

## DIRECTOR'S UPDATE

Scott Gilman, MSA, CBHE

### San Mateo County Rallies to Support Provider Partners with PPE

San Mateo County BHRS staff rallied together to ensure direct service providers have the Personal Protective Equipment (PPE) they need to safely serve clients. Thanks to the San Mateo County Health Foundation who made a generous donation of PPE and the County Manager's Office who procured a large supply of hand sanitizer, three PPE distributions to providers have been made to date. BHRS Alcohol and Drug Services staff assembled bags of PPE and hand sanitizers, and delivered the supplies to 15 BHRS contract agencies at 25 sites which included a total of 347 bottles of hand sanitizers, 3,050 surgical masks, 124 face shields, and 119 cloth face coverings.

Our contractor partners provide in-person residential, field-based and medication services, food distribution, and more to BHRS clients in San Mateo County. The current PPE supply should last through the end of May, and future distributions are currently being planned. Thanks to all the BHRS staff whose efforts made this possible.



From left: BHRS staff Giovanna Bonds, Nikki Kanakis and Ranjeet Singh (not shown: Eduardo Tirado Garcia and Diana Campos-Gomez) help distribute the PPE to contracted providers.

### New BHRS Medical Director



**BHRS Medical Director, Vanessa de la Cruz, M.D.** joined San Mateo county in April, bringing with her over 20 years of experience working in community behavioral health. Before coming to the county, she was Chief of Psychiatry for Santa Cruz County Behavioral Health Services, part of the Santa Cruz

County Health Services Agency. Prior to joining Santa Cruz County, she served as director of addiction treatment services for the Palo Alto VA Health Care System.

She became committed to working with medically underserved populations while working at Zacchaeus Free Clinic (now Bread for the City) in Washington, DC through AmeriCorps. Dr. De la Cruz further fostered this focus while at Tulane Medical School and during her psychiatry residency at UCSF and the Public Psychiatry Fellowship at Columbia University. She is board certified in addiction medicine, a clinical assistant professor in the Department of Psychiatry at Stanford Health Care and serves as co-chair of the Medical Services System of Care Committee, a subcommittee of the California Behavioral Health Directors Association.

De la Cruz lives in Menlo Park with her husband, three kids (ages 10, 13, and 16), two cats, and a Labrador who failed out of service dog school. "I love running, sometimes I do yoga, sometimes I knit baby blankets as gifts, sometimes we go hiking as a family. I love the beach and all things beach related."

A resident of San Mateo County since 2007, she is extremely excited to be working for the county where she calls home.

**25.3%**

Revenue Ratio (R3)

**12,799**

Total Clients

**845**

Admitted

**843**

Discharged

## Welcome & Congratulations



**Cynthia Chatterjee, M.D., Deputy Medical Director**, first joined San Mateo County in 2005, as a contractor for the Partners for Safe and Healthy Children. In 2008, she accepted a position on the Primary Care Interface team. Working with Interface led to her passion for treating people with addiction,

becoming board-certified in Addiction Medicine, and working full time with Integrated Medication Assisted Treatment clients.

After receiving a BA in English and an MA in Linguistics, she completed her medical training at UCSF in 1995 and her Psychiatry residency at Stanford in 1999. Before joining the County, she worked at Stanford Clinics, Kaiser Permanente, and in private practice.

She enjoys teaching courses on addiction to the BHRS psychiatry resident, and teaching Stanford residents and medical students as a volunteer in their Cardinal Free Clinics. She serves on the Education Committee of the California Society of Addiction Medicine and will be chairing their 2020 State of the Art conference.



**Mary Taylor Fullerton, MFT, Clinical Services Manager II, Alcohol and Drug Services**, was promoted in April to become the very first to fill this long awaited clinical services manager role at AOD. Mary previously supervised the BHRS Integrated Medication Assisted Treatment (IMAT) team

where she helped design and implement innovative MAT programming for those with alcohol and opioid use disorders. During her 12 years at the county, she also coordinated efforts to advance the integration of Mental Health and AOD services at BHRS through the Change Agents, and trauma learning collaborative, among other things.

Mary has over 20 years of clinical experience serving youth and adults with co-occurring mental health and substance use disorders, providing trauma-informed care, and developing innovative programs. She has a bachelor's in Art & Psychology from Emmanuel

University, Boston, and a master's in Marriage & Family Therapy, Art Therapy Psychology from Notre Dame de Namur University. She is also a part-time instructor at the College of San Mateo Drug & Alcohol Studies program where she helped develop a co-occurring certification program.



**Divya Persai Management Analyst, Administration and Finance** is a dental surgeon and public health specialist working as a Management Analyst at BHRS since May 2020. She has been involved in public health research, analysis and practice for over a decade in various government and non-government

organizations.

Prior to joining BHRS, she worked at the San Mateo Medical Center where she conducted research and analysis in quality improvement and health outcomes, provided project management, and budget forecasting and monitoring. She also worked at UCSF, Santa Clara Valley Health System, and Public Health Foundation of India. Her expertise is in designing, implementing, managing and evaluating quality improvement projects and intervention programs in primary care. She has published more than 25 scientific papers in high impact public health journals.

Divya has a master's in public health from Birla Institute of Technology and Science, BITS Pilani, India. She completed her bachelor's in dental surgery from People's University, India.



**Henry Voong, Management Analyst, Administration and Finance** joined BHRS last month. Prior to this, he worked for the City and County of San Francisco as a Classification and Compensation Analyst for the Department of Human Resources and previously worked at the San Francisco International Airport.

