

DIRECTOR'S UPDATE

Scott Gilman, MSA, CBHE

91% of Consumers Say They are Satisfied with Services Received

In a survey conducted last November, 91% of the 827 consumers and family members surveyed said they were satisfied with the services received at BHRS. The Consumer Perception Survey, conducted twice a year by the Department of Health Care Services (DHCS), surveys adults, older adults, youth and family members of youth consumers who received specialty mental health services. Learn more at www.smhealth.org/article/clients-satisfied-bhrs-services.

George Culores Hall of Fame Awardees

On February 5, the Mental Health and Substance Abuse Recovery Commission honored five recipients with the George Culores Hall of Fame Award, which recognizes individuals who better the lives of other consumers, demonstrates leadership in the consumer environment, or inspires others through their own personal journey. Congratulations to the 2020 recipients!



Front row, 2nd from left: John Butler, Matthew Withers, Robert Ferreira, Michael Lim, and Pamela Ward.

A Sad Loss - Robert Cabaj MD



We are grieving the loss of our Medical Director, Dr. Bob Cabaj, who passed away suddenly on February 24 after a brief illness. Dr. Cabaj was the Medical Director for BHRS for a number of years, with a period of time away from the County when he was the Medical Director for the mental health and recovery system in San Francisco. Dr. Cabaj trained at Harvard Medical School and did his residency training at the Cambridge Hospital program at Harvard, where he nurtured his interest in community psychiatry.

Dr. Cabaj authored and edited many textbooks and papers with a focus on addiction and LGBTQ issues. He was board certified in psychiatry, certified in addiction medicine, and was a Distinguished Fellow in the American Psychiatric Association and an Associate Clinical Professor of Psychiatry at the University of California, San Francisco.

At San Mateo County he championed medication assisted treatment for substance use and the training of community focused psychiatrists. He had been anticipating his retirement from the County at the end of March. His leadership and expertise will be sorely missed. BHRS will be organizing a celebration of life ceremony to remember Dr. Cabaj. If you are interested in participating in the planning of this event, contact Scott Gilman at sgilman@smcgov.org.

33.3%

Revenue Ratio (R3)

12,386

Total Clients

1,383

Admitted

1,177

Discharged

New Deputy Director of Child and Youth Services Named



Ziomara Ochoa-Rodriguez, MFT, Deputy Director of Children and Youth Services, previously served as the Clinical Services Manager of Canyon Oaks Youth Center, Coastside and Central Outpatient Youth Mental Health Clinics, and Youth Case Management. Ziomara has 25 years of experience in the

mental health field with the last 15 years at BHRS. She brings a broad knowledge of our youth system of care, having worked in various roles within outpatient mental health, juvenile forensics, crisis response, and our short-term residential treatment program. She is a member of the Latino Collaborative, a cultural humility trainer, and holds a Master of Science in Counseling with a concentration in marriage, family, and child counseling, with a second specialization in school counseling from San Francisco State University.

Meet the New Managers

Jason Kimbrough, Youth Services Clinical Services Manager I for school based teams and the North and Coastside Mental Health Clinics, spent the past 21 years providing treatment, developing programs, and in clinical leadership for mental health and substance use services at SMC Health. Prior to this, he worked in community-based organizations for nine years, serving youth with emotional and behavioral challenges and adults with severe mental disorders and joined the BHRS in 1997 as a case manager. Jason holds a bachelor's degree in psychology from Chico State and a Master of Arts in Counseling Psychology from the University of San Francisco.

Talisha Racy, Clinical Services Manager II for adult licensed facility services and utilization, previously served as the work-out-of-class manager for Adult Resource Management and the Community Care Team. She began working for county in 2008 and has 19 years of experience working in the mental health field. Talisha holds a Master in Counseling Psychology with a Child and Adolescent Specialization from John F. Kennedy University.

Mariana Rocha, Clinical Services Manager II for adult field-based outpatient services and housing. She previously filled a work-out-of-class role as both the South County Community Service Area Clinical Services Manager and the Mental Health Supervising Clinician for the South County Adult Clinic. Mariana is a Licensed Clinical Social Worker and attended Graduate school in San Jose University and undergraduate at the University of California, Davis. She has worked for San Mateo County for the past 13 years and has 17 years of experience in the field.

Chummy Kathrina Sevilla, Clinical Services Manager II for all Adult Outpatient Regional Clinics, and contract monitoring for all contracted adult mental health services provided in the clinics. She joined the County in 2006 and most recently served as the Mental Health Supervising Clinician at the North County Adult Outpatient Clinic. Chummy has 25 years of social work experience, 13 years of which has been serving adults with serious mental illness in an outpatient setting with increasing administrative and operational responsibilities. She is a Licensed Clinical Social Worker and holds a bachelor's degree in behavioral studies from the University of the Philippines and a Master of Social Work from San Francisco State University.

