

January 24, 2023



Mental Health San Francisco Implementation Working Group



San Francisco
Department of Public Health

harder  co | community
research

A hand is shown in the upper left quadrant, pointing upwards with the index finger. The entire image has a blue overlay. The text 'Call to Order/Roll Call' is centered in white.

Call to Order/Roll Call

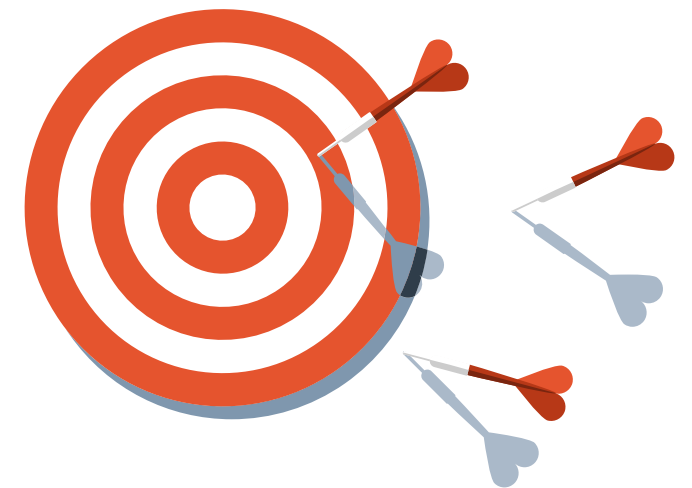
Vote to **Excuse Absent Member(s)**

Decision Rule:

- Simply majority, by roll call

Meeting Goals

- Receive updates on BHS and MHSF from the director
- Review and discuss organizing our work together for 2023
- Brainstorm the next community engagement project
- Receive part one of an update on the Office of Coordinated Care (OOC) and case management expansion
- Vote on Chair and Vice Chair for 2023



All materials can be found on the MHSF IWG website at: <https://www.sfdph.org/dph/comupg/knowlcol/mentalhlth/Implementation.asp>



Reminder: Mental Health SF Domains



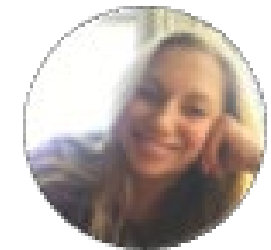
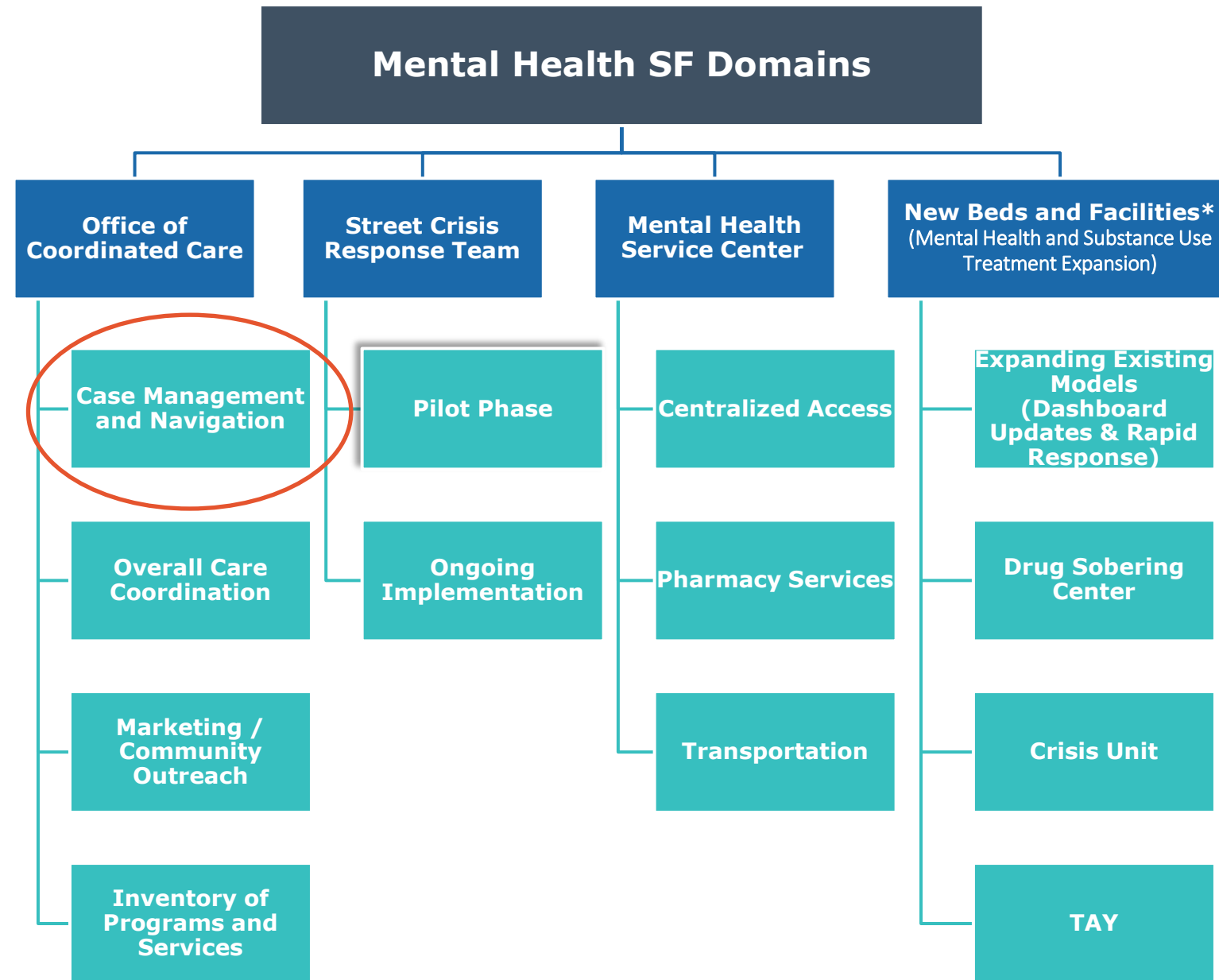
Dr. Hillary Kunins



