



SAN FRANCISCO  
COMMUNITY  
HEALTH CENTER

# IMPACT REPORT

2022—2023





## WELCOME



2022–23 has been another rock-solid year for SFCHC. As the world navigates its way back from the worst of COVID-19, our agency's persistent community presence from the onset of the pandemic has reaped formidable

results. In April of this year, we capped a decades-long relationship with Speaker Emerita Nancy Pelosi by honoring her at the Show of Hope Gala with our Health Justice Champion Award. She spoke of SFCHC as a “magnificent model for California and the country,” and I could not have been any prouder of our team and what we are accomplishing.

Another highlight for SFCHC was the March 2023 opening of our new site for **Trans Thrive**, a stand-alone 8,000 square foot facility housing the entirety of our Trans programs and services. This first of its kind Trans community center in our city, led by our team of trans professionals, is a breathtaking culmination of years of work. SFCHC is now inclusive of seven sites, six of them in San Francisco and one in Chicago, where we administer our local, statewide, and National Capacity Building Assistance. Our **Community Living Room** is bursting at the seams with activity and services. An average of 100 homeless residents, Community Ambassadors and Community Health Workers fill the space every day, providing our Tenderloin community with critical health and resource information, hygiene and harm reduction supplies, and peer support. Additionally, we operate in sites related to our partnerships with Ward 86's **Black Health Center of Excellence** at



SF Zuckerberg General Hospital and Alliance Health Project's **API Health Access Point** at UCSF. You can read more about these projects in our report.

Our rapidly expanding physical footprint reflects our increasing community impact and the success of our culturally informed model of care. I can't tell you how much the support of our stakeholders means to us. I am excited for you to read our report and I invite you to visit us at any time. I would love to show you around so that you can see firsthand the impact we are having here in the Tenderloin and beyond.

—Lance Toma, CEO

## WHAT'S NEW

### LOTUS PROJECT

Launched in July of 2023 in partnership with UCSF Alliance Health Project, the Lotus Project is a community health and social program for the API community with a focus on queer men and transgender women offering HIV/HCV/STI testing, skills-building workshops, movie nights, and social support.

### PROJECT CIRCUIT

Project CIRCUIT (Community-Inspired Research and Change for Ultimate Impact in the Tenderloin) is a comprehensive needs assessment that uses a community-based participatory research approach to identify medical, behavioral, and socioeconomic determinants that impact the health and well-being of people experiencing homelessness in the Tenderloin. This one-year study will

facilitate improved and tailored service models to better accommodate the unique needs of people experiencing homelessness as well as inform advocacy efforts to better improve policy around homelessness.

### BLACK HEALTH CENTER OF EXCELLENCE (BHCOE)

In partnership with UCSF's Ward 86, BHCoE provides high quality, multi-disciplinary, culturally competent health care to African Americans living with HIV who are also living in poverty and for whom mental health disorders, substance abuse, incarceration, and/or housing status create barriers to care. The BHCoE offers a team-based approach to care in multiple clinic locations as well as visits to clients' homes.

## PROGRAMS AT A GLANCE

### TRANS THRIVE

Trans Thrive provides case management, medical and mental health services, social groups, special events, and a drop-in center offering refreshments, a clothing closet, and a computer lab.

### MEDICAL, BEHAVIORAL, DENTAL HEALTH CARE

Our stellar team of providers offers the highest quality medical care, mental health, and substance use services, gender care, and HIV care.

### COMPREHENSIVE HIV SERVICES

Our services include a drop-in center for clients to spend time in community, participate in art therapy, and support groups, and access case management. We also help unhoused individuals living with HIV/AIDS reconnect with medical care and long-term housing.

### THE CONNECTION

The Connection enables API queer men to come together to learn and improve on their sexual health, discuss the meaning of being queer and API, and become leaders in their communities.

## 2024 CONVICTIONS



### 1: SAFETY NET

SFCHC is the safety net of the safety net. We are here to provide high quality health care for those who fall through the safety nets provided by commercial and public health institutions.



### 2: WHOLE PERSON

Our whole-person approach is front and center. SFCHC is staffed by a team that embraces our clients' intersectionalities and their diverse lived experiences. We meet our clients where they are at to deliver high-quality precision health care, substance use treatment, HIV prevention and treatment, mental health services, dental care, and social support.



