

County of San Bernardino
BEHAVIORAL HEALTH COMMISSION

Take Action:

Advocate for Others





***T**hroughout life we come across important people, information and experiences which are considered “gems.” These unique “gems” stay with us and impact our future ideas, choices and behaviors. The “gem” theme throughout this report represents our point of view regarding community members whom we advocate for and represent. In addition, within the report we share educational “gems” that have made an impact in our lives. It is our hope they will have an impact on yours as well.*

Advocate for Others





County of San Bernardino *Board of Supervisors*



Josie Gonzales
Chair,
Fifth District Supervisor



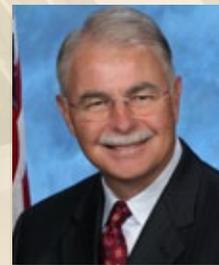
Brad Mitzelfelt
Vice-Chairman,
First District Supervisor



Janice Rutherford
Second District Supervisor



Neil Derry
Third District Supervisor



Gary C. Ovitt
Fourth District Supervisor

County of San Bernardino ADMINISTRATIVE OFFICE

Gregory C. Devereaux
Chief Executive Officer

Linda Haugan
Assistant Executive Officer

San Bernardino County

Letter from the Chair

On behalf of the County of San Bernardino Behavioral Health Commission (BHC), I am pleased to present this year's Annual Report to everyone across the state, who has been directly, or indirectly, touched by a mental illness, alcohol and/or a substance abuse problem, as well as to all who are concerned with the quality of behavioral health care provided to county residents.

The mission of the BHC is to assist in improving access to behavioral health services for all residents of the county, and to promote a message of hope. We want everyone to know that **RECOVERY** is possible, **WELLNESS** is created for everyone, and **RESILIENCE** is the strength that keeps us moving forward!

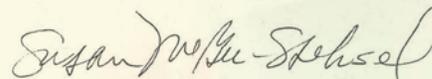
The BHC is actively engaged in advocating for consumers and family members, and has helped accelerate efforts to promote awareness, education and reduce stigma related to behavioral health issues. Despite important progress made in recent years, the discrimination that continues to afflict so many remains a

huge barrier in obtaining services. In this time of financial vulnerability, we continue to look for ways to improve care by connecting the strengths and proficient work of consumer advocates, family members, students, teachers, county and community organizations and leaders.

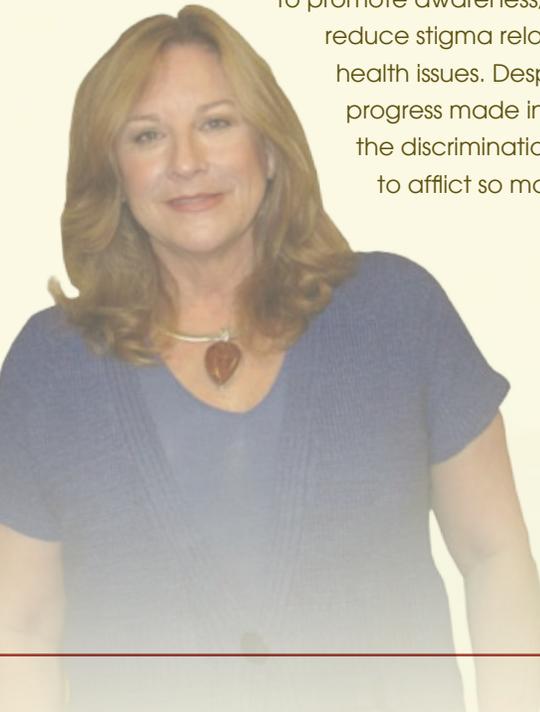
For far too long, promoting the importance of good behavioral health has not been in the forefront of public discussion. This must change and **opportunity for dialogue must be created**. The BHC seeks out and promotes the most effective methods to educate the public and change negative perception attached to those in the community living with mental health, alcohol and/or substance abuse issues. This year, the BHC moved forward to use the District Advisory Committees (DACs), established in 2008, to support the development of community partnerships for the purpose of gathering local input on existing services and future program plans.

This county's BHC is extremely encouraged by the degree of support for our work and by the growing momentum for change. Over the coming months, we look forward to working with people from all corners of the county to lay a solid foundation for a genuine, integrated behavioral health care system that has truly moved from a "fail first" to a "help first" model.

Sincerely,



Susan McGee-Stehsel, Chair
Behavioral Health Commission
County of San Bernardino





Letter from the Director

The San Bernardino County Department of Behavioral Health (DBH) is pleased to partner with the Behavioral Health Commission (BHC) to present this Annual Report to the Board of Supervisors and our community partners. It is our intent that the information included will assist in the services you provide to others.

On November 12, 1968, the Board of Supervisors established a Mental Health Advisory Board in accordance with Welfare and Institutions Code Section 5604, with the primary function of advising the Board of Supervisors and the Director of DBH, of local community needs and concerns in regards to mental health and substance abuse issues. Today, in San Bernardino County, this Board is known as the Behavioral Health Commission.

Commission members are appointed by the Board of Supervisors to a three-year term. The service they provide is done so voluntarily. In my six year tenure with the county, it has been my personal pleasure and honor to work with such dedicated individuals. Their genuine care and concern for the population we serve is easily observed as they monitor the transformation of services into community centered, recovery-oriented, consumer and family centered behavioral health services. Their focus of improved quality of care empowers individuals to live, work and participate in the community.

