#### City and County of San Francisco

#### **Department of Public Health**



Michelle Ruggels,
Director of DPH Business Office

#### **MEMORANDUM**

Date:

May 27, 2021

TO:

Commissioner Dan Bernal, President of the Health Commission

Members of the Health Commission

FROM:

Michelle Ruggels, Director of DPH Business Office MI

RE: Information for HealthRIGHT360 Drug Sobering Center (SOMA-Recover, Initiate, Support & Engagement-RISE) program for homeless to be located at 1076 Howard Street

The purpose of this memo is to provide a summary and supporting documentation pertaining to the hearing scheduled for June 1, 2021 at the full Health Commission (4:00 pm) for a new DPH project, and to document the Department's compliance with its own Good Neighbor Policy.

The Department established its Good Neighbor Policy following Citywide legislation adopted in June 1998, to allow interested residents to bring concerns regarding City funded projects involving new construction, a change in use, or a significant expansion of an existing use at a specific location to a public hearing. The Department's Good Neighbor Policy includes public posting requirements established in the City's legislation, referenced as "Prop I" and detailed in Chapter 79 of the San Francisco Administrative Code. Additionally, the Good Neighbor Policy requires the Department to convene a minimum of two public meetings, with the second meeting being held before the Health Commission.

Under the Good Neighbor Policy two meetings are required to allow interested residents and the public-at -large to bring concerns or comments pertaining to the implementation of the Department's new pilot drug sobering center, (SOMA RISE) that is to be located at 1076 Howard Street. The first of these was held as a community meeting on April 21, 2021. The second will occur at the June 1, 2021 full Health Commission. In addition to these two required meetings, there were two additional community meetings held on April 27, 2021 and May 26, 2021 to provide updates on advancements the City has made to address community concerns, especially around safety and cleanliness. The operator of the proposed SOMA RISE is HealthRIGHT360, a DPH contractor. DPH completed its signage posting for the required community meeting and for the Health Commission hearing on April 16, 2021. There were 83 attendees at the April 21, 2021 Community Meeting, 105 attendees at the April 27<sup>th</sup> meeting (attendees included Department staff and project representatives plus the public) and 14 attendees on May 26,2021.

For more information about the required community meetings, and other Good Neighbor Policy requirements, please see the Attachments. Additionally, please note that the

Department and HealthRIGHT360 representatives will also present an overview of the project, providing additional information to describe the project's goals and objectives during the June 1, 2021 meeting.

#### Additional Information may be found in the following Attachments:

- Attachment 1: Summary of Project Proposal to the Health Commission
  - Summary of Project and DPH's process to meet Proposition I requirements
- Attachment II: Copy of meeting posting signage
  - The text of the signage posted at the location, 1076 Howard Street, to advertise each Community Meeting, the Health Commission meeting, and the Community Response meeting.
- Attachment III: Copy of Mailed Flyer Information
  - Copy of flyer and information mailed to the residents and property owners surrounding the proposed site.
- Attachment IV: Copy of attendees, as downloaded from ZOOM
  - Individuals that attended the Community Meeting, held on April 21, 2021
- Attachment V: Combined notes from the 4/21/21 and 4/27/21 Community Meetings regarding the proposed Project: Drug Sobering Center.
- Attachment VI: Frequently Asked Questions
  - Posted on-line and discussed at the May 26, 2021 Community Response meeting
- Attachment VII: Photos of signage posting on location
- Attachment VIII: Muni Transportation Availability

## ATTACHMENT 1 (1 क्येप) San Francisco Department of Public Health



#### SUMMARY OF PROJECT PROPOSAL FOR THE HEALTH COMMISSION

In compliance with Chapter 79 of the San Francisco Administrative Code, (put into effect July 9, 1998 upon the passage by voters of Proposition I "Citizens Right to Know" Act of 1998), and the Department of Public Health's (DPH) "Good Neighbor Policy", established in response to Chapter 79, the purpose of this meeting is for the DPH Health Commission to allow interested persons and the public-at-large the opportunity to bring up their concerns prior to the final funding and approval of a project. (Note: In this case, the Health Commission's approval action is to authorize the Department to enter into a contract with HR360 to operate the Drug Sobering Center).

**Table 1: General Information** 

Contract Agency:	HealthRIGHT 360 (HR360)	DPH Division/Section:	Behavioral Health Services (BHS)
Proposed Contract Program:	SOMA RISE Center (Recover, Initiate, Support & Engagement) HR360 Drug Sobering Center Pilot to serve up to 20 clients at a time.		
, rogium		DPH Project Sponsor:	Hillary Kunins, MD, Director, Behavioral Health Services and Mental Health SF.
		Business Office of Contract Compliance (BOCC) Contact:	Tom Mesa, Director of BOCC
Date of Health Commission Meeting:	June 1, 2021	Contract Agency Contact:	Vitka Eisen, CEO, HealthRIGHT360

**Table 2: Project Overview** 

Name of Program:	HR360- SOMA RISE Center (Recovery, Initiate, Support & Engagement)			
Purpose of	Pilot a drug sobering program designed to accommodate the differing needs of up			
Program:	to 20 individuals experiencing homelessness who are under the influence of methamphetamine, and/or other drugs.			
Location (Address):	1076 Howard Street			
Square Footage	8,750 square feet			
Hours of Operation	24/7			

#### **DPH Good Neighbor Policy Requirements Implementation:**

#### **Notice and Meeting Requirements**

Public notice of a proposed new City project must be posted at least 15 days prior to the date at which a new City project will be considered for approval (i.e. the Health Commission). In lieu of signposting requirements, notices may be mailed to property owners within 300 feet of the lot line of the property. The following is a summary of the Department's actions to meet all notice and meeting requirements:

Table 3: Summary of Required Signage Posting, Required Meetings and Optional Activities

