

# San Francisco Department of Public Health Division of Behavioral Health Services

A presentation to the San Francisco Health Commission  
April 17, 2022

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# Behavioral Health Services

San Francisco  
Department of Public Health

- Introduction & Services
- Key Updates
  - Hiring
  - MHSF
  - Overdose
  - Equity Initiatives



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# Behavioral Health Mission, Vision, and Context

## **Mission & Vision**

*Promote behavioral health for all San Franciscans:*

- Prevent illness
- Intervene early
- Promote co-interventions that improve health outcomes equitably

*When behavioral health care is needed, it should be:*

- Proactive
- Timely and Available
- Equitable
- Outcomes driven

## **Content: New Funding & Legislation-enabling Change**

*Mental Health San Francisco Four Domains:*

- New Beds & Facilities
- Street Crisis Response Teams
- Office of Coordinated Care
- Mental Health Service Center

*Prop C Funding*

- Above Domains +
- Overdose Response
- Enhanced Supportive Housing

*CalAIM*

- Changing the way we deliver behavioral health services



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# Behavioral Health Services Clients

## *FY21–FY22 (Q1-Q3)*

- In FY21, Behavioral Health Services treated ~20,000 people for mental health treatment and/or substance use disorder treatment
- Additionally, in FY21, Behavioral Health Services provided prevention and early intervention services to >100,000 people (duplicated), including:
  - Crisis debriefings
  - School-based programs
  - Peer programs
  - Vocational services
  - Drop-in centers

Clients Receiving Mental Health Treatment		
Age Group	FY20-21	FY21-22 Q1-Q3
Children & Youth (age < 18)	3,473	3,004
Adults & Older Adults (age 18+)	13,445	12,136
<b>Total</b>	<b>16,918</b>	<b>15,140</b>

Clients Receiving Substance Use Disorder Treatment		
Age Group	FY20-21	FY21-22 Q1-Q3
All age groups (> 99% are age 18+ at start of FY)	4,626	4,023



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Note: The numbers shown represent unique clients who received at least one service during the indicated time period. They are considered an undercount of services because of a lag in data entry and should not be construed as final or official. Clients' age is calculated as of the first day of the fiscal year (July 1). FY20-21 spans 7/1/2020 through 6/30/2021. FY21-22 Q1-Q3 spans 7/1/2021 through 3/31/2021.

Source: Avatar service data

# Behavioral Health Hiring Status



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# Hiring Update

**Goal: Hire staff to provide direct care and to support the considerable and necessary infrastructure for MHSF.**

- Hired **204** behavioral health and MHSF positions.
- Working to build upon hiring success:
  - Eliminating redundancies
  - Rolling out hiring efficiencies
  - Combining onboarding activities wherever possible



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News

## SF meets hiring goal of 200 health workers to support mental health and substance abuse needs in the Tenderloin

SFDPH announced today 204 public health staff have been hired to support people who are experiencing homelessness or are marginally housed and have mental health or substance use disorders.

April 1, 2022

The SF Department of Public Health (SFDPH) announced today 204 public health staff have been hired to support people who are experiencing homelessness or are marginally housed and have mental health or substance use disorders.

SFDPH and the Department of Human Resources (DHR) rapidly filled positions and met the goal of hiring and onboarding 200 new employees by the end of March through the 90-day Emergency Declaration in the Tenderloin. Mayor London N. Breed made the emergency declaration in December to address SF's overdose crisis that is concentrated

<https://sf.gov/news/sf-meets-hiring-goal-200-health-workers-support-mental-health-and-substance-abuse-needs>

# Welcome New BHS Leadership



**Alecia Martin**

*Director of Quality  
Management &  
Regulatory Affairs*



**Krista Gaeta**

*Director of the  
Tenderloin Response  
for DPH*



**David Nish**

*Director of Operations*



**Mona Tashini**

*Deputy Director of the  
Children, Youth, &  
Families System of  
Care*



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# Mental Health San Francisco



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# Office of Coordinated Care Launches

**Goal: Ensure equitable and well-coordinated access to behavioral health care, seamless transitions between systems and levels of care, and centralized care coordination for priority populations.**

- Launched May 6, 2022 with 20 staff members (expand to 40 by this summer)
- Assigns case managers to assist care connections for priority populations
- Priority populations: exiting hospital, jail, following involuntary psychiatric holds (5150s).
- Provides enrollment services and connect uninsured to Medi-Cal and Healthy SF.
- Capacity to manage the cases of ~4,000 individuals annually

