

From: [Acosta, Linda \(DPH\)](#)
To: [Kunins, Hillary \(DPH\)](#); [Bobba, Naveena \(DPH\)](#); [Tenner, Andrea \(DPH\)](#)
Cc: [Gaeta, Krista \(HSA\)](#); [Goldman, Matthew \(DPH\)](#)
Subject: Re: TLC coat opt ons - signs
Date: Friday, March 4, 2022 10:49:09 AM
Attachments: [Screen Shot 2022-02-24 at 8.11.09 AM.png](#)
[Screen Shot 2022-02-24 at 8.10.06 AM.png](#)

Thanks, Hillary. Will make sure Krista and Matthew are in the loop.

Linda

Linda Kathleen Acosta
Digital Services Manager

SF Department of Public Health

cell: 415-828-6757

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From: Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>
Sent: Thursday, March 3, 2022 9:16 AM
To: Acosta, Linda (DPH) <linda.acosta@sfdph.org>; Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Cc: Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>; Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>
Subject: Re: TLC coat options + signs

Linda

My 2 cents - can you hold off till early next week?

Krista Gaeta has stepped in as TLC Response Director - and Matt Goldman is deployed to be Strategy/Policy for the TLC. But - Krista out of town until Monday.

So can you all connect early next week to be sure Krista/Matt are ok with the plan?

THanks, Hillary

From: Acosta, Linda (DPH) <linda.acosta@sfdph.org>
Sent: Thursday, March 3, 2022 9:18 AM
To: Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>
Subject: Re: TLC coat options

Thanks, Naveena. That makes sense to me. It seems like a city effort and should be branded as such. I am currently tasked with developing 50 or so signs for the place and was going to keep it in the same "city" style. Should I hold off or is it ok to go ahead with these?

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From: Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>
Sent: Friday, February 25, 2022 3:08 PM
To: Acosta, Linda (DPH) <linda.acosta@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>
Subject: Re: TLC coat options

Hi Linda

The TLC is moving into a phase of collective impact- it will be multiple dept working towards the same vision goals and objectives. Given this we are going to hold off on purchasing the coats for now as we go through this transition phase - the white vests are working well.

Thanks for looking into this

Naveena

From: Acosta, Linda (DPH) <linda.acosta@sfdph.org>
Date: Thursday, February 24, 2022 at 9:12 AM
To: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>
Subject: TLC coat options

Hi All,

Here are the coat options we can source. I know it's cold today, but this coat will be most practical to cover the widest range of our SF weather, a heavy fleece, and the lighter grey allows the logo to show. We're going embroidery, so it will be really nice.

1. is what I'd recommend, SF public health, which lets people know that sf public health is involved. I understand these coats are only going to sf public health staffers, so would take the opportunity to identify them.



2. the heart flower logo with the word "health" (makes sense for the vests- which are worn by many non-dph folks- which should have gotten there along with 50 new white vests- can you confirm receipt?) and although pretty, has no meaning to anyone, and could be interpreted as yet another health provider like Dignity Health.



I am getting final quote and will send. Let me know what you think, also, need peoplesoft chartfields for this. Is this something I have or who would I get this from? Frank Talamentez? Or Doug Walsh?

Linda

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From: [Acosta, Linda \(DPH\)](#)
To: [Bobba, Naveena \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Kunins, Hillary \(DPH\)](#)
Subject: Re: TLC coat options
Date: Thursday, March 3, 2022, 9:16:40 AM
Attachments: [Screen Shot 2022-02-24 at 8:11:02 AM.png](#)
[Screen Shot 2022-02-24 at 8:10:06 AM.png](#)

Thanks, Naveena. That makes sense to me. It seems like a city effort and should be branded as such. I am currently tasked with developing 50 or so signs for the place and was going to keep it in the same "city" style. Should I hold off or is it ok to go ahead with these?

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Date: Thursday, February 24, 2022, at 9:12 AM
To: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>
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Linda

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From: [Acosta, Linda \(DPH\)](#)
To: [Tanner, Andrea \(DPH\)](#); [Bobba, Neveena \(DPH\)](#); [Sunins, Hilary \(DPH\)](#)
Subject: TLC coat opt ons
Date: Thursday, February 24, 2022, 9:12:16 AM
Attachments: [Screen Shot 2022-02-24 at 8:10:05 AM.png](#)
[Screen Shot 2022-02-24 at 8:11:09 AM.png](#)

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From: [Acosta, Linda \(DPH\)](#)
To: [Rivera, Tiffany \(DPH\)](#)
Cc: [Tenner, Andrea \(DPH\)](#)
Subject: Vest inserts Fw: Job Order Response #106274
Date: Friday, February 18, 2022 9:55:11 AM

Hi Tiffany,

I am having the vest inserts for the health team sent to your attn at TLC. I hope this is ok. You seem like you are there most of the time!

Let me know if it needs to go to someone else ASAP.

thanks!

Linda Kathleen Acosta
Digital Services Manager

SF Department of Public Health

cell: 415-828-6757

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From: ReproMail@SFGov.org <no-reply@presencehost.net>
Sent: Friday, February 18, 2022 9:52 AM
To: Acosta, Linda (DPH) <linda.acosta@sfdph.org>
Subject: Job Order Response #106274

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Thank you for using ReproMail online order center; we appreciate your business.

We have received your order and will contact you if there are any questions.

Please note: Your Job Ticket Number is on the email's subject line

Please let us know if you have any questions at 554-6433 OR

ReproMail@sfgov.org

Feedback? We'd love to hear it! Please take a moment to complete this short survey after receiving your printing order:

<http://goo.gl/forms/qkc1Qsnqsn>

OVERVIEW

Tracking #	106274
Date	02/18/2022, 9:52am

DETAILS

Your Name	Linda Acosta
Your Department	DPH
Your Account Number	506070
PeopleSoft Chartfields	10020 229985 21480 10036566 0001
Address	101 Grove Street, Room 320
City, State	San Francisco
Zip	94102
Phone Number	4158286757
E-mail Address	linda.acosta@sfdph.org
Confirm e-mail address	linda.acosta@sfdph.org
Job Description (will appear in the billing statement)	TLC vest inserts for linkage center staff
Date in	2/18/2022
Date due	2/25/22
Number of copies	50 each of larger and 50 of smaller

Number of originals	2
Artwork	original artwork submitted
Sides	one
Ink(s)	Color
Specify size	11.5 x 5, 3 x 5
Paper	card stock
Paper color	White
Proof Required	Yes
When Ready	Deliver
Deliver to	Linkage Center 1170 Market Street, attn: Tiffany Rivera 1-310-283-2645
Bleed (Image bleeding over the paper edge)	No
Filename	vest_inset_cropmarks.pdf (395 kb)

From: [Adami, Steve \(ADP\)](#)
To: [Tenner, Andrea \(DPH\)](#); [Baeza, Elisa \(ADP\)](#)
Cc: [Pletsch, Destiny \(ADP\)](#)
Subject: RE: CODE TL - Contract with DPH
Date: Wednesday, March 2, 2022 4:11:20 PM

Hi Andrea, We're working with the City Atty to get our contract with them over the finish line. The contract is under review because it is part of the emergency declaration and I thought it might be quicker to utilize authority from a City Dept who already had a contract in place. We're hoping the City Atty approves the pending contract soon, but if not we may see if we can piggy back on the DPH's authority.....Thanks for responding so quickly....Steve

From: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Sent: Wednesday, March 2, 2022 3:09 PM
To: Adami, Steve (ADP) <steve.adami@sfgov.org>; Baeza, Elisa (ADP) <elisa.baeza@sfgov.org>
Cc: Pletsch, Destiny (ADP) <destiny.pletsch@sfgov.org>; Tanner McBride (AIR) <tanner.mcbride@flysfo.com>
Subject: Re: CODE TL - Contract with DPH

Hello—

Yes, we work with Code Tenderloin and SF Community Health Center. What was it you needed more information about?

Andi

Andrea (Andi) Tenner, MD, MPH, FACEP

Director, Public Health Emergency Preparedness and Response

333 Valencia Street, Suite 333

San Francisco, CA 94103

Office: 628-217-6972



From: Adami, Steve (ADP) <steve.adami@sfgov.org>
Date: Wednesday, March 2, 2022 at 2:56 PM
To: Baeza, Elisa (ADP) <elisa.baeza@sfgov.org>
Cc: Pletsch, Destiny (ADP) <destiny.pletsch@sfgov.org>, Tanner McBride (AIR) <tanner.mcbride@flysfo.com>, Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>

Subject: CODE TL - Contract with DPH

Hi Elisa,

Code TL has a couple of contracts with DPH – apparently one is through SF Community Health.

Andrea Tenner reports on Code TL's work daily re: the linkage center – she may have more info;
andrea.tenner@sfdph.org

From: Donna Hilliard <Hello@codetenderloin.org>

Sent: Wednesday, March 2, 2022 2:51 PM

To: Adami, Steve (ADP) <steve.adami@sfgov.org>

Subject: SFCHC

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kate franza-kate@sfccommunityhealth.org



Donna Hilliard
Executive Director
510-240-2735

www.linkedin.com/in/donna-hilliard/

<https://www.codetenderloin.org/>

Code Tenderloin removes barriers that keep people from securing long term employment — [donate today](#).

From: [Adami, Steve \(ADP\)](#)
To: [Baeza, Elisa \(ADP\)](#)
Cc: [Pletsch, Destiny \(ADP\)](#); [Tanner McBride \(AIR\)](#); [Tenner, Andrea \(DPH\)](#)
Subject: CODE TL - Contract with DPH
Date: Wednesday, March 2, 2022 2:56:42 PM

Hi Elisa,

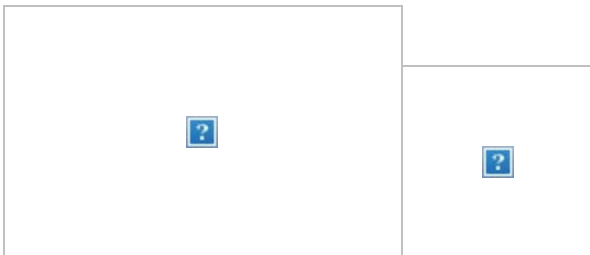
Code TL has a couple of contracts with DPH – apparently one is through SF Community Health.

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andrea.tenner@sfdph.org

From: Donna Hilliard <Hello@codetenderloin.org>
Sent: Wednesday, March 2, 2022 2:51 PM
To: Adami, Steve (ADP) <steve.adami@sfgov.org>
Subject: SFCHC

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kate franza-kate@scommunityhealth.org



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510-240-2735

www.linkedin.com/in/donna-hilliard/
<https://www.codetenderloin.org/>

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From: [Almeida, Angelica \(DPH\)](#)
To: [Kim, Luenna \(DPH\)](#); [Goldman, Matthew \(DPH\)](#)
Cc: [Magnusson, Jennifer \(DPH\)](#); [Hill, Karen \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Andersson, Christina \(PUC\)](#); [Candler, Robin \(DPH\)](#); [Wagner, Greg \(DPH\)](#)
Subject: Re: TLC Hiring update
Date: Tuesday, March 1, 2022 9:52:06 AM
Attachments: [Outlook-1514414697.png](#)

I could join at 11:45? Would that be ok?

