



P.O. Box 194247  
San Francisco,  
CA 94119

FAX  
sfhp.org

May 15, 2025

Bernadette Gates  
CalAIM Director  
1001 Potrero Ave, Bldg 5, 25, 80, 90 & Bldg 5 Ward 1B  
San Francisco, CA 94110

RE: Expanding SFDPH Recuperative Care Community Supports Award Letter

Dear Bernadette Gates:

On behalf of San Francisco Health Plan (SFHP), I'm pleased to inform you that San Francisco Department of Public Health (SFDPH) has been approved for a Housing and Homelessness Incentive Program (HHIP) grant in the amount of \$2,489,698.63. The goal of this program is to connect Medi-Cal members with essential housing services and help prevent homelessness in San Francisco. Specifically, the grant funds are to be used to complete the activities outlined in your HHIP grant application and to achieve the objectives listed below:

- By June 30, 2026, Night Navigation staff and Bringing Expanded Access to Medications for Opioid Use Disorder ("BEAM") staff will transport at least 25 clients directly from the street to Community Supports Recuperative Care programs by securing and utilizing 2 transportation vans through one-time funding provided by SFHP.
- By September 30, 2025, RESTORE 1 staff will be able to scale from 35 to 70 rooms by securing and utilizing office furniture, clinical equipment, and technology supplies funded by SFHP.
- By September 30, 2025, RESTORE 1 program staff will be hired to enable recuperative care services to be provided in 70 rooms (key example of services provided includes clients being started on Medications for Opioid Use Disorder (MOUD) while enrolled in the RESTORE 1 program).
- By June 30, 2026, RESTORE 1, Eleanora Fagan/Kean, and Hummingbird Programs will be able to use EPIC for closed loop referrals, documentation, invoicing, reporting, and care coordination aligned with CalAIM Community Supports requirements.

The HHIP grant agreement, which will be sent separately, outlines the responsibilities and expectations of this grant. Once received, please sign the agreement and return it within ten business days of receipt. SFHP will disburse the payment of \$2,489,698.63 within 10 business days.

The progress report is due on or before November 15, 2025. A final report shall be submitted to SFHP no later than July 1, 2026. The report templates are attached for your reference.

San Francisco Health Plan is grateful for all you do to support our members, and we look forward to partnering with you during the coming year.

Sincerely,  
Fernando Rico  
ECM/Community Supports Senior Manager

Title	FTE	Allowable % FTE (6 mos non- revenue generating; 3 months revenue generating)			Cost Sal and	Cost
					Fringe 25-26	Requested
Health Program Coordinator 3	1	0.5	\$	203,585.00	\$	101,792.50
Registered Nurse	1	0.25	\$	300,981.20	\$	75,245.30
Health Worker 2	2	0.25	\$	261,941.90	\$	130,970.95
Health Worker 3	2	0.25	\$	282,888.00	\$	141,444.00
Health Worker 4	1	0.25	\$	162,000.00	\$	40,500.00
P103 (Registered Nurse)	0.4	0.25	\$	149,594.80	\$	14,959.48
Community Based Organization (CBO) Case Manager Staff	8	0.25	\$	150,000.00	\$	300,000.00
Sum						\$ 804,912.23

CS Program	Position	FTE	Monthly		Cost / FTE / Month	
			Cost	Months		
RESTORE Site 1	Analyst	1	40,000	6	\$	240,000.00
Eleanora Fagan / Kean	Analyst	1	40,000	6	\$	240,000.00
Hummingbird	Analyst	1	40,000	6	\$	240,000.00
All SFDPH CS Programs	Program Manager	1	65,000	6	\$	390,000.00
				Sum	\$	1,110,000.00

