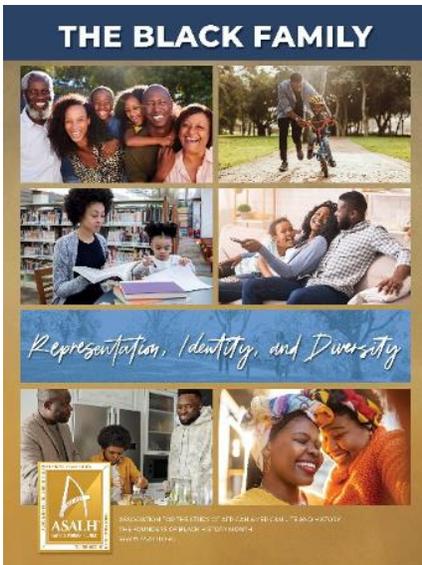




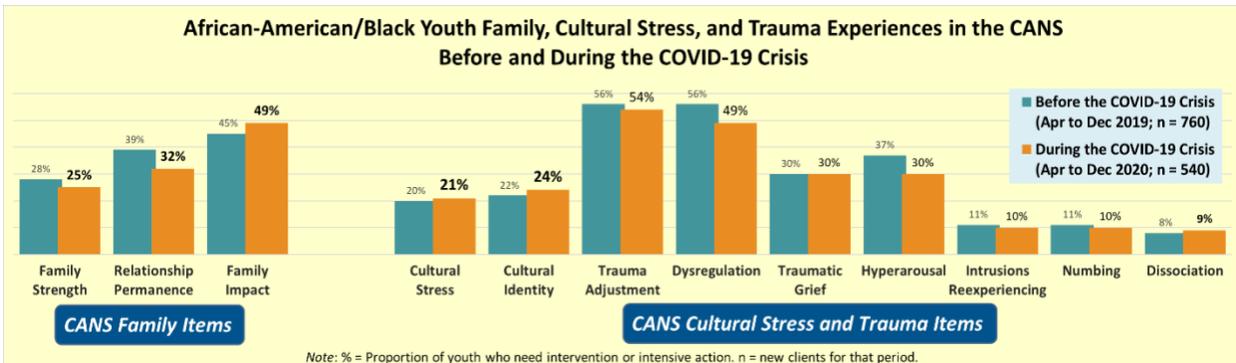
Behavioral Health Services – Monthly Communications Report



“When day comes, we ask ourselves,
where can we find light in this never-ending shade?
The loss we carry, a sea we must wade.”

February is Black History Month and this year 2021’s theme is *The Black Family: Representation, Identity and Diversity*, as set by the [Association for the Study of African American Life and History](#). The opening of the poem above by Amanda Gorman ([The Hill We Climb](#), 2021) might as well refer to people and experiences that bring us comfort at this time, such as being with *family*.

For providers who work with Black/African-American clients and their families, they hear stories of strengths (as well as the needs) of *the family* with this ‘never-ending shade’ of the COVID-19, racism, and economic pandemics. In our CANS (Child and Adolescent Strengths and Needs) assessment, we see data stories that highlight a higher proportion of Black or African-American youth who identify strengths in the *Family* and *Relationship Permanence* during this COVID-19 crisis. However, we also see in these stories a slightly increased proportion of these youth and their families experiencing family problems (49%) and cultural stress (21%) at this time.



And although trauma stress reactions have slightly decreased, they are still significantly high. The difficulties and challenges of Black or African-American families especially at this time, is also captured in some of the assessment narratives of our providers such as: “*My youth client is part of an African-American family, who has experienced family violence, been involved with CPS, has been separated, fallen victim to community violence, and has a low socioeconomic status. The family experiences cultural stress in the areas of racism, socioeconomic oppression, mental health and substance abuse history, and involvement with child welfare. My client and their caregiver must now also cope with virtual learning with limited access to technology and limited technical knowledge.*”

As we celebrate Black/African-American families this month, we need to reflect on how our work with clients need to strike a good balance between cultural humility and cultural competence. The latter calls for adapting our practices using a trauma-informed and culturally-responsive lens. Our [CYF Tools to Improve Practice \(TIPs\)](#) website has sections on *Racism Pandemic* and *Diversity* with resources and tools that can help support your work. Feel free to reach out to Ritchie Rubio of CYF (ritchie.rubio@sfdph.org) for questions or consult.



