

From: [Tenner, Andrea \(DPH\)](#)
To: [DPH-bmiazgowicz](#); [Paul Harkin](#); [Loughran, Eileen \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#)
Cc: [DPH-External-Weisen-Healthright360.org](#); [Rivera, Tiffany \(DPH\)](#)
Subject: RE: TLC - Client Advisory Council - Next Steps and Client Bill of Rights
Date: Monday, February 7, 2022 2:51:19 PM

Hi all—

Just so you all are aware, Elgin, from Code Tenderloin, has offered support. (He reached out to DEM and was referred to Vitka and I.) I don't know at what point you want to bring him in, but wanted you all to be aware.

Thanks,
Andi

From: Britt Miazgowicz <bmiazgowicz@healthRIGHT360.org>
Sent: Monday, February 7, 2022 1:44 PM
To: Paul Harkin <pharkin@healthright360.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Cc: DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Subject: TLC - Client Advisory Council - Next Steps and Client Bill of Rights

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi Rob, Eileen and Paul,

Thank you three so much for offering to meet and brainstorm the **structure for the CAC**. Hopefully you all can meet soon. Feel free to share any docs for input once you've drafted them.

As Eileen noted, there are two prongs:

- Getting **client input** to drive processes
- **Creating and documenting CAC policies/guidelines/client rights** for future use and to ensure clarity of the CAC's purpose and expectations

Attached is the **Participant Rights** doc we are using for SoMa RISE, which can be reworked to use for the CAC. Hopefully it's helpful.

Best,

Britt Miazgowicz

Gender Pronouns: She/Her [Why is this in my signature?](#)

VP of Contracts and Implementation

HealthRIGHT 360

C: 415-845-8195 | bmiazgowicz@healthright360.org

1563 Mission St. | San Francisco, CA 94103



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From: [Britt Miazgowicz](#)
To: [Paul Harkin](#); [Loughran, Eileen \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#)
Cc: [DPH-External-Weisen-Healthright360.org](#); [Tenner, Andrea \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#)
Subject: TLC - Client Advisory Council - Next Steps and Client Bill of Rights
Date: Monday, February 7, 2022 1:44:36 PM
Attachments: [SoMa Program Participant Rights & Agreement_HR360.docx](#)

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Hi Rob, Eileen and Paul,

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From: [DutyOfficer, DEM \(DEM\)](#)
To: [DPH-workplaces-57](#); [Stephen Gibson](#); [Mazza, Mark \(HOM\)](#); [Gran, Betsy \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#)
Cc: [Vasilyeva, Kay \(DEM\)](#)
Subject: Metrics Op Period 8
Date: Monday, February 7, 2022 1:43:26 PM

Good afternoon,

If you haven't already, please remember to send us the weekly metrics for our Operational Period 8 (Jan 31 – Feb 6) Situation Report by end of business today.

Thank you for your partnership.

Regards,

Watch Center
San Francisco Department of Emergency Management
demdutyofficer@sfgov.org
Mobile: (415) 260-2591
Desk: (415) 558-2738

From: [Loughran, Eileen \(DPH\)](#)
To: [Packer, Tracey \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [DPH-External-Weisen-Healthright360.org](#); [Almeida, Angelica \(DPH\)](#); [Candler, Robin \(DPH\)](#)
Cc: [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Strieff, Sarah \(DPH\)](#)
Subject: Re: Community Advisory Committee
Date: Monday, February 7, 2022 12:18:07 PM

This is a great idea. I agree with this being a CBO-DPH partnership to run the meetings and log input. As Tracey mentions, incentives for participation/time is a standard practice so we need to consider this in our planning. This process can help inform some of our other DUH efforts, so if I can, I'd like to be involved.

tx,
e

Eileen Loughran
Community Health Equity & Promotion
Health Program Coordinator
Population Health Division
San Francisco Department of Public Health
25 Van Ness Avenue, Suite 500
San Francisco, CA 94102

Tel: **(628)-217-6218**
eileen.loughran@sfdph.org

My new phone number after December 14, 2019:

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From: Packer, Tracey (DPH) <tracey.packer@sfdph.org>
Sent: Monday, February 7, 2022 10:58 AM
To: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; [DPH-External-Weisen-Healthright360.org](#) <weisen@Healthright360.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>
Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Strieff, Sarah (DPH)

<sarah.strieff@sfdph.org>

Subject: RE: Community Advisory Committee

Hi Andi,

Quick thoughts:

I support the idea and would recommend that one of the community based partners would lead in partnership with a DPH lead. Could consider role of SF Community Health Center - as they are planning to do ambassador training with interested guests and the advisory seems aligned. Need to think about how to make sure it is low barrier and would we consider incentives? I imagine that guests might have questions about services during the conversation so would be helpful to have service provider present.

Tracey Packer, MPH

Director of Community Health Equity & Promotion

Population Health Division

San Francisco Department of Public Health

25 Van Ness Avenue, Suite 500

San Francisco, CA 94102

Phone: (628) 217-6223 (NEW!)

Mobile: (510) 504-6645

Fax: (415) 431-7154

tracey.packer@sfdph.org

preferred pronouns: she/her/hers

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From: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>

Sent: Monday, February 7, 2022 10:10 AM

To: Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Loughran, Eileen (DPH)

<eileen.loughran@sfdph.org>; DPH-External-Weisen-Healthright360.org

<weisen@Healthright360.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Candler,

Robin (DPH) <robin.candler@sfdph.org>

Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>;

Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Strieff, Sarah (DPH)

<sarah.strieff@sfdph.org>

Subject: Community Advisory Committee

Hi all—

We have had discussions about starting a community advisory board and I am behind on getting the standard work set up for this group. We are hoping that this will be a forum for some repeat guests and community thought leaders to be able to give input into the site and also serve as ambassadors for the site.

I had envisioned this as at least a weekly meeting with this group, but that would need to be facilitated.

I wanted to get your thoughts on the general premise and ideas for both how this should be run as well as who should facilitate this group. Is that something that HR360 could do, or HRTC? I don't know who has experience doing this or who might be appropriate for this. Would love to hear thoughts if you can today. (I was supposed to have finished this document by last week but am obviously behind.)

Thanks for your help with this! If there are others who should be included in the conversation, please include them.

Thanks,
Andi

Andrea (Andi) Tenner, MD, MPH, FACEP

COVID Response Role: COVID Task Force Transition Manager

Non-COVID Role: Director, Public Health Emergency Preparedness and Response

333 Valencia Street, Suite 333

San Francisco, CA 94103

Office: 628-217-6972

Mobile: 312-636-0238 (Please text with urgent issues)



From: [Packer, Tracey \(DPH\)](#)
To: [Tenner, Andrea \(DPH\)](#); [Loughran, Eileen \(DPH\)](#); [DPH-External-Weisen-Healthright360.org](#); [Almeida, Angelica \(DPH\)](#); [Candler, Robin \(DPH\)](#)
Cc: [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Strieff, Sarah \(DPH\)](#)
Subject: RE: Community Advisory Committee
Date: Monday, February 7, 2022 10:58:50 AM

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Quick thoughts:

I support the idea and would recommend that one of the community based partners would lead in partnership with a DPH lead. Could consider role of SF Community Health Center - as they are planning to do ambassador training with interested guests and the advisory seems aligned. Need to think about how to make sure it is low barrier and would we consider incentives? I imagine that guests might have questions about services during the conversation so would be helpful to have service provider present.

Tracey Packer, MPH

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preferred pronouns: she/her/hers

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From: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Sent: Monday, February 7, 2022 10:10 AM
To: Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; [DPH-External-Weisen-Healthright360.org](#) <weisen@Healthright360.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Candler,

Robin (DPH) <robin.candler@sfdph.org>

Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Strieff, Sarah (DPH) <sarah.strieff@sfdph.org>

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Thanks for your help with this! If there are others who should be included in the conversation, please include them.

Thanks,
Andi

Andrea (Andi) Tenner, MD, MPH, FACEP

COVID Response Role: COVID Task Force Transition Manager

Non-COVID Role: Director, Public Health Emergency Preparedness and Response

333 Valencia Street, Suite 333

San Francisco, CA 94103

Office: 628-217-6972

Mobile: 312-636-0238 (Please text with urgent issues)



From: [Tenner, Andrea \(DPH\)](#)
To: [Packer, Tracey \(DPH\)](#); [Loughran, Eileen \(DPH\)](#); [DPH-External-Weisen-Healthright360.org](#); [Almeida, Angelica \(DPH\)](#); [Candler, Robin \(DPH\)](#)
Cc: [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Strieff, Sarah \(DPH\)](#)
Subject: Community Advisory Committee
Date: Monday, February 7, 2022 10:09:48 AM

Hi all—

We have had discussions about starting a community advisory board and I am behind on getting the standard work set up for this group. We are hoping that this will be a forum for some repeat guests and community thought leaders to be able to give input into the site and also serve as ambassadors for the site.

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Andi

Andrea (Andi) Tenner, MD, MPH, FACEP

COVID Response Role: COVID Task Force Transition Manager

Non-COVID Role: Director, Public Health Emergency Preparedness and Response

333 Valencia Street, Suite 333

San Francisco, CA 94103

Office: 628-217-6972

Mobile: 312-636-0238 (Please text with urgent issues)



POPULATION HEALTH DIVISION
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

From: [Paul Harkin](#)
To: [Hoffman, Rob \(DPH - Contractor\)](#)
Cc: [Tracy Lee](#)
Subject: TOPS HR360 Workflow
Date: Sunday, February 6, 2022 11:53:59 AM
Attachments: [TOPS HR360 Workflow.docx](#)

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Hi Rob,

This was sent via google docs previously – and here is a word version.

Paul

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From: [SVC.DPH_DOC.TL.Plans](#)
To: [Reid, Marquis \(DPH\)](#); [Jacobs, Edward \(UCSF\)](#); [Davis, Nina \(DPH - Contractor\)](#); [Thorne-Dixson, Veronica \(DPH\)](#); [Gonzales, Stephanie \(DPH\)](#); [Dangerfield, Lorren \(DPH\)](#); [Reynolds, Andrew \(DPH\)](#); [Tuohey, Travis \(DPH\)](#); [Miguel Ibarra](#); michaelleyva@ramsinc.org; [Reiter, Mehera \(DPH\)](#); [Elgin Rose](#); terryill@codetenderloin.org; [Morales, Christian \(DPH\)](#)
Cc: [Rivera, Tiffany \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Strieff, Sarah \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Packer, Tracey \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Paul Harkin](#); [Leyva, Michael \(DPH - Contractor\)](#)
Subject: Follow up from yesterday's TLC Shift Lead Training
Date: Saturday, February 5, 2022 6:49:26 AM
Attachments: [TLC Shift Lead Training Consolidated Slides.pdf](#)

Hi all,

Thank you for joining our training yesterday. And thanks to our presenters, Tiffany, Rob and Sarah.

If you couldn't make it, slides are attached and here is the [link](#) to the recording. Let betsy.gran@sfdph.org know if you have questions.

Here are the links we reviewed yesterday re: [Referrals](#) and [Critical Incidents](#).

Once you've completed this training, let me know and I'll issue you a certificate

We appreciate your leadership at the TLC! Your work is saving lives and keeping guests and staff safe!

Cheers,
Betsy

From: [Gaeta, Krista \(HSA\)](#)
To: [Bowman, Kimberley \(DEM\)](#); [Simbe, Jeff \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Rachowicz, Lisa \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Gran, Betsy \(DPH\)](#); [Tullock, Cristel \(ADP\)](#); [Adami, Steve \(ADP\)](#); [Gary McCoy; DPH-bmiazgowicz; Artiejr; DPH-External-Weisen-Healthright360.org; Macaraeg, Marc \(DPW\); Starliper, Lisa \(DEM\); Sop, Anna \(DEM\); Mera, Tanya \(DPH\); Mazza, Mark \(HOM\); Paul Harkin; Bechelli, Adrienne \(DEM\); Borne, Deborah \(DPH\); Torres, Jose \(HOM - Contractor\); Hoffman, Rob \(DPH - Contractor\); Darr, Alex \(REG\); Alexander Aquino \(AIR\); Lee, Winnie \(MTA\); Lowell Morgan \(AIR\); Andersson, Christina \(PUC\)](#)
Cc: [Ian Clark-Johnson; Barone, Doris \(HSA\); Kauffman, Cindy \(HSA\); Carroll, Maryellen \(DEM\); Pletsch, Destiny \(ADP\); Lin, Cindy \(HSA\); Pineda, Anna \(HSA\); Ward, Cindy \(HSA\); DPH-meganp \(FIVEKEYS.ORG\); Clark, Susan \(DEM\); Perez, Anthony \(DEM\); Bessman, Elizabeth \(DEM\); Jasmine Page; Tenner, Andrea \(DPH\); Rebecca Graff; DPH-workplaces-57; Smith, Susie \(HSA\)](#)
Subject: RE: Linkage Center Services Coordination Meeting
Date: Friday, February 4, 2022 8:28:55 AM

Hi everyone,

I will be facilitating the 2pm TLC Coordination Meeting today. The meeting will only be 30 minutes. The two incidents from yesterday will be debriefed on a second smaller call at 2:30.

For the 2 – 2:30 meeting, I would like to discuss the following:

1. Share the DMV Voucher process
2. Creation of a TLC guest Code of Conduct
3. Other issues

If you have agenda items, please let me know before 1pm today.

Thank you,

Krista

-----Original Appointment-----

From: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>

Sent: Monday, January 31, 2022 10:04 AM

To: Bowman, Kimberley (DEM); Simbe, Jeff (DPH); Rivera, Tiffany (DPH); Cannariato, Umecke (HOM); Rachowicz, Lisa (HOM); Bracco, Louis (HOM); Gran, Betsy (DPH); Tullock, Cristel (ADP); Adami, Steve (ADP); Gary McCoy; DPH-bmiazgowicz; Artiejr; DPH-External-Weisen-Healthright360.org; Macaraeg, Marc (DPW); Starliper, Lisa (DEM); Sop, Anna (DEM); Mera, Tanya (DPH); Mazza, Mark (HOM); Paul Harkin; Bechelli, Adrienne (DEM); Borne, Deborah (DPH); Torres, Jose (HOM - Contractor); Hoffman, Rob (DPH - Contractor); Darr, Alex (REG); Alexander Aquino (AIR); Lee, Winnie (MTA); Lowell Morgan (AIR); Andersson, Christina (PUC); Gaeta, Krista (HSA)

Cc: Ian Clark-Johnson; Barone, Doris (HSA); Kauffman, Cindy (HSA); Carroll, Maryellen (DEM); Pletsch, Destiny (ADP); Lin, Cindy (HSA); Pineda, Anna (HSA); Ward, Cindy (HSA); DPH-meganp (FIVEKEYS.ORG); Clark, Susan (DEM); Perez, Anthony (DEM); 'Bessman, Elizabeth (DEM)'; Jasmine Page; Tenner, Andrea (DPH); Rebecca Graff; DPH-workplaces-57; Smith, Susie (HSA)

Subject: Linkage Center Services Coordination Meeting

When: Friday, February 4, 2022 2:00 PM-3:00 PM (UTC-08:00) Pacific Time (US & Canada).

Where: Microsoft Teams Meeting

The purpose of this **daily** meeting is to discuss the establishment of the linkage center, create a common understanding of services provided, and discuss outstanding issues/needs/limitations relating to establishing the linkage center and its associated services. Agenda to follow.

Microsoft Teams meeting

Join on your computer or mobile app
[Click here to join the meeting](#)

Or call in (audio only)

[+1 415-906-4659,,180149272#](#) United States, San Francisco

Phone Conference ID: 180 149 272#

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

From: [pharkin@healthright360... \(Google Docs\)](#)
To: [Hoffman, Rob \(DPH - Contractor\)](#)
Subject: Harm Reduction Pr... - @pharkin@healthright360.org I think i...
Date: Thursday, February 3, 2022 6:14:35 PM

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pharkin@healthright360.org replied to an action item in the following document

 Harm Reduction Privacy Tents Policies

Guests visiting the Privacy tent section will receive radical hospitality from staff. Staff are responsible for maintaining guest safety through wellness checks and building relationships using a radical hospitality framework. Radical Hospitality recognizes guests as valued consumers and staff as customer service experience providers. Staff are onsite to tend to build relationships with guests, create a positive environment for the community and an experience that leaves guests feeling seen.

 | rob hoffman

[@pharkin@healthright360.org](#) I think i need your help. Even if you throw down some rough thoughts.

Assigned to pharkin@healthright360.org

 | rob hoffman

Marked as done

 | pharkin@healthright360.org **New**

Hi Rob,

Yes I will dive into this after this SoMa RISE Meeting.

Re-opened

[Open](#)

Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA

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From: [Paul Harkin](#)
To: [Hoffman, Rob \(DPH - Contractor\)](#)
Cc: [Gary McCoy](#)
Subject: Re: [EXTERNAL]Document shared with you: "Harm Reduction Privacy Tents Policies"
Date: Thursday, February 3, 2022 8:12:40 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.


Thanks for these Rob. We will incorporate.

Sent from my iPhone

On Feb 3, 2022, at 8:07 AM, rob hoffman (via Google Docs) <drive-shares-noreply@google.com> wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

rob.hoffman@sfdph.org shared a document

 rob.hoffman@sfdph.org has invited you to **edit** the following document:

Hey, good morning, i wonder if this is helpful and what other additions or edits you 2 could contribute. This is not an official document and one of the docs I have to share. Take anything you like - use as much or little and anything u use is yours - so i am do not need to be credited in any way

 Harm Reduction Privacy Tents Policies



This email grants access to this item without logging in.
Only forward it to people you trust.

Open

Google LLC, 1600 Amphitheatre Parkway, Mountain View,
CA 94043, USA

You have received this email because

rob.hoffman@sfdph.org shared a document with you from
Google Docs.



