



Mayor Mark Farrell

Behavioral Health Services **Monthly Director's Report** **April 2018**

Trauma Informed Systems

The Trauma Informed Systems Initiative (TIS) team is excited to announce that they have partnered up with the Search Inside Yourself Leadership Institute (SIYLI) with the goal of integrating Emotional Intelligence and Mindfulness into the SFDPH culture and workforce with the hopes of becoming a true Healing Organization.* We view a healing organization as one that is: reflective, makes sense out of the past, growth and prevention-oriented, resists re-traumatization, is collaborative, focuses on equity and accountability, and fosters relational leadership.

What is unique about SIYLI:

- Developed and tested within Google
- Created by thought-leaders in mindfulness, emotional intelligence and neuroscience
- Makes deep and complex concept highly practical and accessible
- Emphasizes application to the on-the-ground challenges

What is also unique and exciting about the SFDPH/SIYLI partnership is that this is the 1st time that this model is being offered outside of the corporate world. SIYLI offered 30 full scholarships to SFDPH employees to attend one two-day Mindful Program, and SIYLI is currently sponsoring two SFDPH employees to become certified teachers. SIYLI certified teachers in training **Jenee Johnson** (left) and **Lisa Reyes** (right), longtime employees of San Francisco Department of Public Health (SPDPH), are pioneering the way to bring Mindfulness broadly to the approximately 9,000 cross-department employees at SPDPH. In 2018-2019 they will begin piloting SIYLI workshop series.



[Simple Practice: Mindful Minute](#)

- Close your eyes
- Focus on your breath: Deep inhales and slow exhales
- Repeat 6-8 times (or more if you have more than a minute!)
- Optional: Use a timer and set for one minute. Timers work well to make sure you don't get lost in meditation if you have something scheduled soon after
- Enjoy a more peaceful state as you slip back into your day

To read more about this exciting partnership, click here:

<https://us12.campaign-archive.com/?u=94061ea9fb33eed33c28acbba&id=961815a6a5>

*This partnership is funded through a grant from the Robert Wood Johnson Foundation.

For more information on this initiative or about Trauma Informed Systems, or to register for the Trauma 101 training, please contact: Lisa Reyes, Trauma Informed Systems Initiative Coordinator at: Lisa.Reyes@sfdph.org or 415-255-3613.

San Francisco Health Department Conducts Puerto Rico Relief Mission

The Health Department is conducting a medical relief mission in Puerto Rico this month to assist with recovery efforts in the wake of Hurricane Maria. A 15-person team made up of physicians, nurses, mental health providers, disease surveillance and analyst staff departed April 6 on a weeklong trip to Hatillo and Utuado in the northwest of the island commonwealth.

Led by Dr. Hali Hammer, Director of Primary Care for the San Francisco Health Network, the team of Spanish-speaking staff will assist **Corporacion de Servicios Medicos**, Federally Qualified Health Centers that include **Clinica Hatillo** and **Clinica Utuado**, serving communities where the storm damage and health impacts are still very present. In Utuado, water and power have not yet been restored.

The San Francisco team are split into two groups, with one based at a clinic treating patients, and another going door to door in the community, providing assessments, deliveries and care to those who may not be able to reach the clinics. The storm has exacerbated chronic illnesses such as respiratory conditions, asthma, diabetes and high blood pressure. Residents may be affected by increased dust and mold in the environment, lack of refrigeration for medications, or difficulties accessing care, to name a few of the circumstances making good health more challenging.

Our team comes from San Francisco Health Network locations across the city, including Tom Waddell Urban Health Center, Potrero Hill Health Center, Southeast Health Center, Castro-Mission Health Center, Shelter Health, Comprehensive Crisis Services and Zuckerberg San Francisco General Hospital. The team members are **Dr. Hali Hammer**, team lead; **Tobi Skotnes**, logistics coordinator; **Viva Delgado**, logistics and medication/supply coordinator; nurses **Evita Mullins, Richard Santana, Ellen Davis, Martha Baer, Ramona Soberanis**; doctors **Ann Dallman, Raul Gutierrez, Alexis Williams, Kenneth Payan**; licensed clinical social worker **Nakari Ron**; counselor **Jesus Pizano**; psychologist **Dr. Ricardo Carrillo**.