### 3: LEADERSHIP

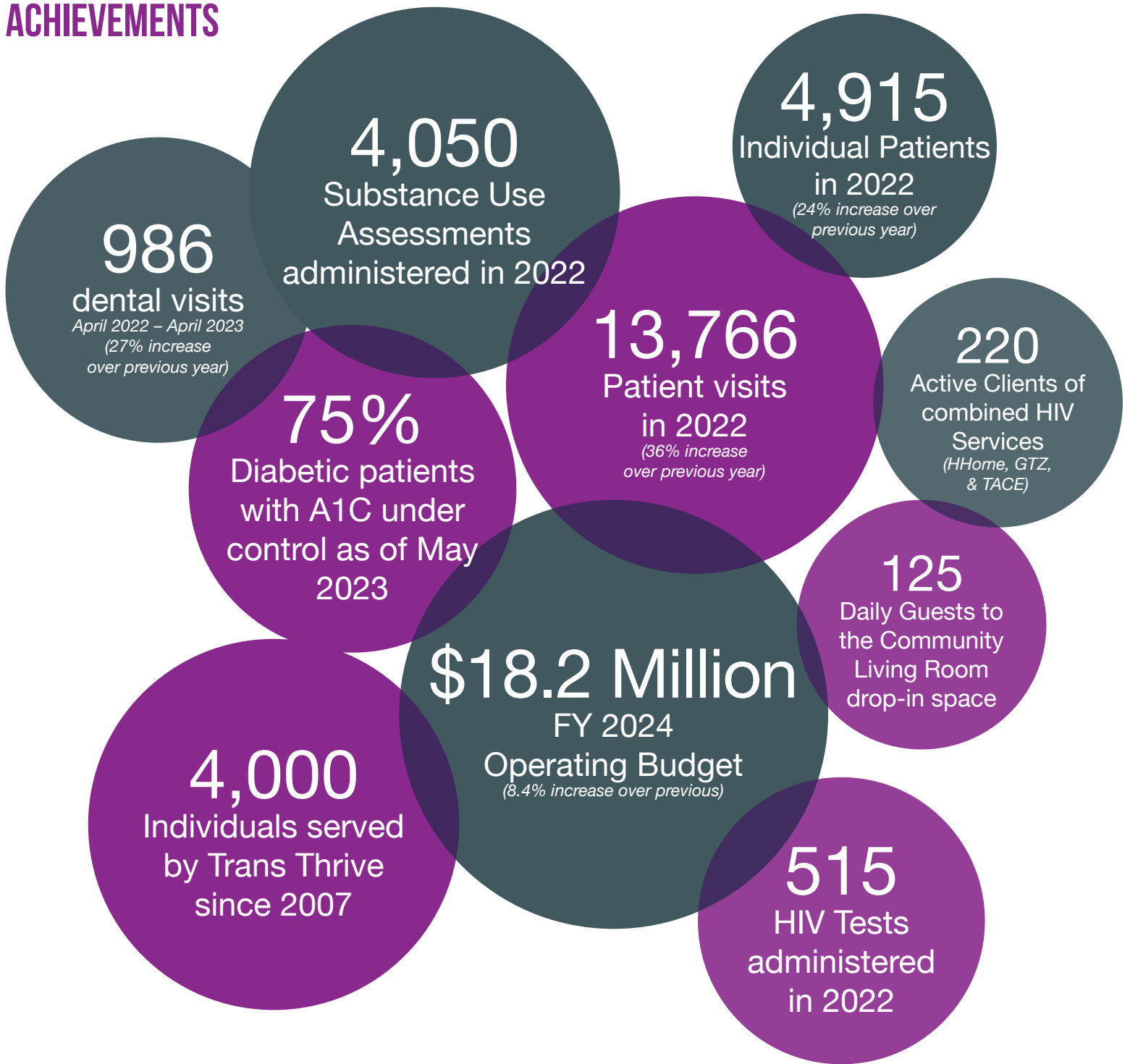
SFCHC leads through advocacy and policy work. We champion our values and the needs of our clients from San Francisco City Hall to the nation's capital.



