



# County of San Diego

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November 27, 2019

TO: Behavioral Health Advisory Board (BHAB)

FROM: Dr. Luke Bergmann, Director, Behavioral Health Services (BHS)

## **BEHAVIORAL HEALTH SERVICES 2019 YEAR-END DIRECTOR'S REPORT**

### **ACTION ITEM: Continuation of BHAB Workgroups for 2020**

On October 13, 2019 the Behavioral Health Advisory Board held a Fall Retreat where BHAB members discussed their priority issues for consideration in 2020. It was determined that in order to advance these priorities, existing 2019 workgroups would all be continued in 2020.

The first task of the workgroup shall be to confirm, at the January 2020 BHAB meeting: a continuation or update to the purpose statement for the workgroup, and a confirmation of a chairperson selected from the appointed members.

It is therefore, the Chairperson's recommendation that the following workgroups be continued, comprised of the following members:

#### **Building a Better BHAB:**

- Che Hernandez
- Jerry Hall
- John Sturm
- Richard McGaffigan

#### **Homelessness:**

- Che Hernandez
- Ed Weiner
- Janice Luna-Reynoso
- Joel San Juan
- John Sturm

**Continuum of Care:**

- Bill Stewart
- Janice Luna-Reynoso
- Judith Yates
- Michael Matthews
- Mike Grattan
- Rick McGaffigan
- Shannon Jaccard

**LIVE WELL SAN DIEGO UPDATES / SPECIAL EVENTS**

**New *Live Well San Diego* Partners**

BHS brought on three new *Live Well San Diego* partners in 2019: Recovery International, HealthRIGHT 360, and Wellness Music Therapy and Essential Oils.

Recovery International is a peer-to-peer, self-help non-profit that facilitates meetings using a cognitive-behavior method. Their mission is to help individuals gain skills to lead more peaceful and productive lives. They strive to be the world's premier provider of self-help training for mental health and wellness available to anyone, anywhere, anytime.

HealthRIGHT 360, North County Serenity House, provides outpatient, residential treatment services, and transitional housing in a gender-responsive and trauma-informed environment, using evidence-based and best practices that recognize and account for the role that trauma frequently plays in substance use and criminal histories of women.

Wellness Music Therapy and Essential Oils advances the knowledge of music, sound vibration and the beneficial properties of plant-based products for mental and physical support. Utilizing a multidisciplinary approach, they provide educational resources for healthcare practitioners and help clients discover how to lead an inspired, content and harmonious life. Wellness Music Therapy and Essential Oils serves children, adolescents, adults and older adults, homeless, veterans and military families, and people with various developmental and physical disabilities.

**ADULT AND OLDER ADULT (AOA) SYSTEM OF CARE**

**Supported Employment Success Story**

BHS, through technical assistance from San Diego Workforce Partnership (SDWP), developed a Five-Year Strategic Employment Plan. As part of this plan, SDWP developed a subcommittee of the Adult Council to focus on supported employment and created the Work Well Committee for BHS Contracted Providers to increase awareness of how employment plays a role in the recovery of individuals served throughout the Adult and Older Adult System of Care. This included incorporation of the Supported Employment Individualized Placement and Support (SE-IPS) Model. The model focuses on the concept of "any day working is better than a day not working" and includes principles which guide supports for each person based on their desires and aspirations. In Fiscal Year (FY) 18-19, BHS incorporated the SE-IPS Model for designated clubhouses and outpatient clinics, and for all Assertive Community Treatment programs, and the BHS contracted Employment Only program. All programs incorporated the same outcome measures, ensuring the same information is being tracked across all levels of care.