The BHC has been instrumental in the successful implementation of the Mental Health Services Act programs and services. They provide input on specific issues such as the planning process and implementation of programs and services, identifying gaps in service provision, enhancing community awareness and knowledge, providing assistance related to homelessness, improving workforce recruitment and retention, and

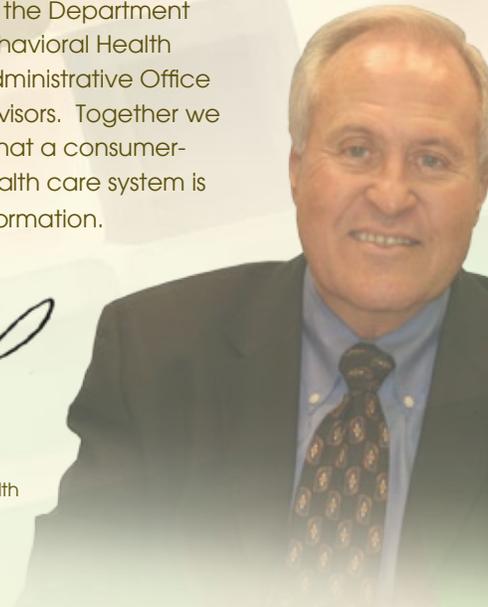
decreasing stigma and discrimination. In addition, they participate in the interview and hiring process of key department staff. A major accomplishment of the BHC is the development of the District Advisory Committees, which has resulted in increased community relationships.

Respect, dignity and self-direction are the cornerstones of the BHC. Recognizing that behavioral health is an essential part of health care, the Commissioners strive to ensure access to services and supports to meet the mental, emotional and/or substance abuse needs of individuals of all ages. In doing so, they provide oversight to the method in which services are delivered to make certain special attention is given to the cultural and linguistic needs of those served.

Recovery for individuals experiencing mental or emotional illness and/or substance abuse problems is a partnership among consumers, families, providers, advocates, community, the Department of Behavioral Health, Behavioral Health Commission, County Administrative Office and the Board of Supervisors. Together we embrace the principle that a consumer-centered behavioral health care system is the foundation of transformation.

Sincerely,

Allan Rawland, MSW, ACSW
Director,
Department of Behavioral Health
County of San Bernardino



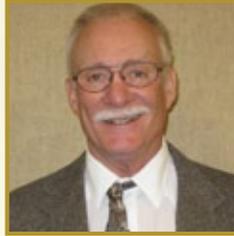
Meet the Commission

Appointed 2008



DAVID FORD, First District:
"My primary focus is passionate advocacy to reduce stigma and bring about awareness of behavioral health services available in the community."

Appointed 2001



BILL SWIFT, MS, C.A.T.S., First District:
"I am particularly interested in appropriate medication and housing for seriously mentally ill adults."

Appointed 2006



GABRIEL GONZALES, First District:
"I strongly believe in the connection of spirituality and one's recovery. Art therapy is a valuable pastime of mine."

Appointed 2003



MAY FARR, BSN, Second District:
"I advocate for all age groups. My passion is with adult and juvenile forensic services and the provision of culturally appropriate services."

Appointed 2009



MONICA ALONSO, Second District:
"As a consumer representative, I am proud to serve the residents of my district. I have a strong belief in peer support, and the use of art as a vehicle to recovery."

Appointed 2008



MICHAEL HILL, Second District:
"My special interest includes the education of law enforcement on environmental issues affecting the behavioral health of youth."

Appointed 2006



TANYA PERRY, MA, ATR,
Secretary, Third District:
"My mission is to advocate for behavioral health support for children, adolescents, young adults and their families."

Appointed 2005



CHRISTOPHER MASSA, AA,
Third District :
"I benefit from partnering with my fellow Commissioners through communication and innovative ideas for positive change."

Appointed 2008



TOM RIVERA, Ed.D., Third District:
"I enjoy the camaraderie between staff and the Commission. Business is conducted efficiently to achieve our common goal."

Appointed 2007



JANE MERCER, Ph.D.,
Fourth District:
"My particular interest is working with the homeless population, as well as assisting individuals obtain eligible SSI benefits."

Appointed 2009



ROBERTO CASAS, Ed.D.,
Fourth District:
"My interest is to advocate for behavioral health services to be made available at no or low cost to the residents of the Fourth District."

Appointed 2010



MONICA WILSON, Ph.D.,
Vice Chair, Fourth District:
"I am proud to serve as a Behavioral Health Commissioner for the County of San Bernardino. For the past 15 years, my areas of focus have been children/adolescents, mental health policy and advocacy, cultural competency and research. My passion is to advocate for all people who experience mental illness to ensure they receive the services that lead to recovery."

Meet the Commission (Continued)

Appointed 2007



VEATRICE JEWS, BS, CS, ASCP,
Treasurer, Fifth District:
"I strongly believe in access to behavioral health services for underserved populations. My focus is to assist in developing strategies to reduce stigma and disparities with African American and other ethnic populations."

Appointed 2004



SUSAN MCGEE-STEHSEL, RN, MSN,
Chair, Fifth District:
"As a consumer, family member, mental health nurse and educator, I am interested in cultural competency in the widest sense. I am immersed in workforce education and training, especially the role of nurses in the Department of Behavioral Health."

Appointed 2004



JANE GODAGER, LCSW,
Fifth District:
"I have particular interest in the geriatric population, as well as appropriate residential facilities for all age groups."

