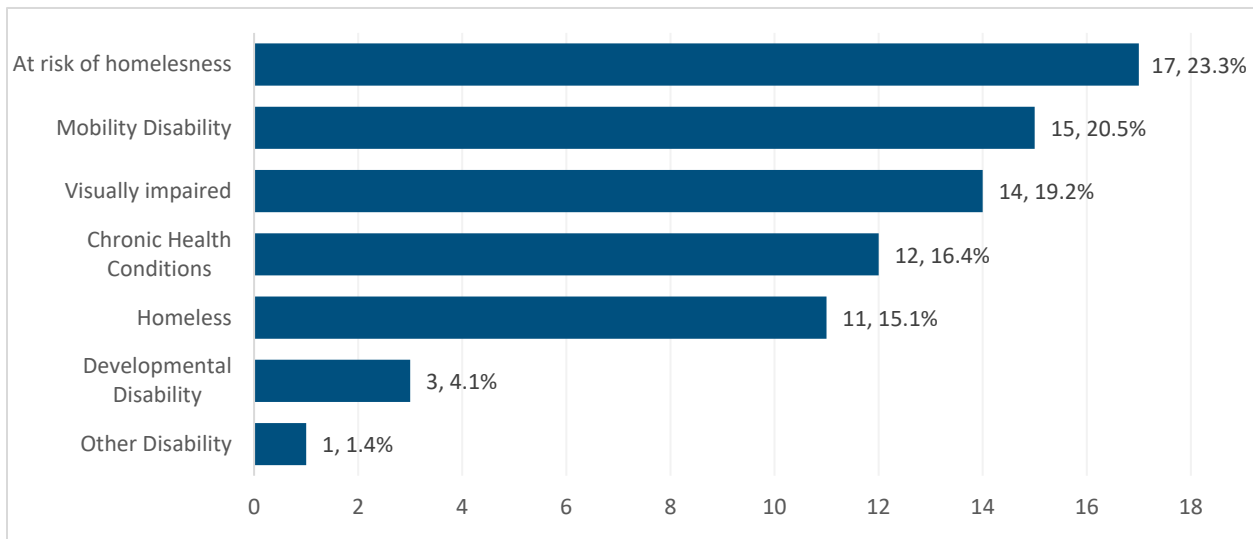
- Most often were female (58.7%, n=44). Thirty-five percent were male (34.7%, n=26). Five individuals declined to state their sex at birth.
- Identified their gender as female (58.7%, n=44). Thirty-five percent identified as male (34.7%, n=26). Five individuals declined to state their gender.
- Identified as Heterosexuals (89.3%, n=67), or Gay/Lesbian (4%, n=3). Seven percent of the attendees declined to state their sexual orientation (6.7%, n=5).
- Comprised of adults (26-59 years, 41.3%; n=31), transition-age youth (16-25 years, 21.3%; n=16), and children (15 years and younger, 20.0%; n=15).
- Were primarily Hawaiian (53.3%, n=40), and Samoan (24.0%, n=18). (See Exhibit A3.)

Exhibit A3. Attendees by Top Race/Ethnicity Category, FY 2020-2021



In FY 2020-2021, Anamatangi Polynesian Voices attendees reported being in special populations groups. Out of the service recipients in the special population groups, **23.3 percent** were at risk of homelessness, **20.5 percent** had a mobility disability, and **19.2 percent** were visually impaired. (See **Exhibit A4.**) They also reported having chronic health conditions, being homeless, having a developmental disability, and having another disability.

Exhibit A4. Service Recipients by Special Populations, FY 2020-2021



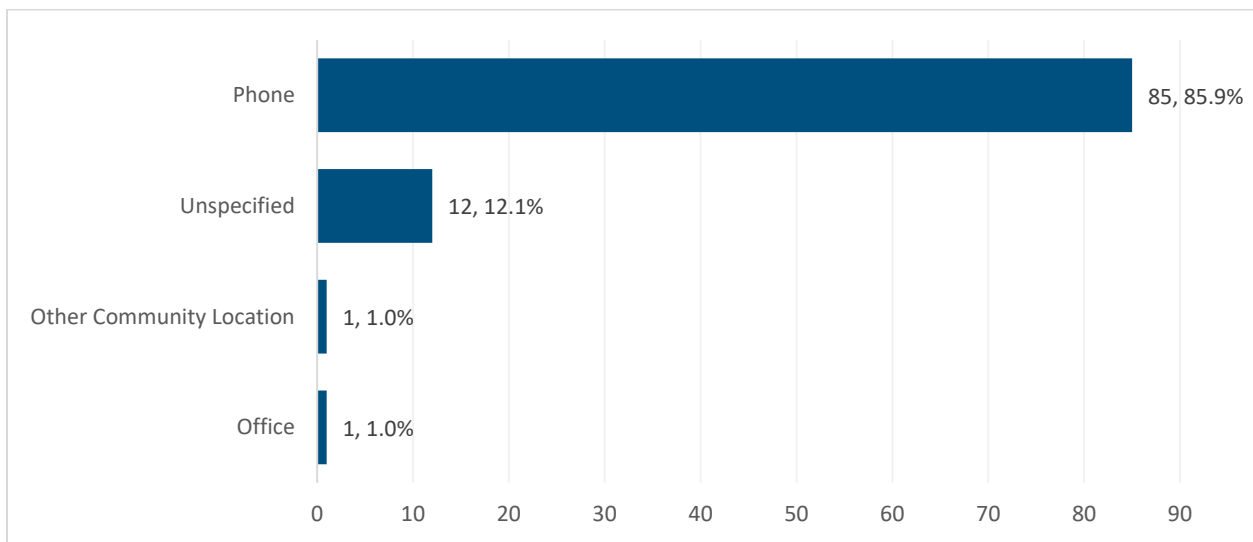
Appendix B. FY 2020-2021 Outreach, Asian American Recovery Services (AARS)

For FY 2020-2021, Asian American Recovery Services (AARS) reported a total of 99 outreach events, 95 individual events and 4 group events. There were 243 attendees. Individual outreach events lasted from 15 to 120 minutes and lasted 29 minutes on average. The group outreach events lasted from 30 to 120 minutes and lasted on average 56 minutes.

Outreach events:

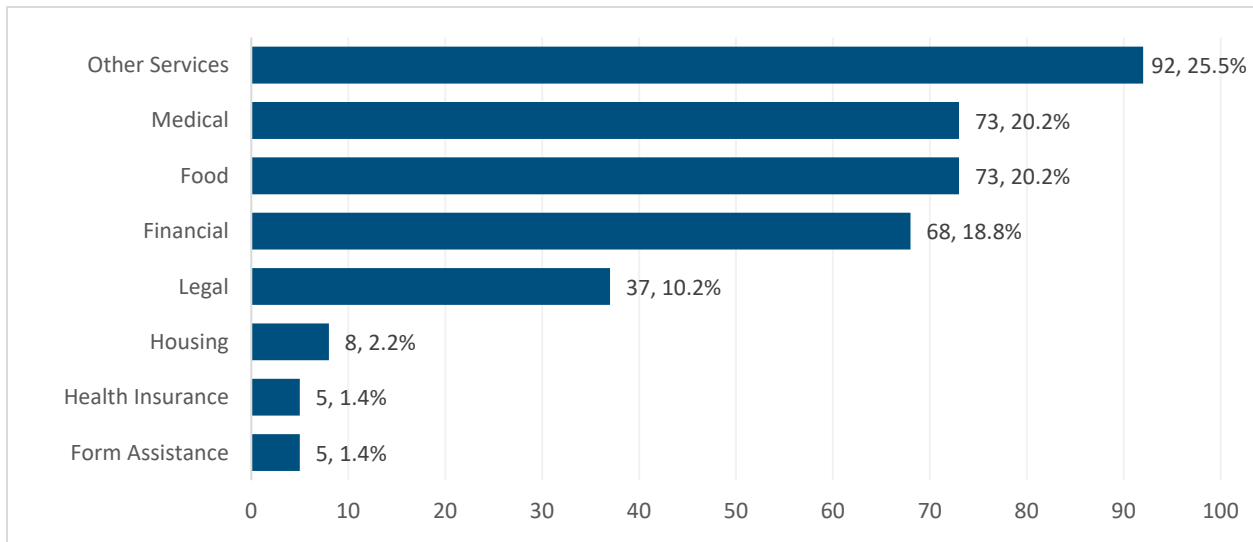
- Most frequently took place over the phone (**85.9%**, n=85). Other locations of events and their respective percentages are shown in **Exhibit B1**.

Exhibit B1. Locations of Outreach events, Fiscal year 2020-2021



- Were conducted in English (100%, n=99).
- Resulted in 50 mental health referrals and 15 substance use referrals at the individual outreach events.
- Resulted in 361 social services referrals (**Exhibit B2**). 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 including Covid-19 testing (25.5%, n=92), Medical Care (20.2%, n=73), Food (20.2%, n=73), Financial (18.8%, n=68) services, and Legal Referrals (**10.2%**, n=37).

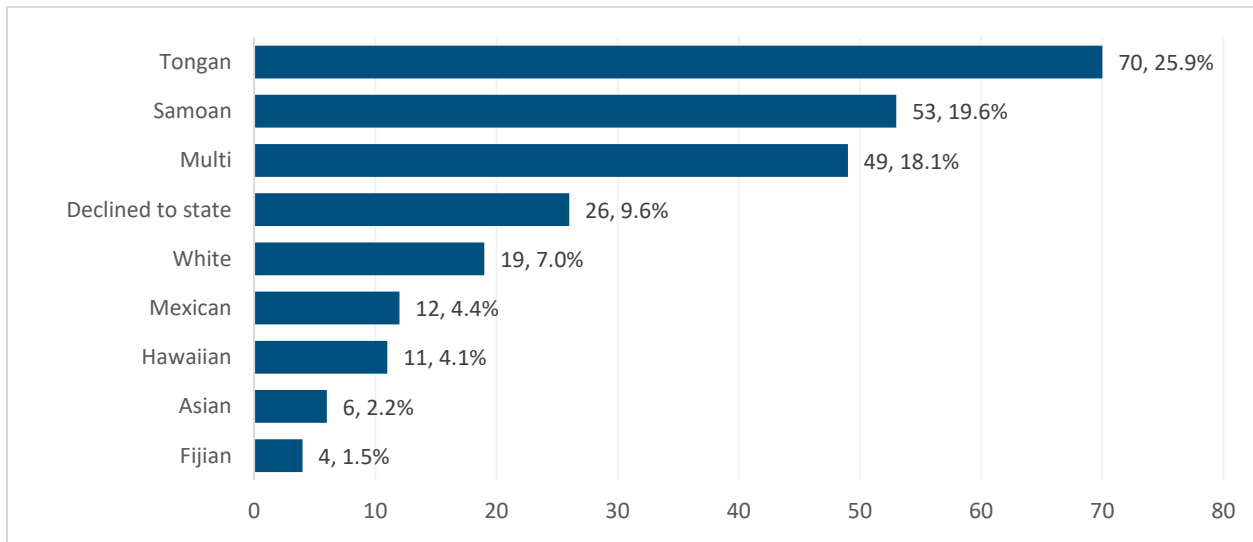
Exhibit B2. Social Services Referrals, FY 2020-2021