Since the Employment Initiative effort began, BHS has increased the number of individuals competitively employment from 9% to 12%, and continues to highlight success stories such as this recent submission from Mental Health Systems, Inc. Employment Solutions:

*Hannah was referred to us by her Case Manager. Hannah is diagnosed with Major Depressive Disorder & PTSD, and is a survivor of a domestic violence incident that caused the amputation of both of her legs. Hannah's physical and mental conditions debilitated her will to work for over a decade. With encouragement from her Case Manager and relatives, Hannah volunteered at the Institute on Violence, Abuse and Trauma, where she participated as an advocate for victims of domestic violence.*

*With a strong desire to work, Hannah enrolled with specific employment goals; she wanted to work in customer service, work under 20 hrs. per week (to be able to keep her medical benefits), and work within 1 mile from her home. Hannah's main employment barrier was transportation, as she is only able to commute 1-2 blocks from her home. Hannah's only method of transportation is her electric wheelchair.*

*Hannah and her employment specialist worked extensively on job development. Meeting face to face with employers gave Hannah the opportunity to make a connection with the hiring manager at Big Lots. Hannah is now a Store Sales Associate and Cashier. You may see her stocking shelves and helping customers with her bright personality. Hannah has stated "I really enjoy my job; I look forward to getting out of bed every morning knowing that I'm being productive. My wheelchair is not a limitation and I can do my job without accommodations."*

### **Housing Update**

This year saw BHS clients move into The Beacon, a supportive housing project located in the East Village neighborhood of San Diego. The Beacon is an MHSA-funded development with 44 units, of which 22 serve adult and transition age youth clients who formerly experienced homelessness and who are connected to treatment services through BHS-contracted Full Service Partnership Assertive Community Treatment providers. The lease-up of The Beacon brings the total number of operational MHSA-funded and permanent supportive housing units to 327.

The Beacon is the third development to become operational that was funded, in part, by the Local Government Special Needs Housing Program (SNHP), which provides funding to affordable housing developers to create permanent supportive housing units for MHSA-eligible clients. In June 2018, the Board of Supervisors voted to add \$10 million in additional, one-time MHSA funds to SNHP, bringing the County's total SNHP investment to \$20 million. To date, this program has funded 128 supportive housing units (63 operational and 65 currently in development).

This year also saw the first three developments receive conditional funding and service commitments through the No Place Like Home (NPLH) program. NPLH provides loans to affordable housing developers to create permanent supportive housing units for individuals who are experiencing homelessness or who are at risk of chronic homelessness. Like SNHP, supportive services for these NPLH units will be provided by BHS. Unlike previous MHSA-funded housing programs, NPLH loans will be administered locally by County Housing and Community Development Services. The three developments with conditional commitments are

Jamboree San Ysidro, 14<sup>th</sup> & Commercial, and Winsor Pointe, which will be located in San Ysidro, Downtown San Diego, and Carlsbad, respectively. The developments will contain a total of 109 NPLH-funded units, and are expected to complete construction in 2021 and 2022.

### **Interfaith Community Services**

On December 11, 2018, the Board of Supervisors approved single source contracts to Interfaith Community Services for Drug Medi-Cal Organized Delivery System (DMC-ODS) network capacity to include a unique focus on homeless and veteran communities.

Through these contracts, Interfaith Community Services is anticipated to provide services to 200 clients annually in their outpatient program, 49 beds for residential services and 11 residential withdrawal management beds. The program will serve the North Inland region and support the expansion of Substance Use Disorder (SUD) services in support of DMC-ODS. As reported in the March 27, 2018 Board Letter, the County's baseline capacity for residential beds was 965 beds. With this addition, residential capacity will increase to 1,014 beds, and outpatient capacity will increase by 14% to 200 clients annually.

### **Successful Treatment And Reentry (STAR)**

STAR is a partnership between the San Diego County Probation Department, BHS, Sheriff's Department, and Health and Human Services Agency (HHS)–East Region, which is designed to connect high risk probationers returning to East County with needed resources in an effort to support successful integration back into the community. STAR assists with connecting participants to housing, SUD services, mental health treatment, transportation, and other resources as needed. Neighborhood Healthcare Association is contracted to provide the clinical and case management services to individuals on formal probation identified as "high risk" and ensure there is continuity of care between service providers. The program is co-located at the Lemon Grove Family Resource Center where Probation will also provide wrap-around services. Individuals are initially in-reached while still incarcerated, and a warm hand off upon release may include SUD or mental health services depending upon their identified needs. This pilot program is funded in part by the Bureau of Justice Assistance and supported by San Diego Association of Governments and seeks to achieve the following objectives:

- Improve the supervision outcomes for 250 offenders under formal probation supervision;
- Improve the process to better identify the needs of high risk probationers;
- Improve treatment engagement and recovery of higher risk probationers; and
- Measure the impact and strengths of this approach to service delivery.

