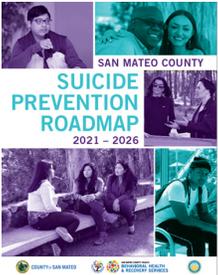


DIRECTOR'S UPDATE

Scott Gilman, MSA, CBHE

Suicide Prevention: Five Year Strategy



Last month, during Suicide Prevention Month, San Mateo County released its second suicide prevention strategic plan: [Suicide Prevention Roadmap 2021-2026](#).

With the ongoing pandemic, suicide prevention has become more important than ever across the nation. In San

Mateo County, suicide deaths increased by 32% from 2019 (60 people died by suicide) to 2020 (79 people died by suicide). There was also a 15% increase in the number of calls to the San Mateo County Star Vista Crisis Hotline (650-579-0350) from 2019 (12,300 calls) to 2020 (14,100 calls).

The Roadmap is part of a larger vision to reduce suicide deaths, suicide attempts, and the pain associated with suicidal thoughts so that everyone in our community can realize healthy and meaningful lives.

Building off the first [Suicide Prevention Roadmap 2017-2020](#) and the [California Striving for Zero Suicide Prevention Strategic Plan 2020-2025](#), the 2021-2026 Roadmap includes:

- Data to understand our local needs and best practices, and to inform local prevention efforts.
- Education on how to approach, support, and refer those who are at risk for suicide.
- A resource directory of local suicide prevention programs and activities.
- Opportunities to lead and/or collaborate, guided by a comprehensive plan.

Thanks to the Office of Diversity and Equity and the Suicide Prevention Committee for leading these efforts. Get involved at smchealth.org/SuicidePrevention.

Specialty Mental Health Private Provider Network



One of the major roles of the BHRS Access Call Center is to manage a network of contracted providers who offer individual, family, and group therapy services to San Mateo County Medi-Cal

members. From 1995-2020, Access was responsible for overseeing the entire Private Provider Network serving clients with both mild-moderate and serious mental health issues.

On October 1, 2020, BHRS transferred responsibility for managing the mild-moderate private provider network back to the Health Plan of San Mateo. This allowed BHRS to focus its primary efforts on developing and expanding the Specialty Mental Health Private Provider Network (SPPN) for clients with a serious mental illness.

In response to the increasing requests from clients for therapy services at the clinics, BHRS has begun a marketing and outreach effort to recruit providers to the SPPN. It offers a completely new approach to providing services and working with BHRS.

With the new SPPN model, providers no longer work independently to complete their own assessment and treatment plans. Instead, they become part of the client's BHRS treatment team. As soon as the provider is matched to the client, the provider is included in a clinical team care collaboration meeting with the client's treatment team. The provider is thus oriented to the client's overall wellness and recovery goals, and is then able to provide the therapy in support of those goals.

Since shifting to this new team approach, SPPN

34.4%

Revenue Ratio (R3)

8,354

Total Clients

907

Admitted

838

Discharged

providers say they feel less isolated, more supported, and that they enjoy being part of a team. If you know someone who may be interested in joining BHRS's SPPN, please share the SPPN [webpage](#).

On Demand Interpreter Services



Clear, careful communication is critical in health care. Quick and convenient access to medical interpreters can save lives. With 9% of San Mateo County households identified as limited-English-speaking, the need for reliable,

accessible interpretation is growing. We are happy to announce that, this month, BHRS is launching an on demand interpretation provider for video and audio services through Voyce.

Voyce is currently installed as an application on the telehealth platform Doxy.me, making connectivity with an interpreter immediate and seamless. Now, access has been expanded to allow BHRS staff to connect with an interpreter in under a minute through a mobile device application or web browser – and soon, through other platforms such as Microsoft Teams. This means that live interpreters for clients can be requested when and where they are needed most.

This is a necessary service during the pandemic, when many continue to receive services remotely. (Approximately 91% of interpretation requests were provided via video during this time.)

The expansion of our language assistance services will ensure that we can continue working to meet the needs of all our clients and communities. For more information, contact Frances Lobos: flobos@smcgov.org.

