



Mayor Edwin M. Lee



## **BEHAVIORAL HEALTH SERVICES**

### **Monthly Director's Report** **SEPTEMBER 2016**

#### **1. FIRST ANNUAL VOCATIONAL SUMMIT A HUGE SUCCESS**

BHS and the Mental Health Services Act (MHSA) department held the first annual Vocational Summit at the San Francisco Library on August 31, 2016 with about 130 attendees. The primary objectives of the summit were to provide education and information regarding the vast array of vocational and employment programs in San Francisco, and to acknowledge the outstanding work of staff from 42 programs. One of the programs highlighted was the San Francisco Vocational CO-OP which is a collaborative effort between the City and County of San Francisco BHS and the California Department of Rehabilitation (DOR). The CO-OP provides comprehensive vocational services to San Francisco residents with primary mental health diagnoses including career assessment, on-the-job training, job placement, and job retention supportive services.

The Vocational Summit began with inspirational speeches from client graduates of the CO-OP speaking on their personal experience in the program and how their employment has positively impacted their own wellness and recovery. The CO-OP programs presented on the menu of employment and training services that are available. The CO-OP providers include Richmond Area Multi-Services, UCSF Citywide, Caminar, Positive Resource Center, Toolworks, and Occupational Therapy Training Program. Resource tables were present and resource information was distributed to clients, providers and community members. The BHS Director of Adult/Older Adult System of Care, Edwin Batongbacal, was the keynote speaker and presented certificates to staff to recognize the collaborative relationships that frequently lead to an increase in access of services for so many clients.

Another highlight of the vocational summit included the outreach efforts from the city's Department of Human Resource's Access to City Employment for People with Disabilities program (ACE). This project works in collaboration with DOR and BHS to increase access into the city's workforce for people with disabilities.

We want to thank all of the community members, providers and clients who worked together to make this event such a huge success. We all look forward to the next Vocational Summit. For more information about BHS vocational and employment programs, please contact the BHS vocational programs manager, Jennie Hua, at 255-3628 or [jennie.hua@sfdph.org](mailto:jennie.hua@sfdph.org)

## 2. CALIFORNIA STATE MFT STIPEND AWARD APPLICATION CYCLE IS OPEN

The California Marriage and Family Therapist (MFT) Stipend Program is funded through the state's Mental Health Services Act (MHSA) and is administered by the Office of Statewide Health Planning and Development (OSHPD - [oshpd.ca.gov](http://oshpd.ca.gov)) to address California's workforce need for mental health practitioners in underserved communities. The MFT Stipend Program promotes 1) public mental health careers for those who are entering the MFT profession; and 2) curriculum development in MFT graduate institutions that prepare MFT graduates for public mental health practice.

For full details, visit <http://www.pgu.edu/california-state-stipend-program.html> or contact Bay Area MFT Educators' Consortium Co-Chair Theresa Raymer at [traymer@ifku.edu](mailto:traymer@ifku.edu) or Dr. Steven Tierney at [stierney@ciis.edu](mailto:stierney@ciis.edu). Applications are due by **October 5, 2016**.

Also, volunteers are needed to serve as *award selection panelists* -- who can be past awardees, staff from local mental health services agencies, consumers of mental health or their family members and government partners. Award panelists will meet sometime between October 23, 2016 and November 5, 2016 and will convene at the California Institute of Integral Studies located at 1453 Mission Street in San Francisco. If you are interested in volunteering as a panelist, please contact Lamont Hernandez at [lhernandezmft@aol.com](mailto:lhernandezmft@aol.com).

<http://www.pgu.edu/california-state-stipend-program.html>

*Note: It is the state's policy not to have faculty members serve as award selection panelists.*

## 3. WHAT IS A COMPLIANCE PROGRAM?

“Fundamentally, compliance efforts are designed to establish a culture...that promotes prevention, detection and resolution of instances of conduct that do not conform to Federal and State law, and Federal, State and private pay or health care program requirements, as well as...ethical and business policies.”

