



# Behavioral Health Outcomes

Behavioral Health Commission

August 6, 2025



SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**





# Overview

- 01 BHRIS Transformation Journey
- 02 Prop. 1 Outcome Reporting Requirements
- 03 BHRIS Performance Management System
- 04 Existing Sources of Data
- 05 Stay Informed and Get Involved

# BHRS Transformation Journey



**JUNE 2025**

[Feedback & Suggestions](#)

[BHRS Services](#)

[Past Director's Newsletters](#)

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## DIRECTOR'S NEWSLETTER



BHRS is kicking off an exciting new chapter with what we're calling our transformation journey, a strategic vision aimed at reshaping the way we provide care across our behavioral health system. While we've provided updates about this journey, related to Prop. 1, in recent Newsletters, this edition goes a little in depth. With the changing behavioral health landscape driven by new state laws and local needs, we want to continue our commitment to equity work and serving the most vulnerable individuals living with substance use and mental health challenges. As we take on these changes, your participation is important. Whether it's by attending planning meetings or learning through updates in this Newsletter, there's a place for everyone in this transformation journey.

### **BHRS Transformation**

#### **Changing Landscape: Why Now?**

Over the past several years, BHRS has been responding to a series of legislative and policy initiatives that are reshaping how we serve our community. These initiatives reinforce and bring to the forefront our responsibility as a Behavioral Health Plan for providing or arranging Specialty Mental Health Services (SMHS) and Drug Medi-Cal services to Medi-Cal beneficiaries within their county. BHRS holds an agreement with the State of California to serve the highest need individuals living with serious mental illness (SMI) and substance use disorders (SUD). The initiatives include:







