



# Annual Community Report 2020

Enhancing health  
and access to care  
for our community





**Our mission** is to improve the well-being of our members by addressing their health and social needs in a culturally competent manner, and partnering with providers and organizations in our shared commitment to the health of our community.

The Spirit of Care is the guiding principle of Santa Clara Family Health Plan. It is our commitment that our members will receive the care they need and the respect they deserve. It goes beyond the specific medical need of an individual and takes into account the mental, spiritual, and cultural implications of health care decisions.



## A letter from our CEO & Board Chair



**Christine M. Tomcala**  
Chief Executive Officer,  
Santa Clara Family Health Plan

The COVID-19 pandemic has turned the world upside-down, and the members we serve have been hardest hit. The adjustments to our daily lives for public health and safety have been especially challenging for individuals and families with limited income and resources. In the face of these challenges, our staff, providers, and community partners have demonstrated empathy, resiliency, and adaptability. In a matter of weeks, SCFHP staff became a remote workforce while juggling their own families' needs. Many community-based organizations pivoted their operations to expand the safety net's ability to distribute food and supplies.

**When preventive care and immunization rates dipped, our providers worked tirelessly to reimagine how to safely provide health care. To all the first responders, health care providers, safety net organizations, and our staff, I extend my deepest gratitude.**

In the midst of a pandemic, we have also faced a heightened awareness of racial inequality in this country and its impact on health care access and outcomes. As a safety-net health plan, we recognize now more than ever the importance of mitigating health disparities and are actively working to identify and address disparities among racial, ethnic, gender, socioeconomic, and other groups. We are steadfast in our commitment to diversity, equity, and inclusion—in our workplace and our community—and to providing accessible and high-quality care to our neighbors.

I am proud to share our work with you in the pages of this report.



**Bob Brownstein**  
Governing Board Chair,  
Santa Clara County  
Health Authority

The strength of our safety net has been tested over the past year. The public hospitals, clinics, and community organizations that compose the safety net have demonstrated resiliency, flexibility, and creativity. Their workforce has shown extraordinary commitment and courage. On behalf of the Santa Clara Family Health Plan (SCFHP) Governing Board, I acknowledge you and thank you for your important work.

In light of the pandemic, SCFHP must accomplish its traditional tasks as well as make additional contributions to the health and well-being of the community. The successful transition of SCFHP's Healthy Kids Program to the Medi-Cal delivery system was an important step towards achieving universal health coverage in our community, a goal for which SCFHP has strived for decades. From 2001 through 2019, SCFHP provided health coverage to more than 46,000 children in Santa Clara County through Healthy Kids. More recently, we have demonstrated new levels of support for community clinics and worked to make telehealth available to low-income families by reducing the digital divide.

**I am honored to volunteer my time with SCFHP to continue to support its strategic initiatives, improve quality of care, and advocate for access to care for all residents of Santa Clara County.**

While the coronavirus has required us to focus on our community's immediate needs, we must not be deterred from pursuing our long-term vision of health and wellness for all. Like so many challenges we face in our lives, we will meet this one and move forward. As we do, we must dedicate ourselves to a new normal that prioritizes equity, values human connection, and ensures access to robust preventive and behavioral health care. Let us continue to work together for the kind of community we aspire to be.

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## SCFHP at a glance

Our guiding principle, **The Spirit of Care**, is in every action we take to provide access to high quality health care for residents of Santa Clara County.

# SCFHP by the numbers

Get to know us by our numbers. This is a snapshot of who we are, what we do, and what we stand for.

## 23 years

SCFHP has provided health care coverage to low-income residents of Santa Clara County for over 23 years.

## Local customer service

Our San Jose-based Customer Service team assisted members through more than 160,000 calls in 2020.



## 4.8K+ providers

With 756 contracted primary care providers, 3,251 specialists, 332 mental health individual providers, and 509 other providers, SCFHP members can find the right provider to fit their needs.

## 9 hospitals

SCFHP is contracted with all hospitals in Santa Clara County.



## 271K+ members

During 2020, our membership increased by more than 11%, primarily due to the State's pause in Medi-Cal discontinuances during the pandemic.



## \$4M+ back to the community

In 2020, SCFHP granted \$4,027,589 to support 58 organizations through grants, sponsorships, and in-kind donations.

