



SAN FRANCISCO MENTAL HEALTH BOARD

Mayor Edwin Lee

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Kara Ka Wah Chien, JD, Chair
Ulash Thakore-Dunlap, MFT, Vice Chair
David Elliott Lewis, PhD, Secretary
Terezie "Terry" Bohrer, RN, MSW, CLNC
Mark Farrell, Board of Supervisors
Wendy James
Virginia S. Lewis, LCSW
Toni Parks
Gene Porfido
Harriette Stallworth Stevens, EdD
Vanae Tran, MS
Njon Weinroth
Adrian Williams
Idell Wilson
Benny Wong, LCSW

ADOPTED NOTES

Mental Health Board Retreat
Saturday, **December 05, 2015**
1380 Howard Street
Room 515
9:00 AM – 4:00 PM

BOARD MEMBERS PRESENT: Kara Chien, JD, Chair; Ulash Thakore-Dunlap, MFT, Vice Chair; David Elliott Lewis, PhD, Secretary; Terry Bohrer, RN, MSW, CLNC; Virginia S. Lewis, MA, LCSW; Toni Parks; Gene Porfido; Harriette Stevens, EdD; Njon Weinroth; Adrian Williams; Idell Wilson and Benny Wong, LCSW.

BOARD MEMBERS ON LEAVE: Wendy James.

BOARD MEMBERS ABSENT: Supervisor Mark Farrell.

OTHERS PRESENT: Helynna Brooke (MHB Executive Director); Loy M. Proffitt (Administrative Manager); Jo Robinson, LMFT, Behavioral Health Services Director

CALL TO ORDER

Ms. Chien called the meeting of the Mental Health Board to order at 9:50 PM.

ROLL CALL

Ms. Brooke called the roll.

AGENDA CHANGES

No changes

ITEM 1.0 GETTING TO KNOW YOU ICE BREAKER

Board members did an ice breaker exercise facilitated by Njon Weinroth.

1.2 Public Comment

No comments.

Item 2.0 OVERVIEW OF BOARD'S ACCOMPLISHMENTS

Power Point slides are at the end of the minutes.

Dr. Harriette Stevens facilitated this item. Ms. Terry Bohrer provided an overview of the presentations and resolutions for the past year, and gave an overview of programs reviewed. Dr. David Elliott Lewis listed the supervisors who visited and gave instructions on how to set up a meeting with a supervisor and suggestions on following up with supervisors to keep them informed about mental health issues. Ms. Ulash Thakore-Dunlap gave an overview of the many activities board members have been involved with on behalf of the board during the past year.

Ms. Kara Chien led a discussion about what board members liked most about what the board was involved with the past year.

Ms. Chien felt board members worked collegially well throughout the year. Members proactively have kept behavioral health issues in the forefront of the Board of Supervisors and the Health Commission, and community leaders. Members have shared valuable insights from program reviews with the BHS director, the whole board and the public.

On a personal level, she acknowledged the warmth and caring support she received from the board and staff when her mother unexpectedly passed away in 2015.

Mr. Wong briefly shared his work in aging and mental health, and his advocacy for former offenders with mental health needs.

Mr. Weinroth stated that mental health is not a local issue per se but a global issue as well.

Ms. Wilson said she has enjoyed being involved with and has collaborated with various San Francisco communities.

Ms. Thakore-Dunlap is very committed to proactively working on the wellbeing of San Francisco students.

Dr. Stevens felt honored to participate in various board activities.

Dr. David Elliott Lewis shared that he actively works toward community education on destigmatizing mental illness.

Mr. Porfido was officially appointed to the board recently. But, throughout the year, he was an active public participant sharing valuable comments and concerns at board meetings.

Ms. Bohrer shared her gift of writing in drafting many resolutions and letters. She volunteered to work on drafting legislature to change our name to Behavioral Health Board.

Ms. Williams shared her commitment to keep advocating for and providing more culturally appropriate services to children, including youth, who were exposed to traumatic stressful events inducing their debilitating behavioral issues which often impact their educational attainments.