Outreach event attendees:

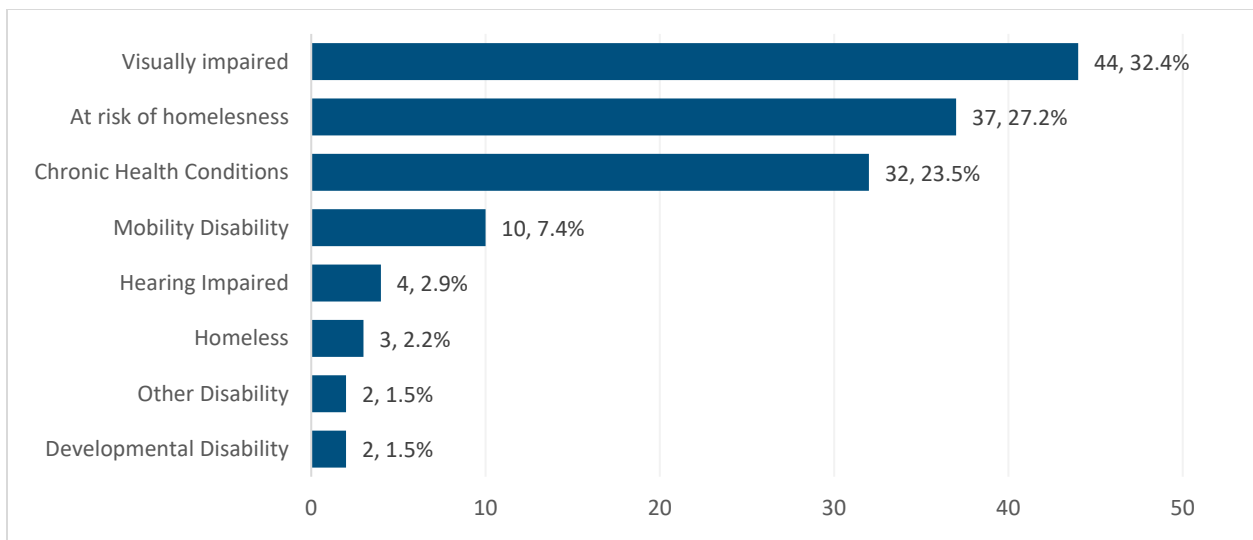
- Most often were female (**70.0%**, n=170). Thirty percent were male (**29.6%**, n=72). Less than one percent declined to report their sex at birth.
- Identified their gender as female (**65.1%**, n=140), male (**33.5%**, n=72), female to male transgender (**1.2%**, n=3), and indigenous (**0.8%**, n=2).
- Identified as Heterosexuals (**74.1%**, n=180), Gay/Lesbian (**2.1%**, n=5), Bisexual (**1.7%**, n=4), Queer (**1.7%**, n=4), Pansexual (**0.4%**, n=1), or another sexual orientation (**0.4%**, n=1). The remaining attendees declined to state (**19.8%**, n=48) their sexual orientation.
- Comprised of adults (26-59 years, **44.4%**, n=108), older adults (60+ years, **31.7%**, n=77), transition-age youth (16-25 years, **10.7%**, n=26), children (15 years and younger, **8.6%**, n=21), and unknown age (**4.5%**, n=11).
- Were primarily Tongan (**25.9%**, n=70), Samoan (**19.6%**, n=53), and more than one race (**18.1%**, n=49). (See **Exhibit B3.**)h

Exhibit B3. Attendees by Top Race/Ethnicity Category, FY 2020-2021



In FY 2020-2021, AARS attendees reported being in special populations groups. Out of the recipients in the special population groups, **32.4 percent** were visually impaired, **27.2 percent** at risk of homelessness, and **23.5 percent** had chronic health conditions (See **Exhibit B4.**) They also reported having a mobility disability, being hearing impaired, being homeless, having another disability, and having a developmental disability.

Exhibit B4. Service recipients by Special Population, FY 2020-2021



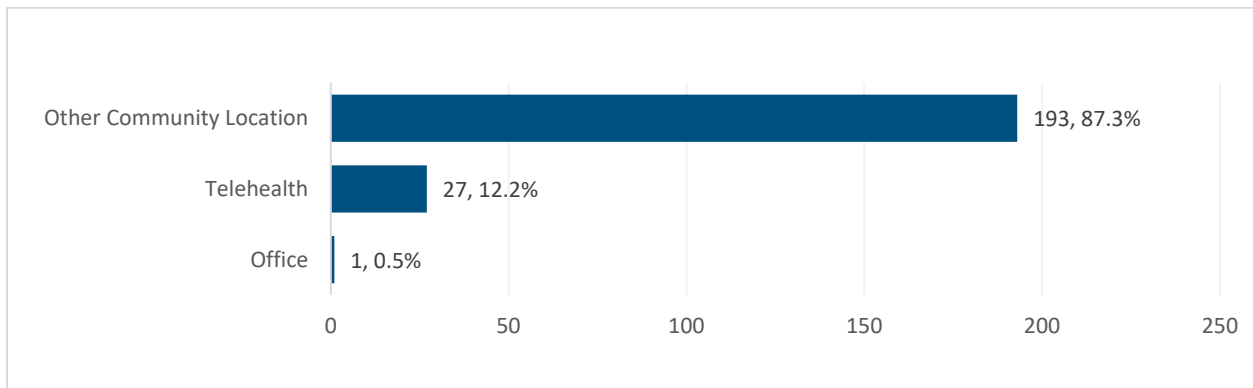
Appendix C. FY 2020-2021 Outreach, Daly City Peninsula Partnership Collaborative

For FY 2020-2021, Daly City Peninsula Partnership Collaborative reported a total of 221 outreach events, 197 individual events and 24 group events. There were 1,173 attendees. Individual outreach events lasted 45 minutes on average. The group outreach events lasted from 45 to 180 minutes and lasted on average 76 minutes.

Outreach events:

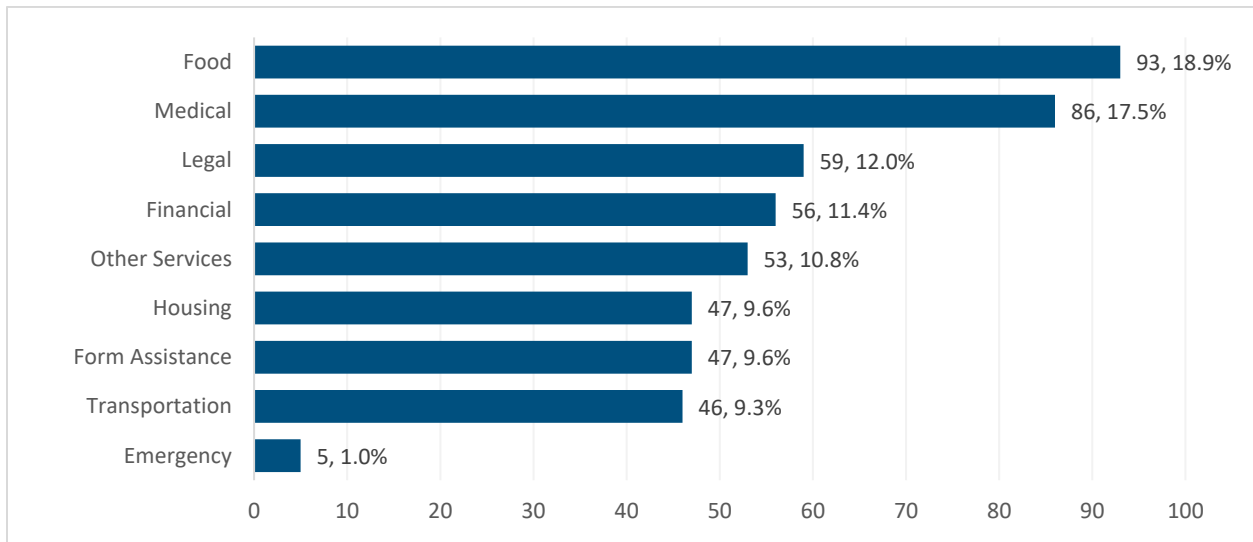
- Most frequently took place at another community location (**87.3%**, n=193), mostly through Zoom calls (n=187). Other locations of events and their respective percentages are shown in **Exhibit C1**.

Exhibit C1. Locations of Outreach Events, FY 2020-2021



- Were conducted in English (**100%**, n=221).
- Resulted in 187 mental health referrals and 11 substance use referrals at the *individual* outreach events.
- Resulted in 492 social services referrals (**Exhibit C2**). 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 Food (**18.9%**, n=93), Medical Care (**17.5%**, n=86), Legal Referrals (**12.0%**, n=59), and Financial/Employment (**11.4%**, n=56) services.

