



BUTTE COUNTY

MENTAL HEALTH SERVICES ACT

**COMMUNITY SERVICES AND
SUPPORTS PLAN**

**IMPLEMENTATION PROGRESS
REPORT**

JUNE 2006 – DECEMBER 2006

Draft for Public Comment

INTRODUCTION

Butte County Department of Behavioral Health (BCDBH) submitted its Community Services and Supports (CSS) Three-Year Program and Expenditure Plan on February 14, 2006 to the California Department of Mental Health (DMH). Butte County received feedback and a request for additional information regarding the plan, in a letter from the California Department of Mental Health dated July 3, 2006. Butte County Department of Behavioral Health submitted additional information, which was requested, on July 21, 2006. The plan received final approval on August 31, 2006.

Butte County's MHSА CSS Plan includes the following four components:

1. SEARCH South (**S**upport, **E**mployment, **A**ssistance, **R**ecovery, and **C**onsumer **H**ousing Program) - SEARCH South will expand the highly successful Chico AB2034 program to the Oroville area where there are currently no services targeting homeless people with mental illness.
2. The 23 Hour Crisis Stabilization Program - The 23 Hour Crisis Stabilization Program is designed to provide stabilizing mental health services for consumers experiencing acute psychiatric symptoms, to determine if hospitalization is necessary, to avoid hospitalization if it is not necessary, and to refer to care services.
3. LINK (**L**iving, **I**nsight, **N**ew **K**nowledge) – LINK is a program devoted to young people (14 – 24) who are homeless or at risk of homelessness in Butte County. The program will combine a drop-in center with overnight sheltering and supportive housing to provide services necessary to keep youth safe and help them work toward permanent housing, education, and employment.
4. MHSА Consumer Education & Training Office – This program will focus on the goal of embedding the Recovery Model into all mental health work of the Butte County Department of Behavioral Health.

This report will detail the consistent and continuous progress, which BCDBH has made towards implementation for the above listed components between August 6, 2006 and December 31, 2006. Furthermore, this report will address other significant issues including, efforts to address disparities, stakeholder involvement, public review and hearing, and technical assistance and other support.

COMMUNITY SERVICES & SUPPORT

Preparation and Training - Rick Reynolds, interim supervisor of SEARCH South, Tom Evans MFT, Program Manager, 23 Hour Crisis Stabilization Unit, and Cindy McDermott, Supervisor LINK, Lisa Cox, MFT Assistant Director, Linda Huffmon, contractor, and Carl Evans, fiscal supervisor attended several training to ensure successful development and implementation of MHSa CSS programs. They include: *Full Service Partnership Conference* sponsored by CIMH in Sacramento on November 29 & 30, 2006, Project Management Workshop, *Implementing MHSa Plans: Overcoming the Challenges* in Costa Mesa on December 6 & 7, 2006.

This group also attended the Project Management Workshop in Costa Mesa. During the Project Management Workshop they took time during the workshop to develop ideas for the Consumer Education and Training Office.

Rick Reynolds attended a data training for AB2034 in September in Sacramento. He was pleased that it also included information on MHSa data reporting.

WRAP Programs – BCDBH currently has two WRAP programs in place. One is a collaboration with Butte County Department of Social Services; Butte County Office of Education; and Butte County Probation Department. This ‘163’ program provides services through a contract with a local non-profit agency.

BCDBH also has a WRAP program through a SAMSA grant. This program, Connecting Circles of Care, is collaboration with Feather River Tribal Health, Rowell Family Empowerment of Northern California, Butte County Probation Department, Butte County Department of Employment and Social Services and Northern Valley Catholic Services.

Given that BCDBH has two full functioning WRAP programs it has been decided that at this time no MHSa funding will be used to enhance existing WRAP programs or to start additional WRAP programs.

SEARCH SOUTH

An FSP Program

Staffing - BCDBH is pleased to have identified staff for key positions in the SEARCH South program. Identifying key experienced and qualified staff who embrace the recovery model will enable the SEARCH South to continue to be implemented in an efficient manner. BCDBH is pleased to have named Rick Reynolds, a long time employee of BCDBH and current Supervisor of SEARCH North, as the interim Program Manager for SEARCH South. Mr. Reynolds brings with him the experience of developing and implementing SEARCH North a successful well-established AB 2034 program which is embedded with the recovery model philosophy.

