

# DIRECTOR'S UPDATE

Scott Gilman, MSA, CBHE

## Mild/Moderate Mental Health Services Reverts to Health Plan of San Mateo

Since 1994, the Health Plan of San Mateo (HPSM) has contracted with Behavioral Health and Recovery Services (BHRS) to manage mild to moderate mental health services for HPSM beneficiaries through a managed care system.

Operated through the BHRS Access Call Center, this agreement includes multiple responsibilities such as: being the point of entry for requests for services, screening for eligibility and making referrals to providers, managing and supporting a private provider network, monitoring timely access to services, assuring beneficiary rights and protections, and working collaboratively with HPSM on audits and accreditations.

Last year alone, Access referred an average of 522 beneficiaries per month to over 200 private providers for initial assessments, totaling 6,271 for the year. As of August 31, BHRS is currently serving 2,621 mild to moderate clients (see client data page 4).

This year, after much discussion and consideration, BHRS and HPSM decided to move management of the mild to moderate benefit back to HPSM. These resources are being redirected to focus on 1) serving those with a Serious Mental Illness (SMI), the primary responsibility of the Mental Health Plan and 2) the Medi-Cal reform under CalAIM.

As of October 1, the BHRS Access Call Center continues as the single point of entry for Behavioral Health calls and screening for SMI or mild to moderate eligibility. Once the Access Center determines that the consumer meets mild or moderate criteria, they are being referred to HPSM to be connected to a provider.

During this transition we are working to ensure that consumer services are not disrupted.

Additionally, the Access Call Center is in the process of developing a Specialty Mental Health Private Provider Network (SPPN) to assist regional clinics in meeting the needs for psychotherapy requests the clinics are not able to provide. This will be a much smaller network designed to meet the unique needs of individuals with SMI. Access will continue to be responsible for authorization of therapeutic behavioral services and presumptive transfer for the youth system. They will also work with the Quality Management team on SMI utilization management processes, and notifications for all BHRS outpatient services.

The Access Call Center looks forward to its new direction and focus, and will continue to provide the high quality customer service valued by clients and San Mateo County residents.

## BHRS Staff Recognized for Exemplary Wellness Leadership



*Regina Moreno*

The Wellness Leadership Recognition Program recognizes supervisors and managers who create healthy, thriving work environments and a culture that promotes employee health, safety, and well-being in an engaging way.



*Cassidy Booking-Lang*

Based on nominations submitted by staff, the County Wellness Committee has selected Regina Moreno, Youth Clinical Services Manager and Cassidy Booking-Lang, Pathways Mental Health Program Specialist for their exemplary wellness leadership at BHRS.

**26.3%**

Revenue Ratio (R3)

**11,752**

Total Clients

**914**

Admitted

**794**

Discharged

## Behavioral Health Resources for Fire-Affected Communities

On Sept 2, the County opened a Family Assistance Center at Pescadero Elementary School in collaboration with several departments where residents impacted by the CZU Lightening Complex Fire could apply for aid and access other resources.

BHRS deployed staff to the center to support the emotional well-being of residents as behavioral health needs on the coast have spiked with reports of relapse, extreme anxiety, and signs of depression.

More recently, volunteers were also deployed to the Santa Cruz evacuation center to provide support. Thank you to the BHRS staff who recently volunteered at the evacuation site and assistance center: Melinda Diaz, Vaughn Baker, and Giovanna Bonds.

## Staff Serve as Disaster Service Workers for the County

BHRS would like to acknowledge the following staff who have recently been deployed elsewhere in the county as disaster service workers to support the COVID-19 emergency:



**Danielle Lacampagne, LPS** Conservatorship Investigations - deployed to the Verily testing sites. "It is rewarding to do something directly COVID-19 related for community members. It drives home that we are all in this together."

**Yuki Laib**, School-Based Mental Health - deployed to Communicable Disease Control, Public Health, Policy & Planning as a contact tracer.

**Iris Lopez**, School Based Mental Health - deployed to Communicable Disease Control, Public Health, Policy & Planning as a contact tracer. "We don't need magic to transform our world. We carry all the power we need inside ourselves already." – J.K. Rowling

**Leticia Prado**, East Palo Alto Clinic - deployed to Communicable Disease Control, Public Health, Policy & Planning Contact Tracing Support Team.

