

SFDPH Mental Health Reform

Homelessness and Behavioral Health

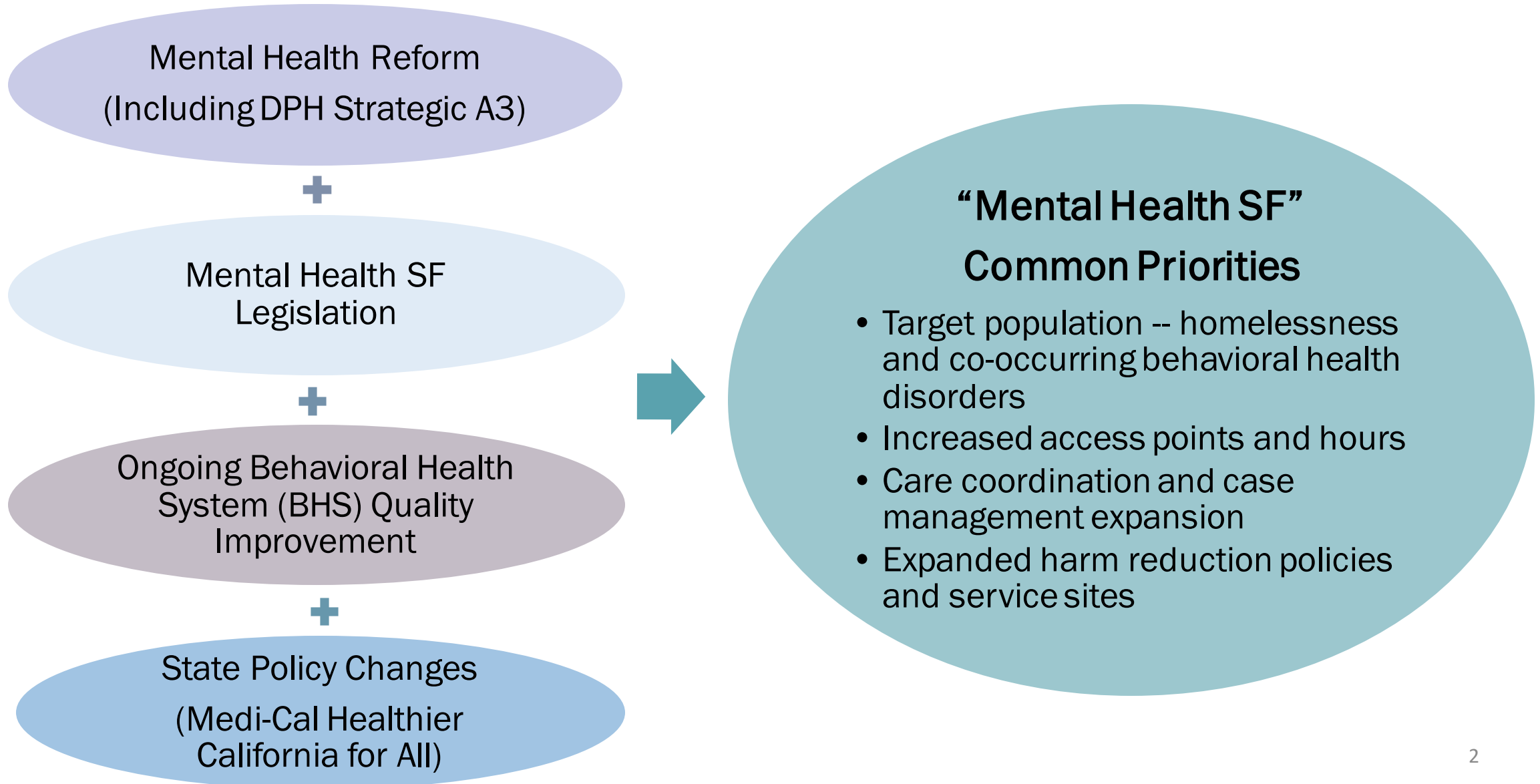
Whole Person Care Stakeholders

February 21, 2020



San Francisco
Health Network

Strategic Alignment



Background

In March 2019, Mayor London Breed appointed Dr. Anton Nigusse Bland as the Director of Mental Health Reform for a two-year assignment.

Goal: Develop a strategy to improve San Francisco's approach to mental health and substance use treatment for at-risk people experiencing homelessness.

