



ANNUAL REPORT 2024

County of San Mateo

Health Care for the Homeless & Farmworker Health Program

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PROGRAM BACKGROUND

OUR MISSION

The San Mateo County Health Care for the Homeless/Farmworker Health Program is dedicated to serving homeless and farmworker individuals and families by ensuring access to comprehensive primary health care, dental health care, and behavioral health services in a supportive, welcoming, and accessible environment.

OUR VALUES

Access

Providing full access to health care and social services for homeless and farmworker individuals and their families.

Dignity

Delivering respectful, culturally competent services that address both physical and behavioral health needs.

Integrity

Valuing homeless and farmworker individuals and their families as partners in their health care decisions.

Innovation

Continuously evolving services to incorporate current best practices and technological advances.

INTRODUCTION

San Mateo County's Health Care for the Homeless/Farmworker Health Program (HCH/FH) has been a cornerstone of community health initiatives since its inception in 1991. Initially focused on serving individuals experiencing homelessness, the program expanded its purview in July 2010 to encompass the farmworker population and their families/dependents.

Funded by the U.S. Department of Health and Human Services' Health Resources and Services Administration (HRSA) under Sections 330(g) and 330(h) of the Public Health Service Act, HCH/FH operates to provide vital services to medically underserved populations.

PROGRAM OVERVIEW

HCH/FH operates under the joint governance of an independent Co-Applicant Board and the San Mateo County Board of Supervisors. It functions as a conduit for individuals experiencing homelessness or working as farmworkers (along with their families) to access critical health services through various touch points within San Mateo County.

These touch points include San Mateo Medical Center's (SMMC) hospital and clinics, as well as numerous County and community-based organizations offering outpatient health services, regardless of insurance or documentation status. The program's compliance with HRSA regulations has granted SMMC Federally Qualified Health Center status.

POPULATION SERVED

HRSA's definition of homelessness extends beyond traditional categories to encompass individuals in transitional or permanent supportive housing (PSH), as well as those who are doubling up (i.e., couch surfing). Similarly, the definition of farmworkers includes both seasonal and migrant workers, along with their family members.



PARTNERS DESCRIPTION

The Health Care for the Homeless/Farmworker Health Program works with the partners and county departments 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.

EXTERNAL PARTNERS



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 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.



Ayudando 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 through the “Promotores de Salud” model, which uses “Promotores” or community health workers, to educate farmworkers and their families about health care topics and connect them to primary care.

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



Coastside Hope

Coastside Hope is responsible for health insurance assistance and care coordination, including: nutrition education and food security, MyChart orientation, and transportation assistance.



Health Outreach Partners

Health Outreach Partners delivers educational training sessions for homeless and farmworker healthcare providers, as requested by the HCH/FH program.



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 a San Mateo Medical Center or Behavioral Health Recovery Services 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.



University of the Pacific

HCH/FH contracts with University of the Pacific, Arthur A. Dugoni School of Dentistry to provide a full range of preventive, diagnostic, and restorative dental services in accordance with Medi-Cal Dental (Denti-Cal) guidelines.

Appointments are prioritized for residents of the San Mateo County Navigation Center, with unused slots available for individuals experiencing homelessness in San Mateo County.

SAN MATEO COUNTY DEPARTMENTS



San Mateo County Health, Behavioral Health & Recovery Services (BHRS)

Health Care 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 conduct outreach and provide case management and substance use disorder education 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.



San Mateo County Health, 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 County Health, San Mateo Medical Center (SMMC)

SMMC is the 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 San Mateo 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. HCH/FH is a program within SMMC, with the program director reporting to the hospital's CEO.

Care Closet: SMMC Resource Management Department stocks items to be distributed to unhoused individuals upon discharge from hospital.

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.



San Mateo County Libraries

Partners with HCH/FH to provide blood pressure cuffs for library patrons to check out using a library card.



Photo: San Mateo County Libraries

PATIENT STORY



Puente: Ensuring Continued Care

Story submitted by Corina (Puente)

Jorge, an older adult farmworker in Pescadero*, lost his Medi-Cal coverage at the end of May 2024.

