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# **San Mateo County Behavioral Health and Recovery Services (SMC BHRS) Provider Outreach Efforts**

**FY 2015-2016**

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**January 2017**

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## Executive Summary

In 2004, California voters approved Proposition 63, the Mental Health Services Act (MHSA), to provide funding to Counties for mental health services by imposing a 1% tax on personal income in excess of \$1 million. The Community Services and Supports (CSS) component of MHSA was created to provide direct services to individuals with severe mental illness and included Outreach and Engagement activities.

San Mateo County Behavioral Health and Recovery Services (SMC BHRS) funds the North County Outreach Collaborative (NCOC) and the East Palo Alto Partnership for Mental Health Outreach (EPAPMHO) to provide outreach and engagement activities throughout San Mateo County.

This report summarizes overall collaborative and provider-specific outreach efforts across individual and group outreach events that occurred in fiscal year (FY) 2015-2016 (July 1, 2015 through June 30, 2016). We also present some historical data from FY 2014-2015 to show how outreach has changed over time.

### Total Attendance

For FY 2015-2016, SMC BHRS providers reported a total of 5,556 attendees at all outreach events. Of these, 1,102 attendees were reached through individual outreach events and 4,454 attendees were reached across 107 group outreach events.

### Demographics of outreach attendees

#### ***NCOC***

NCOC individual outreach attendees were primarily adults and transition-age youth (84%) and with unknown insurance (59%). Individual and group outreach attendees were typically female (56%). Almost half of attendees were White or Filipino (46%). Attendees also reported being part of one or more special populations (i.e., homeless, at risk for homelessness, vision impaired, hearing impaired, veterans). Of those reporting special population status, 58% were homeless or were at-risk for homelessness.

#### ***EPAPMHO***

EPAPMHO individual outreach attendees were largely adults and transition-age youth (92%) and without insurance (46%). Individual and group outreach attendees were usually female (57%). Almost half of attendees were Black or Mexican (48%). Of those reporting special population status, 80% were homeless or were at-risk for homelessness.

### Outreach event characteristics

#### ***NCOC***

The average length of NCOC individual outreach events was 34.9 minutes in FY 2015-2016. Of the 353 individual outreach events, most occurred in other community locations not listed (50%),

used Medicaid Administrative Activities (MAA) code 401 (Discounted Medi-Cal outreach, 37%), were conducted in English (94%), and included mental health outreach (35%) and mental health referrals (31%). Providers also made 483 referrals to other services, including legal services and housing.

NCOC group outreach events lasted 103.1 minutes on average. Of the 4,391 group outreach events, most were conducted in English (96%) and held in other community locations not listed (52%). These events most frequently used MAA code 401 (Discounted Medi-Cal outreach, 56%).

## **EPAPMHO**

The 749 EPAPMHO individual outreach events were an average of 37.2 minutes each. These events were typically administered in English (67%), in the office (31%), and using MAA code 400 (Medi-Cal outreach, 72%). EPAPMHO individual outreach events also included mental health outreach (40%) and substance abuse outreach (22%). A total of 1,416 referrals were made to other services, including medical care and housing.

Of the 63 EPAPMHO group outreach events, the average event lasted 48.1 minutes. Half of group outreach events were conducted in Samoan (50%) and in homes (50%). These events used MAA code 400 (Medi-Cal outreach, 100%).

## **Recommendations**

Based on FY 2015-2016 data, we recommend the following to enhance outreach and improve data collection. To enhance outreach, we suggest that SMC BHRS work with providers to:

- Tailor or increase outreach efforts for specific demographic groups, such as older adults and Latino/Hispanic persons from Central America.
- Identify housing-related resources that may be especially useful for those who are homeless or at risk for homelessness.
- Share best practices across providers for reaching special populations.

To improve data collection, we recommend SMC BHRS work with providers to:

- Minimize missing data.
- Treat race/ethnicity as mutually exclusive categories.
- Report data collection and entry challenges as they occur.

## Introduction

In 2004, California voters approved Proposition 63, the Mental Health Services Act (MHSA), to provide funding to Counties for mental health services by imposing a 1% tax on personal income in excess of \$1 million. Activities funded by MHSA are grouped into components, and 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 an integrated service experience. CSS has three service categories: 1) Full Service Partnerships; 2) General System Development Funds; and 3) Outreach and Engagement.

San Mateo County Behavioral Health and Recovery Services (SMC BHRS) MHSA Outreach and Engagement strategy increases access and improves linkages to behavioral health services for underserved communities. Strategies include community outreach collaboratives, pre-crisis response, and primary care-based efforts. SMC BHRS has seen a consistent increase in representation of underserved communities in its system since the strategies were deployed.

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

Providers reported fiscal year (FY) 2015-2016 (July 1, 2015 through June 30, 2016) outreach data using an electronic form first implemented in quarter four (Q4) of FY 2014-2015. AIR created this form based on interviews with San Mateo County staff and focus groups with providers. This collective effort sought to improve the data collection process so that SMC BHRS and its providers could better understand the reach of their outreach efforts. After data are entered, AIR cleans the data and calculates aggregated counts and percentages to describe outreach activities. Please see Appendix A for information about calculations.

This report focuses on EPAPMHO and NCOC's outreach events that occurred during FY 2015-2016 and outreach event attendees. We also present some historical data from FY 2014-2015 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. Provider summaries are also available to help SMC BHRS and its providers better understand each individual provider's outreach efforts. Please refer to Appendix B to I.

## Overall Outreach

During FY 2015-2016, SMC BHRS outreach providers reported a total of 5,556 attendees at outreach events—1,102 attendees reached through individual outreach events and 4,454 attendees reached across 107 group outreach events. Each individual outreach event occurs with a single attendee. Group outreach events include multiple attendees. An attendee is not necessarily a unique individual because a person may have been a part of multiple individual or group outreach events.

**Table 1** shows outreach attendees, by collaborative, provider, and event type (i.e., individual or group) for FY 2015-2016.

**Table 1. Outreach Attendees, by Collaborative, Provider, and Event Type, FY 2015-2016**

Provider Organization	Number of Individual Outreach Attendees	Number of Attendees at Group Outreach Events	Total Attendees Reported Across All Events**
<b>North County Outreach Collaborative (NCOC)</b>			
Asian American Recovery Services	150	1,502	1,652
Daly City Peninsula Partnership Collaborative	61	140	201
Daly City Youth Health Center	23	476	499
Pacifica Collaborative	23	2,069	2,092
Pyramid Alternatives	96	204	300
<b>Total (NCOC)</b>	<b>353</b>	<b>4,391</b>	<b>4,744</b>
<b>East Palo Alto Partnership for Mental Health Outreach (EPAPMHO)</b>			
El Concilio	53	0*	53
Free at Last	373	0*	373
Multicultural Counseling and Education Services of the Bay Area	323	63	386
<b>Total (EPAPMHO)</b>	<b>749</b>	<b>63</b>	<b>812</b>
<b>Total (NCOC and EPAPMHO)</b>	<b>1,102</b>	<b>4,454</b>	<b>5,556</b>

Notes: \*Providers did not report data for FY 2015-2016. \*\*Counts are not necessarily unique individuals.

Compared to FY 2014-2015, the total number of NCOC outreach attendees increased, whereas EPAPMHO outreach attendees decreased. Between FY 2014-2015 and FY 2015-2016, NCOC individual outreach attendees decreased from 450 to 353, and NCOC group outreach attendees increased from 3,939 to 4,391. In contrast, EPAPMHO individual outreach attendees increased from 451 to 749, and EPAPMHO group outreach attendees decreased from 497 to 63.



**Table 2** presents outreach event attendees' race/ethnicity for FY 2014-2015 and FY 2015-2016 within each collaborative. Increases of 5% or more between the two years are shaded in green; decreases are shaded in red. Additional details on race/ethnicity by quarter for FY 2015-2016 are presented later in the report (pages 8 and 15).

**Table 2. Race/Ethnicity by Collaborative, FY 2014-2016**

Race/Ethnicity	NCOC		EPAPMHO	
	FY 2014-2015	FY 2015-FY2016	FY 2014-2015	FY 2015-FY2016
Black	172 (5%)	153 (3%)	131 (14%)	77 (9%)
White	335 (10%)	1,501 (32%)	39 (4%)	194 (24%)
American Indian	7 (<1%)	48 (1%)	0 (0%)	0 (0%)
Middle Eastern	7 (<1%)	60 (1%)	0 (0%)	7 (1%)
Mexican	144 (4%)	260 (5%)	44 (5%)	195 (24%)
Puerto Rican	1 (<1%)	6 (<1%)	1 (<1%)	1 (<1%)
Cuban	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Other Latino	273 (8%)	87 (2%)	150 (15%)	4 (<1%)
Filipino	577 (17%)	678 (14%)	12 (1%)	18 (2%)
Chinese	192 (6%)	246 (5%)	0 (0%)	2 (<1%)
Japanese	14 (<1%)	30 (1%)	0 (0%)	0 (0%)
Korean	21 (1%)	29 (1%)	0 (0%)	0 (0%)
South Asian	26 (1%)	16 (<1%)	0 (0%)	2 (<1%)
Vietnamese	35 (1%)	23 (<1%)	1 (<1%)	2 (<1%)
Cambodian	18 (1%)	1 (<1%)	0 (0%)	0 (0%)
Hmong	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Laotian	1 (<1%)	2 (<1%)	0 (0%)	0 (0%)
Mien	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Tongan	183 (5%)	236 (5%)	283 (29%)	85 (10%)
Samoan	353 (10%)	343 (7%)	106 (11%)	117 (14%)
Fijian	9 (<1%)	24 (1%)	1 (<1%)	0 (0%)
Hawaiian	48 (1%)	29 (1%)	3 (<1%)	13 (2%)
Guamanian	10 (1%)	25 (1%)	1 (<1%)	6 (1%)
Multi-racial	72 (2%)	428 (9%)	39 (4%)	2 (<1%)
Other Race	432 (13%)	95 (2%)	26 (3%)	4 (<1%)
Unknown Race	504 (15%)	440 (9%)	131 (14%)	83 (10%)
<b>Total</b>	<b>3,434</b>	<b>4,760</b>	<b>968</b>	<b>812</b>

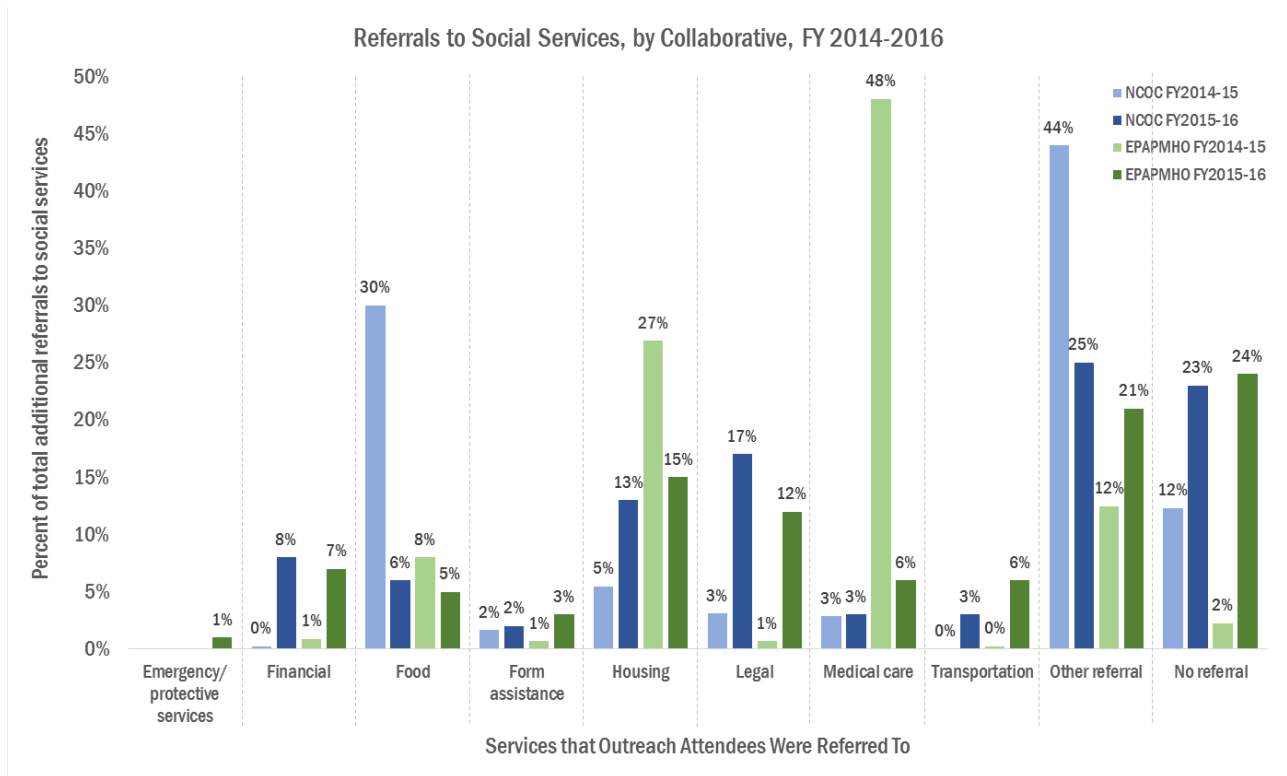
Note: Percentages may not sum to 100% because of rounding.

