



Behavioral Health Services Monthly Director's Report November 2018

1. MENTAL HEALTH SERVICES ACT (MHSA)

2018 MHSA Awards Ceremony

This year was San Francisco's 8th Mental Health Services Awards Ceremony. Over 185 awardees were celebrated! The theme for this year was *We Are Legends*. The meaning behind this theme was to honor and recognize peers who are actively working on their own recovery and wellness. The entertainment was fabulous and was put on by peer within our community. We had comedy, beat boxing, acting, poetry, and musical instruments. Every year there is one large award category known as Achievement in Recovery and then there are three additional categories. Kim Knoble was recognized as Peer of Year and Chelzea Esquivel received the Peer Impact Award. SOLVE (Sharing Our Lives Voices and Experiences) and SVIP (Street Violence Intervention Program) were recognized as Teams of the Year. This year two individuals were recognized in the peer community who were lost to acts of violence; Joseph Taotui who was a part of SVIP and Norman Tanner who helped establish Black Brothers Esteem at the San Francisco AIDS Foundation among other notable things. These two individuals embodied passion and activism for causes that were near to their hearts and they will be dearly missed. The day ended with a delicious lunch from the CHEFS program.



MHSA Awards Committee Members left to right: CW Johnson, Dewonna Howard, Ardeshir Arbab, & Kim Knoble

SFDPH/BHS Innovation Project Approved by the Mental Health Services Oversight and Accountability Commission

On Thursday, October 25th, an innovation project entitled Wellness in the Streets (WITS) under the San Francisco Mental Health Services Act (MHSA) program, was approved by the Mental Health Services Oversight and Accountability Commission (MHSOAC), after a panel presentation. The intent of this project is to adapt existing mental health approaches in order to increase access to underserved groups, specifically, providing peer-to-peer counseling and peer interventions to unhoused individuals where they are at & directly on the streets. The project was approved by the MHSOAC in an amount of \$1.75 million for a period of five years.

Peer interventions that will be tested in this peer-run, peer-led innovation project will be manual-based and evidence-based peer modalities including WRAP, Seeking Safety, crisis planning, wellness planning, and coping skills development, which have rarely been utilized directly on the streets. The purpose of the project is to move individuals along the stages of change until they are able to engage in *traditional* services. An innovative real time feedback tool will be used for program development and quality improvement. For questions contact MHSA@sfdph.org.



Peer Specialist Mental Health Certificate Program is NOW accepting applications for its 8-week Peer Specialist Mental Health Certificate Advanced Course Winter 2019 Cohort

Funded by the San Francisco Department of Public Health with Mental Health Services Act (Prop 63) funds, the Peer Specialist Mental Health Certificate Program (part of the Division of Peer-Based Services at RAMS, Inc.) offers training and education opportunities for individuals and family members of individuals that have accessed behavioral health services, and those who are providing--or are interested in providing--peer counseling, advocacy and support services in the field of behavioral health services in San Francisco.

In addition to the flagship Peer Specialist Mental Health Certificate Entry Course that has been offered in partnership with San Francisco State University Department of Counseling since 2010, RAMS has designed its Advanced Course to empower and educate individuals who are currently providing counseling, support services and/or advocacy in the community--or possess relevant training, volunteer and/or educational experience--who would like to obtain specialized training and professional development opportunities in a collaborative learning environment.

We are looking for individuals who:

- Are at least 18 years of age and a resident of San Francisco;
- Have successfully completed at least a High School education or GED, and
- Are able to attend 8 weeks of classes on Tuesdays and Thursdays (3PM-6PM) from January 22nd - March 14th, 2019 @ SFSU Downtown Campus, 835 Market Street.

The course is targeted to individuals (or family members of individuals) that have experience with and/or have accessed behavioral health services. Individuals with current or past work experience, education, and/or training (including volunteer and advocacy work) in peer counseling and the behavioral health services field are highly encouraged to apply.

