



Department of Public Health

Safety Services Staffing Plan Update

Basil Price, Director of DPH Security
September 5, 2023 Health Commission Meeting





Introduction

On July 19, 2021, the Board of Supervisors approved the DPH budget that included the Security Management Plan focus on prevention, address security equity, and reducing the presence of law enforcement in DPH facilities.

The timeline for implementation was originally scheduled for March 2022, but due to delays in hiring and the safety ambassador RFP process, certain elements of the plan have been amended to October 2023.

This presentation provides an update of the operational transition status in the areas of:

- Security Plan, Staffing, and Training
- Behavioral Emergency Response and Training(BERT)
- BERT Recruitment and Hiring



Zuckerberg San Francisco General

Security Plan Summary	Security Plan Updates
<ol style="list-style-type: none"><li data-bbox="195 354 904 658">1. At ZSFG, reduce the number of Sheriff Deputies at ZSFG by 11.4 FTE and add 29.4 FTE of Psychiatry Nurses and License Psychiatry Technicians to function as Behavioral Emergency Response Team,(BERT) staff.<li data-bbox="195 711 904 836">2. The implementation of the BERT will occur incrementally from March through approx. May 2022.	<ol style="list-style-type: none"><li data-bbox="948 354 1644 568">1. Since July 2022, the Sheriff's Office was unable to staff the 11.4 FTE. Sheriff's Deputies were officially reduced by 11.4 FTE on July 1, 2023.<li data-bbox="948 621 1644 791">2. The BERT implementation occurred incrementally from January 2022 through approx. February 2023.



Zuckerberg San Francisco General

Security Plan Summary	Security Plan Updates
<ul style="list-style-type: none">• Phase 1 – Existing psychiatry staff conducting hospital and clinic consultation rounds.• Phase 2 – Existing psychiatry staff supporting the Emergency Department while maintaining current deputy coverage.• Phase 3 – Deploy 6.3 FTE of the hired BERT staff to the ED, 7days/week from 7PM-730AM), with overlapping deputy coverage.• Phase 4 – Build to a complete 24-hour BERT program as positions are filled.	<ul style="list-style-type: none">• Phase 1– Existing psychiatry staff conducting hospital and clinic consultation rounds.• Phase 2 – Existing psychiatry staff supporting the Emergency Department while maintaining current deputy coverage.• Phase 3 – Deploy 11.7 FTE of the hired BERT staff 24/7 to the ED, with overlapping deputy coverage.• Phase 4 –Currently 5.9 FTE of the hired BERT staff are deployed across the hospital campus, and there are 11.8 FTE vacant BERT positions.



Zuckerberg San Francisco General

Security Plan Summary	Security Plan Updates
<ol style="list-style-type: none">3. Non-uniformed cadets will function as healthcare ambassadors.4. Reduce the number of cadets at ZSFG by 2 FTE and add 2 FTE of Health Workers to provide greeter services and visitor management at the Hospital Information Desk and Maternal Child Health entrance.	<ol style="list-style-type: none">3. The Sheriff's Office was unable to hire and train additional cadets to implement the program.<ul style="list-style-type: none">• 46.5 FTE of private security are functioning as hospital ambassadors.• Healthcare Security Officer and Crisis Prevention Training material has been ordered.• DPH required training, through electronic learning has been completed.4. 1 FTE Health Worker has been hired for the Maternal Child Health entrance. Hospital Information Desk position is temporarily being filled by private security.



