INNOVATION PLAN APPROVAL SUMMARY
San Francisco County Innovation

Name of Innovative Program: MHSA First Steps to Success
Total Requested for Innovation: $500,000
Duration of Innovative Program: Two Years
Staff Recommends: APPROVAL

Review History
County Submitted Innovation Plan: March 28, 2014
MHSOAC Vote regarding Plan Approval: April 24, 2014

Innovation Plan Summary
San Francisco County is seeking the Mental Health Services Oversight and Accountability Commission’s approval for Mental Health Services Act First Impressions Project (FIP). The primary purpose is to increase the quality of services, including better outcomes, with a long-term goal to improve the first impressions that mental health consumers have upon entering a mental health clinic, thereby increasing access to services. The three principle methods to be piloted and evaluated are 1) engaging consumers and clinic staff in deciding how they want their clinic to look, 2) providing consumers with vocational training in basic construction and remodeling, as well as assistance with resume building and job preparation, placement, and retention; and 3) engaging consumers to make significant changes to the look and feel of their clinic through at least six months of paid supervised fieldwork experience, including redecorating and renovating the waiting rooms of CBHS mental health clinics

San Francisco County believes that client involvement in this strategy will improve their recovery and increase their capacity to attain and retain employment in the field of basic construction and remodeling.

In addition to the above mental health consumer changes, San Francisco County anticipates increased engagement and morale of staff and providers who work at the mental health clinic and increased respect for the consumers who made these decisions and changes.

Evaluation:
The County Behavioral Health Staff Evaluation Team and consumers will collaborate to measure the following outcomes through their evaluation of this Innovative Project:
Consumer outcomes:
- Increased empowerment
- Demonstrated skills in basic building and construction
- Improvements in overall wellness and recovery, indicated by a recovery scale, such as the Mental Health Recovery Measure

Staff and providers
- Improved morale

Program (longer term)
- Increased access to services
- Reduced stigma