

## DIRECTOR'S UPDATE

Scott Gilman, MSA, CBHE

### Celebrate Recovery Month



It's that time of year again, National Recovery Month, also known as Recovery Happens Month in San Mateo County. Recovery Month

is a national observance held every September since 1989 to educate Americans about substance use treatment and mental health services that can enable those with mental and substance use disorders live healthy, rewarding lives.

Voices of Recovery, in collaboration with Behavioral Health and Recovery Services, has been a part of this celebration since 2014 to promote awareness, positivity, and encouragement for those in and seeking recovery.

Just as we celebrate other health improvements, during September we celebrate the gains made by those living in recovery. We hope that you will join our virtual events featuring:

- Sept 1-30: Virtual Art Show & Resource Fair
- Sept 14: Proclamation
- Sept 22: Recovery Speaker Jam
  - History of Recovery Month in San Mateo County
  - Special Celebrity Speaker
  - Steve Kaplan Award
  - Philomena Family Expression of Hope
- Sept 29: Recovery Expression of Talent

See the complete list of events and links at [www.vorsmc.org/recoveryhappens2021](https://www.vorsmc.org/recoveryhappens2021).

Everyone's journey is different and we all experience peaks and valleys. However, with the strength, support, and hope from the people we love, we can be resilient and believe that recovery is possible.

### Reconnect, Reenter and Rebuild



September is also Suicide Prevention Month (SPM), which includes National Suicide Prevention Week (September 5-11) and

World Suicide Prevention Day (September 10). SPM aims to empower everyone in the community to prevent suicide.

For 2021, San Mateo County, StarVista and its partners are promoting the theme “*Supportive Transitions: Reconnect, Reenter, Rebuild.*” Transition can be conceptualized as an event or series of events that cause fundamental changes in the fabric of daily life – what people do, where they do it, and with whom.

Transitions, in any shape or size, expected or unexpected, welcomed or not, can be unsettling, disorienting, and stressful. They can even impact our mental health. Major life changes have long been understood to be environmental risk factors for suicide. Positive coping skills, resilience, and connectedness to family, friends, and our community can act as protective factors to help us navigate transitions.

While the pandemic has changed the fabric of our lives, it has also strengthened our resilience and resolve. As we reenter “normal” life – whether it is going back to school, reconnecting with friends, rediscovering favorite places, or reimagining our future – transitions are easier when we navigate them together. Remember, each of us can play a role in suicide prevention. Together we can reconnect, reenter, and rebuild for the future.

Each year, BHRS' Office of Diversity & Equity (ODE) and the Suicide Prevention Committee (SPC) publish a list of events supporting Suicide Prevention Month. All events

**36.1%**

Revenue Ratio (R3)

**8,629**

Total Clients

**780**

Admitted

**879**

Discharged

are free (unless otherwise noted) and open to the public. This year, events will be in-person and/or virtual.

To see the full list of events and learn more about how you can advocate for suicide prevention throughout September, visit [SMCHHealth.org/Suicide-Prevention-Month](https://SMCHHealth.org/Suicide-Prevention-Month).

## AOD Clients Highly Satisfied



California counties opting into the Drug Medi-Cal Organized Delivery System Waiver (DMC-ODS) are required to collect and submit client satisfaction data annually for clients served by BHRS' contracted substance use disorder programs. The validated Adult Treatment Perception Survey (TPS) was developed by UCLA to collect and assess client satisfaction outcomes for the California Department of Health Care Services (DHCS).

The survey measures client satisfaction with access to and services from the substance use disorder system of care, and provides a snapshot of the adult population receiving treatment in San Mateo County. The survey was grouped into five domains for analysis (access, quality and appropriateness, care coordination, outcome services, and general satisfaction).

Eighteen treatment providers participated in the 2020 survey and 175 surveys were completed (92.6% in English, 7.4% in Spanish; 54% online, 43% on paper, and 3% via phone).

We received a 94% overall client satisfaction rating – our highest-ever score. Clients were also highly satisfied in 9 of the 14 questions asked, including "being treated with respect" and "feeling welcomed." Of the clients surveyed, 86% received any telehealth services, with 41% receiving all or most all of their services via telehealth, and 37% utilized telehealth very little or not at all.

One client commented, "I learned the path to sobriety and live a richer, fuller and healthier life," while another said, "As many times as I have relapsed, I appreciate the open-door policy that each staff member has shown me here at Palm Ave Detox."

BHRS' Alcohol & Other Drug Services has been administering the TPS Survey since the Organized Delivery System began in 2017. Over the last four years, access, quality, care coordination, outcome, and

satisfaction measures have remained consistently high, with slight increases each year.

