

# Bridges

## Did You Know?

Enrollment in San Francisco's public health programs as of September '09:

**120,037**

Medi-Cal beneficiaries

**45,500+**

Healthy San Francisco participants

**3,448**

Healthy Kids members

**11,759\***

Healthy Families Program subscribers as of July 31, 2009

*\*Please note the Healthy Families Program enrollment numbers reflect July's enrollments. There has been no enrollment due to the enrollment freeze.*



## Application Assistors Score High on Healthy San Francisco Satisfaction Survey!

In late August, the Kaiser Family Health Care Foundation released an independent survey assessing participant satisfaction with the *Healthy San Francisco* (HSF) program. The final assessment was that 94% of HSF participants were satisfied with the program overall! This is an impressive achievement even for private programs, but HSF being both a public program and the first of its kind in the nation makes it that much more remarkable.

Of special note were the exceptionally high marks for Application Assistors. Participants were asked if their HSF Application Assistor was helpful, and 96% of participants who replied said...YES! The Department of Public Health and the City of San Francisco cannot say enough about the level of commitment, professionalism, and empathy characterized by our HSF Assistors. They didn't need a survey to tell them that, but it's nice to have.

Additionally, an impressive 94% of respondents were satisfied overall with the program and 92% would recommend the program to a friend.



To learn more about *Healthy San Francisco*, visit [www.healthysanfrancisco.org](http://www.healthysanfrancisco.org).

You can also refer your uninsured clients to apply for HSF by asking them to call **3-1-1**.

To learn more about the report results, visit Kaiser Family Health Care Foundation's website at [www.kff.org](http://www.kff.org).

Source: Survey of Health San Francisco Participants, Kaiser Family Foundation, [www.kff.org/kaiserpolls/](http://www.kff.org/kaiserpolls/)

## ENROLLMENT SITE SPOTLIGHT:

# Mission Neighborhood Health Center (MNHC)



In 1968 the Mission Neighborhood Health Center (MNHC) opened its doors as a community based health center for Latinos in San Francisco to access quality health and human services.

Throughout the years, MNHC's Application Assistors have helped the community, especially Latinos, access public health programs in San Francisco. They have played a vital role in making MNHC a landmark in San Francisco's Mission District.

### What changes has MNHC undergone since 1968?

We started off in a trailer. In 1970 we moved into the building where we are currently located, at 240 Shotwell Street. This was and continues to be our main clinic. We've grown significantly over the years. Our growth includes opening additional clinics where the community can access services. We have the Clínica la Esperanza at our main clinic which offers services to HIV patients. We have a homeless resource center at 165 Capp Street. We also have a site in the Excelsior District located at 4434 Mission Street.

### What services does MNHC provide?

Families can access: primary care, pediatric, family planning, OB/GYN, onsite lab and x-rays, pharmaceutical, and enrollment assistance for public health programs. Our services are provided in a bicultural environment. Our providers and staff are both bilingual and bicultural. We believe this is important in patient care, and are convinced it is one of the reasons why we see over 300 people a day at our clinics.

### Who seeks services at MNHC?

Eighty percent of our patients are Latinos. However, recently people of different ethnic backgrounds have increasingly started to seek our services. We work with families and individuals whose income is low to moderate. We also work with the homeless population and day laborers, "jornaleros", in the area. People come to MNHC primarily because they have heard about us through word of mouth. We take great pride in this because it means our patients are satisfied and appreciate the services we provide.

### How do you connect people with the health care they need?

People need to trust us in order to actually want to access the health care we offer them. We try to earn our patients trust by having them first meet with one of our Application Assistors. Our Assistors help them enroll in one of the many health programs available in San Francisco, such as Healthy Kids. The first impression our Assistor's give to patients leads to a relationship of trust, which motivates them to seek care. Our Assistors are very important to the clinics this is why we've tried to have at least one at each of our sites. We have 4 Assistors at our main clinic, 1 at Clínica la Esperanza, 2 at our resource center, and 3 at our Excelsior location.

