

San Francisco Department of Public Health Division of Behavioral Health Services

A presentation to the San Francisco Health Commission
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San Francisco Department of Public Health



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Behavioral Health Services

San Francisco
Department of Public Health

- Key Updates
 - New Leadership
 - Tenderloin Initiative
 - Metrics
 - Hiring
 - Workforce Development



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Behavioral Health Services Clients

FY21–FY22 (Q1-Q2)

- 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 >20,000 people, 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-Q2
Children & Youth (age < 18)	3,473	2,533
Adults & Older Adults (age 18+)	13,445	10,945
Total	16,918	13,478

Clients Receiving Substance Use Disorder Treatment

Age Group	FY20-21	FY21-22 Q1-Q2
All age groups (> 99% are age 18+ at start of FY)	4,626	3,606



Key Updates from Behavioral Health



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Welcome New Leadership



Jessica Brown

*Director of the Office of
Equity & Workforce
Development*



Kelly Kirkpatrick

*Director of Administration
& Operations*



Max Rocha

*Director of
Systems of Care*



Heather Weisbrod

*Director of Office of
Coordinated Care*



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Tenderloin Emergency Initiative

- Mayor London N. Breed declared an official State of Emergency in the Tenderloin (12/17/21) ratified by the Board of Supervisors (12/24/21)
- Allows for emergency operations to address the overdose crisis
- Cross city collaboration
- Public health goals:
 - Reduce overdose deaths
 - Reduce public drug use
 - Link people to health and social services
- Achievements to date:
 - Launched Linkage Center; operating 12 hours/day
 - Conduct regular outreach with City partners



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Learn about the Tenderloin Emergency Initiative

Connecting everyone in the neighborhood to services they need, improving safety, and investing in the Tenderloin community

The Tenderloin is home to families, immigrants, seniors, merchants and workers, some of them unhoused. All deserve a thriving neighborhood to call home.

The Tenderloin Emergency Initiative is a partnership between the community and the City and County of San Francisco.

Read the guide and plan

San Francisco has a [guide and plan](#) for the emergency in the Tenderloin to:

- Get both housed and unhoused people to the services they need
- Improve safety
- Reduce crime
- Increase investment in the community

Behavioral Health Services Hiring Update

- Accelerated hiring plan will enable us to provide direct care to residents of the Tenderloin and beyond as well as accelerate the launch of MHSF domains.
- *Goals:*
 - Hire at least **200** behavioral health and MHSF positions by **March 30, 2022**. Approximately **90** of these positions lack a civil service list and could not be hired without emergency authorization.
 - Reduce backlog and implement process changes.
- The plan includes hiring positions needed to implement direct service and contracted components of MHSF – CBO partners.



Vacant Positions by Program Area and Hiring Status

	Position Approval	Selection in Process	Onboarded	Total
Clinical Services - Adult and Older Adult	22	67	27	116
Clinical Services - Youth and Families	5	22	14	41
Office of Coordinated Care	2	35	19	56
Program Development, Data, Oversight and Administration	5	21	4	30
Whole Person Integrated Care	4	9	20	33
Total	38	154	84	276

Target positions for 200+ hires 



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Office of Coordinated Care Implementation Process

OCC 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.

OCC Operations

- Setup operational center for OCC at 1360 Mission (*Nov 2021*)
- 35 staff have moved in to date (expected full capacity: 70 staff)

Behavioral Health Access Programs

- Implemented new and improved phone system for Behavioral Health Access Line (BHAL) (*Nov 2021*)
- Moved BHAL staff to new OCC operational center at 1360 Mission (*Nov 2021*)
- *Upcoming:* Behavioral Health Access Center (BHAC) expanding from 45 to 69 hours/week to provide increased assessment and linkage services into evenings and weekends

Care Coordination Services

- Street Crisis Response Follow-up Team (SCRT-OCC team) launched (*April 2021*)
- Bridge & Engagement Services (BEST) Team phase 1 launch of Enhanced Care Management services (*January 2022*)
- *Upcoming:* Hire 12 staff by end of March for BEST phases 2 and 3 (focused on people leaving hospital and jail)