## 2 types of coverage

SCFHP offers Santa Clara County residents two insurance plans:

- Medi-Cal Plan for children, families, and individuals
- Cal MediConnect Plan (Medicare-Medicaid Plan) for seniors and people with disabilities who have both Medi-Cal and Medicare



## Every cent counts

94¢ of every \$1 pays for benefits and services to SCFHP members.



## 5 threshold languages

SCFHP provides all member-informing materials in English, Spanish, Vietnamese, Chinese, and Tagalog, and provides interpreter services in over 240 languages.

你好!

Hola!

Xin chào!



## 18,750 Nurse Advice Line calls

During 2020, SCFHP's 24/7 Nurse Advice Line answered calls from 11,918 unique members. In support of our members and provider network during the public health emergency, we added a new telehealth feature to the Nurse Advice Line, which was used by 1,087 members.

## 2K+ babies born

During 2020, members welcomed more than 2,000 new babies, including 12 sets of twins.





## Focus areas

Quality and community engagement are central to our work. On the following pages, you will find examples of our 2020 initiatives.

## Health care quality matters

The quality of health care our members receive from providers is a top priority. We work to ensure timely access to preventive care and treatment of chronic conditions, member satisfaction, and patient safety. Through claims and encounter data analysis, member and provider surveys, and provider site and medical chart reviews, we monitor over 80 quality measures each year.

### Key preventive care measures include:

#### Well-child visits and immunizations for babies

Members should see their doctor for six or more well-child visits during their first 15 months of life and receive all the recommended vaccinations by their second birthday.

#### Well-child visits for children

Members 3-6 years of age should see their doctor for well-child visits every year.

#### Immunizations for adolescents

By their 13th birthday, members should get one dose of meningococcal vaccine, one Tdap vaccine, and the complete human papillomavirus vaccine series.

#### Prenatal and postpartum care

Members should get timely prenatal check-ups, starting in their first trimester, as well as postpartum care within 84 days after delivery.

#### Breast cancer screenings

Members 50-74 years of age should have at least one mammogram to screen for breast cancer in the past two years.

#### Diabetes care

Members are encouraged to lower their diabetes HbA1c reading to below 9% - the threshold for critically high readings.



# What we did in 2020 to mitigate gaps in care

In 2020, the pandemic caused a noticeable drop in immunization rates and preventive care visits among our members, especially for some ethnic groups. **Concerned with the situation, we regrouped to mitigate further gaps in care and address health disparities.**

## Highlights include:

- Added a telehealth feature to our Nurse Advice Line to give members another way to "visit" a doctor.
- Pivoted our health education benefit to provide virtual classes in multiple languages.
- Conducted targeted outreach to members with gaps in care to assist in scheduling appointments, including via telehealth.
- Provided member data to Santa Clara County Black Infant Health program to ensure eligible members were referred to the program for coordination of prenatal and postpartum care.
- Collaborated on clinic days for adolescent well-visits ages 18-21 with Gardner Health Services' and Bay Area Community Health's Gilroy clinics in September and October 2020.
- Analyzed the root cause for disparities among our members to inform initiatives, for example, African American members had the lowest rate of controlling high blood pressure and South County members performed lower on timely well-care visits. **In collaboration with the community, we developed interventions to address and close gaps in care.**
- Started using the resource platform Aunt Bertha to better coordinate referrals to mitigate gaps in care for our members.



# Flu prevention

The flu (influenza) is a serious disease and can be dangerous, especially for young children and older adults. During the 2019-2020 flu season, 104,613 members received a flu shot (July 2019 to June 2020, SCFHP data).

SCFHP joined the **Don't Wait, Vaccinate** campaign initiated by the California Immunization Coalition (CIC) in collaboration with the California Department of Public Health. SCFHP continues to promote the importance of flu shots and vaccinations through social media and web updates, mailings, newsletters, and stickers for SCFHP providers to give to patients upon administering vaccines. SCFHP also partnered with Anthem Blue Cross to host flu clinics at local elementary schools, Bay Area Community Health, and FIRST 5 Family Resource Centers.



## We're NCQA accredited!

In March 2019, SCFHP's Cal MediConnect Plan (Medicare-Medicaid Plan) earned a status of Accredited by the National Committee for Quality Assurance (NCQA). NCQA is a private, non-profit organization that accredits and certifies a wide range of health care organizations, and is dedicated to improving health care quality. As part of our ongoing commitment to quality, SCFHP will seek recertification for Cal MediConnect in 2021 and accreditation for Medi-Cal.



