



## SAN FRANCISCO MENTAL HEALTH BOARD

Mayor Edwin Lee

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Harriette Stallworth Stevens, Ed. D., Co-Chair  
Ulash Thakore-Dunlap, MFT, Vice Chair  
Idell Wilson, Vice Chair  
Gene Porfido, Secretary  
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Judy Zalazar Drummond, MA  
Wendy James  
Judith Klain, MPH  
Carletta Jackson-Lane, JD  
David Elliott Lewis, PhD  
Virginia S. Lewis, LCSW  
Toni Parks  
Angela Pon  
Richard Slota, MA  
Marylyn L. Tesconi  
Njon Weinroth  
Benny Wong, LCSW

### **ADOPTED MINUTES**

Mental Health Board Meeting  
Wednesday, [May 17, 2017](#)  
City Hall, 2<sup>nd</sup> Floor, Room 278  
One Carlton B. Goodlett Place  
San Francisco, CA  
6:30 PM – 8:30 PM

**BOARD MEMBERS PRESENT:** Harriette Stevens, EdD; Co-Chair; Ulash Thakore-Dunlap, MFT, Co-Chair; Idell Wilson, Vice Chair; Gene Porfido, Secretary; Terry Bohrer, RN, MSW, CLNC; Judy Zalazar Drummond, MA; Carletta Jackson-Lane, JD; Judith Klain, MPH; David Elliott Lewis, PhD; Toni Parks; Angela Pon; Marylyn Tesconi; and Njon Weinroth.

**BOARD MEMBERS ON LEAVE:** [Wendy James](#); [Richard Slota, MA](#); [Idell Wilson](#); and [Benny Wong, LCSW](#).

**BOARD MEMBERS ABSENT.**

**OTHERS PRESENT:** Victoria Larkowich; Loy M. Proffitt (Administrative Manager); Kavooos Ghane Bassiri, LMFT, LPCC, CGP, Director of Behavioral Health Services; Peter Murphy, Mental Health Association (MHA-SF); Claudia Mendez, MHA-SF Warm Line; C. W. Johnson, MHA-SF; and Liza M. Murawski.

**CALL TO ORDER**

**Dr. Stevens** called the meeting of the Mental Health Board to order at 6:33 PM.

## **ROLL CALL**

**Ms. Larkowich** called the roll.

## **AGENDA CHANGES**

None.

## **ITEM 1.0 REPORT FROM BEHAVIORAL HEALTH SERVICES DIRECTOR (See Attachment A)**

*The full director's report can be viewed at the end of the minutes or on the internet.*

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

### **1.1 Discussion regarding Behavioral Health Services Department Report, a report on the activities and operations of Behavioral Health Services (BHS), including budget, planning, policy, and programs and services.**

**Mr. Ghane Bassiri** opened the meeting with acknowledging that May is Mental Health Awareness Month. For the first time, SF City Hall will light up in lime green color to honor Mental Health Awareness Month on May 24, 2017 (National Mental Health Awareness Day). He credited the SF-BHS Stigma Busters and Client Council for making this special request. Throughout the month of May, there are many sponsored activities and celebrations. In honor of May 10<sup>th</sup> Asian Pacific American Mental Health Day, SF Richmond Area Multi-Services joined with its Asian Pacific Islander Mental Health Collaborative (APIMHC) and the six CBO partners in San Francisco to host a community gathering at the San Francisco County Fair Building, to celebrate mental wellness and increase awareness of balanced mental and physical health in the context of cultures. He also noted that the city of San Gabriel has now proclaimed the date May 10th as Asian Pacific American Mental Health Day (already proclaimed in the State of California, City & County of San Francisco, and City of Austin in Texas).

California Department of Health Care Services (DHCS) conducted its triennial onsite review of the San Francisco County Mental Health Plan's (MHP) Specialty Mental Health Services. He informed the Board about the recent audit and that the preliminary data indicated a 95% overall compliance rate for system review and 81% compliance for chart documentation, and in that there was 100% compliance for review of medical necessity for services. The audit was an extensive review of the SF MHP and included chart documentation review. Records were reviewed with paid claims from 2015. Overall SFDPH-BHS/SF MHP performed very well, and there were demonstrated improvements compared to previous reviews.

He also shared further from the Monthly Report on BHS' work into ensuring a successful transition process for consumers from Intensive Case Management and Full Service Partnership levels-of- care into regular mental health outpatient services, and implementing effective strategies to strengthen the support provided for and during this important transition.

**Dr. David Elliott Lewis** asked for how funding might be affected by the audit.

**Mr. Ghane Bassiri** explained that the auditors could recoup money for non-compliance & errors found as part of the chart documentation review; thus it is always very important that documents are accurate according to the state guidelines and compliance standards.

**Dr. David Elliott Lewis** asked about NAMI's Family on Discharge program involvement as to consumer transition and disclosed that he is on their Board.

