



F.A.C.E.S

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

DEPARTMENT OF BEHAVIORAL HEALTH

**SPECIAL
POINTS OF
INTEREST:**

**Collaboration
Corner**

**Valley Star High
School Open
House**

**Featured Article-
Doreen Cisneros**

**Point in Time
Count**

Elves in ADS

Cities Summit

Prom Donation

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Promoting Wellness, Recovery and Resiliency

Message from the Director

By Allan Rawland, Director



Allan Rawland, MSW, ACSW
Director of Department of
Behavioral Health

Greetings:

Welcome to the 2009 Spring Edition of FACES.

The mission of the Department of Behavioral Health (DBH) is for our programs to 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.

The care provided to the consumer by Dorean Cisneros in this edition's featured article (page 4), is a demonstration of the high level of passion DBH staff have to our mission.

In light of the downturn in the economy, not only in the

County of San Bernardino, but nationwide and globally, as the Director of DBH, the department recognizes the magnitude and the impact of the reduction of resources has in providing needed services to the most vulnerable members of our society, seriously mentally ill adults and seriously emotional disturbed children and youth. We also recognize that these service delivery changes can be very difficult and disruptive to clients, families and staff. I want to take this opportunity to commend staff and all the contract providers for staying dedicated to the department's mission by continuing to provide quality and effective services to the residents of the county. Also, I encourage everyone to read again the letter (March 18, 2009) from Mr. Mark Uffer, County Administrative Officer (CAO), that demonstrates the Board of Supervisors and the CAO's commitment to "guide our county through this most difficult time".

Some have termed the economic situation we are in, as "the perfect storm". Meaning, that nearly all of the various fiscal resource options we normally draw upon to provide services are also experiencing severe shortfalls. Now, more than ever, the county departments, contracted agencies, private

sector, and community based organizations need to come together and pool resources to provide the needed services and programs to the residents of the county.

A perfect example of pooling resources within our community is the collaboration, orchestrated by Social Workers Brandy Nelson and Barbara Eagan, between Morgan Elementary and Kucera Middle schools with Barberettes, and the Braid Gallery, to provide free haircuts/braiding services to the students that attend those schools (page 12).

Throughout these difficult fiscal times, it will take creativity, commitment, collaboration, and perseverance to overcome obstacles and weather this economic storm. I am confident that all behavioral health service staff and providers throughout the county have the dedication and resilience to continue to move forward and work together to achieve our common goals and provide those in need with the resources to enjoy "optimum wellness". We are family!

Sincerely,

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

Collaboration Corner

By Ralph Ortiz, Ph.D., MFT, Deputy Director 24 Hour Care and Emergency Services



Allan Rawland with Marci Atkins, 2008 Evening with the Stars dinner.

The following letter was submitted to Michael A. Billdt, Chief of Police in San Bernardino, from Joseph Ralph Ortiz, PhD, MFT.

On behalf of the County of San Bernardino, Department of Behavioral Health, I would like to take this opportunity to express my appreciation for the work of Officer Marci Atkins. Officer Atkins works tirelessly with other public service agencies to address the problems of homelessness. She has also been instrumental in the development and implementation of the Crisis Intervention Team program to train law enforcement personnel on improving techniques in working with the mentally ill in the community. Officer Atkins has the ability to do this work, while always maintaining her standing as a law enforcement officer.

Most recently I asked Officer Atkins for assistance and guidance in an

issue regarding an assault in one of our contracted facilities. A female mental health client suffered an assault at the hands of a male client. The perpetrator was taken to a psychiatric hospital under W&I 5150. I sought Officer Atkins's assistance in how best to proceed with this case to provide the District Attorney's Office with the information needed to file charges. Officer Atkins acted quickly to complete the investigation and worked with the District Attorney's Office to file felony assault charges.

Officer Atkins is an excellent representative of the San Bernardino Police Department as a professional, responsive and committed law enforcement officer.

Valley Star High School and Day Rehabilitation Program Open House

By Lynn Neuenswander, Program Specialist II

On January 20, 2009 an Open House for Valley Star High School and Day Rehabilitation Program occurred.

Those in attendance were County Board of Supervisor, Neil Derry, 3rd District, Director of the Department of Behavioral Health, Allan Rawland, and individuals who work with youth unable to be successful in a regular school setting.

Mary Jane Gross, President and CEO of Stars Behavioral Health Group, informed the individuals about how the program combines quality education and effective clinical treatment for students who have been disruptive and unable to be successful in a regular school environment. The program

strives to prevent students from needing higher levels of care and treatment (e.g. juvenile hall or hospitalization).

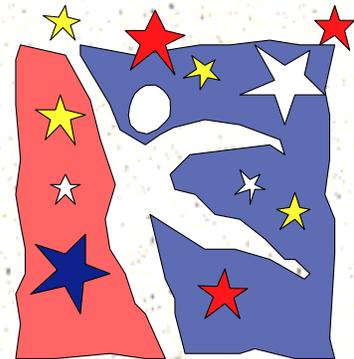
Valley Star is staffed with highly qualified teachers, instructional assistants, and licensed and intern clinicians. The staff provides intensive day rehabilitation services and individual therapy to address emotional and behavioral issues preventing students from being successful at school, home and/or in their community.

