



**Mayor Edwin M. Lee**

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

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

2017 Award Winner – National Health Care for the Homeless Council: Ellen Dailey Consumer Advocate Award



**Amber Gray, Peer Specialist, Behavioral Health Services**

Amber Gray has spent the past 16 years working as a counselor with LGBTQ high-risk youth without homes, a health educator with a mentoring program, a prevention case manager in a residential housing program, and now in a senior program management position with HIV Education and Prevention services for transgender women of color and their partners. She is also a group facilitator for “Transgender Tuesdays” at the Tom Waddell Health Clinic and mentors youth around principles of independence and empowerment. Amber’s dream is to reduce the stigma that continually plagues her community. She is committed to encouraging, motivating, and empowering transgender women of color. Currently Amber is a Peer Specialist with the Transgender Pilot Project, a program of the Mental Health Services Act (MHSA). Congratulations to Amber for her extraordinary work and accomplishments as well as receiving this award. For more information visit: <https://www.nhchc.org/hch2017/hch2017-award-winners/>

### **30-Day Posting for Review and Comment Period for MHSA Three-Year Program and Expenditure Plan**

The Behavioral Health Services (BHS) division of the Department of Public Health is inviting all stakeholders to review and comment on the San Francisco Mental Health Services Act Three-year Program and Expenditure Plan (FY17/18 - FY19/20), for a period of 30 days from July 17, 2017 to August 16, 2017. This 30-day stakeholder review and comment period is in fulfillment of the provisions of the Welfare and Institutions (W&I) Code Section 5848. If you are interested in reviewing the Plan or want to learn about MHSA, please visit the San Francisco MHSA website at <https://www.sfdph.org/mhsa>.

## MHSA Peer Specialist Mental Health Certificate- RAMS/SFSU Entry Course, Fall 2017

Richmond Area Multi-Services, Inc. (RAMS), in partnership with San Francisco State University Department of Counseling, is excited to announce that the [Peer Specialist Mental Health Certificate Program](#) is now accepting applications for its 12-week [RAMS/SFSU Peer Specialist Mental Health Certificate Entry Course Fall 2017 Cohort](#), with classes set to begin on Tuesday, September 12th, 2017! Funded by the Mental Health Services Act (MHSA), the RAMS/SFSU Peer Specialist Mental Health Certificate Entry Course is a 12-week intensive program that provides training and education designed for individuals, and family members of individuals, with experience receiving behavioral health services that are interested in (or are currently) providing peer counseling, advocacy and support services in the behavioral health field in San Francisco. The Peer Specialist Mental Health Certificate Entry Course has had graduated 190 successful graduates since its inception in 2010. Attached are the Fall 2017 Entry Course Brochure, Application Form, Informational Open House and Application Help Workshop Flyers. Please see the attached flyers. Application submission due date is August 16, 2017 at 5:00pm.



(Attachment 1)

(Attachment 2)

(Attachment 3)

(Attachment 4)

### **2. SUBSTANCE USE DISORDER (SUD) SERVICES**

BHS Substance Use Disorder Services transitioned to the Drug Medi-Cal/Organized Delivery System on July 1<sup>st</sup>! Seven agencies have begun ODS billing. Others will be phased in over the course of Fiscal Year 2017-2018 and after. This represents nearly three years of hard work by SF City and County DPH-BHS staff AND our contracting partners who provide addiction treatment in San Francisco. The goal is to continue to provide access to high quality care and to fill in any gaps in treatment.

### **3. BEHAVIORAL HEALTH SERVICES PHARMACY**

#### **Electronic Laboratory Ordering and Results!**

Exciting news! Beginning June 1<sup>st</sup> of this year, SFDPH-BHS converted to electronic laboratory ordering and results in Avatar/OrderConnect at Mental Health programs for Labcorp labs. Laboratory results are viewable to clinicians providing care to the consumers in the eLabs results widget. This widget is located the “Medical” tab of Consoles. In the Consumer Portal, consumers will be able to view their laboratory results. Labs are available after review by the prescriber and a 7 day hold. Some sensitive lab results are blocked from the portal; these labs are tests for: HIV antibody, antigens indicating a hepatitis infection, substance use disorder drugs, tests that reveal cancer, sexually transmitted infections, and pregnancy.

Attached is a recent research article which indicates “the direct release of test results to patients increases patient engagement and utilization of care”: The study analyzed patients’ use of their consumer portal and the impact of allowing patients to view their test results in one large health system. They found that 80% of all patient portal users viewed test results during the year, and this was highly valued by patients.

(Attachment 5)

#### **4. ADULT & OLDER-ADULT SYSTEMS OF CARE UPDATE**

##### **BHS Sets Out to Improve Success of Referrals from San Francisco Health Network's Primary Care**

BHS began meeting in early 2017 with San Francisco Health Network (SFHN) Primary Care central administration and Behavioral Health Clinicians on improving the success of referrals of SFHN's Primary Care clients to BHS specialty mental health services.

