

# Wellness Matters

Your Wellness ♦ Your Way ♦ Your Community

An E-Journal of San Mateo County Behavioral Health and Recovery Services

July 2015

## Board of Supervisors Adopts Laura's Law

By Stephen Kaplan, Director, Behavioral Health and Recovery Services



### Autism Benefits for Medi-Cal Covered Families— Now Available

Families, pediatricians and providers— call the BHR ACCESS line at:

**1-800-686-0101**

Request Autism related services to get started today. (Please have documents that indicate diagnosis to submit).

On June 16, the San Mateo County Board of Supervisors approved Laura's Law, which provides for an adult living with a serious mental illness to be court ordered into Assisted Outpatient Treatment if they meet the additional eligibility criteria listed below:

- Unable to "survive safely" in the community without "supervision;"
- Has a history of "lack of compliance with treatment" as evidenced by at least one of the following:
  - a. Been hospitalized/incarcerated two or more times in the last 36 months due to mental illness; or
  - b. Demonstrated violent behavior towards self or others in the last 48 months.
- Has been offered treatment on a voluntary basis and refused it; and
- Is "deteriorating."

This recommendation was first brought to the Board of Supervisors on May 19. The Board had questions on how this would be implemented

and what we could learn from Orange County's experience since its implementation of Laura's Law approximately seven months ago.

In Orange County over 70 individuals have agreed to services voluntarily and five individuals have been referred to court but reached agreement to accept services. Staff from Orange County stressed the importance and value of outreach and engagement efforts that have led to the large majority of people accepting services voluntarily. They have also had some success with engaging individuals while incarcerated and facilitating a successful transition to community Full Services Partnership services.

Immediately upon implementation and continuing to the present has been the high volume of calls Orange County staff have received. Most of the calls are for information and referrals leaving a smaller number for staff to do outreach and conduct assessments to determine eligibility.

BHRs in collaboration with Aging and Adult Services will

establish a team to do outreach, engagement and assessment to determine eligibility, refer clients deemed eligible to Full Service Partnership services on a voluntary basis or to court for consideration to order treatment. Additionally, 50 Full Service Partnership slots will be available over a two year period.

Funding to implement Laura's Law will be finalized in September. The start-up phase is estimated to take up to six months. Referrals will be accepted after staff is in place, procedures established, and the FSP slots (our equivalent to Assisted Outpatient Treatment) are available.

An important part of the start-up phase will be providing education for family members, law enforcement, and health and behavioral health providers to make sure all have the most accurate information regarding the parameters of Laura's Law, the referral process and the services.

BHRs will provide a progress report to the Board one year after implementation. ☺

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### Seeking Mental Health and Substance Abuse Recovery Commission Members

Have you been wanting to get involved with San Mateo County? Do you want to help others get their voices heard? Are you involved with mental health, substance use needs and services? Consider applying for a position with the Mental Health & Substance Abuse Recovery Commission. You will be able to:

- Advise the Board of Supervisors on mental health and substance use needs for your community
- Involve your community in how funding and services are placed in the community
- Make your needs known to the Board of Supervisors
- Help San Mateo County remain accountable to the needs of your community

See link below for application. For more information contact Chantae Rochester at 650.573.2544 or [crochester@smcgov.org](mailto:crochester@smcgov.org). Application: <https://bnc.smcgov.org/documents/application>

**From the Director's Desk - Stephen Kaplan, Director, BHRS**



Stephen Kaplan

In November, 2004 California voters "HIT A GRAND SLAM HOMERUN" by overwhelmingly approving Proposition 63 the Mental Health Services Act (MHSA) to expand and transform California's county mental health service systems. By imposing an additional one percent tax on individual taxable income in excess of one million dollars over **\$12 billion** has been generated. Little did the voters know how important that vote was to tens of thousands of California residents living with mental health challenges, their families and the general community.

The MHSA specified certain categories for funding including Prevention and Early Intervention, Community Services and Supports, Housing, Workforce Development, Technology, Capital Investments and Innovation projects. The Act further required that a comprehensive stakeholder planning process to ensure broad participation in determining how best to utilize the resources was initiated in every county. Special attention was directed toward underserved and unserved populations. And the results statewide and in San Mateo County have been dramatic as demonstrated by the examples below.

**Full Service Partnerships (FSP)** – intensive services delivered to individuals with the highest mental health needs, such as those who are homeless or at risk of homeless-

ness. In fiscal year 2011-12 over 35,000 people were enrolled in FSP services delivered throughout California counties with dramatic improvements in clients' lives, their families and the communities where they live. In San Mateo County 556 clients were served. Since implementing FSPs in San Mateo County we have served just under 2,500 individuals. And the results below (which represent only some of what MHSA has accomplished) are substantial!