Application and Course Timeline:

Thursday, November 15th: Application Release

Thursday, November 29th @ 4-5:30PM - 835 Market Street: Informational Program Open House

Thursday, December 20th @ 5PM: Application Submission Deadline

On or before January 7, 2019: Notification of Application Status

Tuesday, January 22, 2019: First Day of Instruction

Please feel free to contact the Program Manager, Kristin Snell, at (415) 579-3021 x102, or via email at kristinsnell@ramsinc.org, should you have any questions or would like any additional information. Materials are also available for download at: <http://www.ramsinc.org/peer.php>. If you would like physical copies of application materials mailed to you, please respond to this email and provide your name and address and materials will be sent to the address provided.

2. CHILDREN, YOUTH AND FAMILIES (CYF) SYSTEM OF CARE

Spotlight on Chinatown Child Development Center and Southeast Child & Family Therapy Center

In October, Chinatown Child Development Center (CCDC) participated in the 23rd Annual Chinatown Community Health Fair held at the Chinatown YMCA. CCDC staff greeted fair attendees with information about mental health awareness and services provided at CCDC. Participants were able to take advantage of free health screenings, community information and resources, children's games and free gifts. Co-Organizers of this event are Gum Moon/Asian Women's' Resource Center and NICOS Chinese Health Coalition.

Southeast Child & Family Therapy Center is excited to announce that they have developed three Workgroup Committees to address issues that impact program development; Clinic/Staff Wellness and issues related to San Francisco Unified School District. Each committee has staff who are interested in being proactive respective to their interest in each of the committees. The Center's goal is to have these workgroups meet once a month and provide updates at staff meetings to engage all staff in richer discussions about what's happening in & outside the center, and how they all can contribute to improving the services to our families that we serve & with each other as co-workers. Also, in preparation for Día de los Muertos (Day of the Dead), they provided a papel picado (cultural crafts) workshop for families and staff. They created a memorial for loved ones who have deceased, discussing the importance of ritual and remembrance in working through grief.

3. FORENSIC/JUSTICE INVOLVED BEHAVIORAL HEALTH SERVICES

Spotlight on Drug Court

2018 has been an exciting year for Drug Court Treatment Center (DCTC). During this time, DCTC has completely transitioned to as a Department of Public Health program and moved to 555 Polk Street to co-locate with the Community Justice Center and Violence Intervention Program. There have been a number of changes in staffing and we are excited to introduce our newest hire, Elaine Nicholas, LMFT who started with DCTC in early October. Elaine comes to SFDPH-BHS from a diverse background serving youth and adults. Her career in social work started in New York working at the Children's Art Carnival. She has a wealth of experience with clinical case management having worked at Riley Center, Bayview Integrated Behavioral Health, and at Contra Costa County. Having a licensed clinical at DCTC will allow us to further expand our services and increase our ability to serve individuals who have complex behavioral health needs.

The Drug Court Treatment Center also celebrated its fourth and last graduation for 2018. DCTC works closely with participants to support them on their journey to recovery and wellness. Prior to joining DCTC, 92% of graduates used drugs daily or multiple times a week. At the time of graduation, all participants were drug free for at least 6 months! Similarly, 56% had no income at intake and now 88% are employed and have legal sources of income. All participants are now safely housed (48% homeless at intake) and 40% of participants are enrolled or plan to enroll in school or vocational training. Lastly, 32% of graduates have reconnected or reunified with their children. Congratulations to all the graduates!

Spotlight on Assisted Outpatient Treatment

Assisted Outpatient Treatment (AOT) completed three years of implementation on November 2, 2018. AOT is comprised of the SFDPH-BHS Care Team and UCSF Citywide treatment team. BHS is pleased to share that AOT will be expanding both teams in order to serve a growing number of referrals. The SFDPH-BHS Care Team is excited to welcome Stephanie Dupuy, ASW, as a behavioral health clinician. Stephanie has joined AOT after completing her clinical internship with the Care Team, has a great deal of experience partnering with a multidisciplinary care team, and is a great asset.

