

## DIRECTOR'S UPDATE

Lisa Mancini, Interim Director

### Free Tech Support for Clients+



BHRS, in collaboration with Painted Brain, is piloting a program through the end of 2022 to offer free on-call technical IT support for BHRS clients, their family members and staff, including those from

contracted providers.

Thanks to funding from the Mental Health Services Act (MHSA), Painted Brian will provide IT support free of charge for quick-fix challenges on various devices, including mobile phones, laptops, tablets and desktop computers, to support client engagement in treatment and support services. Support is available by telephone, videoconferencing, and desktop sharing.

Schedule a free session with a Peer Tech Specialist by calling 213-289-3578 or book an appointment [online](#) (see attached flier).

### Help Name the Future Cordilleras Behavioral Health Campus

Construction of the future Cordilleras Behavioral Health Campus is currently underway in the unincorporated area of Redwood City. Completion is slated for the fall of 2023.

The campus has been designed to provide a world-class healing therapeutic environment that is far more homelike and far less institutional – a goal stemming from an extensive review of best clinical practices, as well as campus and building models around the world. Treating people with mental illness in a smaller-scale, more homelike setting reduces social isolation and

creates a more natural environment for healing and social skills training, thereby mitigating problems related to adjustment and recovery.

The campus will be comprised of four Mental Health Rehabilitation Centers (MHRCs), each with no more than 16 beds, and a three-story Campus Center that also contains co-housing for 57 residents. Each MHRC will be independently operated and licensed by separate entities. Multiple programs and services will be offered, focusing on consumer wellness, rehabilitation, and recovery that leverages every aspect of the built and natural environment, best practices for treatment, and the expertise of providers, family members, consumers, and the community. Learn more about this project [here](#).

BHRS would like the community's help in naming the future Cordilleras Behavioral Health Campus and its five new buildings—the Campus Center including co-housing and four MHRCs (see the digital rendering below).



The names should center around themes such as recovery, wellness, healing, and nature to capitalize on the beautiful, serene, natural setting to complement the process of wellness, rehabilitation, and recovery, as well as incorporate the [vision](#) for the project.

Submit suggestions by November 23, 2022 on [this form](#) or scan the QR code. For questions,



**31.1%**

Revenue Ratio (R3)

**8,638**

Total Clients

**876**

Admitted

**737**

Discharged

please contact Terry Wilcox-Rittgers, BHRS special projects coordinator at [twilcox-rittgers@smcgov.org](mailto:twilcox-rittgers@smcgov.org).

## 2022 Employee Equity Awards

The BHRS Employee Equity Award was started in 2021 by the Workforce Education and Training team with the Scott Gruendl Equity in Leadership award. It was created to honor workforce members who have shown passion, dedication, and action when it comes to bolstering policy and practices that support equitable outcomes. This year, the program expanded to honor and recognize managers/supervisors and direct care/administrative team members who have shown exceptional work in leading BHRS equity work. Congratulations to the 2022 recipients below.

### Yolanda Booker, Care or Administrative Team Award



Yolanda has worked with the county for 20 years. During this time, she served as co-chair for the African American Community Initiative, was certified as a cultural humility trainer, and continues to act as a member of the African American employment and retention group. Yolanda previously requested data on the race and ethnicity of staff and clients. At that time, she was the only Black clinician at BHRS. Since then, she has taken on the task of ensuring that BHRS hires more Black employees to better serve the county's Black communities.

### Regina Moreno, Manager/Supervisor Team Award



Regina has served the county for 20 years. In that time, she has co-chaired the Latino Collaborative, Pride Initiative, and Diversity and Equity Council as well as become certified as a cultural humility trainer. Additionally, Regina helped implement SOGI, the first Pride Celebration in 2012, and each subsequent Pride celebration. Regina continues to grow the Phoenix Garden which improves the wellness of staff and the entire community.