BHS Office of Equity and Workforce Development (OEWD) Sets Racial Equity Action Plan Priorities (A3)

The **BHS Office of Equity and Workforce Development (OEWD)**, formerly the BHS Office of Equity, Social Justice, and Multicultural Education (OESM), led by **BHS OEWD Acting Director, Jessica Brown**, is working closely with **DPH Office of Health Equity Workforce Director, Dante King**, to develop and implement our **DPH Racial Equity Action Plan** and **BHS Racial Equity Priorities (A3)**, as mandated by the [SF Office of Racial Equity](#). BHS 2021 priorities include the following:



BHS Executive Leadership and BHS OEWD Team members are meeting on a regular basis to normalize, organize, and operationalize equity priorities, including the reassessment and reconvening of our BHS Racial Equity Champions, launching Racial Equity Affinity Groups, and implementing 360 Degree Anti-Racist Leadership Reviews. Opportunities to participate will be communicated shortly via BHS Bi-Weekly Reports, BHS Director Communications, and through BHS System of Care and Program Directors.

Thank you to the BHS OEWD Team and all BHS staff and partners who are actively working to improve equity for staff and clients across our system! For reference and additional information on our previous equity efforts please see: [BHS 2019/2020 Equity Report](#). For questions please contact BHS OEWD Acting Director, Jessica Brown (Jessica.Brown@sfdph.org).





BHS Hires Permanent Director for Children, Youth and Families (CYF) System of Care

After a long and comprehensive search, we are pleased to announce the appointment of our top candidate, Dr. Farahnaz Farahmand, as the new Director of the Children, Youth, and Families System of Care (CYF SOC) for Behavioral Health Services (BHS).



Dr. Farahmand has more than 15 years of experience working with Children, Adolescents, and Families served by public behavioral health systems through direct clinical services, supervision, published research, and program development and improvement. Dr. Farahmand has a Ph.D. in Clinical Psychology from DePaul University in Chicago and completed her doctoral internship and post-doctoral fellowship with UCSF/ZSFG Child and Adolescent Services. In December 2014, she joined SFDPH BHS as CYF's Director of Practice Improvement.

In her role as the Director of Practice Improvement, Dr. Farahmand developed and implemented numerous practice improvement initiatives and collective impact programming with system partners, such as Dialectical Behavioral Therapy (DBT), Families Rising Behavioral Health (previously known as Project

500), trainings and consultations with Transgender Health, Mental Health and Substance Use Treatment Integration for Justice-Involved youth, and evidence-based family prevention and interventions.

In addition to clinical practice, Dr. Farahmand advanced workforce development through the development and implementation of the Clinical Supervision Training & Learning Collaborative and supporting the development and launch of Trauma Transformed, a regional trauma-informed initiative. Dr. Farahmand also advanced several evaluation and improvement structures within CYF, such as collaboration with Quality Management to utilize data to inform practice improvement, compliance, and contracting efforts; LEAN through work within the Ambulatory Care Quality Improvement Training Academy; Shared Youth Database (now known as MARCH); and, coordination with DPH Office of Privacy & Compliance to support data sharing efforts within and across systems. Finally, Dr. Farahmand also supported the Mental Health Plan processes to implement a Medi-Cal/EPSDT-funded Specialty Mental Health Services Program, including work with our EHR/Meaningful Use, Utilization Review/PURQC, and Training and TA to providers on BHS policies.

In January 2017, Dr. Farahmand became the Assistant Director of CYF where she continued to advance practice improvement and collective impact efforts, including the oversight of our new Psychological Assessment Services program and visioning for Family-Centered Care within CYF and in partnership with our system partners. Dr. Farahmand also supported the development and implementation of CYF's Equity and Organizational Healing Plan that aims to increase Respectful Culture among the workforce and Access/Engagement for families within the system. This work supports the advancement of a relationship-based organization with the foundations of Trauma Informed Systems, Racial Equity, and Reflective Leadership and Practice.



