



**Los Angeles County
Board of Supervisors**

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Acting Director, Department of Mental Health


Barbara Ferrer, Ph.D., M.P.H., M.Ed.
Director, Department of Public Health

TO: Supervisor Holly J. Mitchell, Chair
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Christina R. Ghaly, M.D., Director 
Department of Health Services

Lisa Wong, Psy.D., Acting Director 
Department of Mental Health

Barbara Ferrer, Ph.D., M.P.H., M.Ed., Director 
Department of Public Health

Jaclyn Baucum, Chief Operating Officer 
Alliance for Health Integration

DATE: July 25, 2022

SUBJECT: **PARTICIPATION AND SUPPORT FOR THE CARE
HARBOR CLINIC AT THE REEF EXPO HALL IN
DECEMBER 2021 (ITEM NO. 13 OF THE
AUGUST 10, 2021 BOARD AGENDA)**

313 N. Figueroa Street, Suite 1014
Los Angeles, CA 90012

"To improve the health and well-being of Los Angeles County residents by aligning and efficiently implementing Board-approved prevention, treatment, and healing initiatives that require the collaborative contributions of the three health departments."

On August 10, 2021, the Los Angeles County (County) Board of Supervisors (Board) approved the motion, *"Participation and Support for the Care Harbor Clinic at the Reef Expo Hall in December 2021."*

As instructed by the Board of Supervisors, the Alliance for Health Integration (AHI) served and continues to serve as the County liaison for Care Harbor. AHI's duties include facilitating the site set up, department participation and take down at the clinic events, working with Care Harbor to identify appropriate sites for future Countywide events, as well as reporting on the outcomes and clinical results of each Care Harbor event. Listed below and attached are the results from the Care Harbor Clinic, as requested by the Board.

Due to COVID-19 surges and planning adjustments necessary to ensure patient safety, the Care Harbor Clinic was rescheduled several times throughout 2021. The event was held once pandemic mitigation measures could be appropriately executed.

From Friday, March 4 through Sunday, March 6, 2022, Care Harbor conducted its twelfth free clinic in a 100,000 square foot space located at the Reef Expo Hall in Downtown Los Angeles.



Over the three-day period, 870 residents received treatment and services that included medical, dental, vision exams, as well as access to social services provided by the County. To maintain social distancing, ensure isolated treatment areas, and eliminate patient gathering points, Care Harbor made significant modifications to their traditional model this year, and as a result, reduced the number of residents they traditionally admit into their event.

In past clinics, all attendees received medical services; however, they had to choose between dental and vision services to ensure that the most urgent health needs could be provided to the maximum number of patients. With patient capacity significantly reduced in 2022, attendees who needed both dental and vision care were able to receive both services.

Care Harbor reported the following patient volume at their March 2022 clinic:

Medical	Dental	Vision
687 individuals	463 individuals	434 individuals

To serve the attendees, 1,335 clinicians and non-clinicians volunteered including 109 volunteers from County Departments. The following attachment provides additional data from the March 2022 Care Harbor Clinic, which includes clinic results, as well as County Exhibitor results, and lessons learned.

The success of the March 2022 Care Harbor Clinic would not have been possible without the support and contributions from the following County Departments: Health Services, Public Health, Mental Health, Public Defender and Alternate Public Defender, Registrar-Recorder/County Clerk, Public Social Services, Human Resources, Superior Courts, Office of Immigrant Affairs, Parks and Recreation, Housing and Community Development, and the Chief Executive Office.

Should you have any questions regarding this report back, you may contact Jaclyn Baucum, AHI Chief Operating Officer, at jbaucum@ahi.lacounty.gov.

