



## Behavioral Health Services - *Communications*

### San Francisco Creates New Office of Racial Equity



San Francisco's Office of Racial Equity has officially been created. Mayor London Breed signed legislation to create the new city department in August after it was unanimously approved by the Board of Supervisors in July. On Tuesday, October 1, a public ceremonial signing was held at City Hall.

"We need action. We need consistency. We need a change like never before," Breed told those in attendance. "The Office of Racial Equity is really about making that investment, it is about saying that we are tired of reports and tired of the promises and we need to start putting our money where our mouth is." The agency will be under the jurisdiction of the San Francisco Human Rights Commission.

The Behavioral Health Services – Office of Equity, Social Justice and Multicultural Education celebrates this milestone and we look forward to partnering with the new Office of Racial Equity.



## DPH Launches Equity Champions Program

The goal of the Racial Equity Champions Program is to equip staff with the skills needed to help shift workplace culture and to incorporate equity considerations into their work. To this end Equity Champions will engage in trainings, program development, and other skill development. **The required**



**commitment is approximately 5 hours of work per month for 1 year.** This number of hours was selected to allow adequate time for learning and doing meaningful implementation work. The term is limited to one year to allow more staff to participate in a given area. The hope is that this will create a cohort effect, where Racial Equity Champions from previous years can support those coming after, and new Champions can build on the work of their predecessors.

Racial Equity Champions are expected to be at different levels of knowledge and skills around issues of racism, health disparities, and policy and program design. All Champions will be required to devote some time to learning these and related topics.

This program offers clear protected time for staff to put in the extra effort needed to make equity part of all of our work, including:

1. learning practical equity skills,
2. developing the data and metrics to identify problems,
3. working out new workflows or policies to address inequity,
4. building new equity teams and processes,
5. other activities to keep equity a priority into the future.

This program is currently for civil-service staff only. We encourage our contract providers to develop similar programs within their organization in an effort to promote equity, diversity and belonging. We are also available to provide assistance. For more information about the Equity Champions program, please contact Ayanna Bennett at [ayanna.bennett@sfdph.org](mailto:ayanna.bennett@sfdph.org); Imo Momoh at [Imo.momoh@sfdph.org](mailto:Imo.momoh@sfdph.org); or send an email to [Equity@sfdph.org](mailto:Equity@sfdph.org).

## It's Time for Open Enrollment



San Francisco Health Service System (SFHSS) is happy to announce that Open Enrollment for 2020 Plan Year is open. From *Tuesday, October 1st* through *Thursday, October 31st*, you will have the opportunity to update current health benefit choices for you and your dependents.

All active City and County of San Francisco and Superior Court of San Francisco employees can now enroll online with [eBenefits](#). eBenefits offers a convenient way to make Health Plan and Flexible Spending Account elections for you and your dependents.

## Updates on MHSAs Community Input Meetings

The Mental Health Services Act (MHSA) strives to engage community members and stakeholders at all levels of MHSA program planning and implementation. Two of the core principles for MHSA are Community Collaboration and Client, Consumer, and Family Involvement. One of the many ways MHSA strives to uphold those principles is through the annual implementation of the Community Program Planning (CPP) Process meetings, which create space for community input.



The MHSA team is happy to report that the 2019 CPP meetings are off to a great start!

*On Thursday, September 19<sup>th</sup>, MHSA heard from over 40 members of Mo'MAGIC, a group of providers working in the Western Addition and Fillmore neighborhoods. The discussion centered on mental health needs in Black communities.*

*On Thursday, October 3<sup>rd</sup>, over 60 people from a diverse group of County departments discussed unmet mental health needs. Groups such as the*

*Black/African American Health Initiative (BAAHI); Maternal, Child, and Adolescent Health Public Health Nurses, and the Black Employee Alliance were integral to the success of this CPP. Over six county departments attended, including the San Francisco Police Department and multiple branches within Department of Public Health.*

*On Friday, October 4<sup>th</sup>, over 60 people participated in a CPP that focused on mental health services needed to support permanent supportive housing. A variety of civil service and contracted staff attended, in addition to community members and advocates.*

MHSA will be hosting a few more CPP meetings, so there is still time to share your input! For information about upcoming CPP meetings, contact [MHSA@sfdph.org](mailto:MHSA@sfdph.org).