Valley Star provides an array of individualized academic, emotional, and behavioral support in order to assist students to obtain their educational goals. The unique aspect of the Valley Star program is its intensive day rehabilitation services. When possible, students are transitioned back to a

mainstream educational setting.

Valley Star High School is located at 9355 Opal Ave. Mentone, CA .

For additional information, please contact Steve Thorpe, Administrator, at (909) 388-2222 ext. 112



Featured Article

Great Customer Service During The I-15 Snow In

By Paula Rutten, LCSW, Clinic Supervisor, Psychiatric Triage Diversion Program

The Centralized Hospital Aftercare Services (CHAS) Transportation Unit was asked to transport a client, Maria B., from San Bernardino to the Victorville Court House on Wednesday, December 17, 2008 for an 8:00 a.m. court appearance. On Wednesday morning at 6:00 am, Doreen Cisneros picked up Maria B., a seriously mentally ill client with poor reality and coping skills, from her board and care. Doreen was to transport Maria B. to the Victorville Court to meet Violet Marquez, the Public Guardian Deputy. After the court appearance, due to weather conditions, Doreen decided to skip lunch and head back to San Bernardino.

As the weather began to deteriorate the California Highway Patrol (CHP) began escorting vehicles over the Cajon Pass. Eventually the weather became so bad that the CHP closed the 15 freeway entirely.

Due to the closure, Doreen contacted and was working with supervisory staff to make lodging arrangements in the Victorville area for Maria B.

Violet Marquez had secured the last room at the Holiday Inn Express for herself, however willingly offered to share the room.

15 Southbound at 7:30 am December 17, 2008



**Doreen Cisneros,
General Service**

Doreen was never able to receive the offer for lodging from Violet because her cell phone battery died due to the extensive use in communication with the Department of Behavioral Health (DBH) staff.

Consequently, Doreen and Maria found themselves stranded on the southbound 15 freeway for what would turn

out to be eight hours.

Fearing foul weather, Doreen had the foresight to bring a blanket and water from home but did not pack herself any food. Maria B., however, had a lunch that had been prepared by her board and care staff, but was without her medication.

During the time Doreen and Maria B. were snowed in the car, Doreen cared for Maria B.'s emotional and physical well-being. Doreen kept Maria B. calm, reassured, entertained and safe during the entire ordeal.

DBH staff took the initiative to contact the CHP to locate Doreen and Maria B., however, the highway patrol was unable to do so because they could not get on the freeway due to stalled cars in snow drifts.

At about 5:30 p.m. there was some partial road clearing. With the assistance of Caltrans, Doreen was able to follow behind several big-rig trucks, keeping her car in the wheel tracks they made in the snow. After taking Maria B. to her board and care, Doreen returned to the office and informed staff of their safe return. Doreen's efforts were above and beyond the call of duty.



Compliance Corner

By Marina Espinosa, Compliance Officer

Test your ethical and compliance radar. Review the following circumstances and determine if you think an ethical or compliance dilemma exists.

Yes	No	Claiming personal expenses on a travel/expense report
Yes	No	Using a County vehicle for personal (non work-related) errands
Yes	No	Covering for another employee who left work without permission
Yes	No	Borrowing County office supplies for home/personal use
Yes	No	Receiving free goods or services from contractors
Yes	No	Using incorrect billing codes that result in the submission of improper claims
Yes	No	Disclosing confidential client information to a friend or family member at a party
Yes	No	Billing for services not provided
Yes	No	Failing to report fraudulent or wasteful use of county property

Reference: Compliance Quiz – adapted from Health Care Compliance Association
See page 9 for answers.

Who, What, When, Where and How do you report a suspected compliance violation?

The Office of Compliance
268 W. Hospitality Lane,
Suite 400
San Bernardino, CA
92415-0026

Mail Code: 0026

The Office of Compliance
(909) 382-3127

The Compliance Hotline
(800) 398-9736

Compliance_Questions@dbh.sbcounty.gov

Mental Health Commission

By Dorean Glenn, Mental Health Specialist

Mental Health Commission (MHC) meetings are held on the first Thursday of each month (except August). Executive sessions begin at 10:30 a.m. Public meetings begin at 12:00 noon and last approximately two hours. Most meetings are held at the Behavioral Health Resource Center, 850 East Foothill Boulevard in Rialto (although meetings are sometimes scheduled in other parts of the county). ALL MEETINGS ARE OPEN TO THE PUBLIC, AND TIME IS SET ASIDE AT EACH MEETING FOR PUBLIC COMMENT.

January's meeting had a presentation by Transitional Age Youth (TAY). (See TAY section on page 11). New Business included selection of Nomination Committee for 2009 Officers and approval to pay FY 08-09 CALMHB/C dues.

Charlene Daniels, PM II, gives presentation to MHC on 3/5/09



Lisa McGinnis, PM II, gives presentation to MHC on 2/5/2009

The MHC meeting held on February 5, 2009 had a presentation from Lisa McGinnis, Program Manager II, Office of Program Planning and Development, on Mental Health Services Act (MHSA) Planning, Implementation and Integration. New Business included the nomination for 2009 MHC Officers. A closed ballot election was conducted and concluded with results as follows: Chair, David Ford; Vice-Chair, Susan McGee-Stehsel; Secretary, Tanya Perry; and Treasurer, May Farr.