**Figure 2** presents referrals to social services, by collaborative for both FY 2014-2015 and FY 2015-2016. The percentages shown represent percent of total referrals to social services. Both NCOC and EPAPMHO had increases in the numbers of referrals to social services.

- In FY 2015-2016, NCOC had 629 referrals to social services, as compared to 423 referrals in the prior FY. In FY 2015-2016, EPAPMHO had 1,527 referrals to social services, as compared to 450 referrals in the prior FY.
- As a percent of all referrals, both NCOC and EPAPMHO had increases in Financial, Legal, and Transportation referrals between FY 2014-2015 and FY 2015-2016.

- In FY 2015-2016, NCOC had decreases in the percent of food and other referrals compared to FY 2014-2015. In FY 2015-2016, EPAPMHO had decreases in the percent of housing and medical care referrals compared to the prior FY.

**Figure 2. Referrals to Social Services, by Collaborative, FY 2014-2016**



Note: Percentages may not sum to 100% because of rounding.

# NCOC

In FY 2015-2016, there were 4,744 attendees at individual and group outreach events across the five provider organizations in the NCOC.

## Demographics

**Age:** NCOC individual outreach attendees were adults (26-59 years, 59%), transition-age youth (16-25 years, 25%), older adults (60 years or older, 5%), and children (0-15 years, 2%) in FY 2015-2016. Nine percent of attendees were of an unknown age. See **Table 3** for the number of individual outreach attendees representing each reported age group, by quarter. Providers were not asked to report group outreach data on age for FY 2015-2016.

**Table 3. Age of Individual Outreach Attendees Served by NCOC, FY 2015-2016**

Age Group	Q1	Q2	Q3	Q4	Total
Adults (26-59)	91 (52%)	43 (74%)	32 (62%)	43 (62%)	209 (59%)
Transition-age youth (16-25)	44 (25%)	12 (21%)	15 (29%)	16 (23%)	87 (25%)
Unknown age	31 (18%)	0 (0%)	1 (2%)	0 (0%)	32 (9%)
Older adults (60+)	8 (5%)	3 (5%)	4 (8%)	4 (6%)	19 (5%)
Children (0-15)	0 (0%)	0 (0%)	0 (0%)	6 (9%)	6 (2%)
<b>Total</b>	<b>174</b>	<b>58</b>	<b>52</b>	<b>69</b>	<b>353</b>

Note: Percentages may not sum to 100% because of rounding. Provider organizations were not asked to report group outreach data on age for FY 2015-2016.

**Gender:** Attendees across NCOC individual and group outreach events were females (56%), males (38%), and other genders (6%) in FY 2015-2016. See **Table 4** for the number of individual and group outreach attendees reporting each gender type, by quarter.

**Table 4. Gender of Outreach Attendees Served By NCOC, FY 2015-2016**

Gender	Q1	Q2	Q3	Q4	Total
Female	419 (58%)	818 (57%)	695 (49%)	710 (61%)	2,642 (56%)
Male	234 (33%)	561 (39%)	588 (42%)	440 (38%)	1,823 (38%)
Other gender	64 (9%)	66 (5%)	131 (9%)	18 (2%)	279 (6%)
<b>Total</b>	<b>717</b>	<b>1,445</b>	<b>1,414</b>	<b>1,168</b>	<b>4,744</b>

Note: Percentages may not sum to 100% because of rounding

**Race and ethnicity:** In FY 2015-2016, the three largest racial/ethnic groups represented by all NCOC attendees were White (32%), Filipino (14%), and multi-racial (9%). Nine percent of attendees were of an unknown race. See **Table 5** for the number of attendees representing each reported racial/ethnic group, by quarter.

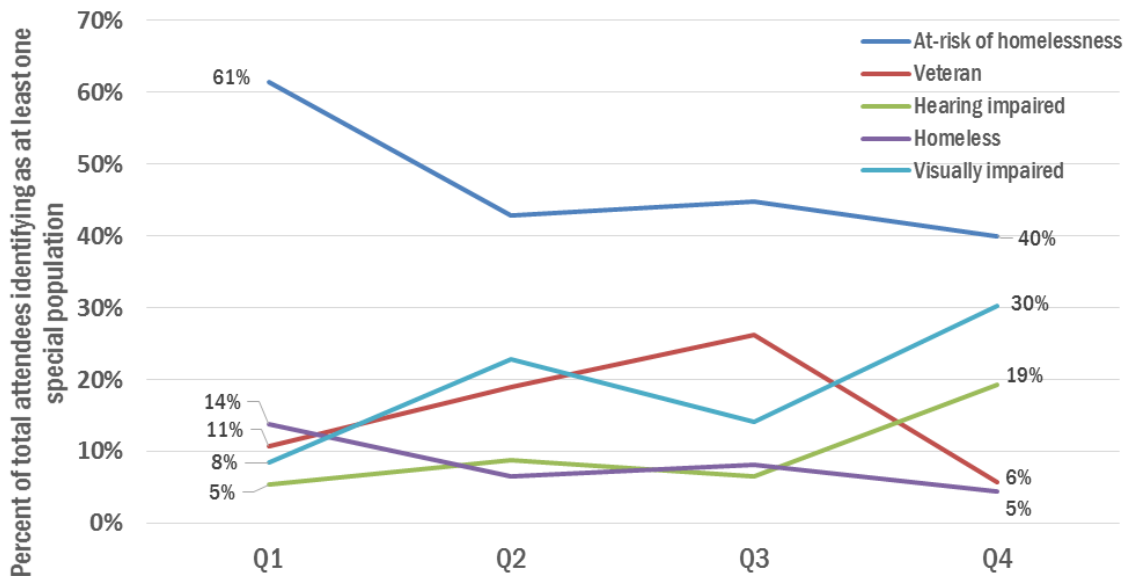
**Table 5. Race and Ethnicity of Outreach Attendees Served By NCOC, FY 2015-2016**

Race/ethnicity	Q1	Q2	Q3	Q4	Total
White	269 (37%)	601 (42%)	549 (38%)	82 (7%)	1,501 (32%)
Black	26 (4%)	44 (3%)	43 (3%)	40 (3%)	153 (3%)
Middle Eastern	11 (2%)	17 (1%)	18 (1%)	14 (1%)	60 (1%)
American Indian	5 (1%)	17 (1%)	20 (1%)	6 (1%)	48 (1%)
Mexican	47 (7%)	54 (4%)	37 (3%)	122 (10%)	260 (5%)
Other Latino	30 (4%)	25 (2%)	32 (2%)	0 (0%)	87 (2%)
Puerto Rican	1 (<1%)	0 (0%)	3 (<1%)	2 (<1%)	6 (<1%)
Cuban	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Filipino	89 (12%)	171 (12%)	233 (16%)	185 (16%)	678 (14%)
Chinese	31 (4%)	73 (5%)	61 (4%)	81 (7%)	246 (5%)
Japanese	13 (2%)	5 (<1%)	7 (<1%)	5 (<1%)	30 (1%)
Korean	2 (<1%)	5 (<1%)	16 (1%)	6 (1%)	29 (1%)
Vietnamese	1 (<1%)	7 (<1%)	10 (1%)	5 (<1%)	23 (<1%)
South Asian	3 (<1%)	3 (<1%)	7 (<1%)	3 (<1%)	16 (<1%)
Laotian	1 (<1%)	0 (0%)	1 (<1%)	0 (0%)	2 (<1%)
Cambodian	0 (0%)	0 (0%)	0 (0%)	1 (<1%)	1 (<1%)
Hmong	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Mien	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Samoan	47 (7%)	97 (7%)	57 (4%)	142 (12%)	343 (7%)
Tongan	15 (2%)	43 (3%)	18 (1%)	160 (14%)	236 (5%)
Hawaiian	3 (<1%)	8 (1%)	11 (1%)	7 (1%)	29 (1%)
Guamanian	0 (0%)	6 (<1%)	2 (<1%)	17 (1%)	25 (1%)
Fijian	0 (0%)	4 (<1%)	4 (<1%)	16 (1%)	24 (1%)
Unknown Race	58 (8%)	138 (10%)	236 (17%)	8 (1%)	440 (9%)
Multi-racial	51 (7%)	101 (7%)	53 (4%)	223 (19%)	428 (9%)
Other Race	15 (2%)	26 (2%)	11 (1%)	43 (4%)	95 (2%)
<b>Total**</b>	<b>718</b>	<b>1,445</b>	<b>1,429</b>	<b>1,168</b>	<b>4,760</b>

Note: Percentages may not sum to 100% because of rounding. \*\* Total count for race/ethnicity reported may exceed the total number of attendees, because some providers may have reported individuals who are multi-racial as both multi-racial and their respective race/ethnicities, leading to extra counts in some cases. The denominator for race/ethnicity percent is the sum of all race/ethnicity data reported.

**Special populations:** NCOC individual and group outreach event attendees reported being part of one or more special populations. Of the special populations, 49% were at risk for homelessness, 18% were visually impaired, 16% were veterans, 9% were hearing impaired, and 9% were homeless. Refer to **Figure 3** for the percentage of attendees representing each special population in FY 2015-2016, by quarter.

**Figure 3. Special Populations Served By NCOC, FY 2015-2016**



Note: Attendees could be included in more than one special population.

### Additional outreach characteristics (individual outreach events only)

**Insurance Coverage:** NCOC individual outreach attendees were with unknown insurance (59%), with other insurance (17%), with Medi-Cal (17%), without insurance (4%), or with Medicare (3%) in FY 2015-2016. Less than 1% of attendees reported having more than one type of insurance. See **Table 6** for the total number of individual outreach attendees reporting each insurance type, by quarter. Providers were not asked to report group outreach data for insurance coverage.

**Table 6. Insurance Coverage for NCOC Outreach Attendees, FY 2015-2016**

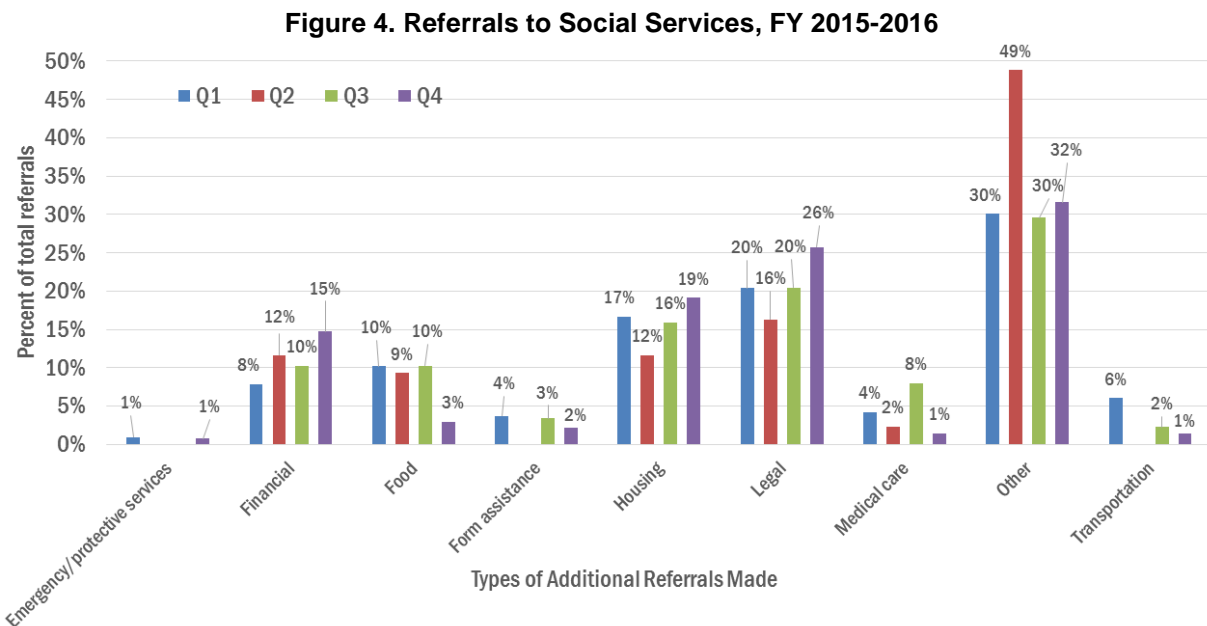
Insurance Type	Q1	Q2	Q3	Q4	Total
Unknown Insurance	104 (60%)	40 (69%)	29 (56%)	35 (51%)	208 (59%)
Other Insurance	22 (13%)	6 (10%)	7 (13%)	25 (36%)	60 (17%)
Medi-Cal	33 (19%)	10 (17%)	9 (17%)	7 (10%)	59 (17%)
Uninsured	9 (5%)	1 (2%)	5 (10%)	0 (0%)	15 (4%)
Medicare	5 (3%)	1 (2%)	2 (4%)	2 (3%)	10 (3%)
More than 1 type	1 (1%)	0 (0%)	0 (0%)	0 (0%)	1 (<1%)
Healthy Families	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Healthy Kids	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>174</b>	<b>58</b>	<b>52</b>	<b>69</b>	<b>353</b>

Note: Percentages may not sum to 100% because of rounding. Provider organizations were not asked to report group outreach data on insurance status/type for FY 2015-2016.

