

Appendix A Clinic Surveys

Participating Clinics

Castro-Mission Health Center (Teen and Dimension Clinics)	3850 17th Street, 94114
Chinatown Public Health Center	1490 Mason Street, 94133
Cole Street Clinic	555 Cole Street, 94117
Glide Health Services	330 Ellis Street, 94102
Haight Ashbury Free Medical Clinic	558 Clayton Street, 94117
Hawkins Village Teen Health Center /Silver Avenue Clinic	333 Schwerin, 2nd Floor, 94134
Hip Hop to Health Clinic	446 Randolph Street, 94132
Larkin Street Youth Clinic	1044 Larkin Street, 94109
Maxine Hall Health Center	1301 Pierce Street, 94115
Mission Neighborhood Health Center	240 Shotwell, 94110
Native American Health Center	160 Capp Street, 94110
New Generation Health Center	625 Potrero Ave., 94110
North East Medical Services	1520 Stockton, 94133
Ocean Park Health Center	1351 24th Avenue, 94122
Planned Parenthood Golden Gate	815 Eddy Street, 94109
Potrero Hill Health Center	1050 Wisconsin Street, 94107
San Francisco Free Clinic	4900 California Street, 94118
San Francisco General Hospital Adolescent Medical Clinic	1001 Potrero Avenue, 6M, 94110
San Francisco General Family Health Center	995 Potrero Avenue, 94110
San Francisco General Medical Clinic	1001 Potrero Avenue, 94110
San Francisco General Hospital Obstetrics and Gynecology Clinic	1001 Potrero Avenue, 94110
Silver Avenue Family Health Center	1050 Wisconsin Street, 94107
Southeast Health Center	2401 Keith Street, 94124
St. Francis Memorial Hospital	900 Hyde Street, 94109
St. James Infirmary	1372 Mission Street, 94103
St. Luke's Women's Center	3555 Cesar Chavez Street, 94110
St. Mary's Medical Center	450 Stanyan Street, 94117
Tom Waddell Health Center	50 Ivy Street, 94102
Women's Community Clinic	2166 Hayes Street, Suite 104, 94117

Data Collection Methods

The clinic survey was developed by the AHWG. Members of the staff (Nedzada Handukic, Natalie Combs, Shanell Williams and Elise Resch.) brainstormed questions, hoping to address data collected from the initial phases of research on the 18-25 year old age group. AHWG developed certain logistical questions (i.e. type of services offered, populations served, ages served, etc.) to properly categorize the different clinics. Other questions were developed to investigate which services were most highly utilized by the 18-15 year population while also trying to figure out what major health risks were facing the population. Other questions were developed to compliment the youth survey. We hoped to ask the clinics similar questions as the youth to see if the providers understanding of the health of 18-25 year olds matched the opinions of that age group. The goal of the survey was to find out which services 18-25 year olds were seeking out, the demographics of the 18-25 years old age group served and whether or not they were conducting outreach for this population. It took about 2 weeks to fully develop the survey.

After completion of the survey, staff members contacted the clinic managers or staff members who were knowledgeable of the clinic services and clientele. We chose to contact only those clinics which were free or sliding scale. Starting in July of 2004, we either scheduled in person interviews or phone interviews with said clinical staff. The survey took about 15 minutes to complete. In most cases the survey was orally delivered. There were a few exceptions in which clinical staff either faxed or emailed the completed survey. We concluded the majority of

the clinic surveys in August. By the end of August, we 23 clinics participated in our survey. All of the data from the survey was entered into an online survey provider called Survey Monkey.

Note: Calculating Overall Ranking for Ranked Responses

For questions that required rating one or more variable on a scale, data was reported using a response average. The response average was calculated by weighted average.

For example, each column has a weight from 1 to n. In the following example there are 5 columns, so the column are weighted from 1 to 5. The response average of column 3 (Not Sure) is the number of respondents times 3. Then this number is divided by the total number of responses per row.

Example of Weighted Average Calculation

	Definitely	Possibly	Not Sure	Probably not	Definitely not	Response Average
Question 1	9	35	21	12	11	2.78
Question 2	4	21	28	18	18	3.28
Question 3	17	45	15	5	8	2.36
Question 4	7	34	25	13	11	2.86

Example of how to calculate the response average for row 1 in the data:

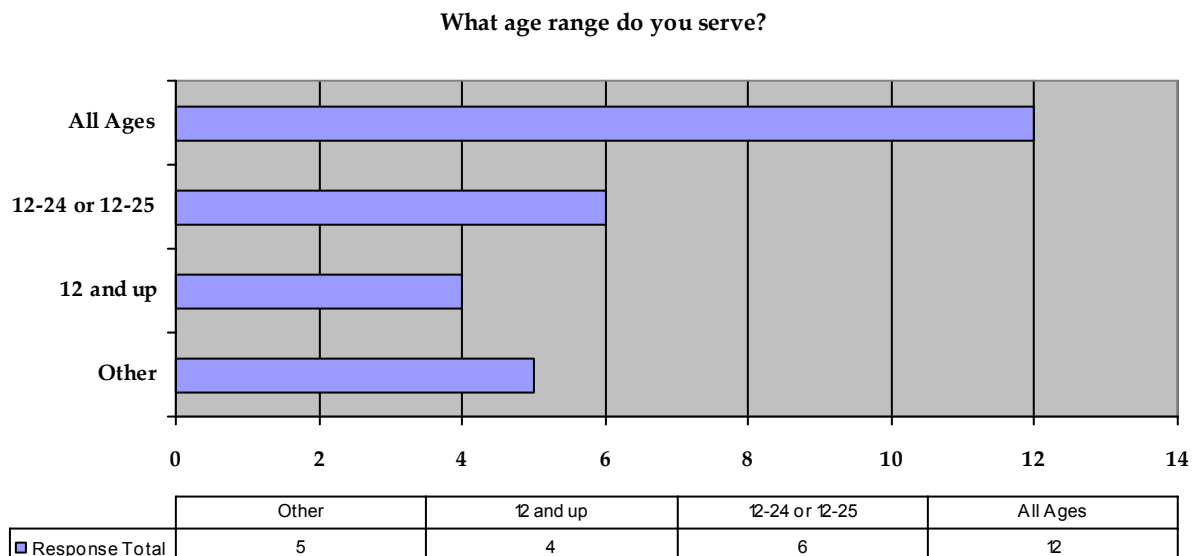
$[(\text{Question 1 "Definitely" responses}) \times (\text{weight of column 1})] + [(\text{Question 1 "Possibly" responses}) \times (\text{weight of column 2})] \dots \text{etc} / \text{Total number of responses to question 1}$

Question 1: $(9 \times 1) + (35 \times 2) + (21 \times 3) + (12 \times 4) + (11 \times 5) / 88 = 2.78$

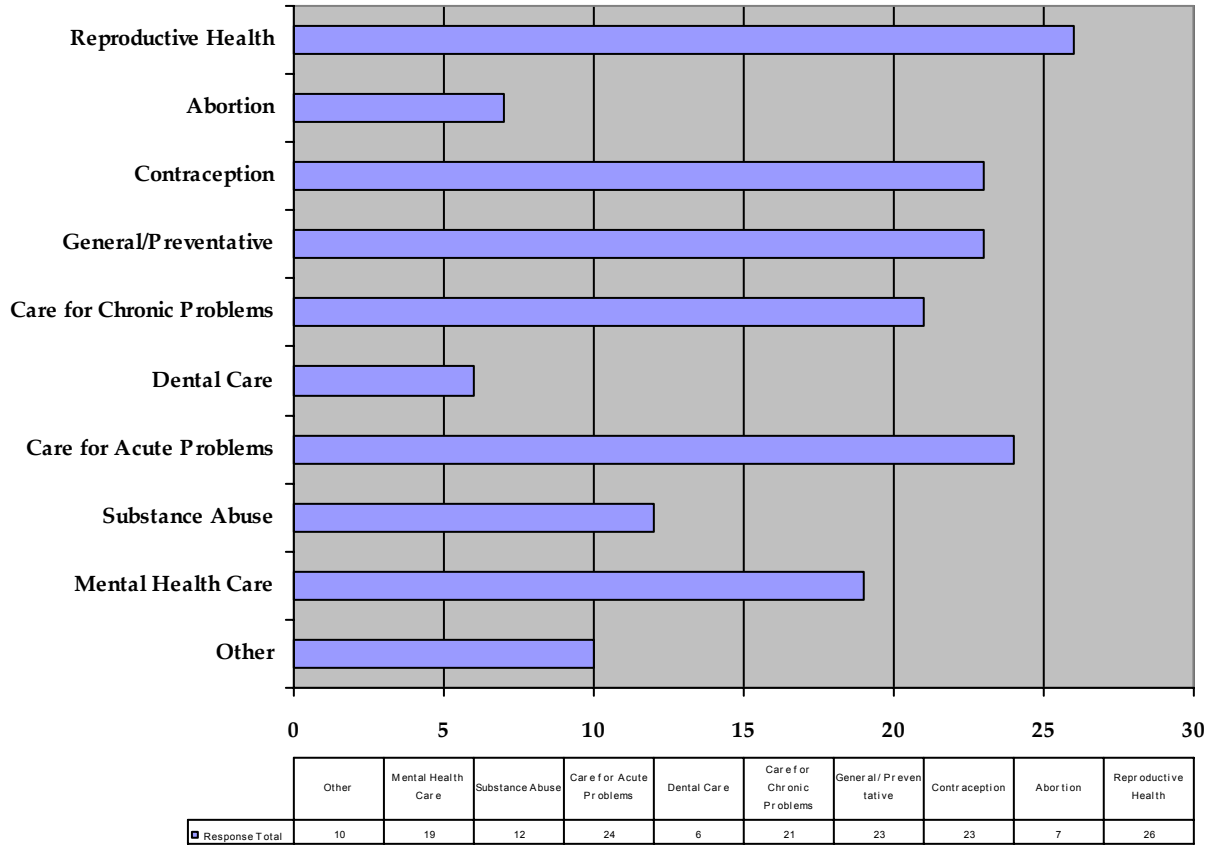
In this example, the lower the response average, the higher the rank (the more weighted toward definitely).

