

ADMHS *Director's Report*

Prepared for the Mental Health Commission, June 17, 2015

BUDGET UPDATE

Summary: On June 8 Dr. Gleghorn briefed the Board of Supervisors on the proposed ADMHS budget for FY 2015-16. There were no significant changes since the budget workshops. ADMHS proposes an operating budget of \$99,470,112, with \$3,105,700 in general support. Under this proposal the Department would have 406 full-time equivalent positions. Expansion requests, to be funded by a variety of sources, total \$6,016,510. A summary of the presentation may be found here: <http://www.countyofsb.org/ceo/asset.c/2508>

SYSTEMS TRANSFORMATION UPDATE

Summary: As we begin our third year of system transformation, much has been accomplished:

- The Steering Committee, change agents and action teams are addressing the TriWest findings;
- Change agents and change projects, such as reducing no-show's and increasing employment for transition-age youth (TAY) clients, have been initiated and are showing positive results;
- Training in process improvement using the Plan-Do-Study-Act (PDSA) method has been provided for Regional Managers, Team Supervisors, and Change Agents;
- The budgeting process is now consistent with Steering Committee guidance and the Mental Health Services Act (MHSA) Plan Update;
- Specialized outpatient teams have been established in each of the clinics based on client need;
- Evidenced-based practices have been selected, staff and community-based partners have received training, and long-term implementation, including cultural adaptation, is underway;
- Communication and evaluation plans have been developed and are being implemented.

Next Steps: Goals for the coming year include:

1. Enhance direction from leadership and communications about priorities pertaining to systems change.
2. Implement engagement and support groups at each outpatient clinic, such as an orientation or harm reduction group, to improve client awareness, engagement and support.
3. Establish peer navigators who can welcome individuals as they come into service sites and help orient them to ADMHS services.
4. Strengthen team-based care to better serve clients.

CLINICIAN'S GATEWAY TO BE ROLLED OUT IN THE ALCOHOL AND DRUG SYSTEM

Summary: Beginning this summer, Clinician's Gateway (CG), ADMHS' web-based Electronic Health Record (EHR) system will be rolled out to the Alcohol/Drug system of care. Alcohol Drug Program (ADP) providers will be able to use the system to document progress notes, create client treatment plans and have treatment plans electronically signed. Access to information electronically will give the ADP team the ability to provide timely technical assistance to providers.

The EHR system for ADP (ADP CG) was developed a few years ago adapting features in the Mental Health's EHR system. Based on feedback from our pilot users group at the Santa Maria Valley Youth & Family Center and an extensive work effort by ADP and software development teams, the ADP CG system has been greatly enhanced. The latest release will be more robust, allowing for electronic treatment planning and signatures and include templates to mirror Drug Medi-Cal Certification

(DMC) forms.

During the next few months, the ADP team will be working collaboratively with individual provider organizations and the ADMHS Information Technology (IT) staff to schedule software training and provide programmatic support and technical assistance during the roll-out process and the transition to the ADP CG system.

Special thanks to those who have contributed to this project: Santa Maria Valley Youth & Family: Michael Fuentes, Maria Gutierrez, Nancy Johnson, Maria Mandziara, Maria Mickens, Josie Ramirez-Suarez, Adare Toral. Alcohol Drug Program: John Doyel, Stephanie Diaz, Melissa Wilkins, Jenaro Valdez. Information Technology: Dana Fahey, Desdnie Hess, Pat Kinoshita., Administrative Services: Yentran Tran.

C3H FOLLOW-UP

Background: In March the Central Coast Collaborative on Homelessness (CH3) released a Vulnerability Index Survey focused on homeless people in Santa Barbara County. The survey found that 64 percent of the 1,455 individuals surveyed have a mental illness, and 48 percent have a severe mental illness.

Summary: ADMHS is working with advocates, individuals, providers and agencies to implement a wide range of actions to improve safe and stable housing options that will enable people with severe mental illness to live in the community.

