

San Mateo County  
Behavioral Health and Recovery Services  
**Office of Consumer and Family Affairs**  
**(OCFA)**

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**Helping the system change from within**

# Office of Consumers and Family Affairs

## Vision

All individuals and families living with, or at risk of, mental health and/or substance abuse who reside in San Mateo County are heard, valued and supported to lead a rewarding and healthy life free of discrimination and stigma.

# Office of Consumers and Family Affairs

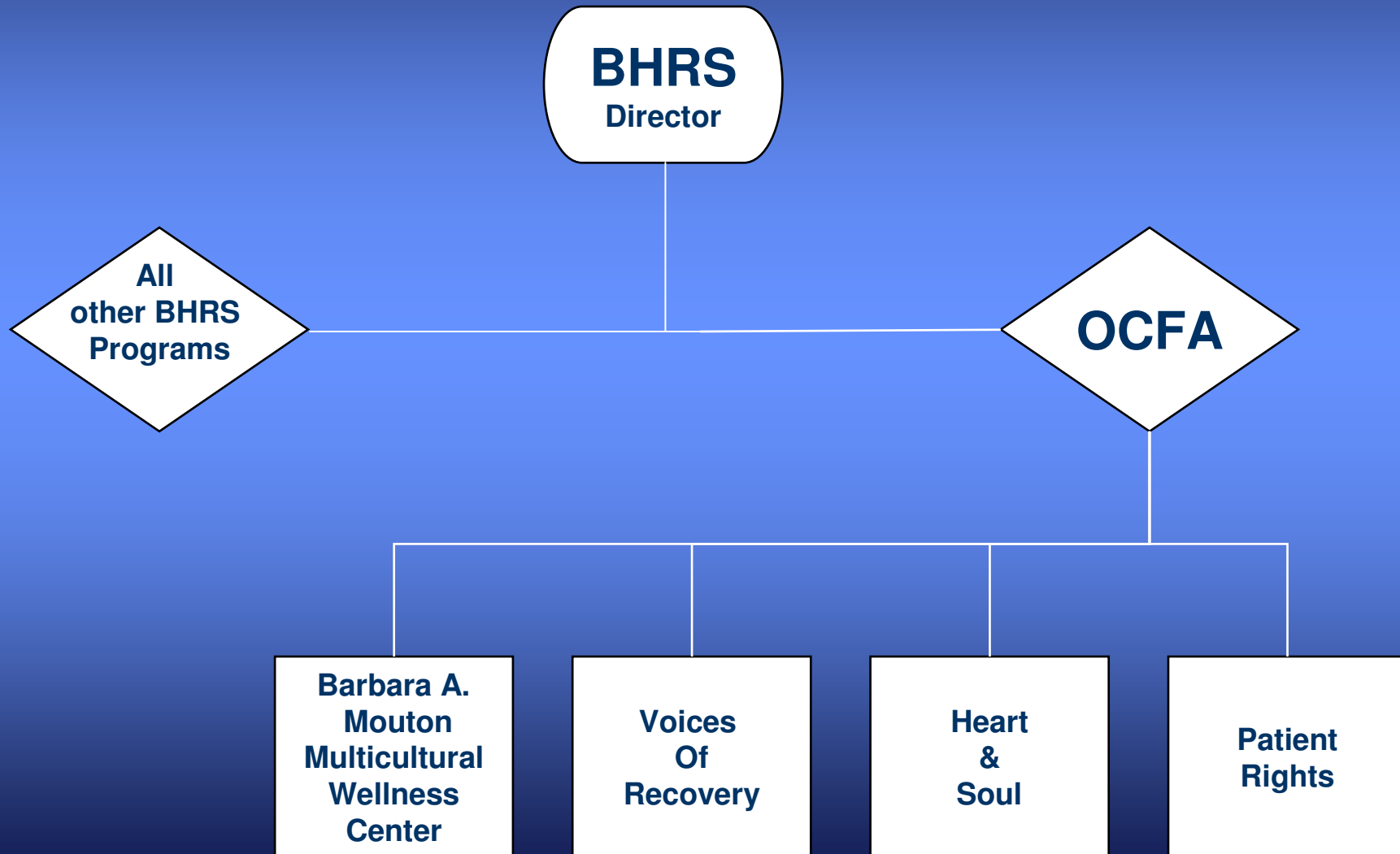
## Mission

To provide ways for BHRS consumers and their family members to participate and have a voice at every level of the system, and to have access to the problem resolution process. To train and inform the Behavioral Health System about consumer and family member culture, so that the strengths of each individual are acknowledged, valued and supported.

