

## General Meeting

**100 S. San Mateo Drive  
San Mateo**

Hendrickson Aud. / Mills Health Center  
Free evening parking in front

**Wednesday, March 22**

6:30pm Reception  
7-8:30pm Program

### Mental Health Partnerships Helping Police Responses

Susan Manheimer, Chief of Police,  
City of San Mateo

Join us for this informative  
presentation on current and ongoing  
community efforts.

*NAMI San Mateo County General Meetings are free and open to the public. We welcome all who support our mission to improve the quality of life for people with mental illnesses and their families.*

### Election of Officers

In accordance with the NAMI San Mateo County bylaws, our annual election of officers will take place at the March 22, 2017 General Meeting. Nominations will be accepted at our office and posted on our website at the beginning of March. Installation of officers will take place at the April board meeting, following the election in March.

Like us on Facebook



<https://www.facebook.com/namismc/>

and

follow us on Twitter



<https://twitter.com/NAMISmc>

## Join the NAMI SMC Board

NAMI San Mateo is looking for three to six new and enthusiastic Board members who either live or work in San Mateo County and have a passion for the work we do - focusing on supporting family members and caregivers who have a loved one with diagnosis of a severe mental illness and individuals living with serious mental illness.

In our 42+ years of operation we have grown from a volunteer agency focused on prevention, to a strong organization which is known for providing cutting edge direct services to some of the most vulnerable members of our community and their families. Our Board of Directors provides policy and program direction, links to the broader community, and support to raise funds to develop and support critical services. We are currently looking for people who have experience in marketing, technology, finance, law and real estate. Board members are elected initially for a three-year term of office, with potential for a second term. Full Board meetings are held monthly, on the third Wednesday from 6-8 p.m. in San Mateo. If you would like to be considered to serve, please contact us at [hzimmer@namisanmateo.org](mailto:hzimmer@namisanmateo.org).

### NAMI SMC's 2016 Year End Report to the Community

With one full-time and two part-time staff, a volunteer corps of 60, a board of 8, NAMI San Mateo County has made a difference in the lives of approximately 2,100 individuals and families in 2016. We are pleased with our accomplishments, but know that there is much work to do in the coming year.

#### In 2016, we:

- Had 1,105 client and family member service contacts to our now 10 monthly on-going support groups held throughout the county.
- Participated in the training of 110+ law enforcement personnel in four Crisis Intervention Team Academies
- Assisted 1,235 families through our Warmline Help Desk – a 20% increase from 2015
- Graduated 63 family members from five 12-week Family-to-Family classes (increasing the number of classes offered in 2015 from four, and with one training in Spanish)
- Graduated 21 individuals from our three 10-week Peer-to-Peer classes
- Graduated 10 family members from one 5-week Basics class for families with children age 6 – 17
- Conducted Provider Education class to 16 staff members at the Center for Independence of Individuals with Disabilities
- Held an In Our Own Voice (IOOV) training to prepare additional presenters. Offered 52 presentations to approximately 438 people in hospitals, schools, public meetings and county mental health organizations – up from 8 in 2015 – including weekly presentations at the inpatient unit

#### of the SMMC

- Distributed approximately 6,500 copies of our newsletter to members, county libraries, hospitals and clinics, churches and synagogues, universities, food banks, senior centers, and housing groups, etc.
- Participated in 34 San Mateo County Resource Fairs (up from 28 in 2015 and nine in 2014), reaching 200+
- Provided 2,579 volunteer hours
- Brought on two new board members whose background and experience are already making a difference

#### For 2017 to date, we:

- Started our first Family to Family class January 19. Will start more classes on March 7 and April 5
- Started a Peer to Peer class on Jan. 26
- Will offer our first Provider Education Seminar to Community Legal Services in East Palo Alto in Feb/March
- Connection Support Group is going strong and meets on the 2nd & 4th Monday of each month
- Will hold 4 CIT Academies and help train approximately 100+ law enforcement officers
- Hope to add additional classes and programs as volunteers and funds are

Given our resources, we have accomplished a great deal. With additional volunteers (especially those who have taken some of our classes), members and donations, we could do much more. For those who have renewed your membership and/or made a donation, thank you. To those who have yet to do so, your continued membership is vital, and contributions - of any size - make a real difference.

—Regards, Jerry Thompson, R.N. NAMI SMC Board President

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## Help Wanted!

Due to a growing demand to participate in NAMI's signature Family to Family program, we anticipate offering 6 classes in English during the year and 2 in Spanish. However, in order to do so, we need additional teachers! Family to Family graduates who would like to teach future classes - we need you!

Training is provided to lead our education programs, presentations and support groups - Please contact the NAMI office at 650-638-0800 for details or email us at [nami@namisanmateo.org](mailto:nami@namisanmateo.org).



