

Director's Report

December 19, 2018



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

DEPARTMENT AND COUNTY NEWS

Behavioral Wellness Supports Ventura County in a Time of Need: The Behavioral Wellness Response Team, in partnership with the Community Wellness Team, was quick to respond to the call for assistance when additional mental health support was needed in Ventura County as result of the recent shooting immediately followed by wildfires. In addition to the staff support highlighted in last month's report, additional support has been provided for Cal State University Channel Islands campus community when they returned to campus after the Thanksgiving Holiday. Behavioral Wellness and Community Wellness Team staff supported the Counseling and Psychological Services staff on campus throughout the week, supported the vigil for Borderline shooting victims and were supported the gathering for students present at the Borderline the evening of the shooting. Thank you Behavioral Wellness Response Team and Community Wellness Team!!

Department of Behavioral Wellness Receives \$50,000 Cash Donation from the Robert Michael Gordon Trust: The holidays came early this year for the Department of Behavioral Wellness. On November 6, 2018, Director Alice Gleghorn, Executive Team member Celeste Andersen, and the Trustee of the Gordon Trust, Tracy Jackson, attended the Board of Supervisor's hearing to have the members of the Board accept this generous gift. Dr. Gleghorn told the Board "how appreciative the Department is to have been named as a beneficiary of the trust." The trust specifies that the money is to be used for "the direct benefit of patients locally." To achieve this objective, the Department plans to utilize the cash donation as a contribution toward the purchase of a Mobile Health Outreach van. The purchase and staffing of the van will proceed in conjunction with a new notice of grant award received from the State Homeless Mentally Ill Outreach and Treatment (HMIOT) program. Plans for the new van include retrofitting it with tele-psychiatry equipment as well as designing it to accommodate medical personnel for the treatment of clients in the field as part of the Department's Homeless Outreach and Crisis Teams services. The van would also be supported by Peer Support Specialists, a Case Manager, and clinical staff, while accessing Psychiatric Technicians, Nurse Practitioners and/or Psychiatrists by tele-psychiatry. The van will also contain a commemorative plaque to the Gordon Trust in recognition of this generous donation.

QCM Welcomes New Team Members: The Quality Care Management Team welcomed four new team members in the month of December. Given the expansion of the Final Rule requirements as well as the launch of the Organized Delivery System, QCM is grateful for the ability to expand system support. On December 3, Cherie Chavez and Michaelo Rosso-Balcázar joined the team as QCM Coordinators. **Michaelo** earned his Bachelor of Arts degree from UCSB in Computer Engineering and his Master of Arts degree from Antioch University. He is licensed as a Marriage and Family Therapist. Michaelo has worked with Behavioral Wellness for nearly 7 years including experience as a Homeless Outreach Practitioner, Justice Alliance Team Supervisor and ADP Health Care Coordinator. **Cherie** earned her Bachelor of Arts degree from California State Northridge and her Master of Arts degree from Antioch University. She is licensed as a Marriage and Family Therapist. Cherie has business experience working as an Executive Assistant for the City of Santa Barbara Finance Division/City Hall, Client Relations Manager for the Private Consulting Group in Buellton and as a Business Analyst for United Technology Corporation. She holds clinical experience working at the Salvation Army Hospitality House, Catholic Charities, Family Service Agency and as an Access Screener for the 24/7 Access Line.

On December 17, **Jessica Korsan, LMFT** and **Anoushka Mosely, LMFT** joined the QCM team as QCM Coordinators. **Jessica** earned her Bachelor of Art in Psychology from New York University and her Master of Art in Clinical Psychology from Antioch University. Jessica has been licensed as a Marriage and Family Therapist for 6 years. Jessica has over 10 years of experience working in the field of mental health and developmental disabilities. She has experience working locally with the Tri-Counties Regional Center as a Service Coordinator II and has over 5 years of management experience serving as a Manager of Services and Supports and Placement Coordinator for Tri-Counties Regional Center. She also holds experience working as a therapist for Corizon Health in the Santa Barbara County Jail. **Anoushka** earned her Bachelor of Art in Psychology from the University of California, Santa Barbara and her Master of Art in Clinical Psychology from Antioch University. Anoushka is licensed as a Marriage and Family Therapist, has over 13 years of experience in both mental health and the developmentally disabled population and over 10 years of management experience. Anoushka has experience working with Phoenix of Santa Barbara as a Mental Health Counselor, Devereux as a Clinical Case Manager/Therapist, and Tri-Counties Regional Center in various roles including Service Coordinator, Manager of Adult Services and most recently served as the Community Placement Plan Manager.