*The Mental Health Services Act (MHSA) was approved by California voters in November 2004 to provide funding to create fundamental changes to the access and delivery of mental health services throughout the state. Once enacted into law in January 2005, it became known as the Mental Health Services Act (MHSA). Counties are required to collaborate with diverse community stakeholders in order to realize the MHSA's vision of recovery and wellness. This vision is based on the belief in the strengths and resiliency of each person with mental illness and has been fundamental to the development of more comprehensive, innovative and culturally responsive services for individuals and families served by local mental health systems.*

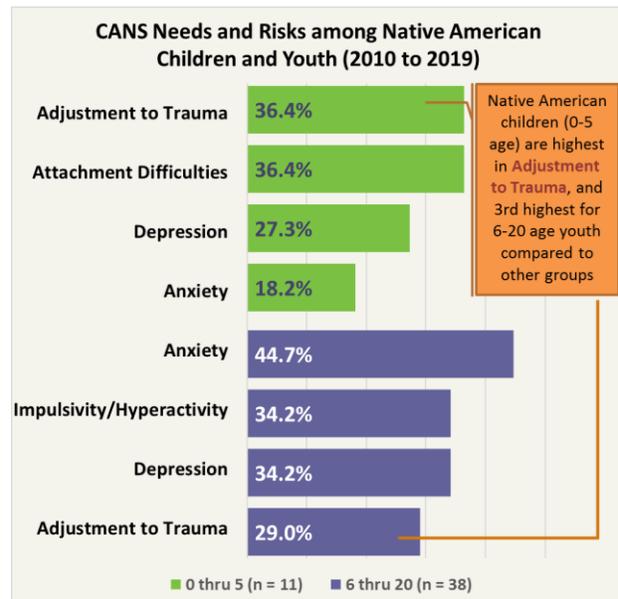
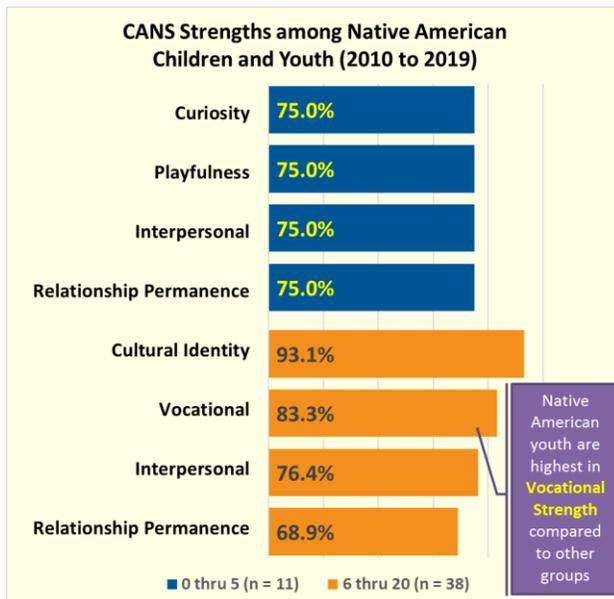
## Our Native American Clients and Their Stories

What are the CANS stories of our Native American children/youth?



Reflecting on the Child and Adolescent Needs and Strengths (CANS) Assessment of our Native American clients from 2010 to 2019, we have gleaned that:

1. Many strengths of Native American children/youth highlight the importance of relationships. **Vocational Strength** is more frequently occurring compared to other groups (i.e., African-American, Asian, NHOPI, and White). This might indicate that many Native American youth are employed, involved in a work environment, or engaged in career-planning activities.
2. Native American children, ages 0 through 5, have the highest needs in **Adjustment to Trauma** compared to other groups. For the 6 through 20 age group, they are the third highest (29%), following closely Latinx (29.6%) and African-American (29.1%) youth.
3. In terms of Risk behaviors, Native American youth have the highest prevalence in other self-harming (10.5%) and runaway (10.5%) behaviors. They are the second highest in Suicide Risk (5.3%) closely following White (6.1%) youth.
4. A major limitation to these data reflections is that there is only a small number of our Native American children/youth represented in our CANS data. This might be an underrepresentation.