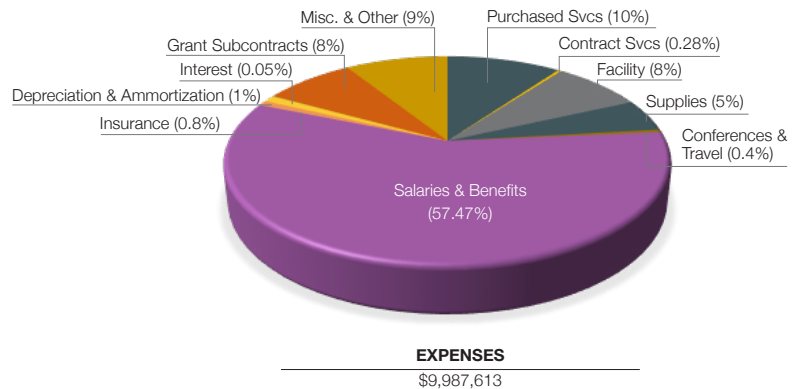
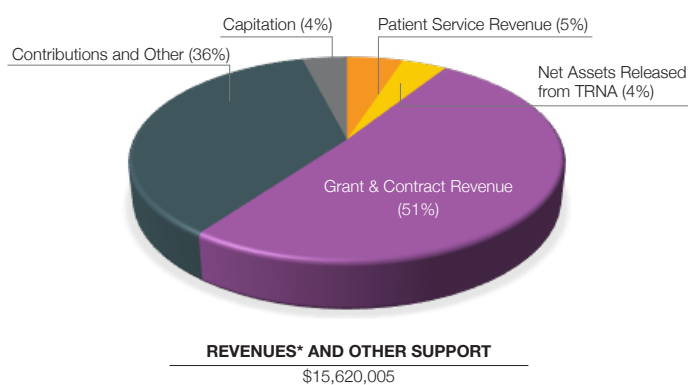
### 4: INNOVATION

We take smart risks and innovate in service of our communities. Input from our front line staff and clients fuels our creativity in delivering compassionate and community-centered care.

# ACHIEVEMENTS



## BUDGET GRAPH FY 2021–22



\*Revenue figures reflect a one-time gift from philanthropist Mackenzie Scott and a one-time loan forgiveness related to the federal COVID-19 Paycheck Protection Program (PPP).



# STREET MEDICINE



## Street Medicine is:

- The safety net of the safety net
- Low barrier, high quality care beyond the clinic
- Enduring relationships and trust
- Multi-disciplinary collaborative care



COVID-19 testing and vaccination, and medical care to unhoused individuals in the Tenderloin. Our efforts led to a COVID-19 vaccination rate of over 90% in the Tenderloin and we are not stopping there. **Our growing Street Medicine Team continues to seek out those in need, build trust within the community, deliver essential services, and overcome barriers to care.**



There were an estimated 7,754 unhoused individuals living in San Francisco in 2022, some in shelters, most in the street. As an organization dedicated to expanding access to quality health care, how do we meet the many challenges of reaching this marginalized community?

In 2012, with municipal and federal funding, we began a program using a multi-disciplinary team to engage unhoused individuals where they are – in the street, shelters, and transitional housing – to help address a multitude of health challenges compounded by homelessness. In 2020, at the outset of the COVID-19 pandemic, the program was scaled up significantly when SFDPH called on us to lead street-based interventions to provide education, outreach, harm reduction supplies, hygiene kits,



- Primary Medical Care
- Mental Health Treatment
- STI Testing
- PrEP Outreach
- Harm Reduction Supplies
- Vaccinations
- Management of Chronic Conditions
- Transportation and Support for Clinic-Based Medical Appointment

## POLICY UPDATE: CENTERING COMMUNITY IN ADVOCACY

In 2022, amidst an unsettling rise in discriminatory policies being introduced nationally targeting BIPOC, LGBTQ+, and other marginalized communities, SFCHC brought on a Health Policy Analyst and Senior Strategy Advisor to coordinate advocacy efforts and strategic partnerships necessary in the ongoing fight for justice and equality. Our national advocacy efforts have centered on the following:

- Increased funding of the Minority AIDS Initiative
- Continued investment in HIV prevention & treatment (i.e., Ryan White)
- Protections for gender-affirming care
- Investments in healthcare for the transgender community.

