



**Care Harbor Free Clinic**  
The Reef Exposition Center, Los Angeles  
November 15-17, 2019

## **CLINIC RESULTS**

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## 1. SUMMARY

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On November 15-17, 2019, Care Harbor conducted its eleventh free mega-clinic for thousands of uninsured, unemployed and underserved persons in Los Angeles County. Individuals and families experiencing economic and societal barriers to the healthcare they need received medical, dental, vision and preventive care at no charge. Those who needed follow-up care were connected to medical and dental homes before leaving the Care Harbor event. As with all Care Harbor clinics, admission was open to anyone in need – there were no income tests, insurance or documentation requirements.



The three day event, staffed by 1,960 volunteer professionals and lay people, was held at the Reef, a large exposition space in central Los Angeles. 2,147 patients attended. Approximately 17,100 essential healthcare services were provided. The clinic also introduced or expanded several new healthcare initiatives described later in this report.

The impact of Care Harbor clinics extends beyond the event themselves. The entire community benefits. Diagnosing and treating diseases before they reach a more critical stage reduces the burden on safety net resources. Correcting dental and vision problems can make individuals more employable and productive. Preventive care and health education can empower patients to lead healthier lives.



To date, Care Harbor has provided 164,100 free healthcare services to 28,200 patients who are among the community's most vulnerable. Estimated value of care (based on mean regional costs) is over \$24,000,000, not including offsite services and volunteer hours.



Care Harbor is the community coming together to help its own. Volunteers donate their time, effort and skills. More than 50 hospital systems, organizations, healthcare agencies and schools supplied services and in-kind donations. Major partners are listed at the end of this report. Care Harbor provides the event organization, software, logistics, clinic management systems, and healthcare equipment, creating the opportunity and setting for its mega-clinics.

Because the clinics are a magnet for the uninsured, certified navigators are on site to counsel patients on low cost and no cost coverage and assistance programs available to them. Many are unaware of the programs and this information is carried back to their family and friends. Enrollments into many programs are made at the clinic.

Care Harbor clinic organization and care delivery systems can be replicated and scaled to any venue and clinic capacity while maintaining efficiency, quality of care, and a welcoming patient environment.

### Results of the eleven Los Angeles County Care Harbor clinics

**28,204**  
patients served

**164,124**  
medical, dental & vision services

**10,826**  
immunizations

**49,181**  
screenings

**5,700 \***  
patients connected to follow-up  
care

**25,276**  
volunteers

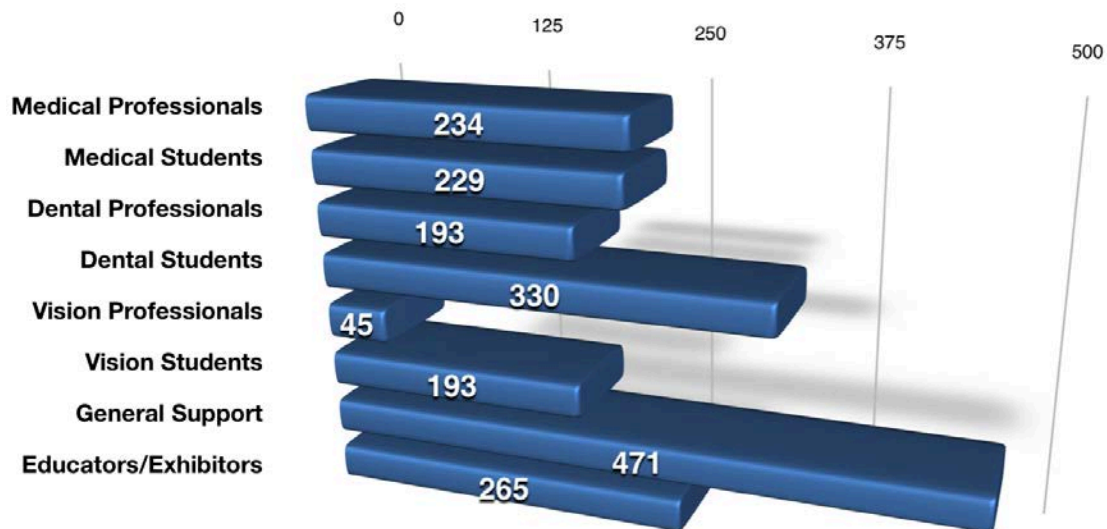


*\*estimated from provider logs*

## 2. COMMUNITY ENGAGEMENT

Professional and lay volunteers registered for the clinic on Care Harbor's online system. Licenses were vetted and clinic orientation and protocol materials (print, webinar and video) were sent to volunteers prior to the event. Volunteers were also emailed a scannable QR coded pass to speed sign in for i.d. badges at the event.

### 1,960 volunteer professionals and lay persons took part at the free clinic



Comparison of volunteer check-in figures and online registrations show attendance rates to guide future planning. There is normally some attrition in the months between online volunteer registration and clinic attendance. The attendance rate for professionals averaged 80% – among the highest levels of participation at the free clinics. General support volunteer attendance was 68%. also higher than usual for this category.

|                       | Registered | Attended | % Attended |
|-----------------------|------------|----------|------------|
| Medical Professionals | 281        | 234      | 83%        |
| Medical Students      | 279        | 229      | 82%        |
| Dental Professionals  | 246        | 193      | 78%        |
| Dental Students       | 445        | 330      | 74%        |
| Vision Professionals  | 57         | 45       | 79%        |
| Vision Students       | 224        | 193      | 86%        |
| General Support       | 697        | 471      | 68%        |
| Educators/Exhibitors  | 320        | 265      | 83%        |



The November, 2019 clinic was supported by more than 50 provider organizations, suppliers, County agencies and foundations who contributed in-kind donations, clinical services and financial support. They are listed on page 20 of this report.

