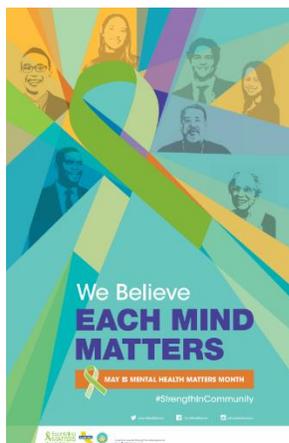


## Behavioral Health Services - *Communications*

### May is Mental Health Awareness Month – Each Mind Matters



BHS has put together a calendar of events in recognition of Mental Health Awareness Month. Click [here](#) to view the events and join us in celebrating resilience, recovery, and wellness.

Each Mind Matters, a BHS statewide partner, has created tools that make it easy and fun to spread mental health awareness in our communities. The theme of the 2019 May activation kit is “Strength in Community.”

Click the following link to find tools and activities designed to help build resilient communities. You will also find in the 2019 activation kit, files to share via email, social media and print:

<https://www.eachmindmatters.org/may2019/>

### Program Spotlight - BHS Office of Equity, Social Justice & Multicultural Education



In December 2018, the new BHS Office of Equity, Social Justice & Multicultural Education (OESM) was launched. The OESM is comprised of the following units Cultural Competence, Training, Workforce Development, Staff Wellness, Mental Health Services Act, Communications, and Community Outreach.

In collaboration with clinics and programs across our systems of care, we are currently developing an Equity Workplan to address service gaps and ensure equity, diversity and inclusion for clients and staff. An Equity Quality Improvement workgroup has been established to investigate root causes of behavioral health disparities. A Video Medical Interpretation (VMI) pilot is underway in efforts to expand language services; and we are exploring Tele-health in order to more successfully “meet clients where they’re at.” We are in the process of placing more specific qualifications on job postings to address language shortages and increase multicultural staff.

Our population-focused community-based prevention and early intervention programs include: Black/African American Family Behavioral Health Services (in collaboration with the Dept. of Children, Youth, & Their Families); Black/African American Wellness & Peer Leadership Program (in collaboration with SFDPH Office of Equity, and the Community Health Equity & Promotion program); Indigena Health & Wellness (Latinx Population); Living In Balance (Native American Population); and Asian Pacific Islander Mental Health Collaborative. For more info please contact: [bhs-oesm@sfdph.org](mailto:bhs-oesm@sfdph.org).

## BHS Recognized With National Achievement Award



Behavioral Health Services has been recognized with an Achievement Award by the National Association for Counties (NACo), for the *Assisted Outpatient Treatment (AOT)* program.

The overarching goal of the AOT program is to provide intensive outpatient services to clients in an effort to improve their quality of life, while preventing decompensation and time spent incarcerated or in acute services e.g., psychiatric hospitalization. The AOT is a program within BHS under the Mental Health Services Act (MHSA) Full Service Partnership

(FSP) program, with case management services provided by Citywide Case Management. To learn more about the AOT program, visit <https://www.sfdph.org/aot/>.

This is the sixth NACo award given to DPH-BHS in recent years. Other programs awarded in the past include:

### Achievement Awards

1. Vocational Rehabilitation Employment & Training Program (2017)
2. Peer-to-Peer Program (2017)
3. Population-Focused Programs (2018)
4. Assisted Outpatient Treatment Program (2019 - *new*)

### Brilliant Ideas at Work

5. Vocational Rehabilitation Employment & Training Program (2017)
6. Peer-to-Peer Program (2017)

*NACo Awards honor innovative and effective county government programs that enhance services for residents.*

## Each Mind Matters – May at the Ballpark

During Mental Health Awareness Month in May, Each Mind Matters (EMM) has partnered with California Major League Baseball parks to bring mental health awareness events at select games. May is a month dedicated to help raise awareness about mental health issues, promote good mental health practices, and encourage people to support others around them.



You can join EMM on Wednesday, May 15<sup>th</sup> at 12:45pm in Oracle Park (sections 143 & 144) as the San Francisco Giants take on the Toronto Blue Jays. EMM will also be at the Oakland Coliseum (sections 103R & 104R) on Saturday, May 25<sup>th</sup> at 1:07pm as the A's take on the Seattle Mariners. EMM will play their new public service announcement on the jumbotron and will have a table with outreach materials. Step up to the plate and wear lime green, the national color of mental health awareness, to show your support! Tickets can be purchased on [www.eachmindmatters.org](http://www.eachmindmatters.org) or the MLB website.

