INTRODUCTION

This application for Expanded Hours (EH) funding for the San Bernardino County Public Health Department (SBCPHD) is being submitted for its four Federally Qualified Health Centers (FQHCs) located in the cites of Adelanto and Hesperia (Desert Region); San Bernardino (East Valley Region) and Ontario (West Valley Region). Since 1994, the San Bernardino County Public Health Department (SBCPHD) had long operated the Westside Park School Based Health Center in Adelanto as a Section 330 Grantee. In April 2014, the health center relocated from Westside Park Elementary School to a larger, more accessible facility, now known as the Adelanto Health Center. The Hesperia Health Center, which opened as a San Bernardino County Public Health Department (SBCPHD) clinic in 1992, was added to the grant's scope in July 2011 (approved September 2011). The Ontario and San Bernardino Health Centers were added to the grant's scope in August 2015 through a New Access Point (NAP) application. The four Federally Qualified Health Centers (FQHCs) together have expanded access to comprehensive, culturally competent, quality primary health care services for communities and vulnerable populations currently served by the Health Center Program. This EH application is a request for federal financial assistance to support the further expansion of comprehensive primary health care services in San Bernardino County by increasing new operating hours established early weekday mornings and weekday evenings when access to primary care may otherwise be limited in the community.

NEED

1) Describe how you determine that your current hours of operation are responsive to patient and community needs. Include how you collect patient input to determine your hours and how you ensure that your hours continue to meet patient needs over time.

As indicated in the current HRSA Form 5B, the four health centers, Adelanto, Hesperia, Ontario and San Bernardino each operate a total of forty hours per week. San Bernardino County Public Health Department (SBCPHD) health centers engage in a multifaceted approach to evaluate access to care for its patients. Patients are surveyed after every visit and annually correlating with National Health Center Week. SBCPHD patients, who reside in the county, which is also the service area for SBCPHD health centers, have an opportunity to provide feedback to the local health department and the county leadership when they engage in the Community Health Assessment that takes place every three to five years. Through these efforts, patients have an opportunity to voice their concerns, prioritize key issues, and call for action on issues such as access to care.

2) Describe the needs that your proposed expanded hours, and services to be provided in those hours, will address. Be specific to the needs of current patients and other service area residents, including those experiencing health disparities. Support your description with data from each of the following sources. a) Your latest health center needs assessment. b) Your patient service utilization data c) Community-wide health needs assessments (such as those conducted by a hospital, health department, or other organization that serves the service area) d) Patient input

from sources such as annual surveys, focus groups, patient board members, and other means; and e) Information provided by other service area residents who are not current patients.

Patient Visit Survey Reports:

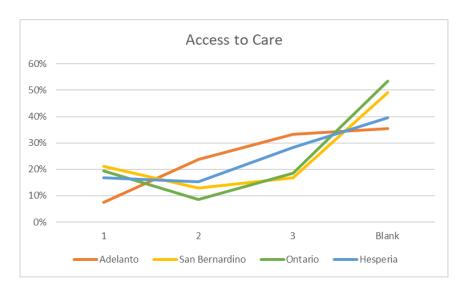
At the end of every patient encounter, patients are encouraged to complete an anonymous Patient Visit Survey. The survey, which is available in both English and Spanish, includes questions on quality of service, access to care and areas of improvement. Patients are asked "Are the health center's operating days and hours convenient for your schedule?" Data collected is then aggregated and presented to the Community Health Center Governing Board (CHCGB) every quarter.

In the 2023 4th Quarter Patient Visit Survey Report, it was reported that 11% of patients found it difficult to schedule appointments, and 7% felt that the health center's operating days and hours did not meet their appointment needs. Similar data was also reported in the most recent 2024 1st Quarter Patient Visit Survey report, where 10%, of patient's surveyed reported that the health center's operational hours were not conducive to their personal schedules. Additionally, 7% of those patients surveyed cited work as a barrier to scheduling appointments. Both reports highlight the obstacles that patients encounter when trying to access care at the health centers. Several patients provided feedback requesting later appointments that would be conducive with their work and personal schedules. This led to a discussion with CHCGB and Key Management staff during the May monthly governing board meeting on how the health centers can expand service delivery hours to better meet community needs.

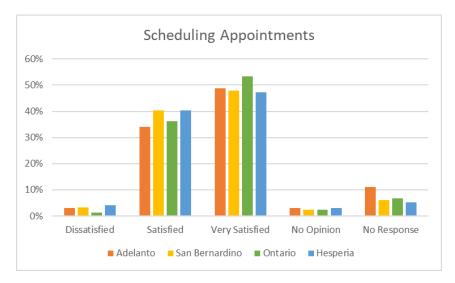
Annual Patient Satisfaction Survey Report:

Every year during the month of August, in honor of National Health Center Week, the San Bernardino County Public Health Department (SBCPHD) Community Health Center Governing Board (CHCGB) authorizes the health centers to engage in a detailed Patient Satisfaction Survey. The survey driven and approved by the CHCGB is used to evaluate the overall patient's satisfaction with service delivery at the Federally Qualified and School Based Health Centers. The survey questions which are distributed for a month are translated in both English and Spanish, and other languages are available upon request. The CHCGB evaluates key areas that will be used to engage in a strategic planning process to address needs and set priorities for the upcoming grant year. In 2023, approximately 40% of health center patients surveyed identified access to care as one of the overarching priorities (Table 1). When further evaluated on how well the patients are satisfied with the process of scheduling appointments at the health centers. The same report revealed that nearly 10% of patients across all four FQHCs expressed dissatisfaction with scheduling appointments (Table 2).

Table 1







The San Bernardino County Community Health Assessment 2024 Report:

The County of San Bernardino has long grappled with a range of health disparities, as highlighted in the 2024 Community Health Assessment (CHA). ¹ The Community Health Assessment (CHA) is performed every three to five years and uses the framework derived from the Mobilizing for Action through Planning and Partnerships (MAPP) process to gather insights from community partners, health and social service providers, faith and business leaders, community-based organizations (CBOs), and community members. This process does not rely on any single source of information but rather considers multiple data sources in the analysis before arriving at findings. The 2024 CHA data demonstrates that San Bernardino County struggles to prevent and treat

¹ San Bernardino County: Community Vital Signs Community Health Assessment 2024 Report

behavioral health challenges, prevent injuries and violence, especially for people of color, and ensure adequate access to cultural and linguistically effective healthcare and preventive services to address health risk behaviors and chronic disease. In San Bernardino County, these issues exacerbate economic insecurity, access to quality education, health and wellness, and community safety.

