

Andrea Turner
Co-Chair / ZSFG Chief Operating Officer

Monica Diaz
Co-Chair/ Team Leader RCFE
SEIU Miscellaneous

Linda Sims, RN
BHC Director

Adela Morales
RCFE Program Director

Jeffrey Schmidt
Director of ZSFG Clinical Operations

Adrian Smith
Director of Regulatory Affairs

Ingrid Thompson, RN
MHRC Director of Nursing

Kelly Morson
Team Leader ARF
Local 21

Sharifa Rahman
Mental Health Rehabilitation Worker
ARF
SEIU Miscellaneous

Karlyne Konczal, LVN
Team Leader RCFE
SEIU Miscellaneous

Amy Wong
Mental Health Treatment Specialist
MHRC
Local 21

Sarah Larson, MS
Mental Health Treatment Specialist
RCFE
Local 21

San Francisco Behavioral Health Center Adult Residential Facility Working Group

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MINUTES

SF Behavioral Health Center Adult Residential Facility Working Group

Thursday, April 1, 2021, 9:30 a.m.

San Francisco Behavioral Health Center

Microsoft Teams Live Event

1) ROLL CALL & INTRODUCTIONS

Present: Andrea Turner, Co-Chair / ZSFG Chief Operating Officer
Monica Diaz, Co-Chair / Team Leader RCFE, SEIU Miscellaneous
Linda Sims, RN, Behavioral Health Center Director
Adela Morales, RCFE Program Director
Adrian Smith, Director of Regulatory Affairs
Ingrid Thompson, RN, MHRC Director of Nursing
Kelly Morson, LVN, Team Leader, Local 21
Sharifa Rahman, Mental Health Rehabilitation Worker, ARF, SEIU Miscellaneous
Karlyne Konczal, Team Leader RCFE, SEIU Miscellaneous
Amy Wong, Mental Health Treatment Specialist, MHRC, Local 21
Sarah Larson, MS, Mental Health Treatment Specialist, RCFE, Local 21

Absent: Jeffrey Schmidt, Director of ZSFG Clinical Operations

Other Attendees: Casie Aniya, SFBHC ARF Working Group Secretary.

The meeting was called to order at: 9:31AM.

Full materials are online here: <https://www.sfdph.org/dph/comupg/knowlcol/meetinggroups/agendasminutes.asp>
or by email request to casie.aniya@sfdph.org

2) REVIEW AND APPROVAL OF THE MARCH 4, 2021 MEETING MINUTES

Monica Diaz opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Rahman requested that on page 11, the sentence be changed from “they are willing to host activities, committee meetings, and other groups before they hired Team Leaders” to “they are willing to host activities, community meetings, and other groups before they hired Activity Leaders.”

Ms. Larson requested that on page 9, the sentence be changed from “how the budget is built” to “how the budget is built without input from staff”.

Action:

The Working Group voted unanimously to amend and approve the March 4, 2021 minutes with changes outlined above.

3) RESIDENT CARE IN THE ARF UPDATE

Monica Diaz opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Sims shared that the ARF has initiated several areas of the improvement plan. For the client activities of daily living (ADL), staff are working on creating a log that is consistent and can be used for each client. She thanked Ms. Rahman for creating a draft that they will get feedback on to determine its usability and any additional components that need to be added. The team hopes to roll it out next week.

Ms. Sims stated that for the activities item, she is already impressed by the staff’s ability to help clients use the gym and courtyard on a consistent basis. Ms. Rahman added that staff also utilize DVDs to help clients stretch daily if they are unable to engage in heavier exercise.

Ms. Sims confirmed that for the rest of the improvement plan, they will be looking to assign a lead to each item to support its implementation, rather than having one or two people lead the entire plan. Ms. Sims and Ms. Morales will be speaking with staff on different shifts to determine who can take the lead on each of the areas. She also noted that Ms. Morson has been working on the service plans.

Ms. Wong asked if there will be a consistent schedule that clients and staff can refer to. Ms. Sims confirmed.

