

San Mateo County Behavioral Health and Recovery Services Provider Outreach Annual Report

Fiscal Year 2023–2024

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Executive Summary

In 2004, California voters approved Proposition 63, the Mental Health Services Act, which provides funding to counties for mental health services by imposing a 1% tax on individuals with personal income in excess of \$1 million. The Community Services and Supports component of the act was created to provide direct services to individuals with severe mental illness. The component includes outreach and engagement activities.

San Mateo County Behavioral Health and Recovery Services (SMC BHRS) funds the North County Outreach Collaborative (NCOC) and the East Palo Alto Partnership for Mental Health Outreach (EPAPMHO). These organizations provide outreach and engagement activities to residents of San Mateo County. Each collaborative also has providers who provide direct services to the populations they serve.

This report summarizes self-reported data from attendees at individual and group outreach events that occurred in fiscal year (FY) 2023–2024 (July 1, 2023–June 30, 2024). Appendices A through H show data for five providers participating in NCOC and three providers participating in EPAPMHO. We also present self-reported data from these outreach events since FY2019–2020 to show how attendance has changed over time.

Total Attendance

For FY2023–2024, SMC BHRS providers reported that there were 8,928 attendees at all outreach events, which reflects a 62% increase in total attendance compared to FY2022–2023 (which saw 5,519 attendees). The main cause of the increase in overall attendance was the increase in the attendance at group events. During FY2023–2024, SMC providers reached 7,920 attendees across 155 group outreach events, while during FY2022–2023, providers reached 4,601 attendees across 179 group outreach events. The attendance at group outreach events increased by 72% between FY2022–2023 and FY2023–2024. The attendance at individual outreach events showed a modest increase of 10%, with an additional 90 attendees served in FY2023–2024 than in FY2022–2023.

Demographic Characteristics of Outreach Attendees

NCOC

There were 8,322 attendees at NCOC outreach events. Among attendees at NCOC outreach events, the most common age group was adults (31%). A little less than half the attendees were female (44%). The three largest racial/ethnic groups (after declined to state) were multiracial (16%), White or Caucasian (13%), or Samoan (7%). 34 percent of attendees declined to state

their race or ethnicity. Of those reporting special population status (e.g., homeless, at risk for homelessness, vision impaired, hearing impaired, veterans), 43% of attendees reported being a veteran, 24% reported being at risk for homelessness, and 7% of attendees reported having another disability.

EPAPMHO

There were 606 attendees at EPAPMHO outreach events. Most attendees were adults (60%) and females (54.8%). The greatest proportion of attendees by race/ethnicity were Black or African-American (29%), followed by Mexican/Chicano (27%). Of those reporting special population status, 51% were homeless and 26% were at risk of being homeless.

Outreach Event Characteristics

NCOC

NCOC individual outreach events ranged from 1 minute to a little over 2 hours and averaged 42 minutes. Most individual outreach events took place in schools (33%) and over the phone (31%).

NCOC group outreach events ranged from 15 minutes to 7 hours and averaged 87 minutes. Of the 155 group outreach events, most were conducted in schools (43%) or at an unspecified location (24%).

NCOC individual outreach events resulted in mental health referrals (21%) and substance use referrals (3%). Providers made 542 social service referrals for 402 NCOC individual outreach attendees. Among social services referrals, the top five types of referrals were in other referrals (30.4%), cultural services (14.9%), food (11.6%), legal (11%), and other medical care (9%) (see Exhibit 5a).

EPAPMHO

EPAPMHO individual outreach events lasted from 5 minutes to 3 hours and averaged 35 minutes. Most outreach events took place in an office (56%) or at an unspecified location (28%).

There were no EPAPMHO group outreach events in FY 2023-24.

EPAPMHO individual outreach events resulted in mental health referrals (15%) and substance use referrals (53%). Providers made 991 social services referrals for 606 individual outreach attendees. The top five types of other social services referrals made for individual outreach attendees were for housing (21.2%), food (13.1%), other referrals (11.4%), medical care (10.9%), and legal (9.5%).

Recommendations

We have the following recommendations based on FY2023–2024 data. These recommendations fall under two umbrellas: those aimed at enhancing outreach and those intended to improve data collection.

Providing outreach in different languages and offering non-office visits and virtual appointments may have resulted in modest increases in the number of participants attending individual outreach events this year.

Continue to offer non-office locations for group and individual outreach events. Data show that many outreach events were conducted in communities and in nontraditional locations, such as over the phone and through telehealth services. Although this may have originally been in response to the COVID-19 pandemic, the county should consider continuing to provide alternative locations or venues, including a virtual option. This will give county residents multiple options to avail themselves of the services offered through the program.

Provide social service referrals to attendees at group outreach events as well. The county provides referrals to social services like housing and food assistance to those who attend individual outreach events. The county could consider offering similar referrals to social services during group outreach events as this will help to address attendees' needs and improve their overall health and well-being.

Introduction

In 2004, California voters approved Proposition 63, the Mental Health Services Act (MHSA), which provides funding to counties for mental health services by imposing a 1% tax on personal income of more than \$1 million. Activities funded by MHSA are grouped into various components. The Community Services and Supports (CSS) component was created to provide direct services to individuals with severe mental illness. CSS is allotted 80% of MHSA funding for services focused on recovery and resilience while providing clients and families with an integrated service experience. CSS has three service categories: (a) Full-Service Partnerships, (b) General Systems Development Funds, and (c) Outreach and Engagement.

The San Mateo County Behavioral Health and Recovery Service (SMC BHRS) MHSA Outreach and Engagement strategy aims to increase access and improve linkages to behavioral health services for underserved communities. Strategies include community outreach collaboratives,

pre-crisis response, and primary care-based efforts. SMC BHRS has seen a consistent increase in the representation of underserved communities in its system since the strategies were deployed.

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

The American Institutes for Research® (AIR®) has supported SMC BHRS in reporting findings from the county's outreach activities since fiscal year (FY) 2014–2015. This annual report provides details on outreach activities conducted by providers in FY2023–2024 (July 1, 2023–June 30, 2024). Providers collected outreach data using an electronic form (SurveyMonkey®) that gathers self-reported information from attendees. AIR created this form based on interviews with San Mateo County staff and focus groups with providers. After data are entered, AIR cleans them and calculates aggregated counts and percentages to describe outreach activities.

This report focuses on EPAPMHO and NCOC outreach events that occurred during FY2023–2024. We also present historical data from FY2014–2015 to FY2022–2023 to show how outreach has changed over time. Counts of attendees do not necessarily represent unique individuals because a person may have been part of more than one outreach event, taken part in both individual and group outreach events, and/or interacted with different providers.

Overall Outreach

During FY2023–2024, there were 8,929 attendees at outreach events—1,008 attendees at individual outreach events and 7,920 attendees across 155 group outreach events. An

individual outreach event included a single attendee, while group outreach events included multiple attendees. As stated earlier in this document, the count of attendees is not necessarily unique because a person may have been a part of multiple individual or group outreach events.

Exhibit 1 shows the number of outreach attendees by collaborative, provider, and event type (i.e., individual or group), for FY2023–2024.

Exhibit 1. Outreach Attendees, by Collaborative, Provider, and Event Type, FY2023–2024

Provider organization	Number of individual outreach attendees	Number of attendees at group outreach events	Total attendees reported across all events
NCOC			
Asian American Recovery Services	98	1,062	1,160
Daly City Peninsula Partnership Collaborative	200	1,860	2,060
Daly City Youth Health Center	49	2,909	2,958
Pacifica Collaborative	8	2,089	2,097
StarVista	47	0	47
NCOC total	402	7,920	8,322
EPAPMHO			
Anamatangi Polynesian Voices*	61	0	61
El Concilio	98	0	98
Free At Last	447	0	447
EPAPMHO total	606	0	606
NCOC and EPAPMHO total	1,008	7,920	8,928

Note. NCOC = North County Outreach Collaborative; EPAPMHO = East Palo Alto Partnership for Mental Health Outreach; FY = fiscal year.

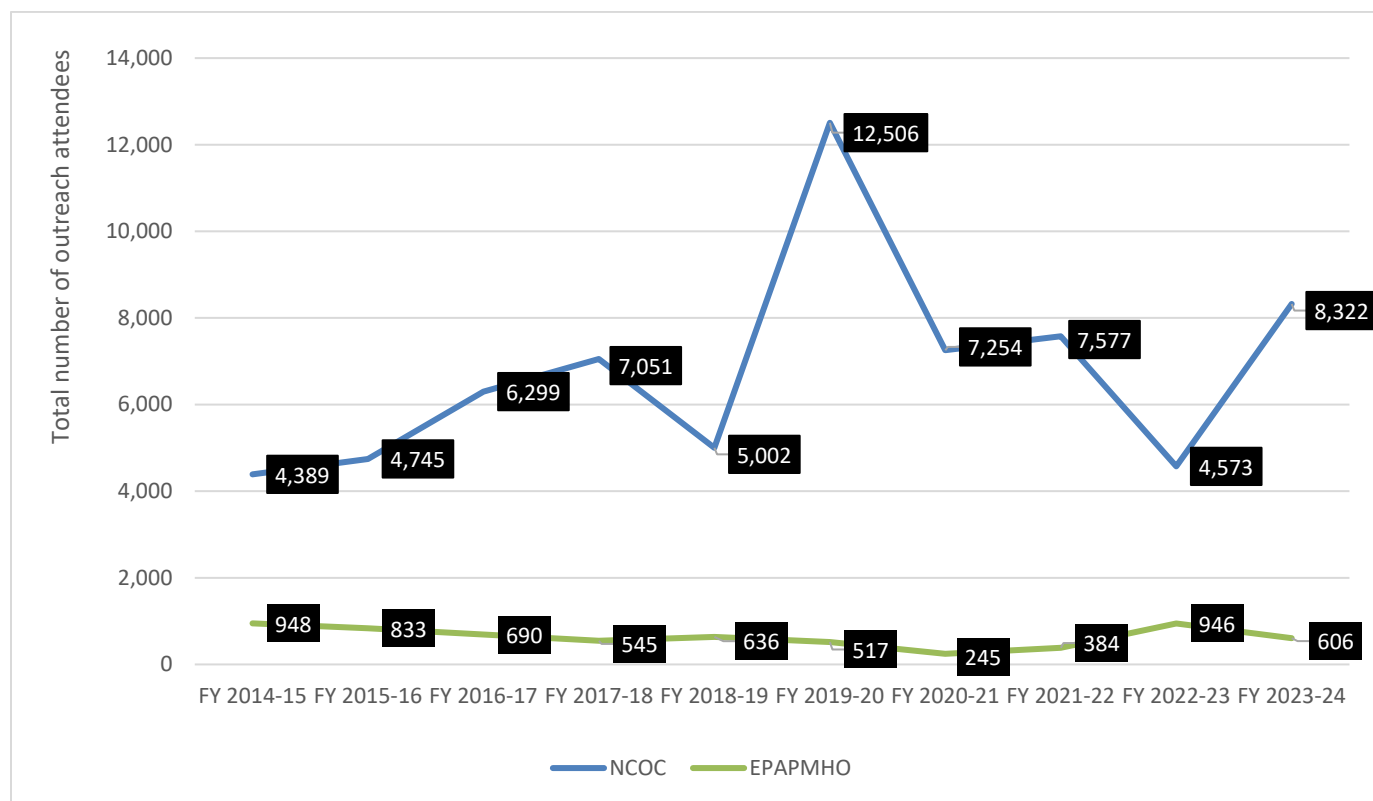
*Multicultural Counseling and Education Services of the Bay Area changed its name to Anamatangi Polynesian voices.

The NCOC is expected to serve a larger proportion of the outreach collaborative effort because it serves the entire northern region of San Mateo County (estimated population = 139,919), including the cities of Colma, Daly City, and Pacifica. The population of these cities is five times the population of the city of East Palo Alto, which is served by EPAPMHO. The north region also spans a much wider geographical area, making group events (vs. individual outreach), such as community-wide fairs, more feasible. In contrast, East Palo Alto spans 2.5 square miles, making an individual approach to outreach more achievable.

Exhibit 2 shows the trends in the number of outreach attendees over the years for both collaboratives. In FY 2019–2020, the number of NCOC attendees increased significantly, likely because more individuals sought mental health services during the COVID-19 pandemic¹. The COVID-19 regional stay-at-home order was issued on March 16, 2020. Services provided from March 2020 to June 2020 showed an increase in outreach because many more residents were likely seeking mental health services in response to the pandemic. Events sponsored by the Daly City Peninsula Partnership Collaborative and the Daly City Youth Health Center also addressed food security during the pandemic (FY2019–2020) by distributing food during the events. A higher attendance at these events may contribute to an overall increase seen in FY2019–2020. While there was a sharp decrease in attendance from FY2021–2022 to FY2022–2023, there was a sharp increase in FY 2023–2024.

The number of EPAPMHO outreach attendees decreased from FY2014 to FY2021 but increased from FY2020 to FY2023. The number of attendees decreased this year, in FY2023-24.

Exhibit 2. Total Outreach Attendees by Collaborative, FY2014–2024

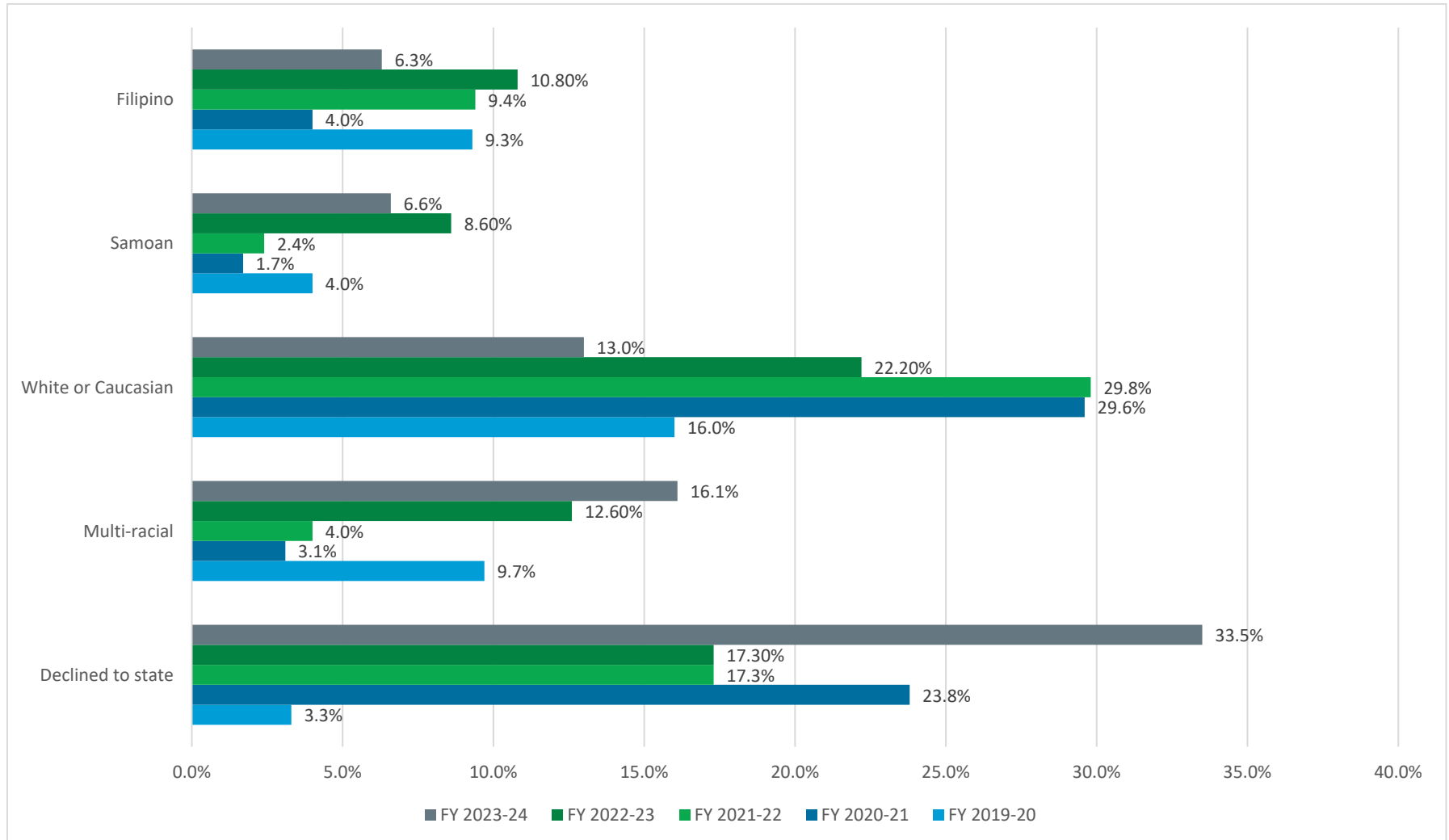


¹ [Demand for mental health treatment continues to increase, say psychologists](#)

Note. FY = fiscal year; NCOC = North County Outreach Collaborative; EPAPMHO = East Palo Alto Partnership for Mental Health Outreach. The number of attendees from previous fiscal years is slightly higher than the number reported in the previous reports because some outreach data were reported after that fiscal year.

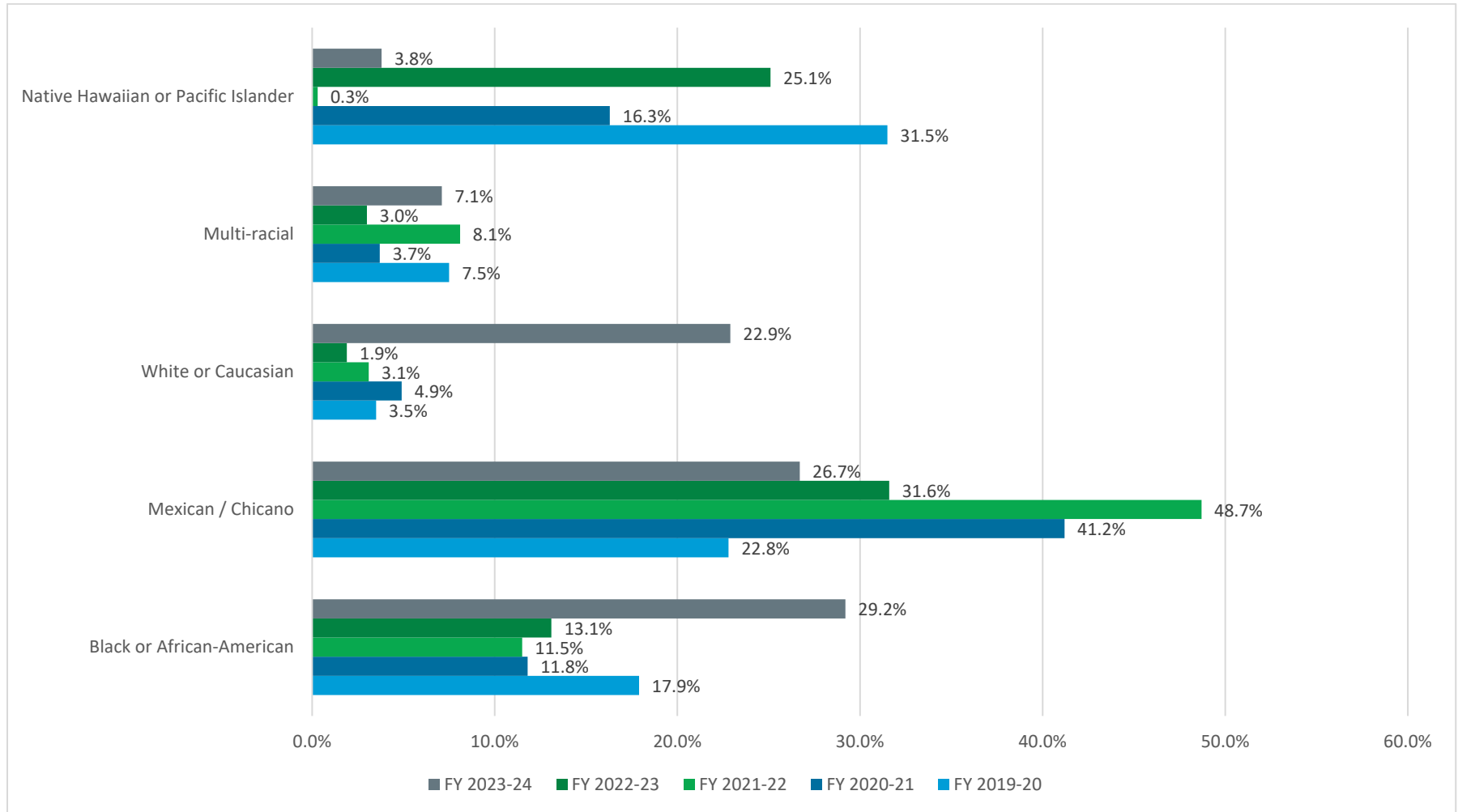
Exhibits 3a and 3b present the proportion of the top five racial/ethnic groups served by individual and group outreach in FY2023–2024 and trends over the past 4 fiscal years (i.e., FY2019–2020, FY2020–2021, FY2021–2022, and FY2022–2023), within each collaborative. A table with the entire breakdown of racial/ethnic groups from FY2019–2020 to FY2023–2024 is presented in Appendix I.

Exhibit 3a. Percentage of the Top Five Racial/Ethnic Groups Served by NCOC in FY2023–2024 and Trends in Prior Years, FY2019–2020 to FY2023–2024



Note. NCOC = North County Outreach Collaborative; FY = fiscal year.

Exhibit 3b. Percentage of the Top Five Racial/Ethnic Groups Served by EPAPMHO in FY2023–2024 and Trends in Prior Years, FY2019–2020 to FY2023–2024



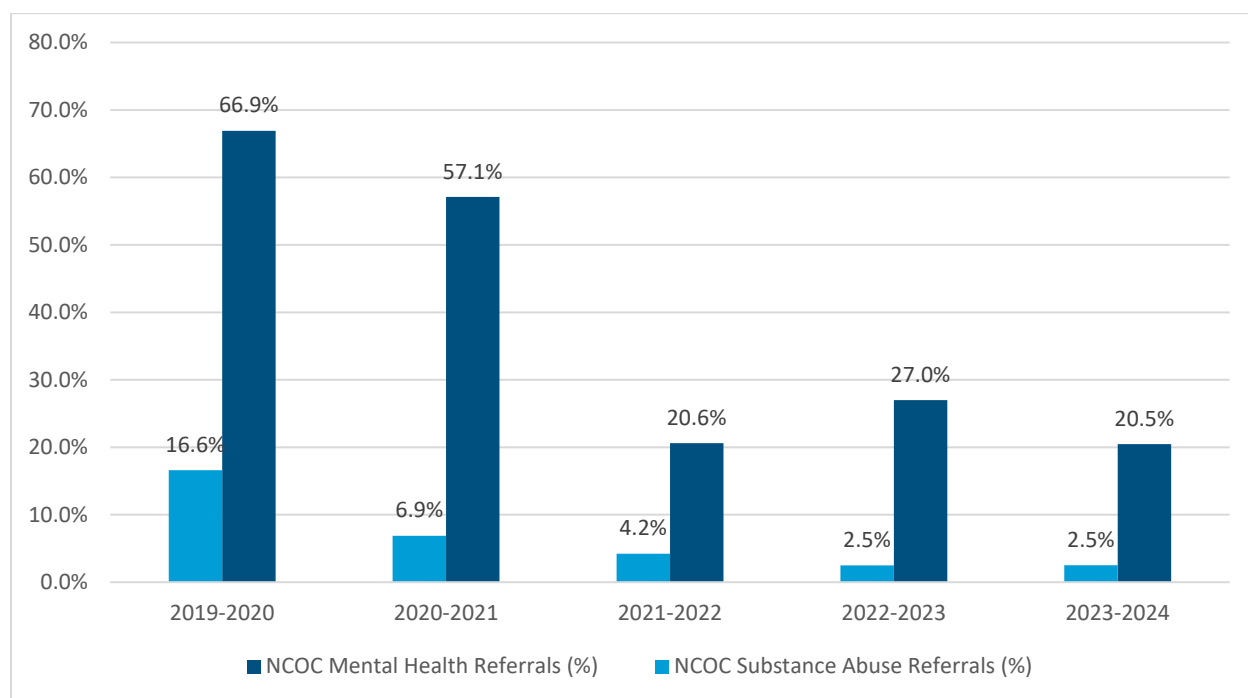
Note. EPAPMHO = East Palo Alto Partnership for Mental Health Outreach; FY = fiscal year.

