



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

SPECIAL POINTS OF INTEREST:

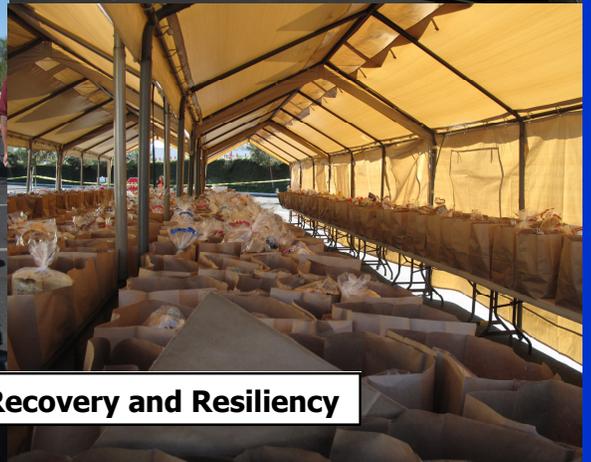
- Featured Article
Homeless Connect
- NACo Recipients
- Gateway to Africa
- You Deserve A Spot
- Taking a Step to Raise Awareness



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Homeless Connect



Promoting Wellness, Recovery and Resiliency

Message from our Medical Director

By Dr. Jatin Dalal, Medical Director, Medical Services



**Dr. Jatin Dalal,
Medical Director**

Dear Staff,

Although cold and flu season has arrived, there are many preventive measures you can take to keep yourself and those around you healthy. There are also things you can do to minimize the effects of seasonal flu and H1N1 flu (Swine Flu) should you or someone you know become ill.

Take time to get a flu vaccine.

The Center for Disease Control (CDC) recommends a yearly seasonal flu vaccine as the first and most important step in protecting individuals against seasonal influenza.



Vaccination is especially important for people at high risk of serious flu complications, including young children, pregnant women, people with chronic health conditions like asthma, diabetes or heart and lung disease and people 65 years and older. Seasonal flu vaccine also is important for health care workers, and other people who live with or care for high risk individuals to keep from making them sick.

Prevention Steps You Can Take:

1. Cover your nose and mouth with a tissue or your elbow when you cough or sneeze.
2. Wash your hands often with soap and water. If soap and water are not available, use an alcohol based hand rub.

3. Avoid touching your eyes, nose and mouth.
4. If you are sick with flu-like illness, stay home for at least 24 hours after your fever is gone, except to get medical care, if necessary.

Flu-like symptoms include:

- Fever
- Cough
- Sore throat
- Runny or stuffy nose
- Body aches
- Headache
- Chills
- Fatigue
- Some people may also have vomiting and diarrhea

If you are experiencing any of these symptoms you may want to consider contacting your health care provider.



Remember, however frustrating a cold or the flu is, it is temporary. Drink lots of fluids, get plenty of rest and within a few days you should

start feeling better.

Take these precautions and help yourself stay healthy this flu season.

Sincerely,
Dr. Jatin Dalal
Medical Director

Note: For information regarding the H1N1 (Swine Flu) call 1-800-782-4264, or visit www.cdph.ca.gov.

Those In Need Receive Services **Office of Homeless Services**

An outreach to homeless individuals was held at the Rock Church in San Bernardino on October 16, 2009. Homeless individuals and families (as well as those in need), who currently reside in the City of San Bernardino and surrounding areas, were invited to attend the county's first Project Homeless Connect.



Eye Exams and Glasses



The San Bernardino County Homeless Partnership in collaboration with the Office of Homeless Services, the Rock Church and many other county and community based organizations hosted the outreach event.

The collaborative partners hosting the event provided free medical and dental screenings, legal services, benefits information, haircuts, bike repairs, food, clothing, and pet care. A free lunch was also provided to all in attendance.

There will be a series of four Project Homeless Connects that will take place throughout the county within the next year to provide educational information, services and resources directly to the homeless.

The San Bernardino County Homeless Partnership provides a countywide network of service delivery to the homeless and near homeless families and individuals residing throughout the County of San Bernardino.

For additional information on this, or future Project Homeless Connect outreach events; please contact Christy Hamilton at (909) 421-4645.



Haircuts and Child Care



All pictures within the Office of Homeless Services article, "Those in Need Receive Services, reflect the resources available on the day of the Project Homeless Connect event.

