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# **San Mateo County Behavioral Health and Recovery Services (SMC BHRS) Provider Outreach Annual Report FY 2018-2019**

**Quy Nhi Cap, MPH;  
Yi Lu, PhD**

FEB 2020

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**FEBRUARY 2020**

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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 self-reported outreach data from the attendee at the collaborative and provider-specific level across individual and group outreach events that occurred in fiscal year (FY) 2018-2019 (July 1, 2018 through June 30, 2019). We also present historical data since FY 2014-2015 to show how outreach has changed over time.

### Total Attendance

For FY 2018-2019, SMC BHRS providers reported a total of 5,417 attendees at all outreach events. Of these, 865 attendees were reached through individual outreach events and 4,552 attendees were reached across 77 group outreach events. There were 4,781 NCOC attendees and 636 EPAPMHO attendees.

### Demographics of outreach attendees

#### NCOC

NCOC's most common age group among outreach attendees was adults (36%). Over half of the attendees were female (53%). The greatest proportion of attendees were White (28%), followed by Asian (10%). Of those reporting special population status (i.e., homeless, at risk for homelessness, vision impaired, hearing impaired, veterans), 66% were homeless or were at-risk for homelessness.

#### EPAPMHO

EPAPMHO outreach attendees were largely adults (56%). Over half of the attendees were female (51%). The largest proportion of attendees were Mexican (24%) followed by Black (23%). Of those reporting special population status, 71% were homeless or were at-risk for homelessness.

## Outreach event characteristics

### NCOC

NCOC individual outreach events lasted from 3 to 90 minutes and lasted on average 20 minutes in FY 2018-2019. Outreach events took place at age-specific community centers, faith-based churches/temples, health care clinics, homes, shelter, jail, job sites, non-traditional locations, offices, residential care facilities, schools, unspecified field locations, other community locations, and over the phone. Of the 249 outreach events, 39% occurred in other community locations, including, "Skyline College Health Fair," "Serramonte Health Fair," and "Asian American Pacific Islander Health Fair." Most individual outreach events were in English (95%).

NCOC group outreach events lasted from 2 to 386 minutes and were on average 116 minutes in length. Of the 76 group outreach events, most were conducted in English (92%) and one-third were conducted in schools. Twenty-eight percent were conducted at unspecified field locations and 22% were conducted in other community locations, such as a "mall."

At all the NCOCO outreach events (group and individual), 22% received mental health referrals and 10% received substance abuse referrals. Providers also made 330 referrals to social services, including emergency/protective services, financial/employment, food, form assistance, housing/shelter, legal services, medical care and transportation. Even though 66% of the special population attendees were homeless or were at risk for homelessness, only 12% of the attendees received housing referrals.

### EPAPMHO

The 616 EPAPMHO individual outreach events lasted from 10 to 120 minutes and were an average of 37 minutes in FY 2018-2019. Outreach events took place at age-specific community centers, faith-based churches/temples, health care clinics, homes, shelter, jail, job sites, non-traditional locations, offices, residential care facilities, schools, unspecified field locations, other community locations, and over the phone. Of the 616 outreach events, 40% occurred in offices. Most of these events were held in English (60%).

Only one EPAPMHO group outreach event was conducted. The event lasted 15 minutes and was conducted in Spanish. It occurred at a library and resulted in 24% of the attendees being referred to mental health and systems of care services and 32% of the attendees being referred to substance abuse and systems of care services. A total of 1,045 referrals were made to social services, including emergency/protective services, financial/employment, food, form assistance, housing/shelter, legal services, medical care, transportation and health insurance. Even though 71% of the special population attendees were homeless or were at risk for homelessness, only 29% of the attendees received housing referrals.

## Recommendations

Recommendations based on FY 2018-2019 data fall under two umbrellas: those aimed at enhancing outreach and those to improve data collection.

To enhance outreach, we suggest that SMC BHRS work with providers to:

- Conduct more outreach in languages other than English. This will help ensure individuals who do not speak English are able to access services.
- Focus on increasing housing-related resources and referrals. Housing insecurity continues to be a major challenge for individuals served by SMC BHRS in this FY 2018-2019.

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

- Make other/unspecified data categories clearer. There are still relatively high proportions of individuals in other/unspecified categories for some topics, such as “other social services.”
- Ensure insurance data is capture. Due to the high percentage of missing data from this category, it was not reported this year.

## 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) 2018-2019 (July 1, 2018 through June 30, 2019) outreach data using an electronic form first implemented in quarter four (Q4) of FY 2014-2015. The information collected is self-reported by the attendee. 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 I for information about calculations.

This report focuses on EPAPMHO and NCOC's outreach events that occurred during FY 2018-2019 and outreach event attendees. We also present historical data from FY 2014-2015, FY 2015-2016, FY 2016-2017, and FY 2017-2018 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 A to I.

## Overall Outreach

During FY 2018-2019, SMC BHRS outreach providers reported a total of 5,417 attendees at outreach events—865 attendees reached through individual outreach events and 4,552 attendees reached across 77 group outreach events. Each individual outreach event occurs with a single attendee. Group outreach events include multiple attendees. The count of attendees is not necessarily unique 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 2018-2019.

Table 1. Outreach Attendees, by Collaborative, Provider, and Event Type, FY 2018-2019

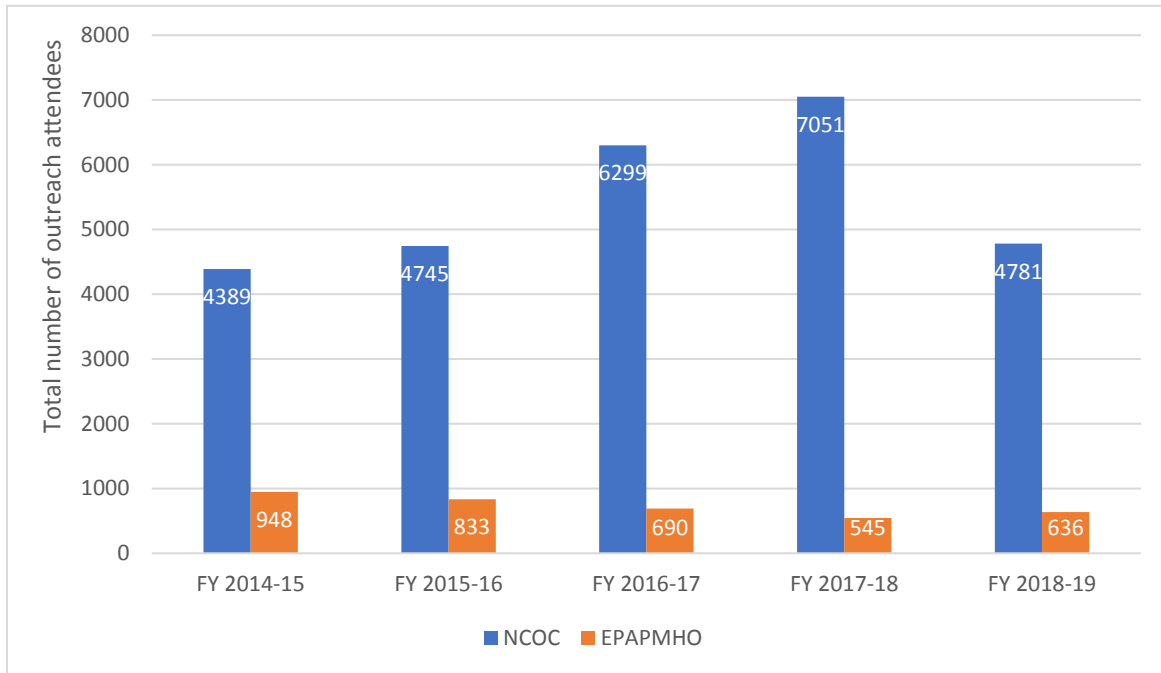
Provider Organization	Number of Individual Outreach Attendees	Number of Attendees at Group Outreach Events	Total Attendees Reported Across All Events**
<b>North County Outreach Collaborative (NCOC)</b>			
Asian American Recovery Services	76	573	649
Daly City Peninsula Partnership Collaborative	1	1656	1657
Daly City Youth Health Center	125	281	406
Pacifica Collaborative	34	1920	1954
StarVista	13	102	115
<b>Total (NCOC)</b>	249	4,532	4,781
<b>East Palo Alto Partnership for Mental Health Outreach (EPAPMHO)</b>			
El Concilio	89	20	109
Free at Last	287	0	287
Multicultural Counseling and Education Services of the Bay Area	240	0	240
<b>Total (EPAPMHO)</b>	616	20	636
<b>Total (NCOC and EPAPMHO)</b>	865	4,552	5,417

It is expected that the NCOC would serve a much larger proportion of the Outreach Collaborative effort as it serves the entire north region of San Mateo County (estimated population 140,149) including the cities of Colma, Daly City, and Pacifica, which is five times the population of the city of East Palo Alto, served by the EPAPMHO. The north region also spans a much wider geographical area, making group events (vs. individual outreach) such as

community wide fairs much more feasible and relevant. In contrast, East Palo Alto spans 2.5 square miles making an individual approach to outreach more achievable

The total number of NCOC outreach attendees increased in FY2014-2018 and decreased in FY 2018-2019. The total number of EPAPMHO outreach attendees decreased in FY 2014-2018 but then increased again from FY 2018-2019 (**Figure 1**).

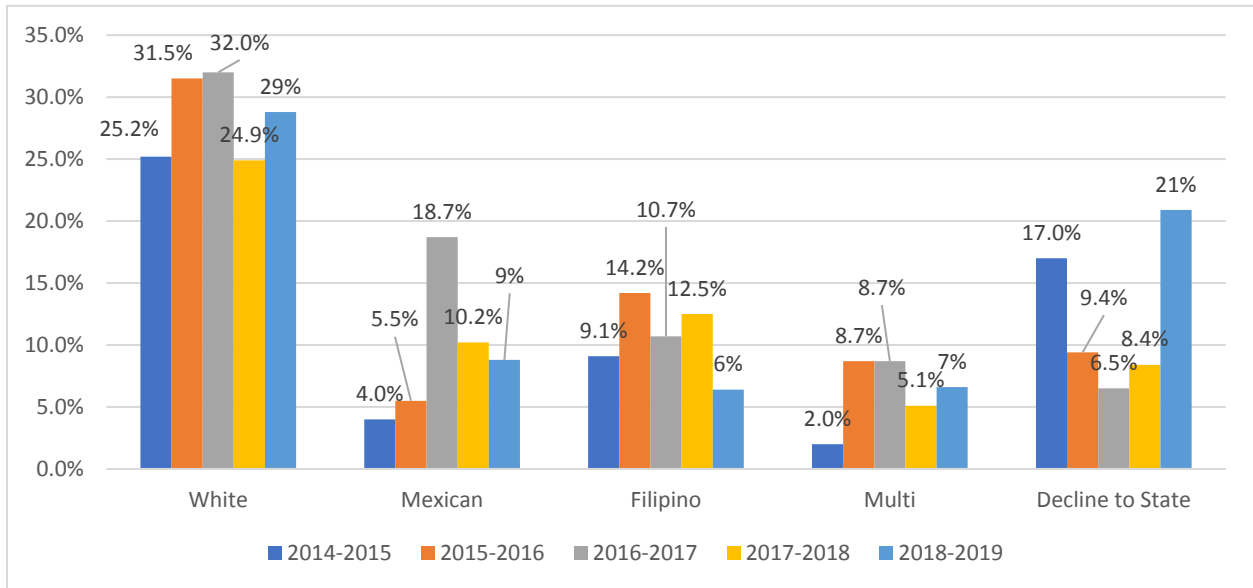
Figure 1. Total Outreach Attendees by Collaborative, FY 2014-2019



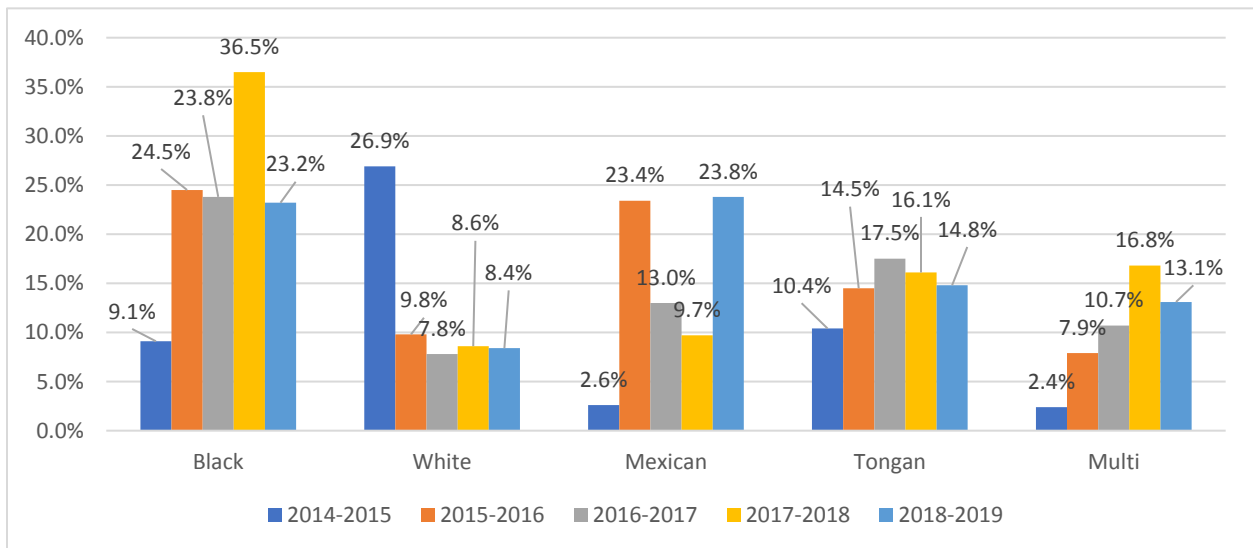
Note: The attendee numbers from previous FYs are slightly higher than those reported in the previous reports because some outreach data was reported after that FY.

**Figures 2a and 2b** presents the top five race/ethnicity groups served by individual or group outreach in each year for FY 2014-2015, FY 2015-2016, FY 2016-2017, FY 2017-2018, and FY 2018-2019 within each collaborative. A table with the entire breakdown of race/ethnicity groups from FY 2014 to FY 2019 is presented later in the Appendix J.

**Figure 2a. Percentage of Race/Ethnicity Groups Served by NCOC, FY 2014-2015 to FY 2018-2019**



**Figure 2b. Percentage of Race/Ethnicity Groups served by EPAPMHO, FY 2014-2015 to FY 2018-2019**



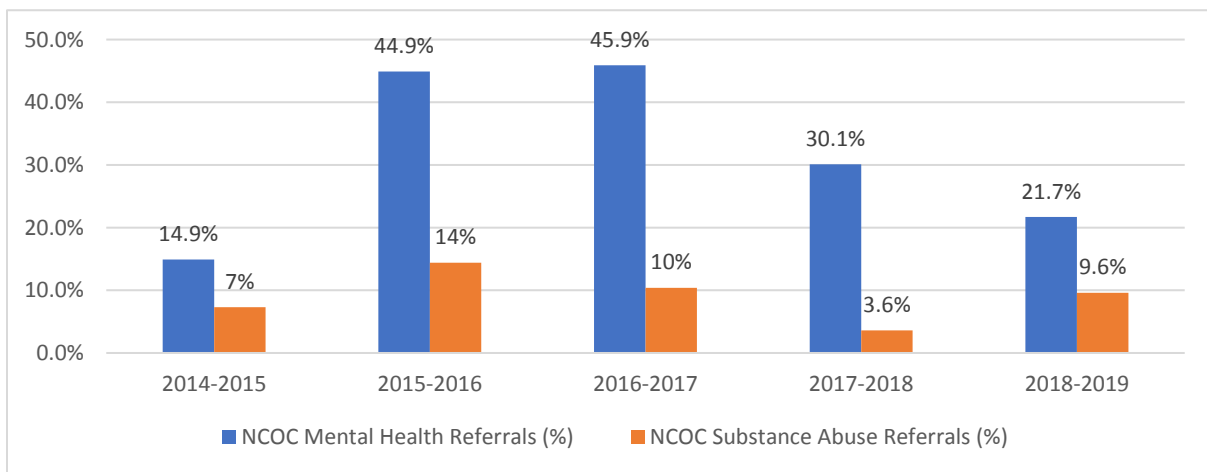
The NCOC has seen a fluctuation in outreach numbers overall and there are a few key differences in the racial/ethnic demographics of the outreach attendees. In particular, from FY 2017-2018 to FY 2018-2019 there was an increase in White participants of 4%, multi-racial

participants increased by 2%, and participants who declined to state their race increased by 13%. There was a decrease in Mexican participants by 1% and Filipino participants by 6%.

