

A Prevention & Early Intervention (PEI) Program

Population Served:
Individuals living in the Tenderloin area in San Francisco



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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.



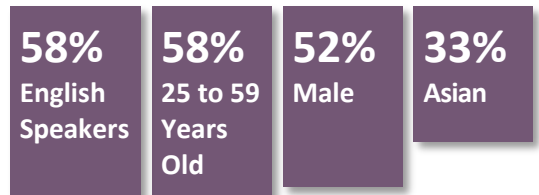
Tenderloin Self-Help Center (TSHC)

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

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