



## Behavioral Health Services - *Communications*

### Message from Director of Ambulatory Care



Behavioral Health Services staff, community partners, and colleagues from the broader DPH gathered on Tuesday, March 12 to celebrate the career of Kavoo Ghane Bassiri and wish him well as he leaves the DPH after two years as BHS Director. As Director of Ambulatory Care for the DPH and SFHN, I owe a great debt to Kavoo not only for his many years of dedicated service to the people of San Francisco, but also for his patience and thoughtfulness in teaching me about Behavioral Health, our programs and services, as I've been onboarding into my new position.

Kavoo has an encyclopedic knowledge of behavioral health, from policy to regulations to clinical care, and he translated that knowledge and his vast experience into tangible improvements in Behavioral Health over his two years as Director.

We are fortunate to have another experienced leader, Dr. Irene Sung, take over as interim Director of BHS during our transition to a new permanent Director. As CMO of BHS, Irene has been a leader and integrally involved in programs across BHS for almost 15 years. She will work closely with me and the other executive leaders of BHS to make sure we continue moving forward until a new Director comes on board. Key to our success during this time of transition for BHS and the DPH is that we start to break down siloes which prevent us from working collaboratively with colleagues both within BHS and in the larger department.

As Director of Ambulatory Care, which includes BHS, Primary Care, Jail Health, and Maternal, Child, and Adolescent Health, we have many opportunities to work across the sections in order to achieve our goals. The main areas where we will work across Ambulatory Care to improve processes and clinical services are:

- Reducing health disparities;
- Developing our work force;
- Implementing a new DPH-wide electronic health record, Epic;
- Working with HR to improve our hiring processes;
- Eliminating racial bias in hiring and in discipline;
- Transforming our services to better meet the health needs of people experiencing homelessness;
- Implementing a more "whole person" approach to patient and client care through integration of physical and mental health care.

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The demands on Behavioral Health right now are great, and I believe that we have the people and the resources needed to meet those demands. One of my goals in this first year as Ambulatory Care Director is to visit as many BHS programs and meet as many of you as possible. I look forward to learning about your work and how our services meet the behavioral health needs of our clients. I also want to hear from you if you have ideas about how we can do better and how we can truly achieve our mission of providing high quality health care which enables all San Franciscans to live vibrant, healthy lives.

### **Triage, Stabilization, & Linkage Program for TAY**



The BHS Transitional Age Youth System of Care (TAY SOC) is working with Felton Institute to develop a new triage, stabilization and linkage program serving TAY (ages 16-24) with acute behavioral health needs. This program, funded by MHSOAC, will take referrals from PES, emergency rooms, inpatient psychiatric units, and crisis stabilization and acute diversion programs, as well as from other community partners.

This program will provide short-term intensive case management services with the goal of stabilizing TAY and linking them to ongoing care. This new program will function as a part of the TAY Linkage Collaborative, and will also work closely with Citywide Linkage and other existing city services to ensure well-coordinated care for TAY. The program is expected to launch this spring.

For more information contact *Heather Weisbrod* at [heather.weisbrod@sfdph.org](mailto:heather.weisbrod@sfdph.org).

### **Community Mental Health Academy**



San Francisco Health Network's Mental Health Service Act (MHSA) program has again invested in a very high impact mental health workforce development program that places San Francisco community members on a trajectory to careers in the public behavioral health sector. In its second year of operation, the Community Mental Health Academy has expanded its reach by training (20) frontline case managers of the city's Roadmap To Peace initiative ( <http://ifrsf.org/road-map-to-peace-connecting-our-most-vulnerable-and-most-disconnected-latin-youth-in-san-francisco>) and (20) service providers who work directly with transitional age youth. In this academic setting, direct service providers learn about continuous self-care, community mental health, trauma-informed care and basic counseling skills (e.g. effective & supportive communication).

For more information about the Community Mental Health Academy, please contact *Kim Ganade* at [Kimberly.Ganade@sfdph.org](mailto:Kimberly.Ganade@sfdph.org).

## Behavioral Health Services Awarded Funds to Administer School-Based Prevention Project

On Thursday, January 24, the Mental Health Services Oversight and Accountability Commission (MHSOAC) approved a new Mental Health Services Act (MHSA) Innovation project for the City and County of San Francisco. The project is entitled the *Fuerte*.

*Fuerte* is a unique intervention culturally tailored to address the needs of newly immigrated Latinx youth, ages 12 to 18. It consists of a school-based group prevention program which uses a sociocultural, ecological lens and an evidence-based Attachment Regulation and Competency (ARC) framework. This project is a unique collaboration between San Francisco Unified School District, Behavioral Health Services, and University of California, San Francisco.



