



# OUT OF THE FOG

The monthly newsletter of NAMI San Francisco

www.namif.org

## February Meeting Notes

By Roberta Kaye

Guest Speaker: Richard Heasley, Executive Director of Conard House

*Helping people manage mental illness since 1960*

Conard House is celebrating its 50th anniversary this year. It was San Francisco's first half-way house opening its doors in the summer of 1960 recognizing that people needed a place to go after treatment for mental illness at state hospitals or other institutions. It came to be known as the Jackson Street Residential Facility, and clients stayed for as long as there was a medical necessity. These days two people come once a week from a utilization review team to figure out who will be de-authorized or discharged from the system.

After the Jackson Street stay it became necessary to provide continuing support beyond the half-way house and Conard responded in 1963 by adding an aftercare residential program known by some as a three-quarter-way-house. The organization found apartment buildings into which people from the Jackson Street facility could move after they completed their stay. Here independent living in these structured residential facilities was developed which included money management and supportive employment.

Today, Conard has about 90 people living in 17 different apartments all over San Francisco: downtown, by The Panhandle, in The Mission and in residential neighborhoods. The buildings are either leased or

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## A Letter From Our NAMI Affiliate President

On Thursday evening, February 25, 2010, members of the SF NAMI Board and the Mental Health Board held hearings at City Hall to examine how the shortage in mental health services currently is hurting San Franciscan residents.

We heard from front-line professionals working all across the City including:

- Physician faculty from SFGH PES (Psych Emergency Services), Dr Cameron Quanbeck
- Police Lieutenant Sullivan, Tenderloin outreach officer.
- City Attorneys from both the PD's Office: Jennifer Johnson, Esq. and the DA's office: Leslie Cogan, Esq.
- Expert on Homelessness: Jennifer Friedenback
- Consumer/graduates from the Behavioral Health Court: Thomas Jefferson and Annette Robinson
- Members of the Mental Health Board along with the general Public also testified.

They all painted both a stark picture of limited resources - hospital overcrowding with limited bed capacity (SF has 15 psych beds/100,00 residents, compared with national average of 37). There is poor follow-up after discharge; and jails and prisons are filling up with undiagnosed and untreated mentally ill (estimates from NIMH are that accounts for more than 30% of all inmates).

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3rd Wednesday of each month  
6:30 - 8:00 pm  
1010 Gough, San Francisco

### The Monthly Meeting

MEETINGS ARE AT 1010 GOUGH

**March 17**  
**Special Surprise Program!**  
Check the website for details.

**April 21**  
**Barnett C. Levin, PhD**, will speak on Crisis Intervention: How to set limits without withdrawing love. He works with mobile crisis.

**May 19**  
**Robin Buccheri, DNSc.**, MHNP, Professor USF School of Nursing, and **Louise Trygstad**. Hearing Voices: a report from The World Congress

# Family Caregivers Planning For The Future

Saturday, March 20, 2010

9 a.m. to 4 p.m.

Merritt College, 12500 Campus Drive, Oakland

There are several important themes for this conference. The most basic is helping family caregivers of people with mental illness plan to replace themselves in the role or roles they play now in areas like financial support, special needs trusts, housing, care management and in providing personal support.

When the caregivers are engaged in planning for the future it may be a good time to assist care recipients in doing the same and the conference will explore tools for that - especially Wellness Recovery Action Planning (WRAP) - and techniques for building support networks and utilizing existing community resources to the maximum extent possible.

The conference will also assist families in thinking about ways to achieve reconciliation, cooperation and reconnection, if those are issues.

Finally, the conference will offer the opportunity to put mechanisms in place to help people in moving forward on planning, including support groups.

**Breakout Sessions** will be offered on the topics listed below. Participants will choose which Breakout Sessions to attend at the conference; no advance sign-up is necessary. Each Breakout Session will be repeated at least once, so everyone should be able to attend three different ones.

1. Government Benefits, Estate Planning & Special Needs Trusts
2. Investing for the Future
3. WRAP and building social support networks
4. Maximizing public resources - benefits & services
5. Personal Support Services, private case management & trustee services
6. Achieving reconciliation and cooperation between caregivers and care recipients
7. Using existing community institutions for social support
8. Caring for the caregivers
9. Caregiving differences between ethnic communities

For more information, call 510-835-5010 or send an email to [sjb@mhaac.org](mailto:sjb@mhaac.org). Conference sponsored by MHA of Alameda County and Parent Proxy Foundation.