Clinic Survey Results

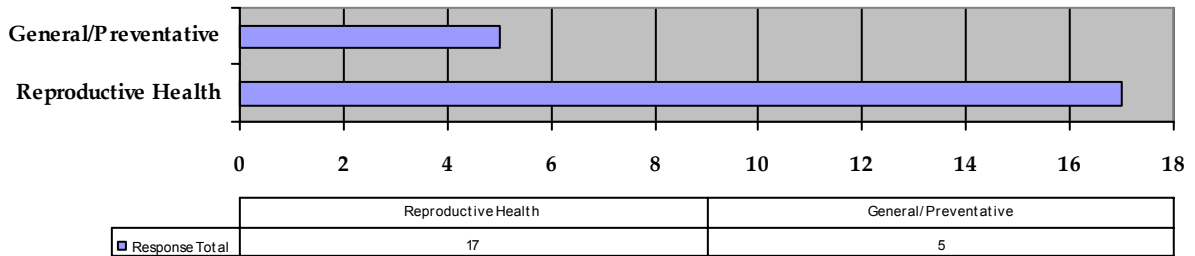
Following are the compiled results from the twenty seven free and sliding-scale clinics in San Francisco that participated in the Clinic Survey for this project.



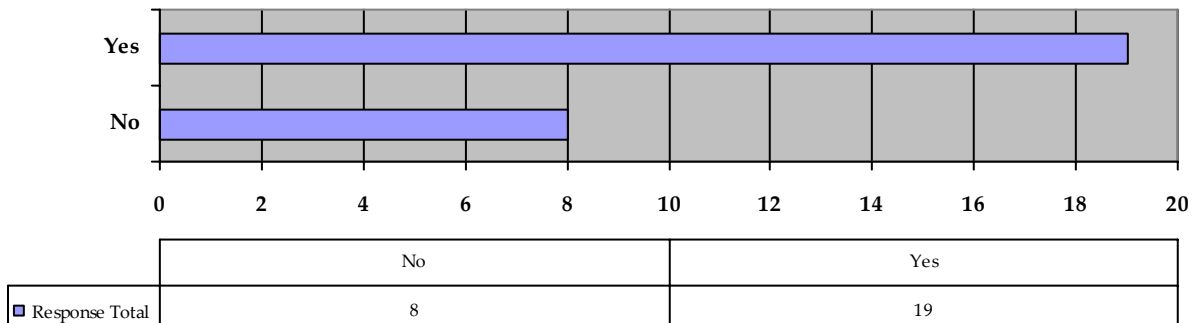
What kind of services do you provide?



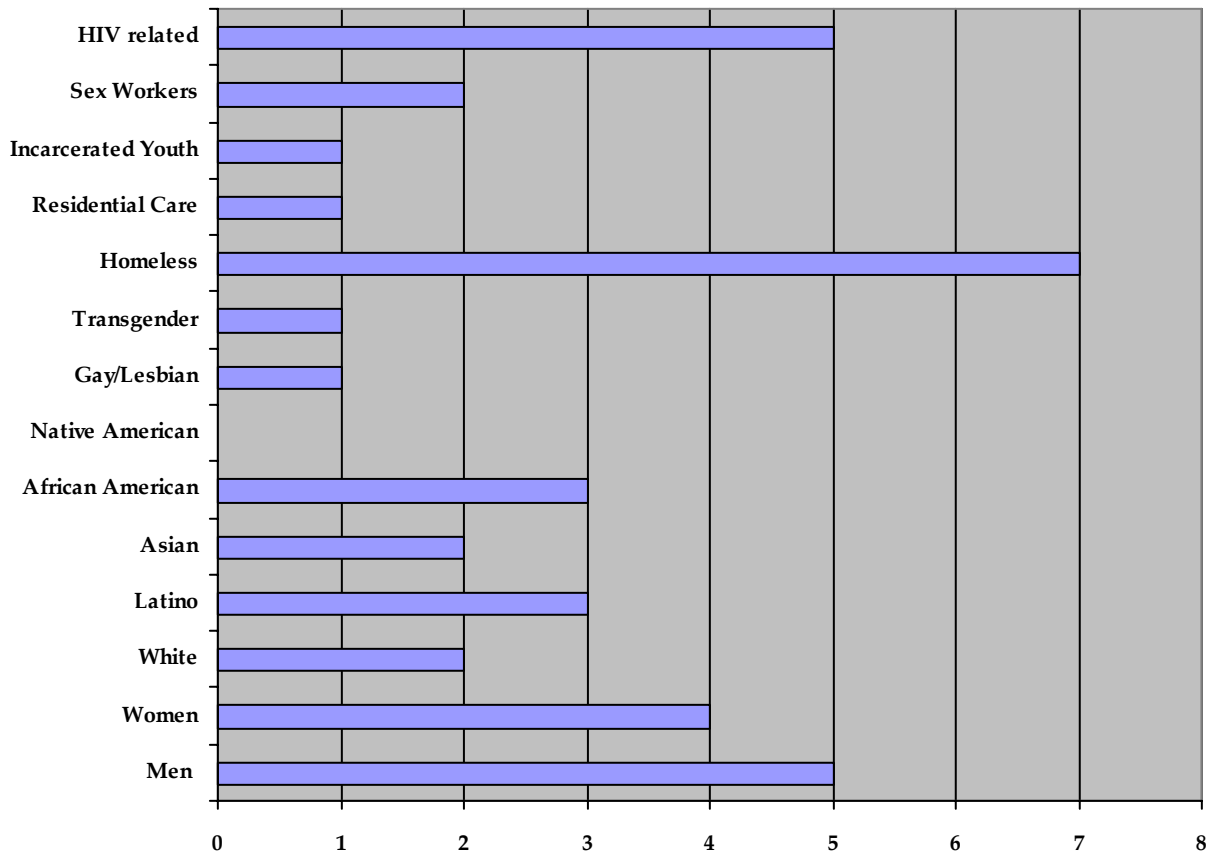
Of these services, which do the 18-24 y.o. group utilize the most?