Item	Posting Date	Purpose	Meeting Date
Signage Posting	(1) April 14 <sup>th</sup>	Public Notification of DPH	April 21, 2021- Community
for Meeting	(English	Mandatory Meeting #1	Meeting held on Zoom platform
Notifications	version),		
	(2) April 16 <sup>th</sup>		
	(translated		
	Chinese,		
	Tagalog,		
	Spanish, and		
	Vietnamese		
	versions)		
	(3) April 20 <sup>th</sup> due		
	to vandalism)		
		Public Notification of	June 1, 2021- Health
		Mandatory Meeting #2	Commission Hearing
		Public Notification of Optional	April 27, 2021- Community
		Meeting #3	Meeting held on Zoom
		Public Notification of	Corresponding to the meeting
		Instructions for accessing the	dates above.
		above meetings on ZOOM.	
Information	April 19, 2021	Optional Notification via mail	Flyer mailed identifying meeting
Mailing	(mailing date)	to 933 addresses of residents	dates above.
		and property owners within	
		300 ft of 1076 Howard of the	
		meetings and project	
		information.	
Signage Posting	May 13, 2021	Public Notification of Optional	May 26, 2021- Community
for Community		Community Response Meeting	Response Meeting
Response		#4 to provide an update on	
Meeting		progress towards addressing	
		concerns raised.	
Frequently	May 20, 2021	Information posted on DPH	N/A
Asked Questions		Website to respond to	
(FAQ) Posting		questions raised. (Optional)	

#### **DPH Public Notification:**

- <u>See Attachment II</u> for the English versions of the three signage postings referenced. Note, the posters advertising the community meetings and the Health Commission meeting were all posted in English, Chinese, Tagalog, Spanish, and Vietnamese.
- See Attachment VII for photos of the postings at 1076 Howard.
- See <u>Attachment II</u> to see the additional sign that was posted including a QR code and URL with instructions for how to access the virtual meetings.

#### **DPH Information Mailing**

As DPH implemented the required signage posting, a separate mailing of the notice was not required. However, in the past, DPH has also hand-delivered flyers to within 300 feet of a proposed project site to be as thorough as possible. Due to the pandemic, DPH instead mailed a meeting notification flyer and project information on April 19<sup>th</sup> to approximately 931 addresses within 300 feet of the proposed program and mailing addresses for the listed property owners within the designated area. The addresses were identified with the assistance of the SF City Planning Department.

• <u>See Attachment III</u> for a copy of the mailed information, which included a copy of the meeting notification and some corresponding project information.

#### **Required and Optional Community Meetings**

DPH's Good Neighbor Policy establishes a required community meeting prior to the Health Commission required meeting to be held with the contractor involved to (a) give information to interested neighbors and the public-at-large about the project, and also to (b) receive input from the public about any concerns regarding the project. Additionally, the Good Neighbor Policy speaks to DPH's commitment to ongoing collaborative work with its neighbors.

The Mayor's Office, DPH and HR360 hosted community meetings virtually on a Zoom platform on April 21, 2021 (required meeting) and then on April 27, 2021 (optional meeting). The meetings began with a welcome from DPH project leadership and the Mayor's Office staff, followed by a slideshow presentation led by DPH's David Pating, MD and Vitka Eisen, CEO of HR360. Based on Zoom data, there were 83 attendees at the April 21, 2021 Community Meeting and 105 attendees at the April 27<sup>th</sup> meeting (attendees included Department staff and representatives plus the public). The Department was informed that HR360 staff was anticipating neighborhood "walks" to informally meet neighbors and community business owners with the aim of answering any questions or concerns; this activity began April 13<sup>th</sup>.

See Attachment IV for the attendees to the 4/21/21 meeting.

 See <u>Attachment V</u> for a summary of the meeting topics and themes from both community meetings. Notes from the meetings were made by project staff downloading Zoom data, as well as four DPH Business Office staff virtually attending the meetings and independently taking notes.

#### **Community Response Meeting**

On Thursday, May 20, 2021 the Department posted a Frequently Asked Questions (FAQ) document about the project at the following link:

https://www.sfdph.org/dph/comupg/aboutdph/newsMedia/Propl.asp

• See Attachment VI for a copy of the posted FAQ.

On May 26, 2021, the Department hosted a Community Response meeting to share information on advancements towards addressing community concerns raised during the community meetings, especially related to safety and cleanliness in the project area, and to make individuals aware of the FAQ. This meeting was attended by 14 individuals. Due to the timing of the submission of this report, the notes from the meeting have not been included.

## NOTICE OF INTENT TO APPROVE A CITY PROJECT AT THIS LOCATION

The San Francisco Health Commission will consider approval of a new contract that will support the creation of a Drug Sobering Center, a project between the City and County of San Francisco and HealthRight360, at 1076 Howard Street. Meeting details are below:

June 1, 2021 (4pm) San Francisco Health Commission Meeting
To be held virtually via Webex

Meeting agenda and documents will be posted 72 hours before meeting at:

https://sf.gov/public-body/san-francisco-health-commission

View the meeting:

https:/sfdph.webex.com/sfdph/onstage/g.php?MTID=ea35f7fb923e08d3d2c51a6aedc1ae83c



Public Comment Call-In: (415) 655-0003 Access Code 133 688 8967

After entering the access code, press # twice to listen to the meeting Additional information Regarding Public Comment will posted at the site noted above.

For further information or to submit comments, call SFDPH at 415-255-3495 or e-mail 1076Howard@SFDPH.org

### NOTICE OF COMMUNITY MEETINGS

to discuss a new location for use by
HealthRIGHT 360
as a drug sobering center

April 21, 2021 at 4:00 p.m. and April 27, 2021 at 5:30 p.m.