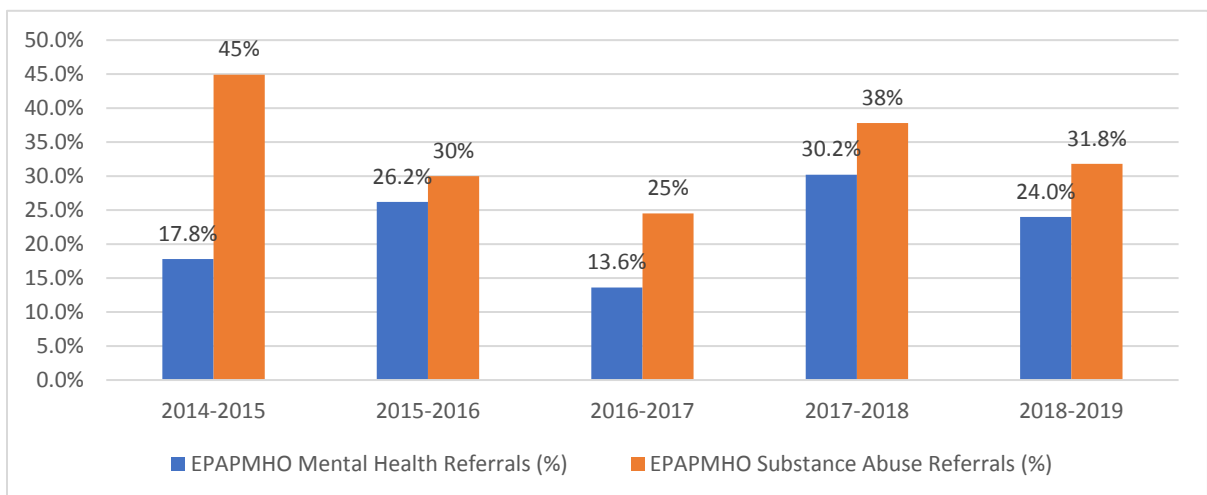
The EPAPMHO has also seen a decrease in outreach numbers overall and there are a few key differences in the racial/ethnic demographics of the outreach attendees. In particular, from FY 2017-2018 to FY 2018-2019, there was a decrease in Black participants by 13%, White participants decreased by 0.2%, Tongan participants decreased by 1%, and multi-racial participants by 4%. There were increases in Mexican participants by 14% from FY 2017-2018 to FY 2018-2019.

**Figures 3a and 3b** present the percentages of the mental health and substance abuse referrals made as a result of attending the outreach events by collaborative for FY 2014-2015, FY 2015-2016, FY 2016-2017, FY 2017-2018, and FY 2018-2019.

**Figure 3a. Percentage of Mental Health/Substance Abuse referrals by NCOC, FY 2014-2015 to FY 2018-2019**



**Figure 3b. Percentage of Mental Health/Substance Abuse referrals by EPAPMHO, FY 2014-2015 to FY 2018-2019**



**Figures 4a and Figure 4b** present referrals to social services in FY 2014-2015, FY 2015-2016, FY 2016-2017, FY 2017-2018, and FY 2018-2019 by each collaborative. The percentages represent percent of total attendee referrals to social services.

- In FY 2018-2019, NCOC had 456 referrals to social services, as compared to 783 referrals in FY 2017-2018 and 567 referrals in FY 2016-2017 and 631 referrals in FY 2015-2016 and 431 referrals in FY 2014-2015. In FY 2018-2019, EPAPMHO had 1,045 referrals to social services, as compared to 819 in FY 2017-2018 referrals and 746 referrals in FY 2016-2017 and 1548 referrals in FY 2015-2016 and 448 referrals in FY 2014-2015.
- In FY 2018-2019, NCOC had decreases in the percent of food and housing compared to prior two FYs. Percent of referrals to financial, legal and other services increased.
- In FY 2018-2019, EPAPMHO had decreases in the percent of financial, food, form assistance, and housing referrals. Percent of attendee referrals to legal and other services increased. Referrals to medical care stayed the same.

Figure 4a. Referrals to Social Services made by NCOC, FY 2014-2015 to FY 2018-2019\*

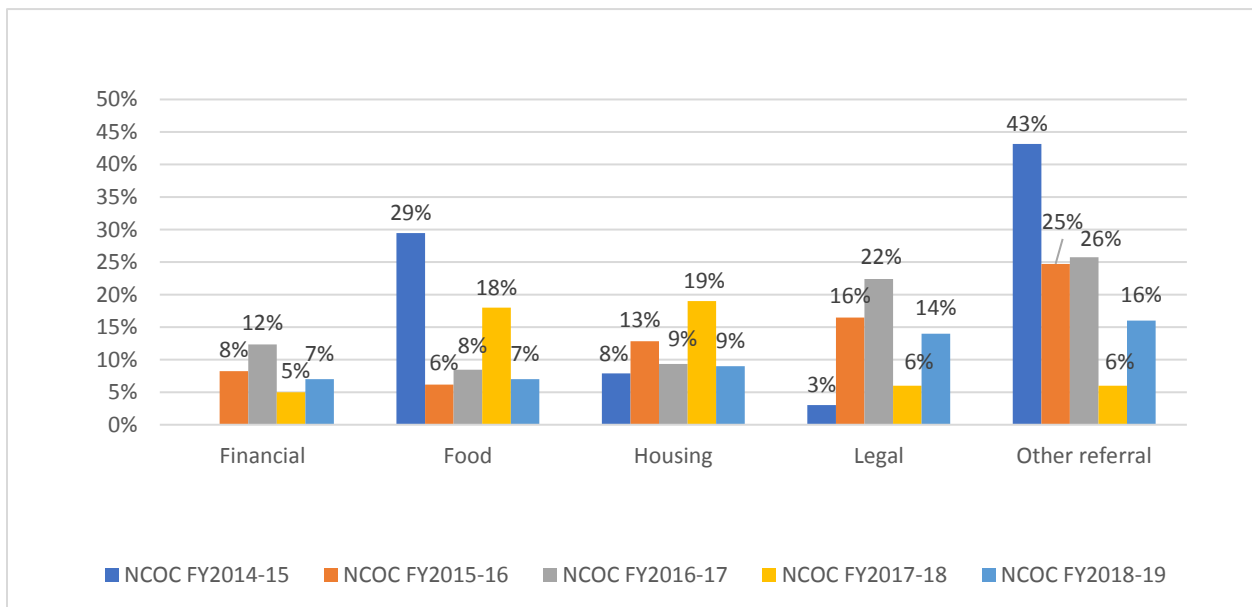
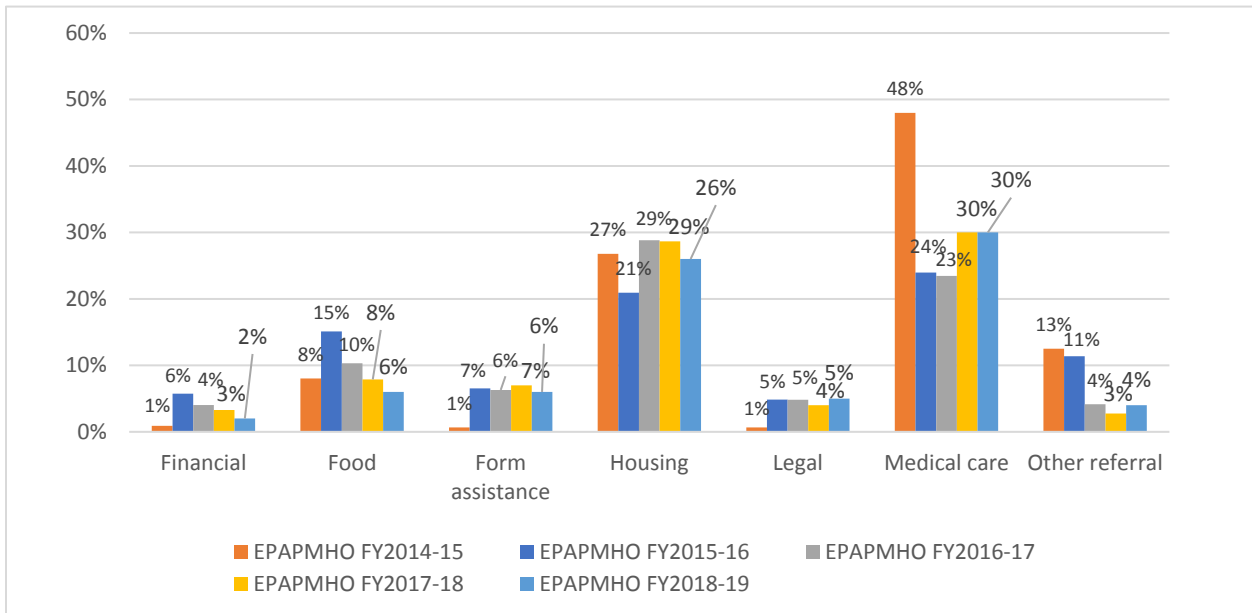


Figure 4b. Referrals to Social Services made by EPAPMHO, FY 2014-2015 to FY 2018-2019\*



The next two sections discuss the recipient and event characteristics in FY 2018-2019 for the NCOC and EPAPMHO collaboratives, respectively.

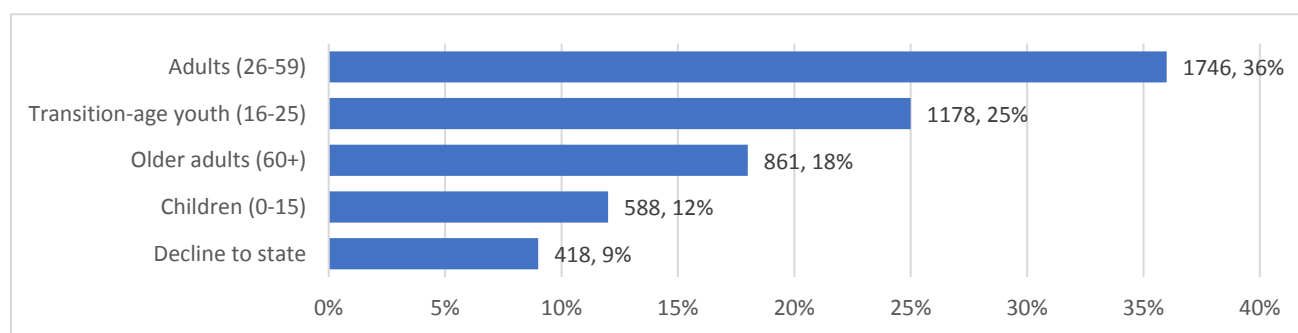
## NCOC

In FY 2018-2019, there were 4,781 attendees at individual and group outreach events across the five provider organizations in the NCOC.

### Demographics

**Age:** Attendees across NCOC outreach events were adults (26-59 years, 36%), transition-age youth (16-25 years, 25%), older adults (60 years or older, 18%), and children (0-15 years, 12%) in FY 2018-2019. Nine percent of attendees declined to state their age. See **Figure 5** for the number and percentage of total outreach attendees representing each reported age group.

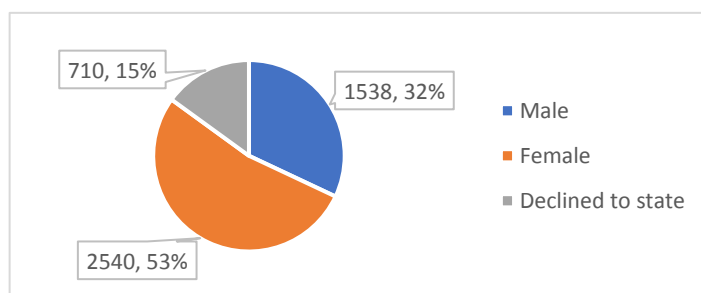
Figure 5. Age of Total Outreach Attendees Served by NCOC, FY 2018-2019



Note: Percentages may not sum to 100% because of rounding. The denominator for age percent is the sum of all age data reported.

**Sex at birth:** In FY 2018-2019, attendees across NCOC events were females (53%), males (32%). Fifteen percent of attendees declined to state their sex at outreach events. See **Figure 6** for the number and percentage of outreach attendees reporting each sex type.

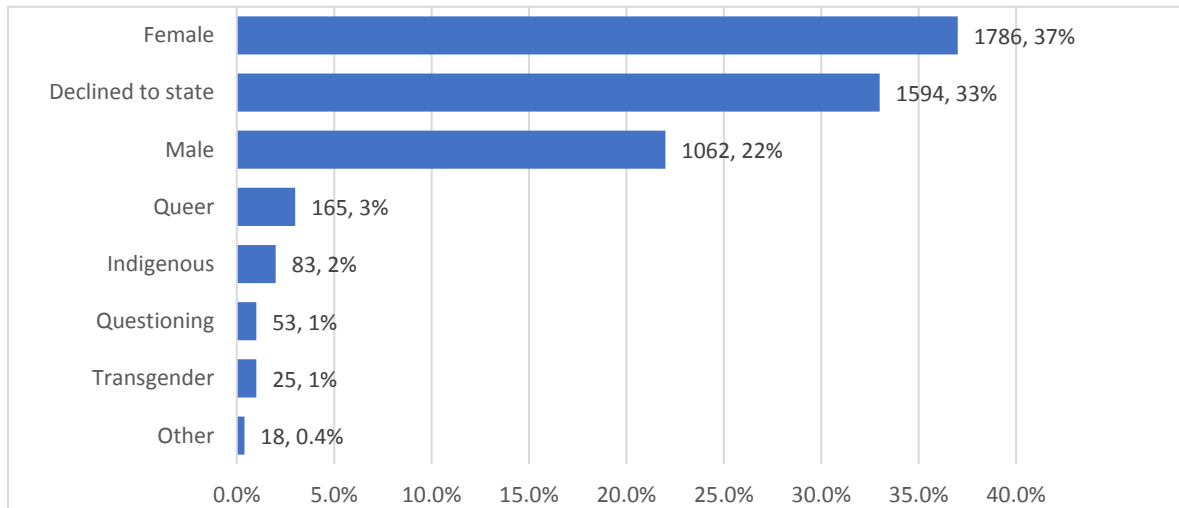
Figure 6. Sex at Birth of Outreach Attendees Served By NCOC, FY 2018-2019



Note: Percentages may not sum to 100% because of rounding. \*\* 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. The denominator for sex percent is the sum of all sex data reported.

**Gender:** Attendees in FY 2018-2019 identified themselves as female (37%), male (22%), queer (3%), indigenous (2%), questioning (1%), transgender (1%), and other gender (<1%). Approximately one-third of the individuals (33%) declined to state their gender. See **Figure 7** for the number and percentage of attendees reporting each gender type.

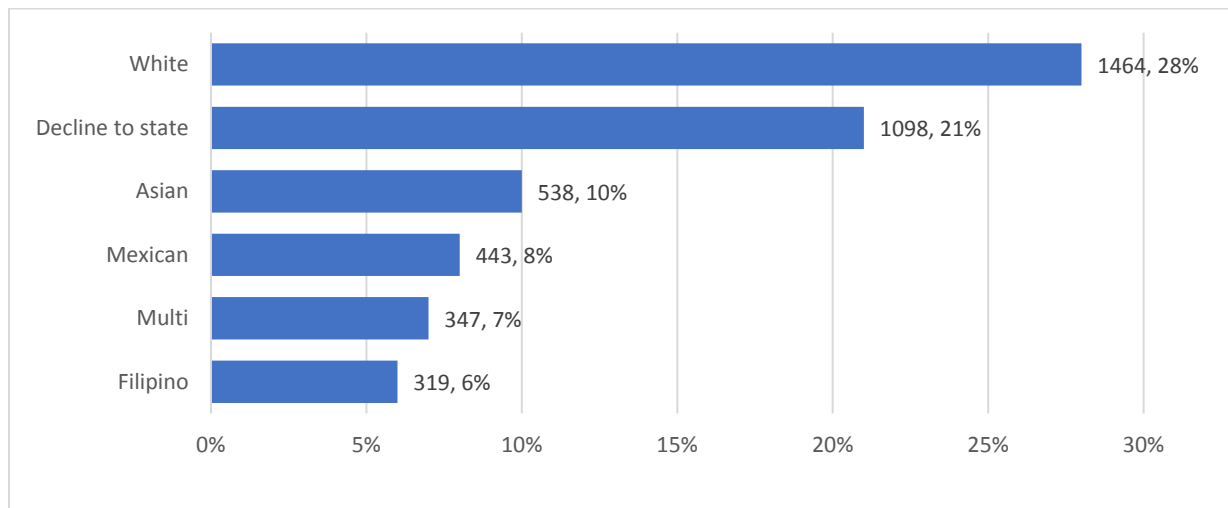
Figure 7. Gender of Outreach Attendees Served By NCOC, FY 2018-2019



Note: Total count for gender because some providers may exceed the total number of attendees, because some providers may have reported individuals in two or more gender groups, leading to extra counts in some cases. The denominator for gender percent is the sum of all gender data reported.

**Race and ethnicity:** In FY 2018-2019, the five largest racial/ethnic groups represented by all NCOC attendees were White (28%), Asian (10%), Mexican (8%), multi-race (7%), and Filipino (6%). A little under a quarter (21%) of attendees declined to state their race. See **Figure 8** for the number and percentage of attendees representing each reported racial/ethnic group.

Figure 8. Race and Ethnicity of Outreach Attendees Served By NCOC, FY 2018-2019

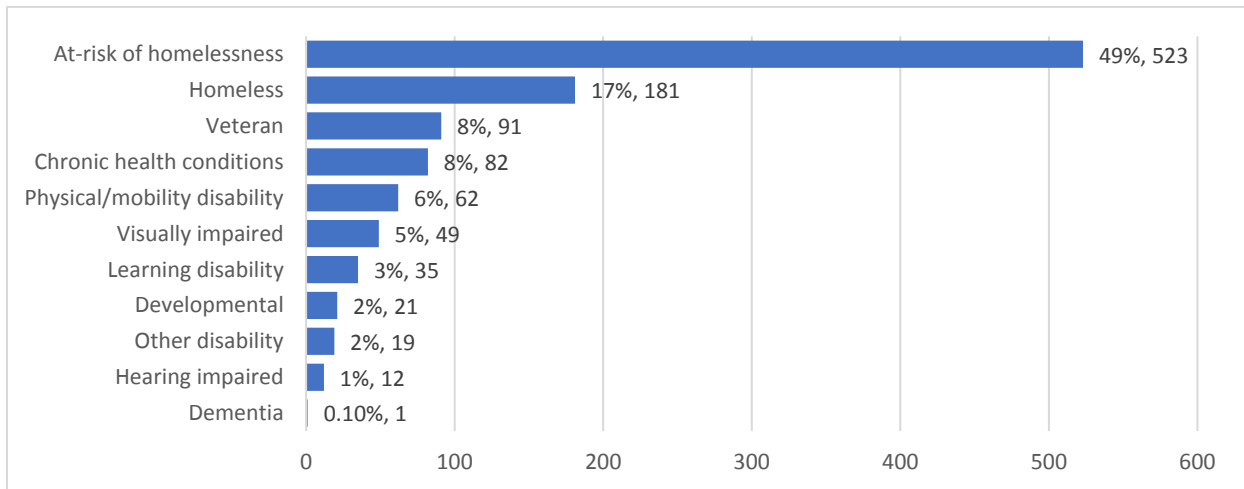


Note: The denominator for race/ethnicity percent is the sum of all race/ethnicity data reported.



