



24-5251

DATE: April 16, 2024 (Item No. 16)

TO: Board of Supervisors

FROM: Paul Lorenz, Chief Executive Officer, Santa Clara Valley Healthcare

SUBJECT: Monthly Report on Valley Homeless Healthcare Program

RECOMMENDED ACTION

Approve Valley Homeless Healthcare Program operational report from Health Resources and Services Administration Project Director. (Santa Clara Valley Healthcare)

FISCAL IMPLICATIONS

Approval of the recommended action would not require modification to the Fiscal Year (FY) 2023-2024 Adopted Budget for Santa Clara Valley Healthcare (SCVH). There are no costs or revenues associated with approval of the report.

REASONS FOR RECOMMENDATION AND BACKGROUND

Since 2004, Valley Homeless Healthcare Program (VHHP) has played a crucial role as a lifeline for the homeless residents of Santa Clara County, actively addressing and mitigating healthcare disparities. Committed to reducing the gap in healthcare access, VHHP has tailored its services to meet the unique needs of residents in Santa Clara County. VHHP employs a comprehensive service delivery model, acting as a vital “safety net for the safety net.” This approach integrates primary care, mental health, substance abuse, oral health, and enabling services for the homeless community. VHHP’s network of front-line mobile and fixed-site services, linked to the SCVH system of care, engages and serves homeless people who face challenges in accessing or utilizing primary healthcare services in traditional settings. This program prioritizes accessibility, affordability, and relationship-building, recognizing and addressing practical, cultural/linguistic, and attitudinal barriers that impede homeless individuals from accessing essential healthcare services.

For many years, VHHP has received grant funding from the Health Resources and Services Administration (HRSA). As part of the grant requirements, VHHP is required to provide monthly updates on its programs and services to the Board of Supervisors, including any

actionable items for the Board's consideration. This month's report will focus on updates to the HomeFirst Clinic expansion and the Patient and Family Advisory Team.

HomeFirst Clinic Expansion

On February 26, 2024, HomeFirst Clinic reopened following a temporary closure for significant renovations. During this period, patients were accommodated in the Mobile Medical Unit. The expansion resulted in an increase of over 2,000 square feet for a total of approximately 4,000 square feet. This expansion has facilitated the provision of additional services across various disciplines, including primary care, mental health, social work, and legal services, now available on the same day. Additionally, the new conference room will host group therapy sessions and extra workstations have been added to enhance patient and clinic flow. Clinic hours are 8:00 am-5:00 pm on Mondays, Wednesdays, and Thursdays with plans for expanded hours in response to increasing service demands.

Patient and Family Advisory Team (PFAT) Update

To enhance understanding and improve healthcare and support services for individuals experiencing homelessness, VHHP has resumed the PFAT meetings, which had been paused during the COVID-19 pandemic. The first in-person meeting was held on February 28, 2024, with six participants from the Permanent Supportive Housing program. The team will convene monthly and share experiences and ideas aimed at improving the healthcare system for homeless patients. By the summer of 2024, the team will assist in creating the annual patient satisfaction/needs assessment survey, with survey results to be presented at a future board meeting. Outcomes will include determining any projects or recommended changes to VHHP and/or SCVH services that are indicated.

CHILD IMPACT

The recommended action will have no/neutral impact on children and youth.

SENIOR IMPACT

The recommended action will have no/neutral impact on seniors.

SUSTAINABILITY IMPLICATIONS

The recommended action will have no/neutral sustainability implications.

CONSEQUENCES OF NEGATIVE ACTION

The report will not be received.

STEPS FOLLOWING APPROVAL

Clerk of the Board will notify Selene Ho at selene.ho@hhs.sccgov.org.