



Strength
Community
Resilience

ANNUAL REPORT

2020 – 2021

HealthRIGHT 360 gives hope, builds health, and changes lives for people in need. We do this by providing compassionate, integrated care that includes primary medical, dental, mental health, substance use disorder treatment and re-entry services.



REFLECTIONS FROM OUR CEO

Dear Friends,

I am filled with deep respect and appreciation for the courage and compassion HealthRIGHT 360's frontline workers demonstrated during this past year. Our medical, behavioral health and residential teams worked tirelessly to help care, soothe, educate, and treat a very frightened community from the beginning of the COVID-19 pandemic through to this day.

Annual Reports offer the opportunity to thank the kind individuals and groups that supported our frontline workers and mission, and I am honored to do so on behalf of our clients, volunteers, and staff. We are forever indebted and grateful to the thousands of supporters who stepped forward as partners, offering financial support and desperately needed supplies, that allowed us to adapt and increase our services, keeping staff and clients safe. Our HealthRIGHT 360 family was uplifted and fueled by the outpouring of love, selflessness, and generosity during one of the most challenging, shared experiences in our lifetimes.

We wish to thank the communities we serve for trusting us as leaders in public health during a healthcare emergency and we thank the brave and vulnerable clients who didn't suffer in private but came to our doors (in person as well as via telehealth) for answers, safety, and treatment.

To those of you who lost family members and friends to this pandemic, I offer my sincerest condolences. We too at HealthRIGHT 360 lost members of our family. May their memories be a blessing as we carry forward and do good work in their names.

On the following pages of this report, there are highlights of the services and programs that HealthRIGHT 360 provided to the clients and communities we served last year. I am immensely proud of our work, and I hope you take the time to look through these pages.

We are all not out of the woods yet. The path through this pandemic, and its residual side effects (job insecurity, depression, and anxiety, increase in overdose rate), is long, but I have hope and faith in our resiliency. I am uplifted by all the ways in which we have innovated, adapted, and joined together in the face of such enormous challenges to care for our clients, staff, and communities. I can only hope that our boundless spirit and optimism are contagious! We welcome all who want to get involved and support our work. In the words of Coretta Scott King, "The greatness of a community is most accurately measured by the compassionate action of its members." Please join us and help us grow from strength to strength, as we give healthcare to the most vulnerable.

Be well, stay well!

Vitka Eisen, MSW, Ed.D.
President and Chief Executive Officer

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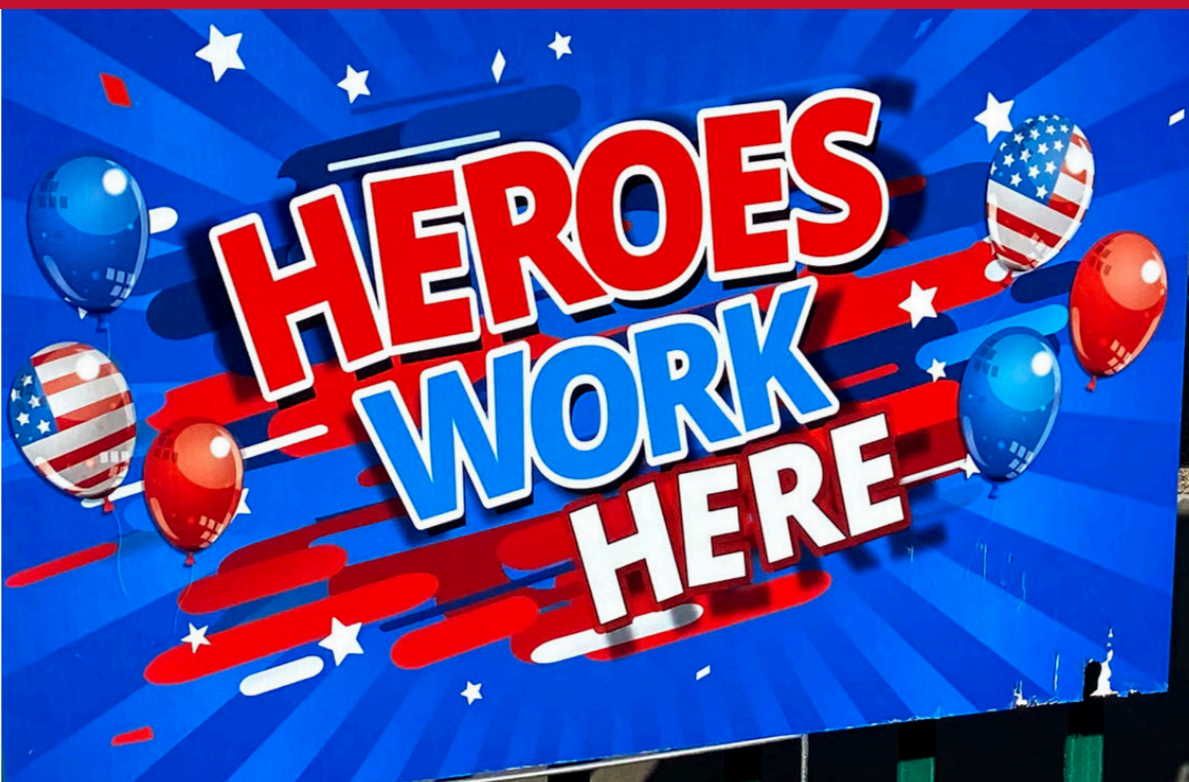
Karen Pointer