## News Releases

The latest news and announcements from Mayor London N. Breed

### San Francisco Launches Office of Coordinated Care to Connect People with Mental Health and Substance Use Disorders to Care and Treatment

**Posted Date:** Friday, May 06, 2022

**Targeted outreach and consistent care will provide San Franciscans in need of behavioral health services with a far more robust and proactive support system so they can avoid a cycle of crisis**

**San Francisco, CA** — Mayor London N. Breed and the San Francisco Department of Public Health (SFDPH) today announced the opening of the Office of Coordinated Care (OCC) as part of the unprecedented expansion of mental health and substance use services in San Francisco.

A key component of the 2019 Mental Health SF legislation, the OCC assigns case managers to people who are disconnected from behavioral health services, or who are making transitions in care from one setting to another. Case managers proactively support people to successfully access and remain in care so they can avoid falling back into a cycle of crisis. Previously, people had little follow-up care and experienced fragmented, or insufficient support and many times lacked a clear pathway to entering the behavioral health system. Mayor Breed worked in partnership with Supervisor Hillary Ronen and then-Supervisor Matt Haney to craft the Mental Health SF legislation.

The launch of the OCC is part of an expansion of behavioral health resources in process over the last year, including the addition of 400 mental health and substance use treatment beds and the deployment of the Street Crisis Response Team, which responds to calls for emergency services for those struggling with mental illness and addiction. This is all part of San Francisco's strategy, including the Mayor's Homelessness Recovery Plan, to provide services for those in need and improve the conditions on the streets.

<https://sfmayor.org/article/san-francisco-launches-office-coordinated-care-connect-people-mental-health-and-substance>



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# Beds Dashboard

## DPH Behavioral Health Residential Treatment Expansion

The San Francisco Department of Public Health (DPH) is increasing residential treatment and care services by approximately 400 overnight treatment spaces, or beds. The expansion effort is guided by the 2020 DPH Behavioral Health Bed Optimization Report, Mental Health SF legislation, and with input from stakeholders. The goal is to offer high quality, timely, easily accessible, coordinated, and recovery-oriented care delivered in the least restrictive setting.

Goal <b>30</b>	Open 2021 <b>Hummingbird - Valencia</b> Status Serving clients Open 28 beds currently available	Psychiatric respite facility to serve people experiencing homelessness from the Mission and Castro
Goal <b>20</b> Est. Beds	Open 2020 <b>Managed Alcohol Program</b> Status Permanent location and additional funding will expand the program from 10 beds to 20 beds Open 10 beds currently available	Pilot   Medical supervision for people with chronic alcohol dependency
Goal <b>30</b> Beds	Open 2021 <b>12-month Rehabilitative Board and Care</b> Status Serving clients Open Client placement varies	Pilot   Out-of-county supervised living and treatment for people with chronic mental health illness and/or coming from locked facilities
Goal <b>31</b> Est. Beds	Open 2021 <b>Mental Health Rehabilitation Beds</b> (aka LSAT) Status Serving clients Open Client placement varies	Out-of-county psychosocial rehabilitation for people who are conserved in a locked setting
Goal <b>13</b> Est. Beds	Open 2022 <b>Psychiatric Skilled Nursing Facilities</b> (aka PSNF) Status Serving clients Open Client placement varies	Out-of-county secure 24-hour medical care for people with chronic mental health conditions
Goal <b>69</b> Est. Beds	Open 2022 <b>Residential Care Facility</b> <sup>Δ</sup> (aka Board and Care) Status Serving clients Open 23 beds currently available	Supervised residential program for individuals with mental health issues who require assistance with activities of daily living.
Goal <b>75</b> Est. Beds	Open 2022 <b>Minna Project</b> (aka Dual Diagnosis Transitional Care for People With Justice Involvement) Status Serving clients Open 12 beds currently available	Transitional care for people in contact with the criminal justice system with a dual diagnosis of mental health and/or substance use issue

## KEY

May 5, 2022

### Project Phases and Status

- Δ MHSF legislation
- |                         |                                       |
|-------------------------|---------------------------------------|
| 1 Program design        | 4 Out for bid/contracting             |
| 2 Regulatory assessment | 5 Community outreach & City approvals |
| 3 Facility selection    | 6 Permit & construction               |