Appointed 2006



DEBI PASCO, Clerk of the Behavioral Health Commission:
"The members of the Behavioral Health Commission have my deepest respect and admiration for their visionary ideas and collaborative spirit. I am proud to provide support to this dedicated group of individuals!"

Appointed 2009



NEIL DERRY, Third District Supervisor,
Delegate for the Board of Supervisors:
"There are many positive programs that provide the social support for those in need to reconnect with the community. I appreciate the hard work that goes into assisting the residents of San Bernardino County who experience mental or emotional illness and/or substance abuse problems."

State and County Involvement

Throughout the year, members of the Behavioral Health Commission attend and participate in various state and county events to share best practices as well as bring back innovative ideas to incorporate into our behavioral health system of care.

- California Mental Health Planning Council meetings
- California Local Mental Health Boards/Commission meetings and trainings
- California Cultural Competence Mental Health Summit
- California National Alliance on Mental Illness (NAMI) conferences and events
- Latino Behavioral Health Institute Conference
- County of San Bernardino Board of Supervisors meetings
- County of San Bernardino Shine a Light on Child Abuse Awards Breakfast
- County of San Bernardino Hispanic Heritage Celebration
- Association of Community Based Organizations meetings
- Community mental health coalitions, as well as other local agency meetings and events

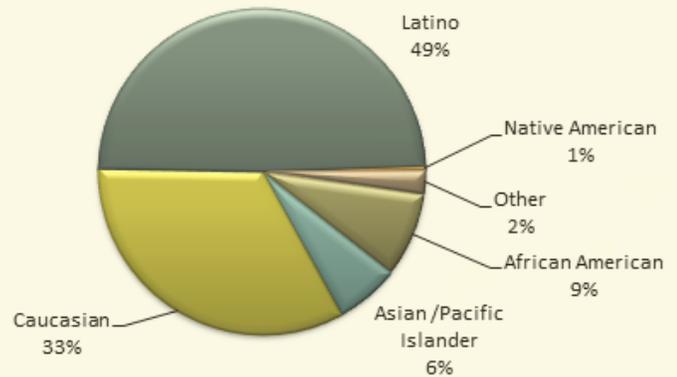
County Demographics

The County of San Bernardino has the largest land area of any county in the contiguous United States, and covers 20,052 square miles from Los Angeles on the west to Arizona on the east.

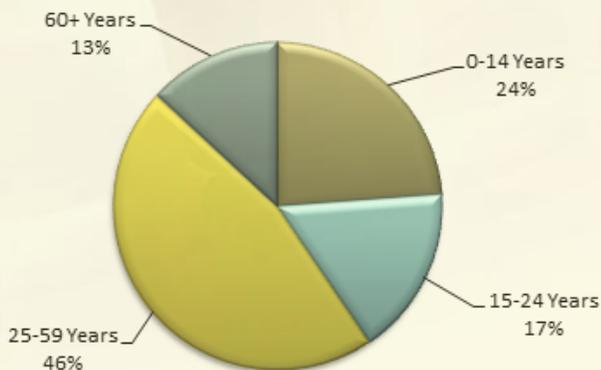
Within the county, the Department of Behavioral Health (DBH) and its contract providers offer a wide range of mental health, alcohol and substance abuse services for children, transitional age youth, adults and older adults.

To meet the needs of the diverse population in our county, DBH provides services in the major languages spoken by county residents by linguistically and culturally competent staff.

