
Health Access Points (HAP) update

HCPC
MAY 19, 2025



PRESENTED BY:
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COMMUNITY HEALTH EQUITY & PROMOTION (CHEP)
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH





Agenda

- Community Health Equity & Promotion (CHEP) Overview
- Background
- Data from year 1
- Common Themes Across the HAPS Quarterly Narrative Reports
- Data Collection Challenges
- Addressing Challenges

CHEP Overall Approach

The Community Health Equity & Promotion Branch (CHEP) works in collaboration with community members and organizations to develop evidence based, data driven, sustainable initiatives to address priority public health issues with a focus on ensuring health equity.



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* Green Boxes: Represent Program Areas

SFDPH, Population Health Division
Susan Philip, PHD Director/Health Officer
Asa King, PHD Deputy Director for Community Health

Nyisha Underwood
CHEP Director

Community Wellness

Tobacco Free Project

Vision Zero SF

Community and Home Injury Prevention Program for Seniors

Newcomers Health Program

Healthy Eating Active Living

Sexual and PWUD Health

Sexual Health Programs for People Who Use Drugs

Quality Improvement

Community Outreach and Engagement

Community Based and Youth Sexual Health Services

Community Training & Capacity Building
Ending the HCV/HIV/STI Epidemics

Home-Based HIV/STI Testing

CHEP Grants and Administration

Systems of Care
Contracts and Budget Management

Grants Management
RFP Administration

CHEP Sexual Health Team

- Program liaison model
- Community engagement
- Capacity building
 - HCV/HIV/STI/Overdose prevention skills certification training
 - Rapid syphilis testing training: more than 50 people trained
 - Workforce Development, CHLI/Academy, Clinical Assistance Program, Testing, Black Health, Trans Health Programming
 - Condom distribution





Health Access Points: Background

- Health Access Points (HAPs) stem from a new RFP (2019) to replace HIV testing contracts
- Started in January 2023
- Redesigned with syndemic approach
 - HIV/HCV/STI testing, HCV & PrEP linkage, harm reduction/overdose prevention
- Uses a whole person integrated care model to address some social determinants of health
- 7 HAPs: each focuses on addressing HIV/HCV/STI disparities among a specific population
- Awards range from \$500,000 to \$2.5 million annually, amounts determined by data



Health Access Points: Structure

- Each HAP is a collaborative network
 - 1 lead contractor CBO
 - Lead subcontracts with partner CBOs to ensure all services are provided within each HAP
- 7 HAPs, 16 CBOs total (7 leads and 9 subcontractors)
- CHEP Program Liaison appointed for each HAP
- Multiple sites per HAP
 - Services at main hub, partner sites, mobile, other programs
 - Example: API HAP has services at AHP, Trans Thrive, City Hope, clubs & bars

Health Access Points: Structure

Integrated HIV,
HCV, and STD
Testing

Linkage and
Navigation

Health
Education and
Counseling

Overdose
Prevention

Syringe
Access and
Disposal

Substance Use and Harm
Reduction Services for Opioids,
Stimulants, Alcohol, Tobacco, and
Cannabis

Community
Engagement
and
Mobilization

Condom
Distribution

Basic Needs

Primary Care

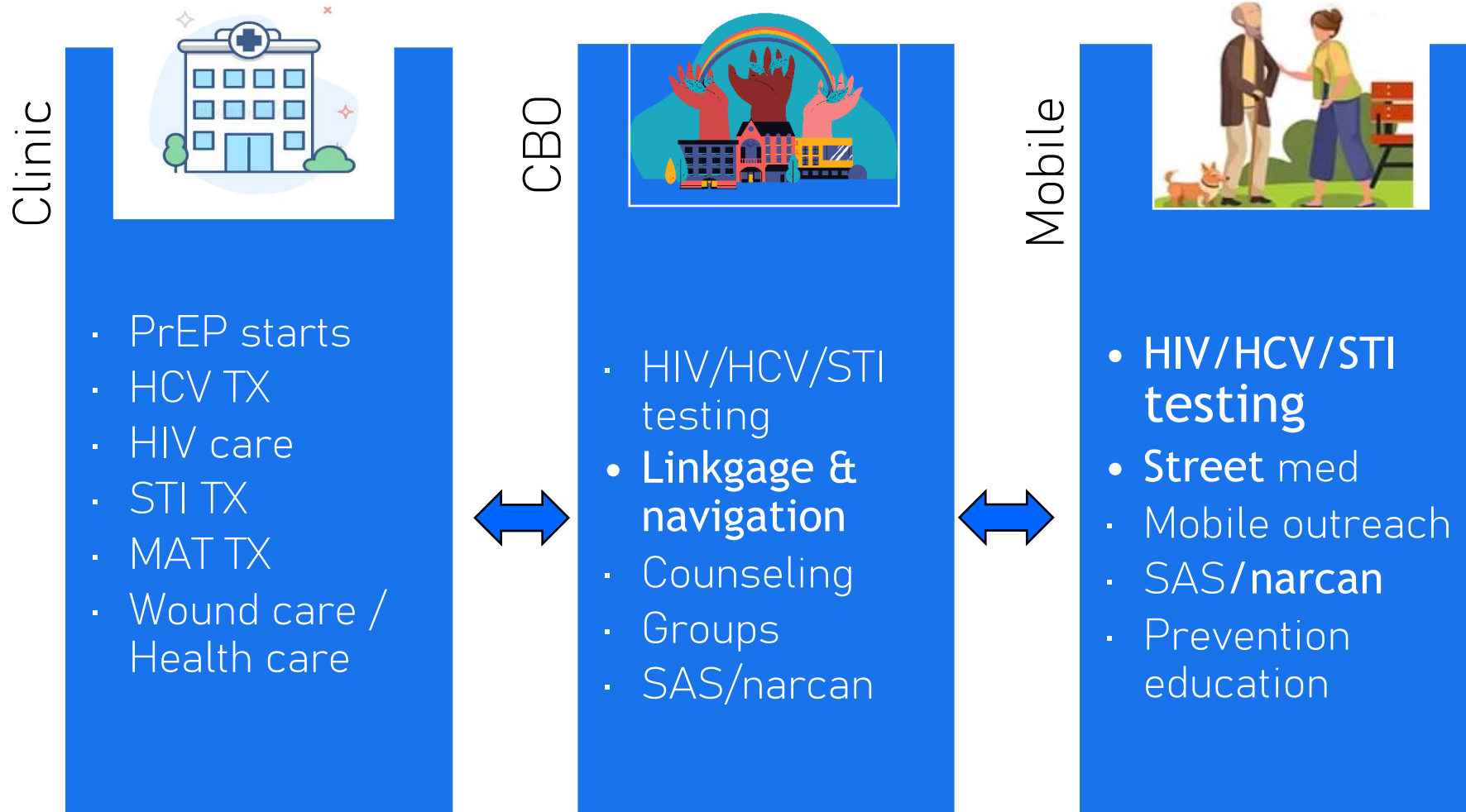
Mental Health
Services

Prevention and Treatment
Medication: PrEP and ART for HIV;
HCV Treatment; STD Treatment,
Including Medical Storage