Angelica M. Almeida, Ph.D.
PSY23814
Director, Street Based and Justice Involved Behavioral Health Services
San Francisco Department of Public Health
1380 Howard Street, 4th Floor
San Francisco, CA 94103
Tel: 415-255-3722 | Fax: 415-255-3798
angelica.almeida@sfdph.org



San Francisco Health Network
Behavioral Health Services

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From: Kim, Luenna (DPH) <luenna.kim@sfdph.org>
Sent: Tuesday, March 1, 2022 7:56 AM
To: Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>
Cc: Magnusson, Jennifer (DPH) <jennifer.magnusson@sfdph.org>; Hill, Karen (DPH) <karen.hill@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Andersson, Christina (PUC) <CAndersson@sfwater.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Wagner, Greg (DPH) <greg.wagner@sfdph.org>
Subject: Re: TLC Hiring update

Apologies. Yes. 11:30

From: Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>
Sent: Tuesday, March 1, 2022 10:36:52 AM
To: Kim, Luenna (DPH) <luenna.kim@sfdph.org>
Cc: Magnusson, Jennifer (DPH) <jennifer.magnusson@sfdph.org>; Hill, Karen (DPH) <karen.hill@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Andersson, Christina (PUC) <CAndersson@sfwater.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Wagner, Greg (DPH) <greg.wagner@sfdph.org>
Subject: Re: TLC Hiring update

From: [Almeida, Angelica \(DPH\)](#)
To: [Tenner, Andrea \(DPH\)](#)
Cc: [Candler, Robin \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Goldman, Matthew \(DPH\)](#); [Kunins, Hillary \(DPH\)](#)
Subject: Re: Shand, Lloyd (DEM) shared "Linkage Center Walkthrough Request - SCRT & EMS6" with you.
Date: Wednesday, February 16, 2022 8:00:06 AM
Attachments: [AttachedImage](#)
[AttachedImage\[37\]](#)
[AttachedImage\[85\]](#)
[AttachedImage\[5\]](#)
[image003.png](#)
[Outlook-b5ogvyn5.png](#)
[Outlook-b5ogvyn5.png](#)
[AttachedImage\[37\]](#)
[AttachedImage\[5\]](#)
[AttachedImage](#)
[image003.png](#)
[AttachedImage\[85\]](#)

Hi all,

We are not responding to indoor calls outside of the TLC right now and there are some union considerations so I think it is important for them to see the site. I don't think this needs to be in groups but the push back was having multiple times for them to come in. In my opinion this can be very informal for them to see a space and as partners in the work and responding to crises I hope we can figure out a plan. We had discussed early on them dropping by but then dem took that off the table. Speaking for scrt at least.

Angelica M. Almeida, Ph.D.
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On Feb 16, 2022, at 7:54 AM, Tenner, Andrea (DPH)
<andrea.tenner@sfdph.org> wrote:

Angelica and Robin—

I wanted you to be aware of this discussion. Not sure if there is anything that you

can do to help message the teams?

Thanks.

Andrea (Andi) Tenner, MD, MPH, FACEP

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)

PHEPR On-Call: (emergencies) [415-802-7358](#)



Dictated to my phone for a more prompt reply. Please forgive any typos.

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

Sent: Wednesday, February 16, 2022 7:39:33 AM

To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>; Lowell Morgan (AIR) <lowell.morgan@flysfo.com>; Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Lenrow, Laurie (DPH) <laurie.lenrow@sfdph.org>

Cc: Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Subject: Re: Shand, Lloyd (DEM) shared "Linkage Center Walkthrough Request - SCRT & EMS6" with you.

Thank you Lloyd, for that response. I think it is necessary for EMS6 and SCRT to tour the facility, but 36 people, regardless of whether they are broken up into smaller groups or not, is too many people. I understand having their staff visit as opposed to leadership, so if they can identify a few key staff who can then report back to other staff, that would be ideal. This request needs to be cut back significantly.

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: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>

Sent: Wednesday, February 16, 2022 6:32 AM

To: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>; Lowell Morgan (AIR) <lowell.morgan@flysfo.com>; Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Lenrow, Laurie (DPH) <laurie.lenrow@sfdph.org>

Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Subject: Re: Shand, Lloyd (DEM) shared "Linkage Center Walkthrough Request - SCRT & EMS6" with you.

Hello Dr. Tenner,

Thank you for the update and adding more people to this email. I apologize that I am just getting back to you. I missed your email earlier. If you would like to curtail these walkthroughs please let me know. If you would like to choose other dates in March we can do that as well. I was able to get answers for the questions you asked below. This was from Chief April Sloan.

SCRT is a multi-disciplinary team with 3 members, 6 teams are in operation on a shift schedule. That means 12 groups of 3. It's important that the people responding to the facility are the ones who attend the tour, not leadership. The additional slots, labeled EMS6, will be EMS6, SWRT and SORT, combined. They also have a shift schedule. They respond and transport to the facility and it's important that all members of the Community Paramedic Division understand the resources and services offered to people so they can accurately convey that information to our patient population, many of whom are or will utilize the Linkage Center.

Lloyd Shand

Emergency Services Coordinator I

San Francisco Department of Emergency Management

Pronouns: He, His, Him

415-839-0706 (Cell)

lloyd.shand@sfgov.org

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From: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Sent: Tuesday, February 15, 2022 11:11 AM
To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>; Lowell Morgan (AIR) <lowell.morgan@flysfo.com>; Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Lenrow, Laurie (DPH) <laurie.lenrow@sfdph.org>
Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>
Subject: Re: Shand, Lloyd (DEM) shared "Linkage Center Walkthrough Request - SCRT & EMS6" with you.

Hi Lloyd—

This is a lot of walkthroughs and I won't be able to do most of them (also, please note that 2/21 is a holiday so some people may not be available, although the site will be running of course).

Deb Borne will no longer be on site or doing the tours as we are trying to free her up to focus on additional work.

We should add in DPH site leadership now for this—I am adding in [@Goldman, Matthew \(DPH\)](#), [@Simbe, Jeff \(DPH\)](#), [@Loughran, Eileen \(DPH\)](#), [@Lenrow, Laurie \(DPH\)](#) as initial suggestions. There may be others the team can identify who can help with all of these walkthroughs.

On a side note, Is there a reason we are doing so many people from a single organization? Can't we tour leadership and have them relay to their staff?

Andrea (Andi) Tenner, MD, MPH, FACEP

Director, Public Health Emergency Preparedness and Response

333 Valencia Street, Suite 333

San Francisco, CA 94103

Office: 628-217-6972

From: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Date: Tuesday, February 15, 2022 at 8:24 AM
To: Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>, Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>, Borne, Deborah (DPH) <deborah.borne@sfdph.org>, Lowell Morgan (AIR) <lowell.morgan@flysfo.com>

Subject: Shand, Lloyd (DEM) shared "Linkage Center Walkthrough Request - SCRT & EMS6" with you.



Shand, Lloyd (DEM) shared a file with you

This is the largest request we have received for walkthroughs. There are 14 walkthroughs on this request. I have placed more information on this doc. Please send in your responses by COB tomorrow Wednesday, 2/16/22.



[Linkage Center Walkthrough Request - SCRT & EMS6](#)

This link only works for the direct recipients of this message.



[Privacy Statement](#)

From: [Almeida, Angelica \(DPH\)](#)
To: [Gran, Betsy \(DPH\)](#); [Vasilyeva, Kay \(DEM\)](#); [DutyOfficer, DEM \(DEM\)](#); [Tenner, Andrea \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#)
Cc: [Mukherjee, Trena \(DPH\)](#); [Prentiss, Diane \(DPH\)](#)
Subject: Re: Metrics OP9
Date: Tuesday, February 15, 2022 10:13:00 AM
Attachments: [Outlook-1514414697.png](#)

I'll look into this and circle back

Angelica M. Almeida, Ph.D.
PSY23814
Director, Street Based and Justice Involved Behavioral Health Services
San Francisco Department of Public Health
1380 Howard Street, 4th Floor
San Francisco, CA 94103
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From: Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Sent: Tuesday, February 15, 2022 10:12 AM
To: [Vasilyeva, Kay \(DEM\) <kay.vasilyeva@sfgov.org>](mailto:kay.vasilyeva@sfgov.org); [DutyOfficer, DEM \(DEM\) <demdutyofficer@sfgov.org>](mailto:DutyOfficer, DEM (DEM) <demdutyofficer@sfgov.org>); [Tenner, Andrea \(DPH\) <andrea.tenner@sfdph.org>](mailto:andrea.tenner@sfdph.org); [Hoffman, Rob \(DPH - Contractor\) <rob.hoffman@sfdph.org>](mailto:rob.hoffman@sfdph.org); [Almeida, Angelica \(DPH\) <angelica.almeida@sfdph.org>](mailto:angelica.almeida@sfdph.org)
Cc: [Mukherjee, Trena \(DPH\) <trena.mukherjee@sfdph.org>](mailto:trena.mukherjee@sfdph.org); [Prentiss, Diane \(DPH\) <diane.prentiss@sfdph.org>](mailto:diane.prentiss@sfdph.org)
Subject: RE: Metrics OP9

Hi all,

On a call right now but adding [@Almeida, Angelica \(DPH\)](#) who may be able to answer your questions re: FEST data until I can look into these questions further.

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: Vasilyeva, Kay (DEM) <kay.vasilyeva@sfgov.org>
Sent: Tuesday, February 15, 2022 10:08 AM
To: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; DutyOfficer, DEM (DEM) <demdutyofficer@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Cc: Mukherjee, Trena (DPH) <trena.mukherjee@sfdph.org>; Prentiss, Diane (DPH) <diane.prentiss@sfdph.org>
Subject: RE: Metrics OP9

Good morning Betsy,

Adrienne had some concerns about the FEST metrics that I would like to follow up on to clarify or validate. Can you help me provide justification or an explanation for the issue below? Thank you so much!

Adrienne's concern is: **Only 229 total encounters but over 200 for both health referrals and linkage center referrals? This must mean there is double counting, which is problematic.**

- o Felton Institute's Street Team (FEST)
 - Number of engagements/encounters: 229
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 216
 - Number of Naloxone doses distributed: 40
 - Referrals to Linkage Center: 206

From: Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Sent: Monday, February 14, 2022 3:07 PM
To: DutyOfficer, DEM (DEM) <demdutyofficer@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Cc: Vasilyeva, Kay (DEM) <kay.vasilyeva@sfgov.org>; Mukherjee, Trena (DPH) <trena.mukherjee@sfdph.org>; Prentiss, Diane (DPH) <diane.prentiss@sfdph.org>
Subject: Metrics OP9

Hi all,

Here is our data from TL Outreach, TLC, Critical Incident Reporting, Naloxone distribution at TLC and OD reversals/deaths.

TL Outreach

OP 9 (2/07/2022 – 2/13/2022)
Operational Period - Outreach Data

Total doses of Narcan Distributed (2 doses per kit or box)	50
Total # encountered on the street (engagements)	286
Total # brought to Center	212
Total # of referrals	223
Street Crisis Response Team (SCRT)	
# of engagements/encounters	27
# Referred to Linkage Center	1
SCRT the itemized dispositions or engagement outcomes	
Unable to locate client	12
Ambulance transport to hospital	2
SCRT transport to social/behavioral setting	2
Client remained in the community	11
Other disposition/referral	0
# of Naloxone doses distributed (2 doses per kit/box)	0
Felton (FEST)	
# of engagements/encounters	229
# Referred to Linkage Center	206
# of referrals to medical tx, mental health tx, SUD tx	216
# of doses of Narcan distributed (2 doses per kit or box)	40
OPT-IN & PEH HUB OUTREACH	
# of engagements/encounters	30
# Referred to Linkage Center	5
# of naloxone doses distributed (2 doses per kit or box)	10
# of COVID tests	0
HIV/HCV/STI tests	0
# of referrals to medical tx, mental health tx, SUD tx	7
# of people linked to medical care w/Street Medicine	0

Tenderloin Linkage Center

Type of Encounter

- Completed Linkage 48
- Meaningful Engagement 1354
- Pending Linkage 9
- **Referrals Given 258**

Grand Total 1669

What was the primary type of service/resource offered during the meaningful engagement?

- Community/social services (ID Voucher, GA, Calfresh, Medi-Cal) 53
- COVID - (Vaccination, Testing, etc) 3
- Emergency/Winter shelter 15
- Food and nutrition 46
- Housing Assessment Coordinated Entry 65
- Mental Health Care & Psych medication refills 4
- Navigation Center/ Shelter 23
- Physical Health (Primary care/dental – Non-Urgent) 15
- Physical Health Urgent Medical Care 7
- Prevention HIV, Hep-C, STI Testing & Treatment 6
- Substance Use Care- Drug User Health ie. Syringe Programs 1042
- Substance Use Care MAT (methadone/Buprenorphine) 4
- Substance Use treatment - Detox, Residential, & Outpatient 12
- SUD treatment (methadone/Buprenorphine) 1
- Therapy and mentoring 38
- Transitional housing 2
- Veteran support 2
- Vocational, employment, & legal support 16

Grand Total 1354

What was the primary type of referral given to the guest?

