



A YEAR IN REVIEW

2017 – 2018



Photo credit: Mark Rogers



Born out of a movement in the 1960s, nonprofit community health centers have long been the source of primary care, behavioral health and dental care for the low-income communities they serve. With majority consumer-led boards, health centers have gradually augmented their culturally and linguistically appropriate services to meet the needs of underserved neighborhoods by adding other assistance programs, such as job training; housing, clothing and food assistance; transportation; and other wellness-oriented programs. In time, health centers have become economic and cultural anchors in the communities they serve - creating jobs and infusing a sense of empowerment into neighborhoods oftentimes overlooked by other sources of economic development.

The San Francisco Community Clinic Consortium has grown to represent 11 such member clinics, operating from 27 sites, and providing care to 112,600 patients annually in San Francisco's most vulnerable neighborhoods. Today, new challenges and opportunities await. As the nation shifts increasingly to the total cost of care, accountability and integration with other health care service providers, the health centers' model of patient-governed, patient-centered comprehensive primary care delivered in a culturally-sensitive, community-based setting must also evolve.

For example, because each health center is independently governed to allow each to stay keenly attuned to their patients and communities, aggregating the data to demonstrate our collective impact can be more challenging than fully integrated health care systems found elsewhere. Unsurprisingly, the resources needed for this transformation and coordination are scarce, as health center funding is oftentimes focused upon direct patient care.

For almost 40 years, SFCCC has been a voice of advocacy for our health center members. As the expectations evolve for our members, SFCCC has shifted to also provide more business-related support. From convening peer groups of physicians to technical assistance with information technology infrastructure, SFCCC looks to bring economies of scale and resources to our health centers and the patients they serve.

Gratefully,

A handwritten signature in blue ink, appearing to read 'Sabra Matovsky'.

Sabra Matovsky
President and CEO



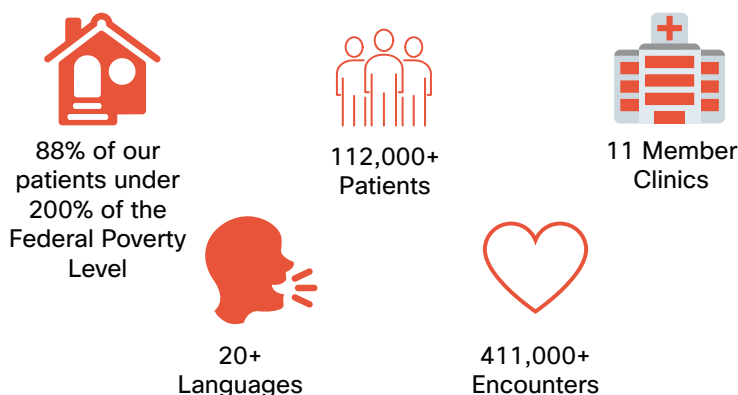
SFCCC Staff October 2018

WHO

San Francisco Community Clinic Consortium (SFCCC) develops innovative programs and advocates for policies to increase access to quality community-based primary health care. We work to ensure that people of all income levels have access to health care that is:

- ♦ Comprehensive, coordinated, and efficient
- ♦ Culturally and linguistically appropriate
- ♦ Focused on patient needs

BY THE NUMBERS



IMPROVING THE HEALTH OF OUR COMMUNITIES

The U.S. Department of Health and Human Services' Healthy People provides science-based, 10-year national objectives for improving the health of all Americans. SFCCC and our member clinics are well on our way to surpassing the Healthy People 2020 goals by working with providers citywide to coordinate primary care with specialists, hospitals, and other services, as well as developing innovative programs.