The MHC meeting on March 5, 2009 included a presentation by Charlene Daniels, Program Manager II, in the Desert Mountain Region, on Full Service Partnerships and System Transformation. Also presenting was Bobbie Luna, Staff Analyst II, updating those in attendance on the MHSA FY 09-10 Annual Plan Update. She informed the group that a comment form has been posted on DBH internet site for input on the MHSA FY09-10 Annual Plan.

The next MHC meeting will be held on April 2, 2009.

AgeWise

By Martha Jorgenson, Peer Counselor Coordinator

The Mental Health Services Act (MHSA) AgeWise program has now been in existence for a little over two years. The program, which is part of the Adult System of Care, has expanded over this period of time to include a Mobile Response Team in the High Desert and clinical therapists in Yucca Valley, Victorville and Ontario.

Therapists provide case management and other services to help seniors remain stable and in their own homes.

Due to transportation being a

barrier for our consumers, AgeWise staff travel to the older adult's home to provide needed services. An Occupational Therapist has joined the staff and works hand in hand with clinicians and case managers. Occupation Therapists provide support and identify activities and socialization opportunities that the older adults can participate in at their own pace.

In addition to these services, AgeWise has a senior peer volunteer counseling program with approximately 15 volunteers who provide a "listening ear" and some case management services. Many

older adults experience various losses, (e.g., loss of income, loss of loved ones, loss of friends, etc). that can induce bereavement and grief symptoms. By utilizing services through our AgeWise Program, older adults are given tools and empowered to deal with these issues as well as other issues that may be related to aging. For more information on the AgeWise Program, please call 1-800-451-5633.



Peer Counseling Group



DBH Homeless Program

County of San Bernardino Point-In-Time Count

By Isaac Jackson, Homeless Services Coordinator

The County of San Bernardino Office of Homeless Services, in conjunction with San Bernardino County Homeless Partnership, conducted a Point-in-Time Count of the homeless in the County of San Bernardino on January 22, 2009 from 9:00 p.m. to 1:00 a.m.

The purpose of a Point-in-Time count is to understand the number and characteristics of people sleeping in shelters and on the street, or in places not meant for human habitation.

There were 13 deployment centers that were supported by over 700 field team volunteers. Volunteer enumerators were grouped in teams of three and assigned to a deployment center. Based on a sample of United States Census geographic areas known as "block groups" within each community, team members counted homeless individuals and families in their assigned block group. The count included both sheltered and

unsheltered individuals/families.

In addition, the count included a survey to determine risk factors contributing to homelessness and services that may have helped prevent them from becoming homeless.

The Federal Department of Housing and Urban Development requires this biennial count to understand the number and characteristics of people sleeping in shelters and on the street, or in places not meant for human habitation. Communities around the country, including San Bernardino County, must participate in this process in order to apply for federal homeless services grant funding. Federal grant funds are currently the largest source of homeless services funding in the County of San Bernardino.

For additional information, please contact Isaac Jackson at (909) 644-0434 or (909) 387-7445.

COUNTY
SERVICE
AWARDS

5 Year Pin

Alicia Washington CCRT
Social Worker II
Ana Aranda **Needs**
MHS **Clinic**
Cheryl Placide **TAY**
Clinic Supervisor
Deborah Donnelly JJOP
Clinical Therapist I
Douglas Castle **Homeless**
Social Worker II **Program**
George Pope **V.V.BH**
Clinical Therapist II
Kathleen King **Lucerne**
MHS **Clinic**
Leticia Lindo **Vista Clinic**
Mental Health Nurse II
Tristin Alfred **CCRT**
Social Worker II
Kimberly Cox **CCRT**
Clinical Therapist I

10 Year Pin

Stephanie Hsieh **JMHS**
Clinical Therapist I
Susanne Kulesa **WET**
Training and Development
Specialist
Peter Young **IT**
BSA II
Crista Wentworth **Contracts**
Secretary I
Dennis Terrones **Contracts**
Program Specialist
Barbara Schwetzer **VV CCRT**
Clinical Therapist I
Roxanne Reynolds **TAY**
Secretary I
Minette Obryan **CCICMS**
Social Worker II
Christopher Lange **Vista Clinic**
Program Specialist I
Linda Charkins **Vista Clinic**
Clinic Supervisor
Cecelia Alvarez **Vista Clinic**
Office Specialist
Tracy Bomberger **JJ Admin.**
Staff Analyst
Sue Brazfield **ADS**
Alcohol & Drug Counselor
David Denkers **Forensics**
Program Manager II
William Dodge **Patient**
MHS **Rights**
Carolyn Havert **Age Wise**
Clinical Therapist I

Continued on next page

Santa's Elves Busy in Administration and CalWORKs

By The Elves Themselves

It all began when Alcohol and Drug Services (ADS) Administration staff decided to share the blessings they had experienced throughout 2008. Teri Self, Program Manager II, ADS Administration purchased a Christmas tree which was set up in the Administrative office. ADS staff placed their own decorations, lights, and even a star to top the beautiful tree! The purpose of the tree was to bring holiday cheer to a deserving client/family in the Partnership For Healthy Babies Program. Besides providing decorations, staff began filling the tree with gift cards from Stater Bros. and McDonalds, as well as other special gifts which were hung on the "special" tree.