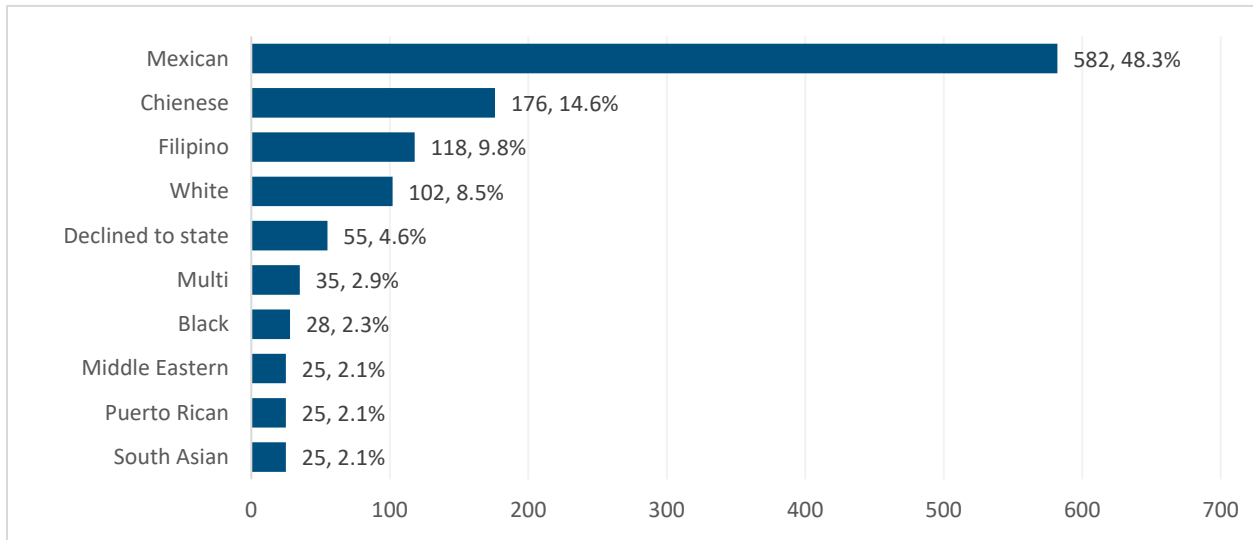
Exhibit C2. Social Services Referrals, FY 2020-2021



Outreach event attendees:

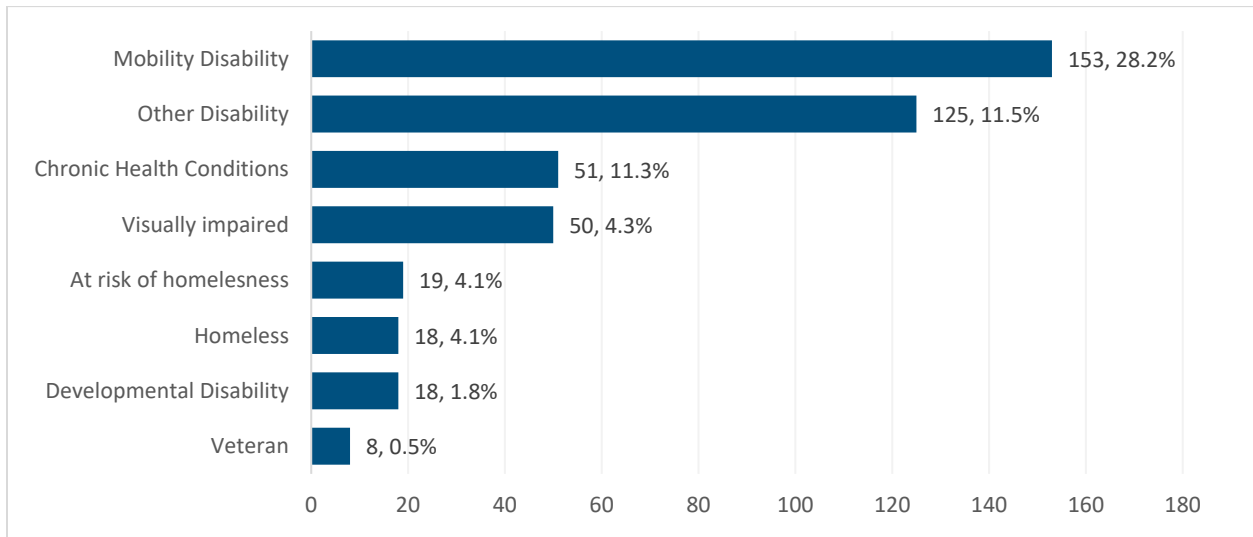
- Most often were female (**77.8%**, n=913). Twenty-two percent identified as male (**22.1%**, n=260).
- Identified their gender as female (**77.4%**, n=907), male (**22.5%**, n=264) and Questioning (**0.1%**, n=1).
- Identified as Heterosexuals (**97.2%**, n=1,140), Gay/Lesbian (**0.4%**, n=5), or Questioning (**0.1%**, n=1). Two percent of the attendees (**2.3%**, n=27) declined to state their sexual orientation.
- Comprised of adults (26-59 years, **33.2%**, n=390), transition-age youth (16-25 years, **32.6%**, n=382), and children (15 years and younger, **2.0%**, n=24). The remaining attendees (**19.3%**, n=226) declined to state their age.
- Were primarily Mexican (**48.3%**, n=582), Chinese (**14.6%**, n=176), or Filipino (**9.8%**, n=118) (See **Exhibit C3.**)

Exhibit C3. Attendees by Top Race/Ethnicity Category, FY 2020-2021



In FY 2020-2021, Daly City Peninsula Partnership attendees reported being in special populations groups. Out of the recipients in the special population group, **28.2 percent** had a mobility disability, **11.5 percent** were disabled in other ways, and **11.3 percent** had chronic health conditions. (See **Exhibit C4.**) They also reported being visually impaired, being at risk of homelessness, being homeless, having a developmental disability, and being a veteran.

Exhibit C4. Service Recipients by Special Populations, FY 2020-2021



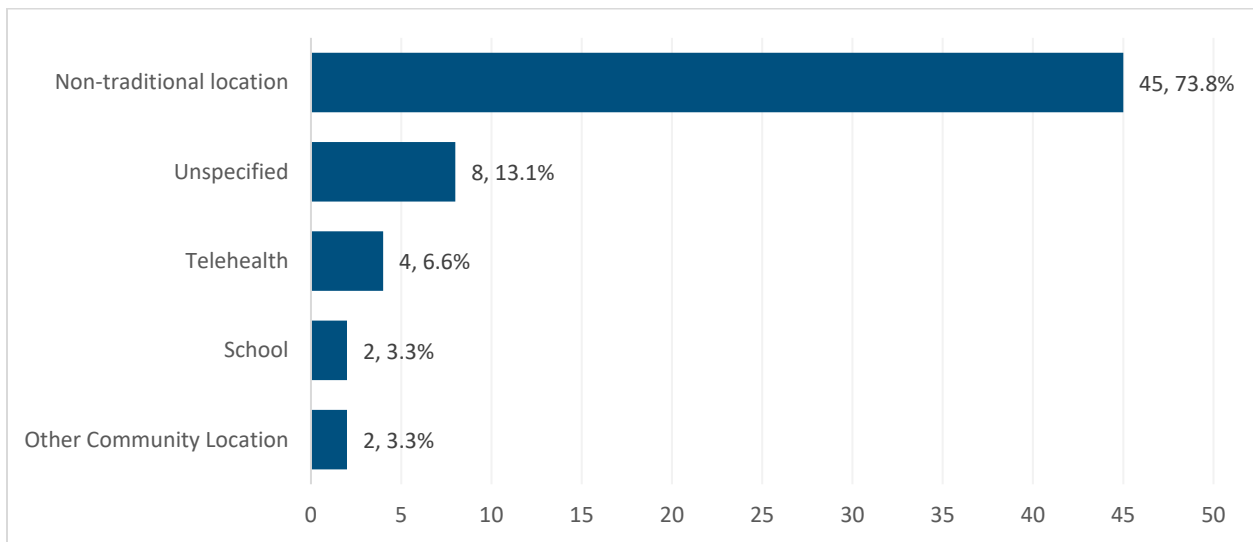
Appendix D. FY 2020-2021 Outreach, Daly City Youth Center

For FY 2020-2021, Daly City Youth Center reported a total of 61 outreach events, all group events. There were 1,636 attendees. Group outreach events lasted from 5 to 120 minutes and lasted on average 61 minutes.

Outreach events:

- Most frequently took place at a non-traditional location (**73.8%**, n=45). Other locations of events and their respective percentages are shown in **Exhibit D1**.

Exhibit D1. Locations of Outreach Events, FY 2020-2021

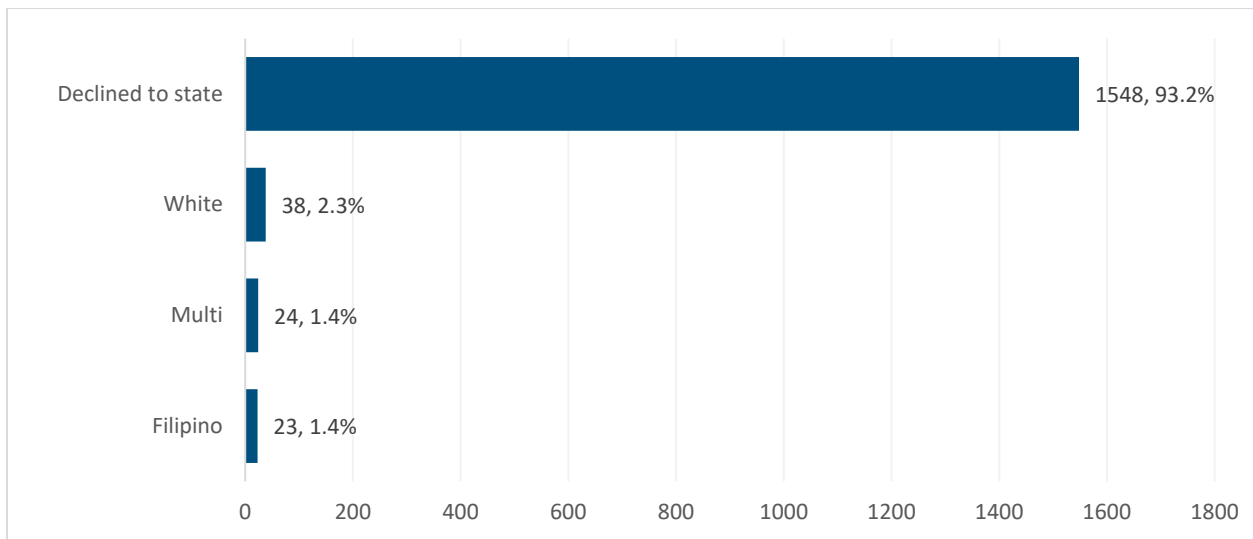


- Were conducted in English (**100%**, n=61).
- Resulted in no mental health referrals or substance use referrals at the *individual* outreach events.
- Resulted in no social services referrals.

Outreach event attendees:

- Most declined to state their sex at birth (**78.1%**, n=1,278). Twelve percent were female (**12.2%**, n=199). Ten percent were male (**9.7%**; n=159).
- Most declined to state their gender (**93.8%**, n=1,535). The remaining attendees identified their gender as female (**4.2%**, n=68) and male (**2.0%**, n=32).
- Most declined to state their sexual orientation (**96.4%**, n=1,449). The remaining attendees identified as Heterosexual (**1.9%**, n=29), Bisexual (**0.9%**, n=14), Gay/Lesbian (**0.4%**, n=6), Queer (**0.2%**, n=3), Asexual (**0.1%**, n=1) or questioning (**0.1%**, n=1).
- Comprised of children (15 years and younger, **67.8%**, n=1,109), transition-age youth (16-25 years, **17.8%**, n=292), and adults (26-59 years, **1.2%**, n=20). The remaining attendees (**13.1%**, n=215) declined to state their age.
- Most declined to state their race (**93.2%**, n=1,548). The remaining attendees were White (**2.3%**, n=38), more than one race (**1.4%**, n=24), or Filipino (**1.4%**, n=23). (See **Exhibit D3.**)

Exhibit D2. Attendees by Top Race/Ethnicity Category, FY 2020-2021



In FY 2020-2021, Daly City Youth Center did not report any special population data.

