

SUMMARY OF COMMUNITY-BASED ORGANIZATION AGREEMENTS AND OTHER DIRECT TREATMENT PROVIDERS

REQUEST TO THE HEALTH COMMISSION

This Agreement is for the provision of direct treatment/services that serves as an extension of DPH's service delivery system.

Vendor:	Public Health Foundation	Division/Section:	SFHN/Ambulatory Care	
	Enterprises Inc. dba Heluna Health	Deputy Director:	Aman Lail	
Address:	13300 Crossroad Parkway North	DPH Administrator:	Kathleen Johnson-Silk	
	Suite #450			
	City of Industry, CA 91746	Program Administrator:	Lauren Bell	Phone: 415-939-7968
Contact:	Charles	Phone: 626-434-0309	Contract Analyst:	Kristine Ly
	Witwer			Phone: 628-271-6168

Request for approval of an Amendment with Public Health Foundation Enterprises Inc. dba Heluna Health to perform outreach and case management services as part of the Integrated Street Teams. The agreement, originally held by the Department of Homelessness and Supportive Housing (HSH) will transition to DPH effective July 1, 2026. The total proposed agreement amount is \$36,758,469 which includes a contingency (for FY26-27 only), for the term of January 1, 2024 through June 30, 2027 (3 years and 6 months).

Mark only one for each question below:

- Vendor Type: ☐ For Profit ☒ Non-Profit ☐ Government Entity
- Is the Vendor a CMD Certified LBE? ☐ Yes ☒ No
- Purchasing Authority: ☒ RFP ☐ Sole Source
RFP#HSH2023-139
- Does DPH have other existing agreements with this Vendor? ☒ Yes ☐ No
If yes, approximately how many years has DPH been doing business with this Vendor? Provide explanation, as needed. 15+ years

AGREEMENT INFORMATION

Proposed Transaction

January 1, 2024, to June 30, 2027

FUNDING SOURCES (FY26-27):

	FY 23-24 through 24-25 1.5 years (HSH)	FY 2025-26 (HSH)	FY 2026-27 (Proposed DPH)	Total Contract Amount
General Fund 76%	\$10,414,101	\$7,457,274	\$ 7,164,021	\$25,035,396
Parks & Rec Work Order 0%	\$60,925	\$-	\$-	\$60,925
PATH Grant 7%	\$947,325	\$631,550	\$631,550	\$2,210,425
BHBH Grant 11%	\$949,731	\$577,104	\$1,045,099	\$2,571,934
ERF Grants 6%	\$1,360,109	\$721,258	\$573,088	\$2,654,455
<u>TOTAL DPH REVENUES:</u>	\$13,732,191	\$9,387,186	\$9,413,758	\$32,533,135
Contingency Amount				\$4,225,334

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<u>TOTAL AGREEMENT AMOUNT WITH</u>				
<u>CONTINGENCY:</u>				\$36,758,469
<u>ONE-TIME COSTS:</u>				
<u>ANNUAL AMOUNT WITHOUT</u>				
<u>CONTINGENCY*:</u>	\$13,732,191	\$9,387,186	\$9,413,758	\$32,533,135

**Ongoing years excludes one-time costs.*

**The proposed available funding for this contract is subject to application of changes due to the City's FY26-27 and FY27-28 Budget and Appropriation Ordinance.*

PROPOSED UNITS OF SERVICES

Mode(s) of Service & Unit of Service (UOS)/ Number of Contacts (NOC) Definition	Number of Clients ☒ Duplicated ☐ Unduplicated	Number of Units/ Number of Contacts	Unit Cost
Number of encounters/contacts per year	45,603	45,603	\$204.20
Number of Case Managed Clients per year	500	500	

**Proposed Units of Service are based on historical program operations. This is subject to change under the new DPH Street Team structure.*

Purpose of Agreement (if applicable, include info re: target population and neighborhood):

The DPH Street Team is an integrated, multi-disciplinary program operating under the San Francisco Department of Public Health (effective July 1, 2026) designed to address distressing street conditions, connect unsheltered individuals to services, and reduce homelessness-related impacts across San Francisco neighborhoods. The program operates across five geographic areas covering the City — Tenderloin/Northern, Central/Southern, Mission/Castro, and Bayview/Ingleside and Richmond/Park/Taraval — and is led by a Street Team Director with dedicated teams for both rapid and complex direct service delivery, as well as logistics and strategy.

The Rapid Response Team (RRT) provides a coordinated, multi-disciplinary response to 311 and 911 non-emergency calls, hotspot outreach, brief case management, connections to care, and encampment resolution work conducted in partnership with SFPD. Operating across five geographic teams (including an early morning shift), RRT deploys outreach workers, behavioral health clinicians, case managers, and transport staff under the direction of Team Leads who serve as real-time field coordinators. RRT provides responsive, time-limited case management and connects clients to shelter, services, and care — including Coordinated Entry assessments and Journey Home transports — while identifying and triaging individuals who may qualify for immediate medical care and/or Shared Priority services.

The Shared Priority Team (SPT) delivers high-intensity outreach, outcome-focused case management, and clinical care to individuals with high behavioral health acuity and complex medical, housing instability, and case management needs. Each of the five SPTs manages a panel of approximately 40–50 clients and operates in small sub-teams pairing

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case managers, peer specialists, behavioral health clinicians, and registered nurses/medical staff under the clinical leadership of a Senior Behavioral Health Clinician. SPT provides individualized care planning, care navigation, medical and behavioral health services, and connections to treatment, shelter, and housing — with success measured by reductions in high-cost system utilization (ER visits, hospitalizations, 5150s, overdoses), Medically Assisted Treatment (MAT)/Medications for Opioid Use Disorder (MOUD) starts and retention, and productive case closure.

Contractor will provide case managers and outreach workers who will work as part of the Rapid Response Team and the Shared Priority Team.

Contractor will provide outreach and care coordination services including assessment and triaging of needs, transportation to behavioral health services and shelters and connection to SF's Homeless Response System via dedicated Access Points or to be determined mobile access point training and services.

Under SPT, Contractor will carry a caseload of highly vulnerable clients. Collectively, those teams will conduct outreach and relationship-building, provide high intensity case management and care coordination, care navigation and housing navigation, as well as clinical and medical care delivery.

Heluna Health was selected under RFP#HSH2023-139 - San Francisco Homeless Outreach Teams (SFHOT) Services through the Department of Homelessness and Supporting Housing. Heluna Health was the highest ranked proposer. The RFP allows for an Agreement of up to 10 years which includes contract options which may or may not be exercised.

Monitoring Report/Program Review & Follow-up:

This Agreement will receive annual monitoring through the DPH Business Office of Contract Compliance (BOCC), including for performance and fiscal stability.

Listing of Executive Director and Board of Directors:

Executive Director: Dr. Christine Sow, PhD, MPH, MA (CEO)

Board of Directors: Carladenise Edwards, PhD

Nicole J. Macarchuk, JD

Alessandro Lazzarini

Vivian Vasallo

Nwando Anyaoku, MD, MPH, MBA

Lisa Ba, CPA, MBA

Jennifer Covich Bordenick, MHRD

Terhilda Garrido, MPH

Celina Gorre, MPH, MA

Hope Tarirai Mago, MBA

Bonnie Midura, MPH

Gary Trujillo, MBA

Claire Verity

Santosh Vetticaden, MD, PhD, MBA