### 3. CLINIC OVERVIEW

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Patients were registered at 24 stations where their electronic health records were established. Demographic and other patient data were recorded on these EHRs, along with responses to research questions developed for the clinic.

After registration, patients were processed through intake triage where vital signs, height, weight, medications, medical and social histories were taken at 60 nursing stations and recorded on the EHR. Patients also received a glucose test. Patients carried their printed EHRs as they moved through the clinic, where their information was available to clinicians.

From triage, patients were escorted by volunteers to the Welcome Desk where they received orientation materials, a numbered ticket for their chosen service, and had any remaining question answered. Volunteers escorted patients onto the clinic floor and explained the clinic layout and procedures. Interpreters were available for patients not fluent in English.

Until a patient's number group was displayed on large video screens, he or she was free to visit prevention exhibits and counselors, receive immunizations and screenings, and consult with coverage navigators. As patients received their chosen services, clinicians also directed them or escorted them to prevention resources relevant to their health needs.



**Medical care** was provided in 45 exam rooms staffed by family practice physicians and specialists including internal medicine, cardiology, gynecology, dermatology, podiatry, ENT, endocrinology and others. A women's health section included Paps and other services. Diagnostic equipment included echocardiogram and EKG, abdominal ultrasound, an onsite medical lab and an offsite pathology lab. Immunizations included flu shots, Tdap, pneumonia and hepatitis A vaccines.

**Dental care** was provided with 60 dental chairs, three digital x-ray rooms, and support sections for sterilization, supplies and other resources. An offsite pathology lab processed dental biopsies. General dentists, oral surgeons, hygienists, endodontists, periodontists and dental assistants provided cleanings, fillings, extractions, root canals and partial dentures. Dental and non-dental patients were offered preventive dentistry consultations and fluoride varnish treatments.



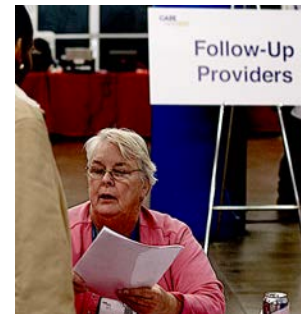




**Vision care** was provided with 18 vision lanes and phoropters, slit lamps, autorefractors, lensometers, tonometers, a fundus camera for retina images, and other equipment. Patients who received eyeglass prescriptions selected frames at the event. Single vision prescription eyeglasses were made on site. Bifocal and extreme corrections were made at an offsite optical lab and dispensed at a separate Care Harbor event

**Preventive care** included wellness and self-care resources, from emergency preparedness to chef demonstrations of healthy, low-cost recipes; from heart health to legal assistance. More than 30 exhibitors participated. Screenings included HIV/STD testing, HPV, blood glucose, A1c and others.

**Follow-up care** was provided by local community clinics and practices. Patients whose charts were marked for follow-up received referrals and appointments to medical homes before leaving the event. Care Harbor has worked to increase the number of referrals available to dental patients as well and is developing programs to track patient compliance with their follow-up appointments



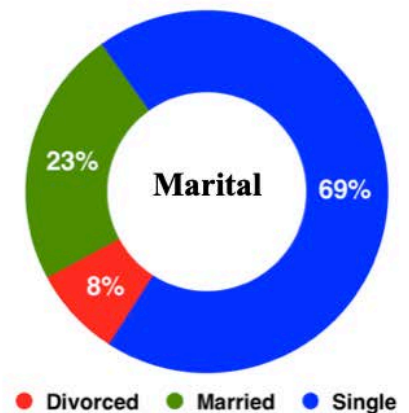
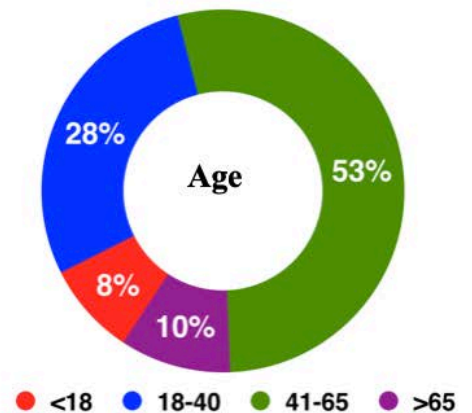
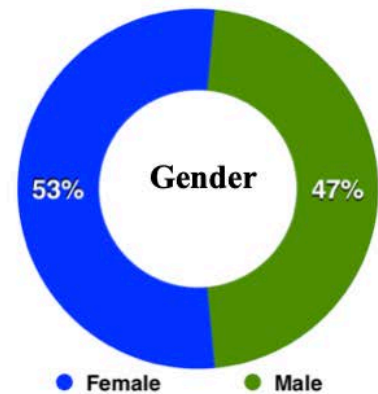
**Integrative, patient-centered care** is a goal at Care Harbor. Clinic departments work together. A general dentist can send a patient to a specialist in the medical department for an opinion or biopsy on a suspicious lesion. If a physician diagnoses a patient with diabetes, that patient can be seen by several specialists in the medical section, be escorted to the vision department for a retina exam by an ophthalmologist, and consult with a dietician – all in one patient visit.