CalAIM						
Start up costs associated with expanding services in shelters.						
ESTIMATE						
Items	Qty	Cost	Total	Tax /100		8.25
Power100+ Power Exam Table with Power Hi-Lo, Power Back, and Foot Control	6	\$ 8,019.00	\$ 48,114.00	\$ 481.14	\$	3,969.41
			\$ 48,114.00		\$	3,969.41
					\$	52,083.41
Office Furniture	Qty	Cost	Total	Tax /100		8.25
Desk. Ford Desk with Return - White	7	\$ 2,609.00	\$ 18,263.00	\$ 182.63	\$	1,506.70
Chairs Soji Office Chair	5	\$ 600.00	\$ 3,000.00	\$ 30.00	\$	247.50
Blickman Hand Operated Pneumatic Exam Stool with 5-Leg Aluminum Base and Backrest	5	\$ 500.00	\$ 2,500.00	\$ 25.00	\$	206.25
Welch Allyn Green Series 777 Integrated Wall System Welch Allyn 6500 Connex Vital Signs Monitor - 65N1XX - Accessories, Stand Inc.	5	\$ 2,250.00	\$ 11,250.00	\$ 112.50	\$	928.13
Waldmann HALUX N30-1 P SV LED Exam Light with 38.6" Gooseneck Arm, Side Mount Lights Collaborative Spaces Logo Twist-U Series Adjustable Desk Light with USB	5	\$ 604.00	\$ 3,020.00	\$ 30.20	\$	249.15
	5	\$ 250.00	\$ 1,250.00	\$ 12.50	\$	103.13
			\$ 49,258.00		\$	4,063.79
					\$	49,361.13
Refrigerators	Qty	Cost	Total	Tax /100		8.25
Refrigerators Premier ADA Built-In Under-Counter Refrigerators	1	\$ 2,800.00	\$ 2,800.00	\$ 28.00	\$	231.00
			\$ -	\$ -		
			\$ 2,800.00		\$	231.00
					\$	3,031.00
Cell Phone	Qty	Cost	Total	Tax /100		8.25
Phone Avg Line Cost 59.00	5	\$ 59.00	\$ 295.00	\$ 2.95	\$	24.34
Phone FY For Shelter health	5	\$ 75.00	\$ 375.00	\$ 3.75	\$	30.94

[Laptop/ Desktop](#)  
[OptiPlex All-in-One Plus](#)

7	\$1,509.00	\$	10,563.00	\$	105.63	\$	871.45
				\$	11,233.00	\$	926.72
						\$	12,159.72

Other office Supplies	Qty	Cost	Total	Tax /100	8.25
ALL Extra =( items )	5	\$ 1,000.00	\$ 5,000.00	50.00	412.50
			\$ 5,000.00	\$	420.75
				\$	5,420.75

Total Sum:	\$211,577	\$1,114	\$	17,411.66
Total+TAX				\$228,989
Tariffs TBD	?			\$45,797.73
				\$274,786.40

## HHIP Supplemental Documentation\_Expanding Recuperative Care Community Supports

#5. Bernadette Gates, # [REDACTED]

#9. San Francisco Department of Public Health (SFPDH) is comprised of 3 divisions:

1. San Francisco Health Network (SFHN) which includes Zuckerberg San Francisco General Hospital (ZSFG), Laguna Honda Hospital and Rehabilitation Center (LHH), and more than 14 primary care clinics. Direct health care is provided to more than 125,000 insured and uninsured San Franciscans annually.
2. Behavioral Health Services, which is the largest provider of mental health and substance use prevention, early intervention, and treatment services in San Francisco (SF).
3. Population Health, which provides core public health services to all of SF.

#11. SFPDH is contracted with SFHP to provide:

1) ECM via 10 teams serving the following populations of focus: adults, families, and children/youth experiencing homelessness, adults and youth at risk for avoidable hospitalization/ED utilization, Adults/Youth with SMI/SUD, Adults at risk of institutionalization, Nursing facility residents transitioning to the community, adults transitioning from incarceration, adult/youth birth equity, children/youth enrolled in CCS, Children/Youth with child welfare, children/youth with intellectual or development disability;

2) Community Supports: Recuperative Care (Medical Respite and Managed Alcohol Program), Sobering Centers (Sobering Center and SoMa RISE), Housing Navigation Transition, Housing Deposits, Housing Tenancy & Sustaining

3) Hospital/facility contract for inpatient, including acute and distinct-part skilled nursing facility, and outpatient services.

#12. PATH CITED and PATH Justice funding has been received but not for the Recuperative Care Community Supports costs that this application is requesting; therefore, this request is not duplicative of any funding received through PATH. Refer to "Funding Dashboard" for details.

#13. HHIP and IPP funding have been received but not for the Recuperative Care Community Supports funding this application is requesting. Refer to "Funding Dashboard" for details.

#20. RESTORE 1, Eleanora Fagan / Kean, and Hummingbird are aligned with DHCS Recuperative Care Community Supports. Operationalizing these programs as CS will expand housing-related Community Supports capacity. Implementing Epic for these teams will enable data sharing, care coordination, and closed loop referrals with SFHP as well as health care agencies and community-based organizations who have access to Epic, Epic CareLink, and/or Findhelp.