### Can you say Application Assistors open the door to health care?

Yes they do. Assistor's know if they don't help someone, that person runs the risk of being lost in the system. Many people who come to MNHC face cultural and language barriers in this country. As Assistors we are able to minimize these barriers when we enroll someone in a program. Minimizing these barriers makes patients more comfortable when taking advantage of the health services we offer. Not only do we help them enroll in health programs, we also help them read their bills if they don't know how to read or speak English. We open the door to health care for our patients and also open the door to many other social services for them. You can say we are a "one-stop-shop."

### Do you have any advice for Application Assistors?

All Application Assistors at MNHC love what they do! They share several qualities. However, one that stands out the most is patience. Application Assistors should practice patience in their day to day enrollment activities. Patience develops other qualities such as being able to listen and understand what someone is going through. It helps you learn about your patient's needs and gives you the opportunity to help them as much as possible. You can connect them to other resources that are not necessarily health related. This has worked for one of our Assistor's who has been enrolling families in the Healthy Families Program since 1997. Having patience opens the pathway to gaining someone's trust!

*Claudia Cristales, a SFHP Community Relations Specialist interviewed: Dolores Ramirez, Lupita Gonzalez, and Esther Pinell-Martinez at MNHC.*



# A Place of Learning is a Place of Wellness

## Wellness Centers in San Francisco High Schools

**S**chool is back in session! With it comes a heightened awareness of health care needs among parents of school aged children...

Wellness Programs in schools throughout San Francisco are aimed at improving the health, well-being and educational outcomes of students. These programs were created through a collaborative initiative (the Wellness Initiative) by the Department of Children, Youth and Their Families (DCYF), the San Francisco Unified School District (SFUSD), and the San Francisco Department of Public Health (SFPDH).

During the 2008-2009 school year, the 15 Wellness Programs in San Francisco high schools provided services to over 6,600 students.

### These schools include:

- **Phillip & Sala Burton High School**
- **Downtown High School**
- **Galileo Academy of Science and Technology**
- **International Studies Academy**
- **June Jordan School of Equity**
- **Abraham Lincoln High School**
- **Lowell High School**
- **Thurgood Marshall Academic High School**
- **Mission High School**
- **Newcomer High School**
- **John O'Connell School of Technology**
- **School of the Arts/Academy of Arts & Sciences**
- **Wallenberg High School**
- **Washington High School**
- **Ida B. Wells High School**



### Services Provided to Students

Students can benefit from the services offered by these programs, which include:

- **Health education**
- **Case management of students with chronic conditions, such as: asthma, diabetes, and obesity**
- **Reproductive health education & counseling**
- **Behavioral health counseling and services**
- **Referrals to health resources in the community**

Services are provided by school district nurses and local community based organizations (CBOs) who offer a variety of specialized support services to youth on-site at the schools.

Wellness Programs do not provide direct primary care services. They do not:

- **Prescribe medicines for physical or behavioral health services**
- **Conduct physicals and diagnostic testing**
- **Provide pregnancy testing, and related follow-up services**
- **Offer residential substance abuse treatment**
- **Give suicidal treatment**
- **Work with Special Education students in need of behavioral health services**

### How to Access Services

Students can visit the Wellness Program at their school during drop-in hours to schedule an appointment. Students may also be referred to the Wellness Program for services by teachers, counselors, other school staff, parents/guardians and/or their friends. Services are free and confidential.

Source: Stacey Blankenbaker, Sr. Planner & Policy Analyst, Wellness Initiative Manager, DCYF



## San Francisco Health Plan in the Community

The Community Relations team at the San Francisco Health Plan (SFHP) is committed to maintaining a strong connection with the San Francisco community. SFHP understands the importance of working with the community to achieve universal health coverage in San Francisco, and promote healthy living amongst its residents.

