



Behavioral Health Services – Monthly Communications Report

1380 Howard Street Staff Connection: Wishing You a Safe, Creative, and Happy Holiday Season



The 1380 Howard Staff Connection was started as a way for colleagues to check in and support each other through the COVID pandemic. Jennie Hua, BHS 1380 Howard Street hospitality, creativity, and wellness guru from Adult/Older Adult System of Care hosted the first Staff Connection in August 2020, and previously hosted the Staff Wellness Plant Exchange and origami activities. Due to positive staff feedback, the Staff Connection group has continued to meet on a monthly basis. Topics have included sharing favorite photos, BHS trivia, and Halloween costumes. In November there were about 11 people from 6 different departments who discussed the meaning of gathering around food and how people are being creative to keep each other safe while celebrating the holidays. One person shared their family’s virtual potluck experience in which each family member cooked a dish and delivered it to one address where meals were exchanged via curbside pickup.

All 1380 Howard Street staff are invited and warmly welcomed to attend the next Staff Connection on Friday December 18, 2020, from 2pm to 3pm. Online meeting link to follow via BHS Weekly Communications Report.

For more information please contact Carla Colbert, SFDPH Operations Team Administrative Services Manager (Carla.Colbert@sfdph.org).



The First SF Street Crisis Response Team (SCRT) is Launched!

On November 30, 2020 the first phase of San Francisco's Street Crisis Response Team (SCRT) pilot program launched through the deployment of its first team. This team will begin responding to 911 calls regarding adults experiencing behavioral health crises on the streets. The goal of the new program is to provide an appropriate non-law enforcement response to behavioral health emergencies in San Francisco and divert individuals in crisis away from emergency rooms and criminal legal settings into behavioral health treatment.

The SCRT aims to provide trauma-informed clinical interventions and care coordination for people who experience behavioral health crises on the streets of San Francisco. The SCRT pilot program is a collaboration between the San Francisco Department of Public Health and the San Francisco Fire Department with significant support from the Department of Emergency Management and the San Francisco Police Department. Each team includes a community paramedic, a behavioral health clinician, and a behavioral health peer specialist. Community based providers HealthRight360 and RAMS are partnering with DPH to provide the clinician and peer specialist staff.



The SCRT is Hiring!

[RAMS Crisis Response Peer Counselor](#)

[HR360 Crisis Response Clinician](#)

[HR360 Crisis Response Clinical Supervisor](#)

The Street Crisis Response Team is part of San Francisco's efforts to develop alternatives to police responses to non-violent calls, which advances the Mayor's roadmap to fundamentally change the way that the City handles public safety, and is also a major step in implementing Mental Health SF.

For more information on the SCRT contact Angelica Almeida, Forensic/Justice Involved Behavioral Health Services Director (angelica.almeida@sfdph.org).



BHS Launches Unlearning Racism: Supporting Wellness for People of African Ancestry

About the *Unlearning Racism* Training

The Behavioral Health Services (BHS) section of the Department of Public Health (DPH) is excited to release our three-part, online training series entitled, [*Unlearning Racism: Supporting Wellness for People of African Ancestry*](#). The training series, which can be completed in teams or individually, consists of educational videos and an interactive training guidebook.

The *Unlearning Racism* curriculum was developed by Josephine Ayankoya, Interim Director for the BHS Office of Equity and Workforce Development (OEWD), in partnership with Jason Seals, Department Chair of Ethnic Studies at Merritt College, and Selena Wilson, Vice President of Organizational Effectiveness at the East Oakland Youth Development Center. When creating *Unlearning Racism*, BHS worked to center African voices by consulting with community and college-based experts to integrate best practices from African-centered psychology, organizational change, and racial equity into the training series.



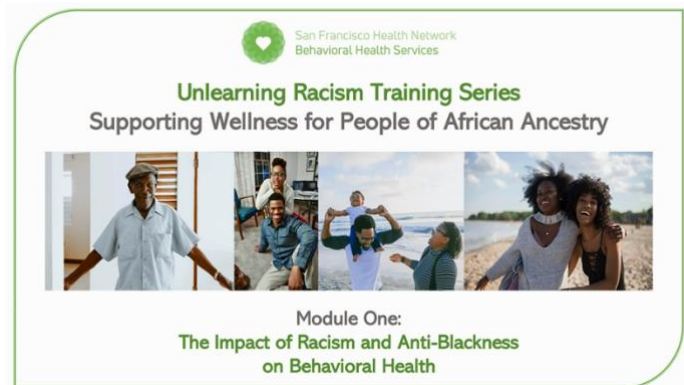
Selena Wilson & Jason Seals, Co-Authors of *Unlearning Racism Curriculum*.

