



SAN FRANCISCO  
COMMUNITY  
HEALTH CENTER

# IMPACT REPORT

2020–2021



*“This incredible organization has been transforming lives by advancing health, wellness, and equity through their high-quality healthcare services. During the COVID-19 pandemic, they have not only stepped up to support those most impacted but they have also partnered with our Department of Public Health to spearhead COVID-19 response efforts in the Tenderloin.” — San Francisco Mayor London Breed*

# WELCOME

2020 was a year of breathtaking disruption, unimaginable on so many levels, and utterly chaotic. The enormous challenges of a global pandemic hit home in mid-March when San Francisco issued its shelter-in-place order and SFCHC met those challenges. We never closed our doors to patients and immediately deployed more of our team into the streets, alleyways, and encampments of the Tenderloin. Our mission to serve the most vulnerable, stigmatized, and marginalized in our community was more relevant and more urgent than ever before. I could not be prouder of the bravery, courage, and commitment of the team here at SFCHC. This report distills for you our achievements and our impact, our stories of hope from our patients and clients themselves, and what I think characterizes our organization's character: resilient, dogged, and agile.

— Lance Toma, CEO

**OUR MISSION** To transform lives by advancing health, wellness, and equality.

**OUR VISION** We are an LGBTQ and people of color community health center that believes EVERYONE deserves to be healthy and have access to the highest quality health care. We foster resilience, strength, connection, health, and wellness for all communities. To us, health care will always be grounded in social justice.

## PROGRAMS AT A GLANCE

### TRANS:THRIVE

Formulated within the trans community, Trans:Thrive provides case management; medical services including primary care, hormone therapy, and needle exchange; and mental health and substance use support. It also offers social groups; special events; and a drop-in center with refreshments, a clothing closet, and a computer lab.



*Patients receive a warm welcome and consistent support throughout their visit to the center.*

### MEDICAL, BEHAVIORAL, DENTAL CARE

Our stellar team of providers offers the highest quality medical care, mental health and substance use services, gender care, and HIV care. In 2020 we launched dental services. We believe that oral health should be attainable by all.

“To us, health care will always be grounded in social justice...”

### COMPREHENSIVE HIV SERVICES

For those too often overlooked by the system, SFCHC provides a drop-in center where clients can spend time with community, eat breakfast, watch TV, use the internet, make phone calls, participate in art therapy, attend support groups, and access case management. SFCHC also helps individuals living with HIV/AIDS reconnect with primary care providers and enter long-term housing.

### STREET MEDICINE

We have teams of staff and volunteers in the field seven days a week making contact with unhoused and marginally housed individuals throughout the city. We provide direct care, distribute hygiene and harm reduction kits, and connect people to providers and agencies that can meet their individual needs. Our ethos is all about meeting people where they are.

### API LGBTQ PROGRAMMING

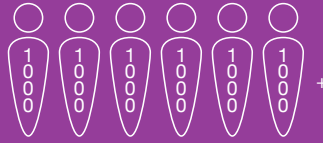
Continuing our legacy of providing HIV prevention, care, and LGBTQ support for the Asian and Pacific Islander community, The Connection is our community and leadership building program for API queer men to come together and build a safe, healthy, empowering community. Our Asian & Pacific Islander Transgender Empowerment Group (ATE) program continues for our API Trans women community to build strength, leadership, and support.



# ACHIEVEMENTS



From May through June 2021, nearly 2,000 COVID-19 vaccination shots given at our weekly mobile community vaccination site and from our roving teams throughout the Tenderloin



6,341 clinic visits in 2020, a 61% increase over 2019



1,954 unique patients treated in our clinic in 2020; over 4,000 served when combined with our field visits

**33%** of those treated during the pandemic (Project React) were homeless or marginally housed.

**90%** of unhoused individuals who test positive for HIV have been linked to a primary care provider within 30 days of testing.

In June 2021, philanthropists MacKenzie Scott and Dan Jewett announced that SFCHC was among 286 exceptional organizations selected to receive transformative major gifts totaling **\$2.74 billion.**

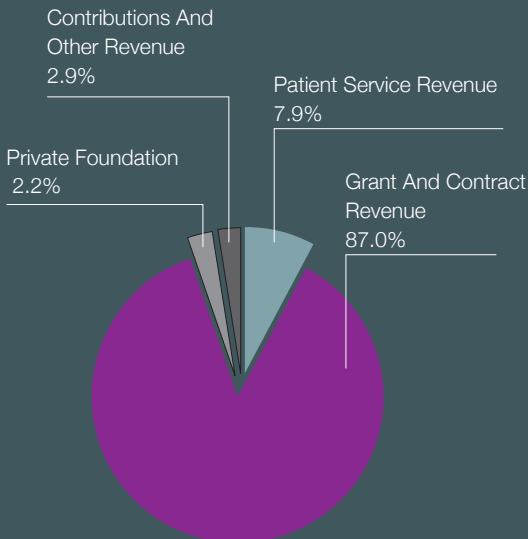
We have an HIV viral load suppression of

**85%** for our patients living with HIV – most of whom are homeless or marginally housed – compared to an overall rate of 70% throughout our city during the pandemic.



