

## **Therapeutic Behavioral Services Accountability Structure Report to the California Department of Mental Health**

**County MHP:** City and County of San Francisco

**Date of Meeting:** Thursday, November 12, 2009

**MHP Contact (name, phone, e-mail):** Chris Lovoy, LCSW, TBS Coordinator, Community Behavioral Health Services, (415) 206-7612, [chris.lovoy@sfdph.org](mailto:chris.lovoy@sfdph.org); Sai-Ling Chan-Sew, LCSW, Director, Child, Youth and Family System of Care, (415) 255-3439, [sai-ling.chan-sew@sfdph.org](mailto:sai-ling.chan-sew@sfdph.org); Bob Cabaj, M.D., Director, Community Behavioral Health Services, (415) 255-3400, [bob.cabaj@sfdph.org](mailto:bob.cabaj@sfdph.org)

**Was this a Stakeholder or Decision-Maker meeting?** Stakeholder Meeting

### **1. Are the children and youth in the county who are Emily Q class members and who would benefit from TBS, getting TBS?**

For the most part, meeting participants felt that *Emily Q* class members who could benefit from TBS were receiving services. Several factors were identified as contributing to TBS referral success:

- The co-location of TBS services with other behavioral health services assists with identifying eligible TBS clients;
- Outreach to therapists increased collaboration;
- Internal sources within residential programs help ensure TBS referrals.

Meeting participants also identified several perceived challenges to TBS access:

- For transition age youth, there is a lack of understanding about TBS in the adult behavioral health system, a tendency of adult providers to offer services in-house as opposed to contracting for an outside service like TBS, and a lack of awareness that TBS does not affect capitation;
- There is a general lack of awareness in the school system about TBS and reluctance on the part of school personnel to offer TBS to only some and not all students who could benefit from such a service.
- There is a need for increased awareness among foster parents and families about TBS and its benefits;
- There is a substantial paperwork burden associated with TBS that both affects provider ability to serve more clients and impacts staff retention rates – one provider shared that their qualitative program data showed that staff time spent on TBS paperwork ranged from 35-40% while other EPSDT paperwork ranged from 20-25%;
- There was a lack of understanding among clinicians and therapists about adding TBS as a supplemental service to primary mental health plans of care.

### **2. Are the children and youth who get TBS experiencing the intended benefits?**

Client outcome/discharge data was considered by meeting participants. Generally, meeting participants felt that clients were receiving the intended benefits of TBS. From July 1, 2006 to June 30, 2009, over 47% of clients met or partially met treatment goals. For an additional 14.8% of clients, it was mutually agreed upon between TBS providers and families that TBS was not the best fit. Only one percent of clients were incarcerated, and 13.6% of clients withdrew, moved out of the area, or went AWOL.

Meeting participants also discussed several factors which impact client outcomes under TBS such as the quality and quantity of the primary services available to families, TBS staff's time spent on paperwork versus client services, and the consistency of treatment team meetings.

### **3. What alternatives to TBS are being provided in the county?**

Community Behavioral Health Services supports a wide range of prevention, early intervention, treatment, and aftercare services to meet the unique needs of children, youth and their families including TBS. Therapeutic Behavioral Services is a very unique service, however, there are number of behavioral health alternatives available to San Francisco families including SB 163 Wraparound; Intensive Support Services; Behavioral Support Services; Multisystemic Therapy; Trauma Focused CBT; Dialectical Behavioral Therapy; and School-Based Behavioral Interventions.

### **4. What can be done to improve the use of TBS and/or alternative behavioral support services in the county?**

Participants in the stakeholder meeting recommended three main strategies for Fiscal Year 2009-2010 to improve access to TBS in San Francisco. These include (in order of the priority assigned by the group):

- Additional TBS education, engagement and outreach to providers, foster parents/families, caregivers, school personnel, new staff, and other key stakeholders in the community including producing marketing collateral to support outreach efforts.
- Reduction in paperwork burden by 1) increasing the TBS service authorization period from 60 to 90 days; and 2) considering a change from monthly to quarterly reviews.
- Cross training between TBS providers and primary behavioral health service providers on the care coordination model.

#### **Additional Comments:**

Two foster families that are currently receiving TBS had planned to attend this meeting, but unfortunately they experienced last minute scheduling conflicts and were unable to make it.

Please see attached attendee list.

Recommendations from the Stakeholder Meeting will be considered at the subsequent Decision-Maker meeting on December 11, 2009.

**November 12, 2009, TBS Community Stakeholder Meeting Attendees**

**City and County of San Francisco (in alphabetical order)**

Bethany Brown, Transition Age Youth Services, CBHS/San Francisco Department of Public Health  
Chris Lovoy, TBS, CBHS/San Francisco Department of Public Health  
Emmy Zimmer, AB3632, CBHS/San Francisco Department of Public Health

**TBS Providers (in alphabetical order by provider)**

Lina Weissman, Edgewood  
Mike Williams, Edgewood TBS

Misha Sky, Fred Finch Bridges of San Mateo  
Denise Villegas, Fred Finch Bridges of San Mateo  
Jennifer Jimenez-Wong, Fred Finch Bridges of San Mateo

Maryfrance Cote, St. Vincent's School for the Boys  
Stacy Elliott, St. Vincent's School for the Boys  
Megan Finkeldey, St. Vincent's School for the Boys

Nathan Aleman, Seneca TBS  
Jessica Harvey, Seneca TBS  
Larkin Sealy, Seneca TBS

**Community Stakeholders**

Lisa Lee, Community Youth Center

**Facilitator**

Karen Strickland, Golden Bear Associates