

Director's Report

February 20, 2019



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DEPARTMENT AND COUNTY NEWS

FY 19-20 MHSa Stakeholder Planning Forums: The Mental Health Services Act (MHSa) passed by California voters in 2004, created a 1% tax on annual incomes over \$1 Million to increase funding for mental health services. MHSa funds are distributed to counties upon State approval of the County MHSa Plan. The Department of Behavioral Wellness hosted stakeholder planning forums in February to learn about the FY 19-20 MHSa Plan Update, ask questions, and share views. It is the goal of the department that clients, family members, providers, partner agencies, advocates, friends, and the public interested in alcohol, drug, and mental health services in Santa Barbara County have several opportunities to provide input. The forums were held on the following dates:

- **Wednesday, February 6th** from 9:00AM - 11:00AM, Santa Maria Adult Clinic, 500 W. Foster Rd, Santa Maria, CA 93455
- **Tuesday, February 12th** from 5:30PM - 7:00PM, Helping Hands Resource Learning Center of Lompoc, 513 N. G Street, Lompoc, CA 93436
- **Wednesday, February 13th** from 4:00 - 5:30 pm, Mental Wellness Center – Fellowship Club Resource Learning Center, 617 Garden Street, Santa Barbara, CA 93101

Behavioral Wellness aims to have the FY 19-20 MHSa Plan posted in March for a 30 day public comment period and to allow broader feedback on the plan. For more information please contact Lindsay Walter at lwalter@co.santa-barbara.ca.us or 681-5236.

Behavioral Wellness Disaster Response Team: Behavioral Wellness Disaster Response Team members were actively involved in providing support with the most recent rain event which impacted all parts of Santa Barbara County. Behavioral Wellness provided support in the Emergency Operations Center Joint Information Center, Emergency Call Center management as well as support at the Evacuation Center for those community members evacuated as result of the recent event. Helping with emergency response efforts can often mean sleepless nights, long hours of work and willingness to respond to help without much notice. Much appreciation to the ongoing support of this team, and these individuals, at the times of critical community need.

Behavioral Wellness FY 17-18 Annual Report: The Department of Behavioral Wellness has released the Departmental Annual Report for the FY 17-18. The report can be found on the Department of Behavioral Wellness website [here](#) or by going directly to the following link: <https://www.countyofsb.org/behavioral-wellness/asset.c/4992>

Behavioral Wellness Appoints New Human Resource Manager: The Department of Behavioral Wellness has appointed a new Human Resource Manager through a competitive recruitment process. Michael Tate began with the department on January 14, 2019. Michael joins the department with a strong background in communications, public speaking, conflict resolution and leadership experience in the Human Resources field. Michael has 24 years of Human Resource leadership experience with 16 years of managerial experience. He received his Bachelor of Arts from Thomas Edison State University. Michael has worked with the United States Navy from 1995 to present. In his role with the Navy, he served on the Human Resource Management Team, Command Career Counselor and Education Services Officer programs. We welcome Michael to our Behavioral Wellness Team!

24/7 Access Line Data Shows Positive Impact of Organized Delivery System Launch: Calls to the Access line have increased significantly since the Organized Delivery System (ODS) launched on December 1, 2018. Prior to December of 2018, the average monthly incoming calls to the Access line were 480. In the month of December, after ODS launched, 1,155 calls were received. This represents a 240% increase in Access line call activity with the majority of calls requesting Alcohol or Drug related services. When measuring the call volume in the month of December on a weekly basis, the call volume has decreased each week. Ongoing monitoring is needed to determine if the increase in call volume and requests for services will continue to decrease or remain constant. The Access line is continuing to recruit for additional Access line screeners to accommodate the increase in volume. In addition, several strategies are being initiated to expedite callers in being connected to a screener, such as a decision tree for incoming calls, use of live data to monitor Access line calls and the number of callers in queue to speak with a screener.