Do you have outreach and/or services for specific populations?

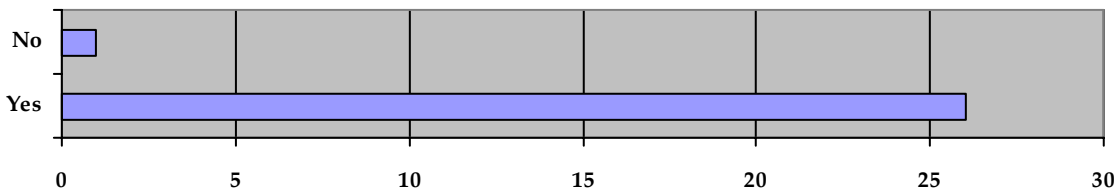


If yes, which populations?



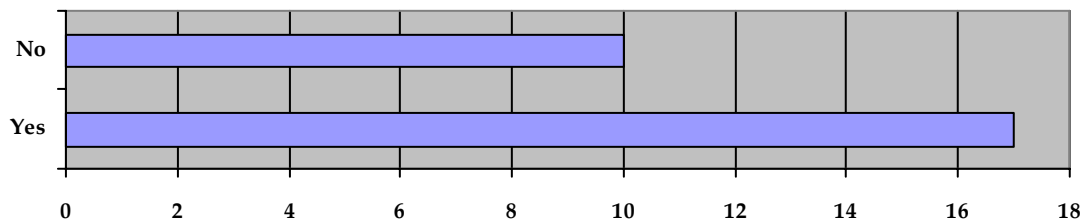
	Men	Women	White	Latino	Asian	African American	Native American	Gay/Lesbian	Transgender	Homeless	Residential Care	Incarcerated Youth	Sex Workers	HIV related
Response Total	5	4	2	3	2	3	0	1	1	7	1	1	2	5

Do you accept uninsured clients?



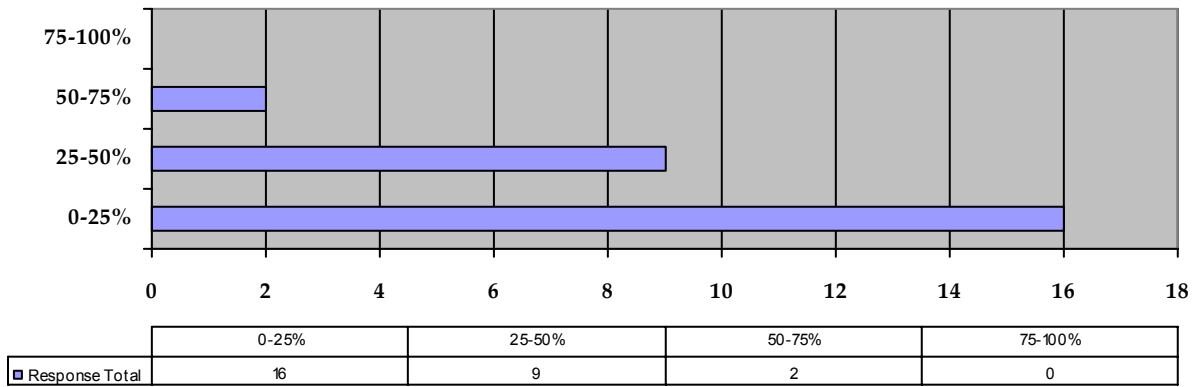
	Yes	No
Response Total	26	1

Do you accept students with school insurance?

