



SAN FRANCISCO

DEPARTMENT OF PUBLIC HEALTH



ANNUAL REPORT
2015-2016

The Mission of the San Francisco Department of Public Health is to protect and promote the health of all San Franciscans.

The San Francisco Department of Public Health shall:

- **Assess and research the health of the community**
- **Develop and enforce healthy policy**
- **Prevent disease and injury**
- **Educate the public and train health care providers**
- **Provide quality, comprehensive, culturally-proficient health services**
- **Ensure equal access to all**

The San Francisco Department of Public Health (SFDPH) is committed to ensuring our patients, clients and colleagues are supported and informed in the post-election environment.

The 2016 election has not changed SFDPH's commitment to provide quality health care and services for all San Franciscans, regardless of immigration or insurance status. We want all of our patients and clients to continue to seek services with their SFDPH providers, including care at our clinics and hospitals.

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4 MESSAGE FROM THE DIRECTOR



Barbara A. Garcia, MPA

I am pleased to present the San Francisco Department of Public Health's (SFDPH) Annual Report for Fiscal Year 2015/2016 – highlighting our work in the context of our mission –to protect and promote the health of all San Franciscans.

After years of planning and building, this year marked the opening of our new Priscilla Chan and Mark Zuckerberg San Francisco General Hospital (ZSFG) building in May 2016. ZSFG is the city's largest safety net provider and only trauma center. I would like to thank our generous donors, the Health Commission, and our community for their support in making this hospital a reality. With a billion dollars in capital support, this new hospital offers several upgrades – 284 new inpatient beds, more operating rooms, state-of-the-art technology, and more – all to help our dedicated staff provide the most exceptional care to San Franciscans. I can hardly wait to see what the new hospital's era will bring – major improvements in community health, advances in trauma and life-saving care approaches, and cutting-edge research and education for physicians through our partnership with UCSF.

In addition to protecting the health of our residents and patients, SFDPH is committed to promoting and addressing health equity and community health. Over the past year, SFDPH staff have been working on the Community Health Needs Assessment (CHNA), in partnership with the San Francisco Health Improvement Partnership. Our approach to the CHNA involved primary and secondary research and strong community engagement with our residents and community groups. The CHNA will be completed later in 2016, and will identify public health priorities that SFDPH will be working on in the upcoming years. The CHNA is essential to our upcoming Public Health Accreditation, which will signify SFDPH is meeting national standards for public health services and improving the health of the San Franciscans. The Population Health Division staff has been working vigorously towards Public Health Accreditation over the past few years, and the completion of the CHNA puts us one step closer.

I thank all of our devoted staff, community partners, and the Health Commission for their contributions to the health of San Francisco. I am proud of our accomplishments this year, and I look forward to all the important work that we will continue to do for San Francisco.

Barbara A. Garcia, MPA
Director of Health



Edward A. Chow, M.D.

The health and wellbeing of all San Franciscans is the Health Commission's priority. We prepare for future challenges by working with our Director of Health, Barbara Garcia, and the San Francisco Department of Public Health (SFDPH) to maintain an effective, sustainable healthcare delivery system and public health division to meet the diverse needs of all San Franciscans.

One of the most important accomplishments this year was the opening of the new Zuckerberg San Francisco General Hospital (ZSFG) building in May of 2016. This cutting-edge facility includes 284 beds, each in a private room, and an Emergency Department that has doubled its previous capacity. The Health Commission is grateful for the generosity of the many donors, including Dr. Priscilla Chan and Mark Zuckerberg, who helped make the new building a reality. In addition, the Health Commission also thanks Mayor Lee and the San Francisco General Foundation Board for their assistance with the furniture, fixtures, and new equipment. The new ZSFG hospital will provide high quality medical care to San Franciscans for many years.

The Population Health Division has worked diligently over the past several years to earn public health accreditation for the SFDPH. We anticipate that the process will be completed towards the end of 2016.

In the coming years, the SFDPH will be developing an integrated electronic health record. This system will improve the efficiency and effectiveness of the San Francisco Health Network to provide the highest quality of care to patients throughout its clinics and hospitals and will also maximize revenue potential and meet the Affordable Care Act regulatory requirements.

As San Francisco continues to experience an economic transition that is changing the needs of its most vulnerable populations, the Health Commission is proud that the SFDPH is providing effective services and developing new programs in its effort to serve all San Franciscans. This can only be accomplished through the leadership of Director Garcia and the thousands of dedicated SFDPH employees. We are also deeply appreciative of the strong support that the SFDPH receives from Mayor Lee and the Board of Supervisors. The Health Commission also acknowledges the importance of the many productive partnerships between the SFDPH, other City Departments, and community partners.

Edward A. Chow, M.D.
Health Commission President

6 ABOUT SFDPH

The mission of the San Francisco Department of Public Health (SFDPH) is to protect and promote the health of all San Franciscans. SFDPH is an integrated health department with two primary roles and two major divisions to fulfill its mission:

- Protecting the health of the population, which is the primary responsibility of SFDPH's Population Health Division; and
- Promoting the health of our patients, which is the primary responsibility of the San Francisco Health Network.

SFDPH's central administrative functions, such as finance, human resources, information technology, and policy and planning, support the work of SFDPH's two divisions and promote integration.



POPULATION HEALTH DIVISION

SFDPH's Population Health Division (PHD) addresses public health concerns, including consumer safety, health promotion and prevention, and the monitoring of threats to the public's health. PHD implements traditional and innovative public health interventions. PHD staff inspect restaurants, promote improved air and water quality, track communicable diseases, and educate San Franciscans about the negative health impacts of tobacco. PHD staff also promote pedestrian safety, participate in an ambitious campaign to eliminate new HIV infections, and provide technical assistance to corner stores to increase healthy food options for residents. PHD contributes to the health of SFDPH's patients by contributing population health data and data analysis to the San Francisco Health Network.

PHD is currently applying for national public health accreditation which specifically focuses on measurement of health department performance against a set of nationally recognized, practice-focused, and evidence-based standards based on the ten essential public health services, as well as management, administration, and governance. The timeline for final achievement of Public Health Accreditation is Fall of 2016.

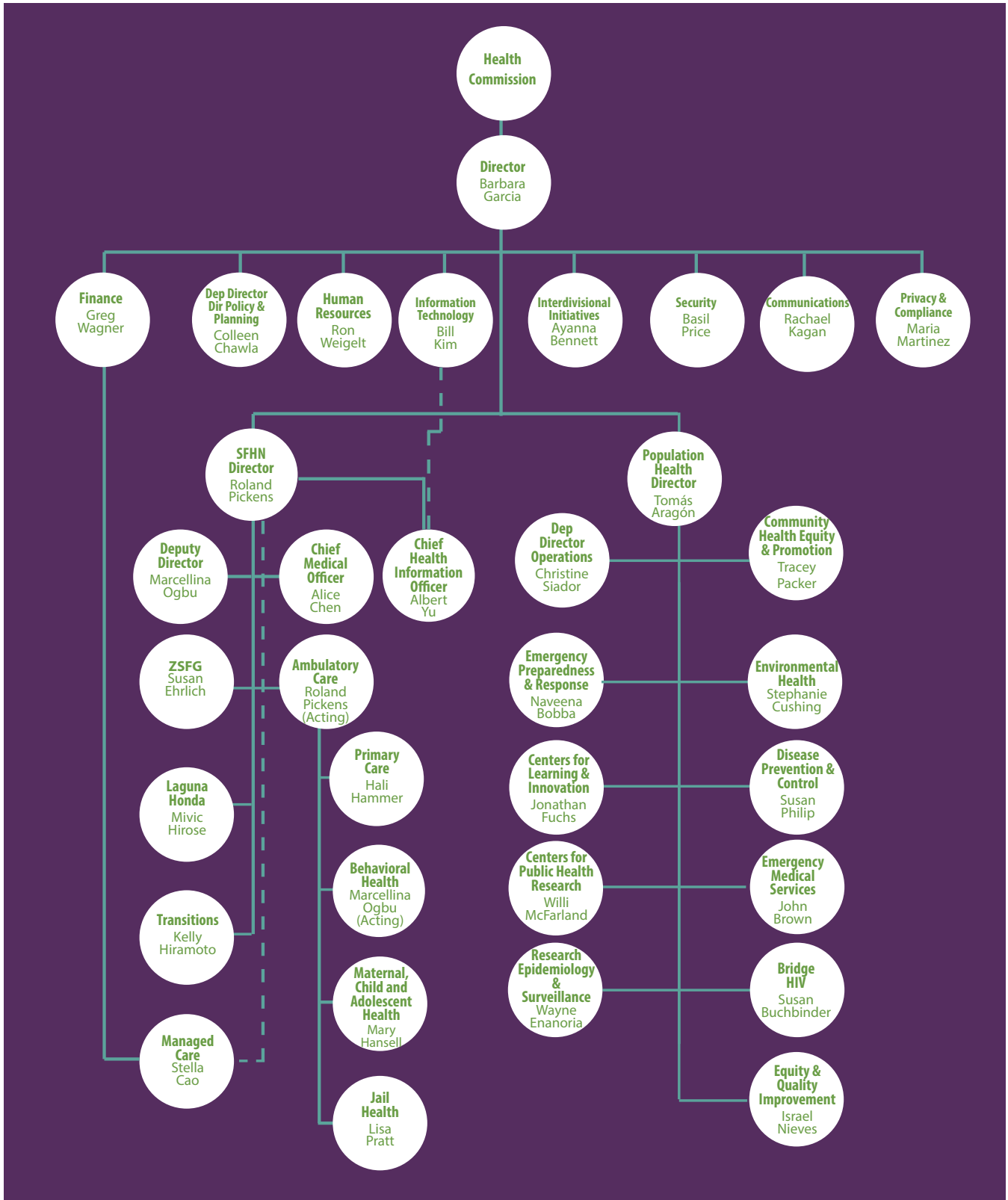


SAN FRANCISCO HEALTH NETWORK

The SF Health Network (SFHN) comprises the direct health services SFDPH provides to thousands of insured and uninsured residents of San Francisco, including those most socially and medically vulnerable. The services the SFHN provides are not new – rather, they are newly aligned to achieve the triple aim of Health Reform: better care for individuals; better health for the population; and lower cost through improvement. Unlike other public or private systems, the SFHN contains the crucial components needed to build a seamless continuum of care: patient-centered medical homes provided by primary care clinics located throughout the community; comprehensive behavioral health services; acute care and specialty services provided at San Francisco General Hospital; skilled nursing care provided at Laguna Honda Hospital; and other home- and community-based services. In addition to the health care services, SFDPH provides critical health care services for the broader community. Zuckerberg San Francisco General Hospital, for example, is the only trauma center serving all of San Francisco and northern San Mateo County. Additionally, SFDPH's Community Behavioral Health Services provides mental health and substance abuse services to all low-income San Franciscans who need them. Services such as these are essential components of the San Francisco safety net.

