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Monthly Director's Report JUNE 2015

1. **Mental Health Month**



A peer-led team, within BHS Peer-to-Peer and Vocational Services, assisted in promoting May as Mental Health Awareness Month by reaching out to BHS clinics and community programs, and sponsoring a public Open Mic event titled "Liberation". The Open Mic event attracted a diverse crowd of talented peers, consumers, participants and attendees. Participants surveyed found the event to be empowering and a supportive environment to express themselves. The peer-led team also staffed seven 2-hour outreach resource fairs in the BHS lobby at 1380 Howard St. MHSA and *Each Mind Matters* materials including green ribbons, water bottles, shopping bags and educational materials were provided as program incentives for participants. The peer-run outreach efforts reached several community-based organizations and civil service programs and touched over 250 participants.

These activities were developed, coordinated and facilitated by peers targeting other peers and the community at-large. The peer planning committee, named Stigma Busters, plans to meet throughout the year to further facilitate and plan activities to promote mental health awareness. For more information, please contact, Victor Gresser at victor.gresser@sfdph.org or (415) 255-3699

2. **Recapturing "LIBERATION"**

Over 50 people participated in the event. Victor Gresser was the MC. He kept the room alive and energetic during the whole afternoon.

One of the most memorial moments was a 60 older consumer who talked about the early days' of her institutionalization and electrocution therapy. She poignantly moved everyone in the room with her LIBERATION by energetically dancing around the room to "People like Us" by Kelly Clarkson for over 5 minutes. She received a standing ovation.

Another special highlight was an older gentlemen sharing his wellness and recovery. He began his journey to wellness by leaving the life he knew in Anaheim, Southern California for a one way trip to

San Francisco to start all over again, beginning with being a homeless person. Casting himself in a movie as the hero of his own LIBERATION, he made everyone in the room laugh with him as he narrated his story with his movie silently playing in the background.

The following Mental Health Board members attended the Open Mic event: Kara Chien, Ulash Thakore-Dunlap, Wendy James, David Elliott Lewis and Idell Wilson.

Thank you all for a great event!!

3. The Value of Peer Support

SB 614, LENO

PAT RYAN

The first, CBHDA's sponsored legislation (SB 614, Leno) – which would require the Department of Health Care Services to establish a program for certifying peer and family support specialists (PFSS) to provide services to Medi-Cal beneficiaries with mental health care needs -- was approved by the Assembly Appropriations Committee by a unanimous vote of 7-0. This is a significant accomplishment for mental health peer specialists, and for CBHDA's legislative advocacy team, including staff Adrienne Shilton and Diane Van Maren, and CBHDA Legislative Committee co-chairs Mary Hale, Madelyn Schlaepfer and CaSonya Thomas. The next step for the bill will be the full Assembly.

PEERS PRESENT THE CASE FOR PEER SUPPORT SERVICES ON CAPITOL HILL

RONALD MANDERSCHIED, PHD.

[Reprinted, with permission, from Behavioral Healthcare at : <http://www.behavioral.net/blogs/ron-manderscheid/peers-present-case-peer-support-services-capitol-hill#>

Truly authentic "firsts" are extremely rare in D.C. To experience two in a single day is amazing beyond the pale. Yet, that is exactly what happened on Wednesday, April 29, 2015. That day, the Depression and Bipolar Support Alliance—DBSA—hosted one Congressional Briefing for the House and another for the Senate. Never before has a peer group ever hosted even a single Congressional Briefing, let alone two. Just marvelous!

The purpose of these briefings was to offer a very convincing case for peer support services. This case is extremely strong: Both personal reflection and research evidence document the effectiveness of these services; good training is available to teach required skills; and the need for these services is very large and growing every day with the implementation of the Affordable Care Act. One could not present a more convincing case about anything.

