

San Francisco Department of Public Health Division of Behavioral Health Services

A presentation to the San Francisco Health Commission
October 19, 2021

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Behavioral Health Services

San Francisco Department of Public Health

- Goals, priorities & principles
- Data & analytical approach
- Client demographics
- Key updates
 - New programs & dashboards
 - Metrics
 - Hiring
 - Workforce development



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Behavioral Health Goals, Priorities, Principles

Goals

- Increase quality of life and reduce mortality among all people with serious mental illness and/or substance use issues
- Improve access to and quality of mental health services & substance use treatment

Key Priorities

- Reach and treat people experiencing homelessness who have mental health and/or substance use challenges
- Reduce overdose deaths
- Strengthen the behavioral health services workforce

Guiding Principles

- Racial equity in outcomes paramount
- Gaps in levels of care must be filled
- Proactive and low-threshold services vital part of care continuum



Data & Analytical Approach

- We use a data-driven approach in our work to measure and evaluate who we reach and whether we achieve desired health outcomes:
 - Using existing client demographic data
 - Leveraging utilization metrics and outcome tracking for existing programs
 - Developing new tracking and analytical measures for new programs
- This approach is key toward achieving our goals and priorities:
 - Reducing health disparities and racial inequities
 - Centering services and programs around equity
 - Assessing status for people experiencing homelessness



Behavioral Health Services Clients

FY2020-21

- Behavioral Health Services treated ~20,000 people for mental health treatment and/or substance use disorder treatment
- Additionally, Behavioral Health Services provided prevention and early intervention services to >20,000 people, including:
 - crisis debriefings
 - school-based programs
 - peer programs
 - vocational services
 - drop-in centers

Clients Receiving Mental Health Treatment *

Age Group	Total Clients	Homeless Clients	% Homeless
Children & Youth	3,465	189	5%
Adults & Older Adults	12,966	3,709	29%
Total	16,431	3,898	24%

Clients Receiving Substance Use Disorder Treatment *

All Age Groups	Total Clients	Homeless Clients	% Homeless
97% of clients are 18+	4,627	2,735	59%

Overlapping clients receiving treatment for both conditions: 1,176

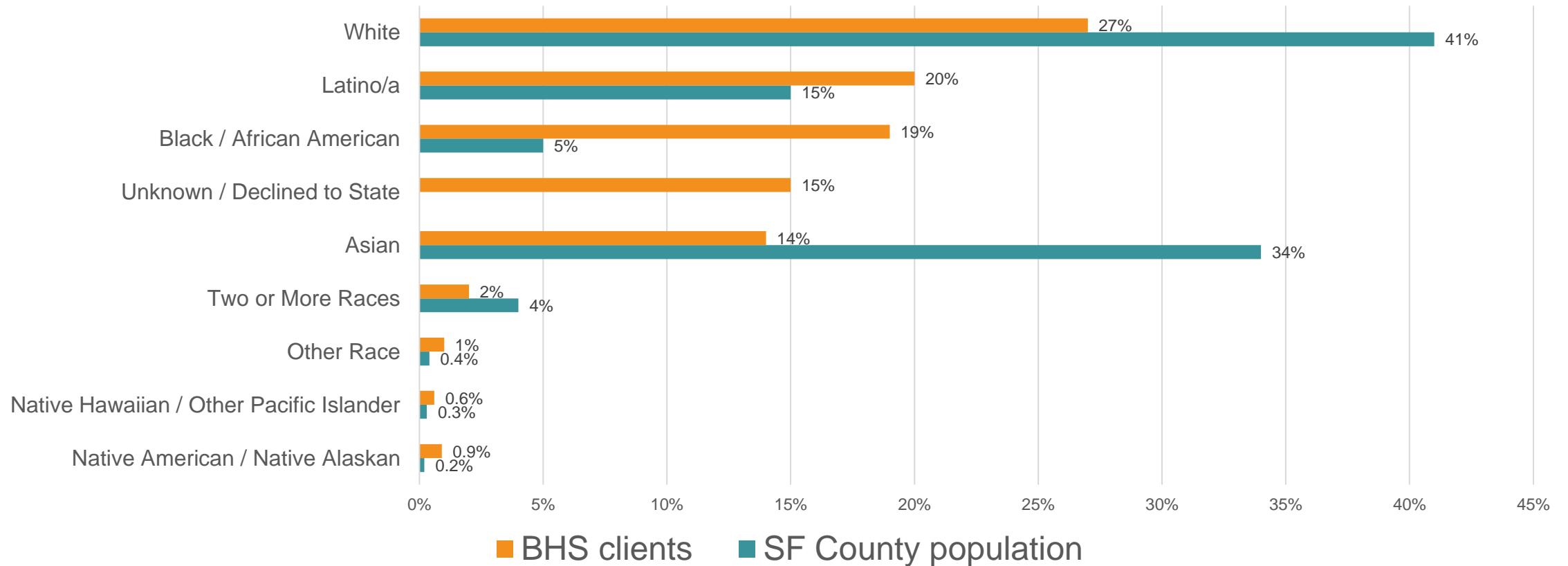
* Source: Avatar clinical encounter data



