

GOAL 4

Partnerships with communities are created and sustained to assess, develop, implement, and advocate for health funding, policies, programs, and services

OBJECTIVE

Recognize and accommodate cultural and linguistic differences among residents

The SevenPrinciples Project

The SevenPrinciples Project for African American Infant Survival and Community Unity produced the Cultural Competency Provider Training twice this year, on November 30, 2006 and May 16, 2007. A total of 64 physicians, nurses, midwives, outreach workers, health educators, and other health workers attended. This dynamic training encourages participants to embrace cultural humility and work together to eliminate racial disparities in health in San Francisco.

Since this was the last year of the CDC grant that funded the Project, the Department looked for ways to sustain the programs we had initiated. Several community partners agreed to assist over the year to gain the skills and the contacts to continue the trainings, and committed to working together in the future to implement the training program. Partners included Blue Cross of California – State Sponsored Business, UCSF National Center of Excellence in Women’s Health, San Francisco Health Plan, and the Maternal, Child, and Adolescent Health Section of the Department.

Best Practices in Cultural Competence

A grant from the California Endowment funded the Department’s five part training series on Best Practices on Cultural Competence. The final event was held on May 12, 2006 and featured four programs recognized as Best Practices in Cultural Competence and 11 honorable mention programs for their efforts to advance cultural competence in the Department of Public Health. The awardees and presenters were:

- Newcomers Health Program for Staff Development & Service Intervention - Patricia Erwin, MPH
- SFGH Ethnic/Minority Psychiatric Inpatient Programs for Service Intervention - Francis Lu, MD
- A Dialogue on Differences-Silenced Voices: A Series of Monologues for Training and Communications - Jenjii Perault, N. Bruce Williams, Victor Damian & Janet King
- Community Response Network for Community Collaboration & Linkages- Sal Nunez, PhD, Roban San Miguel, LCSW & John Torres

Cultural Competency Initiatives at Laguna Honda Hospital

LHH partnered with the Stanford Geriatric Education Center (SGEC) to update an ethnogeriatrics curriculum for LHH, nursing schools, and others as part of LHH’s cultural competency training initiatives. LHH also applied for a second HRSA-funded grant with

Stanford to support transition, change management, and communication for diverse populations within a cultural competency framework.

OBJECTIVE

Pursue State and federal health policy changes consistent with Department priorities

The 2006 California legislative session marked the second year of the two-year legislative session. This was an active session for health-related bills, with issues ranging from lead plumbing to hospital financing. It was also the first time in California's history that a single-payer universal healthcare bill, SB 840, reached the Governor's desk. In vetoing the bill, Governor Schwarzenegger noted that "socialized medicine is not the solution to our state's health care problem."

It was also a good year for San Francisco health-related bills. All three of the bills that the Department sponsored, trauma services (AB 50), mobile methadone coverage (AB 631), and a Medi-Cal community-living support waiver (AB 2968), were passed by the legislature and signed by the Governor.

AB 50 (Leno)

AB 50, which appropriates \$1.3 million in funds for the Trauma Recovery Center at San Francisco General Hospital (SFGH)/University of California, San Francisco (UCSF), was passed by the legislature and signed by the Governor. San Francisco Assemblyman Mark Leno introduced the legislation, which the City and the Department sponsored. Funding commenced July 1, 2006, and is being appropriated from the Restitution Fund of the Claims Board.

AB 631 (Leno)

On September 29, 2006, legislation authored by Assembly member Mark Leno was signed into law by the Governor. The bill, AB 631, which was supported by the San Francisco Department of Public Health and Community Behavioral Health Services, changes regulations around methadone treatment to allow the utilization of methadone vans to provide comprehensive treatment services to opiate addicts. Community Behavioral Health Services and San Francisco General Hospital Opiate Treatment Outpatient Program (OTOP) have successfully operated a mobile methadone service as a state pilot program in Bayview and the Mission district for the past 3 years. More than 260 clients have received treatment from this program. The law became effective January 1st, 2007, allowing the San Francisco program to move from "pilot" status into status as a state recognized Narcotic Treatment program.