**Previous contact:** Twenty percent of individual outreach events were conducted with attendees who had a previous outreach contact with NCOC.

**Mental Health/Substance Use Referrals:** NCOC individual outreach events included mental health referrals (45%) and substance abuse referrals (14%) in FY 2015-2016.

**Referrals to Social Services:** Providers made 483 referrals to 353 NCOC individual outreach attendees. Of the different referral types, the top three types of referrals made for attendees were for other referrals not listed (32%), legal services (22%), and housing (17%). In **Figure 4**, we summarize the percentage of attendees receiving a given type of referral, by quarter.



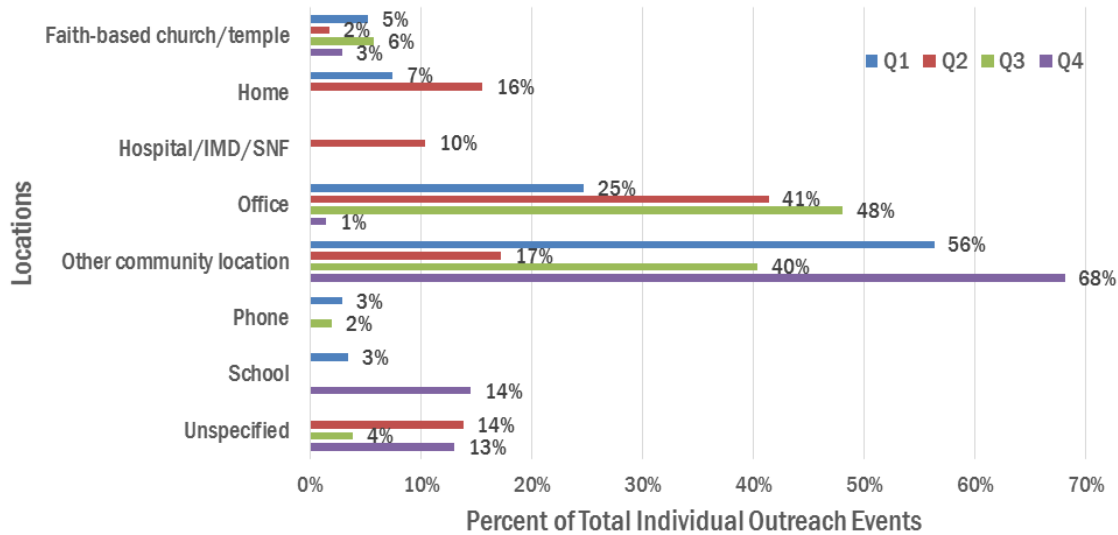
Note: Percentages may not sum to 100% because of rounding. Provider organizations were not asked to report group outreach data on referral type for FY 2015-2016.

## Individual outreach event characteristics

**Location:** NCOC individual outreach events primarily occurred in other community locations not listed<sup>1</sup> (50%) and in the office (26%) in FY 2015-2016. **Figure 5** presents individual outreach event locations in FY 2015-2016, by quarter.

<sup>1</sup> Due to the high percentage of individual outreach events reported to be held in “other community locations,” we have modified future outreach forms (starting in FY 2016-2017) to include a free-response space for providers to include additional information about these other locations. Moving forward, this will allow us to better understand what these additional outreach locations are and to meet the needs of outreach attendees.

**Figure 5. Locations of NCOC Individual Outreach Events, FY 2015-2016**



Note: Percentages may not sum to 100% because of rounding.

**Length of contact:** For FY 2015-2016, the average length of NCOC individual outreach events was 34.9 minutes. Average length was 31.0 minutes in Q1, 42.8 minutes in Q2, 51.1 minutes in Q3, and 25.7 minutes in Q4.

**MAA code:** NCOC individual outreach events used MAA codes 401 (Discounted Medi-Cal outreach, 37%), 400 (Medi-Cal outreach, 32%), 403 (Referral in crisis situations for non-open cases, 5%), and 410 (Non-SPMP case management of non-open cases, 1%) in FY 2015-2016. MAA code 404 (Case management of non-open cases) was not used. Twenty-five percent of MAA codes were reported as N/A.

**Language:** NCOC individual outreach events were conducted in English (94%), Spanish (4%), Tagalog (1%), and Mandarin (1%). See **Table 7** for group outreach events by language.

**Table 7. Number of NCOC Individual Outreach Events By Language, FY 2015-2016**

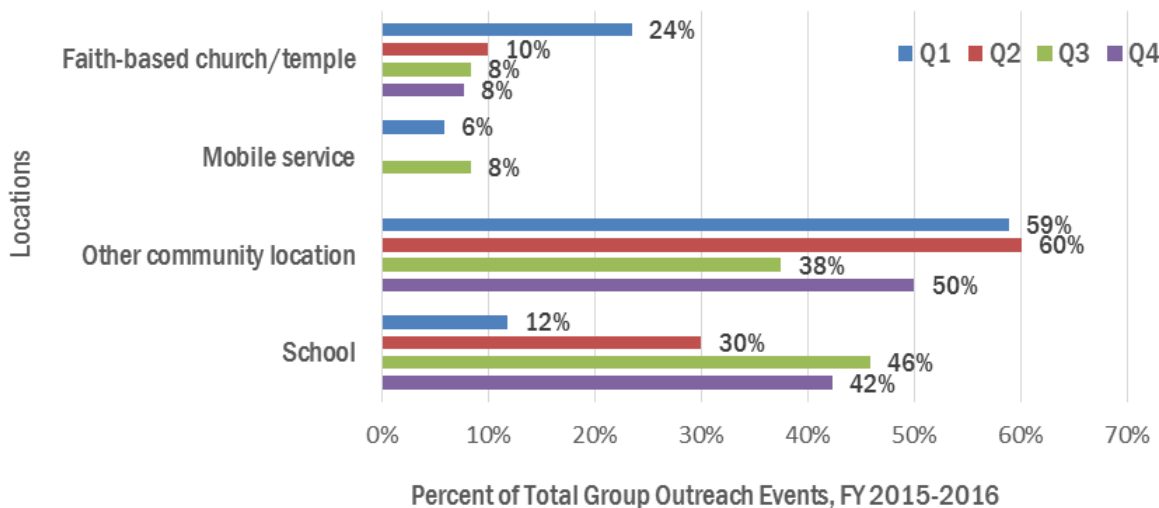
Language	Q1	Q2	Q3	Q4	Total
English	163 (94%)	53 (91%)	50 (96%)	67 (97%)	333 (94%)
Spanish	7 (4%)	5 (9%)	1 (2%)	1 (1%)	14 (4%)
Tagalog	3 (2%)	0 (0%)	0 (0%)	0 (0%)	3 (1%)
Mandarin	0 (0%)	0 (0%)	1 (2%)	1 (1%)	2 (1%)
Other	1 (1%)	0 (0%)	0 (0%)	0 (0%)	1 (<1%)
<b>Total</b>	<b>174</b>	<b>58</b>	<b>52</b>	<b>69</b>	<b>353</b>

Note: Percentages may not sum to 100% because of rounding. The following languages were options but were not reported by providers in FY 2015-2016: American/Other Sign Language, Cambodian, Portuguese, Samoan, Tongan, Vietnamese, and unknown language.

## Group outreach event characteristics

**Location:** NCOC group outreach events largely occurred at other community locations not listed (52%) and at school (34%) in FY 2015-2016. **Figure 6** presents group outreach event locations in FY 2015-2016, by quarter.

**Figure 6. Location of NCOC Group Outreach Events, FY 2015-2016**



Note: Percentages may not sum to 100% because of rounding.

**Length of contact:** For FY 2015-2016, the average length of NCOC group outreach events was 103.1 minutes. By quarter, average length of outreach was 123.4 minutes in Q1, 105.1 minutes in Q2, 80.3 minutes in Q3, and 108.4 minutes in Q4.

**MAA code:** NCOC group outreach events used MAA codes 401 (Discounted Medi-Cal outreach, 56%), 400 (Medi-Cal outreach, 24%), and 403 (Referral in crisis situations for non-open cases, 2%) in FY 2015-2016. MAA codes 404 (Case management of non-open cases) and 410 (Non-SPMP case management of non-open cases) were not used. Eighteen percent of MAA codes were reported as N/A.

**Language:** NCOC group outreach events were conducted in English (96%), Mandarin (1%), and Spanish (1%). See **Table 8** below for the breakdown of group outreach events by the language of administration.

**Table 8. Number of NCOC Group Outreach Events By Language, FY 2015-2016**

Language	Q1	Q2	Q3	Q4	Total
English	17 (100%)	30 (97%)	24 (100%)	24 (89%)	95 (96%)
Other	0 (0%)	1 (3%)	0 (0%)	1 (4%)	2 (2%)
Mandarin	0 (0%)	0 (0%)	0 (0%)	1 (4%)	1 (1%)
Spanish	0 (0%)	0 (0%)	0 (0%)	1 (4%)	1 (1%)
<b>Total</b>	<b>17</b>	<b>31</b>	<b>24</b>	<b>27</b>	<b>99</b>

Note: Percentages may not sum to 100% because of rounding. The following languages were options but were not reported by providers in FY 2015-2016: American/Other Sign Language, Cambodian, Portuguese, Samoan, Tagalog, Tongan, Vietnamese, and unknown language.



# EPAPMHO

In FY 2015-2016, there were 812 attendees at individual and group outreach events across the three provider organizations in the EPAPMHO.

## Demographics

**Age:** EPAPMHO individual outreach attendees were adults (26-59 years, 54%), transition-age youth (16-25 years, 38%), older adults (60+ years or older, 7%), and children (0-15 years, <1%) in FY 2015-2016. Less than one percent of attendees were of an unknown age. See **Table 9** for the number of individual outreach attendees representing each reported age group, by quarter. Provider organizations were not asked to report group outreach data on age for FY 2015-2016.

**Table 9. Age of Individual Outreach Attendees Served By EPAPMHO, FY 2015-2016**

Age	Q1	Q2	Q3	Q4	Total
Adults (26-59)	149 (70%)	88 (45%)	98 (46%)	73 (59%)	408 (54%)
Transition-age youth (16-25)	57 (27%)	94 (48%)	97 (45%)	33 (27%)	281 (38%)
Older adults (60+)	8 (4%)	14 (7%)	18 (8%)	16 (13%)	56 (7%)
Children (0-15)	0 (0%)	0 (0%)	1 (<1%)	1 (1%)	2 (<1%)
Unknown age	0 (0%)	1 (1%)	1 (<1%)	0 (0%)	2 (<1%)
<b>Total</b>	<b>214</b>	<b>197</b>	<b>215</b>	<b>123</b>	<b>749</b>

Note: Percentages may not sum to 100% because of rounding. Provider organizations were not asked to report group outreach data on age for FY 2015-2016.

**Gender:** Attendees across EPAPMHO individual and group outreach events were females (57%), males (41%), and other genders (2%) in FY 2015-2016. See **Table 10** for the number of individual and group outreach attendees representing each reported gender, by quarter.

**Table 10. Gender of Outreach Attendees Served By EPAPMHO, FY 2015-2016**

Gender	Q1	Q2	Q3	Q4	Total
Female	121 (51%)	139 (63%)	120 (56%)	85 (61%)	465 (57%)
Male	113 (48%)	81 (36%)	86 (40%)	53 (38%)	333 (41%)
Other gender	2 (1%)	2 (1%)	9 (4%)	1 (1%)	14 (2%)
<b>Total</b>	<b>236</b>	<b>222</b>	<b>215</b>	<b>139</b>	<b>812</b>

Note: Percentages may not sum to 100% because of rounding.

**Race and ethnicity:** In FY 2015-2016, the three largest racial/ethnic groups represented by all EPAPMHO attendees were Mexican (24%), Black (24%), and Tongan (14%). Less than one percent of attendees were of an unknown race. See **Table 11** for the number of attendees representing each reported racial/ethnic group, by quarter.