Since implementation, individuals in contact with AOT have shown overall reductions in psychiatric emergency services (PES) contacts, psychiatric hospitalizations, and incarcerations. Specifically, 76% of AOT participants were successful in reducing or avoiding PES contacts, 60% were successful in reducing or avoiding time spent in inpatient psychiatric hospitalization, and 79% were successful in reducing or avoiding time spent on incarcerated.

Upcoming, the pharmacy will have two “Kaizen” improvement workshops based on our Value Stream Mapping work:

1. Kaizen #1: December 3-7 will be about improving and organizing our workplace. LEAN refers to this as “Five S” (Sort, Set in order, Shine, Standardize and Sustain).
2. Kaizen #2: January 28-Feb 1 will be about improving and organizing our workflow.

5. Quality Management

External Quality Review Organization (EQRO) Visits in December 2018

Each year, the California Department of Health Care Services (DHCS) is required to evaluate the quality of behavioral health services provided to Medi-Cal beneficiaries. To do this, DHCS contracts with an independent “External Quality Review Organization” (or “EQRO”) to conduct on-site reviews in every county in the state. The contractor, Behavioral Health Concepts (BHC), will conduct a three-day EQRO review of our San Francisco Mental Health Plan on December 4-6, 2018, and a three-day review of our Drug Medi-Cal Organized Delivery System on December 11-13, 2018. The reviews are coordinated by Behavioral Health Services’ Quality Management team.

The EQRO review covers the four domains of Quality, Access, Timeliness, and Outcomes, and draws on a number of information sources, including written documentation and reports (e.g., analysis of access to care indicators, Quality Improvement Work-plan evaluation reports, Cultural Competency Plan accomplishments, etc.); group interviews with key staff from civil service clinics and contract agencies; focus groups with consumers and family members; a review of two required Performance Improvement Projects; analysis of our Medi-Cal approved claims data; an Information Systems Capabilities Assessment, and clinic site visits.

Highlighted Topics for the Mental Health EQRO Review, December 4-6

This year, EQRO reviewers have asked to conduct focus groups with consumers (whom they refer to as “beneficiaries”) who represent the following groups:

- 1) White and African American Older Adults,
- 2) Latino, Spanish-speaking Adults,
- 3) Chinese, Mandarin-speaking Adults, and
- 4) Transitional Age Youth.

In addition, EQRO staff will conduct group interviews with the following staff groups:

- 1) Clinical line staff,
- 2) Psychiatric Providers and Pharmacy,
- 3) Intensive Case Management Staff,
- 4) Program Managers,
- 5) CBO Leadership,
- 6) IT/Billing Staff,

- 7) Supported Employment Staff, and
- 8) Peers (Integration and Inclusion).

BHS staff will highlight and discuss a number of significant changes that have affected the operations of the Mental Health Plan, including:

- High level staffing changes,
- Contracting process delays,
- New The Child and Adolescent Needs and Strengths (CANS) and Pediatric Symptom Checklist-35 roll-out in October,
- Planning for EPIC, the new enterprise Electronic Health Record , and
- Medicaid Managed Care Final Rule implementation.

BHS will also highlight the following Mental Health Plan Key Initiatives:

- Improving Client Transitions from Intensive Case Management to Outpatient Services, including the ICM Flow Task Force work and recommendations, and new Utilization Management processes,
- New Transitional Age Youth System of Care,
- Coordinating High Priority Cases, including High Priority Case Review, Healthy Streets Operations Center (HSOC), and SB 1045 – Expanding and Strengthening CA Conservatorship Laws, and
- Improvements in Clinical Documentation, including QA plan reviews & improvements for contract agencies, and tiered-level chart reviews in civil service programs.

The review also includes a discussion of our response to the prior review’s recommendations. These recommendations included: a) Select a clinical performance improvement project focused on aligning consumers’ needs and current level of functioning with the most appropriate level of care; b) Expand Data Reflection training and provide support to staff and program in its use; c) Implement an Information System process to on-board and off-board staff to improve timeliness of account creation and maintenance; d) Complete the roll-out of electronic Signature Pads and create a policy for when “wet” signatures are appropriate; and e) Relocate the Avatar EHR to the DPH Data Center, and monitor network connectivity for all remote program sites to optimize end-users’ experience.

