



Mental Health Services Act (MHSA)

Steering Committee Meeting

September 24, 2018 / 3 - 4:30pm

San Mateo County Health System
Behavioral Health and Recovery Services
www.smchealth.org/mhsa



SAN MATEO COUNTY HEALTH
**BEHAVIORAL HEALTH
& RECOVERY SERVICES**

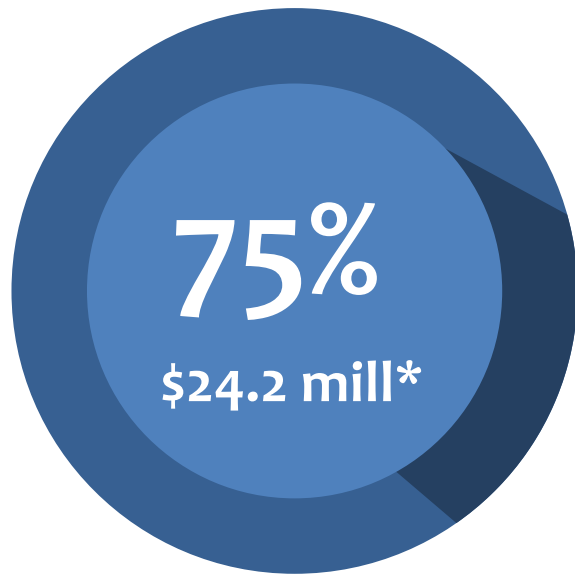
Agenda

1. MHSA Background
2. Funding Principles
3. Innovation Funding
4. Pride Center Outcomes and Extension Request
 - o Q&A
5. Announcements/ Public Comments



MHSA – Prop 63 (2004)

1% tax on personal income in excess of \$1 mill



Community Services & Supports (CSS)

Direct treatment and recovery services for serious mental illness and serious emotional disturbance



Prevention & Early Intervention (PEI)

Interventions prior to the onset of mental health disorders and early onset of psychotic disorders

