

County of San Bernardino - Department of Behavioral Health



Promoting Wellness, Recovery and Resilience

Volume 2, Issue 2

F.A.C.E.S. Newsletter

Fall/Winter 2010

F.A.C.E.S.

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



*The 2010 Wellness Triathlon brings
the DBH Family together!*

A Message from the Deputy Director

By Joseph Ralph Ortiz, Ph.D, Deputy Director, 24-Hour and Emergency Services



After 33 years of service, I will retire in January. I know it sounds like a cliché, but the time has gone by very fast. The department was a very different agency back then. It was much smaller and in many ways more simple. I will however resist the temptation to discuss the “good old days.” This article is about *the future*.

While my generation of colleagues had the challenges and opportunities of Proposition 13, Medi-Cal, Realignment and MHSA. I have also seen the implementation of such concepts as Cultural Competency, Recovery, Wellness, Peer Support Services, and Empowerment. You future leaders have before you the opportunities and challenges of health reform,

health integration, the use of technology, an increasingly diverse population and shrinking revenue streams. This field of public mental health needs bright, well educated, informed and innovative people of all disciplines to meet the challenges before it. I have confidence that this new leadership will meet these challenges head on and seize the opportunity to develop a 21st Century behavioral health system.

On a personal note I will remember fondly all of the great folks I worked with, those who have mentored me to be better than I thought I could be. Mostly, I will remember the clients, whose courage, resilience, generosity and humor have inspired me.

So, to paraphrase the song...

*“I will only miss you when
I think of you,
and I’ll think of you all the time”*

Clubhouse/TAY Day

By Kristen Martinez, Mental Health Education Consultant, PIO/CORE

Each year, the first full week in October is designated as Mental Health Awareness Week. This year, on October 5th, DBH and our contract partners hosted a “Clubhouse and TAY Day” at the Government Center this year, on October 5th. Each Clubhouse and Transition Age Youth (TAY) Center creatively constructed displays showing the accomplishments, goals, and activities of the members.



Along with the displays, a presentation was cycled on a screen showing facts about the Clubhouses, TAY Centers and the progress that has been made with peer driven mental health programs. A display was even created to show the history of mental institutions and how far they have advanced in their treatment of those with mental health issues.

Each group displayed their boards with pride and enthusiasm! With one of the highest turnouts for an event like this, there were many opportunities to educate visitors on the recovery model and peer support.



Announcement of Passage ACR150

By: West Side Story Newspaper-www.westsidestorynewspaper.com

Monday, October 18, 2010 the African American Mental Health Coalition (AAMHC) held a press conference, at the County Government Center, to announce the passage of ACR150, groundbreaking legislation to establish the second week of February as **“African American Mental Health Awareness Week.”**

“The African American Mental Health Coalition is committed to empowering African American communities by promoting the benefits of mental health services, through education, advocacy, policy development, raising awareness, and decreasing the stigma surrounding mental health...” - ACR150

Assemblymember Wilmer Amina Carter (District 62) authored the legislation, which highlights the mission of the AAMHC and recognizes its member’s commitment to community wellness, and presented a copy of the resolution to members of the coalition during the press conference

The AAMHC is also identified with the success of *“African American Health Awareness Week”* for providing services, information and advocacy to individuals living in African American communities.

The AAMHC strives to make positive change by increasing awareness regarding behavioral health issues and eliminating barriers to care.



Photo by John Coleman, CP Times, courtesy of Westside Story Newspaper

(Members pictured from left to right include; Linda Hart - Coalition President, Gwen Knotts - Knotts Family Institute, Behavioral Health Commissioner Veatrice Jews - Inland Empire Concerned African American Churches, Wilma Shepard - Secretary of the AAMH, Behavioral Health Commissioner Monica Wilson, PhD., - CA Mental Health Planning Council, Assemblymember Wilmer Amina Carter, Veronica Kelley - DBH Cultural Competency Officer, Allan Rawland - Director of DBH, Dr. Winifera Harper - Program Manager, Juvenile Justice Law Center, Inc, Patrick McKinstry - LaBaron Group.)

Serving County and Country Veterans Affairs

By Bill Moseley, Director of Veterans Affairs

On November 9, 2010 the County of San Bernardino Board of Supervisors (BOS) honored current county employees for post 9/11 military service.

Approximately 240 county employees, representing 28 departments and the Courts, have left their jobs in order to serve our nation. To date, of that number, approximately 140 have returned home and continue to work for the county.

As the senior-ranking military county employee, with County Information Services, Army Reserve Col. Frank Guevara briefly thanked the Board of Supervisors for their support.

