

# DIRECTOR'S UPDATE

Scott Gilman, MSA, CBHE

## Youth Stabilization, Opportunity, and Support (S.O.S.) Team Launches



### STAR VISTA

On March 20, StarVista's Crisis Intervention and Suicide Prevention Center launched its brand-new mobile crisis response service called the Youth Stabilization,

Opportunity, and Support (S.O.S.) Team, funded by the local Mental Health Services Act and State General Funds. In partnership with San Mateo County Behavioral Health and Recovery Services (BHRS), the Youth S.O.S. Team provides over-the-phone or in-person responses to youth ages 0-25 who live in San Mateo County and are experiencing an escalation in mental health symptoms, ranging from suicidal ideation to undiagnosed mental health disorders. The team is comprised of mental health clinicians, a youth peer partner, and family partners to comprehensively address any assessment, psycho-education, therapeutic, or case management needs.

Services for the state-mandated Family Urgent Response System (FURS), which provides 24-hour crisis response for current and former foster youth and their caregivers, has also been integrated into StarVista's Youth S.O.S. Team in partnership with Behavioral Health and Recovery Services, the Human Service Agency, and Juvenile Probation.

StarVista's Crisis Intervention and Suicide Prevention Center has a long history of providing crisis services in San Mateo County through a 24/7 suicide crisis hotline and teen crisis services. With over 55 years of service, this program has provided critical, trauma-informed, and lifesaving services to San Mateo County residents. BHRS selected StarVista's Crisis Center to be the county's youth mobile crisis response team service provider, playing an instrumental role in providing the least invasive intervention for youth in crisis *(continued on page 3)*.

## California Advancing and Innovating Medi-Cal (CalAIM)



Earlier this year, the Department of Health Care Services (DHCS) launched California Advancing and Innovating Medi-Cal (CalAIM), a long-term commitment to transform and

strengthen Medi-Cal, offering Californians a more equitable, coordinated, and person-centered approach to maximizing their health and life trajectory.

CalAIM moves toward a population health approach that prioritizes prevention and whole person care by extending supports and services beyond hospitals and health care settings directly into California communities.

Medi-Cal enrollees will be offered coordinated and equitable access to services that address their physical, behavioral, developmental, dental, and long-term care needs, throughout their lives, from birth to a dignified end of life.

### A Better Medi-Cal for Californians

CalAIM aligns Medi-Cal into a standardized, simplified, and focused system that helps enrollees live healthier lives through a broad network of health partners, including plans, providers, and community-based organizations, with incentives to achieve high quality of service. Upon CalAIM's full implementation, Medi-Cal will better serve and benefit enrollees because it will be a seamless and streamlined health care system.

### Goals of CalAIM

1. Identify and manage comprehensive needs through whole person care approaches and social drivers of health
2. Improve quality outcomes, reduce health disparities, and transform the delivery system *(continued on page 3)*

**33.7%**

Revenue Ratio (R3)

**8,512**

Total Clients

**807**

Admitted

**703**

Discharged

## Older Adults Transition from ACE County to Medi-Cal

On May 1, undocumented residents in California age 50 or above will be eligible for free fullscope Medi-Cal. To ensure a smooth transition, the Health Plan of San Mateo (HPSM) will move all ACE County members in this age group to the new Medi-Cal program through passive enrollment. The transition period will last through June 30, 2022, when HPSM plans to have switched all eligible ACE County members to their new coverage. After the transition, members can either retain their prior ACE County primary care provider or choose from a wider network of providers and medical groups outside of San Mateo Health. They will also be auto-enrolled in Medi-Cal Rx for prescription coverage and Denti-Cal for dental coverage as well as provided vision benefits offered under Medi-Cal.

Members with income above the threshold for free Medi-Cal (138% federal poverty level) will receive assistance from San Mateo Health's Health Coverage Unit in exploring other coverage options, including retaining their ACE County membership.

This change will affect an estimated 6,600 ACE County members. Those currently enrolled in the ACE Fee Waiver program are asked to ensure continuous enrollment into restricted Medi-Cal to facilitate more timely enrollment into fullscope coverage.

## Congratulations



**Shirley Chu**, promoted to Clinical Services Manager II of Crisis, Outreach, and Engagement services, where she had served as the work-out-of-class manager since December.

Shirley began her career in the helping profession as an outpatient mental health clinician at the San Francisco County's Children's Outpatient Clinic, providing treatment to children and youth with behavioral health issues and their families.

Her experience includes three years as the program director of a 24/7 mobile crisis response team for the San Francisco Department of Public Health, where she worked and partnered with various systems such as law enforcement, juvenile justice, the school district, the human services agency, residential facilities, psychiatric

emergency services, and the inpatient hospital.

Prior to assuming her current role, Shirley served for 10 year as the Mental Health Supervising Clinician for the Total Wellness program which was recognized nationally by SAMHSA as being among the few high-performing grantees—with all enrollees reaching the top five percent in health outcomes at the end of the grant term.