In August 2019, Dr. Farahmand stepped into the role of Interim Director of CYF. In addition to maintaining her role as Assistant Director, she joined the BHS Executive Leadership Team and BHS COVID Response Team, oversaw more functions and staff within CYF, and has worked with CBHDA and DHCS on legislative mandates. Dr. Farahmand has led and supported CYF through unprecedented times, always with the goal of maintaining stability for her workforce and continued access to tools and supports.

Farah Farahmand's vision, compassion, and advocacy for CYF have ensured that clients and families receive quality care, access and engagement to services, even during the ongoing public health emergency. She has not only made efforts to ensure this within BHS-CYF but also in partnership with other San Francisco leaders through San Francisco's Strengthening Families Taskforce. We are truly honored Dr. Farahmand has accepted the position and will continue to lead CYF, including continued advancement of their Race Equity & Organizational Healing Workplan, Practice Improvement and Workforce Development efforts, and the various opportunities for improvements Cal AIIIM and other legislative mandates will provide the system.

We admire and appreciate Dr. Farahmand's leadership and advocacy for the CYF SOC. She has been an invaluable partner and leader during this especially challenging time: she constantly reminds us that only by attending to the wellbeing of children and families, including their mental health, will we as a city be able to meet our overall goals of improving the lives and health of San Franciscans. She does this all with grace, passion for the work, and with an unwavering commitment to her staff and the people we serve.

Please join us in congratulating Dr. Farahnaz Farahmand and BHS Children, Youth, and Families System of Care!



Deborah Sherwood Retires After 20 Years of Service

After more than 20 years of dedicated service to the Department of Public Health and the people of San Francisco, Dr. Deborah Sherwood is retiring from her position as the Director of Quality Management for Behavioral Health Services (BHS). Throughout these years, Dr. Sherwood has worked tirelessly in many different capacities, all with an eye towards improving the quality of care and outcomes for the clients we serve.



Dr. Sherwood began her work with the Department of Public Health (DPH) as a Research Psychologist for the Children, Youth, and Family System of Care. Dr. Sherwood and her team were involved with designing evaluations, implementing the use of state-mandated outcomes instruments, tracking and analyzing data, and leading and executing numerous system improvement efforts. Approximately twelve years ago Dr. Sherwood became the Director of Quality Management (QM) which now encompasses 16 positions across Risk Management, Quality Improvement, and Research & Evaluation.

Under Dr. Sherwood's tenure with QM, the responsibilities of this unit have increased significantly to include the Drug Medi-Cal Waiver, Network Adequacy, Timeliness Metrics, and the Medicaid Final Rule for Managed HealthCare Plans. Dr. Sherwood has taken these responsibilities in stride with unflappable calm, perseverance, and grace. Under Dr. Sherwood's leadership, BHS has consistently received high recognition from our External Quality Review audits.

A true testament of Dr. Sherwood's leadership is the extraordinary team she has built in BHS Quality Management. As she has prepared for her retirement, Dr. Sherwood has worked with BHS leadership and her team to make sure the broad scope of her team's work is sustained after her retirement and before her successor is hired. We are grateful that Diane Prentiss from QM's Research and Evaluation team has agreed to take on the role of acting Quality Management Director.

Deborah Sherwood's dedication to the mission of public health, her incredible work ethic, and her commitment to quality improvement has made her an invaluable and irreplaceable member of the BHS team. Those fortunate enough to have worked closely with Dr. Sherwood will remember most her thoughtfulness, kindness, warmth, and compassion. She will be deeply missed.





Peers Honored at 10th Annual Mental Health Services Act Awards Ceremony



The 10th annual Mental Health Services Act Awards Ceremony was held December 18th via zoom. There were 150 members of the community in attendance. During the event, attendees were able to spend a few hours together to acknowledge the hard work done by participants of MHSAs funded programs in San Francisco. There were 267 Awards given for Achievement in Recovery. Rebecca Massie was awarded the Peer Impact Award and Yolanda Morrissette for Peer of the Year. The Two Teams of the year included the RAMS team that is working in the COVID Shelter in Place (SIP) hotels and Peer Support Services at Mental Health Association of San Francisco. MHSA would like to thank our hosts at the Mental Health Association of San Francisco for this fabulous event.