JB:ak

Attachment

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Department of Human Resources
County Care Harbor Clinic Exhibitors
Department of Parks and Recreation
Superior Court, Metropolitan Courthouse

Care Harbor 2022 Results

Care Harbor Overview:

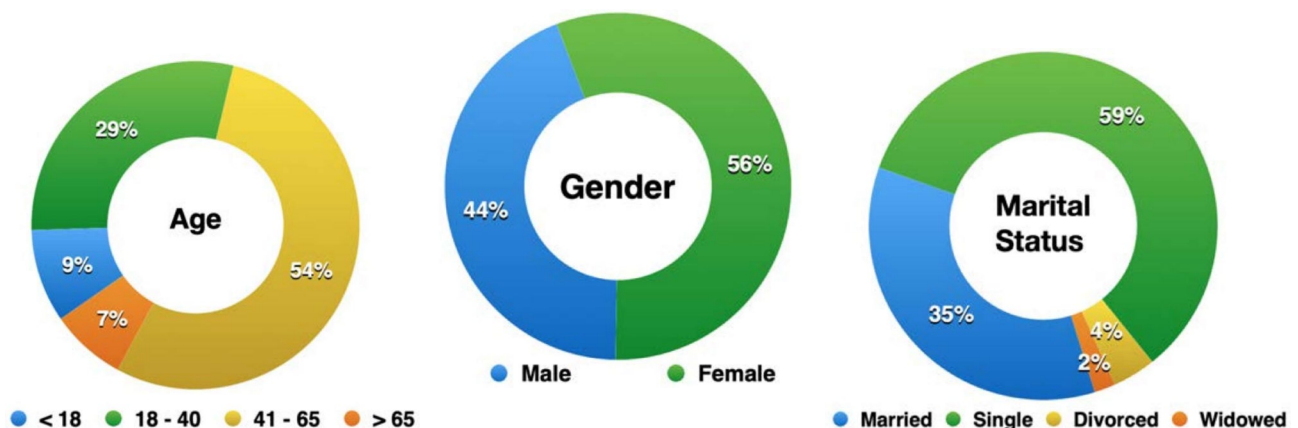
Care Harbor provides free medical, dental, and vision care to uninsured, underinsured and underserved communities. They transform large venues into working clinics to treat hundreds of people under one roof within three days. In addition to the three clinical services, Care Harbor also serves as a gateway to connect the community to social services by partnering with the County and providing space within the venue for County Exhibitors and services. The following data was obtained from the *Care Harbor Free Clinic's March 4 - 6 2022 Clinic Report*. A comprehensive list of their results is available on their [website](#).

As referenced from Care Harbor's Report, the March 2022 clinic was open to everyone. There were no income tests, insurance or residency requirements. In order to access the Care Harbor Clinic, residents first had to attend Care Harbor's wrist banding event that occurred the week prior to the free clinic on Saturday, February 26, 2022 at Ted Watkins Memorial Park (more details on page 5) and Sunday, February 27, 2022 at the Forum. Residents received wristbands that served as a ticket to the following week's clinic at the Reef Expo Hall.

To publicize this event, Care Harbor posted flyers (see page 8) within the community, shared electronically with community-based organizations, and also asked AHI to distribute among County Departments including Metropolitan Transportation Authority and Community Health Clinics to post in public spaces. The Department of Parks and Recreation provided space for wrist banding at Ted Watkins Memorial Park.

Client Demographics:

On March 4, 5 and 6, 2022, attendees lined up on Washington Blvd and were welcomed on the first floor of the Reef Expo Hall at Care Harbor's Patient Registration where attendees' electronic health records were established. After registration, attendees were moved to the Triage section where Registered Nurses (RNs) took medical and social histories, recorded vital signs and administered blood glucose tests, as needed. The following is a snapshot of the 2022 Care Harbor Client Demographics:



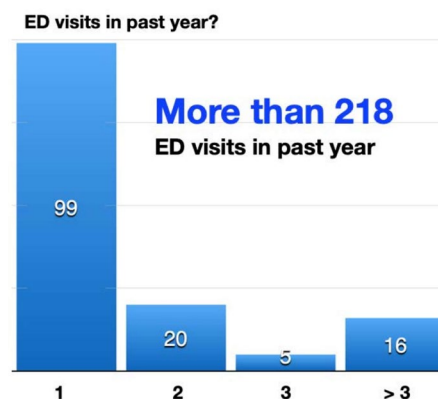
Ethnicity	Total	Percentage
Latinx / Hispanic	609	72%
Male	253	
Female	355	
Transgender	1	
Black or African American	96	11%
Male	42	
Female	54	
White	28	3%
Male	16	
Female	12	
Asian	20	2%
Male	12	
Female	6	
Transgender	2	

Ethnicity	Total	Percentage
Bi-Racial	5	1%
Male	3	
Female	2	
Other	14	2%
Male	6	
Female	7	
Transgender	1	
No Answer	77	9%
Male	37	
Female	40	

"Other" category includes American Indian, Pacific Islander and other ethnicities below 1% of the total patient population.