**Special populations:** Of the attendees indicating they were part of special populations, 49% were at risk for homelessness, 17% were homeless, 8% were veterans, 8% had chronic health conditions, 6% had a physical/mobility disability, 5% were visually impaired, 3% had a learning disability, 2% had a developmental disability, 2% had other disabilities, 1% were hearing impaired, and less than 1% had dementia. Refer to **Figure 9** for the number and percentage of attendees representing each special population in FY 2018-2019.

Figure 9. Special Populations Served By NCOC, FY 2017-2018



Note: Attendees could be included in more than one special population. Percentages may not sum to 100% because of rounding. The denominator for special population group is the sum of all special population data reported.

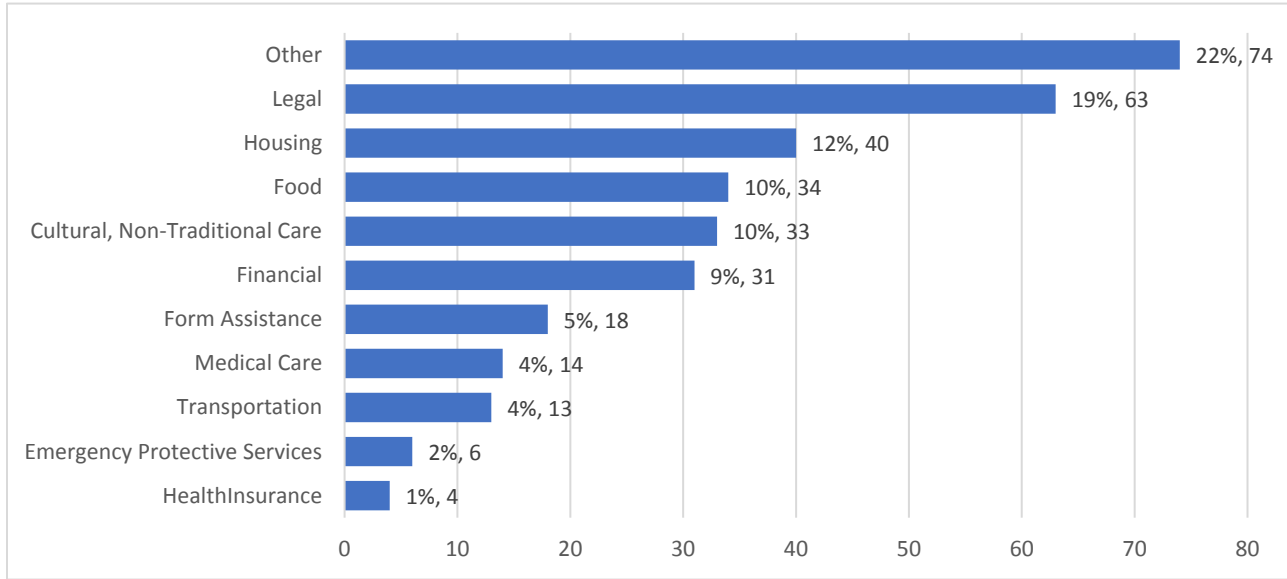
### Additional outreach characteristics (individual outreach events only)

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

**Mental Health/Substance Abuse Referrals:** NCOC individual outreach events resulted in mental health referrals (22%) and substance abuse referrals (10%) in FY 2018-2019.

**Referrals to Social Services:** Providers made 330 referrals to 249 NCOC individual outreach attendees. Of the different referral types, the top three types of referrals made for attendees were other (22%), legal (19%) and housing services (12%). Other referrals that were reported included obtaining referrals to other services, access to mental health services, and assistance with job-related matters. In **Figure 10**, we summarize the number and percentage of attendees receiving a given type of referral in FY 2018-2019.

Figure 10. Referrals to Social Services, FY 2018-2019



Note: Percentages may not sum to 100% because of rounding. Attendees can choose more than one category. The denominator for referral group is the sum of all referral data reported.

## Event characteristics

**Location:** NCOC individual outreach events primarily occurred in other community locations (39%), unspecified field locations (28%), offices (12%), and other locations (19%) in FY 2018-2019. Other community locations included places such as airports, colleges, public parks, health fairs, and coffee shops. The other locations category includes all the locations that are reported that make up less than 10 percent of the total locations reported. Group outreach events primarily occurred in schools (30%), unspecified field locations (28%), other community locations (22%), and other locations (21%). **Figures 11 and 12** present individual and group outreach event locations in FY 2018-2019.

Figure 11. Locations of NCOC Individual Outreach Events, FY 2018-2019

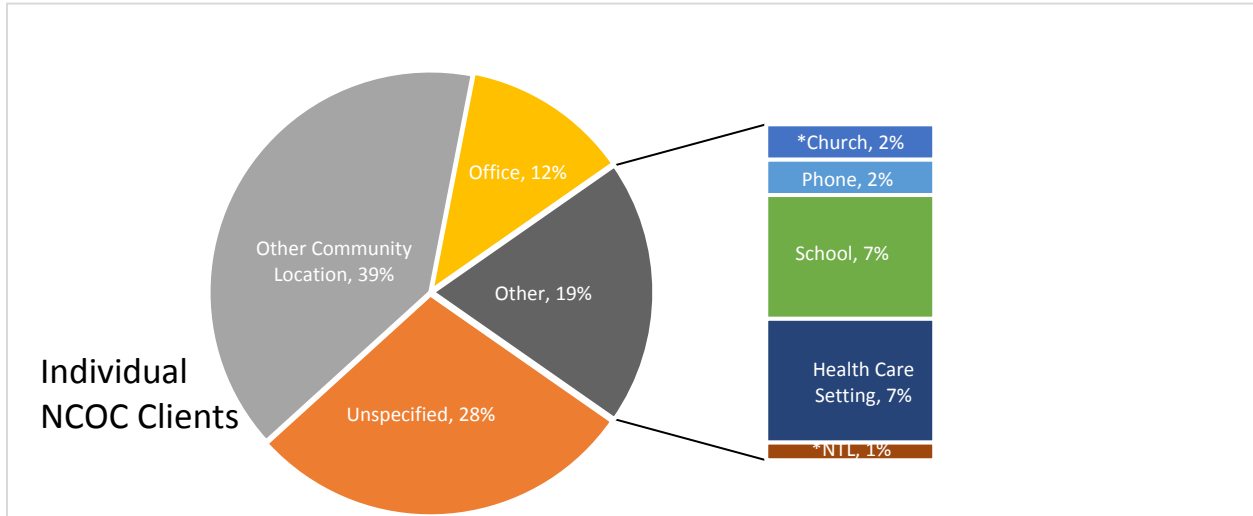
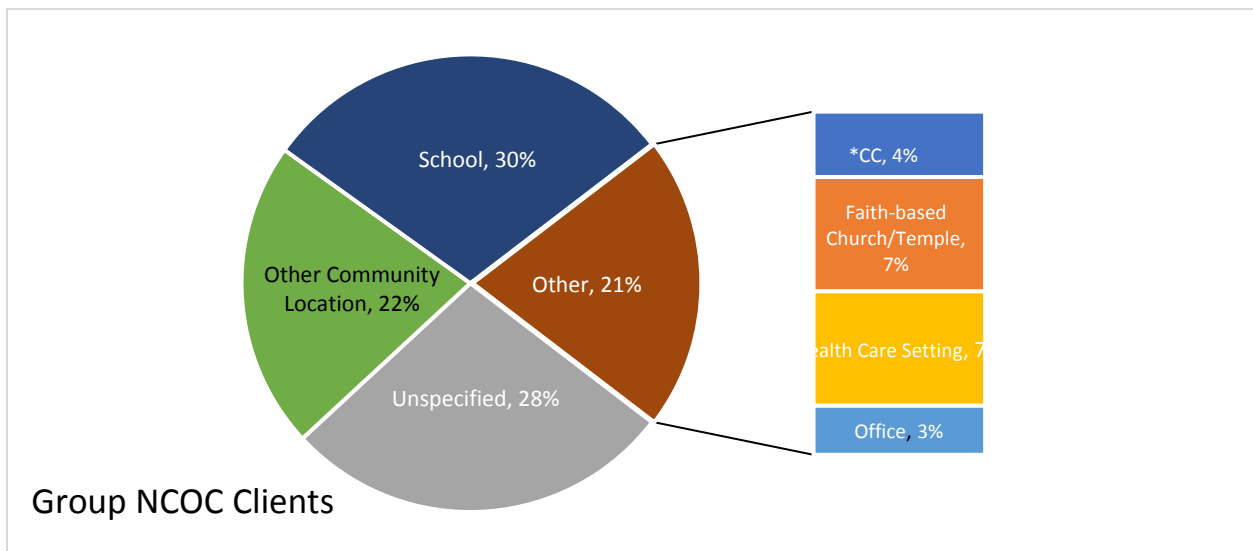


Figure 12. Locations of NCOC Group Outreach Events, FY 2018-2019



Note: Church = Faith-based Church/Temple, CC = Age-Specific Community Center, NTL = Non-Traditional Location, Unspecified = Field (unspecified)

Percentages may not sum to 100% because of rounding. Attendees can choose more than one category. The denominator for location percent is the sum of all location data reported.

**Length of contact:** For FY 2018-2019, the individual outreach events lasted from 3 to 90 minutes and lasted on average 20 minutes. The average length of NCOC group outreach events ranged from 2 to 386 minutes and lasted 116 minutes on average.

**Language used:** NCOC individual outreach events were conducted in English (95%), Mandarin (2%), Cantonese (2%), and Spanish (1%) in FY 2018-2019. NCOC group outreach events were conducted in English (92%), Mandarin (3%), Cantonese (3%), and Spanish (3%) in FY 2018-2019.

**Preferred language:** NCOC individual outreach attendees preferred English (87%), Cantonese (3%), Mandarin (3%), Samoan (2%), Spanish (2%), Tagalog (1%), other languages (2%), and Tongan (<1%). NCOC group outreach attendees preferred English (88%), Spanish (4%), Tagalog (2%), Cantonese (2%), Mandarin (1%), Samoan (<1%), Tongan (<1%) and other language (2%). **Figures 13 and 14** present breakdowns of preferred languages at individual and group outreach events in FY 2018-2019.

Figure 13. Preferred Languages for NCOC Individual Outreach Attendees, FY 2018-2019

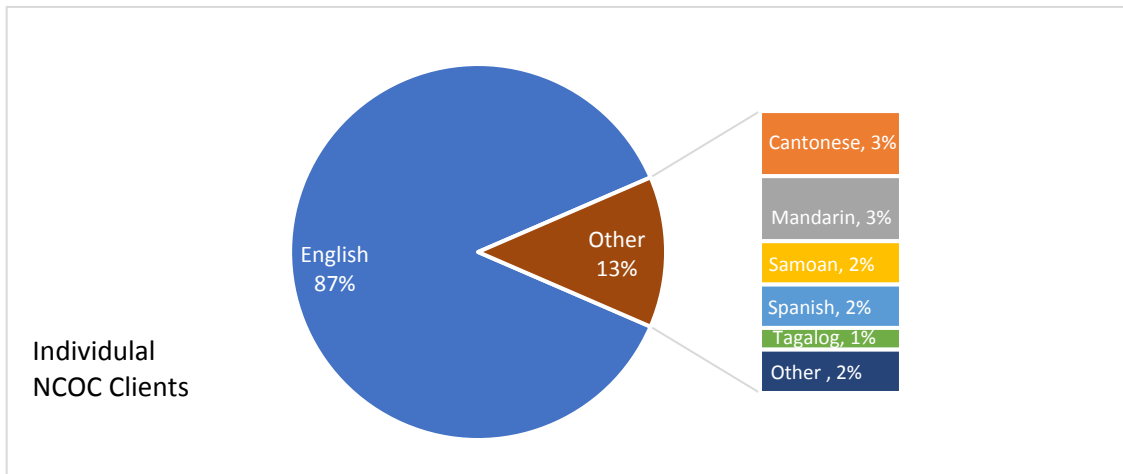
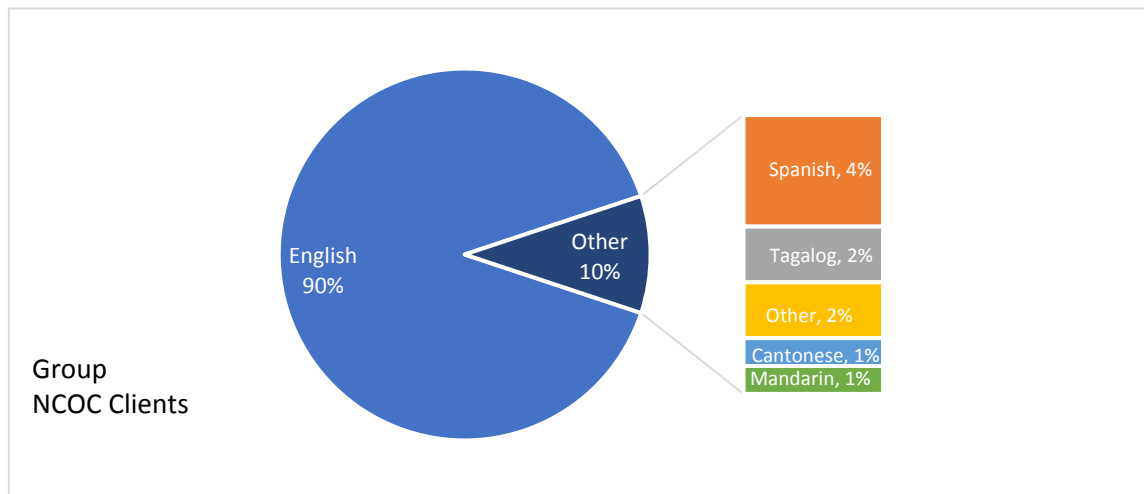


Figure 14. Preferred Languages for NCOC Group Outreach Attendees, FY 2018-2019



Note: Percentages may not sum to 100% because of rounding. The denominator for preferred language percent is the sum of all preferred language data reported.

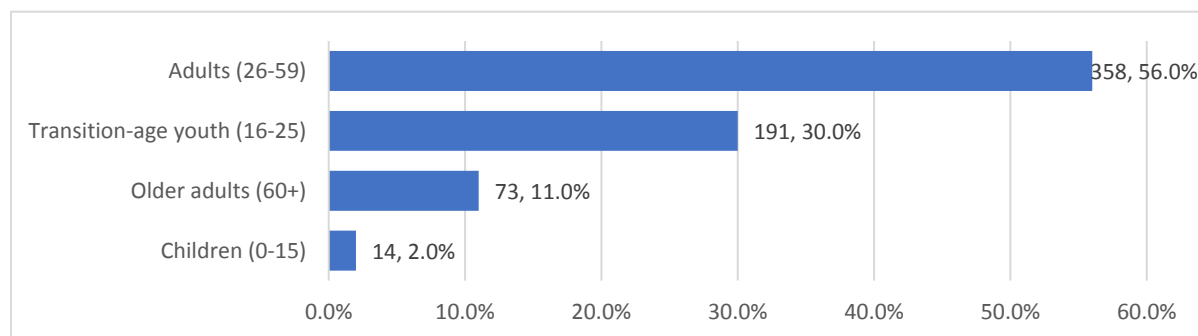
## EPAPMHO

In FY 2018-2019, there were 636 attendees at individual and group outreach events across the three provider organizations in the EPAPMHO.

### Demographics

**Age:** EPAPMHO individual and group outreach attendees were adults (26-59 years, 56%), transition-age youth (16-25 years, 30%), older adults (60+ years or older, 11%), and children (0-15 years, 2%) in FY 2018-2019. See **Figure 15** for the number and percentage of outreach attendees representing each reported age group.

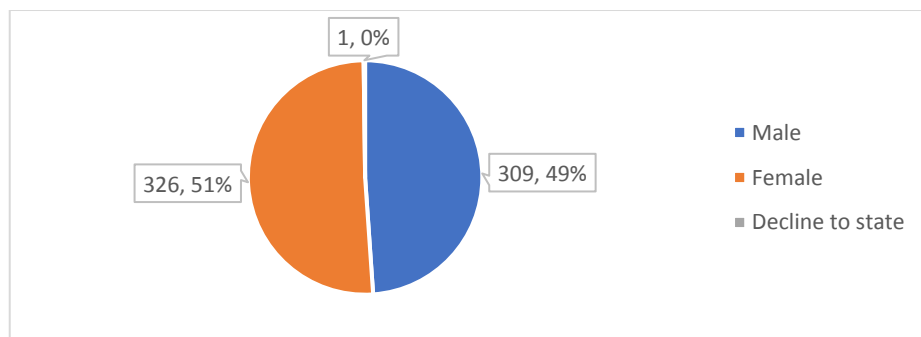
Figure 15. Age of Outreach Attendees Served By EPAPMHO, FY 2018-2019



Note: Percentages may not sum to 100% because of rounding. The denominator for age percent is the sum of all age data reported.