## Commission Recommends Person-Centered Caltrain Strike Incident Messaging

At the September 2 Mental Health Substance Abuse Recovery Commission (MHSARC) meeting, the San Mateo County Suicide Prevention Committee (SPC) presented recommendations on more person-centered language for Caltrain strike incident messaging (or communications to passengers and the press when someone is struck on the Caltrain tracks).



Caltrain has been a member of the SPC since its inception in 2010, when there were clusters of youth suicides by train. Since September 2019, SPC co-chairs and Caltrain staff have been meeting monthly to work on suicide prevention efforts.

The SPC has been particularly interested in improving Caltrain strike incident messaging since over half of Caltrain fatalities are intentional (due to suicide) and there has been passenger and public feedback to make the messaging more humane and less stigmatizing. MHSARC unanimously voted to forward SPC's recommendation to Supervisor Dave Pine who sits on both the MHSARC and Caltrain Board of Directors.

For more information on the SPC or to find suicide prevention resources, visit [smchealth.org/SuicidePrevention](https://smchealth.org/SuicidePrevention).

## Supporting Families for a Successful School Year

With students returning to distance learning at the start of this school year, there has been an increase in the level of stress, anxiety, and depression among youth and

their caregivers. Youth and families of color are more likely to be affected due to the structural barriers that existed pre-pandemic.

Household factors tied to lower academic achievement include: being linguistically isolated, living in crowded conditions, having no access to a computer or the internet, having no adult in the household who has completed a high school education, having a disability, and living in poverty. Remote learning is likely to exacerbate the effects of these risk factors, with youth of color more likely to be exposed to these factors simultaneously. Students with disabilities are also experiencing increased difficulties.

Additional factors that can adversely affect a student's mental health and education include: parents who are essential workers and are unable to provide supervision, increased stress due to health concerns or someone in their family being affected by COVID-19, and difficulty understanding technology used for remote instruction. In San Mateo County, the Latino/a/x currently have the highest rate of positive cases at 50%, yet represent only 24% of the total population.

To address the disparities and barriers impacting youth education, BHRS, San Mateo County Sheriff's CARON Program, San Mateo County Office of Education (SMCOE) and San Mateo County Youth Leadership Institute partnered up to present the Spanish Facebook Live event "Don't Lose Your Mind with the Return to School" on August 31.

Ten panelists provided caregivers with resources to help them support their youth in remote learning, including information on how to manage the stress and trauma brought on by the pandemic. They also shared their own experiences with their children, while a member of the BHRS Health Ambassador Program shared their lived experience.

Within 24 hours there were over 1,000 views and 30 shares. BHRS will continue to partner with SMCOE to support youth and families in reducing disparities and structural barriers for students of color or with a disability. Watch a recording of the workshop [here](#) and find [additional resources](#).

## Sharing PPE with our Partners



BHRS donated a supply of hand sanitizers to Ayudando Latinos A Soñar (ALAS) for their farmworker outreach workers who deliver food to families and farmworkers, and provide other home outreach services on the coastside.

