

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

### Co-Applicant Board Meeting Agenda

Half Moon Bay Library, 620 Correas Street, Half Moon Bay, CA 94019

**September 11<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

**620 Correas Street, Half Moon Bay, CA 94019**

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
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### B. PUBLIC COMMENT

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: a. August 14 <sup>th</sup> Board Meeting		Tab 1
2. Budget and Finance Report		Tab 2
3. HCH/FH Director's Report		Tab 3
4. Quality Improvement/Quality Assurance Update		Tab 4

### D. COMMUNITY ANNOUNCEMENTS

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
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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-hfhfh-board>



## San Mateo County HCH/FH Program Co-Applicant Board Agenda

### E. GUEST SPEAKER

Carolina Babbidge and Michelle Flores, Office of Labor Standards and Enforcement	10:30am
Dr. Mariam Hashoush, Dental Program Manager, San Mateo Medical Center	11:00am

### F. REPORTING & DISCUSSION AGENDA

Discussion on Annual Program Director Evaluation	Jim Beaumont	11:35am
Expanded Hours Sunday Clinic Updates	Jocelyn Vidales	11:40am
Federal Updates and Impacts on HCH/FH Program	Jim Beaumont	11:50am

### G. ADJOURNMENT

12:00pm

Future meeting: **October 9<sup>th</sup>, 2025**

Time: **10:00am-12pm**

Location: **500 County Center, Redwood City, CA (Manzanita Hall)**

#### \*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.

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# Tab 1

## Meeting Minutes

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

**500 County Center COB 3 Redwood City, CA 94063 (Manzanita Hall)  
July 10th, 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>Steve Kraft</li> <li>Brian Greenberg</li> <li>Janet Schmidt</li> <li>Robert Anderson</li> <li>Judith Guerrero</li> <li>Gabe Garcia</li> <li>Steve Carey (Vice-Chair)</li> <li>Jim Beaumont (Ex Officio)</li> <li>Francine Dickson-Serafin</li> <li>Suzanne Moore</li> <li>Victoria Sanchez De Alba (Chair)</li> <li>Tony Serrano</li> </ul>	<ul style="list-style-type: none"> <li>Alejandra Alvarado</li> <li>Gozel Kulieva</li> <li>Raven Nash</li> <li>Jocelyn Vidales</li> <li>Jen Gordon, Patient Experience</li> <li>Sophia Recalde, BHRS</li> <li>Linda Franco, SMMC Coastsides</li> </ul>	<ul style="list-style-type: none"> <li>Rita Mancera, Puente</li> <li>Sandra Sencion, ALAS</li> <li>Ophelie Vico, Puente</li> <li>Ivonna Barrios, LifeMoves</li> </ul>	<ul style="list-style-type: none"> <li>Tayischa Deldridge</li> </ul>

<b>A. Call to order &amp; roll call</b>	Victoria Sanchez De Alba called the meeting to order at 10:00 am and did a roll call.	
<b>B. Public Comment</b>	<p><b>Rita Mancera, Puente</b> Rita informed and invited the Board about the upcoming Photo Exhibition event, hosted by Puente and Coastsides Hope, to honor farmworkers in San Mateo County. The event is to take place in Half Moon Bay on Tuesday, August 26, 2025 (Flyer is attached).</p> <p><b>Sandra Sencion, ALAS</b> Sandra updated the Board on the work that ALAS has carried out over the last couple of months. The work includes partnering with Second Harvest Food Bank to provide nutrition programs and County Divisions, such as the Human Services Agency (HSA) Rapid Response teams, Standards and Labor Enforcement, and SMMC's Health Coverage Unit (HCU), to provide these services for their clients.</p>	
<b>C. Action to set the agenda and consent agenda.</b>	<ol style="list-style-type: none"> <li>Approve meeting minutes from July 2025 Board Meeting</li> <li>Budget and Finance Report</li> </ol>	<b>Request to approve the Consent Agenda was</b>