Alex Pugh

Ramona Shewl

Ahmad Thomas

Timothy Torres



OUR PROGRAMS

HealthRIGHT 360 continued to provide critical services throughout the pandemic. The following are highlights of 2020-21 NEW INITIATIVES AND PROGRAMS that further our mission to bring non-judgmental healthcare to people and communities in need.

Northern California

The Street Crisis Response Team (SCRT) is a mobile unit program established by the San Francisco Department of Public Health, San Francisco Fire Department, and HealthRIGHT 360 to provide a rapid, trauma-informed response to 911 calls concerning people experiencing mental health crises in public spaces. HealthRIGHT 360's behavioral health clinicians help de-escalate nonviolent situations and connect individuals with the support and resources they need. SCRT has been effective in reducing law enforcement encounters and unnecessary hospital emergency room use. There are four teams deployed throughout the city, operating 7 days a week, 12 hours per day with a response time of 14 minutes. Other cities in the nation are looking at the collected data that documents the efficacy of the non-police intervention in mental health episodes. Nationally, since 2015, police have fatally shot more than 1,400 people experiencing a mental health crisis. Since SCRT's inception in November 2020, there have been 1958 encounters with the team and 61% of incidents were safely resolved on scene.

“Isolation and Quarantine” Hotels provide a safe and secure place to care for those with COVID or who have been exposed to the coronavirus and cannot self-isolate. In June 2020, HealthRIGHT 360 was asked by the City of San Francisco to operationalize and manage the Isolation and Quarantine Hotels. Each hotel has the capacity for 80 people and has been especially important for those suffering from homelessness or families with young children living in crowded situations with at-risk household members. Resources available to individuals who test positive for the virus, and those at the highest risk for disease include stable housing, food, clothing, medical treatment, and connections to substance use disorder treatment and mental health services. The vaccination is available and most often requested. The program provides 24/7 medical care and behavioral health support and has been vital in stemming the spread of COVID-19. Since January 2021, I & Q hotels have served 1002 clients.

Southern California

Prototypes Pomona Campus began a two-year pilot project ‘Certified Community Behavioral Health Clinics’ (CCBHC) to enhance access to comprehensive healthcare, strengthening the integration of primary medical care with behavioral health services for pregnant and parenting women with a special focus on individuals with mental illness and/or substance use disorders. Over 60% of the clients define as Hispanic/Latinx.

During Intake, clients are offered onsite screening and testing for HIV and Hepatitis A, B & C, as well as medication support services for alcohol, tobacco, and opioid dependency. CCBHC staff provides care coordination for unmet primary medical needs through referrals and transportation to our community clinic partner that has implemented treatment protocols for high-risk patients and compatible electronic health record systems. CCBHCs provide person and family-centered integrated services with comprehensive 24/7 access to community-based mental health and substance use disorder services; treatment of co-occurring disorders; and physical healthcare.