## **CHILDREN YOUTH AND FAMILIES (CYF) SYSTEM OF CARE**

### **New CYF MHSA Innovation programs**

The SmartCare Behavioral Health Connect (BHConnect) contract was awarded to Vista Hill Foundation effective February 1, 2019. BHConnect provides telemental health services to children, youth, and adults who are high utilizers of psychiatric emergency services but are not connected to a current mental health provider.

The Accessible Depression and Anxiety PeriPartum Treatment (ADAPT) contract was awarded to Vista Hill effective March 1, 2019. ADAPT is a collaborative treatment model that provides mental health treatment and Peer Partner services to new parents and partners referred through HHS Nurse Family Partnership (NFP) and Maternal Child Health Home-

Visiting program that have, or are at risk of developing PeriPartum Mood and Anxiety Disorders (PMADs). ADAPT is co-located with NFP and MCH at each of the HHSA Regional Public Health Centers, and provides consultation and training to Public Health Nurses (PHNs), in addition to participating in PHN Case Conferences, to improve cross-system health collaboration and competence. ADAPT has achieved early success by significantly exceeding the expected number of referrals received from PHNs, which evidences a strong commitment to collaboration from our PHN partners and reinforces the value of an integrated service model to address the holistic needs of new parents and partners.

### **Family Services: Drug Medi-Cal Organized Delivery System**

New Entra Casa is a six-bed perinatal residential program that became a DMC-ODS provider effective July 1, 2019. Perinatal services are gender-specific, trauma informed SUD treatment and recovery services provided to pregnant and parenting women, with additional services provided that focus on the dependent minor children. Issues specific to perinatal clients include substance use while pregnant, pre-natal care, parenting, and family violence. Additional services for the children include a mental health clinician who screens the children to determine if there is a need for mental health services, provides assessment and therapeutic interventions for the children that have an emotional, developmental, behavioral, or attachment needs, links children with higher level needs to specialty services, and works directly with the child and the mother on attachment and bonding.

### **SchoolLink**

SchoolLink, formerly known as Early and Periodic Screening, Diagnostic and Treatment services, is a partnership between the County of San Diego and local school districts to provide behavioral health services at schools. SchoolLink was launched in 2018 to implement standardized practices and increase collaboration between schools and treatment. Effective school year 2019-20, a minimum client threshold was set to warrant the deployment of therapists through SchoolLink. The implementation of thresholds is intended to be a collaborative process between schools, districts, SchoolLink providers and the County, to ensure services are deployed timely and efficiently. The minimum school threshold is a deployment of a therapist at each designated school campus, at least four hours weekly, with a commitment from the school to refer a minimum of 10 clients per school annually. The SchoolLink materials were updated for the 2019-20 school year based on provider and school input. SchoolLink information can be accessed at: <https://theacademy.sdsu.edu/rihs-schoolink>

### **Continuum of Care Reform (CCR) and Pathways to Well Being (PWB)**

The CCR initiative is a comprehensive framework of legislation and regulations designed to improve the continuum of services that support children, youth and families across child placement settings. The CCR continues to guide PWB and allows for close collaboration between BHS, Child Welfare Services (CWS), and Probation. The following updates highlight recent work on CCR and PWB:

- PWB facilitated focus groups to obtain feedback about the Child and Family Team (CFT) member experience in CFT meetings. In Fiscal Year 2019-20, in addition to the focus groups conducted with youth and providers, PWB collaborated with CWS to facilitate focus groups with foster parents as well as Protective Services Workers.
- The CCR and PWB teams, in collaboration with the Responsive Integrated Health Solutions debuted revised PWB and CCR E-Learning and are in the process of developing micro-learnings which focus on CFT meeting protocols, CFT Roles and Responsibilities,

and documentation requirements. The E-learning and future micro-learnings can be accessed at: <https://theacademy.sdsu.edu/programs/rihs/pathways/elearning/>.

