

Neighborhood-based Behavioral Health Respite Program

PROPOSED SITE: 1156 Valencia Street



Presented by: Kelly Hiramoto, LCSW
Health Commission: March 3, 2020



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH



Behavioral Health Respite Program

Proposed Site: 1156 Valencia



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

AGENDA

- Identifying the Need in the Neighborhood
- Why 1156 Valencia?
- Proposed Project
- Neighborhood Impact
- Community Engagement
- Program Access
- Treatment Partners
- About PRC and the Program
- Questions and Answers



Behavioral Health Respite Program

Proposed Site: 1156 Valencia



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Identifying the Need

- 370 people are experiencing homelessness in District 8, according to the January 2019 point-in-time count.
- A known group of at-risk homeless individuals in the Mission, Upper Market and Dolores Park corridors could be better served by having a place close by where they could receive more immediate support.
- Clients will be more likely to seek out shelter from a nearby location with low-barrier admission, welcoming staff, and activities that keep them positively engaged.
- Target population: Primarily homeless individuals with behavioral health diagnoses who are not ready for treatment or not fully engaging with care
- Goal: Encourage participation in recovery and wellness programs to maximize each individual's functional capacity.



Behavioral Health Respite Program *Proposed Site: 1156 Valencia*



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Proposed Project: Why 1156 Valencia?

- Availability of the site: willing owner who shares our mission to serve this neighborhood
- Affordability: Asking market rate to lease the space
- Right size: minimum 3,500 sq ft; max 12,000 sq ft
- Right features: bathrooms, community space, ability to support laundry
- Close to Dolores Park and Mission corridors where the need for services is great and where we know people who need outreach



Behavioral Health Respite Program

Proposed Site: 1156 Valencia



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Proposed Project

- Operates 24 x 7 x 365 days a year
- 30 beds for overnight stays; up to 25 day drop-in participants
- Serves people with behavioral health issues, often homeless, who are not fully engaging with care or not yet ready to enter treatment
- Low-barrier admission: people can stay in couples/groups, with their companion animals allowed, and with their belongings
- Mental Health Worker trained staff
- PRC/Baker Places nurse practitioner holds clinic hours on-site
- On-call access to SF Health Network's behavioral health clinicians, assessment and referral
- Activities: Recreational, supportive, linkage to services



Behavioral Health Respite Program

Proposed Site: 1156 Valencia



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Neighborhood Impact

- Clients brought into emergency services can be cleared and transferred to this program, preventing their discharge to the streets
- Clients referred to this program, from outreach teams and other neighborhood providers, will be escorted in and out
- Opportunity to bring clients in the neighborhood directly to drop-in when appropriate
- 24x7 on-site security, walking the block and doing indoor rounds
- Partnering with SFPD to address any safety issues and increase police visibility along entrance blocks
- Exploring partnership with Department of Homelessness and Supportive Housing to create priority shelter/housing for individuals who are not eligible for 1156 Valencia Behavioral Health Respite



Behavioral Health Respite Program

Proposed Site: 1156 Valencia



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Community Engagement

- With Supervisor Mandelman, PRC and Salvation Army, DPH has convened two community meetings about the proposal before the Health Commission.
- We will remain engaged with neighbors:
 - Neighbors will be provided a phone number to report any program-related issues 24x7
 - A community meeting will be convened 6 months after opening to solicit feedback and modify program as needed.



Behavioral Health Respite Program

Proposed Site: 1156 Valencia



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Program Access

- The program will work with community providers to prioritize a subset of clients residing in the Mission, Upper Market and Dolores Park corridors
- Referrals to services will primarily originate from Encampment Resolution Team, Homeless Outreach teams serving the nearby community, SFGH Psychiatric Emergency Services, acute psychiatric hospital units, community mental health treatment programs, and intensive case management programs.



Behavioral Health Respite Program *Proposed Site: 1156 Valencia*



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Options

Expedited referrals for residential treatment with:

- PRC/Baker Places: mental health, co-occurring mental health-substance use, crisis, transitional residential treatment, medical detox
- Progress Foundation: mental health crisis, transitional residential treatment, co-occurring mental health-substance use treatment
- Salvation Army: substance use social detox and residential treatment
- HealthRIGHT 360: substance use and co-occurring mental health residential treatment, social detox
- Additional community treatment providers: Friendship House, Mission Council to name a few



Hummingbird Place: 887 Potrero Behavioral Health Respite



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Average Length of Stay

Period: 7/01/18-6/30/19

Shortest Day	1 day
Longest Stay	221 days
Average length of stay – overnight clients	17 days
Total # of clients (unduplicated)	312
Total # of Clients (duplicated)	376



Hummingbird Place: 887 Potrero Behavioral Health Respite



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Clients We Have Served

TM

TM had a long history of homelessness, alcohol use, depression, and medical issues. He was using a wheelchair due to multiple medical complications. TM used the Emergency Department so frequently that the Emergency Department Case Management team stepped in to help. During his stay at Hummingbird Place, he was able to maintain sobriety. He received proper nutrition, regular medical follow-up and emotional support. TM was able to move to his own room in an SRO, continued with his medical care, and with time, no longer needed a wheelchair and graduated to using a cane. He continues to remain sober.

TF

Hummingbird Place client TF successfully transitioned to Baker Street House, a 90-day mental health residential treatment program. He successfully completed his 90-day program and moved to his own place where he continues to do well.



Executive Leadership

- Brett Andrews, Chief Executive Officer
- Joe Tuohy, Chief Operating Officer
- Robert Pascual, Chief Financial Officer
- John Fostel, Chief Clinical Officer
- Chuan Teng, Esq., Chief of Programs
- Katherine Bella, Chief Strategy Officer
- Jim Wegman, Chief Information Officer

History/Mission/Values

- PRC has been providing services in the San Francisco Bay Area since 1964. We have recently undergone mergers that have enabled us to develop a continuum of residential treatment care and wrap-around services.
- PRC's Headquarters are located at 170 9th Street (between Mission and Howard)
- Staff Size: 270
- Annual Budget: \$31 Million
- PRC's mission is to help people affected by HIV/AIDS, substance use, or mental health issues better realize opportunities by providing integrated legal, social, and health services that address the broad range of social risk factors that impact wellness and limit potential.

- PRC's Values
 - Accountability
 - Honesty
 - Integrity
 - Diversity & Inclusion
 - Respect

- Social Programs
 - Legal Advocacy
 - Workforce Development
 - Emergency Financial Assistance
 - Housing Case Management
 - Peer Counseling

1156 Valencia

- **Hummingbird Behavioral Health Navigation Model**
- **24/7 Security on Site**
 - Security staff to be stationed at front entry with receptionist
 - Complete rounds of the building exterior every 90 minutes
 - Complete interior rounds frequently, checking in with program staff
 - Answer 24/7 phone line for any neighborhood concerns
 - Plan to partner with a nonprofit provider of compassionate security, trained in de-escalation to assist program staff as needed
- **Access**
 - Buzzer/intercom at Valencia Street entry, with key fobs for staff
 - Main entry proposed on Valencia Street: Community feedback requested
 - Van transporting clients would use San Jose Avenue entrance
 - All arriving clients will be via van transport or escorted by Homeless Outreach Team (HOT), DPH Street Medicine, or other community outreach provider
 - Receptionist inside front door will buzz in and control door access with assistance from security staff
 - Day drop-in clients: known to the program or referred by a community agency, these clients can stay from 10:00am – 7:30pm

PRC believes everyone deserves an advocate and an opportunity.



Thank You!