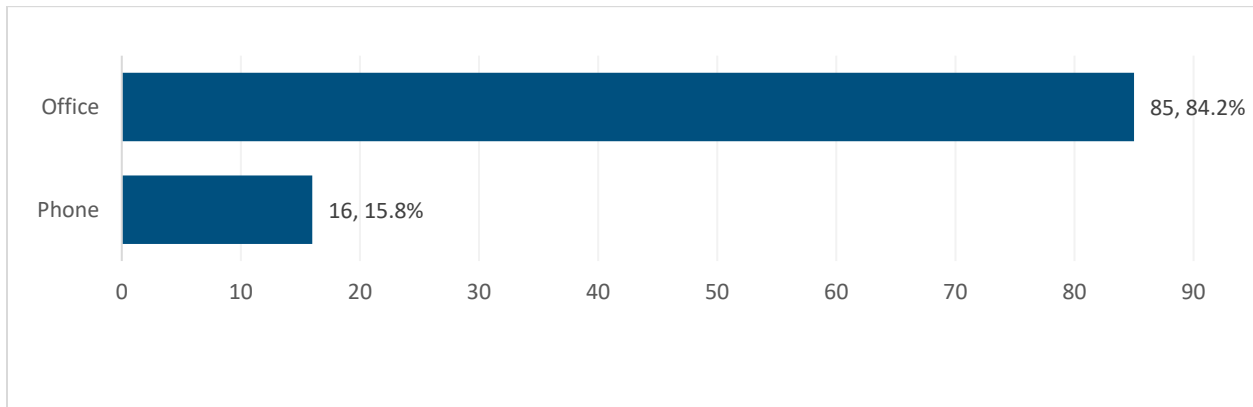
Appendix E. FY 2020-2021 Outreach, El Concilio

For FY 2020-2021, El Concilio reported a total of 101 outreach events, all individual events. There were 101 attendees in total. Individual outreach events lasted from 10 to 20 minutes and lasted on average 13.5 minutes.

Outreach events:

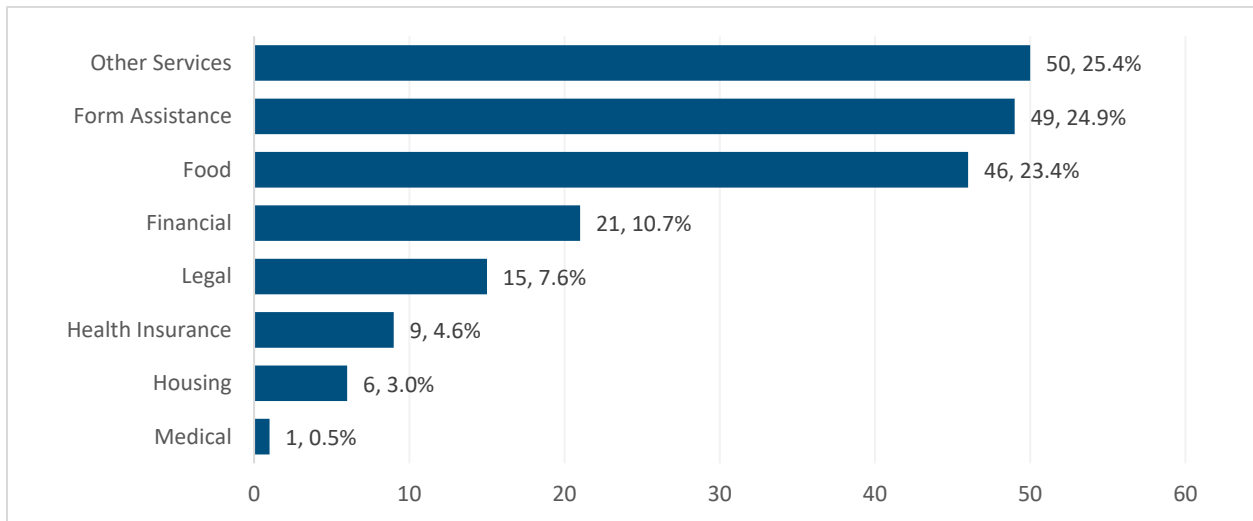
- Most took place in an office (**84.2%**, n=85). Other locations of events and their respective percentages are shown in **Exhibit E1**.

Exhibit E1. Locations of Outreach Events, FY 2020-2021



- Were conducted in Spanish (**91.1%**, n=92) and English (**8.9%**, n=9).
- Resulted in 22 mental health referrals and 0 substance use referrals at the *individual* outreach events.
- Resulted in 197 social services referrals. (See **Exhibit E2**.) 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 Other Services (**25.4%**, n=50, mostly HEAP n=46), Form Assistance (**24.9%**, n=49), Food (**23.4%**, n=46) and Financial/Employment (**10.7%**, n=21) services.

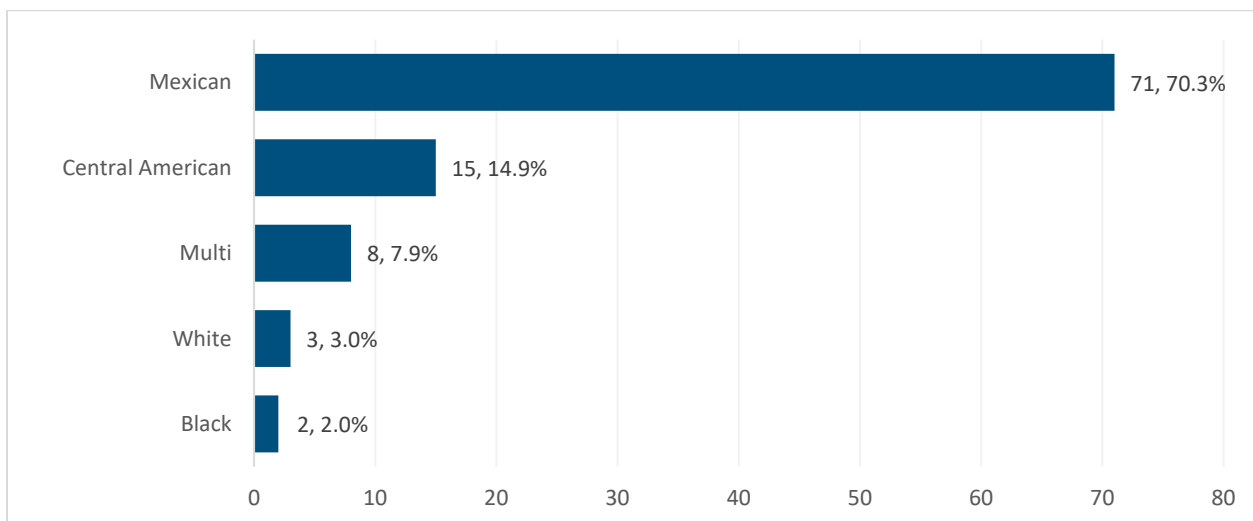
Exhibit E2. Social Services Referrals, FY 2020-2021



Outreach event attendees:

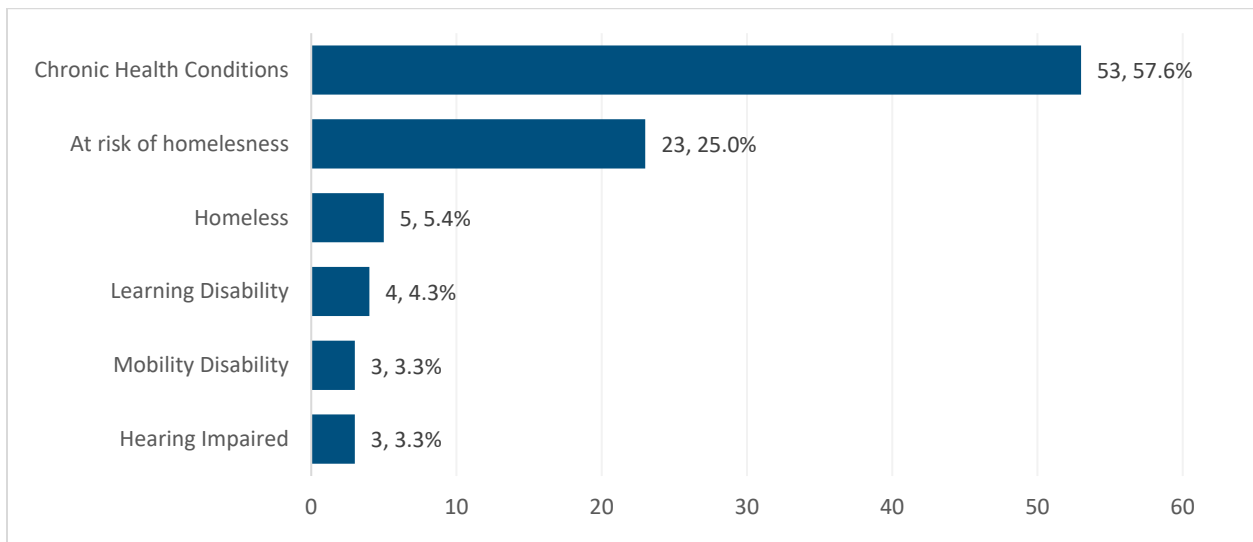
- Most often were female (**91.1%**, n=92). Eight percent were male (**8.9%**, n=9).
- Identified their gender as female (**91.0%**, n=91) and male (**9.0%**, n=9).
- Were Heterosexuals (**100.0%**, n=101).
- Comprised of adults (26-59 years, **84.2%**, n=85), older adults (60+ years, **10.9%**, n=11), and transition-age youth (16-25 years, **5.0%**, n=5).
- Were primarily Mexican (**70.3%**, n=71), Central American (**14.9%**, n=15), or more than one race (**7.9%**, n=8) (See Exhibit E3.)

Exhibit E3. Attendees by Top Race/Ethnicity Category, FY 2020-2021



- In FY 2020-2021, El Concilio attendees reported being in special populations groups. Out of the service recipients in the special population group, **57.6 percent** had chronic health conditions, **25.0 percent** were at risk of homelessness, and **5.4 percent** were homeless. (See **Exhibit E4.**) They also reported having a learning disability, having a mobility disability, and being hearing impaired.

