Call to Order/Roll Call
Meeting Goals

• Review and vote on Crisis Diversion Unit recommendations
• Review and vote on Office of Coordinated Care recommendations
• Receive a briefing from the various Citywide Street Outreach Teams
• Receive an update from Department of Homelessness and Supportive Housing

All materials can be found on the MHSF IWG website at: https://www.sfdph.org/dph/comupg/knowlcol/mentalhlth/Implementation.asp
Reminder: Mental Health SF Domains

Mental Health SF Domains

- Office of Coordinated Care
  - Case Management and Navigation
  - Overall Care Coordination
  - Marketing / Community Outreach
  - Inventory of Programs and Services

- Street Crisis Response Team
  - Pilot Phase
  - Ongoing Implementation

- Mental Health Service Center
  - Centralized Access
  - Pharmacy Services
  - Transportation

- New Beds and Facilities* (Mental Health and Substance Use Treatment Expansion)
  - Expanding Existing Models
  - Drug Sobering Center
  - Crisis Diversion
  - TAY

Data and IT Systems | HR Hiring and Pipeline | Equity | Analytics and Evaluation

Marlo Simmons | Dr. David Pating |
Heather Weisbrod | Yoonjung Kim |
Elizabeth Hewson | Eme Garcia |
Kristina Leonoudakis-Watts
Discussion Item #1

Remote meeting update

All materials can be found on the MHSF IWG website at:
https://www.sfdph.org/dph/comupg/knowlcol/mentalhlth/Implementation.asp
RESOLVED, That MHSF IWG finds as follows:

1. The State of California and the City remain in a state of emergency due to the COVID-19 pandemic. At this meeting, MHSF IWG has considered the circumstances of the state of emergency.

2. State and City officials continue to recommend measures to promote physical distancing and other social distancing measures, in some settings.

3. Because of the COVID-19 pandemic, conducting meetings of this body and its Discussion Groups in person would present imminent risks to the safety of attendees, and the state of emergency continues to directly impact the ability of members to meet safely in person.
Public Comment for Discussion Item #1

Remote meeting update

Steps:

• Call (415) 655-0001
• Enter access code 2483 105 4442
• Press ‘#’ and then ‘#’ again
Vote on Discussion Item #1
Remote meeting “findings”

Decision Rule:

• Simply majority, by roll call
Discussion Item #2

Approve Meeting Minutes

All materials can be found on the MHSF IWG website at:
https://www.sfdph.org/dph/comupg/knowlcol/mentalth/Implementation.asp
Public Comment for Discussion Item #2
Approve Meeting Minutes

Steps:

- Call (415) 655-0001
- Enter access code 2483 105 4442
- Press ‘#’ and then ‘#’ again
Vote on Discussion Item #2

Approve Meeting Minutes

Decision Rule:

• Simply majority, by roll call
Discussion Item #3

New Beds and Facilities: Crisis Diversion Unit Recommendations

All materials can be found on the MHSF IWG website at:
https://www.sfdph.org/dph/comupg/knowlcol/mentalhlth/Implementation.asp
Reminder: Mental Health SF Domains

Mental Health SF Domains

Office of Coordinated Care
- Case Management and Navigation
- Overall Care Coordination
- Marketing / Community Outreach
- Inventory of Programs and Services

Street Crisis Response Team
- Pilot Phase
- Ongoing Implementation

Mental Health Service Center
- Centralized Access
- Pharmacy Services
- Transportation

New Beds and Facilities*
- Expanding Existing Models
- Drug Sobering Center
- Crisis Diversion
- TAY

Data and IT Systems
HR Hiring and Pipeline
Equity
Analytics and Evaluation

Dr. David Pating
Yoonjung Kim
Eme Garcia
Reminder of the Recommendation Roadmap

September 28-October 26*
IWG receives background and discusses

November 9*
IWG engages in white board session to source recommendation ideas

December
Discussion Group crafts recommendations

January 25*
IWG reviews Discussion Group’s work

February
Discussion Group refines recommendation wording

February 22 *
Review recommendations and vote

Conflict of Interest key
- = step out
- = be vigilant
- = all can participate

* Occurs during monthly IWG public meetings
Group Agreements

1. No one knows everything, together we know a lot
2. Listen actively, respectfully and for new information
3. Critique the idea, not the person
4. Step up/Step back
5. Speak from own experience; avoid generalizations
6. Focus on solutions that best create anti-racist, anti-sexist, anti-transphobic, anti-xenophobic, and promote a decolonized community
7. Use virtual meeting tools (camera, raise hand)
8. Allow the facilitator to guide the process
Crisis Diversion Unit Recommendations