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From: [Loughran, Eileen \(DPH\)](#)
To: [Gran, Betsy \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Paul Harkin](#); [Rivera, Tiffany \(DPH\)](#)
Subject: Re: Training Huddle
Date: Wednesday, February 2, 2022 10:04:50 PM
Attachments: [image001.png](#)

Hi Betsy,

I could make 2/9 work from 2-5. Unfortunately, 2/10 I have some community commitments that I can't change. I think you all are more crucial than I but I'd like to support the effort.

thank you,
eileen

Eileen Loughran
Community Health Equity & Promotion
Health Program Coordinator
Population Health Division
San Francisco Department of Public Health
25 Van Ness Avenue, Suite 500
San Francisco, CA 94102

Tel: **(628)-217-6218**

eileen.loughran@sfdph.org

My new phone number after December 14, 2019:

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From: Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Sent: Wednesday, February 2, 2022 7:00 PM
To: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Paul Harkin <pharkin@healthright360.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Subject: RE: Training Huddle

Hi all,

[TLC at the TLC Consolidated Slides.pptx](#)

Started this draft – much of the content will come from HR360 but wanted to get the ball rolling on planning next week's Training (tentative title TLC and the TLC but open to edits)

Ask: let me know by COB tomorrow what is your preference/availability **Wed 2/9 or Thurs 2/10 2pm to 5pm** and I'll send out a placeholder teams webinar

Cheers,
Betsy

Betsy Gran
Activated Disaster Service Worker
Planning Section Chief – Tenderloin Response 2022

Check out brief, useful videos on the People Development Team [Youtube Channel](#)
Find updated HR information here: <http://tinyurl.com/DPH-HR-Center>

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From: Gran, Betsy (DPH)
Sent: Tuesday, February 1, 2022 2:55 PM
To: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Paul Harkin <pharkin@healthright360.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
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Hi all,
Thank you for meeting today Paul, Eileen and Rob were able to join today so here are asks and action items. We settled on a Tier 3 training for existing staff that covers the following:

TENTATIVE AGENDA

- Checking in – what are folks seeing and how are they feeling
- Radical Hospitality – HR360 (how we do our work is as important as the work we do, stigma/trauma informed care)
- Gender responsiveness – HR360 (deeper dive into priority communities, how to make our space inclusive)
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For Paul: links from Friday's training on 1/28: Tenderloin Linkage Center Operations.

Here is the video linked [here](#) (slides attached).

Please view these two additional videos to support or review important aspects of working at the TLC.

[Mental Health 101](#)

[Trauma Stewardship](#)

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Betsy Gran

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-----Original Appointment-----

From: Gran, Betsy (DPH)

Sent: Monday, January 24, 2022 9:19 PM

To: Gran, Betsy (DPH); Hoffman, Rob (DPH - Contractor); Loughran, Eileen (DPH); Simbe, Jeff (DPH); Paul Harkin; Rivera, Tiffany (DPH)

Subject: Training Huddle

When: Tuesday, February 1, 2022 1:00 PM-1:45 PM (UTC-08:00) Pacific Time (US & Canada).

Where: Microsoft Teams Meeting

This was scheduled for Wednesday but let's check in next week to discuss Tier 3 and possibly Tier 4 trainings:

Items to discuss:

- Revising concept of "linkage data champions"? float function to make sure data is tracked at end of shift/beginning of shift?
- When to offer Tier 3 training and in what format – here's the Tiers Doc [Proposed Training Tiers 011922.docx](#)
 - Health Equity 101?
 - Stigma 101?

2nd Floor training space v webinar/recording?

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 - Any CBOs interested in civil service careers

Likely other classifications opening up soon and annually

Microsoft Teams meeting

Join on your computer or mobile app

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Or call in (audio only)

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Phone Conference ID: 446 035 520#

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[Learn More](#) | [Meeting options](#)

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To: [Hoffman, Rob \(DPH - Contractor\)](#); [Loughran, Eileen \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Paul Harkin](#); [Rivera, Tiffany \(DPH\)](#)
Subject: RE: Training Huddle
Date: Wednesday, February 2, 2022 7:00:36 PM
Attachments: [image001.png](#)

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Phone Conference ID: 446 035 520#

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

From: [Kral, Alex](#)
To: [Lambdin, Barrot](#); [Gary McCoy](#)
Cc: [Paul Harkin](#); [DPH-External-Weisen-Healthright360.org](#); [tle@healthright360.org](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Borne, Deborah \(DPH\)](#)
Subject: In person mtg

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

From: [Loughran, Eileen \(DPH\)](#)
To: [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#)
Cc: [Tenner, Andrea \(DPH\)](#); [Borne, Deborah \(DPH\)](#)
Subject: Re: TLC Outdoor Restrooms Protocol
Date: Tuesday, February 1, 2022 2:25:11 PM

Jeff and I discussed today so he can add.

Hopefully, adding the bins to place belongs before entering the restroom will help. I think there is also a style to engage with people about the restrooms. From experience with the syringe programs, when I was getting a lot of complaints about syringe litter, I found that engaging in conversations with community "we need your help to keep this program up and running". This can be a check-in at huddles...the script at the restroom. J

Eileen Loughran
Community Health Equity & Promotion
Health Program Coordinator
Population Health Division
San Francisco Department of Public Health
25 Van Ness Avenue, Suite 500
San Francisco, CA 94102

Tel: **(628)-217-6218**
eileen.loughran@sfdph.org

My new phone number after December 14, 2019:

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From: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Sent: Tuesday, February 1, 2022 9:40 AM
To: Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Subject: Fw: TLC Outdoor Restrooms Protocol

I honestly do not know what else to do with this. We have asked staff to check the porta potties in between each guest. We have doubled down on these efforts over the past two days. Unclear if maybe the effects of that have not been seen yet, and that this message was written prior to that? We can work on using the indoor toilets.

Tiffany Rivera, BSN, CEN, TCRN

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>

Sent: Tuesday, February 1, 2022 8:39 AM

To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Andersson, Christina (PUC) <CAndersson@sfgwater.org>

Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>

Subject: RE: TLC Outdoor Restrooms Protocol

Hi everyone. Please see the attached email I just received from our toilet vendor. Note the sentence “we need to see a change in what is being put into the units or we will have to stop the service for the safety of our employees” is now officially in writing. If the restroom monitors cannot control what is going into the toilets the vendor will leave abruptly and DEM will be unable to acquire a new contract for this purpose. Please let us know what additional measures will be implemented by the monitors to ensure we are not left without outdoor toilets. Thanks.

Adrienne Bechelli (she/her)

Department of Emergency Management

Please be aware that I will be out of the office from Feb 19 through March 13.

From: Bechelli, Adrienne (DEM)

Sent: Sunday, January 30, 2022 9:06 AM

To: Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>

Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>

Subject: RE: TLC Outdoor Restrooms Protocol

Thank you all SO much!

Adrienne Bechelli (she/her)

Department of Emergency Management

(415) 806-2058 cell ***text message is the best way to reach me***

From: Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>
Sent: Sunday, January 30, 2022 8:48 AM
To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Subject: RE: TLC Outdoor Restrooms Protocol

Thanks Tiffany.

Jen loves going to Home Depot, so I'm going to give her a mission today and get us a "trash grabber" or something to use for the site. Hopefully I'll bring it in tomorrow .

Cheers,
Lisa

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Sent: Sunday, January 30, 2022 8:46 AM
To: Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>
Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Subject: Re: TLC Outdoor Restrooms Protocol

Cleaned out! Thanks for the heads up. Continuing to message to our staff the importance of monitoring the outdoor bathrooms.

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From: Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>
Sent: Sunday, January 30, 2022 7:16 AM
To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Subject: RE: TLC Outdoor Restrooms Protocol

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Thanks,

Lisa

From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Sent: Friday, January 28, 2022 3:25 PM
To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Gary McCoy <gmcocoy@healthright360.org>; Paul Harkin <pharkin@healthright360.org>; DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>
Subject: RE: TLC Outdoor Restrooms Protocol

Thanks Tiffany. Without wanting to sound too rash, if we do not make substantial change our vendor will refuse to come back. So I appreciate the full team's effort on all of the action items below effective immediately.

Adrienne Bechelli (she/her)
Department of Emergency Management
(415) 806-2058 cell **text message is the best way to reach me**

From: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Sent: Friday, January 28, 2022 12:34 PM
To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Gary McCoy <gmcocoy@healthright360.org>; Paul Harkin <pharkin@healthright360.org>; DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>
Subject: Re: TLC Outdoor Restrooms Protocol

Thanks Adrienne. We have been messaging this to staff for a couple of days, and will make a stronger announcement going forward.
We have already begun asking guests to leave their belongings outside; they are monitored by the bathroom monitors.
Depending on staffing, we will try to begin using the indoor bathrooms more.

Tiffany Rivera, BSN, CEN, TCRN
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From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Sent: Friday, January 28, 2022 10:47 AM
To: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Starliper, Lisa (DEM)

<lisa.starliper@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Gary McCoy <gmccoy@healthright360.org>; Paul Harkin <pharkin@healthright360.org>; DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>

Subject: TLC Outdoor Restrooms Protocol

Hi everyone. We have a serious issue with the Linkage Center outdoor restrooms. Please read the below very carefully.

- We need to consider using the indoor restrooms more frequently than they are currently being used.
- Outdoor restrooms are serviced twice a week, Mondays and Thursdays. DEM currently holds this contract.
- There is currently no demonstrated need to increase these services to more often than that because they are not filling up within 2-3 days of use.
- Sometimes things get messy inside the bathroom. DPW hoses down the outside and inside every night. This should fix those issues on a daily basis. Therefore, there is no reason that one of the toilets is out of service for multiple days in a row.
- Sometimes we run out/get low on supplies (TP and towels) and we will work with the vendor to give us lots of extra when they come for servicing so we can refill ourselves if we get low/run out.
- Guests are consistently filling the toilets with needles, masks, clothing, bottles, and other debris. The vendor cannot remove these items with their servicing equipment and cannot remove these items from the site after servicing is complete.
- The vendor is incredibly upset about how people are mistreating their outdoor toilets. If we don't get a handle on this quickly, they will walk away from this site leaving us with nothing.
- If issues continue on a daily basis, DEM will no longer be able to hold this contract. We do not have the administrative/fiscal support at our department to be issuing retroactive purchase orders for emergency servicing or dealing with vendors yelling at us for mistreatment of their equipment that we are not directly supervising. So if this vendor walks away OR if issues continue on a daily or multiple times a week basis, DEM will have to transfer this contract to DPH to manage. We obviously don't want this to happen.

Action items for us all:

1. HR360 and DPH need to verbally remind people they cannot go into the outdoor bathrooms with tons of belongings. They have to leave extra bags, clothes, and other items outside the restroom.
2. HR360 and DPH need to encourage people to use the provided sharps containers and trash cans for their discarded items.
3. HR360 and DPH bathroom monitors should conduct a quick visual inspection of the restrooms between each use to remove trash and other items from the restroom that have not yet ended up in the toilet. They can be disposed of in the trash cans.
4. DEM and DSW site managers must verify at closing every night that the portable restrooms are unlocked so DPW can hose down the insides.

5. DEM and DSW site managers need to remove toilet paper from bathrooms each night and replace it in the morning.

Please let me know if you have any comments or additions.

Adrienne Bechelli

Deputy Director, Emergency Services
San Francisco Department of Emergency Management
Pronouns: She, Her, Hers

415-554-4843 office

415-806-2058 cell

adrienne.bechelli@sfgov.org | 1 Dr Carlton B Goodlett Pl, Suite 344



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Text your zip code to 888-777 to sign up for emergency text alerts.

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Cc: [Tenner, Andrea \(DPH\)](#); [Borne, Deborah \(DPH\)](#)
Subject: Fw: TLC Outdoor Restrooms Protocol
Date: Tuesday, February 1, 2022 9:41:01 AM
Attachments: [Toilets Sitting at UN Plaza.msg](#)

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From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Sent: Friday, January 28, 2022 3:25 PM
To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Gary McCoy <gmccoy@healthright360.org>; Paul Harkin <pharkin@healthright360.org>; DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>
Subject: RE: TLC Outdoor Restrooms Protocol

Thanks Tiffany. Without wanting to sound too rash, if we do not make substantial change our vendor will refuse to come back. So I appreciate the full team's effort on all of the action items below effective immediately.

Adrienne Bechelli (she/her)
Department of Emergency Management
(415) 806-2058 cell **text message is the best way to reach me**

From: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Sent: Friday, January 28, 2022 12:34 PM
To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Gary McCoy <gmccoy@healthright360.org>; Paul Harkin <pharkin@healthright360.org>; DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>
Subject: Re: TLC Outdoor Restrooms Protocol

Thanks Adrienne. We have been messaging this to staff for a couple of days, and will make a stronger announcement going forward.

We have already begun asking guests to leave their belongings outside; they are monitored by the bathroom monitors.

Depending on staffing, we will try to begin using the indoor bathrooms more.

Tiffany Rivera, BSN, CEN, TCRN
Pronouns: she/her
Deputy Director, Emergency Preparedness & Response
San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103
Office Number: 628.217.6966
24-Hour On-Call PHEPR Number: 415.802.7358

From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>

Sent: Friday, January 28, 2022 10:47 AM

To: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Gary McCoy <gmccoy@healthright360.org>; Paul Harkin <pharkin@healthright360.org>; DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>

Subject: TLC Outdoor Restrooms Protocol

Hi everyone. We have a serious issue with the Linkage Center outdoor restrooms. Please read the below very carefully.

- We need to consider using the indoor restrooms more frequently than they are currently being used.
- Outdoor restrooms are serviced twice a week, Mondays and Thursdays. DEM currently holds this contract.
- There is currently no demonstrated need to increase these services to more often than that because they are not filling up within 2-3 days of use.
- Sometimes things get messy inside the bathroom. DPW hoses down the outside and inside every night. This should fix those issues on a daily basis. Therefore, there is no reason that one of the toilets is out of service for multiple days in a row.
- Sometimes we run out/get low on supplies (TP and towels) and we will work with the vendor to give us lots of extra when they come for servicing so we can refill ourselves if we get low/run out.
- Guests are consistently filling the toilets with needles, masks, clothing, bottles, and other debris. The vendor cannot remove these items with their servicing equipment and cannot remove these items from the site after servicing is complete.
- The vendor is incredibly upset about how people are mistreating their outdoor toilets. If we don't get a handle on this quickly, they will walk away from this site leaving us with nothing.
- If issues continue on a daily basis, DEM will no longer be able to hold this contract. We do not have the administrative/fiscal support at our department to be issuing retroactive purchase orders for emergency servicing or dealing with vendors yelling at us for mistreatment of their equipment that we are not directly supervising. So if this vendor walks away OR if issues continue on a daily or multiple times a week basis, DEM will have to transfer this contract to DPH to manage. We obviously don't want this to happen.

Action items for us all:

1. HR360 and DPH need to verbally remind people they cannot go into the outdoor bathrooms with tons of belongings. They have to leave extra bags, clothes, and other items outside the restroom.
2. HR360 and DPH need to encourage people to use the provided sharps containers and trash

cans for their discarded items.

3. HR360 and DPH bathroom monitors should conduct a quick visual inspection of the restrooms between each use to remove trash and other items from the restroom that have not yet ended up in the toilet. They can be disposed of in the trash cans.
4. DEM and DSW site managers must verify at closing every night that the portable restrooms are unlocked so DPW can hose down the insides.
5. DEM and DSW site managers need to remove toilet paper from bathrooms each night and replace it in the morning.

Please let me know if you have any comments or additions.

Adrienne Bechelli

Deputy Director, Emergency Services
San Francisco Department of Emergency Management
Pronouns: She, Her, Hers

415-554-4843 office

415-806-2058 cell

adrienne.bechelli@sfgov.org | 1 Dr Carlton B Goodlett Pl, Suite 344



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From: [Loughran, Eileen \(DPH\)](#)
To: [Giuliano, Ro](#); [Jason Norelli](#); [Amy Rodriguez](#); [John Negrete](#); [mary@homelesseyouthalliance.org](#); [Brooke Lober](#); [Miss Ian](#); [Laura Guzman](#); [DPH-cris.reifsteck](#); [maria.bellinger@communityforwardsf.org](#); [emerson.flores@communityforwardsf.org](#); [DPH-Suzanne.Adams](#); [DPH-jwilson](#); [DPH-annaberg](#); [DPH-mauricebyrd](#); [DPH-jeannielittle](#); [Curtis Penn](#); [Jerry Leonor](#); [DPH-richardzevin](#); [DPH-hasiansinaga](#); [Elgin Rose](#); [Kate Franza](#); [Miguel Ibarra](#); [Bess, Rashaad \(DPH - Contractor\)](#); [DPH-rbess](#); [DPH-esiqueiros](#); [DPH-tbell](#); [Sherilyn Adams](#); [Mazza, Mark \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Cannariato, Umecke \(HOM\)](#); [Artejr](#); [Alex Boyder](#); [DPH-External-Weisen-Healthright360.org](#); [Paul Harkin](#); [Gary McCoy](#); [Bri Izaquirre](#)
Cc: [Hoffman, Rob \(DPH - Contractor\)](#); [Rivera, Tiffany \(DPH\)](#); [Gran, Betsy \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Almeida, Angelica \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Packer, Tracey \(DPH\)](#); [Harris, Zoe \(DPH\)](#)
Subject: DPH provider"s meeting: Tenderloin Linkages Center

This is the invite for our new biweekly meeting schedule

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US>

From: [Loughran, Eileen \(DPH\)](#)
To: [Borne, Deborah \(DPH\)](#); [Paul Harkin](#); [Gary McCoy](#); [Alex Boyder](#); [DPH-External-Weisen-Healthright360.org](#); [Bri Izaguirre](#); [Harris, Zoe \(DPH\)](#)
Cc: [Packer, Tracey \(DPH\)](#); [mary@homelesseyouthalliance.org](#); [Jason Norelli](#); [John Negrete](#); [Amy Rodriguez](#); [Brooke Lober](#); [Miss Ian](#); [DPH-cris.reifsteck](#); [maria.bellinger@communityforwardsf.org](#); [emerson.flores@communityforwardsf.org](#); [DPH-Suzanne.Adams](#); [DPH-jwilson](#); [Curtis Penn](#); [jleonor@felton.org](#); [DPH-richardzevin](#); [Kate Franza](#); [Elgin Rose](#); [Mazza, Mark \(HOM\)](#); [DPH-annaberg](#); [Laura Guzman](#); [Frances Fu](#); [Giuliano, Ro](#); [Kunins, Hillary \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Zevin, Barry \(DPH\)](#); [Gran, Betsy \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [DPH-esiqueiros](#); [Bess, Rashaad \(DPH - Contractor\)](#); [DPH-jeannielittle](#); [DPH-mauricebyrd](#); [Miguel Ibarra](#); [Bracco, Louis \(HOM\)](#); [Cannariato, Umecke \(HOM\)](#); [Almeida, Angelica \(DPH\)](#); [DPH-hasiansinaga](#); [rbess@currysenior.org](#); [DPH-tbell](#); [Candler, Robin \(DPH\)](#); [esisqueriros@sfa.org](#); [Juliana DePietro](#); [ligtanloc@qlide.org](#)
Subject: DPH Providers meeting: Linkages Center

Hi Everyone,
I am cancelling this weekly meeting. A new invite will go out with the new biweekly schedule. Sorry for any confusion.

eileen

Hi everyone,
We are holding a DPH provider meeting to provide an update on the Linkages Center . This will be another opportunity for us to share our vision and for you to hear from HR360 who will provide onsite staffing.

