

Behavioral Health Commission - Director's Update

San Francisco Department of Public Health
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City & County of San Francisco
Department of Public Health

Agenda

- Proposition 1 Update
- Peer Billing (SB803) Update
- About Street Care Services



Verbal Updates

- Proposition 1
- Peer Billing (SB803)



About Street Care Services



Citywide Coordinated Street Response

Citywide network of crisis and rapid response as well as planned outreach efforts that aim to increase stability and connections to care through daily and weekly coordination. Multi-department effort includes:

- **Department of Public Health (DPH):** Behavioral and physical health care and case management.
- **Department of Emergency Management (DEM):** Coordination, Healthy Streets Operations Center (HSOC), Tenderloin Joint Field Operations, Ambassador Programs, Homeless Engagement Assistance Response Team (HEART).
- **San Francisco Fire Department (SFFD):** Behavioral health crisis and non-acute physical and wellness services.
- **Department of Homelessness and Supportive Housing (HSH):** Outreach, shelter, and housing.

SF Coordinated Street Response Teams

1. **SCRT**
Street Crisis Response Team

2. **SORT**
Street Overdose Response Team

3. **HEART**
Homeless Engagement Assistance Response Team

4. **HSOC**
Healthy Street Operation Center

5. **HOT**
Homeless Outreach Team

6. **Street Medicine**

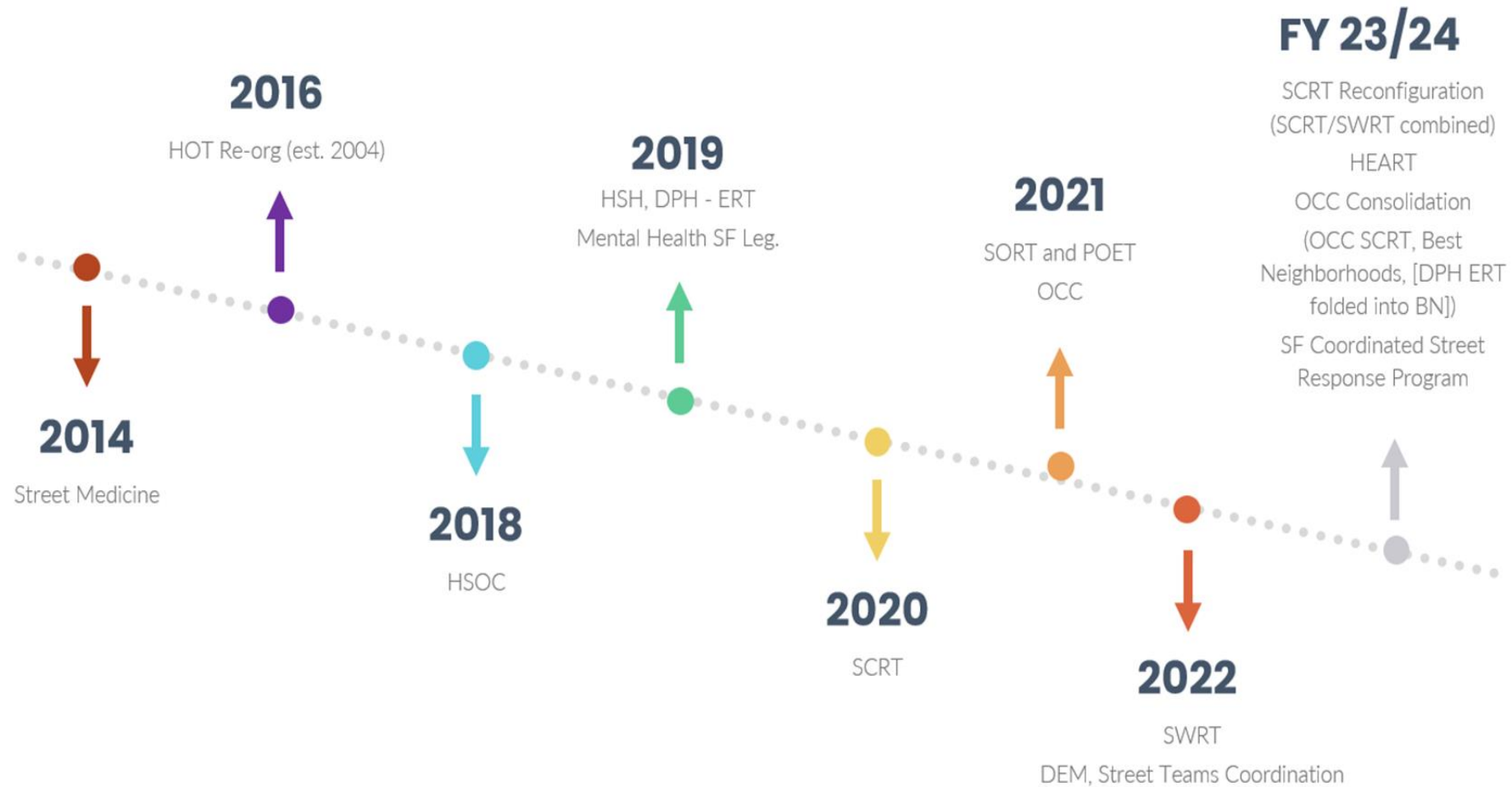
7. **POET**
Post Overdose Engagement Team

