San Francisco Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

June 2019

Behavioral Health Services - *Communications*

Director's Message

By Irene Sung, MD, Director of Behavioral Health Services

Irene Sung

Recently, I was honored to speak at a two-day conference called *Soul Work, presented by the* Eikenberg Institute. The conference was designed to work towards healing the invisible wounds of racial trauma and oppression. The theme of the conference was: *voicelessness*. I spoke from a personal perspective on how my voice had been silenced through conditioning – from my parents who were in fear of what would happen if I spoke up, to teachers who would rarely acknowledge my presence in class. This happened often to immigrant youth when I was growing up in Minnesota.

The conference was filled with clinicians and educators from across the country with the majority of them identifying as persons of color. I heard personal stories ranging from people who experienced blatant racism to those who experienced racism that was more subtle from implicit bias. It made me think of how these biases in our society today affect us and our clients. We must stand together and understand the impact of all the *isms* in our society that create trauma and stress; such as racism, sexism, classism, ableism, anti-Semitism, ageism and heterosexism. This understanding is very necessary so that we can effectively serve and be a voice for our clients – whose own voices are sometimes further silenced due to the stigma associated with mental illness and substance use.

Let us continue to serve as advocates and pillars of strength for our clients as we support them through their wellness and recovery journey. Thank you to everyone working in our behavioral health systems of care, helping our clients find their voices against the odds that exist in our society.

SFDPH Harm Reduction Training Institute
Summer/Fall 2019 Training Calendar

Date	Time	Workshop Topic
July 15	8:30am-12:30pm	Motivational Interviewing 201 (Half Day)
August 27	12:30pm-4:30pm	De-escalation and Conflict Management (Half Day)
September 10	8:30am-5:00pm	Foundations of Harm Reduction (morning) Boundaries and Disclosure (afternoon)
October 25	8:30am-12:30pm	Drugs 101 (Half Day)
November 14	8:30am-5:00pm	Harm Reduction Case Management (Full Day)
December 3	8:30am-12:30pm	Self-care and Resilience (Half Day)

All listed trainings will be held at 25 Van Ness Avenue, Room 610.
Please contact Hanna.Hjord@sfdph.org for any questions or registration information.

Staff and Program Spotlight – *SF FIRST*

Karen Lancaster

Karen Lancaster is the Program Director of the San Francisco Fully-Integrated Recovery Services Team (SF FIRST). She is a licensed Marriage and Family Therapist with a Bachelor and Master's Degree in Psychology. She has more than 17 years of experience providing intensive case management services to homeless individuals with co-occurring psychiatric, substance use and chronic medical conditions.

SF FIRST is a multi-disciplinary behavioral health program serving adult residents of San Francisco. SF FIRST works with a diverse group of highly-vulnerable individuals who have multiple medical, psychiatric, substance abuse and psychosocial difficulties. At enrollment, the clients are often homeless or marginally housed and are among the highest users of San Francisco's emergency medical and psychiatric services.

SF FIRST uses principles of wellness and recovery and a trauma-informed approach to meet the needs of clients who have typically experienced difficulty engaging in traditional systems of care. The team provides an array of individualized client-driven mental health services that emphasizes a partnership between client and provider focused on establishing and strengthening access to community supports and resources. SF FIRST services include: intensive case management, linkage to housing, payee services, peer support, crisis intervention, psychiatric services, harm reduction, integrated primary care, vocational services and community integration.

Newly Approved Conservatorship Program

On June 4th the San Francisco Board of Supervisors adopted Senate Bill 1045, legislation that works to support some of our most vulnerable community members by allowing conservatorship in cases where an individual is unable to care for their basic needs, has both a serious mental illness and substance use disorder, and has a minimum of eight involuntary holds in the last 12 months. At the end of the conservatorship process they are guaranteed permanent supportive housing.

As is true of all Behavioral Health Services' programs, we look forward to working with our service providers, community members, advocates and city partners to ensure that the program is implemented in a thoughtful, client centered and trauma informed way. Our primary goal is to engage individuals in voluntary services and support them on their journey to recovery and wellness. The Assisted Outpatient Treatment program, including peer and clinical staff, will be working to do outreach and engage participants prior to conservatorship.