- Community/social services (ID Voucher, GA, Calfresh, Medi-Cal) 77
- COVID - (Vaccination, Testing, etc) 4
- Emergency/Winter shelter 26
- Food and nutrition 24
- Housing Assessment Coordinated Entry 85
- Mental Health Care & Psych medication refills 7
- Mental Health Urgent Care (Hummingbird, Dore) 1
- Navigation Center/ Shelter 29
- Physical Health (Primary care/dental – Non-Urgent) 21
- Physical Health Urgent Medical Care 6
- Prevention HIV, Hep-C, STI Testing & Treatment 2
- Referred to Perm Supportive Housing 6
- Substance Use Care- Drug User Health ie. Syringe Programs 53
- Substance Use treatment - Detox, Residential, & Outpatient 16
- Therapy and mentoring 14
- Transitional housing 3
- Veteran support 3
- Vocational, employment, & legal support 25

Grand Total 402

Choose the option that best describes the primary service during the completed

linkage.

- Community and social support services 6
- Emergency shelter i.e Winter shelter 1
- Emergency/Winter shelter 5
- Food and nutrition 6
- Housing Assessment Coordinated Entry 8
- Hummingbird Medical Respite 1
- Mental Health Care & Psych medication refills 2
- Navigation Center/ Shelter 11
- Physical Health (Primary care/dental – Non-Urgent) 1
- Physical Health Urgent Medical Care 2
- Referred to Permanent supportive housing 1
- SUD treatment - Detox, Residential, & Outpatient 1
- SUD treatment (methadone/Buprenorphine) 2
- Transitional housing 1

Grand Total 48

Choose the option that best describes the primary service during the pending linkage.

- Community/social services (ID Voucher, GA, Calfresh, Medi-Cal) 1
- Mental Health Care & Psych medication refills 1
- Navigation Center/ Shelter 3
- Physical Health Urgent Medical Care 1
- Substance Use Care- Drug User Health ie. Syringe Programs 1
- Substance Use treatment - Detox, Residential, & Outpatient 1
- Vocational, employment, & legal support 1

Grand Total 9

Housing status of the person receiving services.

- Declined to answer 58
- Permanent Residence (SRO/Apartment/Supportive Housing with lease) 62
- Sheltered PEH (homeless but staying in Nav Cntr, Shelter, SIP Hotel, etc) 127
- Unsheltered People Experiencing Homelessness (PEH) 1422

Grand Total 1669

Critical Incident Reporting [Tenderloin Linkage Center \(TLC\) Incident Reporting Form.xlsx](#)

Narcan Distributed at TLC: 70 kits (140 doses)

Number of overdose reversals: 2

Number of overdose deaths: 0

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>

information. If you have received this communication in error, please notify me by reply e-mail and immediately and permanently delete this message and any attachments. Thank you.

From: [Almeida, Angelica \(DPH\)](#)
To: [Tenner, Andrea \(DPH\)](#)
Subject: Tentative: TLC Contracts Coordination

I have and SCRT meeting to run, but will try my best to join

From: [Almeida_Angelica \(DPH\)](#)
To: [Loughran_Eileen \(DPH\)](#); [Candler_Robin \(DPH\)](#); [Rivera_Tiffany \(DPH\)](#); [Packer_Tracey \(DPH\)](#); [Harris_Zoe \(DPH\)](#); [Borne_Deborah \(DPH\)](#)
Cc: [Gran_Betsy \(DPH\)](#); [Simbe_Jeff \(DPH\)](#); [Tenner_Andrea \(DPH\)](#)
Subject: Re: Provider meeting team Next meeting Friday 2/11 at 1pm (draft agenda)
Date: Thursday, February 10, 2022 9:10 57 PM
Attachments: [Outlook-1508183402.png](#)
[Outlook-151414697.png](#)
[Outlook-151414697.png](#)

Yep! I'll be there

Angelica M. Almeida, Ph D.
PSY23814
Director, Street Based and Justice Involved Behavioral Health Services
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From: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>
Sent: Thursday, February 10, 2022 6:44 PM
To: Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Cc: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Re: Provider meeting team Next meeting Friday 2/11 at 1pm (draft agenda)

Hi Angelica,
That would be great if you could join me. I know this is last minute so if you can't move your other meeting I totally understand.

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: Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>
Sent: Thursday, February 10, 2022 1:51 PM
To: Candler, Robin (DPH) <robin.candler@sfdph.org>; Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Cc: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Re: Provider meeting team Next meeting Friday 2/11 at 1pm (draft agenda)

I can move a meeting

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 Health Network
Behavioral Health Services

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From: Candler, Robin (DPH) <robin.candler@sfdph.org>

Sent: Thursday, February 10, 2022 1:50 PM

To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>

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

Subject: Re: Provider meeting team Next meeting Friday 2/11 at 1pm (draft agenda)

Sorry - I am out tomorrow, but am happy to in the future.

Robin Candler
Deputy Director
Street Based and Justice Involved Behavioral Health Services
San Francisco Department of Public Health
robin.candler@sfdph.org



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Sent: Thursday, February 10, 2022 1:09 PM

To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>

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

Subject: Re: Provider meeting team Next meeting Friday 2/11 at 1pm (draft agenda)

Hi everyone,

The provider meeting is scheduled for tomorrow. Tanya was going to join me in facilitation but now has a conflict. Anyone interested in co-facilitating?

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: Monday, February 7, 2022 9:40 PM

To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>

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

Subject: Re: Provider meeting team Next meeting Friday 2/11 at 1pm (draft agenda)

Thanks Eileen, looks good. Is the last bullet, "what is missing" where we would discuss safe spaces for vulnerable populations?

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

Sent: Monday, February 7, 2022 8:55 PM

To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>

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

Subject: Re: Provider meeting team Next meeting Friday 2/11 at 1pm (draft agenda)

Hi everyone,

Our next DPH Provider meeting is scheduled for **Friday 2/11 at 1PM**. Drafting some initial thoughts for agenda items.

- Welcome
 - Land Acknowledgement

- Updates from onsite providers
 - SFCHC
 - Code TL
 - HR360

- DPH Announcements
 - Data snapshot (# how many people have accessed site, some other data point such as # of showers, meals, etc.)
 - Wellness activities
 - Vision
 - What is missing? are there special services that should be included when the site expands?

- Questions & Answers

Please provide any feedback on proposed agenda.

thanks,

eileen

Community Health Equity & Promotion
Health Program Coordinator
Population Health Division
San Francisco Department of Public Health
25 Van Ness Avenue, Suite 500
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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: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>

Sent: Saturday, January 29, 2022 8 06 AM

To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>

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

Subject: Re: Provider meeting team

Hi all.

I saved agendas & contact list for the provider meetings here:

Operations/Provider meetings

https://teams.microsoft.com/_#/files/Operations?threadid=19%3A30d78538449d4b729f2e1fc79f677e46%40thread_tacy2&ctx=channel&context=Provider%2520Meetings&rootfolder=%252Fsites%252FDPH-TLResponse2022%252FShared%2520Documents%252FOperations%252FProvider%2520Meetings

To do:

Create a schedule for facilitation rotation

Create an agenda "template"

Develop a an action list based on issues raised from previous meetings (review chat from 1/14 to identify any questions that have not been answered.)

Develop a "vision statement" @Borne, Deborah (DPH) Is this what you are working on?

****Also as an FYI, I received the approval of Meca to include UA as a regular participant at the meetings. I just need to track down the contact info to add to the list.**

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

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

Sent: Friday, January 28, 2022 11:44 AM

To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>

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

Subject: Re: Provider meeting team

Thank you!!!

Tiffany Rivera, BSN, CEN, TCRN

Deputy Director, Emergency Preparedness and Response Branch

San Francisco Department on Public Health

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

Sent: Friday, January 28, 2022 11:34:45 AM

To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>

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

Subject: Re: Provider meeting team

I have been a bad Teams player and have saved all documents in my own files. (One of the things I've been meaning to get to). Will do today.

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: Friday, January 28, 2022 9:30 AM
To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Cc: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Re: Provider meeting team

Thanks Eileen. This looks great. Is the list of providers saved in Teams? Would be helpful to have saved if not (I am sure it already it). 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: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>
Sent: Thursday, January 27, 2022 5:16 PM
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Attached:

Agenda for tomorrow's meeting with names noted for facilitation. (I will be taking notes in the background)
DPH provider list. Please review and see if anyone is missing

Meeting will go to biweekly after tomorrow (2/11)

- Tanya is on deck to help facilitate for that meeting
- Deb is available on 2/25

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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**
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My new phone number after December 14, 2019:

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The "provider meeting team" will plan provider meetings including develop agendas, develop strategies to incorporate community values and input to strengthen our work at the TLC, rotate facilitation of the weekly meeting, and help with meeting logistics such as note taking and logging action items for leadership.

Agenda for Thurs. meeting:

Goal: Develop a collaborative plan for ongoing provider input sessions

- Background / Overview of past meetings
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 - Facilitator(s)
 - Note taker
- Are there providers missing from the the conversation?
- Next Steps
 - Agenda for Friday's meeting
 - Facilitator(s) for Friday
 - Develop schedule rotation(?)

Thank you,

eileen

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From: [Almeida_Angelica \(DPH\)](#)
To: [Candler_Robin \(DPH\)](#); [Loughran_Eileen \(DPH\)](#); [Rivera_Tiffany \(DPH\)](#); [Packer_Tracey \(DPH\)](#); [Harris_Zoe \(DPH\)](#); [Borne_Deborah \(DPH\)](#)
Cc: [Gran_Betsy \(DPH\)](#); [Simbe_Jeff \(DPH\)](#); [Tenner_Andrea \(DPH\)](#)
Subject: Re: Provider meeting team Next meeting Friday 2/11 at 1pm (draft agenda)
Date: Thursday, February 10, 2022 1:51 08 PM
Attachments: [Outlook-1508183402.png](#)
[Outlook-1514414697.png](#)

I can move a meeting

Angelica M. Almeida, Ph D.
PSY23814
Director, Street Based and Justice Involved Behavioral Health Services
San Francisco Department of Public Health
1380 Howard Street, 4th Floor
San Francisco, CA 94103
Tel: 415-255-3722 | Fax: 415-255-3798
angelica.almeida@sfdph.org



San Francisco Health Network
Behavioral Health Services

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From: Candler, Robin (DPH) <robin.candler@sfdph.org>
Sent: Thursday, February 10, 2022 1:50 PM
To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Cc: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Re: Provider meeting team Next meeting Friday 2/11 at 1pm (draft agenda)

Sorry - I am out tomorrow, but am happy to in the future.

Robin Candler
Deputy Director
Street Based and Justice Involved Behavioral Health Services
San Francisco Department of Public Health
robin.candler@sfdph.org



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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Sent: Thursday, February 10, 2022 1:09 PM
To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>
Cc: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: Re: Provider meeting team Next meeting Friday 2/11 at 1pm (draft agenda)

Hi everyone,

The provider meeting is scheduled for tomorrow. Tanya was going to join me in facilitation but now has a conflict. Anyone interested in co-facilitating?

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: Monday, February 7, 2022 9:40 PM
To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>
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Subject: Re: Provider meeting team Next meeting Friday 2/11 at 1pm (draft agenda)

Thanks Eileen, looks good. Is the last bullet, "what is missing" where we would discuss safe spaces for vulnerable populations?

Tiffany Rivera, BSN, CEN, TCRN

Pronouns: she/her
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San Francisco Department of Public Health
333 Valencia St., San Francisco, Ca 94103
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From: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>
Sent: Monday, February 7, 2022 8:55 PM
To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>
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Subject: Re: Provider meeting team Next meeting Friday 2/11 at 1pm (draft agenda)

Hi everyone,

Our next DPH Provider meeting is scheduled for **Friday 2/11 at 1PM**. Drafting some initial thoughts for agenda items.

- Welcome
 - Land Acknowledgement
- Updates from onsite providers
 - SFCHC
 - Code TL
 - HR360
- DPH Announcements
 - Data snapshot (# how many people have accessed site, some other data point such as # of showers, meeals,etc.)
 - Wellness activities
 - Vision
 - What is missing? are there special services that should be included when the site expands?
- Questions & Answers

Please provide any feedback on proposed agenda.

thanks,
eileen

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From: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>
Sent: Saturday, January 29, 2022 8:06 AM
To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>
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Subject: Re: Provider meeting team

Hi all.

