

## SUMMARY OF REQUEST FOR SITE APPROVAL TO THE HEALTH COMMISSION

Contractor	Edgewood Center for Children and Families	Division/Section	Community Behavioral Health Services Children Youth and Families	
New Address	No change. Expansion of Existing Facility at 1801 Vicente Street San Francisco, CA 94116	Director, CBHS- Children Youth and Families	Ken Epstein	(415) 255-3439
		Program Manager	Sean Nguyen	(415) 255-3521
Contact	David A Young, PhD, MPH	Contract Analyst	Ada Ling	(415) 255-3493

**Request for site approval for expansion of services to create a Crisis Stabilization 5150/5585 Receiving Center (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").**

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 request to provide crisis stabilization services funded by the Mental Health Services Act is brought before the Health Commission for its consideration. Funding for this expansion of services is \$1,157,487 annually for four years.

**Reason for Expansion:** The Children's Crisis Stabilization Unit 5150/5585 Receiving Center, which will be housed in an existing building on Edgewood's six-acre campus, is made possible by a MHA grant awarded to City of San Francisco, Department of Public Health (SFDPH). SFDPH invited Edgewood Center for Children and Families to provide a crisis stabilization and triage component at its facilities in the Sunset District campus because of its long history of providing quality services to children and youth requiring specialty mental health services.

**Programs:** Edgewood Crisis Stabilization Unit, in partnership with Comprehensive Child Crisis, will provide psychiatric evaluations, crisis stabilization and triage services to San Francisco children and youth (6 to 17 years old and their families) who are experiencing mental health crises.

**Contract:** Edgewood's contract to provide these services is renewed annually, with the current funding period for FY2014-15 running from July 1, 2014 to June 30, 2015. The MHA grant period is for four years from FY 2013-14 to FY2017-18, at \$1,157,487, annually for four years.

**Zoning:** There is no change in zoning required.

**Rental Costs:** There are no associated rental costs. Edgewood will use existing facilities to house the program.

**Sign Posting:** Signs were initially posted outside Edgewood's campus October 1, 2014, announcing a Health Commission hearing on November 4th, 2014 and a community meeting to be held at Edgewood on October 14<sup>th</sup>, 2014.

**Program:**

Edgewood is proposing to establish a Crisis Triage and Assessment Center (Center) for children that will provide comprehensive assessment, stabilization and triage for children and children in emotional crisis in a supportive and child/family oriented setting.

- **Capacity:** An average of 2-3 children will be at the Center at any one time, though there will be capacity to care for a maximum of eight children.
- **Length of Stay:** Each child being evaluated must be discharged in less than 24 hours.
  - Most children will return home with appropriate interventions and follow up supports, and some will be enrolled into Edgewood's short-term residential treatment program.
  - This new program is to provide evaluation and triage services only. It is NOT a residential program and Edgewood and is NOT a psychiatric hospital.
- **Location and current programming:** The new program will be located on Edgewood's Vicente Campus site. Currently existing on this site there are about 35 children living in one of the 4 cottages.
  - They may stay there for 6 months to 1 year before returning to their families or to a permanent living situation in the community.
  - Approximately 10 to 12 children attend short-term residential programs designed to last for only 2 to 14 days.
  - About 20 students in grades ranging from elementary through high school attend Non-Public School for the day.
- **Safety and Parking Impact:** Children in this program are generally brought to the location by their parents.
  - Sometimes an SFPD vehicle will be necessary to transport a child for his/her safety, and not because he or she has committed any crime.
  - Sometimes, based on an insurance company's policies, a child will be transported via ambulance.
  - There will be no reason for emergency vehicles to use a siren or flashing lights when providing transportation.
  - The routine drop-off location will be at Edgewood's 28<sup>th</sup> Ave. entrance, which will be upgraded to enable rapid and private entry into the building.
  - These transfers should only take about 5-10 minutes as Edgewood staff will be prepared to receive the child.
- If a child is experiencing symptoms at a level that would clearly require hospitalization, then that child would be taken directly to an inpatient hospital and not to Edgewood's proposed program. All cases are pre-screened at the child's home or in the community by the county's Child Crisis team before being sent to Edgewood's program.