Online meeting links and call-in phone numbers will be posted at:



https://www.sfdph.org/dph/comupg/aboutdph/newsMedia/Propl.asp

The Department of Public Health funded program will be located at

1076 Howard Street

For further information or to submit comments, call SFDPH at 415-255-3495 or e-mail <a href="mailto:1076Howard@SFDPH.org">1076Howard@SFDPH.org</a>

## NOTICE OF COMMUNITY RESPONSE MEETING

to respond to feedback generated from the two community meetings held to discuss the new location for the proposed

**Drug Sobering Center** 

to be operated by

**HealthRIGHT 360** 

Meeting to be held virtually on Zoom on

Wednesday May 26, 2021 at 4:00PM

To join the session visit:



https://www.sfdph.org/dph/comupg/aboutdph/newsMedia/Propl.asp

The **Department of Public Health** funded program will be located at

1076 Howard Street

For further information or to submit comments to DPH call or email us at: 415-255-3495 or 1076howard@sfdph.org

# Information for Providing Public Comment to the June 1, 2021 Health Commission meeting Regarding a project at this site:

https:/sfdph.webex.com/sfdph/onstage/g.php?MTID=ea35f7fb923e08d3d2c51a6aedc1ae83c



Note: Depending on your broadband/WIFI connection, there may be a delay when viewing the meeting live.

Public Comment Call-In: (415) 655-0003 Access Code: 133 688 8967

- Each individual may comment 1 time per agenda item.
- Each individual may speak for up to 2 minutes; after which time the line is automatically silenced.
- To make public comment on a specific agenda item, dial in using the information above, when the item is called.
- Dial "\*3" to be added to the public comment queue for this item.
- When it is your time to speak, you will hear "Your line has been unmuted."
- Ensure you are in a quiet location.
- Before you speak, mute the sound of any equipment around you including televisions, radios, and computers. It is especially important that you <u>mute your computer</u> so there is no echo sound when you speak.
- When the Commission Secretary states, "Next Caller", you are encouraged to state your name clearly. As soon as you speak, your 2 minute allotment will begin.
- After you speak, you will go back to listening mode. You may stay on the line to provide public comment on another item.

Attachment Flyer Mailed to Residents and Property Owners (1 of 2)



#### NEW DRUG SOBERING CENTER PROPOSED FOR 1076 HOWARD ST.

Goal: To promote community safety by providing a place where people can recover off the street from intoxication and be connected to care.

The top recommendation from San Francisco's Methamphetamine Task Force, supported by Mayor London Breed, is to create a safe place for people to recover from drug intoxication. The San Francisco Department of Public Health (DPH) proposes to contract with HealthRIGHT 360 to operate a drug sobering center at 1076 Howard St. This center would serve people experiencing homelessness and intoxication while meeting the safety needs of the surrounding neighborhood. HealthRIGHT 360 has operated many successful healthcare and substance use treatment programs throughout the city and across the state.

#### How the new center would work

The new drug sobering center will be a safe, indoor place, for people who are intoxicated to be supported towards recovery. It will operate 24 hours per day/seven days per week and serve up to 20 participants by providing wellness services to ensure participants are not a harm to themselves or others, under the care of health professionals. Dedicated safety staff will provide continuous coverage to ensure the security of the neighborhood as well as program staff and participants.

Health care workers will provide the following 24/7 services:

- Respectful, compassionate care to reduce the harm associated with drug use
- Individualized engagement for health and safety
- A calm, quiet indoor respite for sobering
- Activities to enhance wellness and recovery
- Access to showers, hydration and light snacks
- Assessment for substance use and mental health concerns
- Connection to social services, including assessment for housing needs
- Referral to long-term substance use and mental health treatment
- Linkages and transportation to medical and social service appointments including longterm destinations

**Questions?** Please join our upcoming virtual community meetings (interpretation will be available in Vietnamese, Tagalog, Spanish, and Cantonese), or call 415-255-3495 or email 1076Howard@SFDPH.org.

Attachment Flyer Mailed to Residents and Property Owners (2 of 2)

### **NOTICE OF COMMUNITY MEETINGS**

to discuss a new location for use by HealthRIGHT 360 as a drug sobering center

April 21, 2021 at 4:00 p.m. and April 27, 2021 at 5:30 p.m.

Online meeting links and call-in phone numbers will be posted at:



https://www.sfdph.org/dph/comupg/aboutdph/newsMedia/Propl.asp

The Department of Public Health funded program will be located at

1076 Howard Street

For further information or to submit comments, call SFDPH at 415-255-3495 or e-mail <a href="mailto:1076Howard@SFDPH.org">1076Howard@SFDPH.org</a>

Participants (83)

Panelists (25)