#21. This request will enable SFPDH to expand our capacity to provide Community Supports, specifically for Recuperative Care, by operationalizing RESTORE 1, Eleanora Fagan / Kean, and Hummingbird programs as Community Supports. The programs' bed capacities are estimated as follows:

RESTORE 1 = 80

Eleanora Fagan / Kean = 76

Hummingbird = 59

HHIP Supplemental Documentation\_Expanding Recuperative Care Community Supports

#23. Providers are trained on housing first, housing focused, harm reduction and trauma informed care and consistently incorporate those best practices into client interactions and services provided. SFDPH providers are able to access SF's One System (HMIS) and refer clients to Coordinated Entry. Additionally, Epic implementation for these programs will enable providers to view key housing information from the ONE System, as data from the One System gets pushed into Epic. This will enhance care coordination between healthcare and housing providers.

#25.

**Objective #1** By June 30, 2026, Night Navigation staff and Bringing Expanded Access to Medications for Opioid Use Disorder ("BEAM") staff will transport at least 25 clients directly from the street to Community Supports Recuperative Care programs by securing and utilizing 2 transportation vans through one-time funding provided by SFHP.

Major Activities	Measurable Outcomes	Target Completion Date
Identify at least two vendors to procure vans.	Confirmation that the identified vendor can be utilized for purchase by SFDPH.	9/30/2025
Staff trained on standard operating procedures for client transportation in vans.	At least 25 clients are transported in the vans from the street to Community Supports programs.	6/30/2026
Increase access to opioid medication.	At least 25 CS members are connected to <a href="#">medication for</a> opioid use disorder.	6/30/2026

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**Evaluation Methods: How will your outcomes be measured?**

Confirmation that the identified vendor can be utilized for purchase by SFDPH will be measured by comparison of vendor against DPH list of approved vendors with a positive match as the requirement.

2 purchased vans are incorporated into SFDPH Fleet will be measured by receipt of purchased vans and documentation of incorporation into SFDPH Fleet.

Achievement of at least 25 clients being transported directly from the street to Community Supports programs will be measured via documentation in Epic with system reporting.

At least 25 CS members are connected to [medication for](#) opioid use disorder.

**Objective #2** By September 30, 2025, RESTORE 1 staff will be able to scale from 35 to 70 rooms by securing and utilizing office furniture, clinical equipment, and technology supplies funded by SFHP.

Major Activities	Measurable Outcomes	Target Completion Date
Vendors for office furniture, clinical equipment, and technology supplies are identified.	Confirmation that the identified vendors can be utilized for purchase by SFDPH by 6/30/2025.	6/30/2025.

HHIP Supplemental Documentation\_Expanding Recuperative Care Community Supports

Purchase of office furniture, clinical equipment, and technology supplies (refer to "CalAIM RESTORE 1 Operating Expenses" spreadsheet)	Purchase of equipment will furnish RESTORE 1 Recuperative Care site that has a capacity of 70 rooms.	9/30/2026
Staff trained on proper use of office furniture, clinical equipment and technology supplies (refer to "CalAIM RESTORE 1 Operating Expenses" spreadsheet)	100% of designated staff will be properly trained to use clinical equipment and technology supplies.	9/30/2026

Evaluation Methods: How will your outcomes be measured?

Confirmation that the identified vendors can be utilized for purchase by SFDPH will be measured by comparison of vendor against DPH list of approved vendors with a positive match as the requirement.

Office furniture, clinical equipment, and technology supplies purchased will be measured by receipt.

RESTORE 1 Recuperative Care Capacity for 70 rooms will be measured by observation and documentation of each room meeting requirements for client use.

RESTORE 1 Recuperative Care being operational for 70 rooms will be measured by documentation of care and services provided for clients in 70 rooms through Epic system reporting.

Excel spreadsheet will be provided to SFHP to detail training on clinical and technology supplies.

**Objective #3** By September 30, 2025, RESTORE 1 program staff will be hired to enable recuperative care services to be provided for 70 rooms (key example of services provided includes clients being started on Medications for Opioid Use Disorder (MOUD) while enrolled in the RESTORE 1 program).