The team will give a presentation upon their return about their experience and provide suggestions for San Franciscans who want to help with the relief efforts.

1. MENTAL HEALTH SERVICES ACT (MHSA)

BHS Receives Grant for Innovative Project

On Thursday, March 22, Behavioral Health Services staff from the Mental Health Services Act program presented an Innovation project to the Mental Health Services Oversight and Accountability Commission (MHSOAC), in Sacramento. The project is entitled *Intensive Case Management/Full Service Partnership to Outpatient Transition Support (ICM/FSP to OP Transition Support)*. The intent of this project is to create a Peer Linkage Team that would assist clients, being discharged from ICM programs, successfully link and engage in appointment-based outpatient services. The project was approved by the MHSOAC in an amount of \$3.75 million for a period of five years. Congratulations to the BHS Team!

Upcoming Event: 3rd Annual BHS Vocational Summit

San Francisco Behavioral Health Services' Vocational program is having its 3rd Annual Vocational Summit on May 15, 2018. It will be from 9:00 am to 1:00 pm at the San Francisco Public Library: 100 Larkin Street, Hispanic/Latino Room. BHS Vocational CO-OP programs, including Caminar, Occupational Therapy Training Program, PRC, RAMS, and UCSF Citywide, will present on their employment services. The Summit will also have clients participating in vocational services share their success stories. Various vocational programs from across the city will be present to share information. If you have any questions, please direct them to Stephen Dempsey, Vocational Program Specialist, 415-255-3664, stephen.dempsey@sfdph.org.

City Hall to Be Lit Green in Support in May Mental Health Awareness Month

May is Mental Health Awareness Month and in recognition and support of this important cause - raising mental health awareness, reducing stigma and promoting access to care – San Francisco City Hall will be lit green on Thursday, May 10th. Lime green is recognized as the official color for mental health awareness.

If your organization would like some promotional materials like ribbons, pins and posters to raise awareness during this month, please contact the Mental Health Services Act program at mhsa@sfdph.org

2018 Tool Kit – May Mental Health Awareness Month

Our Mental Health Services Act (MHSA) Statewide partner, California Mental Health Services Authority, has developed toolkits in recognition of Mental Health Awareness Month, which is in the month of May. The following is the link to the 2018 toolkit, including files to share via email, social media and by printing. You can also download the toolkit on the [Each Mind Matters Resource Center](#).

What you can find in the toolkit:

- Ribbon Wall Activity Materials including a ribbon wall template and instruction poster.
- Message cards and web banners.
- Additional materials such as social media posts and email templates will be added to the toolkit soon!

Peer Specialist Mental Health Certificate: Accepting Applications for Advance Course Summer 2018

Richmond Area Multi-Services, Inc. (RAMS) is excited to announce that starting Monday, April 23rd the Peer Specialist Mental Health Certificate Program will begin accepting applications for its 8-week Peer Specialist Mental Health Certificate Advanced Course Summer 2018 Cohort, with classes set to begin on Tuesday, June 19th, 2018!

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) 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. 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 support 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.

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
- Are able to attend 8 weeks of classes, which will be held on Tuesdays and Thursdays (3PM-6PM) from June 19th - August 9th, 2018 @ SFSU Downtown Campus, 835 Market St
- This program is funded by the San Francisco Department of Public Health with Mental Health Services Act (Prop 63) funds. As such, 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:

- **Monday, April 23rd, 2018: Application Release**
- Friday, May 4th @ 10AM-12PM: Informational Program Open House
- **Tuesday, May 29th @ 5PM: Application Submission Deadline**
- Week of June 5th: Notification of Application Status
- **Tuesday, June 19th, 2018: First Day of Instruction**

Please feel free to contact 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>

2. ADULT & OLDER-ADULT (AOA) SYSTEMS OF CARE

Spotlight on Central City Older Adults Clinic

The Central City Older Adults (CCOA) clinic, a civil service mental health clinic serving older adult consumers over 60, has moved to the 1st floor of 1563 Mission St., the new HealthRIGHT 360 building at the corner of South Van Ness Avenue. The program's new phone number is (628) 217-5200, with fax at (415) 553-3900.