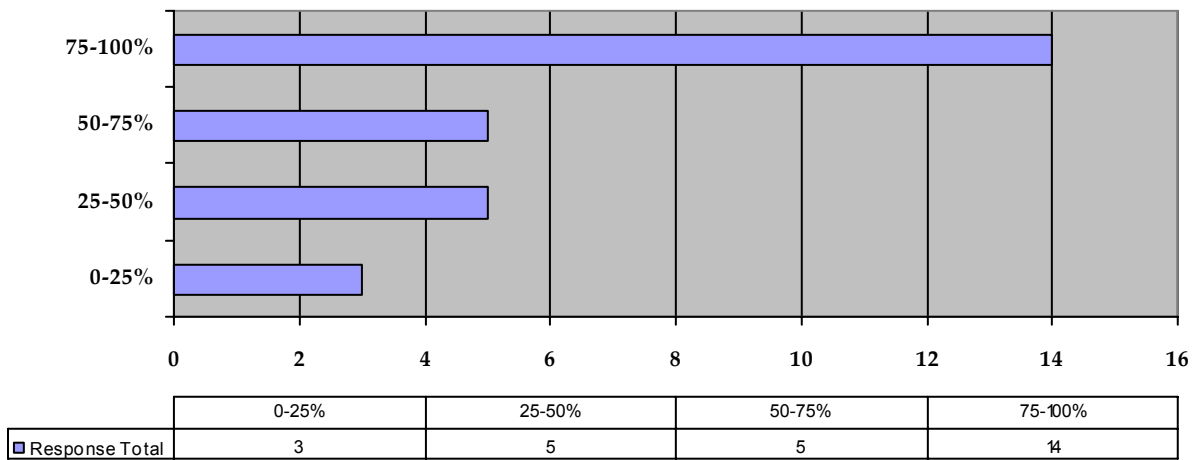


	Yes	No
Response Total	17	10

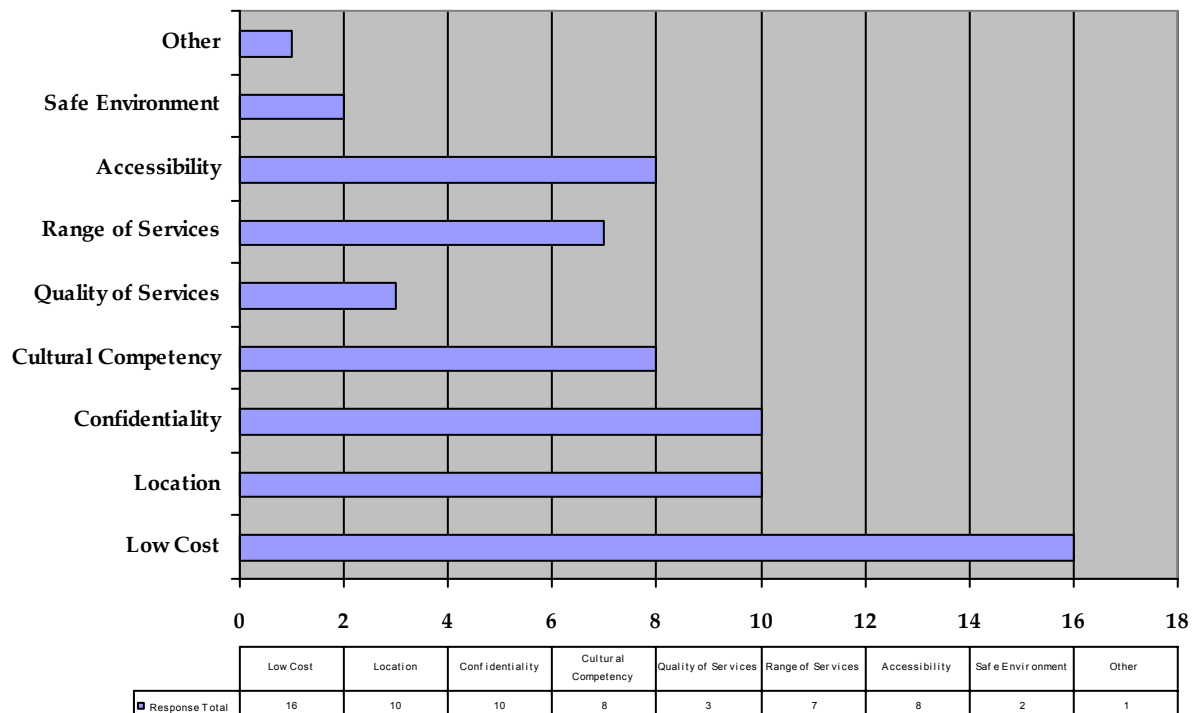
What percentage of your clients are 18-24 years old?