I saved agendas & contact list for the provider meetings here:

Operations/Provider meetings

https://teams.microsoft.com/#/files/Operations?threadId=19%3A30d78538449d4b729f2e1fc79f677e46%40thread_tacv2&ctx=channel&context=Provider%2520Meetings&rootfolder=%252Fsites%252FDPH-TLResponse2022%252FShared%2520Documents%252FOperations%252FProvider%2520Meetings

To do:

Create a schedule for facilitation rotation

Create an agenda "template"

Develop an action list based on issues raised from previous meetings (review chat from 1/14 to identify any questions that have not been answered).

Develop a "vision statement" @Borne, Deborah (DPH) Is this what you are working on?

**Also as an FYI, I received the approval of Meca to include UA as a regular participant at the meetings. I just need to track down the contact info to add to the list.

Thank you,

eileen

Eileen Loughran

Community Health Equity & Promotion

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Sent: Friday, January 28, 2022 11:44 AM
To: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>
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Thank you!!!

Tiffany Rivera, BSN, CEN, TCRN

Deputy Director, Emergency Preparedness and Response Branch

San Francisco Department on Public Health

From: Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>
Sent: Friday, January 28, 2022 11:34:45 AM
To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Mera, Tanya (DPH) <Tanya.Mera@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>
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Subject: Re: Provider meeting team

I have been a bad Teams player and have saved all documents in my own files. (One of the things I've been meaning to get to). Will do today.

e
Eileen Loughran
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 - Develop schedule rotation(?)

Thank you,

eileen

Eileen Loughran
Community Health Equity & Promotion
Health Program Coordinator

From: [Andersson, Christina M](#)
To: [Tenner, Andrea \(DPH\)](#)
Subject: Automatic reply: TLC Contracts Coordination
Date: Tuesday, February 15, 2022 5:07:06 PM

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

Hello, thank you for your email. I am out of the office until Monday, February 7. I will not be responding to emails during this time. Thank you and have a safe and health new year.

From: [Andersson, Christina M](#)
To: [Tenner, Andrea \(DPH\)](#)
Subject: Accepted: TLC Touchbase

From: [Andersson, Christina M](#)
To: [Tenner, Andrea \(DPH\)](#)
Subject: Accepted: TLC Contracts Coordination

From: [Bechelli, Adrienne \(DEM\)](#)
To: [Carroll, Maryellen \(DEM\)](#); [Power, Andres \(MYR\)](#); [Colfax, Grant \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [McSpadden, Shireen \(HOM\)](#); [Simmons, Noelle \(HOM\)](#); [Tullock, Cristel \(ADP\)](#); [Rhorer, Trent \(HSA\)](#); [Bowman, Kimberley \(DEM\)](#); [Gaeta, Krista \(HSA\)](#); [Tenner, Andrea \(DPH\)](#); [Mazza, Mark \(HOM\)](#); [Zamora, Francis \(DEM\)](#)
Cc: [Bobba, Naveena \(DPH\)](#); [Hawkes, Alison \(DPH\)](#); [Pojman, Natalie \(DPH\)](#); [Dearman, Kelly \(HSA\)](#)
Subject: RE: Tenderloin Linkage Center Management Group
Date: Wednesday, February 16, 2022 9:17:06 PM

Hi everyone, please see below for tomorrow morning's agenda for our Linkage Center Management Group.

1. Latest operational updates from Linkage Center (10 min)
 - a. Last week's metrics
 - b. Expansion planning revisions
 - c. Procedural changes
2. Presentation: Collective Impact Approach and our Common Agenda (20 min)
3. Decision point (15 min)
 - a. Agree on Collective Impact Approach and Common Agenda
4. Linkage Center next steps (15 min)
 - a. Facility readiness
 - b. Budget and contracting
 - c. Timeliness and process for moving to TLC Phase III
 - d. Define and engage the collective (depts, providers, community)

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

From: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>

Sent: Thursday, February 3, 2022 1:11 PM

To: Carroll, Maryellen (DEM); Power, Andres (MYR); Bechelli, Adrienne (DEM); Colfax, Grant (DPH); Kunins, Hillary (DPH); McSpadden, Shireen (HOM); Simmons, Noelle (HOM); Tullock, Cristel (ADP); Rhorer, Trent (HSA); Bowman, Kimberley (DEM); Gaeta, Krista (HSA); Tenner, Andrea (DPH); Mazza, Mark (HOM); Zamora, Francis (DEM)

Cc: Bobba, Naveena (DPH); Hawkes, Alison (DPH); Pojman, Natalie (DPH); Dearman, Kelly (HSA)

Subject: Tenderloin Linkage Center Management Group

When: Thursday, February 17, 2022 8:30 AM-9:30 AM (UTC-08:00) Pacific Time (US & Canada).

Where:

Agenda:

- Weekly metrics
- Critical incidents
- Expansion planning (services, space, staff)
- Key topics as scheduled

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From: [Bechelli, Adrienne \(DEM\)](#)
To: [Bobba, Naveena \(DPH\)](#); [Boes, Tracy \(POL\)](#); [McDaniels, Christopher \(DPW\)](#); [Durden, DiJaida \(DPW\)](#); [Gale, Josh \(PUC\)](#); [Stein, Gail \(MTA\)](#); [Morrill, Jim \(MTA\)](#); [Tenner, Andrea \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Sloan, April \(FIR\)](#); [Mason, Michael \(FIR\)](#); [Tianero, Destin Rey \(FIR\)](#); [Kucharszky, James \(FIR\)](#); [Campos, Jessica \(HRC\)](#); [Lloyd, Kayleigh \(HRC\)](#); [Mcknight, John \(HRC\)](#); [Andersson, Christina \(PUC\)](#); [Lee, Kendall \(DEM\)](#); [Roman, Marisol \(DEM\)](#); [Homsey, Daniel \(ADM\)](#); [Goldman, Matthew \(DPH\)](#); [Pang, Simon \(FIR\)](#); [Starliper, Lisa \(DEM\)](#); [DutyOfficer, DEM \(DEM\)](#); [Maimoni, Andy \(ADM\)](#); [Wong, Bryan \(ADM\)](#); [Simon Bertrang, fernando; Artiejr; Helene Sautou; jmello@blockbyblock.com;](#) [McCormick, Shawn \(MTA\)](#); [Adami, Steve \(ADP\)](#); [Tulloch, Cristel \(ADP\)](#); [Bowman, Kimberley \(DEM\)](#); [Rana, Shalini \(DPH\)](#); [Raycroft, Jill \(DEM\)](#); [Jorgensen, Andrea \(DEM\)](#); [Ogwuegbu, Chiamaka \(MYR\)](#); [Martinez-Bankhead, Amelia \(HRC\)](#); [Dodge, Samuel \(DEM\)](#); [Almeida, Angelica \(DPH\)](#); [Nazzareta, Daniel \(FIR\)](#); [Holcomb, Andrew \(DEM\)](#); [Sop, Anna \(DEM\)](#); [Gaeta, Krista \(HSA\)](#); [Stephen Gibson; Zamora, Francis \(DEM\)](#); [Hogan, Kristin \(DEM\)](#); [Rivera, Tiffany \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Chiu, Kent \(MTA\)](#); [Walsh, Douglas \(DPH\)](#); [Gran, Betsy \(DPH\)](#); [Meskan, Brenda \(HOM\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Trinh, Edward \(DEM\)](#); [Hillcoat, Kayleigh \(DEM\)](#); [Perez, Guillermo \(DPW\)](#); [Rodriguez, Ronald \(DPW\)](#); [Lee, Jason \(DPW\)](#); [Milholland, Nancy \(DEM\)](#); [Mera, Tanya \(DPH\)](#); [Safarzadeh, Parisa \(DEM\)](#); [Oxford, Nick \(FIR\)](#); [Clark, Susan \(DEM\)](#); [Pletsch, Destiny \(ADP\)](#); [Bessman, Elizabeth \(DEM\)](#); [HaleyNelson, Lony \(DEM\)](#); [Vasilyeva, Kay \(DEM\)](#); [Reneau, Cody \(CON\)](#); [Fuller, Luke \(CON\)](#); [Medina, Jessica \(DEM\)](#); [Cohen, Amy \(ECN\)](#); [Cohen, Emily \(HOM\)](#); [Sawyer, Amy \(MYR\)](#); [Lee, Ivy \(MYR\)](#); [Shand, Lloyd \(DEM\)](#); [Lim, Victor \(DEM\)](#)
Cc: [Carroll, Maryellen \(DEM\)](#); [Power, Andres \(MYR\)](#)
Subject: TEI Objectives for OP10
Date: Sunday, February 13, 2022 5:24:53 PM

Hello everyone, please see below for our Tenderloin Emergency Initiative objectives for Operational Period 10, which starts tomorrow. Let me know if you have any questions.

Please also note that Kim Bowman will be assuming the role of TEI Incident Commander effective 5pm on Friday of this Op Period and lasting through Op Period 13.

Objectives for Operational Period 10 (2/14/22 – 2/20/22)

1. Perform daily interventions at the following priority locations: (All)
 - a. 300 Ellis
 - b. 300 Hyde
 - c. 400 Eddy
 - d. 600 Eddy
 - e. Boeddeker Park
 - f. 7th and Market
2. Clearly establish outcome expectations and schedule for adjusted field operations to occur 7 days a week and serve all priority locations on a rotating basis. (DEM, DPH, HSH, SFFD, MTA, DPW, SFPD, PUC, REC)
3. Coordinate with city and community providers to create and implement an operational strategy to mitigate problem behaviors compromising health and safety on the 300 block of Ellis. (DEM, DPH, HSH, SFFD, DPW, community partners)
4. Finalize the new TEI goal areas and identify data sources that capture outcome measures for each goal area. (DEM, CON, DPH, HSH)
5. Create a plan to begin tracking new outcome measures in OP 11 and identify a projected schedule for a public-facing data dashboard that communicates progress on the goal areas. (DEM, CON)
6. Place at least 20 additional people from the streets of the Tenderloin into non-congregate

shelter by 2/18. (HSH, DPH, SFFD, DEM)

7. Begin implementation of the Tenderloin Linkage Center master project plan, including expansion and staffing transition initiatives. (DPH, HSH, HSA, ADP)
8. Continue planning process for Phase 3 (sustained operations) of the Tenderloin Emergency Initiative, including collecting community feedback and identifying lead city agencies. (DEM, MYR, CPC, community partners)
9. Expand TEI community engagement strategy to include project management of short- and long-term community priorities. (DEM, MYR, HRC)

Adrienne Bechelli

Deputy Director, Emergency Services

San Francisco Department of Emergency Management

Pronouns: She, Her, Hers

415-554-4843 office

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



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From: [Bechelli, Adrienne \(DEM\)](#)
To: [Gran, Betsy \(DPH\)](#)
Cc: [Tenner, Andrea \(DPH\)](#)
Subject: RE: today's data workshop
Date: Friday, February 11, 2022 9:35:00 AM

Betsy, THANK YOU! I had prepared some talking points for myself to set ground rules for today's phase of the workshop but these are much more clear and concise. I will absolutely use these. Thanks again.

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: Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Sent: Friday, February 11, 2022 8:44 AM
To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Subject: today's data workshop

Hi Adrienne,

Reaching out with a few thoughts re: today's data workshop.

DPH needs to move forward with our metrics and dashboarding as we transition to TEI and eventual BHS leadership of TLC. Completely understandably, yesterday's meeting brought up the complexity of this work and veered beyond a focused conversation about what we're measuring and how (and of course, why).

We feel a sense of urgency to make today's conversation as focused and productive as possible. In my "real job" I'm a trainer/facilitator and coach with DPH HR and have copied in some agreements I use when facilitating reorg/org dev and racial/health equity trainings and conversations. Please consider these for today's workshop.

Ground Rules for Facilitation of Difficult Discussions

Speak from your own experience and expertise
--

Share the air

Avoid generalizations, acknowledge complexity and nuance
--

Consider your position & power in this conversation

Recognize that we will not solve big problems without making small, meaningful changes
--

I am happy to support facilitation if that would be useful, given how heavily DPH is involved in today's topics, but minimally would like to share a foundation of DPH's health equity mission/vision that align with TLC service and scope before we go into a broader discussion of DPH's measures and goals as they are at the heart of how we talk about, collect and share data about and ultimately work

with our community.