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## Teen Poster Contest

San Mateo County Libraries and NAMI recognize that mental illness affects all of us in one way or another. With 1 in 5 youth experiencing a mental health disorder, we all know someone experiencing difficulties, such as anxiety or depression. It is important to hear these stories and not let the devastating effects of mental illness stay quiet. By sharing these stories we help each other cope and form a connection.

Local teens (grades 6-12) are invited to create an eye-catching **poster** on the theme "You are Not Alone" in regards to mental health (to be printed 11x17) that will be hosted at libraries, schools, and anywhere it can be displayed.

Entry Deadline: Midnight, February 25, 2017. You may submit your poster below or in person at any participating library branch.

To find out more and submit your entry, access: <http://tiny.cc/yanovconposter>.

Also showcased are interesting books for teens in a range of genres.

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## 2017 "Directing Change" Film Contest

If you're in to making films and making a difference, then this opportunity is for you:

Students throughout California are invited to Direct Change by submitting 60 second films in three categories: Suicide Prevention / Mental Health Matters / Through the Lens of Culture. The winning teams and their associated high schools will win prizes, receive mental health or suicide prevention programs for their schools, participate in a meeting with state legislators on these topics and attend an awards ceremony.

Visit [www.directingchange.org](http://www.directingchange.org) for all the information including contest rules. Film due Wednesday, March 1, 2017.

*Make a statement through your film, make a difference!*

Check out *Wellness Matters*, the SMC BHRS newsletter  
<http://smchealth.org/wm>

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To all our volunteers,  
**THANK YOU.**  
We couldn't do it without you!



**Newsletter Mailing:** Meg Brosnan, Edna & Ryan Daga

**Newsletter Delivery Team:**

Monique Baury, Edna Daga, Tom Curran and Vivien Duering, Silvana Garetz, Maria Ginsburg, Gregg Hardin, Kathy Stern, Corina Traub

**January General Meeting:** Lily Arapeles, Alan Cochran, Ron Dugrenier, Lisa Kenney, Bill Nash, Kathy Stern, Zena Tarasena

**Appeal Letter Mailing:** Maria Ginsburg, Esther Ludena, Patricia Miller, Natalie Pitre, Mollie Reicher, Clancy Stein

**Office Support:** Eveline Coffman, Helen Greggans, Mike Rodrigues, Eleanor Russell

**In Our Own Voice Presenters:** Alan Cochran, Rocio Cornejo, Eleanor Russell

**All of our Support Group Leaders**

**A Special Acknowledgement** to Ruan Frenette and the newsletter team - our newsletters wouldn't be possible without you!

To volunteer contact Debi at  
[nami@namisanmateo.org](mailto:nami@namisanmateo.org) or 650-638-0800

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## Brain & Behavior Research Foundation: Meet the Scientist Webinar Series

Feb. 14 Prefrontal Cortical Circuits in Schizophrenia:  
Molecular Vulnerabilities, and Clues for Treatments  
11:00am PST

Please join by phone or on the web on 2nd Tuesdays for BBR (Brain & Behavior Research) Foundation's **Meet the Scientist Webinar Series**. Hear leading mental health researchers present the latest in new technologies, diagnostic tools, early intervention strategies and next-generation therapies for mental illness. Visit <https://bbrfoundation.org/meet-the-scientist-webinar-series> - *very interesting!*

FAST: Family Assertive Support Team

650-368-3178 or 650-371-7416 (pager)

Call FAST when you are concerned about a family member who may be showing signs or symptoms of serious emotional distress - FAST for caring support!

We Come to You!

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## Financing Residential & Outpatient Services for Youth with Mental Health Issues

**Saturday, February 11, 2017**  
**9:45-10:00 Registration; 10:00-1:00 Workshop**  
**Holiday Inn San Francisco Airport, Presidential Room**  
**275 South Airport Blvd., South San Francisco**

Sign up for a compelling parent workshop with two speakers: **Special Education: Securing Mental Health Placements and Services** with Deborah Johnson, founder of Jacobson Education Law in Berkeley.

When children have severe mental health issues that impact their ability to learn in the regular school environment, they may be entitled to funding from school districts for mental health placements including full time therapeutic treatment in residential treatment centers. Federal and state laws require school district to fund such services and placements when necessary for a child to gain educational benefit. This topic is a must for anyone needing to know the strategies, information and legal procedures to secure mental health placements and services for children from the school districts.

**Mental Health Insurance Parity: Don't take "NO" for an Answer** with Nancy Shea, Senior Attorney, Mental Health Advocacy Services, Los Angeles

The lack of mental health parity in health insurance coverage has been a form of discrimination that persons with mental disabilities have long experienced. Federal and State Laws now require insurance companies to provide mental health and substance use abuse benefits equal to their physical health benefits. This is especially critical at a time when the need for children's mental health services is so great. This workshop will cover federal and state mental health parity laws and the knowledge, skills and tools needed to appeal the denial of insurance.

Pre-registration is required: contact [suzanne@namiscc.org](mailto:suzanne@namiscc.org)  
831-824-0406. \$20 donation at the door.