- Complete  
In process  
Planned

Goal <b>20</b> Est. Beds	Opening Spring 2022 <b>SOMA RISE</b> <sup>Δ</sup> (aka Drug Sobering Center) Status Completing construction 1 2 3 4 5 6	Pilot   24-7 program for people experiencing homelessness with drug intoxication, providing short term stays and linkage to services
Goal <b>6</b> Est. Beds	Opening 2022 <b>Cooperative Living for Mental Health</b> <sup>Δ</sup> Status Accepting applications 1 2 3 4 / /	Communal living for people with chronic mental health and/or substance use Additional \$11M to stabilize leased properties available through MOHCD
Goal <b>16</b> Est. Beds	Opening 2023 <b>Crisis Diversion Facility</b> <sup>Δ</sup> Status Program design in development 1 2 3 4 5 6	Short-term, urgent care intervention as an alternative to hospital care
Goal <b>30</b> Est. Beds	Opening 2023 <b>Enhanced Dual Diagnosis</b> <sup>Δ</sup> Status Contracting in process 1 2 3 4 / /	Transitional medically enhanced care for people with a dual diagnosis of mental health and substance use issues
Goal <b>10</b> Est. Beds	Opening 2023 <b>Transitional Age Youth (TAY) Residential Treatment</b> <sup>Δ</sup> Status Program design in development 1 2 3 4 / /	Supervised treatment for young adults with serious mental health and/or substance use issues
Goal <b>70</b> Est. Beds	Opening 2023 <b>Residential Step-down - SUD</b> <sup>Δ</sup> Status Active negotiations to acquire a building 1 2 3 4 5 6	Long-term sober living environment for clients coming out of residential care programs

147  
Total Open  
Beds



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# Residential Treatment Expansion

**89 beds were open in 2021, and an additional 58 beds open in 2022.**

- 13 Psychiatric Skilled Nursing Facilities beds have been contracted
- 23 beds contracted to meet our Board and Care Goal
- 10 beds added for a total of 30 beds for Rehabilitative Board and Care
- 12 beds are open at the Minna Project

**More beds coming soon! ~130 additional beds anticipated to open by the end of the summer, which will get us to nearly ~275 of the 400 bed goal open.**

- Opening in June: 20 beds at the Soma Rise Drug Sobering Center
- Opening May – July: 63 beds at the Minna Project
- Coming soon: 46 beds at Residential Care/Board & Care



# The Minna Project

**Goal: Provide mental health care and substance use treatment, housing, care coordination, and wraparound social services for justice-involved adults experiencing homelessness.**

- Opened early May
- Adds 75 beds to residential care and treatment programs; will provide transitional housing with wrap around behavioral health services, including for dually-diagnosed clients
- Model still under development
- Part of the 400+ bed expansion under MHSF



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## News Releases

The latest news and announcements from Mayor London N. Breed

### Mayor London Breed Announces 75 New Behavioral Health Beds for San Francisco Residents Involved in the Justice System

**Posted Date:** Wednesday, March 23, 2022

**As part of initiative to add 400 new mental health beds over the coming years, newly renovated transitional housing will offer mental health, substance use disorder, and peer support services to residents**

**San Francisco, CA** — Mayor London N. Breed, the San Francisco Department of Public Health (SFPDH), and the San Francisco Adult Probation Department (SFAPD) today announce an expansion in transitional housing and behavioral health care services for justice-involved adults who are experiencing homelessness. The 75-unit housing site at 509 Minna Street (the Minna Project) in the South of Market neighborhood is currently undergoing renovations for an anticipated opening in early May.

The Minna Project is a partnership between SFPDH and SFAPD and will open in collaboration with community partners, including Westside Community Services and Tenderloin Housing Clinic, who will oversee program and property management. Participants of the Minna Project will have access to onsite wraparound services, including outpatient mental health and substance use disorder treatment, case management, medication management, support groups, and recreational activities. The Minna Project will support participants in recovery through group therapy, peer support, and medication-assisted treatment for substance use disorders. Together, these services are designed to aid the transition to independent living after involvement with the justice system.