# Prop. 1 Priority Goals

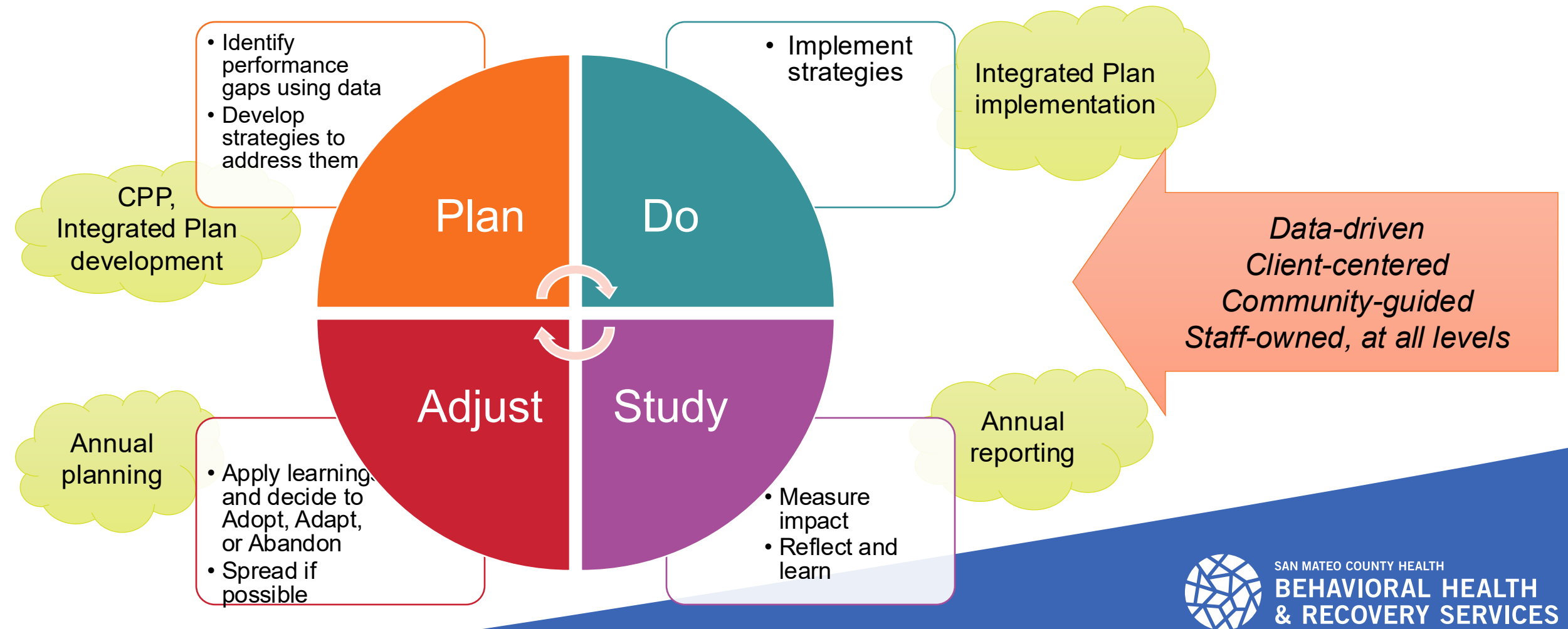
## 6 Statewide Goals

- Access to Care ↑
- Homelessness ↓
- Institutionalization ↓
- Justice Involvement ↓
- Removal of Children from Home ↓
- Untreated Behavioral Health Conditions ↓

## 1 Additional County Goal

- Social Connection ↑

# What is BHRIS's vision for behavioral health outcome reporting?



# Office of Improvement & Innovation (OII)

Support BHRS in *embodying a spirit of inspired learning, curiosity, growth and continuous improvement.*

Guide data reporting/  
analysis/visualization efforts

Etc.

Facilitate  
improvement  
activities

Support the  
(annual)  
planning cycle

Support BHRS's journey in *attaining that future state.*

Cultivate a culture  
of continuous  
improvement

Build a performance  
management system

Etc.

Foster psychological  
safety and staff  
wellbeing

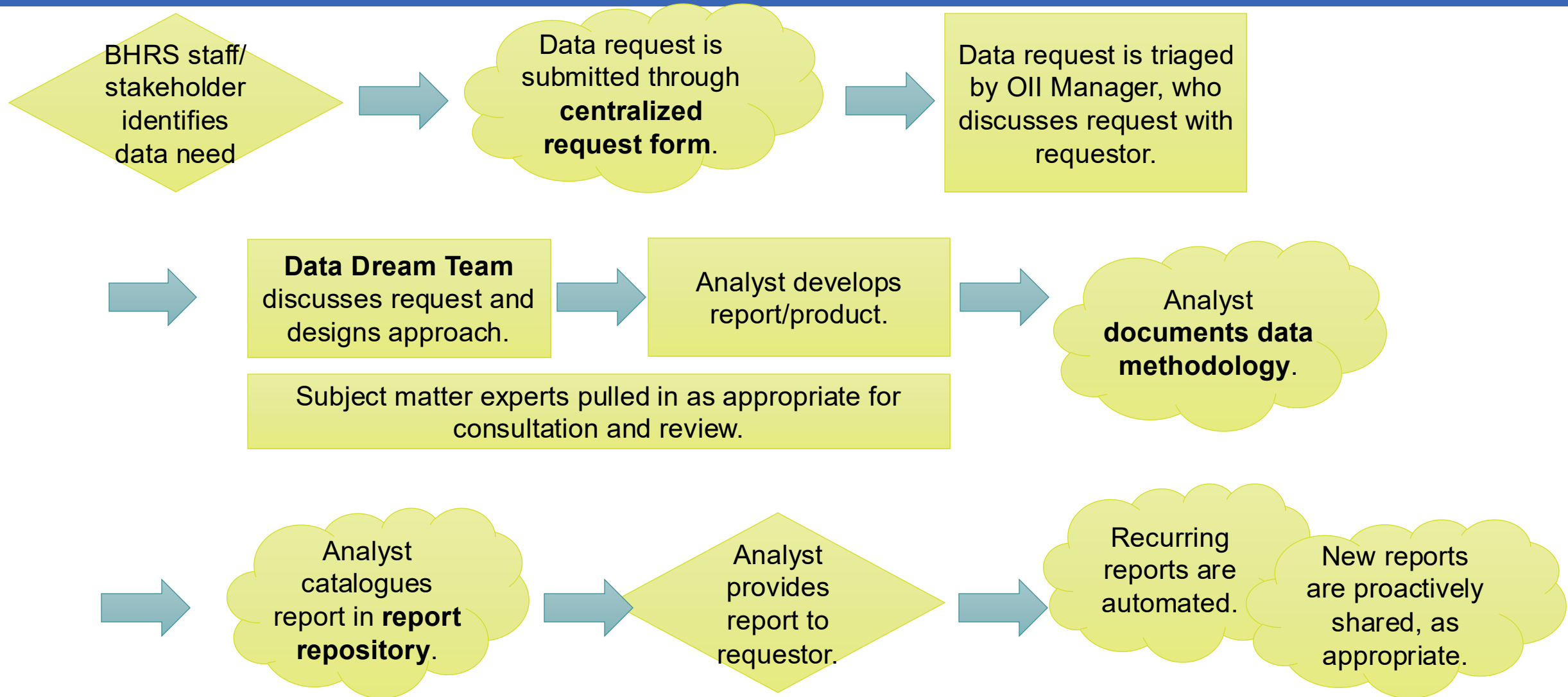
Create structures to  
drive change in ways  
that are trauma- and  
resiliency-informed



