

**HEALTH CARE FOR THE HOMELESS/FARMWORKER HEALTH PROGRAM (HCH/FH)**

**Co-Applicant Board Meeting Agenda**

**500 County Center, COB 3 (Manzanita Hall) Redwood City, CA, 94063**

**October 9<sup>th</sup> 2025, 10:00am - 12:00pm**

This meeting of The Health Care for The Homeless/Farmworker Health board will be held in-person at

**500 County Center, COB 3 (Manzanita Hall) Redwood City, CA, 94063**

Remote participation in this meeting will not be available. To observe or participate in the meeting please attend in-person at above location.

\*Written public comments may be emailed to [rnash@smcgov.org](mailto:rnash@smcgov.org) and such written comments should indicate the specific agenda item on which you are commenting.

**\*Please see instructions for written and spoken public comments at the end of this agenda.**

<b>A. CALL TO ORDER &amp; ROLL CALL</b>	Victoria Sanchez De Alba	10:00am
-----------------------------------------	--------------------------	---------

<b>B. PUBLIC COMMENT</b>
Persons wishing to address on matters NOT on the posted agenda may do so. Each speaker is limited to three minutes and the total time allocated to Public Comment is fifteen minutes. If there are more than five individuals wishing to speak during Public Comment, the Chairperson may choose to draw only five speaker cards from those submitted and defer the rest of the speakers to a second Public Comment at the end of the Board meeting. In response to comments on a non-agenda item, the Board may briefly respond to statements made or questions posed as allowed by the Brown Act (Government Code Section 54954.2) However, the Boards general policy is to refer items to staff for comprehensive action or report.

<b>C. ACTION TO SET THE AGENDA &amp; CONSENT AGENDA</b>		10:10am
1. Approve meeting minutes from:		Tab 1
a. September 11 <sup>th</sup> Board Meeting		
2. Budget and Finance Report		Tab 2
3. HCH/FH Director’s Report		Tab 3
4. Quality Improvement/Quality Assurance Update		Tab 4

<b>D. COMMUNITY ANNOUNCEMENTS</b>		
Communications and Announcements are brief items from members of the Board regarding upcoming events in the community and correspondence that they have received. They are informational in nature and no action will be taken on these items at this meeting. A total of five minutes is allotted to this item. If there are additional communications and announcements, the Chairperson may choose to defer them to a second agenda item added at the end of the Board Meeting.		
Community updates	Board Members	10:15am

Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternate format for the agenda, meeting notice, or other documents that may be distributed at the meeting, should contact the HCH/FH Community Program Coordinator at least five working days before the meeting at [rnash@smcgov.org](mailto:rnash@smcgov.org) in order to make reasonable arrangements to ensure accessibility to this meeting and the materials related to it. The HCH/FH Co-Applicant Board meeting documents are posted at least 72 hours prior to the meeting and are accessible online at: <http://www.smchealth.org/smmc-hfhf-board>

<b>E. GUEST SPEAKER</b>		
Colleen Chawla, County Health Chief		10:30am

<b>F. REPORTING &amp; DISCUSSION AGENDA</b>		
Federal Updates and Impacts on HCH/FH Program	Jim Beaumont	11:05am

<b>G. BUSINESS AGENDA</b>		
Approval of HCH/FH Board's Letter of Support Regarding the Office of Labor Standards and Enforcement (OLSE) Services in Half Moon Bay	Tony Serrano and Suzanne Moore	11:15am
Approval of HCH/FH Sliding Fee Discount Program (SFDP) and SMMC Financial Assistance Policy (FAP)	Jim Beaumont	11:25am
Board/Vice Chair Nominations	Jim Beaumont	11:35am
Closed Session	HCH/FH Board	11:45am
Annual Review of HCH/FH Program Director		

<b>G. ADJOURNMENT</b>	12:00pm
Future meeting: <b>November 13<sup>th</sup>, 2025</b> Time: <b>10:00am-12pm</b> Location: <b>500 County Center, Redwood City, CA (Manzanita Hall)</b>	

**\*Instructions for Public Comment During Meeting**

Members of the public may address the Members of the HCH/FH board as follows:

Written public comments may be emailed in advance of the meeting. Please read the following instructions carefully:

1. Your written comment should be emailed to [rnash@smcgov.org](mailto:rnash@smcgov.org).
2. Your email should include the specific agenda item on which you are commenting or note that your comment concerns an item that is not on the agenda or is on the consent agenda.
3. Members of the public are limited to one comment per agenda item.
4. The length of the emailed comment should be commensurate with the two minutes customarily allowed for verbal comments, which is approximately 250-300 words.
5. If your emailed comment is received by 5:00 p.m. on the day before the meeting, it will be provided to the Members of the HCH/FH board and made publicly available on the agenda website under the specific item to which your comment pertains. If emailed comments are received after 5:00p.m. on the day before the meeting, HCH/FH board will make every effort to either (i) provide such emailed comments to the HCH/FH board and make such emails publicly available on the agenda website prior to the meeting, or (ii) read such emails during the meeting. Whether such emailed comments are forwarded and posted, or are read during the meeting, they will still be included in the administrative record.

Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternate format for the agenda, meeting notice, or other documents that may be distributed at the meeting, should contact the HCH/FH Community Program Coordinator at least five working days before the meeting at [rnash@smcgov.org](mailto:rnash@smcgov.org) in order to make reasonable arrangements to ensure accessibility to this meeting and the materials related to it. The HCH/FH Co-Applicant Board meeting documents are posted at least 72 hours prior to the meeting and are accessible online at: <http://www.smchealth.org/smmc-hfhf-board>

# Tab 1

## Meeting Minutes

**HEALTH CARE FOR THE HOMELESS/FARMWORKER HEALTH PROGRAM (HCH/FH)  
 Co-Applicant Board Meeting Minutes**

**620 Correas Street, Half Moon Bay, CA 94019  
 September 11, 2025, 10:00am - 12:00pm**

Co-Applicant Board Members Present	County Staff Present	Members of the Public	Absent Board Members/Staff
<ul style="list-style-type: none"> <li>• Brian Greenberg</li> <li>• Janet Schmidt</li> <li>• Robert Anderson</li> <li>• Judith Guerrero</li> <li>• Gabe Garcia</li> <li>• Jim Beaumont (Ex Officio)</li> <li>• Suzanne Moore</li> <li>• Victoria Sanchez De Alba (Chair)</li> <li>• Tony Serrano</li> <li>• Tayischa Deldridge</li> </ul>	<ul style="list-style-type: none"> <li>• Gozel Kulieva</li> <li>• Raven Nash</li> <li>• Jocelyn Vidales</li> <li>• Anessa Farber, PHPP</li> <li>• Frank Trinh, PHPP</li> <li>• Amanda, MHPC</li> <li>• Linda Franco, SMMC</li> <li>• Laura Ciprez, SMMC</li> <li>• Amrita Bans Ghurman, SMMC</li> <li>• Mariam Hashoush, SMMC</li> <li>• Claudine Madamba, SMMC</li> <li>• Michelle Flores Pulido, OSLE</li> <li>• Carolina Babbidge, OSLE</li> </ul>	<ul style="list-style-type: none"> <li>• Ophelie Vico, Puente</li> <li>• Maricela Zavala, Puente</li> <li>• Cristhian Landaverde, ALAS</li> <li>• Jorge Sanchez, Puente</li> <li>• Nancy Chavez, interpreter</li> <li>• Beatriz Toscano, interpreter</li> </ul>	<ul style="list-style-type: none"> <li>• Francine Dickson-Serafin</li> <li>• Steve Carey (Vice-Chair)</li> <li>• Steve Kraft</li> </ul>

<b>A. Call to order &amp; roll call</b>	Victoria Sanchez De Alba called the meeting to order at 10:08 am and did a roll call.		
<b>B. Public Comment</b>	<b>Cristhian Landaverde, ALAS</b> Cristhian presented updates on the Sunday Clinic and Second Harvest program, and provided an overview of ongoing collaboration with other partners, such as with the Office of Labor Standards and Enforcement attorneys.		
<b>C. Action to set the agenda and consent agenda.</b>	Approve meeting minutes from July 2025 Board Meeting Budget and Finance Report HCH/FH Director's Report Quality Improvement/Quality Assurance Update		
<b>D. Community Announcements</b>	<b>Suzanne Moore</b>		
	<b>Request to approve the Consent Agenda was MOVED</b> by Suzanne Moore and <b>SECONDED</b> by Tayischa Deldridge <b>APPROVED</b> by all Board members present.		

Suzanne informed the Board that the City of Pacifica passed an amendment to its parking ordinance, extending the distance to 1,000 feet. The Police Department reported on a subgroup of the unhouseed population whose experiences differ from those captured in the homeless count. They also noted receiving thousands of complaints, though the sources were unspecified. This led the City to adopt the amendment in response to heightened public frustration. Public comments reflected significant community anger regarding homelessness, creating pressure on local jurisdictions to act.

Board members discussed possible county-level data sharing to provide residents with accurate information. Victoria raised the question of how the Board can contribute, while Suzanne emphasized that homelessness is a regional issue requiring regional solutions. Tayischa noted the challenges following encampment sweeps, and Gabe cautioned against using the removal of encampments as a measure of success. Brian observed that renters tend to show more empathy, while homeowners often express stronger opposition, suggesting the need for targeted interventions. Suzanne highlighted the importance of education, noting that facts and solutions can persuade those in the middle. Victoria reiterated the Board's role in supporting regional efforts.

**Judith Guerrero**

Judith presented the physical copy of the photo exhibition that was held the week before by Coastside Hope and Puento to honor the County's farmworkers.

**Brian Greenberg**

Brian informed the Board that Downtown Streets Team will be stopping their operations in San Mateo County on October 31, 2025. Downtown Streets Team is an organization dedicated to removing barriers to employment and housing while championing safe and clean communities. He also shared that the first clean and sober shelter will be opened in SF, as detailed in the SF Chronicle.

