

# DIRECTOR'S UPDATE

Lisa Mancini, Interim Director

## Palm Avenue Detox Reopens



Horizon Services successfully reopened Palm Avenue Detox (PAD) recently with the help of its San Mateo community partners and BHRS. For decades, PAD has provided non-medical, social model withdrawal

management services in San Mateo to support adults who have a substance use (SUD) or co-occurring disorder through uncomfortable, and sometimes dangerous, withdrawal from substance use.

In addition to remodeling the facility, PAD made some changes to enhance safety and clinical care for its clients. Clients receive 24/7, technology-enhanced observation and regular monitoring of vital signs and withdrawal symptom severity by trained SUD counselors and medical support staff under the direction of a skilled addiction specialist physician. For clinical support, PAD provides group counseling, individualized care planning, and patient-centered case management/care coordination services. Typical PAD clients stay an average of seven days, with some longer stays based on available housing options, residential beds, and other factors. PAD proudly serves Medi-Cal (DMC-ODS) and Kaiser beneficiaries.

Detox is just the beginning. Starting with the initial assessment, PAD helps each client plan their next steps in treatment after discharge, as sustained participation in treatment is the best indicator of successful recovery. Staff closely coordinate with other providers in the community and offer transportation to ensure each client reaches their next phase of care and has the necessary connections in place *(continued on page 3)*

## MHSA Innovation Projects



Mental Health Services Act (MHSA) Innovation (INN) projects are three to five-year pilot projects intended to develop new approaches and community-driven best practices in behavioral health care systems.

Innovation has provided a means for BHRS to try new approaches in San Mateo County to engaging and serving individuals living with behavioral health challenges. These approaches include the Pride Center, the Neurosequential Model of Therapeutics (NMT) in the Adult System of Care, and Kapwa Kafe—a Social Enterprise Café for Filipino/a/x Youth.

This past summer, BHRS launched an MHSA INN idea submission process that included, an idea submission form, frequently asked questions, myth busters, training sessions and one-on-one technical assistance. Anyone who lives, works, plays, or attends school in San Mateo County could submit an idea for consideration. BHRS received 19 Innovation Ideas, which were screened against MHSA criteria and reviewed by a diverse selection committee and the California Mental Health Services Oversight and Accountability (MHSOAC) department for feasibility and likelihood of funding approval. The following four ideas were selected and developed into full project proposals, which are now available and posted on the [MHSA website](http://smchealth.org/bhrs/mhsa), under “Announcements”:

- 1. Adult Residential in-Home Support Element (ARISE) ([full proposal/project brief](#)):** The ARISE program creates a model for residential in-home services specifically designed for clients with a serious mental illness (SMI) and/or substance use disorder (SUD) who, without additional support, are at risk of losing their housing due to challenges with managing

**33.3%**

Revenue Ratio (R3)

**8,706**

Total Clients

**875**

Admitted

**871**

Discharged

their environment. The project will recruit residential in-home support workers—approved in-home support services (IHSS) workers—who will receive specialized training for working with SMI and/or SUD clients and will work closely with a peer support staff and occupational therapist.

- 2. Mobile Behavioral Health Services for Farmworkers** ([full proposal/project brief](#)): This provides direct behavioral health services and wraparound resources in Spanish to farmworkers and their families. It does so through a mobile health bus integrating cultural arts practices as a pathway for engaging farmworkers and their families with formal clinical behavioral health services spanning prevention, early intervention, treatment, and recovery.
- 3. Recovery Connection Drop-in Center** ([full proposal/project brief](#)): This is a culturally responsive "Recovery Connection" one-stop drop-in center for individuals with substance use challenges or co-occurring substance use and mental health challenges at all stages of their recovery, from pre-contemplative to maintenance and enhancement. The Recovery Connection will center around Wellness Recovery Action Plan (WRAP) programming, use a peer support model, provide linkages to more intensive behavioral health services as needed and serve as a training center to expand capacity countywide.
- 4. Music Therapy for Asians and Asian Americans** ([full proposal/project brief](#)): This project provides music therapy for Asian/Asian Americans as a culturally responsive approach to reducing stigma, increasing behavioral health literacy, and promoting linkages to behavioral health services. Additionally, music therapy will enhance interpersonal skills and foster connectedness and unity across Asian/Asian American communities, thereby building protective factors to prevent behavioral health challenges and crises.