Losing his coverage could have meant missing important weekly healthcare appointments that Jorge depends on. Luckily, the Puente Community Development team helped him reapply quickly in order to avoid any delays in care. By mid-June Jorge's Medi-Cal was active again—only two appointments were missed as a result of this short lapse in coverage. The team also confirmed his future appointments were in place to ensure continued care.

**Name and personal details have been changed to protect client's identity.*

FINANCIAL OVERVIEW

In 2024, over \$3M 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 through the HRSA grant awarded to HCH/FH.

REVENUE	FINANCIAL 2021	FINANCIAL 2022	FINANCIAL 2023	FINANCIAL 2024
HRSA Health Center Program Grant (HRSA 3330 Farmworker & Homeless)	\$2,910,173	\$2,684,036	\$3,433,200	\$3,188,524
Patient Revenue	\$4,957,896	\$4,375,010	\$5,301,865	\$5,523,111
COVID-19 Supplemental	\$632,864	\$539,834	\$1,083,526	\$416,029
Non-Federal/Local Support	\$9,791,314	\$10,802,677	\$ 12,835,582	\$9,429,990
TOTAL	\$18,292,247	\$18,401,557	\$22,654,173	\$18,557,654

ITEM COST	2021	2022	2023	2024
Clinical Visits	\$8,452,831	\$8,514,587	\$12,010,158	\$7,867,260
Enabling Services	\$789,616	\$975,558	\$916,726	\$942,528
Facility & Non-Clinical Support	\$9,049,800	\$8,911,412	\$9,727,289	\$9,747,866
TOTAL	\$18,292,247	\$18,401,557	\$22,654,173	\$18,557,654

These amounts reflect the total cost to deliver the referenced services. In 2024, the HCH/FH program issued a Request for Proposals to procure services aligned with the priority areas outlined in its 2024–2027 Strategic Plan¹.

¹Refer to pages 4-7 for the current program partners overview.

QI MEASURES & FOCUS AREAS

These goals were selected to align with the quality improvement (QI) efforts of San Mateo Medical Center. Data was extracted from the 2024 Uniform Data System Report.

METRIC	HCH/FH	SMMC	CA 330 PROGRAMS*	NATIONAL BENCHMARK
Cervical Cancer Screening	36%	72%	59%	79%
Colorectal Cancer Screening	44%	60%	42%	68%
Breast Cancer Screening	60%	77%	55%	80%
Depression Screening & Follow-up	34%	65%	67%	45%
Hypertension	63%	64%	64%	66%
Diabetes A1c > 9% or missing	33%	30%	29%	12%
Early Entry into Prenatal Care	59%	88%	77%	81%

Cervical cancer screening and diabetes remain SMMC priorities. Depression Screening and Follow-up remains a challenging measure for quality improvement. Adult BMI Screening & Follow-up was removed in 2024 in order to align with SMMC's reporting guidelines.

In 2025, HCH/FH will explore measures to further support behavioral healthcare services, and to enhance follow up for depression and cancer screenings. Additionally, in November 2024, SMMC rolled out a new Electronic Health Record system, transitioning from eClinicalWorks to Epic. This transition will further streamline and improve patient services through integrated scheduling and registration, reporting infrastructure, and enhanced data exchange with other health systems.²

²“CA 330 Programs” refers to other Federally Qualified Health Centers (FQHCs) in California receiving the same grant as the HCH/FH Program.

STRATEGIC PLAN 2024-2027

In 2024, the HCH/FH program issued a Request for Proposals (RFP) to procure services aligned with the priority areas outlined in its 2024–2027 Strategic Plan.

