

# SFBHC Adult Residential Facility Working Group

## December 2021 Report

**This report is the final regular report to the Board of Supervisors and Mayor's office regarding the ongoing work of the San Francisco Adult Residential facility at 887 Potrero Ave.**

### **Current Membership:**

Co-chairs: Andrea Turner, ZSFG COO; Monica Diaz Team Leader SEIU 1021

Secretary: Kathlyn Marquez

Members:

Linda Sims, Director of the San Francisco Behavioral Health Center

Adela Morales, RCFE Administrator

Ingrid Thompson, MHRC Director of Nursing

Jeffrey Schmidt, Director of ZSFG Clinical Operations

Adrian Smith, ZSFG Chief Quality Officer

Sharifa Rahman, ARF Mental Health Rehabilitation Worker, SEIU 1021

Kelly Morson, ARF Team Leader, SEIU 1021

Amy Wong, Mental Health Treatment Specialist, IFPE L21

Sarah Larson, Mental Health Treatment Specialist, IFPE L21

Connie Truong, Activity Leader, SEIU 1021

### **Meetings:**

The working group convened meetings on the 1<sup>st</sup> Thursday of each month since the last report. These meetings continue to take place remotely through Microsoft Teams due to the ongoing COVID – 19 pandemic.

### **Census:**

Current census is 38. The ARF did not reach filling of 41 beds due to the COVID pandemic. The ARF has been maintaining isolation rooms due to the ongoing COVID pandemic. The ARF is currently maintaining 2 rooms for isolation which is a reduction from 4 rooms for isolation.

### **Trainings:**

To date, trainings conducted for DPH staff at the San Francisco Behavioral Health Center includes:

- Medication Training
  - This was a 3-part series to include psychotropic medication and most commonly used medications for medical problems. This was based on review of the medications being used at the ARF.
- First Aid

- Ongoing CPR training
- CPI training
  - This included de-escalation, safety and physical management of escalated clients
  - 4 Staff have been trained as certified CPI trainers. This will enable the facility to provide ongoing trainings. The trainings can be focused on the specific needs of the facility.
  - The BHC CPI trainers will have initial monitoring and ongoing to assist the trainers to become seasoned trainers. This plan will be developed with ZSFG and Director Price.

**Trainings still pending:**

Trauma informed care training was initiated. Due to the COVID 19 pandemic the classes were suspended. Currently investigating the resumption of the training classes or alternative trainings available.

There is ongoing discussion and exploration of training opportunities on the principles of harm reduction which would include addiction, recovery model and promote understanding of how addiction impacts clients and their recovery.

Plan to develop ongoing annual trainings to address staff education needs and/or refreshers in addition to the DPH annual mandatory trainings. These trainings would include but not limited to code of conduct, resident rights and CPI.

**Workplace Conditions:**

Workplace Violence Prevention

- SECURITY RISK ASSESSMENT: A comprehensive assessment of the ARF was completed in November 2020.
  - Action steps based on the assessment
    - Improved lighting in the ARF entrance areas
    - Installation of a gate at the Potrero entrance
    - Identification of location for duress buttons
      - Walk thru scheduled for 10/13/21 to identify work needed and costs
    - Increase SFSD bicycle patrols
- Ongoing CPI training
  - 4 staff have been trained in CPI to provide ongoing training and review for all the BHC staff
- Development of a Facility committee which would mirror the ZSFG committee. The SFBHC committee would have a representative on the ZSFG committee.

Staff vacancies:

Currently there are the following vacancies:

- Certified ARF administrator
- 2314 – Behavioral Health Team Leaders (2)
- 2305 – License Psychiatric Technicians (2)
- The 2314 and 2305 classifications are challenging to fill due to the limited applicant pool. Leadership has been working closely with Human Resources on recruitment.
- The ARF administrator position has been vacant since January 2021. Leadership continues to work with Human Resources in addressing this vacancy. This position requires a state issued ARF Administrator Certification.

**Staffing:**

The staffing model for the Adult Residential Facility is:

ARF			
AM	Program Director (2930/2931)	Team Leader (2314) x 1	MH Rehab Worker (2303) x 2 Activity Leader (2587) (0.2)
		LVN/LPT (2312/2305) x 1	
PM		Team Leader (2314) x 1	MH Rehab Worker (2303) x 2 Activity Leader (2587) (0.2)
		LVN/LPT (2312/2305) x 1	
NOC		Team Leader (2314) x 1	MH Rehab Worker (2303) x 2

Leadership will make efforts to meet this staffing model and in light of the vacancies of the 2314 and 2305, the facility has utilized additional MH Rehab Workers to provide the needed coverage.

**Resident Care:**

- ARF staff developed a performance improvement plan with goals to improve the care and supervision for ARF clients and bring forth best practices.
- To date, the ARF staff have implemented the following improvements:
  - Work tools for improved tracking of documenting client ADLS and includes a shower schedule. These tools help guide staff for assisting clients who need more support than other clients.
  - Initiated more group activities including but not limited to gym activities, bean toss and the use of the courtyard to play frisbee.
  - These activities offer numerous health benefits and the 1:1 interactions and activities help clients in managing their psychiatric symptoms
  - There is a pool table on the unit that is also very popular, ARF clients enjoy the spontaneity of being able to play this game with other clients or staff, staff have observed that the game has therapeutic value in that, it seems to help calm some clients if they are hearing voices or feeling anxious.
  - Another activity is gardening. Staff and clients regularly plant colorful flowers, plants, some vegetables, and culinary herbs on the ARF patios. Clients enjoy the therapeutic value of planting, caring for and, watching the flowers grow and bloom.

- Initiated a coffee social where staff and clients gather to check in and discuss various concerns and goals for the day.
- Initiated psychoeducational groups on medications and medical illness. Clients attend and requests other topics to be discussed. It is a popular group that is facilitated by the ARF License Psychiatric Technicians and Licensed Vocational Nurses.
- Resident Counsel which has a designated client who leads the meeting and it is an opportunity for clients to gather and address concerns. This is another meeting enjoyed by the clients.

Overall, staff working at the ARF believe the clients of the ARF enjoy the efforts of its very dedicated and compassionate staff members who have worked as a team to implement these improvements. ARF clients frequently comment that “the ARF is their home”. That “the ARF is the best board and care in the country.