AB 2968 (Leno)

AB 2968 creates a Medi-Cal reimbursement rate structure for community living support services to assist San Francisco beneficiaries who would otherwise be homeless, living in shelters, or institutionalized. This is a San Francisco-specific waiver that will provide community-based care targeted to individuals seeking to leave Laguna Honda Hospital (LHH) or persons at imminent risk of entering LHH absent such services. Prior to this

legislation, Medi-Cal provided a single reimbursement rate for the range of services beneficiaries need when they were in an inpatient institutional setting, but not when they were in a residential setting such as a Residential Care Facility for the Elderly (RCFE). Implementation of this legislation will mean more options for lower income individuals in need of long-term care, simplification of uncoordinated and complex reimbursement, and reductions in inappropriate inpatient care, consistent with the Supreme Court's Olmstead decision. Currently, DPH staff is working with the California Department of Health Care Services (DHCS) staff to implement AB 2968 through a federal Medicaid waiver with the federal Centers for Medicare & Medicaid Services (CMS).

OBJECTIVE

Enhance the Department's relationship with community groups

LHH and Volunteers Inc. Celebrate 50 Years

Late last month, Laguna Honda Hospital held its annual Volunteer Recognition Tea, a collaboration between the Volunteer Services Department and Volunteers Inc. Volunteers Inc. is a private non-profit organization whose mission is to enhance the well-being and quality of life for the residents of Laguna Honda Hospital. They accomplish this through financial support of resident activities and purchase of equipment and services that directly benefit the residents.

This year's Tea marked the 50th anniversary of Volunteers Inc. The majority of volunteers were recognized for donating between 1000 to 8000 cumulative hours. One volunteer achieved the 14,000-hour mark and another exceeded 16,000 cumulative hours. Volunteers received pins for years of service in the 5-year, ten-year, fifteen-year, and twenty-year categories. For cumulative years of service, volunteers received special recognition and orchids for 41 and 46 years of service. The event was hosted by Terry Lowry, former TV personality and member of the Volunteers Inc. Board.

Association of Asian American Psychologists President's Award

The Asian American Psychological Association, the national Association of Asian American psychologists, presented the Richmond Area Multi-Services (RAMS) with the Presidents Award in recognition of RAMS' long-standing dedication and service to the psychological well-being of the Asian American community. RAMS has been a long term community partner with the Department and addresses the behavioral health needs in the Richmond area as well as several City-wide projects. RAMS has been noted over the years for its special expertise with Asian-American behavioral health concerns and the need for linguistic and cultural matches for the best possible care.

Deemed Approved Ordinance (DAO)

The staff of the Deemed Approved Ordinance (DAO) has been working with the San Francisco Police Department, City Attorney's Office and the Tax Collectors office in implementing the DAO. The goal of the ordinance is to strengthen neighborhood and community partnerships to promote the health, safety and welfare of residents of San Francisco. DAO staff outreached and educated neighborhood groups, community

members and vendors on the ordinance. Staff also recruited community members for the DAO community advisory committee, which provides guidance and recommendations on the implementation and outreach efforts of the DAO.

Bayview Hunters Point Health Status Meeting

The Health Commission held its regular meeting September 19, 2006 at the Southeast Community Facility. Mitchell H. Katz, M.D., Director of Health presented a report on improving the health of Bayview Hunters Point residents. This report looked at chronic disease and disparities in Bayview Hunters Point and included recommendations for further action aimed at improving both health outcomes and health access in the neighborhood. Currently in Bayview Hunters Point, DPH funds Southeast Health Center primary care clinic, 25 substance abuse programs, 22 mental health program and nine HIV/AIDS services-providers. Through community-based primary care centers and care provided at San Francisco General Hospital, the Department serves an average of 12,800 patients from Bayview Hunters Point annually, with an average of over 31,900 visits each year.

BVHP experiences a disproportionate number of social determinants with adverse effects on health: crime and violence; environmental injustice; limited high-quality employment opportunities; fewer resources for nutritious foods; fewer opportunities for recreation; lack of culturally competent providers; and barriers to access to health care.

Dr. Katz concluded his presentation by saying the disparities in BVHP need to be addressed in a comprehensive strategic manner and DPH needs to work with the community to prioritize recommendations for expanded services. Many community members testified at the meeting and expressed interest in a continued collaboration with DPH.



OBJECTIVE

Partner with other providers on health issues of common concern

Carnaval Health Pavilion

The Department in partnership with Carnaval San Francisco hosted the *2007 Carnaval Health Pavilion* in the Mission District. The Health Pavilion is a component of the annual Carnaval Festival and encompassed an entire city block, making it the City's largest community health fair. This year's theme was "Love Happens When You Take

Care of Yourself.” DPH, along with nearly 30 other agencies, provided education, information, screenings, and referrals for primary care, family planning, behavioral health, domestic violence, nutrition, diabetes, dental, HIV/AIDS, cancer, and occupational health, among others.

