

Behavioral Health Services - *Communications*

BHS and Partners Host Largest Peer and Family Conference in Twelve Years!

On December 13, the 12th Annual Peer and Family Conference was held at the Google Community Space. A variety of organizations partnered to coordinate the event, including the Behavioral Health Services (BHS) Division, Mental Health Services Act (MHSA), Richmond Area Multi-Service (RAMS), and the San Francisco Behavioral Health Commission.



The theme of this year's conference was *Inclusion, Connections, and Wellness*. With over 100 peers, their family members, support staff, and community partners participating, this was the largest Peer and Family Conference in the event's history!

The purpose of the event is to promote wellness and recovery within our community through education and encouragement. This celebration included wellness workshops, a holiday lunch, RAMS Christmas Carolers, and performances by the fabulous MGM Grand.

Welcoming remarks were given by MHSA Director, Jessica Brown. Afterwards, Natalie Ah Soon, API Mental Health Collaborative and Pacific Islander Wellness Initiative Program Manager, highlighted local efforts to render culturally responsive services.



A wellness workshop at the Peer and Family Conference



Michael C. Webb delivers keynote address

Lastly, keynote speaker Michael C. Webb, from Lift Every Voice and Speak, Peers Envisioning and Engaging in Recovery Services (PEERS), spoke of his lived experience overcoming homelessness, addiction, and mental health challenges. Webb emphasized that, "Peer to peer support occurs when people provide knowledge, experience, emotional, social, and practical help to each other."

For those interested in learning about the next Peer and Family Conference, please contact Kristalia Williams at kristalia.williams@sfdph.org.

Sixteen BHS Staff Accepted into DPH Racial Equity Champions Program



Congratulations to the sixteen Behavioral Health Services (BHS) staff who were recently accepted into the first cohort of the Department of Public Health (DPH)'s Racial Equity Champions Program! The program includes 80 total champions across all DPH divisions, who will complete a one-year term which includes learning and project implementation phases. The Racial Equity Champions program consists of dedicated staff time to increase our collective capacity to understand and address racial equity needs in DPH programs and services. BHS Racial Equity Champions will be supported by the Office of Equity, Social Justice, and Multicultural Education (OESM), led by Josephine Ayankoya, Interim OESM Director.

Please help us congratulate and welcome our BHS Racial Equity Champions to the program!

- Carla Colbert, Facilities and Operations
- Cindy Nolan, Mission Mental Health Clinic
- Crystal Holmes, Foster Care Mental Health
- Deandre Jurand, Behavioral Health Access Center
- Jamil Cromartie, Foster Care Mental Health
- Jenya Kauffman, Sunset Mental Health
- Lisa Mestayer, Transitional Age Youth Full Service Partnership
- Lucy Arellano, Quality Management
- Mario Leiva, Mission Mental Health Clinic
- Mary Senchyna, Ocean View-Merced-Ingleside Family Center
- Michael Huff, Forensic/Justice Involved Behavioral Health Services
- Michelle Roberts, Central City Older Adult Clinic
- Natalie Henry-Berry, South of Market Mental Health Clinic
- Orlando Tolbert, Mission Mental Health Clinic
- Reisel Berger, Pharmacy and Ocean View-Merced-Ingleside Family Center
- Ritchie Rubio, Children, Youth and Families System of Care

For more information on the Racial Equity Champions Program and/or the BHS Office of Equity, Social Justice and Multicultural Education (OESM), please contact Josephine Ayankoya at josephine.ayankoya@sfdph.org.

TAY System of Care Partners with City Agencies to Host Cross Systems Training



Panel discussion with community leaders and member of the TAY workforce in San Francisco

Last month, the Behavioral Health Services, Transitional Aged Youth (TAY) System of Care (SOC) co-hosted *Exhale – Self-Care and Wellness*. The two-and-a-half-hour event for TAY providers focused on managing the stress and strains of supporting youth during the holiday season.

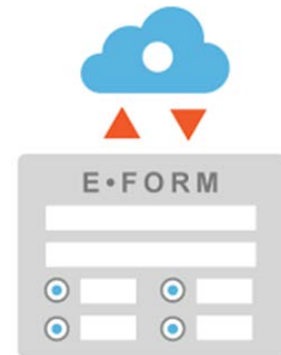
The inaugural event we implemented in partnership with the Department of Children, Youth and Families (DCYF), Adult Probation Department (APD), Human Services Agency (HSA), Office of Economic Workforce Development (OEWD), Our Children Our Families Council (OCOF), and

the Department of Homelessness and Supportive Housing (HSH). The collaborative training was designed to support and celebrate the work of TAY providers, while creating a space to build relationships across our City systems. Case managers, program coordinators, program directors, and transitional aged young adults participated in reflective sessions which taught tools for self-care. Additionally, a panel of young adults spoke to providers about their lived experiences with navigating and accessing services.