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Demographic Characteristics of Behavioral Health Services Clients Compared to San Francisco Population

Race/Ethnicity: Behavioral Health Services Clients and San Francisco Population



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Sources:

- SF County census from 2019 American Community Survey
<https://data.census.gov/cedsci/table?q=race&q=0500000US06075&d=ACS%201-Year%20Estimates%20Detailed%20Tables&tid=ACSDT1Y2019.B02001&hidePreview=true>
- BHS FY2021 data serving 21,058 clients

Key Updates from Behavioral Health



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New MHSF Initiatives + Programs

Pharmacy Expansion

- Expanding access through telemedicine, deliveries to Shelter-In-Place Sites, and expanded hours
- Working with community partners to distribute free overdose reversal medication, naloxone (projected as ~28,000 kits/year)
- Provide on-site harm reduction services such as fentanyl test strips and safe use kits.
- Innovative practices like microdosing of buprenorphine to respond to increased presence of fentanyl in street drugs
- More frequent medication pick-ups to respond to the needs of clients (ex: weekly, daily)

Office of Coordinated Care

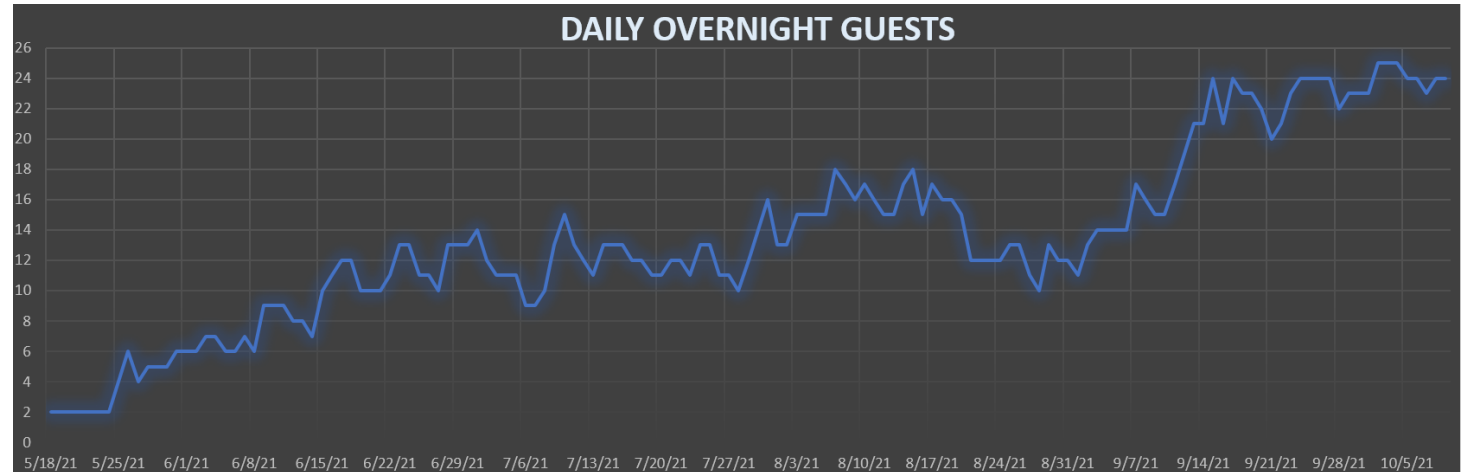
- Real-time inventory of program and service availability
- Expand case management and navigation services
 - Case managers
 - Intensive case managers
 - Critical care managers
- Coordination with Psychiatric Emergency Services and Jail Health Services (care plans, benefits enrollment, case management)
- Oversee the collection and analysis of the data to operate and evaluate an effective system
- Marketing and community outreach



