



IN FOCUS

Behavioral Health

Behavioral Health Services Spectrum of Care

The San Francisco Department of Public Health (DPH) Behavioral Health Services (BHS) provides a spectrum of care, ranging from prevention and early intervention services to the most acute level of care, in locked facilities. Clients can move between different levels of care.

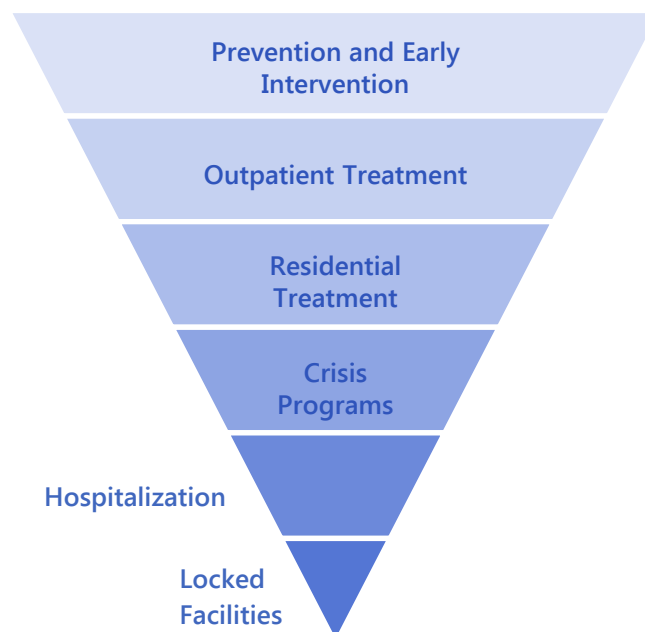
Prevention and early intervention programs include outreach and education and linkage to services, with a focus on increasing awareness and identifying early signs of behavioral health care needs.

Outpatient treatment is provided in a clinic setting and includes rehabilitation and recovery services.

Residential treatment facilities offer inpatient care for mental health and/or substance use disorders.

Hospitalization provides 24-hour inpatient care for clients to stabilize in a crisis.

Locked facilities are the most acute level of care for high-intensity or high-need clients, including those who are on a conservatorship.

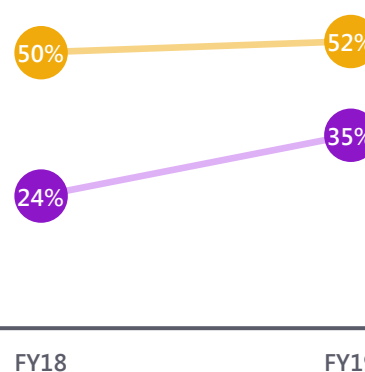


Behavioral Health Client Demographics

In fiscal year 2018-19 (FY19), BHS provided services to 20,382 mental health clients and 7,000 substance use treatment clients. The proportion of behavioral health clients who report being homeless increased to 35 percent among **mental health** clients in FY19 and 52 percent among **substance use disorder** clients.

To better support clients' needs, DPH has added dozens of beds, increasing capacity at various levels of care. One example is Hummingbird Place, a psychiatric respite with drop-in and overnight services, peer support, and linkages to housing.

Clients Experiencing Homelessness



91%

of **mental health** clients were satisfied with services

92%

of **substance use disorder** clients were satisfied with services

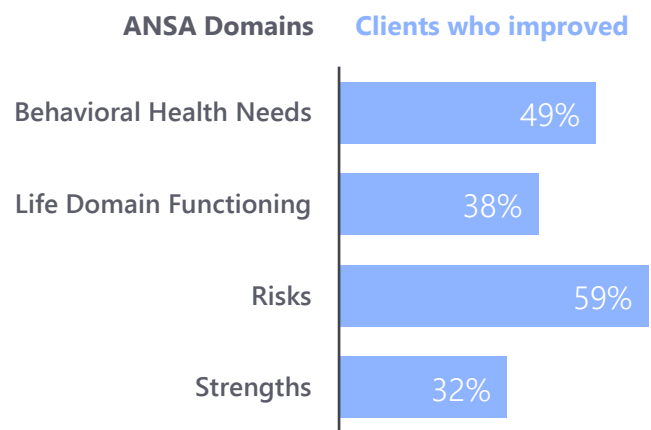
Clients of both mental health treatment and substance use treatment report high overall satisfaction with the services they received in FY19.