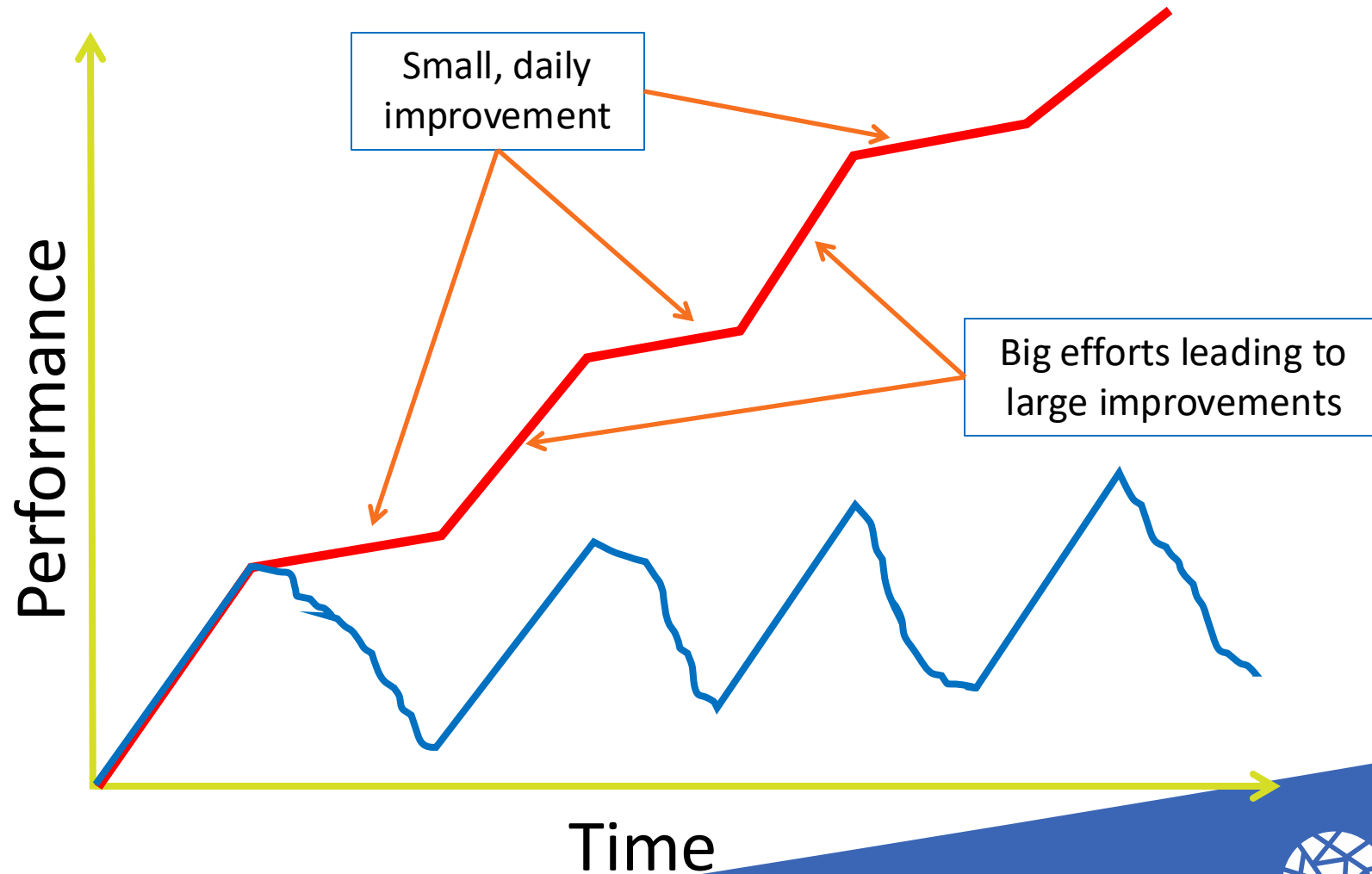
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# Data-driven organization: The basics