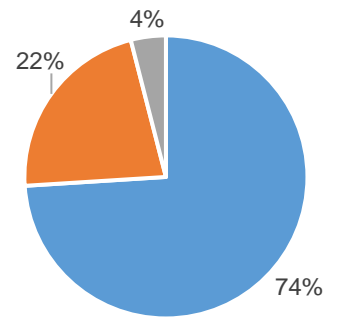
Hummingbird Valencia Dashboard

*Data from May 18 opening
through October 9, 2021*

- Total overnight admissions: 134
- Total day program participants: 798
- Total overnight capacity: 26

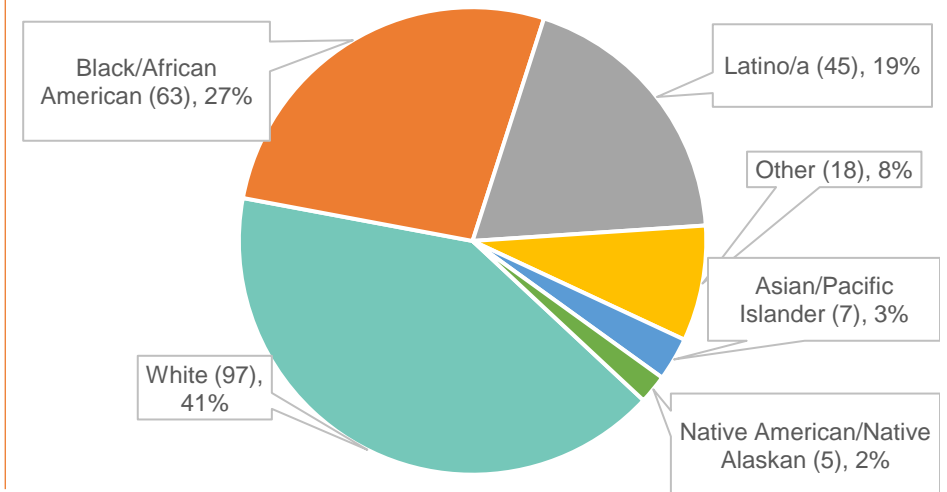


Neighborhood of Origin
(based on 235 clients referred to overnight program)



■ Mission (175) ■ Unknown (51)
■ Other (9)