**Mr. Ghane Bassiri** responded that he would follow up on this by sharing the information at BHS and exploring ways to learn from NAMI's experience and model, as related to a consumers' transition from a higher level to a lower level of care.

**Dr. David Elliott Lewis** asked a follow up question about whether the Hummingbird Place's peer run program will continue to be funded.

**Mr. Ghane Bassiri** stated that the Department's plan has not changed as to the target population and enhancing the services at Hummingbird Place to include having 15 beds, with expanded hours of operation and overnight stay. We hope to see more activities over the summer.

**Ms. Jackson-Lane** asked whether he visited the Routz program of the Larkin Street Youth Services following the presentations made by youth at the March board meeting about their experiences.

**Mr. Ghane Bassiri** stated that he did visit the Routz program along with Maureen Edwards (Manager of BHS TAY Linkage Program) and Marlo Simmons (Deputy Director) from BHS, including Sherilyn Adams Executive Director of Larkin Street Youth Services, walking through, reviewing the program, and discussing the various issues shared by the youth. Larkin Street Youth Services provides a very unique service with expertise in serving the TAY population. At Routz, the staff turnover has been high, recruitment is difficult (pay rate is a concern), and the location and structure has its challenges. It was important to understand the differences between what are the support services provided onsite and the housing services there, as this is not a residential treatment facility. BHS and Larkin's Routz also discussed the assessment procedures and how to better streamline the process. Larkin Street Youth Services values their youth advisory board's active participation and advocacy. BHS TAY and Larkin Street Youth Services Routz will continue to work collaboratively to meet the needs of the TAY consumers.

He explained that the Routz program, including the 40 unit Aarti Hotel, is funded by SFDPH-BHS. The Aarti Hotel is a collaboration between Larkin Street Youth Services and Tenderloin Neighborhood Development Corporation (TNDC). TNDC provides property management services, and Larkin Street provides the onsite support services for residents.

**Ms. Drummond** wanted to know what the board should focus on during the program review of the Routz.

**Mr. Ghane Bassiri** suggested that the MHB's program review can focus on the services provided through their contract with SFDPH-BHS, since TNDC simply provides property management.

**Ms. Klain** asked about how youth complaints are being handled.

**Mr. Ghane Bassiri** stated that BHS has a strong grievance procedure & handling. When he visited Routz, he did see the postings about the procedures for youth to voice their concerns and file a grievance as needed.

**Ms. Parks** said that the grievance process is clear, but it is the follow through of the process that is problematic for clients including the appeal process.

**Mr. Ghane Bassiri** stated that BHS can provide an overview of the procedure at a future meeting.

**Ms. Parks** stated that the appeal process itself is often not addressed adequately.

**Mr. Ghane Bassiri** stated that it would be good to have BHS designated staff explain the grievance process to the board and as needed to explore if there are any gaps in the process needing to be addressed.

**Ms. Bohrer** suggested the board should look into establishing a grievance procedure itself.

## **1.2 Public Comment**

**Mr. Johnson** said he is with Mental Health Association San Francisco (MHA-SF) which also mentors to help clients with the grievance process.

**Ms. Mendez** was once in the foster care program and went through the Larkin Street Youth program, and she found the services to be helpful for her. She acknowledged that Larkin Street Youth staff could benefit from some support due to gaps.

## **ITEM 2.0 MENTAL HEALTH SERVICE ACT UPDATES AND PUBLIC HEARINGS**

### **2.1 Mental Health Services Act Updates:**

**Mr. Ghane Bassiri** encouraged sharing the information about the current application opening and submission deadline for the Peer Specialist Mental Health Certificate advanced course, summer 2017 cohort.

The National Association of Counties (NACo) awarded City & County of San Francisco-Department of Public Health two 2017 achievement awards for its “Vocational Rehabilitation Employment and Training Programs” and “Peer-to-Peer Programs.”

Two MHSA-funded Requests for Qualifications (RFQ’s) are available with the due dates of 5/03/17 and 5/31/2017. The RFQs are for Peer Health and Advocacy Services, and Adult/Older Adult Community Drop-In and Resource Support Services respectively.

### **2.2 Public Comment**

[No public comments.](#)

## **ITEM 3.0 ACTION ITEMS**

### **3.1 Public comment**

[No public comments.](#)

**3.2 Proposed Resolution:** Be it resolved that the minutes for the Mental Health Board meeting of April 19, 2017 be approved as submitted.