Behavioral Health Recognized by NACo **National Association of Counties**

By Dorean Glenn, Mental Health Specialist, Public Information Office

August 11, 2009, the Board of Supervisors recognized and honored the sixteen individuals and departments in the County of San Bernardino who received a 2009 Achievement Award from the National Association of Counties (NACo). The NACo Achievement Awards Program recognizes counties for improving the services they deliver to the public. The awards focus on innovation and the use of technology and must have proven measureable results. The Department of Behavioral Health (DBH) received two awards in 2009, one for the Office of Consumer and Family Affairs (OCFA) and the other for the Juvenile Court Behavioral Health Services program.



**Doris Turner, and
Lauretta Ross**

OCFA is an innovative program staffed by a consumer and family member employed as Peer and Family

Advocates by DBH. The OCFA staff is instrumental in assisting consumers and family members overcome bureaucratic obstacles and receive services in a more effective and efficient manner. They contribute to implementing consumer friendly policies and procedures regarding issues relating to successful integration into the workforce. They participate in trainings and provide input in developing workshops for DBH and contract staff relating to wellness, recovery and resilience. In addition, they attend weekly Executive Committee meetings with the Director of DBH to discuss various administrative issues. The OCFA receives referrals from administrative staff, the consumer's treatment team, Patient's Rights

Office, the National Alliance for Mental Illness, faith and community based organizations, consumer and family members. Consumers and families are then linked to appropriate services for treatment and support. Consumers are assisted in learning to advocate and make choices to determine their paths of recovery and achieve their life goals.



**Dr. Jatin Dalal,
Honorable Judge
Marsha Slough,
Faye Herrmann,
Dr. Nerissa Galang-Feather
and Jeffrey Wagner**

Juvenile Court Behavioral Health Services is a new comprehensive program that reviews the needs of the county's dependent children and youth in foster care. The program was developed through a collaboration between the Juvenile Court

judges, the Department of Public Health, Children and Family Services, the Probation Department, and DBH. Through this program, mental health needs and psychotropic medication services provided to the county's dependents in foster care, including children in group homes and in Juvenile Detention Assessment Centers, are reviewed by a multi-departmental team which may initiate a more thorough review including the child's need for services. "Juvenile Court Behavioral Health Services" is the enterprise of the program. It involves two phases, with Phase 1 referring to a medical review of psychotropic prescriptions written for foster care children or youth by a non-DBH physician, and Phase 2 entailing a formal and extensive review of the child's care and medication.

For more information about NACo and to see all of the honorees in San Bernardino County, please go to the NACo website-<http://www.naco.org/>.



Special Presentations in the months of October, and November **Mental Health Commission**

By Debi Pasco, Clerk of the Commission and Dorean Glenn, Public Information Office

Mental Health Commission (MHC) meetings are held on the first Thursday of each month (with the exception of August). Executive sessions begin at 10:30 a.m. and 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.



**Susan McGee-Stehsel,
Veronica Kelley,
David Miller, Bob Sudol,
and Allan Rawland**

David Miller, Peer and Family Advocate II, was awarded the October 2009 Cultural Competency Award of Excellence. Mr. Miller has worked for two and a half years at the Department of Behavioral Health (DBH) Upland

Community Counseling Center providing peer support and counseling, assisting members with benefits and researching available county and community resources. He runs six peer groups per week and Chairs the Spirituality Workgroup, where persons of all faith can feel safe, at Amazing Place Social Club. Mr. Miller is a good role model and treats everyone with respect. Congratulations, David!

SPECIAL PRESENTATION: Promotores de Salud Veronica Kelley, Cultural Competency Officer, introduced Alex Fajardo and Angelica Alvarez, from El Sol Neighborhood Education. Ms. Alvarez thanked the Mental Health Commission for providing them the opportunity to present. The Promotores De Salud Program partnered with DBH under Mental Health Service Act (MHSA) Community Services and Support funding to serve the most in need and hardest to serve, non-English speaking members of San Bernardino and Riverside communities.

Twenty-one Promotores were on hand with signs to promote their services and their vision. The Promotores have educated 3,603 community members in better decision making, which results in healthier lifestyles.



The signs read-This program has been a tool that has transformed our lives to become agents of change. Now we are leaders who have a strong commitment to serve and educate our community.



We promote recovery and resilience eliminating the stigmas related to behavioral health and provide education and linkage to a wide range of services.

Stephen Garrett, Clinical Supervisor, was awarded the November 2009 Cultural Competency Award of Excellence. Mr. Garrett has worked for Victor Community Support Services for two years. He supervises the Therapeutic Behavioral Services (TBS) program, and Intensive program along with facilitating the Cultural Competency workgroup.