The SFHN is San Francisco's only complete care system and includes primary care, dental care, emergency and trauma treatment, medical and surgical specialties, diagnostic testing, skilled nursing and rehabilitation, behavioral health services and jail health services. The mission of SFHN is to provide high quality health care that enables all San Franciscans to live vibrant, healthy lives and to be every San Franciscan's first choice for health care and well-being. To learn more about San Francisco Health Network and the services we provide, please visit: <http://www.sfhealthnetwork.org>.

SFDPH’s dedicated staff help realize the organization’s mission of protecting and promoting the health of all San Franciscans. The San Francisco Health Network integrates our delivery system and focuses on providing high quality health care services. The Population Health Division leads SFDPH efforts in health protection, promotion, prevention and disaster readiness.



8 SF HEALTH COMMISSION

As SFDPH's governing and policy-making body, the San Francisco Health Commission is mandated by City and County Charter to manage and control the City and County hospitals, to monitor and regulate emergency medical services and all matters pertaining to the preservation, promotion and protection of the lives, health, and mental health of San Francisco residents. The full Health Commission meets on the first and third Tuesday of each month at 4:00 p.m. in Room 300 at 101 Grove Street. The Health Commission's committee structure consists of:

- The Zuckerberg SF General Joint Conference Committee
- The Laguna Honda Hospital Joint Conference Committee
- The Community and Public Health Committee
- The Finance and Planning Committee

The Health Commission also has designated seats on the following bodies:

- San Francisco Health Plan Board of Directors
- Zuckerberg SF General Foundation Board of Directors
- San Francisco Public Health Foundation Board of Directors
- In-Home Supportive Services Public Authority Governing Board



Edward A. Chow, M.D., President

Commissioner Chow is an internal medicine specialist who has been in practice in San Francisco for over forty-five years. Previously, he was the Executive Director of the Chinese Community Health Care Association, and Chief Medical Officer of the Chinese Community Health Plan. He is Chair of the American Diabetes Association Action Council (APADAC), co-chair of the Asian American Native Hawaiian and Pacific Islander Diabetes Coalition; member-at-large of the Federation of Chinese American and Chinese Canadian Medical Societies Board of Directors; and founding member of the National Council of Asian Pacific Islander Physicians. He has received numerous awards for his work in health disparities and cultural competency, including the 2008 Alumni Merit Award from St. Louis University School of Medicine, Laureate Award from the American College of Physicians Northern California Chapter (2008), San Francisco Asian Pacific American Heritage Lifetime Achievement Award (2010), and the Silver SPUR award (2012) for enhancing the quality of life and vitality of the San Francisco Bay Area. Dr. Chow is the president of the Health Commission and currently chairs the San Francisco General Hospital Joint Conference Committee and is a member of the Finance and Planning Committee. He is serving his seventh term on the Health Commission.



David B. Singer, MBA, Vice-President

David B. Singer is Managing Partner of MaverickCapital Ventures. Mr. Singer is a founder and former CEO of three healthcare companies: Affymetrix, Inc.; Corcept Therapeutics, Inc.; and Genesoft Pharmaceuticals. Mr. Singer currently serves on the boards of private and public companies in the fields of healthcare information technology, healthcare delivery, and biotechnology. Mr. Singer received a B.A. from Yale University and an M.B.A. from Stanford University. He was a Crown Fellow of the Aspen Institute and a member of the Rand Corporation's Health Advisory Board. He is currently a Sterling Fellow of Yale University, and a director of College Track. Commissioner Singer sits on the Finance and Planning Committee and the Zuckerberg SF General Joint Conference Committee. He was appointed to the Health Commission in 2013.



Cecilia Chung

Commissioner Chung is nationally recognized as a civil rights leader, advocating for HIV/AIDS awareness and care, LGBT equality, and prisoner rights. She is the Senior Strategist of Transgender Law Center and has served on a number of planning bodies, which includes the San Francisco HIV Health Services Planning Council, Transgender Community Advisory Board for UCSF TRANS and the Visioning Change Initiative of the California HIV/AIDS Research Program. She is currently serving on the Presidential Advisory Council on HIV/AIDS. Commissioner Chung chairs the Finance and Planning Committee and is a member of the Community and Public Health Committee. She was appointed to the Health Commission in 2012.



Judith Karshmer, Ph.D., PMHCNS-BC

Dr. Karshmer is the Dean of the School of Nursing & Health Professions at the University of San Francisco. Dr. Karshmer completed her undergraduate degree in nursing at the University of Iowa, graduate degree in advanced psychiatric-mental health nursing at Rutgers-The State University of New Jersey, masters in social psychology at the University of Massachusetts and PhD at New Mexico State University. She is the immediate past president of the California Association of Colleges of Nursing, member of the AACN-AONE Task Force on Academic-Practice Partnerships, and was recently elected as CCNE Commissioner, representing deans. Commissioner Karshmer was appointed to the Health Commission in 2013. She is a member of the Community and Public Health Committee and the Laguna Honda Hospital Joint Conference Committee.



David Pating, M.D.

David Pating, MD, is a psychiatrist and Chief of Addiction Medicine at Kaiser San Francisco Medical Center. He is an Associate Clinical Professor at UCSF School of Medicine and site-director for the UCSF fellowship in Addiction Psychiatry. As a member of the Permanente Medical Group, Dr. Pating served as regional chair of Addiction Medicine. He was also Vice-chair of California's Mental Health Services Oversight and Accountability Commission (Proposition 63); past-president of the California Society of Addiction Medicine; a member of the California Medical Association, California Psychiatric Association and American Society of Addiction Medicine; and an active board member of the California Public Protection and Physician Health, Inc., the California Institute of Behavioral Health Solutions, San Francisco Medical Society, and National Quality Forum's Behavioral Health Standing Committee. Dr. Pating joined the health commission in 2014. He chairs the Community and Public Health Committee and is a member of the Laguna Honda Joint Conference Committee.

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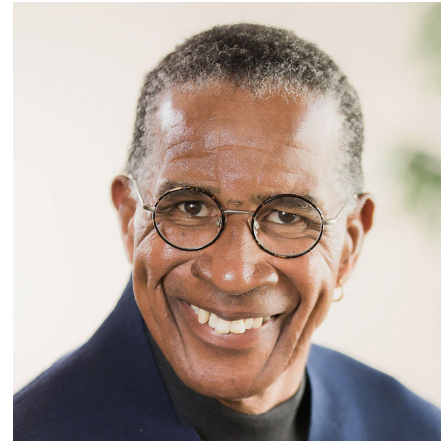
David J. Sanchez, Jr., Ph.D.

Commissioner Sanchez is Professor Emeritus at University of California, San Francisco. Commissioner Sanchez is a member of the Zuckerberg SF General Joint Conference Committee and the Chair of the Laguna Honda Hospital Joint Conference Committee. He is a member of the Zuckerberg SF General Foundation Board. He has also served on the San Francisco Board of Education and the Community College Board, the San Francisco Police Commission, and is Trustee Emeritus of the San Francisco Foundation. He was appointed to the California Commission on Aging in 2013. He has served on the Health Commission since 1997.



Belle Taylor-McGhee

Commissioner Taylor-McGhee is a national leader in women's reproductive health, a public speaker, published writer, and an experienced non-profit executive director. Currently, Ms. Taylor-McGhee is a consultant with JLM Management Group, a multi-disciplinary consulting firm specializing in strategic communications, media and public relations, and business development. Commissioner Taylor-McGhee chairs the Community and Public Health Committee and is a member of the Laguna Honda Hospital Joint Conference Committee and the Finance and Planning Committee. She was appointed to the Health Commission in 2012 and served until March 2016.



James Loyce, Jr., M.S.

Mr. Loyce is a Public Health and Non-Profit professional and advocate with over 35 years of experience. He began his career in the Non-Profit Sector in clinical staff positions progressing over time to the role of Executive Director/CEO. His advocacy work included co-founding The Black Coalition on AIDS and serving on numerous Boards of Directors for Non-Profits. He also has been involved in local, state and federal health policy advocacy. In the public sector, Mr. Loyce served the City and County of San Francisco in a variety of senior administrative roles that spanned health policy, budget development and advocacy at local, state and federal levels. He retired from the San Francisco Department of Public Health as a Deputy Director in 2007 after 20 years of service.

Since his retirement, he has returned to Public Health and Non-Profit advocacy work serving on a number of San Francisco Bay Area and National Boards. He also is an Organizational Development Consultant to Non-Profits. Commissioner Loyce was appointed to the Health Commission in August of 2016.

Mark Morewitz, MSW, is the Health Commission Executive Secretary.

FISCAL YEAR 15/16 HIGHLIGHTS

12 FISCAL YEAR 15/16 HIGHLIGHTS

FEATURES



A BIG MOVE: ZSFG'S NEW HOSPITAL BUILDING

The staff of Zuckerberg San Francisco General (ZSFG) has come to appreciate the truth that there is building a new hospital and there is opening it for patient care, and that those two things are very different undertakings. The city's voters approved Proposition A on the 2008 ballot, which authorized the sale of \$887.4 million in bonds to pay for a new inpatient hospital. Planning started soon after, followed by construction. It seemed a daunting task and, indeed, it was.

The opening of the new hospital and patient move was an extraordinary accomplishment. What has been involved in its opening is a long list of tasks which included: planning, improvement work, training, construction, cleaning, stocking, licensing and feeding thousands of people. After construction of the new hospital was completed in November 2015, it was certified for occupancy and then went through the process of licensing for patient care. The licensing process alone required months of training, work and preparation. For months before patients rolled into the new building, the staff of ZSFG trained to provide care in it and, at the same time, continued to provide the world-class care that has been the hallmark of the hospital for generations. So, nearly eight years in the making, Priscilla Chan and Mark Zuckerberg San Francisco General Hospital and Trauma Center (ZSFG)

has opened its doors. With 1,000 providers, nurses and staff, facilitating the seven-hour transfer, almost 200 patients who were receiving care from the existing 1970s-era hospital building were moved into the brand-new main hospital on the ZSFG campus in one, long day. "Both our patients and our staff are delighted being in our new building," said ZSFG CEO Dr. Susan Ehrlich. "This outstanding facility enables us to provide a level of patient care that rivals any hospital, anywhere."

