

**City and County of San Francisco
Department of Public Health**



Mayor Edwin M. Lee

**Jo Robinson, MFT
Behavioral Health Director**
1380 Howard Street, 5th floor
San Francisco, CA 94103
(415) 255-3440
FAX: (415) 252-3079
Jo.Robinson@sfdph.org



Monthly Director's Report
DECEMBER 2015

1. MHSA

During November and December 2015, SFDPH's Mental Health Services Act (MHSA) unit has hosted informal community dinners to hear directly from the Latino, Mayan and Native American communities about how mental health/behavioral health services can be improved in their respective communities. These dinner conversations have occurred on November 19th (at Instituto Familiar de la Raza) and December 3rd (at Native American Health Center), with a final gathering to be held on December 10th (at MEDA SF).

Below are some highlights that will benefit SFDPH in its future program planning:

- Connect how physical care can lead to improved mental health care
- Latino/Mayan communities are normalizing utilization of mental health services
- Child care is essential while parents are in their therapy sessions
- Allow therapy with the client's preferred therapist to be extended beyond 12 weeks
- Allow mental health care to be delivered via home visit settings
- Native American community is able to heal because of their culture & it is therapeutic to learn from community members

For full details, please contact MHSA Program Manager Kimberly Ganade at (415) 255-3551 or Kimberly.Ganade@sfdph.org.

2. AOT UPDATE

Assisted Outpatient Treatment (AOT) began accepting referrals November 2, 2015. As a reminder this program is an engagement and outreach tool designed to assist individuals (age 18 and over) with a severe mental illness who are not engaged in services, are deteriorating, and meet strict eligibility criteria with linking to existing outpatient services in our system of care. In certain circumstances, the law also allows the AOT Care Team to pursue a court order to engage in treatment. Since the launch, the AOT Care Team has been diligently working to outreach and engage referred individuals where they feel most comfortable. The team is excited to report that they have had early successes and 58% of individuals they have had contact with have accepted voluntary services and are in the process of linking to ongoing care. Additional information about the program can be found at www.sfdph.org/aot or by calling 415-255-3639.

3. FROM THE CBHS PHARMACY

Dear Directors –

For this end-of-the year newsletter, we would like to take the time to highlight a focus area for medication use improvement. Thank you for all of your support and all that you do! Happy Holidays!

Safer Prescribing of Sedative-Hypnotics – Treatment of Insomnia Toolkit and Clinic Signage

In 2015, the Medication Use Improvement Committee (MUIC) focused on implementing the Safer Prescribing of Sedative-Hypnotic guidelines developed the previous year, with particular attention to supporting older adult clients. A multidisciplinary subcommittee with feedback from the Client Counsel created a new “Treatment of Insomnia Toolkit”. We hope items of the tool kit will be used throughout BHS clinics and benefit our clients in their wellness and recovery!

The Treating Insomnia Toolkit, including all handouts, is posted on the CBHS webpage. Here’s the URL:
<https://www.sfdph.org/dph/files/CBHSdocs/Non-Sedative-Hypnotic-Treatment-Insomnia-Toolkit.pdf>

Client resources in the “Treatment of Insomnia Toolkit”:

Sleep diary

Sleep Hygiene Do’s and Don’ts (translated into threshold languages)

Sleep clinic information

“Empower” handout – a very well received sedative-hypnotic handout targeting older adults

Provider resources in the “Treatment of Insomnia Toolkit”:

Guidance about using CBT for insomnia

Sleep clinic referral information

Non-sedative hypnotic pharmacologic treatments for insomnia

Clinic signage, to help empower clients to speak to their providers about their medications, has been designed for posting in clinic waiting and treatment areas. The Client Counsel provided lots of input to help MUIC develop the signage. We are currently working to post the signage on the CBHS webpage and translate into threshold languages.

Here is one of the four signs:

(Attachment 1)

4. CHILDREN, YOUTH & FAMILIES (CYF)

SF DPH Joins National Multi-Site Demonstration to Advance Trauma-Informed Care

SF DPH Children, Youth and Families System of Care was one of six organizations from across the U.S. competitively selected to participate in ***Advancing Trauma-Informed Care***, a national initiative aimed at understanding how trauma-informed approaches can be practically implemented across the health care sector. This multi-site pilot demonstration, led by the Center for Health Care Strategies through support from the Robert Wood Johnson Foundation will focus on improving care for individuals with a history of trauma. CYF SOC will launch “Trauma Informed Systems Leadership and Champions” to translate TIS principles into leadership and workforce practices that result in positive supports and change and improve health for agencies, staff and their clients. This pilot will be implemented in partnership with two participating divisions within DPH, Laguna Honda, and Maternal Child Health and two agencies that are part of the wider System of Care, the Juvenile Probation Department, and the Department of Children, Youth and Families.