The NCOC has seen significantly increased outreach numbers this year (FY2023-2024) compared to FY2022–2023 (see **Exhibit 2**), with a few key differences in the racial/ethnic demographics of the outreach attendees. For example, the proportion of White or Caucasian attendees decreased in FY2023–2024 compared to past fiscal years.

The EPAPMHO has seen decreased outreach numbers this year compared to FY2022–2023 (see **Exhibit 2**), with a few key differences in the racial/ethnic demographics of the outreach attendees. For example, the proportion of White or Caucasian attendees as well as Black or African-American attendees both significantly increased in FY2023–2024 compared to past fiscal years, while the proportion of Mexican/Chicano and Native Hawaiian or Pacific Islander attendees decreased.

Exhibit 4a presents the percentages of mental health and substance use referrals by NCOC from FY2019–2020 through FY2023–2024. Compared to FY2022–2023, the percentage of mental health referrals decreased by 6.5 percentage points from FY2022–2023, but the substance abuse referrals remained the same.

Exhibit 4a. Percentage of Mental Health/Substance Use Referrals by NCOC, FY2019–2020 to FY2023–2024

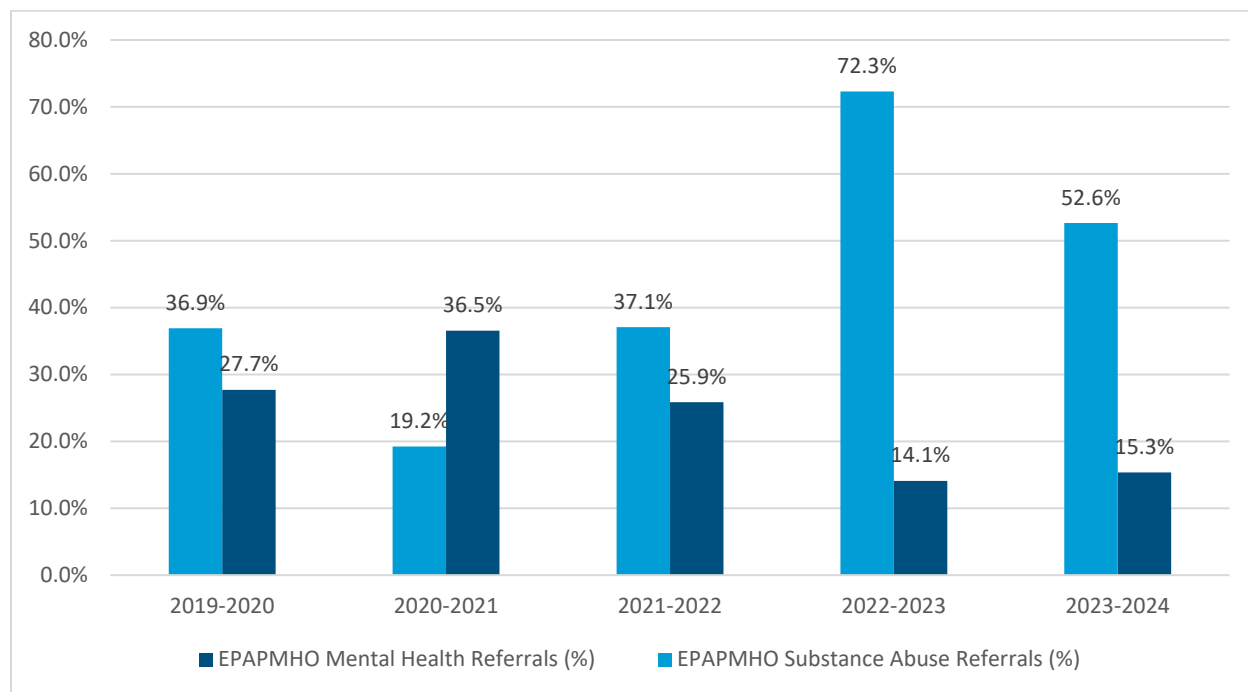


Note. NCOC = North County Outreach Collaborative; FY = fiscal year.

Exhibit 4b presents the percentages of mental health and substance use referrals by EPAPMHO from FY2019–2020 through FY2023–2024. Compared to FY2022–2023, the percentage of

mental health referrals stayed about the same from FY2022–2023. The percentage of substance abuse declined by close to 20 percentage points in FY2023–2024 compared to FY2022–2023.

Exhibit 4b. Percentage of Mental Health/Substance Use Referrals by EPAPMHO, FY2019–2020 to FY2023–2024



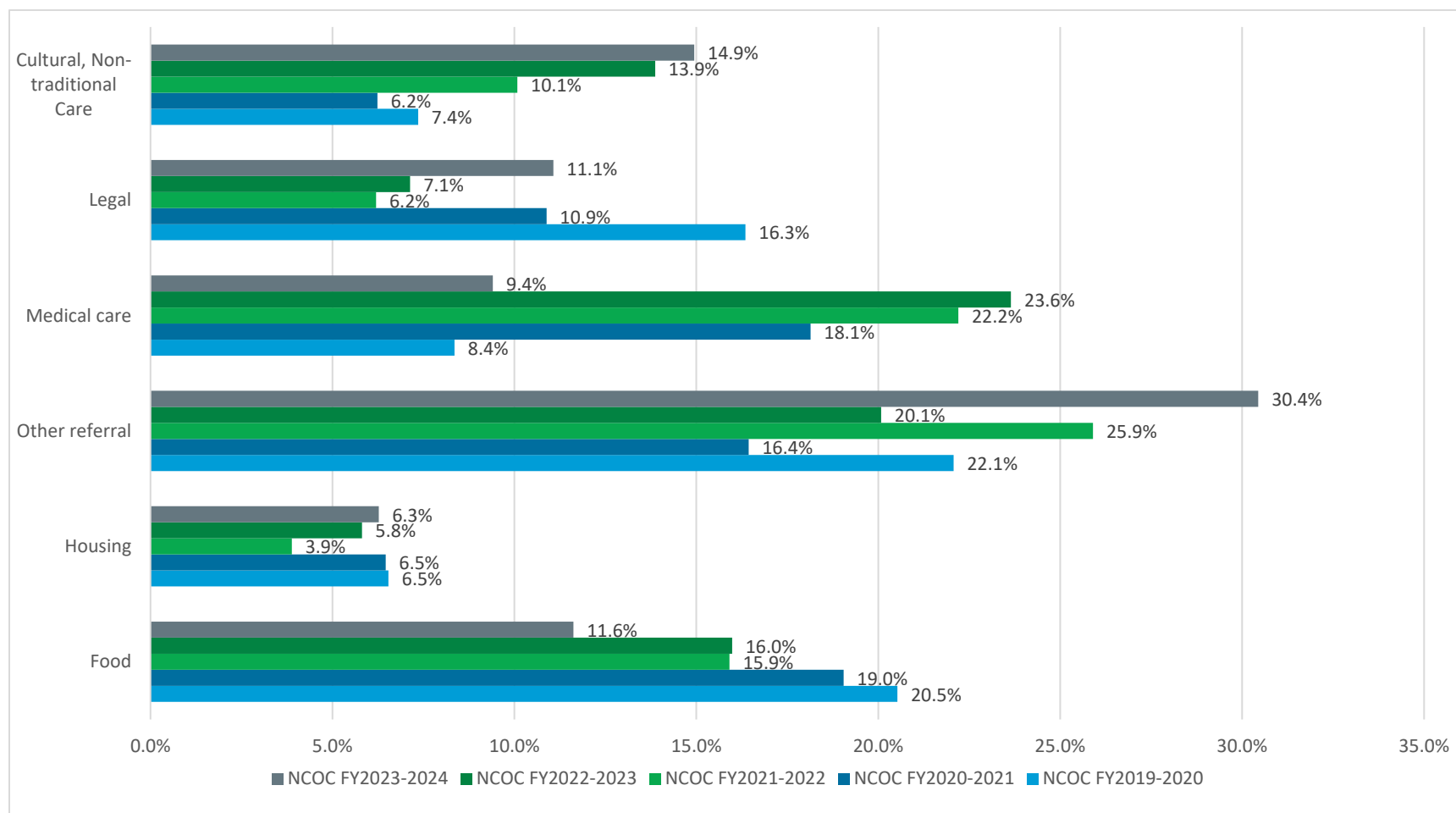
Note. EPAPMHO = East Palo Alto Partnership for Mental Health Outreach; FY = fiscal year.

Of the 8,322 individuals who attended NCOC events in FY2023–2024, 6.5% had referrals to social services. The percentage of referrals to social services decreased over FY2023–2024: of the 4,573 individuals who attended NCOC events in FY2022–2023, 16.5% had referrals to social services. Of the 606 individuals who attended EPAPMHO events in FY2023–2024, there were 991 referrals to social services. The number of referrals to social services decreased from FY2023–2024: of the 946 individuals who attended EPAPMHO events in FY2022–2023, there were 1,096 referrals. **Exhibits 5a and 5b** present the shares of the top five social services to which individual outreach event attendees were referred to in FY2023–2024 and the previous four fiscal years (FY2022–2023, FY2021–2022, FY2020–2021, FY2019–2020).

- In FY2023–2024, NCOC saw increases in the proportion of legal, cultural care, and other referrals with the prior year. On the other hand, the percentage of referrals for financial assistance, medical care, and food decreased in FY2023–2024 compared to the previous year.

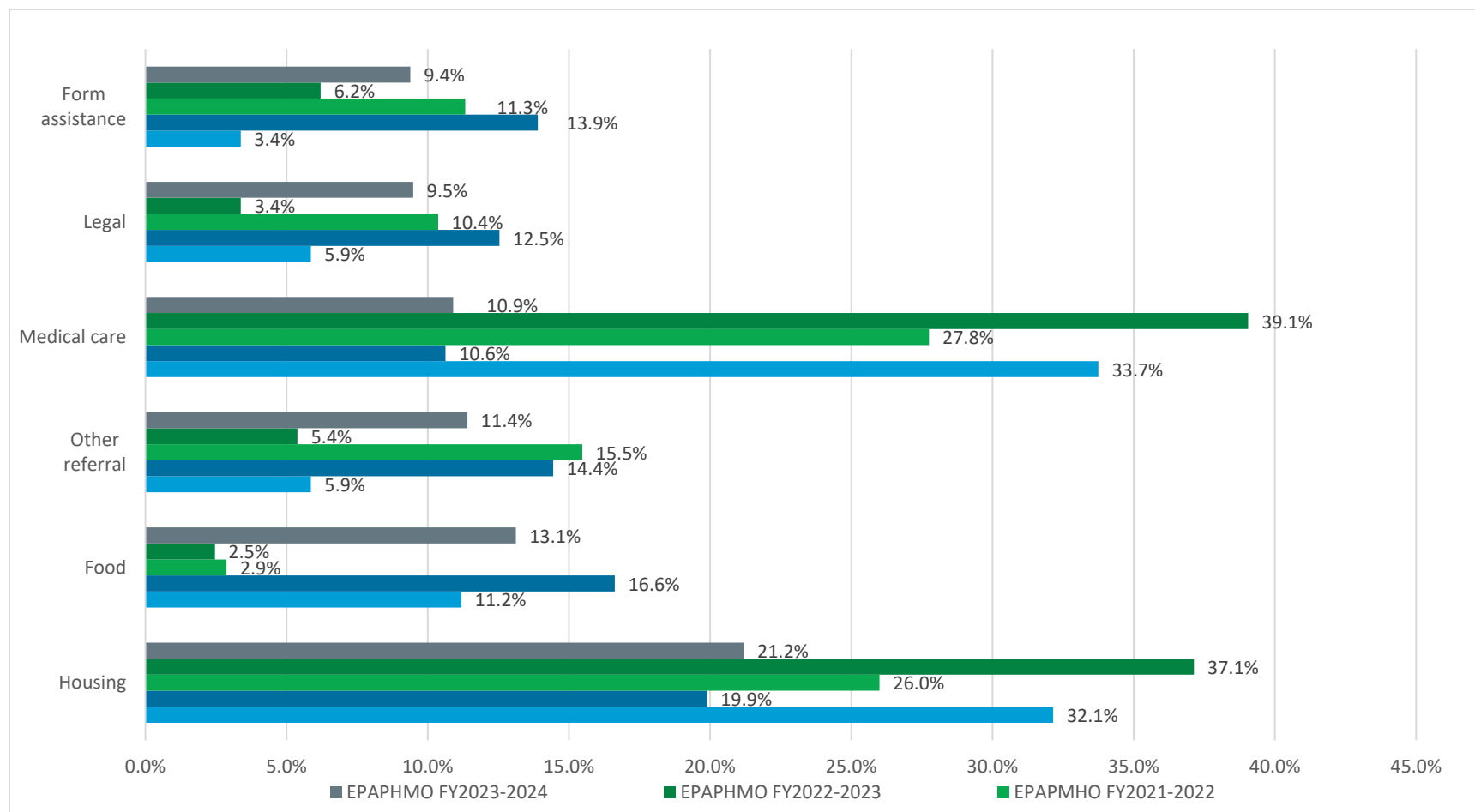
- In FY2023-2024, EPAPMHO saw increases in the proportion of referrals for form assistance, legal, other referrals, and food. On the other hand, the percentage of referrals for medical care and housing decreased in FY2023–2024 compared to the previous year.

Exhibit 5a. Referrals to Social Services Made by NCOC, FY2019–2020 to FY2023–2024



Note. NCOC = North County Outreach Collaborative; FY = fiscal year. Social service referrals not included in the graph include housing (6.3% in FY2023–2024), form assistance (3.5% in FY 2023-2024), emergency/protective services (3.1% in FY2023–2024), transportation (1.5% in FY2023–2024), and health insurance (1.1% in FY2023–2024). Referrals categorized as other social services represented 30.4% of all social service referrals in FY2023–2024 and included services related to COVID-19 testing and vaccinations, EOM Parent Project, the Home Energy Assistance Program, and mental health.

Exhibit 5b. Referrals to Social Services Made by EPAPMHO, FY2019–2020 to FY2023–2024



Note. EPAPMHO = East Palo Alto Partnership for Mental Health Outreach; FY = fiscal year. Social service referrals not included in the graph include health insurance (6.3% in FY2023–2024), financial (5.8% in FY2023–2024), transportation (5.5% in FY2023–2024), cultural services (4.6% in FY2023–24), and emergency/protective services (2.3% in FY2023–2024). Referrals categorized as other social services represented 11.4% of all social service referrals FY2023–2024 and included services related to COVID-19 testing and vaccinations, EOM Parent Project, the Home Energy Assistance Program, and mental health.

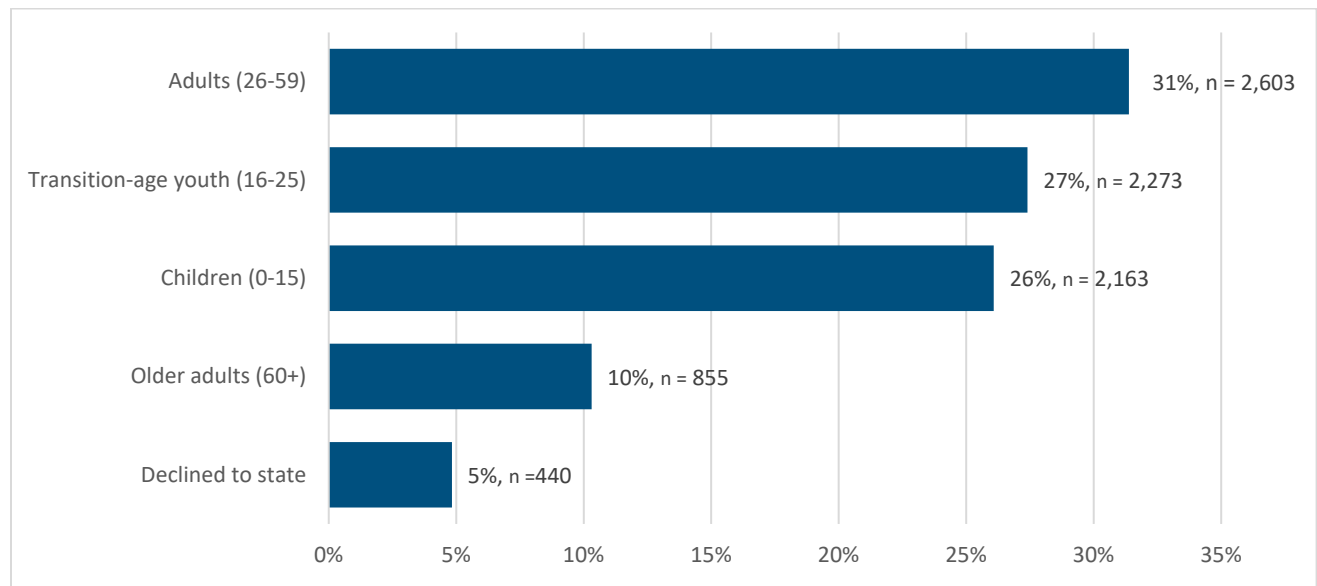
North County Outreach Collaborative (NCOC)

This section provides details about 8,322 attendees at NCOC group and individual outreach events across the five provider organizations in FY2023–2024.

Demographics

Age: Attendees across NCOC outreach events were adults (26–59 years of age; 31%), transition-age youth (16–25 years of age; 27%), children (0–15 years of age; 26%), and older adults (60 years of age and older; 10%) in FY2023–2024. Five percent of attendees declined to state their age. See **Exhibit 6** for the number and percentage of total outreach attendees representing each reported age group.

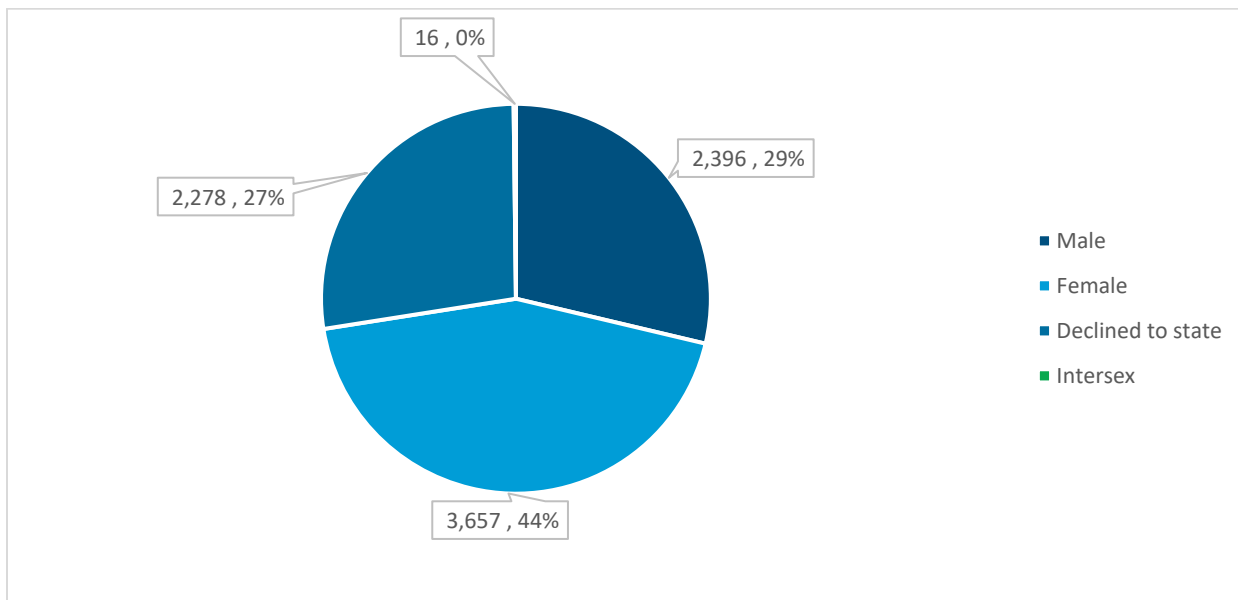
Exhibit 6. Age of Total Outreach Attendees Served by NCOC, FY2023–2024



Note. NCOC = North County Outreach Collaborative; FY = fiscal year. The total count for age reported may exceed the total number of attendees because some providers may have reported individuals in two or more age groups, leading to extra counts in some cases for the group outreach attendees. Therefore, the percentages may add up to more than 100%.

Sex at birth: Exhibit 7 shows the sex at birth of attendees across NCOC group and individual outreach events for FY2023–2024. Attendees indicated their sex at birth as female (44%), male (29%), or intersex (27%). Some declined to state their sex at birth (0.2%).

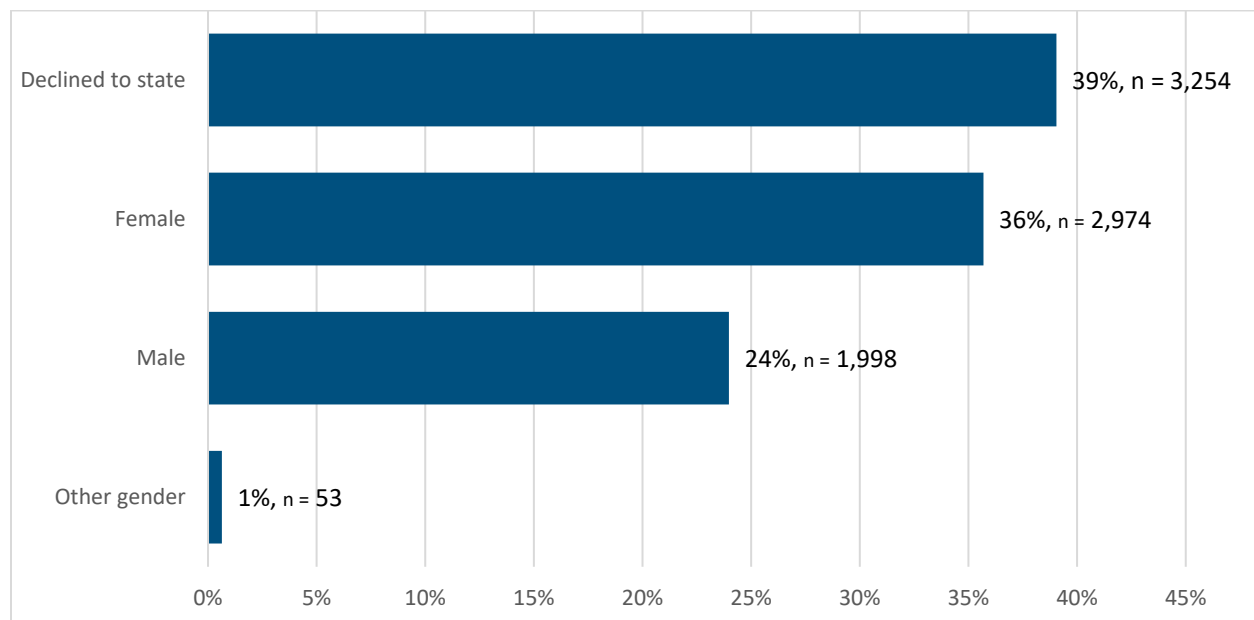
Exhibit 7. Sex at Birth of Outreach Attendees Served By NCOC, FY2023–2024



Note. NCOC = North County Outreach Collaborative; FY = fiscal year. Percentages may not sum to 100% because of rounding. The total count for sex reported may exceed the total number of attendees because some providers may have reported individuals in two or more sex groups, leading to extra counts in some cases for the group outreach attendees.

Gender: Exhibit 8 shows the gender of attendees across NCOC group and individual outreach events for FY2023–2024. After those that declined to state (39%), attendees identified as female (36%), male (24%), and other gender (1%). Other gender identities, which are not displayed in Exhibit 8 due to the small sample size, were genderqueer ($n=21$), female-to-male transgender ($n = 18$), male-to-female transgender ($n = 10$), and Indigenous gender identity ($n = 5$).

