



Behavioral Health Services – *Monthly Communications Report*

BHS is Hiring!



CITY & COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

DIRECTOR OF EQUITY AND WORKFORCE DEVELOPMENT (CLASS 0923)

As a member of the Behavioral Health Services' Executive Leadership Team, the Director of Equity and Workforce Development will oversee the planning, development, and implementation of health equity and workforce development initiatives with the goal of embedding strategies and policies into BHS operations.

2930 BEHAVIORAL HEALTH CLINICIANS (CLASS 2930)

Behavioral health services are provided across DPH to a wide range of individuals including multicultural client populations, persons experiencing homelessness, individuals with a history of contact with the criminal justice system, and individuals at a range of developmental stages (i.e., from childhood through older adult). Under general supervision, 2930 Behavioral Health Clinicians make investigations to determine the eligibility of individuals for psychiatric care and services; evaluates information gained through interviews and collateral sources; provides appropriate clinical interventions; completes appropriate forms and documents relating to intake procedures; and makes pertinent determinations and recommendations.

STREET CRISIS RESPONSE TEAM CLINICAL SUPERVISOR

The Clinical Supervisor position with the Street Crisis Response Team (SCRT) is part of a co-responder model responding to triaged 911 calls for non-violent, behavioral health issues on the streets of San Francisco, as an alternative to police response. This crucial role supervises behavioral health clinicians performing assessment and crisis response for those in psychiatric and substance-induced distress outdoors in San Francisco.

STREET CRISIS RESPONSE TEAM CLINICIAN

The Behavioral Health Clinician position in the Street Crisis Response Team (SCRT) is part of a co-responder model responding to triaged 911 calls for non-violent, behavioral health issues on the streets of San Francisco, as an alternative to police response. This crucial role will help coordinate the behavioral health assessment and crisis response for those in psychiatric and substance-induced distress outside in San Francisco.



BHS Staff Share Holiday Recipes, Traditions, and Culture

At this time of the year, staff often come together during office potlucks to share food, culture and stories, which often fosters a sense of togetherness, fun and warm holiday spirit. Although we could not be with each other in person this year, BHS created a way to honor these traditions. On December 18, 2020, BHS held an end-of-year virtual holiday recipe and culture sharing party.

Prior to the party, staff were invited to submit a cultural holiday recipe along with a picture and a blurb about the cultural significance of that dish in their lives. Various cultures are reflected in the cookbook. One person wrote that “pozole lets me know I’m home, right where I belong.”



Another person submitted a Choctaw Persimmons Cake recipe to the cookbook and discussed the importance of honoring the survival of her people/culture and her Indigenous identity.

At the virtual party, staff came together and shared what cultural dishes mean to them and the special joy these dishes add to their holidays. One staff member talked about how these dishes are catalysts that bring together LGBTQIA+ immigrant Latinx community members who are away from their communities/land of origin, recreating a sense of home for them.

Other staff members from numerous countries/cultures discussed the importance of connecting to one’s culture/s, pride, family and memories by cooking and sharing these amazing and meaningful meals. It was heartwarming to hear people gift each other with stories of how they relate to ancestral and evolving cultural holiday practices.

During these challenging times when we are separated from our families, communities, cultural group practices and, for some of us, our homelands, it felt supportive and timely to tap into our traditions and also bear witness to the many ways that our colleagues engage in cultural wellness.

The virtual party also included gratitude exercises that helped participants reflect on the many things for which we can still be thankful. Staff also talked about how to include gratitude and cultural sharing exercises in their ongoing staff wellness routines.