Contributions from Prior Efforts

- Homelessness and Behavioral Health; JSI – Tipping Point, 2019
- BHS Performance Audit; BLA, 2018
- Whole Person Care Stakeholder Discovery; WPC, 2018
- Acute Adult Psych Recommendations; Mary Thornton, 2018
- BHS EQRO Report; FY1819
- Justice that Heals Report; District Attorney, 2017
- CARE Task Force; 2014
- Hospital Council Mental Health Task Force; 2009
- SFDPH Community Programs – Stakeholder Engagement Process, 2009

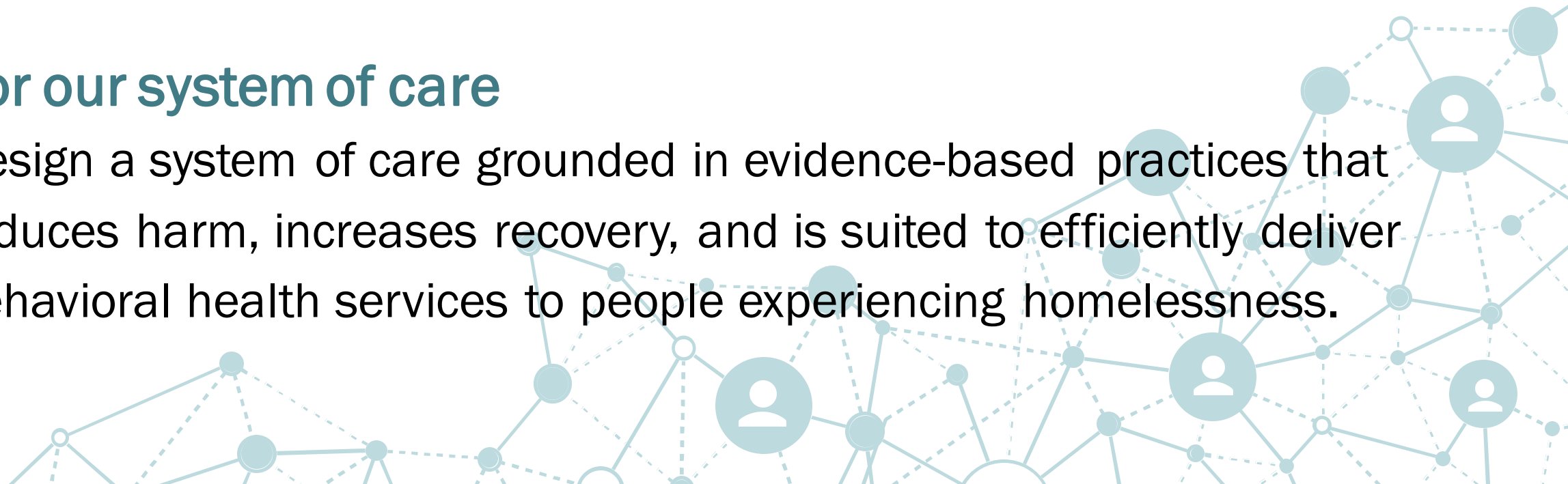
Reform Vision

For our clients

People experiencing homelessness have low-barrier access to welcoming, high quality behavioral health care that matches their needs.

For our system of care

Design a system of care grounded in evidence-based practices that reduces harm, increases recovery, and is suited to efficiently deliver behavioral health services to people experiencing homelessness.