Exhibit E4. Service Recipients by Special Populations, FY 2020-2021



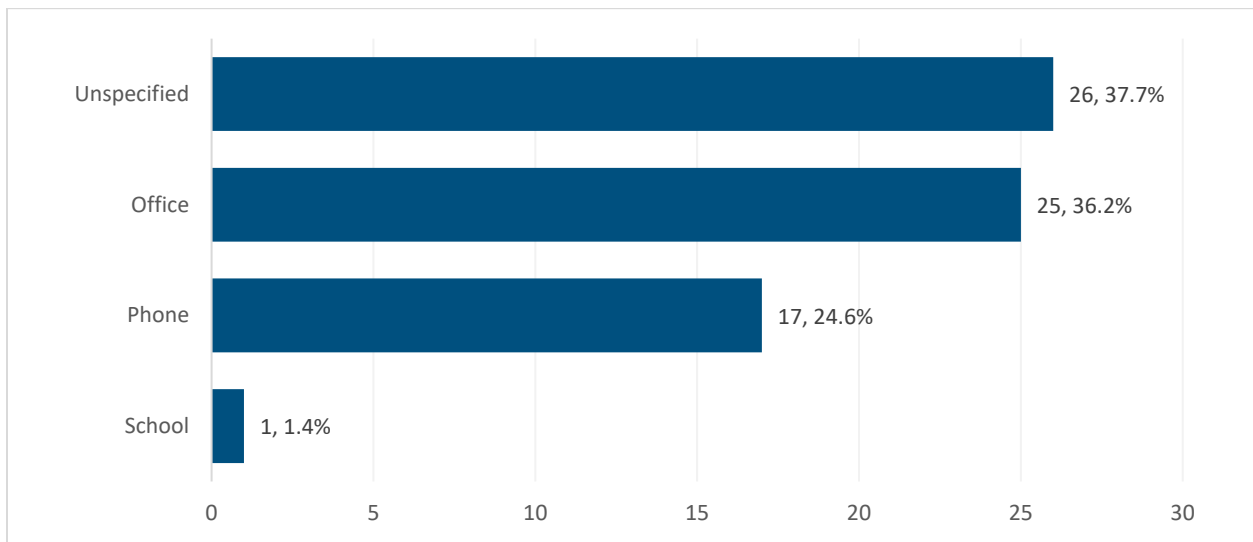
Appendix F. FY 2020-2021 Outreach, Free at Last

For FY 2020-2021, Free at Last reported a total of 69 outreach, all individual events. There were 69 attendees in total. The events lasted from 10 to 60 minutes and were on average 26 minutes.

Outreach events:

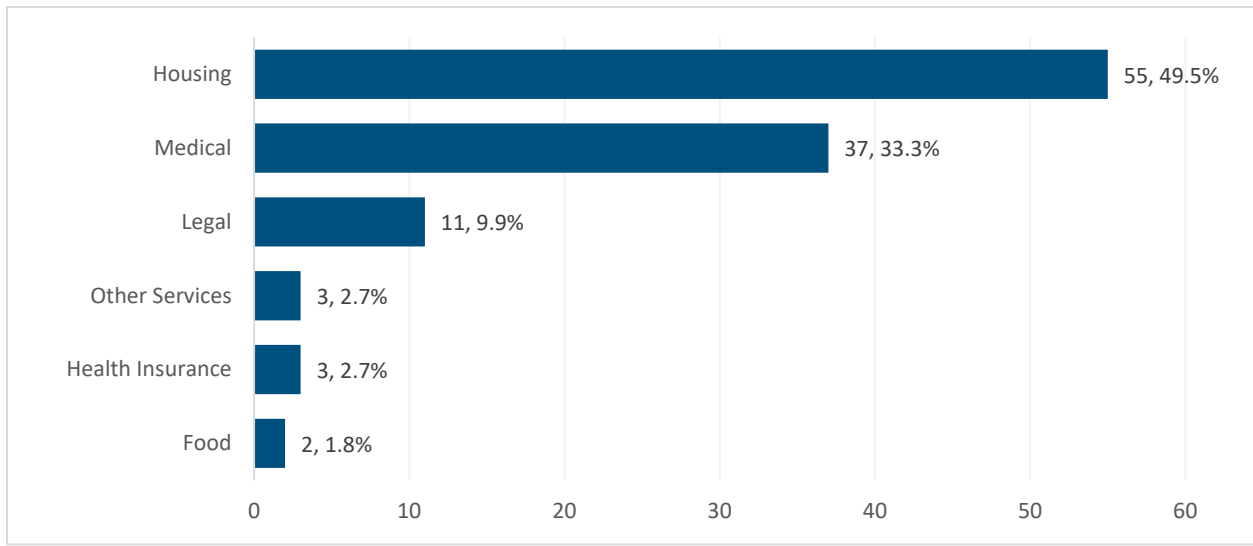
- Most frequently took place at an unspecified location (**37.7%**, n=26. Other locations of events and their respective percentages are shown in **Exhibit F1**.

Exhibit F1. Locations of Outreach Events, FY 2020-2021



- Were conducted in English (**75.4%**, n=52), Spanish (**23.2%**, n=16), and Samoan (**1.5%**, n=1).
- Resulted in 25 mental health referrals and 40 substance use referrals at the *individual* outreach events.
- Resulted in 111 social services referrals. (See **Exhibit F2**.) 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 Housing (**49.5%**, n=55), Medical Care (**33.3%**, n=37), Legal Referrals (**9.9%**, n=11) and Other (**2.7%**, n=3) services.

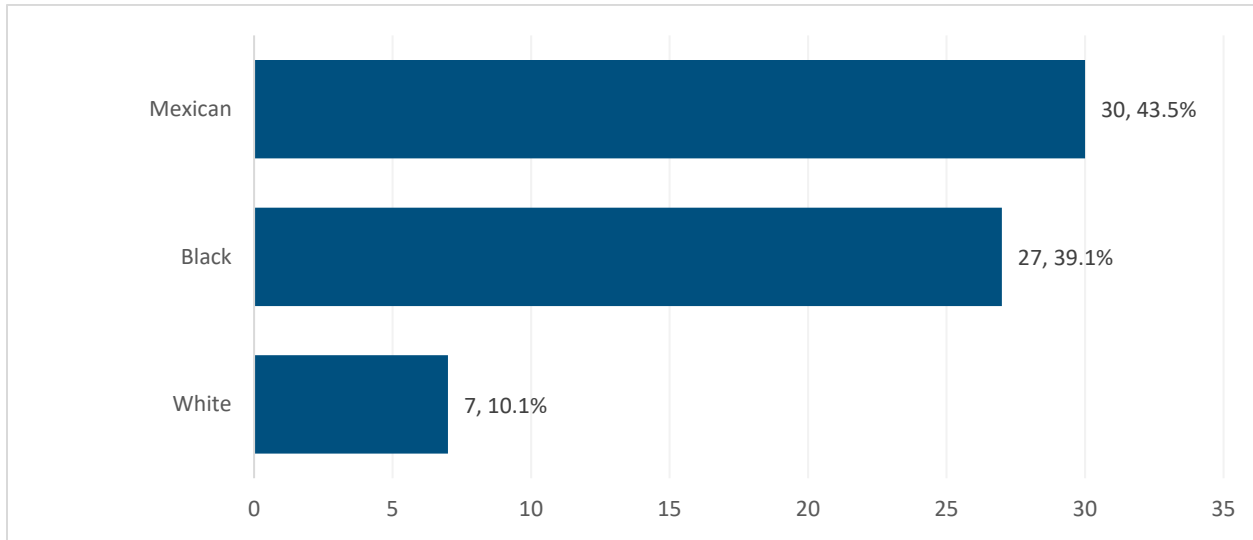
Exhibit F2. Social Services Referrals, FY 2020-2021



Outreach event attendees:

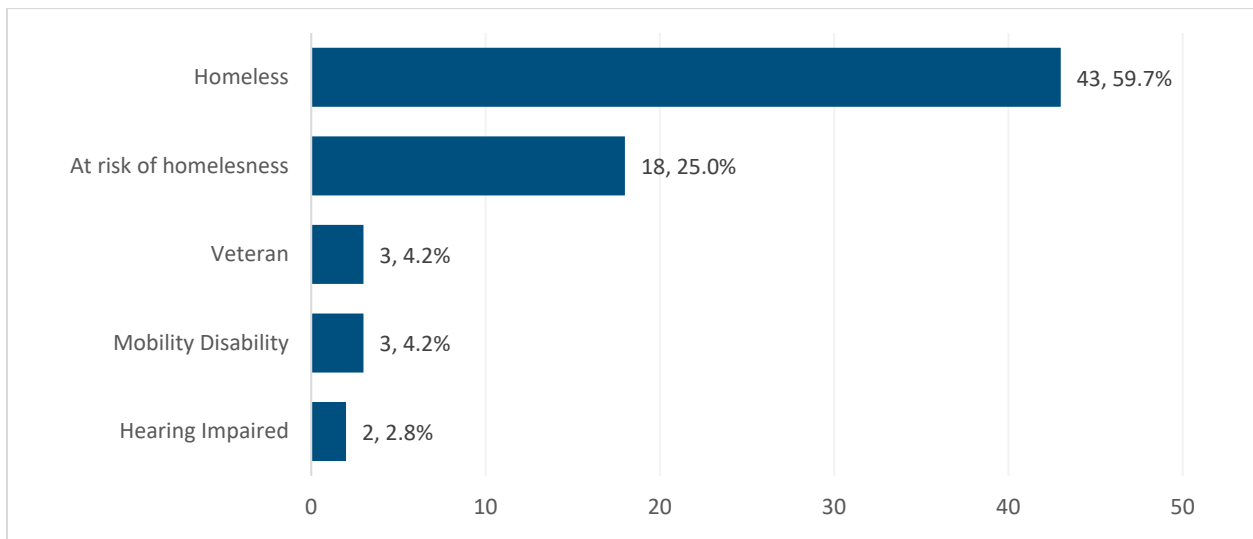
- Most often were male (**58.0%**, n=40). Forty-two percent were female (**42.0%**, n=29).
- Most identified their gender as male (**58.0%**, n=40). Forty-two percent identified as female (**42.0%**, n=29).
- Identified as Heterosexuals (**84.3%**, n=59), Gay/Lesbian (**7.1%**, n=5), or Bisexual (**7.1%**, n=5). One percent chose more than one sexual orientation (**1.5%**, n=1). One percent declined to state their sexual orientation (**1.4%**, n=1).
- Comprised of adults (26-59 years, **79.7%**, n=55), older adults (60+ years, **11.6%**, n=8) and transition-age youth (16-25 years, **8.7%**, n=6).
- Were primarily Mexican (**43.5%**, n=30), Black (**39.1%**, n=27), and White (**10.1%**, n=7). (See **Exhibit F3.**)

Exhibit F3. Attendees by Top Race/Ethnicity Category, FY 2020-2021



In FY 2020-2021, Free at Last attendees reported being in special populations groups. Out of the service recipients in the special population group, **59.7 percent** were homeless, **25.0 percent** were at risk of homelessness, and **4.2 percent** were veterans. (See **Exhibit F4.**) They also reported having a mobility disability and being hearing impaired.

