

SUMMARY OF REQUEST FOR SITE APPROVAL TO THE HEALTH COMMISSION

Contractor	Hyde Street Community Services, Inc.	Division/Section	Community Behavioral Health Services	
New Address	815 Hyde Street San Francisco, CA 94109	Director, CBHS	Jo Robinson	255-3440
		Program Manager	Sean Nguyen	255-3521
Contact	Cindy Gyori, Exec. Dir.	Contract Analyst	Ada Ling	255-3493

Request for site approval for relocation of Hyde Street Community Services, Inc. to 815 Hyde Street (as required by Chapter 79 of the San Francisco Administrative Code, the Citizens’ Right-to-Know Act of 1998, also referred to as “Prop. I”).

From: 134 Golden Gate Avenue
San Francisco, CA 94109

To: 815 Hyde Street
San Francisco, CA 94109

In accordance with Chapter 79 of the San Francisco Administrative Code, the Citizens’ Right-to-Know Act of 1998 (also referred to as “Prop. I”) and the Department’s Good Neighbor Policy, this is to recommend approval of the new location.

Reason for Expansion: Hyde Street Community Services’ (“HSCS” or “agency”) lease for the current location expires September 15, 2014. The building owner advised HSCS of his intent to double the rent following expiration of the current lease. The agency cannot afford this increase and must move. The agency formed a new location search team and following a search of several months located vacant medical office space at 815 Hyde Street. The building will not require substantial build-out as its current configuration provides adequate privacy for the agency’s clients. The agency’s current landlord agreed to pay for the cost of renovations at the new location. It is estimated that the renovation cost will not exceed \$10,000. The new location is approximately nine blocks from the agency’s current location and has a number of public transportation buses that stop nearby (see attached list of buses).

Programs: Hyde Street Community Services provides a comprehensive continuum of mental health services including crisis intervention, assessment, case management, and medication support to adults in the Central City area.

Contract: The FY13-14 contract totals \$2,883,567. The contract term is July 1, 2010, through December 31, 2015.

Zoning: There is no change in zoning required. The new site is compliant with the Americans with Disabilities Act.

Rental Costs:

- Old \$18.12/year per square foot Size: 18,000 square feet Current Rent: \$329,001/year
- New \$28.05/year per square foot Size: 9,725 square feet New Rent: \$273,514/year

Sign Posting: The required signage was posted at the proposed 815 Hyde Street location inside the ground floor’s largest available window. The sign was posted on May 23, 2014, 17 working days (25 calendar days) prior to the first scheduled Health Commission hearing of June 17, 2014. The posting met all voter approved requirements under Proposition I which requires posting signage 15 days prior to

consideration of approval of a City Project. In addition to meeting the letter of Proposition I with respect to notice, agency staff and board members distributed flyers to community members and merchants within a three block radius. (Proposition I requires such distribution only if signage is not posted as provided for in the legislation.) The sign and flyers announced the formation of a June 5, 2014 community meeting and Health Commission hearing on June 17, 2014 with regard to the proposed move. Five members of the community attended the June 5, 2014 meeting. At its meeting of June 17, 2014, the Health Commission Finance Committee tabled consideration of the proposed move until July 15, 2014. In the meantime, DPH staff were directed to convene two additional community meetings. Agency staff posted a new sign at the above-noted location on June 23, 2014 to announce the July 15, 2014 Health Commission hearing date.

The signs comply with the requirements of San Francisco Administrative Code Chapter 79.5 (copy of signs attached).

Neighborhood Community Meetings: As directed, two additional community meetings were held on June 26, 2014, and July 9, 2014. To maximize community input, DPH allowed community members to select the community meetings' sites, times and dates. Both meetings were held in the Nob Hill neighborhood. Further, DPH allowed a community member to chair both community meetings. Sixty-three individuals, including DPH and agency staff, attended the first community meeting, and 45 individuals, including DPH and agency staff, attended the second community meeting.

Sign Posting: Due to the short notice provided by the community leader, a sign was not posted for the June 26, 2014 community meeting. Flyers were distributed, however (see below). Agency staff posted a notice of the July 9, 2014 community meeting on July 3, 2014. The sign was posted in the largest ground-floor window available at the proposed 815 Hyde Street site. The posted notice conformed to all requirements enumerated in the Administrative Code (copy of sign attached).

Flyers: Flyers announcing the three community meetings and two Health Commission hearings were distributed to all merchants, businesses and residential homes to at least a 300 feet radius of the new site (copy of flyers attached).

- Flyers were distributed on May 23, 2014 announcing the June 5, 2014 community meeting and June 17, 2014 Health Commission hearing.
- Flyers were distributed on June 23, 2014 announcing the June 26, 2014 community meeting and the July 15, 2014 Health Commission hearing.
- Flyers were distributed on July 3, 2014 announcing the July 9, 2014 community meeting and the July 15, 2014 Health Commission hearing.

Dates, times and locations of the community meetings were as follows:

Thursday, June 5, at 5:30 pm, at 134 Golden Gate Avenue.

Thursday, June 26, 2014, at 6:30 pm, at 1075 Sutter Street.

Wednesday, July 9, 2014, at 6:30 pm, at 1751 Sacramento Street.

Minutes of the meetings are attached. Also attached is a summary fact sheet, highlighting the key points and questions from the three community meetings.

Recommendation: The requirements of the processes required under the Administrative Code and the Department's Good Neighbor Policy have been met. DPH recommends approval of the move of this program to the new site.

SITE APPROVAL CHECKLIST

CONTRACTOR: Hyde Street Community Services, Inc.

Proposed Site: 815 Hyde St., San Francisco, CA 94109

Check (X) or enter date of completion (Required for Health Commission approval:)

5/23/14, 6/23/14, 7/3/14 Flyers announcing neighborhood meeting mailed or distributed within one-block radius of the proposed site:

Community meeting held with BOCC staff present.

Date of meetings: June 5, 2014, June 26, July 9

BOCC staff present: Sean Nguyen, Edwin Batongbacal, Gilda Mansour, Duane Einhorn, John Grimes, Marcellina Ogbu

Minutes from the meetings.

N/A Review by appropriate advisory board and board recommendation.

5/23/14, July 3, 2014 Signs posted announcing Health Commission hearing at least 20 days in advance of hearing; sign must conform to standards as enumerated in the Administrative Code.

Map of the location.