**Sex at birth:** Attendees across EPAPMHO outreach events were male (49%), female (51%), and declined to state (<1%) in FY 2018-2019. See **Figure 16** for the number and percentage of outreach attendees representing each reported sex.

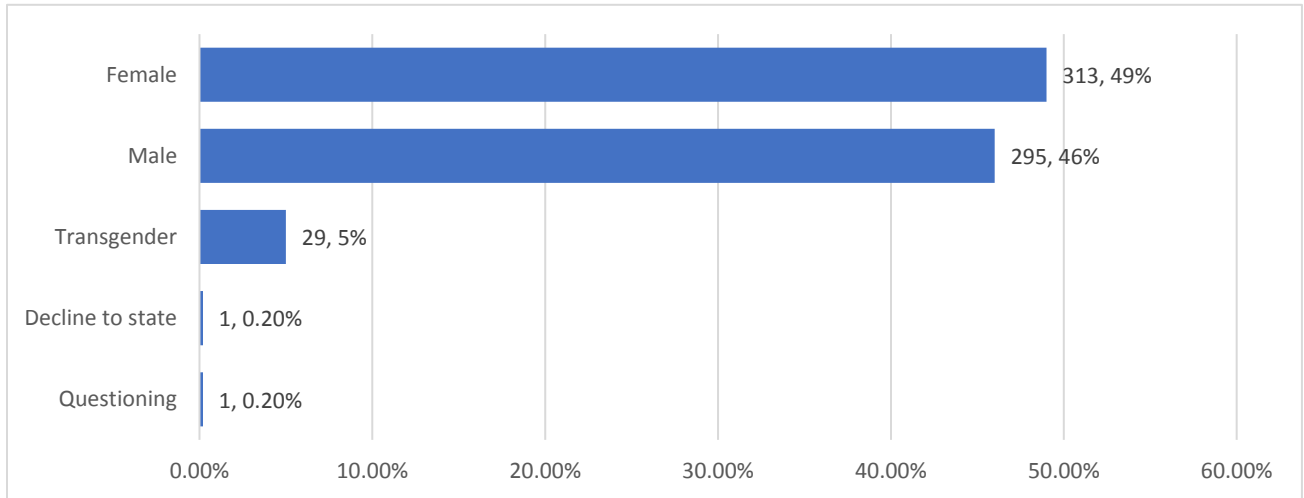
Figure 16. Sex at Birth of Outreach Attendees Served By EPAPMHO, FY 2018-2019



Note: Percentages may not sum to 100% because of rounding. The denominator for sex percent is the sum of all sex data reported.

**Gender:** Attendees across EPAPMHO individual and group outreach events identified themselves primarily as female (49%), male (46%), and transgender (5%) in FY 2018-2019. See **Figure 17** for the number and percentage of individual and group outreach attendees representing each reported gender.

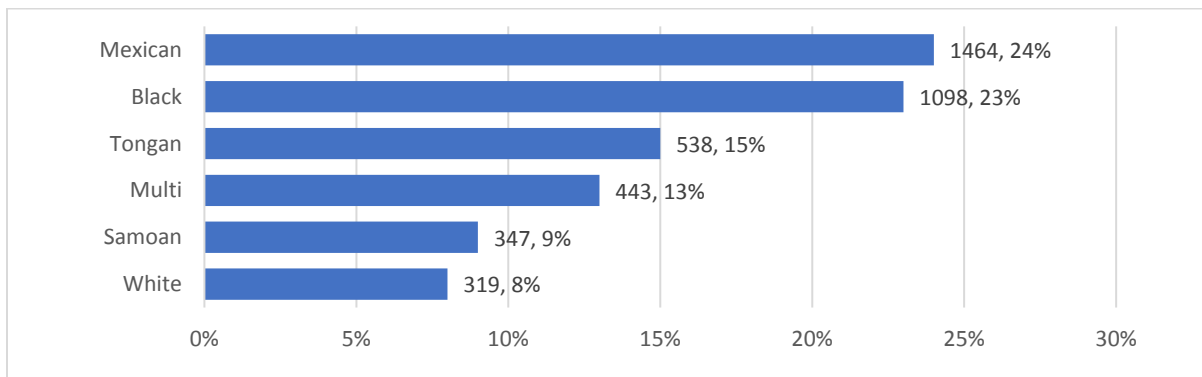
Figure 17. Gender of Outreach Attendees Served By EPAPMHO, FY 2018-2019



Note: Percentages may not sum to 100% because of rounding. The denominator for gender percent is the sum of all gender data reported

**Race and ethnicity:** In FY 2018-2019, the four largest racial/ethnic groups represented by all EPAPMHO attendees were Mexican (24%), Black (23%), Tongan (15%), and multi-race (13%). See **Figure 18** for the number and percentage of attendees representing each reported racial/ethnic group.

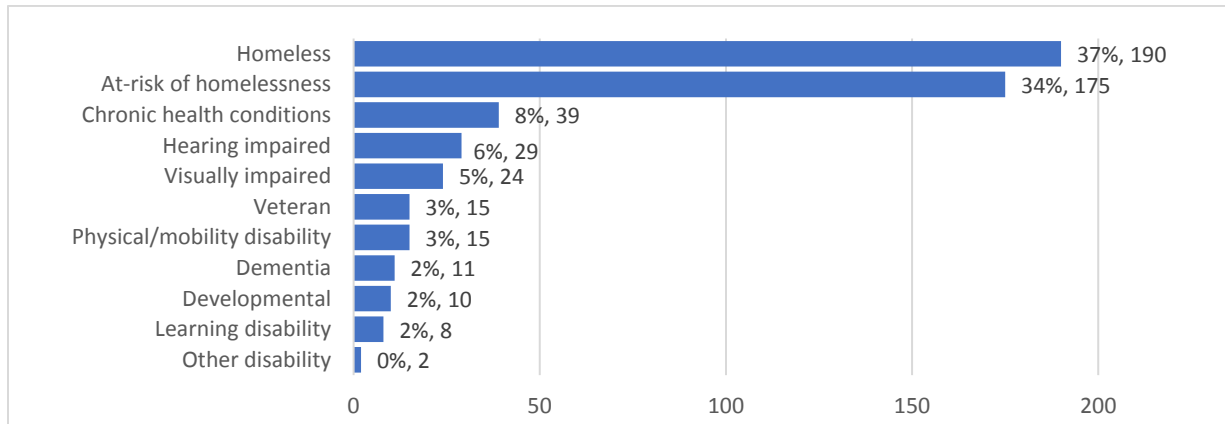
Figure 18. Race and Ethnicity of Outreach Attendees Served By EPAPMHO, FY 2018-2019



Note: 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:** Of the special populations, 37% were homeless, 34% were at-risk of homelessness, 8% had chronic health conditions, 6% were hearing impaired, 5% were visually impaired, 3% were veteran, 3% had a physical/mobility disability, 2% had dementia, 2% had a developmental disability, 2% had a learning disability, and less than 1% had other disabilities. Refer to **Figure 19** for the number and percentage of attendees representing each special population in FY 2018-2019.

**Figure 19. Special Populations Served by EPAPMHO, FY 2018-2019**



Note: Attendees could be included in more than one special population. The denominator for special population group is the sum of all special population data reported.

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

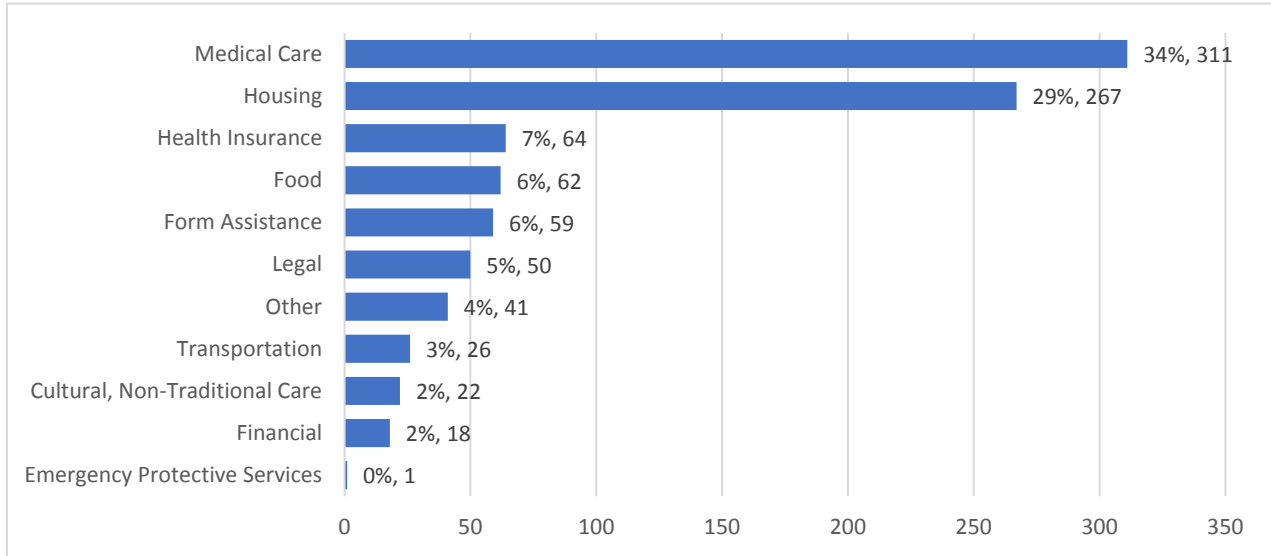
**Previous Contact:** Thirty percent of individual outreach events were conducted with attendees who had a previous outreach contact with EPAPMHO.

**Mental Health/Substance Abuse Referrals:** EPAPMHO individual outreach events resulted in mental health referrals (24%) and substance abuse referrals (32%) in FY 2018-2019.

**Referrals to Social Services:** Providers made 1,045 referrals to 616 EPAPMHO individual outreach attendees. Of the different referral types, the top four types of referrals made for attendees were for medical care (34%), housing (29%), health insurance (7%) and food (6%).

**Figure 20** summarizes the number and percentage of attendees receiving a given type of referral.

Figure 20. Referrals to Social Services, FY 2018-2019



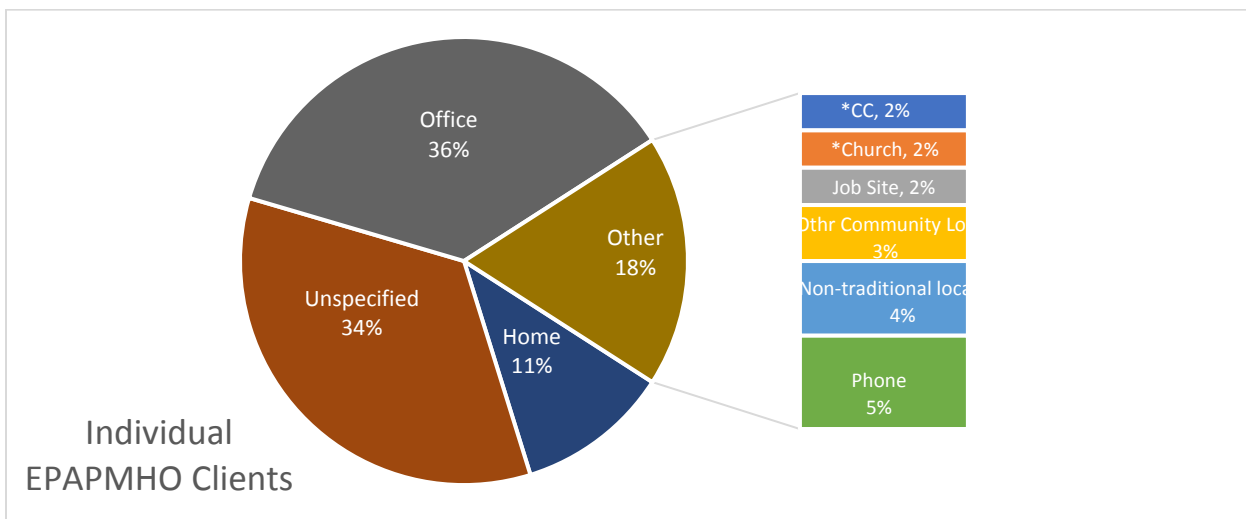
Note: Percentages may not sum to 100% because of rounding. Attendees can choose more than one category. The denominator for referral group is the sum of all referral data reported.

### Event characteristics

**Location:** EPAPMHO individual outreach events primarily occurred in offices (36%) and unspecified field locations (34%) in FY 2018-2019. Other community locations included places such as indigenous day events, senior homes, public parks, and on social media. The other locations category includes all the locations that are reported that make up less than 10 percent of the total locations reported. The one group outreach event occurred at a library.

**Figure 21** present individual outreach event locations in FY 2018-2019.

Figure 21. Location of EPAPMHO Individual Outreach Events, FY 2018-2019



Note: \*CC = Age-Specific Community Center, Church = Faith-based Church/Temple



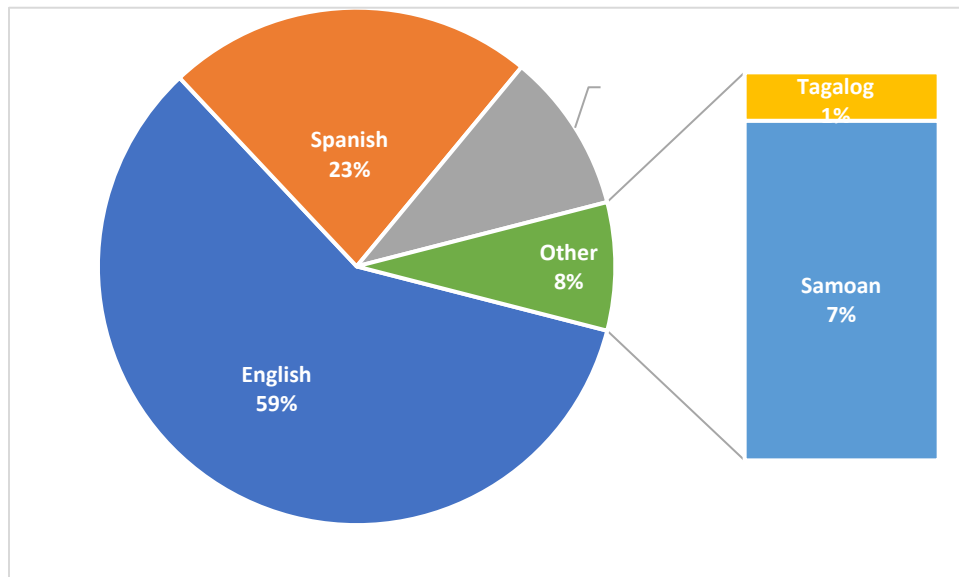
Percentages may not sum to 100% because of rounding. Attendees can choose more than one category. The denominator for location percent is the sum of all location data reported.

**Length of contact:** In FY 2018-2019, the individual outreach events lasted from 10 to 120 minutes and were on average 37 minutes. The one group outreach event lasted 15 minutes.

**Language used:** EPAPMHO individual outreach events were conducted in English (60%), Spanish (23%), Tongan (10%), and Samoan (7%) in FY 2018-2019. The one group outreach event was conducted in Spanish (100%) in FY 2018-2019.

**Preferred language:** EPAPMHO individual outreach attendees preferred English (59%), Spanish (23%), Tongan (10%), Samoan (7%), and Tagalog (1%). Attendees at the one EPAPMHO group outreach preferred Spanish (100%). **Figure 22** presents breakdown of preferred languages at individual outreach events in FY 2018-2019.

Figure 22. Preferred Languages for EPAPMHO Individual Outreach Attendees, FY 2018-2019



## Recommendations

We have several recommendations based on FY 2018-2019 data. These recommendations fall under two umbrellas: those aimed at enhancing outreach and those to improve data collection.

### Enhance outreach

**Conduct more outreach in languages other than English.** Of the 942 outreach activities conducted only 21% were in a language other than English (<1% in Tagalog, <1% in Cantonese, <1% in Mandarin, 3% in Samoan, 5% in Tongan, and 12% in Spanish). This will help ensure individuals who do not speak English are able to access services.

**Focus on increasing housing-related resources and referrals.** People who reported being homeless or at risk of homelessness make up a high percentage of the special population group. For this year, 66% of the NCOC attendees and 71% of the EPAPMHO attendees reported being homeless or at risk of homelessness. Despite this high number, only 12% and 29% of referrals reported were made to housing in NCOC and EPAPMHO, respectively. In FY 2018-2019, we observed an decrease in the total number of housing-related referrals made compared to previous year.

### Improve data collection

**Make other/unspecified categories clearer.** Last year, AIR recommended minimizing missing data, and outreach staff have made an effort to do a better job in data collection. However, there are still relatively high proportions of individuals in other/unspecified categories for some topics. For example, the percentage of individuals who reported being referred to “other social services” made up 22% of referrals for the NCOC collaborative for FY 2018-2019. This speaks to the need to expand upon the categories for this question.

**Ensure insurance data is capture.** This year, a large proportion of attendees (55%) reported being uninsured or had unknown insurance status across the two collaboratives. Hence, this data was not presented in this year’s report. The high percentage of attendees who reported being uninsured or had unknown insurance status has been a consistent trend in each of the prior years: 57% In FY 2017-2018, 56% in FY 2015-2016, 54% in FY 2015-2016, and 64% in FY 2014-2015 across both collaboratives. The county should consider how to best meet the needs of uninsured individuals, who may become more reticent to respond to outreach events particularly if they are concerned about treatment costs. The size of this group may also grow if the insurance marketplaces destabilize.

