

# Behavioral Health Services Accessing Care

San Francisco Department of Public Health  
Community Engagement for Clients

DATE



City & County of San Francisco  
**Department of Public Health**

# Our Vision, Mission, and Key Strategies

## Vision

For all San Franciscans to experience **mental and emotional well-being** and **participate meaningfully** in the community across lifespans and generations.

## Mission

To provide **equitable**, effective substance use and mental health care and promote **behavioral health and wellness** among all San Franciscans.



# Behavioral Health Services at a Glance

Largest provider of mental health and substance use prevention, early intervention, and treatment services in San Francisco. Civil service staff and contracted community partners deliver clinical services across the City.

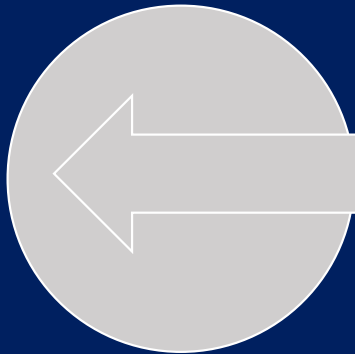
**100,000+** connections to prevention, care, and treatment

**~21,000** people using Behavioral Health Services in FY 22-23 (Mental Health & Substance Use Disorder)

## **Top 5 Most Frequent Primary Diagnoses**

- Depressive/Mood Disorders
- Substance Use Related Disorders
- Schizophrenic/Psychotic Disorders
- PTSD/“Severe” Stress Reaction
- Anxiety Disorders

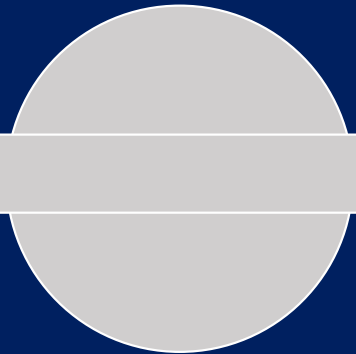
# Range of Behavioral Health Care Services



## Prevention

*(Early intervention)*

**Drop-in Centers, School-based Programs, Peer Programs**

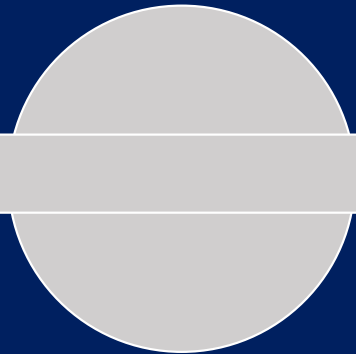


## Crisis

*(Intervention for people experiencing a mental health emergency)*

**Mobile Crisis and Street Crisis Response**

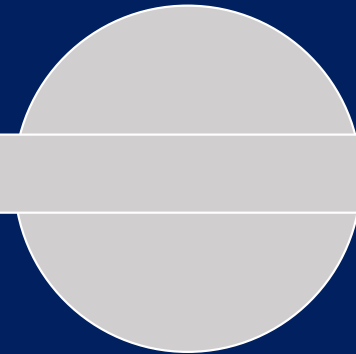
**Crisis Stabilization and Urgent Care**