The new facility – which features both modern white steel and glass and brick work that echoes the original century-old brick buildings remaining on campus – is nine stories tall, with seven stories above ground-level. The new emergency department, which is now accessible from the campus' 22nd Street entrance, nearly triples the capacity of the former hospital, and will allow staff to more quickly respond to emergencies and disasters. Extraordinary original art is placed throughout the new hospital building, providing a beautiful and healing environment for patients, visitors and staff alike. ZSFG can now see more patients, welcome them into a world-class facility, and provide them with even better care.





COMMUNITY HEALTH NEEDS ASSESSMENT

On May 17th, the Health Commission formally adopted the 2016 Community Health Needs Assessment (CHNA). This assessment is an important tool in the ongoing community health improvement process. The CHNA provides data enabling identification of priority issues affecting health, and is the foundation for citywide health planning processes including the Community Health Improvement Plan, the San Francisco’s Health Care Services Master Plan, the San Francisco Department of Public Health’s Population Health Division’s Strategic Plan, and each of San Francisco’s non-profit hospitals’ Community Health Needs Assessments and Hospital Community Benefit Plans. It is also required for Public Health Accreditation.

The 2016 CHNA was completed in collaboration with community partners through the San Francisco Health Improvement Partnership (SFHIP). Additionally, community groups played a key role to bring the voices of community members to this process.

The 2016 CHNA takes a comprehensive look at the health of San Franciscans through an extensive data review of a broad range of variables affecting health outcomes. Through this process, key health needs in San Francisco were identified, and health disparities and inequities were revealed.

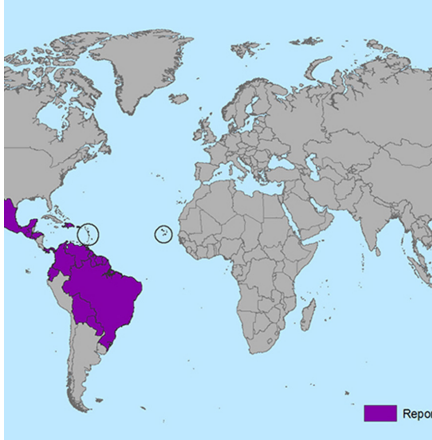
The 2016 CHNA included four components—a community health status assessment, an assessment of prior assessments, community engagement, and a health need identification process. Through this process, two foundational issues were identified: Economic Barriers to Health, and Racial Health Inequities—which affect health at every level and must be addressed to improve health in San Francisco. In addition, the 2016 CHNA identified seven health needs that heavily impact disease and death in San Francisco -- Psychosocial Health; Healthy Eating; Safety and Violence Prevention; Access to Coordinated, Culturally, and Linguistically Appropriate Services Across the Continuum; Housing Instability/ Homelessness; Substance Abuse; and Physical Activity.

The 2016 CHNA will inform the Community Health Improvement Plan in which health needs identified in the Community Health Needs Assessment are prioritized, and objectives and strategies to address the prioritized health needs and foundational issues are developed. The 2016 CHNA as well as the data appendices are available at: www.sfhip.org.



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PROTECTING HEALTH



ZIKA PREPAREDNESS

The Zika epidemic spread in Latin America and the Caribbean in 2015-2016. In early 2016, cases of Zika virus began to be seen in travelers returning to the United States. As of July 2016, there were 56 confirmed cases of travel-associated Zika diagnosed in California, with 3 of these in San Francisco residents. There have been no locally-transmitted cases of Zika in California, and the Aedes mosquito has not been detected in San Francisco. San Francisco public health and medical providers have been understandably concerned about Zika. Because of the strong evidence linking Zika to microcephaly and other birth defects, concern has been strongest among pregnant women. The sexual transmission of Zika also emerged as an issue as local cases appeared in Florida. SFDPH actively responded to Zika, by working with multiple partners and stakeholders. Highlights of the response included:

- Development of a staged response plan addressing public concern and public health risk.
- Public posting of travel advisories, mosquito precautions, and San Francisco Zika case counts.
- Frequent communications to San Francisco medical providers, updated as clinical guidance evolved.
- Mosquito surveillance and abatement program; mosquito awareness education campaign.
- Meeting with leaders of Latino community-based organizations to discuss risk communication and community impacts.



ZSFG PROGRAM CERTIFICATIONS

In February 2016, a surveyor from The Joint Commission (TJC) arrived on campus to initiate the Stroke Certification survey for re-certification of the Stroke Program at ZSFG. Overall, the surveyor was enthusiastic and complimentary about ZSFG and the Stroke program. The Stroke Program was re-certified by the Joint Commission following this visit.

Similarly, in March 2016, another surveyor from TJC arrived on campus to initiate the Joint Commission Traumatic Brain Injury Certification survey. The Joint Commission Surveyor stated "ZSFG has one of the best Traumatic Brain Injury Programs in the country. The program thrives because of the dedication and passion of the clinical teams who care for patients daily". The result was that the Traumatic Brain Injury Program was certified.

With the certification of these two programs, ZSFG continues to be recognized for excellence in care. These certifications signify ZSFG's dedication to providing the best possible care to all San Franciscans as the only level 1 trauma center in the City.

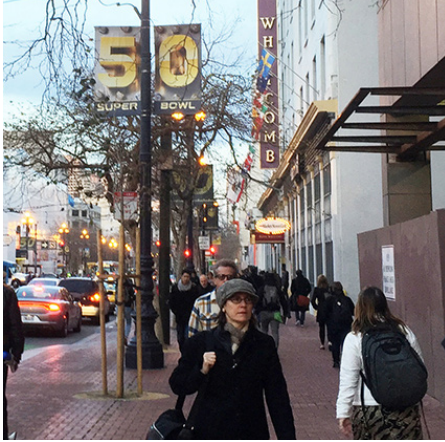


OCCUPATIONAL HEALTH AND SAFETY

The goals of the Occupational Safety and Health Section are to prevent occupational injuries and illnesses among SF City and County staff and to minimize workers' compensation costs. The key efforts of FY 15/16 included:

- Maintaining effective injury and illness prevention programs including work site inspections to identify hazards, employee trainings, and technical assistance.
- Developing a new SFDPH policy and procedure to promote worker health and improve office ergonomics. The Ergonomic Computer Workstation Policy provides guidance and specifications for the purchase of new workstation furniture. It requires all new furniture for office-use to have a range of adjustments. This allows employees of all sizes to work in appropriate postures, reducing potential risk factors that can lead to discomfort or injuries. The policy supports SFDPH goals to be able to move staff, rather than furniture, as organizational needs change.
- Reducing exposures to blood and body fluids by maintaining effective Bloodborne Pathogen Exposure Control Plans and staffing the SFDPH Safe Devices Committee.
- Maintaining the SFDPH Temporary Transitional Work Assignment Program, which facilitates returning injured employees to work as soon as medically feasible.

PROTECTING HEALTH



SUPERBOWL 50

It was a great honor for San Francisco to host the 2016 Super Bowl. For the 50th anniversary of the game, there were many additional activities and celebrations held at “Superbowl City” at Justin Herman Plaza and the “NFL Experience” at Moscone Center leading up to the game on February 7th.

For SFDPH, the primary goal was to ensure Bay Area residents and visitors from around the world had a safe and positive visit while in our community. Many of our efforts included:

- Environmental Health’s multi-faceted responsibilities in food and water safety and hazardous materials response
- Communicable disease monitoring for infectious diseases and sharing information with surrounding county health departments.
- The SF Homeless Outreach Team continuing their work to provide services and support to homeless individuals
- Expanded sobering services to offload our healthcare partners and assist in maintaining bed capacity for emergency departments

These efforts, along with various other efforts across San Francisco agencies and organizations, helped keep residents and visitors safe allowing them to enjoy the festivities.



OFFICE OF MANAGED CARE

The Office of Managed Care (OMC) completed a number of operational projects that further improved the San Francisco Health Network (SFHN)’s managed care operations in FY 15-16.

- OMC formally established a joint operating committee with each payor at the operational and senior leadership level to allow operational issues to be escalated as needed. Internally, OMC established a monthly managed care operations meeting where representatives from functional areas (including Admitting & Eligibility, Billing, Primary Care, Specialty Care, etc.) identify issues and discuss causes and resolutions.
- OMC established an SFHN interim process for member grievance and appeals, in order to stay compliant with CA Department of Managed Health Care regulations.
- OMC completed phase I of the managed care data warehouse project. It established a process with San Francisco Health Plan to receive monthly encounter and claims data for SFHN members to monitor cost and utilization.
- Working with the Business Intelligence Unit and the Controller’s Office, OMC developed the SFHN Managed Care Revenue Dashboard and transitioned the existing Managed Care Enrollment Dashboard to Tableau. These tools provide easily accessible and filterable data about SFHN revenue and membership.



GETTING TO ZERO

The San Francisco Getting to Zero (SFGTZ) Consortium, formed in 2014, to develop a more coordinated response to reduce HIV infections, HIV-related deaths, and HIV-related stigma in San Francisco. SFGTZ is a volunteer-driven, multi-sector consortium with over 200 members from public health, academia, advocacy, private sector, community-based organizations, and community members.

SFGTZ has four signature strategies: 1) expand access to pre-exposure prophylaxis (PrEP), 2) RAPID (same day) anti-retroviral therapy initiation, 3) programs to link or re-engage people living with HIV to care, and 4) reducing HIV-related stigma. Committees were formed to prioritize programmatic goals for implementation and to measure the impact of interventions. The Steering Committee provides guidance and strategic direction in line with SFGTZ’s vision.

Community engagement is central to SFGTZ. Community updates are convened quarterly for partners to present on important and relevant topics, committees to report back on progress, and the broader SF community to share ideas and feedback. While recent SFDPH data shows overall improvement in HIV prevention and treatment, disparities remain among people of color, youth, and homeless individuals. SFGTZ is committed to bridging these gaps by implementing targeted programs to reach the most disproportionately impacted communities.

