

DIRECTOR'S UPDATE

Lisa Mancini, Interim Director

County Health Kicks Off Epic Electronic Health Record Project



The County Board of Supervisors recently approved an agreement with Epic Systems Corporation for a new enterprise electronic health record (EHR) that will eventually replace multiple, fragmented

information systems for patient care. This month, San Mateo County Health officially kicked off the project, which aims to achieve a single, integrated electronic health record to improve patient experience, care and outcomes as well as the experience of staff and partners.

Epic was chosen after a thorough Request for Proposal process that considered many factors, including the fact that staff rated it significantly higher than other EHR's. By choosing Epic, SMC Health joins many Bay Area counties, partners and leading health care systems in implementing one of the most widely used EHR's worldwide.

The project's initial focus is on training technical staff and creating the infrastructure necessary to build, implement, and maintain the new electronic health record.

The project will unfold in phases over the next several years. Initially, before December 31, 2024, Epic will replace San Mateo Medical Center's current EHR's including eCW, Soarian, and PICIS (Pulsecheck), and will affect all Health division users whose staff members are currently using those systems, including Correctional Health, Behavioral Health and Recovery Services, the Health Coverage Unit, and Public Health Policy and Planning.

In later phases, Epic will replace myAvatar, the EHR used at BHRS and Family Health, as well as provide new care coordination functionality for Aging and Adult Services and other divisions.

BHRS Names New Director - Dr. Jei Africa



Dr. Jei Africa (he/him) will be returning to Behavioral Health and Recovery Services in his new role as the Director, after a short transition period from his current duties as assistant director of the County's Human Services Agency

(HSA). Jei brings exceptional leadership experience to BHRS, including four years as the Behavioral Health Director for Marin County Health and Human Services, and prior to that, 11 years as the manager of San Mateo County BHRS Office of Diversity and Equity. In addition, he previously worked with Community Overcoming Relationship Abuse (CORA) and Asian American Recovery Services (now part of HealthRight360) locally.

Jei is a licensed psychologist, certified addiction treatment counselor, and certified clinical trauma professional, with a post-doctoral M.S. in clinical psychopharmacology. He is widely recognized as a leader in the intersection of behavioral health and social justice, cultural humility and equity, and currently serves on the California Department of Public Health's Office of Health Equity Advisory Committee.

STARS Award Recognizes SEAL Program

The San Mateo County STARS program performance award recognizes and rewards county programs that show significant improvement in performance measurement results or that sustain a high level of performance over time.

BHRS is proud to share that its SEAL (Specialized Enrollment and Advocacy Liaison) program was

29.9%

Revenue Ratio (R3)

8,796

Total Clients

738

Admitted

785

Discharged

recognized for the STARS Award. The program is a spin-off of the SEAL team created in September 2011 by San Mateo County Health as a means of connecting high utilizers of the San Mateo Medical Center with disability-linked cash assistance programs.



The four current team members (Winnie Wu, Claudia Perez, Stefan Luesse, and Sara Arancibia pictured from left to right) continued the spirit of SEAL by lending

part-time support to BHRS clients in mental health treatment seeking enrollment, appeal and post-entitlement assistance with Title II/Title XVI Social Security benefits.

This is the only county-staffed team of its kind in the state supporting claimants who have been diagnosed with the full spectrum of mental health diseases under the DSM-V as well as those diagnosed with co-occurring mental health and substance use or mental health and other chronic medical illnesses.

The program receives approximately 150-200 referrals annually of which about 20-40 individuals are supported at different stages of their Social Security claim. The program's goal is to provide more financial stability and access to rehabilitation services, leading to greater self-sufficiency for the most vulnerable population in San Mateo County.

The program expanded in 2022 to include clients from the Administrative Law Judge hearing and achieved an almost 100% approval rate for its applicants, with an average monthly benefits award of approximately \$1,500/month, or about three times the amount currently awarded under the County's own General Assistance program.