Heather Weisbrod



Dr. Angelica Almeida



Valerie Kirby



9:10 AM - 9:15 AM

Discussion Item #1

Remote Meeting Update



All materials can be found on the MHSF IWG website at:

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>

State and Local Requirements

RESOLVED, as follows:

1. the State of California and the City remain in a state of emergency due to the COVID-19 pandemic. At this meeting, the IWG has considered the circumstances of the state of emergency.
2. As described above, because of the COVID-19 pandemic, conducting meetings of this body and its discussion groups in person would present imminent risks to the safety of attendees, and the state of emergency continues to directly impact the ability of members to meet safely in person.

Public Comment for Discussion Item #1

Remote Meeting Update

Steps:

- Call (415) 655-0001
- Enter access code 2482 297 9271
- Press `#` and then `#` again



Vote on Discussion Item #1

Remote Meeting “Findings”

Decision Rule:

- Simply majority, by roll call



9:15 AM - 9:25 AM

Discussion Item #2

Approve Meeting Minutes

All materials can be found on the MHSF IWG website at:

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>



Public Comment for Discussion Item #2

Approve Meeting Minutes

Steps:

- Call (415) 655-0001
- Enter access code 2482 297 9271
- Press `#` and then `#` again



Vote on Discussion Item #2

Approve Meeting Minutes

Decision Rule:

- Simply majority, by roll call



9:25 AM – 9:45 AM

Discussion Item #3

MHSF Director's Update



Dr. Hillary Kunins

All materials can be found on the MHSF IWG website at:

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>

Public Comment for Discussion Item #3 MHSF Director's Update

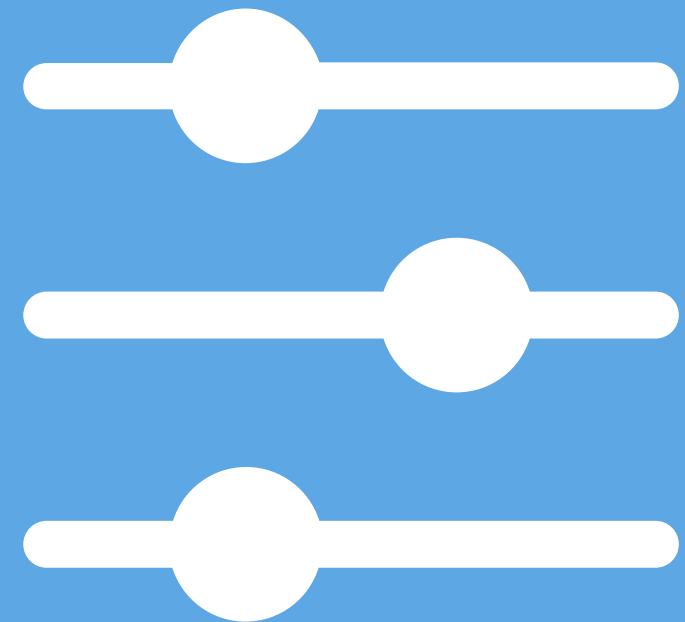
Steps:

- Call (415) 655-0001
- Enter access code 2482 297 9271
- Press `#` and then `#` again

