



**SAN FRANCISCO COUNTY  
INNOVATION PLAN  
EXTENSION**

July 28, 2016



WELLNESS • RECOVERY • RESILIENCE

## Outline

- Summary
- Background
- Proposed Motion
- San Francisco County Presentation



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## Summary

- San Francisco County seeks approval of an amendment to three previously approved Innovation projects, totaling \$2,008,608.
- Staff recommends approval but has requested that San Francisco County provide the Commission with additional budgetary detail.

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## Materials

- The following materials were included in the meeting packets and are posted on our website:
  - Staff Innovation Summaries (3): First Impressions, Addressing the Needs of Socially Isolated Older Adults, Transgender Pilot Program
  - County INN Handout—San Francisco County

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## Background

San Francisco County is requesting \$2,008,608 in additional funds for the following three Innovative Projects previously approved by the Commission:

- First Impressions (April 24, 2014). Agendized as \$500,000 for two years. Original request: \$1,000,000. Additional amount: \$350,000. Total amendment amount: \$850,000.
- Addressing the Needs of Socially Isolated Older Adults (February 26, 2015, \$500,000). Additional amount: \$635,000.
- Transgender Pilot Program (February 26, 2015, \$536,392). Additional amount: \$523,608.

Staff provided background briefs for each project.

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## Background (cont.)

- First Impressions (originally, MHSA First Steps to Success).
  - Project was to change consumers' satisfaction with services by redesigning and remodeling two clinics with support of vocationally trained consumers.
  - Start date: June 1, 2014.
  - Implementation phase has taken longer than anticipated. The County seeks additional funds to complete the project's learning goals.
  - Further detail is needed to support the size of the County's additional request.

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## Background (cont.)

- Addressing the Needs of Socially Isolated Older Adults (ANSIA)
  - Project was to train peers to increase access to services by socially isolated older adults in the Tenderloin.
  - Start date: June 1, 2015. Have expended 71 percent of authorized funds to date. County underestimated startup time and effort.

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## Background (cont.)

- Transgender Pilot Program
  - Approved February 26, 2015 (\$536,392, two years). The County seeks \$523,608 additional funding to extend to four years.
  - Project was to increase access to services for transgendered women of color by creating social support networks.
  - Start date: June 1, 2015. Have expended 49 percent of authorized funds to date. County underestimated startup time and effort.

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## Proposed motion

**Proposed Motion:** The MHSOAC approves San Francisco County's Innovation Project extensions:

**Name:** First Impression (formerly MHSA First Steps to Success)

**Additional Amount:** \$850,000

**Name:** Addressing the Needs of Socially Isolated Older Adults

**Additional Amount:** \$635,000

**Name:** Transgender Pilot Program

**Additional Amount:** \$523,608



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## San Francisco County Presenters

- Lisa Reyes, MHSA Program Manager; Amber Gray, MHSA Peer Supervisor
- Dave Knego, Executive Director, Curry Senior Center
- Daniel Hill, Program Manager, Curry Senior Center
- Khary Dvorak-Ewell, Program Manager, UCSF/Citywide Employment Program
- Daphne Dickens, Employment Specialist, UCSF/Citywide Employment Program



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## San Francisco County Innovations Extension Request

MHSOAC Presentation - July 28, 2016

1325 J Street, Suite 1700

Sacramento, CA 95814

## Presenters

- Lisa Reyes, MHSOAC Program Manager, SF County
- Khary Dvorak-Ewell, Program Manager, UCSF/Citywide Employment Program
- Daphne Dickens, Employment Specialist, UCSF/Citywide Employment Program
- Dave Knego, Executive Director, Curry Senior Center
- Daniel Hill, Program Manager, Curry Senior Center
- Amber Gray, MHSOAC Peer Supervisor, Behavioral Health Services

Extension Request –  
First Impressions (UCSF/Citywide)

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**INN #14**

**MHSOAC Approval Date:** 4/24/2014

**Original Program Dates:** 6/1/2014 - 6/30/16

**Original Budget:** \$1,000,000

**Expenditures to Date:** \$650,500

Extension Request - Addressing the Needs  
of Isolated Older Adults  
(Curry Senior Center)