- Through new methodology, the Short-Term Residential Therapeutic Program (STRTP) service rates have been updated.
- Hybrid STRTP treatment models of day service and outpatient were established to allow for individualized programming.
- Five Residential Treatment Centers (New Alternatives Kenora, New Alternatives South Campus, Fred Finch, Casa de Amparo, San Diego Center for Children) with County contracts obtained licensure as STRTPs and four of those have obtained STRTP Mental Health Program Approval from the Department of Health Care Services (DHCS).
- Five Group Homes that have not yet contracted with BHS (New Haven; Milestone; Circle of Friends; Center for Positive Change; Hidden Treasures) have obtained licensure as STRTPs. It is anticipated that they will work toward a contract with BHS throughout the next 12 months in order to receive Mental Health Program Approval from DHCS.
- BHS STRTP contracts were amended to align with current DHCS STRTP regulations.
- New forms and procedures have been developed for STRTPs to utilize in order to align with the DHCS STRTP requirements.
- Enhanced training requirements have been established for STRTPs to address the needs of youth receiving services in STRTPs.
- Interagency Placement Committee Meetings were opened to BHS providers effective Fiscal Year 2019-20.

### **CYF Outcomes Measures**

The Child and Adolescent Needs and Strengths (CANS) and the Pediatric Symptom Checklist are the State mandated outcome tools for the County of San Diego Mental Health Plans effective July 1, 2018. The CANS administration expanded as of July 1, 2019 to children ages 0 to 5. Additionally, on July 1, 2019, these outcome measures were rolled out to the Fee-For-Service providers with dedicated training and full infrastructure and oversight by Optum. This shift allows the system of care to better evaluate outcomes and services rendered through the network.

### **New CYF Pre-Authorization Requirements**

DHCS Mental Health and Substance Use Disorder Services Information Notice 19-026, released May 31, 2019, outlines new requirements for prior authorization for Day Treatment Intensive and Day Rehabilitation services as well as Therapeutic Behavioral Services (TBS) and Intensive Home-Based Services (IHBS). CYF, in partnership with the BHS Quality Improvement unit and Optum San Diego established new processes to meet these requirements with minimal impact on providers and ensuring no new hurdles to access of care are created. The TBS process launched on August 1, 2019. The IHBS process launched on September 1, 2019, and the Day Treatment Intensive and Day Rehabilitation services is due to be launched as of January 1, 2020.

### **CYF Council Strategic Planning**

The CYF Council completed strategic planning meetings in May, June, and August 2019, with the following themes and areas of focus:

- May 13, 2019 Meeting: Assessment of Psychiatric Care in San Diego County, which:
  - Focused on high-level immediate mental health needs, i.e. inpatient and crisis stabilization;

- Identified the system's landscape throughout San Diego County communities;
- Highlighted existing methods that work, the gaps in the system and opportunities for innovation; and
- Prioritized addressing immediate psychiatric needs for children and their families.
- June 10, 2019 Meeting: CYF System of Care intersection with the Justice System/School Threats.
- August 12, 2019 Meeting: Discussion to provide Strengths, Gaps, Innovations, and other recommendations.

### **Conferences**

CYF held the following conferences this year:

- Critical Issues in Child and Adolescent Mental Health 4th Annual Conference: Managing Change in a Changing World, on March 21-22, 2019;
- Children, Youth and Families System of Care Training Academy Conference: School Safety: Envisioning Safer Schools, on May 30, 2019;
- The 10th Annual- Early Childhood Mental Health Conference: We Didn't Wait-A Decade of Progress-A Future of Hope on September 12-14, 2019; and
- The Annual School Summit, a joined event with the 4<sup>th</sup> annual *Live Well San Diego* Advance, which was supported by CYF and the Prevention and Planning Unit and took place on October 28, 2019.