In February 2023, we launched a Community Policy Board (CPB) comprised of clients and staff to identify pressing issues and guide our advocacy efforts. The CPB has

prioritized city-wide and state policies related to:

- Access to pre-exposure prophylaxis (PrEP) for marginalized communities
- Budget justice in the San Francisco City Budget
- Availability of affordable housing
- Access to naloxone (i.e., Narcan) & Safe Consumption Sites to combat opioid overdose
- Social support resources in San Francisco, including HIV and aging.

# FROM COMMUNITY AMBASSADOR → TO COMMUNITY HEALTH CARE WORKER

A critical component of our street-based outreach during the COVID-19 pandemic were our Community Ambassadors, volunteers from the very communities we serve who are familiar with the challenges of those left behind by the system, who are trained to make contact, promote safety, and connect people to services. **Community Ambassadors were crucial to building trust in the community and enabling the success of our COVID-19 response.**



## Community Health Workers:

- Conduct outreach
- Perform wellness checks
- Provide safety escorts
- Report emergencies
- Provide linkage to social services

In the Summer of 2022, SFCHC supported a cohort of eight Community Ambassadors to become certified Community Health Workers (CHW). This program at San Francisco City College provides training in health outreach. **The addition of CHWs to our teams is key to reducing disproportionate rates of illness and death in marginalized communities and promoting health equity and justice.**

## TRANS THRIVE: A COMMUNITY CENTER



Staff of SFCHC with (left to right: Darwin Thompson, Gilead Sciences; Rafael Mandelman, SF Board of Supervisors; Aaron Peskin, President, SF Board of Supervisors; Jane Stafford, Gilead Sciences)

San Francisco has long been a place where transgendered individuals have fought for, and won, the recognition and respect every human being deserves. For almost 30 years, since our agency launched the API Trans Support Group in 1994 to address the disproportionate effects of HIV on the trans community, we have been part of that fight. **In 2007, we established Trans Thrive, a suite of wraparound services, to meet a growing need.** Since then, more than 4,000 trans folks have walked through our doors for primary medical care, mental health services, hormone therapy, case management, and social support.

In 2022, a comprehensive community needs assessment was conducted with seed funding from Gilead Sciences



## Trans Thrive is:

- Mental health services
- Gender affirming therapy
- Support groups
- 2 gender affirming clothing closets
- 2 drop-in spaces with food services
- Incentivized leadership development workshops
- STI testing

informed us of the need to address health disparities experienced by trans/GNC individuals. In response, we opened **Trans Thrive: the first of its kind stand-alone facility, led and staffed by trans individuals, offering comprehensive care and support to over 650 individuals per year in one community center.**



Trans Thrive drop-in is open five days a week for visitors to have a snack, meet with staff, participate in a discussion group, or simply to feel at home. At the monthly She Boutique\* and Folk & Swagger, trans women, trans men, and our non-binary siblings can shop (at no charge) for clothing, accessories, and grooming supplies to help them on their journey to full gender affirmation.

*\*She Boutique has been endorsed by the CDC as a nationally accepted intervention in trans services.*

**The establishment of Trans Thrive at 1460 Pine Street is a milestone. We have our own location that is trans led – by us, for us – living authentically and visibly in the community.** —Nicky Calma, Trans Thrive Managing Director.





*I was beginning to believe that I was worth nothing, and using drugs, and I was going to jump off the Golden Gate Bridge. With the help of the agency, I've been clean and sober for two years.*

— Rachel

*It makes me feel healthy inside by helping the homeless because I used to be homeless. I feel like I'm part of a family. It's like a haven I have never had before. It's the best place I've ever been.*

— Thomas



*It doesn't make a difference. I will meet these clients where they are at. My heart screams out every day: Just bring one more.*

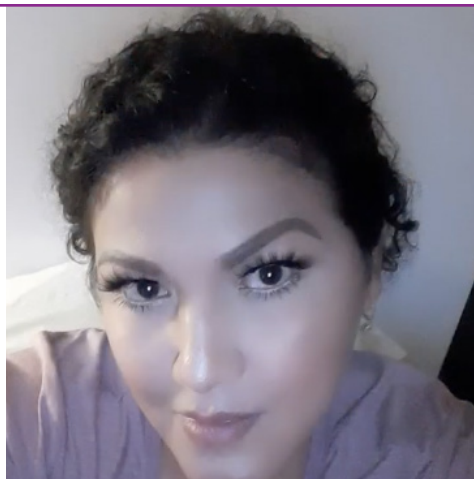
*Can we fit one more?  
Is there room for one more?  
And I know within the agency there is room for one more over and over and over again.*

