

Troy Williams, MSN, RN
Co-Chair/ SFHN Chief Quality Officer

Monica Diaz
Co-Chair/ Team Leader RCFE
SEIU Miscellaneous

Linda Sims, RN
BHC Director

Joanna Cheung, LMFT
ARF Director

Adela Morales
RCFE Program Director

Ingrid Thompson, RN
MHRC Director of Nursing

Luis Calderon
Acting Deputy Director SFHN Transitions

Connie Truong
Activity Leader MHRC
SEIU Miscellaneous

Sharifa Rahman
Mental Health Rehabilitation Worker
ARF
SEIU Miscellaneous

Karlyne Konczal, LVN
Team Leader RCFE
SEIU Miscellaneous

Amy Wong
Mental Health Treatment Specialist
MHRC
Local 21

Sarah Larson, MS
Mental Health Treatment Specialist
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Local 21

San Francisco Behavioral Health Center Adult Residential Facility Working Group

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MINUTES

SF Behavioral Health Center Adult Residential Facility Working Group

Thursday, July 2, 2020, 9:30 a.m.

San Francisco Behavioral Health Center

Microsoft Teams Live Event

1) ROLL CALL & INTRODUCTIONS

Present: Troy Williams, MSN, RN, Co-Chair/ San Francisco Health Network Chief Quality Officer
Monica Diaz, Co-Chair/ Team Leader, RCFE, SEIU Miscellaneous
Linda Sims, RN, Behavioral Health Center Director
Joanna Cheung, LMFT, Adult Residential Facility Director
Ingrid Thompson, RN, Mental Health Rehabilitation Center Director of Nursing
Luis Calderon, Acting Deputy Director SFHN Transitions
Connie Truong, Activity Leader, Mental Health Rehabilitation Center, SEIU Miscellaneous
Sharifa Rahman, Mental Health Rehabilitation Worker, ARF, SEIU Miscellaneous
Karlyne Konczal, LVN, Team Leader RCFE, SEIU Miscellaneous
Amy Wong, Mental Health Treatment Specialist, MHRC, Local 21
Sarah Larson, MS, Mental Health Treatment Specialist, RCFE, Local 21

Absent: Adela Morales, Residential Care Facility for the Elderly Program Director

Other Attendees: Emeterio Garcia, SFBHC ARF Working Group Secretary, 1 Member of the general public (call-in).

The meeting was called to order at: 9:58 AM. Delayed due to technical difficulties.

Roll Call and Introductions:

Troy Williams and Monica Diaz thanked and welcomed back the Working Group. The Co-Chairs recognized the the impact the COVID-19 pandemic has had on DPH and the efforts that have taken place to have the group reconvene. They also acknowledged the technical difficulties in coordinating the meeting and appreciation for everyone's patience.

2) NEW PROTOCOLS FOR WEB BASED MEETINGS

Public Comment:

There was no public comment on this item.

Discussion:

The working group secretary shared information applicable to the ARF Working Group from the *Updated Advice Regarding Meetings of Policy Bodies during COVID-19 Emergency*. Working group members were informed that remote access to public comment by phone is available to members of the general public via a call-in phone number. Additionally, the secretary described that if the meeting is disrupted due to technical issues, that prevent public participation, the meeting should recess, and no action be taken. Once public comment can be re-established, discussion and action on the item may resume.

3) REVIEW AND APPROVAL OF March 5, 2020 MEETING MINUTES

Troy Williams opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Working group member Larson reported that the previous minutes did not accurately describe her view regarding how risk management at ZSFG could assist the working group. She clarified that she did not believe ZSFG Risk Management Group was relevant to the ARF Working Group. She stated that they do not provide training and were not interested in her list of risk factors that she provided them. Ms. Larson also disagreed with the statement indicating that risk factors could be mitigated with suggestions form ZSFG. She stated that management must take accountability to ensure the risk factors she listed are addressed and implemented. She emphasized that risk management should not be involved in the process. Ms. Sims who also attended the risk management meeting with Ms. Larson did not share Ms. Larson's concern regarding risk management at ZSFG involvement and suggested we reassess. Mr. Williams agreed with Ms. Sims and suggested to the group we not eliminate ZSFG risk management until we could learn more regarding the specifics of what type of risk management training would be required at the ARF.

Finally, Ms. Larson also asked that her statement regarding the need for drug policies and behavioral interventions for residents who refuse to follow house rules be added to the minutes.

A clarification was asked on item nine to indicate that working group member Wong was asking for information on the use of BHC living areas and not proposing the areas be used for COVID-19.

