



**SAN MATEO  
COUNTY HEALTH**  
All together better.

# Strategic Partnerships to Address Patient Food and Nutrition Insecurity

# Agenda

## *Food Insecurity and health in SMC*

Justin Watkins, Sr. Community Health Planner



**SAN MATEO  
COUNTY HEALTH**

## *The Clinic Perspective*

Dr. Rakhi Singh, Supervising MD



SAN MATEO COUNTY HEALTH  
**SAN MATEO  
MEDICAL CENTER**

## *The Health Plan Approach*

Talie Cloud, Population Health Program Specialist



**HealthPlan  
OF SAN MATEO**  
Healthy is for everyone

## *Medically Supportive Food and Nutrition*

Katie Ettman, Deputy Director



Medically Supportive  
Food & Nutrition  
California

**Discussion and Q & A**

# Ranges of Food (In)security

**High food security**—Households had no problems, or anxiety about, consistently accessing adequate food.

**Marginal food security**—Households had problems at times, or anxiety about, accessing adequate food, but the quality, variety, and quantity of their food intake were not substantially reduced.

**Low food security**—Households reduced the quality, variety, and desirability of their diets, but the quantity of food intake and normal eating patterns were not substantially disrupted.

**Very low food security**—At times during the year, eating patterns of one or more household members were disrupted and food intake reduced because the household lacked money and other resources for food.



**SAN MATEO  
COUNTY HEALTH**

Source: USDA,  
[Definitions of  
Food Insecurity](#)

## Causes of Food Insecurity

Poverty and  
unemployment

Lack of Affordable  
Housing

Chronic Health  
Conditions

Racism and  
Discrimination

## Effects of Food Insecurity

Physical Health

Mental Health

Well-being

School and Work



**SAN MATEO  
COUNTY HEALTH**

Source: Feeding  
America, [Elevating  
Voices Report](#)

# Food and Nutrition Insecurity in SMC

Low-income residents more likely to be food insecure.

Racial and ethnic minorities more likely to experience food and nutrition insecurity.

Geographically concentrated in under resourced neighborhoods.

Food insecurity impacts diet and chronic disease.



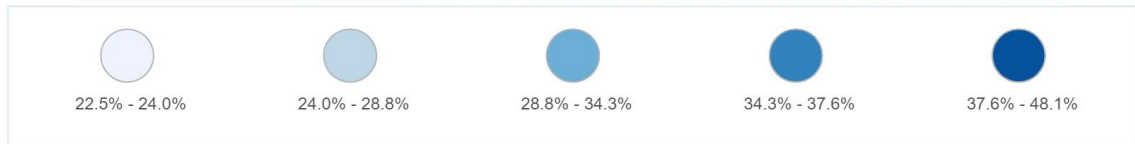
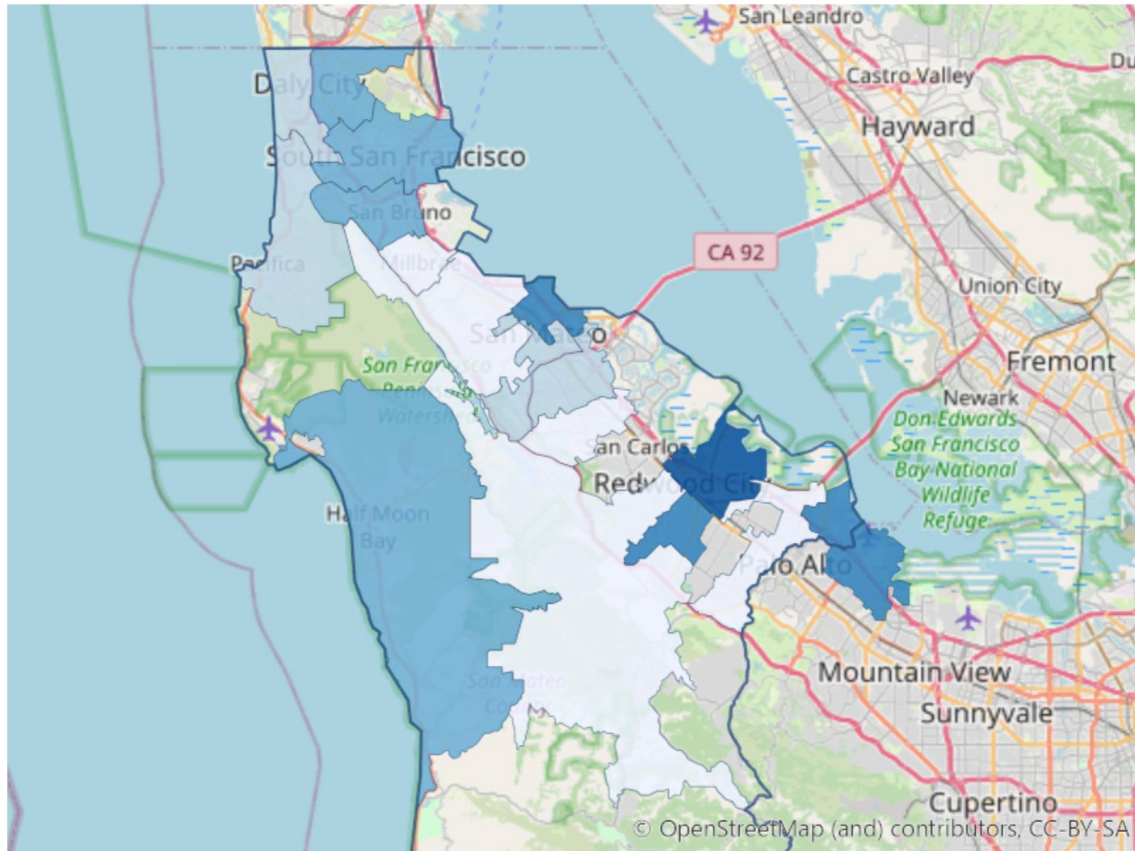
**SAN MATEO**  
**COUNTY HEALTH**