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PROTECTING HEALTH



CHILDREN'S ENVIRONMENTAL HEALTH

The Children's Environmental Health Promotion (CEHP) Program was asked by community advocates to assist a family living in a moldy unit within the Sunnydale Family Development, and to help address other environmental hazards at this site. The Housing Authority's regional manager provided CEHP with a list of all families with children six years of age and under, so that CEHP could offer lead hazard and healthy homes assessment of their unit. In addition to mailing this offer to the families, CEHP hired SF Department of Environment community outreach workers to explain the service by going door-to-door to meet 187 families. CEHP also provided Sunnydale residents with a social determinants of health survey, produced a video on what tenants can do to prevent cockroach infestation, and connected residents to city and community resources to improve health hazards.

Throughout the process, CEHP developed a working relationship with the HOPE SF Peer Leaders at Sunnydale's Wellness Center, which led to creating a community Beautification Celebration in November 2015.



VISION ZERO

Vision Zero is San Francisco's commitment to eliminating traffic deaths by 2024. Each year approximately 30 people are killed and 200 are seriously injured on City streets. Pedestrians comprise over 60% of deaths, half are seniors. SFDPH co-chairs the Citywide Vision Zero Task Force and works with SFMTA, SFPD, and other agencies to target engineering, education, enforcement and policy efforts and factors associated with the worst health outcomes. Milestones in FY 15-16 include:

- SF Safe Routes to School Partnership, now serving nearly half of SFUSD Elementary schools, was awarded \$2.4M to increase safe walking and biking to school through 08/2019.
- US Surgeon General Murthy joined Mayor Lee, City officials, students and parents for Walk & Roll to School Day on October 7, 2015 and recognized SFDPH's leadership on Vision Zero SF.
- SFDPH presented on TransBASESF.org – the online, open spatial data resource for Vision Zero developed by SFDPH – at the Transportation Research Board Annual Meeting in January 2016, and has since published a paper on the tool.
- SFDPH launched Safe Streets for Seniors in April 2016, reaching 175 seniors. Staff will work with SFMTA and fund CBOs to work with seniors and people with disabilities to identify and request engineering and enforcement improvements.



SYRINGE ACCESS & DISPOSAL

Syringe access and disposal programs have provided sterile syringes, supplies, and treatment referrals to people who inject drugs (PWID) in San Francisco since 1990. In 2015-2016, SFDPH continued to fund community-based organizations to provide client-centered harm reduction services to PWID. HIV prevalence among PWID remains low (14% in 2015) and stable, likely due to early implementation of syringe access programs in San Francisco. Syringe access and disposal programs are a centerpiece in the larger effort to improve the health of PWID in San Francisco through:

- Reductions in overdose mortality;
 - Improved access to primary care;
 - Hepatitis C prevention, testing, and cure; and
 - Access to effective substance use treatment programs.
- SFDPH also offers multiple options for syringe disposal, which include:
- The Rapid Response team to respond to needle litter in real time;
 - Placement of 11 outdoor disposal boxes;
 - Enhanced education with PWID about importance of syringe disposal;
 - Partnership with Walgreens as a disposal point; and
 - Syringe access sites across the City that provide opportunities for disposal.

PROMOTING HEALTH



BLACK/AFRICAN AMERICAN HEALTH

There were two major highlights for Black/African American Health in FY 15-16 – Black/African American Health Initiative (BAAHI) and the Black History Celebration Conference. BAAHI focuses on disparities in four clinical areas - hypertension, chlamydia, alcohol use disorder and breast cancer - and two staff focused areas - workforce development and cultural humility. Six working groups, the governing body, and a think tank have brought the initiative through its development phase with some notable achievements. The Hypertension Working Group helped design interventions for Black/African American hypertensive patients that increased the percentage in good control from 53% to 57%. The Chlamydia Working Group worked with youth clinics to increase screening from 75% to over 85%. The Cultural Humility Working Group spearheaded training of over 300 staff in Racial Humility. HR added a Cultural Humility Trainer position and staff to focus on workforce diversity.

Another major highlight was Laguna Honda's Black History Celebration Conference. This inaugural event on racial trauma featured two speakers, Dr. Joy DeGruy and Dr. Kenneth Hardy, who addressed historical trauma and today's societal need for racial humility. There were more than 300 attendees, including staff and leaders from across the department. An additional simulcast was even added to accommodate the immense interest. The Black History Planning Committee are working on next year's activities.



LAGUNA HONDA MISSION AND VISION

The new Laguna Honda (LHH) building approached its five year anniversary in December 2015. While much was accomplished in that time, LHH wanted to set a direction for the future and position itself for further success by establishing a new mission and vision statement.

More than 20 departments provided input for a new 5-year strategic plan. LHH's new mission is to "provide a welcoming, therapeutic and healing environment that promotes the individual's health and well-being", which is befitting to the purpose of the facility built back in 2010. The vision is "building healthier lives as the leader in post-acute care." LHH also developed specific goals as part of the strategic plan, including improving internal and external communications, building centers of excellences, supporting cultural humility amongst residents and staff, enhancing philanthropic efforts, and leveraging technology to improve working environments.

Laguna Honda continues to make progress operationalizing the new strategic plan. By developing a plan with hospital-wide engagement, there are already measurable execution efforts at all levels of the organization. As the San Francisco population continues to age, LHH, with this new strategic plan and a wide-breadth of services including rehabilitation, is primed to serve the health needs of senior adults.



NEWCOMERS CONNECT

The Newcomers CONNECT (Community Outreach Navigation for Newcomer Education, Change, and Transformation) team is a new initiative of the SFDPH focused on reducing disparities in linkages and access to health care and social services among vulnerable low-income workers and possible victims of human trafficking.

In its initial phase, Newcomers CONNECT staff are conducting a community needs assessments and planning outreach to support linkages between workers of massage establishments to health and social resources.

Planning and outreach efforts have included a series of trainings with Environmental Health Branch Inspectors who are the ears and eyes at the worksites and who work in close collaboration with the CONNECT team.

Successful linkages to date include connecting workers and their families/friends to resources, such as food stamps, minimum wage laws, and health care access with Health SF and Family Health Center. Next steps are expanding outreach efforts through worksites and community partners, and continuing to provide direct assistance and linkages to resources for workers across the City.

18 FISCAL YEAR 15/16 HIGHLIGHTS

PROMOTING HEALTH



ENDING HEPATITIS C

SFDPH made great strides to expand access to hepatitis C (HCV) testing and treatment. In early 2016, the State awarded SFDPH a 3-year, \$1.37 million award for HCV testing, linkage, and treatment projects. The grant supports Glide's community-based HCV testing and linkage program, the expansion of SFDPH primary-care driven HCV treatment, and a demonstration project to provide HCV treatment at the Opioid Treatment Outpatient Program (OTOP) at ZSFG.

The Glide and OTOP components have been crucial for detecting HCV in vulnerable populations and linking patients to treatment. Between March and end of June 2016, Glide screened over 376 clients for HCV with an antibody prevalence rate of approximately 27%. Many of these patients were linked to treatment. In addition, OTOP hired a HCV nurse in the first months of the grant who is helping to manage HCV treatment onsite for OTOP patients.

SFDPH's model for expanding primary care-based HCV treatment includes training for SFHN clinicians, developing a primary care-driven eReferral system, and technical assistance for clinics. In January 2016, approximately 85 clinical staff participated in trainings, and 30 primary care providers have utilized eReferral to treat 73 patients.

Finally, SFDPH collaborated with 28 community partner agencies to launch End Hep C SF, a collective impact initiative that envisions HCV elimination in SF.

HEALTHIER ENVIRONMENTS

In FY 2015-16, SFDPH worked on creating a new comprehensive Department policy to eliminate sugar sweetened beverages (SSB) from vending, ensure healthy food vending, and encourage healthy food at meetings. During the same period, ZSFG implemented a healthy beverage initiative on its campus.

The new SFDPH policies being implemented in 2016 are designed to ensure:

- SFDPH and its contractors are compliant with recent legislation prohibiting the use of City funds to purchase SSB.
- Vending machines at SFDPH facilities are compliant with legislation that packaged foods meet nutrition guidelines and do not offer SSB.
- SFDPH serves healthy food options at meetings or events and no SSB.

Organizational wellness policies, like these, help shift the culture and make the healthy choice the easy choice. The science on health risks linked to liquid sugar has grown more robust over the years. Type 2 diabetes, heart disease, cancer, hypertension are some of the chronic diseases linked to SSB.

Additionally, two collaboratives staffed by SFDPH, the San Francisco Health Improvement Partnership (SFHIP) and Shape Up SF (SUSF) Coalition, worked together to impact SSB consumption. In FY 15-16, SUSF and SFHIP partners educated over 2,500 people through 55 workshops and health fairs. Together, education and policy are shifting the culture away from SSB consumption.

TENDERLOIN HEALTH

For the past two years, the Environmental Health Program on Health, Equity, and Sustainability (EHB-PHES) staff have supported planning and evaluation efforts of two large community improvement efforts in the Tenderloin neighborhood: the Tenderloin Health Improvement Partnership (TLHIP) – a collective impact initiative led by St. Francis Memorial Hospital and its foundation – and the Office of Economic and Workforce Development's (OEWD) Central Market/Tenderloin Strategy. These efforts have taken on the immense task of coordinating non-profit and City efforts and investment to achieve meaningful change in a neighborhood struggling with poverty, environmental and housing hazards, and poor health outcomes. EHB-PHES has provided geographic data on issues ranging from crime to housing to help support the selection of "Action Zones" and strategies. In FY 2015/16, EHB-PHES also completed an in-depth analysis of evictions data in Central Market/Tenderloin, which led to increased funding for eviction defense in the neighborhood.

To support tracking and communication of key outcomes, TLHIP, OEWD, and EHB-PHES are currently collaborating on a Central Market/Tenderloin Data Portal to track headline indicators, provide geographically granular data for planning, and link measures to significant investments. This collaborative seeks to use a data informed approach to neighborhood service coordination to ensure that investments are protecting and promoting the health of community residents.