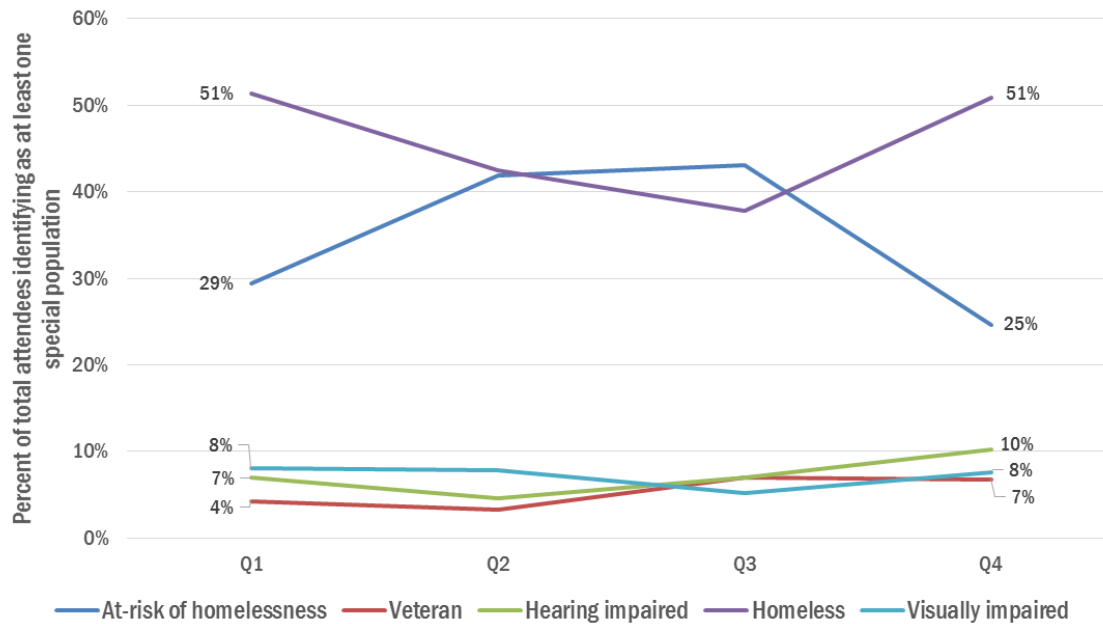
**Table 11. Race and Ethnicity of Outreach Attendees Served By EPAPMHO, FY 2015-2016**

Race/Ethnicity	Q1	Q2	Q3	Q4	Total
Black	54 (23%)	57 (26%)	53 (25%)	30 (17%)	194 (24%)
White	27 (11%)	16 (7%)	21 (9%)	13 (9%)	77 (9%)
American Indian	3 (1%)	1 (<1%)	2 (1%)	1 (1%)	7 (1%)
Mexican	63 (27%)	44 (20%)	53 (25%)	35 (25%)	195 (24%)
Puerto Rican	2 (1%)	0 (0%)	2 (1%)	0 (0%)	4 (<1%)
Cuban	0 (0%)	1 (<1%)	0 (0%)	0 (0%)	1 (<1%)
Filipino	5 (2%)	4 (2%)	6 (3%)	3 (2%)	18 (2%)
Chinese	1 (<1%)	0 (0%)	1 (<1%)	0 (0%)	2 (<1%)
South Asian	1 (<1%)	1 (<1%)	0 (0%)	0 (0%)	2 (<1%)
Vietnamese	2 (1%)	0 (0%)	0 (0%)	0 (0%)	2 (<1%)
Tongan	30 (13%)	35 (16%)	32 (15%)	20 (14%)	117 (14%)
Samoaan	21 (9%)	24 (11%)	14 (7%)	26 (19%)	85 (10%)
Fijian	4 (2%)	6 (3%)	3 (1%)	0 (0%)	13 (2%)
Hawaiian	3 (1%)	2 (1%)	1 (<1%)	0 (0%)	6 (1%)
Multi-racial	19 (8%)	28 (13%)	25 (12%)	11 (8%)	83 (10%)
Other Race	1 (<1%)	1 (<1%)	0 (0%)	0 (0%)	2 (<1%)
Unknown Race	0 (0%)	2 (1%)	2 (1%)	0 (0%)	4 (<1%)
<b>Total</b>	<b>236</b>	<b>222</b>	<b>215</b>	<b>139</b>	<b>812</b>

Note: Percentages may not sum to 100% because of rounding. The following racial/ethnic groups were options but were not reported by providers in FY 2015-2016: Middle Eastern, Other Latino, Japanese, Korean, Cambodian, Hmong, Laotian, Mien, and Guamanian.

**Special populations:** EPAPMHO individual and group outreach event attendees reported being part of one or more special populations. Of the special populations, 45% were homeless, 35% were at risk for homelessness, 7% were visually impaired, 7% were hearing impaired, and 5% were veterans. Refer to **Figure 7** for the percentage of attendees representing each special population in FY 2015-2016, by quarter.

**Figure 7. Special Populations Served by EPAPMHO, FY 2015-2016**



Note: Attendees could be included in more than one special population.

## Additional outreach characteristics (individual outreach events only)

**Insurance Coverage:** EPAPMHO individual outreach attendees were without insurance (46%), with Medi-Cal (28%), with other insurance not listed (11%), with Medicare (8%), or with unknown insurance (4%). Three percent of attendees reported having more than one type of insurance. See **Table 12** for the total number of individual outreach attendees reporting each insurance type, by quarter. Providers were not asked to report group outreach data for insurance coverage.

**Table 12. Insurance Coverage, FY 2015-2016**

Insurance Type	Q1	Q2	Q3	Q4	Total
Uninsured	131 (61%)	85 (43%)	89 (41%)	42 (34%)	347 (46%)
Medi-Cal	64 (30%)	49 (25%)	60 (28%)	40 (33%)	213 (28%)
Other Insurance	4 (2%)	23 (12%)	29 (13%)	23 (19%)	79 (11%)
Medicare	13 (6%)	17 (9%)	15 (7%)	12 (10%)	57 (8%)
Unknown Insurance	2 (1%)	12 (6%)	10 (5%)	3 (2%)	27 (4%)
More than 1 type	0 (0%)	11 (6%)	12 (6%)	3 (2%)	26 (3%)
Healthy Families	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Healthy Kids	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>214</b>	<b>197</b>	<b>215</b>	<b>123</b>	<b>749</b>

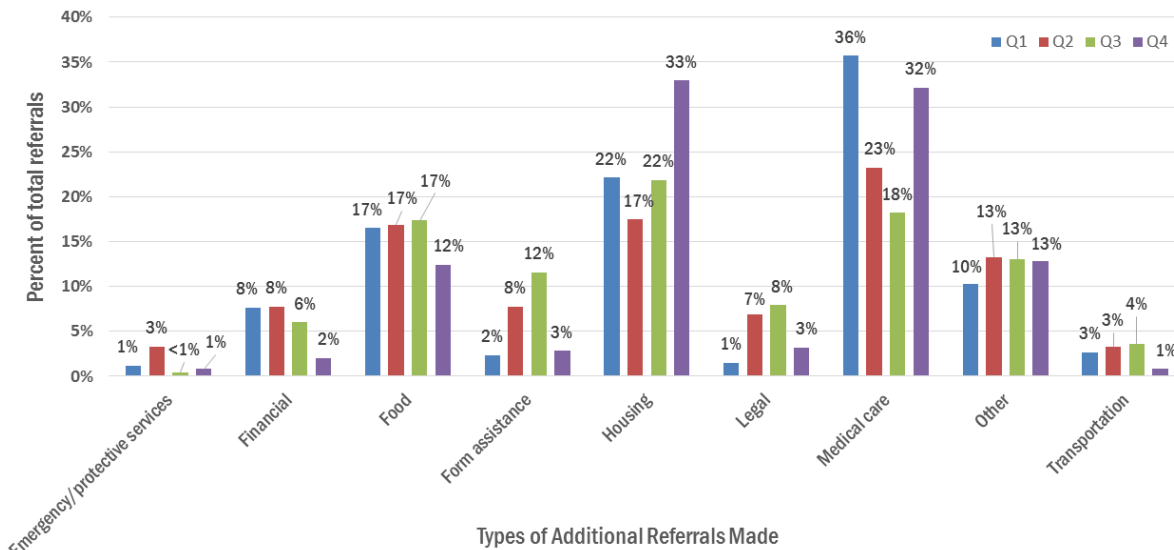
Note: Percentages may not sum to 100% because of rounding. Provider organizations were not asked to report group outreach data on insurance status/type for FY 2015-2016.

**Previous contact:** Thirty-three percent of individual outreach events were conducted with attendees who had a previous outreach contact with EPAPMHO.

**Mental Health/Substance Use Referrals:** EPAPMHO individual outreach events included substance abuse referrals (30%) and mental health referrals (26%) in FY 2015-2016.

**Referrals to Social Services:** Providers made 1,416 referrals to 749 EPAPMHO individual outreach attendees. Of the different referral types, the top three types of referrals made for attendees were for medical care (26%), housing (23%), and food (16%). **Figure 8** summarizes the percentage of attendees receiving a given type of referral, by quarter.

**Figure 8. Referrals to Social Services, FY 2015-2016**

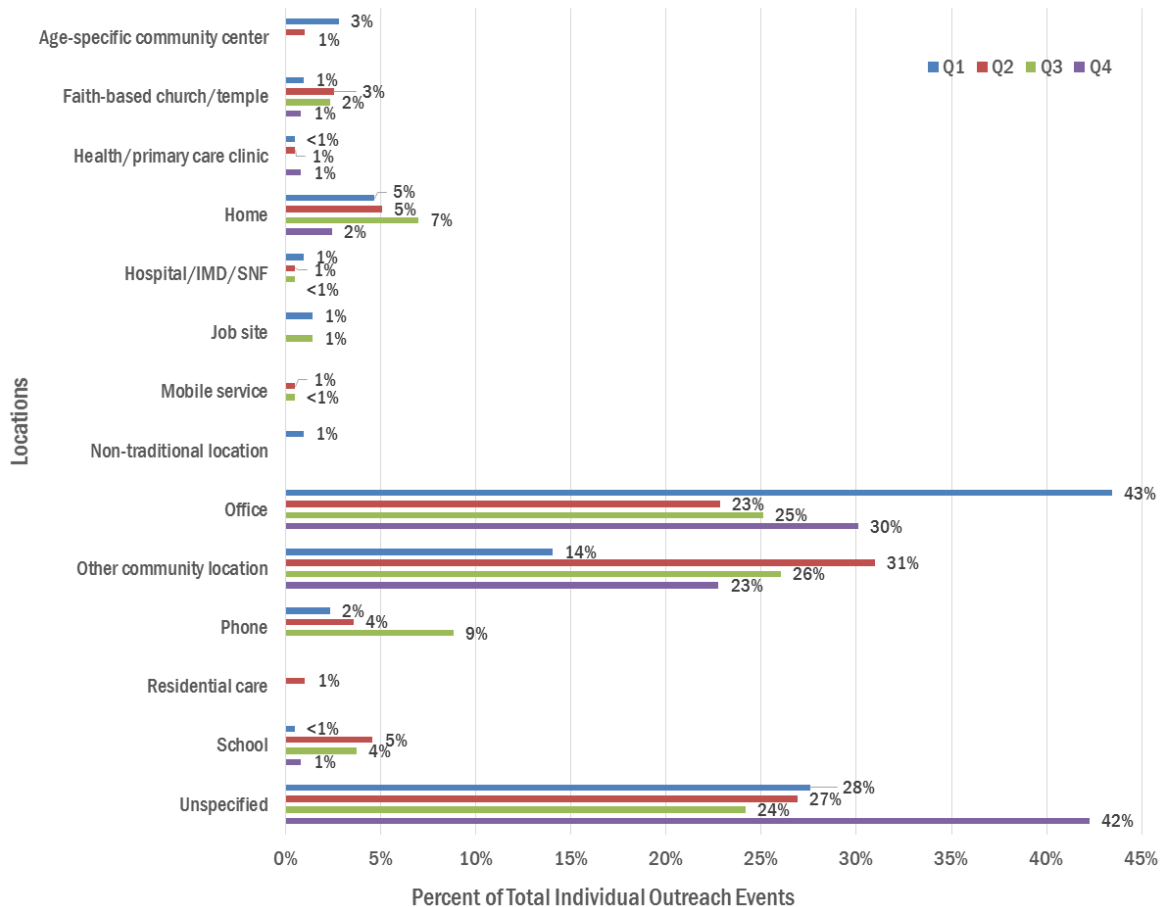


Note: Provider organizations were not asked to report group outreach data on referral type for FY 2015-2016.