Ms. Sims added that for other areas such as training and making the ARF a non-institutionalized space, these areas may be slightly more challenging due to budgetary constraints. However, in making the ARF a non-institutionalized space, they can still look to fixing things such as bulletin boards and areas to hang different items for clients. She further stated that for the trainings, annual training pieces can be updated, and they can utilize the resources that ZSFG already has on their e-learning site. They will first focus on client ADLs and programs to get staff feedback.

Ms. Larson asked about available trainings for staff leading therapeutic groups. Ms. Sims replied that there are staff who have done these types of trainings at other organizations. Additionally, they can utilize tools and

resources from Substance Abuse and Mental Health Services Administration (SAMSA). If additional support is then needed, leadership can look into training for staff.

Ms. Wong asked if the ARF has staff who are familiar with the harm reduction model and interventions for substance use and how interventions will be implemented. Ms. Sims replied that they do not have co-occurring disorder specialists, so leadership is investigating who can provide training and assistance around this.

Ms. Konczal stated that on the evening shifts, activity leaders can facilitate more activities and groups. Ms. Wong noted that the activities may need clinical supervision. In reply, Ms. Rahman and Ms. Morson noted that not all activities require clinical supervision, such as walks, gardening, individual work and education. Ms. Wong stated that her main concern is around harm reduction work. Ms. Larson added that having resources to refer clients to would be helpful. Ms. Rahman confirmed that previously there had been support from community programs for this.

Ms. Sims thanked everyone for their feedback and confirmed that certain items on the plan will require extra support. She also commended staff for supporting clients throughout the pandemic by going above and beyond to shop for them so that clients wouldn't be inclined to leave the facility during the shelter in place order. She also thanked her staff for helping to get a large portion of the clients vaccinated. She added that the implementation will be a process and there are resources elsewhere that can support the harm reduction and co-occurring disorders pieces. Additionally, there are NA and AA meetings that are happening virtually. Once the televisions are installed that is something leadership can look into.

Ms. Turner asked if there is a recommendation to phase in this implementation process. Ms. Wong added that it would be helpful to think about surveying clients and staff throughout the process to learn what is and is not working. Ms. Turner agreed and confirmed that this plan will be a living document for them to edit whatever needs to be changed. Ms. Sims agreed.

Ms. Larson asked when this will begin. Ms. Turner replied that they first need to determine what the survey will look like. Ms. Sims added that they also need to first identify leads for each of the plan's areas to have more staff involvement in the document.

Ms. Turner asked Ms. Diaz for her thoughts. Ms. Diaz agreed that a plan of implementation needs to be determined and that staff need to be brought in so that they understand the plan.

4) CPI TRAINING UPDATE

Andrea Turner opened the floor.

Public Comment:

There was no public comment on this item.

Discussion:

This item was deferred to next month.

5) STAFFING MODEL AND STAFFING UPDATE FOR THE ARF

Andrea Turner opened the floor.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Sims stated that there are currently 3 LPT vacancies, however one person will start in mid-April which will then leave 2 vacancies. Additionally, there are currently 4 Team Leader vacancies, but one person will start in mid-April and another Team Leader candidate is awaiting live scan clearance. Once that person is onboarded, there will be 2 Team Leader vacancies.

Furthermore, Ms. Sims stated that they recently conducted interviews for LPTs and Team Leaders and are waiting for HR to send out the job offers. There is no new update on the timeline for hiring the ARF administrator.

Ms. Turner asked for any plans for the ARF Administrator position. Ms. Sims replied that they are looking at other possible job classifications. Currently the position is a 2930 Behavioral Health Clinician, so it is difficult to find a candidate who would like to be an administrator as it is a clinical, non-managerial position.

Ms. Larson asked for a copy of the staffing model in the next meeting. Ms. Sims confirmed. Ms. Diaz added that there were also suggestions Mr. Schmidt agreed to investigate. Ms. Larson also asked about a coordinator position for the entire building. Ms. Turner responded that Eric Wu, ZSFG's Budget Director, has been out on paternity leave for the last couple of months so BHC leadership has been unable to meet with him to discuss this. Mr. Wu will be returning in a few weeks and Ms. Turner, Ms. Sims and Mr. Schmidt can speak to him then as they need to partner with Finance to build a case for this additional FTE. She asked for everyone's patience with this.

