



Behavioral Health Services Monthly Director's Report

December 2018 & January 2019

1. MENTAL HEALTH SERVICES ACT (MHSA)

Transgender Health Fair

The 8th Annual MHSA Trans Health and Wellness Fair was held on December 10th, 2018 at the San Francisco Main Library. The Health Fair is an opportunity for clients and providers in the community to come together to exchange information and network. The overarching goal is to raise awareness of services that are available in San Francisco that have the expertise to service Trans and Gender Non-conforming individuals with a special emphasis on Trans Women of Color.

Over 100 people attended the event including representation from two hospitals and twenty-four community-based agencies. Activities included health screenings, information on services available for Trans and Gender non-conforming Individuals, entertainment, and opportunities for networking.

Evaluation Efforts

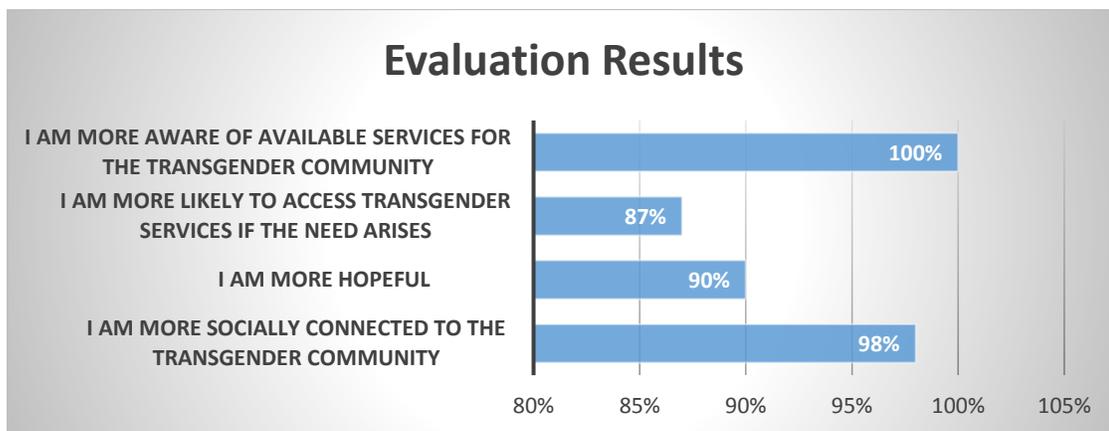
The Transgender Health Fair staff conducted an evaluation to determine the efficacy of the activities being offered to program participants. An evaluation tool was developed in collaboration with SFDPH-BHS Quality Management in order to best assess and determine if the program objectives were met.

The following evaluation questions were developed to assess for a participants improvement to health, wellness and recovery as a result of activities at the Trans Health and Wellness fair:

1. As a result of participating in the 2018 Trans Health Fair, I am more aware of available services for the Transgender Community.
2. As a result of participating in the 2018 Trans Health Fair, I am more socially connected to the Transgender community.
3. As a result of participating in the 2018 Trans Health Fair, I am more hopeful.
4. As a result of participating in the 2018 Trans Health Fair, I am more likely to access Transgender services if the need arises.

Evaluation Results

The data was compiled and analyzed to determine that the Transgender Health Fair met the objectives. Please see the below table for evaluation results.



The Coordinated Entry System and What it means for BHS Clients

The Coordinated Entry System (CES) is a centralized tool that assesses the needs of the people experiencing homelessness, and prioritizes the most vulnerable populations for housing. In San Francisco, there is an Adult, Youth, and Family (adults or transitional aged youth with children in their care) CES. The San Francisco platform used for CES is called Online Navigation and Entry (ONE) system. The ONE System uses a standard assessment tool that prioritizes people for housing based on their length of time homeless, barriers to housing, and vulnerability (including disabling and medical conditions). Those who are not prioritized for housing will be offered problem solving and linkage to available resources.

Behavioral Health Services (BHS) is optimistic that more of our clients will get access to housing to support their recovery and wellness.

For more information, **contact** Josephine Ayankoya, MHSA Program Manager, at josephine.ayankoya@sfdph.org.

Peer Specialist Mental Health Certificate (RAMS and San Francisco State University)

The RAMS Division of Peer-Based Services celebrated the graduation of the 12 students of Cohort #17, who successfully completed the 12-week, 100-hour RAMS/San Francisco State University Peer Specialist Mental Health Certificate Entry Course. The Peer Certificate Program, established in 2010, offers training and education for individuals with lived experience to provide counseling, advocacy, and support services to behavioral health consumers. The program leads with the principles of cultural humility, supporting participants to commit to lifelong learning and self-reflection. The program teaches students to focus on their individual wellness and recovery to build resilience and enhance capacity to provide strengths-based, person-centered care to individuals and groups throughout San Francisco.