# Planning For A Loved One With Special Needs

March 27, 10-Noon, Oakland

April 27, 5:30-7:30 p.m, San Francisco

May 22, 1-3 p.m, San Rafael

June 10, 5:30-7:30 p.m., Los Altos

Kevin Urbatsch with guest Dan Cutter invites you to a FREE seminar. Topics to be covered will include: Setting up Lifetime Plans for Loved Ones with Special Needs, Maximizing Government Benefits, Using Special Needs Trusts and Memorandums of Intent, and Limited Conservatorships

RSVP now—seating is limited. For more information call Ryan Garwin at 415-593-9944.

## Can You Attend A SFSU Focus Group For Family Members And Consumers?

San Francisco State University has teamed with Richmond Area Multi-Services, Inc. (RAMS) to offer a Peer Specialist Mental Health Certificate Program at SFSU's downtown campus. We are looking for feedback and suggestions regarding our curriculum objectives and class schedule for the 12-week program starting Fall 2010. Are you available to attend a focus group for consumers and family members on **Tuesday, March 9 or Thursday, April 29 at 835 Market Street from 12-3pm?** We will serve lunch from 12-1 and start the focus group at 1pm. Your attendance would be viable to the certificate program as we are educating and training individuals with mental illness and individuals who have a relative with mental illness to become peer specialists. If you have any questions, please call me @ 415.338.1064 or email me @ [vaughn@sfsu.edu](mailto:vaughn@sfsu.edu).

Thank you,  
Mya Vaughn, PhD, CRC  
Assistant Professor, Department of Counseling  
Burk Hall 537, San Francisco State University  
1600 Holloway Avenue, San Francisco, CA 94132  
Phone: (415) 338-1064  
Fax: (415) 338-0594  
Email: [vaughn@sfsu.edu](mailto:vaughn@sfsu.edu)

In contrast, the consumers who testified (Mr. Jefferson and Ms. Robinson) presented heart warming success stories of what happens when they are pulled out of jail, finally given a correct diagnosis and given treatment. Both Mr. Jefferson (life long schizophrenia and substance abuse) and Ms. Robinson (bipolar disorder) overcame their obstacles. They were treated, case managed and now live independently on their own. In the face of their recovery they are productive citizens going to school and working full time. The cost for this kind of treatment (to save a life) was estimated at \$3500/year. In contrast, it costs the City \$34,000 per year to keep them in jail (the estimate for percent inmates undiagnosed and untreated is north of 20%).

All presenters had a common theme: It doesn't have to be this way. We know what works to get people on the road to recovery. We know what is needed:

- Adequate inpatient services for those in crisis. This includes an adequate stay in the hospital to become medically stable,
- Discharge follow-up with case management,
- Peer-to-peer services, and
- Supportive housing.

Mr. Jefferson and Ms. Robinson told us what happens when people get the treatment they need. Recovery for them is not a distant possibility, it is a reality.

While we are well aware of budget restraints facing the city, we are asking to implement cost-effective treatments that we know will work! We lose money by sending people in crisis out of county. We lose money when we can't move patients through the system and place them in adequate follow-up programs that work. We lose money when people enter the revolving door of being arrested and jailed or admitted in crisis, discharged then readmitted again. These revolving doors stop when there is a case manager to follow-up and help ensure an appointment is kept or a medication is taken on time.

Programs like NAMI's Peer-to-Peer, Family to Family, Provider, and In Our Own Voice are free and they work, and with the support of case managers, money and lives are saved.