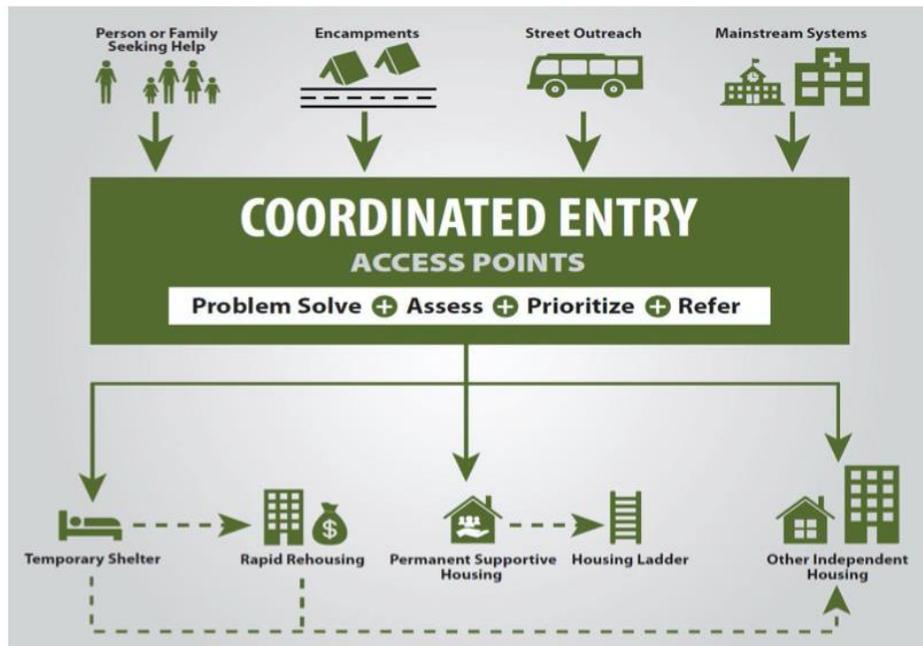
As the party came to a close, participants said they look forward to sharing their dishes with staff in the future when in-person events resume.

See all the recipes here: [BHS Holiday Recipe Book 2020](#)



BHS Intensive Case Management (ICM) and Full-Service Partnership (FSP) Providers Receive Training on How to Assess Clients for Housing

In an effort to increase access and enrollment to housing opportunities, BHS Adult/Older Adult (AOA) System of Care (SOC) partnered with the SF Department of Homelessness and Supportive Housing (HSH) to train our ICM/FSP providers in doing housing assessments for our clients experiencing chronic homelessness. As you may know, HSH’s Coordinated Entry System has been providing much needed problem-solving, assessment, prioritization, and housing navigation for San Franciscans who need housing, and our clients have often been referred to them and benefitted from this process. We believe that housing is a major contributor to behavioral health stability and recovery, and therefore we want to boost up our clients’ access to this system, with the eventual goal of obtaining permanent housing. During this pandemic and beyond, we aim to provide our most vulnerable clients to have more ways to get themselves screened and prioritized for housing opportunities. This partnership would do just that. When housing assessment is done as part of their engagement with clients, our ICM/FSP providers are able to work more efficiently, with fewer lost opportunity in housing access.



BHS SOC would like to thank TAY FSP, SF FIRST, Felton Older Adults ICM, and Citywide Stabilization Programs for championing this initiative, and we are sure many more will join in this effort. It is our hope that as many of our clients as possible would get assessed, prioritized, and eventually placed in stable permanent housing. For more information please contact Paul Lam, AOA Program Manager (Paul.C.Lam@sfdph.org).



In-Home Support Services and Homebridge for BHS Adult and Older Adult Clients



Many BHS clients live alone and need help with domestic chores to maintain cleanliness, meal preparation, routine laundry, shopping and errands, non-medical personal care, transportation to and from health-related appointments, or accompaniment to medical appointment. Under special circumstances, protective supervision, heavy cleaning, or paramedical services can also be authorized by IHSS social worker.

BHS staff received another excellent training in December from [IHSS](#) and [Homebridge](#) leaders on ways to improve in-home support services for our clients. 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. To apply for IHSS, to locate contact information for duty workers or social work supervisors or to make an APS report and consultation, please call 415-355-6700, Monday through Friday, 8am to 5pm. Eligibility and more information can be found in the [November 2020 BHS Monthly Report](#) (page 6).

The Homebridge Caregiver Emergency Response Team (CERT) currently provides caregiving services to any guest who requiring assistance across the various Shelter-in-Place hotels, including the Isolation & Quarantine units and congregate settings.