"With this compassionate step forward, more people in our city will benefit from care for persistent substance use and mental health issues," said Dr. Grant Colfax, Director of Health. "The SB 1045 conservatorship bill will help people who are suffering to interrupt the cycle of crisis by remaining in care, filling a crucial gap in our system that has allowed them to continually slip through the cracks. We know that recovery and wellness are possible, and we are gratified to have an additional tool to help some of our most vulnerable residents."

For more information contact Angelica Almeida at Angelica.Almeida@sfdph.org.

Behavioral Health Services - Equity Learning Series

BHS is proud to announce an ongoing forum called the *Equity Learning Series (ELS)*. This forum is presented by the BHS Office of Equity, Social Justice, and Multicultural Education in partnership with the DPH Black/African American Health Initiative (BAAHI). This monthly forum reviews articles, videos, or invites speakers in an effort to create a safe space to discuss barriers and opportunities to enhance the health of Blacks/African Americans. One of the major goals of the Equity Learning Series is to increase sensitivity among providers by recognizing the social determinants of health and its impact on Black/African Americans and to build empathy in the delivery of services.

Behavioral Health Services held its first ELS forum on June 4th with representation from various DPH programs. A rich discussion ensued and was focused on an article entitled *Improving the Health of African Americans in the USA: An overdue Opportunity for Social Justice*. The authors provided statistics about the current disparities that exist in Black/African American communities and ways that the healthcare workforce can begin to identify and address these needs. In particular, the article shared the impact of historical traumas and everyday discrimination which continues to be a major contributor to the morbidity challenges faced by this community. The forum ended with participants sharing some ideas on how DPH could address some of the equity needs of our Black/African American residents within San Francisco.

The next forum of the Equity Learning Series is on July 2, 2019 at 1380 Howard St., Room 424, San Francisco. An article entitled *Unhealthy Interactions: The Role of Stereotype Threat in Health Disparities,* will be the focus of the discussion. We encourage you to join us for this exciting opportunity to support improved health outcomes in our communities. For more information contact Jonathan Maddox at jonathan.maddox@sfdph.org.

Help Desk Training

i-Ability: Vocational IT Training Program

Program Benefits:

- Real-world healthcare information technology (IT) support training in a positive environment
- Paid, supportive, on-the-job training
- Preparation for office and IT-related jobs
- Resume assistance, job interview practice, and linkage to job placement services
- Develop transferable skills that will make you more competitive for future jobs
- Counseling services to assist in building self-care habits to prepare you for employment

rams

Richmond Area Multi-Services

Informational Session: July 2, 2019, 10 a.m. to 11:30 a.m.
1380 Howard Street, San Francisco, CA 94103
To learn more visit: www.hire-ability.org

Farewell to Gloria Wilder - Director of BHS Pharmacy

Narrated by Ana Gonzalez, DO, Acting Co-Chief Medical Officer

Gloria Wilder

At the end of June, BHS will say goodbye to one of my favorite people in the department, an action-oriented leader with laser-like focus and efficiency, the brains behind many of the initiatives that brought BHS into the 21st century. She also happens to be a very stylish girl. Gloria Wilder is the rarest kind of San Franciscan, a native, having grown up in North Beach amongst Italians and recently-arrived Chinese immigrants. She herself is the daughter of Chinese immigrants who understood the value of education as the key to success. So it's no surprise that Gloria finished Lowell High School in 2 ½ years and Berkeley undergrad and UCSF School of Pharmacy in just six years.

Gloria describes her job as Director of BHS Pharmacy as her dream job but she didn't always want to be a pharmacist. She entered university thinking she'd become a civil engineer. Fortunately for us, she wasn't enamored with physics, was advised against engineering (it was not female-friendly at the time), and encouraged to choose a career in pharmacy. She has no regrets about her choice.