The California "carve out" of Medi-Cal specialty mental health services, administered by county mental health plans, separates these services from the rest of primary and specialty health care administered by Medi-Cal managed care plans, and requires ensuring appropriate and unimpeded access to BHS specialty mental health services for clients referred from the primary care system, across the divide of the two separated plans.

A few months ago, BHS and SFHN re-examined the protocols for SFHN's Primary Care clinic referrals to BHS civil-service adult & older-adult mental health outpatient clinics for specialty mental health services. Data is not systematically tracked on the success of these referrals, but reportedly, Primary Care Behavioral Health Clinicians state some difficulties in clients being able to connect with specialty mental health services provided at BHS mental health clinic facilities.

Clients themselves may not necessarily follow-through with going to the mental health clinics at locations different from their primary care sites. SFDPH has been addressing this issue by providing non-specialty behavioral health services at SFHN primary care clinics, and also by establishing primary care clinics at four of the largest & busiest civil-service mental health clinic sites (i.e., South of Market, Mission, Chinatown North Beach, and Sunset Mental Health Clinics). These afford opportunities for primary and behavioral health care to be provided at the same location to make access and integrated care easier. SFHN Primary Care clinics also provide, to the extent possible, increased mental health follow-ups to their clients who are experiencing greater acuity of behavioral health symptoms and significance of resultant impairments – but at some point, many clients have to be referred to the higher specialty level-of-care available at BHS mental health outpatient clinics.

BHS has a policy of "Advanced Access: Timely Access Standard for Outpatient Programs", that requires providing same-day, walk-in initial appointments for clients, during office hours from Monday to Friday, in order to reduce delays in accessing care (<https://www.sfdph.org/dph/files/CBHSPolProcMnl/3.02-13.pdf>). There cannot be waitlists in BHS for these initial appointments wherein client specialty behavioral health needs are assessed, urgent or crisis care is facilitated when indicated, and ongoing treatment is arranged as needed. Advanced Access is meant to assure timely access by matching same-day appointment availability with client demand at the front door.

To further improve access for clients being referred from Primary Care, BHS civil-service mental health clinic directors will implement the practice of outreach phone calls to clients specifically referred from SFHN Primary Care clinics, to welcome and encourage them to come in to be seen. [Referrals to BHS from SFHN Primary Care clinics are initiated via a referral form faxed to the BHS mental health clinic. The referral form contains the results of the screening for appropriate specialty mental health services conducted with the client by the SFHN's Primary Care Behavioral Health Clinician.]

To improve communication & coordination between the BHS Officer-on-Duty (OD) clinician, who receives the fax referral, and the referring Behavioral Health Clinician at SFHN Primary Care, the BHS OD will contact the Primary Care Behavioral Health Clinician, by phone or secure email, within 48 hours of the receipt of the faxed referral/screening form, to acknowledge receipt of the fax, to inform the referring Clinician that the client was contacted & encouraged to come in and to obtain any additional clinical information on why the client is being referred to, and eligible for, specialty mental health level-of-care. The BHS OD will also inform the Primary Care Behavioral Health Clinician once the client comes into the BHS clinic of the result of the mental health screening/assessment. [The BHS OD and the referring SFHN Primary Care Behavioral Health Clinician will discuss the medical necessity assessment result, and if there is a differing disposition plan, each will bring the matter to their respective directors for resolution.]

To address the lack of data on the outcomes of referrals to SFHN BHS from SFHN Primary Care for specialty mental health services, and to track the results of improvements in communication with clients and between providers on these referrals, BHS Sunset and OMI Mental Health Clinics are implementing a rapid-cycle test of change, by tracking data on when the referrals are made, when the intake was scheduled, the results of the intake (including no-shows), and on any systemic problems encountered and addressed. The tracking began in April 2017, and initial results are coming in and being evaluated.

## **5. CHILDREN, YOUTH AND FAMILIES (CYF) SYSTEMS OF CARE UPDATES**

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

The CCDC staff and consumers participated in a volunteer outing on June 17<sup>th</sup> with the Golden Gate National Parks Conservancy. Volunteers and participants learned about native plants in the area & region and weeded non-native plants and weeds in the Lands End park area. A brief lesson about our ecosystem was also introduced to the group by their park rangers. In addition to the gardening activity, children, youth & families, also benefitted from sign language lessons taught by a professional sign language instructor in the group. The lessons focused on learning about signs related to the gardening event and was well received by all.