The nomination form sent in for Stephen notes that he runs the Cultural Competency group in the High Desert, Victorville. He is very focused on quality and is always cognizant of the needs of the diverse consumers and families he serves.”



David Ford, Veronica Kelley, Stephen Garrett and Allan Rawland

Ed McField, Executive Director, Latino Health Collaborative, provided information regarding the **Latino Health Collaborative Disparities Access Study**



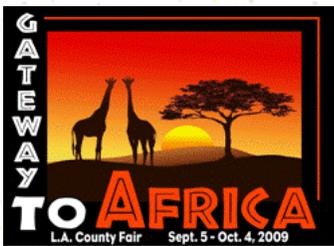
Ed McField

Gateway to Africa **Regional Operations and Children's Services**

By Margaret Parker, Secretary I, Juvenile Justice Program

A jungle filled with giraffes, monkeys and banana trees – not where you usually envision committed juvenile offenders. But at this year's Los Angeles County Fair, that's where you'll find Arturo and Yancarlo and other minors currently participating in the Gateway program that is part of the Juvenile Justice Program's collaboration with the San Bernardino County Probation Department.

The Gateway program was created last year as a result of Senate Bill 81, which returned minors previously incarcerated at the Department of Corrections and Rehabilitation to county facilities. The majority of the program's participants are non-violent offenders who have not been successful in multiple placements. Their commitment at Gateway is for 18 months, however it is possible for them to earn an early release.



The role of the Juvenile Justice Program staff at Gateway is to provide mental health services to the minors including crisis intervention, psychological evaluation and treatment, and intensive functional family therapy. These services are critical to the minors' progression through the phases of Gateway. Currently, there are 26 minors in the program: 15 at Gateway West (Phase I) and 11 at Gateway Regional Youth Education Facility (Phase II). In Phase II, the minors participate in activities such as job skills development and community-involved services which are designed to help the minors successfully return to their homes and communities. The Juvenile Justice Program staff assists in determining when a minor will benefit from participating in activities outside the facility.

The San Bernardino County Schools Regional Occupational Program (ROP) has worked with the minors in the Probation Department detention system for many years teaching landscaping maintenance and design skills.

An exciting project that the Gateway minors and ROP created this year, is a tropical forest amidst the exhibits and booths at the L.A. County Fair in Pomona. The Fair's theme this year is "Gateway to Africa".

Probation Corrections Officer (PCO) Louie Banuelos and Al Perez and Marsha Cope, of ROP, created the design and then partnered with Arturo, Yancarlo and seven other Gateway minors to construct the lush exhibit. The exhibit includes tropical plants such as hibiscus, palm trees and bromeliads, many donated from Thompson's Nursery and Sunshine Gardens. The minors collected the rocks to line the pond and built a wooden pier and deck which was transported to the fairgrounds for placement. The minors added their own touch with a handmade shield and creative African masks. For additional decorations, they stuffed wire topiary frames with moss to make several large giraffes and a monkey to swing over the pond.

PCO Banuelos reported that the minors had never worked on a landscape project before, and that helping to develop and see the project "come to life" was an exciting task for all involved. The minors worked very enthusiastically on the exhibit and will be able to transfer the skills they acquired to help out at home and in future employment opportunities.



**Gateway Program Exhibit at the
Los Angeles County Fair**

Summer Kick Off Concert **Regional Operations and Children's Services**

By Mary Jo Thornton, Yucca Valley TAY

The Transitional Age Youth (TAY) partners hosted a "Summer Kick-Off Concert" June 6, 2009, where a local band, "Arbitrator", donated their performance. Food and refreshments were provided free (or for a minimal donation) by the TAY partners. In addition, a local Starbucks donated iced tea for the event. TAY partners organized and provided security for the event. TAY partners, along with the Peer Leader Board (PLB), ordered T-shirts paid for with funds raised at previous activities such as car washes. The PLB President, who is an up and coming artist, designed the TAY logo and shirts. The T-shirts were even sold to raise money for future

summer field trips and activities. (They are hot!) TAY partners also had opportunity drawings for donated items provided by local businesses such as dinners for 2, t-shirts, free haircuts, etc. The TAY partners experienced such a sense of accomplishment planning and coordinating this event that they can't wait to get started on the next one!