# Supporting community initiatives during COVID-19

As the broader implications of COVID-19 became apparent, community organizations stepped up to provide not just health care services, but many other services needed by our neighbors who had lost their jobs and incomes. In a time of need, organizations quickly pivoted to use their time and talent to fill critical gaps. SCFHP and our members are grateful for the assistance these organizations have provided to our community. **In support of these efforts, SCFHP provided the following grants and donations:**

## \$2 million to Community Health Partnership

to support the community clinics in their work to deliver patient care during the COVID-19 pandemic. Funding paid for protective gear, other medical supplies, additional staff costs, telemedicine equipment, and other expenses necessary to ensure continuation of patient care.

### Fund recipients:

- AACI
- Gardner Health Services
- Indian Health Center Santa Clara Valley
- North East Medical Services
- Planned Parenthood Mar Monte
- Ravenswood Family Health Network
- School Health Clinics of Santa Clara County



## \$150,000 to East Side Access: Community Wireless Project

to provide internet access for families that struggle with the move to “distance learning,” and with meeting basic needs such as scheduling medical appointments, searching for employment, and completing job applications online.

## \$20,000 to Valley Verde

to support adjustments necessitated by COVID-19 to continue training and supporting families in establishing their own vegetable gardens, including home delivery of materials, development of online workshop content and translation into Spanish, and home mentoring visits.

## \$50,000 to YMCA of Silicon Valley

to support its Summer Feeding Program at 26 sites to serve the increased number of children and families in need.

## \$50,000 to FIRST 5 Santa Clara County

to support purchase of infant formula for distribution to low-income families served by FIRST 5 Family Resource Centers.

## In-kind donations

- **9,110** reusable shopping bags to Farm Worker Food Distribution (Gilroy), Gilroy Compassion Center, Loaves and Fishes, Next Door Solutions to Domestic Violence, Santa Clara County Senior Nutrition Program, Veggielution, and West Valley Community Services
- **7,000** hand sanitizers to Community Health Partnership and Gilroy Compassion Center
- **8,654** toothbrushes to Community Health Partnership, Gilroy Compassion Center, Next Door Solutions to Domestic Violence, and Veggielution
- **\$10,250** to Second Harvest of Silicon Valley by SCFHP staff in a virtual food drive



## Partnership for COVID-19 resources

SCFHP participates in the Santa Clara County Bridge to Recovery Program (B2R) and co-chairs one of the workgroups. The program serves as a comprehensive and coordinated community response to address immediate safety net needs, such as food access, housing, health care, and financial assistance, while taking swift action to ensure a strategic workforce development plan. Activities are facilitated by **Catholic Charities of Santa Clara County** and sponsored by **Santa Clara County Department of Employment and Benefit Services**. SCFHP is proud to partner with over 40 local public and private organizations through B2R to support our community.



# The Santa Clara Family Health Plan Blanca Alvarado Community Resource Center

Our Community Resource Center (CRC) will be a key touchpoint between SCFHP and the residents of the community we serve.

## Open door to all

Opening to the public in 2021, the CRC will welcome all SCFHP members and Santa Clara County residents—specifically the residents of East San José—to provide convenient virtual or in-person socially-distanced services such as:

- Customer service
- Enrollment assistance
- Health and wellness classes



## Named in the spirit of care

In December 2019, The Santa Clara Family Health Plan Governing Board passed a resolution to name the Community Resource Center after Blanca Alvarado, a community leader who embodies the spirit of care that is central to our mission. Blanca Alvarado has dedicated her life and career to social advocacy and public service, and to making life better for the residents of Santa Clara County. She has played a significant

role in championing solutions to health and social inequities in San José and Santa Clara County. Building on her good works, the CRC will be a vibrant hub for health, well-being, and collaboration in East San José.