## Teens who are Overweight or Obese

Zip Code

Measurement Period: 2017-2018

Data Source: California Health Interview Survey, Neighborhood Edition



September 13, 2024

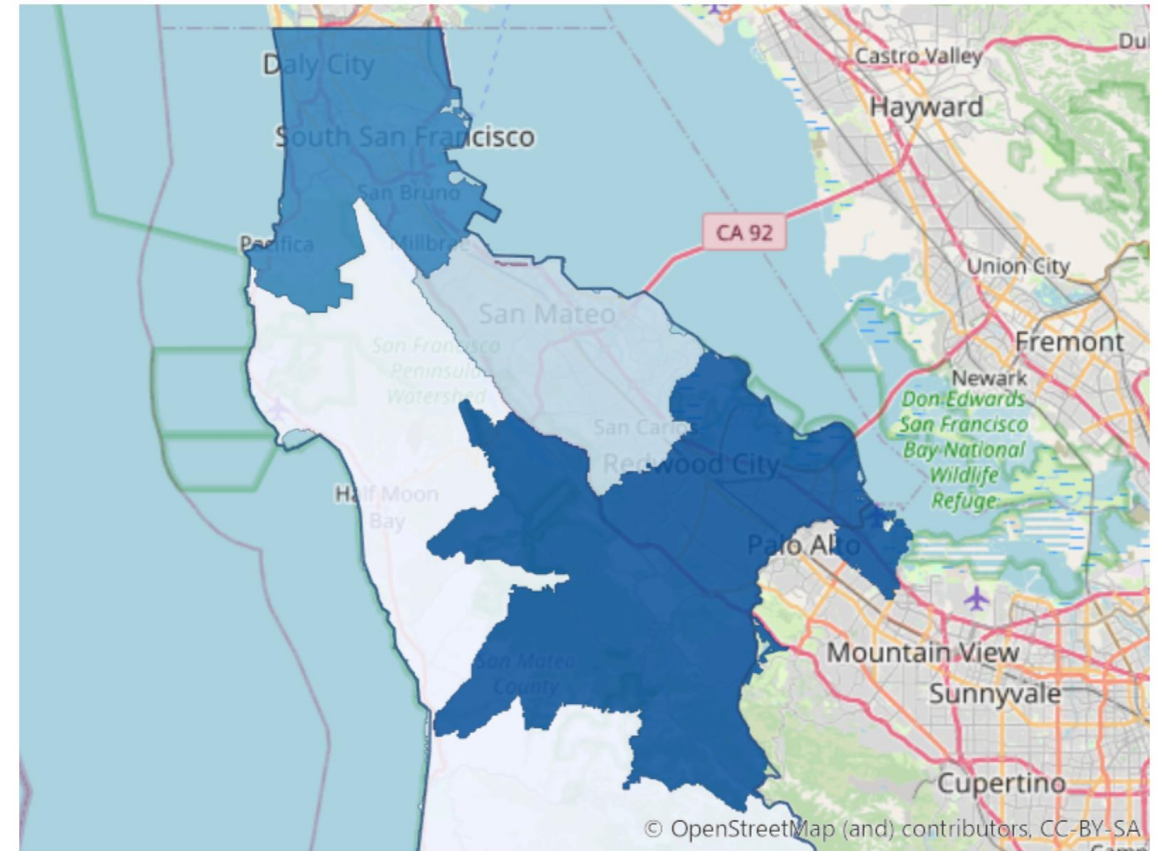
[www.smcalltogetherbetter.org/](http://www.smcalltogetherbetter.org/)

