

Community Benefits Report and Plan

Health Need #1 – Linguistic Isolation	
Scope	The majority of clientele in our Service Area have languages spoken and understood which is not English.
Approach to address the health need	Gateways has made every effort to offer services in various languages with the most prevalent being Spanish. Our staff are bi-lingual as well as our FQHC's, and other health service practitioners.
Programs to address the health need	Staff at all our programs will include more bi-lingual clinical staff to assist in meetings the needs of our diverse language requirements in our Service Area.
Planned Collaboration	Still outreaching for other language options.
Community Benefit Category	List the types of community benefits provided by these programs: <ul style="list-style-type: none"> • Develop capacity-building with less barriers • Enriched community interactions for the focal populations

Health Need #1 – FY 2016 Progress	
Goals to address the need	Human Resources has advertised and been able to recruit more bi-lingual staff this past year than in other fiscal periods.
Measurable objectives and indicators	There has been a significant reduction in the use of outside translators, our clients we complete our questionnaires are much more content with the staff being able to address their mental health issues without the use of a third party.
Actions taken to achieve goal	Hiring a new Director of Human Resources to effectively recruit staff and collaborations with our funders to afford us the ability to utilize their in-house workshops for staff to attend.
Program Performance	The program is able to perform at a higher level addressing the needs in a culturally sensitive manner in their threshold language. This has equated to greater compliance for their appointments and better adherence to their treatment program.

Health Need #1 – FY 2017 Progress	
Goals to address the need	Increase recruitment of bi-lingual/multi-lingual staff
Measurable objectives and indicators	In the past year, 15% of new hires speak another language other than English, an increase from the past years. The use of third-party vendors for translations has also decreased.
Actions taken to achieve goal	A new Human Resources Director has been hired, and had deployed an outreach team to go out to job fairs to recruit more bi-lingual/multi-lingual employees. Cultural sensitivity classes now play a part in employee orientation
Program Performance	The program is more efficiently able to address the linguistic needs of the majority of the clientele. The need for third-party translators have decreased, which has strengthened rapport between staff and clients.

Health Need #2 – Improve Access to Medical Care for Vulnerable Populations	
Scope	Need it highly prevalent in vulnerable, low-income, and special-needs populations, including homeless adults and transition-age youth.
Approach to address the health need	Provide affordable and accessible services to low-income and uninsured persons through hospital services. Increase capacity through collaborations, streamlined operations, and new funding resources when possible.
Programs to address the health need	Charity care <ul style="list-style-type: none"> Includes free or discounted health-related services to people who cannot afford to pay all or part of a hospital bill, including uninsured and low-income patients. Unpaid cost of Medi-Cal <ul style="list-style-type: none"> Services to hospital patients with Medi-Cal insurance coverage.
Planned Collaboration	Collaborations exist with Homeless Health Care Los Angeles, People Assisting the Homeless (PATH) and LAHSA to address homeless transitional youth and adults, with the Coalition for Human Immigrant Rights of Los Angeles (CHIRLA) for exploited young adults and Collaborations are planned with real estate investment corporations for housing for this vulnerable population to being July 1, 2017.
Community Benefit Category	List of types of community benefits provided by these programs <ul style="list-style-type: none"> Housing for this population with supportive Mental Health Services Medical and Dental benefits to vulnerable populations

Health Need #2 – FY 2016 Progress	
Goals to address the need	Provided and continue to provide affordable and accessible services to low-income and uninsured persons through hospital services.
Measurable objectives and indicators	Number of patients served in each program or number of applications processed for insurance assistance. Increased number of patients served in ensuing years as program capacity increases through collaborations, streamlined operations, or new funding sources.
Actions taken to achieve goal	Hospital and program staff meeting quarterly to discuss program performance for each of the above-listed programs, and to brainstorm ways to improve provision of services. Several new collaborations are currently being explored to expand transportation services.
Program Performance	<ul style="list-style-type: none"> Reduction in multiple hospitalizations decreased by 10% Taxi Vouchers: 50 persons served

Health Need #2 – FY 2017 Progress	
Goals to address the need	Increase affordable and accessible services to low-income and uninsured population.
Measurable objectives and indicators	Since opening CRTP, within a 2 months period, the program has already served 40 clients with only 14 beds being utilized. An additional 2 beds, totaling a number of 16 beds will soon be utilized; contributing to the increase of clients the program is able to assist.

Actions taken to achieve goal	New Crisis Residential Treatment Program was opened in April 2018, with 16 beds to help more easily transition clientele back into society. Continue to utilize resources to assist in expanding programs.
Program Performance	C RTP has helped reduced re-hospitalization, as it helps clientele stay connected to move stable environments, such as FSP.