



## 2022 Supplemental Report: HSH Overdose Prevention Policy

### OVERVIEW

Ordinance No. 084-21, passed by the Board of Supervisors in June 2021, requires the Department of Homelessness and Supportive Housing (HSH) to annually submit a departmental policy to the Board of Supervisors describing how the Department and its grantees that provide direct services to clients who use drugs will promote strategies to reduce drug overdoses. This cover letter supplements HSH's 2022 update, providing information about our implementation of the policy over the last year.

HSH's mission is to make homelessness rare, brief, and one-time through the provision of high-quality services. The Department's work centers on the core components of the Homelessness Response System: Street Outreach, Coordinated Entry, Problem Solving, Prevention, Temporary Shelter, Housing, and the Housing Ladder. Since the Department's creation in 2016, HSH has supported the integration of harm reduction across the core components of the Homelessness Response System as an effective strategy for overdose prevention. More information about HSH's programmatic work is available in the [Department's 2021 submission](#).

### 2022 IMPLEMENTATION UPDATES

Throughout 2022, HSH worked to implement the HSH Overdose Prevention Policy across the Department and the Homelessness Response System.

#### Implementation at HSH

Some of the implementation work directly involved HSH staff. The policy required the Department to train designated staff, post relevant information at all sites HSH manages, and develop a protocol for responding to onsite overdoses.

- Training** – All HSH staff who directly interact with clients are now required to take an annual harm reduction and overdose prevention training. This group includes HSH staff who provide supportive services at Permanent Supportive Housing and HSH staff who do outreach.
  - As of November 15, 2022, 36 of the 62 staff required to take this training had done so.
  - Per our Overdose Response Policy, staff are required to take a training by December 15, 2022 (90 days after the DPH online training becoming available). We anticipate that remaining staff will complete their training before the deadline.
- Information** – HSH is required to post information about syringe access and disposal, as well as up-to-date referral information about naloxone access and the schedule of naloxone distribution, at sites the Department manages. This requirement has been fulfilled at all 32 active sites the Department owns or leases.

3. **Protocol** – The Department developed a protocol for responding to overdoses when one occurs in the presence of Department staff or on Department-managed property. The protocol was socialized with our supportive housing staff, outreach staff, facilities and security teams. Before the end of 2022, we will distribute this protocol to all HSH staff.

## Implementation with HSH Providers

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The bulk of the Department’s implementation work in 2022 involved bringing our grantee organizations into compliance with the HSH Overdose Prevention Policy. HSH has incorporated requirements to comply with the Overdose Prevention Policy into our contract and grant agreements with nonprofits on a rolling basis as new agreements begin and existing agreements are amended.

As of November 15, 2022, there are **31 organizations** that are now required to comply with these requirements. HSH will continue to add these requirements into the agreements for our **other 42 existing service providers** and any new providers on a rolling basis.

1. **Overdose Prevention Policies** – Thirty of the 31 organizations required to do so have submitted an Overdose Prevention Policy. These policies include all the required elements laid out in HSH’s policy (ex. posting syringe and naloxone information, developing a protocol for onsite overdose responses). Through annual program monitoring, the Department will track compliance with these requirements.
  - a. HSH is working with the remaining provider to support their completion of a policy.
  - b. Six of the 42 providers that are not yet contractually obligated to submit a policy chose to submit a policy early, bringing the total number of providers with submitted policies to 36.
  - c. To help providers produce these policies and prepare for compliance, HSH hosted four provider sessions focused on overdose prevention policies and weekly office hours in September 2022. Additionally, the Department created a guide (including a template policy) for providers to use while developing their policies.
2. **Training** - As of fall 2022, there were 1,549 provider staff at HSH-funded nonprofits that were required to take an overdose prevention training. Providers had 90 days following the availability of the DPH online training to complete training. Since the training became available on September 15, 2022, the deadline is December 15, 2022.
  - a. Of those staff, over half – 820 - had taken a training by November 15, 2022. The Department will continue to track completion through the deadline.
  - b. HSH distributed information about the DPH training and the requirement to take it through various channels to our providers, including email memos and announcements at several different provider calls.
  - c. HSH anticipates approving an agreement with The DOPE Project before the end of 2022 to provide technical assistance and training for our providers related to overdose prevention. This agreement will supplement the DPH online training by providing additional trainings. In addition, DOPE will help providers with some of the more difficult aspects of implementing their Overdose Prevention Plans, including sourcing naloxone and developing overdose



response protocols.

3. **Critical Incident Reports** – In 2022, HSH rolled out a new system to better track and collect Critical Incident Reports (CIRs). This system was adopted in site-based Permanent Supportive Housing (PSH) in June 2022 and in shelters in October 2022. This report tracks data between the rollout and November 15, 2022.
  - a. **Shelters:** 21 CIRs involving overdoses (including 8 reversals).
  - b. **PSH:** 16 CIRs involving overdoses (including 5 reversals).