[Unanimously approved.](#)

### **3.3 Resolution (MHB-2017-02)**

**Ms. Larkowich** read the entire resolution first.

**RESOLUTION (MHB-2017-02): THE MENTAL HEALTH BOARD URGES THE MAYOR, THE HEALTH COMMISSION AND THE BOARD OF SUPERVISORS**

**TO EXPAND THE CURRENT BUDGET FOR BEHAVIORAL HEALTH SERVICES, WHILE EXPANDING HOUSING OPTIONS FOR PEOPLE WITH MENTAL ILLNESSES.**

WHEREAS, San Francisco is enjoying significant prosperity and the end of years of severe budget crisis in public health and human services, and;

WHEREAS, the overall budget for the City of San Francisco is expected to have a significant surplus for the next fiscal year, and;

WHEREAS, Behavioral Health Services has spent years creating a strategic, cost-effective system of care with a focus on community-based treatment replacing institutional care, which meets the Bronzan-McCorquodale guidelines as detailed and mandated in the Welfare and Institutions Code for the State of California, and;

WHEREAS, the Mental Health Board believes that a strong and effective public health system directly benefits all neighborhoods and economic sectors of the community; and

WHEREAS, the Mental Health Board believes that our community has a moral and ethical duty to care for those people who are ill, suffering, in trouble, and in need, now, therefore,

BE IT RESOLVED, that the Mental Health Board recommends that the City and County of San Francisco do everything in its power to protect the long-term investment it has made in its services so that there are no untoward actions, and to take all necessary steps to preserve and defend the vital, state-of-the-art services the City has developed through years of intensive effort, and;

BE IT FURTHER RESOLVED that the Mental Health Board recommends that the City and County of San Francisco expand the current budget for Behavioral Health Services, while expanding housing options for people with mental illnesses.

[Unanimously approved](#), following two suggested changes.

**ITEM 4.0 PRESENTATION: WARM LINE, MENTAL HEALTH ASSOCIATION OF SAN FRANCISCO; (MHA-SF) DILHARA ABEYGOONESEKERA, PROGRAM MANAGER; CLAUDIA MENDEZ, STAFF.**

**4.1 Discussion: Warm Line, Mental Health Association of San Francisco; Dilhara Abeygoonesekera, Program Manager Claudia Mendez, Staff.**

Dilhara Abeygoonesekera was unable to attend the meeting, so Peter Murphy presented in her place.

*The Warm Line power point presentation is at the end of the minutes.*

**Dr. Stevens** thanked David Elliott Lewis for suggesting this presentation by the Warm Line.

**Mr. Murphy** stated that the Warm Line that began in August 2014 is not a hotline and is a function of MHA-SF. The Warm Line assists callers before they get into a crisis and transfers people with suicidality to the Suicide Prevention line, if necessary.

The Warm Line operational hours are 7 AM to 11 PM, seven days per week and is staffed by peers. Due to too many calls from people outside of San Francisco, Warm Line implemented policies: four calls for people in Northern California per week and two calls for out of state people per week.

**Ms. Mendez** joined the Warm Line because she wanted to volunteer so she can use her pain from her experience in the foster care system to help people feel less pain in their lives. She is now very involved in community advocacy.

Warm Line has a Facebook presence and has become a membership organization.

#### **4.2 Public comment**

No public comments.

### **ITEM 5.0 REPORTS**

#### **6.1 Report from the Executive Director of the Mental Health Board. Discussion regarding upcoming events, conferences, or activities that may be of interest to board members; Mental Health Board budget issues and update on staff work on board projects.**

**Dr. Stevens** shared that Ms. Brooke is on vacation.

#### **5.2 Report of the Chair of the Board and the Executive Committee.**

The next Executive Committee meeting is Tuesday, May 30, 2017 at 10:00 AM at 1380 Howard Street, Room 226. All board members, as well as members of the public, are welcome to attend.

**Dr. Stevens** explained that the Executive Committee had proposed to have a Meet and Greet for members of the public to meet board members on May 31st. It was going to be in the lobby of 1380 Howard Street. However, it was determined that the venue would not really be suitable, so the Meet and Greet has been postponed. She would also like more board input regarding their interest in having one, and whom the board would hope would attend such as primarily members of the public or a mix of providers, Behavioral Health Services staff or others.

**Ms. Bohrer** suggested doing a survey among the board members for the Meet and Greet event.

#### **5.3 Committee Reports**

- Mobile Wellness Van Committee: David Elliott Lewis, Chair
- Youth Committee: Judy Drummond, Chair
- Annual Report Committee: Richard Slota, Chair

**Dr. Stevens** congratulated David on his great interview with the Examiner about the proposed mobile wellness van.

**Mr. Slota** is on leave.

**Ms. Drummond** shared that at the Youth Committee meeting on May 11, 2017, there was a strong focus on a campaign to reduce stigma such as a hashtag and/or a mixed media poster. She

shared that the committee decided to set a two-year goal since there is so much to do. She shared that Judith Klain and Carletta Jackson-Lane volunteered to be on the committee.

**Dr. David Elliott Lewis** said the next meeting is on May 22, 2017. He has invited Jacob Savage from CONCRN and David William Radohato to present their programs and services.