New PHF Wellness Room is Under Development: The PHF's new Wellness Room should be up and available for use very soon! The hope is that this room will provide visitors and family members with a welcoming and more private location to meet with PHF treatment providers and for staff to have an on-site place to practice their self-care and wellness routines. To support this idea the room is designed with comfortable furniture, an ambient sound machine, the reclining chair and a computer work-station for staff-only use. Staff are encouraged to offer additional ideas for this room as well as names for the room (stay tuned!). This dual purpose room will always prioritize visitor and family member's priority use but will be a resource for PHF staff when not occupied.

The PHF Welcomes a New Team Member: The PHF warmly welcomes Kit McMillan to the team! Kit began her work at the PHF in October as a Peer Recovery Specialist initially facilitating one group her week and will now be leading two groups per week. Thank you Kit and welcome!

Volunteers Needed for the 2019 Homeless Point in Time Count: The Point In Time Count is the annual count of individuals and families experiencing homelessness on a given day. The Santa Barbara County effort will take place on **Thursday, January 24 from 5:00am-8:30am**. Teams of volunteers and experts will canvass assigned routes throughout the county and will briefly document those who are experiencing homeless. This information can be used to plan local homeless assistance systems and raise public awareness. Volunteer trainings will be held in January. Change doesn't happen without you. To sign up to volunteer, please [click here](#).

New and Revised Policies Approved: The Department of Behavioral Wellness has updated several policies to reflect the launch of the Drug Medi-Cal Organized Delivery System (DMC-ODS). Information on the revised policies is below:

1. Language Services for LEP Beneficiaries – revised

This policy solidifies the responsibilities of Department programs and contracted providers to provide services in a client's primary/preferred language. The policy has been revised to address the practice of utilizing family members and support persons as interpreters as highly discouraged, and the documentation required if a beneficiary insists or prefers on receiving interpretation assistance from a family member or support person after interpretation services and other alternatives are offered.

2. Service Availability for Routine Conditions – revised

The Department will ensure service availability for all Medi-Cal beneficiaries and community members who may request specialty mental health and/or substance use disorder service referrals and authorization.

3. 24/7 Toll-Free Access Line – revised

The Department provides a statewide, toll-free telephone line 24 hours a day, seven days a week. Beneficiaries may call for information on how access services, or navigate the system as an existing client (e.g., how to file a complaint or grievance). This information has now been updated to reflect DMC-ODS information.

4. Authorization for Out-of-Network Services – revised

If the Department's current provider network is unable to sufficiently and adequately address the specialty mental health and substance use disorder needs of a particular client, the Department must cover these services out of network for the beneficiary. This policy has been revised to align with DMC-ODS procedures for authorizing out-of-network services and coordinate a transition of care plan.

These policies, along with other active Behavioral Wellness policies, can be found on our website at this link: <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

Santa Maria Regional Partnership Update: Santa Maria's North County Regional Partnership Meetings are held monthly at the Santa Maria Adult Outpatient Clinic located at 500 W Foster Road, Santa Maria, CA 93455 (large conference room):

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

The Santa Maria regional partnership meetings focus on sustaining and strengthening key community partnerships, such as those with the Department of Public Health, Department of Social Services, local law enforcement and a variety of community-based organizations (CBOs) providing mental health and/or substance abuse treatment to promote cross-sector collaboration. The Department of Behavioral Wellness' newly appointed Privacy Officer, Stephanie Diaz, was introduced to the partnership meeting attendees in November and she provided a presentation to include reviewing specific privacy/confidentiality

Santa Maria Team Member Nominated to the Santa Barbara County Workforce Development Board for Recognition: The Santa Maria region is proud to announce the nomination of **Robert Cook**, Vocational Rehabilitation Specialist of the Santa Maria Children's Clinic, by the Santa Barbara County Workforce Development Board for his exemplary work with youth in the community. Robert provides employment support services for the Transition Age Youth (TAY) population in partnership with the Department of Rehabilitation (DOR).