This meeting is intentionally small so that we have an opportunity to discuss the site, the vision, and hear from you on what else to include.

Thank you,
Eileen

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From: [Almeida, Angelica \(DPH\)](#)
To: [Loughran, Eileen \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Paul Harkin](#); [Gary McCoy](#); [Alex Boyder](#); [DPH-External-Weisen-Healthright360.org](#); [Bri Izaguirre](#); [Harris, Zoe \(DPH\)](#)
Cc: [ligtanloc@glide.org](#); [Packer, Tracey \(DPH\)](#); [mary@homelessyouthalliance.org](#); [John Negrete](#); [Amy Rodriguez](#); [Brooke Lober](#); [Miss Ian](#); [DPH-cris.reifsteck](#); [maria.bellinger@communityforwardsf.org](#); [emerson.flores@communityforwardsf.org](#); [DPH-jwilson](#); [Curtis Penn](#); [jleonor@felton.org](#); [DPH-richardzevin](#); [Kate Franza](#); [Elgin Rose](#); [Mazza, Mark \(HOM\)](#); [DPH-annaberg](#); [Laura Guzman](#); [Frances Fu](#); [Giuliano, Ro](#); [Kunins, Hillary \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Zevin, Barry \(DPH\)](#); [Gran, Betsy \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [DPH-esiqueiros](#); [Bess, Rashaad \(DPH - Contractor\)](#); [DPH-jeannelittle](#); [DPH-mauricebyrd](#); [Miguel Ibarra](#); [Bracco, Louis \(HOM\)](#); [Cannariato, Umecke \(HOM\)](#); [DPH-hasiansinaga](#); [rbess@currysenior.org](#); [DPH-tbell](#); [Candler, Robin \(DPH\)](#); [esisqueriros@sfaf.org](#); [Saba Teklu](#); [Jason Norelli](#); [Juliana DePietro](#); [DPH-Suzanne.Adams](#)
Subject: Re: DPH Providers meeting: Linkages Center
Date: Friday, January 28, 2022 1:39:20 PM
Attachments: [Tenderloin Linkage Center Services Overview For Service Providers \(1\).pdf](#)
[Outlook-1514414697.png](#)

Hi all,

Thank you for the conversation today. Here is the current version of the services overview for providers. This will be a documented that is updated regularly and we'll make sure we share with you.

Angelica M. Almeida, Ph.D.
PSY23814
Director, Street Based and Justice Involved Behavioral Health Services
San Francisco Department of Public Health
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San Francisco, CA 94103
Tel: 415-255-3722 | Fax: 415-255-3798
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Sent: Monday, January 24, 2022 3:06 PM
To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Paul Harkin <pharkin@healthright360.org>; Gary McCoy <gmccoy@healthright360.org>; Alex Boyder <aboyder@healthright360.org>; DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>; Bri Izaguirre <bizaguirre@healthright360.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>
Cc: ligtanloc@glide.org <Llgtanloc@glide.org>; [Packer, Tracey \(DPH\) <tracey.packer@sfdph.org>](mailto:Packer, Tracey (DPH) <tracey.packer@sfdph.org>); mary@homelessyouthalliance.org <mary@homelessyouthalliance.org>; John Negrete <jnegrete@glide.org>; Amy Rodriguez <arodriguez@glide.org>; Brooke Lober <braker@glide.org>

<brooke.lober@stjamesinfirmary.org>; Miss Ian <miss.ian.librarian@gmail.com>; DPH-cris.reifsteck <cris.reifsteck@communityforwardsf.org>; maria.bellinger@communityforwardsf.org <maria.bellinger@communityforwardsf.org>; emerson.flores@communityforwardsf.org <emerson.flores@communityforwardsf.org>; DPH-jwilson <jwilson@hospitalityhouse.org>; Curtis Penn <cpenn@felton.org>; jleonor@felton.org <jleonor@felton.org>; DPH-richardzevin <richardzevin@ramsinc.org>; Kate Franza <Kate@sfcommunityhealth.org>; Elgin Rose <elgin@codetenderloin.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; DPH-annaberg <annaberg@harmreductiontherapy.org>; Laura Guzman <guzman@harmreduction.org>; Frances Fu <fu@harmreduction.org>; Giuliano, Ro <rgiuliano@sfaf.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Zevin, Barry (DPH) <barry.zevin@sfdph.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; DPH-esiqueiros <esiqueiros@sfaf.org>; Bess, Rashaad (DPH - Contractor) <rashaad.bess@sfdph.org>; DPH-jeannielittle <jeannielittle@harmreductiontherapy.org>; DPH-mauricebyrd <mauricebyrd@harmreductiontherapy.org>; Miguel Ibarra <Miguel@SFCommunityHealth.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; DPH-hasiansinaga <hasiansinaga@ramsinc.org>; rbess@currysenior.org <rbess@currysenior.org>; DPH-tbell <tbell@larkinstreetyouth.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; esisqueriros@sfaf.org <esisqueriros@sfaf.org>; Saba Teklu <steklu@glide.org>; Jason Norelli <JNorelli@glide.org>; Juliana DePietro; DPH-Suzanne.Adams <Suzanne.Adams@Communityforwardsf.org>

Subject: DPH Providers meeting: Linkages Center

When: Friday, January 28, 2022 1:00 PM-2:00 PM.

Where:

Hi everyone,

We are holding a DPH provider meeting to provide an update on the Linkages Center . This will be another opportunity for us to share our vision and for you to hear from HR360 who will provide onsite staffing.

This meeting is intentionally small so that we have an opportunity to discuss the site, the vision, and hear from you on what else to include.

Thank you,
Eileen

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To: [Hoffman, Rob \(DPH - Contractor\)](#); [Borne, Deborah \(DPH\)](#); [Bechelli, Adrienne \(DEM\)](#); [Bowman, Kimberley \(DEM\)](#); [Rivera, Tiffany \(DPH\)](#); [DPH-workplaces-57](#); [Artiejr](#)
Cc: [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Gran, Betsy \(DPH\)](#)
Subject: Re: Intake Form/Question Revision
Date: Friday, January 28, 2022 9:57:22 AM

Looks great to me.

Mark Mazza, LCSW (he/his)
Outreach Manager
San Francisco Department of Homelessness and Supportive Housing
mark.mazza@sfgov.org

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From: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Sent: Friday, January 28, 2022 9:51:56 AM
To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Artiejr <artiejr@urban-alchemy.us>
Cc: Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Subject: RE: Intake Form/Question Revision

Hello everyone,

Please review this version.

I am balancing the official language and making it user friendly to folks who may get put in this role and are not familiar with HUD language.

<https://forms.office.com/g/QXT2mnVvhx>

Please send your edits/corrections.

I may need support wording the TL question.

Also from the week 1 tlc google form data we have

- 324 unsheltered
- 308 sheltered
- 9 housed
- 324 declined to answer

rob

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>

Sent: Thursday, January 27, 2022 12:55 PM

To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Artiejr <artiejr@urban-alchemy.us>

Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>

Subject: Re: Intake Form/Question Revision

Great Idea Adrienne-
thanks

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

“ No problem can be solved from the same level of consciousness that created it.”

- Albert Einstein

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From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Sent: Thursday, January 27, 2022 12:22 PM
To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Artiejr <artieg@urban-alchemy.us>
Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Subject: RE: Intake Form/Question Revision

We should consider adding a question at intake about whether or not they are from the TL. Their response wouldn't change what services they can access but we have to start tracking that. It might be too difficult to deduce from the "where did you sleep last night" question and need to ask specifically.

Adrienne Bechelli (she/her)
Department of Emergency Management
(415) 806-2058 cell **text message is the best way to reach me**

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Thursday, January 27, 2022 12:04 PM
To: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Artiejr <artieg@urban-alchemy.us>
Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Subject: Re: Intake Form/Question Revision

Hello everyone thank you for the productive and short meeting (21 minutes, 30 sec),

Summary:

Concerns:

- Line is long and people are sometimes frustrated
- we would like welcoming easy questions for guests and staff
- UA may need some technical support to clarify COVID screening (9eg temp check)
- all services may not be asked
- we all agree to add housing status now. will look at adding demographic and SOGI information moving forward.

Decisions:

1. we will be moving from paper to digital intake

- a. Rob will write questions up and share with this group for feedback
- b. Mark will meet with UA about IPAD or cell phone needs
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Thanks All

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

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From: Bowman, Kimberley (DEM)

Sent: Tuesday, January 25, 2022 8:02 PM

To: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Artiejr <artieg@urban-alchemy.us>

Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>

Subject: Intake Form/Question Revision

When: Thursday, January 27, 2022 11:30 AM-12:00 PM.

Where: Microsoft Teams Meeting

The purpose of this meeting is to determine revisions to the intake form. Please come prepared to discuss adding the time to the form and how we will phrase the housing question. We want to implement the revised form starting Monday.

Microsoft Teams meeting

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From: [Borne, Deborah \(DPH\)](#)
To: [Bechelli, Adrienne \(DEM\)](#); [Bowman, Kimberley \(DEM\)](#); [Rivera, Tiffany \(DPH\)](#); [Mazza, Mark \(HOM\)](#); [DPH-workplaces-57](#); [Artiejr](#)
Cc: [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Gran, Betsy \(DPH\)](#)
Subject: Re: Intake Form/Question Revision
Date: Thursday, January 27, 2022 12:54:52 PM

Great Idea Adrienne-
thanks

Deborah Borne, MSW, MD

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From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Sent: Thursday, January 27, 2022 12:22 PM
To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Artiejr <artieg@urban-alchemy.us>
Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Subject: RE: Intake Form/Question Revision

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Adrienne Bechelli (she/her)

Department of Emergency Management

(415) 806-2058 cell **text message is the best way to reach me**

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>

Sent: Thursday, January 27, 2022 12:04 PM

To: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Artiejr <artieg@urban-alchemy.us>

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Subject: Re: Intake Form/Question Revision

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Cc: [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Gran, Betsy \(DPH\)](#)
Subject: RE: Intake Form/Question Revision
Date: Thursday, January 27, 2022 12:22:33 PM

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Adrienne Bechelli (she/her)
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Subject: Re: Intake Form/Question Revision
Date: Thursday, January 27, 2022 12:04:26 PM

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From: [Rivera, Tiffany \(DPH\)](#)
To: [Hoffman, Rob \(DPH - Contractor\)](#); [DPH-External-Weisen-Healthright360.org](#); [DPH-bmiazgowicz](#); [Tenner, Andrea \(DPH\)](#); [Paul Harkin](#); [Gary McCoy](#); [Tracy Lee](#); [Simbe, Jeff \(DPH\)](#)
Cc: [DPH - tduong](#); [Rebecca Graff](#); [Jasmine Page](#)
Subject: HR 360/DPH Integration

Discuss staffing, training and protocols as we continue to integrate HR360 staffing into the TLC.

Microsoft Teams meeting

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Learn More <<https://aka.ms/JoinTeamsMeeting>> | Meeting options <https://teams.microsoft.com/meetingOptions/?organizerId=a96cf1d9-e4ee-40ec-a075-f966e5efcc96&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_ODVhM2FmMDQtNTcwYS00YjVjLTlkYzctYTQwYzU1MmJhMDU0@thread.v2&messageId=0&language=en-US>

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Learn More <<https://aka.ms/JoinTeamsMeeting>> | Meeting options <https://teams.microsoft.com/meetingOptions/?organizerId=a96cf1d9-e4ee-40ec-a075-f966e5efcc96&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_ODVhM2FmMDQtNTcwYS00YjVjLTlkYzctYTQwYzU1MmJhMDU0@thread.v2&messageId=0&language=en-US>

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US>

From: [Artie Gilbert](#)
To: [Gran, Betsy \(DPH\)](#)
Cc: [DPH-workplaces-57](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Starliper, Lisa \(DEM\)](#); [Tenner, Andrea \(DPH\)](#)
Subject: Re: Fwd:
Date: Wednesday, January 26, 2022 7:38:07 PM

Thank you Betsy, I appreciate your acknowledgement

Urban Alchemy is honored to be a part of such an amazing project, and to collaborate with DPH/DEM, and the other amazing Teams!

Thank you,
Artie

On Wed, Jan 26, 2022 at 7:22 PM Gran, Betsy (DPH) <betsy.gran@sfdph.org> wrote:

Thank you, Artie! This [UA shower protocol.docx](#) is excellent. I will put it into our Standard Work format and circulate for review.

And it was so nice to read about you in the New Yorker today – I appreciate all that you and Urban Alchemy bring to this project

Betsy Gran

Activated Disaster Service Worker

Planning Section Chief – Tenderloin Response 2022

Check out brief, useful videos on the People Development Team [Youtube Channel](#)

Find updated HR information here: <http://tinyurl.com/DPH-HR-Center>

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From: Artie Gilbert <artieg@urban-alchemy.us>
Sent: Tuesday, January 25, 2022 10:39 AM
To: DPH-workplaces-57 <bayronw@urban-alchemy.us>
Cc: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Fwd:

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Hi Bayron,

Here are the protocols established for the showers at the Linkage Center; for, the "Site Manager Playbook"

Best,

Artie

----- Forwarded message -----

From: Ronald Ahart <ronaldahart83@gmail.com>
Date: Tue, Jan 25, 2022 at 8:17 AM
Subject: Fwd:
To: artieg@urban-alchemy.us <artieg@urban-alchemy.us>

----- Forwarded message -----

From: **Ronald Ahart** <ronalda@urban-alchemy.us>

Date: Tue, Jan 25, 2022 at 12:37 AM

Subject:

To: <ronaldahart83@gmail.com>

From: [Gran, Betsy \(DPH\)](#)
To: [Artiejr](#); [DPH-workplaces-57](#)
Cc: [Hoffman, Rob \(DPH - Contractor\)](#); [Rivera, Tiffany \(DPH\)](#); [Starliper, Lisa \(DEM\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#)
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Sent: Tuesday, January 25, 2022 10:39 AM
To: DPH-workplaces-57 <bayronw@urban-alchemy.us>
Cc: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Fwd:

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi Bayron,

Here are the protocols established for the showers at the Linkage Center; for, the "Site Manager Playbook"

Best,
Artie

----- Forwarded message -----

From: **Ronald Ahart** <ronaldahart83@gmail.com>

Date: Tue, Jan 25, 2022 at 8:17 AM

Subject: Fwd:

To: artieg@urban-alchemy.us <artieg@urban-alchemy.us>

----- Forwarded message -----

From: **Ronald Ahart** <ronalda@urban-alchemy.us>

Date: Tue, Jan 25, 2022 at 12:37 AM

Subject:

To: <ronaldahart83@gmail.com>

From: [Artie Gilbert](#)
To: [DPH-workplaces-57](#)
Cc: [Gran, Betsy \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Rivera, Tiffany \(DPH\)](#); [Starliper, Lisa \(DEM\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#)
Subject: Fwd:
Date: Tuesday, January 25, 2022 10:39:14 AM
Attachments: [shower protocal.docx](#)

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi Bayron,

Here are the protocols established for the showers at the Linkage Center; for, the "Site Manager Playbook"

Best,
Artie

----- Forwarded message -----

From: **Ronald Ahart** <ronaldahart83@gmail.com>
Date: Tue, Jan 25, 2022 at 8:17 AM
Subject: Fwd:
To: artieg@urban-alchemy.us <artieg@urban-alchemy.us>

----- Forwarded message -----

From: **Ronald Ahart** <ronalda@urban-alchemy.us>
Date: Tue, Jan 25, 2022 at 12:37 AM
Subject:
To: <ronaldahart83@gmail.com>

From: [Gary McCoy](#)
To: [Hoffman, Rob \(DPH - Contractor\)](#)
Subject: Data Template
Date: Monday, January 24, 2022 2:34:06 PM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Can you send me a quick excel template and I'll return with everything we've collected?

Gary McCoy | Director of Policy & Public Affairs
Policy & Public Affairs Department
(*he/him/his* pronouns)

HealthRIGHT 360
[1563 Mission Street | San Francisco, CA 94103-2543](#)
Cell: [415-525-2203](#)
gmc coy@healthright360.org | www.healthright360.org

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From: [Gran, Betsy \(DPH\)](#)
To: [Gary McCoy](#)
Cc: [Hoffman, Rob \(DPH - Contractor\)](#)
Subject: FW: Message from KM_C458
Date: Monday, January 24, 2022 1:22:11 PM
Attachments: [Message from KM_C458.msg](#)

Hi Gary,

Here's some stray data from TLC

Betsy Gran
Activated Disaster Service Worker
Planning Section Chief – Tenderloin Response 2022
Check out brief, useful videos on the People Development Team Youtube Channel
Find updated HR information here: <http://tinyurl.com/DPH-HR-Center>

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-----Original Message-----

From: noreply@c458rm307.com <noreply@c458rm307.com>
Sent: Monday, January 24, 2022 1:06 PM
To: Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Subject: Message from KM_C458

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

From: [Artie Gilbert](#)
To: [DPH-workplaces-57](#)
Cc: [Starliper, Lisa \(DEM\)](#); [Gran, Betsy \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#)
Subject: Re: Standard protocol for showers
Date: Monday, January 24, 2022 6:35:09 AM

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Hi Bayron,

Yes, copy that...