Primary data collected using the county-wide Community Themes and Strengths Assessment (CTSA) survey gathered input for the CHA. Community members were asked to complete the survey to identify the issues that matter most to them and anonymously share their opinions about community health issues and the quality of life in San Bernardino County. The results identify health-related issues from the community's perspective and ultimately inform the Community Transformation Plan process and create strategies to address the issues. A total of 6,210 community members engaged in the survey, which was available online and on paper in four languages: English, Spanish, Vietnamese, and Mandarin. 13.5% of CTSA respondents reported having not experienced any barriers in getting services to support their healthcare. For the rest of the residents (approximately 86.5% of the respondents) who indicated experiencing barriers, the four most common barriers identified were: a) Lack of evening and/or weekend hours of service; b) Ineligible for services; c) High out-of-pocket costs/cost too much money; and d) No appointments were available or couldn't get an appointment in a reasonable amount of time.

The findings from all three studies point out the urgency of addressing appointment availability and convenience. The information gathered from the Patient Visit Survey, the Annual Patient Satisfaction Survey and Community Health Assessment 2024 Report all indicate a need to bridge the gap and meet patient demand through an expansion of operating hours among all four of the FQHCs. By doing so, we achieve several objectives such as increased availability in appointment slots; access to early weekday morning and evening appointments which will allow convenient scheduling for working patients and parents of school age children; shorten the gap for follow-up appointments which reduces broken appointments and ultimately enhances continuity of care. SBCPHD health centers commitment to patient centered care, proactively increases access to care, turning the needle ever so slightly to positive health outcomes for San Bernardino County residents.

RESPONSE

1) Describe how you determined the following, and include how these decisions will maximize the benefit of expanded hours to your patients and community by addressing identified needs described in the NEED section: a. The number of sites where you will increase hours of operation. b. Which sites would be selected. c. The types of services you plan to offer during the additional hours.

SBCPHD plans to increase the hours of operation of its four Federally Qualified Health Centers (FQHCs). Each health center will expand for at least one hour and will provide comprehensive

primary care services to address acute and chronic conditions; well child services for newborns through adolescence; screenings for HIV, sexually transmitted diseases/infections, and hemoglobin A1c; pharmaceutical services and age-appropriate immunizations. Patients will also have access to enabling services such as translation, transportation and case management. The San Bernardino Health Center (SBHC) location will provide HIV specialty services concurrently with primary care services during their late-night clinic to assist patients who need early linkage to care, HIV treatment and retention to care, and medication support and adherence.

- Adelanto Health Center will increase operational hours on Monday's from 7:30 AM to 5:30 PM.
- Hesperia Health Center will increase operational hours on Wednesday's from 8:00 AM to 7:00 PM.
- Ontario Health Center will increase operational hours on Tuesday's from 8:00 AM to 7:00 PM.
- San Bernardino Health Center will increase operational hours on Monday's from 8:00 AM to 7:00 PM.
- 2) Describe your proposed increase in hours of operation, including a. The additional hours your sites will be open, such as new weekend or evening hours. b. The other options available for your patients to access primary health care services during your additional hours, other than at your health center. c. How the additional hours are responsive to the identified needs described in the NEED section.

The four Federally Qualified Health Centers (FQHCs) will be opened early weekday mornings and weekday evenings. The additional hours will support working patients and parents with school age children to schedule preventative care and follow-up care visits, reducing the number of broken appointments and emergency room visits. Patients who chose not to access primary care services at the health centers during the additional hours can access care through their Managed Care Agency Nurse Advice Line, other health centers in the service area and urgent care facilities for conditions that require a higher level of care. SBCPHD health centers have Memorandum of Understanding (MOUs) or Business Associate Agreements with five local hospitals: Arrowhead Regional Medical Center (ARMC); Pomona Valley Hospital Medical Center; Desert Valley Hospital; St. Mary's Medical Center and San Antonio Regional Hospital.

3) Describe how the services that will be available during increased hours of operation address needs described in the NEED section. The service information you describe here will be more detailed than the service categories you selected on the Project Overview Form. For example, if you selected medical on the Project Overview Form, you should describe the specific services you'll offer during your increased hours of operation (such as gynecological or pediatric).

General primary medical care services provided at the SBCPHD health centers are comprehensive and address prevention as well as acute and chronic conditions. Services are

provided through SBCPHD providers (Column I) and California University of Science and Medicine. Services (Column II). Services include assessment, diagnosis, screening, education and treatment, referrals, and follow-up.

Well-Child Services are age-appropriate preventive care and treatment for newborns through adolescents. SBCPHD performs these services on-site through SBCPHD providers (Column I) and Loma Linda University Faculty Medical Group (Column II). Services include regular/periodic physical exams and measurements; appropriate screenings and tests to assess vision, hearing, oral health, growth and development, and immunization status; and health education and counseling.

HIV Specialty Care services will be provided concurrently with primary care services at the San Bernardino Health Center location during their expanded hours to assist patients who need early linkage to care, HIV treatment and retention to care, and medication support and adherence. Services are performed by an on-site SBCPHD provider (Column I).

Diagnostic laboratory services are screening and diagnostic tests ordered by health center providers to provide information for the assessment of health center patients. They include specimen collection, processing, and interpretation of results. Most Clinical Laboratory Improvement Amendments (CLIA) waived tests are conducted on-site (Column I) with the balance of lab tests referred to either Quest or Public Health Laboratory (Column II) and Lab Corp (Column II).

Screenings are services performed based on identified risk factors in the patient population and/or communities to evaluate, treat, and educate a health center patient. These services include all of the following: cancer (breast, cervix and colorectal); communicable diseases (TB, HIV, Hepatitis B and C), cholesterol and hemoglobin A1c. Services are provided by SBCPHD providers (Column I), Quest or Public Health Laboratory (Column II), and Lab Corp (Column III). All other advanced screenings such as mammography and colonoscopy are provided off site through (Column III).

Voluntary Family Planning services include counseling on available reproductive options consistent with federal, state, local laws, and regulations. This consists of management/treatment and procedures for a patient's chosen method, e.g., placement of long-acting reversible contraception (LARC). Services are provided by SBCPHD providers (Column I) and California University of Science and Medicine. Services (Column II). All four FQHCs are Family Planning, Access, Care, and Treatment (FPACT) providers and assist men and women with family planning services that include: all FDA approved contraceptive methods and supplies, family planning counseling and education, sexually transmitted infection (STIs) testing & treatment, HIV screening, cervical cancer screening, male and female permanent contraception, and limited infertility services. FPACT is an income eligible program.

Immunizations services are provided by SBCPHD clinical staff (Column I). They include the provision of age-appropriate preventive vaccines, travel vaccines, and any other immunizations recommended by federal, state or local authorities to address an outbreak. SBCPHD is part of a

statewide, internet-based system to track immunization records of California's children and adults. The California Immunization Registry (CAIR) database consolidates immunization records from multiple providers into one comprehensive record system to avoid duplication of services.