9:25 AM-10:15 AM

Discussion Item #4

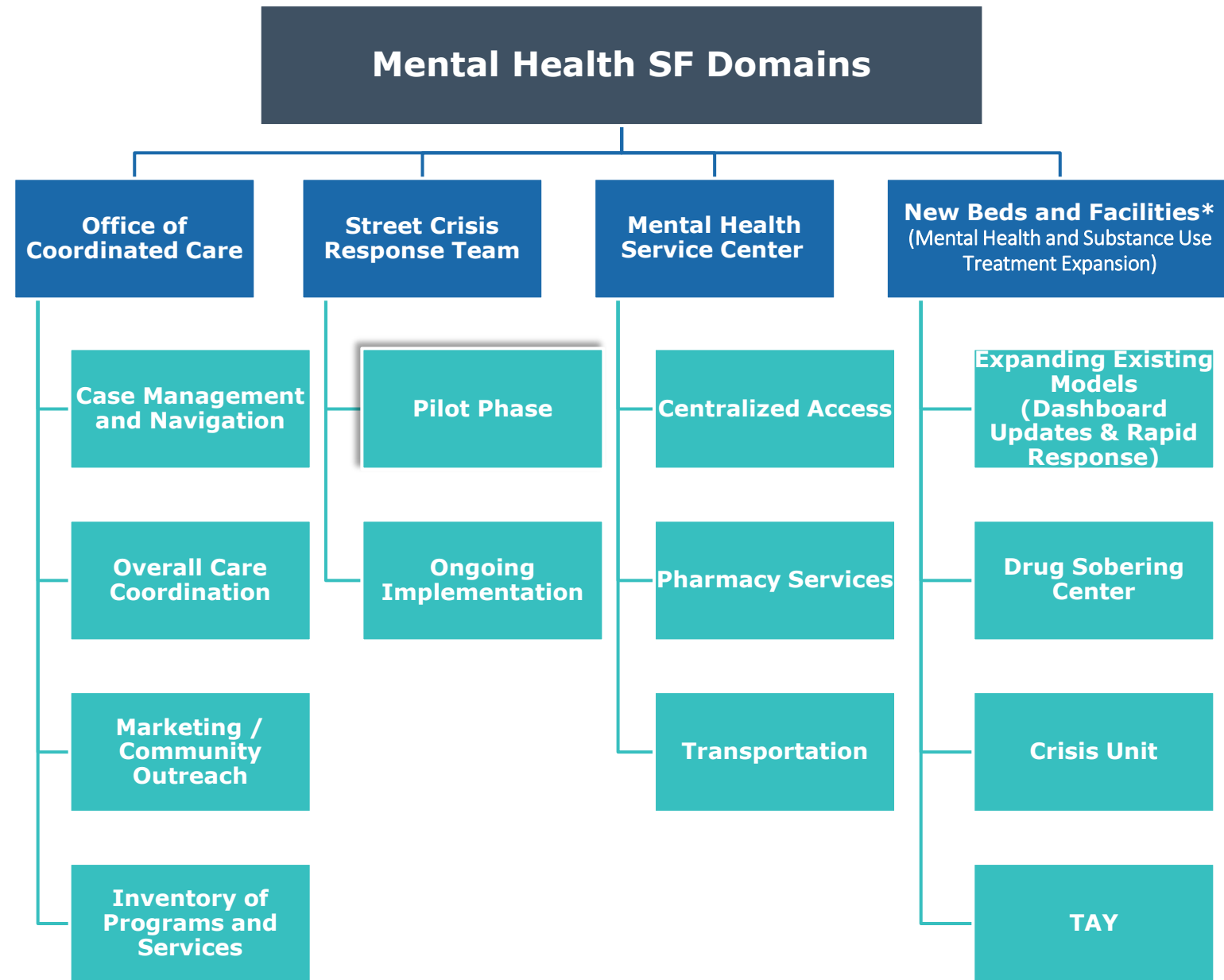
2023 level setting



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Current 2023: Mental Health SF Domains



Data and IT Systems

HR Hiring and Pipeline

Equity

Analytics and Evaluation

Draft Planning and Sequencing for 2023 (for comment)

Topic Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Core MHSF Components												
<i>Focus on tracking recommendations, reviewing effectiveness, and identifying systemic improvements</i>												
Street Crisis Response Team				X					X			
New Beds and Facilities (NB&F)		D		C	T	M	S	E	D	C	T	M
<i>Focus on advising component design and systems integration</i>												
Office of Coordinated Care (OCC)	X	X										
Mental Health Service Center (MHSC)												
[In Design] Foundational components to ensure a well designed, effective, equitable, and sustainable MHSF												
Develop mapping to inform the domains (well designed)	<i>Design</i>			<i>Use as design and refinement tool</i>								
Review Analytics and Evaluation (overall MHSF)				X					X			
Contribute to staffing study (equitable capacity)				X			X			X		
Organizing, integrating and optimizing resources	TBD (retreat discussion)											
Mandated reporting												
Deliverable: IWG Annual Progress report										★		

NB&F Key: D=Drug Sobering T=TAY S=SoMa
 C=Crisis Unit M=Minna E=Expansion (dashboard)



March Retreat Overview

Logistics

- There will be no IWG regular business meeting in March
- Will be an in person, public meeting

Question: repurpose the March 27th standing meeting or find another date?

Question: how do we take public comment at the retreat?

Organizing our Time Together

- November decision that IWG would develop retreat agenda and goals independent of DPH
- Planning support volunteer: Member Lipton

Question: who else can help plan?