This *Unlearning Racism* curriculum is a timely resource which supports BHS, DPH, and the larger City and County of San Francisco in efforts to operationalize racial equity in both staff training practices and service provision efforts. In fiscal year 2020-2021, DPH implemented an Equity Learning Requirement which mandates four hours of equity learning by June 2021. Completion of the *Unlearning Racism* videos, guidebook, and follow-up activities can count for three Equity Learning Requirement hours.

What to Expect in [Section One: The Impact of Racism and Anti-Blackness on Behavioral Health](#)

The first of the three *Unlearning Racism* modules will increase knowledge of the historical and present-day foundations of racism, anti-Blackness, white supremacy, and white hegemony. The module will also support participants in understanding how anti-Blackness and white supremacy show up in behavioral health practice.

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While the series can be completed individually, we highly recommend you complete the training with your team, following this sequence of action:

- 1) **Prior to Team Meeting:** Read corresponding section workbook and complete reflective exercises
- 2) **At Team Meeting:** Watch video, then facilitate group discussion using the prompts from the reflective exercises
- 3) **Immediately Following Team Meeting:** Complete section evaluation
- 4) **Three- and Six-Months Following Team Training:** Reconvene and discuss how you have applied the training to your work and life

How to Get Started

To [access the *Unlearning Racism* training](#) materials, as well past BHS trainings, please visit the [BHS Training Unit Vimeo webpage](#). As BHS works to render culturally-responsive and equitable services, sustaining training support for our workforce is a top priority. We hope the *Unlearning Racism* model can be leveraged to develop future trainings, specific to needs of Latinx, Asian, Pacific Islander, Native American, and other marginalized communities. For that reason, we ask that you [complete the evaluation for section one](#) of *Unlearning Racism* to help us better understand best practices for developing racial equity trainings specific to behavioral health practice.



BHS Provider Telehealth Survey Results

Because of COVID-19, many BHS outpatient services are now being delivered via telehealth and telephone. Prior to March 2020, about 12% of Mental Health outpatient services were delivered remotely, compared to about 60% after March. Although we are tracking these shifts, we did not have a good understanding of the impact of these changes on our providers or clients.

A survey was created to assess providers' perception of:

- the effectiveness of telehealth services
- technological and equipment issues
- challenges and barriers encountered.



The survey was online from September 28 through October 7. Over 600 providers responded. Respondents included civil service and contracted providers, mental health and substance abuse programs, and people who worked with all ages.

Over 300 respondents indicated that they are providing more than 90% of their services remotely, via telehealth. While the majority indicated they felt effective performing services such as individual therapy and case management via telehealth, fewer providers felt effective providing services that require more participants, such as group, couples, or family therapy. The most commonly encountered barriers were clients lacking private space and lack of access to appropriate equipment. Many providers indicated that they had lost touch with clients, especially those who had limited digital proficiency, non-English speakers, and clients with substance abuse disorders. Despite the many difficulties, over 80% of respondents indicated they hoped to continue to provide telehealth services to some or all of their clients.

We are grateful to our respondents for sharing their perceptions. For more information see [November 13, 2020 BHS Town Hall Presentation](#). More analyses are forthcoming. Questions can be directed to Dr. Tom Bleecker, BHS Quality Management (Tom.Bleecker@sfdph.org).



Transitional Age Youth System of Care (TAY SOC) Spotlight: TAY frontline staff speaks on panel for *Stories of In-Person BHS Work during COVID-19* webinar

On Friday, November 20th, BHS hosted a webinar panel, moderated by Ritchie Rubio, CYF Director of Practice Improvement & Analytics and Michelle Meier, BHS Training & Internship Manager, to share stories from frontline behavioral health providers doing in-person work during COVID-19. Panelists’ offered best practices and client case examples to help other providers integrate relevant learnings into their own in-person work at clinics or in communities.

From TAY, Maureen Edwards, Clinic Director of the TAY Full Service Partnership (FSP) and Linkage Programs, participated along other panelists from Mission Mental Health, South of Market Mental Health Services, Citywide Community Response Team at UCSF/SFGH Department of Psychiatry, CYF Family Mosaic Project and Occupational Therapy Training Program in San Francisco.



Maureen presenting on the 'Stories of In-Person BHS Work during COVID-19' virtual panel

When the pandemic hit, Maureen and her staff had to quickly pivot to a hybrid model of services- keep their doors open, see TAY clients in person, provide mental health services and outreach to clients who are often homeless and without family supports. TAY clinic peer counselors created care bags filled with food, journals, inspiring words and PPE for TAY staff to deliver to clients in the community. In addition, peer counselor Mabel Tan, with support from another peer counselor, made the TAY clinic one of the first to start virtual groups during COVID!