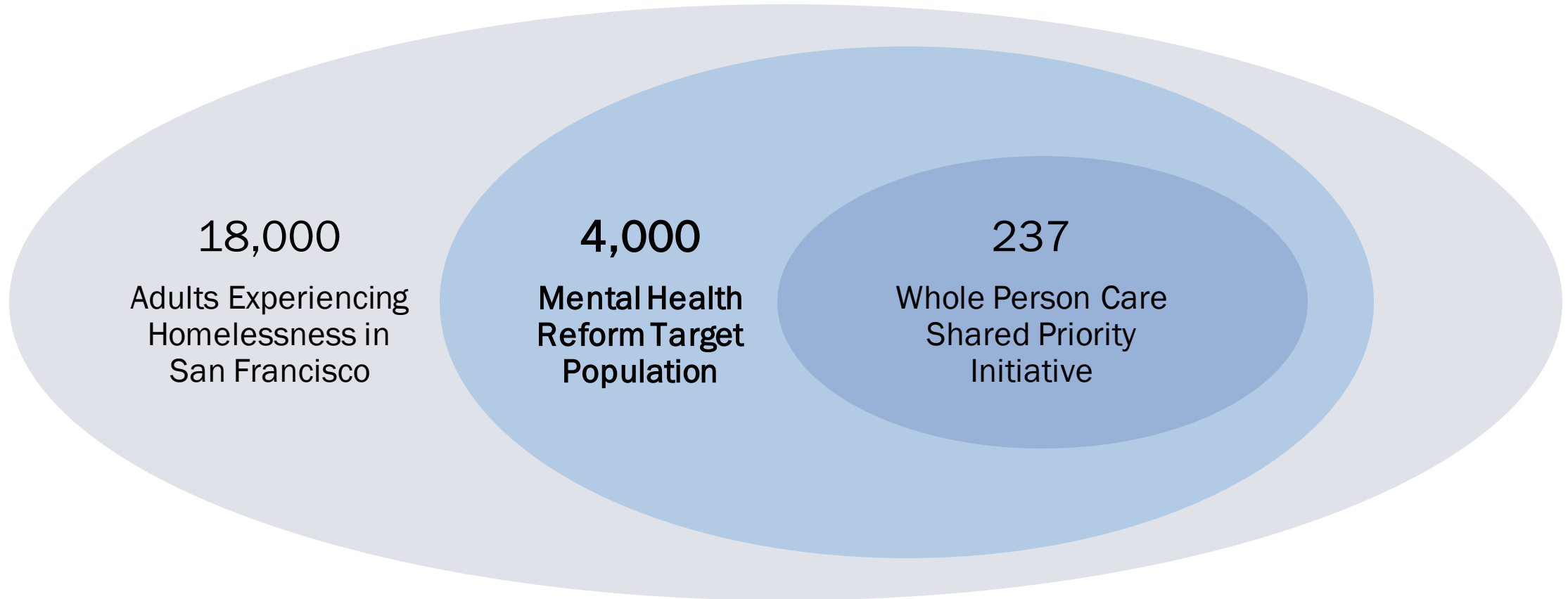


Reform Goals

- Create a **unifying vision** for the delivery of behavioral health services to homeless individuals
- **Advance equity** to eliminate health disparities in vulnerable populations
- Identify sustainable, systemic, **innovative opportunities** for improving SFDPH's system of care for target population
- Use **data and evidence-based practices** to inform decisions and guide discussions



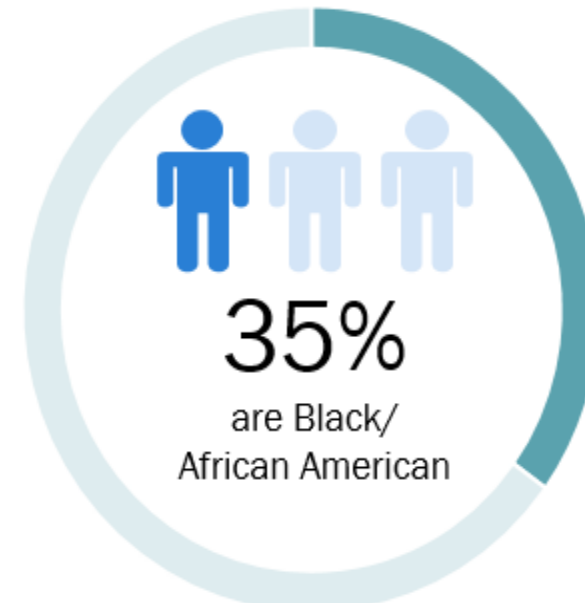
Target Population



Who Are the 4,000?

Adults Experiencing Homelessness

- + History of **Psychosis** (such as schizophrenia and schizoaffective disorder)
- + History of **Substance Use Disorder** (alcohol, opioid, cocaine and/or stimulant use)



Key Performance Measures

- **Reduce** the number, length and frequency of health crisis events (urgent and emergent utilization)
 - Psychiatric and medical emergency and urgent care utilization
 - Psychiatric inpatient stays
- **Increase** the percent of target population who:
 - Have been assessed for housing
 - Have assigned case managers
 - Are engaged in “recovery and wellness” behavioral health care
 - Access and maintain housing
- **Improve scores** on assessment tools used to measure progress in reaching treatment goals (**ANSA + Cal OMS**)

Progress So Far

- **Define the population**

For the first time, taking a population-level approach for behavioral health clients

- **Advance care coordination for the most vulnerable**

Streamlining housing and health care through **interagency collaboration** with a “whatever it takes” approach to get our most vulnerable clients in housing or other safe settings

- **Increase transparency**

Launched a new, **public-facing webpage** to display capacity and daily availability for residential substance use treatment

- **Expand capacity and access to services**

- Expanding Behavioral Health Access Center
- Adding 212 new behavioral health beds since 2018
- Tipping Point Community is funding an additional psychiatric respite center

- **Promote harm reduction**

- Expanding community access to – and training in – naloxone to reverse opioid overdose
- Supporting recommendations of the methamphetamine task force, especially through a Drug Sobering Center

San Francisco Department of Public Health Treatment Bed Availability

Find Substance Use
Residential Treatment

Need to Talk to Someone Now?

