

Director's Report

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Alice Gleghorn, Ph.D., Director
Santa Barbara County Department of Behavioral Wellness
(805) 681-5220 ◊ <http://countyofsb.org/behavioral-wellness>

DEPARTMENT AND COUNTY NEWS

Recognition of Santa Maria Adult Clinic Medication Room Support Staff: At the start of October, Pharmacist in Charge, **Morgan Peterson**, and our Director of Nursing, **Marianne Barrinuevo**, paid a visit to the Santa Maria Adult Outpatient Clinic to view the medication room and get a sense of how it operates. Their reports back were glowing. Both were impressed with how well maintained the medication room was and how easily the staff could answer questions about how to handle different patient-medication scenarios. It also was clear that the Medication Support staff took pride in how they managed the medication program. Recognition goes to **Jessica Torres, RN**; **Albert Cabanting, LVN**; and **Larry Burnham, LPT**. The Santa Maria Adult Outpatient Clinic medication room is an example of what can be accomplished when the team comes together and makes a system shine.

Release of Residential Treatment Services Request for Proposal: The Behavioral Wellness Alcohol and Drug Program (ADP) has begun developing its Drug Med-Cal Organized Delivery System (DMC-ODS) by issuing a Residential Treatment Services Request for Proposal (RFP) on Monday, October 9th. A copy of the RFP can found [here](#). A Bidder's Conference will be held on October 25, 2017 at the Santa Ynez Valley Marriott in Buellton. The RFP calls for the creation of thirty two (32) beds of non-perinatal and perinatal residential services, including withdrawal management or detoxification services. This will be the first time that non perinatal residential services will be offered as a covered DMC benefit. Applications will be due to Behavioral Wellness ADP by November 13 and we anticipate contract awards to be given on December 1st. RFPs for all other treatment services will be issued in the Winter, at which time the entire DMC-ODS will be in place and operational by the beginning of next fiscal year.

In preparation for the DMC-ODS, the ADP Program Administrator, John Doyel, will be providing a series of regular trainings beginning in mid-November, 2017. Topics include Motivational Interviewing, ASAM Screening and Multi-Dimensional Assessment, Co-Occurring Disorders (COD) and Differential Diagnosis, Alcohol and other Drug (AOD) CBT, Relapse Prevention and Harm Reduction, and Medication Assisted Treatment (MAT). These trainings will parallel and be in addition to other ADP specific trainings provided by contracted agencies and regular Behavioral Wellness Documentation and DMC administration trainings.

For more information about the Residential Treatment Services RFP or Bidder's Conference, please contact Quiana Lopez, Contracts Specialist at 805-681-5229 or bwellrfp@co.santa-barbara.ca.us.

Traumatic Stress and the Importance of Self Care: A few weeks have passed since the tragedy in Las Vegas which occurred on October 1, but the effect of this incident is not over. The emotional toll from a traumatic event can cause intense, confusing and frightening emotions for everyone in the community, not just those directly impacted. Ongoing news coverage and constant replays of horrific images and sounds contribute to our reactions and keep the event very much alive. Repeated exposure can trigger traumatic stress and leave a person feeling hopeless and helpless. Whether directly involved or exposed to media coverage after the fact, there are steps one can take to recover emotional equilibrium and regain control of their life. It is essential to take care of our own mental health and each other, especially in the aftermath of tragedy. Individuals respond differently to the impact of a traumatic incident. Listed below are some general tips to navigate feelings and emotions following a traumatic or stressful event.

- Minimize media exposure.
- Accept your feelings. These feelings are normal. Give yourself time to mourn and feel.
- Challenge your sense of hopelessness. Take action through volunteering for a cause important to you.
- Get moving. Exercise. Walk.
- Reach out to others.
- Make stress reduction a priority. Take care of yourself. Relax. Get sleep.
- Eat a healthy diet.

The Behavioral Wellness Access line is available 24 hours a day, 7 days a week to provide support by calling toll free at 1-888-868-1649. The SAMHSA Disaster Distress Line is available toll free at 1-800-985-5990 or text at TalkWithUs to 66746 to connect with a trained crisis counselor.