Funding will provide for a robust evaluation for the program, allowing it to be successfully adapted to other populations. Parent-caregiver education and peer-based support would be provided as part of this program. The project was approved by the MHSOAC in an amount of \$1.5 million for a period of five years.

MHSA Innovation projects are defined as creative and innovative mental health practices or strategies that test new approaches, contribute to learning, and can inform current and future mental health programs.

For more information, contact [MHSA@sfdph.org](mailto:MHSA@sfdph.org).

## Events Hosted by Mission Family Center



In February, Mission Family Center (MFC) hosted and participated in an array of community activities. MFC hosted an interactive workshop titled *Career Paths in Behavioral Health*, for 50 youth from John O'Connell High School. MFC also hosted the monthly Unaccompanied Minors Workgroup with special guests including Ron Gutierrez of Legal Services for Children. It was an amazing opportunity to interface with this international contingent representing Colombia, Ethiopia, Ghana, Guatemala, Lebanon, Mexico, the US, as well as

international members of the organization's Secretariat. Thank you to all who work so diligently to create policy and programs enabling children to grow up in permanent, safe and caring families.

For more information contact *Roban San Miguel* at [roban.sanmiguel@sfdph.org](mailto:roban.sanmiguel@sfdph.org).

## Sexual Orientation & Gender Identity (SOGI) Initiative



The San Francisco Department of Public Health continues its Implementation Phase of the Sexual Orientation & Gender Identity (SO/GI) Initiative in response to the state and local [SO/GI data collection mandate](#). Over 8,000 DPH Staff have been trained as part of this effort. SO/GI workgroups exist in every DPH Branch, and we are

constantly learning from your feedback! Thank you! Below is some helpful information so we can keep learning and improving together as part of this important initiative.



### DO.

If you are 18 years or older, talk with your BHS provider about SO/GI. We are mandated to ask you about SO/GI, but your response is voluntary. You may “decline to state” to any question.



### KNOW.

The San Francisco Health Plan’s mission is to provide high quality health care that enables all San Franciscans to live vibrant and healthy lives. This initiative will help us reduce LGBTQ health disparities and to better meet your health needs.



### SHARE.

Our goal is to make any door the right door for you to receive care. We want to hear from you. Share your experiences with us. More information is available online at: [www.sfdphsogi.org](http://www.sfdphsogi.org). Email us at: [DPH-SOGIquestions@sfdph.org](mailto:DPH-SOGIquestions@sfdph.org)

## Gender Health SF Presenting at the 2019 National Transgender Health Summit



UCSF's Center of Excellence for Transgender Health is hosting the [2019 National Transgender Health Summit](#) (NTHS), the premiere national conference in transgender health on April 12-14, in Oakland, CA.

SFDPH Gender Health SF, in collaboration with several partners, submitted several abstracts to present at the summit. Several of the abstracts were accepted and team members from GHSF will lead presentations at ten different workshops addressing numerous topics. Gender Health SF is a program funded by the San Francisco Department of Public Health that provides access to transgender (gender-related) surgeries and related education and preparation services to eligible uninsured transgender adult residents.

The 2019 NTHS aims are to increase healthcare and social services provider skills in the provision of optimal HIV prevention, treatment, and care for transgender patients and to provide a professional forum for disseminating best practices, innovative techniques, and cutting-edge research to providers of transgender health and HIV prevention services.

For more information please contact *Jenna Rapues* at [jenna.rapues@sfdph.org](mailto:jenna.rapues@sfdph.org).

## P500 Program Update



Project 500 is collective impact initiative that seeks to break the cycle of intergenerational poverty for low-income families by weaving together several evidence-based and promising service interventions that promote positive life outcomes for both mothers and their children (under the age of 3 upon entry into the program).

The P500 Behavioral Health team completed training and preparation for the implementation of the STAIRs curriculum (a group therapy focused on skills building for clients with a trauma history), which will begin March 4. To increase engagement of mothers into the group, they facilitated a “meet and greet” so mothers could meet the clinicians, learn about the program, and build a sense of community and trust with the other mothers in P500 before making a decision to join the group. This proved to be successful given the positive experience reported by mothers at the “meet and greet” and the increased enrollment of mothers into this group. In addition to this group, the clinicians have a full case load of Child Parent Psychotherapy clients, have expanded their mental health consultation to two new Human Services Agency (HSA) mobility mentors, and have been working closely with the HSA mobility mentors on the implementation of their new evidence-based home-visiting curriculum, Parents as Teachers. The P500 Behavioral Health clinical supervisor has been working with HSA’s CalWORKS program to discuss the implementation of Reflective Supervision across all CalWORKS sections and has continued capacity building activities with the Maternal Child and Adolescent Health home-vising nurses with the focus in February on Professional Boundaries.

