

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

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Hi all—

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

Thanks,  
Andi

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

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

Hi Rob, Eileen and Paul,

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

As Eileen noted, there are two prongs:

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

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

Best,

Britt Miazgowicz

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

*VP of Contracts and Implementation*

HealthRIGHT 360

C: 415-845-8195 | [bmiazgowicz@healthright360.org](mailto:bmiazgowicz@healthright360.org)

1563 Mission St. | San Francisco, CA 94103



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**From:** [Britt Miazgowicz](#)  
**To:** [Paul Harkin](#); [Loughran, Eileen \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#)  
**Cc:** [DPH-External-Weisen-Healthright360.org](#); [Tanner, Andrea \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Subject:** TLC - Client Advisory Council - Next Steps and Client Bill of Rights  
**Date:** Monday, February 7, 2022 1:44:36 PM  
**Attachments:** [SoMa Program Participant Rights & Agreement\\_HR360.docx](#)

---

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**From:** [Bowman, Kimberley \(DEM\)](#)  
**To:** [Gaeta, Krista \(HSA\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Cc:** [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Dph-External Avaldes](#)  
**Subject:** RE: Overdose Response Standard Work  
**Date:** Monday, February 7, 2022 7:43:51 AM

---

Sure thing!

**Kim Bowman**

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

---

**From:** Gaeta, Krista (HSA) <[krista.blyth-gaeta@sfgov.org](mailto:krista.blyth-gaeta@sfgov.org)>  
**Sent:** Monday, February 7, 2022 6:01 AM  
**To:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Cc:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Dph-External Avaldes <[avaldes@healthRIGHT360.org](mailto:avaldes@healthRIGHT360.org)>  
**Subject:** RE: Overdose Response Standard Work

Thanks Tiffany. Yes, I will work with UA to review.

Kim, can you print 3 copies of this at City Hall this morning? This way I can review it with UA staff on the ground.

Thanks!

Krista

---

**From:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Sent:** Sunday, February 6, 2022 8:25 PM  
**To:** Gaeta, Krista (HSA) <[krista.blyth-gaeta@sfgov.org](mailto:krista.blyth-gaeta@sfgov.org)>  
**Cc:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Dph-External Avaldes <[avaldes@healthRIGHT360.org](mailto:avaldes@healthRIGHT360.org)>  
**Subject:** Overdose Response Standard Work

Good evening all,

Attached is a final draft of the overdose response standard work. Process needs to be reviewed by UA and HR360- comments have been left in steps that involve these two organizations, but whole document should be reviewed.

Krista would you like me to forward to Artie or whoever has been deemed appropriate from the UA side?

**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:** [Gaeta, Krista \(HSA\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#)  
**Cc:** [Bowman, Kimberley \(DEM\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Dph-External Avaldes](#)  
**Subject:** RE: Overdose Response Standard Work  
**Date:** Monday, February 7, 2022 6:00:54 AM

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**San Francisco Department of Public Health**

**333 Valencia St., San Francisco, Ca 94103**

**Office Number: 628.217.6966**

**24-Hour On-Call PHEPR Number: 415.802.7358**

**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Boes, Tracy \(POL\)](#); [McDaniels, Christopher \(DPW\)](#); [Durden, DiJaida \(DPW\)](#); [Gale, Josh \(PUC\)](#); [Stein, Gail \(MTA\)](#); [Morrill, Jim \(MTA\)](#); [Tanner, Andrea \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Kucharszky, James \(FIR\)](#); [Tianero, Destin Rey \(FIR\)](#); [Campos, Jessica \(HRC\)](#); [Lloyd, Kayleigh \(HRC\)](#); [Mcknight, John \(HRC\)](#); [Andersson, Christina \(PUC\)](#); [Cannariato, Umecke \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Sloan, April \(FIR\)](#); [Mason, Michael \(FIR\)](#); [Pang, Simon \(FIR\)](#); [Starliper, Lisa \(DEM\)](#); [DutyOfficer, DEM \(DEM\)](#); [Maimoni, Andy \(ADM\)](#); [Wong, Bryan \(ADM\)](#); [Simon Bertrang, fernando; Artieir; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn \(MTA\); Adami, Steve \(ADP\); Tullock, 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 \(DEM\); Bobba, Naveena \(DPH\); 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, Marvellen \(DEM\)](#); [Power, Andres \(MYR\)](#)  
**Subject:** Tenderloin Emergency Initiative Op Period 9 Objectives  
**Date:** Sunday, February 6, 2022 3:23:14 PM

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Dear all, please see below for our objectives for Op Period 9, which begins tomorrow. This is also your reminder that **your metrics from Op Period 8 (which ends today) are due by tomorrow at 5pm**. Please submit them to [@DutyOfficer, DEM \(DEM\)](#) and [@Raycroft, Jill \(DEM\)](#).

During Op Period 9 we will be paying particular attention to tracking and measuring the impact of the work that we are all doing, and refining our overall field operations strategy.

Speak with you all tomorrow when we review these in greater detail. Thank you for all your ongoing work.

### **Tenderloin Emergency Initiative – Operational Period 9 (2/7/22 – 2/13/22) Objectives:**

1. Perform daily interventions at the following priority locations: (All)
  - a. 300 Hyde
  - b. 400 Eddy
  - c. 600 Eddy
  - d. 300 Ellis
  - e. Boeddeker Park
2. Determine resource needs and confirm participating agency capability to revise and support the implementation of adjusted joint field operations. (DEM, DPH, HSH, SFFD)
3. Finalize joint field operations schedule through the next two operational periods to allow participating agencies to plan for expanded staffing. (DEM, DPH, HSH, SFFD, DPW, MTA, SFPD)
4. Place 15 people per day from the streets of the Tenderloin into non-congregate shelter, starting 2/7. (HSH, DPH, SFFD, DEM)
5. Refine process for tracking reported problems in priority areas via submission of 311 service requests and through problem resolution. (DEM, 311, DPW, PUC, MTA)
6. Schedule and host a workshop that reviews and evaluates existing short- and long-term success metrics, evaluates existing operational metrics, and revises impact metrics that allow for tracking of progress for the TEI. (DEM, CON, DPH, HSH)

7. Present progress and ongoing operations for the Tenderloin Emergency Initiative before the Board of Supervisors on 2/8. (DEM, DPH, HSH, SFPD)
8. Implement the new management organization and staffing expansion at the Tenderloin Linkage Center starting on 2/7. (DPH, HSH, HSA, ADP, DEM)
9. Finalize the project plan and begin implementing identified projects and improvements for the Tenderloin Linkage Center, including revisions of key processes and protocols. (DPH, HSH, HSA, ADP)
10. Initiate strategic process for Phase 3 (sustained operations) planning of the Tenderloin Emergency Initiative, including collecting community feedback and identifying lead city agencies. (DEM, MYR)
11. Host at least 3 community stakeholder meetings and feedback sessions during OP 9, and continue to expand feedback channels and connect with community stakeholders on their engagement needs. (MYR, HRC, DEM)

---

**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](mailto:adrienne.bechelli@sfgov.org) | 1 Dr Carlton B Goodlett Pl, Suite 344



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**From:** [Vitka Eisen](#)  
**To:** [Lowell Morgan \(AIR\)](#); [Artiejr](#)  
**Cc:** [Gaeta, Krista \(HSA\)](#); [Mazza, Mark \(HOM\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Subject:** RE: [EXTERNAL]RE: Expansion/Final Set-Up of the Harm Reduction/Privacy Area  
**Date:** Sunday, February 6, 2022 12:41:14 PM  
**Attachments:** [image008.png](#)  
[image009.png](#)

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Me for HR360

**Vitka Eisen | President & Chief Executive Officer**

Gender Pronouns: She/Any/all pronouns ok [Why is this in my email signature?](#)



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[veisen@healthright360.org](mailto:veisen@healthright360.org)

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---

**From:** Lowell Morgan (AIR) <[lowell.morgan@flysfo.com](mailto:lowell.morgan@flysfo.com)>  
**Sent:** Saturday, February 5, 2022 1:36 PM  
**To:** Artiejr <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>  
**Cc:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>; Gaeta, Krista (HSA) <[krista.blyth-gaeta@sfgov.org](mailto:krista.blyth-gaeta@sfgov.org)>; Mazza, Mark (HOM) <[Mark.Mazza@sfgov.org](mailto:Mark.Mazza@sfgov.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
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We can set a time or us all to meet on Monday

---

**From:** Artie Gilbert <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>  
**Sent:** Saturday, February 5, 2022 1:14 PM  
**To:** Lowell Morgan (AIR) <[lowell.morgan@flysfo.com](mailto:lowell.morgan@flysfo.com)>  
**Cc:** DPH-External-Veisen-Healthright360.org <[veisen@Healthright360.org](mailto:veisen@Healthright360.org)>; Gaeta, Krista (HSA) <[krista.blyth-gaeta@sfgov.org](mailto:krista.blyth-gaeta@sfgov.org)>; Mazza, Mark (HOM) <[Mark.Mazza@sfgov.org](mailto:Mark.Mazza@sfgov.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Subject:** Re: Expansion/Final Set-Up of the Harm Reduction/Privacy Area

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I will be the representative for UA. When and where should I meet-up with Chris?

Best,  
Artie

On Sat, Feb 5, 2022 at 1:07 PM Lowell Morgan (AIR) <[lowell.morgan@flysfo.com](mailto:lowell.morgan@flysfo.com)> wrote:

Hello all,

Just a friendly reminder to provide someone for our expansion project.

Chris Morgan

---

**From:** Gaeta, Krista (HSA) <[krista.blyth-gaeta@sfgov.org](mailto:krista.blyth-gaeta@sfgov.org)>

**Sent:** Friday, February 4, 2022 10:26 AM

**To:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Artiejr <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>; DPH-External-Veisen-Healthright360.org <[veisen@Healthright360.org](mailto:veisen@Healthright360.org)>

**Cc:** Lowell Morgan (AIR) <[lowell.morgan@flysfo.com](mailto:lowell.morgan@flysfo.com)>; Mazza, Mark (HOM) <[Mark.Mazza@sfgov.org](mailto:Mark.Mazza@sfgov.org)>

**Subject:** Expansion/Final Set-Up of the Harm Reduction/Privacy Area

Hi all,

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In order for him to do this, we need one representative from DPH, UA and DPH to work with him to come up with plans for approval ASAP. Please provide Chris and myself names ASAP, and no later than Monday 2/7/22.

Please let me know if you have any questions.

Thanks so much,

Krista

**Krista Gaeta** (Pronouns: she/her)

Director

In-Home Supportive Services (IHSS)

**C:** (415) 828-1452

**Office Address:**

[1650 Mission Street, 3<sup>rd</sup>](#) Floor, San Francisco, CA 94103

[www.SFHSA.org](http://www.SFHSA.org)



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**Department of Disability  
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REFRAMING AGING SAN FRANCISCO

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**Subject:** Re: Expansion/Final Set-Up of the Harm Reduction/Privacy Area  
**Date:** Saturday, February 5, 2022 1:39:58 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Okay, Copy that!

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REFRAMING AGING SAN FRANCISCO

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**Attachments:** [image001.png](#)  
[image002.png](#)

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**Cc:** DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>; Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>  
**Subject:** Re: Expansion/Final Set-Up of the Harm Reduction/Privacy Area

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

I will be the representative for UA. When and where should I meet-up with Chris?

Best,  
Artie

On Sat, Feb 5, 2022 at 1:07 PM Lowell Morgan (AIR) <[lowell.morgan@flysfo.com](mailto:lowell.morgan@flysfo.com)> wrote:

Hello all,

Just a friendly reminder to provide someone for our expansion project.

Chris Morgan

---

**From:** Gaeta, Krista (HSA) <[krista.blyth-gaeta@sfgov.org](mailto:krista.blyth-gaeta@sfgov.org)>  
**Sent:** Friday, February 4, 2022 10:26 AM  
**To:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Artiejr <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>; DPH-External-Weisen-Healthright360.org <[weisen@Healthright360.org](mailto:weisen@Healthright360.org)>  
**Cc:** Lowell Morgan (AIR) <[lowell.morgan@flysfo.com](mailto:lowell.morgan@flysfo.com)>; Mazza, Mark (HOM) <[Mark.Mazza@sfgov.org](mailto:Mark.Mazza@sfgov.org)>  
**Subject:** Expansion/Final Set-Up of the Harm Reduction/Privacy Area

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In order for him to do this, we need one representative from DPH, UA and DPH to work with him to come up with plans for approval ASAP. Please provide Chris and myself names ASAP, and no later than Monday 2/7/22.

Please let me know if you have any questions.

Thanks so much,

Krista

**Krista Gaeta** (Pronouns: she/her)  
Director  
In-Home Supportive Services (IHSS)

**C:** (415) 828-1452

**Office Address:**

[1650 Mission Street, 3<sup>rd</sup>](#) Floor, San Francisco, CA 94103

[www.SFHSA.org](http://www.SFHSA.org)



SAN FRANCISCO HUMAN SERVICES AGENCY  
**Department of Disability  
and Aging Services**



*The San Francisco Department of Disability and Aging Services supports the well-being, safety and independence of adults with disabilities, older people, and veterans.*

REFRAMING AGING SAN FRANCISCO

**End Ageism.com**



**From:** [Artie Gilbert](#)  
**To:** [Lowell Morgan \(AIR\)](#)  
**Cc:** [DPH-External-Weisen-Healthright360.org](#); [Gaeta, Krista \(HSA\)](#); [Mazza, Mark \(HOM\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Subject:** Re: Expansion/Final Set-Up of the Harm Reduction/Privacy Area  
**Date:** Saturday, February 5, 2022 1:14:18 PM  
**Attachments:** [image002.png](#)  
[image001.png](#)

---

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I will be the representative for UA. When and where should I meet-up with Chris?

Best,  
Artie

On Sat, Feb 5, 2022 at 1:07 PM Lowell Morgan (AIR) <[lowell.morgan@flysfo.com](mailto:lowell.morgan@flysfo.com)> wrote:

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Chris Morgan

---

**From:** Gaeta, Krista (HSA) <[krista.blyth-gaeta@sfgov.org](mailto:krista.blyth-gaeta@sfgov.org)>  
**Sent:** Friday, February 4, 2022 10:26 AM  
**To:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Artiejr <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>; DPH-External-Weisen-Healthright360.org <[weisen@Healthright360.org](mailto:weisen@Healthright360.org)>  
**Cc:** Lowell Morgan (AIR) <[lowell.morgan@flysfo.com](mailto:lowell.morgan@flysfo.com)>; Mazza, Mark (HOM) <[Mark.Mazza@sfgov.org](mailto:Mark.Mazza@sfgov.org)>  
**Subject:** Expansion/Final Set-Up of the Harm Reduction/Privacy Area

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Krista

**Krista Gaeta** (Pronouns: she/her)

Director

In-Home Supportive Services (IHSS)

**C:** (415) 828-1452

**Office Address:**

[1650 Mission Street, 3<sup>rd</sup>](#) Floor, San Francisco, CA 94103

[www.SFHSA.org](http://www.SFHSA.org)



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REFRAMING AGING SAN FRANCISCO

**EndAgeism.com**

**From:** [Lowell Morgan \(AIR\)](#)  
**To:** [Gaeta, Krista \(HSA\)](#); [Rivera, Tiffany \(DPH\)](#); [Artiejr](#); [DPH-External-Weisen-Healthright360.org](#)  
**Cc:** [Mazza, Mark \(HOM\)](#)  
**Subject:** RE: Expansion/Final Set-Up of the Harm Reduction/Privacy Area  
**Date:** Saturday, February 5, 2022 1:07:17 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)

---

Hello all,

Just a friendly reminder to provide someone for our expansion project.

Chris Morgan

---

**From:** Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>  
**Sent:** Friday, February 4, 2022 10:26 AM  
**To:** Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Artiejr <artieg@urban-alchemy.us>; DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>  
**Cc:** Lowell Morgan (AIR) <lowell.morgan@flysfo.com>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>  
**Subject:** Expansion/Final Set-Up of the Harm Reduction/Privacy Area

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REFRAMING AGING SAN FRANCISCO

**End Ageism.com**

**From:** [Gaeta, Krista \(HSA\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#); [Artiejr](#); [DPH-External-Weisen-Healthright360.org](#)  
**Cc:** [Lowell Morgan \(AIR\)](#); [Mazza, Mark \(HOM\)](#)  
**Subject:** Expansion/Final Set-Up of the Harm Reduction/Privacy Area  
**Date:** Friday, February 4, 2022 10:26:27 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

---

Hi all,

As we discussed yesterday in our expansion meeting, we need to finalize the set-up of the Harm Reduction Privacy Area. This includes insuring proper exterior lighting, tent set up, expansion to the dirt area and any other protocols that need to be put in place. I have briefed Chris Morgan, Site Manager, about our plan to expand to 12am on 2/21 and the need to have this area finalized. He has agreed to project manage this to ensure completion before 2/21/22.

In order for him to do this, we need one representative from DPH, UA and DPH to work with him to come up with plans for approval ASAP. Please provide Chris and myself names ASAP, and no later than Monday 2/7/22.

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REFRAMING AGING SAN FRANCISCO

**End Ageism.com**

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

---

Hi everyone,

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

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

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

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

Thank you,

Krista

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

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

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

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

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

**Subject:** Linkage Center Services Coordination Meeting

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

**Where:** Microsoft Teams Meeting

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

---

## Microsoft Teams meeting

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

---



**From:** [Gaeta, Krista \(HSA\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#)  
**Subject:** RE: TLC Expansion Work Group Meeting  
**Date:** Wednesday, February 2, 2022 8:55:33 AM

---

😊 So happy to be here and working with you again!

---

**From:** Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>  
**Sent:** Wednesday, February 2, 2022 7:43 AM  
**To:** Gaeta, Krista (HSA) <krista.blyth-gaeta@sfgov.org>  
**Subject:** Re: TLC Expansion Work Group Meeting

Thanks Krista! So happy to have you on board!

**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:** Gaeta, Krista (HSA) <[krista.blyth-gaeta@sfgov.org](mailto:krista.blyth-gaeta@sfgov.org)>  
**Sent:** Tuesday, February 1, 2022 5:26 PM  
**To:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>; DPH-bmiazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>; Pletsch, Destiny (ADP) <[destiny.pletsch@sfgov.org](mailto:destiny.pletsch@sfgov.org)>; Mazza, Mark (HOM) <[Mark.Mazza@sfgov.org](mailto:Mark.Mazza@sfgov.org)>; Artiejr <[artiejr@urban-alchemy.us](mailto:artiejr@urban-alchemy.us)>; DPH-workplaces-57 <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>; Carroll, Maryellen (DEM) <[maryellen.carroll@sfgov.org](mailto:maryellen.carroll@sfgov.org)>; DPH-External-Weisen-Healthright360.org <[weisen@Healthright360.org](mailto:weisen@Healthright360.org)>; Andersson, Christina (PUC) <[CAndersson@sfgov.org](mailto:CAndersson@sfgov.org)>; Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Bechelli, Adrienne (DEM) <[adrienne.bechelli@sfgov.org](mailto:adrienne.bechelli@sfgov.org)>  
**Cc:** Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Bracco, Louis (HOM) <[louis.bracco@sfgov.org](mailto:louis.bracco@sfgov.org)>  
**Subject:** RE: TLC Expansion Work Group Meeting

Hi all,

Thank you for the meeting today. Here are the notes from the meeting.

**UA Contract/HSB Next Steps**

1. UA is targeting Monday, 2/7/22 for 14 staff during 8am – 8pm (Artie will communicate if this cannot happen)
2. DPH will transition duties to UA during the week of 2/7
3. Mark/HSB confirmed that contract is being updated to reflect the additional 7 staff from 8am – 8pm – He will also talk to Louis about additional staffing to cover 24/7 operations. Mark will invite Louis to the next meeting.

## Health Right 360 Contract/DPH Other CBOs

1. Health Right 360 is onboarding new staff now and 2<sup>nd</sup> cohort starts on 2/16
2. DPH expanding/working with other CBOs to cover shifts

## Community Engagement

1. DPH and Health Right 360 have engaged a community advisory board for input on services/operations
2. Plan is to meet weekly with group

## Expansion Planning

1. Group is concerned about current operations during 8am – 8pm – Would like this sorted first.
  - a. Policy/Ops meeting on 2/2 – will discuss with key stakeholders how to address current operations issues
2. Group is in favor of a phased approach. For example (dates to be solidified on Thursday 2/3/22):
  - a. Expansion to 8am – 12am (outdoors only) – 2/14/22
  - b. Expansion to 24 hours (indoor/outdoor)– 2/28/22
3. Minimum Services to be provided from 8pm – 8am
  - a. Privacy space/harm reduction support
  - b. Respite (ideally move to indoors for comfort)
  - c. Distribution of snacks/hygiene kits/pillows/blankets/clothes
  - d. Belongings
  - e. Space monitoring
  - f. Restroom services
4. Outstanding Concerns
  - a. Building lease – how do we ensure that respite services comply with lease?
    - i. Rules re hours a guest can rest
  - b. Capacity based on space/supplies/staffing
  - c. Lighting and monitoring during evening hours (flashlights, etc)
  - d. Do we add a meal if we expand or just snacks?

## Next Steps

1. Krista to synthesize information and present expansion timeline/plan on 2/3
2. Krista to ensure 2/2 ops/policy meeting is focused on grounding all core hours activities to support expansion

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

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

**Sent:** Monday, January 31, 2022 10:06 AM

**To:** Bowman, Kimberley (DEM); DPH-bmiazgowicz; Pletsch, Destiny (ADP); Mazza, Mark (HOM); Artiejr; DPH-workplaces-57; Carroll, Maryellen (DEM); Gaeta, Krista (HSA); DPH-External-Visen-Healthright360.org; Andersson, Christina (PUC); Borne, Deborah (DPH); Rivera, Tiffany (DPH); Bechelli, Adrienne (DEM)

**Cc:** Tenner, Andrea (DPH); Bracco, Louis (HOM)

**Subject:** TLC Expansion Work Group Meeting

**When:** Tuesday, February 1, 2022 2:00 PM-3:00 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Microsoft Teams Meeting

The purpose of this meeting is to begin discussions on how to rapidly expand our capabilities and footprint within the building.

---

## Microsoft Teams meeting

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

---

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

---

Jeff and I discussed today so he can add.

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

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

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

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

**\*\* CONFIDENTIALITY NOTICE\*\*** This email message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you are not the intended recipient, any disclosure, copying, use or distribution of the information included in this message and any attachments is prohibited. If you have received this communication in error, please notify the sender immediately and permanently delete or otherwise destroy the information.

---

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

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

**Tiffany Rivera, BSN, CEN, TCRN**

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

---

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

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

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

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

**Subject:** RE: TLC Outdoor Restrooms Protocol

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

---

**Adrienne Bechelli** (she/her)

Department of Emergency Management

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

---

**From:** Bechelli, Adrienne (DEM)

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

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

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

**Subject:** RE: TLC Outdoor Restrooms Protocol

Thank you all SO much!

---

**Adrienne Bechelli** (she/her)

Department of Emergency Management

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

---

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

Thanks Tiffany.

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

Cheers,  
Lisa

---

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

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

**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:** Starliper, Lisa (DEM) <[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)>  
**Sent:** Sunday, January 30, 2022 7:16 AM  
**To:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Cc:** Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Bechelli, Adrienne (DEM) <[adrienne.bechelli@sfgov.org](mailto:adrienne.bechelli@sfgov.org)>  
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Lisa

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

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

---

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

---

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

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

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**To:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>; Starliper, Lisa (DEM)

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

**Subject:** TLC Outdoor Restrooms Protocol

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

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

Action items for us all:

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



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

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

---

**Adrienne Bechelli**

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

415-554-4843 office

415-806-2058 cell

[adrienne.bechelli@sfgov.org](mailto:adrienne.bechelli@sfgov.org) | 1 Dr Carlton B Goodlett Pl, Suite 344



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**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Mazza, Mark \(HOM\)](#); [Andersson, Christina \(PUC\)](#)  
**Cc:** [Bowman, Kimberley \(DEM\)](#)  
**Subject:** RE: TLC Outdoor Restrooms Protocol  
**Date:** Tuesday, February 1, 2022 8:39:28 AM  
**Attachments:** [Toilets Sitting at UN Plaza.msg](#)

---

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

---

**Adrienne Bechelli** (she/her)

Department of Emergency Management

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

---

**From:** Bechelli, Adrienne (DEM)  
**Sent:** Sunday, January 30, 2022 9:06 AM  
**To:** Starliper, Lisa (DEM) <[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Cc:** Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>  
**Subject:** RE: TLC Outdoor Restrooms Protocol

Thank you all SO much!

---

**Adrienne Bechelli** (she/her)

Department of Emergency Management

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

---

**From:** Starliper, Lisa (DEM) <[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)>  
**Sent:** Sunday, January 30, 2022 8:48 AM  
**To:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
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**Subject:** RE: TLC Outdoor Restrooms Protocol

Thanks Tiffany.

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

Cheers,  
Lisa

---

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Department of Emergency Management

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Pronouns: she/her

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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](mailto:adrienne.bechelli@sfgov.org) | 1 Dr Carlton B Goodlett Pl, Suite 344



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**From:** [Ana Valdes](#)  
**To:** [Rivera, Tiffany \(DPH\)](#)  
**Subject:** RE: [EXTERNAL]Re: TLC documents  
**Date:** Tuesday, February 1, 2022 8:21:42 AM  
**Attachments:** [image001.png](#)

---

thanks

Ana Valdés, MD : Chief Healthcare Officer  
(she/her/ella pronouns) [Why is this in my email signature?](#)



1563 Mission Street  
San Francisco, CA 94103  
Office: 415-813-5495  
Cell: 415-577-5868  
[avaldes@healthRIGHT360.org](mailto:avaldes@healthRIGHT360.org) | [www.healthRIGHT360.org](http://www.healthRIGHT360.org)

---

**From:** Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>  
**Sent:** Tuesday, February 1, 2022 7:35 AM  
**To:** Ana Valdes <avaldes@healthright360.org>  
**Subject:** Re: [EXTERNAL]Re: TLC documents

I can fwd you the invite!

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

---

**From:** Ana Valdes <[avaldes@healthright360.org](mailto:avaldes@healthright360.org)>  
**Sent:** Tuesday, February 1, 2022 6:15:29 AM  
**To:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Subject:** Re: [EXTERNAL]Re: TLC documents

Tiffany

Thanks for letting me know. I can get them done before then. I do not have an invite to that call so I'll be sure the team are aware of my comments/thoughts.

Thanks  
Ana

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---

**From:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Sent:** Monday, January 31, 2022 11:00:05 PM  
**To:** Ana Valdes <[avaldes@healthright360.org](mailto:avaldes@healthright360.org)>  
**Subject:** [EXTERNAL]Re: TLC documents

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Thanks Ana! End of this week sounds good, but was hoping to use this Thursday's call to discuss. Is it possible to have them reviewed by then?

**Tiffany Rivera, BSN, CEN, TCRN**

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**Subject:** TLC documents

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Hi Tiffany

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Let me know,  
Thanks  
Ana

Ana Valdés, MD : Chief Healthcare Officer  
(she/her/ella pronouns) [Why is this in my email signature?](#)





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**From:** [Ana Valdes](#)  
**To:** [Rivera, Tiffany \(DPH\)](#)  
**Subject:** Re: [EXTERNAL]Re: TLC documents  
**Date:** Tuesday, February 1, 2022 6:16:28 AM  
**Attachments:** [image001.png](#)

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**From:** [Ana Valdes](#)  
**To:** [Rivera, Tiffany \(DPH\)](#)  
**Subject:** TLC documents  
**Date:** Monday, January 31, 2022 6:06:20 PM  
**Attachments:** [image001.png](#)

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Hi Tiffany

Just wanted to give you an update that I am working my way through the TLC documents. There is quite a bit there. Is there a timeline by which you need this all reviewed? My plan is to get it done by the end of this week but not sure what your timeline is.