# Who are we?

- Started in 2006
- 2 F/T consumers
- 2 F/T Family members
- 1 P/T consumer
- Personal lived experience with the BH system
- Diverse cultures, languages, experiences
- Working collaboratively in spite of differences

# OCFA Reports to Director



# Voices of Recovery

- Welcomes everyone
- Provides advocacy
- Supports sobriety for consumers/families and others affected by substance abuse
- Does not duplicate existing services
- 501 c3 status
- Contract monitored by OCFA

# **Barbara A. Mouton**

## **Multicultural Wellness Center**

- Provides support, information and community
- Culturally diverse
- Wellness based
- Consumer informed
- Peer-staffed
- Services for families and consumers

# Heart & Soul

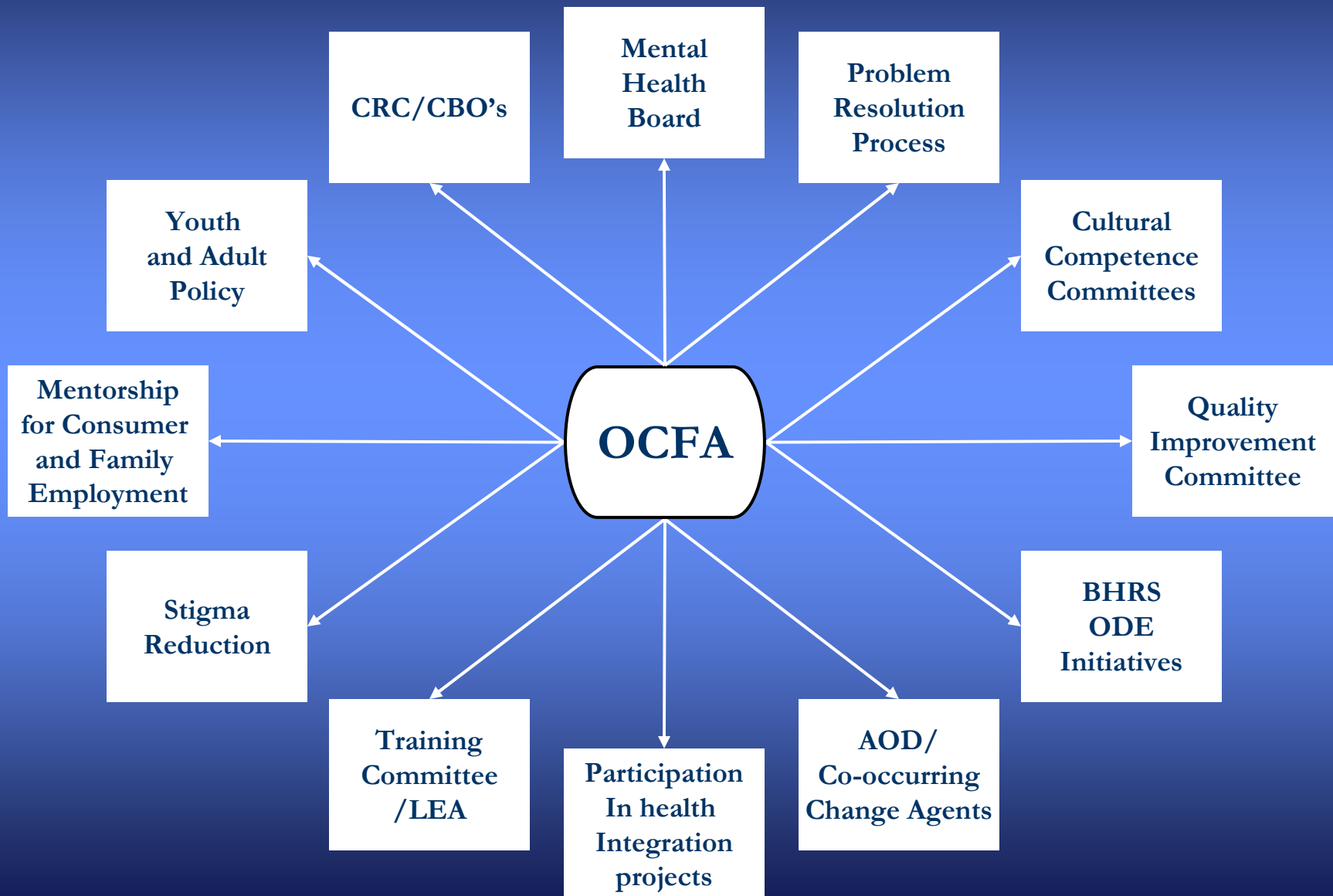
- Consumer run
- Five locations county-wide
- Stamp Out Stigma, since 1990
- Co-occurring groups, WRAP, socializing
- Total Wellness collaboration
- Contract monitored by OCFA