Demographic Characteristics of 235 Clients Referred to Overnight Program



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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 30 Beds	Open 2021 Hummingbird - Valencia Status Serving clients Open 26 beds currently open	Psychiatric respite facility to serve people experiencing homelessness from the Mission and Castro
Goal 20 Est. Beds	Open 2020 Managed Alcohol Program PSH Status Permanent location and additional funding will expand the program from 10 beds to 20 beds Open 10 beds currently open	Pilot Medical supervision for people with chronic alcohol dependency in a permanent supportive housing setting
20 Beds	Open 2021 12-month Rehabilitative Board and Care Status Accepting placements Open	Pilot Out-of-county supervised living and treatment for people with chronic mental health illness and/or coming from locked facilities
Goal 31 Est. Beds	Open 2021 Mental Health Rehabilitation Beds (aka LSAT) Status Accepting placements Open 20 beds available	Out-of-county psychosocial rehabilitation for people who are conserved in a locked setting
Goal 13 Est. Beds	Open 2021 Psychiatric Skilled Nursing Facilities (aka PSNF) Status Contract complete; reviewing client applications 1 2 3 4 / /	Out-of-county secure 24-hour medical care for people with chronic mental health conditions
Goal 6 Est. Beds	Open Fall 2021 Cooperative Living for Mental Health^Δ 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

KEY

October 15, 2021

Project Phases and Status		Complete
Δ MHSF legislation	1 Program design 2 Regulatory assessment 3 Facility selection	In process
	4 Out for bid/contracting 5 Community outreach & City approvals 6 Permit & construction	Planned
Goal 20 Est. Beds	Open Fall 2021 SOMA RISE^Δ (aka Drug Sobering Center) Status Initiating permitting and 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 73 Est. Beds	Opening date to be determined Residential Care Facility^Δ (aka Board and Care)* Status Active negotiations to acquire a building 1 2 3 4 5 6	Supervised residential program for individuals with mental health issues who require assistance with activities of daily living.
Goal 140 Est. Beds	Opening date to be determined Residential Step-down - SUD^Δ 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
Goal 30 Est. Beds	Opening date to be determined Enhanced Dual Diagnosis^Δ Status Program design in development 1 2 3 4 / /	Transitional medically enhanced care for people with a dual diagnosis of mental health and substance use issues
Goal 10 Est. Beds	Opening date to be determined Transitional Age Youth (TAY) Residential Treatment^Δ Status Program design in development 1 2 3 4 5 6	Supervised treatment for young adults with serious mental health and/or substance use issues
Goal 15 Est. Beds	Opening date to be determined Crisis Diversion Facility^Δ Status Program design in development 1 2 3 4 5 6	Short-term, urgent care intervention as an alternative to hospital care



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Street Crisis Response Team Dashboard