More Cultural Humility 101 Trainings



As part of BHRS's Multicultural Organizational Development and the Workforce, Education and Training (WET) strategic actions, BHRS has made a commitment to “embrace diversity, improve quality, and

eliminate health disparities” by providing learning opportunities for BHRS staff and contractors to increase their capacity to provide culturally responsive and equitable

behavioral health and recovery services.

The Cultural Humility framework is the basis of the core BHRS Cultural Humility 101 series of mandated trainings provided by the WET team. With nearly 500 BHRS staff and several hundred contracted providers, offering enough training sessions to meet our goal has been a consistent challenge.

From 2019 to 2021, the Office of Diversity and Equity's WET team took the following actions to address this challenge: 1) facilitated two Cultural Humility Train the Trainer sessions to expand our capacity, adding 10 new trainers for a total of 20, thereby allowing us to increase the number of staff training sessions offered, 2) developed virtual training based on the original curriculum, and 3) secured trainers to provide the Cultural Humility Trainings on weekends in response to input from community partners and providers. Watch for training announcements from the WET team (BHRS-WorkforceDev@smcgov.org) or check the Learning Management System (LMS).

Congratulations!



Ingall Bull

Ingall Bull, Manager of Quality

Management, is retiring on October 29, 2021, after 29 years with BHRS. “When I think back about all the years at BHRS, it's amazing how much has changed and how we've grown from the County Mental Health Department to become a behavioral health

system that addresses all aspects of a client's wellbeing" said Ingall.

His interest in the welfare of others, and ultimately what led him to a career in public services, began in 1983 when he served as the Youth Peer Support Leader for the Gay and Lesbian Center in Orange County. At that time, the center could not have its name on the front door for fear of community backlash, which could lead to its eviction. It was there that Ingall understood what it meant to be compassionate to the situation of others.

In 1992, Ingall began working for San Mateo County at Crystal Springs Rehabilitation Center as a Gero-Psychiatric Social Worker. In 1995 he was hired as a Milieu Therapist for Therapeutic Day Schools (TDS), where he stayed for 13 years. As a former Special Ed kid, he had an affinity for youth clients in TDS. Ingall then joined the E-Clinical Care/Avatar team to develop BHRS's first electronic medical record for the next seven years until he returned to TDS to supervise the unit.



Reflecting upon on nearly four years as the manager of Quality Management he said “This has

been the most challenging job I have had in my career. The changes that have come to the delivery of Mental Health and Substance Use services in the last several years are the most dramatic I’ve seen in my career, with still more changes to come. BHRS would not have navigated these changes if it were not for the work of the incredible QM team I have been privileged to supervise, and the support of Jeannine Mealey, former QM manager, and my supervisor, Scott Gruendl”

“I am humbled by the hard work, compassion, dedication and concern for our San Mateo community. You all dedicate yourselves to the people that the larger society would prefer to forget. We truly are the safety net for those who don’t have the privileges other have, especially in the Bay Area. Our work is meaningful, hopeful, stressful, and difficult, but I can’t imagine having done anything else” said Ingall.

COVID-19 Update



Over the past 18 months, BHRS’s vaccination outreach efforts have focused on the population we serve – who are typically unserved, under-served, and hard to reach. BHRS client vaccination rates continue to

be among the lowest of any San Mateo County Health division and lag significantly behind the countywide vaccination rate, as well as the statewide Health Equity Quartile (HEQ) vaccination rates used to monitor those least likely to get vaccinated.

Despite the widespread availability of the vaccine, significant gaps remain in the number of BHRS clients who have been vaccinated. As of September 22, 2021, only 68% of BHRS clients had at least one dose, compared to 94% countywide, 82% for HEQ, and 68% for San Mateo Medical Center. Sixty percent (5,266) of BHRS clients are fully vaccinated, 8% (693) are partially vaccinated, and 32%(2,868) are unvaccinated. The highest percentage (47%) of unvaccinated clients are among individuals who receive substance use services. These gaps contribute to the social justice and equity issues our clients already face.