**Tony Serrano**

Tony shared that he has been working with farmworker families in Moonridge regarding housing discrimination concerns since February 2025. MidPen Housing requested assistance in navigating this complex situation. Tony read a letter describing an individual's experience applying for

Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternate format for the agenda, meeting notice, or other documents that may be distributed at the meeting, should contact the HCH/FH Program Coordinator at least five working days before the meeting at (650) 573-2640 in order to make reasonable arrangements to ensure accessibility to this meeting and the materials related to it. The HCH/FH Co-Applicant Board meeting documents are posted at least 72 hours prior to the meeting and are accessible online at: <http://www.smchealth.org/smmc-hfhfh-board>

	housing.	
<p><b>E. Business Agenda</b></p>	<p>No Business Agenda.</p>	
<p><b>F. Guest Speaker</b>          Carolina Babbidge, Deputy County Attorney          Michelle Flores Pulido, Office of Labor Standards and Enforcement          Dr. Mariam Hashoush, Dental Program Manager, San Mateo Medical Center (SMMC)</p>	<p><b>Carolina Babbidge, Michelle Flores Pulido Office of Labor Standards and Enforcement</b></p> <p>Michelle presented the universal goals of the new Office of Labor Standards and Enforcement (OLSE), a collaboration between three County departments, explaining its creation to enable more rapid resolutions of labor issues. She provided an overview of current services and offerings.</p> <p>Carolina detailed the complaint process, focusing on minimum wage enforcement. She noted that the office has five multilingual attorneys and access to remote translation, and explained that OLSE's implementation has been phased. The office aims to build relationships to better reach targeted communities and provided communication methods for outreach.</p> <p>Janet asked about the criteria for partnerships and city selection, noting that most complaints have come from Half Moon Bay (HMB) and that OLSE connects workers with other supportive agencies. She inquired about contracting with the City of HMB, and Victoria suggested placing this item on the next meeting agenda; Tony and Suzanne will draft the letter for Board consideration.</p> <p>Frank asked about OLSE's infrastructure and the state's role, and it was clarified that the San Jose office still provides services, though the Labor Commission has a backlog. Michelle emphasized that their office was partially brought up to address this backlog. Suzanne requested that the talking points be shared with staff, which was confirmed.</p> <p>Gabe discussed how differences in entry-level positions affect workers' comfort in reporting violations. Michelle shared that OLSE currently has 12 cases open and has worked on 40 total cases overall since the office opened two months ago, and emphasized close follow-up. She described resource allocation for outreach, including a referral communication form embedded on the website, noting that fears of phone call scams make direct contact less effective.</p>	

Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternate format for the agenda, meeting notice, or other documents that may be distributed at the meeting, should contact the HCH/FH Program Coordinator at least five working days before the meeting at (650) 573-2640 in order to make reasonable arrangements to ensure accessibility to this meeting and the materials related to it. The HCH/FH Co-Applicant Board meeting documents are posted at least 72 hours prior to the meeting and are accessible online at: <http://www.smhealth.org/smmc-hfhhf-h-board>

	<p><b>Dr. Hashoush, Dental Program Manager, San Mateo Medical Center (SMMC)</b></p> <p>Dr. Hashoush provided an overview of their services, including different care modalities, staffing, partners, and collaboration with local dentistry schools. Emphasized that they serve highly vulnerable populations and described their referral process.</p> <p>She discussed plans to expand care into South San Francisco with six chairs and a new, more agile dental van arriving on September 22, funded by HCH/FH. The team faces challenges managing high patient demand—averaging 11 patients per day, sometimes double-booked—resulting in a long waitlist for adult care, while children’s care has no waitlist. Patients often require multiple procedures, including deep cleanings, fillings, root canals, and crowns, averaging 8–10 visits or more. A success story was shared.</p> <p>Confirmed the new van will not increase capacity due to staffing limits but will replace the larger SF van to serve the coast more efficiently. Ophelie shared that Puente’s dental van is expected in Spring 2026 to cover the South Coast, and planning should take this into account. As an FQHC, SMMC continues to expand dental services. Jim noted that the Saturday dental clinic has been highly cooperative and effective.</p>
<p><b>G. Reporting &amp; Discussion Agenda</b></p> <ol style="list-style-type: none"> <li>Jocelyn Vidales - Expanded Hours Grant Update</li> <li>Jim Beaumont - Federal Updates and Impacts on HCH/FH Program</li> </ol>	<p><b>Jocelyn Vidales, Planning and Implementation Coordinator</b>          Provided a quarterly update on the program’s Sunday Clinic for farmworkers at SMMC Coastside Clinic. There was a discussion around attendance rates, possible clinic improvements, and inclusion of all Coastside partners to refer their farmworker clients.</p> <p><b>Jim Beaumont, HCHF Program Director</b>          Provided updates on federal policies related to the health and safety of our priority populations. There was a discussion on how state and federal budgets may affect the HCH/FH program.</p> <p>Future meeting: October 9th, 2025          Time: 10:00am-12pm          Location: 500 County Center COB 3 Redwood City, CA 94063 (Manzanita Hall)</p>
<p><b>G. Adjournment</b></p>	<p>The meeting was adjourned at 12:00 pm.</p>

Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternate format for the agenda, meeting notice, or other documents that may be distributed at the meeting, should contact the HCH/FH Program Coordinator at least five working days before the meeting at (650) 573-2640 in order to make reasonable arrangements to ensure accessibility to this meeting and the materials related to it. The HCH/FH Co-Applicant Board meeting documents are posted at least 72 hours prior to the meeting and are accessible online at: <http://www.smchealth.org/smmc-hfhhf-h-board>

# Introducing the County of San Mateo Office of Labor Standards & Enforcement

Introduction to OLSE | Healthcare for the Homeless/Farmworker Health Program

September 11, 2025



## Introduction

The Office of Labor Standards and Enforcement (OLSE) works to advance fair labor practices throughout San Mateo County.

### Universal goals

We envision a San Mateo County where:

- All workers are **paid a fair wage** and treated respectfully.
- Responsible employers are **not undercut** by competitors who don't follow the law.

### Our collaboration

We integrate the strengths of three County government offices:

- The County Executive's Office
- The County Attorney's Office
- The District Attorney's Office



COUNTY OF SAN MATEO  
OFFICE OF LABOR STANDARDS  
AND ENFORCEMENT  
OFICINA DE NORMAS LABORALES  
Y CUMPLIMIENTO

## Why OLSE?

### • **Wage theft harms workers and employers**

- About **12%** of CA workers experience wage theft each year. In our region, workers who experience minimum wage violations **lose over \$4,000 per year**, on average\*
- **Responsible employers** are undercut by competitors who unfairly reduce their costs by exploiting workers.

### • **Current remedies are inadequate**

- Workers seeking justice through the California Labor Commissioner face **major delays**
- Lawsuits are costly, time-consuming, and **inaccessible** to many workers

### Wage theft includes

- **Minimum wage** violations
- **Overtime** violations
- **Off-the-clock** work
- **Illegal deductions**
- Failure to pay **sick leave**
- Any other failure to fully pay an employee for their work



COUNTY OF SAN MATEO  
OFFICE OF LABOR STANDARDS  
AND ENFORCEMENT  
OFICINA DE NORMAS LABORALES  
Y CUMPLIMIENTO

Sources  
\*Workplace Justice Lab @ Rutgers University, "Wage Theft in California: Minimum Wage Violations, 2014-2022" (May 2024), [workplacejustice.org](https://workplacejustice.org)

## Our current offerings

### • **Labor Advice Hotline**

- **Free and confidential legal consultations** with multilingual attorneys with expertise in employment law

### • **Complaint investigation & resolution**

- Focused on violations of the County **Minimum Wage Ordinance** and minimum wage ordinances of cities that have contracted with OLSE for enforcement.
  - Belmont
  - Burlingame
  - Foster City
  - Menlo Park
  - San Mateo
  - Redwood City

### • **Education and technical assistance.**

- Outreach to workers and employers about their **rights and obligations** at work.

Todos los trabajadores en el condado de San Mateo tienen derechos



Línea de Consejo Laboral  
1-866-870-7725  
Llamada de hora de atención, fuera de hora de atención



COUNTY OF SAN MATEO  
OFFICE OF LABOR STANDARDS  
AND ENFORCEMENT  
OFICINA DE NORMAS LABORALES  
Y CUMPLIMIENTO

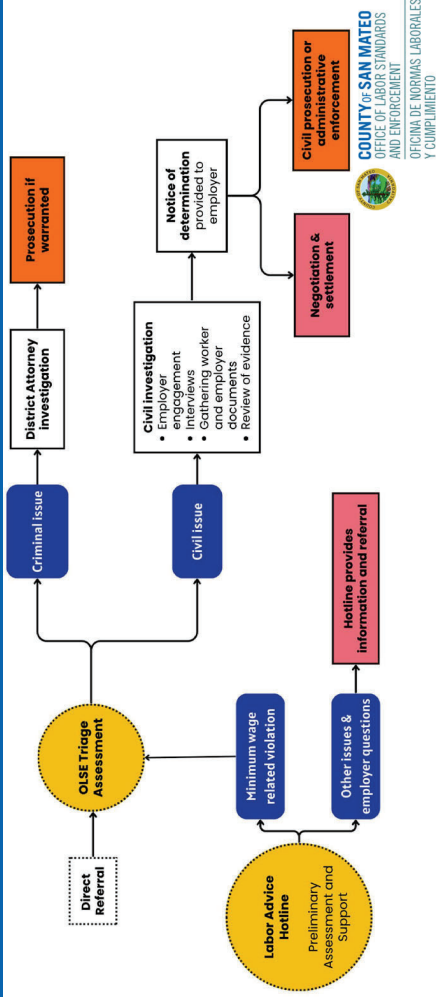


COUNTY OF SAN MATEO  
OFFICE OF LABOR STANDARDS  
AND ENFORCEMENT  
OFICINA DE NORMAS LABORALES  
Y CUMPLIMIENTO

En la Oficina de Normas Laborales y Cumplimiento presentará una queja, llame al condado de San Mateo, sin importar su trabajo o estatus migratorio.  
Para hacer preguntas o presentar una queja, llame al Condado de San Mateo, al Consejo Laboral gratuito y confidencial, o visite [smc.gov.org/olse](https://smc.gov.org/olse).



# OLSE complaint process



# Phased implementation



## For more information

For information & resources:  
[smcgov.org/olse](http://smcgov.org/olse)

Keep in touch:

[olse@smcgov.org](mailto:olse@smcgov.org)

866-870-7725 (Advice Line)

415-363-9997 (OLSE office)

## Employers in San Mateo County Labor compliance support

Employers in San Mateo County are responsible for getting certain provisions to your employees. The Office of Labor Standards and Enforcement (OLSE) can help you understand your obligations and how you can meet them.

**Labor Advice Hotline**  
**1-866-870-7725**  
 Monday-Friday 9am-5pm  
 The Office of Labor Standards and Enforcement (OLSE) is a free, confidential, and anonymous service for employers and employees. Call us for help with labor law questions.

**County of San Mateo MINIMUM WAGE NOTICE**  
**\$17.46**  
 January 1, 2025

Todos los trabajadores en el condado de San Mateo tienen derechos

OLSE ofrece programas de asistencia y apoyo para ayudar a los trabajadores a entender sus derechos y a los empleadores a cumplir con sus obligaciones.

**Labor Advice Hotline**  
**1-866-870-7725**  
 Monday-Friday 9am-5pm

San Mateo County 全体劳动者依法享有各项劳动权益

OLSE 提供计划和支援方案，协助工人了解自己的权利，并协助雇主遵守法律义务。

**Labor Advice Hotline**  
**1-866-870-7725**  
 Monday-Friday 9am-5pm

**MINIMUM WAGE NOTICE**  
**\$17.46**  
 January 1, 2025

OFFICIAL NOTICE: The County of San Mateo has adopted a new minimum wage rate of \$17.46 per hour, effective January 1, 2025. This notice is required by the Labor Code. The new minimum wage rate applies to all employees in the County of San Mateo, regardless of their job title or industry. The new minimum wage rate is higher than the previous rate of \$16.50 per hour. The new minimum wage rate is \$17.46 per hour. The new minimum wage rate is \$17.46 per hour. The new minimum wage rate is \$17.46 per hour.



**COUNTY OF SAN MATEO**  
OFFICE OF LABOR STANDARDS  
AND ENFORCEMENT  

---

OFICINA DE NORMAS LABORALES  
Y CUMPLIMIENTO

The San Mateo County Office of Labor Standards and Enforcement (OLSE) aims to advance fair labor practices. OLSE is a collaborative partnership between the County Executive's Office, the County Attorney's Office, and the District Attorney's Office, integrating the strengths across offices to implement the following primary functions:

- Support the development of labor policies that protect workers and support businesses across San Mateo County.
- Provide outreach and education to workers and employers within San Mateo County about their rights and obligations in the workplace, including minimum wage requirements.
- Enforce labor standards that protect San Mateo County workers through coordinated investigations and efforts to secure compliance.

