

SFDPH Mental Health Reform

Homelessness and Behavioral Health

Health Commission
November 5, 2019



San Francisco
Health Network

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.

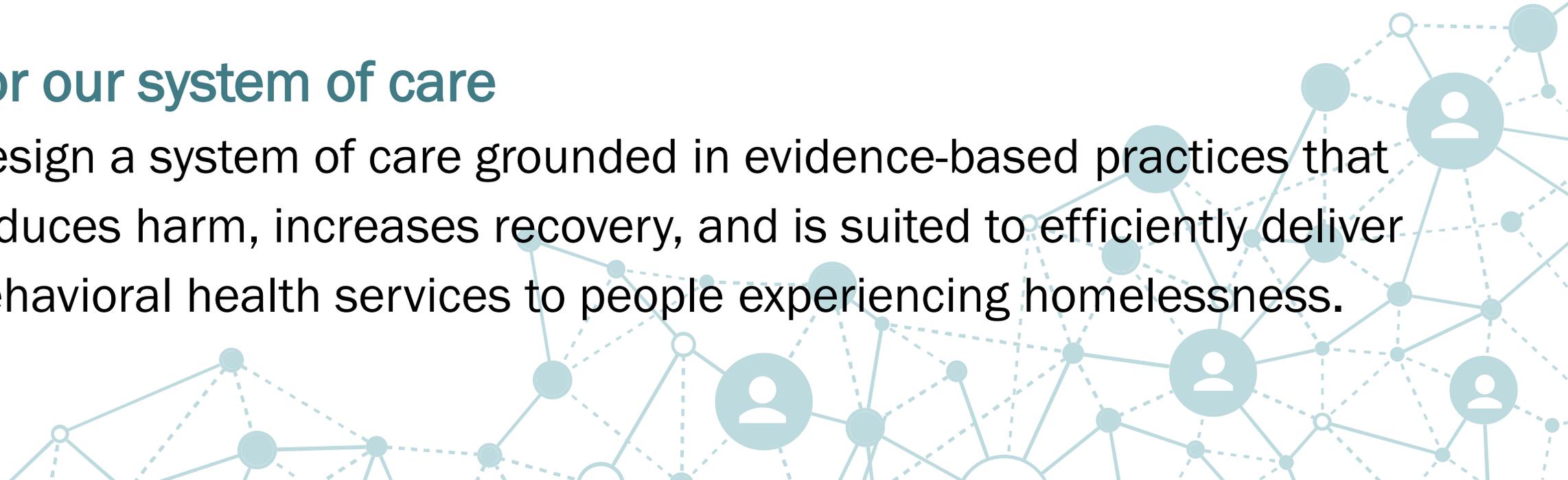
Reform Vision

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.