Organized Delivery System Update: County alcohol and drug services have expanded greatly, largely due to the launch of the Drug Medi-Cal Organized Delivery System (DMC-ODS). Behavioral Wellness now has over 45 residential treatment beds available, including withdrawal management, throughout the county. Most of these beds are full, however, additional beds are available outside the county at Tarzana Treatment Centers. The number of residential beds is expected to double during the current fiscal year. All clients, whether referred to residential or outpatient services, have never been more carefully screened and assessed to ensure proper placement and treatment planning. In addition, there are more outpatient treatment options in South County, as Sanctuary Center is expanding their services, to include clients with primary substance use disorders and mild to moderate mental health issues. Behavioral Wellness is collaborating with partners to write two grants – Expanded Medication Assisted Treatment (MAT) in Criminal Justice Settings and Drug Free Communities. The former promises to develop MAT within the Santa Barbara jail system and better care coordination between in-custody needs and out-of-custody services. The latter is a primary prevention grant that will address the alcohol and opioid use disorders in Isla Vista. A multi-dimensional family system model of drug and alcohol prevention called Strengthening Families has been established in the Santa Barbara children’s system of care. All the while, the alcohol and drug program continues to be more integrated into the overall Behavioral Wellness system of care, with ADP specialists working in QCM, Contracts and Fiscal, and mental health experts working in ADP.

New and Revised Policies Approved: Behavioral Wellness frequently updates policies to reflect enhancements and changes to programs and practices. The following policies was 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.

Department/CBO policies

1. **Mental Health Client Assessment (REVISED)** – A key documentation policy, updates reflect mandates and clarification issued by the Department of Health Care Services (DHCS) on proper assessment documentation practices. Revisions include the appropriate uses for each type of assessment template and clarification on which staff may complete or assist with assessments.

Pharmacy policies

2. **Intern Pharmacist Duties and Responsibilities (NEW)** – Establishes the duties and responsibilities of an intern pharmacist, a student or graduate of an approved school of pharmacy who is registered with the California State Board of Pharmacy to gain the practical experience required to apply for licensure as a pharmacist.
3. **Pharmacy Technician Duties and Responsibilities (NEW)** – Establishes the duties and responsibilities of a pharmacy technician, an individual currently registered by the California State Board of Pharmacy who, under the direct supervision and control of a pharmacist, performs packaging, manipulative, repetitive, or other nondiscretionary tasks related to the processing of a prescription in a pharmacy.
4. **High-Alert Medications (NEW)** – This policy implements safeguards for the storage and dispensing of high-alert medications and refers to the Institute for Safe Medication Practices (ISMP) *List of High-Alert Medications in Acute Care Settings* for guidance on risk reduction.
5. **Clozapine Dispensing and Monitoring (NEW)** – Ensures compliance with the Clozapine Risk Evaluation and Mitigation Strategy (REMS) Program, a U.S. Food & Drug Administration (FDA) approved and mandated system for monitoring the prescription of clozapine to Psychiatric Health Facility (PHF) patients.
6. **Pharmacy Medication Errors (REVISED)** – Updated to implement error prevention measures for prescriptions processed by the Pharmacy.

Behavioral Wellness Represented at 1st Annual Social Equity Summit: Presented by Just Communities of the Central Coast, the 1st Annual Social Equity Summit invited community members, advocates and organizational leaders to discuss key equity issues that affect the region. The Department’s Ethnic Service and Diversity Manager Yaneris Muñiz joined a panel discussion with Cary Matsuoka, Superintendent of Santa Barbara unified School District, and Lori Luhnow, Chief of Police for Santa Barbara Police Department, on the impacts of implicit bias and how training to combat the effects of unconscious bias has promoted positive changes within their organizations.

Cultural Competence and Diversity Action Team (CCDAT) Update: CCDAT members are working to establish goals for 2019. Plans are currently underway to launch a county-wide needs assessment with the assistance of Dr. Jonathan Martinez, a cultural psychology professor and researcher at the California State University at Northridge and funded by the Southern California Regional Partnership (SCRIP). Other work plans include establishing a Language Services Training and updating departmental policies that address access to services to individuals with limited English proficiency and physical or sensory disabilities.