CBHS All Staff Meeting

Over 1000 mental health and substance abuse program providers attended the “CBHS All Staff Meeting of the Adult/Older Adult System-of-Care” in May at the Bill Graham Civic Auditorium. Dr. Bob Cabaj, Director of CBHS, delivered the keynote address, emphasizing the importance of meeting the needs of the San Francisco community in an integrated, seamless and comprehensive manner. Besides providing care to the seriously mentally ill and persons with substance abuse issues, behavior health must embrace other areas such as caring for the homeless, responding to community violence and meeting the needs of returning veterans. In order to continue to meet this challenge, CBHS will partner with other services such as primary care, the court system, human services and housing agencies.

A series of presentations and workshops throughout the remainder of the day gave the providers information about topics of interest from the infusion of new funds through the Mental Health Services Act to issues of integration with primary care services, care needs of women, work as a component of recovery and self-care in the workplace. A panel of consumers provided a moving element to the day-long meeting as they shared their recovery stories with many of the staff who helped in that process. The day concluded with recognition of exemplary programs and staff from throughout the system who were nominated by co-workers, supervisors and clients. The event was designed to inspire providers—both contractors as well as DPH staff—to proceed with their important work and with a shared vision.

Child, Youth, and Family (CYF) System of Care

Since 1998, CYF has promoted family-driven, and later youth-guided, care throughout its services and programs. An early initiative was the establishment of the Children’s System of Care (CSOC) Family Involvement Team (FIT) which is a team of family specialists that offer peer parent support to families whose children are involved in major child serving systems including behavioral health. This initiative was created at the same time San Francisco established the CSOC Intensive Care Management Program which offered culturally competent, strength-based, family-focused services to children, youth and their families. Later, the CSOC Youth Development Team (YDT) was created to bring youth voice to system services. From the inception, CYF encouraged system partners such as child welfare, juvenile justice, and the schools to incorporate the core values and principles of CSOC into their work – namely, that families and youth should be equal partners in the planning, development, implementation, and evaluation of services.

Bringing family-driven, youth-guided care from the system to program level using families and youth as the bridge was the logical next step. The Family-Driven, Youth-Guided Care Mini Grant Initiative was developed to provide \$10,000 planning grants to six community-based providers to assess the extent to which their programs embraced family-driven, youth-guided care. The participating providers include Chinatown Child

Development Center, Edgewood Children's Center, the Foster Care Mental Health Program, Mission Family Center, Southeast Child and Family Center, and Support for Families and Children with Disabilities.

Family-driven and youth-guided care assessment tools were developed to assist teams of provider staff, families, and youth to examine programs from the moment a family walks in the door to the transition from services for their effectiveness in engaging families and youth. Providers will be eligible for work plan implementation grants of up to \$49,500, made possible through San Francisco's Substance Abuse and Mental Health Services Administration System of Care Grant.

Clean & Green Program

The DPH's Green Program in the Environmental Health Section has produced a newsletter to encourage businesses in the City to maintain their Clean & Green "Beyond Compliance" award status. The newsletter contains updates on local green resources and rebates; conservation tips for businesses, community relations ideas and more. The newsletter is being distributed to all Clean & Green awarded auto repair shops. The Bureau of Environmental Health's Green Program staff is conducting workshops to help auto body shops in San Francisco reduce their pollution and use of toxics. Four workshops have been scheduled for regulators, city departments, auto body shop employees and even one for the auto body class at City College. The workshops are a result of a partnership with state and federal EPA. A representative from as far away as the Iowa Waste Reduction Center is also involved and is teaching new auto painting techniques/tools, with expenses paid by EPA. We have updated the Green Programs section of the website http://www.sfdph.org/eh/green/index_cg.htm to reflect the new opportunities.

