

DIRECTOR'S UPDATE

Scott Gilman, MSA, CBHE

Coming Together to Support the Coastal Community

During these uncertain and daunting times, many of our workforce, clients and communities are struggling with the pandemic, wildfires and power outages. BHRS has always worked to serve our communities through our compassionate and dedicated staff.

In response to the current CZU fire, which has heavily impacted the coastal communities, the BHRS Crisis Response Team (CRT), Pre-to-Three team and community partners quickly jumped into action. CRT mobilized and deployed BHRS clinicians to the evacuation sites, coordinating efforts with the Red Cross; Pre-to-Three gathered clothes and items for the families impacted by the evacuation order; and the Sheriff's CARON program, Ayudando Latinos a Soñar (ALAS) and Puente de la Costa Sur provided resources, sent people to assist at the evacuation sites, and hosted a Facebook Live event to provide vital information and supported the coordination efforts.

These efforts are a testament to the compassion and commitment of staff and partners who serve people in need and rise to the challenge in the most unpredictable of times. We are grateful for the work being done by all.

Thank you to the BHRS clinicians who volunteered at the fire evacuation sites: Carla Arellano, Jenn Basler, Lear Blitzstein, Kristin Briscoe, Maty Brito, Katie Eggers, Muhammad Elbgal, Natalia Estrada, Diana Gomez, Camilo Gonzalez, Estefania Herмосilla, Maria "Isabel" Hernandez, Ally Hoppis, Itzuri Hurtado, Peggy Kwok, Sharon Langtry, Daniel Lanzarin, Molly Lolax, Sergio Lua, Jenny Nakamura, Angel Nguyen, Iliana Parsons-Barilla, Nadia Perez, Claudia Ramirez, Ornit Shoham, Adriana Vidal, Christina Webb, Jessica Zamora and Nicholas Zwerdling

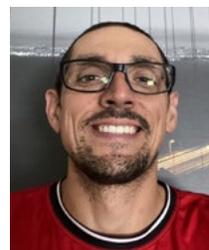
National Recovery Month

September is National Recovery Month. This observance celebrates the millions of Americans who are in recovery from mental and substance use disorders, reminding us that treatment is effective and that people can and do recover. It also serves to help reduce the stigma and misconceptions that cloud public understanding of mental and substance use disorders, potentially discouraging others from seeking help.



Recovery Month in San Mateo County is led by our partners - Voices of Recovery San Mateo County and the members of the Recovery Month Planning Committee. Recovery Month kicked off in the county with a candlelight vigil on August 28. See the complete list of events happening throughout September including an artshow, comedy show, and Black Lives Matter event [here](#) or visit vorsmc.org

David Lewis Award



Congratulations to Daniel Lanzarin, the 2020 recipient of the San Mateo County Mental Health & Substance Abuse Recovery Commission's David Lewis Award, which recognizes outstanding contributions towards recovery.

28.1%

Revenue Ratio (R3)

12,438

Total Clients

908

Admitted

822

Discharged

Daniel has dedicated his life to his own recovery and supported the recovery of others for the past 15 years. He is a certified Alcohol and Other Drug Counselor and has been an AOD case manager with Service Connect for the past eight years. Daniel goes above and beyond to support his clients—even going out to homeless camps to look for them.

During the pandemic his work has been essential in helping clients get out of jail and enter residential programs. He meets with clients in the community to bring gift cards, clothing, and essentials to support their health and wellness. Daniel understands the challenging road to recovery and what it takes to be successful. He says, “You gotta be ready when they are ready. You never know if this time will be the time they decide to get clean.” His commitment and direct and caring attitude has saved many lives.

Suicide Prevention Month: “Stronger Together”

September is Suicide Prevention Month (SPM), which includes National Suicide Prevention Week (September 8-14) and World Suicide Prevention Day (September 10). SPM aims to empower everyone in the community to prevent suicide.



For 2020, the San Mateo County Suicide Prevention Committee (including StarVista, BHRS Office of Diversity and Equity and partners) is promoting the theme “*Stronger Together.*” The Centers for Disease Control and Prevention (CDC) confirms that studies show that connectedness is an important protective factor for suicide, and states: “[c]onconnectedness between individuals can lead to increased frequency of social contact, lowered levels of social isolation or loneliness, and an increased number of positive relationships.” 2020 has been a year of unprecedented challenge, and

yet we have seen how communities can come together in innovative and supportive ways.

