



**Strategic Plan  
Implementation Plan  
FY 2023 - 2025  
Continuation  
Strategies  
Recommendations and  
Funding Agreements**

First 5 San Mateo County  
Commission Meeting  
September 25, 2023

*F5SMC Team*



**FIRST 5**  
SAN MATEO COUNTY

1



**F5CA HOME VISITING SYSTEMS INITIATIVE**

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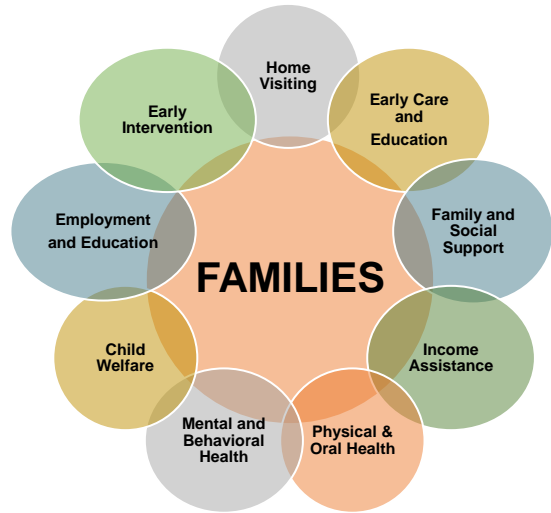


## HOME VISTING IS PART OF A SYSTEM OR NETWORK OF SERVICES

“In partnership with the family, the delivery of the right services in the right setting at the right time.”

- Home Visiting Applied Research Collaborative (HARC)

**Purpose:** Help counties create a sustainable, unified system that supports families with the home visiting services they need and maximize available funding to serve more families.



3

Agency & Program	Year 1 Budget Amount*	Home Visiting Supports County-wide
Hamai Consulting: F5CA Home Visiting Systems Initiative- Local Plan Implementation	\$53,520*	<ul style="list-style-type: none"> <li>• Environmental Scan Updated</li> <li>• Strategic Plan and Action Plan Implementation</li> <li>• Community planning, facilitation &amp; coordination</li> </ul> <p>(Approximately 1500 children &amp; their families- predominantly infants &amp; toddlers, 17+ HV programs, Nurse Family Partnership, Healthy Families America, Parents as Teachers, SafeCare)</p>
One Year Contract Total	\$53,520*	



4

4

# CONSIDERATIONS- HOME VISITING SYSTEMS Issues to Consider FY23-25

IMPACT Legacy F5CA IMPACT total funding for local implementation is \$184,000 and no longer requires a local match.

F5SMC's retains approximately 28% or \$52,000 for: project & grant management, regional & state policy and systems participation deliverables, and indirect costs. The remaining \$132,000 is the grant amount to Hamai Consulting.

F5 San Benito is Region 4 Home Visiting fiscal lead agency and F5SMC's grantor agency for the F5CA HV Systems Initiative.



5

5



## Questions/Comments



6

# HPSM Dental

First5 San Mateo County  
September 23, 2023



# Agenda

- HPSM Intro
- HPSM Dental Team
- History of HPSM Dental
- Dental Year 1 in Review (CY 2022)
- Referral Process
- On the Horizon
- Questions

# About HPSM



- HPSM is a local community-based health plan with a vision that *Healthy is for everyone* – and we fight to make that possible. By partnering with providers and community organizations, we are able to advocate for our members’ health and meet the highest quality of care standards. [Learn more about our Mission, Vision and Values.](#)
- [Our unique approach to health care](#)
- **We serve the most in need.** Our programs cover one in five San Mateo County residents. [Learn more](#) about our programs and the individuals we serve.
- **We believe in local control, accountability and transparency.** All of HPSM’s Commission and committee meetings are open to the public. [Learn more](#) about our governance.
- **We are committed to high quality care and services.** HPSM is highly ranked on statewide and nationwide surveys. [Learn more](#) about the quality of our care and services.
- **We respond to local needs and reinvest in the community.** HPSM collaborates with community partners on innovative pilots and programs. [Learn more](#) about our special initiatives.
- **We were created in 1987** and today serve more than 155,000 people in San Mateo County. [Learn more](#) about our history.

