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## Behavioral Health Services Monthly Director's Report February 2017

### 1. CULTURAL COMPETENCE AND MENTAL HEALTH NORTHERN REGION SUMMIT FEATURES LOCAL PRESENTATION

California Institute for Behavioral Health Solutions (CIBHS) has accepted a presentation, submitted by Daniel Hill of Felton/FSA, on Curry Senior Center's Reaching Isolated Older Adults Program (funded by the San Francisco Mental Health Services Act). The presentation will be part of the Cultural Competence and Mental Health Northern Region Summit, taking place in Santa Rosa, on March 15, 2017. Juan Ibarra of Quality Management provided technical assistance and supported Daniel's application.

The theme for the summit is supporting community defined practices which CIBHS defines as "a set of practices that communities have used and determined to yield positive results as determined by community consensus over time and which may or may not have been measured empirically but have reached a level of acceptance by the community." The summit will highlight community defined and cultural specific practices, applied in diverse communities across California, to reduce stigma and increase access to mental health services and treatment.

If you have any questions, please contact Juan Ibarra, MHSA Program Evaluator, from Quality Management at [juan.ibarra@sfdph.org](mailto:juan.ibarra@sfdph.org).

### 2. NEWS FROM SUBSTANCE USE SERVICES

A very productive prevention services provider meeting was held on January 13th, to help design a strategic plan for the next five years of primary prevention services under the Substance Abuse Prevention grant.

Our DPH Health Officer, Dr. Tomás Aragón led off the event with an inspirational call to work on racial and ethnic disparities in health by using a lifecourse approach, which is more than focusing on an illness, rather takes into account public health effects of toxic stress and life trauma from infancy onward. Our gratitude to the many prevention services providers who work on these public health issues, and who spent the day with us, sharing their hopes, concerns and challenges.

### 3. CONSUMER WEBSITE (Portal) UPDATES

The BHS Portal and Client Engagement Workgroups have been very active and busy with a goal to provide Portal access to all mental health adult (18 years and older) consumers starting in May 2017!

*What is the Portal?* The Portal is a secure consumer website where clients can view their health record, which supports consumer empowerment, wellness and recovery. BHS consumers have asked for this since 2011.

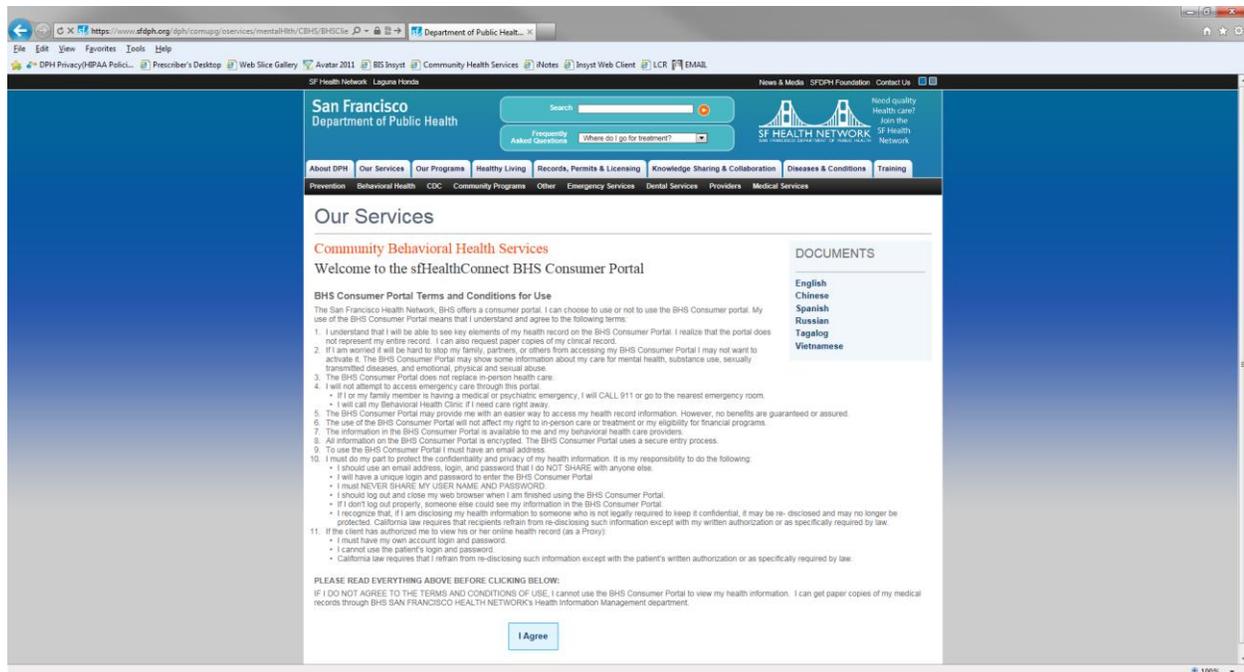
*Does our Portal have a name?* Yes, the Behavioral Health Services Portal name is **sfHealthConnect**.