The Youth, Business & Community @ Work Recognition Ceremony will be held on Wednesday, December 19th from 5:00-6:30 pm at the Santa Maria Fairpark Fountain Pavilion located at 937 S. Thornburg Street, in Santa Maria. Tickets can be purchased through Eventbrite: <https://atworkrecognition.eventbrite.com>. For any questions regarding this event, contact Luis Servin at (805) 896 -6835 or at l.servin@sbcsocialserv.org.

Santa Barbara Partnership Update: The Department of Behavioral Wellness, system stakeholders, community based organizational providers and other community members meet on a monthly basis in each of the three regions (Santa Barbara, Santa Maria and Lompoc). As we reflect back on the year, we also reflect on the value of this meeting. The purpose of Regional Partnership meetings in Santa Barbara mirror that in other regions. Value gained from these meetings include program updates, information sharing such as referral processes and program criterion, identification and trouble-shooting of obstacles to accessing care, strengthening of interagency relationships, ongoing efforts to expand the group participation and overall collaborative partnerships, and hearing from many community guest speakers on topics of shared interest. Some of the many participants in the Santa Barbara Regional Partnership over the past year include the Department of Rehabilitation, Public Health, Mental Wellness Center, Cencal Health-Holman, Housing Authority, New Beginnings Counseling Center, American Indian Health Services, PathPoint, Jodi House, Santa Barbara Neighborhood Clinics, ANKA Behavioral Health, Community Action Commission, Santa Barbara Probation, Youth Well Coalition, SB Unified School District and many others. The Regional Partnership meetings will continue its work in promotion of interagency relationships and resulting enhanced coordination of services and care as we prepare for a New Year ahead.

Lompoc Regional Partnership Update: Lompoc Regional Partnership Meeting occurs every other month on the third Tuesday. The next meeting is January 15th, 3:30-4:30 at 301 N. R Street. At the last meeting on November 20, 2018, a new initiative was shared. Because of the closure of the Farmer's Market in Lompoc and recently in Vandenberg, an initiative was shared to create a mobile Farmer's Market focusing on providing fresh produce and goods to individuals around the city and area of Lompoc. One of the main focus points is to make fresh produce available to underserved neighborhoods throughout Santa Barbara County each week. One way of doing this is to have vendors agree to accept electronic benefit transfer (EBT) at each mobile location. This new development also hopes to provide nutrition education on seasonal produce, how to prepare, and the health benefits as well.

Forensic Action Team Update: The **Homeless Services** team has been awarded a grant to fund a *Homeless Mentally Ill Outreach and Treatment Program*, beginning January 1, 2019 and running through June 30, 2020. The grant will fund an expansion of services to Lompoc and Santa Maria. In addition, the Santa Barbara Superior Court recently instituted an "IST Calendar" which consolidates cases for individuals who have been deemed incompetent to stand trial. This has improved the **Justice Alliance** team's ability to provide competency restoration and treatment services to these individuals. After four years of service to the **Juvenile Justice Mental Health Services**, Team Supervisor Jason Tarman, LMFT, has accepted a position at the Lompoc Children's Clinic. Mr. Tarman accomplished a lot during his tenure in this position and will be missed. Kathleen Curtis, LMFT, will serve as an interim supervisor while the department seeks to fill this vacancy.

The next Forensic Action Team meeting will convene on Wednesday January 23, 2019 from 2-3:30 p.m. The meeting will be held at the Behavioral Wellness' Children's Mental Health Services building, room 119. The address is 429 San Antonio Rd., Santa Barbara. Anyone wishing to join by videoconference from Santa Maria may contact Dr. John Lewis in advance at 805-450-2545 for arrangements.

