

San Francisco MHS Innovation Projects – Extension Request

July 28, 2016

INN #14- First impressions

MHSOAC Approval Date

4/24/2014

Original Program Dates

6/1/2014-6/30/16

Original Budget

\$1,000,000

Expenditures to Date

\$650,500

Program Summary

The First Impressions project aims at changing the first impressions that mental health consumers have upon entering a mental health clinic, in two unique ways: 1) by engaging them and clinic staff in the decision making process of what they want their clinic to look like, and 2) by providing them with vocational training in basic construction and remodeling to make significant changes to the look and feel of their clinic.

Learning Question

Will training consumers with severe mental illness in basic construction skills and including them in the process of how a mental health clinic reception area looks improve the quality of services at the clinic being remodeled, leading to better outcomes?

Lessons Learned

The First impressions project had a longer implementation period than anticipated. The process of selecting sites was one with extensive community and consumer involvement. Finding the ideal contractor was also a longer process. All of the selected cohort students were consumers and individuals with lived experience, who requested the extension of the classroom time and hands-on time due to various needs. We have collected evaluation data that shows positive outcomes for the construction participants themselves, however, further evaluation is needed in order to truly determine if the quality of services at the clinic has been improved. Consumers participate in the project planning and implementation of this project; these consumers identified the need to extend the exploration learning time in order to properly answer the learning question. Because of this, we are requesting additional time to measure how the transformation of a reception area improved the quality of services, thus leading to better outcomes.

Proposed New Program Dates

6/1/14-6/30/18

Proposed New Budget per Year/Total

\$350,000 per year/\$1,350,000 total

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July 28, 2016

INN #15- Addressing the Needs of Isolated Older Adults

MHSOAC Approval Date

5/19/2015

Original Program Dates

6/1/2015-6/30/2017

Original Budget

\$500,000

Expenditures to Date

\$354,500

Program Summary

The goal of this project is to decrease social isolation among older adults living in the Tenderloin neighborhood of San Francisco, and increase their access to services and supports through the use of peers. The Tenderloin is a highly depressed neighborhood with high rates of homelessness, drug use, violence, and prostitution. The Tenderloin also has a large number of Single Room Occupancy (SRO) hotels, where a large percentage of older adults live, thus increasing their isolation.

Learning Question

Will developing effective peer support strategies and practices for low-income socially isolated older adults improve their engagement, encourage social inclusion, and decrease stigma and discrimination?

Lessons Learned

Peers and consumers are included in all areas of planning, implementation, and evaluation of this project. Within interview meetings and focus groups with consumers, they requested more time to “connect” and engage with the peer providers. Therefore more time to roll-out this project was requested. This project has made great strides in hiring and training peers- all of which are seniors as well as peers. Per the suggestions of these peers, the project has learned that this population benefits from an extended training period which goes beyond the initial proposal time frame. Also, they have identified the need to hire a Spanish-speaking peer, which has proved to be difficult. They have supported the connection between the peers and the isolated seniors, however, the peers have requested that the time to build and maintain rapport needs to be extended, as they did not allow for enough time for relationship-building in the initial proposal. As the housing crisis extends in San Francisco, this project is finding that seniors are hit hard and are increasingly becoming homeless and more isolated, therefore, the need for extended relationship-building is even more prevalent. This program is requesting an extension in order to better evaluate outcomes and see if there has been any progress with engagement, social inclusion and decreasing stigma for the isolated older adults.

Proposed New Program Dates

6/1/15-6/30/19

Proposed New Budget per Year/Total

\$260,000 per year/\$1,135,000 total

San Francisco MHS Innovation Projects – Extension Request

July 28, 2016

INN #16- Transgender Pilot Program (TPP)

MHSOAC Approval Date

5/19/2015

Original Program Dates

3/2015-6/2017

Original Budget

\$536,392

Expenditures to Date

\$263,484

Program Summary

The overarching goal is preventing mental illness through the creation of social support networks. In addition, the project will treat mental illness by engaging Transgender women of color into services that are culturally responsive. Providers that work with the TPP are able to work with issues specific to this population such as high rates of suicide, anxiety, PTSD related to hate violence, and stressors related to gender reassignment. The TPP will test three methods of reaching this population. One involves support groups. The second is outreach. The third is an annual Transgender Health Fair as a one stop shop for linkages to services.

Learning Question

What are effective peer support strategies and practices for transgender women of color that will improve their engagement in mental health services, encourage social inclusion, and encourage community engagement?

Lessons Learned

Transgender consumers within this project and within the broader San Francisco community have provided significant feedback to support the planning, policy development, implementation and evaluation efforts. As a result of the consumer feedback, this project has learned that linking transgender women to effective mental health treatment takes longer than anticipated due to the complex trauma that this community lives with day in and day out. This project has also learned from our consumers that there appears to be a lack of mental health practitioners with a lens of experience working with this population, which has resulted in delays in the implementation plan. Our consumer staff within this project have requested an extension of time to fully implement and evaluate the project effectively. Through their current evaluation measures, they have captured data working towards their learning question, however, they have identified the need for more time in order to determine the effective peer support strategies and practices that will improve outcomes for this specific population.

Proposed New Program Dates

6/1/15-6/30/19

Proposed New Budget per Year/Total

\$265,000 per year/\$1,060,000 total