Clients at the Care Harbor clinic spoke a total of 13 different languages. Spanish (55% of attendees) and English (43% of attendees) were the most prevalent, with Mandarin the next leading language. Interpreters were a vital component to this free clinic.

Among the 870 attendees, 140 reported that they had visited the Emergency Department (ED) in the past year. That means that 16% of total attendees visited the ED over the last year, compared to 26% of attendees who visited the ED over the last year at the 2019 clinic (2019 Care Harbor Clinic Results [Report](#)).



At the 2022 clinic, 55% of attendees reported that they were unemployed, which is lower than the previous Care Harbor Clinic in 2019 where 63% of attendees reported that they were unemployed.

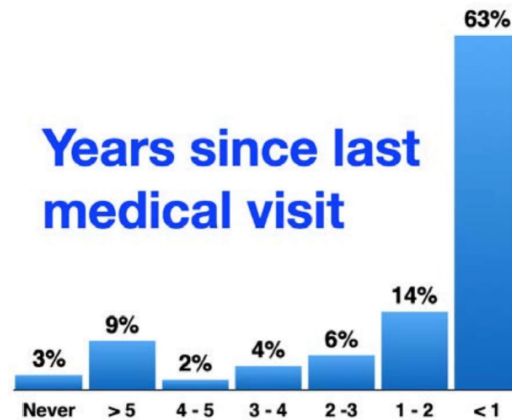
Care Harbor Clinical Services

Once attendees went through registration and triage on the first floor, they waited until they were called for clinical services on the second floor where County Department Exhibitors were also located. Second floor clinical services included medical, dental, and vision exams.

Medical Services:

687 attendees received primary and specialty care medical exams in 30 exam rooms and 48 intake triage stations. Medical services included primary care exams and specialty care including internal medicine, dermatology, podiatry, gynecology, and others. Diagnostic equipment on-site included echocardiogram, abdominal ultrasound, and onsite medical lab, and offsite pathology lab. There was also on onsite dispensary that filled patient prescriptions.

Years since last medical visit



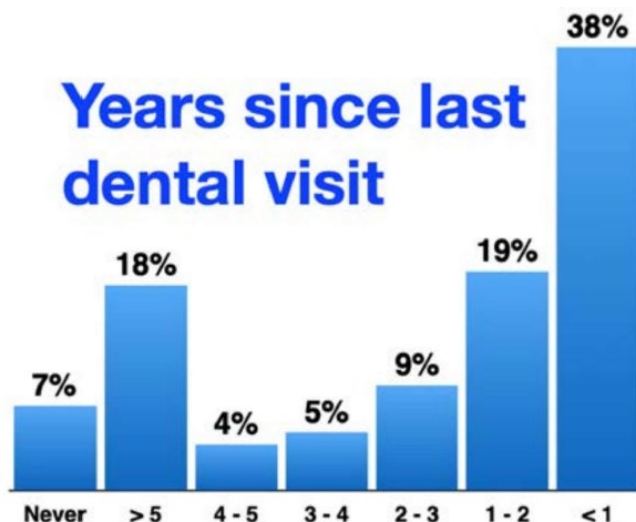
63% of patients said they had seen a doctor in the past year – a decline from 74% at the previous Los Angeles clinic (November 2019). While primary care providers were accessible to the majority of patients, County waiting times to see a specialist can be long -- often 3 months or more. (Percentages above are of patients who responded -- 88% of total.)

Among all clinic attendees, 63% said they had seen a doctor in the past year, which was a decline from the previous 2019 clinic at 74%.

Dental Services:

The dental services team serviced 463 attendees and provided 1,893 dental services (averaging more than 4 services per patient) over the three-day event. The dental section included 32 semi-enclosed dental chairs and operatory stations, two digital x-ray rooms, six dental triage stations, and instrument cleaning, sterilization and supply areas. Services included cleanings, fillings, extractions, and root canals.

