

## DIRECTOR'S UPDATE

Scott Gilman, MSA, CBHE

### Remembering Ray



Raymond Mills

Our dear friend, Ray Mills, peer recovery support advocate and Executive Director of Voices of Recovery (VOR) San Mateo County, passed away unexpectedly on November 7, 2020.

Ray came to San Mateo County in the mid-2000's, determined to chart a new course in his life. He settled in East Palo Alto where he built relationships with community leaders David Lewis, Pastor Frazier and others who connected him to work and volunteer opportunities. Ray was later introduced to BHRS staff who were inspired by his powerful story of finding long-term recovery and how it had changed his life. He got involved with BHRS to bolster peer-based advocacy, and to support those in recovery and their family members. Ray persevered, and in 2010, VOR was established in San Mateo County as a non-profit peer led organization. Ten years later, VOR now employs numerous staff, many of whom are in recovery, with an annual operating budget of over \$500,000. In 2018, VOR received a SAMHSA grant to provide Wellness Recovery Action Planning groups throughout San Mateo County.

Ray inspired countless people in his years living and working in San Mateo County. He rebuilt relationships with his family and had loving relationships with his siblings, children and grandchildren. Recovery, good friends and supporters allowed Ray to build the life he wanted for himself. At San Mateo County, he found purpose and community. Time and time again he would express his appreciation for the friendships and the many blessings he had in his life. We celebrate Ray as a dear friend who was living his best life.

### Medi-Cal Audit Shows Continuous Improvement

BHRS has made huge improvements over the past few years in our Medi-Cal triennial audit. This year's results show an 87% improvement in disallowed (unreimbursable) claims since our FY 13/14 audit.

After the FY 13/14 audit, Quality Management began developing a formal training and audit program, which was instrumental in reducing the amount of disallowed claims significantly from 2014 and 2017.



In 2019, Quality Management continued to expand their audit and training program. Semi-monthly trainings are now being offered and well attended by staff who find them extremely helpful and informative. The continued hard work of staff and leadership has resulted in a 31% improvement in this year's audit from 2017.

A big thanks you to all the staff, leadership, and everyone on the Quality Management team for their continuing efforts and dedication over a sustained period to ensure that BHRS continues to deliver high-quality care to our clients.

### Cordilleras Campus Redesign Project Moves Forward

After many years in the making, the effort to replace the Cordilleras Campus passed a critical milestone on November 17, before the San Mateo County Board of Supervisors. The Board approved several items confirming the project to replace the existing single building with four 16 bed mental health rehab center

**29.3%**

Revenue Ratio (R3)

**11,199**

Total Clients

**817**

Admitted

**820**

Discharged

(MHRC) programs and a new building containing 57 co-housing units as well as room for support services for a total capacity of 121 beds.



The project will break ground within a few months and is on track to be completed by early 2023. The Board items confirmed the agreements with Skanska USA to construct the new buildings and Cannon Design to continue designing the buildings on the campus for a total project budget not to exceed \$155 million.

### **Race & COVID-19 Town Hall #3**

Last month, the Diversity & Equity Council, in collaboration with Public Health Policy & Planning, StarVista, Bay Area Community Health Advisory Council and the Office of Diversity & Equity, held a third town hall focusing on race and pandemic related discussions.

An open forum was conducted to understand the needs and experiences of community-based organizations as a result of the pandemic. The event included a presentation by the County Manager's Office on the Recovery Initiative focus areas, immediate and long-term response efforts, and an overall focus on equity.

A panel discussion was held with leaders from: One East Palo Alto, Bay Area Community Health Advisory Council, StarVista, PRIDE Center, Mental Health Association's Spring Street Shelter and the Jefferson High School District, who shared some of the primary challenges they face in supporting clients and staff. Challenges include funding cuts, service reductions, transition to virtual platforms, the digital divide and lack of access to technology for clients, and staff burn out.

While San Mateo County continues to work to provide the appropriate resources and supports, there was an acknowledgment that more must be done to meet the needs of our most vulnerable communities and ultimately, provide equitable services to all. We are all in this together as San Mateo County leadership recognizes the need to amplify community voices to meet the challenges ahead. Watch the recording [here](#).

### **Social Enterprise Cafe for Filipino/a/x Youth Approved**

The Social Enterprise Cafe for the Filipino/a/x Youth project was approved in August by the State of California Mental Health Oversight and Accountability Commission for \$2.4 million over a five year period. This project was one of 35 ideas submitted by individuals, groups and community-based agencies for the [Mental Health Services Act](#) (MHSA) Innovation Project solicitation that kicked off in January 2019.

The Cafe, expected to launch July 1, 2021, will provide a culturally responsive wellness space that addresses the mental health needs of Filipino youth using a promising and sustainable social enterprise business model approach.



