



**San Francisco  
Department of Public Health**

**DHRPSC0002623 : Security Services at Public Health Clinics**

**Department Project Manager: Basil Price, Director of Security, DPH**

**DPH Division – Section: SFHN/PHD/BHS**

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**Civil Service Commission**

**June 15, 2026**

## PSC REQUEST OVERVIEW: SECURITY SERVICES AT PUBLIC HEALTH CLINICS

- **Scope of Services:** Client safety services are part of the DPH delivery of patient-centered services. The staff will function as part of the clinical care team and will support a welcoming and healing environment while maintaining safety and providing client greeting, navigation, and de-escalation.
- **Need of Services:**
  - Addressing the clinic operation's integrated security gap.
  - Bolstering patient safety services across DPH.
  - Continuing the operational and preventive roles that support staff and patient safety and quality care.
- **Service Delivery Locations:**
  - Ambulatory Care Clinic – 1
  - Behavioral Health Clinics – 10
  - Central Admin – 1
  - Population Health Clinics – 4
  - Primary Care Clinics – 18

## PSC REQUEST OVERVIEW: SECURITY SERVICES AT PUBLIC HEALTH CLINICS

- **Service Delivery Timeline:**
  - Ongoing Services
- **Clients to be Served:**
  - Prioritizing person-centered care for patients, clients, staff, and visitors.
- **Background and Service History:**
  - In 2024, DPH moved from a traditional security service model and implemented a safety ambassador model with a focus on providing effective patient safety services with minimal law enforcement personnel.
- **Why Contracting is the Right Tool for This Need:**
  - These services require specialized expertise, including training in patient-centered safety, trauma-informed de-escalation, and lived experience that aligns with the communities served.
- **How This Supports DPH Programs:**
  - DPH staff have expressed that their safety would be improved by having appropriately trained professionals onsite that take an active role in defusing or preventing potential conflict.

## WHY THIS PSC SUPPORTS DPH'S MISSION

- **PSC Amount:**

- Previously Approved Amount: \$6,000,000
- Increase PSC Amount: \$3,978,412
- Total Amended Amount: \$9,978,412

- **PSC Duration:**

- Previously Approved Duration (months): 45
- Duration Increase (months): 0
- Total Amended Duration (months): 45
- First Contract Start Date: 1/30/2024
- PSC Duration End Date: 10/30/2027



**THANK YOU**

