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Behavioral Health Services Monthly Director's Report October 2016

1. CONSUMER PORTAL IS NOW LIVE!

We are pleased to let everyone know that the newly christened "sfHealthConnect" Consumer Portal for Behavioral Health Services is now LIVE as we pilot implementation at Sunset Mental Health and South of Market Mental Health Clinics. The Pilot began August 15th, and we currently have 11 consumers who have logged on!

During our first two months of the pilot, we asked clinicians to select "early adopters", and are now moving to phase two where the Portal will be offered to all consumers at the pilot clinics. Consumers access the sfHealthConnect via the internet, signing on with a unique PIN that is generated by the clinic specifically for the consumer.

In sfHealthConnect, consumers can view their own health record including their demographics, medication list, allergies, appointments (scheduled in Avatar), and problem list. All of the consumer's health record information comes from Avatar. sfHealthConnect also provides links to free online health information.

This really is a consumer driven initiative, and it's exciting to work on a project that integrates technology and clinician care with a direct touch to our consumer' to support their wellness and recovery!

Thank you and great job to the Portal Implementation Team for all of your hard work!!

Thank you to all from the Client Council who participated in the focus groups and gave invaluable input!!

2. ASSISTED OUTPATIENT TREATMENT (AOT)

Assisted Outpatient Treatment reached a milestone in September and has had over 100 referrals made to the program. We also received a call from a family member who provided an update on one of AOT's first cases. Ms. Z, an African American older adult, was referred by a family member secondary to chronic homelessness, substance use, frequent hospital contacts, and untreated mental illness. Ms. Z was regularly outreached by the AOT Care Team and was ultimately connected to an intensive case management team. Since she has engaged in treatment

Ms. Z has moved into permanent housing and has reconnected with her family. Her family has reported that they are happy they "made that call to the AOT Care Team."

As we approach the end of our first year, we look forward to compiling data to share with the system of care. Keep checking back for updates on how the program is going!

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

3. MENTAL HEALTH LOAN ASSUMPTION PROGRAM: DEADLINE EXTENSION TO NOVEMBER 18, 2016

The Mental Health Loan Assumption Program (MHLAP) -- created by the Mental Health Services Act passed by California voters in November 2004 -- is a loan forgiveness program to retain qualified professionals in the public mental health system. Award recipients may receive up to \$10,000 to repay educational loans in exchange for a 12-month service obligation in hard-to-fill/hard-to-retain county positions.

For more details, visit <http://www.oshpd.ca.gov/hpef/Programs/MHLAP.html>; and to apply, visit <https://calreach.oshpd.ca.gov>. The application deadline has been extended to November 18, 2016.

In addition OSHPD's [Office of Statewide Health Planning and Development] Licensed Mental Health Services Provider Education Program (LMH) application deadline has been extended to November 18, 2016 as well.

4. CHILDREN, YOUTH AND FAMILIES (CYF)

Chinatown Child Development Center

API Health Parity Coalition, The Chinatown Child Development Center continues to participate in the Asian Pacific Islander Health Parity Coalition as a steering committee member. This coalition meets once a month at CCDC to discuss health parity concerns in our Asian community. Currently, the steering committee is preparing to formalize an agenda for the upcoming APIHPC General Meeting held in October at the RAMS Outpatient Conference Room. Included in the discussion will be the APIHPC and API Council Alignment Relationship process and to continue to share the APIHPC steering committee activities. Representing CCDC at these meetings is Diana L. Wong PsyD, LMFT, Community Liaison.

The core Alliance Against Violence representatives includes members from Asian Womens' Shelter, Cameron House, Chinatown Child Development Center, Chinese Community Health Resource Center, Community Youth Center and RAMS. General meetings are held once a month at Cameron House; the current topics of discussion amongst members include planning and organizing the 2017 International Mental Health and Violence Prevention Conference in October, 2017. CCDC continues to be a part of the AAV meetings.

Foster Care Mental Health Program

Foster Care Mental Health has had some staffing changes in the last month. We said goodbye to Maria Morelli, LCSW, a clinician for almost 10 years at FCMH. Maria is leaving SF for the East Coast to care for family.