OUR PROGRAMS

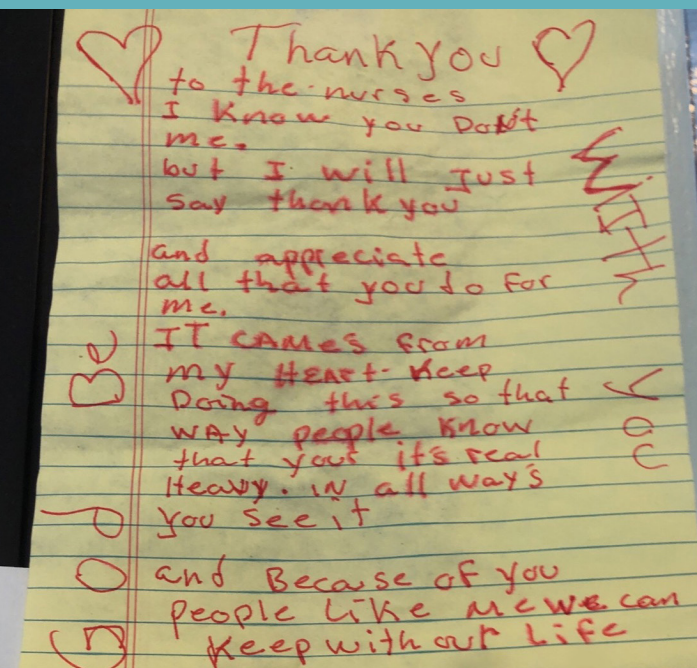
Since beginning in August 2020, over 600 adults in eastern Los Angeles County have been screened for behavioral health service needs, and more than 300 adults have enrolled in comprehensive outpatient behavioral health services and integrated health services.

Specialized Treatment for Optimized Programming (STOP) is a California Department of Corrections and Rehabilitation (CDCR) collaborative project with HR360 designed to provide comprehensive, evidence-based programming and services to inmates and parolees during their transition into the community to support a successful reentry. During the past year, COVID had a large impact on how the system worked requiring STOP to adapt to CDCR and county modifications and guidelines. Because of the pandemic, county jails were limiting their capacity which resulted in greater demand for community-based alternatives.

STOP was able to quickly expand its existing network of providers to assist those in need of substance use disorder services, and further incorporate an Emergency Housing modality to help meet reentry and housing needs. Working alongside Parole, Probation, and community resources such as Project Roomkey, individuals testing positive or exposed to the virus were able to immediately quarantine or isolate into non-congregate shelter placements.

From the onset of COVID, STOP provided uninterrupted transportation to all individuals from the correctional institutions into the community ensuring this vulnerable population was served. STOP obtained 150 kits of Narcan from the California Department of Health Care Services which was distributed to all community-based providers to have readily available for overdose reversal. STOP supplied thousands of items of Personal Protective Equipment and shared safety guidelines and protocols that were in line with the guidance and leadership of HealthRIGHT360's Chief Medical Officer with our community-based providers, clients, and staff to ensure safety measures were implemented and followed.

Client messages from our programs



THE WORK HAS ONLY JUST BEGUN

One of the biggest challenges facing a life term prisoner who has successfully been found suitable for parole is those first 90-180 days after release. The work has only just begun. The release and suitability process is a highly stressful time in and of itself. I found myself sometimes overwhelmed with the excitement and challenges that being newly released presented. The parole and board preparation all looks good on paper but putting into action is where the water meets the surf. HealthRight 360's STOP 6 program afforded me the opportunity to decompress after being incarcerated for decades in the department of corrections. I found much of what I had planned and anticipated for during pre-release process went out the window when put into actual practice. Particularly during this time in history with the whole Covid pandemic evolving. Nothing could have prepared myself for the unique challenges I encountered upon my release during this crisis. The STOP 6 program afforded me the opportunity to take those crucial first days and months to decompress and adapt to a world unlike anything I had planned for. To not have to stress over initial housing or how I would put my first or following meals on the table gave me the time to navigate the obstacles of obtaining my state identification, driver's license, social security card, banking account,

much of which was required to be done online. Those initial stressors of housing and food relieved, I was able to focus on how to acquire those necessary documents required to proceed in nailing down employment that would provide efficient self-acquired funds to carry myself through to the next phase of my journey. Constructively using my time with the tools and assistance provided during this process has better prepared me to take the next step in my new found life in society. I am nearing the end here at the North County Serenity House but it is only the beginning of a new life I am better prepared for. I will be forever grateful for the assistance the STOP 6 program and the North County Serenity House has provided me during the transition back to the free world. I am better composed to continue my journey of completing a successful parole and being a constructive, contributing member of society and my community.



- David

OUR PROGRAMS

HealthRIGHT 360 core statewide programs

Asian American Recovery Services (AARS) Asian American Recovery Services (AARS) provides an array of culturally competent services to the Asian, Pacific Islander, and other ethnically diverse communities of the San Francisco Bay Area. AARS is dedicated to reducing the impact and incidence of substance use in the Bay Area. Our programs serve youth, adults, and families, and are located in San Francisco, Santa Clara, and San Mateo counties.

Haight Ashbury Free Clinics(HAFC) offers primary medical, dental, substance use disorder treatment, and mental health services guided by its historic principle that "Healthcare is a Right, Not a Privilege." Our supportive staff is experienced with the complex healthcare needs that can result from homelessness, poverty, and addiction. HAFC providers have specialized expertise in preventative health, chronic conditions, the treatment of infectious disease, and addiction.