How do these stories inform our practice?

1. Integrate family-based and systemic approaches into interventions.
2. Consistently or routinely assess for trauma among Native American children/youth in terms of both historical and ongoing trauma. The [Circle of Healing](#) paradigm (BigFoot, 2008) can be very useful.
3. Apply or integrate culturally-adapted interventions. The [Indian Country Child Trauma Center](#) provides many useful resources, which include: *Honoring Children, Mending the Circle: Cultural Adaptation of Trauma-Focused Cognitive Behavioral Therapy*; and

*Honoring Children, Making Relatives: The Cultural Translation of Parent-Child Interaction Therapy.*

For CANS data-related questions contact Petra Jerman at [petra.jerman@sfdph.org](mailto:petra.jerman@sfdph.org). For practice improvement resources contact Ritchie Rubio at [ritchie.rubio@sfdph.org](mailto:ritchie.rubio@sfdph.org).

## Sharing Stories from our Collaborative at the TCOM Conference



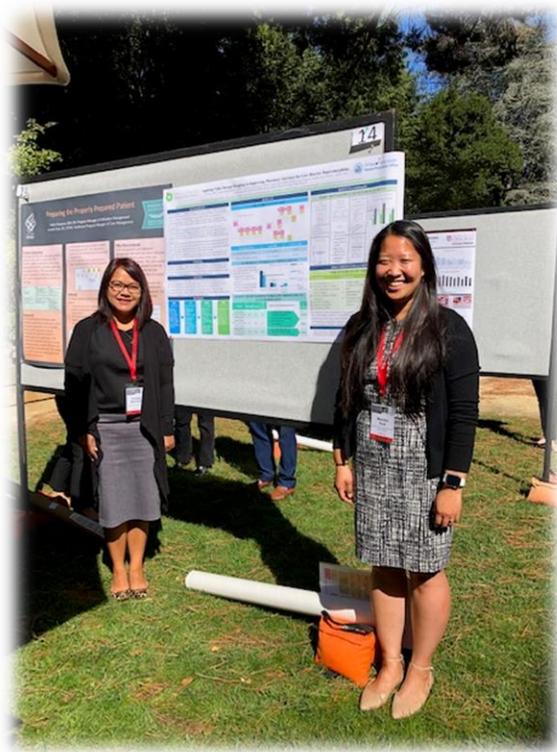
L-R: Ritchie Rubio and Farahnaz Farahmand

The 15<sup>th</sup> annual TCOM (Transformational Collaborative Outcomes Management) Conference was held on October 2-4 in Palm Springs, CA. TCOM is an approach based on storytelling grounded in a philosophy of a single shared vision that underlies the CANS (Child and Adolescent Needs and Strengths) and ANSA (Adult Needs and Strengths Assessment), which are functional assessment tools used for our BHS clients.

This year's conference theme was 'Culture and Community: Sharing Stories from the Collaborative.' BHS had two presentations: Ritchie Rubio Ph.D. (CYF Director of Practice Improvement and Analytics) and Farahnaz Farahmand Ph.D. (CYF Interim Director and Assistant Director) presented on *Sandtrays, Fables, and Expressive Arts: Story-telling Adventures with the CANS*. This presentation highlighted CYF's Data Reflection to Improve and Vitalize Effectiveness Initiative (DRIVE). Story-telling approaches are used by our clinical programs to motivate an effective and meaningful use of CANS data. For example, approaching CANS data like a sandtray by asking questions such as, "Where is the Energy here?" or using narrative and/or storyboard approaches by asking, "Who is the heroine/hero here?" Participants also learned how to use trauma-informed activities that use a variety of storytelling and therapeutic assessment approaches to facilitate a conversation about the CANS in system/program data reflections; case consultations; supervision; child and family team (CFT) meetings; and sessions with children/youth clients and their caregivers/families.