# Building a performance management system for continuous improvement





# Existing Data Sources


- County
  - County Performance Measures: <https://performance.smcgov.org/>
  - [San Mateo County All Together Better](#)
- State
  - DHCS Behavioral Health data: <https://behavioralhealth-data.dhcs.ca.gov/>
  - BHSA Policy Manual: [Behavioral Health Services Act County Policy Manual](#)
    - Measure Workbook and Measure Access Instructions and Notes: [Download Resources](#)
  - BHSA Data Resources from CalMHSA:
    - [Data Explainer Webinar Series - California Mental Health Services Authority](#)
    - [Access to Care Dashboard](#) (more dashboards in development)




# Welcome to the San Mateo Performance portal

Click on a dashboard to explore trends, data, initiatives under  
performance, and progress reports

Search Data




Shared Vision 2025



Department Performance


### Administration and Fiscal Services



Performance reports for departments that provide administration and fiscal services in...

[Read more about Administration and Fiscal Services](#)


### Community Services



Performance reports for departments in the County that provide services to the...

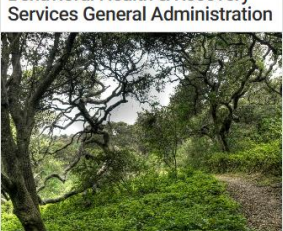
[Read more about Community Services](#)

### Environmental Health Services




[Read more about Environmental Health Services](#)

### Behavioral Health & Recovery Services General Administration




[Read more about Behavioral Health & Recovery Services General Administration](#)

### Behavioral Health & Recovery Services Child & Youth



[Read more about Behavioral Health & Recovery Services Child & Youth](#)


### Health Services



Performance reports for departments that provide health services in the county

[Read more about Health Services](#)


### Social Services



Performance reports for departments that provide social services in the county

[Read more about Social Services](#)

### Behavioral Health & Recovery Services Adult Services




[Read more about Behavioral Health & Recovery Services Adult Services](#)

### Behavioral Health & Recovery Services Alcohol & Other Drug...



[Read more about Behavioral Health & Recovery Services Alcohol & Other Drug...](#)

### Family Health Services




[Read more about Family Health Services](#)

### Correctional Health Services

### San Mateo Medical Center

### Electronic Health Record (8420B)

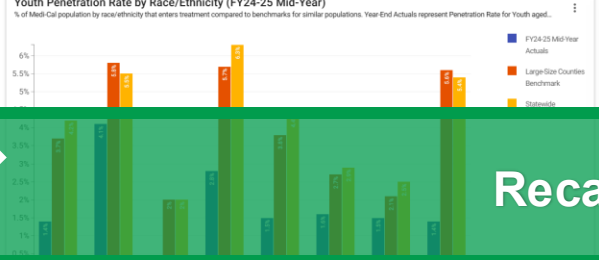
**Percent of BHRS New Employees Completing Cultural Humility 101 Training within 90 Days of Hire**  
Measure of new hires completing Cultural Humility 101 Training within 90 days of hire, as a measure of organizational commitment to promoting E&I.