### Ziomara Ochoa, Scott Gruendl Executive Team Award



Ziomara has been an integral part of BHRS's equity work for many years. She worked with BHRS's Office of Diversity and Equity to develop Health Equity Initiatives to promote the diversity, equity, and advocacy for marginalized

communities. She co-chaired the Latino Collaborative and organized the county's first Sana Sana event. Ziomara is a cultural humility trainer and continues to work with BHRS to develop a more trauma-informed lens focusing on racial equity, including making Workforce Wellness Month culturally informed and increasing overall staffing from marginalized communities.

## Congratulations



**Peter Dell, MD, Deputy Medical Director,** is a graduate of the UCSF School of Medicine and the BHRS Psychiatry Residency Training Program. He also completed a fellowship in Forensic Psychiatry at the Columbia/Cornell

Psychiatry and the Law Program. Dr. Dell brings to this new role, a wealth of clinical and administrative experience, including his current roles as medical chief at Central/Coastside clinics and covering medical chief at South/East Palo Alto clinics.



**Brenden Scherer, MD, Psychiatric Residency Training Director, Supervisory Adult Psychiatrist,** selected to fill this role following the departure of Raziya Wang last month. Dr. Scherer is a graduate of the University of Wisconsin-Madison

School of Medicine and a former co-chief resident and graduate of the San Mateo County Psychiatry Residency Program. He is boarded in both Adult Psychiatry and Addiction Medicine.

Dr. Scherer brings a wealth of experience to his new role including 18 years of work as an attending psychiatrist at the BHRS Central Clinic, and the San Mateo Medical Center Psychiatric Emergency Services. More recently he served as an assistant program director for the residency program. Dr. Scherer has a longstanding dedication to clinical teaching and commitment to the residency program.

## Contractors' Association Spotlight



### Daly City Youth Health Center-Takes a Systemic Approach to Healing Pain in the Community

The Daly City Youth Health Center (DCYHC) has been providing mental health services, primary care, and substance use prevention and health education services for over 30 years. While DCYHC is no stranger to mental health service provision, the

rising needs of its community, compounded by the pandemic, have brought about much needed innovation and improvement in mental health care. Over the past two years, DCYHC has tripled its mental health team and expanded its practicum training program to meet the growing demand. To ensure that all clinicians are providing the best care possible, the entire team takes part in weekly intensive family therapy training, utilizing a one-way mirror. This is where innovation and clinical growth occurs at its best.

The clinicians can learn and improve in their craft because they receive in-the-moment feedback from a supervisor while working with the family. This allows them to immediately course-correct and implement the most helpful interventions. The rest of the team observes the session (with the clients' consent) and then reflects directly to the family what they observed during their session from a strength-based and solution-focused perspective. This is perhaps the most beneficial part for the family as each member is witnessed, and walks away feeling seen, understood, and valued.

Since DCYHC started this high level training, there has been a drastic increase in family participation and astounding results in the improvement of clients' overall well-being. Among the last 100 clients that DCYHC saw this year, 77.5% have achieved a reliable or clinically significant change in well-being – far above the national average of about 50%. This data was obtained by using an evidence-based model called the Partners for Change Outcome Measurement System (PCOMS), in which, at the beginning of every session, clients report on their well-being in various life domains. The reported data is plotted on a graph to show improvement over time. If no improvement is observed, the clinician can immediately alter their approach to benefit the client.

“Teaching our clients to cope with their pain is not enough,” says Annya Shapiro, LMFT, Executive Director of DCYHC. “We strive to involve every client’s family in treatment because we want to help them heal their relational pain and they need their most important people to participate in the healing process with them. In order to do this effectively, we must provide our clinicians with the best possible training on an ongoing basis.”

Learn more about [services at DCYHC](#) and about the [BHRS Contractors' Association](#) member agencies, programs, and services.



## CalAIM Corner



### CalAIM Implementation Plan

The Behavioral Health Quality Improvement Program (BHQIP) is probably the only true written and approved implementation plan for

CalAIM in each county. It is a behind-the-scenes plan that helps put into place the needed components with regard to training, payment reform, and data exchange in support of the CalAIM implementation.

The BHQIP is a required document that had to be submitted and approved by the Department of Health Care Services (DHCS) last April. The plan included milestones with specific deadlines: September 30, 2022 and March 1, 2023. If a county submits its deliverables by these deadlines, it will receive a significant payment that goes toward supporting its CalAIM implementation efforts.