No Place Like Home Stakeholders Meeting: The Department of Behavioral Wellness, in conjunction with the Division of Housing and Community Development, will be sending invitations to a Stakeholders Meeting to assist the County with developing an implementation strategy for an exciting new opportunity.

The No Place Like Home (NPLH) program will provide approximately \$2.7 million to Santa Barbara County in State funds, with approximately \$245 million more available on a competitive basis to mid-sized counties. Funds are to be used for the acquisition and rehabilitation, or new construction of housing for chronically homeless individuals with serious and persistent mental illness. The first Stakeholder meeting will be held on Tuesday, November 14, 2017 at the Santa Ynez Valley Marriott in Buellton.

Please watch your email for an Event Brite invitation to RSVP. For questions, please contact Laura Zeitz at lazeitz@co.santa-barbara.ca.us

Board of Supervisors DACA Resolution: Our thanks to **Enrique Bautista**, Behavioral Wellness Patient Rights Advocate, for speaking in support of the DACA resolution heard by the Board of Supervisors on October 3, 2017. Enrique shared the departmental resources available for individuals with immigrant status who are experiencing trauma and provided reference to resources which are posted on the Behavioral Wellness website. The website includes helpful resources as well as supportive events taking place in the community. To directly visit this information on the Behavioral Wellness website please click [here](#).

Fall Consumer Perception Survey Administration: It is that time of the year again! Fall Consumer Perception Surveys (CPS) will be administered the week of **November 13-17**. These important surveys are a tool, which the California Department of Health Care Services (DHCS) uses to measure and evaluate Medi-Cal beneficiaries' and consumers' perception of the quality of mental health services they are receiving. The goal of these surveys is to collect data for reporting on the federally determined National Outcome Measures (NOMs). Reporting on these NOMs are required by the Substance Abuse Mental Health Services Administration (SAMSHA), and receipt of federal Community Mental Health Services Block Grant (MHBG) funding is contingent upon the submission of this data. All counties are required to conduct the survey and submit data per 3530.40 of Title 9 of the California Code of Regulations.

In addition to this federal requirement, these surveys help Behavioral Wellness to know what is working well and where we can improve both within county operated services as well as with contracted organizational providers. Information on CPS surveys can be found on the Quality Care Management Staff/Providers section of the Behavioral Wellness website or by clicking [here](#).

Fewer 5150 involuntary holds being written: Section 5150 is a section of the California Welfare and Institutions Code (also known as the Lanterman–Petris–Short Act or "LPS") which authorizes a qualified mental health worker to involuntarily admit a person suspected to have a mental health challenge that makes them a danger to themselves, a danger to others, and/or gravely disabled, to an inpatient acute psychiatric hospital for treatment for up to a 72 hour period of time.

Current data compared to this point in time last year, shows that Behavioral Wellness has written 200 fewer 5150 detentions year to date. This data tells us that our Mobile Crisis teams as well as other system teams are doing a good job of safety planning, using the least restrictive settings to provide support and ultimately, whenever possible, avoiding the need to place a person on a 5150 involuntary hold. While there are unanswered questions on why we are seeing a reduced number of holds, what we can answer is that something is working. Behavioral Wellness continues to explore data and practice to maintain and better understand this improvement. **Kudos** to our **Behavioral Wellness team members** who are there for our community on a daily basis, providing support for those experiencing the challenges of living with mental illness, including during times of crisis.

Board of Supervisors Updated on the PHF Governing Board: The first annual update of the PHF Governing Board, since the Board's inception, was provided to the Board of Supervisors on October 10, 2017. Numerous improvements and major accomplishments were recognized through this report. Many positive comments were received from the Board of Supervisors during this report.