As the pandemic spread and the response continued to evolve, Maureen emphasized *a lot* of dark days this past year but there were also some silver linings. In particular, her entire teams’ unrelenting efforts to serve clients during COVID, while adapting to a new normal, is truly what kept them afloat. She shared one story about TAY client ‘Jada’, whose name has been changed for confidentiality:

“Jada, a 20-year old SFSU student with a long history of trauma, was one of our former TAY linkage clients and had been struggling with psychosis and paranoid schizophrenia. She needed help and had been wandering the streets homeless and psychotic for days. She went to the TAY clinic and looked unrecognizable. She said she came to the TAY clinic because she knew she could get help...and she was right. TAY staff helped her access Dore Urgent Care services, but Jada did have to cycle through the hospital several times too over the last few months. While Jada’s road to recovery is not smooth, today she is getting back on track and in one of our stabilization rooms. She stays engaged at the TAY clinic, going to drop-in center multiple times each week, and is working on returning to both school and work.”

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To Maureen, the dedication of her behavioral health team are unsung heroes who work past 5pm most days, may get deployed on weekends and never bat an eye when it comes to helping someone in need:

“We do this work because of social workers and health care workers that know that unless someone like you who cares a whole lot and comes to work in the face of so much adversity, nothing will change and nothing will get better. We do it by wearing our PPE- gloves, face shields and masks, N95s, gowns at times and booties for our feet. We might look different, but the engagement and need is still the same. We find innovative ways to see our clients. We make it work and I’m proud to say I work with one of the most dedicated behavioral health teams in San Francisco.... we hold each other up when the other is down. I’m most proud to be part of my team as they are the silver lining every day.”

The inspiring stories from the panel are a few of many emphasizing the importance of frontline workers who serve our communities every day. We are so grateful to all the unsung heroes and loved the opportunity to hear a few TAY stories during this webinar!

For questions about TAY Clinic FSP and Linkage programs, contact Maureen.Edwards@sfdph.org. For information about the TAY System of Care, contact Kali.Cheung@sfdph.org.



Congratulations Cindy Gyori!



After working 47 years at the Tenderloin Clinic and 17 Years as the Executive Director of Hyde Street Community Services, Cindy Gyori has retired as of October 31, 2020. She has left the organization in the excellent hands of Dr. Joanne Azulay, PhD, MSW, (Joanne.Azulay@hcssf.org) will be assuming the position on November 1, 2020.

Parting Thoughts from Cindy

I want to thank all you who have befriended and supported Hyde Street Community Services over these last 17 years. I have had the honor of serving as the Executive Director since its inception in 2003, but now it is time for me to move on.

In 1973 I started working on the Tenderloin Outreach Team and, over the years, I have been rewarded with exciting and challenging experiences. I had the opportunity to serve the thousands of clients who passed through our doors and take pride in the knowledge that they were treated with the utmost care and respect. The guiding principle of Hyde Street and before that the Tenderloin Clinic and Clubhouse has been to provide quality, comprehensive services to those who seek our help.

I have had the opportunity to work with staff who have created a culture of commitment, expertise and creativity. Without the contributions of a staff dedicated to providing caring, quality services in a welcoming atmosphere, Hyde Street would not have been recognized as the exceptional organization that it is. Over all the years, I have said hello and goodbye to so many staff who have made contributions, bringing their skills and personalities to create a cohesive multi-disciplinary team. I would like to thank them all as well as the enumerable individuals who have encouraged and supported me through the years.

I wish that I could plug myself in and download to others all of the knowledge and experiences that I have accumulated. I have seen the Tenderloin change, for both the better and worse, but I always thought of it as a neighborhood with its own character and people deserving the best care we can provide. I have observed and participated in the changes within the system of care, with Hyde Street becoming a recognized model of integrated and innovative programs. This well established approach will carry on long after my departure.

I have every confidence that the Programs of Hyde Street will continue what I started with the knowledge that our current Board of Directors and the staff have been imbued with the mission and commitment that makes Hyde Street exceptional.

*Cindy Gyori, LCSW, ED
Hyde Street Community Services, Inc.*



Behavioral Health Services Training Unit: New BHS Webinar Recording Available Online

Trauma Stewardship: How to Do This Work and Sustain
Presented by Laura van Dernoot Lipsky | Recorded 11/12/20

Laura van Dernoot Lipsky is the founder and director of The Trauma Stewardship Institute and author of *Trauma Stewardship* and *The Age of Overwhelm*. Widely recognized as a pioneer in the field of trauma exposure, she has worked locally, nationally, and internationally for more than three decades. Much of her work is being invited to assist in the aftermath of community catastrophes - whether they are fatal storms or mass shootings. Simultaneously, she has long been active in community organizing and movements for social and environmental justice and has taught on issues surrounding systematic oppression, structural supremacy, and liberation theory.

Training Description

This live webinar and discussion offers practical tools to help us sustain, individually and collectively, in the face of the secondary trauma and overwhelm in our work, the pandemic, and the current national focus on systemic racism. Topics will include how vicarious trauma and overwhelm manifest as well as strategies for navigating what is unfolding.