**5.4 People or Issues Highlighted by MHB: Suggestions of people and/or programs that the board believes should be acknowledged or highlighted by the Mental Health Board.**

Tabled due to time shortage.

**5.5 Report by members of the Board on their activities on behalf of the Board.**

Tabled due to time shortage.

**5.6 New business - Suggestions for future agenda items to be referred to the Executive Committee**

Tabled due to time shortage.

**5.7 Public Comment**

No public comments.

**6.0 PUBLIC COMMENT**

**Adjournment**

Adjourned at: 8:35 PM





**Mayor Edwin M. Lee**

## **Behavioral Health Services Monthly Director's Report May 2017**

### **1. MENTAL HEALTH SERVICES ACT (MHSA)**

**DPH Receives Achievement Awards from the National Association of Counties (NACo)**



The National Association of Counties (NACo) has granted the City and County of San Francisco, Department of Public Health, two 2017 Achievement Awards for its “Vocational Rehabilitation Employment and Training Programs” and “Peer-to-Peer Programs”. Started in 1970, NACo’s annual Achievement Award Program is designed to recognize innovative county government programs. NACo President Bryan Desloge said, “Counties overcome complex challenges, provide essential services and constantly do more with less. We applaud these Achievement Award-winning counties for outstanding efforts to improve residents’ quality of life.”

The Peer-to-Peer Support Services is a service category under the Department of Public Health’s MHSA Program, which comprises of thirteen (13) peer programs that are designed to improve and support the mental health and overall wellness of San Franciscans. The peer programs are also designed to integrate peer specialists in the public mental health service delivery system.

The *Vocational Rehabilitation Employment and Training Programs* is a service category under the Department of Public Health’s MHSA Program. This service category comprises of ten (10) vocational programs that are designed to ensure that individuals with serious mental illness and co-occurring disorders are able to secure meaningful and long-term employment. In collaboration with the California Department of Rehabilitation, SFDPH has identified a need for various training and employment support programs to meet the current labor market trends and employment skill-sets necessary to succeed in the competitive workforce.

Congratulations to San Francisco and the Department of Public Health. For more information – please visit: [www.sfdph.org/MHSA](http://www.sfdph.org/MHSA)

### **Mental Health Awareness Month – May 2017**

At the request of the Department of Public Health, Behavioral Health Services’ Client Council to the City of San Francisco, City Hall will be lit up in lime green color, on May 24, 2017, in honor of May Mental Health Awareness Month.



**May is Mental Health Awareness Month  
Events for May 2017  
San Francisco**

***FREE OPEN to the PUBLIC***

<b><u>DATE</u></b>	<b><u>DAY of WEEK</u></b>	<b><u>TIME</u></b>	<b><u>EVENT</u></b>	<b><u>LOCATION</u></b>
April 29	Saturday	11AM-12:30PM	<b>Youth Minds Matter!!</b> Panel Presentation, Resources & More	San Francisco Main Library Latino/Hispanic Room 100 Larkin St @ Grove SF, CA 94102
May 4	Thursday	9AM-1PM	<b>Vocational Client Services and Stigma Busters Presentation</b> Exploring Meaningful Purpose for Clients and Residents	25 Van Ness Avenue (near Market) Room #610 SF, CA 94102
May 15	Monday	1PM-3PM	<b>3rd Annual Open Mic!</b> SHARE YOUR TALENT! Poetry, Song, Art, Dance, Self-Expression <b>Artists to please sign up early</b>	San Francisco Main Library Latino/Hispanic Room 100 Larkin St @ Grove, SF, CA 94102
May 16	Tuesday	9AM-12:30PM	<b>Vocational Summit</b> Information, Counselors, Resources and Prizes	San Francisco Main Library Latino/Hispanic Room 100 Larkin St @ Grove, SF, CA 94102
May 19	Friday	5PM-8PM	<b>Film Festival Pixar's Animated Film "UP"</b> FRIDAY FUN FILM NIGHT! with Facilitated Discussion	25 Van Ness Avenue (near Market) Room # 610 SF, CA 94102
May 25	Thursday	9AM-11:30AM	<b>Advocacy and Self Care</b> Resources for the Community	Chinatown/North Beach Mental Health Service 729 Filbert Street SF, CA 94133

For more information or to RSVP, please contact Victor Gresser at 415-255-3651 or [victor.gresser@sfdph.org](mailto:victor.gresser@sfdph.org)  
For interpreter or ADA accommodation request, please contact Victor a week in advance.

Sponsored by San Francisco Department of Public Health (SFPDH), Behavioral Health Services (BHS), Mental Health Service Act (MHSA).