Sergeant Horace Boatwright directed the Sheriff’s Honor Detail before the names of the honorees were



read aloud by Lt. Col. Ted Alajandre. As each service member or veteran’s name was read, they were presented with a challenge coin by alternating BOS members to thank them for their service.

The commitment of all county employees who serve the public is truly commendable. However, the county employees honored on this day go far above and beyond the call of duty and serve our country as well.

***Their example should be an
inspiration to us all!***

Federal Breaches: How DBH Compares **Office of Compliance**

By Roberta Luna, Staff Analyst II, Office of Compliance

THEFT! Nationwide, the major cause of federal breaches is laptop theft! Of 96 reported federal breaches involving at least 500 clients each, 39 of them involved laptop thefts. The next closest breach was 16 paper and film losses, followed by 10 desktop computer thefts. The rest of the breaches (31) were a combination of servers, improper emails, inaccurate mailings, hard drive thefts, CD and back up tape thefts and improper paper disposal. There was even one phishing scam. To further intensify the matter, the breaches listed above that involved 500 or more clients were required to be reported in the media!

DBH, including its contract partners, recently had two breaches that involved Protected Health Information/Personally Identifiable Information left in vehicles. The department has had only six federal breaches, and fortunately, none involved 500 or more clients.

Based on the number of breaches reported nationally, DBH is consistently lower than the national theft rate and has a lower number of affected consumers. Overall, DBH is doing a very good job of protecting our consumers health and other personal information. Please continue to protect client information at all times.

[Keep up the good work and keep up your guard!](#)

For questions or for more information regarding Protected Health Information/Personally Identifiable Information, please call the Office of Compliance at (909) 382-3083.

Deputy Director Honored at State of the Department

By Lynn Neuenswander, Program Specialist II, Public Information Officer

The Department of Behavioral Health (DBH) State of the Department was held July 26, 2010 at the Behavioral Health Resource Center in Rialto. The event was held to acknowledge accomplishments made by DBH and contract program staff throughout F/Y 2009-10. Each program creatively developed and presented their program achievements and future goals for the upcoming year.

In addition to the presentations, Allan Rawland, Director of DBH, announced the recipient of the 2010 Director's Award of Excellence.

Dr. Joseph (Ralph) Ortiz, Ph.D
was presented with the well
deserved award!



Special Presentations in the Months of June–October **Mental Health Commission**

By Debi Pasco, Clerk of the Commission and Dorean Glenn, PIO/CORE

Behavioral Health Commission (BHC) meetings are held on the first Thursday of each month, with the exception of August. Public meetings begin at 12:00 noon and last approximately two hours. **ALL MEETINGS ARE OPEN TO THE PUBLIC, AND TIME IS SET ASIDE AT EACH MEETING FOR PUBLIC COMMENT.**

JUNE: SPECIAL PRESENTATION:

Project Return Players

In 1989 the ABC television show 20/20 filmed a segment on mental health recovery narrated by Hugh Downs starring the Project Return Players. The Players were an improvisational troupe of men and women recovering from mental illness who were out to break down the myths and misconceptions surrounding people with mental illness. During this time, David Miller, currently a San Bernardino County Peer and Family Advocate II, was a member of the Players. David graciously shared the 20/20 segment, which featured the Players and their story of recovery with the members of the Commission and those in attendance.

Allan Rawland, Director of DBH knew David in “89” and they reunited five years ago here in San Bernardino. Bob Sudol also knew David at that time. He was inspired by David then and considers him a mentor now.

David Miller also recently reconnected with Carrie Bray, the organizer and performance instructor of the Players. Carrie shared these words of wisdom with David: **Never label, take responsibility and never play victim!**

JULY: SPECIAL PRESENTATION:

The Mentally Ill Parolee

Dr. Ralph Ortiz, Deputy Director for DBH facilitated a presentation regarding the new legislation that went into effect January 25, 2010 authorizing the placement of parolees onto eligibility based Non-Revocable Parolee (NRP) status.

The County of San Bernardino is second in the state for parolee population. As a county, we are obligated to provide at least a mental health assessment for NRP individuals. To date (July 1, 2010), as the California Department of Corrections & Rehabilitation (CDCR) contact, Dr. Ortiz has received only five referrals.

A Criminal Justice Committee, involving multiple county departments/agencies and a representative for CDCR, is addressing the increased need for services, current challenges and working towards implementing a data resource base. Additionally, faith-based organizations are very concerned and have stepped up to provide services. Issues discussed include resources and funding.

AUGUST: The month of August is dark and there is no Behavioral Health Commission Meeting

SEPTEMBER: SPECIAL PRESENTATION:

Community Coalitions

Veronica Kelley, Cultural Competency Officer, presented demographic information in the County of San Bernardino. Reaching out and engaging diverse cultural groups is important for bringing people to community meetings. She shared strategies such as; e-mail blasts to community agencies, coalitions and offering interpreter services.