Best,
Artie

On Mon, Jan 24, 2022 at 6:11 AM Bayron Wilson <bayronw@urban-alchemy.us> wrote:

Thank you Lisa,

@Artie, can you have the UA team lead ADIS get with the shower practitioners and go over the standard protocols for showers.

Best,
Bayron

On Mon, Jan 24, 2022 at 5:51 AM Starliper, Lisa (DEM) <lisa.starliper@sfgov.org> wrote:

Good Morning All,

[@Rivera, Tiffany \(DPH\)](#) for looping me in.

From the DEM side of the house, we're mainly interested in just capturing the protocols established for the showers and adding them to our "Site Manager Playbook". This playbook is going to contain information related to the day-to-day workings of the site, and will include information on who to call if there are issues with Security, food delivery or if Public Works needs to come and power wash the outdoor space. In addition, we'd like to add established protocols by our partners (e.g. DPH, UA, HR360).

Attached are two job aides that got started last week by our team (showers, guest belongings). Not sure if these will be helpful to UA when drafting the protocols for this

work, but wanted to share just the same.

Thanks again and talk soon,

Lisa

Lisa Starliper

Operations Manager

Dept of Emergency Management

[1011 Turk Street](#)

[San Francisco, CA 94102](#)

lisa.starliper@sfgov.org

415-517-5092 (work cell)

From: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Sent: Sunday, January 23, 2022 9:51 PM
To: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>
Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Re: Standard protocol for showers

Hi all, I am looping in Lisa Starliper as DEM is starting to get these processes down on paper as well. I discussed this one with her this morning; this is one we should all be on the same page about. Let me know if there are any questions.

Tiffany Rivera, BSN, CEN, TCRN

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

[333 Valencia St., San Francisco, Ca 94103](#)

Office Number: 628.217.6966

From: Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Sent: Saturday, January 22, 2022 1:24 PM
To: DPH-workplaces-57 <bayronw@urban-alchemy.us>
Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>
Subject: Standard protocol for showers

Hi Bayron, (and TLC ops team!)

I'm Betsy with DPH – one of the 500+ people you've interacted with this week =)

I hope you're well.

I wanted to thank you and your team for an incredible first week of operations and for the good feedback on how to continuously improve.

We know UA is monitoring showers and keeping that process flowing. I am trying to record our standard procedures into a document, similar to our Restroom Monitoring procedures (attached – Rob Hoffman created this document so I copied him for awareness).

There are a few ways to do this:

- 1) you or a staff person can use the a standard work template (I can send one) to write down the process
- 2) you or a staff person can call me on the phone and talk me through the process 816-799-1142
- 3) I can meet you or a staff person onsite next week and we can talk through the process and I can take notes

Let me know what is easiest for you – if we have the process documented, it will help us know how to cover for your staff as needed.

Cheers,

Betsy

Betsy Gran

Activated Disaster Service Worker

Planning Section Chief – Tenderloin Response 2022

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--



Bayron Wilson

Chief of Operations, San Francisco, Los Angeles

URBAN ALCHEMY I a nonprofit organization

"Transforming People & Communities through Love & Respect"

Direct: 510.830.8591

From: [Bayron Wilson](#)
To: [Starliper, Lisa \(DEM\)](#)
Cc: [Artiejr](#); [Gran, Betsy \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#)
Subject: Re: Standard protocol for showers
Date: Monday, January 24, 2022 6:14:35 AM

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Thank you Lisa,

@Artie, can you have the UA team lead ADIS get with the shower practitioners and go over the standard protocols for showers.

Best,
Bayron

On Mon, Jan 24, 2022 at 5:51 AM Starliper, Lisa (DEM) <lisa.starliper@sfgov.org> wrote:

Good Morning All,

[@Rivera, Tiffany \(DPH\)](#) for looping me in.

From the DEM side of the house, we're mainly interested in just capturing the protocols established for the showers and adding them to our "Site Manager Playbook". This playbook is going to contain information related to the day-to-day workings of the site, and will include information on who to call if there are issues with Security, food delivery or if Public Works needs to come and power wash the outdoor space. In addition, we'd like to add established protocols by our partners (e.g. DPH, UA, HR360).

Attached are two job aides that got started last week by our team (showers, guest belongings). Not sure if these will be helpful to UA when drafting the protocols for this work, but wanted to share just the same.

Thanks again and talk soon,

Lisa

Lisa Starliper

Operations Manager

Dept of Emergency Management

[1011 Turk Street](#)

[San Francisco, CA 94102](#)

lisa.starliper@sfgov.org

415-517-5092 (work cell)

From: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>

Sent: Sunday, January 23, 2022 9:51 PM

To: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>

Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>

Subject: Re: Standard protocol for showers

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Tiffany Rivera, BSN, CEN, TCRN

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

[333 Valencia St., San Francisco, Ca 94103](#)

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

From: Gran, Betsy (DPH) <betsy.gran@sfdph.org>

Sent: Saturday, January 22, 2022 1:24 PM

To: DPH-workplaces-57 <bayronw@urban-alchemy.us>

Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>

Subject: Standard protocol for showers

Hi Bayron, (and TLC ops team!)

I'm Betsy with DPH – one of the 500+ people you've interacted with this week =)

I hope you're well.

I wanted to thank you and your team for an incredible first week of operations and for the good feedback on how to continuously improve.

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Cheers,

Betsy

Betsy Gran

Activated Disaster Service Worker

Planning Section Chief – Tenderloin Response 2022

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--



Bayron Wilson

Chief of Operations, San Francisco, Los Angeles

URBAN ALCHEMY I a nonprofit organization

"Transforming People & Communities through Love & Respect"

Direct: 510.830.8591

From: [Starliper, Lisa \(DEM\)](#)
To: [Rivera, Tiffany \(DPH\)](#); [Gran, Betsy \(DPH\)](#); [DPH-workplaces-57](#)
Cc: [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#)
Subject: RE: Standard protocol for showers
Date: Monday, January 24, 2022 5:51:15 AM
Attachments: [GUEST SHOWER PROCEDURE JOB AID.docx](#)
[GUEST BELONGINGS HANDLING JOB AID.docx](#)

Good Morning All,

[@Rivera, Tiffany \(DPH\)](#) for looping me in.

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Lisa Starliper
Operations Manager
Dept of Emergency Management
1011 Turk Street
San Francisco, CA 94102
lisa.starliper@sfgov.org
415-517-5092 (work cell)

From: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Sent: Sunday, January 23, 2022 9:51 PM
To: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>
Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Re: Standard protocol for showers

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Tiffany Rivera, BSN, CEN, TCRN

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

From: Gran, Betsy (DPH) <betsy.gran@sfdph.org>

Sent: Saturday, January 22, 2022 1:24 PM

To: DPH-workplaces-57 <bayronw@urban-alchemy.us>

Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>

Subject: Standard protocol for showers

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Betsy Gran

Activated Disaster Service Worker

Planning Section Chief – Tenderloin Response 2022

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From: [Rivera, Tiffany \(DPH\)](#)
To: [Gran, Betsy \(DPH\)](#); [DPH-workplaces-57](#); [Starliper, Lisa \(DEM\)](#)
Cc: [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#)
Subject: Re: Standard protocol for showers
Date: Sunday, January 23, 2022 9:51:09 PM
Attachments: [TLResponse_Standard Work Restrooms.docx](#)

Hi all, I am looping in Lisa Starliper as DEM is starting to get these processes down on paper as well. I discussed this one with her this morning; this is one we should all be on the same page about. Let me know if there are any questions.

Tiffany Rivera, BSN, CEN, TCRN

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

From: Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Sent: Saturday, January 22, 2022 1:24 PM
To: DPH-workplaces-57 <bayronw@urban-alchemy.us>
Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>
Subject: Standard protocol for showers

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Betsy Gran
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Planning Section Chief – Tenderloin Response 2022

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From: [Bowman, Kimberley \(DEM\)](#)
To: [Borne, Deborah \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Rachowicz, Lisa \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Meskan, Brenda \(HOM\)](#); [Le, Tommy \(HOM\)](#); [Gran, Betsy \(DPH\)](#); [Tulloch, Cristel \(ADP\)](#); [Adami, Steve \(ADP\)](#); [Gary McCoy; DPH-bmiazgowicz; Artiejr; DPH-External-Weisen-Healthright360.org](#); [Macaraeg, Marc \(DPW\)](#); [Starliper, Lisa \(DEM\)](#); [Sop, Anna \(DEM\)](#); [Mera, Tanya \(DPH\)](#); [Mazza, Mark \(HOM\)](#); [Stephen Gibson](#); [Almeida, Angelica \(DPH\)](#); [Paul Harkin](#); [Bechelli, Adrienne \(DEM\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Hoffman, Rob \(DPH - Contractor\)](#)
Cc: [Barone, Doris \(HSA\)](#); [Rebecca Graff](#); [Tenner, Andrea \(DPH\)](#); [Ian Clark-Johnson](#); [Kauffman, Cindy \(HSA\)](#); [Carroll, Maryellen \(DEM\)](#); [Pletsch, Destiny \(ADP\)](#); [DPH-workplaces-57](#); [Lin, Cindy \(HSA\)](#); [Pineda, Anna \(HSA\)](#); [Ward, Cindy \(HSA\)](#); [Smith, Susie \(HSA\)](#); [Adamek, Jason \(HSA\)](#); [DPH-meganp \(FIVEKEYS.ORG\)](#); [Owens, Megan \(HOM\)](#); [Dylan Grattidge](#); [Clark, Susan \(DEM\)](#); [Perez, Anthony \(DEM\)](#); [Bessman, Elizabeth \(DEM\)](#)
Subject: Linkage Center Services Coordination Meeting
Date: Saturday, January 22, 2022 3:45:31 PM

Good Afternoon All –

I just wanted to let you all know we are hosting this meeting tomorrow, Sunday, to discuss how the weekend went and to look ahead toward programming and space needs for the coming week.

Thanks,
Kim

Kim Bowman

Assistant Deputy Director, Emergency Services
San Francisco Department of Emergency Management
Pronouns: She, Her, Hers
415-439-9171 Cell
415-554-4840 Office
Kimberley.bowman@sfgov.org | 1 Dr Carlton B Goodlett Pl, Suite 348



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From: [Gran, Betsy \(DPH\)](#)
To: [DPH-workplaces-57](#)
Cc: [Hoffman, Rob \(DPH - Contractor\)](#); [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#)
Subject: Standard protocol for showers
Date: Saturday, January 22, 2022 1:24:47 PM
Attachments: [TLResponse - Standard Work Restrooms.docx](#)

Hi Bayron, (and TLC ops team!)

I'm Betsy with DPH – one of the 500+ people you've interacted with this week =)

I hope you're well.

I wanted to thank you and your team for an incredible first week of operations and for the good feedback on how to continuously improve.

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Cheers,
Betsy

Betsy Gran
Activated Disaster Service Worker
Planning Section Chief – Tenderloin Response 2022

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From: [Rendon, Jerry "Gabriel" \(DPH\)](#)
To: [Loughran, Eileen \(DPH\)](#)
Cc: [Gran, Betsy \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#)
Subject: RE: Training Next Steps
Date: Friday, January 21, 2022 5:04:10 PM
Attachments: [Naloxone Management at the Tenderloin Linkage_DRAFT_0120-2022.pptx](#)
[image001.png](#)

Oops, it would help if I added the file...

From: Rendon, Jerry 'Gabriel' (DPH)
Sent: Friday, January 21, 2022 4:44 PM
To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>
Cc: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Subject: RE: Training Next Steps

Hello Eileen,

Gabriel here...I forwarded the 2 Draft PPTs to you and Rob. I am working in an office next to Betsy Gran (copied) at 101 Grove Street. What feedback do you have on the Naloxone PPT? I understood Rob (copied) would be reviewing the Referral Review for MAT, SUD, Mental Health, and Medical Care PPT. He and Betsy are on a call now and not sure if you're on that call too.

If not, LMK your thoughts on the Naloxone PPT and I'll follow-up with Rob when he's done on his current call.

Thank You,
Gabriel

From: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>
Sent: Wednesday, January 19, 2022 4:02 PM
To: SVC.DPH_DOC.TL.Plans <SVC.DPH_DOC.TL.Plans@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Rendon, Jerry 'Gabriel' (DPH) <jerrygabriel.rendon@sfdph.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Cc: Paul Harkin <pharkin@healthright360.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>
Subject: Re: Training Next Steps

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Eileen Loughran
Community Health Equity & Promotion
Health Program Coordinator
Population Health Division
San Francisco Department of Public Health
25 Van Ness Avenue, Suite 500
San Francisco, CA 94102

Tel: **(628)-217-6218**

eileen.loughran@sfdph.org

My new phone number after December 14, 2019:

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Sent: Wednesday, January 19, 2022 2:06 PM

To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Rendon, Jerry 'Gabriel' (DPH) <jerrygabriel.rendon@sfdph.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>


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Cheers,
Betsy

From: [Rendon, Jerry "Gabriel" \(DPH\)](#)
To: [Loughran, Eileen \(DPH\)](#)
Cc: [Gran, Betsy \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#)
Subject: RE: Training Next Steps
Date: Friday, January 21, 2022 4:43:45 PM
Attachments: [image001.png](#)

Hello Eileen,

Gabriel here...I forwarded the 2 Draft PPTs to you and Rob. I am working in an office next to Betsy Gran (copied) at 101 Grove Street. What feedback do you have on the Nalaxone PPT? I understood Rob (copied) would be reviewing the Referral Review for MAT, SUD, Mental Health, and Medical Care PPT. He and Betsy are on a call now and not sure if you're on that call too.

If not, LMK your thoughts on the Nalaxone PPT and I'll follow-up with Rob when he's done on his current call.

Thank You,
Gabriel

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Cheers,
Betsy

From: [Gary McCoy](#)
To: [Hoffman, Rob \(DPH - Contractor\)](#)
Subject: It's Gary McCoy
Date: Friday, January 21, 2022 8:53:58 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Gary McCoy | Director of Policy & Public Affairs
Policy & Public Affairs Department
(*he/him/his* pronouns)

HealthRIGHT 360
[1563 Mission Street | San Francisco, CA 94103-2543](#)
Cell: [415-525-2203](#)
gmc coy@healthright360.org | www.healthright360.org

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From: [Gran, Betsy \(DPH\)](#)
To: [Loughran, Eileen \(DPH\)](#); [SVC.DPH_DOC.TL.Plans](#); [Rivera, Tiffany \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Rendon, Jerry "Gabriel" \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#)
Cc: [Paul Harkin](#); [Simbe, Jeff \(DPH\)](#)
Subject: RE: Training Next Steps
Date: Wednesday, January 19, 2022 5:09:22 PM
Attachments: [image001.png](#)

All good – thank you for the update!

Betsy Gran
Activated Disaster Service Worker
Planning Section Chief – Tenderloin Response 2022

Check out brief, useful videos on the People Development Team [Youtube Channel](#)
Find updated HR information here: <http://tinyurl.com/DPH-HR-Center>

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Cc: [Paul Harkin](#); [Simbe, Jeff \(DPH\)](#)
Subject: Re: Training Next Steps
Date: Wednesday, January 19, 2022 4:02:30 PM
Attachments: [image001.png](#)

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Cc: [Paul Harkin](#); [Simbe, Jeff \(DPH\)](#)
Subject: RE: Training Next Steps
Date: Wednesday, January 19, 2022 2:06:11 PM
Attachments: [image001.png](#)

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To: [Adami, Steve \(ADP\)](#); [Starliper, Lisa \(DEM\)](#); [Borne, Deborah \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Rachowicz, Lisa \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Meskan, Brenda \(HOM\)](#); [Le, Tommy \(HOM\)](#); [Gran, Betsy \(DPH\)](#); [Tulloch, Cristel \(ADP\)](#); [Gary McCoy; DPH-bmiazgowicz; Artiejr; DPH-External-Weisen-Healthright360.org](#); [Macaraeg, Marc \(DPW\)](#); [Sop, Anna \(DEM\)](#); [Mazza, Mark \(HOM\)](#); [Stephen Gibson](#); [Almeida, Angelica \(DPH\)](#); [Paul Harkin](#); [Bechelli, Adrienne \(DEM\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Jorgensen, Andrea \(DEM\)](#); [Raycroft, Jill \(DEM\)](#)
Cc: [Rebecca Graff](#); [Tenner, Andrea \(DPH\)](#); [Ian Clark-Johnson](#); [Barone, Doris \(HSA\)](#); [Kauffman, Cindy \(HSA\)](#); [Carroll, Maryellen \(DEM\)](#); [Pletsch, Destiny \(ADP\)](#); [DPH-workplaces-57](#); [Lin, Cindy \(HSA\)](#); [Pineda, Anna \(HSA\)](#); [Ward, Cindy \(HSA\)](#); [Smith, Susie \(HSA\)](#); [Adamek, Jason \(HSA\)](#); [Alex Boyder](#); [DPH-meganp \(FIVEKEYS.ORG\)](#); [Owens, Megan \(HOM\)](#); [Dylan Grattidge](#)
Subject: Linkage Center Services Calendar and Daily Documents
Date: Tuesday, January 18, 2022 3:28:53 PM
Attachments: [1170 First Floor Services Plan.docx](#)
[LINKAGE CENTER METRICS AND TRACKING.docx](#)

Hi All –

The link to the google sheet calendar and points of contact is:
https://docs.google.com/spreadsheets/d/1cDVRpfVdiVu8IxBe3cacsNoLNC3NUX_Sh22VlySaQK0/edit?usp=sharing

There are two tabs, one for the calendar and a separate one for daily staffing and points of contact. Please let me know if you have any questions. Please update this information no later than 2100 DAILY. Also, attached are the two main documents in addition to the contact list that I provided to staff today.

Thanks,
Kim

Kim Bowman

Assistant Deputy Director, Emergency Services
San Francisco Department of Emergency Management
Pronouns: She, Her, Hers
415-439-9171 Cell
415-554-4840 Office
Kimberley.bowman@sfgov.org | 1 Dr Carlton B Goodlett Pl, Suite 348



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Subject: Linkage Center Concept of Operations
Date: Monday, January 17, 2022 10:33:48 PM
Attachments: [Tenderloin Linkage Center CONOPS.pdf](#)

Good Evening All –

Please find the attached Tenderloin Linkage Center Concept of Operations. See you all tomorrow!