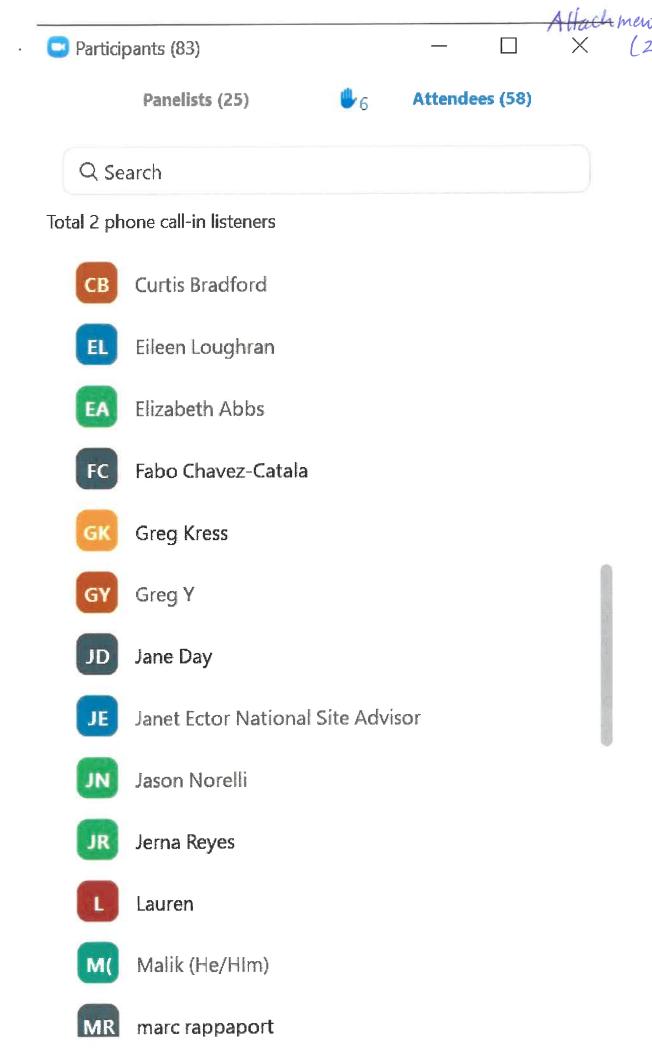


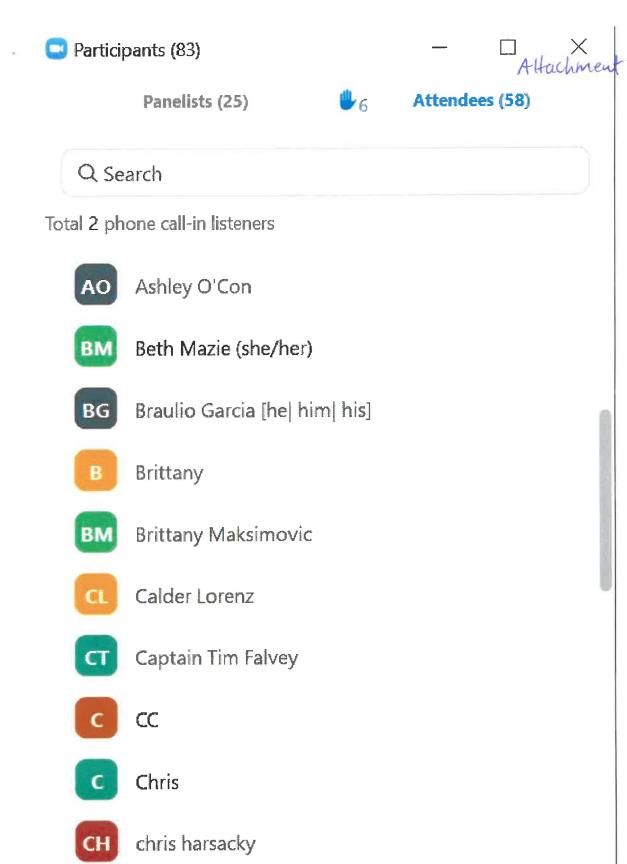
Attendees (58)

Q Search

Total 2 phone call-in listeners

- MR marc rappaport
- M mary
- Matthew Mandich
- Michael Isard MI
- michael r
- Michelle Pollard MP
- n. Violet Hardee
- **Patrick Tufts**
- Radawn Alcorn (she/her)
- Rob
- Robert
- Robert Hoffman he/him
- Sneha Patil