## 4. PATIENT DEMOGRAPHICS

### Total Patients Admitted 2,147

Care Harbor's EHR system records data on patient demographics, existing conditions, and services received. Data from these EHRs provide much of the information for this report.

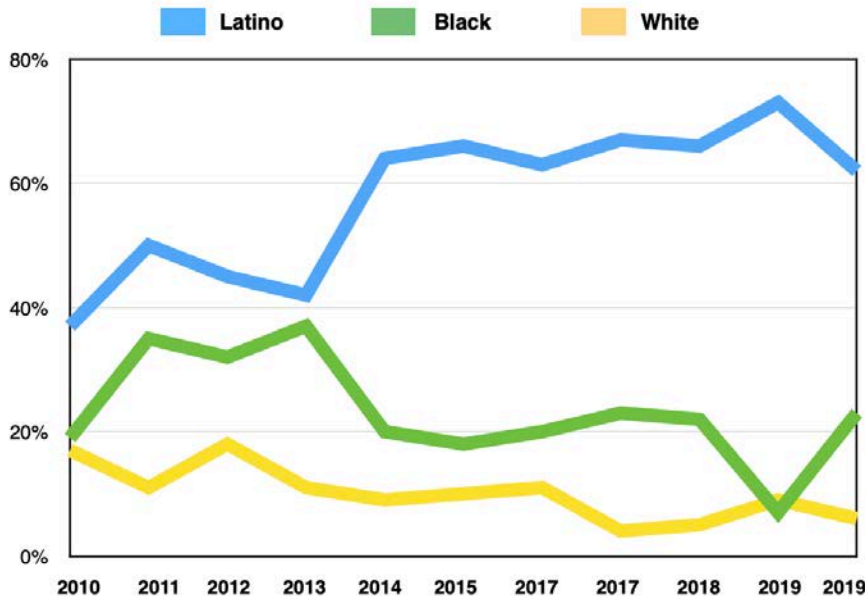
| Ethnicity/Gender        | Total | Percentage* |
|-------------------------|-------|-------------|
| <b>Latino/Hispanic</b>  | 1,241 | 62.2%       |
| Female                  | 695   | 56.0%       |
| Male                    | 546   | 44.0%       |
| <b>African American</b> | 466   | 23.4%       |
| Female                  | 247   | 53.0%       |
| Male                    | 219   | 47.0%       |
| <b>White</b>            | 123   | 6.2%        |
| Female                  | 48    | 39.0%       |
| Male                    | 75    | 61.0%       |
| <b>Asian</b>            | 74    | 3.9%        |
| Female                  | 38    | 51.4%       |
| Male                    | 41    | 55.4%       |
| <b>American Indian</b>  | 19    | 1.0%        |
| Female                  | 8     | 42.1%       |
| Male                    | 11    | 57.9%       |
| <b>Pacific Islander</b> | 9     | 0.5%        |
| Female                  | 3     | 33.3%       |
| Male                    | 6     | 66.7%       |
| <b>Bi-racial</b>        | 13    | 0.7%        |
| Female                  | 8     | 61.5%       |
| Male                    | 5     | 38.5%       |
| <b>Other</b>            | 50    | 2.5%        |
| Female                  | 22    | 44.0%       |
| Male                    | 28    | 56.0%       |



\* 93% sample. Records w/o patient responses are excluded.  
Sub-category data available within most ethnic categories.



## Ethnicity Trends



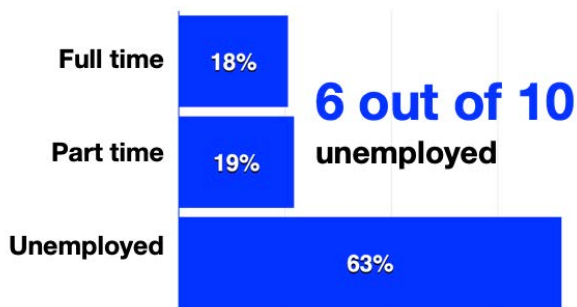
*At a time when providers report significant declines in Latinx patients coming in for care, Care Harbor has seen a major increase in this patient population, creating an important opportunity to reach some of the most vulnerable in the community who still struggle with societal barriers to care. (This ethnic group also accounts for 59% of COVID-19 cases in California, according to the CA Dept. of Public Health).*

During intake registration and triage, patients were asked about their life situations and access to care. Responses were optional but almost all participated.

### Last CareHarbor clinic?

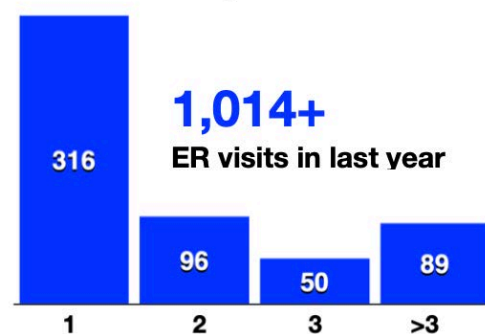
22% of patients said they had attended the previous Los Angeles clinic (based on the 90% sample of those responding). This is about 10% higher than previous clinics.

### Employed?



*Based on 85% sample. Patients who did not answer or were under 18 are not included. Employment does not guarantee employer insurance, so percentage of uninsured may be higher than the percentage of unemployed.*

### ER visits in last year?



*551 patients said they had visits to the ER in the previous year. Many had multiple visits. Based on responses, the minimum total was 1,014 ER visits. A 2019 Kaiser Health study puts the average cost of an ER visit at \$2,032 placing the cost of ER visits by Care Harbor patients at \$2,060,448. If visits were for preventable or routine medical needs, potential savings are substantial.*

## Geographic Distribution (Zip Codes)

94% sample. Records with zip codes lacking an integer or with an extra integer are excluded.