On September 30, BHRS submitted 763 pages describing changes to documentation standards, training, and data exchange. If the state accepts these deliverables as complete, then BHRS will receive \$553,484.

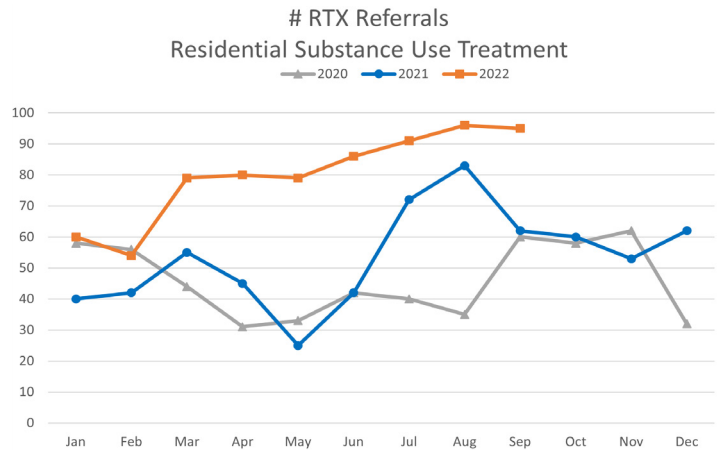
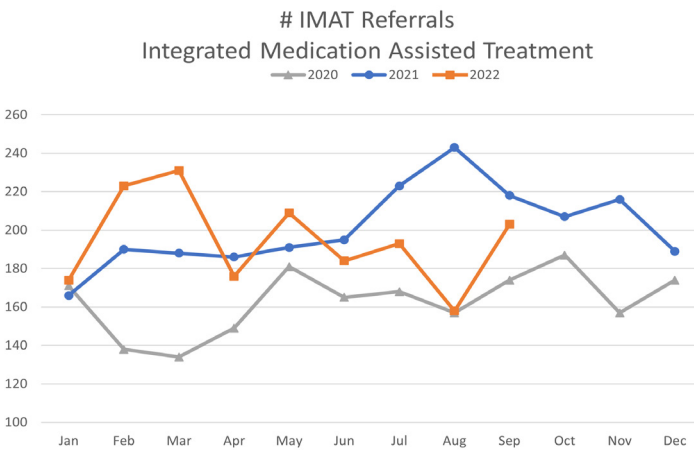
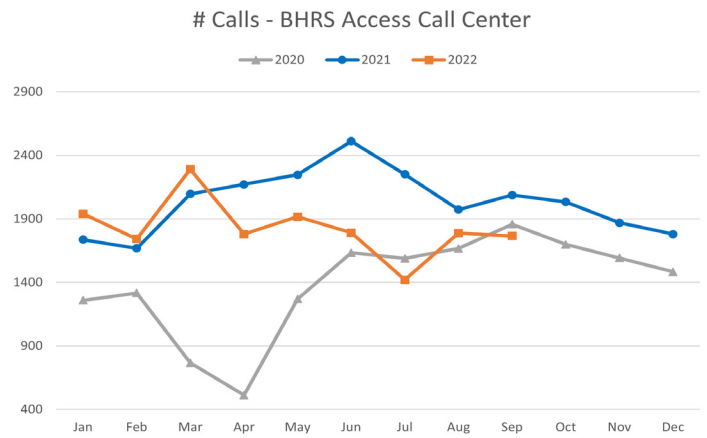
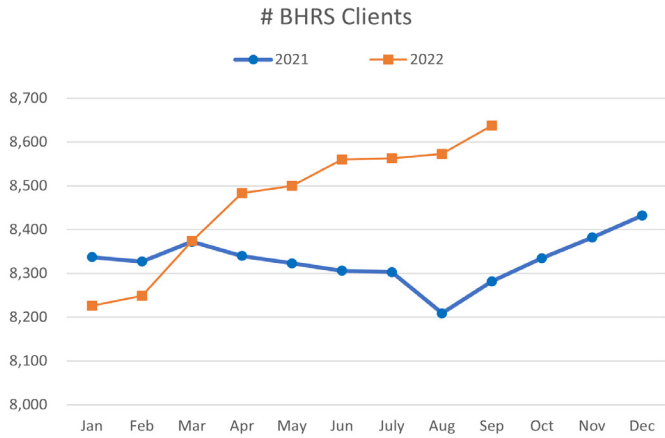
The deliverables include newly adopted policies and procedures that implement important CalAIM components, copies of our training plan, which addresses the policies, and examples of documentation manuals. Also included is evidence that contractors are being trained, that BHRS has a data sharing agreement with the Health Plan of San Mateo, and that BHRS complies with the Centers for Medicare & Medicaid Services (CMS) interoperability rules and has mapped the elements of the United States Core Data for Interoperability Data Set, to leverage new data capabilities that improve the quality and coordination of care.