*What is happening with the pilot?* Adult consumers can now register for *sfHealthConnect* at the South of Market MH and Sunset MH pilot clinics. As of February 8, 2017 we have 50 consumers registered onto *sfHealthConnect*. Clinic staff are working out roles and workflows to support consumers for the Portal.

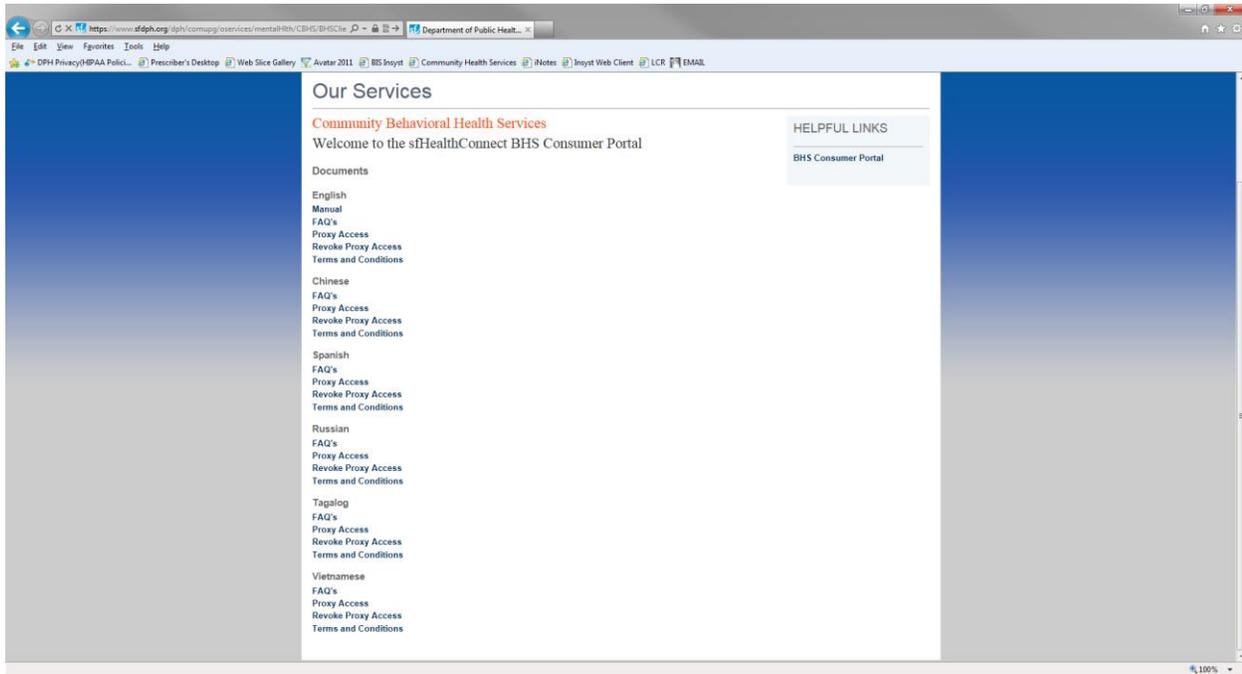
*Is there a portal webpage?* YES!

You can get onto the *sfHealthConnect* webpage via the CBHS webpage, clicking the link “BHS Consumer Portal,” OR

Going directly to the public webpage “[sfdph.org/sfhealthconnect](https://sfdph.org/sfhealthconnect)”.



Clicking the “Documents” section brings you to information about the Portal including a user manual and FAQs developed by the Client Engagement Workgroup.



Here is the Portal PIN document (it is also translated to threshold languages)



## BHS Consumer Portal

The San Francisco Health Network, Behavioral Health Services Division is proud to announce the launch of our Consumer Portal!



### Features:

- **View Appointments**
- **Receive e-mail and/or Text Appointment reminders**
- **View your medication List**
- **View Lab Results**

**Creating a Portal Account is Easy!**

- Step 1: Go to: <https://www.sfdph.org/sfhealthconnect>
- Step 2: Read the Terms and Connections, Click "I Agree"
- Step 3: Click on "Create an Account" Tab and click "Yes" the question, "Do you have a registration PIN?"
- Step 4: Enter PIN: \_\_\_\_\_
- Step 5: Fill out your address information
- Step 6: Provide you e-mail address, password, and secret question and answer
- Step 7: Click Register
- Step 8: Go to your e-mail account and click on the registration link

**Congratulations! You now have a Portal account!**

**Consumer Portal Help Desk (855) 224-7782**

Questions about sfHealthConnect? Or if you would like to be involved in planning, please contact:

Gloria Wilder at [gloria.wilder@sfdph.org](mailto:gloria.wilder@sfdph.org), Giovanni Herrera at [Giovanni.herrera@sfdph.org](mailto:Giovanni.herrera@sfdph.org), or