Over 75   50-75   25-50

|       |     |       |    |       |    |       |    |       |    |       |   |
|-------|-----|-------|----|-------|----|-------|----|-------|----|-------|---|
| 19033 | 1   | 90025 | 1  | 90064 | 3  | 90280 | 33 | 90744 | 1  | 91343 | 2 |
| 19335 | 1   | 90026 | 10 | 90065 | 3  | 90291 | 2  | 90745 | 7  | 91344 | 1 |
| 30249 | 1   | 90027 | 5  | 90066 | 3  | 90293 | 1  | 90746 | 3  | 91345 | 1 |
| 40601 | 1   | 90028 | 15 | 90067 | 2  | 90301 | 10 | 90755 | 2  | 91350 | 2 |
| 73114 | 1   | 90029 | 3  | 90081 | 1  | 90302 | 10 | 90802 | 5  | 91352 | 6 |
| 80044 | 1   | 90031 | 28 | 90125 | 1  | 90303 | 3  | 90804 | 2  | 91353 | 1 |
| 89122 | 1   | 90032 | 4  | 90166 | 1  | 90304 | 7  | 90805 | 12 | 91360 | 1 |
| 90001 | 73  | 90033 | 31 | 90201 | 53 | 90305 | 2  | 90806 | 8  | 91364 | 1 |
| 90002 | 52  | 90034 | 8  | 90205 | 1  | 90306 | 1  | 90807 | 1  | 91367 | 3 |
| 90003 | 108 | 90035 | 1  | 90211 | 1  | 90307 | 2  | 90808 | 2  | 91387 | 2 |
| 90004 | 28  | 90036 | 3  | 90212 | 2  | 90309 | 1  | 90810 | 14 | 91401 | 3 |
| 90005 | 14  | 90037 | 97 | 90220 | 16 | 90401 | 4  | 90813 | 13 | 91405 | 2 |
| 90006 | 38  | 90038 | 7  | 90221 | 18 | 90404 | 4  | 90815 | 2  | 91406 | 2 |
| 90007 | 41  | 90039 | 9  | 90222 | 14 | 90501 | 6  | 91012 | 1  | 91408 | 1 |
| 90008 | 18  | 90040 | 1  | 90230 | 1  | 90503 | 1  | 91016 | 2  | 91423 | 1 |
| 90009 | 3   | 90042 | 2  | 90232 | 1  | 90602 | 5  | 91030 | 3  | 91505 | 2 |
| 90011 | 122 | 90043 | 20 | 90240 | 3  | 90605 | 3  | 91040 | 2  | 91548 | 1 |
| 90012 | 12  | 90044 | 86 | 90241 | 3  | 90640 | 11 | 91042 | 1  | 91605 | 3 |
| 90013 | 54  | 90045 | 4  | 90242 | 3  | 90650 | 7  | 91101 | 1  | 91606 | 8 |
| 90014 | 9   | 90046 | 4  | 90245 | 1  | 90660 | 5  | 91105 | 4  | 91702 | 1 |
| 90015 | 59  | 90047 | 34 | 90247 | 10 | 90670 | 5  | 91106 | 1  | 91706 | 5 |
| 90016 | 28  | 90048 | 1  | 90249 | 3  | 90703 | 3  | 91107 | 1  | 91722 | 1 |
| 90017 | 35  | 90049 | 1  | 90250 | 18 | 90706 | 8  | 91202 | 3  | 91723 | 1 |
| 90018 | 47  | 90056 | 2  | 90251 | 2  | 90707 | 2  | 91203 | 1  | 91724 | 3 |
| 90019 | 22  | 90057 | 45 | 90255 | 17 | 90712 | 1  | 91304 | 1  | 91730 | 1 |
| 90020 | 7   | 90058 | 10 | 90260 | 5  | 90716 | 2  | 91306 | 2  | 91731 | 7 |
| 90021 | 9   | 90059 | 42 | 90262 | 10 | 90723 | 2  | 91325 | 5  | 91732 | 1 |
| 90022 | 27  | 90061 | 15 | 90270 | 11 | 90726 | 1  | 91331 | 8  | 91733 | 8 |
| 90023 | 26  | 90062 | 27 | 90277 | 2  | 90731 | 6  | 91335 | 1  | 91744 | 8 |
| 90024 | 1   | 90063 | 17 | 90278 | 5  | 90740 | 1  | 91342 | 6  | 91745 | 4 |

Zip codes continue...

*Zip Codes continued*

|       |   |       |   |       |   |       |   |       |   |       |   |
|-------|---|-------|---|-------|---|-------|---|-------|---|-------|---|
| 91746 | 3 | 91769 | 1 | 91803 | 8 | 92583 | 1 | 92831 | 1 | 93536 | 3 |
| 91752 | 1 | 91770 | 2 | 92335 | 1 | 92586 | 1 | 92882 | 1 | 93551 | 4 |
| 91754 | 4 | 91778 | 2 | 92376 | 2 | 92596 | 1 | 92883 | 1 | 93584 | 1 |
| 91764 | 2 | 91780 | 6 | 92394 | 1 | 92683 | 1 | 93060 | 2 | 93591 | 1 |
| 91765 | 1 | 91786 | 1 | 92403 | 1 | 92704 | 1 | 93307 | 1 | 94621 | 1 |
| 91766 | 4 | 91790 | 4 | 92405 | 2 | 92780 | 1 | 93534 | 1 | 95030 | 1 |
| 91767 | 1 | 91801 | 2 | 92544 | 1 | 92806 | 1 | 93535 | 4 | 95207 | 1 |
|       |   |       |   |       |   |       |   |       |   | 98002 | 1 |