After two decades working at Stanford, her mentor and the former Director of BHS Pharmacy, Mary Ann Sullivan, announced her plans to retire. Having grown weary of the long commute, she seized upon the opportunity and the rest is history. Since 2008, Gloria has transformed pharmacy's role in patient care, improving the safety and efficiency of the medication support services. She's accomplished much but is most proud of implementing e-prescribing and building a functional team who, she assures me, is well-equipped to continue the work without her.

As for retirement, she doesn't have a set plan or itinerary. She'd like to do more of everything she loves: swimming, traveling, and exploring her hometown, from her home base in North Beach - the same house she grew up in. Thank you, Gloria! We will miss you.

Read About It: BHS Staff Featured in UCSF Magazine

The May issue of UCSF's Magazine featured a story by DPH's own Richard Feng. Dr. Feng is a psychiatrist at Sunset Mental Health Center and also works as a consultant with DPH's primary care behavioral health program at Chinatown Health Center. In the article he shares some of his own story of growing up in San Francisco and his path to Community Psychiatry. His musings on the complexities of the work we do help to remind us of the importance of collaboration and commitment:

"Mental health is part of every major social issue of our time: housing affordability, criminal justice reform, economic inequality, you name it. We community psychiatrists have a chance to inject ourselves into discussions on countless consequential matters. That prospect simultaneously daunts me and inspires me on a daily basis."

Read the full article here or visit https://medium.com/ucsf-magazine/mental-health-on-the-margins

BHS Strategies for Transitional Age Youth Experiencing Homelessness

One in five people experiencing homelessness in San Francisco is a youth under the age of 25
- Department of Homelessness & Supportive Housing, 2017 Point in Time Count Report

Since launching in 2017, SFDPH Behavioral Health Services' (BHS) TAY System of Care (TAY SOC) has worked to expand access to behavioral health services for TAY experiencing homelessness, one of the TAY SOC priority populations. This is accomplished using a variety of service strategies informed by the TAY SOC's 2016-17 Needs Assessment and robust partnerships with city agencies such as the Department of Homelessness and Supportive Housing (HSH) and the Department of Children, Youth and Families (DCYF).

The TAY SOC has developed service strategies in its effort to expand access to TAY experiencing homelessness. These strategies include: (i) Specialized Behavioral Health Services; (ii) TAY Step-Down Beds; (iii) Behavioral Health Services at Coordinated Entry Access Points; (iv) TAY Linkage Services; and (v) Housing for Youth Experiencing Homelessness.

The TAY SOC continues to work collaboratively with HSH to build a rich partnership, including monthly coordination meetings and TAY SOC participation in HSH youth initiatives such as Rising Up and the Youth Homelessness Demonstration Project.

In regard to workforce development, the TAY SOC, in partnership with the MHSA, is collaborating with Dr. Sal Nunez to pilot a 15-week Community Mental Health Academy for frontline staff in HSH-funded programs, which will cover foundational behavioral health skills including crisis intervention, motivational interviewing, and mental health first aid.

For more information contact either Heather Weisbrod at heather.weisbrod@sfdph.org, Kali Cheung at kali.cheung@sfdph.org, or Marlo Simmons at marlo.simmons@sfdph.org.

Mental Health Matters Day in Sacramento

On May 22, 2019, The Mental Health Association of San Francisco (MHA SF) organized a trip of MHSA program participants and interested parties to Mental Health Matters Day in Sacramento. This annual celebration is put on by Mental Health America of California. It is an opportunity to hear prominent speakers from the field and for organizations to come together to share resources on mental health services. The day provides a space for folks impacted by mental health issues to come together as a community. MHA SF had 25 individuals spend the day in the sun participating in all the festivities.

For more information or if you are interested in attending next year, contact Meghan O'Brien at 415-421-2926 or meaghan@mentalhealthsf.org.

Imani: Reigniting Black Love and Black Joy

On May 31st and June 1st, the Rafiki Coalition for Health and Wellness hosted their 12th annual Black Health and Healing Summit in the Bayview for community members, community-based organizations, and the public health workforce. Over the course of the two days, over a hundred people of all ages engaged in dialogue with renowned speakers, including Dr. Joy DeGruy, author of "Post Traumatic Slave Syndrome: America's Legacy of Enduring Injury & Healing;" Dr. Brenda Wade, author and relationship expert; and Cheryl Davis, Executive Director of the San Francisco Human Rights Commission.