Learning Objectives

1. Raise awareness and respond to the cumulative toll on those who are exposed to the suffering, hardship, crises, or trauma of humans, other living beings or the planet itself.
2. Help others develop a deeper understanding of trauma exposure and the tools for reconciling such exposure, so folks can do their work sustainably.
3. Teach people in a broad base of fields how to create a sustainable individual and collective culture.

All BHS Training Webinar & Materials are available on the public BHS GoogleDrive
[BHS Online Training Directory](#)

If you have feedback including future training suggestions, please contact Michelle Meier, LCSW, BHS Training and Internship Manager (Michelle.Meier@sfdph.org).



Black/African American Health Initiative

Equity Learning Series December 2020

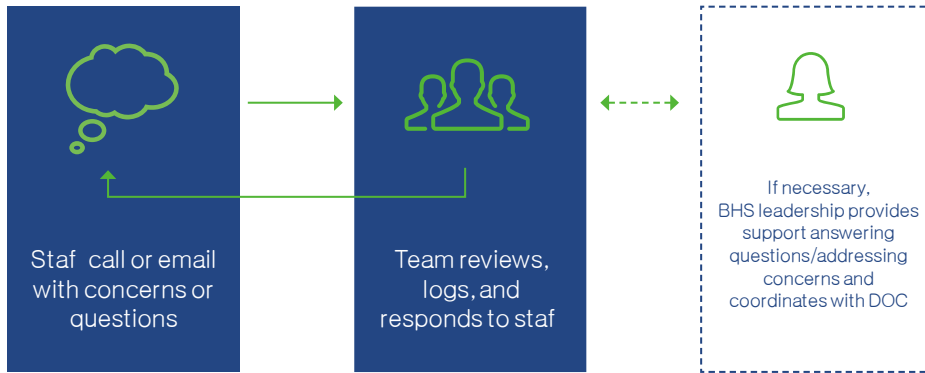
Date/ Time	Discussion
December 1, 2020 9:00 to 10:30	<p>Saving Grace: Confronting HIV/AIDS in the Black Community Filmed interviews from nearly twenty members of the Black community in South Florida who either live with or are deeply affected by HIV or AIDS. This is film is part of the Saving Grace exhibit. Members of the community are coming forward to fight HIV by fighting the stigma of HIV and advocating for HIV testing. Testing leads to education and counseling and, if needed, treatment. Treatment facilitates prevention because those on HIV medicine are least likely to pass the virus on to others compared to an infected person who does not know they are infected and is therefore not on treatment. https://www.youtube.com/watch?v=ph4bHE7ZtUM</p>
December 8 2020 9:00 to 10:30	<p>Reverend William Barber: Addressing Injustice Requires Moral Action Reverend William J. Barber II argues that the greatest social challenges of the 21st century are moral issues. Addressing poverty, racism, voter suppression, and climate change requires moral analysis, moral articulation, and moral action. https://www.youtube.com/watch?v=C8pGs_xbgl8</p>
December 17, 2020 Noon to 1:30	<p>The Relationship Between the Black and Latin X Community The relationship between the Black and Latin X community has been complicated. With factors like colorism and anti-blackness plaguing both communities, how do the groups relate to each-other? Are Afro-Latinos a bridge between the communities? The panel takes a shot at unpacking the unique relationship. https://www.youtube.com/watch?v=k3brbDaquTQ&t=160s</p>
December 22, 2020 9:00 to 10:30	<p>Kwanzaa & The Seven Principles: Repairing & Renewing the World - Dr. Maulana Karanga This is the 'Founder's Presentation' given by Dr. Maulana Karanga at the 2008 Kwanzaa Celebration. Kwanzaa is an African Americans celebration of life from 26 December to 1 January. Dr. Maulana Karenga introduced the festival in 1966 to the United States as a ritual to welcome the first harvests to the home. ... Karenga created this festival for Afro-Americans as a response to the commercialism of Christmas. https://www.youtube.com/watch?v=5lpmZ8KwFK4</p>
December 29, 2020 Noon to 1:30	<p>BAAHI Equity Currents: Topic TBD</p>

The BAAHI Equity Learning Series is a place for discussions about race, racism and other topics relevant to Black/African American Health. You are invited view, read and/or listen to article/video/podcast and then meet to discuss highlights and findings from the article to determine how the findings can impact the work we do as the SFDPH. For additional information email: BAAHI@sfdph.org



Do you have general questions about being a Disaster Service Worker (DSW) or are you currently deployed and have concerns you need help getting answers for?

The BHS Clearinghouse team is available to support you regarding your deployment needs.



415-255-3427



bhsclearinghouse@sfdph.org



San Francisco Health Network
Behavioral Health Services

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