



F.A.C.E.S.

F.I.R.S.T. In service, Action oriented, Caring, Enthusiastic, Sincere

Bossieux inducted into ULV Hall of Fame!



New TAY Center
Design Unveiled!



Deputy Director Dispatch

Veronica Kelley

Deputy Director Regional Operations and Alcohol and Drug Services

While the term “Diversity” often helps us reflect on those things that make us different from one another, it is equally important to consider those aspects of “diversity” that we all share. Such as, we are all diverse!

Diversity means: the condition of having or being composed of differing elements: **VARIETY**; *especially*: the inclusion of different types of people (as people of different races or cultures) in a group or organization. We are all part of the San Bernardino County service delivery system, which also delivers diverse services to diverse residents of our county.

Things to keep in mind when providing services to our communities;

Just because someone looks like you doesn't mean they are like you.

This impacts service delivery in that you may believe that since the person you are working with looks like you, that they have similar needs and beliefs as you.

Just because a customer/consumer smiles and nods does not mean agreement.

From a cultural perspective sometimes this is simply the polite thing to do. It can also mean, yes, I understand what you are saying...but I don't agree. It can also signal a greeting or an acknowledgement. In Bulgaria, a nod can mean “no” and a shake of the head mean “yes”.

Just because a customer/consumer speaks loudly or quickly does not necessarily mean they are upset or angry.

What a person is intending to say can be conveyed by word choice or expression of the voice such as intonation patterns, duration/speech rate, loudness, voice quality or all of these things. It is important to note that what you “hear” may not be what was “said”. A study done by Donna Erickson from the Department of International Cultural Studies at Gifu City Women's College, in Gifu, Japan is a great example of this. The study involved the use of the Japanese word “banana” spoken in five different

affective expressions: *anger, sad, surprised, suspicious, and happy*. The listeners were 20 American listeners, 9 Korean listeners, and 20 Japanese listeners. The overall results indicate that listeners were able to identify the intended affect at a rate of 85%. The best identified was *sad*. There was confusion between *angry/surprised, surprised/happy and suspicious/sad*.

Each culture has its own way of demonstrating courtesy.

Some cultural groups use titles, first names, etc. “How are you?” is often used as a greeting not a question. Some people from other cultures may find this to be rude when we ask a question and don't wait for the answer.

Not everyone uses the same sequence of thought.

How people arrange information differs from group to group. Some people communicate in a direct and linear manner, while others may be more circular in their thinking and presentation.

Not everyone identifies “assertiveness” as a positive.

Some people may be offended by communications that are more assertive than is acceptable in their culture. Gender and age are usually factors in how people interpret assertiveness and its appropriateness.

Non verbal communication is as important as what we actually verbalize.

Even if people from other cultures speak English well and have lived here a long time, they may retain many of their native culture's non verbal communication patterns. Eye contact may be considered rude or disrespectful instead of open and honest. Most cultures have different norms for whom and how they touch others.

While we may not always get it right, taking a moment to remember that we are all diverse may help in providing quality services to those we serve everyday!



Diversity is the one thing we all have in common!

Continuing to Serve!

Employees receiving service pins in 2011

5 Years of Service

Vivian Bermudez
Karen Gettman
Manuel Gomez
Debora Hernandez
Charles Hille
Doris Melara
Allan Rawland
Isabel Roque-Sanchez
Michael Wilson

10 Years of Service

Doris Arroway
Veronica Camacho
Theresa Casey
Rajan Christian
Marion Edwards
Elizabeth Fraser
Charles Gunnoe
Diane Martin
Gloria Paz
Daniel Peters
Justine Rangel
Zoila Ray
Rebecca Risper
RoseAnn Trujillo
Lisa Whiting
Patricia Williams



15 Years of Service

Yanira Orellana
Linda Porter
Nancy Ramirez
Lupe Rosas

20 Years of Service

Alyson Ellison-Williams
Christina Entz
Judy Ann Escarzaga
Patricia Prendergast

25 Years of Service

Angel Chong

30 Years of Service

Rebecca Valenzuela

35 Years of Service

Arthur Richardson

Whoever renders service to many puts
himself in line for greatness - great wealth,
great return, great satisfaction, great reputation,
and great joy. - Jim Rohn

Behavioral Health Commission

Service in Action!