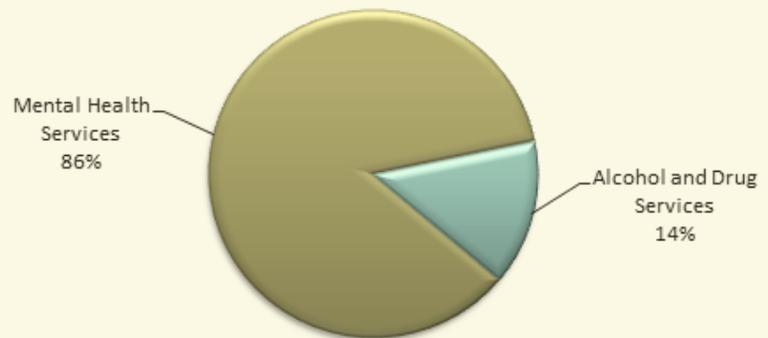
Total Population by Ethnic Group



Total Population by Age Group

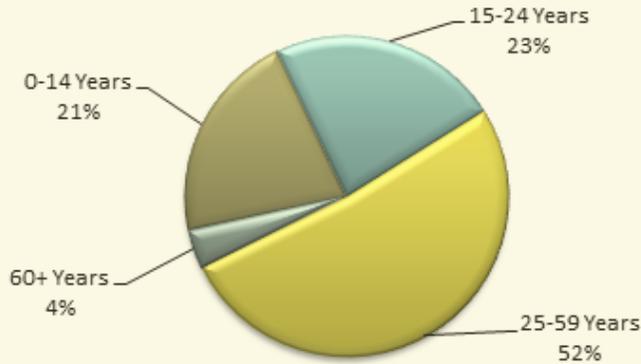


Total Clients Served

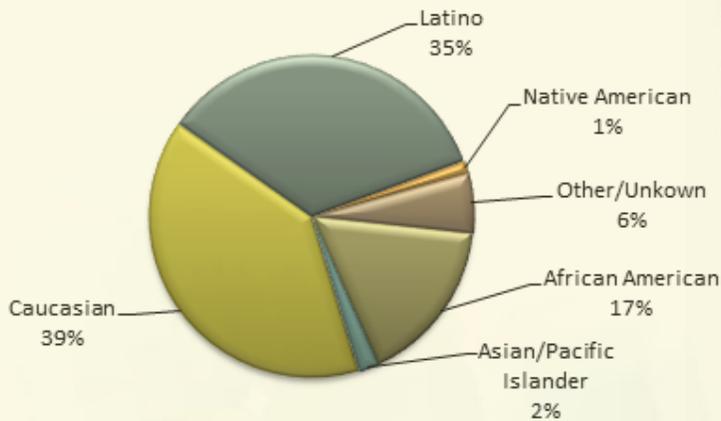


****Note: All Figures are for Fiscal Year 2010-11**

Total Clients Served by Age Group Fiscal Year 2010-11

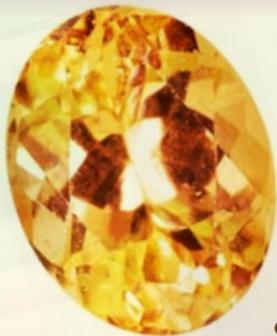


Total Clients Served by Ethnic Group Fiscal Year 2010-11



**Note: All Figures are for Fiscal Year 2010-11





Beyond Stigma

Nationally, approximately one in five adults suffers from a diagnosable mental disorder. In the County of San Bernardino this would mean approximately 407,042 individuals suffer from serious mental illness. In addition, roughly **50% OF INDIVIDUALS** with severe mental disorders are affected by substance abuse.

The good news is, with proper treatment, most people with a mental illness recover quickly, and the majority do not need hospital care, or have only brief admissions. The bad news is, nearly half of those who have a mental illness **do not seek treatment**....stigma is one of the main reasons people do not seek treatment.

Stigma is defined as a:

- Mark of disgrace
- Sign indicating that something is not considered normal
- Negative perception of the character of a person or group

The stigma surrounding mental illness is so strong that it causes most individuals to ignore the potentials of treatment and engulf themselves in a life of isolation and hopelessness.

The stigma of mental illness is real, painful, and damaging to the lives of people with mental illness. Stigma prevents them from getting the treatment and support they need to lead mentally healthy lives.

Stigma:

- Discourages people from getting help
- Keeps people from getting good jobs and advancing in the workplace
- Leads to fear, mistrust, and violence
- Results in prejudice and discrimination
- Results in inadequate insurance coverage

Four steps to help end stigma:

- Educate yourself regarding mental illness
- Recognize and appreciate contributions to society made by people with mental illness
- Treat people with the dignity and respect we all deserve
- Avoid labeling



Common MYTHS and FACTS of Mental Illness

Myth: “Young people and children don’t suffer from mental health problems.”

Fact: It is estimated that more than six million young people in America may suffer from a mental health disorder that severely disrupts their ability to function at home, in school, or in their community.

Myth: “People who need psychiatric care should be locked away in institutions.”

Fact: Today, most people can lead productive lives within their communities thanks to a variety of supports, programs, and/or medications.

Myth: “A person who has had a mental illness can never be normal.”

Fact: People with mental illnesses can recover and resume normal activities. For example, Mike Wallace formerly of “60 Minutes”, who has clinical depression, has received treatment and today leads an enriched and accomplished life.

Myth: “Mentally ill persons are dangerous.”

Fact: The vast majority of people with mental illnesses are not violent.

Mental Health America

<http://www.nmha.org/go/action/stigma-watch>

Major Objectives



The Behavioral Health Commission provides the advisory link between the Board of Supervisors and the Department of Behavioral Health (DBH) by promoting public input into the delivery of community behavioral health care services.

Commissioners participate in:

- Reviewing Mental Health Services Act (MHSA) plans
- Community events, health fairs, workforce recognition and facility dedications
- Interview panels for appointment of key department staff
- Quality Management site reviews
- Workgroups for program planning
- Public hearings for proposed community behavioral health programs and outreach strategies
- Providing linkage from the community to DBH
- Promoting a high level of awareness and sensitivity to cultural and linguistic competence
- National Alliance on Mental Illness (NAMI) events and other community education and outreach activities



Commissioners' Spotlight

Commissioners

AUGUST 2010:

- Upon Board of Supervisor approval, the Mental Health Commission officially became known as the Behavioral Health Commission (BHC) to underscore the belief that our work is with people, families and communities whether they are experiencing mental illness, substance abuse or other addictions.
- The BHC held a public workshop to provide technical assistance to further enhance the effectiveness of District Advisory Committees (DACs).

SEPTEMBER 2010:

- Members of the BHC completed Local Ethics Training, in accordance with Assembly Bill 1234. Commissioners are required to take the ethics course within one year of initial appointment and every two years thereafter.

OCTOBER 2010:

- Commissioners participated in the press conference announcing the passing of Assembly Concurrent Resolution No. 150, which recognizes the second week in February as African American Mental Health Awareness Week.

NOVEMBER 2010:

- The BHC hosted and participated in one of many Countywide Vision Project workshops to gather community input in establishing a county vision statement.