Gynecological Care services are the regular preventive assessment and appropriate treatment of conditions or disorders of the female reproductive system (with the exception of obstetrical services). These services are provided on-site through SBCPHD providers (Column I). They include pelvic and breast exams, cervical cancer screening, and the review of menstrual and reproductive history and gynecological symptoms. At the four FQHCs, the Cancer Detection Program/Every Woman Counts (EWC) program, provides free clinical breast exams, mammograms, pelvic exams, and pap tests to California's underserved women.

Pharmaceutical services provide access to prescribed medications. SBCPHD dispenses and tracks disease prevention and treatment medications on-site (Column I). As a 340B entity, SBCPHD is able to purchase medications at a reduced cost. To ensure compliance with the 340B program, SBCPHD has contracted pharmacy services from Comprehensive Pharmacy Services (Column II) for the management of the health center's pharmacy program. Access to the Pharmacy Assistance Program (PAP) is available to patients who are referred to pharmacies with low-cost prescription plans like Walmart, Target, Rite Aid and CVS.

Case Management services are provided by SBCPHD clinical staff (Column I), and include the coordination of support and enabling services to meet the ongoing needs of a patient. Nursing and support staff conduct assessments of factors affecting the patient's health (e.g., medical, social, housing, or educational) and apply the needed counseling and referrals to address identified needs and periodic follow-up of services.

Transportation services enable patients to have access to health center services when transportation would otherwise be a barrier to care. To reduce geographical/transportation barriers, SBCPHD staff will make arrangements for taxi services (Column I), but this is cost prohibitive. The health centers collaborate with Van-Connect, a local transportation program, which provides services to older adults and disabled individuals who cannot easily use other methods of transportation in the high desert region. In addition, SBCPHD will coordinate transportation provided by health plans to their assigned managed care patients (Column III).

Translation services make care linguistically accessible and culturally responsive for individuals with limited English proficiency and/or a disability impacting communication. SBCPHD has at least one bilingual/multilingual staff member on duty during all hours of clinic operation. As with all of SBCPHD's service delivery locations, literature and signage are translated into Spanish, and cultural competency training is provided to all staff members to sensitize them to cultural concerns of Hispanic patients. SBCPHD has access to a list of approved county translation services vendors such as Asian American Educational and Cultural Resource Center and Hanna Interpreting Services (Column II) for oral, written, and sign-language services. These services are coordinated

by the health center staff as the patient's needs arise. SBCPHD will coordinate translations services provided by health plans to their assigned managed care patients (Column III).

4) Describe how the additional operational hours will reduce non-urgent visits to emergency departments.

The SBCPHD health center patients have access to 24 hour, seven days a week medical services through the health centers. The health center providers provide services during regular business hours that meet the needs of the target population. The additional operational hours will allow patients to receive care at their medical home, reducing non-urgent visits to the emergency department.

5) Describe how you will advertise your increased hours of operation to your current patients and other residents of your service area

The new operational hours will be advertised through the patient portal, health center brochure and website. Information will also be shared with our collaborative partners such as other county departments/programs, community-based organizations and community associations. SBCPHD works closely with the Transitional Assistance Department (TAD), Probation Department, Women, Infant and Children (WIC), HIV Prevention Program and the Communicable Disease Section. As members of the Community Health Association, Inland Southern Region (CHAISR) SBCPHD health centers will be able to share information with other Health Center Program (HCP) grantees, community and free clinics that serve the service area.

COLLABORATION

1) Describe any existing or new partnerships or collaborative arrangements that will support the implementation of your proposed project. Include partners that will promote your increased hours of operation, refer patients to the health center, and address patients' health related social needs that impact access to care.

SBCPHD health centers have formed multi-disciplinary partnerships with public, private, and nonprofit organizations working to increase prevention and wellness among individuals and families who face a variety of economic, social, and language barriers in the service area.

SBCPHD health centers have Memorandums of Understanding (MOUs) or Business Associate Agreements with five local hospitals: Arrowhead Regional Medical Center (ARMC); Pomona Valley Hospital Medical Center; Desert Valley Hospital; St. Mary's Medical Center and San Antonio Regional Hospital in the service area for the purposes of inpatient hospital admissions and/or hospital emergency department (ED) visits for health center patients.

ARMC, the County only public hospital, provides 60 different specialty services and an array of preventive programs designed to ensure optimum health for children and adults. SBCPHD health centers have a contract with Desert Valley Medical Group to provide Obstetrics/Gynecological

Physician Services on site at the Hesperia Health Center 16 hours per week for prenatal, intrapartum, and postpartum services.

SBCPHD health centers collaborate with other county departments/programs to ensure coordination of services not available through the health center. Transitional Assistance Department (TAD) provides onsite eligibility workers at three health center locations to provide guidance, technical assistance and enroll patients in Medi-Cal services. Women, Infant and Children (WIC)-clinics are co-located at the Ontario and San Bernardino Health Centers assist pregnant women, new mothers, infants and young children access nutrition education and food supplement. The Children and Families Commission for San Bernardino County (First 5) pays for books to be distributed during well-child visits to promote early literacy and school readiness in pediatric exam rooms. Ryan White Part B program provides linkage to care and support services to HIV positive persons not in care or marginally in care. The HIV Prevention Program provides outreach, education, and rapid testing to hard-to-reach population. The Communicable Disease Section provides Communicable Disease Investigators embedded at the health centers to manage patient referrals and follow-up for certain communicable diseases. The Department of Behavioral Health (DPH) provides Tier I & II (mild & moderate) and Tier III (specialty) mental health services; substance abuse treatment and care; and crisis intervention services 24/7. Partnership with the County of San Bernardino Probation Department allows new parolees to be enrolled timely in health care in an effort to provide continuity of care.

The health centers collaborated with the Ontario City Library and American Heart Association to increase community awareness about Healthy Heart. Teamed up with the Family Assistance Program (local non-profit) to create policies and procedures to incorporate a trauma informed, culturally appropriate response to domestic violence within the health centers. Foothill AIDS Project provides HIV support services to HIV+ patients who reside in San Bernardino County.

2) If applicable, describe how you will coordinate with other providers in your service area such as other health centers, rural health clinics, and critical access hospitals) to ensure that you address patients' comprehensive needs during your expanded hours.

To ensure comprehensive patient care during expanded hours, coordination with providers in the service area is essential. SBCPHD health centers have established formal (Memorandums of Understanding) and informal collaborations with local hospitals and providers. In addition, SBCPHD is part of the Manifest MedEx network, an electronic system that allows exchange of patient health records throughout the State of California. The platform removes silos within the healthcare systems allowing secure exchange of real-time information between hospitals, health plans and physicians reducing costs, providing better patient experience and improving health outcomes.

SBCPHD health centers are members of the Community Health Association, Inland Southern Region (CHAISR). This consortium, which includes 21 member organizations, represents Health

Center Program (HCP) grantees, community clinics and free clinics in the Inland Empire. The organization provides an arena for open dialogue, planning, and technical assistance with the ultimate goal of strengthening health services in the region.