This has significantly reduced the need for staff to refer clients to Social Security lawyers, thereby saving individual clients an average of \$7,000 in representation fees.

The team also expanded its capacity to assist clients with post-entitlement problems, assisting one to two clients per week.

The \$30,000 prize awarded will go towards building capacity for paralegal services and allow more clients into the program who require assistance with legal support during the various hearing stages.

George Culores Hall of Fame Award



The Behavioral Health Commission's George Culores Hall of Fame award recognizes consumer/clients who have made contributions to better the lives of other consumer/clients; shown leadership in the consumer movement or have a personal journey of recovery that inspires and gives hope to others. Congratulations to this year's hard working and dedicated recipients:

- **Rocio Panameno** - has been working and advocating for mental health for the past 10 years. She has been devoted to NAMI San Mateo County for the past five years, working to expand their programs and trainings, while volunteering and sharing her story to inspire hope in other youth/young adults.
- **Charlotte Rosario** - is a student at the Nueva School who started a non-profit group for high school students which raised \$13,000 for the *End the Silence* program at NAMI. She is an active board member for the Behavior Health Commission Youth Action Board, and is currently working with school board leaders and city officials to organize the largest student-focused open mic for San Mateo County for Mental Health Awareness Month. She also has plans to release a youth peer-support platform that helps teens find friends who have relatable mental health experiences.
- **Elaina Wolfe** - is a counselor at Choices program at the Maple Street Correctional Center who has supported clients who are incarcerated in rebuilding their lives and inspires them to take responsibility for their own mental health and recovery, encouraging them to make healthy life choices for a better future.

Mental Health Services Act - Three Year Plan

The Mental Health Services Act (MHSA) provides dedicated funding to transform County behavioral health services for children, youth, transition-age youth, adults, older adults, and families by imposing a 1% tax on personal income over \$1 million in California. The MHSA legislation requires the development of a three-year plan to identify priorities for funding mental health and substance use services, programming, infrastructure, workforce, and various other strategies.

During February there will be several opportunities to provide input on the MHSA three year plan. Community Input Sessions will be hosted at standing meetings including Health Equity Initiatives, regional collaboratives, Behavioral Health Commission subcommittees, and others to brainstorm solutions for identified behavioral health needs across San Mateo County. The first opportunity is at the next MHSA Steering Committee meeting (open to the public) on February 2, 2023, from 3-4:30 pm, where you can provide input on priority strategies for MHSA funding over the next three years. See the [flier](#) for details and a full list of opportunities to participate at smchealth.org/MHSA, under the “Announcements – Latest News” tab.

Congratulations



Each year, San Mateo County Women in County Government recognizes exceptional women working in county government departments. This year, numerous nominations were received to honor the outstanding dedication and service that women have given to serve San Mateo County communities.

Gloria Cahuich Gonzalez, Co-Chair of BHRs’s Latino Collaborative and Community Program Specialist II with SMC Public Health, Policy and Planning was recognized for this award. Gloria has shown passion, commitment, and compassion to the Latinx community in her work, leading Sana Sana Colita de Rana events and providing resources and supports to marginalized communities. The work she and other nominees below have done emphasizes the importance of having a positive impact on communities by implementing a racial equity lens. Below are the BHRs women were also nominated:

Rookie of the Year:

- Dori Bailey, MD., Adult Psychiatrist

Development Champion:

- Chummy Sevilla, Clinical Services Manager II

Public Service/Extra Mile:

- Barbara Weissman, MD, Adult Psychiatrist
- Linda Hildreth, Supervising Mental Health Clinician
- Maria Lorente-Foresti, Ph.D., Director Office of Diversity and Equity
- Tennille Tucker, Supervising Mental Health Clinician
- Yolanda Ramirez, Sr Community Program Specialist

CaAIM Corner - Newsflash

The last CaAIM article indicated that BHRs could not bill for services provided prior to assessment. This issue has been resolved. As of February, staff and contractors can start billing for these services.