“We’re continuing to expand our treatment options for people facing issues relating to mental health and addiction so we can get individuals off the street and into the care and shelter they need,” said Mayor Breed. “With this project, we’re working to break the cycle of people with these challenges cycling from the justice system to the streets and back again, without receiving the type of care they need that could make a difference in their lives. With better coordination, more focused services, and housing options, we can hopefully improve this situation in San Francisco.”

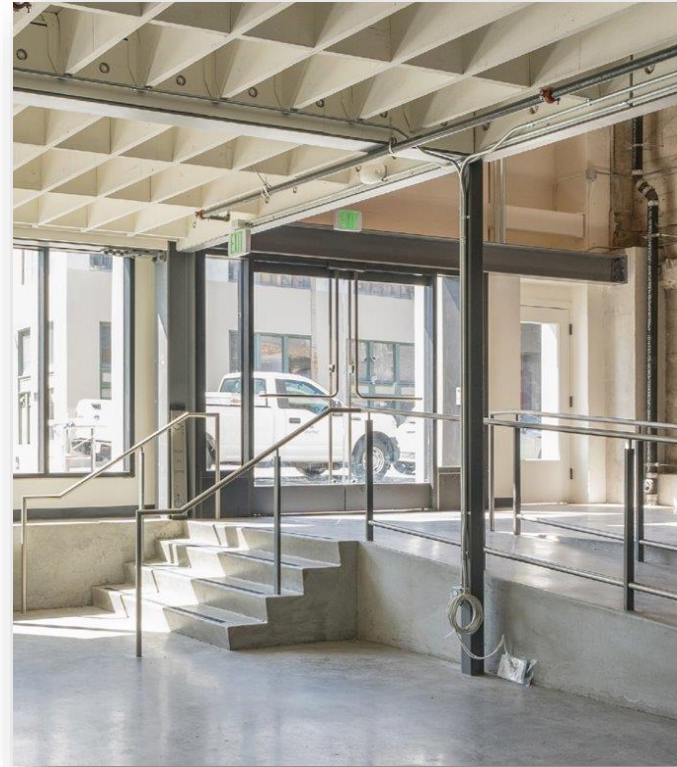
<https://sfmayor.org/article/mayor-london-breed-announces-75-new-behavioral-health-beds-san-francisco-residents-0>



# SoMa RISE Center Drug Sobering Center

**Goal: 24-7 pilot program for people experiencing homelessness with drug intoxication, providing short term stays and linkage to services.**

- Opens in June
- Located in SoMa neighborhood with flexible lengths of stay
- Evidence-based harm reduction services for people who want a place to be while they're experiencing the effects of methamphetamines and other drugs.
- Staffed with trained health workers, safety monitors, and medical staff who provide a compassionate, trauma-informed environment.
- Provides linkages to services including substance use disorder treatment, housing assessments, primary care, and dental care.



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# Street Crisis Response Team Update

**Goal: To provide rapid, trauma-informed response to calls for service about people experiencing crisis in public spaces to reduce law enforcement encounters and unnecessary emergency room use.**

## **SCRT One-Year Evaluation Report Highlights**

- Six fully operational teams provide 24/7 coverage across the city.
- Multidisciplinary teams (EMT, behavioral health clinician, peer) whose demographic characteristics resemble the population served.
- Clients remain in their community while receiving direct services and referrals for future interventions and are transported to other social support services when needed.
- All clients are referred to the Office of Coordinated Care for follow-up support and linkage.
- Teams are diverting behavioral health crisis calls from police at an increasing rate (65% by the end of the report period in Nov 2021)
- 15% of clients require ambulance transport to a medical facility, and just 7% have had to be placed under an involuntary 5150 hold.

## **Summer 2022**

- Launch of the 7th SCRT Team
- Transition to triaging calls via Emergency Medical Dispatch (EMD)

