

November 15, 2022



Mental Health San Francisco Implementation Working Group



San Francisco
Department of Public Health

harder  co | community
research

A hand is shown in the foreground, pointing upwards with the index finger. The entire image has a blue overlay. In the background, a crowd of people is visible, with one person in the center looking towards the camera.

Call to Order/Roll Call

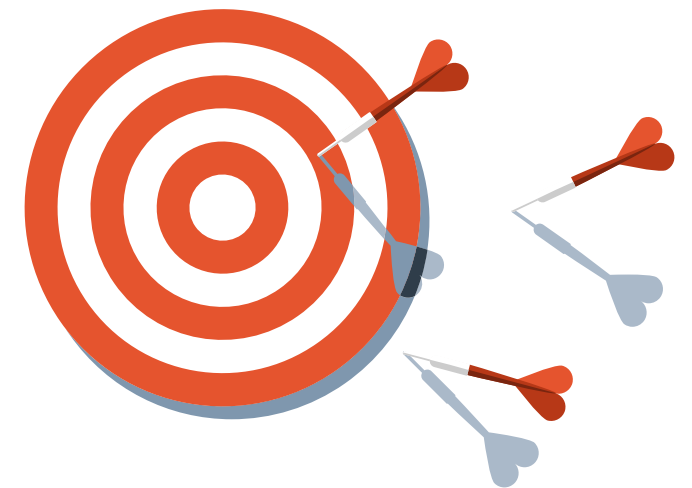
Vote to **Excuse Absent Member(s)**

Decision Rule:

- Simply majority, by roll call

Meeting Goals

- Be updated on overarching MHSF updates
- Understand evolution of the Office of Coordinated Care's Bridge and Engagement Services Team (BEST)
- Provide input for the upcoming December Implementation report



All materials can be found on the MHSF IWG website at: <https://www.sfdph.org/dph/comupg/knowlcol/mentalhlth/Implementation.asp>