8. **OCC Triage**
Office of Coordinated Care

9. **OCC/Best Neighborhoods**
Bridge and Engagement Services Team: Neighborhoods

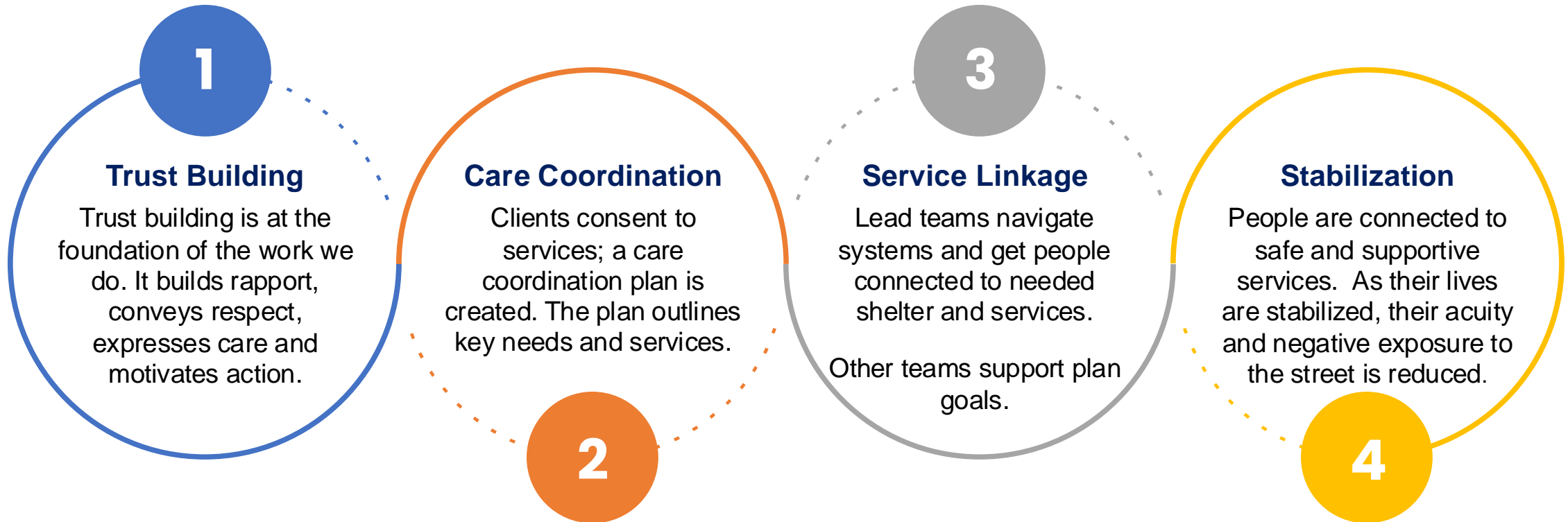
- DPH Street Teams
- Non-DPH Street Teams (DEM, HSH)
- Street Teams in Partnership with DEM and SFFD

SF Coordinated Street Response Program Evolution



Street Care Process Overview

SF coordinated street response teams follow a consistent process of engagement.



About SFDPH Street Teams

To ensure that clients receive care that meets their specific needs, SFDPH street care teams offer a wide range of care and treatments for physical health care, substance use and mental health disorders, and overdose prevention.