Thanks,
Kim

Kim Bowman

Assistant Deputy Director, Emergency Services

San Francisco Department of Emergency Management

Pronouns: She, Her, Hers

415-439-9171 Cell

415-554-4840 Office

Kimberley.bowman@sfgov.org | 1 Dr Carlton B Goodlett Pl, Suite 348



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From: [Paul Harkin](#)
To: [Loughran, Eileen \(DPH\)](#)
Cc: [Hoffman, Rob \(DPH - Contractor\)](#)
Subject: RE: [EXTERNAL]Re: Bathroom Safety Notice
Date: Monday, January 17, 2022 10:17:24 PM

Cool. I just want to be sure this type of thing goes up. So that participants are alerted before hand and understand that this is a respectful safety process, not a process to catch them out.

From: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>
Sent: Monday, January 17, 2022 10:08 PM
To: Paul Harkin <pharkin@healthright360.org>
Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Subject: [EXTERNAL]Re: Bathroom Safety Notice

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Paul,

We've been working on signage for bathrooms that is respectful to guests. This is very similar to what we have been discussing. Signs should be up by tomorrow. If you have any concerns about wording please let us know. Wording is based on what has been used at 6th Street HRC and other sites.

We should have consulted with you but were directed to have signs by opening day. Definitely want to partner on final signage.

E

Get [Outlook for iOS](#)

From: Paul Harkin <pharkin@healthright360.org>
Sent: Monday, January 17, 2022 9:55:25 PM
To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>
Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Subject: Bathroom Safety Notice

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi,

We were at the site today and there were not notices on bathrooms. As part of the Bathroom Safety Protocol, we were thinking of putting up a sign like this on the outside of the door and the inside. I put one up at Glide and it lasted for years and prevented any real incidents.

Paul

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From: [Loughran, Eileen \(DPH\)](#)
To: [Paul Harkin](#)
Cc: [Hoffman, Rob \(DPH - Contractor\)](#)
Subject: Re: Bathroom Safety Notice
Date: Monday, January 17, 2022 10:07:44 PM

Hi Paul,

We've been working on signage for bathrooms that is respectful to guests. This is very similar to what we have been discussing. Signs should be up by tomorrow. If you have any concerns about wording please let us know. Wording is based on what has been used at 6th Street HRC and other sites.

We should have consulted with you but were directed to have signs by opening day. Definitely want to partner on final signage.
E

Get [Outlook for iOS](#)

From: Paul Harkin <pharkin@healthright360.org>
Sent: Monday, January 17, 2022 9:55:25 PM
To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>
Cc: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Subject: Bathroom Safety Notice

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Hi,

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Paul

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From: [Paul Harkin](#)
To: [Loughran, Eileen \(DPH\)](#)
Cc: [Hoffman, Rob \(DPH - Contractor\)](#)
Subject: Bathroom Safety Notice
Date: Monday, January 17, 2022 9:55:54 PM
Attachments: [Bathroom Safety Notice.docx](#)

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi,

We were at the site today and there were not notices on bathrooms. As part of the Bathroom Safety Protocol, we were thinking of putting up a sign like this on the outside of the door and the inside. I put one up at Glide and it lasted for years and prevented any real incidents.

Paul

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From: [Bracco, Louis \(HOM\)](#)
To: [Bechelli, Adrienne \(DEM\)](#); [Bowman, Kimberley \(DEM\)](#); [Borne, Deborah \(DPH\)](#); [Loughran, Eileen \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#)
Cc: [Gran, Betsy \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Artiejr](#); [Ian Clark-Johnson](#); [DPH-workplaces-57](#); [Tenner, Andrea \(DPH\)](#)
Subject: RE: Linkage Center Signs/Flyers and CBO review?
Date: Monday, January 17, 2022 1:47:47 PM
Attachments: [image001.png](#)

Hi all,

I consulted with UA and added two short paragraphs to the intake script to cover weapons check and client belongings.

Guests must turn in all weapons (except for firearms which will be turned over to SFPD immediately) they possess at intake and every time they enter a site. UA will not wand guests at the door. Weapons check will be based on visibility check and a guest's verbal disclosure. UA will store weapons in a safe and secure lockbox and guests can pick up weapons at the end of their stay at the linkage center.

Do we want to tell clients at intake that refusing to check a weapon and/or having an unchecked weapon on-site will result in a denied of service? Or is this too off-putting?

Intake form:

[Linkages Sign In Sheet .docx](#)

Intake script:

[UA Script.docx](#)



Louis Bracco (he/him)

Safe Sleep Lead

San Francisco Department of Homelessness and Supportive Housing

Louis.Bracco@sfgov.org | 518-860-7617

From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>

Sent: Sunday, January 16, 2022 6:34 PM

To: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>

Cc: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artiejr@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-

57 <bayronw@urban-alchemy.us>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>

Subject: RE: Linkage Center Signs/Flyers and CBO review?

Hi everyone. Thanks for a productive meeting today at 2pm.

I want to clarify a couple things for folks who weren't able to join us today:

1. All guests of the Linkage Center will be coming in the front doors and will go through the low barrier intake process. The only way to access the outdoor space is by walking down the hallway of the building and then through the doors leading to outside. So no one will be going straight from the street to the outdoor space.
2. There will be no need for guests to fill out forms. Intake forms will be completed by site staff on behalf of guests. There are 5 key questions asked at intake (they can be phrased in various ways):
 - a. Preferred Name
 - b. Age
 - c. Has the guest been to the Linkage Center before
 - d. How did the guest hear about the Linkage Center (self-presented or referred by a community org, and if the latter which one)
 - e. What general type of services is the guest interested in accessing
3. There will be a few required metrics for site staff to capture and submit to the site manager at the end of each day/shift. Kim will distribute that list and we will discuss it tomorrow and again on Tuesday morning.

I also feel like the proposed intake script is really formal and too long. Intake should take no more than 30-45 seconds unless the guest is interested in hearing a detailed list of services. I don't see a need to list out every type of service available the second they walk into the site since they will be there for a little while (hopefully) and will get the chance to engage with case managers and others while on site to hear more about the services offered. So I've made my suggestions in the script document and recommend taking out the whole bottom section.

Thanks.

Intake form:

[Linkages Sign In Sheet .docx](#)

Intake script:

[UA Script.docx](#)

Adrienne Bechelli (she/her)

Department of Emergency Management

(415) 806-2058 cell **text message is the best way to reach me**

From: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>
Sent: Sunday, January 16, 2022 5:39 PM
To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Cc: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: RE: Linkage Center Signs/Flyers and CBO review?

I have made some edits to the intake form and the script. Adrienne is also reviewing and will be providing edits. Please provide feedback by 1400 tomorrow.

Kim Bowman

Assistant Deputy Director, Emergency Services
415-439-9171 Cell

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Saturday, January 15, 2022 6:57 PM
To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>
Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Re: Linkage Center Signs/Flyers and CBO review?

Hello Everyone

I have uploaded the script and intake form to share point- I don't know if UA can edit- so I will attach a word version as well. Please make comments on the share point- and track changes. Kimberly will also be putting this in a team's folder for us to share.

1. I thought it was the agreement that we will only be doing a welcome and counting the numbers of people coming into the site. I do not think we should be asking people about services at the door to the outside. It could be overwhelming,
2. We have been asked by community CBO and advocates to collect demographic, housing

status, SOGI data, and language needs for people coming into the site. I am not sure how to do this and not have it be off-putting. I am waiting to hear back from people on suggestions.

Linkage sign in

 [Linkages Sign In Sheet .docx](#)

UA script:

 [UA Script.docx](#)

I reviewed the process with Mary Howe who runs a very low barrier syringe site. Her team doesn't ask guests anything and just keep track and guesstimate age range,

thank you,
Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,
San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

“ No problem can be solved from the same level of consciousness that created it.”

- Albert Einstein

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From: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>

Sent: Friday, January 14, 2022 8:13 AM

To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>

Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>

Subject: Re: Linkage Center Signs/Flyers and CBO review?

Thanks Tiffany for bumping this up. I had meant to reply on Wed. This is a good example of referencing our Standard work for creating a welcoming environment.

My initial thoughts:

The initial intake form may be barrier to some people entering. Initially asking for name and DOB can be overwhelming. Also it is presumptive that people are going there for services. (yes we want people to access services but I'm sure some folks will want to just check out the space before they are ready to say yes to services.

Can intake be: Hi. My name's Eileen. Welcome to the Linkages Center. You can get some coffee outside to the left, but if you come inside, I'm going to need your name and DOB. We have lots of different services inside if your interested.

UA script: There is good information in here but I would shorten it

thanks,

e

Eileen Loughran
Community Health Equity & Promotion
Health Program Coordinator
Population Health Division
San Francisco Department of Public Health
25 Van Ness Avenue, Suite 500
San Francisco, CA 94102

Tel: **(628)-217-6218**

eileen.loughran@sfdph.org

My new phone number after December 14, 2019:

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From: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>

Sent: Thursday, January 13, 2022 10:49 PM

To: Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>

Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>

Subject: Re: Linkage Center Signs/Flyers and CBO review?

Mecca and Louis,

This looks great from my perspective, but I defer to our SMEs (Eileen, Deb, Rob).

Thanks!

Tiffany Rivera, BSN, CEN, TCRN

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

From: Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>

Sent: Wednesday, January 12, 2022 6:02 PM

To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>

Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; artieg <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>

Subject: RE: Linkage Center Signs/Flyers and CBO review?

Hello all:

Can you review the draft script for UA to greet clients entering the site. Do the talking points look correct? Any feedback/edits?

Also the sign in sheet is something UA will be completing as clients complete as clients enter the site.

[@Bracco, Louis \(HOM\)](#) can you track the edits and provide a clean updated version if needed.

Mecca Cannariato, LCSW, MPA (she/her)

Director of Outreach & Temporary Shelter

San Francisco Department of Homelessness & Supportive Housing

City & County of San Francisco

Umecke.Cannariato@sfgov.org | Phone: 415.525.1257 | F: 415.355.7408

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From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>

Sent: Wednesday, January 12, 2022 1:54 PM

To: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>

Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>

Subject: Fw: Linkage Center Signs/Flyers and CBO review?

Hi

I am including HSH, DPH and DEM leads on this.

We need signage for the building and some flyer/index card like thing

this is the group. we meet 2-3 weekly.

They can share with CBO partners

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,
San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

“No problem can be solved from the same level of consciousness that created it.”

- Albert Einstein

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From: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>
Sent: Wednesday, January 12, 2022 1:32 PM
To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Cc: Zamora, Francis (DEM) <francis.zamora@sfgov.org>
Subject: Linkage Center Signs/Flyers and CBO review?

Hi Deb!

Could you connect me with the people the JIC should be collaborating with re: Linkage Center signage and flyers? We are trying to get something printed and ready for dissemination for the grand opening so our strategy is to create something as a stopgap and iterate/evolve as the site and outreach gets going. In the near term, attached is very simple language for the site's signage and flyer for hopeful clients. Again, we would have time to build off of these but in order to meet our deadline to have designs ready for final review and print please see attached. I'm going to call you on your cell in the event I can reach in you person, too.

Thanks,
Kristin

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Wednesday, December 8, 2021 11:21 AM
To: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>

Subject: Re: Canceled: Vaccine Communications Workgroup Meeting

Hi

How are you?

Two things:

I am being deactivated to 25% for PEH and vulnerable groups only. I don't need to participate in the meeting. However please reach out if there are specifics about PEH or other vulnerable groups I can help you with.

I would love to do a real tarot reading for the new year for you!

Hope you and family are fabulous.

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Equity and Community Section Deputy

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

-Maya Angelou

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On Dec 8, 2021, at 10:45 AM, Hogan, Kristin (DEM) <kristin.hogan@sfgov.org> wrote:

Hello, all. We will be following a slightly refined/revised agenda for this weekly

workgroup meeting. Also, please let me know if you would like to be removed from this meeting invite since some of us have been deactivated or are no longer working on vaccine communications. Thanks for your past and/or continued participation!

AGENDA ITEM

TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

- Provide updates for situational awareness to enhance proactive messaging both internally (DHR) and externally
- Increase opportunities for collaboration - Are there existing citywide/community events that we can piggy back off of to enhance vaccine uptake?
- Escalations/need for JIC resources/support
- High-level overview of agenda topic flow:
 1. DPH Comms messaging update
 2. Vaccine Branch operational update
 3. DHR update
 4. Community/Neighborhoods update
 5. Elected questions and schools update
 6. Special topic/briefing presentation

1 min

DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

Aziza: Include high level themes for this week's social media.

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

- How can DPH Comms (social?) or external community partner messaging (JIC) help amplify efforts?

2 min

DHR – Mawuli Tugbenyoh

Internal Communications Update

- Data/Progress on vax ascertainment

3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

- What support do these neighborhood/community level efforts need from JIC?

5 min

BOS AND SCHOOLS – Ana Validzic

Electeds questions and schools update

5 min

Featured Topic/General Discussion

TBD each week or on bi-weekly basis

10 min

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting<https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGEzNDFjNjlk%40thread.v2/0?context=%7b%22Tid%22%3a%2222d5c2cf-ce3e-443d-9a7f-dfcc0231f73f%22%2c%22Oid%22%3a%22ca914cf6-c81f-49a5-a38a-d02f50f69493%22%7d>

Or call in (audio only)

+1 415-906-4659,,764444209#<<tel:+14159064659,,764444209#>> United States, San Francisco

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options<https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGEzNDFjNjlk@thread.v2&messageId=0&language=en-US>

From: [Rivera, Tiffany \(DPH\)](#)
To: [Hoffman, Rob \(DPH - Contractor\)](#); [Borne, Deborah \(DPH\)](#); [Loughran, Eileen \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Simbe, Jeff \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Bracco, Louis \(HOM\)](#)
Cc: [Bowman, Kimberley \(DEM\)](#); [Gran, Betsy \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Artiejr](#); [Ian Clark-Johnson](#); [DPH-workplaces-57](#); [Tenner, Andrea \(DPH\)](#)
Subject: Re: Linkage Center Signs/Flyers and CBO review?
Date: Sunday, January 16, 2022 6:38:21 PM

It was decided today that intake would be just “what do you want us to call you” and age. There’s also talk of shortening the script. I think it’ll be better soon

Tiffany Rivera, BSN, CEN, TCRN
Deputy Director, Emergency Preparedness and Response Branch
San Francisco Department on Public Health

From: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Sent: Sunday, January 16, 2022 6:05:24 PM
To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>
Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Re: Linkage Center Signs/Flyers and CBO review?

Hi

Regarding the UA script. I wasn't able to add comments or edit. I have a clarifying question - Where are we asking UA to collect name and day/month of birth? to enter the outside campus or to enter the building?

Few things:

1. we should simplify this
2. Many of the “services” are just providing info - see Mental health and SUD standard of work.
3. It's too much too soon. Most people are somewhere on the stages of change scale around the pre-contemplation and contemplation stages so this should inform how we speak to folks.
- 4.

Urban Alchemy Script At the entrance of the Linkage Center Campus

Welcome to the **Linkage Center**. We are happy you are here. My name is _____ and I work at Urban Alchemy. **Can I give you a brief overview of what we have to offer?**

Outside we have:

- 2 hot meals a day, coffee, and snacks
 - Companion Animal monitoring
-

- Project Homeless Connect is here on Mondays & Tuesdays - but what is Project Homeless Connect offering??
- Showers and laundry daily

Inside we can connect you to:

- Mental Health Care & Treatment referrals, including
- Substance use Care & Treatment referrals, including inpatient & outpatient treatment, detox, methadone, suboxone, harm reduction programs
- Medical Care & Primary Care doctor referrals
- Shelter & Navigation Center placements
- Housing Assessments and placements
- Other community resources and programs
- COVID Vaccine (Thursday afternoon, Saturday morning)
- Naloxone (Narcan)
- Because of COVID:
 - If you go inside you have to wear a surgical mask.
 - When you're outside, you do not have to wear a mask

Because of COVID:

- If you go inside you must wear a surgical mask at all times in the building
- When you're outside, you do not have to wear a mask

FOR UA entrance to the building: .

Welcome, if you are coming inside will you make sure you wear a surgical mask while inside?

Some of the services you can get connected to inside.: **I do not think we offer these services inside so we should say "we can connect you with these services inside". See standard work - SUD, Physical Health, Mental health - we are mostly**

- Mental Health & Substance Use care & Treatment referrals & Resources
- Narcan and wound care supplies
- Medical Care & Primary Care doctor referrals
- Shelter & Nav Center placements
- Housing Assessments and placements
- COVID Vaccine (Thursday afternoon, Saturday morning)

Warm Regards,
Rob Hoffman

Pronouns: he, him, his
Special Projects Coordinator
Community Health Equity & Promotion Branch
Population Health Division
San Francisco Department of Public Health
25 Van Ness Avenue, Suite 650
San Francisco, CA 94102
Phone: (415) 713 2349
Email: rob.hoffman@sfdph.org
Website: www.sfdph.org/chep

If you need syringe litter removed text the Pick Up Crew a picture, location, and description. (415) 810-1337.

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Saturday, January 15, 2022 6:56 PM
To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>
Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Re: Linkage Center Signs/Flyers and CBO review?

Hello Everyone

I have uploaded the script and intake form to share point- I don't know if UA can edit- so I will attach a word version as well. Please make comments on the share point- and track changes. Kimberly will also be putting this in a team's folder for us to share.

1. I thought it was the agreement that we will only be doing a welcome and counting the numbers of people coming into the site. I do not think we should be asking people about services at the door to the outside. It could be overwhelming,
2. We have been asked by community CBO and advocates to collect demographic, housing status, SOGI data, and language needs for people coming into the site. I am not sure how to do this and not have it be off-putting. I am waiting to hear back from people on suggestions.

Linkage sign in

[Linkages Sign In Sheet.docx](#)

UA script:

[UA Script.docx](#)

I reviewed the process with Mary Howe who runs a very low barrier syringe site. Her team doesn't ask guests anything and just keep track and guesstimate age range,

thank you,
Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,
San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

“ No problem can be solved from the same level of consciousness that created it.”
- Albert Einstein

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From: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>

Sent: Friday, January 14, 2022 8:13 AM

To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>

Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH)

<betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>

Subject: Re: Linkage Center Signs/Flyers and CBO review?