Last month, BHRS kicked off a Vaccination Planning Workgroup with the support of County Health’s LEAP

Institute to support vaccination and pandemic planning. The workgroup designs and implements strategies to systematically improve vaccination rates for hard-to-reach clients who would like to be vaccinated, but face significant barriers in obtaining the vaccine.

The workgroup includes executive team members and staff from youth and adult mental health, Alcohol & Other Drug Services, the Office of Consumer and Family Affairs, and eventually community based organizations. Our workforce has been and continues to be an essential partner in serving these communities especially our marginalized communities.

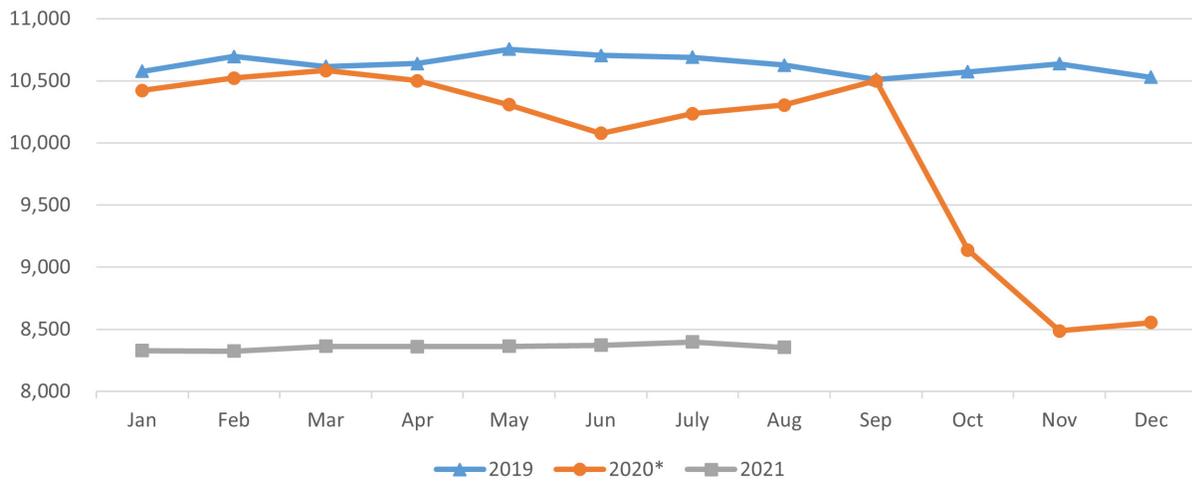
A structure has also been established to improve the flow of information from those working directly with clients, to inform BHRS and Health. These efforts will help us develop the structural capacity to collaborate and quickly address complex problems.

BHRS’s target is to increase client vaccination rates to 80% by December 2021. Following are some of the initial strategies from the workgroup, with additional ideas to come from front-line staff, and our community partners.

- Maintain communication with our teams about vaccination sites in San Mateo County.
- Request that all staff provide information and dispel myths about the vaccine to those we serve.
- Provide staff with resources on how to utilize motivational interviewing techniques to assist clients in obtaining the necessary tools to make a choice for themselves, while having access to information about clients who remain vaccinated or are past due for their second dose.
- Provide information – both written and verbal – in BHRS’s threshold languages for limited English proficient clients.
- Have BHRS’s Health Equity Initiatives host virtual events and presentations regarding the vaccine and answer questions/concerns from communities.
- Produce and circulate public service announcements featuring BHRS clients from diverse backgrounds to increase trust and confidence in the vaccines.