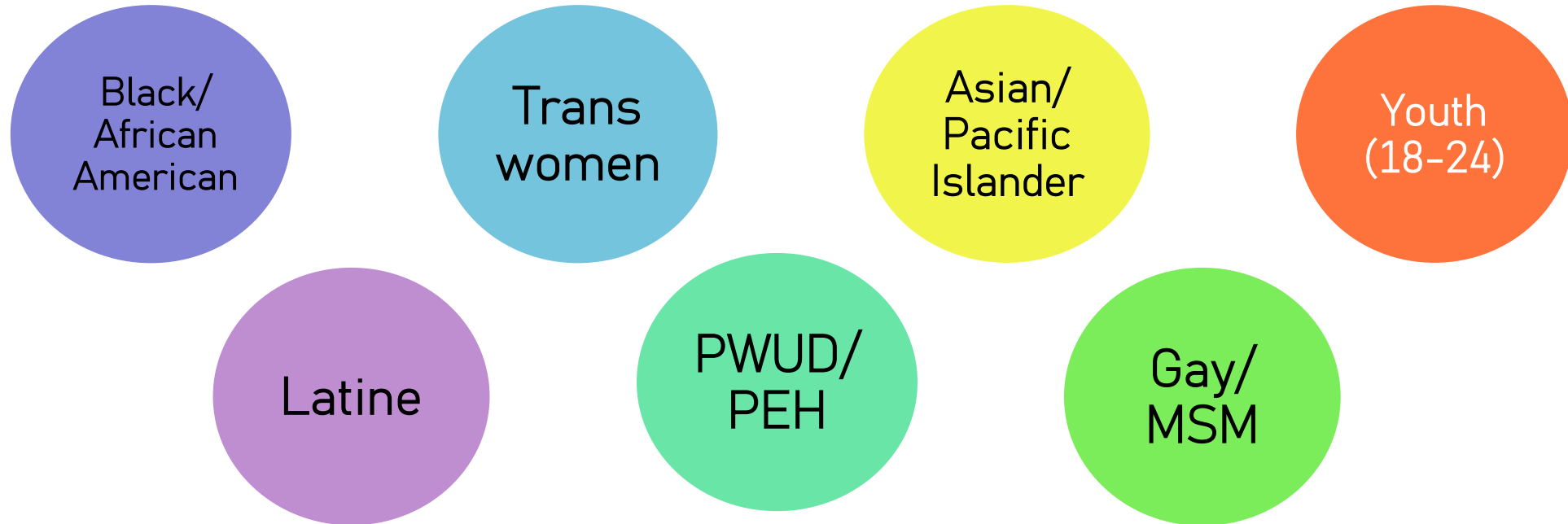
Substance
Use Treatment

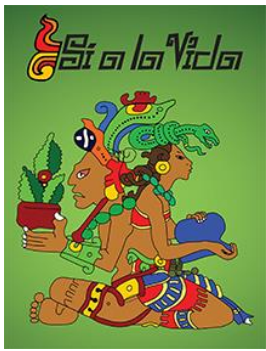
Health Access Points: Model

Connecting people to services in the clinic, CBO & street



Summary of Health Access Points





Latine HAP Services

Latino/a/x/e

The Health Access Point (HAP) for Latino/a/x/e (LHAP) is designed to meet the needs of and focus on serving the **Latinx population** in San Francisco

Hub: Latino Wellness Center, 1663 Mission St, Suite 603

Hours: M, W 10am-8pm
T, Th, F 10am-6pm

Lead: Instituto Familiar de la Raza

Subcontractors: Mission Neighborhood Health Center, San Francisco AIDS Foundation





Instituto
Familiar de la
Raza, Inc.

Latine HAP Services



Service	Hub/LWC	Mobile	Off-site Partner
Rapid HIV/HCV/syphilis	✓ IFR	✓ MNHC	✓ MNHC
HIV/HCV/syphilis lab			✓ MNHC
GC/CT testing	In process		
Linkage & Navigation	✓ MNHC	✓ MNHC, IFR	✓ MNHC, IFR, SFAF
PrEP			✓ MNHC, IFR, SFAF
ART			✓ MNHC, IFR, SFAF
STI/HCV Treatment			✓ MNHC
Doxy-PEP			✓ MNHC, SFAF



The Lobby HAP Services

People Experiencing Homelessness and People Who Use Drugs, and people who work as sex workers and their partners

Through a cross-disciplinary partnership, The Lobby provides low barrier access to testing, treatment, health systems navigation, and case management.

Hub: Lobby drop-in clinic, ZSFG Building 80, 1st Floor

Hours: Mon-Fri 1-4pm

Lead: Ward 86/UCSF

Subcontractors: Glide, Lyon Martin, UCSF Alliance Health Project





The Lobby HAP Services

Service	Hub/The Lobby	Mobile	Off-site Partner
Rapid HIV/HCV/syphilis	✓ W86	✓ Lyon Martin/Glide	✓ Glide
HIV/HCV/syphilis lab	✓ W86	✓ Lyon Martin/Glide	✓ Glide
GC/CT testing	✓ W86	✓ Lyon Martin	✓ Glide
Linkage & Navigation	✓ Glide and Shanti	✓ Glide	✓ Glide, Shanti
PrEP	✓ W86		
ART	✓ W86		
STI/HCV Treatment	✓ W86		
Doxy-PEP	✓ W86		



MSM HAP Services

Gay Men, Bisexual Men, and Men who have Sex with Men

The MSM HAP is a collaborative partnership that implements equity-focused, community-centered, low-barrier, and whole person services specifically designed to reduce rates of HIV/STI/HCV infection among high-risk gay men and other men who have sex with men (MSM).

Hub: Strut clinic, 470 Castro St

Hours: Tues-Sat 10am-7pm

Lead: San Francisco AIDS Foundation

Subcontractors: Glide, Shanti, San Francisco Community Health Center





MSM HAP Services

Service	Hub/Strut	Mobile	Off-site Partner
Rapid HIV/HCV/syphilis	✓ SFAF		✓ Glide (syphilis)
HIV/HCV/syphilis lab	✓ SFAF		✓ Glide (syphilis)
GC/CT testing	✓ W86		✓ Glide
Linkage & Navigation			✓ SFAF 6th St, Shanti
PrEP	✓ SFAF		
ART	✓ SFAF		
STI/HCV Treatment	✓ SFAF		
Doxy-PEP	✓ SFAF		



Umoja HAP Services

Black/African American

The UMOJA HAP utilizes a Black/African American-centered wellness perspective that seeks to foster self-determination, pride, self-esteem, collaboration, community involvement, and prioritization of family and community wellness, while addressing key underlying social determinants of health that continue to influence Black/African American health disparities.