**Sitike Counseling Center** ("Sitike"), a longtime BHRS partner, was honored at the 2022 Annual Business Awards, hosted by the South San Francisco Chamber of Commerce last month. Sitike

provides a range of outpatient services that support those impacted by the devastating effects of substance use and/or mental health disorders, and violence.

Sitike received this year's Special Recognition Award acknowledging them as an agency that exhibits trust, kindness, and offers a helping hand—a behind-the-scenes everyday hero.

"While the past two years of the global pandemic have been heartbreaking in so many ways, one of the silver linings has been seeing the Sitike team on the frontlines supporting their neighbors and communities," said Keri Kirby, Sitike's Executive Director. "I could not be more proud of our team..."

## BHRS Contractors' Association of San Mateo County



The BHRS Contractors' Association of San Mateo County (Contractors' Association) has 23 nonprofit member agencies that contract and work in partnership with BHRS.

The Contractors' Association, whose motto is "We Do Better Together," is the clearinghouse for coordination and information between its member agencies and BHRS.

Its membership represents more than 900 staff members who provide mental health, substance use disorder treatment, housing, education, expressive arts, community-based and crisis intervention programs and services for all ages throughout the county. Prior to the pandemic, it provided programs and services to more than 16,000 residents annually. During the pandemic,

demand for services increased, and the association's members have skillfully kept their doors open, tirelessly adapting to meet the needs of its clients and the community. Watch for future articles spotlighting these agencies. More on the member agencies, programs and services at [www.smcontractors.net](http://www.smcontractors.net) or contact Susan Cortopassi, Executive Director, [suesmcca@gmail.com](mailto:suesmcca@gmail.com).

**FY 21-22 Member Agencies:** Arts Unity Movement • California Clubhouse • Caminar • Children Health Council • Daly City Youth Health Center • Edgewood Center for Children and Families • El Centro de Libertad • Felton Institute • Fred Finch Youth & Family Services • Free At Last • healthRIGHT360 • Heart & Soul, Inc. • Horizon Services, Inc. • Mental Health Association of San Mateo County • Our Common Ground • Peninsula Family Service • Puente de la Costa Sur • Service League of San Mateo County • Sitike Counseling Center • StarVista • The Latino Commission • Voices of Recovery • Youth Service Bureaus

### **Youth S.O.S Team** *(continued from page 1)*

Anyone can access this 24/7 service by calling StarVista's 24/7 Crisis Hotline at 650-579-0350 or the CAL Family Urgent Response System (FURS) line at 833-939-3877. All Youth S.O.S. services are free of cost.

The Center also provides suicide intervention services and programs for San Mateo County residents, including a 24-hour crisis hotline for all ages 650-579-0350, a mobile youth crisis response team, [online and text teen crisis support](#), and educational presentations to the community and schools. [Learn more.](#)

### **CalAIM** *(continued from page 1)*

through value based initiatives, modernization, and payment reform.

3. Make Medi-Cal a more consistent and seamless system for enrollees to navigate by reducing complexity and increasing flexibility.

#### **CalAIM seeks to transform health care through:**

**Population Health Management** - Managed care plans will be required to implement a whole-system, person-centered strategy that includes assessments of each enrollee's health risks and health-related social needs, focuses on wellness and prevention, and provides care management and transitions across delivery systems and settings. [Learn More >>](#)

**Enhanced Care Management** - Person-centered care management is provided to the highest-need Medi-Cal enrollees through in-person engagement where enrollees live, seek care, and choose to access services. [Learn More >>](#)

**Community Supports** (also known as "In Lieu of Services") Managed care plans will begin offering "Community Supports," such as housing supports and medically tailored meals, which will play a fundamental role in meeting enrollees' needs for health and health-related services that address social drivers of health. [Learn More >>](#)

**New Dental Benefits** - Expand key dental benefits statewide. [Learn More >>](#)

**Behavioral Health Delivery System Transformation** Strengthen the state's behavioral health continuum of care and promote better integration with physical health care, improve access to behavioral health services, simplify funding, and support administrative integration of mental illness and substance use disorders treatment. [Learn More >>](#)

**Services and Supports for Justice-Involved Adults and Youth** - Address poor health outcomes and disproportionate risk of illness and accidental death among justice-involved individuals. [Learn More >>](#)

**Transition to Statewide Dual Eligible Special Needs Plans and Managed Long-Term Services and Supports** Expand statewide coordination of all Medicare and Medi-Cal benefits for enrollees eligible for both programs while transitioning Medi-Cal to statewide managed long-term services and supports to better coordinate care, simplify administration, and provide a more integrated experience.