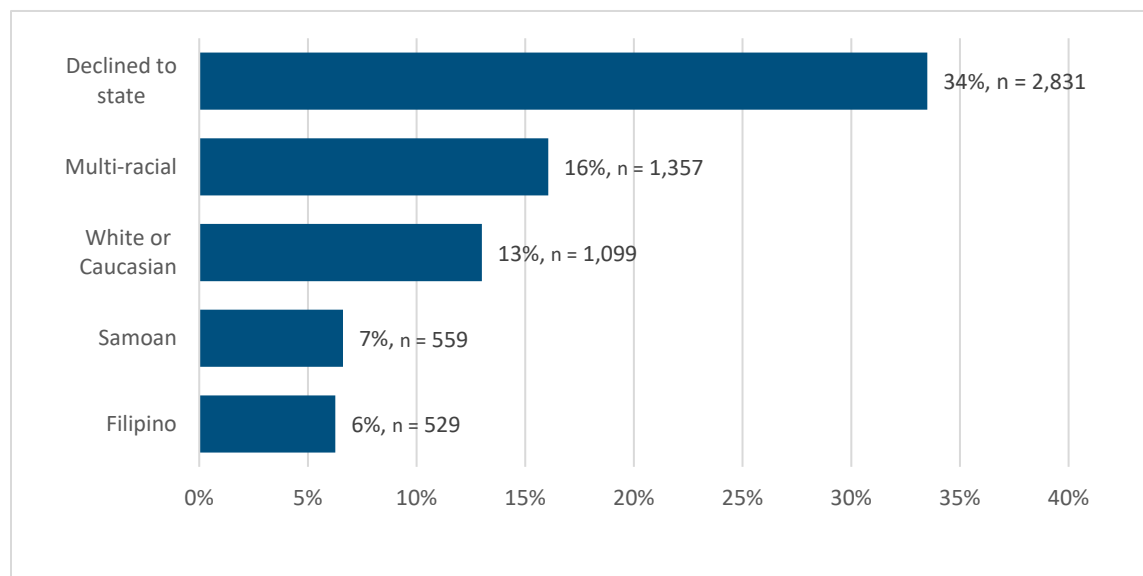
Exhibit 8. Gender of Outreach Attendees Served By NCOC, FY2023–2024



Note. NCOC = North County Outreach Collaborative; FY = fiscal year.

Race and ethnicity: In FY2023–2024, after declined to state (34%), the three largest racial/ethnic groups represented by all NCOC attendees were multiracial (16%), White or Caucasian (13%), and Samoan (7%). See **Exhibit 9** for the number of attendees representing each reported racial/ethnic group. A table with the entire breakdown of racial/ethnic groups from FY2019–2020 to FY2023–2024 is presented in Appendix I.

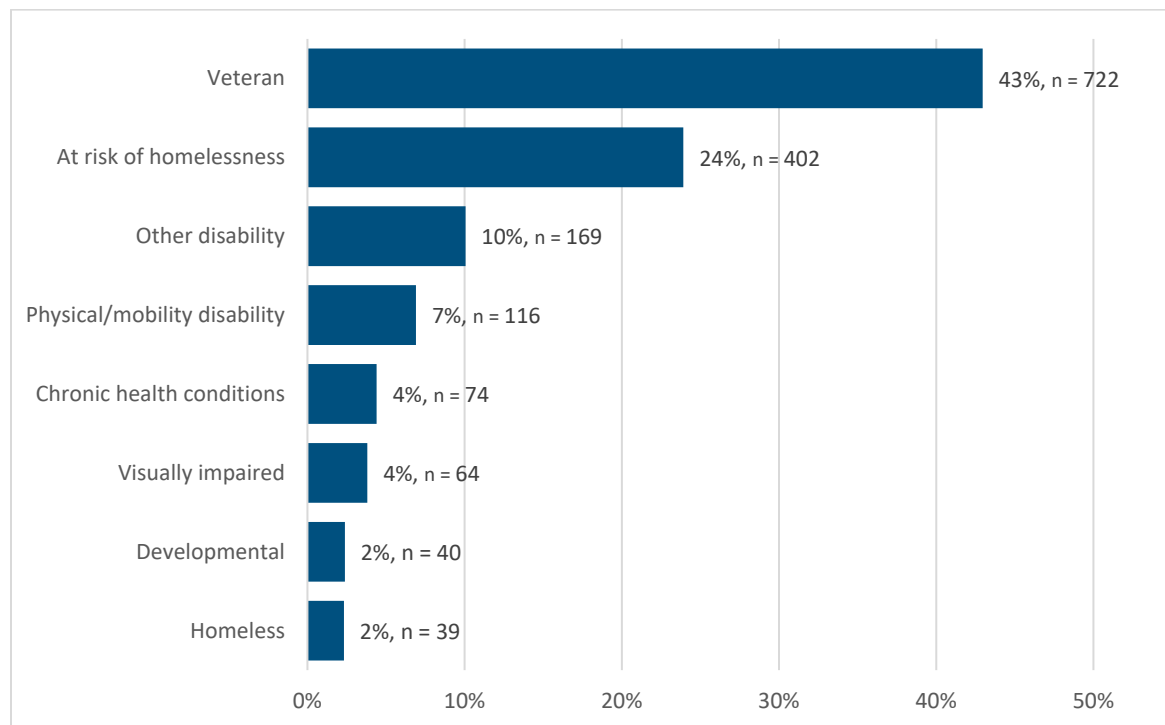
Exhibit 9. Race and Ethnicity of Outreach Attendees Served By NCOC, FY2023–2024



Note. NCOC = North County Outreach Collaborative; FY = fiscal year. The graph does not display 2,075 attendees belonging to various race/ethnicity groups due to small n within each group. The total count for race/ethnicity reported may exceed the total number of attendees because some providers may have reported individuals in two or more race/ethnicity groups, leading to extra counts in some cases for the group outreach attendees. Therefore, the percentages may add up to more than 100%.

Special populations: Of those reporting special population status, 43% reported being a veteran, 24% reported being at risk of homelessness, and 10% reported an other disability as one of the special needs they had. Please refer to **Exhibit 10** for the number of attendees representing each special population in FY2023–2024.

Exhibit 10. Special Populations Served By NCOC, FY2023–2024



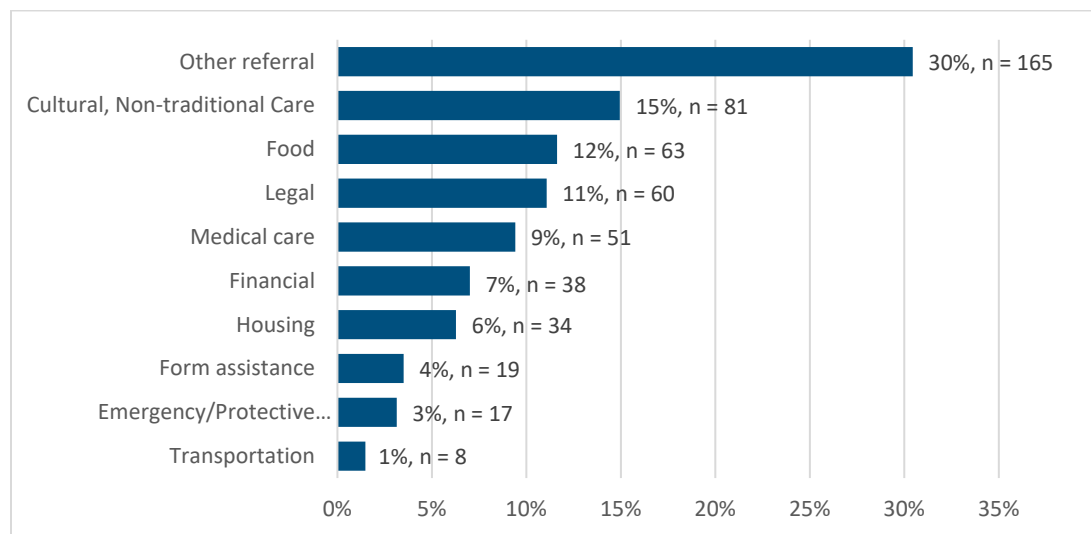
Note. NCOC = North County Outreach Collaborative; FY = fiscal year. Attendees could be included in more than one special population. Percentages may not sum to 100% because of rounding.

Additional Outreach Characteristics (Individual Outreach Events Only)

Mental health/substance use referrals: NCOC individual outreach events resulted in mental health referrals (21%) and substance use referrals (2.5%) in FY2023–2024.

Referrals to social services: Providers made 542 referrals to 402 people who attended NCOC individual outreach events. Out of the 402 people who attended individual NCOC events, 30% were referred to an other referral, such as COVID-19 testing and vaccination, EOM Parent Project, the Home Energy Assistance Program (HEAP), and mental health services; 15% were referred to cultural services; and 12% were referred to food services. **Exhibit 11** summarizes the number and percentage of attendees receiving a given type of referral in FY2023–2024.

Exhibit 11. Referrals to Social Services, FY2023–2024

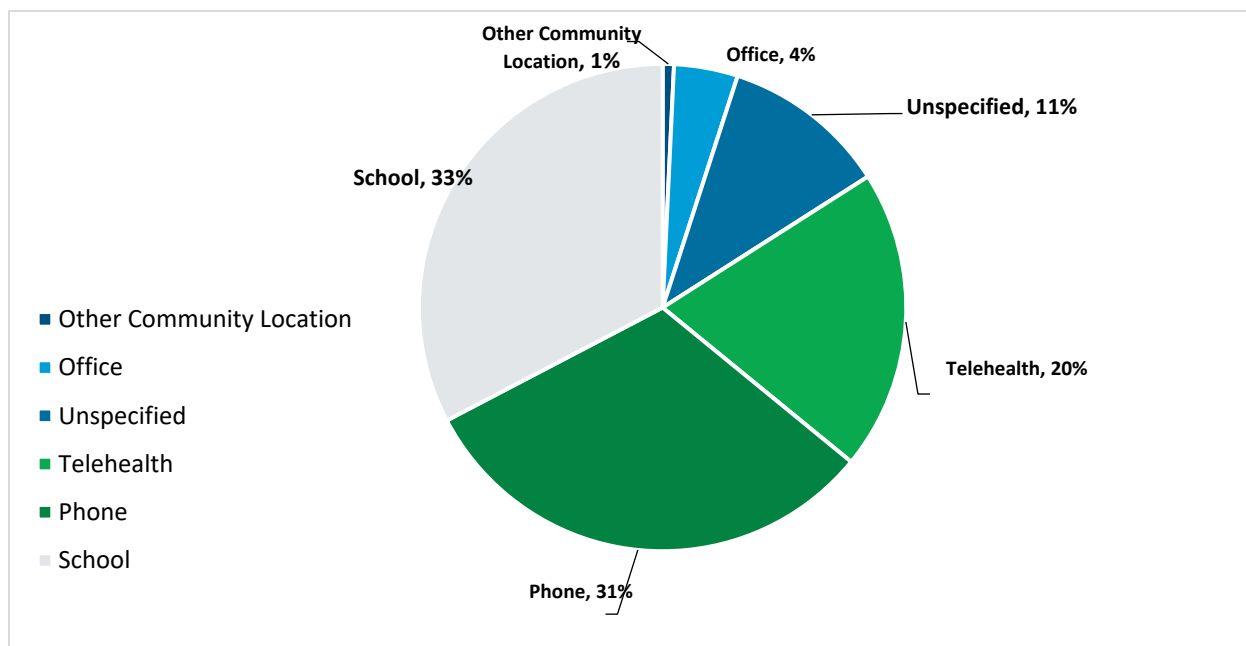


Notes. FY = fiscal year. Only individual outreach events ($n = 402$) offer service referrals. Individual outreach events may refer an attendee to multiple social services. Therefore, the percentages may add up to more than 100%. Other referrals include services related to COVID-19 testing and vaccination, EOM Parent Project, the Home Energy Assistance Program, and mental health services.

Event Characteristics

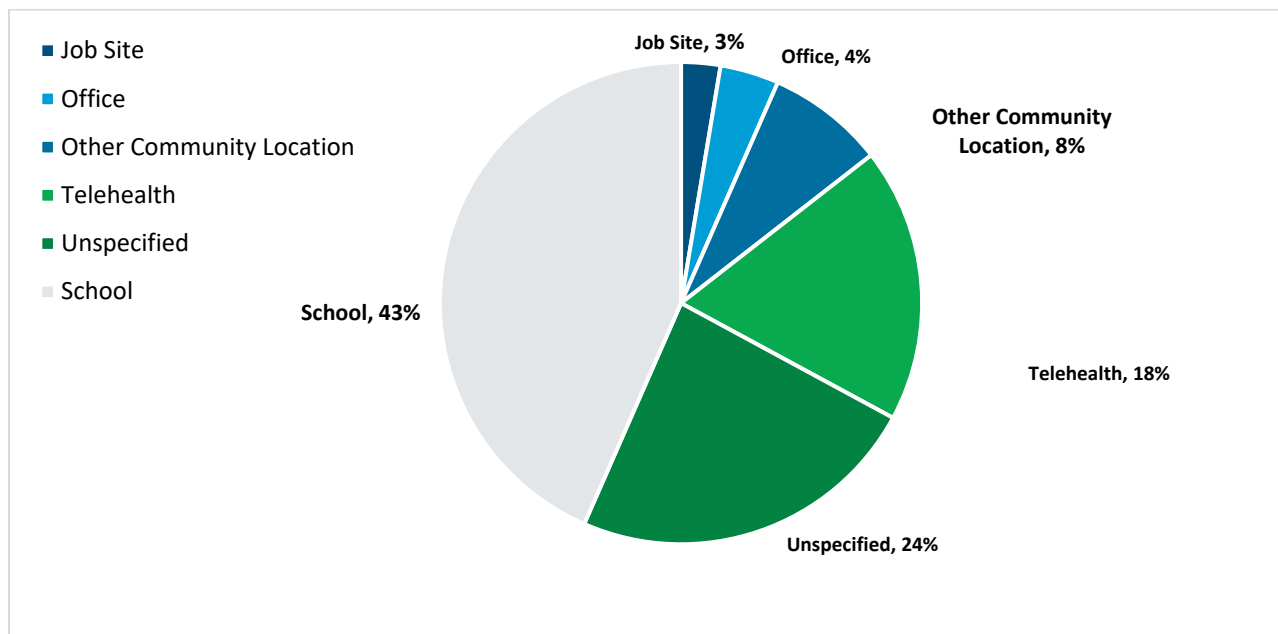
Location: Exhibits 12 and 13 present the locations for individual and group outreach events in FY2023–2024. NCOC individual outreach events occurred primarily at school (33%) or over the phone (31%) in FY2023–2024. Group outreach events occurred primarily at school (43%), at an unspecified location (24%), via telehealth (18%), and at other community locations (8%). Other community locations included places such as Boys & Girls Clubs, community centers, the Daly City Youth Health Center, health fairs, fairgrounds, malls, and public parks.

Exhibit 12. Locations of NCOC Individual Outreach Events, FY2023–2024



Note. NCOC = North County Outreach Collaborative; FY = fiscal year. Percentages may not sum to 100% because of rounding.

Exhibit 13. Locations of NCOC Group Outreach Events, FY2023–2024

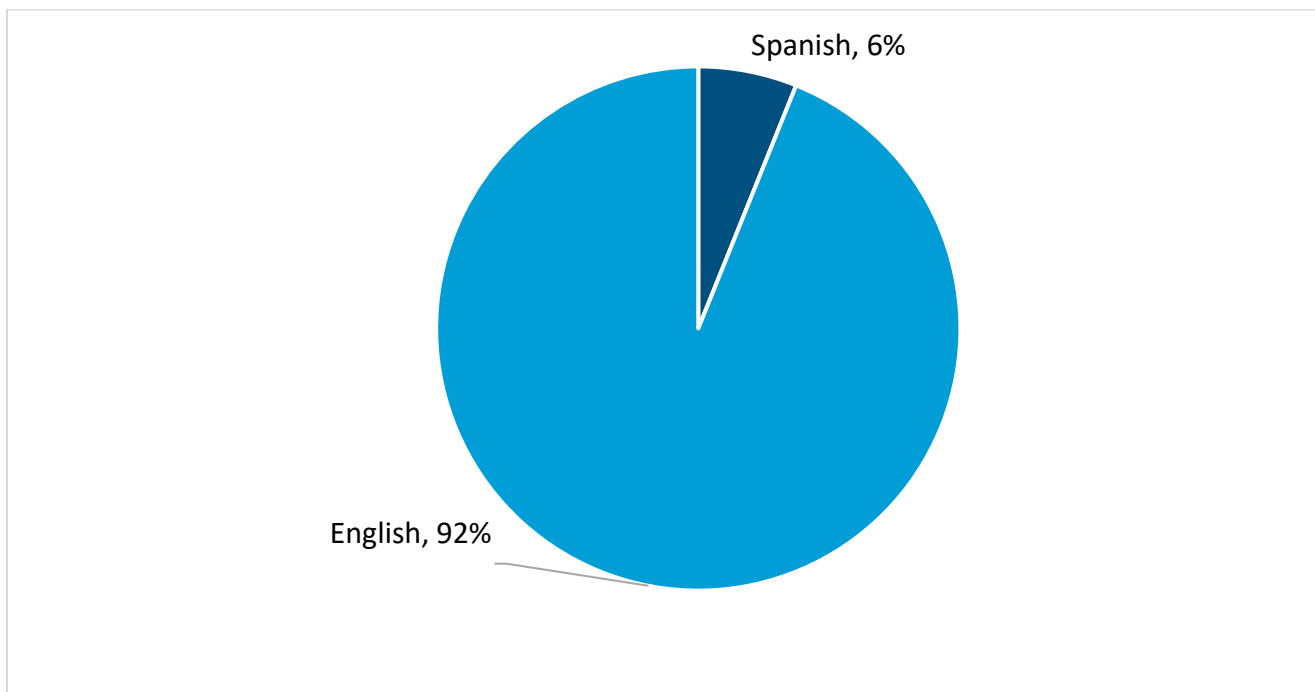


Note. NCOC = North County Outreach Collaborative; FY = fiscal year. Percentages may not sum to 100% because of rounding.

Length of contact: For FY2023-24, the NCOC individual outreach events ranged from 1 minute to a little over 2 hours and averaged 42 minutes. NCOC group outreach events ranged from 15 minutes to 7 hours and averaged 87 minutes.

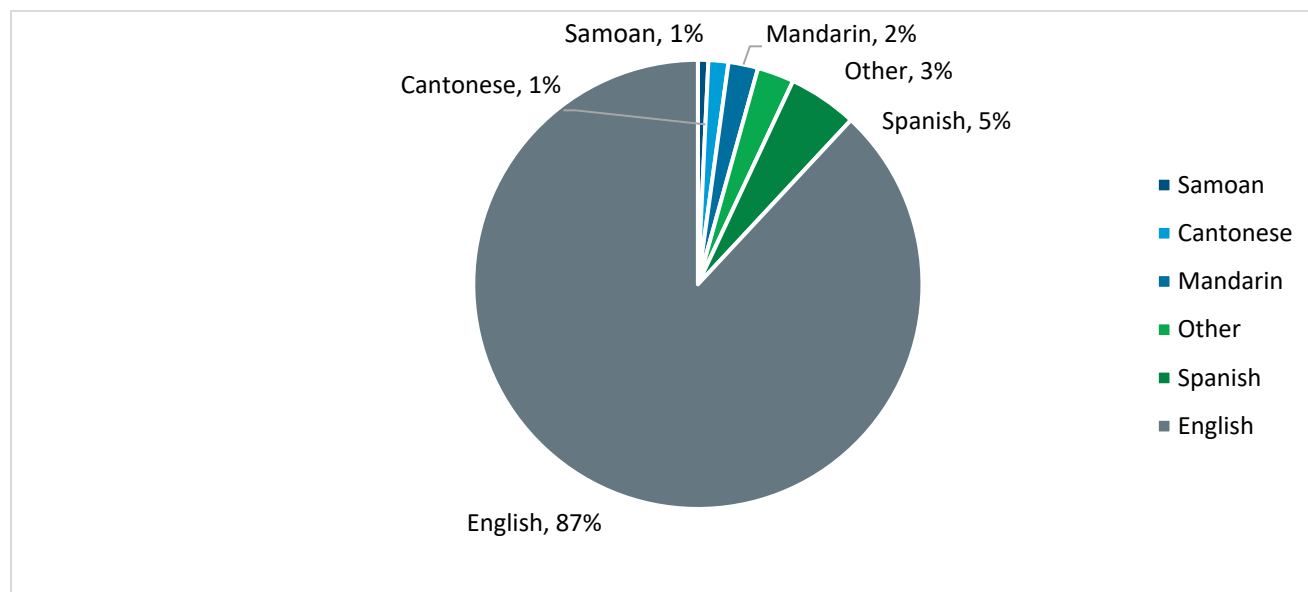
Preferred language: Exhibits 14 and 15 present breakdowns of the preferred languages at individual and group outreach events in FY2023–2024. NCOC individual outreach attendees preferred English (92%) and Spanish (6%). NCOC group outreach attendees preferred English (87%), Spanish (5%), other languages (3%), Mandarin (2%), Cantonese (1%), and Samoan (1%).

Exhibit 14. Preferred Languages of NCOC Individual Outreach Attendees, FY2023–2024



Note. NCOC = North County Outreach Collaborative; FY = fiscal year.

Exhibit 15. Preferred Languages of NCOC Group Outreach Attendees, FY2023–2024



Note. NCOC = North County Outreach Collaborative; FY = fiscal year. Percentages may not sum to 100% because of rounding.

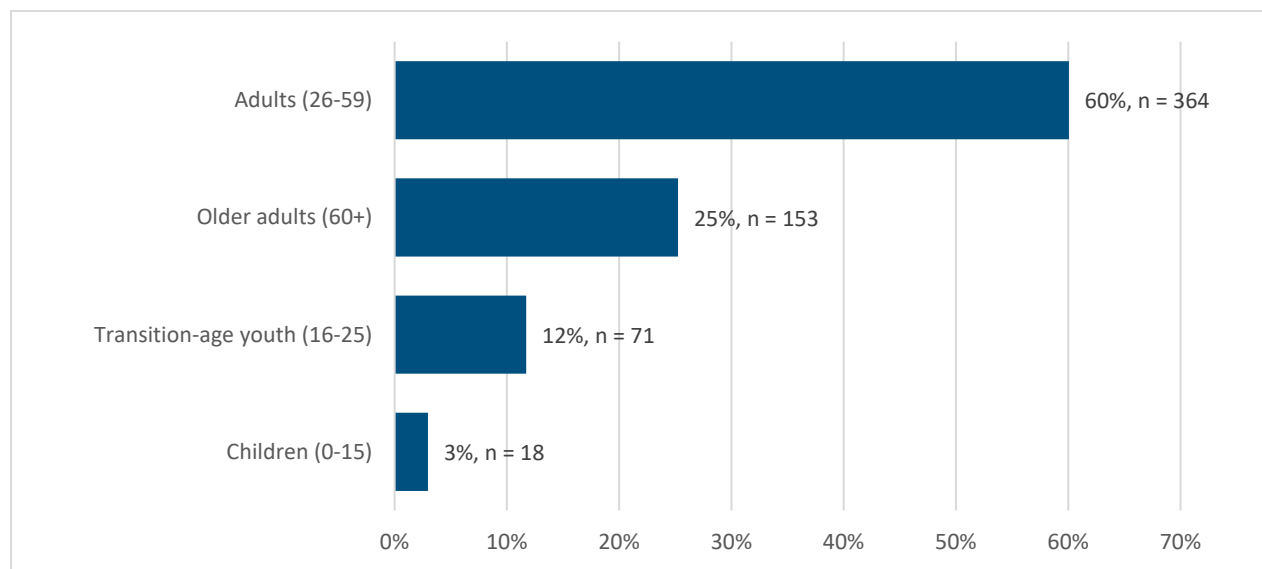
East Palo Alto Partnership for Mental Health Outreach (EPAPMHO)

This section provides details about 606 attendees at EPAPMHO individual outreach events across three provider organizations in FY2023–2024. There were no EPAPMHO group outreach events in FY 2023-2024.

Demographics

Age: Of the EPAPMHO FY2023–2024 individual outreach attendees, 60% were adults (26–59 years of age), 35% were older adults (60+ years of age and older), 12% were transition-age youth (16–25 years of age), and 3% were children (0–15 years of age). See **Exhibit 16** for the number and percentage of outreach attendees representing each reported age group.