And immediately prior to that, CCOA also welcomed its new Clinic Manager, Michelle Roberts, LCSW. Michelle came from being the Clinical Supervisor for St. Mary's Center's Medi-Cal mental health outpatient program, in Oakland, California. Michelle obtained her Masters in Social Work degree from Smith College in Massachusetts. Welcome to SFDPH and our BHS team Michelle!

CCOA moved from its former location at 90 Van Ness Ave., after 20 years of providing services there to older adults, with moderate to severe mental health issues, living in the Tenderloin and South of Market neighborhood districts. CCOA staff provide crisis intervention, psychosocial assessment, psychiatric evaluation including medication support, individual and group therapy, collateral, and case management services, using a recovery and strength-based approach to improve mental and overall health.

CCOA is able to conduct home visits to older adult clients, including to Single Room Occupancy (SRO) hotels. CCOA's aims to improve consumers' quality of life, coping skills, adjustment to change, and satisfaction. Languages spoken by staff at CCOA currently include Spanish, Cantonese, Thai, Sign Language, and English.

An open house is being planned for CCOA's at the new clinic location. Date and details to be announced.

3. CHILDREN, YOUTH AND FAMILIES (CYF) SYSTEMS OF CARE

Spotlight on Mission Family Center, L.E.G.A.C.Y., Southeast Child & Family Therapy Center, Chinatown Child Development Program, and Parent Training Institute

Report from Mission Family Center (MFC) on Trauma Informed Systems (TIS) initiative from our TIS Champions Maureen Gammon and Jose Luis Villarce: "First let us acknowledge it has been both an honor and learning process to be part of the City's ongoing commitment to do what is needed to further its efforts to be a Trauma Informed System. We want to take a minute to thank the many people involved in this endeavor. We truly believe it will contribute to the wellbeing of our families, our colleagues and ourselves. Following multiple meetings with MFC's Director, and the wisdom for our fearless TIS trainer Cherie Falvey, we scheduled a meeting with MFC staff during a regular weekly meeting. The purpose was to share the results of a recent TIS staff survey, and start the process of discussing the TIS principles. Following much thought and conversation, we decided to start with the principles of Collaboration and Empowerment. Our hope was that this would support our goal of empowering staff, building cohesiveness and laying a strong foundation where we can continue to grow and expand. Following staff's lead, we chose to focus specifically on the principle of Empowerment. Through the process of a reverse brainstorm, we explored and documented our staff's interpretation of what Empowerment is, and is not. Not only was this an empowering and fruitful exercise, it was also a wealth of information for us going forth. It was also a reminder of the many important ingredients that contribute to being a Trauma Informed System. A reminder of the strengths, skills and commitment that our colleagues bring to work every day. And, last but not least, the value of giving people a vehicle where their voices, opinions and experiences can be heard and respected. When we remember this, we can contribute both to the lives of our families and each other."

At Southeast Child & Family Therapy Center, staff participated in two in-service trainings presented by Basil Price, Director of Security at SFDPH. The initial training focused on reviewing CIT principles related to De-escalation. Staff also had an opportunity to role play strategies. For the second training, SFDPH security response policies were reviewed (i.e. Threats and Violence in the Workplace; Prevention and Management; Bomb Threat Response Protocol, etc.). The trainings reinforced the importance of being aware of the protocols in place both at site-specific and the general DPH response. Similarly, staff conducted different role scenarios related to situations if ICE agents showed up at the site. SFDPH policy was reviewed in regards to this scenario and to identify respective roles in order to manage the situation in a safe and protective manner for staff and clients.