- Commissioner Gabriel Gonzales' artwork was displayed at the statewide Cultural Competence Mental Health Summit. His artwork has also been on display at the County of San Bernardino Government Center and featured in the Department of Behavioral Health (DBH) annual art calendar for the past five years.

DECEMBER 2010:

- Members of the Commission held their annual Holiday Tea and Awards Ceremony to honor county and contract provider staff and programs for outstanding efforts and dedication to the provision of good service to consumers and their families.
- Commissioner May Farr received the California Hospital Association's Center for Behavioral Health Simanek Distinguished Service Award for outstanding contributions promoting vision and excellence in outpatient behavioral health care services.





JANUARY 2011:

- A community events calendar was created and posted to the BHC website <http://www.sbcounty.gov/bhcommission>.

FEBRUARY 2011:

- Commissioners personally presented certificates of appreciation to staff at each DBH clinic located in the district they represent.

MARCH 2011:

- The California Mental Health Planning Council recognized the BHC for membership reflecting the ethnic diversity of the client population in the county, as well as the required representation of consumers and family members.

APRIL 2011:

- To gain knowledge of the interpretation of county performance outcome data, Commissioners attended the Mental Health Boards and Commissions (MHB/C) Data Training, sponsored by the California Institute of Mental Health.
- Secretary Tanya Perry received the Eagle of Excellence Award for community service presented by the Big Bear Rotary.

MAY 2011:

- The BHC partnered with the National Alliance on Mental Illness (NAMI) and DBH on the annual Evening with the Stars Education and Recognition Banquet.
- Chair Susan McGee-Stehsel was honored for her advocacy of "Wellness, Recovery and Resilience" at Evening with the Stars.

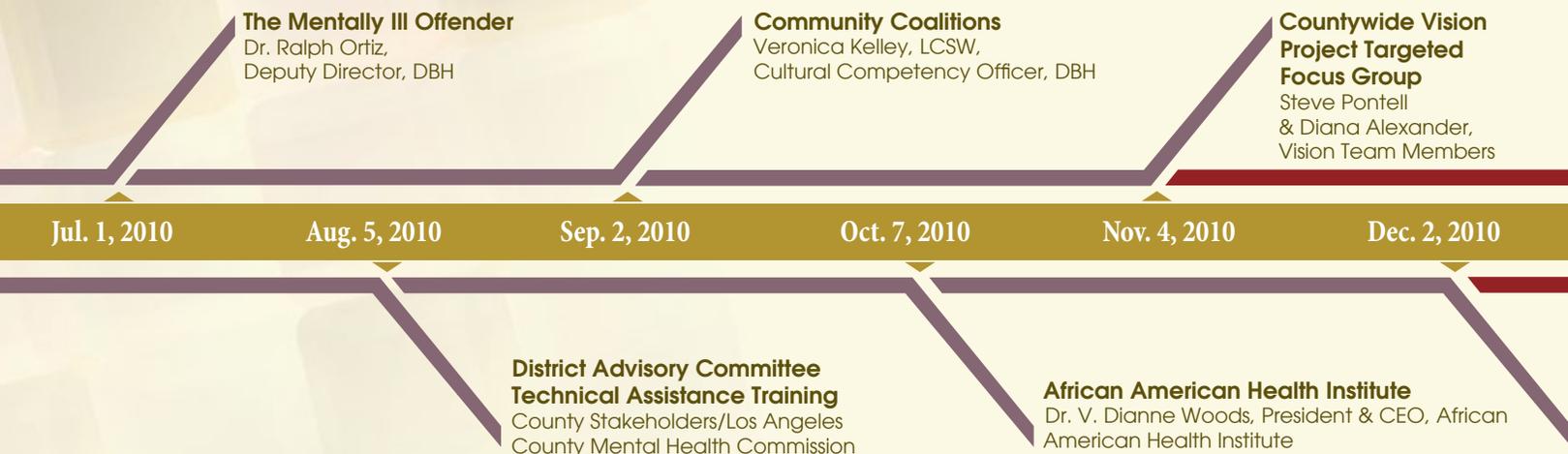
JUNE 2011:

- Commissioners attended the 2011 California Network of Mental Health Clients conference to gain knowledge and share best practices related to the recovery model.