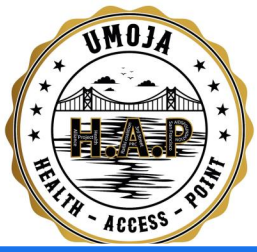
Hub: Rafiki drop-in, 5000 3rd St

Hours: Fri 9am-12pm

Lead: Rafiki Coalition

Subcontractors: San Francisco AIDS Foundation, Alliance Health Project, Positive Resource Center. Glide. 3rd Street Youth Center





Umoja HAP Services

Service	Hub/Rafiki	Mobile	Off-site Partner
Rapid HIV/HCV/syphilis	✓ AHP	✓ Glide, AHP	
HIV/HCV/syphilis lab	✓ AHP	✓ Glide, AHP	
GC/CT testing	✓ AHP	✓ AHP, Glide	
Linkage & Navigation	✓ AHP, Glide	✓ Glide	
PrEP			Referrals and linkages
ART			Referrals and linkages
STI/HCV Treatment			✓ SEHC
Doxy-PEP			Referrals and linkages



STAHR HAP Services

Trans Women of Color

The San Francisco Transgender Alliance for Health Resources (STAHR) is an innovative, collaborative, client-centered Health Access Point (HAP) program specifically focused on addressing the needs of trans women in San Francisco.

Hub: Trans: Thrive, 1460 Pine St

Hours: Mon-Fri 2-4:30pm

Lead: San Francisco Community Health Center

Subcontractors: Instituto Familiar de la Raza, San Francisco AIDS Foundation



STAHR HAP Services

Service	Hub/Trans: Thrive	Mobile	Off-site Partner
Rapid HIV/HCV/syphilis	✓ SFCHC	✓ SHCFC	
HIV/HCV/syphilis lab	In process		✓ SFCHC clinic
GC/CT testing	In process		
Linkage & Navigation	✓ SFCHC	✓ SFCHC	
PrEP			Referrals and linkages
ART			Referrals and linkages
STI/HCV Treatment			✓ SFCHC clinic
Doxy-PEP			Referrals and linkages



Lotus HAP Services

Asian & Pacific Islander Trans Women & Men who have Sex with Men

The Lotus Project, Asian and Pacific Islander (API) Health Access Point (HAP), has a specific focus on the API transgender women and API men who have sex with men (MSM) to offer integrated HIV, HCV, and STD prevention.

Hub: Alliance Health Project,
1930 Market St

Hours: Tues-Thurs 11am-6pm,
Fri 10am-4pm, Sat 9am-3pm

Lead: Alliance Health Project

Subcontractors: San Francisco Community Health Center



Lotus HAP Services

Service	Hub/AHP	Mobile	Off-site Partner
Rapid HIV/HCV/syphilis	✓	✓ AHP	✓ AHP/City Hope
HIV/HCV/syphilis lab	✓	✓ AHP	✓ AHP/City Hope
GC/CT testing	✓	✓ AHP	
Linkage & Navigation		✓ AHP	
PrEP			Referrals and linkages
ART			Referrals and linkages
STI/HCV Treatment	✓		✓ SFCHC clinic
Doxy-PEP			Referrals and linkages



Youth/TAY HAP Services

Transitional Age Youth (18-24 year olds)

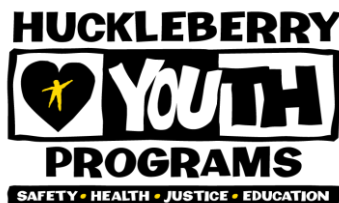
The Health Access Point (HAP) for Transitional Aged Youth (TAY) Youth, ages 18-24, is a collaborative of agencies working together to provide integrated services, equity-focused, community centered, whole person care approach to integrated HIV, HCV, and STD Prevention Programs to TAY Youth in San Francisco.

Hub: Lyric drop-in, 566 Castro St

Hours: M, W, F: 2-6pm
T, Th: 11am-6pm

Lead: Lyric

Subcontractors: Huckleberry Youth Programs, Homeless Youth Alliance, San Francisco AIDS Foundation



Youth/TAY HAP Services

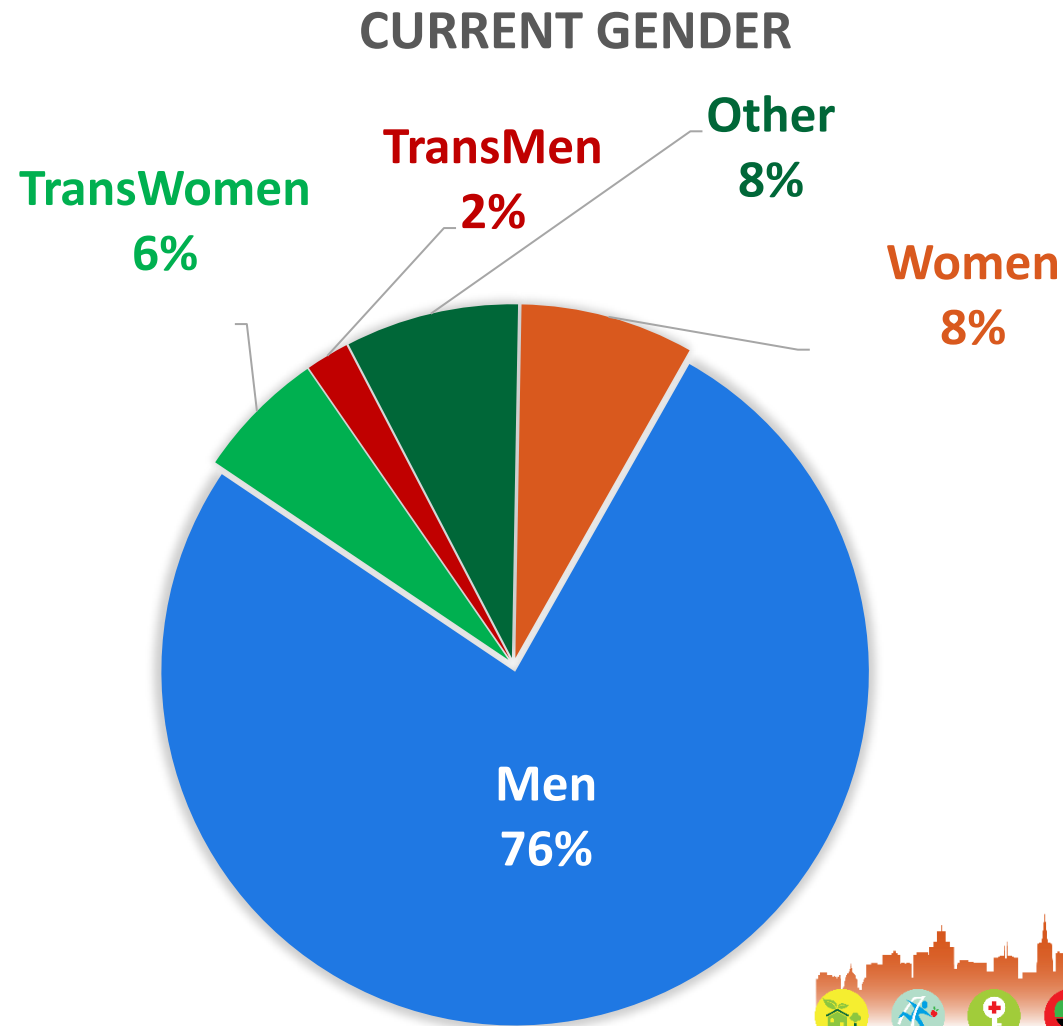
Service	Hub/LYRIC	Mobile	Off-site Partner
Rapid HIV/HCV/syphilis		✓ HYA/Street Med/Glide	✓ Strut
HIV/HCV/syphilis lab		✓ HYA/Street Med/Glide	✓ Strut
GC/CT testing		✓ AHP	
Linkage & Navigation			✓ SFAF
PrEP			✓ Strut
ART			✓ Strut
STI/HCV Treatment		✓ HYA/Street Med	✓ Strut
Doxy-PEP			✓ Strut