Led by Alan Doederlein, President of DBSA, the presentation panel included Olga Wuerz, a certified peer support specialist who provides support services in a large VA facility; Larry Davidson from Yale, who presented the research evidence; Lisa Goodale, DBSA Vice President and Director of Training, who described the skills taught through a one-week course; Tom Lane from Magellan, and me, who described implementation in private and public settings.

Peer support services bring hope and the promise of recovery. They help to overcome social isolation and the fear of stigma. And they can even help restore a productive life in the community. Yet even more eye opening, none of this existed prior to the turn of the century.

Peer support services can help lead a person to care, improve care engagement, and promote earlier recovery. They also can help to foster good health literacy and personal activation to improve self-management skills over a lifetime.

The Affordable Care Act already has increased private health insurance enrollment by about 11.7 million through the state Health Insurance Marketplaces, and by about 6 million more through the state Medicaid Expansions. Of the former, about a quarter of the enrollees have a behavioral health condition; among the latter, fully 40%. This translates into more than 5 million potential new consumers for a behavioral health care system that already is laboring to meet the needs of current participants. Thus, peer support services are an exceptionally welcome new resource—in my words, priceless!

Yet, today, only 37 states fund peer support services as part of their state Medicaid plans. The briefings were a clarion call to action to increase this number to 50 as soon as possible. All participants agreed that this recommendation is fundamental for future progress.

Our hats are off to Alan Doederlein, Phyllis Foxworth, DBSA Communication Director, and the entire DBSA team for exceptional performances on Capitol Hill. I have no doubt that their message was heard loudly and received warmly by the congressional staff members who participated.

TIME TO COMMENT: PEER WORKER COMPETENCIES

Peer engagement, as discussed in the article by Ron Manderscheid (above) and in the course of the Capitol Hill briefings, can open doors to care, promote continuity of care, and help support recovery.

It's an element of integrated care efforts spanning the public and private sectors, and an integral part of HRSA/SAMHSA initiatives to dovetail behavioral and physical health care services.

In another effort to advance the role of peers and peer support, SAMHSA has identified and developed a draft set of core competencies for peer workers in behavioral health settings. They are intended to be the foundational and essential competencies required by all positions that provide peer support in behavioral health services. The competencies are common across a range of roles and environments and span a range of providers, such as peer specialists, recovery coaches, parent support providers, youth peer support providers and others.

SAMHSA is seeking review and comments about the competencies. A brief overview of the core competencies and a series of Q&A can be found at:

<http://www.samhsa.gov/brss-tacs/core-competencies-peer-workers>

To review the competencies and provide feedback, click: <http://www.samhsa.gov/brss-tacs/core-competencies-peer-workers>.

4. Street Violence Intervention & Prevention Academy Graduation

On June 2, 2015 the SFDPH-funded **Street Violence Intervention & Prevention (SVIP) Academy** celebrated the graduation of its first cohort of 17 street outreach workers, coordinators and directors. These gifted men and women completed a nine-month long training program that focused on community mental health, trauma, vicarious trauma and trauma recovery; and this Academy's unique learning and application setting allowed the

SVIP staff to build upon their already existing talents for working with and alongside of communities. For more information about the City's Street Violence Intervention & Prevention (SVIP) work, visit <http://www.dcyf.org/index.aspx?page=30>



5. Peer Respite Update – Hummingbird Place

On 4/20/2015 the Hummingbird Place Peer Respite opened its doors on the grounds of San Francisco General Hospital. Hummingbird Place is a peer-run voluntary program that offers a safe place for clients who are pre-contemplative to treatment. It is staffed by peer counselors specially trained to teach healthy practices and promote wellness activities. Clients must have housing and working actively with a case manager from a Full Service Partnership or ICM.

