

MENTAL HEALTH TRIAGE PERSONNEL GRANT
PROCESS INFORMATION REPORT

Report Date:	3/31/16		
County Name:	San Bernardino	Contact Phone #:	909-421-9208
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1. Total Number of Triage Personnel Hired to Date
(Identify in Full-Time Equivalents FTEs)

a. Total County Staff	19	FTEs
b. Total Contract Staff	0	FTEs

2. Total Number for Each Type of Personnel Hired
(Identify in Full-Time Equivalents FTEs. If the staff hired do not fit the categories below, please specify in the “other” category)

a. County Staff		
i. Case Managers	0	FTEs
ii. Social Workers	10	FTEs
iii. Nurses	0	FTEs
iv. Clinicians	2	FTEs
v. Mental Health Workers	1	FTEs
vi. Peer Providers	0	FTEs
vii. Outreach Workers	0	FTEs
viii. Psychiatrists	0	FTEs
ix. Other		
Alcohol and Drug Counselors	3	FTEs
Clinic Supervisor	1	FTEs
Office Assistants	2	FTEs
		FTEs

b. Contract Staff		
i. Case Managers		FTEs
ii. Social Workers		FTEs
iii. Nurses		FTEs
iv. Clinicians		FTEs
v. Mental Health Workers		FTEs
vi. Peer Providers		FTEs
vii. Outreach Workers		FTEs
viii. Psychiatrists		FTEs
ix. Other		
		FTEs

3. Identify Triage Locations for Service and Points of Access Currently Available with Staff Already Hired

(e.g., hospital emergency rooms, homeless shelters, mobile teams, etc.)

Fontana Sheriff’s Office	Hesperia Sheriff’s Office
West Valley Detention Center	Public Defender’s Office
Crisis Response Teams – High Desert, East Valley, West Valley	California State University San Bernardino Police Department
Probation Department	

4. Comments

Triage, Engagement and Support Teams (TEST)

Status of Implementation:

The program established its offices in Rialto within the County of San Bernardino Health Services Building. The Medi-Cal Certification was completed on July 13, 2015. To assist in providing services, necessary equipment has been ordered through Facilities and Project Management and Information Technology, such as cell phones, notebook computers, desktop computers and printers. A vehicle was purchased to assist the supervisory staff in providing oversight and effective supervision to the out stationed staff in the remote areas of the county. Additionally, MOUs between the Department of Behavioral Health and the San Bernardino County Sheriff's Office, Rialto and Fontana Police Departments, Public Defender's Office, Probation Department and California State University, San Bernardino have been completed.

Points of Deployment:

There are currently Triage staff co-located in two Sheriff Stations in two regions with the plan to expand to two additional Sheriff Stations in the remote mountain area as well as two additional stations in the high desert area and one in the East Valley region, totaling seven stations. Teams of two staff will be co-located in each station and will be responsible for providing services and resources. The Sheriff's Department has partnered with the program and offered office space in the stations as well as provided unmarked caged vehicles in each station for the Triage staff to transport consumers to services. Two Triage staff will be co-located with Rialto and Fontana Police Departments, these staff are currently in the recruitment and hiring process. There are two Triage staff co-located with West Valley Detention. They meet with inmates prior to discharge to assist with appropriate linkage to outpatient services in an attempt to stabilize clients in an effort to avoid further incarceration and hospitalization. There is a Triage staff co-located with the Public Defender's Office and the California State University Counseling Center/Police Department to assist with providing crisis intervention and case management to students. There are three Triage staff co-located with the regional Community Crisis Response Teams to provide linkage to the consumers identified by the mobile units. There are two Triage staff co-located with Probation Departments in rural areas to assist with providing services to Probationers and their families.

Barriers:

The program has experienced challenges and barriers throughout the hiring and implementation phases. The County recruitment and hiring process has caused delays in vacant positions being filled. Due to these delays, some candidates have chosen to accept positions elsewhere, thus causing the recruitment process to start over. Another delay has been caused by the County's procedure for securing equipment; causing equipment to not be available to staff as they are cleared to work in the community. The most significant delay has been the required background check on the staff that are co-locating with Law Enforcement and Jail Services.

Summary:

The SB82 Triage grant funds have provided an opportunity for San Bernardino County's Department of Behavioral Health to partner with new community entities in order to collaborate and offer crisis intervention and case management services to consumers in need of mental health services. This person-in-environment community-based model recognizes the individual consumer's uniqueness and empowers consumers with self-determination. San Bernardino is the geographically largest county in the lower United States and offers geographic challenges with providing mental health services to remote areas. Co-locating Triage staff in Sheriff Stations will

assist consumers in obtaining much needed recovery-based services as well as assisting Sheriff Deputies in remaining in their region rather than spending many hours in transporting clients. Performance outcome measures will determine that many consumers were diverted from unnecessary hospitalizations and incarcerations. Data collection methods have been established to measure these outcomes. Services are being provided in a manner which respects the dignity of the individual. In the next review period, our goal is to become fully staffed.

Please Email the completed form to mhsoac@mhsoac.ca.gov

If you have any questions about completing this form, please contact Peter Best, Manager, Triage Grant, Budget and Commission Support.

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