## Individual outreach event characteristics

**Location:** EPAPMHO individual outreach events typically occurred in the office (31%), unspecified locations (29%), and other community locations not listed (23%) in FY 2015-2016. See **Figure 9** for a summary of individual outreach events by location.

**Figure 9. Location of EPAPMHO Individual Outreach Events, FY 2015-2016**



Note: Percentages may not sum to 100% because of rounding.

**Length of contact:** For FY 2015-2016, the average length of EPAPMHO individual outreach events was 37.2 minutes. By quarter, average length of outreach was 38.6 minutes in Q1, 35.5 minutes in Q2, 40.5 minutes in Q3, and 32.0 minutes in Q4.

**MAA code:** EPAPMHO individual outreach events used MAA codes 400 (Medi-Cal outreach, 72%), 401 (Discounted Medi-Cal outreach, 27%), and 410 (Non-SPMP case management of non-open cases, 1%) in FY 2015-2016. MAA codes 403 (Referral in crisis situations for non-open cases) and 404 (Case management of non-open cases) were not used. None of the MAA codes were reported as N/A.

**Language:** EPAPMHO individual outreach events were conducted in English (67%), Spanish (19%), Tongan (9%), Samoan (4%), and American/Other Sign Language (<1%). See **Table 13** below for the breakdown of group outreach events by the language of administration.

**Table 13. Languages, FY 2015-2016**

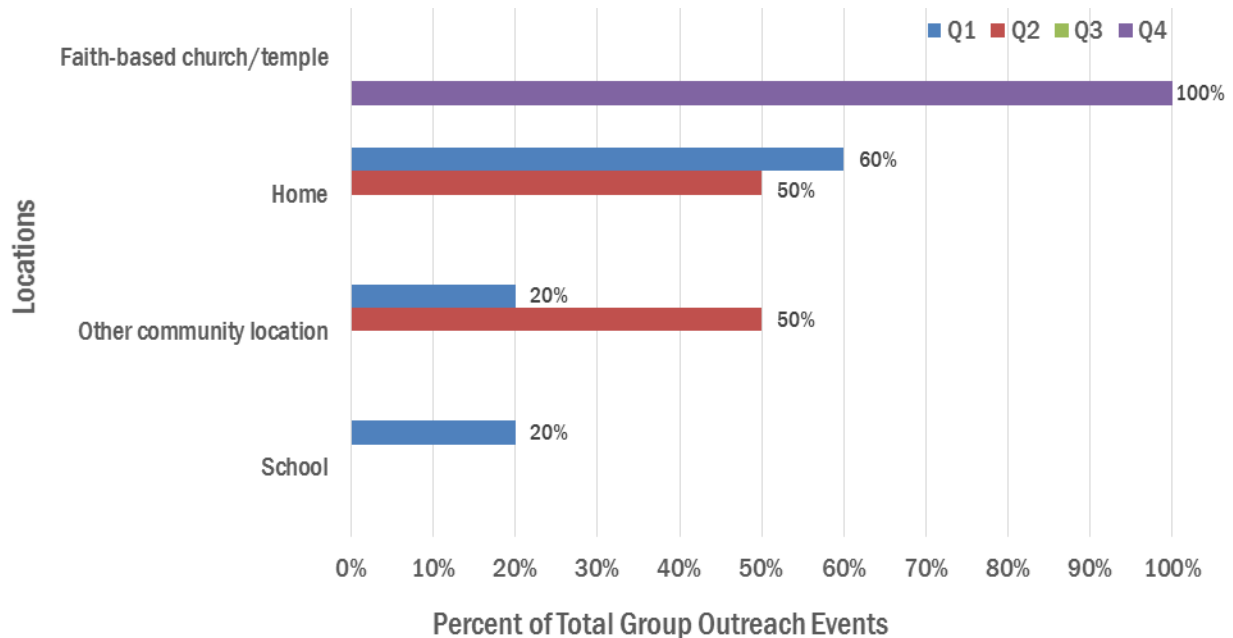
Language	Q1	Q2	Q3	Q4	Total
English	156 (73%)	140 (71%)	148 (69%)	60 (49%)	504 (67%)
Spanish	39 (18%)	32 (16%)	34 (16%)	37 (30%)	142 (19%)
Tongan	14 (7%)	16 (8%)	25 (12%)	15 (12%)	70 (9%)
Samoan	5 (2%)	9 (5%)	7 (3%)	10 (8%)	31 (4%)
American/Other Sign Language	0 (0%)	0 (0%)	0 (0%)	1 (1%)	1 (<1%)
Other	0 (0%)	0 (0%)	1 (<1%)	0 (0%)	1 (<1%)
<b>Total</b>	<b>214</b>	<b>197</b>	<b>215</b>	<b>123</b>	<b>749</b>

Note: Percentages may not sum to 100% because of rounding. The following languages were options but were not reported by providers in FY 2015-2016: Cambodian, Mandarin, Portuguese, Tagalog, Vietnamese, and unknown language.

### Group outreach event characteristics

**Locations:** EPAPMHO group outreach events were held in the home (50%), at other community locations not listed (25%), at school (13%), and at faith-based churches/temples (13%) in FY 2015-2016. Refer to **Figure 10** for a breakdown of group outreach events by location.

**Figure 10. Locations of EPAPMHO Group Outreach Events, FY 2015-2016**



Note: Percentages may not sum to 100% because of rounding.

**Length of contact:** For FY 2015-2016, the average length of EPAPMHO group outreach events was 48.1 minutes. By quarter, average length of outreach was 38.0 minutes in Q1, 75.0 minutes in Q2, and 45.0 minutes in Q4. Only Multicultural Counseling and Education Services of the Bay Area (MCESBA) reported these data and for only Q1, Q2, and Q4 of this FY.

**MAA code:** EPAPMHO group outreach events used only MAA code 400 (Medi-Cal outreach, 100%) in FY 2015-2016.

**Language:** EPAPMHO group outreach events were conducted in Samoan (50%), Tongan (38%), and English (13%). See **Table 14** below for the breakdown of group outreach events by the language of administration.

**Table 14. Languages, FY 2015-2016**

Language	Q1	Q2	Q3	Q4	Total
Samoan	3 (60%)	1 (50%)	0 (0%)	0 (0%)	4 (50%)
Tongan	2 (40%)	0 (0%)	0 (0%)	1 (100%)	3 (38%)
English	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (13%)
<b>Total</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>8</b>

Note: Percentages may not sum to 100% because of rounding. The following languages were options but were not reported by providers in FY 2015-2016: American/Other Sign Language, Cambodian, Mandarin, Other, Portuguese, Spanish, Tagalog, Vietnamese, and unknown language.s

# Outreach Summaries by Provider

We analyzed outreach efforts by provider and created provider-specific summaries to help SMC BHRS and its providers better understand each organization's outreach efforts. Please refer to **Appendix B-I** for these provider-specific summaries. In each provider summary, we highlight key observations on outreach location, language, insurance, race/ethnicity, and specific groups of interest for both individual and group outreach efforts.

## Recommendations

Based on these data about SMC BHRS outreach services provided during FY 2015-2016, we recommend the following to enhance outreach and data collection efforts.

### Enhance outreach

**Tailor or increase outreach efforts for specific demographic groups, such as older adults and Latino/Hispanic persons from Central America.** Although 19% of San Mateo County's senior (age 65 years and older) population reported needing help for emotional/mental health problems of use of alcohol/drugs in 2015, only 5% of NCOC and 7% of EPAPMHO outreach event attendees were older adults (age 60 and older).<sup>2</sup> Among persons who identify as Latino/Hispanic and report needing help for emotional/mental health problems of use of alcohol/drugs in San Mateo County in 2015, 57% are Central American and 14% are Mexican.<sup>2</sup> However, over 80% of Latino/Hispanic outreach attendees identified as Mexican among the two collaboratives combined.

**Identify housing-related resources that may be especially useful for those who are homeless or at risk for homelessness.** Almost 1,000 outreach attendees across both collaboratives reported being homeless or being at risk for homeless in FY 2015-2016 (467 for NCOC, and 957 for EPAPMHO). (Attendees may not be unique individuals.) However, providers documented only 400 referrals to housing resources during individual events, and it is unclear whether housing resources were offered at group events. In addition to housing resources, these specific populations may need referrals to additional services (such as food or medical care).

**Share best practices across providers for reaching special populations.** For example, some providers report more attendees who are at-risk for homelessness, whereas other providers report more attendees who are veterans. Providers can share what strategies have worked best for special populations.

### Improve data collection

**Minimize missing data.** It is unclear whether quarterly changes in number of outreach events and attendees were actual changes or related to missing data. For example, some providers reported no group outreach events in some quarters, and other providers reported changes in attendee number from quarter to quarter. To ensure that these observations are not related to missing data, we recommend SMC BHRS work with providers to:

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<sup>2</sup> UCLA Center for Health Policy Research. AskCHIS 2015. Available at <http://ask.chis.ucla.edu>.



- Enter outreach data immediately after the outreach event or monthly, at minimum. This may help to minimize loss of records before data entry.
- Check SurveyMonkey data quarterly with AIR support. We suggest for AIR to provide a list of events that have been entered electronically so that providers can verify that no events are missing.

**Treat race/ethnicity as mutually exclusive categories.** We recommend that providers include attendees who endorse multiple race/ethnicity groups only once under “two or more races” to ensure mutually exclusive race/ethnicity categories. At this time, total counts for race/ethnicity in group outreach events are larger than the total number of group outreach attendees. Providers may have classified an attendee under several race/ethnicity categories and as “two or more races.”

**Report data collection and entry challenges as they occur.** We recommend that providers report challenges with collecting new demographic items to SMC BHRS and AIR as challenges arise so we can develop solutions together before the end of the FY. The California State Mental Health Services Oversight and Accountability Commission included new demographic requirements for MHSA prevention and early intervention reporting. For consistency across MHSA programs in San Mateo County, BHRS and AIR worked together to revise individual and group outreach forms. In brief, we added gender identity and sexual orientation categories. For disabilities, we added categories to capture client needs and groups reached. We also added county of residence. These data will be collected in FY 2016-2017.

## Appendix A. Methods

For the **individual outreach forms**, we report the number and percent of attendees with a given demographic characteristic.

- Numerator = number of attendees in a given category (*e.g.*, location in the office setting), per quarter
- Denominator = total number of attendees, per quarter

For the **group outreach forms**, we report the number of group outreach events and total number of attendees during an event.

For MAA codes, location, and language, we report the number and percent of group events.

- Numerator = number of group event(s) with a certain MAA code, location, or language, per quarter
- Denominator = total number of group events, per quarter

Demographic characteristics are reported as the number and percent of attendees.

- Numerator = number of attendees in a given category (*e.g.*, race), per quarter
- Denominator = total number of attendees, per quarter

# Appendix B. FY 2015-2016 Outreach, Asian American Recovery Services

## Outreach Event Characteristics

For FY 2015-2016, Asian American Recovery Services (AARS) reported a total of 1,652 outreach attendees—150 individual outreach attendees and 1,502 group outreach attendees.

**Table B1** shows outreach event location, MAA code, and language.

**Table B1. Characteristics of AARS Outreach Events, FY 2015-2016**

	Individual Outreach	Group Outreach
Location	Total Attendees	Total Events
Office	19 (12.7%)	
Other community location	123 (82.0%)	40 (87.0%)
Phone	5 (3.3%)	
School	1 (0.7%)	6 (13.0%)
Unspecified location	2 (1.3%)	
<b>Total</b>	<b>150</b>	<b>46</b>
MAA code		
400	2 (1.3%)	
401	113 (75.3%)	45 (97.8%)
403	4 (2.7%)	1 (2.2%)
N/A	31 (20.7%)	
<b>Total</b>	<b>148</b>	<b>46</b>
Language		
English	150 (100.0%)	45 (97.8%)
Spanish		1 (2.2%)
<b>Total</b>	<b>150</b>	<b>46</b>
<b>Average length of contact</b>	<b>34.39 minutes</b>	<b>98.33 minutes</b>

Note: Only the categories where data was reported are presented. Blank cells are categories that apply to one type of outreach but not the other (e.g., individual outreach has data under a category, but not group data).

## Demographics

**Table B2** presents the demographics for individual and group outreach attendees served by AARS. Most outreach attendees served by AARS were between the ages of 26-59 (individual outreach data only), self-reported as female (62.6%), and represented many race and ethnicities. The most frequently reported races/ethnicities were multi-racial (18.6%), Samoan (18.3%), Tongan (13.7%), and Filipino (13.0%).