# Office of Patient Rights

- Legal advocacy and representation
- Ensure patient rights
- Hospitalized/involuntarily detained clients
- Contract monitored by OCFA

# Integrated Throughout BHRS



# Consumer Voice: Embedded in the system via OCFA

- Policy feedback, review and improvement
- Representation at Leadership tables
- Representation at QIC
- Participation in staff hiring panels
- Supporting employed consumers & family
- Collaboration with Office of Diversity & Equity

# Health Integration Projects

- Smoking Cessation – CalMEND
- Wellness Activities - CalMEND
- Total Wellness: Smoking Cessation
- Total Wellness: Consumer Steering Committee
- Total Wellness: Peer-lead projects.

# Cultural Humility

- Cultural Competence Council
- Spirituality Initiative: creation and leadership
- Latino Collaborative
- African American Initiative
- Pride Initiative
- Stigma reduction

# Support Employed Consumers/family

- Community Workers consultation meetings
- Family Partners consultation and supervision
- 2x per month
- Addressing training needs

# Family Liaison - Bilingual

- Supports families navigating system
- Juvenile Justice/education Systems
- NAMI Family to Family
- Mental Health First Aid
- Family of youth grievances

# Workforce Development

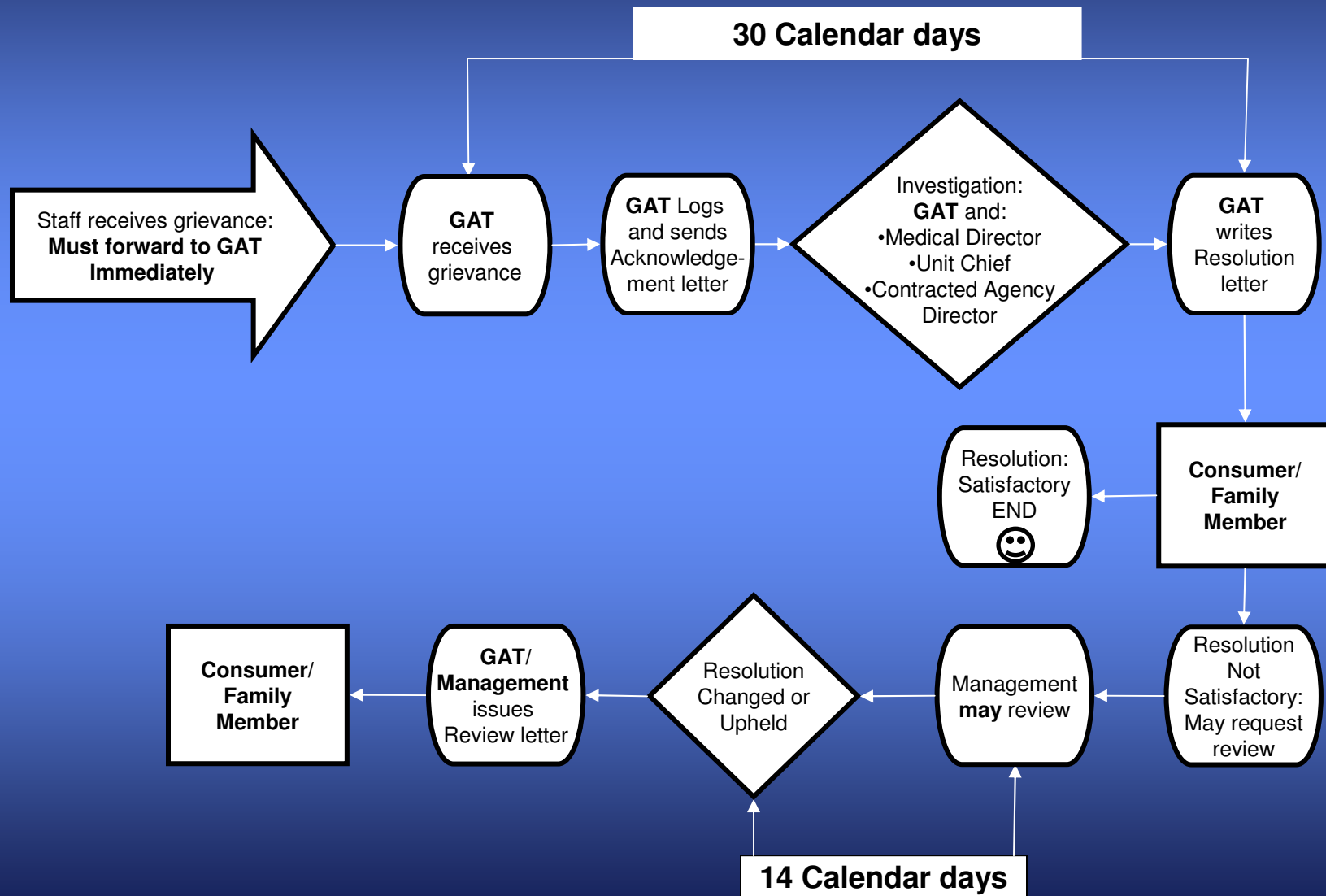
- Lived Experience Workgroup
- Lived Experience Academy: Adult & TAY
- Consumer recruitment
- Mentorship project
- Consumer/family participation in staff trainings
- Supporting staff “coming out”