For more information, please contact Ritchie Rubio at [ritchie.rubio@sfdph.org](mailto:ritchie.rubio@sfdph.org).

## Behavioral Health Services Pharmacy Awarded for Buprenorphine Lean Improvement Work



The 4<sup>th</sup> Lean Healthcare Academic Conference at Stanford was held October 2-3<sup>rd</sup>, 2019. This annual conference brings together hundreds of professionals to foster a deeper understanding of how lean management can improve the work and organizational culture of healthcare. This year over 80 posters, oral plenary, and concurrent sessions focused on the conference's theme of workforce engagement's importance in a successful lean transformation to create more value for clients, and a better work experience for all.

Representatives Theresa Maranon of CBHS Pharmacy and Monica Guo from DPH Kaizen Promotion Office were awarded the Judges Award from the conference committee for their poster presentation on CBHS Pharmacy's buprenorphine service improvement journey, which began October 2018 in response to increased service demand and rising client complexity. The presentation described improvements, including collocation of staff for improved service delivery, client visit time

improvements, and reduction of pharmacist interruptions. Additionally, the presentation highlighted CBHS Pharmacy's use of a daily management system (daily improvement huddles and standard work) to sustain ongoing improvement efforts. This work aligns directly with SFDPH's strategic initiative on Homelessness Health and Street Conditions, and has involved an array of stakeholders including clients, Street Medicine Team, Primary Care, and others.

## Community Mental Health Academy

The Mental Health Services Act (MHSA)-funded workforce development program *Community Mental Health Academy (Academy)* is a 16-week community mental health workforce development training program for frontline staff of non-mental health care programs (e.g. after school programs). These frontline staff are critical because sometimes they are the first to notice a child, youth or parent/caregiver in mental distress. The Academy equips them with basic counseling skills to support someone in need and connect them with mental health services.



In FY18-19, the Academy was brought to San Francisco's [Roadmap To Peace](#) case managers, who provide at-risk LatinX youth with linkages to on-demand supports (e.g. housing, healthcare, education, job training & behavioral health support). As a result of this Academy, five RTP case managers have expressed an interest to resume their college education – with one who has already registered with City College of San Francisco. For more information please contact Kimberly Ganade at [Kimberly.ganade@sfdph.org](mailto:Kimberly.ganade@sfdph.org).

# Steps to Self-Care

Restoring balance in our life requires dedication and practice. Incorporating a dose of self-care into our daily habits can have a strong impact on our mental health. **Everyday** take a moment (or more) to take care of yourself.

## Exercise



Exercising **3** days a week decreases stress, increases energy levels and improves happiness

People who eat meals high in vegetables, fruits, whole grains, fish and nuts are **30%** less likely to develop depression



## Eat Healthy

## Sleep



**40%** of adults sleep less than the recommended 7 to 9 hours a night. Sleep plays a major role in our overall health – improving emotional regulation and management of anxiety

**64%** of people feel refreshed and excited to get back to work after a vacation



## Time Off

## Get Outside



On average, Americans spend **93%** of their time indoors – get outside – nature and sunlight improves our mood, restores the spirit, and improves focus and clarity

Laughter increases the release of “feel-good” endorphins and can lower blood pressure



## Laugh

## Practice Mindfulness



The practice of pausing, breathing, and just “being” is essential to our well-being and mental health, helping us reduce stress, worry less and enhance feelings of resiliency

Close social relationships improve our self-confidence, and help us cope with ups and downs in life



## Talk with a Friend

For mental health resources visit  
[EachMindMatters.org](http://EachMindMatters.org)

National Suicide Prevention Lifeline:  
**1.800.273.8255**



Funded by counties through the Mental Health Services Act (Prop 63).

## 2019 MHSA Awards Celebrate Mental Health Recovery

On September 24, nearly 300 Peers were acknowledged publicly for their achievements in recovery, taking the stage at Scottish Rite Masonic Center in waves of proud applause. The theme of this year's annual MHSA Awards ceremony was "Puzzling Our Pieces", reflecting on the many elements of wellness and recovery.