On December 18, 2008, the Healthy Babies Alcohol & Drug Counselors nominated families they felt were deserving of the Christmas tree. Upon review of the nominations, ADS staff then voted for the client they felt most deserving family of the "special" tree.

On December 19, 2008, ADS staff arrived at the winning client's apartment with a beautifully decorated tree filled with gift cards and a present for the client's five-year old daughter (from a DCS social worker). As the tree was set up in the small but cozy apartment, the client wept with joy as her daughter gripped her present tightly. As the tree lights lit up the "special tree", both the mother and daughters face lit up with smiles.

While ADS administrative elves were busy with their "special" tree, CalWORKs blossomed with the spirit of giving. A new program with all CalWORKs clients was formed, called the Group Life-Skills Program. The program helps clients with money management, including budgeting, self-esteem, conflict resolution and life skills, goal setting, stress management and keeping a positive focus.

This year the CalWORKs clients took on the challenge of making Christmas gifts of jewelry and other bead projects, ranging from simple key chains and bracelets to more complex necklaces and earrings. In doing so, clients learn to make items from scratch generating a sense of accomplishment and productivity. The clients then had their annual Christmas party, which is a great help to raise spirits and help clients through what can be a stressful time. Case managers put on their Santa hats and worked hard to find sources for toys to donate to clients for their children.

In the midst of an economic downturn, it is great to be part of a group of people willing to make a positive difference in the lives of others.

What is even greater is the beauty the spirit of giving brings out in people and the contagious and lasting effect it has on all around us.

Did You Know???

On the Department of Behavioral Health (DBH) Intranet :

- DBH Training Calendar
- DBH Cultural Calendar and Newsletter
- Employee of the Month forms

Clubhouses

By Bob Sudol, MH Clinic Supervisor



Bob Sudol and Monica Zavalas-Arias in Adult Group

Welcome and Happy New Year from the Peer and Family Advocates (PFA) in clubhouse and recovery programs and the many consumers in Department of Behavioral Health (DBH) who are actively involved everyday advancing their own recovery and assisting their peers to make every day better than the one before. As the supervisor for the recovery programs, tasked with assisting the PFA's and the consumers to transform the Department into a recovery model system, I could fill the newsletter with a list of last year's accomplishments. But, our focus is on the future and providing even more opportunities for consumers to get a decent place to live, go back to school or work, improve their physical and mental health and reduce stigma so they feel accepted like the rest of us.

Last year saw a record number of new consumers joining clubhouses and participating in community and outreach events that educated and integrated many formerly isolated individuals into the larger family of our communities. This year with tight budgets and financial challenges, the consumers will continue to reach out to their peers and advocate for more jobs and housing. With less staff, the peer support aspect of DBH will be more important than ever. Thanks to the many Mental Health Service Act

(MHSA) programs and staff providing training, consultation, resources and mostly a willingness to work with consumers as equals, our PFA's and consumer leaders are more experienced and confident and up to the challenge.

For most of our consumers, adversity has been a life long companion. So, who better to lead the way in modeling and teaching their peers resilience and the path towards wellness and recovery?

So far this year, the Victorville clubhouse has hired a new full-time PFA. In collaboration with the clubhouses, the Office of Consumer and Family Affairs, has helped a record number of consumers and families access needed services. This has helped many find the resources necessary to keep off the streets and out of hospitals and jails.

Optimism is high in that this year, perhaps more than ever, the consumers and peer advocates will be the true leaders in transforming our system as the professional resources shrink and the value of "Wellness" and peer support becomes the true goal for our collaborative efforts.

COUNTY SERVICE AWARDS (CONTINUED)

10 Year Pin

Jonel Lamonte JC BHS
Mental Health Nurse II
Selma Saldamando CalWORKS
Social Worker II
Larry Sanchez Upland
Social Worker II Clinic
Yvonne Armstrong Payroll
Administrative Supervisor
Booker Baskin HAS
Social Worker II
Martha Bates CCRT
Office Assistant III
Gina Gonzales Facility/
Staff Analyst II Project
Mgmt
Betty Schneider Directors
OA III Office
Sandra Martinez-Andrade
Fiscal Specialist Business
Office

15 Year Plan

Lucille Cruz ASCO
Secretary I Admin
Deanna Jaglowski VVBH
Supervising OA
Joscelyn Agoncillo ACCESS
Office Assistant III
Linda Lawson Fiscal
Accounting Technician
Judy Wamack Fiscal
Admin Supervisor I
Edward Downer Main St BH
MHS
Sharon Alston MHSA
Staff Analyst II
Mark Campbell CalWORKS
MHS
Rene DaMetz TEAM
MHS House
Charles DeMott ACCESS
Mental Health Nurse I
Deborah Miller Hesperia
Clinical Therapist II