Letters of support (Attachment 1) for this proposal were requested from Community Health Association, Inland Southern Region (CHAISR); Preschool Services, Inland Empire Health Plan, Family Assistance Program, Foothill AIDS Project and First 5 San Bernardino.

RESOURCES/CAPABILITIES

1) Describe your past expansion efforts (such as changes in hours, services, and/or minor A/R projects) and how lessons learned informed your proposed project.

The San Bernadino County Public Health Department (SBCPHD) applied and received \$165,230 in fiscal year (FY) 2021 American Rescue Plan - Health Center Construction and Capital Improvements (ARP-Capital) funding to support the purchase of equipment and supplies to modify and enhance the health center infrastructure. The proposed project was for Equipment Only for the period 09/15/2021 through 09/14/2024. The funding was used in three locations: Hesperia, Ontario, and San Bernardino Health Centers to purchase (3) multifunction copy machines to assist with copying and sending secure messages. The dental team purchased x-ray equipment to enhance clinical practice and sterilization equipment to mitigate the spread of diseases, including the COVID-19. The Ontario Health Center patient waiting /lobby area, was refurbished with patient seats appropriate for mitigation of spreading diseases, including the COVID-19. The project had a slow start since funding was awarded after SBCPHD had finalized and submitted the fiscal year budget to the County CEO's Office. A mid-year budget revision was requested to increase appropriations for the equipment procurement. Concurrently, the country was experiencing supply shortages and delays in delivery of purchased items. As supply chains improved the project was able to readjust and stay on schedule. Equipment/supply adjustments were made to meet the needs of the health centers. A final equipment list was submitted to HRSA.

2) Describe your clinical and non-clinical workforce plan to support successfully increasing hours of operation at your service sites.

SBCPHD has the appropriate structure and management system in place, and is the appropriate size for the organization, to successfully carry out the goals and objectives outlined in this grant application. SBCPHD health centers have the staffing mix needed to provide the required primary and approved additional services. The health centers hire staff directly using the county personnel recruitment systems or uses the county procurement process to contract with other provider organizations such as, California University of Science and Medicine, Loma Linda University Faculty Medical Group, and Comprehensive Pharmacy Services to meet the staffing needs. County approved staffing agencies are available when the health centers need to procure temporary qualified personnel to support operational needs. Staff recruitment is a community-wide effort,

tapping into all available resources, including local residency programs, local, state, and nationwide media. Recruitment and retention efforts are supported by a wage and benefit package, including pay increases in conjunction with performance evaluations, merit, and cost of living. The health centers use the Annual, Summary and Trend UDS Reports; the San Bernardino County Department of Public health Strategic Plan; and the County's Community Indicators Report to evaluate the size, demographics, and health needs of its patient population in determining the number and mix of clinical staff necessary to ensure reasonable patient access to the health centers. To adapt to the extended hours, we have introduced flexible shift patterns, ensuring patients' needs are met without imposing excessive hours on the staff. The extended service hours will be managed by a dedicated provider, supported by a care (medical) assistant and a registered nurse, forming a cohesive clinical team. On the administrative front, an onsite supervisor and clerical staff will efficiently handle patient registration and administrative duties, maintaining operational excellence during all service hours.

3) Describe your plans to help ensure safety of patients and staff, as applicable. For example, if you propose to stay open late in the evening and security is a concern, you may tell us about your plans to expand or add new trauma informed safety practices or personnel.

Ensuring the safety of SBCPHD staff and patients is a paramount concern, especially as we extend operating hours early weekday mornings and weekday evenings. To address this, SBCPHD has hired a reputable security company to station two trained security guards at each health center during all hours of operation. These security professionals are not only a deterrent against potential threats but are also equipped to respond swiftly in emergency situations, including facilitating access for Emergency Medical Services (EMS) and contacting emergency services. To further enhance security measures, SBCPHD staff are equipped with radios complete with earpieces during working hours to enable them to communicate discreetly and efficiently. This system allows for immediate exchange of information and alerts security personnel in the event of an emergency, ensuring a coordinated and rapid response.

The implementation of these robust security protocols has been instrumental in maintaining a secure and inviting atmosphere at the health center, providing peace of mind for both staff and patients. SBCPHD is committed to providing a safe environment for all and will continuously review how to improve safety practices and uphold the highest standards of security and care.

4) If your proposal includes minor alteration and renovation activities (A/R), describe how they are necessary to successfully implement your project and your ability to complete your planned minor A/R activities within 12 months of the award.

SBCPHD will not propose any alteration and renovation (A/R) activities for this funding.

5) Describe how you will maintain additional operating hours and sustain services provided with EH funding throughout the 2-year period of performance and beyond.

With this Expanded Hours (EH) funding, SBCPHD Federally Qualified Health Centers (FQHCs) will be able to expand the existing infrastructure to increase operational hours and sustain services. This strategic growth enables SBCPHD to extend operating hours, thereby increasing patient capacity and meeting the rising demand for services. By optimizing appointment availability, we anticipate a reduction in the wait time between follow-up visits, contributing to lower patient no-show rates and fostering consistent patient engagement. The anticipated upsurge in patient volume is projected to bolster revenue, thereby reinforcing the financial foundation necessary to sustain and performance beyond the initial two-year period.

IMPACT

1) Describe how you estimated the proposed increase in patients based on the identified need and increased hours of operation noted on your Project Overview form.

SBCPHD health centers proposed a patient target of 200 based on the number of appointments added to the patient schedule. Data gathered from the Patient Visit Survey, the Annual Patient Satisfaction Survey and Community Health Assessment 2024 Report identify the need to expand the number of appointments that are readily available and convenient for working patients and parents with school aged children. The reports indicate a need to bridge the gap to meet the demand within all four Federally Qualified Health Centers (FQHCs). SBCPHD will increase access early weekday mornings and weekday evenings which will allow convenient scheduling, shorten the gap for follow-up appointments, reduce broken appointments and ultimately enhance continuity of care.

 Describe how and how often you will assess the extent to which the hours, site(s), and services you selected are: a) Meeting the identified needs of current patients and other residents of your service area. b. Increasing patients/visits. c) Reducing patients' non-urgent use of emergency departments.

The systematic aggregation of data on a quarterly basis serves as a cornerstone for the strategic enhancement of healthcare delivery within SBCPHD network of Federally Qualified Health Centers (FQHCs). This rigorous process empowers key management staff and the Community Health Center Governing Board (CHCGB) to meticulously refine the quality of care provided across all health centers. It also facilitates a comprehensive assessment of the availability, accessibility, and acceptability of healthcare services, while concurrently identifying trends and patterns in health service quality and utilization. The collated data culminates in a strategic plan that creates goals, objectives and benchmarks for the CHCGB and health centers.