## Food Insecurity

Region

Measurement Period: 2022

Data Source: San Mateo County Health and Quality of Life Survey



September 13, 2024

[www.smcalltogetherbetter.org/](http://www.smcalltogetherbetter.org/)



**SAN MATEO  
COUNTY HEALTH**

All together better.

# Strategies to Address Food Insecurity



Universal School Meals



Summer Meal Programs



Emergency Food Distribution



CalFresh Outreach and Enrollment



Market Match at Farmers Markets



Food as Medicine



SAN MATEO  
COUNTY HEALTH

# A Clinical Approach to Addressing Food Insecurity



SAN MATEO COUNTY HEALTH  
**SAN MATEO  
MEDICAL CENTER**



**SAN MATEO  
COUNTY HEALTH**  
All together better.

# FAIR OAKS HEALTH CENTER, SAN MATEO COUNTY

- Supervising MD
- Underserved populations
- Full scope primary care
  - OB/GYN
  - Pediatrics
  - Adult
  - Eye
  - Dental
  - Specialty Clinics



# Intervention Overview

\*Identification of food insecure patients  
education of staff, modification of EMR

\*Connect in real time to resources, Plan Do Study Act (PDSA)

Education

Screening

Electronic Medical  
Record(EMR)

Connecting



# EMR UPDATED

**Social History** 1

Default ▼ Default For All ▼ Clear All

Name <span>2</span>	Value	Notes
<input type="checkbox"/> Within the past 12 months did you worry	Yes <span>▼</span> <span>x</span>	<span>x</span>
<input type="checkbox"/> Did the food that you bought run out and ...	Within the past 12 months did you worry whether your food would run out before you got money to buy more?	<span>x</span>
<input type="checkbox"/> Food Insecurity Last Updated	<span>mm/dd/yyyy</span> <span>3</span>	<span>x</span>
<input type="checkbox"/> Referred to food resources?		<span>x</span>
<input type="checkbox"/> Has the patient received food assistance ...		<span>x</span>

**Calendar:** Mar 2022

Su	Mo	Tu	We	Th	Fr	Sa
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

# REAL TIME CONNECTION

Secure instant messaging- care team to social worker

***Criteria for Warm Hand off:***

- 1. 60yrs+*
- 2. Medically complex*
- 3. Low literacy*
- 4. Homeless or living in unstable housing*
- 5. Any pregnant person*
- 6. Anyone who has a child (age under 18) in the home*

good morning!! warm hand off for food insecurity MR XX XXXX MRN YYYYY - 71 y/o male // daughter is about to leave for college and he will be alone. His wife died a couple of years ago. sees therapist but I am worried about food resources- he is requesting support for home delivery - thank you



Alexandra Gutierrez 8/17 10:30 AM



on the phone with a pt , but will be able to call them at 11

# REAL TIME CONNECTION

## Welcome to the Patient Education Materials Site

GOAL: Develop and share education materials that respect all literacy levels so every patient can live their healthiest life.



## NEED FOOD?

Scan the QR code or  
visit [www.shfb.org/food](http://www.shfb.org/food)  
to get FREE FOOD



- 1 Open the camera app
- 2 Focus the camera on the QR code by gently tapping the code
- 3 Follow the instructions on the screen to complete the contact form
- 4 Submit the form and we will call you within 2 business days
- 5 In the notes section, please add:



**SECOND HARVEST of SILICON VALLEY**

Free, healthy food is available

Please provide a valid phone number for text messages. Complete the form below and a Second Harvest Coordinator will contact you within 2 business days.