2.1 Public Comment

No comments.

ITEM 3.0 LOOKING FORWARD: JO ROBINSON, DIRECTOR BEHAVIORAL HEALTH SERVICES (BHS)

Ms. Chien introduced Jo Robinson, Director of Behavioral Health Services (BHS) to give her presentation.

Improving Clinical Supervision: Both the Children, Youth and Family (CYF) and Adult and Older Adult (AOA) divisions are working on improving clinical supervision. The department is currently exploring models of system-wide supervisions training and development, because both providers and administrators observed that more time was spent during supervision reviewing administrative functions rather than helping staff grow clinically. The Yale Model and Santa Clara County's model were considered and it is likely the department will choose the Yale Model. This will help with content areas like standards, competencies, needed supports, theory of learning, and training, etc. The goal is to roll this out by spring 2016.

Improving Clinical Documentation: To keep improving clinical documentation, the department has created and hired a new position in the Office of Quality Management called Clinical Documentation Specialist. This position is designed to provide MediCal Mental Health documentation training, coaching and technical assistance to providers in the System of Care. BHS directors will begin working with the Civil Service clinics to identify their needs around clinical documentation. The Center for MediCal Services (CMS) and California Department of Health Care Services (DHCS) are auditing counties and we want to reduce our risk of disallowances due to documentation errors. A 3% error rate is considered acceptable. During this past year, a new Treatment Plan of Care was developed and is just beginning the implementation. Additionally, the Program Utilization Review Quality Committee was redesigned, and will focus on clinical formulations and best practice treatment helping to assure clients are receiving the right treatment and right dosages of treatment. It was tested in five clinics and a plan for full implementation will begin in 2016.

Substance Use Disorder (SUD) Treatment Expansion and MediCal Billing: One of the biggest efforts for this next year will be Substance Use Disorder (SUD) Treatment Expansion and MediCal billing. San Francisco was the first county to submit our plan for what MediCal called an Organized Delivery System. There are many changes in requirements and staffing patterns for SUD programs as well as a required, standard assessment by the American Society of Addiction Medicine (ASAM) to determine the level of care.

Building Quality Improvement Capacity at the Local Level: The department has created a Quality Improving (QI) Training Academy to build quality improvement capacity on the local level. The training will begin in January with six teams participating in a year-long QI Training Academy. The goal is to have comprehensive QI in each of the civil service clinics applying QI principles and tools to real problems and making improvements in access and capacity for our system of care (SOC).

Wellness and Recovery: A Wellness and Recovery Coordinator was hired last year. The department will continue with its Wellness and Recovery Learning Collaborative. The goal for the coming year is to increase strengths assessments and strength-based group supervision with personal recovery plans.

Staff Wellness Coordinator: The department is looking forward to hiring a staff wellness coordinator, recognizing that it is important to keep staff emotionally healthy to help reduce secondary trauma.

Private Provider Network: The department plans to do a thorough review of the Private Provider Network (PPN) system. The review includes making sure that service fees are comparable with other counties, and attracting and retaining good clinicians. The frequency and quality of the chart reviews will be ramped up to better oversee the quality of care provided by these private providers, as well as revamping the utilization review and authorization policy of the PPN.

Transgender Health Services: Having implemented the Transgender Health Services program last year, BHS is in the final process of hiring a Director of Transgender Health Services and staff for that clinic. In addition, each of our Behavioral Health Clinics will be asked to appoint a Transgender Point person for their clinic. These individuals will be provided with more in-depth training on transgender health concerns. They will help promote contact and collaboration with Transgender Health Services and initiate program development and quality improvement within their program to better serve transgender clients.