Since opening the doors, the Hummingbird Peer Respite has seen a total of sixteen unduplicated clients, nine of which have returned for additional support. The space has provided a healthy diversion to many clients inappropriately using psychiatric emergency services and many referrals have come directly from PES. One participant was able to return to his housing after working with the peer staff around alternatives to his frequent hospital use. Another client described the space as, "the best place I ever attended, a place that doesn't judge me." We anticipate the Peer Respite to extend the current daytime hours by the end of June and open up on the weekends. In a few months, the respite will be running 24 hours of operations and offer overnight stays.

6. South of Market Mental Health Services (SOMMHS) Upcoming Renovations

South of Market Mental Health Services at 760 Harrison Street will be undergoing facility renovations. This is scheduled to start on July 15, 2015 and is estimated to take up to 4 months. The clinic is unable to accommodate new referrals and transfers at this time, but will continue to provide services to open clients.

The programs at this facility include SOMMHS ISC (outpatient), Filipino-American Counseling and Treatment Team (FACT), SF FIRST (ICM), Integrated Primary Care, UCSF Citywide Linkage, and Conard Payee Services. Most of the behavioral health services are moving temporarily to 1380 Howard Street. Integrated primary care clinical services are moving temporarily to Tom Waddell Urban Health Center at 50 Lech Walesa "Ivy" Street. UCSF Citywide Linkage will be moving temporarily to 982 Mission Street. And Conard Payee Services SOMA will be moving temporarily to Conard Payee Services North at 259 Hyde Street.

Special thanks to Mission Mental Health, OMI, COPE/OBIC, BHAC, and all staff at 1380 for providing the clinic with resources and in getting the facility ready for this renovation period. The staff at SOMMHS are working closely with CBHS leadership and Facilities to ensure a smooth transition. Updates will be provided throughout. Thank you in advance for your patience and support!

7. Come See What's Innovative at CBHS!

California Mental Health Services Act (MHSA) "Innovations" funding supports pilot projects of novel, creative, and original mental health practices and approaches to care. To highlight recent and current Innovations projects, Quality Management staff (Diane Prentiss and Juan Ibarra), MHSA Innovations

Program Manager, Lisa Reyes, and peer volunteers from the MHSA Advisory Committee, are organizing the first ever MHSA Innovations Showcase.

The Showcase will be an exhibition of San Francisco's Innovations projects through live presentations and table displays, tentatively to be held at Community Justice Court, 555 Polk Street, Wed., July 15,

2015, 1:00pm – 3:00pm. Using innovative story-telling techniques (i.e., slideshows, video, photo-voice, demonstrations, etc.), Innovations program participants will describe their project plans, challenges faced, lessons learned and the transformative effects of their efforts on community members, including consumers and staff. All members of the behavioral health community are welcome!

An Innovations representative from the state Mental Health Services Oversight and Accountability Commission will also attend and is very excited to hear about the learning generated from Innovations projects in San Francisco, and the positive contributions these programs have had for community members.

Providing one-time funding for short-term projects offers the mental health field an exciting opportunity to improve the variety, quality and efficacy of mental health services and supports. Elements of the Innovative pilots that demonstrate positive outcomes may be implemented within our mental health system, further advancing the client driven, recovery oriented transformation of our services.

This event is guaranteed to inspire hope and passion for all who attend! For more information, please contact Lisa Reyes at 255-3613 or Juan G. Ibarra at 255-3693.

8. Peer-to-Peer and Vocational Programs Training Series

Peer-to-Peer and Vocational Programs offers quarterly monthly trainings on various topics of interest. Please contact Stephan.Dempsey@sfdph.org or 415.255.3664 for more information on upcoming events.

(Attachment 1)

9. Children, Family and Youth (CYF)

The East Bay Center for Children (EBAC)

SFDPH is proud to announce the successful completion of the selection process for our nationally funded Bay Area Trauma Informed System of Care Initiative. The East Bay Center for Children (EBAC) will partner with us to implement a trauma informed, regional system of care in San Francisco, Alameda, Santa Cruz, Santa Clara, Marin, San Mateo and Contra Costa. EBAC will launch the center in FY15-16 and work towards our shared goal of improving systems and care for families and children.