**Blanca Alvarado,**  
local community leader  
and social justice advocate

## Where collaboration happens

The vision of the CRC is to facilitate greater access to health and wellness programs and services through strategic collaboration with community-based organizations, government agencies, providers, and schools. While the coronavirus has delayed our opening plans, our work has already begun. **We have:**

- Received \$1 million in grant funding from Kaiser Foundation Hospital Fund for Community Benefit Programs at the East Bay Community Foundation
- Learned best practices from Inland Empire Health Plan and LA Care Health Plan, local health plans currently operating resource centers in their communities
- Brainstormed building design and equipment needs with YMCA of Silicon Valley
- Surveyed community-based organizations to assess community needs and opportunities for collaboration and received responses from 21 organizations
- Conducted a consumer survey to gather input on programming priorities
- Welcomed Community Health Partnership as a sub-tenant
- Completed construction in November 2020

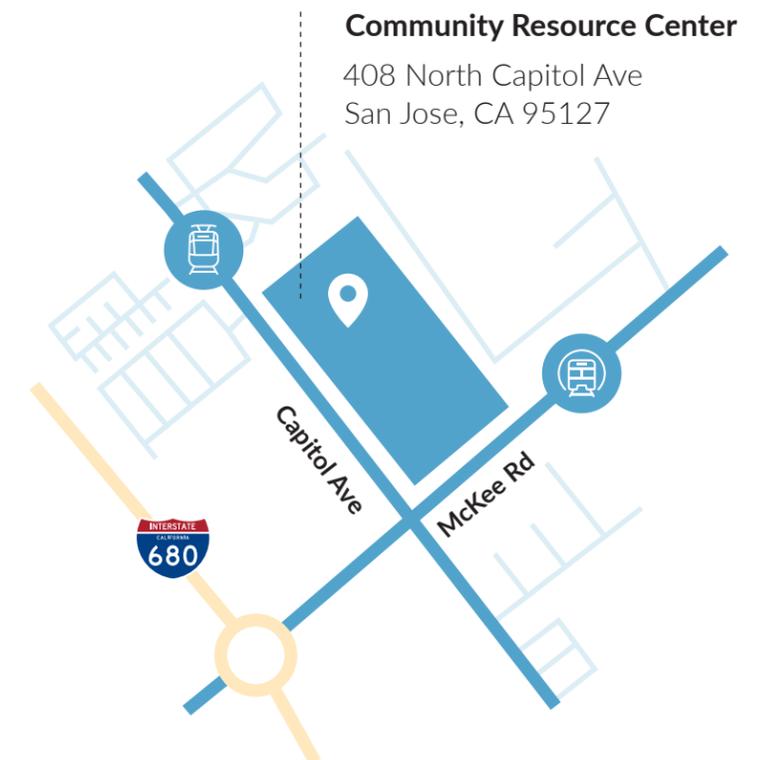
## Why East San José

**The East San José location increases access to resources for the community we serve!**

- More than 91,000 SCFHP members live in East San José.
- Convenient location is easy to access by bus & light rail.

## Stay connected

- [www.scfhp.com/crc](http://www.scfhp.com/crc)
- [/santa-clara-family-health-plan](https://www.linkedin.com/company/santa-clara-family-health-plan)
- [/scfhp](https://www.facebook.com/scfhp)



# Investing in our community

SCFHP financially supports a broad range of community organizations and public agencies that provide safety-net services which directly or indirectly strengthen the health of county residents. In 2020, we provided grants, sponsorships, and in-kind donations to further local initiatives consistent with our mission.

AACI  
 Aging Services Collaborative Caregivers Count Conference  
 Alum Rock Counseling Center  
 Alzheimer's Association of Northern California  
 Breathe California of the Bay Area  
 California Association for Adult Day Services  
 Catholic Charities Eastside Neighborhood Center  
 Catholic Charities John XXIII Multi Service Center  
 Chinese American Coalition for Compassionate Care  
 City of Milpitas Barbara Lee Senior Center  
 Community Health Partnership  
 Community Solutions  
 Day Worker Center of Mountain View  
 East Side Access: Community Wireless Project  
 Farm Worker Food Distribution (Gilroy)  
 #FEEDtheNEEDBAYAREA  
 FIRST 5 Santa Clara County  
 First United Methodist Church of Sunnyvale Senior Nutrition Site  
 Gardner Health Services  
 Gilroy Compassion Center  
 Gilroy Downtown Business Association  
 South County Health Fair  
 Grail Family Services  
 Healthier Kids Foundation  
 Indian Health Center Santa Clara Valley  
 Institute on Aging  
 La Comida  
 LifeMoves  
 Live Oak Adult Day Services

