



Office of the City Manager

December 8, 2020

To: Honorable Mayor and Members of the City Council

From: *DWR* Dee Williams-Ridley, City Manager

Subject: Ann Chandler Public Health Center Changes

This memo serves as an update on the changes to the programming at the Ann Chandler Public Health Center (ACPHC). As you know, HHCS is transitioning out of providing direct services at the ACPHC in order to focus on providing health care and case management services to people experiencing homelessness and to engage in concrete strategies to address health inequities. Current services being provided at ACPHC (WIC, Communicable Disease, Immunization/TB Program) will move (or have already moved) to other City of Berkeley locations. For reasons described in detail below, and consistent with closed session council discussions, reproductive sexual health (RSH) services by City of Berkeley staff at ACPHC will be discontinued. The plan is to carefully support the transfer of all clients to other service providers by January 31, 2021. RSH services will continue at the Berkeley High School Health Center for Berkeley High School and Berkeley Technical Academy students.

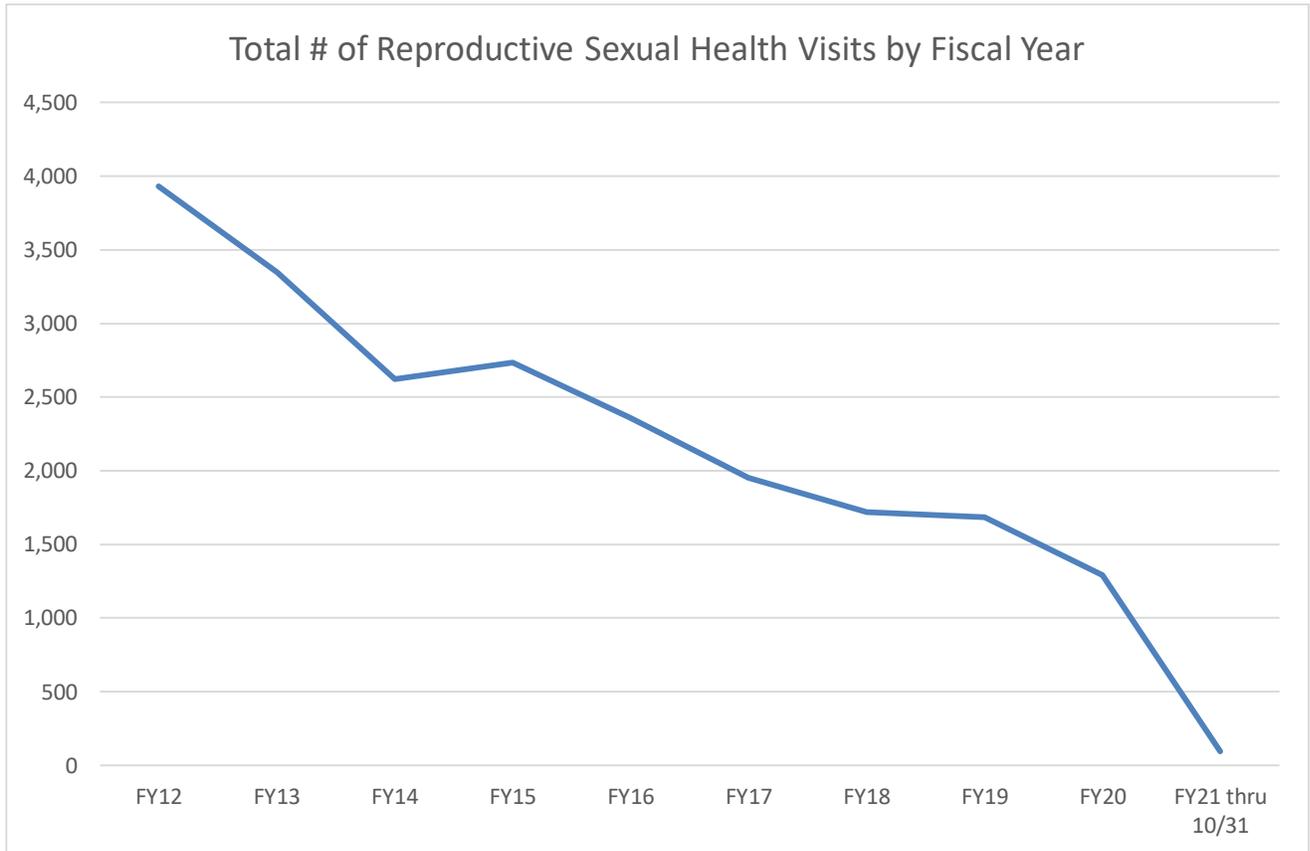
RSH Services Overview and Impacts

As depicted in the table and figures below, since implementation of the Affordable Care Act in 2012, ACPHC has experienced a steady decline in clients served, as more adults are now eligible for full-scope MediCal and receive reproductive sexual health services as part of their primary healthcare.