Next Steps: ADMHS is pursuing the following:

- Increased partnerships with C3H: We have provided including training support to CH3 volunteers and participated in numerous outreach collaboratives throughout the county.
- ADMHS expansion of homeless outreach staff: One full-time staff person was added in Santa Barbara and ADMHS contracted with community providers for new homeless outreach positions in Lompoc and Santa Maria.
- Five additional shelter beds have been added to the Casa Esperanza contract for FY 15-16, increasing the total from 15 to 20.
- ADMHS will open two new residential houses in FY 2015-16. Alameda House in Goleta will open by the end of the summer, and the other residence will also open in FY 2015-16. Each will provide six beds.

NEW ADMHS HOUSING MANAGER APPOINTED

Summary: ADMHS has appointed Laura Zeitz, RN, to the position of Housing Development Coordinator. Ms. Zeitz has been employed by ADMHS for 17 years in a variety of clinical and administrative positions and is well-versed in the needs and resources for the ADMHS clients who are most at-risk for homelessness.

For the last year her focus has been the creation of crisis facilities across North and South County, including site identification and selection, coordination with architects, construction, design and clinical programs, as well as co-managing projects with General Services. She has managed all facilities funding requirements with state officials. She also brings to the position a background in real estate as a broker, dealing primarily in acquisition and management of commercial and residential properties.

As Ms. Zeitz successfully launches the opening of the South County crisis facilities this summer and fall, she will be able to immediately begin work on ADMHS housing and facility priorities. These responsibilities will be coordinated with continued development of the Crisis Stabilization program in Santa Maria.

GRRRL PROJECT APPROVED BY OVERSIGHT AND ACCOUNTABILITY COMMISSION

Summary: On May 28, 2015 the ADMHS Girls Resiliency, Restoration and Resilience aLLiance (GRRRL) project was approved by the Mental Health Services Oversight and Accountability Commission (MHSOAC). Funded by the Innovation component of the Mental Health Services Act (MHSA), the GRRRL project will address the behavioral health needs of young women involved in sex trafficking. The MHSOAC overwhelmingly approved the proposal and expressed considerable interest in the potential for replication to other counties.

THREE MHSA STAKEHOLDER FORUMS PROVIDE UPDATES, SOLICIT FEEDBACK

Summary: On June 11, the first of three Mental Health Services Act (MHSA) stakeholder forums was held to provide an update on the FY 2014-15 Plan Update, solicit feedback and discuss future directions. Cuco Rodriguez-Rodriguez, MHSA Division Chief, noted that the FY 14-15 plan marked the beginning an evolution of outpatient services to focus on a specialized, team-based approach. Also, as MHSA funding has been integrated into the department, the MHSA standards for cultural competence have extended to the department as a whole.

The slow pace of recruitment has delayed full implementation of some of the programs, such as the expanded Justice Alliance forensic team and expanded homeless outreach activities. Representatives of community-based organizations (CBOs) hope to see a greater inclusion of community providers in future MHSA efforts. Cuco stated that there will probably not be significant changes proposed in the FY 2015-16 Plan Update. He also noted that among the options being explored for use of the remaining \$2.3 million in MHSA housing development funds is the creation of new affordable housing units in Santa Maria.

Additional MHSA stakeholder forums will be held in the Santa Maria Public Library, June 26, 9 – 11 AM and CenCal Health, Santa Barbara, June 29, 9-11 AM. Please RSVP to kcisek@co.santa-barbara.ca.us.

UPDATE ON S.B. 82 CRISIS SERVICES

Background: Last year ADMHS received grants funded by Senate Bill 82 (SB 82) to support an expansion in crisis services. Funding was obtained for two Crisis Stabilization Units (CSUs) to be located in Santa Barbara and Santa Maria, a Lompoc Mobile Crisis Unit, Crisis Triage Teams in Santa Maria, Lompoc and Santa Barbara and a crisis respite house in Santa Barbara.