JANUARY - Highlight

A special presentation was given on Healthcare Reform by Sarah Eberhardt-Rios, Deputy Director of Program Support Services. Always an energetic and poised presenter, Sarah covered the basics of federal law effective January 1, 2014, the impacts on California, California Medicaid 1115 Waiver, and county efforts to date. The audience was able to acquire a clearer understanding of the mandates, pending outcomes and the overall plan for managing the reform on a county level.

FEBRUARY - Highlight

Andre Bossieux, Program Manager for the Transitional Age Youth (TAY) One-Stop Programs facilitated a presentation regarding the TAY Building H Expansion project. The new TAY Crisis Residential Center will be completed

March 2012. The facility will increase in size from 7,200 to 29,000 square feet. The new project will include all of the same enrichment activities that the One-Stop currently has in addition to:

- A 14 bed youth hostile for 30 day treatment and group therapy (staffed 24/7)
- Computer Lab, with 25 state of the art computers using the latest technology.
- Two living rooms and a kitchen, in both the One-Stop side as in the hostile side of the center.
- Triple the current recreation area.
- A multi-purpose room which consists of 125 theater seating, sound studio for creative arts music program and a fully equipped arts and crafts room.

The TAY Advisory Board has been involved in the process since inception. The One-Stop site will be the first of its kind in the state, and is unique in that the building was already owned by the county.



COMING SOON!

State of the Department 2011

Posted on the DBH website:

<http://countyline/dbh/>

For further information please call (909) 382-3112

Join Us!

The Behavioral Health Commission meetings are held on the first Thursday of each month with the exception of August.

Public meetings begin at noon and last approximately two hours.

**ALL MEETINGS ARE OPEN TO THE PUBLIC,
AND TIME IS SET ASIDE AT EACH MEETING
FOR PUBLIC COMMENT.**

Behavioral Health Commission Hosts Annual Holiday Tea and Awards Ceremony!

The Behavioral Health Commission hosted their Annual Holiday Tea and Awards Ceremony Thursday, December 2, 2010. The ceremony recognized exemplary employees (both department and contract) who went above and beyond the call of duty in providing quality services to consumers, family members and the public.

To get everyone in the holiday spirit, the ceremony started out with the singing of some traditional holiday carols. During the ceremony, guests were invited to visit the many creative and beautifully decorated gingerbread houses submitted by Clubhouses, throughout the county, for the gingerbread house contest!

After the awards were distributed, the Amazing Place Clubhouse was announced as the winner of the gingerbread house contest. A very special opportunity drawing was held, in which those who's ticket was selected were presented with a framed

print of artwork taken from the 2010 Consumer Art Calendar, presented by the artists themselves!

The ceremony ended with everyone feeling honored, appreciated, and proud of the behavioral health FAMILY!

The awards ceremony is offered annually to all department and contract staff, consumers and family members for nomination and recognition.

The 2010 Awards were presented to the following:

Consumer/ Clubhouse Board Member/ Volunteer

Cenice Austin, Consumer
Marcella McClure, Consumer

Mental Health Specialist and Case Manager

Ang'la Smith, Mental Health Specialist
Cindy Watson, Case Manager

Office Staff

Pearl Williams, Office Assistant II
Sandra Chavez, Office Assistant II



Contract Agencies

Lois Perkins, Owner/Operator - Life Community Development

Outside Agency

Vickie Cabriaes, Director, High Desert Hispanic Chamber of Commerce
Marlon Quinteros, County of San Bernardino Probation Department

Clinicians

Stephanie Jones, CT I - Pre-Licensed staff
Karen Torres, CT I - Licensed staff

Peer & Family Advocate

Joni Kincer, Peer and Family Advocate II

Administration

Terri Franklin, Program Manager II

Non Clinical Staff

Application Services Group, DBH Information Technology

Clinical Staff

Phoenix Community Counseling Center,
Mesa Counseling Center,
Upland Community Counseling,
Victor Valley Behavioral Health and
Barstow Counseling Center



Getting to know Compliance

Because Compliance Officers Are People Too!

My name is Marina Espinosa and I am the Chief Compliance Officer for the Department of Behavioral Health (DBH.) Some of you may have met me at a clinic, in a meeting, for a compliance matter or even at a colleague's retirement party. Regardless the circumstances, I would like to introduce myself to all department and contract staff, and tell you a little bit about me.



I have worked for DBH for the past four years and have worked for the county for a total of 15 years. Currently, I am participating in the County of San Bernardino Cal

State San Bernardino MPA cohort program and find free time a luxury hard to come by.