Research from the Centers for Disease Control and Prevention found that 45.6% of Filipina American adolescents have experienced suicidal ideation, the highest rate among all racial and ethnic groups. In San Mateo

County, specialty mental health service penetration rates are lowest for both the youth (1.8%) and adult (2.6%) Asian/Pacific Islander racial group. Yet, there is limited published research on mental health challenges impacting Filipino/a/x and even less literature on promising practices for youth.

The Cafe targets at risk Filipino/a/x youth, age 16-24, in Daly City and South San Francisco who will be trained to work in and manage the Cafe. Programming will be designed around social determinants of health, access to behavioral health services and issues important to youth. This holistic, cultural-based and integrated approach can lead to developing protective factors and positive mental health outcomes.

## Clients Satisfied with BHRS Services

A Consumer Perception Survey is typically conducted by BHRS twice a year on behalf of the Department of Health Care Services to a sampling of adults, older adults, youths and family members of youth clients who receive specialty mental health services from BHRS.

This year, due to the pandemic, the survey was conducted in June by mail, rather than in person and was sent to 2,867 clients. We received fewer responses (495/21%) (from typical response rate of 30% pre-pandemic), however, this was consistent with what was happening statewide. In addition, BHRS's overall satisfaction rate declined slightly—from 91% to 86%—for clients who said they were satisfied with the services received at BHRS. The survey was conducted only once this year due to the low response during the pandemic.

## 2020 Housing Heroes



Finding affordable housing in San Mateo County is more challenging than ever. This is why the San Mateo County Change Agent Housing Committee's Housing Hero Award recognizes individuals who have demonstrated exceptional

leadership in providing or maintaining housing for individuals with mental health and/or co-occurring challenges.

This year's recipients are:

- Ray Buenaventura, Daly City Councilmember, for his advocacy and development of a substantial rental subsidy program during COVID-19
- Jeannie and George Cusing, landlords and property managers
- Rosana Gauna, care home operator
- Matt Jacobsen, landlord and property manager
- Gina Mezzera, case manager, BHRS East Palo Alto Community Counseling Center

The Committee was proud to honor one of BHRS's very own, Gina Mezzera. "Gina is very warm with her clients and goes above and beyond to provide them with professional and warm care," said a colleague.

## Multicultural Organizational Development Update



In 2015, BHRS began a formal process of becoming a multicultural organization that is embedded within a racial equity lens. The Multicultural Organizational Development (MCO) plan is an organizational change framework to

advance equity, diversity and principles of cultural humility and inclusion in the workplace. MCO focuses on the four levels of organizational change: personal, interpersonal, cultural and institutional.

In 2019, after many feedback sessions with BHRS leadership, an action plan was developed with three MCO goals which represent the long-term aims. Each goal (listed below) has corresponding strategies, activities, tasks and metrics to track the progress and impact of implementation.

1. The organization explicitly values diverse backgrounds and experiences, and seeks to recruit, retain, and promote diverse staff at ALL levels, including leadership.
2. The workplace is a brave environment where speaking out, respectful dialogue, and acknowledging differences is accepted and encouraged.
3. There is transparency and collaboration in decision making and policy making (and updating) to ensure that those who are most impacted have meaningful participation.

Next steps include:

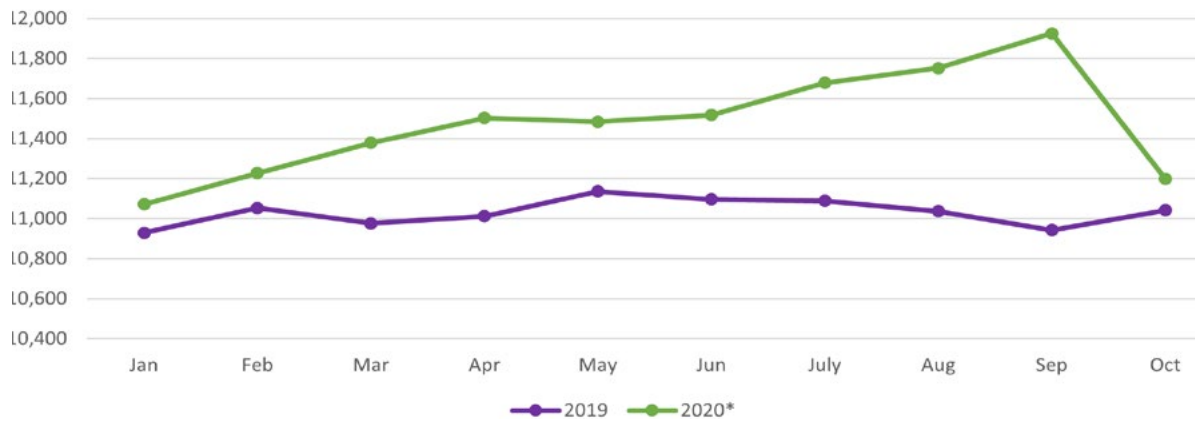
- Racial equity trainings in development to facilitate training for all staff
- GARE 3rd Racial Equity Speaker Series coming December 2020
- Supervisors/managers forming sub-committees to work on individual activities that will advance each MCO goal
- Virtual cultural humility trainings

For more information on the MCO plan and strategies, contact Frances Lobos at [flobos@smcgov](mailto:flobos@smcgov).