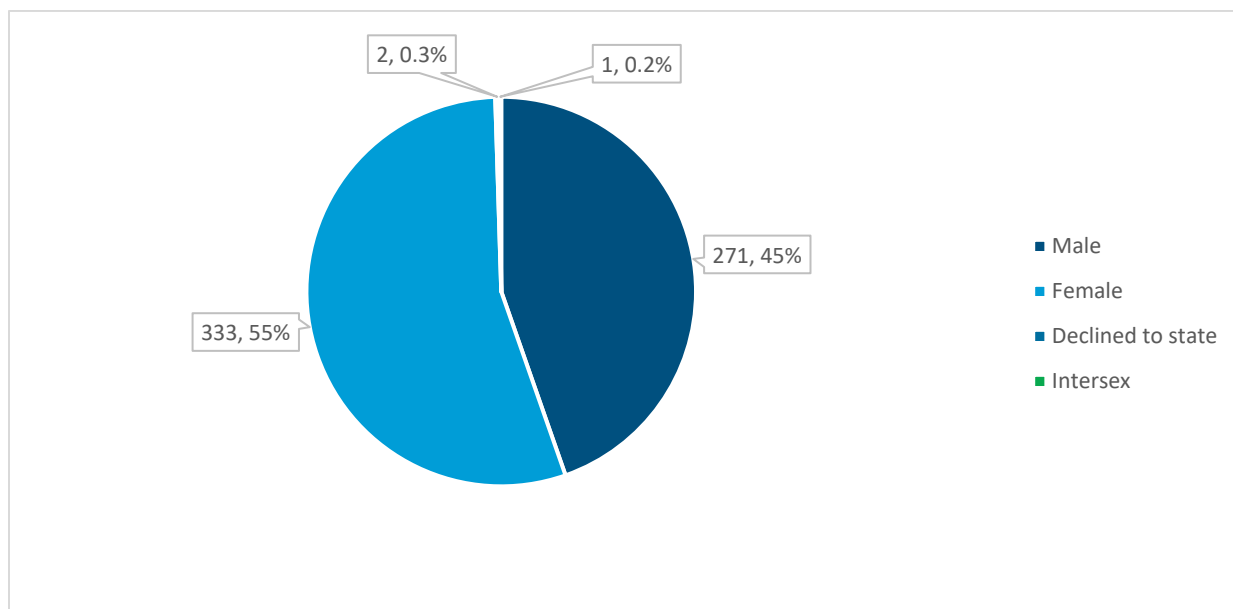
Exhibit 16. Age of Outreach Attendees Served By EPAPMHO, FY2023–2024



Note. EPAPMHO = East Palo Alto Partnership for Mental Health Outreach; FY = fiscal year. The total count for age reported may exceed the total number of attendees because some providers may have reported individuals in two or more age groups, leading to extra counts in some cases for the group outreach attendees. Therefore, the percentages may add up to more than 100%.

Sex at birth: Attendees across EPAPMHO outreach events indicated their sex at birth as female (55%), male (47%), or intersex (0.2%). Two clients declined to state their sex at birth (0.3%). See **Exhibit 17** for the number and percentage of outreach attendees reporting sex at birth.

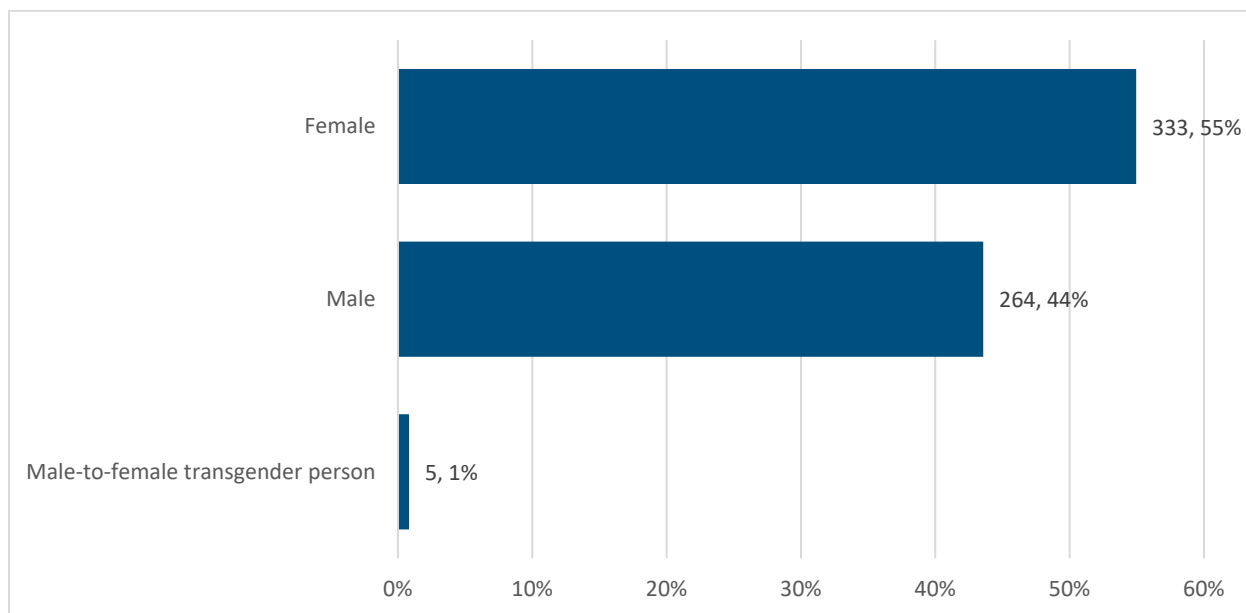
Exhibit 17. Sex at Birth of Outreach Attendees Served By EPAPMHO, FY2023–2024



Note. EPAPMHO = East Palo Alto Partnership for Mental Health Outreach; FY = fiscal year. Percentages may not sum to 100% because of rounding. The total count for sex reported may exceed the total number of attendees because some providers may have reported individuals in two or more sex groups.

Gender: Attendees across EPAPMHO outreach events identified themselves as female (55%), male (44%), or male-to-female transgender (1%). One client declined to state their gender. See **Exhibit 18** for the number and percentage of outreach attendees representing each reported gender.

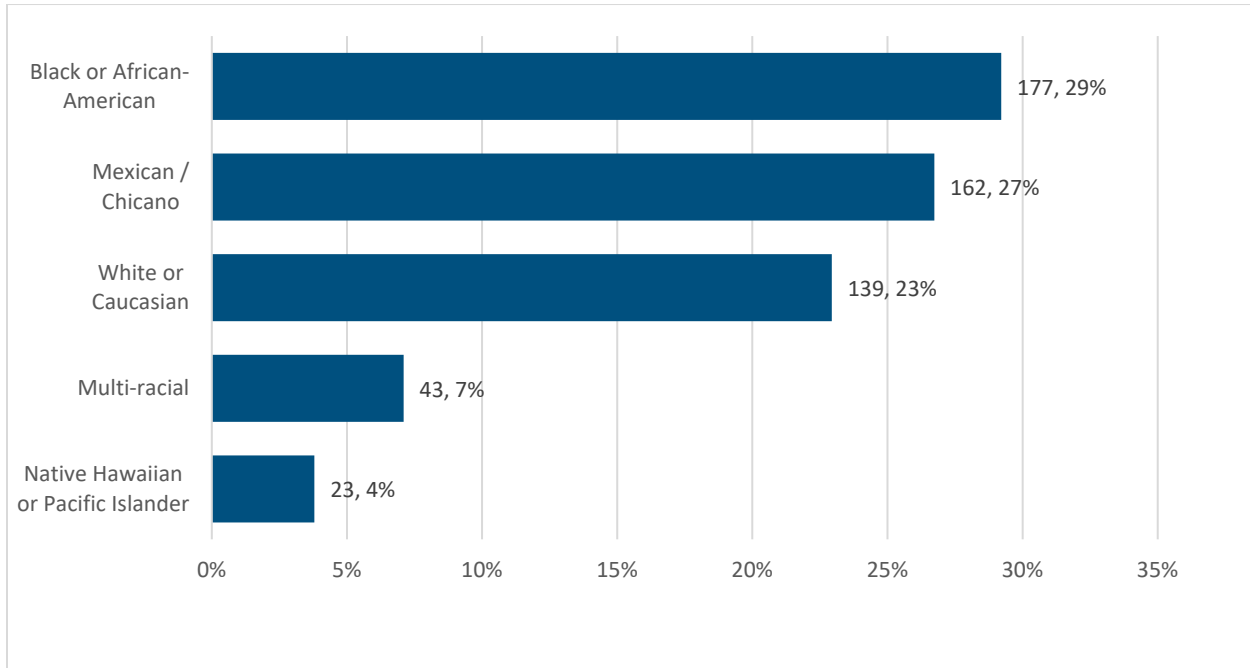
Exhibit 18. Gender of Outreach Attendees Served By EPAPMHO, FY2023–2024



Note. EPAPMHO = East Palo Alto Partnership for Mental Health Outreach; FY = fiscal year.

Race and ethnicity: In FY2023–2024, the four largest racial/ethnic groups represented by all EPAPMHO attendees were Black or African-American (29%), Mexican/Chicano (27%), White or Caucasian (23%), multiracial (7%). See **Exhibit 19** for the number and percentage of attendees representing each reported racial/ethnic group.

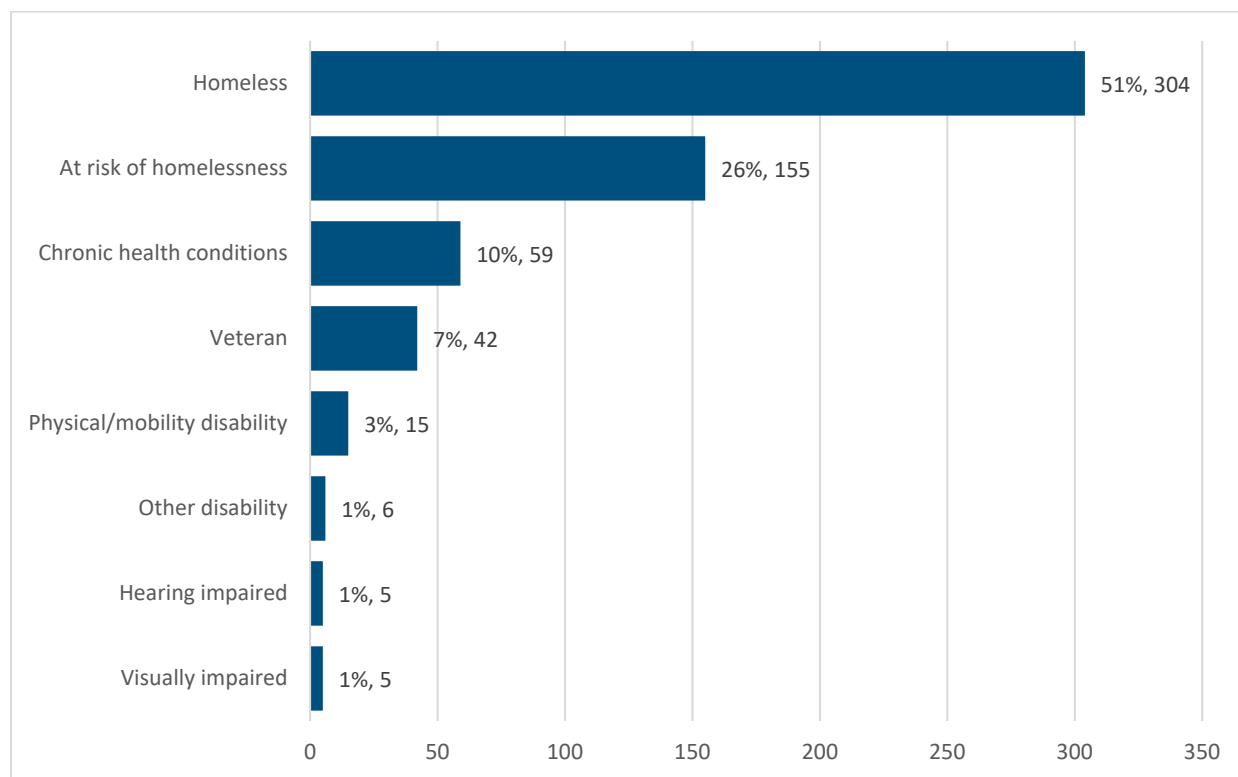
Exhibit 19. Race and Ethnicity of Outreach Attendees Served By EPAPMHO, FY2023–2024



Note. EPAPMHO = East Palo Alto Partnership for Mental Health Outreach; FY = fiscal year. The graph does not display 62 attendees belonging to various race/ethnicity groups due to small n within each group. The total count for race/ethnicity reported may exceed the total number of attendees because some providers may have reported individuals in two or more race/ethnicity groups, leading to extra counts in some cases for the group outreach attendees. Therefore, the percentages may add up to more than 100%.

Special populations: Of those that reported special population status, 51% reported being homeless, 26% reported being at risk of homelessness, 10% reported chronic health conditions, 7% reported being a veteran, and 3% reported a physical/mobility disability. Refer to **Exhibit 20** for the number and proportion of attendees representing each special population in FY2023–2024.

Exhibit 20. Special Populations Served by EPAPMHO, FY2023–2024



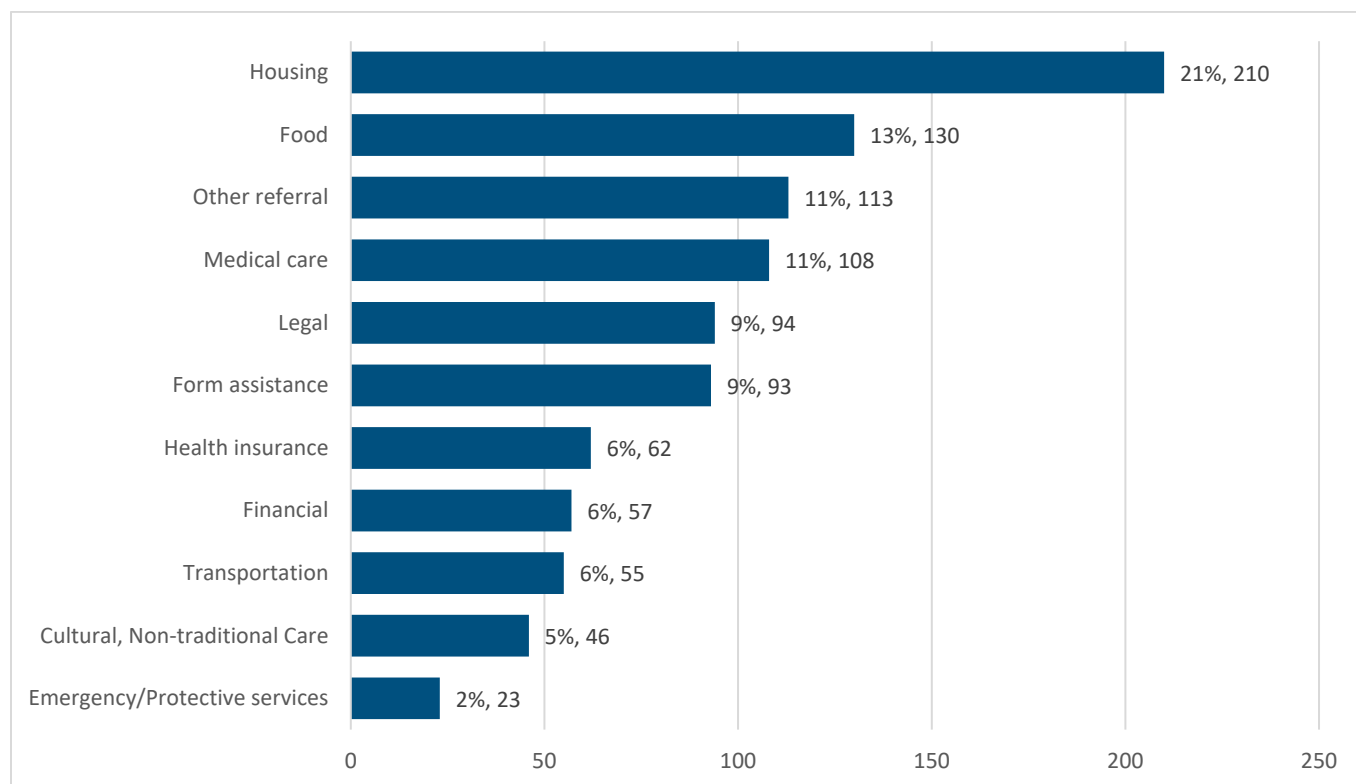
Note. EPAPMHO = East Palo Alto Partnership for Mental Health Outreach; FY = fiscal year. Attendees could select more than one special population, and therefore the percentages may add up to more than 100%.

Additional Outreach Characteristics (Individual Outreach Events Only)

Mental health/substance use referrals: EPAPMHO individual outreach events resulted in mental health referrals (15.3%) and substance use referrals (52.6%) in FY2023–2024.

Referrals to social services: Providers made 991 referrals to 606 EPAPMHO individual outreach attendees. The top five types of other social services referrals made for individual outreach attendees were for housing (21.2%), food (13.1%), other referrals (11.4%), medical care (10.9%), and legal (9.5%). Other services include things such as COVID-19 testing and vaccination, EOM Parent Project, the Home Energy Assistance Program, and mental health services. **Exhibit 21** summarizes the number of attendees receiving a given type of referral.

Exhibit 21. Referrals to Social Services, FY2023–2024

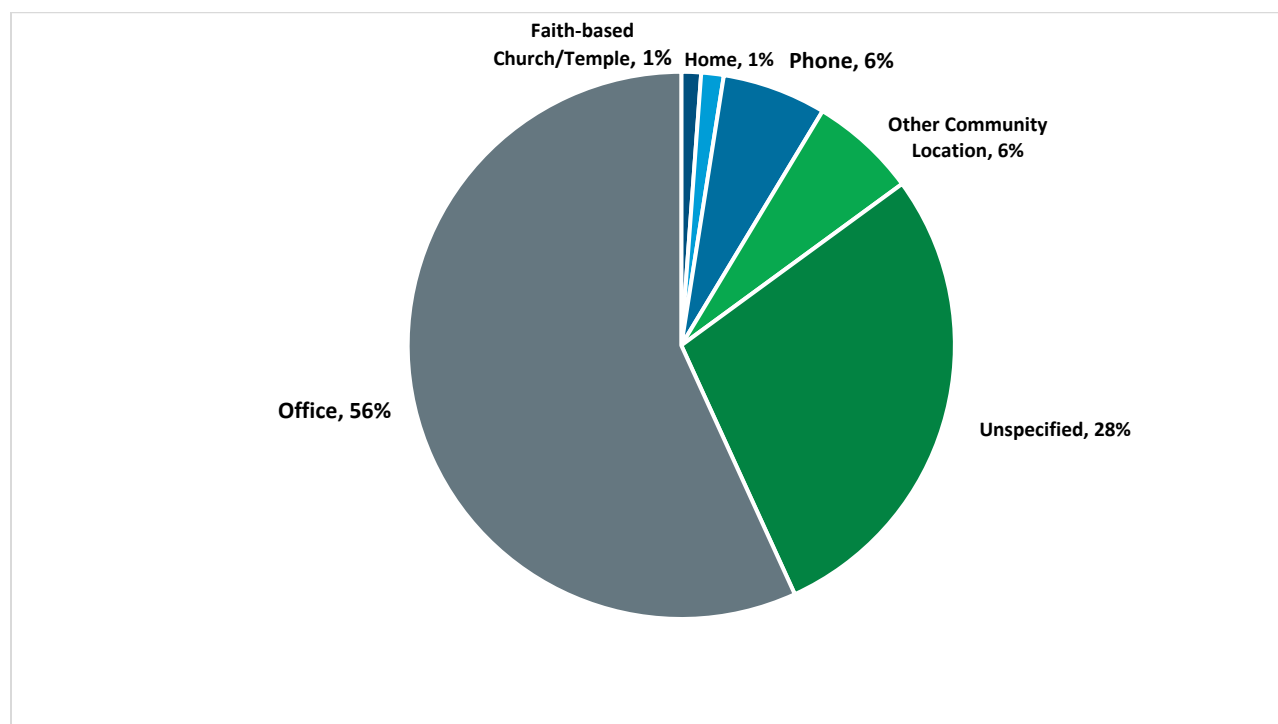


Notes. FY = fiscal year. Only individual outreach events ($n = 552$) offer service referrals. Individual outreach events may refer an attendee to multiple social services. Therefore, the percentages may add up to more than 100%. Other referrals include services related to COVID-19 testing and vaccination, EOM Parent Project, the Home Energy Assistance Program, and mental health services.

Event Characteristics

Location: EPAPMHO individual outreach events occurred in offices (56%), at an unspecified location (28%), or at other community locations (6%). **Exhibit 22** presents individual outreach event locations.

Exhibit 22. Location of EPAPMHO Individual Outreach Events, FY2023–2024

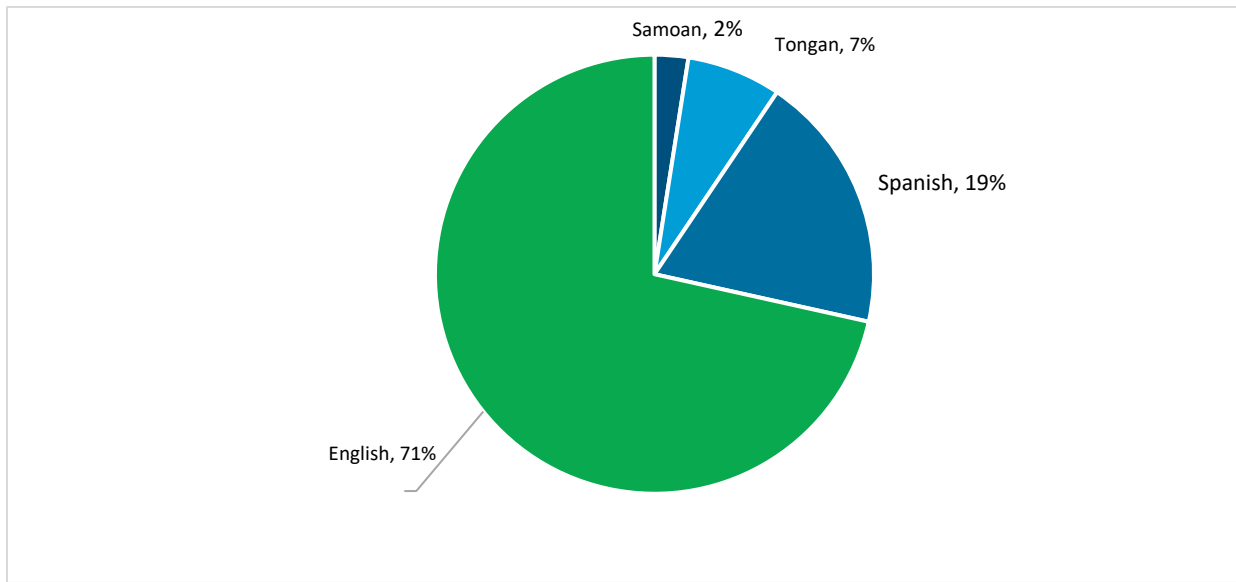


Note. EPAPMHO = East Palo Alto Partnership for Mental Health Outreach; FY = fiscal year.

Length of contact: In FY 2023-2024, EPAPMHO individual outreach events lasted from 5 minutes to 3 hours and averaged 35 minutes.

Preferred language: EPAPMHO individual outreach attendees preferred English (71%), Spanish (19%), Tongan (7%), and Samoan (2%). **Exhibit 23** present breakdowns of preferred languages at individual outreach events in FY2023–2024.

Exhibit 23. Preferred Languages of EPAPMHO Individual Outreach Attendees, FY2023–2024



Note. EPAPMHO = East Palo Alto Partnership for Mental Health Outreach; FY = fiscal year.

Appendix A. FY2023–2024 Outreach, Anamatangi Polynesian Voices

For FY2023–2024, Anamatangi Polynesian Voices reported 61 outreach events, which included 61 individual events and 0 group events. There were 61 attendees across all events. The individual events ranged from 30 minutes to 180 minutes and lasted for 126 minutes on average.

Outreach events

- Most frequently took place in an other community location (**62.3%**; $n = 38$). Other locations for events and their respective values are shown in **Exhibit A1**.
- Resulted in 30 mental health referrals and 3 substance use treatment referrals.
- Individual outreach event attendees ($n = 24$) were referred to legal (**12.7%**; $n = 52$); housing (**11.7%**, $n = 48$); cultural, nontraditional care (**11.2%**, $n = 46$); form assistance (**10.0%**, $n = 41$) health insurance (**9.5%**, $n = 39$); transportation (**9.5%**; $n = 39$); and food (**9.3%**; $n = 38$) services; medical care (**9.0%**; $n = 37$); and financial services (**8.8%**; $n = 36$).