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	<ol style="list-style-type: none"> <li>HCH/FH Director's Report</li> <li>Quality Improvement/Quality Assurance Update</li> </ol>	<b>MOVED</b> by Janet Schmidt and <b>SECONDED</b> by Robert Anderson <b>APPROVED</b> by all Board members present.
<b>D. Community Announcements</b>	<p><b>Suzanne Moore</b> Suzanne informed the Board that eviction lawsuits in San Mateo County have now surpassed pre-pandemic levels, driven by nuisance complaints, third-party payor issues, and nonpayment of rent. In July, several Section 8 housing evictions occurred without prior notification to the Housing Authority of San Mateo County (HAS). Encampment sweeps are scheduled next week in Menlo Park and Half Moon Bay, while enforcement of local parking ordinances is increasing. Robert noted that the encampment ordinance applies only to incorporated areas and it's believed that the County's approach is more lenient than other jurisdictions, with citations not yet issued. To support displaced residents, Pacifica Resource Center (PRC) is working to provide a "soft landing," and multiple outreach efforts are underway to connect affected individuals with resources and services.</p>	
<b>E. Business Agenda</b>	No Business Agenda.	
<b>F. Guest Speaker</b> Jen Gordon, Health Services Manager – SMMC Patient Experience  Sofia Reclade, Mental Health Services Act (MHSA) Management Analyst, Behavioral Health Recovery Services (BHRS)	<p><b>Jen Gordon, SMMC Patient Experience</b> Jen presented patient feedback processes, distinguishing grievances, complaints, feedback, and compliments. She outlined the grievance workflow: submission by patients or family, logging and acknowledgment within seven days, investigation as needed, and documentation of responses. Patients can provide feedback via phone, email, MyChart, or multilingual clinic flyers. Jen noted that NRC surveys offer useful but limited insights, citing an Emergency Department project where survey feedback led to improved communication during wait times. She also highlighted that her team provides monthly grievance reports and is developing a 2025 aggregated report to consolidate feedback from multiple sources. Emphasizing trust and accessibility, she noted patients may submit concerns anonymously and that BHRS is partnering with community organizations to enhance comfort and participation.</p> <p>Board members asked questions and shared observations. Janet asked about the distinction between Quality and Risk Management; Francine</p>	

	<p>inquired about integration of feedback from HCH/FH patients, specifically from the Farmworker Affairs Commission report and raised phone access issues; and Tony asked how patients can feel safe given fears of retaliation or immigration consequences. Jen emphasized anonymous reporting options, MyChart access, and CBO partnerships to build trust. Tony also inquired about whether grievances could reveal systemic issues like discrimination, and Jen confirmed they could, though additional data is often needed. Jen also shared a Coastside Clinic example where farmworker patients faced communication barriers, partially addressed via MyChart. Suzanne highlighted including AAPI voices, and Francine suggested staff huddles to capture concerns in real time. Gabe inquired about linking grievance data to access metrics and incorporating social determinants of health were raised, and Jen confirmed these will be explored. The session concluded with suggestions for using feedback to drive systemwide improvements, and Jen reminded board members of upcoming public meeting dates.</p> <p><b>Sofia Recalde, Behavioral Health Recovery Services (BHRS)</b> Sophia provided background context for the Mental Health Services Act (MHSA) and how CA Proposition 1 (aka BHSA), passed in 2023, with the goal of improving behavioral health services, includes two major pieces of legislation that restructures the MHSA. These reforms redirect prevention dollars to housing and full service partnerships and building on existing programs such as Medi-Cal Enhances Care Management (ECM). More specifically, funding community based treatment facilities, rental subsidies, and other wraparound services. A key difference is that there will be very little funding dedicated to homeless outreach.</p> <p>Sophia informed the Board that Behavioral Health and Recovery Services (BHRS) will begin a community planning process this Fall 2025 to develop a three year integrated plan that must be approved by the State by July 1, 2026. BHSA prioritizes folks with serious mental illness (SMI) and/or Substance Use Disorders (SUD), those at risk or experiencing homelessness, justice involved.</p> <p>She further detailed that BHSA requires CA counties to identify local data gaps and adopt at least one additional local goal beyond statewide priorities. Robert inquired about how funds are divided across CA's 58 counties. Sophia clarified that the distribution formula has not changed but the allowable uses of funding have. Suzanne asked how data will be collected, how Epic relates, does BHRS have recovery beds, and whether</p>	
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	<p>new data requirements will be added. Sophia explained that the state dictates metrics, including mandatory reporting on homelessness using the Point-in-Time Count, and that BHRS is working with consultants to determine additional local data sources and internal responsibilities. □ Tony raised concerns about ensuring long-term care once housing is attained. Sophia responded that Prop 1 ties funding for capital projects directly to the provision of social services. Victoria asked whether funding could support psychiatric emergency or institutional services. Robert noted that extended holds beyond 72 hours could theoretically be funded if beds and resources are available, but details remain uncertain. Gabe asked whether specific outcomes have been defined. Sophia responded with a stakeholder group previously set preliminary outcomes, further discussion is needed to refine and track them.</p> <p>Sophia asked the Board for any recommendations on priorities that BHRS can support through BHSA. Jim and Brian discussed SUD treatment services in shelters and suggested offering technical assistance or incentives for providers to better serve people experiencing homelessness. Judith highlighted concerns about access to specialty and nonspecialty care and the quality of care when individuals are referred to mental health facilities. Ivonna (LifeMoves) emphasized the shortage of domestic violence shelter beds, noting that many who call CORA cannot be placed. Judith and Gabe concluded by offering suggestions on best practices and recommended including public meeting dates in the planning process.</p>	
<p><b>G. Reporting &amp; Discussion Agenda</b></p> <ol style="list-style-type: none"> <li>1. Jocelyn Vidales - Expanded Hours Grant Update</li> <li>2. Jim Beaumont - Federal Updates and Impacts on HCH/FH Program</li> </ol>	<p><b>Jocelyn Vidales, Planning and Implementation Coordinator</b> Provided updates on the program's Sunday Clinic for farmworkers at SMMC Coastside Clinic. There was a discussion around attendance rates, possible clinic improvements, and billing for uninsured patients.</p> <p><b>Jim Beaumont, HCHFH 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>	

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<b>G. Adjournment</b>	Future meeting: September 11th, 2025 Time: 10:00am-12pm Location: 620 Correas Street, Half Moon Bay, CA 94019	The meeting was adjourned at 12:05 pm.
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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](http://smchealth.org/smmc)

DATE: September 11, 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 August 2025 total an estimated \$117,566. 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 \$1,710,552.