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: [Bechelli, Adrienne \(DEM\)](#)
To: [Carroll, Maryellen \(DEM\)](#); [Power, Andres \(MYR\)](#); [Colfax, Grant \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [McSpadden, Shireen \(HOM\)](#); [Simmons, Noelle \(HOM\)](#); [Tullock, Cristel \(ADP\)](#); [Rhorer, Trent \(HSA\)](#); [Bowman, Kimberley \(DEM\)](#); [Gaeta, Krista \(HSA\)](#); [Tenner, Andrea \(DPH\)](#); [Mazza, Mark \(HOM\)](#); [Zamora, Francis \(DEM\)](#)
Cc: [Bobba, Naveena \(DPH\)](#); [Hawkes, Alison \(DPH\)](#)
Subject: RE: Tenderloin Linkage Center Management Group
Date: Thursday, February 10, 2022 7:53:03 AM

Good morning all, I'm looking forward to our first "policy" group meeting for the Linkage Center this morning.

Below is our agenda:

1. 8:30 – 8:40am – Meeting Purpose & Team Intros (Adrienne)
2. 8:40 – 8:50am – Roll out of Phase II Organizational Chart (Krista)
3. 8:50 – 9:00 am – TLC Weekly metrics (Adrienne)
4. 9:00 – 9:10am – Expansion planning (services, space, staff) (Krista)
5. 9:10am – 9:30am – Long-Term Permits and Contracting (Kim)
6. **Standing Agenda Item – Decision Points (none for 2/10/22)**

Talk soon!
Adrienne

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.

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

From: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>

Sent: Thursday, February 3, 2022 1:41 PM

To: Carroll, Maryellen (DEM); Power, Andres (MYR); Bechelli, Adrienne (DEM); Colfax, Grant (DPH); Kunins, Hillary (DPH); McSpadden, Shireen (HOM); Simmons, Noelle (HOM); Tullock, Cristel (ADP); Rhorer, Trent (HSA); Bowman, Kimberley (DEM); Gaeta, Krista (HSA); Tenner, Andrea (DPH); Mazza, Mark (HOM); Zamora, Francis (DEM)

Cc: Bobba, Naveena (DPH); Hawkes, Alison (DPH)

Subject: Tenderloin Linkage Center Management Group

When: Thursday, February 10, 2022 8:30 AM-9:30 AM (UTC-08:00) Pacific Time (US & Canada).

Where:

Agenda:

- Weekly metrics
- Critical incidents
- Expansion planning (services, space, staff)
- Key topics as scheduled

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From: [Bechelli, Adrienne \(DEM\)](#)
To: [Hoffman, Rob \(DPH - Contractor\)](#); [Gran, Betsy \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Hyatt, Jamilla \(LIB\)](#); [Mazza, Mark \(HOM\)](#); [Gaeta, Krista \(HSA\)](#)
Cc: [Bowman, Kimberley \(DEM\)](#); [Raycroft, Jill \(DEM\)](#); [Starliper, Lisa \(DEM\)](#)
Subject: RE: URGENT RE: Linkage Center Weekly Metrics - CORRECTED HR360 METRICS
Date: Tuesday, February 8, 2022 11:22:16 AM

THANK YOU ROB AND BETSY!!!

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: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Sent: Tuesday, February 8, 2022 10:56 AM
To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>
Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Raycroft, Jill (DEM) <jill.raycroft@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>
Subject: RE: URGENT RE: Linkage Center Weekly Metrics - CORRECTED HR360 METRICS

Hi [@Bechelli, Adrienne \(DEM\)](#) I dug into this and here is what I got for you.

This is what Betsy and I pulled together regarding the change in data.
& why.

1. HR360 Data that wasn't fully entered:

Meaningful Engagements

Physical Health (Primary care/dental – Non-Urgent)	16
Substance Use Care- Drug User Health ie. Syringe Programs	643
Grand Total	659

- a. We texted Gary again to confirm hr360 submitted all their data. They did not, but Gary updated it this morning & We have all their data now.
- b. **HR360 agreed to use the new data reporting form** – this will put an end to the messiness regarding the HR360 data
- c. Rob went over the definitions of the encounters with Gary & Paul because I have concerns about the hr360 metrics.
 - i. I think they are reporting interactions as meaningful engagements – cannot confirm this but this is a likely symptom of them not engaging with our form and definitions.
 - ii. I observed the HR360 staff and did not see anything that can account for

- the high numbers of meaning engagements
- iii. I think Gary is just making up random #s
- d. Follow up with HR360 staff onsite needed to support them with the use of the form – Rob H. will follow up with Ops team & delegate training HR360 staff on Form and tracking metrics
- 1. Health staff Pulled to monitor elevators, etc. may have resulted in less referrals

These are the updated metrics that include the **additional metrics from HR360**

Tier 2 Encounters:

During OP8 DPH staff had 324 Tier 2 encounters.

During OP8 HR360 staff had 659 Tier 2 encounters.

TOTAL Tier 2 Encounters (DPH & HR360) - 983

Housing Status reported during the encounters:

- Declined to answer = 22
- Permanent Residence (SRO/Apartment/Supportive Housing with lease) = 5
- Sheltered PEH (homeless but staying in Nav Cntr, Shelter, SIP Hotel, etc) = 15
- Unsheltered People Experiencing Homelessness (PEH) = 282
- **HR360 – Did not ask housing status 659**

Tier 2 Encounters by type:

- Meaningful Engagements = 156
- **HR360 Meaningful Engagements 659**
- **TOTAL (DPH & HR360) Meaningful Engagements 815**
- Referrals Given = 130
- Linkages Pending = 7
- Completed linkages = 31

Services offered during Meaningful Engagements by type:

- Community/social services (ID Voucher, GA, CalFresh, Medi-Cal) =14
- COVID - (Vaccination, Testing, etc)= 2
- Emergency/Winter shelter= 10
- Food and nutrition= 30
- Housing Assessment Coordinated Entry = 34
- Mental Health Care & Psych medication refills = 2
- Navigation Center/ Shelter = 14
- Physical Health (Primary care/dental – Non-Urgent) = 11
- **HR360 - Physical Health (Primary care/dental – Non-Urgent) = 16**
- Physical Health Urgent Medical Care = 2
- Prevention HIV, Hep-C, STI Testing & Treatment = 2
- Substance Use Care- Drug User Health ie. Syringe Programs = 12
- **HR360 - Substance Use Care- Drug User Health ie. Syringe Programs = 643**
- Substance Use treatment - Detox, Residential, & Outpatient = 4
- SUD treatment (methadone/Buprenorphine) = 1
- Therapy and mentoring =8
- Veteran support = 2
- Vocational, employment, & legal support = 8

Referrals Given by type:

- Community/social services (ID Voucher, GA, CalFresh, Medi-Cal) = 30
- COVID - (Vaccination, Testing, etc) = 1
- Emergency/Winter shelter = 11
- Food and nutrition = 5
- Housing Assessment Coordinated Entry = 42
- Mental Health Urgent Care (Hummingbird, Dore) = 1
- Navigation Center/ Shelter = 6
- Physical Health (Primary care/dental – Non-Urgent) = 7
- Referred to Perm Supportive Housing = 2

- Substance Use treatment - Detox, Residential, & Outpatient = 3
- Therapy and mentoring = 4
- Transitional housing = 1
- Veteran support = 1
- Vocational, employment, & legal support = 14
- Mental Health Care & Psych medication refills = 1
- Substance Use Care- Drug User Health ie. Syringe Programs = 1

Pending Linkages by type:

- Community/social services (ID Voucher, GA, CalFresh, Medi-Cal) =1
- Mental Health Care & Psych medication refills = 1
- Navigation Center/ Shelter = 3
- Physical Health Urgent Medical Care = 1
- Vocational, employment, & legal support = 1

Completed Linkages by type:

- Community and social support services = 4
- Emergency shelter i.e Winter shelter = 1
- Emergency/Winter shelter = 1
- Food and nutrition = 6
- Housing Assessment Coordinated Entry = 6
- Mental Health Care & Psych medication refills = 2
- Navigation Center/ Shelter = 7
- Physical Health Urgent Medical Care = 1
- SUD treatment - Detox, Residential, & Outpatient= 1

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

Sent: Monday, February 7, 2022 9:13 PM

To: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>

Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Raycroft, Jill (DEM) <jill.raycroft@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>

Subject: URGENT RE: Linkage Center Weekly Metrics

Betsy and Rob... I have to validate this with both of you. The metrics submitted for the Tier 2 service connections (meaningful engagements, referrals, pending linkage, completed linkage) is 324 total, across all four types. The prior week was over 1600.

Please tell me you have an explanation?

Thank you.

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: Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Sent: Monday, February 7, 2022 11:23 AM
To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>
Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Raycroft, Jill (DEM) <jill.raycroft@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>
Subject: RE: Linkage Center Weekly Metrics

Hi all,

- What metrics are currently being tracked and by whom and how? Rob/Deb/SHS/Jamilla? (listing below what I think is being tracked)
 - I will report on these each week (OP)
 - Outreach metrics
 - TLC metrics
 - CIR metrics
 - I also track daily placements/staffing for 9:30 report out
- Who will be the point in the future to submit metrics on a weekly basis – will DPH be compiling it all and submitting? Will it be combined with Betsy’s weekly submissions, or be separate? I will continue to submit weekly metrics as part of our OP data reporting unless there is a need for it to be reported separately
- What exact info is being tracked in the CIR, who has access to that data, and how do we get more people access to that info? We can share access to anyone who needs it (we get raw data from the CIR form)
- Who is leading the conversion from paper intake forms to a tech solution? Any details, timeline, unmet needs? Any chance this can be done before next Monday? I think this is HSH/Urban Alchemy

Expect our OP 8 data sometime this afternoon.

Cheers,
Betsy

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

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

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

Sent: Sunday, February 6, 2022 10:35 AM

To: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>

Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Raycroft, Jill (DEM) <jill.raycroft@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>

Subject: Linkage Center Weekly Metrics

Importance: High

Hi everyone. It's been a LOT of work to figure out what Linkage Center metrics are tracked and how and by whom and how to share the info. It might be easier to meet about it but I want to start with an email. Granted I started writing this on Friday...

- What metrics are currently being tracked and by whom and how? Rob/Deb/HSJ/Jamilla? (listing below what I think is being tracked)
- Who will be the point in the future to submit metrics on a weekly basis – will DPH be compiling it all and submitting? Will it be combined with Betsy's weekly submissions, or be separate?
- What exact info is being tracked in the CIR, who has access to that data, and how do we get more people access to that info?
- Who is leading the conversion from paper intake forms to a tech solution? Any details, timeline, unmet needs? Any chance this can be done before next Monday?

This is what I think is already being tracked and what DEM needs to be submitted on a weekly basis (no later than COB every Monday for the previous Monday-Sunday). **Can someone please confirm that these data will be ready by tomorrow for the range of 1/31 – 2/6?** These metrics will likely change soon after a couple critical conversations regarding operational data vs. impact data, but for now this is what we need. [@Gaeta, Krista \(HSA\)](#) we should be able to ask the site managers to compile the first 4.

- Total number of visits: this is the daily count of every day added together. This can be pulled from the paper intake forms
- Number of visits by referral from street to center: this is the count of all the people who answered the question that they were referred by someone to the center. This can be pulled from the paper intake forms
- Number of self-presented visits: this is the count of people who said they were not referred by anyone, they just came to the site. This can be pulled from the paper intake forms.
- Engagements in Tier 1 Service Connection: this is the same number as total number of visits.
- Engagements in Tier 2 Service Connection: this is the combined number of meaningful engagements, referrals, pending linkage, and linkage all added together and is pulled from Rob's google form
 - Meaningful engagements: pulled from Rob's google form

- Referrals: pulled from Rob's google form
 - Please itemize what type of service or program they are referred to
 - I know DPH is tracking some of these referrals on the back end to determine whether or not the guest actually showed up. Any way to itemize?
- Pending linkage: pulled from Rob's google form
 - Please itemize what type of service or program they are trying to link to and the reason they are still pending
- Completed linkage: pulled from Rob's google form
 - Please itemize what type of service or program they linked to
- How many doses of Naloxone were distributed/given out to guests at the site: I don't know how DPH/HR360 is tracking this
- Number of overdose reversals: this info can be pulled from the critical incident reports
- Number of overdose deaths: this info can be pulled from the critical incident reports

Adrienne Bechelli

Deputy Director, Emergency Services
San Francisco Department of Emergency Management
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415-554-4843 office

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



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From: [Bechelli, Adrienne \(DEM\)](#)
To: [Tenner, Andrea \(DPH\)](#); [Kunins, Hillary \(DPH\)](#)
Cc: [Validzic, Ana \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#)
Subject: RE: BOS - question about referrals
Date: Tuesday, February 8, 2022 9:57:39 AM

Hillary let's talk about this more. I just did some QA on the numbers Francis compiled and they are incorrect.