Exhibit A1. Counts and Percentages of Events by Location Type: Anamatangi Polynesian Voices Outreach Events, FY2023–2024

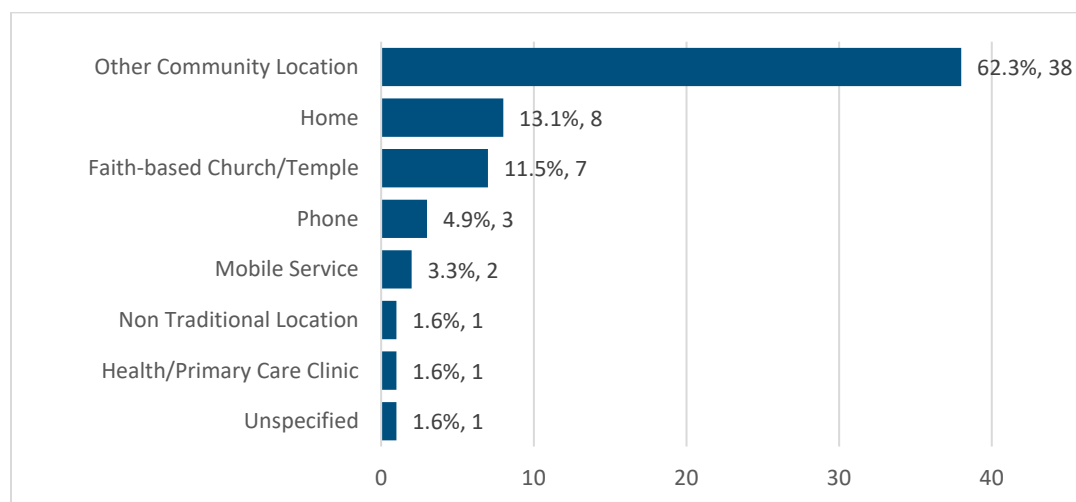
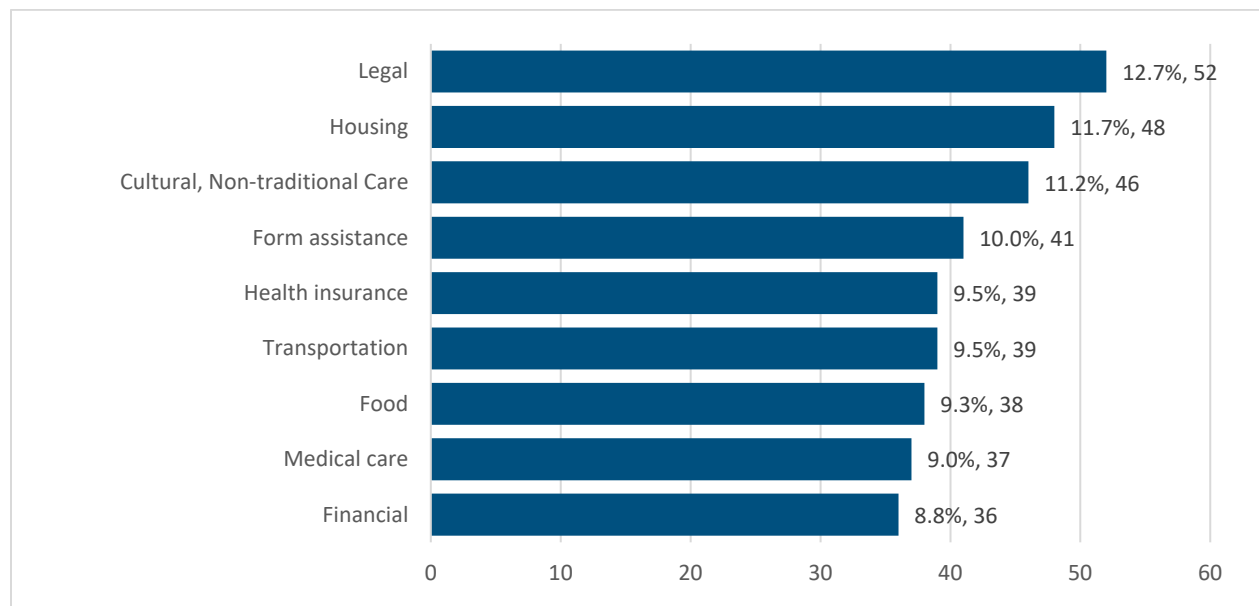


Exhibit A2. Counts and Percentages of Social Services Referrals following Individual Outreach Events: Anamatangi Polynesian Voices, FY2023–2024



Notes. 1) Only individual outreach events ($n = 61$) offer service referrals.

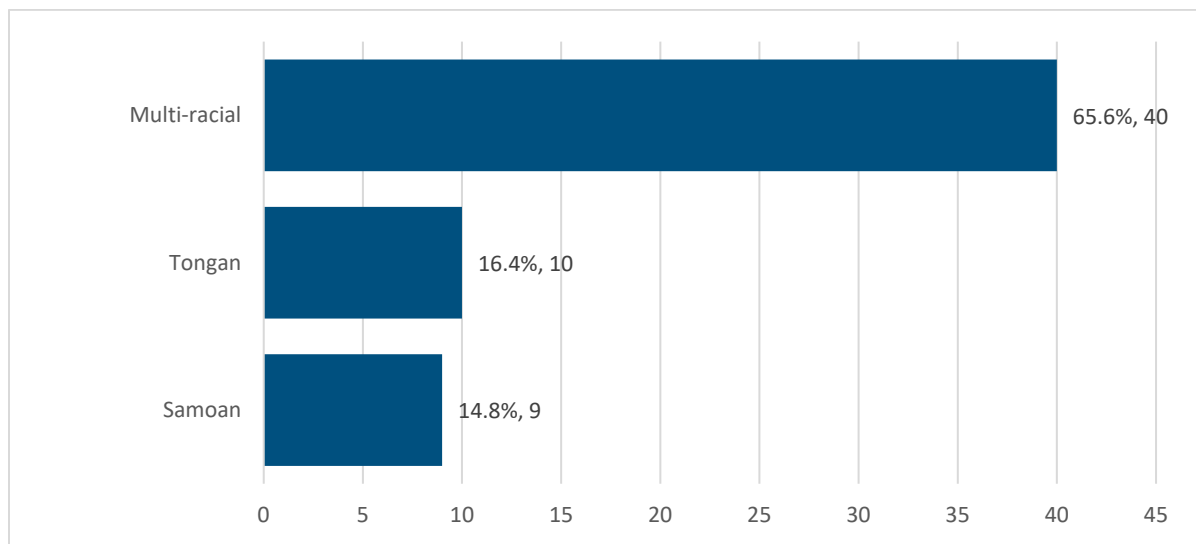
2) Individual outreach events may refer an attendee to multiple social services. Therefore, the percentages may add up to more than 100%.

3) These referral types were not displayed in the graph above due to the small n : Emergency/protective services ($n = 22$) and other referral ($n = 11$).

Demographics of Outreach event attendees

- 54% were female (**54%**; $n = 33$); 44% were male (**44.3%**, $n = 27$); 1.6% declined to state (**1.6%**, $n = 1$).
- 59% identified their gender as female (**59%**; $n = 36$); 44% identified as male (**39.3%**; $n = 24$); 1 declined to state (**1.6%**).
- Identified as straight (**85.2%**; $n = 52$) and gay/lesbian (**14.8%**; $n = 9$).
- Included adults (26–59 years of age; **55.6%**; $n = 35$), older adults (60 years of age and older; **27.0%**; $n = 17$), and transition-age youth (16–25 years of age; **17.5%**; $n = 11$).
- Were primarily multiracial (**65.6%**, $n = 40$), Tongan (**16.4%**; $n = 10$), or Samoan (**14.8%**; $n = 9$). (See **Exhibit A3.**)

Exhibit A3. Counts and Percentages of Racial/Ethnic Categories: Anamatangi Polynesian Voices Attendees at Outreach Events, FY2023–2024

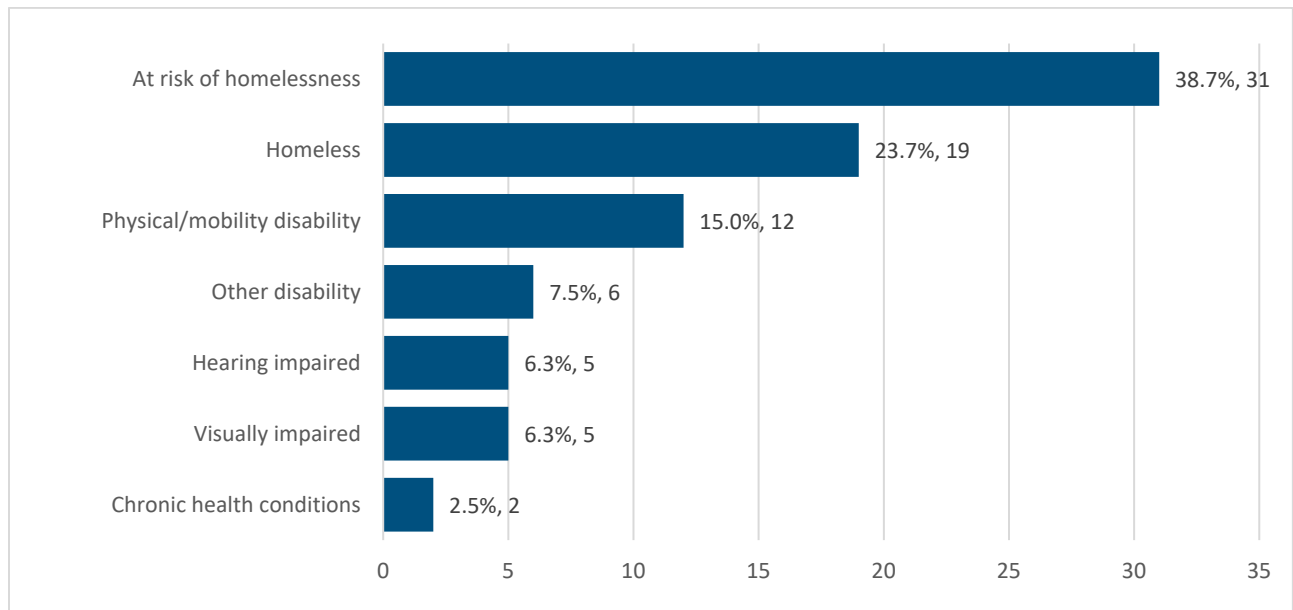


Note. Percentages add to more than 100% because attendees could select more than one race/ethnicity.

In FY2023–2024, out of the 61 people who attended Anamatangi events, 38.7% reported being at risk for homelessness, 23.7% reported being homeless, and 15.0% reported a physical/mobility disability. (See **Exhibit A4 for all categories.**)

Note that special populations are defined as those with special needs in the categories defined in Exhibit A4.

Exhibit A4. Counts and Percentages of Special Populations: Anamatangi Polynesian Voices Attendees at Outreach Events, FY2023–2024



Note. Attendees could select more than one special population, and therefore the percentages may add up to more than 100%.

Appendix B. FY2023–2024 Outreach, Asian American Recovery Services (AARS)

For FY2023–2024, Asian American Recovery Services (AARS) reported 127 outreach events, which included 98 individual events and 29 group events. There were 1,160 attendees. Individual outreach events ranged from 15 to 120 minutes and on average lasted for 43 minutes. The group outreach events ranged from 15 to 240 minutes and lasted for 88 minutes on average.

Outreach events

- Were most often at unspecified locations (**42.7%**, $n=88$) or at an unspecified location (**42.2%**, $n = 87$). Other locations of events and their respective values are shown in **Exhibit B1**.
- Resulted in 26 mental health referrals and 5 substance use treatment referrals at individual outreach events.
- There were 795 referrals to social services for individuals who attended the individual events. (See **Exhibit B2**.) Individual outreach event attendees ($n = 98$) were referred to other referrals (**23.3%**; $n = 185$) including services related to COVID-19 testing and vaccinations, EOM Parent Project, the Home Energy Assistance Program (HEAP), and mental health; food (**18.1%**, $n = 144$); medical care (**17.5%**; $n = 139$); and cultural, nontraditional care (**13.7%**, $n = 109$). See Exhibit B2 for the full list of services referred.

Exhibit B1 Counts and Percentages of Events by Location Type: AARS Outreach Events, FY2023–2024

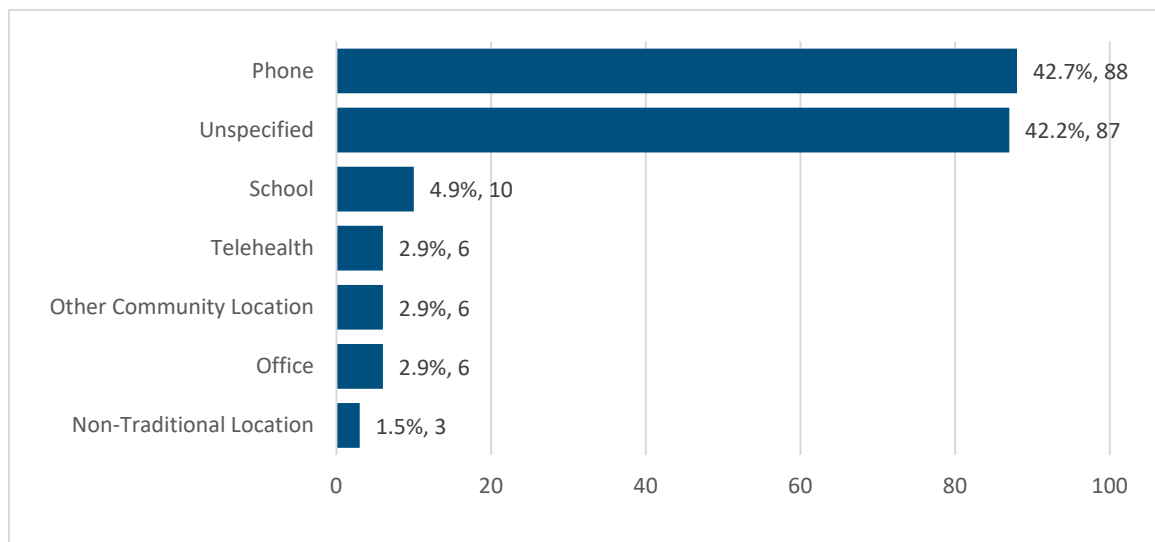
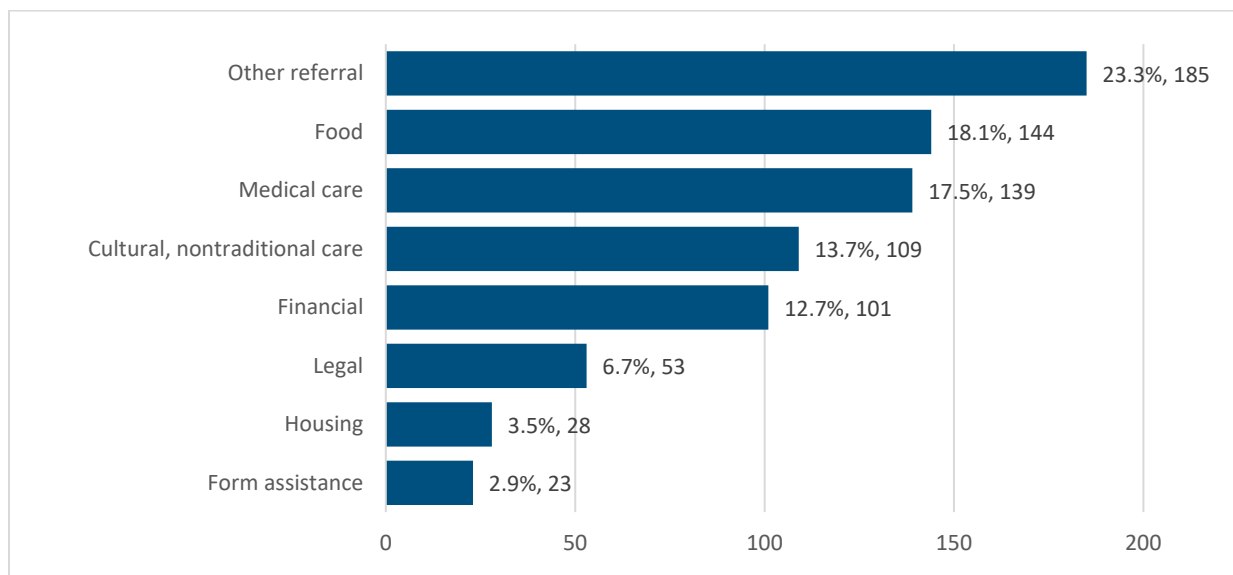


Exhibit B2. Counts and Percentages of Social Services Referrals following Individual Outreach Events: AARS, FY2023–2024



Notes. 1) Only individual outreach events ($n = 98$) offer service referrals.

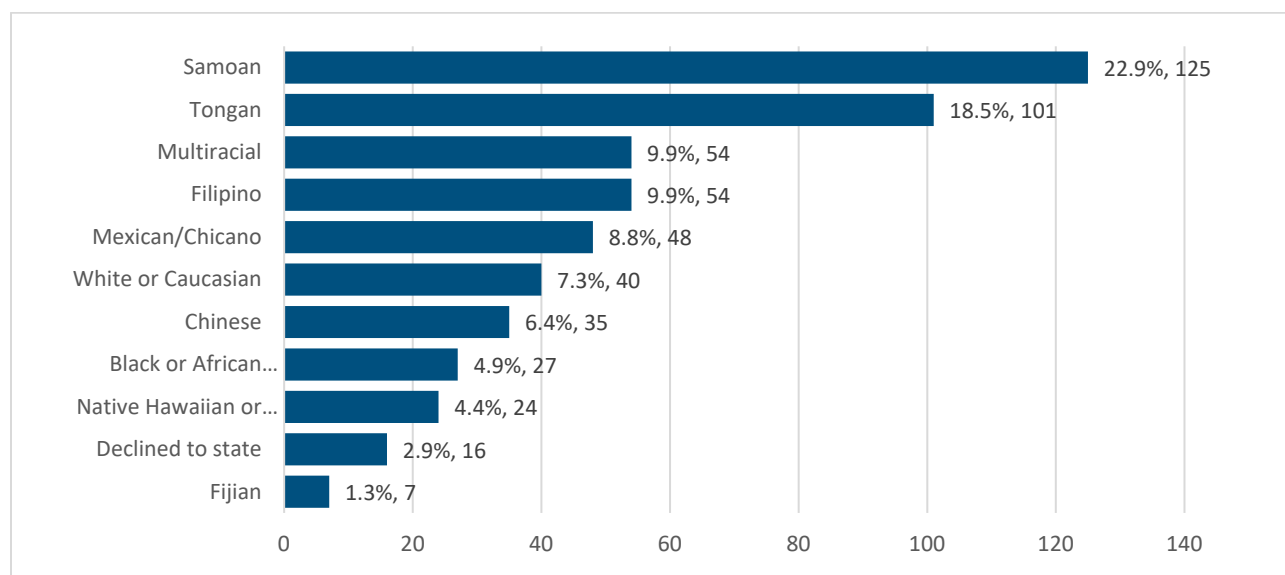
2) Individual outreach events may refer an attendee to multiple social services. Therefore, the percentages may add up to more than 100%.

3) These referral types were not displayed in the graph above due to the small n : health insurance ($n = 5$), transportation ($n=5$), and emergency/protective services ($n=3$).

Demographics of Outreach event attendees

- Were female (**67.4%**; $n = 782$), male (**31.6%**; $n = 366$), and intersex (**0.9%**; $n=10$). Less than 1% declined to report their sex at birth (**0.2%**; $n = 2$).
- Identified their gender as female (**66.3%**; $n = 772$), male (**46.2%**; $n = 357$); female-to-male transgender (**0.6%**; $n = 7$); male-to-female transgender (**0.5%**; $n=6$); and an Indigenous gender identity (**0.4%**; $n = 5$). 16 attendees declined to state their gender (1.4%).
- Identified as heterosexual (**75.5%**; $n = 876$), gay/lesbian (**4.1%**; $n = 48$), bisexual (**3.1%**; $n = 36$), queer (**1.6%**; $n = 18$), questioning orientation (**1.5%**; $n = 17$); an Indigenous gender identity (**0.9%**; $n = 11$); asexual (**0.04%**; $n=5$); pansexual (**0.03%**; $n = 3$); and other (**8.4%**; $n=98$). The remaining attendees declined to state their sexual orientation (**4.1%**; $n = 48$).
- Included adults (26–59 years of age; **42.7%**; $n = 495$), transition-age youth (16–25 years of age; **22.1%**; $n = 257$), children (15 years of age and younger; **25.3%**; $n = 294$), and older adults (60 years of age and older; **8.9%**; $n = 104$). 10 attendees declined to state their age (**0.9%**).
- Were primarily Samoan (**22.9%**; $n = 125$), Tongan (**18.5%**; $n = 101$), and multiracial (**9.9%**; $n=54$). (See **Exhibit B3.**)

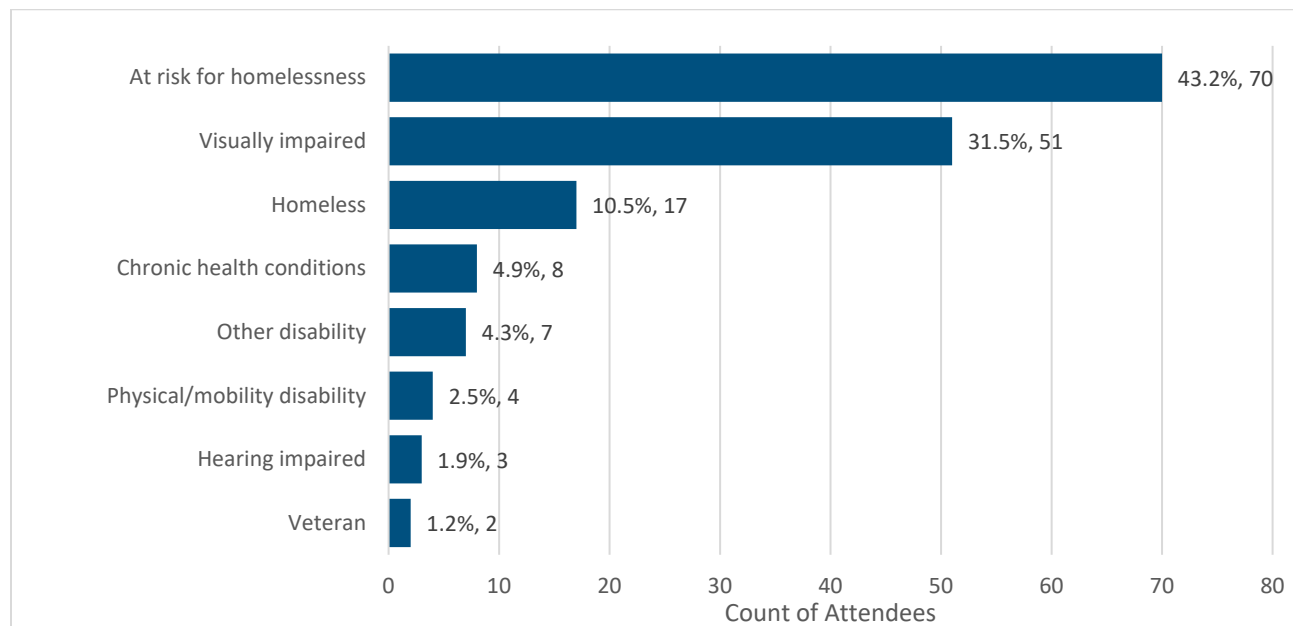
Exhibit B3. Counts and Percentages of Racial/Ethnic Categories: AARS Attendees at Outreach Events, FY2023–2024



Note. Percentages add to more than 100% because attendees could select more than one race/ethnicity. racial/ethnic categories were not displayed in the graph above due to the small n: Central American (n=4), Middle Eastern (n=3), Japanese (n=2), Asian Indian/South Asian (n=2), Asian (n=2), other race (n=1), South American (n=1), and Puerto Rican (n=1).

In FY2023–2024, out of the 1,160 people who reported being part of a special population, 43.2% reported being at risk for homelessness, 31.5% reported visual impairment, and 10.5% reported being homeless. See Exhibit B4 for the full list of special populations reported.

Exhibit B4. Counts and Percentages of Special Populations: AARS Attendees at Outreach Events, FY2023–2024



Note. Attendees could select more than one special population, and therefore the percentages may add up to more than 100%.

Appendix C. FY2023–2024 Outreach, Daly City Peninsula Partnership Collaborative

For FY2023–2024, Daly City Peninsula Partnership Collaborative reported 257 outreach events, including 200 individual events and 57 group events. There were 2,060 attendees at these events. Individual outreach events ranged from 1 to 90 minutes and lasted for 31 minutes on average. The group outreach events ranged from 30 to 420 minutes and lasted for 87 minutes on average.

Outreach events

- Took place via telehealth most often (**62.5%**; $n = 89$). Other locations of events and their respective values are shown in **Exhibit C1**.
- Resulted in 46 mental health referrals and no substance use treatment referrals at the individual outreach events.
- There were 241 referrals to social services for individuals who attended the individual events.