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## NAMIWalks 2016 Wrap Up

What a fun end to a great first Walk! On Thursday, January 26, Walk team captains, sponsors and highest team donation achievers were treated to a wrap-up party at the SAP Pavilion, San Jose. During the reception, everyone was thanked for their considerable efforts and plaques for the sponsors and Top Ten Teams were handed out. **Ginny Traub**, 3rd place winner with her team "Strong Soles," and Visa Team Leader, had 100 people from her company join her! It was a fun event. NAMI SMC netted approximately \$21,500 from sponsors and donors. With lots of new teams and sponsors, we hope to raise more than double this amount for next year's walk.



Helene Zimmerman and Ginny Traub

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## Out in the Community

On Saturday, January 28, NAMI SMC partnered with Millbrae Libraries YANovCon (Young Adult Novelist Convention), to provide information and resources about teen mental health to about 150 attendees. The keynote presentations included an In Our Own Voice presentation by Rocio Cornejo, and discussions with authors that focused on mental health issues for teens. Rocio told of her journey from early difficulties to today's successes. She received a standing ovation!

The free half-day celebration included panel discussions, author hangouts, and book signings with well-known YA novelists (and more!): Neal Shusterman, Andrew Smith, Jessica Brody, Mariko Tamaki, Alexis Bass, Martha Brockenbrough, I.W. Gregorio, Ann Jacobus, Stephanie Kuehn, and Gretchen McNeil.



(L to R) Rocio Cornejo, In Our Own Voice presenter; Rebecca Bucher, Health & Wellness Coordinator, San Mateo HS District, and authors Neal Shusterman, Stephanie Kuehn & Ann Jacobus.

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## General Meeting Report - January

Tiffany Flowerday, M.A., LMFT, discussed Mental Illness: Implications for Clients, Family Members and Care Providers. In her talk, which was more of a conversation with the audience, she offered techniques and thoughts for self-care and compassion for oneself, as well as for one's loved one: how it was important to listen to what others are saying; to not think about an agenda and to be present.

When talking about trauma and grief, it is not about "if" a person has trauma and grief, but how they have experienced it. Trauma can start very early, and if it does, it can lead to severe mental illness.

Tiffany talked about what trauma-informed care looks like: it is about listening and offering choices, it is about looking at symptoms and not behaviors, and the importance of objective neutral language. Also, that people in authority, i.e., those with badges and keys, can pose a threat to some and the importance of not being condescending.

In closing, Tiffany did a self-care assessment for General Meeting attendees, asking the audience 24 questions, including: do you eat regularly and chose healthy foods, exercise regularly; love and care for yourself as if for another, say no to extra requests, spend time in nature, meditate, etc. It was fun to participate and easy to see where improvement was needed. Ultimately, we are all dealing with trauma and grief, and it's important to take the time to acknowledge the good times that we've had - and can still have.

We hope to see you at the March 22 General Meeting, when Chief Susan Manheimer, Chief of Police, City of San Mateo will be presenting on Mental Health Partnerships, Helping Police Responses.



## New Additions to the Library

Please visit the library at the NAMI San Mateo County office - we have books and videos available to check out! Watch for our latest additions below. If you have read a book related to Mental Health issues that you believe would benefit others, please email the office with the title and author.

### **Challenger Deep** by Neal Shusterman

“Caden Bosch is a brilliant high school student whose friends are starting to notice his odd behavior.” **Challenger Deep** is a deeply powerful and personal novel from one of today’s most admired writers for teens. A captivating novel about mental illness that lingers long beyond the last page. Especially written for middle school kids!



*We are grateful for donations...*

*... in memory of*

- Greg Cartwright** from Stan Cartwright
- Sandra Castro** from The Keith Family
- Sandra Castro** from Joseph and Elena Malta
- Sandra Castro** from Pat & Steve Way
- Matt Elder** from Carol Gosho
- Philip Florea** from Lois Florea
- Fae Gibson** from Pat and Steve Way
- Fae Gibson** from All of Us at NAMI SMC
- John Gheleta** from Elizabeth Gheleta
- Adam Livingston** from Lee and Margie Livingston
- Nicholas McWherter** from Faye C. Dahl
- Joshua Stang** from The Stang Family

*...in honor of*

- Those who suffer from eating disorders**  
from Margaret Herzen
- Theodore M. Bault & Elizabeth Morningstar**  
from Yvonne Kilbourne
- Detective Jim Coffman** from Ron and Sharon Roth
- Gabriel Dover** from Stephen & Andrea Dover
- Patrick Hughes** from Sally Breen Hughes
- Sarah Intrieri** from Patricia Fishel
- Whitney Purnell** from Jane Purnell
- Teresa Walker** from Stephen, William & Mikiko Walker
- Pat & Steve Way** from Katherine A. Sharp
- Nicholas Winter** from Florian Davos

NAMI San Mateo County appreciates those who send donations that honor loved ones. *Our sincere gratitude!*

Visit [www.namicalifornia.org/](http://www.namicalifornia.org/) to get the latest on legislative activity.