We asked for the following to be considered by the Supervisors and Mayor:

1. The "not-for-profit" hospitals have been cutting inpatient and outpatient mental health services for several years. Yet they receive a tax benefit from the City and County of San Francisco and the State of California for their non-profit status. We think they should provide a level of public benefit (e.g., restored services) commensurate with the tax-breaks and exemptions that they receive. This approach was used in Chicago and was successful at generating more services. We would ask you to investigate and instigate the same approach here.
2. As a matter of city/county policy we would ask that the city provide the a full continuum of psychiatric services: acute, sub-acute and community-based treatment options. This is the best science and is supported by every medical physician and psychiatrist in practice. With this approach we can create more success stories like those of Mr. Jefferson and Ms. Robinson, not more homeless statistics or jail inmates.
3. Lastly we want to work with the city to invest in a three-year plan for adequate mental health services for the future of San Francisco. Let's establish a city commission to identify the gaps and deficits that are putting our residents and the people who serve them (police, physicians, etc.) in peril. With a public/private partnership and your leadership we can demonstrate that San Francisco can manage and help its mentally ill population with dignity and financial efficacy.

Thank you,  
Giff Boyce-Smith, MD  
President, Board of Directors, NAMI San Francisco

### **County Mental Health**

The County Mental Health Access Line  
**415-255-3737**

Substance Abuse Treatment Access  
1380 Howard, First Floor  
**415-503-4730 or 1-800-750-2727**

The Mobile Crisis Unit  
**415-355-8300**

### **City In Peril**

This special Mental Health Board hearing was taped for Channel 26 TV, and it can be accessed on the internet at <http://www.sfgovtv.org/> and then clicking on Boards and Commissions, or contact the NAMI SF office at [namisf@fsasf.org](mailto:namisf@fsasf.org) or 415-474-7310.



## NAMI CA State Convention

August 20 - 21, 2010  
Marriott in Burlingame

This year's NAMI California State Convention will be held in Northern California. NAMI CA is welcoming all to participate in the convention committee since it's in our back yard. If you're interested, please join the conference call on Tuesday, February 9, at 4:00pm. Dial 1-800-944-8766, participant code is 75481. Be thinking of a conference theme and any ways you might have to improve over past conferences. Please call Coleen Peters at 661-747-9001 if interested, and also let the NAMI San Francisco office know you are interested.

## NAMI National Convention

*Celebrate the Fourth In Our Nation's Capital*

June 30 - July 3, Washington DC

What better place to celebrate the Fourth of July than in our nation's capital! Washington's celebration of Independence Day opens with day-long performances on the National Mall by some of the country's top musicians and ends with a spectacular fireworks display over the Washington Monument accompanied by a live performance by the National Symphony Orchestra. And, it's ALL FREE!

We've planned our 2010 National Convention program to end on the evening of July 3rd (with our annual banquet) which gives you all day on the Fourth to enjoy the sights and sounds of one the country's best celebrations. And, the Hilton's discounted NAMI convention hotel rates of \$155/single and \$165 double are good through July 6. Visit <http://www.nami.org/template.cfm?section=convention>.

Remember to donate to the



### Community Thrift Store

This is one of our *best sources* of income for the NAMI SF Chapter!!

**625 Valencia Street at 17th Street**  
**415-861-4910**  
**[www.communitythriftsf.org](http://www.communitythriftsf.org)**  
*(check with us about acceptable items to donate)*

## Community Mental Health Certificate Program-CCSF

The Health Education Department at City College of San Francisco was awarded a grant (by the SF DPH, MHSA funding) to develop the Community Mental Health Certificate Program. We are currently offering "Introduction to the Recovery Model in Mental Health" a prerequisite to the program. The Certificate program seeks to recruit and train individuals with lived experience, family members, and community allies. Contact Dr. Sal Nunez (snunez@ccsf.edu or 415-452-7387).



Saturday, May 22, 2010

**SF Bay Area NAMIWALK**  
**Speedway Meadow, Golden Gate Park**  
**San Francisco**

Did you know that the dollars you raise when you join the NAMIWalk help underwrite the free NAMI programming in our county? The 2010 NAMIWalk is NAMI San Mateo's largest fundraiser of the year. Registration is free at [www.namiwalkSFbay.org](http://www.namiwalkSFbay.org)

**The official Kick-Off lunch will be held on Thursday, March 25 from 11:30am-1:30pm.**

The Kick-Off luncheon is free for our team captains, anyone who wants to create a Walk team or learn more about event sponsorship and the many opportunities to participate in NAMIWalk! Come join us at FAZ's restaurant in Pleasanton and find out how being a NAMIWalk Team Captain is a terrific way to raise awareness about mental illness. What does a Team Captain do? A team captain registers their team and asks their friends and family to walk with them at this fun and important event.