## Access and Navigation

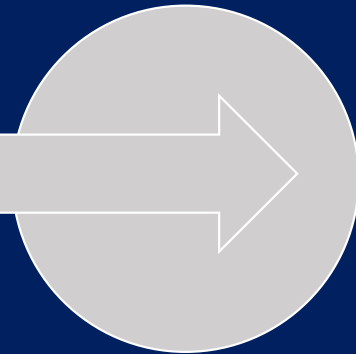
*(Entry to care and coordination)*

**Behavioral Health Access Center**



## Outpatient Treatment

*(Primary care and specialized care clinics)*



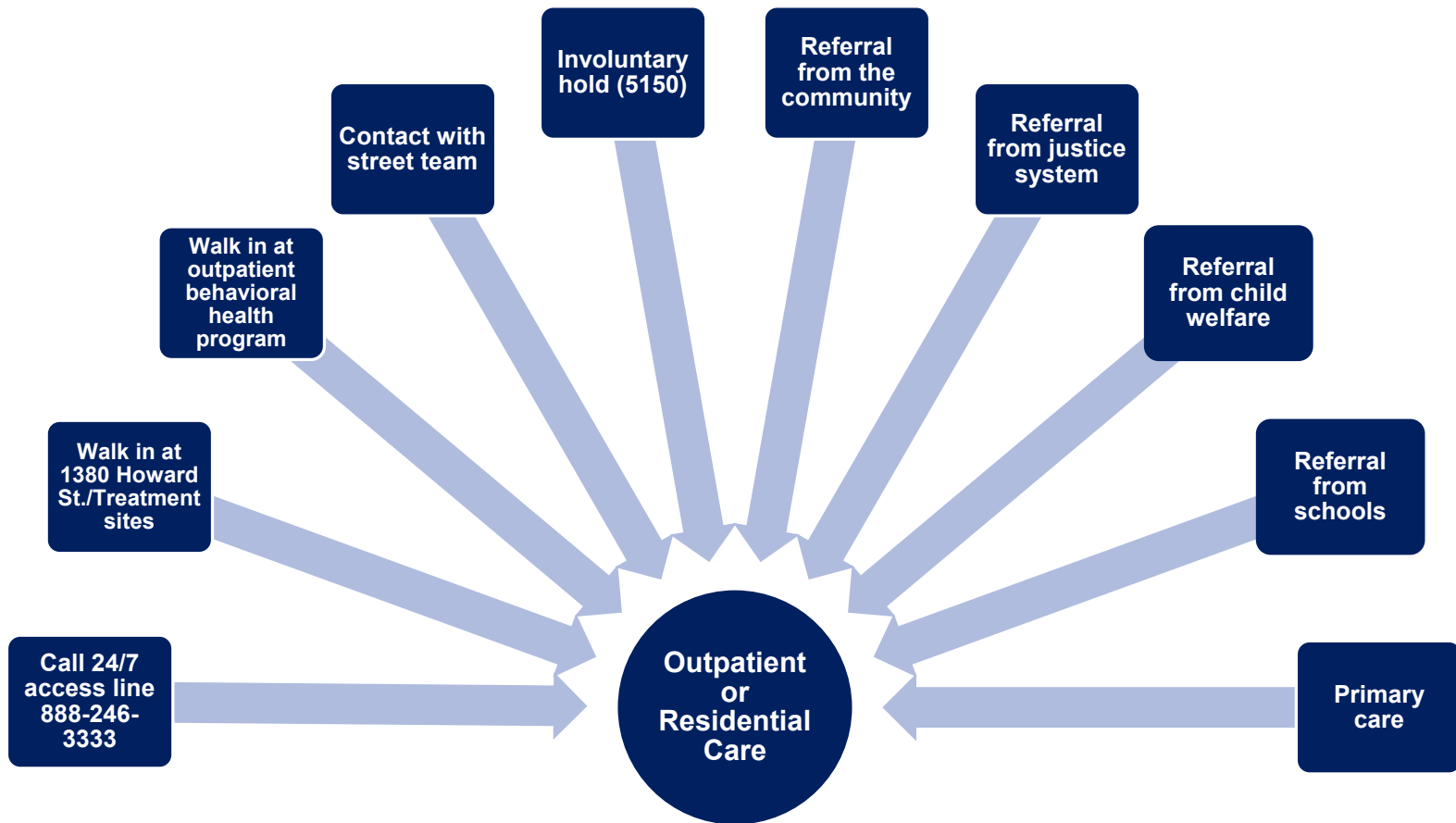
## Residential Care, Treatment and Support

*(Long-term care in a residential setting, including transitional housing for people who need support)*

## Where DPH is Delivering Behavioral Health Care



# How People Can Get Into Behavioral Health Care



# Get Support to Find the Right Service for You

Connect with a member of our team to receive an assessment, connection, referral, or general support navigating mental health and substance use care, including benefits enrollment.

- **Call the Behavioral Health Access Line 24/7 at 888-246-3333**  
or
- **Visit the Behavioral Health Access Center**  
1st floor at 1380 Howard Street  
M-F 8am-7pm  
Sat-Sun 9am-4pm