

## 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 Relocation:** The owner of the 134 Golden Gate Avenue site will double the rent.

**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.

**Contract:** The current annual contract is for \$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.

**Sign Posting:** A sign was posted, on May 23, 2014, at the new site announcing a hearing by the Health Commission on June 17, 2014. The sign complies with the requirements of San Francisco Administrative Code Chapter 79.5 (copy of sign attached).

**Flyers:** Flyers announcing neighborhood meeting were distributed within one-block radius of the proposed site (copy of flyer attached).

**Neighborhood Community Meeting:** A notice of a community meeting was posted in the ground floor window of the new site, 815 Hyde Street, on May 23, 2014. The posted notice conformed to the requirements enumerated in the Administrative Code. The meeting was held on June 5, 2014. Minutes of the meeting are attached.

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

**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 open Behavioral Health  
Outpatient Programs and locate  
Administrative Offices at:**

**815 Hyde Street  
San Francisco, 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  
134 Golden Gate Ave.  
San Francisco, CA 94102**

**On: June 5th, 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:**

**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**

## 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

### **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.

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

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 clinician's 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, Langly Porter, SFGH, CPMC), and hotels.

[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
<b>Trip 1</b>	\$2.00	00:13	11:02am	11:15am	00:09	
<a href="#">Trip 2</a>	\$2.00	00:13	11:17am	11:30am	00:09	
<a href="#">Trip 3</a>	-	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)** [+](#)

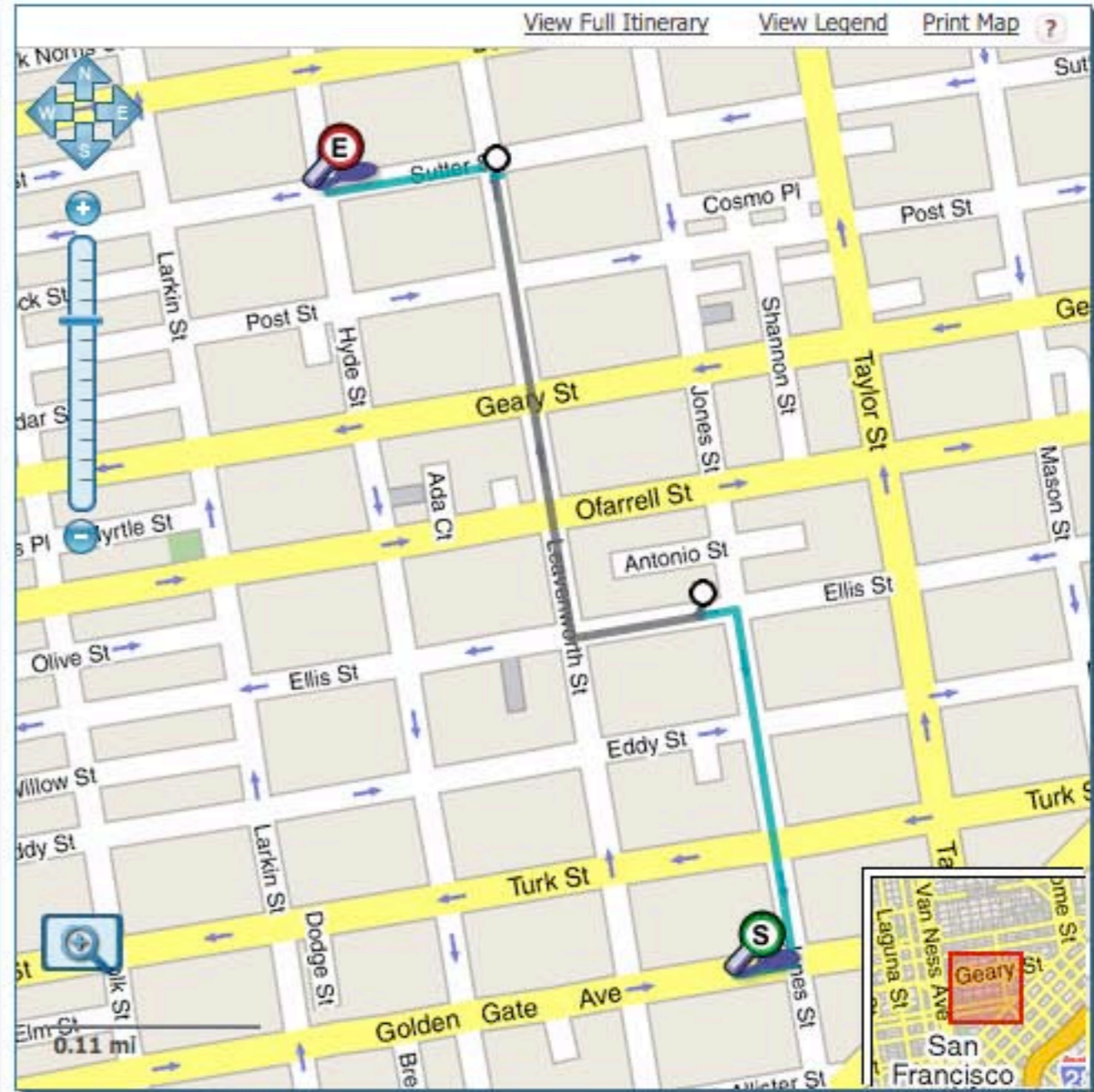
**Muni - 27 - towards Van Ness Ave & Jackson St,...** - Fare \$ 2.00    [Schedule](#)  
**11:08am - Board,** NW Corner of [Ellis St & Jones St](#) (next scheduled: 11:23am)  
 - Stop ID **14496** [Real-Time Departures](#)

**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)** [+](#)

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**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 all](#)

Muni — California Cable Car +

**Bus** - 8 routes [Expand all](#) [Collapse all](#)

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
- 1st Drawn Route/line
- 2nd Drawn Route/line
- 3rd Drawn Route/line
- Bus Stop
- Rail Stations/Stops
- Ferry Landing
- Selected Nearby Bus Stop
- Selected Nearby Rail Station
- Selected Nearby Ferry Landing