**Table B2. Demographics of Outreach Attendees Served By AARS, FY 2015-2016**

	<b>Total</b>
<b>Age (individual outreach attendees only)</b>	
Children (0-15)	4 (2.7%)
Transition-age youth (16-25)	56 (37.3%)
Adults (26-59)	82 (54.7%)
Older adults (60+)	8 (5.3%)
Unknown age	0 (0.0%)
<b>Total</b>	<b>150</b>
<b>Gender</b>	
Female	1,034 (62.6%)
Male	611 (37.0%)
Other gender	7 (0.4%)
<b>Total</b>	<b>1,652</b>
<b>Sexual Orientation</b>	
LGBTQ	121 (7.3%)
<b>Race/Ethnicity</b>	
Black	43 (2.6%)
White	159 (9.6%)
American Indian	13 (0.8%)
Middle Eastern	8 (0.5%)
Mexican	112 (6.8%)
Puerto Rican	2 (0.1%)
Cuban	0 (0.0%)
Other Latino	2 (0.1%)
Filipino	215 (13.0%)
Chinese	97 (5.91%)
Japanese	7 (0.4%)
Korean	5 (0.3%)
South Asian	0 (0.0%)
Vietnamese	8 (0.5%)
Cambodian	0 (0.0%)
Hmong	0 (0.0%)
Laotian	2 (0.1%)
Mien	0 (0.0%)
Tongan	226 (13.7%)
Samoan	303 (18.3%)
Fijian	24 (1.5%)
Hawaiian	18 (1.1%)
Guamanian	25 (1.5%)
Multi-racial	308 (18.6%)
Other Race	68 (4.1%)

	Total
Unknown Race	7 (0.4%)
<b>Total</b>	<b>1,652</b>

Notes: Provider organizations were not asked to report group outreach data on age for FY 2015-2016. Total count for race/ethnicity reported may exceed the total number of attendees, because some providers may have reported individuals who are multi-racial as both multi-racial and their respective race/ethnicities, leading to extra counts in some cases. The denominator for race/ethnicity percent is the sum of all race/ethnicity data reported.

## Special Populations

In FY 2015-2016, AARS reported 344 outreach attendees representing special populations through individual and group outreach, most commonly reaching attendees who were at risk for homelessness (8.2%; n=136) or visually impaired (6.5%; n=108). Other attendees representing special populations were hearing impaired (2.8%; n=46), homeless (1.9%; n=32), and veterans (1.3%; n=22).

## Referrals

Referrals to mental health and substance abuse services were reported for individual outreach attendees. The majority of individual outreach attendees received referrals to mental health services (72.7%; n=109). More than one in four individual outreach attendees received a referral to substance abuse services (26.7%; n=42). Individual outreach events also resulted in 362 referrals to social services (Table B3). AARS made other (35.4%) or legal (27.3%) referrals most often.

**Table B3. Referrals to Social Services Provided By AARS, FY 2015-2016**

Referrals	Total
<i>No referral</i>	4
Emergency/protective services	1 (0.3%)
Financial	49 (13.5%)
Food	9 (2.5%)
Form assistance	4 (1.1%)
Housing	54 (14.9%)
Legal	99 (27.3%)
Medical care	11 (3.0%)
Other	128 (35.4%)
Transportation	7 (1.9%)
<b>Total</b>	<b>362</b>

Note: An individual outreach event may have more than one referral, so the percentages shown are calculated out of the sum of all referrals to social services, excluding “no referral.” Total represents all referrals except “no referral.”

# Appendix C. FY 2015-2016 Outreach, Daly City Peninsula Partnership Collaborative

## Outreach Event Characteristics

For FY 2015-2016, Daly City Peninsula Partnership Collaborative (DCPPC) reported a total of 201 outreach attendees—61 individual outreach attendees and 140 group outreach attendees. **Table C1** shows outreach event location, MAA code, and language. DCPPC did not report any group outreach data in Q2.

**Table C1. Characteristics of DCPPC Outreach Events, FY 2015-2016**

	Individual Outreach	Group Outreach
Location	Total Attendees	Total Events
Home	21 (34.4%)	
Office	1 (1.6%)	
Other community location	37 (60.7%)	2 (50.0%)
School	2 (3.3%)	2 (50.0%)
<b>Total</b>	<b>61</b>	<b>4</b>
MAA code		
400	11 (18.0%)	4 (100.0%)
401	19 (31.1%)	
N/A	31 (50.8%)	
<b>Total</b>	<b>61</b>	<b>4</b>
Language		
English	46 (75.4%)	4 (100.0%)
Spanish	12 (19.7%)	
Tagalog	3 (4.9%)	
<b>Total</b>	<b>61</b>	<b>4</b>
Average length of contact	<b>30.43 minutes</b>	<b>120.0 minutes</b>

Notes: Only the categories where data was reported are presented. Blank cells are categories that apply to one type of outreach but not the other (e.g., individual outreach has data under a category, but not group data).

## Demographics

**Table C2** presents the demographics for individual and group outreach attendees served by DCPPC. Most outreach attendees served by DCPPC were of unknown age (individual outreach data only), self-reported as female (72.6%), and represented many race and ethnicities. The most frequently reported races/ethnicities were White (23.9%), Mexican (23.4%), and Filipino (22.4%).

**Table C2. Demographics of Outreach Attendees Served By DCPPC, FY 2015-2016**

	<b>Total</b>
<b>Age (individual outreach attendees only)</b>	
Children (0-15)	0 (0.0%)
Transition-age youth (16-25)	3 (4.9%)
Adults (26-59)	25 (41.0%)
Older adults (60+)	2 (3.3%)
Unknown age	31 (50.8%)
<b>Total</b>	<b>61</b>
<b>Gender</b>	
Female	146 (72.6%)
Male	43 (21.4%)
Other gender	12 (6.0%)
<b>Total</b>	<b>201</b>
<b>Sexual Orientation</b>	
LGBTQ	7 (3.5%)
<b>Race/Ethnicity</b>	
Black	5 (2.5%)
White	48 (23.9%)
American Indian	1 (0.5%)
Middle Eastern	5 (2.5%)
Mexican	47 (23.4%)
Puerto Rican	2 (1.0%)
Cuban	0 (0.0%)
Other Latino	0 (0.0%)
Filipino	45 (22.4%)
Chinese	15 (7.5%)
Japanese	3 (1.5%)
Korean	1 (0.5%)
South Asian	0 (0.0%)
Vietnamese	2 (1.0%)
Cambodian	0 (0.0%)
Hmong	0 (0.0%)
Laotian	0 (0.0%)
Mien	0 (0.0%)
Tongan	0 (0.0%)
Samoan	6 (3.0%)
Fijian	0 (0.0%)
Hawaiian	0 (0.0%)
Guamanian	0 (0.0%)
Multi-racial	14 (7.0%)

	Total
Other Race	2 (1.0%)
Unknown Race	5 (2.5%)
<b>Total</b>	<b>201</b>

Notes: Provider organizations were not asked to report group outreach data on age for FY 2015-2016. Total count for race/ethnicity reported may exceed the total number of attendees, because some providers may have reported individuals who are multi-racial as both multi-racial and their respective race/ethnicities, leading to extra counts in some cases. The denominator for race/ethnicity percent is the sum of all race/ethnicity data reported.

## Special Populations

In FY 2015-2016, DCPPC reported 14 outreach attendees representing special populations through individual and group outreach, most commonly reaching attendees who were at risk for homelessness (3.0%; n=6) or hearing impaired (2.0%; n=4). Other attendees representing special populations were veterans (1.0%; n=2) or vision impaired (1.0%; n=2).

## Referrals

Referrals to mental health and substance abuse services were reported for individual outreach attendees. Six outreach attendees received referrals to mental health services (9.8%; n=6). One individual outreach attendee received a referral to substance abuse services (1.6%; n=1). Individual outreach events also resulted in 49 referrals to social services (Table C3). DCPPC made other (40.8%), food (22.4%), or housing (22.4%) referrals most often.

**Table C3. Referrals to Social Services Provided By DCPPC, FY 2015-2016**

Referrals	Total
<i>No referral</i>	31
Emergency/protective services	0 (0.0%)
Financial	0 (0.0%)
Food	11 (22.4%)
Form assistance	2 (4.1%)
Housing	11 (22.4%)
Legal	5 (10.2%)
Medical care	0 (0.0%)
Other	20 (40.8%)
Transportation	0 (0.0%)
<b>Total</b>	<b>49</b>

Notes: An individual outreach event may have more than one referral, so the percentages shown are calculated out of the sum of all referrals to social services, excluding "no referral." Total represents all referrals except "no referral."



# Appendix D. FY 2015-2016 Outreach, Daly City Youth Health Center

## Outreach Event Characteristics

For FY 2015-2016, Daly City Youth Health Center (DCYHC) reported a total of 499 outreach attendees—23 individual outreach attendees and 476 group outreach attendees. **Table D1** shows outreach event location, MAA code, and language.

**Table D1. Characteristics of DCYHC Outreach Events, FY 2015-2016**

	Individual Outreach	Group Outreach
Location	Total Attendees	Total Events
Faith-based church/temple	2 (8.7%)	1 (5.3%)
Office	5 (21.7%)	
Other community location	3 (13.0%)	1 (5.3%)
School	5 (21.7%)	15 (78.9%)
Unspecified location	8 (34.8%)	
<b>Total</b>	<b>23</b>	<b>17</b>
MAA code		
400	2 (8.7%)	6 (31.6%)
401		7 (36.8%)
403		1 (5.3%)
410	3 (13.0%)	
N/A	18 (78.3%)	5 (26.3%)
<b>Total</b>	<b>23</b>	<b>19</b>
Language		
English	22 (95.7%)	18 (94.7%)
Spanish	1 (4.3%)	
Other language		1 (5.3%)
<b>Total</b>	<b>23</b>	<b>19</b>
<b>Average length of contact</b>	<b>17.83 minutes</b>	<b>96.63 minutes</b>

Notes: Only the categories where data was reported are presented. Blank cells are categories that apply to one type of outreach but not the other (e.g., individual outreach has data under a category, but not group data).

## Demographics

Table D2 presents the demographics for individual and group outreach attendees served by DCYHC. Most outreach attendees served by DCYHC were adults aged 26-59 (individual outreach data only), self-reported as female (54.3%), and represented many race and ethnicities.

The most frequently reported races/ethnicities were Filipino (37.8%), Unknown (13.1%), and Mexican (12.3%).

**Table D2. Demographics of Outreach Attendees Served By DCYHC, FY 2015-2016**

	Total
<b>Age (individual outreach attendees only)</b>	
Children (0-15)	0 (0.0%)
Transition-age youth (16-25)	1 (4.3%)
Adults (26-59)	22 (95.7%)
Older adults (60+)	0 (0.0%)
Unknown age	0 (0.0%)
<b>Total</b>	<b>23</b>
<b>Gender</b>	
Female	271 (54.3%)
Male	161 (32.3%)
Other gender	67 (13.4%)
<b>Total</b>	<b>201</b>
<b>Sexual Orientation</b>	
LGBTQ	40 (8.0%)
<b>Race/Ethnicity</b>	
Black	25 (5.0%)
White	58 (11.5%)
American Indian	2 (0.4%)
Middle Eastern	10 (2.0%)
Mexican	62 (12.3%)
Puerto Rican	0 (0.0%)
Cuban	0 (0.0%)
Other Latino	6 (1.2%)
Filipino	191 (37.8%)
Chinese	24 (4.8%)
Japanese	5 (1.0%)
Korean	2 (0.4%)
South Asian	3 (0.6%)
Vietnamese	2 (0.4%)
Cambodian	0 (0.0%)
Hmong	0 (0.0%)
Laotian	0 (0.0%)
Mien	0 (0.0%)
Tongan	0 (0.0%)
Samoan	0 (0.0%)
Fijian	0 (0.0%)

	<b>Total</b>
Hawaiian	0 (0.0%)
Guamanian	0 (0.0%)
Multi-racial	41 (8.1%)
Other Race	8 (1.6%)
Unknown Race	66 (13.1%)
<b>Total</b>	<b>505</b>

Notes: Provider organizations were not asked to report group outreach data on age for FY 2015-2016. Total count for race/ethnicity reported may exceed the total number of attendees, because some providers may have reported individuals who are multi-racial as both multi-racial and their respective race/ethnicities, leading to extra counts in some cases. The denominator for race/ethnicity percent is the sum of all race/ethnicity data reported.

## Special Populations

In FY 2015-2016, DCYHC reported 2 outreach attendees representing special populations through individual and group outreach, reaching attendees who were at risk for homelessness (**0.2%**; n=1) or veterans (**0.2%**; n=1).

## Referrals

Referrals to mental health and substance abuse services were reported for individual outreach attendees. The majority of individual outreach attendees received referrals to mental health services (**65.2%**; n=15). Two individual outreach attendees received a referral to substance abuse services (**4.3%**; n=2). Individual outreach events also resulted in 13 referrals to social services (**Table D3**). DCYHC made medical care (53.8%) and other (23.1%) referrals most often.

