



Mayor Edwin M. Lee

Behavioral Health Services Monthly Director's Report May 2017

1. MENTAL HEALTH SERVICES ACT (MHSA)

DPH Receives Achievement Awards from the National Association of Counties (NACo)



The National Association of Counties (NACo) has granted the City and County of San Francisco, Department of Public Health, two 2017 Achievement Awards for its “Vocational Rehabilitation Employment and Training Programs” and “Peer-to-Peer Programs”. Started in 1970, NACo’s annual Achievement Award Program is designed to recognize innovative county government programs. NACo President Bryan Desloge said, “Counties overcome complex challenges, provide essential services and constantly do more with less. We applaud these Achievement Award-winning counties for outstanding efforts to improve residents’ quality of life.”

The Peer-to-Peer Support Services is a service category under the Department of Public Health’s MHSA Program, which comprises of thirteen (13) peer programs that are designed to improve and support the mental health and overall wellness of San Franciscans. The peer programs are also designed to integrate peer specialists in the public mental health service delivery system.

The *Vocational Rehabilitation Employment and Training Programs* is a service category under the Department of Public Health’s MHSA Program. This service category comprises of ten (10) vocational programs that are designed to ensure that individuals with serious mental illness and co-occurring disorders are able to secure meaningful and long-term employment. In collaboration with the California Department of Rehabilitation, SFDPH has identified a need for various training and employment support programs to meet the current labor market trends and employment skill-sets necessary to succeed in the competitive workforce.

Congratulations to San Francisco and the Department of Public Health. For more information – please visit: www.sfdph.org/MHSA

Mental Health Awareness Month – May 2017

At the request of the Department of Public Health, Behavioral Health Services’ Client Council to the City of San Francisco, City Hall will be lit up in lime green color, on May 24, 2017, in honor of May Mental Health Awareness Month.

**May is Mental Health Awareness Month
Events for May 2017
San Francisco**

FREE OPEN to the PUBLIC

<u>DATE</u>	<u>DAY of WEEK</u>	<u>TIME</u>	<u>EVENT</u>	<u>LOCATION</u>
April 29	Saturday	11AM-12:30PM	Youth Minds Matter!! Panel Presentation, Resources & More	San Francisco Main Library Latino/Hispanic Room 100 Larkin St @ Grove SF, CA 94102
May 4	Thursday	9AM-1PM	Vocational Client Services and Stigma Busters Presentation Exploring Meaningful Purpose for Clients and Residents	25 Van Ness Avenue (near Market) Room #610 SF, CA 94102
May 15	Monday	1PM-3PM	3rd Annual Open Mic! SHARE YOUR TALENT! Poetry, Song, Art, Dance, Self-Expression Artists to please sign up early	San Francisco Main Library Latino/Hispanic Room 100 Larkin St @ Grove, SF, CA 94102
May 16	Tuesday	9AM-12:30PM	Vocational Summit Information, Counselors, Resources and Prizes	San Francisco Main Library Latino/Hispanic Room 100 Larkin St @ Grove, SF, CA 94102
May 19	Friday	5PM-8PM	Film Festival Pixar's Animated Film "UP" FRIDAY FUN FILM NIGHT! with Facilitated Discussion	25 Van Ness Avenue (near Market) Room # 610 SF, CA 94102
May 25	Thursday	9AM-11:30AM	Advocacy and Self Care Resources for the Community	Chinatown/North Beach Mental Health Service 729 Filbert Street SF, CA 94133

For more information or to RSVP, please contact Victor Gresser at 415-255-3651 or victor.gresser@sfdph.org
For interpreter or ADA accommodation request, please contact Victor a week in advance.

Sponsored by San Francisco Department of Public Health (SFDPH), Behavioral Health Services (BHS), Mental Health Service Act (MHSA).

