

Director's Report

November 19, 2018



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DEPARTMENT AND COUNTY NEWS

New Appointment of Behavioral Wellness Privacy Officer: Congratulations to **Stephanie Diaz** who was appointed to the position of Department Privacy Officer in October. Stephanie has supported the Department in a variety of ways during her five years of employment. Stephanie was hired as a Team Supervisor for the Alcohol and Drug Programs, where she was responsible for training, contract monitoring, site inspections, audit reviews, and coordinating with the Compliance Program on addressing complaints. In May of this year, Stephanie transferred to the Quality Care Management (QCM) Division, where she is responsible for site certification and contract monitoring of both Mental Health and Substance Use Disorder programs. Now, Stephanie is enthused to be adding the Privacy Officer role to her list of responsibilities. Chief of Compliance, Celeste Andersen, notes that “Stephanie brings a strong work ethic, attention to detail, and considerable experience in regulatory compliance and investigations to the Privacy position.” Stephanie fills the position vacated by Yvonia Newby this past August. Celeste will continue to serve as the County Privacy Officer for the time being. Stephanie will continue to serve in her role on the QCM Team while adding the Privacy Officer responsibilities.

Prior to her employment with Behavioral Wellness, Stephanie has worked in the fields of Social Services, Mental Health, Juvenile Court, Corrections, and Foster Care & Adoptions. Stephanie earned her Master of Arts in Addictive Disorders from Breining Institute, Bachelor of Social Work from Capital University and her Associate of Human and Social Services from Marion Technical College.

Behavioral Wellness Recognized during National Disability Employment Awareness Month:

The Department of Rehabilitation, celebrated National Disability Employment Awareness Month (NDEAM), observed each October, to celebrate the contributions of workers with disabilities and promotes the value of a workforce inclusive of their skills and talents.

This year the Department of Rehabilitation acknowledged the new Vocational Cooperative between Behavioral Wellness and the Department of Rehabilitation by recognizing services from Behavioral Wellness Vocational Rehabilitation Specialists **Robert Cook** and **Dan Reynolds** that bridged services and mental health resources to assist those receiving services in achieving their vocational goals.

It was nice to have the public see a constructive and effective working alliance developing between Behavioral Wellness and the Department of Rehabilitation. Other Community Based Organizational Providers and employers were also acknowledged during this recognition.

Announcement of Drug Medi-Cal Organized Delivery System “Go Live” date on December 1, 2018: The Drug Medi-Cal Organized Delivery System (DMC-ODS) goes live on December 1. This will transform our current substance use disorder (SUD) treatment system into a managed care model with expanded benefits and greater quality control. Treatment providers will be closing clients in our current system and opening them in the new DMC-ODS system over the December 1-2 weekend. A wide range of staff will be available to assist in the transition. County ADP will provide administrative and clinical support throughout December and as long as necessary to ensure success. Administrative staff will be triaging client and provider calls. Our electronic health record has been updated and everyone has been trained in administrative and clinical practices. Services are being integrated and providers from various systems of care – SUD, mental health and primary care – have made the commitment to collaborate and coordinate services throughout the county. In the end, this system transformation will provide a level of care and integration that was only dreamed about in the past. Now we are all committed to making sure the DMC-ODS is a success for clients and providers alike. Thanks to everyone for their contributions and expertise in getting us to this point and ready to launch this vital improvement to client care.

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. Teams of Behavioral Wellness Response Team staff dispatched to Ventura County on Saturday, November 10 and will remain present for several days and longer if needed. Kudos to the many who provided this support over the holiday weekend. Thank you to all additional team members who have offered to assist if a longer period of support is needed. Additional staffing dispatched with the team to begin support on November 10 include staff from Cottage Hospital and HOPE 805. Thank you all!

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 Contract with Psychiatry Online: The Department has contracted with PsychiatryOnline.org to provide all clinicians and interested department employees with online access to journals, books, clinical guides and the Diagnostic and Statistical Manual (DSM-5). Users will be able to immediately read journals such as The American Journal of Psychiatry, The American Journal of Psychotherapy, Psychiatric Services,

and FOCUS, and read books such as The Textbook of Psychosomatic Medicine and The Textbook of Psychopharmacology. DSM-5 lists the criteria for all psychiatric and substance use disorders, and is the basis of the diagnoses for all of our patients. In particular, access to DSM-5 is expected to improve and streamline the process of reconciling patient symptoms with described diagnoses in clinical assessments, and facilitate the accuracy of our shared language about patient diagnoses; this particular resource also contains a handbook of differential diagnosis, and clinical case studies.