Previous rent and rent at the new location: current: \$329,001 , new: \$273,514

Health Commission – Contract Summary of Proposed Site

Summary Memo – contents:

Full name/address of organization and program(s)

Reason for move or expansion of program(s)

Services to be provided at site(s)

Current address

Current cost per sq. foot

Proposed address

Proposed cost per sq. foot

Brief description of community meeting process; announcement, attendance, concerns, etc.

Brief statement that sign was posted.

N/A Letter of recommendation from advisory board (attach)

SUMMARY MEMO – CONTENTS:

Full name/address of organization and program(s):

Hyde Street Community Services, Inc.
134 Golden Gate Ave.
San Francisco, CA 93102

Reason for move or expansion of program(s):

The lease of the current site will terminate on Sept. 15, 2014. The building owner proposed an increase doubling the current rent and found another tenant willing to rent the entire building for his asking price. Hyde St. must relocate within the Central City area, accommodating its program in less space at a cost it can afford.

Services to be provided at site(s):

The programs of Hyde Street include a full service mental health outpatient program providing individual and group therapy, medication management, case management and urgent care, and a Full Service Partnership program providing intensive case management.

Current address:

134 Golden Gate Ave.
San Francisco, CA 94102

Current cost per sq. foot:

Approx. \$18.27 per square foot

Proposed address:

815 Hyde St.
San Francisco, CA 94109

Proposed cost per sq. foot:

Approx. \$28.05 per square foot

Brief description of community meeting process; announcement, attendance, concerns, etc.:

The required signage for the June 5 community meeting and June 17 Health Commission hearing was posted at the proposed 815 Hyde Street location inside the ground floor's largest available window. The sign was posted on May 23, 2014, 17 working days (25 calendar days) prior to the first scheduled Health Commission hearing of June 17, 2014. The posting met all voter approved requirements under Proposition I which requires posting signage 15 days prior to consideration of approval of a City Project. In addition to meeting the letter of Proposition I with respect to notice, agency staff and board members distributed flyers to community members and merchants within a three block radius. (Proposition I requires such distribution only if signage is not posted as provided for in the legislation.) The sign and flyers announced the formation of a June 5, 2014 community meeting and Health Commission hearing on June 17, 2014 with regard to the proposed move.

Two additional community meetings were held on June 26, 2014, and July 9, 2014. To maximize community input, DPH allowed community members to select the community meetings' sites, times and dates. Both meetings were held in the Nob Hill neighborhood. Further, DPH allowed a community member to chair both community meetings. Sixty-three individuals, including DPH and agency staff,

attended the first community meeting, and 45 individuals, including DPH and agency staff, attended the second community meeting.

Due to the short notice provided by the community leader, a sign was not posted for the June 26, 2014 community meeting. Flyers were distributed, however (see below). Agency staff posted a notice of the July 9, 2014 community meeting on July 3, 2014. The sign was posted in the largest ground-floor window available at the proposed 815 Hyde Street site.

Flyers announcing the three community meetings and two Health Commission hearings were distributed to all merchants, businesses and residential homes to at least a 300 feet radius of the new site (copy of flyers attached).

- Flyers were distributed on May 23, 2014 announcing the June 5, 2014 community meeting and June 17, 2014 Health Commission hearing.
- Flyers were distributed on June 23, 2014 announcing the June 26, 2014 community meeting and the July 15, 2014 Health Commission hearing.
- Flyers were distributed on July 3, 2014 announcing the July 9, 2014 community meeting and the July 15, 2014 Health Commission hearing.

Brief statement that signs was posted:

Notices regarding the community meetings and the Health Commission hearings were posted in the ground-floor window of the new site, 815 Hyde St. on May 23, 2014, and July 3, 2014. The posted notices conformed to all requirements enumerated in the Administrative Code.

**Hyde Street Community Services
Proposed Move to 815 Hyde Street
Information and Frequently Asked Questions**

About Hyde Street Community Services (“HSCS”)

Hyde Street Community Services provides mental health services to residents all over Central San Francisco, including those living in the Tenderloin. HSCS provides outpatient mental health services to residents all over San Francisco. Outpatient mental health services are defined as non-acute services, such as individual and group therapies and case management. For 40 years, HSCS has helped clients achieve the maximum quality of life and the greatest degree of independence possible.

Proposed Relocation

HSCS plans to move from 134 Golden Gate, where it has been since 2004, to 815 Hyde Street. The reason for the move is because of a rent increase. The current landlord is doubling the rent. The organization is a non-profit that cannot afford such a drastic increase. The Golden Gate building owner has already signed a lease with another organization, which is effective in September. HSCS must move in mid-September, or close its doors.

Safety and Security

Hyde Street Community Services plans to take several steps to ensure the safety and security of its clients, staff, and neighbors when the agency moves to 815 Hyde. Currently, there is no closed circuit video at the location. The organization will install security cameras in the new site as well as a working buzzer system. These will be monitored by the agency’s front office staff, which includes a clinician as well as an administrative person. Clients will be walked to the second floor. The organization will also schedule a staff member to be present and in front of the agency a half hour before we open, to bring in any clients showing up for 9:00 am appointments. In addition, clients will receive an orientation from the staff regarding the new location. They will be asked to show up no more than fifteen minutes before an appointment and not to linger after, and to respect their new community, as they have in the past.

Oversight and Relationship with Department of Public Health (“DPH”)

DPH conducts regular site visits to its contracted programs and reviews them on multiple levels. The last review of Hyde Street Community Services revealed a continued stellar performance.

According to DPH, Hyde Street Community Services has proven to be highly compliant and met required deliverables and maintains client satisfaction rates of 90-100 percent. The program has helped to improve clients’ functioning and well-being by 71 percent as measured by the ANSA (a tool to measure change in behavioral health needs, life domain functioning, risk behaviors and strengths). The clients visiting Hyde Street Community Services are improving their functioning on multiple levels—simply put, people are getting better with the help of the services provided.

DPH works closely with Hyde Street Community Services to monitor issues. If residents and/or businesses believe DPH clients to be causing disturbances, they may contact Hyde Street Community Services or DPH directly to resolve.

Frequently Asked Questions

Moving and location questions:

Q1: Is this organization moving because of an increase in rent? Is that the only reason?

A1: Yes, the only reason the organization is moving is because of a rent increase. The current landlord is doubling the rent. The organization is a non-profit that cannot afford such a drastic increase. The Golden Gate building owner has already signed a lease with another organization, which is effective in September. Hyde Street Community Services must move in mid-September, or close its doors.

Q2: What is the new location like?