Community Forum in BVHP

The Community Health Education Section, in collaboration with Network for Elders, Literacy for Environmental Justice and Bayview Hunters Point Community Advocates, hosted a Community Forum in January at St. John's Missionary Baptist Church in the Bayview. The Forum was to consider and comment on the Pedestrian Safety Planning Report which the collaborating agencies have produced over the past 10 months, with the support of an Environmental Justice community-based planning grant from the California Department of Transportation. To produce the report, youth and seniors were trained and funded to hold focus groups and collect surveys. The Forum was well-attended, and, in addition to DPH staff, other City Department representatives were there to answer questions and offer solutions to residents' concerns. These included staff from MTA/DPT, 3rd Street Light Rail, DPW, and the SFPD, both Bayview Station and the Traffic Company. In addition to specific traffic safety issues, including speeding, large vehicles double-parked and unsafe turns, residents expressed concerns about trash, blocked and damaged sidewalks, and violence that made it very difficult for people to walk in the neighborhood. In the next phase of the project, agencies will review the concerns expressed in the report and develop specific recommendations for improvements and an implementation plan.

Health Inspectors Join Enforcement Efforts on Styrofoam

The Bureau of Environmental Health Services has been working with the Department of Environment on the initial implementation of the Food Service Waste Reduction Ordinance (*Styrofoam Ban Ordinance*) that went into effect in June. Prior to implementation, staff emphasized education to all of the 6,000 restaurants, delicatessens and other food establishments. Since the law went into effect without new resources, health inspectors added this to their observations whenever they are in the field.

Launch of Pilot Internship Program for High School Students

The Department participated in a summer internship program for high school students. This pilot project was sponsored by Community Health Promotion & Prevention and the Department's Human Resources Division in collaboration with the San Francisco Unified School District's School-to-Careers Office and the Hakima Project at Southeast Community College.

Eight high school students interested in health and information technology careers were matched with mentors throughout the Department. During the six-week internship, the mentors oriented the students to their work unit, and provided assignments and opportunities for job shadowing.



Summer High School Interns

Vote and Vaccinate

On Election Day 2006 DPH utilized funds from a Robert Wood Johnson Foundation grant to provide flu shots at 4 polling sites across the city, including one site each in the Mission and Western Addition, and two sites in the Bayview. Flu shots were offered free of charge to voters and community members. Everyone who received an immunization also completed a brief survey. A total of 213 people were vaccinated, 70 percent who had not received a flu shot the previous year. The project represented a nice collaboration between DPH, the Registrar of Voters and community sites.

OBJECTIVE**Work with business to improve the health of San Franciscans****San Francisco Immunization Coalition**

The Immunization Coalition Technical Assistance Network (IZTA) has announced that they have identified the San Francisco Immunization Coalition's (SFIC) ongoing four-year partnership with the San Francisco Giants as a "Promising Practice." The designation reflects an example of a successful collaboration in the name of immunization and will be shared with other members. The IZTA has featured SFIC's activities entitled "Hitting a Home Run for Immunization," on their website at <http://www.izta.org/index.cfm>.

Symbol of Excellence Awards

The Bureau of Environmental Health Services mailed its new "Symbol of Excellence" placards to 1,463 food facilities and restaurants in San Francisco. The City has 5,369 food facilities that are eligible to receive the award. The Symbol of Excellence is awarded to facilities that earn food safety scores of 90 or above (100 is a perfect score) and avoid high risk violations on three consecutive routine inspections. The information is also posted on the EHS website. The artwork on the Symbol of Excellence was done by Patrick Ma, an 8th grade student at Benjamin Franklin Middle School. Benjamin's drawing was selected from an art contest sponsored by the SF Food Systems Program.

Successful Partnership with Corporate Community

In the extremely unlikely event of an infectious disease emergency that requires dispensing of antibiotics on a massive scale, San Francisco is prepared. The Department identified 20 large dispensing sites throughout the city, and purchased twenty trailers storing all of the equipment and supplies necessary to rapidly activate a Point of Dispensing or "POD" site. In April 2007, a very successful collaboration with Charles Schwab and Company Inc. tested our ability to dispense antibiotics. Participants were able to pick up antibiotics for both themselves and others. The exercise took place at a Charles Schwab location and over 200 Schwab employees participated as mock patients. Over 40 Department employees staffed the clinic and received "just-in-time" training the morning of the exercise. Data from this exercise suggest that our training materials and strategies are effective and that we can dispense nearly 7,000 courses of antibiotics per hour per POD. This would allow us to provide antibiotics to San Francisco's daytime population of 1.2 million people in less than nine hours, exceeding the federal standard of thirty-six hours.

Montage FY 2006-07