Support Services

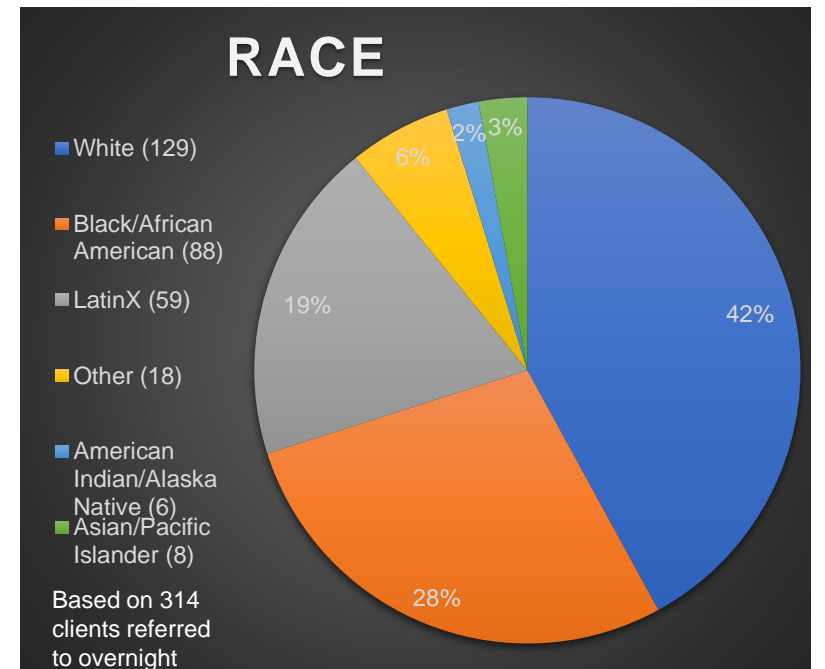
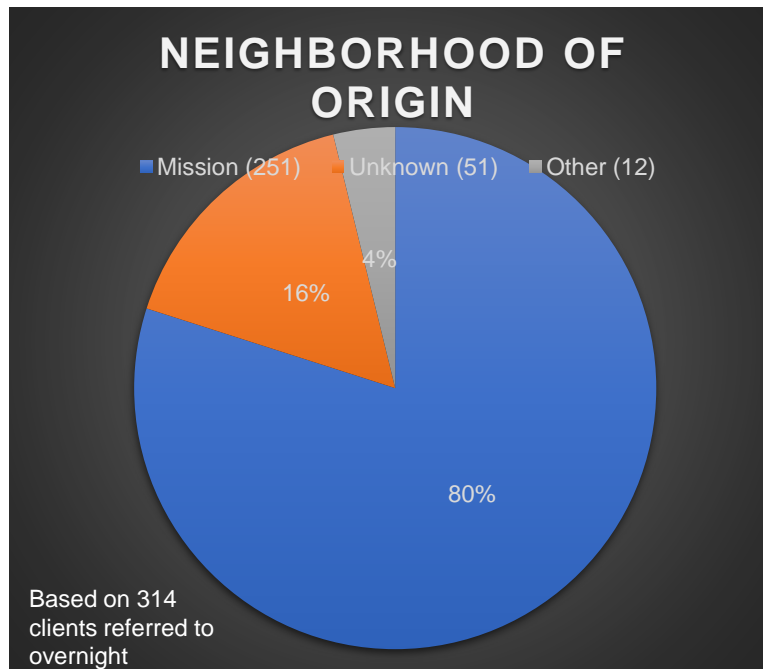
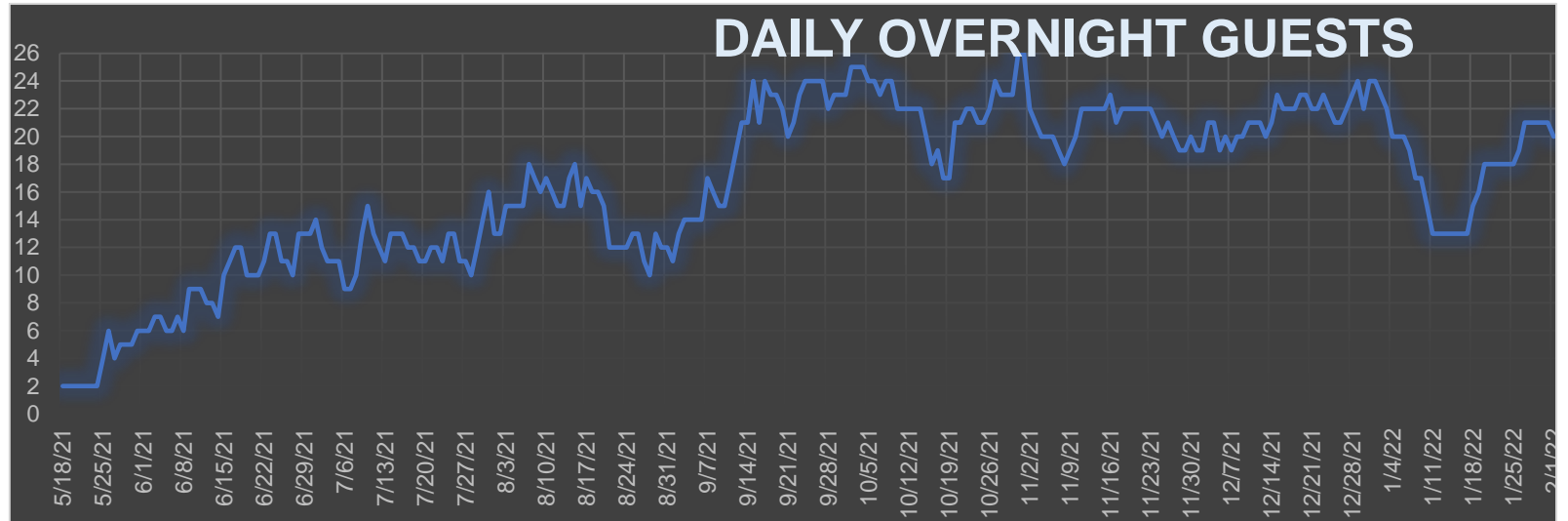
- Moved Eligibility Team to new OCC operational center at 1360 Mission (*Nov 2021*)