*MHSA Achievement in Recovery Award* recipients are nominated by their peers or providers at MHSA-funded programs to recognize and honor their strides in advocacy, employment, independent living, pursuit of educational goals, financial independence, reducing the impact of substances, addressing legal issues, and/or improving their physical health.

Awardees were welcomed onstage, gifted a medal and certificate, treated to lively comedy and music performances and a community-building lunch (catered this year by Episcopal Community Services' CHEFS program). *2019 MHSA Peer of the Year*, Nancy Esteva, was selected for exemplifying outstanding strides in the aforementioned realms. *2019 MHSA Peer Impact Awardee*, Demetria Gigante was recognized for her incredible dedication to serving other peers seeking wellness. Three *Teams of the Year* were awarded: Gubbio Project, a low/no barrier day program; El Grupo de Soporte A Immigrantes, doing outstanding work with immigrant and undocumented community members; and Mission Mental Health Clinic whose cross-disciplinary team provides primary mental health services to Latinx and monolingual Spanish-speaking populations.



*MHSA Awards planning committee members thanked onstage for their service.*

The Mental Health Association of San Francisco and an awards planning committee, comprised entirely of peers, brought this major event to life.

Those interested in volunteering or nominating may contact [info@mentalhealthsf.org](mailto:info@mentalhealthsf.org). Congratulations to all the awardees. We celebrate you!

## Staffing Updates: Forensic/Justice Involved Behavioral Health Services

### Assisted Outpatient Treatment (AOT)



The AOT team continues to grow with the addition of our new Clinical supervisor, Erick Reijerse. Erick Reijerse joined AOT as a Licensed Clinical Social Worker working with adults living with severe mental illness for the past 10 years. In 2010 he graduated from San Francisco State University's Masters of Social Work Program, where he also earned his degrees in Psychology and Spanish Language.

Erick started in this field as an intern with the UCSF CityWide – CrossCurrents team and has worked as an Intensive Clinical Case Manager with the Family Service Agency, and more recently with the SFDPH SF FIRST Intensive Case Management (ICM) Team. Erick also has experience working with emancipated foster youth, monitoring court-ordered parental visitations and reunifications, and working with adults and transition aged youth with developmental disabilities.

For more information on AOT, please contact Chris Wright ([christine.wright@sfdph.org](mailto:christine.wright@sfdph.org), 628-217-6435).

### Drug Court

This October, Marion McFarlin, CADC II, ICADC is joining DPH BHS Drug Court Treatment Center as a Bilingual Health Worker III. Marion's career in counseling began working with women who were incarcerated in the Trauma Informed Substance Abuse Treatment program (TISAT). Later, she piloted the Long Term Offender Program, specializing in Victims Awareness facilitation. In her most recent experience, Marion worked as a counseling supervisor for one of San Francisco's local Opioid Treatment Program providers.



After realizing her passion for working with others, Marion returned to college to pursue a Bachelor's Degree in Psychology with a minor in Criminology at San Francisco State University. Marion is thrilled to be working as a civil servant at BHS Drug Court Treatment Center, where she can apply her skills and knowledge while continuing to work towards her educational and career pursuits.

For more information on Drug Court, please contact Linda Wu ([linda.h.wu@sfdph.org](mailto:linda.h.wu@sfdph.org), 415-202-2818).

### Healthy Streets Operations Center



We are excited to have a new Behavioral Health Clinician staffing the Healthy Streets Operation Center. Maria (Lupe) Gil, ASW, has been working in community mental health setting at RAMS. Prior to graduate school she worked for 10 years providing peer counseling and supporting survivors of domestic violence with housing, crisis management, legal accompaniment, immigration support and groups.

She completed her Masters of Social Work with a concentration in Community Mental Health at California State University, East Bay in 2017; with clinical internships at Circulo de Vida and the SFGH/Trauma Recovery Center. In addition, she is fluent in English and Spanish.

For more information, please contact Robin Candler ([robin.candler@sfdph.org](mailto:robin.candler@sfdph.org), 415-255-3941).

