

MENTAL HEALTH TRIAGE PERSONNEL GRANT  
**PROCESS INFORMATION REPORT**

Report Date:	9/30/15		
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	10	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	3	FTEs
iii. Nurses	0	FTEs
iv. Clinicians	2	FTEs
v. Mental Health Workers	0	FTEs
vi. Peer Providers	1	FTEs
vii. Outreach Workers	0	FTEs
viii. Psychiatrists	0	FTEs
ix. Other		
Alcohol and Drug Counselors	3	FTEs
Clinic Supervisor	1	FTEs
		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
Glen Helen Rehabilitation Center	West Valley Detention Center
Crisis Response Teams – High Desert and East Valley	

**4. Comments**

**TRIAGE ENGAGEMENT AND SUPPORT TEAMS (TEST)**

**County of San Bernardino**

**Department of Behavioral Health**

**Program Coordinator – Nancy Olsen, LCSW**

**Overview:**

The County of San Bernardino was awarded funding from MHSOAC through the Mental Health Wellness Act of 2013 to create Triage Teams to expand the current crisis system of care. This grant offers the ability to link Crisis Services (Diversion, Crisis Walk-In Centers, and Community Crisis Response Teams), aimed at one time crisis interventions and engagement, to outpatient and community resources. The goal is to improve consumer experience and strengthen opportunity for recovery and wellness. A secondary goal is to reduce expenditures for law enforcement resources and for hospital emergency departments. The Triage Teams will utilize intensive case management services to link consumers with needed resources for ongoing stability, providing case management services for up to 59 days to ensure engagement. Performance effectiveness will be measured upon reducing unnecessary hospitalizations and reducing inpatient days as well as mitigating unnecessary expenditures for law enforcement and hospital emergency departments. The primary objective for the Triage Teams is consumer stability in the least restrictive environment, sustained over time and avoiding unnecessary and costly inpatient services.

**Positions:**

The first seven months of this program have provided the Department of Behavioral Health (DBH) with a greater understanding of the needs of community partners. Based on experience, DBH has found it necessary to change the classifications to better meet the needs of the community and partners. DBH requests to utilize Social Workers in the place of Alcohol and Drug Counselors as well as Peer and Family Advocates in Sheriff Stations and Hospital Emergency Departments due to human resources/security requirements at those locations. DBH is proposing to reduce the ADC positions from four (4) to two (2); reduce the PFA positions from nine (9) to one (1); and increase the Social Worker positions from four (4) to twenty (20) with position requests and reclassifications in Fiscal Year (FY) 15-16.

DBH has determined that it is appropriate to fill 25 full time County positions to provide continuity of care and consistency in data collection. In FY 15-16, teams will be placed at two Sheriff Stations in the remote mountain area where there are limited resources. To accommodate this, DBH will place a Clinical Therapist in one station as well as a General Service Worker who can assist with resources. Social Worker II's will be placed in the high desert region, which also has limited resources. Other locations being considered are the Public Defender's Office, the District Attorney's Office, Probation Department, the counseling center or the campus security office of California State University San Bernardino, Rialto Police Department, Canyon Ridge Hospital, and San Bernardino Community Hospital based on the need for crisis intervention and case management for consumers that present at these locations.

**Hiring:**

DBH has submitted the necessary documentation to reclassify the positions discussed above. Sixteen (16) staff have been hired to date, however, there have been promotions, transfers and resignations, leaving ten (10) positions currently filled. Remaining staff will be hired in FY 15-16 using existing position numbers to dual-fill the positions until the position requests are fully processed. Interviews are currently being scheduled for sixteen (16) of the remaining vacant positions.

