



County of Santa Clara
Santa Clara Valley Health & Hospital System
Santa Clara Valley Medical Center

DATE: July 19, 2022

TO: Honorable Members of the Board of Supervisors
 Jeffrey V. Smith, M.D., J.D., County Executive

FROM: Paul Lorenz, Chief Executive Officer, SCVMC

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Paul Lorenz
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7/19/2022

SUBJECT: Valley Homeless Healthcare Program (VHHP) Survey

On June 28, 2022 (Item No. 23), at the request of Supervisor Ellenberg, the Board directed Administration to submit an off-agenda report on the timeline for the next Patient and Family Advisory Team (PFAT) Homeless Survey and recommendations following the survey results regarding the question of how race/ethnicity has impacted the patient's care. Additionally, Supervisor Chavez requested a list of community-based organizations and partners that will be sharing space at the Youth Center for Education and Advocacy Center (YCEA).

PFAT Homeless Survey

The initial PFAT Homeless Survey did not collect race or ethnicity information for respondents; therefore, a determination could not be made as to which communities of color are affected by the quality of care they received. The follow up PFAT Homeless Survey does include a race and ethnicity survey question and is being administered in July 2022. The results and recommendations from the PFAT will be presented in the next VHHP report at the September 27, 2022, Board of Supervisors meeting. The PFAT Homeless survey is offered in both English and Spanish.

YCEA Site Coordination

YCEA brings community partners together to coordinate timely access to health care and academic resources for these youth. This is done by using a "hoteling" approach, where families can receive a variety of community-based services at the Center. **Figure 1** provides a list of partners and a description of services that will be provided to families through the YCEA, including onsite and telehealth virtual services.

Figure 1: Community Partners Using YCEA Space

| Community Partners | Description |
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| Kids in Common | Provide convening support for the Santa Clara County Children’s Agenda. This is a service provider for comprehensive child advocacy including children with learning disabilities. Services are offered primarily at children’s homes or schools; however, they may use YCEA space for in-person or telehealth visits. |
| Medical Legal Partnership | A team of attorneys, social workers, community workers, and pro bono attorneys working together to create a community where all have access to a home, quality education, and healthcare. Partners with Law Foundation of Silicon Valley to provide legal services for kids with special needs. Attorneys may be using space to meet with families to develop individual education plans. |
| Palo Alto University | Has a large graduate program for psychology and students may be rotated through YCEA for internship experience. The interns would be using the YCEA physical space. |
| Parents Helping Parents | Empowers parents to nurture children and build stronger families through a combination of trust, mutual support, honesty, and collective wisdom. PHP is providing two bilingual patient navigators that will be onsite and using YCEA space. |

Figure 2 lists the partners that will not be sharing the YCEA space. These organizations are key stakeholders and may refer clients to YCEA; however, they do not need space to provide care. Additionally, some of these organizations need to perform services exclusively at the organization site per billing requirements as the service is not reimbursable if performed at another facility.

Figure 2: Community Partners Not Using YCEA Space

| Community Partners | Description |
|---------------------------------------|---|
| Behavioral Health Services Department | The Santa Clara County Behavioral Health Call Center (BHCC) is the centralized entry point for individuals who are seeking behavioral health services in Santa Clara County. Kids may be referred to YCEA who have a trauma history or require specialty services beyond weekly therapy visits. |
| Child Advocates of Silicon Valley | An independent non-profit 501 (c) 3 organization that serves children aged birth to 21 years old who are placed in the Santa Clara County Dependency Court System for having experienced |

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| | trauma in the form of abuse, neglect, and/or abandonment. Helps provide navigation for kids in the foster system and all services are provided at their site |
| Children's Health Council | Provides life-changing services for learning differences and mental health for children, teens, and young adults. This CBO is a stakeholder and would provide services at their site |
| County of Santa Clara Social Services Agency | The mission is to provide resources and opportunities in a culturally responsive manner to enhance the quality of life in our community by protecting, educating, and empowering individuals and families. All services will be performed at their location. |
| First 5 Santa Clara County | Serves young children and families in the County of Santa Clara as a funder, a resource, and an advocate. This CBO is a stakeholder, and all services are performed at the CBO site. |
| Friends of Children with Special Needs | A 501 (c) 3 non-profit organization to offer a hand to the newly diagnosed, and to educate the community about people with special needs. All services are performed at their site due to billing requirements. |
| Healthier Kids Foundation | The mission is to remove barriers impacting the health, learning, and life success of Silicon Valley youth. The focus is on improving health care access and utilization, changing health behavior through education, and advocating for health policy and systems change. This CBO may be referring families to YCEA for medical and dental needs. |
| Juvenile Hall | Promotes community safety by implementing strategies to enhance and support positive change, reparation of the harm by criminal behavior, and exemplary conditions of secure care. All services are performed at the Juvenile Hall location. |
| Rebekahs Children's Services | An agency for quality care, education, and employment. Committed to seeing the community flourish by building pathways to hope, happiness, and well-being. This organization is a pediatric and outpatient service provider. All services are performed at their site due to billing requirements. |
| San Andreas Regional Center | This CBO is a broker of services for the developmentally disabled population. All services are performed at the CBO site. |
| Santa Clara County Office of Education | The Santa Clara County Office of Education (SCCOE) is committed to serving, inspiring, and promoting student and public-school success. 1 FTE will be provided to serve as a liaison to the entire school system. This role will help connect with school counselors and administrators to better understand |

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| | available school services. This role will serve patients onsite at YCEA once space becomes available. In the meantime, this role will be meeting with school administrators through virtual meetings. |
| Seneca Family of Agencies | Serves youth whose mental health and behavioral challenges are not adequately addressed by the existing behavioral health and child welfare systems. Partners with the County of Santa Clara to develop a comprehensive continuum of service that addresses the complex needs of youth and families. This CBO is an outpatient pediatric provider, and all services are performed at the CBO site due to billing requirements. |
| Stanford | This CBO has a comprehensive pediatric program and some of the pediatricians may work on projects with the YCEA team. This CBO is a stakeholder and services are performed at the CBO site. |
| Uplift Family Services | Provides a full continuum of mental health services for emotionally troubled children, adolescents, and families from varying cultures and socioeconomic groups. This CBO is an outpatient pediatric provider, and all services are performed at the CBO site. |
| Valley Health Plan | This insurance plan is responsible for kids that need services and may refer patients to YCEA. They also pay for services through authorizations. |

Expansion opportunities for dedicated space at the 455 O'Connor YCEA site will be assessed as space becomes available and as the service needs and partnerships continue to grow.