ALL HAPs YEAR 1 DATA

HAP Clients: Demographics

Year I: 07/01/23 – 06/30/24



Total*

- 8,432 clients
- 19,030 visits

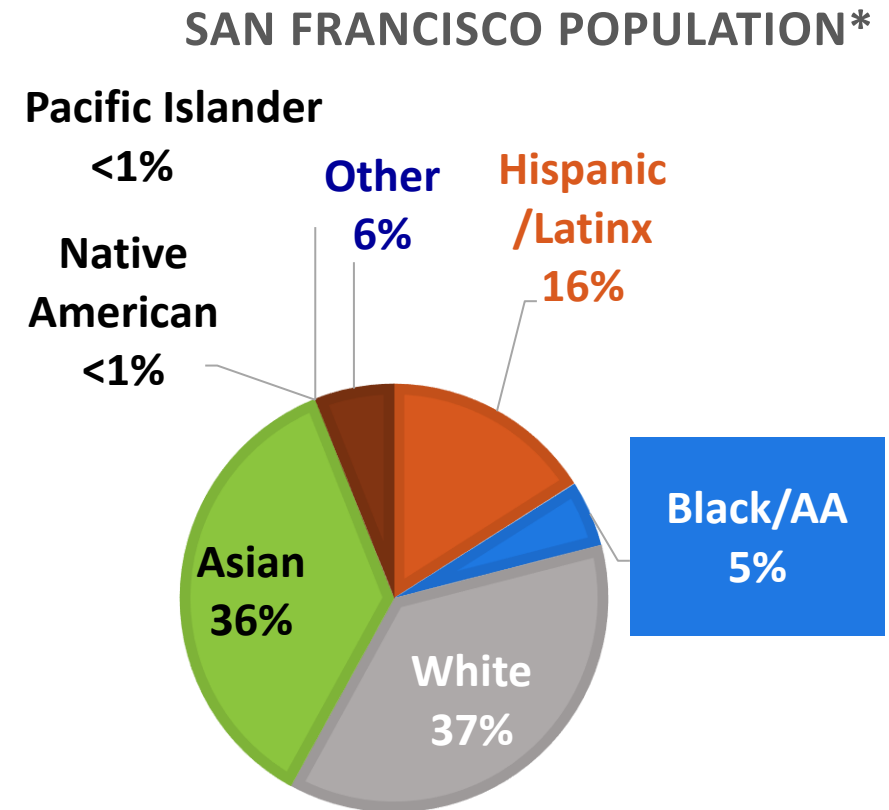
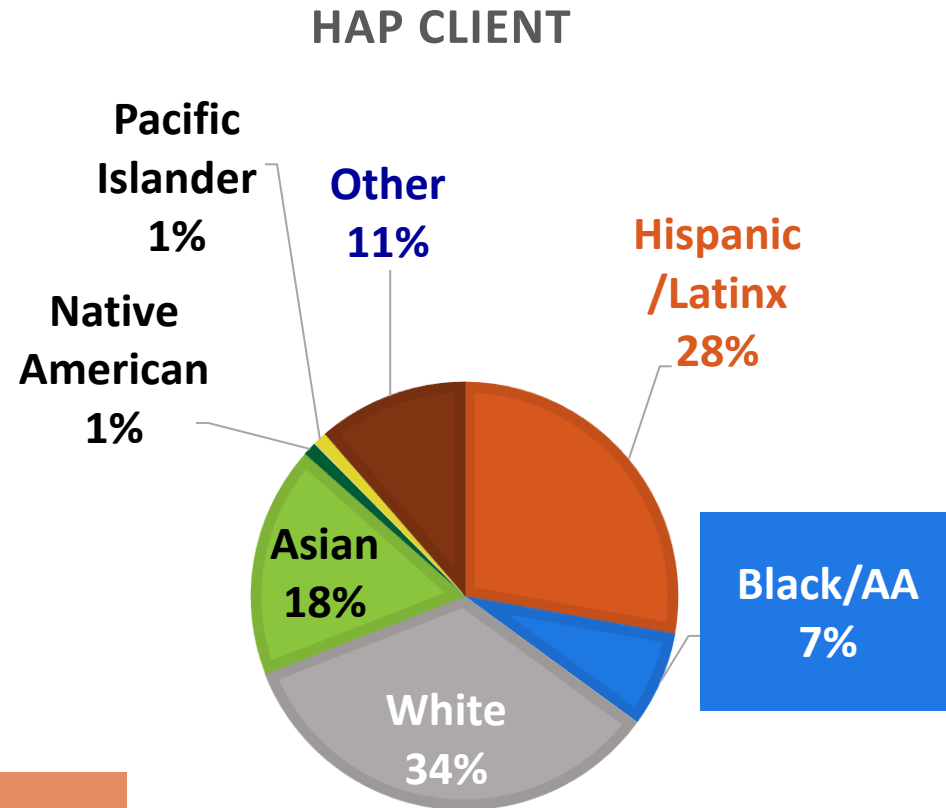


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*Data received by SFPDHP via HAP data collection tool as of 10/01/2024, testing related.