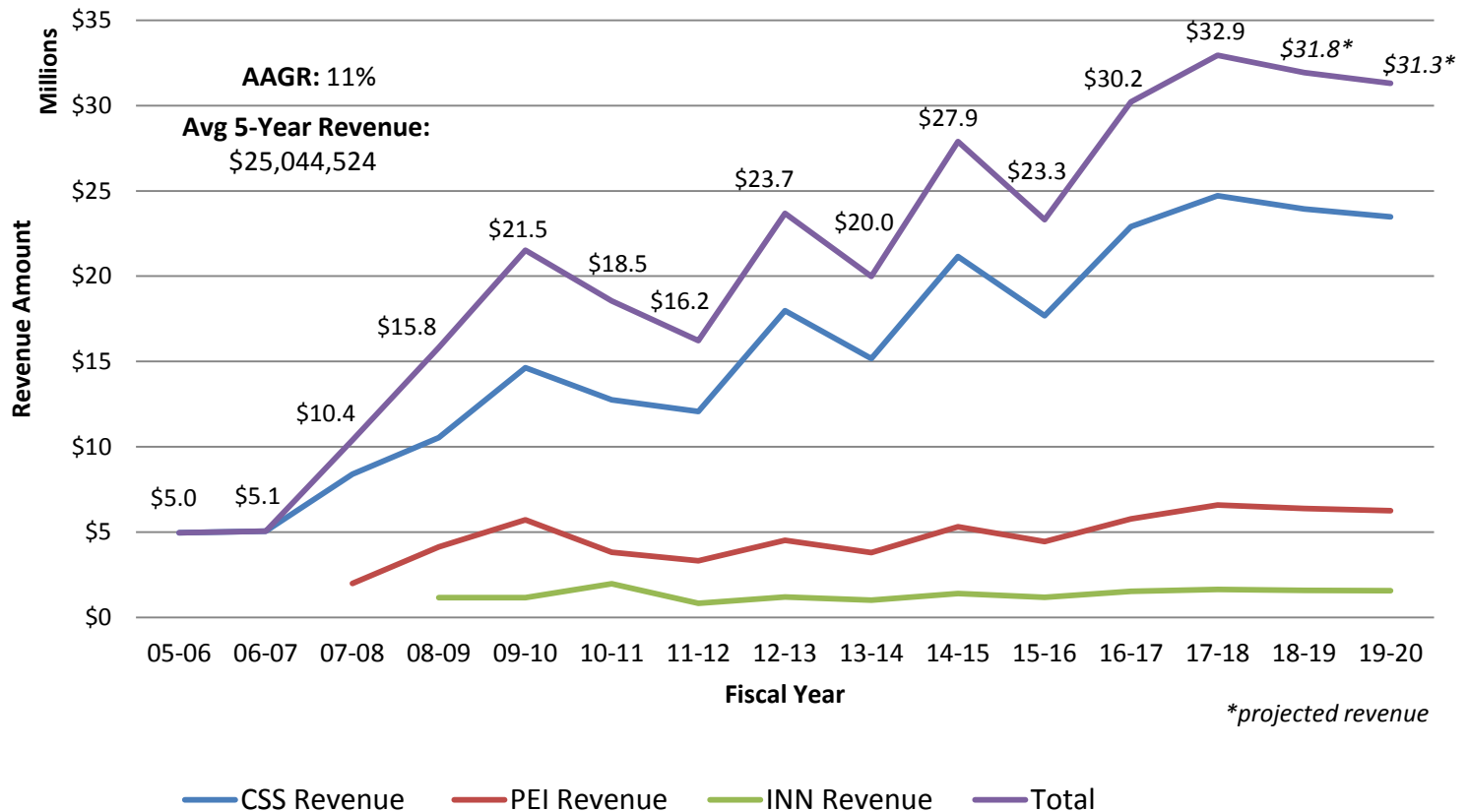


Innovation (INN)

New approaches and community-driven best practices

*Component amounts based on FY 17/18 revenue received

MHSA Revenue Growth



Funding Principles and Guidelines

- San Mateo County is preparing for an economic down turn; costs are increasing and federal and state revenues are not
- Current MHSA programs will not be reduced but can be optimized
- Decisions will need to be made regarding MHSA funding allocations
- Important time to re-embrace MHSA Funding Principles (see handout)

Open for input, comments, clarifications

MHSA Innovation Funding Cycle

- \$1.9M will be available for FY 2019-20 INN projects; a request for Interest process will begin in January 2019
- Current Opportunity: Request for Interest
Technology-based Behavioral Health Interventions
 - Funding may be available for two years to fund community-based agencies or programs as follows:
 - Peer and Family partner specialists \$150,000/year
 - Spanish and Chinese community specialists \$100,000/year
 - Older Adult peer and family partners \$100,000/year
 - Youth peer workers \$100,000/year

www.smchealth.org/bhrs/rfp




MHSA INNOVATION PROJECT REPORT: SAN MATEO COUNTY PRIDE CENTER

September 24, 2018

Presentation Agenda

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- MHSA Innovation Overview
 - About the Pride Center
 - Pride Center Achievements
 - Pride Center Learnings
 - Pride Center Extension Request

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Pride Center Innovation



MHSA INN Project Requirements

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- INN projects must:
 - ▣ Contribute to learning about new approaches/practices in mental health
 - ▣ Be developed through community participation
 - ▣ Avoid replicating programs in other jurisdictions
 - ▣ Align with MHSA values
- By nature, not all innovative strategies will succeed
- INN projects must measure the extent to which they improve:
 - ▣ Access to services, especially for underserved communities
 - ▣ Collaboration
 - ▣ Quality and service outcomes

Community Need: Services to Address High Risk of Mental Health Challenges

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LGBTQ+ individuals are at higher risk of mental illness compared to non-LGBTQ+ people¹

- In San Mateo County, 44% of LGBTQ adults needed access to a mental health professional in past 12 months²
 - Up to 84% among those who identified as gender fluid

Nationally, suicide is the second leading cause of death for LGBTQ+ youth ages 10-24³

- In San Mateo County, 3 of 4 LGBTQ youth considered harming themselves in past 12 months²

Community Need: Access to LGBTQ+ Sensitive Mental Health Services

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There is often mistrust of behavioral health care in LGBTQ+ communities

- Historical trauma of culturally insensitive care
- Shame and stigma around seeking care