# Previous status- members



Medical Needs

Dental Needs



# Benefits: Current integration pilot- members



Medical and Dental Needs





# About HPSM Dental



- Dental is a new benefit administered by HPSM as of Jan 1, 2022.
- 4 years of community and state planning, 2017-2021.
- Legislatively granted for a 6-year demonstration project.
- Differentiation from the state's Denti-Cal plan to be more collaborative with OUR community, OUR partners, OUR members, and OUR providers.

# Goals for HPSM Dental



- **Build a large dental network**- Giving members **more providers** to choose from will make it easier for them to get timely appointments in their area
- **Credential dental specialists** -When members need more advanced dental care, we want them to get **specialized services** from credentialed in-network providers
- **Support dental providers**- As the pilot progresses, we will continue to **streamline** authorization and claims processes to lighten providers' administrative load
- **Coordinate care**- Managing medical, mental health and dental benefits together will enable HPSM to more effectively coordinate care across providers
- **Prioritize those most in need**- While promoting dental care to all of our Medi-Cal members, we will focus on **increasing utilization rates** for children and adults who need restorative care

# Benefits to the community



## **To providers *and* members:**

- Easier **referrals** between medical and dental providers: medical and dental providers now submit a “Referral Authorization Form” to HPSM to refer members to each others’ services
- Dental service referrals integral to **Care Coordination** program. HPSM Case Managers optimize members’ use of their benefits.

## **To providers:**

- Enhanced **reimbursement rates** (more than state Medi-Cal Dental) for some services
- More **streamlined paperwork** processes

## **To members:**

- **One stop shop** for: medical, dental, and behavioral health
- **One HPSM Member Services number** to contact for all health needs



# HPSM's Dental Team



- Dr. Carolyn Brown, Dental Director
- Marisa Cardarelli- Dental Benefits Manager
- Bernadette Navalta, Dental Access and Referral Coordinator
- Patricia Kinniburgh, Dental Access and Referral Coordinator
- Gina Davalos, Dental Access and Referral Coordinator
- Lisa Dinelli, Dental Professional Liaison



# Year 1: Achievements

- Referrals and Care Coordination
- Referral Management System
- Dental Advisory Group
- Increased access and network capacity for Primary Dentistry and Specialty Care (e.g. Periodontia, Orthodontia, Endodontia, etc.)
  - 324 Dental Providers in our Provider Director (compared to ~46 in State DHCS Provider Directory Pre-HPSM Demonstration)
  - Close to 40,000 members accessed dental care in 2022
  - We contracted with new providers who were not originally contracted with Medi-Cal Dental.



# On the Horizon

- Oral Health Integration
- New Benefits (June 23 and Jan 24)
- Oral Health Coalition- Provider Capacity Group
- UOP Dental Clinic at Navigation Center
- DHCS Evaluation of HPSM Dental Program
- Continued sharing with stakeholders
- Continuous recruitment efforts to manage existing need and preparing for increasing membership in 2024
  - Teledentistry
  - More providers able to support high/special needs members in the home
  - Primary and Specialty Dental Providers



# Continued Improvements

- Referral Forms
- Providers able to access support
- Impact of no authorization period
- Improved access to GGRC and CCS members with complex medical dental needs
- Hospital Dentistry (Adults and Children)

# HPSM Dental

*Please reach out with any additional questions or to schedule a meeting*



[Carolyn.brown@hpsm.org](mailto:Carolyn.brown@hpsm.org)  
[Dental@hpsm.org](mailto:Dental@hpsm.org)



650-616-5046



## Accessing Primary Dentists



Clinic locations establish as open to new patients or existing patients only\*

If open

Member contacts dental clinic directly

*\*Dental clinics can change status as open or not open on an ongoing basis*

Find a dental provider using **HPSM Dental's online or print provider directory**, both accessible on HPSM Dental's webpage:  
<https://www.hpsm.org/member/hpsm-dental>

