

Director's Report

July 17, 2019



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DEPARTMENT AND COUNTY NEWS

Behavioral Wellness and the District Attorney Office Partnered to Provide Support at the Casa Grande Assistance Center: Behavioral Wellness partnered with the District Attorney Office Victim-Witness Assistance program to open an Assistance Center which offered provide support for Casa Grande Mobile Estates residents and community impacted by the mass casualty which took place in this Santa Maria community last month. The Assistance Center offered counseling services and victim-witness support on site for those impacted by the tragedy. Big thanks to the many Behavioral Wellness staff who provided support at the center including [Crystal Martinez](#), [Lisa Villa](#), [Susanne Newman](#), [Lourdes Syslo](#), [Maria Frausto](#), [Kisha Ojeda](#), [Bill Morris](#) and [Suzanne Grimesey](#).

Mental Health Services Act Innovations Technology Suite Update: Behavioral Wellness has begun development of the Mental Health Services Act funded Innovations Technology Suite. Mental Health Services Act's Innovation component provides California the opportunity to develop and test new, unproven mental health models with the potential to become tomorrow's best practices.

The Innovation Technology Suite Project (INN Tech Suite Project) is being administered by CalMHSA on behalf of the participating member counties. Through the utilization of multiform-factor devices, such as smart phones, tablets and laptops, as a mode of connection and treatment to reach people who are likely to go either unserved or underserved by traditional mental health care, project services will focus on prevention, early intervention, family and social support to decrease the need for psychiatric hospital and emergency care service. This project is being led by peers throughout California. Digital Health literacy responds to the need to help stakeholders make decisions about technology and understand skills needed to engage with technology. Upcoming community sessions will take place in August in all regions of the county and will allow the Digital Health Literacy developers to understand Santa Barbara County specific needs from identified target populations. Behavioral Wellness is working with Harvard University to develop the organization of these community sessions. With input gained through community sessions, curriculum will be developed for presentation of the Technology Suite which will occur in the Fall and Winter of 2019.

Santa Barbara Target Populations

- Behavioral Wellness Adults Clients Residing in Geographically Isolated Areas
- Transition Age Youth (TAY) Enrolled in Colleges and Universities
- Individuals Discharged from Psychiatric Hospitals and/or Recipients of Crisis Services

For questions, to be added to the email distribution list or be involved in the community planning of the Technology Suite, please email Vanessa Ramos at vramos@sbcbswell.org with **TECH SUITE** in the subject line.

Behavioral Wellness Receives Funding to Prevent Prescription Drug Misuse and Underage

Marijuana Use: Behavioral Wellness was awarded funding from the California Department of Healthcare Services for the purpose of implementing local prevention initiatives intended to reduce prescription drug misuse and underage marijuana use. Behavioral Wellness will be awarding the received funding to several local community agencies including Future Leaders of America, Fighting Back Santa Maria Valley, and the Santa Ynez Valley Youth Coalition.

Funded agencies will use the funding to implement a media advocacy campaign which empowers community members to “Be a Part of the Solution” through the *Safe Storage* and *Safe Disposal* of prescription drugs. Campaign materials will provide simple storage solutions, encourage the monitoring of medications, and provide locations and additional information to safely dispose of unused or expired medications. Additionally, agencies will be partnering with the Department of Behavioral Wellness and the Department of Public Health to implement the *Let’s Talk Cannabis* campaign. Designed by the California Department of Public Health, the *Let’s Talk Cannabis* campaign is committed to providing individuals with the facts needed to make safe and informed decisions. By sharing science-based information, the emphasis is to increase awareness about cannabis and how it affects our bodies, minds and health while encouraging parents to have open communication with their children about cannabis.

Behavioral Wellness a Partner in County of Santa Barbara Award of \$6 Million Prop 47 Grant to Prevent and Reduce Incarceration of Individuals with Mental Illness and Substance Use

Disorders: The Bureau of State and Community Corrections awarded Santa Barbara County nearly \$6 million over three years from Prop 47 grant funding to provide mental health services, substance-use disorder treatment, and/or diversion programs for people in the criminal justice system. The award recognizes a significant collaborative effort between county stakeholders committed to preventing and reducing the incarceration of individuals with mental illness and substance abuse disorders.

Led by the County’s Public Defender, Behavioral Wellness and the Sheriff’s Office, this funding will dedicate a full time co-response Crisis Intervention Team comprised of a Sheriff Deputy and a mental health provider for proactive and responsive community interventions, as well as develop Law Enforcement Assisted Diversion services to provide accessible mental health and substance abuse services for south county juvenile and adult residents with behavioral health needs.