Laguna Honda Hospital

Security Plan Summary	Security Plan Updates
<ol style="list-style-type: none"><li data-bbox="197 391 884 511">1. At Laguna Honda Hospital, replace 4.2 Deputy Sheriffs with 8.2 non-uniformed cadets.<li data-bbox="197 568 795 688">2. Add 3 FTE of Psychiatric Nurse positions to support behavioral response training for LHH staff.	<ol style="list-style-type: none"><li data-bbox="960 391 1671 782">1. The Sheriff's Office was unable to hire and train additional cadets to implement the program.<ul style="list-style-type: none"><li data-bbox="1029 568 1671 688">• 34.6 FTE of private security are collaborating with clinical staff to eliminate sources of contraband.<li data-bbox="1029 702 1632 782">• DPH required training has been completed.<li data-bbox="960 831 1642 1002">2. The 3 FTE of Psychiatric Nurse positions will be managed by Nursing Administration and will not perform any security functions.

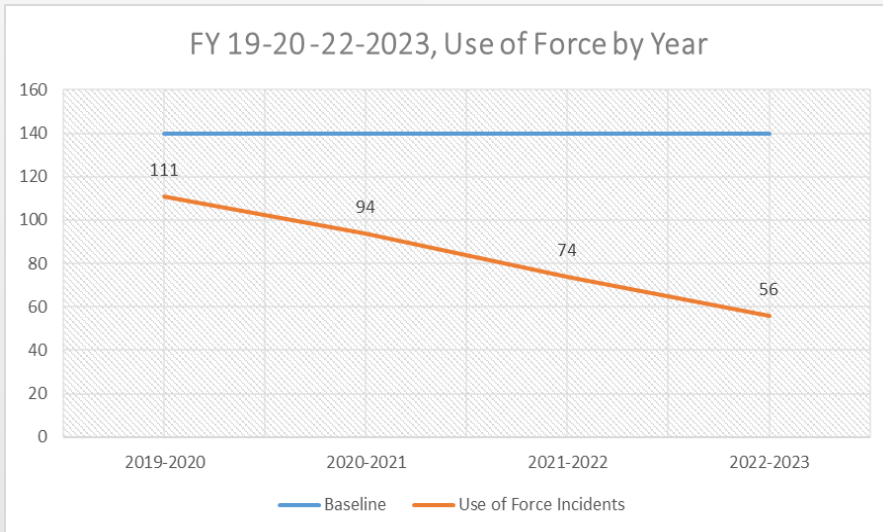


Community Clinics

Security Plan Summary	Security Plan Updates
<p>1. Replace Deputy Sheriffs with a health care safety workforce provided by contracted Community Based Organization to provide client safety services at the following locations:</p> <ul style="list-style-type: none">• Southeast Health Center• SOMA Mental Health• Castro-Mission Health Center• Behavioral Health Access Center (1380 Howard)	<p>1. The RFP was finalized in January 2022 and was approved by the Civil Service Commission in April 2022.</p> <ul style="list-style-type: none">• The contract was awarded in June 2023, the funding release and contract documents are proceeding, and implementation is scheduled for October 2023 at the following locations: Southeast Health Center Castro-Mission Health Center Maxine Hall Health Center Silver Avenue Health Center

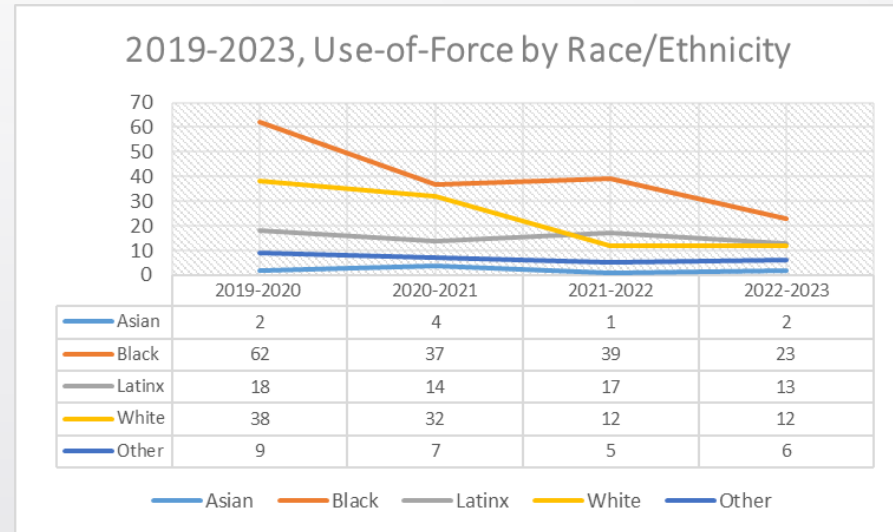
Behavioral Health Access Center(1380 Howard) and SOMA Mental Health will be excluded from the list of locations.

