

November 28, 2023



Mental Health San Francisco Implementation Working Group



San Francisco
Department of Public Health

harder  co | community
research

Land Acknowledgement

The San Francisco Department of Public Health staff acknowledges that we are on the unceded ancestral homeland of the Ramaytush (Rah-mytoosh) Ohlone (O-lon-ee) who are the original inhabitants of the San Francisco Peninsula. As the Indigenous stewards of this land, and in accordance with their traditions, the Ramaytush Ohlone have never ceded, lost, nor forgotten their responsibilities as the caretakers of this place, as well as for all peoples who reside in their traditional territory. As guests, we recognize that we benefit from living and working on their traditional homeland. We wish to pay our respects by acknowledging the Ancestors, Elders, and Relatives of the Ramaytush Ohlone community and by affirming their sovereign rights as First Peoples.

A hand is shown in the upper left quadrant, pointing upwards with the index finger. The entire image has a blue overlay. The text "Call to Order / Roll Call" is centered in white.

Call to Order / Roll Call

Vote to

Excuse Absent Member(s)

Decision Rule:

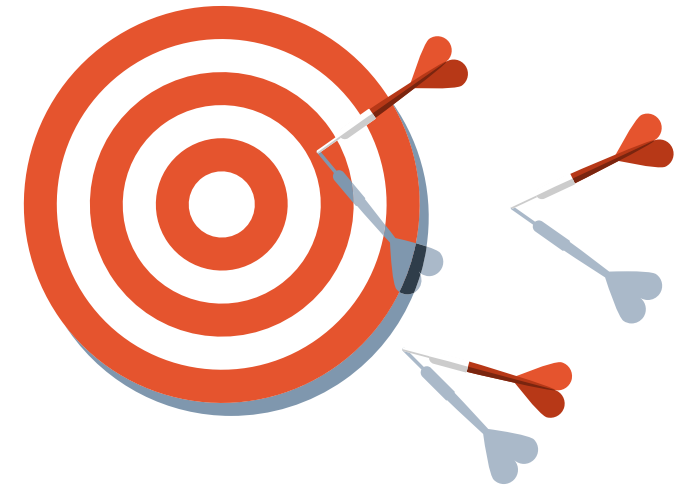
- Simply majority, by roll call

Meeting Goals

- Receive an update on Behavioral Health Services and Mental Health SF
- Receive an update on the Street Crisis Response Team (SCRT) program
- Review the draft IWG progress report
- Receive an update on IWG membership and governance
- Plan for upcoming IWG meeting agenda