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**INN #15**

**MHSOAC Approval Date:** 5/19/2015

**Original Program Dates:** 6/1/2015 - 6/30/2017

**Original Budget:** \$500,000

**Expenditures to Date:** \$354,500

## Extension Request – Transgender Pilot Program (Behavioral Health Services)

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### **INN #16**

**MHSOAC Approval Date:** 5/19/2015

**Original Program Dates:** 3/2015 - 6/2017

**Original Budget:** \$536,392

**Expenditures to Date:** \$263,484

## Why an Extension Request?

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- Consumers have identified the need for more time to implement the project and properly answer the Learning Questions
- Initial proposals did not provide enough program planning and staff training time, resulting in delayed implementation
- Initial proposals should have included the additional time and budget being requested today, had we known what we know now

## First Impressions (FI)

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- Innovations Learning Project approved April 2014
- Provides basic construction/remodeling training and fieldwork experience with a focus on green building
- Renovates clinic wait rooms to be more welcoming and culturally reflective of the mental health clients served



## First Impressions Provides

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- Three months of classroom education/training
- Six months of paid fieldwork experience
- Vocational assessment, coaching, and job placement support



## Consumer Involvement

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- Pre and Post surveys to consumers and staff at sites
- Focus groups with staff and consumers at sites
- Pre, mid term and post evaluations from participants in FI to improve FI project

Consumers requested leadership development opportunities and created role model opportunities for FI graduates as mentors

## Recent Outcomes

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- 20 consumers were enrolled in the classroom project
- 10 were enrolled in the hands-on training
- 8 consumers successfully graduated
- 100% of trainee graduates met their vocational goals and achieved desired quality-of-life goals

## Outcomes from Initial Proposal

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- Increased transferable and marketable construction skills

*We still need more time to determine if we met the other outcomes in the INN Proposal.*

- Has the quality of services improved at the clinic being remodeled?
- Are there better outcomes for clients at the remodeled clinics?
- Do clients feel the remodeled clinics are more welcoming?

## Case Study

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## Lessons Learned

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### Implementation was Significantly Delayed

- Barriers exist when selecting and collaborating with contractors
- Need to adapt the training curriculum to better foster learning and consumers requested extended time
- Need more time to engage FI consumers, clinic consumers and clinic staff
- Selecting work sites requires extensive consumer involvement
- Further evaluation is needed in order to truly determine if the quality of services at the clinic has been improved

## Plan for Extension

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Requesting to use \$350k of remaining budget and \$350k of new money, totaling \$700k – over 2 years

### Implementation Time - \$625k

- 6 months of classroom training
- 12 months of hand-on field work at the remodeling sites

### Evaluation Efforts - \$75k

- 1 month of evaluation planning efforts
- 5 months of focus groups, surveys consumer interviews, data analysis

## Addressing the Needs of Isolated Older Adults

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- Innovations Learning Project approved May, 2015
- Project uses older adult peer outreach specialists to connect with socially isolated seniors
- The population being served is in the Tenderloin/Civic Center Districts - with high rates of homelessness, drug use, violence and where older adults live alone in Single Room Occupancy Hotels (SRO's)

## Addressing the Needs of Isolated Older Adults Provides

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- Social and practical support for socially isolated adults
- Linkages and connection to needed services
- 1:1 support, culturally appropriate activities and socialization groups
- Monthly trainings for the peers to support them in their Professional Development, Wellness, and Recovery
- Weekly team meetings for peers and program manager
- Weekly individual supervision meeting for each peer

## Consumer Involvement

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### **Recent interviews with participants have been conducted**

- Primary themes include the importance of social companionship and the need to increase peer engagement
- Clients expressed the desire for field trips outside of the neighborhood as a way of socializing with others

### **Recent focus groups with peers have been conducted**

- All requested ongoing training, including grief & loss and harm reduction courses
- A challenge is the length of time it takes for each engagement

## Recent Outcomes

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- 66 isolated adults received outreach services
- 31 clients entered the program
- 31 clients engaged in the program were linked to services and/or activities
- 5 Peers were hired and trained



## Outcomes from Initial Proposal

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- The Social Isolation Scale showed a **20.8% reduction** in social isolation among 16 program clients in a 6-month period

*We still need more time to determine if we met the other outcomes in the INN Proposal.*

- Has engagement efforts with clients improved?
- Has stigma and discrimination decreased?
- Are the peer support strategies being used effective?
- When studied over a longer period of time, will social isolation continue to reduce?