## MHSA Peer Specialist Mental Health Certificate-Advanced Course

Richmond Area Multi-Services, Inc. (RAMS) is excited to announce that the [Peer Specialist Mental Health Certificate Program](#) is accepting applications for its 8-week [Peer Specialist Mental Health Certificate Advanced Course Summer 2017 Cohort](#), with classes set to begin on Thursday, June 15th, 2017. This course is designed for those interested in working as peer providers, advocates and volunteers in the community. Funded by the Mental Health Services Act (MHSA), the Peer Specialist Mental Health Certificate Program (part of the Division of Peer-Based Services) offers training and education opportunities for individuals and family members of individuals that have accessed behavioral health services, who are providing--or are interested in providing--peer counseling, advocacy and support services in the community behavioral health field in San Francisco. Please see the attached flyers. Application due date: May 26, 2017.



- (Attachment 1)
- (Attachment 2)
- (Attachment 3)

## 2. BRINGING WELLNESS TO THE WORKPLACE

In honor of Earth Day, the new SFDPH-BHS Staff Wellness Coordinator, Nia Ibu, LCSW, organized an activity for BHS staff that incorporated elements of nature into organization wellness. Staff were invited to bring plants and seedlings to exchange with colleagues. Staff also repotted plants and made wonderful new arrangements that could adorn their workspaces and homes. At this event staff also learned the benefits of having plants in the workplace, such as; stress-reduction, increased air quality, more energy due to increased oxygen, a better work environment, and a built in organizational self-care routine in the form of ongoing plant care.

Since the event, staff interactions and merriment have increased as people are visiting each other to teach plant care tips and showcase their thriving plant arrangements. Plants were donated to the Slice of Life Café at 1380 Howard Street (UCSF Citywide Employment Vocational Rehabilitation Program) and increased the warm & inviting environment for all staff to enjoy. Some staff are contemplating making a plant club to support ongoing wellness in the work environment and are looking forward to the next Annual Plant Exchange.



1<sup>st</sup> Annual BHS Earth Day Plan Exchange

### 3. ADULT/OLDER ADULT SYSTEM OF CARE UPDATE

#### Client Flow between ICM/FSP and Mental Health Outpatient Programs

Conversations began in November 2016 between SFDPH-BHS Adult/Older Adult Systems-of-Care and Quality Management staff, directors of Intensive Case Management and Full Service Partnership (ICM/FSP) programs, and directors of regular Outpatient Mental Health (OP MH) programs, on the challenges faced in graduating clients successfully from ICM/FSP intensive level-of-care into regular OP MH treatment.

Effective teamwork at the system-level between ICM/FSP programs and OP MH programs is important because these two modalities are ultimately responsible for helping individuals with serious mental illness achieve stabilization, recovery and wellness in the community over time. The two modalities need to work together to provide clients with the right level-of-intensity of care at the right time, both when clients are stabilizing and achieving wellness, and when clients are going through difficulties and needing more support. The system of care needs to be able to step up clients to ICM/FSPs when they need higher intensity care and wrap-around services, and step down to OP MH when they eventually get better and need less intensive follow-up.

But because there is a limited number of clients at any given time who can be accommodated into ICM/FSPs (ICM/FSPs have low and fixed staff-to-client ratios), there is a waiting list to get into ICM/FSPs. Clients on the ICM/FSP waiting list have to be served as best as possible in OP MH programs until ICM/FSP slots open up. OP MH programs have a very high need for ICM/FSP client placements – half of all client referrals into ICM/FSPs come from OP MH programs. If more clients are able to successfully transition down from ICM/FSPs into OP MH programs, then more clients on the waiting list can be enrolled into ICM/FSPs.

In early April 2017, fifteen (15) OP MH and thirteen (13) ICM/FSP programs began meeting together twice a month to brainstorm ideas on improving the successful transition of clients who could be stepped down, with the right supports, from ICM/FSP to OP MH level of care. *Learning for Action* is facilitating the brainstorming and planning process. Heading into their 4<sup>th</sup> joint meeting, the directors of these 28 mental health programs have collaboratively narrowed their identification of possible improvements in the ICM/FSP to OP MH transition (“graduation”) process into four areas:

1. Establishing Protocols, Processes, and Best Practices – such as, developing criteria for clients’ readiness to step-down from ICM/FSP to OP MH level of care, protocols for the stepping-down process that promote the greatest opportunities for success, and ideas for how peer navigators can assist.
2. Fostering Cross-Agency Communication & Partnership – such as, improved communication and clear expectations between ICM/FSPs and OP MH programs in the provision of care.
3. Creating a Supported Transition Period – such as, ICM/FSP staff staying engaged with clients for a number of months after the transfer to OP MH (including ICM/FSP staff conducting outreach, as appropriate, should clients miss OP MH appointments).
4. Addressing the Gap between Levels of Care – such as, creating an OP MH “plus” level of care.