Potential Topics

- Deeper discussion of IWG Implementation Report “Opportunities”
- Connect Opportunities to DPH’s new MHSF conceptualization
- Clarify IWG “sphere of influence”
- Match vision, content, process, and capacity
- Determine guidelines for public comment at the regular meetings

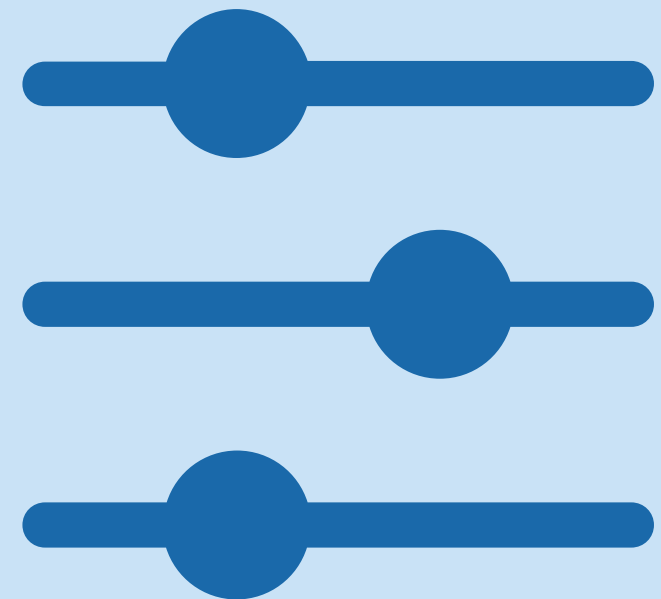
Question: what other topics should be included?

Public Comment for Discussion Item #4

2023 Level-Setting

Steps:

- Call (415) 655-0001
- Enter access code 2482 297 9271
- Press `#` and then `#` again



A blue-tinted photograph of a desk setup. In the foreground, a white ceramic mug is on the left. To its right, a laptop is open, and a smartphone lies flat on the desk surface. The background is blurred, showing what appears to be a window with blinds. The text "5 Minute Break" is overlaid in the center in a bold, white, sans-serif font.

5 Minute Break

10:20 AM-11:00 AM

Discussion Item #5

Community Engagement Update and Brainstorm



All materials can be found on the MHSF IWG website at

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>

MHSF Community Engagement

- ▶ SFDPH is working with InterEthnica

- ▶ InterEthnica mission statement:

Our goal is to help government agencies effectively reach, clearly inform, actively engage, and encourage diverse communities to take action. We are committed to ensuring that everyone has equal access to accurate information by promoting and forming effective and meaningful partnerships between the public sector and San Francisco Bay Area's diverse community.

MHSF Community Engagement: OCC Listening Sessions

- ▶ Two listening sessions and a top-line report on the findings
 - ▶ One with providers
 - ▶ One with potential OCC consumers
- ▶ Completion by April 30, 2023
- ▶ Focus:
 - ▶ Deeper dive into wants/needs for coordinated care
 - ▶ Communication engagement: how to talk about the OCC

MHSF Community Engagement: New opportunities

- ▶ More funding is also available to use toward new community engagement activities
- ▶ Intention is to support the IWG by informing recommendations
- ▶ Funding could cover 1-2 listening sessions or other activities of a similar size
- ▶ A couple ideas from the BHS team:
 - ▶ Further informing the MHSC
 - ▶ Informing the design of client-facing service information on SF.Gov

MHSF Community Engagement: Near-term opportunities

Brainstorm:

- ▶ Where do you feel the IWG most needs to hear from the community to make informed recommendations?
 - ▶ e.g., which MHSF domain? Program? Population? Key metric?

Thank you!

Public Comment for Discussion Item #5

Community Engagement Update and Brainstorm

Steps:

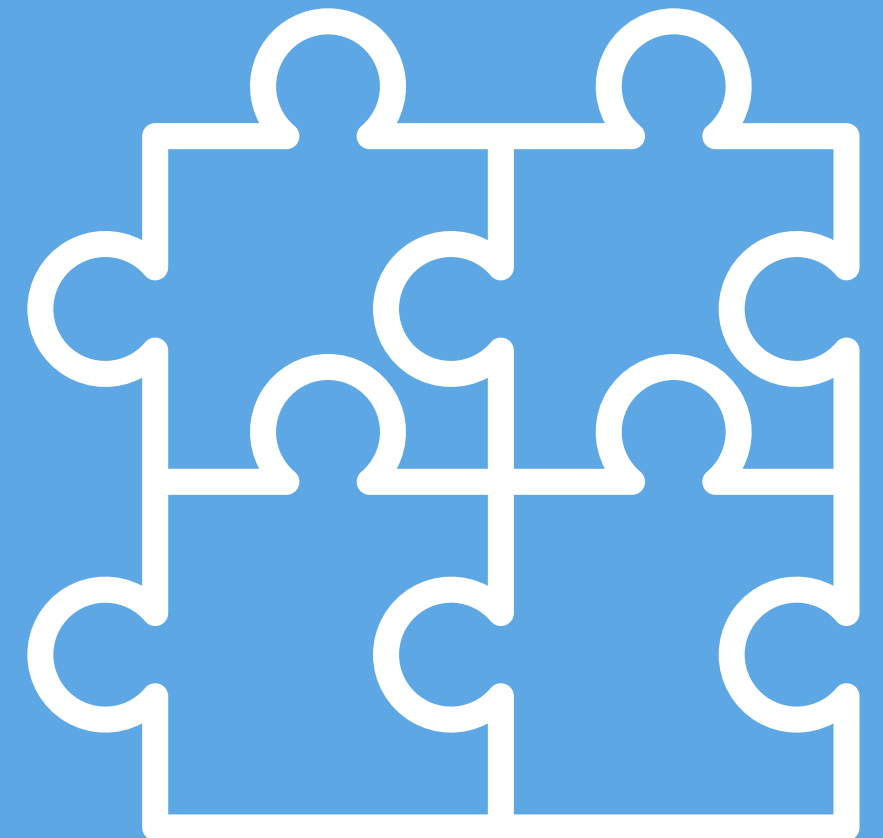
- Call (415) 655-0001
- Enter access code 2482 297 9271
- Press `#` and then `#` again