The OLSE offers:

- **Confidential Labor Advice Hotline:** OLSE partners with the Step Forward Foundation to provide a free and confidential hotline to workers and businesses seeking information on workplace labor standards. The hotline is fully staffed by licensed attorneys with multilingual abilities and expertise in employment law. Step Forward's attorneys support workers to understand their rights, provide legal advice, share resources, and assist in filing claims with OLSE and other government agencies as appropriate. For employers, Step Forward's attorneys offer support in understanding and complying with their workplace obligations, working to create a culture of knowledge and prevention of workplace violations.
- **Complaint Investigation and Enforcement:** OLSE investigates potential violations of the County of San Mateo's Minimum Wage Ordinance and of the minimum wage ordinances in cities that contract with OLSE for enforcement. In some cases, OLSE may also investigate violations of other laws that protect San Mateo County workers. When violations are identified, OLSE will work to achieve a just resolution for affected workers and bring the employer into compliance.
- **Education and Technical Assistance:** OLSE conducts regular outreach to both workers and employers, partnering with trusted community-based organizations and city partners, to ensure awareness of minimum wage requirements and workplace labor standards. In addition to providing informational materials, legal clinics, and advice line information, the OLSE will also provide employers with tools to support their compliance with the Minimum Wage Ordinance and other obligations, such as a notice template.

The OLSE interdepartmental team includes the following members:

- Labor Standards Manager with OLSE
- Labor Standards Associate with OLSE
- Deputy County Attorney for Labor Standards and Enforcement
- Deputy District Attorney lead with OLSE
- District Attorney Inspector lead with OLSE
- Chief Equity Officer and Director of OLSE

**COUNTY OF SAN MATEO**  
OFFICE OF LABOR STANDARDS  
AND ENFORCEMENT

OFICINA DE NORMAS LABORALES  
Y CUMPLIMIENTO

**COMMUNITY PARTNER REFERRAL FORM**  
**HOJA DE REFERENCIA PARA ALIADOS COMUNITARIOS**

Please email this form to [OLSE@smcgov.org](mailto:OLSE@smcgov.org). | Favor de enviar este formato a [OLSE@smcgov.org](mailto:OLSE@smcgov.org).

<b>Worker name:</b> <i>Nombre de la persona trabajadora:</i>	<b>Preferred language:</b> <i>Idioma preferido:</i>	<b>Date of referral:</b> <i>Fecha de la referencia:</i>
<b>Referring organization:</b> <i>Organización que hace la referencia:</i>	<b>Referral contact:   Persona que hace la referencia:</b> <b>Name   Nombre:</b> _____ <b>Contact   Contacto:</b> _____	

**CONTACT INFORMATION | Información de contacto**

<b>Worker's phone number(s):</b> <i>Teléfono(s) de la persona trabajadora:</i>	<b>Worker's email address, if used:</b> <i>Correo de la persona trabajadora, si lo usa:</i>
<b>Preferred contact method:</b> <input type="checkbox"/> Call <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> Through organization <input type="checkbox"/> Other: _____ <i>Método preferido de contacto:</i> <input type="checkbox"/> Llamada <input type="checkbox"/> Mensaje de texto <input type="checkbox"/> Correo electrónico <input type="checkbox"/> A través de la organización <input type="checkbox"/> Otro: _____	

**INFORMATION ABOUT THE LABOR ISSUE | Información sobre el caso laboral**

<b>Employer information   Información del empleador:</b> Company name: <i>Nombre del negocio:</i> _____ Owner name: <i>Nombre del patrón:</i> _____	<b>Address of worksite:</b> <i>Dirección del lugar de trabajo:</i> _____ _____
Hourly rate of pay: \$ _____ <i>Sueldo por hora:</i>	Is the worker still employed? <input type="checkbox"/> Yes / Si <i>¿La persona trabajadora sigue empleada?</i> <input type="checkbox"/> No

**Reason for referral: | Motivo de la referencia:**

- Pay below [minimum wage](#) | Pago por debajo del [salario mínimo](#)
- Not paid for all hours worked | No le pagaron por todas las horas trabajadas
- Not paid 1.5 times regular rate when working more than 40 hours per week or 8 hours per day  
*No le pagaron a tiempo y medio por trabajar más de 40 horas por semana o 8 horas por día*
- Bounced checks or unfair paycheck deductions | Cheques rebotados o descuentos injustos
- Other concern (please describe below) | Otro problema (favor de explicar abajo)

**Additional information: | Información adicional:**

\_\_\_\_\_



# All workers in San Mateo County have rights

The **Office of Labor Standards and Enforcement** promotes the rights of all workers in San Mateo County, regardless of their job or immigration status.

To ask questions or file a complaint, call our **free and confidential** Labor Advice Hotline or visit [smcgov.org/olse](http://smcgov.org/olse).



Labor Advice Hotline

**1-866-870-7725**

Español  
中文  
Tagalog

Monday-Friday  
9am-5pm

after hours,  
please leave a  
voicemail



**COUNTY OF SAN MATEO**  
OFFICE OF LABOR STANDARDS  
AND ENFORCEMENT

OFICINA DE NORMAS LABORALES  
Y CUMPLIMIENTO

# Todos los trabajadores en el condado de San Mateo tienen derechos



La **Oficina de Normas Laborales y Cumplimiento** promueve los derechos de todos los trabajadores en el condado de San Mateo, sin importar su trabajo o estatus migratorio.

Para hacer preguntas o presentar una queja, llame a nuestra Línea de Consejo Laboral **gratuita y confidencial**, o visite [smcgov.org/olse](http://smcgov.org/olse).

**Línea de Consejo Laboral**  
**1-866-870-7725**

*lunes-viernes 9am-5pm  
fuera de horas de atención, favor de dejar mensaje*



**COUNTY OF SAN MATEO**  
OFFICE OF LABOR STANDARDS  
AND ENFORCEMENT  
**OFICINA DE NORMAS LABORALES  
Y CUMPLIMIENTO**

# Tất cả người lao động tại Quận San Mateo đều có quyền

**Office of Labor Standards and Enforcement** (Văn Phòng Tiêu Chuẩn và Thực Thi Lao Động) bảo vệ quyền lợi của tất cả người lao động tại Quận San Mateo, bất kể công việc hay tình trạng nhập cư của họ.

Để đặt câu hỏi hoặc nộp đơn khiếu nại, hãy gọi Đường Dây Nóng Tư Vấn Lao Động **miễn phí và bảo mật** của chúng tôi hoặc truy cập [smcgov.org/olse](http://smcgov.org/olse).



**Đường Dây Nóng Tư Vấn Lao Động**

**1-866-870-7725**

Español  
中文  
Tagalog

Thứ Hai-Thứ Sáu  
9 giờ sáng-5 giờ chiều  
*người giữ làm  
việc; vui lòng để  
lại tin nhắn thoại*



**COUNTY OF SAN MATEO**  
OFFICE OF LABOR STANDARDS  
AND ENFORCEMENT

VĂN PHÒNG TIÊU CHUẨN VÀ  
THỰC THI LAO ĐỘNG

# San Mateo County 全体劳动者依法享 有各项劳动权益

San Mateo County 劳工标准与执行办公室 (OLSE) 依法维护全县所有劳动者的合法权益, 其保障范围涵盖所有职业类型及移民身份。

如需咨询或投诉, 请拨打我们的**免费保密**劳工咨询热线, 或访问网站 [smcgov.org/olse](http://smcgov.org/olse)。



劳工咨询热线

**1-866-870-7725**

Español  
中文  
Tagalog

周一至周五

上午 9:00 - 下午 5:00

非工作时间  
请留言



**COUNTY OF SAN MATEO**  
OFFICE OF LABOR STANDARDS  
AND ENFORCEMENT

劳工标准与执行办公室

# Mayroong mga karapatan ang lahat ng manggagawa sa County ng San Mateo

Tisinsulong ng **Opisina ng Mga Pamantayan at Pagpapatupad ukol sa Pagtatrabaho** ang mga karapatan ng lahat ng manggagawa sa County ng San Mateo, anumang kanilang trabaho o katuyuan sa imigrasyon.

Upang magtanong o maghain ng reklamo, tumawag sa aming **libre at kumpidensyal** na Hotline ng Pagpapayo sa Pagtatrabaho o bisitahin ang [smegov.org/olse](http://smegov.org/olse).



Hotline ng Pagpapayo sa Pagtatrabaho

**1-866-870-7725**

Español  
中文  
Tagalog

Lunes-Biyernes

9am-5pm

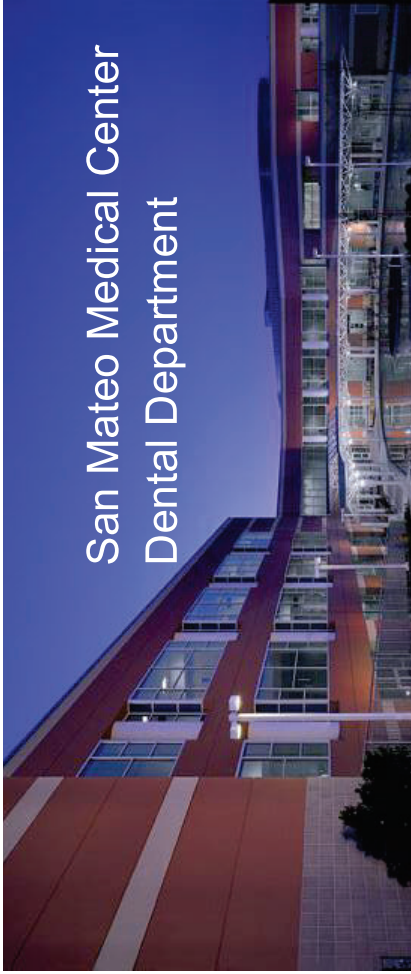
*pagkatapos ng oras ng trabaho, mangyaring- iwan ng voicemail*



**COUNTY OF SAN MATEO**  
OFFICE OF LABOR STANDARDS  
AND ENFORCEMENT

OPISINA NG MGA PAMANTAYAN AT  
PAGPAPATUPAD UKOL SA PAGTATRABAHO





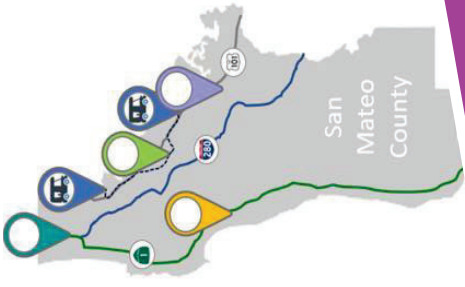
# San Mateo Medical Center Dental Department

**Mariam Hashoush, DDS, MPA**  
Dental Program Manager  
Farmworker Board Presentation  
September 11, 2025



## SMMC Dental Clinics Overview

- Total:
  - 20 chairs
  - 8 Dentists
  - Supervising Dentist
  - 8 Dental Assistants
  - 4 Extra Help Dentists
  - 5 Extra Help Dental Assistants
  - 5 Oral Surgeons (OS)
    - 1 OS is Hospital On-Call only
    - 39<sup>th</sup> Ave, DCC, FOHC, and COA clinics



## SMMC Dental Clinics

Name	Location	# of Chairs
Fair Oaks Health Center Dental Clinic	Redwood City	8
39 <sup>th</sup> Ave Dental Clinic	San Mateo	2
Daly City Dental Clinic	Daly City	3
Mobile Dental Clinic	Varies	3
Coastside Dental Clinic	Half Moon Bay	4