Based on the total year-to-date, we look to be expending right at original estimates, at just under \$3,100,000. Our Salaries & Benefits are running slightly behind projections for the year, which is appropriate since salary increases occur during the last quarter of the year. Contracts are running slightly ahead of year-end estimates, which is normal as our contractors' invoice for heavier case load counts early in the year, tapering off as we move through the year.

Attachment:

- GY 2024 Summary Grant Expenditure Report Through 08/31/25





## GRANT YEAR 2025

Details for budget estimates		Budgeted	Aug-25 updated to actual drawdown thru 06/30/25		Projected for GY 2026
		[SF-424]	To Date	Projection for	
			(08/31/25)	end of year	
<u>EXPENDITURES</u>					
<u>Salaries</u>					
Director, Program Coordinator					
Management Analyst ,Medical Director					
new position, misc. OT, other, etc.					
	725,000	55,588	457,015	700,000	740,000
<u>Benefits</u>					
Director, Program Coordinator					
Management Analyst ,Medical Director					
new position, misc. OT, other, etc.					
	225,000	16,815	144,229	220,000	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.	10,000		680	2,000	2,000
Small Funding Requests					
	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	44,775	507,862	900,000	900,000
---unallocated---/other contracts					
	1,950,000		1,003,086	1,979,132	1,900,000
<u>Other</u>					
Consultants/grant writer	40,000		15,835	30,000	10,000
IT/Telcom	55,000	388	60,997	80,000	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		100,583	146,000	80,000

Tab 3

HCH/FH Director's  
Report



SAN MATEO COUNTY HEALTH

**SAN MATEO  
MEDICAL CENTER**

DATE:  
11, 2025

September

San Mateo Medical Center  
222 W 39th Avenue  
San Mateo, CA 94403  
650-573-2222 T  
[smchealth.org/smmc](http://smchealth.org/smmc)

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 August 14, 2025, Co-Applicant Board meeting.

While there will definitely be no additional funding opportunities this Federal FY, our BHSE award from September 1, 2024, has been made permanent and rolled into our base grant (effective 09/01/25). We received this notice on July 18<sup>th</sup> of the increase in our base grant to \$3.3M

The Expanded Hours award is continuing with dates now established (Sundays, bi-weekly) through September. While there have been some issues, we seem to be able to work through them productively with the many partners and move the effort forward.

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, Proaam is preparing the required NCC-BP (Non-Competing Continuation-Business Period Report) for HRSA. Deadline for the report is September 26<sup>th</sup>.

#### 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.)
JANUARY	<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>• Glaucoma Awareness Month</li><li>• Cervical Cancer Screening Month</li><li>• National Human Trafficking Prevention Month</li><li>• International Holocaust Remembrance Day (1/27)</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>
FEBRUARY	<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>• National Children's Dental Health</li><li>• American Heart Month</li><li>• National Cancer Prevention Month</li><li>• National Wear Red Day (2/7)</li><li>• Black History Month</li><li>• World Day of Social Justice</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>
MARCH	<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>• Colorectal Cancer Awareness Month</li><li>• Developmental Disabilities Awareness Month</li><li>• National Doctors Day (3/30)</li></ul> <ul style="list-style-type: none"><li>• Lent Begins (3/5)</li><li>• Daylight Saving Time Starts (3/9)</li><li>• St. Patrick's Day (3/17)</li></ul>
APRIL	<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>• 2024 Midwest Stream Forum-Agricultural Worker Conference (TBD)</li></ul>	<ul style="list-style-type: none"><li>• Alcohol Awareness Month</li><li>• Sexual Assault Awareness Month</li><li>• Counseling Awareness Month</li><li>• National Minority Health Month</li><li>• Defeat Diabetes Month</li><li>• National Public Health Week (4/7-4/11)</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>
MAY	<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>• American Stroke Awareness Month</li><li>• High Blood Pressure Education Month</li><li>• Mental Health Awareness Month</li><li>• National Trauma Awareness Month</li><li>• Asian Pacific American Heritage Month</li></ul> <ul style="list-style-type: none"><li>• Mother's Day (5/11)</li><li>• Memorial Day (5/26)</li></ul>
JUNE	<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>• NCFH Agricultural Worker Health Symposium (TBD – May/June 2025)</li></ul>	<ul style="list-style-type: none"><li>• PTSD Awareness Month</li><li>• Cancer Survivor's Month</li><li>• LGBTQIA+ Pride Month</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>

BOARD ANNUAL CALENDAR	
Project	Timeframe
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



DATE: September 11<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

### **Q2 2025 Clinical Quality Measures Quarterly Reports**

- HCH/FH has received the Q2 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.