EBAC is located in Alameda County and has served children and families for over 60 years. They were created by a small group of families with high need children who did not feel that thoughtful and caring services existed for their families. EBAC remains true to its roots and closely connected to the community and individuals with lived experience. They have provided local and national leadership both in trauma informed care and in culturally relevant services and look forward to a promising partnership with them!

Chinatown Child Development Center

The Chinatown Child Development Center's staff and families participated in the 67th Annual Donaldina Cameron House Carnival on May 2, 2015. Our families enjoyed the full day of events, which included fun and games for the children. The family festival has been a long tradition of Cameron House-more than 6 decades, and CCDC has been participating in this unique event for over 10 years. All proceeds go towards vital Cameron House youth leadership programs.

Justin Young, LMFT, has accepted the position here at Chinatown Child Development Center, as the 2931 Marriage and Family Therapist. His first day was May 11, 2015. Justin has many years of experience working with children, youths, and families at CCDC as a Health Worker IV since 2010. We are fortunate to have him here at our clinic to continue providing culturally and competent mental health services and support to all our clients in the community.

10. The Legend of Stan and the CBHS Pharmacy



Nowadays it is rare to meet a San Francisco native among all the transplants. Stanton Lowe, pharmacist-in-charge at CBHS pharmacy, not only grew up in San Francisco, he has witnessed and participated in the changing social landscape of the city. For the first 20 years of his career, he worked as a community pharmacist, gaining expertise in patient care while learning the specific needs of San Francisco residents. He worked with the historical San Francisco Haight-Ashbury free clinic, providing medication services to thousands of young adults in desperate need of medical, mental health and substance abuse services. Armed with several decades of experience under his belt, Stan opened his own pharmacy, Civic Center Pharmacy in 1986. Located in the heart of the Tenderloin, he continued to serve and carry a torch for populations in need by advocating for local and national legislation favorable for lower income individuals once the medical system increased in complexity Stan sold Civic Center pharmacy and joined the CBHS pharmacy team in 1998. Since then, he has built a reputation for himself as the go-to pharmacist for the entire system. Physicians, clients and pharmacies throughout the community request him by name. "We appreciate everything he does for us. Anytime prescriptions are not covered he will navigate the system, contacting doctors or insurance companies, ultimately saving us time so that we can help the customers" quotes a Walgreens pharmacy employee. Perhaps his most notable role is fielding calls from all over the system, assisting pharmacies and our providers in insurance navigation to ultimately help our clients access their prescription medications. Everyone appreciates being able to reach a live person with one phone call and Stan's dedication to this role is evident by his custom phone headset which does not leave his ear while he is at work.

Stan works as the pharmacist-in-charge at the CBHS pharmacy. He dispenses buprenorphine to clients from the out-patient buprenorphine induction clinic (OBIC) with a tough-but-fair attitude, letting them know that the goal is for wellness and independence. "Clients feel comfortable telling Stan everything and anything, he addresses confessions of risky behavior in a straight forward manner offering facts that gently encourage safer practices. His subtle and honest approach rarely goes unheard by clients" explains one of the OBIC providers. "He's always even keel, realistic and he meets patients where they're at" states one substance abuse counselor. Stan describes having an open attitude, giving clients' undivided attention and connecting through casual conversations as essential for engaging with this population. His contributions to the substance abuse and mental health community is vast and inspiring.

Stan's devotion is not only reserved for clients but also extends toward his colleagues in the pharmacy. He trains new pharmacists as they come on board, supervises pharmacy technicians, intern pharmacists and volunteers to mentor high-school students as part of the San Francisco YouthWorks program. His tasks each of us in the pharmacy to provide excellent customer service which has resulted in a friendly, comfortable environment for clients coming in for treatment and for everyone working here. Stan is a pharmacy role model whose contribution to the San Francisco population over the years embodies the mission of the Department of Public Health overall.

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>

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