

## A Prevention & Early Intervention (PEI) Program

### Population Served:

Individuals living in the Tenderloin area in San Francisco



### Program Contact:

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### MHSA (Proposition 63)

was passed by California voters in November 2004 to expand and transform mental health services for children and adults. The Act is funded by a 1% tax surcharge on individual personal incomes over \$1 million per year.



## Tenderloin Self-Help Center (TSHC)

### What Does TSHC Do?

The TSHC is one of Hospitality House's six diverse yet integrated programs providing community-based solutions that foster self-sufficiency, increase self-esteem, and encourage self-expression as essential components of health and wellness. It is the only multi-service drop-in center for both men and women in the Tenderloin seeking to address their immediate and survival needs. TSHC links individuals to longer-term services, cultural resources, community engagement activities, and socialization opportunities that promote holistic health and wellness.

### Who Is Served By This Program?

From July 1, 2015 to June 30, 2016, TSHC served 10,660 individuals who struggle with homelessness and poverty.



### Activities/Services

#### Outreach & Engagement

The center conducts outreach primarily through word of mouth and colorful fliers distributed at community and provider collaboration meetings and events. They have an active social media presence on [Facebook](#) and [Twitter](#). Peer-based, self-help engagement is used to engage difficult-to-reach populations at drop-in centers, community arts studio, and support groups (e.g., *Grupo Latino* and *Women's Group*). Services provided include case management, support and social groups, vocational resources, and access to basic amenities (e.g., street respite, restrooms, phone, email, mail service, and weekly grocery distribution).



**95** individuals were screened or assessed for practical, emotional, and mental health needs related to housing, benefits, or other services  
**Goal: 100**

**99%** of individuals screened were referred for case management  
**Goal: 75%**

#### Screening & Assessment

Case managers identify practical, emotional, and mental health needs of clients expressing an interest in more in-depth services, using a strength-based, client-centered, and peer-to-peer model. They provide referrals as needed to case management, mental health support, and/or support groups.

## Wellness Promotion

TSHC contracts with the [Harm Reduction Therapy Center](#) to provide peer-based, on-site individual and group harm reduction support groups to participants aiming to enhance protective factors (like community engagement), reduce risk factors (like substance use), support recovery, and promote healthy behaviors.

**246**  
individuals  
attended harm  
reduction  
support groups  
*Goal: 225*

**66%**  
of harm reduction  
support group  
participants  
demonstrated  
reduced risk  
behavior  
*Goal: 50%*

**121**  
participants had a  
written case plan  
*Goal: 80*

**101**  
participants  
completed at  
least one case  
plan goal  
*Goal: 80*

## Service Linkage

TSHC non-clinical case management provides service navigation and coordination with clients and their family members and facilitates referrals and successful linkages to health and social services. Through creation of a harm reduction plan, case managers work with their participants to identify and implement strategies to successfully complete goals that are written using clients' language.

## What Will TSHC Do in the Future?

As a result of collaborative input from participants, TSHC plans to (1) activate a back area wall by adding art and motivational quotes, (2) create a peer coaching program as a team development improvement task, (3) continue to create additional accommodations for seniors and participants with disabilities (e.g., seating, restroom time, access to space), and (4) create a peer leadership component.

*"It's a place to root and enables me to progress."*

*"This program has not only made me feel [better] but it has made others feel better here."*

*"This program is made to be a great part of this great community."*

-Client quotes

This report created by:

San Francisco Department of Public Health, Behavioral Health Services, Quality Management

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