Hummingbird Valencia Dashboard

Data from May 18 opening through January 22, 2022.

- **Total overnight admissions: 201**
- **Total day program participants: 1050**
- **Total overnight capacity: 26**



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 28 beds currently available	Psychiatric respite facility to serve people experiencing homelessness from the Mission and Castro
Goal 20 Est. Beds	Open 2020 Managed Alcohol Program 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 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 Serving Clients Open	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 2022 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

January 7, 2022

Project Phases and Status		Complete
Δ MHSF legislation	1 Program design	In process
	2 Regulatory assessment	Planned
	3 Facility selection	
	4 Out for bid/contracting	
	5 Community outreach & City approvals	
	6 Permit & construction	

Goal 20 Est. Beds	Open Winter 2022 SOMA RISE^Δ (aka Drug Sobering Center) Status Initiating 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 Goals & Strategies

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



1. Identify 911 calls that will receive behavioral health and medical response rather than law enforcement response.



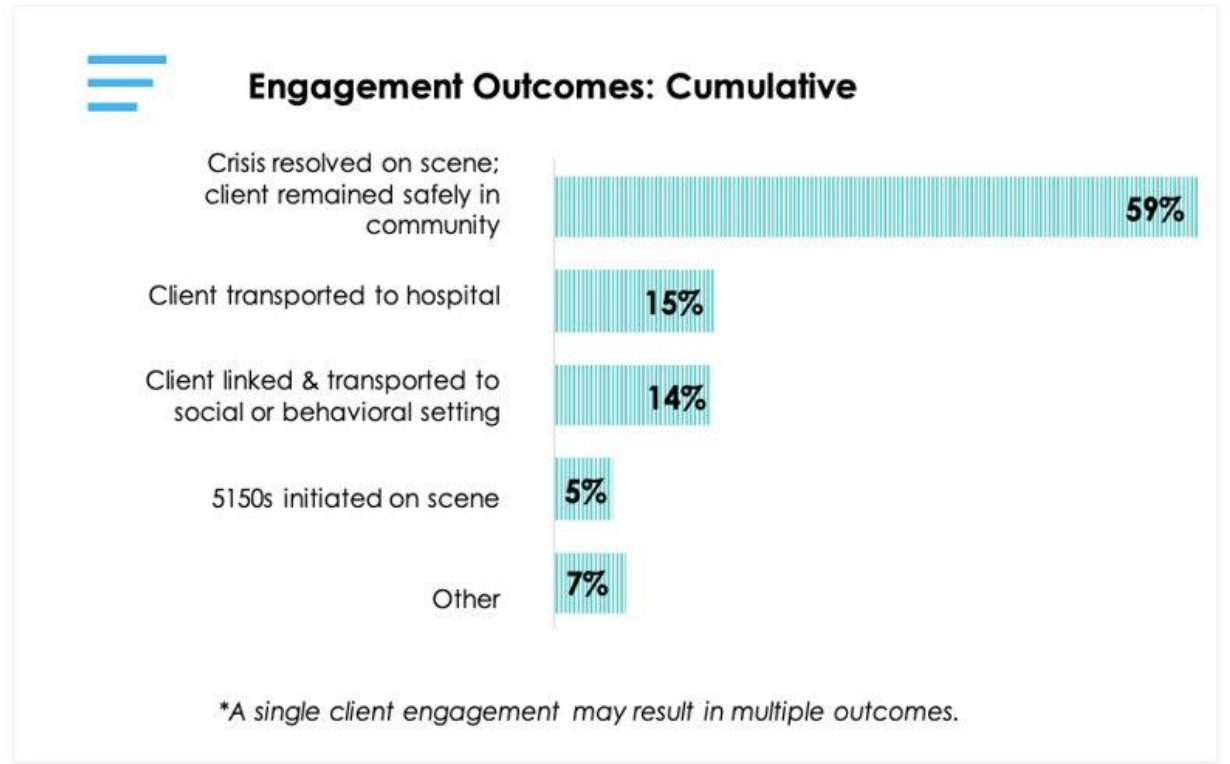
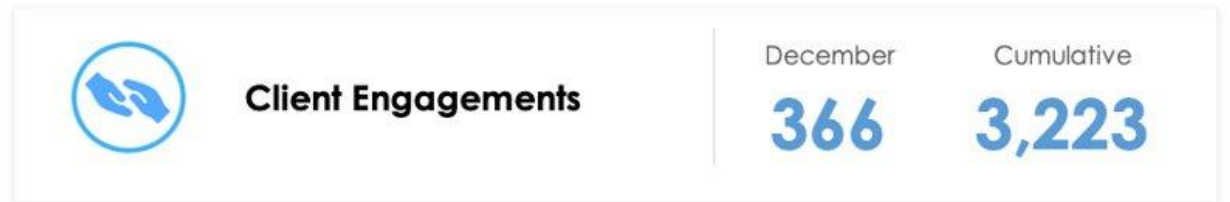
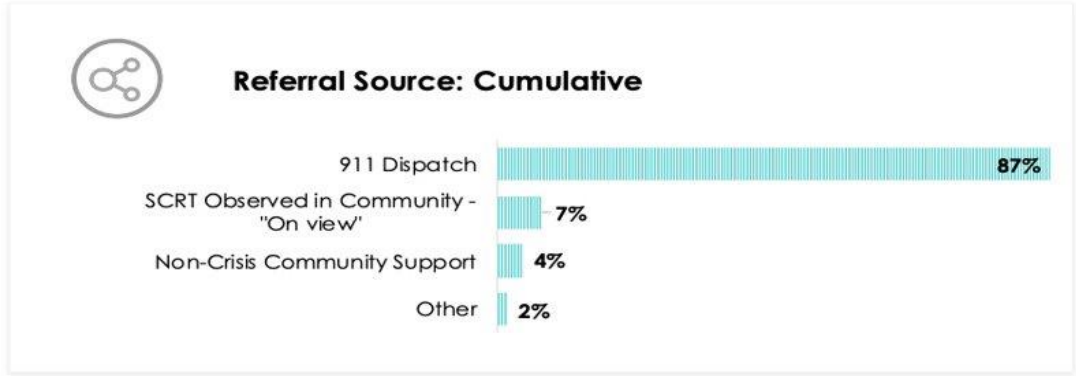
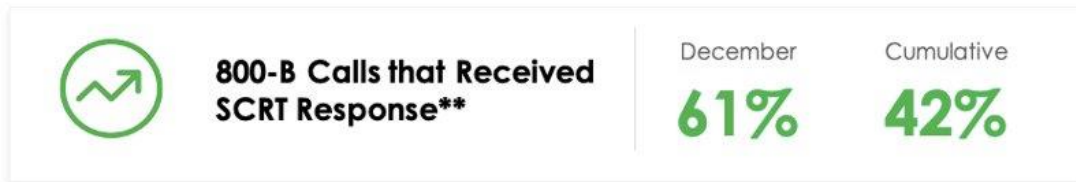
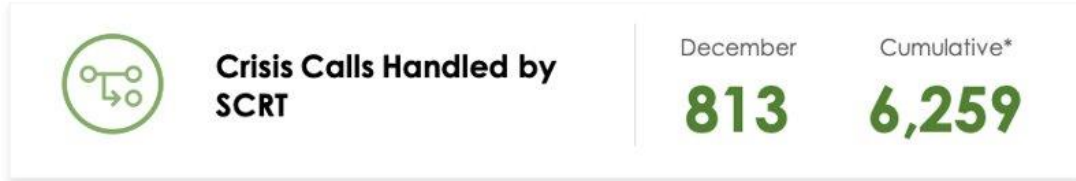
2. Deliver therapeutic de-escalation and medically appropriate response to person in crisis through multi-disciplinary team (paramedic + behavioral health clinician + peer).