Category	Value
FY24-25 Mid-Year Actuals	80%
Year-End Target	80%

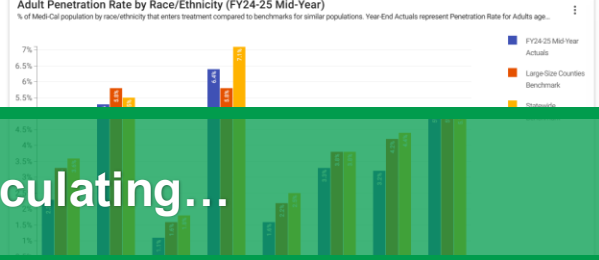
Percent of newly onboarded staff will have completed the Cultural Humility 101 training within 90 days of hire

**Youth Penetration Rate by Race/Ethnicity (FY24-25 Mid-Year)**  
% of Medi-Cal population by race/ethnicity that enters treatment compared to benchmarks for similar populations. Year-End Actuals represent Penetration Rate for Youth aged...



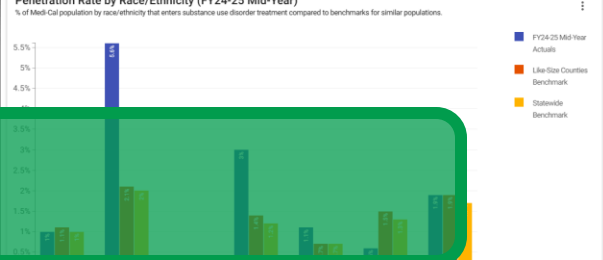
Race/Ethnicity	FY24-25 Mid-Year Actuals	Large-Size Counties Benchmark	Statewide Benchmark
ALL	~1.5%	~5.5%	~5.5%
American Indian/Alaska Native	~1.5%	~5.5%	~5.5%
Asian/Pacific Islander	~1.5%	~5.5%	~5.5%
Black	~1.5%	~5.5%	~5.5%
Hispanic/Latino	~1.5%	~5.5%	~5.5%
Other	~1.5%	~5.5%	~5.5%
Unknown	~1.5%	~5.5%	~5.5%
White	~1.5%	~5.5%	~5.5%

**Adult Penetration Rate by Race/Ethnicity (FY24-25 Mid-Year)**  
% of Medi-Cal population by race/ethnicity that enters treatment compared to benchmarks for similar populations. Year-End Actuals represent Penetration Rate for Adults aged...



Race/Ethnicity	FY24-25 Mid-Year Actuals	Large-Size Counties Benchmark	Statewide Benchmark
ALL	~1.5%	~5.5%	~5.5%
American Indian/Alaska Native	~1.5%	~5.5%	~5.5%
Asian/Pacific Islander	~1.5%	~5.5%	~5.5%
Black	~1.5%	~5.5%	~5.5%
Hispanic/Latino	~1.5%	~5.5%	~5.5%
Other	~1.5%	~5.5%	~5.5%
Unknown	~1.5%	~5.5%	~5.5%
White	~1.5%	~5.5%	~5.5%

**Penetration Rate by Race/Ethnicity (FY24-25 Mid-Year)**  
% of Medi-Cal population by race/ethnicity that enters substance use disorder treatment compared to benchmarks for similar populations.



Race/Ethnicity	FY24-25 Mid-Year Actuals	Large-Size Counties Benchmark	Statewide Benchmark
ALL	~1.5%	~5.5%	~5.5%
American Indian/Alaska Native	~1.5%	~5.5%	~5.5%
Asian/Pacific Islander	~1.5%	~5.5%	~5.5%
Black	~1.5%	~5.5%	~5.5%
Hispanic/Latino	~1.5%	~5.5%	~5.5%
Other	~1.5%	~5.5%	~5.5%
White	~1.5%	~5.5%	~5.5%

↑↑↻↻ Recalculating...