Ms. Larson added that having more clerks would also be helpful and prior to their move to Transitions, they had more support from that role. Ms. Sims confirmed that prior to their move, they had different resources because they previously supported a 147-bed skilled nursing facility. This program is no longer in the building, so they do not require as many staff per bed. However, they have added LPTs and Team Leaders to the staffing model. Ms. Diaz stated that without the appropriate number of staff and supplies, they are unable to do their duties.

Ms. Turner restated what she heard: that leadership needs to consider their current job duties and create a staffing model that is supportive of that. She confirmed that she, Ms. Sims and Mr. Schmidt will work with Finance on this once Mr. Wu returns and that this work will be ongoing. She also commended Ms. Sims for meeting with her about this over the past six months and for her commitment to getting what the BHC needs. Ms. Turner reiterated that the ARF will not get everything that they want in one fiscal year and that this will be an ongoing process. Therefore, it is important for the team to think strategically and methodically about how to ensure staff get what they need, first, then what they want, later. The WG can help Ms. Sims determine what is needed, then Ms. Sims will make the case to Ms. Turner and Mr. Schmidt and then the Finance team.

Ms. Turner asked Ms. Diaz for her input. Ms. Diaz agreed that there is much to be addressed, but it will be helpful to have a model that they can look forward to. Staff work hard and they are unable to cover all things with the current staffing. Ms. Turner acknowledged this and wants everyone to know that they are supported, but it is also important to manage expectations.

6) TOPIC SUGGESTION FOR NEXT MEETING

Andrea Turner opened the floor for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Turner stated that at the next meeting they will have a draft of the staffing model and will meet with Mr. Wu once he returns to discuss it.

Ms. Diaz added that they would like a CPI Training update once Mr. Schmidt returns and an update on the Resident Care Improvement plan.

Ms. Larson asked for an update on the status of the environment of the facility – specifically bedding and furniture. Ms. Turner asked for a quick update on this now from Ms. Sims. Ms. Sims confirmed that she is working with Jason Zook from Capital Projects on this and has submitted a request for some items of furniture. However, for other items to support a homelike environment, they still need to put together a business plan to get funding. She stated that in her meeting with Jennifer Boffi, the Chief Financial Officer of ZSFG, some of the items they want to purchase are not within their normal purchasing guidelines. Therefore, the recommendation was to pursue a donor versus a grant so that the funding will be ongoing rather than short-term. In order to receive this funding, they will need to put together a case and present that.

Ms. Turner asked Ms. Sims to follow up on the furniture request with Mr. Zook and include herself and Mr. Schmidt.

Ms. Larson asked about making the closets more usable. Ms. Sims asked if staff could submit ideas that would help make the closets more useable, while keeping resident safety in mind.

Ms. Morson asked what is required to find donors. Ms. Sims clarified that leadership will create a plan and work with Ms. Boffi who will ask the Foundation to support their needs. The Foundation will then find donors.

Ms. Larson suggested supervision of therapeutic groups and asked for an update on the security risk assessment.

7) GENERAL PUBLIC COMMENT

Andrea Turner opened the floor for general public comments.

Public Comment:

There was no general public comment.

8) ANNOUNCEMENTS

Andrea Turner opened the floor to announcements.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Diaz announced that Ms. Konczal will be leaving the BHC soon. Ms. Truong confirmed that she will be replacing Ms. Konczal after her departure. Ms. Larson also volunteered to take Ms. Konczal's place on the Workplace Violence Prevention Committee.

Ms. Rahman asked if they can receive an update about the number of available beds and census in the ARF.

Ms. Turner asked Ms. Sims if huddles are happening at the ARF. Ms. Sims confirmed that information is being shared at change of shifts three times a day.

9) ADJOURNMENT

The meeting was adjourned at 10:48AM.