Call a 24-hour support line:
Suicide Prevention (415) 781-0500
or Warm Line Support 1-855-845-7415 (7am-11pm daily)
for non-emergency peer counseling.

Coming Soon!
Mental Health
Residential Treatment

Substance Use Disorder Treatment

Capacity 491 Beds

Available Now: 69M 50W Beds

🗿 If you are transgender, gender fluid or gender nonbinary our services will accommodate you.

Need detox now? - Withdrawal Management

Capacity 55 Beds

Available Now: 16M 9W Beds

Withdrawal management programs provide a medically supportive, residential setting for safe detoxification off alcohol and other substances. Clients may walk in or be referred from other programs in the community. This service usually lasts between four and seven days.

90-day stays - Residential Treatment Programs

Capacity 239 Beds

Available Now: 47M 32W Beds

Residential treatment programs help people limit or abstain from the use of alcohol and other drugs. Participants build life skills and social skills, develop positive coping strategies and employment skills, stick with their medications, and stabilize their lives to make wellness and recovery possible.

Ready for the next step? - Residential Step-Down Programs

Capacity 197 Beds

Available Now: 6M 9W Beds

Residential step-down programs offer a safe, temporary living environment for people experiencing homelessness who have just completed residential treatment. Programs either require or strongly encourage residents to participate in outpatient treatment.

Check out the City's Transgender Resource site for more resources specifically tailored for the transgender community.

When you are ready for treatment, SFDPH and its partners are here to help. Calling a residential treatment program's phone number is the most direct way to learn more about it and to begin the intake process. Even when a program shows no open beds, you can make an appointment with the intake department.

All programs listed here are designed for San Francisco residents with Medi-Cal, or who need help accessing Medi-Cal ([view our policy](#)). They are not designed for people with other types of insurance, though some providers have additional beds not contracted by SFDPH. Many treatment programs are tailored to meet the needs of our diverse client population, specializing in various languages, cultures and identities. While programs may display beds designated for men or women, all programs will accommodate people of all gender identities and expressions ([view our policy](#)).

If you are unable to reach a program, our 24-hour Behavioral Health Access Center phone line (415) 255-3737, can also help you find treatment. To meet with our staff in person, visit our Access Center located at 1380 Howard Street, weekdays between 8AM and 4:30 PM.

New Drug Sobering Center

- In October 2019, Mayor London Breed announced the City would implement the top recommendation of the San Francisco Methamphetamine Task Force: **Create a trauma-informed sobering site with integrated harm reduction services for individuals who are under the influence of methamphetamine.**
- HealthRIGHT 360 will be contracted provider
- Tenderloin Community **pilot**, drawing clients from the neighborhood and connecting to services
- Proposed to open **spring 2020**

Drug Sobering Center Program Model

- Safe, welcoming space with trained staff on site **24/7**.
- Expected average length of stay: 6-12 hours
- Designed to accommodate client's needs at different stages of methamphetamine intoxication - **a quiet rest area and space to walk**
- Individualized monitoring of intoxicated clients for health and safety
- Provides **respite, showers, snacks, storage** for clients' belongings
- On-site security for safety monitoring
- Offering **connections to services**, treatment and further assessment of housing needs at discharge

Equity – Transparency – Accountability

- Advisory role in the implementation of Mental Health SF
- Bed simulation modeling to inform investments
- Development of “crisis continuum” to support 24/7 behavioral health first responders
- Provide telehealth to expand access to services
- Overdose prevention work in black/African American communities
- Developing model for a managed alcohol program
- Workforce development initiatives

A hand is shown in the foreground, pointing towards the right. The background is a blurred image of a group of people, possibly in a meeting or classroom setting. The entire image has a light blue tint. The word "Questions" is written in white, bold, sans-serif font in the center-right area.

Questions