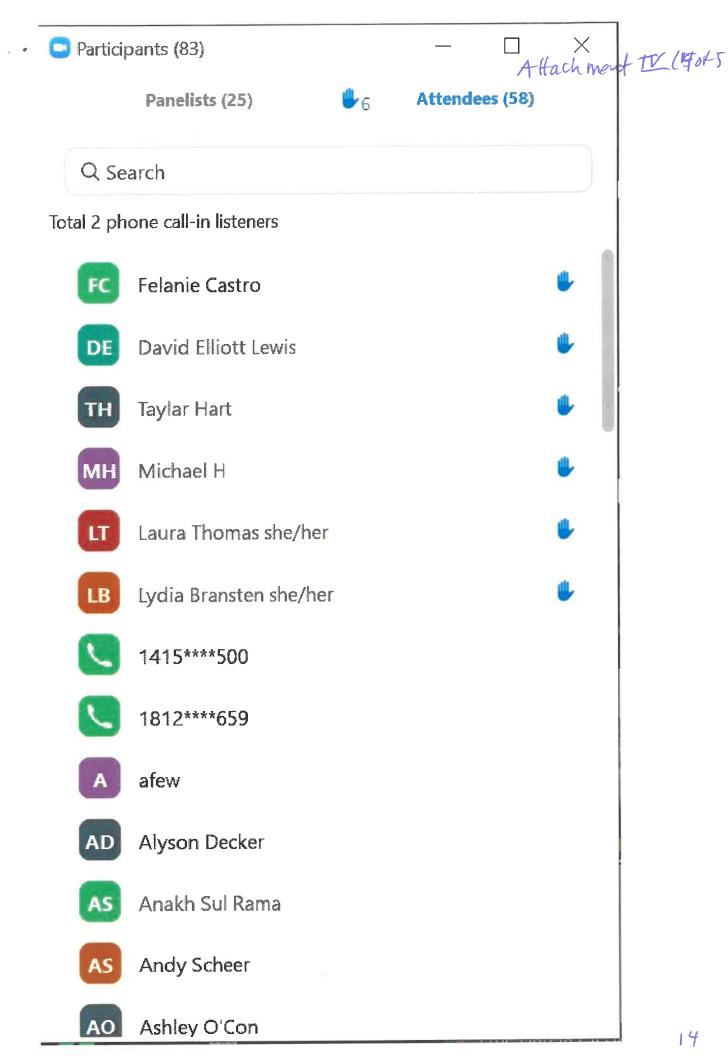


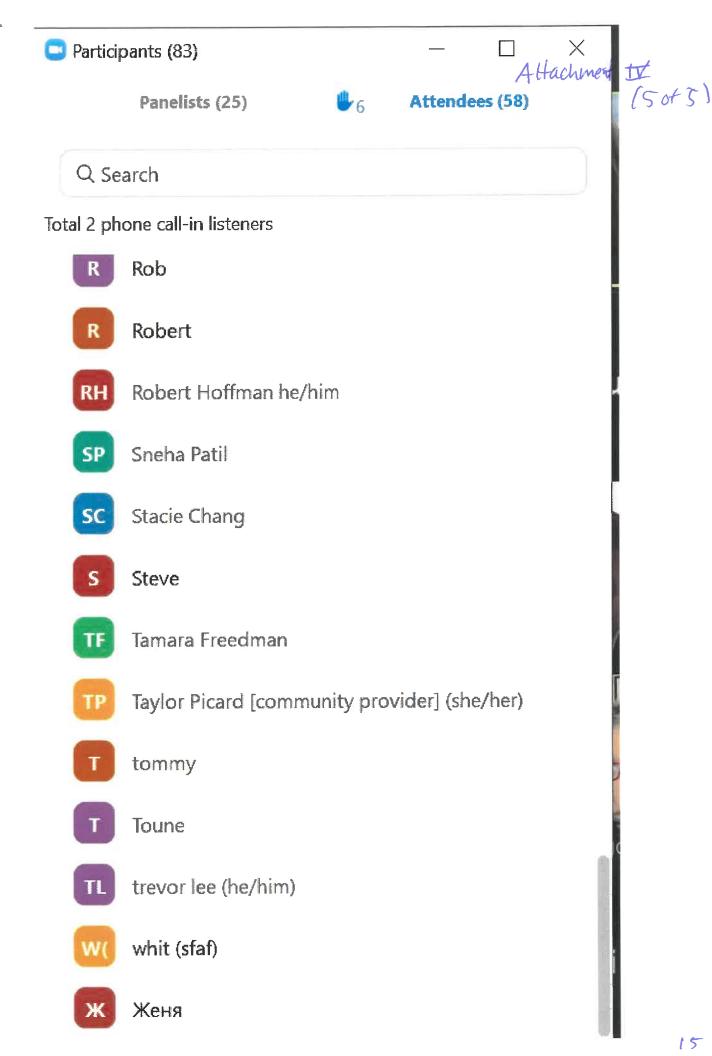


Courtney Mulhern-Pearson

Craig Wenzl

**Curtis Bradford** 





#### Attachment V. April 21 and April 27 Community Meeting Notes Summary (2 pages)

#### SUMMARY OF COMMUNITY COMMENTS FOR TWO COMMUNITY MEETINGS – April 21 and April 27

According to data retrieved from Zoom chat notes as well as notes from DPH staff listening in to the presentations, questions and answers, the Department documented the attendees who had comments of support, comments of opposition, or questions posed without support or opposition stated. Note: some folks attended both meetings, as well as a few comments received at the project email. Of 76 comments, 22 comments expressed support, 27 comments expressed opposition, and 27 comments were neutral with questions, but not stating support or opposition.

The community comments below are grouped herein as TOPICS/THEMES and are similar for both meetings and are from BOTH written comments on Zoom as well as verbalized comments at Zoom, captured by note takers.

#### 1. Topic/Theme: Inappropriate Neighborhood for Center.

There were many comments that the Center's proposed location was inappropriate for the neighborhood, including questioning the zoning. Many comments stressed that the proposed location was a residential area. Comments included reference to many elderly, disabled, and school children in the immediate area. One comment said that the 24/7 nature of the Center would bring unwanted noise to a quiet residential area, with one comment anticipating ambulance delivery of clients. Several comments stated that the project would be better located in the Tenderloin area. In response, the presenters stressed the pilot nature of the project and that the focus has always been on SOMA and Tenderloin equally. Presenters stated that they were contacting schools and youth organizations in the area. Also, the proposed site will have office space for DPH, for which zoning is appropriate.

#### 2. Topic/Theme: SOMA already saturated with social services.

There were many comments that the neighborhood was already saturated with social services and that these services attract clients and users from outside the neighborhood. Specific references were made about the methadone clinic at 1111 Market St., the alcohol sobering center at 1171 Mission St. and the syringe access and disposal site at 117 6<sup>th</sup> Street. The presenters shared their history and methodology of searching for an appropriate site: first floor with street access, near where clients were already identified as being present.

#### 3. Topic/Theme: Support for Center

Many comments were received supporting the Center at the location with several agreeing with the presentation from the project leaders that emphasized that the clients are already in the immediate area and that the Center will encourage drug users to have an inside location for respite/sobering and thus not be on the sidewalks of the area. One comment mentioned that this project is a "good first step". One comment supporting the Center referenced that the current situation is a "humanitarian crisis" that the Center will help solve. Several remarked that the concept was good: providing respite, showers, and sobering time.

#### 4. Topic/Theme: Safety

Many comments focused on safety with a few comments wanting a more detailed plan about how the project would contribute to the safety of the neighborhood. Many comments about how nearby streets are currently "unwalkable" due to trash, filth, and drug dealing and that the City has not addressed these issues which should come first before such a facility is considered. A frequent mention was made of drug dealers, with specific locations and corners detailed where drug dealing is happening unabated. One comment focused on how these drug dealers make the neighborhood unsafe and possibly present a predatory threat to clients exiting the Center.

#### 5. Topic/Theme: 24/7 Operation

Many questions were received about the day-to-day operation of the Center, including what the staffing would look like, what security would be used, qualifications of the staff, length of stay for clients, admission of out-of-area clients, and the voluntary status of all clients.

Also, smoking of staff and clients was questioned regarding policy and procedure with this issue. One comment questioned if it would not be true that the availability of harm reduction/clean supplies will encourage more out-of-area clients to utilize the Center. The presenters addressed all the questions asked, mentioning that the smoking issue was still being studied and that a solution would be forthcoming. The presenters spoke about the staff, all of whom are not wearing uniforms, but all are trained in de-escalation and security techniques that have been well honed over the years through experience.

#### 6. Topic/Theme: Communication with Neighborhood

Many comments regarding the necessity to have an ongoing relationship with the community. The presenters mentioned that a representative will always be responsive to a telephone number for the neighbors or an email address. Presenters emphasized that the proposed project, should it be approved, would still be in a planning and problem-solving mode for the next 6 months while the build-out was underway, giving staff more opportunities to have open discussions with neighbors. It was also stated by presenters that even after opening it is anticipated there would be a slow ramp-up, giving presenters and the neighborhood more opportunities to have open discussions about any issues that arise.

#### 7. <u>Topic/Theme: Safe-Injection Site Part of this Project?</u>

A few comments focused on whether this site would be used for a safe-injection site and the presenters stated that this was not the intent and that, further, it would be a violation of the lease terms for the proposed site. Similarly, questions were received about whether drug use would be tolerated inside the building and presenters stated that this would be discouraged.