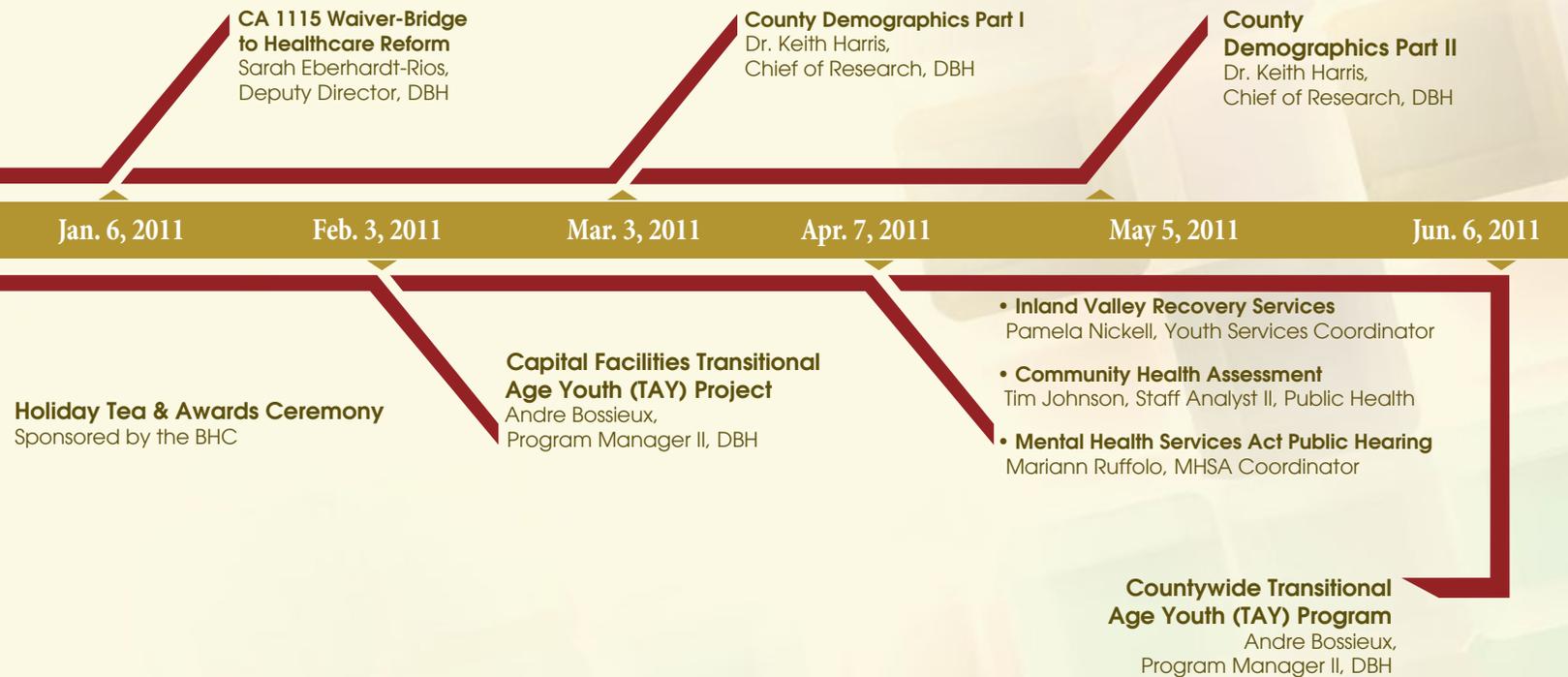


Commission Meetings & COMMUNITY EDUCATION

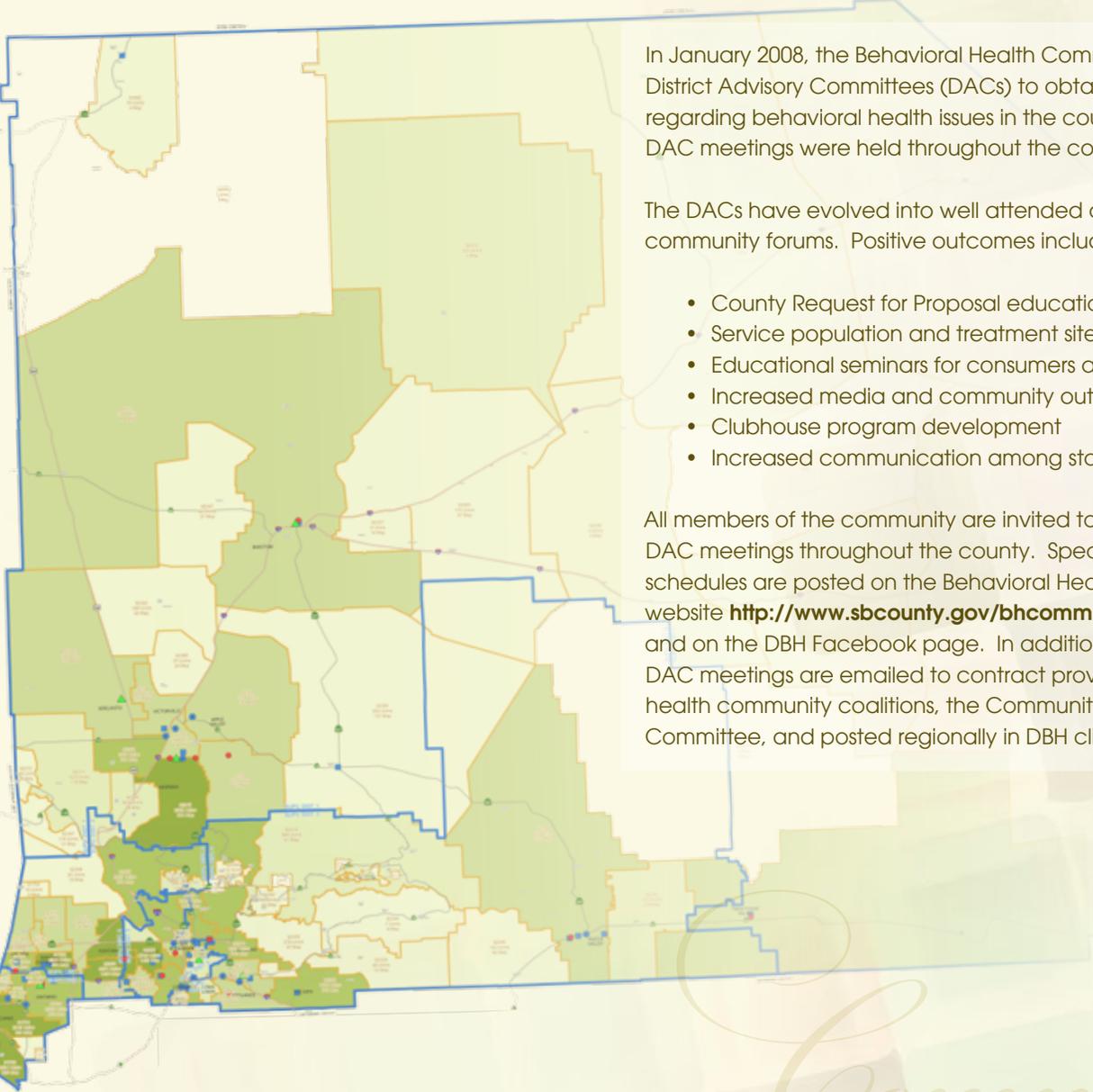
2010-11



Meetings are held the first Thursday of the month • Behavioral Health Resource Center
850 East Foothill Blvd - Auditorium, Rialto, CA 92376 • 12:00 p.m. – 2:00 p.m.



District Advisory Committees



In January 2008, the Behavioral Health Commission established District Advisory Committees (DACs) to obtain community input regarding behavioral health issues in the county. This year 35 DAC meetings were held throughout the county.

The DACs have evolved into well attended and productive community forums. Positive outcomes include:

- County Request for Proposal education
- Service population and treatment site demographics
- Educational seminars for consumers and family members
- Increased media and community outreach
- Clubhouse program development
- Increased communication among stakeholders

All members of the community are invited to attend the various DAC meetings throughout the county. Specific DAC meeting schedules are posted on the Behavioral Health Commission website <http://www.sbcounty.gov/bhcommission> and on the DBH Facebook page. In addition, notification of DAC meetings are emailed to contract provider staff, mental health community coalitions, the Community Policy Advisory Committee, and posted regionally in DBH clinics.



Art...A Vehicle to Recovery

Art

Many people, young and old, have found a tremendous sense of healing, growth, and personal transformation through the different modes of art. Often, for individuals with mental illness or disabilities, the creative process of art actually becomes therapy. Some believe that art encourages self-expression, self-discovery and emotional growth.

To help facilitate the positive effects of art, Clubhouses affiliated with the County of San Bernardino Department of Behavioral Health (DBH) offer art classes to their members. Participation in these classes help individuals develop social skills that assist those who are shy, withdrawn or have difficulty functioning in social situations.

To support consumers and their interest in art, DBH helps coordinate avenues for consumers to showcase their artistic creations. Artwork submitted to the department has been featured on the cover of the State Department of Mental Health's Annual Report two years in a row and throughout the California Mental Health Services Oversight & Accountability Commission May 2009 Newsletter. Some of the artwork submitted by local consumers has been selected and used on the banner of