Lyon-Martin Health Services and Women's Community Clinic provide primary medical care, sexual and reproductive health care, and mental health services for women, gender non-conforming people, and transgender people of all gender identities and sexual orientations. We treat people regardless of ability to pay and assist people with enrollment into a variety of health coverage programs.

North County Serenity House provides a gender-responsive and trauma-informed environment, using evidence-based and best practices that recognize and account for the role that trauma frequently plays in the lives of the women we serve. NCSH operates residential and outpatient programs throughout San Diego County.

Prototypes is a lifeline to women who are struggling with addiction and other serious issues such as domestic violence and mental illness. Mothers with small children can choose to enter residential treatment as a family. Prototypes operate several sites in Southern California, annually serving more than 10,000 women, men, and children.

Rock Medicine provides mobile medical triage and coverage for concerts, music festivals, sporting events, parades and other large events. During the pandemic, Rock Med volunteers pivoted to support the COVID-19 response.

Walden House has been providing behavioral health services for over five decades, serving clients with mental health and substance use disorder issues at various residential and outpatient facilities throughout California, including in-custody treatment programs and services for people transitioning back into their communities.

Women's Recovery Association provides a comprehensive continuum of care including residential treatment programs, professional clinical services, and community peer support. The comprehensive programming includes individual and family counseling, group therapy, and educational groups that focus on women's recovery from substance use disorder and related addictive behaviors.



iDARE



In August 2020, **HealthRIGHT 360** established the **Inclusion, Diversity, Anti-Racism, and Equity (iDARE) Steering Committee**. (iDARE) Steering Committee. This internal group is charged with developing an organization-wide equity and anti-racism plan, building an environment that is: anti-racist, diverse, inclusive, safe, and equitable in culture and practice in all aspects of HR360. The committee evaluates internal operations, processes, and procedures from an equity lens. The collection of data improves and sustains HealthRIGHT 360 performance in workforce management, patient care operations, organizational strategy, community health, and patient experience.

Vision

The iDARE vision is to eliminate discrimination and intentionally create a culture at HealthRIGHT 360 where diversity, equity and inclusion are respected and valued.

Scope

iDARE Steering Committee guides the fulfillment of inclusive, diverse, anti-racist, and equitable activities, duties, and responsibilities throughout HealthRight360 from the board of directors to program participants.



**For more information email
iDARE Committee:**

iDARECommittee@healthright360.org

MAKING A DIFFERENCE

Testimonials from our clients and staff

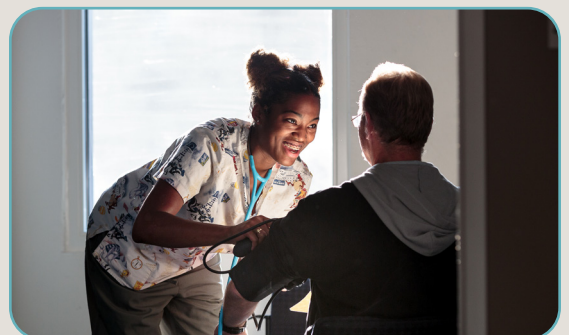
“I was admitted to HealthRIGHT 360’s residential treatment program and stayed for 6 months. Completely sober for six months – I never thought that would be true for me. Through my counselors and the classes I took, I learned how to change my behavior and dig into the core of why I drank. I wanted to change and like the person in the mirror before me. I finally wanted to stop punishing myself and blaming my parents for my actions. All this was six years ago, sobriety is something I cherish, and I continue to get treatment from HealthRIGHT. I am proud to say I am in recovery and a patient at the Haight Ashbury Free Clinic! Thank you HealthRIGHT 360 for everything you have given to me.” – **Sam**



“I want to express my appreciation for the outstanding care my loved one is receiving at Prototypes in Pasadena. He is my mentally disabled 31-year-old son. He has suffered from mental illness and substance use problems since he was a teenager. He was hospitalized many times with psychosis. We ended up at Prototypes on a referral from Huntington Hospital Emergency room. That was the best thing that has happened for him and thus me as well in a very long time. He was assessed at Prototypes expeditiously as his symptoms were many and severe. He was seen biweekly by a fine case manager, who treated him like he was a whole person. I can't say enough praise for the care he has received at Prototypes. Thank you all from the bottom of my heart.”