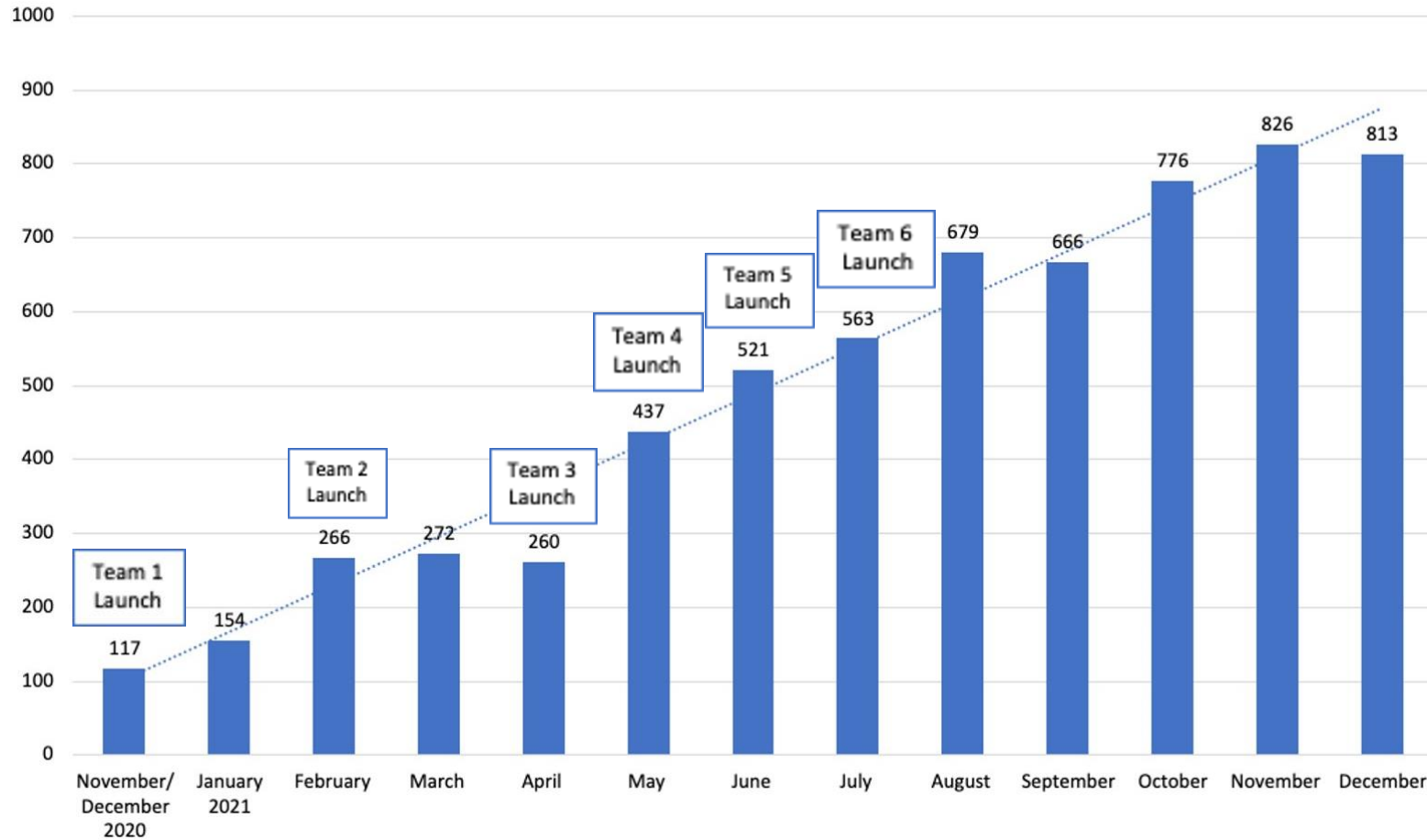
3. Provide appropriate linkages and follow up care for people in crisis, including mental health care, substance use treatment, and social services.



Street Crisis Response Team Calls & Engagement Outcomes December 2021 and Cumulative