Exhibit C1. Counts and Percentages of Events by Location Type: Daly Center Peninsula Partnership Collaborative Outreach Events, FY2023–2024

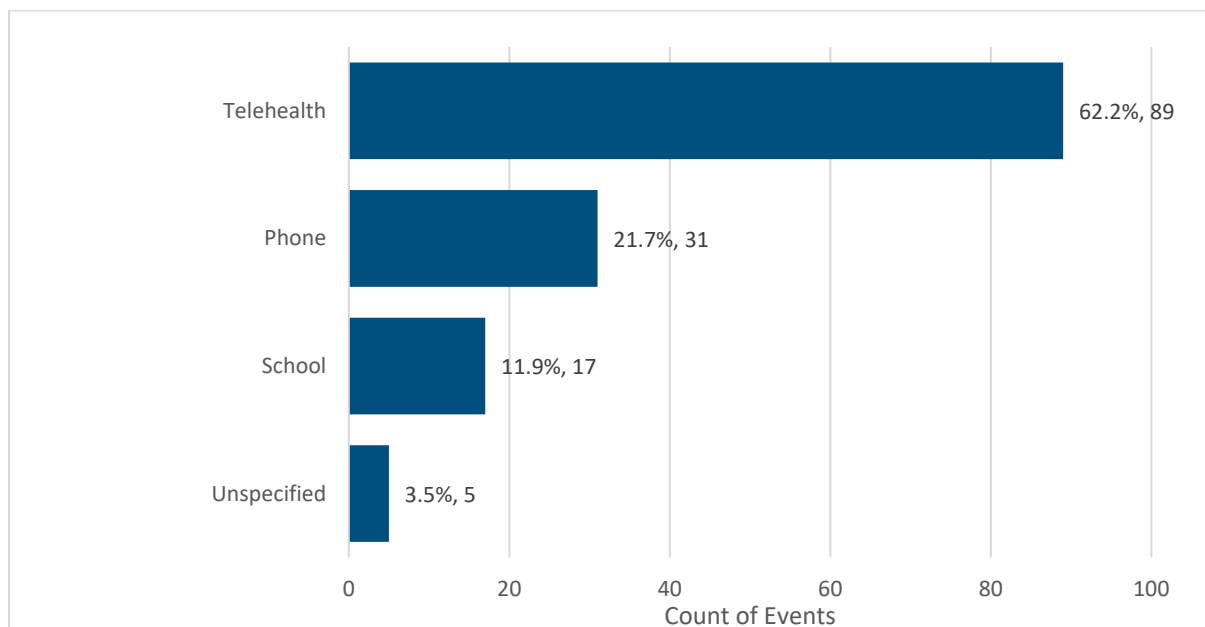
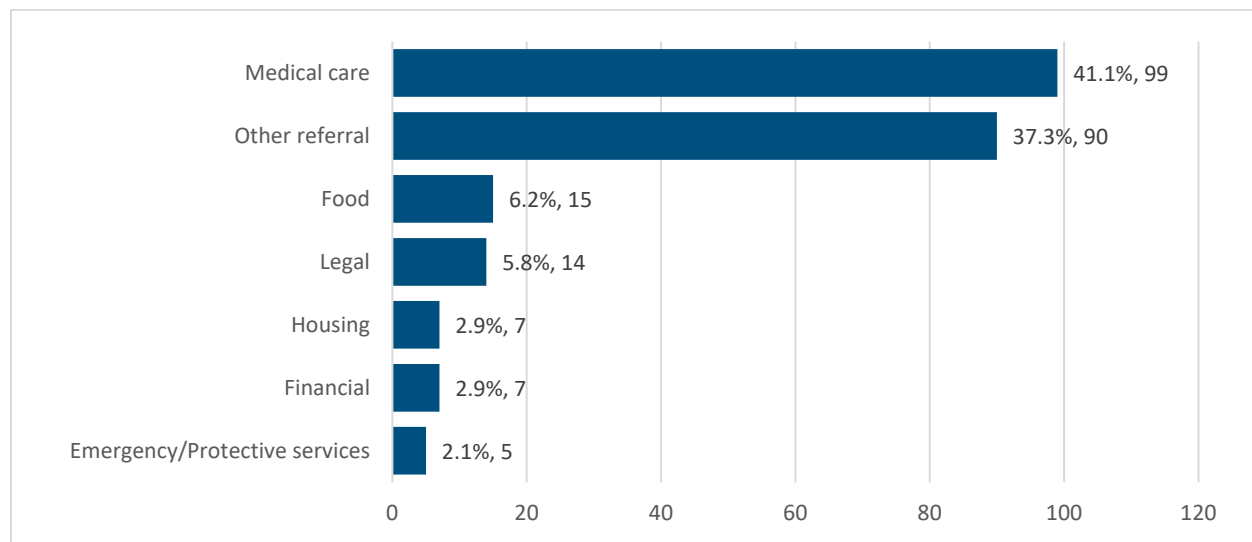


Exhibit C2. Counts and Percentages of Social Services Referrals following Individual Outreach Events: Daly Center Peninsula Partnership Collaborative Outreach Events, FY2023–2024



Notes. 1) Only individual outreach events (n = 200) offer service referrals.

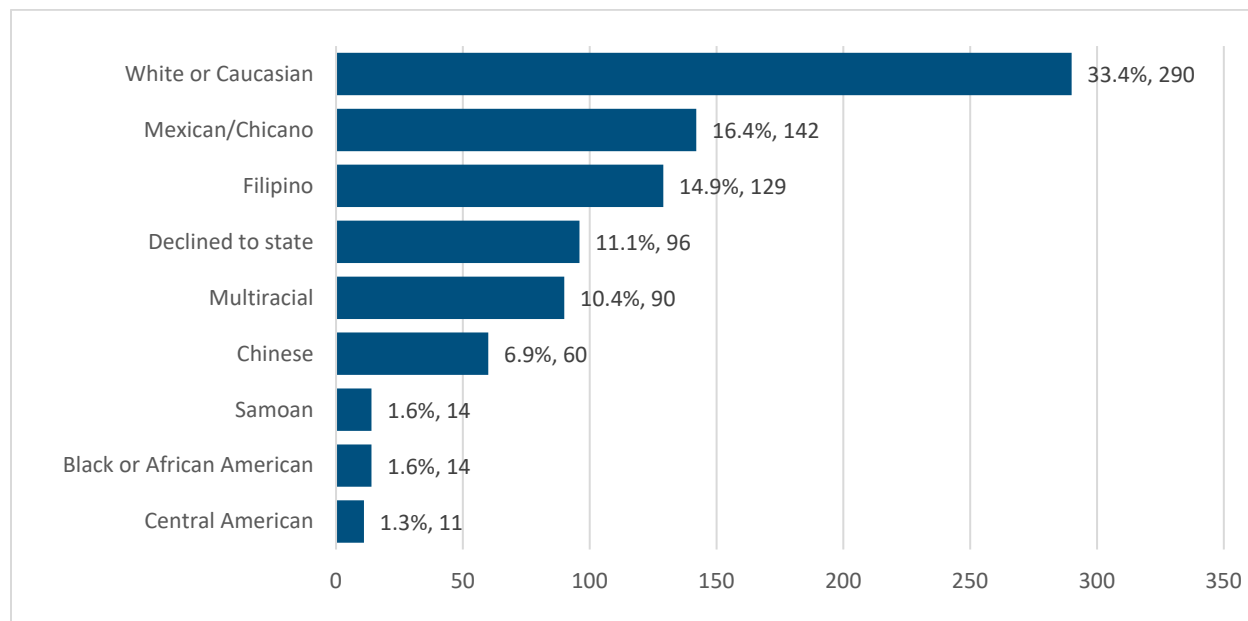
2) Individual outreach events may refer an attendee to multiple social services. Therefore, the percentages may add up to more than 100%.

3) These referral types were not displayed in the graph above due to the small n: transportation (n = 2) and form assistance (n=2).

Outreach event attendees

- Were female (**59.8%**; n = 1232), male (**35.8%**; n = 738), and intersex (**4.4%**; n=91).
- Identified their gender as female (**47%**; n = 969), male (**31.8%**; n = 653), other gender (**2.4%**; n=50), gender queer (**0.1%**; n= 3), and female-to-male transgender (**0.05%**; n= 1). 384 declined to state their gender (**18.6%**).
- Identified as heterosexual (**48.4%**; n = 997), other (**12.1%**; n=250), queer (**2.1%**; n =42), bisexual (**1.4%**; n = 29), gay/lesbian (**0.2%**; n = 4), pansexual (**0.09%**; n = 2), or questioning (**0.05%**, n = 1). 735 attendees declined to state their sexual orientation (**35.6%**).
- Included children (15 years of age and younger; **37.6%**; n = 776), adults (26–59 years of age; **33.5%**; n = 690), older adults (60 years of age and older; **8.5%**; n = 176), and transition-age youth (16–25 years of age; **13.7%**; n = 282). **6.6%** (n = 136) declined to state their age.
- Were most frequently of White or Caucasian (**33.4%**; n = 290), Mexican/Chicano (**16.4%**; n = 142), or Filipino (**14.9%**; n=129). (See **Exhibit C3**.)

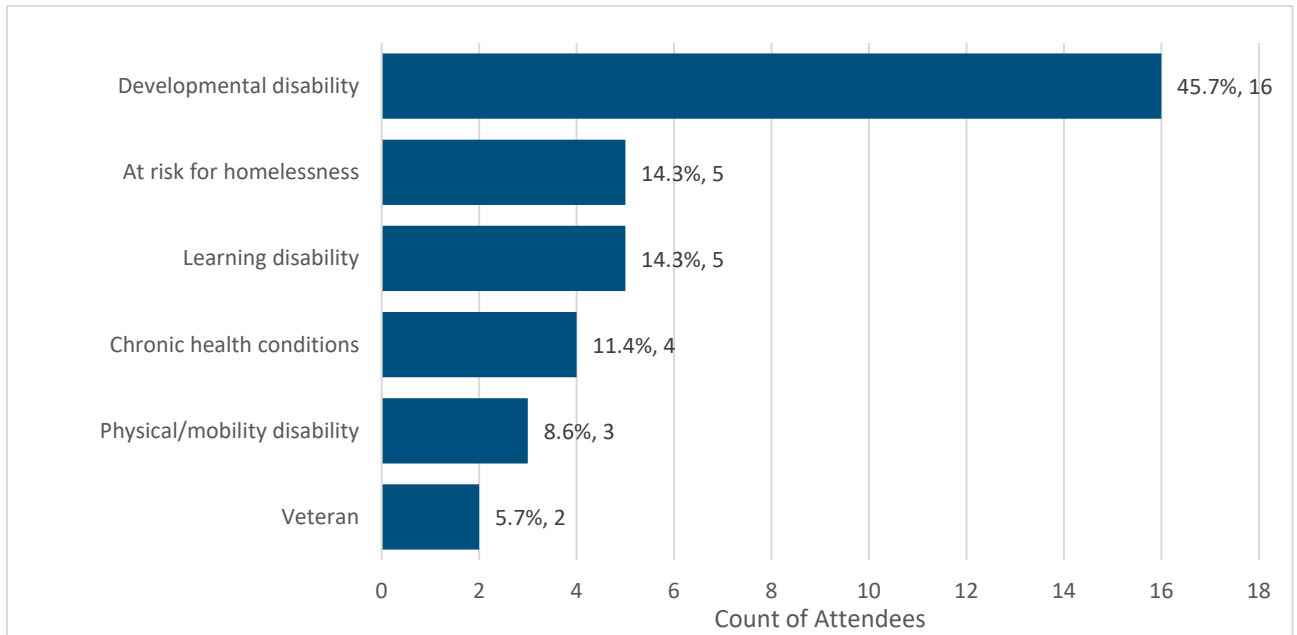
Exhibit C3. Counts and Percentages of Racial/Ethnic Categories: Daly City Peninsula Partnership Collaborative Attendees at Outreach Events, FY2023–2024



Note. Percentages add to more than 100% because attendees could select more than one race/ethnicity. These racial/ethnic categories were not displayed in the graph above due to the small n: Other race ($n = 6$), Asian Indian/South Asian ($n = 5$), Vietnamese ($n = 1$), and Japanese ($n = 1$).

In FY2023–2024, of those that reported being part of a special population, 45.7% reported a developmental disability, 14.3% reported being at risk for homelessness, and 14.3% reported having a learning disability. See **Exhibit C3** for the full list of special populations reported.

Exhibit C3. Counts and Percentages of Special Populations: Daly City Peninsula Partnership Collaborative at Outreach Events, FY2023–2024



Note. Attendees could select more than one special population, and therefore the percentages may add up to more than 100%.

Appendix D. FY2023–2024 Outreach, Daly City Youth Center

For FY2023–2024, Daly City Youth Center reported 108 outreach events, including 49 individual events and 59 group events. There were 2,958 attendees. Individual outreach events ranged from 1 to 135 minutes and lasted for 95 minutes on average. The group outreach events ranged from 15 to 360 minutes and lasted for 82 minutes on average.

Outreach events

- Took place at schools most of the time (**85.7%**, $n = 203$). Other locations for events and their respective values are shown in **Exhibit D1**.
- Resulted in 3 mental health referrals and no substance use treatment referrals at the individual outreach events.
- There were 12 referrals to social services for individuals who attended the individual events. (See **Exhibit D2**). Of those referred to social services, there were five referrals to other services, three to food services, and two to medical services. See Exhibit D2 for the full list of services referred.

Exhibit D1. Daly City Youth Center Locations of Outreach Events, FY2023–2024

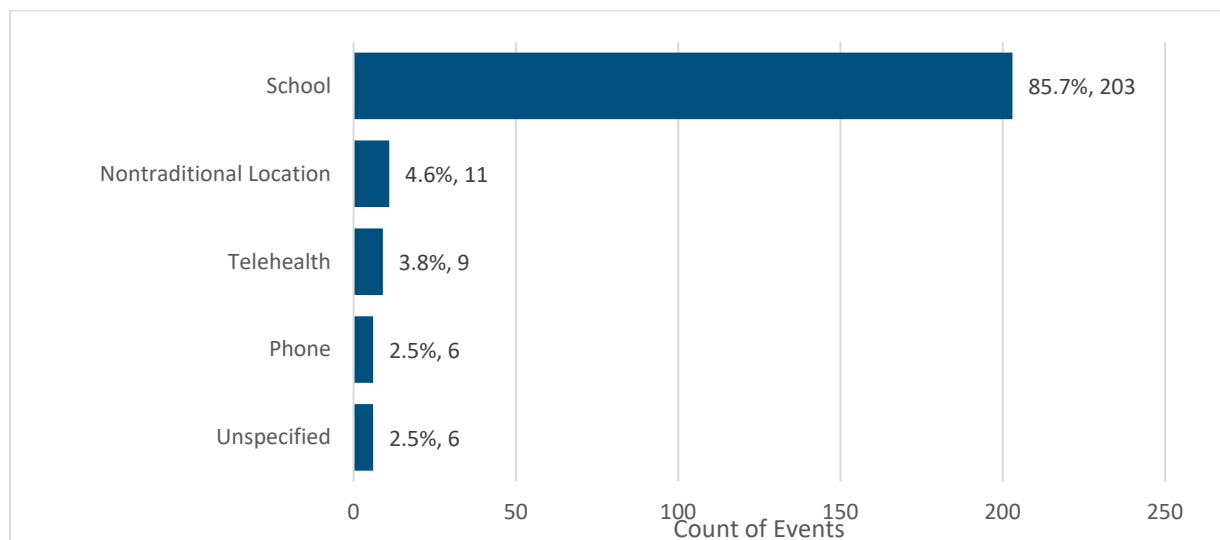
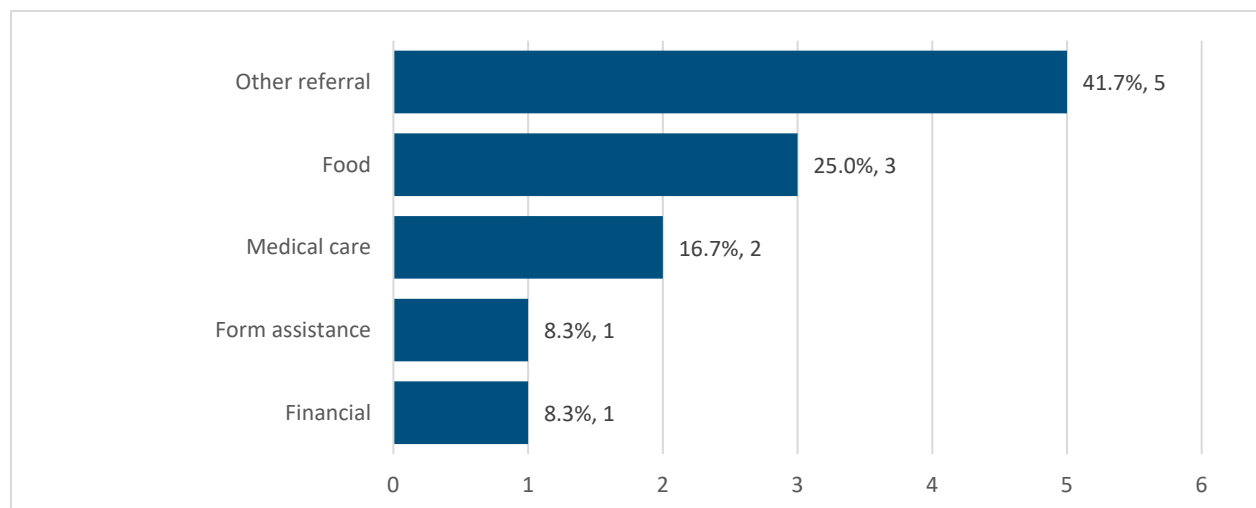


Exhibit D2. Daly City Youth Center Social Services Referrals, FY2023–2024

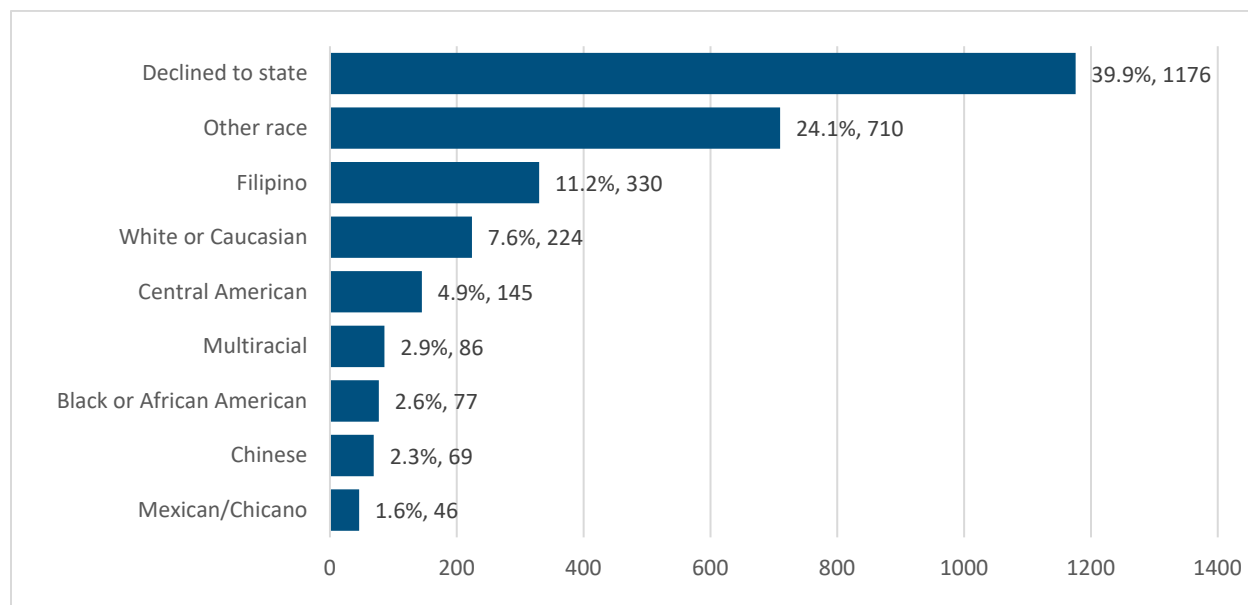


Notes. 1) Only individual outreach events ($n = 49$) offer service referrals. 2) Individual outreach events may refer an attendee to multiple social services. Therefore, the percentages may add up to more than 100%.

Demographics of Outreach event attendees

- Were female (**16.3%**, $n = 483$) and male (**11.9%**; $n = 352$). Most declined to state their sex at birth (**71.8%**; $n = 2123$).
- Identified their gender as female (**3.2%**; $n = 96$), male (**1.8%**; $n = 53$), genderqueer (**0.2%**; $n = 7$), female to male transgender (**0.1%**; $n = 3$), male to female transgender (**0.1%**; $n = 3$). Most declined to state their gender (**97.3%**; $n = 2796$).
- Identified as other (**1.8%**; $n = 53$), heterosexual (**0.5%**; $n = 14$), bisexual (**0.2%**; $n = 6$), questioning (**0.2%**; $n = 5$), queer (**0.1%**; $n = 3$), gay/lesbian (**0.08%**; $n = 2$), and bisexual (**0.08%**; $n = 2$). Most declined to state their sexual orientation (**98.9%**; $n = 2879$).
- Included transition-age youth (16–25 years of age, **47.8%**; $n = 1414$), children (15 years of age and younger; **28.7%**; $n = 851$), adults (26–59 years of age; **12.8%**; $n = 379$), older adults (older than 60 years of age; **0.8%**; $n = 25$). The remaining attendees (**9.7%**; $n = 289$) declined to state their age.
- Most declined to state their race (**39.9%**; $n = 1176$). The remaining attendees were primarily an other race (**24.1%**; $n = 710$), Filipino (**11.2%**; $n = 330$), or White or Caucasian (**7.6%**; $n = 224$). (See **Exhibit D3**.)

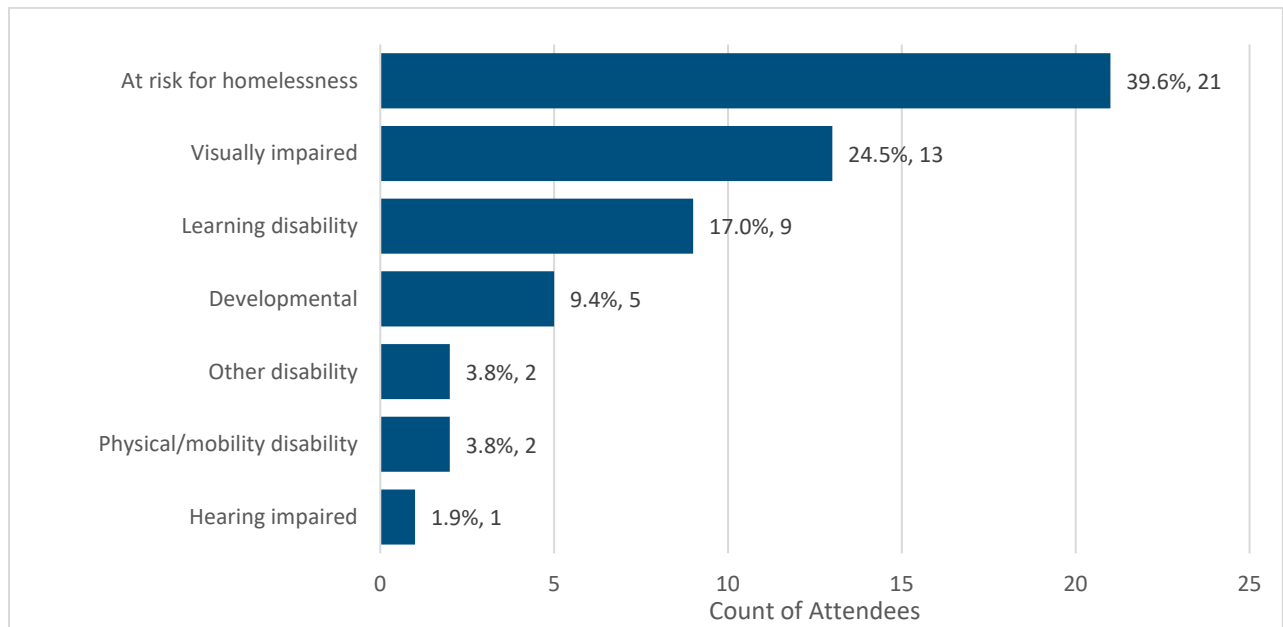
Exhibit D3. Daly City Youth Center Attendees by Top Racial/Ethnic Category, FY2023–2024



Note. Percentages add to more than 100% because attendees could select more than one race/ethnicity. These racial/ethnic categories were not displayed in the graph above due to the small n: Asian Indian/South Asian (n=21), Middle Eastern (n=17), American Indian/Alaskan Native (n=13), Samoan (n=12), Japanese (n=8), South American (n=5), Native Hawaiian or Pacific Islander (n=5), Korean (n=2), European (n=1), Eastern European (n=1), and Puerto Rican (n=1).