- Homelessness: DOWN 47% (State), 62% (SMC)
- Hospitalizations: DOWN 42% (State), 61% (SMC)
- Arrests DOWN 82% (State), 67% (SMC)

**Housing** - designed to create permanent supportive housing opportunities.

- **2,270** individuals have been housed
- 9,000 expected to be housed in future years
- The \$400 million initial investment is expected to **leverage \$2.8 billion**
- In San Mateo County, with the addition of the Waverly Apartments being planned in North Fair Oaks we will have built 60 beautiful apartments that provide supportive services.

**Workforce Development** – to build a stronger and more diverse workforce.

- Statewide \$444.5 million initial investment and;

- Since fiscal year 2008-09 over **4,000 individuals** have benefitted from a loan assumption program and over **2,500** graduate students have received stipends to help with the cost of their schooling.

The framers of Proposition 63 were optimistic, they believed in the voters of California to take a step unprecedented in this country for an issue that was not the "sexiest" nor one that may have individually affected them. And they were visionary knowing that nothing short of a significant transformation of the mental health system would suffice. Hats off to Senator Darrell Steinberg and Rusty Selix the originators of the MHSA and to the thousands of advocates and supporters who made it happen and who continue to make it happen as we proceed on this journey of transformation. ☺



**Save the Dates!**

Every September, San Mateo County participates in National Recovery Month to increase awareness and understanding of mental and substance use disorders and celebrate individuals in recovery.

Please join us in this years celebrations as "Recovery: Visible, Vocal, and Valuable."

- Sept 1: Breakfast at Bridges, Board of Supervisor proclamation and Resource Fair
- Sept 15 Annual Picnic & Resource Fair
- Sept 16: Recovery Dance and Movie Screening

More info coming soon. To get involved or for more information, please contact Voices of Recovery at 650-289-7670.

National Recovery Month  
Prevention Works - Treatment is Effective - People Recover  
SEPTEMBER 2015

**JOIN THE VOICES FOR RECOVERY**

*visible, vocal, valuable!*

**Mental Health Services Act Update – Doris Estremera, Manager of Strategic Operations**

**MHSA Innovative Projects**

The MHSA Innovation (INN) component funds novel, creative, ingenious approaches developed within communities and lead to learning for the mental health system. In the fall of 2014, the Community Program Planning (CPP) process to develop the MHSA Three-Year Plan included generating ideas for innovative projects. The MHSA Steering Committee made recommendations on which projects to move forward for further exploration, listed below in order of priorities. For the next phase of the MHSA INN project development, we are requesting a Letter of Interest from organizations for the following six project areas:

- The Health Ambassador Program
- Neurosequential Model of Therapeutics (NMT) for adults
- Housing advocacy services
- LGBTQ Behavioral Health Center
- Technology Innovations to support youth treatment and crisis
- Technology Innovations for engaging isolated and hard-to-reach adults

The Innovation Letter of Interest Form and instructions are available at the MHSA website, [www.smchealth.org/bhrs/mhsa](http://www.smchealth.org/bhrs/mhsa). The deadline to submit inter-

est in possible funding for the project areas above is July 10, 2015.

**Prevention and Early Intervention – New Guidelines Proposed**

The Mental Health Services Oversight & Accountability Commission (MHSOAC), which oversees the implementation of MHSA, is proposing changes to the language of the Prevention and Early Intervention regulations. To see the proposed changes and stay up-to-date on the adoption of the regulations, visit the MHSOAC website at [www.mhsoac.ca.gov](http://www.mhsoac.ca.gov). In summary, the proposed guidelines require the following general programming for local County PEI funds:

- At least one Prevention Program
- At least one Early Intervention
- At least one Outreach Program
- At least one Access and Linkage to Treatment program
- At least one Stigma and Discrimination Reduction program
- May include one or more suicide prevention programs

In addition, the following required strategies must be included in all PEI programs:

- Create access and linkage to treatment
- Improve timely access to

services for individuals/families from underserved groups

- Non-stigmatizing and non-discriminatory
- Focus on recovery, wellness and resilience
- Use culturally appropriate language, practices and concepts
- Reach individuals/families from underserved communities

Other PEI component requirements:

- Serve all ages with at least 51% of PEI funds for ages 0 to 25 and/or parents, caregivers or families of this age group
- Use effective methods: evidence-based, promising practices, community or practice-based standards
- Comprehensive reporting and evaluation guidelines, visit the MHSOAC website for more details

Once the proposed guidelines are adopted, an implementation plan for San Mateo County will be presented to the MHSA Steering Committee. If you are interested in joining the Steering Committee please contact Doris Estremera, MHSA Manager at [mhsa@smcgov.org](mailto:mhsa@smcgov.org) or (650) 573-2889. ☺



**BE IN THE KNOW**

With the BHRS Blog:  
[www.smcbhrsblog.org](http://www.smcbhrsblog.org)

Get the latest news, info on events, trainings and more!