COMPLIANCE AND PRIVACY

The Office of Compliance and Privacy Affairs (OCPA) oversees compliance with federal/state regulations, involving patients' privacy, data security, and fraud, waste and abuse, across SFDPH including contracted Community Based Organizations (CBOs) and UCSF staff practicing at SFDPH facilities. FY 15-16 highlights included:

- Hired staff to increase oversight of privacy and data sharing.
- Developed a process to document investigation's findings and recommendations including corrective and preventative actions that focused on internal controls.
- Revised privacy agreements and compliance attestations for contractors and Data Trading Partners to improve external partners' accountability in protecting healthcare privacy, data security and business ethics.
- Centralized privacy and data security policies into websites to improve access for staff and partners.
- Revised training modules for Privacy and Compliance. Initiated email reminders resulting in higher training completion rates.
- Provided documentation for state and federal compliance audits and responded to external auditor Corrective Action Plans.
- Monitored privacy and compliance regulations for impact on SFDPH practice.
- Recommended changes to federal and state policies to improve healthcare practice.

PRIME 1115 WAIVER

The PRIME (The Public Hospital Redesign and Incentives in Medi-Cal) program is considered the successor to the 2010 waiver's Delivery System Reform Incentive Program (DSRIP), a pay-for-performance program that improved care delivery to prepare California's Public Health Systems (PHS) for an influx of newly covered patients by Affordable Care Act implementation. PRIME directs PHS to use evidence-based quality improvement methods to achieve ambitious, year-over-year performance targets. All funding for this program is contingent on meeting these targets. SFHN views PRIME as, not only a pay-for-performance incentive program, but as the precursor to alternate payment models or value-based payments. SFHN intends to leverage PRIME to position the network towards managing populations, moving from volume to value, and from reactive to proactive care models. To achieve these transformational goals, SFHN accomplished the following in FY 15/16:

- Established project teams and governance across the 9 PRIME projects focusing on ambulatory care, high risk/high cost populations, resource efficiency, and reducing disparities
- Created the quality improvement and analytics teams to measure, report, and improve PRIME measures
- Established baseline rates for 58 measures to allow SFDPH to fully earn the allocated \$34+ Million available.

LEAN

Lean is a continuous improvement methodology first implemented in the car manufacturing industry, but has more recently been used in healthcare to streamline processes, reduce costs, and improve quality and timeliness of services. Various sections across SFDPH's SFHN and PHD divisions have been using lean to improve service delivery dating back as early as 2012 when ZSFG launched its first value stream.

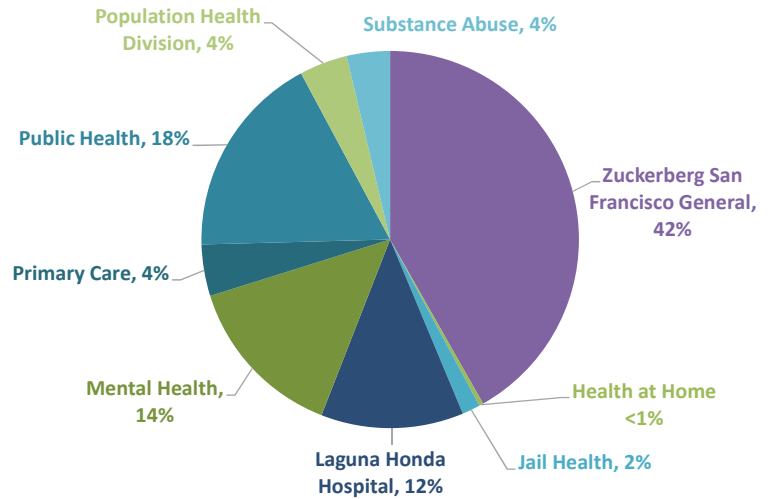
Significant lean-related progress was made throughout SFDPH's divisions in FY 15-16. SFHN developed its vision, mission, and True North, a precise set of ideals that we are striving toward to be successful. Both SFHN and its Primary Care section, as well as PHD's Environmental Health branch, held inaugural hoshin kanri (lean strategic planning) sessions to identify their key priorities for the year. ZSFG launched a value stream in the emergency department, resulting in the creation of a fast-track system for low-acuity patients and decreased overall length of stay. In preparation to move into new spaces, PHD's Public Health Laboratory and Tuberculosis Clinic completed 3P (Production, Preparation, Process) workshops to develop customized workflows and configure their future spaces.

SFDPH is becoming a lean organization and by doing so anticipates improving health care and population health for all San Franciscans.

FISCAL YEAR 15/16 BY THE NUMBERS

BUDGET

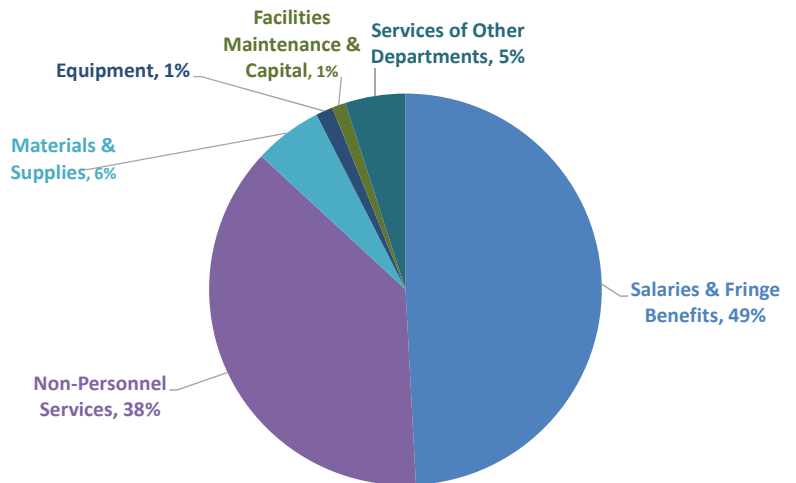
SFDPH EXPENDITURES BY PROGRAM



In FY 15/16, SFDPH's budget was \$2,033,997,389. The General Fund subsidy from the City and County contributed \$639,417,357, an increase of \$25,268,517 from the FY 14/15 allocation of \$614,148,840. SFDPH's major fiscal year investments:

\$26.8 million to support the operating costs of the new Zuckerberg San Francisco General.

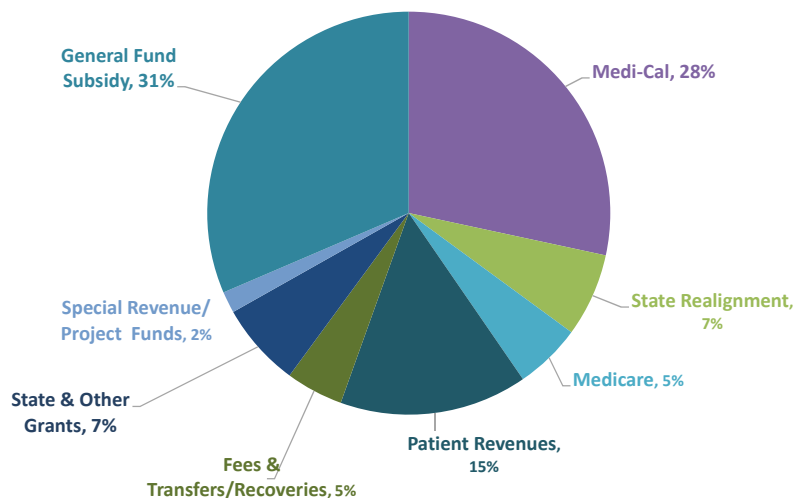
SFDPH EXPENDITURES BY TYPE



\$12.8 million in investments in SFDPH's Information Technology and preparation for the implementation of Electronic Health Records (EHR).

\$8.8 million to restore a previously proposed reduction to Behavioral Health Services contracted services.

SFDPH REVENUE BY SOURCE



\$2.5 million of pharmaceutical costs, offset entirely by revenue, to expand the 340B drug discount program to our patients.

\$1.2 million for Getting to Zero Initiative focused on achieving zero new HIV infections, zero AIDS deaths and zero Stigma.

22 FISCAL YEAR 15/16 BY THE NUMBERS

SF HEALTH NETWORK

San Francisco Health Network provides a wide array of services across its continuum of care. San Francisco Health Network's direct service providers consist of Zuckerberg SF General (ZSFG), which includes the Behavioral Health Center (BHC); Laguna Honda Hospital (LHH); Primary Care (PC); Health at Home (HAH); and Jail Health Services. Major service components include primary care, specialty care, acute care, home health care, long-term care, and emergency care.