Active Shooter training for Behavioral Wellness staff: Behavioral Wellness is partnering with the Santa Barbara County Sheriff's Department to offer Active Shooter training for staff. All employees can help prevent and prepare for potential active shooter situations. Rather than freezing when confronted with a lethal threat, this training will teach staff to have a recognition and response tool set that can be rapidly employed, thus limiting personal exposure to harm. This training will provide guidance and preparation for how to respond to an active shooter situation. Active Shooter Trainings will be held on the following dates:

November 13th from 9:00am – 12:00pm

Santa Barbara Children's Clinic Large Conf Room, 429 N. San Antonio Rd. in Santa Barbara

November 21st from 9:30am – 12:30pm

Santa Maria Adult Clinic Conf Room, 500 W. Foster Rd in Santa Maria

NATIONAL AND STATE NEWS

The opioid epidemic: A National Academies interactive guide: Few communities have been left untouched by the opioid epidemic, and based on current trends, premature deaths are likely to keep increasing. Stemming the harms to society will take years of sustained, coordinated efforts by our nation's political and public health leadership and a broad range of stakeholders.

A new interactive guide from the National Academies of Sciences, Engineering, and Medicine provides an overview of the recent National Academies [report](#) *Pain Management and the Opioid Epidemic: Balancing Societal and Individual Benefits and Risks of Prescription Opioid Use*. The guide outlines trends in the intertwined prescription and illicit opioid epidemics, links to additional resources, and provides the report's recommendations for action by federal and state agencies, research sponsors, health professional organizations, and more. Please [click here](#) to launch the new interactive guide to the report.

Help spread the word! Share the text below on your social media channels.

Tweet about it: This new interactive guide from the National Academies shows actions needed to stem the #opioid crisis. <http://bit.ly/2z0vhZH>

Share it on Facebook: It will take years of sustained, coordinated effort to stem the harms of the prescription and illicit opioid epidemic. A new interactive guide to a recent National Academies report outlines the recommended steps that political and public health leadership can and should take now. Visit <http://bit.ly/2z0vhZH> to launch this new resource.

Department of Health Care Services Publishes Parity Compliance: On Monday, October 2nd, the Department of Health Care Services (DHCS) published and submitted to the Centers for Medicaid and Medicare Services (CMS), California's [parity compliance plan](#). Both the plan and a six page [summary](#) are now posted on the DHCS Medicaid Managed Care Final Rule page. The California Behavioral Health Directors Association (CBHDA) will continue to advocate with DHCS on guidance, plans for operationalizing parity requirements, and county costs for implementation.

Key components of parity include:

- Aggregate lifetime and annual dollar limits
- Financial requirements
- Quantitative treatment limits
- Non-quantitative treatment limits and
- Information requirements.

Key parity changes impacting county Mental Health Plans and DMC or DMC-ODS systems:

- Share of cost - uniform method of determining ability to pay (UMDAP) statutes
- Authorization processes and timelines
- Statewide credentialing policy
- Statewide continuity of care policy
- Statewide network adequacy standards
- Standardized Notice of Action (NOA)

CBHDA has already raised likely cost implications for parity compliance in the context of [SB 171 \(2017\)](#), which requires DHCS to comply with federal parity regulations and is anticipated to be signed by the Governor prior to the October 15th deadline.

Transition Plan for Closure of Remaining Developmental Centers: As the state Department of Developmental Services moves forward with gradually [closing the last remaining developmental centers](#) (DC) – including Sonoma DC, Fairview DC, and the General Treatment Area of the Porterville DC – the populations living in the DCs will be transitioned to the community and Medi-Cal eligible individuals will be enrolled in Medi-Cal managed care or fee-for-service (FFS). DHCS recently published a [transition plan](#) for Medi-Cal eligible beneficiaries which details the process being undertaken by the DCs, DHCS, and managed care plans (MCPs) to ensure beneficiaries are connected to needed services and supports, including mental health services. The transition plan outlines various approaches dependent on the county managed care model; addresses transition requirements regarding referral processes, authorizations, care coordination and case management; describes continuity of services for beneficiaries currently residing in DCs; and details communication efforts with MCPs, DCs, and stakeholders.

Non-Medical Transportation is Now a Managed Care Covered Benefit: Legislation passed last year, [AB 2394 \(Garcia\) Chapter 615, Statutes of 2016](#), expanded non-medical transportation (NMT) as a benefit for all enrollees of Medi-Cal managed care for all Medi-Cal covered services. Effective October 1, 2017, managed care plans (MCPs) must provide NMT for services not covered by the plan including specialty mental health and substance use disorder services. The requirement for plans to provide NMT for services not covered under the MCP contract is in part due to DHCS' [parity assessment](#). The Department issued policy guidance to plans via [All Plan Letter 17-010](#), which is posted to the DHCS website. As plans determine processes for authorization and referrals, there will be implications for coordination and collaboration to ensure beneficiaries have access to this new covered service. More to come!