For housing inspection cleaning, Homebridge Care Supervisors works with clients and housing managers to determine timing of housing inspections so that Homebridge providers can be scheduled in advance to support preparing the home to pass inspection. Advance notice and approval from IHSS are required for heavy cleaning. Heavy cleaning can also be authorized to help clients with de-cluttering or heavy cleaning post-discharge from the hospital. Care Supervisor's main number is 415-255-2079.

If the client is in need of an emergency reassessment after being discharged home due to deteriorating conditions, clinicians can call DAS intake @ 415-355-6700 for IHSS social worker's name and contact information.

Additional Resources: Email IHSSOutreach@sfgov.org with questions or assistance with program navigation; Call HSA fraud hotline @ 415-557-5771; Call Public Authority @ 415-243-4477; Call Homebridge @ 415-255-2079 or after hours @ 800-283-7000. For more information please contact Jennie Hua, MFT, Adult/Older Adult SOC Program Manager (Jennie.Hua@sfdph.org).



TAY System of Care: Thank You to TAY SOC Programs

Dear TAY Programs, we are so grateful for what your team does and tirelessly did throughout all of 2020. Your ability to always adapt, creatively troubleshoot, advocate, serve and care for your clients was a constant positive guiding light in navigating the dark, ambiguous, and unrelenting path of the pandemic.

Your dedication, intellect and heart are why the TAY System of Care even exists to ensure all TAY are seen, heard, and fully supported. You are inspirations through and through.

“Never doubt that a small group of thoughtful, committed [people] can change the world; indeed, it's the only thing that ever has.” ~Margaret Mead

Because of your resilience, we will enter 2021 stronger. Our deepest respect and appreciation always.

Programs' Voices...

“To Nolly, Maureen, and TAY Linkage team for their compassion and consistent work with a high-need TAY client...amazing in supporting the client and each other as a team!”
- Robin, Felton (PRPSR)

“Shout out to our counseling team! This is the first year we’ve billed out our entire Medi-Cal contract! We’ve seen more clients for therapy during COVID than previous years for the same period of time. Woot!”
- Jackson, Huckleberry (Engagement & Tx)

“Proud of how quickly our team transitioned to telehealth services at the start of COVID....to support the needs of our clients throughout...and shoutout to our new clinicians Pablo and Sarah who just joined and have rolled with the changes!” – Alisa, Larkin (Homeless Tx Team)

“To a fully staffed and happy team and a lot of great client successes, such as multiple youth getting stable in permanent supportive housing; reconnecting with out of touch families; and one client left his house to attend a doctor’s appointment after being home-bound for three years!”
- Johanna, Seneca (FSP)

“Felton TAY FSP is fully staffed! So appreciative of the collaboration between Felton’s TAY programs and other TAY SOC programs, especially BHS TAY Linkage, Progress Foundation and Larkin Street!”
- Jordan, Felton (FSP)

“Proud of IFR’s continuous commitment to community... providing supports in many ways for youth and their families. The creativity and care is exemplary of what community based mental health programs can be.”
- Alejandro, IFR (Engagement & Treatment – Latino & Mayan)



“Shout out to my TAY team for adjusting their approach to clinical and prevention work by creating curriculum that incorporates what youth are going through. Staff have supported youth in mental health, with self-soothing tools, mindfulness, meditation, and wellness check ins..”
- Karla, Horizons (Engagement & Treatment – Latino & Mayan)

“Go Megan Hinshaw!! Megan, clinical case manager on TAY Acute Linkage, for always outreaching to clients over the phone or in-person with amazing GRIT and tenacity!”
- Madeleine, Felton (TAY Acute Linkage)

“BHS TAY FSP and linkage Clinic, everyone has come in since the start of COVID, outreached to community and managed crisis without missing a beat. Am in awe of your work and grateful to be part of this team.”
- Maureen, BHS (FSP & Linkage)

“To Carmen, our tireless supporter, has been holding down the fort in the office solo so staff can work remotely; to Zabreen. for helping with staff transitions and launching Y2Y remotely; To Maria for jumping in and successfully graduating Y2Y cohort remotely; to Joey’s unbroken record getting TAY Peer Employment interns employed even during this pandemic; Special thanks to our community partners and TAY SOC for collaborating with us!”
- Steven, RAMS (TAY Leaders Peer Certificate and Employment)