MHSA Peer Specialist Mental Health Certificate-Advanced Course

Richmond Area Multi-Services, Inc. (RAMS) is excited to announce that the [Peer Specialist Mental Health Certificate Program](#) is accepting applications for its 8-week [Peer Specialist Mental Health Certificate Advanced Course Summer 2017 Cohort](#), with classes set to begin on Thursday, June 15th, 2017. This course is designed for those interested in working as peer providers, advocates and volunteers in the community. Funded by the Mental Health Services Act (MHSA), the Peer Specialist Mental Health Certificate Program (part of the Division of Peer-Based Services) offers training and education opportunities for individuals and family members of individuals that have accessed behavioral health services, who are providing--or are interested in providing--peer counseling, advocacy and support services in the community behavioral health field in San Francisco. Please see the attached flyers. Application due date: May 26, 2017.



- (Attachment 1)
- (Attachment 2)
- (Attachment 3)

2. BRINGING WELLNESS TO THE WORKPLACE

In honor of Earth Day, the new SFDPH-BHS Staff Wellness Coordinator, Nia Ibu, LCSW, organized an activity for BHS staff that incorporated elements of nature into organization wellness. Staff were invited to bring plants and seedlings to exchange with colleagues. Staff also repotted plants and made wonderful new arrangements that could adorn their workspaces and homes. At this event staff also learned the benefits of having plants in the workplace, such as; stress-reduction, increased air quality, more energy due to increased oxygen, a better work environment, and a built in organizational self-care routine in the form of ongoing plant care.

Since the event, staff interactions and merriment have increased as people are visiting each other to teach plant care tips and showcase their thriving plant arrangements. Plants were donated to the Slice of Life Café at 1380 Howard Street (UCSF Citywide Employment Vocational Rehabilitation Program) and increased the warm & inviting environment for all staff to enjoy. Some staff are contemplating making a plant club to support ongoing wellness in the work environment and are looking forward to the next Annual Plant Exchange.



1st Annual BHS Earth Day Plan Exchange

3. ADULT/OLDER ADULT SYSTEM OF CARE UPDATE

Client Flow between ICM/FSP and Mental Health Outpatient Programs

Conversations began in November 2016 between SFDPH-BHS Adult/Older Adult Systems-of-Care and Quality Management staff, directors of Intensive Case Management and Full Service Partnership (ICM/FSP) programs, and directors of regular Outpatient Mental Health (OP MH) programs, on the challenges faced in graduating clients successfully from ICM/FSP intensive level-of-care into regular OP MH treatment.

Effective teamwork at the system-level between ICM/FSP programs and OP MH programs is important because these two modalities are ultimately responsible for helping individuals with serious mental illness achieve stabilization, recovery and wellness in the community over time. The two modalities need to work together to provide clients with the right level-of-intensity of care at the right time, both when clients are stabilizing and achieving wellness, and when clients are going through difficulties and needing more support. The system of care needs to be able to step up clients to ICM/FSPs when they need higher intensity care and wrap-around services, and step down to OP MH when they eventually get better and need less intensive follow-up.

But because there is a limited number of clients at any given time who can be accommodated into ICM/FSPs (ICM/FSPs have low and fixed staff-to-client ratios), there is a waiting list to get into ICM/FSPs. Clients on the ICM/FSP waiting list have to be served as best as possible in OP MH programs until ICM/FSP slots open up. OP MH programs have a very high need for ICM/FSP client placements – half of all client referrals into ICM/FSPs come from OP MH programs. If more clients are able to successfully transition down from ICM/FSPs into OP MH programs, then more clients on the waiting list can be enrolled into ICM/FSPs.

In early April 2017, fifteen (15) OP MH and thirteen (13) ICM/FSP programs began meeting together twice a month to brainstorm ideas on improving the successful transition of clients who could be stepped down, with the right supports, from ICM/FSP to OP MH level of care. *Learning for Action* is facilitating the brainstorming and planning process. Heading into their 4th joint meeting, the directors of these 28 mental health programs have collaboratively narrowed their identification of possible improvements in the ICM/FSP to OP MH transition (“graduation”) process into four areas:

1. Establishing Protocols, Processes, and Best Practices – such as, developing criteria for clients’ readiness to step-down from ICM/FSP to OP MH level of care, protocols for the stepping-down process that promote the greatest opportunities for success, and ideas for how peer navigators can assist.
2. Fostering Cross-Agency Communication & Partnership – such as, improved communication and clear expectations between ICM/FSPs and OP MH programs in the provision of care.
3. Creating a Supported Transition Period – such as, ICM/FSP staff staying engaged with clients for a number of months after the transfer to OP MH (including ICM/FSP staff conducting outreach, as appropriate, should clients miss OP MH appointments).
4. Addressing the Gap between Levels of Care – such as, creating an OP MH “plus” level of care.

