



Behavioral Health Services – *Monthly Communications Report*



In honor of [Native American Heritage Month](#), November 2020, a deep history and spectrum of comprehensive services from the [Native American Health Center](#) are featured here.

Native American Health Center

Per the Indian Relocation Act of 1956, San Francisco, Oakland, and San Jose were among the first cities identified as relocation centers. Because of this, the Bay Area became home to one of the largest intertribal American Indian urban populations in the United States. The Native American Health Center (NAHC), initially known as the Urban Indian Health Board, began in San Francisco's Mission District in 1972. For more information please visit [The Native American Health Center](#).

Today, the Native American Health Center's **Living in Balance** program, funded by Mental Health Services Act (MHSA) Prevention and Early Intervention (PEI) program, serves self-identified American Indian/Alaska Native adults who may have one or more barriers or risks preventing access to mental health services. Some barriers include unstable or lack of housing, food insecurity, and limited access to primary and mental health care, along with addiction recovery counseling. Community Health Workers connect program participants with a spectrum of necessary resources in support of larger program goals.



The goal of the **Living in Balance** program is to provide participants with links to culturally informed mental health prevention and early intervention services such as peer advocacy and case management, ongoing culturally based groups and events (e.g. Traditional Arts, Talking Circles, Pow Wows), and access to traditional healing resources (e.g. Traditional Healers).

In FY19-20, the **Living in Balance** program:

- Reached 177 participants through **outreach and engagement** efforts.
- 19 individuals were screened to determine **behavioral health service needs** with 16 of 19 referred to behavioral health services.
- 94 community members were served through **wellness promotion** groups (e.g. beading groups, Talking Circles, Drumming).
- 12 clients were offered individual **traditional healing** services and 15 were offered traditional healing groups.
- 45 clients engaged in individual **therapeutic services** with 21 of 45 achieving at least one behavioral health service goal.
- 97 program participants were linked to **supportive services**.

For more information on the Living in Balance Program please contact mhsa@sfdph.org.



BHS Peer-to-Peer Support Services Growth and Expansion: From 5 to Over 375 Peer Support Specialists Employed Across Our System

The BHS Peer-to-Peer Support Services are an integral part of a wellness and recovery-oriented mental health system. Individuals who have participated in mental health services, either as a consumer or as a family member, bring unique skills, knowledge, and lived experience to consumers navigating the mental health system. Peers also support consumers in dealing with stigma and facing economic and social barriers to wellness and recovery.



BHS peer services first started in 2006 with the Pathways to Discovery peer-led program that employed 5 contracted peer staff members and based off of the wellness and recovery principles of “The Village”, a peer-based program in Long Beach. An additional six peers were hired in 2007 as Civil Service 9924 temporary employees and placed throughout various BHS programs.

Since that time, BHS has invested resources, staffing, and hundreds of hours of planning to develop a robust peer system that integrates peers into areas of program development, service delivery, policy development, evaluation, RFP/RFQ selection, program implementation, budgeting and evaluation.

Hundreds of peers have worked in our system since 2006 with some advancing to roles in City management, a few have become therapists, and many fulfill leadership roles in our contracting system. We are pleased to announce that BHS currently has over 375 peer specialists working in our system serving about 12,500 behavioral health clients annually.

For more information please contact Tracey Helton MPA, MHSA Program Manager (tracey.helton@sfdph.org).

Pictured above: Amber Gray, Tracey Helton, Mark Ostergard, Jose Orbeta, Toni Williams, Kristina Wallace



Forensic and Justice Involved Behavioral Health System of Care Staff at COVID Shelter in Place (SIP) Sites

The Forensic and Justice Involved Behavioral Health System of Care has been leading the development and offering of behavioral health care across the COVID Shelter in Place (SIP) sites. The team has been working on internal restructuring to improve communication and collaboration with SIP site partners. We have created an Officer of the Day position to have designated staff each day available to respond to urgent matters, provide consultation services to staff on-site and partners who call our BHS Consultation Line, and respond to emails regarding staff and client concerns.

We'd like to give a big shout out to **Jennifer Divers, Nicole Brooks, and Leon Hopkins**, pictured here, for taking on this role. Jennifer has been extremely responsive in addressing our database needs. Nicole has been very attentive with onboarding responsibilities for newly deployed staff and ensuring clients have been receiving timely follow-up. Leon, who is new to the FJIBHS team, has been extremely flexible, jumping right in to fulfill his new and newly added responsibilities.



Many thanks to the entire team who have been deployed for an extensive period providing this important work and to our partners with CYF and A/OA for jumping in to be part of the team!

For more information please contact Forensic and Justice Involved Behavioral Health System of Care Director Angelica Almeida (angelica.almeida@sfdph.org).