I have been married to my husband, Ronnie, for 21 years and have two wonderful daughters, Erica and Rachel. My family enjoys spending time together which includes traveling, cooking and baking, playing Scrabble on Xbox, bowling, and watching baseball, softball or football. I personally enjoy reading books written by James Patterson, shopping for deals, scrapbooking and relaxing by the pool.

I look forward to meeting each of you!

Transitional Age Youth (TAY) *The Dream Comes True!*

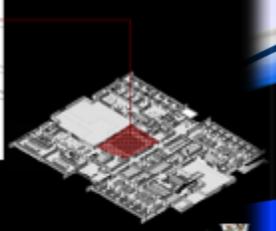
The Transitional Age Youth (TAY) One-Stop Center's new building, on the site of the old building H, is coming closer to reality. A design presentation of the new TAY Center was introduced at the Behavioral Health Commission meeting, Thursday, February 3, 2011. The new facility will include a 14-bed crisis residential facility a multipurpose room, which can serve as an auditorium, training kitchen, recreation room, resource center and media education room. To provide an environmentally friendly facility, the contractor is implementing practical, and measurable, green building design, construction, operations and maintenance solutions.

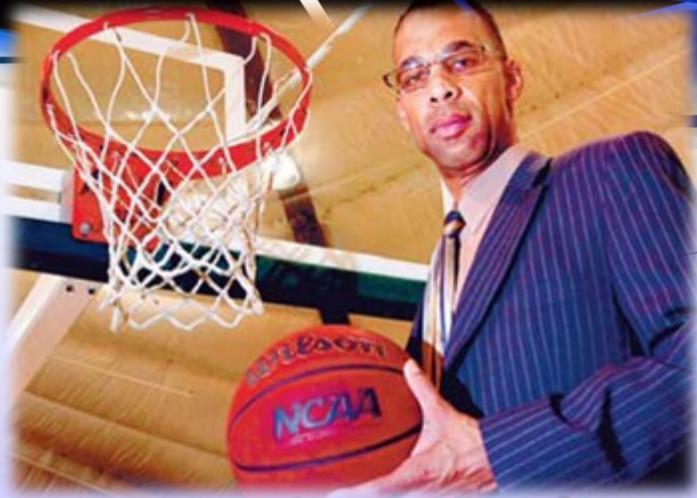
The building will be designed and built using strategies aimed at improving performance across all the metrics that matter most: energy savings, water efficiency, CO₂ emissions reduction, improved indoor environmental quality and stewardship of resources and sensitivity to their impacts.

Architectural rendering by:
**DOUGHERTY + DOUGHERTY
ARCHITECTS LLP**



The dream comes true!





Bossieux inducted into the University of La Verne Hall of Fame!

The Department of Behavioral Health's (DBH) very own Program Manager II, Andre Bossieux, was one of eight alumni who were inducted into the University of La Verne Athletic Hall of Fame on March 26. He was inducted for his undergraduate prowess on the ULV basketball court as a four-year varsity guard, three-time First Team All-Southern California Interscholastic Athletic Conference selection and two-time All-District honoree.

Andre was an 18-year-old ULV freshman when he joined LeRoy's part-time staff for weekend recreation.

He left LeRoy's 26 years later after helping thousands of troubled, abused and neglected 7 to 18-year-old boys move from pain to productive personal, familial, business and community life with his emphasis on responsibility, accountability, service and athletic outlets. He and banking/financial/investment executive Tom Hobson, co-founder of the nonprofit Nothing But Net community basketball program, broadened LeRoy boys' experiences with basketball clinics, mentoring and community service projects for families in need.

He served as a ULV assistant coach, working with head basketball coaches Bob Elder and Gary Stewart from 1985 to 1989, after he earned a bachelor's degree in communications/broadcast from the school in 1983. Andre founded Strongside Referees which

provides basketball referees to municipal, school and community programs throughout the Inland Empire.

Andre has won many honors, but feels "This induction represents my whole body of work in community and with children, my personal relationships, my professional life, any achievements I've managed to acquire along the way...If I had to do it all over again, given the costs compared to other universities, I'd do ULV in a heartbeat," he proudly

said, "It helped me transition to adulthood with minimal risk of failure or challenging, risky behavior. It gave me the personal and professional tools to literally impact thousands of young people's lives," he continued. "I was bad, very, very difficult, so difficult that my aunt didn't allow me to come to her wedding," he said, shaking his head. "My cousins all talk about how bad I was. My parents put me in Pasadena YMCA's Bitty Basketball when I was in first grade to calm my bad self down." Using basketball as "leverage," the elder Bossieux kept Andre in school and out of trouble, a good citizen and motivated. It literally showed him how to be a part of a team, to collaborate and cooperate, to follow rules and to exercise fair play and good sportsmanship.