Highlighted Topics for the Drug Medi-Cal Organized Delivery System EQRO, December 11-13

This year marks the first EQRO review of our new Drug Medi-Cal Organized Delivery System (DMC-ODS). The structure of the review is the same as described above for the Mental Health EQRO, including interviews with clinic management and line staff. In addition, consumer focus groups will be held with the following groups:

- 1) Adults in Narcotic Treatment Programs,
- 2) Perinatal Adults, and
- 3) Outpatient Latino Spanish-speaking Adults.

Similar to the Mental Health EQRO, we will discuss the significant changes that have affected BHS in the past year that may have had an impact on the implementation of the DMC-ODS. In addition, BHS will highlight and discuss current & future Key Initiatives, including the following:

- Implementation of Level Three Central Authorization,
- Use of Substance Use Disorder Level of Care Form for Required ASAM Data Reporting,
- Expansion of Residential Step-Down Beds for Transitions to Outpatient Care, and
- Streamlining Low-Threshold Buprenorphine Pharmacy Services (QI Project).

For both the Mental Health and Drug Medi-Cal ODS Reviews, counties are rated on the extent to which they have addressed recommendations and have implemented key quality components as identified by DHCS. These ratings are then communicated to DCHS and to the federal Centers for Medicare and Medicaid Services (CMS), and are made available on the EQRO website.

Behavioral Health Services Quality Management staff will be contacting many of BHS clinic directors to identify possible participants for the line staff, program manager, and consumer interviews and focus groups. As always, BHS appreciates your cooperation in providing the reviewers with access to staff and consumers, and in some cases, for opening your clinics for reviewers to visit and see the work you do first hand.

Questions about the EQRO review can be directed to Michelle Meier, BHS Quality Improvement Coordinator, at Michelle.Meier@sfdph.org.

6. ANNOUNCEMENTS

The National Alliance on Mental Illness (NAMI), 2018 Northern California Regional Multicultural Symposium

“Celebrating Strengths: Empowering Voices from Diverse Communities” was held on October 4, 2018. BHS staff members, Amber Gray & Carolyn Henry (Transgender Pilot Program) and Jenna Rapues (Gender Health SF) led a session on *Collaborative Innovation Project: Transgender Pilot Program (TPP), San Francisco County* to highlight effective best practices on trans-affirming peer-based programs and services for transgender and gender non-binary communities. By sharing best practices on strength-based approaches for supporting transgender peers and staff, the team’s goal was to increase dialogue in encouraging providers to bridge gaps in mental health stigma, access to care and cultural competency. Increased visibility and awareness of trans issues and capacity needs in mental health programs and services improves access and engagement of transgender and gender non-binary people to culturally relevant care and increased community mental health and wellness.



Pictured from left to right: Amber Gray, Carolyn Henry, and Jenna Rapues

SFDPH, Behavioral Health Services, Staff Receives Statewide Award

BHS staff, Jose Orberta, has been selected by the California Behavioral Health Director's Association (CBHDA) to receive the 2018 Consumer Award, as part of CBHDA 2nd Annual Community Awards. Jose will be recognized at the CBHDA Behavioral Health Policy Forum in December 2018.

Jose Orbeta began working as a peer counselor within the San Francisco public behavioral health system nearly six years ago. Jose started his employment with San Francisco Study Center then later hired by RAMS, Inc. as a bilingual/bicultural person with lived experience, Jose quickly became a client favorite - known for his cheerful disposition and ability to listen without judgement. In August 2018, Jose began a new position with the City and County of San Francisco as a Health Worker II, working with the Assisted Outpatient Treatment (AOT) program. In addition, Jose recently went to Sacramento, in support of an MHSa project presentation to the Mental Health Services Oversight and Accountability Commission (MHSOAC), to lend the peer voice on a project designed to support the successful transition of clients from high to lower levels of care. After the presentation to the MHSOAC, this project was awarded a \$3.75 million over a five-year period.

Congratulations to Jose on this achievement award!

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

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