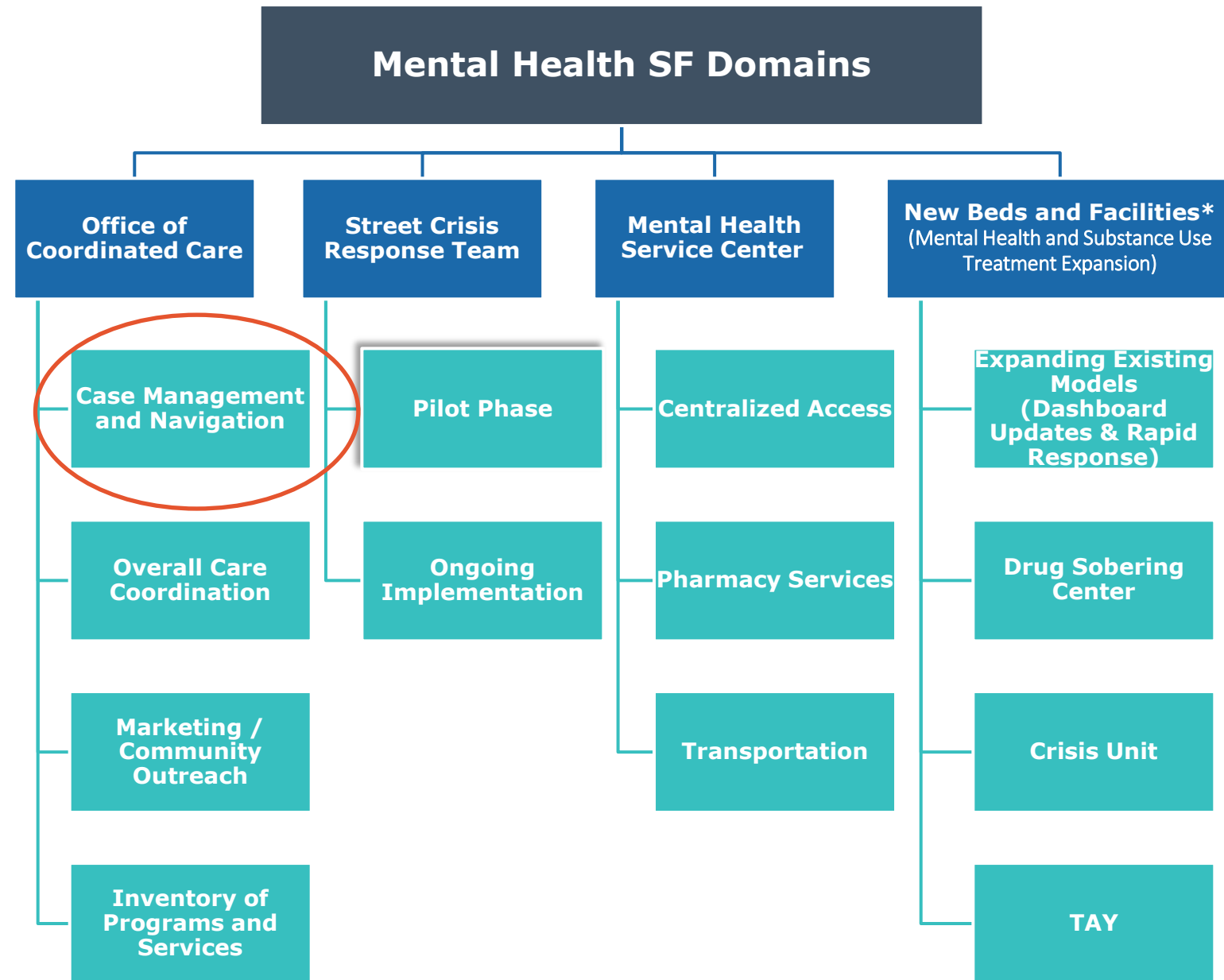
Reminder: Mental Health SF Domains



Dr. Hillary Kunins



Heather Weisbrod



Data and IT Systems

HR Hiring and Pipeline

Equity

Analytics and Evaluation

9:10 AM - 9:15 AM

Discussion Item #1

Remote Meeting Update



All materials can be found on the MHSF IWG website at:

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>

State and Local Requirements

RESOLVED, as follows:

1. the State of California and the City remain in a state of emergency due to the COVID-19 pandemic. At this meeting, the IWG has considered the circumstances of the state of emergency.
2. As described above, because of the COVID-19 pandemic, conducting meetings of this body and its discussion groups in person would present imminent risks to the safety of attendees, and the state of emergency continues to directly impact the ability of members to meet safely in person

Public Comment for Discussion Item #1

Remote meeting update

Steps:

- Call (415) 655-0001
- Enter access code 2485 747 7444
- Press `#` and then `#` again



Vote on Discussion Item #1

Remote meeting “findings”

Decision Rule:

- Simply majority, by roll call



9:15 AM - 9:25 AM

Discussion Item #2

Approve Meeting Minutes

All materials can be found on the MHSF IWG website at:

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>



Public Comment for Discussion Item #2

Approve Meeting Minutes

Steps:

- Call (415) 655-0001
- Enter access code 2485 747 7444
- Press `#` and then `#` again



Vote on Discussion Item #2

Approve Meeting Minutes

Decision Rule:

- Simply majority, by roll call



9:25 AM – 9:45 AM

Discussion Item #3

MHSF Director's Update



Dr. Hillary Kunins

All materials can be found on the MHSF IWG website at:

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>

Public Comment for Discussion Item #3 MHSF Director's Update

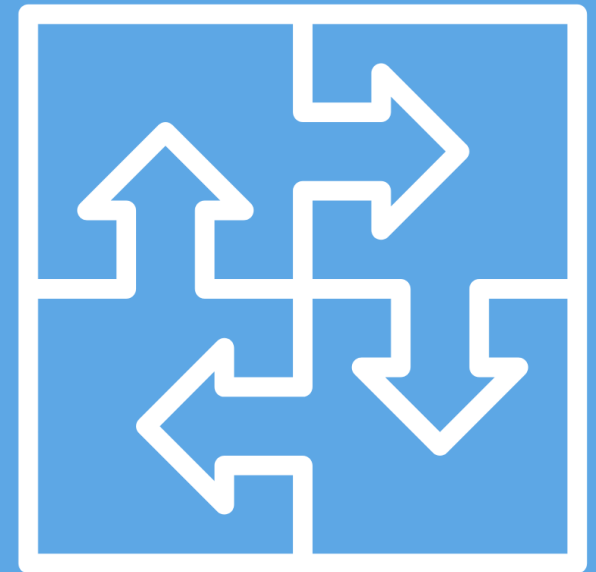
Steps:

- Call (415) 655-0001
- Enter access code 2485 747 7444
- Press '#' and then '#' again

9:45AM-10:35AM

Discussion Item #4

Office of Coordinated Care: Bridge and Engagement Services Team (BEST)