Housing Action Team "HEART": The most recent HEART committee was joined by Laurie Baker of the County Housing and Community Development department who shared information on No Place Like Home. No Place Like Home plans are active to apply for the second round of funding and use a portion of the non-competitive funds to leverage at least one project. The coordinated entry program continues to develop and become more robust, this is a system to identify individuals with the highest needs for housing using an evidence based evaluation tool.

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 SELPA conference room located at 240 E. HWY 246, Suite 200, Buellton, CA 93127.

For the month of November, the CSOC (Children's System of Care) Action Team and CAPC (Child Abuse Prevention Council) joined forces in a combined meeting of attendees to review the goals of each network, identifying the shared focus areas of cross-sector implementation of the ACEs (Adverse Childhood Events) screening tool and continuing to focus efforts on preventing system gaps, increasing access to care and

further cultivating community resiliency through higher-level collaboration. In 2019, CSOC will additionally attend to the need for further integration of primary and behavioral health care.

Crisis Action Team Update: Crisis Services has been focusing on a few big projects including meetings with Hospital CEO's to discuss the possibility of partnering to add new MHRC and/or LPS beds in the county. As part of these discussions a pilot project has launched in which a select few Cottage hospital psychiatrists have completed the county 5150 training and now have authority to write and discontinue 5150 detentions. In January, additional psychiatric staff at Cottage and Marian hospitals will be trained in the same manner.

Crisis Services staff are assisting with the implementation of the Organized Delivery System (ODS). Due to access timeliness requirements, Crisis Services staff are assisting with screenings for withdrawal management and residential services on the weekends. Crisis Services staff have completed ASAM training to provide ASAM screenings.

The Co-Response pilot program with the Sheriff's department remains active. Patrol deputies continue to report a significant reduction in the time they spend on mental health calls during co-response shifts due to the quick arrival of the co-response team which allows the patrol deputies to leave the scene.

Several recent staffing changes have taken place within the Crisis Services system. The team welcomed **Francisco Palencia** who transferred from the Calle Real Adult Clinic. The team looks forward to utilizing his extensive substance use disorder skills. **Andrea-Moore McCormick** was promoted from an ADP Specialist to a Practitioner Intern position. **Ray Mayer, LCSW** with Lompoc Crisis Services will be retiring at the end of the month after 17 years with the county.

NATIONAL AND STATE NEWS

Practicing Good Mental Health during the Holiday Season: Each Mind Matters recently circulated an article titled, "The Little Things." Research has found that small moments of positivity, the little things that make us happy throughout the day, can accumulate over time. A quick smile at a neighbor, a good laugh, a friendly hello to a co-worker, feeling touched by a kind word or gesture, all of these positive interactions form new pathways in our brains. And as a result feelings of positivity and gratitude become easier the more we practice. The holidays offer many opportunities to stock up on micro moments of happiness by engaging all of our senses.

- Take in the festive lights
- Listen to favorite songs
- Smell scents of cinnamon, nutmeg and spice
- Savor your favorite holiday treats
- Hug someone you care about

- Swap out favorite crime and doctor shows for a feel good movie or book
- Get together with a neighbor or friend for a cup of hot cocoa or tea
- Receive joy from giving to others- whether it is your time or a gift

There is even more good news: another person's happiness can be contagious. Want to give it a try? When you observe someone else's happiness summon up a good thought: *I am happy that you are happy*. This can prime your brain to experience similar feelings of happiness.

This holiday season, share your secrets of joy and practice good mental health.

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 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: 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, Lompoc B St.
- **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
- **Forensic Action Team** will be meeting every other month on the 4th Wednesday from 2:00 – 3:30. 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. Anyone wishing to join by videoconference may contact John Lewis in advance (805-450-2545) to make arrangements. For questions, please contact Celeste Andersen, candersen@co.santa-barbara.ca.us