20 Year Pin

Alicia Godinez ADS
Office Assistant III
Linda Bagley ACCESS
Supv. Fiscal Specialist
Keith Harris R&E
Chief of Research
Shelly McBay BHRC
Office Specialist
Runell Packer CalWORKS
Occupational Therapist
Wayner Sayre Fiscal
Fiscal Assistant
Kerry Turner Homeless
Clinic Supervisor

25 Year Pin

Terry Byrd Financial
Supervising OS Interviewer
Jerry Dowdall Housing
Clinic Supervisor

Conditional Release Program (CONREP) Clients Volunteer for Veterans Administration (VA) Hospital

By Charles Hille, Clinical Therapist I

Some CONREP highlights of 2008 were when:

Four CONREP conditionally released clients applied and were hired for Loma Linda VA hospital volunteer jobs. The VA hospital hires hundreds of volunteer workers to help with community inpatient programs as well as hospital grounds and inside operations. This program gives felons and mentally ill patients on medication a chance to improve their skills and themselves through community

service. These volunteer jobs consist of working with hospital inpatients as escorts, transporting the patients around the hospital in their wheelchairs or out to the parking lots to their cars when released.

Two CONREP clients volunteered for escort positions and were successfully hired. Other volunteer jobs held by CONREP clients at the hospital, have been kitchen service workers, landscape technicians, and warehouse workers.

Additionally, four CONREP clients have been successful in part-time positions during the past year. The clients were rewarded by hospital staff for giving back to the community through a VA volunteer holiday dinner in December 2008.

CONREP takes pride in encouraging these positive community positions that help to realign clients by working with their mental illness through community service.

Supervised Treatment After Release (STAR)

Dr. Tim DeChenne, Clinic Supervisor-STAR Program

The Supervised Treatment After Release (STAR) Program has conducted what may be the first formal Department of Behavioral Health (DBH) study attempting to measure changes in the recovery stages of clients.

STAR is a voluntary court referred treatment program for participants with serious mental illness. It embraces a recovery-oriented model and works closely with Superior Court, Probation, Cedar House Rehabilitation Center, and a variety of residential settings. It offers both mental health and substance abuse treatment.

From December 2007 to November 2008, the STAR treatment team rated its clients once per month on the *Milestones of Recovery Scale* (MORS).

The development of this scale began in 1997. It has been used for some time at the Village Integrated Service Agency in Long Beach ("The Village"), and has been described in recent writings by Dave Philon, Ph.D. and Mark Ragins, M.D. The scale has good reliability and has been shown to reflect progress in The Village participants.

The MORS taps into three components of recovery—level of risk, level of engagement, and level of skills and supports. The actual ratings fall along an eight point ordinal scale, with higher ratings reflecting more advanced stages of recovery:

The STAR study focused on the ratings for the 24 clients who were active in the Colton program in December 2007 and still active in

November 2008. The clients were rated by their primary case managers on a monthly basis. The ratings were conducted at team meetings with input from all relevant staff.

Because the scale is ordinal, median ratings were then analyzed. The median rating for the clients in December 2007 was 5 on the scale—"poorly coping, engaged". For this same group of clients in November 2008 the median was 6—"coping, rehabilitating". A Wilcoxon Matched-Pairs Signed-Ranks test revealed that the difference between the initial and final ratings was significant at the .01 level, indicating an increase in recovery.

Components and Milestones of Recovery

Components of Recovery

1. Level of Risk
2. Level of Engagement
3. Level of Skills and Supports

Milestones of Recovery

1. Extreme Risk
2. High Risk/Unengaged
3. High Risk/Engaged
4. Poorly Coping/Unengaged
5. Poorly Coping/Engaged
6. Coping/Rehabilitating
7. Early Recovery
8. Advanced Recovery

If you answered "Yes" to all of the Compliance Corner questions, give yourself 100%!

Office of Program Planning and Development (OPPD)

By Kristen Martinez and Evelyn Solorio, Mental Health Education Consultants

In January, the Office of Program Planning and Development (OPPD) began working with the Fontana Police Department to partner in their quarterly meetings with senior leaders of faith based organizations. OPPD will be providing all religious leaders in the area with information on how to request educational presentations regarding mental health as well as highlighting the many ways that they can partner with the Department of Behavioral

Health (DBH) through participation in the Community Policy Advisory Committee, Mental Health Commission, and more.

Mental health education workshops or presentations will be conducted with topics that include Stigma Reduction, Depression, Self-Esteem, etc. to DBH staff as well as community and faith based organizations, county and city schools, and other community

stakeholders to provide community awareness and continue stakeholder engagement activities.

In addition, OPPD, in collaboration with the Office of Veteran's Affairs, will conduct a Veteran's Resource Workshop in the City of Hesperia that will focus on Post-Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI) information for Veterans and their families in the month of April.



If you have any questions about the My Health Matters program, please contact the Disaster/Safety Division at 909-873-4475 or email safety@dbh.sbcounty.gov

*Steps to Success...
Together on the road to wellness!*

Transitional Age Youth (TAY)

By Cheryl Placide, MFT, TAY Clinic Supervisor

Several of our Transitional Age Youth (TAY) partners presented their stories at a recent Mental Health Commission meeting. They were excited about sharing and dressed up for the occasion.

A young lady explained how important sharing the holidays at the TAY Center was for her. She stated, "It was the best Christmas I have ever had. Being here was as important as being with family."