*We appreciate your participation in advocacy!*

## Café para Padres

**28 De Febrero de 10 am a 12 pm**  
**¡Último Martes de cada mes!**

¡Te invitamos a nuestro café para padres! Servicios de Salud del Comportamiento y Recuperación presenta Café para Padres ¡Tendremos bocadillos y rifas! Clínica Shasta 727 Shasta St., Redwood City CA, 94063

En este grupo tendremos la oportunidad de apoyarnos como padres ó familiares de jóvenes enfrentando desafíos emocionales, conductuales y de salud mental. Nuestras metas para este grupo son:

- \* Traer esperanza
- \* Conectarnos
- \* Promover la voz de padres y familiares
- \* Compartir recursos en la comunidad

Para preguntas contacte a: Yolanda Ramirez al 650-599-1047 ó [ymramirez@smcgov.org](mailto:ymramirez@smcgov.org), Norma Naser al 650-573-2270 ó [mnaser@smcgov.org](mailto:mnaser@smcgov.org).

## NAMI Connection



**2nd & 4th Mondays of each month • 7:00-8:30pm**  
**NAMI office, 1650 Borel Place, #130, San Mateo**

People with mental health conditions are WELCOME to this recovery support group. Connection provides a place that offers respect, understanding, encouragement and hope. The group is led by trained individuals who are experienced at living well with mental illness. **No registration is required.** Just drop by; we look forward to meeting you. Call 650-638-0800 or email us at [education@namisanmateo.org](mailto:education@namisanmateo.org) with any questions.

.....  
Social Security Benefits or  
Vocational Rehab Questions?  
.....  
Call Wendy Jordan at 650-802-6482  
.....

## PLAN of California

Planned Lifetime Assistance Network offers two Master **Special Needs trust** plans for California families with funds to bequeath (minimums \$150,000 and \$300,000). These trusts provide for contract with PLAN for oversight (both fiduciary and personal support services) without endangering public entitlements.

San Francisco contact: Baron Miller 415-522-0500  
Los Angeles contact: Carla Jacobs 888-574-1258

## SUPPORT GROUP MEETINGS (for information on NAMI Support Groups call 650-638-0800)

- **NAMI Cordilleras MHR Center Family Group**, 1ST Mondays (2ND Monday if 1st is a holiday), 6:30-8pm, 200 Edmonds Road, Redwood City, 650-367-1890. Penney Mitchell & Julie Curry, NAMI SMC co-facilitators
- **NAMI Parents of Youth & Young Adults** (ages 6–26), 2ND Mondays, 7-8:30pm. 222 W. 39th Ave. & Edison, Board Room, San Mateo. Park in the large lot on west side of building, off 37th Ave. Enter building through the “Hospital & Clinic West Entrance” and follow the NAMI signs to the 2nd floor Board Room W-225. Info: 638-0800. Kristy Manuel and Ginny Traub, facilitators.
- **NAMI Coastside Support Meeting** for family members, 2ND Mondays, 6:30-8pm. Coastside MH Cntr, 225 S. Cabrillo Hwy, #200A, Half Moon Bay, 650-726-6369. Karina Marwan, NAMI facilitator
- **NAMI Connection** for persons with mental illness who are working on their wellness & recovery. 2ND & 4TH Mondays, 7-8:30pm. 1650 Borel Place #130, San Mateo. Call NAMI SMC 650-638-0800 for information.
- **Cafe para Padres**, ultimo Martes de cada mes. Clinica Shasta 727 Shasta St. Redwood City. Para preguntas contacte a Yolanda Ramirez al 650-599-1047.

MONDAY

NEW DAY & TIME!

- **NAMI Spanish-Speaking Support Group** for family members, 2ND Tuesdays, 6-7:30pm, 802 Brewster, RWC. 650-573-2189
- **NAMI Jewish Family & Children’s Services**, family and friends are welcome. 4TH Tuesdays, 7:00pm. 200 Channing Ave., Palo Alto, 650-688-3097. Sharon & Ron Roth, NAMI SMC facilitators; John Bisenivs, LCSW.
- **NAMI San Mateo Medical Center** for family members. 1st and 3RD Tuesdays, 6:30-8pm. 222 W. 39th Ave. & Edison, San Mateo. Board Room (main entrance elevator to 2nd floor, left to the end of the hall). Terry & Polly Flinn, Carol Metzler & Judy Singer, NAMI facilitators.
- **NAMI South County Support Meeting** for family members, 2ND Tuesdays, 6-7:30pm. Mental Health Clinic, 802 Brewster, Redwood City, 650-363-4111. Pat Way, NAMI SMC facilitator; Liz Downard RN, MSN. **Park behind building and knock loudly on door.**
- **DBSA Mood Disorder Support Group** for persons with uni- and bi-polar disorders, mania, depression, or anxiety; family members welcome. Tuesdays, 7-9pm, College Heights Church, 1150 W. Hillsdale Blvd, San Mateo. Contact at [DBSASanMateo@um.att.com](mailto:DBSASanMateo@um.att.com) or 650-299-8880; leave a message.
- **Korean Support Group**, a family/consumer group. 4TH Tuesdays, 6:30-8:30pm. Full Gospel Mission Church, 20920 McClellan Rd. (opp. De Anza College), Cupertino. Info: Kyo, 408-253-9733.
- **Individuals Living With Their Own Mental Illness**, Tuesdays, 1-2:30pm. Redwood City - Sequoia Counseling Services, sliding scale fees apply. Contact Deborah at 650-363-0249, x111.
- **Parent Chat**, for parent/caregivers of kids aged 14-24 with mental health challenges. 2<sup>nd</sup> & 4<sup>th</sup> Tuesdays, 7-8:30pm. Orchard Room, Los Altos Library, 13 San Antonio Road. Info: Trudy Palmer 650-208-9116 or Donna Soo at 650-823-0997.