### **Clinical Staffing Update**

- Alejandra Alvarado has accepted a Work-Out-of-Class opportunity with the Quality Improvement Program through the end of the year. In the interim, Raven Nash will represent the program at Epic meetings alongside the Program Director and will facilitate the Quality Improvement/Quality Assurance Subcommittee meetings under the supervision of Frank Trinh.

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

- The next subcommittee meeting will occur on Thursday, September 11<sup>th</sup> at 12:30pm. The meeting will take place at the Half Moon Bay Library (Community Room B) located at 620 Correias Street, Half Moon Bay, CA 94019.





## About Prop. 1- Behavioral Health Services Act

Health Care for the Homeless/Farmworker Health Board

August 14, 2025



SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**





# Overview

- 01 BHRS Transformation Journey
- 02 About Prop. 1
- 03 Discussion
- 04 Stay Informed and Get Involved

# Glossary of Key Terms

- **Serious mental illness (SMI) and/or Substance use disorder (SUD)** are mental health challenges and/or recurrent use of alcohol and/or drugs resulting in serious functional impairment, which substantially interferes with major life activities.
- **Specialty Mental Health Services (SMHS) and Drug Medi-Cal Organized Delivery System (DMC-ODS)** primarily provided by County Behavioral Health Plans are intensive mental health and SUD services provided to clients that meet medical necessity criteria.
- **Non-Specialty Mental Health Services (NSMHS)** primarily provided by Managed Care Plans focus on individuals with mild to moderate needs, County Behavioral Health Plans also provide NSMHS through early intervention strategies.
- **Penetration Rates** are the percentage of Medi-Cal eligible individuals who receive specific behavioral health services and can indicate how effectively a program or system reaches and serves its intended population.
- **Co-occurring capacity** focuses on the ability of providers to address mental health and substance use disorders; integrated services provides care concurrently, rather than being referred to separate programs or services.
- **Continuum of care** is a comprehensive range of health and support services to individuals ensuring seamless transitions between different levels of need.
- **Evidence-based practices (EBPs)** have documented (e.g., peer-reviewed studies, and publications) effectiveness on improving behavioral health. **Community-defined evidence practices (CDEPs)** are an alternative or complement to EBPs, that offers culturally anchored interventions.
- **Medi-Cal billing** is the process of submitting claims to California's Medicaid program, Medi-Cal, for reimbursement of services provided.

# Prop. 1 – Statewide Vision for Behavioral Health



Prop. 1 – Behavioral Health Transformation (BHT) passed in March 2024 and is the Governor's effort to re-envision public mental health and substance use services.



Prop. 1 was a catalyst for transformation across the State and included legislation that requires system-level changes and Mental Health Services Act (MHSA) millionaires' tax re-allocation.



Prop.1 builds upon many other state initiatives.



Alignment and implementation of this statewide vision is expected by July 1, 2026.

# Prop. 1 Components

## **Assembly Bill 531 Obligation Bond – \$6.38 billion\***

- Residential Treatment Facilities to provide support for individuals who require more intensive care.
- Permanent Supportive Housing to provide long-term, affordable housing paired with on-site or community-based supports

*\*Administered by the State of California*

## **Senate Bill 326 Behavioral Health Services Act (BHSA)**

- Mental Health Services Act (MHSA) Reform
- Community Program Planning + Three-Year Integrated Plan
- Statewide Accountability & Transparency



SAN MATEO COUNTY HEALTH

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& RECOVERY SERVICES**

# Prop. 1 Overarching Themes

- Focus on individuals living with serious mental illness and substance use disorders, at-risk and chronically homeless and at risk for justice involvement.
- Increase access to permanent supportive housing and community-based residential treatment settings.
- Increase access to substance use disorder treatment and co-occurring mental health and substance use capacity across the continuum of care.
- Utilize evidence-based and community-defined evidence practices.
- Maximize MediCal billing across all services.
- Increase certified Peer Support Specialists.







# Prop. 1 Priority Goals

## 6 Statewide Goals

- ↑ Access to Care
- ↓ Homelessness
- ↓ Institutionalization
- ↓ Justice Involvement
- ↓ Removal of Children from Home
- ↓ Untreated Behavioral Health Conditions

## 1 Additional County Goal

- ↑ Social Connection

# Discussion Questions

- What strategies, programs or partnerships are needed to improve community outcomes as we transition to Prop 1/BHSA?
  - Is there existing work that needs to be sustained/expanded?



# Stay Informed and Get Involved

- Visit the San Mateo County MHSA website [www.smchealth.org/MHSA](http://www.smchealth.org/MHSA) and click on *the San Mateo County BHSA transition link*:
  - Sign up for updates
  - Join an upcoming session on local Prop. 1 impacts and help inform the transition efforts:
    1. **BHSA Transition Taskforce** for overall understanding of Prop 1 impacts ([flyer](#))
    2. **Community Input Session** to provide your input on strategies moving forward ([flyer](#))







## Prop. 1 – Behavioral Health Services Act (BHSA)

The Mental Health Services Act (MHSA) was passed by California voters in 2004 and funded by a 1% income tax on personal income over \$1 million per year. MHSA has provided a dedicated source of funding to expand, improve and transform California's behavioral health system.