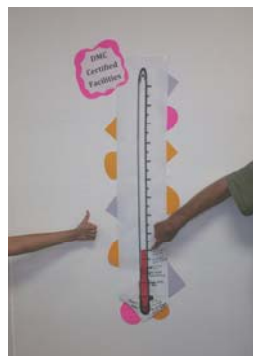
**5 New Drug Medi-Cal Providers Certified**

As of June, BHRS Alcohol and Other Drug services has certified five new Drug Medi-Cal providers! We extend hearty congratulations to Free at Last, Hope House, Sitike, The Latino Commission and Women's Enrichment

Center. And a special shout out and thank-you to Mark Korwald and Marcy Fraser for the continued support to our providers.

Stay tuned for more to come. ☺

- Paula Nannizzi





## San Mateo County Celebrates 3<sup>rd</sup> Annual PRIDE Event

June 13<sup>th</sup> was a fabulous day in Central Park in San Mateo! The San Mateo County PRIDE Initiative and the LGBTQ Commission teamed up with multiple county organizations and businesses to put on a day of entertainment, education, and fun at the 3<sup>rd</sup> Annual LGBTQI2S event! Over 600 people attended and over 40 organizations and businesses tabled—providing information and activities for attendees. Supervisor Dave Pine and BHRS Director, Stephen Kaplan opened the day

with celebratory remarks. Emcee and comedian, Marga Gomez, and DJ Lady Char kept the crowd engaged and introduced

13 great performances throughout the day. The main stage entertainment featured folk, blue grass, hip hop, rap, alternative rock musicians and an amazing salsa band as well as a queer fashion show, a poet, comedians, square dancing, and lion dancing. In the recreation center, the LGBTQ Commission held a reception for the community, the county poet laureate held a poetry workshop, community members were interviewed for an LGBTQ history project, and OUTlet sponsored a youth poster contest focused on the event's theme—*Beyond the Binary: Celebrating the Diversity of Our Community*. Kids had fun in the bouncy house and did creative activities with Our Family Coalition and the Children's Creativity Museum. It was a very sweet event that well-celebrated San Mateo County's LGBTQI2S community and our allies. Special



thanks to the mighty efforts of the planning committee—Regina Moreno, Dana Johnson, Lauren Szyper, Honora Miller, Susan Takalo, Janelle Bradford, and Brook Costello as well as all of the Commissioners and PRIDE Initiative volunteers. Also, big thanks to Jei Africa for his great support of this event as a Commissioner and PRIDE Initiative founder and member! We are happy that this event is reaching more and more people each year, and look forward to keeping the momentum going next year! ☺

- Katy Davis



## Permanent Supportive Housing for Adults with Serious Mental Illnesses

Telecare Corporation provides intensive multi-disciplinary wrap around services (Transitions Full Service Partnership, or FSP) to 229 adults living with a serious mental illness. The clients of this program typically have long histories of inpatient psychiatric hospitalizations, homelessness and incarceration. The goal of the FSP is to support individuals to live in the community while reducing hospitalizations, incarceration and homelessness. An essential component of the FSP is to secure affordable housing for its clients.

In November, 2012 Telecare secured the use of the Industrial Hotel in South San Francisco to provide permanent housing for 44 of its clients. The Industrial Hotel is

over 100 years old and although it helps to prevent homelessness, the facility is in significant need of upgrades to make the environment more conducive to the clients' recovery and safety. Recently approved Measure A funds will be used to substantially refurbish the individual and common living spaces.

The upgrades, however, are considered a short term solution to improving the living conditions at the Industrial Hotel. There is consensus among the City of South San Francisco, BHRS and Telecare, that an alternative permanent housing site must be found for the long term. Therefore, Measure A funds will be also used to conduct a feasibility study to analyze a potential replacement site,

identify other alternative sites, research funding strategies, conduct a needs assessment with the clients to inform the design of the units, community spaces and other amenities, and to propose a plan of action that would create quality, affordable living for FSP clients living at the Industrial Hotel.

Addressing the short and long term housing needs of this population will, in the immediate term, improve living conditions and keep people housed. With an expectation that the feasibility study will determine that a plan to build a new site is viable, residents will then benefit from not only safe and affordable housing but a home that will enhance their recovery and quality of life. ☺

## Introducing IMAT: Integrated Medication Assisted Treatment

In 2012, San Mateo County BHRS began a new way of looking at the way our system interacts with those suffering from Alcohol Use Disorders (AUD) using innovative approaches to treatment. We conducted a pilot program to study the effectiveness of Medication Assisted Treatment using Vivitrol, an injectable form of naltrexone combined with case management support. The results showed a significant reduction in alcohol use amongst the participants as well as a remarkable decrease in the utilization of high cost emergency hospital services.

