

San Francisco Department of Public Health Division of Behavioral Health Services

San Francisco Health Commission – Director's Update October 3, 2023

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San Francisco Department of Public Health



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Agenda

- CARE Court
- Residential Care and Treatment
- Overdose Response
- CalAIM
- Electronic Health Record Transition



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CARE Court



About Care Court

- Created through legislation [SB 1338](#).
- Allows for broad range of petitioners (family, providers, etc.) or referents (AOT, conservatorship, misdemeanor diversion).
- If deemed eligible and the person will not engage voluntarily, participant will receive a court-ordered CARE plan for up to 12 months, with the possibility to extend for an additional 12 months.
- Focuses on people with schizophrenia spectrum or other psychotic disorders who meet certain criteria.
- Intended to be a less restrictive alternative.
- There is uncertainty around eligible and enrolled populations. Our midrange estimate is between 1,000-2,000 eligible people in San Francisco.



CARE Court Timelines

- All California counties will be participating in CARE Court through a phased approach.
- San Francisco is a Cohort 1 county, which begins October 1, 2023.
- All other counties will begin implementation by December 2024.
- Counties will not have the option to opt-out.

Related Meetings

- Townhall held on August 30, 2023.
- SF Superior Court public meeting held on September 18, 2023.
- Upcoming: Board of Supervisors Hearing on September 29, 2023.



Residential Care & Treatment



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New Beds & Facilities Dashboard

DPH Behavioral Health Residential Treatment Expansion

The San Francisco Department of Public Health (DPH) is increasing residential treatment and care services by approximately 400 overnight treatment spaces, or beds. The expansion effort is guided by the 2020 DPH Behavioral Health Bed Optimization Report, Mental Health SF legislation, and with input from stakeholders. The goal is to offer high quality, timely, easily accessible, coordinated, and recovery-oriented care delivered in the least restrictive setting.

Goal 30	Open 2021 Hummingbird - Valencia Status Serving clients Open 28 beds currently available	Psychiatric respite facility to serve people experiencing homelessness from the Mission and Castro
Goal 20	Open 2020 Managed Alcohol Program Status Permanent location and additional funding will expand the program from 10 beds to 20 beds Open 13 beds currently available	Pilot Medical supervision for people with chronic alcohol dependency
Goal 31	Open 2021 Mental Health Rehabilitation Beds (aka LSAT) Status Serving clients Open Client placement varies	Out-of-county psychosocial rehabilitation for people who are conserved in a locked setting
Goal 13	Open 2022 Psychiatric Skilled Nursing Facilities (aka PSNF) Status Serving clients Open Client placement varies	Out-of-county secure 24-hour medical care for people with chronic mental health conditions
Goal 75	Open 2022 Dual Diagnosis Transitional Care for People With Justice Involvement (aka Minna Project) Status Serving clients Open Client placement varies	Transitional care for people in contact with the criminal justice system with a dual diagnosis of mental health and/or substance use issues
Goal 99	Open 2022 Residential Care Facility^Δ (aka Board and Care) Status Serving clients Open Residential Care Facility 23 beds currently available 12-month Rehabilitative Board and Care 76 beds currently available	Residential Care Facility: Supervised residential program for individuals with mental health issues who require assistance with daily living activities Pilot 12-month Rehabilitative Board and Care: Same as above with more intensive mental health and treatment support, such as for conserved individuals

KEY

Project Phases and Status

- Δ MHSF legislation
- 1 Program design
- 2 Regulatory assessment
- 3 Facility selection
- 4 Out for bid/contracting
- 5 Community outreach & City approvals
- 6 Permit & construction