11:00 AM- 12:00 AM

Discussion Item #6

Part 1: OCC and Case Management Expansion Update



All materials can be found on the MHSF IWG website at <https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>

AGENDA

OCC Refresher

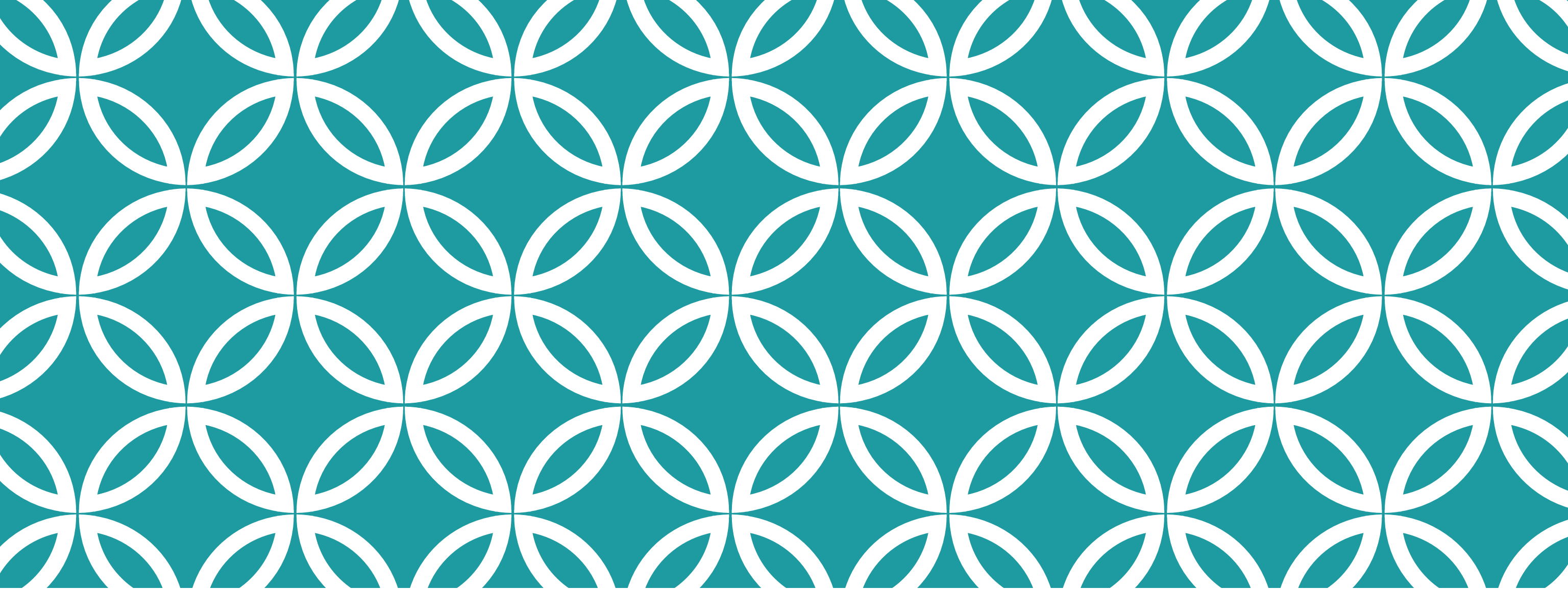
OCC Updates

- EPIC Launch
- BEST Data
- Criminal Justice System Engagement

Definitions of Care Coordination, Care Management, Case Management

LPS Involuntary Holds (5150)

- System Updates
- Planning for Systematic Care Coordination and Follow-up



OFFICE OF COORDINATED CARE

A refresher

OFFICE OF COORDINATED CARE

Goal: Support equitable and low-barrier access to behavioral health care and seamless transitions between systems and levels of care

OFFICE OF COORDINATED CARE

Behavioral Health Access Programs

- Centralized access to behavioral health services
 - Behavioral Health Access Line (BHAL)
 - Behavioral Health Access Center (BHAC)