Share screen of recommendations
Crisis Diversion Unit Recommendations

What is your level of agreement with the current list of Crisis Diversion Unit Recommendations?
Public Comment for Discussion Item #3

Crisis Diversion Unit Recommendations

Discussion

Steps:

- Call (415) 655-0001
- Enter access code 2483 105 4442
- Press ‘#’ and then ‘#’ again
Vote on Discussion Item #3

Crisis Diversion Unit Recommendations

Decision Rule:

• Simply majority, by roll call
Discussion Item #4

Citywide Street Outreach Teams Briefing

All materials can be found on the MHSF IWG website at:
https://www.sfdph.org/dph/comupg/knowlcol/mentalhlth/Implementation.asp
Reminder: Mental Health SF Domains

Mental Health SF Domains

Office of Coordinated Care
- Case Management and Navigation
- Overall Care Coordination
- Marketing / Community Outreach
- Inventory of Programs and Services

Street Crisis Response Team
- Pilot Phase
- Ongoing Implementation

Mental Health Service Center
- Centralized Access
- Pharmacy Services
- Transportation

New Beds and Facilities*
- Expanding Existing Models
- Drug Sobering Center
- Crisis Diversion
- TAY

Data and IT Systems
HR Hiring and Pipeline
Equity
Analytics and Evaluation

Shalini Rana
Kevin Lagor
Laura Marshall
Simon Pang
Dr. Angelica Almeida
Michael Mason
Public Comment for Discussion Item #4
Citywide Street Outreach Teams Briefing

Steps:
• Call (415) 655-0001
• Enter access code 2483 105 4442
• Press ‘#’ and then ‘#’ again
5 Minute Break
Discussion Item #5
Homelessness and Supportive Housing Update

Kristina Leonoudakis-Watts
Elizabeth Hewson

All materials can be found on the MHSF IWG website at:
https://www.sfdph.org/dph/comupg/knowlcol/mentalhlth/Implementation.asp
Permanent Supportive Housing-
Serving the MHSF Population

SF Dept. of Homelessness & Supportive Housing
02/22/2022
Our Mission: Make homelessness in San Francisco rare, brief and one-time

Coordinate w/other City and County of San Francisco departments and centralize city programs and resources to address homelessness.

Continue operations of the core and essential programs that shelter, serve, and house > 14,000 people every day in our communities.
“Permanent Supportive Housing”

Defined:

- Affordable, stable housing w/imbedded, voluntary services.
- Serves individuals with multiple, chronic, complex needs.
- An innovative and proven solution to some of our communities' toughest problems.

HSH and PSH:

- **Centralize** and **coordinate** housing and social services.
- Ensure **equitable** and **timely** access to housing.
- **Mitigate** risks to housing stability.

http://hsh.sfgov.org
But How?

http://hsh.sfgov.org
Coordinated Entry Process

Front Door of San Francisco’s Homelessness Response System:

http://hsh.sfgov.org
Coordinated Entry Demographics

Reporting Period: 7/1/2019 through 12/31/2021

Percent by Race

CE Status  ● Enrolled in CE  ● Housing Referral Status  ● Referred to Housing  ● Housed

<table>
<thead>
<tr>
<th>Race</th>
<th>Enrolled</th>
<th>Housing Referral</th>
<th>Referred</th>
<th>Housed</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian, Alaska Native, or Indigenous</td>
<td>4%</td>
<td>4%</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>Asian or Asian American</td>
<td>6%</td>
<td>6%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Black, African American, or African</td>
<td>45%</td>
<td>45%</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Multi-Racial</td>
<td>6%</td>
<td>6%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Native Hawaiian or Pacific Islander</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>White</td>
<td>38%</td>
<td>38%</td>
<td>36%</td>
<td>36%</td>
</tr>
</tbody>
</table>