### **CLINICAL DIRECTOR'S OFFICE (CDO)**

#### **Workforce, Education and Training**

The Cultural Competency Academy (CCA) kicked off its first cohort on August 2019 with 30 participants. Participants in this cohort include mental health and SUD program managers, licensed mental health clinicians, direct service providers, peer specialists and administrative support staff. The CCA consists of a five-day training series, a culturally specific booster training and position-specific booster. The goal of CCA is to further awareness and develop an understanding of biases that may affect services a client receives. Training topics include self-assessment, person-first and recovery language, understanding privilege and guilt, cultural competency in the workplace, culture within behavioral health services, and cultural competency in practice. The second cohort started in October 2019. The third cohort is scheduled to begin in January 2020 with a cumulative graduation of all cohorts scheduled for June 2020.

The Behavioral Health Workforce Collaborative (BHWC) provided a seminar on *Mapping the School-to-Prison Pipeline*. The training was provided by Tia Martinez of Forward Change Consulting. During the seminar, she described the concept of the school to prison pipeline and discussed exclusionary discipline practices in the education system and how they impacts the juvenile justice and behavioral health system. In addition to the seminar, small groups of participants discussed interventions and resources that are readily available within our community. Approximately 40 participants were in attendance. The next BHWC seminar is scheduled for late February 2020 and will focus on trauma informed care.

#### **Long-Term Care**

As longer term strategies in San Diego County are put into place to advance the behavioral health services system of care, additional strategies are in development to bolster key services

in the nearer term. This includes a continued commitment to increase the availability of step-down and long-term care capacity to ensure clients are placed in the most appropriate levels of care during and after psychiatric crisis:

- Fallbrook Healing Center is the third Crestwood behavioral health facility in San Diego County designated as an Institution for Mental Diseases (IMD) facility that offers 40 hours a week of psychosocial group and activity programming. This new facility is able to provide an additional 32 beds for clients. In September 2019, Crestwood Behavioral Health's Fallbrook facility admitted their first County of San Diego clients.
- Lakeside Special Treatment Program is a skilled nursing facility with a special treatment program for adults with serious and persistent mental illness. This program is contracted for up to 40 beds at a secured (locked) 24-hour facility. Lakeside Special Treatment Program began to admit clients in July 2019.
- Crestwood Behavioral Health, Hummingbird Healing House, a transitional residential board and care facility, was licensed as a Social Rehabilitation Facility with the capacity for 15 clients. This is a transitional residential program that provides a full range of social and rehabilitative services to support the clients' efforts to acquire and apply skills that will assist them with their transition into the community. Their first County of San Diego client admission occurred in July 2019.

#### **Drug Medi-Cal Organized Delivery System (DMC-ODS)**

On October 29, 2019, the San Diego County Board of Supervisors received the annual update on the implementation of the Drug Medi-Cal Organized Delivery System which went live in San Diego beginning July 1, 2018. The collective impact of the first year of DMC-ODS implementation was demonstrated through outcomes in three key domains, as follows:

- Volume (serving more): over 12,500 unique individuals received outpatient and residential services. This represented a 14% growth in capacity whereby individuals with SUD received outreach and engagement services, were connected to the appropriate level of care, and received treatment services.
- Clinical Quality (providing better services): the quality of services improved through the expansion of network capacity, improved access to care, alignment with evidence-based practices and standardized level of care assessment, and enhanced care coordination. In evaluating quality, outcomes included whether services were effective, client-centered, equitable, and timely, and evaluating the success of care coordination to ensure the unique needs of each individual were met.
- Financial Investments (investing in health): programs were granted access to advance funds devoted specifically to the building of program capacity resulting in a 42% increase of facilities certified to bill for DMC-ODS services. This included funding invested in the immediate and long-term infrastructure and services necessary to expand network capacity, while maximizing revenues to ensure sustainability.