SYSTEMS CHANGE CALENDAR

- **Behavioral Wellness Commission:** The Behavioral Wellness Commission meets on the third Wednesday of every month from 3:00pm – 5:00pm. Video conferencing is available at the Santa Barbara Children's Clinic large conference room; Lompoc Adult Clinic Conference Room and the Santa Maria Clinic Conference Room. Questions: Karen Campos, kcampos@co.santa-barbara.ca.us
- **Change Agent Meeting:** Change agents meet the fourth Wednesday of every month 9 – 11 am except during quarterly in-person meetings, which are 9 am – 12 noon. Video conferencing is available at the Santa Barbara Children's Clinic, Small conference room; Lompoc Conference Room, ACT, upstairs, 401 E.

Cypress and Large conference room, 500 West Foster Road, Santa Maria. Questions: Nathan Post, npost@sbcbswell.org.

- **Lompoc Regional Partnership Meeting:** Meetings occur every other month on the third Tuesday. The next meeting is November 21, 3:30-4:30 at 301 N. R Street. Questions: Nicole Becker, nbecker@co.santa-barbara.ca.us.
- **Santa Barbara Adult Regional Partnership:** meets every 3rd Monday of the month from 10:00 am – 11:00 am at the Santa Barbara Children’s Clinic, large conference room. Questions: Veronica Heinzelmann, vheinzelmann@co.santa-barbara.ca.us.
- **Santa Barbara Children’s Regional Partnership:** 3th Thursday of the month from 2:00 pm – 3:00 pm at the Santa Barbara Children’s Clinic, large conference room. Questions: Veronica Heinzelmann, vheinzelmann@co.santa-barbara.ca.us.

Santa Maria Children’s Regional Partnership Meeting is held every 3rd Monday of the month at 10 am in the large meeting room at the Foster Road Clinic. Questions: Arlene Altobelli, aaltobe@co.santa-barbara.ca.us

- **Santa Maria Adult Regional Partnership** occurs every 3rd Monday of the month at 11 am in the large meeting room at the Foster Road Clinic. Questions: Elodie Patarias, epatari@co.santa-barbara.ca.us or Geoff Bernard, gbernard@co.santa-barbara.ca.us
- **The Housing, Empowerment, Action and Recovery Team (HEART)** meets the second Wednesday of every other month, 1:00-2:30 p.m. Locations: Behavioral Wellness Conference Room 261 and Santa Maria Annex via videoconference. Contact Laura Zeitz, lazeitz@sbcbswell.org.
- **The Cultural Competency and Diversity Action Team (CCDAT)** meets the second Friday of each month, 9:30-11:00 am, Locations: Santa Barbara Children’s Clinic Large Conference Room 119, Lompoc B St. Adult Clinic Conference Room, and Santa Maria Annex via videoconference. Contact Yaneris Muñiz, ymuniz@sbcbswell.org.
- **The Peer Action Team** meets the second Thursday of the Month from 2 – 4:00 pm. Locations: Behavioral Wellness Santa Barbara Conference Room 261, Lompoc Children’s New Port Room the Santa Maria Annex Room via videoconference. Contact Tina Wooton, twooton@sbcbswell.org, regarding the location.
- **The Crisis Action Team** meets the second Thursday of the month, 2:30 – 4:00 pm, Santa Barbara Children’s large conference room 119. Contact John Winckler, jwinckler@sbcbswell.org.
- **The Children’s System of Care Action Team** meets the 4th Thursday of the month, 10:30 am - 12:00 noon. SELPA Conference Room, 240 E. Hwy. 246, Suite 200, Buellton CA 93127. Contact Ana Vicuña, avicuna@sbcbswell.org
- **The Forensic Action Team** will be meeting the last week in November in Santa Barbara. More information to come. For questions, please contact Celeste Andersen, candersen@co.santa-barbara.ca.us