Santa Maria Regional Partnership Update: The Santa Maria 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

Please Note: Due to the President’s Day Holiday, the Santa Maria Regional Partnership Meetings will be held on Monday, February 25th.

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, law enforcement and a variety of community-based organizations (CBOs) providing mental health and/or substance abuse treatment to promote cross-sector collaboration. The partnership meetings in January included guest presenter Chuck Madsen of Family Services Agency (FSA) regarding their newly opened outpatient substance abuse program for adolescents (ages 12-17) and transitional aged youth (TAY, ages 18-24) in Santa Maria. FSA is also scheduled to open their Intensive Outpatient Program (IOP) for youth in April of this year. The expansion of alcohol and drug programs throughout the county will continue to be highlighted as part of the regional partnership meetings to educate providers and the public through increased resource sharing and improved access to care.

Santa Barbara Regional Partnership Update: The Santa Barbara **Adult Regional Partnership** meeting was held on January 14, 2019. Much of the meeting time was spent in focus on homeless services. Santa Barbara Homeless Services Supervisor, Sara Grasso presented on Homeless Services in Santa Barbara County. Included in her presentation was the Behavioral Wellness Continuum of Care (COC) and Coordinated Entry System (CES). At present, Behavioral Wellness contracts for the use of 24 beds at the PATH shelter and an additional 5 beds at the Salvation Army for persons who are homeless and are open to Behavioral Wellness. Larry Vineall of the American Indian Clinic was also present and provided a program update. The American Indian Clinic will soon be opening a dental clinic in Carpinteria with sliding scale fees. Emily Allen from the United Way spoke to the volunteer recruitment for the Homeless Point in Time Count which occurred on January 24.

In addition, other outreach providers and services were discussed including Carp Connect which is described as a hub for services for the homeless including drug and alcohol screenings, mobile showers, laundry services and nursing services. Betsy Thompson from the Carpinteria Franklin clinic works as an outreach specialist and shared of screenings provided for substance use including linkage to referrals, Showers of Blessings offering of showers each Thursday, assistance with clothing laundering, free socks and clean clothing.

The Santa Barbara **Children’s Regional Partnership** meeting was held on January 17, 2019. Erin Cross who works with the Juvenile Justice system within the Probation Department of Santa Barbara County spoke to the goal being rehabilitation. She shared of the focus on interventions for youth that will help with rehabilitation while keeping the community safe at the same time. She described the difference between Adult and Juvenile Probation. Further explanation was given to the contracting with community based organizational providers which occurs within the Juvenile Justice System. Some of the contracted programs include evidence based practices such as Reasoning and Rehabilitation, Joven Noble, Strengthening Families and Multi-Dimensional Family Therapy.

Lastly, Ms. Cross shared of the recent results of the system evaluation to determine reasons that youth enter and stay in the Juvenile Justice system. Offenses like possession of minor amounts of drugs or alcohol or curfew violations do not result in custody time, even with repeating offenses. Offenses such as fighting and stealing are referred to the Probation Department to determine the most appropriate intervention. More serious or violent offenses may result in custody time or time at the Los Prietos Boys Academy. Other trends noted include an increase in gang involvement over the past year, primarily centered on the East and West sides of town in Santa Barbara. Also seen is an increase in tagging and fighting by females. Lastly, Ms. Cross shared of the effort to decriminalize sexually exploited youth and highlighted the Santa Maria “Hart Court” which serves this population.

Lompoc (West County) Regional Partnership Update: The Lompoc regional partnership meetings are well attended and enjoyed by community agencies and focus on sustaining and strengthening key community partnerships. Participants include the Department of Public Health, Department of Social Services, local law enforcement, Vandenberg Air force Base, Lompoc Valley Medical Center, and a variety of community-based organizations (CBOs) providing mental health and/or substance abuse treatment to promote cross-sector collaboration. The meeting has given the local community based organizations the opportunity to share available resources, and changes within their program.