San Mateo County residents reported limited access to LGBTQ-sensitive mental health services¹

- 3 in 5 adults cited lack of local health professionals trained to serve LGBTQ+ clients
- Only 43% felt their mental health care provider had the expertise to care for their needs
- 2 in 3 youth did not know where to access LGBTQ-friendly healthcare

¹San Mateo County LGBTQ Commission, 2018 Survey of LGBTQ Residents and Employees of San Mateo County

Community Need: Linkage to Services to Meet Multiple Needs

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Many LGBTQ+ adults and youth San Mateo County have multiple service, educational, and social needs¹

- Many LGBTQ county residents are socially isolated
- 2 in 5 adults struggle to pay for basic needs like rent and food
- 3 in 5 youth reported a lack of LGBTQ inclusive sex education in school

¹San Mateo County LGBTQ Commission, 2018 Survey of LGBTQ Residents and Employees of San Mateo County

How Does the Pride Center Meet LGBTQ+ Community Needs?

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The Pride Center is a service hub that meets the multiple needs of high-risk LGBTQ+ individuals

Social and Community Activities

Support LGBTQ+ individuals through peer-based models of wellness and recovery that include educational and stigma reduction activities

Clinical Services

Provide mental health services focusing on individuals at high risk of or already with moderate to severe mental health challenges

Resource Services

Be a hub for local, county, and national LGBTQ+ resources

How is the Pride Center Innovative?

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There is no prior model of a coordinated approach across mental health, social, and psycho-educational services for the LGBTQ+ community

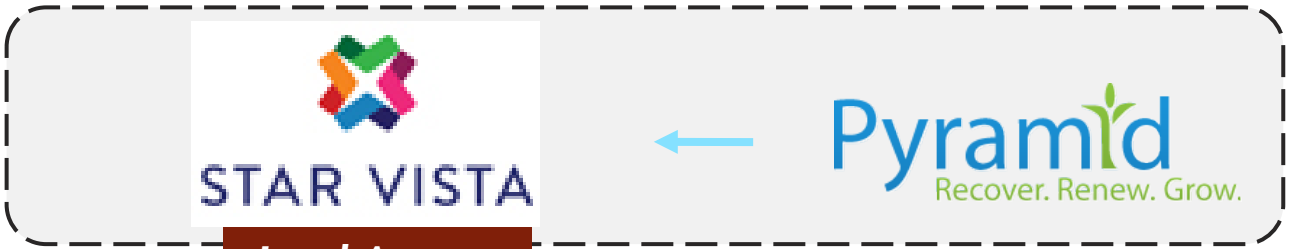
□ Learning Goals

- Access: Does the Pride Center improve access to behavioral health services for the service population?
- Collaboration: Does a coordinated approach improve service delivery for the service population?

Pride Center Collaborative Model

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Formal collaboration
of four partner
organizations