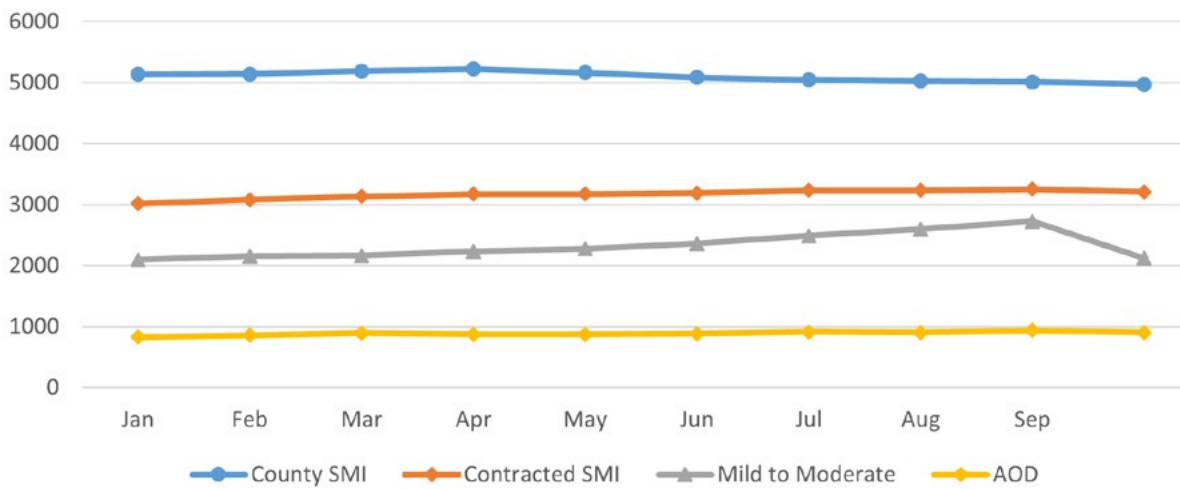
**NEW COVID MENTAL HEALTH RESOURCES PAGE**  
[smchealth.org/covid-19-mental-health-and-wellness-resources](https://smchealth.org/covid-19-mental-health-and-wellness-resources)

**SNAPSHOT: BHRS Clients** - as of October 31, 2020

Total BHRS Clients by Month (2020 vs. 2019)



# Clients by Service Category - 2020



Service Category	Total Clients	Admitted - October	Discharged -October
Mental Health Services County SMI	4,971	434	418
Mental Health Services Contracted SMI	3,208	218	219
Mental Health Services Mild to Moderate*	2,117	14	49
AOD Services	903	151	134
<b>Total BHRS Clients</b>	<b>11,199</b>	<b>817</b>	<b>820</b>

Total clients are unduplicated within each service category, however, if a client received services in more than one category during the same period, the client is counted in multiple categories. \*Mild to Moderate services reverted to Health Plan of San Mateo on 10/1/20.

**R3%** - 29.3% (revenue ratio of billed services as of 10/31/20)



REAL LIFE. REAL SUPPORT.

# IMAT CASE MANAGEMENT SUPPORT LINE



Have a question about Medicated Assisted Treatment (MAT)  
Need to check in? Give us a call.

**WHAT:** On-Demand Case Management Services

**WHO:** Current IMAT clients, or anyone interested in MAT

**WHEN:** Tuesdays & Thursdays (12 - 4PM)

**WHERE:** Microsoft teams (phone or VIDEO) [click here to join by video](#)

**HOW:** Call 628-212-0105, Conference ID: 944 843 218#

The IMAT support line is staffed by experienced IMAT Case Managers.  
We offer those on the recovery journey safe and non-judgmental support.

*~ YOU DON'T NEED TO DO THIS ALONE ~*

Call us to speak 1-1 with an IMAT Case Manager who can help navigate MAT questions, insurance issues, treatment or other behavioral health services  
- or if you just want to talk to someone who gets it.



The science is clear: addiction is a chronic disease that changes our brain and is treatable with medication, behavioral therapies, and support.

We're here to help with all that.

*If you, or someone you love is having a medical or psychiatric crisis please dial 911*

For all other IMAT Inquiries, including evening and weekend help call **650.573.2735**