— Martina



*I went to San Francisco Community Health Center where they welcomed me with open arms. They helped me receive the resources I needed. I felt hope that I would be able to stabilize my life.*

— Juliana



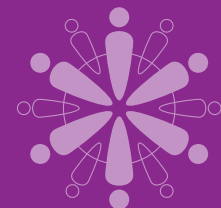
## CLIENT STORIES

### MIA



Living in Louisiana with no social support, using drugs, and feeling “washed up,” Mia knew she needed a change and had heard San Francisco was a place where trans individuals can live openly, find community, and seek health care tailored to their needs. When she arrived in the city in August of 2021, Mia found herself alone and without adequate housing in the midst of the COVID-19 pandemic. Things changed when she encountered our Trans Thrive team doing outreach on Olive Street in the Tenderloin. Our team assisted Mia in obtaining a proper ID, her birth certificate, a mailing address, and ultimately the gender affirming care she needed. And that was just the beginning.

In November 2021, Mia began volunteering with SFCHC as a Community Ambassador, helping others. In July of 2022, she was part of the first cohort of Community Ambassadors to receive formal training, including classes at San Francisco City College, to become a certified community health worker. A year later, Mia has a full time position at SFCHC working in depth with individual clients on an ongoing basis helping them access treatment, services, and support for living healthy, independent lives.



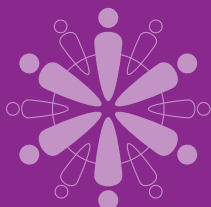
# HOMELESS DROP-IN



The Community Living Room is a drop-in space in the Tenderloin for people experiencing homelessness. Our team provides hot meals, coffee, case management, harm reduction supplies, Narcan, health education, and services such as substance use treatment, primary care, financial assistance, and food programs.

More than 100 visitors are seen on an average day, 75% of whom report experiencing homelessness or housing instability and all of whom are offered linkage to onsite case management. The Community Living Room provides a casual environment in which individuals experiencing the stress and instability of homelessness are invited indoors, welcomed into a community, and empowered to choose for themselves the extent to which they would like to engage with services.

Many of those on staff, including a number of our Community Ambassadors, have themselves experienced homelessness and are uniquely qualified to engage with guests. For us, health care and case management are collaborative. **In the coming months, we plan to expand the Community Living Room operations to twelve hours a day, seven days a week and include additional services, including laundry and showers.**



# MEDIA COVERAGE

Over the past year, we have strengthened our position as thought leaders in the media, sharing our expertise with dozens of journalists covering critical health-related topics like MPox, HIV care for people experiencing homelessness, and gender-affirming care for transgender communities of color. Through our diligent media relations efforts, we continue to be a trusted source for news outlets seeking stories on diverse communities and innovative approaches to health care delivery, as well as insights into policies that impact the populations we serve. This coverage served to amplify our health equity-centered messages across international, national, local, and ethnic media audiences.

## ABC 7/KGO TV

- 3/21/2023: [Coverage of Trans Thrive opening](#)
- 5/3/2023: [36th Anniversary Show of Hope Gala](#)
- 6/27/2023: [CA State of Pride report: Hate crimes against LGBTQ+ community have spiked over the year](#)

## ABS-CBN

- 6/25/2022: [Fil-Am advocates committed to fight against LGBTQ+ discrimination](#)
- 3/28/2023: [San Francisco opens first trans services center](#)

## A SHOT IN THE ARM PODCAST

- 4/27/2023: [Towards Thriving Trans Communities](#)

## BAY CITY NEWS

- 3/23/2023: [Trans Thrive center provides safe space, health resources for transgender community](#)

## BAY AREA REPORTER

- 3/22/2023: [Agency opens first trans services center](#)

## EI TECOLOTE

- 6/16/2022: [As trans hate sweeps the nation, trans communities stand strong](#)

## FIFTH & MISSION PODCAST

- 3/21/2023: [San Francisco Invests in Embattled Trans Community](#)

## THE GUARDIAN

- 7/21/2022: [San Francisco's LGBTQ+ leaders demand better access to monkeypox vaccines](#)

## KCBS

- 3/21/2023: [San Francisco opens drop-in trans health facility](#)