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

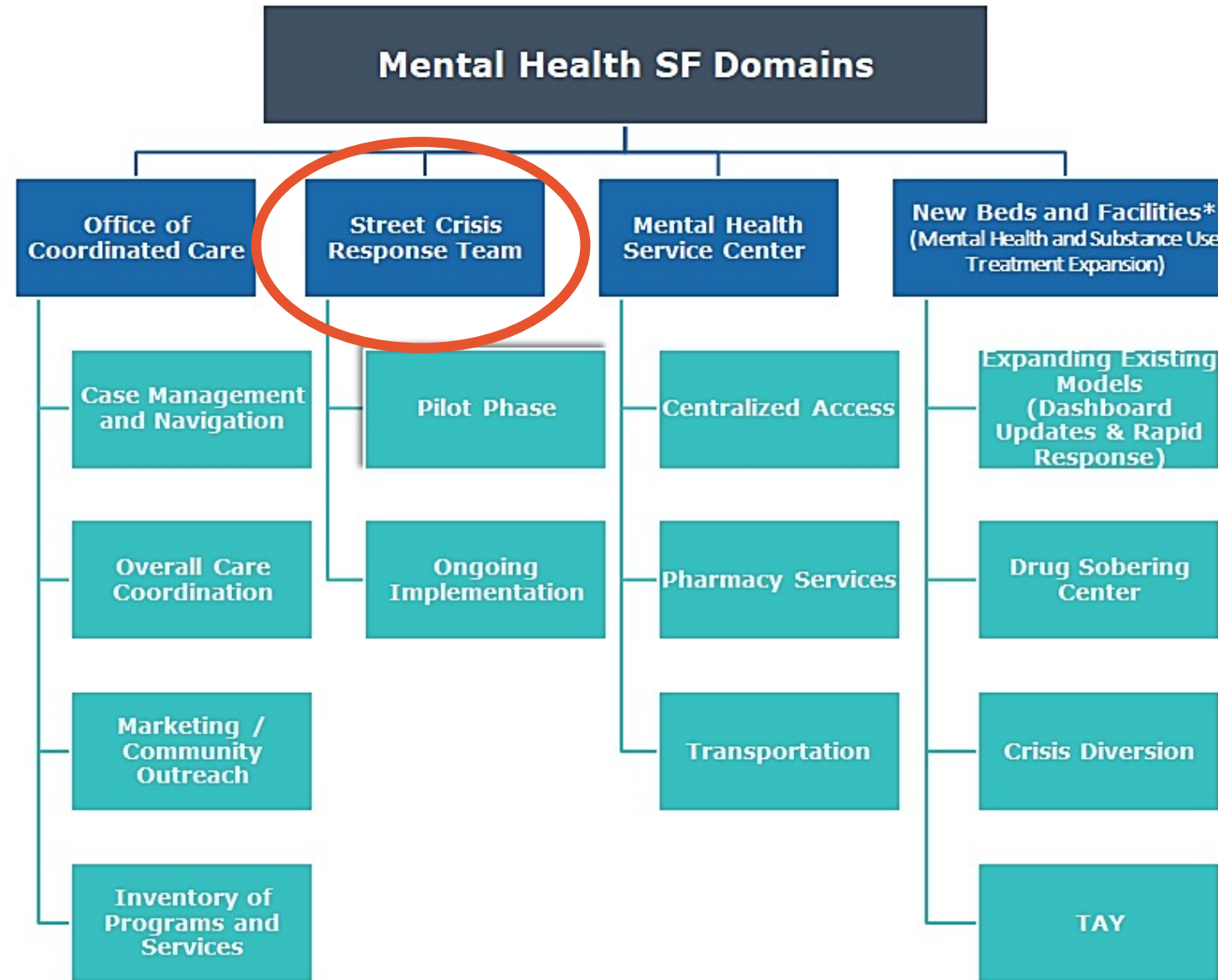
<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>



Mental Health SF Domains



Marlo Simmons



April Sloan



9:20 – 9:25 AM

Discussion Item #1

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 #1

Approve Meeting Minutes

If in person:

- Line up to speak

If online:

- Raise your hand and the facilitator will unmute you

If by phone:

- Press '#' and then '#' again
- Press *3 to speak and wait for system to prompt that you have been unmuted



Vote on Discussion Item #1

Approve Meeting Minutes

Decision Rule:

- Simply majority, by roll call



9:25-10:00 AM

Discussion Item #2

MHSF Department Update

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

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

MHSF Departmental Update

- Board of Supervisors update
- MHSF domain updates
- Street Teams Audit

MHSF domain updates: OCC

- The OCC averaged 514 new referrals/month (May-October 2023)
 - Most through the Triage and Transition Support Team
 - Others came through BHAC/BHAL
- In Epic, OCC averaged 260 clients/month engaged by follow-up teams (May-October 2023)
 - Teams include BEST Care Management, BEST Neighborhoods, Shelter Behavioral Health)
 - This count does not capture all engagements while the transition to Epic is underway.

MHSF domain updates: OCC

What happens after follow-up? An example:

- In September 2023, the Fire Department sent 206 total clients to OCC.
 - 177 remained with OCC for assessment of follow-up needs
 - 25 cross referred to the Department of Homelessness and Supportive Housing (HSH)
 - 4 had no follow-up indicated
- Outcomes:
 - 51 (29%) were connected or reconnected to existing providers
 - 27 (15%) were connected to a new Behavioral Health care or DPH follow-up team
 - 87 (49%) were provided care coordination services
 - 12 (7%) insufficient information for DPH follow up

MHSF domain updates: New Beds/MHSC

- Bed optimization study: preliminary results under review.
- Crisis Stabilization Unit: Anticipate ground-breaking shortly.
- SoMa RISE: Evaluation updates next month.
- Dual diagnosis bed development including (but not limited to):
 - Anticipate launching ~30 beds for women (including women with children) in Q1 2024
 - Health Commission recently approved 2 dual diagnosis beds at Cronin House and 3 at Center Point.
- **Mental Health Service Center:** Real estate negotiations are ongoing.