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In November of 2006 BCDBH held interviews for the program clinician for SEARCH South. Subsequently, Michael Traverso, MFT-Intern, was chosen to fill one of the SEARCH South clinician positions. Mr. Traverso has experience in working in the BCDBH Oroville Outpatient Center. Thus, he brings with him a working knowledge of the community that SEARCH South will be serving.

A final key position was filled during this reporting period. In December 2006, Dr. Long was chosen as the psychiatrist for the SEARCH South program. In addition to a depth of knowledge and experience in working with the target population, Dr. Long possesses principles and philosophy consistent with the recovery model. An indication of this is Dr. Long's willingness to conduct field visits as necessary. This flexibility will prove essential for successful implementation of the program. It is anticipated that Dr. Long will transition from his current consumer caseload to a consumer caseload in SEARCH South as the number of SEARCH South consumers increase.

Community Outreach - As part of Butte Counties Continuum of Care, BCDBH took the lead in the Housing and Urban Development point-in-time homeless count. Though this is a countywide survey, the information will be invaluable to the development of the SEARCH South program. The process of preparing for the point-in-time homeless count allowed SEARCH South employees to make critical connections with community partners in the Oroville community. These include the following members of the Oroville Homeless Coalition:

- David Burke – Skyway House & Former Homeless Person
- Carol Zanon- Department of Employment and Social Services
- Donna Heller – Concerned Citizen
- Pam Parkhouse- Butte County Public Authority
- Duane Zanon- Retired Police Officer, Butte County Office of Education After School Program, Coordinator
- Annette Teixeira- Former Homeless Person
- Bree Norman- Local Business Owner
- Julie Siglar- PG& E Engineer
- Pastor Paul Clay – First Community Congregational Church
- Butte County Department of Employment and Social Services
- Butte County Superior Health
- Oroville Police Department
- First Methodist Church
- St. Paul's Episcopal Church
- Mooretown Rancheria
- Skyway House
- Stairways to Recovery
- The Torres Shelter
- The Greater Chico Homeless Task Force
- The Esplanade House

Carol Zanon, who has shown great interest in Behavioral Health client treatment, is Vice Chair of the Greater Oroville Homeless Coalition. As indicated by the list of members, the Coalition is a collaboration that represents members from all areas of the community including the business community, consumers, and cultural groups. SEARCH South will continue to benefit from their involvement in this Coalition as they move forward in implementation of the program. Furthermore, the point-in-time count will provide vital information regarding the number of homeless in the area and their need for services. This information will come from future SEARCH South consumers and will be used to ensure that SEARCH South is providing services that reflect needs identified in this count.

In addition, local community members were recruited from the Oroville area in order to better facilitate community linkage and acceptance of a homeless outreach program. Specifically, Carol Zanon MSW of the Oroville Homeless Coalition was identified as a key community member who would be able to provide extensive information and linkage to the local community. Outreach also included contacting a local landlord, Mike Little, in order to facilitate potential housing for homeless consumers. Mike Little has a history of working towards providing sober living housing in the Oroville area and is in expanding this and also providing stable housing for the homeless population.

BCDBH is pleased to note that the point-in-time increased community partnership and strengthened relationships amongst the collaborating agencies. As a result of this project a homeless coalition was formed in Paradise. This is a significant step and is a harbinger for future work and collaboration in providing much needed services to the homeless in this community.

Consumer Employment - The initial stages of program development around Employment for SEARCH South included consideration of the type of employment that would enhance our existing vocational services offered through contract which BCDBH has with a local non-profit, Caminar. This included exploration of developing a flower cart, which would offer non-physically intensive community employment and potential for entrepreneurial enterprise.

Future Plans - The next phase includes hiring for additional staff as outlined in the MHSa SEARCH South Plan. Once this has been completed the tasks of program planning as outlined in the Project Management Training will be implemented in order to establish maximum staff buy-in. The MHSa SEARCH South Plan will be referenced as the guideline for implementation.