Care Management & Transition Support Services

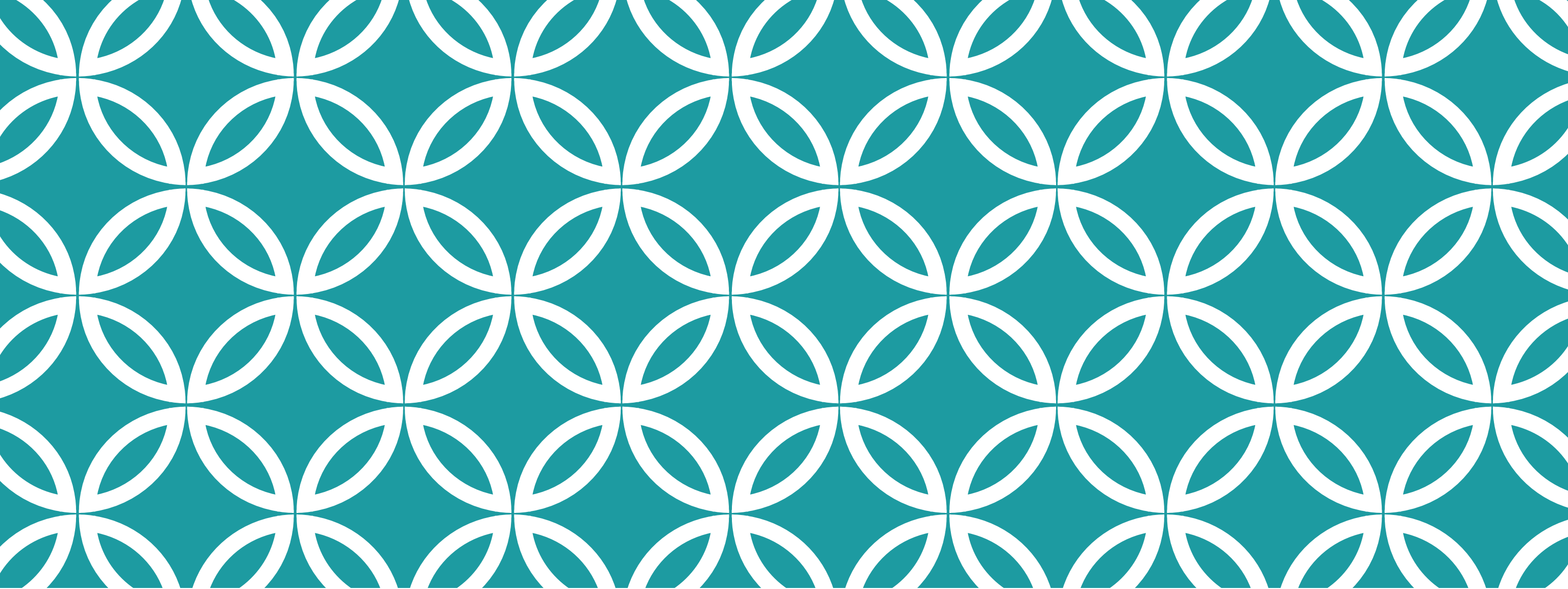
- Centralized care coordination and care management to support individuals making transitions between levels of care or with needs impacting engagement in behavioral health services

OFFICE OF COORDINATED CARE PLANNING



Office of
Coordinated
Care

Case
Management
Expansion



OFFICE OF COORDINATED CARE

Updates

OFFICE OF COORDINATED CARE UPDATES

Epic Launch

- OCC moved to Epic on 11/7/22
- Epic:
 - Electronic Health Record used for documentation of work with clients and for coordinating care
 - Benefits of OCC move to Epic
 - Care coordination module
 - Improved provider communication tools
 - Increasing ability to obtain and analyze service data
- OCC sub-components included in Epic launch:
 - Behavioral Health Access Programs
 - Care Management & Transition Support Services
 - SCRT-OCC

OFFICE OF COORDINATED CARE UPDATES

Bridge & Engagement Services Team (BEST) Data

Examples of data we will be able to capture for BEST via Epic:

- Number of individuals served (duplicated, unduplicated)
- Referral sources
- Demographics
- Information about system utilization – number of ED visits, PES visits, hospitalizations
- Length of time enrolled
- Outcomes