*223 zip codes were represented. On the weekend before the clinic, free admission wristbands were distributed at Ted Watkins Park in Watts, on the campus of L.A. Technical Trade College near the clinic venue, and at local shelters. Wristbands assure patients of entry, allow them to choose the day they want to attend, help manage patient flow, and allow Care Harbor to synchronize projected daily demand and clinic service resources. Distribution is also an important opportunity to orient patients to clinic procedures and answer any questions.*



## 5. CLINIC SERVICES

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### **Medical**

- Primary care
- Specialty care
- Mental health
- Medical lab
- Dispensary
- Immunizations (Flu, Tdap, Pneumonia, Hepatitis A)

### **Dental**

- Cleanings
- Fillings
- Extractions
- Root canals
- Partial dentures
- Denture repair

### **Vision**

- Eye exams/refractions
- Retina imaging
- Prescription glasses (single vision & bifocals)
- Readers

### **Prevention/wellness**

- Health literacy education
- Prevention resources/counseling
- Coverage program education/enrollment

### **Screenings**

- Glucose
- A1C
- HIV/STD
- Pap smears

### **Off-site Services**

- Dental pathology lab
- Medical pathology lab
- Follow-up care clinics & practices
- Optical lab (high corrections & bifocals)

## 6. REGISTRATION & INTAKE TRIAGE

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Patients entering the clinic were registered at 24 computer stations where their electronic health records were established. Stored on Care Harbor's HIPAA secure site, patient EHRs can be retrieved by follow-up providers and other authorized users. Clinicians add to this record as patients proceed through the clinic, recording existing conditions, diagnoses, treatments, referrals and other data, or adding x-ray images, EKG tracings and other material.

At intake triage, patient vital signs, medical and social histories, current medications and other data were recorded at 60 nursing stations. Patients were also given a blood glucose test before leaving triage.

If patients present urgent medical symptoms at triage, they are escorted to the medical area for evaluation before receiving any additional services. Three EMT crews and an ambulance remained on site during all operating hours of the clinic to respond to any emergencies.

Patients proceeded from triage to a welcome desk where they received orientation materials, lunch tickets, and a shopping bag to collect education materials and other resources from exhibitors and counselors. They also received a numbered ticket for their chosen service. This number system eliminated the need for internal lines and freed patients to visit the clinic's prevention exhibitors and counselors while they waited for their number group to be called on several large video screens.

Volunteers escorted patients from the welcome desk onto the clinic floor, orienting them to clinic layout and services, and answering any questions. Translators were available for patients not fluent in English. Patients were encouraged to take advantage of the clinic's prevention and self-care resources while they waited.





## 7. MEDICAL SERVICES

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234 medical professionals volunteered for the clinic, including physicians, nurses and other professionals. Medical and nursing students assisted. Volunteers had the option of half or full day shifts. Some volunteered for multiple days. Patients received primary and specialty care in 45 exam rooms. Diagnostic equipment including ECG, echocardiogram, abdominal ultrasound and A1C was available onsite. Offsite pathology labs were provided by UCLA Health Systems and Kaiser Permanente. Care Harbor has placed a special emphasis on type 2 diabetes management and prevention, with blood glucose testing for patients, multi-disciplinary medical exams for diabetic patients, and nutrition counseling for diabetic and pre-diabetic patients.

### **Total Medical Services** **6,751**

|  |       |
|--|-------|
| Triage: vitals, medical & social histories | 2,147 |
| Primary care physician exams               | 730   |
| Specialty care physician exams             | 272   |
| Nurse chart reviews & consultations (est.) | 600   |
| Blood glucose (est.)                       | 2,120 |
| Immunizations                              | 659   |
| <i>Flu shots</i>                           | 342   |
| <i>Tdap vaccine</i>                        | 132   |
| <i>Pneumonia vaccine</i>                   | 22    |
| <i>Hepatitis A vaccine</i>                 | 163   |
| Screenings/Tests                           |       |
| EKG/Echocardiogram                         | 35    |
| Abdominal ultrasound (est.)                | 50    |
| Paps                                       | 77    |
| HPV  | 98    |
| STD  | 98    |



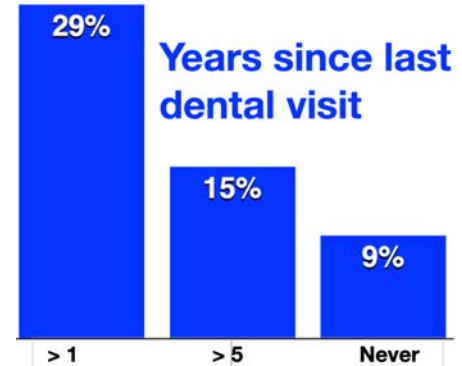


## 8. DENTAL SERVICES

193 dental professionals volunteered for the clinic, including general dentists, oral surgeons, endodontists, hygienists and other professionals. 330 dental students and general volunteers assisted. Onsite equipment included 60 dental chairs and delivery units, 3 x-ray rooms, hand tools & instruments, autoclaves, supplies and denture lab.