Exhibit F4. Service Recipients by Special Populations, FY 2020-2021



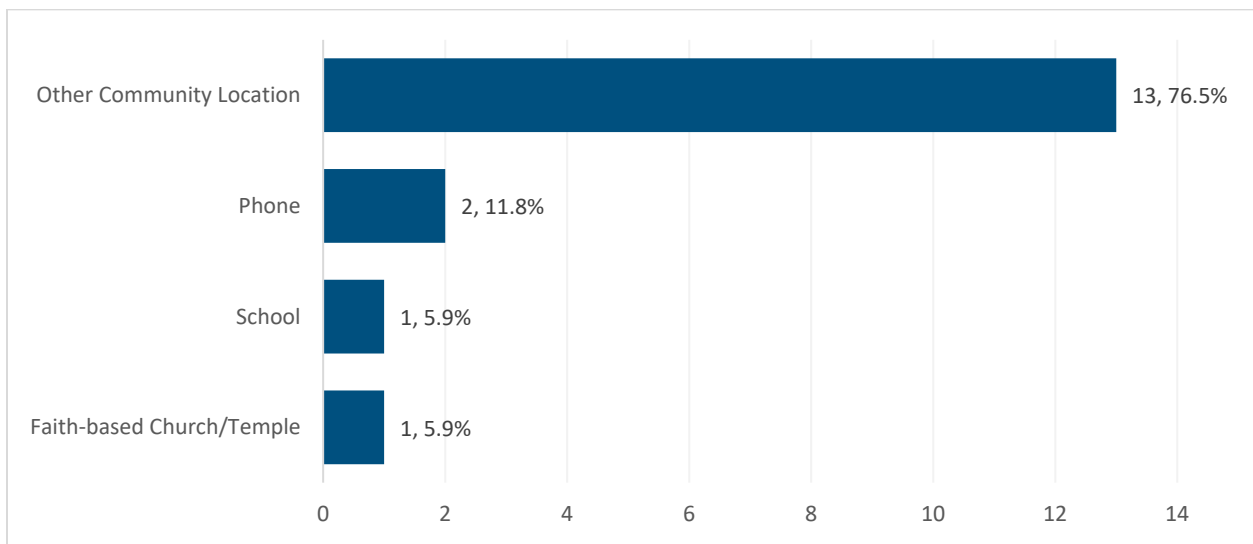
Appendix G. FY 2020-2021 Outreach, Pacifica Collaborative

For FY 2020-2021, Pacifica Collaborative reported a total of 17 outreach events, 4 individual outreach events, and 13 group outreach events. There were 3,925 attendees. Individual outreach events lasted an average of 30 minutes. Group outreach events lasted from 45 to 480 minutes and lasted an average of 192 minutes.

Outreach events:

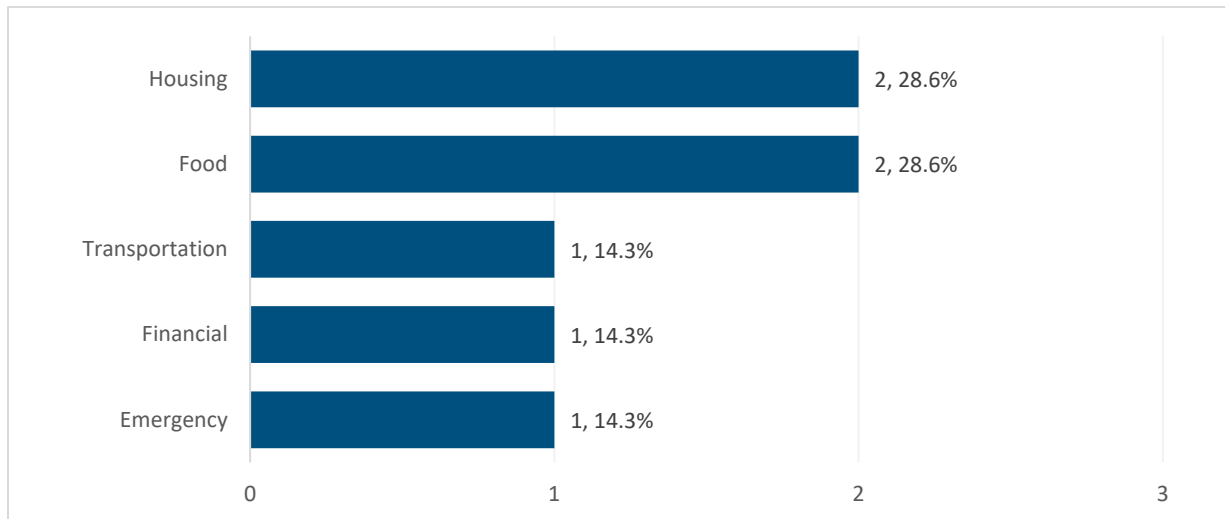
- Most frequently took place at another community location (**76.5%**, n=13), mostly through Zoom calls (n=8). Other locations of events and their respective percentages are shown in **Exhibit G1**.

Exhibit G1. Locations of Outreach Events, FY 2020-2021



- Were conducted in English (**100.0%**, n=17).
- Resulted in 3 mental health referrals and 2 substance use referrals.
- Resulted in 7 social services referrals. (See **Exhibit G2**). 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 Housing (**28.6%**, n=2) and Food (**28.6%**, n=2) services.

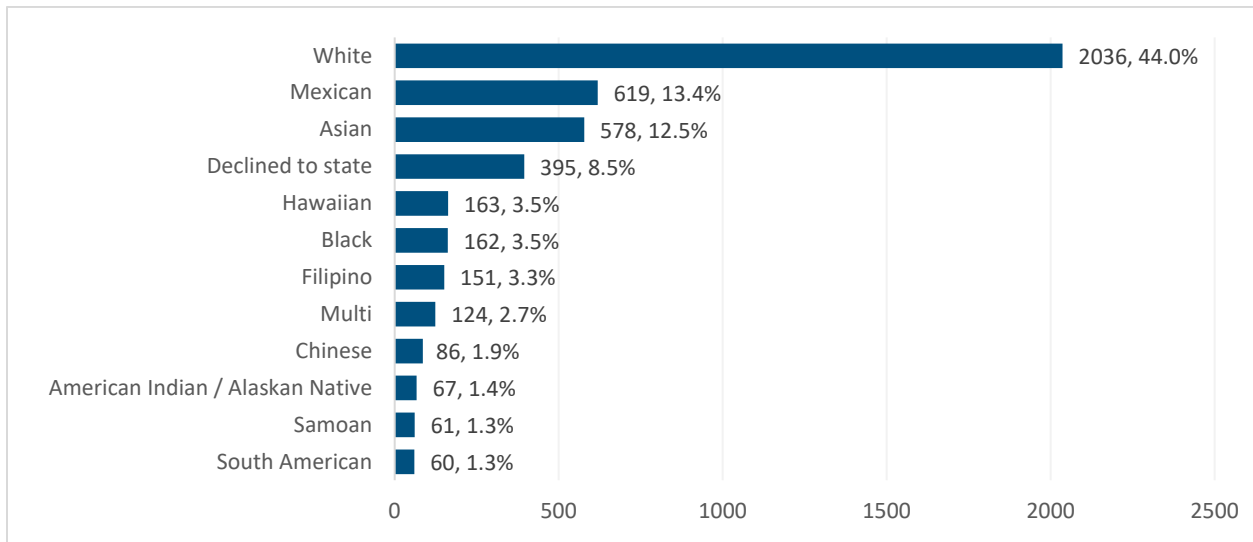
Exhibit G2. Social Services Referrals, Fiscal year 2020-2021



Outreach event attendees:

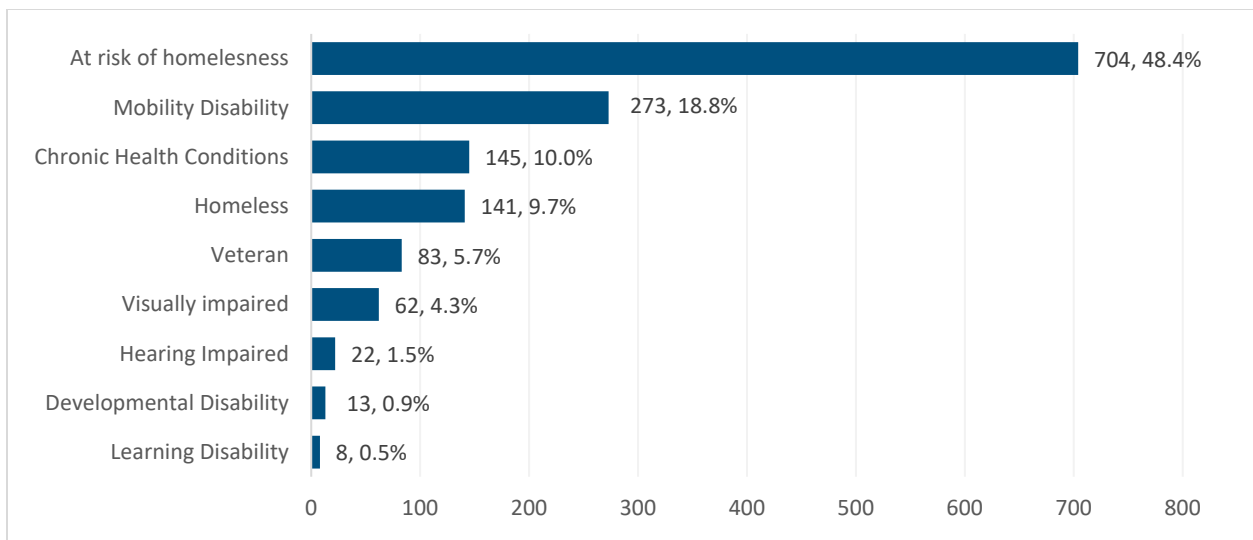
- Most often were female (**54.7%**, n=2,178). Thirty-nine percent were male (**39.25%**, n=1,563). There were 241 (**6.05%**) individuals who declined to state their sex at birth.
- Identified their gender as female (**53.7%**, n=1,857), male (**39.1%**, n=1,354), male to female transgender (**0.1%**, n=3), queer (**0.03%**, n=1), or gender questioning (**0.1%**, n=3).
- Identified as Heterosexual (**73.1%**, n=2,908), Gay/Lesbian (**5.9%**, n=236), Bisexual (**2.9%**, n=115), Queer (**0.1%**, n=4), or Questioning (**0.2%**, n=8). 17.8% participants (n=706) declined to state their sexual orientation.
- Comprised of adults (26-59 years, **45.6%**, n=1,824), older adults (60+ years, **17.1%**, 683). Outreach event attendees also include transition-age youth (16-25 years, **16.1%**, n=642) as well as children and teens (age 0-15 years, **15.8%**, n=633) The age of 5.4% (n=214) participants was unknown.
- Were primarily White (**44.0%**, n=2,036), Mexican (**13.4%**, n=619), or Asian (**12.5%**, n=578) (See **Exhibit G3.**)

Exhibit G3: Attendees by Top Race/Ethnicity Category, FY 2020-2021



In FY 2020-2021, Pacifica Collaborative reported being in special populations groups. Out of the service recipients in the special population groups **48.4 percent** were at risk of homelessness, **18.8 percent** had a mobility disability, and **10.0 percent** had chronic health conditions. (See **Exhibit G4.**) They also reported being homeless, being a veteran, being visually impaired, being hearing impaired, having a developmental disability, and having a learning disability.