SFDPH has various street care teams that managed **23,000+** encounters in 2023, including:

- BEST Neighborhoods (Bridge and Engagement Services Team: Neighborhoods)
- Street Overdose Response Team (SORT), in partnership with SFFD
- Street Crisis Response Team (SCRT), in partnership with DEM and SFFD
- Street Medicine
- Post Overdose Engagement Team (POET)



DPH Street Team Composition

- Multidisciplinary, diverse and highly dedicated teams that deliver compassionate and results-focused care.
- Focus is on short- and long-term linkages.
- Provide basic need supplies, food, transportation, other immediate resources.



BHS Office of Coordinated Care

Central Access & Eligibility Services

Information, screening, referral and direct connection to behavioral health care.

Behavioral Health Access Line (BHAL): 24/7 access call center and hub providing connection to behavioral health services.

Behavioral Health Access Center (BHAC): Walk-in center, open 7 days/week, for access to behavioral health services.

Eligibility Services: Centralized eligibility support to ensure individuals are enrolled in MediCal or other appropriate benefits.

Care Coordination Services

Focused services for priority populations needing engagement and connections to care.

Triage: Central hub managing referrals, ensuring connections to care after 5150 or crisis contact, deploying OCC field-based follow-up teams.

BEST Care Management: Field-based team focused on individuals leaving hospital, jail or post-crisis contact.

BEST Neighborhoods: Teams providing outreach, engagement, coordination for unhoused people with acute behavioral health needs.

Shelter Behavioral Health Team: Teams providing behavioral health care coordination and linkage for individuals in shelters and navigation centers.

PHACS: Collaboration between BHS-OCC and WPIC providing care coordination and linkage for individuals in permanent supportive housing sites.

BEST Neighborhoods

(Bridge and Engagement Services Team: Neighborhoods)

Launched in March 2023, BEST Neighborhoods provides trauma-informed behavioral health assessment and care linkages to people living on the streets with complex behavioral health needs who face significant barriers to engage with much-needed care. Teams work in assigned neighborhoods and provide time-limited, focused, and phased interventions to support clients in transitioning to ongoing care and supports.

- Operated by BHS and collaborates with DEM, HSOC, Street Medicine, SFHOT.
- Clients are:
 - Referred for follow up from SCRT encounters, other OCC Triage referrals.
 - Shared priority clients who regularly exhibit street behaviors that result in concern from providers, community, or other people familiar with client.

BEST Neighborhoods Data (Mar 23 (launch) - Mar 24)

- 8,448 total engagements
- 1100+ linkages to mental health and substance use services, medical care, and shelter



Post-Overdose Engagement Team (POET)

POET follows up with survivors of overdose to engage them and offer care such as connections for medications for opioid use disorder (MOUD) and counseling to prevent future overdoses. Operated by Ambulatory Care. DPH contracts peers to support staffing.

Encounters CY23

1,558 follow up encounters for 617 unduplicated clients.
783 referrals to treatment.

Follow up Engagement Activities in FY22-23

- Counseled on overdose prevention and treatment services – 49%
- Assisted client connecting with services – 40%
- Provided naloxone – 37%
- Prescribed buprenorphine – 14%
- Referred to withdrawal management – 4%



Street Medicine

In the community six days per week, providing essential medical, mental health and substance use treatment in streets, parks and encampments. The team serves clients who are hard to reach—people experiencing homelessness who are disconnected from health care. Operated by Ambulatory Care.

Encounters FY22-23

- 11,641 encounters across 3,075 unique patients
- Weekly outreach at 16+ off-site clinics and 15+ distinct neighborhood outreach events



Street Crisis Response Team (SCRT)

Led by the Department of Emergency Management (DEM) and San Francisco Fire Department (SFFD) in partnership with DPH, SCRT responds to people experiencing behavioral health crises. Supportive follow-up services are provided by DPH via POET and OCC. DPH contracts RAMS Peers to support staffing.

Street Overdose Response Team (SORT)

Led by SFFD in partnership with DPH, SORT responds to 911 calls to assist people experiencing a drug overdose. DPH contracts RAMS Peers to support staffing.



Thank you

Additional Information



City & County of San Francisco
Department of Public Health

How People Can Get Into Behavioral Health Care