### HPSM Member Services:

Toll free: **1-800-750-4776**  
 Local: **650-616-2133**  
 TTY: **1-800-735-2929** or dial **7-1-1**  
 Monday–Friday 8:00 a.m. to 6:00 p.m.  
<https://www.hpsm.org/member/contact-member-services>  
 Email: Dental@hpsm.org

## Accessing Specialty Dentists



All referrals from primary dentist go through HPSM

HPSM staff verifies benefits and availability of requested dentist(s)

HPSM staff contacts dental office based on established monthly volume and type of service

HPSM staff verify referral with member and assist with scheduling if necessary

The member's primary (general) dentist will make the referral to a specialist (orthodontist, endodontist, periodontist) **through HPSM**

1. HPSM ID card
2. Medi-Cal BIC card

Source: <https://www.hpsm.org/member/hpsm-dental/start-using-your-dental-plan>

## Start Using Your Dental Plan

### ID cards you need to get dental care

Each HPSM member in your household should have their own HPSM member ID card.

HPSM Medi-Cal and CareAdvantage members will need their HPSM ID card to use dental benefits. Your dentist may want to use your Medi-Cal BIC to confirm your Medi-Cal eligibility. You will need to bring both your HPSM member ID card and Medi-Cal BIC with you to your dental appointments.



If you do not have your Medi-Cal BIC, you can ask for a new one. Just call San Mateo County Human Services Agency (toll-free) at **1-800-223-8383** or visit their website.

If you do not have your HPSM Member ID Card, you can order or print a new one by logging in to HPSM's Member Portal. You may also request a new card by calling HPSM.

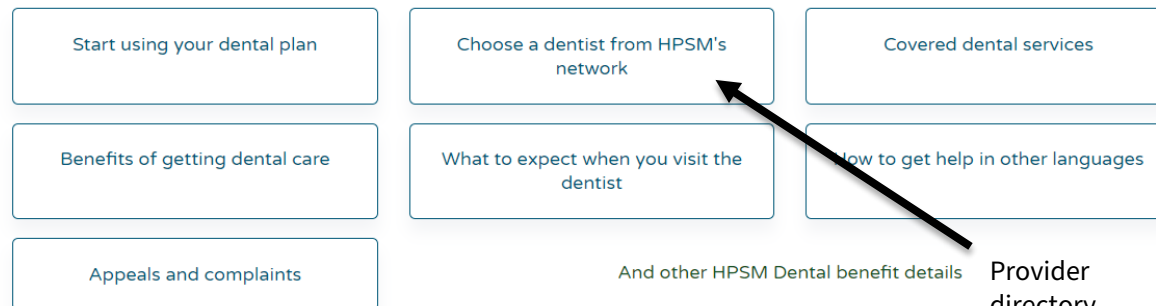
It is recommended that all members make sure they also have their Medi-Cal Benefits Identification Card (BIC). The BIC is a plastic

## Demo: Navigating HPSM's provider directory

- HPSM's webpage: [hpsm.org/dental](https://hpsm.org/dental)
- Use the chiclets to get to the info. you need
- Direct link to provider directory: <https://hpsm.org/member/choose-a-provider/find-a-provider>

The only change is that you now get your dental benefits from HPSM. Your Medi-Cal eligibility and benefits, as well as all other benefits managed by HPSM, do not change.