**Special Kick-Off Guest: Peggy Kennedy, NAMIWalk Team Captain and Author of *Approaching Neverland: A memoir of Epic Tragedy & Happily Ever After*.**

It's a great time to pick up your team captain materials, get exciting information about this year's walk, and honor our 2009 top team captains! RSVP to reserve seating at 800-556-2401 or [laurie@namiwalkSFbay.org](mailto:laurie@namiwalkSFbay.org).

For more information on the NAMI Walk or to volunteer: [www.namiwalkSFbay.org](http://www.namiwalkSFbay.org) or [info@namiwalkSFbay.org](mailto:info@namiwalkSFbay.org)  
800-556-2401

purchased by Conard and provide permanent cooperative living. In 1983 the organization got into larger scale residential housing when asked to lease large residential hotels at Ninth and Mission and at Hyde and Ellis in The Tenderloin. It has professional staff on-site and support services for roughly 500 people in these buildings.

At the same time Conard got into the Social Security "Rep-Payee" business providing money management for those clients getting Supplemental Security Income (SSI). A budget is worked out for each beneficiary ensuring that the funds are used for housing, clothing and food, and services are provided for about 1400 people.

Conard also started working with those who wanted to supplement their SSI by helping them find part-time work, even full-time employment with health benefits in jobs that suited their interests and experience. There are now 500 people in the residential units who are working on a regular basis.

Overall about 2000 people are served using a budget of about \$12,000,000. Most of the funding comes from the City and County of San Francisco, Department of Public Health, Human Services Agency, The Institute on Aging, several foundations, some from fund raising and rents paid by tenants from their SSI.

As can be seen from the above sketch of Conard's history, the organization has not wanted to become a traditional caretaker. Instead they have developed resources that help people self-manage their mental illness by recognizing that clients are capable of handling their lives. It means promoting client independence so these people can live in a community and sustain responsibility going forward.

Those on Conard's staff, who had been trained as case managers, needed retraining to empower, to motivate and to encourage their clients to manage for themselves, to handle their social security payments effectively. It turned out that clients were managing a huge array of medical conditions; some related to age, or physical illness and some related to substance abuse. Further, Conard recognized that the skills they used to manage their medical illness were applicable to handling their mental illness and co-occurring substance abuse. With this knowledge, historical review and examination of evolving elements of Conard's program, a mission statement was formed: Helping people self-manage mental illness since 1960.

Given Conard's long history and experience, the organization found research and programs to support its transformational themes:

- 1) client emancipation independent of the system of care,
- 2) empowerment and
- 3) self-management.

### **Stanford University's Chronic Disease Self-management Program (CDSMP)**


In time a Google search for "chronic illness" revealed an array of materials that led them to the innovative program for people learning to selfmanage chronic diseases, developed at Stanford's Patient Education Research Center as a collaborative research project between Stanford and the Northern California Kaiser Permanente Medical Care Program. A study involving more than 1000 subjects found that people who took the program improved their healthful behaviors through exercise, cognitive symptom management, communication with physicians and better coping with medical issues.

In Stanford's licensing and certification process, trainees agree to use its chronic disease self-management program exactly as it is written. It has a script and six 2 1/2 hour sessions one week apart. There are two trainers, a lay person and a client/patient who has a chronic medical condition leading each session. The script is centers around developing an action plan that guides the self-management of one's medical condition and builds self-confidence to the point where a further action plan is possible. This progressive action planning is built into the methodology of the course. Stanford requires adherence to all its written material, its workshops and classes. A body of research has validated the results that come about when followed and, if changed, shows that the efficacy and validity of the approach is lost.