Total (non-Linkage Center) numbers from Jan 3 – Jan 30 referrals from street to medical treatment, mental health, behavioral health: **845 total**. These are broken down by street outreach team (SCRT, FEST, DPH PEH hub) but not broken down between the types of treatment.

The Linkage Center referrals are separate and are broken down by the type of treatment. Rob can provide those numbers.

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: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Sent: Tuesday, February 8, 2022 9:04 AM
To: Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Cc: Validzic, Ana (DPH) <ana.validzic@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Subject: Re: BOS - question about referrals

Adding in Rob for your question, Hillary. Rob are we able to do a breakdown of BHS connections since implementing the new form? If so can you send to Hillary with dates? (Also if there is someone else who should be handling this please let me know and I can redirect.)

Thanks,
Andi

Andrea (Andi) Tenner, MD, MPH, FACEP

Director, Public Health Emergency Preparedness and Response

[333 Valencia Street, Suite 333](#)

[San Francisco, CA 94103](#)

Office: [628-217-6972](tel:628-217-6972)

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

PHEPR On-Call: (emergencies) [415-802-7358](tel:415-802-7358)



Dictated to my phone for a more prompt reply. Please forgive any typos.

From: Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>

Sent: Tuesday, February 8, 2022 8:59:27 AM

To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>

Cc: Validzic, Ana (DPH) <ana.validzic@sfdph.org>

Subject: BOS - question about referrals

Adrienne and Andi,

We cite that we have made 413 linkages to "treatment."

Adrienne: can you share where that number is derived from and what it includes?
IE both medical and behavioral health treatment?

Andi: do we know total number of behavioral health treatment linkages specifically?

From: [Bechelli, Adrienne \(DEM\)](#)
To: [Hoffman, Rob \(DPH - Contractor\)](#); [Mazza, Mark \(HOM\)](#); [Gran, Betsy \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Hyatt, Jamilla \(LIB\)](#); [Gaeta, Krista \(HSA\)](#)
Cc: [Bowman, Kimberley \(DEM\)](#); [Raycroft, Jill \(DEM\)](#); [Starliper, Lisa \(DEM\)](#)
Subject: RE: Linkage Center Weekly Metrics
Date: Tuesday, February 8, 2022 8:49:31 AM

That's perfect, there must have been a tech glitch on my end since I didn't see that question. Thank you!

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: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Sent: Tuesday, February 8, 2022 8:24 AM
To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>
Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Raycroft, Jill (DEM) <jill.raycroft@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>
Subject: RE: Linkage Center Weekly Metrics

Ok the question "what neighborhood are you from" is there. It is just the very last question.

If you select the TL it goes to submit form

If you select any other neighborhood, it opens up a follow up question asking "do you hang out in the TL?" yes or no

I can remove this option or keep it. Not sure what you are looking for.

From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Sent: Monday, February 7, 2022 7:35 PM
To: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>
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Subject: RE: Linkage Center Weekly Metrics

Thank you!! This is wonderful. I think the only thing missing is the question on whether they are from the TL or another neighborhood. Can you add that?

Adrienne Bechelli (she/her)

Department of Emergency Management

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Sent: Monday, February 7, 2022 6:02 PM

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Subject: RE: Linkage Center Weekly Metrics

Importance: High

Hi Adrienne,,

Can someone test this form? I tried to be thoughtful about the order the questions get asked in and how they are asked.

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

Open to changing it. Please advise.

Warm regards, Rob

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

Sent: Monday, February 7, 2022 1:05 PM

To: Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>

Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Raycroft, Jill (DEM) <jill.raycroft@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>

Subject: RE: Linkage Center Weekly Metrics

Rob, did all the intake questions get incorporated, or just the housing status question? We need the full intake form (attached) in the online intake process.

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: Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>

Sent: Monday, February 7, 2022 12:52 PM

To: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>

Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Raycroft, Jill (DEM) <jill.raycroft@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>

Subject: Re: Linkage Center Weekly Metrics

Great! UA has iPads here

Mark Mazza, LCSW (he/his)

Outreach Manager

San Francisco Department of Homelessness and Supportive Housing

mark.mazza@sfgov.org

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Sent from my iPhone. Please excuse any spelling or grammar errors .

From: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>

Sent: Monday, February 7, 2022 12:46:33 PM

To: Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>

Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Raycroft, Jill (DEM) <jill.raycroft@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>

Subject: Re: Linkage Center Weekly Metrics

Hi all,

From what I understood the hold up was iPads or something on UA/HSB end.

The form was completed by the following Monday 1 31.23 per [@Bechelli, Adrienne \(DEM\)](#) request.

Sorry if there was additional follow up I missed.

Here is the link for testing and feedback

https://forms.office.com/Pages/ResponsePage.aspx?id=z8LVlj7OPUSaf9_MAjH3PxDH4Afau-9Gtm9e1cNWp6RUQkNHRFRGRkdVRkY2Q1ZZV1U2UDkxWUQ3Uy4u

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: Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>

Sent: Monday, February 7, 2022 11:53:22 AM

To: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Bechelli, Adrienne (DEM)

<adrienne.bechelli@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>

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Subject: Re: Linkage Center Weekly Metrics

Who is leading the conversion from paper intake forms to a tech solution? Any details, timeline, unmet needs? Any chance this can be done before next Monday? **I think this is HSH/Urban Alchemy**

My understanding is that Rob is developing the form and UA will implement once the form is ready.

Mark Mazza, LCSW (he/his)

Outreach Manager

San Francisco Department of Homelessness and Supportive Housing

mark.mazza@sfgov.org

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Sent from my iPhone. Please excuse any spelling or grammar errors .

From: Gran, Betsy (DPH) <betsy.gran@sfdph.org>
Sent: Monday, February 7, 2022 11:23:09 AM
To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>
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Hi all,

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Expect our OP 8 data sometime this afternoon.

Cheers,
Betsy

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

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

Sent: Sunday, February 6, 2022 10:35 AM

To: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>

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Subject: Linkage Center Weekly Metrics

Importance: High

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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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To: [Gran, Betsy \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Hyatt, Jamilla \(LIB\)](#); [Mazza, Mark \(HOM\)](#); [Gaeta, Krista \(HSA\)](#)
Cc: [Bowman, Kimberley \(DEM\)](#); [Raycroft, Jill \(DEM\)](#); [Starliper, Lisa \(DEM\)](#)
Subject: URGENT RE: Linkage Center Weekly Metrics
Date: Monday, February 7, 2022 9:13:13 PM

Betsy and Rob... I have to validate this with both of you. The metrics submitted for the Tier 2 service connections (meaningful engagements, referrals, pending linkage, completed linkage) is 324 total, across all four types. The prior week was over 1600.

Please tell me you have an explanation?

Thank you.

Adrienne Bechelli (she/her)

Department of Emergency Management

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Betsy Gran
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Adrienne Bechelli

Deputy Director, Emergency Services
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415-554-4843 office

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Subject: RE: Linkage Center Weekly Metrics
Date: Monday, February 7, 2022 7:35:13 PM

Thank you!! This is wonderful. I think the only thing missing is the question on whether they are from the TL or another neighborhood. Can you add that?

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From: Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>
Sent: Monday, February 7, 2022 6:02 PM
To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>
Cc: Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Raycroft, Jill (DEM) <jill.raycroft@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>
Subject: RE: Linkage Center Weekly Metrics
Importance: High

Hi Adrienne,,

Can someone test this form? I tried to be thoughtful about the order the questions get asked in and how they are asked.

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

Open to changing it. Please advise.

Warm regards, Rob

From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Sent: Monday, February 7, 2022 1:05 PM
To: Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>
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Subject: RE: Linkage Center Weekly Metrics

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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: Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>

Sent: Monday, February 7, 2022 12:52 PM

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Subject: Re: Linkage Center Weekly Metrics

Great! UA has iPads here

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: Monday, February 7, 2022 12:46:33 PM

To: Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>

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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: Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>

Sent: Monday, February 7, 2022 11:53:22 AM

To: Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>

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Outreach Manager

San Francisco Department of Homelessness and Supportive Housing

mark.mazza@sfgov.org

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Expect our OP 8 data sometime this afternoon.

Cheers,
Betsy

Betsy Gran
Activated Disaster Service Worker

Planning Section Chief – Tenderloin Response 2022

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

Sent: Sunday, February 6, 2022 10:35 AM

To: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Hyatt, Jamilla (LIB) <Jamilla.Hyatt@sfpl.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>

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Subject: Linkage Center Weekly Metrics

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- What exact info is being tracked in the CIR, who has access to that data, and how do we get more people access to that info?
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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: [Bechelli, Adrienne \(DEM\)](#)
To: [Mazza, Mark \(HOM\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Gran, Betsy \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Hyatt, Jamilla \(LIB\)](#); [Gaeta, Krista \(HSA\)](#)
Cc: [Bowman, Kimberley \(DEM\)](#); [Raycroft, Jill \(DEM\)](#); [Starliper, Lisa \(DEM\)](#)
Subject: RE: Linkage Center Weekly Metrics
Date: Monday, February 7, 2022 1:04:43 PM
Attachments: [Linkage Center Intake Form.docx](#)

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Special Projects Coordinator

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To: [Tenner, Andrea \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Gaeta, Krista \(HSA\)](#); [Goldman, Matthew \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Almeida, Angelica \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Loughran, Eileen \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Packer, Tracey \(DPH\)](#); [Zevin, Barry \(DPH\)](#); [Truong, Michelle \(DPH\)](#); [Murdock, Craig \(DPH\)](#); [Patil, Sneha \(DPH\)](#); [Horton, Claire \(DPH\)](#); [Bobba, Naveena \(DPH\)](#); [Wagner, Greg \(DPH\)](#); [Mukherjee, Trenea \(DPH\)](#); [Gran, Betsy \(DPH\)](#)
Subject: TLC DPH SME

Hello All,

This meeting is replacing the old "DPH Ops meeting" and is being retitled TLC DPH SME.
Please note this is a temporary calendar invite. A permanent invite will be sent from the TLC Inbox (once TLC is assigned an email address) with the same day/time.

Microsoft Teams meeting

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Click here to join the meeting <https://teams.microsoft.com/l/meetup-join/19%3ameeting_OTQ5MTE2OTgtNzViYS00OTI3LTkyNzgtMjE3YTc0NmY0YTQ2%40thread.v2/0?context=%7b%22Tid%22%3a%2222d5c2cf-ce3e-443d-9a7f-dfcc0231f73f%22%2c%22Oid%22%3a%221bc3ae7c-cf78-47d6-b02b-851afb36f%22%7d>

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From: [Bejarano, Anamaria \(DPH\)](#)
To: [Rivera, Tiffany \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Goldman, Matthew \(DPH\)](#); [Simbe, Jeff \(DPH\)](#)
Subject: Re: HR 360/DPH Integration
Date: Monday, February 28, 2022 11:43:15 AM

I have a meeting before then, so I may be a few min late.

Anamaria Bejarano, MPH
Senior Health Program Planner
Maternal, Child, and Adolescent Health
San Francisco Department of Public Health

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Sent: Monday, February 28, 2022 11:33 AM
To: Bejarano, Anamaria (DPH) <anamaria.bejarano@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>
Subject: Re: HR 360/DPH Integration

Yes that would be great, if you could join. Adding you to it now.