For the second year of DMC-ODS implementation, efforts will continue toward achieving full-system capacity by increasing outreach to and engagement of individuals in need of treatment and support services, enhancing infrastructure needed to support the effective delivery of services, and continuing to engage qualified service providers to ensure a robust provider network available to clients across San Diego County.



## **PREVENTION AND PLANNING UNIT (PPU)**

### **Community Events**

In 2019, BHS employees participated in almost 50 outreach events throughout the region. BHS uses these events to provide vital information to a sometimes hard to reach population that might otherwise not know about the services available to them and where to go for help.

BHS also participated in other community events such as: the Point in Time Count, Love Your Heart blood pressure screening and walk teams for several fundraising/awareness efforts. Additionally, a larger role was provided by the Prevention and Planning Unit in organizing Recovery Happens, NAMI Walks/HHSA Wellness Expo, Behavioral Health Recognition Dinner, Community Engagement Forums, and the Community Alliance for Healthy Minds forum.

### **May is Mental Health Campaign 2019**

This annual campaign is an opportunity to increase awareness, advocacy, and conversation on mental health and mental illness. It serves as a way to help normalize mental illness as a physical health condition that can be treated. It also reinforces that fact that recovery is possible. Like in prior campaigns, BHS provided education and awareness campaign kits to the HHSA Regional Health Promotion Staff. They distributed 56 kits to Live Well Partners and other community organizations. Each campaign kit included promotional and educational materials such as: lapel ribbons, wrist bands, resource brochures, and contact cards. The material provided tips for handling stressful situations or words of affirmation. The kits also included an interactive activity which encouraged participants to create a personalized, affirmative note on large green paper ribbons to be worn during the campaign. The campaign concluded with the exterior lighting of the County Administration in lime green to commemorate the campaign's focus on mental health awareness.

### **Check Your Mood Day**

This annual event in conjunction with National Depression Screening Day was held on Thursday, October 10, 2019. The goal of Check Your Mood Day is to engage and encourage San Diegans to monitor and assess their emotional well-being just as they might check their blood pressure or be screened for heart disease or diabetes. This year, there were over 120 partner organizations across the county that provided free mental health resources, information and Check Your Mood screenings to the community to help raise awareness for mental health. This is an increase from 61 unique partners and 90 screening sites for 2018, where the increase in participation came from the County of San Diego Library system with 30 libraries hosting information tables for Check Your Mood as compared to 5 libraries last year. In addition, new partners included the following: USO of San Diego; Poway Unified School District which conducted screenings or shared resources at 8 middle schools or high schools in their District; Sharp HealthCare conducted screenings to over 350 of their employees at their Sharp Campus in Kearny Mesa.

### **It's Up To Us**

The It's Up to Us media campaign won a platinum award from MarCom Awards. MarCom Awards honors excellence in marketing and communication by recognizing the creativity, hard work and generosity of industry professionals. Each year about 6,000 print and digital entries are submitted from dozens of countries.

It's Up to Us is a suicide prevention and stigma reduction media campaign funded by MHSA and was recognized for its *Don't Delay* TV broadcast series. The messaging strategy was to build a series to encourage local residents not to wait, but to get help early – hence the "Don't Delay" series title. The campaign was created by Civilian, a BHS-contracted provider.

The three campaign spots can be viewed at these links:

- Chess: <https://up2sd.org/about/campaign-materials/tv-cable/chess/>
- Piano: <https://up2sd.org/about/campaign-materials/tv-cable/piano/>
- Grandpa: <https://up2sd.org/about/campaign-materials/tv-cable/grandpa/>

### **National Prescription Drug Take Back Day**

Saturday, October 26, 2019 was the 18<sup>th</sup> National Prescription Drug Take Back Day. Over the course of four hours at 38 separate locations around the county which also included military bases, San Diego County residents safely disposed of 6,394 pounds of unused, unneeded prescription medications. San Diego County, in partnership with the Drug Enforcement Administration (DEA) and after the formation of the Prescription Drug Abuse Task Force, began collecting unused prescription medications in 2009, and, since that time, has collected and safely disposed of more than 105,000 pounds of unused, unneeded prescription medicines. The DEA began the twice a year nationwide collection of unused medications in 2010. This year, because of the national concern over the emerging vape-related lung disease, the DEA also offered the opportunity for residents to drop off vape devices and cartridges.