On questions regarding convenient locations, clients choosing treatment goals, clients being treated with respect, cultural sensitivity, coordination with mental health providers, clients feeling welcomed, overall satisfaction with services, clients receiving the help they need, and clients recommending the agency, we received our highest scores to date in the 2020 survey. See an overview of the [survey results](#).

## David Lewis Award



Congratulations to William Alexander, 2021 recipient of the San Mateo County Mental Health & Substance Abuse Recovery Commission's David Lewis Award, which recognizes outstanding contributions towards recovery.

William has overcome homelessness and addiction and has made an extraordinary difference in the lives of people with substance misuse disorders. Three years ago, William was homeless and addicted. He prayed for a miracle, and got one. With a hand up from a police officer and a pastor, William received the chance he needed to overcome homelessness and addiction.

After rehabilitation and recovery, William was placed at a sober living home, that he now manages. He helps new residents assimilate to sober living and assists others on their path to recovery. He is a role model and a mentor to those living in the home.

William advocates for the unsheltered communities and assists them in any way he can. He shares his lived experience, dispelling the stigma of addiction and recovery. William volunteers in his community and sits on a Community Advisory Council, working on innovative solutions to solve homelessness and help those addicted.

He is a great example that homelessness and addiction can be overcome and that a good, productive life is possible. William now helps others by offering the "hand up" that people need on their journeys to recovery.

## Our Common Ground Shines

The pandemic has been incredibly difficult and harrowing for individuals seeking treatment and recovery in San Mateo County. A cursory internet or literature



search will reveal grim statistics and trends that this population has suffered and continues to endure. Therefore, it is important to highlight the victories and the hope that the pandemic has brought to the

recovery community. In honor of "Recovery Happens" month in September, we honor one program that stood out by serving and instilling hope in this community: "Our Common Ground (OCG)."

During the pandemic, OCG has been courageous and flexible, adapting quickly as needs changed. They continued admissions, created a quarantine wing, and never dropped their bed census. They actually significantly increased their client completions or graduations this year compared to the prior two years. On September 30, OCG's graduation ceremony will feature the highest number of graduates in their 58 year history. This is a remarkable accomplishment!

OCG's blend of programmatic structure, client accountability and centeredness, veteran clinical and residential staff, and enhanced mental health supports in recent years have paid off and served the recovery community well. We are fortunate to have programs like OCG in our system of care that help clients lead sober, drug free and fulfilling lives.

## COVID-19 Update



Cases of COVID-19 are once again rising. Our top goal is to keep our consumers and staff as safe as possible.

**Delta variant and vaccination:** It is estimated that about 90% of all

positive COVID-19 tests are showing the Delta variant. The Delta variant spreads quickly and the best way to stay safe is to get vaccinated, continue masking, avoid large crowds, and practice hand hygiene.

All three COVID-19 vaccines available (Pfizer, Moderna and J&J) are effective. They prevent severe illness, hospitalization, and death in those fully vaccinated. Visit the San Mateo County Health website at [www.smchealth.org/coronavirus](http://www.smchealth.org/coronavirus) to schedule your vaccination.

**Third vaccine dose for immunocompromised individuals (booster shot):** Based on the latest

guidance from the Centers for Disease Control and Prevention (CDC) and authorization by the Food and Drug Administration (FDA), San Mateo County along with other healthcare systems are preparing to provide a third dose of either the Pfizer or the Moderna COVID-19 vaccine to people with significantly weakened immune systems. At this time, a third vaccine dose is not recommended for others.

**Masking:** The California Department of Public Health recently published new statewide masking guidelines. This step also aims to protect people against the Delta variant. The guidelines require masks for everyone, whether vaccinated or not, in public indoor settings. San Mateo County requires masks in all county operated locations.

**Child safety:** For children, a mask or face covering is a safe and effective step to prevent the spread of illness. Wearing a mask, distancing, and handwashing are important habits to encourage. These steps also protect grandparents and medically vulnerable consumers, friends and relatives when children visit.

At the time of writing (August 23, 2021) the FDA has not authorized COVID-19 vaccine for children under 12.