MHSF updates: Analytics & Evaluation

- Recently welcomed two new analysts onto the team!
- Starting to draft public dashboards on ICM wait times and residential substance use treatment wait times, with the support of DPH Communications.

Public Comment for Discussion Item #2

MHSF Department Update

If in person:

- Line up to speak

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If by phone:

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Discussion Item #3

SCRT Update

10:00-11:00 AM

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

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

San Francisco Fire Department

Street Crisis Response Team

- 1. Program Iteration**
- 2. Impact Measures**
- 3. Looking Ahead**

April Sloan
Section Chief of Operations
Community Paramedicine Division



1. Program Iteration

- **Optimizing Clinical Resources**
- **Team Composition & Operations**



2. Impact Measures: Operational Indicators

	Pre- Reconfiguration	Post- Reconfiguration
Average Daily Calls for Service	41.02	39.2
Average Response Time	18.78 min	16.23 min
Average Time on Call	46.89	46.39
Average Turnaround Time	38.95	31.62
Unit Hour Utilization (UHU)	0.48	0.54
Unable to Locate	28.1%	16.45%
Average Engagement Rate	64.29%	77.59%

Pre-reconfiguration: 6/22/2022 to 3/3/2023

Post-reconfiguration: 3/4/2023 to 10/31/2023

2. Impact Measures: Performance Indicators

	Pre- Reconfiguration	Post- Reconfiguration
Service Connection Rate	42.73%	47.46%
<i>Hospital</i>	23.18%	25.65%
<i>Alternate Destination</i>	19.55%	21.81%
<i>Remained in Community</i>	57.27%	52.53%

Pre-reconfiguration: 6/22/2022 to 3/3/2023
Post-reconfiguration: 3/4/2023 to 10/31/2023

2. Impact Measures: 5150 Holds

	Pre- Reconfiguration	Post- Reconfiguration
Average Holds Placed / Day	.95	1.04
% Encounters Resulting in a Hold	6.78%	3.43%
<i>Reason for Hold:</i>		
Grave Disability	41.98%	42.08%
Danger to Others	15.23%	19.44%
Danger to Self	42.79%	38.49%

Pre-reconfiguration: 6/22/2022 to 3/3/2023
Post-reconfiguration: 3/4/2023 to 10/31/2023

2. Impact Measures: Law Enforcement Indicators

	Pre- Reconfiguration	Post- Reconfiguration
Police Requested	2.13%	1.28%
<i>Assist with Restraints</i>	33.62%	52.57%
<i>Scene Management</i>	66.38%	47.43%

Pre-reconfiguration: 6/22/2022 to 3/3/2023
Post-reconfiguration: 3/4/2023 to 10/31/2023

2. Impact Measures: Non-Emergency Resources

Top Non-Hospital Resources for SCRT

Mental Health	Substance Use	Shelter
Dore Urgent Care Clinic Hummingbird Westside Crisis Maria X Martinez	SoMa RISE Maria X Martinez Sobering Center ZSFGH Urgent Care HealthRIGHT 360 Behavioral Health Access Center	Congregate Shelter Non-congregate Navigation Centers

2. Impact Measures: Referrals for Follow-up

September OCC Referrals:

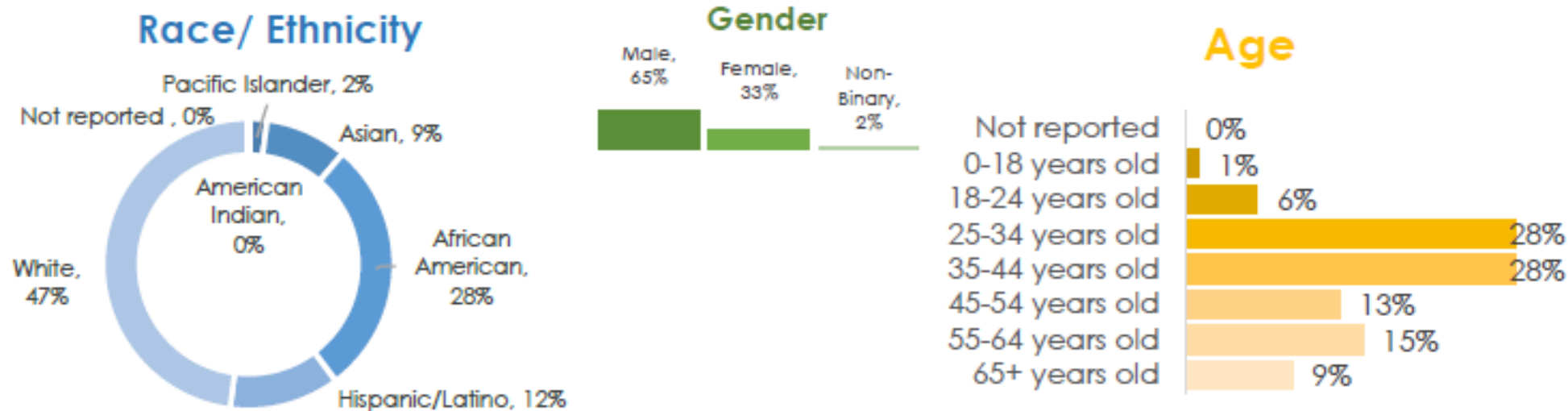
In September 2023, the Fire Department sent 206 total clients to OCC.

- 177 remained with OCC for assessment of follow-up needs
- 25 cross referred to the Department of Homelessness and Supportive Housing (HSH)
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September OCC Follow-Up Assessment Outcomes:

- 51 (29%) were connected or reconnected to existing providers
- 27 (15%) were connected to a new Behavioral Health care or DPH follow-up team
- 87 (49%) were provided care coordination services
- 12 (7%) insufficient information for DPH follow up

Demographics of OCC Clients Referred in September:



Street Crisis Resp

Street Crisis Monthly Updates

[September 2023 update](#)

September 2023 update

[July 2023 Update](#)

July 2023 Update

[May 2023 Update](#)

May 2023 Update

[March 2023 Update](#)

Street Crisis Response Team report from March 2023

[January 2023 Update](#)

Street Crisis Response Team report from January 2023

Source: sf.gov/street-crisis-response-team

3. Looking Ahead

- **BLA Audit Recommendations**
- **Continued Integration**
 - **SCRT & BHS**
 - **ASTRID**
- **Frequent Utilizers**
 - **Shared Priority**
- **Mission Alignment: Guiding Principles**

Public Comment for Discussion Item #3

SCRT Update

If in person:

- Line up to speak

If online:

- Raise your hand and the facilitator will unmute you

If by phone:

- Press '#' and then '#' again
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A blurred office desk scene with a white mug, a laptop, and a smartphone, overlaid with a blue tint and the text "5 Minute Break".

5 Minute Break

11:10-11:55 AM

Discussion Item #4

IWG Progress Report



All materials can be found on the MHSF IWG website at
<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>

Developing the 2023 progress report

Purpose

The progress report is required in the ordinance.

It is submitted to the Board of Supervisors, the Mayor, and the Director of Health

There is no direction in the ordinance on what the report should include

Due December 1, 2023

2023 Report Approach

Responsive to last year's request for IWG to be more involved in report development

Previous year's progress reports were more process oriented (how)

Discussion group proposes using this report to reflect on the extent to which this group has realized the opportunities listed in the 2022 Implementation report

Use this report to suggest a path forward

Strive for succinct (5-8 pages)

Feedback on report

Step 1: Review

Share screen for changes

Step 2: Discussion

What are the aims/goals of the IWG in this next year?

Developing the report

Next steps

- Integrate today's changes
- Review by an IWG member?
- Submit December 1, 2023

Public Comment for Discussion Item #4

IWG Progress Report

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If by phone:

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11:55 AM-12:00 PM

Discussion Item #5

IWG Governance & Membership



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 #5

IWG Governance & Membership

If in person:

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If by phone:

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12:00 PM -12:20 PM

Discussion Item #6

IWG Meeting Planning



All materials can be found on the MHSF IWG website at

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

Meeting Planning

December 14, 2023 from 9am - 12pm
1380 Howard Street, Room 515

Potential December Topics

- Nominate 2024 IWG Chair and Vice Chair
- Community engagement update (InterEthnica)
- SoMa RISE evaluation presentation
- Round-robin domain updates
- Topics raised by IWG!