## Case Study

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## Lessons Learned

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### **Implementation was Significantly Delayed**

- Trust and relationship building took longer than expected, however, truthfulness about personal isolation began to emerge
- More time is needed to better measure program efficacy and validate the evaluation methods being used
- More time is needed to measure the impact of the Peer relationship
- More time is requested to grow the number of clients to the full capacity and conduct an effective study

## Plan for Extension

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Requesting to use \$635k of new money – over 2.5 years

### **Implementation Time - \$565k**

-2 Years of linkages to services, 1:1 support, culturally appropriate activities, socialization groups and monthly trainings

### **Evaluation Efforts - \$70k**

-1 month of evaluation planning efforts

-5 months of focus groups, surveys consumer interviews, data analysis

## Transgender Pilot Program (TPP)

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- Innovations Learning Project approved May 2015
- Helps to reduce mental health symptoms through the creation of social support networks
- Engages Transgender women of color into services that are culturally responsive
- Peer providers work with issues specific to this population such as high rates of suicide, anxiety, PTSD related to hate violence, and stressors related to gender reassignment
- Many activities are tailored to those that are HIV positive

## Transgender Pilot Program Provides

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- Outreach Activities
- 4 Trans Support Groups, including a trans wellness and a pre-treatment group
- 1:1 peer counseling
- Transgender Health and Wellness Fair

## Consumer Involvement

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- The entire TPP staff, including the evaluator are Trans identified
- All activities are Trans driven, including the Trans Health fair
- The health fair is an outreach activity planned by Trans peers, staffed by Trans peers, and attended by Trans peers
- Transgender Support Groups offer weekly opportunities for consumer involvement
- Group topics are chosen by members, often inspired by current events (i.e. violence against Transgender women)
- Staff of the TPP are active participants of the MHSA Advisory Committee

## Recent Outcomes

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- The Trans Health and Wellness Fair had 93 identified participants and over 40 vendors
- 55 clients reported an increase in knowledge of available services
- Despite being an isolated community, peers have had significant success in helping Trans women to participate in groups and enroll in services



## Outcomes from Initial Proposal

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- 75% of clients reported an increase in social connectedness over a 6 month period

*We still need more time to determine if we met the other outcomes in the INN Proposal.*

- Has engagement efforts with clients improved?
- Has community engagement increased?
- Are the peer support strategies being used effective?
- When studied over a longer period of time, will social connectedness continue to increase?

## Case Study

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## Lessons Learned

### Implementation was Significantly Delayed

- There are few peer workers with a trans lens and they are highly sought after by other projects, leading to high turn-over and delays
- Both peers and clients are heavily impacted by complex trauma - leading to a need to increase time for all activities
- Extended training is required on trauma, de-escalation, and a working knowledge of Sex Reassignment Surgeries
- Frequent time changes, staffing changes, and programming changes among collaborating partners has impacted implementation
- More time is needed to evaluate the learning question

## Plan for Extension

Requesting \$523,608 of new money, over 2 years

### Implementation Time - \$463,608

-1.5 years of outreach activities, support groups,  
1:1 peer counseling and Health and Wellness Fair

### Evaluation Efforts - \$60k

-1 month of evaluation planning efforts

-5 months of focus groups, surveys consumer  
interviews, data analysis

## Proposed Collective Timeline and Budget

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### **First Impressions**

New Program Dates: 6/1/14 - 6/30/18

New Budget: \$350,000 per year/\$1,350,000 total

### **Isolated Older Adults**

New Program Dates: 6/1/15 - 6/30/19

New Budget: \$260,000 per year/\$1,135,000 total

### **Transgender Pilot Project**

New Program Dates: 6/1/15 - 6/30/19

New Budget: \$265,000 per year/\$1,060,000 total

## Questions?

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**THANK YOU!**