TUESDAY

- **NAMI Stanford** for family & friends. 2nd Wednesdays, 7-8:30pm. 401 Quarry Road #1206, Stanford. Dept. of Psychiatry & Behavioral Sciences (parking is between Vineyard & Quarry). Info: 650-862-2886 or [pamelapolos@comcast.net](mailto:pamelapolos@comcast.net)
- **Jewish Support Group** (open to all denominations), for those with mental illness and families and friends. 2nd Wednesdays, 6:15-8:30pm. For info, call Carol Irwin 408-858-1372. Beit Kehillah, 26790 Arastradero Rd., Los Altos

WEDNESDAY

- **Coastside Dual Diagnosis Group**, development for clients in all stages of recovery. Thursdays at 4-5pm. 225 S. Cabrillo Hwy #200A, Half Moon Bay. 726-6369 for information.
- **Body Image & Eating Disorders**, Thursdays, 6:30-8pm, 1225 Crane St, Ste 205, Menlo Park. Open to family and friends. *RSVP required*: [emlycaruthersmft@gmail.com](mailto:emlycaruthersmft@gmail.com). More info: 408-356-1212 or e-mail: [info@edrcsv.org](mailto:info@edrcsv.org).
- **Dual Diagnosis Group for Consumers**, Thurs, 12 noon. 210 Industrial Rd. Bldg. 210, Room 205, San Carlos. 650-232-7426.
- **H.E.L.P. for those with a mental illness and/or in a supporting role**, Thursdays, 6:00pm optional dinner; 6:30-7:30 program, 7:30-8:30 prayer. Menlo Church, Garden Court, 950 Santa Cruz Ave., Menlo Park Contact Jane Clark 650-464-9033
- **North County Support Group** for clients, family and friends. 2ND and 4TH Thursdays, 5:45-7pm, 375 89th Street, Community Room, Daly City. Co-facilitators: Linda Hildreth and Adam Harrison LCSW More info: 650-301-8650.

THURSDAY

- **Obsessive-Compulsive Foundation of SF Bay Area**, 3RD Saturdays, 1:30-3:30pm, Seton Medical Center, 1900 Sullivan Ave., 2nd Fl. Conf room near cafeteria, Daly City. For more information: 415-273-7273; [www.ocd-bayarea.com](http://www.ocd-bayarea.com).

SAT.

- **Chinese Language Family Support Group** Cantonese/Mandarin. Call Alice at 650-573-3571 for more information.
- **Japanese Education & Support Group**, call (415) 474-7310 for information.
- **Consumer Support Groups**, Heart and Soul, call 650-232-7426 for days & addresses, or visit [www.heartandsoulinc.org](http://www.heartandsoulinc.org).
- **Cluttering & Hoarding** Support Groups, Workshops, and Private Consultations - Groups/programs change, contact Emily Farber, MSW, 650-289-5417, [efarber@avenidas.org](mailto:efarber@avenidas.org).

## NAMI Education Programs

To be added to the Wait List, call 650-638-0800 or email us at [education@namisanmateo.org](mailto:education@namisanmateo.org)

Sign up for the evidence-based education class that fits your need. (Support Groups on page 5) Courses are FREE, comprehensive, and popular. Gain skills and understanding in an interactive, supportive environment. **PRE-REGISTRATION IS REQUIRED.**

- **Basics**—For parents and caregivers of children and adolescents with mental illness.
- **Family to Family**—For relatives of an adult family member with mental illness. Class meets once a week for 12 weeks.
- **Peer to Peer**—Better living skills for people with mental health issues taught by people with mental health issues.
- **Provider**—for Mental Health and AOD professionals, para-professionals and all others serving individuals with serious mental illnesses and their families. CMEs pending approval for qualified attendees.  
*Please contact us to set up an in-house program for your organization.*

## BHRS Family Contacts

Suzanne Aubry  
Dir. Family Service  
650-573-2673

Claudia Saggese  
Family Liaison (habla Español)  
650-573-2189

## Take a Stand for Mental Health

Congress is debating the future of mental health care right now. If there's one thing we know, they need to hear from you. Ask your members of Congress to ensure continued insurance safeguards and Medicaid coverage that help people with mental illness get the treatment they need.