Isolation and Quarantine Resources for BHS Clients

The Containment Branch of the COVID Command Center operates and manages Isolation and Quarantine (I&Q) sites that provide a space for suspected or confirmed COVID-19 patients to stay until the end of their I&Q period, including medical and behavioral health services. All sites are staffed with onsite nursing and behavioral health support.



Purpose

The purpose of the I&Q sites is to: 1) Reduce transmission and mitigate morbidity and mortality from COVID-19 disease, 2) Provide suspected or confirmed COVID-19 patients a space to stay until the end of their I&Q period and 3) Provide low-acuity medical and behavioral health support for patients.

Referrals

The I&Q sites rely on referrals from healthcare settings (inpatient and outpatient) and community providers (behavioral health, congregate housing, etc.). Referrals are submitted through the [SF Covid Placement Tool](#) and processed by the Referral Assessment and Coordination Team (ReACT) who review and assess referred patient's medical and behavioral health acuity, and determine if it is appropriate to place the patient in an I&Q site. Referrals are automatically processed after submitting online. You do not need to call to complete the referral, but please do call 628-652-2820 if you have any questions.

Transportation and Amenities

If the patient is appropriate, ReACT will coordinate transportation to the site. Upon arriving to the site, patients are supported throughout their stay with medical and behavioral health services. Guest amenities include three meals a day, snacks, clean linens, and internet access. Please call 628-652-2820 with any questions or concerns.



TAY System of Care (TAY SOC) Spotlight: CYC Partners in National Advocacy Campaign *Stand Up for AAPI Youth During COVID!*

Our TAY SOC always values the diverse collaborations our community organizations bring to San Francisco communities, across SFPD's BHS Systems of Care and beyond. Most recently this past August, TAY funded partner, [Community Youth Center of San Francisco \(CYC\)](#), in partnership with [Beyond Differences](#), launched a national advocacy campaign, [Stand Up for AAPI Youth During COVID](#), which calls on all schools and students across the United States to reject hateful, xenophobic attacks against Asian American and Pacific Islander (AAPI) children and families.

Due to COVID, AAPIs are being scapegoated with hateful incidents against them on the rise. Marginalized AAPI youth may feel especially vulnerable now due to divisive national leaders using defaming and racist language in news media about Asians causing Coronavirus.

The aim of *Stand Up* is to promote educational resources for teachers and counselors to teach youth about respecting and embracing differences in cultures and standing up against xenophobia. To complement this, Beyond Differences and CYC are providing [Know Your Classmates](#), a free Social and Emotional Learning (SEL) curriculum designed to create and nurture healthy relationships and belonging among middle school students with the goal of ending social isolation, which can worsen with COVID-required distance learning. This transformative eight-part SEL curriculum was designed by teachers and peer youth leaders and is translated in both Spanish and Chinese.

Currently, over 900 schools across 49 states have signed up to participate in the campaign! Donations made to this campaign also help support program marketing, printed materials, and translation services. To join or support this empowering initiative, please contact sarahw@cyssf.org. You can also view the [Stand Up for AAPI Youth press conference launch event](#) including a video statement of support from Vice Presidential nominee, Senator Kamala D. Harris!

For more information on the BHS TAY System of Care, contact Kali Cheung, MPH, TAY SOC Associate Director (kali.cheung@sfdph.org).



Stand Up for AAPI Youth During COVID!
A Project of Know Your Classmates™
in partnership with





BHS In Home Supportive Services (IHSS)

Older adults are among BHS' most vulnerable populations, even more so during the COVID pandemic. In response, BHS Adult/Older Adult leadership, in partnership with Central City Older Adults (CCOA), Southeast Mission Geriatrics (SEMG), and Felton Senior Division, are collaborating to maintain and improve in-home support services for BHS clients.

Services

[IHSS Benefits and Services](#) include household maintenance and cleaning, meal preparation, routine laundry, shopping and errands, non-medical personal care, transportation to and from health-related appointments, and accompaniment to medical appointments. Under special circumstances, protective supervision, heavy cleaning, or paramedical services may be authorized.

Eligibility

To be eligible for IHSS, clients must be Medi-Cal eligible, meet the US residency requirement with a valid social security number, be aged, blind, and/or disabled, and be in need of IHSS to prevent premature institutionalization. Clients must live in their "own home," which includes renting an apartment or living in a Single Room Occupancy (SRO) unit. Clients **not eligible** for IHSS include those living in licensed community care facilities, long-term care facilities, and acute care hospitals, or those receiving services from a Program for All-inclusive Care for the Elderly (PACE) program.