# San Mateo County All Together Better



FIND DATA

CITY/REGIONAL

USE TOOLS

ACCESS RESOURCES

SAN MATEO COUNTY

## FIND DATA ▾

Community Dashboard

Disparities Dashboard

Demographics Dashboard

Indicator List

Search for Data

Submit a Request

### Health / Mental Health & Mental Disorders

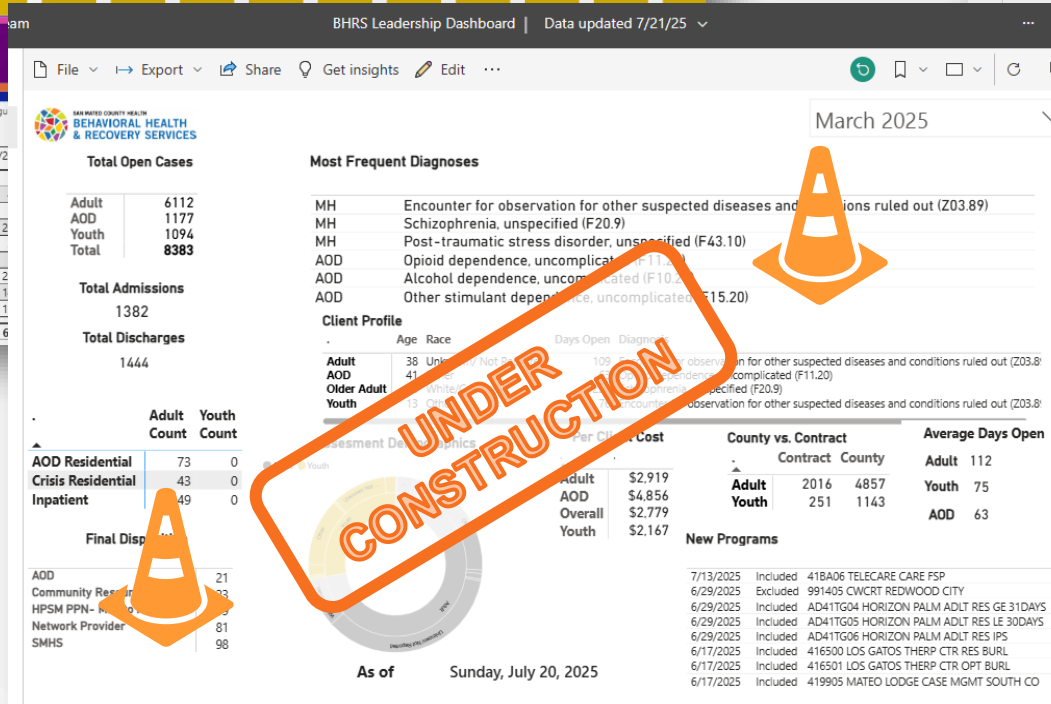
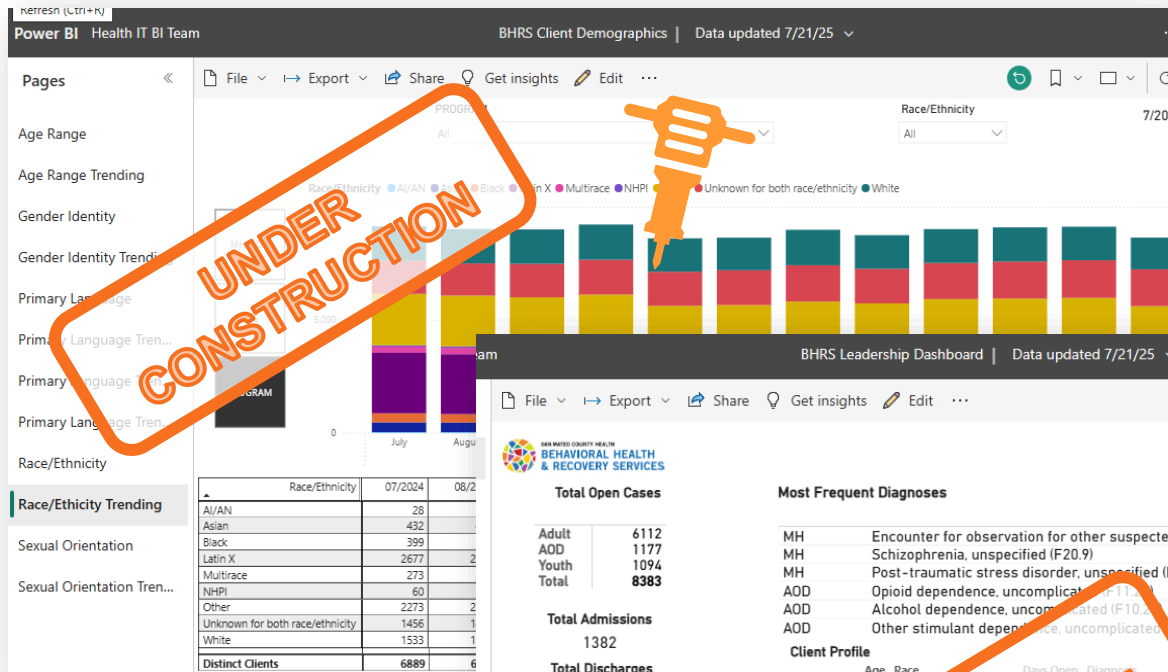
- Adults Ever Diagnosed with Depression
- Adults Needing and Receiving Behavioral Health Care Services
- Adults Who Ever Thought Seriously About Committing Suicide
- Adults with Likely Serious Psychological Distress
- Age-Adjusted Death Rate due to Suicide
- Age-Adjusted ER Rate due to Adolescent Suicide and Intentional Self-inflicted Injury
- Age-Adjusted ER Rate due to Adult Mental Health
- Age-Adjusted ER Rate due to Adult Suicide and Intentional Self-inflicted Injury
- Age-Adjusted ER Rate due to Pediatric Mental Health
- Age-Adjusted Hospitalization Rate due to Adolescent Suicide and Intentional Self-inflicted Injury
- Age-Adjusted Hospitalization Rate due to Adult Mental Health
- Age-Adjusted Hospitalization Rate due to Adult Suicide and Intentional Self-inflicted Injury
- Age-Adjusted Hospitalization Rate due to Pediatric Mental Health