As a result of the findings, BHRS is partnering with the Health Plan of San Mateo to implement the Integrated Medication Assisted Treatment (IMAT) program. We are currently crafting guidelines, training and onboarding staff and developing program content to implement treatment throughout the County – and we are seeing increased interest in the meantime! This growing demand for medication assisted treatment accentuates the need for collaborative efforts.

The IMAT program has three main areas of concentration: Primary Care Clinics, San Mateo Medical Center's Emergency Department & Psychiatric Emergency Services (ED), and Adult Probation working with individuals with criminal justice involvement. Case Managers will be stationed at the SMMC, within Primary Care clinics, and working in the field with probation to help screen, assess, and refer clients in need of linkage to Medication Assisted Treatment and other behavioral health needs.

Another centerpiece is the creation of a new primary care Medication Assisted Treatment clinic run by HealthRight360.

The clinic will open later this summer in downtown San Mateo and is designed to screen, assess, and treat clients referred by our clinical partners. Voices of Recovery (VOR) will provide collaborative peer-to-peer support and trainings.

A critical aspect of the IMAT program is an expanded partnership with Palm Avenue Detox. The program has contracted for additional beds with extended stay in the facility with increased case management for individuals engaged with MAT services. In the coming months we hope to spotlight more about our progress and the specific people and places behind this innovative and exciting program via Wellness Matters and the BHRS blog! For now, please help us welcome the new Integrated Medication Assisted Treatment team Case Managers:

**Camilo Gonzalez**, a bilingual /bicultural Certified AOD Counselor who served as the Intake Coordinator for The Latino Commission. He brings a richness of skills to the field, leadership, and knowledge of key resources in San Mateo and San Francisco Counties. He will primarily work with Adult Probation, a population he's had success engaging, treating and working with.

**Gabriel Lemus** brings passion, expertise and a solid track record working with incarcerated and other complex populations. Gabriel worked for Avetal State Prison where he greatly contributed to the success of the substance abuse treatment program. He's a bilingual / bicultural counselor with much to offer individuals and providers in the Adult Probation system.

**Jason Perez** has a wealth of experience in the co-occurring behavioral health field and a

passion for working with this population. Jason has developed and worked in integrated hospital settings with a variety of curriculums, treatment approaches, and service modalities. He's a Certified AOD Counselor who will bring energy and a fresh perspective to our Emergency Department (ED) and Psychiatric Emergency Services (PES).

**Alberto Ramos:** In addition to being an energetic and positive individual, Alberto has worked for a Full Service Partnership in San Jose serving individuals with complex behavioral health needs. He has experience providing intensive field-based clinical case management in a variety of community settings, and a familiarity with AVATAR. Alberto brings a bilingual/bicultural and holistic approach that will serve him well in the ED.

**Chloe Whittlesey**, an MFT candidate with significant behavioral health and motivational interviewing skills. Chloe's collaborative, trauma-informed approach to cases will be an asset in the ED. She is multilingual, Spanish and French; and has solid experience providing Therapeutic Behavioral Services, crisis stabilization, family therapy and collaborating with diverse providers.

**Devin Aceret** is nearing certification as a Registered Addiction Specialist with experience as a supervisor at StarVista Your House South, a program for runaway youth with focus on family reunification. He has also worked with youth through Asian American Recovery Services. Devin has worked with adults through StarVista First Chance, and Project 90. Devin brings a lot of enthusiasm and experience to his new Co-occurring Case Manager role with BHRS. Devin will be

(Continued on page 12)

### Family Assertive Support Team

Are you concerned about an adult family member who may be showing signs or symptoms of serious emotional distress and don't know what to do?

**Call FAST:  
(650) 368-3178**

**We Make a Difference  
AND We Come to You!**

*Spanish and Mandarin speaking capacity are available. Other languages are available upon request.*

*Free service made possible by the voter-approved Mental Health Services Act (Prop. 63).*



## It's All About Family and Community

I quickly realized as I drove through the streets of East Palo Alto that I was going to be meeting Mamadee, and learn all about the work she does through Pacific Tonga Ma'a Tonga, at her home. As soon as I sat down in her living room and started talking with her, it made perfect sense. "This is home, this is family and this is where the whole action begins," says Mamadee as she explains why her home is her office and why there is a gazebo in the front of her house with a desk and comfy chairs.

The gazebo, decorated with traditional Pacific Islander artwork, is where Mamadee sits, when she is not at McDonald's, Taco Bell, Home Depot and anywhere else in the community where she knows she can connect with people who need services. Mamadee sits under her gazebo and waves to people as they drive or walk by as a way to build community and make herself available. She pulls out her drum set and the

neighborhood kids come over and play. People show up at her door without appointments and she feeds them to build the family and community bond. "I have an open door policy and the word gets out...Go to Mamadee's house."