A2: 815 Hyde is a medical office space. Other programs at the location include a sleep clinic, an alternative medicine practice, a general practitioner, flotation sensory deprivation, and a hypnosis clinic. There are four levels, including the basement.

Q3: What are the organization's rental costs?

A3: At the Golden Gate location, rent is \$18 per square foot. The building owner would double it to \$36 per square foot. The current space is 18,000 square feet, which would bring the new rent to \$648,000 a year. The new space on Hyde Street is 9,000 square feet, which is all the space that is needed because the organization only uses half of its space on Golden Gate. The rent on Hyde Street will be \$28.12 per square foot, which will bring the new rent to \$253,080 a year. This move is forced on the agency by the rent increase, and is not simply a "downsize."

Q4: Has the organization gone to the Mayor's office of Community Development for help with the rent increases?

A4: Yes, and HSCS learned that the Mayor's Office does not provide money for ongoing support, such as monthly rent. The organization has been working with the Board of Supervisors which has allocated funds for nonprofit moving costs, but not for ongoing rent payments. Hyde Street Community Services estimates its furniture moving costs will be \$10,000. At this time, the organization does not have complete estimates of additional moving costs for moving its information technology and camera systems to the new site.

Q5: What renovations will take place in the new location?

A5: The new location site will not require any major or external renovations. The agency will ensure that the new location has new carpet, new paint and security cameras installed

Q6: What is this move going to do to the street/neighborhood (i.e. will people start sleeping on the street)?

A6: The move should cause no major changes to the neighborhood, except for a slight increase in foot traffic in the immediate vicinity of 815 Hyde. The organization cannot predict who will sleep on the street. As mentioned during the first two community meetings, some people currently sleep on the street in the areas around 815 Hyde Street. They are not clients of the organization. A majority of clients served by the organization were relieved to hear about the planned move away from the central Tenderloin. It must be understood that clients who seek out services from Hyde Street Community Services are attempting to improve their lives without discrimination and stigma, and the organization is devoted to the purpose of helping clients achieve those goals.

There are no guarantees, but the organization will take every step to mitigate any negative impacts, should they arise. The organization promises to be present in community forums and to host continued neighborhood meetings.

Q7: Has Hyde Street Community Services signed a new lease?

A7: The proposed lease is in process but not finalized. The process is on hold until the Health Commission meeting in July. If the Health Commission does not approve the move in July, the organization will be forced to shut down.

Q8: What is the term of the lease?

A8: It is a ten-year lease.

Q9: Isn't the new site out of the way for clients? Wouldn't the clients be better served if the location was closer?

A9: As mentioned, clients live all over San Francisco, not just in the Tenderloin. While another location might have had some advantages, the rental options were not viable. Due to the changes in commercial real estate prices in and around central Market Street, rental costs have vastly increased. There are not affordable options near the agency's current site.

Q10: Has the organization really spent time looking for other options besides the 815 Hyde Street location?

A10: Yes. Even before beginning the search for a new location last year, the organization spent several months in negotiations with the current landlord attempting to find a way to stay in the current location. Ultimately, the organization could not afford to pay double the rent for more space than needed to operate. The organization then spent seven to eight months looking for a place to rent in the central city. While dozens of locations were considered, 815 Hyde was the only affordable place with the right square footage. In addition, the new space is already set up to be a medical office and so it will be used for its intended purposes. Also, the space has been partially vacant for a long time.

Q11: Is there any reason why this site is preferable to other sites?

A11: Yes. As already mentioned, this site is currently set up for medical offices, requiring little need for tenant improvements to make it functional for HSCS. We will make improvements to the site, primarily related to access, building maintenance, and security, but these needed renovations are few compared to what would have to be done to other commercial sites explored. Also, HSCS has a contract to provide services in central San Francisco, and to do so, the organization needs a central location. 815 Hyde Street meets that requirement.

Client & Services Questions

Q1: Does the program have any plans for drop-in programming?

A1: No, there are no plans for drop-in programming, though groups are offered.

Q2: Is there a needle exchange program?

A2: No, there is no needle exchange program.

Q3: How many clients are served per day?

A3: The program serves 50-60 clients per day, many of whom already live in the area surrounding 815 Hyde Street.

Q4: How old are the clients served and what is their gender?

A4: Two thirds are male and the average age range of our clients is from 45 to 55.

Q5: How many clients are homeless?

A5: Please note that homelessness is defined by Federal standards, which include those who are couch surfing, sharing a room, in a housing program, sheltered, or living on the street. Currently, five percent of the agency's clients have no housing at all. The organization employs a housing specialist, who works to obtain housing. It's not uncommon for a mental health diagnosis to accompany homelessness or instability, so a goal of treatment is to stabilize clients' diagnosis as well as accompanying social and economic factors. The major goals of the program are to help people maintain stability in health and housing.

Q6: How does the organization communicate with clients?

A6: Many clients have cell phones or leave contact numbers.

Q7: Do HSCS clients panhandle?

A7: Many of the clients receive public benefits or work and do not need to panhandle. A goal of treatment is to help clients find and maintain stable financial resources. However, should any clients be seen panhandling in the neighborhood around 815 Hyde, Hyde Street Community Services should be notified.

Q8: Do the organization's clinicians fear for their safety?

A8: No. There are no locks on office doors, nor has there ever been any violence in the office.

Q9: How often have police or emergency been called to respond to violence in the office?

A9: Emergency responders were called due to a client fainting recently. Emergency services have not been called due to violence in the agency.

Q10: How long do clients stay in treatment?

A10: It varies. Some clients stabilize and only require occasional support. Others are seen more often, or for longer periods. As with all medical treatment, the length of treatment is decided based on the particular medical needs of the client.

Q11: What will be the scope of services in the new location?

A11: Hyde Street Community Services provides outpatient mental health services, including individual and group therapy, medication management, which means prescriptions are written, but not distributed on site, and case management. All services occur between 9:00 am and 5:00 pm. There are no evening or weekend hours. Clients come in for appointments to see a therapist, attend a group or visit their medication provider, then leave. The organization does not offer "drop in," crisis or residential services.

Q12: Where do clients live?

A12: Clients live all over the central city, not just in the Tenderloin.

Q13: Who provides services to the clients?

A13: The agency employs professional staff. There is a medical director, two psychiatrists, nurse practitioners and therapists. These individuals are educated and trained in providing mental health services.

Q14: Why are the clients receiving services?

A14: Each client is different and under federal laws, the organization cannot discuss a person's detailed medical history or treatment. Generally, the most frequent diagnosis is depression. About forty percent of clients are victims of trauma; while twenty percent are dealing with anxiety disorders; about fourteen percent live with schizophrenia. This organization does not receive court-ordered referrals.