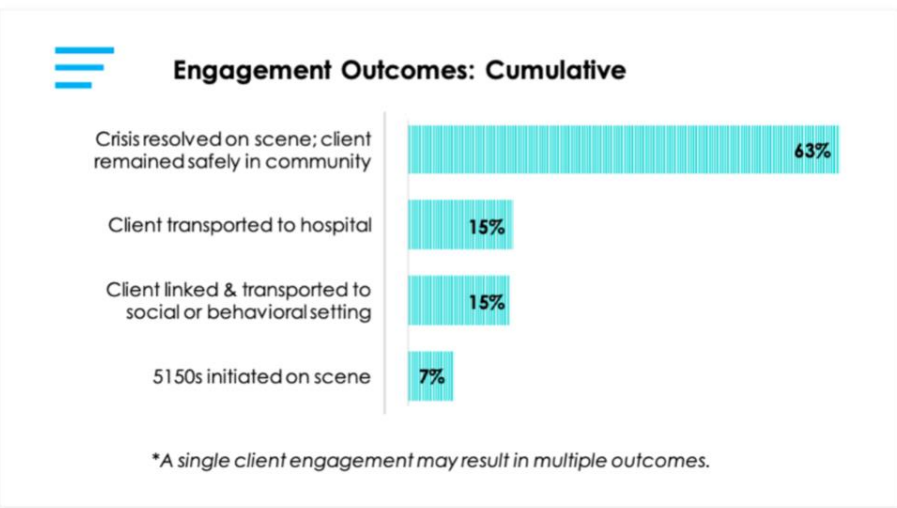
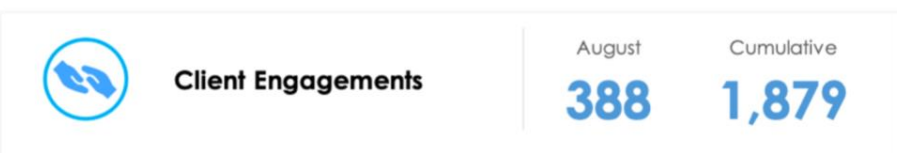
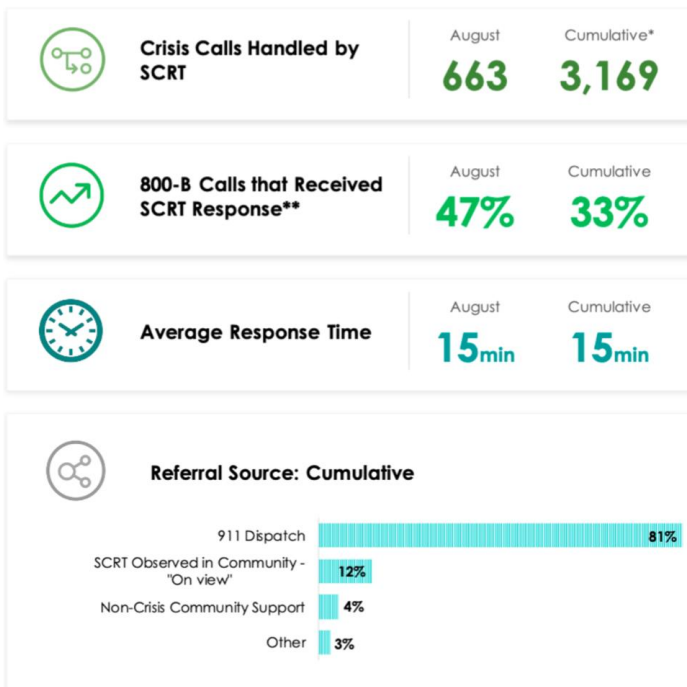
STREET CRISIS RESPONSE TEAM (SCRT) PILOT AUGUST 2021 UPDATE

The goal of the San Francisco Street Crisis Response Team is to provide rapid, trauma-informed response to calls for service about people experiencing crisis in public spaces in order to reduce law enforcement encounters and unnecessary emergency room use.

The SCRT now has five fully operational teams that provide full geographic coverage across San Francisco. These teams operate 7 days per week, 12 hours per day. The sixth team, providing citywide overnight coverage 5 days per week, launched at the end of July with coverage expansion likely in the coming weeks. As of April, all of the teams are supported by the Office of Coordinated Care staff who continue to provide follow-up and linkage support to clients within 24 hours of the initial encounter.