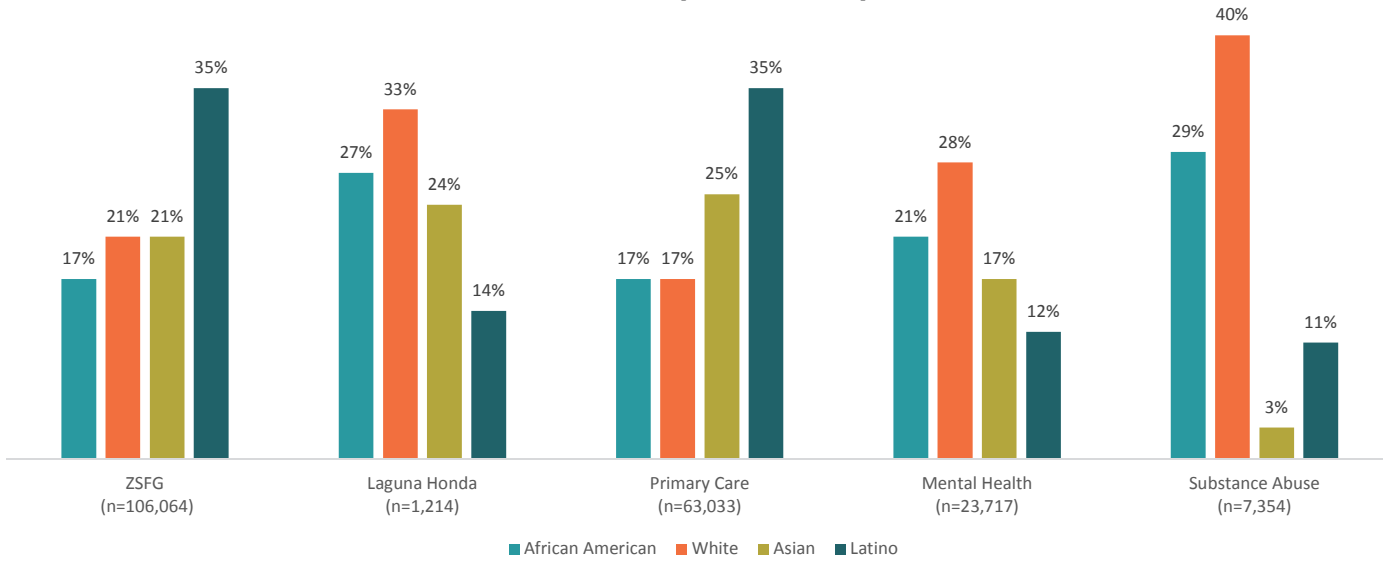
SF HEALTH NETWORK PATIENT ENCOUNTERS

Visit Type	FY 13/14	FY 14/15	FY 15/16
	Number/Percentage of Visits	Number/Percentage of Visits	Number/Percentage of Visits
Primary Care	274,471	266,803	293,595
Specialty Care	228,501	232,806	160,892*
Dental Care	14,146	14,472	11,599**
Urgent Care	25,281	18,853	29,681
Total Emergency Encounters	74,713	75,632	75,632
Medical Encounters	67,737	68,592	68,779
Percent Admitted	18%	14%	14%
Psychiatric Encounters	6,976	7,040	6,853
Percent Admitted	26%	18%	19%
Encounters Requiring Trauma Center Services Activations	3,647	4,033	4,541
Diagnostic and Ancillary	225,756	176,056	247,086
Total Acute Inpatient Days	92,425	89,567	92,222
Actual Days at ZSFG	91,458	89,014	91,324
Actual Days at LHH	967	553	898
Home Health Care Visits	18,872	19,781	20,187
Total Skilled Nursing Care Days	299,174	293,226	296,882
Actual Days at ZSFG	7,662	9,012	9,470
Actual Days at BHC	16,384	11,314	12,161
Actual Days at LHH	275,128	272,900	275,251

*Data collection methodology has changed to reflect standardized reporting from ZSFG.

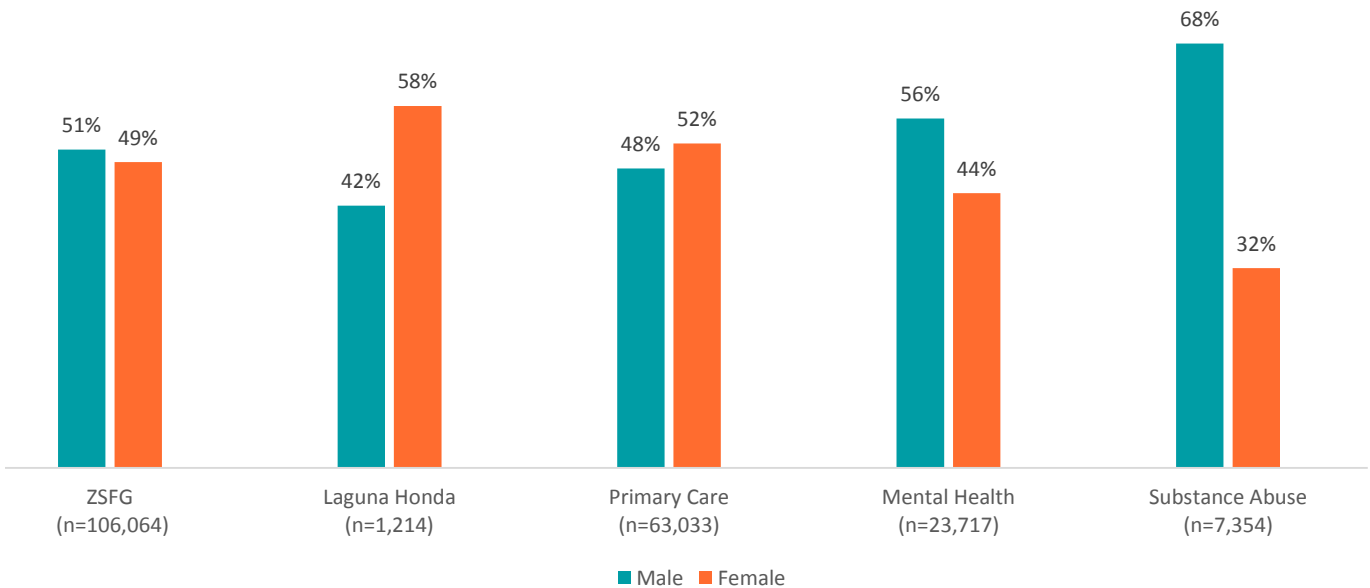
**Data collection methodology has changed. Oral Surgery is excluded from Dental Care.

SF Health Network Patients by Race/Ethnicity, FY 15/16



*Data not shown: Native Americans comprise approximately 1% of the population served in all health systems above. Race/ethnicity data is unknown for 1-13% of patients served.

SF Health Network Patients by Gender, FY 15/16

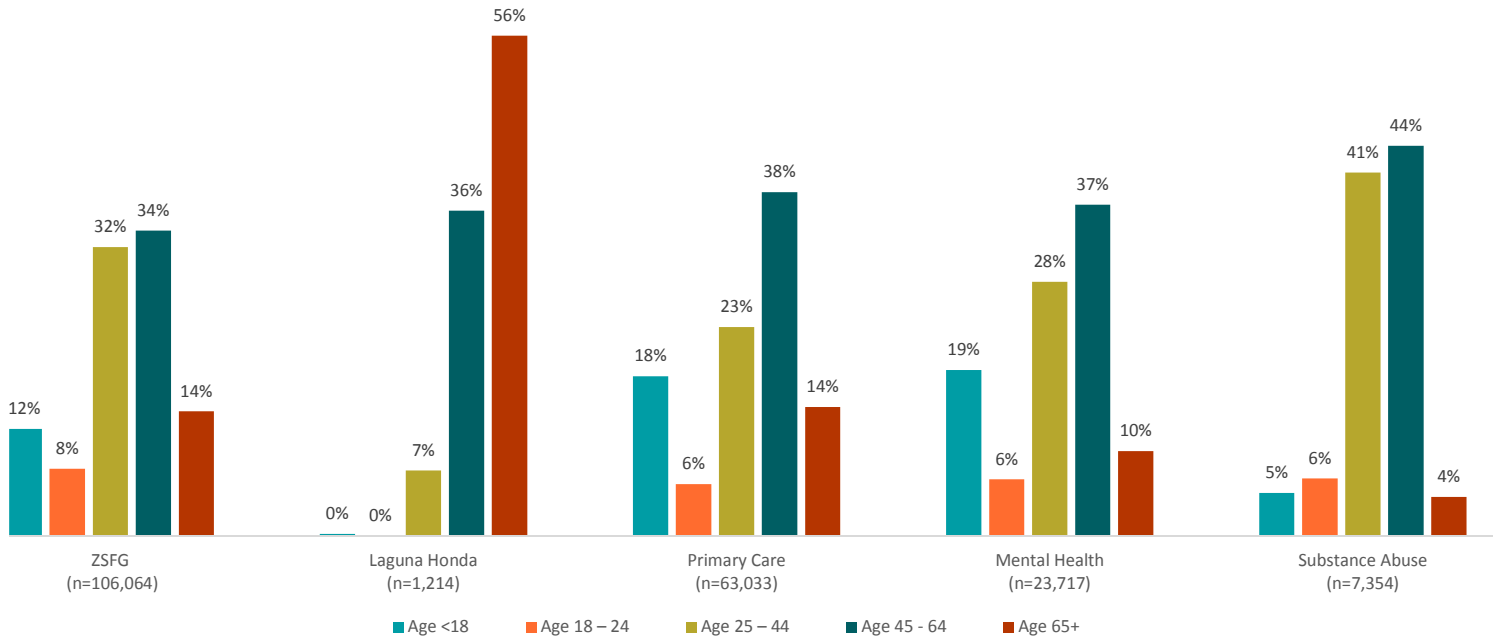


*Data collection and reporting for transgender patients is currently under development.