HAP Clients Year 1: Race/ethnicity compared to SF Population*

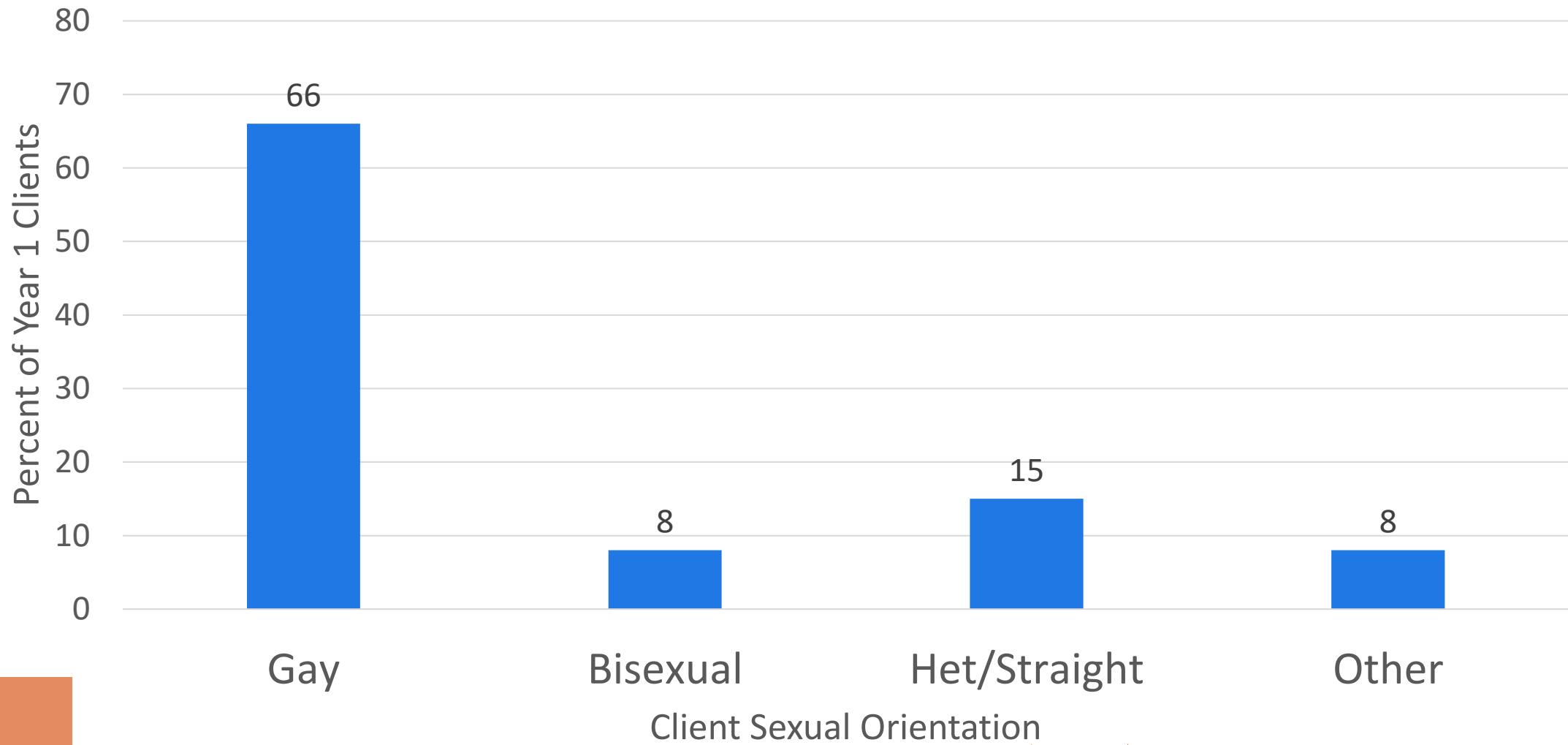
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*Census Bureau American Community Survey (ACS) 2023 1-year, San Francisco County

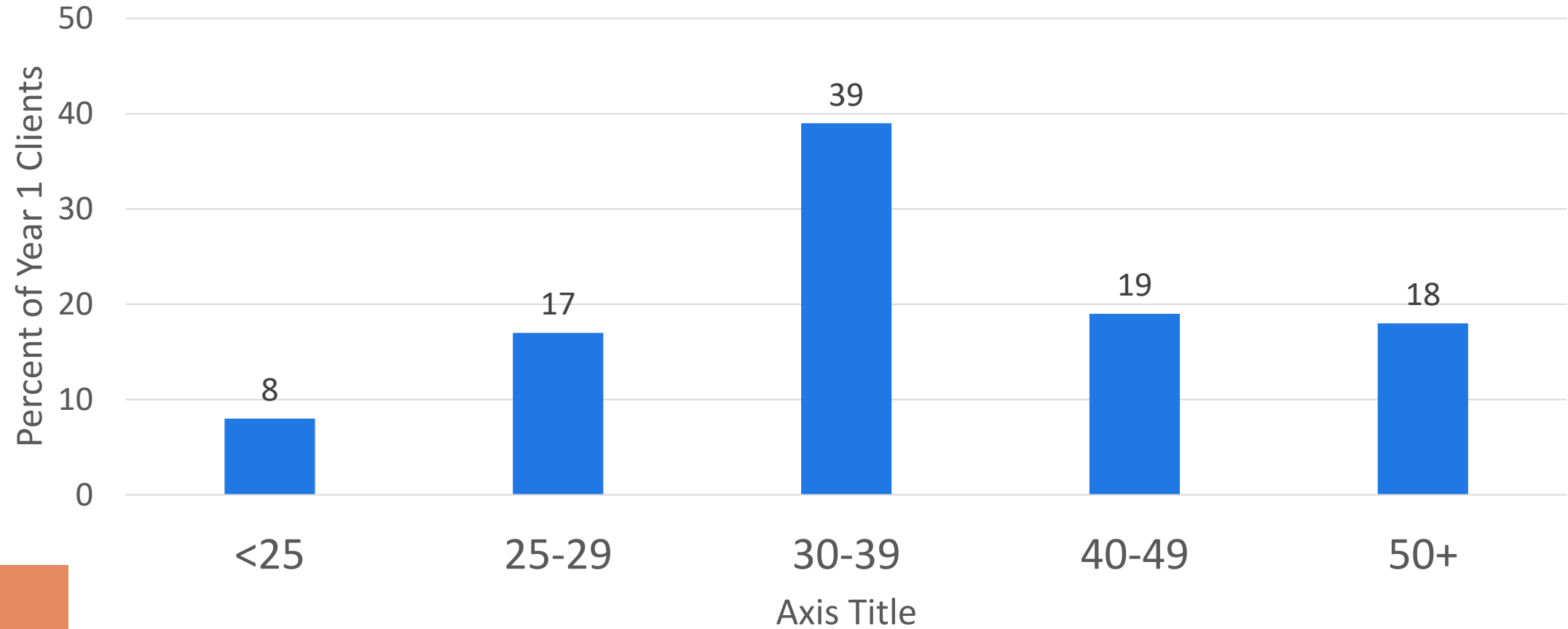
HAP Clients Year 1: Sexual Orientation



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Data received by SFDPH via HAP data collection tool as of 10/01/2024. For Internal Use.