Mamadee has learned that first impression and making the individuals she meets feel comfortable from the start, is key to helping the Pacific Islander community. Her goal is to make people feel at home so that they will open up to her, accept her help and gain access to the health and social services and programming they need. She opens her home to many and models family and community. "There is a lot of comfort with sitting around at home, having a cup of coffee and praying together. No stigma of having to walk into a social service agency... this becomes their point of entry."

She goes on to tell me a recent story of a homeless immigrant family from San Rafael who traveled all the way to her house—a husband, wife and their two kids—because a former client told them to "Go see Mamadee." They arrived on a Saturday at Mamadee's house and in two weeks she helped them enroll their kids in school, get to a shelter and obtain the services they need. The first day they arrived to Mamadee's house, they cried, shared their story and prayed. Mamadee allowed them to stay at her house. On Monday, Mamadee fed them breakfast and handed them a to-do list, which she uses with all her clients to help them stay focused and get them the help they need. First stop on the to-do list, "the third floor" as is referred to by many in the East Palo Alto community

(health and social services) to get them registered for services. She then gave them a tour of East Palo Alto to key agencies she knows will be vital to this family's recovery - the Ravenswood clinic, Ravenswood School District, El Concilio, Mental Health, One EPA, Free at Last, and local churches where they can get free dinners. She briefs them on what to expect and what to know about each organization. "Every day we look at our to-do list and check it off. One day at a time we check off the list until the final item to get them shelter."

Pacific Tonga Ma'a Tonga (PTMT) serves the East Palo Alto and Belle Haven/eastern Menlo Park areas as well as greater San Mateo County and provides community workshops, language services, client advocacy, a warm hand off, linkages to other services, problem solving for issues or road blocks, and support for any transition they may need. PTMT's mission is to help as many families as possible and empower them to gain access to programming. PTMT staff often meet with up to 10 families a day. Mamadee wants to ensure that these families have support through each step of the way to healthier, fulfilling lives. "I wore my clients' shoes, over and over again. I learned the hard way and I believe that it's so important to give it back to your community. I teach my kids to give back."

By meeting clients where they are and engaging them in a culturally relevant manner, Mamadee is a remarkable example of the positive impact one person can have in their community. ♪

- Doris Estremera





## California Mental Health Advocates for Children and Youth Conference

The 35th Annual California Mental Health Advocates for Children and Youth conference was attended by Sisilia Fifita and Gloralee Cooper, Peer Support Workers (Family Partners) and Suzanne Aubry, Director of Family Services and Support, from May 27-29. We had the honor of listening to key note speaker Dr. Steve Sroka, who delivered a powerful speech regarding the “Power of One” to change the future. Dr. Sroka spoke on the importance of using community, care, collaboration and communication, “the 4C’s,” to make a connection and optimize services for the families we support. In addition, Dr.

Sroka encouraged providers to connect to the hearts of the people we serve so that we can reach their mind. It is only through this process can we make changes that impact the lives of others. As staff with lived experience, we use these concepts on a daily basis to provide hope and strength to family members and/or consumers we serve who are coping with mental illness. In addition, we had the opportunity to attend an array of workshops that focused on the incorporation of faith based practices within treatment, creating safe spaces for parents/caregivers to gain support through Parent Cafes

(support group), methods to reduce stigma surrounding mental health and breaking down barriers preventing collaboration across multiple systems. These workshops provided us with tools that we will share with our respective teams and colleagues so that we can provide the best possible support to families and clients involved in our mental health system.

Our attendance was made possible thanks to MHSA funding. ✨

- Gloralee Cooper

## Cordilleras Corner: Redesign Project - Terry Wilcox-Rittgers

If you have not visited the Cordilleras Campus, you may want to take a look at it sometime soon prior to the changes that will take place in the not so distant future. Below is a photo of the geologic testing being conducted on the ground where each of the buildings will be constructed and the surrounding banks where the retaining walls will be built. These tests will provide information on the safety of building on the land; the types of material and lengths/types of tiebacks that

will need to be used for the retaining walls; and the lengths/types of foundations needed for the buildings.

One of the tests included a Geo-phone test where geophones are placed five feet apart in the ground across the property and then a sledge hammer pounds a metal plate numerous times next to each phone. The sound waves emitted between each phone is recorded electronically and indicate the makeup of the earth in various parts of the site. Another geologic test conducted during the drilling phase uses special equipment to remove core samples of the earth in the banks where retaining walls will be built, as well as the ground where buildings will be located. The sample are then sent to a lab for evaluation.

As in all new phases of the project, the Cordilleras staff and clients and Canyon Oaks staff were briefed on what to expect and when/where the testing was to be conducted.



Terry Wilcox-Rittgers

They were also invited to observe the work and ask questions. Some of the Cordilleras clients took advantage of this opportunity and were provided an educational experience by the folks conducting the testing.