At the last meeting in January 2019, Jeanie Sleigh, Health Center Administrator for the Lompoc Health Care Center, presented in collaboration with Lompoc Valley Medical Center (LVMC) staff. Their presentation focused on the Homeless Discharge Legislation (SB 1152). This new legislation requires hospitals to provide specific services within their patient discharge planning for homeless patients. The presentation included information about the collaboration between the Public Health Department and Lompoc Valley Medical Center to implement the new legislation, for which they have established an oral agreement. Currently, LVMC has designated certified enrollers for insurance. In addition, a memorandum of understanding (MOU) has been established between LVMC and the BridgeHouse Shelter for respite beds. Individuals will be able to use the respite beds for approximately 7 days stays. At this time, LVMC reports that they are seeing one individual per day that qualify for these services under this new legislation.

In addition, Public Health shared that they are collecting food and socks for their Food and Sock drive that is coming up. Transitions Mental Health Association shared information about the upcoming Journey of Hope event they are sponsoring. At this free community even on February 6th, keynote speaker Eleanor Longden will be speaking about trauma and psychosis to promote person-centered approaches to complex mental health problems.

Change Agents Update: The Behavioral Wellness System wide Change Agents continue to meet monthly to work on various projects throughout the system. Some of the current projects include increasing productivity, improving the physical environment to appear more welcoming to clients and family members and increasing staff morale. A new project introduced by the Santa Maria clinic this past month includes improving the satisfaction and quality of life for north county clients residing in board and care homes and/or room and board facilities. Each project is unique to the program and has a baseline and has an intervention with the outcome being measured over time for analysis of project effectiveness.

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.

The CSOC seeks to integrate a wide variety of leaders and stakeholders invested in collaboration and ongoing systemic enhancements for children’s services throughout Santa Barbara County. CSOC utilizes the monthly action team meeting forum as a responsible and responsive reflection of current needs & concerns that affect the lives of the children & families that are served. Additionally, the CSOC team openly discusses community responses to major incidents affecting the population at large, such as school shootings, natural disasters, the social and political environment, suicides, bullying, DACA/immigration issues, gangs/homicides, etc.

CSOC kicked off the New Year with guest presenter, Ms. Yaneris Muñiz, the Department of Behavioral Wellness’ Policy and Project Development Coordinator and Ethnic Services and Diversity Manager from the Office of Quality and Strategy Management. Ms. Muñiz’s presentation elicited poignant discussion addressing the intersectionality of trauma, culture and implicit bias. Behavioral Wellness and UCSB partnered in 2018 to form an advisory group (RED Project - Racial & Ethnic Disparities grant) to develop an evidence-based Implicit Bias training for mental health providers that was implemented in the Fall of 2018 as part of the cultural competency training initiative for Behavioral Wellness staff. CSOC members invited Ms. Muñiz to return in February to continue pertinent discussions regarding cultural humility and innovative actions to positively transform the negative impact on our community’s youth.

Crisis Action Team Update: The Crisis Action Team continues work with the Hospital 5150 Pilot program where hospital Emergency Department Psychiatrists are trained by Behavioral Wellness and authorized to write and rescind 5150/5585 holds in the emergency departments. Dr. Warren was trained in early December and has been very active in Cottage Hospital’s emergency department writing and rescinding holds. Dr. Malaty and Dr. Lopez from Cottage Hospital were trained in early January and Dr. Garcia who works with Marian Hospital was trained later in the month.

The Behavioral Wellness co-response pilot with the Sheriff Department is continuing to show positive results and is now operating 40 hours per week. Behavioral Wellness has been in communication with the Santa Barbara Police Department and hope to have a similar pilot program running by March. Behavioral Wellness continues our active partnership with the Sheriff’s Behavioral Sciences Unit and their Crisis Intervention Team training. Crisis Services Manager John Winckler will be assisting in the facilitation of the upcoming 40 hour CIT training in early February and two Crisis Services staff from South County will be attending as students.