EMM is a California's Mental Health Movement which consists of thousands of organizations and millions of individuals that work to advance mental health and to reduce stigma and discrimination around mental health. EMM is implemented by the California Mental Health Services Authority (CaMHSA) and is funded through the Mental Health Services Act (MHSA). For more information, contact [MHSA@sfdph.org](mailto:MHSA@sfdph.org).

## Tracking Behavioral Health Outcomes

BHS' Adult and Older Adult System of Care uses the Adult Needs and Strengths Assessment (ANSA) to supplement clinical assessments and track client outcomes. The San Francisco ANSA has 27 items among four domains: Behavior Health Needs; Life Domain Functioning; Risks; and Strengths. Each "Need" item (the first three domains) is scored based on the level of difficulty the client has in that area. Strengths are rated on how available they are to the client and the role that strength is able to play in the client's life.

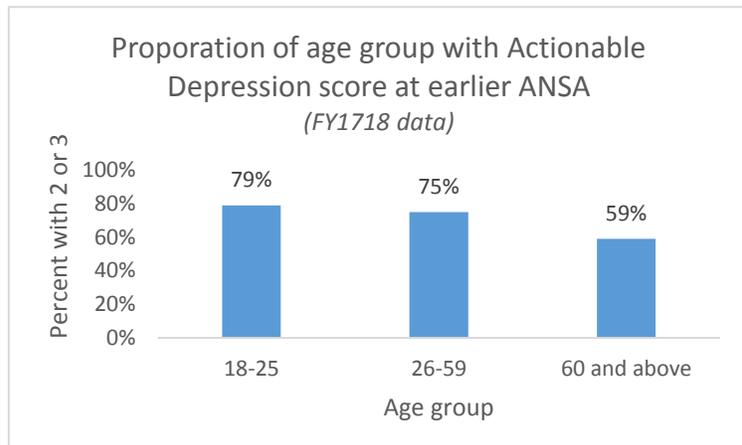
By comparing a client's ANSAs over time, we can determine if the client has achieved change in each area. By aggregating ANSAs, we can learn how individual programs, or the system as a whole, is performing. We can also learn which problems our clients are most burdened with.

Depression has been the most prevalent problem clients are struggling with system-wide. In both FY16-17 and FY17-18, about 70% of all clients had an "actionable" score on the ANSA Depression item, more than any other item. During these two years, about 40% of clients system-wide have shown improvement in this area.

The prevalence of depression as an actionable score appears about the same among men and women. Interestingly, it is an actionable problem for a higher proportion of TAY (18-25 year olds) than for other age groups.

Given the importance of depression as a behavioral health need, it is timely that BHS will be offering trainings on Cognitive Behavioral Therapy (CBT) for depression.

For information contact Tom Bleecker at [Tom.Bleecker@sfdph.org](mailto:Tom.Bleecker@sfdph.org).



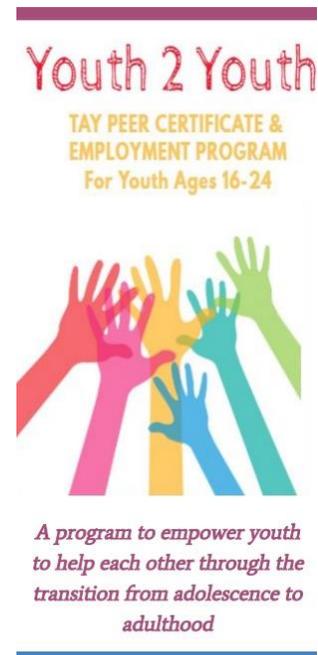
Join us for Mental Health Matters Day  
May 22, 2019  
9:30 a.m. - 2:00 p.m.  
East Side - California State Capitol  
Mental Health Association of San Francisco  
(MHASF) is providing a bus (pick-up at 71 Ellis St. -  
cross street at Powell) which will depart at 7:30am  
for Sacramento. Click [here](#) to RSVP.