**"Arbitrator"- a band from
Yucca Valley**



**Lt to Rt: Andrew Revica,
Wayne Hamilton,
Ryan Johnson**

A Story of Courage and Hard Work **Regional Operations and Children's Services**

By Dawn Peria, High Desert TAY

The Transitional Age Youth (TAY) Center has an 18-year-old young man who entered the program approximately six months ago. He has a diagnosis of major depressive disorder, recurrent, severe with psychotic features. He also struggles with social anxiety. The young man was brought to the program by his mother who said she could no longer take care of him due to his unpredictable behavior and the high cost of his medications. He was in need of housing, medication, Medical and other services. When he first came to the program the young man refused to come into the building due to his social anxiety. He was also hearing voices and recorded himself on his phone whenever he spoke so that he could listen to it later to make sure he was not saying anything bizarre.

TAY staff convinced the young man to complete an assessment and they were able to

place him in housing. Although it was a slow process due to his anxiety and fear of being around people, the staff has worked with the young man to overcome his fears. They began by taking him to stores and walking through them with him, gradually increasing the time he spent in the store each time. Staff was then able to get him to come into the TAY Center for short periods of time. Gradually, he has been able to increase his time at the TAY Center and has recently begun to attend groups and has even participated in art projects with other TAY members. The young man no longer records himself on his phone and has just begun to take the bus on his own. Recently he informed us that he wants to run an anxiety group with the assistance of the TAY Center staff. The young man has made great strides in the short time he has been a part of the program and we are very proud of him for his courage and hard work!

What is the Clubhouse Model?

24-Hour and Emergency Services

By Bob Sudol, Clinic Supervisor, Consumer Clubhouses

Some people may have wondered why T.E.A.M. House and other programs like this are called clubhouses, and why the folks who come here are called members. The clubhouse model developed in the 1950's in New York City, when individuals with psychiatric disabilities were trying to deal with the issues of stigma and the need to have greater input into the type of treatment they were receiving from the mental health professionals.



**TEAM House,
San Bernardino**

Stigma is the perception by a community that certain categories of people (such as those who have disabilities or those who come from a different culture or religion) have negative attributes and should be avoided. In society, people are often isolated when other people don't want to associate with them because of false beliefs. Many of these false beliefs are stereotypes. A common stereotype is that individuals with a mental illness are violent or unable to function like the rest of the community.”

Many people still think that individuals with mental illness should be locked away or heavily medicated and kept away from others in the community. In addition, some psychiatric professionals tend to act as the “experts” and don't include the consumers in their treatment plan, or even ask what they would like to accomplish in life. Some professionals simply advise their consumers to take their meds, go to therapy and avoid stress. Sadly, some treatment staff don't really believe that consumers are capable of going to school, getting jobs, living independently and socializing with others in the community.



Amazing Place— The Upland Social Club

Clubhouses were developed to minimize the stigma that many people feel about going to traditional mental health clinics. While it is true that some people with severe mental illness have problems with social skills and independent living, that doesn't mean that they can't set and achieve goals for themselves. At the clubhouses the consumers are not patients. They are members, and are encouraged to help each other and offer peer support. The Clubhouse concept is that people who have experienced mental illness and have been able to rehabilitate can teach and help others do the same.

So, at the clubhouses, everybody is made to feel welcome and accepted despite the fact that some may hear voices or feel paranoid. Staff and peers emphasize strengths, not symptoms, and focus on what people can do, and how to define goals and overcome obstacles. Clubhouse members have tasks and activities that help them learn how to concentrate and interact with others in a positive manner. These experiences help members develop confidence and self esteem, so that they can start finding places in the community where they can feel accepted and enjoy a better quality of life.

The best way to learn how clubhouses operate is to visit one. Talk with the members, and experience an atmosphere where all people are valued.



**Victor Valley Clubhouse, S.O.A.R. Clubhouse,
Central Valley Fun Clubhouse, A Place to Be.**

The Innovation Plan is Available for Review **Program Support Services**

The Innovation Plan, is a component of the Mental Health Services Act (MHSA), and was developed through a community program planning process. The process was inclusive and representative, especially of the unserved, underserved and inappropriately served individuals throughout the County of San Bernardino. The Plan involves novel, creative, and ingenious techniques expected to enhance the current mental health delivery system in the County.

The MHSA was passed by the California voters November, 2004, and went into effect January, 2005. The Act is funded by a 1% tax surcharge on personal income over \$1 million per year.