Clients were most satisfied with the services they received, staff's respect for client wishes about sharing their treatment information, and that services were available at times convenient for the client.

Client Outcomes

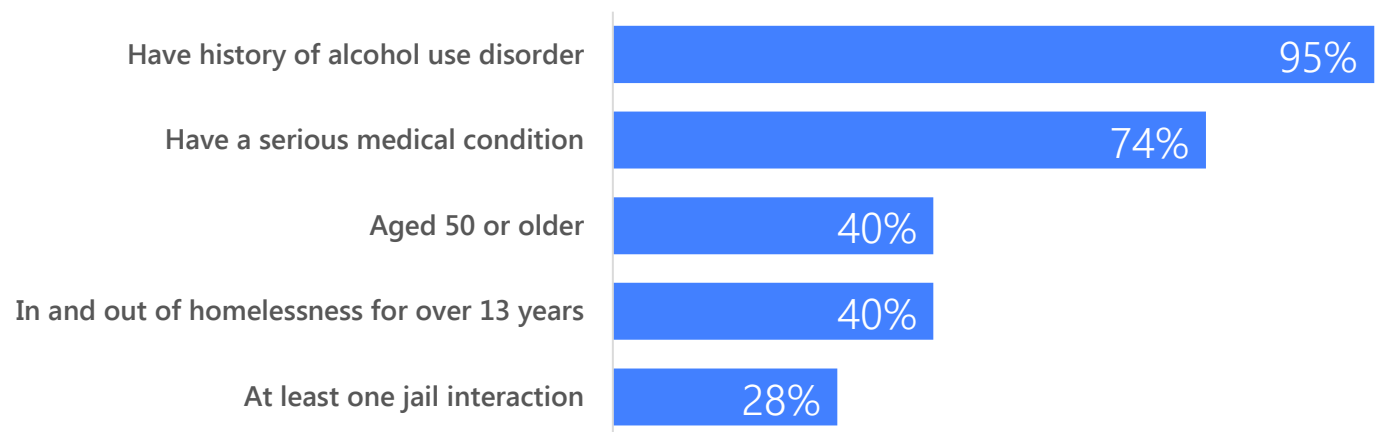
BHS uses the Adult Needs and Strengths Assessment (ANSA) tool to monitor clients' needs and outcomes and whether clients are improving over time. In FY19, **57 percent of BHS clients made progress toward treatment goals.**

The ANSA tool measures client outcomes in Behavioral Health Needs, Life Domain Functioning, Risks, and Strengths. Within the Behavioral Health Needs domain, 40 percent of clients improved in depression and anxiety, which are the most prevalent conditions clients currently face. To learn more about ANSA outcomes, [visit the BHS website.](#)



Mental Health Reform

In March 2019, Mayor Breed appointed a Director of Mental Health Reform to improve San Francisco's approach to delivering behavioral health services to people experiencing homelessness. Through this work, the Director found that nearly **4,000 adults experiencing homelessness in San Francisco also suffer with co-occurring mental health and substance use disorders.** This population has the highest levels of service needs and vulnerability and requires specialized solutions to reach stability and wellness.



Forty-one percent of these individuals use urgent and emergency psychiatric services, compared to only 15 percent of all people experiencing homelessness. Furthermore, while Black/African American residents make up 5 percent of the City's population, they make up 35 percent of this vulnerable population experiencing homelessness with co-occurring mental health and substance use disorders. Mental Health Reform aims to advance equity, create transparency, harness data and evidence, and identify innovative opportunities that will improve quality of life. This is an integrated effort, in collaboration with other City and County agencies, community organizations, and other partners.

Primary Care-Behavioral Health Integration

Behavioral health is critical to overall health. The San Francisco Health Network (SFHN) – DPH's safety net health care delivery system – is working to better integrate behavioral health services in the primary care setting. The SFHN Primary Care Behavioral Health Quality Improvement Team developed a [Behavioral Health Vital Signs \(BHVS\) tool](#) to screen all patients for depression, alcohol use, substance use, and interpersonal violence during primary care visits. By the end of FY19, 13 out of 15 SFHN primary care clinics had implemented BVHS. This tool helps SFHN primary care providers to identify clients who may not yet be connected to behavioral health services and connect those clients to Primary Care Behavioral Health clinicians for follow-up as a part of clients' routine primary care.