

## SERVICE AREA COMPETITION 2018 - SUMMARY

### NEEDS ASSESSMENT

- Target Populations – general medically underserved adults, children and adolescents; people experiencing homelessness.
- Service Area – Sacramento County; 75% of patients served in 2017 lived in 13 zip codes:

<b>Zip Codes</b>	<b>City or Census Designated Place</b>
95821	Sacramento
95820	Sacramento
95823	Sacramento
95608	Carmichael
95824	Sacramento
95825	Arden-Arcade
95670	Rancho Cordova
95842	Foothill Farms
95660	North Highlands
95828	Sacramento
95815	Sacramento
95822	Sacramento
95838	Sacramento

- Healthcare Needs – access to care for those experiencing homelessness, mental health and substance abuse services, chronic disease management, health screenings, health assessments and immunizations, translation for limited English proficiency.
- Barriers to Access – low income, limited culturally competent care, immigration status, lack of adequate insurance, homelessness, mental health issues, newly arriving refugees, limited transportation, limited English proficiency.

### RESPONSE

- Services Provided – all required primary care, either directly or through contract or referral; mental health services; psychiatry; other specialty. Healthy Partners Program for undocumented County residents; health assessments and immunizations for newly arriving refugees.
- Services Site – Primary Care Center, 4600 Broadway, Sacramento, CA 95820
- Other Activities/Locations – Public Health Nurses provide medical screening and linkage to immediate care as needed, assistance with health coverage eligibility and understanding the health system, and linkage to providers for ongoing primary care, dental, mental health and substance abuse treatment as needed / Loaves and Fishes and El Hogar Guest House; Adult Day Reporting Center.
- Contract and Agreements – Summary of patient service-related contracts and agreements.

- Sliding Fee Discount Schedule – Policy and Procedure based on current Federal Poverty Guidelines.

#### COLLABORATION

- Continuity of Care – Letters of Support to show care across the community. La Familia and Sacramento Covered provide health care eligibility and pre-enrollment assistance for the Healthy Partners Program. Newly arriving refugees come for services through all 5 local refugee resettlement agencies.

#### EVALUATIVE MEASURES

- Quality Improvement – Quality Improvement Committee meets monthly and reports are presented to the CAB quarterly.
- Clinical Goals – clinical performance measures to improve health outcomes.

#### RESOURCES and CAPABILITIES

- Staffing – clinic, administrative, management meets the healthcare service needs of patients.
- Organization Structure – Overview of clinics and staffing.
- Billing and Collections – Policies and Procedures for payment processes.

#### GOVERNANCE

- CAB Bylaws – Authorities of the Board.
- Co-Applicant Agreement - Shared and separate responsibilities of CAB and Board of Supervisors.
- CAB Membership – CAB has patient and community members who are representative of the population served by the Health Center, with required 51% patient majority.

#### BUDGET

- Proposed Budget – Reviewed and approved annually by CAB.
- Financial Goals – Ensures that Health Center Program costs don't exceed national benchmarks.