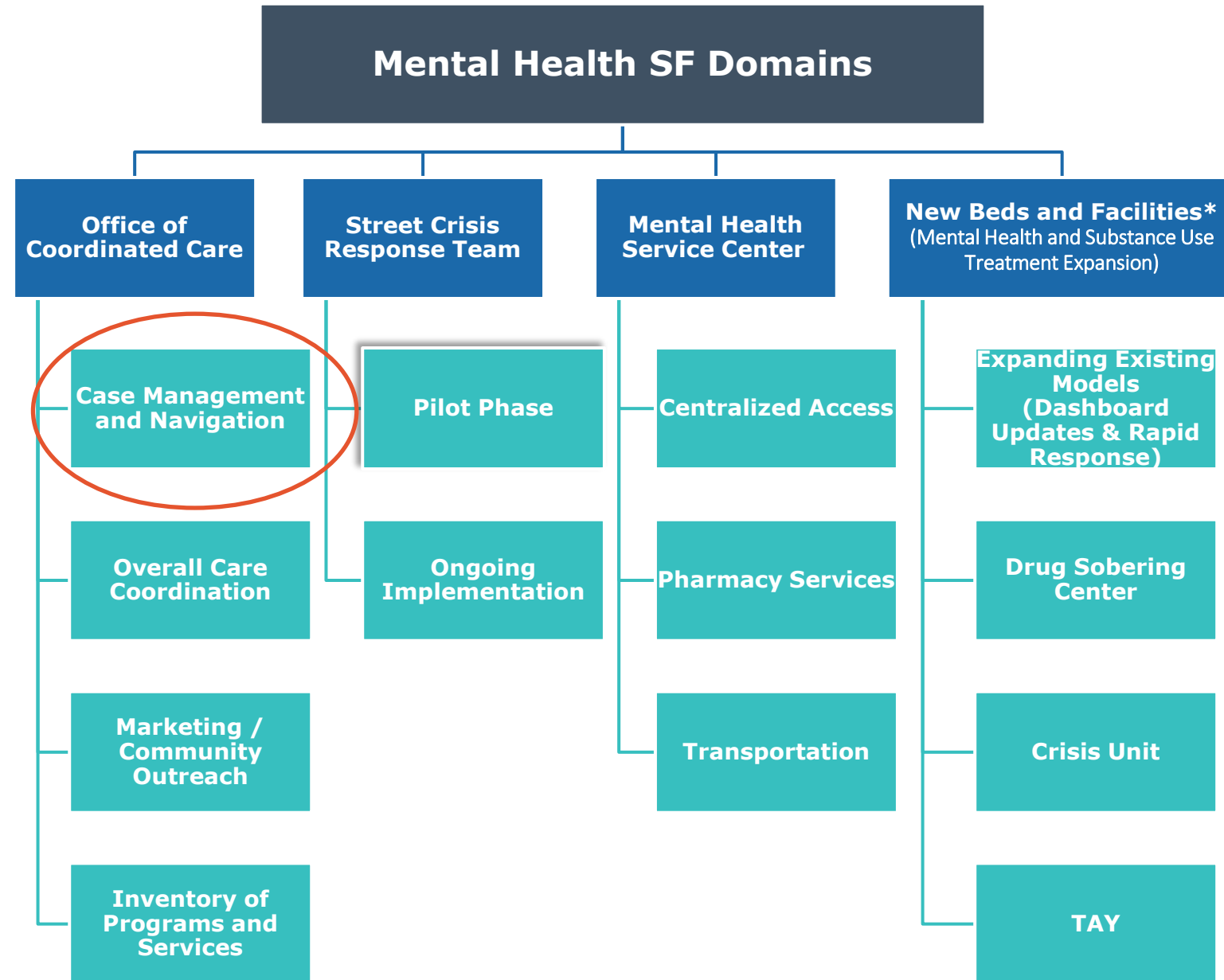


All materials can be found on the MHSF IWG website at:

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>



Reminder: Mental Health SF Domains



Data and IT Systems

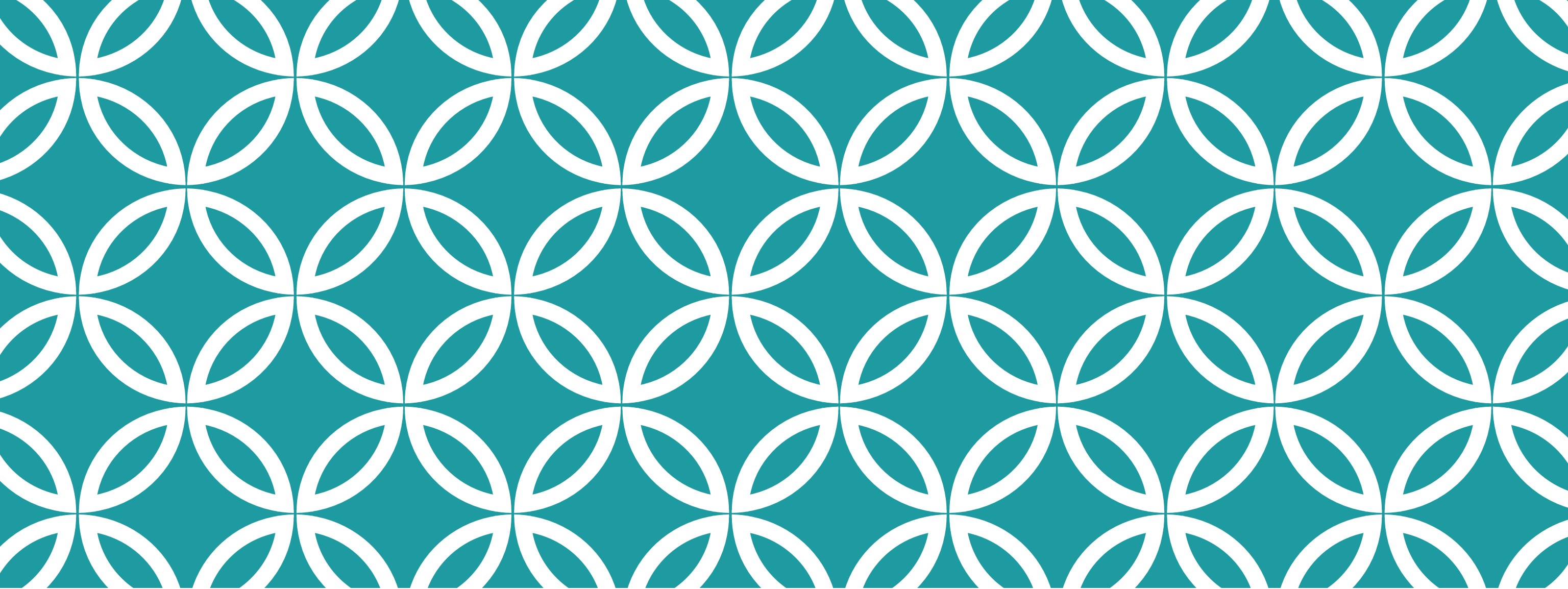
HR Hiring and Pipeline

Equity

Analytics and Evaluation

AGENDA

- What is BEST? A Refresher
- A typical day at BEST
- Client stories
- Themes from our work
- Questions/discussion



WHAT IS BEST

A refresher

OFFICE OF COORDINATED CARE

Behavioral Health Access Programs

- Centralized access to behavioral health services
 - Behavioral Health Access Line (BHAL)
 - Behavioral Health Access Center (BHAC)

BEST is a part of the OCC's Care Management & Transition Support Services

Care Management & Transition Support Services

- Centralized care coordination and case management to support individuals making transitions between levels of care or with needs impacting engagement in behavioral health services

CARE MANAGEMENT & TRANSITION SUPPORT SERVICES:
Bridge & Engagement Services Team (BEST)

Case management services for individuals with high acuity needs – post-acute care, leaving jail, poor connection to behavioral health services:

- field-based, assertive outreach and engagement
- connection to health and non-health services – behavioral health, medical care, housing, benefits
- bridge behavioral health services incl. Medication