As a stakeholder in this process, consumers input is being solicited – the next joint ICM-FSP/OP-MH meeting on May 19th involves a panel of consumers who will share their experiences and concerns, and offer suggestions of what will be helpful and not helpful in the step-down process.

The brainstorming will culminate at the end of June with the selection of improvement ideas to test toward the successful transition/graduation of clients from ICM/FSPs to OP MH.

4. CHILDREN, YOUTH AND FAMILIES (CYF) UPDATES

Mission Family Center

Mission Family Center (MFC) continues to host the Integrated Family Therapy Reflective Team every Wednesday afternoon with SFDPH-BHS staff and DPH network provider employees, under the direction of Dr. Ken Epstein and Lynn Dolce, LMFT. MFC just finished two very successful FUERTE groups at Balboa High in collaboration with their Teen Clinic staff and at SF International High School. Mission Family Center is looking at the possibility of implementing a “FUERTE Alumni” activity over the summer and planning for FUERTE groups next academic year again at Balboa and SF International, with a possible addition at O’Connell. Congratulations to long-time employee Josefina Juarez who was promoted to the Assistant Director’s position at Southeast Child and Family Therapy Center. MFC is busily preparing for its biggest outreach effort of the year – The 39th Year Celebration of CARNAVAL in San Francisco. This year they will be sharing the booth with Instituto Familiar de la Raza, one of the collaborators in the Spanish Speaking Providers Network. The theme for 2017 is “El Corazón de San Pancho” (The Heart of San Francisco). As always, MFC will host activities providing art, fun and education to our community about behavioral health services for children, youth and families – incorporating the theme of El Corazon.

Chinatown Child Development Center (CCDC)

The Chinatown Child Development Center’s staff and Infant Development Program held its annual Easter Egg Hunt at Huntington Park on April 11, 2017. With anticipating Easter being just around the corner, the toddlers, youth and their caregivers eagerly painted and decorated their own Easter Eggs the week prior for this fun event. Among honored guests & wonderful helpers were officers from the San Francisco Police Department. Thank you to the police officers for their continued support of the CCDC’s events & our community. To further highlight the 7+ years of ongoing support from the San Francisco Police Department, the officers continue to bring a smile to every child they interact with by engaging in playful interaction, helping the children find the hidden painted eggs and Easter treats, in addition to posing for uniformed pictures as well as handing out the junior SFPD stickers during the event. Everyone had a wonderful and festive celebration, especially the toddlers & youth!

The Chinatown Child Development Center continues to collaborate with agencies in the San Francisco community to bring awareness, psycho-education and prevention of all domestic and family violence to the children, youth and families we serve, during the Asians Against Violence monthly meetings held at Donaldina Cameron House. Current projects for the group entail finalizing the Brave Little Panda e-book storyline and illustrations (focusing on raising awareness and preventing child sexual abuse). In addition, the group will also be energetically moving ahead with planning the International Mental Health & Violence Prevention Conference, which will be held in October, 2018.

Southeast Child/ Family Therapy Center

The Center said goodbye to one of its gifted & beloved clinicians, Joy Gamble, LMFT. Joy will be transitioning to *Project 500* to work with high risk, low income families, providing services within their homes, alongside Public Health nurses and other community partners. We wish her all the very best in her new job and are so appreciative of her years of devoted services.

The Center welcomed Josefina Juarez, LCSW as the new Assistant Director. Josefina brings 11 years of experience providing outpatient mental health services at Mission Family Center. She will be based at the Silver Avenue Family Health Center located at 1525 Silver Avenue. Also, two of the clinicians at the Blanken site are expanding their hours to serve more clients and to increase outreach to the schools and the community.