## Congratulations



**Colleen Buggs, MD, Access Manager,** started at the BHRS Access Call Center as a mental health supervising clinician in 2019 then became the work-out-class manager in March 2022, after four years with the San Francisco Call Center as a

clinician, then interim program manager.

She began her career in 2001 with the Virginia Department of Health as a health educator then became a contract monitor with a focus on HIV and AIDS. Subsequently, she ran a Big Brothers/Big Sisters program for HIV-affected youth in Oregon, becoming the director of a women's HIV program. During that time, she wrote a five-year plan on homelessness and served on the local Ryan White Planning Council, distributing federal HIV funding.

She worked as a clinician for the UCSF Women's HIV Program, San Francisco General and the Haight-Ashbury HealthRight360 clinic as well as a health advisor as well as a medical social worker at St. Mary's Hospital. She received her undergraduate degree at Virginia Commonwealth University and her graduate degree at Portland State University.

## MHSA Loan Repayment Incentives Awarded to Thirty-Five Staff

Through Mental Health Services Act (MHSA) funding and in collaboration with other counties in the Bay Area region and the California Mental Health Services Authority (CalMHSA), San Mateo County launched a student loan repayment program to provide a financial incentive to retain current qualified, eligible employees in "hard to fill/retain" positions in county-operated settings or contracted, community-based mental health agencies.

Thirty-five eligible employees at BHRS and contracted providers were awarded financial incentives in amounts up to \$15,000 toward repayment of educational loans in exchange for a 12-month service obligation.

The MHSA Workforce Education and Training Loan Repayment Program is designed to retain mental health professionals who reflect the population served and who share the same ethnic, cultural, and linguistic backgrounds of the communities served. Through this program, BHRS seeks to support qualified employees who meet eligibility requirements and commit to the service obligations.

Eligible "hard to fill/retain" positions include: licensed and associate clinical social worker, marriage and family therapist, and professional clinical counselor; licensed psychologist, psychiatrist, and clinical psychiatric

pharmacist; advanced nurse practitioners (psychiatric mental health nurse practitioner or nurse practitioner specialized in mental health); and certified substance use counselor (must be working in an integrated behavioral health setting).

## Contractors' Association Spotlight



### The Latino Commission (TLC) - On Alcohol and Other Drugs

For more than 31 years, thousands of people have joined TLC's addiction recovery programs to maintain sobriety, reduce relapse, learn the importance of self-care, understand health risks, practice prevention, strengthen protective factors, improve life skills, build support networks, and restore connections to family and friends.

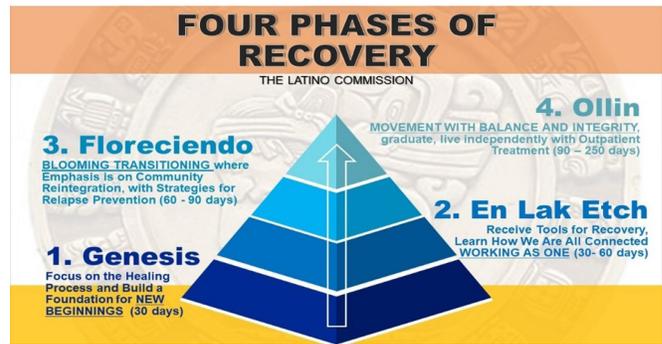
TLC operates convenient, modern, well-kept Drug Medi-Cal Certified Residential Recovery Homes for adults in San Mateo and San Francisco Counties and the Entre Familia Outpatient Treatment program in San Bruno.

### The Latino Cultural Experience - Innovative, Unique, and Transformational

(TLC) develops culturally rooted models using community-informed approaches, focusing on La Cultura Cura (Culture Cures), a transformative health and healing philosophy in which an indigenous life-view promotes culturally grounded physical, emotional, mental, and spiritual principles and practices. This innovative “Healing-Informed Care” approach is used to augment trauma-informed care and wraparound services that close the gap in culturally appropriate services for Latinos.