Current State



Over a 4-year period, use-of-force has decreased 10%.

Deputies assisting with patient restraints has been the primary driver for law enforcement use-of-force.

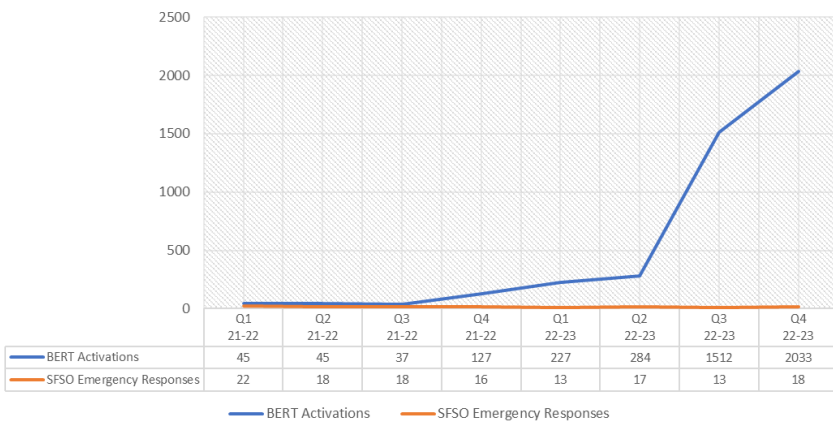


From FY 2019-23, use-of-force decreased in all race/ethnicities. Use-of-force against Black/ African Americans continues to be the highest of all other race/ethnicities, being the subject in 46% of incidents (161 of 353 incidents.)

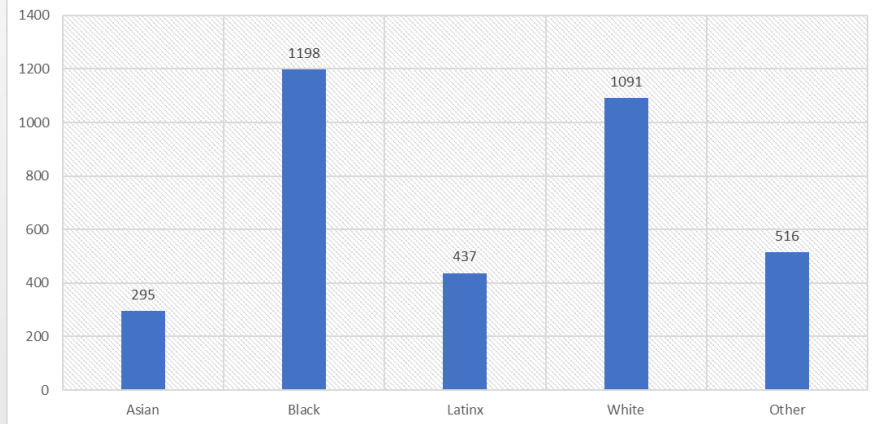
Security Equity Countermeasure

Behavioral Emergency Response Team (BERT)

FY 2021-2023, BERT & SFSO Emergency Responses by Comparison



FY 22-23, BERT Activations by Race/Ethnicity



- Since 21-22, BERT was called to 3,995 more events of risk-behavior than SFSO.
- 81% of BERT activations were without law enforcement presence.
- In February 2023, dedicated BERT staff were assigned 24/7 to the ED, which accounted for 73% (2,961) of proactive ED activations and 89% were without law enforcement presence.
- Proactive BERT activations to support patients experiencing distress, were higher for Black/African Americans, which accounted for 34% of BERT activations (1,198 out of 3537 activations.)

