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Monthly Director's Report **FEBRUARY 2016**

1. SPOTLIGHT ON AOT

Since its start in November 2015, Assisted Outpatient Treatment (AOT) has been working hard to engage individuals that have been referred to the program. San Francisco's implementation of AOT is unique and the first county in California to have a Care Team that includes clinical staff, a peer specialist, and a family liaison. In last month's Director's Report, we had an opportunity to hear more from the family liaison on our team, and this month we are highlighting our peer specialist.

Our peer specialist has reported, "Working as the peer specialist for AOT is very enriching and satisfying, because the goal is to spread the word of recovery and actively promote it. It is very important that any consumer has access to care, and being able to encourage those that are referred to the AOT program in order for them to make a change (recovery happens) once they are ready. On the other hand, it is very enlightening to realize how difficult it is to engage someone into services, which also forge the resiliency character because I can think of the times when services meant nothing but shame to me."

We look forward to continuing to work with individuals referred to our program and support their families/support systems. Additional information about the program can be found at www.sfdph.org/aot or by calling 415-255-3936.

2. THE CBHS PHARMACY SERVICES MANUAL

The CBHS Pharmacy Services Manual was developed to provide support to BHS providers for medication-related services. It is updated annually and includes information on CBHS prescription services, laboratory services, policies and procedures, and medication resources. The current edition is January 2016. Distribution of the printed manual has begun for providers. Please contact CBHS Pharmacy Services at 415-255-3659 and speak to Edmund Carnecer for a printed copy. Below are details that map out the location of the Pharmacy Services Manual on the CBHS website. Currently, we are in the process of updating the hyperlink on the website with the 2016 manual.

How to access the Pharmacy Services Manual online

- 1) <https://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/>

The screenshot shows the San Francisco Department of Public Health website. The header includes the department name, a search bar, and the SF Health Network logo. A navigation menu lists various services. The main content area is titled 'Our Services' and features a section for 'Community Behavioral Health Services'. This section includes a 'Program Description' and 'Population Served' text. A 'HELPFUL LINKS' sidebar on the right lists 'CBHS Major Events' with a suicide prevention number and location information.

Or Google CBHS and click the first link

The screenshot shows a Google search for 'cbhs'. The search bar contains the text 'cbhs'. Below the search bar, there are tabs for 'All', 'News', 'Images', 'Maps', 'Videos', 'More', and 'Search tools'. The search results show 'About 381,000 results (0.62 seconds)'. The first result is 'Community Behavioral Health Services - San Francisco ...' with a green URL: <https://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/>.

- 2) Scroll down until you see “Medication Resources”
- 3) Click the hyperlink below “Pharmacy Services Manual” to access the PDF version

The screenshot shows the 'Medication Resources' section of the website. The title 'Medication Resources' is at the top. Below it, there are two links: 'Pharmacy Services Manual' and 'Pharmacy Services Manual 2015', both of which are circled in red. Other links listed include 'Antipsychotic Prescribing Resources', 'Safer Prescribing of Antipsychotics Guideline', and 'Atypical Antipsychotic Metabolic Side Effects Patient Handout'.

3. BHS CHIEF MEDICAL OFFICER DR. IRENE SUNG IS RECRUITING FOR PSYCHIATRY

As part of our ongoing recruitment efforts for Psychiatry, Dr. Irene Sung hosted a reception at her home for Psychiatry Residents from across the Bay Area, which provided an opportunity for them to meet SFHN Psychiatrist leaders and learn about our system of care. Invited were residents from UCSF, CPMC, UC-Davis, San Mateo County, and Stanford. At least 12 residents attended the lively mixer.

It was a hugely enjoyable and informative event, and residents enthusiastically asked questions of the representatives of our various departments. Many expressed interest in coming to work for the San Francisco Health Network, and survey of the attendees indicated that they were more likely to apply for a position with SFHN as a result of the reception.

4. SOUTH OF MARKET MENTAL HEALTH SERVICES (SOMMH) REMODEL IS COMPLETE

On February 1st 2016, South of Market Mental Health Services (SOMMHS) resumed full operation in their newly remodeled space located at 760 Harrison Street. The SOMMHS remodel transformed an older leased clinic by applying MESA funding and negotiated tenant improvements. The remodeled space ultimately benefits the client and staff experience at the South of Market Clinic. This renovation allows for integrated health services and supports the Public Health Department's goal of offering seamless access to Behavioral Health and Primary Care services.