Exhibit G4. Service Recipients by Special Populations, FY 2020-2021



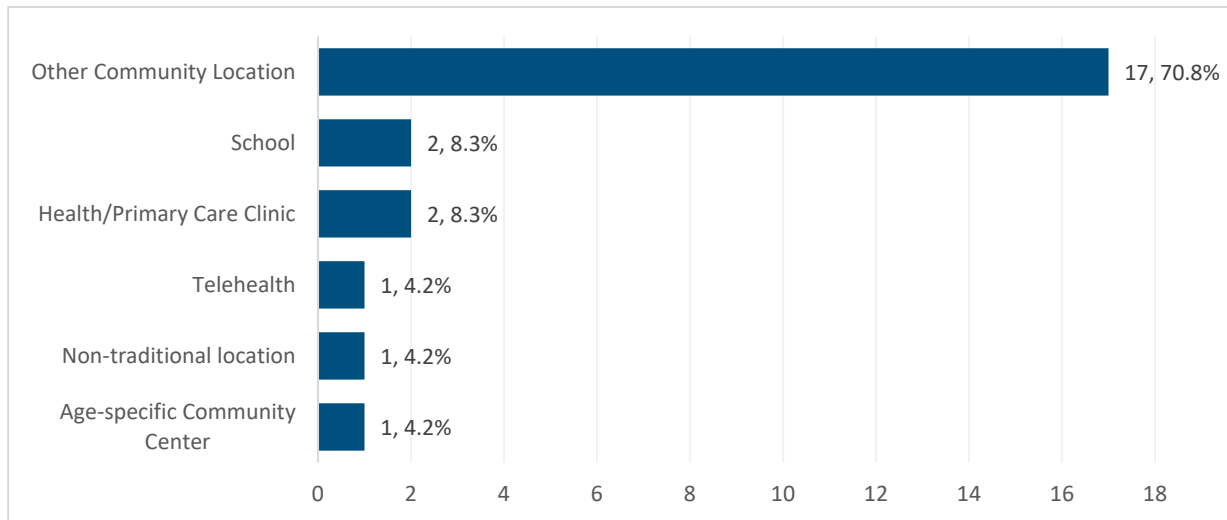
Appendix H. FY 2020-2021 Outreach, StarVista

For FY 2020-2021, StarVista reported a total of 24 outreach events, 14 individual outreach events, and 10 group outreach events. There were 277 attendees. Individual outreach events lasted on average 50 minutes. Group outreach events lasted from 45 to 150 minutes. and lasted on average of 106 minutes.

Outreach events:

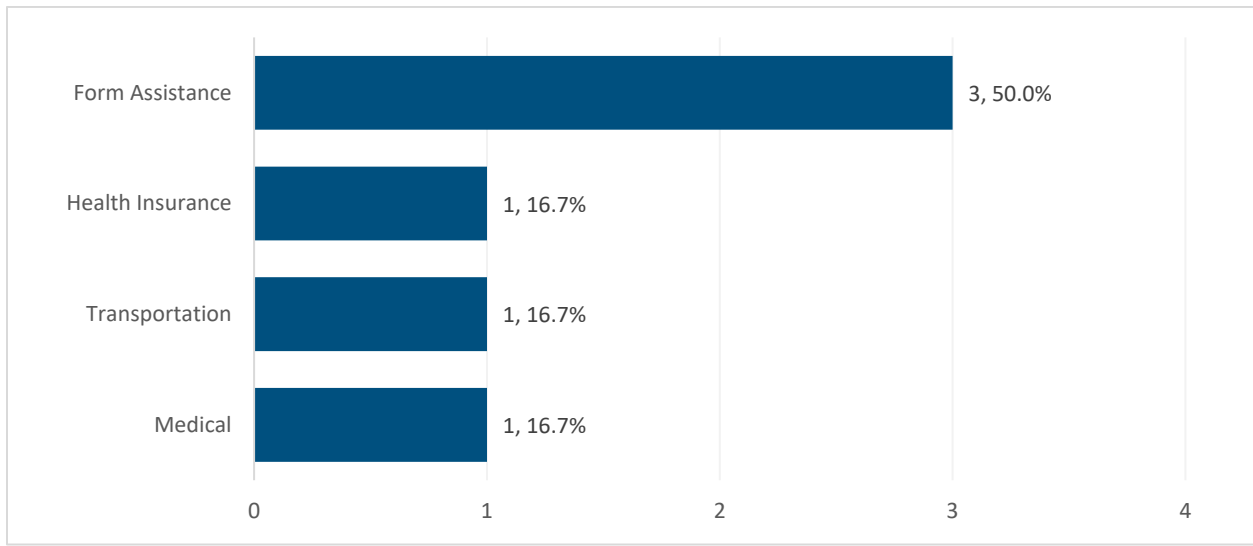
- Most frequently took place at another community location (**70.8%**, n=17), mostly at Daily City Chinese Hospital (n=14). Other locations of events and their respective percentages are shown in **Exhibit H1**.

Exhibit H1. Locations of Outreach Events, FY 2020-2021



- Outreach events were conducted in English (**41.7%**, n=10), Cantonese (**29.2%**, n=7), and Mandarin (**29.2%**, n=7).
- Resulted in 1 mental health referrals and 1 substance use referrals.
- Resulted in 6 social services referrals. (See **Exhibit H2**.) 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 Form Assistance (**50.0%**, n=3).

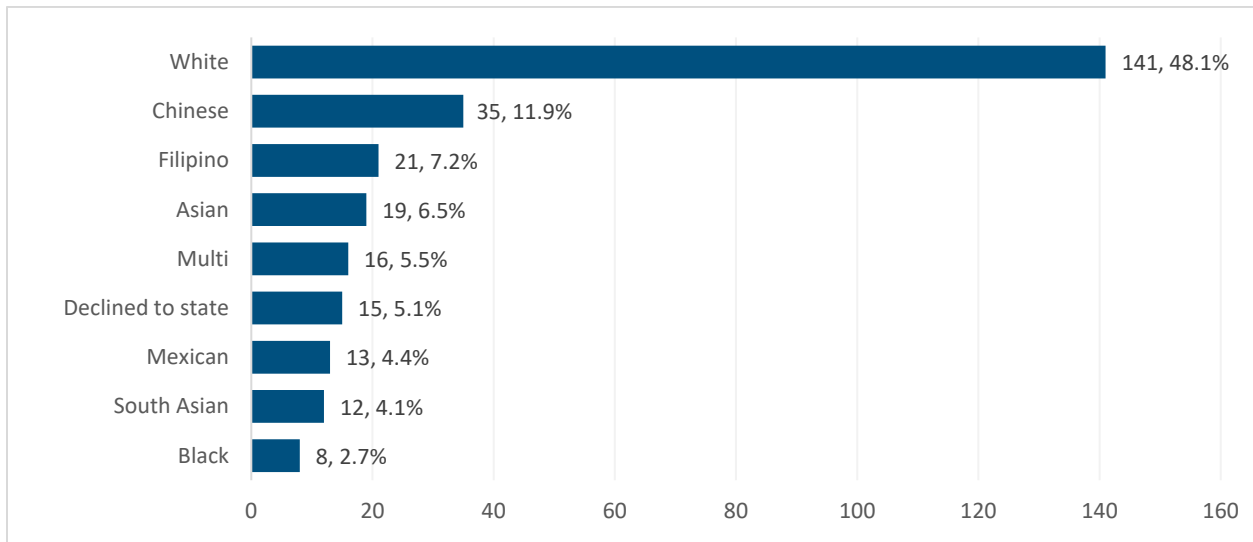
Exhibit H2. Social Services Referrals, FY 2020-2021



Outreach event attendees:

