

# DIRECTOR'S UPDATE

Scott Gilman, MSA, CBHE

## Technology Connects Clients To Treatment



Through the Mental Health Service Act (MHSA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act, \$516,000 in funding has been allocated for technology support for BHRs clients and parents/

caregivers of youth clients during the pandemic. Of this amount, \$245,000 will go towards supporting clients and family members of BHRs contracted providers.

Through a federally subsidized low-cost data plan program offered by T-Mobile, BHRs is offering a free refurbished phone with a one year paid data plan at no cost to 700 clients and family members.

The phones will be offered to those receiving direct treatment and/or recovery-focused behavioral health services who would benefit from telehealth and other behavioral health services, but do not have the resources to purchase the technology needed or are unable to participate in low-cost and/or income-based services.

In addition, approximately 50 tablets will be provided to residential sites, programs and clinics or other spaces where clients/families may need to access behavioral health services.

The phones are being distributed beginning this month by BHRs's Office of Consumer and Family Affairs (OCFA) through Peer Support Workers and Family Partners—who completed the Digital Mental Health Literacy training offered by Painted Brain through the Help@Hand project. The training prepared them on  
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## County Recognizes Indigenous Peoples' Day

Indigenous Peoples' Day was recognized for the very first time in San Mateo County on October 12, 2020. The Board of Supervisors approved a [resolution](#) sponsored by Supervisor Carole Groom on July 7, 2020, declaring the 2nd Monday in October "Indigenous Peoples' Day" in conjunction with Columbus Day, in the County of San Mateo.

This resolution, first initiated by BHRs's Native & Indigenous Peoples' Initiative, commemorates our native peoples' histories and cultures; it leads to a deeper understanding and appreciation for us to learn and value all parts of our communities. Recognizing and celebrating Indigenous People's Day allows San Mateo County to be an ally, acting in solidarity with Native Americans and Indigenous communities throughout the Bay Area. Learn about the Initiative [here](#).

## New Cariño Project Serves Coastside Residents



On September 30 ALAS (Ayudando Latinos A Soñar) launched the new Cariño Project in Half Moon Bay bringing culture, mental health, and community services to the coastside region of San Mateo

County. Cariño in Spanish can mean affection, care, or can be an expression of love or term of endearment.

The project is funded by the Mental Health Services Act (MHSA) to bring community care to the coastside, a region that has been affected by the pandemic and devastated by wildfires this year. The community was at

**29.7%**

Revenue Ratio (R3)

**11,756**

Total Clients

**919**

Admitted

**1,345**

Discharged

the center of the creation of this project as it was a need and idea identified by the BHRS Community Service Area youth and family sub committee during the MHSA three year planning process. To further build on the community input, a needs assessment was conducted on the coast that engaged over 210 community members to inform the type of services needed in this area.

This project will provide culturally centered community-based mental health and substance use services and programming, including peer support groups, art and wellness activities, capacity building, outreach, and linkages to behavioral health services and resources for marginalized communities.

ALAS offers farmworker outreach, education programs, immigration advocacy, Folklorico and Mariachi classes as well as mental health counseling. ALAS has implemented this program centering community, understanding the need for wrap around services as well as a celebration of cultural wealth to fuel community engagement. The primary location will be in the northern part of the Coastside with field-based services as needed throughout the rest of the region, specifically to Pescadero Latino migrant farmworkers and their families.

To access services, call ALAS at (650) 560-8947, visit [www.alashmb.org](http://www.alashmb.org), or follow on [facebook](#) or [instagram](#).

## Tony Hoffman 2020 Honorees

The San Mateo County Mental Health & Substance Abuse Recovery Commission's Tony Hoffman Award recognizes individuals, professionals, businesses and the media who have made an extraordinary difference in the lives of people with mental illness and in the San Mateo County community. Congratulations to this year's recipients:



**Devin Aceret** - As a case manager on the Integrated Medication Assisted Treatment's Interface team, Devin's passion and drive shines in his ability to connect with clients through his sincere, caring and compassionate approach.

He consistently works hard to meet the needs of his clients and goes out of his way to connect them to

needed resources. His non-judgmental and welcoming approach helps put clients at ease. Devin is dedicated to serving clients, families and the community.



**Jennifer Basler** - Jennifer has been an integral part of PERT (Psychiatric Emergency Response Team) since 2017. It's no easy task for a civilian to embed themselves in law enforcement culture, gain the respect of their new peers, and fundamentally change the way the organization deals with those

who experience crisis or mental illness. She brought her extensive training, dedication, and passion for the mental health community to the Sheriff's Office in her role as a specialty crisis response clinician.