The extended hours proposed at the Hesperia, Ontario and San Bernardino Health Centers from 8:00 AM to 7:00 PM, while the Adelanto Health Center, from 7:30 AM to 5:30 PM, capture the needs of patients in the service area while considering safety of patients and staff. This initiative will allow patients to receive culturally competent care in a primary care setting, reducing emergency visits and overall health care costs.

3) Describe how you will use your findings from your assessment noted above to adjust your project over the 2-year period of performance.

As noted above, SBCPHD health centers evaluate patient access at least quarterly. Through continuous evaluations SBCPHD ensures that the healthcare delivery within its four FQHCs aligns with the needs of a diverse patient population. Ongoing evaluation and adaptation of services supports quality improvement. It ensures that patient voices are being heard and decisions are being made with patients' needs at the forefront. Continuous data collection guarantees that the FQHCs remain responsive to the patients' evolving needs and that the services are both available and acceptable to those being served.

SBCPHD health centers have an established Quality Improvement/Quality Assurance (QI/QA) Program to improve clinical performance and patient safety/satisfaction; maintain/monitor the confidentiality, privacy, and security of patient records, and be in compliance with State and Federal regulations. The Chief Medical Officer (CMO) oversees the QI/QA program ensuring the implementation of board-approved QI/QA operating policies and procedures; monitoring outcomes and updating operating procedures as needed. This avenue allows a deeper dive on evaluating the quality of care provided; assessing patterns of health service quality and utilization; evaluate availability, accessibility, and acceptability of health center services; and calculate costs for health center operations.

The expansion of operating hours is specifically tailored to primary care and HIV specialty services. By extending access to primary care, we enable patients to pursue non-urgent treatments and maintain their preventive care regimens, thereby mitigating the risk of severe health complications. This proactive approach is particularly crucial for managing prevalent chronic diseases within the community.

Furthermore, the availability of HIV specialty services during extended hours is critical for early linkage to care, treatment and retention in care, medication support and adherence. The increased appointment availability not only facilitates continuity of care but also reduces wait times, thereby enhancing overall patient experience and health outcomes. Through strategic planning and community collaboration, SBCPHD is dedicated to improving healthcare access and outcomes for all residents, particularly those facing the highest health disparities.

SUPPORT REQUESTED—Corresponds to Section V. Review Criterion 6 Attach the budget narrative and complete the SF-424A, Equipment List (if applicable), and Minor A/R Budget Justification form (as part of the A/R Project Cover Page, if applicable) in EHBs to reflect a proposed budget that will reasonably support the size and scope of your proposed project, including total number of additional hours, number of sites, and service types.

San Bernardino County Public Health Department (SBCPHD) health centers completed a budget and budget narrative that supports the expansion of operational hours within the four Federally Qualified Health Centers, located in the cities of Adelanto, Hesperia, Ontario and San Bernardino.

Through this expansion the health centers will add 22 primary care visits and 7 HIV specialist provider visits every week and at the end of the two-year project will meet the projected target of 200 patients. The proportion of requested Federal grant funds for this project make up 2% of the total health center budget. Nonfederal dollars leverage the federal dollar requested to ensure continued access to comprehensive, culturally competent, quality primary health care services for communities and vulnerable populations currently served by the Health Center Program.

Program Specific Form(s) - Review

00229650: SAN BERNARDINO PUBLIC HEALTH		Due Date: 07/23/2024 (Due In: 14 Days)
Announcement Number: HRSA-25-084 Maximum Eligible Amount: \$500,000.00	Announcement Name: Expanded Hours Activ	vity Code: H8J
Resources 🗹		
H80 Grant Number	ОМ	As of 07/08/2024 06:01:05 PM B Number: 0915-0285 OMB Expiration Date: 3/31/2026
Applicant Information		
Q1. H80 Grant Number (Example: H80CS12345)		H80CS00657
Form 1B - Funding Request Summary	ОМ	As of 07/08/2024 06:01:05 PM B Number: 0915-0285 OMB Expiration Date: 3/31/2026
EH Federal Funding Request	\$500,000.00	
One-Time Funding		
Indicate below if you are requesting EH funding in year 1 fo	or equipment and/or minor alteration/renovation (A/R) at any site	e selected.
One-time funds will be used for: [_] Equipment (no minor A/R) [_] Minor A/R with equipment [_] Minor A/R without equipment [X] N/A (no funding requested for equipment or minor A/R)		

Form 5B - Select Site(s) from Scope

As of 07/08/2024 06:01:05 PM

OMB Number: 0915-0285 OMB Expiration Date: 3/31/2026

San Bernardino Health Center (BPS-H80-015568)			Action Status: Picked from Scope
Site Name	San Bernardino Health Center	Physical Site Address	606 E MILL ST, SAN BERNARDINO, CA 92408-1603
Site Type	Service Delivery Site	Site Phone Number	(909) 383-3001

Web URL	http://www.sbcounty.gov/DPH/PublicHealth/ph_divisions/public_health_clinics/public_health_clinics.asp						
Location Type	Permanent	Site Setting	All Other Clinic Types				
Date Site was Added to Scope	8/11/2015	Site Operational By	12/1/2015				
FQHC Site Medicare Billing Number Status		FQHC Site Medicare Billing Number	157853845				
FQHC Site National Provider Identification (NPI) Number		Total Hours of Operation 40					
Months of Operation	May, June, July, August, January, February, N	larch, April, November, September, October, Dec	cember				
Number of Contract Service Delivery Locations	0	Number of Intermittent Sites 0					
Site Operated by	Health Center/Applicant						
Organization Information							
	No Organiza	ation Added					
Service Area Zip Codes	92374, 92324, 92376, 92335, 92408, 92411, 9 92359, 92407, 92399	92410, 92346, 92404, 92313, 92337, 92405, 923	354, 92336, 92316, 92373, 92401, 92377,				
Hesperia Health Center (BPS-H80-010872)			Action Status: Picked from Scope				
Site Name	Hesperia Health Center	Physical Site Address	16453 Bear Valley Rd, Hesperia, CA 92345-1752				
Site Type	Service Delivery Site	Site Phone Number	(800) 722-4777				
Web URL	http://www.sbcounty.gov/pubhlth/ph_divisions/	/public_health_clinics/public_health_clinics_victo	pr_valley.htm				
Location Type	Permanent	Site Setting	All Other Clinic Types				
Date Site was Added to Scope	9/6/2011	Site Operational By	1/3/2012				
FQHC Site Medicare Billing Number Status	This site has a Medicare billing number	are billing number FQHC Site Medicare Billing Number 551129					
FQHC Site National Provider Identification (NPI) Number	1861662025	Total Hours of Operation 40					