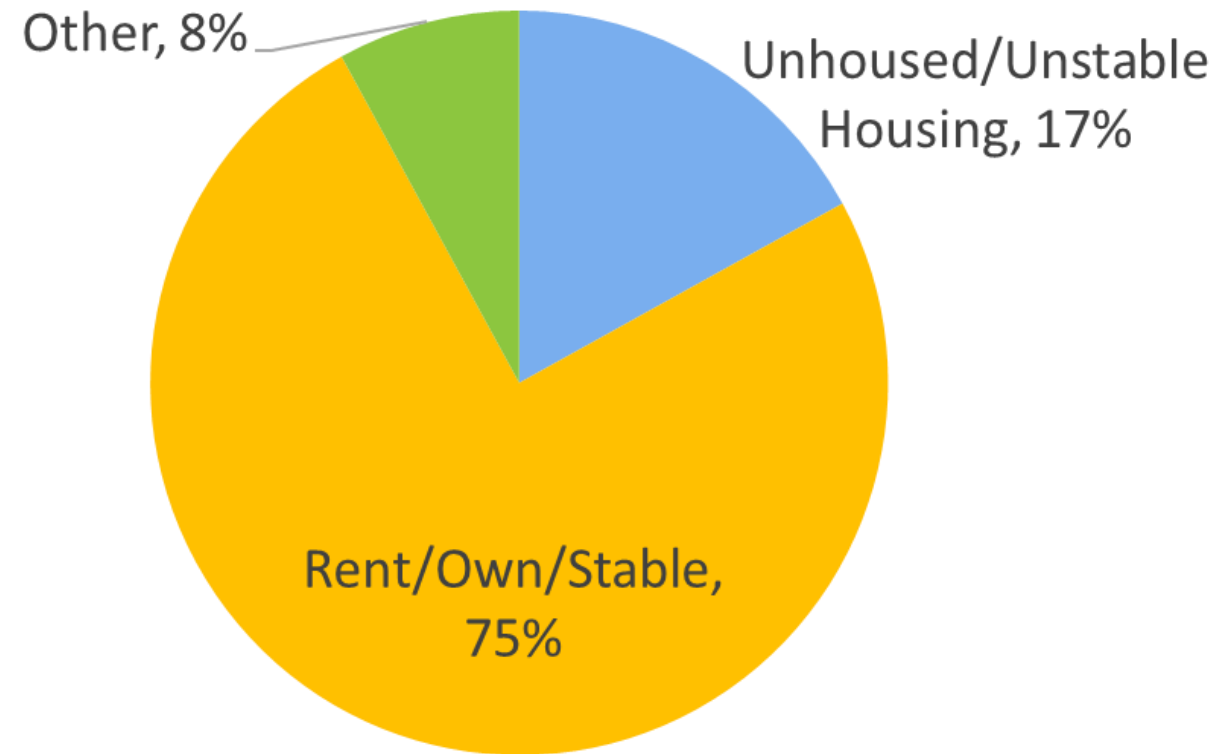
HAP Clients Year 1: Age at recent visit



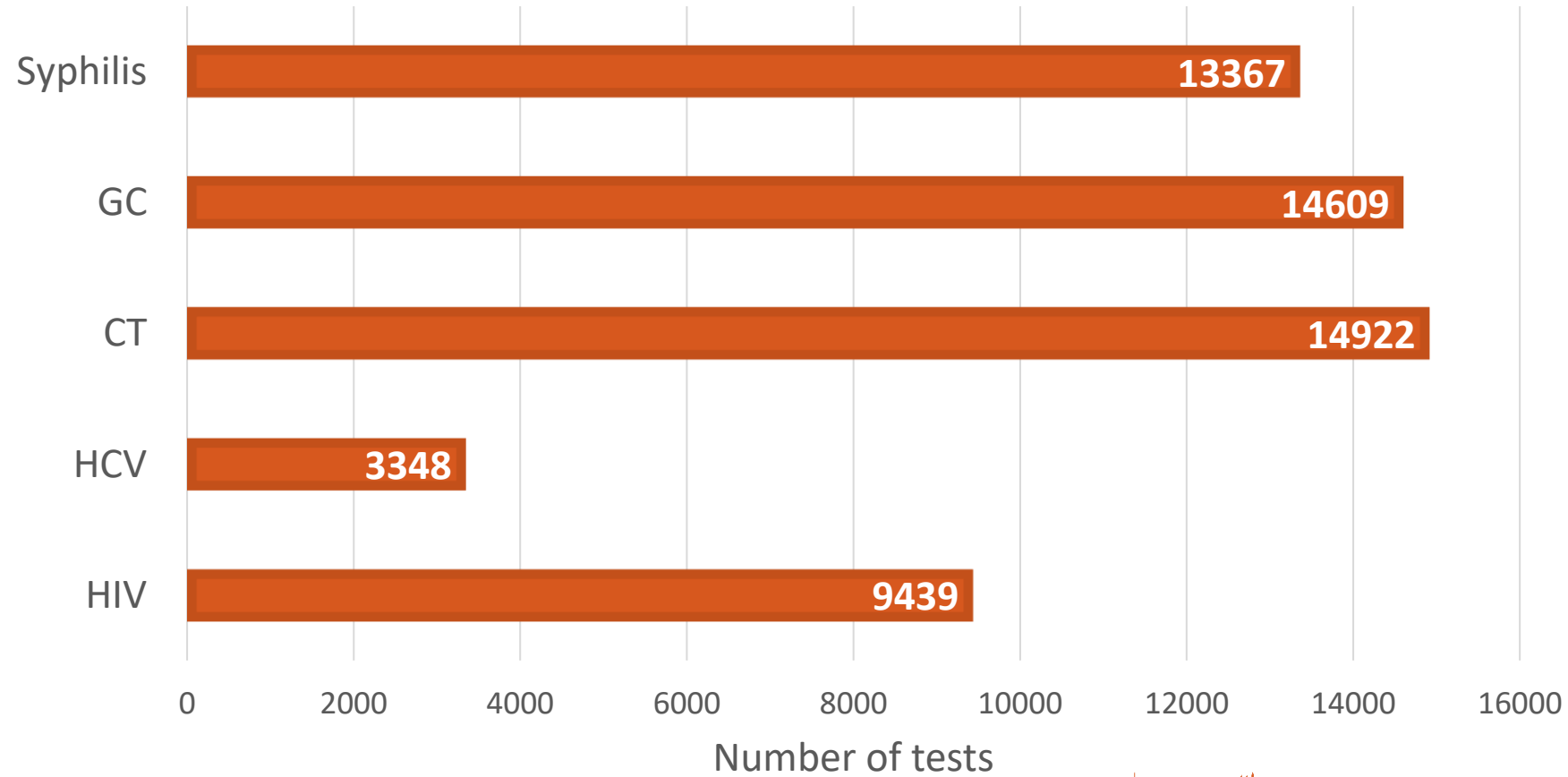
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Data received by SFDPH via HAP data collection tool as of 10/01/2024. For Internal Use.