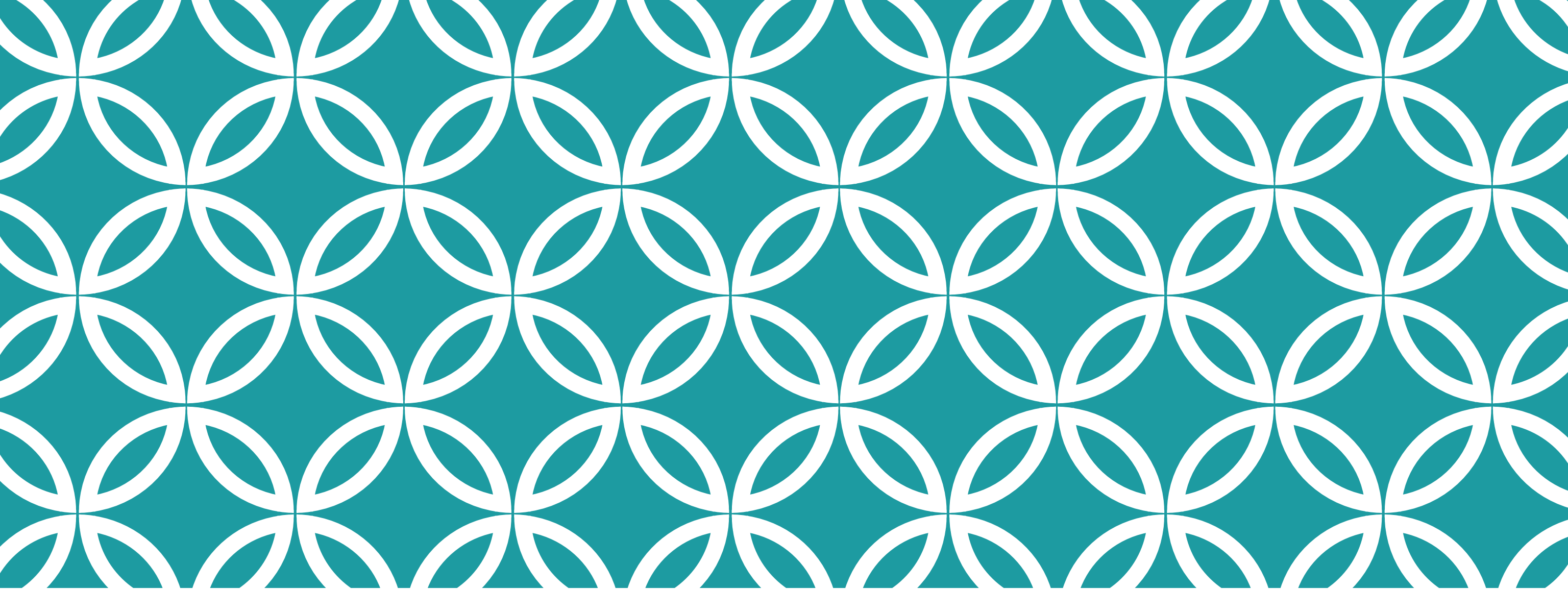
IWG recommendation:

#3. ... No person should be discharged from care without a safe-landing and appropriate care coordination including but not limited to housing.

**IMPLEMENTATION
UPDATES**

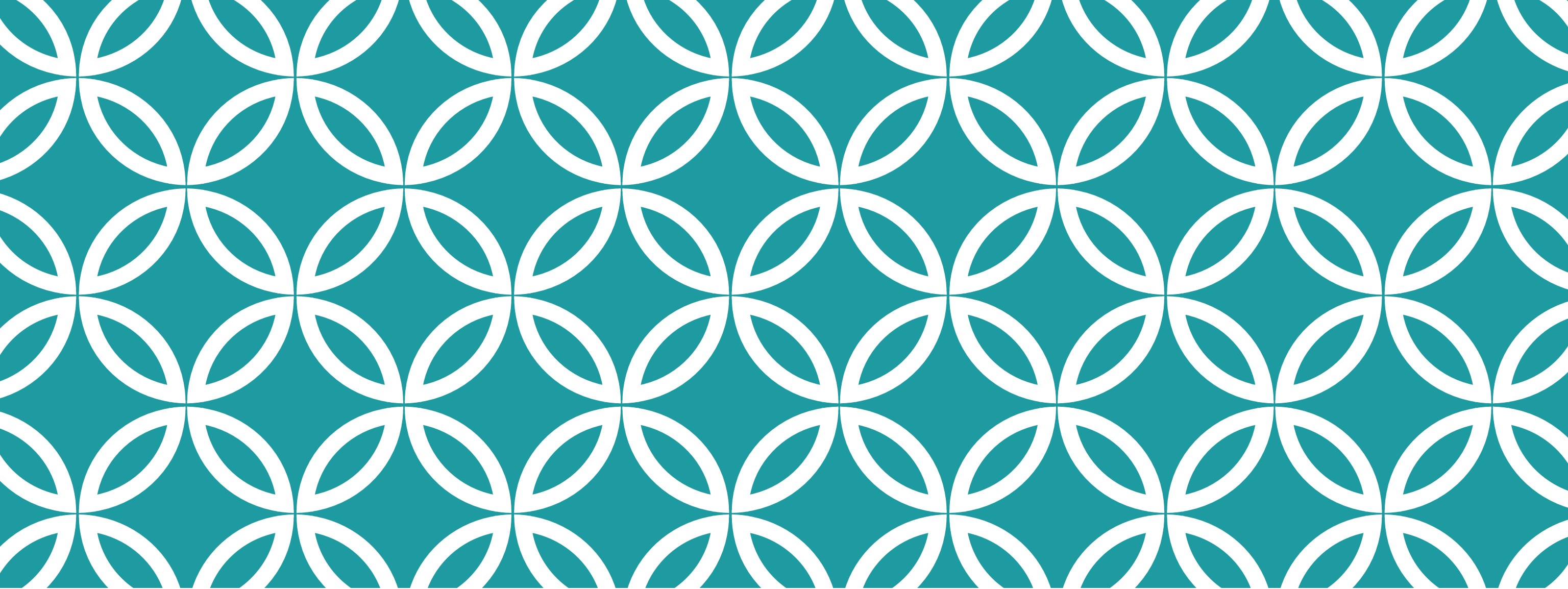
**Care
Management
& Transition
Support
Services:
BEST**

