



Shelter-in-Place: Daily Questions

Self-care is essential. Check in with yourself to structure your day.

- What am I grateful for today?
- Who am I connecting with?
- What expectations am I letting go of?
- What are my plans for time outdoors?
- How am I taking care of myself?
- What am I looking forward to?
- What beauty am I creating or inviting in?

“Everything can be taken from us but one thing: the freedom to choose our attitude in any set of circumstances.”

Viktor Frankl

Homelessness – The Other Pandemic: How Our Complex Care Program is Helping

Imagine the overwhelming stress of being homeless, dealing with mental and health issues, finding shelter, food, and having to fend for yourself on a daily basis. Now imagine having these issues during the COVID-19 pandemic, when the shelters in your community are full and sheltering in place seems impossible.

The pandemic has exacerbated the vulnerability of homeless individuals in our county, especially those with chronic and complex medical conditions. *“We have been working closely with the County of Marin and other agencies to temporarily place our patients in hotels, but we’re not always successful,”* explains **Cayenne Bierman, LCSW**, the Clinic’s Behavioral Health Manager for Complex Care Services. Cayenne’s team works closely with high-risk patients to avoid unnecessary hospitalizations, promote healthy living, and provide ongoing care as well as support. They also collaborate with several local organizations that provide resources like housing, financial and legal aid, food, and much more.

Successfully Housed Before COVID-19 Pandemic

Shortly before the pandemic started, **Colleen Horowitz, MPH, BSN, RN**, one of the team’s nurses, helped two of her patients find stable housing and start a new life. Both had been experiencing severe mental health issues, and were struggling with every aspect of their lives — feeling profound shame and anger in addition to coping with health problems. After months of support and guidance, she was able to help them both find a place to live. Now, she continues to support them by checking in on a regular basis via telemedicine appointments, ensuring that they are getting to a better emotional, physical, and financial place.

“I’m thrilled for these two patients of mine” reports Colleen. *“They have a safe place to live and are able to follow public orders, which benefits themselves as well as our community at large.”*



Complex Care Team (Left to Right). Alma Cordova, Evelyn Aguilar, Mikhail Babayev, Yaneth Cuervo, Colleen Horowitz, Brenda Moreno, Jessica McFadden, and Cayenne Bierman. (Pre-COVID Photo)

Unfortunately, Colleen and her team members continue to have unhoused patients who are dealing with the challenges brought on by the pandemic—crowded shelters and food pantries, scarcity of jobs, higher risk factors to contracting coronavirus, and more.

“We are urgently looking to house them while addressing their medical and behavioral health needs, traumas, domestic violence and other factors that have a direct impact on their health and that have worsened during the pandemic,” reports **Evelyn Aguilar, MSW**, another Complex Care team member.



A MESSAGE FROM THE CEO

Photo: L. Boughey, MCCC



As we pass the middle of the year and reflect back on all that we have seen and experienced during the pandemic, I realize how much we have accomplished as an organization in such a short period of time:

- Implemented telemedicine and universal masking across all clinics
- Established a single point of entry with COVID screening at all clinic sites and changed many protocols for safety purposes
- Began testing for coronavirus in collaboration with County of Marin Health and Human Services
- Gradually re-introduced medical and dental services that had been reduced due to COVID-19
- Re-opened our Dental Clinics with new engineering controls to reduce virus transmission
- Helped COVID-19 positive people who don't have health insurance establish care with our Clinics and apply for insurance whenever eligible
- Held our first virtual Summer Solstice Celebration successfully

These accomplishments are possible thanks to our dedicated staff who have shown tremendous resilience since the very beginning of this pandemic and our donors who provide crucial financial support.

I recognize that this is a marathon not a sprint, and that we still have a long way ahead of us. Nonetheless, I'm positive that together we will get through this and will be even stronger.

Thank you and stay safe!

Mitesh Popat, MD, MPH, CEO

Staff Spotlight

Photo: Jeannie Frey Rhoades



Leigha Andrews, MBA

Meet **Leigha Andrews, MBA** – The Clinics' new Senior Director of Medical Services.

Leigha joined the Clinics in June and is providing leadership and support to our medical clinics' operations teams. She comes to us with over 15 years of experience and expertise in management and leadership. Her most recent position was at Open Health Care Clinic—a Federally Qualified Health Center (FQHC) in Baton Rouge, Louisiana. There she served as a Director of Clinical Services and oversaw their medical, dental, and behavioral health departments.

"Leigha brings many years of operational experience and a strong commitment to the underserved populations who our Clinics serve. We are thrilled to have her on board."

Dr. Mitesh Popat, CEO.

Committed to Helping the Most Vulnerable

Working at an FQHC intensified her desire to help and make a difference. She is looking forward to continue to fulfill this passion here in Marin.

"The opportunity to work for a healthcare organization that breathes its mission and has such a committed team of providers and staff makes this a dream job," says Leigha.

She holds a Bachelor of Science in Biology with a concentration in Microbiology from the Southern University of Baton Rouge, Louisiana and a Master of Business Administration from the University of Phoenix.

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Your Donations Ensure our Future

First Virtual Summer Solstice Celebration a Success! Over \$240,000 raised

Thanks to technology, our very first virtual Summer Solstice Celebration was held on June 24, with 160 supporters participating online. We had the pleasure of honoring **Dr. Matt Willis, Dr. Timothy Sowerby** and **Melissa Osheroff** as this year's Community Health Champions. Each has made significant contributions to support our clinics and community.

Our lively Fund-a-Need led by **Dr. Jose Chibras** and **Dr. Elizabeth Horevitz** reached the goal of meeting a



Marcy Norenus, Solstice Guest

\$25,000 matching grant from the Nancy & Richard Robbins Family Foundation. Proceeds will support the Clinics' COVID-19 response programs.

Many thanks to all of our sponsors including: PharMedQuest, Susan & Dennis Gilardi, Nancy & Richard Robbins Family Foundation, Arrow Benefits Group, and Sutter Novato Community Hospital. To watch the event go <https://www.marinclinic.org/news-events/summer-solstice/2020-summer-solstice-celebration/>



Kristin Swenson, Solstice Guest

Want to learn more? Visit www.marinclinics.org. Connect with us on Facebook, LinkedIn & Instagram: @marincommunityclinics

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