

**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  
RCFE  
Local 21

# San Francisco Behavioral Health Center Adult Residential Facility Working Group

## CITY AND COUNTY OF SAN FRANCISCO Department of Public Health

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### MINUTES

#### SF Behavioral Health Center Adult Residential Facility Working Group

Thursday, August 6, 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  
Adela Morales, Residential Care Facility for the Elderly Program Director  
Connie Truong, Activity Leader, Mental Health Rehabilitation Center, SEIU Miscellaneous  
Sharifa Rahman, Mental Health Rehabilitation Worker, ARF, SEIU Miscellaneous  
Amy Wong, Mental Health Treatment Specialist, MHRC, Local 21  
Sarah Larson, MS, Mental Health Treatment Specialist, RCFE, Local 21

**Absent:** Ingrid Thompson, RN, Mental Health Rehabilitation Center Director of Nursing  
Luis Calderon, Acting Deputy Director SFHN Transitions  
Karlyne Konczal, LVN, Team Leader RCFE, SEIU Miscellaneous

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

The meeting was called to order at: 9:33 AM.

Full materials are on display at SF Behavioral Health Center, 887 Potrero Avenue San Francisco, CA 94110  
or by email request to [emeterio.garcia@sfdph.org](mailto:emeterio.garcia@sfdph.org)

Roll Call and Introductions:

Troy Williams and Monica Diaz welcomed and thanked the working group for working together to troubleshoot the technological challenges associated with remote meetings.

Mr. Williams shared that Co-Chairs met before this meeting. Their goal is to ensure that the working group is able to go through the complete agenda, while allowing for questions and engagement in the process, to develop tangible next steps.

**2) REVIEW AND APPROVAL OF JULY 2, 2020 MEETING MINUTES**

Troy Williams opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

The working group members discussed the process adopted for the posting and review of meeting minutes. The working group secretary shared *Rules of Order* item 14, identifying the processes for meeting minutes.

*14. Meeting Minutes 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. The clerk for the Working Group shall take the following steps regarding minutes of Working Group meetings after they are approved at a subsequent meeting: ~~most~~ post the approved minutes on the Department of Public Health website within 48 hours of approval; and sending two copies of the approved minutes to the Government Information Center of the Public Library within five days of their being finalized.*

Working group members proposed to discuss and adapt the adopted Rules of Order in a future meeting. The group also discussed inviting the City Attorney to be present to further clarify the rules.

Working group members requested a correction to a typo on item 4 *Review of March 1, 2020 Report* under paragraph 2 of the *Discussion* section 'fit!! capacity' to 'full capacity', in paragraph 6 references to trainings at the 'ARF' to be replaced by 'BHC', and item 5 *Adult Residential Care Facility Update* paragraph 1 in the *Discussion* section, to change creation of 'ARF trainers' to 'ARF leaders' .

Action: The Working Group voted unanimously to amend and approve the July 2, 2020 minutes with changes outlined above.

**3) ADULT RESIDENTIAL CARE FACILITY UPDATES**

Troy Williams opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Cheung provided hiring updates for the ARF. The new hires include 1 new Team Leader and 2 Licensed Psychiatric Technicians (LPT), 2 new facility float LPTs, and 2 new facility float Mental Health Workers. Additionally, 3 candidates declined offered LPT positions. The ARF is also in the process of onboarding 5 new team leaders for the building, 3 who would be designated to work at the ARF.

Ms. Diaz inquired about staffing ratios and staffing models for the ARF. The composition of staffing, specialties, classifications, and schedules were discussed alongside changes that may have occurred since the opening of the ARF in 2005 to present day. Mr. Williams suggested that the ARF's staffing model should be on a future meeting agenda to establish a baseline understanding of staffing at the ARF. Ms. Diaz expressed an urgency to move forward on this issue. The group discussed the challenges in hiring and the impact of staff vacancies on safety and workplace conditions at the ARF. The group also requested clarification for the total number of current vacant positions at the facility. The group agreed to further discuss staffing in a future meeting to allow for the gathering of information necessary to clarify staffing ratios and staffing models.