Another young lady explained that her favorite time at the center was the women's group. "I know I can talk about women's things and what we talk about in the women's group stays in the women's group".

One young man shared his recent experience in enrolling in Valley

College. Despite struggles with depression and drugs, he has been able to see the value of education by attending the groups at the center and talking with the peer counselors and the social workers at the TAY Center.

Another young man discussed his history of depression and drug abuse in high school. He admitted that he had to quit the wrestling team due to his methamphetamine use. He described his experience at the TAY Center in terms of how he was connected to educational resources and helped by having a therapist to talk to. He summarized his story by stating that one of the most important things that the TAY center was able to provide was a place to stay: "It was so important to have the same bed where I knew

I would be sleeping every night. I don't know if you guys can understand how important that is but it really helped me successfully complete my GED."



**Males left to right: Kenny W., Xavier M., Andrew H.
Females left to right: Teigyn H., Angelina A., Asia H.**

Workforce Education & Training (WET) Update

By Mariann Ruffolo, Admin Manager, Workforce Education & Training

The Workforce Education and Training (WET) program has been working hard on a number of activities to benefit Department of Behavioral Health (DBH) and contract agency staff:

- Loan repayment information has been sent out to all DBH staff and is posted on the intranet. The deadline to apply for this cycle is March 24. There is money designated for San Bernardino County DBH and contract agency staff so this is the time to apply!
- The Employee Educational Internship Program was approved by the Board of Supervisors on February 3. This

program is a competitive program which allows selected employees to complete the field placement portion of the MSW or MFT program at DBH as part of regular work hours.

- We are working to develop more licensed staff from our pre-licensed staff. We are working on a policy and process for providing License Exam Prep training materials to DBH and contract agency staff.
- Laughter Therapy training will be provided later this spring for the Peer and Family Advocates. This is a unique way to collaborate with consumers to help achieve the goals of

recovery and resilience.

- The WET Program has recently taken over the Employee Recognition program. Please refer to the Standard Practice Manual (SPM) and Employee Recognition information available on the intranet for the latest information about how to recognize co-workers who go above and beyond at work.

For information about any of these exciting opportunities, contact the WET Program at (909) 873-4421 or training@dbh.sbcounty.gov.



Workforce Education & Training (WET) Presents January and February Employees of the Month

By Mariann Ruffolo, Admin Manager, Workforce Education & Training

January Employees of the Month

Cindy Allen

Title: Alcohol and Drug Counselor
Program: Adult Residential Services
Nominated by: Dr. Henry Khin
Summary of Nomination:

Cindy cares for her patients and goes beyond the call of duty. She always encourages her patients to have a productive life. She never has any complaints about her overwhelming workload. She never hesitates to volunteer whenever our departments need assistance. Her work has always been regarded as remarkable.

Dawniel Garcia

Title: Alcohol and Drug Counselor
Program: West Valley JDAC FAST
Nominated by: Dr Monica Kroenlein
Summary of Nomination:

Dawniel actively seeks out clients who can benefit from her help. She cheerfully pitches in wherever she is needed. She is a constant source of excellent references. She is well-liked and well respected by our clients (juvenile offenders) and gets along extremely well with Probation and other Department of Behavioral Health staff. She has a relentlessly positive outlook about the possibility of positive change in our clients.

February Employee of the Month:

Jane Smith

Title: Clinic Supervisor
Program: BHRC Perinatal
Nominated by: Michael Halcomb
Summary of Nomination:

In light of the current budget crisis, Jane has visualized and implemented new creative strategies to assist with the difficulties in continuing good quality of care. Jane has gone above and beyond in her efforts to assist our Healthy Babies clients in gaining access to needed services. Her entire staff also promotes the "can do" attitude as well. In a recent case, we had a client who was refused services by every provider in San Bernardino County (except private providers that requested \$10,000). Kaiser and all contract providers denied services because of client's medical problems. Jane accepted the client at Rialto Perinatal.



Congratulations to Department of Behavioral Health Staff



The Department of Behavioral Health would like to acknowledge the following staff members for obtaining a clinical licenses in 2008;

**Socorro Gomez, MFT.,
Vista Clinic**

**Deborah Donnelly, LCSW.,
Forensic Adolescent Services
Team (FAST)**

**Cynthia White, MFT.,
Community Crisis Response
Team (CCRT)**

**Caren Brady, LCSW.,
Community Crisis Response
Team (CCRT)**

**Sheila Marshall, MFT.,
Upland Counseling**

**Patrick Griffiths, MFT.,
Victorville Clinic**

Kinship Matters

By Lynn Neuenswander, Program Specialist II

Brandy Nelson, a Social Worker for the Department of Behavioral Health, contacted Barber'ettes Barber Shop and The Braid Gallery regarding providing hair cuts and braiding services for foster children in the Kinship Matters Program. Barber'ettes and The Braid Gallery agreed to provide free hair cuts, trims and braiding for children not only in the Kinship Matters Program, but for all the children at Morgan Elementary and Kucera Middle School.

The collaboration with Barber'ettes Barber Shop will be ongoing with free haircuts provided every other month at each school site and

coordinated by Kinship Matters Social Workers Brandy Nelson and Barbara Egan.

