

## Contra Costa County Health Services

### Health Care for the Homeless Program – Community Partnership and Communication Plan

#### **Community Partnership and Communication Plan Mission:**

We believe collaboration within the community is our strongest tool to address homelessness in Contra Costa County. The Health Care for the Homeless (HCH) program and HCH Co-Applicant Governing Board will utilize this plan to foster and deepen our connections with local organizations and the communities we serve.

#### **Community Partnership and Communication Plan Goals**

- Utilize our communication plan and community partner database to guide and prioritize our outreach efforts, educate the community on our services and build strong partnerships
- Leverage Board member knowledge, relationships and skills to grow our HCH community partner network

#### **Communication Plan:**

Develop a plan to guide outreach efforts within Contra Costa Health Services (CCHS) departments, local Community Based Organizations (CBOs), Law Enforcement, City Officials and Consumers. Annually review outreach materials and update to reflect new services provided.

#### **Communication Plan Initiatives**

Initiative	Owner	Frequency
Create/Update HCH Overview PowerPoint Slide Decks	HCH Program Manager	Review Annually
Schedule presentations at all CCHS Health Centers	HCH Program Manager	Annually
Present at all CCHS Health Centers (overview and pathways for referral)	HCH Program Manager	Annually
Present at key partner CBOs/Service Providers/Community Partners (overview and pathways for referral)	HCH Program Manager	Annually
Create One-Page HCH flyer for distribution to CBO's and other external partners	HCH Program Manager	Review Annually
Meet with Public Health Director to present program updates and communicate program initiatives to the larger Public Health Department	HCH Medical Director	Quarterly

Revised November 2020

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**HCH Outreach Plan**

**HCH Outreach Material:**

Update all outreach material (below) as HCH schedule changes.

Frequency –	What –	To Whom –	From whom -	How (in what way) -
As needed	HCH Mobile Schedule	Once updated send to Aldrin Bernabeo or Michael Duran (Communications Department)	HCH management/admin	Update within TDrive (PHCS/HCH/AdminFiles/Clinic Schedules)
As needed	HCH Ambulatory Schedule	Once updated send to Aldrin Bernabeo or Michael Duran (Communications Department)	HCH management/admin	Update within TDrive (PHCS/HCH/AdminFiles/Clinic Schedules)
As needed	HCH Dental Schedule	Once updated send to Aldrin Bernabeo or Michael Duran (Communications Department)	HCH management/admin	Update within TDrive (PHCS/HCH/AdminFiles/Clinic Schedules)
As needed	HCH Website Update	Aldrin Bernabeo or Michael Duran (Communications Department)	HCH management/admin	Any needed updates to website
As needed	Homeless .dotphrase (.homelessresources)	ccLink IT Ticket	HCH management/admin	Submit ticket via iSite IT page

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**HCH Outreach Presentation Plan:**

Frequency – (e.g. monthly, quarterly, etc.)	What – Communication product/information	To Whom – Target group or individuals/ position	From whom - Lead commissioning office staff with name / position	How (in what way) - Communication means	Why – Purpose of communication
As needed	PowerPoint Presentation @ Bates	<b>Contra Costa Health Services</b> County office of Directors – Health Career Pathway (Interns)	HCH Program Manager	<ul style="list-style-type: none"> <li>• HCH Overview PowerPoint Presentation</li> </ul>	Provide overview of different public health programs, specifically HCH and SBC to County Health Services Interns
Annually	PowerPoint Presentation  (T:\PHCS_HCH\Presentation\CSM_HCH Presentation)	<b>Contra Costa Health Services</b> Health Center Clinic Management Team (all CCHS health centers)	HCH Program Manager	<ul style="list-style-type: none"> <li>• Brief HCH Overview</li> <li>• HCH .dotphrase included in presentation to be used by staff upon discharge</li> </ul>	Provide overview of HCH services to clinic sites to refer patients to our clinics.

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As Needed	PowerPoint Presentation	<b>Contra Costa Health Services</b> HIV/AIDs & STD Program	Health Planner Evaluator	<ul style="list-style-type: none"> <li>• Mobile Clinic Flyers</li> <li>• Dental Clinic Flyers</li> </ul>	Provide overview of HCH services to clinic sites to refer patients to our clinics.
Onboarding <i>(new staff with Community Connect Program)</i>	Recorded training with PowerPoint	<b>Contra Costa Health Services</b> CommunityConnect Program	Program Manager	<ul style="list-style-type: none"> <li>• HCH Overview Presentation</li> </ul>	Provide overview of HCH services to clinic sites to refer patients to our clinics.
Bi-Yearly	HCH and HCH Board presentation yearly report presentation	<b>Care of Continuum Board (CoC)</b> Council on Homelessness	HCH Program Manager and HCH Board Chair/Vice Chair	<ul style="list-style-type: none"> <li>• Presentation to include; YTD statistics, program updates and health trends</li> </ul>	To inform CoC of HCH services, homeless needs, updates and health trends.

