

## DIRECTOR'S UPDATE

Scott Gilman, MSA, CBHE

### State Funded Housing Units Available Starting January



No Place Like Home (NPLH) is a state funded housing development program which invests in the development of permanent supportive

housing for people with a serious mental illness who are chronically homeless, homeless or at risk of homelessness.

Three NPLH housing units will be available in January 2022, with an additional six units when the project is completed in 2023, for a total of nine 1-bedroom NPLH units which will include onsite resident services.

The NPLH units are part of the Eden Housing Light Tree Apartments, a 94-unit apartment community located at 1805 East Bayshore Road in East Palo Alto, originally constructed in 1966. In 2020, Eden Housing entered into a joint-venture partnership with East Palo Alto Can Do (EPACANDO) and obtained the financing necessary to redevelop the property.

The first phase of this project consists of remodeling the 94 existing apartments (January 2022) while the second phase entails constructing new apartments (2023). This will double the current number of affordable housing units on the site, to provide a total of 185 affordable homes to low-income families, people with disabilities, formerly homeless individuals, and former foster youth.

To be eligible for the NPLH units, clients must be assessed and referred by the Coordinated Entry System (CES). To obtain a CES assessment, clients should go to one of the [CORE service agencies](#). BHRS then reviews the clients for NPLH eligibility. Find more information on Light Tree Apartments at [edenhousing.org](https://edenhousing.org).

### MHSA Full-Service Partnership Recommendations



Six counties, including Fresno, Sacramento, San Bernardino, San Mateo, Siskiyou, and Ventura launched the Multi-County Full-Service Partnership (FSP) project in January 2020 to transform how

behavioral health systems use data to continuously innovate and improve FSP services across California. FSP programs incorporate a “whatever it takes” approach to supporting adults living with serious mental illness, and children and youth living with serious emotional disturbance, in achieving their individual recovery goals and needs.

The full spectrum of FSP services include therapy, psychiatric services, peer supportive services, housing supports, case management, and life skills development. FSP programs are evidence-based and have led to the transformation of behavioral health services provided to clients and their families, yet counties have struggled to achieve the originally intended outcomes of the FSP program and to understand its overall impact.

Since launching the Multi-County FSP project, independent consultant, Third Sector, has been providing BHRS with technical assistance to support the development of 1) eligibility criteria that ensure FSP services are prioritized to the highest need clients, 2) minimum service requirements of FSP programs and 3) standardized step-down guidelines for clients.

To inform these decisions, Third Sector conducted two rounds of interviews and focus groups with FSP clients and providers. Additionally, from September through November 2021, a FSP Workgroup consisting of clients; family members; and adult, child, and youth FSP

**35.2%**

Revenue Ratio (R3)

**8,547**

Total Clients

**784**

Admitted

**712**

Discharged

providers and stakeholders convened to provide input on FSP service requirements and outcomes that would support continuous improvement planning.

The workgroup concluded with a list of recommendations to address the following areas of FSP programming (See the workgroup's [recommendations document](#) for the full details on input received and how these will be addressed by BHRS moving forward on the [MHSA page](#)).

- Set minimum FSP service requirements
- Identify additional FSP client/family resources
- Support staff retention and appropriate contractor rates
- Develop trauma-informed FSP providers
- Prioritize substance use integration
- Strengthen peer and family supports
- Ensure housing access and retention services
- Incorporate step-down services and guidelines
- Enhance ongoing data collection and evaluation

## Student Loan Repayment Opportunity for Behavioral Health Providers



The San Mateo County BHRS Student Loan Repayment Program cycle is now open.

This program is being offered by the BHRS Workforce Education and Training (WET) component of

the Mental Health Services Act (MHSA). The passage of MHSA, in November 2004, provided a unique opportunity to expand and improve the workforce that supports public behavioral health systems, including educational loan repayment assistance to professionals identified at the local level as serving in high need positions.

The following BHRS staff and county contracted providers may be eligible to apply to receive up to a \$25,000 one-time loan payment to their student loan provider:

- Some newly hired classifications may be offered a one-time payment to their student loan holder (as a part of their job offer) after they have successfully completed one year of service and agree to work for BHRS for two full additional calendar years.
- BHRS staff and contracted providers in some classifications/programs who have been working for

two years are eligible for a one-time payment to their student loan holder.

The application can be found [here](#). Contact Aileen Dizon, CalMHSA at [aileen.dizon@calmhsa.org](mailto:aileen.dizon@calmhsa.org) for questions about the application and selection process.