Q15: What if the number of clients with psychosis increases?

A15: Percentages of diagnoses tend to stay constant over years, due to general prevalence rates. Should there be a change in those, it would be reflected all over, not just in the agency.

Q16: What security provisions will the organization make?

A16: It is the organization's priority for clients and the community to feel safe. The organization will install security cameras in the new site. A clinician as well as a front desk person, sits at the front desk. Clients will be walked to the second floor. The organization will ensure a working buzzer system. The organization will also schedule a staff member to be present and in front of the agency a half hour before we open, to bring in any clients showing up for 9:00 am appointments.

Q17: How many clients does the organization serve?

A17: There are just over 650 total “open cases.” An “open case” means that the organization has this person on their roster; it does not mean this person is served every day. The frequency of contact varies. Each weekday, the organization serves about fifty to sixty clients over the course of the eight-hour work day. Some clients only come once every two months, while some may come more often. Over time, the frequency of contact tends to decrease as the client improves.

Q18: Is HSCS concerned that there is a bar nearby?

A18: No. The existing location on Golden Gate is also close to bars. It would likely be impossible to find a location in San Francisco that did not have bars nearby.

Q19: Is HSCS concerned that there is a school nearby?

A19: No. The current location on Golden Gate is very close to a school and there have been no reported incidents. As mentioned, clients are not violent offenders; most of them are living with anxiety and depression. There is a tremendous amount of stigma and discrimination against people who live with mental and physical disabilities, but the organization’s clients are far more likely to be the target of crime than the perpetrators of crime.

Q20: If the organization prescribes medications, are there drugs onsite?

A20: There are no controlled substances stored on site.

Q21: What are intensive case services?

A21: Some individuals require more attention and services than others. The organization employs a small team who provide clients with more attention and more frequency of services. This team typically sees clients in the community as opposed to on-site.

Process Questions

Q1: What is Proposition I?

A1: The Department of Public Health established a “Good Neighbor Policy,” last revised June 15, 2011, that sets forth the Department’s intent to work collaboratively with neighbors and communities to allay fears regarding the siting of new or existing Mental Health or Substance Abuse programs in neighborhoods.

Q2: What is the purpose of the three community meetings?

A2: Going above and beyond the requirements of the Good Neighbor Policy, HSCS posted notices and distributed fliers for three public meetings. DPH and the organization followed all required posting processes. HSCS is committed to ensuring our client’s and the community’s safety and well-being, and will continue to hold monthly community meetings for the first year of operation in the new location. If at that time, there is continued interest in the community meetings, the organization will continue holding them. HSCS is proposing this to ensure that the community has a voice with regard to any problems that may arise from the organization’s move.

[Plan a Trip](#)
[Nearby Stops and Routes](#)
[Rail Systems](#)

Start: 134 Golden Gate Ave, San Francisco **Depart at 10:57am on May 22 using** [Options.....](#)

End: 815 Hyde St, San Francisco

[Reverse Trip](#) [Onward Trip](#) [Revise Search](#) [New Search](#)

Summaries	Fare	Length	Depart	Arrive	Walk	Modes
Trip 1	\$2.00	00:13	11:02am	11:15am	00:09	
Trip 2	\$2.00	00:13	11:17am	11:30am	00:09	
Trip 3	-	00:15	-:-	-:-	00:15	

[Earlier Trips](#) [Later Trips](#) [First Trip of the Day](#) [Last Trip of the Day](#)

Trip 1 - Transit Trip Itinerary

[Print](#)

Depart: 11:02am **Arrive:** 11:15am

Walk to Ellis St & Jones St - (6 min walk)

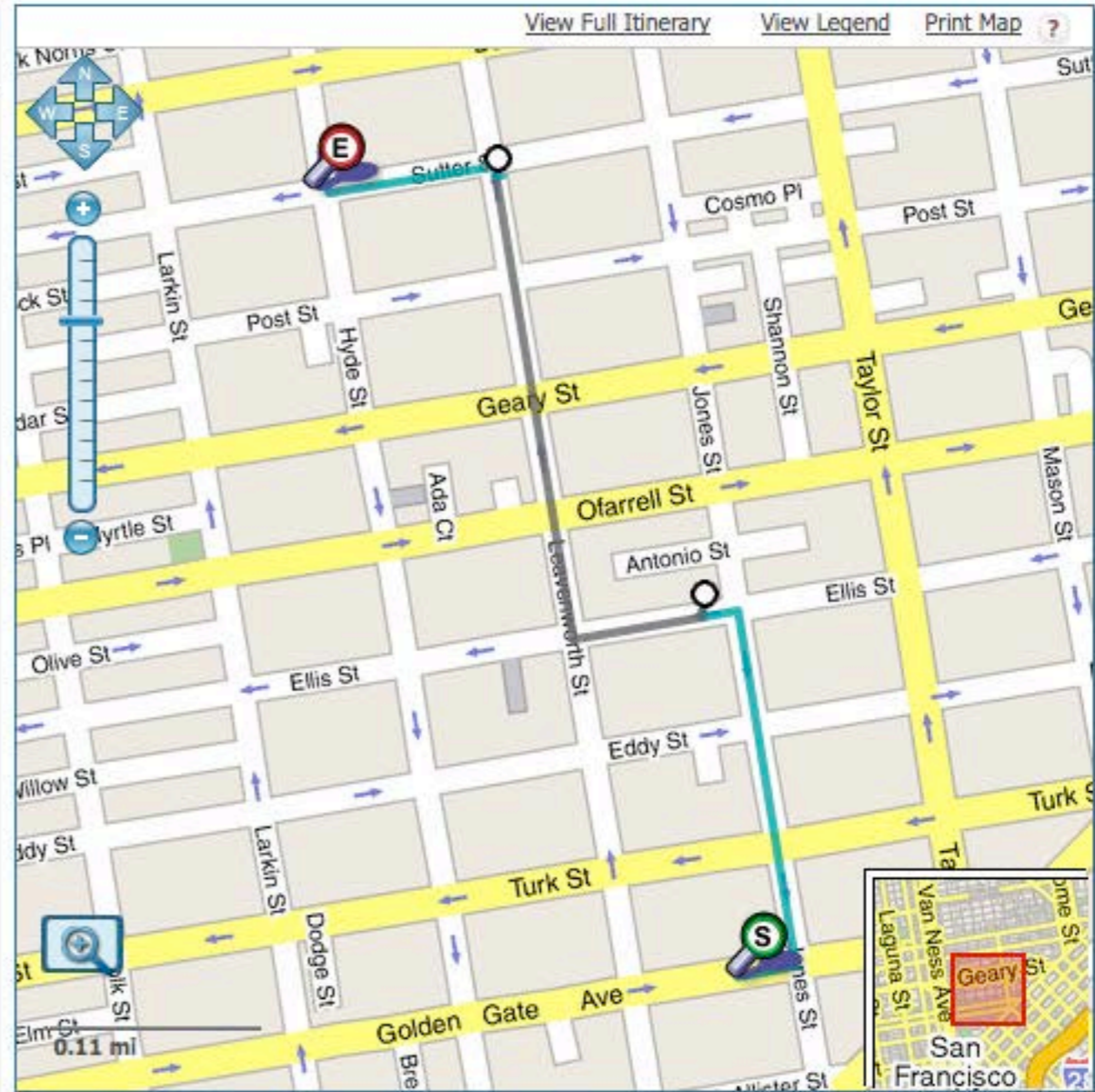
Muni - 27 - towards Van Ness Ave & Jackson St,... - Fare \$ 2.00 [Schedule](#)
11:08am - Board, NW Corner of Ellis St & Jones St (next scheduled: 11:23am)
 - Stop ID **14496** [Real-Time Departures](#)

