

SAN FRANCISCO MENTAL HEALTH BOARD



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Questions for Program Directors and Staff Members

1. Does your program have a brochure, written description or website which is given to the public? May I have a copy?

2. Can you give me an overview of your program?

3. Do you provide gender responsive programs? If yes, please give me an example.

4. What evidence based recovery programs are you using? (For example, for clients with substance abuse, dual diagnosis, trauma or other mental health issues.)

5. How do you measure your success and what challenges have you had?

6. What has been successful?

7. Who refers clients to you? _____. To whom do you refer clients? _____ Can clients refer themselves to your program? Yes No

How long is your waiting list? (currently)_____ (on average)_____

8. What other agencies do you work with regarding your clients' needs?

9. Do you have a way of seeking staff input on how the program is working? Yes No

10. Do you work with clients' families or significant others? Yes No

11. Do you refer family members to support groups? Yes No

12. Do you ask clients if they want to sign a release of information form so that families or significant others can inquire about them? Yes No

13. Do you use psychiatric directives with your clients? Yes No

14. Do you use volunteers? (For example, peers, interns or others)
 Yes No

15. Does the diversity of your staff reflect the community you serve? (For example, ethnic, age, language, culture, gender, gender orientation, socio economic) Yes No

16. Do you have any peers managing programs? ____yes ____ no
If yes, what programs? _____

17. Do you use input from client's ideas for programs? If yes, please give an example.

18. In order to improve services, what support do you need from Community Behavioral Health Services?

19. Are there additional comments that you would like to make?

MENTAL HEALTH ADVANCED DIRECTIVE: Document developed voluntarily by a person with a mental health condition when the person is doing well to ensure that during periods, when the person lacks the capacity to make an informed decision about mental health care, their choices regarding treatment and services shall be carried out.

The potential benefits of Mental Health Advance Directives include increasing treatment collaboration by improving communication between the individual and his/her treatment team; allowing for consumer-centered care and treatment planning; expediting crisis interventions; preventing unnecessary guardianship procedures; and promoting individual autonomy and empowerment in the recovery from mental illnesses.