Marisol Harper at [Marisol.harper@sfdph.org](mailto:Marisol.harper@sfdph.org)

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

Assisted Outpatient Treatment (AOT) is honored to have been recognized in the Mayor Ed Lee's State of the City Address on January 26, 2017. At the address a family member (see below) who made a referral to AOT was present and we would like to share a small portion of the piece she wrote for the event:

Before I made the first call to the AOT program, there were challenges that both my loved one (not taking care of himself or taking his medications) and family faced (not understanding the severity of his mental illness and worrying about if he was safe). Since, AOT has worked with him and obtained a court order for him to participate in treatment, there has been a tremendous improvement. The AOT program is unique, it offers resources to my brother and to my family. They are a team of outstanding people who come together to help my family member integrate into the community, they do not see his illness as an obstacle on his path to recovery. They have the right tools to support my brother to move forward in life... Finally, the impact AOT has on my loved one and family comes from a place of compassion, dedication, and emotional support. Knowing that there is a team that is consistently outreaching him and looking out for him has brought us comfort. Most importantly, the AOT team taught us to know that our expectations of loved ones needs to be at a slower pace, progress is always step forward than where we were yesterday. There should be more programs throughout the nation like this because it really does work.

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.



#### **5. NEWS FROM SUBSTANCE USE SERVICES**

Our DPH Health Officer, Dr. Tomás Aragón led off the event with an inspirational call to work on racial and ethnic disparities in health by using a lifecourse approach, which is more than focusing on an illness, rather takes into account public health effects of toxic stress and life trauma from infancy onward. Our gratitude to the many prevention services providers who work on these public health issues, and who spent the day with us, sharing their hopes, concerns and challenges.

Dr. Martin will be attending the advisory council meetings for the Substance Abuse Mental Health Services Administration (SAMHSA) in Rockville, Maryland next week. It should be an interesting meeting, considering the changes in federal leadership, and passage of the bipartisan CURES act, which adds an assistant secretary of mental health to HHS as well as a chief medical officer.

## **6. CHILDREN, YOUTH AND FAMILIES (CYF)**

### **L.E.G.A.C.Y**

During the month of January LEGACY started two groups; Medicinal Drumming Group and Support for Families, both hosted here at LEGACY.

January's Family Support Night. The speaker was from San Francisco Housing Development Corporation (SFHDC) and the topic was financial planning. Our next Family Support Night will be February 27th and it will be centered around Black History Month.

On January 21st, LEGACY participated in the Black Family Day Brunch and Resource Fair held at Willie Brown Middle School.

### **Southeast Child/Family Therapy Center**

Our psychology interns, Jennifer Ho and Diane Slap, have completed a social skills group at Visitation Valley Elementary School. The school is very excited about the success of the first group and school staff are requesting a 2.0 version of the group, which will likely start in April.

We will be providing another round of five weeks of the FUERTE curriculum, focused on Newcomer Youth at Thurgood Marshall High School beginning this month. This will be a joint collaboration between Southeast Child/Family Therapy Center and Mission Family Center, as the facilitators will be Roberto Meneses, HW2 from SE and Josefina Juarez, LCSW from MFC.

We are excited to announce that Joy Gamble, MFT, is starting an 8-week group at our Silver Avenue site for clients who have significant problems with anxiety. The group will increase understanding about anxiety in general, and will be able to address clients' particular anxiety challenges. The group is skills-based with engaging activities to reinforce learning. There will be a parent/caregiver component to provide tools for caregivers to manage their own anxieties and to be able to support their children applying the skills they are learning.

We are celebrating Black History Month by engaging clients from each site in a joint art activity, commemorating Black Lives. We will also be having two celebrations with families at our Silver Avenue site on February 21<sup>st</sup> and 28<sup>th</sup>.

### **Chinatown Child Development Center**

Chinatown Child Development Center celebrated both the New Year and the Lunar New Year in January, wishing everyone a prosperous, safe, healthy, and happy year of the Rooster! We continue to offer outpatient services to our clients at school sites and at the clinic. Starting this month, CCDC launched a parent support group facilitated by Jenny Chan, LCSW and Becky Yu, MHRS, to provide parents with support and skills to help manage their children with behavioral health needs. The group will run for 12 weeks, using some of the lessons and structure from the Incredible Years training, which was well-received by the group participants. To achieve practice improvement and in preparation for the upcoming audit, we conducted a peer review chart session with all clinical staff to make sure we are meeting the current standards of charting and documentation. The CCDC staff are sad to say goodbye to Grace Fung, MFT, who has been with us for the last 10 years, will be transferring to Crisis Services to work with children and adults in Crisis. We hosted a farewell party for Grace to thank her for the years of service and dedication to the clients and families in the community.

**Tell us your clinic story and we will add it to the upcoming Director's Reports**

*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)