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Monthly	HCH Updates	<b>Health, Housing and Homeless (H3) Services Provider Meetings</b>	HCH Program Manager	<ul style="list-style-type: none"> <li>Powerpoint and verbal presentation</li> </ul>	To inform H3 and Partners of HCH updates and health recommendations
Yearly	HCH yearly report presentation	<b>County Board of Supervisors</b> Family and Human Services Committee	HCH Medical Director	<ul style="list-style-type: none"> <li>Presentation to include; YTD statistics, program updates and health trends</li> </ul>	To inform Board of Supervisors of HCH services, homeless needs, updates and health trends.
Yearly	Quality Improvement Measure Reports and Presentation	<b>Contra Costa Health Services</b> (PS-PIC) Committee	HCH Medical Director & Project Director	<ul style="list-style-type: none"> <li>HCH Quality Improvement Reports</li> </ul>	To inform system wide quality improvement team of HCH quality improvement efforts

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Quarterly	Verbal Overview of HCH Services and Connection to services	<b>Community partners &amp; Service Providers</b> <ul style="list-style-type: none"> <li>As listed on Community Partnership Plan</li> </ul>	Health Planner Evaluator, Program Manager	<ul style="list-style-type: none"> <li>Mobile Clinic Flyers</li> <li>Dental Flyers</li> </ul>	To educate and update on HCH services throughout Contra Costa.
Quarterly	PowerPoint Presentation @ Crisis Intervention Training (CIT)	<b>Law Enforcement</b> County Sherriff's and local police Department deputies.	Program Manager	<ul style="list-style-type: none"> <li>HCH PowerPoint Overview Presentation</li> <li>HCH mobile clinic schedules and dental flyers</li> </ul>	Educate Sherriff's Dept. on HCH program and services
Quarterly	Consumer Feedback and Verbal Overview of HCH Services	<b>Community partners &amp; Service Providers</b> <ul style="list-style-type: none"> <li>County Shelters</li> </ul>	Health Planner Evaluator	<ul style="list-style-type: none"> <li>Mobile Clinic Flyers</li> <li>Dental Flyers</li> </ul>	To educate on HCH services and to receive consumer feedback surrounding services offered.

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As Needed	Narcan & Choosing Change Presentation	<b>Community Based Organization</b> Contra Costa County Library Administration (Librarians)	Program Manager, Community Health Worker	<ul style="list-style-type: none"> <li>• PowerPoint Presentation @ Pleasant Hill Community Center</li> <li>• HCH mobile clinic schedules and dental flyers</li> </ul>	Educate Librarians on Choosing Change services and Narcan education
Monthly	Verbal overview of HCH services Various library locations throughout CCC: Antioch, Pittsburg, Concord, Walnut Creek and San Pablo	<b>Community Based Organization</b> Community members and service providers at the Coffee & Conversation Program	Community Health Worker	<ul style="list-style-type: none"> <li>• HCH mobile clinic schedules and dental flyers</li> </ul>	Provide overview of HCH services to community members and service providers. Provide resources and answer questions
Monthly	Verbal Overview of HCH Services and Resource Connection	<b>Community Based Organization</b> Monument Crisis Center	Community Health Worker	<ul style="list-style-type: none"> <li>• Medi-Cal information flyers</li> <li>• HCH Mobile Clinic Flyers</li> <li>• HCH Dental Clinic Flyers</li> </ul>	Connection to Medi-Cal benefits and HCH services



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**Health Care for the Homeless Partners**

Antioch Library	Expressive Art Therapy	San Pablo Library
BARM - Bay Area Rescue Mission	GRIP - Greater Richmond Interfaith Program	Shelter Inc.
Bay Area Community Services (BACS)	H3 - Health, Housing, and Homelessness	STAND!
Brookside Shelter (CCACS)	HIV Education & Prevention Program	The Bay Church & Clean Start Showers
Calli House Youth Shelter (CCYCS)	Hope Solutions	T-Mobile
City of Antioch	John Muir	Tobacco Use Prevention and Education (TUPE)
City of Martinez	La Clinica de La Raza	Trinity Center
Concord & Respite Shelter (CCACS)	Lifelong Medical	Urban Barber College
Concord Library	Monument Crisis Center	Voting Rights
Contra Costa County Deputy Librarian	HIV Education & Prevention Project of Alameda County (HEPPAC)	Walnut Creek Library
Contra Costa Crisis Center - 211	Niroga Institute	Wells Fargo Financial Literacy & Community Services
CORE - Coordinated Outreach Referral Engagement	City of Martinez & Martinez Police Department	White Pony Express
Council on Homelessness		Winter Nights Shelter
EHSD Aging & Adult Services	Pittsburg Library	