**In 2024, voters passed Proposition 1, which reforms MHSA funding allocations** and introduces several important changes for counties:

### **Assembly Bill 531 Obligation Bond – \$6.38 billion**

- CA Department of Health Care Services: Bond BHCIP for residential facilities supporting treatment
- CA Department of Housing and Community Development: Homekey + for permanent supportive housing\*

### **Senate Bill 326 Behavioral Health Services Act (BHSA)**

- Mental Health Services Act (MHSA) Reform
- Statewide Accountability & Transparency
- Community Program Planning + Three-Year Integrated Plan
- System Changes Across the Behavioral Health Continuum of Care

*\*San Mateo County Dept. of Housing is the lead for permanent supportive housing (PSH) developments and collaborate with BHRS for the supportive services provided to all clients in PSH.*

### Key Priorities for Prop. 1 – BHSA

- A focus on the most vulnerable individuals living with serious mental illness and/or substance use disorders and are at risk of homelessness, unhoused, and/or justice involved.
- Increasing access to permanent supportive housing and residential treatment settings.
- Increasing access to substance use disorder treatment and co-occurring capacity.
- Creating transparency in behavioral health planning, fiscal expenditures, and client outcomes.
- Maximizing Medi-Cal billing across all eligible services.



SAN MATEO COUNTY HEALTH  
**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

**650-573-2889**  
[smchealth.org/MHSA](https://smchealth.org/MHSA)

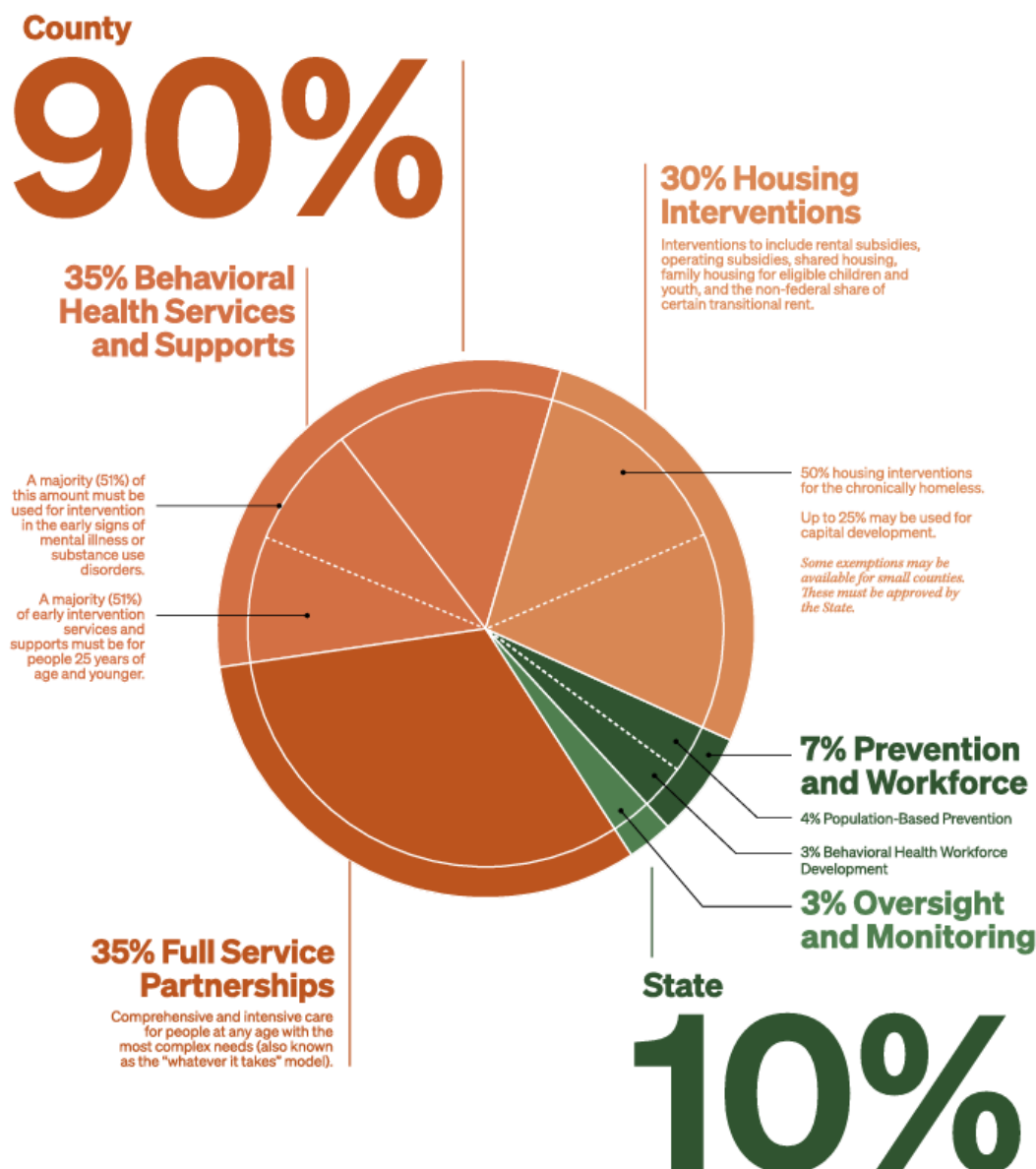
## New Three-Year Integrated Plan

BHSA requires counties to develop a Three-Year Integrated Plan (IP) that outlines all local behavioral health funding over a three-year period, ensuring a coordinated and integrated system of care.