### **Conard adopted the program and is tailoring it to mental illnesses.**

While Stanford's program was developed for chronic medical conditions like diabetes, arthritis and hypertension, Conard knew that the skill set for coping with physical disease was transferable to mental illness. Consequently, as part of its Health Education Project, both the Health Education Coordinator and the Health

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### **The SFGH CAB CLOTHING PROJECT**



**This program is a big help to consumers who are in need of clothes while they are at SF General Hospital.**

**Just call and they will pick up your donation or meet you at the front door of the hospital when you bring it in.**

**Please call Amelia Truman, 415-206-4465**

## Support Groups



### Family Members' Groups

*Healing Circle African American Family Support*  
1st Thursdays, 6 - 7:45 pm at 1099 Sunnydale Ave (The Village). Call LaVaughn at 415-832-9616

*Sibling & Adult Children Network* meets twice a year in June and December.  
Call Mary Gullekson at 474-7010 for information

### Bilingual & Monolingual Support Groups

*Asian Mental Health Resources*  
The Culture to Culture Foundation's directory of Asian-American mental health services in the Bay Area can be accessed at [www.asianmentalhealth.info](http://www.asianmentalhealth.info) or call 925-938-9988

*Chinese Families Mental Health Alliance*. Ed Koo 352-2047

*Spanish Language Support Group* for family members and caregivers. 1st Tuesday 5:30-7:30 pm at Mission Mental Health, 2712 Mission Street. Call Carmen Burgos 415-401-2733 about the meetings, and for information call Anita Madrigal at 415-701-5302.

### Consumer Self-Help Groups

*Depression & Bipolar Support All. (formerly DMDA)*  
Saturday afternoons at 1:30-3:00 and  
1st Mondays at 6:45-8:00 pm in the Saint Francis Hospital, 900 Hyde St., Lower Level meeting room. Call 519-0171

*OASIS (Office of Self Help)*  
1095 Market Street at 7<sup>th</sup>, Suite 202 (415) 575-1400

*RECOVERY, Inc.* for nervous ailments  
(415) 333-6454 Community Miracles Center,  
2269 Market Street (between Noe and Sanchez)

*Consumers with Schizophrenia*  
3rd Wednesday of each month, 5:30-6:45pm  
1010 Gough. Info: Susanne at 558-5900

*Hoarding & Cluttering Support*  
2nd Monday and 4th Wednesday of each month.  
Antonio (415) 421-2926 x306

*Health and Wellness Action Advocacy*  
1st Thursday of each month, 1-3pm. Antonio at  
(415) 421-2926, x306

*Alcoholics Anonymous: San Fran:* (415) 621-1326  
*Marin:* (415) 499-0400 *San Mateo:* (650) 573-6811

*Narcotics Anonymous SF Helpline:* (415) 621-8600

*Harm Reduction Therapy* (415)-863-4282



## NAMI-SF Support Groups

*For Family Members, Caregivers & Friends Only*

- 1) 1010 Gough  
2<sup>nd</sup> Wednesday at 6:30  
Contact Vicki Evans at 661-5208
- 2) SF General Hospital  
7<sup>th</sup> Floor, Room 7 M 30  
Tuesdays, 5:15 – 6:45 p.m.  
Call Susanne Killing at 558-5900
- 3) Kaiser Hospital, French Campus at  
4141 Geary, Room 2 (free parking!)  
2<sup>nd</sup> Saturdays, 10:30-Noon  
Contact Pam Polos at 650-862-2886 or  
[pamelapolos@comcast.net](mailto:pamelapolos@comcast.net)



## DBSA

**Depression and Bipolar Support  
Alliance of San Francisco**

### Regular Support Group:

every Monday at 6:45-8:15pm and  
every Saturday at 1:30-3:00pm.

### Young Adults Support Group:

*for 18 to 25+ year old people*

1st and 3rd Mondays, 6:45-8:15pm

Contact Harry at 650-430-2909 for information.

### Friends And Family Support Group:

1st and 3rd Mondays, 6:45-8:15pm.

*2nd Floor Conf. Room*

Info: Jane Norbeck at 415-519-0171  
or Harry Walters at 650-430-2909.

### Location:

900 Hyde St., St. Francis Hospital  
between Pine and Bush in San Francisco

At Outpatient Registration desk, take elevator down to  
lower level. Meeting rooms are next to the elevator.

Meetings are on a drop in basis and are open to  
peers, please note we do not allow observers. You  
do not need to be a member to attend, however  
memberships are \$20.00 a year and you are  
encouraged to join and support the organization.

NAMI-San Francisco is a self-help organization of  
family members, mental health consumers, friends,  
professionals and other interested citizens, united to  
provide support, education and advocacy for persons  
with severe mental illness. NAMI-San Francisco is a  
private, non-profit organization.