Jennifer is the epitome of a selfless individual who devotes her entire being to improve the lives of those who live with mental illness. Her efforts have positively impacted the Sheriff's Office, the mental health community and the public whom we serve.



**Rocio Cornejo** - Prior to joining NAMI San Mateo County and starting their highly regarded Peer Pals program, Rocio volunteered at Behavioral Health and Recovery Services. She was an active member of the Mental Health & Substance Abuse Recovery Commission where she served on the Execu-

tive Committee and the Child and Youth Committee where she was instrumental in making sure that the voices of individuals with mental health issues were heard.

Rocio is also a gifted speaker, sharing her personal story and inspirational message of hope with individuals with mental illness and families alike. She is a role model for all of us working to improve the mental health system.



**Doris Estremera** - As the Mental Health Services Act (MHSA) manager, Doris has made tremendous progress in engaging clients and family in program planning and incorporating diverse voices in MHSA funded services. She also actively recruits and supports clients and families in participating on

the MHSA Steering Committee. Doris has even advocated for clients to receive stipends as part of their

engagement with BHRS, and taken clients and family members to present with her at local and statewide meetings. She has made a huge impact on getting clients involved in BHRS's MHSA efforts.



**Renee Harris** - Renee is a living example of recovery—working, being productive and helping the community where she was once a victim and struggled with mental health and substance use challenges herself.

Renee conducts wellness self-care workshops for organizations such as NAMI and BHRS clinics. She also played a major role in the leadership formation of Alternatives National Conferences with Victorious Black Women from 2012-2014.

With her unique ability to connect with clients who are struggling and link them to resources, Renee is an array of hope for members in our community. She goes above and beyond to help others and is an inspiration to many.



**Maria (Charo) Martinez** - Using her skills and passion, together with her lived experience, Charo provides education workshops geared towards empowering community members. In addition, she encourages participants to take the skills they've learned to become a voice for their community.

She has supported the growth of the Health Ambassador Program, where participants learn how to help link community members to services by increasing awareness of and reducing the stigma associated with behavioral health services. Charo currently works as a Family Partner for the Office of Diversity and Equity, going above and beyond in her compassion, empathy and dedication to empowering the Latino Community.



**Tennille Tucker** - In collaboration with other county partners, Tennille was instrumental in obtaining a grant from the Department of State Hospitals for \$835,757 to expand Pathways' services through the proposed Pre-trial Felony Mental Health Diversion Program.

The 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.



**Pamela Ward** - Currently serving on the board of Heart and Soul, Pam is one of their leading "Seeing Through Stigma" speakers who readily shares her illness and the stigma she has encountered publicly. She also facilitates the Peer Hope Encouragement groups at San Mateo Medical

Center's Psychiatric Unit (3AB).

Pam has served as a past board member and program activities facilitator for Voices of Recovery, and has participated on the Recovery Happens Committee, Spirituality Initiative, and African American Community Initiative. She was also a member of the Lived Experience Academy and went on to become a community speaker and training facilitator. These are but a few of Pam's advocacy roles within the County.

She has helped countless others in their journey to recovery and has made an extraordinary difference in the lives of those with mental health issues.

### Technology Connects Clients To Treatment

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how to educate clients on the basics of using a smartphone—email set up, downloading and using apps (including doxy.me for telehealth visits, Zoom, Teams, and other apps that support treatment and recovery), security, and privacy. The phones are pre-programmed with important contacts such as the client's care team and resources including Psychiatric Emergency Services, Voices of Recovery, NAMI San Mateo County, and Heart & Soul.