Current Positions		
Position Title	Location	Status of Employment
Clinic Supervisor	Rialto	Filled
Clinical Therapist II	Rialto	Filled
Clinical Therapist II	Rialto	Filled
Social Worker II	Hesperia Sheriff	Filled
Social Worker II	Glen Helen Rehabilitation Center	Filled

Social Worker II	West Valley Detention Center	Filled
Alcohol and Drug Counselor	West Valley Detention Center	Filled
Alcohol and Drug Counselor	Fontana Sheriff	Filled
Alcohol and Drug Counselor	Rialto CCRT	Filled
Peer and Family Advocate III	Hesperia CCRT	Filled
Social Worker II	Fontana Sheriff	Vacant – Employee transferred
Office Assistant II	Rialto	Interviewing
<b>FY 15/16 New Positions</b>		
<b>Position Title</b>	<b>Location</b>	<b>Status of Employment</b>
Social Worker II	Ontario CCRT	Being reclassified from PFAIII – Employee accepted position elsewhere
Social Worker II	Victorville Sheriff	Being reclassified from PFAIII – Employee promoted
Social Worker II	Community Hospital San Bernardino	Being reclassified from PFAIII – Employee resigned
Social Worker II	Hospital Emergency Department – Location TBD	Being reclassified from ADC – Employee accepted position elsewhere
General Service Worker III	Big Bear Sheriff	Interviewing
Clinical Therapist I	Twin Peaks Sheriff	Interviewing
Mental Health Specialist	Barstow Sheriff	Interviewing
Social Worker II	Big Bear Sheriff	Interviewing
Social Worker II	Rancho Cucamonga – Public Defender’s Office	Interviewing
Social Worker II	Barstow Sheriff	Interviewing
Social Worker II	Highland Sheriff	Interviewing
Social Worker II	Highland Sheriff	Interviewing
Social Worker II	Hesperia Sheriff	Interviewing
Social Worker II	Rialto Police Department	Interviewing
Social Worker II	Rialto Police Department	Interviewing
Social Worker II	Victorville Sheriff	Interviewing
Social Worker II	Hospital Emergency Department – Location TBD	Interviewing
Social Worker II	California State University San Bernardino	Interviewing
Social Worker II	Twin Peaks Sheriff	Interviewing
Office Assistant III	Rialto	Awaiting Certification List

**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. We were not aware that Sheriff Clearance would be needed for new employees. This requirement has also caused a delay in placing new employees in the assigned out-stationed locations. 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.

**Status of Implementation:**

The program established its offices in Rialto within the County of San Bernardino Health Services Building. The Medi-Cal Certification State site review was held on July 13, 2015 and the results of that review are pending. There is currently Triage staff co-located in two (2) 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. 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. DBH is in the process of coordinating orientation and training for staff for the hospital emergency department at Community Hospital, San Bernardino. Discussions are in progress with California State University San Bernardino in order to co-locate a Triage staff in their Counseling Center or in their Campus Security Office. San Bernardino County's Public Defender's Office has expressed an interest in a Triage staff being co-located in their Rancho Cucamonga office in order to assist their consumers in successful linkage to outpatient mental health services. A plan is being developed to partner with the Public Defender's office.

To assist in providing services, necessary equipment has been ordered through Facilities and Project Management and Information Technology, such as cell phones, notebook computers and desktop computers. A vehicle will be purchased to assist the supervisory staff in providing oversight and effective supervision to the out stationed staff. Additionally, an MOU between the Department of Behavioral Health and the San Bernardino County Sheriff's Office is complete. The Request for Action (RFA) for the other MOU's with Public Defender's Office, California State University San Bernardino, and Rialto Police Department are in the final contractual phases.

**Points of Deployment:**

Two teams are currently out stationed in regional Sheriff Stations in an effort to assist law enforcement by conducting crisis intervention and case management services with consumers. Plans are being developed to expand out station capacity to other stations during FY 15/16. Unmarked, caged vehicles are being provided by Sheriff's Offices for co-located Triage staff. The goal of these teams is to engage the clients into community-based mental health services. Triage staff members are currently co-located in the Glen Helen Detention Center as well as the larger West Valley Detention Center. 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. Many collaborative meetings have taken place with various community partners to offer services and support in San Bernardino County's geographically challenged remote areas, such as the mountain, desert and high desert areas where mental health resources are difficult to access or limited due to the geography of the area. Triage staff will provide assistance to law enforcement in these areas by taking the lead in responding to calls for mental health evaluation and by transporting consumers to appropriate resources within the system of care. Triage staff will be co-located in two mountain Sheriff Stations and two high desert Sheriff Stations in the FY 15-16.

**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.

**Please Email the completed form to [mhsoac@mhsoac.ca.gov](mailto: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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