Let me know,  
Thanks  
Ana

Ana Valdés, MD : Chief Healthcare Officer  
(she/her/ella pronouns) [Why is this in my email signature?](#)



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**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Nazzareta, Daniel \(FIR\)](#); [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 \(DPH\)](#); [Kucharszky, James \(FIR\)](#); [Tianero, Destin Rey \(FIR\)](#); [Campos, Jessica \(HRC\)](#); [Lloyd, Kayleigh \(HRC\)](#); [Mcknight, John \(HRC\)](#); [Cannariato, Umecke \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Sloan, April \(FIR\)](#); [Mason, Michael \(FIR\)](#); [Pang, Simon \(FIR\)](#); [Starliper, Lisa \(DEM\)](#); [DutyOfficer, DEM \(DEM\)](#); [Maimoni, Andy \(ADM\)](#); [Wong, Bryan \(ADM\)](#); [Simon Bertrang; fernando; Artieir; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn \(MTA\); Adami, Steve \(ADP\); Tullock, 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 \(DPH\); Holcomb, Andrew \(DEM\); Sop, Anna \(DEM\); Stephen Gibson; Zamora, Francis \(DEM\); Hogan, Kristin \(DEM\); Rivera, Tiffany \(DPH\); Kunins, Hillary \(DPH\); Chiu, Kent \(MTA\); Walsh, Douglas \(DEM\); 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 \(DEM\); Bobba, Naveena \(DPH\); 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 -- Op Period 8  
**Date:** Sunday, January 30, 2022 1:22:15 PM  
**Importance:** High

---

Dear all,

Please see below for our joint objectives for Operational Period 8, which starts tomorrow and lasts through Sunday, 2/6. We will talk through details and expectations for these objectives in tomorrow morning's meeting.

Please also consider this your reminder to submit your metrics to [DEMDutyOfficer@sfgov.org](mailto:DEMDutyOfficer@sfgov.org) and the Planning Section by end of day tomorrow.

Thank you.

### **TEI Objectives – Operational Period 8 (1/31/22 – 2/6/22)**

1. Perform daily interventions at the following priority locations: (All)
  - a. 600 Eddy
  - b. 300 Hyde
  - c. 400 Eddy
  - d. 7<sup>th</sup> and Market
  - e. Boeddeker Park
2. Review joint field operations protocol and identify proactive schedule and resources needed to accomplish ongoing frequent neighborhood interventions. (DEM, SFFD, DPH, HSH, DPW, SFPD)
3. Conduct at least four joint field operations at priority locations during OP 8. (SFFD, DPH, HSH, ADP, DPW, MTA, SFPD, community partners)
4. Determine a process for tracking the progress of 311 requests for services resulting from daily field operation observations by 2/6. (311, SFFD, DEM)
5. Revise the operational plan for targeted neighborhood cleaning operations that respond quickly to 311 and community calls for service and implement it by 2/3. (DEM, 311, DPW, TLCBD)

6. Continue to refine and document the coordination needed for successful field outreach operations across city and non-city agencies. (DEM, DPH, HSH, SFFD, community partners)
7. Implement revised metrics tracking at Linkage Center, including adjustments to intake and services and linkage tracking. (DPH, HSH, ADP, HSA, community providers)
8. Begin transition of management of Linkage Center from DEM to DPH starting 1/31. (DEM, DPH)
9. Finalize minimum staffing requirements at Linkage Center for existing footprint and expansion plans, and implement immediate staffing expansion by 2/3. (DPH, HSH, ADP, HSA, DEM, community providers)
10. Finalize set weekly schedule of provider services at the Linkage Center by 2/3. (DPH, HSH, ADP, HSA)
11. Host one and prepare for four additional community listening sessions, and continue to expand feedback channels and connect with community stakeholders on their engagement needs. (MYR, HRC, DEM)
12. Refine the community engagement branch by assigning liaisons to key community stakeholders to facilitate information sharing and strengthen relationships no later than 2/4. (MYR, HRC)

---

**Adrienne Bechelli**

Deputy Director, Emergency Services

San Francisco Department of Emergency Management

Pronouns: She, Her, Hers

415-554-4843 office

415-806-2058 cell

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**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Starliper, Lisa \(DEM\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Cc:** [Tanner, Andrea \(DPH\)](#)  
**Subject:** RE: TLC Outdoor Restrooms Protocol  
**Date:** Sunday, January 30, 2022 9:06:03 AM

---

Thank you all SO much!

---

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

---

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

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Cheers,  
Lisa

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**Tiffany Rivera, BSN, CEN, TCRN**  
**Pronouns:** she/her  
**Deputy Director, Emergency Preparedness & Response**  
**San Francisco Department of Public Health**  
**333 Valencia St., San Francisco, Ca 94103**  
**Office Number: 628.217.6966**  
**24-Hour On-Call PHEPR Number: 415.802.7358**

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**Sent:** Sunday, January 30, 2022 7:16 AM

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**Cc:** Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Bechelli, Adrienne (DEM) <[adrienne.bechelli@sfgov.org](mailto:adrienne.bechelli@sfgov.org)>

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- Sometimes things get messy inside the bathroom. DPW hoses down the outside and inside every night. This should fix those issues on a daily basis. Therefore, there is no reason that one of the toilets is out of service for multiple days in a row.
- Sometimes we run out/get low on supplies (TP and towels) and we will work with the vendor to give us lots of extra when they come for servicing so we can refill ourselves if we get low/run out.
- Guests are consistently filling the toilets with needles, masks, clothing, bottles, and other debris. The vendor cannot remove these items with their servicing equipment and cannot remove these items from the site after servicing is complete.
- The vendor is incredibly upset about how people are mistreating their outdoor toilets. If we don't get a handle on this quickly, they will walk away from this site leaving us with nothing.
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**Cc:** [Tenner, Andrea \(DPH\)](#); [Bechelli, Adrienne \(DEM\)](#)  
**Subject:** RE: TLC Outdoor Restrooms Protocol  
**Date:** Sunday, January 30, 2022 8:48:00 AM

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

415-554-4843 office

415-806-2058 cell

[adrienne.bechelli@sfgov.org](mailto:adrienne.bechelli@sfgov.org) | 1 Dr Carlton B Goodlett Pl, Suite 344



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**From:** [Starliper, Lisa \(DEM\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#)  
**Cc:** [Tanner, Andrea \(DPH\)](#); [Bechelli, Adrienne \(DEM\)](#)  
**Subject:** RE: TLC Outdoor Restrooms Protocol  
**Date:** Sunday, January 30, 2022 7:16:19 AM

---

Good Morning Tiffany,

Wanted to give you a heads up that this morning when I checked the porta potties, the one on the right had clothing in the toilet. Not sure if we'll be able to salvage and make it usable for today or not.

Thanks,  
Lisa

---

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

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

---

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

---

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

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

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

the bathroom monitors.

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

**Tiffany Rivera, BSN, CEN, TCRN**

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

---

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

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

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

**Subject:** TLC Outdoor Restrooms Protocol

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

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



Action items for us all:

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

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

---

**Adrienne Bechelli**

Deputy Director, Emergency Services  
San Francisco Department of Emergency Management  
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**From:** [Bowman, Kimberley \(DEM\)](#)  
**To:** [Tenner, Andrea \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [DPH-External-Veisen-Healthright360.org](#); [Paul Harkin](#); [Artiejr](#); [DPH-workplaces-57](#)  
**Cc:** [Bechelli, Adrienne \(DEM\)](#)  
**Subject:** ACTION REQUIRED - Linkage Center Fencing Strategy  
**Date:** Friday, January 28, 2022 5:59:53 PM  
**Importance:** High

---

Hi All –

I am just following up on our discussion regarding our temporary closure on Monday. See below for the agreed-upon strategy:

### **SITUATION SUMMARY:**

The Linkage Center will not be opening until 2:00 pm on Monday, January 31<sup>st</sup>, while we make improvements to the fencing around the exterior footprint of the site. Staff should still come to the site at their originally scheduled time to participate in training and process improvements. Additionally, we are hopeful the Linkage Center will open before 2:00 pm and will need all staff available and ready to greet our guests.

We are developing messaging and signage to communicate this change in hours to our potential guests throughout the Tenderloin and our partner agencies and organizations referring folks to the site.

### **DEPARTMENTAL RESPONSIBILITIES:**

#### **SHS:**

- Notification to departmental and organizational staff and services of the change in hours
- Change the shower start time to 1400 (please make sure they do not arrive before this time)
- Meal delivery changes from 0800 to 1400 instead, dinner remains the same
- Urban Alchemy will still have one staff member at the guest entrance at all times to communicate our change in hours

#### **DPH:**

- Notification to departmental and organizational staff and services of the change in hours
- DPH will have a staff member available for line management starting at 1100

#### **DEM:**

- Signage and messaging development and distribution
- Coordination with DPW fencing contractor to communicate work needed and ensure the project is completed as expected

### **ALL DEPARTMENTS:**

- Conduct departmental and interdepartmental training for staff, and discuss and test potential process improvement strategies

If anyone has any questions, please do not hesitate to reach out.

Thanks,  
Kim

---

**Kim Bowman**

Assistant Deputy Director, Emergency Services

San Francisco Department of Emergency Management

Pronouns: She, Her, Hers

415-439-9171 Cell

415-554-4840 Office

[Kimberley.bowman@sfgov.org](mailto:Kimberley.bowman@sfgov.org) | 1 Dr Carlton B Goodlett Pl, Suite 348



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**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#); [Bowman, Kimberley \(DEM\)](#); [Starliper, Lisa \(DEM\)](#); [Tanner, Andrea \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Gary McCoy](#); [Paul Harkin](#); [DPH-External-Weisen-Healthright360.org](#)  
**Subject:** RE: TLC Outdoor Restrooms Protocol  
**Date:** Friday, January 28, 2022 3:25:05 PM

---

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

---

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

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**Sent:** Friday, January 28, 2022 12:34 PM  
**To:** Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; Tanner, Andrea (DPH) <andrea.tanner@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Gary McCoy <gmccoy@healthright360.org>; Paul Harkin <pharkin@healthright360.org>; DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>  
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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**  
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**From:** [Almeida, Angelica \(DPH\)](#)  
**To:** [Loughran, Eileen \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Paul Harkin](#); [Gary McCoy](#); [Alex Boyder](#); [DPH-External-Weisen-Healthright360.org](#); [Bri Izaguirre](#); [Harris, Zoe \(DPH\)](#)  
**Cc:** [ligtanloc@glide.org](#); [Packer, Tracey \(DPH\)](#); [mary@homelessyouthalliance.org](#); [John Negrete](#); [Amy Rodriguez](#); [Brooke Lober](#); [Miss Ian](#); [DPH-cris.reifsteck](#); [maria.bellinger@communityforwardsf.org](#); [emerson.flores@communityforwardsf.org](#); [DPH-jwilson](#); [Curtis Penn](#); [jleonor@felton.org](#); [DPH-richardzevin](#); [Kate Franza](#); [Elgin Rose](#); [Mazza, Mark \(HOM\)](#); [DPH-annaberg](#); [Laura Guzman](#); [Frances Fu](#); [Giuliano, Ro](#); [Kunins, Hillary \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Tanner, Andrea \(DPH\)](#); [Zevin, Barry \(DPH\)](#); [Gran, Betsy \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [DPH-esiqueiros](#); [Bess, Rashaad \(DPH - Contractor\)](#); [DPH-jeannielittle](#); [DPH-mauricebyrd](#); [Miguel Ibarra](#); [Bracco, Louis \(HOM\)](#); [Cannariato, Umecke \(HOM\)](#); [DPH-hasiansinaga](#); [rbess@currysenior.org](#); [DPH-tbell](#); [Candler, Robin \(DPH\)](#); [esisqueriros@sfa.org](#); [Saba Teklu](#); [Jason Norelli](#); [Juliana DePietro](#); [DPH-Suzanne.Adams](#)  
**Subject:** Re: DPH Providers meeting: Linkages Center  
**Date:** Friday, January 28, 2022 1:39:20 PM  
**Attachments:** [Tenderloin Linkage Center Services Overview For Service Providers \(1\).pdf](#)  
[Outlook-1514414697.png](#)

---

Hi all,

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

\*\*\*\*\*

Angelica M. Almeida, Ph.D.  
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---

**From:** Loughran, Eileen (DPH)  
**Sent:** Monday, January 24, 2022 3:06 PM  
**To:** Loughran, Eileen (DPH) <[eileen.loughran@sfdph.org](mailto:eileen.loughran@sfdph.org)>; Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Paul Harkin <[pharkin@healthright360.org](mailto:pharkin@healthright360.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; Alex Boyder <[aboyder@healthright360.org](mailto:aboyder@healthright360.org)>; DPH-External-Weisen-Healthright360.org <[weisen@Healthright360.org](mailto:weisen@Healthright360.org)>; Bri Izaguirre <[bizaguirre@healthright360.org](mailto:bizaguirre@healthright360.org)>; Harris, Zoe (DPH) <[zoe.harris@sfdph.org](mailto:zoe.harris@sfdph.org)>  
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<esisqueriros@sfaf.org>; Saba Teklu <steklu@glide.org>; Jason Norelli <JNorelli@glide.org>; Juliana  
DePietro; DPH-Suzanne.Adams <Suzanne.Adams@Communityforwardsf.org>

**Subject:** DPH Providers meeting: Linkages Center

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

**Where:**

Hi everyone,

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

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

Thank you,  
Eileen

---

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---

**From:** [Strieff, Sarah \(DPH\)](#)  
**To:** [DPH-workplaces-57](#); [Artiejr](#)  
**Cc:** [Borne, Deborah \(DPH\)](#); [Bowman, Kimberley \(DEM\)](#); [Mazza, Mark \(HOM\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Subject:** Re: Temperature checks for COVID at linkage site  
**Date:** Friday, January 28, 2022 1:31:54 PM  
**Attachments:** [TLResponse Standard Work COVID-19 Symptom screening 1.28.22.docx](#)  
[Quick Guide-Symptom Screening 1.28.22.docx](#)

---

Hi All,

Wanted to update the group on an addition to this standard work since multiple individuals have presented to the site reporting having a diagnosis of active COVID-19.

We have had to add asking "Have you been diagnosed with COVID-19 in the last 10 days?" YES or NO - as a screening question.

If someone reports active covid they cannot enter the site. UA should then:

1. Ensure 6 foot distance from the individual
2. Ensure the individual has an N95
3. Notify the onsite DPH site lead for further instruction.

The DPH site lead will assess outside and determine whether the person needs to go to isolation or if they can go back to the place they were prior to coming to the site.

Please let me know what questions you have. I have attached the updated Standard Work and quick screening guide and hoping to go over it with Adisa today if possible.

Sarah

Sarah Strieff BSN, RN  
*San Francisco Department of Public Health*  
Whole Person Integrated Care (WPIC)  
[Sarah.Strieff@sfdph.org](mailto:Sarah.Strieff@sfdph.org)

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Thank you.

---

**From:** Bayron Wilson <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>  
**Sent:** Thursday, January 27, 2022 6:57 AM

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

**Cc:** Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Strieff, Sarah (DPH) <sarah.strieff@sfdph.org>

**Subject:** Re: Temperature checks for COVID at linkage site

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

Hey Deborah and thank you,

@Sarah, nice to e-meet you and thank you. Can you please provide the screening script so we can make sure the team add it in their system.

BW

On Wed, Jan 26, 2022 at 9:56 PM Artie Gilbert <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)> wrote:

Thank you Deborah!

We will inform our team that we're no longer doing temperature checks.

I love the quote by Harriet Tubman!

Best,  
Artie

On Wed, Jan 26, 2022 at 9:24 PM Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)> wrote:

Hi Artie and Bayron,

I wanted to check in about COVID screening at the linkage site.

We no longer recommend temperature checks for COVID. They are unreliable and not helpful in identifying COVID. All we recommend is a verbal screening as per the protocol we shared.

Sarah Strieff, RN cc here is available to review the COVID screening protocols with you and your staff.

Let me know if you have any questions.

All the best,  
Deb

"Every great dream begins with a dreamer. Always remember, you have within you the strength, the patience, and the passion to reach for the stars to change the world."

- Harriet Tubman

Deborah Borne, MSW, MD

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

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

Pronouns: she/her

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

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

-Maya Angelou

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**Bayron Wilson**

Chief of Operations, San Francisco, Los Angeles

**URBAN ALCHEMY I a nonprofit organization**

*"Transforming People & Communities through Love & Respect"*

**Direct: 510.830.8591**

**From:** [Starliper, Lisa \(DEM\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#)  
**Subject:** RE: TLC Outdoor Restrooms Protocol  
**Date:** Friday, January 28, 2022 12:38:47 PM

---

Hi Tiffany...didn't want to respond to the group...one my own observations is that the monitors are often on their phones, etc. and not actually looking up when someone comes out or doing a visual inspection afterwards. Let me know how to help reenforce messaging to your team.

---

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

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

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

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

### **Tiffany Rivera, BSN, CEN, TCRN**

**Pronouns:** she/her

**Deputy Director, Emergency Preparedness & Response**

**San Francisco Department of Public Health**

**333 Valencia St., San Francisco, Ca 94103**

**Office Number: 628.217.6966**

**24-Hour On-Call PHEPR Number: 415.802.7358**

---

**From:** Bechelli, Adrienne (DEM) <[adrienne.bechelli@sfgov.org](mailto:adrienne.bechelli@sfgov.org)>  
**Sent:** Friday, January 28, 2022 10:47 AM  
**To:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>; Starliper, Lisa (DEM) <[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; Paul Harkin <[pharkin@healthright360.org](mailto:pharkin@healthright360.org)>; DPH-External-Weisen-Healthright360.org <[weisen@Healthright360.org](mailto:weisen@Healthright360.org)>  
**Subject:** TLC Outdoor Restrooms Protocol

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- We need to consider using the indoor restrooms more frequently than they are currently being used.
- Outdoor restrooms are serviced twice a week, Mondays and Thursdays. DEM currently holds

this contract.

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

Action items for us all:

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

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

---

**Adrienne Bechelli**

Deputy Director, Emergency Services

San Francisco Department of Emergency Management

Pronouns: She, Her, Hers

415-554-4843 office

415-806-2058 cell

[adrienne.bechelli@sfgov.org](mailto:adrienne.bechelli@sfgov.org) | 1 Dr Carlton B Goodlett Pl, Suite 344



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**From:** [Tenner, Andrea \(DPH\)](#)  
**To:** [Bechelli, Adrienne \(DEM\)](#); [Bowman, Kimberley \(DEM\)](#); [Starliper, Lisa \(DEM\)](#); [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Gary McCoy](#); [Paul Harkin](#); [DPH-External-Weisen-Healthright360.org](#)  
**Subject:** Re: TLC Outdoor Restrooms Protocol  
**Date:** Friday, January 28, 2022 11:50:54 AM

---

Thanks for outlining the issues, Adrienne.

Tiffany and Jeff, can you please make sure the Health Site Leads are aware of this and implement the reminders and checks?

Gary, Paul, and Vitka, can you please make sure the HR360 staff are aware as well?

Thanks, all.

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:** Bechelli, Adrienne (DEM) <[adrienne.bechelli@sfgov.org](mailto:adrienne.bechelli@sfgov.org)>

**Date:** Friday, January 28, 2022 at 10:47 AM

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

**Subject:** TLC Outdoor Restrooms Protocol

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**From:** [Kunins, Hillary \(DPH\)](#)  
**To:** [Harris, Zoe \(DPH\)](#)  
**Cc:** [Grier, Geoffrey \(DPH - Contractor\)](#); [Vaughn, Ashley \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Brown, Jessica \(DPH\)](#)  
**Subject:** Fwd: Meeting, TL Townhall  
**Date:** Friday, January 28, 2022 11:14:10 AM

---

Zoe,

Hate to ask:

Can you help fashion a response to this person?

I had written back to her - but she did not include my answer (I sent her to the sf.gov website), but we can point her to our Public/media statements and our slides at the BOS hearings.

Hillary Kunins, MD, MPH (she/her)  
Director of Behavioral Health Services and Mental Health SF  
San Francisco Department of Public Health  
[Hillary.Kunins@sfdph.org](mailto:Hillary.Kunins@sfdph.org)

Begin forwarded message:

**From:** LIZA murawski <[lizamurawski@yahoo.com](mailto:lizamurawski@yahoo.com)>  
**Date:** January 28, 2022 at 11:09:02 AM PST  
**To:** "Grier, Geoffrey (DPH - Contractor)" <[geoffrey.grier@sfdph.org](mailto:geoffrey.grier@sfdph.org)>, "Kunins, Hillary (DPH)" <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>, "Colfax, Grant (DPH)" <[grant.colfax@sfdph.org](mailto:grant.colfax@sfdph.org)>, Denise Williams <[dwilliams@healthright360.org](mailto:dwilliams@healthright360.org)>, "Rivera, Tiffany (DPH)" <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Subject:** Fw: Meeting, TL Townhall

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

Good Morning Geoffrey, the questions presented to DPH/BHS/HR 360 and DEM are here. Currently, no data or live dashboard is being updated with proper stats.

Here are the questions I asked to date. Currently, no answers have been provided.

For Community,

Liza M. Murawski

Here are the questions:

**January 19, 2022 - Questions asked to Dr. Kunins / Denied Comment/ Information unavailable.**

What is the update on the linkage center located at 1170 Market St?

Is there a live active dashboard connected to the services and outcomes of the linkage center?

What metrics are being used to monitor the linkage center?

How many treatment beds are located in the treatment center, and what form of treatment is being offered?

What is the average time to be seen?

What metrics are you using to produce live data around warm handoffs and wraparound services, including follow up services provided

Since 2015, DPH records have indicated that there is one case manager to 450 in congregated living conditions; this violates the substance abuse and mental health services Association. (SAMHSA). (records obtained by the DPH custodian of records.

Please provide the State regulations for Case management ratio to Client-centered care at the Linkage Center.

Please provide the credentials of the staff of the site and the levels of available case management, i.e.:

Ratio to client-centered care/Treatment on Demand (TOD)

1. Intake
2. Needs assessment
3. Service Planning
4. Monitoring and Evaluating Exit / Treatment plan

How many of the current 250 DPH positions in mental health, housing specialist, intake, and assessment specialist, as well as data on the long-term and short-term inpatient therapeutic services, have been filled to date?

What is and how much money from the DEM is being spent?

How much is being spent from OCOH?

How many funds from MHSF are being incorporated into the emergency linkage center?

In the behavioral health commission meeting, you indicated that you would ask the community to report back. Can you please tell me what the plan is to acquire that information from those receiving services and from community members observing the linkage center?

**January 20, 2022/after visiting the Linkage Center/no response**

Dr. Kunins,

Please confirm that the TL linkage center has an area to smoke or use drugs of choice openly? Without medically trained staff, clinical case management on site.

Can the linkage center provide TOD referrals/intakes for buprenorphine or methadone clinics?

Does the linkage center provide referrals to culturally responsive therapeutic care daily?  
(Beside Narcan)?

Is this part of MHSF?

What metric is used to monitor the results of the linkage center and if an impact is being made at all to lower overdoses and house our unhoused residents?

What metrics are being used to measure the warm handoff to supportive client-centered care, housing, and culturally therapeutic resources?

**January 26, 2022, from DEM reported by Gary McCoy.**

And lastly, I would like to ask how the data was recorded, and a copy of the recorded data indicating 1180 guests were seen?

490 guests have linked to two-tier two services and what is the time frame for the expansion to 24 seven as well as approval of an open-air conception site?  
What are the two-tier services? What is the follow-up on the services rendered?

Was the dashboard not reflecting the above stats given out by the Linkage Center from Gary McCoy, with DEM?

Be well,  
For Community,

Liza M. Murawski  
Community Mental Health Advocate

\*Please note this has been shared with all social media platforms internationally and domestically for documentation and timeline verification

**From:** [LIZA murawski](#)  
**To:** [Grier, Geoffrey \(DPH - Contractor\)](#); [Kunins, Hillary \(DPH\)](#); [Colfax, Grant \(DPH\)](#); [Denise Williams](#); [Rivera, Tiffany \(DPH\)](#)  
**Subject:** Fw: Meeting, TL Townhall  
**Date:** Friday, January 28, 2022 11:09:00 AM

---

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**To:** [Bowman, Kimberley \(DEM\)](#); [Starliper, Lisa \(DEM\)](#); [Tenner, Andrea \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Gary McCoy](#); [Paul Harkin](#); [DPH-External-Veisen-Healthright360.org](#)  
**Subject:** TLC Outdoor Restrooms Protocol  
**Date:** Friday, January 28, 2022 10:47:13 AM

---

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

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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](mailto:adrienne.bechelli@sfgov.org) | 1 Dr Carlton B Goodlett Pl, Suite 344



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

---

Looks great to me.

Mark Mazza, LCSW (he/his)  
Outreach Manager  
San Francisco Department of Homelessness and Supportive Housing  
[mark.mazza@sfgov.org](mailto: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](mailto:rob.hoffman@sfdph.org)>  
**Sent:** Friday, January 28, 2022 9:51:56 AM  
**To:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Bechelli, Adrienne (DEM) <[adrienne.bechelli@sfgov.org](mailto:adrienne.bechelli@sfgov.org)>; Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Mazza, Mark (HOM) <[Mark.Mazza@sfgov.org](mailto:Mark.Mazza@sfgov.org)>; DPH-workplaces-57 <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>; Artiejr <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>  
**Cc:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Gran, Betsy (DPH) <[betsy.gran@sfdph.org](mailto:betsy.gran@sfdph.org)>  
**Subject:** RE: Intake Form/Question Revision

Hello everyone,

Please review this version.

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

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

Please send your edits/corrections.

I may need support wording the TL question.

Also from the week 1 tlc google form data we have

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

rob

---

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

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

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

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

**Subject:** Re: Intake Form/Question Revision

Great Idea Adrienne-  
thanks

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

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

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

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**Sent:** Thursday, January 27, 2022 12:04 PM  
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7. We didn't discuss time line, but I would like to have draft of questions approved by all by COB Friday. Can we shoot for digital intake next Monday?

Thanks All

Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

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

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

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

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

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---

**From:** [Hoffman, Rob \(DPH - Contractor\)](#)  
**To:** [Borne, Deborah \(DPH\)](#); [Bechelli, Adrienne \(DEM\)](#); [Bowman, Kimberley \(DEM\)](#); [Rivera, Tiffany \(DPH\)](#); [Mazza, Mark \(HOM\)](#); [DPH-workplaces-57](#); [Artiejr](#)  
**Cc:** [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Gran, Betsy \(DPH\)](#)  
**Subject:** RE: Intake Form/Question Revision  
**Date:** Friday, January 28, 2022 9:51:58 AM

---

Hello everyone,

Please review this version.

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

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

Please send your edits/corrections.

I may need support wording the TL question.

Also from the week 1 tlc google form data we have

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

rob

---

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**From:** [Loughran, Eileen \(DPH\)](#)  
**To:** [Almeida, Angelica \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Packer, Tracey \(DPH\)](#); [Harris, Zoe \(DPH\)](#); [Borne, Deborah \(DPH\)](#)  
**Cc:** [Gran, Betsy \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Tanner, Andrea \(DPH\)](#)  
**Subject:** Re: Provider meeting team  
**Date:** Thursday, January 27, 2022 5:16:56 PM  
**Attachments:** [Provider Meeting 0128.docx](#)  
[Community meeting invite list.docx](#)

---

Hi Everyone,

Thanks so much for a productive meeting. I really appreciate you all jumping in to support. It's so important that we have buy-in and confidence in the TLC among our DPH providers. They can help guide us in our work so that the TLC is a welcoming space for our guests. I also want to acknowledge that as you all know, working with community providers can also be hard in that we often take on some of the frustrations felt towards the system at large. I feel much knowing that we have a plan in place moving forward.

**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

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](mailto:eileen.loughran@sfdph.org)

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

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---

**From:** Loughran, Eileen (DPH)

**Sent:** Wednesday, January 26, 2022 7:03 AM

**To:** 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:** Provider meeting team

Hi everyone,

As follow-up from Monday's Operations call, I am reaching out to you because you either 1) expressed interest in participating in the "provider meeting planning team", 2) you've been part of previous meetings, or 3) you were volunteered as a potential facilitator for future meetings. A meeting invite has been sent for **1/27 from 4-4:30** --Thanks to everyone that has already accepted it.

Currently, the DPH provider meetings occur **every Friday from 1-2pm**. This is a space where providers have expressed concern about staffing and direction of the TLC, training & support of TLC staff, and ensuring the site has a vision that embraces harm reduction. The group would like to continue meeting to hear highlights, successes, and challenges that have come up at the TLC. At the 1/21 meeting, we had the onsite teams (HR360, SFCHC, Code Tenderloin, and DPH) share highlights & experiences.

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
- Roles for provider meetings
  - 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

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**  
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**From:** [Gran, Betsy \(DPH\)](#)  
**To:** [Starliper, Lisa \(DEM\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Subject:** RE: Fwd:  
**Date:** Thursday, January 27, 2022 3:56:06 PM

---

Got it – we'll proceed with it as a standard work for our manuals. Thanks!

**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:** Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>  
**Sent:** Thursday, January 27, 2022 1:03 PM  
**To:** Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>  
**Subject:** RE: Fwd:

Hi there...here's the rough draft of the playbook I'm working on.

It's more focused on facilities management and not necessarily the protocols.

But there are a few places where I may cut and paste a protocol or list it as an "additional reference".

Hope this helps clarify what we're doing (DEM) on our end.