Loaves and Fishes  
 March of Dimes  
 Momentum for Health  
 National Alliance on Mental Illness  
 Next Door Solutions to Domestic Violence  
 North East Medical Services  
 Parents Helping Parents  
 People Acting in Community Together  
 Planned Parenthood Mar Monte  
 Project MORE Foundation  
 Ravenswood Family Health Center  
 Recovery Café  
 Sacred Heart Community Service  
 Santa Clara County Office of Education  
 Santa Clara County Reentry Resource Center  
 Santa Clara County Senior Nutrition Program  
 School Health Clinics of Santa Clara County  
 Second Harvest of Silicon Valley  
 Silicon Valley Council of Nonprofits  
 Silicon Valley Leadership Group Foundation  
 Silicon Valley Turkey Trot  
 SOMOS Mayfair  
 The Health Trust  
 Uplift Family Services  
 Valley Verde  
 Veggielution  
 VMC Foundation  
 West Valley Community Services  
 YMCA of Silicon Valley  
 Youth Alliance  
 Yu-Ai Kai

## SCFHP is proud to grant funding to a number of significant community initiatives including:

### Health insurance application assistance

The Health Trust (THT) received \$165,000 to provide application assistance to low-income residents and encourage their enrollment in health insurance programs. While helping 1,466 residents apply for or renew coverage through Medi-Cal or Covered California, THT also connected 1,910 individuals to additional resources and support.

### Emotional health screenings for fifth-graders

Healthier Kids Foundation (HKF) received \$81,710 for the initial phases of My HealthFirst to screen fifth graders for social and emotional health, complementing the physical health screenings that students in Santa Clara County public schools already receive.

The program was successfully piloted at Franklin McKinley School District (FMSD) with virtual behavioral health screening of 350 fifth-grade students. HKF will continue the program for the FY21-22 school year at FMSD and roll out to the Alum Rock Union School District.

### Back to school transitions after medical leave

Santa Clara County Office of Education received \$598,033 for their Child Health and Wellness Coordination project. The project develops and implements a service to support care coordination with schools, healthcare providers, and parents for students returning to schools after hospitalization or extended absence due to medical reasons. The service will be available to all school districts in Santa Clara County.

### Community living transitions

Institute on Aging received \$867,000 for their program Community Living Connections, to provide comprehensive community living services and supports to SCFHP members transitioning out of nursing facilities and back to living independently in the community.

The Community Living Connection Program operates in partnership with the County of Santa Clara Health System Whole Person Care Pilot, SCFHP, Santa Clara County Department of Aging and Adult Services, and The Health Trust.

For additional information about funding related to COVID-19, see pages 14 and 15.





# Program highlights

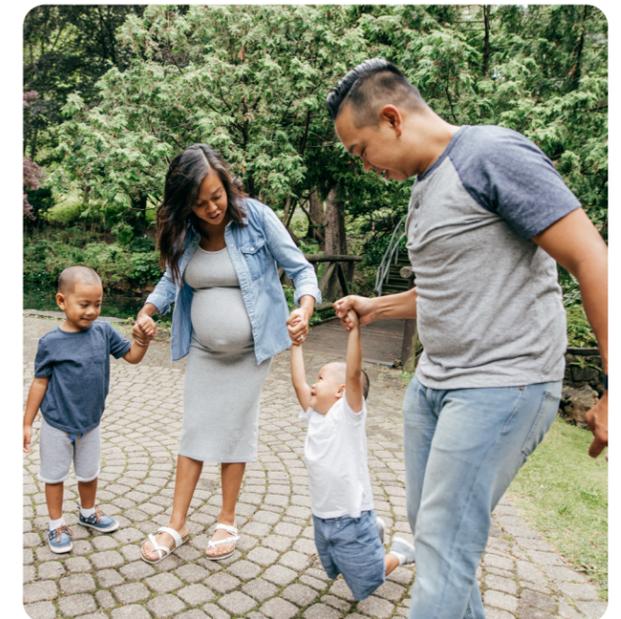
We partner with a number of community organizations to offer health education, complex case management and other programs and services for our members. On the following pages are highlights.

## Health education helps members stay healthy

Education, as well as coaching and support groups, are important tools in helping our members stay healthy and well. Through partnerships with local community agencies with expertise in specific areas, SCFHP provides health education classes and programs to our members at no cost. During the COVID-19 crisis, many health education classes have been offered online, allowing members to continue to prioritize their health.