For more information contact *Farahmand Farahnaz* at: [farahnaz.farahmand@sfdph.org](mailto:farahnaz.farahmand@sfdph.org).

## Behavioral Health Services Internship Program



The mission of the BHS Internship program is to provide behavioral health internship opportunities that integrate students' academic learning with practical clinical skills within the trauma informed, racial/cultural humility, and wellness and recovery framework; our program also enhances our workforce's diversity and promotes vocations in community mental health among graduating professionals. Behavioral Health Services is a culturally diverse network of community mental health programs, whose services are provided

by psychiatrists, psychologists, therapists, nurses, social workers, peer professionals, and trainees.

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This culturally reflective interdisciplinary workforce supports the needs of all San Francisco residents that access our system by providing comprehensive behavioral health services to adults with serious mental illness and children with emotional disturbances and their families. We achieve this mission through the Adult/Older Adult and Child, Youth, and Family systems of care.

Our training program supports MSW, MFT, Psy.D/Ph.D., LPCC trainees, RN students, and certificate program students from local universities and colleges from across the nation. Along with a rich clinical experience providing direct service, our students receive the required supervision hours, trainees/interns also have weekly didactic seminars, clinical case consultations, and in-service trainings. An intern lecture series is offered that provides trainings on a wide range of behavioral health topics that augment the didactic trainings provided by their placements.

For more information contact *Jonathan Maddox* at [jonathan.maddox@sfdph.org](mailto:jonathan.maddox@sfdph.org).

## **Mental Health Diversion Program**



We are excited to announce that Dr. Jeannie Chang will be joining the Forensic/Justice Involved Behavioral Health Services team on March 18, 2019. Dr. Chang will lead the out of custody assessments for the new Mental Health Diversion program. This program is located at the Community Justice Services Center at 555 Polk Drive. Dr. Chang comes with 14 years of experience working in corrections in California, West Virginia, and Hawaii, at the local, state, and federal levels. While in graduate school, she received training at Jail Health's Behavioral Health Team (Formally Jail Psychiatric Services) here in San Francisco and worked as a part-time therapist at SF's Youth Guidance Center and at Cornell Companies, federal halfway house. As she has continued her work in corrections, she's seen the growing population of inmates with SMI. Dr. Chang noted that this is what attracted her to this new position.

In June of 2018, Governor Brown signed Mental Health Diversion into law. This legislation gives the Judge discretion to authorize pretrial diversion for an individual who has a mental health diagnosis, with some exclusions. The individual must be willing to participate in treatment, and there must be minimal public safety risk.

The Department of Public Health is excited to be partnering with the Court on this new program to support individuals with behavioral health needs who have contact with the criminal justice system.

For more information contact *Angelica Almeida* at [angelica.almeida@sfdph.org](mailto:angelica.almeida@sfdph.org).

## Launch of the BHS Adult/Older-Adult Mental Health Outpatient Programs Monthly Meetings



On February 27, BHS adult/older-adult (AOA) mental health outpatient (MH OP) program directors commenced monthly meetings that will regularly take place every 4<sup>th</sup> Wednesday, from 3:00 to 4:30 pm, at the BHS central office, 1380 Howard Street, San Francisco. According to Alex Jackson, AOA System-of-Care (SOC) Deputy Director, the purpose of the monthly meeting is “to bring together MH OP program directors from across the AOA SOC to create a space for updates, problem-solving, networking and resource sharing.” MH OP programs remain the cornerstone of the AOA SOC, where long-term wellness and recovery in the community takes place.

“Working together, we can harness our collective wisdom to guide policy, promote best practices, and most importantly improve communication,” Alex told the MH OP program directors who attended the first meeting.

There are about 30 AOA BHS MH OP programs, operated by civil-service and community-based organizations, serving adults, older-adults, and transition-age youth (TAY), across all of the neighborhoods of the city, and with some programs possessing expertise in serving varied client populations, such as those with differing cultures and languages, age groups (older-adults and TAY), sexual preferences, etc.

The first meeting of the BHS AOA MH OP Collaborative included a discussion of how MH OP programs can be ready to receive step-down referrals to MH OP level-of-care of clients graduating from the intensive case management higher level-of-care. The meeting also reviewed the results of the recent December/January BHS MH OP capacity survey, which revealed an overall 20% position vacancy rate of direct service workers across the MH OP SOC, and with a disproportionately high percent of the vacancy (71%) being comprised of bilingually-designated positions. The MH OP survey was participated in by 18 BHS MH OP programs, representing a total of 192 FTE of MH OP direct service workers. The survey also revealed an average elapsed time of 21 days from the date of initial screening interview of a new client to the date of the client’s first treatment session.