Sept 5, 2023

- Complete
- In process
- Planned

Goal 20	Open 2022 SOMA RISE^Δ (aka Drug Sobering Center) Status Serving Clients Open Client placement varies	Pilot 24-7 program for people experiencing homelessness with drug intoxication, providing short term stays and linkage to services
Goal 6	Open 2022 Cooperative Living for Mental Health^Δ Status Serving Clients Open Client placement varies	Communal living for people with chronic mental health and/or substance use Additional \$11M to stabilize leased properties available through MOHCD
Goal 70	Open 2023 Residential Step-down - SUD^Δ Status Serving clients Open 44 beds currently available	Long-term sober living environment for clients coming out of residential care programs
Goal 30	Opening 2023 Enhanced Dual Diagnosis^Δ Status Contracting in process 1 2 3 4 / /	Transitional medically enhanced care for people with a dual diagnosis of mental health and substance use issues
Goal 10	Opening 2023 Transitional Age Youth (TAY) Residential Treatment^Δ Status Program design in development 1 2 3 4 / /	Supervised treatment for young adults with serious mental health and/or substance use issues
Goal 16	Opening 2024 Crisis Diversion Facility^Δ Status Contracting and construction in process 1 2 3 4 5 6	Short-term, urgent care intervention as an alternative to hospital care

350+ Beds
Opened



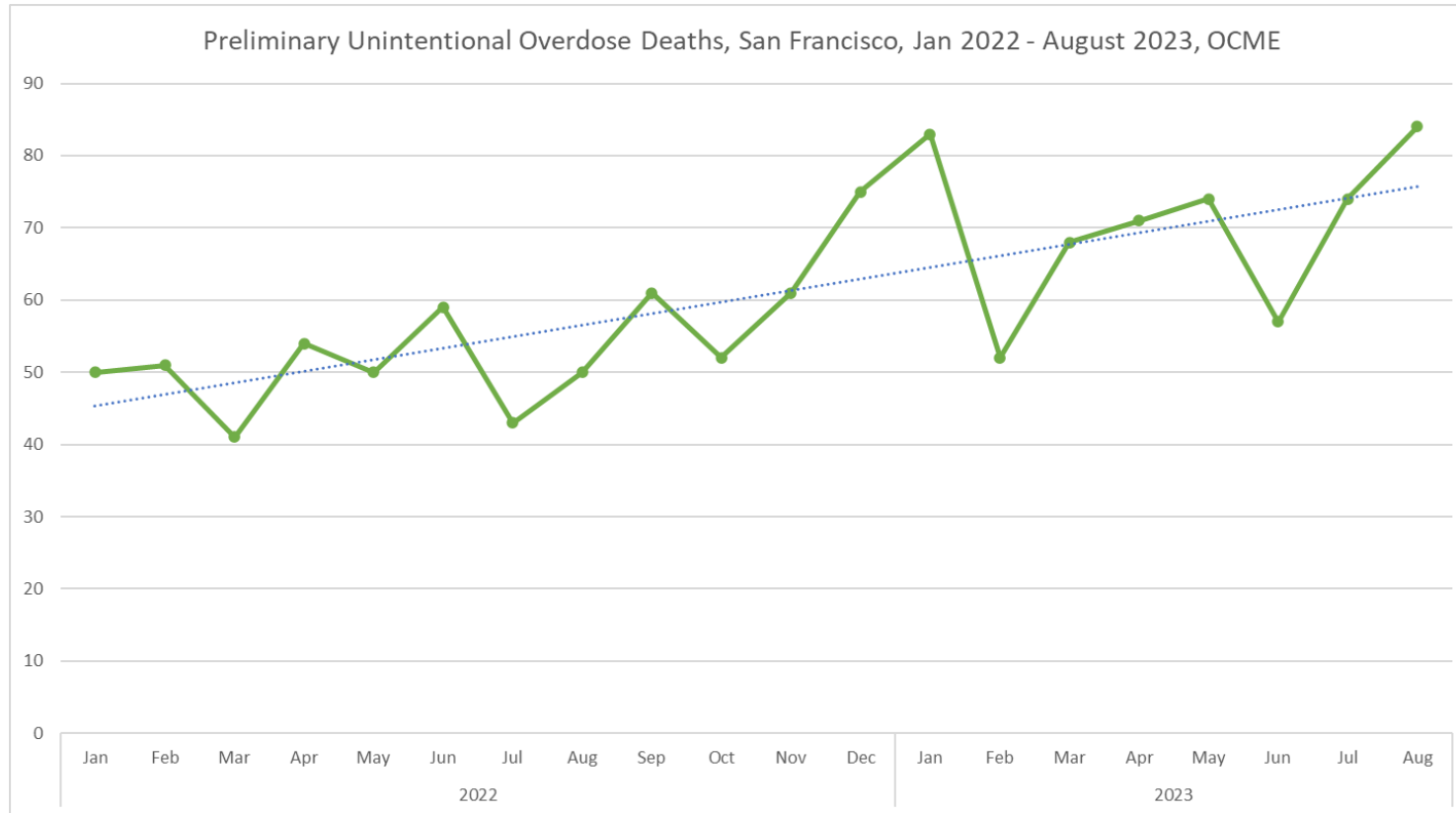
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Overdose Response