HAP Clients Year 1: Housing status at most recent visit



HAP Clients Year 1: Tests Conducted*



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*includes rapid, point-of-care, and conventional lab tests

HAP Year I Rapid/Point of Care lab tests: Percentage with positive result

	Total	Percent with positive result
HIV Rapid/Point of Care	9,439	1.4%
HCV Antibody Rapid/Point of Care	3,348	4.4%
Syphilis Health Check	195	2.6%

Small number chlamydia point of care tests not displayed.

Data received by SFDPH via HAP data collection tool as of 10/01/2024. For Internal Use.



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HAP Year I Conventional lab tests*: Percentage with positive result

	Total	Percent with positive result
Chlamydia	14,922	3.5%
Gonorrhea	14,609	7.5%
Syphilis	13,433	12.0%

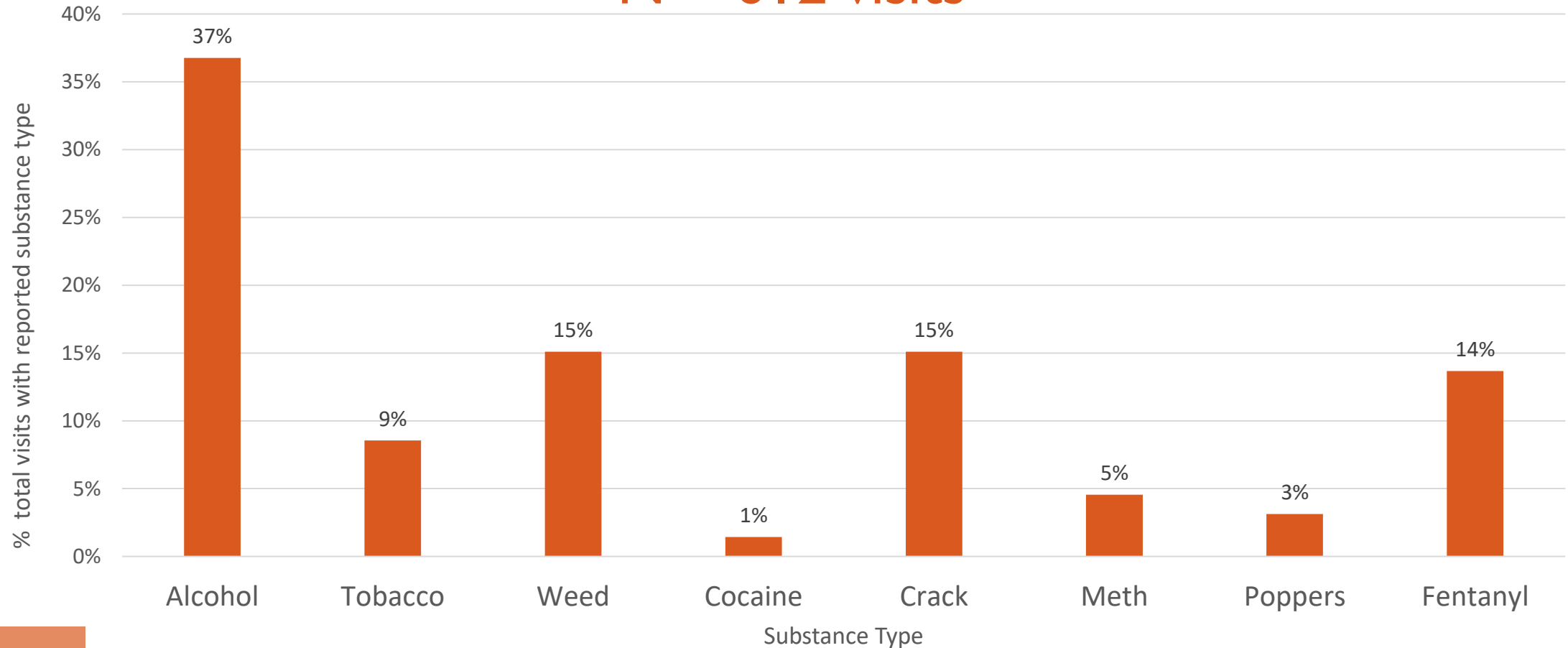
*Small numbers of HIV and HCV tests not shown.



HAP Year 1: Recent substance use reported during visit, by substance type*

N = 612 visits

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*Recent substance use defined as “Currently Using”, “Used in last 12 months”

Total visits where substance use and substance type reported: n= 351



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Heroin, ketamine, MDMA reported in small number, not shown. For Internal Use.

HAP Year 1 Interventions: Substance Use Management

Intervention	Visits Intervention Offered
Naloxone	1,127
Smoking cessation kit	1,158
Harm reduction/brief intervention*	1,156

*engaged in motivational interviewing about safer use practices, provided overdose prevention and naloxone training, engaged in safety planning around using with others around, etc.



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Data received by SFDPH via HAP data collection tool as of 10/01/2024. For Internal Use.

HAP Year I: Linkage and Navigation

Linkage or Navigation Type	Visits where Client received linkage	Visits where Client received navigation	Total visits type of linkage or navigation offered
STI	1,187	1,185	1,193
PrEP	1,964	1,589	2,710
Insurance	257	N/A	1,359
Mental Health	23	70	822
Substance Use	82	N/A	1,745

HIV, HCV, Primary Care linkage and navigation receipt in small numbers, not shown.