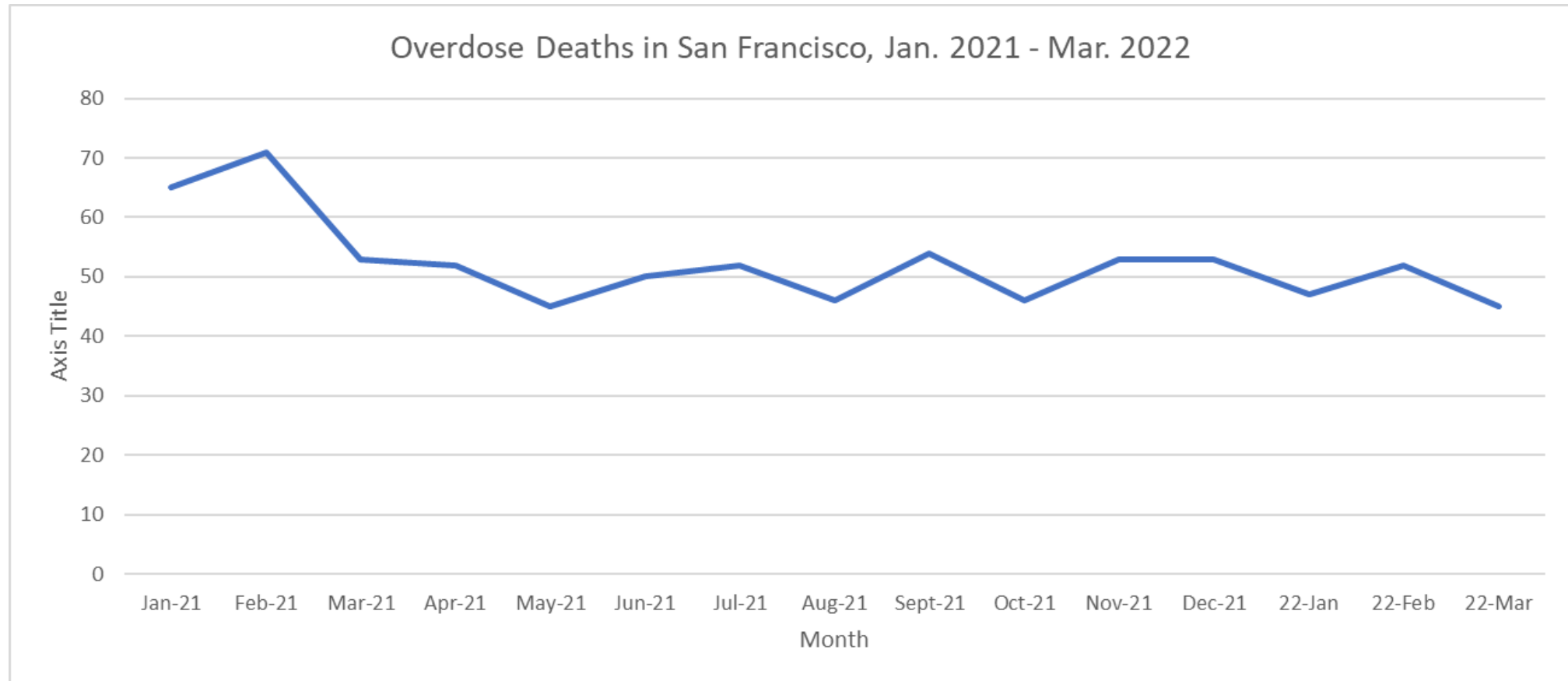


# Overdose Prevention



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# Preliminary Overdose Deaths in San Francisco Jan 21 – Mar 22 by Month



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Source: OCME Accidental Overdose Report, Jan 2021 – Mar 2021



# Overdose Prevention

**Goals:** Reduce overall overdose deaths in San Francisco, while also reducing disparities in overdose deaths among people experiencing homelessness and among Black/African American San Franciscans.

## Strategic interventions and programs:

### Overdose education and distribution of harm reduction supplies

- Expand naloxone distribution (in diverse settings where people are at highest risk of overdose)
- Expand fentanyl test strips
- Expand safer consumption supplies

### Expand access to and remove barriers to high impact treatment

- Buprenorphine telemedicine
- Expand low threshold buprenorphine (multiple settings)
- Expand connection to care (HOUDINI link; Bridge)
- Expand contingency management
- 24/7 methadone treatment admissions
- Expanded pharmacy hours

### Establish focused non-fatal overdose response

- Street opioid response teams
- *See next slide*

### Increase social support and decrease stigma for people at risk of overdose and their loved ones

- SOMA Rise
- Advocate for safer consumption spaces
- Hummingbird Valencia
- Community education and organizing







# Street Overdose Response Team Dashboard

STREET OVERDOSE  
RESPONSE TEAM (SORT)

MARCH 2022  
UPDATE

The goals of the San Francisco Street Overdose Response Team are to reduce the risk of opioid-related death of individuals who have recently experienced an overdose, contribute to an overall reduction in overdose deaths through referrals and care coordination with community-based organizations, and to provide support to people who have survived any overdose.