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Overdose deaths are Increasing in San Francisco in 2023 Compared to 2022



563 preliminary overdose deaths in SF in Jan-Aug 2023, 165 deaths (41%) above this time last year



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Strengthen and Expand the Continuum of Interventions

Progress and updates:

- ✓ Opened 70 additional residential step-down beds
- ✓ Expanding contingency management with four programs piloting under CalAIM
- ✓ Increased hours of the BHS pharmacy and delivering buprenorphine to 80+ clients in 32 supportive housing facilities
- ✓ Expanded hours for intake and methadone dosing at BAART Market Street Clinic
- ✓ Increased hours of operation and clients at OBIC
- ✓ Increased touch points - Maria X Martinez Health Resource Center seeing up to 300 more visits/month
- ✓ Established SORT/POET for overdose response and follow up for PEH
- ✓ Established overdose follow-up for housed person at OBIC



Community Engagement and Social Support for People at High Risk for Overdose

Progress and updates:

- Opening a drop-in space with low-barrier therapy for people experiencing homelessness
- San Francisco Community Health Center (July 2023)
- Increased public overdose education and response trainings, including with entertainment venues, schools, community organizations, City departments and legislative aides
- Trained over 570 people in-person since February 2023
- Strengthened an overdose prevention collaboration with the Entertainment Commission with technical assistance on training video, web page and policy review (<https://sf.gov/information/overdose-prevention-resources-nightlife>)
- Inclusion of the continuum of services and connection to care in all trainings
- Launched a request-by-mail naloxone program to reach housed individuals
- Establishing meaningful engagement and partnership with new community organizations and leaders in Black-led and predominantly Black-serving organizations around overdose prevention



Implement a “Whole City” Approach to Overdose Prevention

Progress and updates:

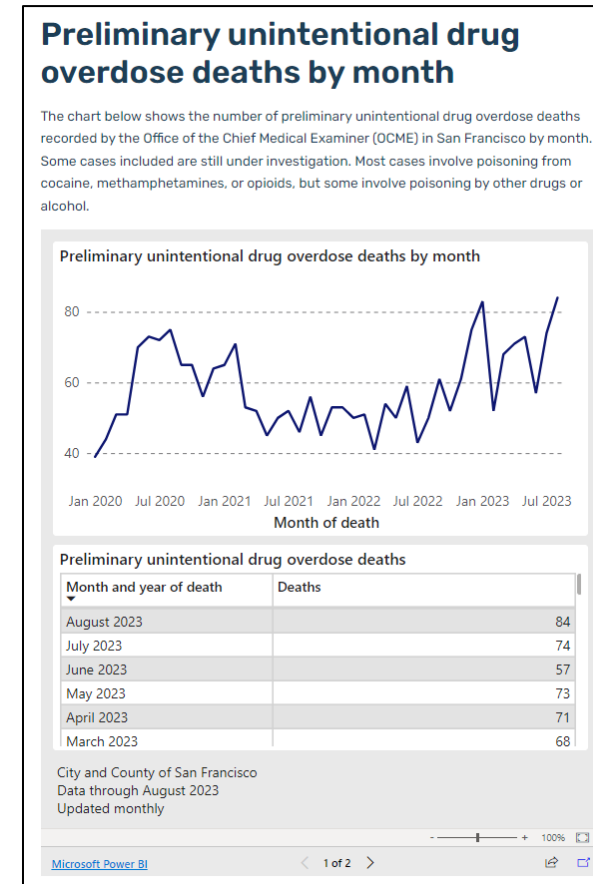
- ✓ DPH's online Overdose Recognition and Response training has been taken more than 5,000 times since October 2022, including by staff from 12 different city departments
- ✓ Provide technical support to City departments interested in developing an overdose response policy
- ✓ Ensure implementation of the citywide Overdose Prevention Policy legislation (084-21) in partnership with HSH, HSA and DEM
- ✓ Supported legislation that requires all retail pharmacies in San Francisco to stock naloxone and post signs about its availability
- ✓ Established regular meetings with police precincts in high-impact areas