To Eva Cisneros, Education & Employment Specialist, has worked with our TAY population, via Zoom and safely in person; supporting them in enrollment to attain their G.E.D. and finding employment during the pandemic with a positive and collaborative spirit.
- Patrick, Felton (BEAM UP)

“Shout out to our APIYFCSS team for continuing to provide services to our youth and families during COVID and finding creative ways to engage them virtually.”
- Kyle, CYC (Engagement & Treatment – API)

“Shout out to Maureen and her team, especially Maceo for the support they provided our clients in the TAY Co-ops.”
- Jim, Progress (TAY SLP)

“To our front-line Youth Department Drop in Staff for assisting clients in receiving gender affirming accessories during shelter in place. Your work and dedication is admirable and continues to inspire those around you to continue to provide the best services possible.”
- Denisse, SF LGBT Center (Engagement & Tx – LGBT+)

“Proud of HRTC’s client-centered flexibility and all who continue to show up daily for our clients!”
- Anna, HRTC (Mobile Tx Team)

To learn more about the TAY System of Care, contact Kali.cheung@sfdph.org



New BHS Webinar Recording Available Online

Unlearning Racism: Supporting Wellness for People of African Ancestry

Presented by Jason Seals and Selena Wilson



The Unlearning Racism curriculum was developed by Josephine Ayankoya MPH, Interim Director for the BHS Office of Equity and Workforce Development (OEWD), in partnership Jason Seals, Department Chair of Ethnic Studies at Merritt College, and Selena Wilson, Vice President of Organizational Effectiveness at the East Oakland Youth Development Center. When creating *Unlearning Racism*, BHS worked to center African voices by consulting with community and college-based experts to integrate best practices from African-centered psychology, organizational change, and racial equity into the training series.

Module 1: The Impact of Racism and Anti-Blackness on Behavioral Health: The [first of the three Unlearning Racism modules](#) will increase knowledge of the historical and present present-day foundations of racism, anti-Blackness, white supremacy, and white hegemony.

Module 2: Cultural Principles and Practices to Support Wellness for People of African Ancestry: The [second module](#) addresses how those in the field of behavioral health must develop an intimate understanding of worldview and embrace an African African-centered worldview and African Psychology.

Module 3: African-Centered Behavioral Health: The [third module](#) focuses on utilizing an African-centered worldview in behavioral health. Practitioners should focus on the holistic integration of health, mind, body, spirit, and emotions—centering the spirit, known as the “Ba” in Ancient Africa.

How to access the Unlearning Racism training: Please visit the [Unlearning Racism training page](#) to access all the materials. We hope the *Unlearning Racism* model can be leveraged to develop future trainings, specific to needs of Latinx, Asian, Pacific Islander, Native American, and other marginalized communities. For that reason, we ask that you complete **the evaluation of each module** located in the video’s description to help us better understand best practices for developing racial equity trainings specific to behavioral health practice. After completing the evaluation you will receive a certificate of attendance.

Completion of this training and the corresponding workbook activities can count for **three hours towards the required Equity Learning Requirement** for all DPH staff in FY 20-21. We are encouraging teams to watch and discuss the videos collectively where possible.