Thanks Tiffany for bumping this up. I had meant to reply on Wed. This is a good example of referencing our Standard work for creating a welcoming environment.

My initial thoughts:

The initial intake form may be barrier to some people entering. Initially asking for name and DOB can be overwhelming. Also it is presumptive that people are going there for services. (yes we want people to access services but I'm sure some folks will want to just check out the space before they are ready to say yes to services.

Can intake be: Hi. My name's Eileen. Welcome to the Linkages Center. You can get some coffee outside to the left, but if you come inside, I'm going to need your name and DOB. We have lots of different services inside if your interested.

UA script: There is good information in here but I would shorten it

thanks,
e

Eileen Loughran
Community Health Equity & Promotion
Health Program Coordinator
Population Health Division
San Francisco Department of Public Health
25 Van Ness Avenue, Suite 500
San Francisco, CA 94102

Tel: **(628)-217-6218**
eileen.loughran@sfdph.org

My new phone number after December 14, 2019:

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From: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>

Sent: Thursday, January 13, 2022 10:49 PM

To: Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>

Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>

Subject: Re: Linkage Center Signs/Flyers and CBO review?

Mecca and Louis,

This looks great from my perspective, but I defer to our SMEs (Eileen, Deb, Rob).

Thanks!

Tiffany Rivera, BSN, CEN, TCRN

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

From: Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>

Sent: Wednesday, January 12, 2022 6:02 PM

To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>

Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; artieg <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>

Subject: RE: Linkage Center Signs/Flyers and CBO review?

Hello all:

Can you review the draft script for UA to greet clients entering the site. Do the talking points look correct? Any feedback/edits?

Also the sign in sheet is something UA will be completing as clients complete as clients enter the site.

[@Bracco, Louis \(HOM\)](#) can you track the edits and provide a clean updated version if needed.

Mecca Cannariato, LCSW, MPA (she/her)

Director of Outreach & Temporary Shelter
San Francisco Department of Homelessness & Supportive Housing
City & County of San Francisco

Umecke.Cannariato@sfgov.org | Phone: 415.525.1257 | F: 415.355.7408

Learn: hsh.sfgov.org | Follow: [@SF_HSH](https://twitter.com/SF_HSH) | Like: [@SanFranciscoHSH](https://www.facebook.com/SanFranciscoHSH)

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From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>

Sent: Wednesday, January 12, 2022 1:54 PM

To: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>

Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>

Subject: Fw: Linkage Center Signs/Flyers and CBO review?

Hi

I am including HSH, DPH and DEM leads on this.

We need signage for the building and some flyer/index card like thing

this is the group. we meet 2-3 weekly.

They can share with CBO partners

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,
San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

“ No problem can be solved from the same level of consciousness that created it.”
- Albert Einstein

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strictly prohibited. Please contact the sender immediately and delete/destroy all copies of this message. Thank You

From: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>
Sent: Wednesday, January 12, 2022 1:32 PM
To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Cc: Zamora, Francis (DEM) <francis.zamora@sfgov.org>
Subject: Linkage Center Signs/Flyers and CBO review?

Hi Deb!

Could you connect me with the people the JIC should be collaborating with re: Linkage Center signage and flyers? We are trying to get something printed and ready for dissemination for the grand opening so our strategy is to create something as a stopgap and iterate/evolve as the site and outreach gets going. In the near term, attached is very simple language for the site's signage and flyer for hopeful clients. Again, we would have time to build off of these but in order to meet our deadline to have designs ready for final review and print please see attached. I'm going to call you on your cell in the event I can reach in you person, too.

Thanks,
Kristin

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Wednesday, December 8, 2021 11:21 AM
To: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>
Subject: Re: Canceled: Vaccine Communications Workgroup Meeting

Hi

How are you?

Two things:

I am being deactivated to 25% for PEH and vulnerable groups only. I don't need to participate in the meeting. However please reach out if there are specifics about PEH or other vulnerable groups I can help you with.

I would love to do a real tarot reading for the new year for you!

Hope you and family are fabulous.

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Equity and Community Section Deputy

Health Policy, Vulnerable Populations and People Experiencing Homelessness,
San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

-Maya Angelou

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On Dec 8, 2021, at 10:45 AM, Hogan, Kristin (DEM) <kristin.hogan@sfgov.org> wrote:

Hello, all. We will be following a slightly refined/revised agenda for this weekly workgroup meeting. Also, please let me know if you would like to be removed from this meeting invite since some of us have been deactivated or are no longer working on vaccine communications. Thanks for your past and/or continued participation!

AGENDA ITEM

TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

- Provide updates for situational awareness to enhance proactive messaging both internally (DHR) and externally
- Increase opportunities for collaboration - Are there existing citywide/community events that we can piggy back off of to enhance vaccine uptake?
- Escalations/need for JIC resources/support
- High-level overview of agenda topic flow:
 1. DPH Comms messaging update
 2. Vaccine Branch operational update
 3. DHR update
 4. Community/Neighborhoods update
 5. Elected questions and schools update
 6. Special topic/briefing presentation

1 min

DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

Aziza: Include high level themes for this week's social media.

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

- How can DPH Comms (social?) or external community partner messaging (JIC) help amplify efforts?

2 min

DHR – Mawuli Tugbenyoh

Internal Communications Update

- Data/Progress on vax ascertainment

3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

- What support do these neighborhood/community level efforts need from JIC?

5 min

BOS AND SCHOOLS – Ana Validzic

Electeds questions and schools update

5 min

Featured Topic/General Discussion

TBD each week or on bi-weekly basis

10 min

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting<https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGEzNDFjNjlk%40thread.v2/0?context=%7b%22Tid%22%3a%2222d5c2cf-ce3e-443d-9a7f-dfcc0231f73f%22%2c%22Oid%22%3a%22ca914cf6-c81f-49a5-a38a-d02f50f69493%22%7d>

Or call in (audio only)

+1 415-906-4659,,764444209#<<tel:+14159064659,,764444209#>> United States, San Francisco

Phone Conference ID: 764 444 209#

Find a local number<<https://dialin.teams.microsoft.com/6ab5bcf2-34a3-4844-8511-4e51fb43f358?id=764444209>> | Reset

PIN<<https://mysettings.lync.com/pstnconferencing>>

Learn More<<https://aka.ms/JoinTeamsMeeting>> | Meeting

options<https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGEzNDFjNjlk@thread.v2&messageId=0&language=en-US>

From: [Bechelli, Adrienne \(DEM\)](#)
To: [Bowman, Kimberley \(DEM\)](#); [Borne, Deborah \(DPH\)](#); [Loughran, Eileen \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Bracco, Louis \(HOM\)](#)
Cc: [Gran, Betsy \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Artiejr](#); [Ian Clark-Johnson](#); [DPH-workplaces-57](#); [Tenner, Andrea \(DPH\)](#)
Subject: RE: Linkage Center Signs/Flyers and CBO review?
Date: Sunday, January 16, 2022 6:33:38 PM

Hi everyone. Thanks for a productive meeting today at 2pm.

I want to clarify a couple things for folks who weren't able to join us today:

1. All guests of the Linkage Center will be coming in the front doors and will go through the low barrier intake process. The only way to access the outdoor space is by walking down the hallway of the building and then through the doors leading to outside. So no one will be going straight from the street to the outdoor space.
2. There will be no need for guests to fill out forms. Intake forms will be completed by site staff on behalf of guests. There are 5 key questions asked at intake (they can be phrased in various ways):
 - a. Preferred Name
 - b. Age
 - c. Has the guest been to the Linkage Center before
 - d. How did the guest hear about the Linkage Center (self-presented or referred by a community org, and if the latter which one)
 - e. What general type of services is the guest interested in accessing
3. There will be a few required metrics for site staff to capture and submit to the site manager at the end of each day/shift. Kim will distribute that list and we will discuss it tomorrow and again on Tuesday morning.

I also feel like the proposed intake script is really formal and too long. Intake should take no more than 30-45 seconds unless the guest is interested in hearing a detailed list of services. I don't see a need to list out every type of service available the second they walk into the site since they will be there for a little while (hopefully) and will get the chance to engage with case managers and others while on site to hear more about the services offered. So I've made my suggestions in the script document and recommend taking out the whole bottom section.

Thanks.

Intake form:

 [Linkages Sign In Sheet .docx](#)

Intake script:

 [UA Script.docx](#)

Adrienne Bechelli (she/her)

Department of Emergency Management
(415) 806-2058 cell **text message is the best way to reach me**

From: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>
Sent: Sunday, January 16, 2022 5:39 PM
To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Cc: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: RE: Linkage Center Signs/Flyers and CBO review?

I have made some edits to the intake form and the script. Adrienne is also reviewing and will be providing edits. Please provide feedback by 1400 tomorrow.

Kim Bowman

Assistant Deputy Director, Emergency Services
415-439-9171 Cell

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Saturday, January 15, 2022 6:57 PM
To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>
Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Re: Linkage Center Signs/Flyers and CBO review?

Hello Everyone

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numbers of people coming into the site. I do not think we should be asking people about services at the door to the outside. It could be overwhelming,

2. We have been asked by community CBO and advocates to collect demographic, housing status, SOGI data, and language needs for people coming into the site. I am not sure how to do this and not have it be off-putting. I am waiting to hear back from people on suggestions.

Linkage sign in

 [Linkages Sign In Sheet .docx](#)

UA script:

 [UA Script.docx](#)

I reviewed the process with Mary Howe who runs a very low barrier syringe site. Her team doesn't ask guests anything and just keep track and guesstimate age range,

thank you,

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

“ No problem can be solved from the same level of consciousness that created it.”

- Albert Einstein

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From: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>

Sent: Friday, January 14, 2022 8:13 AM

To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>

Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artiejr@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>

Subject: Re: Linkage Center Signs/Flyers and CBO review?

Thanks Tiffany for bumping this up. I had meant to reply on Wed. This is a good example of referencing our Standard work for creating a welcoming environment.

My initial thoughts:

The initial intake form may be barrier to some people entering. Initially asking for name and DOB can be overwhelming. Also it is presumptive that people are going there for services. (yes we want people to access services but I'm sure some folks will want to just check out the space before they are ready to say yes to services.

Can intake be: Hi. My name's Eileen. Welcome to the Linkages Center. You can get some coffee outside to the left, but if you come inside, I'm going to need your name and DOB. We have lots of different services inside if your interested.

UA script: There is good information in here but I would shorten it

thanks,
e

Eileen Loughran
Community Health Equity & Promotion
Health Program Coordinator
Population Health Division

San Francisco Department of Public Health
25 Van Ness Avenue, Suite 500
San Francisco, CA 94102

Tel: **(628)-217-6218**

eileen.loughran@sfdph.org

My new phone number after December 14, 2019:

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Sent: Thursday, January 13, 2022 10:49 PM

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Subject: Re: Linkage Center Signs/Flyers and CBO review?

Mecca and Louis,

This looks great from my perspective, but I defer to our SMEs (Eileen, Deb, Rob).

Thanks!

Tiffany Rivera, BSN, CEN, TCRN

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Deputy Director, Emergency Preparedness & Response

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24-Hour On-Call PHEPR Number: 415.802.7358

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Hello all:

Can you review the draft script for UA to greet clients entering the site. Do the talking points look correct? Any feedback/edits?

Also the sign in sheet is something UA will be completing as clients complete as clients enter the site.

[@Bracco, Louis \(HOM\)](mailto:Louis.Bracco@hsh.sfgov.org) can you track the edits and provide a clean updated version if needed.

Mecca Cannariato, LCSW, MPA (she/her)

Director of Outreach & Temporary Shelter
San Francisco Department of Homelessness & Supportive Housing
City & County of San Francisco

Umecke.Cannariato@sfgov.org | Phone: 415.525.1257 | F: 415.355.7408

Learn: hsh.sfgov.org | Follow: [@SF_HSH](https://twitter.com/SF_HSH) | Like: [@SanFranciscoHSH](https://www.facebook.com/SanFranciscoHSH)

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Subject: Fw: Linkage Center Signs/Flyers and CBO review?

Hi

I am including HSH, DPH and DEM leads on this.

We need signage for the building and some flyer/index card like thing

this is the group. we meet 2-3 weekly.

They can share with CBO partners

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

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From: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>

Sent: Wednesday, January 12, 2022 1:32 PM

To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>

Cc: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Subject: Linkage Center Signs/Flyers and CBO review?

Hi Deb!

Could you connect me with the people the JIC should be collaborating with re: Linkage Center signage and flyers? We are trying to get something printed and ready for dissemination for the grand opening so our strategy is to create something as a stopgap and iterate/evolve as the site and outreach gets going. In the near term, attached is very simple language for the site's signage and flyer for hopeful clients. Again, we would have time to build off of these but in order to meet our deadline to have designs ready for final review and print please see attached. I'm going to call you on your cell in the event I can reach in you person, too.

Thanks,
Kristin

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Wednesday, December 8, 2021 11:21 AM
To: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>
Subject: Re: Canceled: Vaccine Communications Workgroup Meeting

Hi

How are you?

Two things:

I am being deactivated to 25% for PEH and vulnerable groups only. I don't need to participate in the meeting. However please reach out if there are specifics about PEH or other vulnerable groups I can help you with.

I would love to do a real tarot reading for the new year for you!

Hope you and family are fabulous.

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Equity and Community Section Deputy

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

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"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

-Maya Angelou

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On Dec 8, 2021, at 10:45 AM, Hogan, Kristin (DEM) <kristin.hogan@sfgov.org> wrote:

Hello, all. We will be following a slightly refined/revised agenda for this weekly workgroup meeting. Also, please let me know if you would like to be removed from this meeting invite since some of us have been deactivated or are no longer working on vaccine communications. Thanks for your past and/or continued participation!

AGENDA ITEM

TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

- Provide updates for situational awareness to enhance proactive messaging both internally (DHR) and externally
- Increase opportunities for collaboration - Are there existing citywide/community events that we can piggy back off of to enhance vaccine uptake?
- Escalations/need for JIC resources/support
- High-level overview of agenda topic flow:
 1. DPH Comms messaging update
 2. Vaccine Branch operational update
 3. DHR update
 4. Community/Neighborhoods update
 5. Elected questions and schools update
 6. Special topic/briefing presentation

1 min

DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

Aziza: Include high level themes for this week's social media.

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

- How can DPH Comms (social?) or external community partner messaging (JIC) help amplify efforts?

2 min

DHR – Mawuli Tugbenyoh

Internal Communications Update

- Data/Progress on vax ascertainment

3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

- What support do these neighborhood/community level efforts need from JIC?

5 min

BOS AND SCHOOLS – Ana Validzic

Electeds questions and schools update

5 min

Featured Topic/General Discussion

TBD each week or on bi-weekly basis

10 min

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting<https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGEzNDZjNjlk%40thread.v2/0?context=%7b%22Tid%22%3a%2222d5c2cf-ce3e-443d-9a7f-dfcc0231f73f%22%2c%22Oid%22%3a%22ca914cf6-c81f-49a5-a38a-d02f50f69493%22%7d>

Or call in (audio only)

+1 415-906-4659,,764444209#<<tel:+14159064659,,764444209#>> United States, San Francisco

Phone Conference ID: 764 444 209#

Find a local number<<https://dialin.teams.microsoft.com/6ab5bcf2-34a3-4844-8511-4e51fb43f358?id=764444209>> | Reset

PIN<<https://mysettings.lync.com/pstnconferencing>>

Learn More<<https://aka.ms/JoinTeamsMeeting>> | Meeting

options<https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGEzNDZjNjlk@thread.v2&messageId=0&language=en-US>

From: [Bowman, Kimberley \(DEM\)](#)
To: [Borne, Deborah \(DPH\)](#); [Loughran, Eileen \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Bracco, Louis \(HOM\)](#); [Bechelli, Adrienne \(DEM\)](#)
Cc: [Gran, Betsy \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Artiejr, Ian Clark-Johnson](#); [DPH-workplaces-57](#); [Tenner, Andrea \(DPH\)](#)
Subject: RE: Linkage Center Signs/Flyers and CBO review?
Date: Sunday, January 16, 2022 5:38 55 PM

I have made some edits to the intake form and the script. Adrienne is also reviewing and will be providing edits. Please provide feedback by 1400 tomorrow.

Kim Bowman

Assistant Deputy Director, Emergency Services
415-439-9171 Cell

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Saturday, January 15, 2022 6:57 PM
To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>
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Subject: Re: Linkage Center Signs/Flyers and CBO review?

Hello Everyone

I have uploaded the script and intake form to share point- I don't know if UA can edit- so I will attach a word version as well. Please make comments on the share point- and track changes.

Kimberly will also be putting this in a team's folder for us to share.

1. I thought it was the agreement that we will only be doing a welcome and counting the numbers of people coming into the site. I do not think we should be asking people about services at the door to the outside. It could be overwhelming,
2. We have been asked by community CBO and advocates to collect demographic, housing status, SOGI data, and language needs for people coming into the site. I am not sure how to do this and not have it be off-putting. I am waiting to hear back from people on suggestions.

Linkage sign in

 [Linkages Sign In Sheet .docx](#)

UA script:

 [UA Script.docx](#)

I reviewed the process with Mary Howe who runs a very low barrier syringe site. Her team doesn't ask guests anything and just keep track and guesstimate age range,

thank you,
Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

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My initial thoughts:

The initial intake form may be barrier to some people entering. Initially asking for name and DOB can be overwhelming. Also it is presumptive that people are going there for services. (yes we want people to access services but I'm sure some folks will want to just check out the space before they are ready to say yes to services.

Can intake be: Hi. My name's Eileen. Welcome to the Linkages Center. You can get some coffee outside to the left, but if you come inside, I'm going to need your name and DOB. We have lots of different services inside if your interested.

UA script: There is good information in here but I would shorten it

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On Dec 8, 2021, at 10:45 AM, Hogan, Kristin (DEM) <kristin.hogan@sfgov.org> wrote:

Hello, all. We will be following a slightly refined/revised agenda for this weekly workgroup meeting. Also, please let me know if you would like to be removed from this meeting invite since some of us have been deactivated or are no longer working on vaccine communications. Thanks for your past and/or continued participation!