23 HOUR CRISIS STABILIZATION UNIT

General System Development - BCDBH staff continued to gather information regarding best practices of crisis stabilization units by visiting a Sonoma County's crisis

stabilization unit on October 10, 2006. During this visit BCDBH staff reviewed policies, staffing patterns and facility operation. This information was reviewed in a combination with the information gathered at previous visits to crisis stabilization units in Tehama, and Solano (visits occurred earlier in 2006) The result of this review was the creation of policies and procedures for BCDBH's 23-hour crisis stabilization unit.

Remodeling of the site that will house the 23-hour crisis stabilization began at 592 Rio Lindo Avenue, Chico California. In addition to the remodeling of the building, staff met with a furniture consultant to provide assistance in designing the furnishings that would meet the unique needs of the program. Furniture and needed equipment have been identified and ordered. At this point BCDBH is on track for a facility opening during June of 2007.

Staffing - BCDBH is pleased to have identified staff for key positions in the 23-hour crisis Stabilization program. As with all MHSA funded positions, identifying key experienced and qualified staff that embraces the recovery model is crucial. BCDBH identified as the program manager Tom Evans, MFT. In November 2006, BDCBH interviewed and selected 3-full time clinicians and two extra- help clinicians for the 23-hour crisis stabilization unit. One of the clinicians is bi-lingual in Spanish, and will provide a team member who will be able to provide services in one of Butte County's threshold languages.

In order to attract qualified nursing staff the BCDBH director, assistant director, and the 23-hour Crisis Stabilization Unit and Psychiatric Health Facility program managers have been working together to revise and update registered nurse job descriptions. The goal is to have the new job description create a new pay classification for the hard to fill acute care psychiatric nurse positions.

Future Plans – The 23 Hour Crisis Stabilization Unit will be planning and providing training for new staff, as well as hiring additional staff as detailed in the MHSA CSS plan. An additional goal is to design a plan to open the 23-Hour Crisis Stabilization Unit in phases. It is anticipated the unit will open in June with one shift, and will phase in all shifts by September of 2007.

LINK(Living, Insight, New Knowledge)

An FSP Program

General System Development - A committee to develop the RFP was formed and first met on August 17, 2006. The committee consisted of Cindy McDermott, LCSW, Linda Huffmon, contractor, and Terri Kester, contracts supervisor. In order to gather information to draft a quality proposal, committee members engaged in research and sites

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visits. Site visits included trips to WIND Youth Services and Diogenes Youth Services in Sacramento. Both of these agencies have extensive experience in providing services to homeless and at risk youth. The RFP was completed and a bidder's conference was held on November 8, 2006. Submissions were received by the closing date of December 11, 2006.

BCDBH engaged a consultant who would guide us through the RFP review. The consultant identified a panel of experts to review the RFP's. The panel included a consumer, the director of the Western States Youth Services Network, a resource specialist from the WIND Youth Services in Sacramento, the BCDBH fiscal director and BCDBH's HERE (Homeless Emergency Runaway Effort) program supervisor. The review process was still in process at the end of this reporting period.

BCDBH's HERE supervisor met with the Runaway and Homeless Youth subcommittee of the Greater Chico Homeless Taskforce in October, November, and December to give updates on the progress of the LINK project. During these meetings BCDBH initiated discussion of the role, which the Runaway and Homeless Youth Taskforce would continue to play in the development and implementation of the LINK full service partnership. This role was still being defined at the end of the reporting period. However, the ongoing discussions were an important step in developing and sustaining positive relationships with community partners. The members of both the taskforce and subcommittee were engaged and excited about the services that the LINK program will provide in Chico.

As mentioned before the BCDBH took the lead in the 'point in time' homeless count. This included collaboration with the agencies and community members involved in The Greater Chico Homeless Taskforce. Members of this taskforce include:

- Community Legal Information Center
- Housing Authority of Butte County
- The Jesus Center
- Legal Services of Northern California
- Sabbath House
- Butte County Office of Education
- Butte County Department of Public Health
- Butte County Department of Employment and Social Services
- Caminar Inc.
- Catalyst Domestic Violence Services
- Chico Community Shelter Partnership – Torres Shelter
- City of Chico – Housing Office
- Community Action Agency of Butte County

The continued effective collaboration that BCDBH maintains with the Greater Chico Homeless Taskforce will no doubt enhance the ease of implementation of the LINK program.