Months of Operation	January, February, March, April, May, June, July, August, September, October, November, December				
Number of Contract Service Delivery Locations	0 Number of Intermittent Sites 0				
Site Operated by	Health Center/Applicant				
Organization Information					
Organization Information	No Organi	zation Added			
	-				
Service Area Zip Codes	92301, 92392, 92345, 92308, 92394, 92344	, 92307			
Adelanto Community Health Center - Coun	ty of San Bernardino (BPS-H80-013438)		Action Status: Picked from Scope		
Site Name	Adelanto Community Health Center - County of San Bernardino	Physical Site Address	11336 Bartlett Ave, Adelanto, CA 92301- 1948		
Site Type	Service Delivery Site	Site Phone Number	(760) 956-4422		
Web URL	http://www.sbcounty.gov/pubhlth/ph_divisior	s/public_health_clinics/public_health_clinics.htm			
Location Type	Permanent	Site Setting	All Other Clinic Types		
Date Site was Added to Scope	11/25/2013	Site Operational By	4/1/2014		
FQHC Site Medicare Billing Number Status	This site has a Medicare billing number	FQHC Site Medicare Billing Number	551157		
FQHC Site National Provider Identification (NPI) Number	1285870469	Total Hours of Operation	40		
Months of Operation	January, February, March, April, May, June,	July, August, September, October, November, Dec	cember		
Number of Contract Service Delivery Locations	0	Number of Intermittent Sites	0		
Site Operated by	Health Center/Applicant				
Organization Information	No Organi	zation Added			
No Organization Added					

Service Area Zip Codes	92392, 92301, 92394, 92307, 92308, 92395			
Ontario Health Center (BPS-H80-015557)			Action Status: Picked from Scope	
Site Name	Ontario Health Center	Physical Site Address 150 E. Holt Blvd., Ontario, CA 91762-38		
Site Type	Service Delivery Site	Site Phone Number (909) 458-9447		
Web URL	http://www.sbcounty.gov/DPH/PublicHealth/ph	n_divisions/public_health_clinics/public_health_c	linics.asp	
Location Type	Permanent	Site Setting	All Other Clinic Types	
Date Site was Added to Scope	8/11/2015	Site Operational By	12/1/2015	
FQHC Site Medicare Billing Number Status		FQHC Site Medicare Billing Number	1588834451	
FQHC Site National Provider Identification (NPI) Number		Total Hours of Operation	40	
Months of Operation	May, June, July, August, January, February, M	larch, April, November, September, October, Dec	cember	
Number of Contract Service Delivery Locations	0 Number of Intermittent Sites 0			
Site Operated by	Health Center/Applicant			
Organization Information				
	No Organiza	ation Added		
Service Area Zip Codes 91737, 91763, 91708, 91786, 91766, 91784, 91709, 91710, 91764, 91762, 92335, 92337, 92336, 91730, 91701, 91761, 91739				

Alteration/Renovation (A/R) Information

As of 07/08/2024 06:01:05 PM OMB Number: 0915-0285 OMB Expiration Date: 3/31/2026

Alert:

This form is not applicable to you as in Form 1B: Funding Request Summary of this application, one of the following is true:

- You have not requested one-time funding, or
- You have requested one-time funding but not indicated how you plan to use these funds, or
- You have requested one-time funding for equipment use only

Project Overview

Fields with are required

A. Site Summary Table					
A1. Name of Service Delivery Site	A2. Service Delivery Site Address	A3. According to Form 5B at the time of NOFO release, this site is open this many hours per week:	A4. How many additional hours (not counting the number in A3) are you proposing this site will be open per week as a result of EH funding?	A5. The proposed new Total Hours of Operation for this site per week as a result of EH funding will be:	
Adelanto Community Health Center - County of San Bernardino	11336 Bartlett Ave, Adelanto, CA 92301-1948	40	1.00	41.00	
Hesperia Health Center	16453 Bear Valley Rd, Hesperia, CA 92345-1752	40	2.00	42.00	
San Bernardino Health Center	606 E MILL ST, SAN BERNARDINO, CA 92408- 1603	40	2.00	42.00	
Ontario Health Center	150 E. Holt Blvd., Ontario, CA 91762-3822	40	2.00	42.00	

B. Describe your plan for increasing hours in a short narrative. Include a timeline for key tasks/deliverables, including how many hours you plan to add within the first 6 months of award.

(Response can be up to 3,000 characters with spaces, approximately 500 words)

San Bernardino County Public Health Department (SBCPHD) plans to increase the number of operating hours over the current operating hours identified in Form 5B to all four Federally Qualified Health Center (FQHCs) service delivery sites in Adelanto, Ontario, Hesperia and San Bernardino Health Centers within 6 months post award. Ontario, Hesperia and San Bernardino Health Centers already have existing infrastructure to provide in-person appointments during the expanded hours. Due to the location of the Adelanto Health Center, the Community Health Center Governing Board (CHCGB) and Key Management staff will evaluate the staff well-being and safety before implementing expanded hours. All four FQHCs will have the proposed increase in hours of operation as reflected accurately in Form 5B.

C. What in-scope services, listed in <u>Form 5A: Services Provided</u> , will be available during your additional hours of operation? At least one response must be Yes.	
C1. Medical	[X] Yes [_] No
C2. Dental	[_] Yes [X] No
C3. Mental Health	[_] Yes [X] No
C4. Substance Use Disorder	[_] Yes [X] No

C. What in-scope services, listed in <u>Form 5A: Services Provided</u> , will be available during your additional hours of operation? At least one response must be Yes.		
C5. Vision	[_] Yes [X] No	
C6. Enabling	[X] Yes [_] No	
C7. Pharmacy	[X] Yes [_] No	
D. Service Delivery Method Scope Changes		
Review your current approved <u>Form 5A: Services Provided</u> . If you plan to use EH funding to change the service, you will need to submit a Change In Scope request outside of this EH application.	service delivery method for any	Select One Option
D1. My health center's proposed activities will require a Change in Scope or Scope Adjustment request to Provided .	modify Form 5A: Services	[_] Yes [X] No
D2. If you responded Yes, describe the proposed changes to your <u>Form 5A: Services Provided</u> and provinecessary modifications. (Response can be up to 500 characters with spaces, approximately 125 words).	de a timeline for requesting the	

E. New Patient Estimate	
E1. Enter the number of estimated unduplicated new patients your health center will serve in 2025 (patients who will be new to the health center in 2025) as a result of your EH project. Note: This number may be added to your H80 patient target if your EH funding continues beyond the 2-year period of performance.	200

Equipment List

As of 07/08/2024 06:01:05 PM OMB Number: 0915-0285 OMB Expiration Date: 3/31/2026

Alert:

This form is not applicable to you as in Form 1B: Funding Request Summary of this application, one of the following is true:

- You have not requested one-time funding, or
- You have requested one-time funding but not indicated how you plan to use these funds, or
- You have requested one-time funding for minor alteration/renovation without equipment use