Crisis Manager John Winckler was recently appointed Manager over the Crisis Stabilization Unit (CSU). Crisis Services is working hard to make some changes to the referral and intake process to increase the number of referrals and speed the intake process to better utilize the CSU and increase capacity utilization.

Homeless Services (HEART) Action Team: The Heart Action Team will convene again in March and updates will include a data report from the Coordinated Entry System and Home for Good. In addition, the team will be briefed on the status of the Agnes Street Crisis Residential program, the Depot Street MHA funded project, and the initial projects that put forth Letters of Interest for No Place Like Home.

CFMAC/Peer Action Team: There was no meeting last month, however, the Child and Family Member Action Team (CFMAC)/Peer Action Team will meet this month on Feb 21st, 10am-1pm at the Pea Soup Andersons in Buellton. The committee will receive a presentation on the MHSa plan update and provide feedback, receive an update on the regional *Working on Wellness* monthly peer support meetings and discuss the Peer Employment for Special Projects position. If you are a peer or a family member of a mental health consumer and would like to join us, please RSVP to Vanessa Ramos at: vramos@co.santa-barbara.ca.us

Forensic Action Team Update: In California, county behavioral health agencies are responsible for providing treatment services to misdemeanor defendants who have been deemed “Incompetent to Stand Trial” (IST). The goal is to “restore” them to competency so that they are able to understand their legal situation and work with their attorney towards resolving their case. In recent years the number of defendants found to be IST has increased at both the state and national level, often straining behavioral healthcare resources. Behavioral Wellness saw a 35% increase in misdemeanor ISTs in 2018, up from 45 in 2017 to 60. While these numbers may appear small, competency restoration often requires a great deal of resources, as the majority of individuals found to be IST will require some period of inpatient treatment. The **Justice Alliance Team** has been seeking ways to collaborate with its criminal justice system partners to decrease the number of individuals found to be IST, for example, by conducting outreach to such defendants in custody or consulting on ways to divert them into treatment as an alternative to jail. Behavioral Wellness is hopeful that, with collaboration from its justice system partners, the number of individuals found to be IST will decrease in 2019.

NATIONAL AND STATE NEWS

The Office of Statewide Health Planning and Development (OSHPD) Publishes Updates from the Healthcare Workforce Development Division (HWDD): The OSHPD Healthcare Workforce Development Division has recently published a comprehensive update. Programs highlighted include:

Workforce Education and Training Program (WET) which aims to reduce the shortage of mental health practitioners in the public mental health system (PMHS) through grants that support stipends, educational capacity, consumer and family member employment, peer personnel preparation, workforce retention, pipeline programs, and regional partnerships.

Train-New-Trainers (TNT) Primary Care Psychiatry (PCP) Fellowship which is a year-long clinical education program for primary care providers who wish to receive advanced training in primary care psychiatry. The program's primary goal is to provide mentorship and teaching in primary care psychiatry.

State Loan Repayment Program (SLRP) which increases the number of primary care physicians, dentists, dental hygienists, physician assistants, nurse practitioners, certified nurse midwives, pharmacists, and licensed mental/behavioral healthcare professionals practicing in federally designated HPSAs by assisting with the repayment of qualified educational loans. SLRP assists with the repayment of educational loans in exchange for working at an eligible site. Eligible practice sites must be located in a HPSA and agree to match SLRP awards.

The **Shortage Designation Program** serves as the State's Primary Care Office (PCO) and liaison to the Health Services and Resources Administration (HRSA). The PCO is responsible for recommending federal shortage designations, providing technical assistance on HRSA programs, and collaborating with statewide partners and stakeholders on clinician recruitment and retention.

More information on the above OSHPD HWDD can be found here: <https://www.countyofsb.org/behavioral-wellness/asset.c/4956>

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: 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: 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@sbcswell.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.
- **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@sbcswell.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 or have questions may contact John Lewis in advance (805-450-2545) to make arrangements.