Southeast Child & Family Therapy Center's clinician, Colleen Wong, along with staff at SFUSD Monroe Elementary School, will be conducting a parenting workshop, a 6-week continuous parent group, meeting on Friday mornings. Each parent will also receive the book, "The Way I Feel", which focuses on kids naming their feelings. The workshop will focus on identifying feelings and how children express them (for example, children can show sadness by crying, isolating, aggressive actions, etc.). The group will be facilitated in English, with translation in Cantonese and in Spanish, as needed.

LEGACY is collaborating with College Track hosting a 6-week Girls' Empowerment Group. This group is to empower young girls in the community struggling with internal and external pressures. LEGACY is also hosting a 6-week Support Group in Cantonese, for Chinese American parents who need support and resources around teenage suicide prevention. The program again collaborated with Visitation Valley Strong Families, hosting a 12-week, Triple P course, in Cantonese. At the end of March, LEGACY hosted another successful Family Support Night, with a catered dinner, and the families received information from Open Door Legal Services where they learned how to access legal support around evictions, family law, etc.

In March, Chinatown Child Development Center (CCDC) staff, volunteers and about 45 participants joined the Annual YMCA Chinese New Year's 5K Run. This has been an annual event that has been organized by CCDC's current and former/retired staff. Following the run, participants' enjoyed a homemade pancake & sausage breakfast made by staff. Also, the CCDC Infant Parent Group held a successful annual Easter Egg Hunt at Huntington Park. In addition to the staff, children, youth & families who participated, the San Francisco Police Department was also instrumental in providing a safe and fun event for everyone who attended. The Officers eagerly interacted with the children as they happily hunted for the hand painted eggs & numerous treats in the park.

The Parent Training Institute (PTI) continues to partner with the Sunnydale Wellness Center to implement Supporting Father Involvement (SFI), an evidence-based co-parenting curriculum for fathers. The first cohort of fathers completed SFI last Spring, and a second cohort of fathers have now completed the first 5 weeks of the 16 weeks curriculum. The outcomes being measured include the father's mental health, his relationship with the mother or co-parent of his child, and how well his level of involvement in child-rearing activities aligns with his vision of how he wants his involvement with his child to be. George Calvin, LCSW is the supervisor directing the clinical intervention and PTI is providing evaluation support, fidelity monitoring, and incentives intended to reduce barriers to fathers' participation in the program.

4. FORENSIC/JUSTICE INVOLVED BEHAVIORAL HEALTH SERVICES

Spotlight on the Community Justice Service Center

BHS is excited to announce that the Community Justice Center (CJC) and Drug Court Treatment Center (DCTC) are now co-located at the Community Justice Service Center located at 555 Polk St. This allows our providers to offer coordinated care to participants in the Community Justice Court and Drug Court programs including the ability for CJC clients to utilize the urinalysis testing services provided by DCTC staff. From January to March 2018, CJC has had served over 650 defendants entering CJC court, hearing over 880 cases. In addition, CJC has been very fortunate to have been allocated 5 residential treatment beds with HealthRIGHT 360 (HR360) and works closely with HR360 and other community partners to make sure CJC clients are provided with comprehensive care and support. The availability of these residential treatment beds has been instrumental in our clients' ability to *graduate* from CJC & stay on the path towards recovery. One of our clients with dual diagnosis came in through the court system and was initially ambivalent about how his substance use exacerbated his mental health symptoms. Through participation in the mindfulness groups and early recovery groups provided at CJC and continued support from CJC Case Managers, the client gained more insight to his symptoms and service needs and acknowledged need for residential care. He was quickly placed into HR360's dual diagnosis residential program which further helped him understand the consequences of his drug use and the importance of good self-care. The client was also evaluated and prescribed medication which helped to alleviate the symptoms that led him to self-medicate in the first place. At one point, this client was recognized by the HR360 staff as being an excellent source of support to his peers. The client has since *graduated* from the residential program and moved into the newly formed Residential Step Down program which allows clients to stay in clean & sober housing, for a longer period, while attending HR360 outpatient services. This includes job training and placement along with case management services. This client is a stellar example to the other clients about how self-motivation, with support in place, can really be a life changer!