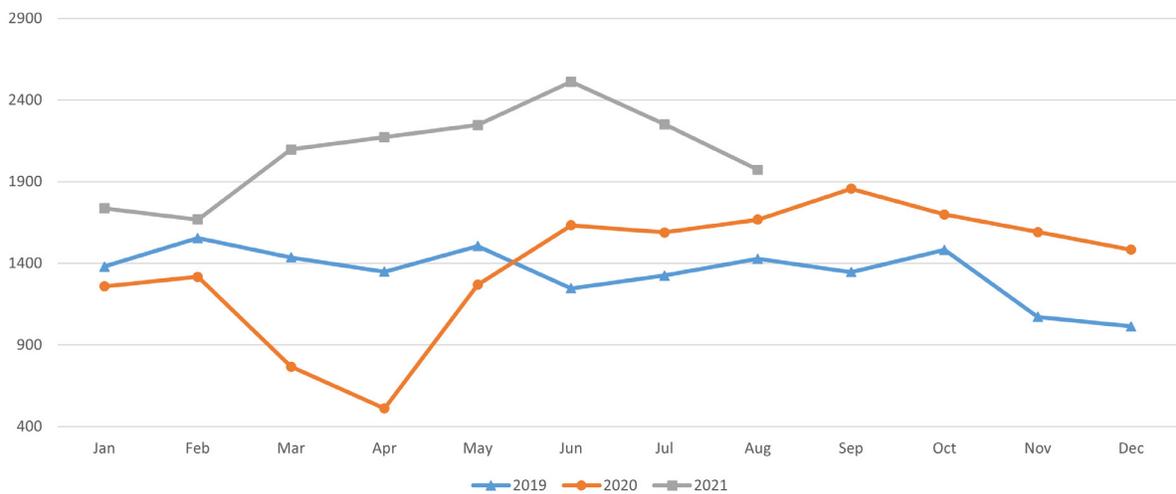
SNAPSHOT: BHRS Clients - as of August 31, 2021

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 - August | Discharged - August |
|---------------------------------------|---------------|-------------------|---------------------|
| Mental Health Services County SMI | 5,627 | 633 | 653 |
| Mental Health Services Contracted SMI | 1,807 | 119 | 96 |
| AOD Services | 960 | 155 | 89 |
| Total BHRS Clients | 8,354 | 907 | 838 |

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% - 34.4% (revenue ratio of billed services as of 08/31/21)

National Day of Prayer

For Behavioral Health and Understanding

1 in 4 people have a mental health condition but less than half get the help they need.

We are ALL touched by mental illness. Only with the guidance, prayers and actions from our faith and behavioral health networks working together, will our communities reach better mental health and well-being.

At the Day of Prayer for Behavioral Health and Understanding, faith and secular leaders will join hundreds of events around the country to publicly recommit ourselves to replace misinformation, blame, fear and prejudice with truth, inclusion and love in order to offer hope and support to those most in need.

Community members, consumers, family members, faith community and behavioral health providers all welcome!

Sponsored by San Mateo County Behavioral Health and Recovery Service and NAMI San Mateo County (National Alliance on Mental Illness) since 2016.



SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH
& RECOVERY SERVICES**

San Mateo County



PLEASE JOIN US

Tuesday, October 5, 2021

12:00pm – 1:30 pm

Program: Prayers, testimonials, various expressions of faith

Free virtual event where all are welcome

Registration link: https://smcgov.zoom.us/meeting/register/tJwrdu-urD0vGtRZWB_91CngrBY00jXsJm-M

Questions?

Isaac Frederick: ifrederick@smcgov.org

Melinda Ricossa: mricossa@smcgov.org



8th Annual Latino Health Forum

SANA, SANA COLITA DE RANA EVENT

Care for Yourself Today, For a Better Tomorrow!

Family & Healing During Covid

Saturday, October 16, 2021

12:00 PM to 2:30 PM

Presented in Spanish with English Translation

RAFFLES

Learn about & experience:

- *county & community resources*
- *covid-19 and the Latinx family*
 - *Latinx cooking*
 - *Latinx poetry and dance*
 - *and more...*

OLINE EVENT

FREE EVENT

For more information,
write to LatinoCollaborative@smcgov.org

Join us by registering at: <https://bit.ly/sanasana2021>



SAN MATEO COUNTY HEALTH
**BEHAVIORAL HEALTH
& RECOVERY SERVICES**



STAR VISTA



The Latino Commission