## Making Way for a 3-Digit Crisis Line



Callers in the 650-area code are now required to dial the full 1+10-digits for all local calls, even when calling another 650 number. The 650 area code, which covers most of San Mateo County and part of Santa Clara

County, including Palo Alto, is one of nine counties in California (82 across the country) that were required to make this transition on October 24.

This transition makes way for the Federal Communications Commission's adoption of the new three-digit 988 abbreviated dialing code to reach the National Suicide Prevention Lifeline, which has an expansive network of approximately 180 crisis centers nationwide (including the San Mateo County StarVista Crisis Line).

The 988 nationwide hotline is expected to be available starting July 16, 2022. Until then, the National Suicide Prevention Lifeline can be reached by calling 1-800-273-8255 (1-800-273-TALK) or by calling the San Mateo County StarVista Crisis Line at 1-650-579-0350.

## Youth and Transition Age Youth Mobile Crisis Planning Grant

Behavioral Health and Recovery Services was recently awarded \$200,000 from the Crisis Care Mobile Units Program Planning Grant, administered by the California Department of Health Care Services to support and expand behavioral health mobile crisis and non-crisis services.

The grant funds the San Mateo County Youth and Transition Age Youth Mobile Crisis Planning Project and runs from 9/15/21 through 2/14/23.

The project includes a comprehensive planning process to identify the gaps and unmet needs for youth and transition-aged youth (age 25 and younger) within the county's mobile crisis response services. It explores best

practice strategies that have been effective elsewhere in filling similar gaps, and is working collaboratively with our community partners/stakeholders to develop an action plan to create new or expand and integrate existing mobile crisis response services to fill these gaps.

## Employee Service Awards



Congratulations to the following BHRS employees who are being recognized by the County of San Mateo this month for their dedicated years of service:

### 20 Years

- Denise Mosely, Alcohol & Other Drug Services

### 10 years

- Riss Archuleta, Canyon Oaks Youth Center
- Eugene Canotal, North County Mental Health Youth
- Noe Chavez Coto, Access Call Center
- Shirley Chu, Total Wellness
- Cynthia Donis, Pre-to-3/Partners
- Nathalie Gangel, Therapeutic Day School
- Marianne Maneja, Primary Care Interface

## Consumer Rights & Grievances

BHRS Clients/consumers have rights, including the right to report problems and be heard about the services they receive. Below are some resources for clients who would like to change their provider or file a grievance for mental health or substance use services received by BHRS and/or contracted providers:

### Change Provider or File a Grievance

- Change of Provider Request Form
- Grievance/Problem Resolution Brochure
- Medicare Complaints Form Privacy Practices
- Get help filing a complaint at the Office of Consumer and Family Affairs
- Consumer Rights Poster

### Information about Consumer Rights

- Your Right to an Interpreter
- Notice of Privacy Practices
- Information About Advance Health Care Directives

These resources can be found on the BHRS new client information webpages in [English](#), [Spanish](#), [Chinese](#), [Tagalog](#).

## Booster Shots Now Available for Everyone 18 and Older



County health officials are urging all eligible adults to receive a COVID-19 booster shot as soon as possible. The County offers a free booster clinic at the San Mateo County Event Center, 1346 Saratoga Drive, San Mateo.

Anyone over 18 who is six or more months past their second dose of Pfizer or Moderna, or two or more months past the Johnson and Johnson dose, may receive a booster at a County-operated clinic.

Your booster shot can be a different brand than the vaccine you received before, as long as you completed your original vaccination series (one dose of Johnson & Johnson or two doses of Pfizer or Moderna).

To book your booster shot or find a walk-in clinic, visit [My Turn](#). Appointments are preferred but not required for either the booster clinic or for first or second doses. Walk-ins are accepted. (For those who have not yet received the COVID-19 vaccine, first doses are also available at the Event Center.)

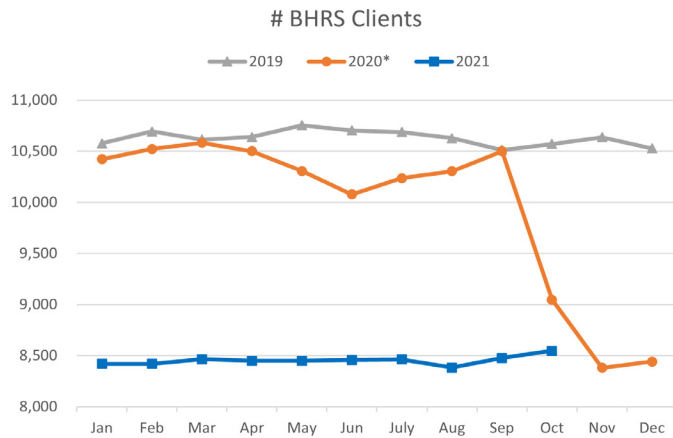
County Health is stressing the importance of a booster especially for those at risk: individuals 65 years and older and those with underlying medical conditions or those who live or work in situations that potentially expose them to COVID-19 transmission.