## **EDGEWOOD 背景**

Edgewood 兒童和家庭中心(Edgewood Center for Children and Families)是一個為兒童、青少年及其家庭提供行為健康服務的非牟利機構。自 1851 年以來，我們一直服務三藩市的兒童，致力於不斷改善和提高我們的計劃以適當滿足社區不斷變化的需求。

如今，我們已榮幸地成為三藩市為有特殊需要的兒童提供行為健康、家庭支持和教育服務的最大的主要機構。每年，我們的專業人員會幫助兒童及青少年克服嚴峻的挑戰，並和他們一起努力恢復培養他們的自信。我們還通過在危機時給予他們所需要的支持來幫助那些與抑鬱症或有自殺念頭抗爭的青少年。我們是灣區獨特的資源，每年為整個三藩市縣和聖馬刁縣超過 7,000 個青少年及其家庭提供服務。

**我們的使命：改善兒童、青少年及其家庭的行為健康，為積極過渡到成年提供支持。**

我們美麗的總部自 1923 年就一直設在日落區的 Vicente Street。我們也在三藩市聯合校區(SFUSD)的許多公立學校、幾所私立學校、學前教育中心、在家裡及診所為社區提供服務。

在 Vicente 總部，我們提供住宿及當天計劃。在任一個時間都有來自兒童福利系統的大約 35 個兒童住在我們的四個家庭式小屋之一。他們可以在那裡住 6 個月至 1 年，在此期間，我們會努力使他們回到他們的父母家、其他親屬家或社區永久居住設置。大約有 10 至 12 個兒童和青少年參加我們設計的只持續 2 至 14 天的短期住宿計劃。大約有 20 個從小學到高中不同年級的學生參加我們的非公立學校的當天計劃。

## **什麼是兒童和青少年危機分類與評估中心？**

我們正與三藩市公共衛生局及兒童危機綜合服務處合作，規劃一個將危機中的兒童和青少年(6-17 歲)進行評估及分類的三藩市縣計劃，以提供給他們有組織的、安全的、利於兒童的以及支持家庭的一個環境。該支持計劃結構新穎，而且 Edgewood 多年一直在提供這類服務，所有兒童在參加我們的任何計劃之前都必須進行評估。

這個新計劃**不是**住宿計劃，並且 Edgewood **不是**精神病醫院。此外，這個計劃不適用於初步診斷為吸毒/酗酒或飲食紊亂的兒童和青少年。

我們預計在任何一個時間平均會有四個兒童和青少年在危機分類與評估中心，而且有能力一次最多可以照顧八個青少年。根據其定義，被評估的兒童和青少年必須在 24 小時以內離開。一些將參加我們的短期住宿治療計劃，大多數將回家並獲得適當干預和跟進支持。

這項服務最常見的問題是有自殺念頭的情緒紊亂(主要是抑鬱症)。根據三藩市縣對該市目前的服務和需求評估，對於這個計劃，我們預計大約 50/50 的男孩和女孩，25%非裔美國人，25%拉丁裔/西班牙語裔，20%白人，20%亞裔美國人(主要是中國人)，以及 10%混血兒和其他種族/族裔。這個計劃將服務於所有三藩市居民，不論其收入或保險狀況。

**EDGEWOOD COMMUNITY SERVICES COMMUNITY MEETING  
OCTOBER 14, 2014**

Start Time: 5:35pm  
End Time: 7:03pm

**In Attendance:**

**Edgewood Staff:**

Matt Madaus, LCSW: Chief Executive Officer  
Robin Randall, MD, MPH: Medical Director  
David A Young, PhD, MPH: Executive Director of San Francisco Region  
Lori Kandels, LCSW, MBA: Director of San Francisco Campus Operations  
Jill Anderson, PsyD: Director of Crisis, Triage and Assessment Programs  
Jim Oswald: Communications Director

**SFDPH Staff:**

Alison Lustbader, LCSW, SFDPH Program Manager  
Sean Nguyen, SFDPH Program Manager

**Community Members:**

49 Community Members attended the meeting.

**About Edgewood**

Edgewood has been providing a continuum of services to children and families on a seven acre campus in the Sunset District of San Francisco since 1924. Edgewood currently operates intensive mental health services including residential treatment, school and out-patient programs. Edgewood is requesting approval to become a crisis stabilization 5150/5585 receiving center to further meet the mental health needs of San Francisco's vulnerable youth and families.