Psychology Research Analyst attended CDSMP in March of 2008 and were subsequently certified to utilize the principles learned in that program for Conard's internal educational and research purposes. Their Stanford certification and a Stanford license held by Conard House allows them to conduct trainings for both staff and clients in the principles of self-management of chronic physical illness, and also to train them as leaders of the CDSMP training to be conducted at Conard's own supportive residential sites. The program has expanded; about 80 people (clients and staff) have gone through the training. Richard Heasley is asking the Conard House board and all of the management team to go through the training. By June of 2010 all staff will have graduated from the course.

Over the training period of six weeks some very interesting transformative things take place. People who questioned the action plan began saying that it was not only interesting, but they were now in the habit of thinking in terms of things they should be doing, want to be doing and are working on a plan to think through the barriers. The result is that all the participants just become people who have common chronic problems and become experts in their own illness, leaving the role of victim behind. Staff members, in the CDSMP workshops started seeing the good in leveling the playing field which allows for different conversations between clients and

case managers, between clients and clients and between clients, staff members and supervisors.

Conard will continue to do the basic Stanford course, but it they will modify it to take the best of the Stanford model, some ideas taken from other programs, including WRAP (Wellness, Recovery Action Plan) developed at the Copeland Center. Conard will write its own chronic disease self-management materials for mental health issues designed for its own target population. These materials will take into account what clients in supportive housing actually need and will take advantage of fifty years of client feedback. The curriculum will be developed and field-tested in San Francisco. NAMI may become a focus group.

## PLAN of California

Two master **Special Needs Trust Plans** are offered to families in California. The plans would designate a minimum of \$150,000 or \$300,000 to contract with PLAN to give oversight of both fiduciary and personal support services without endangering public entitlements.

Contact Baron Miller (415) 522-0500 or  
PLAN of California (888) 574-1258

*Out of the Fog* is published 10 times a year by NAMI-San Francisco, a non-profit organization affiliated with the National Alliance on Mental Illness, which goes by the acronym NAMI, and NAMI-California, the statewide affiliate.

[www.namif.org](http://www.namif.org)

### **NAMI San Francisco**

77 Geary, 5th Floor  
San Francisco, CA 94108  
415-474-7310 ext 437  
[namisf@fsasf.org](mailto:namisf@fsasf.org)

### **NAMI-SF Hotline 415-905-NAMI / 415-905-6264**

#### **Answering Team**

Carla Villalba (Chair)  
Susan Bronstein  
LaVaughn Kellum-King  
Eileen Lemus  
Wanda Materre  
Dale Milfay  
Mary Vogt

### **NAMI- San Francisco Executive Board**

President: Gifford Boyce-Smith, MD  
President Emeritus: Pamela Fischer  
Vice President: Dale Milfay  
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PLAN of California: Baron Miller, Esq.

# NAMI SAN FRANCISCO

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## Please Join NAMI SF

When you join NAMI **San Francisco**, \$10 pays your dues for NAMI National and \$10 for NAMI California. (\$45 is three memberships in one!) NAMI San Francisco needs your membership support. Please let us count you. There is power in numbers, and we need the support of families, friends, consumers, professionals and others who share our goals. Your dues help us pay for the printing of the newsletter, educational materials and mailings for the Family- to-Family Education Course, an invaluable resource for people who love someone with a mental illness, and for In Our Own Voice and Peer to Peer empowering programs for consumers.

Write your check to "NAMI San Francisco"  
Please mail to:  
NAMI-San Francisco Treasurer  
77 Geary Blvd., 5th Floor  
San Francisco, CA 94108

NAME \_\_\_\_\_

(Please Print)

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

This is a: •New Membership •Renewal •Address change

What is your relationship to a person with a mental illness?

•self • parent • sibling • spouse • health care/professional  
Other \_\_\_\_\_

Please Check One:

- \$10 Consumer
- \$45 Individual or Family Membership
- \$100 Organization or Benefactor Membership
- \$250 or more for Patron Membership
- \$500 or more for Sustaining Membership

• I cannot join NAMI-San Francisco at this time but I would like to receive ***Out of the Fog*** or I am enclosing a donation of \$ \_\_\_\_\_ to help cover the cost of ***Out of the Fog***.