The number of unduplicated clients continued to decline in FY20, and only 41% of clients served were residents of Berkeley.

	# Unduplicated clients served	# of clinic visits
FY12	2,393	3,930
FY19	994	1,683
FY 20	824	1,292
FY21 (through 10/31/20)*	79	93
Change FY 12 to FY 20	- 66%	- 57%

**The noticeably sharper service decline in 2021 is a result of the COVID-19 pandemic.*



The decline in patients has resulted in a significant decrease in revenue, while operating costs have continued to increase. For FY20, ACPHC's budget was over \$1.3 million, yet only \$187,720 were billed for services. The remaining expenses were funded through grants (\$128,973) and general and realignment funds (\$983,307).

As was noted in closed session with City Council on April 14, 2020, it is important that clients continue to access these critical services; albeit not at ACPHC. Clinic staff have met with partner agencies (see Attachment A) in proximity to ACPHC that provide a wide range of RSH services and are accessible by public transportation. They have all indicated that they have the capacity to accept patient referrals from ACPHC. Based on the outreach that has occurred to date, HHCS staff are confident that patient and community RSH needs can be met through RSH providers in the vicinity and referring to these providers could be done with minimal disruption to our current patients' continuity of care.

Since the COVID-19 shelter in place occurred in March 2020, ACPHC has decreased its RSH services considerably, switching to telehealth visits whenever possible and limiting services to established patients only. Currently, the ACPHC RSH clinic is operating 4 hours per week for birth control refills only. Many of our patients have

already transitioned to receiving these services from other providers. In an effort to provide a seamless transition of care, ACPHC staff have engaged in the following activities:

- 1) Prepared patient notification letters that inform them of the discontinuation of RSH services at ACPHC along with information on available services providers that are available for them to continue their care. This notification includes:
 - Information about available providers and contact information, specifically with Planned Parenthood in both the Northern California Region (including El Cerrito and Richmond) as well as the Mar Monte Region (mid-California and Northern Nevada, includes Oakland, Hayward, and San Francisco).
 - A flyer from Planned Parenthood providing key information on what patients can expect if they access telehealth services and/or in-person services.
 - Information on how they can access their medical records information before and after the service end date, if they need to transfer to their provider or simply for a personal copy. This will be provided free of charge.
- 2) ACPHC is looking at patient records to determine additional methods of notifying patients in addition to mail (i.e. phone, email) in a way that continues to protect their privacy (i.e. HIPAA).
- 3) ACPHC staff is actively coordinating with both Planned Parenthood Regional offices to determine a point of contact for patient referrals beyond a main appointment line. This is an effort to provide warm hand-offs as much as possible when patients indicate a readiness to connect with a new care provider.
- 4) ACPHC staff is coordinating with Planned Parenthood on the development of communication tools and scripts so that the most accurate information can be consistently conveyed in all patient contacts.
- 5) The ACPHC mid-level practitioners have been contacting patients with ongoing treatment needs (i.e. STI treatment, abnormal pap results, etc.) since the shelter in place was put into effect. The purpose was to immediately refer and connect these patients via a warm hand-off with another care provider in order to ensure continuity of care. Since there has been considerable time since the shelter-in-place order has been in effect, all of these patients have been connected to care.

- 6) The ACPHC staff are gradually informing patients of an upcoming closure of services as they continue seeing patients via telehealth. In these visits, the mid-level practitioners are providing referrals to other service providers, such as Planned Parenthood, and helps facilitate their connection to care.

All funds currently invested in the clinic will be re-programmed throughout the Public Health Division to strengthen existing programs or expand programs with a strong focus on health equity as determined through the Health Status report and the Public Health Strategic Plan recommendations. No career/benefitted positions will be eliminated and no career/benefitted employees will lose their positions. HHCS will reduce its utilization of hourly, not to exceed 19 hours/week, mid-level practitioners but will work to reschedule them at the Berkeley High School Health Center and Berkeley Technical Academy, where reproductive sexual health services will continue to be provided, or in our COVID response efforts.

ACPHC Transition to Provide Low Barrier Health Care and Resources

In order to most fully utilize this space for highest need clients, HHCS staff has been in conversations with three organizations who are interested in providing services to people experiencing homelessness and other high risk health communities.