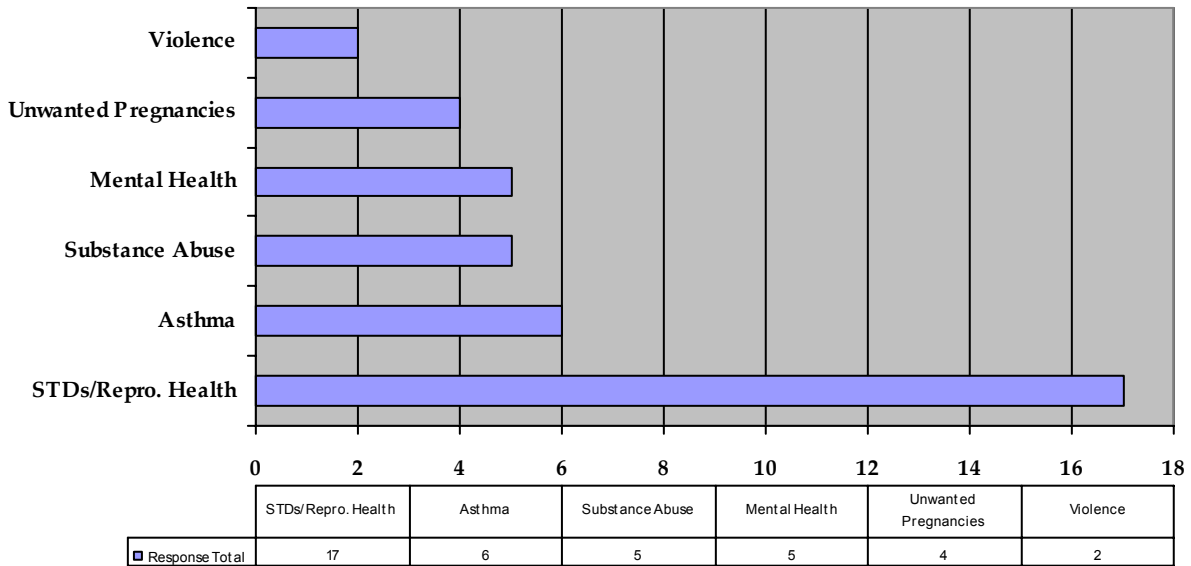
What percentage of these patients is uninsured?



What do you feel are the top 2 reasons why youth of this age come to your clinic?



What are some of the major health problems of youth 18-24?



Appendix B

Young Adult Surveys

Data Collection Methods

The AHWG staff developed the clinic survey shortly after the development of the clinic survey. It took staff about two weeks to finish the first version of the youth survey. After piloting the survey, we made additional changes and continued to make slight changes until the final version had 34 questions. We selected questions that addressed the health concerns/needs of the 18-25 year old population (i.e. whether or not they were insured, if they had ever been uninsured, if they felt like their health care was meeting their needs, etc). These questions were selected because we wanted to identify whether or not our field research agreed with the background research we had on the 18-25 year old demographic. Other questions were added to the survey to create an understanding of the 18-25 demographic as well (i.e. San Francisco district of residence, student status, employment, gender, ethnicity, voter registration, etc.).

We piloted the survey in early August. We started off with six AHWG outreach workers: Elise Resch, Shanell Williams, Nedzada Handukic, Natalie Combs, and Spencer Christensen. Outreach was conducted at varied times of day and different locations throughout San Francisco. Locations included busy streets, parks, concerts, movie theaters, bars, college campuses, coffee houses and malls. The outreach staff would approach people at specific locations and screen for age and place of residence. If the people passed the initial screening (they had to be in between the ages of 18-25 and currently reside in San Francisco), we asked them to participate in the survey. If needed, we awarded participants with an incentive of free AMC movie passes. Depending upon the particular day, outreach efforts could be very successful (85% participation of qualified subjects). Other days were not as successful (>50% participation of qualified subjects).

For the first phase of surveying, we had no target population, just 18-25 year old San Francisco residents. After looking at the demographic we had surveyed, we realized that we were lacking in certain populations (i.e. men). To compensate for our skewed demographic we began targeting only males. This began the second phase of outreach efforts. We also gained two new interns: Stephanie Martinez and Isabel Mendoza. In addition to our new target, we contacted community based organizations. We had these organizations take multiple copies of the surveys and incorporate them into case management, group activities, etc. Once the surveys were completed, we would pick them up. The number of surveys given to these organizations was generally limited to 25 so as not to over sample any one population.

Note: Calculating Overall Ranking for Ranked Responses

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For example, each column has a weight from 1 to n. In the following example there are 5 columns, so the column are weighted from 1 to 5. The response average of column 3 (Not Sure) is the number of respondents times 3. Then this number is divided by the total number of responses per row.

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Example of how to calculate the response average for row 1 in the data:

$$\frac{[(\text{Question 1 "Definitely" responses}) \times (\text{weight of column 1})] + [(\text{Question 1 "Possibly" responses}) \times (\text{weight of column 2})] \dots \text{etc}}{\text{Total number of responses to question 1}}$$

Question 1: $(9 \times 1) + (35 \times 2) + (21 \times 3) + (12 \times 4) + (11 \times 5) / 88 = 2.78$

In this example, the lower the response average, the higher the rank (the more weighted toward definitely).

Youth Survey Results

Following are the compiled results from the 342 young adults in San Francisco, between 18-25 years old, that participated in the Youth Survey for this project.

How old are you?

	<u>Response Total</u>	<u>Response Percent</u>
18	47	13.82%
19	48	9.41%
20	32	9.41%
21	58	17.06%
22	40	11.76%
23	38	11.18%
24	35	10.29%
25	42	12.35%

Total Respondents 340
No response 2

Check all that apply to you.