Through our various programs, we helped as many as 100 unhoused persons find permanent or provisional housing during the COVID-19 pandemic.

## FY 2020

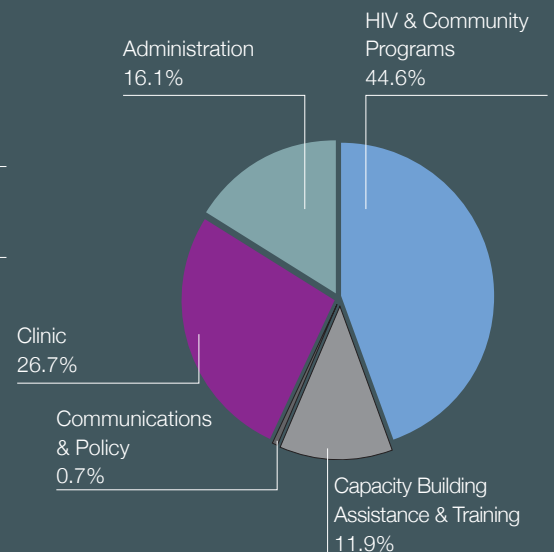


### REVENUES AND OTHER SUPPORT

Total Revenues And Other Support \$7,611,191

### EXPENSES

Total Expenses \$7,606,165



# COVID RESPONSE: PROJECT REACT

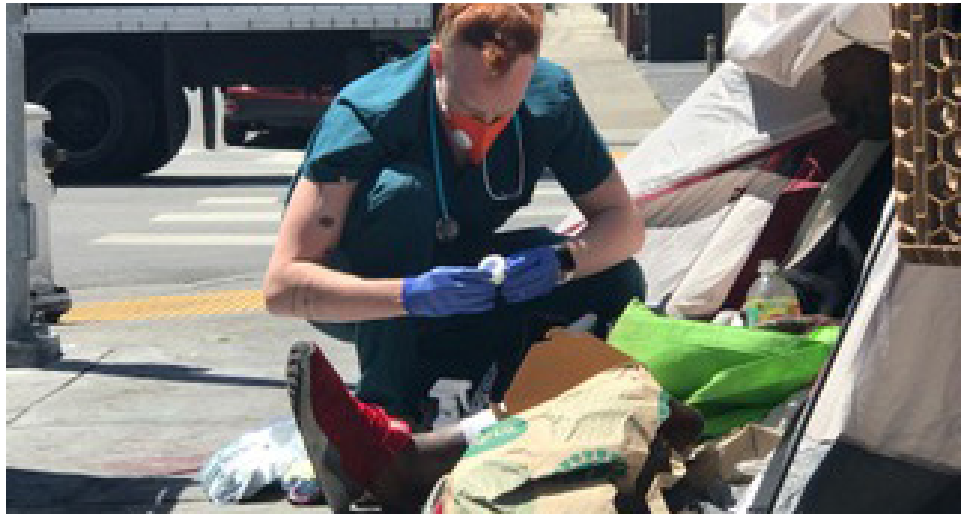
- SFCHC clinical personnel and field teams returned to work within two weeks of the March 17, 2020, stay-at-home order in San Francisco.

“SFCHC established vaccination programs onsite through its street medicine program.”

- Staff and volunteers were in the field seven days a week, making contact with unhoused and marginally housed individuals, providing COVID-19 testing and counseling as well as distributing food, hygiene supplies, and harm reduction kits.
- Door-to-door outreach to promote testing and, later, vaccination reached 44 different types of housing settings and 52 grocery stores.



SFCHC’s weekly Tenderloin community COVID-19 vaccine site was highlighted in two of ABC7 Bay Area news stories that aired in April and May 2021.



Direct Relief was a new funder for us during the start of the COVID-19 pandemic. They reached out as soon as they received our application and published a story in July 2020 on our innovative efforts, titled, “From the Four Walls of a Clinic: Caring for Homeless Patients During the COVID-19 Pandemic.” This photo of one of our street team nurses examining a homeless patient accompanied the story.

- SFCHC established vaccination programs onsite, at Glide Memorial Church, and through our street medicine program. Over 1,500 vaccines were administered in the two months following the initial vaccine delivery.
- As a result of SFCHC’s processes for establishing trust and open communication with our homeless and marginally housed clients, 85% returned for their second vaccination.