The Kinship Matters Program is an Alcohol and Drug Services prevention program funded through the Safe and Drug Free Schools and Community Grant. The program is supported by a collaboration of individuals from the Department of Behavioral Health, San Bernardino County Schools, Foster Youth Services, Probation, the Department of Children Services, the Public Defender's Office and the Kinship Centers.

The goals of the Kinship Matters Program are to:

Improve school performance and increase attendance.

Reduce likelihood of gang involvement.

Reduce likelihood of substance abuse.

Provide resources to families.

Offer parenting classes for dealing with difficult children.

Offer case management services to youth 6 to 15 years of age living in foster care or with extended family members.

For more information, contact Brandy Nelson at 909-421-9384.



**Gonzalo R.,
Kindergarten**

**Emya M.,
1st grade**



**Shanice P.,
5th grade**



City Summit

By Lynn Neuenswander, Program Specialist II

On Monday, March 2, 2009, an informative workshop, targeted to cities regarding partnership opportunities to foster affordable supportive housing using Mental Health Services Act (MHSA) dollars and other funding resources, was hosted by the County of San Bernardino Department of Behavioral Health.

The Summit opened with Second District Supervisor Paul Biane thanking those in attendance for coming together to discuss the critical issue of affordable housing in the County of San Bernardino. Supervisor Biane stated that, "Events like the one being held today are needed to ensure that local governments and agencies work together to help residents in need."

Rancho Cucamonga Mayor Donald J. Kurth M.D., shared

a deeply personal glimpse into his experiences as a youth with addiction and homelessness, emphasizing that without the supportive services he received he would not have been able to transcend addiction and forge his path to an Ivy League education and successful careers as both physician and public servant.

Isaac Jackson, Homeless Services Coordinator for the County of San Bernardino Office of Homeless Services, presented information on the 10-Year Strategy to End Homelessness in our County. Mr. Jackson briefly discussed the planning process that was undertaken to produce the draft of the 10-Year Plan, which is now at the stage for community input.

Elements of the County's MHSA Housing Plan, which

include the Five-Agency Memorandum of Understanding, target populations, supportive housing, and the application process for the MHSA Housing Program, were discussed by Douglas Fazekas, Department of Behavioral Health Housing Manager.

Allan Rawland, Director of the Department of Behavioral Health, commented, "This was a great first step in the process of developing permanent affordable housing for our consumers. We will follow up with a workshop for developers in April." Mr. Rawland further noted, "We are however, "open for business now", and are accepting MHSA Housing Program pre-applications on the DBH website."



BOS 2nd District, Paul Biane spoke at the City Summit

Honorable Mayor Donald Kurth of Rancho Cucamonga spoke at the City Summit



Director, Allan Rawland acknowledged all cities in attendance at the City Summit.



Department of Behavioral Health (DBH) Staff Donate Prom Dresses



Every year, the Department of Children's Services (DCS) Independent Living Program (ILP) hosts the Prom Boutique for current foster youth who are seniors and are attending their high school proms.

During the Prom Boutique DCS will bring in outside volunteers to do the girls' hair, make-up and nails and also to provide tips to help get them ready for their proms. Each

girl receives a prom dress to wear at the event. The guys are given tips on how to tie a tie and receive a gift card to obtain a tuxedo.

This year, DBH participated in collecting prom dresses for the program. Donations were received from Upland Clinic, Juvenile Hall, Hospitality Lane, Behavioral Health Resources Center, Del Rosa CalWORKs and the Victorville Clinic.

Over 50 dresses were received and donated to the Independent Living Program.

Thanks to all DBH employees who participated.

It is the little things in life that matter in helping make this a memorable night for the participating youths.

Upcoming Events

April	May	June
<p>April 1 - 30 Counseling Awareness Month and Alcohol Awareness Month</p> <p>April 8 TAY Job Fair 8:30 a.m. – 1:00 p.m. San Bernardino TAY Center 700 E. Gilbert St. Building 4 San Bernardino, 92415</p> <p>April 29 US+Them=We Training 8:00 a.m. Upland Community Counseling 934 N. Mountain Ave., #C, Upland</p> <p>April 30 Community Assistance Resource Fair 10:00 a.m. – 2:00 p.m. Jesse Turner Center 15556 Summit Ave, Fontana</p>	<p>May 1-31 Mental Health Month</p> <p>May 4-8 Mental Health Clothing Drive For more information contact: Tina Entz at 909-463-5103</p> <p>May 6 Job Fair Town of Yucca Valley Community Services Dept., 57090 Twenty Nine Palms Hwy, Yucca Valley</p> <p>May 9 Foster Care Summit 12:00 p.m. – 7:00 p.m. Cal State</p> <p>May 27 Evening with the Stars 6:00 p.m. -- 9:00 p.m. The Hilton Hotel 285 E. Hospitality Lane, San Bernardino</p>	<p>June 29 State of the Department BHRC-Auditorium</p>  <p>DBH Support For The Troops in 2008</p> <p>This year's Troop Support project was a great success. The focus this year was on our troops' families and helping them have a happy holiday season.</p> <p>Once the word was spread, the donations started coming in from our generous community members and County employees. In just one month's time, 5,000 toys and games, \$8,500 in gift cards, checks and cash to be distributed to our troops' families here at home, and another \$8,000 in prepaid phone cards to be sent overseas so our troops can phone home were collected.</p> <p>Thanks to each and every one of you who participated this year. Your generosity and thoughtfulness are truly heartwarming and greatly appreciated!</p>



From the Editor

Hello and welcome to FACES, Spring 2009, newsletter.