Name:

Phone Number (with area code):

Can We Text You?  Yes  No

Preferred Language:  English  Spanish  Vietnamese  Chinese  Tagalog  Other:

Zip code:

Email:

Is there anything else you want us to know about you or your situation?

**Next**

# REAL TIME CONNECTION

## FOOD RESOURCES RECURSOS DE COMIDA



SAN MATEO COUNTY HEALTH  
SAN MATEO  
MEDICAL CENTER

### South San Mateo County / Parte Sur del Condado de San Mateo

- **Second Harvest of Silicon Valley:** 1-800-984-3663  
• Send English text, FOOD to 876-876 / Mandé texto en Español, COMIDA a 876-876
- **CalFresh Food Program/Program de Comida CalFresh:** 1-800-223-8383
- **WIC Program/Program de WIC:** 650-573-2168
- **Adult & Aging Services for Seniors and Individuals with Disabilities / Servicios Para Adultos Mayores y Personas con Discapacidades:** 1-800-675-8437 / 1-844-868-0938



Take away /  
Para llevar



Emergency /  
Emergencia



Registration  
required /  
Tiene que  
inscribirse



Adults /  
Adultos



Families /  
Familias



Seniors /  
Adultos mayores



Homeless /  
Sin hogar

RESOURCE NAME / NOMBRE DE RECURSO	M LUNES	TU MARTES	W MIÉRCOLES	TH JUEVES	F VIERNES	S SABADO	FOOD TYPE / TIPO DE COMIDA	POPULATION SERVED/ POBLACIÓN ATENDIDA
<b>Fair Oaks Community Center</b> 2600 Middlefield Road, Redwood City (650) 780-7500	8a – 11a 1p – 4p	8a – 11a 3p – 4p	8a – 11a 1p – 4p	8a – 11a 3p – 4p	8a – 11a 1p – 4p			
<b>North Fair Oaks Library</b> 2500 Middlefield Road, Redwood City	3:30p – 4:30p	3:30p – 4:30p	3:30p – 4:30p	3:30p – 4:30p	3:30p – 4:30p			
<b>Padua Dining Room at St. Anthony's</b> 3500 Middlefield Road, Redwood City (650) 365-9664	11a – 1p	11a – 1p	11a – 1p	11a – 1p	11a – 1p	11a – 1p		
<b>St. Francis Center</b> 101 Buckingham Street, Redwood City (650) 365-7829	10:30a – 1:30p	10:30a – 1:30p	10:30a – 1:30p	10:30a – 1:30p	10:30a – 1:30p			
<b>Street Life Ministries</b> 1300 Middlefield Road, Redwood City (650) 241-8869	6:45p – 8p		6:45p – 8p					
<b>Catholic Worker Cassia House</b> 545 Cassia Street, Redwood City (650) 366-4415			7:30a – 8:30a	7:30a – 8:30a	10a – 11:30a			
<b>Salvation Army</b> 660 Veterans Blvd., Redwood City (650) 368-4643				9a – 11:30a				
<b>Drive-Thru Food Distribution/ Distribución sin salir de su carro</b> 2600 Middlefield Road, Redwood City (650) 780-7500					2 <sup>nd</sup> Fridays/2 <sup>o</sup> viernes 11a – 12p 4p – 6p 4 <sup>th</sup> Fridays/4 <sup>o</sup> viernes 11a – 12p			

Last updated / Actualizado: 3/1/2022

Updated by: Community  
Care Social Work

South San Mateo County / Parte Sur del Condado de San Mateo



SAN MATEO COUNTY HEALTH  
SAN MATEO  
MEDICAL CENTER

# How Managed Care Plan is Addressing Food Insecurity



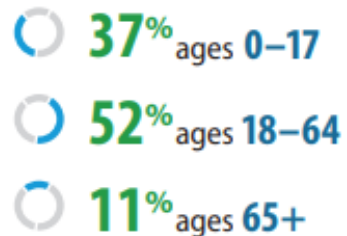
**SAN MATEO**  
**COUNTY HEALTH**  
All together better.