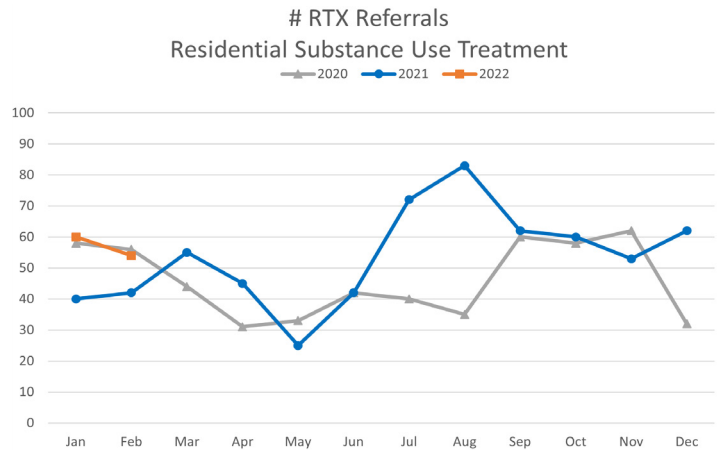
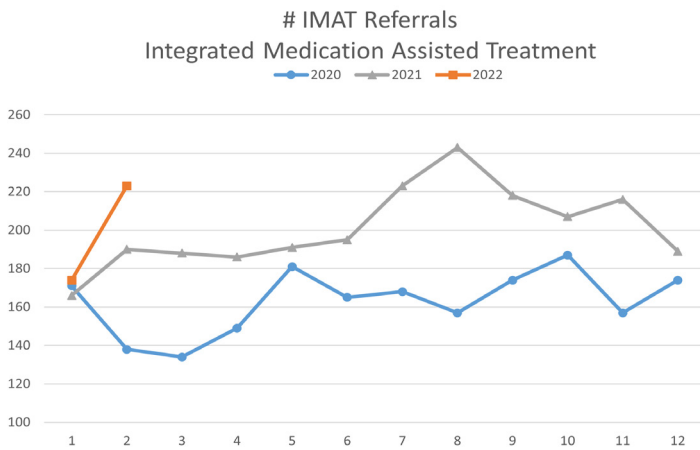
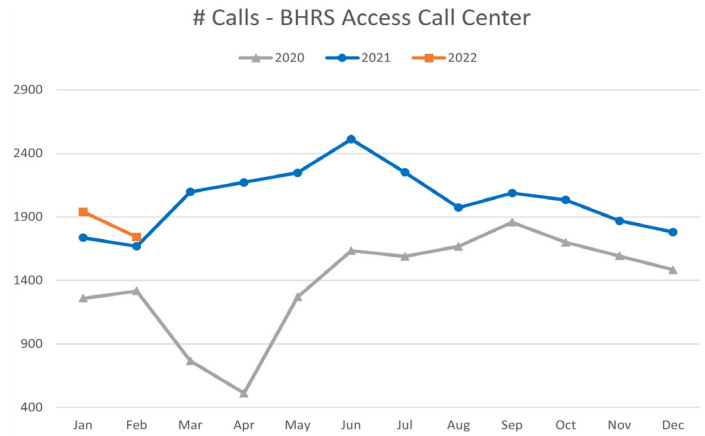
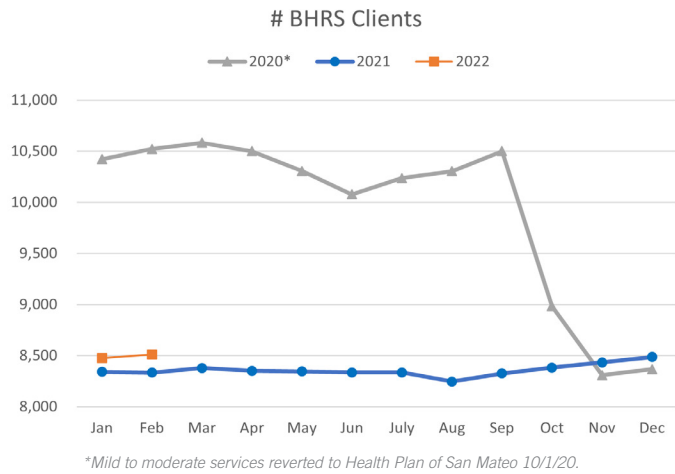
**Standard Enrollment with Consistent Managed Care Benefits** - Expand the use of managed care plans and standardize benefits to provide enrollees with access to a consistent set of services, no matter where they live.

**Delivery System Transformation** - Explore other ways to improve care, including a long-term plan for foster youth, federal waivers for short-term residential treatment for enrollees with a Serious Mental Illness or Serious Emotional Disturbance, and full integration of physical health, behavioral health, and dental health in one managed care plan.

Learn more about [CalAIM](#).



# SNAPSHOT: BHRS Clients - as of February 28, 2022



Service Category	Total Clients	Admitted - February	Discharged - February
Mental Health Services County SMI	5,561	581	540
Mental Health Services Contracted SMI	1,780	93	69
AOD Services County	532	52	34
AOD Services Contracted	639	81	60
<b>Total BHRS Clients</b>	<b>8,512</b>	<b>807</b>	<b>703</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%** - 33.7% (revenue ratio of billed services as of 2/28/22)