

Director's Report

October 16, 2019



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DEPARTMENT AND COUNTY NEWS

Psychiatric Health Facility Successfully Completes Federal Audit Re-Visit with the Centers for Medicare and Medicaid Services (CMS): The Centers for Medicare and Medicaid Services (CMS) revisited the PHF September 23-25. The visit was positive, but as always, CMS will provide a written report specifying areas for improvement noted in the exit interview. In addition, PHF staff have submitted both the A and B tag plans of correction following the initial CMS visit. Both plans have been accepted. Training for staff and monitoring of progress is underway. A huge thank you to all who worked so hard to complete the plans of correction as well as host CMS during their recent revisit. Thank you to **Laura Zeitz, RN, Division Chief of Housing Placement/PHF; Jennifer Hidrobo, LCWS, PHF Manager; Sara Sanchez, MFT, PHF QCM Coordinator; Alesha Silva, RN, PHF Nursing Supervisor; Ole Behrendtsen, MD, Medical Director, Jamie Huthsing, MFT, QCM Manager, Heather Lengyel, Dietician, Kristina Linford, Medical Records, Quiana Lopez, Policy & Procedure Coordinator, Xiomara Abayari and David Williams both PHF AOP extraordinaires.**

It is Consumer Perception Survey Time: Behavioral Wellness is nearing Consumer Perception Survey week! This year the fall survey week will take place November 4th – 8th. Consumer Perception Surveys are a State requirement that allow Behavioral Wellness to gain a greater understanding of system needs and areas that ultimately will improve services provided and client care. Thanks to the hard work of Behavioral Wellness and Community Based Organizational provider staff, we have seen a significant increase in response rate over the last few years. With this increase, more of our clients' voices are heard and their feedback gives us a better picture of our system as a whole. We aim to continue this forward momentum and look forward to another successful survey collection. The Alcohol and Other Drug survey process is currently underway. For questions on the Consumer Perception Survey or process, please email bwellqcm@sbcbswell.org.

2019 United Way Charitable Giving Campaign: The annual United Way Charitable Giving Campaign kicked off earlier this month. An exciting part of this campaign is the gift basket auction. A huge thank you to the Behavioral Wellness teams who contributed gift baskets to this year's auction. Special thanks to the Santa Barbara Adult Outpatient clinic, Santa Barbara Children's Clinic and the Behavioral Wellness Administration who collectively donated 4 baskets!

Behavioral Wellness Extends Thanks to Departing Staff: We would like to recognize and thank **Hannah Atkinson** for her many years of dedicated service within the Department of Behavioral Wellness.

Hannah was very instrumental in policy development and with Cultural Competency projects. Hannah has taken another position outside the department. We are very appreciative of her time with our department and wish her the very best.

Mental Health Awareness Week: Mental Health Awareness Week occurred this year on October 6-12. During this week, advocates across the nation came together to raise their voices in support of mental health and to speak out against stigma. The Department of Behavioral Wellness helped join in this effort as well by posting lime green ribbons on social media profiles, green ribbons adorned work stations and administration entry points, green ribbons were tied around trees at program sites, mental health awareness week posters were hung at work sites, green ribbons and pins were worn by many as a conversational piece to share the importance of mental health awareness and the importance of talking about ways to get help when struggling with mental illness. Thank you to all Behavioral Wellness staff who used this week to help share the significance of mental health awareness!



World Homeless Day: World Homeless Day took place on October 10, 2019. On this day, people around the world together marked the importance of bringing awareness and change for those experiencing homelessness in their communities. Santa Barbara County also joined in this effort. At the County Board of Supervisors Hearing on October 8th, Chair Lavagnino and Supervisor Williams co-sponsored a resolution proclaiming October 10, 2019 as World Homeless Day in Santa Barbara County. On October 10th, the film “US & THEM” was screened at The Sandbox in Santa Barbara, with a panel discussion that followed. With filming taking place for over a decade, US & THEM is a deeply visceral film about transformation through human connection. In this film, challenges of life on the street are portrayed with an unapologetic openness, in both emotive and humorous ways. The goal of this film is to educate as many people as

possible on the realities of homelessness, and to encourage proactive solutions. Filmmaker Krista Loughton wants “people to watch the film and never look at a street person, or themselves, in the same way again.” If you are interested in organizing a screening, please visit usandthemthefilm.ca or email krista@usandthemthefilm.ca.