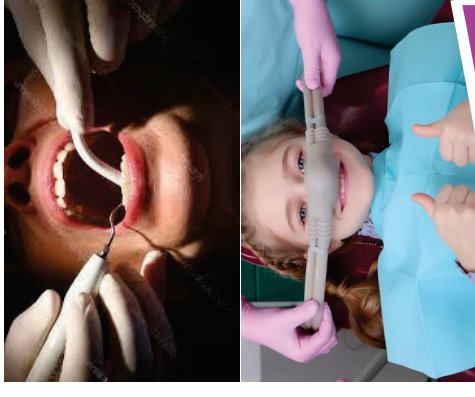
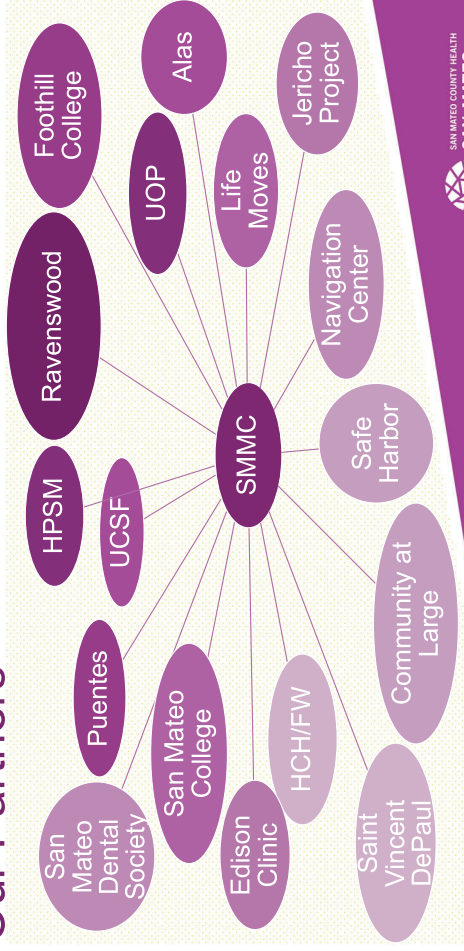


## Student Rotations at Dental Clinics

- UCSF Students - FOHC
- UOP Students - FOHC, MDC
- Hygiene Students - FOHC, MDC, and COA
- Dental Assistant Students - FOHC, DCC, and COA



## Our Partners



## Dental Services

- Emergency dental services
- Comprehensive Exam
- Preventative care
- Restorative
- Fixed and removable prosthodontic
- Root Canal Therapy
- Extractions
- Pediatric care
- Nitrous sedation

## Who We Serve

- Community at Large
- Drug/alcohol Rehabilitation
- Ryan White (HIV) Program
- Pre & postnatal Women
- Farmworkers/ Homeless program
- Skilled Nursing Patients
- Patients needing surgery or initiation of medications
- Behavioral Health Program

## Oral Health = Overall health



- Heart Disease
- Oral Cancer
- Diabetes
- Gum Disease
- Tooth Loss
- Bad Breath
- Pregnancy Complication
- Dental Decay
- Respiratory Infections
- Alzheimer

## COA Dental Clinic

- Operating hours: 8:00AM-4:45PM
- Drop-in hours: 8AM-9AM
- 4 dental Chair
- 3 dentists (2.0 FTE)
- 1 regular dental assistant
- 1 or 2 extra help dental assistant(s)
- 1 Oral Surgeon one day/month
- 2 Foothill College Hygiene Students on Fridays



SAN MATEO COUNTY HEALTH  
SAN MATEO  
MEDICAL CENTER

## Referral Process

- Case worker adds patients to the shared excel sheet in SharePoint
- Dental team shares available slots with case worker
- Case contacts new patients to offer open slots
- Clinic PSA provides follow-up appointments.



SAN MATEO COUNTY HEALTH  
SAN MATEO  
MEDICAL CENTER

## Saturday COA Dental Clinic

- Operating hours
  - 8:00AM-4:30PM
- 1 dentist
- 1 extra help dental assistant



SAN MATEO COUNTY HEALTH  
SAN MATEO  
MEDICAL CENTER

## Referral Process

- Referral date
- Full name, MR#, DOB, and phone # (with "OK to text" noted)
- Referring agency
- Appointment time/Modified appointment time
- Confirmed status (Y/N)
- Assistance needs (if any)
- Comment - visit type

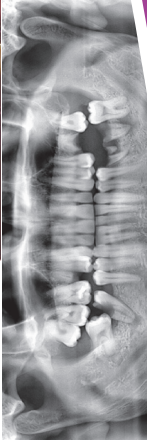
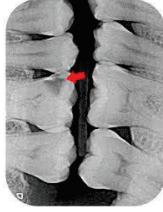
DENTIST #	Referral Date	MRN	Last Name	First Name	DOB	Referring Agency	Referral Date	OK to Text	RPH#	Referred	Specialty	Referral	Office Address	Phone	Fax	Comments	Case #	Status	Assigned	Assigned By	Assigned Date					
																						County				
1	15/02/2025		ALAS		8/10/AM			YES									PX BP									
2	10/20/2025		ALAS		8/8/AM			YES									PX FLU/SHDS									
3	4/17/2023		COA		9/8/AM			YES									PX BP									
4	3/13/2025		ALAS					YES									PX SPINE/SM/NO									
5	1/22/2025		COA		10/10/AM			YES									PX EXERCISE/DO									
6	10/28/2024		ALAS		10/5/AM			YES									PX PD/SPINERIN									
7	3/14/2025				1/10/PM			YES									PX PERC									
8	10/28/2024		ALAS		1/10/PM			YES									PX PERC									
9	1/28/2024		ALAS		2/10/PM			YES									PX FLU/SHDS									
10	7/16/2024		ALAS		2/10/PM			YES									PX RECAL									
11	1/12/2025							YES																		



SAN MATEO COUNTY HEALTH  
SAN MATEO  
MEDICAL CENTER

## Patient Care Workflow

- New Patient Exam and X-rays
- Extraction
- Cleaning- regular or deep cleaning
- Fillings
- Root canals & Crowns
- Replacing Missing Teeth
- Recall



## Coming Soon to South San Francisco

- A brand-new dental site
- 6 chairs



## Coming Sooner to SMMC

- A brand-new dental mobile van
- 2 chairs



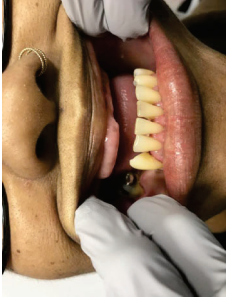
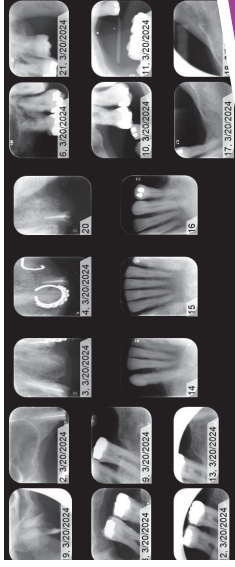
## Challenges

- Staffing shortage
- Long waitlist for Comprehensive Dental Care
- Patients requiring complex treatment
- Expanded treatment allowed under FQHC guidelines
- Transportation barriers
- Low health literacy
- Conflicting work schedule



## Success Story

- 40-year-old homeless with severe dental phobia
- Fractured, decayed, missing teeth and periodontal disease
- Treatment: extractions, cleaning, fillings, removable prosthesis
- Grateful to clinic and team- "changed her life", "gave her back her smile"



□ QUESTIONS?

Email: [mhashoush@smcgov.org](mailto:mhashoush@smcgov.org)

Tab 2

Program Budget and  
Financial Report



SAN MATEO COUNTY HEALTH

**SAN MATEO  
MEDICAL CENTER**

San Mateo Medical Center  
222 W 39th Avenue  
San Mateo, CA 94403  
650-573-2222 T  
smchealth.org/smmc

DATE: October 09, 2025

TO: Co-Applicant Board, San Mateo County Health Care for the Homeless/Farmworker Health (HCH/FH) Program

FROM: Jim Beaumont  
Director, HCH/FH Program

SUBJECT: HCH/FH PROGRAM BUDGET AND FINANCE REPORT

Preliminary grant expenditures for September 2025 total an estimated \$119,762. This total does not include almost any expenses outside of salary and benefits and a couple of contract invoices. Overall, the current known total for expenditures is \$1,830,314.

Based on the total year-to-date, we look to be expending just under the original estimates, at just under \$3,050,000. Our Salaries & Benefits are running slightly behind projections for the year and should continue to be even lower than anticipated with one staff person on a Work-Out-Of-Class assignment to another unit in SMMC.

Drawdown for our actual expenditures will take place this month for the July through September quarter. This will give us a more definitive look at where we stand going into the end of the year as it will pick up all of the charges that get posted after the preliminary reports are run, which is what we use in our monthly reporting to the Board.

Attachment:

- GY 2025 Summary Grant Expenditure Report Through 09/30/25



GRANT YEAR 2025

Details for budget estimates	Budgeted [SF-424]	Sep-25 updated to actual drawdown thru 06/30/25		Projected for end of year	Projected for GY 2026
			To Date (09/30/25)		
<b>EXPENDITURES</b>					
<u>Salaries</u>					
Director, Program Coordinator Management Analyst ,Medical Director new position, misc. OT, other, etc.	725,000	56,235	513,250	675,000	740,000
<u>Benefits</u>					
Director, Program Coordinator Management Analyst ,Medical Director new position, misc. OT, other, etc.	225,000	16,764	160,993	210,000	230,000
<u>Travel</u>					
National Conferences (2500*8)	20,000		4,709	7,000	12,000
Regional Conferences (1000*5)	5,000		250	1,000	1,500
Local Travel	500			500	250
Taxis	500			500	250
Van & vehicle usage	1,000			1,000	1,000
	27,000		4,959	10,000	15,000
<u>Supplies</u>					
Office Supplies, misc. Small Funding Requests	10,000		680	2,000	2,000
	10,000		680	2,000	2,000
<u>Contractual</u>					
2022 Contracts			154,132	154,132	
2022 MOUs				0	
Current 2023 MOUs	1,000,000		341,092	925,000	1,000,000
Current 2023 contracts	950,000	19,050	526,912	900,000	900,000
---unallocated---/other contracts					
	1,950,000		1,022,136	1,979,132	1,900,000
<u>Other</u>					
Consultants/grant writer	40,000		15,835	30,000	10,000
IT/Telcom	55,000	27,713	88,710	100,000	60,000
New Automation				0	-
Memberships	5,000		2,875	3,000	3,000
Training	10,000			3,000	2,000
Misc	5,000		20,876	30,000	5,000
	115,000		128,296	166,000	80,000
<b>TOTAL</b>	<b>3,052,000</b>	<b>119,762</b>	<b>1,830,314</b>	<b>3,042,132</b>	<b>2,967,000</b>
<u>GRANT REVENUE</u>					
Available Base Grant	2,858,632		2,858,632	2,858,632	2,858,632
Prior Year Unexpended to Carryover (verified)	333,590		333,590	333,590	
Other					150,090 carryover
HCH/FH PROGRAM TOTAL	3,192,222		3,192,222	3,192,222	3,008,722
<u>BALANCE</u>	140,222	Available	1,361,908 Current Estimate	150,090 Projected	41,722  based on est. grant of \$2,858,632
<u>Non-Grant Expenditures</u>					
Salary Overage	10,000	250	4,063	9,000	12,000
Health Coverage	123,000	9,061	78,324	110,000	143,000
base grant prep	0			0	
food	6,000		2,563	5,750	7,500
incentives/gift cards	1,000			1,500	1,500
	140,000		84,950	126,250	164,000
<b>TOTAL EXPENDITURES</b>	<b>3,192,000</b>	<b>129,073</b>	<b>1,915,264</b>	<b>3,168,382</b>	<b>NEXT YEAR 3,131,000</b>



Tab 3  
HCH/FH Director's  
Report



SAN MATEO COUNTY HEALTH

**SAN MATEO  
MEDICAL CENTER**

San Mateo Medical Center  
222 W 39th Avenue  
San Mateo, CA 94403  
650-573-2222 T  
smchealth.org/smmc

DATE: October 09, 2025

TO: Co-Applicant Board, San Mateo County Health Care for the Homeless/Farmworker Health (HCH/FH) Program

FROM: Jim Beaumont, Director, HCH/FH Program

SUBJECT: DIRECTOR'S REPORT & PROGRAM CALENDAR

Program activity update since the September 11, 2025, Co-Applicant Board meeting.