### **EDGEMOOR DISTINCT PART SKILLED NURSING FACILITY**

#### **Edgemoor Skilled Nursing Facility Celebrates 10<sup>th</sup> Anniversary**

On October 23, 2019, residents, family and employees gathered to celebrate the 10<sup>th</sup> anniversary of the opening of the County's Edgemoor Skilled Nursing Facility. This 192-bed state-of-the-art facility specializes in 24-hour, long-term skilled nursing care for patients with complex medical needs who require specialized care that cannot be provided in other long-term care facilities. The campus-style complex provides a restraint-free environment and is modernly designed with courtyards and floor-to-ceiling windows that let in plenty of light for residents and staff.

#### **Edgemoor Earns Newsweek Ranking**

Edgemoor continues to earn national recognition. Newsweek Magazine teamed with a global data research firm and considered over 15,000 nursing homes in the U.S. and recognized the best amongst each state. Edgemoor facility was named The Best Nursing Home in California for the 2020 edition of the magazine. This honor echoes reporting from The Centers for Medicare and Medicaid Services, in which they rate Edgemoor an overall of 5 stars, compared to the national average of 3.31 stars.

### **SAN DIEGO COUNTY PSYCHIATRIC HOSPITAL (SDCPH)**

#### **Discharge Planning for the Homeless Populations**

SDCPH implemented a hospital-wide initiative in alignment with Senate Bill 1152, effective January 2019. This initiative required multiple disciplines to come together to not only deliver the elements of the law, but to forge a new delivery of service forward for the patients served. The first milestone that was reached in this project was to develop a multi-disciplinary

committee that met monthly consisting of Physicians, Nursing, Social Work, HHSa Eligibility Operations Department, and a County-contracted program, Next Steps. They developed a workgroup to implement a system of care delivery in both the Emergency Psychiatric Unit and the Crisis Recovery Unit. The second milestone reached was that the hospital was able to obtain eligibility coverage seven days a week with the partnership with Next Steps, a program of NAMI, Mental Health Systems and UPAC. This ensures that patients who are not yet connected with medical insurance have the ability to enroll in coverage any day of the week and can renew their applications. The most recent milestone reached was the partnership that was achieved with Family Health Centers through the development of a Memorandum of Agreement to assist the Social Work Department in scheduling medical and psychiatric follow up post-discharge. This helps to ensure that patients who are being treated within the hospital will continue to get care, reducing any barriers they may face after discharge. Throughout this committee workgroup, there has been a log that tracks every patient that discharges from the hospital who has either been identified as homeless or self-discloses homelessness. This log is not only a State requirement, but has been an important tool for the hospital to use to support quality patient care.

### **Active Treatment for the Seriously Mentally Ill Population**

SDCPH has implemented a clinical program to improve patient outcomes through access to counseling sessions and family therapy. This started as a pilot within the Social Work department to enhance care related to treatment planning and developed into a delivery of service for all patients. From this pilot, individual and family therapy has been placed into treatment plans as an intervention based on either a Cognitive Behavioral Therapy or Dialectical Behavioral Therapy approach. The services are from evidenced based models with licensed clinicians who receive clinical supervision related to their work. Another milestone from this project was that a Behavioral Planning committee was developed to address any patient who needs Enhanced Observation due to behaviors in the hospital. Individual Therapy was one approach built into the behavioral plans-this committee brought in Recreation Therapy to enhance their programming to include interventions such as music therapy, aromatherapy, and laughter yoga, and this is tied into the individual therapeutic work done by licensed clinicians. Over 3,265 individual patients have been serviced through active therapeutic interventions by the Social Work department over the course of a year.

Respectfully submitted,



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