



COUNTY OF SAN BERNARDINO  
STANDARD PRACTICE

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EFFECTIVE 04/03/03

DEPARTMENT

BEHAVIORAL HEALTH

SUBJECT

SELF HELP GROUP PROTOCOL

APPROVED

  
Rudy Lopez, Director

**I. POLICY:**

The Department of Behavioral Health (DBH) supports the establishment of mental health self-help groups that encourage and support people in need of support and psychoeducation to function independently.

**II. PURPOSE:**

The Cultural Competency, Training, Recruitment/Retention & Outreach (CCTRO) will provide facilitation training and marketing to assist in the development of self-help groups.

The CCTRO will assist departmental regions in developing oversight consultation for self-help groups.

The CCTRO will assist self-help groups in obtaining space, including space in DBH clinics during the available times.

The CCTRO will establish on-going contact with DBH and community self-help groups to develop and maintain a viable, active list of groups available to interested consumers.

**III. PROCEDURE:**

1. Group Facilitation Training

A. Training is available to all persons interested in establishing or continuing a self-help group.

B. Trainees will be recruited by written and telephone contact with educational institutions, newspaper ads, flyers and computer-generated broadcasts to DBH staff.

C. Interested parties will be provided with a registration form.

D. Registrants will receive written confirmation of their enrollment, including date, time, location and directions to the training site.

1) Trainees may attend 20 hours of instruction, provided two hours weekly over a ten-week period. A clinical staff member will provide such instruction. Instructions shall include, but not be limited to the following topics.

- 1) Role of the Facilitator
- 2) Counseling Techniques Communication Skills
- 3) Self-Assertion/Empowerment Skills
- 4) Group Dynamics
- 5) Depression and Suicide
- 6) Substance Abuse

- 7) Child Abuse
- 8) Elder Abuse
- 9) Domestic Violence
- 10) Sexual Assault
- 11) Cultural Competency
- 12) Ethics

## 2. Marketing and Development

- A. The CCTRO will assist groups with flyer development.
- B. The CCTRO will distribute flyers throughout DBH clinics and will request the flyer be broadcast via the DBH intranet and assist in preparing an ad for the free listings in local newspapers.

## 3. Location

- A. The CCTRO will assist in identifying available space in the community, such as community centers and churches.
- B. The CCTRO will identify space available within DBH clinics. Such space will be determined by rooms available during normal clinical operating hours with security precautions in place.

## 4. Consultation

- A. The CCTRO will provide consultation to self-help groups. Access to such consultation will be available by contacting the Volunteer/Self-Help Coordinator, CCTRO Office, (909) 421-9253. These groups may have been developed by the CCTRO or by a departmental clinic, or may be self-help groups already established in the community who want to be involved in on-going consultation meetings.

## 5. Continued Contact - CCTRO will maintain contact with self-help groups through the following means:

- A. Develop a list of self-help groups, their locations, meeting times, contact person and purpose.
- B. Monthly or weekly consultation meetings. Meetings will include discussion of level of attendance and assessment/feedback on how well the group is maintaining.
- C. Annual telephone call to update information for self-help directory.
- D. Training Update
- E. DBH Dialogue Newsletter.

JH:sr