The Black Health and Healing Summit included speakers, panel discussions, performances, a community drumming circle, a film screening, and an outdoor vendor fair to promote dialogue and increase knowledge about health inequities in African Descent/Black communities.

The event was well received by community members. One person shared on social media, "I was at the annual event yesterday and as always, I am humbled by the outpouring of love and graciousness and a clear call to heal Black lives and communities."

Rafiki Coalition is a holistic community wellness organization dedicated to eliminating health disparities in Black and marginalized communities. For more information contact Vincent Fuqua at vincent.fuqua@sfdph.org, or Josephine Ayankoya at josephine.ayankoya@sfdph.org.

CYF Participates in Asian Pacific American Mental Health Day Event

May was Asian Pacific American Heritage Month, and RAMS held a youth-focused conference in San Francisco in celebration of Asian Pacific American Mental Health Day *(May 10)*. RAMS invited Behavioral Health Services, Children, Youth & Families System of Care (CYF SOC) to present. Max Rocha, LCSW, Interim Director of CYF SOC, Farahnaz Farahmand, PhD, Assistant Director, and Ritchie Rubio, PhD, Director of Practice Improvement & Analytics, presented on the topic of "*San Francisco County, Children, Youth, & Families Behavioral Health Services: Spotlight and Stories of API Children and Youth*."

(L-R): Ritchie Rubio, Farahnaz Farahmand, and Max Rocha.

The presentation (1) described the range of services provided by CYF SOC; (2) identified the prevalence of API children and youth who engage in specialty mental health services; (3) identified services and initiatives CYF SOC have implemented to best support their access and engagement in services; and (4) shared the value of using API youth outcomes data to inform clinical assessment, formulation, and intervention. This was an excellent opportunity for CYF SOC to review and reflect on its Child and Adolescents Needs and Strengths (CANS) data which helps to tell the story of the behavioral health needs of API children and youth in San Francisco.

BHS Community Celebrates Mental Health Awareness Month

Many San Francisco communties made *May - Mental Health Awareness Month* a success by promoting mental health and wellness in an effort to reduce stigma and promote access throughout the City and County of San Francisco.

We want to thank all those San Francisco community organizations who held wellness, educational, and advocacy events, and who through tireless efforts managed to distribute almost 5,000 mental health educational and promotional items to the community during the month of May. These items included bilingual materials in Spanish, LGBT Pride resources, brochures, resource cards, and fun giveaways like t-shirts, hoodies, water bottles and tote bags. *For more information, please contact* MHSA@sfdph.org.

Spotlight on Mission Family Center's Participation at CARNAVAL

Since 2015 Mission Family Center (MFC) has selected CARNAVAL as their clinic's annual outreach event during the month of May in honor of Mental Health Awareness Month. MFC were fortunate to collaborate with staff from Foster Care Mental Health (FCMH) in the Health and Wellness Pavilion.

Each year MFC creates art projects to draw families in and then talk to them about matters around mental health, housing, immigration resources, etc. This year FCMH distributed *Wellness Tips* in English, Spanish and Chinese, which were a big hit. Thanks to the Mental Health Service Act (MHSA) program, especially Anthony Sarabia, for providing us with *Mental Health Month - Swag Kits*. The "Each Mind Matters/Sana Mente" bracelets, cards, ribbons, and magnets were very popular. We look forward to this outreach event every year. Thanks to Jaime Arcila, Augusto Guerra, Ana Magaña, Mauricio Rodriguez, Craig Schiltz and Robán San Miguel from MFC and Angelique McGuirre and Ikeda Brown from FCMH, for staffing our booth through rain and shine. For more information contact Robán San Miguel at roban.sanmiguel@sfdph.org.