Henry has an economics degree from UC Davis, with a minor in psychology and has experience as an analyst in multiple areas. His experience includes economic analysis, creating data dashboards, budget forecasting, facilities oversight, and review and writing of policies and procedures.



**Alen Yaghoubi, Ph.D, Clinical Service Manager II, Adult Services,** oversees Temporary Conservatorship, Service Connect, Pathways, and the Cordilleras construction project. Alen is a Forensic Psychologist, who most recently worked as a Senior Psychologist for the Santa Clara County Health and Hospital System

in Adult Custody Mental Health. He has worked with forensic mental health populations in jails and prisons in both California and Colorado for 10 years.

He holds a Ph.D. in Clinical Forensic Psychology from Alliant International University, Fresno and serves as an Adjunct Professor in Psychology at San Jose State University. In his career, he has also worked as a behavioral health clinician in various roles in outpatient and hospital settings.

## Farewell to Our Recent Retiree



**Toni DeMarco, MS, MFT, Deputy Director, Child and Youth Services,** retired on March 26 after 22 years of devoted service to the County. Toni worked in both the public and non-profit sectors as a clinician, supervisor, manager and educator, with a specific focus on trauma and its generational impact on families

and children. She first started at BHRS as the unit supervisor for the Hillcrest Mental Health team where she worked on the design and transition of the team to the then new Youth Service Center. She was promoted to the clinical services manager over BHRS' Youth Service Center, Child Welfare, and Pre to Three teams.

In addition, Toni established the Phoenix Garden Project in the County and led the implementation of Neurosequential Model of Therapeutics (NMT), serving as the site coordinator for the County's training program. She is a certified Phase II NMT Trainer, a certified Master Trainer in the LivingWorks ASIST (Applied Suicide Intervention Skills Training) model, and has spent her career working with issues of youth suicide, self-harm, horticultural therapy, trauma recovery, and social justice.

Toni's retirement is a loss for BHRS but a well-deserved respite for her. She leaves her imprint in the legacy of programs she spearheaded throughout her tenure to improve the quality of client care we provide and will be greatly missed. "Toni has given her heart, head, and hands to this work and it has been an inspiration to behold... she helped us open doors and see ahead while also reflecting on the past and trying to learn from it," said San Mateo County Health Chief, Louise F. Rogers.

## Grant Funds New Pre-Trial Felony Mental Health Diversion Program

In response to the State's call to action pursuant to AB1810 for local governments to create innovative diversion programs, BHRS partnered with the Superior Court of California, County of San Mateo and San Mateo County Probation Department and applied for a grant that would fund the expansion of our diversion services to those deemed highly vulnerable and at risk. Last month, we were notified by the Department of State Hospitals that a \$835,757 grant will be awarded to support the proposed Pre-Trial Felony Mental Health Diversion Program.

The Pre-Trial Felony Mental Health Diversion Program will fund the county's initiative to expand mental health diversion services to individuals who have significant mental health challenges, are justice-involved, and are either at risk to be, or have been determined to be, Incompetent to Stand Trial (IST). It is the County's first jail diversion program that will specifically target individuals with felony charges. This program is focused on serving a minimum of 12 clients over a three-year period, by leveraging the established interdepartmental partnerships BHRS has with the County Manager's Office, county courts, probation department, District Attorney's Office, Private Defender's Office, Sheriff's Office, health, and Correctional Health Services.

In addition to providing wraparound services to some of the county's most vulnerable population, this program will allow clients to establish meaningful relationships within our community, which furthers the county's initiative for collaborative, multidisciplinary treatment, to ensure that our clients are served well, and that the community at large remains safe.

## Demand for Opioid Use Disorder Treatment Continues to Grow

In April, the Integrated Medication Assisted Treatment (IMAT) team received a record number (29) of opioid use disorder (OUD) referrals, while the HealthRIGHT 360 San Mateo Medicated Assisted Treatment (MAT) Clinic recorded its second highest number of client visits (212 total visits: 75% Opioid Use Disorder, 25% Alcohol Use Disorder) and OUD appointments (160) in a month. During Shelter in Place, the clinic continued to provide services via telemedicine to 77% of their clients. Below is a success story from a recent client.

*A 23 year-old client with an opioid use disorder connected with IMAT last September, shortly after learning she was pregnant. She was unsure about*

*treatment and struggled a great deal in the early stage in our attempts to engage her in services. Despite the pregnancy, she continued to use fentanyl daily. The IMAT team remained committed to engaging the client through her behavioral health struggles, worked closely with her family, solicited off-hour help from the San Mateo County Health Officer during a critical recovery step, and consistently offered her support.*

*Eventually, she linked with the MAT clinic, stopped using fentanyl and her baby was born healthy a few months later. After being sober for five months, she said “I can’t believe I’ve been sober this long,” and continues to attend her appointments at the MAT clinic. “I am thankful to everyone for their support and for not giving up on me.” Today, her son is healthy and along with his father, they all live together as a “real family.”*

## SNAPSHOT: BHRS Clients Served - as of April 30, 2020

Service Category	Total Clients	Admitted - April	Discharged - April
Mental Health Services (County)	5,565	391	473
Mental Health Services (Contracted)	5,960	348	267
AOD Services	1,274	106	103
<b>BHRS Client Total</b>	<b>12,799</b>	<b>845</b>	<b>843</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%** (25.3%) is the revenue ratio of billed services as of 4/30/20.