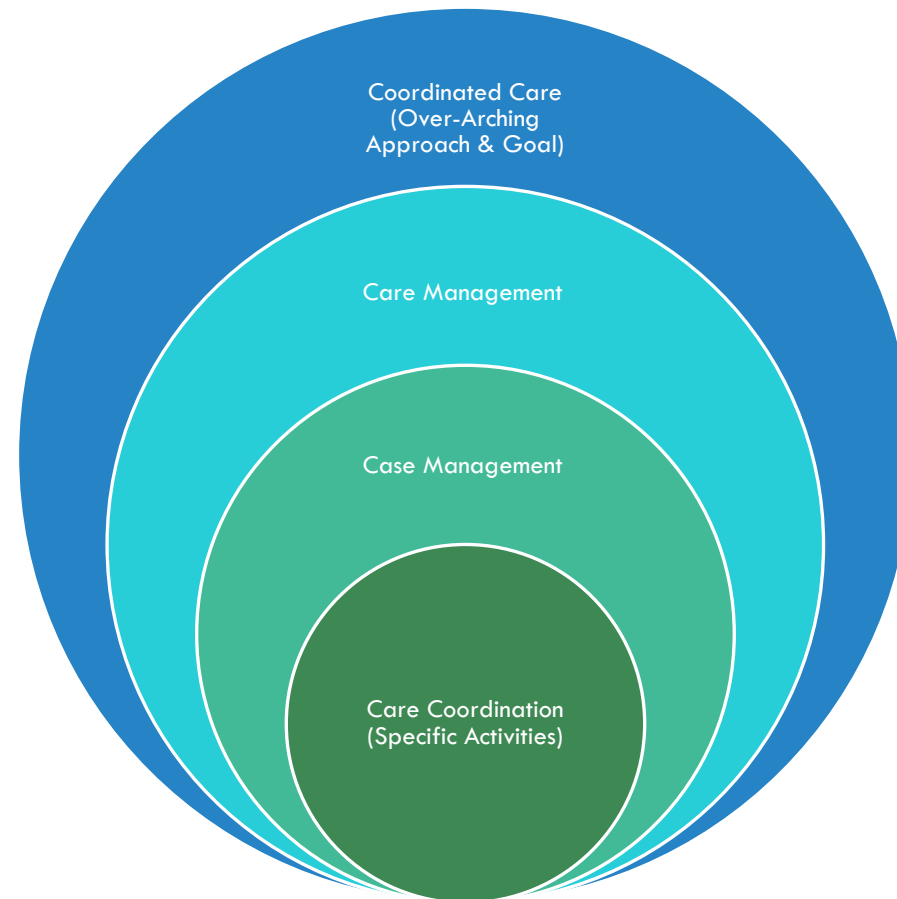


OFFICE OF COORDINATED CARE UPDATES

Engagement with Criminal Justice System Partners

- Partnership with DPH Jail Health Services
- Attendance at System Coordination Meetings
- Convening biweekly case conference
- Upcoming:
 - Additional care coordination for people leaving jail
 - Care management for justice-involved populations

CARE COORDINATION, CARE MANAGEMENT & CASE MANAGEMENT



CARE COORDINATION, CARE MANAGEMENT & CASE MANAGEMENT

Care Coordination

Organizing client care to ensure that health care and other services are received in the most effective and efficient manner possible. We often use this term in in 2 separate but related ways:

- To describe our over-arching approaches for ensuring people get the right care at the right time and improving delivery of behavioral health services
- To describe the individual activities that support our goal of well-coordinated care. These activities can be carried out by staff from many different disciplines in different settings and as part of care management and case management

Care Management

A systematic approach to improving health outcomes for individuals in defined populations that includes direct work with individuals to organize and plan care, connect to needed resources, and intensive care coordination. The focus is on supporting people with complex needs to address both health needs and social drivers of health. Implementation of some new care management activities within BHS is aligned with CalAIM Enhanced Care Management.

Case Management

A service line within BHS programs, such as intensive case management and outpatient treatment programs, that includes connecting people to needed services, supporting engagement in care, and care coordination activities. Is person-specific and can vary in intensity, length, and location of services provided.

INVOLUNTARY HOLDS (5150)

System Updates

- Updated Assembly/Senate Bills
 - AB2275
 - AB2242
 - SB929
- LPS Delegated Agreements
- 5150 Training

INVOLUNTARY HOLDS (5150): SYSTEMATIC CARE COORDINATION AND FOLLOW-UP

Goals

- Discharge plans consistently include solid connection to appropriate behavioral health services
- Consistent behavioral health follow-up for people discharged from involuntary holds

How We're Approaching This Work

- As a collaborative effort
- Using data and new coordination functionality via Epic
- Planned Interventions Include:
 - Systematic Review of Involuntary Holds
 - Discharge Planning with Connection to Behavioral Health Care
 - Rapid Follow-up Post-Discharge
 - Closing the Loop

UPCOMING

- 1) Case Management Expansion and Countermeasures
- 2) OCC to SOC Connections and Flow