### **Total Dental Services** **2,872**

|                          |       |
|--------------------------|-------|
| Dental triage exam       | 1,236 |
| Cleanings/periodontal    | 512   |
| <i>Prophylaxis</i>       | 329   |
| <i>Gross Debridement</i> | 183   |
| Fillings                 | 318   |
| <i>Amalgam</i>           | 109   |
| <i>Composite</i>         | 209   |
| Extractions              | 272   |
| <i>Simple</i>            | 160   |
| <i>Surgical</i>          | 112   |
| Root Canals              | 20    |
| Partial Dentures         | 80    |
| Denture repairs          | 20    |
| X-rays                   | 420   |



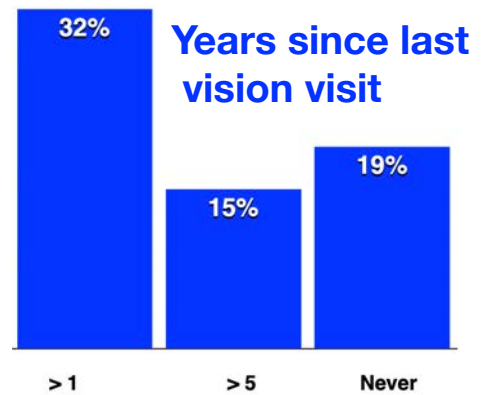
*All patients were asked the number of years since their last dental visit. 87% responded and percentages are of this sample. 47% said they had seen a dentist in the past year, 53% said they had not. (9% said they had never been to a dentist.).*



## 9. VISION SERVICES

45 vision professionals volunteered for the clinic, including ophthalmologists, optometrists, and other professionals. 193 optometry students assisted. Onsite equipment included 18 phoropters and vision lanes, 6 slit lamps, autorefractors, lensometers, tonometers, and a fundus camera for retina imaging. Patients receiving prescriptions selected eyeglass frames on site. For single vision corrections of 6 diopters or less, lenses were made on site and patients left the event with their glasses. For those with stronger corrections or bifocals, the glasses were made at an offsite optical lab and patients received their glasses as a separate Care Harbor event several weeks later.

|                                     |                     |
|-------------------------------------|---------------------|
| <b><u>Total Vision Services</u></b> | <b><u>2,280</u></b> |
| Visual acuity exams                 | 1,070               |
| Refractions                         | 946                 |
| Eyeglasses made on site             | 445                 |
| Eyeglasses made off site            | 501                 |
| Ophthalmology referrals             | 264                 |



*All patients were asked the number of years since their last vision exam. 86% responded and percentages are of this sample. 34% said they had an exam within the past year. 66% said they had not. (19% said they had never been.)*



## 10. HEALTH LITERACY PROGRAM

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Care Harbor's Health Literacy Program is designed to help patients understand their health conditions and clinician instructions, promoting compliance and improving outcomes. This program was expanded at the Care Harbor / LA 2019 clinic, to include not only patients receiving medical care but also those who receive dental care and other services.

Patients who come to Care Harbor are often anxious about their health, the care they will receive, and the intimidating scale of the event itself. Many have a lack of language fluency, are unfamiliar with medical terms, and may have a cultural reluctance to ask questions of the examining physician. As a result, they may leave the exam room without a full understanding of their diagnosis or recommended treatment plan.

Following their medical exams, patients were directed to a separate station where nurses reviewed their charts, answered their questions, explained medication instructions, and ensured that the patients understood fully what clinicians had told them. Interpreters or bi-lingual nurses were available for patients who were not fluent in English. The relaxed setting of these post-exam sessions reduced anxiety and encouraged patients to participate fully in their care.

Visual aids including anatomical models and short videos were available to help educate patients, and take home printed materials in English and Spanish were provided. For patients diagnosed with diabetes, free glucometers and test strips were provided and the patients received instructions for their use. If other healthcare resources at the clinic were of value to the patient, they were directed or escorted to them.



## 11. HOMELESSNESS PROGRAM

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Care Harbor devoted the first clinic day (Friday, November 15) exclusively to persons experiencing homelessness. Working with the Los Angeles County Departments of Public Health and Mental Health, admission wristbands were distributed through local shelters and agencies. Unsheltered clients living on the street were reached through County case workers who were in touch with them.

Transportation is among the many challenges in serving this population. Day-long chartered bus routes were established to bring clients from shelters and other departure points in the city and return them after they received services at Care Harbor – a task complicated by widely varied service completion times at the clinic. Case workers rode the buses with the clients, and a dispatch center was established at the clinic to assure that clients boarded the proper buses for return. The office of County Supervisor Mark Ridley-Thomas provided the buses and worked with Care Harbor volunteers to coordinate the effort.



Another challenge is contacting unhoused clients after the clinic, to deliver prescription eyeglasses, provide test results or other follow-up actions. Coordinating with case workers and shelters provided the means to reach clients post-event.