Track Overdose Trends and Related Drug Use Metrics to Measure Success and Inform Program Development and Change

Progress and updates:

- ✓ Centralize data collection on drug-related metrics, including fatal and non-fatal overdose
- ✓ Created a publicly-available dashboard on overdose and treatment trends (September 2023)
- ✓ Bi-weekly meetings with community members and frontline staff of service organizations to review data and discuss findings



Overdose Dashboard



Address Racial Disparities in Overdose Deaths in the Black/African American Community

- Establishing meaningful engagement and partnership with new community organizations and leaders in Black-led and predominantly Black-serving organizations around overdose prevention.
- Working with Faith-Based Coalition, Bayview YMCA, Collective Impact, Success Centers, Booker T. Washington, and approximately 20 other organizations serving the Black/African American community
 - Connected with 25 Black-led organizations
 - Trained over 180 people
- Liaisons with Office of Anti-Racism and Equity, Office of Justice, Equity, Diversity, and Inclusion/Mental Health Services act to ensure inclusion of messaging on overdose prevention and the continuum of treatment services



Supportive Housing and Overdose Prevention

Progress and updates:

- ✓ Collaborating with HSH and the SF Supportive Housing Network (SFHSN) to ensure communication and coordination of overdose prevention in housing sites
- ✓ More than 100 emergency overdose response cabinets have been installed in supportive housing facilities
- ✓ Train supportive housing residents and staff in overdose recognition and response
- ✓ Buprenorphine delivered by BHS pharmacist to 80+ residents in 25 housing sites



San Francisco Selected 1 of 40 Jurisdictions Nationally to Receive Overdose Prevention Funding from CDC

"Overdose Data to Action"

- Cooperative agreement with CDC
- \$2.225M/year x 5 years for overdose prevention activities and surveillance
- SFDPH will use funding to:
 - Enhance navigation services citywide, increasing connection to treatment
 - Improve data capture and analyses on drug-related metrics and trends
 - Increase education of health care providers to increase prescribing of buprenorphine
 - Expand efforts to reduce deaths among Black/African Americans and those living in supportive housing



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Initiatives Transforming Our System



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CalAIM Implementation Continues

Documentation and Payment Reform

- Billing team implementing new billing CPT codes.
- Finalized new rates for Narcotic Treatment Programs (NTP) and residential services
- Moving BHS Outpatient contracts to cost reimbursement (for FY 23/24) to protect CBOs during transition period. Plan to establish new rates for OP in FY 24/25. FY 23/24 focused on data collection to inform this work.
- Hired two staff for new QA Unit including CalAIM Training Officer and Clinical Lead

Supporting providers through the transition

- Regular communication with providers (updates at monthly system of care providers meetings, weekly office hours)
- New online BHS Clinical Documentation and Billing Library LIVE on SFGOV including tip sheets, FAQs, etc.

Strengthening Collaboration with Managed Care Plans (70% of BHS clients are enrolled in SFHP and ABC)

- Implemented Standard Screening Tool and improving transition of clients between specialty and non-specialty

Enhanced Care Management & Community Supports (Strong partnership with SFHN CalAIM team)

- OCC BEST and Citywide ICM providing ECM services
- SOMA Rise launched as a Community Supports program

Contingency Management

- HR 360, OTOP and Citywide STOP launched

BHS Transition to Epic Electronic Health Record

BHS is in the process of joining the San Francisco Health Network on the electronic health record, Epic:

- Epic go-live has been delayed from April 2024 to May 2024 to allow more time to finalize current processes and key decisions.
- Currently in the Groundwork & Adoption Phase:
 - BHS subject matter experts are helping to inform BHS processes in Epic
 - Key decisions for Epic processes are being finalized, reviewed, and approved
 - User and system readiness testing as well as client outreach regarding the change to follow
- In August, a few BHS executive leaders attended the Epic User Group Meeting where health care professionals who are current Epic users shared demos and best practices to improve outcomes and delivery of care.
- Enormous but critical undertaking that will help improve fragmentation through systemwide standardized processes and implementation of best practices to better center the needs of clients.



Thank You



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