Members of the community have had the opportunity to review and provide feedback (via the comment form that was posted with the Plan on the Inter and Intranet websites) regarding their

perception on how the proposed draft Innovation Plan will affect the mental health service delivery system. The draft Innovation Plan was available for review and comment from December 1, 2009 to December 31, 2009.

All county residents interested in the public mental health service delivery system, learning about the MHSA, and reviewing the draft Innovation Plan (one of the components of the Act) were invited to visit the Department of Behavioral Health Inter and Intranet websites at: <http://countyline/dbh/> or <http://www.sbcounty.gov/dbh/>

There were a total of two public hearings. One at the Mental Health Commission meeting held January 7, 2010, and the other held at the Victor Valley Clubhouse, January 8, 2010.

For additional information, please contact Michael Knight at (909) 252-4047

Full Service Partnership in the High Desert **Regional Operations and Alcohol and Drug Services**

By Kevin Lee, Clinic Supervisor, Victorville Behavioral Health

The Victorville Full Service Partnership (FSP) has been up and running since December 2008. To date, they have served 96 consumers, providing intensive case management services, including individual and group therapy. New FSP referrals come from various sources such as our psychiatrists, FSP staff, non FSP staff, Triage, Department of Behavioral Health (DBH) reports and our nursing staff.

One important outcome measure being constructed is the number of consumer hospital days pre FSP versus consumer hospital days since initiating the Victorville FSP. Twelve months prior to establishing the Victorville FSP, consumers had 479 hospital days.

Since implementation nine months ago, Victorville FSP hospital days have dropped to 131. Extrapolating this 9 month figure, we should see an annual rate of approximately 175 hospital days which is a 274% yearly reduction in hospital days.

As one can see, these figures indicate that the FSP concept of intensive case management, paired with group and individual therapy, has been quite a success. In the near future, days of consumer incarceration pre and post FSP will be calculated to further highlight the success of the program. Each new day brings new challenges for our FSP Team and it is such challenges that keep us motivated to provide the best services possible for our consumers.

Congratulations –Please join us in congratulating **Maribel Gutierrez-SWII**, for being honored by 62nd District Assemblywoman, Wilmer Amina Carter with the 30 under 30 Latino/Native American recognition. The purpose is to recognize those individuals who have made an extraordinary contribution to their community through their talent, skill, imagination and achievements. These individuals are examples and role models to other young people, for their continued demonstration of what is possible through their passion and dedication. Congratulations Maribel!

If We Build It They Will Come **24 Hour and Emergency Services**

By Joni Kincer, FPA I, CCRT

The Community Crisis Response Team (CCRT) and the Rancho Cucamonga Resource Center (RCRC) collaborated in March 2008 to provide the community a free Parent Support Group. Although we did not reach very many families at first, we continued to offer the program. Our motto was, "IF WE BUILD IT THEY WILL COME." In February 2009, people started to come. Most of our success was due to the methods and teaching styles of Miss Angie Nieto Sanchez who joined our team as a Peer and Family Advocate that same month.

Our team has had some difficulty reaching the Hispanic Community, but with Angie's help it was easier to do so. The class went from having just a few participants to having an average size of 50 to 60 people, with a mainly Hispanic audience. The class is offered at the RCRC every Wednesday from 5:00 to 6:30 p.m. and serves the family as a whole—offering support and guidance to the parents, youth and even grandparents. There are no limits - everyone is welcome. Additional classes started in July in both English and Spanish. Most of our participants are linked to the class by CCRT.

Classes are facilitated by PFA's Joni Kincer and Angie Nieto and follow the teachings and writings of Gerald Newmark, author of "*How to Raise Emotionally Healthy Children*." The course provides simple but powerful tools to enhance the lives of children, parents and families. The topic, Meeting the Five Critical Needs of Youth and Their Parents, has proven to be our biggest success in the class. To personalize the class, Miss Nieto also adds her own personal touch.

June 10, 2009, I was honored to be a part of the first Graduating Class. The ceremony was held in the Mission Room of the RCRC. There were about 65

guests including 25 graduates and family members, CCRT and RCRC Staff. The room was decorated by the class participants who also provided the food. The ceremony began with dinner and entertainment, followed by guest speaker Rick Myatt, Clinic Supervisor of the West Valley Community Crisis Team. Mr. Myatt is a great leader and has always been very supportive of our work at the Center. He shared a powerful story called "*The Johnny Lingo Story*", which speaks about the impact of value and respect. This was followed by testimonials from the graduating youth and parents who stated how much the class has helped and taught them important lessons about themselves and family relations. They also stated how thankful they were to Angie and especially to the County for providing this service. Videos were shown and each graduate was presented with a framed certificate which the families purchased. The last part of the ceremony was a growth exercise led by one of the participants. Members of the class presented plants to one another and spoke about how much they had grown. It was powerful and very moving, and there wasn't a dry eye in the house.