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: Bejarano, Anamaria (DPH) <anamaria.bejarano@sfdph.org>
Sent: Monday, February 28, 2022 11:31 AM
To: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>
Subject: Re: HR 360/DPH Integration

Yes, that would be great. I am hoping we can move it to Tuesday at 3:00 pm starting next week.

I'm also happy to jump on the call with you all, if that time doesn't seem feasible.

Anamaría Bejarano, MPH
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Subject: Re: HR 360/DPH Integration

Understood. We meet with them today, Anamaria. I see you were requesting the meeting to be moved; how would you like to coordinate that? We are happy to bring the info to today's meeting to discuss if you'd like.

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From: Bejarano, Anamaria (DPH) <anamaria.bejarano@sfdph.org>
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Subject: Re: HR 360/DPH Integration

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Subject: Re: HR 360/DPH Integration

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Tiffany Rivera, BSN, CEN, TCRN
Pronouns: she/her
Deputy Director, Emergency Preparedness & Response
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Subject: Re: HR 360/DPH Integration

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Anamaría Bejarano, MPH
Senior Health Program Planner
Maternal, Child, and Adolescent Health
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Subject: HR 360/DPH Integration

Hi Tiffany—

I believe this meeting ownership should be transitioned to Jeff. [@Goldman, Matthew \(DPH\)](#) and [@Bejarano, Anamaria \(DPH\)](#) is that correct?

Thanks!

Andi

Andrea (Andi) Tenner, MD, MPH, FACEP

Director, Public Health Emergency Preparedness and Response

333 Valencia Street, Suite 333

San Francisco, CA 94103

Office: 628-217-6972



From: tiffany.rivera@sfdph.org

When: 3:00 PM - 3:30 PM February 28, 2022

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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From: [Bejarano, Anamaria \(DPH\)](#)
To: [Rivera, Tiffany \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Goldman, Matthew \(DPH\)](#); [Simbe, Jeff \(DPH\)](#)
Subject: Re: HR 360/DPH Integration
Date: Monday, February 28, 2022 11:31:42 AM

Yes, that would be great. I am hoping we can move it to Tuesday at 3:00 pm starting next week.

I'm also happy to jump on the call with you all, if that time doesn't seem feasible.

Anamaría Bejarano, MPH

Senior Health Program Planner

Maternal, Child, and Adolescent Health

San Francisco Department of Public Health

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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

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<andrea.tenner@sfdph.org>; Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>

Subject: Re: HR 360/DPH Integration

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Subject: Re: HR 360/DPH Integration

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Hi Tiffany—

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Andi

Andrea (Andi) Tenner, MD, MPH, FACEP
[Director, Public Health Emergency Preparedness and Response](#)
333 Valencia Street, Suite 333
San Francisco, CA 94103
Office: 628-217-6972



From: tiffany.rivera@sfdph.org
When: 3:00 PM - 3:30 PM February 28, 2022
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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From: [Bejarano, Anamaria \(DPH\)](#)
To: [Rivera, Tiffany \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Goldman, Matthew \(DPH\)](#); [Simbe, Jeff \(DPH\)](#)
Subject: Re: HR 360/DPH Integration
Date: Monday, February 28, 2022 11:03:45 AM

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Tiffany Rivera, BSN, CEN, TCRN
Pronouns: she/her
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Subject: HR 360/DPH Integration

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333 Valencia Street, Suite 333
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From: tiffany.rivera@sfdph.org
When: 3:00 PM - 3:30 PM February 28, 2022

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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From: [Bejarano, Anamaria \(DPH\)](#)
To: [Tenner, Andrea \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Goldman, Matthew \(DPH\)](#)
Subject: Re: HR 360/DPH Integration
Date: Monday, February 28, 2022 10:19:26 AM

Yes, that's correct. I am asking Jeff, however, if it can be moved to Tuesday as to not conflict with Monday's meeting.

Anamaría Bejarano, MPH
Senior Health Program Planner
Maternal, Child, and Adolescent Health
San Francisco Department of Public Health

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Subject: HR 360/DPH Integration

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Andrea (Andi) Tenner, MD, MPH, FACEP
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Subject: HR 360/DPH Integration

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From: [Bennett, Ayanna \(DPH\)](#)
To: [Kunins, Hillary \(DPH\)](#); [Tenner, Andrea \(DPH\)](#)
Subject: TLC and equity
Date: Monday, February 7, 2022 12:23:08 PM

Hello TLC folks,

I just wanted to ask if there was any way to assess how equitable the use of the TLC was so far. We have historically heard from Black and Latino service users (of other substance use and mental health services for PEH) that these groups felt unwelcome or uncomfortable and underutilized services as a result. I wonder if this might be something to assess now in development where things might be more amenable to feedback than with some of our more established services.

I'd be happy to help think through how this might be done or hear your current impression.

Ayanna Bennett, MD, MS, FAAP
Pronouns: She/Her/Hers
Chief Health Equity Officer
Director, Office of Health Equity
San Francisco Department of Public Health
Mail: 101 Grove Rm 308
(415) 359-5739

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From: [Blum, Bill \(DPH\)](#)
To: [Packer, Tracey \(DPH\)](#); [Goldman, Matthew \(DPH\)](#); [Harris, Zoe \(DPH\)](#); [Hawkes, Alison \(DPH\)](#); [Bouck, Deborah \(HOM\)](#); [Tenner, Andrea \(DPH\)](#); [Sewlal, Alyssa \(CON\)](#); [Sanchez, Noel \(DPH\)](#)
Subject: Re: Media Request for the TLC -
Date: Wednesday, February 16, 2022 10:41:43 AM

Believe Community Forward SF also involved in transportation

Get [Outlook for iOS](#)

From: Packer, Tracey (DPH) <tracey.packer@sfdph.org>
Sent: Wednesday, February 16, 2022 10:13:48 AM
To: Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>; Bouck, Deborah (HOM) <deborah.bouck@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Sewlal, Alyssa (CON) <alyssa.sewlal@sfgov.org>; Sanchez, Noel (DPH) <noel.sanchez@sfdph.org>
Cc: Blum, Bill (DPH) <bill.blum@sfdph.org>
Subject: RE: Media Request for the TLC -

Hi all,

This is accurate from my knowledge as well. I added Bill Blum who has had eyes on contract discussions.

tracey

Tracey Packer, MPH
Director of Community Health Equity & Promotion
Population Health Division
San Francisco Department of Public Health
25 Van Ness Ave., Suite 500, San Francisco, CA 94102
Mobile: (510) 504-6645
Fax: (415) 431-7154
tracey.packer@sfdph.org

From: Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>
Sent: Wednesday, February 16, 2022 9:32 AM
To: Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>; Bouck, Deborah (HOM) <deborah.bouck@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Sewlal, Alyssa (CON) <alyssa.sewlal@sfgov.org>; Sanchez, Noel (DPH) <noel.sanchez@sfdph.org>; Packer, Tracey (DPH) <tracey.packer@sfdph.org>
Subject: Re: Media Request for the TLC -

I can confirm the following have been involved:

- San Francisco Community Health Center
- HealthRight360

- Felton Institute
- San Francisco AIDS Foundation
- RAMS
- Code Tenderloin

Also copying Tracey from CHEP--any contracted provider orgs to add that you're aware of, in addition to DPH's DSWs from BHS and CHEP?

I'll get the full list to you later.

Thanks,
Matt

Matthew L. Goldman, M.D., M.S. (*he/him/his*)

Medical Director, Comprehensive Crisis Services & Hope SF Community Wellness Program, San Francisco Department of Public Health

Volunteer Assistant Clinical Professor, Department of Psychiatry and Behavioral Sciences, UCSF

Email: matthew.goldman@ucsf.edu / matthew.goldman@sfdph.org

Work Cell: 415-238-8381

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From: Harris, Zoe (DPH) <zoe.harris@sfdph.org>

Sent: Wednesday, February 16, 2022 9:23 AM

To: Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>; Bouck, Deborah (HOM) <deborah.bouck@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Sewlal, Alyssa (CON) <alyssa.sewlal@sfgov.org>; Sanchez, Noel (DPH) <noel.sanchez@sfdph.org>

Subject: RE: Media Request for the TLC -

Thanks Matthew!

Can you possibly provide the list of providers contracted to help run the TLC this AM? And then we can note there are additional groups providing on-site support via our event calendar and send the full list later?

Take care,
Zoe

Zoe Harris

Public Relations Officer

Pronouns: She, Her, Hers

Laguna Honda Hospital and Rehabilitation Center



SF Health Network
San Francisco Department of Public Health

zoe.harris@sfdph.org

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From: Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>

Sent: Wednesday, February 16, 2022 9:19 AM

To: Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>; Bouck, Deborah (HOM) <deborah.bouck@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Sewlal, Alyssa (CON) <alyssa.sewlal@sfgov.org>; Sanchez, Noel (DPH) <noel.sanchez@sfdph.org>

Subject: Re: Media Request for the TLC -

We'll have a better answer for you re: current contracted provider orgs this afternoon.

Thanks,
Matt

Matthew L. Goldman, M.D., M.S. (*he/him/his*)

Medical Director, Comprehensive Crisis Services & Hope SF Community Wellness Program, San Francisco Department of Public Health

Volunteer Assistant Clinical Professor, Department of Psychiatry and Behavioral Sciences, UCSF

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From: Harris, Zoe (DPH) <zoe.harris@sfdph.org>

Sent: Wednesday, February 16, 2022 8:52 AM

To: Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>; Bouck, Deborah (HOM) <deborah.bouck@sfgov.org>; Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Sewlal, Alyssa (CON) <alyssa.sewlal@sfgov.org>; Sanchez, Noel (DPH) <noel.sanchez@sfdph.org>

Subject: RE: Media Request for the TLC -

Hi all –

Thanks for everyone’s support. Looping back as we approach the deadline. Yellow highlight means the answers is incomplete. Edits welcome to the questions highlighted in green but wanted to note those have complete answers.

[@Sewlal, Alyssa \(CON\)](#) – would you like us to send the finance question to your office directly?

Thanks [@Goldman, Matthew \(DPH\)](#) and [@Tenner, Andrea \(DPH\)](#) for working on the provider list.

[@Hawkes, Alison \(DPH\)](#) and [@Sanchez, Noel \(DPH\)](#) – it would be wonderful to have you jump into this doc soon for final review.

Take care,
Zoe



Zoe Harris

Public Relations Officer

Pronouns: She, Her, Hers

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From: Harris, Zoe (DPH)

Sent: Tuesday, February 15, 2022 12:09 PM

To: Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Safarzadeh, Parisa (DEM) <parisa.safarzadeh@sfgov.org>; Bouck, Deborah (HOM) <deborah.bouck@sfgov.org>; Goldman, Matthew (DPH) <Matthew.Goldman@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>

Cc: Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>

Subject: Media Request for the TLC -

Hi all –

We are working our way through some questions from the SF Standard and would love the team's help! I am beginning to draft answers. **The reporter's deadline is Wednesday AM, I would love to get feedback from this team by EOD today.**

The questions are linked [here](#) – I hope we can begin to move reporters away from this laser focus on linkages. Trying to begin to do that here.

Take care,
Zoe



Zoe Harris

Public Relations Officer

Pronouns: She, Her, Hers

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From: [Bobba, Naveena \(DPH\)](#)
To: [Kunins, Hillary \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Goldman, Matthew \(DPH\)](#); [Hawkes, Alison \(DPH\)](#); [Harris, Zoe \(DPH\)](#); [Gaeta, Krista \(HSA\)](#)
Cc: [Rivera, Tiffany \(DPH\)](#)
Subject: RE: HR360 metrics
Date: Monday, February 28, 2022 3:07:33 PM
Attachments: [image004.png](#)

Yes I'm fine with this too. Matt you had mentioned that the number of linkages seemed to have gone down- do we have an explanation around that?

Sincerely,
Naveena

From: Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>
Sent: Monday, February 28, 2022 2:59 PM
To: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>; Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>
Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Subject: Re: HR360 metrics

looks good to me.

From: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Sent: Monday, February 28, 2022 2:56 PM
To: Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>; Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>
Cc: Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Subject: Re: HR360 metrics

This looks good to me as long as [@Kunins, Hillary \(DPH\)](#) and [@Bobba, Naveena \(DPH\)](#) approve.

Once they approve, I think it's probably best if [@Harris, Zoe \(DPH\)](#) or [@Hawkes, Alison \(DPH\)](#) sends to the JIC, to make sure usual communication pathways are maintained.