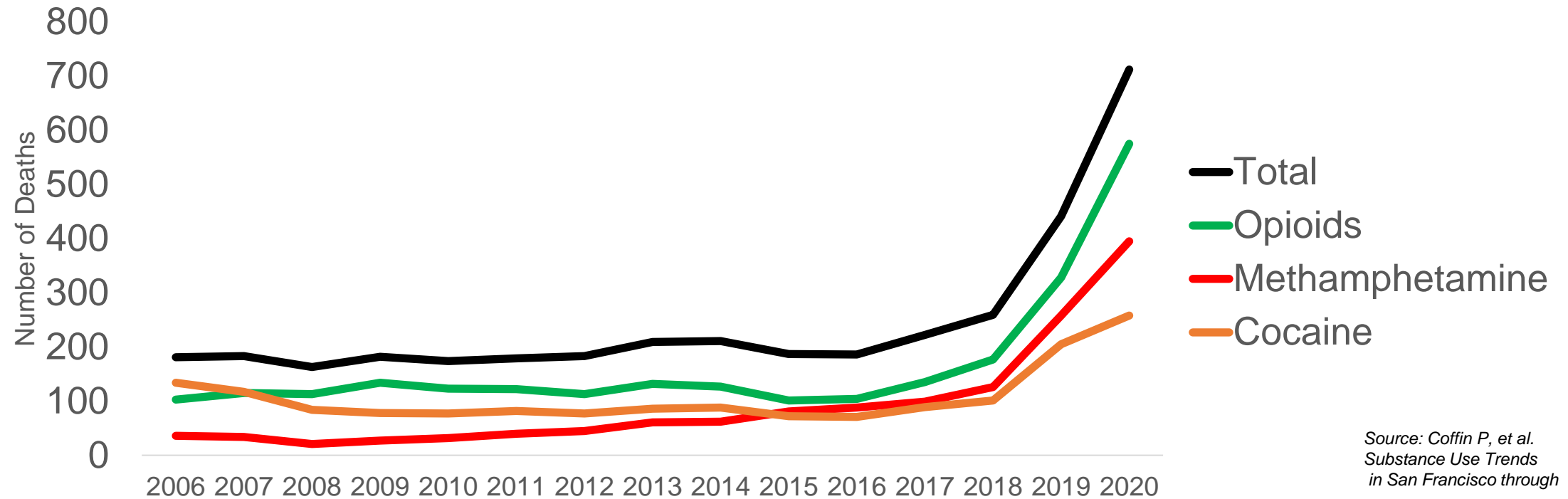
OPERATIONS UPDATE

August 2021 Key Performance Indicators



Overdose Deaths in San Francisco

- Driven by fentanyl *
- >4 x higher among Black/African-Americans than other San Franciscans
- 1/3 deaths among people experiencing homelessness



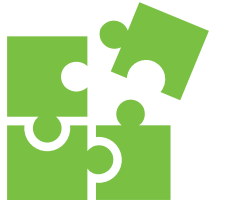
Source: Coffin P, et al.
Substance Use Trends
in San Francisco through



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**Substances are not mutually exclusive; decedents may have more than one substance present*

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 (SORT)

- Launched August 2021; operates 12 hours a day, 7 days a week
- Provides immediate care, resources, and ongoing support to people who have recently experienced an overdose and are most at risk of a fatal overdose

Reaches out to people immediately following an overdose and connects them to care and treatment

Includes a paramedic and street medicine clinician who respond citywide to overdose calls

Collaboration between the San Francisco Department of Public Health and the San Francisco Fire Department

Services include naloxone, buprenorphine initiation, counseling, and referrals to harm reduction, substance use treatment, housing, or shelter

In 2022, SORT will increase staffing, including peer specialists, and up to 24/7 coverage



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Street Overdose Response Team Dashboard

