

San Francisco Board of Supervisors

Treatment On Demand Hearing

HealthRIGHT 360 Presentation

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September 27, 2019



HealthRIGHT 360

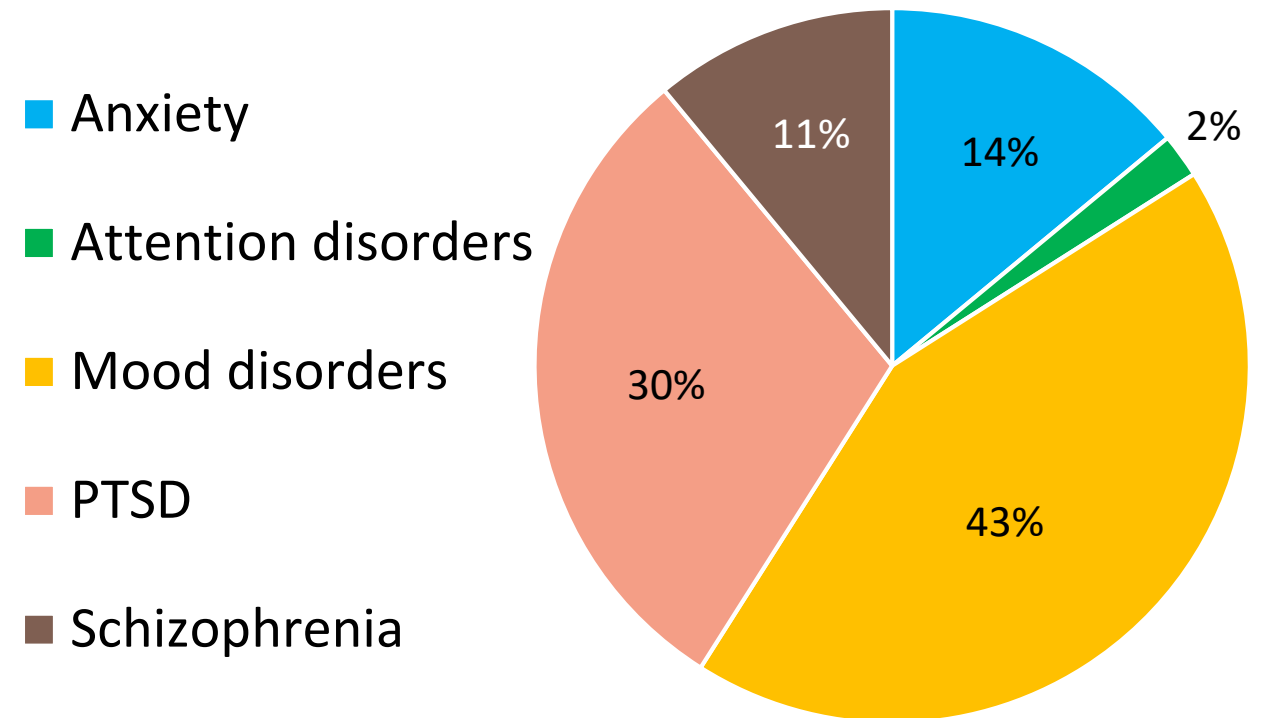
HR360 snapshot:

- Serving over 9,000+ San Franciscans annually
 - 6,500+ received primary care
 - 1,500+ received addiction treatment
 - 1,900+ received mental health services
 - 950+ received detox services
- 61% of our clients are experiencing homelessness

Behavioral Health bed snapshot:

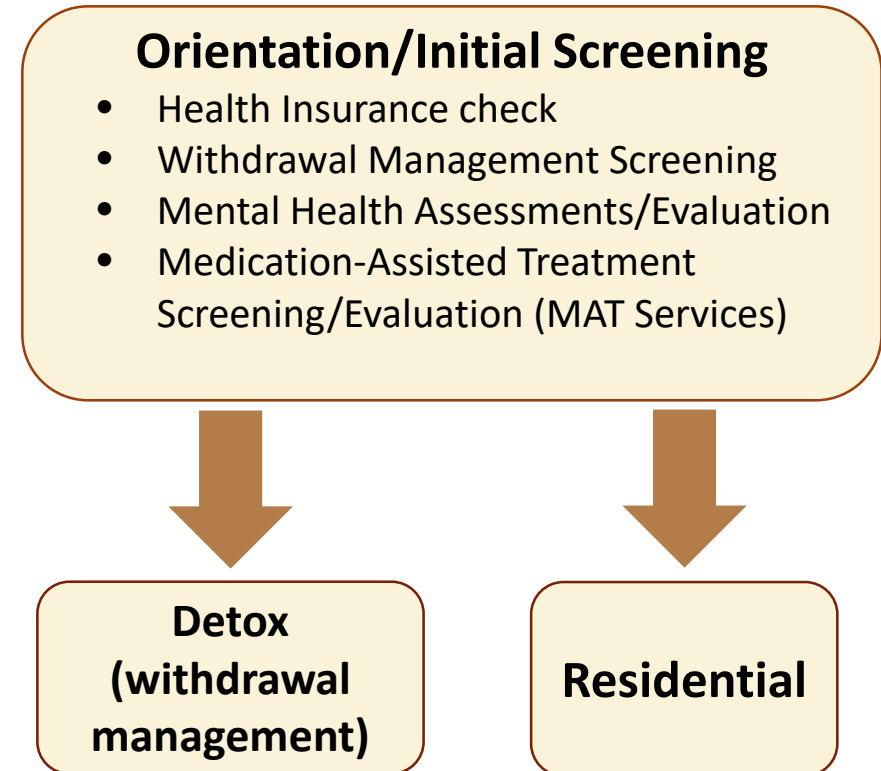
- 239 beds total
 - 16 pregnant and perinatal beds
 - 223 residential SUD treatment beds
- 178 beds are CBHS funded

HR360 SF client mental health diagnoses



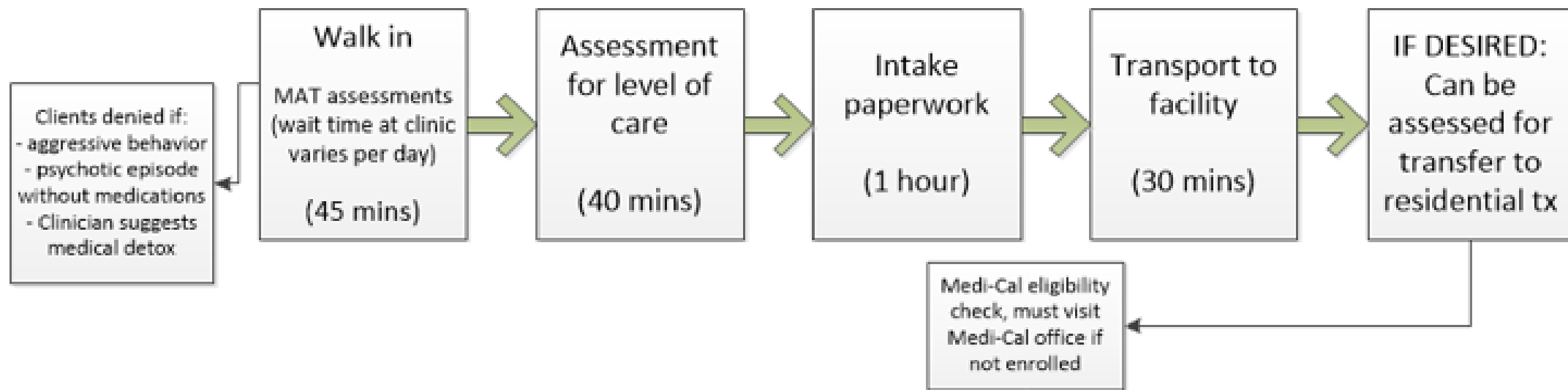
Intake Process

- 80% of clients are placed in a detox bed before being placement in a residential facility.
- Most detox placements are same day. Once in a facility, clients schedule an assessment for a residential bed (if they choose treatment).
- Some clients AWOL prior to a residential assessment.