-HHS OIG

**Compliance is prevention, detection, collaboration and enforcement.** It is a system of policies and procedures developed to assure compliance with and conformity to all applicable federal and state laws governing an organization. You may not be aware of it, but there are many compliance activities already occurring in SFDPH and BHS. Things such as the SFDPH Code of Conduct, The False Claims Act, documentation standards and procedures, privacy and security of PHI, and the “Whistle Blower Program.”

These are all compliance related activities that support the mission of the Office of Compliance and Privacy Affairs/Behavioral Health Services Compliance Unit (OCPA/BHSCU) to ensure integrity in Behavioral Health Services (BHS) business and clinical operations on documentation, billing, credentialing and medical records.

***Why do I need to know about compliance?***

First and foremost, knowledge of the compliance process improves the quality of care we provide to our clients. By our active involvement in the compliance process, we are able to concretely demonstrate to the community our strong commitment to honesty and responsible citizenship and to fulfill our legal duty to government and private payers. Other important benefits of a compliance program include reinforcing staff's innate sense of right and wrong, providing ongoing education and training to promote understanding and compliance with program rules/regulations, and behavior related to fraud, waste, and abuse. An effective compliance program is cost effective and establishes procedures for promptly and efficiently responding to problems that may arise which may mitigate any sanction imposed by the government.

Once a compliance program is up and running, it needs to become a part of the fabric of the organization and requires ongoing "care and feeding." A compliance program is never finished, it is a work in progress that requires ongoing evaluation and enhancement.

**4. AOT (ASSISTED OUTPATIENT TREATMENT) UPDATE**

The AOT Care Team is excited to welcome two interns to the team. Shirley Cherry and Cate DeGraw are both enrolled with the City College Community Health Worker Certificate program and will be working with the AOT Care Team for the fall semester. Please join us in welcoming them!



Cate is delighted to join the AOT Care Team in the fall of 2016 as an intern in conjunction with the City College of San Francisco Community Mental Health Worker Certificate Program. Supporting the Family Liaison, Cate looks to bring her volunteer experience of working with families and on a crisis hotline to support AOT participants to find renewed hope and enjoy a better quality of life.



Shirley has joined the AOT Care Team to complete her internship through City College of San Francisco Community Mental Health Certificate Worker Program. She has mentored and supported both gender and ethnically diverse populations through the GLIDE Foundation and other communities throughout the city.

As always, if you would like more information about AOT, please visit our webpage at [www.sfdph.org/aot](http://www.sfdph.org/aot). If you would like to make a referral to AOT, please contact us at 415-255-3936.

#### **5. 6TH ANNUAL MENTAL HEALTH SERVICES ACT (MHSA) AWARDS CEREMONY**

In collaboration with consumers and community members, MHSA will be holding the 6<sup>th</sup> Annual Mental Health Services Act (MHSA) Awards Ceremony. The MHSA Awards Ceremony honors the achievements of current and former behavioral health consumers in San Francisco MHSA-funded programs. All staff and peers from MHSA-funded programs have been invited to nominate individual consumers and teams. Achievements may include, but not limited to; advocacy work, securing employment, rebuilding family connections, pursuing educational goals, or improving overall wellness. This year's ceremony will be held on Tuesday October 25<sup>th</sup>, 2016 from 10 AM - 1 PM at the Scottish Rite Masonic Center at 2850 19th Ave, San Francisco, CA, 94132. A light lunch will be served on-site after the ceremony. Please come and join us in celebrating the many successes of the peers and consumers of MHSA.

For more information, please contact Jeanne Kwong at: [jeanne.kwong@sfdph.org](mailto:jeanne.kwong@sfdph.org) or (415) 255-3427. We hope to see you there!