This is the first of many ongoing, cross-systems trainings designed to support staff and programs working with TAY. To learn more about this event or about the Behavioral Health TAY System of Care, please contact Kali Cheung at Kali.cheung@sfdph.org or Heather Weisbrod at Heather.Weisbrod@sfdph.org.

Digitizing Health Forms: The e-Forms Project

The e-Forms Project is part of the larger Electronic Health Record (EHR) project. The first phase of this project started in 2016 and was completed by January 2018. In this initial phase, providers were able to obtain signatures from the clients in electronic format for several forms: *Treatment Plan of Care*, *Medication Consent*, and *Consent to Release Protected Health Information (PHI)*. The project launched as a pilot at the Ocean View-Merced-Ingleside (OMI) Clinic. Additionally, more than 1,000 signature pads were deployed among the Adult/Older Adult; Children, Youth, and Families; and Substance Use Disorder Systems of Care to support the increased use of electronic health forms in BHS programs.



The second phase of the EHR Project (e-Forms Project) started in June 2017 and concluded in December 2018. Phase two involved the following forms: *Advance Beneficiary Notice of Non-coverage*, *Acknowledge of Receipt of Materials*, *Consent for Behavioral Services*, *Authorization to Release Billing Information*, *HIPAA Privacy Practices*, and *Uniform Method of Determining Ability to Pay (UMDAP)*. Each form was selected and reviewed by identified experts from Business Office of Contract Compliance, Medical Records, Compliance and Billing departments. Once reviewed, Information Technology (IT) Services converted each

file to an electronic format. By July 2018, South of Market Mental Health and Central City Older Adult Clinics started a pilot to test the forms.



Currently, each form is in the process of being translated into the City's five threshold languages: Tagalog, Chinese, Spanish, Russian, and Vietnamese. Once the e-forms are uploaded onto Avatar; clinics, prescribers, and clerks will be able to create a complete electronic chart for each client. The third phase will be to implement electronic charting for contracted, community-based organizations. Further integration with digital platforms will continue the push for an improved client experience and a more efficient work environment for the BHS workforce. For more information contact Giovanni Herrera at giovanni.herrera@sfdph.org.

Progress within BHS Vocational Services

Vocational Services has long aimed to affirm the power of resilience, recovery, and representation of people experiencing behavioral health challenges. BHS endeavors to uphold these values by providing clients with meaningful work opportunities that enrich their lives while supporting system needs. Richmond Area Multi-Service (RAMS) and the University of California, San Francisco (UCSF) Citywide collaborate with the BHS Division to offer the majority of BHS' peer employment opportunities.



Travis Hill, Vocational Programs Outreach Coordinator, conducting outreach at the May 2019 Vocational Co-op Summit

We are grateful for their partnership in integrating peer professionals with lived experiences throughout the behavioral health workforce. Below are some updates on vocational programs in the division.

- In Collaboration with the California Department of Rehabilitation (DOR), BHS created the Vocational Co-op Program, which focuses on supporting BHS clients in securing employment. Collaborating partners on this effort include, RAMS, UCSF Citywide, Caminar, and the Occupational Therapy Training Program (OTTP). In Fiscal Year 2018-2019, it was reported that 426 clients were served. Of the people served, 280 peers were placed in competitive employment as a result of participation in the Co-op
- In October 2019, Anthony Sarabia filled the Vocational Programs Specialist position on the MHSA team. In this capacity, he supports the tremendous amount of outreach conducted to promote vocational service opportunities in the greater San Francisco community



- In December 2019, it was reported that on average, the BHS Division conducts fourteen outreach efforts per month to increase community knowledge of vocational services. Such outreach took place in various locations such as outpatient sites, residential sites, clinics, and resource fairs. In alignment with DPH-wide goals of promoting health equity, much of BHS' outreach for vocational services prioritized underserved populations like those experiencing homelessness; identifying as lesbian, gay, bisexual, transgender, and/or queer (LGBTQ); and transitional aged youth

Moving forward, vocational service outreach will focus on contracted programs that do not use Avatar, as clients of these programs were previously ineligible for Vocational Co-op programming. Finally, efforts will be made to share vocational services as a resource for perspective clients not yet receiving mental health services through BHS, such as people connected to navigation centers. BHS looks forward to collaborating with our partners to sustain and strengthen a robust pipeline of peer professionals in our workforce.

To learn more, contact Juan Ibarra at juan.ibarra@sfdph.org.