Staffing - BCDBH continued to identify staff that would be a part of the link FSP. During this reporting period they identified a clinician, Ms. Jennifer O'Riley, MFT-Intern. Ms. O'Riley will work along side the contractor who is eventually chosen to implement the LINK project. As preparation for this endeavor Ms. O'Riley engaged in a trial run of the MHSa FSP outcomes assessment. The trial run was completed with a homeless use consumer. Overall, the trail went smoothly, though the clinician identified some ways to more effectively conduct the assessments with future consumers. The testing of the assessment tool that will be used went smoothly.

Outreach and Engagement - The significant outreach and engagement during this period was part of reaching our other goals and has already been detailed. However, it is important to note that the positive tone of these meetings and willingness for community members to engage in the processes bode well for the implementation of this project. Having actively engaged participants in the bidder's conference, the RFP review process, and the point-in-time homeless consensus speaks of a community that is eager to provide services for the LINK target population.

Future Plans

The next implementation step for the LINK program is to complete the RFP review process and award the contract to a provider. At that point an implementation timeline will be created.

CONSUMER EDUCATION AND TRAINING (CET)

General System Development - BCDBH set designated office space for the CET office. This office space will allow the CET staff to set up an office and provide the services described in the MHSa CS&S plan. In order to create a more in-depth view of the CET office, the BCDBH staff that attended the MHSa Project Management training used the CET as the example they developed during the training. The ideas they developed will be used in the implementation of the CET office.

The Butte County Behavioral Health Board's Recovery Committee has continued to meet and research the recovery model and identify ways in which it will be implemented in Butte County. They were also asked to take an active role in reviewing job descriptions for the CET staff.

As part of the overall effort to infuse the recovery model throughout all BCDBH activities the services of Bruce Anderson were sought and he will be providing a day and

a half training, *Recovery Oriented Leadership*, in March of 2007. Key leadership staff within BCDBH as well as consumers and family members will be invited to participate in this training.

Staffing - The job description for Program Manager – *Wellness & Recovery* (PMWR) was created and approved by the Butte County Human Resources Department. This enabled a full recruitment for the position to take place. The position was advertised in the local newspapers; on the county website; as well as being announced and distributed at local collaborative meetings. Thirty-one applications were received by the filing deadline of November 17, 2007.

A review panel was formed to review the 31 applicants. The panel consisted of a consumer, a family member, key program staff, a NAMI board member, the BCDBH assistant director adult services, contract provider, and a consumer employee.

A job description for consumer/family member liaison was developed. This will enable the Consumer Education and Training Office to move forward to hire consumers and family members, as the office is open.

Future Plans - In the next quarter, interviews for the PMWR will take place and the *Recovery Oriented Leadership* will take place.

EFFORTS TO ADDRESS DISPARITIES

In order to increase service access and ease BCDBH has been reviewing intake materials, HIPPA materials, and other forms to guarantee that they are available in our two threshold languages; Spanish, and Hmong.

Additionally, BCDBH is employing a wider range of recruitment efforts to increase the likelihood of finding qualified bi-lingual and diverse staff. Methods being utilized include: word-of-mouth, including language in recruitment materials stating that BCDBH is seeking bi-lingual and diverse staff; announcements at meetings; posting flyers, and prioritizing bi-lingual interns from the local colleges for internships. In the planning and early implementation phase we have also implanted language into all contracts that include language mandating that services be provided in a culturally competent manner.

At this point in time, no Native American organization or tribal communities have been funded to provide services under the MHSA services. However, BCDBH is collaborating with Feather River Tribal Health in implementing a SAMSHA Connection Circles of Care WRAP program. This program has 5 diverse teams. Each team is made up of staff that reflects the ethnic group they are serving. The teams are: Native American; African American, Latino, Hmong and Rural Mountain. These teams are up and running and the

lessons they learn will contribute to the ability of the entire department to better serve these diverse and underrepresented populations.

STAKEHOLDER INVOLVEMENT

Stakeholders, consumers and family members have been an integral part of the early implementation of the MHSa CS&S services in Butte County.

