

Director's Report

August 16, 2017



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DEPARTMENT AND COUNTY NEWS

Required Annual Documentation Training and Clinicians Gateway Training Offered Online:

Based on feedback received from Behavioral Wellness and CBO staff in regards to the mandatory clinical trainings, and with the desire to increase ease and efficiency for staff, Behavioral Wellness will now offer the required annual Documentation Training and the Clinicians Gateway Training online. The online trainings will be available at any time and provide a great resource aimed at increasing efficiency and making the jobs of direct service providers easier to do.

Both Behavioral Wellness and CBO Mental Health Staff should now complete these trainings online in Relias. The training requirements are as follows:

- All Behavioral Wellness and CBO Mental Health staff must complete the Documentation Training online annually as outlined in the department's *Mandatory Training Policy #31*.
- The Clinicians Gateway Training will no longer be required annually. New clinical staff will be expected to complete the basic online training upon hire. Clinic Supervisors and Managers can assign this training to current staff as needed and online update mini-trainings will be offered for current staff as changes in Gateway are made.

To take the Clinicians Gateway or Documentation Training online, please enroll in your Relias Account. If you are enrolled in an upcoming Gateway or Documentation classroom training, you will be unenrolled as the classroom trainings have been cancelled as a result of the new online format. For questions, please contact Talia Lozipone at tlozipone@co.santa-barbara.ca.us

Behavioral Wellness Children's Supervisors Lead Child and Family Team (CFT) Training: Our children's teams voiced a practical training need to their supervisors and they were heard. The Santa Barbara County Behavioral Wellness Children and TAY team supervisors (*Arlene Altobelli, PsyD, Sara Bazan, MFT and Thelma Macias-Guerra, MFT*) hosted a Child and Family Team (CFT) training on August 9, 2017 for the Children's System. Participants included team members from the SPIRIT teams, Katie A teams and Wellness and Recovery and Resiliency teams. The training, lasting a day, was reported as being fast paced and time well spent. Team members who joined provided feedback that "We enjoyed the small group format." "We would like to continue with trainings like the CFT training that relate to our daily clinical work and can be used to help our families."

Reaching Goals with Process Improvement Projects: An essential part of reaching goals is pausing to recognize and celebrate achievements. The Process Improvement Project team recently did just this. Clinics have made significant progress toward the goal of 10% or less of expired treatment plans. This reflects excellent overall system progress. Congratulations to the following:

	February, 2017	July, 2017
LO Adult	31.9%	11.4%
LO Child	14.0%	12.0%
PathPoint Supported Housing SB	7.1%	2.1%
SB Child	19.0%	13.7%
SM Child	19.0%	13.8%
Telecare SM ACT	1.1%	5.5%
TMH LO ACT	11.2%	11.4%

Employee Engagement and Appreciation Committee: The 3rd quarter Salute to a Star nomination selections are complete. The following employees were selected by their peers to receive this recognition. Please congratulate the following: **Hadisha Person, LMFT**, Lompoc Children’s Clinic clinician; **Epi Gomez, caseworker**, CARES North; **Irina Ksykina, MHP Intern**, Santa Barbara ACT. Thank you all for your hard work and commitment to Behavioral Wellness and commitment to the wellness of our community. The quarterly Employee Engagement and Appreciation Committee newsletter with more information on each of these amazing nominees is posted on the Behavioral Wellness website and can be found [here](#).

New Civil Treatment Training Schedule: The County of Santa Barbara Executive Office has developed a new Civil Treatment training as part of the commitment to developing and maintaining a civil and respectful workplace free from harassment. To date, there have been approximately 40 managers trained, with the goal of training each of our approximately 350 managers in the current leadership classifications. Registrations are now open to take this class. The completion of Civil Treatment is a requirement for managers throughout the county. The published training schedule for September can be found below. Dates for October – January will be distributed in the near future.

Enrollment RSVPs go to James Kyriaco at jkyriaco@sbcountyhr.org.