the California Institute for Mental Health's (CIMH) website www.cimh.org and is on display in the CIMH art gallery located at www.cimh.org/Services/Special-Projects/Recovery-Arts-Program/Contest-Submissions.aspx.

Featuring the idea of health through art, various modes of artistry have been generously shared by local talent living with mental illness. For the past six years, DBH has partnered with the Behavioral Health Commission and the County's Printing Services Department to assist individuals in sharing their art through the development of an annual art calendar.

Every year during May, which is known as National Mental Health Month, several artists partner with DBH to host a month long art exhibit at the County of San

Bernardino Government Center. Artists are on hand to greet the public and share their stories of recovery through art.

The Behavioral Health Commission and DBH, along with contract providers will continue to provide a positive environment which will value and support the innovative use of art in one's recovery.

Goals for 2011-12

- ◆ Increase and maintain community participation in the District Advisory Committee meetings for behavioral health program planning, development and improvement
- ◆ Increase awareness and knowledge of data and its use in reaching out to and meeting community needs
- ◆ Develop a Transitional Age Youth (TAY) taskforce
- ◆ Identify a strategy to promote behavioral health care as an integral part of Health Care Reform

Hope for Recovery

Hope for recovery provides the essential and motivating message of a better future...that people can, and do overcome the barriers and obstacles that confront them. Hope is internalized, but can be fostered by peers, families, friends, providers and others. Hope is the catalyst of the recovery process.

Recovery focuses on valuing and building on multiple capacities, resiliencies, talents, coping abilities, and inherent worth of individuals. By building on these strengths, individuals engage in new life roles including partner, caregiver, friend, student and employee.

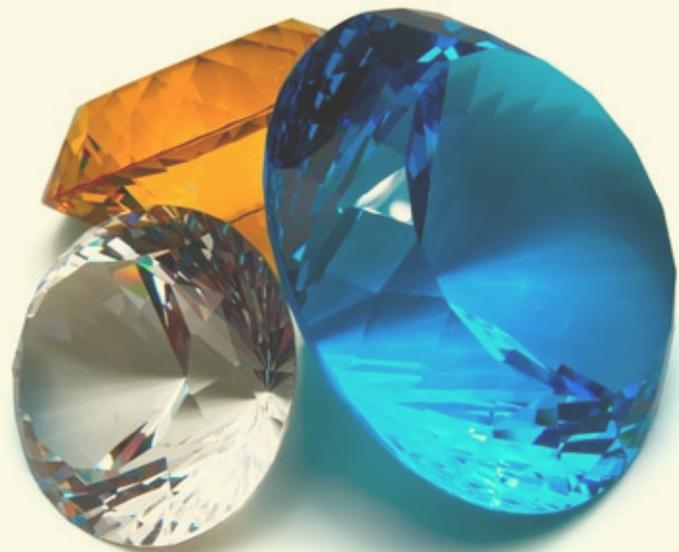
Recovery encompasses an individual's whole life, including mind, body, spirit and community. Recovery embraces all aspects of life; including housing, employment, education, mental health and health care treatment and services, addictions treatment, spirituality, creativity, social networks, community participation and family supports as determined by the person. Families, providers, organizations, systems, communities and society play crucial roles in creating and maintaining meaningful opportunities for individuals to access these supports.