**About Program Safety**

Edgewood maintains a safe campus environment through careful referral evaluation, intensive staff training on verbal and physical de-escalation including physical holds, a supportive management structure and in partnership with SFPD (when necessary). All referrals to the crisis unit are pre-screened by the county's Child Crisis team before being sent to Edgewood's program. The new program will also feature a secure drop-off location that will allow for rapid and private entrance to the program building through a fenced corridor. Youth will be supervised by staff into the building. Youth in the crisis stabilization program will be not be allowed to leave the crisis stabilization building. Delayed egress doors are being installed which will have a 10 second delay and will alarm should a youth attempt to leave the building. Youth will also be staffed 24/7 by awake staff which include clinicians, nurses and crisis counselors. The staffing ratio is a minimum of three staff to every four youth.

**Department of Public Health's Relationship with Edgewood**

DPH conducts regular site visits to its contracted programs and reviews them on multiple levels. The last review for Edgewood revealed excellent performance. They have proven to be highly compliant and met required deliverables. They are a

**EDGEWOOD COMMUNITY SERVICES COMMUNITY MEETING  
OCTOBER 14, 2014**

A.8. We can, but is seldom done. Staff are trained in verbal de-escalation and restraint techniques and only used if needed.

Q.9. Why can't SFGH take this program?

A.9. SFGH is already overcrowded. Youths need a more calm and youth and family friendly environment, so Edgewood would be a more effective place to have youth evaluated for services.

Q.10. What are the protocols to have youths released to their parents?

A.10. Once a youth is evaluated to be stable, she/he will be released to his/her parents. This will also a comprehensive after-care plan with follow-up by the after-care team at county child crisis. If the client cannot be stabilized, an ambulance will take the youth to SFGH.

Q.11. What is the proposed program?

A.11. Crisis Stabilization 5150/5585 Receiving Center is the proposal.

Q.12. Who funds services at Edgewood?

A.12. Edgewood receives funding from many different government sources, with some private funds from the public. Primary funding for this program is made possible by a MHSA grant.

Q.13. Can clients get violent and overpower staff?

A.13. Most clients are violent only to themselves, but we have very well trained staff to handle any situation. There is a ratio of 3 staff members to 4 clients at any one time. Clients are also in the line of sight of staff 24/7.

Q.14. How many youth have your served in the crisis program so far?

We have served approximately 50 youth on a voluntary basis. Only five of these youth have needed to be transferred to a higher level of care.

Q.15. How are youth transported?

A.15. Often by their parents, on occasion by ambulance or police, these emergency vehicles do not use sirens when transporting youth due to a psychiatric crisis.

# **NOTICE**

**A COMMUNITY MEETING WILL BE HELD AT**

**Edgewood Center for Children and Families**

**1801 Vincente Street**

**San Francisco, CA 94116**

**On: October 14, 2014 at 5:30 PM**

**to discuss the approval of a new program at the above  
location:**

**Crisis Stabilization 5150/5585 Receiving  
Center for Children and Youth**

**For further information please contact:**

**Sean Nguyen**

**Business Office of Contract Compliance**

**San Francisco Department of Public Health**

**415-255-3521**

## **EDGEWOOD COMMUNITY SERVICES COMMUNITY MEETING OCTOBER 23, 2014**

Start Time: 5:35pm

End Time: 7:03pm

### **In Attendance:**

#### **Edgewood Staff:**

Matt Madaus, LCSW: Chief Executive Officer

Robin Randall, MD, MPH: Medical Director

Lori Kandels, LCSW, MBA: Director of San Francisco Campus Operations

Jill Anderson, PsyD: Director of Crisis, Triage and Assessment Programs

Jim Oswald: Communications Director

#### **SFDPH Staff:**

Alison Lustbader, LCSW, SFDPH Program

Sean Nguyen, SFDPH Program Manager

### **Community Members:**

18 Community Members attended the meeting.

### **About Edgewood**

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### **About Program Safety**