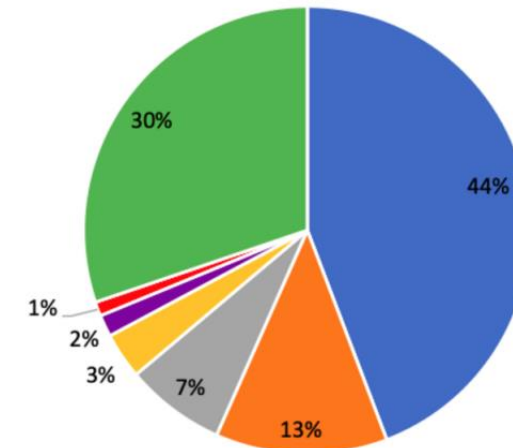
## March 2022 Key Performance Indicators

	Calls Handled by SORT*	March <b>178</b>	Cumulative* <b>1,279</b>
	Calls Including an Overdose	March <b>72</b>	Cumulative <b>716</b>
	Calls That Include Buprenorphine** Starts	March <b>1</b>	Cumulative <b>44</b>
	Clients who accepted harm reductions supplies	March <b>48</b>	Cumulative <b>547</b>



Overdose Engagement Location: Cumulative

- Street
- Hospital
- Home
- Shelter
- Business
- Facility
- No Entry



\*Cumulative counts are on data since pilot launch (August 2, 2021 – March 31, 2022).



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# Other Prop C-Funded Overdose Preventions Updates

## **Office-Based Buprenorphine Induction Clinic (OBIC) Prop C Expansion**

- From January – March 2021, increased number of new clients by 32% (121 new intakes) and 30-day census increased by 33%
- Expanded hours in June:
  - OBIC evening hours allowing for: drop-in, flexible access to medications for addiction, medications for co-occurring mental health disorders, naloxone, and supportive counseling and motivational interviewing.
- Pilot for individualized contingency management program in June:
  - For people with stimulant use disorders

## **BAART 24/7 Market Street Clinic**

- Goal to provide 24/7 services; currently expanded to evening hours
- As of May 2, 206 clients provided methadone dosing during evening hours

## **BHS Pharmacy Naloxone Clearinghouse & Fentanyl Test Strips**

- As of October 2021:
  - 13,000+ naloxone kits distributed to 60+ programs
  - 1557 reported reversals
- As of April 2022:
  - 14,000+ fentanyl test strips distributed to 50+ programs



# Grant-Funded New Overdose Prevention Initiatives

**\$8.19M Substance Abuse Block Grant (SABG) Jul 2021 – Jun 2025. \$500K National Association of County and City Health Officials (NACCHO) grant administered Dec 2021 – Jul 2023.**

## **Strengthening Families Program (SFP)**

Primary prevention of underage alcohol and substance use for children, youth, and their families in making healthy choices to support life success and thriving communities.

- 14-week evidence-based program that prevents alcohol and substance misuse by increasing family bonding and communication and reducing family conflict;
- Current funding allows us to reach roughly 360 families annually with SFP;
- High priority service populations reached with supplemental funding includes: Black/African American, Latin/e, Filipino, Chinese and new immigrant families in Mission, Bayview Hunter's Point, SoMa, Excelsior/Ingleside, Chinatown, Richmond, and Tenderloin neighborhoods.
- One-time supplemental funds will allow DPH to reach an additional 72 families annually beginning July (216 additional families over the next three years).

## **San Francisco Overdose Prevention Collaborative**

12-week intensive program that brings together 8 San Francisco hospitals to reduce the overdose epidemic. Each hospital will name an emergency department clinician champion and a substance use navigator to participate.

- Hospital teams are collaborating to increase medication addiction treatment starts in the emergency department, linkage to addiction care, and naloxone distribution from each hospital.
- To date, 6 hospitals have hired an emergency department-based navigator, all hospitals have at least one clinician champion, and hospital buprenorphine trainings kick off this week.