MHSA Community Program Planning Summary for Fiscal Year 2019-2020

From March through December 2019, San Francisco's Mental Health Services Act (MHSA) team conducted nineteen Community Program Planning (CPP) meetings which were attended by over 430 community members, community-based organization representatives, and civil service staff from BHS, DPH, and other County departments.

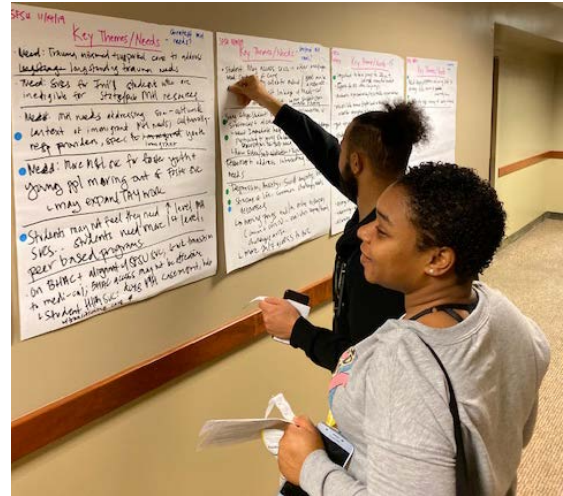
In these sessions, participants:

- identified some of the City's most vulnerable populations in need of mental health supports and services,
- shared feedback regarding training and workforce development needs, and
- gave input on proposed innovative ideas which could potentially be funded to address unmet mental health needs.



Josephine Ayankoya, Interim OESM Director, facilitating the December 2nd MHSA CPP meeting at the San Francisco Public Library

In 2019, MHSA made a concerted effort to strengthen the integration of community feedback into MHSA priorities. Given each of the nineteen meetings resulted in a plethora of suggestions, the MHSA team implemented a standard prioritization activity. At the conclusion of CPP meetings, attendees were asked to vote for what believed were the top mental health needs. Such efforts made the CPP meetings more interactive, and the CPP data more robust.



Participants from the November 14th SFSU CPP participate in prioritization activity

Communities identified as having high priority mental health needs included:

- Single fathers in recovery
- Undocumented communities
- Low-income communities
- Transgender women of color
- Individuals and families experiencing homelessness
- Communities facing mental health disparities who also lack of adequate linguistic and/or cultural representation among the BHS provider workforce
- Children and TAY traumatized from violence
- Mothers who lost partners and/or fathers of their children to violence
- Filipino youth with higher rates of suicidal ideation
- Older adults, including elders experiencing dementia and life-long trauma
- Veterans who have difficulties accessing services

When discussing the greatest mental health needs in the County, CPP participants consistently shared input on BHS training and workforce development needs. A variety of suggestions were shared, such as increasing use of student loan support for increased retention of the current behavioral health workforce.

Finally, MHSA was accepting Innovation project ideas in the fall and used the CPP meetings as a space to get feedback on submitted ideas. CPP attendees shared that the use of the entertainment-education technique, a method of promoting behavior change through entertainment, is a promising tool for culturally-responsive mental health promotion among youth, young adults, and people of color.

MHSA thanks the hundreds of people who participated in the 2019 CPPs meetings, and extends heartfelt gratitude to all partners who helped make the CPP meetings successful! For more information, contact MHSA@sfdph.org.

Upcoming Trauma Informed Systems 101 Trainings



The Trauma Informed Systems (TIS) 101 Training is a foundational three-and-a-half-hour training required for all Department of Public Health (DPH) staff. The TIS 101 Training introduces a shared language and understanding of trauma across our workforce. The training content explores the application of six principles of trauma-

informed systems: Understanding Stress and Trauma; Cultural Humility and Equity; Safety and Stability; Compassion and Dependability; Empowerment and Collaboration; and Resilience and Recovery. The Department of Public Health offers the training monthly at 25 Van Ness, Room 610. Upcoming trainings will be held on February 6, March 3, and April 14. To register, please visit the DPH TIS Eventbrite webpage, found [here](#).

Staffing Updates

Office of Equity, Social Justice, and Multicultural Education



The Office of Equity, Social Justice, and Multicultural Education (OESM) is pleased to announce that beginning on January 6, Michelle Meier joined the team as the new Training and Internship Manager. In this capacity, Michelle will lead the Training Unit of the OESM team in implementing a robust training calendar to meet BHS workforce needs. Michelle will also lead the BHS Internship Program, a staple pipeline program in the BHS Division which provides practicum and training opportunities for masters-level interns and trainees.