The grant program also provides housing-related assistance and other community-based supportive services, including job skills training, case management and civil legal services. The County’s objective is to serve as many individuals as possible with the array of programs and services, and divert a minimum of 120 people out of the criminal justice system in Santa Barbara County. The District Attorney, County Executive Office, Good Samaritan Shelter, Family Service Agency and the city of Goleta round out the list of participants in this initiative that will support immediate access to a sobering center, crisis and psychiatric services in lieu of arrest by law enforcement.

The three-year grant will begin in August 2019 and include an evaluation component for an objective analysis of the impact of these services. Through mutual agreement, law enforcement officers involved in crisis intervention team work will be allowed to respond across county and city jurisdictions to provide seamless coverage for a minimum of 40 hours per week, Monday through Friday. In addition, Behavioral Wellness ADP staff will be working with Good Samaritan Services (GSS) to establish a sobering center as part of this award. The sobering center will provide safety and interventions for intoxicated clients who do not need to be arrested, and liberate local law enforcement staff to concentrate on serious crimes within our communities.

Behavioral Wellness Alcohol and Drug Program Passes State Review: The Behavioral Wellness Alcohol and Drug Programs passed a recent State DHCS on-site monitoring review with flying colors. A two and one half day scheduled review lasted less than half that time, as County Alcohol and Drug (ADP) and Quality Care Management (QCM) staff were so well prepared and the Substance Use Disorder (SUD) system of care was so impressive, the State had very little to find wrong. One of the State reviewers commented that in terms of compliance and organization, Santa Barbara was the best organized and most impressive county in the entire California state system.

Behavioral Wellness Awarded Funding for a Medication Assisted Treatment (MAT) Access Points Program: Behavioral Wellness was awarded a Medication Assisted Treatment (MAT) Access Points grant to provide substance use disorder intervention and treatment services within its South County Crisis Services Program. All individuals who enter our south county Crisis Stabilization Unit (CSU) will be screened, assessed and, where indicated, provided MAT. In combination with the MAT in Criminal Justice Settings grant, awarded earlier in the spring of this year, MAT is being expanded throughout our integrated systems of care.

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. **Client-owned Medications (NEW)** – This policy was created to provide standards and procedures to ensure safe inventory and management of client-owned medication stored in the Santa Barbara Crisis Stabilization (CSU) Unit. Additionally, to support continuity of care and ensure the client continues the medication regimen as prescribed by external physicians while they are in the CSU.
2. **Medication Administration, Orders and Errors/Adverse Reactions (REVISED)**-This policy was reviewed and revised to ensure standards and procedures are in compliance with state law and standards of professional practices for the safe administration of medications for clients served at the CSU. This policy addresses the role of the contracted pharmacy and pharmacist retained for the CSU in the event of a medication error potentially precipitated by the contracted pharmacy and all medication adverse reactions, and does not involve the Behavioral Wellness Pharmacist-in-Charge.
3. **Medication Disposal (REVISED)** - This policy was reviewed and revised to establish standards and procedures and ensure medication disposal procedures are in compliance with all mandated federal and state regulations, maintain medication safety, client safety, and quality care and minimize the risk of medication diversion and reducing or eliminating potential errors.
4. **Hazardous Drug Handling** – This policy establishes procedures for the handling of hazardous drugs at the Behavioral Wellness pharmacy, and promotes safe work practices for all staff who handle these drugs.

Each Mind Matters is making an Impact: Did you know that Behavioral Wellness provides support for California’s Each Mind Matters (EMM) campaign through the use of MHSA funds? Not only that, but a recent article has been published on the positive impact of Each Mind Matters! In the [June 2019 American Journal of Public Health \(AJPH\)](#), an article describes an evaluation funded by the National Institute of Health (NIH) and conducted by RAND. “The California campaign appears to have increased service use by leading more

individuals to interpret symptoms of distress as indicating a need for treatment. Social marketing has potential for addressing underuse of mental health services and may benefit from an increased focus on perceived need.”

South Counties Regional Partnership Update:

Adult Regional Partnership meeting

The most recent meeting took place on June 17, 2019. The meeting focused on program updates as well as provided a forum for discussion on program successes, challenges and barriers to accessing services. Program updates shared during this meeting are many. Some highlights include, Behavioral Wellness development of an enhanced Level of Care within the existing service system aimed to individualize services based on needs; Mental Wellness Center and Behavioral Wellness are working collaboratively on a pilot program which allows those in a maintenance phase of treatment to receive medication only treatment through the support of a recovery center model; a collaborative effort between Mental Wellness Center, Family Service Agency and the Youth Wellness Connection provides Mental Health First Aid in the Santa Barbara school system with plans of expansion to Lompoc and Santa Maria; Mental Wellness Center will be hosting their 25th Annual Mental Health Arts Festival on July 13th from 11-3 at De La Guerra Plaza in Santa Barbara; collaborative efforts between Family Service Agency and the Behavioral Wellness Homeless Outreach program are working to strengthen service delivery and care coordination of people who are homeless; and the Department of Rehabilitation Cooperative with Behavioral Wellness is providing enhanced services for Transition Age Youth clients to support obtaining and maintaining employment.