The directors assembled for the first meeting also brainstormed ideas on what supports MH OP program will need in order to welcome clients, and provide quality and effective services. The AOA SOC leadership team at BHS central administration, which will be supporting the work of BHS MH OP program across the city, is composed of Alex, Susan Esposito (BHS AOA SOC Asst. Director), Jennie Hua (BHS AOA SOC Program Manager), and Charles Rivera (BHS Older-Adult SOC Director).

The next meeting of the BHS AOA MH OP Collaborative is on March 27, 2019, 3:00 – 4:30 pm, at Room 424, BHS central administration office, 1380 Howard Street. For more information, you can contact Alex at [alexander.e.jackson@sfdph.org](mailto:alexander.e.jackson@sfdph.org).

## Chinatown Child Development Center – Staff Update



San Francisco native.

In the month of February, Chinatown Child Development Center welcomed a new behavioral health Mandarin-speaking clinician, Sheryl Soo. As the number of our monolingual Mandarin-speaking clients and families have increased, we are excited to have Sheryl on board. Sheryl comes to us from Seneca Family of Agencies and is a

## BHS Training Opportunities

| March 2019                    | Time              | Training   | Location   | Trainer                       | CE's Offered                       |
|-------------------------------|-------------------|--|--|-------------------------------|------------------------------------|
| <b>Monday<br/>March 4</b>     | 9:00AM – 4:30 PM  | Using the ASAM Criteria to Re-Assess Clients                       | 25 Van Ness Rm 610                                       | Grant Hovik, MS               | 6 CE's (PhD/PsyD LMFT, LCSW. LPCC) |
| <b>Wednesday<br/>March 13</b> | 9:00 AM- 4:30 PM  | Clinical/Contemporary Implications of working with LGBTQIQ Clients | West Bay Conference Center<br>1290 Fillmore St           | Sand Chang, Ph.D              | 6 CE's (PhD/PsyD LMFT, LCSW. LPCC) |
| <b>Friday<br/>March 22</b>    | 9:00 AM – 4:30 PM | Culturally Sensitive Approaches in Suicide Prevention              | 25 Van Ness Rm 610<br><b>Full</b>                        | Brandon Hoeflein, MS          | 6 CE's (PhD/PsyD LMFT, LCSW. LPCC) |
| <b>Tuesday<br/>March 26</b>   | 9:00 AM- 12:30 PM | The Commercial Sexual Exploitation of Children and Young Adults    | Main SF Library<br>100 Larkin St<br>Latino Heritage Room | Carly Devin and Kailey Norris | Pending                            |

| April 2019                    | Time              | Training  | Location  | Trainer             | CE's Offered                       |
|-------------------------------|-------------------|---|---|---------------------|------------------------------------|
| <b>Monday<br/>April 11</b>    | 9:00 AM – 1:30 PM | Verbal De-escalation  | TBD   | Michael Arrajj, RN  | N/A                                |
| <b>Friday<br/>April 19</b>    | 9:00 AM- 4:30 PM  | Culture-Based Countertransference   | West Bay Conference Center<br>1290 Fillmore St<br><b>Full</b>           | Dana Crawford, Ph.D | 6 CE's (PhD/PsyD LMFT, LCSW. LPCC) |
| <b>Wednesday<br/>April 24</b> | 9:00 AM – 4:30 PM | The Quality Assurance Toolkit and How to Use It<br>DMC ODS – Quality Assurance-C Training | 1 South Van Ness, 2 <sup>nd</sup> Floor Atrium<br>Registration to come. | TBD                 | 6 CE's (PhD/PsyD LMFT, LCSW. LPCC) |

### Future Trainings in Spring 2019

Clinical Supervision, 2-Day CBT for Depression (May 5-6)  
Secondary Traumatization/Burn out (May 2019)

### CONTACT US

To register (except as indicated): [www.sfdph.org/training](http://www.sfdph.org/training) Click 'Behavioral Health Services'

To sign up to receive our monthly calendar, please contact [patricia.lacayo@sfdph.org](mailto:patricia.lacayo@sfdph.org)



Our hearts and thoughts are with the families and others affected by the March 15, New Zealand Terrorist Attack.

BHS denounces all forms of racism, islamophobia, xenophobia, homophobia and any other form of discrimination against a person or group of people.

Many of us are impacted in unanticipated ways when tragedy occurs. We are acutely aware that hearing about or witnessing acts of violence is frightening, destabilizing, and may be retraumatizing, particularly for those who are members of groups which have historically been targeted. In order to sustain ourselves, our families, and others in our communities, it is important that we seek support and comfort so that we can continue to remain a pillar of strength to those we serve.

DPH employees can seek support from the Employee Assistance Program (EAP) through the San Francisco Health Service System, at 1-800-795-2351 or <http://www.myhss.org/eap>.