As a stakeholder in this process, consumers input is being solicited – the next joint ICM-FSP/OP-MH meeting on May 19<sup>th</sup> involves a panel of consumers who will share their experiences and concerns, and offer suggestions of what will be helpful and not helpful in the step-down process.

The brainstorming will culminate at the end of June with the selection of improvement ideas to test toward the successful transition/graduation of clients from ICM/FSPs to OP MH.

#### **4. CHILDREN, YOUTH AND FAMILIES (CYF) UPDATES**

##### **Mission Family Center**

Mission Family Center (MFC) continues to host the Integrated Family Therapy Reflective Team every Wednesday afternoon with SFDPH-BHS staff and DPH network provider employees, under the direction of Dr. Ken Epstein and Lynn Dolce, LMFT. MFC just finished two very successful FUERTE groups at Balboa High in collaboration with their Teen Clinic staff and at SF International High School. Mission Family Center is looking at the possibility of implementing a “FUERTE Alumni” activity over the summer and planning for FUERTE groups next academic year again at Balboa and SF International, with a possible addition at O’Connell. Congratulations to long-time employee Josefina Juarez who was promoted to the Assistant Director’s position at Southeast Child and Family Therapy Center. MFC is busily preparing for its biggest outreach effort of the year – The 39th Year Celebration of CARNAVAL in San Francisco. This year they will be sharing the booth with Instituto Familiar de la Raza, one of the collaborators in the Spanish Speaking Providers Network. The theme for 2017 is “El Corazón de San Pancho” (The Heart of San Francisco). As always, MFC will host activities providing art, fun and education to our community about behavioral health services for children, youth and families – incorporating the theme of El Corazon.

##### **Chinatown Child Development Center (CCDC)**

The Chinatown Child Development Center’s staff and Infant Development Program held its annual Easter Egg Hunt at Huntington Park on April 11, 2017. With anticipating Easter being just around the corner, the toddlers, youth and their caregivers eagerly painted and decorated their own Easter Eggs the week prior for this fun event. Among honored guests & wonderful helpers were officers from the San Francisco Police Department. Thank you to the police officers for their continued support of the CCDC’s events & our community. To further highlight the 7+ years of ongoing support from the San Francisco Police Department, the officers continue to bring a smile to every child they interact with by engaging in playful interaction, helping the children find the hidden painted eggs and Easter treats, in addition to posing for uniformed pictures as well as handing out the junior SFPD stickers during the event. Everyone had a wonderful and festive celebration, especially the toddlers & youth!

The Chinatown Child Development Center continues to collaborate with agencies in the San Francisco community to bring awareness, psycho-education and prevention of all domestic and family violence to the children, youth and families we serve, during the Asians Against Violence monthly meetings held at Donaldina Cameron House. Current projects for the group entail finalizing the Brave Little Panda e-book storyline and illustrations (focusing on raising awareness and preventing child sexual abuse). In addition, the group will also be energetically moving ahead with planning the International Mental Health & Violence Prevention Conference, which will be held in October, 2018.

### *Southeast Child/Family Therapy Center*

The Center said goodbye to one of its gifted & beloved clinicians, Joy Gamble, LMFT. Joy will be transitioning to *Project 500* to work with high risk, low income families, providing services within their homes, alongside Public Health nurses and other community partners. We wish her all the very best in her new job and are so appreciative of her years of devoted services.

The Center welcomed Josefina Juarez, LCSW as the new Assistant Director. Josefina brings 11 years of experience providing outpatient mental health services at Mission Family Center. She will be based at the Silver Avenue Family Health Center located at 1525 Silver Avenue. Also, two of the clinicians at the Blanken site are expanding their hours to serve more clients and to increase outreach to the schools and the community.

We are proud to report that an application was submitted for a Promising Future grant to increase the collaboration with the Bayview YMCA, in order to better serve African American male youth ages 12-24. We are hopeful, yet confident, that we will be asked to submit a complete proposal. Dr. Clifton Hicks took the initiative on this, along with Omolade Roddy, to bring all of the community partners to the table.

### *Early Childhood Mental Health Consultation Initiative (ECMHCI)*

The ECMHCI provides mental health consultation services across 160+ service settings throughout San Francisco including early care and education centers, homeless and domestic violence shelters, family resource centers, family child care homes, and substance use disorder treatment programs. We served 8,956 children, 1,698 child care providers, and 3,628 parents last fiscal year. We are pleased to report that 95% of child care providers and 99% of parents reported satisfaction with services received by their mental health consultant. Both groups also reported over 70% improvements in increased positive social interactions and communication skills with children in their care, as a result of the mental health consultation services.

### *L.E.G.A.C.Y. - Lifting and Empowering Generations of Adults, Children & Youth*

L.E.G.A.C.Y.'s 13-week Chinese Triple P class will come to an end May 22, 2017. The classes are geared to assist caregivers in acquiring appropriate parenting skills.