The 114th Congress passed important mental health reforms as part of the 21st Century Cures Act to address the mental health crisis in our nation. This brings hope to the 60 million Americans living with mental illness, but these reforms are in peril if mental health coverage is not preserved.

The Affordable Care Act includes provisions that improve coverage for mental health care and promote independence and self-sufficiency for people who live with mental health conditions. With fair and equal mental health coverage, more Americans are getting treatment when they need it, helping them to stay in school, on the job and in recovery. Ask Congress to protect access to affordable, quality mental health care.

Go to <http://cqrcengage.com/nami/home> and let Senators Diane Feinstein and Kamala Harris and Representative Jackie Speier know the importance of standing up for America's Mental Health.

## Jail Chaplain

Spiritual counseling for incarcerated persons - Marty at St. Vincent de Paul Society: 650-796-0767.

## San Mateo County Mental Health Emergency Numbers

### Police: 911

Tell the dispatcher you are calling regarding a person who has a mental illness. Request a CIT (Crisis Intervention Team) trained officer and/or someone who has experience in dealing with the mentally ill. For non-emergency situations, call your local police department.

**HELPFUL:** Tips to prepare yourself for a 911 call are available on the BHRS website. Download "Mental Health Emergency" at [www.smchealth.org/MH911](http://www.smchealth.org/MH911) or visit the blog: <http://smcbhrsblog.org/2015/03/30/mental-health-emergency-materials-aka-family-script/>.

### 24 Hour Crisis Line & Support Help: 650-579-0350 / 800-784-2433

Calling the local number will get you someone in San Mateo County. Calling the 800 number will get you the first person available. This person may not be in San Mateo County.

**Psych Emergency:** San Mateo Medical Center: 650-573-2662  
Mills Peninsula Hospital: 650-696-5915

Kaiser South San Francisco: 650-742-2511  
Kaiser Permanente SMC: 650-991-6455

### FAST: 650-368-3178 | 650-371-7416 (pager)

Family Assertive Support Team - When your loved one is in emotional distress.

For additional non-emergency numbers relating to Mental Health issues, access [www.namisanmateo.org](http://www.namisanmateo.org).

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## Practice Optimism To Improve Your Quality Of Life

At the beginning of the new year many of us try to make changes that will help to improve our quality of life. These changes might include:

- working out more
- losing weight
- quitting smoking
- eating more fruits and vegetables
- getting more sleep

These are all amazing changes that take patience, endurance, and most often need a realistic time table to succeed.

Another way to improve your quality of life is by being more optimistic. If you are not a “cup is half full” type of person, you can learn to develop a more optimistic outlook. Are you are sick of the same routines in life? Change a small detail of the routine to see if it makes a difference in the way you feel. A good example would be when you are stuck in traffic - try some of these ideas to change the way you feel about your situation.

- Put in a CD with your favorite music that takes you back to a time when things seemed less complicated.
- Turn on a radio station whose DJ jokes and laughs in the morning.
- Pick one day out of your week to take a different route that may take longer, but is less congested and more scenic.

If you feel you are optimistic but get dragged down by others negative conversation, listen for a bit so they know you care about their feelings or view of things, then try changing the conversation in a positive way. You’ll find not only are you helping yourself but you are helping that person’s attitude as well. One recent exchange made between two co-workers went like this “I am really crabby today - I had a sleepless night and then waited for the bus in the rain”. The co-worker responded by saying “ I will send positive vibes your way”. How can you stay crabby after that?

“A pessimist sees the difficulty in every opportunity. An optimist sees the opportunity in every difficulty.”

- Winston Churchill

—A free resource we offer to benefit eligible employees is LifeWorks. January monthly features include “Taking charge of your life”, “Tips and Apps to help you keep your resolutions”, and “How to stay focused at work”. Visit [lifeworks.com](http://lifeworks.com) and enter “piper” for Username and “jaf-fray” for Password. You can also contact LifeWorks directly at 1-888-267-8126 to speak with a consultant.



## Save the Date! - 2017

- **August 25-26 NAMI California Annual Conference** in Newport Beach. Visit [www.namica.org](http://www.namica.org) for more details
- **September 23 NAMIWalks** - The NAMIWalk will be held at the San Jose Guadalupe Park’s Arena Green West. Contact: [dhendricks@namisantaclara.org](mailto:dhendricks@namisantaclara.org) or 408-453-0400 x 3125.
- **Oct 3 - National Day of Prayer**, County Center, RWC

## Teachers/Facilitators Needed

We're looking for persons to facilitate our programs! Training is provided to lead our education programs, presentations and support groups - please contact the NAMI office at 650-638-0800 for details.