The Community Relations team is made up of five passionate members seeking to promote access to health coverage to uninsured and/or underinsured individuals. Our team members attend events such as the Autumn Moon Festival in Chinatown to create awareness about health care. In addition, they participate in events that support health related causes, such as the SF Aids Walk.

**With enough advance notice, the Community Relations Department offers:**

- **SFHP informational brochures in English, Spanish, and Chinese**
- **One-hour presentations for your staff or for clients/patients**
- **Participation in your community events**

You can submit your requests to us by email at

**communityoutreach@sfhp.org**  
or by calling **(415) 615-4404**

The next time you are at an event and see someone from the SFHP Community Relations team, stop by and say hello. Be assured that you will be greeted with a friendly smile and warm hello!

## Events Calendar

### Autumn Moon Festival Street Fair

Saturday, September 19, 2009

Sunday, September 20, 2009

11:00am-3:00pm

San Francisco Chinatown

### HSF Refresher Training\*

Tuesday, September 29, 2009

9:30am – 12:00pm

OR

Wednesday, September 30, 2009

1:30pm – 4:00pm

Carr Auditorium

1001 Potrero Avenue

San Francisco, 94110

### 2nd Provider's Health & Wellness Fair

Saturday, October 3, 2009

10:00am – 10:30am

1855 Folsom St, 15th Floor

San Francisco, 94103

### Tenderloin Health Fair

Saturday, October 3, 2009

11:00am - 3:00pm

70 Ellis Street

San Francisco, 94102

### Healthy Kids Training & Healthy Families Program Overview\*

Thursday, October 8, 2009

9:00am – 5:00pm

1440 Harrison Street, 3<sup>rd</sup> Floor

San Francisco, 94103

### HSF & One-e-App Assistor Training\*

Thursday, October 15, 2009

9:00am – 5:00pm

1440 Harrison Street, 3<sup>rd</sup> Floor

San Francisco, 94103

### Chinatown Health Fair

Saturday, October 17, 2009

8:00am – 4:30pm

920 Sacramento Street

San Francisco, 94108

### GGHI Luncheon

Friday, October 30, 2009

11:45am – 1:30pm

San Francisco Health Plan

201 Third Street, 7<sup>th</sup> Floor

San Francisco, 94103

Please RSVP to **Claudia Cristales**  
at **(415) 615-4493** or  
**ccristales@sfhp.org**

### HSF Refresher Training\*

Tuesday, November 17, 2009

1:30pm – 4:00pm

OR

Wednesday, September 18, 2009

9:30am – 12:00pm

Carr Auditorium

1001 Potrero Avenue

San Francisco, 94110

\*To attend trainings you  
MUST register. Please contact  
Jose Aguilera at **(415) 615-4403**  
or **jaguilera@sfhp.org**



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201 Third Street, 7th Floor  
San Francisco, CA 94103

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Health Center



## Good News!

### Healthy Families Program Funding to be Restored

*The Program's waiting list is expected to be lifted,  
preventing disenrollments.*

**O**n September 3<sup>rd</sup>, the California State Assembly passed a bill that would meet the funding gap needed to prevent future disenrollments and eliminate the waiting list for the Healthy Families Program.

Combined with the generous contributions of First 5 California, AB 1422 (sponsored by Assembly Speaker Karen Bass-D), would provide enough funding to cover California's eligible children through the end of June 2010. The Governor made a statement applauding the passing of the bill and is expected to sign it.

Included in the bill, however, were increases in copayments and premiums that are expected to become effective as early as **November 1, 2009**. As more details are provided by Healthy Families, we will provide them to the GGHI Network accordingly. You can also visit the Healthy Families Program website by visiting **www.mrmib.ca.gov**.

So what should families do now that this bill was passed? Families should continue to be encouraged to apply for the program if their children are likely eligible. Families with children currently on the wait list should be on the look-out for notices and instructions on how to re-apply for the program, as they may be expected to provide more recent income verifications. You could also refer families to the Healthy Families help line, for the most up to date information on the wait list. Their toll-free number is **(800) 880-5305**.