"It gave me the personal and professional tools to literally impact thousands of young people's lives"

The Department of Behavioral Health congratulates Andre on his most recent accomplishment and is proud and honored to count him as a member of the DBH family!

Workforce Education and Training Honors...

December, January and February Employees of the Month!

December Employee of the Month

CYNTHIA CURBOW, Clinic Supervisor, Ontario Community Counseling

Cynthia Curbow, LCSW, is one of the most enthusiastic employees of the County of San Bernardino Department of Behavioral Health. Mrs. Curbow is open to hearing any problems at the time they arise, despite if she is working diligently on another project. She is dedicated and works very hard to make sure this clinic is working to its best potential and that all employees are happy and comfortable with their job expectations. Just knowing that Cynthia is at work creates a sense of respect for all of the employees. She goes beyond her job responsibilities with great professionalism, and will help other employees when tasks become over bearing. Cynthia received two special recognitions last year, one for Field Instructor of the Year in Graduate Student Education and the other in community behavioral health programs. These two honorable recognitions demonstrate how Cynthia is dedicated, supportive and invested in going above and beyond her role.

January Employee of the Month

JENNIFER GONZALEZ, Social Worker II, Office of Cultural Competence and Ethnic Services

Jennifer consistently works as a team player. Upon the retirement of a co-worker, Jennifer took on many additional tasks. She has a positive attitude and her willingness to learn new tasks has been inspiring. Jennifer consistently goes above and beyond to research solutions to complicated situations. Jennifer was instrumental in getting a video relay service installed at the CWIC in Rialto. She showed a great deal of resiliency and determination with regards to this project. Even after the project was put on hold numerous times, Jennifer continued to look for alternative ways to obtain this valuable service for the consumers of the County of San Bernardino. Jennifer balances her complicated workload efficiently. She has become a subject matter expert in a number of areas and the department as a whole benefits from her expertise.

February Employee of the Month

ROSIO VALDEZ, Supervising Office Assistant, Upland Community Counseling

Rosio is definitely one in a million. The staff and clients at Upland Community Counseling Center are enriched beyond measure by her amazing leadership skills, her excellent organizational skills and her ability to make each person feel that she is concerned with their “urgent needs” with a friendly “no problem” attitude. Her attitude reassures us that she can, and will, handle whatever comes her way (and she always does). Rosio goes above and beyond her job on a daily basis. She never stops!! In addition to her primary (and extensive job responsibilities), Rosio can be found rushing around the clinic serving the needs of staff and consumers. Whether she is planning an event to raise morale, working with the air conditioning company to ensure that each of our needs for comfort are properly addressed, offering kind and supportive words to someone in distress, or filling in for other staff, Rosio is ALWAYS someone that we can count on.

**Remember you have the opportunity to nominate
a deserving employee every month!**

Please visit <http://countyline/dbh/> and click on the link
in the “On the wire” section.

Cultural Corner

Celebrating our diverse cultures!

Let's PowWow!



The Native American Resource Center, in collaboration with a family from the San Manuel Band of Serrano Missions Indians, held its 1st Annual Pow Wow May 13-15, 2011.

You may be asking yourself what is a Pow Wow? A Pow Wow is a way of meeting together for Native American people's to join in dancing, singing, visiting, renewing old friendships and creating new ones. This is a time to renew thought of the old ways and to preserve a rich heritage.

There are several different stories of how the Pow Wow was started. Some believe that the war dance societies of the Ponca and other Southern Plains tribes were the origin of the Pow Wow. Others believe that when the Native Americans were forced onto reservations the government also forced them to have dances for the public to come and see. Before each dance they were lead through the town in a parade, which is the beginning of the Grand Entry.

Pow Wow singers and dancers are very important figures in the Native American culture. Without Pow Wow singers, there would be no dancing. The songs are of many varieties, from religion and war to social. Dancers have always been a very important part of the life of the American Indian.

Most dances seen at Pow Wow's today are social dances, which might have had different meanings throughout history. The dance styles and content have changed, however their meaning and importance have not. The outfits worn by the dancers, like the styles of clothing today evolve over time, it is not a stagnant culture, but rather a vibrant and changing way of life.