Ms. Larson asked that the notes be provided to the working group prior to public posting to ensure they are accurate and to avoid corrections. Ms. Wong expressed a concern to the minutes review cycle. She asked how minute corrections are reviewed and if they are re-reviewed in subsequent meetings. Ms. Larson expressed that the minutes were not capturing all statements of the meeting. The process was for review of the minutes, per the working group *Rules of Order* was reviewed. The *Rules of Order* indicate that *Minutes shall be taken at*

every regular meeting. Minutes shall be approved by the majority vote of the Working Group that conducted the public meeting at a subsequent Working Group meeting, and revision of the minutes to address errors or other required changes is permitted at the time of approval by a majority vote.

Action: The Working Group Voted unanimously to amend and approve the March 5, 2020 minutes with changes outlined above.

4) REVIEW OF MARCH 1, 2020 REPORT

Troy Williams opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

The group discussed the previously requested changes to the March 1, 2020 Board of Supervisors SFBC ARF Report. The working group dissected the use of the phrase *service reduction* (bed reduction), indicated in the *Back Ground* section of the report. Three of the working group members voiced that they felt the decision to reduce service was decided by DPH instead of hiring more staff. Service reduction was also discussed as a response to the numerous citations that were issued by Community Care Licensing. The group agreed to amend the report to indicate *issues over care and safety led DPH to reduce beds at the ARF*. The language from City Ordinance 295-19 sec. 4501 is to be added to the report:

"In recent years, DPH has [failed to maintain staffing at a level that was sufficient to 17 operate the ARF at 887 Potrero Avenue at full capacity. In 2018-2019, DPH asked CCL for permission 18 to temporarily suspend from licensure a total of 41 ARF beds at 887 Potrero Avenue so that they could 19 be used instead as emergency shelter beds for people experiencing homelessness."

Similarly the group discussed changes in the *Looking Forward* section. The group requested to have language from sec. 5.42-1 describing the formation of the group into the report:

"The Department of Public Health ("DPH") shall convene the Adult Residential Facility 12 Working Group ("Working Group") to advise the Board of Supervisors and the Mayor on 13 issues relating to resident care, training, workplace conditions, and staffing at the Adult 14 Residential Facility ("ARF") of the Behavioral Health Center ("BHC") located at 887 Potrero 15 Avenue."

In discussion of the proposed changes to the report, the working group reviewed the city ordinance and the composition of the report. Members requested a copy of the plan of correction that was issued to the ARF by Community Care Licensing (CCL) to help guide future working group meetings. Ms. Sims informed the group that she would provide a copy of the CCL plan of correction and that it was a public document.

Clarification was also provided to indicate that staff eligible to provide training at the ARF, per the ordinance, could not be ARF staff. Staff employed by other DPH departments providing consultation services at the ARF are not considered ARF staff.

Action: The Working Group Voted unanimously to amend and approve the March 1, 2020 SFBHC ARF Working Group Report.

5) ADULT RESIDENTIAL CARE FACILITY UPDATE

Troy Williams opened topic for discussion

Public Comment:

There was no public comment on this item.

Discussion:

Working group member Sims informed the group that several of the planned trainings have been postponed due to the COVID-19 pandemic. Nonviolent Crisis Prevention (CPI) and Trauma Informed trainings have been impacted. Some online components of CPI have been completed, but the in-person trainings to create ARF leaders is still being discussed. The ARF is currently exploring how to provide Trauma Informed Trainings online, via a web conferencing platform.

For Staffing, Ms. Sims reports, that they have hired several new staff and have had several candidates decline positions. The new hires include a new team leader at the ARF, LPTs, mental health workers, and an LVN. New hires are in different stages of the onboarding process. Ms. Sims reports that the ARF staff have been doing a great job during COVID-19

Ms. Sims also responded to working group member questions relating to the use of 5150 holds at the ARF. She responded that there are no changes to the current security response at the ARF. Staff continues to have access to the sheriff if assistance is needed. The watch commander is also available as a resource if there is a conflict between ARF staff and the Sheriff Deputy.

6) TOPIC SUGGESTION FOR NEXT MEETING

Tabled due to time.

Public Comment:

There was no public comment on this item.

Discussion:

Working Group members asked to have continued discussion on hiring information, clarifying the role of Mental Health Clinicians at the ARF, and continued discussion on Welfare & Institutions Code Section 5150 hold response practices at the ARF. Co-Chair Diaz will also solicit additional agenda items from the working group.

7) GENERAL PUBLIC COMMENT

Troy Williams opened the floor for general public comments.

Public Comment:

There was no public comment on this item.

8) ANNOUNCEMENTS

Tabled due to time.

Next meeting is scheduled for August the 6, 2020

Public Comment:

There was no public comment on this item.

9) ADJOURNMENT

The meeting was adjourned at 11:15 AM