Cassie M. Galindo, our previous editor, did a wonderful job! It will be a joy to continue providing current and updated information regarding the Department of Behavioral Health (DBH) and our service providers, as Cassie previously did.

With a new editor, comes a new look and style to the FACES newsletter. A special section has been added to the newsletter; a

"feature article". This section gives individuals the opportunity to honor people/programs of special interest.

Additionally, each newsletter will provide readers a free entry ticket for an opportunity drawing to win items such as a 2009 Consumer Art Calendar, Bowling/Movie Tickets, and free car washes. Names will be drawn from the submitted entry tickets that have the correct answer(s) to the newsletters "question of the quarter".

The opportunity drawing for the spring edition of FACES will be for five 2009 Consumer Art Calendars.

I hope you enjoy the newsletter. Please do not hesitate to forward any ideas or suggestions that you may have to Dorean Glenn at: dglenn@dbh.sbcounty.gov





Trick of the Trade

By Amber Carpenter, Mental Health Specialist, OPPD

Whether we use a computer daily or once a month to check email, it helps to be knowledgeable of certain programs.

Microsoft Word and Excel are a couple of prepackaged basics that fall into this category. With these two programs one can write letters, create databases, and organize volumes of material with ease.

For the most part, it seems the daily user has a pretty good handle on these particular programs, but there is always room for a *trick of the trade*.

One has typed names in all capitalization into Excel to keep track. However, now you need to mail merge these names to send out information. How do you change all caps into upper and lower case letters so that you can copy and paste the names to Word to mail merge?

In order to change a name from all caps to its typical format, one would use the *Proper* formula.

Step One: Click on the first Cell in the first empty column next to your data (for example if you had names, dates, then

addresses, the first column you would use is D)

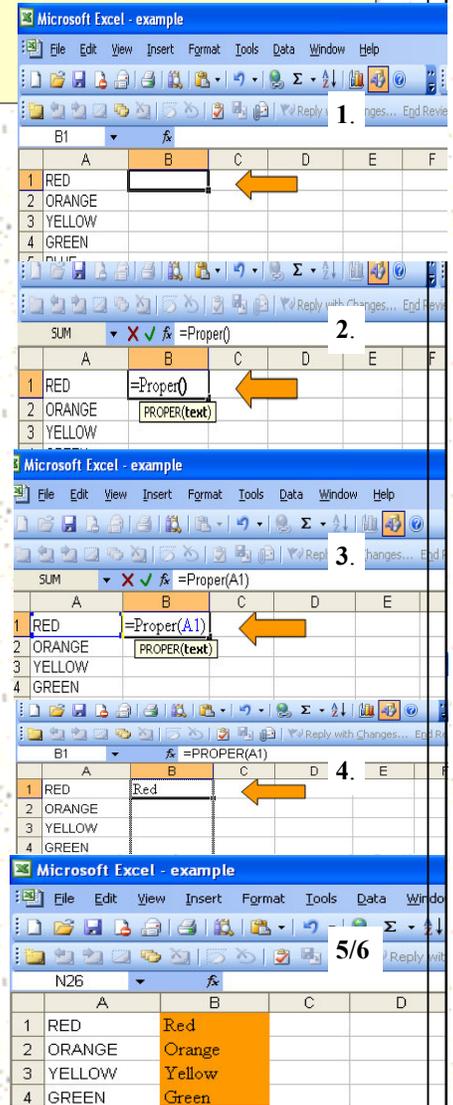
Step Two: Type in the column the following; =Proper()

Step Three: Inside the Parenthesis, enter the first Cell you want to change Ex. A1 would look like this =Proper(A1) then enter

Step Four: Now you should have the correct format for your first name. Next, click on the corner of the cell and drag the line to the end of last row you want to change.

Step Five: Click and hold on the bottom right corner of the cell and drag the line to the end of last row you want to change.

All your names should be changed. If you have a second row of names go to the next column and repeat.



Question of the Quarter: Your Chance to WIN!!

Question:
Approximately how many volunteers are in the Senior Peer Counseling Program?

Answer _____

Submit your answer to dglenn@dbh.sbcounty.gov by April 24th.

Five names will be drawn from the correct answers received. Those Individuals will receive a 2009 Consumer Art Calendar.



DEPARTMENT OF
BEHAVIORAL HEALTH

F.A.C.E.S. is published quarterly by the
San Bernardino County Department of
Behavioral Health

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Chief Deputy Director

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Medical Director

Jatin Dalal, M.D.

Deputy Directors

Gary Atkins

Tanya Bratton

Ralph Ortiz

Michael Schertell

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
Department of Behavioral Health

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Service F.I.R.S.T.

Our employees are committed to being

Friendly, Interested, Responsive, Service oriented, and
Trustworthy!