#### 8. Topic/Theme: Exiting clients and clients transportation.

Several questions about how clients were arriving or exiting the Center. Presenters mentioned the Street Crisis Response Team would bring SOMA clients. The presenters did not anticipate that walk-in clients would be coming from too far afield and that many would want to walk back to where they usually are with friends coupled with anticipation that clients would not prefer "hanging around" the Center after sobering. The presenters acknowledged that client transportation solutions were still being developed but the intent is to link clients to ongoing treatment services and transporting clients to such treatment is the intent.



#### **Frequently Asked Questions**

Q: What can I do to help a person on the street who is exhibiting a crisis, high on drugs, or to report street conditions?

For medical emergencies, fires, or criminal activity in progress call 9-1-1

- Neighbors can direct anyone who appears to be intoxicated and in need of help to the drug sobering center for help.
- Concerns about an encampment blocking the sidewalk (fully obstructed or with less than 6 foot of clearance from entrances to a home or business) should be directed to the San Francisco Police Department Non-Emergency line at: 415-553-0123.
- Concerns related to illegal activity within the encampment should be directed to SFPD Non-Emergency at 415-553-0123 or 9-1-1, whichever is appropriate.
- Concerns about trash or cleaning services around an encampment should be directed to 3-1-1.
- Concerns related to syringe litter should be directed to 3-1-1 and provide the location. The San Francisco AIDS Foundation is also partnering with the program to maintain a syringe-free area around the center and the pick-up crew can reached for rapid response (7.00 am-7.00 pm daily) by text at: 415-810-1337.

#### Q: What is a drug sobering center, and why is the city opening one?

A drug sobering center is an innovative approach to address the serious problem of drug overdose deaths in San Francisco and the deteriorating street conditions. It was the top priority of the San Francisco Methamphetamine Task Force and a central recommendation of the city's Mental Health SF legislation.



While sobering centers have been opened before and San Francisco has an alcohol sobering center, this will be one of the first in the nation to provide an indoor monitoring site for drug intoxication.

The drug sobering center will provide a safe place for persons coming down from drugs, including methamphetamine, heroin, or fentanyl, which are the main cause of the high rates of overdose deaths in the city. While indoors, these individuals can have some of their basic needs met, such as rest, and be connected to other services as they leave, which could include housing.

The low-barrier approach to behavioral health services has proven successful in helping move people along the path to recovery and wellness. Research shows sobering centers reduce the need for emergency room visits and hospitalizations and improve the lives of the participants. Furthermore, the drug sobering center provides an alternative approach to law enforcement and unnecessary emergency room visits and hospital stays.

## Q. Why was the South of Market (SoMa) neighborhood chosen as the location for the drug sobering center?

The SoMa and Tenderloin neighborhoods are among the neighborhoods most seriously impacted by drugs, drug use and drug overdose. These two neighborhoods have the city's highest overdose rates, predominantly among individuals who are experiencing homelessness. Making the facility easily accessible to those in greatest need affords the best chance of positive outcomes.

After an extensive search of options in the SoMa and Tenderloin areas, 1076 Howard Street, between Sixth and Seventh Streets, was selected as the optimal choice being centrally located to the highest area of need and having the right facility features. With a brick and mortar building, we can better ensure safety, stability, and cleanliness.



Placing the facility near a hospital, as some community members have proposed, does not address the needs of these clients. Should individuals need to go to the hospital, the drug sobering center will call emergency services. The intention is that clients will come into the center before they have a drug related crisis, emergency, or a drug overdose. See below for more information about the clients this facility will serve.

#### Q: How will this program benefit this neighborhood?

The drug sobering center will decrease the number of intoxicated people on the streets and increase the likelihood of people seeking drug treatment and other health and housing services. These outcomes are a benefit both to the people in crisis and to the general community who live and work in SoMa and pass by homeless and intoxicated individuals on the streets every day.

San Francisco Department of Public Health (SFDPH) and HealthRIGHT 360 are committed to finding solutions that address community concerns, including identifying destinations for all clients as they are exiting the facility and transporting to get them there.

Unfortunately, the drug sobering center cannot solve all the issues created by homelessness and substance use disorders in the SoMa and Tenderloin neighborhoods, but it is one of a number of solutions designed to address these challenges.

#### Q: What steps will the program take to support neighborhood safety?

SFDPH and HealthRIGHT 360 are committed to the safety of neighbors, clients and staff. We will work to ensure the program does not have a negative impact on neighborhood safety and quality of life. We pledge to maintain cleanliness in the front the building and to supervise the wider area around the entrance. Safety workers will



ensure the area is quiet, clean and does not lead to congregating. We will have a designated place to smoke with safety worker supervision that is away from the doorways of residents and businesses.

Additionally, DPH has heard from the community and is considering additional measures to reduce loitering in the blocks near the drug sobering center.

Health Right 360 will have a phone number for neighbors to call and a website for neighbors to provide feedback. Also, HealthRIGHT 360 commits to meeting neighbors on a quarterly basis to hear input into how the facility is operating.

#### Q: Who is the drug sobering center designed to serve?

The drug sobering center is designed to address the specific needs of people who are intoxicated, non-violent, and willing to following instructions. As an example, a young woman in her early 20's with a history of trauma is sitting in the street in SoMa, intoxicated and confused. The Street Crisis Response Team brings her to the center. She can use the restroom, get a shower, have a snack and water, and sleep off her intoxication. The staff engages with her, offers her referral to substance use services and other resources, and on departure, we transport her to a women's shelter.

## Q: How will people get to and from the program and where will they go afterwards?

Clients can walk in or can be transported by street outreach teams from the SoMa and Tenderloin neighborhoods. Outreach teams include the SF Homeless Outreach Team (SF HOT) and the Street Crisis Response Team, and silent EMT/ambulance services. While use of the program is voluntary, we expect most people to stay until they are more sober, leaving in a better condition than when they arrived. When an individual is ready to leave, as applicable, we will identify their next destination and arrange



transport to other services, such as food and shelter, treatment, or to their "home" location.

#### Q. Could this center ever become a safe consumption site?

The drug sobering center at 1076 Howard St. is not appropriate for nor intended to be a safe consumption site. It will be designed, permitted and leased as a drug sobering site. A safe consumption site, should it be considered in another location, would have to go through an approval process that involves community notification and input.

