



**San Francisco
Department of Public Health**

DHRPSC0001895 Peer to Peer Services

Department Project Manager: Tracey Helton MPA, Program Manager

DPH Division – Section: Behavioral Health Services Act BHSA

Civil Service Commission

May 4, 2026

PSC REQUEST OVERVIEW: PEER TO PEER SERVICES

- **Scope of Services:** This contract helps to implement an end-to-end system of peer services to recruit, employ, train, place, support and supervise peer to-peer staff. Peers are defined as individuals who have personal lived experience of the mental health services, former experience as a consumer, or family members of consumers. Peers utilize their lived experience in peer counseling services. This program has been used as a feeder to civil service including employees moving on to jobs as Health Worker I, II, III and IV, one administrative analyst, and a person working in IT.
- **Need of Services:** The Mental Health Services Act/Behavioral Service Act requires the hiring of peer employees as part of their funding. Peer Services delivered by those who have lived experience with mental health issues provide support to hard-to-reach populations in San Francisco.
- **Service Delivery Locations:** Services are located in cooperation with BHS clinics, at the Peer Wellness Center located on Market Street, in the community, and a certified program located in cooperation with San Francisco State University.
- **Service Delivery Timeline:** This would be a continuation of service. Discontinuation of services could cause clients and peer staff to destabilize and fall out of care.
- **Clients to be Served:** Clients are residents of San Francisco who may be considered hard to reach, have unique cultural challenges related to delivery of mental health services, and those who have recently fallen out of care.

WHY THIS PSC SUPPORTS DPH'S MISSION

- **Background and Service History:** The passing of the Mental Health Services Act required that a percentage of revenues be used to hire, educate, and train individuals with "lived experience" known as peers to work within the mental health system. There are future opportunities for this work to move to in house as the requirements for work as a peer have become standardized by the state of California in the past two years.
- **Why Contracting is the Right Tool for This Need:** Without a current mechanism to hire those with lived experience, the county needs a partner who can hire, educate, and train those who have experience in the mental health system.
- **How This Supports DPH Programs:** Peers provide support services that are culturally relevant and tailored to the individual needs of clients needed mental health services. They are used both in clinic settings and in the field. They provide things like patient navigation, group and individual counseling, and work within the community setting.
- **PSC Amount:** Previously Approved Amount: \$55,874,000 - Proposed Increase Amount: \$10,000,000
- **PSC Duration:** Previously Approved Duration: 174 months - Proposed Duration Increase: 6 months



THANK YOU