11:12am - Off Board, SE Corner of Leavenworth St & Sutter St (4 min ride)
[Multiple Announcements on this trip leg, click this link to see full details.](#)

Walk to 815 Hyde St, San Francisco - (3 min walk)

[Feedback](#)
[E-mail](#)

[Reverse Trip](#) [Onward Trip](#) [Revise Search](#) [New Search](#)



Map Legend

Symbols

- Trip Start
- Trip End
- Bus Route
- Rail Line
- Ferry Route
- Bus Stop
- Rail Station
- Ferry Landing

Walking Symbols

- Walking Path

Plan a Trip

Nearby Stops and Routes

Rail Systems

Location: 815 Hyde St, San Francisco within 1/4 mile

Revise Search New Search

Nearby Routes

Nearby Stops

▼ Rail - 1 routes

Expand all Collapse

Muni — California Cable Car

▼ Bus - 8 routes

Expand all Collapse

Muni — 76X

Muni — 38L

Muni — 1

Muni — 2

Muni — 3

Muni — 19

Muni — 27

Muni — 38

Feedback



Nearby Stops and Routes Map Legend

Symbols



Selected Location



Bus Stop



Rail Stations/Stops



Ferry Landing



1st Drawn Route/line



2nd Drawn Route/line



3rd Drawn Route/line



Selected Nearby Bus Stop



Selected Nearby Rail Station



Selected Nearby Ferry Landing

**HYDE STREET COMMUNITY SERVICES COMMUNITY MEETING
JUNE 5, 2014**

Start Time: 5:35pm

End Time: 6:55pm

In Attendance:

Hyde Street Staff:

Mark Davey, Board member

Dorothy Hearst, Board member

Linda Zaretsky, Clinical Director

Yates Brown, Medical Director

Diana Valentine, Clinician

Jon Roth, Clinician

Hana Tylova-Stein, Clinician

Jessie Gyori, Administrative Staff

SFDPH Staff:

Sean Nguyen, BOCC Program Manager

Gilda Mansour, BOCC Program Manager

Community Members:

Ken Steinmetz

Gordon Tucker

Michael Hall

Amish Patel

KP Patel

Meeting Minutes:

Sean Nguyen from SFDPH briefly went through introductions and then Mark Davey from Hyde Street provided an overview of the history of the agency with a summary of services that the agency provides.

Mark Davey also discussed the security procedures that will be in place at the Hyde street location, with clients being escorted to see their counselors from the front desk and with security cameras being installed in front of the building. The front door will be locked and clients will need to be buzzed in to enter the building.

Sean explained to the audience that the City works closely with the agency to monitor issues. If residents and/or businesses believe DPH clients to be the cause of disturbances, they may contact the agency or DPH directly.

Linda Zaretsky also mentioned that clients will come for their appointments and leave the area afterwards. Clients will be told not to loiter in the area. The program makes it clear to all clients to follow program rules, including being courteous to staff and neighbors in the area.

HYDE STREET COMMUNITY SERVICES COMMUNITY MEETING JUNE 5, 2014

Mark added that clients have other appointments usually for other services and would not loiter after receiving services at Hyde Street, but will go to their next appointment for other City services.

About Hyde Street Community Services

The program provides mental health services to residents all over San Francisco, not just the Tenderloin. The agency has existed for 40 years and plans to move from 134 Golden Gate Street to 815 Hyde Street in mid-July.

About Program Safety

The program is adding security features to the building. Currently, there is no closed-circuit video, but with Hyde Street Community Services' leasing the space, they will install a video camera. Staff will escort clients in and out of the building. Clients will receive an orientation from the staff regarding the new location. They will be asked to respect their new community as they have in the past.

Department of Public Health's Relationship with Hyde Street Community Services

DPH conducts regular site visits to its contracted programs and reviews them on multiple levels. The last review for Hyde Street Community Services revealed a stellar performance. They have proven to be highly compliant and met required deliverables. They also show high client satisfaction rates of 90 to 100 percent. Above all, the program has helped to improve their client's functioning and well-being by 71 percent as measured by the ANSA (a tool used to measure changes in behavioral health needs, life domain functioning, risk behaviors and strengths). What this means is that the clients visiting the program are improving their functioning - people are getting better due to the services provided.

Questions from Community Members and Responses

Q.1. Does the program have any plans for drop-in programming?

A.1. No. But groups are offered.

Q.2. How long do clients stay in treatment?

A.2. It varies. Some clients stabilize and only require occasional support, while others are seen more often.

Q.3. Is there a needle exchange program?

A.3. No.

Q.4. What percentage of your clients are homeless?

A.4. About one third may be homeless, but the goal is to get them housed. Note that homelessness occurs on a continuum can mean that individuals are marginally housed (i.e. living in shelters or staying with friends).

Q.5. How does the program communicate with clients?

**HYDE STREET COMMUNITY SERVICES COMMUNITY MEETING
JUNE 5, 2014**

A.5. Many clients have cellular phones or leave contact numbers.

Q.6. Is this program moving due to an increase in rent?

A.6. Yes.

Q.7. How many clients are served per day?

A.7. The program serves 50 to 60 per day.

Q.8. What is the new program location like?