- **BEST was launched in January 2022**
- **Since that time:**
 - 8 of 15 staff hired
 - Launched Phases 1 & 2 of Implementation:
 - Referrals from San Francisco Health Plan/Anthem for Enhanced Care Management (ECM) Services
 - Referrals from hospitals (emergency dept, psychiatric emergency services, inpatient) for individuals
 - Launched tracking and documentation in Epic
- **In Progress:**
 - Phase 3 implementation launch with Jail Health/Criminal Justice System
 - 5150 Follow-up Project



BEST AT WORK

Day-to-day & client stories



WHAT WE HAVE LEARNED

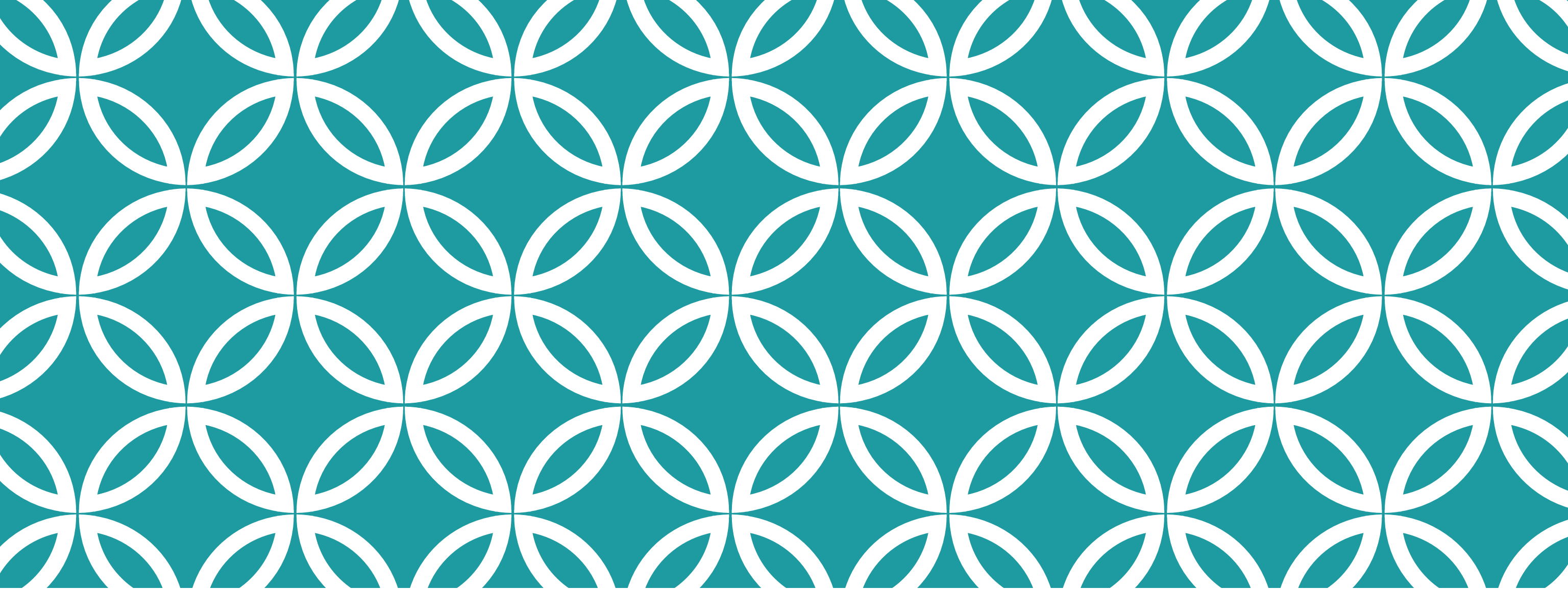
Themes from our work

WHAT WE HAVE LEARNED

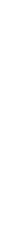
Care Management & Transition Support Services: BEST