Cheers,  
Lisa

---

**From:** Gran, Betsy (DPH) <[betsy.gran@sfdph.org](mailto:betsy.gran@sfdph.org)>  
**Sent:** Thursday, January 27, 2022 12:59 PM  
**To:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Starliper, Lisa (DEM) <[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)>  
**Subject:** RE: Fwd:

Hi friends

I was going to assign this to a newly onboarded DSW to get oriented to our Standard Work – Lisa, sounds like you're putting together a playbook and we don't want to duplicate work

Cheers,  
Betsy

**Betsy Gran**  
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**Sent:** Wednesday, January 26, 2022 7:22 PM  
**To:** Artie Gilbert <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>; DPH-workplaces-57 <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>  
**Cc:** Hoffman, Rob (DPH - Contractor) <[rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Starliper, Lisa (DEM) <[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>  
**Subject:** RE: Fwd:

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

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Hi Bayron,

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Best,  
Artie

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Date: Tue, Jan 25, 2022 at 8:17 AM  
Subject: Fwd:  
To: [artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us) <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>

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

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



**From:** [Hoffman, Rob \(DPH - Contractor\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#)  
**Subject:** RE: Intake Form/Question Revision  
**Date:** Thursday, January 27, 2022 3:32:04 PM

---

Hi Addriene—

I have been digging into the data collected during encounters & have learned:

Housing Status Shared During Encounters OP6			
Unsheltered PEH	Sheltered PEH	Housed	Declined to answer
324	308	9	324

I am not sure people will identify as “from the TL” even if they regularly hang out on the streets &/or have slept on the street in the TL.

I understand why we would like to know how many folks at Market Street are folks who hang out in the TL....but,

I am lost on how to capture that.

Maybe Mark knows how to get this info.

I do not think people will reply yes to that question, even if they have been in the tl for 7 hrs everyday of the week.

Rob

---

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

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

---

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

---

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

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

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**Subject:** Re: Intake Form/Question Revision

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

Summary:

Concerns:

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

Decisions:

1. we will be moving from paper to digital intake
  - a. Rob will write questions up and share with this group for feedback
  - b. Mark will meet with UA about IPAD or cell phone needs
  - c. Rob, Mark and UA to look at what they need for training around intake
2. Housing status: will have three groups: unsheltered, Sheltered and housed (paid rent or has lease)- will use HUD definition
  - a. team to be trained on asking: where did you sleep last night?
  - b. Second questions on sheltered status needed
3. We need more fun things in the front? question music and water/snacks
4. We need to ensure MAT (opiate replacement) services are highlighted in intake

Next steps:

1. Rob to write questions and share with people on this email
2. Mark to meet with UA and work out hardware
3. Rob/Mark and UA to look at training and standard work details
4. Sarah/Rob to look at TA for covid screening- deb support
5. Rob will review service questions to make sure we include MAT (opiate replacement)

questions and 'we have these services today' statements

6.

7. We didnt discuss time line, but I would lik eto have draft of questions approved by all by COB friday. Can we shoot for difgital intake next monday?

Thanks All

Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

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

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- Albert Einstein

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**From:** Bowman, Kimberley (DEM)

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

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

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

**Subject:** Intake Form/Question Revision

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

**Where:** Microsoft Teams Meeting

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

---

## Microsoft Teams meeting

**Join on your computer or mobile app**

[Click here to join the meeting](#)

**Or call in (audio only)**

[+1 415-906-4659,,316135745#](tel:+14159064659316135745) United States, San Francisco

Phone Conference ID: 316 135 745#

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

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

---

**From:** [Starliper, Lisa \(DEM\)](#)  
**To:** [Gran, Betsy \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Subject:** RE: Fwd:  
**Date:** Thursday, January 27, 2022 1:03:00 PM  
**Attachments:** [TLC Playbook Draft\\_01262022.docx](#)

---

Hi there...here's the rough draft of the playbook I'm working on.

It's more focused on facilities management and not necessarily the protocols.

But there are a few places where I may cut and paste a protocol or list it as an "additional reference".

Hope this helps clarify what we're doing (DEM) on our end.

Cheers,  
Lisa

---

**From:** Gran, Betsy (DPH) <betsy.gran@sfdph.org>  
**Sent:** Thursday, January 27, 2022 12:59 PM  
**To:** Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>  
**Subject:** RE: Fwd:

Hi friends

I was going to assign this to a newly onboarded DSW to get oriented to our Standard Work – Lisa, sounds like you're putting together a playbook and we don't want to duplicate work

Cheers,  
Betsy

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

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**From:** Gran, Betsy (DPH)  
**Sent:** Wednesday, January 26, 2022 7:22 PM  
**To:** Artie Gilbert <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>; DPH-workplaces-57 <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>  
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**Subject:** RE: Fwd:

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**From:** Artie Gilbert <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>

**Sent:** Tuesday, January 25, 2022 10:39 AM

**To:** DPH-workplaces-57 <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>

**Cc:** Gran, Betsy (DPH) <[betsy.gran@sfdph.org](mailto:betsy.gran@sfdph.org)>; Hoffman, Rob (DPH - Contractor) <[rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Starliper, Lisa (DEM) <[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>

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Hi Bayron,

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

Best,  
Artie

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

From: **Ronald Ahart** <[ronaldahart83@gmail.com](mailto:ronaldahart83@gmail.com)>

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

Subject: Fwd:

To: [artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us) <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>

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

From: **Ronald Ahart** <[ronalda@urban-alchemy.us](mailto:ronalda@urban-alchemy.us)>

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

Subject:

To: <[ronaldahart83@gmail.com](mailto:ronaldahart83@gmail.com)>

**From:** [Gran, Betsy \(DPH\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#); [Starliper, Lisa \(DEM\)](#)  
**Subject:** RE: Fwd:  
**Date:** Thursday, January 27, 2022 12:58:55 PM

---

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**Cc:** [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Gran, Betsy \(DPH\)](#)  
**Subject:** Re: Intake Form/Question Revision  
**Date:** Thursday, January 27, 2022 12:54:52 PM

---

Great Idea Adrienne-  
thanks

Deborah Borne, MSW, MD

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

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

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**Adrienne Bechelli** (she/her)

Department of Emergency Management

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- 6.
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Thanks All

Deb

Deborah Borne, MSW, MD

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

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

Pronouns: she/her

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**From:** Bowman, Kimberley (DEM)

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

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

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

**Subject:** Intake Form/Question Revision

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

**Where:** Microsoft Teams Meeting

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

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---

**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Borne, Deborah \(DPH\)](#); [Bowman, Kimberley \(DEM\)](#); [Rivera, Tiffany \(DPH\)](#); [Mazza, Mark \(HOM\)](#); [DPH-workplaces-57](#); [Artiejr](#)  
**Cc:** [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Gran, Betsy \(DPH\)](#)  
**Subject:** RE: Intake Form/Question Revision  
**Date:** Thursday, January 27, 2022 12:22:33 PM

---

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

---

**Adrienne Bechelli** (she/her)

Department of Emergency Management

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

---

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

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

Summary:

Concerns:

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

Decisions:

1. we will be moving from paper to digital intake
  - a. Rob will write questions up and share with this group for feedback
  - b. Mark will meet with UA about IPAD or cell phone needs
  - c. Rob, Mark and UA to look at what they need for training around intake

2. Housing status: will have three groups: unsheltered, Sheltered and housed (paid rent or has lease)- will use HUD definition

a. team to be trained on asking: where did you sleep last night?

b. Second questions on sheltered status needed

3. We need more fun things in the front? question music and water/snacks

4. We need to ensure MAT (opiate replacement) services are highlighted in intake

Next steps:

1. Rob to write questions and share with people on this email

2. Mark to meet with UA and work out hard ware

3. Rob/Mark and UA to look at training and standard work details

4. Sarah/Rob to look at TA for covid screening- deb support

5. Rob will review service questions to make sure we include MAT (opiate replacement) questions and 'we have these services today' statements

6.

7. We didnt discuss time line, but I would like to have draft of questions approved by all by COB friday. Can we shoot for digital intake next monday?

Thanks All

Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

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

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

- Albert Einstein

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

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**From:** [Borne, Deborah \(DPH\)](#)  
**To:** [Bowman, Kimberley \(DEM\)](#); [Rivera, Tiffany \(DPH\)](#); [Mazza, Mark \(HOM\)](#); [DPH-workplaces-57](#); [Artieir Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Bechelli, Adrienne \(DEM\)](#); [Gran, Betsy \(DPH\)](#)  
**Subject:** Re: Intake Form/Question Revision  
**Date:** Thursday, January 27, 2022 12:04:26 PM

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**From:** [Artie Gilbert](#)  
**To:** [Gran, Betsy \(DPH\)](#)  
**Cc:** [DPH-workplaces-57](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Starliper, Lisa \(DEM\)](#); [Tanner, Andrea \(DPH\)](#)  
**Subject:** Re: Fwd:  
**Date:** Wednesday, January 26, 2022 7:38:02 PM

---

Thank you Betsy, I appreciate your acknowledgement

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

Thank you,  
Artie

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

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

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

**Betsy Gran**

**Activated Disaster Service Worker**

**Planning Section Chief – Tenderloin Response 2022**

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

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

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Hi Bayron,

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

Best,

Artie

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

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

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

From: **Ronald Ahart** <[ronalda@urban-alchemy.us](mailto:ronalda@urban-alchemy.us)>

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

Subject:

To: <[ronaldahart83@gmail.com](mailto:ronaldahart83@gmail.com)>

**From:** [Gran, Betsy \(DPH\)](#)  
**To:** [Artiejr](#); [DPH-workplaces-57](#)  
**Cc:** [Hoffman, Rob \(DPH - Contractor\)](#); [Rivera, Tiffany \(DPH\)](#); [Starliper, Lisa \(DEM\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#)  
**Subject:** RE: Fwd:  
**Date:** Wednesday, January 26, 2022 7:22:26 PM

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

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

Subject: Fwd:

To: [artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us) <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>

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From: **Ronald Ahart** <[ronalda@urban-alchemy.us](mailto:ronalda@urban-alchemy.us)>

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

Subject:

To: <[ronaldahart83@gmail.com](mailto:ronaldahart83@gmail.com)>



**From:** Tracy Lee  
**To:** Simbe Jeff (DPH); Gary McCoy  
**Cc:** Rivera Tiffany (DPH); Paul Harkin; Doh-External Avalsides; DPH-External-Velsen-Healthright360.org  
**Subject:** Re: [EXTERNAL]hea thrigt staff on sat and sunday  
**Date:** Wednesday, January 26, 2022 1:35:50 PM  
**Attachments:** 0 rso-ae-111\_09  
Outlook-mrovelr.org

Hi Jeff,

For both Saturday (1/29) and Sunday (1/30), we will have:

- 1 staff working the morning shift (8am-4:30pm)
- 1 staff working the afternoon shift (11:30am-8pm)

The staff working this weekend will be posted outdoors. Unfortunately, we do not have enough staff to cover the respite area at this time.

Here is our schedule for next week, beginning 1/31:

Facility Name:	TOPS/TLC/The Big Tent			KEY				Notes							
				AM 8am-4 30 pm		PM 11 30am -8pm		Out							
	1/31/2022 MONDAY		2/1/2022 TUESDAY		2/2/2022 WEDNESDAY		2/3/2022 THURSDAY		2/4/2022 FRIDAY		2/5/2022 SATURDAY		2/6/2022 SUNDAY		
GRAND TOTAL:	1	1	2	2	2	3	2	3	2	1	1	1	1	1	1
	AM	SWING	AM	SWING	AM	SWING	AM	SWING	AM	SWING	AM	SWING	AM	SWING	
Program Director															
Paul Harkin															
Supervisors															
Cleo Jenkins	X		X			X		X							X
Kenneth Davis		4p-8p		4p-8p		4p-8p		4p-8p						8a-4 30p	
Lorna Jackson			X		X		X		X		X				
Jose Rios															
Health Workers															
Steve Rodriguez Gonzalez															
Lisa Williams					X		X		X		X				
Julia Klems				X		X		X		X		X			

Best,

Tracy Lee  
Regional Administrative Project Manager  
Gender Pronouns She/Her

  
A FAMILY OF PROGRAMS  
1563 Mission St. | San Francisco, CA 94103  
tleee@healthright360.org | (415) 608-0034

**From:** Simbe Jeff (DPH) <jeff.simbe@sfdph.org>  
**Sent:** Tuesday, January 25, 2022 7:12 PM  
**To:** Tracy Lee <tleee@healthright360.org>; Gary McCoy <gmccoy@healthright360.org>  
**Cc:** Rivera Tiffany (DPH) <tiffany.rivera@sfdph.org>; Paul Harkin <pharkin@healthright360.org>  
**Subject:** Re: [EXTERNAL]healthright staff on sat and sunday

Thanks Tracy!

Jeff Simbe  
Mental Health Services Act Housing Program Manager  
Behavioral Health Services  
San Francisco Department of Public Health  
1380 Howard Street San Francisco CA 94103  
Pronouns he/him/his

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**From:** Tracy Lee <tleee@healthright360.org>  
**Sent:** Tuesday, January 25, 2022 4:53 PM  
**To:** Simbe Jeff (DPH) <jeff.simbe@sfdph.org>; Gary McCoy <gmccoy@healthright360.org>  
**Cc:** Rivera Tiffany (DPH) <tiffany.rivera@sfdph.org>; Paul Harkin <pharkin@healthright360.org>  
**Subject:** Re: [EXTERNAL]healthright staff on sat and sunday

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Hi Jeff,

Thanks for reaching out. I am still in the process of confirming some staff -- I can get an updated schedule to you by tomorrow afternoon.

Best,

Tracy Lee  
Regional Administrative Project Manager  
Gender Pronouns She/Her

  
A FAMILY OF PROGRAMS  
1563 Mission St. | San Francisco, CA 94103  
tleee@healthright360.org | (415) 608-0034

**From:** Simbe Jeff (DPH) <jeff.simbe@sfdph.org>  
**Sent:** Tuesday, January 25, 2022 4:24 PM  
**To:** Tracy Lee <tleee@healthright360.org>; Gary McCoy <gmccoy@healthright360.org>  
**Cc:** Rivera Tiffany (DPH) <tiffany.rivera@sfdph.org>  
**Subject:** [EXTERNAL]healthright staff on sat and sunday

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Hi Tracy

Gary said to reach out to you about healthright360 staffing for this weekend (sat 1/29 & sunday 1/30). Tiffany and I are working on the schedule and plan to open up the respite area but want to make sure we have the staffing.

Can you tell me how many staff you have you will have at the linkage center for this weekend?

thanks

Jeff Simbe  
Mental Health Services Act Housing Program Manager  
Behavioral Health Services  
San Francisco Department of Public Health  
1380 Howard Street San Francisco CA 94103  
*Pronouns he/him/his*

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**From:** [Simbe, Jeff \(DPH\)](#)  
**To:** [Tracy Lee](#); [Gary McCoy](#)  
**Cc:** [Rivera, Tiffany \(DPH\)](#); [Paul Harkin](#)  
**Subject:** Re: [EXTERNAL]healthright staff on sat and sunday  
**Date:** Tuesday, January 25, 2022 7:12:18 PM  
**Attachments:** [Outlook-aevx11il.png](#)

---

Thanks Tracy!

Jeff Simbe  
Mental Health Services Act Housing Program Manager  
Behavioral Health Services  
San Francisco Department of Public Health  
1380 Howard Street, San Francisco, CA 94103  
*Pronouns: he/him/his*

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1380 Howard Street, San Francisco, CA 94103  
*Pronouns: he/him/his*

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**From:** [Tracy Lee](#)  
**To:** [Simbe, Jeff \(DPH\)](#); [Gary McCoy](#)  
**Cc:** [Rivera, Tiffany \(DPH\)](#); [Paul Harkin](#)  
**Subject:** Re: [EXTERNAL]healthright staff on sat and sunday  
**Date:** Tuesday, January 25, 2022 4:54:11 PM  
**Attachments:** [Outlook-aevx11il.png](#)

---

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

Hi Jeff,

Thanks for reaching out. I am still in the process of confirming some staff -- I can get an updated schedule to you by tomorrow afternoon.

Best,

Tracy Lee  
Regional Administrative Project Manager  
Gender Pronouns: She/Her



1563 Mission St. | San Francisco, CA 94103  
[tlee@healthright360.org](mailto:tlee@healthright360.org) | (415) 608-0034

---

**From:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>  
**Sent:** Tuesday, January 25, 2022 4:24 PM  
**To:** Tracy Lee <[tlee@healthright360.org](mailto:tlee@healthright360.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>  
**Cc:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Subject:** [EXTERNAL]healthright staff on sat and sunday

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

Hi Tracy,

Gary said to reach out to you about healthright360 staffing for this weekend (sat 1/29 & sunday 1/30). Tiffany and I are working on the schedule and plan to open up the respite area but want to make sure we have the staffing.

Can you tell me how many staff you have you will have at the linkage center for this weekend?

thanks,

Jeff Simbe  
Mental Health Services Act Housing Program Manager  
Behavioral Health Services  
San Francisco Department of Public Health  
1380 Howard Street, San Francisco, CA 94103  
*Pronouns: he/him/his*

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**From:** [Simbe, Jeff \(DPH\)](#)  
**To:** [Tracy Lee](#); [Gary McCoy](#)  
**Cc:** [Rivera, Tiffany \(DPH\)](#)  
**Subject:** healthright staff on sat and sunday  
**Date:** Tuesday, January 25, 2022 4:24:12 PM

---

Hi Tracy,

Gary said to reach out to you about healthright360 staffing for this weekend (sat 1/29 & sunday 1/30). Tiffany and I are working on the schedule and plan to open up the respite area but want to make sure we have the staffing.

Can you tell me how many staff you have you will have at the linkage center for this weekend?

thanks,

Jeff Simbe  
Mental Health Services Act Housing Program Manager  
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**From:** [Artie Gilbert](#)  
**To:** [DPH-workplaces-57](#)  
**Cc:** [Gran, Betsy \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Rivera, Tiffany \(DPH\)](#); [Starliper, Lisa \(DEM\)](#); [Simbe, Jeff \(DPH\)](#); [Tanner, Andrea \(DPH\)](#)  
**Subject:** Fwd:  
**Date:** Tuesday, January 25, 2022 10:39:23 AM  
**Attachments:** [shower protocol.docx](#)

---

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Hi Bayron,

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

Best,  
Artie

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

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

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

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

**From:** [Artie Gilbert](#)  
**To:** [DPH-workplaces-57](#)  
**Cc:** [Starliper, Lisa \(DEM\)](#); [Gran, Betsy \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Tanner, Andrea \(DPH\)](#)  
**Subject:** Re: Standard protocol for showers  
**Date:** Monday, January 24, 2022 6:35:08 AM

---

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Hi Bayron,

Yes, copy that...

Best,  
Artie

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

Thank you Lisa,

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

Best,  
Bayron

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

Good Morning All,

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

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

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

work, but wanted to share just the same.

Thanks again and talk soon,

Lisa

Lisa Starliper

Operations Manager

Dept of Emergency Management

[1011 Turk Street](#)

[San Francisco, CA 94102](#)

[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)

415-517-5092 (work cell)

---

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

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

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

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

**Subject:** Re: Standard protocol for showers

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

**Tiffany Rivera, BSN, CEN, TCRN**

**Pronouns:** she/her

**Deputy Director, Emergency Preparedness & Response**

**San Francisco Department of Public Health**

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

**Office Number: 628.217.6966**

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

Hi Bayron, (and TLC ops team!)

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

I hope you're well.

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

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

There are a few ways to do this:

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- 2) you or a staff person can call me on the phone and talk me through the process 816-799-1142
- 3) I can meet you or a staff person onsite next week and we can talk through the process and I can take notes

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

Cheers,

Betsy

**Betsy Gran**

**Activated Disaster Service Worker**

**Planning Section Chief – Tenderloin Response 2022**

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--



**Bayron Wilson**

Chief of Operations, San Francisco, Los Angeles

**URBAN ALCHEMY I a nonprofit organization**

*"Transforming People & Communities through Love & Respect"*

**Direct: 510.830.8591**

**From:** [Bayron Wilson](#)  
**To:** [Starliper, Lisa \(DEM\)](#)  
**Cc:** [Artieir](#); [Gran, Betsy \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Tanner, Andrea \(DPH\)](#)  
**Subject:** Re: Standard protocol for showers  
**Date:** Monday, January 24, 2022 6:12:40 AM

---

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Thank you Lisa,

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

Best,  
Bayron

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

Good Morning All,

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

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

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

Thanks again and talk soon,

Lisa

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

---

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

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**Tiffany Rivera, BSN, CEN, TCRN**

**Pronouns:** she/her

**Deputy Director, Emergency Preparedness & Response**

**San Francisco Department of Public Health**

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

**Office Number: 628.217.6966**

**24-Hour On-Call PHEPR Number: 415.802.7358**

---

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

**Subject:** Standard protocol for showers

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

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Cheers,

Betsy

**Betsy Gran**



## Activated Disaster Service Worker

### Planning Section Chief – Tenderloin Response 2022

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**Direct: 510.830.8591**

**From:** [Starliper, Lisa \(DEM\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#); [Gran, Betsy \(DPH\)](#); [DPH-workplaces-57](#)  
**Cc:** [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#)  
**Subject:** RE: Standard protocol for showers  
**Date:** Monday, January 24, 2022 5:51:14 AM  
**Attachments:** [GUEST SHOWER PROCEDURE JOB AID.docx](#)  
[GUEST BELONGINGS HANDLING JOB AID.docx](#)

---

Good Morning All,

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

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

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[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)  
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---

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

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

---

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

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

**To:** DPH-workplaces-57 <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>

**Cc:** Hoffman, Rob (DPH - Contractor) <[rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)>; Rivera, Tiffany (DPH)

<[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>

**Subject:** Standard protocol for showers

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

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Cheers,

Betsy

**Betsy Gran**

**Activated Disaster Service Worker**

**Planning Section Chief – Tenderloin Response 2022**

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**From:** [Gran, Betsy \(DPH\)](#)  
**To:** [Paul Harkin](#)  
**Cc:** [Rendon, Jerry "Gabriel" \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Subject:** Training for TLC staff  
**Date:** Sunday, January 23, 2022 3:51:02 PM

---

Hi Paul,

Copying our Training Lead, Gabriel, and Tiffany (Ops Chief) for awareness.

I wanted to see if you could send a list of what your staff is trained on so we aren't overlapping our services?

We are putting together a quick "TLC Operations" training on Tuesday to cover daily responsibilities, Naloxone station management, and referrals/linkages.

Do you want to invite your staff? Or will you all plan to do something else?

We will record it and of course, since everything is in flux, content may be outdated a few weeks from now.

I want to train your staff if useful, but not over-train them to the point of burnout.

Let us know if you have time to connect this week or email fine

Cheers,  
Betsy

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

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

---

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

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**Activated Disaster Service Worker**  
**Planning Section Chief – Tenderloin Response 2022**

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**From:** [Borne, Deborah \(DPH\)](#)  
**To:** [Ricardo Newball](#)  
**Cc:** [Bowman, Kimberley \(DEM\)](#); [Paul Harkin](#); [Rivera, Tiffany \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Mazza, Mark \(HOM\)](#); [Perdue, Cathy \(HOM\)](#)  
**Subject:** Intake data points used at MNRC  
**Date:** Friday, January 21, 2022 12:52:05 PM

---

Hi Ricardo,  
Laura Guzzman gave me your name to reach out to.

I am cc you with the coordinators of the new linkage center.

Could you share the intake form/questions you use at MNRC?

Thanks  
Deb

Deborah Borne, MSW, MD

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

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

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

-Maya Angelou

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Thank You

**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Cannariato, Umecke \(HOM\)](#)  
**Cc:** [Mazza, Mark \(HOM\)](#); [Tenner, Andrea \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Artiejr; DPH-workplaces-57](#); [Borne, Deborah \(DPH\)](#)  
**Subject:** RE: Linkage Center Services Coordination Meeting  
**Date:** Wednesday, January 19, 2022 3:45:44 PM

---

Thanks Mecca! I'll review soon.

---

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

---

**From:** Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>  
**Sent:** Wednesday, January 19, 2022 3:45 PM  
**To:** Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>  
**Cc:** Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Artiejr <artieg@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>  
**Subject:** RE: Linkage Center Services Coordination Meeting

Hi Adrienne:

As a follow up to today's discussion here is the HSH CIR on line form and a list for the following reasons for why we would require the form be completed. If DEM would like this to be utilized we can have a hard copy form created and printed for the ease for staff.

**CIR Form used for the shelter system:**

[https://forms.office.com/Pages/ResponsePage.aspx?id=z8LVlj7OPUSaf9\\_MAJH3PyfVByRGK6FJo3kl0Du1MilUQzZSUDZVMjVTSDZWTVo2MEVESzNZNTRLUiQIQCN0PWcu&wdLOR=c0D5EA932-73F3-4C54-95A0-C744C25765CF](https://forms.office.com/Pages/ResponsePage.aspx?id=z8LVlj7OPUSaf9_MAJH3PyfVByRGK6FJo3kl0Du1MilUQzZSUDZVMjVTSDZWTVo2MEVESzNZNTRLUiQIQCN0PWcu&wdLOR=c0D5EA932-73F3-4C54-95A0-C744C25765CF)

**III. CRITICAL INCIDENTS**

Critical incidents on site include the following:

1. A violation of an immediate denial of service rule
2. A violation of a non-immediate denial of service rule
3. Fire alarm triggered
4. Theft
5. Serious breach of PHI or ethics violation
6. Arrest
7. Medical emergencies, including overdose cases and injuries
8. Mental health emergencies resulting in or requiring a 5150 involuntary hold
9. Suicide Attempt/Threat
10. Suspected abuse of older adults, adults with disabilities, or children



## 11. Death

### **Call 911 if any guest, staff, provider, or vendor is in danger or in need of immediate medical assistance.**

When a critical incident occurs, site staff fill out a [Critical Incident Report \(CIR\)](#). If urgent, sites should also notify their HSH program managers immediately by phone or text message.

Staff must complete this report by the end of the shift in which the incident occurred. If multiple staff are involved, one CIR must be completed by each party involved. A facility issue, service disruption, information breach, or discovery of a death/overdose that was discovered but not witnessed, can be reported on one CIR.

If trauma support for staff and guests might be helpful following a critical incident, site staff may call Mobile Crisis at [\(415\) 970-4000](tel:4159704000).

### **Mecca Cannariato, LCSW, MPA (she/her)**

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

[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408

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

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

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

**Sent:** Friday, January 14, 2022 6:38 PM

**To:** Bowman, Kimberley (DEM); Simbe, Jeff (DPH); Candler, Robin (DPH); Rivera, Tiffany (DPH); Cannariato, Umecke (HOM); Rachowicz, Lisa (HOM); Bracco, Louis (HOM); Meskan, Brenda (HOM); Le, Tommy (HOM); Gran, Betsy (DPH); Tullock, Cristel (ADP); Adami, Steve (ADP); Gary McCoy; DPH-bmiazgowicz; Artiejr; DPH-External-Veisen-Healthright360.org; Macaraeg, Marc (DPW); Starliper, Lisa (DEM); Sop, Anna (DEM); Mera, Tanya (DPH); Mazza, Mark (HOM); Stephen Gibson; Almeida, Angelica (DPH); Paul Harkin; Bechelli, Adrienne (DEM); Borne, Deborah (DPH); Torres, Jose (HOM - Contractor); Hoffman, Rob (DPH - Contractor)

**Cc:** DPH-meganp (FIVEKEYS.ORG); Dylan Grattidge; Rebecca Graff; Tenner, Andrea (DPH); Ian Clark-Johnson; Barone, Doris (HSA); Kauffman, Cindy (HSA); Carroll, Maryellen (DEM); Pletsch, Destiny (ADP); DPH-workplaces-57; Lin, Cindy (HSA); Pineda, Anna (HSA); Ward, Cindy (HSA); Smith, Susie (HSA); Adamek, Jason (HSA); Owens, Megan (HOM); Clark, Susan (DEM); Perez, Anthony (DEM)

**Subject:** Linkage Center Services Coordination Meeting

**When:** Wednesday, January 19, 2022 2:00 PM-3:00 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Microsoft Teams Meeting

**This meeting replaces the former M,W,F HSH/DPH meeting.**

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

---

## Microsoft Teams meeting

Join on your computer or mobile app

Penal Code § 832.7(b)(5)(A)

Or call in (audio only)

Penal Code § 832.7(b)(5)(A) # United States, San Francisco

Phone Conference ID: Penal Code § 832.7(b)(5)(A) #

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---

**From:** [Cannariato, Umecke \(HOM\)](#)  
**To:** [Bechelli, Adrienne \(DEM\)](#)  
**Cc:** [Mazza, Mark \(HOM\)](#); [Tenner, Andrea \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Artiejr; DPH-workplaces-57](#); [Borne, Deborah \(DPH\)](#)  
**Subject:** RE: Linkage Center Services Coordination Meeting  
**Date:** Wednesday, January 19, 2022 3:45:08 PM

---

Hi Adrienne:

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**CIR Form used for the shelter system:**

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San Francisco Department of Homelessness & Supportive Housing  
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[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408  
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Phone Conference ID: Penal Code § 832.7(b)(5)(A) #

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

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---

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

---

Hi All –

The link to the google sheet calendar and points of contact is:  
[https://docs.google.com/spreadsheets/d/1cDVrpfVdiVu8IxBe3cacsNoLNC3NUX\\_Sh22VlySaQK0/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1cDVrpfVdiVu8IxBe3cacsNoLNC3NUX_Sh22VlySaQK0/edit?usp=sharing)

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

Thanks,  
Kim

---

### Kim Bowman

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



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

**From:** [Cannariato, Umecke \(HOM\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#)  
**Subject:** RE: Linkage Center Signs/Flyers and CBO review?  
**Date:** Tuesday, January 18, 2022 3:08:11 PM

---

Hi Tiffany – can you call me when you get an opportunity? Thanks!