A.8. 815 Hyde is a medical office space. There is a sleep clinic, alternative medicine, general practitioner, floatation sensory deprivation, hypnosis clinic. There are four levels, including the basement. UCSF used to run needle exchange and drop in programs there.

Q.9. Do the clients panhandle?

A.10. Many of the clients receive benefits and do not need to panhandle. However, should clients do this, the program should be notified.

Q.11. Do the program's clinicians fear for their safety?

A.11. No. There are no locks on office doors, nor has there ever been any violence in the office.

Q.12. How often has the police or emergency been called?

A.12. Emergency responders were called due to a client fainting recently, but not due to a violent outburst. There has been no incidence of violent behavior.

Q.13. When does Hyde Street Community Services' contract expire with DPH?

A.13. Contracts have an optional renewal on an annual basis.

Q.14. Why are you moving?

A.14. The landlord wants to double the rent. Rent is much less expensive at the new location with a 10-year lease.

Q.15. Why are you moving to this location?

A.15. A team was set up to look for a new location for the program and an extensive search was done and this was the only available space that met the needs of the program, in addition to its affordability based on the financial resources of the agency.

Q.16. Is there a Drop-In Clinic:

A.16. No. Only by appointment.

Q.17. Where do referrals come from?

A.17. Mostly self-referrals (90%). Other referral sources are from other outpatient care programs, hospitals (St. Francis, Langley Porter, SFGH, CPMC), and hotels.

COMMUNITY MEETING REGARDING HYDE STREET COMMUNITY SERVICES MOVE MEETING NOTES JUNE 26, 2014

About Hyde Street Community Services

The program provides outpatient mental health services to residents all over San Francisco. Outpatient mental health services are defined as non-acute services, such as individual and group therapies and case management. The agency has been in operation for 40 years and plans to move from 134 Golden Gate Street to 815 Hyde Street in mid-September due to a rent increase.

About Program Safety

The program is adding security features to the new building. Currently, there is no closed-circuit video, but with Hyde Street Community Services leasing the space, a video camera will be installed. Additionally, staff will escort clients in and out of the building. Clients will receive an orientation regarding the new location protocols. They will be asked to respect their new community. It should be noted that there has never been an issue with clients loitering in the area before or after receiving services. It should also be noted that it is equally important that clients feel safe in their new service location.

Department of Public Health's (DPH) Relationship with Hyde Street Community Services

DPH contracts with Hyde Street Community Services to deliver these vital and mandated services. DPH conducts regular site visits to its contracted programs and reviews them on multiple levels. The last review for Hyde Street Community Services revealed a stellar performance. They have proven to be highly compliant and met required deliverables. They also show high client satisfaction rates of 90 to 100 percent. Above all, the program has helped to improve client's functioning and well-being by 71 percent as measured by the ANSA (a tool used to measure changes in behavioral health needs, life domain functioning, risk behaviors and strengths). What this means is that the clients visiting the program are improving their functioning. People are getting better due to the services provided.

DPH works closely with the agency to monitor issues. If residents and/or businesses believe DPH clients to be the cause of disturbances, they may contact DPH directly to resolve.

Questions & Responses

The following are questions were asked of Hyde Street Community Services during the second of three community meetings. For clarity and brevity, the questions and responses have been synthesized.

Move, Rent & Lease Questions

Why does the agency have to move?

The agency must move due to rent doubling. The organization is a non-profit that cannot afford such increases. As such, the Golden Gate building owner has already signed a lease with another organization, which is effective in September. Hyde Street Community Services must move in mid-September.

What are the agency's rental costs?

**COMMUNITY MEETING REGARDING HYDE STREET COMMUNITY
SERVICES MOVE
MEETING NOTES
JUNE 26, 2014**

At the Golden Gate location, rent is \$18 per square foot. The increase would double it to \$36 per square foot. The current space is 18,000 square feet, while the new space on Hyde Street is 9,000 square feet. The new location on Hyde Street will be \$27 per square foot. This works because the organization does not currently fully utilize the full space on Golden Gate, so this move will not be a “down size”.

Has the organization gone to the Mayor’s office of Community Development for help with the rent increases?

Yes. However, the Mayor’s Office does not provide money for ongoing support, such as monthly rent. The organization has been working with the Board of Supervisors and the group has allocated funds for moving costs, but not for ongoing rent payments. Hyde Street Community Services estimates its furniture moving costs will be \$10,000. At this time, the organization is unsure of the other costs, such as moving its information technology and camera systems to the new site.

If the Mayor’s Office offered to work with Hyde Street, would the organization work with the Mayor?

Yes, as previously stated, the agency has a good relationship with the Mayor and has always worked with the Mayor’s Office.

How will client transportation be addressed?

Currently, Hyde Street does not provide transportation for clients. Therefore, clients will continue to transport themselves. Clients come to their appointments on their own. Many clients may walk, but some may ride busses. There are several bus lines close to the new site such as the 27, 19, 49 and 47.

What renovations will take place in the new location?

The new location site will not require any major or external renovations. The agency will ensure that the new location has new carpet, new paint and security cameras installed.

What is this move going to do to the street/neighborhood (i.e. will people start sleeping on the street)?

The organization cannot predict who will sleep on the street. The agency can tell you that the clients sleeping in the Tenderloin are not Hyde Street clients. A majority of clients served by the organization were relieved to move away from the Tenderloin. It must be understood that clients who seek out services from Hyde Street are attempting to improve their lives without discrimination and stigma.

There are no guarantees, but the organization will take every step to mitigate the circumstances and negative impacts. The organization promises to be present in community forums and meetings.

Has Hyde Street Community Services signed a new lease?

The lease has not been signed yet. The organization is waiting until the Health Commission meeting in July.

**COMMUNITY MEETING REGARDING HYDE STREET COMMUNITY
SERVICES MOVE
MEETING NOTES
JUNE 26, 2014**

What is the term of the lease?

It is a ten-year lease.

Isn't the new site out of the way for clients? Wouldn't the clients be better served if the location was closer?

Clients live all over San Francisco, not just in the Tenderloin. While another location would have perhaps been more ideal, the rental options were not viable. For example, due to the changed in Market Street, rental costs have increased.

Has the organization really spent time looking for other options besides the 815 Hyde Street location?

Yes. The organization spent much time looking for a place to rent in central city. It was not easy to find an affordable place with the right square footage. The new space has been partially vacant for a long time. The space is already set up to be a medical office and so it will be used for its intended purposes.

Client & Services Questions

What is the organization doing in the new location?