	<u>Response Total</u>	<u>Response Percent</u>
Men	166	48.54%
Women	172	50.29%
White	131	38.30%
Hispanic	61	17.84%
Asian	95	27.78%
Pacific Islander	15	4.39%
African American	44	12.87%
Native American	12	3.51%
Gay/Lesbian	19	5.56%
Bi-Sexual	14	4.09%
Transgender	5	1.46%
US Citizen or Legal Immigrant	202	59.06%

Total Respondents 342
No response 0

What San Francisco district do you live in?

	<u>Response Percent</u>	<u>Response Total</u>
1 Richmond District	9.00%	19
2 Cow Hollow	2.37%	5
3 Chinatown	6.16%	13
4 The Sunset	16.11%	34
5 Haight Ashbury/Western Addition	12.32%	26
6 SOMA	9.48%	20
7 Park Merced	6.64%	14
8 Castro	5.21%	11
9 Mission District	12.32%	26
10 Bay View Hunters Point/Visitacion Valley	7.58%	16
11 OMI Excelsior	12.80%	27

Total Respondents 211
No response 130

Since 17 have you ever been...

	<u>Response Total</u>	<u>Response Percent</u>
Incarcerated	26	7.60%
Homeless	21	6.14%
In Foster Care	8	2.34%
A Sex Worker	4	1.17%
Total Respondents	45	
No response	297	

Are you employed?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	228	67.86%
No	108	32.14%
Total Respondents	336	
No response	6	

If yes:

	<u>Response Total</u>	<u>Response Percent</u>
Full Time with insurance	52	23.11%
Full Time without insurance	53	23.56%
Part Time with insurance	33	14.67%
Part Time without insurance	87	38.67%
Total Respondents	225	
No response	117	

What is your marital status?

	<u>Response Total</u>	<u>Response Percent</u>
Single	311	93.11%
Married	9	2.69%
Domestic Partner	14	4.19%
Total Respondents	334	
No response	8	

Are you a student?

	<u>Response Percent</u>	<u>Response Total</u>
Yes full-time	55.09%	184
Yes part-time	17.37%	58
No	27.54%	92
Total Respondents	334	
No response	8	

Are you currently...

	<u>Response Total</u>	<u>Response Percent</u>
Living at home (with family)	56	45.90%
Living with others in an apartment (with friends/partner)	49	40.16%
Living alone in an apartment	7	5.74%
Living in a dormitory or school housing (frat/sorority houses)	8	6.56%
Living in a shelter/group home/group institution	1	0.82%
Living unhoused/temporary shelter	1	0.82%
Living in foster care	0	0.00%
Total Respondents	122	
No response	220	

Are you registered to vote?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	142	69.96%
No	80	39.04%
Total Respondents	222	
No response	119	

Did you vote this November?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	130	59.09%
No	67	30.45%
I haven't thought about it	11	5.00%
I can't vote in the United States	12	5.45%
Total Respondents	220	
No response	121	

In the last year which of these services have you used?

	<u>Response Total</u>	<u>Response Percent</u>
Reproductive	57	20.36%
General/Preventative	159	56.79%
Care for Chronic Problems	19	6.79%
Dental Care	195	69.64%
Care for Acute Problems	36	12.86%
Substance Abuse	9	3.21%
Mental Health Care	32	11.43%
Other (please specify)	12	4.29%
Total Respondents	280	
No response	62	

What are the top 3 services in order of importance to you? Please select ONLY 3 services.

	<u>1</u>	<u>2</u>	<u>3</u>	<u>Response Average</u>
Reproductive Health	67	64	50	1.91
General/Preventative Care	148	64	53	1.64
Care for Chronic Problems	33	47	53	2.15
Dental Care	51	80	66	2.08
Care for Acute Problems	23	27	40	2.19
Substance Abuse	11	23	28	2.27
Mental Health Care	35	23	47	2.11
Total Respondents	330			
No response	12			

Do you have health insurance NOW?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	221	65.38%
No	117	34.62%
Total Respondents	338	
No response	4	

If yes what type of coverage do you have?

	<u>Response Total</u>	<u>Response Percent</u>
Full HMO/PPO	126	56.25%
Partial/Catastrophic/Limited Plan	12	5.36%
Student	35	15.63%
Family Pact/Green HAP card	34	15.18%
Other (please specify)	17	7.59%
Total Respondents	224	
No response	118	

Who or what is the source of your coverage?

	<u>Response Total</u>	<u>Response Percent</u>
Family	131	50.00%
Job	55	20.99%
School	28	10.69%
Self	48	18.32%
Total Respondents	262	
No response	80	

If you don't have health insurance now then why not?