Michelle is replacing Jonathan Maddox, who left DPH in August to serve in the City of Berkeley. Michelle brings with her years of experience as the BHS Quality Improvement Coordinator, where she spearheaded various projects around quality improvement and compliance measures, along with preparing the BHS Systems of Care for State audits.

A debt of gratitude must be extended to Michael Barack, who stepped in to serve as the Interim Training Coordinator over the past five months. Michael remains a member of OESM's Training Unit as The Substance Use Disorder (SUD) Training Officer.

We look forward to working with Michelle in this capacity. Welcome, Michelle!

Upcoming Trainings

For registration and information, visit www.sfdph.org/training and click on Behavioral Health Services. Future trainings will be posted once registration is open.

January 2020	Time	Training	Location	Trainer	CE's Offered
Thursday 1/23	9:00 AM – 4:30 PM	Using the American Society of Addiction Medicine to Criteria to Re-Assess Clients	25 Van Ness, Room 610	Al Hasson, MSW	6 CE's (PhD. PsyD, LMFT, LCSW, LPCC)
Wednesday 1/29	9:00 AM – 4:30 PM	Motivational Interviewing: Continuing the Journey	25 Van Ness, Room 610	Steven Malcolm Berg-Smith, MS	6 CE's (PhD. PsyD, LMFT, LCSW, LPCC)
Friday 1/31	9:30 AM – 12:45 PM	Unlearning Racism to Transform Behavioral Health Practice Part 1 Foundations of Unlearning Racism	1290 Fillmore Street	Jason Seals	3 CME/CE (MD/DO, Nurses, Pharm, PhD. PsyD, LMFT, LCSW, LPCC)
February 2020	Time	Training	Location	Trainer	CE's Offered

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Friday 2/6	9:00 AM – 4:30 PM	Cultural Humility People, Principles, and Practices in Behavioral Health	1290 Fillmore Street	Leanna W. Lewis, LCSW	6 CE's (PhD. PsyD, LMFT, LCSW, LPCC)
Thursday 2/27	1:00 PM – 4:15 PM	Unlearning Racism to Transform Behavioral Health Practice Part 2 The Politics of Black Identity	1290 Fillmore Street	Jason Seals and Deen Tyler	3 CME/CE (MD/DO, Nurses, Pharm, PhD. PsyD, LMFT, LCSW, LPCC)
March 2020	Time	Training	Location	Trainer	CE's Offered
Wednesday 3/11	9:00 AM – 4:30 PM	Trauma-Sensitive Mindfulness	7 Hills Conference Center, San Francisco State University	David Treleaven, PhD	Pending 6 CE's (PhD. PsyD, LMFT, LCSW, LPCC)
Thursday 3/19	9:30 AM – 12:45 PM	Unlearning Racism to Transform Behavioral Health Practice Part 3 Women and Misogyny	1290 Fillmore Street	Dr. Ifa Flannery	3 CME/CE (MD/DO, Nurses, Pharm, PhD. PsyD, LMFT, LCSW, LPCC)
Friday 3/27	9:30 AM – 12:45 PM	Unlearning Racism to Transform Behavioral Health Practice Part 4 Wellness and African American Culture	1290 Fillmore Street	Jason Seals	Pending 3 CE's (PhD. PsyD, LMFT, LCSW, LPCC)
April 2020	Time	Training	Location	Trainer	CE's Offered
Wednesday 4/1	9:00 AM – 4:30 PM	Law and Ethics Update 2020	TBD	Daniel Taube, JD, PhD	Pending 6 CE's (PhD. PsyD, LMFT, LCSW, LPCC)
Monday 4/6	9:00 AM – 4:30 PM	Acceptance and Commitment Therapy (ACT) for Coping with Trauma	TBD	Robyn Walser, PhD	Pending 6 CE's (PhD. PsyD, LMFT, LCSW, LPCC)
Tuesday 4/28	1:00 PM – 4:15 PM	Unlearning Racism to Transform Behavioral Health Practice Part 5 Classism and Low-Income Communities	1290 Fillmore Street	Jason Seals	3 CME/CE (MD/DO, Nurses, Pharm, PhD. PsyD, LMFT, LCSW, LPCC)
May 2020	Time	Training	Location	Trainer	CE's Offered
Wednesday 5/20	9:30 AM – 12:45 PM	Unlearning Racism to Transform Behavioral Health Practice Part 6 Colorism and Anti- Blackness	1290 Fillmore Street	Jazz Hudson	3 CME/CE (MD/DO, Nurses, Pharm, PhD. PsyD, LMFT, LCSW, LPCC)

BHS Communications is published by the
BHS Office of Equity, Social Justice, and Multicultural Education: BHS-OESM@sfdph.org.