HPSM is proud to help members in this new way. To make this change easier, we are providing this quick-start guide. It covers these topics:





# Accomplishments

2022 – 2023

September 25, 2023

## CONTINUE TO AMPLIFY EQUITY ...

**First 5 State Association REDI (Race, Equity, Diversity, Inclusion) Learning Exchange, January 17, 2023**

Kitty Lopez & Michelle Blakely met and collaborated on future REDI ideas with 10 other First 5 Bay Area County Colleagues

**22<sup>nd</sup> Annual Developmental Disabilities: Update for Health Professionals, UCSF School of Medicine, March 2 – 3, 2023**

Developmental Screening in Communities of Color Presentation by Michelle Blakely, Deputy Director



# Continue Investment in our DEIB & TIO Growth

- Actively engaged in SMC Core Equity Meetings and Work Groups Implementation
- Applied REDI & Healing approaches learned in coaching



3

## Creating Impact

**LEADER  
INVESTOR  
PARTNER**



4



Impact as  
**LEADER**

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## Impact as LEADER

- Completed **Trauma-Informed Organizational (TIO) Practices Assessment** with 3 large countywide agencies

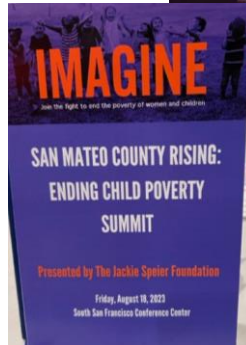
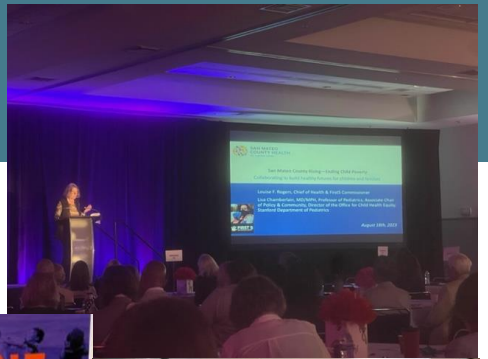
TIO Practices Assessment completed by 446 staff members as an early step in the TIO journey.



6

# Ending Child Poverty in SMC

- First 5 SMC has been a key collaborator in Congresswoman Jackie Speier's Initiative to develop a pilot project to end child poverty in San Mateo County



7



Impact as  
**INVESTOR**

8

## 2<sup>nd</sup> Phase of Strategic Plan for FYs 23 – 25

- \$3.780M per year in FY 23-24 & FY 24-25
- Executed **34 grantee contracts** in time for the beginning of the fiscal year (July 1, 2023)



Impact as

**PARTNER**



## Continued Funding Partnerships

- Healthcare Districts
- Mental Health Services Act
- First 5 California



11

## Partnered with First 5 Youth Commissioners to Expand Inclusive Literacy in Libraries

- ❑ Worked with Author Sandhya Acharya, writer of **10 Gulab Jamuns**
- ❑ Had Read Aloud, Sing along, and book giveaway
- ❑ **Over 15 attendees** (Parents & Children Included)



12

## EQUITY PERFORMANCE MEASURE

- **Equity Indicators Project Key Informant Interviews**
  - 28 Key Informants from 24 agencies
- Learned how funded partners incorporate diversity, equity, inclusion, belonging (DEIB) into their work and leadership



13

## Research on Connectiveness & Reflective Space

- **Friday CAFE Evaluation Survey**
  - To better understand participants experiences in terms of program successes, challenges and barriers
  - 16 Participants engaged through series of 6 focus groups. Participants have been attending Friday CAFE ranging from 6 months to 5 years.



14

# COMMUNICATIONS

- **Social Media Reach is above industry standards!**
- **New Brochure!**  
Available in English, Spanish & Chinese



15



# INTERNAL OPERATIONS WORK

- **High Employee Engagement**  
(Survey Results and Participation)
- **Clean Draft Audit** and Transition to increase County Controller Fiscal Tracking Documentation

16

Thank you

to our  
**Commission**  
for your continued  
support!



**AND Thank You to Our Team!**

**Kitty Lopez,**  
Executive Director

**Michelle Blakely,**  
Deputy Director

**Khanh Chau,**  
Fiscal Management Analyst

**Emily Roberts,**  
Strategic Initiatives Project Manager

**Myra Cruz,**  
Operations Coordinator

**Karen Pisani,**  
Family Support Program Specialist

**Jenifer Clark,**  
Research and Evaluation Specialist

**Mey Winata,**  
Fiscal Office Specialist

**Isabel Perez,**  
Office Assistant