On October 19th, Behavioral Wellness will be participating in the Housing Santa Barbara Day which will take place at De La Guerra Plaza in Santa Barbara from 10 AM – 2 PM. This event is hosted by 2nd Story Associates and sponsored by the Santa Barbara Foundation.

Lompoc Residents Plan Teen Center to Combat Violence and Economic Struggles: Behavioral Wellness has joined the collaborative planning for an exciting new project in the Lompoc area. With the organizational planning hosted by Chuck Madson, Substance Abuse Treatment Program Manager with the Family Service Agency and alongside Partner Agencies, Lompoc Unified School District and Community Based Organizational Providers, the exploration of a youth center is underway. Recognizing the uniqueness of the Lompoc community, rather than replicating youth center models elsewhere, this collaboration has begun the process of developing their own. The four key focus areas of this project include: Career development, Education support, Marketing and entrepreneurship and Case management and life skills. If developed, the program will serve boys and girls ages 16-20 years, offering pay for work performed through the program.

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>. You can find policies approved within the last 6 months under the tab “View Only RECENT Policies”. You can also search alphabetically, by category, or by keyword.

1. **Drug Medi-Cal Organized Delivery System (DMC-ODS) Residential Treatment (Revised)** – This policy ensures compliance with the requirements of the DMC-ODS Delivery System waiver for the implementation and provision of Residential Treatment Services.
2. **Unusual Occurrence Reporting (Revised)** – This policy defines unusual occurrences and establishes procedures for the reporting and monitoring of unusual occurrences. It also ensures continuous focus on the safety of beneficiaries through evaluation and improvement of quality of services provided by the Department, rendered in County operated and contracted facilities.

Mental Health Services Act Innovations Help@Hand Project Update: The Help@Hand project is hosting consumer and family driven monthly community sessions throughout the county. The project volunteers are currently working on developing a workshop series that will focus on identifying stigmatizing language. Stay tuned for workshop dates and times. The Request for Statement of Qualifications (RFSQ) process has closed, receiving 101 submissions. The Help@Hand collaborative will be sharing the final list of potential vendors during the month of November. Thank you all for your submissions.

Calling all artists! The Help@Hand project is looking for art submissions that may be used for project flyers and featured on the project’s monthly calendar.

For more information contact: Vanessa Ramos at vramos@sbcbswell.org or by calling (805) 884-1652

Lompoc (West County) Regional Partnership Update: The Lompoc Regional Partnership team will meet next in the month of November. There are updates to report from the Lompoc region this month. Alongside other teams within Behavioral Wellness, the Lompoc region is working to refine the model of Team Based Care for clients served. Both the Adult and Children’s teams in Lompoc have launched a series of new groups for clients including cooking groups, art/creative expression and dialectical behavioral therapy (DBT) groups. The Child Welfare Services (CWS) division of the Department of Social Services recently announced the screening of the film “Broken Places,” a documentary that highlights families involved in the Child Welfare System and their courage and resiliency to move through and beyond adversity. Organizations interested in sharing a screening of this film with their staff may contact Barbara Finch with CWS at (805) 681-4452.

South Counties Regional Partnership Update: The most recent **Children’s Regional Partnership meeting** was held on September 19, 2019. Amanda Pyper of CenCal Health provided a presentation on CenCal Health and the Holman group. The Holman group is an organization of providers whom CenCal contracts with to provide low to moderate mental health services for Medi-Cal beneficiaries in both Santa Barbara and San Luis Obispo Counties. CenCal also contracts with many Federally Qualified Health Clinics

which allows for a variety of services to be included for the Medi-Cal beneficiaries including medical, mental health, pharmacy, specialty disease and transportation in order to make accessing services easier.