Program has been advised that the County will be moving to an increase in onsite work. The reported likely minimum is 4 days per week onsite. County and Health must first meet and confer with the necessary bargaining units. Health's Telework Plan will probably include a phased implementation beginning January 1<sup>st</sup>. Of note, all current HCH/FH staff except the Director, were hired under the current Telework Plan which allows for 2 days of onsite work per week. This change could become problematic for HCH/FH staff.

As of the writing of this update, the Federal government has been shutdown due to the lack of an approved funding bill. At this time, we expect there to be no impact on the HCH/FH Program directly. There may be some difficulty in accessing federal staff should we have the need to request any assistance from them. Otherwise, in the short-term, we foresee normal operations including being able to drawdown grant funds. If the shutdown should become extensive – beyond a couple of months, we may need to reevaluate.

The Expanded Hours award is continuing with dates now established (Sundays, bi-weekly) through December. HCH/FH is currently working to open the Sunday availability to refer and schedule patients to additional community partners.

Litigation on recent federal Executive Orders and policy changes are ongoing, with nothing new to report at this time.

As is normal for a non-SAC application year, Program has submitted our required NCC-BPR (Non-Competing Continuation-Business Period Report) for HRSA. We have not received any feedback from HRSA on the submission so far.

Seven Day Update

ATTACHED:

- Program Calendar





**County of San Mateo**  
**Health Care for the Homeless & Farmworker Health (HCH/FH) Program**  
**2025 Co-Applicant Board Calendar**  
*Board meetings are in-person on the 2<sup>nd</sup> Thursday of the Month 10am-12pm*

AREA			
MONTH	Programmatic	Learning/Conferences	Recognition (Health, DEI, Holidays and Misc.)
<b>JANUARY</b>	<ul style="list-style-type: none"> <li>- HCH/FH Board Meeting (1/9)</li> <li>- HRSA Operational Site Visit (OSV) (1/14-1/16)</li> <li>- OSV Special Board Meeting (1/15)</li> </ul>		<ul style="list-style-type: none"> <li>• New Year's Day (1/1)</li> <li>• Martin Luther King Day (1/20)</li> <li>• Inauguration Day (1/20)</li> <li>• Lunar New Year (1/29)</li> </ul>
<b>FEBRUARY</b>	<ul style="list-style-type: none"> <li>- HCH/FH Board Meeting (2/13)</li> <li>- Finance Subcommittee Meeting (2/13)</li> <li>- UDS submission - Review</li> </ul>	<ul style="list-style-type: none"> <li>• National Alliance to End Homelessness Winter Conference: Innovations and Solutions for Ending Unsheltered Homelessness. (Los Angeles, CA – Feb 26-28)</li> </ul>	<ul style="list-style-type: none"> <li>• Lincoln's Birthday (2/12)</li> <li>• Valentine's Day (2/14)</li> <li>• President's Day (2/17)</li> </ul>
<b>MARCH</b>	<ul style="list-style-type: none"> <li>- HCH/FH Board Meeting (3/13)</li> <li>- QI/QA Subcommittee Meeting (3/13)</li> <li>- Updated Sliding Fee Discount Scale (SFDS) - Approve</li> </ul>		<ul style="list-style-type: none"> <li>• Lent Begins (3/6)</li> <li>• Daylight Saving Time Starts (3/9)</li> <li>• St. Patrick's Day (3/17)</li> </ul>
<b>APRIL</b>	<ul style="list-style-type: none"> <li>- HCH/FH Board Meeting (4/10)</li> <li>- Strategic Plan Subcommittee Meeting (4/10)</li> <li>- SMMC Annual Audit - Approve</li> </ul>	<ul style="list-style-type: none"> <li>• <b>2024 Midwest Stream Forum- Agricultural Worker Conference (TBD)</b></li> </ul>	<ul style="list-style-type: none"> <li>• Lent Ends (4/19)</li> <li>• Passover (4/13 – 4/20)</li> <li>• Easter Sunday (4/20)</li> </ul>
<b>MAY</b>	<ul style="list-style-type: none"> <li>- HCH/FH Board Meeting (5/8)</li> <li>- Finance Subcommittee Meeting (5/8)</li> </ul>	<ul style="list-style-type: none"> <li>• National Healthcare for the Homeless Conference. (Baltimore, MD – May 12-15)</li> <li>• NRHA Health Equity Conference. (Atlanta, GA – May 19-20)</li> <li>• NHRA Annual Rural Health Conference (Atlanta, GA – May 20-23)</li> </ul>	<ul style="list-style-type: none"> <li>• Mother's Day (5/11)</li> <li>• Memorial Day (5/26)</li> </ul>
<b>JUNE</b>	<ul style="list-style-type: none"> <li>- HCH/FH Board Meeting (6/12)</li> <li>- QI/QA Subcommittee Meeting (6/12)</li> <li>- Services/Locations Form 5A/5B – Approve</li> </ul>	<ul style="list-style-type: none"> <li>• <b>NCFH Agricultural Worker Health Symposium (TBD – May/June2025)</b></li> </ul>	<ul style="list-style-type: none"> <li>• Father's Day (6/15)</li> <li>• Juneteenth (6/19)</li> </ul>



<b>JULY</b>	<ul style="list-style-type: none"> <li>- HCH/FH Board Meeting (7/10)</li> <li>- Strategic Plan Subcommittee Meeting (7/10)</li> <li>- Budget Renewal (Program) Approve</li> </ul>		<ul style="list-style-type: none"> <li>• National Minority Mental Health Awareness Month</li> <li>• Healthy Vision Month</li> </ul>	<ul style="list-style-type: none"> <li>• Independence Day (7/4)</li> </ul>
<b>AUGUST</b>	<ul style="list-style-type: none"> <li>- HCH/FH Board Meeting (8/14)</li> <li>- Finance Subcommittee Meeting (8/14)</li> </ul>		<ul style="list-style-type: none"> <li>• National Breastfeeding Month</li> <li>• National Immunization Awareness Month</li> <li>• National Health Center Week (8/10 – 8/16)</li> </ul>	
<b>SEPTEMBER</b>	<ul style="list-style-type: none"> <li>- HCH/FH Board Meeting (9/11)</li> <li>- QI/QA Subcommittee Meeting (9/11)</li> <li>- Program Director Annual Review</li> </ul>	<ul style="list-style-type: none"> <li>• International Street Medicine Symposium. (Hilo, Hawaii – Sept 9 – 12)</li> </ul>	<ul style="list-style-type: none"> <li>• Healthy Aging Month</li> <li>• National Suicide Prevention Month</li> <li>• Gynecological Cancer Awareness Month</li> <li>• Hispanic Heritage Month (Starts 9/15)</li> </ul>	<ul style="list-style-type: none"> <li>• Labor Day (9/1)</li> </ul>
<b>OCTOBER</b>	<ul style="list-style-type: none"> <li>- HCH/FH Board Meeting (10/9)</li> <li>- Strategic Plan Subcommittee Meeting (10/9)</li> <li>- Annual Conflict of Interest Statement due</li> <li>- Board Chair/Vice Chair Nominations</li> </ul>		<ul style="list-style-type: none"> <li>• Breast Cancer Awareness Month</li> <li>• Depression Awareness Month</li> <li>• Domestic Violence Awareness Month</li> <li>• Health Literacy Month</li> <li>• Patient-Centered Care Awareness Month</li> <li>• Child Health Day (10/6)</li> </ul>	<ul style="list-style-type: none"> <li>• Indigenous Peoples' Day/Columbus Day (10/13)</li> <li>• Halloween (10/31)</li> </ul>
<b>NOVEMBER</b>	<ul style="list-style-type: none"> <li>- HCH/FH Board Meeting (11/13)</li> <li>- Finance Subcommittee Meeting (11/13)</li> <li>- Board Chair/Vice Chair Elections</li> </ul>	<ul style="list-style-type: none"> <li>• East Coast Migrant Stream- Agricultural Worker Conference Forum (TBA)</li> </ul>	<ul style="list-style-type: none"> <li>• American Diabetes Month</li> <li>• National Sexual Health Month</li> <li>• Native American Heritage Day (11/28)</li> </ul>	<ul style="list-style-type: none"> <li>• Daylight Savings Time Ends (11/2)</li> <li>• Veteran's Day (11/11)</li> <li>• Thanksgiving (11/27)</li> </ul>
<b>DECEMBER</b>	<ul style="list-style-type: none"> <li>- HCH/FH Board Meeting (12/11)</li> <li>- QI/QA Subcommittee Meeting (12/11)</li> </ul>	<ul style="list-style-type: none"> <li>• Institute for Healthcare Improvement (IHI) Forum (TBD)</li> </ul>	<ul style="list-style-type: none"> <li>• Seasonal Affective Disorder Awareness Month</li> </ul>	<ul style="list-style-type: none"> <li>• Christmas Eve (12/24)</li> <li>• Christmas Day (12/25)</li> <li>• New Year's Eve (12/31)</li> </ul>

<b>BOARD ANNUAL CALENDAR</b>	
<b>Project</b>	<b>Timeframe</b>
HRSA Operational Site Visit (OSV)	January 14 - 16
SMMC Annual Audit - Review	April/May
UDS Submission - Review	Spring
Sliding Fee Discount Scale (SFDS)	Spring
Services/Locations Form 5A/5B – Approve	June/July
Budget Renewal - Approve	July/August/September (Program) – December/January (Grant)
Annual Conflict of Interest Statement	October (and during new appointments)
Program Director Annual Review	Winter
Annual QI/QA Plan – Approve	Winter
Board Chair/Vice Chair Elections	November/December

# Tab 4

## QI/QA Report



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

**San Mateo Medical Center**  
222 W. 39th Avenue  
San Mateo, CA 94403  
650-573-2222 T  
[www.sanmateomedicalcenter.org](http://www.sanmateomedicalcenter.org)  
[www.facebook.com/smchealth](https://www.facebook.com/smchealth)

**DATE:** October 9<sup>th</sup>, 2025

**TO:** Co-Applicant Board, San Mateo County Health Care for the Homeless/Farmworker Health (HCH/FH) Program

**FROM:** Frank Trinh, HCH/FH Medical Director  
Raven Nash on behalf of Alejandra Alvarado, HCH/FH Clinical Services Coordinator

**SUBJECT:** QI/QA COMMITTEE REPORT

### **Q3 2025 Clinical Quality Measures Quarterly Reports**

- HCH/FH has received the Q3 2025 quarterly reports and is working closely with the SMMC BI team and EPIC analysts to validate the data. The team is ensuring the accuracy of the reported number of homeless and farmworker individuals by confirming proper data collection within the database. In addition, HCH/FH is verifying that homeless and farmworker status is being accurately collected by PSAs at the time of registration across all clinic locations.