The graduates are in the process of interviewing for positions at various sites throughout San Francisco, and multiple students from this cohort are already providing services at different organizations, including

Mentoring and Peer Support (MAPS), Curry Senior Center, HealthRight360, San Francisco AIDS Foundation, Institute on Aging, and RAMS, among others. The Peer Certificate program looks forward to these graduates empowering individuals in the community to achieve their wellness goals!



Program contact: Kristin Snell, MSW, Program Manager, Peer Specialist Mental Health Certificate, 415-579-3021 x102, kristinsnell@ramsinc.org

UCSF Citywide Slice of Life Cafe and Catering Training Program

The UCSF Citywide Employment Services' Slice of Life Cafe and Catering Training Program individuals with a 6-month paid work experience in food safety, handling, preparation, and presentation.

The Slice of Life program graduated its 5th cohort at the San Francisco Behavioral Health Center located next to the Zuckerberg San Francisco General Hospital. Under the expert tutelage of Chef Mike Sullivan, Program Coordinator Gigi Lapuz, and Peer Mentor Joseph Rivera, the graduates prepared an elegant and delicious 3-course luncheon for family, friends and staff. The luncheon was a culinary culmination of the skills the graduates learned over their 6-month, paid-work experience. Dr. Susan Ehrlich, CEO at Zuckerberg San Francisco General, who attended the graduation, wrote;

“The program increases integration into the community and feelings of self-worth. It’s all about better lives and hope for the people it serves; that was clear from the wonderful graduation celebration!”



Program Contact: Mindy Oppenheim, M.Ed., Director, Vocational Rehabilitation Program, UCSF at Zuckerberg San Francisco General Hospital, 415-206-5962, Mindy.Oppenheim@ucsf.edu

FACES for the Future at John O’Connell High School

In 2016 O’Connell High School student Nicole came out to her family and peers about her sexual orientation. Unfortunately, Nicole’s parents were not supportive of her life choices and this caused her great pain. But with the help of her FACES Program Coordinator, Nicole was able to:

- receive support & mentorship from program staff;
- practice mindfulness to manage her stress;
- participate in therapy with her mom; and
- learn about healthy communication practices with her family members;

Nicole says that the FACES for the Future program has helped her grow in many ways and has given her an opportunity to see the trajectory of her education pathway and future career. Nicole’s internship at SFDPH’s Castro Mission Health Center gave her the chance to see clinic staff who share bonds with their patients and who love their work.

**Note: This personal story was drawn from an MHSA-funded program’s fiscal year 17-18 year-end narrative report; and the student’s name was changed to respect her privacy.*

11th Annual Peer & Family Conference: Building Resilience and Empowering Communities

On December 14, 2018, the 11th Annual Peer & Family Conference: Building Resilience and Empowering Communities was held at the Google Community Space along the Embarcadero. The purpose of the conference was to promote wellness and recovery within our community through education and encouragement. Up to 100 participants enjoyed the festive and celebratory event, filled with interactive wellness activities, and were entertained by inspirational music performances from: RAMS Peer Counselor: Talon Demeo, Peer Navigator & the master of ceremonies: MGM Grand, and hip-hop therapy group: Beats, Rhymes and Life.

Behavioral Health Services Director introduced the event, featured speaker, Neo Veavea, conveyed his rich and inspirational life story, and peer panel speakers shared their stories of hope and resilience in the face of life challenges, while discussing the meaningful work they are doing in and for our communities. Workshops included: Tai Chi, Holiday T-shirt decorating, multiple art activities, terrarium-making, beading and jewelry making, and a nature walk.

The event was sponsored by RAMS, the Mental Health Services Act, and the Mental Health Board of San Francisco. For more information, please contact the Mental Health Services Act program at mhsa@sfdph.org.





2. ADULT & OLDER-ADULT (AOA) SYSTEM OF CARE

OMI Family Center Update

Staff at OMI Family Center would like the community to know that they are back at the clinic location, 1701 Ocean Avenue. The building renovations were completed and after working with SFDPH facilities and IT support teams, the Center is ready to start receiving new referrals. OMI staff members have been getting feedback from the existing clients that they are very glad to be back at the Center as well. During renovation, they had to travel to different locations throughout the city to see their prescribers and therapists. BHS & OMI staff would like to thank the staff and Directors of The Behavioral Health Access Team, Mission Mental Health Clinic, Mission ACT, Chinatown North Beach Clinic, TAY; also, the CYF sites at Mission Family Center and Southeast Child/Family Therapy Center for hosting OMI Family Center clinicians, while the building was under construction. Thank you to the community for your patience and support!