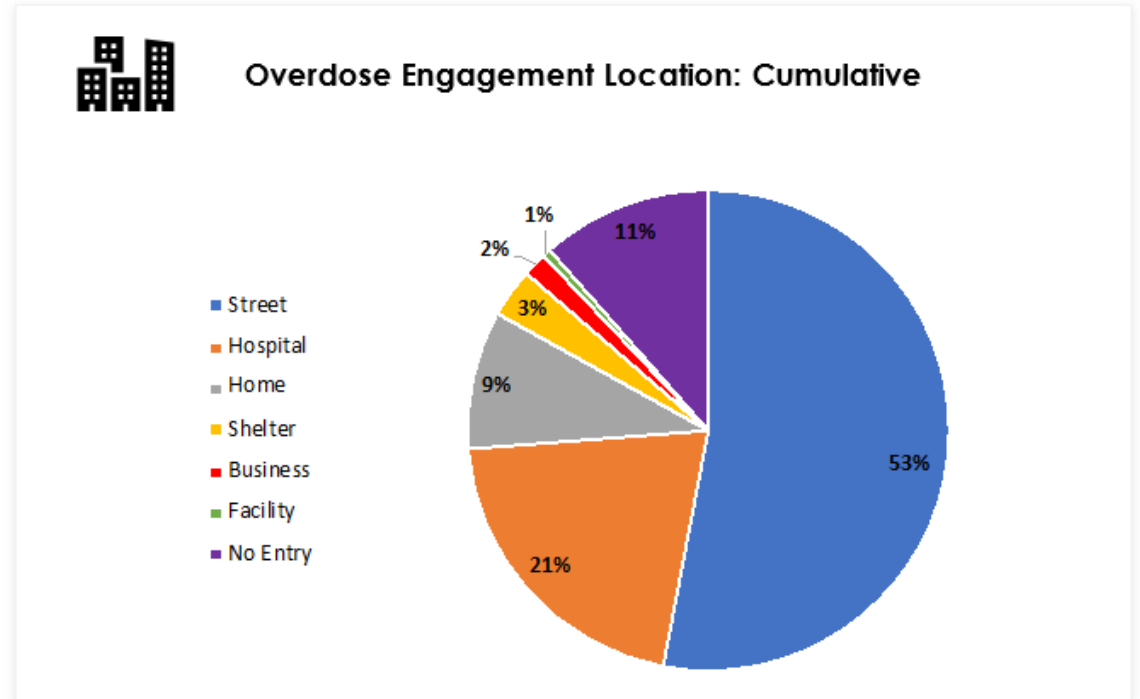
STREET OVERDOSE RESPONSE TEAM (SORT)

OCTOBER 2021 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.

October 2021 Key Performance Indicators

	Calls Handled by SORT*	9/20 – 10/3*	Cumulative*
		49	336
	Calls Including an Overdose	9/20 – 10/3	Cumulative
		30	183
	Calls That Include Buprenorphine** Starts	9/20 – 10/3	Cumulative
		4	19
	Clients who accepted harm reductions supplies	9/20 – 10/3	Cumulative
		28	139



*Cumulative counts are on data since pilot launch (August 2, 2020 – October 3, 2021).



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Future Metrics & Data



- MHSF Data & Analytics group is developing key performance indicators (KPIs) across the program domains to help measure outcomes

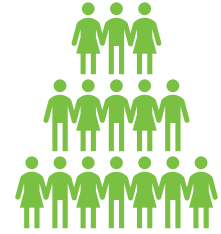
- Metrics, populations served, and outcomes have been identified to measure and track care across the system, including →



- Creating these KPIs across MHSF will help us meet our goals and priorities of reducing health disparities, prioritizing equitable services and outcomes, and assessing status for people experiencing homelessness



Hiring



MHSF leadership has identified 61 key new positions for prioritized hiring across the MHSF key program areas

- HR staff have been working very hard and these prioritized have either been hired or are in process

	Hired	In Process
Leadership positions	2	3
Clinical & other positions	27	29
Total	29	32


- Key new leadership positions hired include Director for Street Based & Justice Involved BH and Director of Admin. & Operations for MHSF
- Important clinical and coordination roles have been hired for the System of Care and Office of Care Coordination
- Department of Public Health Human Resources has collaborated with the City's Department of Human Resources (DHR) to expedite hiring of the 293X Behavioral Health Clinician and 258X Health Worker series through a batch hiring process. Hiring managers can more efficiently fill vital positions and reduce vacancies through this shared interview and selection process across DPH divisions.



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Workforce Development Updates

- Internship year is off to a great start → →
- Multicultural Student Stipend Program announcement and application have gone out: Deadline to apply is 10/29/21 
- Planning stages with Faces to the Future to create behavioral health internship opportunities for high school students at Behavioral Health Services
- Talking with internship programs across the Department of Public Health (ZSFG, Primary Care, Population Health) to better map pathways students can take to intern with the Department

New internship coordinator:
Ryan Fuimaono

Website planning begins November 2021

Weekly didactic learning series launched for graduate clinical interns



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Thank You



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