Many thanks for all of the input that you have provided. Your suggestions are being incorporated as potential elements of the future campus and its services. Please continue to send me suggestions as you think of them. ✨



## Wellness Corner

As defined by SAMHSA, “Recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.” *Wellness Corner* presents another heart-filled personal sharing from our Consumer Advisory Committee’s member of his continued engagement in daily self-care wellness activities. Indeed, wellness is a deliberate, purposeful process; it requires consistency and commitment in making responsible choices for a healthier and more satisfying lifestyle. Wellness leads to recovery!

- Shirley Chu, Chair, Total Wellness Consumer Advisory Committee

### Emotional Wellness

When I was a kid, I went to school and had trouble concentrating and understanding the class lessons. The teachers had to hold me back in 1<sup>st</sup>

grade, and 3<sup>rd</sup> grade because of my learning disability. In high school, I became very depressed, experienced mood swings because of being held back twice, and was confused a lot. What made it worse was that I started partying every Friday and Saturday with my school mates, for the reasons that made clear sense to me then. At home, I was stubborn, and did not listen to my Dad at all.

My heart was aching in pain when my grades were failing and when I was kept off the school football team that I enjoyed so much! Then, things started going downhill. I kicked myself out of the house at a young age – though I felt quite relieved of having all the freedom to myself as it seemed “no stress, no anxiety” once and for all! The emotional fight I had for years “in me” got worse soon after! I went through eight

jobs and many rental apartments. Finally, when I was forced out of a very stable, good job at Safeway, I truly realized that “I was emotionally sick, and needed to see a doctor.” I did! I also took the prescribed medications to make me feel better.

Now, I have been able to keep this one apartment for 26 years! I continuously try hard not to have my house cluttered as it would when I become emotionally down. I routinely get out of the house to do meditation, I am riding my bike 6 miles every day and aim to do more, I have cut down on sugar, and I am holding a job well for years! I realize finally, that all these changes have to come from me – within myself! ☺

- Gilbert Cavallini, Total Wellness Consumer Advisory Committee Member



### NAMI Walk 2015

The County of San Mateo "BHRS Health and Hope for All" team joined more than 1500 other walkers in Golden Gate Park on May 30<sup>th</sup> for the 11<sup>th</sup> annual Bay Area NAMI Walk. The event was sponsored by the National Alliance on Mental Illness (NAMI), the nation’s largest grassroots mental health organization. The event is dedicated to building better lives for the millions of Americans affected by mental illness.

This year’s BHRS team of spirited walkers raised nearly \$1,700 to help support NAMI’s efforts to combat stigma and raise awareness. We extend our heartfelt thanks to all who supported the walk and the walkers, and invite everyone to come join us next year for a truly uplifting event! ☺

- Matt Boyle



## New Pioneer Outpatient Services—A Program of HealthRIGHT 360

### Youth and Adult Mental Health Service, Substance Use Disorder Services and Day and Evening Therapy Group now available at HealthRIGHT 360's new Pioneer clinic.

Seeking mental health and substance use disorder support can be frightening especially given the ongoing stigma surrounding them. We at HealthRIGHT 360 understand the courage it takes for individuals to step forward. Our Outpatient Services are comprised of clinicians and other professionals who specialize in treating clients with co-occurring disorders, in empathic and culturally sensitive ways.

Our new Outpatient Program at 2015 Pioneer Court in San Mateo is committed to working with underserved communities from a variety of backgrounds. We strive to meet the ongoing needs of individuals struggling with mental health issues, substance use disorders, and dual diagnoses.

Outpatient Services currently provide youth and adults with mental health services. In the near future we will also provide substance use disorder

services in the form of individual and educational group therapy. Our programs are open Monday through Friday, 8:00am to 5:00pm, though they will be extended for evening therapy groups. The concentration is on early recovery, coping with stress triggers, relapse prevention, anger management, substance use disorder education, and socialization skills. We offer trauma informed, gender specific groups, process and structured curriculum groups, and draw from the Stages of Change, Cognitive Behavioral Therapy and Seeking Safety models.

The program begins with 10 individual mental health therapy sessions within four months with the possibility of additional sessions. We welcome individuals of all ethnicities, sexual orientations, and gender identities and serve youth (12 to 17 years old) and adults. We happily accept clients from the San Mateo County ACCESS Call Center.

Clients can benefit from immediate appointments, public transportation support (we provide SamTrans to-

kens), and wheelchair accessibility. We are able to accommodate parents/families with children, and we provide support for clients with additional life-affecting issues such as Child Protection Service cases and Parole and Probation involvement.