3. CHILDREN, YOUTH AND FAMILIES (CYF) SYSTEM OF CARE

BHS is pleased to announce Bonnie Friedman, LCSW, as the Family Centered Care Program Manager, effective December 2018. This position will oversee the two family-focused programs, L.E.G.A.C.Y. & Parent Training Institute (PTI), and work to better integrate youth and families with lived experience into the system planning, development, and implementation of family focused services. This will include training and capacity building of family systems therapists and family-focused practices across our system. In addition, this position will work collaboratively with our systems of care partners and PTI joint funders, to support access and engagement of families across our systems. Bonnie started with the City and County of San Francisco as a Social Worker within Human Services Agency in March 1999, then joined SFDPH as the director of LEGACY in September 2011. Congratulations to Bonnie for her transition to this new leadership role at BHS.

Spotlight on Chinatown Child Development Center, Mission Family Center, and Project 500

Project 500 behavioral health team wrapped up the Attachment Vitamins parenting group and began planning for the implementation of a STAIRs (Skills Training in Affect and Interpersonal Regulation) group to

be rolled out in spring 2019. STAIRs focuses on skills building to support emotion regulation and healthy relationships. Project 500 began regular mental health consultation to case conferences with the Nurse Family Partnership team and staff started planning for their co-facilitation of a UCSF mini-course on addressing racial health disparities with the Expecting Justice program.

The Mission Family Center staff is grateful to Jaime Arcila, AMFT, and the San Francisco Sherriff's Department for another successful year of collaboration to obtain toys for our families during this holiday season. This collaboration was started many, many years ago by Bob Hernandez, MSW, and has been carried on by Mr. Arcila after Mr. Hernandez retired several years ago. This year Ana Magaña, Augusto Guerra, Leslie Nieves, Marta Bernal and Maureen Gammon helped to organize all the toy donations in a beautiful display and in a gender-neutral manner. It was a wonderful site to see parents and children mindfully picking out a toy to give to someone in their family. In the tradition of giving thanks – The Mission Family Center provided paper, markers and stickers for the children to write and decorate thank you notes to the Sherriff's Department as they wished.

In December, Chinatown Child Development Center participated in two main community events: 1) Staff attended the Wisdom of Nutrition press conference held at the Chinatown Public Health Center. Staff and the community at large celebrated the release of the publication "Wisdom of Nutrition." This publication highlights a nutrition column written from 2011-2018. Additionally, selected recipes were showcased at the reception immediately following the press conference. Keynote speakers at this event included Catherin Wong, MPH, Nutrition Manager at the Chinatown Public Health Center and Daniel Wong, MD, Acting Ministry Director of the Chinese Christian Herald Crusades; 2) On December 20th, the Chinatown Child Development Center held its annual holiday party for 150 consumers & their families onsite. Community donors and sponsors for the event included the San Francisco Police Department, Asian Police Officers Association, Citibank, Ng Hing Kee Bookstore and Kong Chow Family Association. Participants enjoyed entertainment and each child also received toys and gifts graciously donated by the generous sponsors. It was a successful event connecting with the clients and community, seeing the joy in the eyes of the children and families was the highlight of the day and a great way to end the year.

4. FORENSIC/JUSTICE INVOLVED BEHAVIORAL HEALTH SERVICES

Spotlight on Assisted Outpatient Treatment (AOT)

Assisted Outpatient Treatment (AOT), authorized by San Francisco's Board of Supervisors in 2014, is one of a handful of County-led programs in California to support the primary intent and purpose of the Assisted Outpatient Treatment (AOT) Demonstration Project Act of 2002 (Welfare and Institutions Code (WIC) §§5345-5349.5)—otherwise known as "Laura's Law"—to (a) identify persons with serious mental illness who are not engaged in treatment, (b) assess if there is substantial risk for deterioration and/or involuntary detention (under WIC §5150) which could be mitigated by provision of appropriate services, and (c) petition the court to order participation in such services if the individual is not able to be successfully engaged by other means.

The San Francisco AOT Model is utilized as an intervention and engagement tool designed to assist and support individuals with serious mental illness. San Francisco's AOT program places an emphasis on promoting voluntary engagement by utilizing a strength-based and client-centered approach, as well as

accessing an individual's natural support system (i.e., family and friends). The program has been constructed to employ principles of recovery and wellness, and has a particular focus on community-based services and multiple opportunities for an individual to engage in voluntary treatment before a court order is requested. One of the hallmark features of San Francisco's program is to employ team members who provide peer and family support.