Benita Ramsey and Jonathan Buffong, DBH Community Liaisons, engaged the Commissioners, and audience, in an exercise to increase attendance at District Advisory Committee (DACs) meetings. The task included developing a DAC commercial designed to encourage a target audience to attend meetings and events.

In her presentation, Ms. Kelley stated that the Office of Cultural Competence and Ethnic Services are always available to provide assistance.

OCTOBER: SPECIAL PRESENTATION:

African American Health Institute Contract with California Department of Mental Health.

Commissioner Veatrice Jews introduced Dr. V. Diane Woods, President and CEO of the African American Health Institute (AAHI) as our guest speaker. Dr. Woods has over 40 years in the healthcare field. In March 2010, the African American Health Institute was awarded the Department of Mental Health Reducing Disparities in Populations Report Project contract. There are multiple diverse individuals and groups participating in the project, set for completion in February 2012. The Project’s vision is to engage the collective wisdom of people of African ancestry, living in California, to create a strategic plan to address behavioral health issues within this specific population of individuals and families.

NOVEMBER: SPECIAL PRESENTATION:

The Board of Supervisors, with the assistance of the Chief Executive Officer, Greg Devereaux’s office, is spearheading a large-scale effort to create a vision for the county’s future. Over the next four months, Vision Team members, Steve Pontell and Diana Alexander, will seek input from the public through community meetings, various county entities, business leaders, community-based organizations and everyone having an investment in the direction the county will take in the years to come.

2010 Recovery Month

By Gary Atkins, Program Manager II, Alcohol and Drug Services

Recovery Month is an annual observance that takes place during the month of September. Recovery Month highlights the societal benefits of substance abuse treatment, applauds the contributions of treatment providers and promotes the message that recovery from substance abuse in all its forms is possible. The observance also encourages citizens to take action to help expand and improve the availability of effective substance abuse treatment for those in need.

Each year a new theme is selected for Recovery month. On September 11, 2010, the County of San Bernardino Alcohol and Drug Services providers honored Recovery Month with the "Recovery Happens Celebration." Contracted alcohol and drug providers and vendors gathered to celebrate recovery and honor this year's theme, "Join the Voices of Recovery Now More Than Ever."



The event committee was comprised of seven contract agencies along with DBH staff; 24 vendors; and 214 volunteers working throughout the day. Gary Atkins, Program Manager II, DBH, gave the opening ceremony speech and presented Trish Odoh, Morongo Basin Mental Health Services Association, Inc., Committee Chairperson, with a Proclamation from the Board of Supervisors.



The celebration was comprised of many fun filled activities and a wealth of information. Some of the celebration's activities included;

- * Opportunity drawing giveaways - with over 30 prizes and baskets.
- * Banner contest with 13 entries, six receiving trophies and the remaining receiving Honorable Mention ribbons.
- * Children's area donated by St. John of God; which included two blow-up slides, a haystack-find a prize, train rides, and much more.
- * **FREE** hot dog lunch for all attendees.
- * Volleyball and Horseshoe Tournaments.
- * Goggle Tricycle races.
- * Motorcycle poker-run for recovery, which started at Sylvan Park, traveled to Running Springs, Upland, San Bernardino and back to the park for a trophy presentation to those that obtained the winning hands.



Keeping Up With The Transitional Age Youth

Transitional Age Youth Programs

By Andre Bossieux, Program Manager II, Transitional Age Youth Programs

The Transitional Age Youth (TAY) Center in San Bernardino held their annual Harvest Festival on October 20, 2010. Activities included apples on a string, egg toss, Wii video gaming, egg on a spoon race, costume contest and pumpkin carving.



TAY Partners displayed their pumpkin carving talents

The TAY Center in Rancho Cucamonga celebrated their Harvest Festival with a Halloween dance and party, pumpkin carving contest, costume contest, site decorating activities and a scary movie night. During the

month of September, the Rancho TAY Center celebrated Latino Heritage Month by recognizing Latinos in history and also learning about various Latin cultures.

The TAY Center in Yucca Valley held weekly

Halloween crafts with mini pumpkin painting, spider hatchlings, witches and bats, and a trip to Riley's Farm Pumpkin Patch on October 26.



Partner Highlight: One of our partners from the San Bernardino TAY Center is almost complete with the final draft of her next book. Her first book, "*Tigerclaw: Regrets*" is published and currently sold on Amazon under her alias Kelli Norton.

The TAY Centers continue to work with clients to assist with employment, education and emergency housing needs. The Shelter Bed Program housed 72 TAY clients countywide during the month of September.