### Our broad range of classes address a multitude of health topics and conditions, including:

- Chronic disease self-management
- Stress management
- Anger management
- Exercise & fitness
- Nutrition & weight management
- Parent education
- Prenatal education
- Infant/child safety
- Sexual health
- Smoking cessation



### Example classes, programs, and resources

#### Family-focused nutrition

Aimed at starting the conversation on nutrition for families with kids, 10 Steps to a Healthier You, taught by the **Healthier Kids Foundation**, helps parents set forth good habits for their children and develop an overall healthier lifestyle.

Classes are interactive and entertaining, and cover topics such as tips and tricks to feeding healthy food to young children and establishing structures and routines at home.

## Disease self-management

Members with chronic illnesses, such as heart disease and diabetes, benefit from group classes that teach self-management skills. Conducted by **The Health Trust**, these classes help members learn how to handle their conditions and communicate effectively with their doctors, to support healthier, more active lifestyles.

## Stress and anger management

Offering classes in small-group settings, **ACT for Mental Health** helps members learn practical skills to manage daily stress. Classes teach communication, understanding triggers, and monitoring mood or thoughts, as well as recommending exercises.



## Prenatal support

SCFHP created the **Healthy Moms, Healthy Babies** program to reward its Medi-Cal members when they receive routine medical care throughout their pregnancy. By seeing their doctor each trimester and completing a car seat safety class, pregnant members qualified for a gift card, car seat, or sleep pod. SCFHP partnered with the County of Santa Clara Public Health Department to provide car seat safety education to SCFHP members. SCFHP worked closely with community clinics and other partners for referrals.

Read more about the program at [www.scfhp.com/healthy-moms-babies](http://www.scfhp.com/healthy-moms-babies).

## Health information online

SCFHP's online health library features a variety of health articles and allows you to search by topic. The health library is user-friendly and has numerous infographics for easily understandable information. **Explore the publicly available health library on our website at [www.scfhp.com/health-library](http://www.scfhp.com/health-library).**



# Case management helps members navigate care

Case management makes it easier for our members to manage their health care and live healthier lives. SCFHP has several case management programs, each tailored to meet specific needs.

## Complex case management

Cal MediConnect members and seniors and persons with disabilities enrolled in our Medi-Cal Plan have access to a local SCFHP case manager. Our case managers are trained professionals who work with the member's care team to coordinate care, especially during transitions, and help improve outcomes for the member.



## Case managers help members with:

- Navigating the health care system and coordinating medical appointments as well as long-term services and supports
- Connecting with community resources, social services, and educational programs
- Getting prior authorization for care, equipment, or supplies
- Understanding the difference between “emergency” and “urgent care”

## Transitions from long-term care to the community

SCFHP's collaboration with the **Silicon Valley Independent Living Center (SVILC)** facilitates and supports transitions of individuals who have resided in a nursing facility for over 90 days to community settings. SCFHP works closely with SVILC to identify and assess member readiness for discharge to the community and coordinates care planning through an interdisciplinary care team for safe and timely transitions.

Some members may not have housing and support to live independently in the community. For the past four years, SCFHP has collaborated with the **Institute on Aging (IOA)** Community Living Connection Program for nursing facility diversion and transition under Santa Clara County's Whole Person Care program. This partnership has expanded access to licensed residential care facilities, connecting members in long-term care to housing, and enabling them to transition back to the community.

## Health Homes Program

SCFHP launched its Health Homes Program (HHP) in July 2019 under a provision of the Affordable Care Act which allowed states to create this new model of care—a health home. Since its start, the **HHP has served 996 SCFHP members**. Through enhanced team-based care, in-person care management, and housing navigation services, the program helps Medi-Cal members with complex medical needs and chronic conditions address their social determinants of health. Enrolled members work with a care team of clinical providers and coordinators to create personalized care plans, including creating goals, setting interventions, and working through barriers.



### Our community partners

In addition to SCFHP providing HHP services, key partners include Peninsula Healthcare Connection - New Directions, Gardner Health Services, North East Medical Services (NEMS), Roots Community Health Center, Community Solutions, Uplift Family Services, School Health Clinics, and Kaiser Permanente.