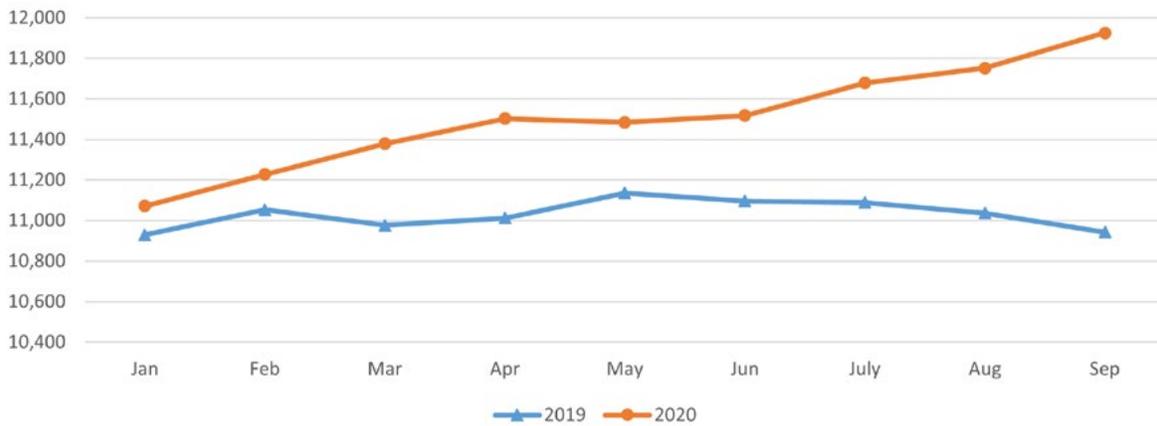
Lastly, we are pleased to announce that BHRS's Help@Hand project is making available Head Space, a meditation and mindfulness app, at no cost to 10,000 San Mateo County residents for one year. Priority will be given to BHRS clients, providers and partners. Contact the OCFA at (800) 388-5189 or [ocfa@smcgov.org](mailto:ocfa@smcgov.org).

**NEW COVID MENTAL HEALTH RESOURCES PAGE**

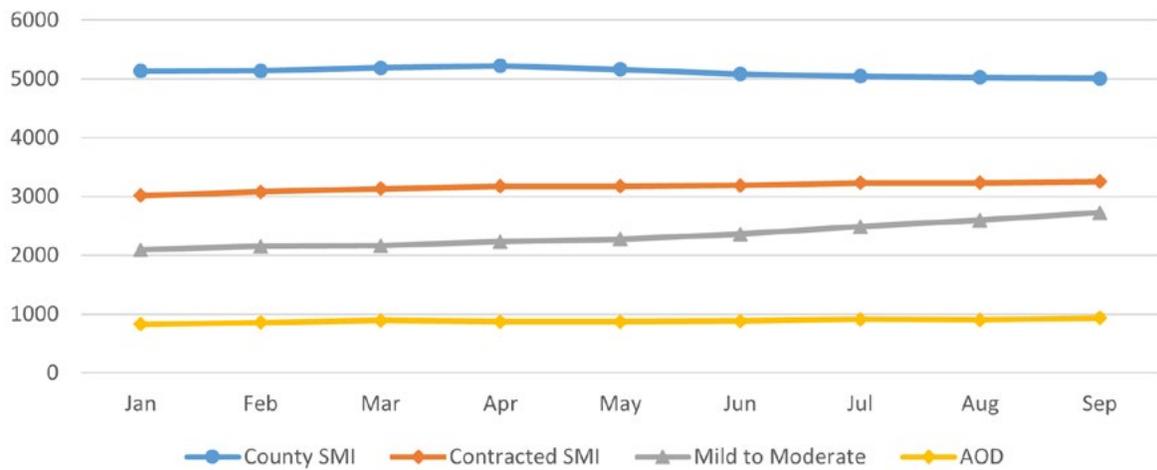
[smchealth.org/covid-19-mental-health-and-wellness-resources](https://smchealth.org/covid-19-mental-health-and-wellness-resources)

# SNAPSHOT: BHRS Clients - as of September 30, 2020

## Total BHRS Clients by Month (2020 vs. 2019)



## # Clients by Service Category - 2020



Service Category	Total Clients	Admitted - September	Discharged - September
Mental Health Services County SMI	5,012	381	448
Mental Health Services Contracted SMI	3,250	271	277
Mental Health Services Mild to Moderate*	2,725*	150	417
AOD Services	938	117	203
<b>Total BHRS Clients</b>	<b>11,925</b>	<b>919</b>	<b>1,345</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. \*Mild to Moderate services revert to Health Plan of San Mateo on 10/1/20.

**R3%** - 29.7% (revenue ratio of billed services as of 9/30/20)

# HOUSING FOR BHRS CLIENTS

## MHSARC Older Adult Committee Meeting

### **Housing for BHRS Clients**

Presented by Mariana Rocha, Clinical Services Manager II

MHSARC Older Adult Committee Meeting

**Wednesday, November 4, 2020 / 11a.m. – 12p.m**

#### Objectives:

- Discuss housing supports for BHRS clients with varied levels of need
- Learn about future housing programs and countywide collaborations
- Identify areas of focus from the continuum of housing supports

The meeting will take place via Teams. Click the link below or you can call in using the phone number below the link.

#### **Microsoft Teams meeting**

Join on your computer or mobile app: [Click here to join the meeting](#)

Or call in (audio only): [+1 650-761-6482,,942951468#](#)

Phone Conference ID: 942 951 468#



SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**