Thanks for alerting us, Matt!
Andi

Andrea (Andi) Tenner, MD, MPH, FACEP
[Director, Public Health Emergency Preparedness and Response](#)
333 Valencia Street, Suite 333
San Francisco, CA 94103
Office: 628-217-6972



From: Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>

Date: Monday, February 28, 2022 at 2:48 PM

To: Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>, Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>, Harris, Zoe (DPH) <zoe.harris@sfdph.org>, Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>

Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>, Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>, Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>

Subject: Re: HR360 metrics

Hi all,

Reminder these data are getting released tomorrow by DEM. Do we have final approval of the explanation we have below? Has this been provided to JIC to accompany the release or should I send to Francis now?

Part-way through the most recent reporting period (OP10), the Tenderloin Linkage Center (TLC) metrics team discovered that one of the providers at the site was defining engagements in a way that was inconsistent with other teams. The staff categorized all visits as "meaningful engagements to drug user health," which likely resulted in higher than actual engagement numbers. This inconsistency has since been resolved. Meaningful engagements include longer conversation with guests with specific details provided about service and eligibility, but guest did not choose to connect to service (in contrast to the more intensive categories of "Referral Given" and "Pending/Completed Linkage"). Staff also track what type(s) of services were offered during the meaningful engagement (e.g., Housing Assessment/Coordinated Entry, Food and Nutrition, Mental Health Care, Physical Health, Substance Use Care). As a result, the reported numbers for meaningful engagements will significantly decrease this week and next week, though the services themselves have not actually decreased and, based on overall utilization of the TLC, are likely to grow from this baseline moving forward.

Thanks,
Matt

Matthew L. Goldman, M.D., M.S. (*he/him/his*)
Medical Director, Comprehensive Crisis Services & Hope SF Community Wellness Program, San Francisco Department of Public Health
Volunteer Assistant Clinical Professor, Department of Psychiatry and Behavioral Sciences, UCSF
Email: matthew.goldman@ucsf.edu / matthew.goldman@sfdph.org
Work Cell: 415-238-8381

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Sent: Wednesday, February 23, 2022 8:02 PM
To: Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>
Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Subject: Re: HR360 metrics

Thanks all. All edits incorporated and definition/examples of meaningful engagement added:

Part-way through the most recent reporting period (OP10), the Tenderloin Linkage Center (TLC) metrics team discovered that one of the providers at the site was defining engagements in a way that was inconsistent with other teams. The staff categorized all visits as "meaningful engagements to drug user health," which likely resulted in higher than actual engagement numbers. This inconsistency has since been resolved. Meaningful engagements include longer conversation with guests with specific details provided about service and eligibility, but guest did not choose to connect to service (in contrast to the more intensive categories of "Referral Given" and "Pending/Completed Linkage"). Staff also track what type(s) of services were offered during the meaningful engagement (e.g., Housing Assessment/Coordinated Entry, Food and Nutrition, Mental Health Care, Physical Health, Substance Use Care). As a result, the reported numbers for meaningful engagements will significantly decrease this week and next week, though the services themselves have not actually decreased and, based on overall utilization of the TLC, are likely to grow from this baseline moving forward.

Any further edits?

Thanks,
Matt

Matthew L. Goldman, M.D., M.S. (*he/him/his*)
Medical Director, Comprehensive Crisis Services & Hope SF Community Wellness Program, San Francisco Department of Public Health
Volunteer Assistant Clinical Professor, Department of Psychiatry and Behavioral Sciences, UCSF
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From: Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>
Sent: Wednesday, February 23, 2022 7:44 PM
To: Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>
Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>
Subject: RE: HR360 metrics

Thanks, Hillary. Much better, and totally right.

Alison Hawkes (*she/her/hers*)
Director of Communications, San Francisco Department of Public Health
Cell: 628-219-4233

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San Francisco
Department of Public Health

From: Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>
Sent: Wednesday, February 23, 2022 7:43 PM
To: Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>; Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>
Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>

Subject: Re: HR360 metrics

thx Alison!

made a few additional edits.

I don't think we should use the terms, "incorrect" or "mistake," and don't think we should refer to the "privacy area," as that has been an internal term, and not (as far as I know) a publicly used description.

see below.

I do think we need to define meaningful engagement - I don't have that.

From: Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>

Sent: Wednesday, February 23, 2022 7:37 PM

To: Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>

Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>

Subject: RE: HR360 metrics

I'm about to head out of town for a few days, but here are a couple small edits/comments:

Part-way through the most recent reporting period (OP10), the TLC metrics team discovered that one of the **providers at the site** was DEFINING ENGAGEMENTS IN A WAY INCONSISTENT WITH OTHER TEAMS ON THE SITE. ~~inaccurately recording ENGAGEMENTS A data on~~ "engagements." The staff ~~mistakenly counted~~ CATEGORIZED ALL VISITS ~~all guests to the~~ ~~privacy area~~ as "meaningful engagements to drug user health" (i.e syringe programs), which **likely** resulted in **higher than actual** engagement numbers. This mistake has since been resolved and staff are recording engagements more accurately. [**very briefly explain what counts as an engagement number, give a few categories**] As a result, the reported numbers for MEANINGFUL engagements will significantly decrease this week and next week, though the services themselves have not actually decreased and, based on overall utilization of the TLC, are likely to grow from this baseline moving forward.

Alison Hawkes (*she/her/hers*)

Director of Communications, San Francisco Department of Public Health

Cell: 628-219-4233

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Sent: Wednesday, February 23, 2022 5:47 PM
To: Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>
Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>
Subject: Re: HR360 metrics

Thanks, Zoe. FYI Krista/Hillary gave go-ahead to share just the blurb (not background from Rob) with Kim Bowman (DEM) earlier this afternoon so they should have it (haven't heard anything back).

Thanks,
Matt

Matthew L. Goldman, M.D., M.S. (*he/him/his*)
Medical Director, Comprehensive Crisis Services & Hope SF Community Wellness Program, San Francisco Department of Public Health
Volunteer Assistant Clinical Professor, Department of Psychiatry and Behavioral Sciences, UCSF
Email: matthew.goldman@ucsf.edu / matthew.goldman@sfdph.org
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Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>
Subject: RE: HR360 metrics

Hi Matthew,

Thank you for sharing the summary – I know DEM is still holding the report. I am sure there are separate conversations with DEM leadership happening.

If questions come up, I think small tweaks will be made to the summary so let's not treat as a press-

ready statement.

I know this has been a lot of work, thanks for everything and keeping us all up-to-date.

Take care,
Zoe



Zoe Harris

Public Relations Officer

Pronouns: She, Her, Hers

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Sent: Wednesday, February 23, 2022 3:44 PM
To: Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>
Cc: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>
Subject: HR360 metrics
Importance: High

Hi Krista and Zoe,

Here's a brief summary of what happened with HR360 data for us to explain to the public-- please feel free to edit. Krista/Hillary, where should this go next?

Part-way through the most recent reporting period (OP10), the TLC metrics team discovered that one of the CBOs was inaccurately recording data on engagements. The staff mistakenly counted all guests to the privacy area as "meaningful engagements to drug user health (I.e Syringe Programs)," which resulted in inflated engagement numbers. This mistake has since been resolved and staff are recording engagements more accurately. As a result, the reported numbers for engagements will significantly decrease this week and next week, though the services themselves have not actually decreased and, based on overall

utilization of the TLC, are likely to grow from this baseline moving forward.

Here's the full version of what Rob just sent me in case there are any additional details you think are important to share:

When we launched the first version of the form “interactions” was a metric. It was cumbersome and eventually everyone agreed that all guests who visit the site have interactions. In that first week Gary from healthright was given permission to report data directly to me outside of the form. I was not the person who approved that.

After the second & third week there were concerns with HR360’s data, but Gary from HR360 insisted it was valid. Rob Hoffman reviewed the encounter definitions and asked HR360 to make sure they reported data within those definitions.

- HR reported high numbers of referrals and meaningful engagements to HR360 dental & primary care.

Starting OP8 we changed forms and made the definitions static.

- Health right staff started reporting high numbers of meaningful engagements to Drug User Health.

Start of OP9- HR360 started using the online form. They still reported extremely high numbers of meaningful engagements

OP10

I also observed hr360 staff using the form. I spoke with the hr360 frontline staff and instructed them how to use the form. Reviewed the definitions and gave examples.

This resulted in the drop in OP10. Part way through the week the frontline hr360 staff learned they were collecting data outside of the definitions and self corrected.

I escalated this and met with HR360 leadership.

They explained their staff misunderstood and counted everyone they handed a flyer to about dental & primary care was counted in the original numbers (so everyone that visited the area got a flyer) as an encounter. Meaningful engagement or referral.

When we changed the form, they started counting guests as meaningful engagements to drug

user health (I.e Syringe Programs). The staff on the ground thought that was how they were instructed to collect the data. People visiting the space who they offered supplies to and they talked got counted.

Tracey Lee & Paul Harkin from HR360 came up with a plan to retrain all staff and have ensured that all staff will be collecting data and trained this week.

We may see another drop in hr360 data. HR360 is doing important work and connecting with guests which is all part of the continuum of care but they were collecting data incorrectly. They were associating the meaningful work they do with meaningful engagements.

Thanks,
Matt

Matthew L. Goldman, M.D., M.S. (*he/him/his*)
Medical Director, Comprehensive Crisis Services & Hope SF Community Wellness Program, San Francisco Department of Public Health
Volunteer Assistant Clinical Professor, Department of Psychiatry and Behavioral Sciences, UCSF
Email: matthew.goldman@ucsf.edu / matthew.goldman@sfdph.org
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From: [Bobba, Naveena \(DPH\)](#)
To: [Tenner, Andrea \(DPH\)](#); [Pickens, Roland \(DPH\)](#); [Philip, Susan \(DPH\)](#)
Cc: [Wagner, Greg \(DPH\)](#); [Goldman, Matthew \(DPH\)](#); [Gaeta, Krista \(HSA\)](#); [Kunins, Hillary \(DPH\)](#)
Subject: RE: Need for DSW extensions
Date: Monday, February 28, 2022 2:24:19 PM
Attachments: [Staff with deployment dates and FTE 22_02_28.xlsx](#)

+Susan

From: Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>
Sent: Monday, February 28, 2022 12:58 PM
To: Pickens, Roland (DPH) <roland.pickens@sfdph.org>
Cc: Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>; Wagner, Greg (DPH) <greg.wagner@sfdph.org>; Goldman, Matthew (DPH) <matthew.goldman@sfdph.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>
Subject: Need for DSW extensions

Hi Roland and Susan—

As you guys heard earlier today, we are in the process of transitioning to our “Phase 2” of the TL work. We are transitioning the leadership of the response to Krista Gaeta and Matt Goldman (cc’d here). They have been working with Greg and Luenna on securing contracts to run the front-line staffing of the site, as well as on hiring for the leadership of the site. We anticipate having some new hires starting as early as this week, and the contracts are in process, but we know that there may be delays, and we also want a bit of overlap time for the previous staff to handover to the new. To that end, we would like to ask to extend the DSWs indicated for one more month (to March 15th). The extensions come with the acknowledgement that departments need their staff back ASAP, and we are working to get the new hires/contracted positions in place as quickly as possible, and will release people early whenever possible. But we also recognize that there may be unforeseen delays and want to make sure we have continuity of operations.

Susan, the PHD staff who are being asked to extend are CHEP staff, and the team is working with Tracey on this, but we wanted you to be aware.

Roland, the majority of the deployed staff are in the SFHN. We did not include staff here who are working overtime, etc to support the site but that will also likely need that program to continue until the CBO is contracted and onboarded. In the attached spreadsheet I have put where the staff came from (I did it from memory so hopefully it is correct) and what the replacement plan is for them. We were hoping you could socialize this need with ambulatory care, ZSFG, and LHH.

Please feel free to reach out to Matt, Krista and I with any questions and, as always, we appreciate your support. Hiring is moving a lightning speed and contracting is also moving quickly so we are hopeful that we can have these DSWs back to their home departments before their end dates.

Thank you,
Andi, Matt, Krista, Hillary

Andrea (Andi) Tenner, MD, MPH, FACEP

Director, Public Health Emergency Preparedness and Response

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