**“HHP expands the accessibility of care for those who struggle to meet their basic needs, suffer from chronic medical conditions, and often have treatment fatigue navigating through multiple medical institutions.”**

—Gardner Health Services

## Partnership for housing

SCFHP is now partnering with Santa Clara County to access the Homeless Management Information System (HMIS). This secure database helps evaluate and triage the best housing options for our members who are at risk of or experiencing homelessness. Housing programs may include permanent supportive housing, rapid rehousing, or transitional housing. HMIS also facilitates partnerships with community-based organizations to close gaps in care. We are pleased to implement HMIS and work with the County to help reduce homelessness in our community.



## Multi-disciplinary approach to behavioral health

SCFHP’s Behavioral Health team includes **social workers and personal care coordinators who support members with behavioral health needs**. Working in partnership with a network of community partners, SCFHP finds ways to connect with members who need behavioral health care but may be unable or unwilling to start treatment. The Behavioral Health team identifies members who have a high number of emergency department visits and/or medical or psychiatric admissions to assess barriers to care and stability. If efforts to reach these members are unsuccessful, the team looks to community partners for help.



**Community-based organizations (CBOs) often have close relationships with SCFHP members, fostering trust.** They carefully nudge members to receive the care members need. This collaboration between the CBO, the member’s medical and behavioral health care providers, and SCFHP generates a multi-disciplinary approach across several agencies that provides whole person care.

In addition to providing intensive case management to SCFHP members receiving care through the County’s behavioral health system, SCFHP provides assistance to members under age 21 in accessing benefits that are part of the Early and Periodic Screening, Diagnostic, and Treatment services and behavioral health treatment benefits.

**By collaborating with medical and psychiatric providers and connecting members to benefits and services available throughout the community, SCFHP helps its members leverage their health plan to address their needs.**



Are you serving an SCFHP member who you think would benefit from case management services? Find referral forms on our website [www.scfhp.com](http://www.scfhp.com).



# Member stories

We are proud of our members' commitment to improving their health and quality of life. Read their stories to learn about their journeys to healthier lives.

## Finding somebody to lean on

Sometimes in life, we find the deck stacked against us. At age 50, Cal MediConnect member Kathy\* found herself homeless, hearing-impaired, and diagnosed with a variety of health conditions, including asthma, type 2 diabetes, substance use disorder, and schizophrenia. She also found herself experiencing chronic pain, and unable to take the steps necessary to get healthy. She had been to the emergency room 24 times and was hospitalized four times, all within a year, but because she wasn't able to follow her treatment plan and was missing appointments, her situation wasn't improving.

The SCFHP Case Management department reached out to Kathy and connected her with an SCFHP social work case manager to help. Things dramatically shifted as the case manager gained Kathy's trust. The case manager stepped in to schedule all of Kathy's medical appointments, and made sure a sign language interpreter and transportation were always arranged in advance.

**In collaboration with community-based organizations, the case manager found creative ways to ensure access to treatment and services for Kathy, including housing. The case manager also helped Kathy apply for In-Home Supportive Services and a grant to employ a caregiver.**

For people diagnosed with schizophrenia in addition to multiple other conditions, relapse is common. After seven months of sobriety and compliance with appointments, we suddenly stopped hearing from Kathy. But we did not give up on her. The relentless efforts of the case manager to stay in contact with Kathy and her healthcare providers eventually paid off—Kathy is once again back on the right track with coordinated care and regular appointments with her specialists. SCFHP continues to help arrange transportation to and from medical appointments and schedule an interpreter so she receives the coordinated care she deserves. Accessing care is not always easy for Kathy, but SCFHP is committed to helping her and other members avoid the emergency room for non-life-threatening situations.



*The name has been changed to protect the privacy of the member.*

# Annie's journey to permanent housing

55-year-old SCFHP member Annie\* joined the Health Homes Program (HHP) in July 2019 while trying to manage auto-immune issues, pain, arthritis, diabetes, depression, and recovery from substance abuse. She and her partner were living out of their car, which had been their home for over three years. When Annie entered the program, her goals included improving access to and follow-through with primary and specialty care, securing stable housing, and getting connected to mental health resources.

**Through HHP, Annie was able to get the support she needed, including enhanced team-based care, in-person care management, and housing navigation services.**

To meet Annie's goals, Annie and her case manager worked together on several interventions, including ongoing safety assessments such as evidence-based screenings to evaluate mental health status, monthly care coordination with multi-disciplinary providers, and assistance with housing. With support from HHP and community partners, Annie was connected to subsidized, permanent housing six months after entering the program. She now engages consistently in her own medical care and participates in health education to better manage her own health and wellness. Annie continues to work with our community partner, New Directions, to make positive strides.



