COMPASSIONATE CARE AT SANTA CRUZ COMMUNITY HEALTH CENTERS

A young man with unstable life circumstances came to our clinic. He was homeless, received many citations from the city, served time in jail, and frequently utilized emergency services. After one year of working with Santa Cruz Community Health Centers, receiving compassionate medical care, behavioral health services, and psychiatry services, the patient was given the tools to stabilize his life.

Now, he is receiving treatment for schizophrenia, a mental illness that had previously gone undiagnosed and has begun to address his alcohol use. He recently turned the key to his own apartment in a sober, supported living environment.

"Having behavioral health clinicians integrated into the primary care setting allows me to now see my patients in three dimensions instead of two."

Penelope Brooks, MD
SC County Health Services Agency

Our staff know him by name and enjoy chatting when he visits our clinic for his appointments. They even pitched in to buy him a bike lock. The health center plans to aid him in enrolling for disability benefits to provide an income. Today, with the help from our clinic, he has found peace and stability.
SAFETY NET CLINIC COALITION OF SANTA CRUZ COUNTY EXPANSION AND GROWTH 2012–2016

HIP is proud to present this report on the significant and growing impact of the six safety net clinic organizations that are the Safety Net Clinic Coalition. From 2012 to 2016, SNCC members have expanded services and facilities to serve more than one in three residents of our county. These accomplishments demonstrate progress toward the county-wide goal that by 2020 all Santa Cruz County residents will have a regular source of primary care and integrated behavioral health services (Community Assessment Project 2016).

SNCC member organizations are thriving and expanding because of many factors: exceptional leadership, access to coverage with the Affordable Care Act and financial and organizational support from HIP members such as Central California Alliance for Health, Community Foundation Santa Cruz County, Dignity Health—Dominican Hospital, Sutter—Palo Alto Medical Foundation, United Way of Santa Cruz, and Watsonville Community Hospital.

WHO WE SERVE

The Safety Net Clinic Coalition of Santa Cruz County serves 90,000 patients annually. Of these patients, over 67% are Hispanic and over 78% are considered low income according to the Federal Poverty Level (FPL) determined by the Department of Health and Human Services.
Increased Coverage
Affordable Care Act takes effect

Increased Behavioral Health Access
HIP initiates integrated behavioral health support to SNCC through Blue Shield funding

Increased Access
SCCHC opens East Cliff Family Health Center in Live Oak

Increased Behavioral Health Access
Integrated Behavioral Health Action Coalition begins meeting

Increased Funding
Alliance launches capacity building grants to improve access via provider recruitment, capital improvements, coaching etc.

Increased Access
SC County Health Services Agency opens new Watsonville site to provide additional medical and dental services (through a contract with Dientes)

Increased Behavioral Health Access
SC County Health Services Agency integrates behavioral health throughout their county clinics

Increased Behavioral Health Access
PPMM Watsonville initiates integrated behavioral health services

Increased Behavioral Health Access
Salud initiates integrated behavioral health services

Increased Behavioral Health Access
SC County Health Services Agency integrates behavioral health services

Increased Dental Access
Dientes completes construction on pediatric wing

Increased Behavioral Health Access
DOMC transitions patients and key staff to SCCHC

Increased Coverage
Med-Cal coverage for dental care for adults is reinstated

Patients by Coverage Type

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<td>21,378</td>
<td>21,648</td>
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<td>Salud Para La Gente</td>
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<td>19,414</td>
<td>33,945</td>
<td>47,034</td>
<td>52,757</td>
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</table>

*2012 data not available

Mild to Moderate Mental & Integrated Behavioral Health visits increased 48-fold from 2012 to 2016.

Safety Net visits have increased by 42% in the last five years.
### Increased Behavioral Health Access
- SC County Health Services Agency begins meeting
- Increased Coverage
- Salud acquires Pacific Coast Pediatrics and opens Salud at Valle Verde pediatrics office
- Increased Access
- Dientes opens one chair dental clinic at Homeless Services Center
- Increased Access
- Salud opens new OB/GYN office at 65 Nielsen
- Increased Dental Access
- Dientes opens one chair dental clinic at Homeless Services Center

### Increased Dental Access
- Salud receives HRSA Oral Health Access Expansion Grant to hire dentist, hygienist and oral health coach
- Increased Access
- Salud’s E. Beach clinic site construction completed expanding facility to 24,000 sq. ft., serving 10,000 more patients

### Increased Access
- Salud opens new OB/GYN office at 208 Green Valley
- Increased Dental Access
- Oral Health Assessment and Strategic Plan is released

### Increased Behavioral Health Access
- SC County Health Services Agency expands the Emeline campus adding five offices for behavioral health
- Increased Access
- Salud acquires Pacific Coast Pediatrics and opens Salud at Valle Verde pediatrics office
- Increased Dental Access
- Dientes opens one chair dental clinic at Homeless Services Center

### Increased Access
- Salud implements a 24 hrs. seven days OB Hospitalist Program at Watsonville Community Hospital
- Increased Dental Access
- Salud receives HRSA Oral Health Access Expansion Grant to hire dentist, hygienist and oral health coach
- Increased Access
- Salud opens new OB/GYN office at 208 Green Valley

### Increased Coverage
- Covered California enrollment starts

### Increased Funding
- Alliance launches capacity building grants to improve access via provider recruitment, capital improvements, coaching etc.

### Increased Access
- Salud opens new OB/GYN office at 65 Nielsen
- Increased Dental Access
- Oral Health Assessment and Strategic Plan is released

### BUILDING HAPPINESS AT DIENTES
#### COMMUNITY DENTAL
For over ten years, Trina was insecure about her smile and suffered persistent tooth pain. Upon experiencing a dental emergency, she came to Dientes for treatment. “People assumed that I didn’t care about my smile. I feel so much more confident now. I just want to be happy and I’m happy when I can smile.”

### SAVING LIVES AT SALUD
#### PARA LA GENTE
A father came to Salud when his daughter had difficulty breathing. With no health insurance, she was offered a same-day appointment at a discounted rate. The staff then helped get her Med-Cal application approved, allowing for further treatment by specialists. Today, the father feels blessed by the staff’s efforts that ultimately saved his daughter’s life.

“...They see me more as a human being rather than a medical chart.”

SCCHC Patient (Translated from Spanish)
SAFETY NET CLINIC COALITION OF SANTA CRUZ COUNTY

County Santa Cruz Health Services Agency

Diabetes Health Center
Dientes Community Dental
Planned Parenthood Mar Monte
Salud Para La Gente
Santa Cruz Community Health Centers

The Great Seal of the County of Santa Cruz

Salud Para La Gente
Working Together for a Healthy Community

Planned Parenthood
Mar Monte

Dientes

Community Foundation
Santa Cruz County

Safety Net Clinic Coalition of Santa Cruz County

Report produced with support from

Organizations:
- Diabetes Health Center
- Dientes Community Dental
- Planned Parenthood Mar Monte
- Salud Para La Gente
- Santa Cruz Community Health Centers
- Santa Cruz County Health Services Agency

Map showing various clinics and health centers throughout Santa Cruz County, with symbols indicating different organizations and services.