REFERENCES

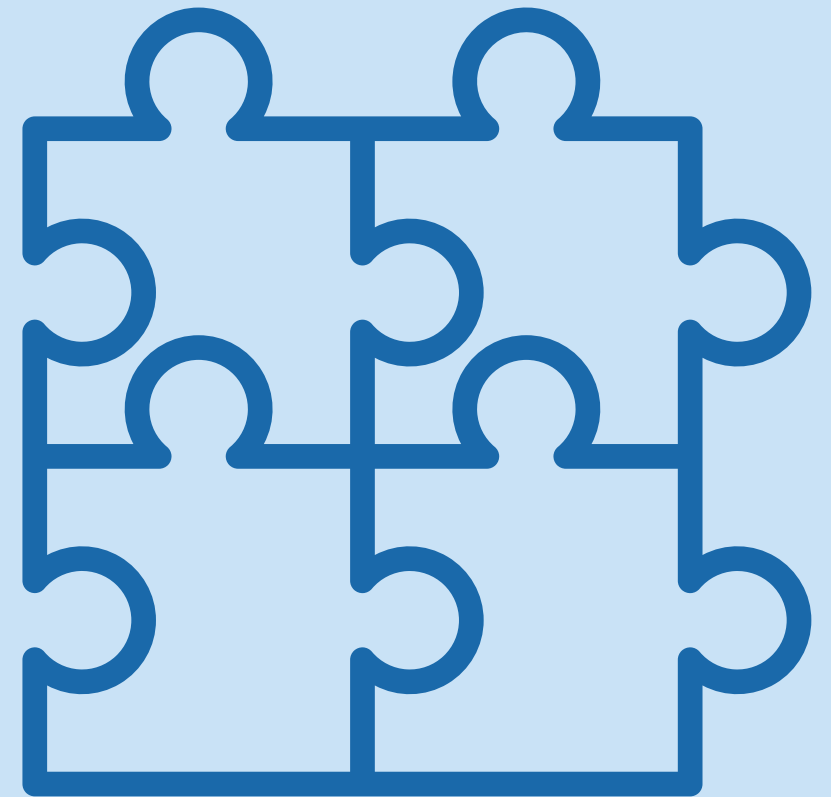
- ❖ Closing the Quality Gap: A Critical Analysis of Quality Improvement Strategies (Vol. 7: Care Coordination) Technical Reviews, No. 9.7.
McDonald KM, Sundaram V, Bravata DM, et al.
Rockville (MD): [Agency for Healthcare Research and Quality \(US\)](#); 2007 Jun
- ❖ Care Management: Implications for Medical Practice, Health Policy, and Health Services Research
Care Management Issue Brief
Agency for Healthcare Research and Quality
(<https://www.ahrq.gov/ncepcr/care/coordination/mgmt.html>)
- ❖ Care Coordination
Agency for Healthcare Research and Quality (<https://www.ahrq.gov/ncepcr/care/coordination.html>)
- ❖ CaAIM ENHANCED CARE MANAGEMENT POLICY GUIDE
Department of Health Care Services; Updated December 2022
<https://www.dhcs.ca.gov/Documents/MCQMD/ECM+Policy-Guide.pdf>

Public Comment for Discussion Item #6

Part 1: OCC and Case Management Expansion Update

Steps:

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- Press `#` and then `#` again



12:00-12:20

Discussion Item #7

Voting in Chair and Vice Chair



All materials can be found on the MHSF IWG website at

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>

 Thank you Chair LeSarre and Vice Chair Patterson!

THANK
YOU



Statements of Interest

**2 minute summary of your
interest and appreciation for
the role**

**Please take the poll for
2023 Chair and Vice
Chair**



Public Comment for Discussion Item #7

Voting on Chair and Vice Chair for 2023

Steps:

- Call (415) 655-0001
- Enter access code 2482 297 9271
- Press `#` and then `#` again

Vote on Chair and Vice Chair

Decision Rule:

- Simply majority, by roll call



Public Comment for Any other matter within the jurisdiction of the Committee not on the agenda

Steps:

- Call (415) 655-0001
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- Press `#` and then `#` again



Draft Planning and Sequencing for 2023 (for comment)

Topic Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Core MHSF Components												
<i>Focus on tracking recommendations, reviewing effectiveness, and identifying systemic improvements</i>												
Street Crisis Response Team				X					X			
New Beds and Facilities (NB&F)		D		C	T	M	S	E	D	C	T	M
<i>Focus on advising component design and systems integration</i>												
Office of Coordinated Care (OCC)	X	X										
Mental Health Service Center (MHSC)												
[In Design] Foundational components to ensure a well designed, effective, equitable, and sustainable MHSF												
Develop mapping to inform the domains (well designed)	<i>Design</i>				<i>Use as design and refinement tool</i>							
Review Analytics and Evaluation (overall MHSF effectiveness)			X						X			
Contribute to staffing study (equitable capacity)												
Organizing, integrating and optimizing resources (sustainability)												
Mandated reporting												
Deliverable: IWG Annual Progress report										★		

NB&F Key: D=Drug Sobering T=TAY S=SoMa
 C=Crisis Unit M=Minna E=Expansion (dashboard)

Housekeeping

- Next Meetings
 - Standing IWG meeting: February 28, 9:00AM-1:00PM
 - Cancel March 28th (Spring Break!)
 - Mapping Discussion Group: Feb 7, 11:30 AM 12:30 PM
 - Retreat Planning Discussion Group (Date TBD)
 - **NOTE: we will be back in person in March!**
- Meeting Minutes Procedures
 - <https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>
 - Draft minutes in the next two weeks
 - Approved meeting minutes will be posted
- MHSF IWG e-mail address for public input: MentalHealthSFIWG@sfgov.org

Adjourn

Appendix A: Attendance

Member	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Amy Wong												
Jameel Patterson					E	E		E	E			
[Vacant]												
James McGuigan							E			E		
Dr. Vitka Eisen								E				
Steve Fields												
Andrea Salinas												
Dr. Monique LeSarre												
[Vacant]												
Dr. Ana Gonzalez									E			
Sara Shortt								E				
Dr Hali Hammer												
Steve Lipton												

E= Excused Absent (unexcused)