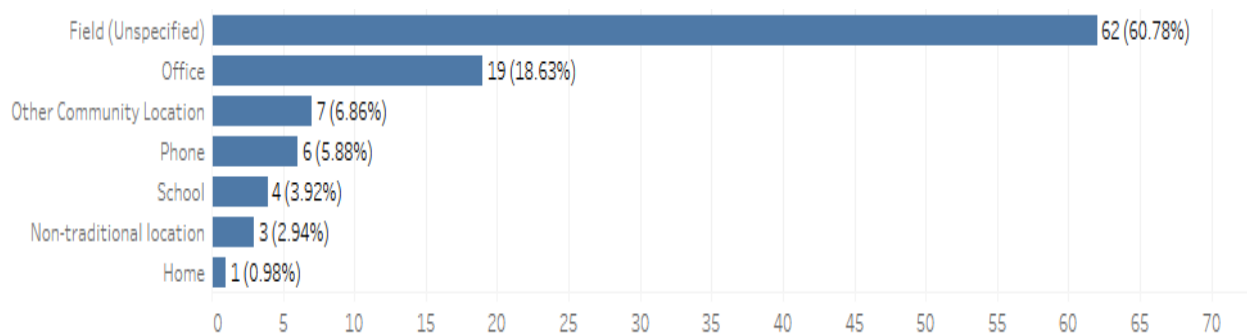
## Appendix A. FY 2018-2019 Outreach, Asian American Recovery Services

For FY 2018-2019, Asian American Recovery Services (AARS) reported a total of 102 outreach events, 76 individual events, and 26 group events. There were 649 attendees. Individual outreach events lasted from 15 to 90 minutes and lasted 31 minutes on average. The group outreach events lasted from 15 to 240 minutes and lasted on average 113 minutes.

### Outreach events:

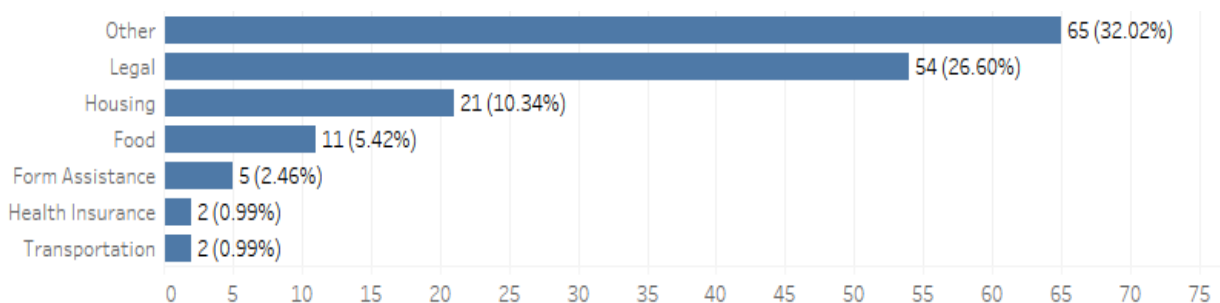
- Most frequently took place in unspecified field locations (**60.8%**; n=72). Other locations of events and their respective percentages are shown in **Figure 1**.

Figure 1. Locations of Outreach events, Fiscal year 2018-2019



- Were conducted in English (**99.0%**; n=101) and Spanish (**1%**; n=1).
- Resulted in 20 mental health referrals and 15 substance abuse referrals at the *individual* outreach events.
- Resulted in 203 social service referrals (**Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were primarily made to Other (**32.0%**; n=65), Legal (**26.6%**; n=54), and Housing (**10.3%**; n=21) services.

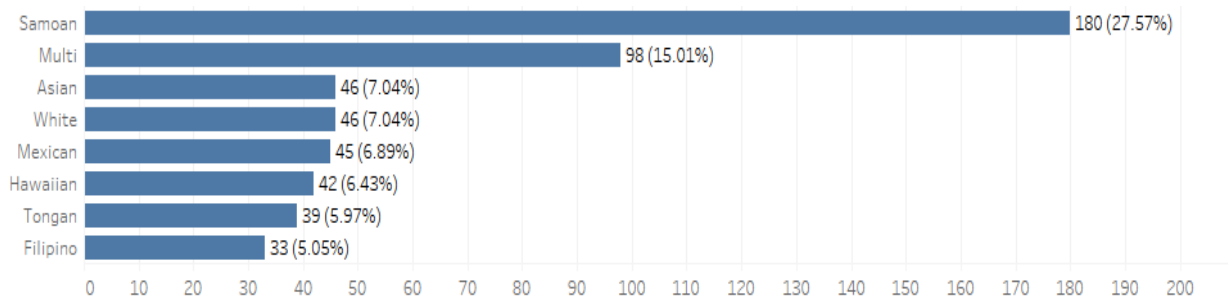
Figure 2. Social Service Referrals, Fiscal year 2018-2019



### Outreach event attendees:

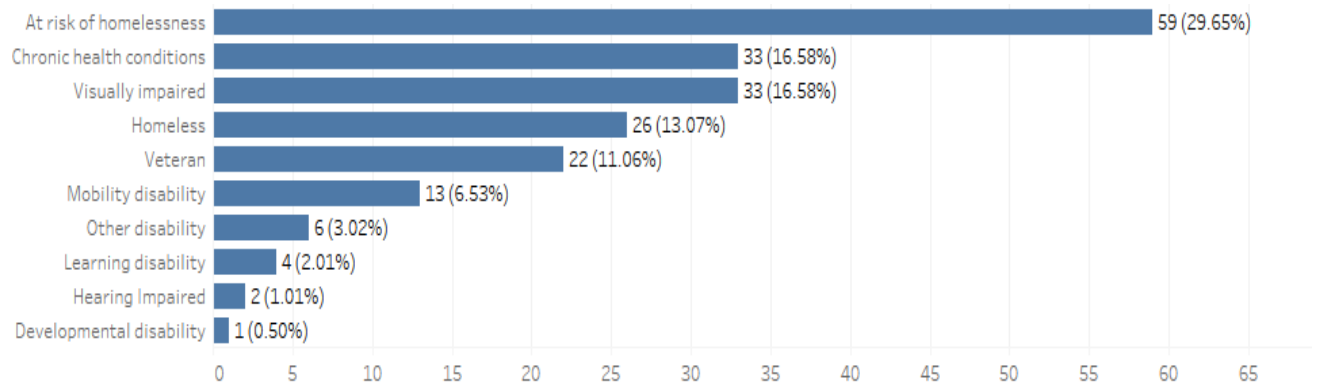
- Most often were female (**61.7%**; n=402). Thirty eight percent were male (**37.9%**; n=247). Less than 1% declined to report their sex at birth
- Identified as Heterosexuals (**81.2%**; n=528), Gay/Lesbian (**6.8%**; n=44), Bisexual (**2.31%**; n=15), Queer (**2.31%**; n=15), “Other” sexual orientation (**0.5%**; n=3), Pansexual (**0.3%**; n=2), or Asexual (**0.2%**; n=1). The remaining attendees declined to state (**6.3%**; n=41) or were questioning (**0.2%**; n=1) their sexual orientation.
- Comprised of adults (26-59 year, **52.2%**; n=341), transition-age youth (16-25 years, **24.3%**; n=159), older adults (60+ years, **11.3%**; n=74), and children (15 years and younger, **11.2%**; n=73).
- Were primarily Samoan (**27.6%**; n=180), of two or more races (**15.0%**; n=98), Asian (**7.0%**; n=46), White (**7.0%**; n=46), or Mexican (**6.9%**; n=45) (See Figure 3).

Figure 3. Attendees by Top Race/Ethnicity Category, FY 2018-2019



In FY 2018-2019, **30.7%** (N=199) of AARS attendees were in at least one special population category. Special populations include those who: are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Out of 199 recipients in the special population group, **29.8%** were at risk of homelessness, **16.6%** had chronic health conditions, and **16.6%** were visually impaired (See Figure 4).

Figure 4. Service recipients by Special Population, FY 2018-2019



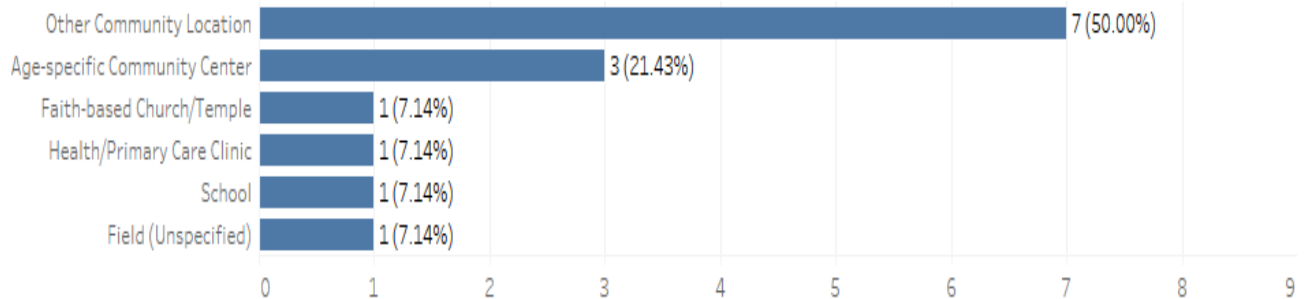
## Appendix B. FY 2018-2019 Outreach, Daly City Peninsula Partnership Collaborative

For FY 2018-2019, Daly City Peninsula Partnership Collaborative reported a total of 14 outreach events, 1 individual event and 13 group events. There were 1,657 attendees. The individual outreach event lasted 15 minutes. Group outreach events lasted from 2 to 240 minutes and lasted on average 83 minutes.

### Outreach events:

- Most frequently took place in other community locations (**50.0%**; n=7). Other locations of events and their respective percentages are shown in **Figure 1**.

Figure 1. Locations of Outreach events, Fiscal year 2018-2019



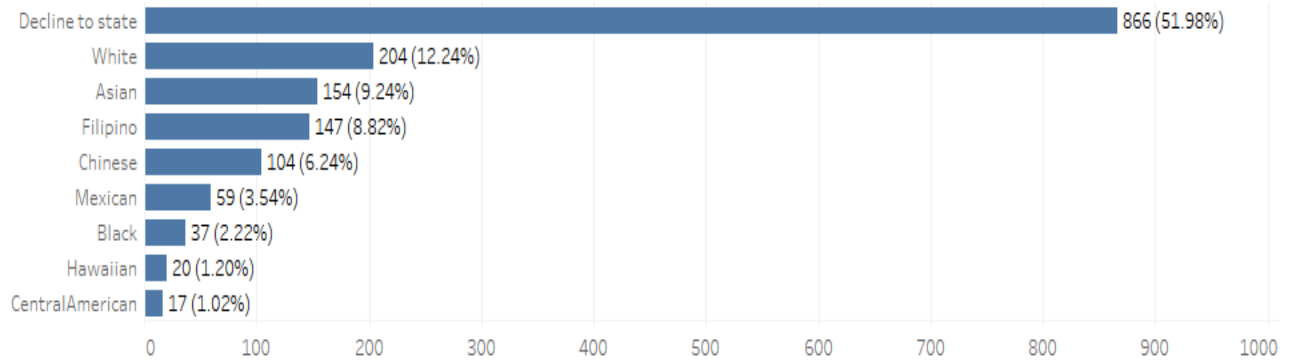
- Were conducted in English (**92.9%**; n=13) and Mandarin (**7.14%**; n=1).
- Resulted in no mental health referrals and substance abuse referrals at the *individual* outreach events.
- Resulted in one social service referral. Daly City Peninsula Partnership Collaborative made one referral to Legal services.

### Outreach event attendees:

- Most often were female (**40.9%**; n=679). Twenty six percent were male (**26.3%**; n=437). Approximately one-third of the attendees (**32.8%**; n=545) declined to state their sex at birth.
- Identified as Heterosexuals (**32.4%**; n=536), Gay/Lesbian (**13.9%**; n=231), Bisexual (**0.6%**; n=10), or Queer (**0.6%**; n=10). A little over half of the attendees (**52.5%**; n=870) declined to state their sexual orientation.
- Comprised of transition-age youth (16-25 years, **26.7%**; n=445), adults (26-59 year, **26.5%**; n=441), older adults (60+ years, **21.8%**; n=364), and children (15 years and younger, **6.3%**; n=105). The remaining attendees (**18.7%**; n=312) declined to state their age.

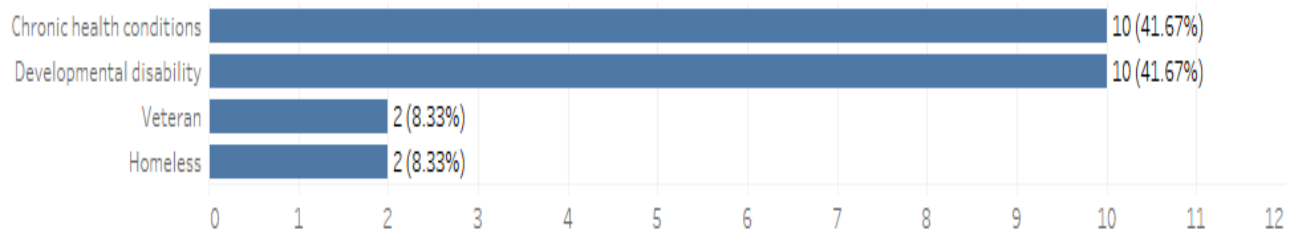
- Were primarily White (**12.2%**; n=204), Asian (**9.2%**; n=154), Filipino (**8.8%**; n=147), or Chinese (**6.2%**; n=104) (**See Figure 2**). Over half of the attendees (**52.0%**; n= 866) declined to state their race/ethnicity.

Figure 2. Attendees by Top Race/Ethnicity Category, FY 2018-2019



In FY 2018-2019, **1.4%** (N=24) of Daly City Peninsula Partnership attendees were in at least one special populations group. Special populations include those who: are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Out of 24 recipients in the special population group, **41.7%** had chronic health conditions, **41.7%** had a developmental disability, **8.3%** were veterans, and **8.3%** were homeless (**See Figure 3**).

Figure 3. Service recipients by Special Populations, FY 2018-2019



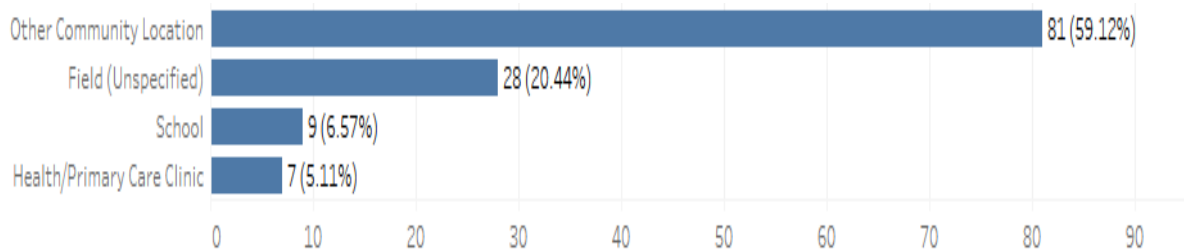
## Appendix C. FY 2018-2019 Outreach, Daly City Youth Center

For FY 2018-2019, Daly City Youth Center reported a total of 137 outreach events, 125 individual events, and 12 group events. There were 406 attendees. Individual outreach events lasted from 3 to 50 minutes and lasted on average 7 minutes. Group outreach events lasted from 30 to 386 minutes and lasted on average 138 minutes.

### Outreach events:

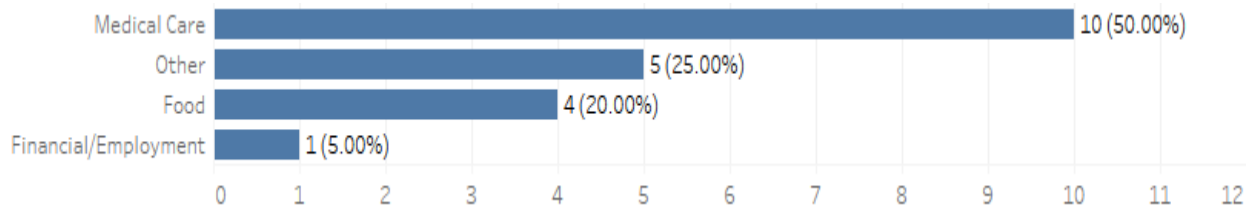
- Most frequently took place in other community locations (**59.1%**; n=81). Other locations of events and their respective percentages are shown in **Figure 1**.

Figure 1. Locations of Outreach events, Fiscal year 2018-2019



- Were conducted in English (**97.8%**; n=134) or Spanish (**2.2%**; n=3).
- Resulted in seven mental health referrals at the *individual* outreach events.
- Resulted in 20 social service referrals (**See Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were made to Medical Care (**50.0%**; n=10), Other (**25.0%**; n=5), Food (**20.0%**; n=4), and Financial/Employment (**5.0%**; n=1) services.