Look in the next edition of FACES for a full report on the PowWow! For information contact the Native American Resource Center at (909) 864-1097 ext. 3324

Black History Month Celebration!

This year marks the 35th anniversary of Black History Month. It is at this time that America celebrates the contributions that the African-American community has made to the culture and history of our nation. This year's theme for Black History Month, "Creating a Better Tomorrow, By Making a Difference Today," calls upon us to advance ourselves and others.

In honor of Black History Month, the San Bernardino County Association of African American Employees (SBCAAAE) hosted the 18th Annual Black History Month Celebration at the County Government Center, Thursday, February 24, 2011. Those who attended the magnificently orchestrated affair were awarded with an enriched experience and inspired by heritage and legacy of universal Black culture.

The evening was filled with outstanding local talent, which included: a Black History Month Art Exhibit, sponsored by Assembly Member Wilmer Amina Carter and Ms. Cheryl Brown of the Black Voice News, Corner Poets, Daughters of Zion, song writer and vocalist, Shelea Melody Frazier and cello virtuoso, Keith Tutt II.

During the evening

the SBCAAAE demonstrated their support of future leaders by awarding three academic scholarships.

One of many highlights of the evening was the very personal and inspirational message about "One Man's Will to Succeed," presented by the keynote speaker for the evening, Kermit Alexander, #39. As the oldest of 14 children, Mr. Alexander faced incredible challenges both on and off the football field, but nothing that would compare to the senseless murder of his mother, sister and two nephews. Mr. Alexander now travels the world telling his story of how that event forever changed his life.

CaSonya Thomas, President of SBCAAAE, encouraged all who attended to replenish their spirits with confidence, awareness, education, actualization and resolve to move beyond real or perceived barriers that may be inhibiting their ability to achieve all that they claim to be theirs, and all that is within their reach.

The hard work that went into the production of the incredible evening was very apparent and overwhelmingly appreciated by those who attended.



Family Resource Center Open House!

Victor Community Support Services

Victor Community Support Services-Victorville (VCSS) Family Resource Center (FRC) hosted their Open House January 24, 2011. This new program is supported by the County of San Bernardino Department of Behavioral Health (DBH), and funded by the Mental Health Services Act (MHSA), Prop 63.

Many officials and employees of the County of San Bernardino were in attendance, including but not limited to Allan Rawland, Director, (DBH) May Farr, San Bernardino County Behavioral Health Commissioner, Veronica Kelly, Deputy Director, (DBH) and Michelle Dusick, Program Manager and Sonia Rubio, Program Specialist, from the Office of Prevention and Early Intervention (DBH.) In addition, organizational partners of VCSS were in attendance.



The FRC provides services to community members who may not have insurance or access to mental health or community services. The FRC staff serves all age groups and are able to provide bi-lingual services.

Some of the groups and activities provided include:

- Computer Classes in Spanish
- Resume Writing
- Referrals to a Wide Variety of Community Services
- Women's Support Groups
- Grandparents Raising Grandchildren Support Groups – in English & Spanish
- Nurturing Parenting Groups
- Nurturing Fathers Groups
- After School Activities for Children
- Child Enrichment Groups
- Case Management
- Individual & Family Therapy

The Family Resource Center is located at 14360 St. Andrews DR., Suite 7 in Victorville, CA.
For more information, please call (760) 780-4750.

Making The Homeless Count

By Tom Hernandez, Homeless Services Manager

The evenings of January 26th and 27th marked the biennial Point-in-Time Count in the County of San Bernardino. The Count was organized by the Office of Homeless Services through the San Bernardino County Homeless Partnership (OHS). OHS, in collaboration with a variety of other county departments, community partners and volunteers worked hard to count as many homeless individuals as possible both nights of the Count. Numerous volunteers spent the evening and early morning hours gathering information from the individuals who they encountered

At least every two years, Continuums of Cares (CoCs) across the country undertake community-wide efforts to collect information on the number and characteristics of individuals and families experiencing homelessness. The United States Department of Housing and Urban Development (HUD) requires CoCs to complete their Count during the last ten days of January.

The Count is a HUD requirement. The results help ensure that the County of San Bernardino receives a proportionate

share of federal funding to fight homelessness. Data from the biennial Count is also used to understand how widespread homelessness is in the county and who is most affected.

According to the National Alliance to End Homelessness, if local governments and agencies focused on chronic homeless prevention and a housing first approach, real progress could be made towards assisting this vulnerable population.