## Certificate & Employment Program for TAY – New Pilot

Our Transitional Age Youth System of Care (TAY SOC) contracted partner RAMS has tailored a new peer certificate training program for TAY SOC leaders called *Youth 2 Youth!*

With a cohort of 10-15 TAY, this in-depth 16-week certificate program seeks to empower San Francisco TAY, who are individuals between the ages of 16 and 24, with peer counseling skills and knowledge for entry-level employment in the mental health field. Additionally, RAMS' Youth 2 Youth will provide ongoing academic and career planning for all participants. Each enrolled TAY receives a stipend upon completion of the program, and will then be eligible to enroll in the TAY leaders in Behavioral Health (BH) Employment Program.

Youth 2 Youth serves as a pipeline program into the TAY in BH Employment program where they will be placed in a paid mental health field internship at identified sites across our TAY SOC network of community-based organizations! This is an exciting opportunity provided in a supportive environment for TAY interested in exploring the mental health field as a profession. Currently Youth 2 Youth successfully launched its 2<sup>nd</sup> cohort this Spring with the 1<sup>st</sup> cohort of graduates placed at several of our TAY SOC contracted sites!



Stay tuned for future highlights about this program! For questions about these programs and applications for the next recruitment period, please contact Fei Hu at [tungfeihu@ramsinc.org](mailto:tungfeihu@ramsinc.org) or (415) 530-9080 and check out their [website!](#) For questions about TAY SOC, please contact Kali Cheung at [kali.cheung@sfdph.org](mailto:kali.cheung@sfdph.org)

## Staff Update – Medical Director for Sunset Mental Health



BHS is pleased to announce that Dr. Jenya Kaufman has accepted the position of Medical Director of Sunset Mental Health.

Born in New York and raised in South Florida, Dr. Kaufman received her medical degree from Stanford School of Medicine and then completed her residency in Psychiatry at UCSF in 2012. Dr. Kaufman joined SFDPH in 2013 as a staff psychiatrist at OMI Family Center, a comprehensive clinic located in the Ocean/Merced/Ingleside district. In 2017, while continuing to provide psychiatric services to clients at OMI, she transitioned to the role of Associate Chief Health Information Officer (ACHIO). In this newly developed position, she has worked hard to optimize Avatar in BHS while supporting the implementation and adoption of Epic on a network level.

Our system is very fortunate that Dr. Kaufman has worked so effectively managing multiple complex systems and bringing together various stakeholders in her role as ACHIO over the past two years. Dr. Kaufman will begin the transition to Sunset Mental Health on Monday, June 3rd, still maintaining some hours as ACHIO in order to support the Epic role out. By August, she will fully transition to Sunset Mental Health.

## Testimonials on BHS Programs

"There are few places in the neighborhood I can go and feel the support and safety I feel here."

- Client Testimony from the Senior Drop-In Center

"I am inspired by the people at the Center who took their first step to recovery, got better, and eventually contributed back to the community."

- Client Testimony from the Peer Wellness Center



"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!"

- Testimony from the CEO at Zuckerberg San Francisco General Hospital in regards to the Slice of Life Café and Catering Vocational Program

"My experience was difficult. People changed and moved, but the care team was there for me through all of the changes."

- Client Testimony from Gender Health SF

## Recognizing Earth Day and Promoting Zero-Waste

On Monday, April 20<sup>th</sup>, 1380 Howard St. celebrated Earth Day with a Zero-Waste Training and Plant Exchange. Much appreciation to Ana Ortega-Garcia, Carla Colbert, and Jennie Hua from DPH and Soko Made from SF Environment for making the event such a success! We learned about the latest recycling and composting changes, the importance of being mindful when purchasing items, and shared ideas on how we can each promote a healthier environment. Here are the highlights of the latest Recycling and Composting changes:

- Empty paper coffee cups can now go in the blue bin - plastic top, cup, and cardboard sleeve all together. (Why not use a reusable cup?)
- Clean soft plastic such as bread bags, sandwich bags, plastic film, and bubble wrap can now be recycled! They must be bundled into one bag, no larger than a basketball.
- Empty paper cartons such as milk, juice, and ice cream containers and mixed material cartons such as those used for soy milk or stock can now go in the recycling.



San Francisco continues to lead in promoting sustainable practices and protecting our environment. As we work to combat and reverse the environmental damage our disposable culture has caused, we all must do our part by *Reducing, Reusing, and Recycling*. Protecting the environment is Public Health work!

Our 1380 Howard St. Zero-Waste Coordinator, Nick Hancock, is available to come to staff meetings to conduct a brief training so please take advantage of that opportunity. Contact Nick at 415.255.3776 or via email at [nick.hancock@sfdph.org](mailto:nick.hancock@sfdph.org).