### **QI/QA Board Subcommittee Meeting**

- The next subcommittee meeting will occur on Thursday, December 11<sup>th</sup> at 12:30pm. The meeting will take place at 500 County Center, COB 3 (Manzanita Hall), Redwood City, CA 94063.

# Tab 5

Approval of HCH/FH Board's  
Letter of Support Regarding  
the Office of Labor Standards  
and Enforcement (OLSE)  
Services in Half Moon Bay

Date: October 9, 2025

To: Mayor Robert Brownstone and Councilmembers

From: The San Mateo County Health Care for the Homeless/Farmworker Health (HCH/FH) Board

Subject: Office of Labor and Standards Enforcement (OLSE) Services in Half Moon Bay

On behalf of the HCH/FH Board, we write to express our strong support for the City of Half Moon Bay entering into a collaborative agreement with OLSE.

As the federally mandated advisory body overseeing health care for people experiencing homelessness and farmworkers in San Mateo County, our Board is committed to advancing equity and dignity for vulnerable populations. We also recognize that individuals experiencing homelessness are especially vulnerable to wage theft and labor exploitation, making stronger protections and local collaboration even more urgent. Supporting this agreement directly reflects our mission to safeguard the health, safety, and rights of those who are too often left behind.

Half Moon Bay's workforce is the backbone of our community. From agriculture and hospitality to small businesses and construction, workers and employers alike benefit when labor standards are clear, fair, and enforced consistently. By entering into this agreement, the City can take a proactive step to ensure that all workers are treated with dignity and that businesses that follow the rules are not placed at a competitive disadvantage by those who do not.

In Half Moon Bay and throughout San Mateo County, documented wage violations in local agriculture and farm industries highlight how farmworkers face ongoing exploitation. While less visible in published data, people experiencing homelessness often work in similarly precarious jobs and carry an elevated risk of wage theft, given the informality and instability of their work. We believe both populations deserve stronger protections and focused local collaboration to ensure their rights are upheld.

This step is more than an administrative measure; it is a statement of our City's values. By moving forward with this collaborative agreement, Half Moon Bay affirms its commitment to fairness, equity, and the dignity of all who live and work here.

Thank you for your leadership and for considering this important action.

Sincerely,

Members of the HCH/FH Board



# Tab 6

Approval of HCH/FH Sliding  
Fee Discount Program (SFDP)  
and SMMC Financial  
Assistance Policy (FAP)

DATE: October 9, 2025

TO: Co-Applicant Board, San Mateo County Health Care for the Homeless/Farmworker Health (HCH/FH) Program

FROM: Jim Beaumont, Director  
HCH/FH Program

SUBJECT: REQUEST FOR THE BOARD TO APPROVE HCH/FH SLIDING FEE DISCOUNT PROGRAM (SFDP) AND SMMC'S FINANCIAL ASSISTANCE POLICY (FAP)

Under the Bylaws, the Board is responsible for approving policies and procedures for Program operations.

In accordance with HRSA's requirements following the January 2025 Operational Site Visit (OSV), the HCH/FH program will be removed from the County's FAP. HCH/FH will now have a stand-alone policy for the SFDP.

The Board is here presented with the updated FAP and its embedded Financial Hardship Assistance program. Approval of these items require a majority vote of the Board members present.

Attachments:

- HCH/FH SFDP
- SMMC FAP

# HEALTHCARE FOR THE HOMELESS/FARMWORKER HEALTH (HCH/FH) SLIDING FEE DISCOUNT PROGRAM (SFDP)

## Description

The SFDP program offers patients who are experiencing homelessness (PEH) and farmworkers and their dependents whose incomes are below 200% FPL. This policy represents the Healthcare for the Homeless/Farmworker Health (HCH/FH) federal requirement to ensure that all PEH and farmworkers and their dependents can access San Mateo Medical Center services regardless of ability to pay.

## Scope of Services

The SFDP program will provide a discounted rate for all outpatient services provided by San Mateo Medical Center. A schedule of discounts will be adjusted annually to align with the Federal Poverty Level (FPL) and will be reviewed and approved annually by the HCH/FH Board. The discounted rate is \$0 for patients with household incomes at or below 100% FPL, and ranges between \$20-30 for patients whose household incomes are between 101-200% FPL.

## San Mateo County Health Care for the Homeless Farmworker Health (HCH/FH) Program

(HRSA 330 Program/FQHC)

### Sliding Fee Discount Schedule 2025

#### Monthly Income Thresholds by Family Size for Sliding Fee Discount Policy

Poverty Level*	0-100%	101-138%	139-175%	176-200%	>200%
<b>Family Size</b>					
<b>1</b>	\$1,304	\$1,800	\$2,282	\$2,608	\$2,609
<b>2</b>	\$1,763	\$2,432	\$3,084	\$3,525	\$3,526
<b>3</b>	\$2,221	\$3,065	\$3,886	\$4,442	\$4,443
<b>4</b>	\$2,679	\$3,697	\$4,689	\$5,358	\$5,359
<b>5</b>	\$3,138	\$4,330	\$5,491	\$6,275	\$6,276
<b>6</b>	\$3,596	\$4,962	\$6,293	\$7,192	\$7,193
<b>7</b>	\$4,054	\$5,595	\$7,095	\$8,108	\$8,109
<b>8</b>	\$4,513	\$6,227	\$7,897	\$9,025	\$9,026
<b>For each additional person add:</b>	\$458	\$633	\$802	\$917	\$917
<b>Patient Cost</b>	<b>No Charge</b>	<b>\$20</b>	<b>\$25</b>	<b>\$30</b>	<b>No sliding fee discount**</b>

\* Based on 2025 HHS Poverty Guidelines ( [Poverty Guidelines | ASPE](#) )

\*\* Reduced payments may be available through other state or locally funded discount programs

## Eligibility Criteria

The SFDP program offers a discount to SMMC patients experiencing homelessness and farmworkers and their dependents who can demonstrate that their household income is at or below 200% FPL.

If proof of income is not available, homeless and farmworker patients may verbally self-attest to their income.

The SFDP program is a last resort program, and clients should only be enrolled if they refuse or are ineligible to participate in Medi-Cal or a SMMC Financial Assistance program.



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

# **Financial Assistance Policy**

**Last Revised**  
**September 2025**

## Table of Contents

FINANCIAL ASSISTANCE PROGRAMS POLICY OVERVIEW .....	3
Policy Statement .....	3
FINANCIAL ASSISTANCE PROGRAMS CHARTS.....	4
Overview Chart.....	4
NOTIFICATION AND POSTING OF FINANCIAL ASSISTANCE PROGRAMS.....	5
APPLICATION PROCESS FOR OBTAINING FINANCIAL ASSISTANCE.....	5
Assets.....	7
Household Size .....	7
Identity .....	7
Proof of Identity .....	7
Income.....	8
Income Counted .....	8
Income Not Counted .....	8
Deductions .....	8
Proof of Income .....	8
APPEALS PROCESS.....	9
How to Appeal.....	9
Step-One (1) Appeal Review Process .....	10
Step-Two (2) Appeal Review Process.....	10
Step 2 Review Process.....	10
Step 2 Appeal Decision Criteria.....	10
CHARITY CARE .....	10
How to Qualify.....	10
DISCOUNTED HEALTH CARE PROGRAM .....	10
How to Qualify.....	11
FINANCIAL HARDSHIP ASSISTANCE (FHA) PROGRAM .....	11
Application and Review Process.....	11
BILLING AND COLLECTION .....	12
Self-Pay Patients.....	12
Prompt Pay Discount.....	13
Extended Payment Policy.....	13
Collection Practices .....	14
Overpayment Process .....	15

## FINANCIAL ASSISTANCE PROGRAMS POLICY OVERVIEW

### Policy Statement

SMMC is required by law to provide discounts and waivers to financially qualified patients. Financial assistance screening is offered to all uninsured patients and to those with an account balance due, including deductibles, co-payments and co-insurance amounts.

The financial assistance policy applies to all services billed by SMMC. Patients will receive separate billing for services provided by contracted providers such as emergency room physicians and ambulance services. Those providers are also required by law to provide discounts and waivers to uninsured patients and to insured patients with high medical costs whose household income is at or below 400% of the [Federal Poverty Level \(FPL\)](#). The FPL is a measure of income used to determine eligibility for various assistance programs and benefits. Patients are notified in advance of receiving services when a separate billing will occur.

In addition to financial assistance programs, SMMC offers sliding fee discounts for income qualifying patients served through the Healthcare for the Homeless/Farmworker Health program. Information is available on our website at [www.smchealth.org](http://www.smchealth.org).

SMMC is committed to complying with all federal, state, and local regulations. If any regulation, current or future, conflicts with this policy, the regulation will supersede this policy. SMMC's financial assistance practices adhere to hospital billing and collection laws, fair billing and pricing policies as established by the California Hospital Fair Pricing Act, Health and Safety Code §127400 et al., and the Fair Debt and Collections Act, 15 U.S.C.1692.

## FINANCIAL ASSISTANCE PROGRAMS CHARTS

Financial Assistance programs are not considered health insurance. All programs require you to provide proof of income and identity. Information provided during the application process will not be used for collection purposes.

### Overview Chart

Applied in the Following Order	Description	General Qualifications
<b>Discounted Health Care (DHC) Program</b>	Eligible patients will have a 65% discount applied to balances due for services received at SMMC, clinics, and pharmacies, as listed on the prescription card.	<ul style="list-style-type: none"> <li>• Current household income is at or below 400% FPL.</li> <li>• Uninsured or possess third party coverage but qualifies as having high medical costs*.</li> </ul> <p>*High medical costs are defined as annual out-of-pocket expenses for medical care that exceed 10% of the patient's current family income or income in the prior 12 months (whichever is lower).</p> <p>Patients are required to provide proof of their out-of-pocket medical expenses.</p>
<b>Charity Care Program</b>	<p>Patients approved for Charity Care will have their SMMC balance(s) waived. All SMMC services are covered except for prescription benefits.</p> <p>SMMC screens patients for eligibility for county and state health coverage programs before Charity Care is considered.</p>	Must have household income at or below 138% FPL.
<b>Financial Hardship Assistance (FHA) Program</b>	FHA is for patients who have a financial hardship and cannot pay for the services received at the hospital or clinics. If approved, patients get a discount of 100% and will not be responsible for the balance due.	<ul style="list-style-type: none"> <li>• Have submitted a complete application and required verifications.</li> <li>• In addition to proof of income and identity, FHA also requires proof of assets and hardship.</li> </ul> <p>Financial hardship includes (but is not limited to):</p> <ul style="list-style-type: none"> <li>• Death of family member (living in household or claimed on taxes) - within last 6 months</li> <li>• Loss of job or reduction of income</li> <li>• Illnesses or accidents</li> <li>• Loss of Housing - foreclosure, eviction, natural disaster, etc.</li> <li>• Financial Liability - bankruptcy, liens, lawsuits, etc.</li> </ul>
<b>Prompt-Pay Discount</b>	Provides a 50% discount for payments received within 30 days of first bill date; for patients who do not qualify for other programs	<ul style="list-style-type: none"> <li>• No income requirement</li> <li>• Required to pay deposit in advance of receiving non-emergency services</li> </ul>
<b>Self-Pay Extended Repayment Plan</b>	Allows for payment of full charges over an established repayment period, not to exceed 24 months; for patients who do not qualify for other programs	<ul style="list-style-type: none"> <li>• No income or residency requirement</li> <li>• Required to pay deposit in advance of receiving non-emergency services</li> </ul>



## NOTIFICATION AND POSTING OF FINANCIAL ASSISTANCE PROGRAMS

Individuals who receive medical services at the San Mateo Medical Center (SMMC) shall be provided an understandable written notice detailing their right to apply for various financial assistance programs and shall be provided with information regarding the application process. SMMC will make available a plain language written financial assistance policy detailing discount payments and charity care for financially qualified patients.