**Table D3. Referrals to Social Services Provided By DCYHC, FY 2015-2016**

<b>Referrals</b>	<b>Total</b>
No referral	15
Emergency/protective services	0 (0.0%)
Financial	1 (7.7%)
Food	1 (7.7%)
Form assistance	0 (0.0%)
Housing	1 (7.7%)
Legal	0 (0.0%)
Medical care	7 (53.8%)
Other	3 (23.1%)
Transportation	0 (0.0%)
<b>Total</b>	<b>13</b>

Notes: An individual outreach event may have more than one referral, so the percentages shown are calculated out of the sum of all referrals to social services, excluding "no referral." Total represents all referrals except "no referral."

## Appendix E. FY 2015-2016 Outreach, El Concilio

### Outreach Event Characteristics

For FY 2015-2016, El Concilio reported a total of 53 outreach attendees, all from individual outreach. El Concilio did not report any group outreach events during FY 2015-2016. **Table E1** shows outreach event location, MAA code, and language, reported at the attendee-level.

**Table E1. Characteristics of El Concilio Outreach Events, FY 2015-2016**

	Individual Outreach
Location	Total Attendees
Health/primary care clinic	1 (1.9%)
Office	50 (94.3%)
Phone	2 (3.8%)
<b>Total</b>	<b>53</b>
MAA code	
400	49 (92.5%)
410	4 (7.5%)
<b>Total</b>	<b>53</b>
Language	
English	15 (28.3%)
Spanish	38 (71.7%)
<b>Total</b>	<b>53</b>
<b>Average length of contact</b>	<b>24.58 minutes</b>

Notes: Only the categories where data was reported are presented.

### Demographics

**Table E2** presents the demographics for individual and group outreach attendees served by El Concilio. Most outreach attendees served by El Concilio were adults aged 26-59 and self-reported as female (88.7%). Outreach attendees identified as Mexican (73.6%), Black (13.2%), or Multi-Race (13.2%).

**Table E2. Demographics of Outreach Attendees Served By El Concilio, FY 2015-2016**

	<b>Total</b>
<b>Age (individual outreach attendees only)</b>	
Children (0-15)	1 (1.9%)
Transition-age youth (16-25)	10 (18.9%)
Adults (26-59)	38 (71.7%)
Older adults (60+)	4 (7.5%)
Unknown age	0 (0.0%)
<b>Total</b>	<b>53</b>
<b>Gender</b>	
Female	47 (88.7%)
Male	6 (11.3%)
Other gender	0 (0.0%)
<b>Total</b>	<b>53</b>
<b>Sexual Orientation</b>	
LGBTQ	1 (1.9%)
<b>Race/Ethnicity</b>	
Black	7 (13.2%)
White	0 (0.0%)
American Indian	0 (0.0%)
Middle Eastern	0 (0.0%)
Mexican	39 (73.6%)
Puerto Rican	0 (0.0%)
Cuban	0 (0.0%)
Other Latino	0 (0.0%)
Filipino	0 (0.0%)
Chinese	0 (0.0%)
Japanese	0 (0.0%)
Korean	0 (0.0%)
South Asian	0 (0.0%)
Vietnamese	0 (0.0%)
Cambodian	0 (0.0%)
Hmong	0 (0.0%)
Laotian	0 (0.0%)
Mien	0 (0.0%)
Tongan	0 (0.0%)
Samoaan	0 (0.0%)
Fijian	0 (0.0%)
Hawaiian	0 (0.0%)
Guamanian	0 (0.0%)
Multi-racial	7 (13.2%)
Other Race	0 (0.0%)

	Total
Unknown Race	0 (0.0%)
<b>Total</b>	<b>53</b>

## Special Populations

In FY 2015-2016, El Concilio reported 35 outreach attendees representing special populations, most commonly reaching attendees who were homeless (**34.0%**; n=18). Other attendees representing special populations were at risk of homelessness (**17.0%**; n=9), hearing impaired (**11.3%**; n=6), or vision impaired (**3.8%**; n=2).

## Referrals

Referrals to mental health and substance abuse services were reported for individual outreach attendees. Nine individual outreach attendees received referrals to mental health services (**17.0%**; n=9). There were no referrals to substance abuse services. Individual outreach events also resulted in 57 referrals to social services (**Table E3**). El Concilio made Housing (33.3%) and Food (24.6%) referrals most often.

**Table E3. Referrals to Social Services Provided By El Concilio, FY 2015-2016**

Referrals	Total
<i>No referral</i>	10
Emergency/protective services	1 (1.8%)
Financial	0 (0.0%)
Food	14 (24.6%)
Form assistance	6 (10.5%)
Housing	19 (33.3%)
Legal	4 (7.0%)
Medical care	1 (1.8%)
Other	9 (15.8%)
Transportation	3 (5.3%)
<b>Total</b>	<b>57</b>

Notes: An individual outreach event may have more than one referral, so the percentages shown are calculated out of the sum of all referrals to social services, excluding “no referral.” Total represents all referrals except “no referral.”

## Appendix F. FY 2015-2016 Outreach, Free At Last

### Outreach Event Characteristics

For FY 2015-2016, Free At Last reported a total of 373 outreach attendees, all from individual outreach. Free At Last did not report any group outreach events during FY 2015-2016. **Table F1** shows outreach event location, MAA code, and language, reported at the attendee-level.

**Table F1. Characteristics of Free At Last Outreach Events, FY 2015-2016**

	Individual Outreach
Location	Total Attendees
Office	173 (46.4%)
Unspecified location	200 (53.6%)
<b>Total</b>	<b>373</b>
MAA code	
400	172 (46.1%)
401	201 (53.9%)
<b>Total</b>	<b>373</b>
Language	
English	280 (75.1%)
Spanish	93 (24.9%)
<b>Total</b>	<b>373</b>
<b>Average length of contact</b>	<b>24.58 minutes</b>

Note: Only the categories where data was reported are presented.

### Demographics

**Table F2** presents the demographics for individual and group outreach attendees served by Free At Last. Most outreach attendees served by Free At Last were adults aged 26-59 and self-reported as male (50.7%), and represented many race and ethnicities. The most frequently reported races/ethnicities were Mexican (34.9%) and Black (33.8%).

**Table F2. Demographics of Outreach Attendees Served By Free At Last, FY 2015-2016**

	<b>Total</b>
<b>Age (individual outreach attendees only)</b>	
Children (0-15)	0 (0.0%)
Transition-age youth (16-25)	89 (23.9%)
Adults (26-59)	261 (70.0%)
Older adults (60+)	23 (6.2%)
Unknown age	0 (0.0%)
<b>Total</b>	<b>373</b>
<b>Gender</b>	
Female	182 (48.8%)
Male	189 (50.7%)
Other gender	2 (0.5%)
<b>Total</b>	<b>373</b>
<b>Sexual Orientation</b>	
LGBTQ	80 (21.4%)
<b>Race/Ethnicity</b>	
Black	126 (33.8%)
White	68 (18.2%)
American Indian	3 (0.8%)
Middle Eastern	0 (0.0%)
Mexican	130 (34.9%)
Puerto Rican	3 (0.8%)
Cuban	1 (0.3%)
Other Latino	0 (0.0%)
Filipino	14 (3.8%)
Chinese	2 (0.5%)
Japanese	0 (0.0%)
Korean	0 (0.0%)
South Asian	1 (0.3%)
Vietnamese	2 (0.5%)
Cambodian	0 (0.0%)
Hmong	0 (0.0%)
Laotian	0 (0.0%)
Mien	0 (0.0%)
Tongan	11 (2.9%)
Samoaan	2 (0.5%)
Fijian	1 (0.3%)
Hawaiian	2 (0.5%)
Guamanian	0 (0.0%)
Multi-racial	5 (1.3%)
Other Race	2 (05%)



Unknown Race	0 (0.0%)
<b>Total</b>	<b>373</b>

## Special Populations

In FY 2015-2016, Free At Last reported 438 outreach attendees representing special populations. The total number of special population attendees reached exceeds total attendee count, because a single attendee may identify as more than one group (*e.g.*, both homeless and vision impaired). Most commonly reached special population attendees were homeless (**56.3%**; n=210) or at risk of homelessness (**33.8%**; n=126). Other attendees representing special populations were vision impaired (**10.5%**; n=39), hearing impaired (**9.1%**; n=34), and veterans (**7.8%**; n=29).

## Referrals

Referrals to mental health and substance abuse services were reported for individual outreach attendees. Eighteen percent of individual outreach attendees received referrals to mental health services (**18.0%**; n=67). The majority of attendees received referrals to substance abuse services (**59.8%**; n=223). Individual outreach events also resulted in 567 referrals to social services (**Table F3**). Free at Last made Medical Care (49.0%) and Housing (30.7%) referrals most often.

**Table F3. Referrals to Social Services Provided By Free At Last, FY 2015-2016**

Referrals	Total *
<i>No referral</i>	80
Emergency/protective services	0 (0.0%)
Financial	0 (0.0%)
Food	2 (0.4%)
Form assistance	0 (0.0%)
Housing	174 (30.7%)
Legal	1 (0.2%)
Medical care	278 (49.0%)
Other	111 (19.6%)
Transportation	1 (0.2%)
<b>Total</b>	<b>567</b>

Note: \* Total number of referrals may exceed total attendee count, because an individual outreach event may have more than one referral. The percentages shown are calculated out of the sum of all referrals to social services, excluding “no referral.” “Total” represents all referrals except “no referral.”

# Appendix G. FY 2015-2016 Outreach, Multicultural Counseling and Education Services of the Bay Area

## Outreach Event Characteristics

For FY 2015-2016, Multicultural Counseling and Education Services of the Bay Area (MCESBA) reported a total of 386 outreach attendees—323 individual outreach attendees and 63 group outreach attendees. **Table G1** shows outreach event location, MAA code, and language. MCESBA did not report any group outreach data for Q3.

**Table G1. Characteristics of MCESBA Outreach Events, FY 2015-2016**

	Individual Outreach	Group Outreach
Location	Total Attendees	Total Events
Age-specific community center	8 (2.5%)	
Faith-based church/temple	13 (4.0%)	1 (2.2%)
Health/primary care clinic	2 (0.6%)	
Home	38 (11.8%)	4 (8.7%)
Job site	6 (1.9%)	
Mobile service	2 (0.6%)	
Office	6 (1.9%)	
Phone	29 (9.0%)	
Residential care	2 (0.6%)	
School	19 (5.9%)	1 (2.2%)
Other community location	175 (54.2%)	2 (4.3%)
Unspecified location	16 (5.0%)	
<b>Total</b>	<b>323</b>	<b>8</b>
MAA code		
400	322 (99.7%)	8 (100.0%)
404	1 (0.3%)	
<b>Total</b>	<b>323</b>	<b>8</b>
Language		
American/Other Sign Language	1 (0.3%)	
English	209 (54.4%)	1 (12.5%)
Samoan	31 (9.6%)	4 (50.0%)
Spanish	11 (3.4%)	
Tongan	70 (18.9%)	3 (37.5%)
Other language	1 (0.3%)	
<b>Total</b>	<b>323</b>	<b>8</b>
<b>Average length of contact</b>	<b>42.57 minutes</b>	<b>48.13 minutes</b>

Note: Only the categories where data was reported are presented. Blank cells are categories that apply to one type of outreach but not the other (e.g., individual outreach has data under a category, but not group data).

## Demographics

**Table G2** presents the demographics for individual and group outreach attendees served by MCESBA. Most outreach attendees served by MCESBA were transition-age youth aged 16-25 (individual outreach data only), self-reported as female (61.1%), and represented many race and ethnicities. The most frequently reported races/ethnicities were Tongan (36.2%) and Samoan (23.9%).

**Table G2. Demographics of Outreach Attendees Served By MCESBA, FY 2015-2016**

Referrals	Total
<b>Age (individual outreach attendees only)</b>	
Children (0-15)	1 (0.3%)
Transition-age youth (16-25)	182 (56.3%)
Adults (26-59)	109 (33.7%)
Older adults (60+)	29 (9.0%)
Unknown age	2 (0.6%)
<b>Total</b>	<b>323</b>
<b>Gender</b>	
Female	236 (61.1%)
Male	138 (35.8%)
Other gender	12 (3.1%)
<b>Total</b>	<b>386</b>
<b>Sexual Orientation</b>	
LGBTQ	14 (3.6%)
<b>Race/Ethnicity</b>	
Black	61 (12.3%)
White	9 (1.8%)
American Indian	4 (0.8%)
Middle Eastern	0 (0.0%)
Mexican	26 (5.3%)
Puerto Rican	1 (0.2%)
Cuban	0 (0.0%)
Other Latino	0 (0.0%)
Filipino	4 (0.8%)
Chinese	0 (0.0%)
Japanese	0 (0.0%)
Korean	0 (0.0%)
South Asian	1 (0.2%)
Vietnamese	0 (0.0%)
Cambodian	0 (0.0%)

Referrals	Total
Hmong	0 (0.0%)
Laotian	0 (0.0%)
Mien	0 (0.0%)
Tongan	179 (36.2%)
Samoan	118 (23.9%)
Fijian	12 (2.4%)
Hawaiian	4 (0.8%)
Guamanian	0 (0.0%)
Multi-racial	71 (14.4%)
Other Race	0 (0.0%)
Unknown Race	4 (0.8%)
<b>Total</b>	<b>494</b>

Note: Provider organizations were not asked to report group outreach data on age for FY 2015-2016. Total count for race/ethnicity reported may exceed the total number of attendees, because some providers may have reported individuals who are multi-racial as both multi-racial and their respective race/ethnicities, leading to extra counts in some cases. The denominator for race/ethnicity percent is the sum of all race/ethnicity data reported.