Hoarding and Cluttering: The first meeting of Hoarding/Cluttering Point persons will be held in 2016. The role of a Hoarding and Cluttering point person will be similar to the role of transitional age youth point persons and the role of point persons envisioned for the transgender community. The Hoarding/Cluttering Point persons will be provided with basic and advanced training in collaboration with the Department of Adult & Aging Services and Adult Protective Services. A team of Hoarding/Cluttering Peer Outreach Workers are to be trained and set up to outreach clients in addition to therapy provided by clinicians at mental health outpatient clinics. It will develop and implement protocols for collaboration of the Hoarding/Cluttering Point persons, Peer Outreach Workers, Environmental Health (including with EHS's psychiatric social worker) and Adult Protective Services in assisting individuals with serious behavioral health issues that result in risk for eviction and homelessness due to health and safety risks associated with hoarding and cluttering.

Information Technology: Information Technology (IT) is working on improving the connectivity in the clinics. Connecting with City Fiber will greatly improve the functionality of AVATAR. This improved connectivity will allow for the implementation of a scheduling function that will then allow BHS to have a client portal to their health records – such as appointments and medications.

In FY 2017-2018, the department has planned on opening a 47 bed psychiatric respite for people being discharged from jail or part of the Collaborative Court who have a mental health and/or substance use disorder. It will be a voluntary program (9-12 months), and will treat and connect individuals to a treatment program and work on finding permanent housing. It will be where the current Mental Health Rehabilitation Center (MHRC) is. The locked program currently housed there will be moved to ward 7A at San Francisco General Hospital (SFGH).

The Department of Public Health (DPH) is working very closely with the Police Chief to create a program that we are calling ABLE - Assistance Before Law Enforcement. It is based on Seattle's Lead program and will direct eligible low-level drug offenders to mental health or substance use disorder treatment opportunities prior to being arrested.

DPH is also working very closely with the Mayors' Hope SF. The program is designed to help 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, helping African-Americans and families of all colors to remain in the city. HOPE SF will have one-to-one replacement of public housing units and phased development, allowing for on-site relocation of current residents and minimizing displacement during construction. The initiative will transform obsolete housing projects into vibrant neighborhoods with over 5,000 new public, affordable and market-rate homes. HOPE SF focuses on San Francisco's most troubled housing projects. These are neighborhoods where gunshots pierce the air many nights, apartments languish in disrepair with mold and rodent problems, and there are no grocery stores or laundromats within walking distance. These are also neighborhoods with tight-knit families and strong cultural traditions.

3.1 Public comment

[No public comments.](#)

ITEM 4.0 BOARD RESPONSIBILITIES AND MHB AGENDA.

Ms. Brooke provided a brief overview of the California legislative mandate for Mental Health Board duties and responsibilities; Robert's Rules of Order.

4.1 Public Comment

[No public comments.](#)

ITEM 5.0 DEVELOPMENTS OF ISSUES AND GOALS

Discussion about Needs, Priorities and Goals for San Francisco Behavioral Health Services and Specific areas the Mental Health Board will focus on for 2016

1st **Access to Behavioral Health Services for people who are homeless**
[Idell Wilson & Gene Porfido & Virginia Lewis.](#)

- Disparities for people with homelessness and mental illness
- Behavioral health access barriers
- Outreach
- Housing options

2nd **Identifying barriers to Behavioral Health Services**
[Dr. Harriett Stevens, Toni Parks, Njon Weinroth, Benny Wong, Dr. David Elliott Lewis & Virginia Lewis.](#)

- Breaking barriers to eligibility

- Systemic barriers to eligibility and access to services for those who meet criteria
- Impact and effectiveness of eligibility criteria for social services programs
- Senior issues isolation
- Housing
- Seniors

3rd **Impact of community violence on behavioral health**
 Terry Bohrer, Adrian Williams & Ulash Thakore-Dunlap

- Community & relational violence
- Children and adolescent trauma
- Prevention of violence
- Crisis services
- Bullying & racial discrimination
- Impact of mass shootings

5.1 PUBLIC COMMENT

No public comments.

6.0 DEVELOPMENT OF 2016 AGENDA

The three committees along with the Executive Committee will create the agenda items for the 2016 board meetings.

6.1 PUBLIC COMMENT

No public comments.