Social services, health education and mental wellness resources targeted to the needs of the client base were added to clinic services for the day. Intervention specialists were on hand for any behavioral issues but the day was without incident,

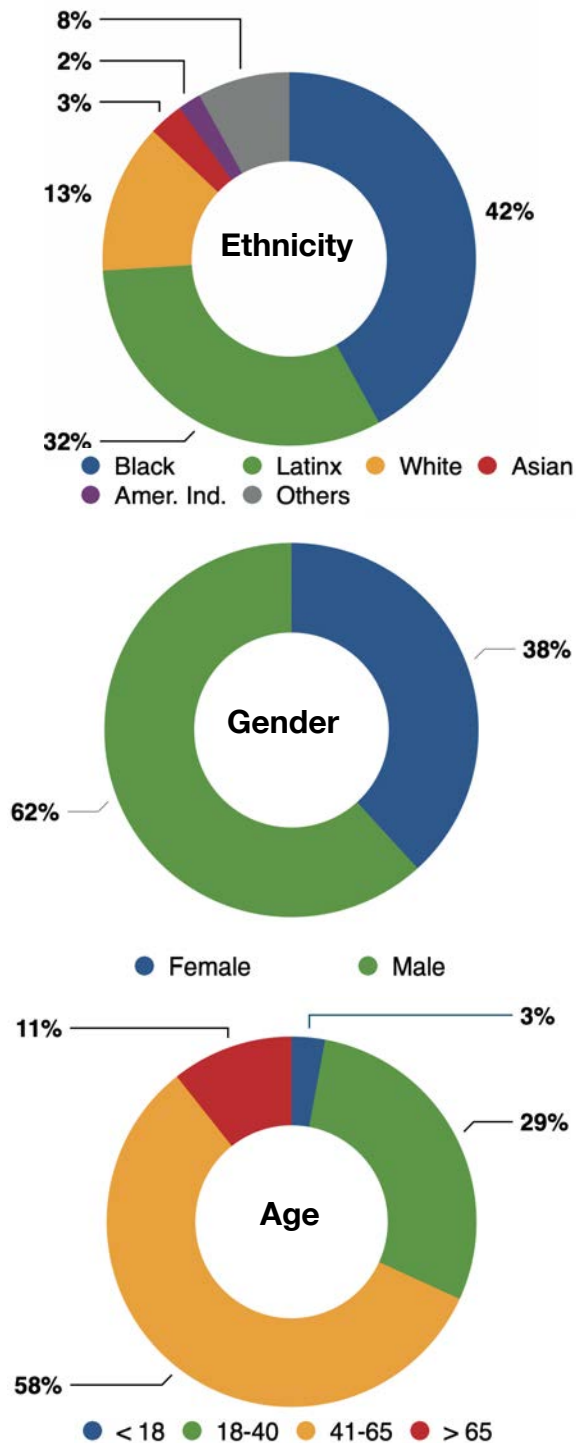
This was a unique research opportunity with hundreds of persons experiencing homelessness available under one roof at one time. A County Department of Public Health team was invited to conduct an in-depth survey of clients at the event. A summary of results is attached as an addendum to this report. Care Harbor also captured demographic and other data as clients registered at the clinic.



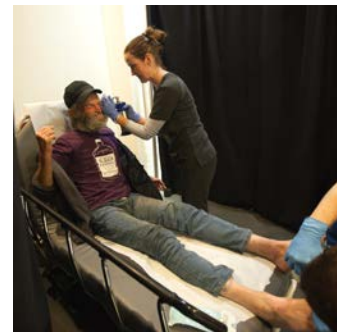
In total, 622 persons experiencing homelessness attended the free mega-clinic. With lessons learned on this one day program, patient capacity can be significantly expanded in future events.

## Demographic Data

Separate demographic data was compiled for persons experiencing homelessness who attended on Friday. About 15% of those who came were unsheltered and living on the street; 85% came from shelters.



*African/American was the leading ethnicity among the persons experiencing homelessness attending on Friday. Latinx was the next most prominent group. These lead positions were reversed in the general population on other clinic days. (Friday percentages are based on a 79% sample.)*





## 12. PREVENTIVE CARE

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Care Harbor places a strong emphasis on preventive care and wellness education. With thousands of underserved and at-risk individuals under one roof at one time, a Care Harbor free clinic is a unique opportunity to provide prevention and self-care education and counseling to those in need.



At the Reef, 43 agencies and organizations provided education and counseling stations available to all patients before and after they received medical, dental or vision services. In addition to immunizations, screenings and preventive oral health, resources included mental health counseling and referrals, diabetes management and prevention, reproductive and sexual health, prenatal and neonatal care, substance abuse counseling, heart health, disaster preparedness,

household safety, nutrition, and many others. A chef demonstrated healthy recipes with low cost ingredients locally available to the attendees.

Social service counselors and exhibits were also on site, including career counseling and job placement, consumer protection, housing rights, immigrant services, voter registration, record expungement, and other services. A children's craft station was available for young people.



A team of insurance navigators from the Los Angeles County Department of Public Social Services staffed a separate section on the clinic's main floor. Navigators provided counseling on patient eligibility for low cost and no cost insurance programs and economic assistance, and could enroll patients into open programs at the event. Many Care Harbor patients are not aware that they qualify for coverage under healthcare and other assistance programs.

The impact of the prevention and wellness education provided at Care Harbor extends beyond the event itself as patients take the information they receive back home to their families and friends.



### **13. COMMUNITY PARTNERS**

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These organizations contributed in-kind donations or financial support to the November, 2019 Care Harbor clinic.