## KQED

- 9/26/2022: [We Did Fantastic': Folsom Street Fair in Full Swing as MPX Cases Decline](#)
- 6/22/2023: [SF Pride 2023: How to Safely Enjoy the Party](#)

## KTVU FOX 2

- 3/31/2023: [International Transgender Day of Visibility](#)

## NATIONAL JOURNAL

- 9/12/2022: [Monkeypox raises shelter concerns for homeless population](#)

## PBS NEWS HOUR

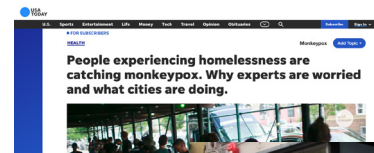
- 10/5/2022: [Effort to provide preventative treatment for HIV set back by pandemic](#)

## SAN FRANCISCO CHRONICLE

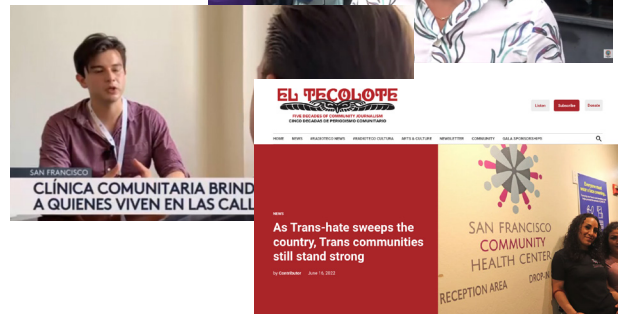
- 3/21/2023: ['We deserve this space': S.F. invests in trans community at a time of conservative ire](#)
- 4/6/2023: ['We are more visible now than ever': 6 stories of living transgender in tumultuous times](#)
- 8/21/23: ['It's kind of like putting on armor': How clothing can spark euphoria for transgender people](#)

## TELEMUNDO

- 5/24/2023: [Prostitución en San Francisco: la realidad de quienes se dedican a esta profesión](#)



People experiencing homelessness are catching monkeypox. Why experts are worried and what cities are doing.



## UNIVISION

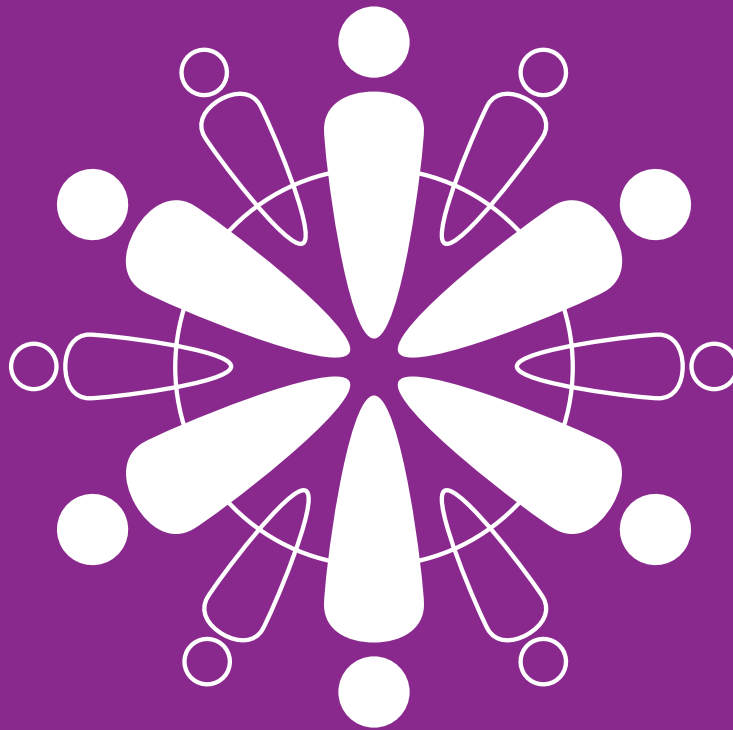
- 10/20/2022: [Especialistas médicos de San Francisco atienden a personas que viven en la calle](#)

## USA TODAY

- 8/31/2022: [People experiencing homelessness are catching monkeypox. Why experts are worried and what cities are doing.](#)

## VICE NEWS

- 2/8/2023: [HIV Is Treatable, but Homelessness Can Make It Fatal](#)



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