In FY2023–2024, of the people that reported being part of a special population, 39.6% reported being at risk for homelessness, 24.5% reported a visual impairment, and 17.0% reported a learning disability. See Exhibit D4 for a full list of special populations reported.

Exhibit D4. Counts and Percentages of Special Populations: Daly City Youth Center Attendees at Outreach Events, FY2023–2024



Note. Attendees could select more than one special population, therefore the percentages may add up to more than 100%.

Appendix E. FY2023–2024 Outreach, El Concilio

For FY2023–2024, El Concilio reported 98 outreach events, all of which were individual events. There were 98 attendees. Individual outreach events ranged from 10 to 45 minutes and lasted for 12 minutes on average.

Outreach events

- Most took place in an office (**51.0%**; n = 76). Other locations of events and their respective values are shown in **Exhibit E1**.
- Resulted in 35 mental health referrals and one substance use treatment referral at the individual outreach events.
- Individual outreach event attendees (n = 98) were referred to other services (**43.7%**; n = 97), form assistance (**26.1%**; n = 58), and legal services (**12.6%**, n = 28). See **Exhibit E2** for the full list of services referred.

Exhibit E1. Counts and Percentages of Events by Location Type: El Concilio Outreach Events, FY2023–2024

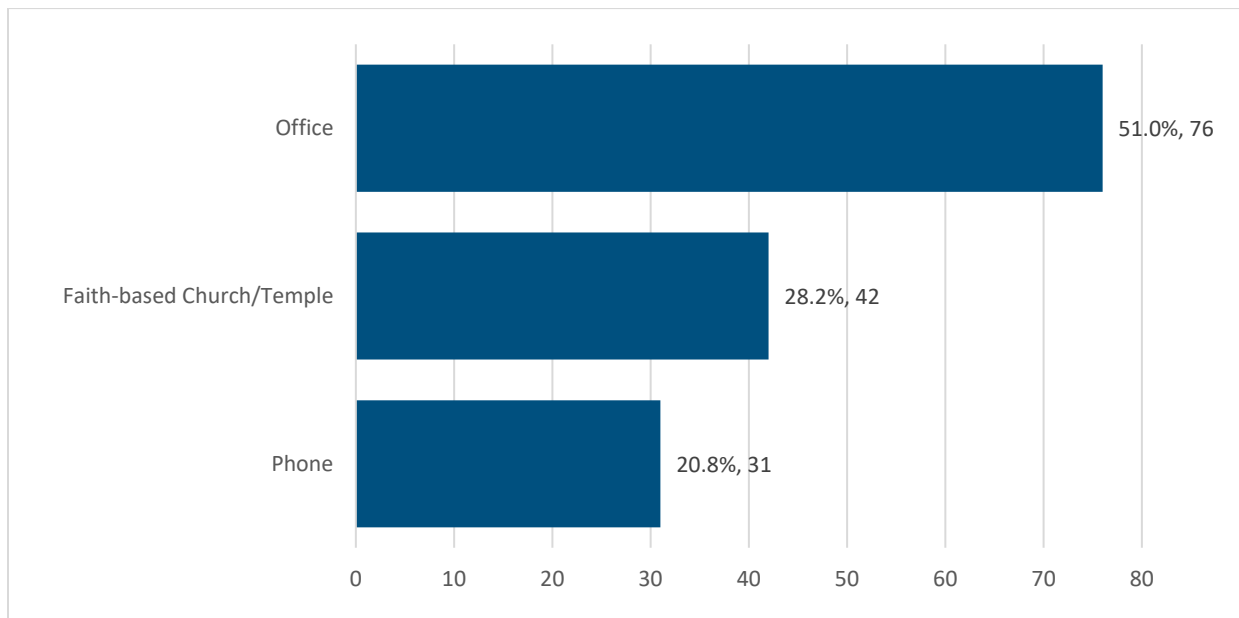
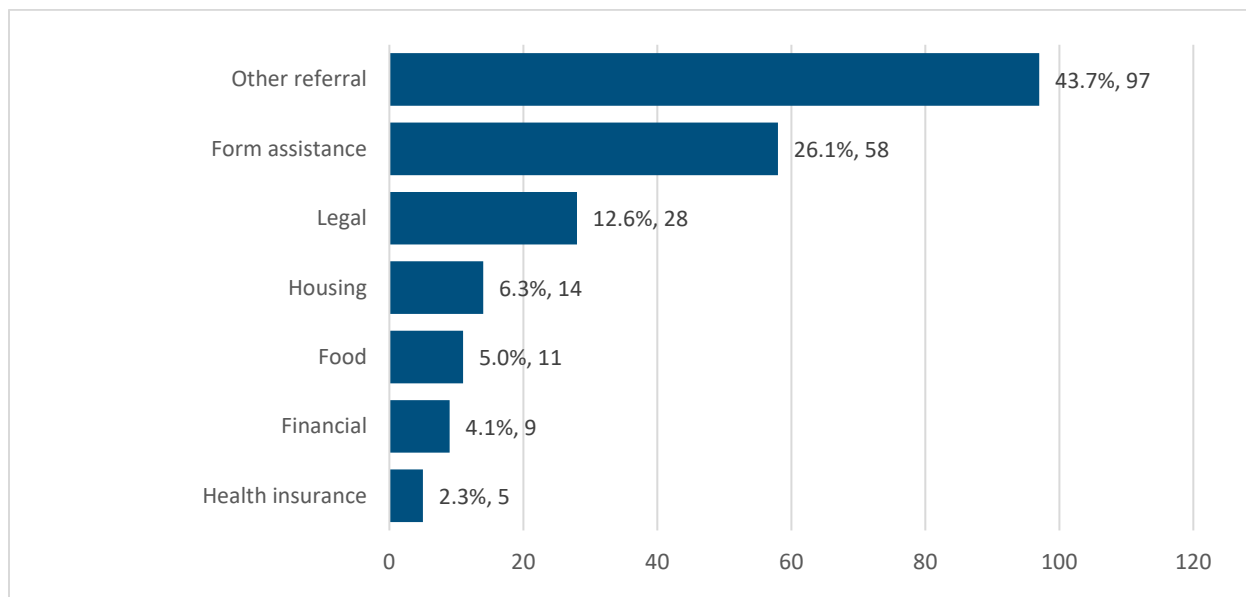


Exhibit E2. Counts and Percentages of Social Services Referrals following Individual Outreach Events: El Concilio, FY2023–2024



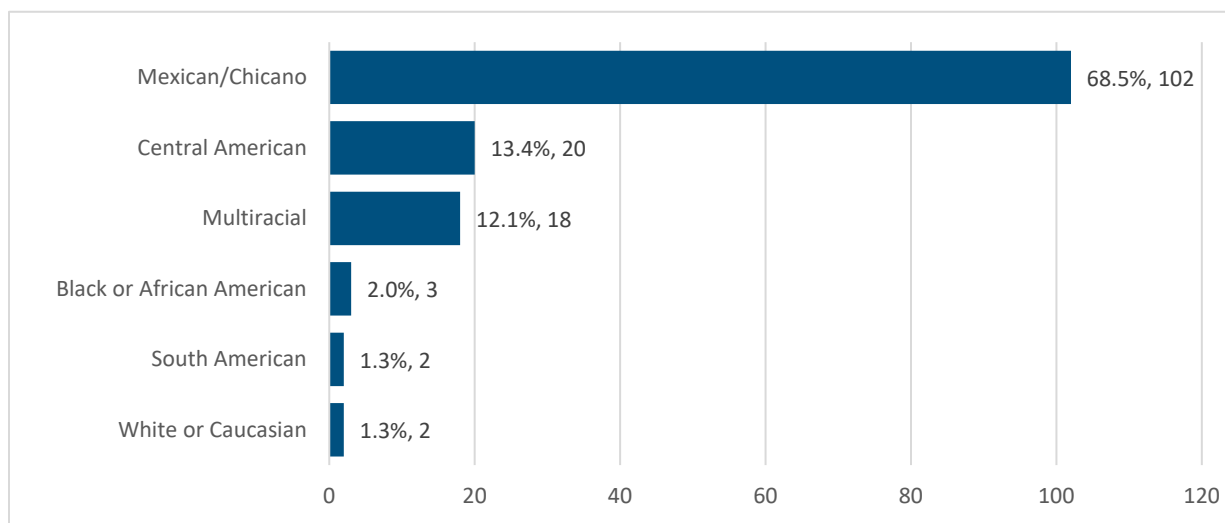
Notes. 1) Only individual outreach events (n = 98) offer service referrals.

2) Individual outreach events may refer an attendee to multiple social services. Therefore, the percentages may add up to more than 100%.

Outreach event attendees

- Attendees were female (**94.6%**; n = 87) or male (**5.4%**; n = 11).
- Were heterosexual (**92.9%**; n = 91) and bisexual (**7.1%**; n = 7)
- Included adults (26–59 years of age, **89.8%**; n = 88), and older adults (60 years, **10.2%**; n = 10).
- Race/ethnicities most frequently reported by outreach event attendees were Mexican/Chicano (**68.5%**; n = 102), Central American (**13.4%**; n = 20), and multiracial (**12.1%**; n = 18). (See **Exhibit E3**.)

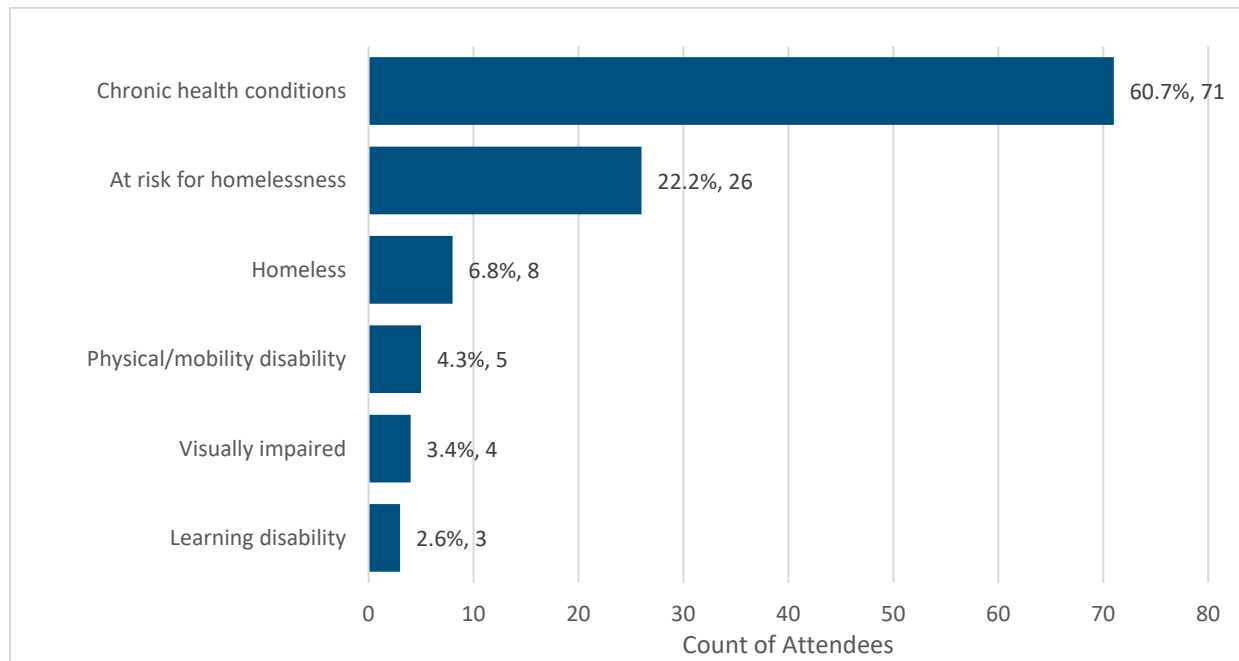
Exhibit E3. Counts and Percentages of Racial/Ethnic Categories: El Concilio Attendees at Outreach Events, FY2023–2024



Note. Percentages add to more than 100% because attendees could select more than one race/ethnicity.

In FY2023–2024, of those that reported being part of a special population, 60.7% had chronic health conditions, 22.2% were at risk for homelessness, 6.8% reported being homeless, and 4.3% reported having a physical/mobility disability. See **Exhibit E4** for the full list of special populations reported.

Exhibit E4. Counts and Percentages of Special Populations: El Concilio Attendees at Outreach Events, FY2023–2024



Note. Attendees could select more than one special population, and therefore the percentages may add up to more than 100%.

Appendix F. FY2023–2024 Outreach, Free At Last

For FY2023–2024, Free At Last reported 447 outreach events, all of which were individual events. There were 447 attendees. The events ranged from 5 to 60 minutes and were for 28 minutes on average.

Outreach events

- Most frequently took place over the phone (**88.9%**; $n = 152$) and in an office (**11.1%**; $n = 19$), as shown in **Exhibit F1**.
- Resulted in 28 mental health referrals and 315 substance use referrals at the individual outreach events.
- There were 330 referrals to social services for individuals who attended the individual events. (See **Exhibit F2**.) Individual outreach event attendees ($n = 447$) were referred to medical care (**50.9%**; $n = 168$), housing (**43.9%**; $n = 145$), and health insurance (**3.0%**; $n = 10$). See Exhibit F2 for the full list of services referred.

Exhibit F1. Counts and Percentages of Events by Location Type: Free at Last Attendees at Outreach Events, FY2023–2024

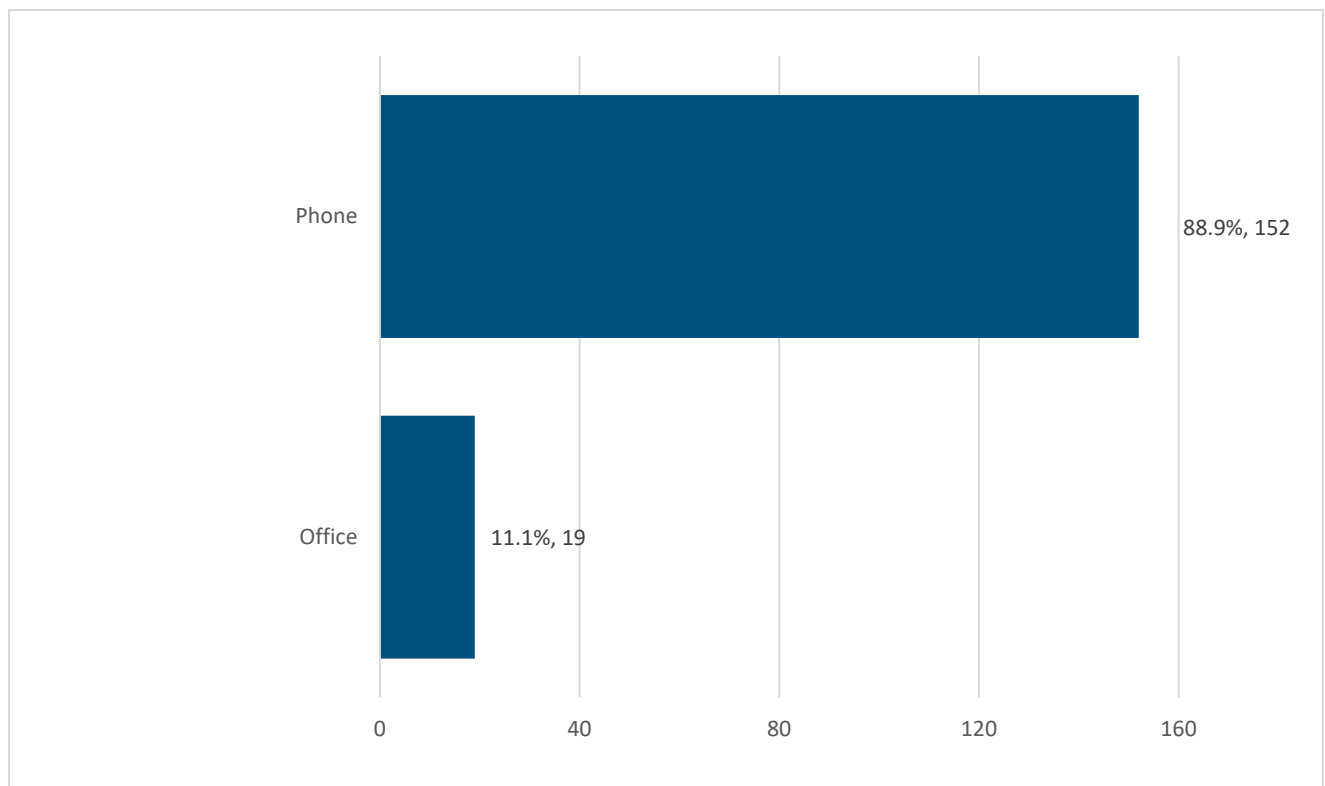
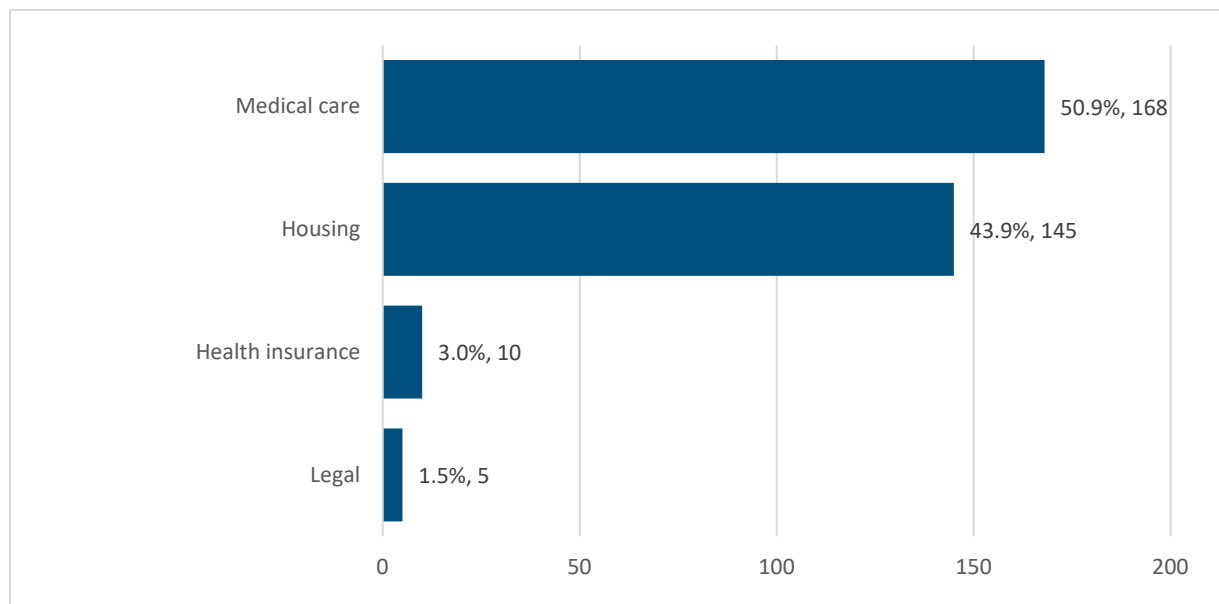


Exhibit F2. Counts and Percentages of Social Services Referrals following Individual Outreach Events: Free at Last, FY2023–2024



Notes. 1) Only individual outreach events ($n = 447$) offer service referrals.

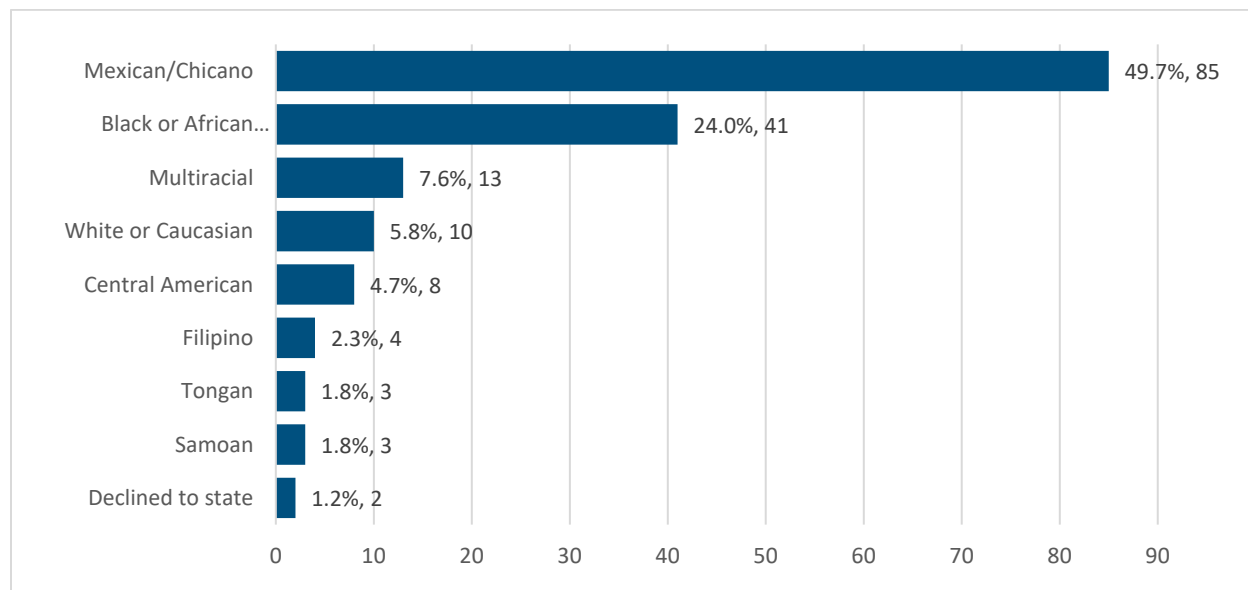
2) Individual outreach events may refer an attendee to multiple social services. Therefore, the percentages may add up to more than 100%.

3) These referral types were not displayed in the graph above due to the small n : transportation ($n = 1$) and form assistance ($n = 1$).

Outreach event attendees

- Most often were male (**52.1%**; $n = 233$); 47.9% were female (**47.9%**; $n = 214$).
- Identified their gender as male most of the time (**51.2%**; $n = 229$); identified as female (**47.4%**; $n = 212$); male-to-female transgender (**1.1%**, $n = 5$), or female-to-male transgender (**0.2%**, $n = 1$).
- Identified as heterosexual (**90.3%**; $n = 404$), gay/lesbian (**5.8%**; $n = 26$), bisexual (**3.4%**; $n = 15$), or pansexual (**0.2%**; $n = 1$). One declined to state their sexuality (**0.2%**).
- Included adults (26–59 years of age, **57.7%**; $n = 258$) older adults (60 years or older, **29.5%**; $n = 132$), and transition-age youth (16–25 years of age, **12.5%**; $n = 57$).
- Most frequently self-reported race/ethnicity category as Mexican or Chicano (**49.7%**; $n = 85$), Black or African American (**24%**; $n = 41$), or more than one race (**7.6%**; $n = 13$). (See **Exhibit F3.**)

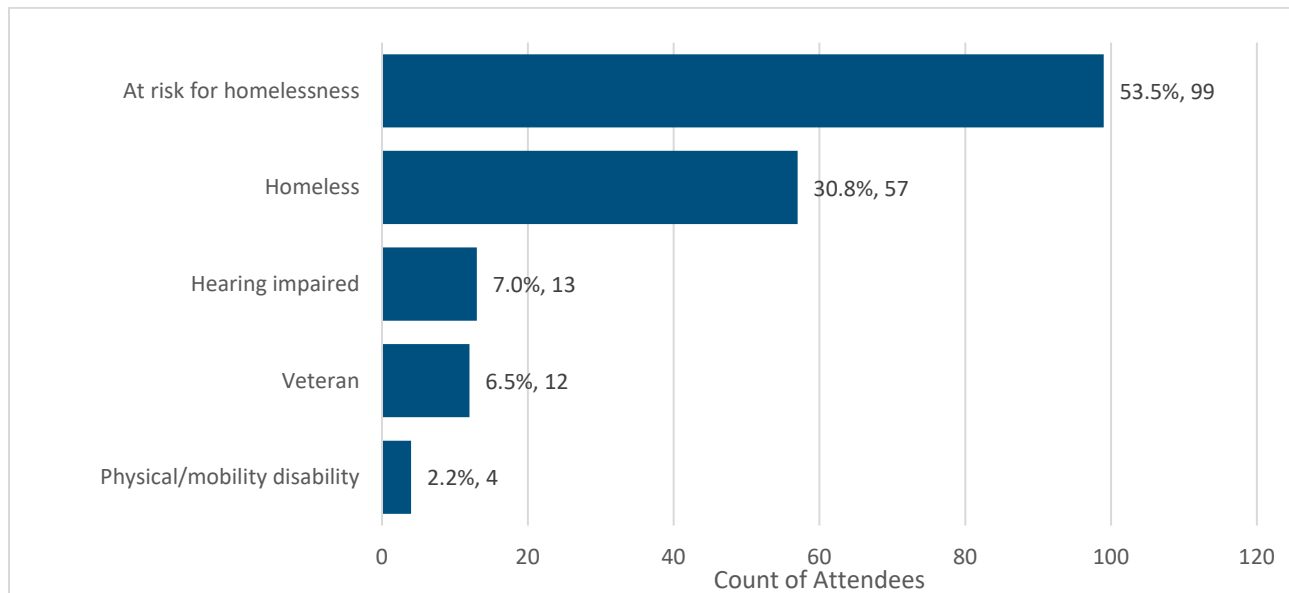
Exhibit F3. Counts and Percentages of Racial/Ethnic Categories: Free at Last Attendees at Outreach Events, FY2023–2024



Note. Percentages add to more than 100% because attendees could select more than one race/ethnicity. These racial/ethnic categories were not displayed in the graph above due to the small n: Korean ($n = 1$) and Native Hawaiian or Pacific Islander ($n = 1$).