Expanded Hours Grant Budget GY23-24 HRSA-25-084

Budget Summary

Supplies Medical Supplies Office Supplies (including Furniture) Computers/Laptops	\$ \$ \$	25,000 50,000 25,000
	\$	100,000
Contractual - Primary Care Provider \$250.00/hour X 67 hours X 12 months	\$	200,000
Contractual		
Temp Help	\$	200,000
Indirect Overhead (17.62% of S&B)	\$	-
Total Budget:	\$	500,000

BUDGET JUSTIFICATION – Expanded Hours Grant Funding San Bernardino County Department of Public Health For Period 12/1/2024 through 11/30/2026

Budget Justification	Federal	Non-Federal
Medical Supplies	25,000	
Office Supplies (Including furniture under \$5,000 value)	50,000	
Computers/Laptops – 20 devices priced at \$1,250 each.	25,000	
TOTAL SUPPLIES	100,000	
Temp Personnel - RN \$110/hr x 686 Hours	75,500	
Temp Personnel - LVN \$80/hr x 625 Hours	50,000	
Temp Personnel - CA \$55/hr x 900 Hours	49,500	
Temp Personnel – OA \$25/hr x 1000 Hours	25,000	
Primary Care Provider - \$250/hour x 67 hours x 12 months	200,000	
TOTAL CONTRACTUAL	400,000	
TOTAL DIRECT CHARGES (Sum of all TOTAL Expenses rows above)	500,000	
17.35% indirect rate (includes administration, departmental, and county overheads)		
TOTALS (Total of TOTAL DIRECT CHARGES and INDIRECT CHARGES above)	500,000	

Personnel Justification Table for Contract Personnel

Name	Position	Hourly rate	# of Hours	Total	Federal %	Federal Amount
Various	Registered Nurse	\$110/hr	686 hours	\$50,500	100%	\$75,500
Various	Licensed Vocational Nurse	\$80/hr	625 hours	\$50,000	100%	\$50,000
Various	Care Assistant	\$55/hr	900 hours	\$49,500	100%	\$49,500
Various	Office Assistant	\$25/hr	1000 hours	\$25,000	100%	\$25,000
Various	Primary Care Provider	\$250/hr	800 hours	\$200,000	100%	\$200,000
	TOTAL					\$400,000

Personnel Attestation Statement - No staff member will be budgeted at more than 1 FTE across all Federal awards.

Community Health Association Inland Southern Region

June 26, 2024

Melanie Bird-Livingston, BSN, RN, PHN Division Chief, Clinical Health and Prevention Services Department of Public Health 451 E. Vanderbilt Way, 4th floor San Bernardino, CA 92408-3641

Dear Mrs. Bird-Livingston:

I am writing in support of the San Bernardino County Public Health Department's (SBCPHD) efforts in applying for the Expanded Hours grant to increase the number of operating hours to ease patient's ability to access essential health center services in the four Federally Qualified Health Centers (FQHCs) located in the cities of Adelanto, Hesperia, Ontario, and San Bernardino. The proposed project will increase access to preventative and primary care services during early weekday mornings and evenings when access may otherwise be limited in the community for underserved/vulnerable populations in the desert and valley regions of the county.

In 2024 San Bernardino County (SBC) published the Community Health Assessment (CHA) report which is conducted every three to five years to learn and understand key issues that impact health and quality of life in the County. Primary and secondary data collected identified chronic diseases as one of the three health improvement priorities for the county. Of those surveyed, 86.5% of residents identified lack of evening and/or weekend hours, ineligibility for services, high out-of-pocket costs, and lack of available appointments as barriers to accessing care. Patients are unable to schedule appointments during the current operating hours, due to nontraditional work schedules, lack of sick leave, and childcare needs.

Community Health Centers act as a safety net by providing preventive primary care services to the uninsured, underinsured, and underserved residents of the County. In addition, Health Centers provide access to preventative dental health and integrated behavioral health services in a primary care setting reducing stigma and discrimination.

The Community Health Association Inland Southern Region (CHAISR) looks forward to continuing its partnership with the Department of Public Health through ongoing collaboration to identify more efficient and cost-effective mechanisms to deliver quality primary care/dental/behavioral services to the high desert and valley region communities. San Bernardino County is a valuable member of CHAISR, we have worked closely with SBCPHD to close the gap in our uninsured, underinsured, and underserved populations. CHAISR has collaborated with SBCPHD on various STD awareness and provider education projects as well as efforts to increase vaccination rates and flu shots in our communities. San Bernardino County and CHAISR stood side by side during the COVID pandemic during which time we worked in partnership to get our community educated about testing and vaccination, updated the community about the latest news and where to get resources, and most importantly the county was a huge source of resources to all of our community into a training program with the goal of them being upskilled and ready to become certified medical assistants working in community health centers as a first step in their career ladders in health care.

621 E. Carnegie Dr., Suite 180, San Bernardino, California 92408 (909) 566-2555

Community Health Association Inland Southern Region

We are very happy to support SBCDPH in this effort for expanded hours. We recognize the huge need for this service and truly believe that the only way our communities will get the healthcare access they need is through the efforts of valuable providers like SBCDPH meeting them where their needs are. Please do not hesitate to contact my office at (909) 566-2555, if I can be of any assistance in the Department's efforts.

Thank you for your continued leadership to increase access to comprehensive, culturally competent, collaborative, and integrated primary care, dental, and behavioral health care services.

Sincerely,

Jodell Wingo, MHA President and CEO Community Health Association Inland Southern Region (CHAISR)

621 E. Carnegie Dr., Suite 180, San Bernardino, California 92408 (909) 566-2555



July 8, 2024

	Melanie Bird-Livingston, BSN, RN, PHN Division Chief, Clinical Health and Prevention Services
Commissioners	Department of Public Health 451 E. Vanderbilt Way, 4 th Floor
Elliot Weinstein, M.D. Chair	San Bernardino, CA 92408-3641 Re: Department of Health and Human Services Health Resources and Services Administration FY 2025 Expanded Hours
Diana Alexander Vice-Chair	Grant HRSA-25-084 Dear Mrs. Bird-Livingston:
Ted Alejandre Commissioner Joe Baca, Jr. Commissioner	I am writing in support of the San Bernardino County Department of Public Health's (SBCDPH) efforts in applying for the Health Resources and Services Administration's FY 2025 Expanded Hours grant to increase operating hours to ease patients' ability to access essential health center services in the four Federally Qualified Health Centers (FQHCs) located in the cities of Adelanto, Hesperia, Ontario, and San Bernardino. The proposed project will increase access to preventive and primary care services during early weekday mornings and evenings when access may otherwise be limited in the community for underserved/vulnerable populations in the desert and valley regions of the county.
Dr. Gwen Dowdy- Rodgers Commissioner	SBCDPH's FQHCs act as a safety net by providing preventive primary care services to uninsured, underinsured, and underserved County residents. Additionally, they provide access to preventive dental health and integrated behavioral health services in a primary care setting, which helps to reduce stigma and discrimination.
Joshua Dugas Commissioner Gary Ovitt Commissioner	San Bernardino County conducted a Community Health Assessment (CHA) in 2023 to learn and understand key issues that impact health and quality of life in the county. 86.5% of CHA survey respondents identified lack of evening and/or weekend hours, ineligibility for services, high out-of-pocket costs, and lack of available appointments as barriers to accessing care. Patients are often unable to schedule appointments during current operating hours due to conflicts with work schedules, lack of sick leave, transportation issues, and childcare needs. This grant will enable the SBCDPH to more equitably serve patients who would not otherwise be able to access the critical care they need.
	The Children and Families Commission - First 5 San Bernardino, whose mission is to promote, support and enhance the well-being and early development of children prenatal through age