- Lifelong Medical: It is anticipated that Lifelong would provide healthcare for people experiencing homelessness 20 hours per week. City Council recently allocated Measure P funds to this activity and HHCS has been in conversations with Lifelong to design what these services will look like.
- Berkeley Free Clinic (BFC): BFC would relocate from its existing space (2339 Durant Avenue) to ACPHC and provide more comprehensive services and offer more hours of service to the community. City Public Health programs currently operate three days per week and one Saturday each month. BFC operates seven days per week, primarily during evening hours, and provides reproductive sexual health services as well as dental, optometry, and HIV specific services. BFC needs to vacate its current premises and this change would preserve the important services it provides within Berkeley.
- Housing Resource Center (HRC): HRC is the Coordinated Entry effort designed to best help house people who have been homeless the longest and have the most significant disabilities. BACS operates the HRC and it would be open during daytime hours. There are drop in services, but the majority of their work is done in the field so not much foot traffic is anticipated.

Transition Process

The staff at the Ann Chandler Public Health Clinic have been preparing for the transition away from reproductive sexual health services over the past few months.

All non-essential clinical staff have been reassigned to the Berkeley High School Health Center to continue supporting the health and wellness of youth.

A meet and confer process was conducted with the Union representatives for all impacted staff and there was no dispute.

Referral partners have been identified at both Planned Parenthood Northern California, a system of 17 RSH facilities, and Planned Parenthood, Mar Monte, a network of 35 facilities. Public health staff is actively working with our Planned Parenthood partners to ensure a warm hand-off of our patients into continuous care.

Next steps include:

1. Send out notification to all patients of discontinuation of RSH services at Ann Chandler Public Health Clinic by Dec. 11, 2020.
2. Continue activities to facilitate warm hand-off to referral partners as outlined above.
3. Post notification of discontinuation of RSH services on the City of Berkeley Website on Dec. 15, 2020 as well as post signage at the Ann Chandler Public Health Clinic.
4. Notify all funding sources associated with RSH services at Ann Chandler Public Health Clinic by Dec. 15, 2020.
5. Continue to work with community partners to develop a transition plan for future services at the Ann Chandler Public Health Clinic site.

Attachment A: Referral Options

cc: Paul Buddenhagen, Deputy City Manager
David White, Deputy City Manager
Jenny Wong, City Auditor
Mark Numainville, City Clerk
Dr. Lisa Warhuus, Director of Health, Housing & Community Services
Matthai Chakko, Assistant to the City Manager / Public Information Officer

Attachment A: Referral Options

1) **Planned Parenthood – El Cerrito**

3200 El Cerrito Plaza, El Cerrito, CA 94530

2.5 miles by car from ACPHC

Accessible via the 80 bus to the El Cerrito Plaza BART Station and a 0.4 mile walk from the BART Station.

This site sees approximately 1,000 patients per month and are looking to expand their services and hours. They see clients from Alameda County, including Berkeley. They have another Planned Parenthood (Hilltop) location that serves as a referral partner if capacity is reached on any given day. Upon hearing our current utilization rates, the Clinic Director felt confident that they could take on the additional capacity. Their operating hours are:

Mon, Thurs, Fri: 8:30AM – 5PM

Tues: 8:30AM – 8PM

Wed: 11:30AM – 8PM

Two Saturdays per month: 8:30AM – 5PM

2) **Planned Parenthood - West Oakland Site**

1682 - 7th Street, Oakland, CA

5.4 miles by car from ACPHC

Accessible by BART to the WEST Oakland Station, followed by a 0.3 mile walk.

This Clinic sees approximately 700 - 800 patients a month and is not currently at full capacity. They provide a wide range of RSH services as well as abortions, but no sterilizations. They rely upon having a referral network for any specialized services they do not provide. Their operating hours are:

Mon – Fri: 9AM – 5PM

3) **Planned Parenthood - Hayward**

1032 A Street, Hayward, CA 94541

20.6 miles by car from ACPHC

Accessible via Bart to the Hayward BART station, followed by a 0.5 mile walk.

They provide a wide range of RSH services as well as abortions, but no sterilizations. Their operating hours are:

Mon, Wed, Thurs, Fri: 9AM – 5PM

Tues: 11AM – 7PM

4) Planned Parenthood - Coliseum Site

8480 Enterprise Way, Oakland, CA 94621

13.4 mile drive from ACPHC

Would require a bus trip to BART station to reach the coliseum BART station, followed by a bus ride (45 bus) and a 0.3 mile walk.

They provide a wide range of RSH services as well as abortion, but no sterilizations. Their operating hours are:

Mon, Tues, Thurs: 9AM – 5:30PM

Wed: 11AM – 7:30PM

Fri: Surgical Abortions only