We are proud to report that an application was submitted for a Promising Future grant to increase the collaboration with the Bayview YMCA, in order to better serve African American male youth ages 12-24. We are hopeful, yet confident, that we will be asked to submit a complete proposal. Dr. Clifton Hicks took the initiative on this, along with Omolade Roddy, to bring all of the community partners to the table.

Early Childhood Mental Health Consultation Initiative (ECMHCI)

The ECMHCI provides mental health consultation services across 160+ service settings throughout San Francisco including early care and education centers, homeless and domestic violence shelters, family resource centers, family child care homes, and substance use disorder treatment programs. We served 8,956 children, 1,698 child care providers, and 3,628 parents last fiscal year. We are pleased to report that 95% of child care providers and 99% of parents reported satisfaction with services received by their mental health consultant. Both groups also reported over 70% improvements in increased positive social interactions and communication skills with children in their care, as a result of the mental health consultation services.

L.E.G.A.C.Y. - Lifting and Empowering Generations of Adults, Children & Youth

L.E.G.A.C.Y.'s 13-week Chinese Triple P class will come to an end May 22, 2017. The classes are geared to assist caregivers in acquiring appropriate parenting skills.

At April's Family Support Night, staff from HSA-CalFresh was invited to speak with the families about accessing benefits and answer some of the frequently asked questions about the CalFresh program. The speaker also educated families about healthy and nutritious food choices.

On April 25th, L.E.G.A.C.Y. staff presented on mental health first aid and suicide prevention at Leadership High School. L.E.G.A.C.Y. was able to send a youth representative to participate in the Youth Minds Matter event held on April 29th at the San Francisco Public Library.

5. ASSISTED OUTPATIENT TREATMENT (AOT)

Assisted Outpatient Treatment (AOT) is pleased to welcome & introduce the newest staff member, Veronica Aburto. We are very excited to have her on the team!



Ms. Aburto eagerly joins the AOT Care Team with a wide range of experience working at different mental health clinics as a peer counselor, peer navigator, and HIV test counselor. She received her B.S. in Health Education with a Minor in Holistic Health from San Francisco State University. Ms. Aburto has also received a Community Health Worker Certificate, Community Mental Health Worker Certificate, and HIV/STI Prevention Studies Facilitation and Case Management Skill Specialty Certificate from City College of San Francisco. Ms. Aburto is deeply passionate about working with people who face mental illness and supporting their families, particularly in the

Latino community. Mindfulness is an important practice to her and she applies it in her daily life and her interaction with others.

As always, if you would like more information about AOT, please visit our webpage at www.sfdph.org/aot and check out our Annual Report! If you would like to make a referral to AOT, please contact us at 415-255-3936.

6. DHCS TRIENNIAL REVIEW OF SAN FRANCISCO MENTAL HEALTH PLAN

California Department of Health Care Services (DHCS) conducted its triennial onsite review of the San Francisco County Mental Health Plan's (MHP) Specialty Mental Health Services (SMHS). The onsite review began on Monday, April 24th and concluded on Thursday, April 27th. Additionally, several documents & materials were provided to the review team prior to their onsite visit. DHCS utilized the Fiscal Year 2016-2017 Annual Review Protocol for Consolidated Specialty Mental Health Services and Other Funded Programs (Mental Health and Substance Use Disorder Services Information Notice 16-045) to conduct the review. The purpose is to review the MHP's program and fiscal operations to verify that medically necessary services are provided to beneficiaries in compliance with State and Federal laws and regulations and/or the terms of the contract between DHCS and the MHP.

SFDPH-BHS/San Francisco MHP performed very well and there were noted improvements compared to previous reviews. Preliminary results indicated a 95% compliance rate for System Review (including Mental Health Services Act) and 81% for Chart Documentation. There were several areas identified for corrections and improvements, which BHS/MHP will be following up on at address. At this time, we are still awaiting the official Report on the Triennial Review from DHCS. Meanwhile, we are truly grateful for everyone's hard work and diligence in preparation for this Review, most importantly for the positive & meaningful impact made each & every day on the lives of our consumers and the community at large.

Past issues of the CBHS Monthly Director's Report are available at:

<http://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/CBHSdirRpts.asp>

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