Contractors' Association Spotlight



Felton Institute: (re)MIND®, BEAM, and (re)MIND Alumni® - Early Psychosis Coordinated Specialty Care Continuum

For the past 10 years, the (re)MIND® and BEAM San Mateo County programs have provided life-changing services for individuals and families impacted by a schizophrenia or bipolar disorder diagnosis during adolescence and young adulthood. As part of the Felton Institute early psychosis model developed in 2007 in partnership with the University of California at San Francisco, the (re)MIND® program (formerly known as PREP) specializes in first-episode psychosis due to schizophrenia spectrum disorders, while the BEAM program specializes in early psychosis due to mood disorders with psychotic features (such as bipolar or major depressive disorder). In 2018, the Felton Institute began implementing (re)MIND® Alumni, a unique early psychosis aftercare program designed to support young people and families transitioning out of early psychosis coordinated specialty care, in San Mateo County.

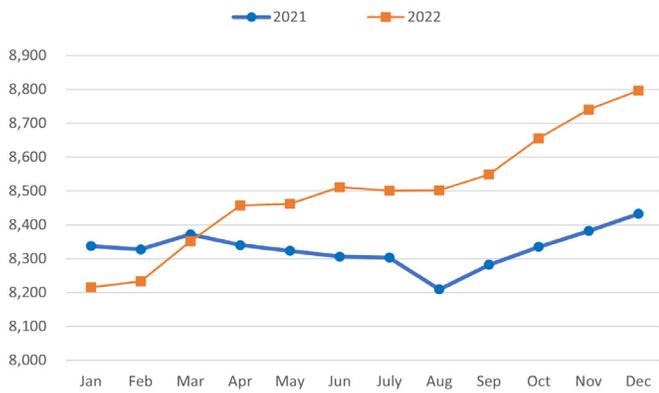
Together, (re)MIND, BEAM, and (re)MIND Alumni San Mateo provide an innovative stepped-care system for individuals at risk of developing a psychotic disorder or who have recently experienced a first episode, as well as a differentiated treatment modality for those who are ready to step down to community supports after early psychosis coordinated specialty care services. This is designed to support families and individuals as they navigate community supports and pursue educational and career goals with confidence. Mental illness prevention and early intervention continue beyond treatment outcomes and success stories, and progress toward what matters most: living life to our full potential! [Find more info on these programs.](#)

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

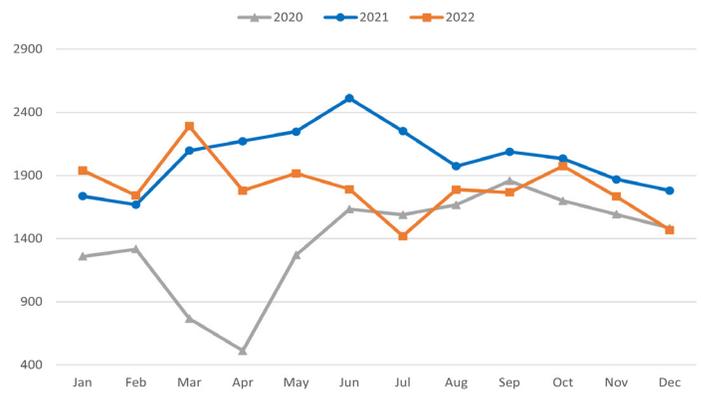


SNAPSHOT: BHRS Clients - as of December 31, 2022

BHRS Clients



Calls - BHRS Access Call Center



IMAT Referrals
Integrated Medication Assisted Treatment



RTX Referrals
Residential Substance Use Treatment



Service Category	Total Clients	Admitted - December	Discharged - December
Mental Health Services County SMI	5,811	528	551
Mental Health Services Contracted SMI	1,881	87	77
AOD Services County	463	64	84
AOD Services Contracted	641	59	73
Total BHRS Clients	8,796	738	785

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% - 29.9% (revenue ratio of billed services as of 12/31/22).