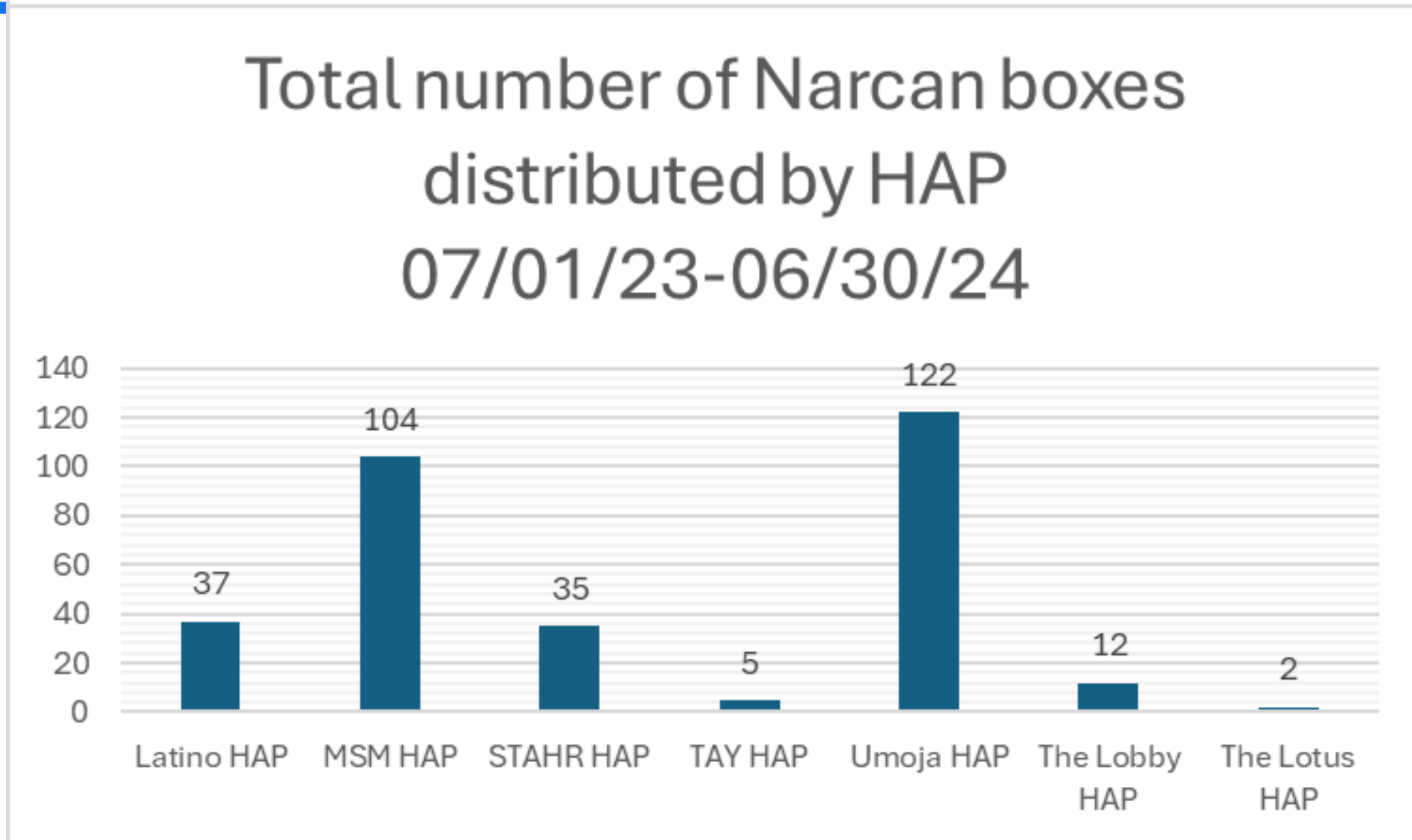
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Data received by SFDPH via HAP data collection tool as of 10/01/2024. For Internal Use.

HAP Year 1: Syringe Access

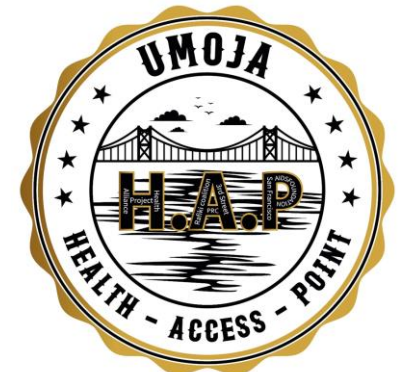
Number of contacts	Syringes Collected	Syringes Distributed	Hours Conducting Sweeps	Syringes Collected on Sweeps
473	2364	29164	133	111

HAP Year 1:Narcan Distribution



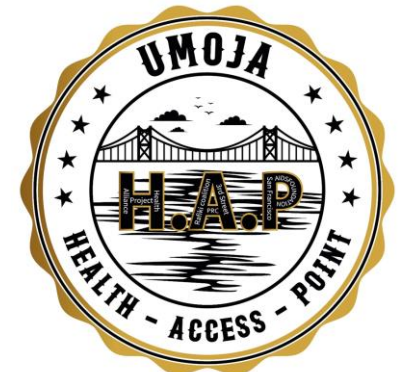
Challenges & Barriers to Accessing Services

- Healthcare Access
- Housing Instability
- Substance Use & Mental Health
- Stigma & Discrimination



Strategies to Overcome Barriers

- Community Outreach & Engagement
- Culturally Competent Care
- Harm Reduction Focus
- Expanded Case Management



Impact of These Efforts

- Increased Access to Testing & Harm Reduction Services
- Enhanced Community Trust & Engagement
- Expanded Basic Needs Support
- Better Mental Health & Social Support



HAP Data Challenges

Data Collection

- Programs learning curve
- Implementing data collection tool
- Inconsistent definitions of terms

Data Quality Issues

- Incomplete/inaccurate data
- Validation with programs is very time consuming

Data Integration

- Receiving data in multiple formats
- Encryption issues
- Data transfer/IT issues
- Complicated & time consuming data cleaning process

Data Reporting

- Programs have different roles in different contracts
- Programs provide testing for multiple HAPs
- Unable to separate out testing data by HAP

Addressing Challenges

- Increasing collaborations and communication between programs
- Updated data collection tool
 - Revised and condensed data elements using feedback from HAP agencies
 - Updated data dictionary and written, consistent definitions of variables
- Building SQL database
 - Hosted by SFDPH I.T.
- Supporting CHEP & ARCHES with data validation process
 - QA of Data files
- Data templates
- Primary Health for electronic testing, ordering, and resulting of lab specimens

Goal: Enhance data quality, real-time tracking, and reduce reporting burden on agencies.



Thank You!!!!

- Lotus HAP
- STAHR HAP
- Lobby HAP
- LHAP
- MSM HAP
- Umoja HAP
- TAY HAP
- CHEP Leadership
- Program Liaisons
- ARCHES Data Support
- SFDPH IT
- Primary Health