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>. Click “View Only RECENT Policies” to see policies approved within the last 6 months, or search by keyword or policy name.

Departmental Policies & Procedures

1. **Maintenance Requests (New)** – This policy establishes standards and procedures for maintenance requests to address repairs, safety hazards, and other maintenance needs. All maintenance requests must be submitted through a Facilities Work Order electronic form, whereas emergency work orders to address health and safety hazards will be reported and addressed immediately.
2. **Staff Credentialing and Licensing (Revised)** – Refer to this policy for updated staff credentialing and verification requirements, including an explanation of primary source documents that must be obtained during the eligibility verification process. QCM must also review the Social Security Death Master File database.
3. **Information Systems for Workforce Access and Termination Requirements (Revised)** – This policy was updated to include Personal Information (PI) and Personally Identifiable Information (PII) as categories of restricted and sensitive data in addition to Protected Health Information (PHI). The Department implements procedures to establish, document, periodically review and modify workforce access to systems that contain restricted and sensitive data.
4. **Email Encryption (Revised)** – Staff are to refer to this policy for instructions on how to properly encrypt of emails that contain PI, PII and PHI. Procedures were updated to reflect the Department’s new encryption network service, ProofPoint.
5. **Portable Device and Removable Storage Security for the Protection of Protected Health Information (PHI), Personal Information (PI), and Personally Identifiable Information (PII) (New)** – This policy outlines the measures taken to ensure the security of electronic portable devices and removable storage, such as laptops, smartphones, and flash drives, which contain PI, PII and PHI. Notably, it discusses the requirement that PHI, PI, and PII stored on flash drives must be encrypted.

6. **Confidentiality and Privacy of PHI, PI, and PII (Revised)** – It is the responsibility of all workforce members to use, protect and preserve personal and confidential client PI, PII and PHI in accordance with all relevant state and federal laws, including during treatment, after the client is discharged, and when the workforce member is no longer employed or associated with the Department.
7. **Physical, Administrative, and Technical Safeguards for Protection and Security of PHI (New)** – This policy outlines the physical, administrative and technical safeguards the Department has instituted to mitigate the unauthorized use, access, acquisition, and distribution of PI, PII and PHI.

Pharmacy Policies & Procedures

8. **Pharmacy Quality Assessment Program (New)** – This policy outlines the Quality Assessment program and areas of focus, detailing the duties of the Pharmacist-in-Charge to assess data for quality improvement opportunities and risk management issues.
9. **Clarification of Medication Orders and Clinical Interventions (New)** – Pharmacists will refer to this policy for their responsibilities to mitigate medication errors and adverse effects through the clarification of medication orders and clinical interventions.
10. **Electronic Image and Data Prescription Transmissions (New)** – This policy addresses electronically transmitted prescriptions and lays out procedures so that these are received, maintained and transmitted in a secure and confidential manner.
11. **Pharmacy Medication Errors (New)** – Refer to this policy for information on the Pharmacy's Quality Assessment program as it pertains to medication errors. Pharmacy staff are responsible for identifying medication errors originating from the pharmacy and implementing corrective action.
12. **Pyxis MedStation User Access (New)** – This policy discusses access to the Pyxis MedStation, an automated dispensing system for medications. It details which users are authorized to access the system, and how to manage authorization and termination of access to the system.
13. **Pyxis MedStation Medication Storage, Inventory and Restocking (New)** – This policy outlines procedures for stocking and counting of medications stored within the Pyxis MedStation.
14. **Pyxis MedStation Controlled Substances (New)** – This policy outlines storage, documentation, and reporting requirements regarding controlled substances stored within the Pyxis MedStation.
15. **Pyxis MedStation Medication Removal & Return (New)** – This policy outlines how medications are removed from the Pyxis MedStation for preparation, and how to properly return a medication that is unused and intact.

16. **Pyxis MedStation Downtime (New)** – This policy introduces procedures for use when the Pyxis MedStation digital interface is inoperable.

Santa Maria Regional Partnership Update: Both the Adult and Children’s partnership meetings are held at the Santa Maria Adult Outpatient Clinic at 500 W Foster Road, Santa Maria, CA 93455 (large conference room).

The Santa Maria regional partnership meetings focus on continuing to strengthen key community partnerships, such as 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 in the north county to promote cross-sector collaboration. TCRC (Tri-Counties Regional Center) presented on their programming in September and returned to offer a Q&A in October to further educate providers about their services for individuals with developmental disabilities and participate in a discussion about improving inter-agency functions with behavioral health providers.