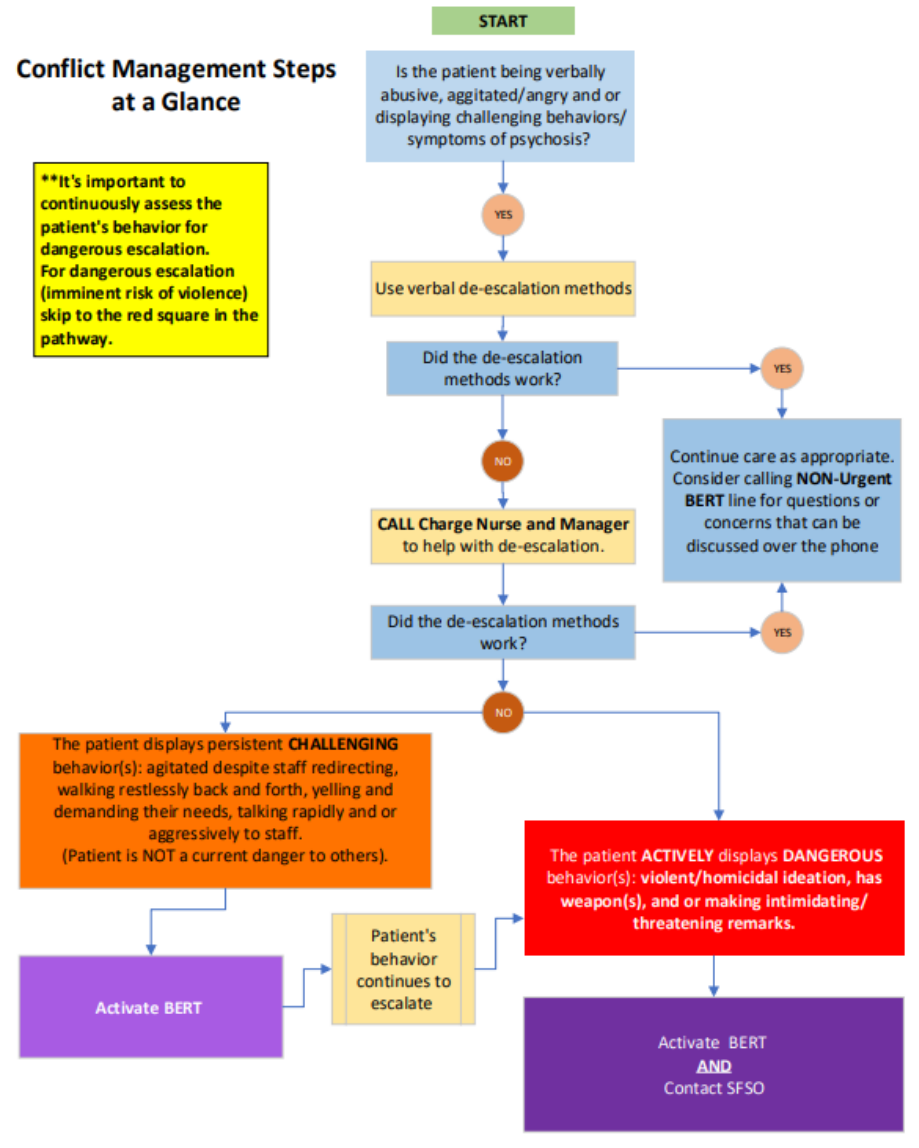


BERT Conflict Management In-services

BERT provides in-services to clinical departments on effective de-escalation and when to access BERT v SFSO services.

Conflict Management Steps at a Glance

****It's important to continuously assess the patient's behavior for dangerous escalation (imminent risk of violence) skip to the red square in the pathway.**



Questions?