Lead Agency



ADOLESCENT
COUNSELING SERVICES
strength through support



Peninsula
Family Service

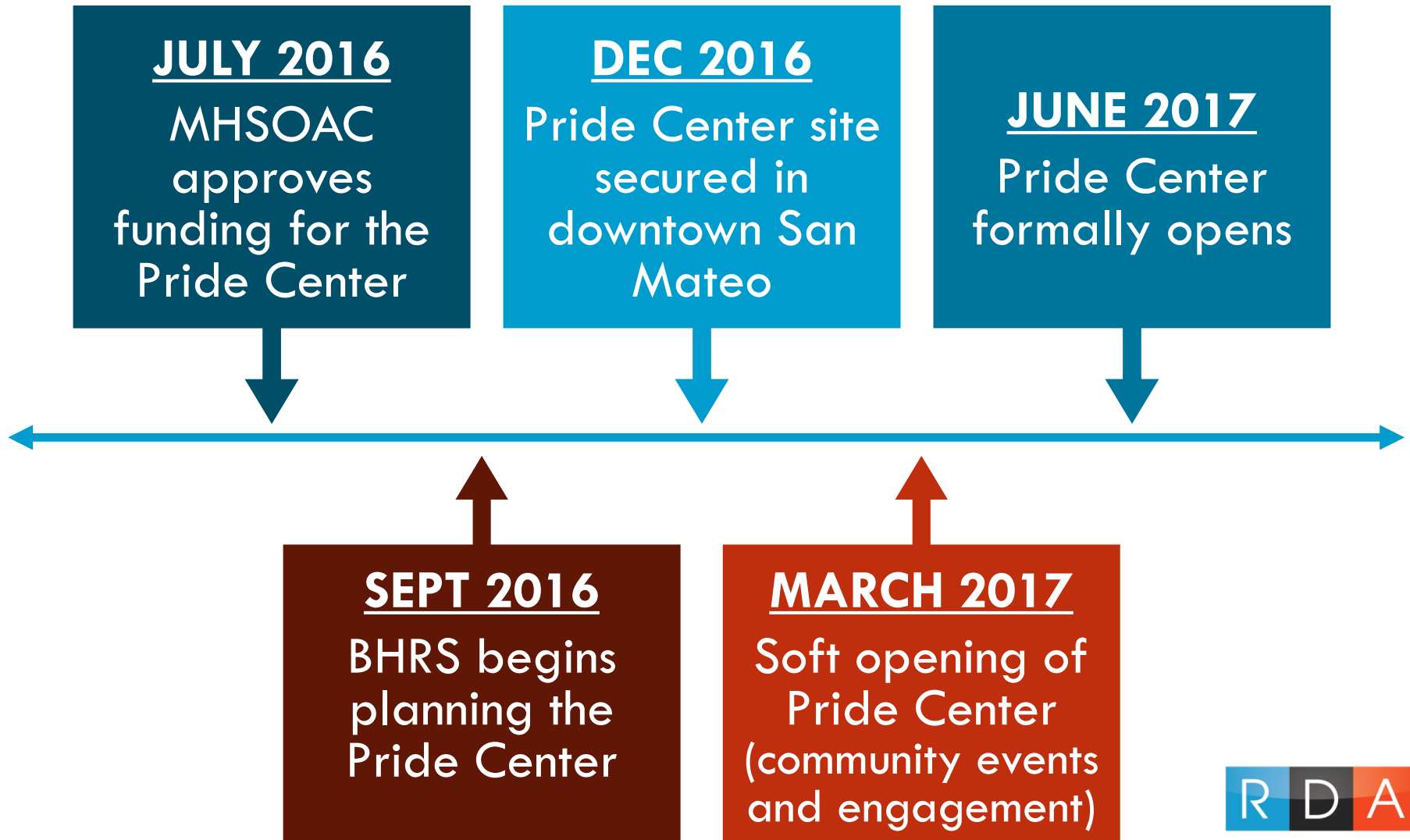


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Pride Center Accomplishments

Timeline of the Pride Center

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Onsite Programs and Services

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- ❑ Psychotherapy
- ❑ Peer support groups
- ❑ Case management with linkage to other supportive services, including public benefits, employment search
- ❑ Social events, including movie nights, intergenerational dinners
- ❑ Informational sessions and service provider trainings



Please refer to handout for comprehensive list of onsite programs.

Collaboration and Training Services

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- Long-term partnerships
 - ▣ County of San Mateo LGBTQ Commission
 - ▣ Pride Initiative, BHRS Office of Diversity and Equity
- Workplace trainings for service providers, school staff
- Student outreach, including info sessions, GSA development
- Co-sponsorships events with public agencies, providers, local businesses
- Outreach and tabling at community events, health fairs, conferences



Pride Center staff
present to students at
Thomas R. Pollicita
Middle School

Please refer to handout for comprehensive list of community partnerships.

Figures on Participant Access, FY2018

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- **1,011** individuals accessed programs on site
 - ▣ 15% accessed therapy services
 - ▣ 4% used case management services

- **Over 2,500** people accessed the Center's trainings, workshops, and events

- **69%** of participants who completed the Pride Center's satisfaction survey had visited the Pride Center more than once
 - ▣ **41%** had visited at least six times

Diversity of Pride Center Participants

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- Two-thirds identify as LGBTQ+
- 76% are cisgender, 24% are transgender, gender queer, questioning, or other
- Most are between age 16 and 59
- 54% are people of color or multiracial
- 5 in 6 are below County's median household income
- 1 in 3 have annual income below \$25,000