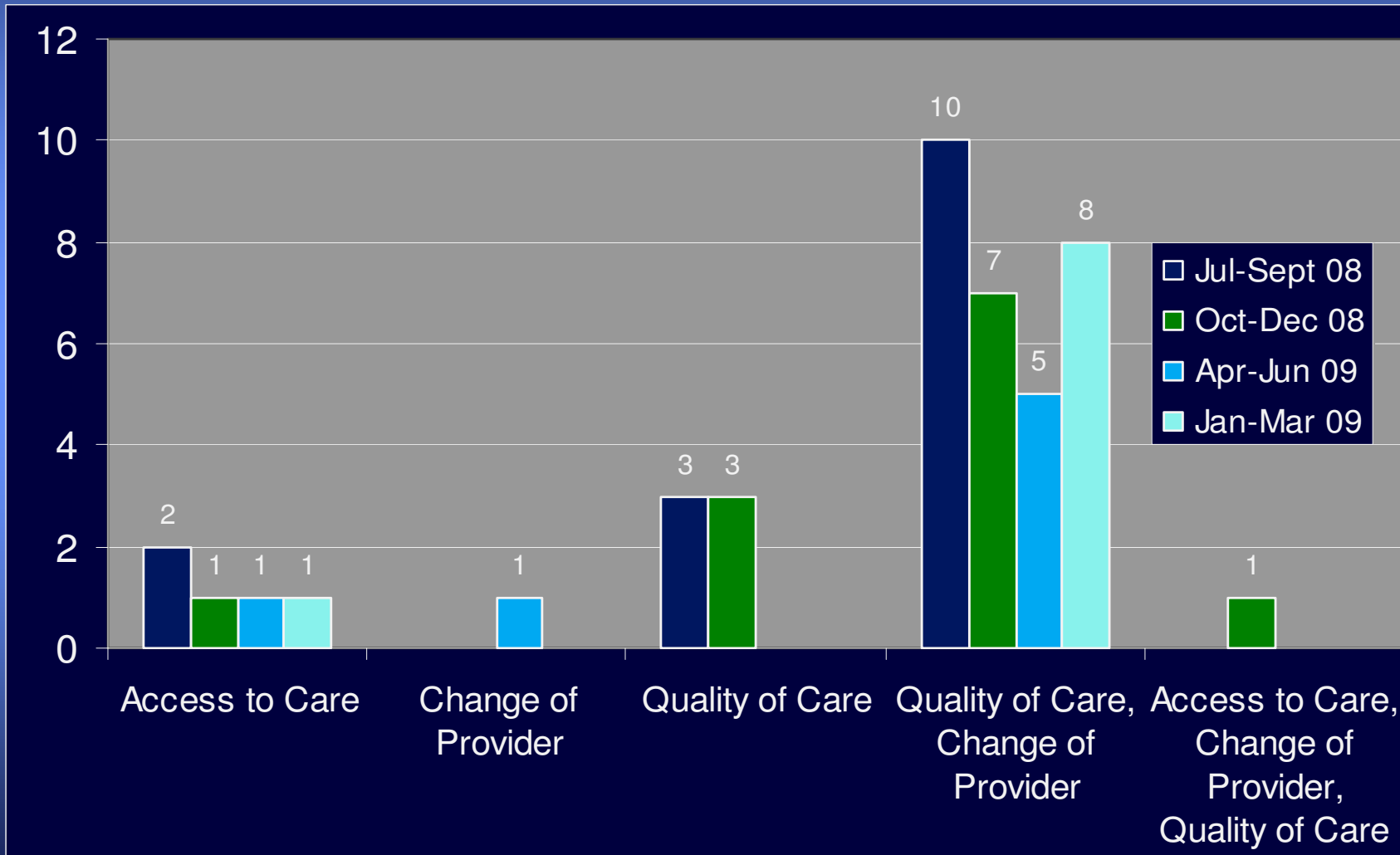
# Grievances at a Glance

- Filing a grievance is a consumer/family right
- State mandated process
- Only OCFA and QI (GAT) handle grievances
- Strict deadlines apply
- No advocacy for either party
- No retaliation against consumer/family
- Covers Mental Health and AOD

# Grievance Flowchart



# Grievance Type by Quarter (08-09)



# Problem Resolution Brochure/Grievance Form

## Consumer Rights

Partial List - for a complete list of consumer rights, call the Office of Consumer and Family Affairs or visit [www.smhealth.org/BHRS/OCFA](http://www.smhealth.org/BHRS/OCFA).

As a consumer of San Mateo County Behavioral Health and Recovery Services, you are entitled to:

- Receive timely access to services.
- Be treated with dignity & respect and with consideration for your privacy.
- Receive information about treatment options and alternatives, presented in a language you can understand.
- Participate in decisions regarding your health care, including the right to refuse treatment.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Receive a copy of your medical records upon request (costs may apply) and ask that they be amended or corrected, unless precluded by HIPAA regulations.
- Obtain a list of individual providers, community agencies, and county clinics in your service area, including names, locations, telephone numbers, non-English languages spoken, and identification of those not accepting new clients. This list can be obtained by calling the Access Team at 800.686.0101.
- Request to change your provider, a second opinion, or a change in level of care.