Figure 2. Social Service Referrals, Fiscal year 2018-2019

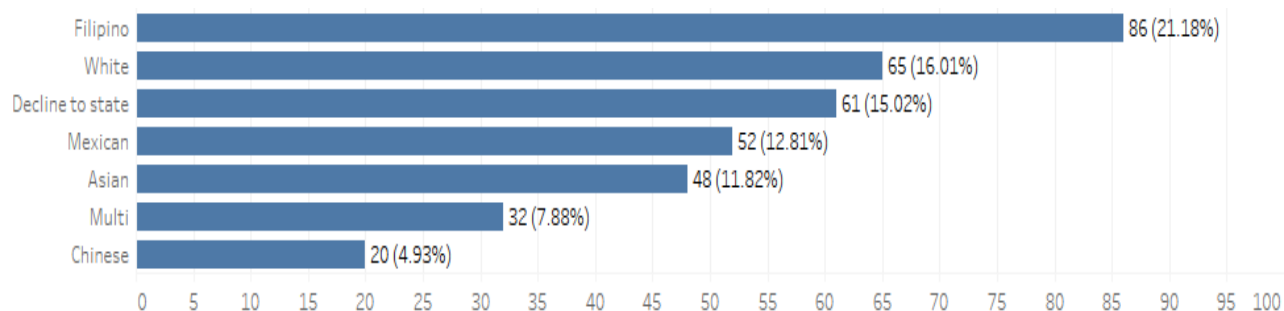




### Outreach event attendees:

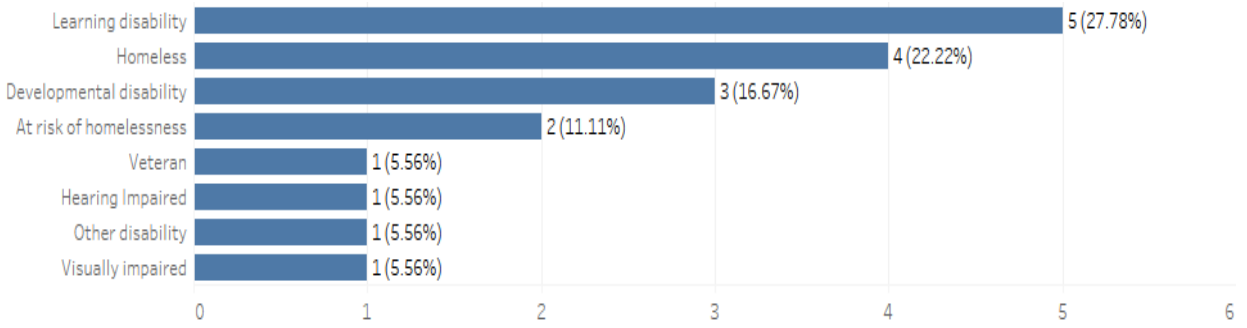
- Most often were female (**60.3%**; n=245). Twenty six percent were male (**25.6%**; n=104). The remaining attendees (**14.0%**; n=57) were of declined to state their sex at birth.
- Identified as Heterosexual (**30.8%**; n=125), Gay/Lesbian (**6.4%**; n=26), Bisexual (**4.4%**; n=18), Pansexual (**0.5%**; n=2), or Queer (**0.5%**; n=2). Less than one percent chose more than one sex orientation (**0.3%**; n=1). A little over half of the attendees (**55.9%**; n=227) declined to state their sexual orientation, and the remaining were questioning (**1.2%**; n=5) their sexual orientation.
- Comprised of transition-age youth (16-25 years, **53.6%**; n=215), adults (26-59 year, **19.0%**; n=76), children (15 years and younger, **16.2%**; n=65), and older adults (60+ years, **5.0%**; n=20). The remaining attendees (**6.2%**; n=25) declined to state their age.
- Were primarily Filipino (**21.2%**; n=86), White (**16.0%**; n=65), Mexican (**12.8%**; n=52), or Asian (**11.8%**; n=48) (**See Figure 3**). Fifteen percent of attendees declined to state their race/ethnicity (**15.0%**; n=61).

Figure 3. Attendees by Top Race/Ethnicity Category, FY 2018-2019



In FY 2018-2019, **4.5%** (N=18) of Daly City Youth Center attendees were from the special populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Out of the 18 recipients in the special population group, **27.8%** had a learning disability, **22.2%** were homeless, **16.7%** had a developmental disability, and **11.1%** were at risk of homelessness (**See Figure 4**).

Figure 4. Service recipients by Special Populations, FY 2018-2019

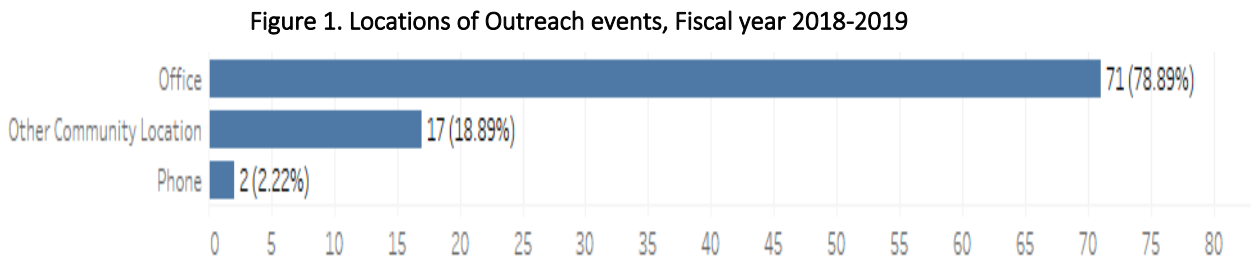


## Appendix D. FY 2018-2019 Outreach, El Concilio

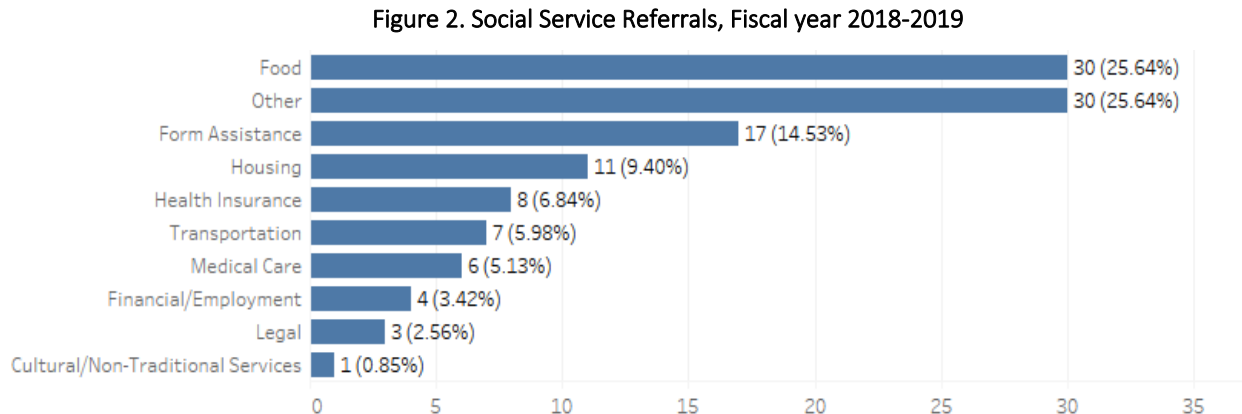
For FY 2018-2019, El Concilio reported a total of 90 outreach events, 89 individual events, and 1 group event. There were 109 attendees in total. Individual outreach events lasted from 10 to 30 minutes and lasted on average 19 minutes. The group outreach event lasted 15 minutes.

### Outreach events:

- Most frequently took place in offices (**78.9%**; n=71). Other locations of evens and their respective percentages are shown in **Figure 1**. (See **Figure 1**).



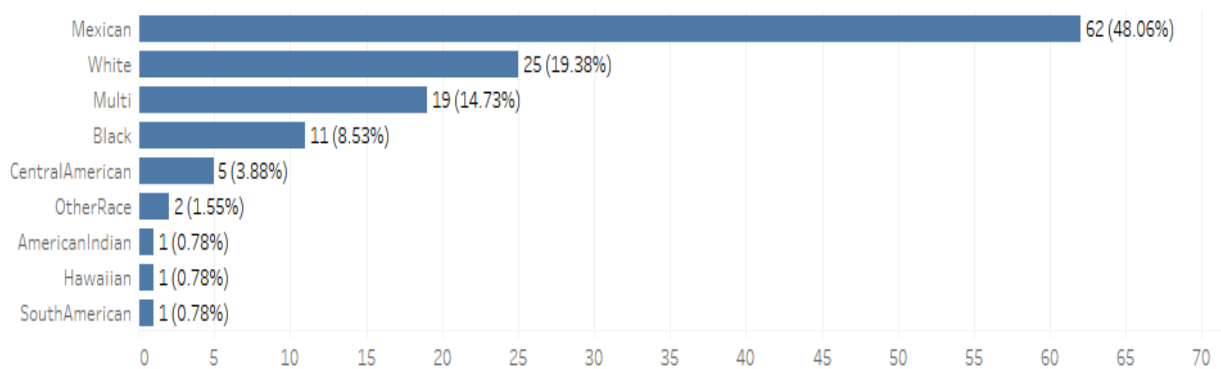
- Were conducted in Spanish (**64.4%**; n=58) and English (**55.6%**; n=32).
- Resulted in 19 mental health referrals at the *individual* outreach events.
- Resulted in 117 social service referrals (**See Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were made for food, legal, housing, financial/employment, transportation, cultural, and health-related services. Referrals were made primarily to Food (**25.6%**; n=30), other services outside of the primary list (**25.6%**; n=30), and Form Assistance (**14.5%**; n=17) services.



**Outreach event attendees:**

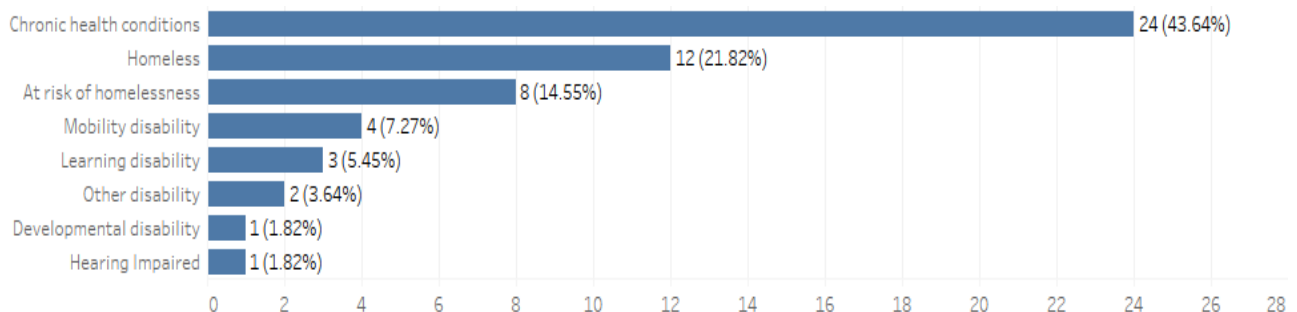
- Most often were female (**78.9%**; n=86). Twenty one percent were male (**21.1%**; n=23).
- Were Heterosexuals (**100.0%**; n=109).
- Comprised of adults (26-59 year, **61.5%**; n=67), older adults (60+ years, **23.9%**; n=26), and transition-age youth (16-25 years, **14.7%**; n=16).
- Were primarily Mexican (**48.1%**; n=62); White (**19.4%**; n=25), two or more races (**14.7%**; n=19), or Black (**8.5%**; n=11) (**See Figure 3**).

**Figure 3. Attendees by Top Race/Ethnicity Category, FY 2018-2019**



In FY 2018-2019, **53.6%** (N=55) of El Concilio attendees were in at least one special populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Out of the 55 service recipients in the special population group, **43.6%** had chronic health conditions, **21.8%** were homeless, and **14.6%** were at risk of homelessness (**See Figure 4**).

**Figure 4. Service recipients by Special Populations, FY 2018-2019**



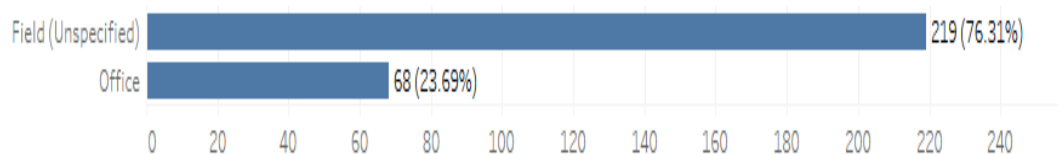
## Appendix E. FY 2018-2019 Outreach, Free at Last

For FY 2018-2019, Free at Last reported a total of 287 individual outreach events. The events lasted from 10 to 45 minutes and were on average 32 minutes.

### Outreach events:

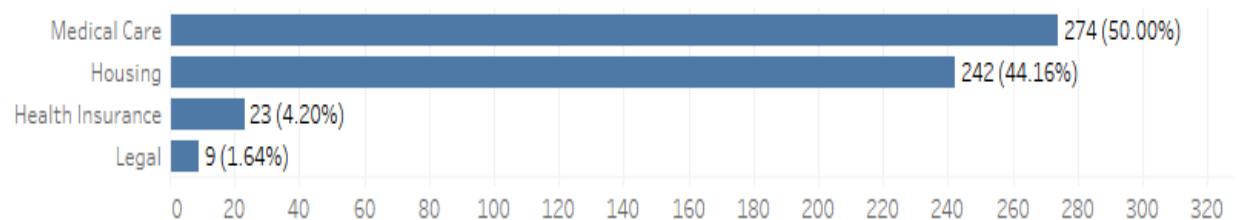
- Most frequently took place in unspecified field locations (**76.3%**; n=219). Other locations of events and their respective percentages are shown in **Figure 1**.

Figure 1. Locations of Outreach events, Fiscal year 2018-2019



- Were conducted in English (**69.3%**; n=199) and Spanish (**30.0%**; n=86).
- Resulted in 49 mental health referrals and 1 substance abuse referrals at the *individual* outreach events.
- Resulted in 548 social service referrals (**See Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were made to Medical Care (**50.0%**; n=274), Housing (**44.2%**; n=242), Health Insurance (**4.2%**; n=23), and Legal (**1.6%**; n=9) services.

Figure 2. Social Service Referrals, Fiscal year 2018-2019

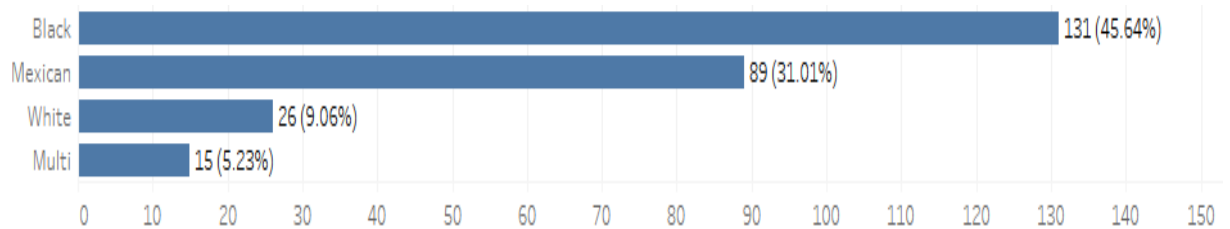


### Outreach event attendees:

- Most often were female (**41.1%**; n=118). Fifty nine percent were male (**58.9%**; n=169).
- Identified as Heterosexuals (**62.0%**; n=178), Bisexual (**11.9%**; n=34), Gay/Lesbian (**11.5%**; n=33), or Pansexual (**0.7%**; n=2). Thirteen percent chose more than one sexual orientation (**13.9%**; n=40).
- Comprised of adults (26-59 year, **77.0%**; n=221), transition-age youth (16-25 years, **17.1%**; n=49), and older adults (60+ years, **5.9%**; n=17).

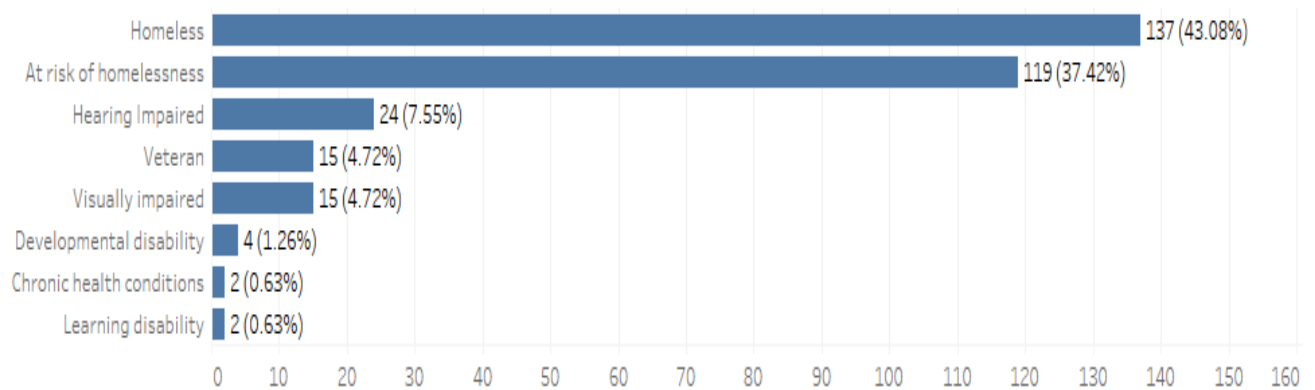
- Were primarily Black (**45.6%**; n=131); Mexican (**31.0%**; n=89), or White (**9.1%**; n=26) (See Figure 3).

Figure 3. Attendees by Top Race/Ethnicity Category, FY 2018-2019



In FY 2018-2019, 318 El Concilio attendees were in at least one special populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Out of the 318 service recipients in the special population group, **43.1%** were homeless, **37.4%** were at risk of homelessness, and **7.6%** were hearing impaired (See Figure 4).