**Mecca Cannariato, LCSW, MPA (she/her)**

Director of Outreach & Temporary Shelter  
San Francisco Department of Homelessness & Supportive Housing  
City & County of San Francisco  
[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408  
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---

**From:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Sent:** Sunday, January 16, 2022 6:38 PM  
**To:** Hoffman, Rob (DPH - Contractor) <[rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)>; Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Loughran, Eileen (DPH) <[eileen.loughran@sfdph.org](mailto:eileen.loughran@sfdph.org)>; Cannariato, Umecke (HOM) <[umecke.cannariato@sfgov.org](mailto:umecke.cannariato@sfgov.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Torres, Jose (HOM - Contractor) <[jose.torres@sfgov.org](mailto:jose.torres@sfgov.org)>; Bracco, Louis (HOM) <[louis.bracco@sfgov.org](mailto:louis.bracco@sfgov.org)>  
**Cc:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>; Gran, Betsy (DPH) <[betsy.gran@sfdph.org](mailto:betsy.gran@sfdph.org)>; Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>; Artiejr <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>; Ian Clark-Johnson <[ianc@urban-alchemy.us](mailto:ianc@urban-alchemy.us)>; DPH-workplaces-57 <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>  
**Subject:** Re: Linkage Center Signs/Flyers and CBO review?

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

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

---

**From:** Hoffman, Rob (DPH - Contractor) <[rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)>  
**Sent:** Sunday, January 16, 2022 6:05:24 PM  
**To:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Loughran, Eileen (DPH) <[eileen.loughran@sfdph.org](mailto:eileen.loughran@sfdph.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Cannariato, Umecke (HOM) <[umecke.cannariato@sfgov.org](mailto:umecke.cannariato@sfgov.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Torres, Jose (HOM - Contractor) <[jose.torres@sfgov.org](mailto:jose.torres@sfgov.org)>; Bracco, Louis (HOM) <[louis.bracco@sfgov.org](mailto:louis.bracco@sfgov.org)>  
**Cc:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>; Gran, Betsy (DPH) <[betsy.gran@sfdph.org](mailto:betsy.gran@sfdph.org)>; Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>; Artiejr <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>

[alchemy.us](http://alchemy.us)>; Ian Clark-Johnson <[ianc@urban-alchemy.us](mailto:ianc@urban-alchemy.us)>; DPH-workplaces-57 <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>

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

Hi

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

**Few things:**

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

**Urban Alchemy Script At the entrance of the Linkage Center Campus**

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

**Outside we have:**

- 2 hot meals a day, coffee, and snacks
- Companion Animal monitoring
- Project Homeless Connect is here on Mondays & Tuesdays - **but what is Project Homeless Connect offering??**
- Showers and laundry daily

**Inside we can connect you to:**

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



**Because of COVID:**

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

•

**FOR UA entrance to the building: .**

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

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

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

Warm Regards,

Rob Hoffman

Pronouns: he, him, his

Special Projects Coordinator

Community Health Equity & Promotion Branch

Population Health Division  
San Francisco Department of Public Health  
25 Van Ness Avenue, Suite 650  
San Francisco, CA 94102  
Phone: (415) 713 2349

Email: [rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)

Website: [www.sfdph.org/chep](http://www.sfdph.org/chep)

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

---

**From:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>  
**Sent:** Saturday, January 15, 2022 6:56 PM  
**To:** Loughran, Eileen (DPH) <[eileen.loughran@sfdph.org](mailto:eileen.loughran@sfdph.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Cannariato, Umecke (HOM) <[umecke.cannariato@sfgov.org](mailto:umecke.cannariato@sfgov.org)>; Hoffman, Rob (DPH - Contractor) <[rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Torres, Jose (HOM - Contractor) <[jose.torres@sfgov.org](mailto:jose.torres@sfgov.org)>; Bracco, Louis (HOM) <[louis.bracco@sfgov.org](mailto:louis.bracco@sfgov.org)>  
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**Subject:** Re: Linkage Center Signs/Flyers and CBO review?

Hello Everyone

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

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

Linkage sign in

 [Linkages Sign In Sheet .docx](#)

UA script:

 [UA Script.docx](#)

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

thank you,

Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

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

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

- Albert Einstein

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---

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

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

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

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

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

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

My initial thoughts:

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

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

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

thanks,  
e

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

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

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

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

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

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

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

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

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

Mecca and Louis,

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

Thanks!

**Tiffany Rivera, BSN, CEN, TCRN**

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

---

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

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

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

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

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

Hello all:

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

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

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

**Mecca Cannariato, LCSW, MPA (she/her)**

Director of Outreach & Temporary Shelter

San Francisco Department of Homelessness & Supportive Housing

City & County of San Francisco

[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408

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

Hi

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

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

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

They can share with CBO partners

Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

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

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- Albert Einstein

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

Hi Deb!

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

Thanks,  
Kristin

---

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

Hi

How are you?

Two things:

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

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

Hope you and family are fabulous.

Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

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

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

-Maya Angelou

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

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

#### AGENDA ITEM

#### TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

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



5. Elected questions and schools update
  6. Special topic/briefing presentation
- 1 min
- DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson
- Priority Vax messaging/communications strategy.
- Aziza: Include high level themes for this week’s social media.
- 5 min
- VACCINE BRANCH – Rebekah Krell
- Vax Branch Ops update
- How can DPH Comms (social?) or external community partner messaging (JIC) help amplify efforts?
- 2 min
- DHR – Mawuli Tugbenyoh
- Internal Communications Update
- Data/Progress on vax ascertainment
- 3 min
- COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell
- Community/Neighborhoods update
- What support do these neighborhood/community level efforts need from JIC?
- 5 min
- BOS AND SCHOOLS – Ana Validzic
- Electeds questions and schools update
- 5 min
- Featured Topic/General Discussion
- TBD each week or on bi-weekly basis
- 10 min

---

Microsoft Teams meeting

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>

Or call in (audio only)

Penal Code § 832.7(b)(5)(A) #> United States, San Francisco

Phone Conference ID: Penal Code § 832.7(b)(5)(A) #

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options<<https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f->

[49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19\\_meeting\\_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGEzNDZjNjlk@thread.v2&messageId=0&language=en-US](https://api.slack.com/messages/49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGEzNDZjNjlk@thread.v2&messageId=0&language=en-US)>

---

**From:** [Bowman, Kimberley \(DEM\)](#)  
**To:** [Adami, Steve \(ADP\)](#); [Starliper, Lisa \(DEM\)](#); [Borne, Deborah \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Hoffman, Rob \(DPH - Contractor\)](#); [Simbe, Jeff \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Rachowicz, Lisa \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Meskan, Brenda \(HOM\)](#); [Le, Tommy \(HOM\)](#); [Gran, Betsy \(DPH\)](#); [Tullock, Cristel \(ADP\)](#); [Gary McCoy](#); [DPH-bmiazgowicz](#); [Artieir](#); [DPH-External-Visen-Healthright360.org](#); [Macaraeg, Marc \(DPW\)](#); [Sop, Anna \(DEM\)](#); [Mazza, Mark \(HOM\)](#); [Stephen Gibson](#); [Almeida, Angelica \(DPH\)](#); [Paul Harkin](#); [Bechelli, Adrienne \(DEM\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Jorgensen, Andrea \(DEM\)](#); [Raycroft, Jill \(DEM\)](#)  
**Cc:** [Rebecca Graff](#); [Tenner, Andrea \(DPH\)](#); [Ian Clark-Johnson](#); [Barone, Doris \(HSA\)](#); [Kauffman, Cindy \(HSA\)](#); [Carroll, Maryellen \(DEM\)](#); [Pletsch, Destiny \(ADP\)](#); [DPH-workplaces-57](#); [Lin, Cindy \(HSA\)](#); [Pineda, Anna \(HSA\)](#); [Ward, Cindy \(HSA\)](#); [Smith, Susie \(HSA\)](#); [Adamek, Jason \(HSA\)](#)  
**Subject:** Linkage Center Concept of Operations  
**Date:** Monday, January 17, 2022 10:33:48 PM  
**Attachments:** [Tenderloin Linkage Center CONOPS.pdf](#)

---

Good Evening All –

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

Thanks,  
Kim

---

**Kim Bowman**

Assistant Deputy Director, Emergency Services

San Francisco Department of Emergency Management

Pronouns: She, Her, Hers

415-439-9171 Cell

415-554-4840 Office

[Kimberley.bowman@sfgov.org](mailto:Kimberley.bowman@sfgov.org) | 1 Dr Carlton B Goodlett Pl, Suite 348



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**From:** [Bayron Wilson](#)  
**To:** [Rivera, Tiffany \(DPH\)](#)  
**Cc:** [Bowman, Kimberley \(DEM\)](#); [Walsh, Douglas \(DPH\)](#)  
**Subject:** Re: Bayron's contact info  
**Date:** Monday, January 17, 2022 8:09:34 PM

---

Great!

On Mon, Jan 17, 2022 at 7:21 PM Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)> wrote:  
Thank you Bayron! I am looping in Doug Walsh, who is helping us with radio communications.

Doug- Bayron is from Urban Alchemy. We will need to coordinate radio communications with their team. Bayron says that they have Motorola radios. Not sure what we have. If we can sync up and figure out if our systems will work together, that would be great. If not we can sink up tomorrow on site.

Thanks all!

**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:** Bayron Wilson <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>  
**Sent:** Monday, January 17, 2022 6:21 PM  
**To:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>  
**Cc:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Subject:** Re: Bayron's contact info

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Hey Tiffany,

Please feel free to connect with me anytime. I can also be reached by phone at 510 830-8591.

BW

On Mon, Jan 17, 2022 at 5:34 PM Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)> wrote:

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**From:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Sent:** Monday, January 17, 2022 4:26:07 PM  
**To:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>  
**Subject:** Bayron's contact info

Hi Kim, Can you send me Bayron's email so we can connect around radio comms?

**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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**Bayron Wilson**

Chief of Operations, San Francisco, Los Angeles

**URBAN ALCHEMY I a nonprofit organization**

*"Transforming People & Communities through Love & Respect"*

**Direct: 510.830.8591**



**Bayron Wilson**

Chief of Operations, San Francisco, Los Angeles

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**From:** [Bayron Wilson](#)  
**To:** [Bowman, Kimberley \(DEM\)](#)  
**Cc:** [Rivera, Tiffany \(DPH\)](#)  
**Subject:** Re: Bayron's contact info  
**Date:** Monday, January 17, 2022 6:22:12 PM

---

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Hey Tiffany,

Please feel free to connect with me anytime. I can also be reached by phone at 510 830-8591.

BW

On Mon, Jan 17, 2022 at 5:34 PM Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)> wrote:  
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**From:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Sent:** Monday, January 17, 2022 4:26:07 PM  
**To:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>  
**Subject:** Bayron's contact info

Hi Kim, Can you send me Bayron's email so we can connect around radio comms?

**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



**Bayron Wilson**  
Chief of Operations, San Francisco, Los Angeles  
**URBAN ALCHEMY I a nonprofit organization**  
*"Transforming People & Communities through Love & Respect"*  
**Direct: 510.830.8591**

**From:** [Bowman, Kimberley \(DEM\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#); [DPH-workplaces-57](#)  
**Subject:** Re: Bayron's contact info  
**Date:** Monday, January 17, 2022 5:33:55 PM

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**Sent:** Monday, January 17, 2022 4:26:07 PM  
**To:** Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>  
**Subject:** Bayron's contact info

Hi Kim, Can you send me Bayron's email so we can connect around radio comms?

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

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Hi all,

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

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

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

Intake form:

 [Linkages Sign In Sheet .docx](#)

Intake script:

 [UA Script.docx](#)



**Louis Bracco (he/him)**

Safe Sleep Lead

San Francisco Department of Homelessness and Supportive Housing

[Louis.Bracco@sfgov.org](mailto:Louis.Bracco@sfgov.org) | 518-860-7617

---

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

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

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

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



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

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

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

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

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

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

Thanks.

Intake form:

 [Linkages Sign In Sheet .docx](#)

Intake script:

 [UA Script.docx](#)

---

**Adrienne Bechelli** (she/her)

Department of Emergency Management

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

---

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

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

**Kim Bowman**

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

---

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

Hello Everyone

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

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

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

Linkage sign in

 [Linkages Sign In Sheet .docx](#)

UA script:

 [UA Script.docx](#)

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

thank you,  
Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

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

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

- Albert Einstein

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

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

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

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

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

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

My initial thoughts:

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

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

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

thanks,  
e

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

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

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

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

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

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

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

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

Mecca and Louis,

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

Thanks!

**Tiffany Rivera, BSN, CEN, TCRN**

**Pronouns:** she/her

**Deputy Director, Emergency Preparedness & Response**

**San Francisco Department of Public Health**

**333 Valencia St., San Francisco, Ca 94103**

**Office Number: 628.217.6966**

**24-Hour On-Call PHEPR Number: 415.802.7358**

---

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

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

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

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

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

Hello all:

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

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

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

**Mecca Cannariato, LCSW, MPA (she/her)**

Director of Outreach & Temporary Shelter

San Francisco Department of Homelessness & Supportive Housing

City & County of San Francisco

[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408

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

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

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

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

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

Hi

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

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

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

They can share with CBO partners

Deb

Deborah Borne, MSW, MD

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

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

Pronouns: she/her

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

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

- Albert Einstein

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

Hi Deb!

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

Thanks,  
Kristin

---

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

**Subject:** Re: Canceled: Vaccine Communications Workgroup Meeting

Hi

How are you?

Two things:

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

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

Hope you and family are fabulous.

Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

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

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

-Maya Angelou

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

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



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

#### AGENDA ITEM

#### TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

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

1 min

DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

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

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

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

2 min

DHR – Mawuli Tugbenyoh

Internal Communications Update

- Data/Progress on vax ascertainment

3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

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

5 min

BOS AND SCHOOLS – Ana Validzic

Electeds questions and schools update

5 min

Featured Topic/General Discussion

TBD each week or on bi-weekly basis

10 min

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Microsoft Teams meeting

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[REDACTED] >

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

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

options <[https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19\\_meeting\\_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGFzNDZjNjlk@thread.v2&messageId=0&language=en-US](https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGFzNDZjNjlk@thread.v2&messageId=0&language=en-US)>

---

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

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

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

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

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

Thanks.

Intake form:

 [Linkages Sign In Sheet .docx](#)

Intake script:

 [UA Script.docx](#)

---

**Adrienne Bechelli** (she/her)

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

---

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

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

**Kim Bowman**

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

---

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

Hello Everyone

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

1. I thought it was the agreement that we will only be doing a welcome and counting the

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

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

Linkage sign in

 [Linkages Sign In Sheet .docx](#)

UA script:

 [UA Script.docx](#)

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

thank you,

Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

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

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

- Albert Einstein

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

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

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

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

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

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

My initial thoughts:

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

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

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

thanks,  
e

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

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

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

[eileen.loughran@sfdph.org](mailto:eileen.loughran@sfdph.org)

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

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

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

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

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

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

Mecca and Louis,

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

Thanks!

**Tiffany Rivera, BSN, CEN, TCRN**

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

---

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

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

**To:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Hoffman, Rob (DPH - Contractor)

<[rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)>; Loughran, Eileen (DPH) <[eileen.loughran@sfdph.org](mailto:eileen.loughran@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Torres, Jose (HOM - Contractor) <[jose.torres@sfgov.org](mailto:jose.torres@sfgov.org)>; Bracco, Louis (HOM) <[louis.bracco@sfgov.org](mailto:louis.bracco@sfgov.org)>

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

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

Hello all:

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

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

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

**Mecca Cannariato, LCSW, MPA (she/her)**

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

[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408

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

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

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

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

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

Hi

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

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

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

They can share with CBO partners



Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

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

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

- Albert Einstein

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---

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

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

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

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

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

Hi Deb!

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

Thanks,  
Kristin

---

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

Hi

How are you?

Two things:

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

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

Hope you and family are fabulous.

Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,

San Francisco Department of Public Health

Pronouns: she/her

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

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

-Maya Angelou

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unauthorized use, disclosure, copying or distribution is strictly prohibited. Please contact the sender immediately and delete/destroy all copies of this message. Thank You

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

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

#### AGENDA ITEM

##### TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

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

1 min

DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

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

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

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

2 min

DHR – Mawuli Tugbenyoh

Internal Communications Update

- Data/Progress on vax ascertainment

3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

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

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

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Microsoft Teams meeting

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**Penal Code § 832.7(b)(5)(A)** #> United States, San Francisco

Phone Conference ID: **Penal Code § 832.7(b)(5)(A)** #

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options < [https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19\\_meeting\\_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGFzNDZjNjlk@thread.v2&messageId=0&language=en-US](https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGFzNDZjNjlk@thread.v2&messageId=0&language=en-US) >

---

**From:** [Hoffman, Rob \(DPH - Contractor\)](#)  
**To:** [Borne, Deborah \(DPH\)](#); [Loughran, Eileen \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Simbe, Jeff \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Bracco, Louis \(HOM\)](#)  
**Cc:** [Bowman, Kimberley \(DEM\)](#); [Gran, Betsy \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Artieir, Ian Clark-Johnson](#); [DPH-workplaces-57](#); [Tenner, Andrea \(DPH\)](#)  
**Subject:** Re: Linkage Center Signs/Flyers and CBO review?  
**Date:** Sunday, January 16, 2022 6:05:27 PM  
**Attachments:** [UA Script rob h edits.docx](#)

---

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

Hoffman, Rob (DPH - Contractor) has shared a OneDrive for Business file with you. To view it, click the link below.

 [UA Script rob h edits.docx](#)

---

<!--[endif]-->

Hi

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

**Few things:**

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

**Urban Alchemy Script At the entrance of the Linkage Center Campus**

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

**Outside we have:**

- 2 hot meals a day, coffee, and snacks
- Companion Animal monitoring
- Project Homeless Connect is here on Mondays & Tuesdays - **but what is Project Homeless Connect offering??**
- Showers and laundry daily

**Inside we can connect you to:**

- **Mental Health Care & Treatment referrals, including**
- **Substance use Care & Treatment referrals, including inpatient & outpatient treatment, detox, methadone, suboxone, harm reduction programs**
- Medical Care & Primary Care doctor referrals

- Shelter & Navigation Center placements
- Housing Assessments and placements
- Other community resources and programs
- COVID Vaccine (Thursday afternoon, Saturday morning)
- Naloxone (Narcan)
- Because of COVID:
- If you go inside you have to wear a surgical mask.
- When you're outside, you do not have to wear a mask

**Because of COVID:**

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

**FOR UA entrance to the building: \_**

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

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

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

Warm Regards,

Rob Hoffman

Pronouns: he, him, his

Special Projects Coordinator

Community Health Equity & Promotion Branch

Population Health Division

San Francisco Department of Public Health

25 Van Ness Avenue, Suite 650

San Francisco, CA 94102

Phone: (415) 713 2349

Email: [rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)

Website: [www.sfdph.org/chep](http://www.sfdph.org/chep)

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

---

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

**Sent:** Saturday, January 15, 2022 6:56 PM

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

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

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

Hello Everyone

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

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

Linkage sign in

 [Linkages Sign In Sheet .docx](#)

UA script:

 [UA Script.docx](#)

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

thank you,  
Deb

Deborah Borne, MSW, MD

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

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

Pronouns: she/her

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

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---

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

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

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

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

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

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

My initial thoughts:

The initial intake form may be barrier to some people entering. Initially asking for name and DOB can be overwhelming. Also it is presumptive that people are going there for services. (yes



we want people to access services but I'm sure some folks will want to just check out the space before they are ready to say yes to services.

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

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

thanks,  
e

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

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

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

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

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

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

**Cc:** Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artieg@urban-

alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>

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

Mecca and Louis,

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

Thanks!

**Tiffany Rivera, BSN, CEN, TCRN**

**Pronouns:** she/her

**Deputy Director, Emergency Preparedness & Response**

**San Francisco Department of Public Health**

**333 Valencia St., San Francisco, Ca 94103**

**Office Number: 628.217.6966**

**24-Hour On-Call PHEPR Number: 415.802.7358**

---

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

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

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

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

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

Hello all:

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

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

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

**Mecca Cannariato, LCSW, MPA (she/her)**

Director of Outreach & Temporary Shelter

San Francisco Department of Homelessness & Supportive Housing

City & County of San Francisco

[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408

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

Hi

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

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

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

They can share with CBO partners

Deb

Deborah Borne, MSW, MD

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

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

Pronouns: she/her

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

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- Albert Einstein

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

Hi Deb!

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

Thanks,  
Kristin

---

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

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

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

Hope you and family are fabulous.  
Deb

Deborah Borne, MSW, MD

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

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

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

-Maya Angelou

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

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

#### AGENDA ITEM

##### TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

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

1 min

DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

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

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

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

2 min

DHR – Mawuli Tugbenyoh

Internal Communications Update

- Data/Progress on vax ascertainment

3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

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

5 min

BOS AND SCHOOLS – Ana Validzic

Electeds questions and schools update

5 min

Featured Topic/General Discussion

TBD each week or on bi-weekly basis

10 min

---

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting<Penal Code § 832.7(b)(5)(A)

>

Or call in (audio only)

Penal Code § 832.7(b)(5)(A) #> United States, San Francisco

Phone Conference ID: Penal Code § 832.7(b)(5)(A) #

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

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

options<[https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19\\_meeting\\_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGEzNDZjNjlk@thread.v2&messageId=0&language=en-US](https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGEzNDZjNjlk@thread.v2&messageId=0&language=en-US)>

---

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

---

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

**Kim Bowman**

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

---

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**Sent:** Saturday, January 15, 2022 6:57 PM  
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UA script:

 [UA Script.docx](#)

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Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,  
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**From:** Loughran, Eileen (DPH) <[eileen.loughran@sfdph.org](mailto:eileen.loughran@sfdph.org)>  
**Sent:** Friday, January 14, 2022 8:13 AM  
**To:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Cannariato, Umecke (HOM) <[umecke.cannariato@sfgov.org](mailto:umecke.cannariato@sfgov.org)>; Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Hoffman, Rob (DPH - Contractor) <[rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Torres, Jose (HOM - Contractor) <[jose.torres@sfgov.org](mailto:jose.torres@sfgov.org)>; Bracco, Louis (HOM) <[louis.bracco@sfgov.org](mailto:louis.bracco@sfgov.org)>  
**Cc:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>; Gran, Betsy (DPH) <[betsy.gran@sfdph.org](mailto:betsy.gran@sfdph.org)>; Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>; Artiejr <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>; Ian Clark-Johnson <[ianc@urban-alchemy.us](mailto:ianc@urban-alchemy.us)>; DPH-workplaces-57 <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>  
**Subject:** Re: Linkage Center Signs/Flyers and CBO review?

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

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

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

thanks,  
e

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

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

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

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---

**From:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Sent:** Thursday, January 13, 2022 10:49 PM  
**To:** Cannariato, Umecke (HOM) <[umecke.cannariato@sfgov.org](mailto:umecke.cannariato@sfgov.org)>; Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Hoffman, Rob (DPH - Contractor) <[rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)>; Loughran, Eileen (DPH) <[eileen.loughran@sfdph.org](mailto:eileen.loughran@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Torres, Jose (HOM - Contractor) <[jose.torres@sfgov.org](mailto:jose.torres@sfgov.org)>; Bracco, Louis (HOM) <[louis.bracco@sfgov.org](mailto:louis.bracco@sfgov.org)>  
**Cc:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>; Gran, Betsy (DPH) <[betsy.gran@sfdph.org](mailto:betsy.gran@sfdph.org)>; Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>; Artiejr <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>; Ian Clark-Johnson <[ianc@urban-alchemy.us](mailto:ianc@urban-alchemy.us)>; DPH-workplaces-57 <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>  
**Subject:** Re: Linkage Center Signs/Flyers and CBO review?

Mecca and Louis,



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

**Tiffany Rivera, BSN, CEN, TCRN**

Pronouns: she/her  
Deputy Director, Emergency Preparedness & Response  
San Francisco Department of Public Health  
333 Valencia St., San Francisco, Ca 94103  
Office Number: 628.217.6966  
24-Hour On-Call PHEPR Number: 415.802.7358

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Hello all:

Can you review the draft script for UA to greet clients entering the site. Do the talking points look correct? Any feedback/edits?  
Also the sign in sheet is something UA will be completing as clients complete as clients enter the site.

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

**Mecca Cannariato, LCSW, MPA (she/her)**

Director of Outreach & Temporary Shelter  
San Francisco Department of Homelessness & Supportive Housing  
City & County of San Francisco  
[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408  
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**From:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>  
**Sent:** Wednesday, January 12, 2022 1:54 PM  
**To:** Hoffman, Rob (DPH - Contractor) <[rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)>; Loughran, Eileen (DPH) <[eileen.loughran@sfdph.org](mailto:eileen.loughran@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Cannariato, Umecke (HOM) <[umecke.cannariato@sfgov.org](mailto:umecke.cannariato@sfgov.org)>; Torres, Jose (HOM - Contractor) <[jose.torres@sfgov.org](mailto:jose.torres@sfgov.org)>  
**Cc:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>; Gran, Betsy (DPH) <[betsy.gran@sfdph.org](mailto:betsy.gran@sfdph.org)>; Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>  
**Subject:** Fw: Linkage Center Signs/Flyers and CBO review?

Hi

I am including HSH, DPH and DEM leads on this.  
We need signage for the building and some flyer/index card like thing

this is the group. we meet 2-3 weekly.  
They can share with CBO partners  
Deb

Deborah Borne, MSW, MD

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

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

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

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---

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

Hi Deb!

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

Thanks,  
Kristin

---

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

Hi

How are you?

Two things:

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

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

Hope you and family are fabulous.  
Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,  
San Francisco Department of Public Health  
Pronouns: she/her  
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*"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."*

-Maya Angelou

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

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

## AGENDA ITEM

### TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

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

1 min

DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

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

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

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

2 min

DHR – Mawuli Tugbenyoh

Internal Communications Update

- Data/Progress on vax ascertainment

3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

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

5 min

BOS AND SCHOOLS – Ana Validzic

Electeds questions and schools update

5 min

Featured Topic/General Discussion

TBD each week or on bi-weekly basis

10 min

---

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting<Penal Code § 832.7(b)(5)(A)>

<Penal Code § 832.7(b)(5)(A)>

<Penal Code § 832.7(b)(5)(A)>

>

Or call in (audio only)

Penal Code § 832.7(b)(5)(A)

#> United States, San Francisco

Phone Conference ID: Penal Code § 832.7(b)(5)(A)

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

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[organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19\\_meeting\\_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGZlNDFlNjlk@thread.v2&messageId=0&language=en-US](https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGZlNDFlNjlk@thread.v2&messageId=0&language=en-US)

[dfcc0231f73f&threadId=19\\_meeting\\_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGZlNDFlNjlk@thread.v2&messageId=0&language=en-US](https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNlMGZlNDFlNjlk@thread.v2&messageId=0&language=en-US)

**From:** [Borne, Deborah \(DPH\)](#)  
**To:** [Tenner, Andrea \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Subject:** Fwd: Linkage Center Signs/Flyers and CBO review?  
**Date:** Sunday, January 16, 2022 2:13:23 PM  
**Attachments:** [Linkages Sign In Sheet .docx](#)

---

Deborah Borne, MSW, MD

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

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

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Thank You

Begin forwarded message:

**From:** "Borne, Deborah (DPH)" <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>  
**Date:** January 15, 2022 at 6:56:54 PM PST  
**To:** "Loughran, Eileen (DPH)" <[eileen.loughran@sfdph.org](mailto:eileen.loughran@sfdph.org)>, "Rivera, Tiffany (DPH)" <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>, "Cannariato, Umecke (HOM)" <[umecke.cannariato@sfgov.org](mailto:umecke.cannariato@sfgov.org)>, "Hoffman, Rob (DPH - Contractor)" <[rob.hoffman@sfdph.org](mailto:rob.hoffman@sfdph.org)>, "Simbe, Jeff (DPH)" <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>, "Torres, Jose (HOM - Contractor)" <[jose.torres@sfgov.org](mailto:jose.torres@sfgov.org)>, "Bracco, Louis (HOM)" <[louis.bracco@sfgov.org](mailto:louis.bracco@sfgov.org)>  
**Cc:** "Bowman, Kimberley (DEM)" <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>, "Gran, Betsy (DPH)" <[betsy.gran@sfdph.org](mailto:betsy.gran@sfdph.org)>, "Kunins, Hillary (DPH)" <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>, Artiejr <[artiejr@urban-alchemy.us](mailto:artiejr@urban-alchemy.us)>, Ian Clark-Johnson <[ianc@urban-alchemy.us](mailto:ianc@urban-alchemy.us)>, DPH-workplaces-57 <[bayronw@urban-alchemy.us](mailto:bayronw@urban-alchemy.us)>, "Tenner, Andrea (DPH)" <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>  
**Subject:** Re: Linkage Center Signs/Flyers and CBO review?