In preparation for the Holiday Season the TAY Center in San Bernardino coordinated the Annual Giving Tree project. TAY partners submitted their wish lists on holiday ornaments in hopes of having their wishes come true.

An Innovative Program Is Recognized

Program Support Services

By Cynthia White, Program Manager I, Community Crisis Services

August 2010, DBH Community Crisis Services (Community Crisis Response Team-CCRT and Crisis Walk-in Center-CWIC) was selected to receive the John F. Kennedy School of Government Ash Center for Democratic Governance and Innovation **Bright Idea Award**.

Nearly 600 applications were submitted for the award. Community Crisis Services is very proud to have been one of the 177 recipients selected.

Crisis Services utilizes a multi-disciplinary team that works 24/7. This award is a reflection of the dedicated staff and their commitment to helping those experiencing a mental health crisis.

In its inaugural year, the **Bright Idea Award** was designed to recognize and share creative government initiatives around the country with

interested public sector, nonprofit, and academic communities. **Bright Ideas** seeks to complement the long-standing Innovations in American Government Awards Program by providing government agencies with a collection of new solutions that can be considered and adopted today.

This program serves to recognize promising government programs and partnerships that government officials, public servants, and others might find useful when faced with their own challenges.

The 2010 **Bright Ideas** will be showcased on the Center's Government Innovators Network, an online marketplace of ideas and examples of government innovation for policymakers and practitioners. To view this and a complete listing of winners visit:

www.innovations.harvard.edu



Did You Know?

By Jennifer Kachelek, Mental Health Specialist I, PIO/CORE

One evening in May, **CCRT East Valley and CCRT West Valley** in collaboration with the Ontario Police Department played an important role in employing crisis intervention and **saving the life of a young girl**. Kudos to our CCRT teams who work tirelessly to provide support to those in crisis!

Henry Rakwena of the Psychiatric Diversion Unit was recognized for his outstanding achievement in completing his PhD in Psychology. Henry Rakwena successfully **defended his dissertation** at Loma Linda University May 2010. Congratulations Dr. Rakwena!!

Upland Community Counseling Center was recognized by the Design and Operations Committee for their **outstanding work on the Benefits Team** and staff's unconditional dedication in providing services to and improving the lives of their consumers. Upland Community Counseling's staff has embraced the value of customer service at the highest level! Hats off to Ron Smith and Carol Michelson for the leadership and support they provide to their staff and to the staff for the amazing effort they give each day!

Natalie Kessee, Contract Supervisor, was awarded the **Executive Management Award of Distinction** for her outstanding leadership and tireless dedication to the procurement and contracting process. Natalie's drive for perfection has made the Administrative Services Contract Unit an exceptional support team. Natalie's achievement was also recognized by the Department of Behavioral Health's Employee Recognition Committee!

Congratulations to **Karen Banker** who was **promoted to Clinic Supervisor** for Community Crisis Services October 2010!! Prior to Karen's promotion, she served as a Clinical Therapist II at Mesa Clinic for over 3 years. Her energy and ability to display strong supervisory skills in the time of crisis will be an added benefit to Community Crisis Services. Karen is also a disaster team captain for the Department of Behavioral Health and a certified trainer of the Trauma Resiliency Model. Great work Karen!!!

Let's give it up for **Doris Turner and Laretta Ross**, Peer and Family Advocate III for the Office of Consumer and Family Affairs (OCFA). October 2010, they were recognized for the services they provide

and selected to receive the **California State Association of Counties Award!** The OCFA has received over 400 contacts from consumers and family members for assistance, including a number of contacts from out-of-state family members. The diligence, perseverance and exceptional customer service qualities of the OCFA has resulted in positive collaborations with the Superior and Mental Health Courts, District Attorney's and Public Defenders Office, Patton State Hospital, Arrowhead Regional Medical Center and West Valley Detention Center.

Congratulations to **Jennifer Gonzalez**, Social Worker II from the Office of Cultural Competence and Ethnic Services, for her recognition by Assemblymember Wilmer Amina Carter!!! Jennifer was selected as one of the Assemblymember's **30 under 30 honorees**. Every year, Assemblymember Carter honors 30 people under the age of 30 who are making a difference in their communities. Jennifer has demonstrated exemplary effort, while at work, and on her own time to assist the residents of the County of San Bernardino.

Behavioral Health Commissioner **May Farr** does it again!! On December 7, 2010, May Farr received the **Šimanek Distinguished Service Award** presented by the Hospital Association of Southern California. May Farr exemplifies true dedication to the field of behavioral health services and was recognized as a distinguished leader in the County of San Bernardino. The Šimanek Distinguished Service Award is presented each year and recognizes individuals that promote excellence in behavioral health services.