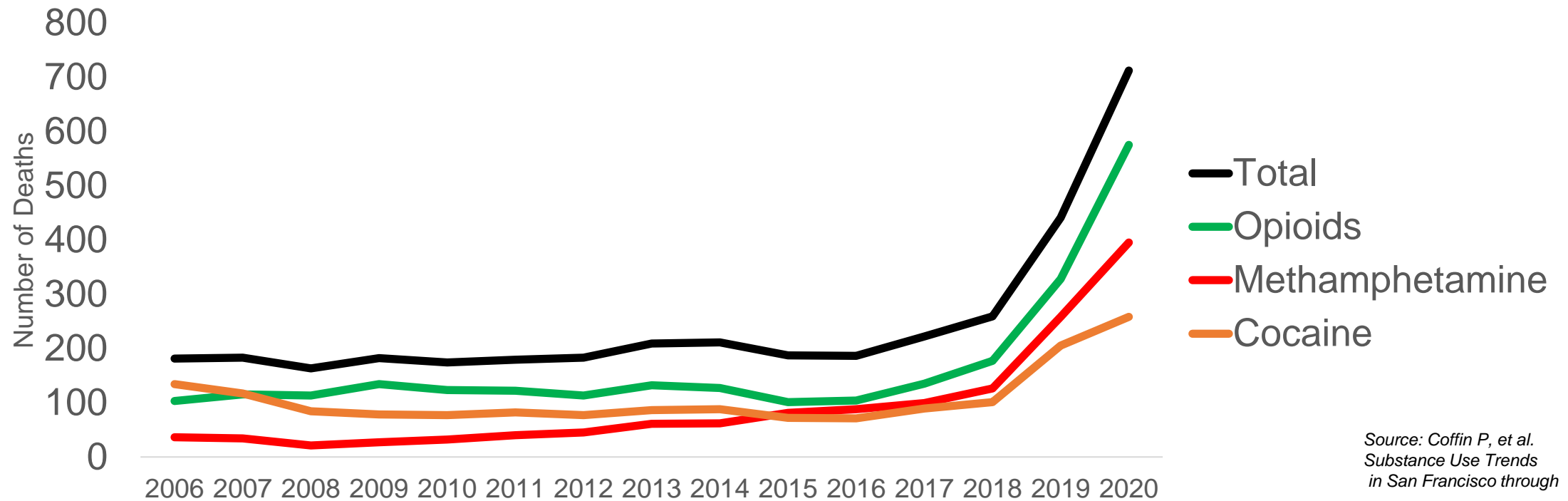


Street Crisis Response Team Call Volume by Month



Overdose Deaths in San Francisco 2006-2020

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



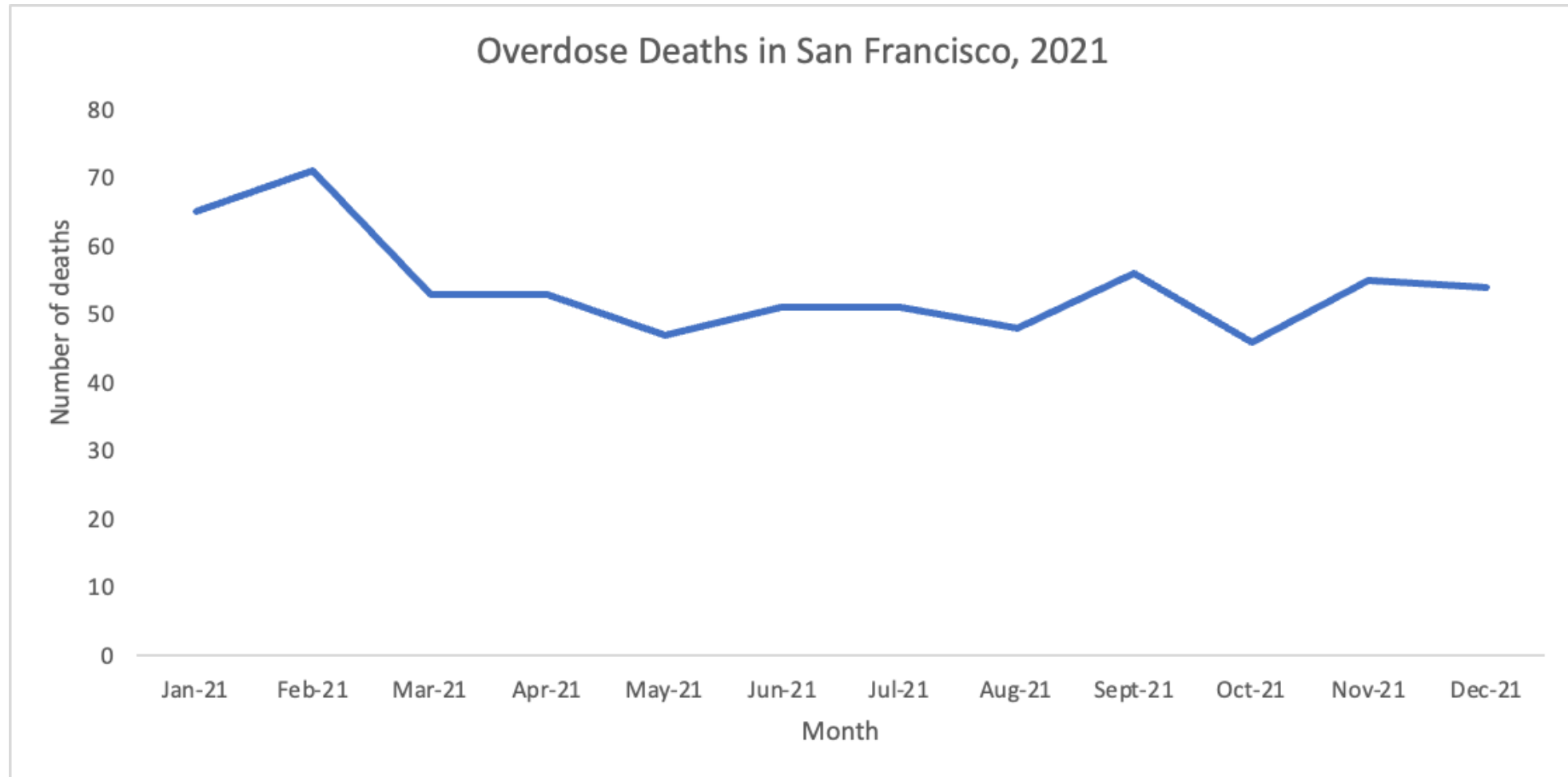
Source: Coffin P, et al.
Substance Use Trends
in San Francisco through