Adjournment

Adjourned at: 3:45 PM

2015 Retreat Power Point slides

San Francisco Mental Health Board (MHB)



Annual Retreat

1380 Howard Street, San Francisco, CA
December 5, 2015
9:00 am – 4:00 pm

MHB Board President Kara Chien



MHB 2015 Retreat: **AGENDA**

9:00 **Breakfast**



9:30 **Welcome:** Kara Chien

9:45 **Icebreaker:** Njon Weinroth

10:00 **Overview of Board's Accomplishments:** Harriette S. Stevens

- *Presentations & Resolutions:* Terry Bohrer
- *Programs Reviewed in 2014–15:* Virginia Lewis
- *Visits to Supervisors:* David Elliott Lewis
- *Other Board Activities:* Ulash Thakore Dunlap
- *What did you like the most this year:* Kara Chien

10:45 **Break**

Agenda



11:00 **Looking Forward:** Jo Robinson

11:30 **Board Responsibilities and MHB Agenda:** Wendy James

12:00 **Committee Updates**

- *Information and Access:* Vanae Tran
- *Youth Trauma and Violence:* Adrian Williams
- *Incarceration of People with Mental Illness:* Virginia Lewis
- *Program Review:* Idell Wilson

12:30 **Lunch**

MHB Board in Action, January 2015



Agenda



- 1:30 **Development of Issues and Goals:**
Benny Wong and Gene Porfido
- 2:00 **Development of Three Priorities and 2015-16**
Agenda: Ulash Thakore Dunlap and Toni Parks
- 3:00 **Break**
- 3:15 **Committee Selection for Priorities:** Kara Chien
- 3:45 **Closing:** Idell Wilson

MHB Presentations



Terry Bohrer

January 21, 2015
Trauma Informed System of Care: Ken Epstein, Ph.D.,
Director of Children, Youth and Families, Community Behavioral Health Services.

- Ask clients, "What has happened to them."



Presenters: Jo Robinson & Angelica Almeida



2015 MHB Presentations, Cont'd.



April 15, 2015

☞ *District 10 Trauma Summit; Graduate Program Outreach and Recruitment Targeting Underserved Communities:* Lena Miller, Executive Director, Hunter's Point Family Services.

- Follow up on District 10's Trauma Summit in 2012.

2015 MHB Presentations, Cont'd.



☞ *November 2012 Trauma Summit*

- Collaboration of over 50 civic leaders and DPH staff.
- Providence Baptist church, 1601 McKinnon Ave.
 - Healing zone "umbrella" organization envisioned.
 - Important ideas developed on transparency, accountability, advocacy, and cultural relevancy.

MHB Presenter: C. W. Johnson



2015 MHB Presentations, Cont'd.



May 20, 2015

☞ *Pathways and Barriers to Accessing Behavioral Health Services:* Jo Robinson, CBHS Director, C. W. Johnson, and Peer Advocate, Vanae Tran, Information & Access Committee Chair

- Overview of behavioral health programs in San Francisco County.
- Mental Health Association Warm Line staffing.

MHB Presenter: Ali-Riker



2015 MHB Presentations, Cont'd.



June 17, 2015: Two Presentations

1. ***Housing and Support After Release from Jail:*** Ali Riker, Director of Programs, San Francisco Sheriff's Department.
 - Overview of Mentally Ill Offender Crime Reduction Grant (MIOCRG), issued in February 2015.
 - Grant awarded to eight California counties.
2. ***Crisis Mental Health Treatment at San Francisco General Hospital (SFGH) for Inmates:*** Dr. Katrina Peters, MD, Unit Chief For Unit 7I, San Francisco General Hospital.
 - Inmates confined for short periods while awaiting trial or processing.

2015 MHB Presentations, Cont'd.



July 15, 2015

☞ ***Hummingbird Place Peer Respite Program***

- Opened June 2015.
- First peer-run respite center in San Francisco.

August 19, 2015

☞ ***Meeting cancelled***

MHB Presenter: Dr. Terry Kupers



2015 MHB Presentations, Cont'd.



September 16, 2015

Struggles of People with Mental Illness in Jails and Prisons:

Dr. Terry Kupers

- Experiences with mental illness in jails and prisons.
- War on drugs, sentencing laws, criminalizing people of color and the poor.