CHILDREN AND FAMILIES COMMISSION FOR SAN BERNARDINO COUNTY 735 EAST CARNEGIE DRIVE, SUITE 150, SAN BERNARDINO, CALIFORNIA 92408 909.386.7706 FAX 909.386.7703 FIRST5SANBERNARDINO.ORG five, has a vested interest in the equitable access of essential health care services throughout San Bernardino County, to enable under-resourced/vulnerable families to thrive. The highest number of children prenatal through age 5, the specific population we serve through funding of preventative and supportive services to providers and through systems, reside in the High Desert communities of Hesperia and Adelanto and the valley communities of Ontario and San Bernardino. First 5 San Bernardino is celebrating 25 years of ensuring supports to children and families. We are proud to have partnered and served alongside San Bernardino County Department of Public Health (SBCDPH) for all of these years. We look forward to continuing our partnership through ongoing collaboration to build strategic engagement and resources for the community and to identify more efficient and cost-effective mechanisms to deliver quality health care services to the high desert and valley region communities. Please do not hesitate to contact my office at (909) 252-4252, if I can be of any assistance in your efforts.

Thank you for your continued leadership to increase access to comprehensive, culturally competent, collaborative, and integrated primary, dental, and behavioral health care services.

Sincerely,

Karen E. Scott

Karen E. Scott Executive Director

www.SBCounty.gov



Preschool Services Department Administration Jacquelyn Greene Director

MELANIE BIRD-LIVINGSTON, BSN, RN, PHN

Division Chief, Clinical Health and Prevention Services Department of Public Health 451 E. Vanderbilt Way, 4th floor San Bernardino, CA 92408-3641

RE: DEPARTMENT OF HEALTH AND HUMAN SERVICES HEALTH RESOURCES AND SERVICES ADMINISTRATION FY 2025 EXPANDED HOURS GRANT HRSA-25-084

Dear Mrs. Bird-Livingston:

I am writing in support of the San Bernardino County Department of Public Health's (SBCDPH) efforts in applying for the Health Resources and Services Administration's FY 2025 Expanded Hours grant to increase operating hours to ease patients' ability to access essential health center services in the four Federally Qualified Health Centers (FQHCs) located in the cities of Adelanto, Hesperia. Ontario. and San Bernardino. The proposed project will increase access to preventive and primary care services during early weekday mornings and evenings when access may otherwise be limited in the community for underserved/vulnerable populations in the desert and valley regions of the county.

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San Bernardino County conducted a Community Health Assessment (CHA) in 2023 to learn and understand key issues that impact health and quality of life in the county. 86.5% of CHA survey respondents identified lack of evening and/or weekend hours, ineligibility for services, high out-of-pocket costs, and lack of available appointments as barriers to accessing care. Patients are often unable to schedule appointments during current operating hours due to conflicts with work schedules, lack of sick leave, transportation issues, and childcare needs. This grant will enable the SBCDPH to more equitably serve patients who would not otherwise be able to access the critical care they need.

DARD OF SUPERVISORS

DL. PAUL COOK (RET.) JESSE ARMENDAREZ The Chairman, First District Second District

AREZ DAWN ROWE Chair, Third District CURT HAGMAN

JOE BACA, JR. Fifth District

DEPARTMENT OF HEALTH AND HUMAN SERVICES HEALTH RESOURCES AND SERVICES ADMINISTRATION FY 2025 EXPANDED HOURS GRANT HRSA-25-084 JULY 12, 2024 PAGE 2 OF 2

San Bernardino County Preschool Services Department (PSD) and the Public Health Department work together to provide school-based site services to PSD children and their siblings up to age 17. We look forward to continuing our partnership with the SBCDPH through ongoing collaboration to identify more efficient and cost-effective mechanisms to deliver quality health care services to the high desert and valley region communities.

Please do not hesitate to contact my office at 909-383-2005 if I can be of any assistance in your efforts.

Thank you for your continued leadership to increase access to comprehensive, culturally competent, collaborative, and integrated primary, dental, and behavioral health care services.

Thank you.

Sincerely, July J Muly

ARLENE MOLINA Assistant Director Preschool Services Department San Bernardino County

Family Assistance Program

15075 7th Street, Victorville, CA 92395 Outreach (760) 843-0701 Fax (760) 843-9551 Hotline (760) 949-4357 FAMIL Assistance Program

July 12, 2024

Melanie Bird-Livingston, BSN, RN, PHN Division Chief, Clinical Health and Prevention Services Department of Public Health 451 E. Vanderbilt Way, 4th floor San Bernardino, CA 92408-3641

Dear Mrs. Bird-Livingston:

I am writing in support of the San Bernardino County Public Health Department's (SBCPHD) efforts in applying for the Expanded Hours grant to increase the number of operating hours to ease patient's ability to access essential health center services in the four Federally Qualified Health Centers (FQHCs) located in the cities of Adelanto, Hesperia, Ontario, and San Bernardino. The proposed project will increase access to preventative and primary care services during early weekday mornings and evenings when access may otherwise be limited in the community for underserved/vulnerable populations in the desert and valley regions of the county.

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Community Health Centers act as a safety net by providing preventive primary care services to the uninsured, underinsured, and underserved residents of the County. In addition, Health Centers provide access to preventative dental health and integrated behavioral health services in a primary care setting reducing stigma and discrimination.

Family Assistance Program, is supportive of identifying and meeting the needs of our community. Family Assistance Program looks forward to continuing its partnership with the Department of Public Health through on-going collaboration to identify more efficient and cost-effective mechanisms to deliver quality primary care/dental/behavioral services to the high desert and valley region communities.

Please do not hesitate to contact my office at (760) 843-0701 if I can be of any assistance in the Department's efforts.

Thank you for your continued leadership to increase access to comprehensive, culturally competent, collaborative, and integrated primary care, dental, and behavioral health care services.

Sincerely,

Asla

Name: Darryl Evey Title: Executive Director Organization: Family Assistance Program

Family Assistance Program empowers all individuals and families, regardless of age or gender, by providing knowledge and skills to live a healthy, safe, fulfilled life.