- ✓ Covers all programs and funding sources within a county's behavioral health division and across the behavioral health continuum of care.
- ✓ Requires use of local data to identify unmet needs and contributes to county level and statewide efforts to improve behavioral health outcomes.
- ✓ Strategies to address unmet needs are developed through a community planning process, engaging clients, family members, community partners and cross-sector agencies.

## New Funding Allocations

BHSA significantly shifts how the millionaire's tax funding is allocated for behavioral health services.





**SAN MATEO COUNTY HEALTH**

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MEDICAL CENTER**

Patient Experience Department

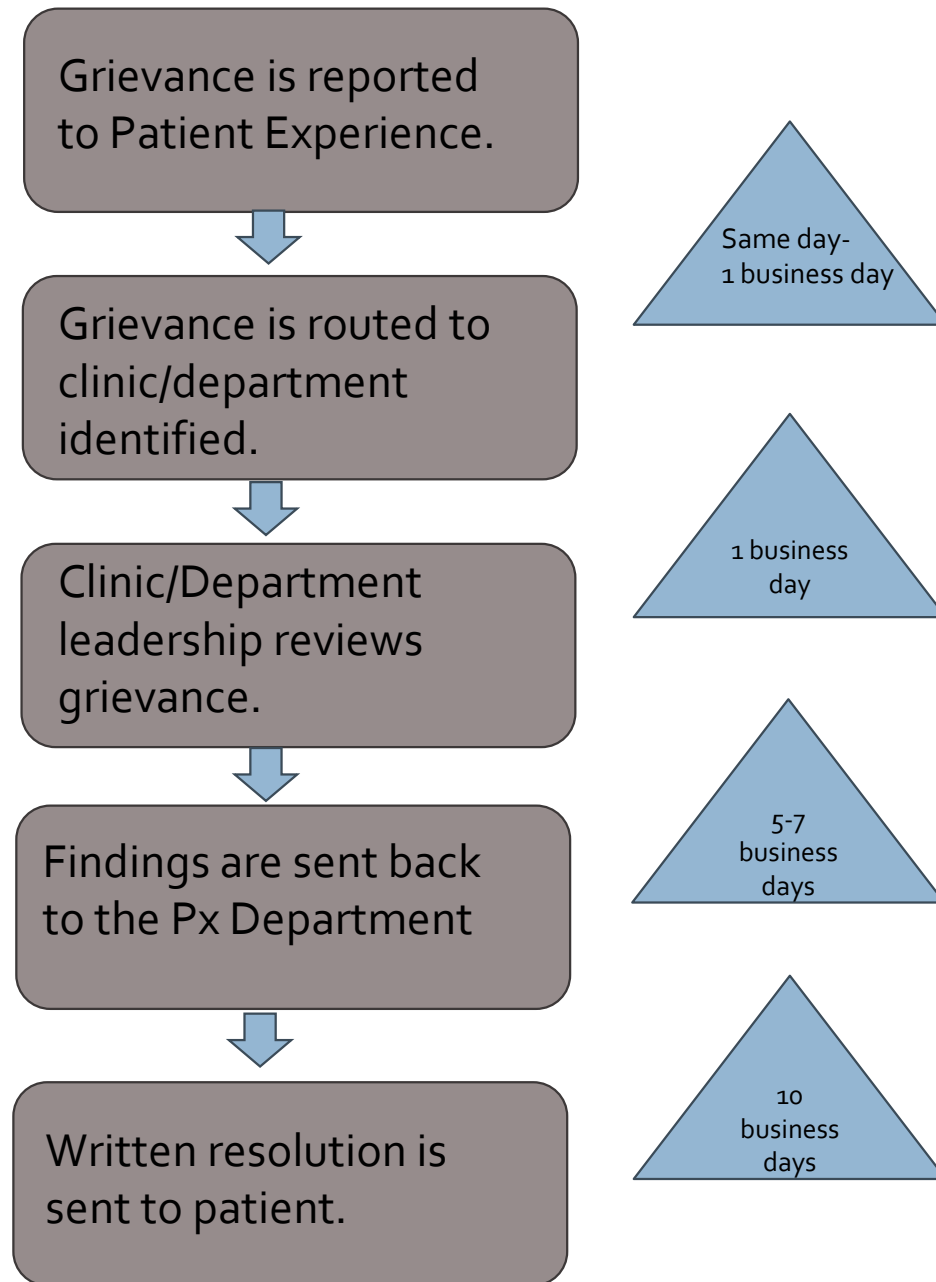
# The Patient Experience Department

The Patient Experience Department is committed to advancing compassionate, equitable, and inclusive care by centering the voices of patients, family members and the community. We seek authentic collaboration with patients, families, staff, and community partners to co-create meaningful experiences and outcomes. Through continuous learning, shared growth, and mutual respect, we build and nurture a culture of ownership and accountability. Guided by integrity and transparency, we strive to inspire trust and foster environments where every individual feels seen, heard, and valued.