San Francisco Behavioral Health Services - Fourth Annual Vocational Summit

On May 15, the 4th Annual Vocational Summit was held at the San Francisco (SF) Public Library, with over 60 attendees including BHS staff, consumers, peer leaders, representatives from California Department of Rehabilitation, and other vocational programs. The summit highlighted the successes of vocational co-op graduates representing all five programs. The vocational co-op programs include RAMS Hire-Ability, UCSF Citywide Employment Services, Caminar Jobs Plus, Occupational Training and Therapy Program, and PRC.

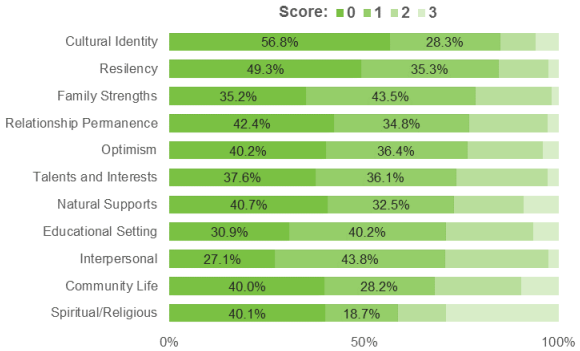
L – R: Anthony Sarabia and Teresa Yu

Thank you to Juan Ibarra , William Hill, Teresa Yu, Hannah Abarquez, and Anthony Sarabia, who helped plan and organize such a successful summit. *For more information contact the William "Travis" Hill, at* william.hill@sfdph.org.

Assessing Strengths Among Children and Youth

The Behavioral Health Services' Children, Youth, & Families System of Care (CYF SOC) uses the Child and Adolescent Needs and Strengths (CANS) assessment tool to supplement clinical decision making and to monitor the outcomes of services children and youth receive. The CYF SOC monitors outcomes through four CANS Needs domains: Behavioral/Emotional Needs; Traumatic Stress Symptoms; Impact on Functioning; and Risk Behaviors.

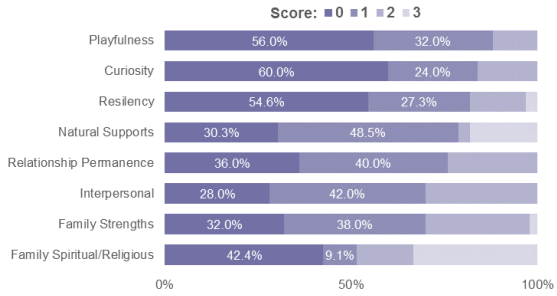
Figure 1. Strength Scores for Children/Youth Ages 6 through 20 Years (number of episodes = 1360)



The CANS also assesses clients' strengths, and to underscore the importance of building client strengths, CYF has a new performance objective this year focused on maintaining and developing client strengths.

CANS strengths items are rated on a scale of 0 to 3, as follows: 0 – denotes a "centerpiece" strength; 1 – denotes a "useful" strength; 2 – the strength must be built further to become useful; and 3 – the strength has not been identified for the client.

Figure 2: Strength Scores for Children/Youth Ages 0 through 5 Years (number of episodes = 50)



Children and youth can use "centerpiece" and "useful" strengths to help them overcome their difficulties. Providers can also help children/youth build strengths that are currently rated as a 2 or a 3 as part of the treatment plan.

QM's reports for the first three quarters of FY18/19 show that approximately three-quarters of children/youth strengths are rated as "centerpiece" or "useful." Among children/youth ages 6 through 20, Cultural Identity and Resiliency are the most prominent centerpiece or useful strengths *(Figure 1),* and among children ages 0 through 5, Playfulness and Curiosity are the most prominent *(Figure 2).*

For more information contact Petra Jerman at petra.jerman@sfdph.org.

Job Opening

1824- Principle Administrative Analyst - Manager, Behavioral Health Services – Contracts Office

Department	Public Health
Filing Deadline	6/28/2019
Salary	$109,148.00 - $132,678.00/year
Job Type	Permanent PBT
Employment Type	Full-Time

For more info visit:
https://www.jobapscloud.com/SF/sup/bulpreview.asp?R1=PBT&R2=1824&R3=094295

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