Race is incomplete for 8% of clients (3% Data Not Collected, 6% Doesn’t Know / Refused)

Percent by Ethnicity

CE Status  ● Enrolled in CE  ● Housing Referral Status  ● Referred to Housing  ● Housed

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Enrolled</th>
<th>Housing Referral</th>
<th>Referred</th>
<th>Housed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic / Latin(o)(o)(x)</td>
<td>72%</td>
<td>77%</td>
<td>77%</td>
<td>80%</td>
</tr>
<tr>
<td>Non-Hispanic / Non-Latin(o)(o)(x)</td>
<td>23%</td>
<td>23%</td>
<td>23%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Ethnicity is incomplete for 2% of clients (1% Data Not Collected, 1% Doesn’t Know / Refused)

Percent by Sexual Orientation

CE Status  ● Enrolled in CE  ● Housing Referral Status  ● Referred to Housing  ● Housed

<table>
<thead>
<tr>
<th>Sexual Orientation</th>
<th>Enrolled</th>
<th>Housing Referral</th>
<th>Referred</th>
<th>Housed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Straight / Heterosexual</td>
<td>85%</td>
<td>85%</td>
<td>85%</td>
<td>85%</td>
</tr>
<tr>
<td>Gay / Lesbian / Same-Gender Loving</td>
<td>7%</td>
<td>7%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Bisexual</td>
<td>6%</td>
<td>6%</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>Questioning / Unsure</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Other / Not Listed</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Sexual Orientation is incomplete for 7% of clients (5% Data Not Collected, 2% Refused)

Percent by Gender

CE Status  ● Enrolled in CE  ● Housing Referral Status  ● Referred to Housing  ● Housed

<table>
<thead>
<tr>
<th>Gender</th>
<th>Enrolled</th>
<th>Housing Referral</th>
<th>Referred</th>
<th>Housed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>60%</td>
<td>52%</td>
<td>55%</td>
<td>55%</td>
</tr>
<tr>
<td>Female</td>
<td>45%</td>
<td>45%</td>
<td>45%</td>
<td>45%</td>
</tr>
<tr>
<td>Transgender</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>No Single Gender</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Questioning</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Gender is incomplete for 0% of clients (0% Data Not Collected, 0% Doesn’t Know / Refused)

Email: dhsh@sfgov.org  Follow: @SF_HSH  Learn: hsh.sfgov.org  Like: @SanFranciscoHSH

Data as of 2/14/2022
Permanently Supportive Housing Landscape

145 PSH sites
- > 8,400 units: youth, families, adults, and seniors
- 9 new sites leased in 2021
- 10+ new sites (~1,000 units) opening in 2022

Spectrum of housing is wide
- Level and types of services and amenities vary

http://hsh.sfgov.org
**PSH Supportive Services**

- **Spectrum of services is wide**
  - Standards of service need to be elevated to meet needs
  - New housing: better matching
  - Existing housing: strategize to get service to comparable levels

- **Housing-focused Case Management and tenancy support**
  - Other wrap-around services in some programs: money management, food security, clinical case management, nursing

- **Top 2 priorities:**
  - Strengthening on-site support services teams, including pay equity and case management ratios
  - Site-based or roving nursing and behavioral health support

http://hsh.sfgov.org
“MHSF Population” – SF residents living with complex, chronic mental health and/or substance use challenges who are experiencing homeless, uninsured, and/or enrolled in Medi-Cal or Healthy San Francisco.

Care Coordination, Information Sharing, Communication
Area of expertise = **Higher acuity health needs**
- Residential care and treatment facilities.

