

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Reanna Albert

Department Coordinator: Reanna Albert,
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Project Manager: Tracey Helton

ServiceNow Number: DHRPSC0001895

Version: 1.02

Version Type: Amendment

Legacy PSC #: 46266-14/15

Brief description of proposed work: Peer-to-Peer Employment and Peer Specialist Mental Health Certificate Programs

Reason for the Request for Amendment: To extend the duration and increase the amount to align with the anticipated contract term.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Duration

Amount

Previously Approved Amount: \$55,874,000

Increase Amount: \$10,000,000

Why are you requesting the PSC amount to be increased?: There is an ongoing system-wide need to hire, train, and utilize peers to provide support services through the requirements of State Proposition 1/Mental Health Services Act (MHSA).

Total Amended Amount: \$65,874,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 174

Duration Increase (months): 6

Why are you requesting the PSC duration to be increased: There is an ongoing system-wide need to hire, train, and utilize peers to provide support services through the requirements of State Proposition 1/MHSA.

Total Amended Duration (months): 180

First Contract Start Date: 7/1/2016

PSC Duration End Date: 7/2/2031

Funding

Funding Source: State Funds, City Funds, Federal Funds

Special circumstances related to funding: Yes

Explain the special circumstances: MHSA state funding requires a percentage of county total allotment to be used for hiring of mental health consumers and/or their family members as "peers".

Scope of Work

Are you making substantive changes to the scope of work last approved?: No

Clearly describe scope and detail the services to be performed: Original coordinator's email: jacquie.hale@sfdph.org.

The programs will provide specialized classroom training and employment support for over 150 consumers on an annual basis who wish to provide peer counseling services. Peers are defined as individuals with personal lived experience who are consumers of mental health services, former consumers, or family members of consumers. Peers utilize their lived experienced in peer counseling settings to benefit the wellness and recovery of the clients being served. These peers will provide peer counseling support to over 400 unduplicated clients in the mental health system. In collaboration with Behavioral Health Services (BHS) and consumers, the contractor will be responsible for the reorganization of the current peer-to-peer services and the implementation of a cohesive and collaborative peer-to-peer system. The contractor will be responsible for developing a peer-to-peer delivery system that promotes best practices, shared resources, and advancement opportunities for peers and quality-driven peer-to-peer services for behavioral health consumers. The contractor will also provide up-to-date and nationally recognized practices providing specialized curriculum in the field of peer counseling. The contractor will work in collaboration with BHS programs, the Department of Rehabilitation, other stakeholders and the broader Bay Area community.

Why are these services required and what are the consequences of denial?: MHSA funding from the state requires significant hiring from individuals with lived experience of the mental health system to remain in compliance with funding requirements. Consequences of denial would include lack of opportunities for those who have engaged and are currently engaging in services in the mental health system. Peers utilize their lived experience in peer counseling services to benefit the wellness and recovery of the clients being served. Clients who are currently engaged in services would lose this invaluable support system which may lead to decompensation as adapting to change is frequently challenging for those with persistent mental illness.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 4

Why have you not hired City employees to perform the services?: The City and County of San

Francisco does not have a civil service classification for peer counselors, unlike neighboring counties. As a result, there is no existing classification under which City employees could be hired to perform these services.

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: No

Will any contracts under this PSC require Board of Supervisors approval: Yes

Provide details related to contracts for which BOS approval will be required?: Board of Supervisors approval will be required.

Justification

Has your response to Q1 changed?: No

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Long-term Basis

Q5a) Are the services required on an as-needed, intermittent, or periodic basis?: No

Q5b) Do the services require specialized expertise, knowledge experience?: Yes

Q5b1) Describe the specialized skills and expertise required to perform the services: -Lived

experience as a consumer of the mental health system or as a family member of a consumer.

-Ability to use lived experience in providing peer counseling services to support wellness and recovery.

-Knowledge of nationally recognized practices and specialized curriculum in the field of peer counseling.

-Skills to provide specialized classroom training and employment support to peers.

-Experience supporting a cohesive peer-to-peer system that promotes best practices and shared resources.

Q5c) Does City have classifications with the required specialized skills or expertise?: No

Q5c1) Should City develop a classification to perform these services?: No

Q5c2) Explain why new a job classification is not feasible: The specialized lived-experience skills required for this work do not align with existing civil service structures, and developing a new classification would require a broader Citywide effort that is not currently underway.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: No

Q5e1) Explain why training of City employees is not required: No peer classification exists for City employees.

Q5f) Is there a plan to transition this work back to the City?: No

Q5f1) Explain why the work will not be transitioned back to the City: At this time, the work cannot be transitioned back to the City because no civil service classification exists for peer positions.

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?:

Job Class(es): 2585 - Health Worker 1

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: PSCreview@seiu1021.org

Union Review Sent On: 4/3/2026

Union Review End Date: 4/13/2026

Union Review Duration Met On: 4/13/2026