The Crisis Triage Teams and Lompoc Mobile Crisis Team are up and running. Progress is being made on implementation of the first CSU in Santa Barbara and the crisis respite house also in Santa Barbara.

Status: We expect that the county's first Crisis Stabilization Unit, designed to provide a safe, nurturing, short-term, voluntary emergency treatment option for individuals experiencing a behavioral health emergency, will open in November. Located on the Santa Barbara County Calle Real campus, the program will accommodate up to eight individuals daily for stays of up to 23 hours.

Staffing will include a Peer Recovery Specialist and a Psychiatric RN, as well as a 24-hour on-call psychiatrist with on-site rounds morning and evening. The comfortable, non-clinical setting will provide a calming, stable environment to help individuals move away from crisis. Services will include assessments, peer counseling, referrals for continued treatment, emergency medications, nursing assessment and access to psychiatric consultation.

The Anka Santa Barbara Crisis Residential (formerly La Morada) is scheduled to open in July. Anka

Santa Barbara Crisis Residential is an eight-bed facility at which adults with mental health challenges not requiring hospitalization may stay for up to 30 days. The residential program will be staffed by licensed behavioral health professionals and peer support specialists.

The contract to operate the peer respite house and its counterpart in Santa Maria located above CARES North was awarded to Anka Behavioral Health through a competitive bidding process. The Board of Supervisors approved the contract on June 3rd. Anka has hired staff members. Services in both Santa Barbara and Santa Maria will begin upon approval and certification by Department of Social Services' licensing board, Community Care Licensing (CCL). These visits are currently scheduled. Once we receive approval and certification from CCL, Quality Care Management (QCM) will visit each site and perform the initial certification process for both facilities. At this time, both programs have been assigned new provider numbers by the state, and we are on track for our opening date.

Staff members are being trained in both sites prior to opening day to be fully prepared on the first day of service (7/1/15).

CALIFORNIA MENTAL HEALTH PLANNING COUNCIL DATA REQUEST

Summary: ADMHS is developing a response to a request for data from the California Health Planning Council pertaining to number of Medi-Cal beneficiaries served, types of services, unmet needs, rates of mental illness and substance use disorders, etc. We will update the Commission in more detail at the meeting.

UPDATE ON WHO WE SERVE AND INTEGRATION POLICIES & PROCEDURES

Summary: The revision of the ADMHS "Who We Serve" policy is being absorbed into the "System Transformation and Integration" policy, along with elements of welcoming and co-occurring competencies. Yaneris Muñiz is drafting this document with assistance from Stephanie Diaz with the Alcohol and Drug Program and Cuco Rodriguez with the Mental Health Services Act (MHSA).

LOCAL MEDIA BRIEFED ON EXPANDED CRISIS SERVICES

Summary: As part of an ongoing series of press conferences to inform media of new developments at ADMHS, on June 9 local reporters were invited to a briefing about expanded crisis services. Lara Cooper's article in *Noozhawk* may be found here: http://www.noozhawk.com/article/mental_health_crisis_responders_express_excitement_about_programs_20150614

STRONG ATTENDANCE AND PROGRAM MAKE STAFF APPRECIATION DAY A SUCCESS

Summary: On May 21 ADMHS held a Staff Appreciation Day that effectively blended information-sharing, wellness and networking. Hundreds of ADMHS staff members convened at Nojoqui Falls Park in Solvang to hear executives acknowledge numerous staff successes, participate in a relay race and volleyball and renew or establish friendships. Additional highlights included a presentation by the Los Prietos Boys Camp Color Guard, an update from Dr. Gleghorn, the awarding of staff service pins and a wellness booth. Kudos to the extensive planning and logistical support provided by the ADMHS Employee Engagement and Appreciation Committee and our wonderful facilities manager and staff.



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