January 2021 Trainings

	Time	Training	Location	Trainer	CE's Offered
Tue 1/5	9:00 am – 10:30 am	BAAHI Equity Learning Series: So You Want to Talk About Race	Contact BAAHI@sfdph.org for Details and Zoom link	Gavin Morrow-Hall	N/A
Wed 1/6	10:00 am – 11:30 am	The Impact of White Privilege in Clinical Practice	https://zoom.us/meeting/register/tJElduyrpkGtSRb9ynZcPkRbpFRRP4JaGH	Gloria Morrow, PhD	1.5 CE available for LMFTs, LCSWs, LPCCs, and drug counselors
Thu 1/7 1/14 1/21 1/28	5:00 pm – 6:00 pm	Human Rights Commission's Thoughtful Thursdays	https://zoom.us/meeting/register/tJMKd-2hqi0pGtVHTfjR4Nje9H9gskJnonp	Tuquan Harrison	N/A
Tue 1/12	9:00 am – 10:30 am	BAAHI Equity Learning Series: How to Have Uncomfortable Conversations About Race in the Workplace	Contact BAAHI@sfdph.org for Details and Zoom link	Gavin Morrow-Hall	N/A
Fri 1/15	9:00 am – 12:00 pm	Pursuing Racial Equity in Behavioral Health: Laying the Foundation for Organizational Readiness	https://bit.ly/3r1E7Cf	Nzinga Harrison, MD	3 CME/CE (MD/DO, RN, Pharm, PhD, PsyD, LMFT, LCSW, LPCC, CCAPP)
Tue 1/19	12:00 pm – 1:30 pm	BAAHI Equity Learning Series: Kamala Harris: To Be The First	Contact BAAHI@sfdph.org for Details and Zoom link	Gavin Morrow-Hall	N/A
Tue 1/19	10:00 am – 12:00 pm	Working with Behavioral Health Clients with Traumatic Brain Injury (TBI)	https://bit.ly/2KAK0Ky	Christina Weyer Jamora, RN, PhD	2 CME/CE (MD/DO, RN, Pharm, PhD, PsyD, LMFT, LCSW, LPCC, CCAPP)
Tue 1/26	9:00 am – 10:30 am	BAAHI Equity Learning Series: History Spurs Distrust Between Black Community And Covid Vaccine	Contact BAAHI@sfdph.org for Details and Zoom link	Gavin Morrow-Hall	N/A
Tue 1/26	8:30 am – 11:45 am	ASAM Criteria Training: Understanding the ASAM Criteria in the Context of the California Treatment System (ASAM-A)	https://ucla.zoom.us/meeting/register/tjElcu2qqz4sE9MFfg8ETNXGGd-x83bYpvnj	Andrew Kurtz, LMFT	3 CE available for LMFTs, LCSWs, LPCCs, and drug counselors
Thu 1/28	12:00 pm – 1:30 pm	BAAHI Equity Learning Series: Equity Currents TBD	Contact BAAHI@sfdph.org for Details and Zoom link	Gavin Morrow-Hall	N/A

Archived BHS Training Webinars are available on the [BHS Training Unit Vimeo Page](#). If you have feedback including future training suggestions, please contact Michelle Meier, LCSW, BHS Training and Internship Manager (Michelle.Meier@sfdph.org).



Welcome to Our New BHS Staff Wellness Coordinator!

Rosa Serpas

Rosa Serpas is a bilingual, licensed psychotherapist with a decade of experience providing mental health services to San Francisco's diverse population. She is the daughter of Salvadoran immigrants. As a San Francisco native, she is dedicated to promoting wellness in our city. Rosa has extensive experience working with children, adults and families who are impacted by severe mental health diagnoses. She is trained in a variety of psychotherapy modalities such as dialectical behavioral therapy, intensive family therapy and trauma focused CBT, among others.

Welcome to Our New BHS Training Unit Staff!

Sharon Lu



Sharon Lu (they/them) recently joined us as the new **Training Support Specialist** at the Office of Equity and Workforce Development (OEWD). They graduated this past year with a Bachelor's in Ethnic Studies and Philosophy. Previously, they worked as an Administrative Assistant where they helped create educational and cultural programming for students of Asian descent. They were also a peer facilitator as part of their campus' new inclusion initiative and facilitated culturally relevant workshops on topics such as race, gender, sexual orientation, disability, and more. Sharon is excited to contribute their extensive experience with diversity & inclusion and hopes to build on the equity work BHS has done.



BHS Staff Shout Out!



Kathleen Minioza is a Project Coordinator with Behavioral Health Services. Although often supporting BHS "behind the scenes" she is truly an unsung hero in our work. Kathleen is always available to support the team, including being the liaison with HR to fill our many vacancies. Most recently Kathleen has been overseeing the incredible effort to conduct batch interviews for behavioral health clinicians. Kathleen is an amazing contributor to the team and an invaluable part of Behavioral Health Services. Thank you for everything that you do!