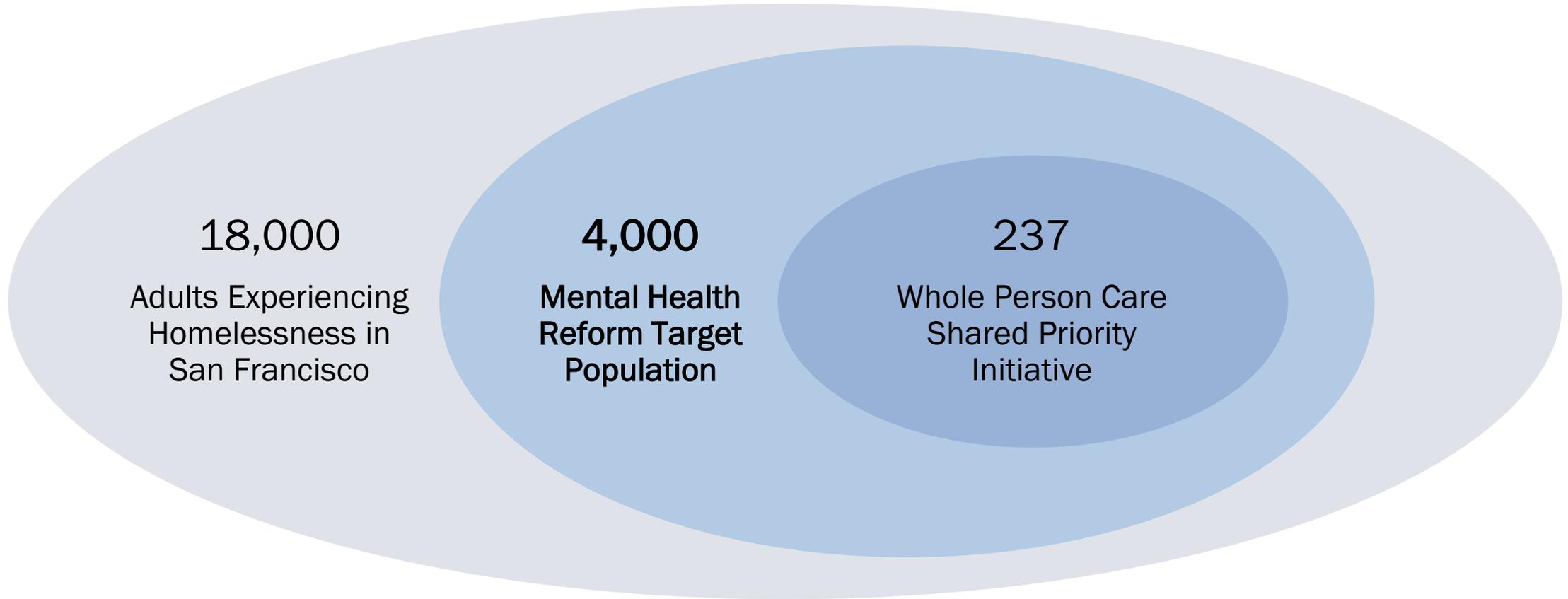


Reform Goals

- 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

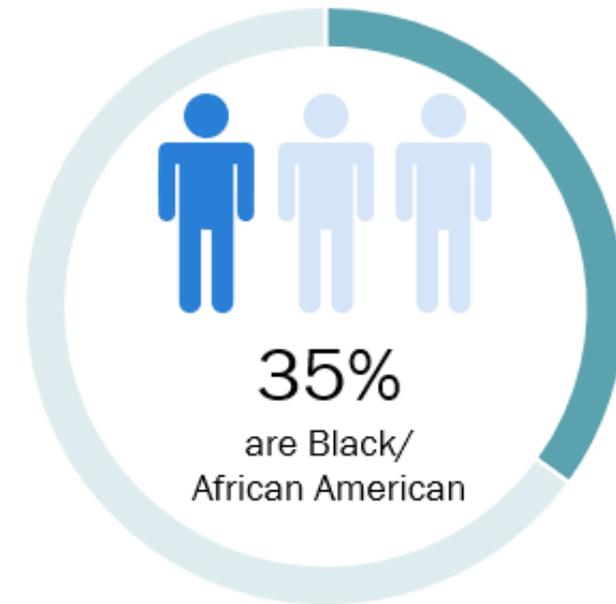
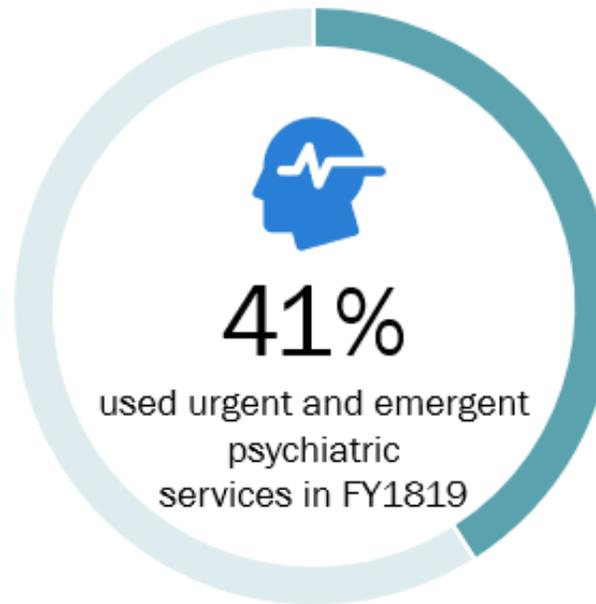


Estimated populations of 18,000 and 4,000 based on FY1819 CCMS data

Who Are the 4,000?