Years since last dental visit



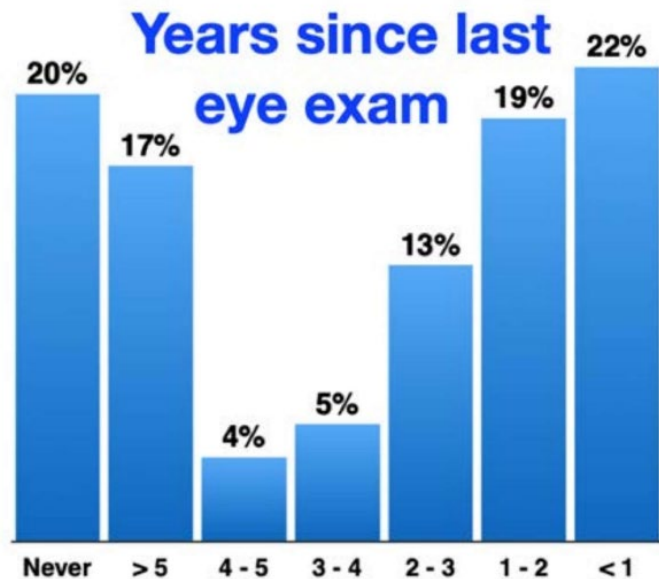
To ensure patient safety, dental chairs were spaced 10 feet apart with barriers between the stations and an upgraded air filtration system was installed to limit dental aerosol dispersion.

Among all of the clinic attendees, 38% said they had seen a dentist in the past year, which was a decline from the previous 2019 clinic at 45%.

Vision Services:

The vision services section included 12 vision lanes, with phoropters and slit lamps where 434 attendees received eye exams and eyeglass prescriptions. Additional retinal scan equipment was on-site, and patients diagnosed with diabetes received both an eye and retinal exam. To ensure patient and volunteer safety, an on-site frame and eyeglass selection (traditionally offered on-site at Care Harbor events) was replaced with vouchers that allowed patients to bring their prescriptions to a local optometry practice and receive free eyeglasses.

Among all of the clinic attendees, 22% said they had received an eye exam in the past year which was a decline from the previous 2019 clinic at 32%.



Health Literacy:

Care Harbor designed a Health Literacy Program to help patients fully understand their health conditions and clinical instructions. Developed with the Nursing School at California State University, patients were escorted to a separate station following their exams or treatments where nurses and nursing students reviewed their charts, answered questions, and explained medication and care instructions to ensure that the patients fully understood what the clinician had instructed them to do. Interpreters or bilingual nurses were also available to patients not fluent in English. On hand were visual aids, including anatomical models and short videos to help further educate patients. For those diagnosed with diabetes, clinicians also provided free glucometers and test strips with instructions and demonstrations of their use. The goal was to equip each patient with the education and resources that can help them lead healthier lives.

County Contributions to the Care Harbor March 2022 Clinic

Preparation:

Due to the pandemic, Care Harbor had a two-year gap since its last clinic in November of 2019. In order to ensure a safe environment for both patients and volunteers, AHI coordinated on-site safety inspections and facilitated patient flow design reviews with the Department of Public Health (DPH) and Care Harbor. In response to DPH's recommendations, Care Harbor installed MERV 13 air filters throughout the venue and ensured proper distancing between treatment areas. All volunteers were required to be fully vaccinated and presented proof of vaccination at check-in. Masks were required for all attendees and enforced by security during the three-day clinic. Care Harbor supplied disposable masks for attendees and supplied gloves, face shields, and gowns to all clinical volunteers.

The Department of Parks and Recreation partnered with Care Harbor and reserved a safe outdoor space for Care Harbor to set up and for residents to park, stand in line, and receive entrance passes, in the form wristbands, to the clinic. On Saturday, February 26, 2022, the week prior to the clinic, Care Harbor distributed 450 wristbands and event information at Ted Watkins Memorial Park.

