



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>

Board of Supervisors Approve Department Name Change: On February 9th the Santa Barbara county Board of Supervisors approved changing the name of ADMHS to the Santa Barbara County Department of Behavioral Wellness. Behavioral Wellness marks a new era for the Department. We are the hub for behavioral health assistance in Santa Barbara County. "Behavioral Wellness" heralds strengthened relationships with our community and partners. Supported by the County Executive Office, systems change is a department-wide initiative that is helping to increase access to information, education and care.

Behavioral Wellness also reflects systems integration, the merging of mental health with alcohol and other drug services under one roof. Integrating these services will better address the needs of individuals with complex behavioral health and substance use challenges.

Behavioral Wellness focuses on wellness, resiliency and recovery, which are at the forefront of all treatment goals. "Behavioral wellness" reminds us of our focus on individual and family strengths to maximize functioning and improve the quality of life for people we serve.

[A new department website](#) was also launched. [A three-minute video tour](#) of the site is available.

Supervisors Briefed on Department Metrics: A comprehensive report on system metrics was presented to the Board of Supervisors on December 15, 2015. At that meeting, the Board requested a summary of items that could be provided and updated every six months. On February 9th Dr. Gleghorn returned to the Board with the status of department metrics. Monitoring metrics and conducting outcomes evaluation are critical components to determining the effectiveness of services, ensuring quality care for clients, and assisting the organization with policy decisions and resource allocation. The Department of Behavioral Wellness' extensive three-year evaluation plan details the systemic, programmatic and individual level outcomes that will monitor client improvement and system progress toward system transformation. The Department of Behavioral Wellness plans to produce an annual report and provide semi-annual metrics updates for the Board of Supervisors using a summary of key performance measures in the areas of client care and staff accountability. [The semi-annual metrics report is available here.](#)

Staffing changes: Jonathan Eymann, MFT, has been appointed Interim Manager for Crisis Services. He is responsible for managing the mobile crisis and crisis triage teams in all three regions of the County. Janet Alexander, MFT, has moved to the role of the CARES South Supervisor. Theresa Vogel, MFT, has moved to the position of Interim Team Supervisor for Santa Maria mobile triage. Wendy Del Cid, MFT, is now Interim Supervisor for Lompoc Adults.



SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

ODS Stakeholder Forums Seek Public Input: The County Alcohol and Drug Program (ADP) held Organized Delivery Systems (ODS) community stakeholder meetings on Friday, February 12, 2016, in Lompoc, Tuesday, February 16, in Santa Barbara and will hold one on Friday, February 19, in Santa Maria to assess community needs for transforming the alcohol and other drug prevention and treatment system. [More details are here.](#) The flyer is [here.](#)

Updates from the Regional Managers: The **Lompoc Region** has been busy bringing on new staff, training, and developing new programs. For the first time in many years we are almost fully staffed.

- **Children's Outpatient Clinic:** The Clinic is currently fully staffed. Katie A, or Pathways to Mental Health Services, as it is now known, is doing well. We continue to collaborate with Child Welfare Services (CWS), foster homes and families to ensure that children involved in the CWS system are receiving appropriate mental health treatment. The transition-age youth (TAY) Program remains very busy with the 16-25-year-olds and provides incredibly valuable services to this vulnerable population. Many staff members have participated in evidence-based trainings, and we are implementing new practices along with Mental Health Services Act (MHSA) principles and trauma-informed practice. We are also preparing for changes and new mandates coming from the State.
- **Adult Outpatient Clinic:** Programs are almost fully staffed. Sterling Collett, MFT, retired in January after 31 years with the agency. We are in the process of hiring a new supervisor for the Adult Outpatient Clinic, whom we hope will start next month. In the meantime, our lead clinician, Wendy Del Cid, MFT, graciously agreed to serve as Interim Supervisor until the new supervisor comes on board.
- **Orientation groups** have been implemented, and participants are responding well. A plan-do-study-act (PDSA) initiative is still in process as we continue to improve its functioning. Results are already evidenced by a decrease in no-shows for intake assessments.
- **Collaboration with the community** -- hospitals, police, sheriff, homeless shelter, Helping Hands, the Public Health Department and others – is excellent. Regional Meetings are well-attended, resulting in information-sharing, coordination of services and collaboration.
- **Crisis Programs:** The Crisis Triage Program is fully staffed, stable and doing excellent work with outreach, stabilization, and coordination of hospital discharges. Mobile Crisis is able to manage crisis calls with minimal staffing and coordinates closely with Triage. The adult program building is being remodeled, following the transition of children's services to a new site a year ago. The lobby has been moved to the front of the building to increase accessibility. Triage and Mobile Crisis are upstairs, and the rest of the office space is in the process of accommodating new programs and staffing.
- **Assertive Community Treatment (ACT):** ACT is a combined Behavioral Wellness Department and Transitions-Mental Health Association program. ACT serves 100 clients in need of a higher level of care than outpatient. Dr. Vollero is in the process of retiring, but he has graciously agreed to stay on to assist until a psychiatrist is found.
- **Summary:** The Lompoc Region continues to be very community-oriented and committed to working with individuals, families and community partners to provide the best care. We are looking forward to a great



year as we move forward with developing programs and standardizing policies and procedures across the system. – Sandra Fahey, MFT.

Santa Barbara Region:

- Alcohol and Drug Program (ADP) supervisory staff members are now attending monthly team meetings at the adult outpatient programs, starting with Calle Real adult clinic. This will continue to advance our integration efforts and increase collaboration of alcohol, drug and mental health programs.
- Numerous adult outpatient staff members are now trained in Dialectical Behavior Therapy (DBT) and will be organizing weekly DBT groups for clients. DBT is an evidence-based practice that helps people change destructive behavior patterns, such as self-harm, suicidal thinking and substance abuse.
- NAMI and Assertive Community Treatment (ACT) have arranged to meet monthly starting March 15th, 5-6:30 pm, at the Mental Wellness Center. ACT staff members will share updates about the team and hear from the families of clients. This collaboration will focus on how to work together as a team in support of client and family wellness.
- ACTOE (Assertive Community Treatment Outreach and Engagement) and our Homeless Outreach team are continuing to work together successfully to provide services to some of our community's most vulnerable members. This cross-team collaboration facilitates the enrollment of clients needing ACT-level services directly into the ACT program as a result of contacts by the Homeless Outreach staff working in the community. In collaboration with the Central Coast Collaborative on Homelessness (C3H) and downtown Santa Barbara and Milpas Street homeless outreach projects, this program has successfully engaged long-term homeless individuals who were initially resistant to care. – Crystal Ramirez, MFT.

Santa Maria Region:

- We continue to hold monthly Regional Meetings with attendance from the Santa Maria Police Department, Marian Regional Medical Center, Tri-Counties Regional Center and community-based organization partners. Topics discussed include increased collaboration and partnering for greater outreach, access to care at shelters and integration of mental health and substance use disorder (SUD) care.
- Our dual diagnosis groups are going really well, with growing attendance of up to 20 individuals per group. Also offered is a group for individuals who do not identify as having substance use issues, but who meet with alcohol and other drug (AOD) specialists for support. AOD specialists also collaborate with our AOD partners on an ongoing basis to help stabilize individuals despite active substance use.
- We hosted a Valentine's party for Carmen Lane and Foster Road adult clients at Foster Road with attendance at 40-50. Clients and staff enjoyed snacks, music and dancing.
- Elodie Patarias, MFT, and Geoffrey Bernard, MFT, have been appointed Interim Co-Regional Managers and are transitioning into the role this month. – Deana Huddleston, MFT.