San Francisco Children, Youth and Families Behavioral Health is pleased to announce the Rhea Bailey MPH has been named the Director of Equity and Community Wellness Programs for Children, Youth and Families. Ms. Bailey will be responsible for the implementation of key Mayoral and Department of Public Health antipoverty, wellness and equity initiatives serving children, youth, families and adults. Ms. Bailey will oversee the implementation of Wellness Centers at the four Hope SF housing development sites including Potrero, Sunnysdale, Hunters View and Alice Griffith.

HOPE SF is the nation's first large-scale public housing revitalization project to prioritize current residents while also investing in high-quality, sustainable housing and broad scale community development. Hope SF will replace substandard housing with new housing while enabling residents to remain in their neighborhoods during the redevelopment, HOPE SF will serve as a stabilizing force in some of San Francisco's poorest neighborhoods, intended to help African-Americans and families of all colors to remain in the city.

The impact of institutional racism has contributed to impacted communities and impeded trust in the capacity for the delivery system to provide necessary services. Wellness Centers embedded in each community are intended to provide nursing services to link residents to effective preventive care as well as manage and reduce the impact of chronic disease, clinicians and care managers focused on place based non-anthropologizing wellness services flexibly provided within the community and Peer Health Educators serving to help build, sustain and spread effective health practices and build bridges between the community and the service delivery system.

Ms. Bailey will oversee the development and oversight of the implementation of the wellness centers at Hope SF. Sites.

In addition Ms. Bailey will serve as a Liaison between the Department of Public Health and the multi-agency private/public collaboration to provide essential services to isolated communities and peoples. This will include coordinating our efforts in partnering with H S A on the Mayors signature anti-poverty program Project 500 and overseeing a Fatherhood Initiative.

Ms. Bailey has worked as an advocate for underrepresented communities since she began her career in public health twenty years ago. As an undergrad, she worked student health clinic administering HIV testing and reproductive health education. She also worked for Planned Parenthood in East Los Angeles providing sexual health education to middle and high students. In graduate school, Ms. Bailey focused her learning on community health services with a specific interest in street and domestic violence prevention. In keeping with her interest in mitigating the effects of trauma, she went on to work as a Legislative Aide in the California State Senate. She staffed all of the domestic violence, sexual assault, and public safety legislation for then-Senator, Sheila Kuehl. Ms. Bailey then helped mobilize a grassroots coalition to improve access to quality health care for children and families. As a member of the Department of Public Health Ms. Bailey worked as the coordinator of the Early Childhood Mental Health Consultation Initiative and then as a manager with San Francisco Mental Health Services Act.

Ms. Bailey received her B.S. in Health Promotion and Disease Prevention from the University of Southern California. She earned a Masters of Public Health from the University of California, Los Angeles with an emphasis in community health services and policy.

Chinatown Child Development Center

The Chinatown Child Development Center, a steering committee member, continues to host the Asian and Pacific Islander Healthy Parity Coalition monthly meetings on site. Continuing efforts of the coalition include seeking additional agency membership to further achieve health parity for San Francisco's Asian and Pacific Islander communities. Through various projects, the coalition identifies and addresses pertinent health issues, including mental health. Recently, API Health Parity Coalition presented at the American Public Health Association Annual Meeting in Chicago, Illinois. The well-received round table discussion focused on "Digital Storytelling; A Second Chance For All of Us."

The Chinatown Child Development Center continues to participate in the Asians Against Violence monthly meetings held at Cameron House. A continuous project for AAV is to prevent family, domestic violence and abuse in San Francisco's Asian communities. A current project includes continuing to update the bilingual Brave Little Panda Storybook, which focuses on raising awareness of and prevention child sexual abuse.

The Chinatown Child Development Center also hosted a Thanksgiving Celebration to 100+ families/consumers receiving outpatient mental health services at the clinic on Thanksgiving Eve. This event was well received by all who attended and was made possible by funding from the Department of Public Health.

Family Mosaic Project

Family Mosaic Project celebrated Thanksgiving by putting together bags of food for our clients and their families in need. We received donations from different sources that helped make this happen. Families were grateful that they were able to have a Thanksgiving meal, children were excited to know they were going to experience this celebration, and staff were thankful to have participated in this event.

Foster Care Mental Health Program

FCMH's data was presented during the External Quality Review Organization (EQRO) Site Visit in SF. We reviewed our non-clinical Performance Improvement Plan (PIP) and answered our study question: "If we utilize Best Practices for long term, attachment based, trauma informed care coordination, will we see improvement in: provider consistency, timelessness of CANS screening, integrated care teaming and planning, and better engagement in treatment? The answer was yes. While we are still working on timeliness of CANS screening and better engagement in treatment, our early outcomes suggest that we are on the right track. The Site Visitors agreed and encouraged FCMH to move on to other PIPs at this time. The feedback was very positive and suggests that, in partnership with HSA, FCMH has succeeded in creating a new business model for care coordination for families served within SF HSA.

Please join us in welcoming Joyvelle Henderson, who joined our Case Management team in November. And please congratulate Dr. Elaina Vederman, who is now a full time clinical psychologist who will help develop and oversee our new Utilization Review process. She will also oversee consultation services for SF HSA.