TLC embraces the Mayan concept of In Lak’ech - “I am you, you are me, as we are all connected.” Everyone is part of a larger whole and is united because life contains an infinite creative force for all relations. TLC's intervention model addresses the essence of one's core self and identity. The more people know who they are—their roots, culture, and traditions—the more likely they are to choose healthy behaviors.

When cultural identity is restored and transformational healing is experienced, people integrate, use, and share knowledge. They experience increased confidence, develop their self-efficacy, strengthen their resilience,



and build a network of support. Participants progress through the program in four structured phases:

- **Genesis** (New Beginnings) - start with orientation, the healing process, and building a foundation for a new beginning; learn the TLC philosophy of La Cultura Cura.
- **In Lak’ech** (Working as One) - examine the way one's feelings and behaviors contribute to addiction.
- **Floreciendo** (Blooming/Transitioning) - apply newly found skills and resources in preparation for reunification with one's families.
- **Ollin** (Movement with Balance and Integrity) - move from the safety and security of TLC's residential programs into independent living.

For more info about The Latino Collaborative, visit [www.thelatinocommission.org](http://www.thelatinocommission.org).

Learn more about about the [BHRS Contractors' Association](#) member agencies, programs, and services.



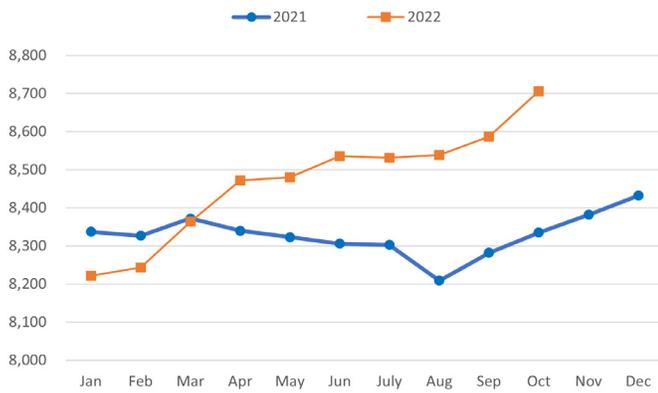
### Palm Avenue Detox *(continued from page 1)*

for residential, outpatient, or medication assisted treatment, or other appropriate resources.

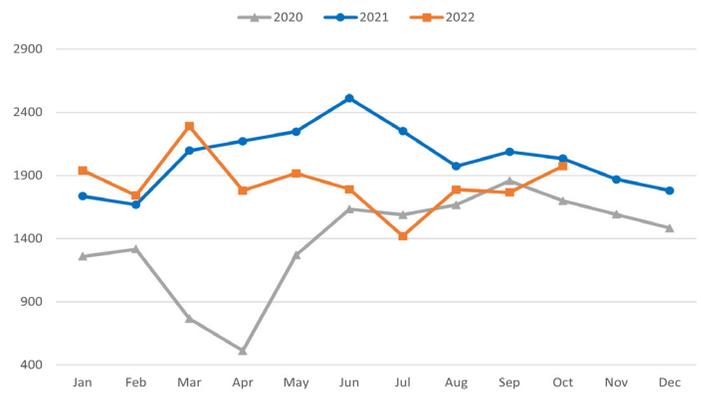
For referral questions or eligibility information, please call 650-513-6500. Walk-ins are also accepted. Safety is the top priority, so clients will complete a brief screening to determine eligibility prior to intake. Until PAD becomes Incidental Medical Services (IMS) certified (planned for 2023), clients at greater risk will be referred to the San Mateo Medical Center to obtain medical clearance and necessary medications. See [horizonservices.org](http://horizonservices.org) for more information.

# SNAPSHOT: BHRS Clients - as of October 31, 2022

# BHRS Clients



# Calls - BHRS Access Call Center



# IMAT Referrals  
Integrated Medication Assisted Treatment



# RTX Referrals  
Residential Substance Use Treatment



Service Category	Total Clients	Admitted - October	Discharged - October
Mental Health Services County SMI	5,744	629	660
Mental Health Services Contracted SMI	1,837	120	87
AOD Services County	507	46	59
AOD Services Contracted	618	80	65
<b>Total BHRS Clients</b>	<b>8,706</b>	<b>875</b>	<b>871</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%** - 33.3% (revenue ratio of billed services as of 10/31/22).