I'm so proud of our team and of our County for providing these classes to the community. I am especially thankful for my friend and colleague Angie Nieto who has taught me so much.



**Angela Sanchez-Nieto,
PFA II-CCRT and
Joni Kincer, PFA I-CCRT**

Congratulations from Workforce Education and Training (WET) **Program Support Services**

By Mariann Ruffolo, Admin Manager, Workforce Education & Training

What's going on with Workforce, Education and Training?

The License Exam Prep Program has been very successful so far. Many people have already passed their written exams and are in the process of preparing for the clinical vignettes. Congratulations to all who have passed!

Training Institute Open House Program Support Services

By Mariann Ruffolo, Admin Manager, Workforce Education & Training



**Allan Rawland,
DBH Director and
Mariann Ruffolo,
MHTSA Coordinator**

On December 8, 2009, individuals interested in mental health service delivery and mental health workforce development were invited to attend the Department of Behavioral Health (DBH) Training Institute Open House.

The DBH Training Institute is primarily funded by one time only Mental Health Services Act (MHTSA) Workforce Education and Training (WET) dollars.

The Training Institute will provide a place for consumers to receive training to further their recovery and develop or enhance their workforce skills.

Through the Training Institute, DBH county and contract staff will have the opportunity to further their competency level. Trainings offered at the institute will be culturally competent and recovery based. In addition, classes offered are intended to promote professional growth and equip staff to provide the highest quality of behavioral health and substance abuse services possible.

The equipment at the Institute is state of the art and allows for distance learning which reduces the need for travel to desired trainings.

The MHTSA (Prop 63) was passed by the California voters November, 2004, and went into effect January,



**Lt-Rt; LEPP Participant- Brandy Hammerschlag,
Volunteer- Faith Ikeda,
OCCES MPA Intern-Barry Manemby,
PSE-Cassie Buccini
and Employee Intern-Jennifer McCreight**

2005. The Act is funded by a 1% tax surcharge on personal income over \$1 million per year.

The open house showcased and demonstrated the latest in training technology.

For additional information, please contact Mariann Ruffolo at (909) 252-4041



DBH Training Institute Open House

Question of the Quarter: Your Chance to WIN!!

Question:

What was the name of the band that played at the TAY Summer Kick-Off Concert ?

Answer _____

Submit your answer to dglenn@dbh.sbcounty.gov by February 20th.

Five names will be drawn from the correct answers received. Each of those individuals will receive one \$5.00 Starbucks gift card.



You Deserve a Spot **Administrative Services**

By Jacki Pringle, Secretary II, Medical Services

YOU DESERVE A SPOT-

In an effort to increase morale and acknowledge staff, the Business Procedures and Operations Committee (BPOC) would like to recognize the clerical and automated technical assistance staff with their own section in the newsletter.



**Sharyn Beemer,
Supervising
Fiscal Specialist**

You have a chance to name this section of the newsletter. Send your ideas to Jacki Pringle, Secretary II, or call 382-3087.

Do you have any ideas for articles? (e.g. Who is cooking what, what area is decorating, special locations). Send articles (with pictures if possible) to Jacki Pringle, Secretary II at jpringle@dbh.sbcounty.gov



**Walter Owings, ASA I and
Vincent Weerasinghe, ASAIL**

Hard Work Pays-Off **Workforce Education & Training (WET)**

By Erica Banks, Secretary I, Workforce Education and Training

The Department of Behavioral Health would like to acknowledge the following staff members for obtaining their clinical license in 2009:

Charles Maingot, LCSW

Homeless Services

Raquel Ruvalcaba, LMFT

Upland Clinic

Brandon Hammerschlag, LMFT

Patients Rights

Natalie Haghani, LMFT

TAY

Linda Marcoux-Smith, LMFT

Agewise

Randall Kerr, LMFT

STAR Program



DBH Staff Present at Patients Rights Training **Program Support Services**

Dr. Kim Rosa, Mental Health Clinic Supervisor, Patients Rights

September 2009, Patients Rights Advocate Brandy Hammerschlag and Chief Patients' Rights Advocate Kim Rosa facilitated a training with Leslie Morrison, Director of the Investigations Unit for Disability Rights California. The training titled, "Abuse and Neglect Investigations in Skilled Nursing Facilities," was presented at the Patients' Rights 2009 Annual Training in Foster City, CA.