We are also looking for individuals with lived experience who are interested in telling their story for In Our Own Voice presentations.

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## Health Care Plans Warned To Fix Provider Directory Errors

Non-compliant health plans including SCAN Health Plan of California were sent warning letters earlier this month and given 30 days to fix online network provider directory mistakes or face heavy fines or sanctions.

The action follows the government’s first in-depth review of the accuracy of Medicare Advantage provider directories, which consumers and advocates have complained about for years. More than 17 million Americans, or nearly a third of Medicare beneficiaries, get coverage through private Medicare Advantage plans, which are an alternative to traditional Medicare.

“Because Medicare Advantage members rely on provider directories to locate an in-network provider, these inaccuracies pose a significant access-to-care barrier,” Medicare officials wrote in a report released last week outlining the problems. Unlike traditional Medicare, the private Medicare plans typically restrict beneficiaries to a network of doctors and hospitals.

CMS’ survey found the most error-prone listings involved doctors with multiple offices that did not serve health plan members at each location.

Medicare Advantage members have until Feb. 14 to disenroll and join traditional Medicare but after that they are locked into their plan for the rest of the year. Seniors may be able to request permission to change plans on a case-by-case basis by calling 800- MEDICARE.

—This story was produced by Kaiser Health News, an editorially independent program of the Kaiser Family Foundation.

**Financing Residential & Outpatient Services for Youth with Mental Health Issues**

Feb 11 - see page 2

**General Meeting**

March 22 - see page 1

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## A Ray Of Hope For Mentally Ill Homeless

By Heather Knight | 1/7/17 | San Francisco Chronicle

San Francisco's politicians spend a lot of time arguing about what to do about the city's homeless problem, but not a lot of time evaluating after the fact whether their ideas actually worked.

Remember the big fights over banning sitting or lying on sidewalks and aggressive panhandling? Those measures arguably didn't do much, but the politicians who were so sure they'd help have long moved on to other potentially pointless debates.

Well, believe it or not, there's actual evidence to show that one proposal that was fought over for years is making a difference. Laura's Law, which allows for the compelled treatment of mentally ill people, has proved in its first year in San Francisco to be a small but helpful step toward addressing a problem obvious to anyone who walks around the city.

After four years of on-and-off bickering, the Board of Supervisors finally passed Laura's Law in 2014. It took effect in November 2015, and new statistics show that in the following year, many of those referred to the city for help under the law wound up voluntarily accepting it. Just three of the 108 people who came into the system had to be ordered by a judge to receive treatment.

"It helps people get on their own two feet and out of their mental health crisis," said Supervisor Mark Farrell, who pushed the 2014 version. "That's the outcome we want."

Laura's Law was named for Laura Wilcox, a college sophomore who was working as a receptionist at the Nevada County Department of Behavioral Health when she was slain on Jan. 10, 2001, by a man who suffered from paranoid delusions but had refused his family's pleas to get treatment.

California adopted Laura's Law in 2002, but it is up to individual counties to decide whether to participate. The law allows a relative, roommate, mental health provider, or police or probation officer to petition the courts to compel outpatient treatment of a person with mental illness. The person must have been jailed or hospitalized twice in the previous five years because of mental health issues or have had a violent outburst within the previous four years. The law does not provide for a patient to be forcibly medicated.

Some advocates for the homeless argued that Laura's Law would criminalize the mentally ill, and some medical experts said it wouldn't work without forced medication. After San Francisco finally adopted it, several counties followed suit, including Alameda, Contra Costa and San Mateo.

Almost all of the 108 people referred to San Francisco's Department of Public Health in the law's first year were flagged by relatives or mental health providers, according to a new report from the health department. Forty percent had been homeless in the previous three years.

Sixty percent accepted voluntary services. Of the remaining 40 percent, some didn't meet the criteria for Laura's Law, and nothing much could be done.

The Public Health Department opted to take just seven cases — the most severe — to court. Three people settled by agreeing to treatment and the department withdrew one case, leaving just the remaining three who had to be ordered into treatment by a judge.

"We've had great initial success in engaging people in voluntary services," said Angelica Almeida, director of assisted outpatient treatment for the Public Health Department. "We're using the court petition as a last resort."

Almeida was especially proud of one success story, involving a homeless man who had been taken to the psychiatric emergency room at San Francisco General Hospital 50 times in 2015 — an average of nearly once a week. Under Laura's Law, he's averaging less than one visit per month, Almeida said, and is housed and working with a mental health provider.

"This is a program that's based in recovery and wellness," Almeida said. "We believe people can get better, and this is one of the pathways to do that."

\* \* \*

In more good news related to homelessness in San Francisco (say what?), the city's Department of Homelessness and Supportive Housing finally has the long-sought data system that will store all information related to the city's homeless.