# Health Plan of San Mateo's Approach

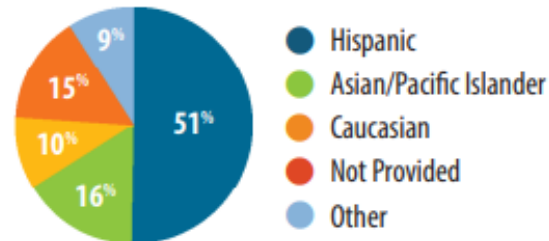
- Local managed care plan serving 150,000 Medi-Cal members in San Mateo County
- Approach is focused on:
  - Identifying members with food insecurity through universal screening.
  - Providing 12 weeks of medically supportive meals to members with chronic conditions.
  - Connecting members to CalFresh, WIC, nutritionists, and local food banks.

## Our Members

### Age Groups



### Race & Ethnicity



### Preferred Languages



# The Need for Medically Supportive Food

Data from HPSM Population Needs Assessment, 2024

- 60,000+ HPSM members (~40%) have one or more chronic condition.
- 12% of all HPSM members had 1 or more SDOH claims in 2024.
- More than 5,000 HPSM members (~4%) have screened positive for food insecurity.

Most Frequently Diagnosed Conditions	Member Count	% of MC Membership
Essential hypertension	10425	7.57%
Disorders of lipid metabolism	7920	5.75%
Diabetes mellitus	7890	5.73%
Obesity	7849	5.70%
Anxiety and fear-related disorders	5758	4.18%
Nutritional deficiencies	4149	3.01%
Neurodevelopmental disorders	4115	2.99%
Other specified and unspecified upper respiratory disease	4087	2.97%
Asthma	3861	2.80%
Thyroid disorders	2855	2.07%

# Addressing Food Insecurity



## No Wrong Door

- All HPSM teams trained to ask about chronic conditions and food needs
- Central tool where member facing staff can see if any SDOH needs, including inadequate housing and food insecurity.



## Community Connections

- Assistance in CalFresh and WIC applications
- Warm Handoff to local food bank
- Connection to registered dietitians



## HPSM Medically Supportive Food Programs

- Medically Tailored Meals Program: provides 12 weeks of medically tailored meals to members with chronic conditions in partnership with Mom's Meals.
- Healthy Foods Benefit: provides quarterly allowance for Care Advantage members with chronic conditions to purchase healthy foods.

# Member Story

Jane\*, age 24, is expecting her first child and is struggling with gestational diabetes.