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

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

 [UA Script.docx](#)

---

<!--[endif]-->

Hello Everyone

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

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

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

Linkage sign in

 [Linkages Sign In Sheet .docx](#)

UA script:

 [UA Script.docx](#)

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

thank you,  
Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,  
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*Thank You*

---

**From:** Loughran, Eileen (DPH) <eileen.loughran@sfdph.org>  
**Sent:** Friday, January 14, 2022 8:13 AM  
**To:** Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Hoffman, Rob (DPH - Contractor) <rob.hoffman@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>  
**Cc:** Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Artiejr <artieg@urban-alchemy.us>; Ian Clark-Johnson <ianc@urban-alchemy.us>; DPH-workplaces-57 <bayronw@urban-alchemy.us>  
**Subject:** Re: Linkage Center Signs/Flyers and CBO review?

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

My initial thoughts:

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

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

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

thanks,  
e

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

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

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

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

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

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

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Mecca and Louis,

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

Thanks!

**Tiffany Rivera, BSN, CEN, TCRN**

**Pronouns: she/her**

**Deputy Director, Emergency Preparedness & Response**

**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**

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

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

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

**Mecca Cannariato, LCSW, MPA (she/her)**

**Director of Outreach & Temporary Shelter**

**San Francisco Department of Homelessness & Supportive Housing**

**City & County of San Francisco**

[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408

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---

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

Hi

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

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

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

They can share with CBO partners

Deb

Deborah Borne, MSW, MD

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

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

Pronouns: she/her

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

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*Thank You*

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**Sent:** Wednesday, January 12, 2022 1:32 PM  
**To:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>  
**Cc:** Zamora, Francis (DEM) <[francis.zamora@sfgov.org](mailto:francis.zamora@sfgov.org)>

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Thanks,  
Kristin

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

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

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

Hope you and family are fabulous.  
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Deputy

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*"I've learned that people will forget what*

*you said, people will forget what you did,  
but people will never forget how you  
made them feel.”*

-Maya Angelou

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#### AGENDA ITEM

##### TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

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

1 min

DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

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

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

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

2 min

DHR – Mawuli Tugbenyoh

Internal Communications Update

- Data/Progress on vax ascertainment

3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

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

5 min

BOS AND SCHOOLS – Ana Validzic

Electeds questions and schools update

5 min

Featured Topic/General Discussion

TBD each week or on bi-weekly basis

10 min

---

Microsoft Teams meeting

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States, San Francisco

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[dfcc0231f73f&threadId=19\\_meeting\\_NDY3NjUwMjYtOWQzZC00MjJmLTg](https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTg)

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

---

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

---

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

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

 [UA Script.docx](#)

---

<!--[endif]-->

Hello Everyone

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

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

Linkage sign in

 [Linkages Sign In Sheet .docx](#)

UA script:

 [UA Script.docx](#)

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

thank you,  
Deb

Deborah Borne, MSW, MD

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

Health Policy, Vulnerable Populations and People Experiencing Homelessness,  
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---

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

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

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

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

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

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

My initial thoughts:

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

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

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

thanks,  
e

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

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

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

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---

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

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

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

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



Mecca and Louis,

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

Thanks!

**Tiffany Rivera, BSN, CEN, TCRN**

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

San Francisco Department of Public Health

333 Valencia St., San Francisco, Ca 94103

Office Number: 628.217.6966

24-Hour On-Call PHEPR Number: 415.802.7358

---

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

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

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

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

Hello all:

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

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

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

**Mecca Cannariato, LCSW, MPA (she/her)**

Director of Outreach & Temporary Shelter

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3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

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

5 min

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5 min

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TBD each week or on bi-weekly basis

10 min

---

Microsoft Teams meeting

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[REDACTED]  
[REDACTED]  
[REDACTED]>

Or call in (audio only)

Penal Code § 832.7(b)(5)(A) #> United States, San Francisco

Phone Conference ID: Penal Code § 832.7(b)(5)(A) #

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---

**From:** [Simbe, Jeff \(DPH\)](#)  
**To:** [DPH-bmiazgowicz](#)  
**Cc:** [Paul Harkin](#); [DPH-External-Weisen-Healthright360.org](#); [Gary McCoy](#); [Rebecca Graff](#); [Tracy Lee](#); [Jasmine Page](#); [Rivera, Tiffany \(DPH\)](#)  
**Subject:** Re: Re: HR360 Supplies for TL  
**Date:** Friday, January 14, 2022 10:30:55 PM

---

Hi Britt,

Sorry for this late after hours response. I'm looking at the items on the first tab and things that I will order that's on the available inventory list is:

- Sharps containers (unclear if they are coming with locking bracket but that's what I requested)
- hand sanitizer, dispenser, pump bottles
- we have folding tables and chairs, we also have stackable chairs, let me know if you want these

I can ask for the other stuff, not sure if I can get them though.

Thanks,

Jeff Simbe  
Mental Health Services Act Housing Program Manager  
Behavioral Health Services  
San Francisco Department of Public Health  
1380 Howard Street, San Francisco, CA 94103  
*Pronouns: he/him/his*

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**From:** Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>  
**Sent:** Friday, January 14, 2022 1:19 PM  
**To:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>  
**Cc:** Paul Harkin <[pharkin@healthright360.org](mailto:pharkin@healthright360.org)>; DPH-External-Weisen-Healthright360.org <[weisen@Healthright360.org](mailto:weisen@Healthright360.org)>; Gary McCoy <[gmc coy@healthright360.org](mailto:gmc coy@healthright360.org)>; Rebecca Graff <[rgraff@healthright360.org](mailto:rgraff@healthright360.org)>; Tracy Lee <[tlee@healthright360.org](mailto:tlee@healthright360.org)>; Jasmine Page <[japage@healthright360.org](mailto:japage@healthright360.org)>  
**Subject:** RE: Re: HR360 Supplies for TL

Hi Jeff,

Thank you for your patience on this. Attached is our list. The first tab are items we are hoping DPH can order. The second tab are one-time use kinds of supplies that HR360 will be ordering. If we (HR360) are going to be responsible for ordering the FFE, and need approval on this list, we would need that asap. But it sounds like the first step is to see what DPH may already have available to us, that aligns with our needs. Please let us know appropriate next steps.

Please note, this is our ideal list, meaning the items are the gold standard in harm reduction programs because of their functionality for use, durability, and easy-to-sanitize surfaces. That said, we thought it would be best to propose our **\*best\*** vision of what we would need, and we can pare back if needed.

**A couple other items we would like to address at the 2pm meeting, if possible:**

- **Handwashing stations** – will DPW be supplying and setting those up in the outside areas?
- **Ashtrays** – will whomever is responsible for the tobacco smoking area have those standing ashtrays supplied and setup?
- **Lighting** – will DPW be ensuring the outdoor space is well-lit after dark? This will be a big safety issue and we anticipate needing significant lighting. We don't really know how that will work, but presumably DPW has provided this in other spaces and can take the lead on this?
- **Narcan Emergency Stations** – we thought we heard that these would be setup inside, but couldn't confirm who owned it and was taking the lead to ensure these are ordered and setup.

Thank you, Jeff! See you at 2pm.

Britt Miazgowicz

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

*VP of Contracts and Implementation*

HealthRIGHT 360

C: 415-845-8195 | [bmiazgowicz@healthright360.org](mailto:bmiazgowicz@healthright360.org)

1563 Mission St. | San Francisco, CA 94103



---

**From:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>

**Sent:** Thursday, January 13, 2022 4:34 PM

**To:** Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>

**Cc:** Paul Harkin <[pharkin@healthright360.org](mailto:pharkin@healthright360.org)>; Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; Rebecca Graff <[rgraff@healthright360.org](mailto:rgraff@healthright360.org)>; Tracy Lee

<tle@healthright360.org>

**Subject:** [EXTERNAL]Re: Supplies for TL

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Hi Britt,

Thanks, if it could be today that would be helpful. Just trying work out logistics.

I kind of have a supply resource, so just want to include some stuff you guys may need.

thanks!

Jeff Simbe  
Mental Health Services Act Housing Program Manager  
Behavioral Health Services  
San Francisco Department of Public Health  
1380 Howard Street, San Francisco, CA 94103  
*Pronouns: he/him/his*

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**From:** Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>

**Sent:** Thursday, January 13, 2022 12:50 PM

**To:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>

**Cc:** Paul Harkin <[pharkin@healthright360.org](mailto:pharkin@healthright360.org)>; DPH-External-Veisen-Healthright360.org <[veisen@Healthright360.org](mailto:veisen@Healthright360.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; Rebecca Graff <[rgraff@healthright360.org](mailto:rgraff@healthright360.org)>; Tracy Lee <[tle@healthright360.org](mailto:tle@healthright360.org)>

**Subject:** RE: Supplies for TL

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Hi Jeff,

We are working on finalizing our list ASAP and hope to share by EOD today or at the latest, tomorrow morning.



Best,

Britt Miazgowicz

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

*VP of Contracts and Implementation*

HealthRIGHT 360

C: 415-845-8195 | [bmiazgowicz@healthright360.org](mailto:bmiazgowicz@healthright360.org)

1563 Mission St. | San Francisco, CA 94103



---

**From:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>

**Sent:** Thursday, January 13, 2022 11:08 AM

**To:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; Paul Harkin <[pharkin@healthright360.org](mailto:pharkin@healthright360.org)>; Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>

**Subject:** [EXTERNAL]Supplies for TL

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

Hi healthright colleagues!

I'm working on supplies we need for the site. Since it's a potluck and everyone's bringing what they think they'll need do you have a "wishlist"?

Who do you think it would be helpful for me to talk to from your team about this?

Thanks,

Jeff

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

---

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

My initial thoughts:

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

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

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

thanks,  
e

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

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

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

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sender immediately and permanently delete or otherwise destroy the information.

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

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

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

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

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

Mecca and Louis,

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

Thanks!

**Tiffany Rivera, BSN, CEN, TCRN**

**Pronouns:** she/her

**Deputy Director, Emergency Preparedness & Response**

**San Francisco Department of Public Health**

**333 Valencia St., San Francisco, Ca 94103**

**Office Number: 628.217.6966**

**24-Hour On-Call PHEPR Number: 415.802.7358**

---

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

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

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

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

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

Hello all:

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

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

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

**Mecca Cannariato, LCSW, MPA (she/her)**

Director of Outreach & Temporary Shelter  
San Francisco Department of Homelessness & Supportive Housing  
City & County of San Francisco  
[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408  
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**From:** Borne, Deborah (DPH) <deborah.borne@sfdph.org>

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

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

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

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

Hi

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

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

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

They can share with CBO partners

Deb

Deborah Borne, MSW, MD

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

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

Pronouns: she/her

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

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

- Albert Einstein

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

Hi Deb!

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

Thanks,  
Kristin

---

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

Hi

How are you?

Two things:

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

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

Hope you and family are fabulous.  
Deb

Deborah Borne, MSW, MD

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

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

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

-Maya Angelou

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

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

#### AGENDA ITEM

#### TIME

JIC – Kristin Hogan

Welcome and purpose of meeting

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

1 min

DPH COMMS – Christine Falvey/Noel Sanchez/Aziza Jackson

Priority Vax messaging/communications strategy.

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

5 min

VACCINE BRANCH – Rebekah Krell

Vax Branch Ops update

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

2 min

DHR – Mawuli Tugbenyoh

Internal Communications Update

- Data/Progress on vax ascertainment

3 min

COMMUNITY ENGAGEMENT – Katy Tang/Rebekah Krell

Community/Neighborhoods update

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

5 min

BOS AND SCHOOLS – Ana Validzic

Electeds questions and schools update

5 min

Featured Topic/General Discussion

TBD each week or on bi-weekly basis

10 min

---

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options<[https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19\\_meeting\\_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNl](https://teams.microsoft.com/meetingOptions/?organizerId=ca914cf6-c81f-49a5-a38a-d02f50f69493&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_NDY3NjUwMjYtOWQzZC00MjJmLTgwODctOTNl)

[MGEzNDFjNjlk@thread.v2&messageId=0&language=en-US](https://www.threads.net/@MGEzNDFjNjlk/thread.v2&messageId=0&language=en-US)>

---



**From:** [Bowman, Kimberley \(DEM\)](#)  
**To:** [Mera, Tanya \(DPH\)](#); [Mazza, Mark \(HOM\)](#); [Almeida, Angelica \(DPH\)](#); [Paul Harkin](#); [Bechelli, Adrienne \(DEM\)](#); [Borne, Deborah \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Rachowicz, Lisa \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Meskan, Brenda \(HOM\)](#); [Le, Tommy \(HOM\)](#); [Gran, Betsy \(DPH\)](#); [Tullock, Cristel \(ADP\)](#); [Adami, Steve \(ADP\)](#); [Gary McCoy](#); [DPH-bmiazgowicz](#); [Artiejr](#); [DPH-External-Veisen-Healthright360.org](#); [Macaraeg, Marc \(DPW\)](#); [Starliper, Lisa \(DEM\)](#); [Sop, Anna \(DEM\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Stephen Gibson](#)  
**Cc:** [Lin, Cindy \(HSA\)](#); [Pineda, Anna \(HSA\)](#); [Ward, Cindy \(HSA\)](#); [Smith, Susie \(HSA\)](#); [Rebecca Graff](#); [Tanner, Andrea \(DPH\)](#); [Barone, Doris \(HSA\)](#); [Kauffman, Cindy \(HSA\)](#); [Carroll, Maryellen \(DEM\)](#); [Pletsch, Destiny \(ADP\)](#); [DPH-workplaces-57](#); [Alex Boyder](#); [Adamek, Jason \(HSA\)](#)  
**Subject:** Linkage Center Services Coordination Meeting  
**Date:** Thursday, January 13, 2022 7:05:18 PM  
**Attachments:** [1170 First Floor Services Plan.docx](#)  
[1170 Exterior Services Plan.docx](#)

---

Good Evening All –

Thank you for all the hard work on this project – we are in the home stretch for our linkage center launch! **For those attending training tomorrow who do not have someone to speak on your behalf**, please provide me your information before the 1400 call tomorrow so I can report out on your behalf. See below for topics we are covering tomorrow – **please be prepared to discuss and make final decisions:**

- Louis will give an update on food service options
- Determine kick-off meeting and other meeting times for our launch week
- Finalize escort/transport processes and strategy for communication with the linkage center
- Determine personnel availability and load in access for the three day weekend

Attached are the basic maps for space allocation. Keep in mind, the exterior footprint will expand over the next couple of days, so we are updating the map. If there are any questions at any time, feel free to give me a call, text, email, etc.

Thanks,  
Kim

---

**Kim Bowman**

Assistant Deputy Director, Emergency Services  
San Francisco Department of Emergency Management

Pronouns: She, Her, Hers

415-439-9171 Cell

415-554-4840 Office

[Kimberley.bowman@sfgov.org](mailto:Kimberley.bowman@sfgov.org) | 1 Dr Carlton B Goodlett Pl, Suite 348



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**From:** [Barone, Doris \(HSA\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#); [Bowman, Kimberley \(DEM\)](#); [Mcbride, Paris \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Cannariato, Umecke \(HOM\)](#); [Starliper, Lisa \(DEM\)](#); [Tenner, Andrea \(DPH\)](#); [Simbe, Jeff \(DPH\)](#)  
**Cc:** [Ian Clark-Johnson](#); [Artiejr](#); [Barrera, Kira \(HSA\)](#)  
**Subject:** RE: Linkages Center: Tables & Chairs Needed  
**Date:** Thursday, January 13, 2022 3:32:30 PM  
**Attachments:** [image010.png](#)  
[image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image012.png](#)  
[image013.png](#)

---

Afternoon all –

HSA can provide 10 tables and 25 chairs. I am adding Kira Barrera to this thread to coordinate delivery.

DPB

**Doris Padilla Barone, MPA, CEM** (she/her/ella)

Director, Disaster Preparedness & Response

**C:** (415) 940-0874

**Office Address:** 1650 Mission St. 3<sup>rd</sup> Floor. San Francisco, CA 94103

[www.SFHSA.org](http://www.SFHSA.org)



---

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

**Sent:** Thursday, January 13, 2022 11:49 AM

**To:** Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; McBride, Paris (HOM) <paris.mcbride@sfgov.org>; Bracco, Louis (HOM) <louis.bracco@sfgov.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; Barone, Doris (HSA) <doris.barone@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>

**Cc:** Ian Clark-Johnson <ianc@urban-alchemy.us>; Artiejr <artieg@urban-alchemy.us>

**Subject:** Re: Linkages Center: Tables & Chairs Needed

Appreciative of the effort around this! DPH request is below:

- Guest services (1st floor) 5 tables and 10 chairs
- Admin needs (2nd floor) 4 table and 8 chairs

Let us know if this is possible.

Please and thank you!

**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

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**Sent:** Thursday, January 13, 2022 11:44 AM  
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Assistant Deputy Director, Emergency Services  
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Louis



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We will work on this and get back to you ASAP, Mecca.

**Tiffany Rivera, BSN, CEN, TCRN**

Pronouns: she/her

Deputy Director, Emergency Preparedness & Response

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Thanks,  
Jose

Jose M. Torres  
Program Manager  
San Francisco Homeless Outreach Team- SFHOT

**Heluna Health**

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Phone number: 415.686.8526



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**Subject:** Linkages Center: Tables & Chairs Needed

Hi Lisa & Kim:

I wanted to check in w/ you both about the logistics for the need for tables and chairs for the linkages center. This may already be sorted out so apologies if this email is duplicative. Do we know how many tables and chairs are needed in total?

[@Barone, Doris \(HSA\)](#) Doris do you happen to have a supply of chairs and tables?

[@Mcbride, Paris \(HOM\)](#) Paris does HSH have these items in storage?

[@Torres, Jose \(HOM - Contractor\)](#) What about SFHOT do you have a sense on who many are available on your end?

On the SFHOT / HSH support side we believe we need the following amount of tables of chairs

1. SFHOT Staff – 1 large table – 2 chairs
2. Access Point – 1 Large table – 2 chairs
3. HAT Housing Team – 1 large table – 2 chairs
  - a. Total HSH needed - 3 large tables – 6 chairs

[@Tenner, Andrea \(DPH\)](#), [@Rivera, Tiffany \(DPH\)](#), [@Simbe, Jeff \(DPH\)](#) – do we have a sense of the DPH need for the amount of tables and chairs for the first floor?

Thanks all.

**Mecca Cannariato, LCSW, MPA (she/her)**

Director of Outreach & Temporary Shelter

San Francisco Department of Homelessness & Supportive Housing

City & County of San Francisco

[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408

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**To:** [Mcbride, Paris \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Rivera, Tiffany \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Cannariato, Umecke \(HOM\)](#); [Starliper, Lisa \(DEM\)](#); [Barone, Doris \(HSA\)](#); [Tenner, Andrea \(DPH\)](#); [Simbe, Jeff \(DPH\)](#)  
**Cc:** [Ian Clark-Johnson](#); [Artiejr](#)  
**Subject:** RE: Linkages Center: Tables & Chairs Needed  
**Date:** Thursday, January 13, 2022 11:44:22 AM  
**Attachments:** [image002.png](#)

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Thank you Paris! Can you give me a call to coordinate delivery?

**Kim Bowman**

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

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**Pronouns:** she/her

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**To:** Starliper, Lisa (DEM) <[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)>; Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>; Barone, Doris (HSA) <[doris.barone@sfgov.org](mailto:doris.barone@sfgov.org)>; McBride, Paris (HOM) <[paris.mcbride@sfgov.org](mailto:paris.mcbride@sfgov.org)>; Torres, Jose (HOM - Contractor) <[jose.torres@sfgov.org](mailto:jose.torres@sfgov.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>

**Cc:** Bracco, Louis (HOM) <[louis.bracco@sfgov.org](mailto:louis.bracco@sfgov.org)>; Ian Clark-Johnson <[ianc@urban-alchemy.us](mailto:ianc@urban-alchemy.us)>; artieg <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>

**Subject:** Linkages Center: Tables & Chairs Needed

Hi Lisa & Kim:

I wanted to check in w/ you both about the logistics for the need for tables and chairs for the linkages center. This may already be sorted out so apologies if this email is duplicative. Do we know how many tables and chairs are needed in total?

[@Barone, Doris \(HSA\)](#) Doris do you happen to have a supply of chairs and tables?

[@McBride, Paris \(HOM\)](#) Paris does HSH have these items in storage?

[@Torres, Jose \(HOM - Contractor\)](#) What about SFHOT do you have a sense on who many are available on your end?

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3. HAT Housing Team – 1 large table – 2 chairs
  - a. Total HSH needed - 3 large tables – 6 chairs

[@Tenner, Andrea \(DPH\)](#), [@Rivera, Tiffany \(DPH\)](#), [@Simbe, Jeff \(DPH\)](#) – do we have a sense of the DPH need for the amount of tables and chairs for the first floor?

Thanks all.

**Mecca Cannariato, LCSW, MPA (she/her)**

Director of Outreach & Temporary Shelter

San Francisco Department of Homelessness & Supportive Housing

City & County of San Francisco

[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408

Learn: [hsh.sfgov.org](https://hsh.sfgov.org) | Follow: [@SF\\_HSH](#) | Like: [@SanFranciscoHSH](#)

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**From:** [Mcbride, Paris \(HOM\)](#)  
**To:** [Bracco, Louis \(HOM\)](#); [Rivera, Tiffany \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Cannariato, Umecke \(HOM\)](#); [Starliper, Lisa \(DEM\)](#); [Bowman, Kimberley \(DEM\)](#); [Barone, Doris \(HSA\)](#); [Tenner, Andrea \(DPH\)](#); [Simbe, Jeff \(DPH\)](#)  
**Cc:** [Ian Clark-Johnson](#); [Artiejr](#)  
**Subject:** RE: Linkages Center: Tables & Chairs Needed  
**Date:** Thursday, January 13, 2022 11:43:30 AM  
**Attachments:** [image004.png](#)

---

Hello everyone

I was able to pick up 12 chairs for 33 Gough and will deliver them on tomorrow. We did not have any tables that was worth using.

Thanks!!!



**Paris McBride**

Facilities Supervisor

San Francisco Department of Homelessness and Supportive Housing

[paris.mcbride@sfgov.org](mailto:paris.mcbride@sfgov.org) | P: 415-531-9496 | F: 628-652-7851

Learn: [hsh.sfgov.org](https://hsh.sfgov.org) | Follow: [@SF\\_HSH](#) | Like: [@SanFranciscoHSH](#)

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**Sent:** Thursday, January 13, 2022 8:32 AM  
**To:** Mcbride, Paris (HOM) <paris.mcbride@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Barone, Doris (HSA) <doris.barone@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>  
**Cc:** Ian Clark-Johnson <ianc@urban-alchemy.us>; Artiejr <artieg@urban-alchemy.us>  
**Subject:** RE: Linkages Center: Tables & Chairs Needed

Thanks, Paris. Can you check and let us know how many tables and chairs are available? We would need to deliver these to the TL Linkage Center at 1170 Market Street tomorrow.

Louis



**Louis Bracco (he/him)**

Safe Sleep Lead

San Francisco Department of Homelessness and Supportive Housing

[Louis.Bracco@sfgov.org](mailto:Louis.Bracco@sfgov.org) | 518-860-7617

---

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**Subject:** Re: Linkages Center: Tables & Chairs Needed

Good morning

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Thanks!!!

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---

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**Sent:** Wednesday, January 12, 2022 7:59:38 PM

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**Subject:** Re: Linkages Center: Tables & Chairs Needed

We will work on this and get back to you ASAP, Mecca.

**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**

---

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artieg <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>

**Subject:** Re: Linkages Center: Tables & Chairs Needed

Hello Mecca,

SFHOT have 2 tables and 4 chairs available.

Thanks,  
Jose

Jose M. Torres  
Program Manager  
San Francisco Homeless Outreach Team- SFHOT  
**Heluna Health**  
50 Ivy Street  
San Francisco, CA 94102  
Phone number: 415.686.8526



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artieg <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>

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Director of Outreach & Temporary Shelter

San Francisco Department of Homelessness & Supportive Housing

City & County of San Francisco

[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408

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**From:** [Bowman, Kimberley \(DEM\)](#)  
**To:** [Barone, Doris \(HSA\)](#); [Mcbride, Paris \(HOM\)](#); [Rivera, Tiffany \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Cannariato, Umecke \(HOM\)](#); [Starliper, Lisa \(DEM\)](#); [Tenner, Andrea \(DPH\)](#); [Simbe, Jeff \(DPH\)](#)  
**Cc:** [Bracco, Louis \(HOM\)](#); [Ian Clark-Johnson](#); [Artiejr](#)  
**Subject:** RE: Linkages Center: Tables & Chairs Needed  
**Date:** Thursday, January 13, 2022 9:52:19 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

---

Hi Doris – we are finalizing those numbers now, but I would say our initial need will be around 15-20 tables and ~ 60 chairs.

**Kim Bowman**

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

---

**From:** Barone, Doris (HSA) <doris.barone@sfgov.org>  
**Sent:** Thursday, January 13, 2022 9:51 AM  
**To:** Mcbride, Paris (HOM) <paris.mcbride@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>  
**Cc:** Bracco, Louis (HOM) <louis.bracco@sfgov.org>; Ian Clark-Johnson <ianc@urban-alchemy.us>; Artiejr <artiejr@urban-alchemy.us>  
**Subject:** RE: Linkages Center: Tables & Chairs Needed

Good morning – I will also check with the facilities team to see if we have tables or chairs available.  
Do you know how many are needed? I don't see numbers in the thread below.

**Doris Padilla Barone, MPA, CEM (she/her/ella)**

Disaster Preparedness & Response Manager

**C:** (415) 940-0874

**Office Address:** 1650 Mission St. 3<sup>rd</sup> Floor. San Francisco, CA 94103

[www.SFHSA.org](http://www.SFHSA.org)



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**



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**Sent:** Thursday, January 13, 2022 8:21 AM  
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We will work on this and get back to you ASAP, Mecca.

**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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Jose M. Torres  
Program Manager  
San Francisco Homeless Outreach Team- SFHOT  
**Heluna Health**  
50 Ivy Street  
San Francisco, CA 94102  
Phone number: 415.686.8526



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**Mecca Cannariato, LCSW, MPA (she/her)**

Director of Outreach & Temporary Shelter  
San Francisco Department of Homelessness & Supportive Housing  
City & County of San Francisco  
[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408  
Learn: [hsh.sfgov.org](http://hsh.sfgov.org) | Follow: [@SF\\_HSH](#) | Like: [@SanFranciscoHSH](#)

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**From:** [Barone, Doris \(HSA\)](#)  
**To:** [Mcbride, Paris \(HOM\)](#); [Rivera, Tiffany \(DPH\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Cannariato, Umecke \(HOM\)](#); [Starliper, Lisa \(DEM\)](#); [Bowman, Kimberley \(DEM\)](#); [Tenner, Andrea \(DPH\)](#); [Simbe, Jeff \(DPH\)](#)  
**Cc:** [Bracco, Louis \(HOM\)](#); [Ian Clark-Johnson](#); [Artiejr](#)  
**Subject:** RE: Linkages Center: Tables & Chairs Needed  
**Date:** Thursday, January 13, 2022 9:51:03 AM  
**Attachments:** [image007.png](#)  
[image008.png](#)  
[image009.png](#)  
[image010.png](#)  
[image011.png](#)

---

Good morning – I will also check with the facilities team to see if we have tables or chairs available.  
Do you know how many are needed? I don't see numbers in the thread below.