*The name has been changed to protect the privacy of the member.*

# Weight management for a healthier lifestyle

Pati had many health issues including, in her words, "fatty liver, high cholesterol, a lot of problems with joints, feet, knees, and stomach...I knew I had to do something. I didn't think I could do anything on my own."

**With the help of the Wellness Works program (WW, formerly Weight Watchers) offered through the SCFHP health education benefit, Medi-Cal member Pati lost 85 pounds in two years.** She didn't think anything would work, including WW. Through participating in this program, Pati learned that it wasn't about dieting but living a healthier lifestyle—and that's made all the difference! She now eats what she wants, but in moderation, and she doesn't let the ebbs and flows of weight loss get her down.

Since losing weight, Pati has noticed a huge improvement in her health. She's no longer experiencing joint pain and now can walk a couple miles at a time. **"I see the value of being healthy. It's not worth going back to how I was before with a body that gave me pain."** She's also noticed improvements in her mental health, noting that **"it's nice to feel better about yourself."**

With just 10 pounds left to reach her goal, Pati is now enjoying a healthier lifestyle and more mindful eating practices while still having the occasional treat.

**"I'm proud of myself. I feel so healthy. I've stuck to this plan for two years and intend to keep it up forever!" said Pati.**



# Looking ahead

Moving into 2021, SCFHP's immediate priority remains COVID-19. We continue to work closely with the County of Santa Clara, providers, and safety-net organizations to support vaccine rollout, continued testing, and contact-tracing.

Vaccination will not, by itself, restore health to SCFHP members and our broader community. We must come together to address health disparities that have existed for years, and that the pandemic has further exacerbated. **We believe that diversity, equity, and inclusion must be actively interwoven into our practices and fundamentally part of our culture.** The year ahead will be one of close collaboration with providers and targeted outreach to members to motivate preventive care that may have been delayed. It will also be a year where we focus on new and expanded community-based solutions and partnerships to improve health outcomes for marginalized groups.

And with optimism, we look forward to the day when we can safely welcome visitors to SCFHP's new Blanca Alvarado Community Resource Center!



# Subscribe to our Community e-News

Stay connected to SCFHP and our community. Subscribe to our quarterly newsletter and get the latest news from SCFHP.

**Sign up by scanning the QR code or typing in the following link in your browser:**

<https://bit.ly/community-e-news-signup>



# Governing board

Santa Clara Family Health Plan is overseen by the Santa Clara County Health Authority Governing Board, whose members are appointed by the County Board of Supervisors.

**Bob Brownstein, Chair**  
Strategic Advisor,  
Working Partnerships USA

**Dolores Alvarado, Vice Chair**  
Chief Executive Officer,  
Community Health Partnership

**Alma Burrell**  
Associate Director,  
Roots Community Health Center,  
South Bay

**Dave Cameron**  
Former Chief Financial Officer – Retired,  
Santa Clara Family Health Plan

**Darrell Evora**  
Chief Executive Officer,  
Uplift Family Services

**Kathleen King**  
Chief Executive Officer,  
Healthier Kids Foundation

**Liz Kniss**  
Former Council Member,  
Palo Alto City Council

**Michele Lew**  
Chief Executive Officer,  
The Health Trust

**Sue Murphy**  
Senior Consultant,  
Transformational Leadership Partners

**Ria Paul, MD**  
Clinical Assistant Professor,  
Stanford University School of Medicine

**Debra Porchia-Usher**  
Chief Deputy Director,  
Santa Clara County Social Services Agency

**Sherri Sager**  
Chief Government &  
Community Relations Officer,  
Lucille Packard Children's Hospital Stanford

**Jolene Smith**  
Chief Executive Officer,  
FIRST 5 Santa Clara County



Santa Clara Family Health Plan (SCFHP) is a not-for-profit health plan in Santa Clara County. With a network of almost 5,000 providers and over 300 employees, we serve more than 280,000 residents of Santa Clara County through our Medi-Cal and Cal MediConnect (Medicare-Medicaid Plan) health insurance plans.

### **Main office**

 6201 San Ignacio Ave, San Jose, CA 95119

### **SCFHP Blanca Alvarado Community Resource Center**

 408 N Capitol Ave, San Jose, CA 95127

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