Throughout September, there will be a variety of virtual SPM events that are free and open to the public, including the Board of Supervisors Proclamation for Suicide Prevention Month on September 15.

For information on Suicide Prevention Month events and resources, visit www.smchealth.org/suicide-prevention-month.

CARES Act Bolsters COVID-19 Response

Through the Coronavirus Relief Fund, the CARES Act provides payments to state, local, and tribal governments navigating the impact of the COVID-19 outbreak. The County allocated \$5M to Health, to be spent by the end of the year. While some of these funds will help support their contact tracing efforts, including case management needs and assistance for people who need to isolate, the remainder will focus on aspects of infrastructure that will most immediately help us continue to battle the spread.

BHRS has been approved for nearly \$180,000 to date in funding. Here are a few of the efforts being funded:

Establish Quarantine Wing in Residential Treatment Facilities - To increase access to residential substance use treatment, Our Common Ground and HealthRIGHT 360 are working to repurpose space in their facilities to accommodate a quarantine wing. Currently, many individuals are self-quarantining at Palm Ave Detox to meet program requirements for entry under the COVID-19 pandemic. These quarantine wings will reduce a bottleneck at Palm Ave, and allow clients to enter and engage in treatment sooner.

Support Contractor Telehealth and Remote Treatment Technology - Purchase 150 Chromebooks with data/connectivity plans for clients that would benefit from telehealth, but do not have the technology. Each package will include a tablet with a government subsidized data plan.

Guidance and Training for SUD providers - Retain a congregate living consultant to provide guidance and training to contracted providers who house COVID-19 positive clients and/or serve as isolation for their own

clients. This will support safe daily operations during the pandemic. Consultations will include the correct use of PPE, how to safely intake clients using a time-based approach, and how to manage COVID-19 positive clients safely within their facilities. Two AOD staff will participate in all trainings and consults so that once the funding ends, they can continue to support providers in these efforts.

Assess Staff Wellbeing - The Well-Being Index is a survey that captures information about an employee's health status, providing important data about their risk for burnout and can direct staff to resources. Studies show that provider burnout can impact productivity as well as client outcomes. During this time of extreme stress, this tool will provide us with the information we need to understand, track and improve the wellbeing of our staff over time.

Trauma Informed Self Care Kits for Staff - Compile and distribute Trauma Informed Self-Care Kits for staff to show appreciation for their continued hard work and dedication, and invest in employee wellness.

Staff Serving as Disaster Service Workers for the County

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



Michael Mouton, On-Call Residential Counselor-I, Canyon Oaks Youth Center - deployed to Communicable Disease Control, Public Health, Policy & Planning Contact Tracing. *"I volunteered to serve and protect the world from the impact of this pandemic."* *"You'll*

never know how or when you'll have an impact, or how important your example can be to someone else."

- Denzel Washington

Iris Lopez, Therapist, School Based Mental Health - deployed to Communicable Disease Control, Public Health, Policy & Planning Contact Tracing. *"We don't need magic to transform our world. We carry all the*

power we need inside ourselves already." - J.K. Rowling

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

COVID-19 Latino Community Education & Outreach

Latino/a/x currently have the highest rate of positive cases at 49% but make up only 24% of the San Mateo County population. To address these disparities, BHRS, San Mateo County Sheriff's CARON Program and Ayudando Latinos a Soñar came together to support a Spanish Facebook Live event on August 16. The event focused on preventive measures and resources to support the Latino/a/x community.

Dr. Jeannette Aviles, Medical Director from San Mateo Medical Center responded to community concerns and provided specific information on how families and individuals can stay safe during this time.

14 panelists provided additional information on support and resources to the 600 individuals who viewed the live event. Within 12 hours of the event, the number of individuals who viewed the recording doubled.

Topics community members asked about included: how to communicate with loved ones and neighbors about their concerns, where to get tested for COVID-19 and how to isolate safely. Many also requested information on how to receive mental health services and support.

The partnership was the first of its kind and came together quickly to respond to the needs of marginalized community members, exemplifying how together we can do great things. Along with Coastside Hope, they are currently planning additional events to address the topics requested such as, county resources, housing concerns, talking to your employer about safety and prevention, assisting the undocumented community and family members with special needs.