**Doris Padilla Barone, MPA, CEM** (she/her/ella)

Disaster Preparedness & Response Manager

**C:** (415) 940-0874

**Office Address:** 1650 Mission St. 3<sup>rd</sup> Floor. San Francisco, CA 94103

[www.SFHSA.org](http://www.SFHSA.org)



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**Deputy Director, Emergency Preparedness & Response**

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Program Manager

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**Heluna Health**

50 Ivy Street

San Francisco, CA 94102

Phone number: 415.686.8526



**Heluna Health**  
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**Cc:** [Ian Clark-Johnson](#); [Artiejr](#)  
**Subject:** RE: Linkages Center: Tables & Chairs Needed  
**Date:** Thursday, January 13, 2022 8:31:35 AM  
**Attachments:** [image001.png](#)

---

Thanks, Paris. Can you check and let us know how many tables and chairs are available? We would need to deliver these to the TL Linkage Center at 1170 Market Street tomorrow.

Louis



**Louis Bracco (he/him)**

Safe Sleep Lead

San Francisco Department of Homelessness and Supportive Housing

[Louis.Bracco@sfgov.org](mailto:Louis.Bracco@sfgov.org) | 518-860-7617

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Pronouns: she/her

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Program Manager  
San Francisco Homeless Outreach Team- SFHOT

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3. HAT Housing Team – 1 large table – 2 chairs
  - a. Total HSH needed - 3 large tables – 6 chairs

[@Tenner, Andrea \(DPH\)](#), [@Rivera, Tiffany \(DPH\)](#), [@Simbe, Jeff \(DPH\)](#) – do we have a sense of the DPH need for the amount of tables and chairs for the first floor?

Thanks all.

**Mecca Cannariato, LCSW, MPA (she/her)**

Director of Outreach & Temporary Shelter  
San Francisco Department of Homelessness & Supportive Housing  
City & County of San Francisco  
[Umecke.Cannariato@sfgov.org](mailto:Umecke.Cannariato@sfgov.org) | Phone: 415.525.1257 | F: 415.355.7408  
Learn: [hsh.sfgov.org](http://hsh.sfgov.org) | Follow: [@SF\\_HSH](#) | Like: [@SanFranciscoHSH](#)

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**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Bowman, Kimberley \(DEM\)](#); [Simbe, Jeff \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Rachowicz, Lisa \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Meskan, Brenda \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Le, Tommy \(HOM\)](#); [Gran, Betsy \(DPH\)](#); [Tullock, Cristel \(ADP\)](#); [Adami, Steve \(ADP\)](#); [Gary McCoy](#); [Paul Harkin](#); [DPH-bmiazgowicz](#); [Artieir](#); [DPH-External-Veisen-Healthright360.org](#); [Macaraeg, Marc \(DPW\)](#); [Stephen Gibson](#); [Starliper, Lisa \(DEM\)](#); [Sop, Anna \(DEM\)](#); [Almeida, Angelica \(DPH\)](#)  
**Cc:** [Rebecca Graff](#); [Tenner, Andrea \(DPH\)](#); [Ian Clark-Johnson](#); [DPH-workplaces-57](#); [Barone, Doris \(HSA\)](#); [Kauffman, Cindy \(HSA\)](#)  
**Subject:** RE: Linkage Center Services Coordination Meeting  
**Date:** Thursday, January 13, 2022 7:45:08 AM

---

Good morning all,

As of this morning, we are confirming hours of operation for the Linkage Center as **8:00 am through 8:00 pm, 7 days per week.**

The “soft-launch” concept is confirmed – what soft launch means is reduced capacity, footprint, and hours due to our limited staffing. It does not mean reduced services for guests of the center.

More to come over the course of today. Thank you all for your non-stop work on this!

---

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

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

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

**Sent:** Tuesday, January 11, 2022 2:12 PM

**To:** Bowman, Kimberley (DEM); Simbe, Jeff (DPH); Mera, Tanya (DPH); Candler, Robin (DPH); Rivera, Tiffany (DPH); Borne, Deborah (DPH); Cannariato, Umecke (HOM); Rachowicz, Lisa (HOM); Bracco, Louis (HOM); Meskan, Brenda (HOM); Mazza, Mark (HOM); Le, Tommy (HOM); Gran, Betsy (DPH); Bechelli, Adrienne (DEM); Tullock, Cristel (ADP); Adami, Steve (ADP); Gary McCoy; Paul Harkin; DPH-bmiazgowicz; artieir; DPH-External-Veisen-Healthright360.org; Macaraeg, Marc (DPW); Stephen Gibson; Starliper, Lisa (DEM); Sop, Anna (DEM); Almeida, Angelica (DPH)

**Cc:** Rebecca Graff; Tenner, Andrea (DPH); Ian Clark-Johnson; DPH-workplaces-57; Barone, Doris (HSA); Kauffman, Cindy (HSA)

**Subject:** Linkage Center Services Coordination Meeting

**When:** Occurs every Monday, Tuesday, Wednesday, Thursday, and Friday effective 1/12/2022 from 2:00 PM to 3:00 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Microsoft Teams Meeting

**This meeting replaces the former M,W,F HSH/DPH meeting.**

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

---

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---

**From:** [Bowman, Kimberley \(DEM\)](#)  
**To:** [Cannariato, Umecke \(HOM\)](#); [Rivera, Tiffany \(DPH\)](#); [Tullock, Cristel \(ADP\)](#); [Adami, Steve \(ADP\)](#); [Paul Harkin; DPH-External-Weisen-Healthright360.org](#); [Bracco, Louis \(HOM\)](#); [Torres, Jose \(HOM - Contractor\)](#); [Starliper, Lisa \(DEM\)](#); [DPH-workplaces-57](#); [Barone, Doris \(HSA\)](#); [Bechelli, Adrienne \(DEM\)](#)  
**Cc:** [Simbe, Jeff \(DPH\)](#)  
**Subject:** RE: Exterior and 1st Floor Space Allocation  
**Date:** Wednesday, January 12, 2022 6:44:20 PM  
**Attachments:** [1170 First Floor Services Plan.docx](#)  
[1170 Exterior Services Plan.docx](#)

---

Good Evening All –

Thank you so much for your time this evening. I have attached the space allocations we discussed to this email. Don't hesitate to reach out if you think of anything between now and tomorrow's 1400 call.

Thanks,  
Kim

**Kim Bowman**

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

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

**From:** Bowman, Kimberley (DEM)  
**Sent:** Wednesday, January 12, 2022 3:11 PM  
**To:** Bowman, Kimberley (DEM); Cannariato, Umecke (HOM); Rivera, Tiffany (DPH); Tullock, Cristel (ADP); Adami, Steve (ADP); Paul Harkin; DPH-External-Weisen-Healthright360.org; Bracco, Louis (HOM); Torres, Jose (HOM - Contractor); Starliper, Lisa (DEM); bayronw@urban-alchemy.us; Barone, Doris (HSA); Bechelli, Adrienne (DEM)  
**Cc:** Simbe, Jeff (DPH)  
**Subject:** Exterior and 1st Floor Space Allocation  
**When:** Wednesday, January 12, 2022 5:00 PM-6:00 PM (UTC-08:00) Pacific Time (US & Canada).  
**Where:** Microsoft Teams Meeting

The purpose of this meeting is to **finalize** the exterior and first floor space allocations.

---

## Microsoft Teams meeting

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**From:** [Tenner, Andrea \(DPH\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#); [DPH-bmiazgowicz](#); [Simbe, Jeff \(DPH\)](#)  
**Cc:** [DPH-External-Weisen-Healthright360.org](#); [Dph-External Avaldes](#); [Paul Harkin](#); [Gary McCoy](#)  
**Subject:** Re: Proposed: TL Overdose Prevention Site - Staffing Schedule  
**Date:** Wednesday, January 12, 2022 2:30:47 PM

---

Thank you for replying, Tiffany.

Thank you so much for this Britt and team! I have been referencing this document all week, but totally forgot to reply and acknowledge! So sorry about that!

This looks good—we are trying to figure out interim staffing so if anything changes or people become available please let us know. But I really appreciate your partnership and doing things like the half day training/half site work days to help us staff as quickly as possible.

Thank you for being great partners!

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](#)

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, January 12, 2022 2:08:39 PM

**To:** DPH-bmiazgowicz <bmiazgowicz@healthRIGHT360.org>; Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>

**Cc:** DPH-External-Weisen-Healthright360.org <weisen@Healthright360.org>; Dph-External Avaldes <avaldes@healthRIGHT360.org>; Paul Harkin <pharkin@healthright360.org>; Gary McCoy <gmccoy@healthright360.org>

**Subject:** Re: Proposed: TL Overdose Prevention Site - Staffing Schedule

Thank you for this Britt. Please keep us updated on staffing as we proceed.

**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:** Britt Miazgowicz <bmiazgowicz@healthRIGHT360.org>

**Sent:** Monday, January 10, 2022 4:13 PM

**To:** Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>

**Cc:** DPH-External-Veisen-Healthright360.org <veisen@Healthright360.org>; Dph-External Avaldes <avaldes@healthRIGHT360.org>; Paul Harkin <pharkin@healthright360.org>; Gary McCoy <gmccoy@healthright360.org>

**Subject:** Proposed: TL Overdose Prevention Site - Staffing Schedule

Hi all,

**Attached is our proposed schedule to staff the Tenderloin Overdose Prevention Site (TOPS).** This schedule prioritized participant safety and essential trainings that will ensure maximum preparedness for staff in a high-profile program with a high-risk population.

We do understand that time is of the essence and that there is immense pressure to get this program staffed asap. To that end, if staff is needed for a 'soft opening' or for other press event to demonstrate operational capability, Gary and Paul have graciously offered to step in and provide limited staff coverage (ie: a couple hours a few days/week) while we await actual program staff availability. Hopefully this stop-gap measure can suffice.

Finally, we do want to be fully transparent about the issues we know we will face, concerning staffing shortages and difficulties and time concerns with hiring. There will, unavoidably, be a temporary lapse in services at *TOPS* when SoMa RISE opens (if it opens as scheduled in April). This is due to the time it will take to hire new *TOPS* staff, even if we post as soon as we receive approval for the continuation of services and hiring of new staff on 3/4. We want to be transparent about this fact as early on as possible.

We are truly excited about this project and will do everything we can to get it off the ground asap. Please **review the attached proposed schedule and let us know what feedback you have.**

Best regards,

Britt Miazgowicz

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

*VP of Contracts and Implementation*

HealthRIGHT 360

C: 415-845-8195 | [bmiazgowicz@healthright360.org](mailto:bmiazgowicz@healthright360.org)

1563 Mission St. | San Francisco, CA 94103



---

**From:** Britt Miazgowicz  
**Sent:** Friday, January 7, 2022 11:50 AM  
**To:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Cc:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>; Ana Valdes <[avaldes@healthright360.org](mailto:avaldes@healthright360.org)>; Paul Harkin <[pharkin@healthRIGHT360.org](mailto:pharkin@healthRIGHT360.org)>; Gary McCoy <[gmc coy@healthRIGHT360.org](mailto:gmc coy@healthRIGHT360.org)>  
**Subject:** RE: [EXTERNAL]Re: TL Overdose Prevention Site - Staffing Schedule - checking in

Hi Jeff, Andrea and Tiffany,

Thank you for your patience as we finish up the draft proposed schedule for the Tenderloin Overdose Prevention Site (TOPS). We are waiting on just one piece of information about a required DPH-Epic training that staff will need to complete. Once we know those training dates (dictated by DPH-EHR team) we will get you the proposed tentative schedule.

More to come!

Britt Miazgowicz  
Gender Pronouns: She/Her [Why is this in my signature?](#)  
*VP of Contracts and Implementation*  
HealthRIGHT 360  
C: 415-845-8195 | [bmiazgowicz@healthright360.org](mailto:bmiazgowicz@healthright360.org)  
1563 Mission St. | San Francisco, CA 94103



---

**From:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>  
**Sent:** Thursday, January 6, 2022 9:35 AM  
**To:** Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>; Gary McCoy <[gmc coy@healthright360.org](mailto:gmc coy@healthright360.org)>; Ana Valdes <[avaldes@healthright360.org](mailto:avaldes@healthright360.org)>; Paul Harkin <[pharkin@healthright360.org](mailto:pharkin@healthright360.org)>  
**Cc:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>  
**Subject:** [EXTERNAL]Re: TL Overdose Prevention Site - Staffing Schedule - checking in

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Thanks Britt, appreciate all your help!

Jeff Simbe  
Mental Health Services Act Housing Program Manager  
Behavioral Health Services  
San Francisco Department of Public Health  
1380 Howard Street, San Francisco, CA 94103  
*Pronouns: he/him/his*

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---

**From:** Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>  
**Sent:** Thursday, January 6, 2022 9:29 AM  
**To:** Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Dph-External Avaldes <[avaldes@healthRIGHT360.org](mailto:avaldes@healthRIGHT360.org)>; Paul Harkin <[pharkin@healthright360.org](mailto:pharkin@healthright360.org)>  
**Cc:** DPH-External-Veisen-Healthright360.org <[veisen@Healthright360.org](mailto:veisen@Healthright360.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>  
**Subject:** RE: TL Overdose Prevention Site - Staffing Schedule - checking in

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Thanks for the connections, Gary!

Hi Jeff,

We are working on **finalizing a proposed schedule, today**. @Ana and @Paul (ccd) are confirming how many staff will be onboarded on 1/18, so we have firm numbers when providing the proposed schedule for the Tenderloin Overdose Prevention Site (which we are referring to as *TOPS* for brevity). We will send you that draft today and include Andrea and Tiffany as well.

Thanks!

Britt Miazgowicz  
Gender Pronouns: She/Her [Why is this in my signature?](#)  
*VP of Contracts and Implementation*  
HealthRIGHT 360  
C: 415-845-8195 | [bmiazgowicz@healthright360.org](mailto:bmiazgowicz@healthright360.org)



1563 Mission St. | San Francisco, CA 94103



---

**From:** Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>  
**Sent:** Thursday, January 6, 2022 8:52 AM  
**To:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>  
**Cc:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>  
**Subject:** Re: [EXTERNAL]checking in

Hi Jeff,

Thanks for reaching out. Our team is working on this. Looping in Britt from our team here.

Thanks,

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

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

On Jan 6, 2022, at 8:48 AM, Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)> wrote:

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

Hi Vitka and Gary,

Just checking to see if there is any changes or update to the staffing pattern/plan for the linkage site.

I know you all are going through some staffing challenges also but last I heard, you will be providing 3 staff per shift per 24 hour day?

Andi just wanted me to check in about this, I'm the DPH lead on facilities stuff.

thanks!

Jeff Simbe

Mental Health Services Act Housing Program Manager

Behavioral Health Services

San Francisco Department of Public Health

1380 Howard Street, San Francisco, CA 94103

*Pronouns: he/him/his*

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**From:** [Bowman, Kimberley \(DEM\)](#)  
**To:** [Simbe, Jeff \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Rachowicz, Lisa \(HOM\)](#); [Bracco, Louis \(HOM\)](#); [Meskan, Brenda \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Le, Tommy \(HOM\)](#); [Almeida, Angelica \(DPH\)](#); [Gran, Betsy \(DPH\)](#); [Bechelli, Adrienne \(DEM\)](#); [Tullock, Cristel \(ADP\)](#); [Adami, Steve \(ADP\)](#); [Gary McCoy](#); [Paul Harkin](#); [DPH-bmiazgowicz](#); [artieg](#); [DPH-External-Weisen-Healthright360.org](#); [Macaraeg, Marc \(DPW\)](#); [Stephen Gibson](#); [Torres, Jose \(HOM - Contractor\)](#); [Carbone, Carol \(HOM\)](#); [Diggins, India \(HOM\)](#); [Starliper, Lisa \(DEM\)](#); [Sop, Anna \(DEM\)](#)  
**Cc:** [Jasmine Page](#); [Rebecca Graff](#); [Tenner, Andrea \(DPH\)](#)  
**Subject:** RE: Linkage Center Services Coordination Meeting  
**Date:** Wednesday, January 12, 2022 1:32:37 PM  
**Attachments:** [1170 Market Street 1st Floor Plan.pdf](#)

---

Attached is the current floor plan for the first floor, as requested.

### Kim Bowman

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

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

**From:** Bowman, Kimberley (DEM)

**Sent:** Tuesday, January 11, 2022 2:12 PM

**To:** Bowman, Kimberley (DEM); Simbe, Jeff (DPH); Mera, Tanya (DPH); Candler, Robin (DPH); Rivera, Tiffany (DPH); Borne, Deborah (DPH); Cannariato, Umecke (HOM); Rachowicz, Lisa (HOM); Bracco, Louis (HOM); Meskan, Brenda (HOM); Mazza, Mark (HOM); Le, Tommy (HOM); Almeida, Angelica (DPH); Gran, Betsy (DPH); Bechelli, Adrienne (DEM); Tullock, Cristel (ADP); Adami, Steve (ADP); Gary McCoy; Paul Harkin; DPH-bmiazgowicz; artieg; DPH-External-Weisen-Healthright360.org; Macaraeg, Marc (DPW); [steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com); Torres, Jose (HOM - Contractor); Carbone, Carol (HOM); Diggins, India (HOM); Starliper, Lisa (DEM); Sop, Anna (DEM)

**Cc:** Jasmine Page; Rebecca Graff; Tenner, Andrea (DPH)

**Subject:** Linkage Center Services Coordination Meeting

**When:** Wednesday, January 12, 2022 2:00 PM-3:00 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Microsoft Teams Meeting

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

---

## Microsoft Teams meeting

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**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Bowman, Kimberley \(DEM\)](#); [Almeida, Angelica \(DPH\)](#); [Simbe, Jeff \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Rachowicz, Lisa \(HOM\)](#); [Rebecca Graff](#); [Bracco, Louis \(HOM\)](#); [Meskan, Brenda \(HOM\)](#); [Le, Tommy \(HOM\)](#); [Almeida, Angelica \(DPH\)](#); [Gran, Betsy \(DPH\)](#); [Tullock, Cristel \(ADP\)](#); [Adami, Steve \(ADP\)](#); [Gary McCoy](#); [Paul Harkin](#); [DPH-bmiazgowicz](#); [artieg](#); [DPH-External-Veisen-Healthright360.org](#); [Macaraeg, Marc \(DPW\)](#); [Stephen Gibson](#); [Torres, Jose \(HOM - Contractor\)](#); [Carbone, Carol \(HOM\)](#); [Diggins, India \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Barone, Doris \(HSA\)](#); [Kauffman, Cindy \(HSA\)](#)  
**Subject:** RE: Linkage Center Services Coordination Meeting  
**Date:** Wednesday, January 12, 2022 9:37:01 AM  
**Attachments:** [Linkage Center Staff Roles COMBINED DRAFT.docx](#)

---

Hi everyone. Huge thanks to DPH/HR360 and HSH/Urban Alchemy for getting this document started. Attached is the draft combined swim lanes document that we will be working to fill out completely over the next day or two for all city, CBO, volunteer, and other staff that are working on some component of the linkage center. This will help us track who does what so we can avoid duplication of effort and all work together closely and in a coordinated manner.

Looking forward to our discussion at 2pm today. Thanks!

---

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

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

**From:** Bowman, Kimberley (DEM) <[kimberley.bowman@sfgov.org](mailto:kimberley.bowman@sfgov.org)>  
**Sent:** Tuesday, January 11, 2022 2:12 PM  
**To:** Almeida, Angelica (DPH); Bowman, Kimberley (DEM); Simbe, Jeff (DPH); Mera, Tanya (DPH); Candler, Robin (DPH); Rivera, Tiffany (DPH); Borne, Deborah (DPH); Cannariato, Umecke (HOM); Rachowicz, Lisa (HOM); Bracco, Louis (HOM); Meskan, Brenda (HOM); Le, Tommy (HOM); Almeida, Angelica (DPH); Gran, Betsy (DPH); Bechelli, Adrienne (DEM); Tullock, Cristel (ADP); Adami, Steve (ADP); Gary McCoy; Paul Harkin; DPH-bmiazgowicz; artieg; DPH-External-Veisen-Healthright360.org; Macaraeg, Marc (DPW); Stephen Gibson; Torres, Jose (HOM - Contractor); Carbone, Carol (HOM); Diggins, India (HOM); Mazza, Mark (HOM)  
**Cc:** Rebecca Graff  
**Subject:** Linkage Center Services Coordination Meeting  
**When:** Wednesday, January 12, 2022 2:00 PM-3:00 PM (UTC-08:00) Pacific Time (US & Canada).  
**Where:** Microsoft Teams Meeting

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

---

## Microsoft Teams meeting

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---

**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Boes, Tracy \(POL\)](#); [McDaniels, Christopher \(DPW\)](#); [Durden, DiJaida \(DPW\)](#); [Gale, Josh \(PUC\)](#); [Stein, Gail \(MTA\)](#); [Morrill, Jim \(MTA\)](#); [Tanner, Andrea \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Sloan, April \(FIR\)](#); [Mason, Michael \(FIR\)](#); [Pang, Simon \(FIR\)](#); [Starliper, Lisa \(DEM\)](#); [DutyOfficer, DEM \(DEM\)](#); [Maimoni, Andy \(ADM\)](#); [Wong, Bryan \(ADM\)](#); [Simon Bertrang](#); [fernando](#); [artieg](#); [Helene Sautou](#); [jmello@blockbyblock.com](mailto:jmello@blockbyblock.com); [McCormick, Shawn \(MTA\)](#); [Adami, Steve \(ADP\)](#); [Tullock, Cristel \(ADP\)](#); [Bowman, Kimberley \(DEM\)](#); [Rana, Shalini \(DPH\)](#)  
**Cc:** [Dodge, Samuel \(DEM\)](#); [Almeida, Angelica \(DPH\)](#); [Nazzareta, Daniel \(FIR\)](#); [Holcomb, Andrew \(DEM\)](#); [Sop, Anna \(DEM\)](#); [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 \(DEM\)](#); [Bobb, Naveena \(DPH\)](#); [Mera, Tanya \(DPH\)](#); [Safarzadeh, Parisa \(DEM\)](#); [Carroll, Marvellen \(DEM\)](#); [Martinez-Bankhead, Amelia \(HRC\)](#)  
**Subject:** RE: Tenderloin Op Period 5 Objectives  
**Date:** Tuesday, January 11, 2022 6:46:14 PM  
**Attachments:** [TL Emergency Initiative SitRep OP4](#)  [DRAFT.pdf](#)

---

Dear team, please see attached for the weekly situation report from last Operational Period. Keep up the great work! Talk to you tomorrow.

---

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

---

**From:** Bechelli, Adrienne (DEM)  
**Sent:** Sunday, January 9, 2022 9:33 PM  
**To:** Boes, Tracy (POL) <tracy.boes@sfgov.org>; McDaniels, Christopher (DPW) <christopher.mcdaniels@sfdpw.org>; Durden, DiJaida (DPW) <dijaida.durden@sfdpw.org>; Gale, Josh (PUC) <JGale@sfgov.org>; Stein, Gail (MTA) <Gail.Stein@sfmta.com>; Morrill, Jim (MTA) <Jim.Morrill@sfmta.com>; Tanner, Andrea (DPH) <andrea.tanner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Candler, Robin (DPH) <Robin.Candler@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Sloan, April (FIR) <april.l.sloan@sfgov.org>; Mason, Michael (FIR) <michael.mason@sfgov.org>; Pang, Simon (FIR) <simon.pang@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; DutyOfficer, DEM (DEM) <demdutyofficer@sfgov.org>; Maimoni, Andy (ADM) <andy.maimoni@sfgov.org>; Wong, Bryan (ADM) <bryan.v.wong@sfgov.org>; Simon Bertrang <simon@tlcbd.org>; Fernando Pujals <fernando@urbanplaceconsulting.com>; Artie Gilbert <artieg@urban-alchemy.us>; Helene Sautou <sautou@sfciviccenter.org>; [jmello@blockbyblock.com](mailto:jmello@blockbyblock.com); McCormick, Shawn (MTA) <Shawn.McCormick@sfmta.com>; Adami, Steve (ADP) <steve.adami@sfgov.org>; Tullock, Cristel (ADP) <cristel.tullock@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Rana, Shalini (DPH) <shalini.rana@sfdph.org>  
**Cc:** Dodge, Samuel (DEM) <sam.dodge@sfgov.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Nazzareta, Daniel (FIR) <daniel.nazzareta@sfgov.org>; Holcomb, Andrew (DEM) <andrew.holcomb@sfgov.org>; [anna.sop@sfgov.org](mailto:anna.sop@sfgov.org); [steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com); Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Chiu, Kent (MTA) <Kent.Chiu@sfmta.com>; Walsh, Douglas (DPH) <douglas.walsh@sfdph.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Meskan, Brenda (HOM) <brenda.meskan@sfgov.org>; Torres, Jose (HOM - Contractor) <jose.torres@sfgov.org>;

Trinh, Edward (DEM) <edward.d.trinh@sfgov.org>; Hillcoat, Kayleigh (DEM) <kayleigh.hillcoat@sfgov.org>; Perez, Guillermo (DPW) <Guillermo.Perez@sfdpw.org>; Rodriguez, Ronald (DPW) <ronald.rodriguez@sfgov.org>; Lee, Jason (DPW) <jason.e.lee@sfdpw.org>; Nancy Milholland (DEM) (nancy.milholland@sfgov.org) <nancy.milholland@sfgov.org>; Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>; Mera, Tanya (DPH) <tanya.mera@sfdph.org>; Safarzadeh, Parisa (DEM) <parisa.safarzadeh@sfgov.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Martinez-Bankhead, Amelia (HRC) <amelia.martinez-bankhead@sfgov.org>

**Subject:** Tenderloin Op Period 5 Objectives

Dear team, please see below for the draft objectives for Op Period 5 which starts tomorrow. Because of resource constraints brought on by COVID-19, we are reducing the priority areas to four key ones for this week. Please plan your daily operations accordingly.

Please also remember that your metrics for Op Period 4 (this past week) are due no later than tomorrow to the DEM Duty Officer.

### **Operational Period 5 Objectives: 1/10/22 – 1/16/22**

1. Continue daily interventions at the following priority locations: (All)
  - a. 600 Eddy
  - b. 7<sup>th</sup> and Market
  - c. 300 Hyde
  - d. 400 Eddy
2. Evaluate joint field operations model from OP 4 and identify areas for improvement by 1/16. (SFFD, DPH, HSH, ADP, DPW, MTA, SFPD)
3. Finalize Linkage Center staffing, including roles and responsibilities for all staff and volunteers by 1/14. (DEM, DPH, HSH, HSA, ADP, community partners)
4. Finalize Linkage Center services list by 1/12. (DEM, DPH, HSH, HSA, ADP, community partners)
5. Start build out of outdoor area for Linkage Center and finalize design and layout by 1/16. (DPW, DEM, community partners)
6. Schedule briefings and listening sessions with key residential and community stakeholder groups by 1/12. (DEM, HRC, community partners)
7. Adjust and improve strategy for community stakeholder participation in planning and operations by 1/13. (DEM, HRC, community partners)
8. Perform evaluation of operational strategy and 7 key problem areas by 1/16. (DEM, all)

Talk to you all soon!

---

**Adrienne Bechelli**

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



415-554-4843 office

[adrienne.bechelli@sfgov.org](mailto:adrienne.bechelli@sfgov.org) | 1 Dr Carlton B Goodlett Pl, Suite 344



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**From:** [Britt Miazgowicz](#)  
**To:** [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Cc:** [DPH-External-Weisen-Healthright360.org](#); [Dph-External Avaldes](#); [Paul Harkin](#); [Gary McCoy](#)  
**Subject:** Proposed: TL Overdose Prevention Site - Staffing Schedule  
**Date:** Monday, January 10, 2022 4:14:10 PM  
**Attachments:** [TOPS Proposed Calendar.docx](#)

---

Hi all,

**Attached is our proposed schedule to staff the Tenderloin Overdose Prevention Site (TOPS).** This schedule prioritized participant safety and essential trainings that will ensure maximum preparedness for staff in a high-profile program with a high-risk population.

We do understand that time is of the essence and that there is immense pressure to get this program staffed asap. To that end, if staff is needed for a 'soft opening' or for other press event to demonstrate operational capability, Gary and Paul have graciously offered to step in and provide limited staff coverage (ie: a couple hours a few days/week) while we await actual program staff availability. Hopefully this stop-gap measure can suffice.

Finally, we do want to be fully transparent about the issues we know we will face, concerning staffing shortages and difficulties and time concerns with hiring. There will, unavoidably, be a temporary lapse in services at *TOPS* when SoMa RISE opens (if it opens as scheduled in April). This is due to the time it will take to hire new *TOPS* staff, even if we post as soon as we receive approval for the continuation of services and hiring of new staff on 3/4. We want to be transparent about this fact as early on as possible.