Because the event was held at the Reef Expo Hall in Downtown Los Angeles, street parking was extremely limited and could potentially discourage volunteer and patient attendance. At the request of Care Harbor, AHI reached out to the Superior Courts and asked to utilize their parking structures for the clinic's non-Court operating days of Saturday, March 5 and Sunday, March 6, 2022. The Court's granting of this request allowed clinic volunteers and attendees to have access to 958 no-cost parking spaces, in a convenient, walkable location across the street from the Reef Expo Hall.

Recruitment:

AHI worked closely with the Department of Human Resources (DHR) who contacted Department Managers and staff to recruit County employees to volunteer for one of the three days of the clinic. AHI shared volunteer "Job Aides" with DHR to assist County staff with registration and assignments. In total, DHR estimated that 109 individuals from the County volunteered for the event.

With adjustments to allow for more social distancing and to reduce patient gathering points, the number of County Exhibitors attending were significantly reduced compared to past Care Harbor Clinic events. And as a result, Care Harbor sent AHI a list of the eight most needed services among their clientele and asked AHI to coordinate participation from the following Departments:

- **Department of Public Social Services (DPSS):** Medi-Cal applications and Cal Fresh enrollment
- **Department of Mental Health (DMH):** On-site mental health services and education
- **Department of Public Health (DPH):** Vaccinations and HIV Test Take Home Kits
- **Department of Health Services (DHS):** My Health LA enrollment
- **Office of Immigrant Affairs:** Counseling on rights and resources
- **Registrar Recorder/County Clerk:** Voter registration and birth records
- **Public Defender and Alternate Public Defender:** Record expungement and legal counseling
- **Department of Housing and Community Development:** Housing rights and resources

While Care Harbor and AHI recognized that there were many more services and resources that the County offers, due to limited capacity and space, AHI moved forward with coordinating participation with the Departments that were on Care Harbor's priority list.

Planning and tight coordination with Care Harbor occurred from November 2021 and through the day of the clinic. Given all of the safety precautions and inspections that occurred, AHI and Care Harbor met bi-weekly over a four-month period and then more frequently during the month prior to the clinic.

AHI created additional “Job Aides” for Exhibitors to assist them in registering for the free clinic, shared floor plans and regular updates, and also hosted weekly office hours four weeks prior to the event, where Exhibitors could join and ask questions to Care Harbor or AHI staff to ensure that all County Exhibitors had their questions and/or concerns addressed in a timely fashion.

All Exhibitors designated a point person that was responsible for set-up and bringing materials and signage for their designated spaces.

County Exhibitor Results:

Exhibitors were placed on the second floor where clinical services were also taking place. The idea was that while attendees waited for services, they could also walk around and visit the different tables and learn about supporting resources and services.

Because the Health Literacy Team reviewed the patients’ charts, the County proactively shared the list and floor map of County services and resources available on-site. Connecting patients to resources through the Health Literacy Teams was extremely effective. The Medical Services Health Literacy team asked each attendee if they had health plan coverage and if they were not sure or did not have coverage, a team member would walk the patient over to DPSS. Thanks to the partnership with the Health Literacy team, DPSS counseled 410 attendees and enrolled 29 individuals into Medi-Cal. The Medical Services Health Literacy team also showed patients to the DPH booth next door to the Medical Services station where attendees could receive take-home HIV test kits. As a result, 204 kits were distributed.

The Public Defenders and Alternate Public Defenders hosted two tables on the second floor and together, performed 13 on-site record expungements and gave legal advice to 16 attendees. The legal teams also shared information with family members on record expungements and resources.

82 attendees visited the Office of Immigrant Affairs table where they provided literature and education on immigrant services, rights and consumer protections. 42 attendees sought out information on rent control and renters’ rights at the Housing and Community Development table. The Registrar-Recorder’s Office was also onsite for voter registration and printing birth certificates and in total, 30 attendees visited their table.