Monica Tolliver, Social Worker II and **Christine Rouse**, Alcohol and Drug Counselor, were honored by the San Bernardino County Superintendent of Schools for their **exemplary commitment in meeting the needs of the students** in the County of San Bernardino.

The Department of Behavioral Health's **Forensic Adolescent Service Team (FAST)** received the **Public Agency Award** on October 13, 2010 granted by the Juvenile Justice and Delinquency Prevention Commission of San Bernardino County.

My Life Clubhouses

Submitted by Bob Sudol, Clinic Supervisor, Consumer Clubhouses

RECOVERY

I grew up in Rialto, California. My dad was a master sergeant in the Army. He was at Pearl Harbor the day it was bombed, December 7, 1941. My mother was a secretary, and I have one brother, 14 years older than I. I didn't see much of my brother as a child because he was in the military. I was a very active child. When I was 10, I started with the Cub Scouts and then later on, the Boy Scouts. We went on campouts and learned about nature. I went to Preston Elementary and Eisenhower High School in Rialto. I was in the 4-H Club, where we went on different field trips and took care of animals, such as cats and dogs. We played with them, and gave them water and food. I also had cats and dogs as a child. Our cat's name was Tiger, and the dog's name was Bear.

When I was 14, I was diagnosed with a psychiatric disability. I was placed in a hospital from 1974-1976. They took me on field trips. There were other patients there, for other reasons. I missed my parents very much, but they visited me every month. I went to a work study program continuation school when I was 17. My girlfriend and I used to go for walks, to the mall, and go to the movies. We saw *The Exorcist* together, and I remember I was more scared than she was, but we both just ate popcorn and had a good time. In my early twenties I got a job at Del Taco, which was fun and it put some extra money in my pocket. I worked there for two years.

When I was 21, my mom and dad moved to Arizona in 1981. I missed them but they called me every other day and we wrote each other letters, as well.

In the early 90's I got on SSI and had met someone who I cared about; as of today's date we've been together for 30 years. We've had a good life and have been on a lot of trips. We've visited San Diego, Las Vegas, Newport Beach, and Santa Barbara.

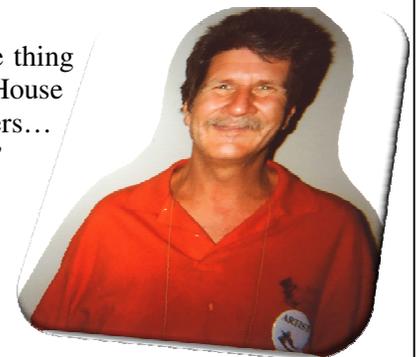
Although I've had many difficulties, I've kept my sense of humor and a positive attitude about life. I go to church once a week. I love animals, dogs and cats, and I feed the ducks popcorn at Fairmont Park in Riverside every Saturday. The ducks see me coming and paddle over when I get there.

I came to TEAM House in 2000. My first impression was, I like it here. I worked with the computers at first, because I like math. Most of the people at TEAM house are nice. I've done so much at the clubhouse; dances, field trips, hiking, and bowling. I enjoy socialization and the friends I've made. Sometimes I've had rough days, and the staff has helped me. The staff is nice.

I like to make people happy, and to laugh. Some of the things I say are silly, but I say them because I want to be happy, and I want other people to be happy, too. Here are a few of my trademark quotes, and I hope they make you happy too: *"Do you like San Bernardino?" "Do you live in Fontana" "Are you silly today?" "Were you in Charlie's angels?" "Are you Madonna?" "Are you happy all the time?" "Do you live in Muscoy?" And of course, "Are you Farah Fawcett?"*

I'd like to leave one thing to all my TEAM House friends and members...
"keep on believing!"

Your friend, Brad



Question of the Quarter: Your Chance to WIN!!

Question: What program provides licensing test study materials including online classes, seminars and books to assist unlicensed staff in becoming licensed?

Answer _____

Submit your answer to kmartinez@dbh.sbcounty.gov by March 1, 2011 to be entered in a drawing for a prize!

Hard Work Pays-Off **Workforce Education & Training (WET)**

By Erica Banks, Secretary I, Workforce Education and Training



The Department of Behavioral Health would like to congratulate the following staff members for obtaining their clinical license in 2010:

Veronica Camacho, LCSW
Ontario Community Counseling

Karen Torres, LCSW
Phoenix

Catherine Palmer, LCSW
Phoenix

Maureen Pujols, LCSW
Children and Youth Collaborative

Martha Parra, LCSW
CWIC

Workforce Education & Training (WET) Presents June, July Employees of the Month

By Mariann Ruffolo, Admin Manager, Workforce Education & Training

June Employee of the Month:

Maria Aponte

Title: Office Assistant III

Program: Adult Residential Services

Summary of Nomination:

Maria is known for her professionalism, strong work ethic and her computer skills. Her interactions with consumers, family members, staff and contract providers is positive and service oriented. She has developed and implemented a computerized database that has improved accessibility of data of services provided in the unit. Before Ms. Aponte, there were two clerical staff fulfilling the duties; currently she now completes all the work herself and does so in an impressive manner.