Yvonne Love, Patients' Rights Peer and Family Advocate III, is currently collaborating with Disability Rights California and partnering with Garnet

Magnus (DRC's Peer/Self Advocacy Trainer), in providing Peer/Self Advocacy Trainings in all Department of Behavioral Health (DBH) clubhouses throughout the county.



**Patient's Rights Staff- LT to RT-Xochilt Flores-OAIII,
Yvonne Love-PFAIII, Kim Rosa-Mental Health Clinic
Supervisor and Ana Astrande-SWII**

Thank You for the Years of Service Administration

By Betty Schneider, OAI, Administration

5 YEAR			Jackson, Florence	SWII	CalWORKS-SB
Astrande, Ana	SW II	Patient's Rights	Lue-Sang, June	SAIL	Program, Planning and Development
Yeun, Donald	Sup. ASA	I.T.	Newell, Adrienne	SAIL	Contracts
Chavez, Norma	OA III	Medical Records	Pasco, Debi	Exec. Sec. II	Directors Office
Hinkle, Jason	Sup. Act.II	Fiscal	Pham, Ann	CTI	FAST
10 YEAR			Wynn, Rebecca	PS	Housing/ Employment
Baca, Anthony	SW II	S.T.A.R.	Zuel, Amy	MH Nurse	EVRC
Beebee, Melissa	SW II	CalWORKs SB	Nguyen, Han	Psychiatrist	EVRC
Fleming, Michelle	OA III	Vista Counseling	15 YEAR		
Ganguly, Anindita	CT I	Vista Counseling	Bowman, Coley	SA II	CCRT - East Valley
Godinez, Maricelli	OA IV	CalWORKs – RC	Croteau, Chris	Sec I	Desert/Mt. Admin
Harvey, Amy	CT II	Upland Counseling	Franklin, Terri	PMII	Children's Services
Held, Jonathan	CT II	Homeless Program	Zarembo, Denise	SAIL	ADS Admin
Johnson, May	OA III	Mesa Counseling	Mixon, Greta	FS	Fiscal
Mendoza, John	CT I	Upland Counseling	Muller, Peter	MHS	Homeless
Mitchell, Sally	SW II	Patients Rights	Sneed, Elizabeth	SWII	ADS
Napier, Mark	SW II	ADS	20 YEAR		
Pena, Jennifer	SOA	CalWORKS-Hesperia	Bossaert, Marlene	OA III	CCRT
Santos, Lovelyn	SW II	Upland Counseling	Pavlidis, Athanase	CTI	CalWORKS-VV
Solano, Kethura	OS	Disaster and Safety	Valdivia, Diane	ESS	Housing/ Employment
Atkins, Elizabeth	PS	Contracts	McCoy, Janice	OAI	CCICMs
Baca, Nina	FS	Fiscal	25 YEAR		
Denison, Thomas	SWII	Hospital Based Services	Aguirre, Betty	SAIL	Contracts
Dow, Lana	OAI	VVBH	30 YEAR		
Dusick, Michelle	PMI	PEI	Rodriguez, Sandy	Sec I	Children's Services
Hentzschel, Valerie	CTI	Phoenix Clinic			
Kleppe, Stephanie	SWII	Adult Residential Services			

The Department of Behavioral Health recognizes staff on their years of service to the county and their contributions to its mission.



Presenters Left to Right-Allan Rawland, Mariann Ruffolo, Ralph Ortiz, Tanya Bratton, Richard Louis III, Dr. Jatin Dalal and CaSonya Thomas

Taking a Step To Raise Awareness **Program Support Services**

By Amber Carpenter, Mental Health Specialist, CORE



Diamond Valley Lake, Hemet

system for people with mental illness.

The County of San Bernardino Department of Behavioral Health (DBH) partnered with Riverside County Department of Mental Health and our local National Alliance on Mental Illness (NAMI) to host "NAMI WALKS", November 7, 2009, at Diamond Valley Lake in Hemet, California. All proceeds will help fund local NAMI chapters in Riverside and San Bernardino counties. These chapters provide support, education, and advocacy to consumers and family members regarding schizophrenia, bipolar disorder, major depression, obsessive compulsive disorder (OCD), and severe anxiety disorders. DBH's Big AI's team, has led the way in raising funds for NAMI in previous years and did an excellent job this year as well.