If you are interested in receiving Outpatient services, please complete the following simple procedures:

1. Call the San Mateo County ACCESS Call Center  
Phone: (800) 686- 0101  
TDD: (800) 943-0101
2. Ask for a referral to HealthRIGHT 360's outpatient services

Clients may also receive referrals to the full spectrum of HealthRIGHT 360 services, including residential drug and alcohol treatment, mental health services, and primary healthcare clinics, as well as local re-entry services related to computer literacy, job search, and housing assistance. ☺

- Amy Lessler, StarVista

### David Lewis Award - Nominations due August 7

The Mental Health & Substance Abuse Recovery Commission is seeking nominees recognizing outstanding contributions towards recovery. This honor is made to the individual or organization who have made an extraordinary difference in the lives of people with substance abuse disorders and the San Mateo County community.



Recognition is given for public education or advocacy around alcohol and other drug abuse issues or to address stigma; services to persons with substance abuse disorders; creation of new and innovative programs or community support activities; recognition of fundraising for substance abuse treatment activities or long-term financial support to substance abuse programs; working for new legislation; compassionate treatment of persons with alcohol and other drug disorders.

More info can be found on the nomination form at:

<http://smcbhrsblog.org/2015/06/30/david-lewis-award-nominations-august-7-deadline/>

**Next QIC Meeting:**

Wednesday

July 8, 2015

10:00 am—Noon

2000 Alameda de las

Pulgas, Room 201,

San Mateo

**Q-Tip for Quality** - *By Quality Management Staff***How to Handle Releases of Protected Health Information**

Every week, Quality Management (QM) fields questions about releasing BHRS clients' protected health information (PHI). Here are some points to remember before releasing a client's record. If the consent is not one created by BHRS, check with QM to make sure it is a legal consent.

**Clinical Staff** is responsible for **overseeing** all releases of chart materials. **Administrative staff** is responsible for **preparing** the chart for release. Once printed, a member of the clinical team must review the chart; this could be the treating clinician, another member of the team, or the unit chief. Every clinician who has documented in the chart should be informed of the request. The reason for this review is to

identify and remove, *if necessary*, any information contained in the chart which might be harmful or detrimental to the client/others, or may cause a breach.

Particularly important points:

- Use great care when releasing PHI to individuals not directly treating the client. This includes attorneys, employers, family members, or others.
- For Subpoenas or Court Orders, call QM for consultation and timelines. Please fax or email the original request to QM for review.
- When releasing to the client or client representative, the clinic or clinician contacts the client or client representative to deter-

mine what is being requested, and to consult about the most appropriate response.

- For SSI requests, a clinician needs to approve the material to be released and completion of additional forms may be required.

It is of the utmost importance that the client understands what the release entails and wants their information released. The treating clinician should discuss this with the client before deciding to release any portion of the client's chart.

For more information about this topic, follow this link below to the BHRS Policy 03-06.

*QM always appreciates any feedback or ideas you'd like to share with us.* ☺

<http://www.smchealth.org/sites/default/files/03.06DisclosuresPHIwClientAuthAmend3.13.13.pdf>

**Insurance Enrollment Services Offered at San Mateo County Fair**

From June 6-14, Behavioral Health and Recovery Services' Health Insurance Enrollment Team had a table at the San Mateo County Fair. Funded by the AB82 DHCS Medi-Cal Outreach and Enrollment grant, Sara Arancibia, Seema Janjua, Winnie Chan and Stefan Luesse from BHRS, together with the support of Star Collins from Correctional Health and Dr. Robert Stebbins from Invision/ Shelter

Network, were present with an outreach booth in the Expo Hall. At the fair, the Health Insurance Enrollment Team answered questions not only about Medi-Cal and Covered CA, but also about the whole spectrum of government as-

sistance programs, including Social Security, housing, food, and immigration assistance programs available to Bay Area residents. During the nine days of the County Fair, the team had almost 150 unique conversations with fairgoers about their public benefits and offered assistance with over a dozen new enrollments. The team was even able to manage a first - to complete an actual on-site application for Medi-Cal at its fair booth. In addition, Invision/Shelter network was able to recruit over a dozen new volunteers for their homeless assistance programs. Even on the slow fair days, the team was able to lend invaluable advice and assist consumers with understanding complicated benefits issues. Many consumers also stopped by to inquire about BHRS' clinical

services for friends and relatives. The "Guidelines for Calling 9-1-1" wallet card was one of the most popular items handed out during the fair. While some consumers expressed their disappointment in their current Covered CA plan and their inability to access adequate care at an affordable price, numerous people took the time to stop by the booth just to state their gratitude for the extraordinary work BHRS does in connecting San Mateo County residents with Mental Health and Substance Use Disorder treatment resources and for Invision/Shelter Network's assistance to the County's homeless population. ☺

- Stefan Luesse



BHRS Health Insurance Outreach and Coordination Team: Stefan Luesse, Bob Stebbins, Winnie Chan, and Sara Arancibia (missing from the photo: Seema Janju).