July Employees of the Month

Francisco Soto

Title: Automated Systems Technician

Program: Information Technology

Summary of Nomination:

Francisco is recognized by his team members and additional DBH program line staff. Francisco is dedicated and exemplifies outstanding customer service skills. His skills are expressed through his promptness and reliability. His willingness to assist with day long trainings is well recognized and appreciated. He possesses excellent troubleshooting techniques and will remain working on a ticket until he is positive all issues or possible solutions have been used and resolved. His calmness, humility and positive attitude are just a few of the key characteristics that define his professionalism.

GREAT JOB!

Workforce Education & Training (WET) Presents August, September, October and November Employees of the Month

By Mariann Ruffolo, Admin Manager, Workforce Education & Training



August:

Tiffany Kennedy

Title: Clinic Therapist I

Program: Quality Management

Summary of Nomination:

Tiffany performs all of her functions with integrity and professionalism. She is highly reliable and dependable, and always a positive team member. Time and again, agency staff have commented on how helpful Tiffany's feedback has been to help improve their documentation and safeguard the services they provide. Her willingness to address all inquires directed to her with diligence and thoroughness allows agencies to feel comfortable asking for assistance at any time. It is clear that her efforts have been acknowledged as a recent State Department of Mental Health review member commented, "the County of San Bernardino's Department of Behavioral Health represents the Gold Standard among the various Counties Mental Health Plans for program compliance and chart documentation standards."

WAY TO GO!

September:

Doris Arroway

Title: Office Assistant III

Program: Juvenile Court Behavioral Health Services

Summary of Nomination:

Doris has a great attitude. She is a receptionist for three different programs and goes above and beyond the call of duty! She is all about "Service First" and works really hard to make sure everyone has supplies, appointment information, minutes, copies, etc. She anticipates staff needs and is always there for staff.

WOW!!

October:

Dr. Henry Khin

Title: Psychiatrist

Program: Crisis Walk In Clinic

Summary of Nomination:

Dr. Khin goes far above the listed responsibilities of his job on a regular basis. He consistently expresses deep concern for the well being of the consumers he serves and works tirelessly to make sure that they are listened to and heard and medicated appropriately. He covers multiple programs that have pressing psychiatric needs and provides after hour coverage for the Crisis Walk In Center. In addition, he sees clients from the Adult System of Care Homeless Program. He is

respected by his fellow psychiatrists, and daily creates a warm and open communication system.

November:

Melissa Jones

Title: Secretary II

Program: DBH Administration

Summary of Nomination:

Melissa provides excellent administrative support to the Assistant Director, Deputy Director, Office of Compliance, Office of Homeless Services and other staff and programs as needed. Despite a very heavy workload, Melissa continues to be creative and selflessly offers her many talents in support of the department and its goals. Most recently she helped to develop and promote several employee recognition and professional development activities. She lent her time and creativity to assist the San Bernardino County Association of African American Employees in uplifting its image and the development of a professional presentation, as well as, marketing and membership materials. Melissa's contributions can often fly below the radar as above and beyond, because she consistently performs at such a high level.

AMAZING!

Behavioral Health is Honored by NACo **Public Information/CORE**



Each year, the National Association of Counties (NACo) issues Achievement Awards to counties across the nation in recognition of effective and innovative programs which contribute to and enhance county government in the United States.

The County of San Bernardino received 19 of a total of 32 entries awarded. Of those 19, the Department of Behavioral Health received **FIVE!**

The five NACo awards received were for the following programs:

The License Exam Prep Program: (Mariann Ruffolo)

This program provides licensing test study materials including online classes, seminars and books to assist unlicensed staff become licensed.



CWIC (Crisis Walk In Clinic): Urgent Behavioral Health: 24 Hour Crisis Walk In Centers: (Andy Gruchy)

This program provides urgent mental health services to persons of all ages who are experiencing a mental health crisis. Crisis intervention, case management, medication evaluations, referrals and crisis stabilization are some of the services offered at these centers.

Improving the Social, Developmental, Cognitive, Emotional and Behavioral Functioning of Children (Ages 0-5): (Tim Hougan)

This program, known locally as 'SART', is a collaborative effort between the Department of Behavioral Health, First 5 of San Bernardino, Children's Network, Children and Family

Services, the Department of Public Health, and community agencies (i.e., Desert Mountain SELPA Children's Center, Victor Community Support Services, & West End Family Counseling) to bring a broad array of services to young children, 0 – 5 years of age, who have experienced trauma. Services may include screening for needs, individual and family therapy, occupational therapy, sensory processing, speech and language therapy, and evaluations with a public health nurse, neuropsychologist, and pediatrician.