## Resiliency & Connection During COVID-19

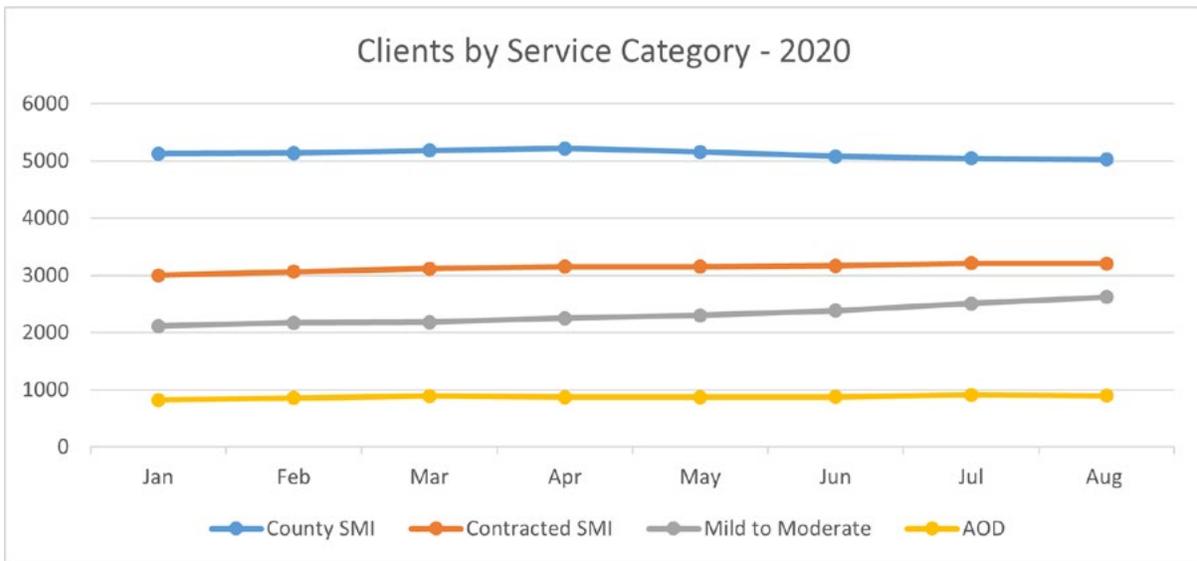
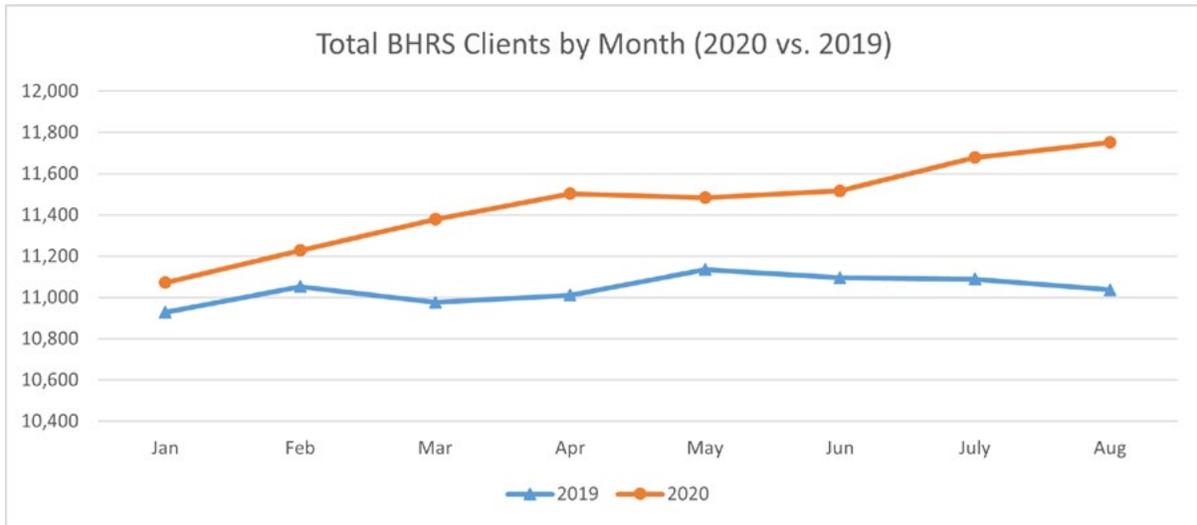
On October 18 the Diversity & Equity Council (one of BHRS's nine Health Equity Initiatives), led by BHRS Office of Diversity & Equity and Star Vista, hosted the live event "Resiliency and Connection During COVID-19." The event focused on how to stay connected and keep community traditions alive in two sessions (English and Spanish) on YouTube, Twitter and Facebook, with over 1,500 views combined.

The presentation highlighted the resiliency of our communities and the positive ways they are dealing with the health crisis. The Health Equity Initiatives (African American Community Initiative, Chinese Health Initiative, Filipino Mental Health Initiative, Latino Collaborative, Pacific Islander Initiative, Pride Initiative and Spirituality Initiative) shared examples of how they have creatively engaged in activities that are both culturally informed and hold community values, and modeled how to stay connected during the pandemic.

Discussions included creative ways to care for yourself, celebrating cultural and family events, maintaining cultural traditions and staying connected. We can continue to celebrate our culture and those we love, while social distancing — an important message to help our communities stay safe, yet remain connected during this time. Watch the event [here](#).

**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 August 31, 2020



Service Category	Total Clients	Admitted - August	Discharged - August
Mental Health Services County SMI	5026	385	417
Mental Health Services Contracted SMI	3207	234	220
Mental Health Services Mild to Moderate	2621	176	61
AOD Services	898	119	96
<b>Total BHRS Clients</b>	<b>11,752</b>	<b>914</b>	<b>794</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%** (26.3%) is the revenue ratio of billed services as of 8/31/20.