Figure 4. Service recipients by Special Populations, FY 2018-2019



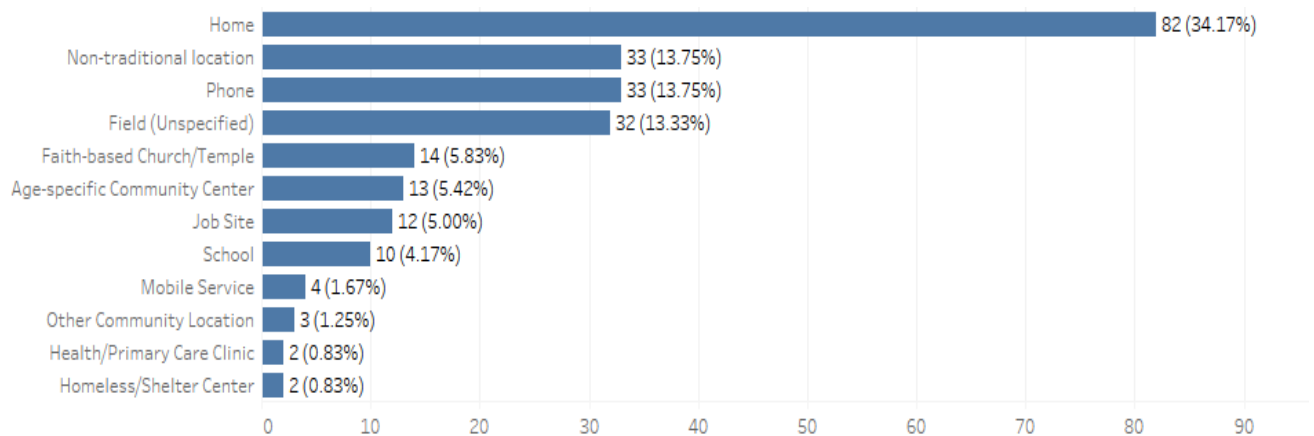
## Appendix F. FY 2018-2019 Outreach, Multicultural Counseling and Education Services of the Bay Area

For FY 2018-2019, Multicultural Counseling and Education Service of the Bay Area (MCESBA) reported a total of 240 individual outreach events. The outreach events lasted from 30 to 120 minutes and lasted on average 49 minutes.

### Outreach events:

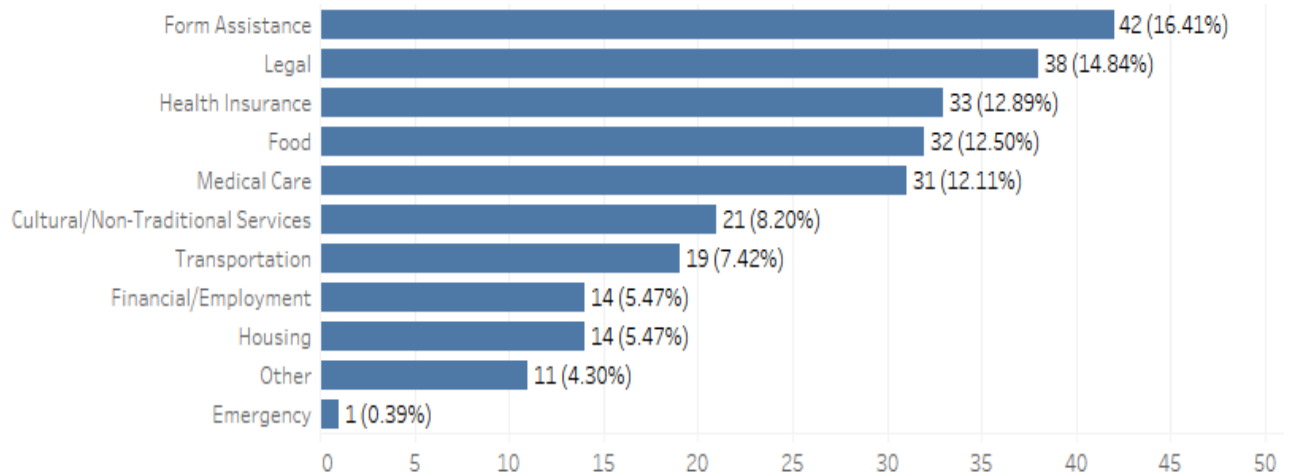
- Most frequently took place in homes (**34.2%**; n=82). Other locations of events and their respective percentages are shown in **Figure 1**.

Figure 1. Locations of Outreach events, Fiscal year 2018-2019



- Were conducted in English (**57.1%**; n=137), Tongan (**24.2%**; n=58), and Samoan (**17.9%**; n=43).
- Resulted in 80 mental health referrals.
- Resulted in 256 social service referrals (**See Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were made primarily to Form Assistance (**16.4%**; n=42), Legal (**14.8%**; n=38), Health Insurance (**12.9%**; n=33), Food (**12.5%**; n=32), and Medical Care (**12.1%**; n=31) services.

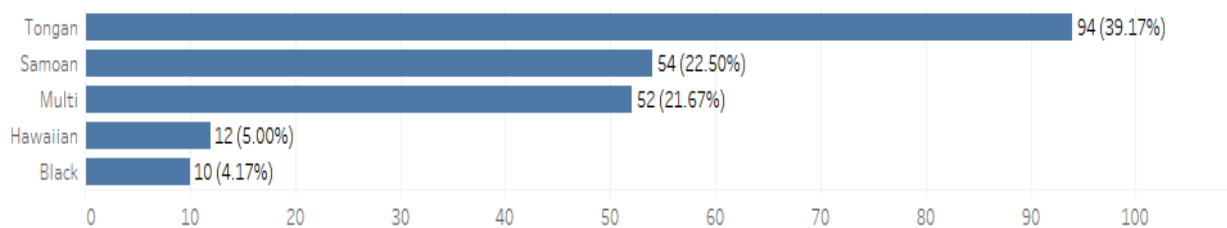
Figure 2. Social Service Referrals, Fiscal year 2018-2019



**Outreach event attendees:**

- Most often were female (**50.8%**; n=122). Forty nine percent were male (**48.8%**; n=117). One individual decline to state their sex at birth.
- Identified as Heterosexuals (**86.7%**; n=208), Bisexual (**6.7%**; n=16), Gay/Lesbian (**3.8%**; n=9), or Questioning (**1.7%**; n=4). One percent of the attendees declined to state their sexual orientation (**1.3%**; n=3).
- Comprised of transition-age youth (16-25 years, **52.5%**; n=126), adults (26-59 year, **29.2%**; n=70), older adults (60+ years, **12.5%**; n=30), and children (15 years and younger, **5.8%**; n=14).
- Were primarily Tongan (**39.2%**; n=94), Samoan (**22.5%**; n=54), or of more than one race (**21.7%**; n=52) (**See Figure 3**).

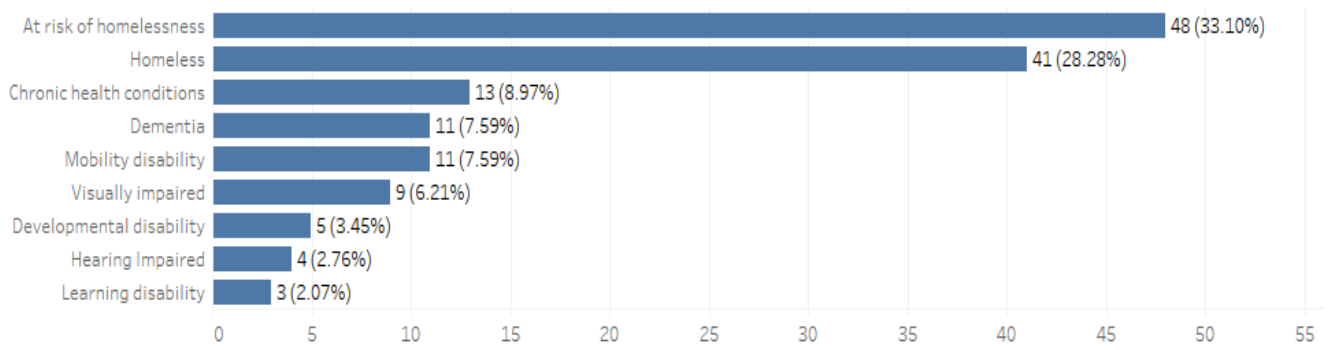
Figure 3. Attendees by Top Race/Ethnicity Category, FY 2018-2019



In FY 2018-2019, **60.4%** (N=145) MCESBA attendees were in at least one special populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Out of the 145 service recipients in the special population group, **33.1%** were at risk of homelessness, **28.3%** were homeless, and **9.0%** had chronic health conditions (**See Figure 4**).



Figure 4. Service recipients by Special Populations, FY 2018-2019



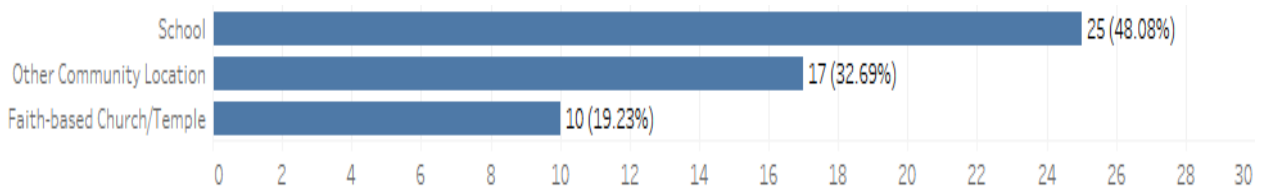
## Appendix G. FY 2018-2019 Outreach, Pacifica Collaborative

For FY 2018-2019, Pacifica Collaborative reported a total of 52 outreach events, 34 individual outreach events, and 18 group outreach events. There were 1,954 attendees. Individual outreach events lasted from 15 to 45 minutes and lasted an average of 26 minutes. Group outreach events lasted from 90 to 240 minutes and lasted an average of 132 minutes.

### Outreach events:

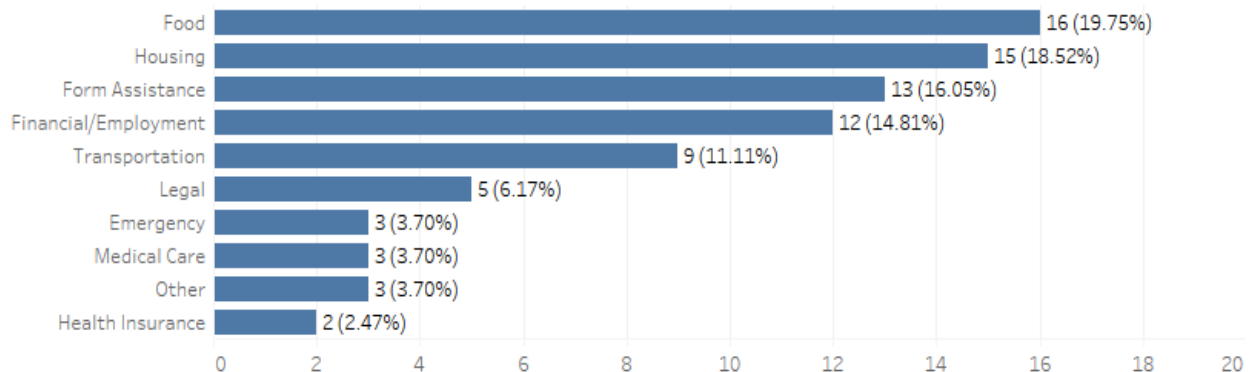
- Most frequently took place in schools (**48.1%**; n=25). Other locations of events and their respective percentages are shown in **Figure 1**.

Figure 1. Locations of Outreach events, Fiscal year 2018-2019



- Were conducted in English (**100.0%**; n=52).
- Resulted in 16 mental health referrals and 6 substance abuse referrals.
- Resulted in 81 social service referrals (**See Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were made primarily to Food (**19.8%**; n=16), Housing (**18.5%**; n=15), Form Assistance (**16.1%**; n=13), Financial/Employment (**14.8%**; n=12), and Transportation (**11.1%**; n=9) services.

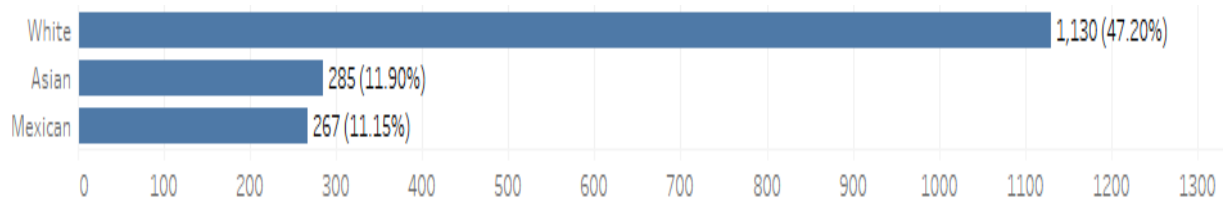
Figure 2. Social Service Referrals, Fiscal year 2018-2019



### Outreach event attendees:

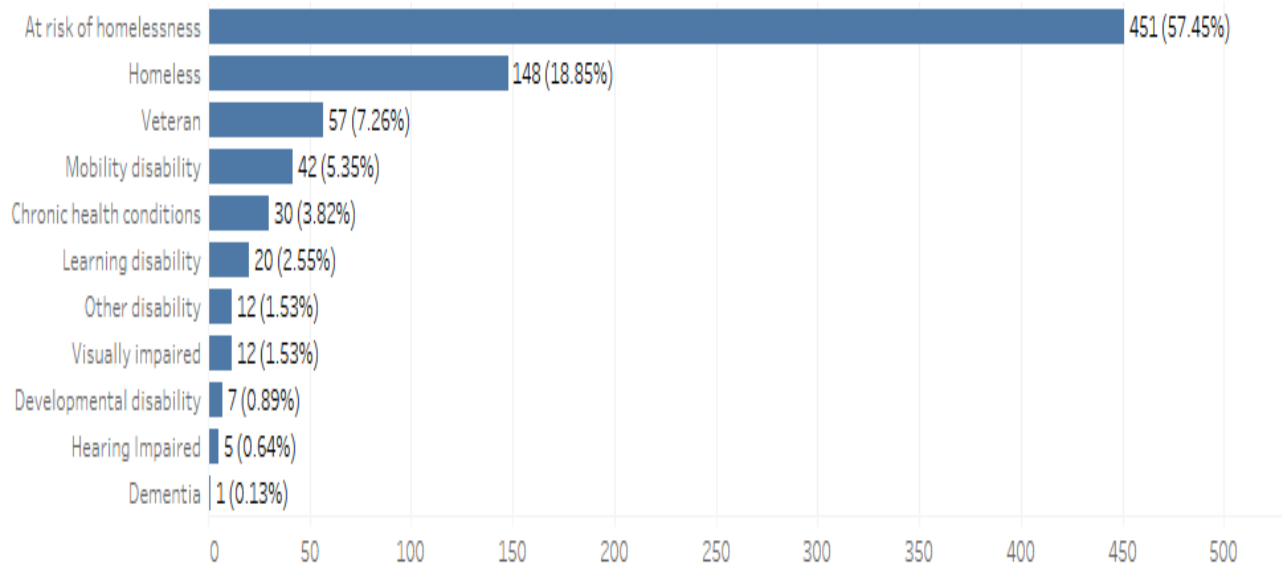
- Most often were female (**58.4%**; n=1,142). Thirty six percent were male (**36.2%**; n=707). There were 105 (5.4%) individuals who declined to state their sex at birth.
- Identified as Heterosexual (**49.4%**; n=966), Gay/Lesbian (**3.8%**; n=74), Bisexual (**0.8%**; n=15), or Questioning (**0.3%**; n=5). Forty six percent (n=895) declined to state their sexual orientation.
- Comprised of adults (26-59 year, **42.3%**; n=827), older adults (60+ years, **20.1%**; n=393), children (15 years and younger, **17.1%**; n=335), transition-age youth (16-25 years, **16.7%**; n=326), and those who declined to state their age (**3.8%**; n=75).
- Were primarily White (**47.2%**; n=1,130), Asian (**11.9%**; n=285), or Mexican (**11.2%**; n=267) (**See Figure 3**).

Figure 3. Attendees by Top Race/Ethnicity Category, FY 2018-2019



In FY 2018-2019, **40.2%** (N=785) Pacifica Collaborative attendees were in at least one special populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Out of the 785 service recipients in the special population group, **57.5%** were at risk of homelessness, **18.9%** were homeless, and **7.3%** were veterans (**See Figure 4**).

Figure 4. Service recipients by Special Populations, FY 2018-2019



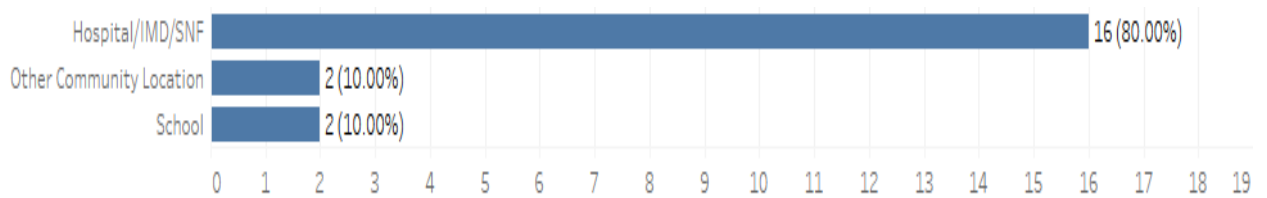
## Appendix H. FY 2018-2019 Outreach, StarVista

For FY 2018-2019, Pacifica Collaborative reported a total of 20 outreach events, 13 individual outreach events, and 7 group outreach events. There were 115 attendees. Individual outreach events lasted from 60 to 90 minutes and lasted on average 70 minutes. Group outreach events lasted from 90 to 120 minutes and lasted on average of 111 minutes.