Nationwide, thousands of concerned citizens in nearly 80 communities walked together to raise money and awareness about our country's need for a world-class treatment and recovery

All staff, consumers and family members were encouraged to join a team or start their own team as a way to participate in this wonderful event for mental health awareness. If you would like more information about NAMI go to: www.NAMI.org/Namiwalks.



**Allan Rawland, Gary Atkins,
CaSonya Thomas and
Ralph Ortiz**



Eric and Zakiya Otis



**Michelle Torres and
Kristen Martinez**

Familia-a-Familia Classes Offered **National Alliance on Mental Illness (NAMI)**

By Doris Turner, NAMI San Bernardino



NAMI Familia-to-Familia Class Participants

September 12, 2009, the National Alliance on Mental Illness (NAMI) San Bernardino Affiliate celebrated the completion of the first NAMI Familia-a-Familia (Family-to-Family) class in Spanish. The free educational program is a 12 week course for family caregivers of individuals with severe mental illness. The class was taught by Carmen and Erica Limon. Twelve individuals graduated from the first class and received education on various mental illness topics along with support from their fellow classmates. The course gave the graduates necessary skills to advocate for their loved ones and bring awareness to their communities about the needs of the mentally ill. For more information about NAMI visit the NAMI website at www.nami.org and for more information about Family-to-Family classes, contact Doris Turner at 909-252-4018.

September 12, 2009, the National Alliance on Mental Illness (NAMI) San Bernardino Affiliate celebrated the completion of the first NAMI Familia-a-Familia (Family-to-Family) class in Spanish. The free educational program is a 12 week course for family caregivers of individuals with severe mental illness. The class was taught by Carmen and Erica Limon. Twelve individuals graduated from the first class and received education on various mental illness topics

Serving the Victor Valley **National Alliance on Mental Illness (NAMI)**

By Doris Turner, NAMI San Bernardino

National Alliance on Mental Illness (NAMI) has a new NAMI Family Support Group up and running in the High Desert. Meetings take place the third Wednesday of each month from 7:00 to 8:30 p.m. at the Victor Valley Clubhouse, located at 12625 Hesperia Road, Suite B, Victorville, CA 92392.

The NAMI Family Support Group is for individuals 18 years and older who are family members or care about someone who has a mental illness. The group meetings are led by trained family members who are also working to support a loved one's recovery and understand the challenges they face with mental illness.

For more information, please contact Dedie at 760-553-5752 or Dave at 760-553-5725. If you would like to contact them by email, the address is www.namihighdesert@yahoo.com.



From the Editor

Welcome to the 2009, Fall/Winter issue of F.A.C.E.S.

The Mental Health Commission closed out 2009 with their annual holiday tea. The tea was held December 3, 2009, at the Behavioral Health Resource Center in Rialto.



The theme for the tea centered around "Gingerbread Houses." Holiday gingerbread houses were created by clubhouse members throughout the county and entered into a contest that was extremely difficult to judge.

As we enter into 2010, let us all take time to say "Thank You!"

When was the last time you received a genuine "Thank You" from someone? One that made you feel that you mattered, that the work that you had done really counted? Just as important, when was the last time that you gave someone else a genuine "Thank You?"

Saying "Thank You" and giving praise are the most commonly overlooked and under-estimated ways of showing appreciation for those we work with. And it's so easy!

When you look someone in the eye and thank them for something that they have done, such as displaying excellent customer service, doing a good job, meeting a tight deadline or for assisting a co-worker, it means a lot.

According to Chris Stewart-Amidei, author of **The Value of Saying Thank You** in the December 2007, *Journal of Neuroscience Nursing*, the value of saying this phrase goes well beyond good manners. It builds relationships, allows others to see that their actions or behaviors are appreciated, increases self-esteem, enhances loyalty, and encourages repetition of positive behaviors. Interestingly, she also stated that feeling appreciated in the workplace may also decrease turnover and related costs and alleviate stress.

People enjoy a sincere "Thank You" and they appreciate being valued for their unique abilities and the contributions and efforts that they make to a cause. Never underestimate the power of a genuine Thank You! Take time to acknowledge and extend courtesy to someone today!

Sincerely,

Lynn Neuenswander
Public Information Officer

DEPARTMENT OF
BEHAVIORAL HEALTH

F.A.C.E.S. is published quarterly by the
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Behavioral Health

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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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Friendly, **I**nterested, **R**esponsive, **S**ervice oriented, and
Trustworthy!