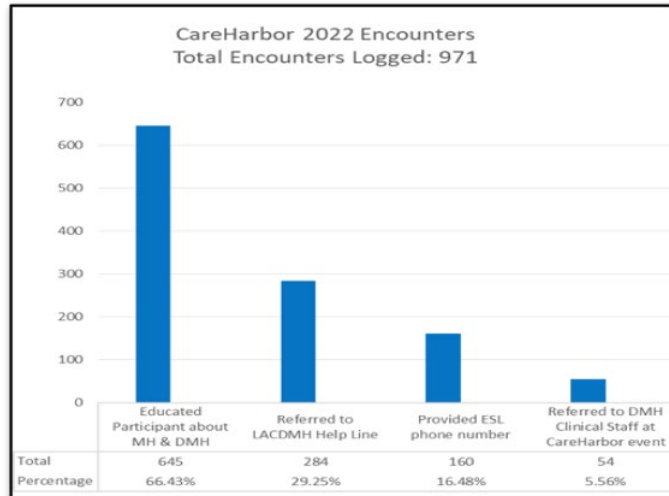
DHS’ My Health LA and Office of Patient Access hosted a table and distributed information for uninsured residents. The DHS team educated 75 attendees and also cross-referred to DPSS, as needed.

The DPH vaccination team was on-site to provide COVID-19 vaccinations, boosters, and influenza vaccines. DPH immunized a total of 50 attendees: 30 Covid-19 vaccines including boosters and 20 influenza vaccines. Care Harbor allocated a space for the vaccination team that included prep areas, tables to administer vaccinations, and a dedicated waiting space with chairs.

During the planning phase, Care Harbor emphasized a great need to have mental health support at their clinic event. Their vision was to have DMH not only as an Exhibitor, but to also provide on-site support services to attendees. The DMH team was on-site for three purposes: 1) outreach and engagement/support/education; 2) Triage and linkage to

ongoing services; and 3) On-the-spot crisis intervention. DMH had two locations, one on the first and another on the second floor. In total, DMH logged a total of 971 encounters over the three-day period. DMH provided the following chart breaking down the type of encounters. Many attendees received more than one service provided by DMH.

The column “referred to DMH clinical staff” was meant to capture any one-to-one “counseling” contact with participants. While only 54 encounters were logged, many of these contacts lasted for a minimum of 30 minutes, with several extending to one hour or longer. While the purpose of the Care Harbor Clinic was not the delivery of mental health treatment services, it was important and valuable to have clinicians available to provide a deeper level of intervention/de-escalation when needed. As an example, when the wait times were lengthy or there were not enough providers to deliver planned services, some attendees became upset and DMH providers were able to offer their services and de-escalate.



Lessons Learned

Post-event, AHI surveyed the County Exhibitors and key contributors to solicit feedback and identify opportunities for improvement. While the pre-planning meetings and optional office hour calls were helpful, many survey respondents suggested that Care Harbor and AHI host a pre-meeting with County Exhibitors and the non-County clinical volunteers to allow each Department and service provider to share what types of services and resources they offer. They felt that having this information early-on would further advance on-site patient connections to services and resources for future events fostering the vision for integrated care and service linkages.

The next Care Harbor Clinic is tentatively scheduled for late October 2022 in Los Angeles County at the Pomona Fairplex. With a larger space, Care Harbor is hoping to expand the number of County Exhibitors and services, while also increasing the capacity of attendees they are able to serve. AHI will continue its role as the County Liaison with Care Harbor and has already begun planning meetings.

Conclusion

AHI would like to, again, acknowledge, the following Departments for their partnership and involvement in Care Harbor’s March 2022 free clinic: DHS, DPH, DMH, Public Defender and Alternate Public Defender, Registrar-Recorder/County Clerk, DPSS, DHR, Superior Courts, Office of Immigrant Affairs, Parks and Recreation, Housing and Community Development, and the Chief Executive Office.



Free Dental Care

Cleaning, fillings, extractions and other procedures

Free Vision Care

Eye exams, prescription eyeglasses

Free Medical Care

Primary and specialty care, women's health, immunizations & screenings

Hundreds of physicians, dentists, optometrists and other professionals will be on site to serve you.

Dates & Location

March 4-6, 2022

The Reef, 1933 South Broadway, Los Angeles

You must have a wristband to enter

Wristbands are free and will be given out at the following locations and dates:

Saturday, February 26, 2022

Ted Watkins Park Fieldhouse - 1335 E. 103rd Street, Los Angeles

9:00 AM to 3:00 PM

Sunday, February 27, 2022

The Forum – 3900 West Manchester Blvd., Inglewood

9:00 AM to 3:00 PM

First come, first served till all wristbands are given out at each location

One wristband per person