Santa Barbara Children’s Regional Partnership Update: The last meeting was held on October 18th. Rachel Steidl from the Youth Well Coalition, presented on the history of the organization and their mission. She reported that the Youth Well Coalition is working to provide mental health services to youth that have private insurance and are working with local Mental Health organizations to improve increased access to Mental Health services for children in Santa Barbara. She reported that her organization is working with the Mental Wellness Center, Task Force for Youth safety as well as Youth Interactive. The Youth Well Coalition presently have some office space at the new Youth Interactive site on State Street. They recently began running Parent educational workshops which were funded through a grant they received from Cottage Hospital. These parent education workshops have been very successful, with the first group having over 145 in attendance! Rachel is a new member of the Regional Partnership and will continue to participate to support the youth in our community.

Santa Barbara Adult Regional Partnership Update: The most recent Regional Partnership meeting in Santa Barbara took place on October 15. Special guests included Julie Holms from the State Department of Rehabilitation, Ramona Winer who is a Family Advocate with the Mental Wellness Center and Amanda Pyper from CenCal. Several updates were provided including the ability to make direct referrals to the Department of Rehab with a new streamlined process, the recent hire for the Department of Rehab TAY program, increased integration between homeless services programming and the forensic program, new Incompetent to Stand Trial (IST) program in South County courts, next upcoming Family to Family 12 week course being offered through NAMI which will go from February 2 through April 24 on Wednesdays, and the upcoming speaker for NAMI – Dr. Terrence Early schedule to speak on October 25 on the use of Ketamine for treatment resistant depression and suicidality. The next meeting will be taking place on November 19.

Lompoc Regional Partnership Update: The Lompoc Regional Partnership meeting did not occur last month as the current frequency gathers the team every other month. As result, there is no report. The next Lompoc Regional Partnership meeting will take place on November 20.

Housing Action Team “HEART”: On Tuesday, state voters approved Proposition 2, which launches the “No Place Like Home” Program and will address a critical missing link in California’s continuum of care for people living with serious mental illness. It means a \$2 billion infusion into the state of California to build permanent supportive housing, linked to treatment and services, for people living homeless with a serious mental illness. Every county in California stands to benefit.

Proposition 2 brings an end to the legal maneuvering by validating that voters agree that “No Place Like Home” furthers the intent of the 2004 Mental Health Services Act. Proposition 2 gives our communities a road map – and financial incentive -- to invest meaningful resources in a proven model of care.

Forensic Action Team Update: California recently passed **AB 1810**, a bill that provides additional pathways to mental health treatment diversion for individuals with mental illness who have been charged with certain misdemeanor or felony offenses. Under AB 1810, Santa Barbara County is also eligible for grant funding to establish a diversion program with a primary aim at reducing the number of individuals placed annually in state psychiatric hospitals for competency restoration. In conjunction with our criminal justice system partners, Santa Barbara County has submitted a proposal to fund a program that includes a residential treatment facility, additional staff positions for Behavioral Wellness and the Office of the Public Defender and a database to more efficiently track individuals deemed to be Incompetent to Stand Trial. Behavioral Wellness is pleased to have passed the initial hurdles toward obtaining this funding. Forensic Action Team: The next Forensic Action Team meeting will convene on Wednesday November 28, 2018 from 2-3:30 p.m. (Please note the new meeting time.) 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.

Children’s System of Care (CSOC) Action Team Update: The CSOC action team continues to direct efforts towards cross-sector unification with the shared goals of information exchange, system change and integration of behavioral wellness. Barbara Finch, Children and Adult Network Director from the Department of Social Services, presented at the October meeting on the benefits and approaches to implementing the ACEs (Adverse Childhood Events) screening tool with an emphasis on the overarching vision of promoting resiliency and wellness in our organizations and communities. Operationalizing the use of the ACEs county-wide has become a primary area of focus and objective for the CSOC team.

Change Agent Update: On Wednesday October 24th the Change Agents met for their 2nd Triannual PDSA Showcase. The south county region hosted this event and each Change Agent presented their current change projects. The Behavioral Wellness Director, Managers, and Supervisors all came to hear and support the Change Agents as they discussed their various projects. Change projects throughout the system range from increasing productivity to increasing morale. Each project is unique to the program and

has a baseline, and intervention with outcomes being measured overtime for analysis of project effectiveness.