## NECESSITY REQUIRES INNOVATION

**NECESSITY:** Employment commitments create a barrier preventing certain workers from visiting vaccination sites.

**INNOVATION:** Evening vaccine clinic for daytime workers.

**NECESSITY:** Individuals new to gender transition are anxious about the process and where to find support.

**INNOVATION:** SHE Boutique — operated by SFCHC staff and open for drop in — offers clothing and accessories to all women of trans experience. For us, by us.

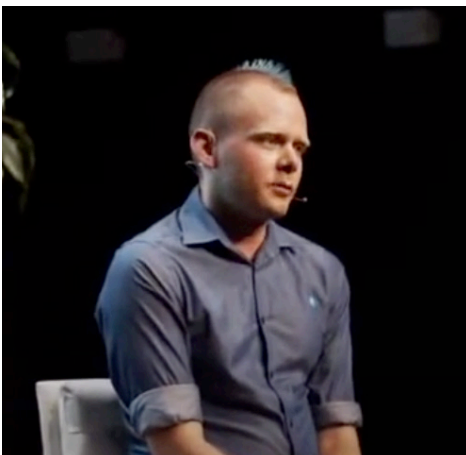
**NECESSITY:** Unhoused individuals experience health problems associated with unsanitary conditions and, for some, drug dependency.

**INNOVATION:** Hygiene kits and harm reduction kits distributed by our field and street medicine teams offer a higher level of protection to people facing the hardships of living, and using, on the street.



*“Everything that was going wrong was being fixed by a team. I wouldn’t be housed right now if it wasn’t for this clinic...They make me feel like they’re friends or family.”*  
 — Domingo, patient

*“My substance use put me in weird places and SFCHC seemed to find me in all those places.”*  
 — Pat, Behavioral Health Specialist, former patient



*“They’ve helped me stabilize my life. I’m no longer on the streets, I currently have a job and I’ve been taking a lot better care of myself.”*  
 — Shimmy, patient

*“They embraced me when I first came in. They didn’t shame me away.”*  
 —Deanna, patient



## PATIENT STORIES

Diane came to SFCHC in early 2020, at age 59, after a lifetime of severe depression, alcohol abuse, multiple hospitalizations, and suicide attempts. She formed a bond of trust with her therapist and began exploring the feelings she had been suppressing her entire life. Diane chose to undertake gender transition and began supervised hormone treatment. Her first surgery is scheduled, and Diane says her 60th birthday felt like her first real birthday, celebrating for the first time as the person she really is.

Zach has been coming to SFCHC intermittently for over two years with severe dependence on stimulants and opiates, unspecified psychosis, and homelessness. At SFCHC, he has access to a case manager, therapist, and a nurse practitioner. Sometimes he comes simply for food and coffee. Other times, he arrives ready and motivated to work with his team. In 2020, Zach made the determination to “get inside,” off the streets and into a residential treatment program for substance abuse.

# SHOW OF HOPE TELEVISED FUNDRAISING EVENT

In March 2021, SFCHC produced a groundbreaking television fundraising event that was broadcast on ABC7 Bay Area while streaming concurrently online. Made possible by the generous support of Gilead Sciences, Chevron, ViiV Healthcare, and many others, this 30-minute show included appearances by San Francisco Mayor London Breed; writer and director of the hit show Pose, Janet Mock; activist and comedian Margaret Cho; and trans super model, Geena Rocero. It also featured a special music performance by Golden

Globe award winner Darren Criss. This innovative broadcast produced in response to the COVID-19 pandemic reached over 25,000 viewers and afforded the center the opportunity to raise much needed funds to keep its doors open for clients more in need of its services than ever before. It also allowed the center to keep field teams in the street seven days a week, reaching those on the margins and mitigating the devastating effects of the pandemic.



**CLICK TO  
WATCH!**



## STORIES OF HOPE

Beginning in April and culminating in July 2021, we continued the momentum and community impact started by Show of Hope by introducing Stories of Hope, a series of 30-second commercials featuring our clients telling their stories firsthand. Partnering with Xfinity and EfecTV, these Stories of Hope saturated the market and garnered great exposure for SFCHC and our mission critical work.

*"We're celebrating the work of so many wonderful people at the health center that have and continue to help so many folks in need in my beloved hometown of San Francisco."*

*"I am so excited for this center. I want us to raise as much money as possible for us to be there for each other, in the Tenderloin, in San Francisco."*



**DARREN CRISS**



**MARGARET CHO**



**JANET MOCK**



**GEENA ROCERO**

*"I am proud to take part in Show of Hope, a fundraiser for the San Francisco Community Health Center, a social justice healthcare organization that has been serving LGBTQ communities for the past three decades. During the COVID-19 pandemic, the center quickly responded to provide basic needs, food assistance and street medicine to folks in the Tenderloin district... Nobody is forgotten by the center."*

*"Personally, the health center has a very special place in my heart. When I first immigrated to San Francisco from the Philippines, the center provided me with so many resources that I needed. They welcomed and nurtured me. It's a place where I found my chosen family and my mentors."*