“Boosters are critical for these at-risk groups, especially residents over 65, as the holiday travel season begins,” said Scott Morrow, MD, San Mateo County Health Officer.

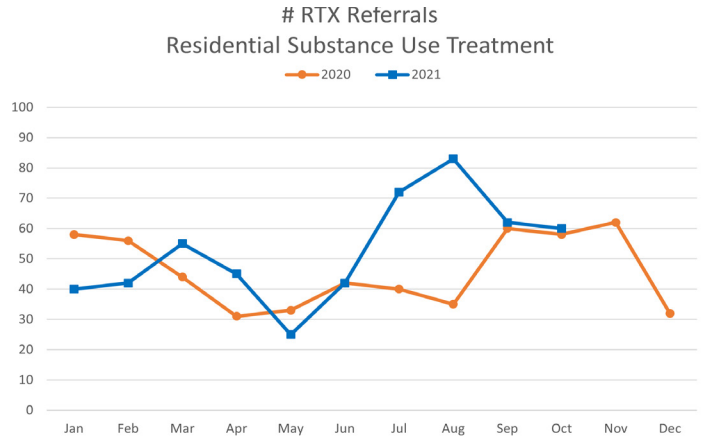
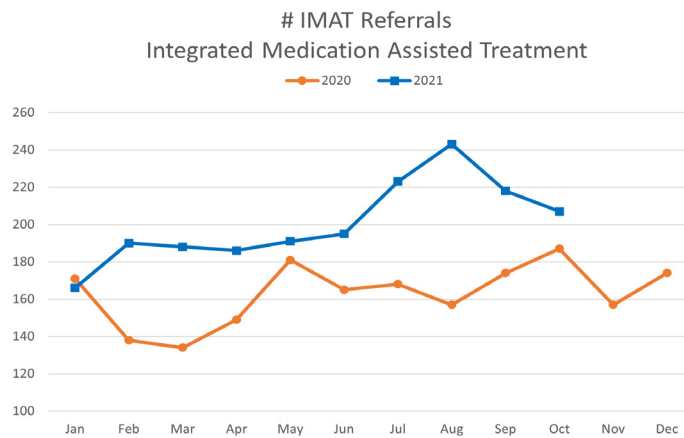
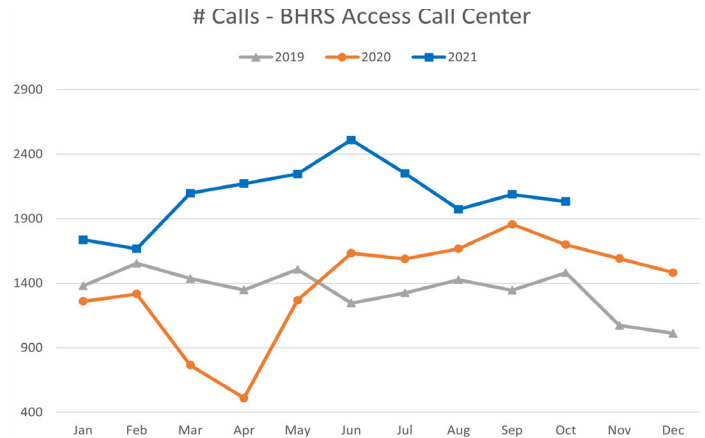
The California Department of Public Health provides [additional guidance](#). More information on San Mateo County vaccine clinics at [www.smchealth.org/coronavirus](http://www.smchealth.org/coronavirus).

Note that private health care providers, pharmacies, County-run clinics, schools and other organizations and businesses provide booster as well as first and second dose vaccine shots.

# SNAPSHOT: BHRS Clients - as of October 30, 2021



\*Mild to moderate services reverted to Health Plan of San Mateo 10/1/20.



| Service Category                      | Total Clients | Admitted - October | Discharged - October |
|---------------------------------------|---------------|--------------------|----------------------|
| Mental Health Services County SMI     | 5,612         | 523                | 551                  |
| Mental Health Services Contracted SMI | 1,824         | 107                | 85                   |
| AOD Services County                   | 478           | 43                 | 17                   |
| AOD Services Contracted               | 633           | 99                 | 59                   |
| <b>Total BHRS Clients</b>             | <b>8,547</b>  | <b>772</b>         | <b>712</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.

**R3%** - 35.2% (revenue ratio of billed services as of 10/31/21)