

**County of San Bernardino
Mental Health Commission**

Mental Health Commission Program Visit

Introduction

San Bernardino County Mental Health Commission is dedicated to reviewing and evaluating the community's mental health needs, services, facilities and special problems as mandated by the Welfare & Institutions Code 5604.2. Based on these reviews, the Mental Health Commission will evaluate and provide comments on the Department of Behavioral Health's (DBH) performance as well as provide a verbal and/or written report to the Mental Health Commission and the Director of the Department of Behavioral Health (DBH). This will allow DBH to strive towards becoming a more effective and efficient organization. These reviews will be completed by the Mental Health Commission conducting program visits at the Department.

Purpose

The purpose of the Mental Health Commission program visit includes, but are not limited to the following:

- to obtain knowledge and an understanding of all programs offered through DBH, including county and contract agencies
 - to share information, within the guidelines of confidentiality, with the other members of the Mental Health Commission and the Director of the Department of Behavioral Health (DBH)
 - to identify concerns as well as offer suggestions and recommendations for enhancing services to the programs
-

Program Visit Procedures

The following procedures will be followed by DBH and the Mental Health Commission when conducting all program visits.

Step	Action
1	DBH will submit a letter to all providers, both county and contract, regarding members of the Mental Health Commission conducting program visits for Fiscal Year 08-09.
2	The Mental Health Commission members will receive a list of Programs by Supervisorial Districts for the purpose of these visits.
3	Each member of the Mental Health Commission will provide a verbal and/or written report on their program visit during the Mental Health Commission meeting following their program visit.
4	The Director of DBH will prepare any necessary response to the Mental Health Commission report within confidentiality guidelines.

**County of San Bernardino
Mental Health Commission**

**Suggested, but not limited to, questions for the Mental Health Commission Program
Visits:**

- 1. What type of clients/consumers do you serve?**
- 2. How does the facility provide for clients/consumers who are not primarily English-Speaking?**
- 3. What kind of ongoing training do you provide for your staff dealing with clients/consumers?**
- 4. What kind of public or social support activities are provided for clients/consumers?**
- 5. What kind of post-treatment services do you provide?**
- 6. Describe the types of behavioral health intervention provided, how often they are provided, and what are the qualifications of the providers?**
- 7. Are there any additional (specialty or beyond standard) services that you provide? If so, please list them.**
- 8. What kind of support does the community provide for your program?**
- 9. Are client/consumer grievance procedures prominently posted? Are grievance forms readily available to the clients/consumers?**

County of San Bernardino

Administration

268 West Hospitality Lane, Suite 400 • San Bernardino, CA 92415-0026 • (909) 382-3133 • Fax (909) 382-3105



ALLAN RAWLAND, MSW, ACSW
Director

August 19, 2008

NAME AND
ADDRESS OF
PROGRAM

Re: Mental Health Commission Program Visit

Dear _____:

On July 3, 2008, the County of San Bernardino Mental Health Commission approved the attached Program Visit guidelines. These visits are consistent with their responsibility under the Welfare & Institutions Code 5604.2, and will allow the members of the Mental Health Commission to obtain knowledge and understanding of all programs provided through the Department, including county and contract agencies.

Their observations will be shared with other members of the Commission and the Director of the Department of Behavioral Health during a regularly scheduled meeting of the Mental Health Commission. The Commission may identify concerns, as well as offer suggestions and recommendations for enhancing the provision of mental health services in the County.

Should you have additional questions regarding the program visits conducted by the Mental Health Commission, please do not hesitate to contact my office at (909) 382-3085. Thank you for your support!

Sincerely,

Allan Rawland, Director
Department of Behavioral Health

AR:SA:dp

Enclosure

cc: Members, Mental Health Commission
Chief Deputies, Board of Supervisors
Mark Uffer, County Administrative Officer
Dean Arabatzis, Assistant County Administrator
Trudy Raymundo, Administrative Analyst
Charles Larkin, County Counsel
Chief Deputy Director, Medical Director Deputy Directors, Department of Behavioral Health

MARK UFFER
County Administrative Officer

Board of Supervisors
BRAD MITZELFELT First District
PAUL BIANE Second District
JOSIE GONZALES Fifth District
DENNIS HANSBERGER Third District
GARY OVITT Fourth District