# Grievances, Complaints, Feedback, and Compliments

- Grievances go through a formal review process.
- Complaints and feedback do not go through a formal review process but are integrated as a data point to help us identify trending concerns from patients, family members, and community members.
- Compliments are routed to individuals recognized for their excellent services and tracked to learn from our patients, family members and community members what is working well.

# Grievances



# Connecting to the Patient Experience Department



650-573-3731








HS\_SMMC\_PATIENTEXPERIENCE@SMCGOV.ORG



New message — ✎ ×

What would you like to do?

-  **Refill a medication**  
Request a refill for a prescription from your Medications list. →
-  **Schedule an appointment**  
Request or schedule an appointment with a member of your care team from the Scheduling activity. →
-  **Start E-Visit**  
Receive medical care for a common problem by answering a few questions. →
-  **Ask a medical question**  
You have a simple medical question that doesn't require an immediate response. →
-  **Ask a customer service question**  
Get MyChart technical help or send a compliment, complaint, or a formal grievance. →

← Customer service question — ✎ ×

What type of customer service question?

- MyChart Technical Support →
- Compliment →
- Complaint →
- Formal Grievance →



# Accessing Patient Experience Information



<https://www.smchealth.org/smmc-contact>



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

[MYCHART](#) [COVID-19](#) [PATIENT & VISITOR GUIDE](#) [FIND A LOCATION](#) [SERVICES](#)

## SHARE YOUR EXPERIENCE WITH US

We want to hear from you!

**We strive for every patient and visitor to have a great experience at San Mateo Medical Center's hospital and clinics.** Your feedback helps us continue to create positive experiences for everyone.

**We welcome your:**

- Compliments
- Feedback
- Formal grievances

Our Patient Experience Team can be reached by phone or email. Please call us to schedule an in-person appointment.

[Read more »](#)



Spreading  
the word

# We want to hear from **YOU!**

Share your experience at San Mateo Medical Center  
with our Patient Experience Department:

**Compliments**

**Feedback**

**Formal Grievances**

---

## **Patient Experience Department**

**Hours:** Monday - Friday, 8:00 a.m. - 3 p.m. (except holidays)

**Phone:** (650) 573-3731

**Email:** HS\_SMMC\_PatientExperience@smcgov.org

*Call us to schedule an in-person appointment.*



# ¡Queremos saber su **OPINIÓN!**

Comparta su experiencia del Centro Médico San Mateo  
con nuestro Departamento de Experiencia del Paciente:

**Cumplidos**

**Retroalimentación**

**Quejas formales**

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## **Departamento de Experiencia del Paciente**

**Horario:** lunes a viernes, de 8:00 a.m. - 3 p.m. (excepto días festivos)

**Teléfono:** (650) 573-3731

**Correo electrónico:** HS\_SMMC\_PatientExperience@smcgov.org

*Llámenos para programar una cita en persona.*



# NRC Patient Satisfaction Surveys

Was the facility clean?	Was the facility clean?	No
		Yes, somewhat
		Yes, mostly
		Yes, definitely
During your visit, did our staff wash or sanitize their hands before taking care of you?	During your visit, did our staff wash or sanitize their hands before taking care of your child?	No
		Yes, somewhat
		Yes, mostly
		Yes, definitely
Was this method of connecting with a care provider easy to use?	Was this method of connecting with a care provider easy to use?	No
		Yes, somewhat
		Yes, mostly
		Yes, definitely
Was the quality of the video or call good enough?	Was the quality of the video or call good enough?	No
		Yes, somewhat
		Yes, mostly
		Yes, definitely
Was it easy to get the clinic on the phone to schedule this appointment?	Was it easy to get the clinic on the phone to schedule this appointment?	No
		Yes, somewhat
		Yes, mostly
		Yes, definitely
Was it easy to get an appointment when you wanted?	Was it easy to get an appointment when you wanted?	No
		Yes, somewhat
		Yes, mostly
		Yes, definitely
Did the receptionist treat you with courtesy and respect?	Did the receptionist treat you with courtesy and respect?	No
		Yes, somewhat
		Yes, mostly
		Yes, definitely
Did nurses treat you with courtesy and respect?	Did nurses treat you with courtesy and respect?	No
		Yes, somewhat
		Yes, mostly
		Yes, definitely
Did the care providers spend enough time with you?	Did the care providers spend enough time with your child?	No
		Yes, somewhat
		Yes, mostly
		Yes, definitely
Did this provider listen carefully to you?	Did this provider listen carefully to you?	No
		Yes, somewhat
		Yes, mostly
		Yes, definitely
Did this provider seem to know your medical history?	Did this provider seem to know your child's medical history?	No
		Yes, somewhat
		Yes, mostly
		Yes, definitely
Did you trust this provider with your care?	Did you trust this provider with your child's care?	No
		Yes, somewhat
		Yes, mostly
		Yes, definitely