Training Session #1	Thursday, September 14 th , 2017/9:00am-3:00pm.	RSVP by Tuesday, September 12 th .
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Training Session #2	Thursday, September 21 st , 2017/9:00am-3:00pm.	RSVP by Tuesday, September 19 th .
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Training Session #3	Thursday, September 28 th , 2017/9:00am-3:00pm.	RSVP by Tuesday, September 26 th .
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Positive Changes in PHF Group Treatment: Did you know that the Psychiatric Health Facility (PHF) facilitates 8-9 groups per day on a regular basis? Groups are individualized to maximize benefit and participation for individuals staying at the PHF for treatment, according to their unique needs and interests. Groups are facilitated by multiple disciplines of staff including Recreational Therapists, MFTs, LCSWs, RNs, the PHF Registered Dietician and Peer Recovery Specialists.

“Always striving towards patient-driven care the PHF has been making changes in their group treatment programming,” says the PHF Director of Social Services, **Jennifer Hidrobo, LCSW**. Groups now offered for individuals residing at the PHF include holistic treatment groups for anger management and stress management, music and art therapy, pet therapy, connecting with nature, nutrition education, medication education, exercise (***the PHF is fortunate to now have two new exercise bikes and one elliptical machine for patient use!***). Newly added groups include a Discharge Planning group which incorporates the Patient Engagement Tool (PET) with community resource guides, WRAP and Voice Hearer’s, sobriety support and AA, Legal Issues and Know Your Rights, and many more!

New and Revised Policies Approved: Behavioral Wellness frequently updates policies to reflect enhancements and changes to programs and practices. The following policies were recently approved and are available on the Behavioral Wellness website at <http://countyofsb.org/behavioral-wellness/policies>. Click “View Only RECENT Policies” to see policies approved within the last 6 months, or search by keyword or policy name.

- 1) **Drug Medi-Cal Organized Delivery System (DMC-ODS) Continuum of Care** – DMC-ODS is a pilot program to test a new paradigm for the organized delivery of health care services of Medi-Cal eligible individuals with a substance use disorder. Services are modeled after the American Society of Addiction medicine (ASAM) Criteria. This policy outlines the required DMC-ODS program services in Santa Barbara County and provides a brief description of each program. All SUD service providers interested in providing DMC-ODS prevention services must review this policy.
- 2) **Drug Medi-Cal Organized Delivery System (DMC-ODS) Residential Treatment Services** – Part of the DMC-ODS continuum of care, Residential Treatment Services are provided to perinatal and non-perinatal Medi-Cal beneficiaries with a substance use disorder in a 24/7 non-medical, short-term residential facility. The policy provides a detailed overview of services, eligibility requirements, authorization and reauthorization procedures, and required programmatic components.
- 3) **Competitive Procurement of Contract Services (REVISED)** – Behavioral Wellness has a competitive contract selection process to meet ongoing service needs. “Competitive Procurement of Contract Services” describes the various types of procurement methods (e.g. Request for Information, Request for Proposals), and the dissemination, selection and notification process for competitive bidding. **Revision:** *The policy was revised to reflect additional selective contracting requirements for the procurement of all DMC-ODS services. Please refer to Section 10 of the policy and Attachment A.*
- 4) **Early and Periodic Screening, Diagnosis and Treatment (EPSDT) and Therapeutic Behavioral Services (TBS) Notification for Medi-Cal Beneficiaries Under 21 Admitted to a Psychiatric Hospital, SNF, MHRC designated as an IMD or RCL 12, 13/14 Treatment Facility/STRTP** – This policy applies to all contracted providers and placing agencies. At the time of placement in certain types of facilities, Medi-Cal beneficiaries under 21 years of age and their representatives must be notified of their right to EPSDT and TBS services. Downloadable PDF copies of this policy and the EPSDT and TBS Notices are available on the Department’s website and can be printed and distributed to beneficiaries via this link: <http://countyofsb.org/behavioral-wellness/formsforstaff-providers.sbc>.

Medicaid and CHIP Managed Care Final Rule: On April 25, 2016, the Centers for Medicare & Medicaid Services (CMS) put on display at the Federal Register the [Medicaid and CHIP Managed Care Final Rule](#), which aims to align key rules with those of County Mental Health Plan (MHP) requirements, modernize how the states purchases managed care for beneficiaries, and strengthen the consumer experience and key consumer protections. This final rule is the first major update to Medicaid and CHIP managed care regulations in more than a decade.