LEGACY

LEGACY has been working in collaboration with Foster Care Mental Health and Human Service Agency for more than two years on a pilot project for implementation of KatieA/iASC protocol. On November 5th, we celebrated our last cohort meeting. Together, we have successfully:

- *Developed a child and family team meeting in partnership with family, peer parents, and child welfare and mental health staff*
- *Developed a behaviorally focused Shared Care Plan to inform the child welfare case plan and mental health treatment plan*
- *Strengthened facilitation of parent engagement and mental assessment and treatment for children and families, and peer learning as intracounty partners through a Shared Coaching Model*
- *Helped with planning the integration the CFT into a broader family meeting framework.*

On November 19th, we celebrated the completion of LEGACY's second Medicinal Drumming cohort.

With assistance from APRI, another CBO in the Bayview, LEGACY was able to distribute 20 Thanksgiving turkeys to our families.

Last but not least, with the addition of our new staff member, Winnie Kwong, we are now serving Cantonese speaking families – Welcome Winnie!!! LEGACY looks forward to being able to serve our city's Chinese population.

Mission Family Center

November was a month full of community involvement for Mission Family Center (MFC). Marta Bernal, ASW organized a team of colleagues (José Hipólito, Director of Activities, Rosa Lutrario, LCSW & Elena Ortíz, ASW) to present to parents at Mission Education Center on behavioral health services for immigrant families. José Hipólito represented MFC in a presentation organized by Angelina Romano to 60 SFUSD Wellness Center representatives. The presentation included Behavioral Health issues in general and well as specific needs of Unaccompanied Minors. Based on great feedback from Marshall Elementary School where Gilma Cruz, ASW is stationed, MFC received an invitation to consider providing similar much needed services at Moscone Elementary School. Rosa Lutrario appeared in the "Bridge" for her work in Lake County as Disaster Service Worker and Robán San Miguel received a write-up as a recent recipient of the Mayor's Latino Heritage Awards. MFC achieved a ZERO WAIT LIST for first time in several years and continues to meet standards for timely access for intake appointments! MFC's multidisciplinary team (Claudia Diaz, LCSW, Maureen Gammon, HWIII, Demetra Paras, PhD, Liz Rody, MD & Robán San Miguel) participated in the quarterly MD/Program Director's Quality Improvement meeting, and received positive feedback from other participants after our brief panel presentation. Augusto Guerra, Sr. Clerk and Jaime Aricla, MFTi continue to represent MFC as AVATAR Champions. Mr. Arcila also began preparations for the MFC Toy Drive with the California Sherriff's Department. MFC ended the month in celebration of our gratitude with a wonderful team building pot luck thanks to everyone, but in particular Ana Magaña, Sr. Administrative Assistant and José Hipólito.

Southeast Child Family Therapy Center

Lucia Hammond, LMFT has been working hard to prepare a Holiday Part at our site at 3905 Mission Street for children, youth and families. This has become an event that our families look forward to not only to receive gifts, but also to share a meal and create joy in community with others. This will take place on December 14th.

Joy Gamble, LMFT is preparing to run a group for parents and caregivers suffering from trauma in order to reduce the impact of intergenerational trauma. The group will run utilizing components of Seeking Safety and other trauma informed practices. We will bring this group in the winter.

Happy Holidays from Southeast to all of our partners!

Substance Use Disorder Prevention

Our SUD Prevention Providers organized and brought about 20 young people from their respective programs to speak against new alcohol outlets to the Board of Supervisors hearing this month, and they made very compelling statements. Also, at the hearing were other representatives from DPH, the police department, UCSF, and an opening statement given by Supervisor Mar. The hearing was televised and can be streamed at sfgovtv.org.

5. CELEBRATING ANOTHER SUCCESSFUL EQRO VISIT!

Every year, Behavioral Health Services (BHS) undergoes an independent evaluation by an External Quality Review Organization (EQRO). The EQRO reviews information on quality, timeliness, outcomes, and access for Medi-Cal covered specialty mental health services to Medi-Cal beneficiaries provided by BHS. After months of preparation, SF BHS hosted a three day visit from Behavioral Health Concepts, the current EQRO contractor for California, from December 8th through December 10th, 2015.

Dozens of people were involved in presentations, interviews and focus groups. Over the three day visit, we received positive feedback from the review team. The reviewers were impressed with the overall quality of our presentations and commented that our use of data exceeded expectations. The reviewers also shared positive feedback regarding our recent IT/Avatar improvements and the strength of our stakeholder engagement efforts. We expect the formal report from the reviewers in the next couple months.

THANK YOU! THANK YOU! to the many BHS staff, community partners, peers, family members, and others involved in this important review. Special thanks to Deborah Sherwood and her amazing staff in the Office of Quality Management for a great job preparing and coordinating the packed three day agenda!

Tell us your clinic story and we will add it to the upcoming Director's Reports

Past issues of the CBHS Monthly Director's Report are available at:

<http://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/CBHSdirRpts.asp>

To receive this Monthly Report via e-mail, please e-mail vita.ogans@sfdph.org