TAY System of Care (TAY SOC) Staff Spotlight: Lisa Mestayer

On Friday, January 15th, 2021, BHS TAY Full Service Partnership clinician, Lisa Mestayer, in partnership with Jessica Brown, Acting Director of BHS Office of Equity and Workforce Development (OEWD), hosted a virtual healing space for BHS staff in immediate response to the insurrection at the US Capitol on January 6th.

The goal of the space was to acknowledge and process the shared trauma and stress experienced by staff due to the events of January 6. During this virtual healing space, the connection from ancestral roots to lifting nontraditional self-care tips, such as how crystals promote optimal health, were shared among participants to balance the difficult conversations, truths and personal emotions had about January 6 adding to the isolating struggles of the current pandemic.

Lisa's recent work as a BHS' Racial Equity Champion is what encouraged her to facilitate this event. When asked what this opportunity meant to her, Lisa shared,



"I feel honored to be given space to be able to host such an event that hopefully gives participants time to pause and care for themselves....We always encourage our clients in nontraditional ways to get rest, uplift their heaviness and get grounded, yet we always forget to do the same for ourselves as frontline staff....Partly we are used to a Western medicine model that doesn't naturally promote human spirit into a healing space. This is meant to be an honest and solution-focused space to be there for one other, for camaraderie and self-care..."

Thank you Lisa, for taking initiative so that new and familiar faces across BHS can learn and share safely in a supportive environment! We so appreciate your energy, heart and spirit and feel lucky to be your colleagues!

*If interested in future healing circle events, please contact lisa.mestayer@sfdph.org.
To learn more about the Behavioral Health TAY System of Care, please contact kali.cheung@sfdph.org.*



Josephine Ayankoya Transfers to SF MTA to Serve as Equity Officer

After five years at DPH, Josephine is moving on to serve as the Race, Equity, and Inclusion Officer at SF Municipal Transportation Authority (MTA). Her last day with BHS was Friday, January 15, 2021. Big shout out to Josephine for all her work with the BHS Mental Health Services Act (MHSA), for serving as Interim Director of the BHS Office of Equity and Workforce Development (OEWD) team, and for her deployment at the COVID Command Center.



From Josephine:

I am forever grateful for my experiences within the Behavioral Health Services section and Population Health Division of DPH. I learned so much from working with both these dynamic teams. Thank you all for sharing your gifts and shining your light! I look forward to staying connected in this new capacity. Wishing you all the very best!



Welcome Our New Quality Improvement Coordinator Kitty Ha



Please welcome our new Quality Improvement Coordinator, Kitty Ha. Kitty joins us from Maternal Child and Adolescent Health (MCAH) where she coordinated a family planning training program and conducted quality improvement efforts to improve the timeliness of family planning and perinatal service. Within BHS Quality Management, Kitty manages the mental health quality improvement activities. She recently coordinated our annual Mental Health External Quality Review and is helping establish a new Performance Improvement Project (PIP) on reducing recidivism at ZSFG Psychiatric Emergency Services. Please give her a warm welcome!

Shout Out to Kitty

Kitty did a superb job coordinating materials, people and scheduling for the annual External Quality Review for BHS that took place Dec 1-3, 2020. Kitty is new in this role and has mastered a very complex event extremely quickly, always with a positive attitude. Thank you, Kitty!



And... Welcome to the Newest Member of Our BHS Extended Family

Mayza Marangco

*Daughter of Elyssa Marangco, Executive Assistant
BHS Children, Youth and Families (CYF) System of Care (SOC)*





New BHS Webinar Recording Available Online

Pursuing Racial Equity in Behavioral Health: Laying the Foundation for Organizational Readiness

Presented by Nzinga Harrison, MD | Recorded 1/15/21



Nzinga Harrison, M.D.
Co-Founder and Chief Medical Officer
Eleanor Health
www.eleanorhealth.com

What is
your role?



