Behavioral Health Services
HIV Community Planning Council

May 20, 2019
Behavioral Health Services (BHS) is the largest provider of behavioral health (mental health and substance use) prevention, early intervention, and treatment services in the City and County of San Francisco.

Our systems of care have:
- Total Budget: ~$366M
- 809 Civil Service FTE
- Over 80 CBO contractors
CBO Partners

Represent San Francisco in all of its diversity

Nationally and internationally known innovators.

Meaningful partnerships with Civil Service programs

Comprehensive service array

LARGEST CBO PROVIDERS OF CARE

- HealthRight 360
- Progress Foundation, Inc.
- PRC/Baker Places, Inc.
- Westside Community Mental Health Services, Inc.
Behavioral Health Care
Key Concepts

- Long-term Chronic Condition
- Relational Engagement is Key to Supporting Change
- Change is Not Linear
- Wellness and Recovery is Possible
Recent & Significant Policy Changes

✓ Affordable Care Act Implementation
✓ Behavioral Health Parity
✓ Drug Medi-Cal Organized Delivery Systems
Behavioral Health Services
A System Built for Meeting Consumers Needs

Adult and Older Adult Mental Health
Children Youth and Family Mental Health
Substance Use Disorder

PREVENTION, EARLY INTERVENTION, & OUTREACH
OUTPATIENT TREATMENT
RESIDENTIAL TREATMENT
CRISIS PROGRAMS
HOSPITALIZATION & INVOLUNTARY TREATMENT
LOCKED FACILITIES

Points of Entry

Justice-Involved Systems
Homeless Services
Behavioral Health Access Center
City Partners (eg. HSA, SFUSD)

Primary Care & Hospital
Community Providers
Self

LOW

HIGH

San Francisco
Health Network
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH
Total Budget: ~$366 million

Expenditures by System of Care

- Mental Health - Adult and Older Adult, $213m; 58%
- Substance Use Disorder, $73m; 20%
- Children's Mental Health, $80m; 22%

Funding Sources

- County General Fund, $104m; 28%
- 1991 Realignment, $61m; 17%
- 2011 Realignment, $34m; 9%
- Mental Health Services Act, $26m; 7%
- Medi-Cal and Other Revenue, $107m; 29%
- Grants, $12m; 4%
- Work Orders, $22m; 6%

*all values in millions
Total Budget: ~$366 million

Contracted Services: $256m, 70%
Salaries & Fringe Benefits: $99m, 27%
Services of Other Depts: $4m, 1%
Equipment: $0.1m, 0.1%
Materials & Supplies: $7m, 2%

*All values in millions
### Mental Health Treatment Clients *

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Total Clients</th>
<th>Homeless Clients</th>
<th>% Homeless</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children &amp; Youth</td>
<td>4,091</td>
<td>194</td>
<td>5%</td>
</tr>
<tr>
<td>Adults &amp; Older Adults</td>
<td>17,233</td>
<td>5,316</td>
<td>31%</td>
</tr>
<tr>
<td>Total</td>
<td>21,324</td>
<td>5,510</td>
<td>26%</td>
</tr>
</tbody>
</table>

### Substance Use Treatment Clients *

<table>
<thead>
<tr>
<th>All Age Groups</th>
<th>Total Clients</th>
<th>Homeless Clients</th>
<th>% Homeless</th>
</tr>
</thead>
<tbody>
<tr>
<td>97% of clients are 18+</td>
<td>6,535</td>
<td>3,790</td>
<td>58%</td>
</tr>
</tbody>
</table>

Clients served in both SUD and MH services (overlap): 2,168

* Source: Avatar clinical encounter data

- BHS serves over 25,000 people in our clinical system of care
- In addition to treatment services, BHS provides many additional prevention and early intervention services to tens of thousands of SF residents through its crisis debriefings, school-based programs, peer programs, vocational services, drop in centers etc.
Demographics Clients Served
FY 2017-2018

Adult & Older Adult Mental Health
- White: 31%
- Asian: 15%
- Unknown or Other: 16%
- Native American: 17%

Children & Families Mental Health
- White: 35%
- Latino/a: 23%
- Unknown or Other: 12%
- Native American: 9%

Substance Use
- White: 39%
- African-American: 27%
- Latino/a: 19%
- Unknown or Other: 7%
- Native Hawaiian or Other Pacific Islander: 4%

Legend:
- White
- Asian
- Unknown or Other
- Native American
- African-American
- Latino/a
- Multi-ethnic
- Native Hawaiian or Other Pacific Islander
San Francisco Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Performance Measurements

ACCESS TO CARE
• Timely access to treatment
• Successful linkages to lower levels of care

CLINICAL OUTCOMES
• Decrease behavioral health needs and increase strengths
• Decrease frequency of substance use
• Reduce readmission to inpatient and PES

CLIENT SATISFACTION
• Access to care
• Quality and appropriateness of care
• Consumer participation in treatment
• Cultural sensitivity
• Overall satisfaction
Challenges

Workforce vacancies
- vacancy rate for BH clinicians is 20% across city, 23% for county psychiatrists, and significant difficulty with language capacity - 71% identified language need (esp. Spanish and Cantonese speakers)

Engaging and treating people suffering from substance use and mental health issues who experience homelessness
- e.g. difficulty with appointment based services.
Current Priorities

1. Meet Clients Where They Are
   - Improve outreach and engagement on the street
   - Expand hours and capacity of services
   - Improve linkage to care after discharge from PES
   - Improved engagement with peer and persons with life experience in service provision.

2. Expand Behavioral Health Bed Capacity
   - Hummingbird
   - Residential Stepdown
   - Healing Center

3. Strategic Analysis and Transformative Approaches
   - Workforce Development
   - Director of Mental Health Reform
   - Ongoing collaboration with community and city partners
1. Increase Outreach and Health Services in Shelters and Navigation Centers
2. Expand Behavioral Health Respite Beds (Hummingbird)
3. Expand Mental Health and Co-Occurring Residential Treatment Beds
Thank You