Ms. Sims shared training updates. She acknowledged that there are continued challenges providing some of the trainings outlined in the city ordinance. These trainings include: trauma informed care, risk management, patient safety, evidence base de-escalation techniques, medication management, first aid and CPR. *Trauma Informed Systems (TIS)* was provided as an example, of a training facing challenges, as the training format utilizes small in-person groups that are not in alignment with COVID-19 social distancing guidance. She also shared that clarity should be sought to identify the specifics of the trainings identified by the ordinance. Risk management and patient safety are items that need to be discussed to reach consensus on the expectations for the trainings. The evidence based de-escalation techniques, *Crisis Prevention Intervention (CPI)*, training was received by 4 staff at the facility. However, the ordinance does not allow them to provide the training to other staff at the BHC. The BHC is collaborating with the training division at ZSFG to evaluate how to further implement the training. Despite the challenge, the BHC plans to create a group to engage the staff who have completed the training to begin a discussion on CPI practices that can be implemented at the BHC. CPR trainings have resumed at ZSFG and are now available to staff at the BHC. For medication management, the BHC is in the process of evaluating the resources that will be available to provide the training in coordination with the working group recommendations. The timelines for the trainings are not yet set, as accessibility to trainers has been limited due to disaster service worker activation deployments.

Ms. Diaz suggested the inclusion of greater frequency of training regarding medication safety when future trainings are discussed. The group discussed that the scope of future trainings include frequency in addition to potential policy changes that will support in the understanding of the medication management process..

The working group also discussed the training process for new staff, including the roles of managers and peers in future trainings. This discussion also touched on past training models that included a dedicated building trainer.

#### **4) RESIDENT CARE**

Troy Williams opened the topic of for discussion.

#### Public Comment:

There was no public comment on this item.

#### Discussion:

This item was tabled for the next working group meeting to allow for public posting of additional materials for public review.

#### **5) WORK PLACE CONDITIONS**

Monica Dias led conversation on this item.

Public Comment:

There was no public comment on this item.

Discussion:

The working group discussed concerns of the 'toxic environment' at the ARF. Members expressed concerns on how staff behavior has led to individuals to resign and request reassignments to move away from the facility. The group asked for greater transparency and assurance on efforts to change the environment. Ms. Diaz acknowledged limitations to the amount of disclosure that can be provided in specific cases as they pertain to specific personnel and actions that may have been implemented to curtail the behavior. She also identified the challenges that omission of information can cause when the omitted information is accessible as public record through the governing bodies that investigate the incidents.

The group processed their commitment to further discuss and evaluate how to improve the challenges in a future meeting.

This item was tabled due to time.

**6) TOPIC SUGGESTION FOR NEXT MEETING**

Troy Williams opened the floor for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

The group proposed to add items pertaining to: the *Rules of Order* for meeting minutes, staffing updates, training updates, workplace conditions, and to prioritize the discussion on medication management. Ms. Wong also requested discussing the possibility of having more meetings and/or elongating the time allocated to each meeting to make-up for lost time due to the pandemic.

The group also discussed the prioritizing of items. The group considered placing fewer items on the agenda to allow for deeper conversations that will lead to concrete recommendations. The working group co-chairs agreed to take this into consideration when they create the next meeting agenda.

**7) GENERAL PUBLIC COMMENT**

Troy Williams opened the floor for general public comments.

Public Comment:

Vivian Araullo (Union Field Representative Local 21) suggested to the working group that they have richer conversations on their agenda items to create clear recommendations.

**8) ANNOUNCEMENTS**

Troy Williams opened the floor to announcements.

Public Comment:

There was no public comment on this item.

Next meeting is scheduled for September 3, 2020

**9) ADJOURNMENT**

The meeting was adjourned at 11:13 AM