Major Activities	Measurable Outcomes	Target Completion Date
RESTORE 1 program staffing model identified.	Documented list of service providers and FTE's.	5/13/2025
RESTORE 1 program staff hired.	Hiring is completed and documented.	9/1/2025
RESTORE 1 program staff onboarded and trained in care and service delivery workflows including MOUD.	<del>RESTORE staff provide care and services to clients so that clients started on MOUD clients will increase from 75% to 80% by 9/30/2025</del>	9/30/2025
RESTORE 1 program staff onboarded and trained in care and service delivery workflows including Community Supports requirements.	100% of RESTORE 1 program staff trained on Community Supports requirements and workflows.	9/30/2025

Commented [YP1]: Should this be "RESTORE 1"? Please confirm

Commented [YP2]: Please confirm "RESTORE" titles throughout the documents(s).

Commented [GB3R2]: My apologies; completed.

Commented [GB4]: I have a strong practice and preference of using person-first language. Is it necessary to refer to individuals as "MOUD clients" or can I keep person-first language of "Clients started on MOUD"?

Commented [PD5R4]: Defer to others but I also like the suggested term you use, Bernadette

Commented [GB6R4]: Per agreement with Fernando and Yadiel, "Members receiving MOUD services" is agreed upon.



HHIP Supplemental Documentation\_Expanding Recuperative Care Community Supports

Evaluation Methods: How will your outcomes be measured?

Documented list of service providers and FTE’s will be measured via documentation review (refer to “CalAIM Recuperative Care Staffing” spreadsheet.

Hiring is completed and documented through standard DPH hiring processes with all required forms completed and signed.

RESTORE 1 staff will provide services to clients with the goal on increasing the percentage of clients initiated on MOUD from 75% to 80%. This outcome will be tracked through EPIC systems reporting.

RESTORE 1 staff will document all services delivered to clients enrolled in the program and will submit invoices for clients through EPIC systems reporting.

A reduction in the use of acute care/crises services following participation in RESTORE 1 will be a targeted outcome with measurable indicators that will be tracked in EPIC.

**Objective #4** By June 30, 2026 RESTORE 1, Eleanora Fagan / Kean, and Hummingbird Programs will be able to use Epic for closed loop referrals, documentation, invoicing, reporting, and care coordination aligned with CalAIM Community Supports requirements.

Major Activities	Measurable Outcomes	Target Completion Date
Epic Program Manager and Analyst will be hired for Epic build and associated project management.	RESTORE 1 Epic build will be completed.	8/31/2025
RESTORE 1 program staff will be trained on use of Epic for documentation, invoicing, reporting, and care coordination.	RESTORE 1 Program staff will document on Epic for 100% of clients enrolled in the program. Staff will also submit invoices on Epic for all SFHP members.	9/30/2025
2 Analysts are hired for Epic build.	Eleanora Fagan/Kean Epic build is completed.	4/30/2026
Eleanora Fagan / Kean program staff are trained on use of Epic for documentation, invoicing, reporting, and care coordination.	Eleanora Fagan/Kean program staff will document on Epic for 100% of clients enrolled in the program. Staff will also submit invoices on Epic for all SFHP members.	6/30/2026
Hummingbird program staff will be trained on use of Epic for documentation, invoicing, reporting, and care coordination.	Hummingbird program staff will document on Epic for 100% of clients enrolled in the program. Staff will also submit invoices on Epic for all SFHP members.	6/30/2026

## HHIP Supplemental Documentation\_Expanding Recuperative Care Community Supports

### Evaluation Methods: How will your outcomes be measured?

RESTORE 1 Epic build is completed by 8/31/25 will be measured via Epic project plan to completion with build in Epic production.

RESTORE 1 Program staff will document on Epic for 100% of clients enrolled in the program. Staff will also submit invoices on Epic for all SFHP members. This will be measured by Epic systems reporting.

Eleanora Fagan / Kean Epic build is completed by 4/30/2026 will be measured via Epic project plan to completion with build in Epic production.

Eleanora Fagan/Kean program staff will document on Epic for 100% of clients enrolled in the program. Staff will also submit invoices on Epic for all SFHP members. This will be measured by Epic systems reporting.

Hummingbird program staff will document on Epic for 100% of clients enrolled in the program. Staff will also submit invoices on Epic for all SFHP members. This will be measured by Epic systems reporting.

#### Additionally:

- Once Findhelp is in use for ECM and Community Supports referrals, ECM and Community Supports referrals placed by RESTORE 1, Eleanora Fagan/Kean, and Hummingbird programs can be tracked through Findhelp/Epic.
- Hospitalization days and Emergency Services / Psych Emergency Services utilization can also be tracked given the programs' aim of reduction in unnecessary hospitalization days / Emergency Services / Psych Emergency Services. Details are forthcoming and can be provided upon request.