Training Description:

Shocking racial disparities exist in San Francisco including in overdose deaths, clinician workforces that are not reflective of the communities they serve, a significantly higher rate of dissatisfaction among Black employees, and in many other ways. Often, motivated by events, organizations move directly to implementing individual equity initiatives, without first grounding the work in the organizational readiness and cultural change that is necessary to support longevity of such initiatives. Each learner will leave this hands-on seminar with an understanding of concepts, concrete tools, processes, and strategies that will enable them to contribute to cultural change management and development of sustainable initiatives to address racial inequity and health disparities in their workplace.

Learning objectives:

1. Analyze data that reflects SFPD workforce inequity and health disparities in the communities served.
2. Utilize data to identify inequity and resultant opportunities for improvement.
3. Utilize a standardized tool to raise organizational awareness of staff competencies and organizational operations.
4. Describe and apply the ADKAR model of organizational change.
5. Apply data analysis, organizational awareness assessment results and the ADKAR model to the development of an organizational action plan towards equity.

All archived BHS Training Webinars are available on the [BHS Training Unit Google Drive](#).

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



February Trainings

	Time	Training	Location	Trainer	CE's Offered
Wed2/3	9:00 am – 10:30 am	BAAHI Equity Learning Series: Overlooked: Ida B. Wells	https://us02web.zoom.us/j/8442111111	Gavin Morrow-Hall	N/A
Thu2/4	9:00 am – 11:00 am	Motivational Interviewing: Part 1- The Spirit of Motivational Interviewing	https://www.eventbrite.com/e/motivational-interviewing-part-1-the-spirit-of-motivational-interviewing-tickets-137978466307	Laura Guzman Frances Fu	2 CE available for LMFTs, LCSWs, LPCCs, and drug counselors
Thu2/4 2/112/1 82/25	5:00 pm – 6:00 pm	Human Rights Commission's Thoughtful Thursdays	https://zoom.us/j/8442111111	Tuquan Harrison	N/A
Fri 2/5	1:00 pm – 3:00 pm	Contingency Management in Real World Substance Use Treatment Settings	https://bit.ly/39QbHTW	Rick Andrews Valerie A. Gruber, PhD, MPH Sarah Leyde, MD Brittany Banis, APCC	2 CME/CE (MD/DO, RN, Pharm, PhD, PsyD, LMFT, LCSW, LPCC, CCAPP)
Wed 2/10	12:00 pm – 1:30 pm	BAAHI Equity Learning Series: Processing Racial Trauma	https://us02web.zoom.us/j/8442111111	Gavin Morrow-Hall	N/A
Thu2/11	11:00 am – 1:00 pm	TA Hours: Deepening our Understanding of Change	You will receive a zoom link when you register for 2/4 Motivational Interviewing: Part 1	N/A	N/A
Tue2/16	8:30 am – 11:45 am	ASAM Criteria Training: Documentation and Other Procedures (ASAM -B)	https://ucla.zoom.us/j/8442111111	Andrew Kurtz, LMFT	3 CE available for LMFTs, LCSWs, LPCCs, and drug counselors
Wed2/1 7	9:00 am – 11:00 am	Motivational Interviewing: Part 2	https://www.eventbrite.com/e/motivational-interviewing-part-2-tickets-137979966795	Laura Guzman Frances Fu	2 CE available for LMFTs, LCSWs, LPCCs, and drug counselors
Wed2/1 7	12:00 pm – 1:30 pm	BAAHI Equity Learning Series: Eddie Glaude Jr., Author of "Begin Again"	https://us02web.zoom.us/j/8442111111	Gavin Morrow-Hall	N/A
Wed2/2 4	9:00 am – 10:30 am	BAAHI Equity Learning Series: School to Prison Pipeline	https://us02web.zoom.us/j/8442111111	Gavin Morrow-Hall	N/A
Wed2/2 4	2:00 pm – 4:00 pm	TA Hours: Eliciting Client's Perception of Drug Use & Handling Resistance	You will receive a zoom link when you register for 2/17 Motivational Interviewing: Part 2	N/A	N/A
Fri 2/26	8:45 am – 12:00 pm	Working with BHS clients diagnosed with Dementia or other Neurodegenerative Diseases	https://bit.ly/3a2T8fl	Anna Chodos, MD, MPH Jary Larsen, PhD	Pending