Themes/challenges/lessons learned

- Rapid response to referrals is critical
- Outreach can be very time-intensive
- Engagement needs to be persistent and engagement interventions need to be tailored to each client
- Team members supporting and taking care of each other is essential to the work
- The team often works with clients who have difficulty accessing services elsewhere



QUESTIONS



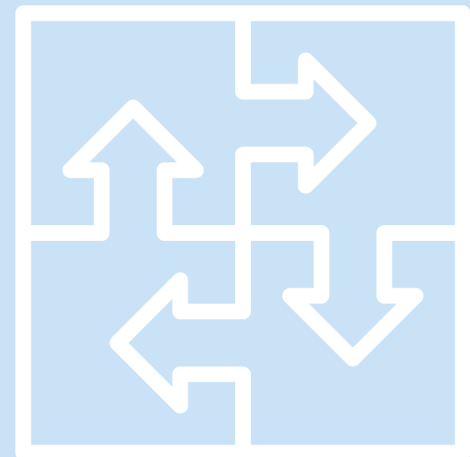
Public Comment for Discussion Item #4

System of Care:

Bridge and Engagement Services Team
(BEST)

Steps:

- Call (415) 655-0001
- Enter access code 2485 747 7444
- Press `#` and then `#` again



A blue-tinted photograph of a desk setup. In the foreground, a white ceramic mug is on the left. To its right, a laptop is open, and a smartphone lies flat on the desk surface. The background is blurred, showing what appears to be a window with blinds. The text "5 Minute Break" is overlaid in the center in a bold, white, sans-serif font.

5 Minute Break

10:40AM-11:40AM

Discussion Item #5

December Implementation Report: Discussion Group Report Out



All materials can be found on the MHSF IWG website at:

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>

Purpose of the report

- **Legislated requirement.** "By no later than [*June 1, 2021*], the Implementation Working Group shall submit to the Board of Supervisors, the Mayor, and the Director of Health its final recommendations concerning the design of Mental Health SF, and any steps that may be required to ensure its successful implementation"
- **Purpose**
 - Consolidate and share all recommendations completed thus far and begin to examine progress made
 - Identify future recommendations process and edit roadmap
 - Offer suggestions to enhance the success of MHSF

Timeline and Engagement

Goal: a December implementation report that is co-developed by the IWG and BHS

Part 1: Review of IWG Progress

DPH provides initial response for H+Co to share with IWG on Dec 1

IWG provides asynchronous feedback H+Co by Dec 7

Part 2: Future of the IWG

IWG develops initial response to share with DPH after this meeting

DPH provides feedback to H+Co by Dec 7

H+Co provides draft of full report to IWG and DPH on Dec 8

Discuss report at Dec 13 IWG meeting to ensure alignment between IWG and DPH

Final comments integrated and report submitted to DPH for final review on Dec 15

Report due December 27

Six Opportunities for the Future IWG

1. Focus on system of care rather than discrete programs
2. Shift from responsive to strategic
3. Define DPH's accountability to IWG recommendations
4. Revisit MHSF's funding base and interconnection with other bodies like Our City, Our Home Committee
5. Address how to better incorporate feedback of members with conflicts of interest
6. Enhance engagement of those with lived experience and with community

Six Opportunities for the Future IWG

1. System of care focus

2. Strategic focus

3. DPH accountability

4. Revisit MHSF's funding base

5. Address member conflicts of interest

6. Community engagement

- how the MHSF components fit together in the delivery network
- how MHSF clients navigate the system of care to address barriers to access, wait times, client-focused and culturally competent services

Six Opportunities for the Future IWG

1. System of care focus
- 2. Strategic focus**
3. DPH accountability
4. Revisit MHSF's funding base
5. Address member conflicts of interest
6. Community engagement

- IWG agendas structured around the review and discussion of system of care
- Institute topic specific subcommittees for some areas of focus