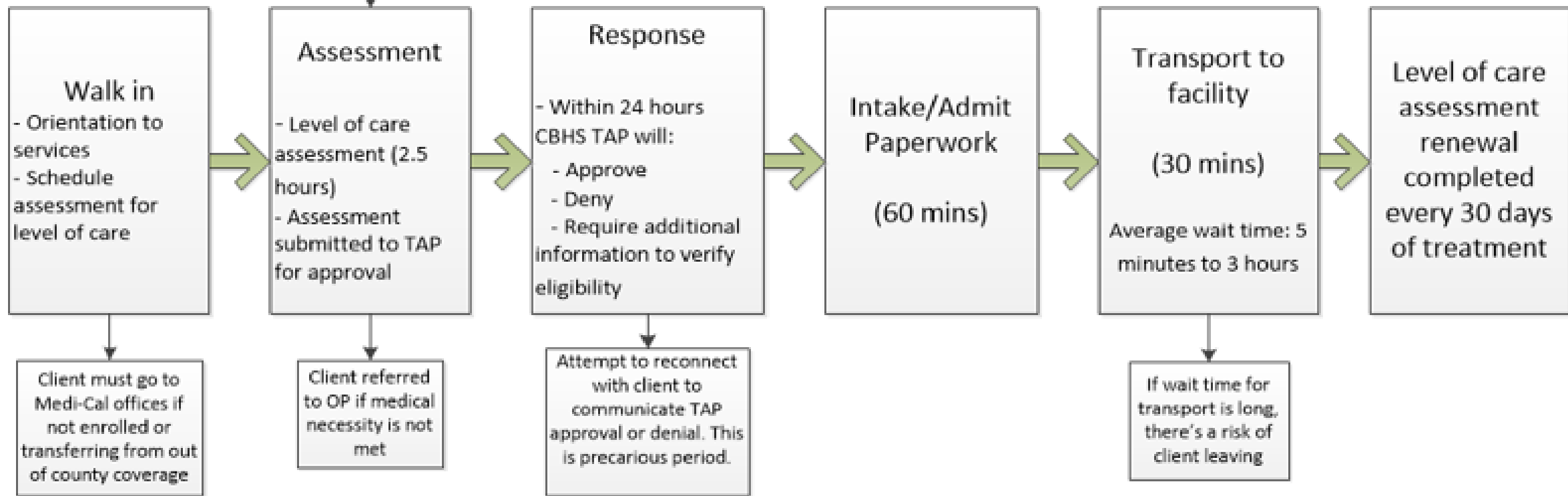


DETOX

(withdrawal mgmt.)
3-7 days



RESIDENTIAL
Up to 90 days



Data – over the last month

- Average **wait time to enter residential treatment**: same day to 72 business hours
- Number of clients HR360 **newly enrolled in Medi-Cal**: 14
- Number of **out of county Medi-Cal transfers**: 18
- Number of clients **rescreened for level of care**: 7
- Number of clients who **exceeded episode limits**: 2
- Number of clients HR360 turned away for **not meeting medical necessity**: 3
- Number of clients HR360 **did not accept due to level of risk**: 2

HR360 SF client drug use patterns

<u>Drug</u>	<u>Percentage</u>
Alcohol	46.4%
Cannabis	23.0%
Cocaine	29.5%
Opioid	35.2%
Stimulant	62.5%

*Note: Some clients report use of more than one drug

HR360 areas of improvement made over past 6 months

- Increased intake staff by 3, now have a team of 11 (as of August 2019)
- Intake hours extended by one hour, now starting at 8am (June 2019)
 - Piloting evening intake hours at our 815 facility (until 8pm) and plan to extend to 10pm (September 25, 2019)
- Patient Safety Navigators accompany potential clients to Medi-Cal and to pharmacy (August 16, 2019)
- Transportation improvements (June 2019)
 - Transportation coordinator picks up detox clients from facilities at 7:30am to complete level of care assessment.

Areas of need

- Funding for an Eligibility Worker to work intake
- Funding for full time staff to do intakes at county jails – 850 Bryant and San Bruno
- Funding for a driver specifically for the intake department to take clients to and from facilities
- Funding for full time intake staff at Zuckerberg SF General Hospital