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Pride Center Learnings: Access

Having LGBTQ+ Specific Services Engages an Underserved Population

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- The Pride Center is reaching individuals who might not otherwise access clinical services
 - ▣ Having LGBTQ+ therapists draws clients
 - ▣ Pride Center prioritizes therapy for marginalized/vulnerable participants
 - Sliding scale and Medi-Cal
 - ▣ BHRS, educators, other providers now refer LGBTQ+ individuals seeking mental health services to the Pride Center

“In the past when I needed mental health services, I needed to find someone supportive and understanding of what I was feeling...I would have felt much safer [at the Pride Center].”

–Youth participant

Having a Physical Location Creates Community and Reduces Stigma

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- The Pride Center is a safe, inclusive space for the LGBTQ+ community
 - Many participants said the existence of a physical space in a prominent public location helps them feel welcome and proud
- 99% agree that the Pride Center is a safe and welcoming environment
- 92% agree that the Pride Center offers a sense of community
(99% either agree or somewhat agree)

“To have a physical location is so much more meaningful than using online resources...to know that there is a place you can go to feel safe and find community.”
—Adult participant

Sources: *Pride Center participant satisfaction survey (n=172)*
Pride Center participant focus groups

High Quality of Care Promotes Continued Engagement

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- **99%** agree that Pride Center staff understand & affirm their sexual orientation, gender identity
- **85%** of participants agree that the services offered at the Pride Center are improving their mental health (100% either agree or somewhat agree)

“When I went to cisgender, heteronormative therapists... They didn’t get it. The [therapists] here understand it on the inside.”

-Adult participant

“Every single time I come here, it’s a lovely experience. There’s not a single time I cross that door and someone doesn’t ask me how I am.”

-Youth participant

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Pride Center Learnings: Collaboration

Hub Model Provides Convenient Access to Multiple Services

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- Partners and participants report on the value of the Pride Center's collaborative model
 - ▣ Four member organizations with different specializations
 - ▣ Coordination helps participants who benefit from multiple services
 - ▣ Shared physical site offers community-building, peer support

"I've been involved in a lot of LGBTQ organizations... focused on a particular issue. This [Center] brings it all together."

—Older adult participant

"It's a one-stop shop...[which is important] when you're homeless and have to get everywhere on foot. There's only so many places you can go in a day."

—Adult participant

Partnerships Increase Awareness of LGBTQ+ Community's Needs

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- The Pride Center is a countywide educational resource on LGBTQ+ mental health & wellbeing
 - More providers know the importance of asking sexual orientation and gender identity (SOGI) questions
 - Referrals to Pride Center clinical services are increasing
 - Educators, public agencies, and private businesses have actively sought partnerships with the Center
- The Pride Center's presence at community events is an opportunity for attendees to learn about the available services

"We're a gigantic resource for the San Mateo County community. We're educating the educators and the social service providers. We're building all kinds of networks."

—Community Advisory Board member

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Pride Center Extension Request

INN Learning Goal: Access

More time is needed to understand the full potential of the Pride Center to increase access to services

- It takes time to repair historical mistrust within the LGBTQ+ community about mental health services
- Stigma around seeking care takes time to overcome
 - Potential double stigma: having a mental health issue, and identifying as LGBTQ+
 - Shame and stigma in seeking mental health care is common in some populations, e.g. some Asian Pacific Islander/Latinx communities²

INN Learning Goal: Collaboration

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More time to formalize internal and external collaboration would help the County document the innovative model and measure its impact

- It takes time to build internal policies and procedures among four partner organizations that have not worked together before
- Spending the time to develop a robust network of community partnerships will help the County learn the impact of coordinated service delivery

Extension Request

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- San Mateo County BHRS is seeking approval to request a 2-year MHSA INN extension for the Pride Center in the amount of \$700,000 per year
- The MHSARC will vote to open a 30-day public comment period
- The MHSARC will hold a public hearing and vote on 11/7 to approve the request and close the public comment period

Questions & Answers

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- Is there anything else you would like to know about the Pride Center Learning Goals – Access and Collaboration?



Announcements & Public Comment

Thank you!



For more information: www.smchealth.org/MHSA

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