Six Opportunities for the Future IWG

1. System of care focus
 2. Strategic focus
 - 3. DPH accountability**
 4. Revisit MHSF's funding base
 5. Address member conflicts of interest
 6. Community engagement
- Shift from programmatic accountability to system of care accountability
 - Define IWG's sphere of influence and level of decision making

Six Opportunities for the Future IWG

1. System of care focus
2. Strategic focus
3. DPH accountability
- 4. Revisit MHSF's funding base**
 - Focus on non-Prop C funding streams and opportunities
5. Address member conflicts of interest
6. Community engagement

Six Opportunities for the Future IWG

1. System of care focus
 2. Strategic focus
 3. DPH accountability
 4. Revisit MHSF's funding base
 - 5. Address member conflicts of interest**
 6. Community engagement
- Shift to system focus will relieve conflict of interest

Six Opportunities for the Future IWG

1. System of care focus
 2. Strategic focus
 3. DPH accountability
 4. Revisit MHSF's funding base
 5. Address member conflicts of interest
 - 6. Community engagement**
- Increase voice of those with lived experience in design of system via public forums
 - Hear directly back from providers

Public Comment for Discussion Item #5 December Implementation Report: Discussion Group Report Out

Steps:

- Call (415) 655-0001
- Enter access code 2485 747 7444
- Press `#` and then `#` again



Public Comment for Discussion Item #5 December Implementation Report: Discussion Group Report Out

Steps:

- Call (415) 655-0001
- Enter access code 2485 747 7444
- Press `#` and then `#` again



Public Comment for Any other matter within the jurisdiction of the Committee not on the agenda

Steps:

- Call (415) 655-0001
- Enter access code 2485 747 7444
- Press `#` and then `#` again



Anticipated IWG Meeting Topics 2022

| Topic Area | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| IWG Domain | | | | | | | | | | | | |
| Street Crisis Response Team | | U | | | U | | | | | | | |
| New Beds & Facilities (NB&F): Drug Sobering Center | | | | | | U | | | | | | |
| NB&F: Crisis Unit | D | D | | D | D | | D | | | | | |
| NB&F: TAY project | | | D | D | | | D | D | | | | |
| NB&F: Minna Project | | | | | D | D | | | | U | | |
| NB&F: SoMa Project | | | | | | D | | | | U | | |
| NB&F: Expansion of Existing Models | | | | | | | U | | | | | |
| Office of Coordinated Care (OCC) | D | D | D | | U | | | | D | | U | D |
| Mental Health Service Center (MHSC) | | | U | | U | U | | D | | D | | D |
| Analytics & Evaluation | U | | | | | | | U | | | | U |
| <i>Deliverable: IWG Annual Progress report</i> | | | | | | | | | | ★ | | |
| <i>Deliverables: IWG Implementation Report</i> | | | | | | | | | | D | D | ★ |
| Other Intersecting Departments/Projects/Briefings | | | | | | | | | | | | |
| CON: Citywide Staffing Analysis | | | | | | | | U | | | | U |
| HSH: Housing Briefing | | U | | | | | | | | | | |
| DPH MHSF Budget Update/ Our City Our Home (OCOH/Prop C) Alignment | | | | | | | U | | | U | | |

D=Design U=Update

Housekeeping

- Next Meetings Date and Time
 - December 17, 3:00-4:30: Wage and Staffing Discussion Group
 - December 2, 10:00-11:00: Mapping Discussion Group
 - Standing meeting special date: **December 13, 2022**, 9:00AM-1:00PM
- Meeting Minutes Procedures
 - <https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>
 - Draft minutes in the next two weeks
 - Approved meeting minutes will be posted
- MHSF IWG e-mail address for public input: MentalHealthSFIWG@sfgov.org

Adjourn

Appendix A: Attendance (since it's become a formal process)

| Member | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Amy Wong | | | | | | | | | | | | |
| Jameel Patterson | E | E | | E | E | | | | | | | |
| [Vacant] | | | | | | | | | | | | |
| James McGuigan | | | E | | | E | | | | | | |
| Dr. Vitka Eisen | | | | E | | | | | | | | |
| Steve Fields | | | | | | | | | | | | |
| Andrea Salinas | | | | | | | | | | | | |
| Dr. Monique LeSarre | | | | | | | | | | | | |
| [Vacant] | | | | | | | | | | | | |
| Dr. Ana Gonzalez | | | | | E | | | | | | | |
| Sara Shortt | | | | E | | | | | | | | |
| Dr Hali Hammer | | | | | | | | | | | | |
| Steve Lipton | | | | | | | | | | | | |

E= Excused Absent (unexcused)