The Sheriff’s Department shared of their recent launch of a Medically Assisted Treatment (MAT) program in the jail which includes medication support such as suboxone, vivitrol and narcan. Additionally, the established Access Line in the jail is allowing inmates to call and connect to services prior to their release from jail. The Santa Barbara Neighborhood Clinic (SBNC) provided an update on their recruitment for a Behavioral Health Director as well as their collaboration with the Mental Wellness Center on development of a “Head Space” program for teens. In addition, the SBNC updated on the Bridge Clinic located across from Cottage Hospital and open 1 – 5 PM daily and works closely with Cottage Hospital for on-site psychiatry as well as increasing the participation rate of patients needing drug and alcohol services after their hospitalization.

Children’s Regional Partnership meeting

The recent meeting took place on June 20, 2019. Program updates included sharing of the New Heights Transition Age Youth (TAY) FSP program; SAFTY’s provision of crisis services in addition to proactive check in visits as well as short term therapy; Probation updated on two programs: the Re-Investment grant which will support the re-imaging of the Juvenile Justice framework, and the *Positive Achievement Change Tool* which is an evidence based model which focuses on protective factors and highlights pro-social activities with youth.

Lompoc (West County) Regional Partnership Update: Lompoc’s West County Regional Partnership Meeting occurs every other month on the third Tuesday.

Tony Hollenback, LCSW joined Behavioral Wellness last month as the new Regional Manager for the Lompoc Region. In the past month, Tony has been focused on building relationships with all staff in the region, community based organizations and listening to the needs of community partners including the schools, businesses and faith based communities. Tony is excited to join the Santa Barbara's Behavioral Wellness team in this leadership role and looks forward to collaboration with the Child and Adult system

supervisors throughout Behavioral Wellness. Under Tony's leadership, the Lompoc Region is exploring various integrated/holistic modalities to complement the existing services provided for clients.

Another exciting development in the Lompoc region is building relationships with the business community as a sustainable model that creates the opportunity to enhance existing supports and resources for clients. Both the Costco locations in Santa Maria and Goleta have expressed interest in partnering with Behavioral Wellness to effectively support the community by providing returned items that can be distributed by our staff to our clients including personal hygiene products, food, clothing, furniture, etc. The next step is to secure approval from Costco leadership to move this partnership forward.

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 June focused on strategies to expand membership and updating regional resource guides to improve knowledge and accessibility to services within the community. Guest presenter, Casa Pacifica's Wraparound 163 program, provided an overview of their services and Behavioral Wellness announced the implementation of each region's outpatient clinic's Full Service Partnership (FSP) program for the highest needs Transitional Aged Youth (TAY), ages 16-24.

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 large conference room with video conference available.

The group is working on many things including launching the second phase of the Implicit Bias training, Implicit Bias 102 being offered on July 25. This training builds on the Implicit Bias 101 training, tailored to the field of Behavioral Health. After the trainings are complete, a group of selected staff will be working with UCSB who will lead the research on outcome effectiveness of these trainings within the Behavioral Wellness system of care service delivery. The cultural competence needs assessment surveys are complete with over 200 responses. Data from the surveys is being compiled at this time and will be followed by regional focus groups to gather additional feedback.

Crisis Action Team Update: The June Crisis Action Team meeting was cancelled. The memorandum of understanding with the City of Santa Barbara has been finalized allowing the start of the development of the co-response unit between Behavioral Wellness and the Santa Barbara Police Department. Stay tuned to the next Director's Report for new updates on the work of the Crisis Action Team.

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).

The CSOC committee seeks to integrate a wide variety of county leaders and stakeholders invested in the collaboration of systemic enhancements for children’s services throughout Santa Barbara County. CSOC utilizes the monthly action team meeting forum to identify the current needs and concerns that affect the lives of the youth and families served. The CSOC team is presently in the process of rewriting its mission statement, increasing its membership to include additional change influencers and establishing attainable goals for the upcoming year.

Client Family Member Advisory Committee (CFMAC)/Peer Action Team (PAT): In effort to best align with other Behavioral Wellness Action Teams, the Client Family Member Advisory Committee (CFMAC)/Peer Action Team (PAT) has adopted a new name: Client Family Member Action Team (CFMAT). At the June CFMAT meeting, goals were set forth, the MHSA Innovations funded Technology Suite provided an update, upcoming peer trainings were shared and a revised Charter including the recommendations of both CFMAT members and the Department were discussed. Regional monthly meetings will be held on the third Thursday of each month from 1PM-2:30PM and with a teleconferencing option available. Join our July meeting to learn more about the new Charter and join in the discussion of the objectives for CFMAT FY 2019-20 goals.