#### **6. CHILDREN, YOUTH AND FAMILIES (CYF)**

##### Chinatown Child Development Center

The Chinatown Child Development Center was part of the planning and organizing committee for the 2016 Family eHealth Day, which took place on August 27, 2016 at the SF Chinese Alliance Church in San Francisco's Sunset District. About 300 monolingual Chinese speaking participants and their families registered to attend the seminars offered, titled-Internet and Health and Diabetes Prevention. Both seminars were well attended.

Afterwards, participants were encouraged to follow through with various health screenings (bone density, body mass index, blood glucose and pulse oximetry) and to visit the community resource tables. CCDC's outpatient mental health resource table was staffed by Diana L. Wong, PsyD., LMFT. Bilingual information about our mental health services was shared with community partners and participants.

### LEGACY

LEGACY's first Parent Café series was a big success. It was held from 7/27 - 8/31/16. Eighteen parents participated and fourteen graduated. Parent Café is a parenting support group derived from the Strengthening Families model. On August 18th, LEGACY staff participated in the B-Magic Back to School Event in the Bayview. This is an annual event where school aged children are given backpacks, school supplies and uniforms so that they will be prepared for the new school year.

LEGACY hosted CYF's quarterly Consumer Advisory Board (CAB) on 9/13/2016 from 6-8pm. At this specific meeting, we took the time to acknowledge and celebrate those consumers who have participated in CAB by giving CFY feedback on how we are doing as a system.

LEGACY is starting another Girl's Group which will be beginning on October 19th for girls in grades 8th to 10th, from 4-6pm on Wednesday evenings. This support group will focus on self-esteem issues such as body image and healthy relationships.

### Southeast Child Family Therapy Center

The school year has begun and we have been busy! Southeast Child/Family Therapy Center would like to welcome our newest permanent staff, Elizabeth Cordero, LCSW. She has been working at SECFTC, in the capacity of an as needed Spanish speaking behavioral health clinician for the past year. During this time, she has done an excellent job of engaging families and providing supportive mental health services. Prior to coming to SE, she worked in LA county mental health services for 13 years. We are very excited to have Elizabeth permanently join our team here. She will continue working at our site co-located with SE Mission Geriatric Services at 3905 Mission Street, bringing Spanish speaking capacity up to 1.5 FTE at that site!

We are also grateful to have Karen Bos, MD, a child psychiatry fellow, come support our child psychiatrist at 100 Blanken Avenue on Fridays. Thank you to Yuri (Allison) Iwaoka-Scott, MD for providing supervision for Dr. Bos and for doing such a stellar job of managing all of our psychiatry cases at our Blanken Avenue site.

Finally, we want to welcome our student interns for this year: Jennifer Ho, PsyD intern from USF and Diane Slap, MFT, PhD intern from CIIS. Thank you to Dr. Toni Jung, PhD and Dr. Vilam Entrenas-Yepe, PhD for providing them with clinical supervision.

## 7. CAIMHSA NEWS

The CalMHSa ([www.calmhsa.org](http://www.calmhsa.org)) Directing Change Program film contest offers schools the chance to educate their students and staff about suicide prevention and mental health so that they can better understand suicide warning signs, the importance of caring for your mental health, and how to help and stand up for others who may be in distress. For the past four years, San Francisco students have entered nine films in this statewide contest – with the film “The Language of Healing” (<https://youtube/ULuMmtXdOVU>) winning first place statewide in 2016 and the film “Real World” ([www.youtube.com/watch?v=FcoNDyEE-ks](http://www.youtube.com/watch?v=FcoNDyEE-ks)) winning first place regionally in the Suicide Prevention category in 2015.

For more information about Directing Change and its film contest, visit [www.directingchange.org](http://www.directingchange.org)

**Tell us your clinic story and we will add it to the upcoming Director’s Reports**

*Past issues of the CBHS Monthly Director’s Report are available at:*

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

To receive this Monthly Report via e-mail, please e-mail [vita.ogans@sfdph.org](mailto:vita.ogans@sfdph.org)