Referrals and Care

Clinicians can make a referral to IHSS via the [IHSS Referral Form](#) and submitting online to [SF-GetCare](#), faxing to 415-557-5271, or mailing to IHSS, ATTN: Worker 6300, PO Box 7988, SF, CA 94120-9939. A completed health care certification form is also required. For questions please call 415-355-6700, Monday through Friday, 8am to 5pm.

Once a referral is made, the IHSS social worker contacts the client to schedule an intake appointment. Clinicians are advised to have a signed release of information from the client to assist the IHSS social worker with the determination and authorization of IHSS hours, which are based on a functional index ranking. Clinicians can also assist with client signatures on the IHSS forms. Client's ability for self-care may be impacted by negative symptoms of their psychiatric condition, medical complications, or life challenges that may not be known to the IHSS social worker. IHSS can authorize heavy cleaning and removal of cluttered items with the client's permission. Clinicians can also request a re-assessment of authorized IHSS hours if or when the client's condition changes.

Depending on the client's ability to manage a provider, IHSS's Continuum of Choice and Support includes: 1) A pre-designated family member, friend or known provider who the client is responsible for hiring, supervising, managing, and terminating. 2) A Public Authority Registry Independent Provider (IP) to help clients find an independent provider through their Registry IP or IP Plus Mentorship. 3) [Homebridge](#), the City's contracted provider, to assist clients unable to manage their own provider. Homebridge employs and trains care providers and provides coordination and scheduling assistance for clients. Clients can only access Homebridge services through referral by the IHSS social worker.

IHSS, Homebridge, and BHS older adult programs have exchanged staff contact lists to facilitate on-going collaboration. An updated list of IHSS and Homebridge services, including questions and answers posed by older adult staff is being compiled. The older adult programs are working with IHSS and Homebridge on a training for all adult and older adult system of care staff. We will announce the training date when it is set. For more information please contact Jennie Hua, MFT, Adult/Older Adult SOC Program Manager (Jennie.Hua@sfdph.org).



BHS Staffing Updates

We are excited to welcome Leon Hopkins, LCSW to our Forensic and Justice Involved System of Care. Leon will be program managing our grant related programs, including the Promoting Recovery and Prevention and Recidivism (PRSPR) and Supporting Treatment and Reducing Recidivism (STARR) programs.



Leon is a Licensed Clinical Social Worker with over 20 years' experience dedicated to serving diverse populations from varied backgrounds - socio-economic, ethnic, religious, sexual orientation, and gender identity. He worked for the State of Connecticut for almost 20 years supervising various outpatient and residential programs including young adult services and a jail diversion program.

His therapeutic approach is collaborative when assisting others working through their challenges toward self-actualization and his therapy style includes CBT, psychodynamic, or relational approaches depending on needs of his clients. Leon has expertise working with individuals surviving trauma; those diagnosed with depression, anxiety, and/or personality disorders; and individuals seeking to address their substance abuse. He also has extensive experience working with both individuals, couple and families to improve relationships.

Welcome Leon!



TAY SOC Quarterly Convening Event

TAY SOC is partnering with Dr. Sal Nunez to bring a special workshop to our TAY SOC network and friends!

Please join us **virtually** for our last TAY SOC Quarterly Convening (#4) of 2020 on

~ **Friday, November 13, 2020 | 10am-12pm** ~

For this last convening in 2020, we're excited to partner with and bring you a lovely healing-themed workshop with Dr. Sal Nunez, titled,

"Honoring Where We Are and Creating New Intentional Space"

This workshop is tailored for everyone in our TAY SOC and your networks! This interactive workshop will use live drumming, medicine wheels and *feng-shui-related* concepts to help acknowledge our personal mental, physical, and spiritual experiences throughout 2020 and to encourage shaping our own entry into a new year.

Final details to come closer to the event.

[Please Register Here on Eventbrite](#) and DO share this connective opportunity with your network!

Questions? Contact taysystemofcare@sfdph.org.