5. BHS PHARMACY

Furnishing Naloxone to CCSF Public Safety Workers

In response to the opioid epidemic, BHS Pharmacy is helping to furnish naloxone to CCSF Public Safety workers to prevent overdose deaths in San Francisco. So far, we have furnished naloxone kits to 70 SFPD Officers and Sheriffs.

Presenting BHS Pharmacy Services to the San Francisco Mental Health Board

Gloria Wilder, Director of BHS Pharmacy Services, attended the Mental Health Board meeting in March to present BHS Pharmacy Services to the board members, who were interested in learning more about the scope of what pharmacy does and especially to learn more about the work of clinical pharmacists at BHS clinics. The Board members were very engaged and had many questions during the positive interactive discussion.

Below includes a summary of the presentation:

Pharmacy Services Mission – to advance wellness by delivery innovative client-centered care with clinical expertise

Services at BHS Pharmacy based at 1380 Howard

- Specialty packaged prescriptions for 11 behavioral health clinics
- Buprenorphine early treatment for opioid use disorder treatment
- Methadone maintenance for opioid use disorder treatment
- Smoking cessation intervention
- Jail Psychiatric Services release medications
- E-prescribing training and user support
- Safety net prescriptions for BHS clients
- Naloxone (narcan) furnishing for opioid overdose reversal
- Medication disposal (household/personal)

Clinical Pharmacists Services at BHS Civil Service Mental Health Clinics

- Medication information for clients and providers
- Direct client medication support services
- Groups – medication, smoking cessation, healthy living
- Bilingual capacities (in Chinese, Spanish)
- Prescription access/troubleshooting
- Medication room regulatory and medication safety support

Pharmacists Supporting BHS System-wide

- Medication consultation/drug information
- Formulary management
- Medication safety
- Medication Use Improvement Initiatives. Examples:
 - Reducing antipsychotic polypharmacy
 - Medication Use Guidelines
 - Appropriate use of sedative-hypnotics

How to reach BHS Pharmacy

- BHS Pharmacy at 415-255-3659
- Drug Information at 415-255-3055
- Gloria Lee Wilder, PharmD at 415-255-3703 or gloria.wilder@sfdph.org

6. BHS QUALITY MANAGEMENT

Survey Results Show Clients are Highly Satisfied with BHS Services

Results of the Fall 2017 Client Satisfaction Surveys for both Mental Health and Substance Use Services indicate that the vast majority of clients are highly satisfied with BHS services. Responses from 3,257 unique clients served by mental health programs (representing 2,349 adults and 908 youth), indicate that 91.7% were either Satisfied or Very Satisfied with BHS services. Similarly strong results were found for Substance Use programs, where the overall satisfaction was 91.6% based on 1,948 surveys.

The high level of satisfaction is best captured by the three most widely endorsed statements of satisfaction. Of the adult surveys, the highest agreement was found for the statements: "I like the services that I receive here" (92.9%), "Services were available at time that were good for me" (90.1%), and "I was given information about my rights" (90.0%).

Youth survey respondents endorsed slightly different statements: "Staff spoke with me in a way that I understood" (96.2%), "Staff treated me with respect" (96.1%), and "Staff respected my religious/spiritual beliefs" (93.6%).

Substance Use survey respondents most often endorsed the statements: "Staff spoke to me in a way I understood" (91.8%), "I felt welcomed here" (91.2%), and "Staff treated me with respect" (90.5%).

Detailed reports of the Fall 2017 Client Satisfaction Surveys have been posted on the SFDPH Website. There are separate reports for Mental Health and Substance Use programs. In each report there is an overall report for all programs, followed by program specific reports.

The reports are available as a large PDF with bookmarks for each program, at these URLs:

https://www.sfdph.org/dph/files/CBHSdocs/QM2017/2017Fall_AOA-CYF_MentalHealth_satisfaction.pdf

https://www.sfdph.org/dph/files/CBHSdocs/QM2017/2017Fall_SUDS_satisfaction.pdf

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

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