The **Adult Regional Partnership meeting** took place on September 16, 2019. Lieutenant Lammer and Sergeant Alexander with the Santa Barbara Sheriff's Department gave a presentation on the newly launched process for inmates to contact the Access line in the Santa Barbara County Jail as well as the Medicated Assisted Treatment (M.A.T.) program provided for the inmate/patient. The process for inmates to call the Access line allows for their use of a confidential booth to call and complete the screening process to connect them with services upon their discharge. To date, 77 inmates have utilized this Access line process. Lieutenant Lammer shared that the Medicated Assisted Treatment program is being piloted in the jail and currently includes medication such as vivitrol and suboxone for people who have been identified as having a substance use disorder and are at risk of withdrawal from opioid medications. He additionally shared that the Sheriff's Department is in current contract negotiations with WellPath for the provision of medical and mental health services in the North County jail that is presently under construction.

North County Regional Partnership Update: The Santa Maria's North County Regional Partnership Meetings are held monthly at the Santa Maria Adult Outpatient Clinic located at 500 W Foster Road in Santa Maria, CA (large conference room):

- Children's Regional Partnership Meeting – 3rd Mondays @ 10:00 am – 11:00 am
- Adult Regional Partnership Meeting – 3rd Mondays @ 11:00 am – 12:00 pm

The Santa Maria regional partnership meetings focus on promoting the expansion of cross-sector collaboration through strengthening and sustaining key community partnerships, such as those with the county of Santa Barbara's Department of Public Health, Department of Social Services, law enforcement, CenCal Health and a variety of community-based organizations (CBO) providing mental health and/or substance abuse treatment to children, transitional aged youth (TAY) and adults in the Santa Maria region. The partnership meetings in September focused on continued collaboration efforts between Behavioral Wellness and the Santa Maria elementary and high school districts to promote increased alignment of crisis response approaches for high-needs youth. In addition, Behavioral Wellness' "Full Service Partnership (FSP) New Heights Transitional Aged Youth (TAY)" program was highlighted, which is now serving youth ages 16-25 in partnership with the Community Action Commission (CAC). FSP New Heights TAY clients are provided supportive services in creative ways, seeking to engage them outside of the traditional clinic environment in their homes and in the community.

Change Agents: The Change Agents continue to meet monthly to discuss various change processes and projects happening throughout the department. Last month, Change Agent projects included developing more welcoming and informative lobbies, increasing provider knowledge regarding homeless services, increasing the engagement of clients at specific Board and Care facilities and increasing response times for walk-in clients who are experiencing a mental health crisis. Change Agents share and support one another during these monthly meetings, offering ideas for interventions and outcome measurement.

Housing Services (HEART) Action Team: The HEART team recently met and received an update on No Place Like Home. The first project with the Housing Authority of Santa Barbara, West Cox, was awarded 9% tax credits and is in good shape to move forward. The department, with the support of the HEART team is preparing to work with the Community Corrections Partnership (CCP) to begin a project to establish a Mental Health Rehabilitation Center (MHRC) within Santa Barbara County that will serve individuals with criminal justice involvement. The Agnes Avenue Crisis Residential Treatment program aims to open by the end of October. The program is a grant funded remodel of a building in Santa Maria and will add 10 beds to our Crisis Residential continuum.

Cultural Competence and Diversity Action Team (CCDAT) Update: The Cultural Competency and Diversity Action Team (CCDAT) meets on the 2nd Friday of each month from 9:30-11 in the Santa Barbara Children's Clinic conference room with video conference available. Highlights of the most recent meeting include organizational updates being provided to the team members. **Tony Hollenback**, Lompoc's Regional Manager reported ways which his teams have been discussing integration of mental health and spirituality in the delivery of mental health services. Tony's discussions with his Lompoc team have been focused on facilitating consumer groups and outreach and engagement with community faith base groups in Lompoc. Also, team members were provided the preliminary findings of the Cultural Competency Needs Assessment that was conducted by Dr. Jonathan I. Martinez, Ph.D. The goal and purpose of the cultural competency needs assessment is to assess strengths, areas of growth, and needed resources for implementing culturally competent care. Dr. Martinez reported that a full report will be available and will provide more context.