At April's Family Support Night, staff from HSA-CalFresh was invited to speak with the families about accessing benefits and answer some of the frequently asked questions about the CalFresh program. The speaker also educated families about healthy and nutritious food choices.

On April 25<sup>th</sup>, L.E.G.A.C.Y. staff presented on mental health first aid and suicide prevention at Leadership High School. L.E.G.A.C.Y. was able to send a youth representative to participate in the Youth Minds Matter event held on April 29<sup>th</sup> at the San Francisco Public Library.

## **5. ASSISTED OUTPATIENT TREATMENT (AOT)**

Assisted Outpatient Treatment (AOT) is pleased to welcome & introduce the newest staff member, Veronica Aburto. We are very excited to have her on the team!



Ms. Aburto eagerly joins the AOT Care Team with a wide range of experience working at different mental health clinics as a peer counselor, peer navigator, and HIV test counselor. She received her B.S. in Health Education with a Minor in Holistic Health from San Francisco State University. Ms. Aburto has also received a Community Health Worker Certificate, Community Mental Health Worker Certificate, and HIV/STI Prevention Studies Facilitation and Case Management Skill Specialty Certificate from City College of San Francisco. Ms. Aburto is deeply passionate about working with people who face mental illness and supporting their families, particularly in the Latino community. Mindfulness is an important practice to her and she applies it in her daily life and her interaction with others.

As always, if you would like more information about AOT, please visit our webpage at [www.sfdph.org/aot](http://www.sfdph.org/aot) and check out our Annual Report! If you would like to make a referral to AOT, please contact us at 415-255-3936.

## 6. DHCS TRIENNIAL REVIEW OF SAN FRANCISCO MENTAL HEALTH PLAN

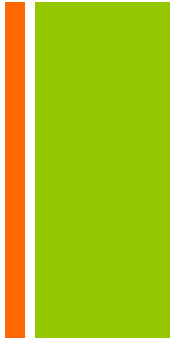
California Department of Health Care Services (DHCS) conducted its triennial onsite review of the San Francisco County Mental Health Plan's (MHP) Specialty Mental Health Services (SMHS). The onsite review began on Monday, April 24<sup>th</sup> and concluded on Thursday, April 27<sup>th</sup>. Additionally, several documents & materials were provided to the review team prior to their onsite visit. DHCS utilized the Fiscal Year 2016-2017 Annual Review Protocol for Consolidated Specialty Mental Health Services and Other Funded Programs (Mental Health and Substance Use Disorder Services Information Notice 16-045) to conduct the review. The purpose is to review the MHP's program and fiscal operations to verify that medically necessary services are provided to beneficiaries in compliance with State and Federal laws and regulations and/or the terms of the contract between DHCS and the MHP.

SFDPH-BHS/San Francisco MHP performed very well and there were noted improvements compared to previous reviews. Preliminary results indicated a 95% compliance rate for System Review (including Mental Health Services Act) and 81% for Chart Documentation. There were several areas identified for corrections and improvements, which BHS/MHP will be following up on at address. At this time, we are still awaiting the official Report on the Triennial Review from DHCS. Meanwhile, we are truly grateful for everyone's hard work and diligence in preparation for this Review, most importantly for the positive & meaningful impact made each & every day on the lives of our consumers and the community at large.

*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](mailto:vita.ogans@sfdph.org)



the  warmline  
MENTAL HEALTH PEER-RUN WARM LINE

*Connection and hope we can share.  
Call us. We've been there.*



# Warm Line Values

Empowerment

**Hope**

Strength-Based  
Approaches

Unlimited Recovery

Self-Determination

Lived Expertise

Cultural Humility

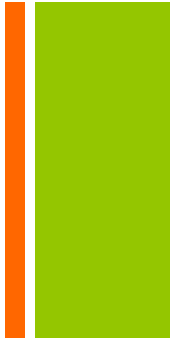
Voluntary Recovery

**Community**

Dignity



# What makes the Peer Run Warm Line unique?



- Peer run & support model
- Voluntary intervention & non-intrusive
- Non-crisis support line
- Suicide prevention best practices
- Recovery Language

# Warm Line Facts

- Launched on August 1<sup>st</sup> 2014
- Provides support via Phone & Chat
- Caller demographics recorded in iCarol database
- Current Operating hours
  - Monday – Sunday 7am – 11pm
- 62,605 Total calls since inception (including hang-ups & triaged calls)
- Average phone call length 20 minutes
- Average chat length 30 minutes