~ We look forward to coming together in November ~





November 2020 Trainings

	Time	Training	Location	Trainer	CE's Offered
Tue 11/3	9:00 am – 10:30 am	BAAHI Equity Learning Series: Shirley Chisholm: First African American Congresswoman	https://us02web.zoom.us/meeting/register/tZMpduuuqDgoHNXRxb0UPffe8EM4JhXXho4O	Gavin Morrow-Hall	N/A
Thu 11/5	12:00 pm – 1:30 pm	BAAHI Equity Learning Series: Equity Currents TBD	https://us02web.zoom.us/meeting/register/tZMpduuuqDgoHNXRxb0UPffe8EM4JhXXho4O	Gavin Morrow-Hall	N/A
Thu 11/5	5:00 pm – 6:00 pm	Human Rights Commission's Thoughtful Thursdays: Using Creativity to Heal	https://us02web.zoom.us/meeting/registrer/tZAsdOqrgToiHNUqsWMhTncCn-nKrQMG5R-h	Monique LeSarre, PsyD	N/A
Thu 11/12	12:00 pm – 1:30 pm	BAAHI Equity Learning Series: Post Traumatic Slave Syndrome	https://us02web.zoom.us/meeting/register/tZMpduuuqDgoHNXRxb0UPffe8EM4JhXXho4O	Gavin Morrow-Hall	N/A
Thu 11/12	1:00 pm – 2:00 pm	Staff Wellness: Trauma Stewardship- How to Do This Work & Sustain	https://bit.ly/2FNaeT2	Laura van Dernoot Lipsky	N/A
Tue 11/17	9:00 am – 10:30 am	BAAHI Equity Learning Series: How to Cope & Heal from Racism for Black Women	https://us02web.zoom.us/meeting/register/tZMpduuuqDgoHNXRxb0UPffe8EM4JhXXho4O	Gavin Morrow-Hall	N/A
Fri 10/20	10:00 am – 11:30 am	Stories of In-Person BHS Work in COVID-19: A Panel Presentation & Discussion	https://bit.ly/3mxgP3U	Abigail Khan, LCSW Jane Lee, ASW Janel Holland, LMFT Maureen Edwards, LCSW Teresa Ricardo, MS, OTR/L Veronica Pitbladdo, LMFT Facilitated by: Ritchie Rubio, PhD	Pending
Tue 11/24	12:00 pm – 1:30 pm	BAAHI Equity Learning Series: The Relationship Between the Black & LatinX Community	https://us02web.zoom.us/meeting/register/tZMpduuuqDgoHNXRxb0UPffe8EM4JhXXho4O	Gavin Morrow-Hall	N/A
Mon 11/30	10:00 am – 11:30 am	Gender Well: Supporting Trans & Nonbinary Children & Youth during the COVID-19 Crisis and Beyond	https://bit.ly/3oDrSL1	J. Jessie Rose Cohen, LCSW	1.5 CME/CE (MD/DO, RN, Pharm, PhD. PsyD, LMFT, LCSW, LPCC, CCAPP)

If you have feedback including future training suggestions, please contact Michelle Meier, LCSW, BHS Training and Internship Manager (Michelle.Meier@sfdph.org)



San Francisco Health Network
Behavioral Health Services

Behavioral Health Access Clinic

1380 Howard Street, SF CA

Starting October 14, 2020

Flu Clinic Days: Tuesday, Wednesday, & Thursday

Flu Clinic Hours: 9AM-12PM and 1PM-4PM

No Appointments needed!



Flu Season is here

GETTING A FLU SHOT IS THE BEST WAY TO FIGHT BACK!

Help prevent the spread in San Francisco with these tips:



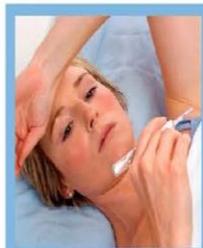
Get a flu shot every year



Wash your hands often and thoroughly



Cough into your elbow or a tissue



Stay home when you are sick

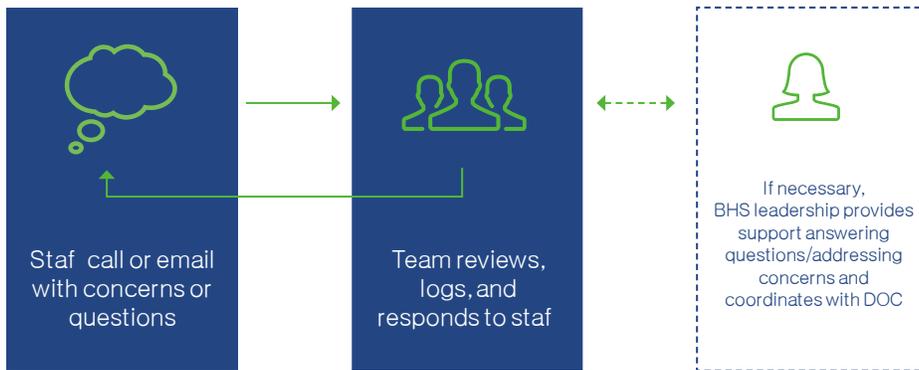
Your doctor's office or primary care clinic is the best and least expensive place to get vaccinated. Flu shots are also offered at pharmacies on a walk-in basis for a fee. For more information about the flu, visit www.sfdcp.org/flu.





Do you have general questions about being a Disaster Service Worker (DSW) or are you currently deployed and have concerns you need help getting answers for?

The BHS Clearinghouse team is available to support you regarding your deployment needs.



415-255-3427



bhsclearinghouse@sfdph.org



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