The next meeting can be attended in-person July 18th from 1PM-2:30PM at the following locations:

- **In Santa Barbara:** Administration 315 Camino Del Remedio- Conf Room 261 videoconference room
- **In Santa Maria:** Santa Maria Adult Clinic 500 W Foster Rd- Annex videoconference room
- **In Lompoc:** Lompoc Childrens Clinic 401 E. Ocean Ave- New Port Harbor Room

Teleconferencing is available using the following phone number and pin:(855)748-3535 Code: 321269

Change Agents: This month’s Change Agent Meeting will be organized with a greater dedication of time in a “retreat” format allowing Change Agents to present their process improvement projects to department supervisors and managers. The Santa Maria adult clinic has graciously agreed to host this event and will be showing off their recently completed mural which was featured in last month’s Directors report.

Housing Services (HEART) Action Team: The HEART Action Team is actively working on several focus areas including:

No Place Like Home. Within this planning, the first project is planning to take place on West Cox street in Santa Maria. The Housing Authority for the County of Santa Barbara is applying for a 9% tax credit. In addition, there is 1.5 million available for this project. A second project under this focus area is the proposed Hollister Lofts in Goleta. Discussion is taking place for site control and application for competitive funding available in the second round of No Place Like Home funding allocation.

Community Corrections Partnership Mental Health Rehabilitation Center (MHRC). A site on the upper Calle Real County Campus has garnered support from County General Services and Behavioral Wellness. A structural review of this property site has occurred with details pending that will determine if this property can be remodeled or will require new building.

Depot Street. This residency will be ready for occupancy in the fall. In collaboration with the Housing Authority, Behavioral Wellness is currently reviewing individuals for placement in these housing units. Also, Polly's House is a new Board and Care facility which is scheduled to open in the late part of the summer. Team meetings have taken place to prioritize clients who are currently placed out of the county, who could return to our community and benefit from living at Polly's House.

Forensic Action Team Update: Behavioral Wellness has been working closely with its counterparts in the criminal justice system towards implementing programming subsequent to two grants.

AB 1810 provides funding to establish a program to divert certain felony offenders who have been found to be incompetent to stand trial (IST) from the Department of State Hospitals. The funding will support development of a forensically-focused Crisis Residential Facility and step down housing to provide community based treatment. It will also provide additional case management positions to the Justice Alliance team as well as the Office of the Public Defender's Holistic Defense team. The funding will be available pending completion of a memorandum of understanding between the county and state with regards to the grant.

Prop 47 provides grant funding to support a variety of services aimed at diverting individuals with behavioral health problems towards treatment prior to or shortly after arrest. The grant will support behavioral health/law enforcement Co-Response Teams, a sobering center in the South County and step-down housing in both the North and South County regions. Prop 47 will also fund positions among our criminal justice system partners aimed at increasing opportunities for treatment diversion.

As a reminder, the **Forensic Action Team** meets every other month on the 4th Wednesday, from 2-3:30 p.m. The next meeting will be held on July 24, 2019 at the Behavioral Wellness Children's Mental Health Services building, room 119, at 429 N. San Antonio Rd. in Santa Barbara. Anyone wishing to join by videoconference may contact John Lewis in advance at 805-450-2545 to make arrangements.

NATIONAL AND STATE NEWS

Statewide Poll Shows California's Primary Health Care Priority - Improving Health Care for People with Mental Health and Substance Abuse Needs: A recent California Health Care Foundation/Kaiser Family Foundations (CHCF/KFF) [statewide poll](#) showed that Californians' No. 1 health care priority was ensuring that people with mental health problems have access to treatment. This finding serves as a call to action to work together to improve care for people with mental health and substance use disorder needs.

People with behavioral health conditions often experience poor health overall. They are less likely to receive preventive care, have higher rates of many major chronic illnesses, and often experience a lower quality of care for their physical health needs. Those with a diagnosis of serious mental illness or substance use disorder die on average more than 20 years earlier than those without these conditions, often from preventable *physical* illnesses.

These issues are especially relevant for people who are insured through Medicaid, which is the largest payer for mental health services in the country. In California, Medi-Cal accounts for the majority of county behavioral health care spending.

Earlier this year, CHCF released [Behavioral Health Integration in Medi-Cal: A Blueprint for California](#). It includes recommendations — developed by a workgroup of county leaders, consumer groups, health plans, and providers — for integrating physical and behavioral health care in Medi-Cal to improve patient experience and outcomes across the system. A companion [At a Glance \(PDF\)](#) document provides an overview of the vision, and [a recent blog](#) by CHCF partner, the Center for Health Care Strategies, describes the stakeholder process that led to the blueprint’s recommendations.

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: 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 Suzanne Grimesey at 805-681-5289 or suzkirk@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.
- **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 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.