Adults Experiencing Homelessness

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



Key Performance Measures

- **Reduce** the number, length and frequency of behavioral health crisis events (urgent and emergent utilization)
 - Psychiatric 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 retained in “recovery and wellness” behavioral health care
 - Maintain housing (HSH and/or DPH supportive housing)
- **Improved scores** on an assessment tool used to measure patients’ progress in reaching their treatment goals (**ANSA**)

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

Stakeholder Engagement

Session One

Sept. 11

Community executives

- Share background and framework
- Answer questions
- Collect program ideas and recommendations
- Request program staff participation in Session Three

Session Two

Oct. 29

BHS executives

- Review initiative framework
- Present emerging recommendations
- Prioritize recommendations for Session Three workgroups to further develop

Session Three

Nov. 21

Community + BHS

- Present recommendations that require stakeholder input
- In workgroups, develop strategies to implement the prioritized recommendations
- Identify barriers, opportunities and necessary resources

Ongoing Feedback Loop

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

- **Expand capacity and access to services**

- Expanding Behavioral Health Access Center
- Adding 212 new behavioral health beds since 2018
- Tipping Point Community is funding additional Hummingbird psychiatric respite
- Bed simulation modeling

- **Increase transparency**

Launching new, **public-facing webpage** to display treatment capacity and daily availability for short-term, residential substance use and mental health treatment

- **Promote harm reduction**

- Expanding community access to – and training in – naloxone to reverse opioid overdose
- Developing conceptual model for a managed alcohol program
- Supporting recommendations of the methamphetamine task force

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
(415) 421-1880
for non-emergency peer counseling.

**Coming Soon!
Mental Health Residential Treatment**

Bed Availability Webpage Mockup

When you are ready for treatment, SFPDH 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 (see our policy). They are not designed for people with other types of insurance.

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.

The San Francisco Health Network's behavioral health services are here to support you and your family with mental health or substance use issues.

Substance Use Disorder Treatment		Capacity 518 Beds	Available Now: 15M 19W Beds
<p>Need detox now? - Withdrawal Management Capacity 55 Beds Available Now: 4M 5W Beds</p> <p><i>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.</i></p>			
<p>Salvation Army</p> <p><input checked="" type="checkbox"/> Harbor Light (5) <i>DPH capacity specifically for individuals with history of criminal justice involvement.</i></p>	<p>Beds Available</p> <p>Men 1;Women 1;</p>	<p>Phone Number</p> <p>(415)643-8000</p>	<p>Last Updated</p> <p>12:00 AM 10/31/2019</p>
<p>PRC/ Baker Places</p> <p><input checked="" type="checkbox"/> Joe Healy Medical Detox (28) <i>Medically supported withdrawal management with 24-hour nursing</i></p>	<p>Beds Available</p> <p>Men 2;Women 2;</p>	<p>Phone Number</p> <p>(415)864-1515</p>	<p>Last Updated</p> <p>12:00 AM 10/31/2019</p>
<p>Health RIGHT 360</p> <p><input checked="" type="checkbox"/> Residential - Withdrawal Management (22)</p>	<p>Beds Available</p> <p>Men 1;Women 2;</p>	<p>Phone Number</p> <p>(415)762-3705</p>	<p>Last Updated</p> <p>12:00 AM 10/31/2019</p>
<p>90-day stays - Residential Treatment Programs</p> <p><i>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.</i></p>		Capacity 277 Beds	Available Now: 9M 10W Beds
<p>Ready for the next step? - Residential Step-Down Programs</p> <p><i>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.</i></p>		Capacity 186 Beds	Available Now: 2M 4W Beds

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

Equity – Transparency – Accountability

- Transformative, targeted investments
including a total of 1,000 new behavioral health beds
- Methamphetamine sobering center
- Telehealth
- Overdose prevention work in black/African American communities
- Workforce development initiatives

A hand is shown in the foreground, pointing towards the right. The background is a blurred crowd of people, suggesting a public event or a meeting. The entire image has a light blue tint.

Questions