### Staff Shout Outs



Shout out to Siotha King, HW II at Drug Court Treatment Center (DCTC) who completed both the Wellness Recovery Action Plan (WRAP) training for individual and group WRAP! Starting in mid-November, Siotha will be co-facilitating the WRAP group with our community partner through Felton Institute. The group

will be open to clients of the Community Justice Service Center at 555 Polk St and CASC. The WRAP group is the first of many planned programming changes to expand services and increase support to our Forensic clients. Planned groups include Matrix, Seeking Safety, and Thinking for a Change.

### Client Success



A client of the Community Justice Center (CJC), who had been struggling to turn their life around for a year and a half, has been substance free and actively working on their recovery and wellness. They recently entered the stabilization room program through the Collaborative Courts, which is a huge milestone! It's been quite a while since the client has had a safe place to lay

down. This individual and his case manager have good rapport and are collaboratively working on the next goal. Congratulations to this individual!

For more information on CJC, please contact Akiko Allen at [akiko.allen@sfdph.org](mailto:akiko.allen@sfdph.org) or 415-202-2813.

### Upcoming Trainings

November 2019	Time	Training	Location	Trainer	CE's Offered
<b>Tuesday</b> 11/12	9:00 AM – 4:30 PM	Co-Occuring Conditions in Specialty Mental Health Programs	West Bay Conference Center, 1290 Fillmore St	Jeremy Taubman, LCSW, CAS	6 CE's (PhD/PsyD LMFT, LCSW, LPCC) & Drug/Alcohol Counselors
<b>Wednesday</b> 11/13	9:00 AM – 12:00 PM	Intern Lecture Series	25 Van Ness Rm 610	TBA	N/A
<b>Friday</b> 11/22	9:00 AM – 12:30 PM	Treating Substance Use Disorders in LGBTQI Patients	1 South Van Ness, 2nd Floor Atrium	Stonewall Project / San Francisco AIDS Foundation	Pending 3 CE's (PhD/PsyD LMFT, LCSW, LPCC)
December 2019	Time	Training	Location	Trainer	CE's Offered
<b>Tuesday</b> 12/3	12:00 PM – 1:00 PM	Improving Black/AA Treatment Retention	Webinar <a href="http://bit.ly/Retention_SFDPH">http://bit.ly/Retention_SFDPH</a>	Asale Hubbard, PhD	N/A
<b>Wednesday</b> 12/04	9:00 AM – 4:30 PM	Introduction to Motivational Interviewing	TBA	Jacqueline Tulskey, MD	Pending 6 CE's (PhD/PsyD LMFT, LCSW, LPCC)
<b>Friday</b> 12/13	10:00 AM – 2:30 PM	Family Peer Conference: Inclusion, Connections, & Wellness	188 Embarcadero	Various	N/A

For more info:  
[www.sfdph.org/training](http://www.sfdph.org/training).  
Click on Behavioral Health Services.

**LGBTQ+**  
**SUICIDE PREVENTION RESOURCES**

**IF URGENT MEDICAL ATTENTION IS REQUIRED, CALL 9-1-1**

**NATIONAL SUICIDE PREVENTION LIFELINE**  
1-800-273-(TALK) 8255  
VETERANS: PRESS 1

**THE TREVOR PROJECT LGBTQ+ YOUTH**  
1-866-488-7386  
CALL, TEXT OR CHAT  
TheTrevorProject.org

**CRISIS TEXT LINE 24/7 SUPPORT**  
TEXT "EMM" TO 741741

**SAGE LGBT ELDER HOTLINE**  
1-888-234-SAGE

**TRANS LIFELINE TRANSGENDER COMMUNITY SUPPORT**  
1-877-565-8860

**KNOW THE SIGNS FIND THE WORDS REACH OUT**  
SuicidelsPreventable.org

**FOR ADDITIONAL RESOURCES:**  
[EMMResourceCenter.org/collection/lgbtq](http://EMMResourceCenter.org/collection/lgbtq)

**EachMind MATTERS**  
California's Mental Health Movement

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