The facility closed in June 2015 and clients were provided services at several locations. Offices at 1380 Howard Street, Mission Mental Health, OMI Family Center, and Tom Waddell Urgent Care Clinic at 50 Ivy were shared collaboratively. Thanks to the support of the directors and staff at sister clinics, we completed our project in a timely manner. Seven months of construction yielded the complete interior and exterior painting of the building and offices, the addition of a Wellness Center, additional offices and medical exam space, new flooring, a remodeled Pharmacy, and ADA upgrades. Additionally, upgrades to the phone systems were included.

Highlight of Benefits

- A Wellness Center to provide peer-led groups in support of wellness and improving healthcare outcomes.
- The addition of a new medical exam and ADA-compliant waiting area to improve patient flow and capacity for primary care services.
- Efficient space utilization facilitates additional staff offices. The flexible conference room space would enable use of variably-sized groups.
- Alteration of the space for the money management program to enhance safety for staff and clients.
- Increase of space in the waiting room area to improve flow and security.
- Enhanced perimeter lighting which will contribute to safety at the clinic and in the surrounding neighborhood.

SOMMHS at a Glance

SOMMHS Outpatient Integrated Service Center (ISC) is a multi-service clinic for the Department of Public Health. The Filipino-American Counseling and Treatment (FACT) Team is a full-service team within the ISC that serves Filipino-Americans and their families. The San Francisco Fully Integrated Recovery Services Team (SF FIRST) is an ICM/FSP program at SOMMHS that mostly serves High-Users of Multiple Services (HUMS). The clinic includes a robust integrated primary care clinic in partnership with and Tom Waddell Urban Health. And the clinic has an integrated vocational services program as well. The 65 staff serve approximately 1400 clients.

The SOMMHS Outpatient ISC provides a full array of clinic-based mental health services and, as needed, off-site services for San Francisco adult residents aged 18 and over. The majority of clients reside in the South of Market, Tenderloin and Western Addition neighborhoods. Because the clinic is located nearby several shelters, many clients are homeless at the time of enrollment.

Approximately half of the clients served have a psychotic disorder, and the majority is dually-diagnosed with a major mental illness and one or more substance use disorders. Essential services offered include intake assessment and evaluation, case management and linkage, crisis evaluation and management, medication services, individual psychotherapy, and various groups including Filipino Cultural Awareness, Seeking Safety, Anger Management, and Wellness Management and Recovery.

SF FIRST intensive case management provides a continuum of care to homeless individuals especially those at risk for other emergency services. This treatment team provides wrap-around intensive case management, counseling, medication services, transition into recovery, alternative activities, engagement with mentors in the community, and community integration for its clients. The team provides services to the chronic inebriate population who are high users of the emergency system. The team has expertise in providing services to the severely mentally-ill, homeless population, and may have a history of repeated hospitalizations or incarcerations within the last 12 months. The team uses the principles of strengths-based Wellness and Recovery as an approach to treatment.

The Integrated Primary Care Clinic in partnership with Tom Waddell Urban Health provides primary care services and preventive services to all SOMMHS clients. Primary care services which include health screenings, medical attention, and wellness activities are provided on-site in coordination with the clinic's multiple behavioral health service teams.

In Gratitude

Our special thanks to BHS leadership, MHSA, Facilities and Operations, IT, BHS Pharmacy, Mission Mental Health, OMI, COPE/OBIC, BHAC, RAMS Inc., Tom Waddell Urban Health and Urgent Care, Deputy Sheriff's Department, and all staff at 1380 for providing the clinic with resources and support during the renovation period.

SOMMH Renovated Site



5. BHS VOCATIONAL SERVICES PROGRAM

Exciting new vocational training, internship, and employment services programs started in January 2016 as a result of the Vocational RFQ published in 2015. Any BHS consumer interested in learning more about vocational services are welcome at the Vocational Drop-In Hour every Wednesday from 1-2pm at 1380 Howard, 1st floor BHAC.

