

San Bernardino County CSS WORK PLAN
CSS Plan – 2005-06, 2006-07, 2007-08

Exhibit 4

Program Work Plan Name: Adult – Psychiatric Triage Diversion Team at County Hospital

Work Plan Number – A-5

Description of Program:

At San Bernardino County's psychiatric hospital, the Department of Behavioral Health (DBH) will provide culturally competent screening and diversion of clients who present at the hospital's emergency room and who may not be in actual need of hospitalization. It is the DBH's experience that many mentally ill consumers go the hospital's Emergency Room (ER) for a variety of services such as:

- Prescription refills
- Resolution of homelessness
- Resolution of crisis
- Assistance with substance-abuse crises
- Hunger
- Seeking information regarding mental health services

It is also the department's experience that approximately 40% of those going to the ER can be provided services which will meet their needs in a less restrictive environment and that will give them opportunities to increase their coping skills and decrease their reliance on hospitalization.

The proposed program will provide a preliminary screening of clients as they enter the Behavioral Health Unit's ER and will determine the reason for the client's visit to the ER. The program will divert the client and link them to existing community resources most appropriate for their condition and ongoing mental health needs.

Preventing unnecessary acute hospitalizations promotes recovery and resiliency, decreases dependency on "the system", and promotes responsible wellness.

Priority Population:

The priority population to be served is adults who are presenting at the psychiatric ER in crisis due to homelessness, co-occurring disorders, recent release from incarceration, and medical conditions. The target population will include clients who are uninsured, and who will most likely represent the full range of racial, cultural and ethnic diversity found in the county.

The number of clients projected to receive services under System Development is 300.

Adults	Unserved, Underserved or Inappropriately Served
African-American	18%
Asian-American	3%
Euro-American	34%
Latino	40%
Native-American	1%
Other	4%

Strategies:

#	Name and Description	Fund Type			Budget		
		FSP	SD	OE	Expense	Revenue	Net CSS
	<ul style="list-style-type: none"> • Provide integrated case management services at the psychiatric triage location in the county hospital, in collaboration with outpatient clinics, primary care providers and housing providers. Clients who are frequently hospitalized in acute psychiatric care will be linked to existing intensive community-based case management services and with existing outpatients clinics. • After stabilization, provide facilitation of community placement at the lowest appropriate level of care. • Advocate for and facilitate the client's negotiations to return to their previous location if 		X		\$465,549	\$163,150	\$302,400

	<p>at all possible.</p> <ul style="list-style-type: none">• Advocate for clients with family and caregivers to support recovery and aftercare.• Advocate for clients to have access to treatment for co-occurring disorders and link with residential treatment or transitional housing as needed.• Clients will be encouraged and empowered to actively participate in their diversion and recovery plan. Options regarding mental health care and housing will be presented; with clients being encouraged to make choices that will promote their long-term recovery goals.• Transportation assistance will be made available to clients to facilitate their return to community-based recovery. Again, clients will be encouraged to make their own decisions as much as possible.• Advocate for clients' use of existing community support and self-help services that will simultaneously enhance their recovery goals.• Clients who do not speak English or who are hearing-impaired will be provided with linguistic services that will allow for immediate access to mental health services.• Provide education and consultation to clients and families regarding community services and facilitate their engagement in and accessing of those services.						
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