Watch the event recording [here](#).



NEW COVID MENTAL HEALTH RESOURCES PAGE
smchealth.org/covid-19-mental-health [CLICK HERE](#)

Race & COVID-19 Town Hall #2

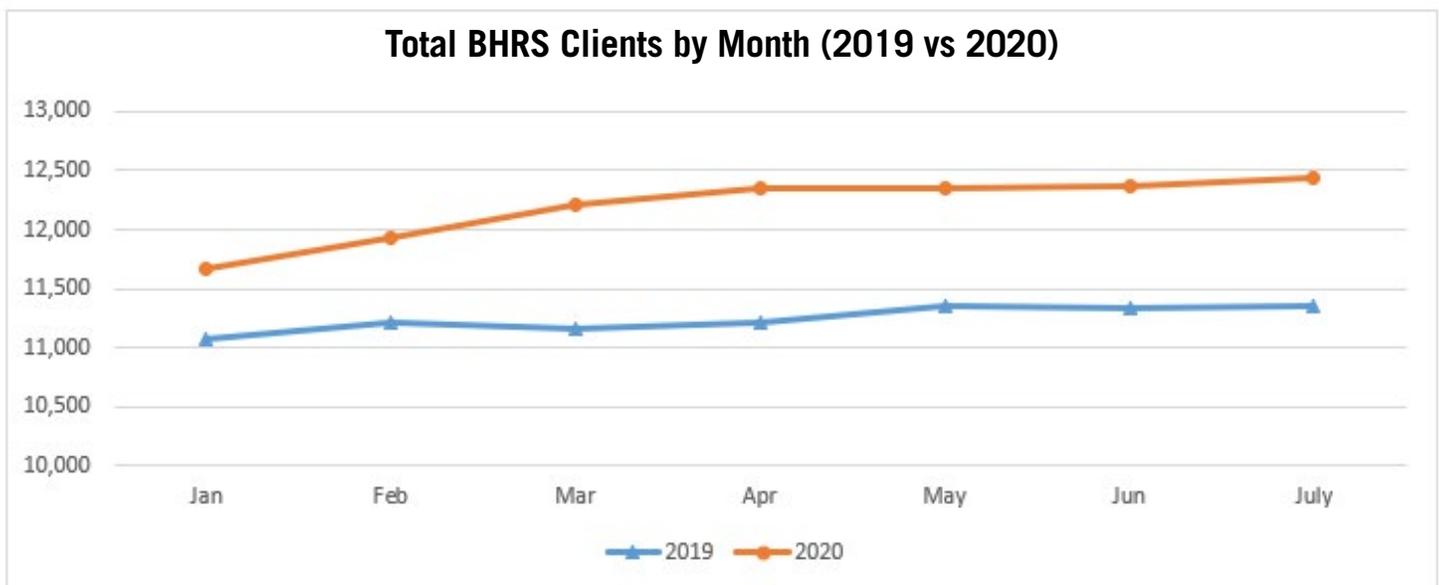
A second town hall was conducted by the Office of Diversity & Equity in collaboration with Public Health, Policy and Planning, StarVista, and the Bay Area Community Health Advisory Council on August 7, to extend the opportunity for the community to provide feedback on the impact of COVID-19. This was a follow-up to the [first town hall](#) conducted in May. Topics discussed included: what impacts health and health inequities, structural racism, COVID-19 & health disparities and the percent of COVID cases by race vs. the county's population.

The community discussion focused on understanding what has changed since the last Town Hall, additional needs for our community priorities, and questions about the county's efforts.

125 participants attended the event. 55 percent of the respondents said they would like to get involved in COVID-19 response efforts. Most of the input centered around questions or comments about COVID-19 testing availability and response time.

Check out a recording of the event [here](#).

SNAPSHOT: BHRS Clients Served - as of July 31, 2020



Service Category	Total Clients	Admitted - July	Discharged - July
Mental Health Services (County)	5,361	431	453
Mental Health Services (Contracted)	5,769	367	236
AOD Services	1,308	110	133
BHRS Client Total	12,438	908	822

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% (28.1%) is the revenue ratio of billed services as of 7/31/20.