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# Office of the Tenderloin Response

- Office will take a place-based approach to reducing overdose deaths
- Consists of Tenderloin Center (TLC), coordinated outreach and engagement, measurement of impact
- Full presentation to come next



# Key Equity Initiatives



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# Current and Future Black/African American Initiatives

## **Current Black/African American Initiatives:**

- Lifting and Empowering Generations of Adults, Children, and Youth (LEGACY)
- Ajani Program Westside Community Services
- Black/African American Wellness and Peer Leadership Program Interdivisional Initiative
- Transitional Age Youth Engagement and Treatment – Black/African American Third Street Youth Center
- Kuumba Peer Fellowship

## **Future Black/African American Initiatives:**

- Culturally Congruent Behavioral Health Intervention for Black/African American Community
- Sustaining Dream Keeper Initiative programs
- Black Maternal Health
- Black African American Community Wellness Health Initiative



# Culturally Congruent Care to Address Racial Disparities in Behavioral Health Outcomes

## **Mental Health Services Act (MHSA) Innovation Intervention**

- Launching in Fall 2022
- Test and evaluate culturally responsive behavioral health interventions for Black/African American clients at four clinics

## **Kuumba Peer Fellowship**

- Launching in July 2022
- Aims to provide comprehensive support services to children and families of African descent whose functioning is impacted by behavioral health-related issues
- The peer fellowship includes client support at the children and families of African Descent of Southeast Child Family therapy, in the community, and involves direct contact with patients requiring empathy and sensitivity community outreach and engagement focused on Black/African American communities





# Other Initiatives Addressing Equity

## **BHS Office of Justice, Equity, Diversity, and Inclusion (JEDI)**

- Formerly known as the Office of Equity and Workforce Development (OEWD), the JEDI section will consist of the Mental Health Services Act, Trauma Informed Systems, Workforce Development and Training, Community Engagement, and Staff Wellness and is responsible for managing the BHS Equity Action Plan.

## **Racial Equity Affinity Groups**

- JEDI launched affinity groups for staff who identify as Black/African Americans; Latinx; White; or Asian Pacific Islander to help staff build their capacity on racial equity concepts and practices
- Started with the curriculum of Unlearning Racism to help build the capacity for understanding racism.
- 30+ attendees have joined us so far. Expanding to LGBTQIA and Multiracial groups later this year.

## **Recruitment and Hiring Equity Interventions**

- Prioritizes top 5 classifications with lowest representation of Black/African and Latinx staff e.g., clinicians and managers/directors.
- Includes lived experience desired qualifications, interview questions, response guidelines, and ratings.
- Includes equity partners in all phases of the hiring process including interview preparation and interview panels.
- Includes onboarding warm welcome video and best practices.
- DPH HR hiring efficiencies to include several BHS equity interventions.



# Workforce Development

**Goal: Incorporate peers across levels of our workforce**

2021 – 2022 Internship Program Highlights:

- Didactic learning series
- Increased civil service placement opportunities
  - 13 civil service BHS programs were available for intern placement
- Launched new website
- Centralized onboarding process

2022 – 2023 Priorities:

- Support programs/supervisors
- Partner with HR to streamline recruitment & onboarding processes
- Build website to include peers, undergrad, Faces to the Future, etc.
- Explore additional opportunities for stipends/scholarships
- Establish placement opportunities for Faces to the Future
- Update BHS Internship Policy



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## New BHS Internship Website



### Behavioral Health Services Internship Program

We aim to 1) provide behavioral health internship opportunities that integrate students' academic learning with practical clinical skills within the wellness and recovery model, to 2) enhance workforce diversity, and to 3) promote vocations in public health among graduating professionals.

SF DPH Behavioral Health

#### Overview

BHS provides a culturally diverse network of programs, whose services are provided by psychiatrists, psychologists, pharmacists, therapists, nurses, health workers and peer professionals. This interdisciplinary workforce supports the needs of all SF residents who access our system by providing comprehensive behavioral health services to mentally ill adults and emotionally disturbed children, youth and their families.

#### Training

We provide training for masters-level trainees and practicum level psychology students in a doctoral program. Interns must be actively enrolled in a graduate program. The exception to this are those seeking post-doctoral placements and supervision. Students are provided with regular didactic trainings seminars on relevant clinical topics and are also able to attend system-wide trainings available to BHS employees through our training unit.

#### Multicultural Stipend

Students are able to apply to the **Multicultural Student Stipend Program** which provides cash stipends to awarded applicants representative of the diverse populations we serve with a goal of increasing workforce diversity in San Francisco.

<https://sf.gov/behavioral-health-services-internship-program>

# Thank You



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