Edgewood maintains a safe campus environment through careful referral evaluation, intensive staff training on verbal and physical de-escalation including physical holds, a supportive management structure and in partnership with SFPD (when necessary). All referrals to the crisis unit are pre-screened by the county's Child Crisis team before being sent to Edgewood's program. The new program will also feature a secure drop-off location that will allow for rapid and private entrance to the program building through a fenced corridor. Youth will be supervised by staff into the building. Youth in the crisis stabilization program will not be allowed to leave the crisis stabilization building. Delayed egress doors are being installed which will have a 10 second delay and will alarm should a youth attempt to leave the building. Youth will also be staffed 24/7 by awake staff which include clinicians, nurses and crisis counselors. The staffing ratio is a minimum of three staff to every four youth.

### **Department of Public Health's Relationship with Edgewood**

DPH conducts regular site visits to its contracted programs and reviews them on multiple levels. The last review for Edgewood revealed excellent performance. They have proven to be highly compliant and met required deliverables. They are a valued and trusted partner with the county providing intensive and needed services

**EDGEWOOD COMMUNITY SERVICES COMMUNITY MEETING  
OCTOBER 23, 2014**

to the entrance and brought immediately into the building without causing any disturbance to neighbors.

Q.6. Do you use walkie talkies to communicate?

A.6. No. We use cell phones.

Q.7. I've seen clients run away from Edgewood. How will you handle that?

A.7. Youths are only held for a short time in this program. They are observed 24/7. The entrance/exit door is all set at a 10-set lock. If a youth tries to open the door, it will not open for 10 seconds and alert staff. Security is very important of this program.

Q.8. What is the timeline of evaluation of this program?

A.8. We have a strong program evaluation component in partnership with the county. Extensive data is collected and sent to the State for review. We report to the State every six months on the program effectiveness.

Q.9. How many times does a client come back into the program?

A.9. It depends on each individual client. Clients can have more than one acute psychiatric episode. We want youth & families who need help to know there is place they can come to recent urgent mental health support.

Q.10. Why not have St. Mary's hospital take this program?

A.10. The hospital accepts clients placed on a 72 hour hold. They take clients from all over California who are 12 years or older only. If a child is not stabilized at Edgewood, he/she can be sent to the St. Mary's children's psychiatric unit.

Q.11. What is your language capacity?

A.11. We have a diverse staff with language capacity in Spanish and Cantonese. We also have access to 24/7/365 interpreter services.

Q.12. What are you doing to support staff?

A.12. We have extensive training, ongoing supervision and have a comprehensive health plan which includes employee assistance program which includes a therapy option.

Q.13. When is the Health Commission Meeting?

A.13. November 4<sup>th</sup> @ 2pm & 4pm, 101 Grove, Room 300



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**Edgewood Center for Children and Families**

**1801 Vincente Street**

**San Francisco, CA 94116**

**On: October 23, 2014 at 5:30 PM**

**to discuss the approval of a new program at the above  
location:**

**Crisis Stabilization 5150/5585 Receiving  
Center for Children and Youth**

**For further information 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 a new  
program of the non-profit agency**

**Edgewood Center for Children and  
Families**

**Edgewood will open a Crisis Stabilization  
5150/5585 Receiving Center at:**

**1801 Vincente Street  
San Francisco, CA 94116**

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

**Health Commission Hearing at 4:00pm**

**101 Grove Street, San Francisco, CA  
November 4, 2014**

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

**準備批准這個地點  
城市計劃的  
通知**

**衛生委員會將考慮批准在這個地點  
的非牟利機構的一個新計劃**

**Edgewood 兒童和家庭中心**

**Edgewood 將在以下地址開啟危機穩定  
5150/5585 受理中心:**

**1801 Vincente Street  
San Francisco, CA 94116**

**財務委員會會議, 下午 2:00  
和**

**衛生委員會聽證會於, 下午 4:00**

**101 Grove Street, San Francisco, CA  
2014 年 11 月 4 日**

**如需了解更多資訊或提交意見  
請聯繫 Sean Nguyen, SFDPH 合同履約  
商務辦公室 415-255-3521**

# NOTICE

**A COMMUNITY MEETING WILL BE HELD AT:**

**Edgewood Center for Children and Families  
1801 Vincente Street  
San Francisco, CA 94116**

**Tuesday, October 14, 2014 at 5:30 PM  
and  
Thursday, October 23, 2014 at 5:30 PM**

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**Learn about a new program being developed at Edgewood.**