## Evaluation Highlights – Assisted Outpatient Treatment Program



DPH AOT Team (L-R): Charles Houston, Angelica Almeida, Jose Orbeta, Stephanie Dupuy

The Assisted Outpatient Treatment (AOT) program is excited to share results from their first three years of implementation. Thanks to Harder & Co for their support in the evaluation process.

Highlights include:

- 74% of AOT participants were successful in reducing or avoiding Psychiatric Emergency Services (PES) contact.
- 91% were successful in reducing or avoiding time spent in inpatient psychiatric hospitalization.
- 88% were successful in reducing or avoiding time spent incarcerated.

There are statistically significant reductions in PES contacts, as well as days spent incarcerated and psychiatrically hospitalized when comparing contact prior to and after working with the AOT program. Additionally, only 13% of cases move forward with a court order to participate in treatment, with an overwhelming number of individuals accepting voluntary services.

There has been positive feedback from families and participants about the support offered to them by the program. Feedback from participants has been overwhelmingly positive with **82%** of respondents reporting that the AOT program always treated them with respect and **81%** reporting that the AOT program always listened to their concerns about treatment. One family member reported that "AOT's diligence and care has literally been life saving for my sister."

The AOT program is a strong partnership between DPH and ZSFG's Division of Citywide Case Management to support individuals who meet the strict legal criteria. This level of collaboration is a model for the work needed to treat some of our most vulnerable community members. Many thanks to Citywide for their amazing work and dedication to client care! Please visit our webpage at [www.sfdph.org/aot](http://www.sfdph.org/aot) or contact us at 415-255-3936. *The AOT program was recently recognized with an Achievement Award from the National Association of Counties (NACo).*

## Access to City Employment (ACE) Program



The City and County of San Francisco welcomes and values diversity in all forms. We are committed to increasing our employment of qualified applicants with disabilities. Access to City Employment (ACE) is a program that supports applicants with disabilities throughout the hiring process. Applicants can enter the City workforce without going through the competitive civil service merit process. Applicants hired through this program are designated permanent status upon three successful evaluations within a one year probationary period.

For more information contact Porsche Bunton at [Porsche.Bunton@sfgov.org](mailto:Porsche.Bunton@sfgov.org).

## Gender Health SF Presents at 2019 National Transgender Health Summit

Shout out to the Gender Health SF (GHSF) team of Behavioral Health Services for showcasing their work at the 2019 National Transgender Health Summit (NTHS) in Oakland, CA, April 13th & 14th. NTHS is the premiere national conference in transgender health offering cutting-edge research, evidence-based educational sessions, and training opportunities across many disciplines. The San Francisco Department of Public Health established Gender Health SF in 2012 to provide access to gender affirming surgeries and related education and preparation services to eligible uninsured transgender and gender non-binary residents.



The Gender Health SF team led the development of at least nine conference presentations and collaborated with key community stakeholders and providers to highlight gender health in public health. In addition to their outstanding presentations, two GHSF staff members were recognized for their outstanding work and leadership in gender health. For their outstanding service to support the health and well-being of the trans and gender non-binary communities, Project AFFIRM awarded Tở N hư (Lotus) Đ ào, GHSF Behavioral Health Clinician, the Health Provider of the Year award. And, for her outstanding service and advocacy work with the local trans community, Project AFFIRM awarded Karen Aguilar the Education and Advocacy Achievement Award.

Congratulations to the team and honorees for leading our public health efforts in providing quality gender affirming care. For more information about GHSF, please contact: Jenna Rapues, MPH – Program Director, [jenna.rapues@sfdph.org](mailto:jenna.rapues@sfdph.org) and Barry Zevin, MD – Medical Director, [barry.zevin@sfdph.org](mailto:barry.zevin@sfdph.org)

### Program Spotlight – Community Drop-In Centers

Target Population	Program Name - Provider	Services
Adults who are Homeless or At-Risk of Homelessness	South of Market Self-Help Center – <i>Central City Hospital House</i> Tenderloin Self-Help Center – <i>Central City Hospital House</i>	These programs serve adult residents facing behavioral health challenges and homelessness in the 6 <sup>th</sup> Street - South of Market, and Tenderloin neighborhoods. Both programs provide a low-threshold engagement that include peer programs, case management, primary care access, support groups and socialization. Many are referred to mental health services prior to assessment due to the acuity of their needs.