In FY2023–2024, of those that reported being part of a special population, 53.5% were at risk for homelessness, 30.8% were homeless, and 7.0% reported having a hearing impairment. See **Exhibit F4** for the full list of special populations reported.

Exhibit F4. Counts and Percentages of Special Populations: Free at Last Attendees at Outreach Events, FY2023–2024



Note. Attendees could select more than one special population, and therefore the percentages may add up to more than 100%.

Appendix G. FY2023–2024 Outreach, Pacifica Collaborative

For FY2023–2024, Pacifica Collaborative reported 18 outreach events, including 8 individual outreach events and 10 group outreach events. There were 2,097 attendees. Individual outreach events lasted for 30 minutes with an average of 30 minutes. Group outreach events ranged from 90 to 180 minutes and lasted an average of 108 minutes.

Outreach events

- Most frequently took place at an other community location (**50.0%**; $n = 13$), school (**23.1%**; $n=6$), and telehealth (**19.2%**, $n=5$). See **Exhibit G1** for the full list of locations.
- Resulted in 8 mental health referrals and 7 substance use treatment referrals.
- There were 33 referrals to social services for individuals who attended the individual events. (See **Exhibit G2**). Individual outreach event attendees ($n=8$) were referred to food (**30.3%**; $n = 10$), housing (**21.2%**; $n = 7$), and transportation (**18.2%**; $n = 6$). See Exhibit G2 for the full list of services referred.

Exhibit G1. Counts and Percentages of Events by Location Type: Pacifica Collaborative Outreach Events, FY2023–2024

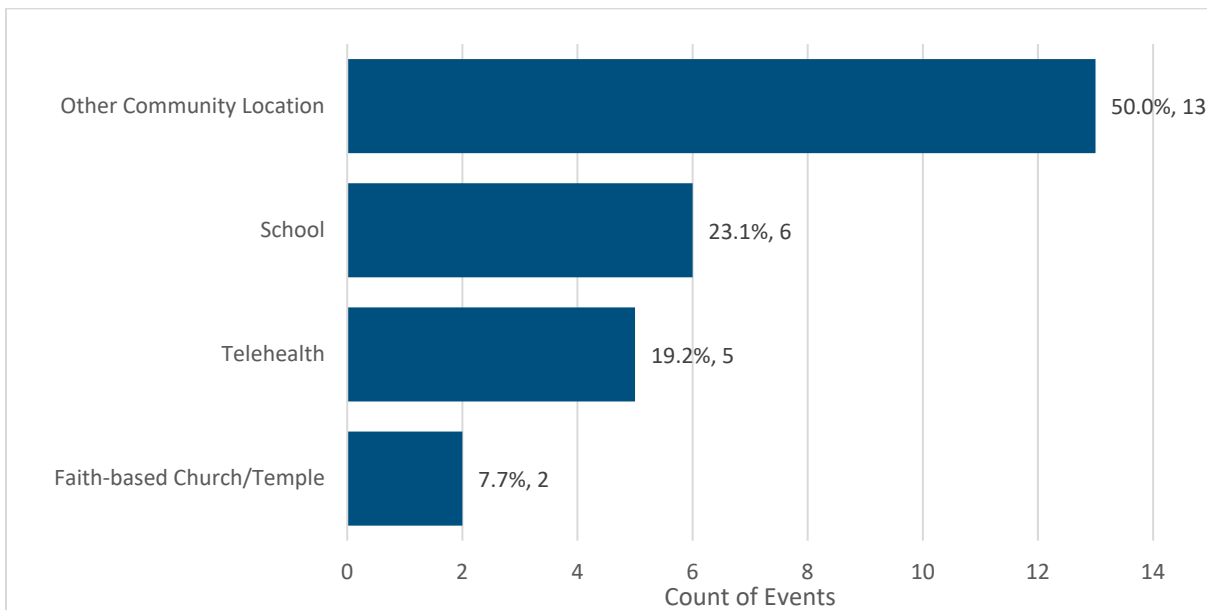
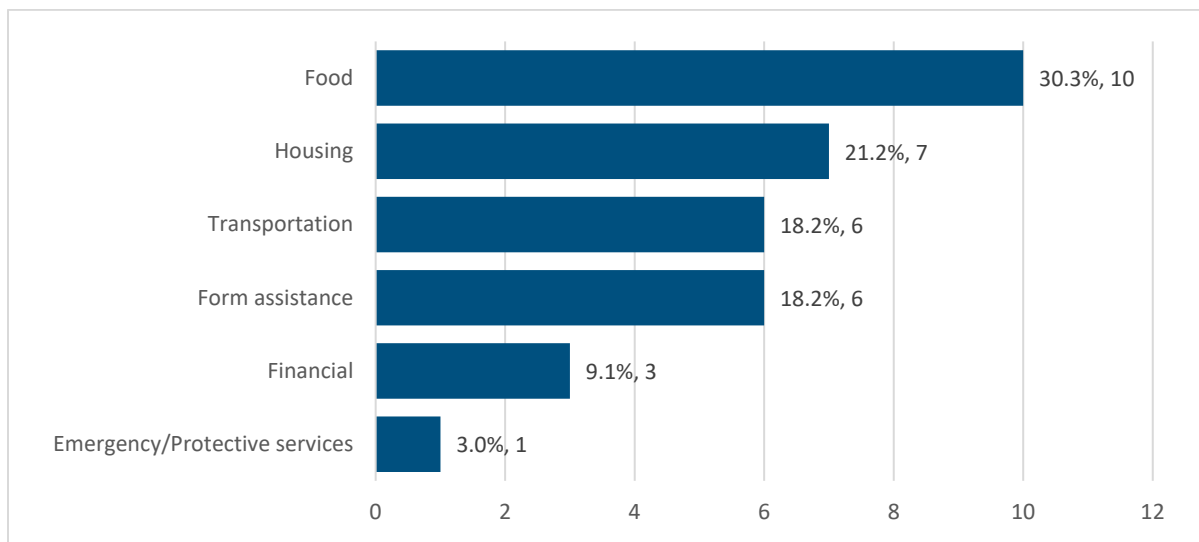


Exhibit G2. Counts and Percentages of Social Services Referrals following Individual Outreach Events: Pacifica Collaborative, FY2022–2023



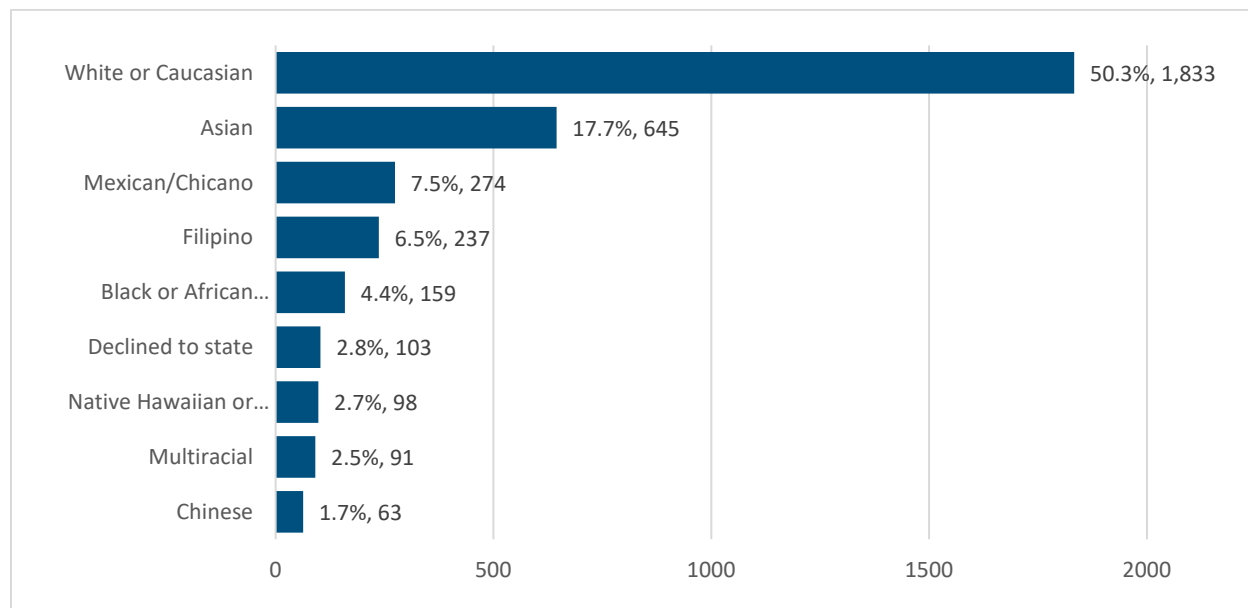
Notes. 1) Only individual outreach events ($n = 12$) offer service referrals.

2) Individual outreach events may refer an attendee to multiple social services. Therefore, the percentages may add up to more than 100%.

Outreach event attendees

- Were female (**53.6%**; $n = 1123$) or male (**44.2%**; $n = 926$). There were 48 (**2.2%**) individuals who declined to state their sex at birth.
- Identified their gender as female (**53%**; $n = 1111$), male (**44%**; $n = 923$), female to male transgender (**0.3%**; $n = 7$), other (**0.1%**; $n = 3$), and male to female transgender (**0.1%**; $n = 1$). There were 53 (**2.5%**) attendees who declined to state their gender.
- Identified as heterosexual (**4.9%**; $n = 103$), gay/lesbian (**2.3%**; $n = 49$), queer (**0.9%**; $n = 18$), or bisexual (**0.4%**; $n = 9$). **91.4%** of attendees ($n = 1917$) declined to state their sexual orientation.
- Included adults (26–59 years of age, **48.6%**; $n = 1020$), older adults (60 years of age and older, **26.2%**; $n = 550$), transition-age youth (16–25 years of age, **14.2%**; $n = 298$), and children and teens (0–15 years of age, **10.6%**; $n = 225$). There were 3 (**0.1%**) attendees who declined to state their age.
- The highest percentages of identified race/ethnicity include White or Caucasian (**50.3%**; $n = 1833$), Asian (**20%**; $n = 325$), Asian (**17.7%**; $n = 645$), or Mexican/Chicano (**7.5%**; $n = 274$). See Exhibit G3 for the remaining identified race/ethnicity groups.

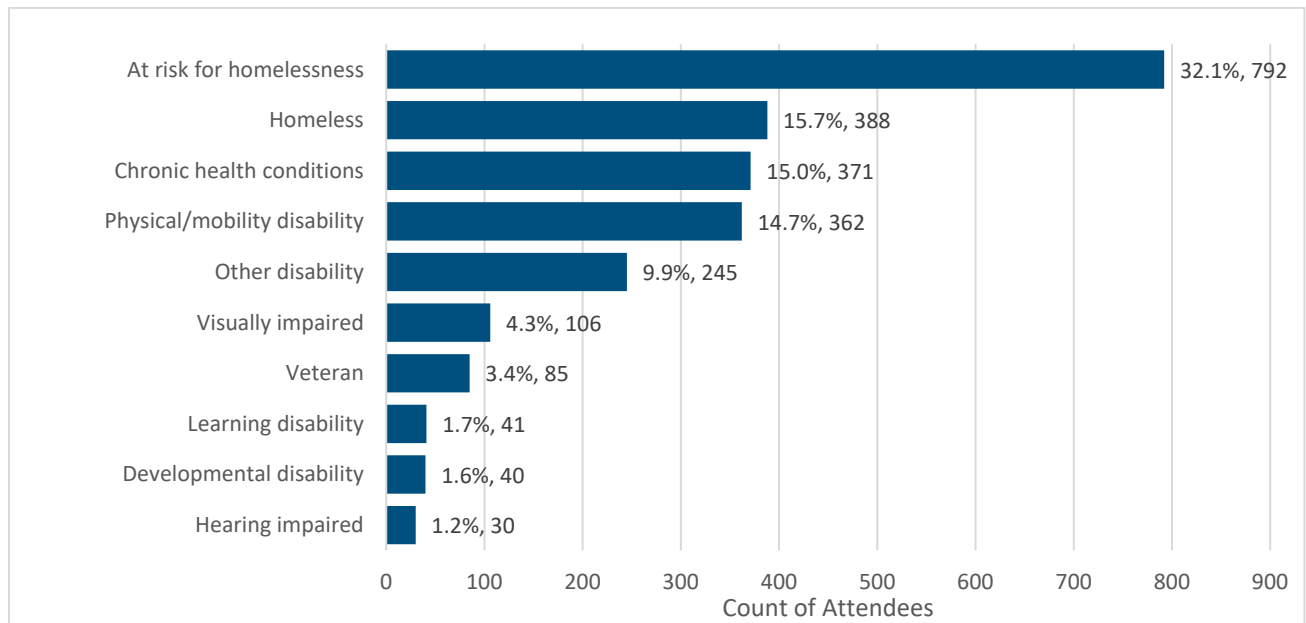
Exhibit G3. Counts and Percentages of Racial/Ethnic Categories: Pacific Collaborative Attendees at Outreach Events, FY2023–2024



Note. Percentages add to more than 100% because attendees could select more than one race/ethnicity. There were 141 clients whose racial/ethnic categories are not displayed in the graph above due to the small n. These racial/ethnic categories were not displayed in the graph above due to the small n: Samoan ($n = 34$), American Indian Alaskan Native, or Indigenous ($n = 33$), Japanese ($n = 26$), Asian Indian/South Asian ($n = 24$), Tongan ($n = 17$), Korean ($n = 5$), other race ($n = 1$), and Fijian ($n = 1$).

In FY2023–2024, of those that reported being part of a special population, 31.2% reported being at risk for homelessness, 15.7% reported being homeless, and 15.0% reported chronic health conditions. See **Exhibit G4** for the full list of special populations reported.

Exhibit G4. Counts and Percentages of Special Populations: Pacifica Collaborative Attendees at Outreach Events, FY2023–2024



Note. Attendees could select more than one special population, and therefore the percentages may add up to more than 100%. These special populations were not displayed in the graph above due to the small n: Dementia ($n = 7$).

Appendix H. FY2023–2024 Outreach, StarVista

For FY2022–2023, StarVista reported 47 events, with all events being individual. There were a total of 47 attendees. Individual outreach events ranged from 15 to 120 minutes and lasted for 34 minutes on average.

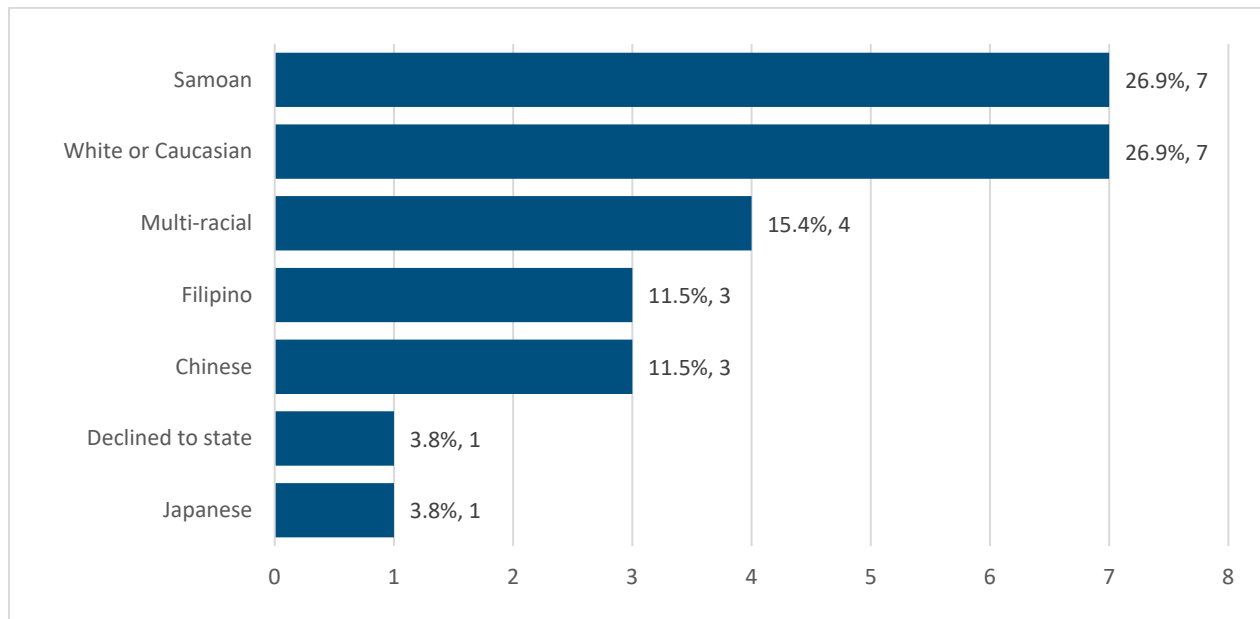
Outreach events

- Took place on via telehealth (**100%**; $n = 4$).
- Resulted in 31 mental health referrals and two substance abuse referrals.
- There were no referrals to social services or attendees who reported being part of a special population.

Outreach event attendees

- Were female (**70.2%**; $n = 33$) or male (**29.8%**; $n = 14$).
- Identified their gender as female (**55.3%**; $n = 26$), male (**25.5%**; $n = 12$), or gender queer (**8.5%**; $n=4$). Five declined to state their gender (**10.6%**).
- Identified as heterosexual (**42.6%**; $n = 20$), bisexual (**4.3%**; $n = 2$), or queer (**2.1%**; $n = 1$). 24 declined to state their sexual orientation (**51.1%**; $n = 24$).
- Were adults (26–59 years of age, **40.4%**; $n = 19$), were under the age of 15 (**36.2%**; $n = 17$), or were between the ages of 16–25 (**23.4%**; $n = 11$).
- Were primarily Samoan (**26.9%**; $n = 7$), White or Caucasian (**26.9%**; $n = 7$), or multi-racial (**15.4%**; $n= 4$). See Exhibit H1 for all other racial/ethnic groups.

Exhibit H1. Counts and Percentages of Racial/Ethnic Categories: StarVista Attendees at Outreach Events, FY2023–2024



Note. Percentages add to more than 100% because attendees could select more than one race/ethnicity.
Attendees by Race/Ethnicity by Collaborative, FY2018–2023

Appendix I. Attendees by Race/Ethnicity by Collaborative, FY2019–2024

Exhibit I1. Attendees by Race/Ethnicity by Collaborative, FY2019-2024

Race/Ethnicity	EPAPMHO					NCOC				
	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Black	93 (17.9%)	29 (11.8%)	44 (11.5%)	129 (13.1%)	177 (29.2%)	685 (5.4%)	202 (2.6%)	277 (3.4%)	157 (3.4%)	385 (4.6%)
White	18 (3.5%)	12 (4.9%)	12 (3.1%)	19 (1.9%)	139 (22.9%)	2024 (16%)	2336 (29.6%)	2394 (29.8%)	1015 (22.2%)	1099 (13%)
American Indian	1 (.2%)	0 (0%)	0 (0%)	0 (0%)	1 (.2%)	90 (.7%)	67 (.8%)	46 (.6%)	33 (.7%)	11 (.1%)
Middle Eastern	2 (.4%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	44 (.3%)	30 (.4%)	28 (.3%)	49 (1.1%)	23 (.3%)
Eastern European	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (0%)	1 (0%)	1 (0%)	0 (0%)	3 (0%)
European	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (0%)	3 (0%)	1 (0%)	3 (.1%)	11 (.1%)
Mexican	119 (22.8%)	101 (41.2%)	187 (48.7%)	310 (31.6%)	162 (26.7%)	2302 (18.2%)	1235 (15.6%)	510 (6.3%)	392 (8.6%)	472 (5.6%)
Puerto Rican	2 (.4%)	1 (.4%)	1 (.3%)	0 (0%)	2 (.3%)	44 (.3%)	36 (.5%)	2 (0%)	3 (.1%)	3 (0%)
Cuban	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Central American	19 (3.6%)	15 (6.1%)	28 (7.3%)	27 (2.7%)	15 (2.5%)	127 (1%)	13 (.2%)	160 (2%)	104 (2.3%)	60 (.7%)
South American	0 (0%)	1 (.4%)	2 (.5%)	0 (0%)	0 (0%)	27 (.2%)	67 (.8%)	6 (.1%)	11 (.2%)	27 (.3%)
Caribbean	0 (0%)	0 (0%)	0 (0%)	1 (.1%)	0 (0%)	5 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0%)
Other Latino	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Asian	1 (.2%)	1 (.4%)	0 (0%)	1 (.1%)	4 (.7%)	873 (6.9%)	604 (7.6%)	647 (8.1%)	388 (8.5%)	393 (4.7%)
Filipino	4 (.8%)	0 (0%)	4 (1%)	7 (.7%)	2 (.3%)	1170 (9.3%)	316 (4%)	753 (9.4%)	494 (10.8%)	529 (6.3%)
Chinese	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	936 (7.4%)	304 (3.8%)	230 (2.9%)	158 (3.4%)	220 (2.6%)
Japanese	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	37 (.3%)	42 (.5%)	38 (.5%)	13 (.3%)	17 (.2%)
Korean	0 (0%)	1 (.4%)	1 (.3%)	0 (0%)	1 (.2%)	39 (.3%)	25 (.3%)	7 (.1%)	6 (.1%)	11 (.1%)
South Asian	1 (.2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	222 (1.8%)	50 (.6%)	52 (.6%)	30 (.7%)	27 (.3%)
Vietnamese	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	84 (.7%)	4 (.1%)	1 (0%)	2 (0%)	9 (.1%)
Cambodian	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	8 (.1%)	0 (0%)	0 (0%)	1 (0%)	1 (0%)
Laotian	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Mien	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Other Asian	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Tongan	30 (5.8%)	15 (6.1%)	35 (9.1%)	125 (12.7%)	19 (3.1%)	89 (.7%)	88 (1.1%)	118 (1.5%)	111 (2.4%)	98 (1.2%)
Samoa	26 (5%)	19 (7.8%)	31 (8.1%)	67 (6.8%)	16 (2.6%)	503 (4%)	137 (1.7%)	192 (2.4%)	327 (7.1%)	559 (6.6%)
Fijian	1 (.2%)	0 (0%)	4 (1%)	13 (1.3%)	0 (0%)	21 (.2%)	25 (.3%)	8 (.1%)	10 (.2%)	9 (.1%)
Hawaiian	164 (31.5%)	40 (16.3%)	1 (.3%)	246 (25.1%)	23 (3.8%)	1521 (12.1%)	174 (2.2%)	127 (1.6%)	105 (2.3%)	218 (2.6%)
Guamanian	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Multi	39 (7.5%)	9 (3.7%)	31 (8.1%)	29 (3%)	43 (7.1%)	1228 (9.7%)	248 (3.1%)	325 (4%)	576 (12.6%)	1357 (16.1%)
Other Race	0 (0%)	1 (.4%)	0 (0%)	0 (0%)	2 (.3%)	113 (.9%)	5 (.1%)	718 (8.9%)	40 (.9%)	74 (.9%)
Unknown Race	1 (.2%)	0 (0%)	2 (.5%)	8 (.8%)	0 (0%)	412 (3.3%)	1883 (23.8%)	1392 (17.3%)	551 (12%)	2831 (33.5%)
Total	521	245	384	982	606	12614	7899	8033	4582	8450

Note. Percentages may not sum to 100% because of rounding. The total count for race/ethnicity reported may exceed the total number of attendees because some providers may have reported individuals who are multiracial as both multiracial and their respective race/ethnicity, leading to extra counts in some cases. The denominator for race/ethnicity percentage is the sum of all race/ethnicity data reported. N/A indicates the category was not available or discontinued during the specific fiscal year.

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