# How Patient Voice is Used

Current State



Patient Complaints and  
Grievances Data

June 2025

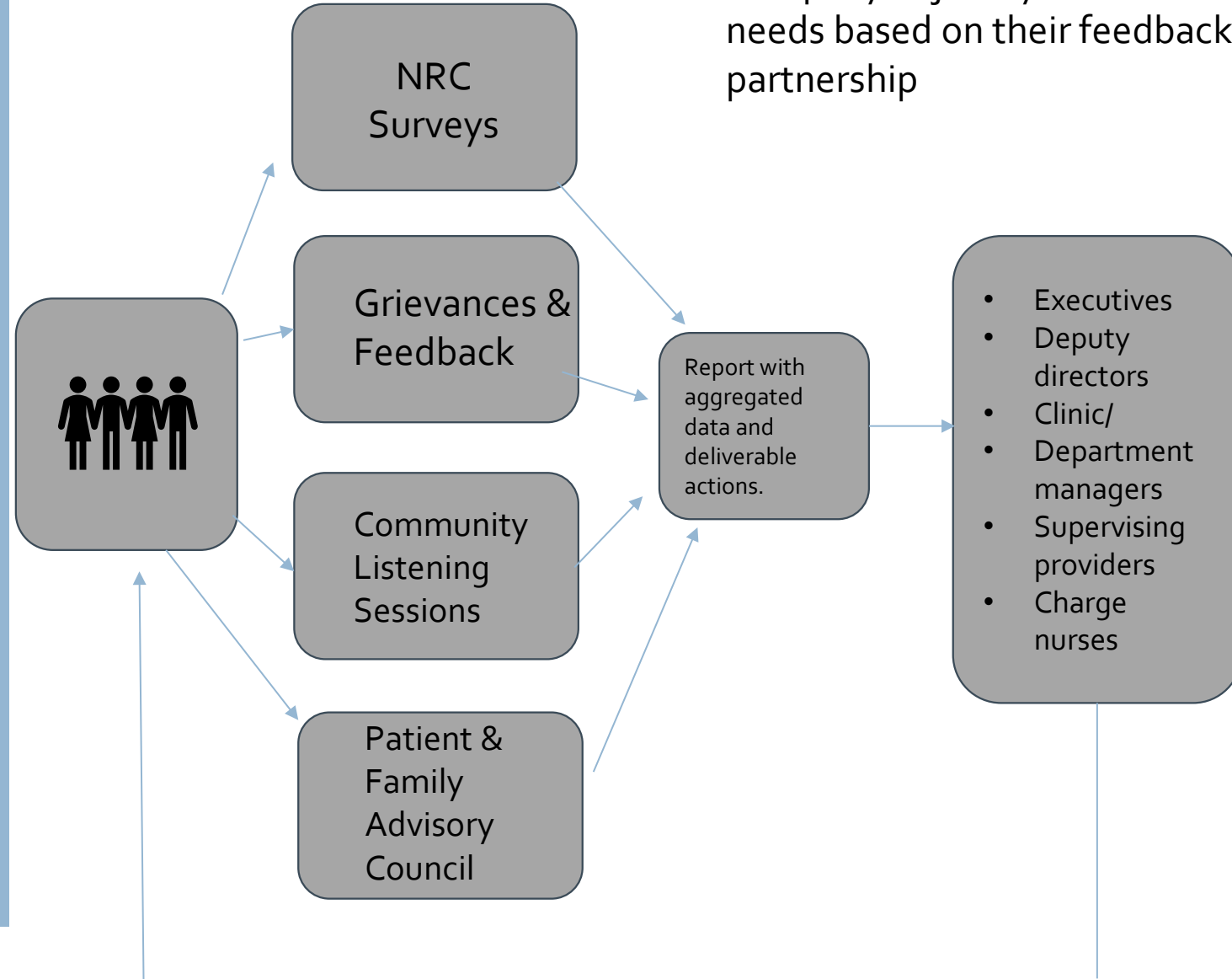
Patient Experience Department



- Executives
- Deputy directors
- Clinic/Department managers
- Supervising providers
- Charge nurses

# How Patients Voice Will be Used

Future State



# Valuing the Patient Voice

**To improve the healthcare system, partnering with patients is essential to understand what works for them, what matters most, their top priorities and needs, and the changes they hope to see.**

# Questions

SMMC Patient Experience Department

Jen Gordon- [jnaranjo@smcgov.org](mailto:jnaranjo@smcgov.org)

Patient experience email: [hs\\_smmc\\_patientexperience@smcgov.org](mailto:hs_smmc_patientexperience@smcgov.org)