AGENDA ITEM

TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

- Provide updates for situational awareness to enhance proactive messaging both internally (DHR) and externally
- Increase opportunities for collaboration - Are there existing citywide/community events that we can piggy back off of to enhance vaccine uptake?
- Escalations/need for JIC resources/support
- High-level overview of agenda topic flow:
 1. DPH Comms messaging update
 2. Vaccine Branch operational update
 3. DHR update
 4. Community/Neighborhoods update
 5. Elected questions and schools update
 6. Special topic/briefing presentation

1 min

DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

Aziza: Include high level themes for this week's social media.

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

- How can DPH Comms (social?) or external community partner messaging (JIC) help amplify efforts?

2 min

DHR – Mawuli Tugbenyoh

Internal Communications Update

- Data/Progress on vax ascertainment

3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

- What support do these neighborhood/community level efforts need from JIC?

5 min

BOS AND SCHOOLS – Ana Validzic

Electeds questions and schools update

5 min

Featured Topic/General Discussion

TBD each week or on bi-weekly basis

10 min

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting<https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDY3NjUwMjYtOWQzZC00MjJmLWgwODctOTNlMGZlNDJlNjlk%40thread.v2/0?context=%7b%22id%22%3a%2222d5c2cf-ce3e-443d-9a7f-dfcc0231f73f%22%2c%22oid%22%3a%22ca914cf6-c81f-49a5-a38a-d02f50f69493%22%7d>

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Phone Conference ID: 764 444 209#

Find a local number<<https://dialin.teams.microsoft.com/6ab5bcf2-34a3-4844-8511-4e51fb43f358?id=764444209>> | Reset

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<<https://aka.ms/JoinTeamsMeeting>> | Meeting options<https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLWgwODctOTNlMGZlNDJlNjlk@thread.v2&messageId=0&language=en-US>

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From: [Borne, Deborah \(DPH\)](#)
To: [Loughran, Eileen \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Bracco, Louis \(HOM\)](#)
Cc: [Bowman, Kimberley \(DEM\)](#); [Gran, Betsy \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Artieir, Ian Clark-Johnson](#); [DPH-workplaces-57](#); [Tenner, Andrea \(DPH\)](#)
Subject: Re: Linkage Center Signs/Flyers and CBO review?
Date: Saturday, January 15, 2022 6:56:57 PM
Attachments: [Linkages Sign In Sheet .docx](#)
[UA Script.docx](#)

<!--[if lte mso 15 || CheckWebRef]-->

Borne, Deborah (DPH) has shared a OneDrive for Business file with you. To view it, click the link below.

 [UA Script.docx](#)

<!--[endif]-->

Hello Everyone

I have uploaded the script and intake form to share point- I don't know if UA can edit- so I will attach a word version as well. Please make comments on the share point- and track changes. Kimberly will also be putting this in a team's folder for us to share.

1. I thought it was the agreement that we will only be doing a welcome and counting the numbers of people coming into the site. I do not think we should be asking people about services at the door to the outside. It could be overwhelming,
2. We have been asked by community CBO and advocates to collect demographic, housing status, SOGI data, and language needs for people coming into the site. I am not sure how to do this and not have it be off-putting. I am waiting to hear back from people on suggestions.

Linkage sign in

 [Linkages Sign In Sheet .docx](#)

UA script:

 [UA Script.docx](#)

I reviewed the process with Mary Howe who runs a very low barrier syringe site. Her team doesn't ask guests anything and just keep track and guesstimate age range,

thank you,
Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,
San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

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- Albert Einstein

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Sent: Friday, January 14, 2022 8:13 AM

To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>

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Subject: Re: Linkage Center Signs/Flyers and CBO review?

Thanks Tiffany for bumping this up. I had meant to reply on Wed. This is a good example of referencing our Standard work for creating a welcoming environment.

My initial thoughts:

The initial intake form may be barrier to some people entering. Initially asking for name and DOB can be overwhelming. Also it is presumptive that people are going there for services. (yes we want people to access services but I'm sure some folks will want to just check out the space before they are ready to say yes to services.

Can intake be: Hi. My name's Eileen. Welcome to the Linkages Center. You can get some coffee outside to the left, but if you come inside, I'm going to need your name and DOB. We have lots of different services inside if your interested.

UA script: There is good information in here but I would shorten it

thanks,
e

Eileen Loughran
Community Health Equity & Promotion
Health Program Coordinator
Population Health Division
San Francisco Department of Public Health
25 Van Ness Avenue, Suite 500
San Francisco, CA 94102

Tel: **(628)-217-6218**
eileen.loughran@sfdph.org

My new phone number after December 14, 2019:

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Mecca and Louis,

This looks great from my perspective, but I defer to our SMEs (Eileen, Deb, Rob).

Thanks!

Tiffany Rivera, BSN, CEN, TCRN

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

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Also the sign in sheet is something UA will be completing as clients complete as clients enter the site.

[@Bracco, Louis \(HOM\)](#) can you track the edits and provide a clean updated version if needed.

Mecca Cannariato, LCSW, MPA (she/her)

Director of Outreach & Temporary Shelter

San Francisco Department of Homelessness & Supportive Housing

City & County of San Francisco

Umecke.Cannariato@sfgov.org | Phone: 415.525.1257 | F: 415.355.7408

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Hi

I am including HSH, DPH and DEM leads on this.

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this is the group. we meet 2-3 weekly.

They can share with CBO partners

Deb

Deborah Borne, MSW, MD

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Sent: Wednesday, January 12, 2022 1:32 PM

To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>

Cc: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Subject: Linkage Center Signs/Flyers and CBO review?

Hi Deb!

Could you connect me with the people the JIC should be collaborating with re: Linkage Center signage and flyers? We are trying to get something printed and ready for dissemination for the grand

opening so our strategy is to create something as a stopgap and iterate/evolve as the site and outreach gets going. In the near term, attached is very simple language for the site's signage and flyer for hopeful clients. Again, we would have time to build off of these but in order to meet our deadline to have designs ready for final review and print please see attached. I'm going to call you on your cell in the event I can reach in you person, too.

Thanks,
Kristin

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Wednesday, December 8, 2021 11:21 AM
To: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>
Subject: Re: Canceled: Vaccine Communications Workgroup Meeting

Hi
How are you?
Two things:
I am being deactivated to 25% for PEH and vulnerable groups only. I don't need to participate in the meeting. However please reach out if there are specifics about PEH or other vulnerable groups I can help you with.

I would love to do a real tarot reading for the new year for you!

Hope you and family are fabulous.
Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Equity and Community Section Deputy

Health Policy, Vulnerable Populations and People Experiencing Homelessness,
San Francisco Department of Public Health

Pronouns: she/her

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1 min

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TBD each week or on bi-weekly basis

10 min

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Or call in (audio only)

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options<https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjMmLTgwODctOTNlMGEzNDFjNjlk@thread.v2&messageId=0&language=en-US>

From: [Loughran, Eileen \(DPH\)](#)
To: [Rivera, Tiffany \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Borne, Deborah \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Bracco, Louis \(HOM\)](#)
Cc: [Bowman, Kimberley \(DEM\)](#); [Gran, Betsy \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Artiejr](#); [Ian Clark-Johnson](#); [DPH-workplaces-57](#)
Subject: Re: Linkage Center Signs/Flyers and CBO review?
Date: Friday, January 14, 2022 8:13:12 AM

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Can intake be: Hi. My name's Eileen. Welcome to the Linkages Center. You can get some coffee outside to the left, but if you come inside, I'm going to need your name and DOB. We have lots of different services inside if your interested.

UA script: There is good information in here but I would shorten it

thanks,
e

Eileen Loughran
Community Health Equity & Promotion
Health Program Coordinator
Population Health Division
San Francisco Department of Public Health
25 Van Ness Avenue, Suite 500
San Francisco, CA 94102

Tel: **(628)-217-6218**
eileen.loughran@sfdph.org

My new phone number after December 14, 2019:

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San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

“ No problem can be solved from the same level of consciousness that created it.”

- Albert Einstein

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From: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>
Sent: Wednesday, January 12, 2022 1:32 PM
To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Cc: Zamora, Francis (DEM) <francis.zamora@sfgov.org>
Subject: Linkage Center Signs/Flyers and CBO review?

Hi Deb!

Could you connect me with the people the JIC should be collaborating with re: Linkage Center signage and flyers? We are trying to get something printed and ready for dissemination for the grand opening so our strategy is to create something as a stopgap and iterate/evolve as the site and outreach gets going. In the near term, attached is very simple language for the site's signage and flyer for hopeful clients. Again, we would have time to build off of these but in order to meet our deadline to have designs ready for final review and print please see attached. I'm going to call you on your cell in the event I can reach in you person, too.

Thanks,
Kristin

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Wednesday, December 8, 2021 11:21 AM
To: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>
Subject: Re: Canceled: Vaccine Communications Workgroup Meeting

Hi

How are you?

Two things:

I am being deactivated to 25% for PEH and vulnerable groups only. I don't need to participate in the meeting. However please reach out if there are specifics about PEH or other vulnerable groups I can help you with.

I would love to do a real tarot reading for the new year for you!

Hope you and family are fabulous.

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Equity and Community Section Deputy

Health Policy, Vulnerable Populations and People Experiencing Homelessness,
San Francisco Department of Public Health
Pronouns: she/her
Cell [415-225-1074](tel:415-225-1074)

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-Maya Angelou

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On Dec 8, 2021, at 10:45 AM, Hogan, Kristin (DEM) <kristin.hogan@sfgov.org> wrote:

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AGENDA ITEM

TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

- Provide updates for situational awareness to enhance proactive messaging both internally (DHR) and externally
- Increase opportunities for collaboration - Are there existing citywide/community events that we can piggy back off of to enhance vaccine uptake?
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 1. DPH Comms messaging update
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1 min

DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

Aziza: Include high level themes for this week's social media.

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

- How can DPH Comms (social?) or external community partner messaging (JIC) help amplify efforts?

2 min

DHR – Mawuli Tugbenyoh

Internal Communications Update

- Data/Progress on vax ascertainment

3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

- What support do these neighborhood/community level efforts need from JIC?

5 min

BOS AND SCHOOLS – Ana Validzic

Electeds questions and schools update

5 min

Featured Topic/General Discussion

TBD each week or on bi-weekly basis

10 min

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting<https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDY3NjUwMjYtOWQzZC00MjMmLTgwODctOTNlMGEzNDFjNjlk%40thread.v2/0?context=%7b%22Tid%22%3a%2222d5c2cf-ce3e-443d-9a7f-dfcc0231f73f%22%2c%22Oid%22%3a%22ca914cf6-c81f-49a5-a38a-d02f50f69493%22%7d>

Or call in (audio only)

+1 415-906-4659,,764444209#<<tel:+14159064659,,764444209#>> United States, San Francisco

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Find a local number<<https://dialin.teams.microsoft.com/6ab5bcf2-34a3-4844-8511-4e51fb43f358?id=764444209>> | Reset

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Learn More<<https://aka.ms/JoinTeamsMeeting>> | Meeting

options<https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjMmLTgwODctOTNl>

[MGEzNDFjNjlk@thread.v2&messageId=0&language=en-US>](#)

From: [Rivera, Tiffany \(DPH\)](#)
To: [Cannariato, Umecke \(HOM\)](#); [Borne, Deborah \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Loughran, Eileen \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Bracco, Louis \(HOM\)](#)
Cc: [Bowman, Kimberley \(DEM\)](#); [Gran, Betsy \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Artiejr](#); [Ian Clark-Johnson](#); [DPH-workplaces-57](#)
Subject: Re: Linkage Center Signs/Flyers and CBO review?
Date: Thursday, January 13, 2022 10:49:07 PM

Mecca and Louis,

This looks great from my perspective, but I defer to our SMEs (Eileen, Deb, Rob).

Thanks!

Tiffany Rivera, BSN, CEN, TCRN

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

From: Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>
Sent: Wednesday, January 12, 2022 6:02 PM
To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>
Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; artieg <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>
Subject: RE: Linkage Center Signs/Flyers and CBO review?

Hello all:

Can you review the draft script for UA to greet clients entering the site. Do the talking points look correct? Any feedback/edits?

Also the sign in sheet is something UA will be completing as clients complete as clients enter the site.

[@Bracco, Louis \(HOM\)](#) can you track the edits and provide a clean updated version if needed.

Mecca Cannariato, LCSW, MPA (she/her)

Director of Outreach & Temporary Shelter

San Francisco Department of Homelessness & Supportive Housing

City & County of San Francisco

Umecke.Cannariato@sfgov.org | Phone: 415.525.1257 | F: 415.355.7408

Learn: hsh.sfgov.org | Follow: [@SF_HSH](#) | Like: [@SanFranciscoHSH](#)

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under state and federal privacy laws.

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Wednesday, January 12, 2022 1:54 PM
To: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>
Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>
Subject: Fw: Linkage Center Signs/Flyers and CBO review?

Hi

I am including HSH, DPH and DEM leads on this.

We need signage for the building and some flyer/index card like thing

this is the group. we meet 2-3 weekly.

They can share with CBO partners

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,
San Francisco Department of Public Health

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Cc: Zamora, Francis (DEM) <francis.zamora@sfgov.org>
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Sent: Wednesday, December 8, 2021 11:21 AM
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Subject: Re: Canceled: Vaccine Communications Workgroup Meeting

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DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

Aziza: Include high level themes for this week's social media.

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

- How can DPH Comms (social?) or external community partner messaging (JIC) help amplify efforts?

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DHR – Mawuli Tugbenyoh

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- What support do these neighborhood/community level efforts need from JIC?

5 min

BOS AND SCHOOLS – Ana Validzic

Electeds questions and schools update

5 min

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TBD each week or on bi-weekly basis

10 min

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Join on your computer or mobile app

Click here to join the meeting<https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNIMGEzNDFjNjlk%40thread.v2/0?context=%7b%22Tid%22%3a%2222d5c2cf-ce3e-443d-9a7f-dfcc0231f73f%22%2c%22Oid%22%3a%22ca914cf6-c81f-49a5-a38a-d02f50f69493%22%7d>

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options<https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNIMGEzNDFjNjlk@thread.v2&messageId=0&language=en-US>

From: [Loughran, Eileen \(DPH\)](#)
To: [Hoffman, Rob \(DPH - Contractor\)](#)
Cc: [Borne, Deborah \(DPH\)](#); [Bracco, Louis \(HOM\)](#); [Cannariato, Umecke \(HOM\)](#); [DPH-External-Weisen-Healthright360.org](#); [Gary McCoy](#); [Hogan, Kristin \(DEM\)](#); [Kunins, Hillary \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Paul Harkin](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#)
Subject: Re: Signage for linkage center PLEASE READ QUICK TURN AROUND
Date: Wednesday, January 12, 2022 8:37:36 PM

I would suggest removing "help starts here"--may turn some off.

Come high come low. We'll meet you where you are. A safe welcoming space for everyone. Showers, Snacks, & Services under one roof.

Eileen Loughran
Community Health Equity & Promotion
Health Program Coordinator
Population Health Division
San Francisco Department of Public Health
25 Van Ness Avenue, Suite 500
San Francisco, CA 94102

Tel: **(628)-217-6218**
eileen.loughran@sfdph.org

My new phone number after December 14, 2019:

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From: Andi Tenner <andi.tenner@gmail.com>
Sent: Wednesday, January 12, 2022 7:46 PM
To: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Cc: Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>; Gary McCoy <gmccoy@healthright360.org>; Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Paul Harkin <pharkin@healthright360.org>; Simbe, Jeff

(DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>

Subject: Re: Signage for linkage center PLEASE READ QUICK TURN AROUND

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Hi all—adding my work email here.

We discussed removing “human-centered care” just to make it less “jargon-y”

On Wed, Jan 12, 2022 at 4:43 PM Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org> wrote:

Okay

We will need signage for outside and inside the restrooms.

Should I just send the text in a word doc??

Warm Regards,
Rob Hoffman
Pronouns: he him his
Special Projects Coordinator
Community Health Equity and Promotion
Population Health Division
Department of Public Health
rob.hoffman@sfdph.org
415-713-2349

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>

Sent: Wednesday, January 12, 2022 4:27:28 PM

To: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Andi Tenner <andi.tenner@gmail.com>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Paul Harkin <pharkin@healthright360.org>; DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>; Gary McCoy <gmccoy@healthright360.org>

Subject: Signage for linkage center PLEASE READ QUICK TURN AROUND

Hello folks,

DEM has a really quick turnaround on the preliminary signs for the building and flyers. these are not final, but they need to get them done in the next day to be ready for tuesday.

see mock-up below.
Send any feedback to Kristen.

Mecca I don't have UA contacts.
Deb
Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,
San Francisco Department of Public Health

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From: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>
Sent: Wednesday, January 12, 2022 4:18 PM
To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Subject: RE: From our chat...new text:

Yes! That does sound kind of old-timey. I like social support...please do share with Andi and Hilary:

[Linkage Center Building *TEMPORARY*** Signage
(24x36)]**

The San Francisco [or Tenderloin?] Linkage Center

Human-centered care. Come as you are. Help starts here.

- Heart on hand visual
 - Shower visual
 - Food/water visual
 - Friendship/social support visual
-

[Linkage Center *INITIAL*** Flyer (for hopeful clients)]**

The San Francisco (or the Tenderloin) Linkage Center

Human-centered care. Come as you are. Help starts here.

You are welcome at the San Francisco Linkage Center, [insert address and days/hours of operations]. The Linkage Center provides human-centered care, food and water, hygiene services and social support.

Come as you are.

- Heart on hand visual
- Shower visual
- Food/water visual
- Friendship/social support visual

Kristin Hogan Schildwachter (she/her)
Department of Emergency Management
External Affairs Manager
(415) 518-2834 cell

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Wednesday, January 12, 2022 4:15 PM
To: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>
Subject: Re: From our chat...new text:

maybe not comradery- my community support? social support?

can I share with andi and hillary?

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

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From: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>

Sent: Wednesday, January 12, 2022 3:58 PM

To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>

Subject: From our chat...new text:

Hi! Thanks so much for chatting with me just now. So helpful. Here's some proposed revised language for linkage center signs and flyers. I have the designer revising based on the following so I hope it's good enough for now:

[Linkage Center Building *TEMPORARY*** Signage (24x36)]**

The San Francisco [or Tenderloin?] Linkage Center

Human-centered care. Come as you are. Help starts here.