\*Names have been changed to protect patient privacy



**SAN MATEO  
COUNTY HEALTH**  
All together better.

# What is Medically Supportive Food and Nutrition?

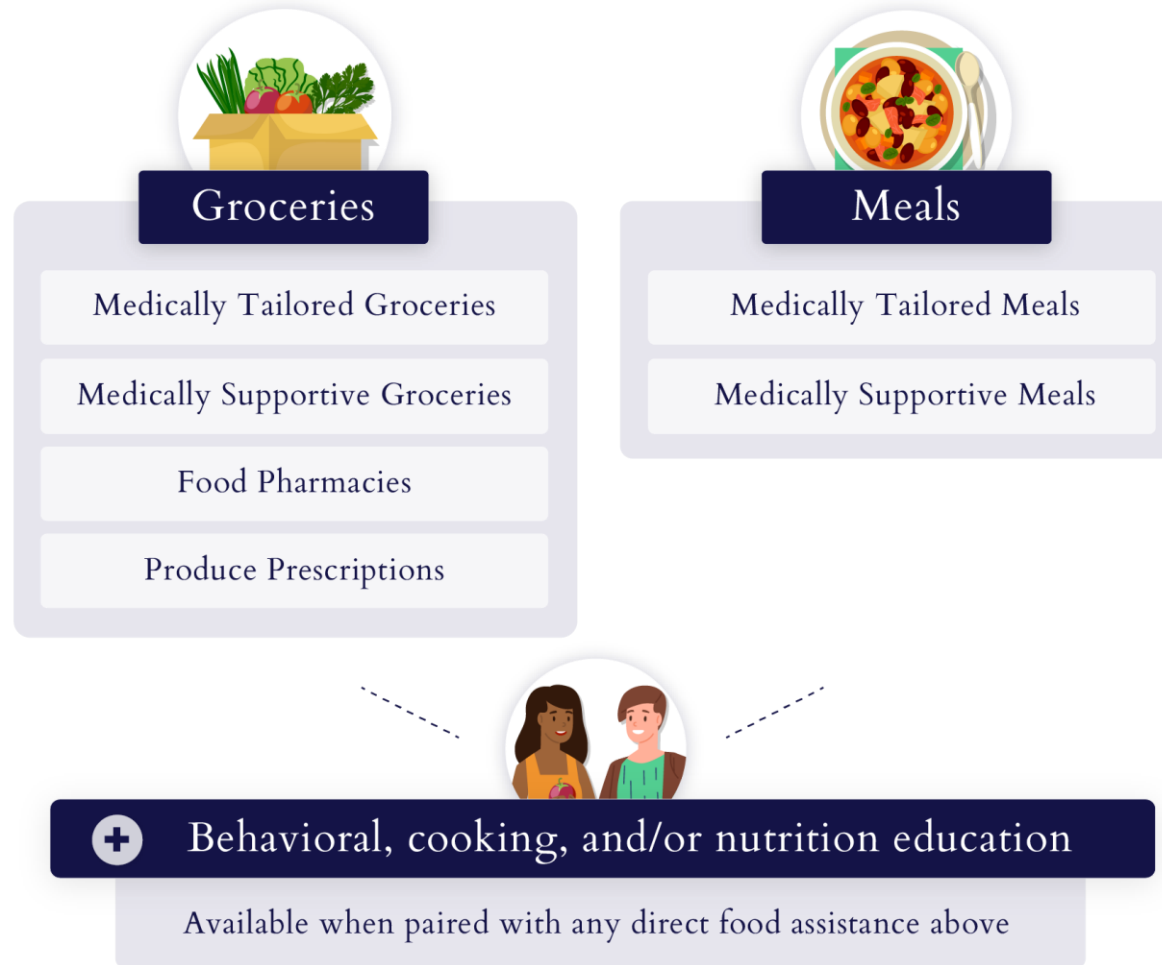


Medically Supportive  
Food & Nutrition  
California



**SAN MATEO**  
**COUNTY HEALTH**  
All together better.

# MSF&N: A Spectrum of Services



# Evidence suggests MSF&N interventions can...

## reduce admissions.

- 44-77% fewer ER visits and admissions
- 38% reduction in hospital transportation costs

## decrease costs.

- \$40-100+ billion in potential net savings

## improve health.

- odds of preterm birth fell 37%
- HbA1C dropped .5-3.1% points
- blood pressure fell by 16 mmHg

# Growing Momentum

## White House Conference on Hunger, Nutrition and Health (2022)

The first conference of its kind in 50 years.



A bold goal: End hunger and increase healthy eating and physical activity by 2030, so that fewer Americans experience diet-related chronic diseases like diabetes, obesity, and hypertension.

## National Strategy on Hunger, Health and Nutrition

### Pillar 2—Integrate Nutrition and Health

- Prioritize the role of nutrition and food security in overall health—including disease prevention and management—and ensure that our health care system addresses the nutrition needs of all people.

- Expand Medicare and Medicaid beneficiaries' access to “food is medicine” interventions.



# What are Medicaid Waivers?



Medically Supportive  
Food & Nutrition  
California



**SAN MATEO**  
**COUNTY HEALTH**  
All together better.

# Medicaid Waivers

- Medicaid is a federal program administered by each state
- 1115 Waivers allow states to test out innovative programming through their Medicaid service
- Many states including California, Massachusetts, North Carolina, Oregon, and Arkansas have used this kind of Medicaid waiver to address health related social needs.

# California's Waiver



We successfully advocated to include medically supportive food and nutrition services in California's Medicaid Waiver (CalAIM)

# Implementation to date

In 2023, more than 62,000 unique patients received a MSF&N service through CalAIM.

But nearly 15 million Californians have Medi-Cal.

# To Support Implementation Fullwell uses a two-pronged approach

Operating the California Medically Supportive Food and Nutrition Knowledge Network

Matchmaking between Community Based Organizations and Medicaid Health Plans

# THANK YOU!

- Talie Cloud, HPSM – [Tali.Cloud@hpsm.org](mailto:Tali.Cloud@hpsm.org)
- Katie Ettman, FullWell – [kettman@fullwell.us](mailto:kettman@fullwell.us)
- Rakhi Singh, SMMC – [rasingh@smcgov.org](mailto:rasingh@smcgov.org)
- Justin Watkins, PHPP – [jiwatkins@smcgov.org](mailto:jiwatkins@smcgov.org)