A FAQ sheet and brochures were distributed.

Hyde Street Community Services provides outpatient mental health services, including individual and group therapy, medication management, which means prescriptions are written, but not distributed on site and case management. All services occur between 9:00 am and 5:00 pm. There are no evening or weekend hours. Clients come in for appointments to see a therapist, attend a group or visit their medication provider, then leave. The organization does not offer “drop in”, crisis or residential services.

Where do clients live?

A map was distributed.

Clients live all over the city, not just in the Tenderloin.

Who provides services to the clients?

The agency employs professional staff. For example, there is a medical director, two psychiatrists, nurse practitioners and therapists. These individuals are educated and trained in providing mental health services.

Why are the clients receiving services?

Each client is different and due to federal laws, the agency cannot discuss a person's detailed medical history or treatment. Generally, the most frequent diagnosis is depression. About forty percent of clients are victims of trauma; while twenty percent are dealing with anxiety disorders; about five percent live with schizophrenia. This organization does serve court ordered referrals.

**COMMUNITY MEETING REGARDING HYDE STREET COMMUNITY
SERVICES MOVE
MEETING NOTES
JUNE 26, 2014**

What if the number of clients with psychosis increases?

Percentages of diagnosis stay constant over years, due to prevalence rates. Should there be a change in those, it would probably be reflected all over, not just in the agency.

What security provisions will the organization make?

It is priority for clients and the community to feel safe. The organization will install security cameras in the new site. A clinician, not a front desk person, sits at the front desk. Clients will be walked to the second floor. The organization will ensure a working buzzer system.

Does the organization receive referrals from St. Francis?

On occasion, yes. In the past year, Hyde Street Community Services has received three referrals.

How many individuals are served in group therapy?

On average, groups have five people.

Will there be clients waiting in the lobby?

Yes, on occasion. Clients show up about fifteen minutes prior to appointments, so there may be up to ten people waiting for their appointments in the lobby. The new location has ample space for this purpose.

How old are the clients served and what is their gender?

Two thirds are male with an average age of 45 to 55.

How many clients are homeless?

Homelessness is defined by Federal standards, which include those who are couch surfing, sharing a room, in a housing program, or living on the street. Currently, five percent have no housing at all. The organization employs a housing specialist, who works to get the client housing. It's not uncommon for diagnosis to go with homelessness or instability. Also, one should note that housing status is not a static state. The goal is the program is to get people treatment and housed.

How many clients does the organization serve?

There are 700 total "open cases". Open cases only means that the organization has this person on their roster; it does not mean this person is served every day. The frequency of contact varies. Each weekday, the program serves sixty clients over the course of the eight-hour work day. Some clients only come once every two months, while some may come more often. Over time, the frequency of contact decreases as the client improves.

Is Hyde Street Community Services concerned that there is a bar nearby to the new location?

No. The existing location on Golden Gate is also currently close to bars, not to mention that clients are mobile and could choose to drink at a bar closer to where they lived, for example. However, many clients cannot afford to drink in bars because they are on fixed incomes.

Is Hyde Street Community Services concerned that there is a school nearby to the new location?

**COMMUNITY MEETING REGARDING HYDE STREET COMMUNITY
SERVICES MOVE
MEETING NOTES
JUNE 26, 2014**

No. The current location on Golden Gate is very close to a school and there have been no known incidents. As mentioned, clients are not violent offenders; most of them are living with anxiety and depression. There's a great stigma and discrimination for those with mental and physical disabilities. Not all mentally ill people are dangerous.

Where does the agency receive its referrals for clients?

Hyde Street Community Services is contacted with DPH to serve individuals who qualify for Medi-Cal. Medi-Cal is California's insurance for low-income individuals.

If the organization prescribes medications, are there drugs onsite?

No, a prescription is different than dispensing. A prescription is the note a physician writes to permit a pharmacy to dispense medications. There are no controlled substances stored on site. The organization does dispense limited amounts of anti-psychotic injectable medicines to keep clients on their medication regimen.

What are intensive case services?

Some individuals require more attention and services than others. The agency employs a small team, who provide clients with more attention and more frequency of services. This team typically sees clients in the community as opposed to on-site.

How many clients receive intensive case services?

Currently, the agency provides 45 clients with this service.

How many times has the organization been forced to call law enforcement?

It happens about once per year. The last time was due to a client fainting.

Does the program provide needle exchange services?

No.

Process Questions

What is the purpose of this meeting?

DPH follows a Good Neighbor Policy, which requires postings and notifications. DPH followed all required posting processes.

During the last Health Commission meeting, community members asked the Health Commission for more time to hear about this move. The Health Commission asked the agency to hold two more meetings to give the community the opportunity to hear more. In July, the organization will go back before the Health Commission.

**HYDE STREET COMMUNITY STREET SERVICES
COMMUNITY MEETING NOTES
JULY 9, 2014**

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Questions & Responses

The following questions were asked of Hyde Street Community Services during the last of three community meetings. For clarity and brevity, the questions and responses have been synthesized.

Process Questions

What is Proposition I?

The Department of Public Health established a "Good Neighbor Policy", last revised June 15, 2011, that sets forth the Department's intent to work collaboratively with neighbors and communities to allay fears regarding the siting of new or existing Mental Health or Substance Abuse programs in neighborhoods.

If the program moves in, how will Hyde Street ensure safety?

Hyde Street will ensure that the building is well maintained. The organization will install a security camera, which is not currently in use. The Executive Director will have a designated email and phone number where community members can contact the organization. The organization will have staff walk clients to their appointments.

Move, Rent & Lease Questions

What are the agency's rental costs?

At the Golden Gate location, rent is \$18 per square foot. The increase would double it to \$36 per square foot. The current space is 27,000 square feet, but Hyde Street Community Services does not use that entire space and cannot use it. The new space on Hyde Street is about 9,000 square feet. The new location on Hyde Street

will be \$28 per square foot. This works because the organization does not currently fully utilize the full space on Golden Gate, so this move will not be a “down size” and the rent will be the same amount.

Is it common for one non-profit to “squeeze out” another non-profit?

Hyde Street cannot speak on behalf of Larkin Street. However, Larkin Street is a larger organization.

Why is Hyde Street Community Services moving to this new location?

Hyde Street Community Services has a contract to provide services in Central City.

Why does the agency have to move?