Community, systems, and societal acceptance and appreciation of individuals are crucial in achieving recovery. Self-acceptance and regaining belief in one's

self are particularly vital. Respect ensures the inclusion and full participation of those in recovery in all aspects of their lives.

Individuals have a personal responsibility for their own self-care and journeys of recovery. Taking steps towards their goals may require great courage. Individuals must strive to understand and give meaning to their experiences and identify coping strategies and healing processes to promote their own wellness.

The process of recovery moves forward through interaction with others in supportive, trust-based relationships. Those in recovery can and do rejoin their families, their jobs and their lives in the community.



Recovery Centers

Recovery Centers are programs run by recipients of behavioral health services 18 years and over with minimal support from staff. Recovery Centers offer job training, social activities and education.

A Place to Be

805 E. Mt. View
Barstow, CA 92311
(760) 256-5026 • Fax (760) 256-5092

Santa Fe Social Club

56020 Santa Fe Trail, Suite M
Yucca Valley, CA 92284
(760) 369-4057 • Fax (760) 369-9473

Our Place

721 Nevada St., Suite 205
Redlands, CA 92373
(909) 557-2145

Central Valley FUN Clubhouse

1501 S. Riverside Ave.
Rialto, CA 92376
(909) 877-4889 • Fax (909) 877-4898

Pathways to Recovery

850 E. Foothill Blvd.
Rialto, CA 92376
(909) 421-9248

TEAM House

201 W. Mill St.
San Bernardino, CA 92408
(909) 386-5000 • Fax (909) 386-5009

Amazing Place – The Upland Social Club

934 N. Mountain Ave., Suite C
Upland, CA 91786
(909) 579-8157

Serenity Clubhouse

12625 Hesperia Rd., Suite B
Victorville, CA 92392
(760) 955-6224

Seeking Others Attaining Recovery (S.O.A.R.)

820 E. Gilbert Street
San Bernardino, CA 92415
(909) 387-7200

Harmony Clubhouse

82820 Trona Rd., Suite A
Trona, CA 93562
(760) 372-4843

Someplace to Go

32770 Old Woman Springs Rd., #B
Lucerne Valley, CA 92356
(760) 248-6612

San Bernardino

One Stop TAY Center
700 East Gilbert Street Building 4
San Bernardino, CA 92415
(909) 387-7194

West End One Stop TAY Center

9047 Arrow Route, Suite 170
Rancho Cucamonga 91730
(877) 760-0770

High Desert One Stop TAY Center

14360 St. Andrews Drive, Suite 11
Victorville, CA 92395
(760) 243-5417

Morongo One Stop TAY Center

58945 Business Center Drive, Suite D
Yucca Valley, CA 92284
(760) 228-9657

For all numbers dial 7-1-1 for TTY users

Resources

Behavioral Health Commission website

<http://www.sbcounty.gov/bhcommission>

Department of Behavioral Health website

<http://www.sbcounty.gov/dbh>

Clerk of the Behavioral Health Commission

Debi Pasco

(909) 382-3134

dpasco@dbh.sbcounty.gov

Access Unit 24-hour Crisis & Referral Hotlines

(909) 381-2420 1 (888) 743-1478

TDD 1 (888) 743-1481

Community Crisis Response Team

East Valley Region: (909) 421-9233

High Desert Region: (760) 956-2345

Morongo Basin Region (760) 365-6558

West Valley Region (909) 458-9628

2-1-1 is a 24 hours a day toll-free phone number that provides information and referrals for health and social services in the local community.

Resources

California Welfare and Institutions Code Section 5604 (et al)

Each community mental health service shall have a mental health board consisting of 10-15 members, with one being a member of the local governing body.

The board membership should reflect the ethnic diversity of the client population in the county.

Fifty percent of the board membership shall be consumers or the parents, spouses, siblings or adult children of consumers, who are receiving or have received mental health services. At least 20% shall be consumers and at least 20% shall be families of consumers.

The term of each board member shall be for three years. The governing body shall equitably stagger the appointments so that approximately one-third of the appointments expire in each year.

No member of the board, or his or her spouse, shall be a full-time or part-time employee of the county in a county mental health services, an employee of the State Department of Mental Health, or an employee of, or a paid member of the governing body of a mental health contract agency.

The mental health board may be established as an advisory board or a commission, depending on the preference of the county.

Advocate for Others

A special thank you to the County of San Bernardino Printing Services Division for their diligence in assisting with our vision.



Designed and Printed by the
San Bernardino County
PRINTING SERVICES DIVISION
909.387.2148

Advocate for Others



Behavioral Health Commission

268 West Hospitality Lane, Suite 400
San Bernardino, CA 92414-0026
909.382.3084 or 7-1-1 for TTY users

www.sbcounty.gov/dbh/mhcommission