We are truly excited about this project and will do everything we can to get it off the ground asap. Please **review the attached proposed schedule and let us know what feedback you have.**

Best regards,

Britt Miazgowicz

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

*VP of Contracts and Implementation*

HealthRIGHT 360

C: 415-845-8195 | [bmiazgowicz@healthright360.org](mailto:bmiazgowicz@healthright360.org)

1563 Mission St. | San Francisco, CA 94103



---

**From:** Britt Miazgowicz

**Sent:** Friday, January 7, 2022 11:50 AM

**To:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>;

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

**Cc:** Vitka Eisen <veisen@healthRIGHT360.org>; Ana Valdes <avaldes@healthright360.org>; Paul Harkin <pharkin@healthRIGHT360.org>; Gary McCoy <gmccoy@healthRIGHT360.org>

**Subject:** RE: [EXTERNAL]Re: TL Overdose Prevention Site - Staffing Schedule - checking in

Hi Jeff, Andrea and Tiffany,

Thank you for your patience as we finish up the draft proposed schedule for the Tenderloin Overdose Prevention Site (*TOPS*). We are waiting on just one piece of information about a required DPH-Epic training that staff will need to complete. Once we know those training dates (dictated by DPH-EHR team) we will get you the proposed tentative schedule.

More to come!

Britt Miazgowicz

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*VP of Contracts and Implementation*

HealthRIGHT 360

C: 415-845-8195 | [bmiazgowicz@healthright360.org](mailto:bmiazgowicz@healthright360.org)

1563 Mission St. | San Francisco, CA 94103



---

**From:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>

**Sent:** Thursday, January 6, 2022 9:35 AM

**To:** Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; Ana Valdes <[avaldes@healthright360.org](mailto:avaldes@healthright360.org)>; Paul Harkin <[pharkin@healthright360.org](mailto:pharkin@healthright360.org)>

**Cc:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>

**Subject:** [EXTERNAL]Re: TL Overdose Prevention Site - Staffing Schedule - checking in

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Thanks Britt, appreciate all your help!

Jeff Simbe

Mental Health Services Act Housing Program Manager

Behavioral Health Services

San Francisco Department of Public Health

1380 Howard Street, San Francisco, CA 94103

*Pronouns: he/him/his*

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---

**From:** Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>

**Sent:** Thursday, January 6, 2022 9:29 AM

**To:** Gary McCoy <[gmc coy@healthright360.org](mailto:gmc coy@healthright360.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Dph-External Avaldes <[avaldes@healthRIGHT360.org](mailto:avaldes@healthRIGHT360.org)>; Paul Harkin <[pharkin@healthright360.org](mailto:pharkin@healthright360.org)>

**Cc:** DPH-External-Veisen-Healthright360.org <[veisen@Healthright360.org](mailto:veisen@Healthright360.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>

**Subject:** RE: TL Overdose Prevention Site - Staffing Schedule - checking in

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Thanks for the connections, Gary!

Hi Jeff,

We are working on **finalizing a proposed schedule, today**. @Ana and @Paul (ccd) are confirming how many staff will be onboarded on 1/18, so we have firm numbers when providing the proposed schedule for the Tenderloin Overdose Prevention Site (which we are referring to as *TOPS* for brevity). We will send you that draft today and include Andrea and Tiffany as well.

Thanks!

Britt Miazgowicz

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

*VP of Contracts and Implementation*

HealthRIGHT 360

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1563 Mission St. | San Francisco, CA 94103



**From:** Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>  
**Sent:** Thursday, January 6, 2022 8:52 AM  
**To:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>  
**Cc:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>  
**Subject:** Re: [EXTERNAL]checking in

Hi Jeff,

Thanks for reaching out. Our team is working on this. Looping in Britt from our team here.

Thanks,

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

HealthRIGHT 360  
[1563 Mission Street | San Francisco, CA 94103-2543](https://www.healthright360.org/1563-Mission-Street-San-Francisco-CA-94103-2543)  
Cell: [415-525-2203](tel:415-525-2203)  
[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org) | [www.healthright360.org](http://www.healthright360.org)

On Jan 6, 2022, at 8:48 AM, Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)> wrote:

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

Hi Vitka and Gary,

Just checking to see if there is any changes or update to the staffing pattern/plan for the linkage site.

I know you all are going through some staffing challenges also but last I heard, you will be providing 3 staff per shift per 24 hour day?

Andi just wanted me to check in about this, I'm the DPH lead on facilities stuff.

thanks!

Jeff Simbe  
Mental Health Services Act Housing Program Manager  
Behavioral Health Services  
San Francisco Department of Public Health

1380 Howard Street, San Francisco, CA 94103

*Pronouns: he/him/his*

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**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Boes, Tracy \(POL\)](#); [McDaniels, Christopher \(DPW\)](#); [Durden, DiJaida \(DPW\)](#); [Gale, Josh \(PUC\)](#); [Stein, Gail \(MTA\)](#); [Morrill, Jim \(MTA\)](#); [Tanner, Andrea \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Sloan, April \(FIR\)](#); [Mason, Michael \(FIR\)](#); [Pang, Simon \(FIR\)](#); [Starliper, Lisa \(DEM\)](#); [DutyOfficer, DEM \(DEM\)](#); [Maimoni, Andy \(ADM\)](#); [Wong, Bryan \(ADM\)](#); [Simon Bertrang, fernando; artieg; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn \(MTA\); Adami, Steve \(ADP\); Tullock, Cristel \(ADP\); Bowman, Kimberley \(DEM\); Rana, Shalini \(DPH\)](#)  
**Cc:** [Dodge, Samuel \(DEM\)](#); [Almeida, Angelica \(DPH\)](#); [Nazzareta, Daniel \(FIR\)](#); [Holcomb, Andrew \(DEM\)](#); [Sop, Anna \(DEM\)](#); [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 \(DEM\); Bobba, Naveena \(DPH\); Mera, Tanya \(DPH\); Safarzadeh, Parisa \(DEM\); Carroll, Maryellen \(DEM\); Martinez-Bankhead, Amelia \(HRC\)](#)  
**Subject:** Tenderloin Op Period 5 Objectives  
**Date:** Sunday, January 9, 2022 9:33:29 PM

---

Dear team, please see below for the draft objectives for Op Period 5 which starts tomorrow. Because of resource constraints brought on by COVID-19, we are reducing the priority areas to four key ones for this week. Please plan your daily operations accordingly.

Please also remember that your metrics for Op Period 4 (this past week) are due no later than tomorrow to the DEM Duty Officer.

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Talk to you all soon!

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**Adrienne Bechelli**

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

415-554-4843 office

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**From:** [Britt Miazgowicz](#)  
**To:** [Simbe, Jeff \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Cc:** [DPH-External-Weisen-Healthright360.org](#); [Dph-External Avaldes](#); [Paul Harkin](#); [Gary McCoy](#)  
**Subject:** RE: [EXTERNAL]Re: TL Overdose Prevention Site - Staffing Schedule - checking in  
**Date:** Friday, January 7, 2022 11:50:24 AM

---

Hi Jeff, Andrea and Tiffany,

Thank you for your patience as we finish up the draft proposed schedule for the Tenderloin Overdose Prevention Site (TOPS). We are waiting on just one piece of information about a required DPH-Epic training that staff will need to complete. Once we know those training dates (dictated by DPH-EHR team) we will get you the proposed tentative schedule.

More to come!

Britt Miazgowicz

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**Sent:** Thursday, January 6, 2022 9:35 AM  
**To:** Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; Ana Valdes <[avaldes@healthright360.org](mailto:avaldes@healthright360.org)>; Paul Harkin <[pharkin@healthright360.org](mailto:pharkin@healthright360.org)>  
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**Subject:** [EXTERNAL]Re: TL Overdose Prevention Site - Staffing Schedule - checking in

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Thanks Britt, appreciate all your help!

Jeff Simbe

Mental Health Services Act Housing Program Manager

Behavioral Health Services

San Francisco Department of Public Health

1380 Howard Street, San Francisco, CA 94103

*Pronouns: he/him/his*

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**Sent:** Thursday, January 6, 2022 9:29 AM

**To:** Gary McCoy <[gmc coy@healthright360.org](mailto:gmc coy@healthright360.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Dph-External Avaldes <[avaldes@healthRIGHT360.org](mailto:avaldes@healthRIGHT360.org)>; Paul Harkin <[pharkin@healthright360.org](mailto:pharkin@healthright360.org)>

**Cc:** DPH-External-Veisen-Healthright360.org <[veisen@Healthright360.org](mailto:veisen@Healthright360.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>

**Subject:** RE: TL Overdose Prevention Site - Staffing Schedule - checking in

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Thanks!

Britt Miazgowicz

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**From:** Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>  
**Sent:** Thursday, January 6, 2022 8:52 AM  
**To:** Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>  
**Cc:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>  
**Subject:** Re: [EXTERNAL]checking in

Hi Jeff,

Thanks for reaching out. Our team is working on this. Looping in Britt from our team here.

Thanks,

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

HealthRIGHT 360  
[1563 Mission Street | San Francisco, CA 94103-2543](https://www.healthright360.org/1563-Mission-Street-San-Francisco-CA-94103-2543)  
Cell: [415-525-2203](tel:415-525-2203)  
[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org) | [www.healthright360.org](http://www.healthright360.org)

On Jan 6, 2022, at 8:48 AM, Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)> wrote:

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Hi Vitka and Gary,

Just checking to see if there is any changes or update to the staffing pattern/plan for the linkage site.

I know you all are going through some staffing challenges also but last I heard, you will be providing 3 staff per shift per 24 hour day?

Andi just wanted me to check in about this, I'm the DPH lead on facilities stuff.

thanks!

Jeff Simbe  
Mental Health Services Act Housing Program Manager  
Behavioral Health Services  
San Francisco Department of Public Health

1380 Howard Street, San Francisco, CA 94103

*Pronouns: he/him/his*

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**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Boes, Tracy \(POL\)](#); [McDaniels, Christopher \(DPW\)](#); [Durden, DiJaida \(DPW\)](#); [Gale, Josh \(PUC\)](#); [Stein, Gail \(MTA\)](#); [Morrill, Jim \(MTA\)](#); [Tanner, Andrea \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Sloan, April \(FIR\)](#); [Mason, Michael \(FIR\)](#); [Pang, Simon \(FIR\)](#); [Starliper, Lisa \(DEM\)](#); [DutyOfficer, DEM \(DEM\)](#); [Maimoni, Andy \(ADM\)](#); [Wong, Bryan \(ADM\)](#); [Simon Bertrang](#); [fernando](#); [artieg](#); [Helene Sautou](#); [jimello@blockbyblock.com](mailto:jimello@blockbyblock.com); [McCormick, Shawn \(MTA\)](#); [Adami, Steve \(ADP\)](#); [Tullock, Cristel \(ADP\)](#); [Bowman, Kimberley \(DEM\)](#)  
**Cc:** [Dodge, Samuel \(DEM\)](#); [Almeida, Angelica \(DPH\)](#); [Nazzareta, Daniel \(FIR\)](#); [Holcomb, Andrew \(DEM\)](#); [Sop, Anna \(DEM\)](#); [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 \(DEM\)](#)  
**Subject:** TL Plan Op Period 4 Objectives  
**Date:** Sunday, January 2, 2022 6:28:04 PM

---

Happy 2022 everyone! Please see below for our draft objectives for this week. Let me know if you have any additions. I would especially like to call everyone's attention to the last objective regarding metrics since we have had very few groups submit their data from this last week. Thanks!

#### **Objectives for Operational Period 4: 1/3/22 – 1/9/22**

1. Implement intervention tactics at the following priority locations.
  - a. 300 block of Hyde
  - b. 300 block of Ellis
  - c. 7<sup>th</sup>/Market
  - d. 400 block of Eddy
  - e. 600 block of Eddy
  - f. 200-300 blocks of Jones
2. Implement priority location joint operation on 300 block of Hyde from 1/5-1/7.
3. Perform walk throughs of Linkage Center with City and community partners.
4. Finalize list of Tier 1 and Tier 2 services to be provided at Linkage Center by 1/7.
5. Document staffing plan for Linkage Center, including staff for site, escorts, and outreach by 1/9.
6. Perform outreach to community and neighborhood stakeholders regarding Linkage Center scope and details starting 1/3.
7. Establish long-term improvement process discussion team for outreach and engagement groups in the Tenderloin by 1/7.
8. Perform expedited response to 311 service requests for waste and other infrastructure needs starting 1/5.
9. Submit all required metrics for previous three operational periods as data is available by 1/4.

---

**Adrienne Bechelli** (she/her)

Department of Emergency Management

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

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

**From:** Bechelli, Adrienne (DEM)

**Sent:** Thursday, December 9, 2021 2:01 PM

**To:** Bechelli, Adrienne (DEM); Boes, Tracy (POL); McDaniels, Christopher (DPW); Durden, DiJaida (DPW); Gale, Josh (PUC); Stein, Gail (MTA); Morrill, Jim (MTA); Tanner, Andrea (DPH); Borne,

Deborah (DPH); Candler, Robin (DPH); Cannariato, Umecke (HOM); Mazza, Mark (HOM); Sloan, April (FIR); Mason, Michael (FIR); Pang, Simon (FIR); Starliper, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; Fernando Pujals; Artie Gilbert; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn (MTA); Adami, Steve (ADP); Tullock, Cristel (ADP); Bowman, Kimberley (DEM)

**Cc:** Dodge, Samuel (DEM); Almeida, Angelica (DPH); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); anna.sop@sfgov.org; steve@urbanplaceconsulting.com; Zamora, Francis (DEM); Hogan, Kristin (DEM); Rivera, Tiffany (DPH); Kunins, Hillary (DPH); Chiu, Kent F; Walsh, Douglas (DPH); Gran, Betsy (DPH); Meskan, Brenda (HOM); Torres, Jose (HOM - Contractor); Trinh, Edward (DEM)

**Subject:** Daily TL Ops Mtg

**When:** Monday, January 3, 2022 9:30 AM-10:00 AM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Microsoft Teams Meeting

This meeting will serve as the daily operations huddle for crisis operations in the Tenderloin, effective 12/13/21. Meeting participants will include city and non-city departments that are responsible for various levels of the above operations in the Tenderloin. Please forward to the most relevant operations lead for your agency.

This meeting will review daily operational objectives for:

- Law enforcement
- Cleaning and debris
- Infrastructure repairs (lights, streets, sidewalks, bus shelters, trash cans, other)
- Outreach and services connection

Other agenda items as necessary:

- Medical calls
- Large encampment resolutions
- Significant events in area that need discussion (shootings, fires, etc.)

Thank you.

---

## Microsoft Teams meeting

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Penal Code § 832.7(b)(5)(A) # United States, San Francisco

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**From:** [Vitka Eisen](#)  
**To:** [Simbe, Jeff \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#); [DPH-bmiazgowicz](#); [Gary McCoy](#); [Kunins, Hillary \(DPH\)](#)  
**Cc:** [Borne, Deborah \(DPH\)](#); [Alex Boyder](#); [Hiramoto, Kelly \(DPH\)](#); [Tenner, Andrea \(DPH\)](#); [Dph-External Avaldes](#); [DPH - tduong](#)  
**Subject:** RE: [EXTERNAL]TL work - site  
**Date:** Tuesday, December 28, 2021 9:26:30 PM  
**Attachments:** [image005.png](#)

---

Works for me as well.

**Vitka Eisen | President & Chief Executive Officer**

Gender Pronouns: She/Any/all pronouns ok [Why is this in my email signature?](#)



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[veisen@healthright360.org](mailto:veisen@healthright360.org)

[www.healthRight360.org](http://www.healthRight360.org)

---

**From:** Simbe, Jeff (DPH) <jeff.simbe@sfdph.org>  
**Sent:** Tuesday, December 28, 2021 6:55 PM  
**To:** Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Britt Miazgowicz <bmiazgowicz@healthRIGHT360.org>; Gary McCoy <gmccoy@healthright360.org>; Vitka Eisen <veisen@healthRIGHT360.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>  
**Cc:** Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Alex Boyder <aboyder@healthright360.org>; Hiramoto, Kelly (DPH) <kelly.hiramoto@sfdph.org>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Ana Valdes <avaldes@healthright360.org>; Tony Duong <tduong@healthright360.org>  
**Subject:** Re: [EXTERNAL]TL work - site

I can do Thursday 3-5 also

Jeff Simbe  
Mental Health Services Act Housing Program Manager  
Behavioral Health Services  
San Francisco Department of Public Health  
1380 Howard Street, San Francisco, CA 94103  
*Pronouns: he/him/his*

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---

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

**Sent:** Tuesday, December 28, 2021 3:54 PM

**To:** DPH-bmiazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; DPH-External-Weisen-Healthright360.org <[weisen@Healthright360.org](mailto:weisen@Healthright360.org)>; Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>

**Cc:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Alex Boyder <[aboyder@healthright360.org](mailto:aboyder@healthright360.org)>; Hiramoto, Kelly (DPH) <[kelly.hiramoto@sfdph.org](mailto:kelly.hiramoto@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Dph-External Avaldes <[avaldes@healthRIGHT360.org](mailto:avaldes@healthRIGHT360.org)>; DPH - tduong <[tduong@healthright360.org](mailto:tduong@healthright360.org)>

**Subject:** Re: [EXTERNAL]TL work - site

I am available from 3-5 on Thursday as well. Will need Jeff on that call for sure; I see his already copied here. Thank you!

**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:** Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>

**Sent:** Tuesday, December 28, 2021 3:37 PM

**To:** Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; DPH-External-Weisen-Healthright360.org <[weisen@Healthright360.org](mailto:weisen@Healthright360.org)>; Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>

**Cc:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Alex Boyder <[aboyder@healthright360.org](mailto:aboyder@healthright360.org)>; Hiramoto, Kelly (DPH) <[kelly.hiramoto@sfdph.org](mailto:kelly.hiramoto@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Dph-External Avaldes <[avaldes@healthRIGHT360.org](mailto:avaldes@healthRIGHT360.org)>; DPH - tduong <[tduong@healthright360.org](mailto:tduong@healthright360.org)>

**Subject:** RE: [EXTERNAL]TL work - site

I can do anytime between 3-5om on Thursday.

Best,

Britt Miazgowicz

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

*VP of Contracts and Implementation*

HealthRIGHT 360

C: 415-845-8195 | [bmiazgowicz@healthright360.org](mailto:bmiazgowicz@healthright360.org)

1563 Mission St. | San Francisco, CA 94103



---

**From:** Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>  
**Sent:** Tuesday, December 28, 2021 3:37 PM  
**To:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>; Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>  
**Cc:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Alex Boyder <[aboyder@healthright360.org](mailto:aboyder@healthright360.org)>; Britt Miazgowicz <[bmiazgowicz@healthRIGHT360.org](mailto:bmiazgowicz@healthRIGHT360.org)>; Hiramoto, Kelly (DPH) <[kelly.hiramoto@sfdph.org](mailto:kelly.hiramoto@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Ana Valdes <[avaldes@healthright360.org](mailto:avaldes@healthright360.org)>; Tony Duong <[tduong@healthright360.org](mailto:tduong@healthright360.org)>  
**Subject:** RE: [EXTERNAL]TL work - site

Hi All,

Do you all have any availability for a check-in on this either this Thursday afternoon or Friday?

Thanks,

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



1563 Mission Street | San Francisco, CA 94103-2543  
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---

**From:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Sent:** Tuesday, December 28, 2021 1:55 PM  
**To:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>; Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>  
**Cc:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Hiramoto, Kelly (DPH) <[kelly.hiramoto@sfdph.org](mailto:kelly.hiramoto@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Ana Valdes <[avaldes@healthright360.org](mailto:avaldes@healthright360.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; Tony Duong <[tduong@healthright360.org](mailto:tduong@healthright360.org)>  
**Subject:** Re: [EXTERNAL]TL work - site

Understood. Thanks Vitka. Will follow up then.

**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:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>

**Sent:** Tuesday, December 28, 2021 1:14 PM

**To:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>

**Cc:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Hiramoto, Kelly (DPH) <[kelly.hiramoto@sfdph.org](mailto:kelly.hiramoto@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Dph-External Avaldes <[avaldes@healthRIGHT360.org](mailto:avaldes@healthRIGHT360.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; DPH - tduong <[tduong@healthright360.org](mailto:tduong@healthright360.org)>

**Subject:** RE: [EXTERNAL]TL work - site

Hi Tiffany,

Hopefully by Thursday. We have several folks out-of-office right now.

**Vitka Eisen | President & Chief Executive Officer**

Gender Pronouns: She/Any/all pronouns ok [Why is this in my email signature?](#)



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[veisen@healthright360.org](mailto:veisen@healthright360.org)

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---

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

**Sent:** Monday, December 27, 2021 10:36 PM

**To:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>; Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>

**Cc:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Hiramoto, Kelly (DPH) <[kelly.hiramoto@sfdph.org](mailto:kelly.hiramoto@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Ana Valdes <[avaldes@healthright360.org](mailto:avaldes@healthright360.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; Tony Duong <[tduong@healthright360.org](mailto:tduong@healthright360.org)>

**Subject:** Re: [EXTERNAL]TL work - site

Thanks Vitka. Has your team had a chance to work on a staffing model to share with us? Any information greatly appreciated.

**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:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>

**Sent:** Monday, December 27, 2021 4:50 PM

**To:** Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>

**Cc:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Hiramoto, Kelly (DPH) <[kelly.hiramoto@sfdph.org](mailto:kelly.hiramoto@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Dph-External Avaldes <[avaldes@healthRIGHT360.org](mailto:avaldes@healthRIGHT360.org)>; Gary McCoy <[gmccoy@healthright360.org](mailto:gmccoy@healthright360.org)>; DPH - tduong <[tduong@healthright360.org](mailto:tduong@healthright360.org)>

**Subject:** RE: [EXTERNAL]TL work - site

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

Hi Hillary,

For now, it's me, Ana, Tony, and Gary. When Ana is back from her time-off (only semi-off really because Omicron had other plans, so Ana is managing outbreaks for us in SoCal), she may include others.

**Vitka Eisen | President & Chief Executive Officer**

Gender Pronouns: She/Any/all pronouns ok [Why is this in my email signature?](#)



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[www.healthRight360.org](http://www.healthRight360.org)

---

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

**Sent:** Monday, December 27, 2021 4:15 PM

**To:** Vitka Eisen <[veisen@healthRIGHT360.org](mailto:veisen@healthRIGHT360.org)>

**Cc:** Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Simbe, Jeff (DPH) <[jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org)>; Hiramoto, Kelly (DPH) <[kelly.hiramoto@sfdph.org](mailto:kelly.hiramoto@sfdph.org)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>

**Subject:** [EXTERNAL]TL work - site

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Vitka,

Thanks again for meeting with us last week about the possibility of working to staff/support a facility in the TL.

We are getting organized here - and wanted to let you know that Deb Borne will be your point person with us, and will be working with Jeff Simbe (on program) and Kelly Hiramoto (on contracting issues).

Who should we be communicating with on your team to begin planning (and assuming you are comfortable moving forward?).

Many thanks, Hillary

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**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Tenner, Andrea \(DPH\)](#); [Boes, Tracy \(POL\)](#); [McDaniels, Christopher \(DPW\)](#); [Durden, DiJaida \(DPW\)](#); [Gale, Josh \(PUC\)](#); [Stein, Gail \(MTA\)](#); [Morrill, Jim \(MTA\)](#); [Borne, Deborah \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Sloan, April \(FIR\)](#); [Mason, Michael \(FIR\)](#); [Pang, Simon \(FIR\)](#); [Starliper, Lisa \(DEM\)](#); [DutyOfficer, DEM \(DEM\)](#); [Maimoni, Andy \(ADM\)](#); [Wong, Bryan \(ADM\)](#); [Simon Bertrang](#); [fernando](#); [artieg](#); [Helene Sautou](#); [jmello@blockbyblock.com](mailto:jmello@blockbyblock.com); [McCormick, Shawn \(MTA\)](#); [Adami, Steve \(ADP\)](#); [Tullock, Cristel \(ADP\)](#)  
**Cc:** [Dodge, Samuel \(DEM\)](#); [Almeida, Angelica \(DPH\)](#); [Nazzareta, Daniel \(FIR\)](#); [Holcomb, Andrew \(DEM\)](#); [Sop, Anna \(DEM\)](#); [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 \(HOM - Contractor\)](#)  
**Subject:** RE: Daily TL Ops Mtg  
**Date:** Monday, December 27, 2021 8:53:29 PM  
**Attachments:** [TL Emergency Supplement1 122721.pdf](#)

---

All, please see attached. As referenced this morning, this is the supplemental declaration to the emergency that clarifies details on city hiring for health and human services, and the ability for the city to enter into a lease for the Linkage Center.

Talk to you tomorrow.

---

**Adrienne Bechelli** (she/her)

Department of Emergency Management

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

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

**From:** Bechelli, Adrienne (DEM)

**Sent:** Thursday, December 9, 2021 2:01 PM

**To:** Tenner, Andrea (DPH); Bechelli, Adrienne (DEM); Boes, Tracy (POL); McDaniels, Christopher (DPW); Durden, DiJaida (DPW); Gale, Josh (PUC); Stein, Gail (MTA); Morrill, Jim (MTA); Borne, Deborah (DPH); Candler, Robin (DPH); Cannariato, Umecke (HOM); Mazza, Mark (HOM); Sloan, April (FIR); Mason, Michael (FIR); Pang, Simon (FIR); Starliper, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; Fernando Pujals; Artie Gilbert; Helene Sautou; [jmello@blockbyblock.com](mailto:jmello@blockbyblock.com); McCormick, Shawn (MTA); Adami, Steve (ADP); Tullock, Cristel (ADP)

**Cc:** Dodge, Samuel (DEM); Almeida, Angelica (DPH); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); [anna.sop@sfgov.org](mailto:anna.sop@sfgov.org); [steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com); 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)

**Subject:** Daily TL Ops Mtg

**When:** Tuesday, December 28, 2021 9:30 AM-10:00 AM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Microsoft Teams Meeting

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Thank you.

---

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**From:** [Gran, Betsy \(DPH\)](#)  
**To:** [Walsh, Douglas \(DPH\)](#); [Rivera, Tiffany \(DPH\)](#)  
**Subject:** RE: Map of Tenderloin PD District Boundaries  
**Date:** Wednesday, December 22, 2021 10:08:35 AM

---

Great Thanks Doug!

**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:** Walsh, Douglas (DPH) <douglas.walsh@sfdph.org>  
**Sent:** Wednesday, December 22, 2021 10:07 AM  
**To:** Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Gran, Betsy (DPH) <betsy.gran@sfdph.org>  
**Subject:** Re: Map of Tenderloin PD District Boundaries

Plans. We can add it to the IAP.

Thanks,

DW

**Douglas Walsh, PHEP Manager**

Public Health Emergency Preparedness & Response

San Francisco Department of Public Health

P 628.217.6970 C 773.259.7666

[douglas.walsh@sfdph.org](mailto:douglas.walsh@sfdph.org)

---

**From:** Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>  
**Sent:** Wednesday, December 22, 2021 9:48 AM  
**To:** Gran, Betsy (DPH) <[betsy.gran@sfdph.org](mailto:betsy.gran@sfdph.org)>; Walsh, Douglas (DPH) <[douglas.walsh@sfdph.org](mailto:douglas.walsh@sfdph.org)>  
**Subject:** Fw: Map of Tenderloin PD District Boundaries

where's the best place to save this? both plans and ops?