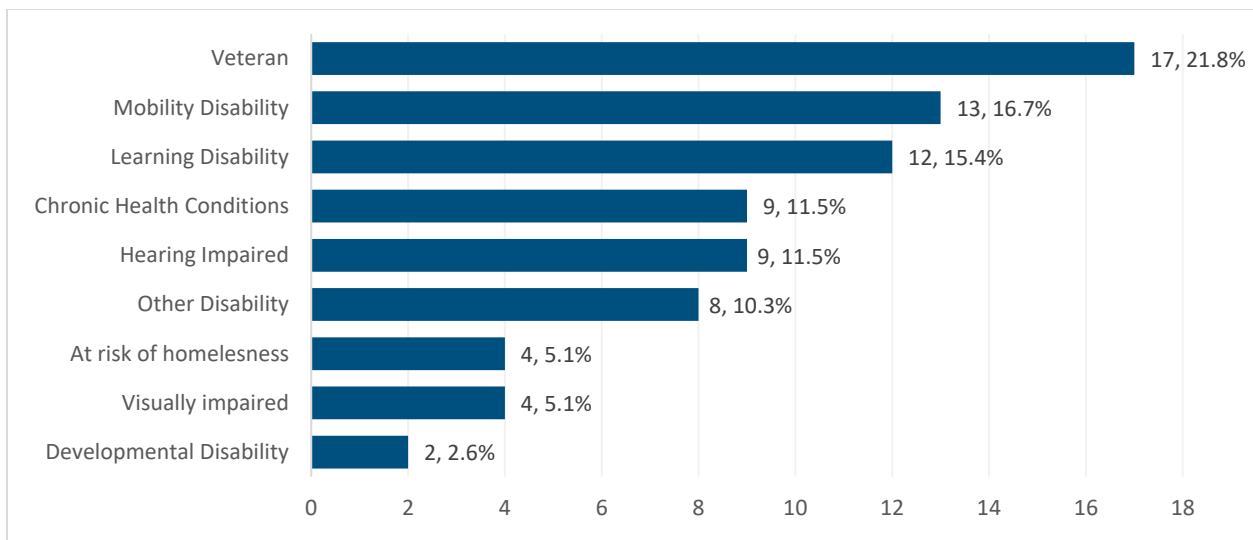
- More than half of the attendees were female (**50.2%**, n=139) while 48.4% were male (n=134). Four attendees did not indicate their gender at birth.
- Identified their gender as female (**38.5%**, n=87), male (28.3%, n=64), Queer (**12.8%**, n=29), Questioning (**12.8%**, n=29), and male to female transgender (**5.8%**, n=13). A few participants (**18%**, n=4) did not indicate their gender.
- Identified as Heterosexual (**54.5%**, n=151), Gay/Lesbian (**12.6%**, n=35), Questioning (**10.1%**, n=28), Queer (**7.2%**, n=20), Bisexual (**4.3%**, n=12), Pansexual (**2.2%**, n=6), or other sexual orientation (**7.6%**, n=21). About one percent of individuals declined to state their sexual orientation (**1.4%**, n=4).
- Were adults (26-59 years, **40.1%**, n=111), transition-age youth (16-25 years, **24.9%**, n=69), older adults (60+ years, **26.0%**; n=72), and children (15 years and younger, **5.8%**, n=16). A small percentage of individuals did not indicate their age (**3.4%**, n=9)
- Were primarily White (**48.1%**, n=141), Chinese (**11.9%**, n=35) or Filipino (**7.2%**, n=21). (See **Exhibit H3.**)

Exhibit H3. Attendees by Top Race/Ethnicity Category, FY 2020-2021



In FY 2020-2021, StarVista attendees reported being in special populations groups. Out of the service recipients in the special population groups, **21.8 percent** were veterans, **16.7 percent** had a mobility disability, and **15.4 percent** had a learning disability. (See **Exhibit H4**). They also reported being hearing impaired, having chronic health conditions, having another disability, being at risk of homelessness, being visually impaired, and having a developmental disability.

Exhibit H4. Service Recipients by Special Populations, FY 2020-2021



Appendix I. Attendees by Race/Ethnicity by Collaborative, FY 2014-2020

Race/Ethnicity	NCOG							EPAPMHO						
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Black	152 (4.1%)	153 (3.2%)	200 (2.7%)	249 (3.1%)	167 (3.0%)	685 (5.4%)	202 (2.4%)	150 (9.1%)	205 (24.5%)	164 (23.8%)	200 (36.5%)	152 (23.2%)	93 (17.9%)	29 (11.8%)
White	930 (25.2%)	1502 (31.5%)	2394 (32.0%)	1981 (24.8%)	1484 (27.0%)	2024 (16.0%)	2336 (27.2%)	444 (26.9%)	82 (9.8%)	54 (7.8%)	47 (8.6%)	55 (8.4%)	18 (3.5%)	12 (4.9%)
American Indian	7 (0.2%)	48 (1.0%)	94 (1.3%)	67 (0.8%)	56 (1.0%)	90 (0.7%)	67 (0.8%)	0 (0.0%)	8 (1.0%)	5 (0.7%)	1 (0.2%)	2 (0.3%)	1 (0.2%)	0 (0.0%)
Middle Eastern	7 (0.2%)	60 (1.3%)	66 (0.9%)	114 (1.4%)	28 (0.5%)	44 (0.3%)	30 (0.3%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	0 (0.0%)	0 (0.0%)	2 (0.4%)	0 (0.0%)
Eastern European	0 (0.0%)	0 (0.0%)	10 (0.1%)	12 (0.2%)	2 (0.0%)	5 (0.0%)	1 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
European	0 (0.0%)	0 (0.0%)	6 (0.1%)	8 (0.1%)	21 (0.4%)	5 (0.0%)	3 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Mexican	147 (4.0%)	260 (5.5%)	1403 (18.7%)	816 (10.2%)	462 (8.4%)	2302 (18.2%)	1235 (14.4%)	43 (2.6%)	196 (23.4%)	90 (13.0%)	53 (9.7%)	156 (23.8%)	119 (22.8%)	101 (41.1%)
Puerto Rican	1 (0.0%)	6 (0.1%)	28 (0.4%)	4 (0.1%)	10 (0.2%)	44 (0.3%)	36 (0.4%)	1 (0.1%)	4 (0.5%)	0 (0.0%)	1 (0.2%)	2 (0.3%)	2 (0.4%)	1 (0.4%)
Cuban	0 (0.0%)	0 (0.0%)	9 (0.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	0 (0.0%)	0 (0.0%)	1 (0.2%)	0 (0.0%)	0 (0.0%)
Central American	0 (0.0%)	0 (0.0%)	79 (1.1%)	471 (5.9%)	32 (6.0%)	127 (1.0%)	13 (0.2%)	0 (0.0%)	0 (0.0%)	9 (1.3%)	7 (1.3%)	12 (1.8%)	19 (3.6%)	15 (6.1%)
South American	0 (0.0%)	0 (0.0%)	24 (0.3%)	51 (0.6%)	15 (0.3%)	27 (0.2%)	67 (0.8%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	1 (0.2%)	1 (0.2%)	0 (0.0%)	1 (0.4%)
Caribbean	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (0.0%)	0 (0.0%)	5 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other Latino	192 (5.2%)	87 (1.8%)	N/A	N/A	N/A	N/A	N/A	228 (13.8%)	0 (0.0%)	N/A	N/A	N/A	N/A	N/A
Asian	N/A	N/A	20 (0.3%)	1025 (12.8%)	550 (10.0%)	873 (6.9%)	604 (7.0%)	N/A	N/A	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.2%)	1 (0.4%)
Filipino	336 (9.1%)	678 (14.2%)	804 (10.7%)	1000 (12.5%)	331 (6.0%)	1170 (9.3%)	316 (3.7%)	248 (15.0%)	18 (2.2%)	17 (2.5%)	8 (0.1%)	9 (1.4%)	4 (0.8%)	0 (0.0%)
Chinese	96 (2.6%)	246 (5.2%)	308 (4.1%)	297 (3.7%)	212 (3.9%)	936 (7.4%)	304 (3.5%)	96 (5.8%)	2 (0.2%)	2 (0.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Japanese	11 (0.3%)	30 (0.6%)	59 (0.8%)	55 (0.7%)	26 (0.5%)	37 (0.3%)	42 (0.5%)	3 (0.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Korean	17 (0.5%)	29 (0.6%)	45 (0.6%)	34 (0.4%)	12 (0.2%)	39 (0.3%)	25 (0.3%)	4 (0.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.4%)
South Asian	15 (0.4%)	16 (0.3%)	44 (0.6%)	70 (0.9%)	17 (0.3%)	222 (1.8%)	50 (0.6%)	11 (0.7%)	2 (0.2%)	2 (0.3%)	1 (0.2%)	2 (0.3%)	1 (0.2%)	0 (0.0%)
Vietnamese	1 (0.0%)	23 (0.5%)	13 (0.2%)	13 (0.2%)	11 (0.2%)	84 (0.7%)	4 (0.0%)	35 (2.1%)	2 (0.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Cambodian	18 (0.5%)	1 (<0.1%)	0 (0.0%)	8 (0.1%)	2 (0.0%)	8 (0.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Laotian	0 (0.0%)	2 (<0.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	4 (0.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Mien	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other Asian	37 (1.0%)	0 (0.0%)	N/A	N/A	N/A	N/A	N/A	4 (0.2%)	0 (0.0%)	N/A	N/A	N/A	N/A	N/A
Tongan	287 (7.8%)	237 (5.0%)	176 (2.4%)	61 (0.8%)	47 (0.9%)	89 (0.7%)	88 (1.0%)	172 (10.4%)	121 (14.5%)	121 (17.5%)	88 (16.1%)	97 (14.8%)	30 (5.8%)	15 (6.1%)
Samoa	280 (7.6%)	343 (7.2%)	347 (4.6%)	163 (2.0%)	201 (3.7%)	503 (4.0%)	137 (1.6%)	123 (7.5%)	90 (10.8%)	49 (7.1%)	35 (6.4%)	57 (8.7%)	26 (5.0%)	19 (7.7%)
Fijian	9 (0.2%)	24 (0.5%)	0 (0.0%)	8 (0.1%)	3 (0.1%)	21 (0.2%)	25 (0.3%)	1 (0.1%)	14 (1.7%)	3 (0.4%)	3 (0.5%)	5 (0.8%)	1 (0.2%)	0 (0.0%)
Hawaiian	31 (0.8%)	29 (0.6%)	40 (0.5%)	150 (1.9%)	188 (3.4%)	1521 (12.1%)	174 (2.0%)	16 (1.0%)	7 (0.8%)	2 (0.3%)	5 (0.9%)	15 (2.3%)	164 (31.5%)	40 (16.3%)
Guamanian	10 (0.3%)	26 (0.5%)	24 (0.3%)	5 (0.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Multi	72 (2.0%)	414 (8.7%)	651 (8.7%)	407 (5.1%)	369 (6.7%)	1228 (9.7%)	248 (2.9%)	39 (2.4%)	66 (7.9%)	74 (10.7%)	92 (16.8%)	86 (13.1%)	39 (7.5%)	9 (3.7%)
Other Race	402 (10.9%)	101 (2.1%)	151 (2.0%)	254 (3.2%)	140 (2.5%)	113 (0.9%)	113 (1.3%)	14 (0.8%)	2 (0.2%)	3 (0.4%)	4 (0.7%)	3 (0.5%)	0 (0.0%)	0 (0.0%)
Unknown Race	626 (17.0%)	446 (9.4%)	488 (6.5%)	671 (8.4%)	1106 (20.1%)	412 (3.3%)	412 (4.8%)	16 (1.0%)	12 (1.4%)	93 (13.5%)	2 (0.4%)	1 (0.2%)	1 (0.2%)	1 (0.4%)
Total**	3684	4761	7483	7996	5492	12614	8580	1650	836	690	548	656	521	245

Note: Percentages may not sum to 100% because of rounding. 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. N/A indicates the category was not available or discontinued during the specific fiscal year.

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