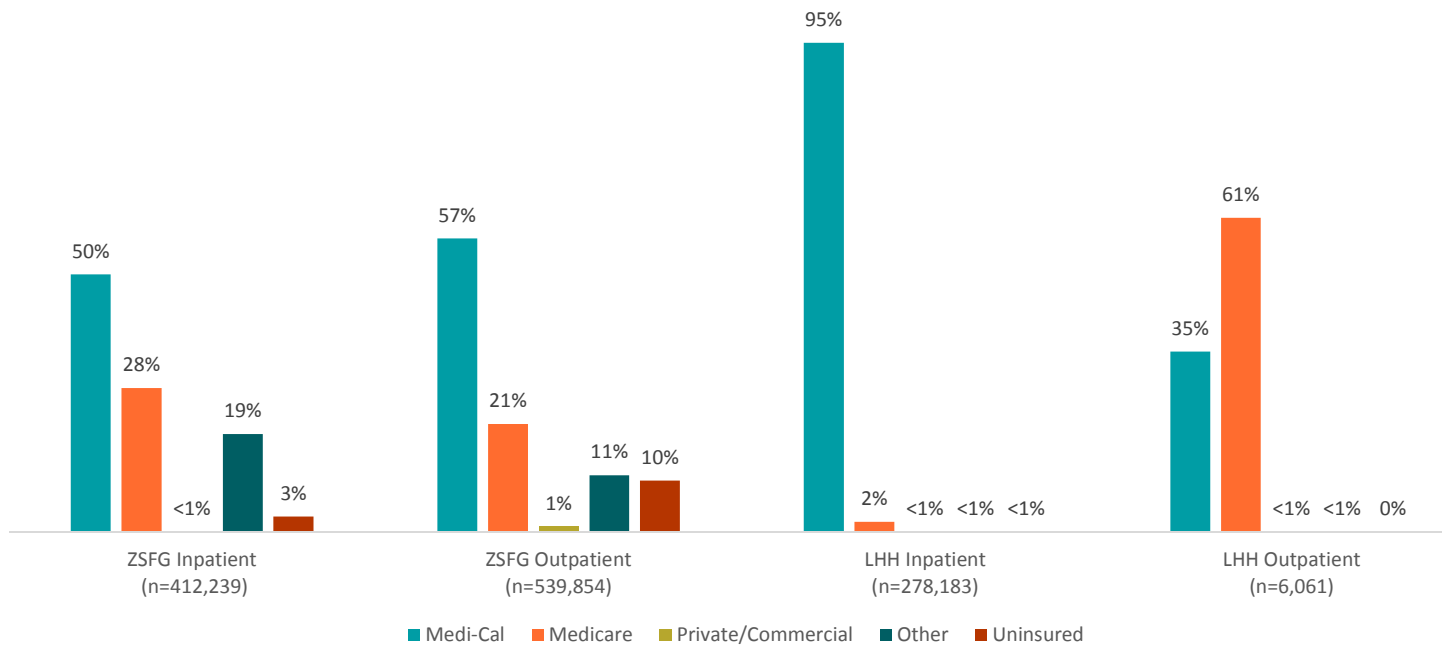
24 FISCAL YEAR 15/16 BY THE NUMBERS

SF HEALTH NETWORK

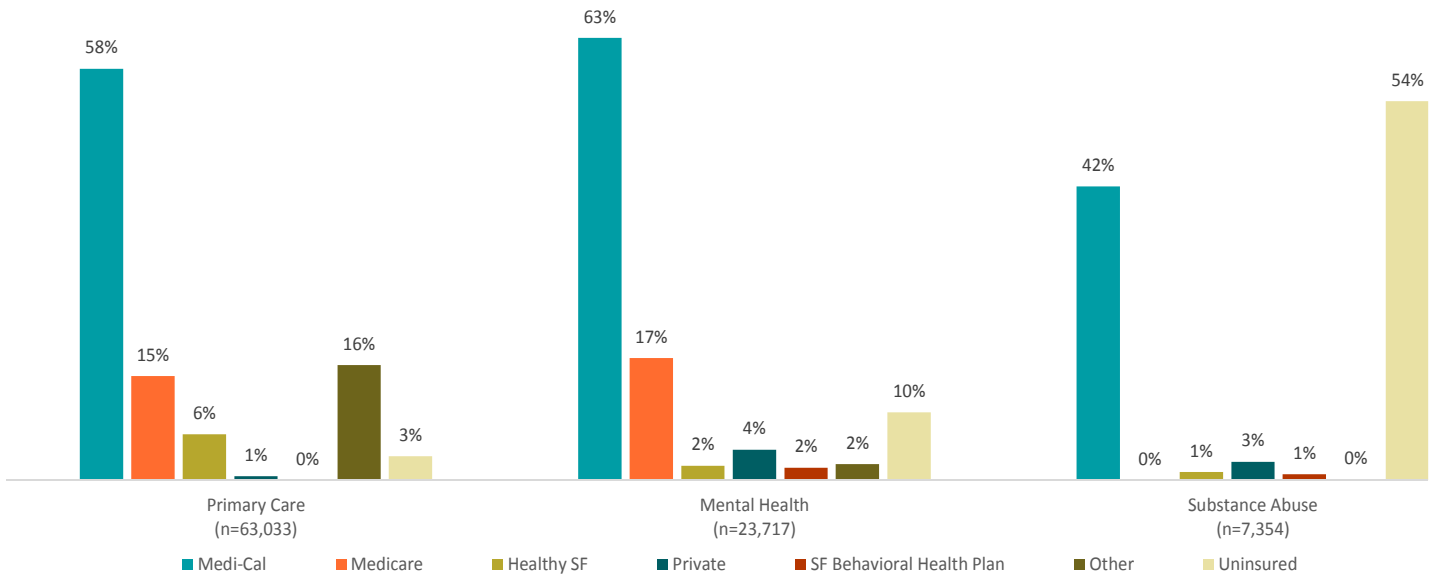
SF Health Network Patients by Age, FY 15/16



SF Health Network Hospital Patient Payer Source, FY 15/16



SF Health Network Primary Care and Behavioral Health Payer Source, FY 15/16



Behavioral Health Services relies on a network of civil service and contracted providers to offer high-quality services to mental health and substance abuse clients. The tables below indicate the number of mental health and substance abuse clients served by contractors vs. civil service providers in FY 15/16.

Mental Health Clients Served	
Provider	Unduplicated Client Count
Contract Providers	14,857
Civil Service Providers (Incl. ZSFG)	12,575
Total Unduplicated Clients	27,432

Substance Abuse Encounters	
Provider	Encounters
Contract Providers - Treatment Services	7,354
Contract Providers - Prevention, Education & Sobering Services	~ 15,044
Civil Service Providers*	NA

* There are no Civil Service Substance Abuse programs in Behavioral Health Services.

26 FISCAL YEAR 15/16 BY THE NUMBERS

POPULATION HEALTH

SFDPH has been a leader in the field of public health for decades, providing important innovations in interventions and programs. However, in spite of these successes, San Francisco faces many health challenges: a striking epidemic of adult and youth obesity and its complications (e.g., childhood type 2 diabetes and hypertension); high rates of infant mortality, and persistent health inequities related to ethnic, social, economic, and environmental factors. SFDPH's ongoing efforts to meet emerging challenges are reflected in the Strategic Plan for our Population Health Division. In Fiscal Year 15/16 PHD conducted the following key programmatic activities that support PHD's strategic plan focus areas.



SAFE AND
HEALTHY LIVING
ENVIRONMENTS:

TOBACCO FREE
PROJECT

120 MEDICAL ASSISTANTS & BEHAVIORAL HEALTH STAFF
TRAINED ON TOBACCO CESSATION COMMUNITY RESOURCES

CHILDREN'S
ENVIRONMENTAL
HEALTH
PROGRAM

279 FAMILIES RECEIVED LEAD OR COMPREHENSIVE
ENVIRONMENTAL HOME ASSESSMENTS



HEALTHY EATING
AND PHYSICAL
ACTIVITY:

SHAPE UP SF

2,500 PEOPLE EDUCATED ON SUGAR SWEETENED
BEVERAGES

HEALTHY RETAIL SF

7 TENDERLOIN, BAYVIEW, AND OCEANVIEW STORES
78,972 MORE UNITS OF PRODUCE SOLD IN THE 7 STORES

SAFE ROUTES TO
SCHOOL

41% INCREASE IN WALKING TO SCHOOL

59% INCREASE IN BIKING TO SCHOOL



ACCESS TO QUALITY
CARE AND SERVICES:

HIV CARE

84% NEWLY DIAGNOSED PATIENTS LINKED TO CARE WITHIN
ONE MONTH

91% LINKED TO CARE WITHIN THREE MONTHS

NEWCOMER HEALTH

13 OUTREACH EVENTS

207 REFUGEES ENROLLED AND LINKED TO PRIMARY CARE



BLACK/AFRICAN
AMERICAN HEALTH

RACIAL/CULTURAL
HUMILITY
TRAINING

185 SENIOR LEADERSHIP AND MANAGERS TRAINED



MATERNAL, CHILD,
ADOLESCENT
HEALTH

NURSE FAMILY
PARTNERSHIP

293 WOMEN AND FAMILIES SERVED

CHILDCARE HEALTH
PROGRAM

2,151 CHILDREN SERVED



HIV PREVENTION

154,946 PEOPLE SERVED

1,283,129 FREE CONDOMS DISTRIBUTED

26,129 HIV TESTS PROVIDED

28 FISCAL YEAR 15/16 BY THE NUMBERS

HEALTH COMMISSION RESOLUTIONS

2016

- 16-8** Recommending the Board of Supervisors Accept a Gift of \$2,625,000 from the San Francisco General Hospital Foundation for the Procurement of Furniture, Fixtures, Equipment and Information Technology for the Priscilla Chan and Mark Zuckerberg San Francisco General Hospital and Trauma Center
- 16-7** Resolution in Support of the 2016 Community Health Assessment
- 16-6** Resolution In Support of Vision Zero and Automated Speed Enforcement
- 16-5** Resolution Recommending that the Board of Supervisors Accept the Shares of Common Stock of Vizient Inc. (Vizient), Distributed by University HealthSystem Consortium (UHC) in Relation to UHC's Merger with VHA Inc., Forming Vizient; and Authorizing the Director of Health (Director) to Enter into an Agreement with Vizient to Accept the Distribution of the Vizient Shares, Including the Eleventh Amended Stockholders' Agreement and the Joinder to the Amended and Restated Stockholders' Agreement
- 16-4** Resolution Authorizing the Department of Public Health to Recommend to the Board of Supervisors to Accept and Expend Retroactively a Bequest from Norma Parenti and Accumulated Interest in the Sum of \$26,673.29 to the Laguna Honda Gift Fund
- 16-3** Resolution in Support of the Director of Health's (Director) Decision to Seek Approval from the BOS that the Competitive Solicitation Process Will Not Apply to the Procurement of a Modern, Secure and Fully Integrated Electronic Health Record System (EHR) to Replace the Department's Current System and to Allow the Director to Enter Into Negotiations for the EHR System
- 16-2** Resolution Approving Support for the City and County of San Francisco to Amend the Health Code to Prohibit Retailers from Selling Tobacco Products, Including Smokeless Tobacco and Electronic Cigarettes, to Persons Aged 18, 19, or 20
- 16-1** Authorizing the SFDPH to Recommend to the BOS to Accept and Expend Retroactively a Gift of \$100,000 to the LHH Gift Fund from Ms. Molly Fleishner

2015

- 15-15** Endorsing the principles of ethical practices of public health.
- 15-14** Resolution recommending the Board of Supervisors Accept a gift of \$5,000,000 from the SF General Hospital Foundation and approve the naming of various places throughout Priscilla Chan and Mark Zuckerberg San Francisco General Hospital and Trauma Center's New Acute Care and Trauma Building in Recognition of Major philanthropic donations
- 15-13** Endorsing the screening for type 2 diabetes mellitus at a body mass index of 23 in Asian American Adult residents of San Francisco County
- 15-12** Resolution Approving a Proposal by the SFDPH to Modernize the City Option and to Explore an Employee Wellness Fund
- 15-11** Resolution in Support of Naming the General Medicine Clinic at SFGH the Richard H. Fine People's Clinic