SMMC will clearly and conspicuously post information about its financial assistance programs in locations that are visible to the public, including, but not limited to all the following:

- The [California Department of Health Care Access and Information \(HCAI\)](#) website
- Emergency Department registration
- Clinic and Outpatient registration
- Patient Financial Services
- Business Services
- Admitting Department
- Long-Term Care registration
- Same Day Surgery Unit registration
- [SMMC](#) website

This includes the distribution of pamphlets, letters, and public notices in visible locations where there is a high volume of patient registrations, the dissemination of information on the SMMC web site and inclusion of statements on patients' bills indicating the availability of financial assistance.

All notices and postings of financial assistance programs will be made available in English and languages other than English. The languages to be provided shall be determined in a manner similar to that required pursuant to Section 12693.30 of the Insurance Code.

## APPLICATION PROCESS FOR OBTAINING FINANCIAL ASSISTANCE

1. Financial assistance information will be provided at the time of service, during discharge, or within 72 hours post hospital or clinic visit. Uninsured patients will be given a written notice about the availability of financial assistance and the qualifying criteria, along with an application for financial assistance as soon as practical. The notice and application will be provided to patients at the time of service if the patient is conscious and able to receive written notice. If the patient is not able to receive it at the time of service, the notice and application will be provided during the discharge process. If the patient is not admitted, the written notice and application will be provided when the patient leaves the facility. If the patient leaves the facility without receiving the written notice, the hospital will mail the notice and application to the patient within 72 hours of providing service.
2. If a patient applies or has a pending application for one health coverage program, they can still be found eligible for a financial assistance program.
3. The Health Coverage Unit (HCU) will determine eligibility for financial assistance programs at any time in which the patient has requested assistance and provided the required documentation. We

## SAN MATEO COUNTY HEALTH: FINANCIAL ASSISTANCE POLICY

encourage patients to apply as soon after their visit as possible. If the patient's circumstances change, they can request their eligibility be re-evaluated.

4. HCU staff will aid in the primary language of the patient or patient's guarantor. When staff do not speak the patient's preferred language, they will make use of the contracted interpreter services language line to ensure good communication.
5. HCU will make reasonable efforts to determine whether a patient is eligible for financial assistance based on prior eligibility for financial assistance or the use of third-party data to identify financially eligible patients, or through notification and processing of applications as specified in 16 C.F.R. 1-501(r)-6(c)(2) and (3). When eligibility is determined based on prior eligibility, it will be documented by a note in EPIC; a new application and verifications will not be required.
6. Applicants can apply:
  - a. In person at one of the [HCU application sites](#)
  - b. By calling **650-616-2002**
  - c. By filling out and submitting a SMMC Financial Assistance Program (FAP) application
7. The FAP application is:
  - a. Available online
  - b. Provided during registration
  - c. Included with a billing statement
8. Application accessibility:
  - a. All applications will be made available in English and languages other than English.
    - i. The languages to be provided shall be determined in a manner similar to that required pursuant to Section 12693.30 of the Insurance Code.
  - b. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available.
  - c. The Patient Experience Department assists with accessibility needs and translation requests.
9. Applicants may fill out the FAP application:
  - a. With HCU staff assistance
  - b. On their own and submit it via:
    - i. Mail: Health Coverage Unit, 801 Gateway Boulevard, Ste. 100, South San Francisco, CA 94080.
    - ii. E-mail: [info-hcu@smcgov.org](mailto:info-hcu@smcgov.org)
10. Applications and the required documents must be complete to be processed.
  - a. Proof of income and identity are required for all programs. Additional documents will be required for certain programs.
  - b. Acceptable proof of income includes: a recent employment paystub, government check stub or letter (unemployment or disability), or federal tax forms from last year (photocopies only – originals will not be returned). **This information will not be used for collection purposes.**
  - c. If the application and accompanying documents are incomplete, HCU will send the patient a letter advising what is missing.
  - d. If all required verifications have not been submitted within 45 days of the application request, the patient will receive a denial letter.
  - e. The information provided will determine for which program the patient qualifies.
11. An eligibility notice will be mailed to the patient. It will include the basis for the eligibility determination, information about how to appeal a denial or discontinuance, and the patient's right to reapply.

## SAN MATEO COUNTY HEALTH: FINANCIAL ASSISTANCE POLICY

12. If a patient provides fraudulent information on their application or verifications, they will be disqualified from financial assistance. Patients may then be billed retroactively for all services previously covered or discounted. Providing false information to get benefits is a reportable offense.

### Assets

None of the financial assistance programs covered by this policy has an asset limit. However, the Financial Hardship Assistance program does consider assets when determining if an applicant has an inability to pay.

### Household Size

An applicant's household size is an important factor for determining eligibility for the SMMC's financial assistance programs. Income eligibility is based on the Federal Poverty Level (FPL), and the number of people in the household.

Household size ONLY includes:

Applicants 18 years of age and older: their spouse or domestic partner and their dependent children under 21 years of age

Applicants under 18 years of age: their parent or caretaker relatives and all the parent or caretaker relatives' children under 21 years of age

### Identity

Applicants must provide proof of identity when applying for a health coverage program. The applicant may provide any one document from the lists below. Even if the document has expired, it is still an acceptable verification.

### Proof of Identity

Acceptable identification documents in order of priority:

- California driver's license or California DMV identification card
- U.S. passport or other U.S. federal government identification
- Other state driver's license or DMV identification card
- Photo in SMMC's eClinicalWorks (eCW)
- Foreign government identification document (consular ID card, passport, national ID card, or national voter card).

If documents listed above are not available, other acceptable documents, in order of priority include:

- Birth certificate
- Social Security card
- Medicare card
- Medi-Cal card
- Health Plan of San Mateo card
- Bank card with photo ID
- Two signed affidavits attesting to the identification of the patient photo identification from both parties who signed them.

## Income

The SMMC financial assistance programs follow federal and state guidelines when determining countable income, non-countable income, and allowable deductions. Refer to this [job aid](#) provided by Centers for Medicare & Medicaid Services (CMS) for more detailed information than the information below.

### Income Counted

Income is defined as total or gross cash receipts, wages, salaries and bonuses, before taxes and from all sources. It includes self-employment income, tips and gratuities, regular payments from Social Security, Unemployment Compensation, strike benefits, training stipends, alimony, military family allotments or other regular support from an absent family member or someone not living in the household, pensions, insurance or annuity payments, dividend income, capital gains/losses, interest, tax refunds, rents, royalties, estates, and trusts.

The following Social Security income will be counted: Retirement, Survivor's, Disability Income (RSDI), Federal Retirement, and Federal Disability.

### Income Not Counted

The following Social Security income will not be counted: Supplemental Security Income (SSI) and State Supplemental Payment (SSP).

Other income that will not be counted includes child support received, workers compensation, gifts and inheritances, child tax credit payments, military allowances, veteran's benefits and portion of scholarships, awards, fellowships used for education purposes, state disability insurance (SDI) and public assistance payments.

### Deductions

Income may be offset with the following deductions: education expenses; business expenses of reservists, performing artists and fee-basis government officials; health savings account contributions; moving expenses; deductible part of self-employment tax; self-employed, simple and qualified deduction; self-employed health insurance deduction; penalty on early withdrawal of savings; alimony paid; IRA deduction; student loan interest; tuition and fees; and domestic production activities.

### Proof of Income

Income verification documentation for SMMC's financial assistance programs must be dated within the last 90 days, except for tax returns, award letters or other proof of irregular income which can exceed the 90 days. The applicant must provide proof of all forms of income for each household member.

- Unemployment – employer's records; EDD records; UIB check; layoff notice; training program records; training stipends; union records.
- Earnings – pay stubs; employer's wage record; state and/or federal income tax return; EDD records; employee W-2 form; farm business records; an employer statement, preferably on the employer's letterhead, or name of company stated on letter, including name of person

## SAN MATEO COUNTY HEALTH: FINANCIAL ASSISTANCE POLICY

employed, signature of employer, date of letter, pay frequency and gross amount.

- Affidavit - Person receiving income can write an affidavit if there is no alternative manner to document income. This letter should include: claimant's name and signature; date of letter; how much employee is paid; date, frequency and source of payment; declarations that (1) the information provided is true and correct (2) there is no other form of income documentation available, and (3) the employee understands the county/state may verify the information provided
- Self-Employment – recent tax returns/business records; receipts for goods and services; last year's federal income tax return including Schedule C; last three months net profit and loss statement; beneficiary's statement when expenses cannot be verified; signed statement from business associates; statement from institutions where checks are deposited/cashed.
- Unearned Income – Social Security Administration (SSA) award letter, official correspondence from SSA, bank statement showing SSA deposit; alimony; government and private pension checks; insurance/annuities checks, correspondence; bank statements verifying interest income; rents; dividends; royalties; estates and trusts; military or other regular support from an absent family member or someone not living in the household.
- Other proof of income – other third-party documents verifying income of applicant can be provided

## APPEALS PROCESS

### How to Appeal

Patients can dispute eligibility decisions at any time. Patients can get help with any issues related to their ability to pay for medical services.

Submit appeals to the Health Coverage Unit (HCU) by mail, phone or email.

Mail: HCU Appeals Coordinator, 801 Gateway Blvd., Ste. 100, South San Francisco, CA 94080

Phone: 1-650-616-2002

E-Mail: [info-hcu@smcgov.org](mailto:info-hcu@smcgov.org).

Appeals must include:

- Identifying information (name and date of birth, or medical record number)
- A statement about what is being appealed. Include supporting documentation.

HCU will reply in writing with the appeal decision within 30 days from the date the complete appeal request was received. If the appeal is denied, the decision letter will include the rationale for the denial, a description of the Step 2 appeal process, and a Step 2 appeal form.

If the patient does not agree with the appeal decision, they can submit a second appeal. The second appeal will be reviewed by the SMMC Eligibility and Financial Review Committee.

Notice of the right to appeal will be included in SMMC billing statements.

### **Step-One (1) Appeal Review Process**

The Step 1 appeal will be reviewed by an individual appointed by SMMC Revenue Cycle Leadership. The appointee will determine if a system, user or process error was made and will make an appeal determination.

### **Step-Two (2) Appeal Review Process**

#### **Step 2 Review Process**

The Eligibility and Financial Review Committee (EFRC) will consist of three individuals: the County Health Chief or his/her appointee (someone other than the Step 1 original appointee), the San Mateo Medical Center Chief Financial Officer or his/her appointee and a public member to be chosen by the County Manager and County Health Chief. The applicant has the right to appear before the EFRC, to present testimony including the sworn testimony of witnesses, and to bring an attorney. An electronic record of the proceedings will be obtained at the applicant's request.

#### **Step 2 Appeal Decision Criteria**

The EFRC will consider all documentation and circumstances supporting the applicant's claim of eligibility or claim of inability to pay. The EFRC will enlist additional expertise, as needed, to consider the appeal request.

The EFRC will reply in writing with the appeal decision within 30 days of the date the complete Step 2 appeal request was received. If the appeal is denied, the decision letter will include the rationale for the denial.