Law Enforcement Performs Social Work Electronically: (Michael Day/Lisa Hamilton)

This program provides secure technological collaboration between law enforcement and the Department of Behavioral Health to track outcomes of mental health crisis calls and provide clinical follow-up services to those in need.

Assisting and Guiding Consumers to Self Sufficiency: (Ron Smith)

This program provides emotional and logistical support needed to identify and assist consumers in potentially obtaining benefits and resources by linking them to medical benefits, housing and possible employment. DBH staff have trained key county and contracted partners in the team approach to assist the consumer with the process of obtaining benefits and resources.



Behavioral Health Triathlon

By Kristen Martinez, Mental Health Education Consultant, PIO/CORE



The Department of Behavioral Health (DBH) concluded its 5th Annual Wellness Triathlon on Thursday, December 16th at the Behavioral Health Resource Center Auditorium in Rialto.

The goal of the Wellness Triathlon is to foster unity amongst consumers and staff and allow everyone involved to see beyond the stigma attached to mental illness by relating to each other in non-clinical settings. In addition, a community education piece has been added.

The community education portion of the Triathlon involves team members collecting signatures from their communities through a fact sheet on mental illness. One client, "Mickey" stood outside of Food 4 Less in her community and collected over 200 signatures. Mickey stated, "I tried to show people that anyone can have a mental illness, and it is not the end of the world." When asked why she stayed out there so long, Mickey replied, "I enjoyed myself so much. I just wanted to do my part. I feel like DBH is a family and I wanted to show people how much that means to me."



Overall, participants collected over 2,300 signatures!

The first event was held on October 16th at Empire Bowl in Redlands. Points were awarded based on scores, participation, and the partnering of clients and staff on a single team. **The Santa Fe Social Clubhouse**, driving all the way down from Yucca Valley, were crowned the winners!



The second event was held on November 6th at Diamond Valley Lake in Hemet. Partnering with Riverside County, this event was fundraising and participating in a walk for the National Alliance on Mental Illness (NAMI.) Winning this portion of the Triathlon was

Victor Valley Clubhouse out of Victorville.

The third and final event was the Talent and

Awards Night. The talent part of the evening consisted of twenty talent

acts. One of the most well-received performances of the night was the closing number. The **Transitional Age Youth (TAY)** performed a musical interpretation portraying the temptations that can derail recovery such as alcohol, greed and peer pressure. The youth showed how a strong support system can help overcome all of these things and keep one on the path to recovery. As one of the stars of the play "Josh" stated after its conclusion, **"Recovery is possible, there is hope!"** Talent Night often helps to boost the confidence of those that are on the road to recovery by allowing them to be stars for the evening. Andre Bossieux, Program Manager II for the TAY program, stated "The joy, happiness and self esteem that our youth displayed tonight was awesome!" The TAY went on to be crowned the winners of talent night.

The Triathlon concluded with the crowning of the Triathlon champion! **The Rialto Fun Clubhouse**, a contract organization with DBH, was declared the winner! As excited members took to the stage jumping and screaming, one couldn't help but feel the pride and camaraderie in the room. As Andre put it, "Tonight I was so proud, happy and honored to be a part of DBH!" That feeling was echoed throughout the room as everyone congratulated each other on their awards and started to plan for next year!

2010 Behavioral Health Wellness Triathlon Winners

Bowling:

Winner: Santa Fe Clubhouse
Runner Up: TEAM House

NAMI Walks:

Winner: Victor Valley Clubhouse
Runner Up: TAY Center

Talent Night:

Winner: TAY Center
Runner Up: Pathways/ Training Institute

Champions: Rialto F.U.N. Clubhouse
Runner Up: TAY Center



Terri Franklin

Juvenile Justice Program, Forensic Adolescent Services Team

By Margaret Parker

For over 100 years, the Juvenile Justice and Delinquency Prevention Commission (JJJPC) has provided the County of San Bernardino with citizen leadership for the support and development of programs which reduce delinquency and divert young people from the Juvenile Justice System.

The Commission is composed of citizen members, appointed by the Presiding Judge of the Superior Court, who represents all areas of the county. Commission members are entrusted with duties that include inspecting and making recommendations regarding the County's use of specific juvenile detention facilities, residential treatment programs, and group homes.