**Crisis Triage and Assessment Center  
for Children and Youth**

**For further information please contact:**

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



**EDGEWOOD**

*Transforming Lives. Restoring Hope.*

Since 1851, Edgewood Center for Children and Families has kept pace with the changing needs of the community. Today, it has the distinction of being the Bay Area's largest premier provider of behavioral and mental health services for children, youth, and families. More at [Edgewood.org](http://Edgewood.org).

# 通知

將舉行以下社區會議：

Edgewood 兒童和家庭中心  
1801 Vincente Street  
San Francisco, CA 94116

星期二, 2014 年 10 月 14 日, 下午 5:30

和

星期四, 2014 年 10 月 23 日, 下午 5:30

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了解 Edgewood 中心開發的一個新計劃。

兒童和青少年危機分類與評估中心

如需了解更多資訊，請聯繫：

Sean Nguyen  
合同履約事務辦公室  
三藩市公共衛生局  
(415) 255-3521



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自 1851 年以來，Edgewood 兒童和家庭中心 (Edgewood Center for Children and Families) 一直跟進社區不斷變化的需求。如今，它已榮幸地成為灣區為兒童、青少年及其家庭提供行為與身心健康服務的最大的主要機構。  
請查閱網站 [Edgewood.org](http://Edgewood.org) 了解更多資訊。

# Farallone Pacific



INSURANCE SERVICES

David Young  
1801 Vicente  
San Francisco, CA 94116

10/28/2014

David,

I was raised on 25<sup>th</sup> & Vicente and now have a home on 26<sup>th</sup> & Vicente, right across from Edgewood. My son and my whole family have played in Parkside Park for 50 years and have never been exposed to any unpleasant incidents related to Edgewoods operations. We have always supported the work done at Edgewood and will continue to do so in the future.

I have done volunteer work at Edgewood and am very impressed with the staffing and their work with the children on campus.

The buildings and grounds are an asset to the neighborhood, let alone the fine work and contributions they have made to the community. We are very confident that the addition of the Children's Crisis Stabilization Unit will not change any of the existing calm we have in the neighborhood. These services are essential to the health and safety of our City's children and I support the efforts that will be made at Edgewood on their behalf.

Sincerely,

Dan Buick  
2624 26<sup>th</sup> Avenue  
San Francisco, CA 94116

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2201 Vicente Street SF CA 94116  
admin@littlefootprintspreschool.com  
littlefootprintspreschool.org  
415-200-8607

October 29<sup>th</sup>, 2014

Dear Health Commission,

Little Footprints Preschool is located 3 blocks away from Edgewood's campus (Vicente and 33<sup>rd</sup>). We have started our operation since June 2011. Our children walk directly passed by Edgewood campus daily to play at the Parkside Square playground (across from Edgewood campus). For more than three years, our teaching staff feel very safe and at ease walking the children passed by and there is never any harmful incidents from the children and youth receiving services at Edgewood.

About two years ago, we have been invited by the Executive Director, David Young, to tour the campus and being informed by the various services Edgewood provides for the children and the families. When we were looking for a location to host parent workshops, Edgewood allows us the access to their conference room to make the workshops possible. We have been using their conference room annually to hold our kindergarten Information Session for over 40 parents. Edgewood not only serve the targeted children and families, but also reach out to the communities and to share their resources.

As the Director at Little Footprints Preschool, we understand that having a place for children to receive immediate help during a crisis is crucial. We understand that there is a proposed Children's Crisis Stabilization Unit being housed on Edgewood's campus. We are in support of the program because it benefits children and families of San Francisco, including those from our immediate neighborhood.

We can be reached at [admin@littlefootprintspreschool.com](mailto:admin@littlefootprintspreschool.com) should you have any questions.

Annabella Tong

Program Director