#### Q: Does city zoning permit a drug sobering center at this site?

Yes, on April 12, 2021 the San Francisco Director of Planning issued a letter stating that the drug sobering center at 1076 Howard St. is in conformity with the objectives of the General Plan. As a community facility providing critical social and health services, it meets Objective 7 in the General Plan to make the educational and preventative services of the Department of Public Health convenient to the people, thereby helping the achieve the goals of the Public Health program in San Francisco.

Furthermore, the underlying Mixed-use General (MUG) Zoning District principally permits social service uses. The project provides a needed social service to the community and will preserve and revitalize a historic building.

#### Q: Who is HealthRIGHT 360 and what is its role in the drug sobering center?

HealthRIGHT 360 is the proposed operator of the drug sobering center with oversight by the San Francisco Department of Public Health. HealthRIGHT 360 is a non-profit community provider of residential and outpatient service for health care, mental health, and substance use disorder services. SFDPH and HealthRIGHT 360 have a relationship that dates back to the 1960's with the Haight Ashbury Free Clinic and



Walden House. HealthRIGHT 360 headquarters is located in SoMa, just six blocks away from the proposed site.

#### Q. What do the safety workers do? How are they trained?

The safety workers will be on site 24/7, inside and out, monitoring the building entrance area for safety and overseeing admissions and discharges. Their role includes engaging with individual clients during arrival, conducting safety assessments, assisting with storing client belongings, and ensuring safety throughout the duration of their stay. Safety workers are trained in trauma-informed care, nonviolent communication, and crisis de-escalation.

#### Q: Who are the other staff members on site?

There will always be at least six staff members on site at any given time. In addition to safety workers, there will be an emergency medical technician (EMT) on site to monitor vital signs and screen for medical emergencies.

HealthRIGHT 360 has a long and successful history of hiring people with lived experience to be peer counselors engaging and encouraging people to connect with services, treatment, and housing.

#### Q: How does the program work?

The program can support up to 20 clients at a time with some flexibility. Our expectation is they will stay 4 to 12 hours or longer as needed. During this time, we will provide:

- Individualized monitoring for health and safety
- A rest area and room to walk to meet needs at different stages of intoxication



- A place to shower, hydration and light snacks, and some clothing if necessary
- Storage for belongings
- Assessments for substance use, physical and mental health issues
- Referral and transportation to services, including treatment and housing
- Monitoring for symptoms of overdose and intervene as needed

#### Q: How will the drug sobering center pilot be evaluated?

Evaluation criterion are being developed. We will include assessment of program and community safety, service utilization, and contribution to the goals of the City's Mental Health SF objectives.

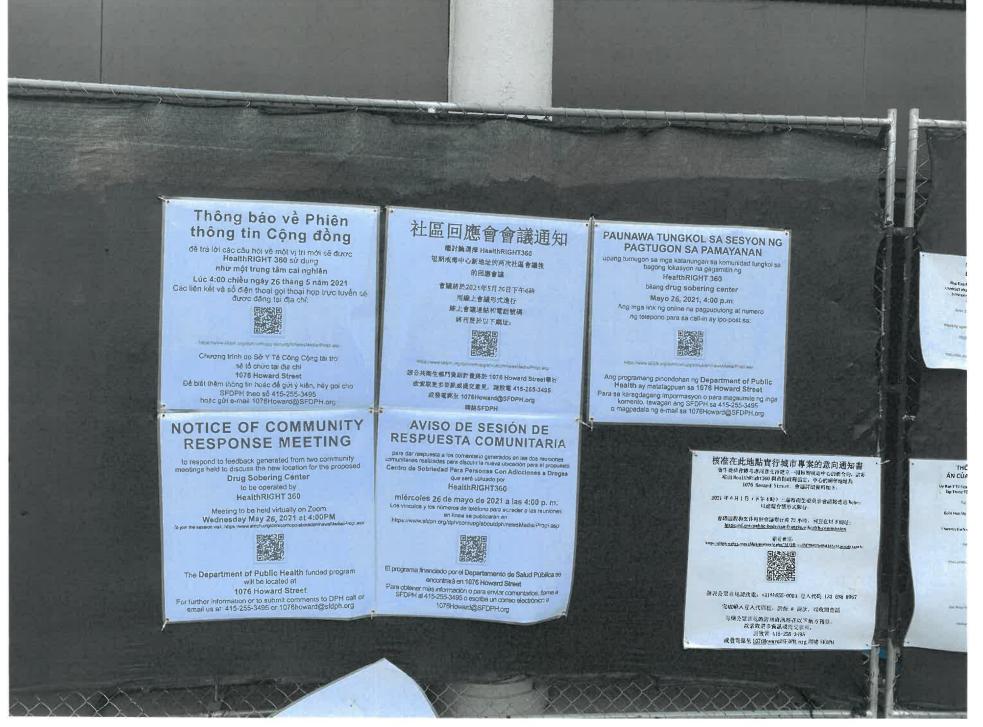
If the center is successful based on the criteria, a case can be made to create new neighborhood-based drug sobering centers elsewhere in the City where we know there is need.

