

Progress Foundation Report
Keshia Mason Lisa Wynn

If I have any further questions, please email me only!

The site visit to Progress Foundation's Avenues on August 27, 2024, aimed to evaluate its crisis residential treatment services for adults with acute mental health challenges. The program emphasizes a client-centered approach, offering personalized assessments and referrals to essential services, while providing in-house programs such as DPT work groups and addiction training. The ADA-accessible facility promotes community integration and encourages family involvement, with staff focusing on individualized treatment plans to ensure successful outcomes. Challenges include maintaining support during service transitions and addressing treatment barriers. Recommendations from the visit include developing a physical brochure to improve outreach and exploring further community collaboration to enhance resources for residents.

Friendship House
Stephen Banuelos Alex Humphrey

The site visit to Friendship House on September 5, 2024, conducted by Commissioners of the San Francisco Behavioral Health Commission, focused on the Adult Residential Program, which offers up to six months of treatment for adults struggling with substance use, emphasizing the integration of Native American cultural and spiritual traditions. With 75% of the staff being Native American, the program fosters a supportive community where clients feel a sense of belonging and respect for their individual backgrounds. Strengths noted include structured programming, strong staff-client relationships, and effective use of local resources. However, the program currently operates at 50% capacity post-COVID and would benefit from assistance in filling its beds, along with a request from younger residents for an on-site gym to enhance their recovery experience.

Dora Residential Care
Carletta-Jackson Lane Liza Murawaski

The site visit to Dore Residential Care on August 30, 2024, conducted by Commissioners Liza M. Murawski and Carletta Jackson-Lane, examined the facility's services, which require referrals from community-based organizations and mental health clinicians. Dore, part of the Progress Foundation, provides a supportive living environment with 16 step-down and 10 residential beds, focusing on individualized treatment plans and daily activities to foster social reintegration for residents, including those reuniting with children, seniors, and transitional age youth. The staff, comprising a diverse range of backgrounds, emphasizes the therapeutic value of everyday experiences and utilizes evidence-based recovery methods. Challenges include staffing shortages, which affect the continuity of care, and the facility's plans to expand outreach to underserved communities. Recommendations highlight the need for increased pay and funding to reduce turnover and sustain client-centered care. Overall, the facility was noted for its cleanliness, welcoming atmosphere, and the empathetic engagement of staff with residents.