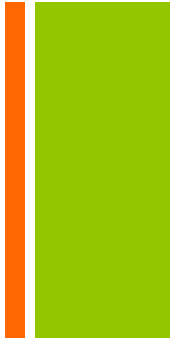
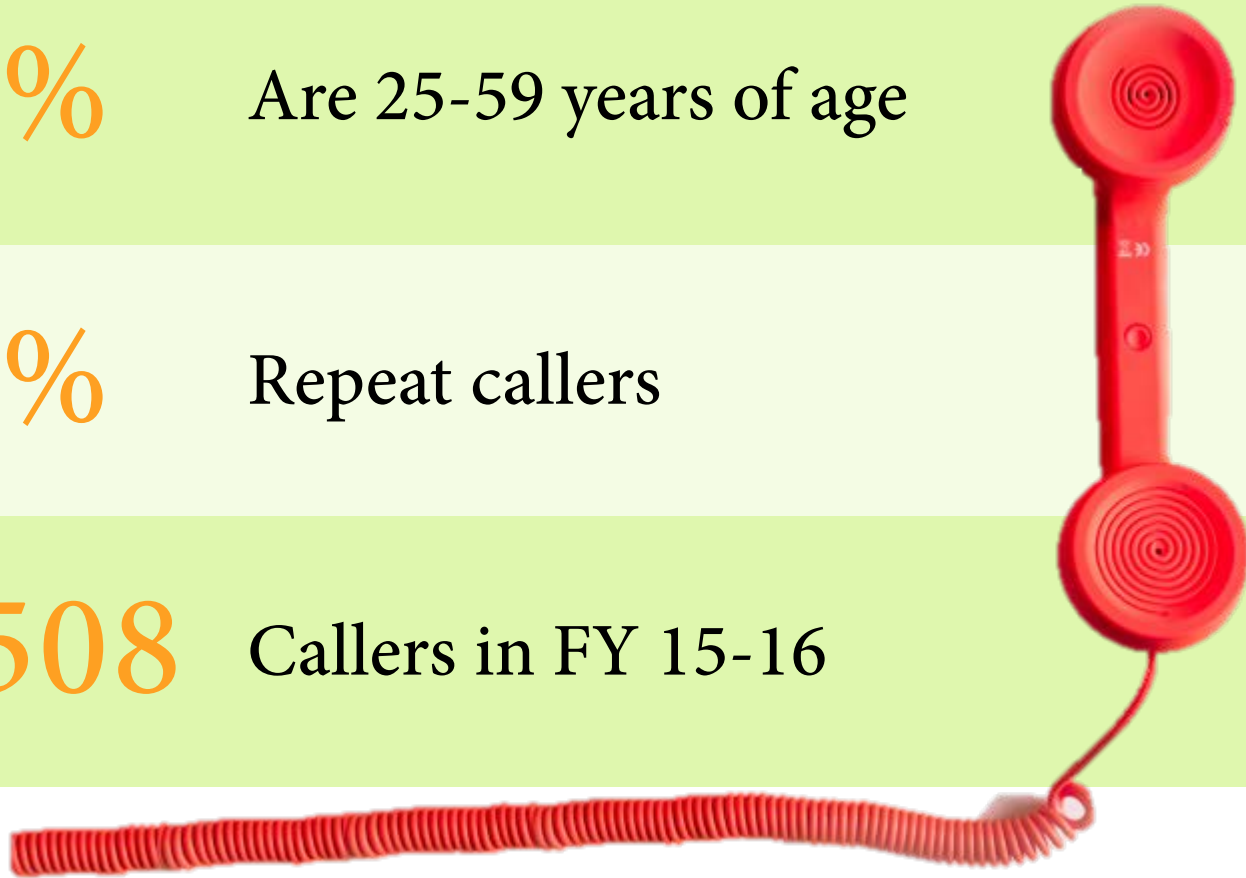


# + Who's calling us?

78% Are 25-59 years of age

84% Repeat callers

28,508 Callers in FY 15-16



# What Is Peer Support?

Peer support is when we support one another because we have both “been there”

# + Peer Counselors & Specialists

Peer Counselors & Specialists are individuals with lived experience who have been trained to help their peers gain hope and move forward in their own recovery.

## **Warm Line Peer Counselors**

- Help callers create their own recovery goals and steps to achieve those goals
- Use recovery-oriented tools to help our callers
- Assist our callers to build their own self-directed wellness plan
- Support our callers in their decision-making

## **Warm Line Peer Specialists**

- Provide supervision/support for Warm Line Counselors
- Review call reports for consistency and create caller profiles
- Complete extensive Suicide Prevention Training

# Warm Line Training



## **40 + Hours Of Orientation Training – Counselors Hired in Cohorts of 4**

- 20 hours of interactive classroom training
- 20 hours of on-shift practical training

## **Additional Specialist Training – Warm Line Specialist**

- iCarol Database: call review & creating profiles
- Debriefing with counselors
- Supervision of counselors
- Suicide Prevention Training



# Warm Line current staffing

## **Current Staffing:**

- 1 FT Warm Line Manager
- 4 FT Warm Line Specialists
- 21 PT Warm Line Counselors