At the JJJPC 26th Annual Recognition of Service to Youth Awards, held on October 13, 2010, the **Juvenile Justice Program Forensic Adolescent Services Team (FAST)** was presented with the **Public Agency Award** by the Honorable Judge Slough, Presiding Judge of the Juvenile Court; Michelle Scray, Chief Probation Officer; Cyndi Fuzie, Deputy Chief Probation Officer; and Kirk Dayton, Deputy Chief Probation Officer.

Terri Franklin, Program Manager II of the Juvenile Justice Program, and **Dr. Teresa Frausto**, Juvenile Justice Program Clinic Medical Director, accepted the award on behalf of the FAST Program and the Department of Behavioral Health.



The Honorable Marsha Slough, Juvenile Court Presiding Judge, Terri Franklin, Program Manager II of the Juvenile Justice Program, Dr. Teresa Frausto, Juvenile Justice Program Clinic Medical Director, and Michelle Scray, Chief Probation Officer

FAST, a collaboration between the Department of Behavioral Health and the Probation Department, was created to serve the mental health needs of minors who are detained in county juvenile detention facilities.

Most minors experience at least some level of emotional distress and anxiety regarding being arrested and detained. Minors served by the FAST Program may be experiencing transitional mental and emotional issues, or may have severe mental illness as well. There is also an alcohol and drug counselor who provides in-custody minors with substance abuse education and services when requested.

FAST also assists in the training of Probation's custody and supervisory staff to ensure effective interventions with minors.

From Outreach to Reaching Out

Victor Community Support Services Desert Mountain

By Debi Reno-Smith, MFT, Executive Director



Victor Community Support Services Transition Aged Youth (TAY) program in Victorville provides an array of services specifically outreaching to youth and young adults ages 16-25. The main goals of this program are to assist youth in the areas of their lives where they are experiencing difficulty and challenges, to build upon individual strengths and to support a process of independent living.

Cheyenne Victor, age 20 became a TAY Partner 2 years ago. She benefited from blended co-occurring services, life skill development, housing resources, and job training. Over time, as she **completed her health and wellness goals**, she was able to use her voice to tell her

story to other TAY Partners. She ran for **President of the TAY Advisory Committee** and has carried out her role with a high level of responsibility and dedication to her peers. Cheyanne has stepped up to the challenge of demonstrating leadership during agency functions and **building community partnerships**. She now has the opportunity to expand her "circle of influence" as she has been invited to sit on a **panel for the "Substance Use and Mental Health: Building Collaborations for Healthcare Reform"** conference in Sacramento on January 27, 2011. She will be the only TAY representing the voice of the people who have experienced services and our system of care first hand. As we move toward collaboration across the State of California in developing an integrated system of care **her courageous advocacy will have a powerful influence!**

From the Editor

Public Information

By Lynn Neuenswander, Public Information Officer

Happy New Year,

New Year's is traditionally a time of reflection. Individuals tend to look inward and think about how things are going with their lives. In doing so, some will come up with things about themselves that they would like to change, and then make a New Year's resolution to do so.

Normally, people make a New Year's resolution to change their lives for the better in the coming year. Yet, despite their best intentions, many give up on their resolution within a very short period of time.

Why does this happen? Most often it is because of a lack of planning. Most people don't take the time to develop a plan that will help obtain their goal.

People are creatures of habit. Setting new habits for ones self usually means giving up old ones. For example:

- If a resolution is made to lose weight, one may need to stop eating that bowl of their favorite ice cream covered in chocolate syrup every night while watching television.
- If a resolution is made to quit smoking, one may need to seek medical assistance, smoke less, or not at all.
- If a resolution is made to exercise more, one may need to forgo sleeping in on Saturday mornings and go for a walk, or to the gym.

New behaviors require a lot of energy and thought. They take commitment and a conscious decision to do, or not to do something. Keeping a New Year's resolution takes a well thought out plan.....**and a little time. Remember, the experts (whoever they are 😊) say it takes 21 to 30 days to make or break a habit.**

Tips to help you keep your New Year's Resolution

- Ask yourself is this the best time to make this particular change?
- Prioritize your list of things that you would like to work on and rank them in the order that is most important to you.....and then work on only one or two at a time.
- Break down your resolution into achievable and measurable steps.
- Select the best method for you to achieve your goal.
 - For example, if your resolution is to loose weight, choose a way to do so that works best for you. (e.g. low carbohydrates, cutting out all processed foods or trying the Weight Watchers plan.)
- Write your resolution down.
- For peer support, partner with someone who is working on the same resolution as you.

(Dombeck, Ph.D., Mark: How to Set New Year's Resolutions and Stick With Them, December 2007.)

Whether you have chosen to make a New Year's resolution or not, I wish you great success in the coming year.

Sincerely,

Lynn Neuenswander



DEPARTMENT OF
BEHAVIORAL HEALTH

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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.

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