2015 MHB Presentations, Cont'd.



October 21, 2015: Two Presentations

1. **San Francisco Behavioral Health Services After-Hours Telephone Access to Services:** Eve Meyer, Executive Director, and Erin Hiscock-Wagner, San Francisco Suicide Prevention.

MHB Presenter: Kelly Batson



2015 MHB Presentations, Cont'd.



United Way of the Bay Area 211 Information and Referral Hotline: Kelly Batson.

- Overview: After-Hours Telephone Access Services.
- San Francisco Suicide Prevention program.
- 211—a designated number for social services in San Mateo, San Francisco, Marin, Napa, Solano.
- Open 24/7.

MHB Resolutions: Terry Bohrer



2015 MHB Resolutions: Terry Bohrer



1-21-15: MHB Priorities

☞ **MHB 01-2015:** The Mental Health Board Goals and Priorities for 2015 to be approved as submitted.

- Issues concerning incarcerated mentally ill.
- Information and access to behavioral health services.
- Chronic trauma related to violence, youth and family.

Commendation: Errol



2015 Resolutions, Cont'd.



2-18-15: Assisted Outpatient Treatment Plan

☞ **MHB 2015-02:** Review of San Francisco's Assisted Outpatient Treatment Plan.

Supervisor Mark Farrell



2015 Resolutions, Cont'd.



2-18-15: Budget

- ☞ **MHB 2015-03:** Urge the Mayor, Health Commission and Board of Supervisors:
- Maintain current budget for Community Behavioral Health Services.
 - Retract requirement of \$8 million in cuts for fiscal year 2015-16.

Commendation: Kelly-Kruger



2015 Resolutions, Cont'd.



6-17-15: SFPD CIT

- ☞ **MHB 2015-04:** Urge the Mayor and Board of Supervisors:
- Provide funding for San Francisco Police Department Crisis Intervention Team (CIT).
 - Include accountability and program evaluation.

2015 Resolutions, Cont'd.



6-17-15: SFSD CIT

- ☞ **MHB 2015-05:** Urge the Mayor and Board of Supervisors:
 - Fund CIT training for San Francisco Sheriff's Department.
 - Include accountability and program evaluation.

2015 Resolutions, Cont'd.



7-15-15: Library Kiosks

- ☞ **MHB 2015-06:** Urge Department of Public Health:
 - Place peer staffed kiosk in main San Francisco Public Library.
 - Provide information to consumers and family members on mental health and substance abuse services.

Programs Reviewed: Virginia Lewis



2015 MHB Retreat



☞ **Programs Reviewed 2014-15:** Virginia Lewis

☞ **Visits to Supervisors:** David Elliott Lewis

- Scheduling and attending meetings with supervisors.



Supervisor Farrell At Board Meeting



Visits to Supervisors, Cont'd.



☞ **Virginia Lewis:** Farrell, Tang, Yee and Sheriff Mirkarimi

☞ **Idell Wilson:** London Breed

☞ **Harriette Stevens:** Mark Farrell

Board Member Activities: Ulash Thakore Dunlap



Board Member Activities, Cont'd.



January 21, 2015

☞ **Ms. Hardy: National Alliance for Mental Illness (NAMI)-SF** will move meetings to a day not in conflict with Mental Health Board meetings.

Board Member Activities, Cont'd.



February 18, 2015

- ☞ **Dr. David Elliott Lewis, Ms. Thakore-Dunlap, Ms. Hardy, Ms. James, Dr. Stevens, and Ms. Wilson:** *The 7th International Conference, Together Against Stigma: Each Mind Matters.*
- ☞ **Mr. Weinroth:** motivational interviewing conference.

Board Member Activities, Cont'd.



March 18, 2015

- ☞ **Dr. Lewis:** Oversight committee for Crisis Intervention Training (CIT).



April 15, 2015

- ☞ **Dr. Lewis:** March 2015 CIT training.
 - Provided three out of 40 hours of training for SFPD.

Board Member Activities, Cont'd.