The FCMH team, her clients and community partners will miss her tremendously. We are also celebrating the maternity leaves of two incredible employees; Emily Meneses is due to have twin girls in the next couple of weeks and Dr. Karen Finch, is expecting her baby boy to arrive early in November. Dr. Ray Cendana will be covering for Dr. Finch. The FCMH team is very busy creating the utilization review procedures that will impact how we provide oversight for all of the behavioral health services our team authorizes. Drs. Hellenga and Vederman are completing the Quality Improvement Leadership Academy and have been leading our team in this effort. Our TIS Champions, Debonne Nelson, Selina Low and Heather Clendenin-LeMoine, are very busy engaging our entire team in discussions and activities that will improve our sense of Safety and Stability at work.

LEGACY

Upcoming Events at LEGACY:

- Girls Group: Starting 10/19/2016 at LEGACY from 4-5:30P
 - Wellness & Self Care
 - Self Esteem Building
 - Relationship Building

- Drumming Group: Starting 10/21/2016 at LEGACY from 6-8P.
 - Learn some beats
 - Taught by our very own

- Spanish Parent Café: Starting 10/24/2016 at Good Samaritan from 12:30-2:30P
 - Delicious treats
 - Building community
 - New Friendships

- Family Support Night: Monthly event on the third Mondays of each month – We will have a Halloween Celebration on 10/24/2016 from 6-8P.
 - Dinner will be served
 - Arts & Crafts
 - Trick or Treating
 - Family Fun
 - Wear your costumes

- Community Advisory Board: Will be on 12/06/2016 from 6-8P. There will be two groups, one for adults and the other for TAY's. We are still accepting participants. Come voice your input and help change happen.

Southeast Child Family Therapy Center

We have begun collaborating with the SFUSD and UCSF in providing a therapeutic group for unaccompanied immigrant youth at Thurgood Marshall High School. Roberto Meneses, HW2 is co-facilitating the "Fuerte" program with Eleana Coll.

The objective of Fuerte is to support the teens by creating a supportive community, while also teaching them to identify and process the stressors related to immigration and to help them to develop tools for emotional and psychological regulation.

This supportive group will also have a parent/caregiver component to support the significant adults in these teens' lives as they acculturate and deal with the trauma related to the youth's immigration and to support positive family reunification.

We are happy to welcome a new Spanish speaking full time behavioral health clinician to our team. Silvestre Mancera, MFTI will be providing services at our clinic that is located within the Silver Avenue Family Health Center. He comes with much experience providing mental health services to children and youth in the schools in Alameda County.

We were happy to welcome back Rosalyn Omolade Roddy, LCSW back to our team on October 13th. She is working at our site at 100 Blanken Avenue for 20 hours a week. She has years of experience providing mental health services in our community, in particular with African American families. Welcome back to SF DPH!

5. TRANSGENDER HEALTH SERVICES (THS) PROGRAM UPDATE

The San Francisco Department of Public Health (SFDPH) established Transgender Health Services (THS) in August 2013 to provide access to transgender surgeries and related education and preparation services to eligible uninsured transgender adult residents. Currently, SFDPH provides a range of health services to transgender residents such as primary care, prevention, behavioral health, hormone therapy, specialty and inpatient care. THS also serves to strengthen transgender health care competency among all SFDPH staff at all access points. The target population for THS includes all transgender San Franciscans who are served by the San Francisco Health Network who enroll in the THS Surgery Access Program. Specific emphasis is placed on transwomen of color who are some of the most underserved individuals in the SFDPH health network. THS provided peer navigation and surgical access for 301 unduplicated patients between August 2013 and September 2016. Among these 301 patients, 154 surgeries were completed.

At the request of the SFDPH and THS program leadership, the first MHSA-funded program evaluation for THS began in January 2016. The program evaluation includes assessing the

program's impact on patients' quality of life, experiences of gender dysphoria, and satisfaction with access to services and with the care received.

Preliminary evaluation data shows that THS staff actively engage their patients in preparation and education programs to provide the best opportunities for positive surgical outcomes. In addition, the THS staff regularly engage program directors, clinical providers, and organizational staff in training and educational opportunities to enhance the service experience for all transgender patients served by the San Francisco Health Network.

While San Francisco has been a leading community in transgender care for many years, access to medical and supportive care is an often-complicated process.

Navigation and coordination of health insurance, providers, and treatment are essential to meet the needs of transgender clients. Transgender Health Services is an absolutely invaluable partner to SFDPH as they help their clients along their challenging paths. Their research, advocacy, and expertise have shaped and continue to shape SFDPH's work for transgender members to the benefit of all.

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>

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