## MHSA Announcements

### Full Service Partnership Workgroup

MHSA prioritizes Full Service Partnership (FSP) services for individuals living with a serious mental illness. If you are interested in joining a time-limited FSP workgroup to explore FSP priority outcomes and service improvements, we ask that you:

- Complete this short [interest survey](#) ASAP
- Commit to attending all three (3) meetings on Sep. 2, Oct. 7 and Nov. 3, from 3:00 - 4:30 pm

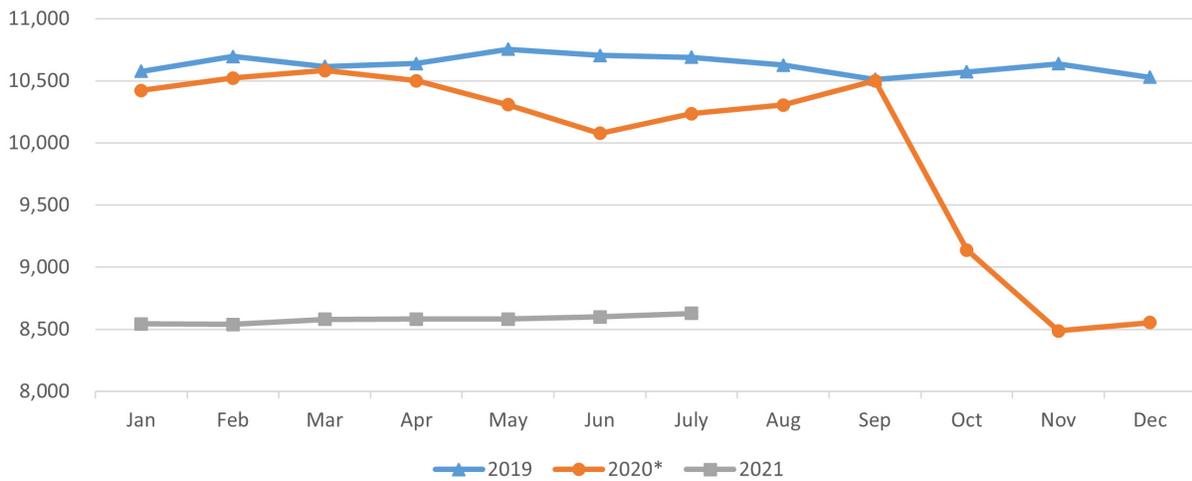
The workgroup is limited to 10-12 individuals. See the [flyer](#) on the MHSA webpage (under announcements) for more information.

### Next MHSA Steering Committee Meeting

The MHSA Steering Committee is open to the public to provide input, make recommendations and stay up-to-date on MHSA developments and ongoing programming. The next meeting is September 2, 3:00 pm – 4:30 pm. More details in this [flyer](#). Visit the MHSA [webpage](#) for more information.

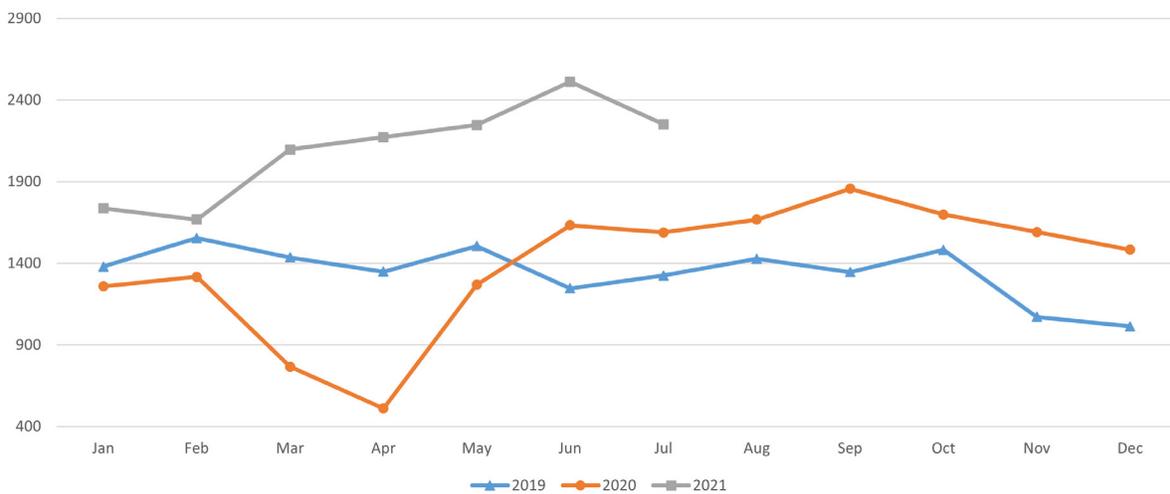
# SNAPSHOT: BHRS Clients - as of July 31, 2021

## Total BHRS Clients by Month (2019 - 2021)



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

## BHRS Access Call Center - Total Calls by Month (2019 - 2021)



Service Category	Total Clients	Admitted - July	Discharged - July
Mental Health Services County SMI	5,677	549	600
Mental Health Services Contracted SMI	1,990	93	90
AOD Services	962	138	189
<b>Total BHRS Clients</b>	<b>8,629</b>	<b>780</b>	<b>879</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%** - 36.1% (revenue ratio of billed services as of 07/31/21)