The agency must move due to rent doubling. The organization is a non-profit that cannot afford such increases. As such, the Golden Gate building owner has already signed a lease with another organization which is effective in September. Hyde Street Community Services must move in mid-September. This is an endemic issue. Non-profits are having trouble finding affordable space. Hyde Street wanted to stay and attempted negotiations, but the landlord wanted to get market value for the space. Hyde Street searched for commercial real estate for eight months. Many were “open spaces” that were shells, which required significant construction.

How will this benefit the neighborhood?

This question was not answered due to many individuals speaking over one another.

Who is in 25 Van Ness and why can't the agency move there?

The Department of Public Health leases 25 Van Ness. The leases have different landlords. Many of locations used by the Department of Public Health are not owned by the City and County.

What security provisions will the organization make?

It is priority for clients and the community to feel safe. The organization will install security cameras in the new site. A clinician, not a front desk person, sits at the front desk. Clients will be walked to the second floor. The organization will ensure a working buzzer system.

Has the organization gone to the Mayor's office of Community Development for help with the rent increases?

Yes. However, the Mayor's Office does not provide money for ongoing support, such as monthly rent. There have been discussions about use of the funds, but the funds do not have an administrator yet. There is no time to wait for the announcement and application process. The organization has been working with the Board of Supervisors and the group has allocated funds for moving costs, but not for ongoing rent payments. Hyde Street Community Services estimates its furniture moving costs will be \$10,000. At this time, the organization is unsure of the other costs, such as moving its information technology and camera systems to the new site.

If the Mayor's Office offered to work with Hyde Street, would the organization work with the Mayor?

Yes, as previously stated, the agency has a good relationship with the Mayor and has always worked with the Mayor's Office.

What is the organization's relationship with Management ARTS?

Hyde Street Community Services contracts with Management ARTS to run the administrative portion of the agency to reduce costs. This covers all back office activities, such as payroll, human resources, budgeting, etc. This was encouraged by the Department of Public Health.

Client & Services Questions

Why are the clients receiving services?

Each client is different and due to federal laws, the agency cannot discuss a person's detailed medical history or treatment. Generally, the most frequent diagnosis is depression. About forty percent of clients are victims of trauma; twenty percent are dealing with anxiety disorders; and, about fourteen percent live with schizophrenia. Many are medication compliant, meaning that clients are able to manage their symptoms through prescribed medications. This organization does serve court ordered referrals.

Isn't the new site out of the way for clients? Wouldn't the clients be better served if the location was closer?

As mentioned, clients live all over San Francisco, not just in the Tenderloin. While another location would have perhaps been more ideal, the rental options were not viable. For example, due to the change in Market Street, rental costs have increased.

How many clients are homeless?

Homelessness is defined by Federal standards, which include those who are couch surfing, sharing a room, in a housing/residential program, or living on the street. Currently, five percent have no housing at all. The organization employs a housing specialist who works to get the client housing. It is not uncommon for diagnosis to go with homelessness or instability. Also, housing status is not a static state. The goal of the program is to get people treatment and housed.

What are the clinic hours?

The clinic is open from 9:00 am to 5:00 pm.

If the organization prescribes medications, are there drugs onsite?

No, a prescription is different than dispensing. A prescription is the note a physician writes to permit a pharmacy to dispense medications. There are no controlled substances stored on site. The organization does dispense limited amounts of anti-psychotic injectable medicines to keep clients on their medication regimen.

How many clients have been arrested? The agency appears to have published a manual.

Hyde Street Community Street did not publish any manual regarding this topic. It may be by NAMI. 45% of clients have been arrested. Many are for non-violent crimes, such as public urination.

NOTICE

**A COMMUNITY MEETING WILL BE HELD AT
134 Golden Gate Ave.
San Francisco, CA 94102**

**On: June 5, 2014 at 5:30 PM to discuss the approval of
a new location for use by:**

Hyde Street Community Services, Inc.

**The following Department of Public Health
Programs Will Be Located At The Address Listed:**

**Hyde St. Behavioral Health Outpatient Programs
and Administrative Offices**

**815 Hyde St.
San Francisco, CA 94109**

For further information or to submit comments please contact:

**Sean Nguyen, Business Office of Contract Compliance
San Francisco Department of Public Health
415-255-3521**

**NOTICE OF INTENT TO
APPROVE A CITY PROJECT AT
THIS LOCATION**

**The Health Commission will consider
approval of this location for the
programs of the non-profit agency**

**Hyde Street Community
Services**

**Hyde St. will open behavioral health
outpatient programs and locate
administrative offices at:**

**815 Hyde Street
S.F., CA 94109**

**Finance Committee &
Health Commission Meeting
101 Grove Street, San Francisco, CA
June 17, 2014**

**For further information or to submit comments
please contact Sean Nguyen, Business Office of Contract
Compliance, SFDPH 415-255-3521**

NOTICE

A COMMUNITY MEETING WILL BE HELD AT

**The Carlton Hotel
1075 Sutter Street
San Francisco, CA 94109**

On: June 26, 2014 at 6:30 PM

to discuss the approval of a new location for use by:

Hyde Street Community Services, Inc.

**The following Department of Public Health
Programs Will Be Located At The Address Listed:**

**Hyde Street Behavioral Health Outpatient Programs
and Administrative Offices**

**815 Hyde St.
San Francisco, CA 94109**

For further information please contact:

**Sean Nguyen
Business Office of Contract Compliance
San Francisco Department of Public Health
415-255-3521**

NOTICE

**A COMMUNITY MEETING WILL BE HELD AT
Old First Presbyterian Church
1751 Sacramento Street
San Francisco, CA 94109**

**On: July 9, 2014 at 6:30 PM to discuss the approval of
a new location for use by:**

Hyde Street Community Services, Inc.

**The following Department of Public Health
Programs Will Be Located At The Address Listed:**

**815 Hyde Street
San Francisco, CA 94109**

**For further information or to submit comments please
contact:**

**Sean Nguyen, Business Office of Contract Compliance
San Francisco Department of Public Health
415-255-3521**

**NOTICE OF INTENT TO
APPROVE A CITY PROJECT AT
THIS LOCATION**

**The Health Commission will consider
approval of this location for the
programs of the non-profit agency
Hyde Street Community Services**

**Hyde Street will provide behavioral
health outpatient programs and locate
administrative offices at:**

**815 Hyde Street
S.F., CA 94109**

**Finance Committee Meeting at 2:00pm
and**

Health Commission Hearing at 4:00pm

**101 Grove Street, San Francisco, CA
July 15, 2014**

**For further information or to submit comments
please contact Sean Nguyen, Business Office of Contract
Compliance, SFDPH 415-255-3521**