

County of San Bernardino

Administration

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ALLAN RAWLAND, MSW, ACSW
Director

CaSONYA THOMAS, MPA, CHC
Director

April 6, 2012

Agency Name
Agency Address
City, State 99999

Re: Behavioral Health Commission Program Visit

Dear _____;

The County of San Bernardino Behavioral Health Commission will begin conducting program visits consistent with their responsibility under the Welfare & Institutions Code 5604.2. This will allow the members of the Behavioral 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 regularly scheduled meetings of the Behavioral 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 Behavioral Health Commission, please do not hesitate to contact my office at (909) 382-3134. Thank you for your support!

Sincerely,

CaSonya Thomas, Director
Department of Behavioral Health

Susan McGee-Stehsel, Chair
Behavioral Health Commission

CT:SMS:dp

Enclosure

cc:

Members, Board of Supervisors
Gregory C. Devereaux, Chief Executive Officer
Linda Haugan, Assistant Executive Officer
Members, Behavioral Health Commission
Department of Behavioral Health, Executive Management Team
Frank Salazar, Deputy County Counsel
Armando Ontiveros, President, Association of Community Based Organizations

GREGORY C. DEVEREAUX
Chief Executive Officer

Board of Supervisors
BRAD MITZELFELT, VICE-CHAIRMAN...First District
JANICE RUTHERFORD.....Second District
NEIL DERRY.....Third District
GARY C. OVITT.....Fourth District
JOSIE GONZALES, CHAIR.....Fifth District

**County of San Bernardino
Behavioral Health Commission**

Behavioral Health Commission Program Visit

Introduction

San Bernardino County Behavioral 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 Behavioral 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 Behavioral 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 Behavioral Health Commission conducting program visits at the Department.

Purpose

The purpose of the Behavioral 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 Behavioral 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
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**Program Visit
Procedures**

The following procedures will be followed by DBH and the Behavioral 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 Behavioral Health Commission conducting program visits for Fiscal Year 08-09.
2	The Behavioral Health Commission members will receive a list of Programs by Supervisorial Districts for the purpose of these visits.
3	Each member of the Behavioral Health Commission will provide a verbal and/or written report on their program visit during the Behavioral Health Commission meeting following their program visit.
4	The Director of DBH will prepare any necessary response to the Behavioral Health Commission report within confidentiality guidelines.

**County of San Bernardino
Behavioral Health Commission**

Suggested, but not limited to, questions for the Behavioral 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?**