Crisis Action Team Update: The Crisis Action Team did not meet in September partly due to the meeting coinciding with the 40 hour Sheriff's Crisis Intervention Training (CIT) the same week. Behavioral Wellness had four Crisis Services staff from three different regions attend the entire 40 hour class. In addition, several other Behavioral Wellness employees including former Crisis Services Manager (current Division Chief of Clinical Operations) **John Winckler** participated in presentations to the class. Having Behavioral Wellness employees both attend the class and participate in the presentations is a great way to build relationships between Behavioral Wellness and Law Enforcement staff and improve knowledge and understanding of how each department operates and the different laws/regulations that guide each department. In addition, the shared attendance at the classes helps employees in each department understand the different cultures that are present in the organizations and how these cultures impact the relationships between staff, or the different departments and the work we do with individuals in the community.

The Crisis Action Team was recently awarded 2.1 million dollar grant that will help to fund two new Co-Response teams in the County. To date, the co-response team has responded to 355 in-progress calls and initiated another 369. Of those, only seven resulted in arrests. In 59 cases, they found the subject presented an imminent threat to self or others and was placed on an involuntary three-day 5150 hold; 53 were placed on a voluntary 5150 hold, and 57 were taken to a crisis hub.

The Department of Behavioral Wellness and Cottage Hospital have agreed on the terms of the Childrens Triage grant operations in South County. The Childrens Triage Grant has been operating in North County for almost a year with great success. A licensed Practitioner for the South County program has been hired and

is in the onboarding process and the Parent Partner who is filling the half-time role in North County will also take over the half-time role in the south. The program will begin operation in the South County around mid-October.

Children’s System of Care (CSOC) Action Team Update: The CSOC Action Team Meetings are held monthly on the 4th Thursdays @ 10:30 am – 12:00 pm at the Buellton Recreation Center (301 2nd Street, Room A, Buellton, CA).

Mission & Vision Statement: *The CSOC Action Team integrates a wide variety of leaders and stakeholders invested in cross-sector collaboration to ensure access and high quality behavioral/mental health care to children, adolescents, transitional aged youth (TAY) and their families throughout Santa Barbara County. We look to achieve this by continuing to foster trauma-informed organizational cultures that provide trauma-responsive care, promote cultural humility, build and sustain community resiliency and steer systemic transformation.*

After the recent rewriting of the CSOC Action Team’s mission and vision statement, the team is focusing on identifying collective and individualized approaches to trauma-informed organizational culture-shifting to support each sector’s continued efforts to provide quality care and support to the youth and families we serve throughout our system.

CSOC is currently seeking to fill its co-chair role alongside **Shana Burns, LMFT** (Behavioral Wellness Regional Manager) to facilitate the monthly action team. If you or anyone you know may be interested, please contact Shana Burns directly at: (805) 335-4263 or sburns@co.santa-barbara.ca.us.

Consumer Family Member Action Team (CFMAT): The Consumer Family Member Action Team (CFMAT) meeting was held on September 26, 2019 in the Santa Barbara Children’s Clinic conference room with video conference available. **Natalia Rossi** from the Behavioral Wellness Training department presented on her role and trainings that are available to Behavioral Wellness staff and community-based organizations. Some of the upcoming trainings mentioned by Natalia are WRAP II for peer support specialists, and a series of trauma informed care trainings that will be facilitated in the winter. **Vanessa Ramos**, Interim Peer Health Program Coordinator, provided an update on the Help@Hand project. Vanessa reported that the mobile app guide is being finalized and will receive final reviews before distribution. Additionally, members were provided updates on cultural competency projects and were encouraged to attend the Cultural Competency Diversity Action Team meetings. Furthermore, Chuck Hughes, CFMAT member, reported on the progress of the CFMAT newsletter “*Together in our Journey.*” The first edition is expected to be published in December 2019 and distributed throughout Behavioral Wellness sites and various locations in the community. The next meeting is scheduled for Oct. 17, 2019 from 1 to 2:30PM in Buellton-Pea Soup Andersen’s Inn.