### Health / Alcohol & Drug Use

- Adults who Binge Drink: Last 30 Days
- Adults who Drink Excessively
- Age-Adjusted Death Rate due to All Opioid Overdose
- Age-Adjusted Drug and Opioid-Involved Overdose Death Rate
- Age-Adjusted ER Rate due to Adolescent Alcohol Use
- Age-Adjusted ER Rate due to Adult Alcohol Use
- Age-Adjusted ER Rate due to Opioid Use
- Age-Adjusted ER Rate due to Substance Use
- Age-Adjusted Hospitalization Rate due to Adolescent Alcohol Use
- Age-Adjusted Hospitalization Rate due to Adult Alcohol Use
- Age-Adjusted Hospitalization Rate due to Opioid Use
- Age-Adjusted Hospitalization Rate due to Substance Use



# Internal dashboards: In progress





## DECEMBER 2024

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## DIRECTOR'S NEWSLETTER: Year in Review



As 2024 comes to an end, I am reflecting on a year full of gratitude and accomplishments. This year, two BHRS offices celebrated significant milestones, several BHRS programs and staff were honored for their work and we continued to make progress in making mental health and substance use services more accessible and culturally responsive for the San Mateo County community. In January, I shared my hope that this newsletter would be a good nudge to remind us of the lives that we change and the impact we make, everyday. I'm proud of the stories and experiences we have shared here this year and look forward to sharing more. As we move into the new year, let's continue to make this world a better place for all!

## Directors Newsletter December 2024

## 2024 Clients Served

From January to September 2024...



BHRS served **12,828 clients**. 11,397 clients utilized mental health services and 2,217 utilized alcohol and other drug services.



**The Access Call Center** received **13,595** calls.



**15.3%** (1,958) of clients **experienced homelessness**. 40.1% (899) of clients who accessed alcohol and other drug services experienced homelessness, while 13.3% (1,512) of clients who accessed mental health services experienced homelessness.

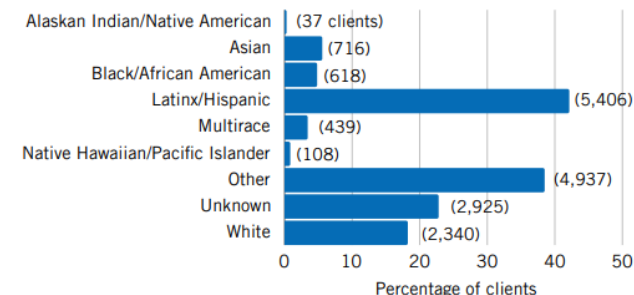


### Gender Identity\*

38.56% (4,947) Male  
36.40% (4,669) Female  
0.23% (29) Genderqueer  
0.19% (25) Transgender Male  
0.23% (29) Transgender Female  
0.32% (41) Another  
26.63% (3,416) Unknown

\*Clients may be counted in more than one category because their gender identity may have changed over time.