	<u>Response Total</u>	<u>Response Percent</u>
Too expensive	52	39.69%
I am not sure where or how to get health insurance	17	12.98%
Don't think I need it	8	6.11%
Not offered through my job	17	12.98%
Unemployed/Job Transition	14	10.69%
Not Sure	20	15.27%
Other (please specify)	3	2.29%
Total Respondents	131	
No response	211	

Since you have turned 18 have you ever had a period of time where you've been without health insurance?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	191	56.85%
No	145	43.15%
Total Respondents	336	
No response	6	

If yes were you...(check all that apply)

	<u>Response Total</u>	<u>Response Percent</u>
18	93	50.27%
19	85	45.95%
20	71	38.38%
21	64	34.59%
22	55	29.73%
23	42	22.70%
24	27	14.59%
Total Respondents	185	
No response	157	

Approximately how long did you go without health insurance?

	<u>Response Total</u>	<u>Response Percent</u>
less than six months	45	23.56%
six months to 1 year	36	18.85%
1 year to 2 years	30	15.71%
more than 2 years	80	41.88%
Total Respondents	191	
No response	151	

Where do you usually go for your health care?

	<u>Response Total</u>	<u>Response Percent</u>
Free/Community Clinics	101	32.69%
School Clinics	70	22.65%
Private	149	48.22%
Emergency Rooms	31	10.03%
Planned Parenthood	41	13.27%
Other (please specify)	17	5.50%
Total Respondents	309	
No response	33	

What are the top 2 reasons you go to the clinic you go to?

	<u>Response Total</u>	<u>Response Percent</u>
Free/Low Cost	166	52.70%
Location	128	40.63%
Confidentiality	48	15.24%
Culturally Sensitive	23	7.30%
Quality of Services	100	31.75%
Range of Services	44	13.97%
Accessibility	68	21.59%
Safe Environment	37	11.75%
Other (please specify)	18	5.71%
Total Respondents	315	
No response	27	

When you have health insurance do you use it?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	286	86.14%
No	21	6.33%
I've never had it	25	7.99%
Total Respondents	332	
No response	10	

When you have health insurance are you more likely to get healthcare when you need it?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	289	8.69%
No	19	5.81%
I never seek out healthcare	19	5.81%
Total Respondents	327	
No response	15	

In periods when you don't have health insurance do you postpone going to the doctor?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	199	73.16%
No	73	26.84%
Total Respondents	272	
No response	70	

Are you more likely to utilize the emergency room when you are without health insurance?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	120	40.54%
No	176	59.46%
Total Respondents	296	
No response	46	

If yes have you ever utilized the emergency room for...

	<u>Response Total</u>	<u>Response Percent</u>
Primary Care (cold	76	35.02%
Reproductive Health	4	1.84%
Both	20	9.22%
None	118	54.38%
Total Respondents	217	
No response	125	

Are you satisfied with the healthcare you currently receive?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	198	60.92%
No	96	29.54%
I have not sought out health services since I turned 18	31	9.54%
Total Respondents	325	
No response	17	

Do you believe your healthcare has met your needs?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	197	62.54%
No	118	37.46%
Total Respondents	315	
No response	27	

Could you afford to pay \$48 once a year for a health insurance plan?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	143	82.66%
No	30	17.34%
Total Respondents	173	
No response	168	

Could you afford to pay \$12 every three months for a health insurance plan?

	<u>Response Total</u>	<u>Response Percent</u>
Yes	154	90.06%
No	17	9.94%
Total Respondents	171	
No response	170	

What do you feel are the top 3 health issues of your age group?

	<u>Response Total</u>	<u>Response Percent</u>
STDs	267	80.91%
Diabetes	33	10.00%
Asthma	39	11.82%
Common Cold/Flu	129	39.09%
Violence	128	38.79%
Mental Health	127	38.48%
Drug Abuse	222	67.27%
Other (please specify)	25	7.58%
Total Respondents	330	
No response	12	

How would you rate your health in the following categories?

	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Excellent</u>	<u>Response Average</u>
Smoking	43	46	45	37	153	3.65
Drinking	30	49	76	62	107	3.52
Nutrition	14	58	118	82	53	3.31
Exercise	23	76	101	73	53	3.17
Sleep	31	91	107	63	33	2.93
Stress	51	97	102	52	26	2.71
Sexual/Reproductive Health	6	33	91	80	113	3.81
Chronic Illness (asthma diabetes etc.)	22	25	56	51	166	3.98
Overall Health	3	26	108	123	65	3.68
Total Respondents	329					
No response	13					

Appendix C

Federal Poverty Income Level Guidelines 2004

Family Size	100%	200%	250%	300%
1	\$9,310	\$18,620	\$23,275	\$27,930
2	\$12,490	\$24,980	\$31,225	\$37,470
3	\$15,670	\$31,340	\$39,175	\$47,010
4	\$18,850	\$37,700	\$47,125	\$56,550
5	\$22,030	\$44,060	\$55,075	\$66,090
6	\$25,210	\$50,420	\$63,025	\$75,630
7	\$28,390	\$56,780	\$70,975	\$85,170
8	\$31,570	\$63,140	\$78,925	\$94,710
Each Additional Person	Add \$3,180	Add \$6,360	Add \$7,950	Add \$9,540

Source: Federal Register: February 13, 2004 (Volume 69, Number 30) [available online: <http://aspe.hhs.gov/poverty/04fedreg.htm>]