SFDPH-BHS congratulates Mr. Jose Orbeta for being honored by the County Behavioral Health Directors Association with the 2018 Storyteller Award. Jose was given the award during the CBHDA's Award Ceremony, as part of the California Behavioral Health Policy Forum, held in December, in San Francisco at the Palace Hotel. This recognition is well deserved and we wanted to take this opportunity to share Jose's journey (in his own words):

Jose Luis Orbeta has been working as a peer counselor for 6 years. He started as a volunteer group facilitator for Dual Recovery Anonymous and then was hired as a paid employee. In 2015 he joined the staff for the Hummingbird Peer Respite, the first peer run and peer created program of its kind in San Francisco funded by the MHSA. In 2017 he became a Peer Specialist/Counselor for Richmond Area Multi-Services, Inc. and in 2018 he was hired to work as a health worker for AOT. Jose has been in recovery for 7 plus years. Along the way he has had the honor of being mentored by some incredibly wise and supportive people. He has literally risen from being homeless on the streets of San Francisco to being a full-time employee at the San Francisco Department of Health. He is currently involved with helping Peers being recognized for all their accomplishments and cutting edge work. He has participated in presenting 2 separate peer based programs before the Innovations Committee that received a combined total of 5.5 million dollars in funding. His current role with AOT consists of outreaching and engaging clients and supporting them with their immediate needs. Not only supporting the clients, but also providing family members with support and education. He also supports outside agencies that deal with his clients. He feels very proud and fortunate to work for the City and County of San Francisco as a Health Worker II, as part of the Assisted Outpatient Treatment's Care Team.



5. BHS PHARMACY

Toolkit for Harm Reduction Strategies published

The College of Psychiatric & Neurologic Pharmacists (CPNP) and members of its Substance Use Disorders Committee announced the release of a resource document, Harm Reduction Strategies for People Who Inject Drugs: Considerations for Pharmacists. Authored by Chris Stock, PharmD, BCPP, Michelle Geier, PharmD, BCPP, and Kathie Nowicki, PharmD, this resource is intended to highlight what harm reduction is, services, and barriers. Michelle and Kathie are both Pharmacists working at BHS Pharmacy at 1380 Howard Street. The document provides information on the scope and impact of injection drug use and the evidence on harm reduction strategies that can be employed. Major categories of information include:

- Consequences of injection drug use
- Harm reduction services, activities, and policies
- Stigma
- Potential barriers
- Professional and policy support
- Resources, references, and data sources

Congratulations to Michelle and Kathie!

6. ANNOUNCEMENTS:

List of Presentations by SFDPH-BHS

The California County Behavioral Health Directors Association (CBHDA) invited SFDPH to present at the 2018 California Behavioral Health Policy Forum, held in December 2018 in San Francisco. The panel presentation was titled, *Treating Away Homelessness?*, and presenters included Karen Lancaster, LMFT, BHS Program Director of San Francisco Fully Integrated Recovery Services Team (SF FIRST), Kelly Hiramoto, LCSW, Director of Transitions Division, San Francisco Health Network, and Dr. Barry Zevin, Medical Director of Street Medicine and Shelter Health.

SFDPH-BHS presented at the recent Association for Multidisciplinary Education and Research in Substance use and Addiction (AMERSA) 42nd Annual National Conference, titled: Interdisciplinary Addiction Strategies: Discover, Prevent, Treat, Teach. The Interdisciplinary Panel Session: *Meeting the Need: Collaborative Justice and Treatment* was presented by: Lisa Lightman, MA - Collaborative Courts, San Francisco Superior Court; Angelica Almeida, PhD - SFDPH; Linda Wu, LCSW - SFDPH; Charles Houston - SFDPH; Judge Eric Fleming, JD - San Francisco Collaborative Courts.

Dr. Barry Zevin (Medical Director) and Karen Aguilar (lead peer navigator), from SFDPH, represented BHS Gender Health SF program at the 25th World Professional Association for Transgender Health Symposium, in Buenos Aires Argentina. They presented a mini-symposium "How Gender Affirming Surgery Works-Supporting Patient Choices" to a diverse international audience.

San Francisco Mayor's Disability Council has invited SFDPH-BHS to present on behavioral health services for people who are homeless. The Council meeting will be held on January 18, 2019 and BHS will provide information on mental health and substance use disorders treatment resources, the referral process to receive treatment, and then, related information on transitional/supportive housing.

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

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