## Special Populations

In FY 2015-2016, MCESBA reported 157 outreach attendees representing special populations, most commonly reaching attendees who were at risk of homelessness (**22.5%**; n=126). Other attendees representing special populations were homeless (**22.5%**; n=87), hearing impaired (**1.0%**; n=4), vision impaired (**1.0%**; n=4), and veterans (**1.0%**; n=4).

## Referrals

Referrals to mental health and substance abuse services were reported for individual outreach attendees. More than one third of outreach attendees received referrals to mental health services (**37.8%**; n=122). Five individual outreach attendees received a referral to substance abuse services (**1.5%**; n=5). Individual outreach events also resulted in 792 referrals to social services to other services (**Table G3**). MCESBA made Food (26.9%) referrals most often.

**Table G3. Referrals to Social Services Provided By DCYHC, FY 2015-2016**

	Total
<i>No referral</i>	21
Emergency/protective services	19 (2.4%)
Financial	87 (11.0%)
Food	213 (26.9%)
Form assistance	91 (11.5%)
Housing	129 (16.3%)

	<b>Total</b>
Legal	70 (8.8%)
Medical care	91 (11.5%)
Other	56 (7.1%)
Transportation	36 (4.5%)
<b>Total</b>	<b>792</b>

Notes: An individual outreach event may have more than one referral, so the percentages shown are calculated out of the sum of all referrals to social services, excluding “no referral.” Total represents all referrals except “no referral.”

# Appendix H. FY 2015-2016 Outreach, Pacifica Collaborative

## Outreach Event Characteristics

For FY 2015-2016, Pacifica Collaborative reported a total of 2,092 outreach attendees—23 individual outreach attendees and 2,069 group outreach attendees. The following characteristics of the outreach events are presented separately for individual and group outreach because they are reported at the attendee-level for individual outreach, versus at the event-level for group outreach (**Table H1**).

**Table H1. Characteristics of Pacifica Collaborative Outreach Events, FY 2015-2016**

	Individual Outreach	Group Outreach
Location	Total Attendees	Total Events
Faith-based church/temple	13 (56.5%)	9 (39.1%)
Home	1 (4.3%)	
Mobile service		3 (13.0%)
School		6 (26.1%)
Other community location	9 (39.1%)	5 (21.7%)
<b>Total</b>	<b>23</b>	<b>23</b>
MAA code		
400	2 (8.7%)	7 (30.4%)
403	13 (56.5%)	
N/A	8 (34.8%)	13 (56.5%)
<b>Total</b>	<b>23</b>	<b>23</b>
Language		
English	23 (100.0%)	22 (95.7%)
Other language		1 (4.3%)
<b>Total</b>	<b>23</b>	<b>23</b>
Average length of contact	<b>21.61 minutes</b>	<b>93.09 minutes</b>

Note: Only the categories where data was reported are presented. Blank cells are categories that apply to one type of outreach but not the other (e.g., individual outreach has data under a category, but not group data).

## Demographics

**Table H2** presents the demographics for individual and group outreach attendees served by Pacifica Collaborative. Most outreach attendees served by Pacifica Collaborative were adults aged 26-59 (individual outreach data only), self-reported as female (48.8%), and represented many race and ethnicities. The most frequently reported races/ethnicities was White (54.6%).

**Table H2. Demographics of Outreach Attendees Served By Pacifica Collaborative, FY 2015-2016**

	<b>Total</b>
<b>Age</b>	
Children (0-15)	0 (0.0%)
Transition-age youth (16-25)	2 (8.7%)
Adults (26-59)	18 (78.3%)
Older adults (60+)	3 (13.0%)
<b>Total</b>	<b>23</b>
<b>Gender</b>	
Female	1,020 (48.8%)
Male	880 (42.1%)
Other gender	192 (9.2%)
<b>Total</b>	<b>2,092</b>
<b>Sexual Orientation</b>	
LGBTQ	95 (4.5%)
<b>Race/Ethnicity</b>	
Black	67 (3.2%)
White	1,147 (54.6%)
American Indian	32 (1.5%)
Middle Eastern	30 (1.4%)
Mexican	7 (0.3%)
Puerto Rican	0 (0.0%)
Cuban	0 (0.0%)
Other Latino	79 (3.8%)
Filipino	195 (9.3%)
Chinese	52 (2.5%)
Japanese	11 (0.5%)
Korean	20 (1.0%)
South Asian	5 (0.2%)
Vietnamese	10 (0.5%)
Cambodian	0 (0.0%)
Hmong	0 (0.0%)
Laotian	0 (0.0%)
Mien	0 (0.0%)
Tongan	8 (0.4%)
Samoan	32 (1.5%)
Fijian	0 (0.0%)
Hawaiian	11 (0.5%)
Guamanian	0 (0.0%)
Multi-racial	40 (1.9%)
Other Race	0 (0.0%)
Unknown Race	354 (16.8%)
<b>Total</b>	<b>2,102</b>

Notes: Provider organizations were not asked to report group outreach data on age for FY 2015-2016. Total count for race/ethnicity reported may exceed the total number of attendees, because some providers may have reported individuals who are multi-racial as both multi-racial and their respective race/ethnicities, leading to extra counts in some cases. The denominator for race/ethnicity percent is the sum of all race/ethnicity data reported.

## Special Populations

In FY 2015-2016, Pacifica Collaborative reported 416 outreach attendees representing special populations, most commonly reaching attendees who were at risk of homelessness (**11.7%**; n=224). Other attendees representing special populations were veterans (**4.7%**; n=98), homeless (**1.9%**; n=40), hearing impaired (**1.0%**; n=20), and vision impaired (**0.7%**; n=14).

## Referrals

Referrals to mental health and substance abuse services were reported for individual outreach attendees. The majority of individual outreach attendees received referrals to mental health services (**73.9%**; n=17). Six individual outreach attendees received a referral to substance abuse services (**26.1%**; n=6). Individual outreach events also resulted in 56 referrals to social services (**Table H3**). Pacifica Collaborative made Food (26.9%) and Housing (26.8%) referrals most often.

**Table H3. Referrals to Social Services Provided By Pacifica Collaborative, FY 2015-2016**

Referrals	Total
<i>No referral</i>	3
Emergency/protective services	2 (3.6%)
Financial	1 (1.8%)
Food	18 (32.1%)
Form assistance	8 (14.3%)
Housing	15 (26.8%)
Legal	0 (0.0%)
Medical care	0 (0.0%)
Other	2 (3.6%)
Transportation	10 (17.9%)
<b>Total</b>	<b>56</b>

Notes: An individual outreach event may have more than one referral, so the percentages shown are calculated out of the sum of all referrals to social services, excluding “no referral”. Total represents all referrals except “no referral”.



# Appendix I. FY 2015-2016 Outreach, Pyramid Alternatives

## Outreach Event Characteristics

For FY 2015-2016, Pyramid Alternatives reported a total of 300 outreach attendees—96 individual outreach attendees and 204 group outreach attendees. **Table I1** shows outreach event location, MAA code, and language.

**Table I1. Characteristics of Pyramid Alternatives Outreach Events, FY 2015-2016**

	Individual Outreach	Group Outreach
Location	Total Attendees	Total Events
Faith-based church/temple		1 (14.3%)
Hospital/IMD/SNF	6 (6.3%)	
Office	68 (70.8%)	
Phone	1 (1.0%)	
School	8 (8.3%)	4 (57.1%)
Other community location	4 (4.2%)	2 (28.6%)
Unspecified location	9 (9.4%)	
<b>Total</b>	<b>96</b>	<b>7</b>
MAA code		
400	96 (100.0%)	7 (100.0%)
<b>Total</b>	<b>96</b>	<b>7</b>
Language		
English	92 (95.8%)	6 (85.7%)
Mandarin	2 (2.1%)	1 (14.3%)
Spanish	1 (1.0%)	
Other language	1 (1.0%)	
<b>Total</b>	<b>96</b>	<b>7</b>
Average length of contact	<b>45.66 minutes</b>	<b>175.7 minutes</b>

Notes: Only the categories where data was reported are presented. Blank cells are categories that apply to one type of outreach but not the other (e.g., individual outreach has data under a category, but not group data).

## Demographics

**Table I2** presents the demographics for individual and group outreach attendees served by Pyramid Alternatives. Most outreach attendees served by Pyramid Alternatives were adults aged 26-59 (individual outreach data only), self-reported as female (57.0%), and represented many race and ethnicities. The most frequently reported races/ethnicities were White (29.7%) and Chinese (19.3%).

**Table I2. Demographics of Outreach Attendees Served By Pyramid Alternatives, FY 2015-2016**

	<b>Total</b>
<b>Age (individual outreach attendees only)</b>	
Children (0-15)	2 (2.1%)
Transition-age youth (16-25)	25 (26.0%)
Adults (26-59)	62 (64.6%)
Older adults (60+)	6 (6.3%)
Unknown age	1 (1.0%)
<b>Total</b>	<b>96</b>
<b>Gender</b>	
Female	171 (57.0%)
Male	128 (42.7%)
Other gender	1 (0.3%)
<b>Total</b>	<b>300</b>
<b>Sexual Orientation</b>	
LGBTQ	14 (4.7%)
<b>Race/Ethnicity</b>	
Black	13 (4.3%)
White	89 (29.7%)
American Indian	0 (0.0%)
Middle Eastern	7 (2.3%)
Mexican	32 (10.7%)
Puerto Rican	1 (0.3%)
Cuban	0 (0.0%)
Other Latino	0 (0.0%)
Filipino	32 (10.7%)
Chinese	58 (19.3%)
Japanese	4 (1.3%)
Korean	1 (0.3%)
South Asian	8 (2.7%)
Vietnamese	1 (0.3%)
Cambodian	1 (0.3%)
Hmong	0 (0.0%)
Laotian	0 (0.0%)
Mien	0 (0.0%)
Tongan	2 (0.7%)
Samoan	2 (0.7%)
Fijian	0 (0.0%)
Hawaiian	0 (0.0%)
Guamanian	0 (0.0%)
Multi-racial	25 (8.3%)

	<b>Total</b>
Other Race	16 (5.3%)
Unknown Race	8 (2.7%)
<b>Total</b>	<b>300</b>

Notes: Provider organizations were not asked to report group outreach data on age for FY 2015-2016. Total count for race/ethnicity reported may exceed the total number of attendees, because some providers may have reported individuals who are multi-racial as both multi-racial and their respective race/ethnicities, leading to extra counts in some cases. The denominator for race/ethnicity percent is the sum of all race/ethnicity data reported.

## Special Populations

In FY 2015-2016, MCESBA reported 367 outreach attendees representing special populations, most commonly reaching attendees who were vision impaired (**6.7%**; n=20). Other attendees representing special populations were at risk of homelessness (**2.7%**; n=8), hearing impaired (**1.7%**; n=5), and veterans (**1.0%**; n=3).

## Referrals

Referrals to mental health and substance abuse services were reported for individual outreach attendees. Eleven outreach attendees received referrals to mental health services (**11.5%**; n=11). There were no referrals to substance abuse services. Individual outreach events also resulted in 3 referrals to social services (**Table I3**).

**Table I3. Referrals to Social Services Provided By Pyramid Alternatives Collaborative, FY 2015-2016**

<b>Referrals</b>	<b>Total</b>
<i>No referral</i>	93
Emergency/protective services	0 (0.0%)
Financial	0 (0.0%)
Food	0 (0.0%)
Form assistance	0 (0.0%)
Housing	0 (0.0%)
Legal	0 (0.0%)
Medical care	1 (33.3%)
Other	2 (66.7%)
Transportation	0 (0.0%)
<b>Total</b>	<b>3</b>

Notes: An individual outreach event may have more than one referral, so the percentages shown are calculated out of the sum of all referrals to social services, excluding “no referral.” Total represents all referrals except “no referral.”

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