Information collected on the nights of the Count was sent to a consulting agency, CLA and Associates for analysis. The consultants compile the data to produce an unduplicated number. The results are scheduled to be announced in the Spring, at which time OHS will post the official numbers.

The Office of Homeless Services would like to thank all those who volunteered in support of this year's Count. We could not have done it without you.

Thank you!

Placing four chronically homeless people into permanent supportive housing in Los Angeles resulted in more than \$80,000 per year in savings to taxpayers and improved quality of life for the individuals.

Letter from the Editor

By Lynn Neuenswander, Public Information Officer



Greetings,

The Department of Behavioral Health (DBH) is proud to continue its tradition of celebrating “May Mental Health Month,” which began in 1949. This year’s theme **“Live Well! It’s Essential for Your Potential”** encompassed the notion of balance in one’s life among the mental, physical and emotional elements of health. Individuals who achieve this sense of wellness can be fully engaged in their family and community.

This year’s activities planned and hosted by DBH to promote awareness, education and stigma reduction to behavioral health issues included:

Sixth Annual Recognition and Education Banquet: “An Evening with the Stars”

The National Alliance on Mental Illness, in collaboration with DBH and the Behavioral Health Commission, hosted the Sixth Annual Recognition and Education Banquet: “An Evening with the Stars.” This star struck event was held May 18, at the Doubletree Hotel, 222 North Vineyard Ave., Ontario, from 6:00 – 9:00 P.M. Special recognition was given to honor those individuals and organizations who have made significant contributions in providing excellent mental health, alcohol and substance abuse services throughout the County of San Bernardino. The keynote speaker for this year’s banquet was Broadway performer **Wambui Bahati**. Ms. Bahati is an inspirational and motivational speaker, entertainer and author. Having performed on *Broadway* in the productions **“Godspell”** and **“Jesus Christ Superstar,”** it is fitting that her name in Swahili means “singer of songs.”

“Stomp out Stigma” Pep Rally: May 15, 7:45 A.M.

The rally was held at the front doors of the Government Center. Cheerleading routines were performed by the Riverside School for the Deaf and the Summit High School cheer squads. There was also a musical performance by the Eisenhower High School Jazz Band. The Rally concluded with a **“Behavioral Health Walk”** around the Government Center.

Nothing to Hide: Mental Illness in the Family:

April 29 through May 12, 2011: San Bernardino County Museum

May 13-31, 2011: San Bernardino County Government Center

This traveling exhibit featured photographs and interviews with families whose lives are affected by mental illness. The exhibit was a collaborative effort between DBH, the Department of Veteran Affairs and the San Bernardino County Museum. All were invited to take an educational glimpse into the very private lives of those brave enough to share.

Consumer Art Exhibit: May 2-31, 2011: County of San Bernardino Government Center

Featuring the idea of health through art, various modes of artistry were collected from local talent living with mental illness and displayed at the County Government Center the entire month of May. One of the highlights of the exhibit was on **May 17**, when many of the artists were available to greet the public and talk about the inspiration for their piece, as well as, how they use art in their recovery process.

**Thank you to all who supported “May Mental Health Month” by joining any,
or all, of the celebrations listed above!**

Sincerely,

Lynn Neuenswander

Lynn Neuenswander, PIO

**D E P A R T M E N T O F
B E H A V I O R A L H E A L T H**

**F.A.C.E.S. is published by the
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Vision

We envision a County of San Bernardino where all persons have the opportunity to enjoy optimum wellness, whether they have experienced mental illness, substance abuse or other addictions.

Mission

The County of San Bernardino Behavioral Health Programs strive to be recognized as a progressive system of seamless, accessible and effective services that promote prevention, intervention, recovery and resiliency for individuals, families and communities.

Values

We embrace the following values:

Clients and families as central to the purpose of our Vision and Mission.

Sensitivity to and respect for all clients, families, communities, cultures and languages.

Effective services in the least intrusive and/or restrictive environment.

Positive and supportive settings with state-of-the-art technologies.

Open and honest dialogue among all stakeholders. Partnerships and collaborations that share leadership, decision-making, ownership and accountability.

Each other as our most valuable asset and collectively, the empowerment that this provides.

A well-trained and competent workforce.

Empowering and supporting staff in their personal and professional development.

Responsible use of our resources to ensure financial sustainability.

**County of San Bernardino
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**Our employees are committed to being
Friendly, Interested, Responsive, Service oriented,
and Trustworthy!**