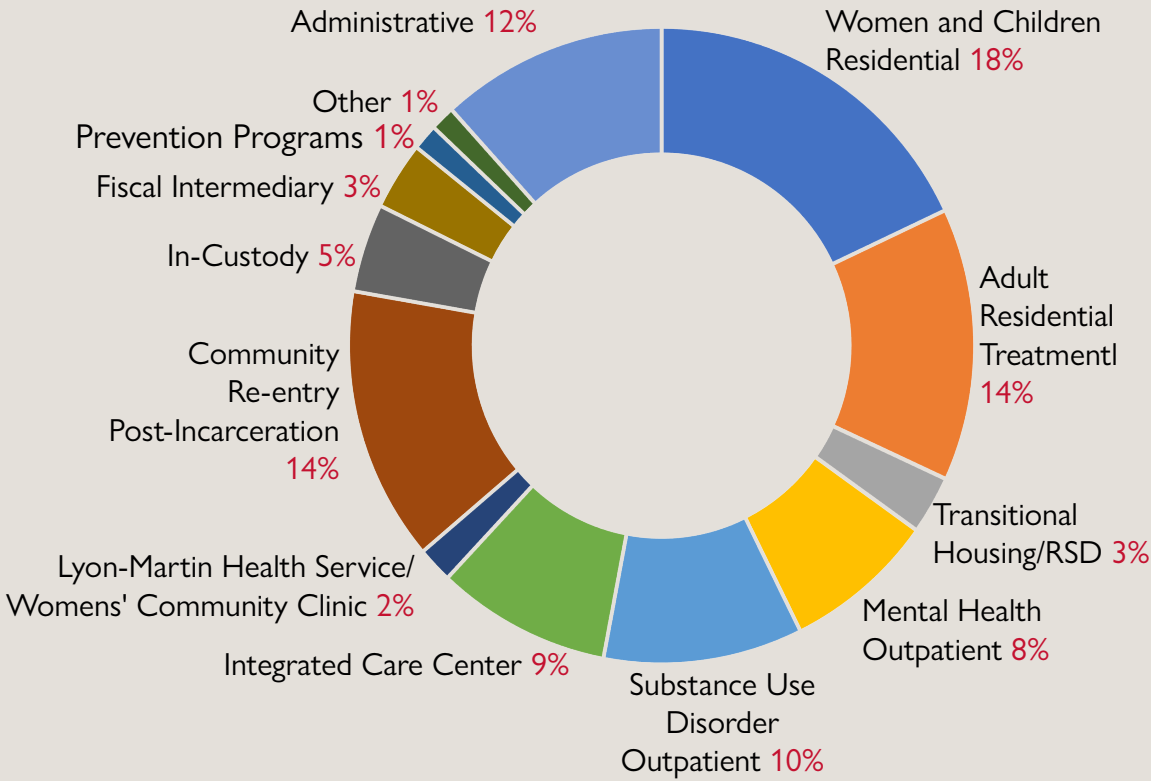
– **Kindest regards, Beverly**

“When the Case Manager offered the client praise and reflected the client’s successes back to them, the client stated that it was because they decided to give Prototypes a chance since our team “went out of our way to help me and give me a chance.” – **Case Manager Team Lead, Pomona Department of Mental Health**



OUR YEAR IN NUMBERS

Programs



Organization Budget for FY 2020 – 2021

\$152,000,000

Demographics

- 20%** African-American/Black
- 7%** Asian
- 2%** American Indian/Alaska Native
- 31%** Latinx/Hispanic
- 4%** Mixed Race
- 2%** Native Hawaiian/Pacific Islander
- 4%** Unknown/Refused
- 30%** White

Organization Data 2020 – 2021

Number of people served by HealthRIGHT 360 programs in FY 20 – 21

Medical and Dental Services (Northern CA)	12,740
Residential and Outpatient Behavioral Health Services (Statewide)	11,823
Rock Medicine (SF)	12,500
Criminal Justice Programs (Statewide)	7,283
Youth and Adult Prevention & Aftercare Services (Southern CA)	3,764
Youth Substance Use Prevention (Southern CA)	683
Domestic Violence Resource Centers (Southern CA)	98
Maternal Infant Health Program (Southern CA)	97

PEOPLE SERVED

48,988
Served

COUNTIES

11
Counties

RESIDENTIAL BEDS

1,500
Residential beds

OUR CORPORATE AND FOUNDATION DONORS

While we only list major corporate and foundation donors please know that every gift received has been invaluable to us in furthering our mission to help vulnerable people in our community.

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Questions? Please contact Shabana Siegel, Vice President of Philanthropy at ssiegel@healthright360.org