The changes which are required as result of the final rule became effective July 1, 2017. Within our Santa Barbara County MHP, many of the required changes are already in place. However, there are adjustments which have had to be made to assure we meet all requirements of the final rule.

NATIONAL AND STATE NEWS

White House Panel Urges President to Declare a State of Emergency Over Opioid Crisis: The White House's [Commission](#) on combating the opioid epidemic has recommended that President Trump declare a federal state of emergency to address the crisis, a potentially significant step for an administration that has repeatedly pledged to take steps to ease the epidemic.

"The first and most urgent recommendation of this Commission is direct and completely within your control. Declare a national emergency under either the Public Health Service Act or the Stafford Act," the committee wrote in an [interim report](#) released the end of July.

The declaration would effectively nationalize a move that has already taken place in numerous states. Governors in Florida, Arizona, and Maryland have previously declared states of emergency, granting those governments access to millions of dollars and, in some cases, regulatory leeway in administering their responses.

Final Report: Opioid Use, Misuse, and Overdose in Women: The U.S. Department of Health and Human Services, Office of Women's Health released their final report on July 17, 2017. This report was developed as part of an initiative of the U.S. Department of Health and Human Services (HHS) Office on Women's Health (OWH) to examine prevention, treatment, and recovery issues for women who misuse opioids, have opioid use disorders (OUDs), and/or overdose on opioids. This report also presents findings and takeaways from OWH's national and regional opioid meetings held in 2016.

Opioids, both illegal (e.g., heroin, illicitly manufactured synthetic opioids) and legal (e.g., oxycodone, hydrocodone) are drugs that reduce the body's perception of pain. The *Diagnostic and Statistical Manual of Mental Disorders* (5th ed., *DSM-5*) defines opioid use disorder as a problematic pattern of opioid use leading to significant impairment or distress. Opioid use disorder is increasing at alarming rates for both men and women in the United States. While the epidemic is being addressed at many different levels, much still needs to be done. The prevalence of prescription opioid and heroin use among women is substantial. Between 1999 and 2015, the rate of deaths from prescription opioid overdoses increased 471 percent among women, compared to an increase of 218 percent among men, and heroin deaths among women increased at more than twice the rate than among men. Most alarmingly, there has been a startling

increase in the rates of synthetic opioid-related deaths; these deaths increased 850 percent in women between 1999 and 2015. At the same time, the differences between how opioid misuse and use disorder impact women and men are often not well understood. Even in areas where differences between the sexes are apparent, such as women appearing to progress more quickly to addiction than men, very little is understood about *why* those differences occur.

This Report highlights the key background and findings from the white paper, provides a summary of the September 2016 national meeting, and concludes with a section focused on findings and takeaways from both the national and regional meetings. The complete report can be found [here](#).

Each Mind Matters Continues to Lead the Way: Did you know that Each Mind Matters has resources in Korean? Are you looking for a suicide prevention data report and don't know where to look? Each Mind Matters is excited to announce our new online Resource Center! This website organizes all the resources and materials that have been developed through Each Mind Matters initiatives, including Know The Signs, Directing Change, Walk In Our Shoes, SanaMente, Reconozca Las Senales, and Ponte En Mis Zapatos. It includes resources from data and reports to outreach materials, marketing materials, guides, toolkits, and more.

The [Each Mind Matters Resource Center](#) is designed to make it easy to find what you are looking for. There is a search box where you can search by keyword (like the subject or language) and an "Advanced Search" option with additional search filters. With all our resources and materials available in one place, we hope that this new tool will aid in your prevention efforts. We will continue to add resources to the website, so check back for updates and new materials at www.emmresourcecenter.org



SYSTEMS CHANGE CALENDAR

- **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:** The next meeting is July 18th, 3:30-4:30, 301 N. R Street and every other month on the third Tuesday thereafter. 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: Amanda Pyper, apyper@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: Amanda Pyper, apyper@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@sbcwell.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@sbcwell.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@sbcwell.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@sbcwell.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@sbcwell.org
- **The Forensic Action Team** meets on September 27, from 2:00 – 4:00 pm in the Solvang Courtroom. Contact Celeste Andersen, candersen@co.santa-barbara.ca.us