Through this process, HCH/FH established contracts with a range of community-based organizations (CBOs) to deliver enabling services such as case management, care coordination, and dental care. New service offerings introduced in this RFP cycle include nutrition education and MyChart orientation. The following chart outlines strategic priority areas and corresponding performance metrics through 2027:

STRATEGIC PRIORITY	METRICS
1. Decrease barriers to accessing health care services	Increase the number of “touches” or “visits” across all services (enabling, primary, behavioral, dental) and modalities (mobile and brick & mortar clinics) year over year.
2. Improve health outcomes	Refer to goals set forth in the HCH/FH Quality Improvement/Quality Assurance Plan (QI/QA).
3. Support health care and service providers	Track number of trainings and other professional development opportunities offered annually and increase year over year. ³
4. Meet and exceed all HRSA compliance requirements	Following a HRSA site visit, have no more than five immediate enforcement actions. The next site visit is anticipated in 2025.
5. Seek innovation and expansion opportunities	Add at least one new funding source or supplemental award in the 2024-2027 cycle.

³Pending external factors such as conference location/costs and ability/willingness of staff to engage in offerings.

SPOTLIGHT ON 2024

BEHAVIORAL HEALTH SERVICES EXPANSION GRANT

In 2024, HCH/FH received a two-year Behavioral Health Services Expansion grant from the Health Resources and Services Administration (HRSA) to strengthen access to mental health and substance use disorder (SUD) treatment services.

To address stigma and provide culturally responsive care, HCH/FH has partnered with Puente and ALAS to deliver mental health services to farmworkers and their families. For individuals residing in permanent supportive housing, HCH/FH is collaborating with Palo Alto University to provide on-site mental health care. Additionally, in partnership with Behavioral Health and Recovery Services, HCH/FH is supporting SUD treatment services, including medications for opioid use disorder, for residents of local homeless shelters.

EXPANDED HOURS GRANT

HCH/FH was also awarded a two-year Expanded Hours grant from HRSA in 2024. The purpose of this grant is to increase access to health center services by expanding operating hours to better meet the needs of the community.

With this funding, HCH/FH is partnering with San Mateo Medical Center and community-based organizations that serve farmworkers and people experiencing homelessness to extend hours at clinics that are most accessible and best positioned to meet the needs of these populations.

SMARTWATCHES PROJECT & BLOOD PRESSURE MONITOR CUFFS

In 2024, the HCH/FH Clinical Services Coordinator collaborated with **ALAS** to distribute smart watches to farmworkers.

The pilot project received positive feedback, and farmworkers reported benefits such as tracking physical activity and sleep quality which was used to follow up with primary care physicians regarding health concerns.

Additionally, the HCH/FH Clinical Services Coordinator collaborated with **San Mateo County Libraries** to distribute blood pressure monitor cuffs. Patrons are eligible to checkout the cuffs for free using their library card.



San Mateo
County
Libraries

HALF MOON BAY

620 Correas Street, Half Moon Bay CA 94019



Borrow a Blood Pressure Kit at the Library

We are lending blood pressure kits for 3-week check-out in partnership with San Mateo County Medical Center.

Pida prestado un un equipo de presión arterial

Estamos prestando brazaletes de presión arterial por tres semanas en colaboración con el Centro Médico del Condado de San Mateo.

在圖書館借血壓計

我們與聖馬刁縣醫療中心合作提供血壓計出借，借期三週。

Explore

smcd.org

LOOKING AHEAD: 2025

REQUEST FOR PROPOSALS

This chart indicates contracts (type and service areas) executed with partners in 2024. In 2025, new and expanded services will include:

- Improved health outcomes and substance use disorder management
- Specialized dental services
- Comprehensive mental health services
- Nutrition education & MyChart orientation through care coordination

	AGENCY	DENTAL	BEHAV. HEALTH	ENABLING	MEDICAL	H	F	CONTRACT AMOUNT	CONTRACT PERIOD
CONTRACTS	Abode			X		X		\$457,666	2025-2027
	ALAS			X			X	\$602,271	2025-2027
	ALAS*		X					\$320,000	2025-2026
	Coastside Hope			X		X	X	\$424,232	2025-2027
	Life Moves			X		X	X	\$215,000	CY2025
	Palo Alto University*		X			X		\$245,000	2025-2026
	Puente			X		X		\$511,590	2025-2027
	Puente*		X					\$300,000	2025-2026
	Sonrisas	X					X	\$380,646	2025-2027
MOUs	University of Pacific	X				X		\$1,500,000	09/24/2023- 06/30/2028
	BHRS HCH		X			X		\$270,000	2025-2027
	PHPP		X	X	X	X	X	\$2,775,000	2025-2027
	Coastside Clinic Saturday Clinic	X					X	\$210,000	2024-2026

 H = Homeless, F = Farmworkers

*Behavioral Health Services Expansion contracts – a new 2 year grant from HRSA.