General System Development- BCDBH has arranged for a training, *Leadership in Recovery*. This training will take place in the next reporting period; participants who will be invited to the training include staff, consumers, Behavioral Health Board members, community college members, and family members. Inviting staff, consumers, and family members to the training will allow a parallel process of learning to begin as BCDBH moves towards full implementation of the recovery model.

Embedded in all program in all MHSa CS&S programs are consumer and family member positions. During this reporting period progress has been made in developing job descriptions that will allow for consumers and family members to have a clearly defined role, as they become employees. This will aid consumers, family members and staff in having a positive experience as more consumers and family members join the workforce.

SEARCH South – SEARCH South coordinated the ‘point in time’ homeless count. This project brought together stakeholders from all the major population centers in Butte County. Furthermore, the ‘point in time’ count allowed consumers to provide input regarding the types of services they feel are needed for the homeless in Butte County. Many future SEARCH South consumers participated in this process.

Additionally, SEARCH South in conjunction with stakeholders has begun to identify ways in which consumer’s will be hired into positions as the program is implemented.

23-Hour Crisis Stabilization Unit – From the very first stakeholder meetings consumers, family members, and community members have championed the idea behind 23-hour crisis stabilization unit. This service has been especially needed for youth in our community, as there are no local in-patient psychiatric services for youth. One aspect of this new service that has become important to consumers and family members is to have a warm and welcoming entrance for youth and their families who will seek services.

This type of environment proved especially important to a mother of a past consumer. Her son had received services from BCDBH’s HERE program while he was an adolescent. These services included support for the adolescent and his family through several hospitalizations, crisis counseling, and on-going treatment due to suicidal ideation and major depression. As this adolescent moved through treatment and recovery he attended our local junior college. Given his past experiences he decided that he would like to be a social worker and work in a youth psychiatric in-patient unit. He identified

the steps to make this dream a reality. He applied and was accepted to a college that would prepare help him reach this goal. While moving from Chico to college he was tragically killed in an automobile accident. His mother, had since been hired by BCDBH as a parent partner, to help other parents successfully navigate their own son's and daughter's psychiatric inpatient stays. She wanted to honor her son's memory and his goals, so she set up a memorial fund to be given to the BCDBH Youth Services. She had been an active stakeholder in the MHSA planning process. She felt that it would be a fitting memory to her son and a help to other youth to use the memorial funds to create a warm and welcoming environment in the youth entrance to the 23-hour crisis stabilization unit. During this reporting period she was actively involved in helping the youth services staff and consumers begin the renovation of the youth entrance to the 23-hour crisis stabilization unit.

LINK- LINK has included consumer involvement in all levels of development of the RFP for this full service partnership. This consumer involvement will be carried through the RFP review process, and through to full implementation.

MHSA Consumer Education & Training Office -

The Butte County Behavioral Health Board's (BHB) Recovery Committee has continued to meet and research the recovery model and identify ways in which it will be implemented in Butte County. This committee is made up of BHB members, which include consumers and family members. This committee reviewed the job descriptions that were created for the Consumer Education and Training Office.

The review panel for the wellness and recovery program manager consisted of consumers, Behavioral Health Board members, and family members. During this reporting period the applications were reviewed. Plans have been made to have consumers and family members be an active part of the upcoming interview process.

PUBLIC REVIEW AND HEARING

The process for public review and hearing includes the following steps:

- The progress report will be posted on the BCDBH website for a minimum of 30 days before it is submitted. The website will contain a venue that individuals can use to make comments on the report. It will also post the date and time of the public meeting.
- The report will be sent out to partners and stakeholders and the BHB, and key members of the Butte County Supervisors.
- The progress report will be presented for review and comment at the BHB meeting on August 2, 2007.
- A community meeting, presenting the progress report for review and comment, will be held on August 2, 2007 from 6:30 – 8:00 PM. This meeting will be advertised in newspapers in, Chico, Paradise, and Oroville.

- After review and comment sessions feedback will be appropriately integrated into the progress report and it will be submitted to DMH.

TECHNICAL ASSISTANCE AND OTHER SUPPORT

BCDBH had identified the need for technical assistance and training in the following areas:

- TAY age youth and resiliency
- Implementation of the Recovery Model in new and existing programs
- Understanding of MHSa data reporting systems
- All aspects of best practices in integrating consumers into employee positions
- Impact of change on employees during a time of system transformation