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

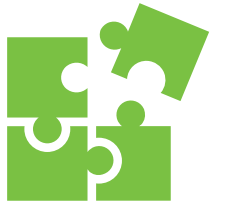
Preliminary Overdose Deaths in San Francisco in 2021 by Month



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Source: OCME Accidental Overdose Report, Jan 2021 – Dec 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



Behavioral Health Pharmacy Expanded Services and Hours

- As of December 2021, hours of operation expanded from 33 hours/week to 61 hours/week.
- Working with community partners and DPH to distribute Naloxone, free overdose reversal medication (projected ~28,000 kits/year).
- Providing delivery of substance use disorder medication to Shelter-In-Place Sites and Isolation + Quarantine locations.
- More frequent medication pick-ups (eg: weekly, daily) and on-site telemedicine visits to respond to the needs of clients
- On-going: Providing on-site harm reduction services like fentanyl test strips and safe use kits.
- On-going: Champion innovative practices – the only pharmacy in the city providing micro-dosing of Buprenorphine, in response to increase of fentanyl in street drugs







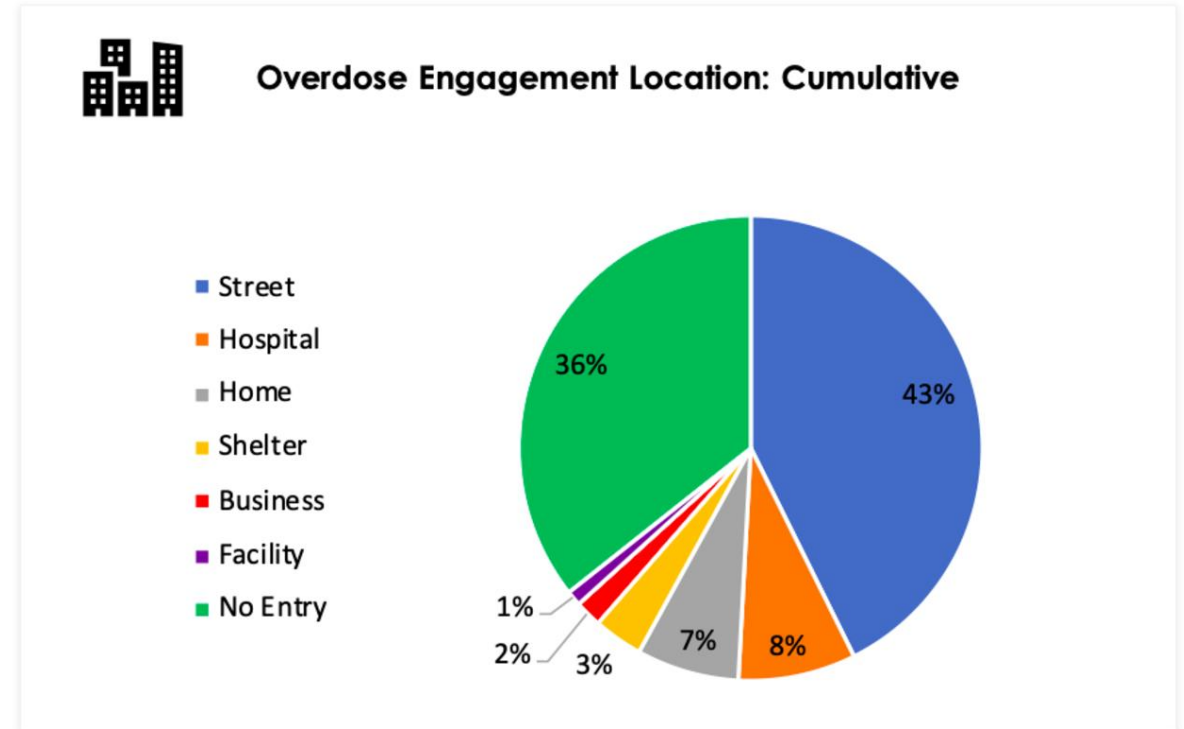
Street Overdose Response Team Dashboard

STREET OVERDOSE RESPONSE TEAM (SORT) DECEMBER 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.

December 2021 Key Performance Indicators

 Calls Handled by SORT*	December 114	Cumulative* 757
 Calls Including an Overdose	December 82	Cumulative 482
 Calls That Include Buprenorphine** Starts	December 3	Cumulative 36
 Clients who accepted harm reductions supplies	December 72	Cumulative 398



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



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New \$8.5M Federal Grant Funding to Address Opioid Overdose Epidemic and Substance Use

Primary prevention

- Web and social media youth program
- Strengthening Families

Secondary Prevention

- Community Outreach and Engagement focused on Black/African American communities

Tertiary prevention

- Promote integration of substance use treatment in youth specialty mental health care
- Support substance use care integration with perinatal care (Team Lily)
- Enhance Street Overdose Response Team
- Support evidence-based care in 7 San Francisco emergency departments

Improve reporting/tracking of interventions



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Proposed MHSF Key Performance Indicators

Housing

1. Increase the percentage of the Mental Health SF target population assessed for housing.
2. Increase the percentage of the Mental Health SF target population who are placed in supportive housing.

Wait Times

3. Decrease wait times for Intensive Case Management services.
4. Decrease wait times for residential treatment beds.

Overdose Response

5. Increase the amount of naloxone distributed in the community.
6. Increase the percentage of persons with Opioid Use Disorders started on buprenorphine or methadone treatment.
7. Decrease the number of deaths due to overdose.
8. Decrease the disparity rates in deaths due to overdose.