Forensic Action Team Update: The Forensic Action Team met on September 25, 2019 and **John Lewis** provided an update on the various local grants and funding initiatives related to behavioral health, substance abuse and the criminal justice system. These grants will support both Forensic and Crisis Services and are expected to expand the county’s ability to divert individuals at risk for criminal justice system

involvement into the crisis system of care. The grants will allow for an expansion of the county's current Crisis Residential Treatment programs to provide forensic clients with a longer term transition to the community from the jail and inpatient PHF. In addition, the grants are expected to provide more medium term housing for forensic clients, an important consideration given data which suggests that large percentage of consumers with criminal justice system involvement have experienced housing insecurity. The **Department's Justice Alliance Team** will also receive new case worker positions to increase its ability to assist these individuals with their transition from jail to the community. In addition, in September **Nicole Horne, LMFT**, was hired as the Justice Alliance Team Supervisor; Ms. Horne is a seasoned clinician with a great deal relevant experience. Prior to taking this position, she led an Assisted Outpatient Treatment (AOT) team in the County of Ventura.

As a reminder, the Forensic Action Team meets every other month on the 4th Wednesday, from 2-3:30 p.m. Due to the Thanksgiving Holiday, the Forensic Action Team will meet on **Wednesday November 20, 2019, from 2-3:30 p.m. in room 127 of the Santa Barbara Children's Clinic**, 429 N. San Antonio Road. Unfortunately, videoconference will not be available on this date, however, participants unable to join in person may do so by telephone using. Anyone wishing to join by telephone may contact John Lewis in advance at 805-450-2545 to make arrangements.

NATIONAL AND STATE NEWS

Governor Newsom Signs Bills to Support Firefighters and First Responders: Governor Gavin Newsom recently signed into law three bills that focus on improving protections for California's workers regarding mental health and post-traumatic stress for the state's firefighters and first responders. The bills will create peer support programs, add post-traumatic stress suffered on the job as an "injury" for worker's compensation purposes and ensure emergency services remain under public management for appropriate and consistent response to emergency situations. The full article published on October 1 can be found [here](#).

Behavioral Health 2020: Exploring Options for System Transformation California Behavioral Health Planning Council: The Systems and Medicaid Committee (SMC) will host an event to educate Council members and relevant stakeholders on the administrative and financing mechanisms, barriers, and opportunities for behavioral health service delivery through County Mental Health Departments and Medi-Cal Managed Care Plans. The Council will also take recommendations from stakeholders for the 1915(b) and 1115 Medi-Cal waivers. The 2020 Behavioral Health Planning Council will take place on October 18, 2019 in Sacramento. For registration, click [here](#).

Youth MOVE Dare to Dream America Now Accepting Applications: Youth MOVE National's Dare to Dream America program provides an opportunity for youth (ages 13 to 25) or Youth MOVE chapters to get involved in mental health awareness activities. Successful applicants are awarded a grant up to \$3,000 to implement projects that promote mental health awareness. Five projects will be awarded \$1,000, and three projects will be awarded \$3,000. In the past, youth have funded mental health summits, created video PSAs, hosted carnivals, and strategized anti-stigma campaigns. The deadline to apply is November 1st, 2019. For

organizations working with youth in our community, please help share this opportunity. More information on Dare to Dream America, click [here](#) or visit <https://youthmovenational.org/dare-to-dream-america/>

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, Santa Maria Clinic Conference Room and the Lompoc Children’s Clinic Newport Harbor 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: Dalila Brown, dbrown@co.santa-barbara.ca.us
- **Lompoc Regional Partnership Meeting:** Meetings occur every other month on the third Tuesday at 301 N. R Street. Questions: Anthony Hollenback, ahollenback@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: Shana Burns at sburns@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, Santa Maria Annex and Lompoc B St. Contact Maria Arteaga at 805-681-5208 or marteaga@co.santa-barbara.ca.us or Anthony Hollenback at 805-737-6610 or ahollenback@co.santa-barbara.ca.us
- **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 Maria Arteaga at 805-681-5208 or marteaga@co.santa-barbara.ca.us

- **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 Shana Burns at sburns@co.santa-barbara.ca.us
- **Forensic Action Team** will be meeting every other month on the 4th Wednesday from 2:00 – 3:30. The next meeting will take place on November 20th due to the upcoming Thanksgiving holiday. The meeting will be held at the Behavioral Wellness Children’s Mental Health Services building, room 119, located at 429 N. San Antonio Rd in Santa Barbara. While normally videoconference is available, at the November 20th meeting, only teleconference is available. Anyone wishing to join by teleconference or have questions may contact John Lewis at jolewis@sbcwell.org