Tobacco Screening and Smoking Cessation

Healthy People 2020:

68.65%

SFCCC:

90.90%**

Blood Pressure Control

Healthy People 2020:

61.20%

SFCCC:

75.01%**

Colorectal Cancer Screening

Healthy People 2020:

70.50%

SFCCC:

69.68%**

AWARDS

Each year, the Health Resources and Services Administration - an agency of the U.S. Department of Health and Human Services - recognizes the highest performing health centers nationwide. This year, SFCCC is the proud recipient of 3 nationally recognized awards for:

ELECTRONIC
HEALTH RECORD
(EHR)
REPORTERS

CLINICAL
QUALITY
IMPROVERS

ADVANCING
HEALTH
INFORMATION
TECHNOLOGY

OUR PROGRAMS



Healthcare for
the Homeless*



Healthcare
Access and
Enrollment



AHEC/Workforce
Development



Ryan White
HIV/AIDS
Services



Kaiser
Permanente
PHASE

*SFCCC's HCH Program is funded with \$7 Million in federal funds (27%), \$5.5 Million in Program Income (21%) and \$13.6 Million in non-federal income (52%), totaling \$26 Million Dollars.

**Data represents averages from December 2017-July 2018. Quality improvement measures are updated quarterly.

Street Outreach Services

MEET OUR CLIENTS



“SOS keeps me going.”
~ Ramon



“It’s always nice to see you guys.” ~ Boo Boo



“Y’all make me more into me.” ~ Tonya

Photo credit: Marlena Hartman-Filson

WHO

Street Outreach Services (SOS) is the mobile outreach component of SFCCC’s Health Care for the Homeless (HCH) program. Since 1988, SOS has provided high-quality, nonjudgmental health services directly to homeless people in places where they live and congregate. By providing 6 free half-day health clinics a week, we are able to treat urgent care problems on-site and connect patients with quick primary care appointments at our health centers throughout the city.

WHY

By going directly to homeless people – meeting them on their own turf – the SOS team builds relationships of trust and breaks down the barriers that keep homeless people from the care they need and deserve.

BY THE NUMBERS



1000+

homeless San Franciscans receive care from our mobile medical van, improving their lives and the health delivery system



50+

medical residents, medical students, and nursing students receive hands-on training from our skilled multidisciplinary team



3000+

hygiene kits



440+

referrals made to needed resources/services



4000+

socks

DEMOGRAPHICS

Our patients are vulnerable

- ♦ **100%** are homeless; **62%** live on the streets

And they are proud and resilient

- ♦ **23%** are African American
Only 6% of San Francisco’s housed population is African American
- ♦ **30%** are Hispanic/Latinx; **16%** speak Spanish as a primary language
Only 15% of San Francisco’s housed population is Hispanic/Latinx
- ♦ **35%** are over age 55; **5%** are over age 70
- ♦ **15%** are lesbian, gay, or bisexual; Over **5%** are transgender
- ♦ Over **15%** have pets
- ♦ **7%** are veterans

OUR CLIENTS LIKE US

90% say we help them with essentials like food, shelter, or clothing.

AND WE LIKE THEM

93% of patients say it’s clear we like working with homeless people.

Veterinary Street Outreach Services

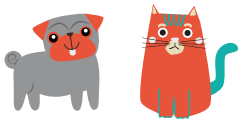
WHO

Vet SOS provides free veterinary care to the companion animals of homeless San Franciscans and links their human guardians with health care services. Operating since 2001, Vet SOS is a project of SFCCC's Street Outreach Services (SOS) program, and provides a pop-up veterinary clinic each month.

WHY

By providing care to their companion animals, the Vet SOS team builds trust with their guardians that is often the opening needed to also help their human guardians access the care they need and deserve.

BY THE NUMBERS



500+
visits



600+
vaccinations



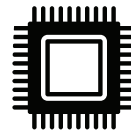
280+
medications



550+
supplies



500+
flea treatments



50+
microchips

SOS and VET SOS Awards and Distinctions

- ◆ UCSF Community Partnership for SOS
- ◆ Red Cross Meritorious Service Award for Vet SOS
- ◆ Weekly collaboration with SFDPH Homeless Outreach Team
- ◆ Integral partner in Project Homeless Connect events
- ◆ Integral partner in Lava Mae Pop-Up Care Villages

MEET OUR CLIENTS



Richard says, "Toodles helps keep my family together while we've been homeless. He's a godsend for us."