#### **Platinum Partners**

Good Hope Medical Foundation

UCLA Health

L.A. Care/Blue Shield Resource Center

#### **Gold Partners**

Supervisor Mark Ridley-Thomas, 2nd District

Western University of Health Sciences

VSP Vision Care

Hu-Friedy

Los Angeles County Department of Health Services

Los Angeles County Department of Public Health

Los Angeles County Department of Public Social Services

Southside Coalition of Community Health Centers

California State University Channel Islands

#### **Silver Partners**

Cedars-Sinai

QueensCare

Kaiser Permanente

Healing California

El Pollo Loco

Healthcare Career College

McCormick Ambulance Services

Operation USA

Patterson Dental

Los Angeles Trade Technical College

#### **Bronze Community Partners**

UCLA Pathology

Supervisor Shiela Kuehl, 3rd District

Alexander Alacche Foundation

Medico Linens

Thomas and Dorothy Leavey Foundation

**Bronze Community Partners (cont.)**

The Shield Group

Give Kids A Smile Foundation

Mar Cohen & Jana Kaye

Benevity Community Fund

American Career College

Mignon Manelli

XDR Radiology

Jaewook Myung

## APPENDIX

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### 2019 Homeless Mortality Prevention Survey / Care Harbor

The Los Angeles County Department of Public Health conducted a survey of clients at the Care Harbor free clinic on November 15, 2019, the clinic day devoted exclusively to persons experiencing homelessness. Care Harbor provided space and resources to DPH staff for the survey. Clients participated on a voluntary basis. There were 315 completed surveys. Following are some of the results. (Responses may not total 100% due to rounding error.)

#### Summary of preliminary findings:

##### Survey language

|         |     |
|---------|-----|
| English | 90% |
| Spanish | 10% |

##### Gender

|                      |     |
|----------------------|-----|
| Male                 | 55% |
| Female               | 33% |
| Other                | 1%  |
| Prefer not to answer | <1% |
| No response          | 11% |

##### Age

|             |     |
|-------------|-----|
| 18-29       | 12% |
| 30-39       | 15% |
| 40-49       | 15% |
| 50-59       | 30% |
| 60-64       | 11% |
| 65 or older | 7%  |
| No response | 10% |

##### Race/ethnicity

|                                 |     |
|---------------------------------|-----|
| Hispanic / Latino               | 27% |
| Black/ African American         | 41% |
| White                           | 9%  |
| Asian                           | 2%  |
| American Indian / Alaska Native | <2% |
| Pacific Islander                | <2% |
| Multi-racial                    | 3%  |
| Refused                         | 3%  |
| No response                     | 11% |

Length of time homeless (not living in permanent housing)

|                        |     |
|------------------------|-----|
| Less than 1 month      | 5%  |
| 2 to 3 months          | 10% |
| 4 to 6 months          | 8%  |
| 7 to 12 months         | 10% |
| More than 1 to 2 years | 25% |
| More than 3 years      | 43% |
| Don't know             | <1% |
| No response            | —   |

Where are you currently staying?

|                             |     |
|-----------------------------|-----|
| At a mission or shelter     | 55% |
| On the street               | 17% |
| Temporary housing           | 13% |
| In car, RV or van           | 4%  |
| At family or friend's house | 2%  |
| At a hotel or motel         | 1%  |
| Other                       | 9%  |

Which health issues do you currently have or have experienced in the past year?

|   |     |
|---|-----|
| Mental health issue (depression, anxiety, etc.) | 44% |
| Dental problems                                 | 42% |
| Vision problems                                 | 39% |
| High blood pressure                             | 31% |
| Physical disability                             | 23% |
| Chronic pain                                    | 23% |
| Drug or alcohol problem                         | 18% |
| Asthma  | 17% |
| Diabetes  | 16% |
| Physical trauma/injury                          | 14% |
| Domestic violence experience                    | 11% |
| Heart disease                                   | 9%  |
| Hepatitis C                                     | 7%  |
| Lung disease                                    | 5%  |
| HIV/AIDS  | 4%  |
| Liver disease                                   | 4%  |
| Kidney disease                                  | 3%  |
| Cancer  | 3%  |
| Tuberculosis                                    | 2%  |
| Pregnancy                                       | 1%  |
| Other   | 15% |

Where do you go to get health-related services?

|   |     |
|---|-----|
| Medical clinic                            | 49% |
| Hospital                                  | 34% |
| Mental health clinic                      | 23% |
| Clinic in a shelter                       | 12% |
| Pharmacy or bodega (CVS, Walgreens, etc.) | 8%  |
| Street outreach (e.g. mobile van)         | 6%  |
| Drug/alcohol treatment center             | 5%  |
| Veteran's hospital                        | 2%  |
| Other                                     | 15% |

In the past year, have you or someone you know, been physically assaulted/threatened?

|                      |     |
|----------------------|-----|
| Yes                  | 41% |
| No                   | 48% |
| Prefer not to answer | <1% |
| No response          | 11% |

Who was the person(s) fighting or threatening you or someone you know?

|   |     |
|---|-----|
| Stranger                                | 28% |
| Friend                                  | 23% |
| Another homeless person you know        | 19% |
| Another homeless person you didn't know | 19% |
| Romantic partner                        | 8%  |
| Gang member                             | 7%  |
| Drug dealer                             | 3%  |
| Police officer                          | 3%  |
| Security officer                        | —   |
| Pimp                                    | —   |
| Other                                   | 12% |

Where did the fight/assault happen?

|                               |     |
|-------------------------------|-----|
| Street                        | 76% |
| Shelter                       | 10% |
| Someone's house               | 7%  |
| Motel                         | 2%  |
| Single Room Occupancy housing | 2%  |
| Jail                          | 2%  |
| Police station                | 1%  |
| Other                         | 15% |

Do you want to be connected to a doctor, counselor or drug/alcohol treatment specialist?

|  |     |
|--|-----|
| Yes, doctor                            | 14% |
| Yes, counselor                         | 6%  |
| Yes, drug/alcohol treatment specialist | 3%  |
| No                                     | 61% |
| Don't know                             | 3%  |
| No response                            | 13% |