The last deliverable is demonstrated through a Performance Improvement Plan (PIP) that looks at data, identifies an area for improvement (including a population experiencing the disparity), and describes the interventions, as well as the anticipated outcome.

BHRS has created three PIPs to focus on: 1) improving the follow-up to an emergency room visit for a substance use disorder condition by 5%; 2) improving the follow-up to a regular emergency room visit for a mental health condition by 5%; and 3) addressing opioid use disorders by increasing opioid treatment compliance by 5%.

Learn more about [CalAIM](#).

# SNAPSHOT: BHRS Clients - as of September 30, 2022



Service Category	Total Clients	Admitted - September	Discharged - September
Mental Health Services County SMI	5,745	610	594
Mental Health Services Contracted SMI	1,785	136	76
AOD Services County	508	46	9
AOD Services Contracted	600	84	58
<b>Total BHRS Clients</b>	<b>8,638</b>	<b>876</b>	<b>737</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%** - 31.1% (revenue ratio of billed services as of 9/30/22).

**PAINTED BRAIN IN COLLABORATION WITH  
SAN MATEO COUNTY BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

# **ON-CALL TECHNICAL IT SUPPORT**

**Monday thru Friday**

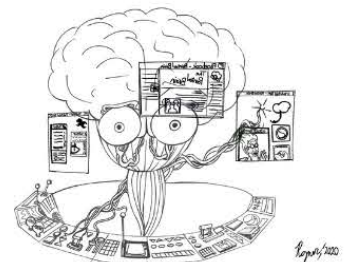
**9:00am - 4:30pm**

**Providing technical IT support for  
quick-fix challenges serving  
community members and staff.  
Telephone, Videoconferencing and  
desktop sharing is available.**

**Schedule a technical support session with a  
Peer Tech Specialist Today!**



**Call: 213.289.3578  
or Book an Appointment  
<http://bit.ly/tech-support-pb>**



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



**PAINTED BRAIN EN COLABORACIÓN CON  
LOS SERVICIOS DE RECUPERACIÓN Y  
SALUD DEL COMPORTAMIENTO DEL  
CONDADO DE SAN MATEO**

# **APOYO TÉCNICO INFORMÁTICO DISPONIBLE**

**Lunes a Viernes**

**9:00am - 4:30pm**

**Brindando apoyo técnico para los  
desafíos de solución rápida al  
servicio de los miembros y el personal  
de la comunidad.**

**El teléfono, la videoconferencia y el  
uso compartido de pantalla están  
disponibles.**

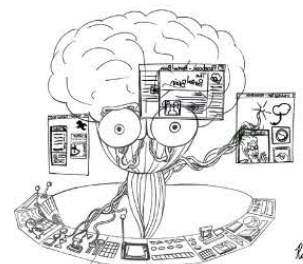
**¡Programa una sesión de soporte  
técnico con un especialista de Peer  
Tech hoy mismo!**



**Llamar a : 213.289.3578**

**o Reserve una cita**

**<http://bit.ly/tech-support-pb>**



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



# TransACTION Day of Change

Friday, Nov 18, 2022

3:00-5:30PM

Courthouse Square, Redwood City



SCAN ME

BREAK THE  
BINARY  
BREAK THE  
BINARY  
BREAK THE  
BINARY

*Trans*  
**LIVES MATTER!**