The GROWTH (Growing Recovery and Opportunities for Work Through Horticulture) project is a Citywide Employment Services vocational program that provides 3 month classroom training in basic horticulture and plant-care skills, landscape design and installation, grounds keeping and landscape maintenance skills and tips and tools for finding employment. The training is followed by 6 months of paid fieldwork experience in BHS clinics along with job coaching, and job placement support retention services.

The program is MHSA funded and is based on the Recovery Model that all individuals – including those living with the challenges caused by mental illness – are capable of living satisfying, hopeful, and contributing lives. This program is open to all BHS consumers. Classes begin in April and orientations are held every Wednesday at 2pm until 3-9-16 at Citywide - 982 Mission Street.

TAY Vocational Services, open to all BHS consumers, is a Richmond Area Multi-Services (RAMS) program that provides time-limited paid internships to transitional age youth, ages 16 to 25, in order to provide healthy activities and entry-level work experience to help behavioral health TAY consumers achieve resiliency and maximize recovery. Interns may receive a 3-6 month internship of 4-15 hours per week in a stipend position that provides on-site work experiences in an industry of their choosing. RAMS will be conducting a Needs Assessment and work in collaboration with a broad range of stakeholders including TAY consumers, family members, BHS, MHSA and consultants to design and implement this MHSA funded program.

Food and Catering Services is a vocational program open to all BHS consumers with Citywide Employment Services that provides skills in Café workforce sectors. Interns and employees work at the café located at 1380 Howard and also gain skills in catering services on the proper use of food handling, food preparation, customer service, food delivery and food presentation. Interns and employees receive ongoing support from vocational case managers, job coaches and peer professionals in supported employment services.

Occupational Therapy Training Program (OTTP) and Toolworks are two new mental health programs joining the BHS-DOR CO-OP. These programs are open to all BHS and SF Health Network consumers. OTTP's TAY Vocational Program works with youth ages 16-25 on employment services and offers a thorough vocational assessment, employment preparation, job development, and job retention. Toolworks provides vocational assessment and employment services to consumers with Deaf and Hard of Hearing. For more information or referral, please contact Jennie at 255-3628 or Stephen at 255-3664.

6. CHILDREN, YOUTH AND FAMILIES (CYF)

Foster Care Mental Health Program

“The History of African American quilts is nearly as old as the history of America. Long-ignored and conspicuously absent from many early accounts of American quilt history, African American quilting has become a growing area of study.

Skilled Black slave women on plantations and in other wealthy households also did the spinning, waving, sewing and quilting in addition to many household duties. Their surviving quilts provide a unique history of their lives and culture.” <http://www.quilting-in-america.com/African-American-Quilts.html>

In celebration of Black History Month and in honor of those who have gone before us, in keeping with an African American tradition, FCMH staff will be creating a living quilt. We will be sewing during staff meetings and gathering from brown bag lunches throughout the month in order to share stories about our own cultures and how we have been influenced by Black Culture, Mentors, Teachers, Spiritual Leaders, Family members, etc.

These stories will be documented in our quilt patches, which we will stitch together, we would like to pass it on to another CYF team to create another “narrative” to add to ours. We would like the entire CYF team to participate in this celebration of Black History Month. We are expanding Black History Month to include the entire year in order to include as many CYF teams as possible to contribute to the Quilting Project. The result of the Quilting Project will be a Quilt that will be displayed in the FCMH offices.

Staff New Roles

We are pleased to announce 2 new changes to CYF System of Care staff.

- Chris Lovoy is now the new Director of School Based Mental Health Services. Under this new assignment, he will bring together a continuum of care for school based services, including Therapeutic Behavioral Services, and Early Childhood Mental Health Consultation Initiative, Education Related mental Health Services, Wellness Initiative, Special Day Classroom, and Counseling Enriched Education Services. Our goal is to bolster the broad range of care to support our students.
- Ho-Yin (Joe) Lai is now the Clinical Operations Manager for CYF System of Care. He will be transitioning out of Chinatown Child Development Center once we complete the hiring process. Joe will play a key liaison role with our providers and DPH sections to support implementation of new initiatives, policies and procedures. He will provide infrastructure support for CYF civil service clinics, including responding to facilities and IT needs. In addition, Joe will serve as program manager for a portfolio of contracts.

Both Chris and Joe will continue to report to Max Rocha, Deputy Director.

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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