NEEDS ASSESSMENT

In 2025, the HCH/FH program will carry out its tri-annual needs assessment to better understand the key health needs of the County's unhoused and farmworker communities.

The goal is to identify meaningful, actionable recommendations that can help strengthen health care services and address existing gaps for these populations.



2024 SUPPLEMENTAL GRANTS

We are looking forward to implementing the supplemental grants from the end of 2024. The Community Health Planner is working closely with our partners regarding budget, staffing, and service delivery.

MEET OUR BOARD

The Co-Applicant Board plays a pivotal role in steering the strategic direction of the HCH/FH Program, overseeing service selection, and evaluating progress.

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

Members are also voluntary members of two standing sub-committees: the Quality Improvement and Assurance and the Finance and Strategic Planning Sub-Committees. Ad hoc subcommittees, which are temporary in nature and based on program needs and local issues, may be scheduled at the discretion of the Board. Members review and analyze quarterly program data and reports, review provider performance metrics, and make recommendations to enhance service delivery.

The HCH/FH Program extends a warm invitation to passionate individuals residing in San Mateo County to join our Board. We value diverse perspectives and actively encourage individuals with lived experiences to apply, although homelessness or farmworker status is not a prerequisite for membership. Through collaboration and expertise, our Board members make significant contributions and we express our sincere gratitude for their unwavering dedication and commitment to enhancing the well-being of our community.



Robert Anderson,
Chair



**Victoria Sanchez
De Alba, Vice Chair**



Steve Carey



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-hchfh-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.

HCH/FH STAFF

Jim Beaumont, HCH/FH Program Director

Meron Asfaw, Community Program Services Coordinator

Kapil Chopra, Behavioral Health Medical Director

Gozel Kulieva, Management Analyst

Amanda Hing-Hernandez, Clinical Liaison

Jocelyn Vidales, Implementation & Planning Coordinator

Frank Trinh, Medical Director

Alejandra Alvarado, Clinical Services Coordinator

Raven Nash, Community Program Services Coordinator

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

GLOSSARY

TERM	DEFINITION
Doubling up	Individuals or families who are sharing housing with others due to a loss of housing, economic hardship, or a similar reason.
Homeless/ Unhoused/ Unsheltered	HRSA: A homeless individual is defined in section 330(h)(5)(A) as “an individual who lacks housing (without regard to whether the individual is a member of a family), including an individual whose primary residence during the night is a supervised public or private facility (e.g., shelters) that provides temporary living accommodations, and an individual who is a resident in transitional housing.” Examples: individuals residing in RVs or cars.
FQHC	Federally Qualified Health Center
Migratory and seasonal agricultural workers (MSAWs)/Farmworkers	Workers who are individuals whose principal employment is in agriculture, and who have been so employed within the last 24 months, and who establish for the purposes of such employment a temporary abode. Seasonal agricultural workers who are individuals whose principal employment is in agriculture on a seasonal basis and who do not meet the definition of a migratory agricultural worker. Individuals who are no longer employed in migratory or seasonal agriculture because of age or disability who are within such catchment area. Family members of the individuals described above.
PEH	Person Experiencing Homelessness.
Permanent Supportive Housing (PSH)	Housing assistance that provides long-term rental subsidies and supportive services for individuals who have experienced chronic homelessness.
Special Population	HRSA may award funding or designation under sections 330(g), (h), or (i) of the PHS Act for the delivery of services to a special medically underserved population (such as migratory workers and unhoused individuals).
Transitional Housing	Temporary, supportive housing designed to help individuals and families move from homelessness to independent living.