May 20, 2015

- ☞ **Ms. Lewis**
 - California Institute for Behavioral Health Solutions Conference, Long Beach, CA.
- ☞ **Ms. James**
 - Open Mic at San Francisco Main Library.
 - NAMI Peer-to-Peer Training.
- ☞ **Dr. Lewis**
 - CIT award ceremony by San Francisco Police Department.
 - Over 300 attended.

Board Member Activities, Cont'd.



June 17, 2015

- ☞ **Ms. James**
 - Open Mic commendation
 - LGBTQQI training
 - Program review of Mission Mental Health Clinic
- ☞ **Ms. Hardy**
 - SAMHSA webinar

Board Member Activities, Cont'd.

July 15, 2015



☞ **Wendy James, Deborah Hardy, Terry Bohrer:**

- Regional CALMHB Meeting.
- Ms. Bohrer elected CALMHB director.

☞ **Adrian Williams:**

- Northern and Park Police stations honored, June 2015.

☞ **Terry Bohrer:**

- California Mental Health Services Act director meeting.

Board Member Activities, Cont'd.

July 2015



☞ **Ms. Lewis:**

- Shared personal letter read to Board of Supervisors, supporting CIT training for law enforcement.

☞ **Dr. Stevens:**

- Attended NAMI national conference.
- Liaison for San Francisco with international Alpha Kappa Alpha (AKA) Sorority to share about mental health awareness.

Board Member Activities, Cont'd.



☞ AKA is the oldest Greek-letter organization, established by 12 Black college women at Howard University in 1908.



Board Member Activities, Cont'd.

October 21, 2015



☞ **Ms. Bohrer:** attended Local Mental Health Board and Commission Members meeting in Folsom.

☞ **Ms. James:** attended NAMI conference in August 2015. Noted that grief not being addressed as mental health issue.

Board Member Activities, Cont'd.

October 2015



- ☞ **Dr. Lewis:** served on CIT, taught two modules at CIT training. Co-master of MHSA Award's ceremony on October 15, 2015.
- ☞ **Ms. Parks:** attended Veteran's Conference; impressed by services for veterans.
- ☞ **Virginia Lewis:** attended public health meetings on Sutter's contract and SF General's grand rounds case conferences on chronic mental illness.

2015 MHB Retreat



MHB Board President
Kara Chien



- ☞ *What you liked most this year.*
 - 3 things that were most interesting.
 - 3 things that were most challenging.

2015 MHB Retreat



☞ **Looking Forward:** Jo Robinson

- Issues, concerns and growth in San Francisco behavioral health services.

Board Responsibilities: Wendy James



☞ **Board Responsibilities & Agenda:**

- California mandate for Mental Health Board duties, responsibilities.
- Robert's Rules of Order.
- Board protocol.

2015 Committee Updates



- ☞ **Information and Access:** Vanae Tran
 - How people access behavioral health services.
 - Barriers to services.
- ☞ **Youth Trauma and Violence:** Adrian Williams
 - Trauma and violence in communities
 - Trauma informed care

2015 Committee Updates, cont'd.



- ☞ **Incarceration of People with Mental Illness:** Virginia Lewis
 - Experience of people with mental illness in jails and prisons.
 - Re-entry programs.

2015 Committee Updates, cont'd.



- ☞ **Program Review:** Idell Wilson
 - Review process.
 - Revise questionnaires.



2015 MHB Retreat



- ☞ **Development of Issues and Goals:** Benny Wong & Gene Porfido
 - Needs, priorities, goals for San Francisco behavioral health services.
 - Areas of focus for 2016.

2015 MHB Retreat



☞ **Develop 3 Priorities & 2015-16 Agenda:**

Ulash Thakore Dunlap & Toni Parks

- The agenda will include a focus on:
 - Three key priorities for the year.
 - Three meetings per priority.
 - Committee selections to develop agendas.

2015 MHB Retreat



☞ **Committee Selection for 2016 Priorities:** Kara Chien



☞ **Closing:** Idell Wilson

Thank You!