- | | | |
|---|--|---|
| 1 Maxine Hall Health Center
1301 Pierce Street | 9 Children's Health Center
@ San Francisco General
1001 Potrero Avenue | 16 Balboa Teen Clinic
1000 Cayuga Street |
| 2 Chinatown Public Health Center
1490 Mason Street | 10 Positive Health Program
@ San Francisco General
1001 Potrero Avenue | 17 Hip Hop to Health Clinic
446 Randolph |
| 3 Larkin Street Youth Clinic
1138 Sutter Street | 11 Women's Health Center
@ San Francisco General
1001 Potrero Avenue | 18 Special Programs for Youth
375 Woodside Blvd. |
| 4 Curry Senior Center
333 Turk Street | 12 Potrero Hill Health Center
1050 Wisconsin | 19 Castro Mission Health Center
3850 17th Street |
| 5 Tom Waddell Urban Health Clinic
230 Golden Gate Avenue | 13 Silver Ave Family Health Center
1525 Silver Avenue | 20 Ocean Park Health Center
1351 24th Ave. |
| 6 Medical Respite and Sobering Center
1171 Mission | 14 Southeast Health Center
2401 Keith Street | 21 Cole Street Clinic
555 Cole Street |
| 7 Family Health Center
@ San Francisco General
995 Potrero Avenue | 15 Hawkins Youth Clinic
1099 Sunnydale Avenue | |
| 8 General Medicine Clinic
@ San Francisco General
1001 Potrero Avenue | | |

30 SERVICE SITES

BEHAVIORAL HEALTH



- 1 Sunset Mental Health Services
1990 41st Ave | 415-753-7400
1351 24th Ave | 415-682-1991

- 2 Mission Mental Health Services
2712 Mission | 415-401-2700

- 3 African American Alternatives
2712 Mission | 415-401-2700

- 4 Mission ACT
2712 Mission | 415-401-1250

- 5 SF Homeless Outreach Team
50 Ivy Street | 415-355-7555

- 6 Public Health Nurses
2712 Mission | 415-401-2700

- 7 SE Mission Integrated Services
3905 Mission | 415-337-2400

- 8 SE Child/Family Therapy Center
3905 Mission | 415-337-2400

- 9 South of Market Mental Health
760 Harrison | 415-836-1700

- 10 Castro-Mission Health Center
3850 17th St | 415-943-7700

- 11 Filipino American Counseling Team (F.A.C.T.)
760 Harrison | 415-836-1700

- 12 Community Justice Center
555 Polk St | 415-202-2810

- 13 Central City Older Adult
90 Van Ness | 415-558-5900

- 14 Southeast Child/Family Therapy
100 Blanken St | 415-330-5740
1525 Silver Ave | 415-657-1770

- 15 Adult Behavioral Services
755 S. Van Ness | 415-642-4515

- 16 Special Programs
755 S. Van Ness | 415-642-4500

- 17 Mission Family Center
759 S. Van Ness | 415-642-4571

- 18 L.E.G.A.C.Y.
1305 Evans | 415-920-7700

- 19 Family Mosaic Project
1309 Evans | 415-206-7600

- 20 OMI Family Center
1701 Ocean Ave | 415-452-2200

- 21 Comprehensive Crisis Services
3801 Third #400 | 415-970-3855

- 22 Chinatown Child Development
720 Sacramento | 415-392-4453

- 23 Chinatown/North Beach
729 Filbert | 415-352-2000

- 24 Foster Care Mental Health
3801 Third | 415-970-3877

- 25 Behavioral Health Access
1380 Howard | 415-503-4730

- 18 Reasons
- 44 McAllister Associates LP
- 473 Ellis LP
- A Better Way
- Aguilas
- AIDS Community Research Consortium
- AIDS Emergency Fund
- AIDS Legal Referral Panel of the San Francisco Bay Area
- Alternative Family Services
- APA Family Support Services
- Asian American Recovery Services
- Asian and Pacific Islander Wellness Center
- Asian Week Foundation
- Asthma Resource Center of San Francisco
- BAART Behavioral Health Services
- BAART Community Healthcare
- Baker Places
- Bay Area Communication Access
- Bay Area Young Positives
- Bayview Hunters Point Foundation for Community Improvement
- Bayview Hunters Point Health and Environmental Resource Center (HERC)
- Bayview Hunters Point Multipurpose Senior Services
- Black Coalition on AIDS
- Boys and Girls Clubs of San Francisco
- Brilliant Corners
- California Family Health Council
- California Institute of Integral Studies
- Catholic Charities CYO of the Archdiocese of San Francisco
- Center on Juvenile and Criminal Justice
- Central American Resource Center of Northern California
- Central City Hospitality House
- Children's Council of San Francisco
- Chinatown Community Development Center
- City College of San Francisco
- Community Awareness and Treatment Services (CATS)
- Community Housing Partnership
- Community Initiatives
- Community Youth Center San Francisco
- Conard House
- Crestwood Hope Center
- Dignity Health (formerly Catholic Healthcare West)
- Dolores Street Community Services
- East Bay Agency for Children
- Edgewood Center for Children and Families
- Eldergivers
- EMQ FamiliesFirst Inc.
- Episcopal Community Services of San Francisco
- Family Service Agency of San Francisco
- Fort Help LLC
- Fred Finch Youth Center
- Friendship House Assn. of American Indians
- Glide Community Housing
- Glide Foundation
- GP/TODCO A (TODCO Development Co.)
- Hamilton Family Center
- Harm Reduction Coalition
- HealthRight 360
- Helios Healthcare LLC
- Homeless Children's Network
- Homeless Prenatal Program
- Horizons Unlimited of San Francisco
- Huckleberry Youth Programs
- Hyde Street Community Services
- Institute for Community Health Outreach
- Institute on Aging
- Instituto Familiar de la Raza
- International Institute of the Bay Area
- Internet Sexuality Information Services
- Iris Center: Women's Counseling and Recovery Services
- Japanese Community Youth Council
- Jelani House
- Jewish Family and Children's Services
- John Muir Behavioral Health Center
- Justice and Diversity Center of the Bar Association of San Francisco
- Larkin Street Youth Center
- Latino Commission
- Learning for Action
- Lighthouse for the Blind and Visually Impaired
- Lutheran Social Services of Northern California
- Maitri AIDS Hospice
- Medical Clown Project
- Mental Health Association of San Francisco
- Mental Health Management I DBA Canyon Manor
- Mercy Housing California XL
- Mercy Housing California 50 ACLP
- Mission Council on Alcohol Abuse for the Spanish-speaking
- Mission Creek Senior Community
- Mission Neighborhood Health Center
- Mt. St. Joseph-St. Elizabeth Epiphany Center
- National Alliance on Mental Illness (NAMI) San Francisco
- National Council on Alcoholism Bay Area
- Native American Health Center
- NICOS Chinese Health Coalition
- North of Market Senior Services dba Curry Senior Center
- Northern California Presbyterian Homes
- Oakes Children's Center
- Positive Resource Center
- Progress Foundation
- Project Open Hand
- Providence Foundation of San Francisco
- Public Health Foundation Enterprises (PHFE)
- Public Health Institute (PHI)
- Rafiki Coalition for Health and Wellness
- Regents of the University of California

32 SERVICE SITES

SFDPH CONTRACTORS (CONTINUED)

- Richmond Area Multi-Services
- Saint Francis Memorial Hospital
- Samuel Merritt University
- San Francisco AIDS Foundation
- San Francisco Bicycle Coalition
- San Francisco Child Abuse Prevention Center
- San Francisco Community Clinic Consortium
- San Francisco Community Health Authority
- San Francisco Food Bank
- San Francisco Mental Health Educational Funds
- San Francisco Network Ministries Housing Corp.
- San Francisco Public Health Foundation
- San Francisco Society for the Prevention of Cruelty to Animals
- San Francisco State University
- San Francisco Study Center
- San Francisco Suicide Prevention
- San Francisco Superior Court
- San Francisco Unified School District
- Self-Help for the Elderly
- Seneca Center
- Shanti Project
- Special Service for Groups
- St. Helena Hospital Center for Behavioral Health
- St. James Infirmary
- Steppingstone
- Stop AIDS Project
- Swords to Plowshares
- Tenderloin Neighborhood Development Corp.
- Thunder Road Adolescent Treatment Centers
- Tides Center
- University of California Berkeley
- University of the Pacific
- West Bay Housing Corporation
- Westcoast Children's Clinic
- Westside Community Mental Health Center
- Women's Community Clinic
- YMCA of San Francisco Bayview Hunters Point
- YMCA of San Francisco Urban Services
- Young Community Developers, Inc.
- Youth Justice Institute
- Youth Leadership Institute

To learn more about SFDPH efforts to protect and promote the health of all San Franciscans, please explore the following resources:

- **SF Health Commission** (<https://www.sfdph.org/dph/comupg/aboutdph/hc/default.asp>) Read more about the SF Health Commission, the governing and policy-making body of the SFDPH.
- **SFDPH Webpage** (www.SFDPH.org) Learn more about SFDPH services and programs and link to additional SFDPH reports – including past Annual Reports.
- **San Francisco Public Health Foundation** (<http://sfphf.org>) Read about the San Francisco Public Health Foundation, a non-profit that strives to provide resources to San Francisco’s public health community, facilitating the provision of high quality and cost-effective health care services.
- **SF Health Network** (www.sfhealthnetwork.org) Learn more about the SF Health Network, the city’s only complete care system.
- **Zuckerberg SF General (ZSFG) Annual Report** (<https://www.sfdph.org/dph/comupg/oservices/medSvs/SFGH/SFGHAnnualReports.asp>) Learn more detailed information about ZSFG’s services, accomplishments, and operations over the last fiscal year.
- **SF General Foundation** (www.SFGHF.org) Find out more about the SF General (SFGH) Foundation, a not-for-profit corporation that provides fundraising support to ZSFG.
- **Laguna Honda Hospital (LHH) Annual Report** (<http://lagunahonda.org/annualreport2015>) Learn more detailed information about LHH’s services, accomplishments, and operations over the last fiscal year.
- **Friends of Laguna Honda** (www.friendsoflagunahonda.org) Learn more about Friends of Laguna Honda, a non-profit organization founded in 1956, dedicated to enhancing the quality of life for the residents at Laguna Honda Hospital and Rehabilitation Center by funding non-medical programs and services that would otherwise be unavailable.
- **Get Covered San Francisco** (www.sfgov.org/healthreform) Learn more about health care options under the Affordable Care Act.
- **Healthy San Francisco** (www.healthysanfrancisco.org) Learn about the Healthy San Francisco program, including information on eligibility and enrollment.
- **San Francisco Health Improvement Partnerships (SFHIP)** (www.sfhip.org) Learn more about SFHIP, a dynamic portal to the community’s priority health issues and associated community resources.



Report can be found online at:

www.SFDPH.org

415.554.2500

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