

South Central Family Health Center

Operations Report

April 28, 2015

1) My Health L A Program Enrollment Update:

The total number of unduplicated patients registered in the HWLA Program on September 30, 2014 was 4,100 patients. As you know the MHLA program started October 1, 2014, South Central Family Health Center (SCFHC) started this program on January 13, 2015, 3 ½ months later. Since October 2014 to date, 5% of our patients have enrolled at other clinics, 10% qualified and have qualified and enrolled into Medi-Cal and 25% have enrolled into the MHLA Program with SCFHC, the other 60% is being contacted and outreached by our staff as many of them do not meet the criteria to enroll into the program, because of higher incomes, share of Cost Medicare and others have inactive Medi-Cal.

Month	Number of Enrollments
January 16-January 31	50
Feb 1- Feb 28	250
March 1- March 31	400
April 1-April 23	200
Total	1000

2) Outreach & Enrollment

We had a very productive and exciting month at the clinics, outreaching to all members of the community. We are in the process of setting up additional health presentations at community sites with Worksite Wellness. Enclosed please find the March 2015 activity report, and the schedule of enrollment assistance for April 2015. We contracted with the Worksite Wellness (WWLA) to assist us with Outreach and Enrollments for the Medi-Cal and the My Health LA Programs. The goal is to expand current outreach and enrollment assistance activities and facilitate enrollment of eligible health center patients and service area residents into affordable health care insurance through the Medi-Cal, and My Health LA Programs. The overall goals of this collaboration are as follows:

To coordinate outreach and enrollment efforts by:

- a. Participating in community outreach programs at jobsites, schools, and other gathering places

- b. WWLA will provide one trained staff for to The Huntington Park Health Center and one staff for the Central Avenue Health Center to provide enrollment assistance to clients and community clinic patients.
- c. Health Center staff will register and schedule enrollment appointments and follow up.

Outreach and enrollment workers will educate clients and clinic patients and service area residents about all available health care programs and plans.

- 3) Dental Report – attached prepared by Dr. David Kadar (will attend this meeting in person for questions)
- 4) Kevin Henry from Kaiser Permanente provided Customer Service to all our staff. The last training took place April 23, 2015. This was a mandatory training for all staff members.
- 5) Enrollments Report for March 2015 for all Sites

	My Health LA Enrollments	Covered CA Screenings	Covered CA Enrollment	Medi-Cal Screenings	Medi-Cal Enrollments
Vanessa		23	23		
Natalie		6		328	328
Leslie				119	161
Maura & Lucy	303	10			
Total	303	39	23	447	495
(PHONE OUTREACH FOR MY HEALTH LA SCREENINGS)					95

- 2 attachments (Worksite Wellness L A & Dental Report)



WORKSITE WELLNESS L.A.
HEALTHY WORKERS, HEALTHY WORKSITES

Worksite Wellness LA Report to South Central Family Health Center

March, 2015

Number of individuals assisted	116
Number of Enrollments (individuals)	75
Health Education Clients	155
Phone calls	660

Worksite Wellness LA (WWLA) continues expanding our very successful outreach and enrollment collaboration campaign with South Central Family Health Center (SCFHC).

In March 2015, WWLA staff provided assistance (including utilization, retention and troubleshooting) to 116 clients. Our staff provided enrollment assistance to 75 individuals into Covered California, Medi-Cal, and MyHealthLA. A total of 660 phone calls were made by our staff to clinic patients to inform them of the enrollment opportunities.

In March 2015, five presentations were implemented by WWLA and one presentation included SCFHC staff that reached 155 clients. The clients received SCFHC brochures and referrals for enrollment. WWLA staff has scheduled and confirmed six additional health education presentations to take place in April and additional presentations in the next months, and we are planning to include SCFHC staff to bring enrollment materials to 15 contacts in the area.

WWLA staff met with SCFHC staff once in March 2015 and once in early April 2015 to plan an outreach campaign that includes a series of health presentations to promote the clinic services among our clients/participants. These presentations were scheduled to take place in March, April and May 2015. An outreach staff from SCFHC and one staff from WWLA will share an outreach table at the American Apparel factory on one Wednesday per month, in the months of April, May and June 2015.