### Outreach events:

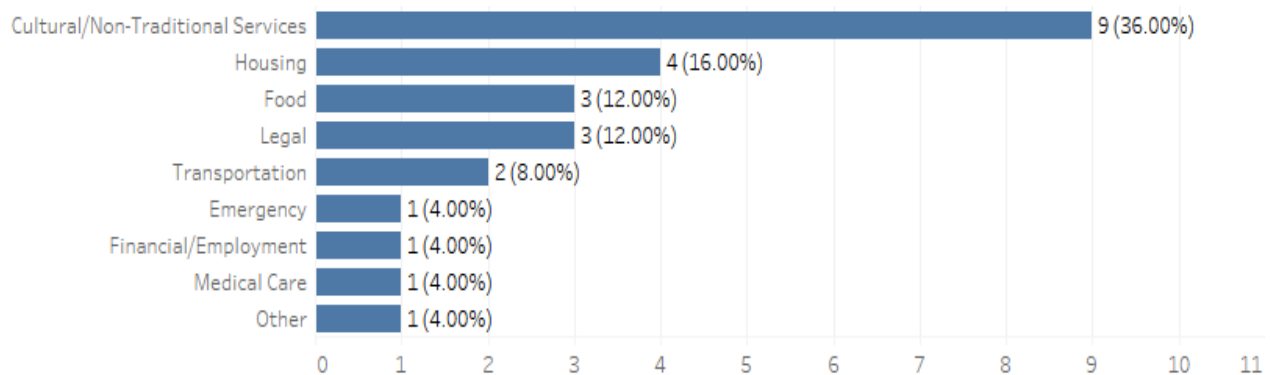
- Most frequently took place in a hospital/MD/SNF (**80.0%**; n=16). Other locations of events and their respective percentages are shown in **Figure 1**.

Figure 1. Locations of Outreach events, Fiscal year 2018-2019



- Were conducted in English (**35.0%**; n=7), Cantonese (**35.0%**; n=7), and Mandarin (**30.0%**, n=6).
- Resulted in 11 mental health referrals and 3 substance abuse referrals.
- Resulted in 25 social service referrals (**See Figure 2**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were made primarily to Cultural/Non-Traditional (**36.0%**; n=9), Housing (**16.0%**; n=4), Food (**12.0%**; n=3), and Legal (**12.0%**; n=3) services.

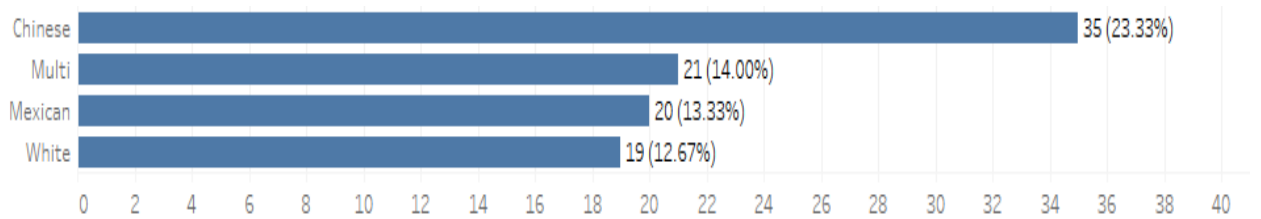
Figure 2. Social Service Referrals, Fiscal year 2018-2019



**Outreach event attendees:**

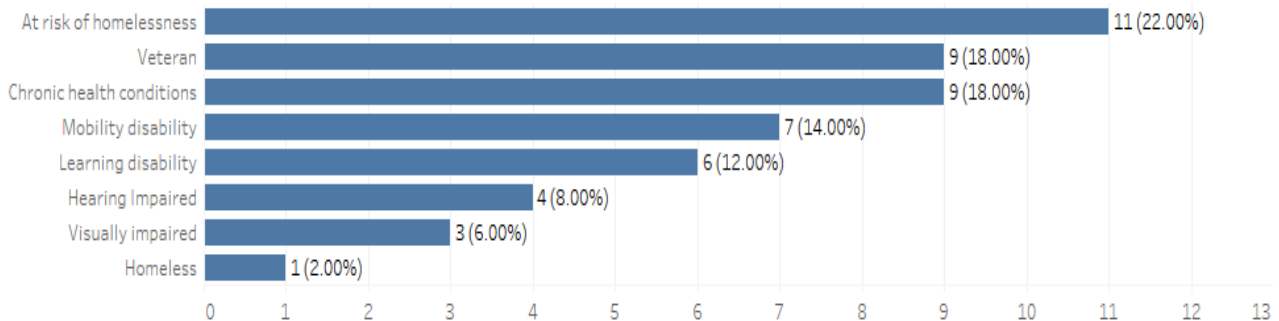
- Most often were female (**62.6%**; n=72). Thirty seven percent were male (**37.4%**; n=43).
- Identified as Gay/Lesbian (**22.1%**; n=38), Heterosexual (**21.5%**; n=37), Questioning (**21.5%**; n=37), Queer (**20.4%**; n=35), Pansexual (**9.3%**; n=16), Bisexual (**2.9%**; n=5), “Other” sexual orientation (**1.7%**; n=3), or declined to state their sexual orientation (**0.6%**; n=1).
- Were adults (26-59 year, **35.5%**; n=61), transition-age youth (16-25 years, **29.0%**; n=33), children (15 years and younger, **8.8%**; n=10), and older adults (60+ years, **8.8%**; n=10).
- Were primarily Chinese (**23.3%**; n=35), of more than one race (**14.0%**; n=21), Mexican (**13.3%**; n=20), or White (**12.7%**; n=19) (**See Figure 3**).

Figure 3. Attendees by Top Race/Ethnicity Category, FY 2018-2019



In FY 2018-2019, **43.5%** (N=50) StarVista attendees were in at least one special populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Out of the 50 service recipients in the special population group, **22.0%** were at risk of homelessness, **18.0%** were veterans, **18.0%** had chronic health conditions, and **14.0%** had a mobility disability (**See Figure 4**).

Figure 4. Service recipients by Special Populations, FY 2018-2019



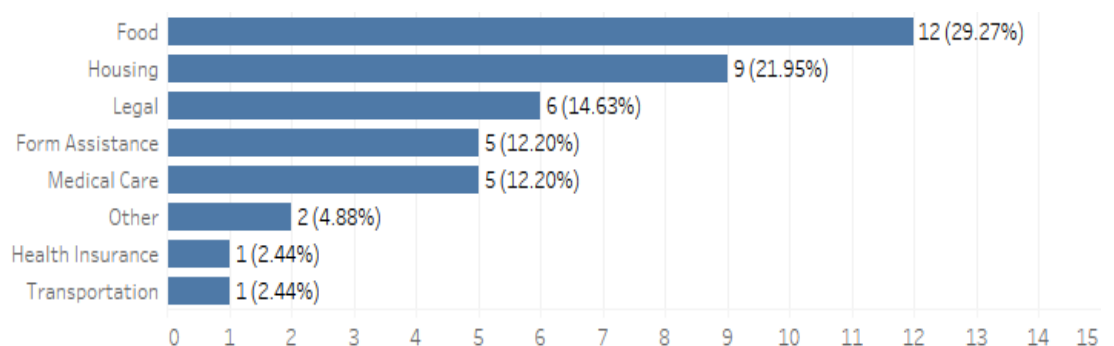
## Appendix I. FY 2018-2019 Outreach, The Mouton Center

For FY 2018-2019, Mouton Center reported a total of 129 individual outreach events. They all lasted 30 minutes.

### Outreach events:

- Took place in offices (**100.0%**; n=129).
- Were conducted in English (**99.2%**; n=128) and Tongan (**0.8%**; n=1).
- Resulted in 125 mental health referrals.
- Resulted in 41 social service referrals (**See Figure 1**). An *individual* outreach event can have more than one referral, so the total number of other referrals exceeds the number of outreach events. Referrals were made primarily to Food (**29.3%**; n=12), Housing (**22.0%**; n=9), Legal (**14.6%**; n=6), Form Assistance (**12.2%**; n=5), and Medical Care (**12.2%**; n=5) services.

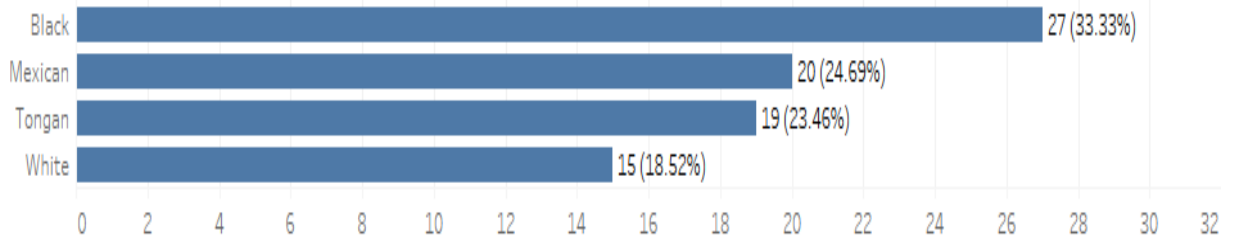
Figure 1. Social Service Referrals, Fiscal year 2018-2019



### Outreach event attendees:

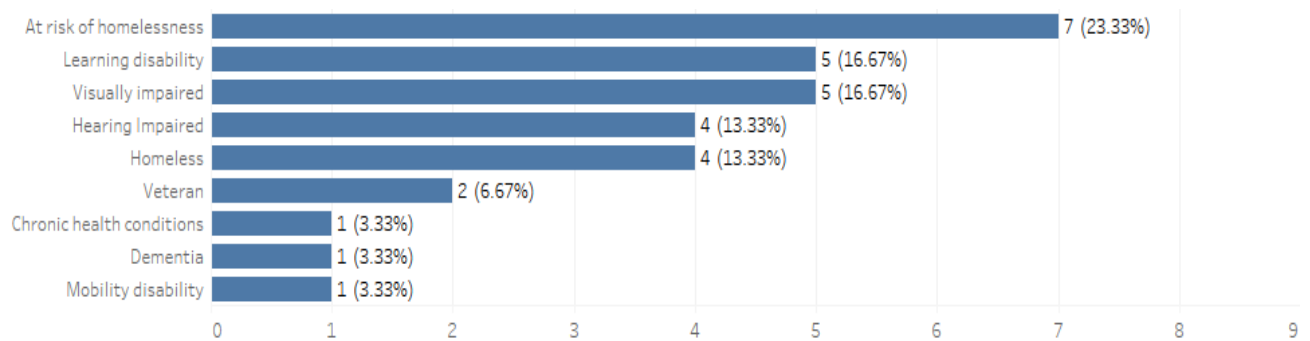
- Most often were female (**61.2%**; n=79). Thirty eight percent were male (**38.0%**; n=49) less than one percent declined to state sex at birth (**0.8%**; n=1).
- Identified as Heterosexual (**86.8%**; n=112) or Bisexual (**1.6%**; n=2). Twelve percent (11.6%; n = 15) declined to state their sexual orientation.
- Were adults (26-59 year, **58.5%**; n=72), older adults (60+ years, **21.1%**; n=26), and transition-age youth (16-25 years, **20.3%**; n=25).
- Were primarily Black (**33.3%**; n=27), Mexican (**24.7%**; n=20), Tongan (**19.0%**; n=19), or White (**18.5%**; n=15) (**See Figure 2**).

Figure 2. Attendees by Top Race/Ethnicity Category, FY 2018-2019



In FY 2018-2019, **23.3%** (N=50) StarVista attendees were in at least one special populations group. Special populations include those who are veterans, are homeless, are at risk of homelessness, are hearing impaired, are vision impaired, have dementia, have chronic health conditions, have a mobility disability, have a learning disability, or have a developmental disability. Out of the 30 service recipients in the special population group, **23.3%** were at risk of homelessness, **16.7%** had a learning disability, and **16.7%** were visually impaired (**See Figure 3**).

Figure 3. Service recipients by Special Populations, FY 2018-2019





## Appendix J. Attendees by Race/Ethnicity by Collaborative, FY 2014-2019

Race/Ethnicity	NCOC					EPAPMHO				
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Black	152 (4.1%)	153 (3.2%)	200 (2.7%)	249 (3.1%)	155 (2.9%)	150 (9.1%)	205 (24.5%)	164 (23.8%)	200 (36.5%)	152 (23.2%)
White	930 (25.2%)	1502 (31.5%)	2394 (32.0%)	1981 (24.8%)	1464 (27.8%)	444 (26.9%)	82 (9.8%)	54 (7.8%)	47 (8.6%)	55 (8.4%)
American Indian	7 (0.2%)	48 (1.0%)	94 (1.3%)	67 (0.8%)	56 (1.1%)	0 (0.0%)	8 (1.0%)	5 (0.7%)	1 (0.2%)	2 (0.3%)
Middle Eastern	7 (0.2%)	60 (1.3%)	66 (0.9%)	114 (1.4%)	28 (0.5%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	0 (0.0%)	0 (0.0%)
Eastern European	0 (0.0%)	0 (0.0%)	10 (0.1%)	12 (0.2%)	2 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
European	0 (0.0%)	0 (0.0%)	6 (0.1%)	8 (0.1%)	21 (0.4%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Mexican	147 (4.0%)	260 (5.5%)	1403 (18.7%)	816 (10.2%)	443 (8.4%)	43 (2.6%)	196 (23.4%)	90 (13.0%)	53 (9.7%)	156 (23.8%)
Puerto Rican	1 (0.0%)	6 (0.1%)	28 (0.4%)	4 (0.1%)	10 (0.2%)	1 (0.1%)	4 (0.5%)	0 (0.0%)	1 (0.2%)	2 (0.3%)
Cuban	0 (0.0%)	0 (0.0%)	9 (0.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	0 (0.0%)	0 (0.0%)	1 (0.1%)
Central American	0 (0.0%)	0 (0.0%)	79 (1.1%)	471 (5.9%)	32 (0.6%)	0 (0.0%)	0 (0.0%)	9 (1.3%)	7 (1.3%)	12 (1.8%)
South American	0 (0.0%)	0 (0.0%)	24 (0.3%)	51 (0.6%)	15 (0.3%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	1 (0.2%)	1 (0.1%)
Caribbean	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other Latino	192 (5.2%)	87 (1.8%)	N/A	N/A	N/A	228 (13.8%)	0 (0.0%)	N/A	N/A	N/A
Asian	N/A	N/A	20 (0.3%)	1025 (12.8%)	538 (10.2%)	N/A	N/A	0 (0.0%)	0 (0.0%)	0 (0.0%)
Filipino	336 (9.1%)	678 (14.2%)	804 (10.7%)	1000 (12.5%)	319 (6.1%)	248 (15.0%)	18 (2.2%)	17 (2.5%)	8 (0.1%)	9 (1.3%)
Chinese	96 (2.6%)	246 (5.2%)	308 (4.1%)	297 (3.7%)	200 (3.8%)	96 (5.8%)	2 (0.2%)	2 (0.3%)	0 (0.0%)	0 (0.0%)
Japanese	11 (0.3%)	30 (0.6%)	59 (0.8%)	55 (0.7%)	26 (0.5%)	3 (0.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Korean	17 (0.5%)	29 (0.6%)	45 (0.6%)	34 (0.4%)	12 (0.2%)	4 (0.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
South Asian	15 (0.4%)	16 (0.3%)	44 (0.6%)	70 (0.9%)	13 (0.2%)	11 (0.7%)	2 (0.2%)	2 (0.3%)	1 (0.2%)	2 (0.3%)
Vietnamese	1 (0.0%)	23 (0.5%)	13 (0.2%)	13 (0.2%)	7 (0.1%)	35 (2.1%)	2 (0.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Cambodian	18 (0.5%)	1 (<0.1%)	0 (0.0%)	8 (0.1%)	2 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Laotian	0 (0.0%)	2 (<0.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	4 (0.5%)	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 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other Asian	37 (1.0%)	0 (0.0%)	N/A	N/A	N/A	4 (0.2%)	0 (0.0%)	N/A	N/A	N/A
Tongan	287 (7.8%)	237 (5.0%)	176 (2.4%)	61 (0.8%)	47 (0.9%)	172 (10.4%)	121 (14.5%)	121 (17.5%)	88 (16.1%)	97 (14.8%)
Samoan	280 (7.6%)	343 (7.2%)	347 (4.6%)	163 (2.0%)	189 (3.6%)	123 (7.5%)	90 (10.8%)	49 (7.1%)	35 (6.4%)	57 (8.7%)
Fijian	9 (0.2%)	24 (0.5%)	0 (0.0%)	8 (0.1%)	3 (0.1%)	1 (0.1%)	14 (1.7%)	3 (0.4%)	3 (0.5%)	5 (0.8%)
Hawaiian	31 (0.8%)	29 (0.6%)	40 (0.5%)	150 (1.9%)	108 (2.0%)	16 (1.0%)	7 (0.8%)	2 (0.3%)	5 (0.9%)	15 (2.3%)
Guamanian	10 (0.3%)	26 (0.5%)	24 (0.3%)	5 (0.1%)	0 (0.0%)	1 (0.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Multi	72 (2.0%)	414 (8.7%)	651 (8.7%)	407 (5.1%)	347 (6.6%)	39 (2.4%)	66 (7.9%)	74 (10.7%)	92 (16.8%)	86 (13.1%)
Other Race	402 (10.9%)	101 (2.1%)	151 (2.0%)	254 (3.2%)	136 (2.6%)	14 (0.8%)	2 (0.2%)	3 (0.4%)	4 (0.7%)	3 (0.5%)
Unknown Race	626 (17.0%)	446 (9.4%)	488 (6.5%)	671 (8.4%)	1098 (20.8%)	16 (1.0%)	12 (1.4%)	93 (13.5%)	2 (0.4%)	1 (0.2%)
<b>Total**</b>	<b>3684</b>	<b>4761</b>	<b>7483</b>	<b>7996</b>	<b>5271</b>	<b>1650</b>	<b>836</b>	<b>690</b>	<b>548</b>	<b>656</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. N/A indicates the category was not available or discontinued during the specific fiscal year.

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