**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

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**From:** Starliper, Lisa (DEM) <[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)>

**Sent:** Wednesday, December 22, 2021 9:47 AM

**To:** Bechelli, Adrienne (DEM) <[adrienne.bechelli@sfgov.org](mailto:adrienne.bechelli@sfgov.org)>; Boes, Tracy (POL)

<[Tracy.Boes@sfgov.org](mailto:Tracy.Boes@sfgov.org)>; McDaniels, Christopher (DPW) <[christopher.mcdaniels@sfdpw.org](mailto:christopher.mcdaniels@sfdpw.org)>;

Durden, DiJaida (DPW) <[DiJaida.Durden@sfdpw.org](mailto:DiJaida.Durden@sfdpw.org)>; Gale, Josh (PUC) <[JGale@sfwater.org](mailto:JGale@sfwater.org)>; Stein,

Gail (MTA) <[Gail.Stein@sfmta.com](mailto:Gail.Stein@sfmta.com)>; Morrill, Jim (MTA) <[Jim.Morrill@sfmta.com](mailto:Jim.Morrill@sfmta.com)>; Tenner, Andrea

(DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Candler,

Robin (DPH) <[robin.candler@sfdph.org](mailto:robin.candler@sfdph.org)>; Cannariato, Umecke (HOM)

<[umecke.cannariato@sfgov.org](mailto:umecke.cannariato@sfgov.org)>; Mazza, Mark (HOM) <[Mark.Mazza@sfgov.org](mailto:Mark.Mazza@sfgov.org)>; Sloan, April (FIR)

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<[simon.pang@sfgov.org](mailto:simon.pang@sfgov.org)>; DutyOfficer, DEM (DEM) <[demdutyofficer@sfgov.org](mailto:demdutyofficer@sfgov.org)>; Maimoni, Andy

(ADM) <[andy.maimoni@sfgov.org](mailto:andy.maimoni@sfgov.org)>; Wong, Bryan (ADM) <[bryan.v.wong@sfgov.org](mailto:bryan.v.wong@sfgov.org)>; Simon

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<[Shawn.McCormick@sfmta.com](mailto:Shawn.McCormick@sfmta.com)>; [jmello@blockbyblock.com](mailto:jmello@blockbyblock.com) <[jmello@blockbyblock.com](mailto:jmello@blockbyblock.com)>; Adami,

Steve (ADP) <[steve.adami@sfgov.org](mailto:steve.adami@sfgov.org)>

**Cc:** Dodge, Samuel (DEM) <[sam.dodge@sfgov.org](mailto:sam.dodge@sfgov.org)>; Nazzareta, Daniel (FIR)

<[daniel.nazzareta@sfgov.org](mailto:daniel.nazzareta@sfgov.org)>; Holcomb, Andrew (DEM) <[andrew.holcomb@sfgov.org](mailto:andrew.holcomb@sfgov.org)>;

[steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com) <[steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com)>; Zamora, Francis (DEM)

<[francis.zamora@sfgov.org](mailto:francis.zamora@sfgov.org)>; Hogan, Kristin (DEM) <[kristin.hogan@sfgov.org](mailto:kristin.hogan@sfgov.org)>; Kunins, Hillary (DPH)

<[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>; Chiu, Kent (MTA) <[Kent.Chiu@sfmta.com](mailto:Kent.Chiu@sfmta.com)>; Walsh, Douglas (DPH)

<[douglas.walsh@sfdph.org](mailto:douglas.walsh@sfdph.org)>; Gran, Betsy (DPH) <[betsy.gran@sfdph.org](mailto:betsy.gran@sfdph.org)>; Sop, Anna (DEM)

<[anna.sop@sfgov.org](mailto:anna.sop@sfgov.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Tullock, Cristel (ADP)

<[cristel.tullock@sfgov.org](mailto:cristel.tullock@sfgov.org)>; Almeida, Angelica (DPH) <[angelica.almeida@sfdph.org](mailto:angelica.almeida@sfdph.org)>

**Subject:** Map of Tenderloin PD District Boundaries

Morning All,

Attached is the TL PD District map that I mentioned on today's call.

If there are any other mapping needs, that we may not have already thought of, please let me know.

Thanks,

Lisa

Lisa Starliper, MPA

Pronouns: She/Her/Hers

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

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

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

**Sent:** Thursday, December 9, 2021 2:01 PM

**To:** Bechelli, Adrienne (DEM); 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); Pang, Simon (FIR); Starliper, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; Fernando Pujals; Artie Gilbert; Helene Sautou; McCormick, Shawn (MTA); [jmello@blockbyblock.com](mailto:jmello@blockbyblock.com); Adami, Steve (ADP)

**Cc:** Dodge, Samuel (DEM); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); [steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com); Zamora, Francis (DEM); Hogan, Kristin (DEM); Kunins, Hillary (DPH); Chiu, Kent (MTA); Walsh, Douglas (DPH); Gran, Betsy (DPH); Sop, Anna (DEM); Rivera, Tiffany (DPH); Tullock, Cristel (ADP); Almeida, Angelica (DPH)

**Subject:** Daily TL Ops Mtg

**When:** Wednesday, December 22, 2021 9:30 AM-10:00 AM (UTC-08:00) Pacific Time (US & Canada).

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Thank you.

---

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**From:** [Walsh, Douglas \(DPH\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#); [Gran, Betsy \(DPH\)](#)  
**Subject:** Re: Map of Tenderloin PD District Boundaries  
**Date:** Wednesday, December 22, 2021 10:07:09 AM

---

Plans. We can add it to the IAP.

Thanks,

DW

**Douglas Walsh, PHEP Manager**  
Public Health Emergency Preparedness & Response  
San Francisco Department of Public Health  
P 628.217.6970 C 773.259.7666  
[douglas.walsh@sfdph.org](mailto:douglas.walsh@sfdph.org)

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**From:** Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>  
**Sent:** Wednesday, December 22, 2021 9:48 AM  
**To:** Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Walsh, Douglas (DPH) <douglas.walsh@sfdph.org>  
**Subject:** Fw: Map of Tenderloin PD District Boundaries

where's the best place to save this? both plans and ops?

**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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**Sent:** Wednesday, December 22, 2021 9:47 AM  
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Lisa Starliper, MPA  
Pronouns: She/Her/Hers  
Operations Manager  
Dept of Emergency Management  
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[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)  
415-517-5092 (work cell)

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**From:** [Gran, Betsy \(DPH\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#); [Walsh, Douglas \(DPH\)](#)  
**Subject:** RE: Map of Tenderloin PD District Boundaries  
**Date:** Wednesday, December 22, 2021 9:49:56 AM

---

I'll save it in both places (assuming these boundaries are static).

Thanks, Tiffany!

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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**Sent:** Wednesday, December 22, 2021 9:49 AM  
**To:** Gran, Betsy (DPH) <betsy.gran@sfdph.org>; Walsh, Douglas (DPH) <douglas.walsh@sfdph.org>  
**Subject:** Fw: Map of Tenderloin PD District Boundaries

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**Pronouns:** she/her  
**Deputy Director, Emergency Preparedness & Response**  
**San Francisco Department of Public Health**  
**333 Valencia St., San Francisco, Ca 94103**  
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**From:** Starliper, Lisa (DEM) <[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)>  
**Sent:** Wednesday, December 22, 2021 9:47 AM  
**To:** Bechelli, Adrienne (DEM) <[adrienne.bechelli@sfgov.org](mailto:adrienne.bechelli@sfgov.org)>; Boes, Tracy (POL) <[Tracy.Boes@sfgov.org](mailto:Tracy.Boes@sfgov.org)>; McDaniels, Christopher (DPW) <[christopher.mcdaniels@sfdpw.org](mailto:christopher.mcdaniels@sfdpw.org)>; Durden, DiJaida (DPW) <[DiJaida.Durden@sfdpw.org](mailto:DiJaida.Durden@sfdpw.org)>; Gale, Josh (PUC) <[JGale@sfgwater.org](mailto:JGale@sfgwater.org)>; Stein, Gail (MTA) <[Gail.Stein@sfmta.com](mailto:Gail.Stein@sfmta.com)>; Morrill, Jim (MTA) <[Jim.Morrill@sfmta.com](mailto:Jim.Morrill@sfmta.com)>; Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>; Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>; Candler, Robin (DPH) <[robin.candler@sfdph.org](mailto:robin.candler@sfdph.org)>; Cannariato, Umecke (HOM) <[umecke.cannariato@sfgov.org](mailto:umecke.cannariato@sfgov.org)>; Mazza, Mark (HOM) <[Mark.Mazza@sfgov.org](mailto:Mark.Mazza@sfgov.org)>; Sloan, April (FIR) <[april.l.sloan@sfgov.org](mailto:april.l.sloan@sfgov.org)>; Mason, Michael (FIR) <[michael.mason@sfgov.org](mailto:michael.mason@sfgov.org)>; Pang, Simon (FIR) <[simon.pang@sfgov.org](mailto:simon.pang@sfgov.org)>; DutyOfficer, DEM (DEM) <[demdutyofficer@sfgov.org](mailto:demdutyofficer@sfgov.org)>; Maimoni, Andy

(ADM) <[andy.maimoni@sfgov.org](mailto:andy.maimoni@sfgov.org)>; Wong, Bryan (ADM) <[bryan.v.wong@sfgov.org](mailto:bryan.v.wong@sfgov.org)>; Simon Bertrang <[simon@tlcbd.org](mailto:simon@tlcbd.org)>; Fernando Pujals <[fernando@urbanplaceconsulting.com](mailto:fernando@urbanplaceconsulting.com)>; Artie Gilbert <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>; Helene Sautou <[sautou@sfciviccenter.org](mailto:sautou@sfciviccenter.org)>; McCormick, Shawn (MTA) <[Shawn.McCormick@sfmta.com](mailto:Shawn.McCormick@sfmta.com)>; [jmello@blockbyblock.com](mailto:jmello@blockbyblock.com) <[jmello@blockbyblock.com](mailto:jmello@blockbyblock.com)>; Adami, Steve (ADP) <[steve.adami@sfgov.org](mailto:steve.adami@sfgov.org)>

**Cc:** Dodge, Samuel (DEM) <[sam.dodge@sfgov.org](mailto:sam.dodge@sfgov.org)>; Nazzareta, Daniel (FIR) <[daniel.nazzareta@sfgov.org](mailto:daniel.nazzareta@sfgov.org)>; Holcomb, Andrew (DEM) <[andrew.holcomb@sfgov.org](mailto:andrew.holcomb@sfgov.org)>; [steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com) <[steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com)>; Zamora, Francis (DEM) <[francis.zamora@sfgov.org](mailto:francis.zamora@sfgov.org)>; Hogan, Kristin (DEM) <[kristin.hogan@sfgov.org](mailto:kristin.hogan@sfgov.org)>; Kunins, Hillary (DPH) <[hillary.kunins@sfdph.org](mailto:hillary.kunins@sfdph.org)>; Chiu, Kent (MTA) <[Kent.Chiu@sfmta.com](mailto:Kent.Chiu@sfmta.com)>; Walsh, Douglas (DPH) <[douglas.walsh@sfdph.org](mailto:douglas.walsh@sfdph.org)>; Gran, Betsy (DPH) <[betsy.gran@sfdph.org](mailto:betsy.gran@sfdph.org)>; Sop, Anna (DEM) <[anna.sop@sfgov.org](mailto:anna.sop@sfgov.org)>; Rivera, Tiffany (DPH) <[tiffany.rivera@sfdph.org](mailto:tiffany.rivera@sfdph.org)>; Tullock, Cristel (ADP) <[cristel.tullock@sfgov.org](mailto:cristel.tullock@sfgov.org)>; Almeida, Angelica (DPH) <[angelica.almeida@sfdph.org](mailto:angelica.almeida@sfdph.org)>

**Subject:** Map of Tenderloin PD District Boundaries

Morning All,

Attached is the TL PD District map that I mentioned on today's call.

If there are any other mapping needs, that we may not have already thought of, please let me know.

Thanks,  
Lisa

Lisa Starliper, MPA  
Pronouns: She/Her/Hers  
Operations Manager  
Dept of Emergency Management  
1011 Turk Street  
San Francisco, CA 94102  
[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)  
415-517-5092 (work cell)

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

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

**Sent:** Thursday, December 9, 2021 2:01 PM

**To:** Bechelli, Adrienne (DEM); 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); Pang, Simon (FIR); Starliper, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; Fernando Pujals; Artie Gilbert; Helene Sautou; McCormick, Shawn (MTA); [jmello@blockbyblock.com](mailto:jmello@blockbyblock.com); Adami, Steve (ADP)

**Cc:** Dodge, Samuel (DEM); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM);



[steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com); Zamora, Francis (DEM); Hogan, Kristin (DEM); Kunins, Hillary (DPH); Chiu, Kent (MTA); Walsh, Douglas (DPH); Gran, Betsy (DPH); Sop, Anna (DEM); Rivera, Tiffany (DPH); Tullock, Cristel (ADP); Almeida, Angelica (DPH)

**Subject:** Daily TL Ops Mtg

**When:** Wednesday, December 22, 2021 9:30 AM-10:00 AM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Microsoft Teams Meeting

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- Outreach and services connection

Other agenda items as necessary:

- Medical calls
- Large encampment resolutions
- Significant events in area that need discussion (shootings, fires, etc.)

Thank you.

---

## Microsoft Teams meeting

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---

**From:** [Starliper, Lisa \(DEM\)](#)  
**To:** [Bechelli, Adrienne \(DEM\)](#); [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 \(FIR\)](#); [Pang, Simon \(FIR\)](#); [DutyOfficer, DEM \(DEM\)](#); [Maimoni, Andy \(ADM\)](#); [Wong, Bryan \(ADM\)](#); [Simon Bertrang](#); [Fernando Pujals](#); [Artie Gilbert](#); [Helene Sautou](#); [McCormick, Shawn \(MTA\)](#); [jmello@blockbyblock.com](#); [Adami, Steve \(ADP\)](#)  
**Cc:** [Dodge, Samuel \(DEM\)](#); [Nazzareta, Daniel \(FIR\)](#); [Holcomb, Andrew \(DEM\)](#); [steve@urbanplaceconsulting.com](#); [Zamora, Francis \(DEM\)](#); [Hogan, Kristin \(DEM\)](#); [Kunins, Hillary \(DPH\)](#); [Chiu, Kent \(MTA\)](#); [Walsh, Douglas \(DPH\)](#); [Gran, Betsy \(DPH\)](#); [Sop, Anna \(DEM\)](#); [Rivera, Tiffany \(DPH\)](#); [Tullock, Cristel \(ADP\)](#); [Almeida, Angelica \(DPH\)](#)  
**Subject:** Map of Tenderloin PD District Boundaries  
**Date:** Wednesday, December 22, 2021 9:47:42 AM  
**Attachments:** [DEM Tab Landscape TenderloinPDistrict.pdf](#)

---

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Thanks,  
Lisa

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San Francisco, CA 94102  
[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)  
415-517-5092 (work cell)

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**Cc:** Dodge, Samuel (DEM); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); [steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com); Zamora, Francis (DEM); Hogan, Kristin (DEM); Kunins, Hillary (DPH); Chiu, Kent (MTA); Walsh, Douglas (DPH); Gran, Betsy (DPH); Sop, Anna (DEM); Rivera, Tiffany (DPH); Tullock, Cristel (ADP); Almeida, Angelica (DPH)  
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---

**From:** [Tenner, Andrea \(DPH\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#)  
**Subject:** Re: Tenderloin Emergency Initiative -- Objectives for Op Period 2  
**Date:** Monday, December 20, 2021 7:45:56 AM

---

Thanks, Tiff.

Other things we need with deadlines to bring up on the call this am:

- Confirm that we can pivot the sobering center transport contract (and replace with taxi vouchers) by Wednesday
- confirm CBO staffing of the site by Friday
- we need a list of all of the services we will be connecting people to by Wednesday (this might be Deb's list of DPH services and partners in the TL but need to confirm)

Are you ok running the 845 call? I think we give the updates on this and then have the group leads report out on plans for today, as well as jail, ED, behavioral health, finance.

**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:** Monday, December 20, 2021 7:40:21 AM  
**To:** Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>  
**Subject:** Fwd: Tenderloin Emergency Initiative -- Objectives for Op Period 2

These were already our objectives for the week but I'll make sure to stress the importance of these getting done this week.

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

---

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

**Sent:** Sunday, December 19, 2021 6:18:03 PM

**To:** Boes, Tracy (POL) <Tracy.Boes@sfgov.org>; McDaniels, Christopher (DPW) <christopher.mcdaniels@sfdpw.org>; Durden, DiJaida (DPW) <DiJaida.Durden@sfdpw.org>; Gale, Josh (PUC) <JGale@sflower.org>; Stein, Gail (MTA) <Gail.Stein@sfmta.com>; Morrill, Jim (MTA) <Jim.Morrill@sfmta.com>; Tenner, Andrea (DPH) <andrea.tenner@sfdph.org>; Borne, Deborah (DPH) <deborah.borne@sfdph.org>; Candler, Robin (DPH) <robin.candler@sfdph.org>; Cannariato, Umecke (HOM) <umecke.cannariato@sfgov.org>; Mazza, Mark (HOM) <Mark.Mazza@sfgov.org>; Sloan, April (FIR) <april.l.sloan@sfgov.org>; Mason, Michael (FIR) <michael.mason@sfgov.org>; Pang, Simon (FIR) <simon.pang@sfgov.org>; Starliper, Lisa (DEM) <lisa.starliper@sfgov.org>; DutyOfficer, DEM (DEM) <demdutyofficer@sfgov.org>; Maimoni, Andy (ADM) <andy.maimoni@sfgov.org>; Wong, Bryan (ADM) <bryan.v.wong@sfgov.org>; Simon Bertrang <simon@tlcbd.org>; Fernando Pujals <fernando@urbanplaceconsulting.com>; Artie Gilbert <artieg@urban-alchemy.us>; Helene Sautou <sautou@sfciviccenter.org>; jmello@blockbyblock.com <jmello@blockbyblock.com>; McCormick, Shawn (MTA) <Shawn.McCormick@sfmta.com>

**Cc:** Walsh, Douglas (DPH) <douglas.walsh@sfdph.org>; Dodge, Samuel (DEM) <sam.dodge@sfgov.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Nazzareta, Daniel (FIR) <daniel.nazzareta@sfgov.org>; Holcomb, Andrew (DEM) <andrew.holcomb@sfgov.org>; Sop, Anna (DEM) <anna.sop@sfgov.org>; steve@urbanplaceconsulting.com <steve@urbanplaceconsulting.com>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>; Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>

**Subject:** Tenderloin Emergency Initiative -- Objectives for Op Period 2

Hello all,

Please see below for our objectives for this upcoming week, which represents Operational Period 2.

As you can tell, they've gotten a lot more specific and there's many more of them! Please let me know if there are any that have been left out.

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1. Focus disruption efforts of outreach, enforcement, and coordinated cleaning at the following hot spots: 400 block of Eddy, 600 block of Eddy, 300 block of Hyde, 300 block of Ellis, North side of intersection at 7th and Market. (Urban Alchemy, SFPD, DPW, TLCBD, MMBA, DPH, HSH, SFFD)
2. Finalize the process for expedited response to 311 complaints for infrastructure and cleaning requests for service in the Tenderloin by 12/24. (DEM, 311, DPW, PUC, MTA)
3. Validate the lighting survey and priority list by 12/23. (DEM, TLCBD, CCCBD, MMCBD).
4. Finalize list of required weekly metrics and ensure all agencies are able to successfully track and submit them weekly. (DEM)
5. Perform education and disruption efforts for illegal vending activities in front of Proper Hotel on 12/22 and 12/23. (DEM, DPH, DPW, SFPD)
6. Initiate planning for integration with Street Wellness Team pilot program to begin in late

January. (DEM, SFFD)

7. Finalize Linkage Center scope and purpose; perform outreach to community and neighborhood stakeholders starting 12/21. (DEM, OEWD, TMCBD, CCCBD, MMCBD, MMBA)
8. Schedule recurring Tenderloin resident townhall meetings/listening sessions with operations leadership. (HRC, DEM)
9. Select location for Linkage Center by 12/24. (DEM)
10. Finish draft Linkage Center staffing and transportation plans by 12/24. (DPH, HSH)
11. Finish guest referral process for Linkage Center by 12/24. (DPH, HSH, DEM, Urban Alchemy, TLCBD)
12. Create template for tracking of operational progress and send out situation report to operations team on 12/24. (DEM)

Thanks,  
Adrienne

---

**Adrienne Bechelli** (she/her)

Department of Emergency Management

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

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

**From:** Bechelli, Adrienne (DEM)

**Sent:** Thursday, December 9, 2021 2:01 PM

**To:** Bechelli, Adrienne (DEM); 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); Pang, Simon (FIR); Starliper, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; Fernando Pujals; Artie Gilbert; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn (MTA)

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**Cc:** [Walsh, Douglas \(DPH\)](#); [Dodge, Samuel \(DEM\)](#); [Almeida, Angelica \(DPH\)](#); [Nazzareta, Daniel \(FIR\)](#); [Holcomb, Andrew \(DEM\)](#); [Sop, Anna \(DEM\)](#); [steve@urbanplaceconsulting.com](#); [Zamora, Francis \(DEM\)](#); [Hogan, Kristin \(DEM\)](#); [Rivera, Tiffany \(DPH\)](#); [Kunins, Hillary \(DPH\)](#); [Carroll, Maryellen \(DEM\)](#)  
**Subject:** Tenderloin Emergency Initiative -- Objectives for Op Period 2  
**Date:** Sunday, December 19, 2021 6:18:06 PM  
**Importance:** High

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Thanks,  
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Department of Emergency Management

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- Outreach and services connection

Other agenda items as necessary:

- Medical calls
- Large encampment resolutions
- Significant events in area that need discussion (shootings, fires, etc.)

Thank you.

---

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**From:** [Tenner, Andrea \(DPH\)](#)  
**To:** [Rivera, Tiffany \(DPH\)](#); [Walsh, Douglas \(DPH\)](#)  
**Subject:** FW: Daily TL Ops Mtg  
**Date:** Friday, December 17, 2021 11:11:25 AM  
**Attachments:** [PRESS RELEASE MAYOR LONDON BREED DECLARES STATE OF EMERGENCY IN THE TENDERLOIN.msg](#)

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**Andrea (Andi) Tenner, MD, MPH, FACEP**

COVID Response Role: COVID Task Force Lead

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

333 Valencia Street, Suite 333

San Francisco, CA 94103

Office: 628-217-6972



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

**Date:** Friday, December 17, 2021 at 11:02 AM

**To:** Boes, Tracy (POL) <[Tracy.Boes@sfgov.org](mailto:Tracy.Boes@sfgov.org)>, McDaniels, Christopher (DPW) <[christopher.mcdaniels@sfdpw.org](mailto:christopher.mcdaniels@sfdpw.org)>, Durden, DiJaida (DPW) <[DiJaida.Durden@sfdpw.org](mailto:DiJaida.Durden@sfdpw.org)>, Gale, Josh (PUC) <[JGale@sfgov.org](mailto:JGale@sfgov.org)>, Stein, Gail (MTA) <[Gail.Stein@sfmta.com](mailto:Gail.Stein@sfmta.com)>, Morrill, Jim (MTA) <[Jim.Morrill@sfmta.com](mailto:Jim.Morrill@sfmta.com)>, Tenner, Andrea (DPH) <[andrea.tenner@sfdph.org](mailto:andrea.tenner@sfdph.org)>, Borne, Deborah (DPH) <[deborah.borne@sfdph.org](mailto:deborah.borne@sfdph.org)>, Candler, Robin (DPH) <[robin.candler@sfdph.org](mailto:robin.candler@sfdph.org)>, Cannariato, Umecke (HOM) <[umecke.cannariato@sfgov.org](mailto:umecke.cannariato@sfgov.org)>, Mazza, Mark (HOM) <[Mark.Mazza@sfgov.org](mailto:Mark.Mazza@sfgov.org)>, Sloan, April (FIR) <[april.l.sloan@sfgov.org](mailto:april.l.sloan@sfgov.org)>, Mason, Michael (FIR) <[michael.mason@sfgov.org](mailto:michael.mason@sfgov.org)>, Pang, Simon (FIR) <[simon.pang@sfgov.org](mailto:simon.pang@sfgov.org)>, Starliper, Lisa (DEM) <[lisa.starliper@sfgov.org](mailto:lisa.starliper@sfgov.org)>, DutyOfficer, DEM (DEM) <[demdutyofficer@sfgov.org](mailto:demdutyofficer@sfgov.org)>, Maimoni, Andy (ADM) <[andy.maimoni@sfgov.org](mailto:andy.maimoni@sfgov.org)>, Wong, Bryan (ADM) <[bryan.v.wong@sfgov.org](mailto:bryan.v.wong@sfgov.org)>, Simon Bertrang <[simon@tlcbd.org](mailto:simon@tlcbd.org)>, Fernando Pujals <[fernando@urbanplaceconsulting.com](mailto:fernando@urbanplaceconsulting.com)>, Artie Gilbert <[artieg@urban-alchemy.us](mailto:artieg@urban-alchemy.us)>, Helene Sautou <[sautou@sfciviccenter.org](mailto:sautou@sfciviccenter.org)>, jmello@blockbyblock.com <[jmello@blockbyblock.com](mailto:jmello@blockbyblock.com)>, McCormick, Shawn (MTA) <[Shawn.McCormick@sfmta.com](mailto:Shawn.McCormick@sfmta.com)>

**Cc:** Dodge, Samuel (DEM) <[sam.dodge@sfgov.org](mailto:sam.dodge@sfgov.org)>, Almeida, Angelica (DPH) <[angelica.almeida@sfdph.org](mailto:angelica.almeida@sfdph.org)>, Nazzareta, Daniel (FIR) <[daniel.nazzareta@sfgov.org](mailto:daniel.nazzareta@sfgov.org)>, Holcomb, Andrew (DEM) <[andrew.holcomb@sfgov.org](mailto:andrew.holcomb@sfgov.org)>, Sop, Anna (DEM) <[anna.sop@sfgov.org](mailto:anna.sop@sfgov.org)>, [steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com)

<steve@urbanplaceconsulting.com>, Zamora, Francis (DEM) <francis.zamora@sfgov.org>, Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>, Rivera, Tiffany (DPH) <tiffany.rivera@sfdph.org>, Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>

**Subject:** RE: Daily TL Ops Mtg

Hi all, hot off the press! Please see attached for the Mayor's local declaration of emergency in the Tenderloin.

---

**Adrienne Bechelli** (she/her)

Department of Emergency Management

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

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

**From:** Bechelli, Adrienne (DEM)

**Sent:** Thursday, December 9, 2021 2:01 PM

**To:** Bechelli, Adrienne (DEM); 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); Pang, Simon (FIR); Starliper, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; Fernando Pujals; Artie Gilbert; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn (MTA)

**Cc:** Dodge, Samuel (DEM); Almeida, Angelica (DPH); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); anna.sop@sfgov.org; steve@urbanplaceconsulting.com; Zamora, Francis (DEM); Hogan, Kristin (DEM); Rivera, Tiffany (DPH); Kunins, Hillary (DPH)

**Subject:** Daily TL Ops Mtg

**When:** Friday, December 17, 2021 9:30 AM-10:00 AM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Microsoft Teams Meeting

This meeting will serve as the daily operations huddle for crisis operations in the Tenderloin, effective 12/13/21. Meeting participants will include city and non-city departments that are responsible for various levels of the above operations in the Tenderloin. Please forward to the most relevant operations lead for your agency.

This meeting will review daily operational objectives for:

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**From:** [Bechelli, Adrienne \(DEM\)](#)  
**To:** [Boes, Tracy \(POL\)](#); [McDaniels, Christopher \(DPW\)](#); [Durden, DiJaida \(DPW\)](#); [Gale, Josh \(PUC\)](#); [Stein, Gail \(MTA\)](#); [Morrill, Jim \(MTA\)](#); [Tanner, Andrea \(DPH\)](#); [Borne, Deborah \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Cannariato, Umecke \(HOM\)](#); [Mazza, Mark \(HOM\)](#); [Sloan, April \(FIR\)](#); [Mason, Michael \(FIR\)](#); [Pang, Simon \(FIR\)](#); [Starliper, Lisa \(DEM\)](#); [DutyOfficer, DEM \(DEM\)](#); [Maimoni, Andy \(ADM\)](#); [Wong, Bryan \(ADM\)](#); [Simon Bertrang](#); [Fernando Pujals](#); [Artie Gilbert](#); [Helene Sautou](#); [jmello@blockbyblock.com](mailto:jmello@blockbyblock.com); [McCormick, Shawn \(MTA\)](#)  
**Cc:** [Dodge, Samuel \(DEM\)](#); [Almeida, Angelica \(DPH\)](#); [Nazzareta, Daniel \(FIR\)](#); [Holcomb, Andrew \(DEM\)](#); [Sop, Anna \(DEM\)](#); [steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com); [Zamora, Francis \(DEM\)](#); [Hogan, Kristin \(DEM\)](#); [Rivera, Tiffany \(DPH\)](#); [Kunins, Hillary \(DPH\)](#)  
**Subject:** RE: Daily TL Ops Mtg  
**Date:** Friday, December 17, 2021 11:02:45 AM  
**Attachments:** [PRESS RELEASE MAYOR LONDON BREED DECLARES STATE OF EMERGENCY IN THE TENDERLOIN.msg](#)

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**Cc:** Dodge, Samuel (DEM); Almeida, Angelica (DPH); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); [anna.sop@sfgov.org](mailto:anna.sop@sfgov.org); [steve@urbanplaceconsulting.com](mailto:steve@urbanplaceconsulting.com); Zamora, Francis (DEM); Hogan, Kristin (DEM); Rivera, Tiffany (DPH); Kunins, Hillary (DPH)

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