Routine Care

9. Increase the percentage of the Mental Health SF target population receiving routine behavioral health care.
10. Increase the percentage of the Mental Health SF target population receiving routine behavioral health care post 5150 discharge.

Crisis/ Urgent Care

11. Decrease the percentage of the Mental Health SF target population who use crisis or urgent care services.

Quality of Life

12. Improve quality of life and functioning for persons in the Mental Health SF target population.



San Francisco County Loan Repayment Program

The purpose of the San Francisco County Loan Repayment Program (SFCLRP) is to provide financial incentive to retain current qualified, eligible employees in "hard-to-fill/retain" positions within SF Behavioral Health Services.

Receive up to \$10,000 towards qualifying student loans.

[Application Link](#)



"Student Debt" by J. Zavala

Program Details

Before you apply

To be eligible to participate in the SFLRP applicants must:

- Be a legal permanent resident and have the ability to work in the state of CA

How much is being awarded?

- Awardees may receive up to \$10,000 after a twelve (12) month service obligation.
- In no event shall the amount of the award exceed the amount of your

What professions are considered eligible?

Eligible provider roles for the program are:

- Licensed Clinical Social Worker
- Associate Professional Clinical

Workforce Development Updates

San Francisco County Loan Repayment Program

- Provide financial incentives to retain current qualified, eligible employees in "hard-to-fill/retain" positions.
- Required to work for 12 months in a hard-to-fill/retain position and may receive up to \$10,000.
- Applications open February 1-March 11 on website.

Multicultural Student Stipend Program

- Launched in October 2021 to address the need to recruit staff with special skills and sensitivities to provide racial, cultural, and linguistically competent mental health and substance use disorder services to our diverse population.
- *Website for the internship program launches in a few weeks.*

Kuumba Peer Fellowship

- Launches in March 2022 and 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.

Key Equity Initiatives



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Mental Health Services Act (MHSA) Culturally Congruent Care

- The BHS Office of Equity and Workforce Development is launching MHSA Innovation Intervention by March 2022.
- This program will test and evaluate culturally responsive behavioral health interventions for Black/African American clients at four of our civil service clinics.
- Status: Hiring 15 positions to staff the initiative.



Other Initiatives Addressing Equity

Racial Equity Affinity Groups

- 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 this spring

Primary prevention

- Web and social media youth program
- Strengthening Families

Secondary Prevention

- Community Outreach and Engagement focused on Black/African American communities



Thank You



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