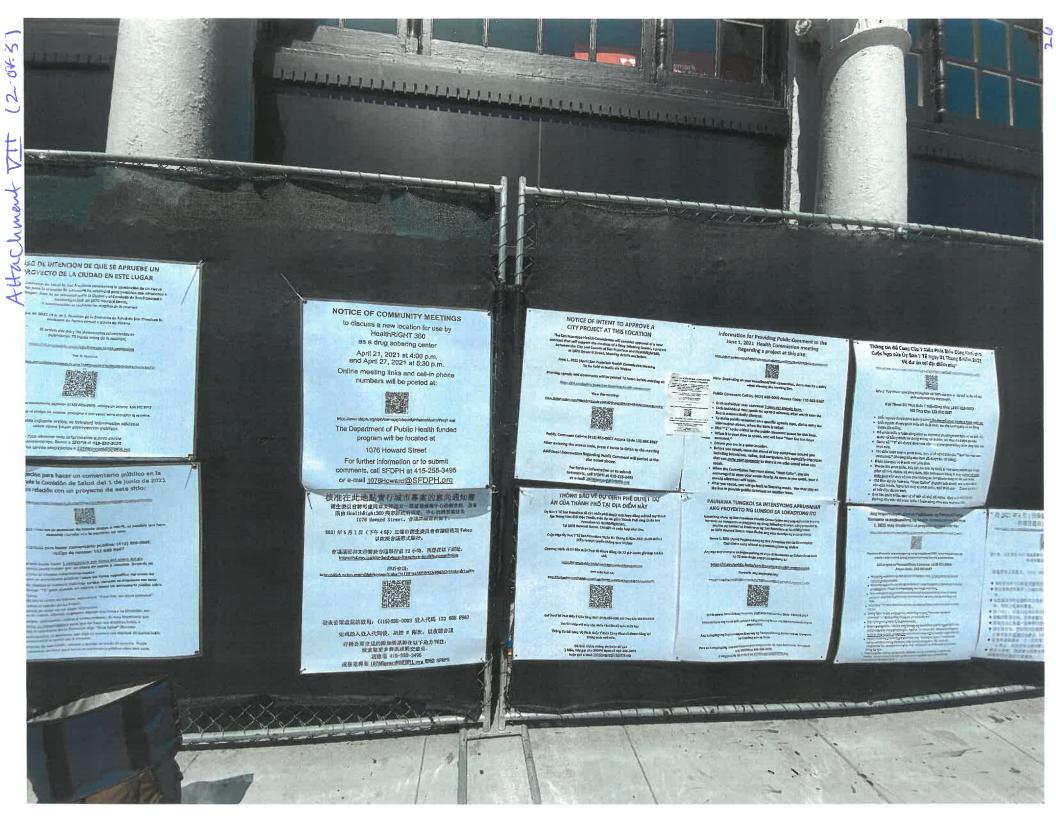
#### Q: What are the next steps and how can the community provide feedback?

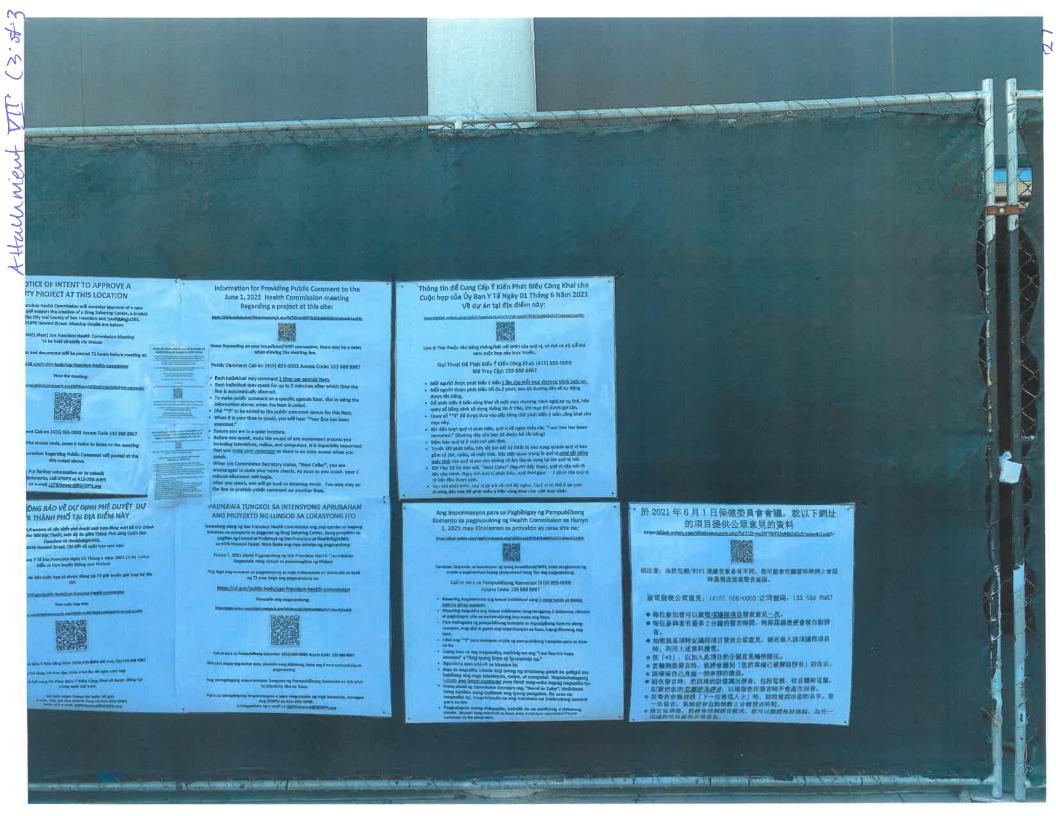
San Francisco Department of Public Health (SFDPH) and HealthRIGHT 360 conducted two community meetings on April 21 and April 27, 2021 to gather feedback from the community. A further community update meeting is on May 26, 2021. In this meeting, DPH and HealthRIGHT 360 will share plans to address community concerns. This additional meeting is to demonstrate that DPH and HealthRIGHT 360 are listening to the community and intend to be a good neighbor.

Following these meetings, the lease for 1076 Howard Street will need reviewed by the San Francisco Board of Supervisors and the Mayor. The program will also go before the San Francisco Health Commission for approval.

In the meantime, members of the public may submit comments by calling 415-255-3495, or via email: 1076Howard@SFDPH.org









#### **PUBLIC TRANSPORTATION for 1076 Howard – Drug Sobering Center**

As required by DPH's Prop I protocols: the public transportation analysis.

The site is located between 6th Street and 7th Street.

Within a half-mile of the site the following public transit lines are available:

- 8 bus line on Harrison
- 19 bus line on 7<sup>th</sup>
- 14 and 14R on Mission
- 27 bus line one 5<sup>th</sup>
- Muni Metro Lines J,K,L,M,N,T at 9<sup>th</sup> and Market
- BART CIVIC CENTER Station at 9th and Market,