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

BHS is delighted to announce that two new staff members joined L.E.G.A.C.Y. in June 2017. Verenice Lopez-Meza is the new bilingual, Spanish-speaking, Family & Youth Specialist and Isaac (Trey) Bowler is the new Youth Mentor. We are very excited about the knowledge & skills they bring to the program and to have them on the team.

L.E.G.A.C.Y hosted another great Family Support Night event held on June 19, 2017. The theme was Juneteenth. Staff created a Jeopardy game for clients to play and learn about the history of the topic, also adding in bonus questions about facts associated with the month of June. At the end, families gave positive feedback on how this particular Family Support Night was presented and each individual was able to share something they learned.

One of the L.E.G.A.C.Y's staff members was on the planning committee for San Francisco PRIDE. This staff member promoted the event within the department & our community, and was able to ride on the SFDPH double decker bus during the parade on June 25<sup>th</sup>.

## Southeast Child/Family Therapy Center

BHS is excited to welcome Metzi Henriquez, MFTi to the team of dedicated clinicians at the center. Metzi who is bilingual, Spanish-speaking, has years of experience in providing services to youth and families in San Francisco at Carecen, prior to joining SFDPH.

Starting July, the center will be running 3 different therapeutic groups; a summer outing group for children with ADHD, an outing group for recently arrived immigrant boys called “Reflection Roots – Rebuilding Preferred Stories of Migrant Identity”, and a 14-session Seeking Safety group for parents.

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

Assisted Outpatient Treatment (AOT) would like to extend a warm welcome to our newest team member, Heather Venisse, who joins the program as a clinical supervisor. We are very excited to have her on the team!

Ms. Heather Venisse joins AOT as a Licensed Clinical Social Worker with a background working with adults experiencing serious mental illness, chronic medical conditions, substance use, and/or homelessness. Heather most recently worked as the director of a permanent supportive housing program. Her work has focused on supporting clients on obtaining stable housing and overall well-being and to avoid reoccurrences of homelessness and reduce overutilization of emergency services. Additionally, Heather has worked with Child Protective Services, outreach teams, and the court system. She has a great deal of experience and has practiced social work in several places outside of San Francisco Bay Area, including Arizona and Colorado.



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

## **7. FORENSIC/JUSTICE INVOLVED BEHAVIORAL HEALTH SERVICE**

Effective July 1, 2017 Dr. Angelica Almeida will be overseeing the following programs with a criminal justice or court focus:

- Assisted Outpatient Treatment (AOT)
- Partnership with Aging and Adult Services on LPS Conservatorships
- Law Enforcement Assisted Diversion (LEAD-SF)
- Promoting Recovery & Services for the Prevention of Recidivism (PRSPR)
- Community Justice Center (CJC)
- Violence Intervention Program (VIP)
- Drug Court

SFDPH-BHS Thanks Craig Murdock for his years of commitment to & managing our partnership with the collaborative courts. His efforts & dedication have supported staff to serve a population with significant behavioral health and psychosocial needs. Craig will continue to oversee the Behavioral Health Access Center, Treatment Access Program, and Offender Treatment Program for Behavioral Health Services.

BHS welcomes Angelica into this new expanded role. She has a wealth of experience working with individuals with severe and persistent mental illness and has been the director of Assisted Outpatient Treatment (AOT), for the past two years, since its inception. Prior to working with the Department of Public Health, Angelica was the Deputy Director of Reentry Services for Jail Behavioral Health Services and worked closely with the community and courts (including Behavioral Health Court) to ensure continuity of care between the forensic and community systems-of-care.

## 8. CULTURAL COMPETENCE REPORT, COMMUNITY ADVISORY BOARD (CAB) UPDATE

For Fiscal Year 2017-2018, the Office of Cultural Competence will begin using a new Community Advisory Board (CAB) Questionnaire that is to be completed and submitted by all contracted Community Based Organizations (CBOs) and Civil Service Clinics. This questionnaire is replacing the old Cultural Competence Narrative Reports that were previously used. The submission deadline for the questionnaires is September 30, 2017.

In working towards meeting all of the Culturally and Linguistically Appropriate Services Standards (CLAS) within BHS, the Office of Cultural Competence's overarching objective has been to increase community participation and involvement in the decision making processes that dictate service needs and implementation. The narrative report took this into account, with over half of the document asking about the CAB activity that the submitting program/agency was engaged in. The new questionnaire does the same but focuses specifically in this area with no more than a dozen write-in answers. This will be answered by an agency/program's designated staff person for cultural competence issues. All finished questionnaires are to be submitted via upload on the Cultural Competence Tracking System (Database), where there is a dedicated page for this purpose. For any further information on the questionnaire itself or the submission process, please contact Michael Rojas at 415-255-3426 or [michael.rojas@sfdph.org](mailto:michael.rojas@sfdph.org).

(Attachment 6)

*Past issues of the CBHS Monthly Director's Report are available at:*

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

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