Farewell to our Recent Retirees



Hung-Ming Chu MD, Deputy Medical Director, retired on February 28, 2020. Since joining BHRS in 2014, he served as the Unit Chief for Puente Clinic, led the MD Leadership under Bob Cabaj MD, taught and mentored in the Psychiatry Residency Program, and served on a variety of committees including the Pharmacy P&T, Quality Improvement, and Utilization Management Committees. He also collaborated with the Health Plan of San Mateo and the San Mateo Medical Center to ensure our clients received the best possible care and access to resources. Dr. Chu leaves a legacy of dedication and commitment to our communities that will continue to guide us as we go forward.



Tim Holocek, Clinical Services Manager II started at the County in 1989 and retired on January 20, 2020, after 31 years of dedicated service to the community. He managed both the North County and Coastside Mental Health Outpatient Youth Clinics and school-based mental health services, in

addition to serving as the North Community Service Area manager. Tim was deeply involved in improving the mental health services for schools, a strong advocate for clients and a dedicated supervisor to his team.



Terry Wilcox-Rittgers, Clinical Services Manager II was employed at BHRS since 1987, and retired on February 20, 2020. He held a number of roles at BHRS, with his most recent of overseeing the county's Assisted Outpatient Treatment Program, Pathways, Service Connect, Temporary

Conservatorship Services, and Representative Payee Services. He was also a part of a team tasked with designing and building a new state-of-the-art behavioral health campus to replace the Cordilleras Campus in Redwood City.

During his tenure he was involved in the development and implementation of numerous programs at BHRS including Adult Resource Management, Family Agent Program, San Mateo County Mental Health Assessment and Referral Team, Family Assertive Support Team, Pathways Mental Health Court and Veterans Court, just to name a few. He leaves behind a long-lasting legacy in the many programs he had a hand in creating, implementing or managing.

Record Number of Psychiatry Residents Matched into Fellowships

Three BHRS psychiatry residents matched into the Child and Adolescent Psychiatry (CAP) Fellowship by the national program which matches the preferences of applicants for residency positions with the preferences of residency program directors.

Arielle Lasky, PGY3, matched into the UCSF CAP Fellowship and both **Juan Lopez**, PGY3, and

Tram Nguyen, PGY4, matched into the Stanford CAP Fellowship, which will begin in July. Juan will be in the Community Track position and some of his rotations will be at BHRS next year. Juan and Arielle are in a “fast-track” match which allows them to graduate from our program one year early to pursue this subspecialty training. This is the highest number of residents we’ve had matched for fellowships in the one year!



From left: Arielle Lasky, Juan Lopez, and Tram Nguyen

Successful Site Visit for Canyon Oaks Youth Center

The California Department of Social Services (CDSS) recently conducted a law enforcement (LE) contact case management inspection at Canyon Oaks Youth Center (COYC) due to the higher than average number of law enforcement contacts during 2018 by this facility (in adherence to AB 388 Law Enforcement Contact Inspections). The inspection reviewed information such as personnel records, youth’s needs and service plans, incident reports and Quality Improvement Committee minutes to determine whether a facility is engaging law enforcement only when necessary and responding appropriately to incidents of alleged misconduct by youth in their care. They also interviewed youth and staff, and assessed the de-escalation techniques used by staff.

The findings determined that staff engaged law enforcement only when necessary and that they responded appropriately to incidents of alleged misconduct by youth. CDSS also acknowledged COYC’s ability to self-evaluate their processes and identify the trends and patterns that trigger a call to law enforcement, pro-actively change a client’s treatment plan if needed, and make program changes needed based on the trends and patterns identified.

Medication Treatments Lower Risk of Opioid Deaths by 80%

In one of the first research efforts in the U.S. to compare the role of opioid agonist treatments with non-medication treatments in reducing overdose risk among patients who receive treatment in usual care settings, findings show that individuals with an opioid use disorder treated with opioid agonists had an 80% lower risk for opioid overdose death than those who did not receive medications during treatment. According to the findings from a retrospective cohort study published in *Addiction*, researchers also pointed towards an overall protective effect of being in treatment, regardless of type.

“Efforts to address the opioid crisis should ensure substance use treatment systems make opioid agonist medications highly accessible to all patients who present with opioid use disorder and focus efforts on promoting engagement and retention in these programs,” Noa Krawczyk, PhD, assistant professor in the department of population health at New York University Grossman School of Medicine, told Healio Psychiatry.

The analysis included 48,274 adults admitted to publicly funded outpatient specialty treatment programs in Maryland between 2015 and 2016 for primary diagnosis of opioid use disorder.

Reference: Krawczyk N, et al *Addiction*. 2020;doi:10.1111/add.14991.

*San Mateo County’s **Integrated Medication Assisted Treatment Team (IMAT)** has provided opioid agonist treatments along with behavioral health therapy to successfully treat patients with an opioid use disorder since 2017. IMAT was recently presented with the California State Association of Counties Challenge Award, which recognizes innovative county programs that find creative, effective, and cost-saving ways to provide services to their citizens. Learn more about IMAT: smchealth.org/IMAT*

SNAPSHOT Clients Served - as of February 29, 2020

Service Type	Total Clients	Admitted - February	Discharged - February
Mental Health Services (County)	5,460	639	621
Mental Health Services (Contracted)	5,679	518	348
AOD Services	1,247	226	208
Total Clients	12,386	1,383	1,177

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 1/31/20.