## **CHARITY CARE**

Charity care is free care for patients who cannot pay their balance due to SMMC. It includes services received at the hospital, clinics and/or emergency department. It does not include prescription or emergency providers. If approved for Charity Care, the patient's balance will be waived. Patients must requalify for Charity Care for future visits.

### **How to Qualify**

Patients are eligible for the Charity Care Program if their current household income is not more than 138% FPL.

## **DISCOUNTED HEALTH CARE PROGRAM**

The Discounted Health Care (DHC) program gives a 65% discount on balances due to patients who meet the criteria. DHC applies to services billed by SMMC's hospital, clinics, and pharmacies listed on the prescription card.

An individual approved for the DHC program will receive a discount to all open balances due. Approved applicants will receive discounted health for a full calendar year before needing to reapply.

## SAN MATEO COUNTY HEALTH: FINANCIAL ASSISTANCE POLICY

Health Coverage Unit (HCU) staff review all application materials to determine eligibility for County and State health coverage programs. HCU will submit an application to any program for which the patient qualifies and wishes to apply.

### How to Qualify

The DHC program offers a discount to SMMC patients who:

1. Have a current household income at or below 400% FPL AND
2. Are uninsured or have insurance but qualify as having high medical costs.\*

\* High medical costs are defined as annual out-of-pocket expenses for medical care that is more than 10% of the patient's current family income OR income in the prior 12 months (whichever is lower).

## FINANCIAL HARDSHIP ASSISTANCE (FHA) PROGRAM

Financial Hardship Assistance (FHA) is for patients who have a financial hardship and cannot pay for the services received at the hospital or clinics. If approved, patients get a discount of 100% and will not be responsible for the balance due.

Financial hardship includes (but is not limited to):

- Death of family member (living in household or claimed on taxes) - within last 6 months
- Loss of job or reduction of income
- Illnesses or accidents
- Loss of Housing - foreclosure, eviction, natural disaster, etc.
- Financial Liability - bankruptcy, lien, lawsuits, etc.

### How to Qualify

To qualify for the FHA Program, patients:

- Must have a financial hardship
- Cannot pay their balance due at SMMC

In addition to providing proof of income and identity, patients applying for FHA must also submit proof of household assets and financial hardship.

### Application and Review Process

- The FHA program requires proof of [household income](#), [household assets](#), [proof of identification](#), and proof of financial hardship. Click on the links for additional details.
- The decision to grant or deny a waiver will be made by the Revenue Cycle Appointee.
- When FHA is approved, a waiver will be applied to charges for the specific date(s) of service for which financial assistance was requested.

## **BILLING AND COLLECTION**

SMMC's Patient Financial Services (PFS) department bills for services received at the hospital and clinics. SMMC may use contracted billing vendors who will follow this policy, as authorized by PFS. If SMMC refers outstanding balances to collections, we will not refer patient accounts to a consumer credit reporting agency or place liens on real property.

All billing and collections activities are compliant with applicable laws, including without limitation California Health and Safety Code §127400 et al., Assembly Bill No's. 774 (AB774), 1020 (AB1020), 532 (AB532), Senate Bill 1276 (SB1276) and the Fair Debt and Collections Act.

### **Self-Pay Patients**

A self-pay patient is an individual who pays for their medical services out-of-pocket, with or without health insurance.

Prior to determining whether a patient is self-pay, SMMC will confirm valid health coverage or insurance information.

Uninsured patients will receive a Good Faith Estimate (GFE) prior to a scheduled non-emergency visit, during registration, or within 72 hours post admit and upon request. The GFE is only an estimate and provides the expected cost for services. Your actual costs may be up to \$400 more. Self-pay patients may be required to pay a deposit before receiving services. The deposit is \$150 for any outpatient services and \$550 for any inpatient stay or surgery. If the patient is eligible for a health coverage program or becomes active on an insurance plan, the patient's deposit will be refunded.

Insured patients or their guarantors may be responsible for a balance amount due after the insurance payment is received.

Group health plans and health insurance coverages are out-of-network for SMMC services. Out-of-network plans usually do not cover the entire cost, leaving the patient with higher costs than if they had been seen by an in-network provider. Billing patients at this higher rate for out of network services is considered "balance billing". An unexpected balance bill is called a surprise bill and is prohibited by state law. SMMC does not balance bill patients and will waive these fees as applicable. Billing patients for deductible, co-payment and co-insurance amounts is not considered "balance billing" and is allowed.

SMMC follows all applicable laws which require patients with high-cost medical bills, including deductibles and co-insurance amounts, are given an opportunity to apply for financial assistance, discounts, and payment plans.

1. Patients with a balance due will receive the following:
  - a. A billing statement within 10 business days of the date of service or after the insurance payment is received.
  - b. A request for health insurance coverage information
  - c. A statement that if the patient does not have health insurance coverage, he/she may be eligible for Medicare, Medi-Cal, Covered California, California Children's



## SAN MATEO COUNTY HEALTH: FINANCIAL ASSISTANCE POLICY

- Services program, other state- or county-funded health coverage or charity care
- d. A statement indicating how a patient may apply for a financial assistance program and that the hospital will provide the application
  - e. A statement that if the patient does not indicate coverage by a third-party payer or requests a discounted price or charity care, then the hospital shall provide an application for financial assistance programs to the patient
    - i. This application shall be provided prior to discharge if the patient has been admitted or to patients receiving emergency or outpatient care.
  - f. Information about the SMMC's Financial Assistance Programs, including a statement that if a patient lacks or has inadequate health insurance, and meets certain income requirements, the patient may qualify for the Charity Care, DHC or FHA program.
  - g. The contact information for HCU which assists with financial assistance program enrollments
  - h. A statement that if a patient is pending eligibility for one health coverage program, they can still be found eligible for a financial assistance program.
  - i. The Health Consumer Alliance (HCA) offers free in-person and phone assistance at (888) 804-3536 to help people who are struggling to get or maintain health coverage, resolve problems with their health plans and hospital bills, and provide information about Covered California and Medi-Cal presumptive eligibility. The internet address for Health Consumer Alliance is <https://healthconsumer.org>. Patients may also contact Legal Aid for assistance at (650) 558-0915 or visit <https://www.legalaidsmc.org>.
  - j. The internet address for the hospital's list of shoppable services
2. When new coverage is identified, or a patient becomes eligible for a financial assistance program, the patient's amount due will be updated to reflect these changes. A new statement will be sent.

### **Prompt Pay Discount**

SMMC gives a 50% discount to balances due from patients when payment is received within 30 days of the first bill date. This includes Medi-Cal Share of Cost when the Share of Cost exceeds total charges. It does not apply to DHC discounted charges. The patient is responsible for the full balance amount if paid after 30 days.

If an uninsured patient applies for coverage and is denied, their account will change from pending application status to self-pay status. After being changed to self-pay status, the Prompt Pay discount will apply if the patient pays 50% of the balance due within 30 days of the revised statement date.

### **Extended Payment Policy**

SMMC provides an extended, reasonable payment plan to self-pay patients who do not choose the Prompt-Pay discount. The extended payment plan is used when the patient is unable to make a full payment within the normal billing cycle timeframe. The extended amount of time granted is based on the total amount to be repaid and the patient's current financial status.

## SAN MATEO COUNTY HEALTH: FINANCIAL ASSISTANCE POLICY

The extended payment plan can be applied to all or a portion of charges billed to the patient. Extended payment plans are interest-free and will be made available to all patients based on their ability to pay. SMMC and the patient will negotiate the terms of the payment plan. The plan will take into consideration the patient's family income and essential living expenses. If SMMC and the patient cannot agree on a payment plan, SMMC will use the following definitions to create a payment plan.

Reasonable payment plan means monthly payments that are not more than 10 percent of a patient's family income for one month, excluding deductions for essential living expenses.

Essential living expenses means expenses for any of the following: rent or house payment and maintenance, food and household supplies, utilities and telephone, clothing, medical and dental payments, insurance, school or childcare, child or spousal support, transportation and auto expenses, including insurance, gas, and repairs, installment payments, laundry and cleaning, and other extraordinary expenses.

Patients defaulting on an extended payment plan may be referred to SMMC's contracted collection agency for follow-up.

### **Collection Practices**

SMMC is a safety net hospital whose mission requires that healthcare be provided for individuals regardless of their insurance status or ability to pay. The mission of SMMC is to focus and emphasize a devotion to providing the best possible healthcare for those who may be experiencing adverse circumstances. These circumstances mostly revolve around problems with financial payments, insurance plans, or health conditions. SMMC will make every effort to work with patients, guarantors, and insurance plans to resolve outstanding balances before referring an account to a collection agency. SMMC will make every reasonable effort to obtain valid insurance information from the patient to ensure proper billing.

SMMC will not refer matters to collection when payment plans are in negotiation or established. However, patients who have committed to an established payment plan and default on the agreement may be sent to collections.

SMMC will not refer patients to collections who are actively pursuing financial assistance or pending an eligibility determination for a governmental program. Additionally, SMMC will retract any collection account upon notice of verified insurance information.

1. SMMC will send three (3) or more statements to patients and will allow a minimal of 180-day billing cycle prior to assigning an unpaid balance amount to a collection agency.
  - a. Prior to forwarding a bill for collections or selling the bill to another entity, SMMC will provide patients with a written notice called a goodbye final letter that includes the following information:
    - i. The date(s) of service of the bill that is being assigned to collections or sold;
    - ii. The name of the entity to which the bill is being assigned or sold;
    - iii. A statement informing the patient how to obtain an itemized hospital bill from the hospital;
    - iv. The name and plan type of the health coverage for the patient on record

SAN MATEO COUNTY HEALTH: FINANCIAL ASSISTANCE POLICY

- with the hospital at the time of services or a statement that the hospital does not have that information;
- v. An application for the hospital’s charity care and financial assistance;
- vi. The date or dates the patient was originally sent a notice about applying for financial assistance, the date or dates the patient was sent a financial assistance application, and, if applicable, the date a decision on the application was made.

**Overpayment Process**

SMMC will reimburse patients any amount paid that is more than the amount due, including interest. Interest owed by the hospital to the patient will accrue at the rate set forth in Section 685.010 of the Code of Civil Procedure, beginning on the date payment by the patient is received by the hospital. However, SMMC is not required to reimburse the patient or pay interest if the amount due is less than five dollars (\$5.00). SMMC will refund the patient within 30 days once the overpayment has been identified.

SMMC will only send patient accounts to a collection agency when the collection agency agrees to adhere to all state and federal laws pertaining to fair collection of debt, as well as those pertaining to charity and discount care. That includes the SMMC Financial Assistance Policy, the California Hospital Fair Pricing Act, the Rosenthal Fair Debt Collection Practices Act, the federal Fair Debt Collection Practices Act, and the tax regulations at 26 C.F.R. §§ 1.501(r)-1, *et seq.*

SMMC Policy Review & Approval Grid	
Origination Date:	Last Review Date: 2025-09
Reviewed and approved by:	Date:
Manager, Patient Access	9/25
Manager, Patient Financial Services	9/25
Manager, HCU	9/25
Revenue Cycle Governance Council	9/25
Chief Financial Officer	9/25, FINAL
Date & Submission By: 2025-9, Kathy Van Kirk-Supervisor HCU	
NOTE(s): This waiver or reduction of fees policy has been approved by the Healthcare for the Homeless/Farmworker Health Co-Applicant Board. The County Board of Supervisors sets the discount rate for the DHC program.	