Upcoming Topics for Consideration

- Staffing & Wage Analysis (January)
- MHSF annual implementation report
- Community engagement update (InterEthnica)
- Overdose prevention/dashboard

Additions or questions about these topics?

Public Comment for Discussion Item #6

IWG Meeting Planning

If in person:

- Line up to speak

If online:

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If by phone:

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Public Comment for

Any other matter within the jurisdiction of the Committee not on the agenda

If in person:

- Line up to speak

If online:

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If by phone:

- Press '#' and then '#' again
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Housekeeping

- **Requests from other City bodies/Groups**
 - None this period
- **Discussion groups**
 - None this period
- **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**

Other Associated Body Meeting Times

For matters connected to this committee, consider attending the following committees

- **Board of Supervisors' Homelessness and Behavioral Health Committee**
 - 2nd and 4th Friday of every month from 10am-1pm City Hall, Room 250.
- **Our City Our Home (OCOH) Oversight Committee**
 - Ensures the Our City, Our Home Funds are effectively and transparently used. Meets the 4th Thursday of every month from 9:30am-11:30am in City Hall, Room 416.
- **Behavioral Health Commission (BHC)**. Represents and ensures the inclusion of the diverse voices of consumers, family members, citizens and stakeholders in advising how mental health services are administered and provided.
 - BHC Committee: 3rd Wednesday at 6pm
 - BHC Site Visit Committee: 2nd Tuesday at 3pm
 - BHC Implementation Committee: 2nd Tuesday at 4pm
 - BHC Executive Committee: 2nd Tuesday at 5pm
- **Health Commission**
 - The governing and policy-making body of the Department of Public Health. Meets the 1st and 3rd Tuesdays of each month at 101 Grove Street, room 300, at 1pm.

Adjourn

Appendix A: Attendance 2023

Member	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Amy Wong						n/a	n/a					
Jameel Patterson				E	A	n/a	n/a			E		
<i>open</i>						n/a	n/a					
James McGuigan				E		n/a	n/a					
<i>open</i>						n/a	n/a					
Steve Fields			E			n/a	n/a	E				
Andrea Salinas						n/a	n/a					
<i>open</i>						n/a	n/a					
<i>open</i>												
Dr. Ana Gonzalez						n/a	n/a					
Sara Shortt	E					n/a	n/a					
Dr. Hali Hammer						n/a	n/a					
Steve Lipton						n/a	n/a					

E = Excused

A = Absent (unexcused)



Appendix B: IWG Membership

Two-year terms

Chair needed

Applications typically move forward as a group

Seat	Appointed By	Qualification /Representation	Name
Seat 1	Board	Health Care Worker	Amy Wong, AMFT
Seat 2	Mayor	Lived experience	Jameel Patterson
Seat 3	Board	Lived experience	<i>open</i>
Seat 4	Mayor	Peace Office, Emergency Medical Response, Firefighter	James McGuigan
Seat 5	Mayor	Treatment provider with mental health harm reduction experience	<i>open</i>
Seat 6	Board	Treatment provider with mental health harm reduction experience	Steve Fields, MPA
Seat 7	Board	Treatment Provider with criminal justice experience	Andrea Salinas, LMFT
Seat 8	Board	Behavioral Health licensed professional	<i>open</i>
Seat 9	Mayor	Residential Treatment Program Management and Operations	<i>open</i>
Seat 10	Mayor	DPH employee experience with dual diagnosis	Dr. Ana Gonzalez, DO
Seat 11	Board	Supportive housing provider	Sara Shortt, MSW
Seat 12	Mayor	DPH employee with health systems or hospital administration experience; SFDPH, Health Network, Ambulatory Care (also on MHSF Executive Team)	Dr. Hali Hammer, MD
Seat 13	City Attorney	Health law expert appointed	Steve Lipton