The city controller called for such a system 15 years ago, and in the incredibly slow, bureaucratic world of City Hall, it's finally ready. It will replace the 15 separate data systems that city workers and nonprofits now use — a frustrating setup that has meant homeless people having to tell their same harrowing story over and over again.

The department put out a request for proposals in March and had a panel of experts winnow the eight responses down to three. Engineers from Google, Airbnb and Foursquare then helped the department choose the winner: a product called Clarity Human Services made by the company Bitfocus.

Nonprofit workers, city employees and yours truly saw a demonstration of the product the other day, and it appeared to be an easy, intuitive system. It stores a host of information: names, birthdays, Social Security numbers, gender, race, ethnicity, photographs, where in the city homeless people have been encountered by outreach workers, the benefits they receive and more. It also shows which housing they qualify for and where they are on the waiting list.

Google is giving \$1 million to San Francisco to pay for tailored improvements to the Clarity system, which is used in cities around the country. The company is donating another \$1 million in staff time to help train people to use it.

Justin Steele, who leads Bay Area giving efforts for Google.org, the company's charitable arm, said the database will "provide real-time client data to help allocate resources, make better policy decisions and more effectively address homelessness."

Google and other tech companies are also working on an app for future homeless counts, so the volunteers and officials who go out on the city's streets won't have to use pencil and paper. This year's count is Thursday, and we hear San Francisco is likely to start counting the homeless every year rather than every other year, which is all the federal government requires for a city to be eligible for assistance.

Jeff Kositsky, director of the city's homeless department, said it would have been possible decades ago for the city to create a shared database of such information — they were called index cards. But hey, better late than never.

"For the first time ever, we've got the technology and leadership in the city and the resources to actually build this system," Kositsky said. "I don't think it's going to solve homelessness, but it's going to make homeless people's ability to access services much easier and more efficient."

*San Francisco Chronicle columnist Heather Knight appears Tuesday and Friday. Email: [hknight@sfgchronicle.com](mailto:hknight@sfgchronicle.com) Twitter: @hknighsf*

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## What I Learned from Carrie Fisher

By Jess Lader | Jan. 06, 2017

I'm writing with tears in my eyes following Carrie Fisher's untimely death. My love, appreciation and fandom for her is due to more than her role as Princess Leia in Star Wars: She was a pioneer for those of us who live with bipolar disorder and other mental health conditions. I love the Carrie who stayed true to herself and never made excuses for the toll that bipolar disorder took on her mind and body. Instead, she treated it as a part of her life. She always showed strength, humor and resiliency in the face of instability and uncertainty.

In the wake of her passing, I'm pledging to pursue a life of similar action. Her inspiring life taught me a few very important lessons about living with a mental health condition:

### **Be Open and Honest with Yourself and Others**

Following my diagnosis at the age of 23, I longed to gain inspiration from artists, writers, musicians and actors/actresses who were open about their mental illness. During my research, Carrie Fisher immediately caught my attention. She was one of the (very) few who didn't possess a filter, but rather shared her life and struggles in a completely open way. I could identify with this trait. She taught me that it was okay to express my true feelings. It's because of her that I speak and write honestly about my condition, even when I don't quite understand it myself. This honesty has been imperative to my recovery.

### **Learn to Laugh—Even During Hard Times**

Carrie Fisher was never afraid to laugh at herself. She candidly shared her stories in writing and on stage—like in her successful one-woman show *Wishful Drinking*. While walking around in her bare feet, she unabashedly spoke of her history with mental illness and addiction. Her courage inspired people to stop hiding behind their conditions. This taught me to never be ashamed of my story—and to be able to laugh at the funny parts. Sometimes the most humorous stories can come out of an episode. You have to be willing to look past the sadness and/or madness and see the good in life.

### **Do Your Part**

Carrie Fisher used her celebrity status and talent for the greater good of the mental health community. Thankfully, this selfless act was celebrated while she was still alive. It would have been a shame if she never knew how many people she helped, which makes me think how my words might be helpful to someone experiencing a similar situation as me. Writing is the gift I was given—it just took me a long time to believe in myself. Carrie Fisher's passing gave me the extra push I needed to put myself out there. While we revel in her legacy, don't forget to celebrate your own talents. Doing so can build confidence and help you gain a sense of purpose. Ask yourself: "What can I do in the coming year to help change the perception of mental illness?" You may discover that your calling in life will help the fight against stigma—something we need more of in this world. Because Carrie Fisher is no longer with us, we all need to work a little harder, as she was shouldering a lot of the load.

—See more at: [http://www.nami.org/Blogs/NAMI-Blog/January-2017/What-I-Learned-from-Carrie-Fisher?utm\\_source=naminow&utm\\_medium=email&utm\\_campaign=naminow#sthash.io8AfFpm.dpuf](http://www.nami.org/Blogs/NAMI-Blog/January-2017/What-I-Learned-from-Carrie-Fisher?utm_source=naminow&utm_medium=email&utm_campaign=naminow#sthash.io8AfFpm.dpuf)