Care coordination and collaborative successes:
- Medical support staff integrated at HSH PSH sites.
- Whole Person Integrated Care (WPIC).
- “Office of Care Coordination”
- “Shelter in Place Hotels”
- “Permanent Housing Advanced Clinical Services” (PHACS)
Permanent Housing Advanced Clinical Services (PHACS)

- DPH enhanced physical and behavioral health services and support for PSH

PHACS

- Expedited referral to community health care resources
- On-going training to supportive housing staff
- 1-on-1 consultation with on-site providers
- Telehealth consultation with tenants
- In-person consultation with tenants at housing sites

http://hsh.sfgov.org
Other CCSF Departments

- Department of Aging and Adult Services
  - In-Home Support Services pilot
  - “Home Safe”

- Human Services Agency
  - Benefits, linkages, coordination
  - Housing, Disability and Advocacy Program (HDAP)

- Mayor’s Office on Housing and Community Development
  - Coordinate and ensure ongoing PSH pipeline
“Our City, Our Home” (Prop C)

- Passed in 2018, extensive input from people w/lived experience, staff on the front lines, key CCSF departments.
  - At least 50% for permanent supportive housing
  - At least 25% to DPH for the creation of new mental health services programs or programs designed for homeless people severely impaired by behavioral health issues

- Targets the mental health crisis
  - Intensive wrap-around services in multiple settings
  - Housing for those suffering from mental illness and substance use disorders.

- HSH and Prop C
  - PHACS (current)
  - Acquisition of new PSH sites (in the pipeline)- 4 sites of 10 opening 2022.
Additional HSH References

https://hsh.sfgov.org/committees/lhcb/

https://hsh.sfgov.org/services/how-to-get-services/referrals-and-housing-assistance/

https://hsh.sfgov.org/get-involved/2022-pit-count/
Thank you!

Contact Us: @sfgov.org

Learn: hsh.sfgov.org | Follow: @SF_HSH | Like: @SanFranciscoHSH
Public Comment for Discussion Item #5
Homelessness and Supportive Housing Update

Steps:

• Call (415) 655-0001
• Enter access code 2483 105 4442
• Press ‘#’ and then ‘#’ again
Public Comment for

Any other matter within the Jurisdiction of the Committee not on the Agenda

Steps:

• Call (415) 655-0001
• Enter access code 2483 105 4442
• Press ‘#’ and then ‘#’ again
## Anticipated IWG Meeting Topics 2022

### IWG Domains

<table>
<thead>
<tr>
<th>Topic Area</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
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</thead>
<tbody>
<tr>
<td>Street Crisis Response Team</td>
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</table>
| New Beds & Facilities (NB&F):
  Drug Sobering Center |     | U   |     |     |     |     |     |     |     |     |     | U   |
| NB&F: Crisis Diversion Unit (CDU) | D   | D   | D   |     |     |     |     | U   |     |     |     |     |
| NB&F: Transitional Aged Youth (TAY) | D   | D   | D   | D   | D   |     |     | U   |     |     |     |     |
| Office of Coordinated Care (OCC) | D   | D   | D   | U   |     | U   |     |     | U   |     |     |     |
| Mental Health Service Center (MHSC) |     | U   | U   |     |     |     |     |     |     |     |     | D   |
| Analytics & Evaluation |     | U   |     |     |     |     |     |     |     |     |     | U   |

**Deliverable:** IWG Annual Progress Report ★

**Deliverable:** IWG Implementation Report ★

### Other Intersecting Departments/Projects/Briefings

<table>
<thead>
<tr>
<th>Topic Area</th>
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<tr>
<td>CON: Citywide Street Outreach Briefing (SCRT, SFHOT, SORT, etc.)</td>
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<td>HSH: Housing Briefing</td>
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<tr>
<td>DPH MHSF Budget Update</td>
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*D=D=Design  U=Update
Local Vaccination Requirements

Please submit your vaccination status and documentation to Carlos Benitez (carlos.benitez@sfgov.org), SF Controller’s Office HR Manager.

Please refer to the email you received on 2/1/22 for additional details.
Housekeeping

• Next Meeting Date and Time
  o 4\textsuperscript{th} Tuesday of the month 9:00AM-1:00PM
  o March 22, 2022

• Meeting Minutes Procedures
  o \url{https://www.sfdph.org/dph/comupg/knowlcol/mentalhlt\textunderscore h/Implementation.asp}
  o Draft minutes in the next two weeks
  o Approved meeting minutes will be posted

• New public input process: MHSF IWG e-mail address for public input: \texttt{MentalHealthSFIWG@sfgov.org}
Adjourn