Crisis Action Team Update: A lot is going on within the Behavioral Wellness Crisis Services. A very successful Crisis Services Hub Open House took place on October 18, 2018. There were over 70 visitors on this day, including our Assistant CEO, the Sheriff and Undersheriff, Cottage Hospital staff, NAMI, Neighborhood Clinics staff, SBPD, Probation, EMS leadership, SB Office of Education, Behavioral Wellness Commissioners, St. Vincent's staff, Hospital Association of Southern California Vice President, many Behavioral Wellness program staff, The Independent and Noozhawk among many others.

We are continuing with a successful Co-Response pilot project with the Sheriff's Department. Within this project, Behavioral Wellness joins Sheriff Deputies on full shifts of community response. Patrol Deputies are excited about improved response time for crisis calls that allow them to quickly get back to patrol allowing the co-response Behavioral Wellness crisis team member to handle the mental health related 911 calls. We are also in conversation with the Santa Barbara Police Department to begin a similar pilot in their jurisdiction.

Meetings with the County and all three regional hospital CEO's have been also occurring. These meeting have been positive and continue to support hospitals partnering with Behavioral Wellness to develop potential ideas for additional locked non-hospital LPS beds and locked (involuntary) Crisis Stabilization Units in various hospitals located throughout Santa Barbara County.

A Hospital 5150 pilot project continues to move forward. In this project, hospital Psychiatrists at Cottage and Marian Hospitals will be trained by Behavioral Wellness staff **John Winckler, MFT** and **Kay Kizer-Waldo** to be able to write and rescind 5150/5585 holds within the Emergency Departments. Lompoc Regional Hospital is in the process of bringing TelePsychiatry "on-line" in their Emergency Department and when they do, the psychiatrists working through Telepsychiatry may also be trained to write and rescind 5150/5585 holds.

Our Children's System Crisis Triage Grant is moving forward. Our contract with the state was approved by the Board of Supervisors and recruitment for staffing is underway. We anticipate starting the program for this grant by early January.

NATIONAL AND STATE NEWS

Voters Approve New Mental Health Housing Program: With polling stations closed and 94% of precincts reporting, California Proposition 2 "Use Millionaire's Tax Revenue for Homelessness Prevention Housing Bonds Measure" has been called, and the measure was passed. To fully understand Prop 2, it is helpful to understand what came first. In 2004, California passed Proposition 63 or the Mental Health Services Act (MHSA). This piece of legislation created an additional 1% tax on incomes of \$1 million and

over to be used on fundamental Mental Health Services. In 2016, the California State Legislature passed legislation to spend revenue from Proposition 63 on revenue bonds for development of supportive housing for people with severe Mental Illness. This legislation was unable to go into effect due to pending litigation over whether revenue from the MHSA could be spent on homelessness prevention.

With the passing of Prop 2, California's voters spoke clearly that homelessness was a priority and that the MHSA revenue could, in fact, be used on homelessness prevention for individuals in need of mental health services. California should applaud the passage of Prop 2. Having shown our support, CBHDA is thrilled that No Place Like Home can finally be used as an effective tool to address the needs of people with Severe Mental Illness who are in need of permanent supportive housing.

First National Older Adult Mental Health Awareness Day: Sponsored by the Substance Abuse and Mental Health Services Administration, the Administration for Community Living, and the National Coalition on Mental Health and Aging, the First National Older Adult Mental Health Awareness Day 2018 has taken place. Please use the following link to access the webcast of the event and find attached the agenda and slides from the day:

<https://resnetgarm.webex.com/resnetgarm/lsr.php?RCID=c813160849d392242db05d1a0e2a>

The date for the 2nd Annual Older Adult Mental Health Awareness Day has recently been announced to take place on May 20, 2019 in the Great Hall of the Hubert H. Humphrey Building in Washington, DC. Stay tuned for more information with the time and registration details.

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 **Please Note:** For the month of November, due to the holidays, the Santa Maria North County Regional Partnership Meetings will be held on **Monday, November 26th from 10:00 am – 11 am**
- **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 **Please Note:** For the month of November, due to the holidays, the Santa Maria North County Regional Partnership Meetings will be held on **Monday, November 26th from 11:00-12:00 pm**
- **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 **Please Note:** For the month of November, the CSOC Action Team and CAPC (Child Abuse Prevention Council) will be joining forces for a combined meeting on **Thursday, November 15th @ 9:00 – 11:00 am** at the Buellton Rec Center/Jonata Elementary School located at 301 2nd Street, Room A, Buellton, CA 93127.

- **The 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