## Trainings

▪ **July 6**  
Working with Filipino Youth  
Visit the new training calendar for details and an up-to-date list of trainings (see link below).

## Employee News

### Employee Service Awards

#### 20 Years

- **Tracy Loum**, Administrative Services

#### 10 Years

- **Jennifer Bruggeman**, Adult Resource Management
- **Phillipe Nicolay**, Youth Services Center
- **James Rutherford**, Central Youth Team



New Training Calendar: [www.smcbhhsblog.org/bhrs-calendar-staff-and-provider-trainings/](http://www.smcbhhsblog.org/bhrs-calendar-staff-and-provider-trainings/)



## Employee Spotlight



**Nancy Littlefield**  
Supervisor, School Based Mental Health (SBMH) Services

**Hometown:**  
Pacifica, CA

**Years at BHRS/SMC:**  
34 years in September!

**What do you do?**  
I supervise the program that

receives referrals from Special Education IEP Teams throughout the County. We conduct assessments, recommend and provide the level of mental health service the child needs to benefit from their educational program. We are the "sorting hat" for levels of school based MH care.

### What do you enjoy most about your job?

Feeling like I can make a difference for a child and family, and that I can enjoy that effort with the people I work with in all different agencies - especially educators. As a school social worker by training, I think schools are where children and families are accessible to be helped.

### Most rewarding/memorable experience:

Having the service not only survive, but expand when the mandate for IEP mental health services was returned to District control in 2010. Schools recognize the value of what we do.

### Favorite hobbies/activities:

Swimming with my Masters team, cooking, watching the Giants, hanging out with my husband and playing with my cats.

### "If I weren't in my current role, I'd be..."

Jackson Galaxy—cat behaviorist by day. 🐾

## Mental Health and Substance Abuse Recovery Commission

**Wednesday, September 2nd**

3:00 – 5:00 pm  
Silicon Valley Community Foundation  
1300 El Camino Real  
San Mateo

Commission meetings are open to the public and are generally held the first Wednesday of the month. For location or more information, call 650.573.2544 or visit: [www.smchealth.org/MHSARC](http://www.smchealth.org/MHSARC)

## StarVista Early Childhood Community Team Expansion

With the award of new Measure A funding, StarVista will expand their Early Childhood Community Team (ECCT) model of providing comprehensive prevention, early intervention and treatment services to families with young children in three regions within San Mateo County: South San Francisco/Daly City, Coastsides/South Coast (Half Moon Bay, Pescadero, and La Honda) and Redwood City, specifically the

North Fair Oaks region.

Each ECCT consists of a Mental Health Consultant, a Community Outreach Worker and a Mental Health Clinician. The goal of the ECCT services is to provide comprehensive, coordinated and individualized prevention and early intervention services to targeted communities. ECCT services are provided within the community, embedded within childcare programs, schools,

family resource centers and community centers. By providing prevention and early intervention services within these community settings, StarVista is able to reach families who might not otherwise seek out mental health supports and effectively reach under-served and unserved families.

— Paul Sorbo



**IMAT**

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based out of the Fair Oaks Health Center in Redwood City and the Sequoia Teen Clinic also in Redwood City.

**Ericka Rivera** is a bilingual/bicultural, Addiction Specialist with experience as a bilingual assessor with El Centro De Libertad and Methadone Director for Westside Community Services in San Francisco. Ericka is also certified as a Domestic Violence Counselor. She has worked

with clients with a history of trauma as a volunteer for Rape Trauma Services. Ericka brings a wealth of knowledge and experience working with youth and adults. She is a great fit for her new role on the Primary care Interface team. Ericka will be based out of the Fair Oaks Health Center in Redwood City.

**Ricardo Villa**, a bilingual/bicultural case manager with a Master Degree in counseling and school psychology. Ricardo has experience working with youth and adults as a

counselor through the Edgewood Center and Alum Rock Counseling Center. He has worked in an extra help capacity for San Mateo County in HSA. and has served in the United States Navy. Ricardo's experience with counseling, case management and wrap around services will be a great asset in his new role. Ricardo will be based out of the Daly City Primary Care Clinic. ✍

- Mary Taylor Fullerton,  
iMAT Program Supervisor

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(To subscribe, click the red envelope at the top of the page.)

Forward comments, suggestions or contributions for *Wellness Matters* to Diane Tom, Editor: [DiTom@smcgov.org](mailto:DiTom@smcgov.org)



Behavioral Health and Recovery Services  
San Mateo County Health System

225 37th Avenue, Suite 320  
San Mateo, CA 94403  
Phone: 650.573.2541  
Fax: 650.573.2841  
Website: [www.smchealth.org](http://www.smchealth.org)  
Blog: [www.smcbhrrsblog.org](http://www.smcbhrrsblog.org)  
[www.sanmateo.networkofcare.org/mh](http://www.sanmateo.networkofcare.org/mh)