- File a grievance, appeal, or a request for a State Fair Hearing without retaliation.

SAN MATEO COUNTY  
BEHAVIORAL HEALTH AND  
RECOVERY SERVICES

## Consumer Rights and Problem Resolution

For Mental Health Services and  
Alcohol and Other Drug Services

San Mateo County Behavioral Health and Recovery Services consumers have rights, including the right to report problems and be heard about the services they receive.

Office of Consumer and Family Affairs  
Phone: 800.388.5189  
Español: 650.573.2890  
FAX: 650.573.2934

## Behavioral Health & Recovery Services Problem Resolution Request Form

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Current Doctor: \_\_\_\_\_

Case Manager: \_\_\_\_\_

I understand that neither I nor any referenced minor will be subject to discrimination or retaliation as a result of filing a grievance, appeal or State Fair Hearing.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Relationship to client: \_\_\_\_\_

Date: \_\_\_\_\_

### OPTIONAL:

I authorize the following person to act on my behalf in pursuing this grievance or appeal:

This appeal concerns a Notice of Action dated: \_\_\_\_\_

Describe the problem or concern:

**Return to:**  
Office of Consumer and Family Affairs  
1950 Alameda de las Pulgas, Suite 155  
San Mateo, CA 94403

X Detach here, fold, seal and return this form.

# Supporting Consumers and Families

Youth – TAY – Adults – Older Adults

- Navigating the System
- Finding resources
- WRAP
- Mental Health First Aid
- Referrals from NAMI/Providers
- California Network of Mental Health Clients

Questions?