- Hands linking visual
- Heart on hand visual
- Shower visual
- Food/water visual

- Friendship/social comradery visual
-
-
-

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Come as you are.

- Hands linking visual
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Kristin Hogan Schildwachter (she/her)
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(415) 518-2834 cell

From: [Andi Tenner](#)
To: [Hoffman, Rob \(DPH - Contractor\)](#)
Cc: [Borne, Deborah \(DPH\)](#); [Bracco, Louis \(HOM\)](#); [Cannariato, Umecke \(HOM\)](#); [DPH-External-Weisen-Healthright360.org](#); [Gary McCoy](#); [Hogan, Kristin \(DEM\)](#); [Kunins, Hillary \(DPH\)](#); [Loughran, Eileen \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Paul Harkin](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#)
Subject: Re: Signage for linkage center PLEASE READ QUICK TURN AROUND
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Sent: Wednesday, January 12, 2022 4:27:28 PM
To: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Andi Tenner <andi.tenner@gmail.com>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Paul Harkin <pharkin@healthright360.org>; DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>; Gary McCoy <gmc coy@healthright360.org>
Subject: Signage for linkage center PLEASE READ QUICK TURN AROUND

Hello folks,
DEM has a really quick turnaround on the preliminary signs for the building and flyers.

these are not final, but they need to get them done in the next day to be ready for tuesday.

see mock-up below.

Send any feedback to Kristen.

Mecca I don't have UA contacts.

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,
San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

“ No problem can be solved from the same level of consciousness that created it.”

- Albert Einstein

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Sent: Wednesday, January 12, 2022 4:18 PM

To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>

Subject: RE: From our chat...new text:

Yes! That does sound kind of old-timey. I like social support...please do share with Andi and Hilary:

[Linkage Center Building *TEMPORARY*** Signage
(24x36)]**

The San Francisco [or Tenderloin?] Linkage Center

Human-centered care. Come as you are. Help starts here.

- Heart on hand visual
- Shower visual
- Food/water visual
- Friendship/social support visual

[Linkage Center *INITIAL*** Flyer (for hopeful clients)]**

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Kristin Hogan Schildwachter (she/her)
Department of Emergency Management
External Affairs Manager
(415) 518-2834 cell

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>

Sent: Wednesday, January 12, 2022 4:15 PM

To: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>

Subject: Re: From our chat...new text:

maybe not comradery- my community support? social support?
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Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,
San Francisco Department of Public Health

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To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>

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(24x36)]

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- Hands linking visual
 - Heart on hand visual
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 - Friendship/social comradery visual
-
-
-

[Linkage Center *INITIAL*** Flyer (for hopeful clients)]**

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Kristin Hogan Schildwachter (she/her)
Department of Emergency Management
External Affairs Manager
(415) 518-2834 cell

From: [Cannariato, Umecke \(HOM\)](#)
To: [Borne, Deborah \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Loughran, Eileen \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Bracco, Louis \(HOM\)](#)
Cc: [Rivera, Tiffany \(DPH\)](#); [Bowman, Kimberley \(DEM\)](#); [Gran, Betsy \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [artieg](#); [Ian Clark-Johnson](#); [DPH-workplaces-57](#)
Subject: RE: Linkage Center Signs/Flyers and CBO review?
Date: Wednesday, January 12, 2022 6:02:39 PM
Attachments: [Linkages Sign In Sheet .docx](#)
[UA Script.docx](#)

Hello all:

Can you review the draft script for UA to greet clients entering the site. Do the talking points look correct? Any feedback/edits?

Also the sign in sheet is something UA will be completing as clients complete as clients enter the site.

[@Bracco, Louis \(HOM\)](#) can you track the edits and provide a clean updated version if needed.

Mecca Cannariato, LCSW, MPA (she/her)

Director of Outreach & Temporary Shelter

San Francisco Department of Homelessness & Supportive Housing

City & County of San Francisco

Umecke.Cannariato@sfgov.org | Phone: 415.525.1257 | F: 415.355.7408

Learn: hsh.sfgov.org | Follow: [@SF_HSH](#) | Like: [@SanFranciscoHSH](#)

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From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Wednesday, January 12, 2022 1:54 PM
To: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>
Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>
Subject: Fw: Linkage Center Signs/Flyers and CBO review?

Hi

I am including HSH, DPH and DEM leads on this.

We need signage for the building and some flyer/index card like thing

this is the group. we meet 2-3 weekly.

They can share with CBO partners

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Operations Section Deputy- Prevention

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

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From: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>

Sent: Wednesday, January 12, 2022 1:32 PM

To: Borne, Deborah (DPH) <deborah.borne@sfdph.org>

Cc: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Subject: Linkage Center Signs/Flyers and CBO review?

Hi Deb!

Could you connect me with the people the JIC should be collaborating with re: Linkage Center signage and flyers? We are trying to get something printed and ready for dissemination for the grand opening so our strategy is to create something as a stopgap and iterate/evolve as the site and outreach gets going. In the near term, attached is very simple language for the site's signage and flyer for hopeful clients. Again, we would have time to build off of these but in order to meet our deadline to have designs ready for final review and print please see attached. I'm going to call you on your cell in the event I can reach in you person, too.

Thanks,
Kristin

From: Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Sent: Wednesday, December 8, 2021 11:21 AM
To: Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>
Subject: Re: Canceled: Vaccine Communications Workgroup Meeting

Hi

How are you?

Two things:

I am being deactivated to 25% for PEH and vulnerable groups only. I don't need to participate in the meeting. However please reach out if there are specifics about PEH or other vulnerable groups I can help you with.

I would love to do a real tarot reading for the new year for you!

Hope you and family are fabulous.

Deb

Deborah Borne, MSW, MD

CCSF COVID-19 Command Center Role: Equity and Community Section Deputy

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

Cell [415-225-1074](tel:415-225-1074)

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

-Maya Angelou

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the sender immediately and delete/destroy all copies of this message. Thank You

On Dec 8, 2021, at 10:45 AM, Hogan, Kristin (DEM) <kristin.hogan@sfgov.org> wrote:

Hello, all. We will be following a slightly refined/revised agenda for this weekly workgroup meeting. Also, please let me know if you would like to be removed from this meeting invite since some of us have been deactivated or are no longer working on vaccine communications. Thanks for your past and/or continued participation!

AGENDA ITEM

TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

- Provide updates for situational awareness to enhance proactive messaging both internally (DHR) and externally
- Increase opportunities for collaboration - Are there existing citywide/community events that we can piggy back off of to enhance vaccine uptake?
- Escalations/need for JIC resources/support
- High-level overview of agenda topic flow:
 1. DPH Comms messaging update
 2. Vaccine Branch operational update
 3. DHR update
 4. Community/Neighborhoods update
 5. Elected questions and schools update
 6. Special topic/briefing presentation

1 min

DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

Aziza: Include high level themes for this week's social media.

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

- How can DPH Comms (social?) or external community partner messaging (JIC) help amplify efforts?

2 min

DHR – Mawuli Tugbenyoh

Internal Communications Update

- Data/Progress on vax ascertainment

3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

- What support do these neighborhood/community level efforts need from JIC?

5 min

BOS AND SCHOOLS – Ana Validzic
Electeds questions and schools update
5 min
Featured Topic/General Discussion
TBD each week or on bi-weekly basis
10 min

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting<https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGEzNDFjNjlk%40thread.v2/0?context=%7b%22Tid%22%3a%2222d5c2cf-ce3e-443d-9a7f-dfcc0231f73f%22%2c%22Oid%22%3a%22ca914cf6-c81f-49a5-a38a-d02f50f69493%22%7d>

Or call in (audio only)

+1 415-906-4659,,764444209#<<tel:+14159064659,,764444209#>> United States, San Francisco

Phone Conference ID: 764 444 209#

Find a local number<<https://dialin.teams.microsoft.com/6ab5bcf2-34a3-4844-8511-4e51fb43f358?id=764444209>> | Reset

PIN<<https://mysettings.lync.com/pstnconferencing>>

Learn More<<https://aka.ms/JoinTeamsMeeting>> | Meeting options<https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGEzNDFjNjlk@thread.v2&messageId=0&language=en-US>

From: [Borne, Deborah \(DPH\)](#)
To: [Hogan, Kristin \(DEM\)](#); [Loughran, Eileen \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Andi Tenner](#); [Simbe, Jeff \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Kunins, Hillary \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Paul Harkin](#); [DPH-External-Weisen-Healthright360.org](#); [Gary McCoy](#)
Subject: Signage for linkage center PLEASE READ QUICK TURN AROUND
Date: Wednesday, January 12, 2022 4:27:31 PM

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Deborah Borne, MSW, MD

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Kristin Hogan Schildwachter (she/her)
Department of Emergency Management
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Kristin Hogan Schildwachter (she/her)
Department of Emergency Management
External Affairs Manager
(415) 518-2834 cell

From: [Loughran, Eileen \(DPH\)](#) on behalf of [Bowman, Kimberley \(DEM\)](#)
To: [Tenner, Andrea \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Murphy, Christian \(FIR\)](#); [Gary McCoy; DPH-External-Weisen-Healthright360.org](#); [Helene Sautou](#); [Strieff, Sarah \(DPH\)](#); [Loughran, Eileen \(DPH\)](#); [Zevin, Barry \(DPH\)](#); [Murdock, Craig \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Bechelli, Adrienne \(DEM\)](#); [Starliper, Lisa \(DEM\)](#); [Sop, Anna \(DEM\)](#); [Papo, Dara \(DPH\)](#); [Gran, Betsy \(DPH\)](#); [Tullock, Cristel \(ADP\)](#); [Kunins, Hillary \(DPH\)](#); [Almeida, Angelica \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Mera, Tanya \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Rachowicz, Lisa \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Meskan, Brenda \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Le, Tommy \(HOM\)](#); [Candler, Robin \(DPH\)](#); [Fang, David \(DEM\)](#); [Alex Boyder](#); [Paul Harkin](#); [DutyOfficer, DEM \(DEM\)](#); [Adami, Steve \(ADP\)](#); [Rebecca Graff](#)
Cc: [Hoffman, Rob \(DPH - Contractor\)](#)
Subject: Fw: Floor/Services In-Person Discussion

Andi, Deb, Jeff,

Please let us know if you want Rob and I to attend this meeting. We attended on Wed. because Jeff and Deb were unavailable. We don't want to step outside of our lane.

Thank you,
eileen

Eileen Loughran
Community Health Equity & Promotion
Health Program Coordinator
Population Health Division
San Francisco Department of Public Health
25 Van Ness Avenue, Suite 500
San Francisco, CA 94102

Tel: (628)-217-6218
eileen.loughran@sfdph.org

My new phone number after December 14, 2019:

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From: [Bowman, Kimberley \(DEM\)](#) <kimberley.bowman@sfgov.org>
Sent: Thursday, January 6, 2022 4:30 PM
To: [Murphy, Christian \(FIR\)](#) <christian.murphy@sfgov.org>; [Simbe, Jeff \(DPH\)](#) <jeff.simbe@sfdph.org>; [Gary McCoy](#) <gmccoy@healthright360.org>; [DPH-External-Weisen-Healthright360.org](#) <weisen@Healthright360.org>; [Helene Sautou](#) <sautou@sfciviccenter.org>; [Strieff, Sarah \(DPH\)](#) <sarah.strieff@sfdph.org>; [Loughran, Eileen \(DPH\)](#) <eileen.loughran@sfdph.org>; [Zevin, Barry \(DPH\)](#) <barry.zevin@sfdph.org>; [Hoffman, Rob \(DPH - Contractor\)](#) <rob.hoffman@sfdph.org>; [Murdock, Craig \(DPH\)](#) <craig.murdock@sfdph.org>; [Torres, Jose \(HOM - Contractor\)](#) <jose.torres@sfgov.org>; [Bechelli, Adrienne \(DEM\)](#) <adrienne.bechelli@sfgov.org>; [Starliper, Lisa \(DEM\)](#) <lisa.starliper@sfgov.org>; [Sop, Anna \(DEM\)](#) <anna.sop@sfgov.org>; [Tenner, Andrea \(DPH\)](#) <andrea.tenner@sfdph.org>; [Papo, Dara \(DPH\)](#) <dara.papo@sfdph.org>; [Borne, Deborah \(DPH\)](#) <deborah.borne@sfdph.org>; [Gran, Betsy \(DPH\)](#) <betsy.gran@sfdph.org>; [Tullock, Cristel \(ADP\)](#) <cristel.tullock@sfgov.org>; [Kunins, Hillary \(DPH\)](#) <hillary.kunins@sfdph.org>; [Almeida, Angelica \(DPH\)](#) <angelica.almeida@sfdph.org>; [Cannariato, Umecke \(HOM\)](#) <umecke.cannariato@sfgov.org>; [Mera, Tanya \(DPH\)](#) <Tanya.Mera@sfdph.org>; [Rivera, Tiffany \(DPH\)](#) <tiffany.rivera@sfdph.org>; [Rachowicz, Lisa \(HOM\)](#) <lisa.rachowicz@sfgov.org>; [Bracco, Louis \(HOM\)](#) <louis.bracco@sfgov.org>; [Meskan, Brenda \(HOM\)](#) <brenda.meskan@sfgov.org>; [Mazza, Mark \(HOM\)](#) <Mark.Mazza@sfgov.org>; [Le, Tommy \(HOM\)](#) <tommy.h.le@sfgov.org>; [Candler, Robin \(DPH\)](#) <robin.candler@sfdph.org>; [Fang, David \(DEM\)](#) <david.fang@sfgov.org>; [Alex Boyder](#) <aboyder@healthright360.org>; [Paul Harkin](#) <pharkin@healthright360.org>; [DutyOfficer, DEM \(DEM\)](#) <demdutyofficer@sfgov.org>; [Adami, Steve \(ADP\)](#) <steve.adami@sfgov.org>; [Rebecca Graff](#) <rgraff@healthright360.org>
Subject: Floor/Services In-Person Discussion
When: Tuesday, January 11, 2022 10:30 AM-12:00 PM.
Where: 1170 Market Street

We will meet at the 1170 entrance and come inside once everyone has arrived. The site visit will begin with us in the (future) entry way for our guests on the first floor and we will go from there. In the meantime, we can start thinking about services that should be grouped together, services requiring private discussions, etc.

Blocking off plenty of time to dialogue and concept build – we may not need all this time.

From: [Bowman, Kimberley \(DEM\)](#)
To: [Murphy, Christian \(FIR\)](#); [Simbe, Jeff \(DPH\)](#); [Gary McCoy; DPH-External-Weisen-Healthright360.org](#); [Helene Sautou](#); [Strieff, Sarah \(DPH\)](#); [Loughran, Eileen \(DPH\)](#); [Zevin, Barry \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Murdock, Craig \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Bechelli, Adrienne \(DEM\)](#); [Starliper, Lisa \(DEM\)](#); [Sop, Anna \(DEM\)](#); [Tenner, Andrea \(DPH\)](#); [Papo, Dara \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Gran, Betsy \(DPH\)](#); [Tullock, Cristel \(ADP\)](#); [Kunins, Hillary \(DPH\)](#); [Almeida, Angelica \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Mera, Tanya \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Rachowicz, Lisa \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Meskan, Brenda \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Le, Tommy \(HOM\)](#); [Candler, Robin \(DPH\)](#); [Fang, David \(DEM\)](#); [Alex Boyder](#); [Paul Harkin](#); [DutyOfficer, DEM \(DEM\)](#); [Adami, Steve \(ADP\)](#); [Rebecca Graff](#)
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Blocking off plenty of time to dialogue and concept build – we may not need all this time.

From: [Loughran, Eileen \(DPH\)](#)
To: [Hoffman, Rob \(DPH - Contractor\)](#)
Subject: Fw: TL Linkage Site Visit tomorrow
Date: Tuesday, January 4, 2022 4:12:05 PM

Hi Rob,

Our goal is to check:

1. bathrooms (how many staff to monitor?, What is recommendation for syringe disposal?)
2. Stairwells/hallways/cubbys (what safety mechanisms should be put in place?)
3. Is there an area that be set-up as a designated "I & Q holding space" where COVID positive patients can be away from others in a separate are on cots?)
4. Naloxone stations (where to set-up, how many, etc.)
5. Is there space for outdoor use? Smoking?
6. Pictures of space or videos of space
7. Chill space?

Eileen Loughran
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Health Program Coordinator
Population Health Division
San Francisco Department of Public Health
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Tel: **(628)-217-6218**
eileen.loughran@sfdph.org

My new phone number after December 14, 2019:

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From: Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>
Sent: Tuesday, January 4, 2022 3:18 PM
To: Strieff, Sarah (DPH) <sarah.strieff@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Zevin, Barry (DPH) <barry.zevin@sfdph.org>; Hoffman, Rob (DPH -

Contractor) <rob.hoffman@sfdph.org>; Murdock, Craig (DPH) <craig.murdock@sfdph.org>
Cc: DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>; Gary McCoy
<gmccoy@healthright360.org>; Paul Harkin <pharkin@healthright360.org>
Subject: TL Linkage Site Visit tomorrow

Hi All, here are the details for the site visit tomorrow, I'll forward the email invite shortly.

Vitka, Gary, and Paul, I think you have this info already, but including you just in case.

Date: Wednesday, 01/05/2022

Time: 9:00am

Address: 1170 Market

Contact person:

Kim Bowman

Assistant Deputy Director, Emergency Services

415-439-9171 Cell

Thanks!

Jeff Simbe

Mental Health Services Act Housing Program Manager

Behavioral Health Services

San Francisco Department of Public Health

1380 Howard Street, San Francisco, CA 94103

Pronouns: he/him/his

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From: [Simbe, Jeff \(DPH\)](#)
To: [Strieff, Sarah \(DPH\)](#); [Loughran, Eileen \(DPH\)](#); [Zevin, Barry \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Murdock, Craig \(DPH\)](#)
Cc: [DPH-External-Weisen-Healthright360.org](#); [Gary McCoy](#); [Paul Harkin](#)
Subject: TL Linkage Site Visit tomorrow
Date: Tuesday, January 4, 2022 3:18:08 PM

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Thanks!

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