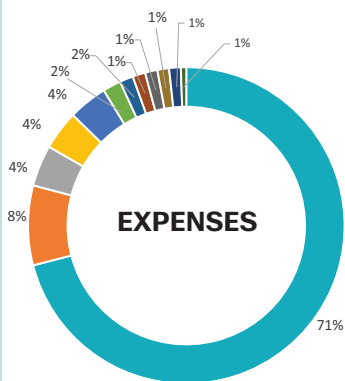


Molly met Flower after the passing of her grandmother and says Flower has immensely helped her cope with the loss.

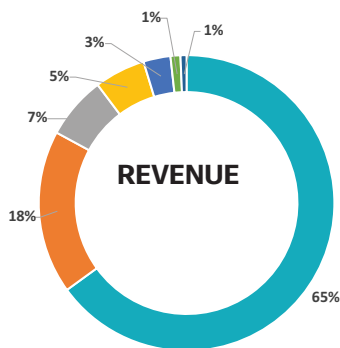


Steven says Austrew, "Keeps me alive and helps my depression."

OUR FINANCIALS



- Salaries
- Rent
- Communications
- General and Program Supplies
- Consultants / Professional Fees
- Training
- Travel
- Meetings
- Dues and Subscriptions
- Insurance
- Depreciation
- Miscellaneous Bank, Corporate and Payroll Fees



- Government Funding
- Foundation & Corporate Support
- In-Kind Contributions
- Member Clinics' Contributions
- Event Support
- Individuals
- Miscellaneous Income

In 2018 SFCCC provided \$6,631,343 in pass-through funding for direct clinical care and patient support services.

OUR SUPPORTERS

SFCCC extends our deepest gratitude to all of our supporters. To the private foundations, hospitals, organizations, and individuals, our work would not be possible without your support and commitment to ensure that people of all income levels have access to quality health care.

Your generosity makes a life-changing difference for our patients, and your support inspires us every day as we work to empower our community with access to high-quality health care regardless of income level.

Make a Difference Today!

SFCCC relies on grants and philanthropy to provide health services to more than 112,000 San Franciscans each year. Your commitment and support helps to ensure that everyone in San Francisco has access to health care, regardless of their ability to pay, health insurance status, or whether or not they have a roof over their heads.

Our mission is to develop policies that increase access to community-based primary care, particularly for those who are uninsured or medically under-served. SFCCC furthers its mission through expanded access to care, health policy, strategic partnerships, workforce development, maximizing health information technology, and quality improvement.

Please consider becoming a recurring donor of our life-saving services.

\$50

Ensures that a companion animal will receive a microchip

\$100

Provides antibiotics and other urgently needed medications to a homeless client

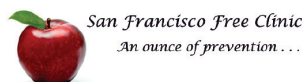
\$250

Provides three months of fuel for the medical vans



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OUR MEMBER CLINICS



A Look Back

This last June, SFCCC honored Charles Range, Chief Executive Officer of South of Market Health Center (SMHC), for his 43+ years of service in community health care. Charles eliminated a \$300,000 deficit and repaired SMHC's clinic building that was severely damaged during the Loma Prieta Earthquake, added a satellite clinic for seniors, expanded SMHC's dental services program, and launched the organization's first Capital Campaign for \$16 million to construct a new medical office building for SMHC. We are forever grateful for his leadership, dedication, and commitment to California's under-served communities.



This year, we also said goodbye to former Director of San Francisco's Department of Public Health, Barbara Garcia. We thank her for her decades of service and commitment to those we serve in San Francisco. The city has benefitted from her service and we wish her well in her future endeavors.



San Francisco Community Clinic Consortium is grateful and honored to partner with Atlas Corps and IBM to help us develop data strategies and streamline the processes used to collect, store, analyze, and report data. We are looking forward to rolling out these recommendations over the next 12 months to maximize our efficiency and better serve our community.

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