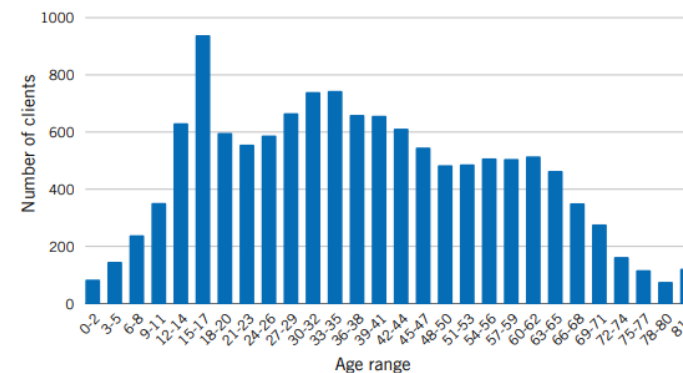
### Race/Ethnicity\*



### Primary Language

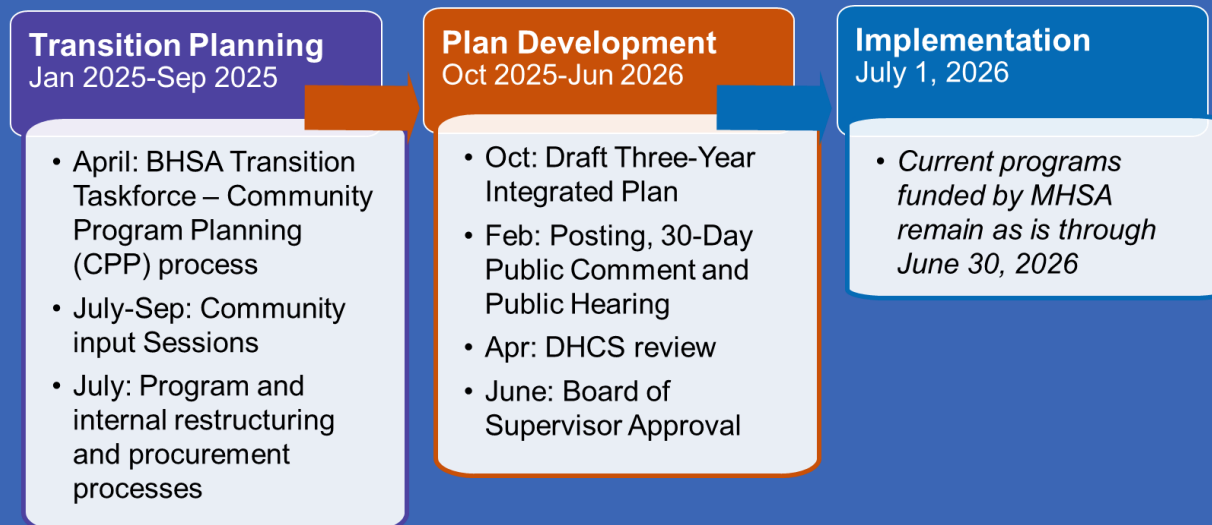
63.4% (8,143) English  
24.7% (3,178) Spanish  
0.98% (126) Portuguese  
0.63% (81) Tagalog  
0.36% (46) Cantonese  
0.23% (29) Mandarin  
0.19% (25) Arabic  
0.18% (23) Russian  
0.14% (18) Vietnamese  
0.09% (12) Turkish

### Age



# Stay Informed and Get Involved

- Visit the San Mateo County MHSA website [www.smchealth.org/MHSA](http://www.smchealth.org/MHSA):
  - Sign up for updates
  - Join an upcoming session on local Prop. 1 impacts and help inform the transition efforts:
    1. **BHSA Transition Taskforce** for overall understanding of Prop. 1 impacts
    2. **Information Session** deep dives on how Prop. 1 is impacting specific behavioral health services
    3. **Community Input Session** to provide your input on strategies moving forward



- California Health & Human Services Agency website: [www.chhs.ca.gov/behavioral-health-reform](http://www.chhs.ca.gov/behavioral-health-reform)



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